Porterfield & Company CPA, PLLC
accountants • auditors • advisors

Guide to Doing Business with PCO CPA
1040 Individual Tax Clients

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# Welcome to Porterfield & Company CPA, PLLC

Why Porterfield & Company CPA?

We are a relationship centered CPA firm focused on improving the lives of our clients, communities and team members by discovering and understanding their needs. We provide progressive solutions and technologies to assist them in achieving their goals.

Our mission is "Improving people's lives through relationships, sound guidance and leadership; serving as accountants, auditors and advisors."

# Preparing to Become a Client

## Scheduling Your Initial Meeting

Initial prospective client meetings are scheduled through our administrators at each office. Contact a firm administrator by calling either of our offices listed below or by emailing info@porterfieldcpa.com.

| | |
|---|---|
| Harrison, North Central Arkansas office | (870) 741-3135 |
| Fayetteville, Northwest Arkansas office | (479) 287-4739 |

When scheduling a meeting with one of our CPAs or tax professionals, provide us with information to help us make the initial meeting efficient and productive for you. This should include the type of tax issues you deal with such as: self-employment, rental activities, education credits, etc. We also like to know how you became aware of our firm.

During our initial meeting we will review your last three years of tax returns along with any correspondence you may have received from tax authorities. If this information is available in a digital format such as a pdf, let us know and we will provide you with a secure method of sending the documents prior to our meeting.

## Fees

We are often asked what our fees are for tax services. Like many tax questions, the answer is “it depends”. After our initial meeting, we can better assess the amount of work involved in a tax return and provide you with an estimate.

Our minimum fee for individual tax returns is $250. Fees for business, self-employment, rental and farm activities and additional states are priced based on the activity and level of complexity.

Generally, our services are priced based on the complexity of the returns prepared. Clients can expect annual fee increases to cover increases in personnel, technology and other business costs. Changes in the complexity of returns are also factored into the pricing of our services.

We encourage clients to consult our firm when contemplating actions that may affect their tax situation. In many cases, we can field an inquiry without incurring time billable to the client. If your inquiry requires a more in depth response, we will discuss the scope of the project with you before proceeding with the project. Tax decisions often have significant financial consequences. It’s better to incur a fee for sound advice than to be surprised with a tax liability that may have been avoided.

Optional fees included on your invoice may include tax audit and notice protection and tax identity theft protection. We offer these services to selected clients. Clients find that these optional fees are much lower than the actual fees necessary to respond to a tax notice, audit or tax identity theft issue.

## New Individual Client Application

Prior to your initial meeting, download and complete the new client application found at http://www.porterfieldcpa.com/plugins/show_image.php?id=172.

## Becoming a Client

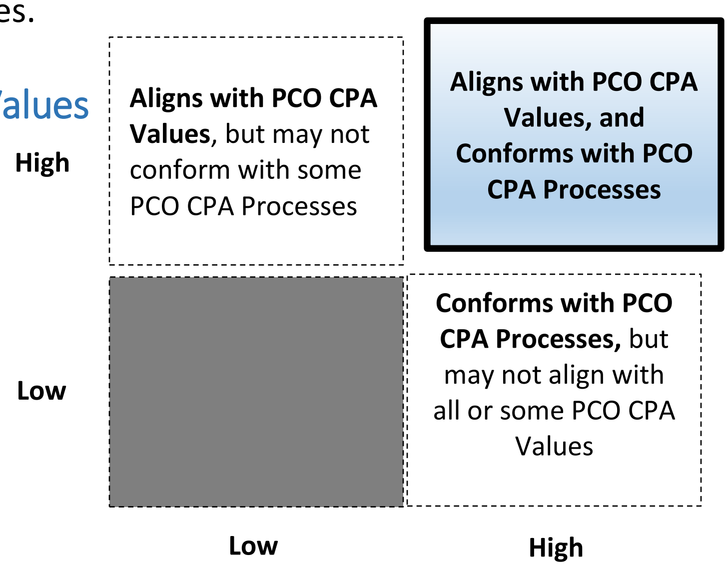
The initial meeting is an opportunity to evaluate how and if we can best serve you and meet your needs. While we are experienced and capable of handling most tax and accounting needs, we have chosen to limit our practice areas so that we can serve our clients with the highest care and efficiency.

We want the client experience to be professional and fulfilling. We enter into a client relationship with a long-term approach. Our initial investment in establishing a client account ranges between 2 and 5 hours.

We can best serve those clients who align with PCO CPA values and conform to PCO CPA processes.

### PCO CPA Firm Values

Integrity
Care
Competence
Teamwork
Innovation
Fun




**PCO CPA Processes**
Uses Technology and Follows Processes
(See the PCO CPA 1040 Process below)

Clients should understand and buy into our values and processes. Not all clients in the upper right hand quadrant will follow the same processes. However they will share our values and follow the processes we have prescribed based on their needs and circumstances.

In cases where we serve a client that later appears to have a conflict with our values, we must ask, “what happened to allow this to occur?” and take the steps necessary to reconcile our values cohesively with the client.

When clients share our values, but lack conformity with processes, we also have to ask "what happened to allow this to occur?" Because our profession is rapidly changing due to technology, these may include legacy clients. In this instance we evaluate the client's willingness and ability to adopt new technology and/or standard processes. We work with clients to provide them with the training and assistance necessary to make them comfortable and proficient with our technologies and processes. In cases where clients are unable to conform, the extra service steps may result in higher fees than those paid by other clients.

## PCO CPA 1040 Process

Our individual tax processes allow clients to interact with our firm in a paperless environment. Clients following our prescribed processes experience the highest level of service. We understand that there may be exceptions to the paperless process and work with clients to minimize the effect of those exceptions.

**Client engagement documents sent to portal**

- Individual Tax Engagement Letter for signature (required before any work begins)
- Client Organizer to Print and Complete or Complete online.
- Other Client Engagement Documents

**Tax support & info provided through Client Center**

- W-2s, 1099s, SSA-1099s
- K-1s
- Business, Farm and Rental Schedules
- Itemized Deduction Support
- Other Supporting Documents

**Returns prepared, reviewed and filed**

- Delivered to client portal
- Review of return with PCO CPA as scheduled
- Action items signed through client portal or via Right Signature (electronic signing application)
- Client pays invoice and PCO CPA files returns electronically

## Client Training

Client training is provided at our websites including the following topics:

- Using Your Client Organizer
- How to Review My 1040
- Using File Exchange

## Onboarding Process

Once accepted as a client, we will continue the client onboarding process.

**Setup in PCO CPA Practice Management**

- Client signs engagement letter and pays initial deposit
- Client data entered in to PCO CPA Practice Managment System
- PCO CPA welcome email is sent

**FileCabinet and UltraTax**

- PDF copies of prior tax returns are loaded into client FileCabinet
- Immediate past year tax return is entered into PCO CPA tax software
- If necessary prior returns are amended and delivered to client for filing

**Client Center**

- Current tax year organizer is sent to client center
- Client completes organizer and uploads supporting tax documents
- Completed returns are delivered for review
- Client signs efile forms and pays balance due on services
- Returns are filed, client emailed acceptance notification

## Preparing for Tax Season

Tax season can present many demands. Preparation in advance can improve the process. If you have a question please reach out to us. We have a great staff ready to serve you. You can contact us via email at info@porterfieldcpa.com or by calling either location. When you contact us, let us know the nature of the inquiry or issue that you are experiencing so that we can direct your inquiry to the team member best suited to assist you.

Organization of your tax information can assist us in serving you. Please do not staple paper documents provided to our firm. Use the organizer as a guide. Supporting tax documents should be ordered in the sequence followed by the tax organizer.

Clients requiring a meeting with a CPA or tax professional are encouraged to schedule meetings through our administrators one week in advance. An alternative is for clients to submit tax information and request a meeting prior to work beginning on the return. We find that phone or online meetings are very effective in meeting our client needs.

We strive to serve all clients in a timely manner. However, in recent years late year tax changes affecting filing software and IRS delays have compacted the tax filing season. We best serve clients when all supporting documentation is submitted before we begin working on a return. If you expect to receive corrected tax documents or to receive documents late in the filing season, you should discuss this with our firm. We will evaluate the situation and determine the best approach to meet your needs and filing requirements.

In some cases, we may recommend that an individual client file a request to extend the filing date of their tax returns. Clients granted an extension of time to file are required to pay any balance due by the April filing due date. We work with clients to estimate the balance due on the return and prepare the extension with payment. We will discuss this process with you prior to the filing deadline.

# Client Resources

At PCO CPA, we maintain an online presence through our websites, blogs and social media accounts.

## PCO CPA Websites

Each PCO CPA office maintains a separate website with information specific to that office. However, some communications may refer you to a specific website, i.e. our monthly newsletter articles. We encourage clients to utilize the local office website. Our current websites are:

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|---|---|
| Harrison, North Central Arkansas office | www.porterfieldcpa.com |
| Fayetteville, Northwest Arkansas office | www.pcocpa.com |

Each website includes logins to your client center, applications utilized in our client relationships including online meetings through join.me.

## Monthly Newsletter

Clients find important and informative monthly at http://www.porterfieldcpa.com/news_feed. Monthly topics generally include articles on: Tax and Financial News, General Business, Stock Market, Financial Planning, Technology and Congressional News. We also publish this information in a monthly email newsletter.

In the news section of our website, you will find an archive of past articles to help you with your tax and financial decisions.

## Forms and instructional videos

You will find client forms and instructional videos at:
http://www.porterfieldcpa.com/forms_info
http://www.pcocpa.com/client-resources/helpful-links/

## Financial Calculators

We maintain online calculators to assist you with financial decisions at http://www.porterfieldcpa.com/financial_calculators. You will find calculators for the follow categories: Home Financing, Personal and Business Finance, Retirement, Savings and Individual Tax Estimators. These tools are provided for your convenience and we are always available to help you with the use of these tools.

## Valuable Resources

You will find information on small business, real estate, education savings and other topics at http://www.porterfieldcpa.com/valuable_resources. These resources are designed to help you understand issues and decision factors. Feel free to contact us with specific questions as you learn more about these topics and make decisions.

## Where's my refund?

Clients expecting federal or state tax refunds can check the statuses of federal and state tax refunds at:

http://www.porterfieldcpa.com/track_refund
http://www.pcocpa.com/client-resources/refund-tracker/

## Blogs

Our blogs at http://taxandaccountinginsights.blogspot.com/ and http://www.pcocpa.com/blog/ are another great resource for tax and accounting information. We frequently post information on a variety of tax and accounting topics here that can assist clients in understanding tax rules and regulations and other accounting topics.

## Social Media

You can find us on social media too! We maintain accounts on Facebook, Twitter and LinkedIn.

Facebook

https://www.facebook.com/PorterfieldCPA

https://www.facebook.com/Porterfield-CPA-NWA-1696306523920604/

Twitter

https://twitter.com/PCOCPA

LinkedIn

https://www.linkedin.com/company/porterfield-cpa-pllc

## Reviews

We strive to provide our clients with great service. If you have benefited from our expertise and experienced great service from our firm, we encourage you to share your experience with a review on Google or Facebook.

| **PCO CPA Harrison** | **PCO CPA NWA** |
| --- | --- |
| Write a Review on Google | Write a Review on Google |
| facebook | facebook |