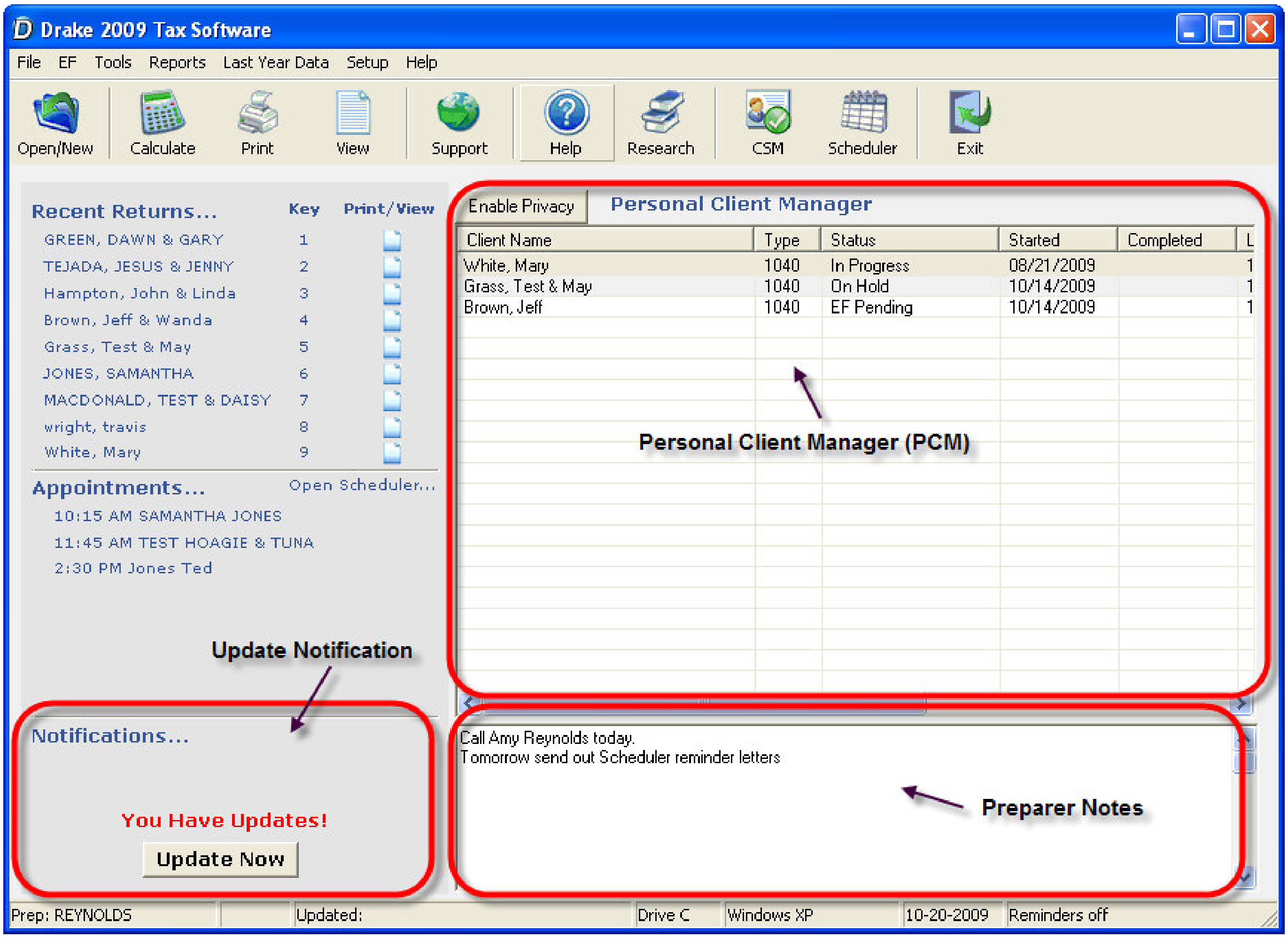
WHAT'S NEW IN SOFTWARE

Home Screen

For 2009, the enhancements begin with increased functionality on the **Home** screen.



Personal Client Manager

From the **Home** screen, view the **Personal Client Manager (PCM)**, a condensed version of the **Client Status Manager (CSM)**. The Personal Client Manager provides a snap shot of the logged in preparer's returns, helping you to organize and prioritize. The return details display in column format. This tool is preparer login specific, so the logged in preparer may customize their **Personal Client Manager** by deciding what columns of return data display, and by filtering the list of returns.

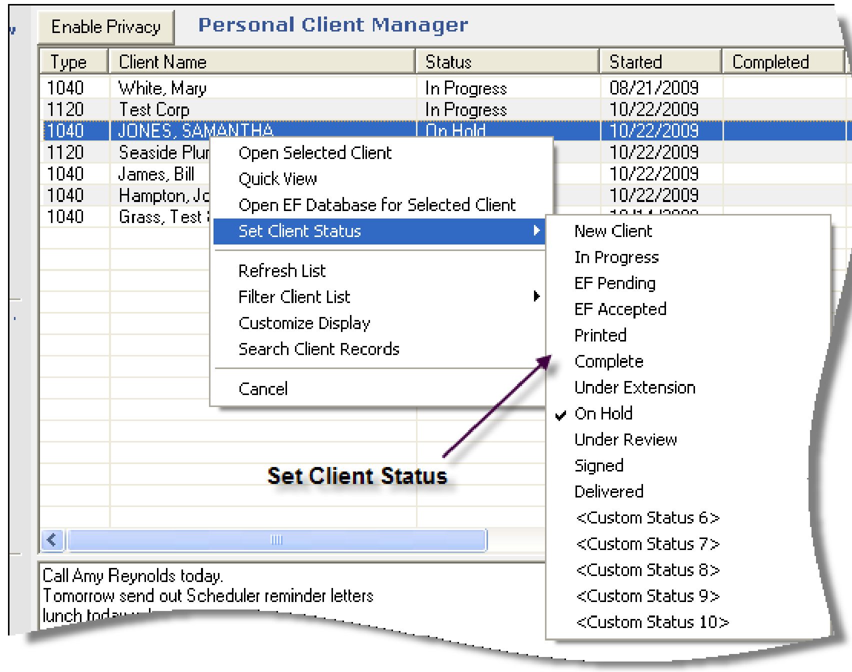
From the **PCM**, right click a record in the CDM to:

- Open the client's return
- Display a Quick View of return information
- Open the EF Database for a client
- Set return Statuses
- Filter the list of returns
- Customize the PCM
- Search records

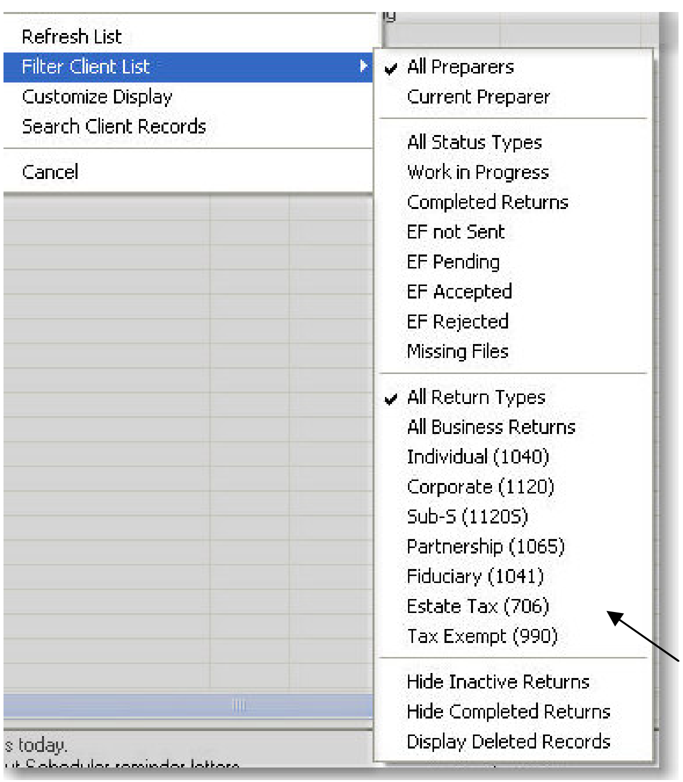
Return Statuses

To set the status of a return, right click the record in the PCM and go to **Set Client Status** and select a status. To set the status from data entry, select **CSM** from the data entry toolbar.

- The following statuses are set automatically by the software during the progression of the return:
    - **Updated From 2008** – The return is updated from the prior year or,
    - **New Client** – The return is created.
    - **EF Pending** – The return is efiled.
    - **EF Accepted** – The return is accepted.
    - **Printed** – The return is printed.
- The status setting of **Complete** must be manually set by the preparer. Choosing the status setting marks the return complete and enters the **Date complete** on the TRAC screen.



- The following statuses must be manually set by the preparer and can be customized to suit your office needs: **Under Extension**, **On Hold**, **Under Review**, **Signed**, **Delivered**.
    - Up to five more custom statuses can be added. (See **Customize Display** below.)



Right click a return or a blank area in the **PCM** to access filtering and customization options.

- **Filter Client List** - Filter the list of returns that display in the PCM by selecting one or a combination of filters. By default, the logged in preparer sees only his/her returns. Admin can select a filter to view returns for **All Preparers**.
- **Customize Display** – From the **Column Layout** tab, select the columns of return data to display and organize the columns. From the **Status Settings** tab, edit the manual status descriptions or add additional manual statuses.

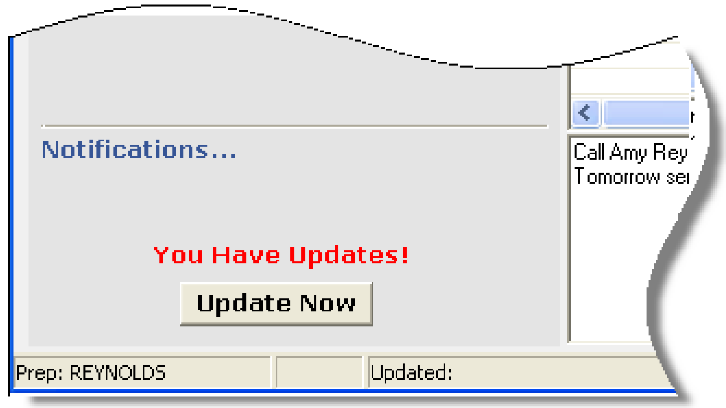
Filter Client List

Preparer Notes

At the bottom of the **Home** screen is an area where notes may be typed. These notes are preparer login specific, so each time a preparer logs into Drake, they will see their own notes.

Update Notification

When your system needs updating, an alert displays in the notification area of the **Home** screen. This alert now includes an **Update Now** button that takes you directly to the **Update Manager** where you get updates.



Enable/Disable Privacy

Click **Enable Privacy** to hide your recent files list, **PCM**, notes, and your Scheduler appointments that display on the **Home** screen.
To display the dashboard click **Disable Privacy.**

NOTES:

Software Updates

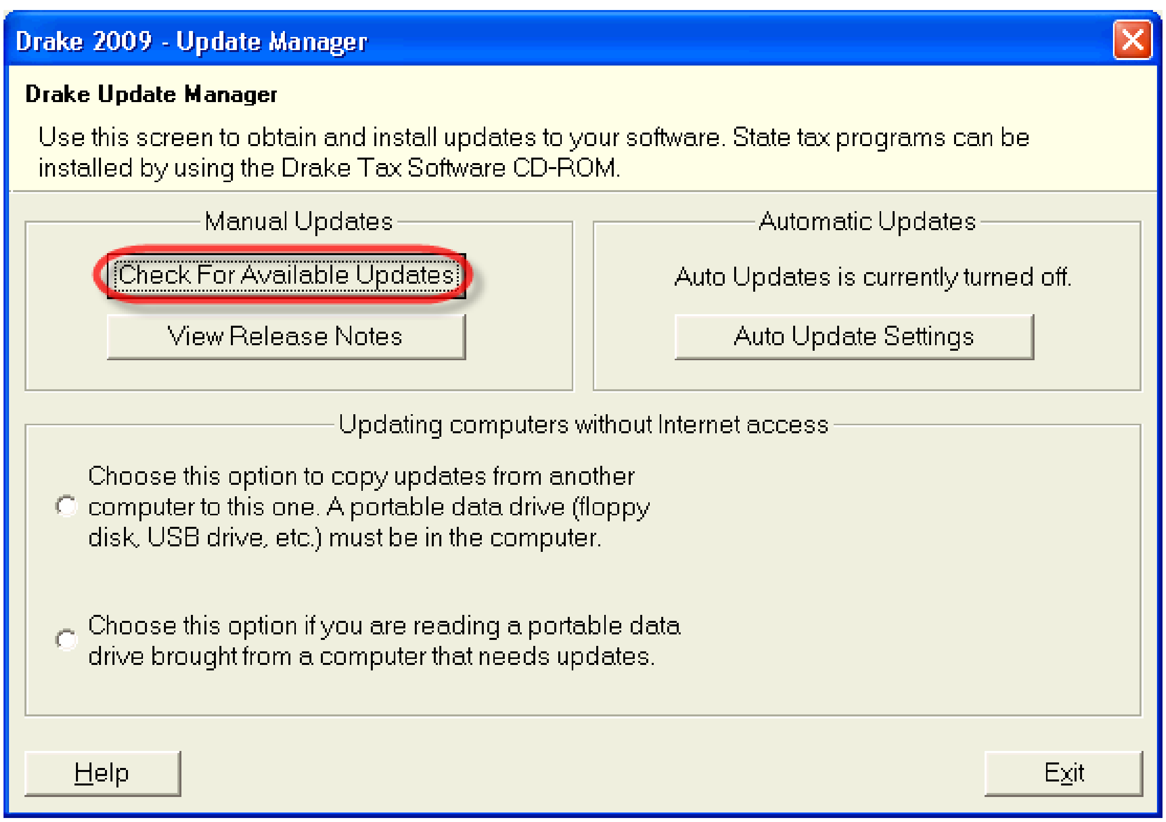
For tax year 2009, we have streamlined the process of getting updates. It is no longer necessary to manage an **Update Profile** (previously **Setup > Update Profile**). If a program component is installed, it will be updated. A tool has been added to allow you to uninstall states if necessary. Go to **Tools > Install State Programs > Uninstall States**. Configure your system to automatically get updates from the **Update Manager**.

Update Manager

Updating Drake is now a one step process. All downloaded updates are installed immediately.

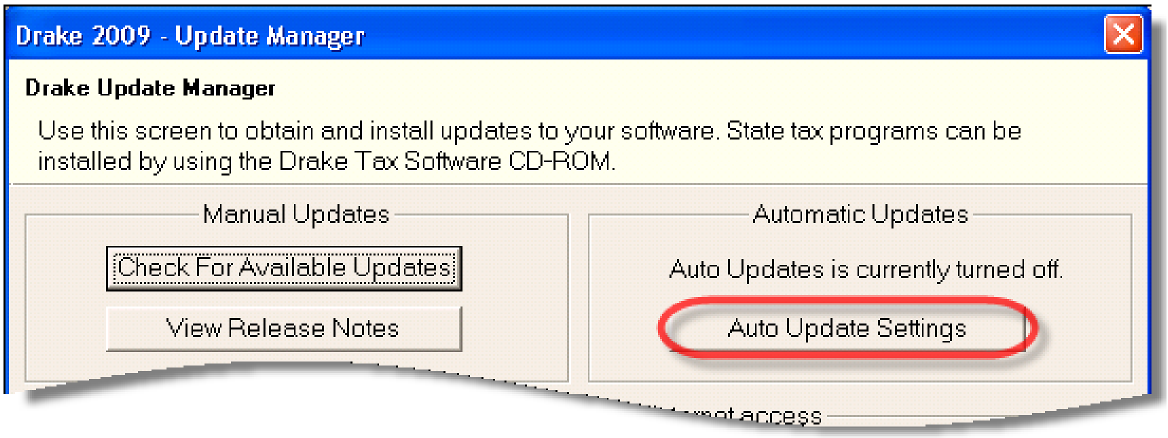
To get updates, complete the following steps:

1. From the menu bar in Drake, go to **Tools > Update Manager**.
2. The **Update Manager** dialog opens.
3. Click **Check for Available Updates**.
4. The **Update Manager** scans for available updates. If updates are available for your system, you are alerted and prompted to proceed with the installation. Click **Yes**, to proceed, or **No** to cancel.
5. Click **Yes** from the **Close Program?** dialog to close the software. All users must exit the software before updates will install, so this is a required step.
6. The **Update Installer** displays the available updates for your system. Click **Install** to proceed with the update installation.
7. When the installation is complete, click **Exit** to close the **Update Installer** and open the Drake program.

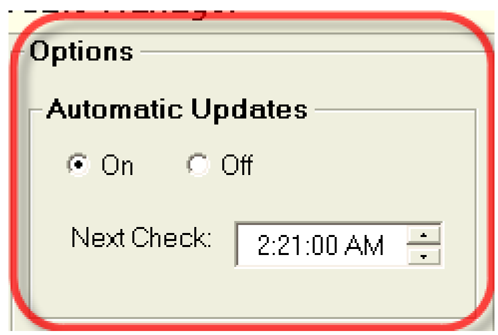


Automatic Updates

Select **Tools > Update Manager**. From the **Update Manager**, select **Auto Update Settings**. This opens the **Auto Update Manager**.



1. In the **Options** section, click to turn auto updates **On** or **Off**.
2. Select a time for **Next Check**. This is the time the system will update.
3. Click **Hide** when the feature is turned on close the window.



Viewing Release Notes

When updates are installed, an installation log is created that provides the name of the update, release date, and the release notes, which describe the update. To view this information, click **View Release Notes** from the **Update Manager**.

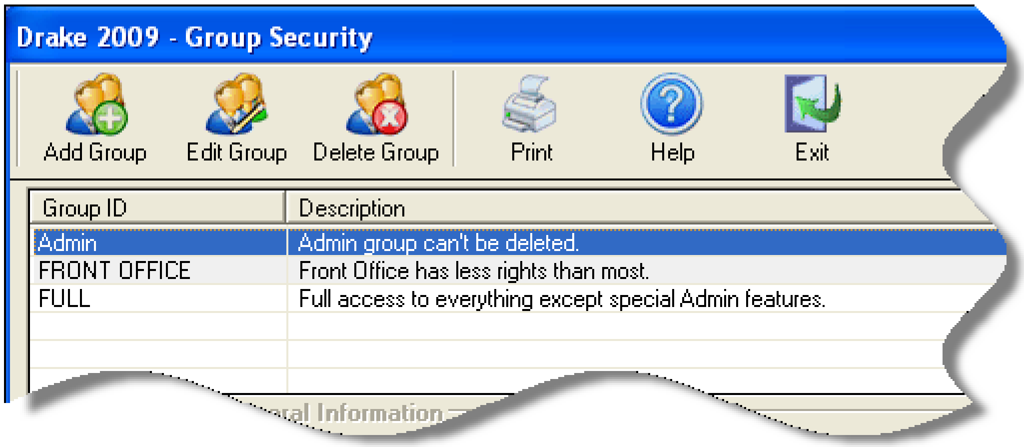
Group Security

Group Security simplifies the job of assigning security rights to preparers through **Preparer Setup**. It allows you to assign preparers to a group. The group as a whole is assigned specific security rights. There are pre-defined groups, and you may also create custom security groups.

To assign security to a preparer, you must be logged in as ADMIN or a preparer with ADMIN rights.

From **Setup** > **Preparers**, select **Group Security**.

The **Group Security** dialog opens.



Group IDs and descriptions for all existing groups are listed.

- **Admin** – Full rights and access to all Admin features.
- **Front Office** – Access to the Scheduler only
- **Full** – Full rights, except Admin features

Preparers carried forward from 2008 into the 2009 program will keep their assigned security. If the assigned security is one of the pre-defined securities – Admin, Front Office, or Full – the preparer will be assigned to that group.

Editing a Group
To either add or remove preparers from a group, or edit the group's security settings, select the group from the list and click **Edit Group**.

Adding a Group
Use this feature to create a custom group. For example, if you have multiple preparers that you would like to assign the same custom security, create a group with this specific security, and assign the preparers to the group.

Note: If you remove a preparer from a security group, all security rights are removed. The preparer has no rights until you reassign them security rights.

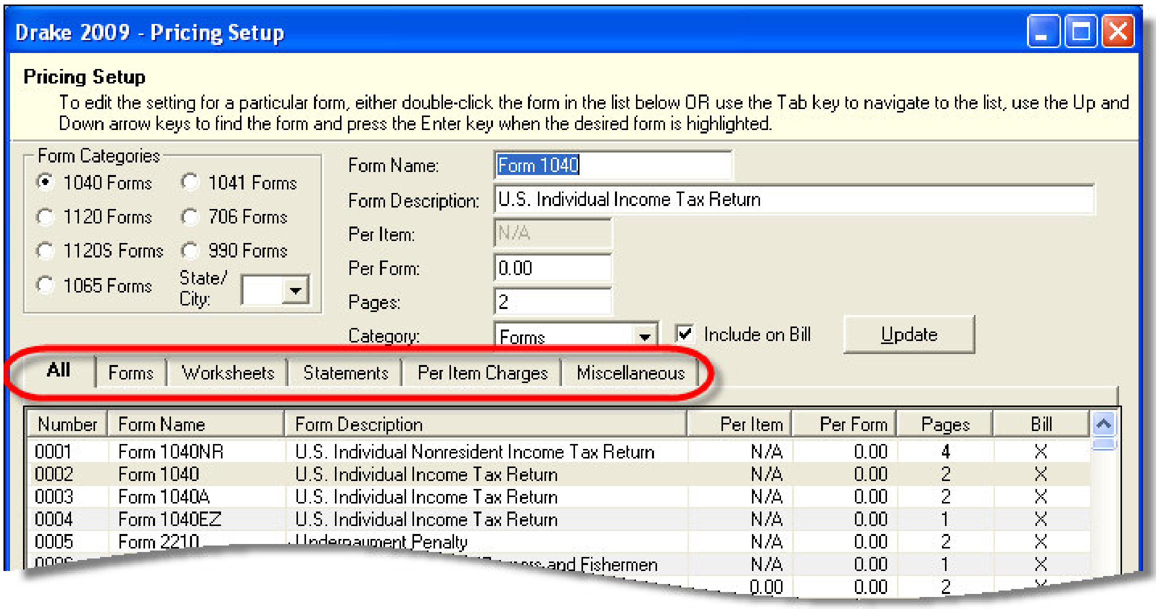
Click **Print** on the **Group Security** toolbar to print two consecutive reports:

- **Group Security** – A listing of group security settings for each existing group.
- **Group Preparers –** A listing of all groups and their assigned preparers.

Pricing Setup

We've made it easier to locate forms in **Pricing Setup** by adding category tabs. Tab categories include: **All**, **Forms**, **Worksheets**, **Statements**, **Per Item Charge**, and **Miscellaneous**.

- Statements are listed with actual statement names.
- Per item pricing items have been added, including Dependents and Filing Status.



Engagement Letter

The Engagement letter outlines the general terms and conditions for tax return preparation. Engagement letters can now be printed outside of data entry or as part of the client Organizer.

October 12, 2009

DAWN & GARY GREEN
2300 FIRST TEST STREET
SAN FRANCISCO, CA 94102

Subject: Preparation of Your 2009 Tax Returns

Mr. & Mrs. GREEN:

Thank you for choosing Drake Software to assist you with your 2009 taxes. This letter confirms the terms of our engagement with you and outlines the nature and extent of the services we will provide.

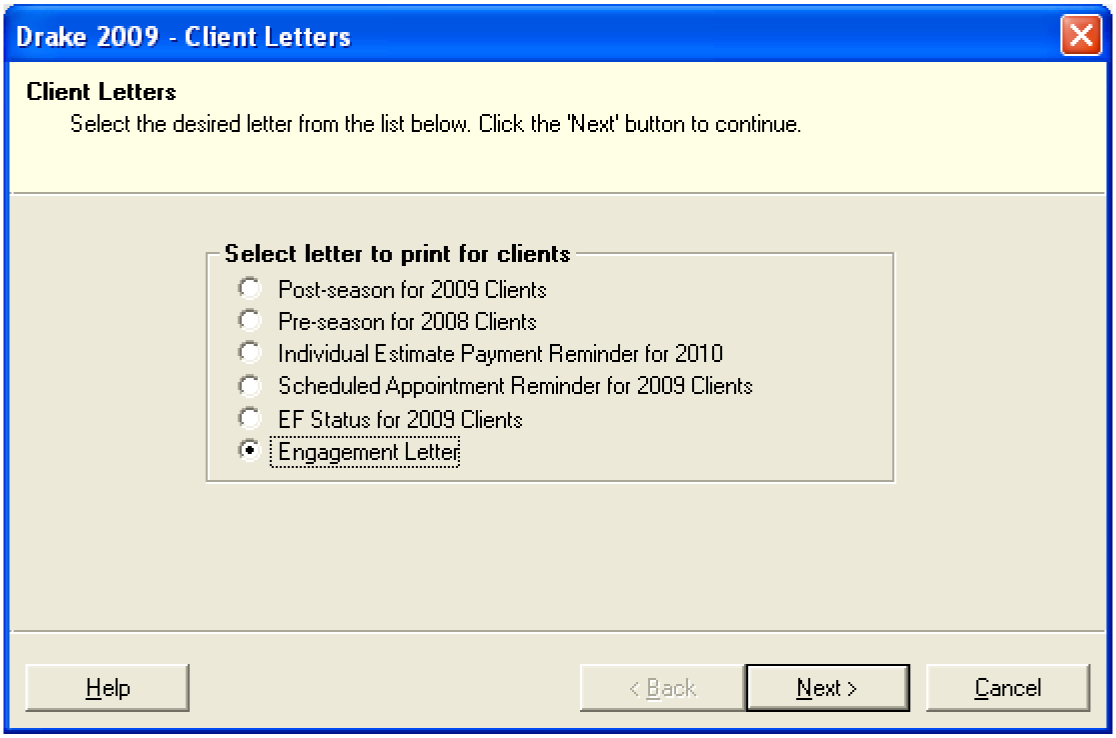
We will prepare your 2009 federal and state income tax returns. We will depend on you to provide the information we need to prepare complete and accurate returns. We may ask you to clarify some items but will not audit or otherwise verify the data you submit. An Organizer is enclosed to help you collect the data required for your return. The Organizer will help you avoid overlooking important information. By using it, you will contribute to efficient preparation of your returns and help minimize the cost of our services.

We will perform accounting services only as needed to prepare your tax returns. Our work will not include procedures to find defalcations or other irregularities. Accordingly, our engagement should not be relied upon to disclose errors, fraud, or other illegal acts, though it may be necessary for you to clarify some of the information you submit. We will, of course, inform you of any material errors, fraud, or other illegal acts we discover.

The law imposes penalties when taxpayers underestimate their tax liability. Please call us if you have concerns about such penalties.

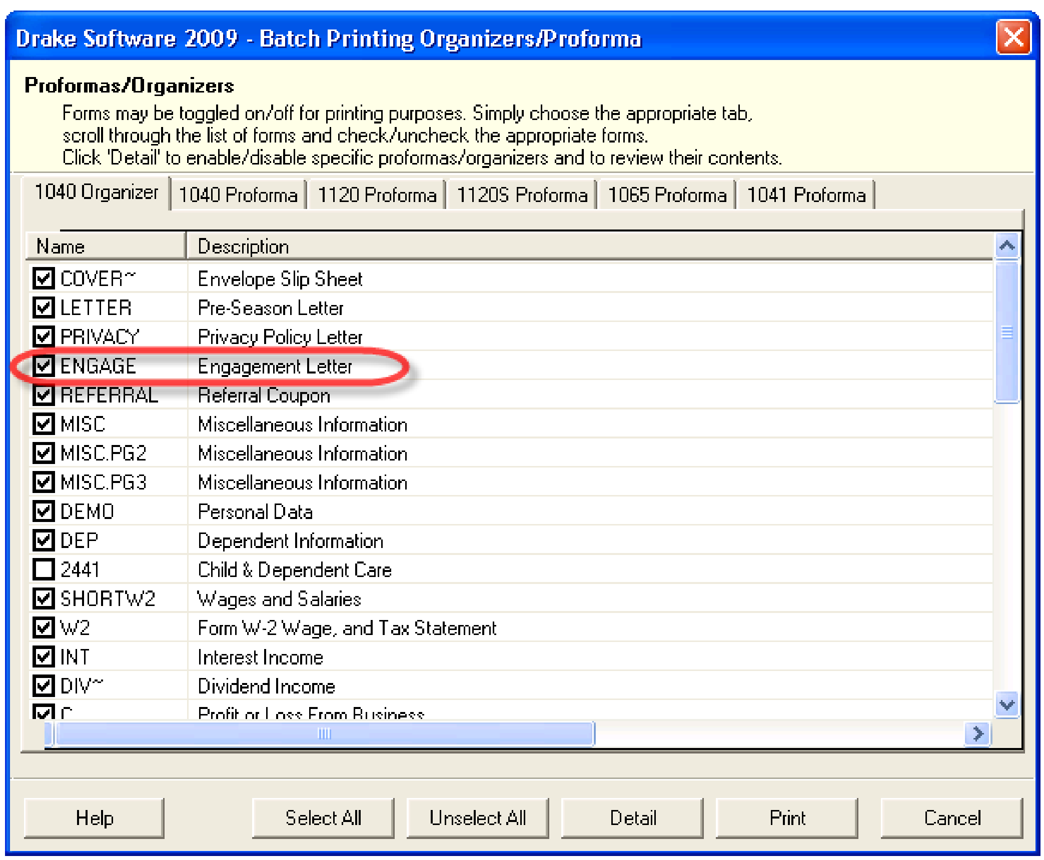
Should we encounter instances of unclear tax law, or of potential conflicts in the interpretation of the law, we will outline the reasonable courses of action and the risks and consequences of each. We will ultimately adopt, on your behalf, the alternative you select.

To print one or more Engagement letters from outside data entry, go to **Tools > Letters > Letters**. Choose **Engagement Letter for 2009 Clients**.



To print organizers, go to **Last Year Data > Organizers**.

By default, an Engagement Letter is printed along with every client organizer.

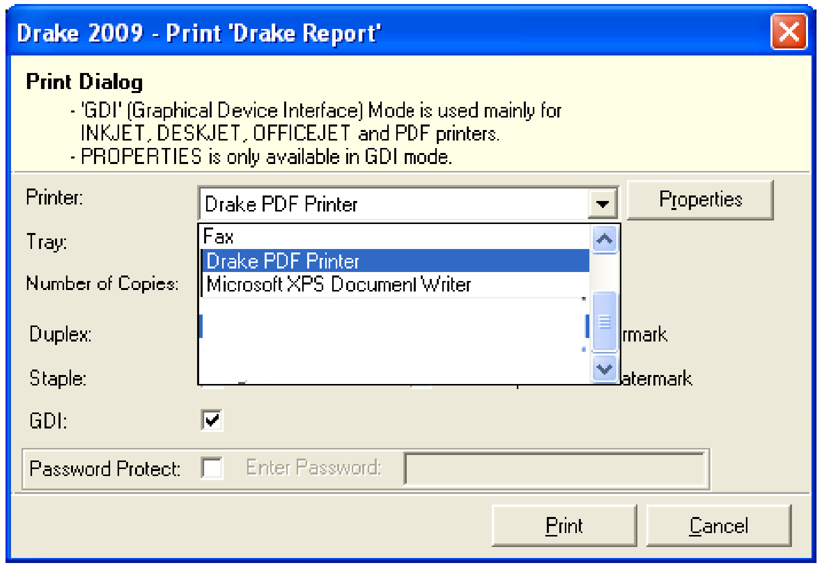


Drake PDF Printer

The **Drake PDF Printer** enables you to print PDF documents from within Drake.

To print to PDF in Drake, choose the **Drake PDF Printer** from the Printer list in your **Print** dialog box.

Choose to print using the **Drake PDF Printer** from any print option in Drake, including Reports, Organizers and Proformas, batch letter, in addition to blank forms and View/Print.

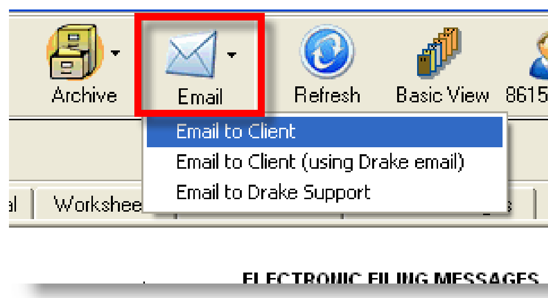


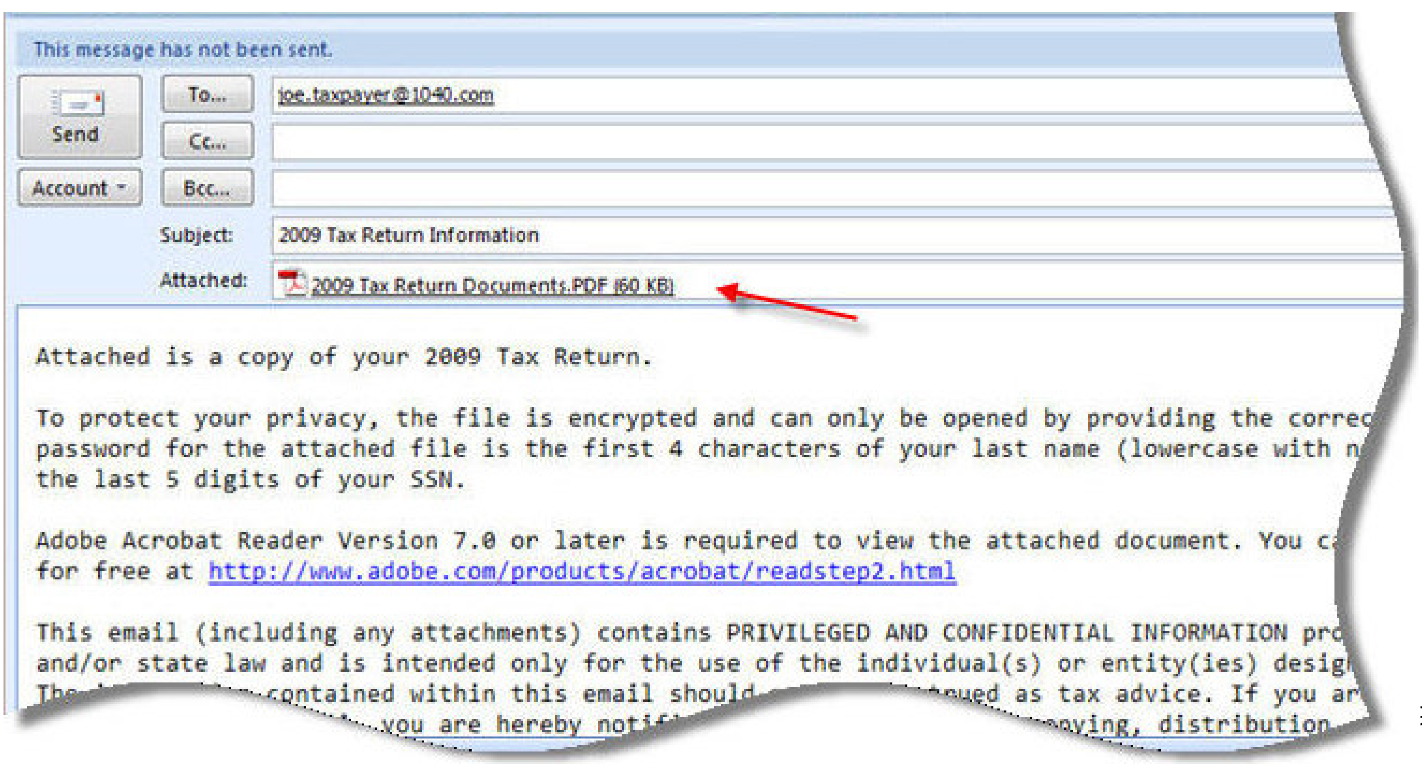
Emailing an Encrypted PDF of a Return from View/Print

From **View**/**Print** mode, click **Email** from the toolbar.

Choose to email using your default email program on your computer or the Drake Email program. An encrypted PDF of the tax return is attached to an email. The email body is composed of text that describes the process of decrypting the email.

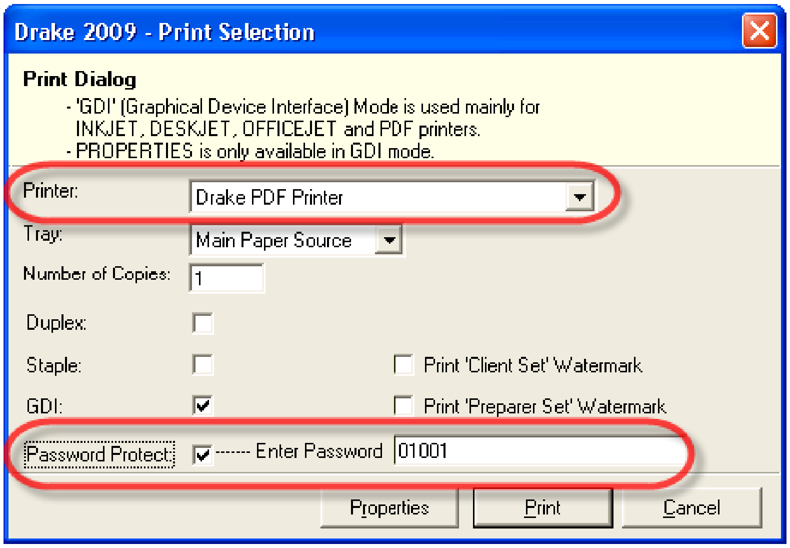
This feature also includes and option to email the return to Drake Support.





Encrypting PDF Documents

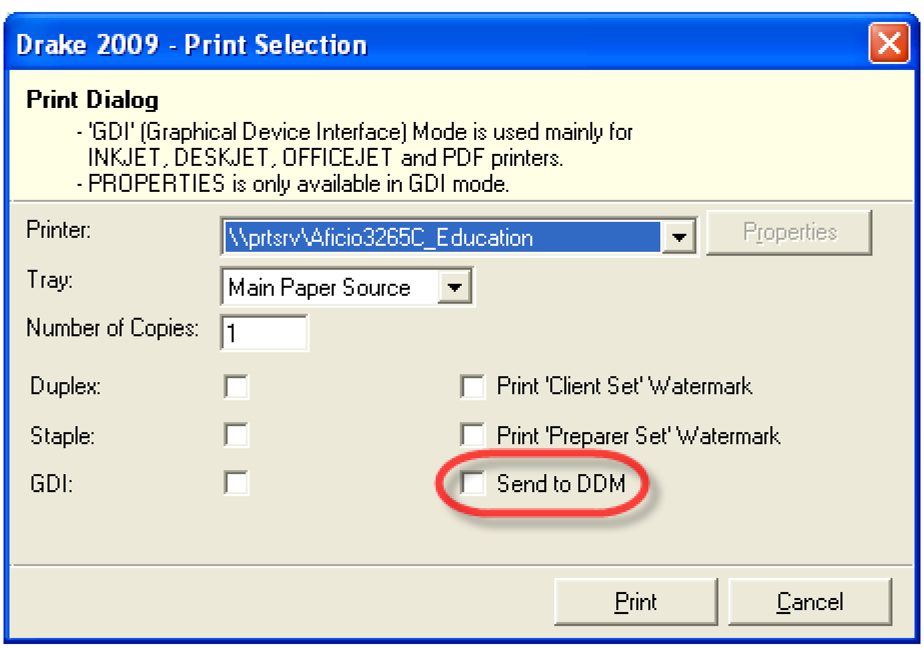
The **Drake PDF Printer** allows you to encrypt any of the PDF files you create in Drake.
To print to PDF in Drake, choose the **Drake PDF Printer** from the **Printer** list in your **Print Selection** dialog.



To password protect the PDF, check the **Password Protect** box. If you are printing a client return, the default password is the last 5 digits of the SSN or EIN. If printing something other than a tax return, enter a password. This password can consist of letters and numbers and is case sensitive.

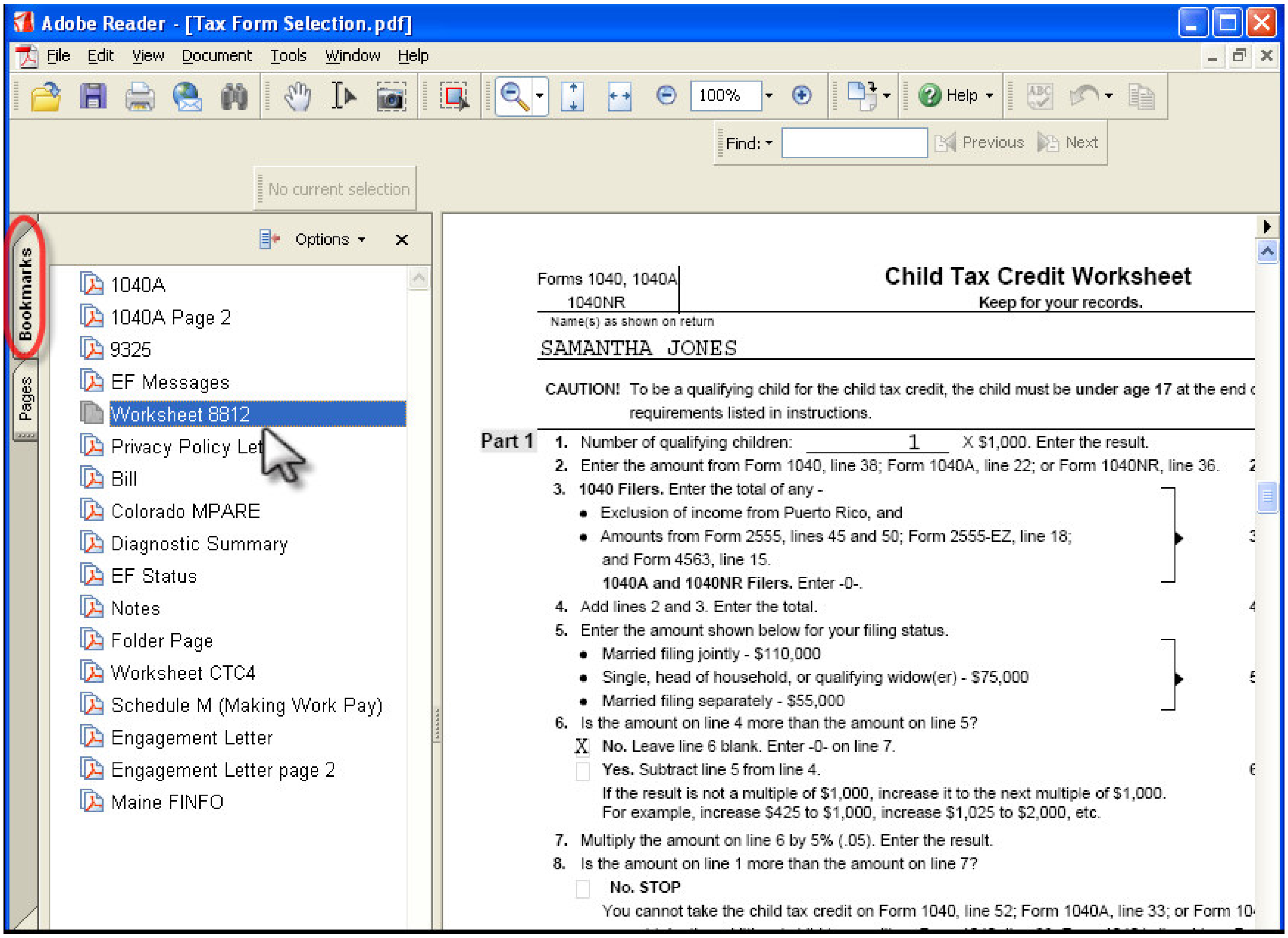
Printing to the Printer and the DDM

Print the return from **View/Print** mode and chose your printer from the **Printer** list on the **Print Selection** dialog box. Check the box to **Send to DDM**. Click **Print** and a paper copy is sent to your printer, and a PDF copy to the client's folder in the DDM.



Bookmarks

Bookmarks enable you to jump to navigate the pages of a tax return PDF without scrolling.

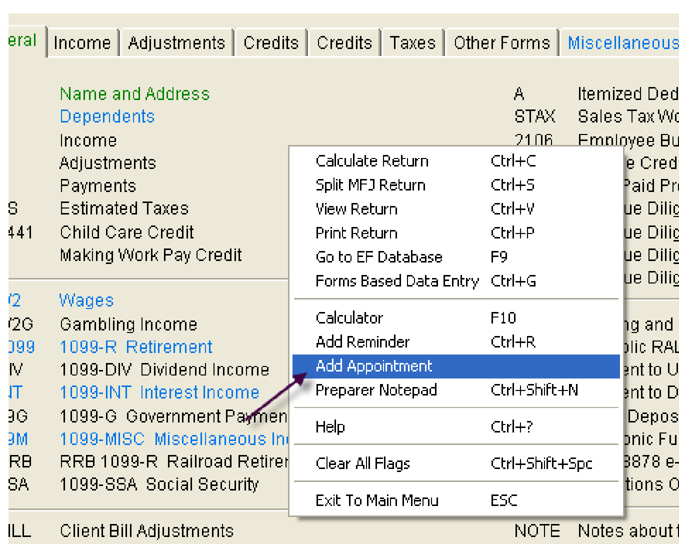


Scheduler

The Scheduler allows you to create and manage appointments based on preparer schedules.

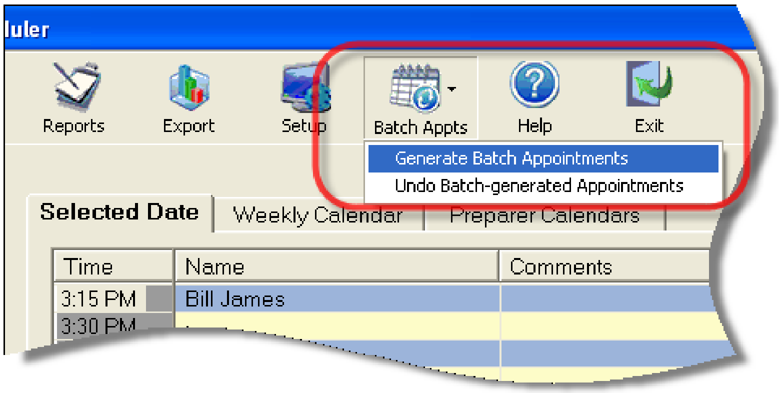
Add Appointment from Data Entry

To add an appointment from data entry, right-click the **Data Entry Menu** and select **Add Appointment**. This opens an **Appointment Detail** screen, populates the name, address, and SSN.

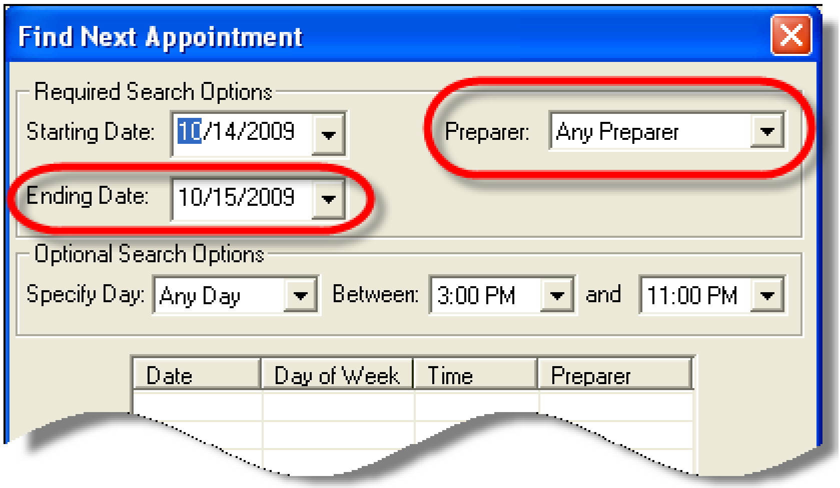


Batch Appointments

For 2009, create a batch of appointments based on all your prior year appointments.

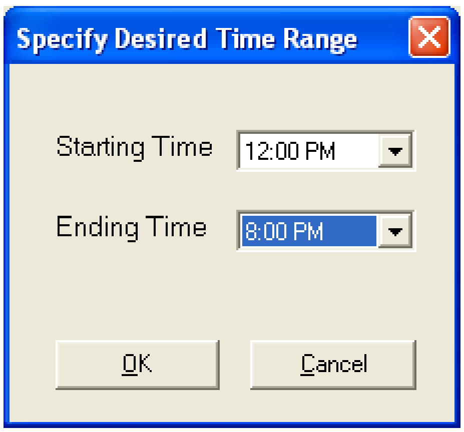


1. Within the **Scheduler** click the Batch **Appts** button and select **Generate Batch Appointments**.
2. The prior year appointments are saved in a prior year version of Drake. Select the drive for the prior year program from the **Use last year's appointments found on drive** list.
3. Chose a date range. The batch tool will make new appointments based on the appointments that fall into the date range selected. The default is January 1, 2009 – December 31, 2009, so adjust accordingly.
4. Click to select the **Days Available for Appointments**. You will want to uncheck days your office is closed, Sunday for example.
5. Identify any other dates and/or holiday's that the office will be closed adding them to **Dates Not Available for Appointments**.
6. Choose your **Appointment Date Criteria**.
   - For appointments dates that fall on days you indicated were non-work days or holidays, chose to **Roll back to first previous available date**, which will find the closest date prior to the non-workday, or **Roll forward to the next available date**, will find the closest date after the non-workday.
   - Chose to keep appointments on either the same day, or the same date. For example, keeping on them on the same day will create a Monday 2/1 appointment for a prior year, Monday 2/2 Appointment. Choosing to keep dates will create that appointment on Tuesday 2/2.
7. Click **OK** to begin the Batch Appointment process.
8. Appointments are created based on your settings. When the process ends the **Scheduler – Batch Created Appointments** report generates. The report lists:
   - A summary of the batch - number of appointments that could not be generated, the number of appointments that had conflicts, and the number of new appointments.
   - If there was a scheduling conflict, the appointment was still created, You will want to review the list of any **Conflicting Appointments** and reschedule if necessary.
   - View the list of **All Appointments** to review the new appointments.



Find Next Appointment

This feature allows you to search for available appointment slots when adding appointments. For 2009, we've added an ending date to the search option date range, and the ability to search for openings for **Any Preparer**.



Time Ranges for Printing and Exporting

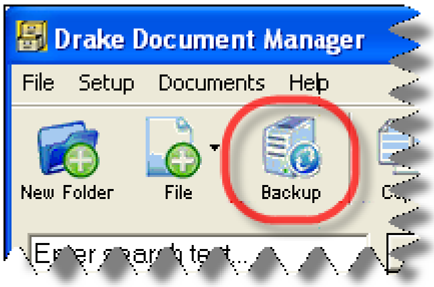
When printing or exporting the schedule grid, choose a time range for your output.

NOTES:

Drake Document Manager

Backup and Restore

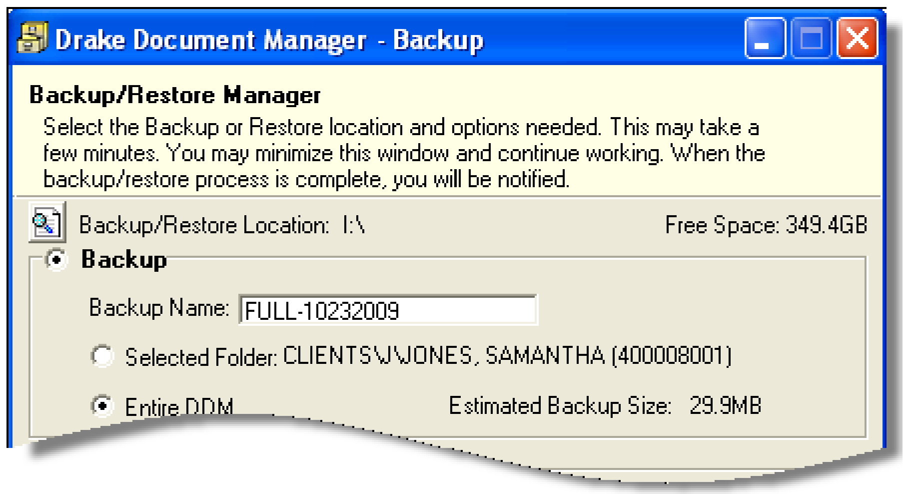
You now have the ability to Backup and Restore your Document Manager files from within the Document Manager. Use these features to backup and restore files from one computer to another, in regular file/program maintenance, or to store data off-site as part of a disaster recovery plan.

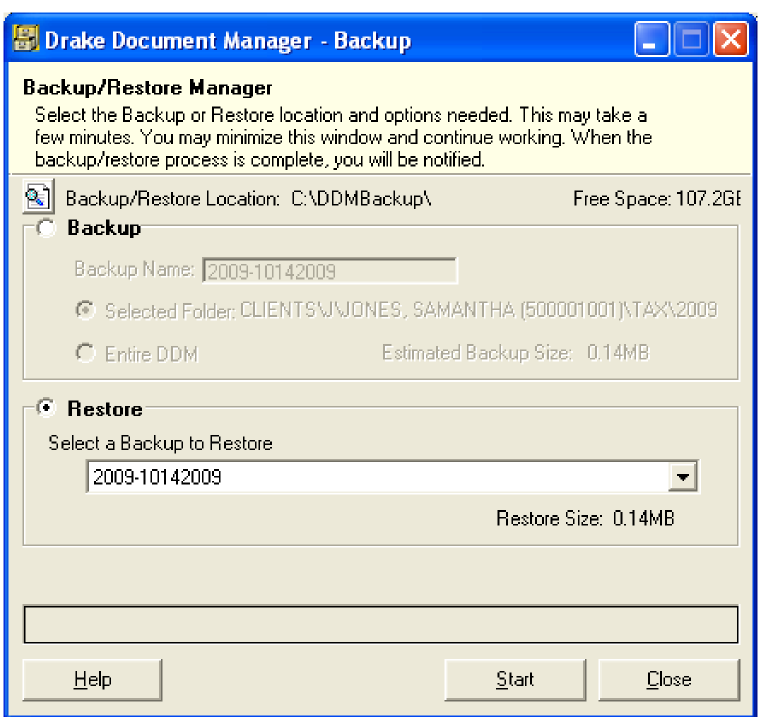


To backup or restore DDM files, click **Backup** from the DDM toolbar.

1. Browse to choose your backup location.
2. Choose the type of backup. You can back up the folder selected at the time you access the Backup tool, or you can backup your entire DDM.

   Drake assigns default backup names that you may edit if desired.
3. Click **Start** to perform the backup.

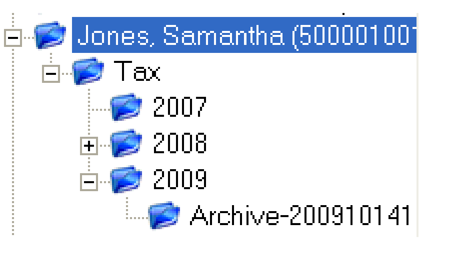




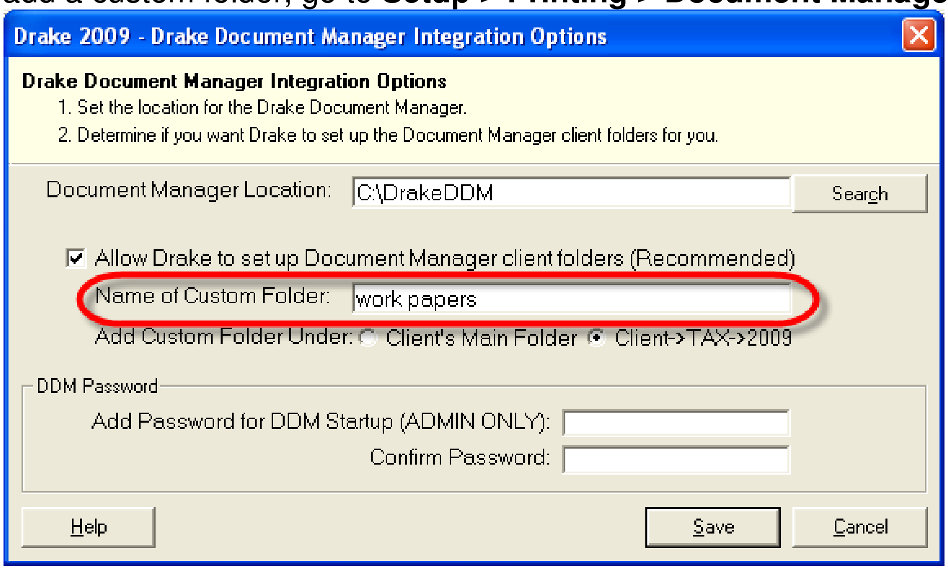
1. To restore a DDM backup, click **Backup** from the DDM toolbar to open the **Drake Document Manager Backup** dialog.
2. Browse to choose the Restore location.
3. Click to select **Restore**.
4. All DDM backups available on the restore location are listed. Select a backup and click **Start** to restore the files.

Custom Universal Folders

Integrating your tax software with the DDM enables the automatic creation of the Document Manager file structure. For 2009 you can add a custom folder globally.

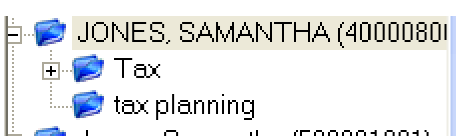


To add a custom folder, go to **Setup > Printing > Document Manager.**

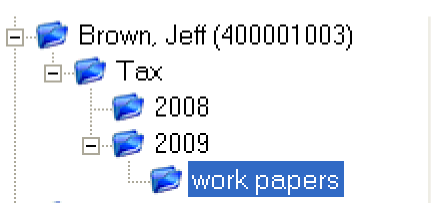


Choose to add a custom folder to:

- **Client's Main Folder** – This adds a folder just below the client folder level. Only one folder is created. For example, add a **tax planning** folder to the client's folder.



- **Client's > Tax > 2009 folder** – This adds a folder to the client's 2009 folder and will retain this setting each year, adding the folder to the tax folder every year. For example, **work papers**.



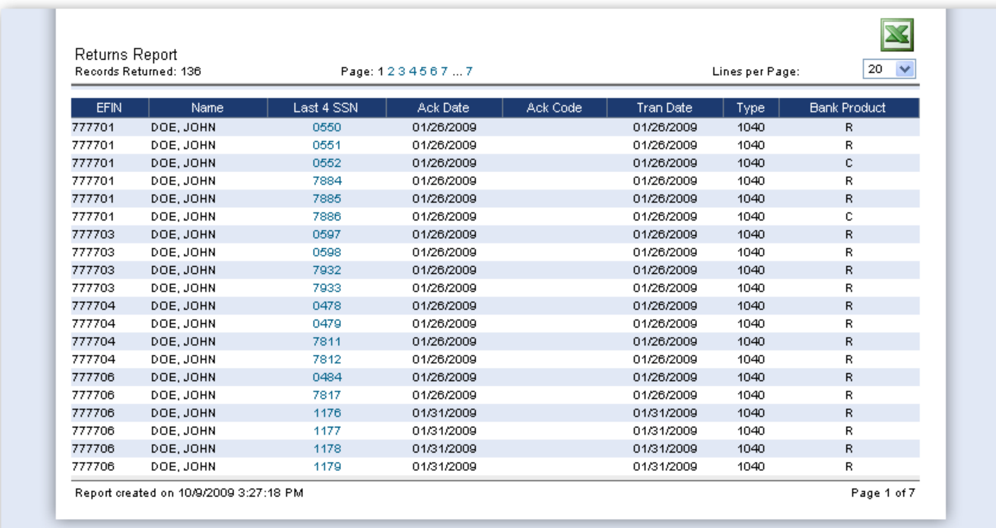
Online EF Database

For tax year 2009, the Online EF Database has a new look and feel.

The **Online EF Database** contains information about all electronically filed returns and enables you to run reports based on EF data.

To access the EF Database, go to the Drake Support website, **My Account** menu.

Example Report:

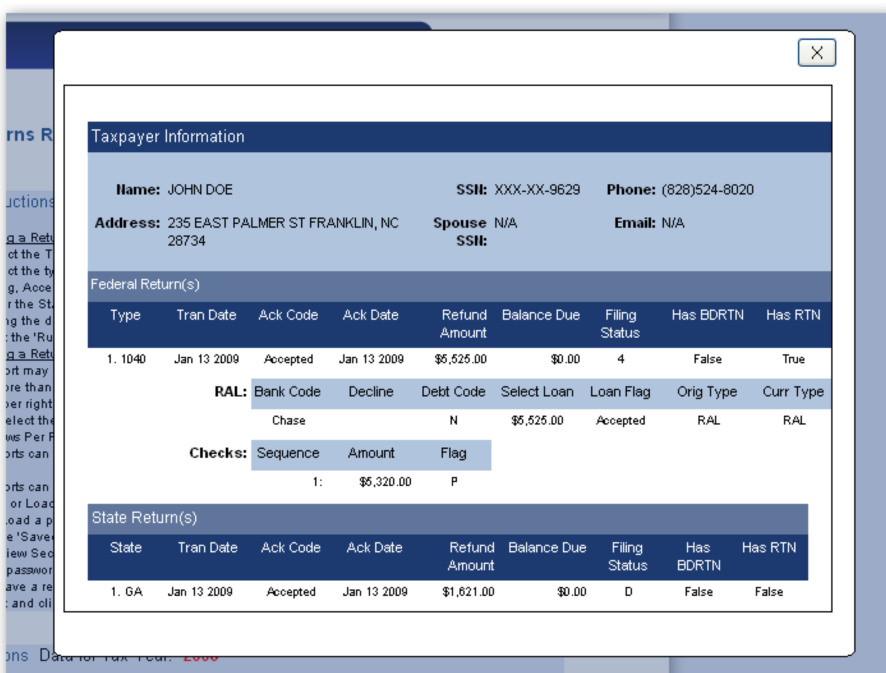


Returns Report
Records Returned: 136 Page: 1 2 3 4 5 6 7 ... 7 Lines per Page: 20

EFIN	Name	Last 4 SSN	Ack Date	Ack Code	Tran Date	Type	Bank Product
777701	DOE, JOHN	0550	01/26/2009		01/26/2009	1040	R
777701	DOE, JOHN	0551	01/26/2009		01/26/2009	1040	R
777701	DOE, JOHN	0552	01/26/2009		01/26/2009	1040	C
777701	DOE, JOHN	7884	01/26/2009		01/26/2009	1040	R
777701	DOE, JOHN	7885	01/26/2009		01/26/2009	1040	R
777701	DOE, JOHN	7886	01/26/2009		01/26/2009	1040	C
777703	DOE, JOHN	0597	01/26/2009		01/26/2009	1040	R
777703	DOE, JOHN	0598	01/26/2009		01/26/2009	1040	R
777703	DOE, JOHN	7932	01/26/2009		01/26/2009	1040	R
777703	DOE, JOHN	7933	01/26/2009		01/26/2009	1040	R
777704	DOE, JOHN	0478	01/26/2009		01/26/2009	1040	R
777704	DOE, JOHN	0479	01/26/2009		01/26/2009	1040	R
777704	DOE, JOHN	7811	01/26/2009		01/26/2009	1040	R
777704	DOE, JOHN	7812	01/26/2009		01/26/2009	1040	R
777706	DOE, JOHN	0484	01/26/2009		01/26/2009	1040	R
777706	DOE, JOHN	7817	01/26/2009		01/26/2009	1040	R
777706	DOE, JOHN	1176	01/31/2009		01/31/2009	1040	R
777706	DOE, JOHN	1177	01/31/2009		01/31/2009	1040	R
777706	DOE, JOHN	1178	01/31/2009		01/31/2009	1040	R
777706	DOE, JOHN	1179	01/31/2009		01/31/2009	1040	R

Report created on 10/9/2009 3:27:18 PM Page 1 of 7

SSN Lookup Detail:



Taxpayer Information

Name: JOHN DOE **SSN:** XXX-XX-9629 **Phone:** (828)524-8020

Address: 235 EAST PALMER ST FRANKLIN, NC 28734 **Spouse SSN:** N/A **Email:** N/A

Federal Return(s)

Type	Tran Date	Ack Code	Ack Date	Refund Amount	Balance Due	Filing Status	Has BDRTN	Has RTN
1. 1040	Jan 13 2009	Accepted	Jan 13 2009	$5,525.00	$0.00	4	False	True

RAL:

Bank Code	Decline	Debt Code	Select Loan	Loan Flag	Orig Type	Curr Type
Chase		N	$5,525.00	Accepted	RAL	RAL

Checks:

Sequence	Amount	Flag
1:	$5,320.00	P

State Return(s)

State	Tran Date	Ack Code	Ack Date	Refund Amount	Balance Due	Filing Status	Has BDRTN	Has RTN
1. GA	Jan 13 2009	Accepted	Jan 13 2009	$1,621.00	$0.00	D	False	False

Federal/State Facts Database

The **Federal/State Facts** database is your resource for state details and electronic filing information. Access it from the Drake Support web site, **Resources** menu.

The main page lists federal facts, including forms and reject codes.

Select a state. You can chose to view details for the current tax year or for a prior year.

After choosing a state, select an item from the menu that appears on the left. Or, click the link to the DOR website.

NOTES:

Enterprise Office Manager

The **Enterprise Office Manager**, or **EOM**, is a web portal for multisite management. If you have two or more EFINs, you are considered a multisite and will use the EOM to do the following:

- Complete bank applications
- Add, edit, and activate new offices
- Manage electronic filing fees
- Manage account hierarchy and data

To access the EOM, go to the Drake Support website, **My Account > Edit Account** menu. Log in with your EFIN and password.

For detailed information on the **Enterprise Office Manager**, view the Tutorial and Manual, located on the EOM's "Help" menu.