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#7

WHEN WILL MY TAX RETURN BE DONE?

Here's the *REAL* story...

I hope you appreciate this. I'm going to bring you into the “back room” and let you see what really goes on behind the scenes in a tax office during tax season.

To start off, you need some facts:

- Fact #1. It is virtually impossible to tell (ahead of time) how long it will take to prepare a tax return. Each one is different. *Your* return will vary from year to year as to how much time it takes to prepare.
- Fact #2. We have no control over when our clients bring in their information. Some years we get a lot of information in early. Some years it all comes in late! We never know.
- Fact #3. Many tax offices promise to get out tax returns if the info gets in before a certain date. This is disastrous if a LOT of return info comes in early. Why? Because there simply aren't enough hours in the day to get them all done.

Procrastinators usually apologize for being “late” and “not getting their info in earlier”. Without procrastinators, we'd all be brain-dead. I'm serious. If everybody brought their tax information in early, we'd be in a bad way. We could NEVER get out that much work in that short time period without working 18-hour days, 7 days a week...and we won't (can't) do that.

When we *BURNOUT*, you *LOSE OUT*

You need to know that MOST tax preparers experience “burn out”. Why? Because they work outrageous hours! Our profession is famous for the high level of “burnout” experienced. However, be aware that as the hours drag on, the quality of work goes WAY down. Let's be honest here. There are a lot of tax preparers out there working on tax returns when their brain has already shut down! That is NOT good. Especially if it's *your* tax return they are working on! You DO NOT want us, or anybody else, working on your tax return when our brains are not functioning properly! So, at our office, I send my staff home before they get burned out. It makes a huge difference.

So, what do we do?

We prepare tax returns in the order in which they come “in”. Note that we consider your information “IN” as referred to in the attached cover letter under the heading “New for this tax season”. Please read that section of the cover letter carefully.



It never fails that we have to extend numerous returns we had hoped to finish before April 17. Why? Mainly due to the 3 “facts” discussed at the beginning of this letter. There are just too many factors that are beyond our control. BUT.....you must believe that we are working our tails off for you! We put in as many hours as our frail bodies and minds can handle.

So, if you are one of the ones we end up calling and begging to let us extend you, please understand where we are coming from. We often hear things like “but we brought our stuff in 2 weeks ago....how could it take so long?” Sometimes the only TRUE answer is that, even though you did bring it in 2 weeks ago, there were 120 tax returns in *before* yours and we just couldn’t find enough hours to get all of them done. It’s not because we are lazy or slow!

Just for the record, we DO make exceptions

Now, I just said that we do the returns in the order we receive them. That’s true...for the most part. We DO allow some leeway for special circumstances. We understand that some of you have special needs occasionally. Just let us know. If it’s really an emergency, we’ll bump you up to the front of the line (sooner or later, every one of you will have such a situation and it’s good to know we’ll take care of you when it’s your turn!).

So, instead of deadlines, all we’ll promise is that we will work like *crazy* to get out as many returns as we can before April 15. But, remember, at *this* firm, I tell my staff to GO HOME when their brain disengages! I’d rather extend a *few* more tax returns and know that we can do a QUALITY job than RUSH something that really doesn’t need to be rushed. We ALL win this way.

Okay, so what is the scoop with extensions?

First of all, *millions* of Americans extend their tax returns. Some purposely, some because of procrastination, and some due to no fault of their own or other reasons. Extending a tax return is NOT a crime. You will lose no friends. Nobody will come to your house and hurt you. The world does not end *and it will NOT prompt the IRS to come audit you!*

One thing you *should* know is that the IRS wants all *taxes* paid on or before April 15. So, when we file an extension for you, it is ONLY an extension of time to FILE the returns. It is NOT an extension of time to PAY the tax. That’s why, when we prepare the extension request, we try to estimate what you might owe and ask if you want to pay it in (we always suggest that you do). If you don’t pay it in you may be subject to some interest and penalties.

NOW IT’S YOUR TURN TO HELP US!

Now you know why we ask you to fill out item #2, our EXTENSION CHECKLIST. If you indicate that it is okay to extend you, that does not mean that we *will* extend you. It just gives us some flexibility should we need it. We appreciate any help you can render.

Thanks for your patience in reading this letter! We look forward to seeing you shortly.

