CPA
Practice Advisor

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To begin the tax resolution process, firms can send a survey to their clients that can be delivered using the client portal. The survey contains five sections that the client will need to answer, including a Personal Profile, Personal Assets, Income & Expenses, Miscellaneous Items, and Business. The information contained in the survey allows accountants to expedite the tax resolution process, using the information from the survey to answer questions about each client and their current tax situation.

If IRS forms need to be prepared, they can be auto-populated in Canopy, with users able to make edits as needed. Canopy also includes a Collection Analytics feature that allows accountants to use the answers contained in the survey to find the best solution to the client’s particular tax situation with options such as Offer in Compromise, Payment Plan, or Currently not Collectible options available. All results of the collection analytics are based off the survey results and any source forms that have been prepared.

Canopy also includes a Resolution Service Assistant that offers best outcome scenarios for Liens, Levies, Trust Fund Recovery, Innocent Spouse, and Penalty Abatement cases. Accountants simply answer a few questions about their client’s current situation to be provided with the best outcome options. Once the requisite forms are prepared, clients can access them through the client portal, sign, and return the forms promptly.

Along with the tax resolution option, Canopy also offers complete document management capability, with an unlimited amount of storage available. Accountants can make documents visible to clients from their contact page, where they can safely access the document, with all client-related documents stored directly on their contact page.

Also available is a Contact Management feature that allows firms to easily manage

want and exclude the ones they don’t. Currently Canopy offers Practice Management, Tax Resolution, Notices and Transcripts. The document management and contact management features are included in both the tax resolution and the practice management modules.