File upload form completed by the client

The purpose of this task is to give the client the opportunity to provide any missing documents that they did not provide on their original form submission. We will require these missing documents to begin the claim, add on to an existing claim or create a new deal if required for the relevant tax year.

Step-by-step guide – How to action file upload form completed by client tasks.

Go to:

- SALES
- TASKS
- CLICK ON **ALL** TASKS TAB
- ASSIGNEE – ME
- Type the task name in the search bar on the left-hand side
- To open each task, click on the client's name in the **ASSOCIATED CONTACT** column.

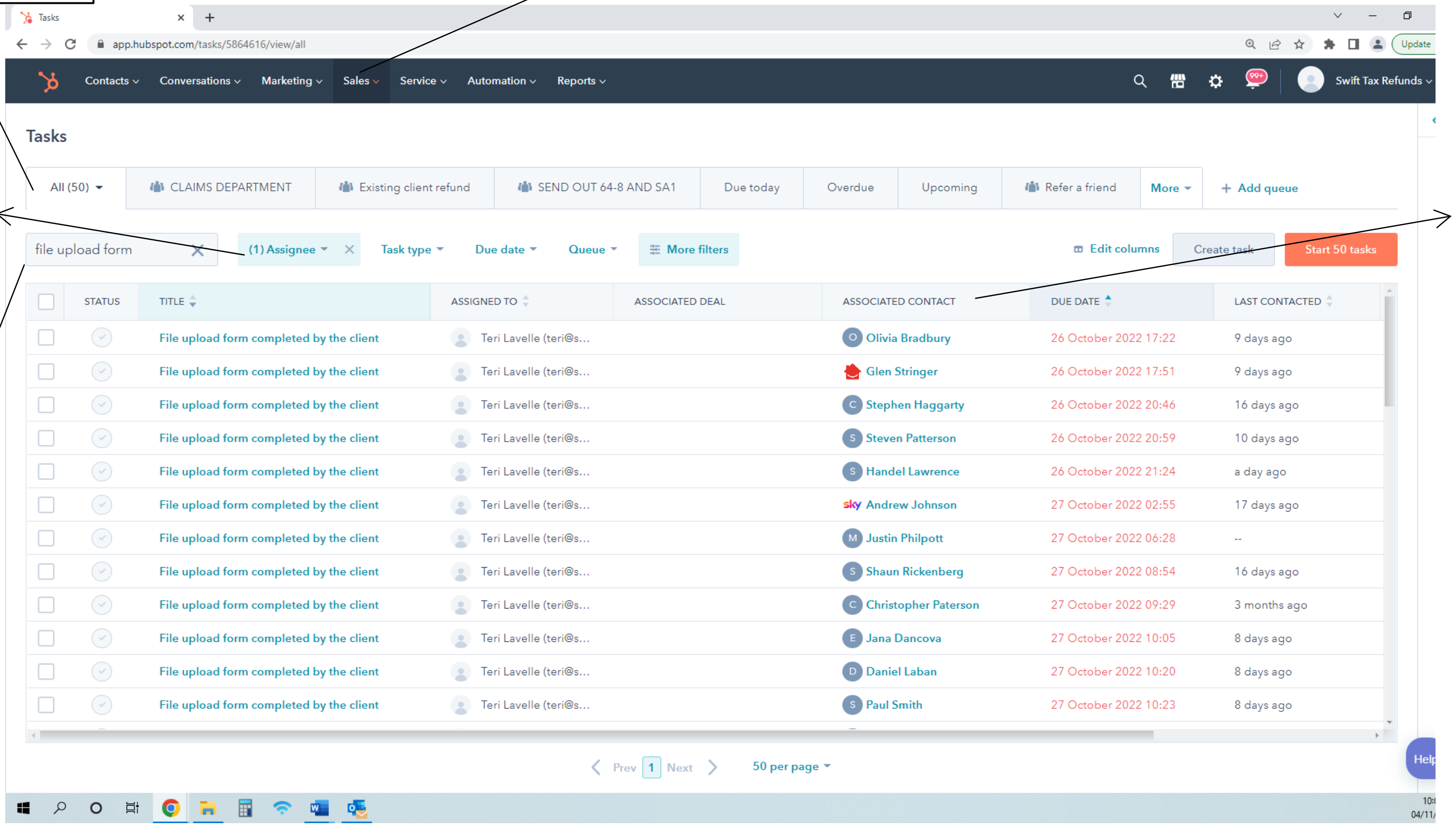
Once all steps above are complete - Any file uploads tasks that are assigned to you will appear as per the image below.

Select **SALES** and **TASKS**

CLICK ON **ALL** TASKS TAB

Click on the client's name in the **ASSOCIATED CONTACT** column

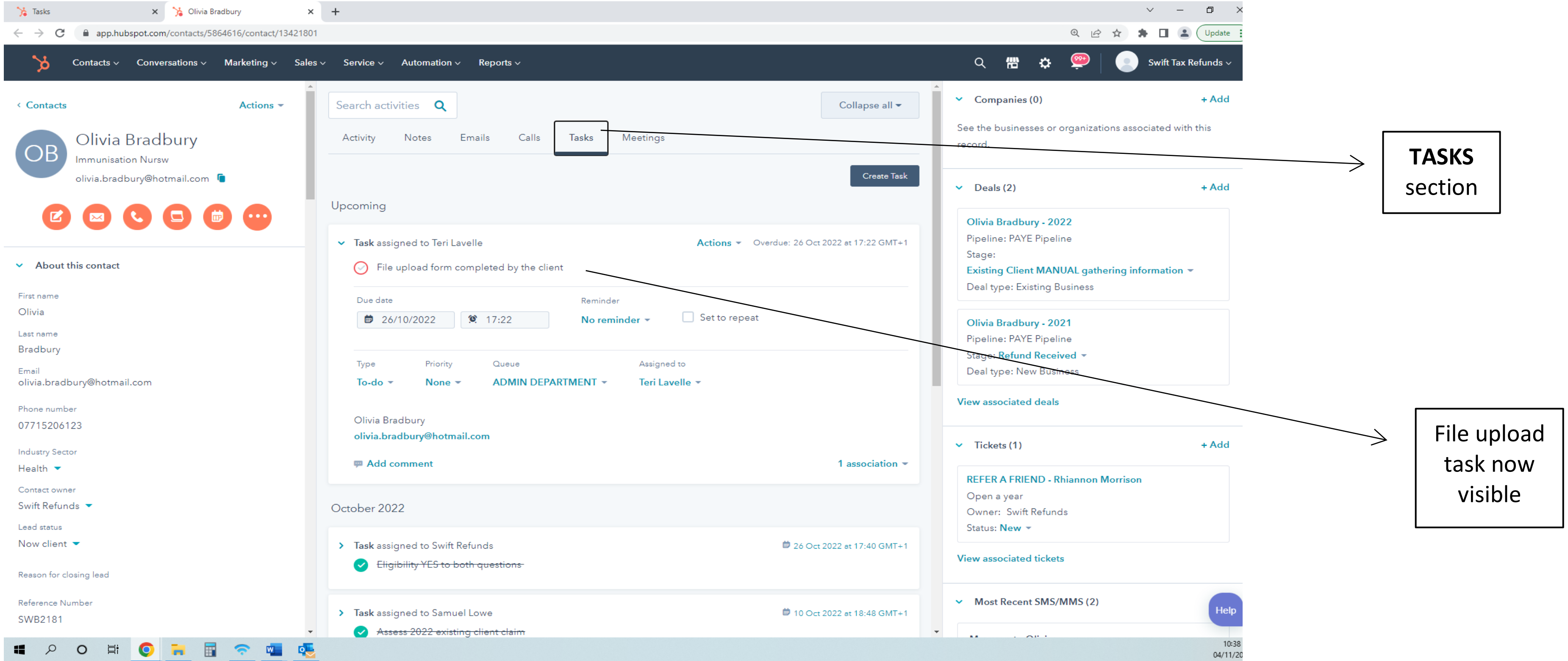
Assign to **ME**



Type task name

This will then lead you to the client contact page which contains all client personal details and form submissions.

This specific task will **always** be allocated on the **client contact page**. You can locate the task by clicking on the **TASKS** section as shown below.



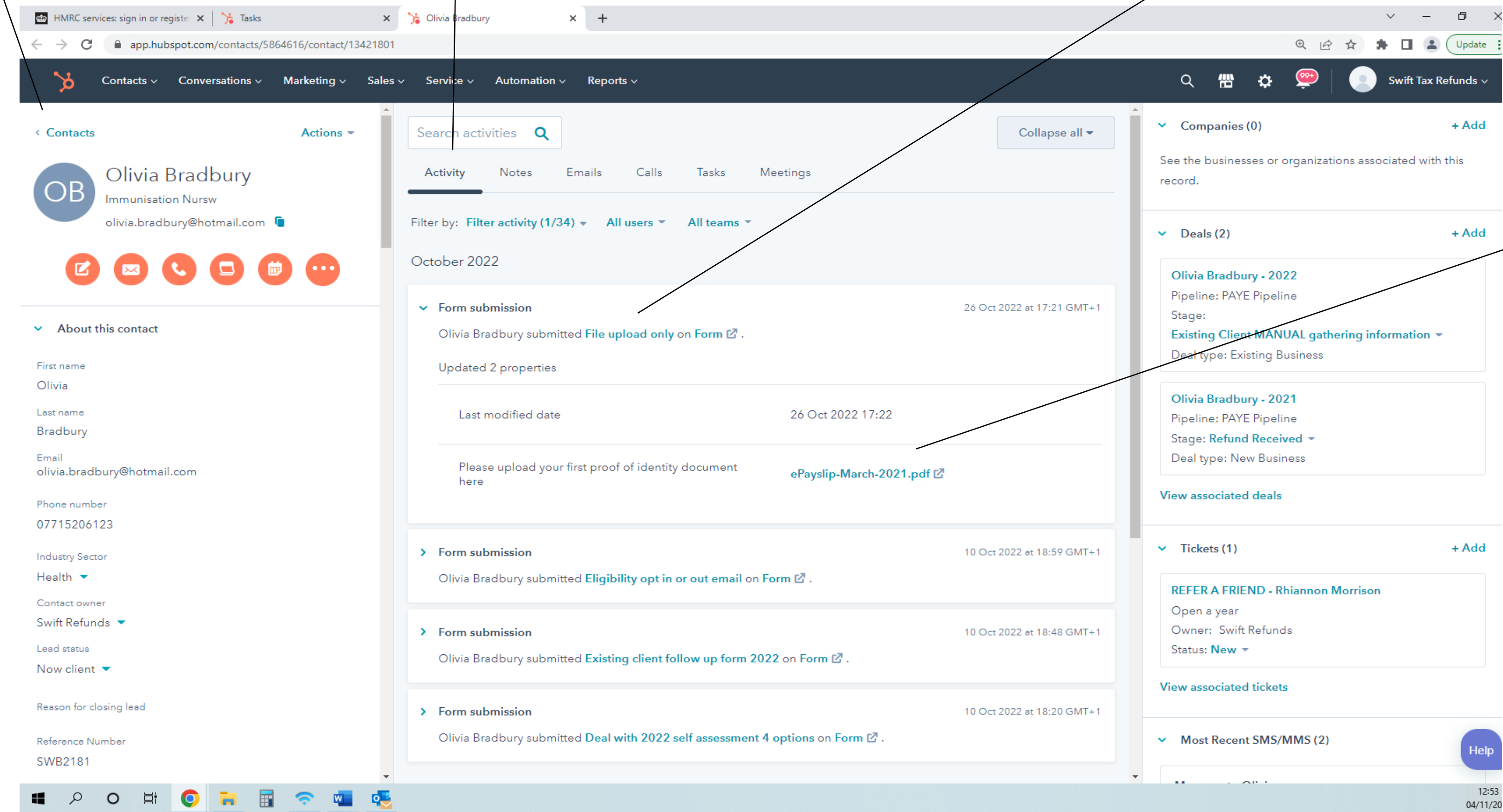
To view the documents, the client has sent in via File upload, you will need to refer to the **ACTIVITY** section and click on the **FILE UPLOAD ONLY** form submission.

Client Contact page

ACTIVITY section

FILE UPLOAD ONLY FORM SUBMISSION

Document client has uploaded

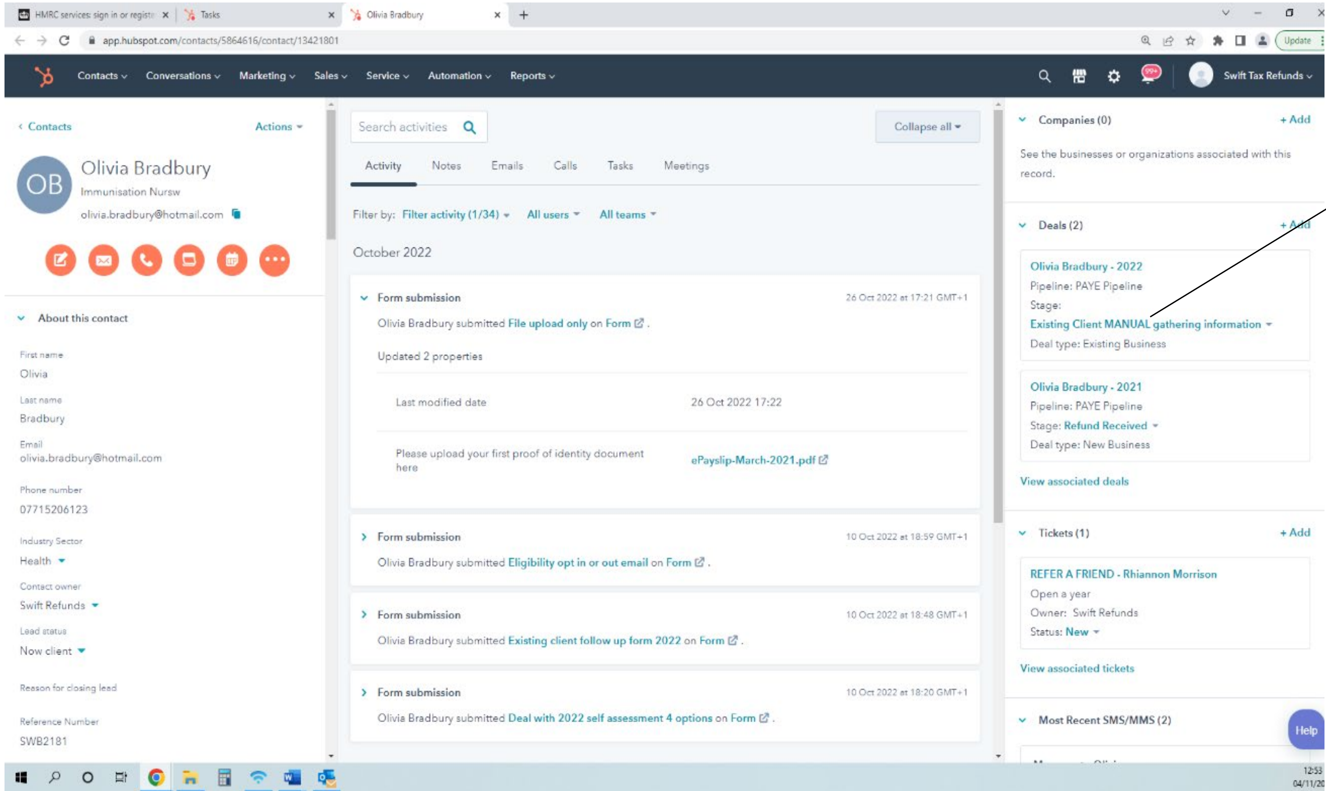


Please open the document and view the information the client has provided. You will need to determine if the client has now provided all information required to proceed for at least one tax year.

Has the client provided all information required to proceed with at least one tax year?

YES

Please now refer to the client deal located on the right-hand side of the contact page. Please see the image below.



Client deal due to be worked

In some cases, there may be more than one deal stage visible. You will need to determine what deal is awaiting the requested information.

This is often quickly determined if one of the deal stages is set at:

- **NEW CLAIM NOT ASSESSED**
- **MANUAL GATHERING INFORMATION**
- **EXISTING CLIENT GATHERING INFORMATION**
- **EXISTING CLIENT MANUAL GATHERING INFORMATION**
- **SALES – NEW CLAIM NOT ASSESSED**
- **SALES - MANUAL GATHERING INFORMATION - NO P60**
- **SALES – EXISTING CLIENT MANUAL GATHERING INFORMATION - NO 60**

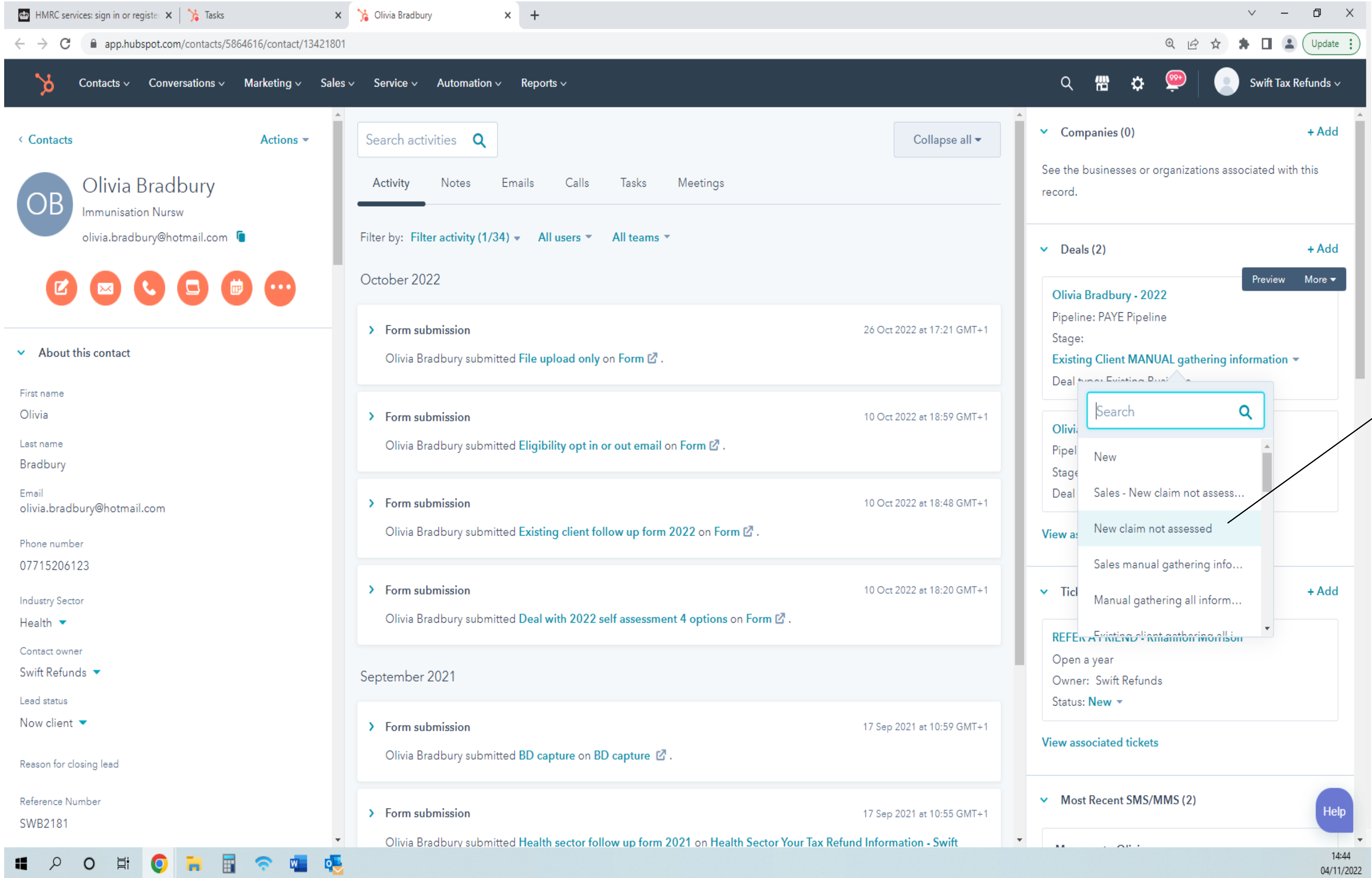
The above deal stages **EXCLUDING NEW CLAIM NOT ACCESSED, EXISTING CLIENT GATHERING INFORMATION & SALES – NEW CLAIM NOT ASSESSED** all indicate the claim has previously been assigned to an administrator but unfortunately had missing information to process the claim. The client will have been contacted by telephone, email and text message informing them their claim will be on hold until the missing information is provided.

Once the above is evaluated and recognised, the task is now ready to be actioned.

You now need to ensure the claim will enter back into the current claims queue waiting to be assigned to an administrator to be worked.

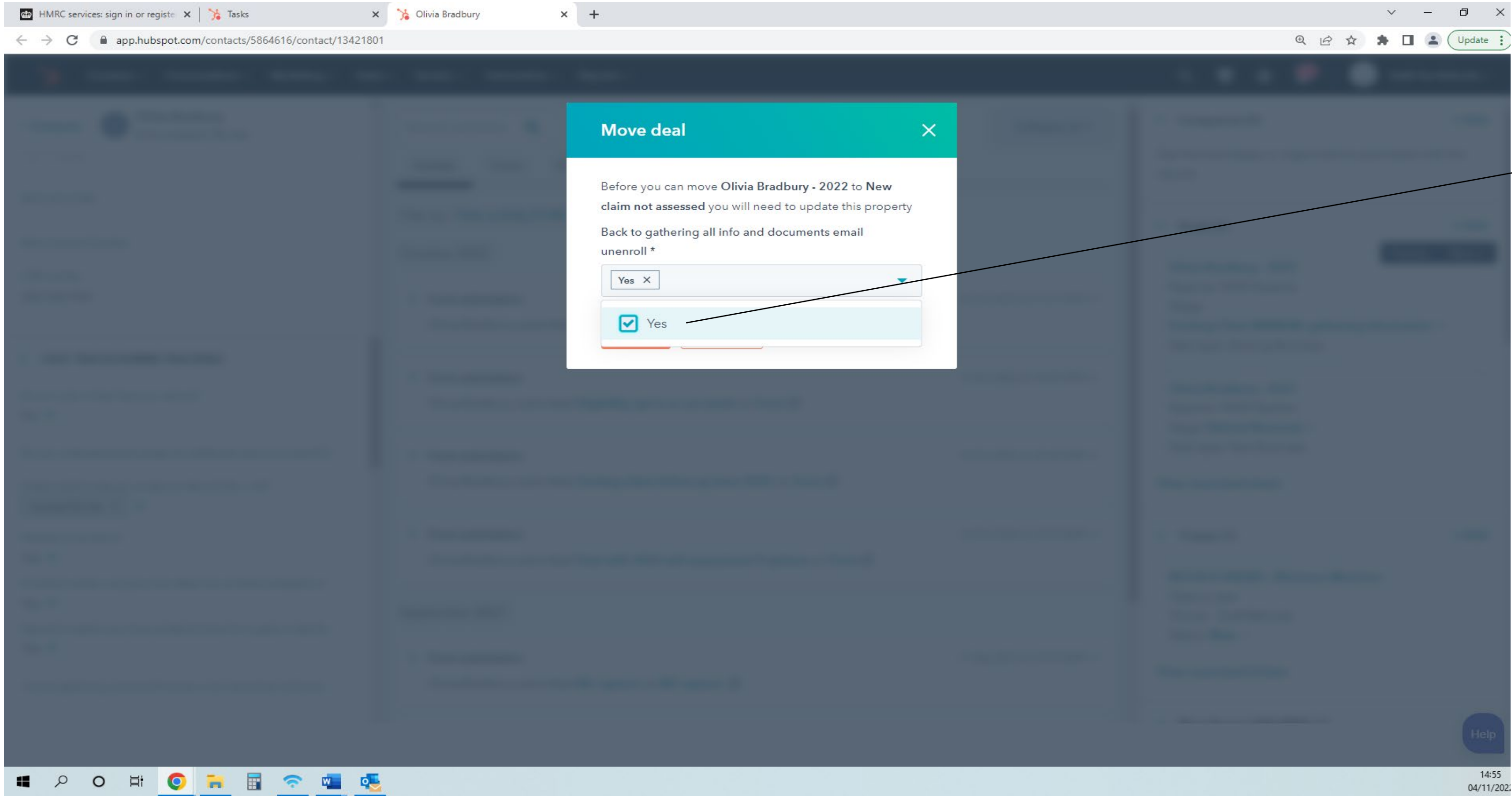
STEP ONE

- Change the deal stage back to **NEW CLAIM NOT ASSESSED (if not already assigned to this deal stage) –** please see the example below.



Select **New claim not assessed**

Once you have selected the **NEW CLAIM NOT ASSESSED** deal stage, a pop-up question will appear as follows: in which you are to select **YES** and **SAVE** as shown below.



Please select **YES** and **SAVE**

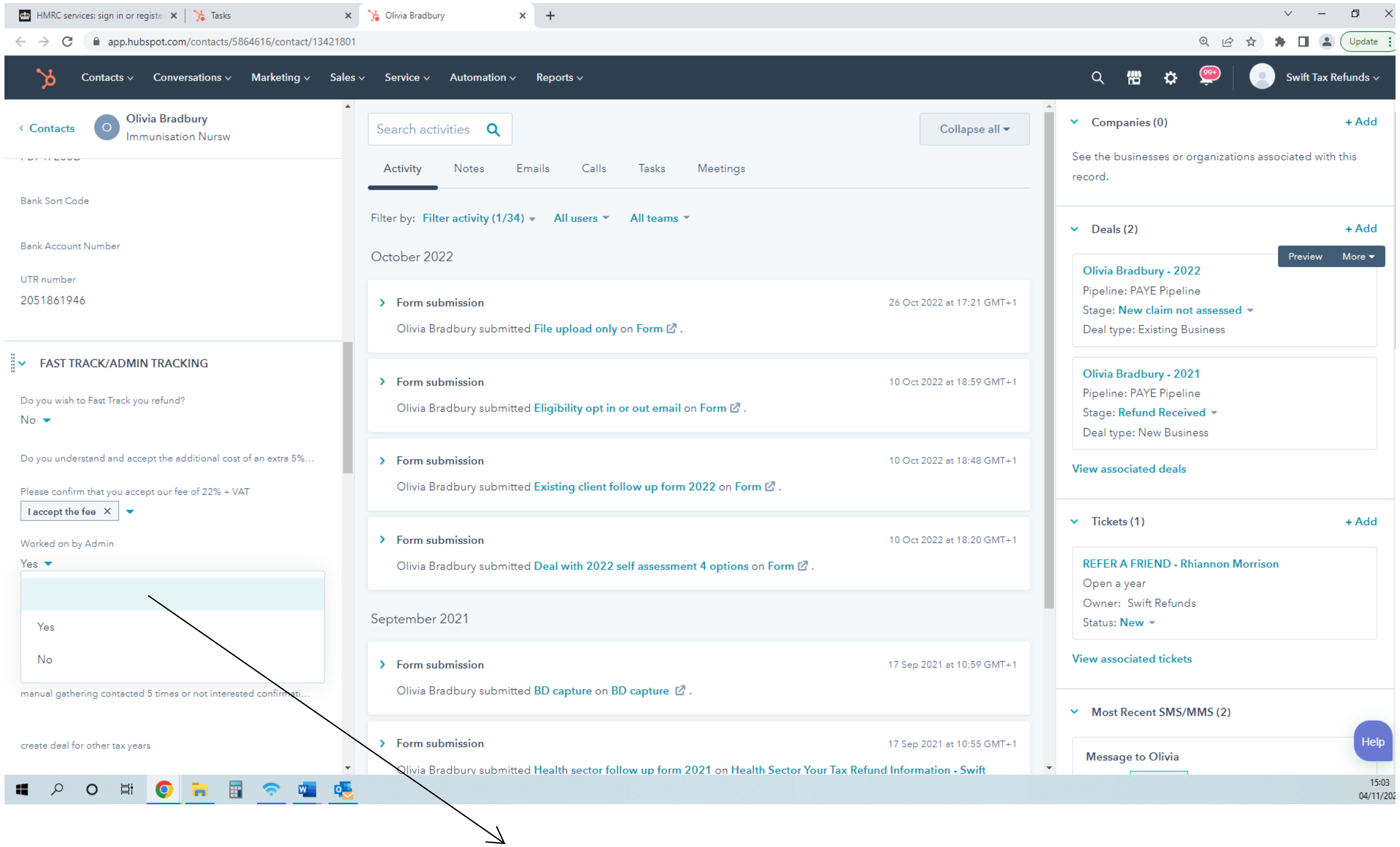
The purpose of this is to opt the client out of any automated emails that are in place. These emails are usually generated when deal stages are changed.

In this case, we do not want the client to receive any update until we have processed their claim.

STEP TWO

- On the client contact page – please scroll down the left hand on the **FAST TRACK/ADMIN TRACKING** section
- On this section you will see a **WORKED ON BY ADMIN** statement marked currently as **YES**
- Now you are required to mark this field as **BLANK** which it would have been originated prior to being worked on by an administrator.

Please see the image below

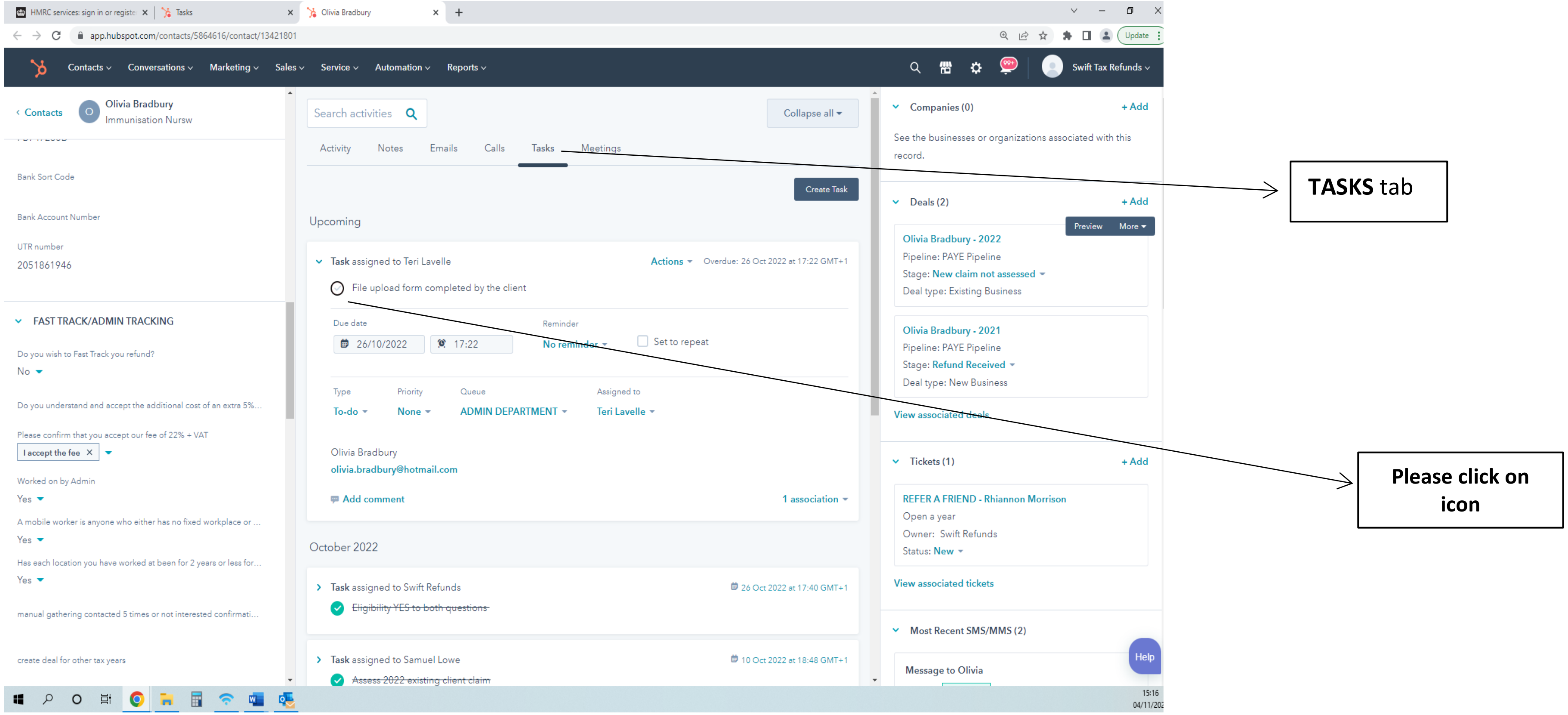


Please select the **BLANK** option and **SAVE**

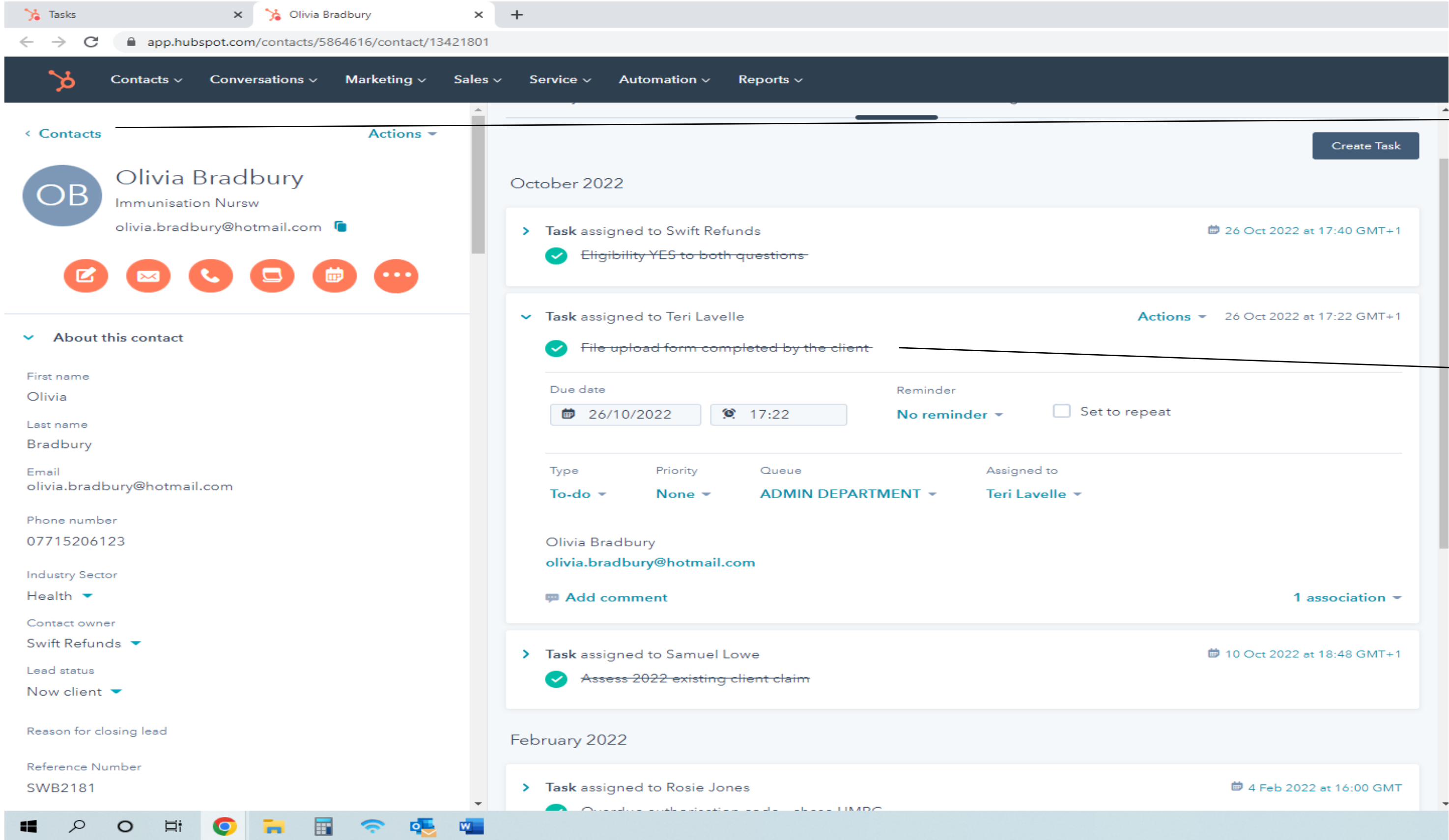
Once the two steps are complete the client will now re-enter the claims queue via the original form submission date often being allocated to the top of the queue.

You are now ready to close the **file upload form completed by client** task.

- Refer to and click on the TASKS tab
- Click on the **RED CIRCLE** ICON



- The task will now appear as complete as shown below



Client **CONTACT** page

The task will show a line through the task name. Tick the icon and **SAVE**

In some cases, the deal stage may be moved on further than expected. Please see below for different possible claim stages.

If the deal stage is at:

- **SA1 & 64-8 SENT TO HMRC**

This may be the case because the client has now provided a missing document. We will now be able to add the documents to the client folder and create a sub-folder within the original client folder and name the subfolder the tax year in question.

You can only do this if the client has opted into the tax year in question on the original form submission.

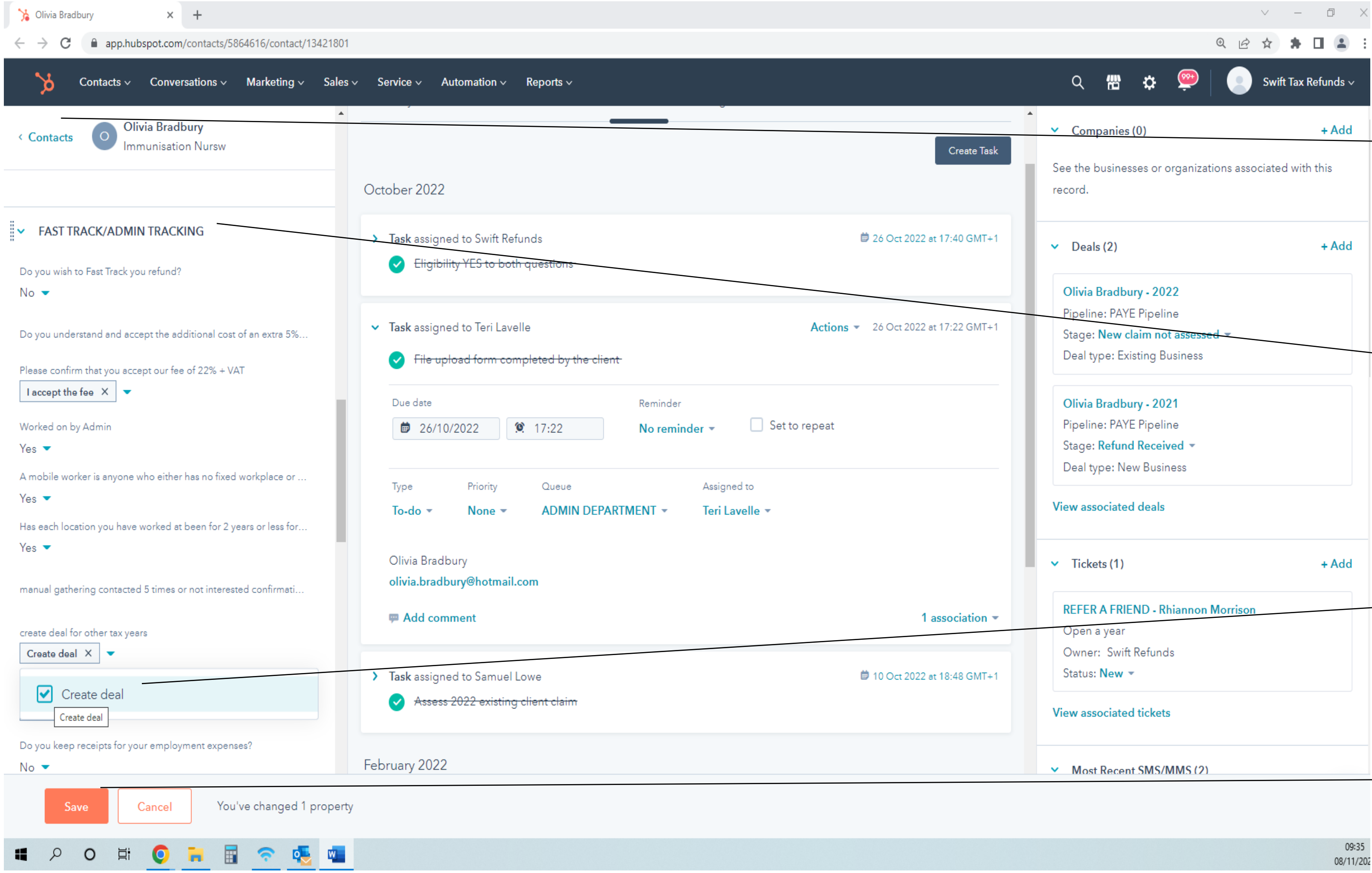
You now are required to manually create a separate deal to support the additional documents being provided.

Please follow the steps to create a separate deal.

STEPS

- Refer to the **CONTACT** page details on the left-hand side.
- Go to the **FAST TRACK/ADMIN TRACKING** section
- Mark the tick box named **CREATE DEAL FOR OTHER TAX YEARS** and **SAVE**

Please see the example below



Client **CONTACT** page

FAST TRACK/ADMIN TRACKING SECTION

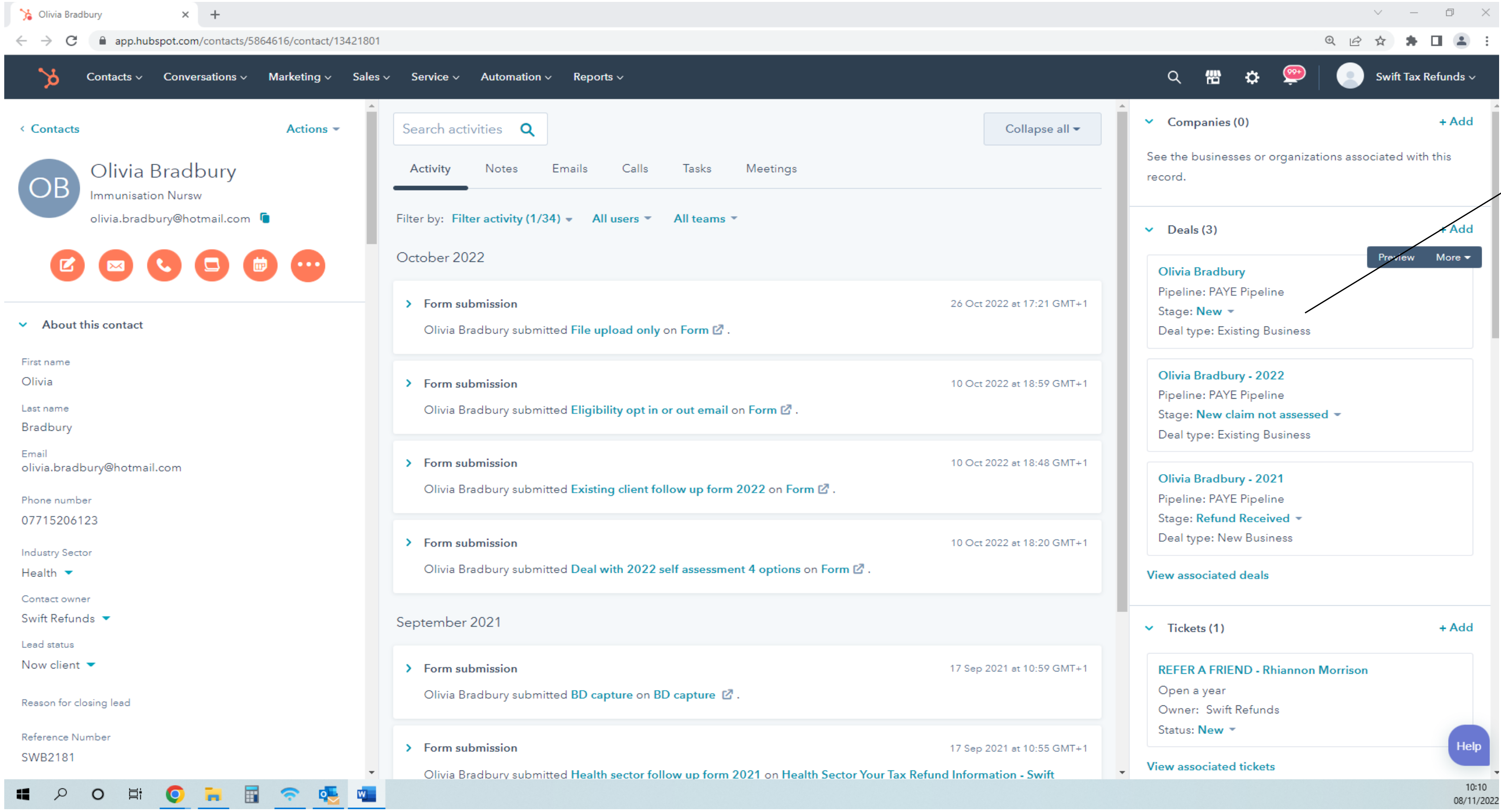
CREATE DEAL FOR OTHER TAX YEARS TICK BOX

SAVE

Now a separate deal is created, this will generate a deal on the right-hand side. The **DEAL TYPE** will automatically register as an **EXISTING BUSINESS**.

Please see the example below

NEW DEAL – **EXISTING BUSINESS**



The deal will also generate a task named **DOCUMENTS NOW PROVIDED** along with instructions in the task notes to action. These tasks will then be distributed out during claims hours.

If the deal stage is at:

- **EXISTING CLIENT MANUAL GATHERING INFORMATION**

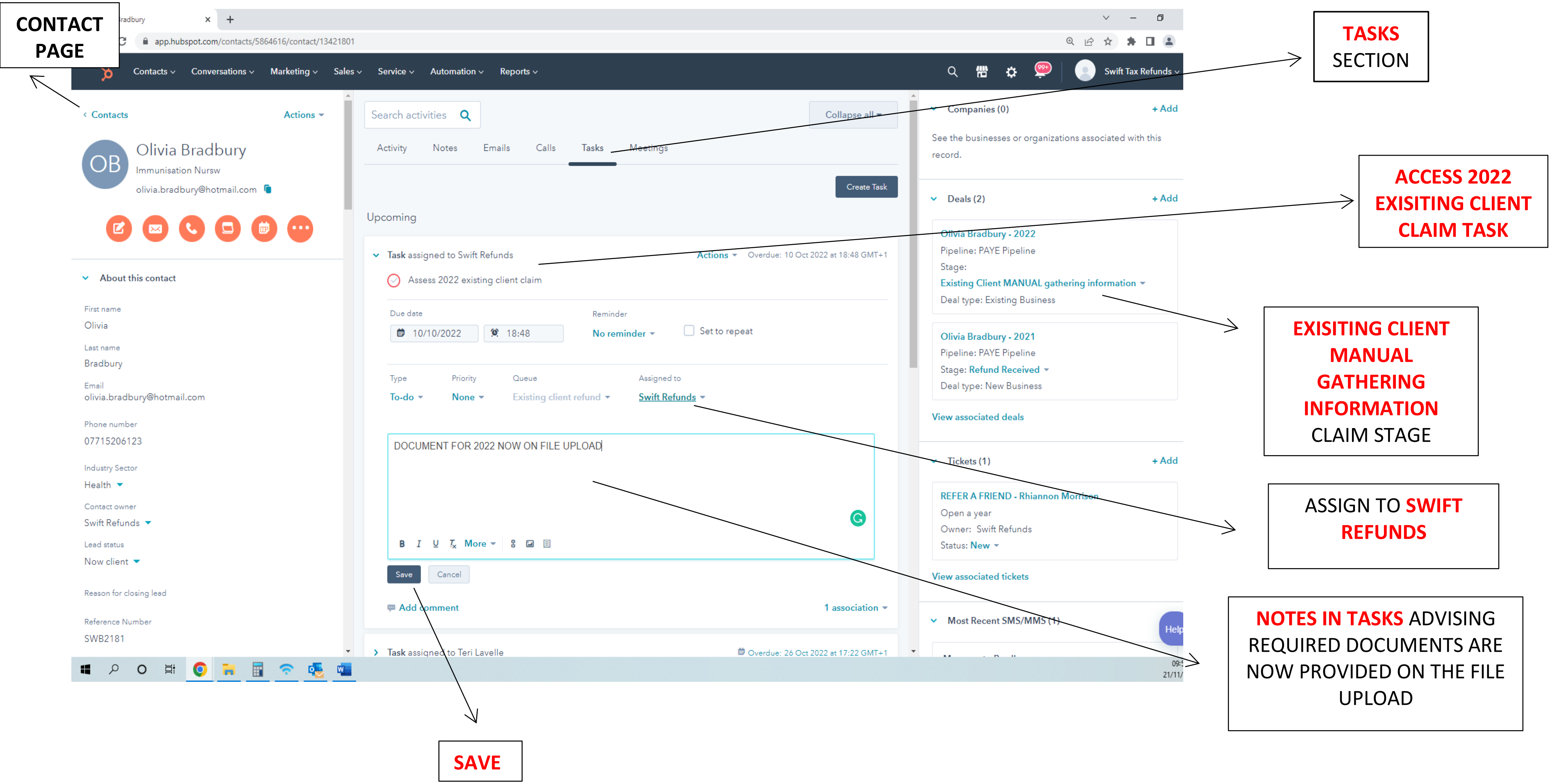
This indicates the existing deal has been previously worked and the **Access 2022 existing client claim** task will now be marked as complete in the tasks section on the client contact page.

After you have determined if the client has now provided the correct document on the file upload to proceed, you will be required to re-enter the **Access 2022 existing client claim** task back into the queue to be assigned out once again.

To do this, you must complete the following steps:

- Reopen the **Access 2022 existing client claim** task by clicking on the task name and **SAVE**
- Make notes on the task informing the client has now provided the document for the tax year in question
- Assign the task to **SWIFT REFUNDS**
- Click on **SAVE**

Please see below



Please note, for existing deals the **WORKED ON BY ADMIN** stage is not required to be amended.

You may now mark your file upload task as complete and move on.

If the deal stage is at:

- **EXISTING CLIENT GATHERING INFORMATION**

This means the **Access 2022 existing client claim** task has not previously been assigned out and worked. The **Access 2022 existing client claim** task we show as open and due to be assigned out. If the document has document has been provided for the tax year in question, please make a note in the access 2022 task informing the document is in the file upload. Please ensure you click SAVE on the task once you have added your notes.

Please note, for existing deals the **WORKED ON BY ADMIN** stage is not required to be amended.

You may now mark your file upload task as complete and move on.

In some **RARE** cases, the deal stage may be moved on further than expected. Please see below for different possible claim stages.

If one deal is at the claim stage below

- **UTR RECEIVED – AUTHORISATION REQUESTED**
- **UTR RECEIVED**
- **PREPARING JOB**
- **CLAIM FILED**
- **REFUND RECEIVED**
- **CLOSED LOST**
- **CLOSED WON**

These have most likely already been actioned. Please open the file upload to determine if the documents are still required.

- If the documents are required - please follow the necessary steps above to action accordingly.
- If they are not, please mark the task as complete and move on.

Has the client provided all information required to proceed with at least one tax year?

NO

↓

Often clients do not provide the correct documents that are required. In this case, you must do the following to inform the client the documents they have provided are not sufficient for the tax years in question.

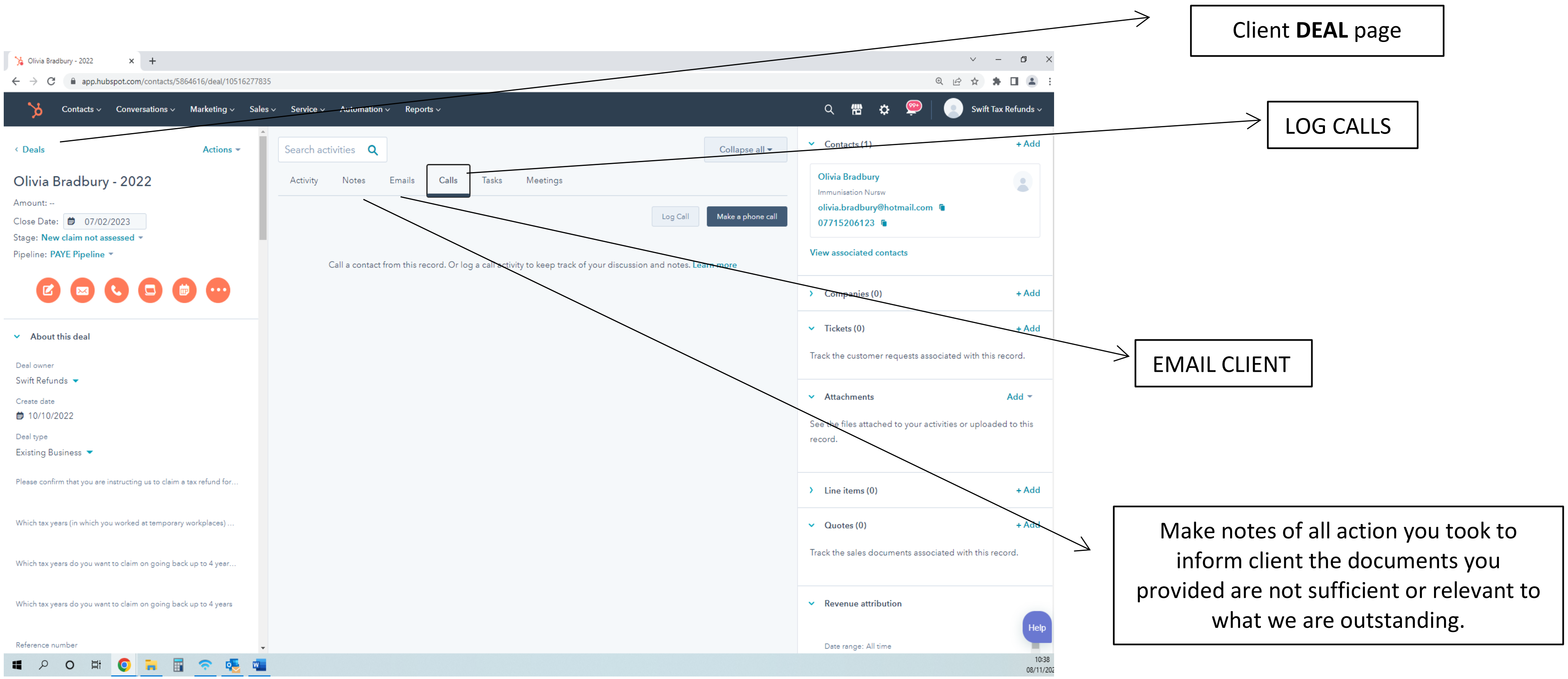
Please contact the client via:

- TELEPHONE
- EMAIL
- TEXT MESSAGE – (**AVAILABLE ON CLIENT CONTACT PAGE ONLY)**

You must attempt to contact the client via all contact methods. Ensure to log calls, pin necessary emails, and make notes of the action you took on the **DEAL** page in the **NOTES** section.

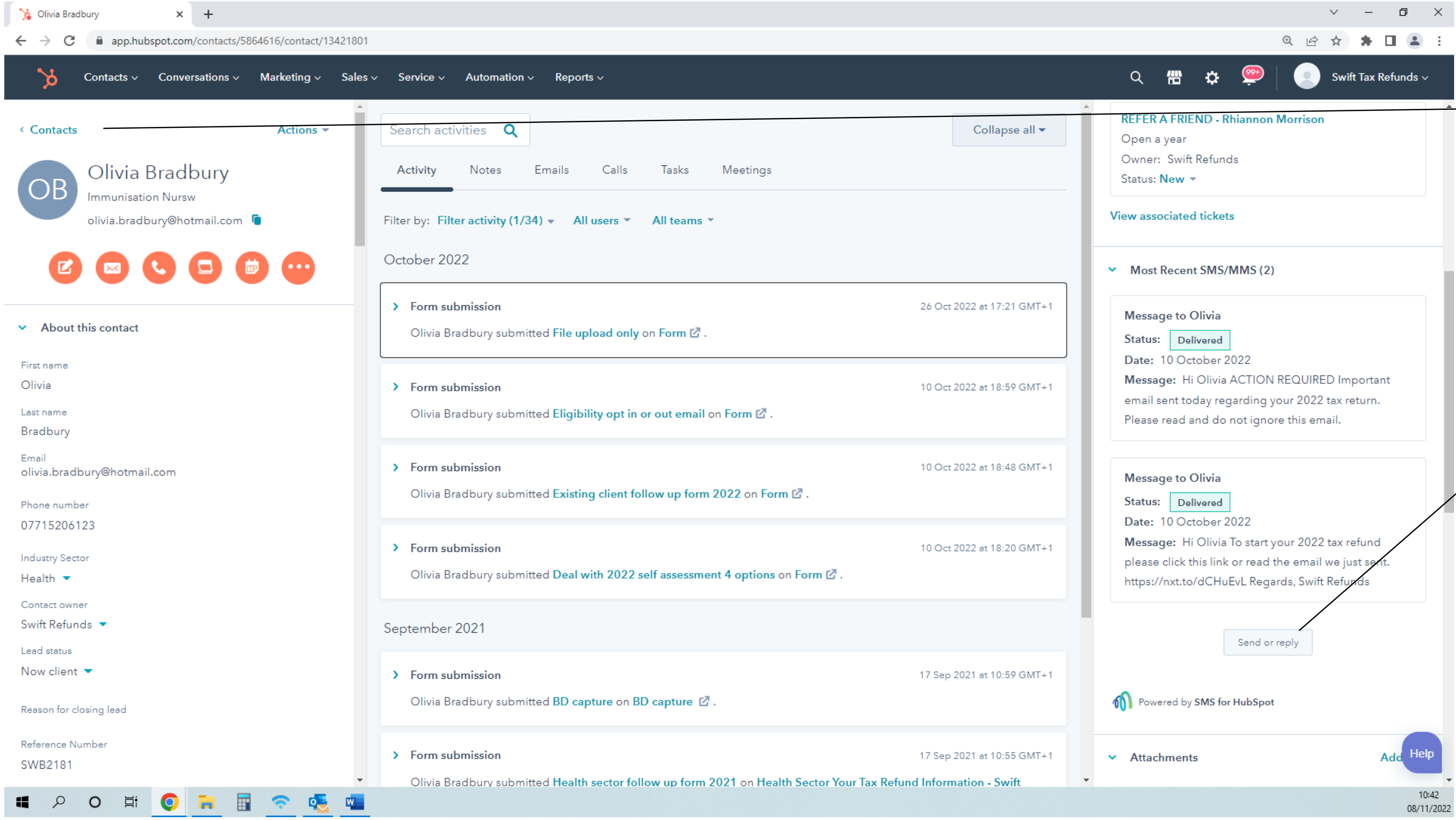
These claims will be required to remain at the already allocated deal stage and if the **WORKED ON BY ADMIN** section is already marked as **YES**, you must not alter this. The reason for this is, we do not want claims that are not ready to be worked on by an administrator re-entering the claims queue to be assigned out.

Please see the image below



To **TEXT MESSAGE** the client – please refer to the client **CONTACT** page, down the right-hand side, in the section named **MOST RECENT SMS/MMS**

Please see the example below



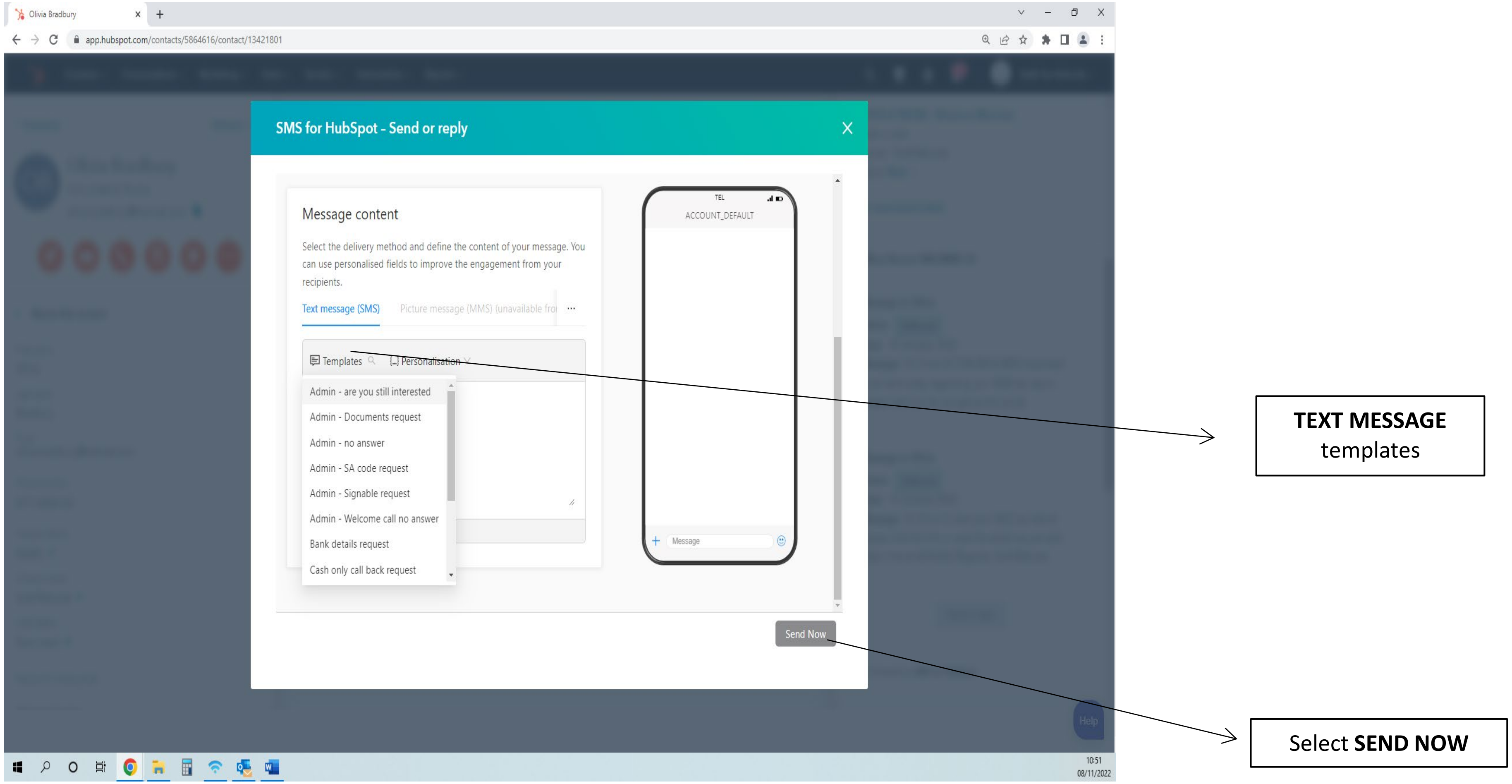
Client **CONTACT** page

Click on the **SEND OR REPLY** box to compose a text message and sent to client

There are various templates available to text the client for documents, eligibility, signable or bank details for example.

Please select the relevant template or compose a personal text message to the client and select **SEND NOW.**

Please see the below image.



Once you have completed all actions above, please mark the task as complete.