

# Personal Taxprep

## Frequently Asked Questions

### 2018 Versions

#### Client filter and customized diagnostic templates offered with the Frequently Asked Questions

To assist you in identifying clients that could be affected by the described subjects, a downloadable client filter and customized diagnostic template is associated with certain questions. These templates allow you to display a diagnostic in the returns that have tax situations that were the subject of an FAQ and provide access to a list of clients affected by the problems described.

#### Installing the client filter and diagnostic template

To find the predefined folder for customized client filters or diagnostics, proceed as follows:

1. Launch *Taxprep Classic*.
2. On the **Tools** menu, click **Options and Settings**.
3. Under **Options**, click **File Locations**.
4. Verify the predefined location for the filters and diagnostics. After the installation, the default location is usually the following: **My Documents\CCH\T1 Taxprep 2018\Filter and Diagnostics\**.
5. Copy the downloaded file to this location.  
The client filter will be available in the Client Manager, while the diagnostic will display in the relevant returns.

**Note:** The table below lists all of the client filter and diagnostic templates, which allows you to download them separately, depending on the troubleshooting memos and FAQs that relate to you. To download all templates in a single operation, click the **Download all templates** button, then copy all zipped files into the folder **My Documents\CCH\T1 Taxprep 2018\Filter and Diagnostics\**.

[Download all templates](#)

Publication	Subject/Question	Affected Version	Identifier (to download the client filter and diagnostic template, if applicable)
March 2019	<a href="#">Changes at Revenu Québec: Request your Représentant PRO + accreditation without being a member of a professional order</a>	Not applicable	FT12018-001
March 2018	<a href="#">Filing of Forms T2091, Designation of a Property as a Principal Residence by an Individual (Other than a Personal Trust) (Jump Code: 2091), T1255, Designation of a Property as a Principal Residence by the Legal Representative of a Deceased Individual (Jump Code: 1255) and TP-274, Designation of a Property as a Principal Residence (Jump Code: Q274)</a>	Versions 2017 and later	FT12017-002
March 2016	<a href="#">TaxprepConnect download - Associating slips downloaded from the CRA and RQ</a>	Versions 2015 and later	FT12015-002
July 2015	<a href="#">Watermark when printing Form T1013</a>	Versions 2014 2.0 and later	FT12014-009
February 2015	<a href="#">Help with EFILE error codes</a>	Versions 2.0 and later	<a href="#">FT12014-003</a>
February 2015	<a href="#">InfoConnect functionality</a>	Versions 2014	FT12014-002
Item updated in the week of March 11, 2018 February 2012	<a href="#">The CRA Represent a Client service</a>	Version 2014 1.0	FT12014-001

## Federal

### Question FT12017-002

*(Published in March 2018 and applicable to the current version)*

**Filing of Forms T2091, Designation of a Property as a Principal Residence by an Individual (Other than a Personal Trust) (Jump Code: 2091), T1255, Designation of a Property as a Principal Residence by the Legal Representative of a Deceased Individual (Jump Code: 1255) and TP-274, Designation of a Property as a Principal Residence (Jump Code: Q274)**

#### QUESTION

What are the instructions for filing the designation of a property as a principal residence forms (T2091, T1255 and TP-274)?

#### ANSWER

##### 1. Instructions to follow regarding the filing of a federal return

*Forms T2091 and T1255*

Since 2017, Forms T2091 and T1255 must always be filed when a property that generates a capital gain and is designated as a principal residence is disposed of. If the property is designated for all years during which the taxpayer owned it (box 1 of line 179 in Schedule 3, *Summary of Dispositions - Capital Gains (or Losses) in 2017*) (Jump Code: 3), you only have to enter the “Proceeds of disposition” and complete the “Description of property” and “Designation” sections. The other sections of the form do not have to be completed, because the capital gain is totally exempt in this situation.

If you ticked box 1 at line 179 of Schedule 3, you only need to complete the first page of this form. You do not need to report any gain amount on Schedule 3 for this property.

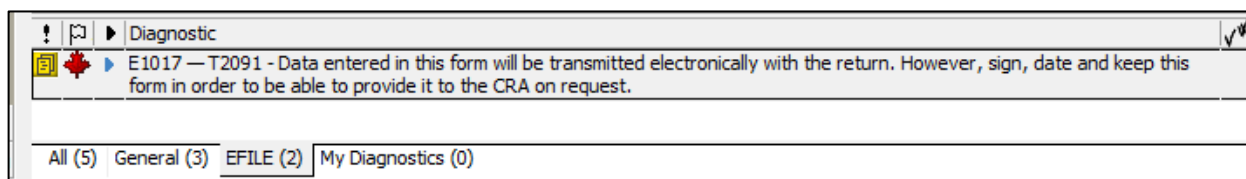
##### 1.1 If the return is transmitted electronically

*Forms T2091 and T1255*

Data in Forms T2091 and T1255 is transmitted electronically with the T1 return. Form SFD - T2091 or T1255, *Selected Financial Data Record* (Jump Code: **SFD T2091**), has been added in *Personal Taxprep 2017* to allow you to review the data transmitted for these forms. Forms T2091 and T1255 are transmitted to the CRA as selected financial data (SFD). Therefore, more than one copy of Forms T2091 and T1255 can be transmitted electronically should there be more than one designation of principal residence in the year.

Note that even if the data in Forms T2091 and T1255 is now transmitted electronically, you must continue printing these forms and have them signed when they are applicable. However, you no longer need to send a hard copy of these forms to a tax centre when the return is filed electronically.

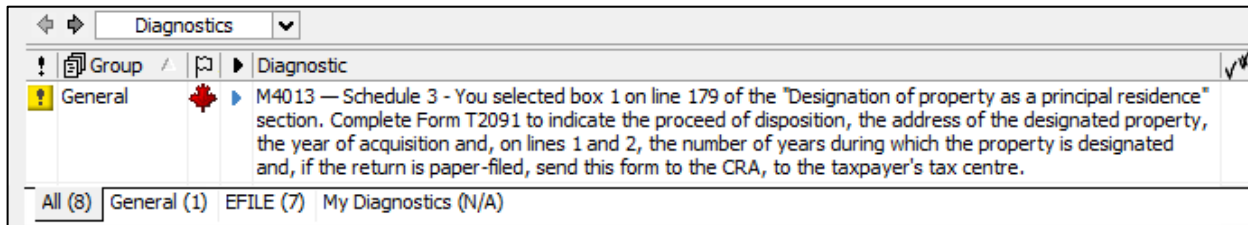
The diagnostics and client letters of *Personal Taxprep* have been adjusted accordingly to guide you.



## 1.2 If the return is mailed

### Forms T2091 and T1255

Starting in 2017, if the taxpayer disposed of a principal residence for which he or she claims a total or partial exemption, Form T2091 or Form T1255, if the taxpayer is deceased, must be enclosed with the return and mailed to the CRA even if no capital gain is taxed in the return.



## 2. Instructions to follow regarding the filing of a TP1 return (Québec)

### Form TP-274

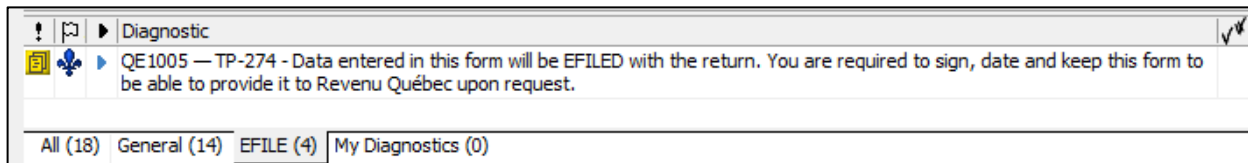
To designate a property as a principal residence, complete Form TP-274.

If the designation covers all the years during which you owned or co-owned the property or if it covers the year during which a servitude encumbering the property was established, you have no capital gain to calculate. In that case, you only need to complete Parts 1 and 2.

### 2.1 If the return is transmitted electronically

As federal Forms T2091 and T1255, provincial Form TP-274 is now also included in the electronic transmission. Therefore, when the TP1 return is filed electronically (NetFile Québec), you are no longer required to mail a hard copy of Form TP-274 to *Revenu Québec* accompanied, among other things, by the federal documents mentioned in Form TP-274. If you want to review the data transmitted for these forms, you can consult the TP-274 section of Form QC EFILE SUM, *Summary of EFILE Data Fields – Québec* (Jump Code: **QEFILE SUM**).

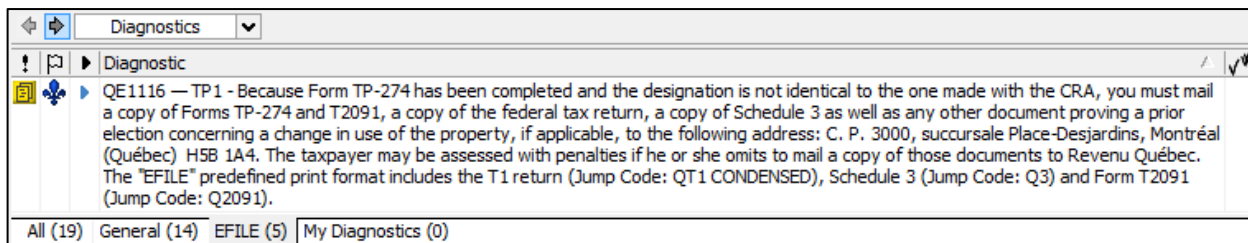
Like Form T2091, you must continue printing Form TP-274 and have it signed when it is applicable.



Unlike the CRA, *Revenu Québec* only allows the electronic transmission of a single copy of Form TP-274. Should there be more than one disposition in the year, you will have to print all applicable copies of Form TP-274 and have them signed. You will still be able to electronically file the TP1 return. *Revenu Québec* confirmed that in this case, you do not have to mail them the TP-274 forms that are not part of the electronic transmission. Keep them so that you can provide them to *Revenu Québec* if so requested.

However, there is one exception. Where the Québec designation is not identical to the one made at the federal level, *Revenu Québec* wants to receive hard copies of Form TP-274 accompanied by the federal forms (T2091, Schedule 3, T1 return) mentioned in Form TP-274 regardless of the fact that the return is filed electronically.

The diagnostics and client letters also guide you in this situation.

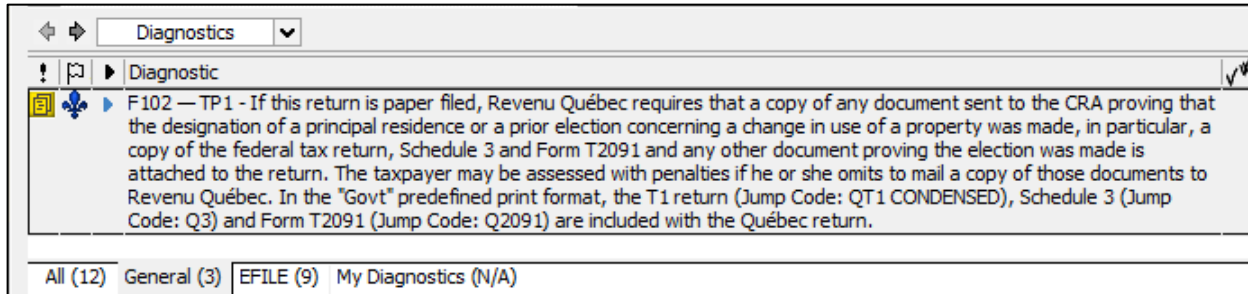


## 2.2 If the return is mailed

### Form TP-274

For years ending after October 2, 2016, the taxpayer must designate the property as a principal residence with the CRA to be able to make the designation for purposes of applying the Québec income tax.

When paper-filing the return, Form TP-274 must always be accompanied by the T1 return, Schedule 3 and Form T2091 or Form T1255, if the taxpayer is deceased.



## Question FT12014-009

(Published in July 2015 and applicable to the current version)

### Watermark when printing Form T1013

#### QUESTION

Why does a "Retain for your records. Do not forward to CRA." watermark display on my T1013 forms when I print them?

#### ANSWER

Commencing this year, the Canada Revenue Agency (CRA) requires all software developers supporting the electronic transmission of Form T1013 to include a watermark on this form when it is printed after it is filed electronically. Therefore, this watermark will be affixed to and print on any Form T1013 with an electronic filing status of "Accepted" or "Accepted with conditions."

This change has been implemented in version 2.0 of *Personal Taxprep* 2014 and has been mentioned in the *Release Notes* that you can consult at the following address:

<https://tc.cch.ca/cchservices/download/files/documents/TXP/RNTXPT1201442EN.pdf>.

#### Printing of accepted T1013 forms

As required by the CRA, a watermark will now print on each page of the T1013 form when a hard copy or a PDF copy is printed after having been successfully transmitted and given the "Accepted" or "Accepted with conditions" value for the EFILE T1013 status.

## Question FT12014-003

(Published in February 2015 and applicable to the current version)

### Help with EFILE error codes

[Download the client filter and diagnostic template](#)

#### QUESTION

When EFILE error codes are issued, should I contact the *Taxprep* support team or the CRA EFILE Helpdesk?

#### ANSWER

In some cases, the *Taxprep* support team will be able to help you correct rejected returns for which EFILE error codes have been issued. However, our support team will not be able to help you with errors relating to information or balances that are available only in CRA records.

Therefore, we recommend that you first contact the CRA EFILE Helpdesk when the following EFILE error codes are issued: 40, 43, 57, 72, 307, 2197, 2250, 2252, and 70127. You can also review your transmission results either in the **EFILE Transmission Results** dialog box under the **Transmission\EFILE** menu or on Form EFILE INFO, *EFILE Information* (Jump Code: EFILE INFO).

The CRA EFILE Helpdesk Support contact information and hours of operation are available here: <http://www.efile.cra.gc.ca/l-tchsp-eng.html>.

Note that you may be able to resolve some of these problems by reviewing your client information available through the *Represent a Client* and *Tax Data Delivery* services.

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## Question FT12014-001

(Published in February 2012 and applicable to the current version - Item updated in the week of March 11, 2018)

### The CRA Represent a Client service

#### QUESTION

What are the steps to start using the CRA *Represent a Client* service?

#### ANSWER

An increasing number of firms use the CRA *Represent a Client* service as part of the T1 tax return preparation process. This secure service provides online access to tax information on behalf of individuals that you represent.

The screenshot shows the user interface of the CRA Represent a Client service. At the top, there is a header with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". The main header features the "Canada Revenue Agency" logo on the left, a red maple leaf in the center, and the "Canada" logo on the right. A "Logout" button is visible in the top right corner. Below the header, there is a navigation menu with tabs for "Home", "Tax returns", "Accounts and payments", "Benefits and credits", "RRSP and TFSA", and "Client summary". The main content area displays a "Welcome," message followed by "We have the following information on file for" and a blue bar labeled "Important information". On the left side, there is a "My Account" section with links for "View mail", "Change my return", and "Submit documents".

Detailed information is available, including the following:

Tax information slips	T3, T4, T4A, T4A(P), T4A(OAS), T4E, T4RIF, T4RSP, T5, T5007, T5008, T5013, T1204, RC62, RC210 and RRSP/PRPP contribution receipts
Returns	Detailed assessment for all available tax years
Carryover amounts	Capital gains and losses, capital gains deduction, losses other than capital losses, tuition fees, education and textbook amounts
Accounts and payments	Instalments, account balance and statement of accounts
Benefits and credits	GST/HST credit, disability tax credit, Canada Child Benefit, Working Income Tax Benefit
RRSPs and savings plans	RRSP deduction limit, unused RRSP contributions, Home Buyers' Plan, Lifelong Learning Plan, tax-free savings account (TFSA)
Notice of assessment	Latest notice of changes and summary of assessment or re-assessment.

The steps to start using this service are as follows:

1. On the [CRA Web site](#), click **Register** to create your own CRA user ID and password for using the *Represent a Client* service.
  - To validate your identity, you will need to enter your access code from your notice of assessment as well as your postal code.
  - The next step is to create your security questions and answers.
  - You will be able to log on to the CRA *Represent a Client* service immediately after this process is complete.
2. On the CRA Web site, log on to the *Represent a Client* service, using your CRA user ID and password, then register your firm (using your business number), or yourself, to receive a GroupID or a ReplD.

**Note:** If you want any of your employees to also have online access to client information, those employees will also need to obtain a ReplD from the CRA as explained in step 1.

### 3. Obtain authorization from your clients

- In *Personal Taxprep*, complete the **AUTHORIZATION FORMS** tab of the chosen preparer profiles by selecting the **Authorizing online access** check box and entering your Business Number, GroupID or RepID. Then, verify that Form T1013 is applicable for printing and eligible for electronic filing.

#### Profile – Authorization Forms

**T1013 – Authorizing or cancelling a representative**

**Filing**

- file for clients for whom you do not have the authorization or whose authorization is expired
- file only for new clients (files not rolled forward)
- the name of the representative or the business has changed and the T1013 form must be filed again for all client files

**Important :** Do not file new requests for your clients if you already have a valid authorization to access their information. Use this option only if a modification to the representative's information is required and you must file the form again. This option will apply to all your clients and will make the form applicable regardless of the filing history, unless the option **Cancel the printing of this form** is selected.

- do not file

**Additional filing options**

- file for deceased clients
- filing for authorizations expired on or before \_\_\_\_\_
- file for clients with regards to which access to the CRA's *Represent a Client* service has already been given to you

**Options**

- Authorize online access (Part 2A, CRA's *Represent a Client* service)

Representative information		
RepID	First name	Last name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Business Number (BN)	Name of the business associated to the business number (BN)	
<input type="text"/>	<input type="text"/>	
GroupID	Name of the group associated to the GroupID	
<input type="text"/>	<input type="text"/>	

- Authorize access by telephone and in writing (Part 2B)

- To obtain online access to your clients' data before preparing their tax return, you can print and have them sign Form T1013 when they bring their source documents to your office. If you want to print Form T1013 for several clients at a time, you can create a print format used solely to print this form. You can then select, from the Client Manager, the files or clients for which you want to print Form T1013, and use the previously created print format.
- Use the **Transmission/T1013** command in *Personal Taxprep* to transmit Form T1013 once it has been signed. This can also be done for several clients at the same time using the Client Manager.

#### Additional info

- The best practice for a firm to request authorization via Form T1013 is to do it based on the Business Number(or GroupID), instead of an individual RepID. This prevents having to get a new authorization should the employee using the RepID leave your firm. This also allows your firm to easily create groups of employees so you can better control who has access to your client information.
- When electronically submitting Form T1013, immediate online access to your clients' accounts will be granted, once the authorization is updated to the taxpayer's file.
- It is possible to submit post-assessment requested support documents (such as medical or donation receipts) via the *Represent a Client* service.

For more details on using this service, go to:

<https://www.canada.ca/en/revenue-agency/services/e-services/represent-a-client/use-service.html>



## Québec

### Question FT12018-001

(Published in March 2019)

#### Changes at Revenu Québec: Request your Représentant PRO + accreditation without being a member of a professional order

##### QUESTION

What are the changes made by *Revenu Québec* to the accreditation criteria for the *Représentant PRO* + group of services?

##### ANSWER

You no longer need to be a member of a professional order to change from the *Représentant PRO* to the *Représentant PRO* + group of services in My Account for professional representatives.

With the *Représentant PRO* + group of services, you can create, manage and carry out mandates online as well as represent your clients. You can also:

- view and file consumption tax returns;
- view and file source deductions and employer contributions returns;
- view the summary of the tax obligations connected with your mandates and see deadlines and balances due.

For more information on everything Représentant PRO + has to offer and to request the change, go to <https://www.revenuquebec.ca/fr/representants/mon-dossier-cest-quoi/representant-pro-1/> (available in French only).

## InfoConnect

### Question FT12014-002

(Published in February 2015 and applicable to the current version)

#### InfoConnect functionality

##### QUESTION

What is InfoConnect?

##### ANSWER

**InfoConnect** is a functionality that displays, for the current field or form in *Taxprep*, an excerpt of the *Income Tax Act* or Wolters Kluwer's tax research material, such as *Preparing Your Income Tax Returns*, available from the *IntelliConnect* platform:

**Please answer the following question:**  
 Did you own or hold foreign property at any time in 2014 with a total cost of more than CAN\$100,000? See "Foreign income" in the guide for more information. **266** Yes  1 No  2  
 If **yes**, complete Form T1135 and attach it to your return.  
 If you had dealings with a non-resident trust or corporation in 2014, see "Foreign income" in the guide.

**As a resident of Canada, you have to report your income from all sources both inside and outside**

**Total income**

Employment income (box 14 of all T4 slips)			<b>101</b>	
Commissions included on line 101 (box 42 of all T4 slips)	<b>102</b>	0.00		
Wage loss replacement contributions (see line 101 in the guide)	<b>103</b>	0.00		
Other employment income			<b>104</b>	
Old age security pension (box 18 of the T4A(OAS) slip)			<b>113</b>	
CPP or QPP benefits (box 20 of the T4A(P) slip)			<b>114</b>	
Disability benefits included on line 114 (box 16 of the T4A(P) slip)	<b>152</b>	0.00		
Other pensions and superannuation			<b>115</b>	0.00
Elected split-pension amount (attach Form T1032)			<b>116</b>	0.00
Universal child care benefit (UCCB)			<b>117</b>	0.00
UCCB amount designated to a dependent	<b>185</b>	0.00		

**Preparing Your Income Tax Returns**  
**[496] Foreign investments, offshore transfers, and foreign receipts**  
 Canadian residents are taxed on world income. The government has become increasingly concerned in recent years about its ability to protect the Canadian revenue base from under-reporting of offshore income. At its simplest, the concern is that Canadians will invest surplus funds offshore and not report the income. At a somewhat more sophisticated level, the concern is that complex schemes are devised to move funds to offshore trusts (or leave them in offshore trusts on immigration to Canada) under tax plans which may in fact be technically sound, but which the CRA cannot test (or legislate against in future) because, ...  
 Additional content and links to other documents are offered.  
[Learn more](#)

Click the **InfoConnect** insight to instantly access your subscriptions in *IntelliConnect* using your Web browser.

### Free 15-day trial of IntelliConnect

If you are not already a subscriber, complete the sign-up form that displays after clicking the **InfoConnect** insight. You will then receive a confirmation e-mail with an activation link that will allow you to benefit from a free trial of *IntelliConnect*.

[See the video](#) (1:02)

### Already an IntelliConnect subscriber?

To access your *IntelliConnect* subscriptions from the **InfoConnect** insight, proceed as follows:

1. In *Taxprep*, select **Tools/Options** and **Settings/Options/Tax Research**.
2. Clear the **Free trial** check box.
3. Enter your *IntelliConnect* User ID and Password.

[See the video](#) (0:38)

# TaxprepConnect

## Question FT12015-002

(Published in March 2016 and applicable to the current version)

### TaxprepConnect Download - Associating slips downloaded from the CRA and RQ

#### QUESTION

How do I make sure that no duplicate data from slips is transferred into the return following the download of tax data with the TaxprepConnect functionality?

#### ANSWER

*Personal Taxprep* pre-associates slips downloaded from the Canada Revenue Agency (CRA) and those downloaded from *Revenu Québec* (RQ), as well as data on those slips and data already in the return, as applicable (following a roll forward, a data import with *CCH Scan*, etc.). However, it is strongly recommended to verify the matches before transferring data, because the program is not always able to make all of the required associations.

The values in certain predefined boxes of the slip are displayed under the issuer's name to help you make this verification. In addition, you can always access the complete content of the downloaded slip using the expand in the field of the issuer's name.

CRA – T5 slip	RQ – RL-3 slip	T5 form
ABC Trust Box 24: 0.00 Box 10: 0.00 Box 13: 0.00 Box 18: 4,351.70	8 - ABC Trust Type: 7 Box A1: 0.00 Box A2: 0.00 Box D: 0.00 Box I: 4,351.70	Source: Rolled forward data 6 - ABC Trust Type: Box A1: 0.00 Box A2: 0.00 Box D: 0.00 Box I: 0.00

To modify the association suggested by the program or to create a new one, select the slip or the desired copy in the drop-down list provided, as depicted below:

CRA – T5 slip	RQ – RL-3 slip	T5 form
ABC Trust Box 24: 0.00 Box 10: 0.00 Box 13: 0.00 Box 18: 4,351.70	8 - ABC Trust Type: 7 Box A1: 0.00 Box A2: 0.00 Box D: 0.00 Box I: 4,351.70	Source: Rolled forward data 6 - ABC Trust 1 CIBC 2 CIBC 3 ABC Trust 4 ABC Trust 5 ABC Trust 6 ABC Trust 7 ABC Trust New copy
ABC Trust Box 24: 0.00 Box 10: 10.10 Box 13: 0.00 Box 18: 0.00	None 1 CIBC 2 CIBC 3 CIBC 4 BMO 5 CIBC 6 CIBC 7 ABC Trust 8 ABC Trust	Source: None New copy Type: Box A1: 0.00 Box A2: 0.00 Box D: 0.00 Box I: 0.00