

Personal Taxprep

Troubleshooting

2017 Versions

Client filter and customized diagnostic templates available with the Troubleshooting Memos

To assist you in identifying clients that could be affected by the described problems, a downloadable client filter and customized diagnostic template is associated with most *Troubleshooting Memos*. These templates allow you to display a diagnostic in the returns that have tax situations that were the subject of a *Troubleshooting Memo* 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*.
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 2017\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 templates and diagnostics, 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 2017\Filter and Diagnostics**.

[Download all templates](#)

Publication	Problem	Affected Version	Corrected Version	Identifier (to download the client filter and diagnostic template, if applicable)
Week of June 17, 2018	The network version of the Taxprep Help has not been displaying since the last Windows 7 and Windows 10 updates	Network versions	Version 2018 1.0	T12017-012
Week of May 20, 2018	T1163 - T1273 - Line 9575 - Income inclusions under subparagraph 13(38)(d)(iii) ITA: amount not taken into account in total B	Versions 2017 1.0, 2017 2.0, 2017 3.0, and 2017 4.0	Version 2017.5	T12017-011
Week of April 29, 2018	Schedule G - Incorrect calculation on line 56 in the return of the spouse: Capital gains (or losses) arising out of reserves from the T5013 slip	Versions 2017 1.0, 2017 2.0, 2017 3.0, and 2017 4.0	Version 2017.5	T12017-010
Week of April 15, 2018	Donations - Incorrect calculation of the amount of donations that is transferred between the taxpayer and the spouse	Versions 2017 1.0, 2017 2.0, 2017 3.0, 2017 4.0 and 2017 5.0	Version 2018 1.0	T12017-009
Week of April 8, 2018	Temporary enhancement for taxi drivers announced in the Québec Budget - Do not take this new measure into account in the 2017 income tax returns	Version 2017 4.0	Version 2017 5.0	T12017-008
Week of April 8, 2018	TaxprepConnect Download - PRPP deduction not calculated on line 208 of the federal return following the transfer of PRPP receipts from the CRA	Versions 2017 2.0, 2017 3.0 and 2017 4.0	Version 2018 1.0	T12017-007
Week of March 25, 2018	TaxprepConnect Download - Partial download of the Canada Revenue Agency (CRA) and/or Revenu Québec data and impossibility of transferring the downloaded data	Versions 2017 2.0, and 2017 3.0	Version 2017 4.0	T12017-006
Week of March 18, 2018	Q2042 - Additional capital cost allowance of 35% in Québec for CCA classes 50 and 53	Versions 2017 2.0, and 2017 3.0	Version 2017 4.0	T12017-005
Week of March 11, 2018	Class 14.1 - Rolling forward the 2016 CEC closing balances to the new CCA class 14.1	Versions 2017 1.0, 2017 2.0, and 2017 3.0	Version 2017 4.0	T12017-004

Publication	Problem	Affected Version	Corrected Version	Identifier (to download the client filter and diagnostic template, if applicable)
Week of February 18, 2018	CCH Scan import and Taxprep slips data import -T5 slip and RL-3 slip	Version 2017 1.0	Version 2017 3.0	T12017-003
Week of February 18, 2018	Exchange Rate - Schedule 3, ACB form and T5008 slip	Version 2017 1.0	Version 2017 3.0	T12017-002
Week of February 18, 2018	Rolling forward DT Max files	Version 2017 1.0	Version 2017 2.0	T12017-001

Federal

Troubleshooting Memo T12017-011

T1163 - T1273 - Line 9575 - Income inclusions under subparagraph 13(38)(d)(iii) ITA: amount not taken into account in total B

Download the client filters and diagnostic templates

Problem:

When an eligible capital property disposition is made before January 1, 2017, in Forms T1163 and T1273 and the election to include the amount in income rather than to report it as a capital gain is made, the amount inclusion under subparagraph 13(38)(d)(iii) LIR is calculated on line 9575. However, this amount is not taken into account on line *Total B* of Section “Other farming income” although it should be.

In the following example, the amount on line 9575 (which comes from the line *Amount inclusion under subparagraph 13(38)(d)(iii) LIR*) is not included in the total of Section B:

Other farming income	Line	Amount
Other program payments	9540	0
Business risk management (BRM) and disaster assistance payments	9544	1,250
Resales, rebates, GST/HST for allowable expenses	9574	0
Resales, rebates, GST/HST for non-allowable expenses, and recapture of capital cost allowance (CCA)	9575	0
Agricultural contract work	9601	0
Patronage dividends	9605	0
Interest	9607	0
Gravel	9610	0
Trucking (farm-related only)	9611	0
Resales of commodities purchased	9612	0
Leases (gas, oil well, surface, etc.)	9613	0
Machine rentals	9614	0
Other (specify):	9600	0
13(38)(d)(iii) ITA		126,473
		0
		0
		0
		0
Total B		127,723

Summary of income	
Total A	0
Total B	127,723
Gross farming income (enter on line 9959 on page 5 of this form and on line 188 of your income tax return)	127,723

Other farming income	Code	Amount
Rebates, GST/HST for non-allowable expenses	9575	0
Recapture of capital cost allowance	9575	0
Income inclusions under subparagraph 13(38)(d)(iii) ITA	9575	0.00
Recapture from eligible capital property	9575	0

This problem will be corrected in version 5.0 of *Personal Taxprep 2017*.

Troubleshooting Memo T12017-009

Donations - Incorrect calculation of the amount of donations that is transferred between the taxpayer and the spouse

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

Problem:

When the income of at least one of the two spouses is greater than \$202,800 and the box **Optimize the donations tax credits claimed by the couple by combining all of the amounts of donations entered in the DONATIONS forms of Taxpayer and Spouse. The unused balance of donations will be carried forward in the returns of Taxpayer and Spouse.** is selected, the amount of donations that is transferred between the taxpayer and the spouse is not calculated correctly. As a result, the amount of donations claimed might not be optimal and the balance to carry forward might be incorrect.

Charitable Donations – Federal

By default, an individual's donations tax credit is calculated using the amounts entered in his or her DONATIONS form. However, to take into account the donations made by the spouse (Spouse) in calculating the donations tax credit of the taxpayer (Taxpayer), you may use one of the following options (consult the Help for more information on this topic):

- 1 - **Optimize** the donations tax credits claimed by the **couple** by combining **all** of the amounts of donations entered in the DONATIONS forms of Taxpayer and Spouse. The unused balance of donations will be carried forward in the returns of Taxpayer and Spouse.
- 2 - **Transfer** the amount of donations made in the **current year** by Spouse into Taxpayer's DONATIONS form to calculate the donations tax credit for Taxpayer. The unused balance of donations for the current year will be carried forward only in the return of Taxpayer.
- 3 - **No optimization or transfer** is performed for the couple's donations tax credits.

Donations for the current year	+	0 00	45,000 00	45,000 00
Donations carried forward from prior years	+	0 00	0 00	0 00
Donations for the current year made by the spouse	+	0 00	100,342 24	100,342 24
Donations for the current year transferred to the spouse	-	0 00	0 00	0 00
Donations from prior years made by the spouse	+	0 00	0 00	0 00
Donations from prior years transferred to the spouse	-	0 00	0 00	0 00
Total donations	=	0 00	145,342 24	145,342 24
Donations claimed on line 340 of Schedule 9	-	0 00	145,342 24	145,342 24 D
Subtotal	=	0 00	0 00	0 00
Donations expired in the year	-	0 00	0 00	0 00
Balance to carryforward	=	0 00	0 00	0 00

Donations for the current year	+	0 00	150,000 00	150,000 00
Donations carried forward from prior years	+	0 00	0 00	0 00
Donations for the current year made by the spouse	+	0 00	0 00	0 00
Donations for the current year transferred to the spouse	-	0 00	113,059 48	113,059 48
Donations from prior years made by the spouse	+	0 00	0 00	0 00
Donations from prior years transferred to the spouse	-	0 00	0 00	0 00
Total donations	=	0 00	36,940 52	36,940 52
Donations claimed on line 340 of Schedule 9	-	0 00	36,940 52	36,940 52 D
Subtotal	=	0 00	0 00	0 00
Donations expired in the year	-	0 00	0 00	0 00
Balance to carryforward	=	0 00	0 00	0 00

Solution:

To go around this problem, in the return of the spouse who transfers his or her donations to the other spouse, override the amount on line *Donations for the current year transferred to the spouse* with the amount on line *Donations for the current year made by the spouse* that is calculated in the other spouse's Form *Charitable Donations* (Jump Code: DONATIONS). Note that the table *Summary of donations carried forward to future years* does not take this override into account, but during roll forward, the appropriate balance to carry forward will be correctly rolled forward.

Donations for the current year	+	0 00	150,000 00	150,000 00
Donations carried forward from prior years	+	0 00	0 00	0 00
Donations for the current year made by the spouse	+	0 00	0 00	0 00
Donations for the current year transferred to the spouse	-	0 00	100,342 24	100,342 24
Donations from prior years made by the spouse	+	0 00	0 00	0 00
Donations from prior years transferred to the spouse	-	0 00	0 00	0 00
Total donations	=	0 00	49,657 76	49,657 76
Donations claimed on line 340 of Schedule 9	-	0 00	36,940 52	36,940 52 D
Subtotal	=	0 00	12,717 24	12,717 24
Donations expired in the year	-	0 00	0 00	0 00
Balance to carryforward	=	0 00	12,717 24	12,717 24

Where applicable, this solution also applies to donations carried forward that are transferred to the spouse.

Then, you might want to revise the amount of donations claimed by the taxpayer who transferred the donations to the spouse, as this amount might not be optimal. To modify this amount, override the amount on line *Donations claimed on line 340 of Schedule 9*.

Donations for the current year	+	0 00	150,000 00	150,000 00
Donations carried forward from prior years	+	0 00	0 00	0 00
Donations for the current year made by the spouse	+	0 00	0 00	0 00
Donations for the current year transferred to the spouse	-	0 00	100,342 24	100,342 24
Donations from prior years made by the spouse	+	0 00	0 00	0 00
Donations from prior years transferred to the spouse	-	0 00	0 00	0 00
Total donations	=	0 00	49,657 76	49,657 76
Donations claimed on line 340 of Schedule 9	-	0 00	49,657 76	49,657 76
Subtotal	=	0 00	0 00	0 00
Donations expired in the year	-	0 00	0 00	0 00
Balance to carryforward	=	0 00	0 00	0 00

Note: You can use the diagnostic filter and client filter template provided to identify the *Personal Taxprep* 2017 client files that are affected by this problem.

This problem will be corrected in version 1.0 of *Personal Taxprep* 2018.

Troubleshooting Memo T12017-002

Exchange Rate - Schedule 3, ACB form and T5008 slip

Download the client filter and diagnostic template

Problem:

A problem has been identified for all client files that were **created or rolled forward with version 1.0 of *Personal Taxprep* 2017**.

In the following forms, if an exchange rate is used to translate foreign exchange into Canadian dollars, the exchange rate for the months of November and December 2017 as well as the annual exchange rate will be equal to 1.00:

- In Schedule 3, *Summary of Dispositions - Capital Gains (or Losses) in 2017* (Jump Code: **3**), only the monthly exchange rates for November and December 2017 are incorrect;
- In Form ACB, *Tracking the Adjusted Cost Base* (Jump Code: **ACB**), the monthly exchange rates for November and December 2017 as well as the annual exchange rate are incorrect;
- In the T5008 slip, *Statement of Securities Transactions* (Jump Code: **T5008**), the monthly exchange rates for November and December 2017 as well as the annual exchange rate are incorrect.

Note: This problem does not apply to all other forms in which the annual exchange rate appears (e.g., the T3 and T5 slips).

Solution:

If the client file has been created or rolled forward with **version 2.0** of *Personal Taxprep* 2017:

- The exchange rates will be updated. Therefore, no action is required.

If the client file has been created or rolled forward with **version 1.0** of *Personal Taxprep* 2017, use one of the following solutions:

- Override the exchange rates in Schedule 3, the ACB form and the T5008 slip to indicate the exchange rate to use.
As a reference, the exchange rates are available on the Bank of Canada Web site at: <https://www.bankofcanada.ca/rates/exchange/>.
- Roll forward the client file again with version 2.0 of *Personal Taxprep* 2017.
- Wait for version 3.0 of *Personal Taxprep* 2017.

Regardless of the version used to create or roll forward the client file, when opening this file with version 3.0, the exchange rates will be updated.

This problem will be corrected in version 3.0 of *Personal Taxprep 2017*, which is scheduled to be released in the week of March 5, 2018.

Québec

Troubleshooting Memo T12017-010

Schedule G - Incorrect calculation on line 56 in the return of the spouse: Capital gains (or losses) arising out of reserves from the T5013 slip

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

Problem:

When the return of the spouse is coupled, the calculation of the amount on line 56 in Schedule G of the spouse does not take into account the reserves for the previous year (2016) or the current years (2016 and 2017) entered in one of the following boxes of the spouse's T5013 slip (Québec column): 10^g, 11-1^c and/or 11-2^c, 11-1^d and/or 11-2^d, 10^k, 11-3^d and 11-3^e.

Solution:

To work around this problem, use an override and modify the amount on line 56 in Schedule G of the spouse by adding the amount of reserves for the previous year (2016) entered in boxes 10^g and 10^k and subtracting the amount of reserves for the current years (2016 and 2017) entered in boxes 11-1^c and/or 11-2^c, 11-1^d and/or 11-2^d, 11-3^d and 11-3^e.

This problem will be corrected in version 5.0 of *Personal Taxprep 2017*.

Troubleshooting Memo T12017-008

Temporary enhancement for taxi drivers announced in the Québec Budget - Do not take this new measure into account in the 2017 income tax returns

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

Problem

In its budget tabled on March 27, 2018, the Québec Government has announced a temporary enhancement, of up to \$500, applicable to the refundable tax credit for taxi permit holders. This measure, which is retroactive for the 2017 taxation year, has been implemented in version 4.0 of *Personal Taxprep 2017*, based on information known thus far. Therefore, the amount calculated on line 28 of Form TP-1029.9, *Tax Credit for Taxi Drivers or Taxi Owners* (Jump Code: Q1029.9), takes this temporary enhancement into account. However, on April 6, 2018, Revenu Québec sent a news release to all software designers, mentioning not to make any modification in the software programs and that the required adjustments would be made in its own systems in order to establish a proper contribution for all taxpayers concerned by this measure.

Example:

The tax credit for taxi drivers is \$375.75, including the temporary enhancement, for a taxpayer who declares income from his or her employment as a taxi driver of \$10,000.

2 Tax credit for taxi drivers

20 Taxi driver's permit number: 12345

Basic amount ⁵	21	569 00
Taxpayer's income for the taxation year from employment as a taxi driver (amount included in the taxpayer's employment income and amount included in tips – lines 101 and 107, respectively, of the taxpayer's income tax return)	22	10,000 00
Gross income for the taxation year from the taxpayer's taxi firm	+ 23	0 00
Gross income for the taxation year from the rental of a taxi covered by a taxi owner's permit of which the taxpayer is the holder	+ 24	0 00
Add lines 22 through 24.	= 25	10,000 00
	x 26	2 %
Multiply line 25 by 2%.	= 27	200 00
Enter the amount from line 21 or 27, whichever is less . Carry this amount to line 462 of the personal income tax return (TP-1-V) and enter code 03 in box 461.	28	375 75

Tax credit for taxi drivers

Solution:

To exclude the temporary enhancement amount, override line 28 of Form TP-1029.9, with the amount from line 21 or 27, whichever is less.

2 Tax credit for taxi drivers

20 Taxi driver's permit number: 12345

Basic amount ⁵	21	569 00
Taxpayer's income for the taxation year from employment as a taxi driver (amount included in the taxpayer's employment income and amount included in tips – lines 101 and 107, respectively, of the taxpayer's income tax return)	22	10,000 00
Gross income for the taxation year from the taxpayer's taxi firm	+ 23	0 00
Gross income for the taxation year from the rental of a taxi covered by a taxi owner's permit of which the taxpayer is the holder	+ 24	0 00
Add lines 22 through 24.	= 25	10,000 00
	x 26	2 %
Multiply line 25 by 2%.	= 27	200 00
Enter the amount from line 21 or 27, whichever is less . Carry this amount to line 462 of the personal income tax return (TP-1-V) and enter code 03 in box 461.	28	200 00

Tax credit for taxi drivers

The calculation of the tax credit for taxi drivers will exclude the temporary enhancement in version 5.0 of *Personal Taxprep 2017*.

Troubleshooting Memo T12017-005

Q2042 - Additional capital cost allowance of 35% in Québec for CCA classes 50 and 53

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

Problem

Starting with the 2017 taxation year, an additional capital cost allowance of 35% of the deducted CCA amount can be claimed for CCA classes 50 and 53.

When this allowance is claimed in Form T2042 CCA, *Capital Cost Allowance* (Jump Code: **2042 CCA**), the amount is updated to line 9936, *Additional CCA deduction of 35%*, in Form Q2042, *Statement of Farming Activities* (Jump Code: **Q2042**).

Although the additional capital cost allowance amount is correctly updated to line 9936 of Form Q2042, this amount is also subtracted from the amount on the line *Subtotal of expenses*, and therefore, the additional allowance has no impact on the total farming expenses.

Example:

A capital cost allowance of \$6,050 and an additional capital cost allowance of \$1,000 have been claimed. The net business income should therefore be \$7,050, but here is the result obtained:

Total other expenses	9790	0.00	0.00
Subtotal of expenses			-1,000.00
Capital cost allowance (CCA). Enter amount i of Area A minus any personal part and any CCA for business-use-of-home expenses. (Part XI Method)	9936	6,050.00	
Capital cost allowance (CCA). Enter amount i of Area A minus any personal part and any CCA for business-use-of-home expenses. (Part XVII Method)	9936	0.00	
Additional CCA deduction of 35%	9936	1,000.00	
Total farm expenses: Total of the above amounts		9898	6,050.00
Net income (loss) before inventory adjustments		9899	-6,050.00 A
Mandatory inventory adjustment (if line A is a loss)			
Plus – Mandatory inventory adjustment		9942	0.00 B
Net income after mandatory inventory adjustment			-6,050.00

Solution

To work around this problem, in Form Q2042, use an override and enter the amount from line 9936, *Additional CCA deduction of 35%* in the “Other expenses” section, then override the 3rd line 9936 to “0.”

Additional CCA deduction of 35%		1,000.00	
Total other expenses	9790	1,000.00	1,000.00
Subtotal of expenses			1,000.00
Capital cost allowance (CCA). Enter amount i of Area A minus any personal part and any CCA for business-use-of-home expenses. (Part XI Method)	9936	6,050.00	
Capital cost allowance (CCA). Enter amount i of Area A minus any personal part and any CCA for business-use-of-home expenses. (Part XVII Method)	9936	0.00	
Additional CCA deduction of 35%	9936	0.00	
Total farm expenses: Total of the above amounts		9898	7,050.00
Net income (loss) before inventory adjustments		9899	-7,050.00 A

This problem will be corrected in version 4.0 of *Personal Taxprep 2017*.

Roll Forward

Troubleshooting Memo T12017-004

Class 14.1 – Rolling forward the 2016 CEC closing balances to the new CCA class 14.1

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

Problem:

Since January 1, 2017, the eligible capital is considered as class 14.1 depreciable property.

If, in 2016, an amount is entered on line F, *Cumulative eligible capital balance at the end of the period* of the cumulative eligible capital form, a class CCA 14.1 is created during roll forward and the 2016 cumulative eligible capital (CEC) closing balance is rolled forward as the opening balance of the new CCA class.

In the following situation, in the spouse’s return only, the 2016 CEC closing balance is not rolled forward to the new 2017 class 14.1 if all the following factors are combined:

- the coupled return of the spouse contains a self-employment statement (T2042, T2121, T2125, T1163 or T1273);
- the fiscal period entered on the statement ended on December 31, 2016;
- the spouse is a member of a partnership (a percentage has been entered in the field “Your percentage of the partnership”);
- the statement income is not split with the taxpayer; and
- an amount is entered on line F, *Cumulative eligible capital balance at the end of the period* of the related cumulative eligible capital form.

In this situation, the cumulative eligible capital balance at the end of the 2016 fiscal period is not rolled forward, and no class 14.1 is created in the self-employment statement used in 2017.

Solution:

As this is a roll forward problem, the 2016 CEC closing balance should be entered in the CCA CLASS form, in a class 14.1, on lines G and 1.

Note: To help you identify the *Personal Taxprep 2017* (versions 1.0, 2.0 and 3.0) client files that have been rolled forward and are affected by this roll forward problem, we have created and made available to you customized client filters and diagnostics templates.

This roll forward problem will be corrected in version 4.0 of *Personal Taxprep 2017*.

Troubleshooting Memo T12017-001

Rolling forward DT Max files

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

Problem:

When rolling forward 2016 DT Max files to *Personal Taxprep 2017* v.1.0, the return of a **dependant** will contain data of the main taxpayer when the return of this dependant is coupled in a file in which a **taxpayer and the spouse** are found.

Here is the data affected in the dependant's return:

- In Form Identification, *Identification and Other Client Information* (Jump Code: **ID**), the dependant's marital status is the same as the taxpayer's marital status;
- Forms COMP5, *Five-Year Comparative Review - Federal* (Jump Code: **COMP5**) and QC COMP5, *Five-Year Comparative Review - Québec* (Jump Code: **QCOMP5**) in the connected return of the dependant contain data from the taxpayer's five-year summary;
- In Form TP-1029.BF - *Tax Shield* (Jump Code: **Q1029.BF**), data rolled forward in that form will be the taxpayer's data;
- If the taxpayer died in 2016, the taxpayer's date of death will be rolled forward in Form Identification (Jump Code: **ID**) of the dependant.

These roll forward problems only affect the return of a **dependant** when the return of this dependant is coupled in a file in which a **taxpayer and the spouse** are found.

Solution:

These roll forward problems are corrected in version 2.0 of *Personal Taxprep 2017*; therefore we recommend that you roll forward the DT Max files again with this version of *Personal Taxprep 2017*.

Note: You can use the client filter and diagnostics template provided to identify *Personal Taxprep 2017* v.1.0 files that were rolled forward from DT Max and that are affected by these roll forward problems.

Importation

Troubleshooting Memo T12017-003

CCH Scan import and Taxprep slips data import - T5 slip and RL-3 slip

Download the client filter and diagnostic template

Problem:

If a *CCH Scan* import or *Taxprep* slips data import has been performed in version 1.0 of *Personal Taxprep 2017* for a T5 slip and/or an RL-3 slip that does not contain foreign currency, diagnostic N477 displays by error, and the exchange rate in box 27 defaults to 0.000000 when opening the client file in version 2.0 of *Personal Taxprep*.

Solution:

If the data has been imported in version 2.0 of *Personal Taxprep 2017*, the exchange rate is 1.000000, and diagnostic N477 does not display; no action is required.

If the data has been imported in version 1.0 of *Personal Taxprep 2017*, use one of the following solutions:

- Perform a deletion in the cell containing the list of countries of box 27 (by pressing the Delete key) of the T5 slip, *Statement of Investment Income* (Jump Code: T5) to default the exchange rate to 1.000000 and make diagnostic N477 disappear.

T5 – Statement of Investment Income

Taxprep Slips Data Import

Taxation year	2017
Social insurance number	777 777 772
Report code	21 Original
Recipient type	23 Individual

Québec

RL-3 slip, Slip code	Original
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Issuer: Wolters Kluwer 99

Percentage held by:

Taxpayer	100.00 % Spouse	Data from the spouse
		0.00 % <input type="checkbox"/>

Foreign exchange rate 27 0.000000

- Wait for version 3.0 of *Personal Taxprep 2017*, because when the client file is opened, the exchange rate will be 1.000000, and diagnostic N477 will not display.

This problem will be corrected in version 3.0 of *Personal Taxprep 2017*, which is scheduled to be released in the week of March 5, 2018.

TaxprepConnect

Troubleshooting Memo T12017-007

TaxprepConnect Download - PRPP deduction not calculated on line 208 of the federal return following the transfer of PRPP receipts from the CRA

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

Problem:

When transferring PRPP receipts into Form *RRSP/PRPP/SPP Deduction Worksheet* (Jump Code: **RRSP**), the box **Contribution made with tax-exempt income (PRPP/VRSP only)** is always selected, even if the contribution has not been made from tax-exempt income. As a result, the contribution amount paid by the employee is not considered as a deduction on line 208 of the federal return when the contribution does not result from tax-exempt income.

RRSP/PRPP/SPP Deduction Worksheet

TaxprepConnect Download

PRPP
Last download 2018-04-06 Last transfer 2018-04-06

Add
Delete

Contributions

Type***	Issuer's name	Contribution date**	Contributions paid*	Amount	Employer's contribution amount (PRPP/VRSP only)	Contribution made with tax-exempt income (PRPP/VRSP only)	Spouse's RRSP/SPP
PRPP	TRUST BANQUE NATIONALE INC.		In the current year	294 77	0 00	X	
PRPP	TRUST BANQUE NATIONALE INC.		In the first 60 days	114 80	0 00	X	
Total				0 00			

* Contributions made in the first 60 days of the year should have been declared on the previous year tax return, whether deducted or not.
 ** It is now possible to enter the contribution date or to select the period during which the contributions were paid. Note that the contribution date is not mandatory: it is only used to determine when the contributions were made and has no other impact on the calculations.
 *** The PRPP type should be selected when the contributions paid were made to a **Voluntary retirement savings plan (VRSP)**, because they have the same tax implications as contributions made to a Pooled registered pension plan (PRPP).

Solution:

Open Form *PRPP - Details of the Downloaded Slip* accessible from the expand icon represented by a blue arrow, located to the left of the name of the PRPP contribution receipt issuer in Form *TaxprepConnect Download* (Jump Code: **CONNECT**), then verify if the contribution amount results from tax-exempt income.

If the amount transferred comes from one of the "Tax-exempt income" fields, no change needs to be made to the return, as the deduction is not applicable.

If the amount transferred does not come from one of the "Tax-exempt income" fields, use an override to clear the box **Contribution made with tax-exempt income (PRPP/VRSP only)** in Form *RRSP/PRPP/SPP Deduction Worksheet*.

PRPP – Details of the Downloaded Slip

Issuer TRUST BANQUE NATIONALE INC.

Year (Note) 2017

Report code (Note) Original

Contract number (Note) 00094VR00139

Contribution paid in the current year (2017)	294 77
Contribution paid in the first 60 days of 2018	0 00
Contribution paid in the current year (2017) – Tax-exempt income	0 00
Contribution paid in the first 60 days of 2018 – Tax-exempt income	0 00
Employer's contribution amount	0 00

Note: These boxes are for information purposes only.

This problem will be corrected in version 1.0 of *Personal Taxprep 2018*.

Troubleshooting Memo T12017-006

TaxprepConnect Download - Partial download of the Canada Revenue Agency (CRA) and/or Revenu Québec data and/or impossibility of transferring the downloaded data

Download the client filter and diagnostic template

Problem:

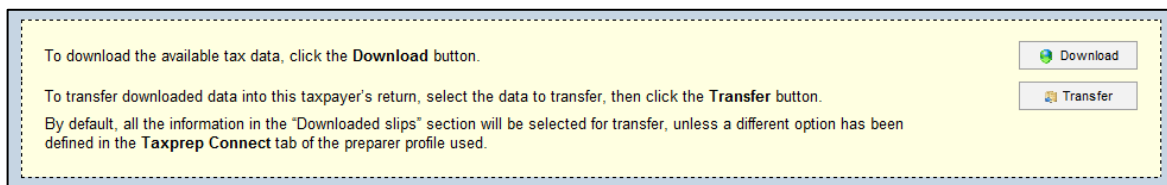
Certain clients reported problems stemming from a partial tax data download. In these situations, the download is not completed, which prevents the transfer of data to the return.

Partial download occurs when the following conditions are met:

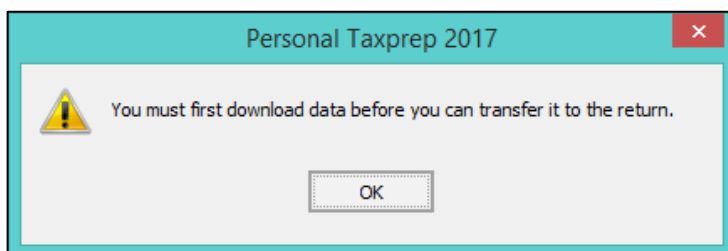
- There is at least one shared T3 slip (with a value of “2” for the beneficiary code) included in the download;
- At the time of the download, the return already contains copies of the T3 slip, *Statement of Trust Income* (Jump Code: T3) with values other than rolled forward values (e.g. *CCH Scan* import, *Taxprep* slips data import or data entered); and
- There is no value entered in field 18 in the import sections of the T3 slip for at least one of the copies already present in the return.

Note that this field will be hidden and empty in the case of slips with manually entered data (not imported).

Note: When the download has not been completed, the initial display of Form *TaxprepConnect Download* (Jump Code: **CONNECT**) not including the download information, i.e. date and name of the person who performed the download, remains displayed:



In addition, when you click the **Transfer** button, the following message displays:



Finally, if the preparer tries to download again, the download will still be incomplete.

Solution:

To correct this problem, proceed in one of the following manners:

- In the T3 slip, *Statement of Trust Income* (Jump Code: T3), in field 18, “Beneficiary code,” on the copies from the *CCH Scan* import or the *Taxprep* slips data import, carry the value entered in the imported slip, for each of the copies from one of these imports, and only delete the copies with data entered, where applicable.
- Delete all copies of the T3 slip already containing data imported or entered.
Note: You are not required to delete the copies containing only rolled forward data.
- Install *Personal Taxprep 2017 v.4.0*, which is scheduled to be released in the week of April 2, 2018, and download tax data again from the CRA and *Revenu Québec*, where applicable.

This problem will be corrected in version 4.0 of *Personal Taxprep 2017*.

Network version

Troubleshooting Memo T12017-012

The network version of the *Taxprep* Help has not been displaying since the last Windows 7 and Windows 10 updates

Problem:

Three updates performed by Microsoft on May 8, 2018, had repercussions on the use of Help files when the latter are used from a network location. Therefore, the Help no longer displays correctly if you are using a Windows 7 or Windows 10 operating system.

Solution:

To use the *Taxprep* Help, copy your network CHM Help files to your local disk. However, note that the contextual Help will no longer be available with this solution.

This situation will be corrected in future version of *Taxprep*.