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Contact and Support Information

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Product and account information can be accessed by visiting Customer Support online at support.cch.com. In addition to product and account information, the Customer Support site offers answers to our most frequently asked questions, forms release status, Knowledge Base articles, training videos, and operating systems compatibility. Access to these features is available 24/7.

The following website provides important information about the features and updates included in all CCH ProSystem fx Tax releases: Release Notes

Visit the <u>Application Status</u> web page to view the current status of our CCH applications. The Application Status web page is updated every 15 minutes.

Go to Contact Us to find information on topics such as Sales and Billing, as well as options to Open a Support Case or Chat with a Representative if you need assistance.

Information in Tax Release Notes

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CCH[®] ProSystem $fx^{\$}$ Tax Release Notes inform you of the enhancements and updates that have been made to Tax products and systems with the current release.

Updates provided in the Release Notes include the following:

- Contact and Support information
- Updates to the Tax technology (electronic filing updates, Pro Forma/Recall, Organizer, technology enhancements)
- Updates made to Tax products (form additions and updates, diagnostic updates, changes caused by regulatory updates)

To access a list of CCH ProSystem fx Tax Release Notes for the current year and for prior years, visit the Release Notes page on our Customer Support site.

Highlights for Release 2019.05010

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My Account Improvements

We're enhancing the My Account customer self-service portal with new features and functionality, including:

- Faster and easier access to your account information.
- An enhanced user experience in the following areas:
 - Viewing and changing your address.
 - Viewing invoices and credit memos.
 - Viewing account history, which will now be possible for the last three years.

These enhancements will be launched on Saturday, December 5th.

Common Updates

2-Step Verification Trusted Device Updates

- To more closely align with NIST standards, we are reducing the number of days for trusted devices to 7, 15, or 30 days instead of 30, 60, 90, or 120 days. The number of days will automatically change to 30 days for all existing accounts.
- We are adding a firm-level option that prevents users from setting their devices as trusted devices. When the Never Allow Trusted Devices option is selected, every user in the firm will be challenged with 2-Step Verification upon each login.

Other 2-Step Verification Updates

The following updates were postponed from the 2019.05000 release and will now be enforced on the 2019.05010 release:

- We added a phone number verification window on the 2019.04010 release which requires users to enter a valid phone number if one does not exist in their user profiles. The system will now require you to verify this phone number for 2-Step Verification. Each user will be challenged with this window upon login until they have configured and verified at least one valid phone number for their user account.
- We are removing the ability to receive an access code via email for 2-Step Verification. First-time users can use email to authenticate their credentials and to receive the access code. After a successful authentication, SMS text and phone messages will be the only methods allowed for verification on subsequent logins, unless the firm has configured the Authenticator app method.

Tax Updates

Pro Forma

Various Pro Forma updates are available.

Corporation, S Corporation, Partnership

California - Depreciation updates are made for fiscal year 2020 auto limits.

Tax Product Updates

Individual (1040) Product Updates

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New York

Nonspecific miscellaneous expenses are not included in Form IT-196, Line 39.

Corporation (1120) Product Updates

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Kentucky

Form 720 U9, the overpayment of LLET applied to 2019 Income tax will now calculate on Section A, Line 18 and Section B, Line 12.

Kentucky Schedule U5, Line 7 is now rounded to four decimal places.

S Corporation (1120S) Product Updates

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Wisconsin

Form 5S, Line 17 will equal Line 15 minus Line 16 if there is an amount on Line 16.

Fiduciary (1041) Product Updates

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Federal

ESBT worksheet Line 13 has been corrected when there are short term capital losses with qualified dividends. Change will flow through the ESBT worksheet.

Line 13 amount on ESBT worksheet now includes qualified dividends when there is a capital loss.

Exempt Organization (990) Product Updates

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Federal

The alternative minimum tax credit from Form 8827 will no longer flow to 990T, Page 2 when the 990T is filing as a trust.

The charitable contributions no longer include Schedule M losses to calculate limitation.

Massachusetts

The website address for Form PC payments is updated to include https.