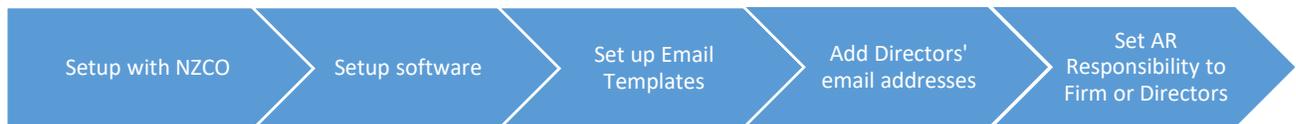


## Companies: Annual Return Process

This Guide will help you to understand the complete **Annual Returns (AR)** process in Companies.

### 1. Set up & preparation



#### Set up with NZCO

To use the annual return filing features in Companies, you will need to have the following:

1. A RealMe login.
2. Authority over the companies you wish to file for. This can be as an individual or on behalf of an organisation.
3. A direct debit with New Zealand Companies Office (NZCO). A direct credit from a credit card is not acceptable.

#### Set up Software

Go to **SETUP > COMPANY SETUP**.

The details you add here will be used as the default when other information is not available, so it is essential that you complete the mobile number and email.

Company Setup
?

User Name	<input type="text" value="CCH Demonstration Limited"/>
Address	<input type="text" value="Level 4, 24 Long Street"/>
	<input type="text" value="Takapuna"/>
	<input type="text" value="Auckland"/>
Phone	<input type="text" value="09 123 345"/>
Mobile	<input type="text" value="021 123456"/>
Email	<input type="text" value="Karen.rogers@wolterskluwer.com"/>
Contact Name	<input type="text" value="Karen Rogers"/>

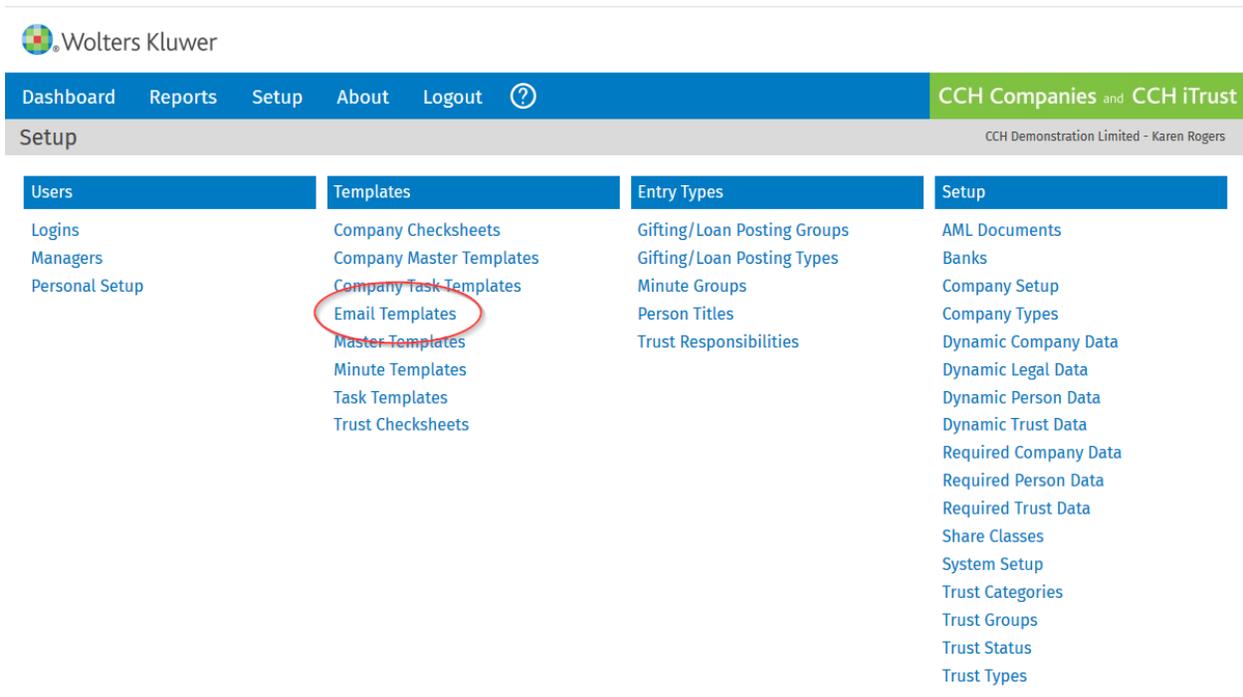
Save
Cancel

Click [here](#) to see where the email and phone number are relevant when filing the annual return.

## Set up your email templates

You will need to set up two email templates:

- **Company Extract.** This is sent to companies if you are filing the AR on their behalf and includes the link to the company extract.
- **AR Due.** This is sent as a reminder to companies if the director has elected to file the AR.



The screenshot shows the Wolters Kluwer application interface. At the top, there is a navigation bar with 'Dashboard', 'Reports', 'Setup', 'About', and 'Logout' (with a help icon). The current page is 'Setup', and the user is logged in as 'CCH Demonstration Limited - Karen Rogers'. Below the navigation bar, there are four main menu categories: 'Users', 'Templates', 'Entry Types', and 'Setup'. Under the 'Templates' category, the following options are listed: 'Company Checksheets', 'Company Master Templates', 'Company Task Templates', 'Email Templates' (circled in red), 'Master Templates', 'Minute Templates', 'Task Templates', and 'Trust Checksheets'. Other categories include 'Entry Types' (Gifting/Loan Posting Groups, Gifting/Loan Posting Types, Minute Groups, Person Titles, Trust Responsibilities) and 'Setup' (AML Documents, Banks, Company Setup, Company Types, Dynamic Company Data, Dynamic Legal Data, Dynamic Person Data, Dynamic Trust Data, Required Company Data, Required Person Data, Required Trust Data, Share Classes, System Setup, Trust Categories, Trust Groups, Trust Status, Trust Types).

## Company Extract Email Template

Template Setup ?

Subject: Company Annual Return Due

"Fira Sans" 2 Normal (div) **B** *I* U **ab** A - **ab** [List Icons] [A\*] [A<sub>x</sub>] [Link] [Image]

Your annual return for @COMPANYNAME@ due in @MONTH@  
 Please take a moment to review your company information by clicking on the link below which will take you directly to the NZ Companies Office website.  
 @URL@  
 If any of the information is incorrect or out of date please let me know ASAP.  
 If you have any concerns about the contents of this email please contact Bob on 09 111 222 333 or Bob@FakeCompany.com.

Regards  
 Yogi Bear  
 09 222 333 444  
 Yogi@FakeCompany.com  
 @FIRMNAME@

Save
Cancel

## AR Due Email Template

Template Setup ?

Subject: Your Company Annual Return is Due

"Fira Sans" 2 Normal (div) **B** *I* U **ab** A - **ab** [List Icons] [A\*] [A<sub>x</sub>] [Link] [Image]

Our records show that your company annual return for @COMPANYNAME@ is due in @MONTH@ and that you have opted to file this yourself.  
 If you have any questions or wish to assign the annual return filing to us please contact Bob on 09 111 222 333 or Bob@FakeCompany.com

Regards,  
 Yogi Bear  
 09 222 333 444  
 Yogi@FakeCompany.com  
 @FIRMNAME@

Save
Cancel

- Add your own text.
- Use the mergefields to include information:
  - o @COMPANYNAME@ = company that is filing the AR
  - o @MONTH@ = the AR due month
  - o @FIRMNAME@ = your company name
  - o @ULR@ = the link to the company extract at NZCO website. *Note: For use with Company Extract Email only.*

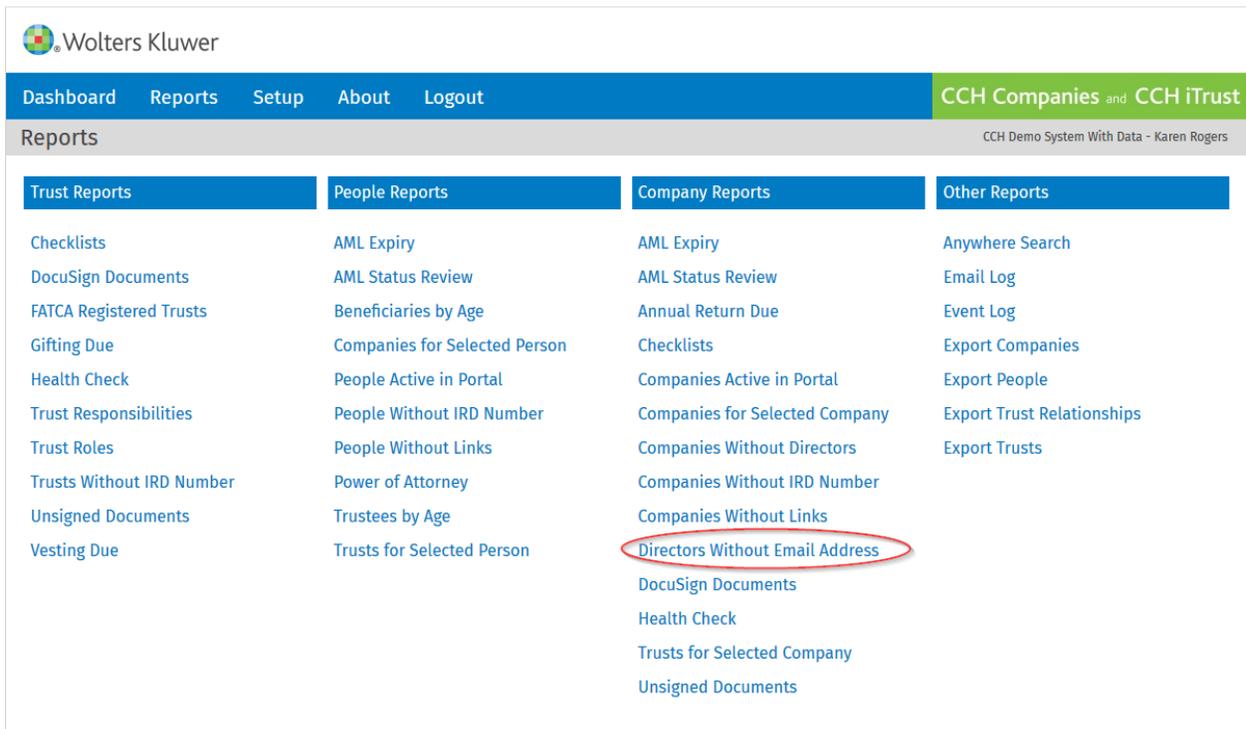
## Adding Email Addresses and Recipients

To use the new Annual Returns email functionality, you will need to add an email addresses and select recipients.

## Directors Emails

Here are a few things that can help with directors email addresses:

- Use the Directors without Email Address report.
- Directors without emails are also included in the Health Check Report.
- Add the email address to the Director **not** the company. If a person has multiple company involvements, you only need to enter the email address once.
- Collect email addresses as your Annual Returns become due this year; and they will be in place for all subsequent years and for access to the CCH Companies Portal.

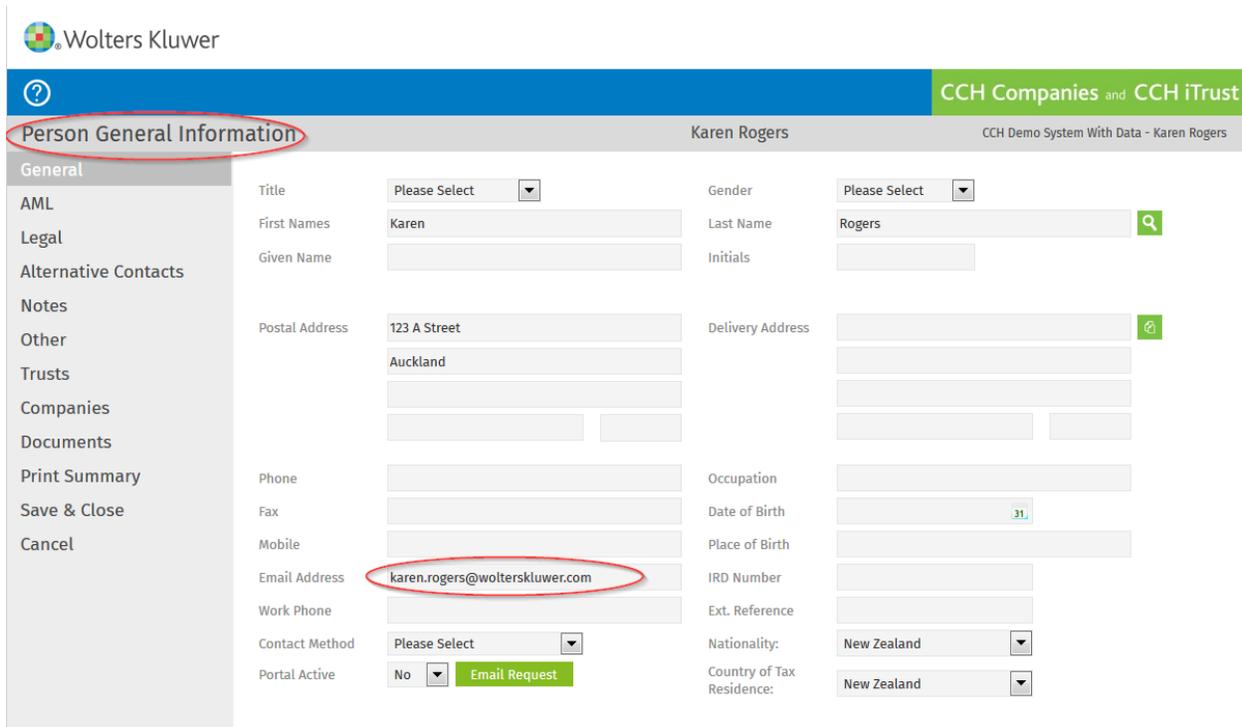


The screenshot shows the CCH Companies Portal interface. At the top, there is a navigation bar with 'Dashboard', 'Reports', 'Setup', 'About', and 'Logout'. The 'Reports' section is active, and the page title is 'CCH Companies and CCH iTrust'. Below the navigation bar, there is a 'Reports' section with a sub-header 'CCH Demo System With Data - Karen Rogers'. The reports are organized into four columns: Trust Reports, People Reports, Company Reports, and Other Reports. The 'Directors Without Email Address' report is highlighted with a red circle in the 'Company Reports' column.

Trust Reports	People Reports	Company Reports	Other Reports
Checklists	AML Expiry	AML Expiry	Anywhere Search
DocuSign Documents	AML Status Review	AML Status Review	Email Log
FATCA Registered Trusts	Beneficiaries by Age	Annual Return Due	Event Log
Gifting Due	Companies for Selected Person	Checklists	Export Companies
Health Check	People Active in Portal	Companies Active in Portal	Export People
Trust Responsibilities	People Without IRD Number	Companies for Selected Company	Export Trust Relationships
Trust Roles	People Without Links	Companies Without Directors	Export Trusts
Trusts Without IRD Number	Power of Attorney	Companies Without IRD Number	
Unsigned Documents	Trustees by Age	Companies Without Links	
Vesting Due	Trusts for Selected Person	<b>Directors Without Email Address</b>	
		DocuSign Documents	
		Health Check	
		Trusts for Selected Company	
		Unsigned Documents	

### Add email addresses

Email addresses should be added to the Person Record (of the Director) not the Company.

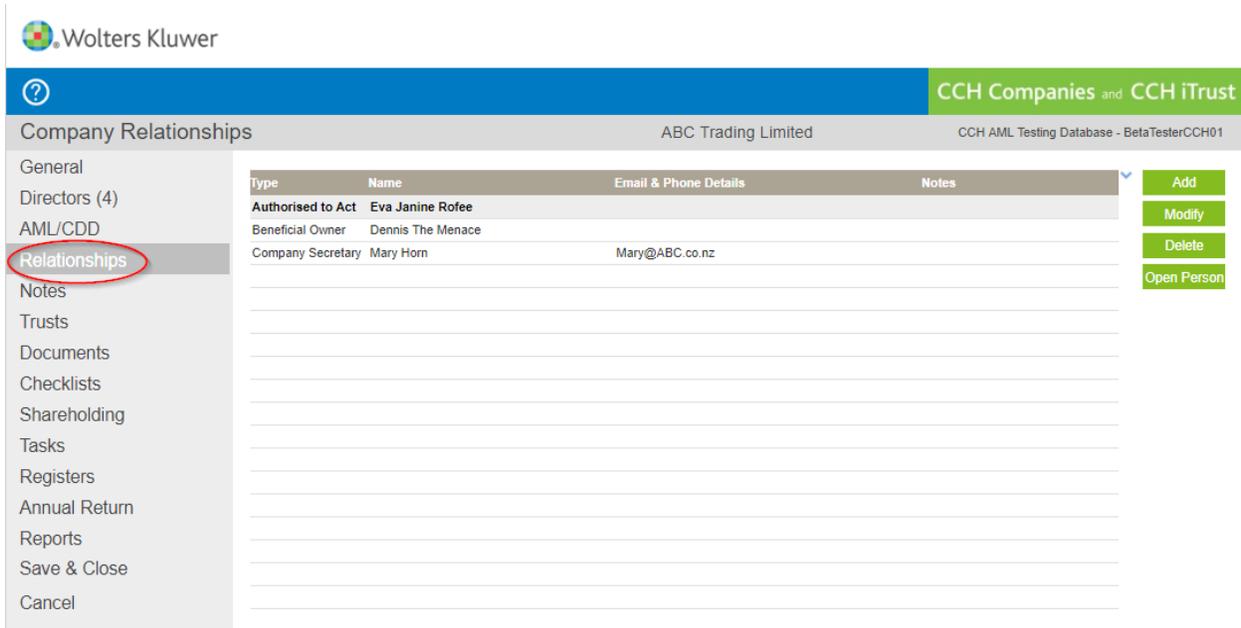


The screenshot shows the 'Person General Information' form for Karen Rogers. The form is divided into several sections: General, AML, Legal, Alternative Contacts, Notes, Other, Trusts, Companies, Documents, Print Summary, Save & Close, and Cancel. The 'Email Address' field is circled in red and contains the text 'karen.rogers@wolterskluwer.com'. Other fields include Title, Gender, First Names, Last Name, Initials, Postal Address, Delivery Address, Phone, Occupation, Date of Birth, Place of Birth, IRD Number, Ext. Reference, Contact Method, Nationality, Country of Tax Residence, and Portal Active. The 'Portal Active' field is set to 'No' with an 'Email Request' button next to it.

Note: NZCO does not include private information in the Application Programming Interface (API), so we cannot import email addresses even if they have been recorded.

## Add other email recipients

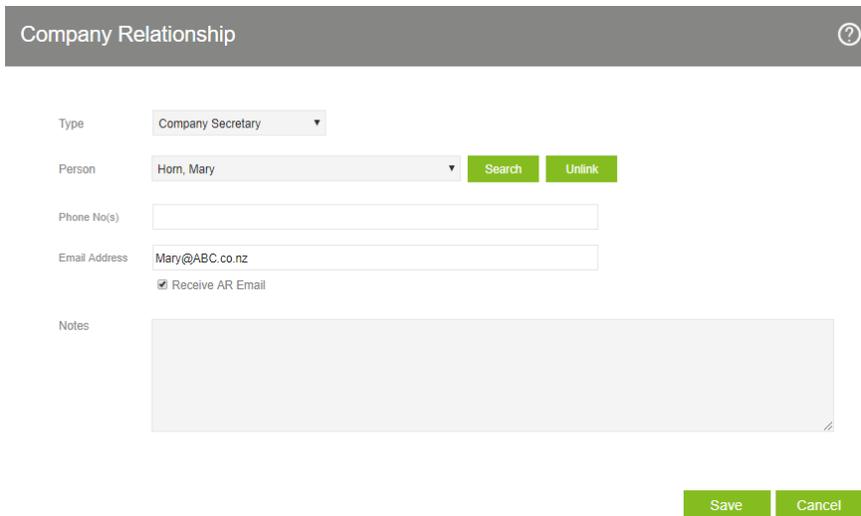
You can add further AR email recipients under Relationships (previously named Alternate Contacts).



The screenshot shows the 'Company Relationships' page for 'ABC Trading Limited'. The left-hand navigation menu includes options like 'General', 'Directors (4)', 'AML/CDD', and 'Relationships', which is highlighted with a red circle. The main content area displays a table of existing relationships:

Type	Name	Email & Phone Details	Notes
Authorised to Act	Eva Janine Rofee		
Beneficial Owner	Dennis The Menace		
Company Secretary	Mary Horn	Mary@ABC.co.nz	

On the right side of the table, there are buttons for 'Add', 'Modify', 'Delete', and 'Open Person'.



The 'Company Relationship' form includes the following fields and options:

- Type:** A dropdown menu currently set to 'Company Secretary'.
- Person:** A dropdown menu showing 'Horn, Mary', with 'Search' and 'Unlink' buttons next to it.
- Phone No(s):** An empty text input field.
- Email Address:** A text input field containing 'Mary@ABC.co.nz'.
- Receive AR Email:** A checked checkbox.
- Notes:** A large, empty text area for additional information.

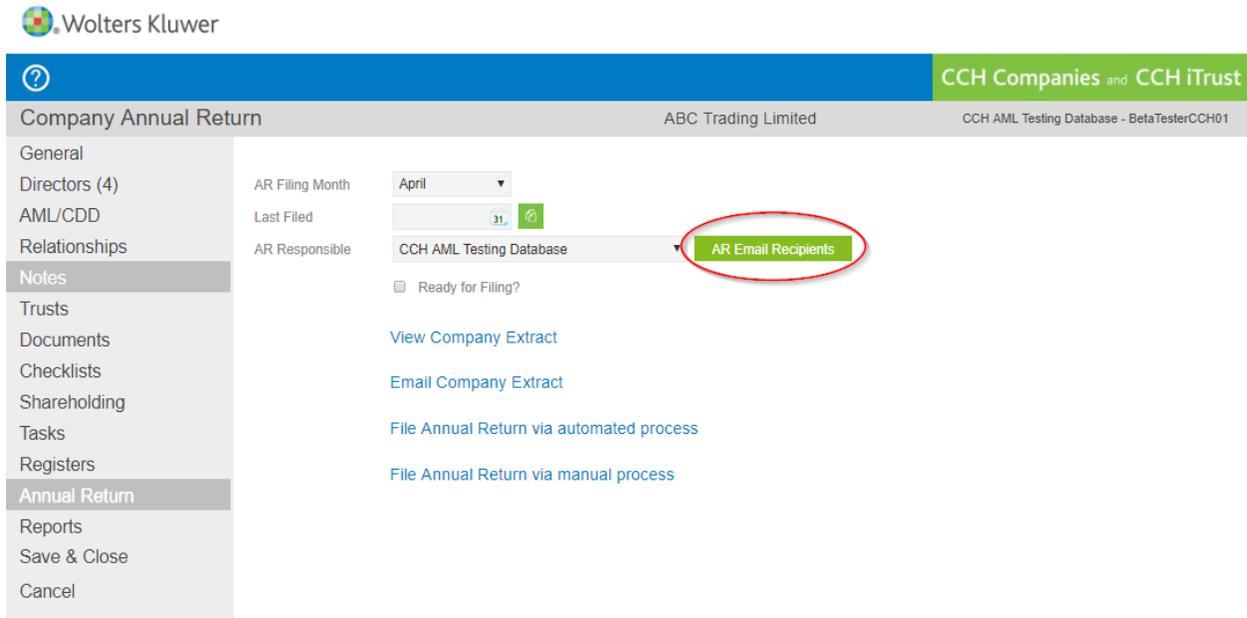
At the bottom of the form, there are 'Save' and 'Cancel' buttons.

- Select New to add a person with a relationship to this company.
- Select the role for the person you are linking to this company.
- Select the person you are linking to this company. You may need to add the person to the database if they are not already there. Don't forget to add the email address to the person record.
- Select Receive AR Email if required.

### Select email recipients

The software will default to sending the AR emails to all directors with an email address.

You can change the AR email recipients on the Annual Return screen.



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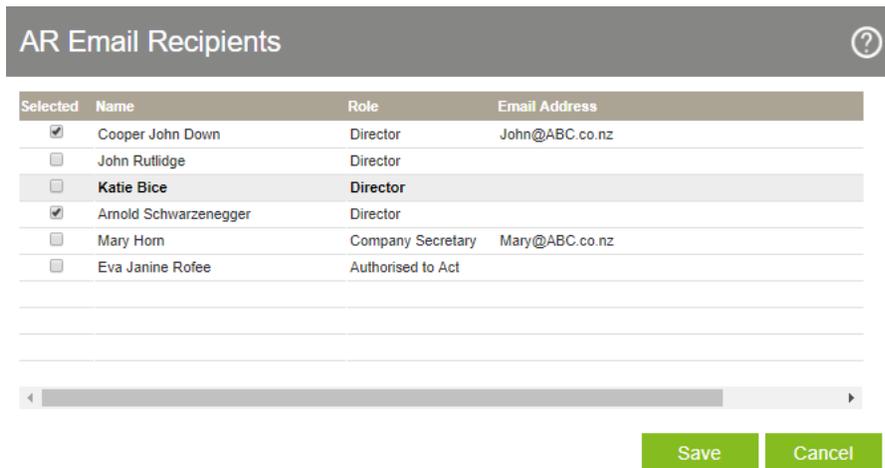
Company Annual Return ABC Trading Limited CCH Companies and CCH iTrust  
CCH AML Testing Database - BetaTesterCCH01

General  
Directors (4)  
AML/CDD  
Relationships  
Notes  
Trusts  
Documents  
Checklists  
Shareholding  
Tasks  
Registers  
Annual Return  
Reports  
Save & Close  
Cancel

AR Filing Month: April  
Last Filed: 31  
AR Responsible: CCH AML Testing Database **AR Email Recipients**  
 Ready for Filing?

[View Company Extract](#)  
[Email Company Extract](#)  
[File Annual Return via automated process](#)  
[File Annual Return via manual process](#)

These selections will work with individual and bulk emails.



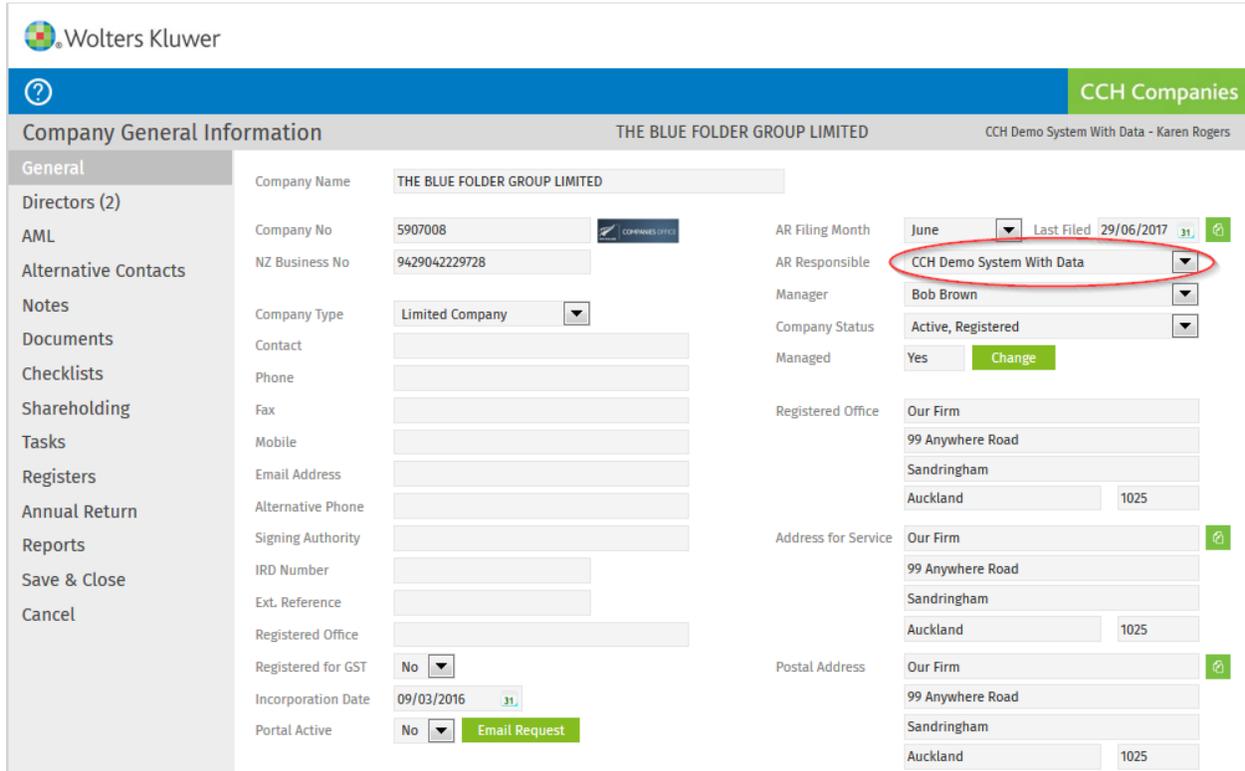
AR Email Recipients

Selected	Name	Role	Email Address
<input checked="" type="checkbox"/>	Cooper John Down	Director	John@ABC.co.nz
<input type="checkbox"/>	John Rutledge	Director	
<input type="checkbox"/>	<b>Katie Bice</b>	<b>Director</b>	
<input checked="" type="checkbox"/>	Arnold Schwarzenegger	Director	
<input type="checkbox"/>	Mary Horn	Company Secretary	Mary@ABC.co.nz
<input type="checkbox"/>	Eva Janine Rofee	Authorised to Act	

### Set the AR responsibility

The AR responsibility setting determines which email template is sent.

- Set the AR responsibility to your firm name if you are filing the AR.
- Set the AR responsibility to the Director if the Director is filing the AR.



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CCH Companies

Company General Information THE BLUE FOLDER GROUP LIMITED CCH Demo System With Data - Karen Rogers

General	Company Name	THE BLUE FOLDER GROUP LIMITED	AR Filing Month	June	Last Filed	29/06/2017 31
Directors (2)	Company No	5907008	AR Responsible	CCH Demo System With Data		
AML	NZ Business No	9429042229728	Manager	Bob Brown		
Alternative Contacts	Company Type	Limited Company	Company Status	Active, Registered		
Notes	Contact		Managed	Yes <a href="#">Change</a>		
Documents	Phone		Registered Office	Our Firm		
Checklists	Fax			99 Anywhere Road		
Shareholding	Mobile			Sandringham		
Tasks	Email Address			Auckland 1025		
Registers	Alternative Phone		Address for Service	Our Firm		
Annual Return	Signing Authority			99 Anywhere Road		
Reports	IRD Number			Sandringham		
Save & Close	Ext. Reference			Auckland 1025		
Cancel	Registered Office		Postal Address	Our Firm		
	Registered for GST	No		99 Anywhere Road		
	Incorporation Date	09/03/2016 31		Sandringham		
	Portal Active	No <a href="#">Email Request</a>		Auckland 1025		

## 2. Sending individual emails

In a company record on the **Annual Return** tab, you will find the appropriate option displayed:

- If AR responsibility is set to Your Firm = Company Extract email.
- If AR responsibility is set to Director = AR Due email.

### Company Extract Email (your firm)

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CCH Companies and CCH iTrust

Company Annual Return THE EXAMPLE COMPANY CCH Demonstration Limited - Karen Rogers

General  
Directors (2)  
AML  
Alternative Contacts  
Notes  
Other  
Trusts  
Documents  
Checklists  
Shareholding  
Tasks  
Registers  
Annual Return  
Reports  
Save & Close  
Cancel

AR Filing Month: September  
Last Filed: 13/09/2018  
AR Responsible: CCH Demonstration Limited

View Company Extract  
Email Company Extract  
File Annual Return via automated process  
File Annual Return via manual process

This option will be shown if the AR responsibility is set to 'Your Firm'

Company Extract Email

Sender: Karen Rogers (karenrogers@outlook.co.nz) - Select sender

Selected	Name	Email Address
<input checked="" type="checkbox"/>	Karen Rogers	karenrogers@outlook.co.nz

Select recipients

Attachment: Upload - Upload an additional document from your PC

Email Subject: Company Annual return for THE EXAMPLE COMPANY is due

Email Message:

Our records show that your annual return for THE EXAMPLE COMPANY is due in September  
Please review the information on the link below. This will take you directly to the New Zealand Company Office website.  
<https://app.companiesoffice.govt.nz/companies/app/service/services/documents/0/0>  
Please reply to this email to confirm the details are correct or to advise of any changes.

Text from your template

Kind regards  
Admin

Send Email Cancel

- Email recipients will default to all directors or settings under AR Email Recipients

### AR Due Email (Director)

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CCH Companies and CCH iTrust

Company Annual Return THE EXAMPLE COMPANY CCH Demonstration Limited - Karen Rogers

General  
 Directors (2)  
 AML  
 Alternative Contacts  
 Notes  
 Other  
 Trusts  
 Documents  
 Checklists  
 Shareholding  
 Tasks  
 Registers  
**Annual Return**  
 Reports  
 Save & Close  
 Cancel

AR Filing Month: September  
 Last Filed: 13/09/2018  
 AR Responsible: Directors

View Company Extract  
 Email AR Due Reminder  
 File Annual Return via automated process  
 File Annual Return via manual process

*This option will be shown if AR responsibility is set to Directors*

Directors Annual Return Reminder Email

Sender: Karenrogers@outlook.co.nz (Select sender)

Selected	Name	Email Address
<input checked="" type="checkbox"/>	Karen Rogers	Karenrogers@outlook.co.nz (Select recipients)

Attachment: Upload (Upload an additional document from your PC)

Email Subject: Company Annual return is due

Email Message:

Our record shows that your company annual return for @COMPANY NAME@ is due in September and that you have opted to file it yourself.

If you have any questions or want us to file your annual return on your behalf, we can under take this for \$130.00 + GST fee.

Any questions please contact me on (09) 123 4567 (Text from your template)

Kind regards

Send Email Cancel

- Email recipients will default to all directors or settings under AR Email Recipients

### 3. Sending bulk emails from the Annual Return Due report

The report will create the appropriate emails based on the AR responsibility.

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Dashboard Reports Setup About Logout CCH Companies and CCH iTrust

Reports CCH Demo System With Data - Karen Rogers

Trust Reports	People Reports	Company Reports	Other Reports
Checklists	AML Expiry	AML Expiry	Anywhere Search
DocuSign Documents	AML Status Review	AML Status Review	Email Log
FATCA Registered Trusts	Beneficiaries by Age	<b>Annual Return Due</b>	Event Log
Gifting Due	Companies for Selected Person	Checklists	Export Companies
Health Check	People Active in Portal	Companies Active in Portal	Export People
Trust Responsibilities	People Without IRD Number	Companies for Selected Company	Export Trust Relationships
Trust Roles	People Without Links	Companies Without Directors	Export Trusts
Trusts Without IRD Number	Power of Attorney	Companies Without IRD Number	
Unsigned Documents	Trustees by Age	Companies Without Links	
Vesting Due	Trusts for Selected Person	Directors Without Email Address	
		DocuSign Documents	
		Health Check	
		Trusts for Selected Company	
		Unsigned Documents	

#### Setting up the report (Your firm filing)

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Dashboard Reports Setup About Logout CCH Companies and CCH iTrust

Annual Return Due CCH Demo System With Data - Karen Rogers

AR Filing Month: January Party Responsible: CCH Demo System With Data All Managers Outstanding Only

Selected	Company Name	Filing Month	Last Filed	Party Responsible
<input checked="" type="checkbox"/>	BLACK LION LIMITED	January	CCH Demo System With Data	Hardywood@xtra.co.nz
<input checked="" type="checkbox"/>	BLUE WHALE NEW ZEALAND LIMITED	January	CCH Demo System With Data	Reshma.Korah@wolterskluwer.com
<input checked="" type="checkbox"/>	CATS BACK HOLDINGS LIMITED	January	CCH Demo System With Data	Grant.Henderson@wolterskluwer.com

Open Company Email Company Extract

- The email button will not appear until you have selected an AR Filing Month and Responsibility.
- Include or exclude individuals with the Selected checkbox.
- Exclude those with a current AR Last Filed date by selecting Outstanding Only.
- Any directors without email addresses will be shown on this report and will be excluded.

## Setting up the report (Director is filing)


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Dashboard Reports Setup About Logout
CCH Companies and CCH iTrust

Annual Return Due CCH Demo System With Data - Karen Rogers

AR Filing Month January Party Responsible Directors All Managers Outstanding Only

Selected	Company Name	Filing Month	Last Filed	Party Responsible	Email Address
<input checked="" type="checkbox"/>	3 BEARS LIMITED	January	31/03/2017	Directors	Ben.Haarmann@wolterskluwer.com
<input type="checkbox"/>	3 WISE MEN TV LIMITED	January		Directors	No Director Email Address
<input checked="" type="checkbox"/>	BLUE PENGUIN NEW ZEALAND GIFTS LIMITED	January		Directors	Ina.McEntee@wolterskluwer.com

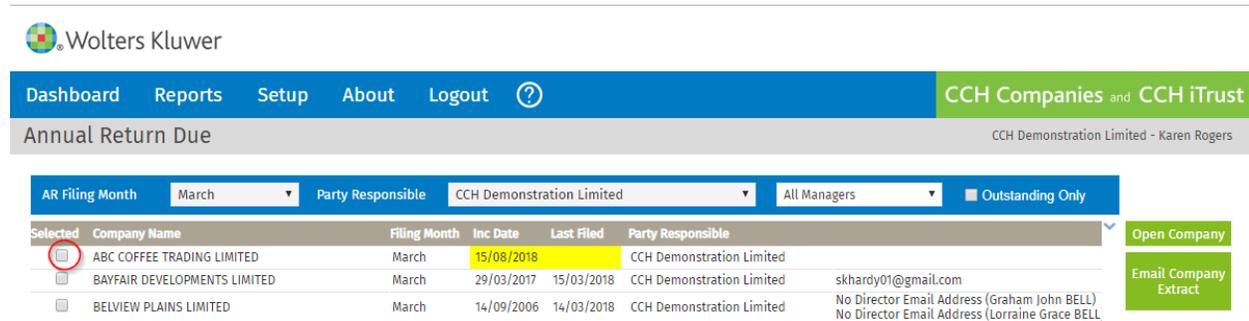
Open Company  
Email AR Due Reminder

- The email button will not appear until you have selected an AR Filing Month and Responsibility.
- Include or exclude individuals with the Selected checkbox.
- Exclude those with a current AR Last Filed date by selecting Outstanding Only.
- Any directors without email addresses will be shown on this report and will be excluded.

#### 4. 1<sup>st</sup> Year Annual Returns

When a new company is formed you may set an AR filing month that does not match the incorporation month. In this case the first Annual Return may be due before a full 12 months has passed since incorporation.

The Annual Return Due report includes the incorporation date. Use the Selected box to decide whether or not you want to send the email this year.



The screenshot shows the 'Annual Return Due' report in the CCH Companies interface. The interface includes a navigation bar with 'Dashboard', 'Reports', 'Setup', 'About', and 'Logout'. The report title is 'Annual Return Due' and the user is identified as 'CCH Demonstration Limited - Karen Rogers'.

Filters at the top of the report include:
 

- AR Filing Month: March
- Party Responsible: CCH Demonstration Limited
- All Managers
- Outstanding Only (checkbox)

Selected	Company Name	Filing Month	Inc Date	Last Filed	Party Responsible	
<input checked="" type="checkbox"/>	ABC COFFEE TRADING LIMITED	March	15/08/2018		CCH Demonstration Limited	
<input type="checkbox"/>	BAYFAIR DEVELOPMENTS LIMITED	March	29/03/2017	15/03/2018	CCH Demonstration Limited	skhardy01@gmail.com
<input type="checkbox"/>	BELVIEW PLAINS LIMITED	March	14/09/2006	14/03/2018	CCH Demonstration Limited	No Director Email Address (Graham John BELL) No Director Email Address (Lorraine Grace BELL)

Buttons on the right side of the table include 'Open Company' and 'Email Company Extract'.

## 5. After the emails have been sent

Use the Annual Returns Emails report to see which emails have been sent.

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Dashboard Reports Setup About Logout ? CCH Companies and CCH iTrust

Reports CCH Demonstration Limited - Karen Rogers

Trust Reports	People Reports	Company Reports	Other Reports
Checklists	AML Expiry	AML Expiry	Anywhere Search
FATCA Registered Trusts	AML Status Review	AML Status Review	Event Log
Gifting Due	Beneficiaries by Age	Annual Return Due	Export Companies
Health Check	Companies for Selected Person	<b>Annual Return Emails</b>	Export People
Trust Responsibilities	People Active in Portal	Annual Returns Completed	Export Trust Relationships
Trust Roles	People Without IRD Number	Checklists	Export Trusts
Trusts Without IRD Number	People Without Links	Companies Active in Portal	
Unsigned Documents	Power of Attorney	Companies for Selected Company	
Vesting Due	Trustees by Age	Companies Without Directors	
	Trusts for Selected Person	Companies Without IRD Number	
		Companies Without Links	
		Directors Without Email Address	
		Health Check	
		Trusts for Selected Company	

See Notes in Company record to see which emails have been sent.

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Company Notes EXAMPLE COMPANY LTD CCH Demo System With Data - Karen Rogers

General

Directors (3)

AML

Alternative Contacts

**Notes**

Trusts

Documents

Checklists

Shareholding

Tasks

Registers

Reports

Save & Close

Cancel

Date	Author	Note	
<input checked="" type="checkbox"/>	21/02/2018	Company extract for January emailed to: Karenrogers@outlook.co.nz (Karen Rogers (test portal))	Add
<input checked="" type="checkbox"/>	21/02/2018	Company extract for January emailed to: krogers@cch.co.nz (John Example)	Modify
<input checked="" type="checkbox"/>	21/02/2018	AR reminder for January emailed to: Karenrogers@outlook.co.nz (Karen Rogers (test portal))	Delete
<input checked="" type="checkbox"/>	21/02/2018	AR reminder for January emailed to: krogers@cch.co.nz (John Example)	

## 6. Filing the Annual Return Individually via Companies

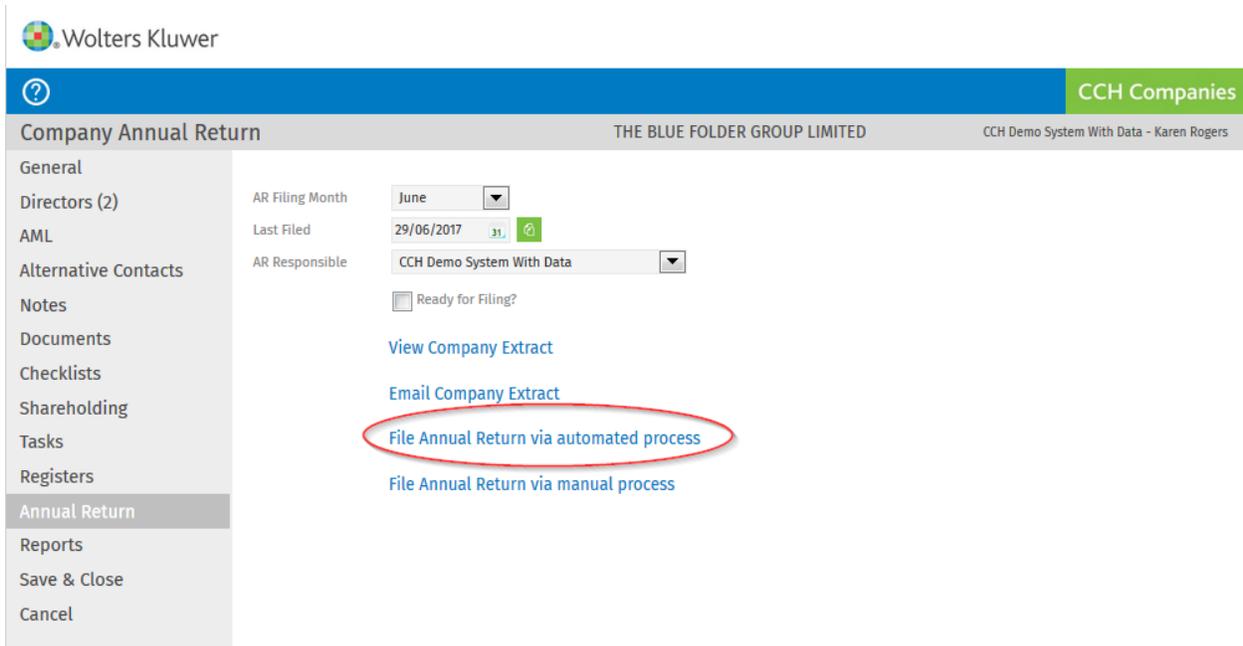
To file an AR via Companies, you will need:

1. A RealMe login
2. A direct debit with NZCO
3. Authority for the company you intend to file.

Notes:

- If any changes are required prior to filing the AR, you will need to do these directly with NZCO first.
- You cannot file an annual return via this system if the company has extensive shareholdings. Use 'File Annual Return via manual process'.

When a customer responds to your email, return to the Annual Return Screen and select File Annual Return via automated process.



The screenshot shows the 'Company Annual Return' screen for 'THE BLUE FOLDER GROUP LIMITED'. The interface includes a left-hand navigation menu with options like 'General', 'Directors (2)', 'AML', 'Alternative Contacts', 'Notes', 'Documents', 'Checklists', 'Shareholding', 'Tasks', 'Registers', 'Annual Return', 'Reports', 'Save & Close', and 'Cancel'. The main content area displays the following information:

- AR Filing Month: June
- Last Filed: 29/06/2017
- AR Responsible: CCH Demo System With Data
- Ready for Filing? (checkbox)
- View Company Extract
- Email Company Extract
- File Annual Return via automated process** (circled in red)
- File Annual Return via manual process

The first time you use the feature, or if you have logged out, you will be asked to log into RealMe.

**Login with RealMe**

You've been redirected here so you can log in with RealMe

Username  
iTrustTesting

Password  
\*\*\*\*\*

[Forgot Username or Forgot Password?](#)

**LOGIN**

**Create a RealMe login**

To access this service you need a RealMe login.

**User Consent**

CCH Companies requests access to the resources under your authority. Once you approve this request, CCH Companies will be authorised to perform actions on your behalf.

**Approve** **Deny**

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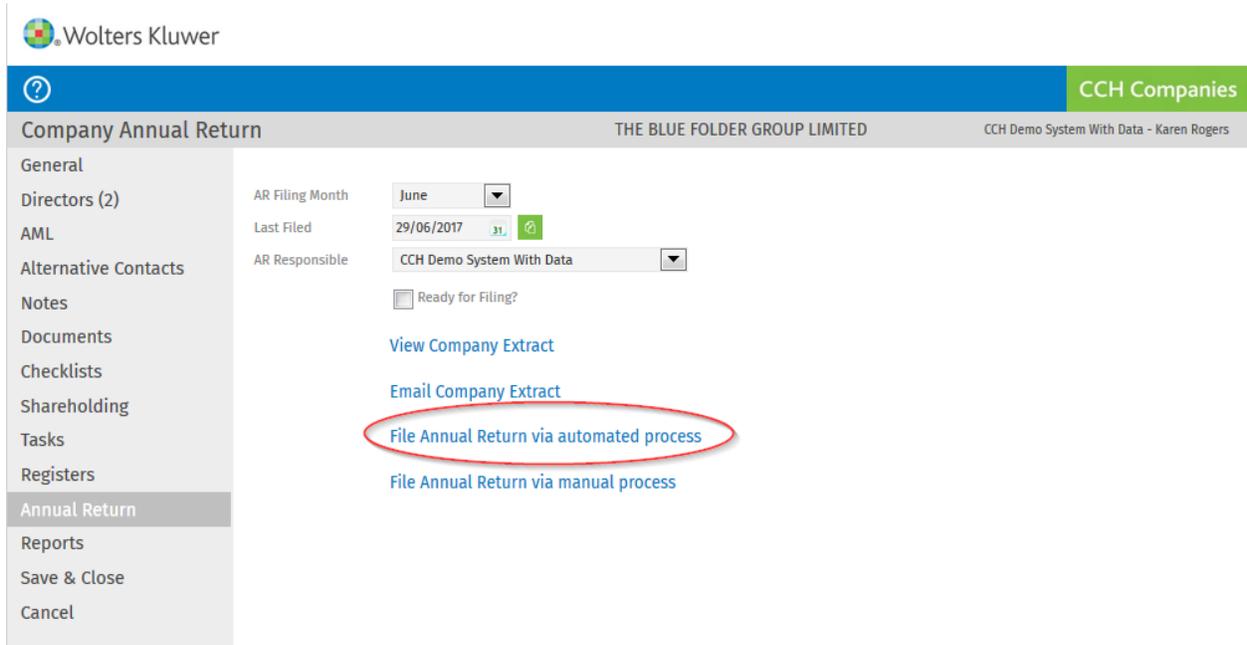
CCH Companies and CCH iTrust

RealMe login Successful. Please close this window and proceed in CCH Companies.

**Close Window**

Note: The messages may contain 'CCH iTrust' or 'CCH Companies', either is acceptable.

After logging into RealMe, you will be returned to this screen.



The screenshot shows the 'Company Annual Return' interface for 'THE BLUE FOLDER GROUP LIMITED'. The interface includes a left-hand navigation menu with options like 'General', 'Directors (2)', 'AML', 'Alternative Contacts', 'Notes', 'Documents', 'Checklists', 'Shareholding', 'Tasks', 'Registers', 'Annual Return', 'Reports', 'Save & Close', and 'Cancel'. The main content area displays the following information:

- AR Filing Month: June (dropdown menu)
- Last Filed: 29/06/2017 31 (with a refresh icon)
- AR Responsible: CCH Demo System With Data (dropdown menu)
- Ready for Filing?
- [View Company Extract](#)
- [Email Company Extract](#)
- [File Annual Return via automated process](#) (circled in red)
- [File Annual Return via manual process](#)

You should not need to log into RealMe every time you file an annual return; but you may get logged out automatically after a set time period. This set time period is not controlled by CCH Companies.

Confirm your name and agree to NZCO charges. These will be added to your DD with NZCO (not CCH).

Clicking on Proceed will file the AR.

There is no undo/back option and NZCO charges cannot be reversed.

Company Annual Return
?

You are about to process a Company Annual Return via the New Zealand Companies Office.

Charges associated with this action will be made via your account with NZCO.

Are you sure you want to continue?

Current User	<input type="text" value="Karen Rogers"/>	<a href="#" style="background-color: #76b82a; color: white; padding: 2px 10px; text-decoration: none;">Logout</a>
Authority	<input style="width: 95%;" type="text" value="Individual Authority"/>	
Authorised By	<input type="text" value="Karen"/> <input type="text" value="Rogers"/>	
Email Address	<input type="text" value="Karenrogers@outlook.co.nz"/>	
Mobile Phone	<input type="text" value="+64"/> <input type="text" value="2"/> <input type="text" value="Number"/>	
Billing Reference	<input type="text"/>	

Proceed
Cancel

Authority for this company may be with you personally or with the organisation you work for. Select Individual Authority under Authority if you hold the authority. You will need to have a DD setup between you and NZCO.

Select Organisation Authority if the firm you work for holds the authority. You will need to have a DD setup between your firm and NZCO.

Email address: If the director has recorded an email address with NZCO to receive future reminders, it will be shown here. If not, this will default to the company information you added under SETUP > COMPANY SETUP.

Mobile Number: If the director has recorded a mobile number with NZCO to receive future reminders, it will be shown here. If not, this will default to the company information you added under SETUP > COMPANY SETUP.

**Email address and Mobile number are mandatory. This is an NZCO requirement.**

Billing Reference: This will show on your statement from NZCO.

## 7. Filing the Annual Returns in bulk via Companies

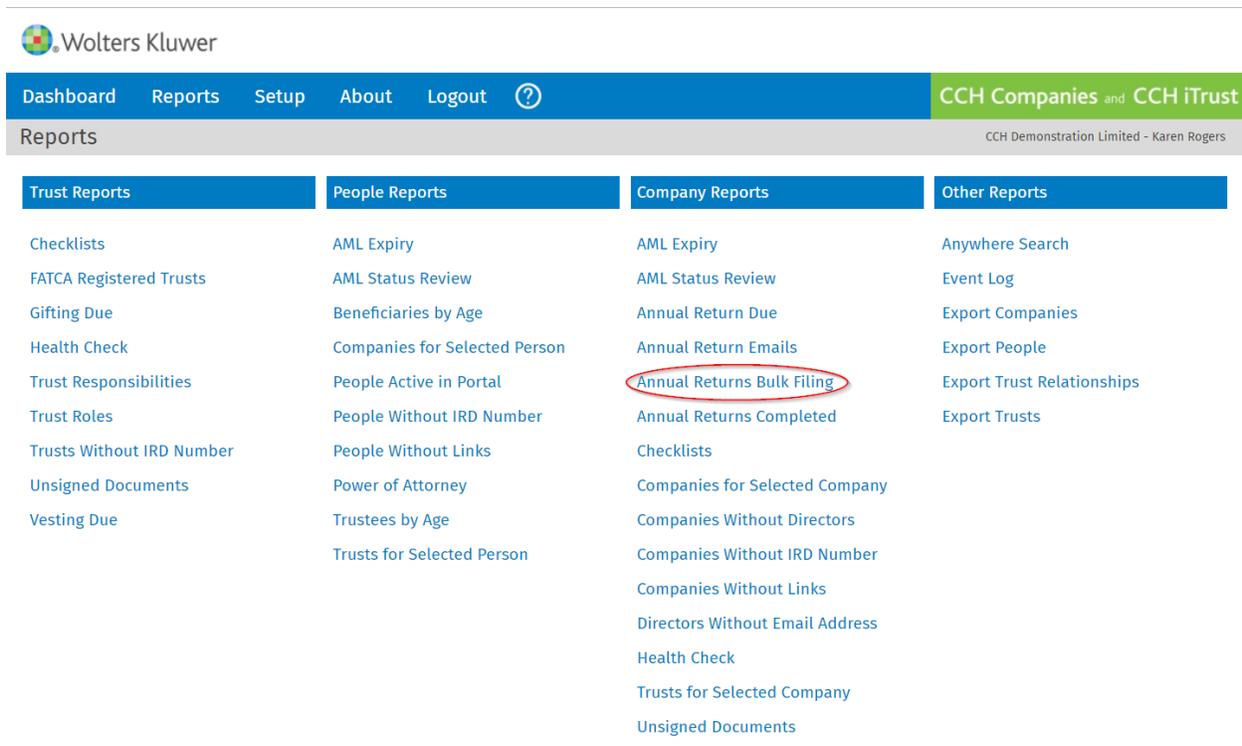
To file AR's in bulk via CCH Companies, you will need:

4. A RealMe login
5. A direct debit with NZCO
6. Authority for all of the companies you intend to file.

Notes:

- If any changes are required prior to filing the AR, you will need to do these directly with NZCO first.
- You cannot file an annual return via this system if the company has extensive shareholdings. Use 'File Annual Return via manual process'.

On the main Reports page, you will find Annual Returns Bulk Filing.



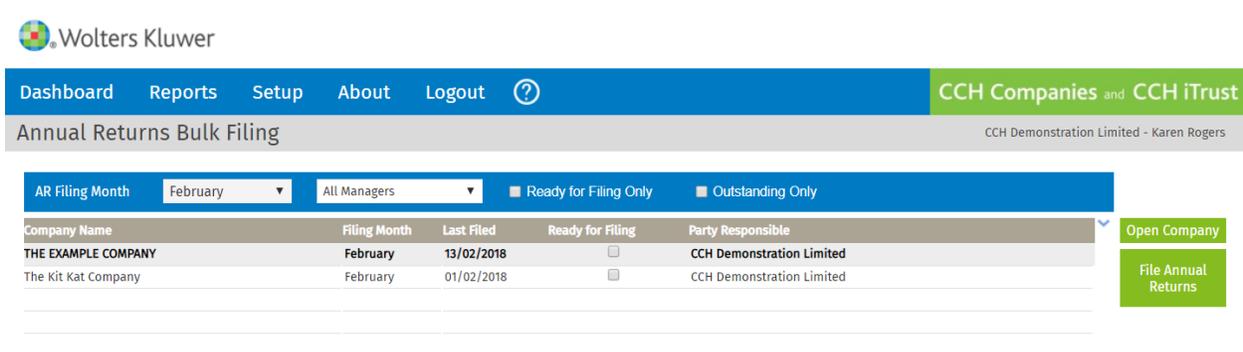
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Dashboard Reports Setup About Logout ? CCH Companies and CCH iTrust

Reports CCH Demonstration Limited - Karen Rogers

Trust Reports	People Reports	Company Reports	Other Reports
Checklists	AML Expiry	AML Expiry	Anywhere Search
FATCA Registered Trusts	AML Status Review	AML Status Review	Event Log
Giftling Due	Beneficiaries by Age	Annual Return Due	Export Companies
Health Check	Companies for Selected Person	Annual Return Emails	Export People
Trust Responsibilities	People Active in Portal	<b>Annual Returns Bulk Filing</b>	Export Trust Relationships
Trust Roles	People Without IRD Number	Annual Returns Completed	Export Trusts
Trusts Without IRD Number	People Without Links	Checklists	
Unsigned Documents	Power of Attorney	Companies for Selected Company	
Vesting Due	Trustees by Age	Companies Without Directors	
	Trusts for Selected Person	Companies Without IRD Number	
		Companies Without Links	
		Directors Without Email Address	
		Health Check	
		Trusts for Selected Company	
		Unsigned Documents	

The report will show all AR's that are due if your firm is set in the AR Responsible field.



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Dashboard Reports Setup About Logout ? CCH Companies and CCH iTrust

Annual Returns Bulk Filing CCH Demonstration Limited - Karen Rogers

AR Filing Month: February | All Managers | Ready for Filing Only | Outstanding Only

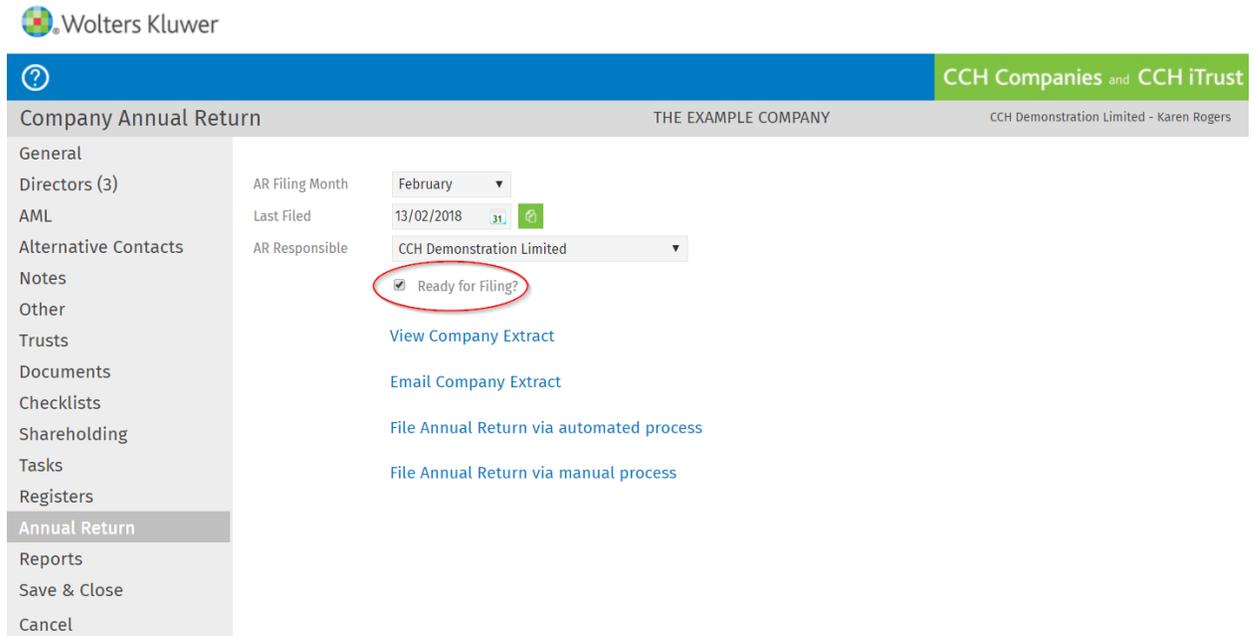
Company Name	Filing Month	Last Filed	Ready for Filing	Party Responsible
THE EXAMPLE COMPANY	February	13/02/2018	<input type="checkbox"/>	CCH Demonstration Limited
The Kit Kat Company	February	01/02/2018	<input type="checkbox"/>	CCH Demonstration Limited

Buttons: Open Company, File Annual Returns

There are two ways you can use this report, depending on your own internal processes.

### Option 1 – Confirmation is required ahead of filing.

1. Send out all emails as described in section 2 (individually) and 3 (bulk).
2. As replies are received, go to each company and tick 'Ready for Filing' under the AR Tab (screenshot below)
3. Use the AR Bulk Filing Report to chase up those who are not marked as 'Ready for Filing' yet.
4. At end of month, bulk file all that are ready to file by selecting 'Ready for Filing Only' at the top of the report.
5. You can also exclude any that have already filed by selecting 'Outstanding Only'.



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Company Annual Return THE EXAMPLE COMPANY CCH Companies and CCH iTrust

CCH Demonstration Limited - Karen Rogers

General

Directors (3)

AML

Alternative Contacts

Notes

Other

Trusts

Documents

Checklists

Shareholding

Tasks

Registers

Annual Return

Reports

Save & Close

Cancel

AR Filing Month: February

Last Filed: 13/02/2018

AR Responsible: CCH Demonstration Limited

Ready for Filing?

[View Company Extract](#)

[Email Company Extract](#)

[File Annual Return via automated process](#)

[File Annual Return via manual process](#)

Note: You may be directed to RealMe login page as described in section 5 when using the bulk filing report.

## Option 2 – Confirmation is not required ahead of filing.

1. Send out all emails as described in section 2 (individually) and 3 (bulk).
2. Go to Bulk Filing report and tick any you want to file within the report screen – just scan the list and see who you want to include/exclude.
3. If you want to file all regardless, don't tick any and don't tick 'Ready for Filing Only' at the top of the report. This will file all that are listed.



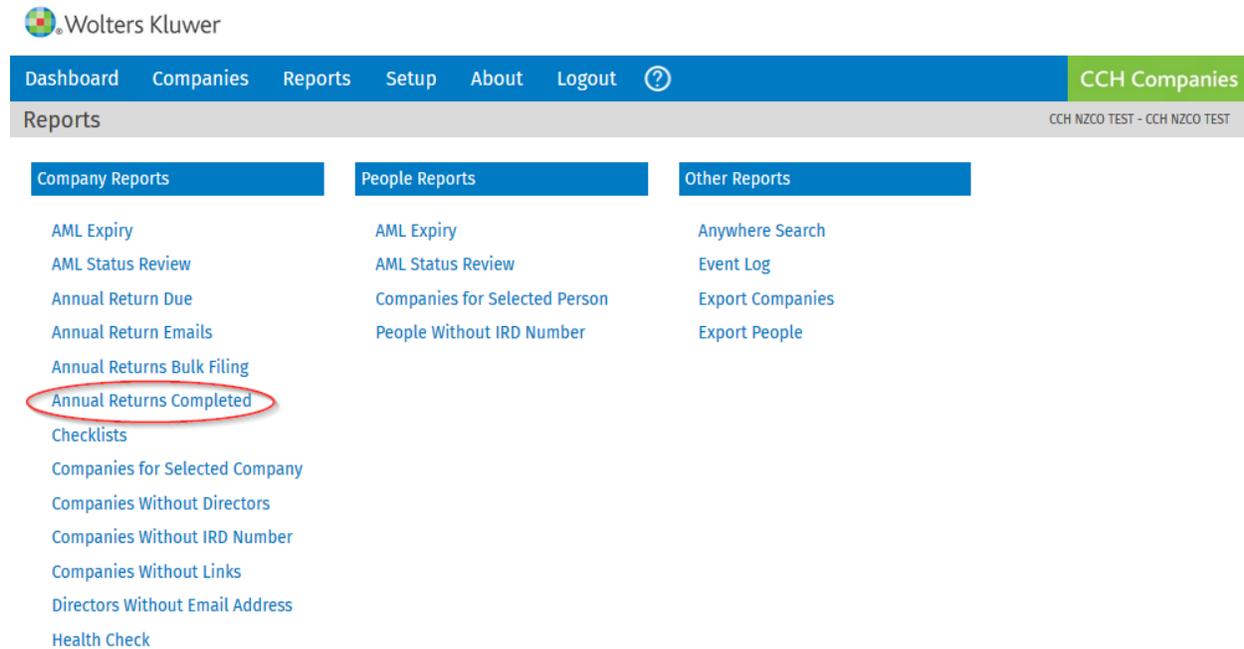

Company Name	Filing Month	Last Filed	Ready for Filing	Party Responsible
THE EXAMPLE COMPANY	February	13/02/2018	<input type="checkbox"/>	CCH Demonstration Limited
The Kit Kat Company	February	01/02/2018	<input type="checkbox"/>	CCH Demonstration Limited

## Notes on bulk filing:

- Signed confirmation ahead of filing the AR is not required by NZCO, although you may want this as part of your internal processes.
- If you do not require signed confirmation, you may want to include something in the email template that explains that AR will be filed even if the director does not reply. “If you do not respond to this email by 25<sup>th</sup>, we will file your AR with the current details” or similar.
- Ready for filing tick only works one way. If added to Company under the AR tab, it will appear on the list. If checked in the list, it does not appear in the Company AR tab.
- Specific billing references for each AR cannot be used when bulk filing.

## 8. After filing the Annual Return

Annual Returns that have been filed will show on the Annual Returns Completed report



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Dashboard Companies Reports Setup About Logout ? CCH Companies

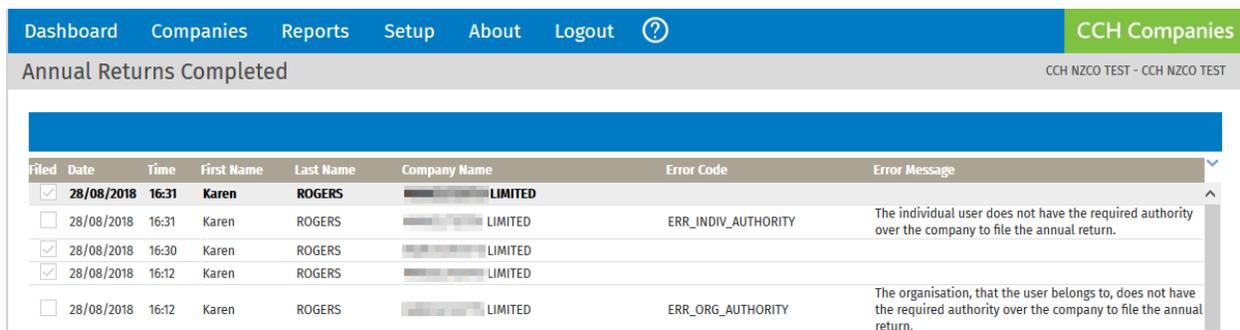
Reports CCH NZCO TEST - CCH NZCO TEST

Company Reports People Reports Other Reports

- AML Expiry
- AML Status Review
- Annual Return Due
- Annual Return Emails
- Annual Returns Bulk Filing
- Annual Returns Completed**
- Checklists
- Companies for Selected Company
- Companies Without Directors
- Companies Without IRD Number
- Companies Without Links
- Directors Without Email Address
- Health Check

If any could not be filed, a message will explain why, for example:

- It is not due yet or it is already done.
- You do not have the correct authority (or selected the wrong authority when filing).
- Your DD (at NZCO) is not enabled.



Dashboard Companies Reports Setup About Logout ? CCH Companies

Annual Returns Completed CCH NZCO TEST - CCH NZCO TEST

Filed	Date	Time	First Name	Last Name	Company Name	Error Code	Error Message
<input checked="" type="checkbox"/>	28/08/2018	16:31	Karen	ROGERS	██████████ LIMITED		
<input type="checkbox"/>	28/08/2018	16:31	Karen	ROGERS	██████████ LIMITED	ERR_INDIV_AUTHORITY	The individual user does not have the required authority over the company to file the annual return.
<input checked="" type="checkbox"/>	28/08/2018	16:30	Karen	ROGERS	██████████ LIMITED		
<input checked="" type="checkbox"/>	28/08/2018	16:12	Karen	ROGERS	██████████ LIMITED		
<input type="checkbox"/>	28/08/2018	16:12	Karen	ROGERS	██████████ LIMITED	ERR_ORG_AUTHORITY	The organisation, that the user belongs to, does not have the required authority over the company to file the annual return.

The AR Last Filed date will be updated automatically when your AR is filed.

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CCH Companies

Company Annual Return THE BLUE FOLDER GROUP LIMITED CCH Demo System With Data - Karen Rogers

General  
Directors (2)  
AML  
Alternative Contacts  
Notes  
Documents  
Checklists  
Shareholding  
Tasks  
Registers  
Annual Return  
Reports  
Save & Close  
Cancel

AR Filing Month: June

Last Filed: 29/06/2017 31

AR Responsible: CCH Demo System With Data

Ready for Filing?

[View Company Extract](#)  
[Email Company Extract](#)  
[File Annual Return via automated process](#)  
[File Annual Return via manual process](#)

The annual return will be recorded at NZCO. You can see this under Documents > NZCO Documents.

Companies Office Online Documents

Date	Document Title
28/06/2017	Annual Return Filed
16/03/2016	Particulars of Shareholding
09/03/2016	Director Consent Form
09/03/2016	Shareholder Consent Form
09/03/2016	Director Consent Form
09/03/2016	Shareholder Consent Form
09/03/2016	Director Consent Form
09/03/2016	New Company Incorporation
09/03/2016	Shareholder Consent Form

Close

Your customers will be able to view the AR status via the Portal.

CCH Demo System With Data

THE BLUE FOLDER GROUP LIMITED Karen Louise Rogers [Logout](#)

[Select Another Company](#)

- Directors
- Shareholdings
- Registers
- Documents
- Tasks
- Annual Return**
- Summary Report
- View in Companies Office
- Contact



Office hours:  
Monday - Friday 9am to 5:30pm

If you have any queries please use the contact button on the left to email our office or call us on 09 1234 567

CCH Demo System With Data

THE BLUE FOLDER GROUP LIMITED Karen Louise Rogers [Logout](#)

Company Annual Return [Back](#)

AR Filing Month	March
Last Filed	29/06/2018 <a href="#">31</a>
AR Responsible	Directors

[View Company Extract](#)

## 9. Trouble shooting

### **Email button is not showing under Annual Return tab.**

The email button will only appear after the AR Responsibility field has been completed. If the responsibility is not set to either your firm or the director, the system does not know which template to use, so the option is greyed out.

### **Email button is not showing on the Annual Returns Due Report.**

The email button will only appear after the month and AR Responsibility has been selected. If the responsibility is not selected, the system does not know which template to use, so the option is greyed out.

### **Email template says directors are filing but it should be our firm (or vice versa).**

Change the AR responsible field to your firm name. This controls which email template is used.

### **The File Annual Return button is not showing.**

Your company must be linked to NZCO and have a valid NZCO number entered on the General screen.

### **Cannot upload an additional document to the individual email. Upload button not working.**

You need to set the Flash Player setting in your browser to ALLOW.

### **Cannot file AR for a company with Extensive Shareholdings.**

This is not possible via the API. Use File Annual Return via Manual Process to file directly with NZCO.

### **RealMe login is required for every annual return.**

Companies has no control over the RealMe login/logout period. Discuss this with your local IT provider.

### **Error messages when filing an annual return**

#### **Message**

AR\_NOT\_DUE

ERR\_ORG\_AUTHORITY

ERR\_NO\_DOC\_ATTACHED

FIELD\_NOT\_NUMERIC/FIELD\_MANDATORY

#### **Meaning**

AR is being filed too early.

You cannot file the annual return before the month in which it is due.

You (individual) or your firm (org) do not have authority to file the annual return for the company

Company has extensive shareholdings. You cannot file this annual return via CCH Companies.

Mobile and/or email address were not completed when filing the AR.

**Message**

ERR\_PAYMENT\_FAILURE

**Meaning**

There is no DD in place with NZCO.

Direct credit via credit card does not work with CCH Companies.

This error can also occur if there is a mismatch between the authority and the DD, for example:

Individual authority / Firm DD = error  
Firm Authority / Individual DD = error

**Unknown Error Message.**

After you have checked that none of the above issues apply, please report this to CCH Support with the name of the company you were trying to file for.

**Email Rejections @Xtra.**

If you are having issues with Xtra email addresses rejecting the AR emails, please contact [Karen.Rogers@wolterskluwer.com](mailto:Karen.Rogers@wolterskluwer.com). There is something your local technical team can change to fix this.

**Email Rejections General.**

You will find that some emails are rejected by your customers' firewalls or security settings.

Here are some things you can do to prevent this from happening:

- Ask your customers to add your email to their 'safe' or 'trusted' sender list.
- Ask your customers to add your email to their contacts in their email system.
- Keep your email template as simple as possible.
- Do not use '!' in your email template or subject line (eg Urgent!).
- Do not use a logo or picture file in your email template.

**URL link in email is disabled.**

Some customers may find that they receive your email; but the link has been disabled. This would be done by their local security settings for their protection.

You can add a line in your email template directly below @URL@ — “if this link does not work, please copy and paste the above directly into your browser”. Even if the link in the email is deactivated, you can still access the Company Extract using copy and paste.