

# A Guide To Ryan Client Support Services

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## CLIENT RESOURCE CENTRE

- **Ryan TaxDirect®** – Your toll-free tax hotline from anywhere in North America to our senior tax specialists, where our advisors are available to address your tax questions, issues, or research needs without any interference from voice mail. Also available via email, Ryan TaxDirect® makes sales tax administration easier, more compliant, and more efficient.
- **Exposure Reporting** – Following the completion of our review, a confidential Limited Exposure Identification Report\* is issued by our Client Support Services Group detailing exposures noted during the review for recovery opportunities and includes strategies to ensure your compliance.
- **Audit Assistance** – Our Client Support Services Team provides assistance throughout the audit process. From advice on preparing for an audit, to providing TaxDirect® guidance on auditor requests, we ensure our Client's interests are protected.
- **Tax Consultations** – Meet at our Canadian headquarters or have a conference call to discuss your issues without charge.

## RYAN TRAINING™

- **Sales Tax Courses** – Clients have access to Ryan Training™, designed specifically for those in a senior tax, accounting or finance capacity. Course topics, dates and locations are published in our quarterly journal, and course description and registration information is available through our website. Courses are conveniently delivered in a classroom setting or online utilizing the latest Web-cast technologies. In addition, Ryan clients have access to an archive of prior Ryan webinars, allowing you to experience our training at your own convenience.

- **Custom Seminars** – For larger national organizations, Ryan can present a comprehensive customized sales tax seminar at your location when recoveries are above defined thresholds.

## RYAN KNOWLEDGE SERVICES

Ryan is the recognized authority on Canadian sales tax and has developed a series of information services to ensure we share this knowledge with our Clients. Ryan keeps Clients up-to-date of the latest legislative and policy changes with various tax journals, email bulletins and alerts.

- **Ryan Sales Tax Review™** – Our quarterly sales tax journal focuses on timely, practical issues faced by financial and tax managers.
- **Ryan Tax Alerts** – Updates keep you in the loop about proposed budget measures and significant changes to sales tax legislation and regulations.
- **Ryan Tax Developments** – Ryan continually monitors legislative changes and the release of relevant government publications to ensure that its clients are informed about important sales tax changes on a timely basis. These tax developments are updated weekly on the Ryan Canada website and bi-monthly, clients are e-mailed Ryan Tax Developments to ensure they are kept abreast of all significant changes.

*\*Limitations – Please note that our review is targeted to identifying refund opportunities. Given the nature and scope of this limited work, we are unable to provide any guarantees in connection with ensuring the discovery of all potential areas of tax liability exposure.*

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