



SAMPLE: Actual Document has over 80 pages

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QBEXPRESS CLIENT ON-BOARDING

Initial Meeting Checklist

An on-boarding strategy assists a firm in differentiating themselves. New client acquisitions are costly and client retention is often based on first impressions. Onboarding is an opportunity to collect valuable information about the client in order to set the stage for a long and mutually beneficial relationship. At the same time, client onboarding enables the advisor to identify and invest in the higher-value client relationships, while simultaneously managing the expectations of clients deemed to be "lower-value. Research has shown that one of the most opportune periods to engage clients for new client introductions and referrals is within the first six months. Generally, enthusiastically satisfied clients are more likely to enthusiastically provide quality introductions.

I. Pre-meeting email

- Welcome cover letter
- Initial meeting agenda
- All decision makers in attendance
- Directions to office and a map with parking information either they to your office or you to theirs'.

II. Initial Meeting (if on-site at your office)

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III. Immediate Post-Meeting

- Send handwritten thank-you note(s)
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IV. One Week Later

- "How's it going?" call to touch base, and report on progress of onboarding implementation
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V. Four Weeks Later

- Client Onboarding Survey sent
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VI. Six Months Later

- Face-to-face account review
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VII. Twelve Months Later

- One-year anniversary thank you card

Before developing the scope of the engagement, a needs assessment is in order. As the head of the team that will provide client services, you will need to evaluate what you and your team can and cannot do, as well as the period you can accomplish the work. At first, many clients may have one or two parts of their accounting and bookkeeping that will benefit from your help. Over time, if the client sees the benefits, more of the work will come. Discover what you can now, while on-site.

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Document your New Client Intake

Column1	Column2	Column3	Column4	Column5
Task Step Order	Who	Description	External Information Link	Completed
S	A	M	P	L E
S	A	M	P	L E
S	A	M	P	L E

OTI MONEY PENNY LLC



Chart of Accounts

Your firm COA basic with names and numbers: This is the basic COA all clients will have regardless of Software and Entity type. Each client may have some specific nuances but your team should know your standards. This is just a sample.

Column1	Column2	Column3	Column4
It is recommended that we utilize COA with Account numbers			
1	If you have a standard COA you start all clients with please add it here with the number sequence.		
2	Please designate the Unknown Suspense account you would like us to use for items such as physical checks that may not have full data		
3 Sample			
Accnt. #	Account	Type	Description
	• Sample content removed	Bank	Great Statewide Bank
	• Sample content removed	Bank	Wash acct for cash expenses
	• Sample content removed	Bank	Great Statewide Bank
	• Sample content removed	Bank	Business to Business Barter
	• Sample content removed	Accounts Receivable	
		Other Current Asset	
		Fixed Asset	
		Fixed Asset	Purchase Price of Asset
		Accounts Payable	
		Credit Card	
		Credit Card	Platinum MasterCard
		Credit Card	QBCC for Field Office Manager
		Credit Card	QBCC for Management Office

Expense
Other Income
Other Income
Other Expense
Non-Posting
Non-Posting

Accounts Payable Checklist:

This is the most prevalent and easiest function to take over for your clients. Every business has to pay bills. Automating this function is relatively easy. Use the questions to find areas where you can streamline this process for your clients.

Column1	Column2
1	Client Name
2	Does company use the Accounts Payable function in the Accounting software?
	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
3	If NO to #2 please describe the method for tracking expenses
4	If YES to #2 Does the client issue PO's
	<input type="checkbox"/> Yes
	<input type="checkbox"/> No
5	List all method of payments used to pay bills.
	<input type="checkbox"/> Printed Checks Sign up for http://Checksforless.com
	<input type="checkbox"/> Handwritten Checks
	<input type="checkbox"/> Credit Card
	<input type="checkbox"/> Bill.com Access:
	<input type="checkbox"/> Entryless Access:



_____ State unemployment/disability tax
_____ Sales tax on car & major purchase

INTEREST

_____ Home mortgage 1st*
_____ Home mortgage 2nd*
_____ Home equity loan
_____ Mortgage points-
_____ Investment interest-
_____ Student loan interest

*If paid to individual, list

Name _____

Address _____

City/State/Zip _____



DAY CARE INFORMATION

Name _____
Address _____
City/State/Zip _____
Fed ID or Social Security Number _____
Amount paid \$ _____

CONTRIBUTIONS

_____ House of worship
_____ Payroll deductions
_____ United Way
_____ Heart/Cancer
_____ Charity mileage
_____ Clothing or other goods given to charity (if over \$500, please include address of Charity)
_____ Name of charity
_____ Original cost
_____ Fair market value

MISCELLANEOUS DEDUCTIONS

_____ Union dues
_____ Tax preparation fee
_____ Education expense
_____ Job seeking costs- provide detail
_____ Investment expense
_____ Professional licenses
_____ Trade/professional journals
_____ Safe deposit box
_____ Safety equipment
_____ Work tools
_____ Business telephone
_____ Uniform cost
_____ Uniform laundry
_____ Professional societies
_____ Business mileage

OTHER

_____ Alimony payments
_____ IRA deposits
_____ SEP deposits
_____ Keogh deposits

QUARTERLY ESTIMATED TAXES PAID:

Federal
Jan. 2014 _____
April 2014 _____
June 2014 _____
Sept 2014 _____
Jan 2015 _____



Please update us with any:

- New Address, New Phone Number, New E-mail Address
- Bank Account Information (voided check) – to have your refund direct deposited (if we don't have it from last year).

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