



**WORKING WITH**

**BOOKS ON POINT**

YOUR ONLINE ACCOUNTING DEPARTMENT

# Working with Books on Point

*Welcome to Books on Point! We are happy to be working with you. Our goal is for our relationship to be as productive and seamless as possible. The following information outlines what you can expect from us and some important things you should know about us.*

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## What You can Expect From Us

**We will uphold our core values at all times.** In short, we aim: to do excellent work; to be both responsive and proactive; to be transparent; to serve you as an integral part of your team; and to make things as easy as possible for you.

**Excellent work.** We strive for a high standard in bookkeeping. On the rare occasions where we make a mistake, we will correct it as soon as possible. If we are ever not living up to your standards, let us know!

**Reasonable turnaround time.** For our full-service bookkeeping clients, we work on your bookkeeping weekly. That way, when we get to the end of the month, your books are generally up to date. At the end of the month, we reconcile accounts and loans and make month end adjustments. Then we send Monthly Management Reports to you by the 20th of the month, or earlier as agreed in our contract.

**Reasonable response time.** We strive to return emails within one business day unless we are out of the office for training or vacation days. We may not have an answer to your question within one day, but you will always receive an acknowledgement of your email with an expected resolution time frame. Voicemails are returned within three to four business days.

**No surprise bills.** Most of our engagements are covered under a monthly fixed-fee agreement and a specified scope of work. For needs outside of that scope, we will propose scope and pricing before beginning work.

**Confidentiality.** We treat your confidential information with care. This is accomplished in a variety of ways, including exchanging and storing data using secure software. We will not discuss your situation with anyone without prior written authorization.

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## Important Things to Know

**Our firm is 100% virtual.** We are no longer maintaining a brick-and-mortar office. All meetings will be held via Zoom. All documents will need to be submitted electronically, and all reports will be provided electronically. We have ways to make this easy for you.

**We prefer to communicate via email.** It's okay if you text us once in a while for a quick question. But please keep it within business hours and please do not send requests that take more than a minute to process. If you send me a text that I cannot respond to, I will remind you to send me an email. We also prefer email over voicemail.

**You may not always have the same bookkeeper.** While your bookkeeping process will always remain the same, you may have more than one bookkeeper work on your account. Since, we use standard, documented processes, if our staff changes your work will still continue without interruption.

**We draft monthly payment from your bank account.** All clients agree to have their monthly fee automatically drafted from their bank account on the 10th day of the month. If during a given month there are additional charges incurred, we will invoice these charges on the last day of the month and then draft payment on the 10th along with your monthly fee.

**We don't lock you into a contract.**

Our contracts are month-to-month. At any time, if you wish to terminate services, we only ask for 30 days notice.

**We do not do attest or assurance work.**

Nor do we provide information to third parties, such as lenders. Rachel Smith is a licensed CPA in Washington State, but our firm is not licensed to do attest or assurance work, such as Audits, Compilations, or Reviews. Thus, all reports we give you are marked "For Management Use Only."

**We do not prepare income tax returns.**

Although we do not provide income tax preparation services, we are happy to make a referral to a tax provider we know and trust. Note that we do file Sales and Use tax returns with the Department of Revenue for all clients who need them. We also file Form 990 series for nonprofits.

**We are happy to prepare your 1099s.**

We work with your vendors throughout the year to make sure we have W-9s in place from all independent contractors, attorneys, and landlords. We send reminder emails in December regarding our 1099 services. If you would rather have your tax accountant file your 1099s, that is also fine.

# The Books on Point Plan for a Complete Outsourced Accounting Solution

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## Easy Information Sharing

*To keep up with your bookkeeping in a timely manner, we make it easy for you to share documents and other info with us. This is the info that we need to do "after-the-fact" bookkeeping.*

**Hubdoc.** You take photos of your receipts using the Hubdoc app, or scan and send them to Hubdoc via your unique Hubdoc email address.

**QBO Bank Feeds.** All of your bank data will come into QBO via direct feed, so we always are up to date on your transactions.

**Point-of-Sale integration.** We can integrate your POS directly with QBO. We have experience with Square, Stripe, PayPal, Shopify, OrderPort, and many specialized POS systems.

**Behind-the-Scenes Magic.** Our bookkeeping staff works behind the scenes to integrate the information from Hubdoc and your bank feed. We also babysit your POS integration and make sure all sales, tips, taxes, and deposits are accounted for correctly.

**Transactions to Review via Google Sheets.** Any time we have a question about a banking transaction, we will add the item to a shared Google Sheet. We will remind you to look at this weekly or as needed.

## Full-Service Options

*For some clients, it is enough to have after-the-fact bookkeeping services. However, we find that you will get your best value from us if you go ahead and commit to full-service bookkeeping. This is where you will really begin to see gains in terms of time, money, and stress saved!*

**Bill Pay Services.** We collect all your bills that need to be paid and send you a list to approve. You sign off on the list and we send out payment via a secure online bill payment system. No more writing checks! No more double payments or wondering whether a bill has been paid or not!

**Customer Invoicing.** You let us know what needs to be invoiced and when, in the way that works best for you. We design a custom invoice template for you in QB that shows off your business in the best light. We set up products, services, and descriptions in a professional and consistent manner. We create invoices and send them to you for approval. Once approved, we send invoices via email to your customers with options for electronic payment. We can also manage recurring payments for you.

**Payroll by Gusto.** We can convert your payroll to Gusto, our preferred online platform, and make running payroll a breeze. We can bring over all your current data and make a plan for processing payroll - either you can enter hours or we can. We make sure all payroll taxes are filed and paid on time.