

Client Agreement

HAMILTON BOOKKEEPING APPROACH

Upon signing an agreement for the services of Hamilton Bookkeeping, Liz Silva, Principal, agrees to provide the following services:

Hamilton Bookkeeping provides on-site bookkeeping services to small North Shore companies. We analyze the business in its entirety to ascertain the workflow processes to streamline the flow of information and paper; thereby, instituting a bookkeeping and accounting process that easily facilitates growth.

We specialize in QuickBooks and provide bookkeeping setups and cleanups as well as full-charge bookkeeping services. Our clients gain control of their books and have access to timely and accurate financial information that helps them **really understand** their businesses. Ultimately, our clients will gain the freedom to make better business decisions.

Through our unique 2-Step Process, the client will receive the following services:

Step 1 – Setup / Cleanup

A senior bookkeeper will provide a complete cleanup and QuickBooks setup, encompassing the following areas:

- 1) Setting-up and/or cleaning-up of all existing accounts
- 2) Evaluating and/or modifying current systems, including filing, accounts receivable, accounts payable, checkbook ledgers, and paper flow systems to facilitate the most efficient bookkeeping and recordkeeping methods possible
- 3) Building a working, informative chart of accounts, acceptable to the business owner's CPA.
- 4) Managing accurate accounts receivable including follow-up calls for delinquent accounts. (It may be necessary to turn accounts over an independent collection agency in the event there are an excessive number of delinquent accounts.)

- 5) Managing accurate accounts payable including follow-up calls for discrepancies, questions, or issues as needed, with the goal of remaining current with vendors
- 6) Reconciling, accurately and on a timely basis, the bank, line of credit, and credit card statements each month
- 7) Providing the following reports to business owner at the end of any scheduled bookkeeping session: A/R aging, A/P aging, Cash in Bank, plus a list of any anticipated events expected before the next visit (ex. payroll, automatic withdrawals from checking account, etc.)
- 8) Keeping scheduled appointments to best of his/her ability (The HB bookkeeping staff will give twenty-four (24) hours notice of cancellation. Missed appointments will be re-scheduled within two business days.)
- 9) Adhering to a strict confidentiality policy: All business matters will be discussed only with the business owner or a duly appointed employee. A copy of employees' signed Confidentiality Agreement is available upon request.

Step 2 – Maintenance

After the initial setup/cleanup and once the client's systems are running smoothly, the account will **transition from a Senior Bookkeeper to a Staff Bookkeeper** who will maintain a regular schedule of bookkeeping appointments. (At the end of each appointment, the HB bookkeeper will file all paperwork and keep the work area free from clutter.)

CLIENT RESPONSIBILITIES

Upon signing an agreement for services from Hamilton Bookkeeping, the client agrees to the following stipulations:

- 1) Reading and signing this Client Agreement
- 2) Reading and completing the **Owner's Checklist and First Visit Checklist** (enclosed in your packet)
- 3) Maintaining an active line of credit with the bank, if possible

- 4) Making bank deposits within 48 hours of receipt of payment from customer(s) to facilitate the best cash flow possible
- 5) Making available all information such as bills, invoices, customer database, check registers, deposit details, bank and credit card statements to the HB bookkeeper at the start of each appointment. This information will be kept in a single spot, such as a file or a tray until the HB bookkeeper is scheduled to come. Detailed accounting information about checks, deposits, online payments, ATM transactions, and any bill payments made in the HB Bookkeeper's absence will be immediately available to the HB bookkeeper at the next visit. Information must be kept in an organized, easy-to-read format. For example, it is not appropriate nor is it good business practice to use multiple check registers or record information on small scraps of paper. Practices such as this will result in additional work time for Hamilton Bookkeeping and therefore, increased charges to the client.
- 6) Keeping scheduled appointments to the best of his/her ability (Twenty-four (24) hour notice of cancellation is expected. Missed appointments without 24 hours notice will result in full charges for the cancelled appointment. Consecutive missed appointments may result in termination of service.)
- 7) Paying Hamilton Bookkeeping invoices in full, within 10 days of receipt.

MUTUAL RESPONSIBILITIES

- 1) Treating each other's respective staff members with dignity and respect (Any conflicts or problems among the respective staffs will be reported to the business owner and HB owner, who will determine an appropriate solution.)
- 2) Maintaining a regular bookkeeping schedule (It is considered good business practice for HB to update the client's books at least six (6) times per year. Last minute or full-year cleanups will only be performed due to unforeseen circumstances.)

TERMINATION OF SERVICES

Hamilton Bookkeeping's approach has been proven to create a well-organized office and a well-maintained bookkeeping system. Both Hamilton Bookkeeping and the client have mutual responsibilities that are required for the success of this system.

If either party feels that the other is not abiding by their agreed duties and responsibilities, then it is incumbent upon them to initiate a meeting to address the issue(s). In the event that the issue(s) cannot be resolved, then either party may terminate the agreement with written notice after three (3) meetings to address problems or issues stated within this agreement.

I have read and understand the Hamilton Bookkeeping approach to bookkeeping and agree to abide by the aforementioned client responsibilities.

Name of Company / Client

Client Signature

Date

[Payment by Credit Card](#)

For your convenience, Hamilton Bookkeeping now accepts Master Card, Visa and American Express. Please sign below if you wish to take advantage of this convenient way to pay your bookkeeping invoices:

Card Number

Signature

Mailing address on card

Expiration Date