



On Track Bookkeeping

Your Virtual Bookkeeper

Hi there, and welcome aboard! Let's get you "On Track" with some basics.

Service Agreement & Quote

You will be provided with a service agreement form as well as a price quote. Both forms must be signed and returned before any work will be started.

Automatic Payment Option

For your convenience, you can fill out a form to sign up for automatic payment of your bookkeeping fees via bank draft or credit card each month. If you choose to instead pay by check, all payments must be received within 15 days of the invoice date.

Communication Policy

As a busy bookkeeper with multiple clients, I do screen my calls, not only due to a high level of spam/telemarketing calls, but more importantly to be able to focus on my work. As a client, I'm sure you can appreciate me not being interrupted continuously as I'm working on your financial information. This means you will likely get my voicemail if you call. As time permits, I will return phone calls, generally within one business day unless there are extenuating circumstances. I encourage communication via email instead as it provides an excellent source of future reference for both of us. Additionally, being a virtual bookkeeper, I do occasionally travel (so I'm not always at my office phone), but I do always check my email several times per day. Even if we discuss something on the phone, I may still require a written reply (email) for my records for most things. I am more than happy to schedule a time to talk via phone if there is something that you prefer to discuss that way. To schedule a time, simply send me an email letting me know that you'd like to set something up. Texting is not a form of communication I use in business (again, for documentation purposes). I check my email regularly throughout the day and will always reply, even if it is simply to tell you that I need to research your issue.

Document Exchange

When it comes to exchanging sensitive information, I have a secure portal where you can upload requested documents anytime. If you choose to still send documents to me using another method (email, regular mail, fax, etc), I will not incur any liability for the security of the method chosen.

Required Documentation

You will be provided with a list of documents that I will need to get started on your bookkeeping and/or payroll, as well as for ongoing service. I will not be able to start (or continue work) on your project until I have received *all* required documentation. Delays on receiving information will result in delays in the completion of work, as I maintain a detailed schedule for client workflow each month.

Lead time to send me payroll information for paper checks is 48 hours prior to the pay date. Lead time for payroll issued by direct deposit is 4 business days. For example, for Friday direct deposit, I will need to receive all information by Noon on Monday. If Monday is a holiday, you must submit payroll information no later than Noon on Tuesday. If you're able to send it sooner (such as over the weekend) that is very helpful.