



Sullivan Monthly System

“The More You Follow, The Better We Perform”

To the extent our clients follow the below procedures that might apply to their situation, Sullivan & Company can provide you with what is needed for your business. Following the below procedures allows us to serve you efficiently and is taken into account in establishing accounting fees. Please ask if you have any questions regarding your situation. We circled the items we are asking for your assistance with now.

1. Client sends information together **monthly**. Sending information monthly allows the orderly processing of scheduled work. Sending information other than monthly results in the work schedule being unexpected rather than scheduled results in our staff asking questions for periods 3-6 months old and tends to result in more than the expected amount of work right before deadlines. Client reviews information for completeness before sending, ensuring that all the items needed for the month are included.
Send _____

2. Provide login and password to all credit card accounts to Sullivan & Company. Provide login and password to bank accounts for report-only feature. This eliminates having to send credit card statements and bank statements to us.
3. General turnaround time is 7 to 21 days after you have submitted to us all information needed and answered all our questions. **During the period shortly before due dates, this turnaround time increases, so it's advantageous to ensure we receive all of the information before busy due date periods.**
4. Client uses Electronic Mailbox (not e-mail addresses of staff) or monthly postage-paid envelopes. All clients are assigned an **Electronic Mailbox** (Sullivan & Company secure portal) for their data if they would like to send it electronically. **The Electronic Mailbox is preferable to e-mail** because it centers the information in one place. E-mailing information to multiple staff member's e-mail addresses is not secure and tends to cause us to spend significant amounts of time on document management by routing the information to the Electronic Mailbox.
5. Client uses one bank account; Client uses more than one bank account for valid reasons
6. The client tracks what information they have sent to us. The client keeps track of items we requested but have not been sent.

7. Client indicates description of expense or account code with outgoing payments such as checks, debit memos, or electronic payments.
8. For credit card payments, client indicates description of charge on credit cards and/or writes a description on the credit card invoice and encloses a copy.
9. **Client pays business expenses only in business bank account and with business credit cards.** Paying personal expenses in business bank account and business credit cards will cause problems. It increases the transactions and increases our time in determining whether payments are business or personal. See separate memo.
10. **Client answers questions in a short amount of time.** Protracted accounting and tax engagements require additional time on our side. Stopping and starting the work when the client provides data between long intervals increases significantly the time on our side and delays completion.
11. Client writes legibly.
12. Client uses standard chart of accounts.
13. If client does not use payroll service, client writes payroll withholding information on check stubs. Client writes checks for all payroll. Client writes checks for owner's payroll.
14. If client uses payroll service, Sullivan should be given access online. Access is provided to us directly for most payroll services.
15. Client communicates with us in multiple methods including telephone, in-person, and e-mail. Attempting to interface with us on **an e-mail-only basis does not provide you with satisfactory solutions.** E-mail-only can substantially slow down the work and cause additional time on our side when a brief telephone call could give you the answers you need.
16. Client uses the best technology available. Technology is an investment, not a cost. Therefore, clients that use old versions of software or older/slower computers or other outdated technology equipment generally costs more time and creates slower turnaround schedules.
17. Current client referral policy for outsourced monthly accounting or year-end company accounting for corporations: 1st referral, \$200; 2nd referral, \$350; 3rd referral and following, \$500.
18. **In general, accounting work where tax extensions are filed is more time-consuming and therefore has higher accounting fees.** This is because in many cases the client extends the information gathering period over many months. This causes members of our team to start and stop waiting on client information so that the project can continue. The most efficient method is as described in item 10 above. Providing answers to questions and information needed as we need it allows us to complete projects smoothly and efficiently.
19. If any business expenses are paid outside the company checkbook or company credit card, please provide us a list with payee, amount, and description of expense.

20. Client requests that credit card statements be cut off as of the last day of the month or as close to the last day of the month as possible. Some credit card companies will not do this; however, there are provisions in most of them whereby the billing date can be changed, and therefore the statement will cut off close to the end of the month. In the event they cut off at the end of the month, we do not need to wait in the following month to get the statement that has transactions during the previous month. This can hold up work significantly. For example, if the credit card statements cut off as of the 15th of the month, we must wait until the following month on the 15th to obtain the transactions that occurred between the 15th of the month and the last day of the month for the previous month.
21. General monthly outsourced accounting projects begin and/or can be scheduled when all known information is received. Data is assembled by CPA/accountant assistants known as Client Excellence Coordinators. These Client Excellence Coordinators are tasked with assembling the information for the CPA/accountant. It is to your advantage to assemble all information as soon as possible and coordinate with the Client Excellence Coordinator.
22. _____
