Kick-off Meeting Template for New Client Onboarding

Objective of this template:

To understand the critical aspects of a new client’s operations, financials, and administrative needs

*Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel are necessary.

Summary

Affintive Service Selection

(Please tick the services you require)

1. Bookkeeping, Record Maintenance & Financial Reporting

In-house accounting software other than Xero accounting system	FALSE
Daily bookkeeping and recording of financial transactions	FALSE
General ledger maintenance	FALSE
Accounts payable & receivable management (basic) *Please refer below note for detail scope*	FALSE
Bank & credit card reconciliations. Please state number of banks and credit card account: ________	FALSE
Monthly Management reports (Balance Sheet, P&L, Cash Flow)	FALSE
Fixed asset register maintenance	FALSE
Inventory accounting	FALSE
Monthly/ Quarterly BAS generate to tax agent for lodgement	FALSE
Email management - responding to client only, related to bookkeping or statutory compliance	FALSE

2. Finance Operations and Administrative*

Email management- including responding to client's supplier and customer queries	FALSE
Filing system and management	FALSE
Document management- preparing non-financial report, please list: ________________	FALSE
Onboarding new vendors,communicating directly with vendors	FALSE
Supplier due diligence, including credit application documentation	FALSE
Initiate payment to supplier and authorization of payments	FALSE
Review staff reimbursement	FALSE
Monitor cash flow, ensure clients maintain sufficient funds for payments, or prioritizing payments	FALSE
Customer service- responding to client's customer queries and payment terms etc	FALSE
Ensuring customers receive invoices (follow-up on delivery confirmation)	FALSE
Credit control -verifying customer creditworthiness or legal status	FALSE
Debt collection	FALSE
Punch card or timesheet compilation	FALSE
Developing or customizing timesheet beyond basic configuration	FALSE
Managing leave balances or record	FALSE
Prediction future payroll costs for cashflow requirements	FALSE
Day-to-day cashflow operations, regular internal reports to monitor bank balances	FALSE
Other (please specify): ________________________	

3. Payroll Support Services

Payroll processing & payslip generation. Please provide the number of employees: ________	FALSE
Statutory compliance (PCB/ PAYG calculation and submission) & social security deductions	FALSE
Year-end payroll reporting (e.g.,Form EA, Preparation for Form E)	FALSE
Payroll setup	FALSE
Preparing information for Individual Income Tax Filing	FALSE

4. Financial Analysis and Business Advisory

Budgeting preparation & Financial forecasting	FALSE
Cash flow management/ forecast - provides cash flow forecast based on client-provided data	FALSE
Custom financial reporting & analytics	FALSE
Standard Operating Procedure (SOP) Review, Improvement and Optimization*	FALSE
Sales tax registration, filing, and compliance	FALSE

Affintive Service Selection

(Please tick the services you require)

5. Other Services

Xero accounting software setup	FALSE
Cloud accounting data migration	FALSE
E-invoicing setup in Xero	
Other (please specify): ____________________________	FALSE

**As part of our service policy, all clients engaging with our Finance Operation and Administrative Service are required to implement our SOP Service Module. This helps maintain consistency, compliance, and efficiency in operations.*

Client Information

Client Name: ____________________________
Business Name: ____________________________
Contact Information: ____________________________
Preferred Service Start Date: ____________________________

Note:

Accounts Payable Management (Basic)

Account Payable Invoice Processing - Receive and verify supplier invoices for accuracy

Account Payable Payment Processing- Data entry into accounting systems, payment scheduling

Account Payable Vendor Management- Maintain vendor database

Account Payable Reconciliation and Reporting- accounts payable aging reports and reconciliation

Accounts Receivable Management (Basic)

Account Receivable Invoice generation: prepare and issue customer invoices

Account Receivable Payment tracking: record customer payments

Account Receivable Customer management: maintain customer database in accounting softwAccount Receivablee

Account Receivable Reconciliation and Reporting- accounts receivable aging reports and reconciliation

Questions

**Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel a*

Can you provide a brief overview of your business operations?

What are your primary products or services?

Who are your main customers or target market?

What are your typical business hours, and are there any seasonal fluctuations or peak periods we should be aware

Are there any key challenges or opportunities currently facing your business?

Please provde us the yearly transactions of the Company (based on bank statements)

Please provide us with the company's annual turnover.

Please provide us with the organization structure or department structure, if available.

Please provide us with the Standard Operating Procedure (SOP) or the existing workflow of the company, if availabl

Questions

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Which accounting or financial management software do you use (e.g., Xero, QuickBooks)? Can we get login access

How do you handle sales and revenue tracking? Is there a specific system or process in place? E.g. Hubspot

How do you manage cash and non-cash transactions? Are there any particular procedures for tracking these?

What payment methods do you accept (e.g., cash, card, online)? How do you manage and reconcile these transact

Do you use any third-party systems for invoicing, payments, or expense tracking (e.g., Stripe, PayPal, Hubdoc)?

How often do you reconcile your accounts, and who is responsible for this process?

Questions

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Which bank(s) do you use for your business accounts, and do you have separate accounts for different functions (e
expenses, tax)?

Do you use business credit cards? If so, how many cards are in use, and who holds them?

Can we have view-only access to your bank and credit card statements for reconciliation purposes?

How do you handle bills payment and expense tracking? Is there a specific process or tool for this?

Do you use any foreign currency accounts or engage in international transactions?

Do you use any merchant facility to collect payments such as Stripe?

Questions

**Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel are necessary.*

1 What is your preferred method of sharing financial documents with us (e.g., email, cloud storage, Hubdoc)?

2 Can you provide us with the following supporting documents regularly (where applicable)?

3 How frequently can you provide these documents (e.g., daily, weekly, monthly)?

Questions

**Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel a*

Can you provide a list of all current employees and directors, along with their roles and responsibilities within the cor

How do you manage payroll? Is it done internally or outsourced? If internal, which payroll system do you use?

What is your payroll schedule (e.g., weekly, bi-weekly, monthly)?

Are there any upcoming changes in staffing, such as new hires or departures, that we should be aware of?

Do you offer employee benefits, and how are these managed (e.g., retirement plans, health insurance)?

Are there any compliance or regulatory requirements related to employees that we need to consider?

Questions

**Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel a*

What are your key operational processes that we should be aware of, especially those that impact financial reportin

How do you manage your day-to-day financial operations (e.g., invoicing, expense tracking, cash handling)?

If cash is 1 of the payment methods accepted, what percentage of your total sales is generated in cash?

What currencies do you use in your business transactions? Are there multi-currency sales or purchases?

What challenges have you encountered in your financial processes or reporting?

Could you share some of the manual processes currently in place at your company (if any)?

Questions

**Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel a*

What are your primary financial reporting needs (e.g., profit & loss statements, cash flow analysis, budget forecasts)

Are you registered for any specific tax obligations (e.g., GST)? How do you manage these obligations?

Do you have any specific compliance requirements (e.g., payroll tax, regulatory filings) that we should be aware of?

Have you faced any challenges in meeting your compliance obligations? If so, how can we assist?

Questions

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What’s your preferred method of communication (e.g., email, WhatsApp, phone calls)?

Who should be our main point of contact for different areas (e.g., finance, operations)?

How frequently would you like us to check in with you (e.g., weekly updates, monthly meetings)?

Are there any language preferences for communication, or do you require any documentation in multiple languages

Are there any specific times of day or days of the week that are best for reaching you or your team?

Questions

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What are your expectations for the timing of monthly financial reports?

Can you provide a timeline for when you can send us all necessary documents each month to ensure timely reportir

Is there anything specific we should be aware of to ensure timely and accurate reporting?

How do you manage deadlines for tax filings, regulatory submissions, and other critical financial tasks? Would you lil
tracking these deadlines?

<u>Questions</u>

**Feel free to disregard any questions that you think do not apply to your client, or add any questions that you feel a*

Have you encountered any challenges with your current accounting or financial processes that we should address?

What are your main goals or objectives in working with us? Is there anything specific you'd like to achieve in the sho

Are there any upcoming changes or projects in your business that we should be aware of (e.g., expansion plans, ne

Is there anything else we haven't covered that you think is important for us to know?