



Clean files, fixed price

Client clean-up work for accounting and bookkeeping firms.

A guide to the service: how a job runs, what gets fixed, what your firm receives, and how client data is handled.



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1. The work nobody has time for

Most practices carry a handful of client files that need tidying and keep slipping down the list. A supplier was paid twice and nobody noticed. Fuel has been coded to three different accounts since a staff change. The same hardware store appears as four contacts. A new client arrives with two years of records entered by someone who has since left.

None of this is difficult work. It is slow work. Somebody has to read every line of the ledger to find the twenty that matter, then fix each one properly with the source document in hand. Staff who could do it are already committed to lodgements and month-end, and hiring for a few weeks of clean-up rarely makes sense.

The result is familiar. The clean-up is done late, done partly, priced too low to cover the hours, or turned down. Each of those costs the firm something, whether margin, staff goodwill or the client relationship.

This guide describes a service built for that gap. We take the clean-up off your team, quote a fixed price before we start, and hand back a clean file with a record of every change.

2. The service in brief

We find and fix the problems in your clients' files, at a fixed price quoted after we have read the file.

You bill your client at your normal rate, pay our agreed fee, and keep the difference. Your staff do not touch the work.

Client files are held in Australia, encrypted, and deleted after the job. We work in your clients' books only through a login you create and remove.

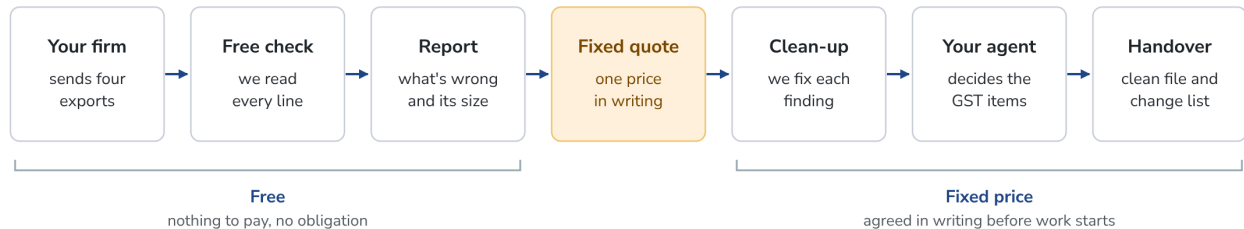
Anything involving GST treatment goes to your registered agent to decide. We list it, they rule on it, and we make the change they approve.

The service has two parts. First, a check that reads every line of the client's ledger and produces a short list of items that need attention, each with the reason it was raised. Second, the clean-up itself, where we resolve those items against the source documents and record what changed.

The check is what makes a fixed price possible. Because the whole file has been read before we quote, we know the size of the job before we commit to it. The first check on any client file is free.

3. How a job runs

Every job follows the same eight steps. The free check sits at step 2, so you see what we find in one of your own client files before any money changes hands.



The fixed quote comes after the free check, so you know the price before any work is paid for. The table below sets out each step in full.

Step	Who acts	What happens	What you receive
1. Conversation	Your firm and us	A short call about the client, the software, the period and what is worrying you. We confirm whether the work is in scope before any data is shared.	A clear yes or no on scope, and the list of exports needed.
2. Free check	Us	You send four standard exports. We run the check and review every finding ourselves before anything goes to you.	A report listing what was found, the reason for each item, and the approximate dollar size of the problem. Section 6 shows a sample.
3. Fixed quote	Us	We price the clean-up from the report. The quote states exactly which findings are covered.	A written fixed price and a turnaround date.
4. Access and documents	Your firm	You create a user login for us in the client's file with the minimum role needed, and confirm in writing that the client has agreed to the file being shared.	Nothing yet. This step protects you and your client.

Step	Who acts	What happens	What you receive
5. Clean-up	Us	We resolve each finding against the source documents. Duplicates are proven before credits are requested. Coding follows your firm's conventions.	Progress updates if the job runs longer than a week.
6. GST review	Your registered agent	Possible GST issues are set out in a short list with the evidence for each. Your agent decides the treatment.	A GST list ready for your agent's decision. We make only the changes they approve.
7. Handover	Us	A final run of the check confirms the findings are resolved.	The clean file, a full change list, items for the accountant, and the status of any supplier credits.
8. Close	Your firm and us	You remove our login. We delete all copies of the client data.	Written confirmation of deletion with the date.

Out-of-scope problems found during the job are reported to you and left alone. If something within scope turns out larger than the quote allowed for, we tell you before doing extra work, and the price only changes with your written agreement.

4. What we fix

The service covers four areas. The examples below come from the kind of file a small trade business produces after a year or two without a proper review.

4.1 Duplicate payments

Duplicates are the most direct cost to your client, because the money has already left the bank. They usually come from the same invoice reaching the business twice, by email and by post, or from a bill being paid by card and then paid again through the payables run.

- **Example.** An invoice from a steel supplier for \$2,340 entered twice, once from the emailed PDF and once from the posted copy, and both paid.
- **Example.** An \$890 equipment hire charge paid on the business credit card and again as a bill.

What we do. Confirm the duplicate against the supplier statement, request a credit or refund from the supplier, record the credit, and reverse the duplicate entry. A duplicate is only acted on once it is proven. Regular payments that look alike, such as a monthly rental, are recognised and left alone.

4.2 Coding consistency

Coding drifts when staff change, when a new expense type appears, or when a bank rule is set up in a hurry. The profit and loss still adds up, but the account balances stop meaning anything, and comparisons from one year to the next fall apart.

- **Example.** Fuel coded to Motor Vehicle Expenses for fourteen months, then to General Expenses for four months after a staff change.
- **Example.** Software subscriptions spread across three different accounts with no pattern.
- **Example.** An \$8,600 tool purchase coded to Tools and Consumables when it is above the client's capitalisation threshold.

What we do. Recode to your firm's conventions where the right account is clear. Where it needs professional judgement, such as whether a purchase is capital, we list it for the accountant instead of deciding it ourselves.

4.3 Supplier and contact clean-up

Duplicate contacts are a small problem that causes larger ones. Supplier history is split, reports understate what is spent with each supplier, and duplicate payments become harder to spot.

- **Example.** One hardware chain recorded as four contacts: the trading name, the trading name with a store location, the registered company name, and a bank description.
- **Example.** Regular suppliers with no ABN recorded.

What we do. Merge duplicate contacts into one, add missing ABNs from the supplier's invoices, and standardise names so reports and later checks work properly.

4.4 Possible GST issues, for your agent to decide

GST errors carry consequences with the ATO, so this area is handled differently. We do not provide BAS services or give GST advice. We identify transactions where the GST treatment looks inconsistent and set them out for your registered agent, with the evidence for each.

- **Example.** Bank fees coded with GST credits claimed.
- **Example.** An overseas software subscription with GST credits claimed, where the supplier's registration status needs confirming.
- **Example.** Purchases from a supplier that does not appear to be registered for GST, recorded with GST.

What we do. Prepare the list. Your agent decides the treatment. We then make the changes they approve, working under their instruction and supervision.

The four areas at a glance

Area	What the check looks for	What happens to it
Duplicate payments	The same bill entered twice, or a bill paid by card and again through payables.	Proven against the supplier statement, credit requested, duplicate reversed.
Coding consistency	The same cost coded to different accounts, and purchases that may be capital.	Recoded to your firm's conventions. Judgement calls go to the accountant.
Supplier contacts	One supplier under several names, and suppliers with no ABN.	Merged into one contact, ABNs added from invoices.
Possible GST issues	GST treatment that looks inconsistent with the type of purchase or the supplier.	Listed with evidence. Your registered agent decides, and we make the approved changes.

5. What your firm receives

Every job ends with the same set of documents, so you can check the work quickly and explain it to your client.

Deliverable	What it contains
Clean file	The client's file with every in-scope finding resolved, confirmed by a final run of the check.
Change list	Every transaction we altered, with its value before and after, the date of the change, and which finding it resolved. Anything changed that did not match a finding is listed separately with the reason.
Items for the accountant	Matters that need professional judgement, such as possible capital purchases, unusual transactions, or questions for the client.
GST list	Possible GST issues with the supporting evidence, the decision your agent made on each, and confirmation the approved changes were made.
Supplier credits	Each duplicate payment found, the credit or refund requested, and its status at handover.
Deletion confirmation	The date all copies of the client data were deleted.

The change list matters more than it looks. It means nothing in the file changes without a record, your team can review the work in minutes rather than hours, and you have an answer ready if the client or the ATO asks what was done and why.

6. A sample free check report

Before any of the documents above, there is the free check at step 2. It ends with a report like the one on the next three pages. Every finding comes with the reason it was raised and its approximate dollar size, so you can decide whether a clean-up is worth doing before you spend anything.

The findings in the sample are the same kinds of problem described in section 4, so you can see how each one looks when the check finds it in a real file.

The next three pages show a sample report. It is illustrative only. It shows the format of the report your firm gets back from the free check, but the business, the firm and the figures are invented and the problems were added on purpose. Your report is produced from your own client's files.



File Check Report

Client ledger review before clean-up

Prepared for	Sample Accounting Firm	Report date	14 August
Client file	Sample Plumbing Co	Reference	FCR-0217
Period checked	1 July to 30 June	Software	Xero
Files checked	Chart of accounts, general ledger detail, bills (all statuses) and contacts list		

1. SUMMARY

The check read 1,860 ledger lines over 12 months and raised 10 items. Two are likely duplicate payments totalling \$3,230.00, which is money that has already left the bank. Three are coding problems, two are contact problems, and three are possible GST issues for your registered agent to decide.

Ledger lines checked 1,860	Items raised 10	For your agent 3	Likely duplicate payments \$3,230.00
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2. FINDINGS

No.	Finding	Area	Amount	Action
F1	Steel supplier invoice paid twice	Duplicate	\$2,340.00	Confirm, then request credit
F2	Equipment hire paid by card and as a bill	Duplicate	\$890.00	Confirm, then request refund
F3	Fuel coded to two accounts	Coding	\$4,815.60	Recode to Motor Vehicle Expenses
F4	Software subscriptions in three accounts	Coding	\$2,164.00	Recode to one account
F5	Tool purchase that may need capitalising	Coding	\$8,600.00	List for the accountant
F6	One hardware chain recorded as four contacts	Contacts	\$11,482.35	Merge into one contact
F7	Six regular suppliers with no ABN	Contacts	\$7,930.00	Add ABNs from invoices
F8	Bank fees with GST credits claimed	GST	\$37.50	For your agent to decide
F9	Overseas software with GST credits claimed	GST	\$108.00	For your agent to decide
F10	Supplier that may not be registered for GST	GST	\$200.00	For your agent to decide

Amounts are the value of the transactions involved. For GST items the amount is the GST credit claimed. The detail behind each finding is on pages 2 and 3.



File Check Report

Sample Plumbing Co, 1 July to 30 June

3. DETAIL

F1. Steel supplier invoice paid twice, \$2,340.00

Supplier	Sample Steel Supply
Bill entered 3 Sept, paid 10 Sept	\$2,340.00
Bill entered 12 Sept, paid 19 Sept	\$2,340.00
Invoice number on both bills	INV-4471

Cause: the same invoice was entered as two bills and both were paid. We check the supplier statement before asking for a credit.

F2. Equipment hire paid twice, \$890.00

Card payment to Sample Hire, 5 Nov	\$890.00
Bill from Sample Hire, paid 19 Nov	\$890.00
Invoice number on the bill	H-20318
Receipt attached to card payment	none

Possible causes: the hire was paid on the card and then paid again as a bill, or there were two hires of the same value. We confirm which with you.

F3. Fuel coded to two accounts, \$4,815.60

Motor Vehicle Expenses, July to Feb	\$9,840.20
General Expenses, March to June	\$4,815.60
Same fuel suppliers in both periods	Yes

Possible causes: a change of staff, or a new bank rule set up in March. We confirm which with you. Either way, the \$4,815.60 is recoded to Motor Vehicle Expenses.

F4. Software subscriptions in three accounts, \$2,164.00

Subscriptions	\$1,078.00
Computer Expenses	\$646.00
General Expenses	\$440.00
Total	\$2,164.00

The same subscriptions appear in all three accounts with no pattern. We recode them to the account your firm uses.

F5. Tool purchase that may need capitalising, \$8,600.00

Supplier	Sample Tool Co
Date	14 February
Coded to	Tools and Consumables

Whether this should be capitalised depends on your firm's threshold and the accountant's view. We list it for the accountant and leave it alone.

F6. One hardware chain as four contacts, \$11,482.35

Sample Hardware	\$6,210.40
Sample Hardware Geelong	\$2,894.15
Sample Hardware Pty Ltd	\$1,760.00
SAMPLEHW GEELONG (bank description)	\$617.80
Total spend with this supplier	\$11,482.35

Cause: the invoices attached to all four contacts carry the same ABN, so they are one supplier set up four times. We merge them into one contact.



File Check Report

Sample Plumbing Co, 1 July to 30 June

F7. Six regular suppliers with no ABN, \$7,930.00

Suppliers with no ABN recorded	6
Bills from these suppliers	41
Total spend	\$7,930.00

We add the ABNs from the suppliers' invoices. Where an invoice shows no ABN, we list it for you.

F8. Bank fees with GST credits claimed, \$37.50

Bank fees over the period	\$412.50
Months coded with GST on purchases	12 of 12
GST credits claimed	\$37.50

For your registered agent to decide. We make only the change they approve.

F9. Overseas software with GST claimed, \$108.00

Supplier	Sample Cloud Inc
Payments over the period	\$1,188.00
GST credits claimed	\$108.00

The supplier's GST registration status needs confirming. For your registered agent to decide.

F10. Supplier that may not be registered for GST, \$200.00

Supplier	Sample Landscape Supplies
Purchases recorded with GST	\$2,200.00
GST credits claimed	\$200.00

ABN on the contact none

The invoices attached show no ABN and no GST. For your registered agent to decide.

4. WHAT HAPPENS NEXT

If your firm wants these items fixed, we quote one fixed price in writing. The quote lists which findings it covers and gives a turnaround date. F5 goes to the accountant and F8 to F10 go to your registered agent. We make only the changes they approve.

5. SCOPE

Checked: duplicate payments, coding consistency, supplier contacts and the GST treatment of purchases. Not checked: bank reconciliations, payroll and superannuation, and BAS. This report is based on the exports provided. No changes were made to the client's file. GST items are set out for your registered agent. We do not give GST advice.

Prepared by Asim Sarfraz, Insivue Analytics

7. Case studies

The three examples below show how the service handles different kinds of file. Each one follows the steps in section 3.

Case study A. The electrical contractor with a payables problem

Illustrative example. The business, names and figures are invented to show how a job runs. They are not results from a real client.

Situation

A Geelong electrical contractor with six staff, on Xero, 18 months since anyone reviewed the payables. The firm's bookkeeper had noticed supplier statements not matching but had no time to investigate.

What the check found

The ledger had 2,140 lines over the period. The check raised 11 items. Three were likely duplicate payments totalling \$4,120. Five were contacts recorded more than once, including the business's main wholesaler under three names. Three were coding inconsistencies in vehicle costs.

What was done

1. Each duplicate was confirmed against the supplier's statement before any action was taken.
2. Credit requests were sent to the three suppliers with the evidence attached. Two credits were received before handover and one was outstanding.
3. The duplicate contacts were merged, which showed the contractor was spending considerably more with its main wholesaler than its reports had suggested.
4. Vehicle costs were recoded to the firm's standard accounts.

What the firm received

A change list of 23 transactions, a credit status table, and one item for the accountant about a vehicle purchase that might need to be capitalised. The firm billed the client for the clean-up at its normal rate and paid the agreed fixed fee. The client recovered the duplicate payments.

Case study B. The café group after staff turnover

Illustrative example. The business, names and figures are invented to show how a job runs. They are not results from a real client.

Situation

A group of three cafés on MYOB. Two bookkeepers had left in twelve months, each with their own coding habits. The owner's monthly reports no longer made sense, and the firm wanted the file fixed before year-end.

What the check found

Coding was the main problem. Food costs were split across four accounts depending on who entered them. Packaging and cleaning supplies moved between accounts every few months. The check also raised two possible GST issues on imported equipment and on bank merchant fees.

What was done

1. The firm confirmed its preferred account for each cost type in a short call.
2. Food, packaging and cleaning costs were recoded across the full year to match.
3. The two GST items went to the firm's registered agent with the invoices attached. The agent decided the treatment of each, and the approved corrections were made.

What the firm received

A file ready for year-end, a change list, and the GST list with the agent's decisions recorded. The owner's monthly reports became comparable from one month to the next for the first time in a year.

Case study C. The new client takeover

Illustrative example. The business, names and figures are invented to show how a job runs. They are not results from a real client.

Situation

A landscaping business moved to the firm from another practice, on QuickBooks Online, with records maintained by the owner's partner. The firm needed to know what it had inherited before it quoted ongoing fees.

What the check found

The free check alone answered the firm's question. It showed two likely duplicate payments, consistent coding in most areas but a confused treatment of equipment hire, and one supplier recorded with GST that did not appear to be registered for it. It also showed that the bank accounts had not been reconciled for several months, which is outside the scope of this service.

What was done

1. The firm used the free report to set its ongoing fee for the client with a clear view of the file's condition.
2. The firm's own staff took on the bank reconciliation. We quoted for the duplicates, equipment hire coding and GST list only.
3. The clean-up was completed after the reconciliation, so the work was done once.

What the firm received

A report it could use to price a new client properly, and a clean file to start the relationship from. The out-of-scope problem was identified early rather than discovered halfway through the job.

8. Why firms use this service

There are other ways to deal with a messy file. Your own staff can do it. An offshore bookkeeper can do it at a lower hourly rate. Subscription checking tools can find many of the same problems. Each is a reasonable choice in some situations. This service is built for firms that want the problem found and fixed, at a known price, without adding work for their own team.

What you get	Why it matters to your firm
Finding and fixing in one job	Checking tools produce a list, but someone still has to work through it. This service ends with the file fixed, not with a list of alerts for your staff.
A fixed price before work starts	The whole file is read before we quote, so the price reflects the actual job. You know your cost and your margin before you commit, and there is no open-ended hourly bill.
Your margin, your client	You bill the client at your normal rate. We work for your firm and do not deal with your client directly unless you ask us to.
Every change recorded	The change list shows each altered transaction before and after. Review takes minutes and you can explain every change.

What you get	Why it matters to your firm
Onshore and qualified	Work is done in Australia by a Certificate IV qualified ICB member, within the same professional framework your team works in.
Data held in Australia and deleted	Client files are encrypted, held in Australia, and deleted after the job with written confirmation. This helps you meet your own obligations when sharing client information.
GST stays with your agent	Possible GST issues are set out with evidence. Your registered agent makes every GST decision.
A free first check	You see the findings on one of your own client files before you spend anything.

9. How client data is handled

You are trusting us with your client's financial records. These are the rules every job follows.

1. **Client permission first.** Before any file is shared, you confirm in writing that your client has agreed to it being shared with us for this purpose.
2. **Australian storage.** Exports and documents are stored in Australia only, encrypted, and accessible only to us. Every access is logged.
3. **Your login, your control.** For clean-up work you create a user login for us in the client's file with the minimum role needed. You can see what we do and remove the login at any time. We never use shared or borrowed passwords.
4. **Only what the job needs.** We do not accept bank login details, payroll data, practice-wide backups, or files for clients outside the job.
5. **Deletion.** All copies of the client data are deleted within 30 days of handover, or sooner if you ask, and you receive written confirmation of the date.

10. What we need from you

For the free check

Four standard exports from the client's accounting file. Each takes a few minutes to produce in Xero, MYOB or QuickBooks Online.

Export	Why it is needed
Chart of accounts	Tells the check what each account is used for, which is essential for coding and GST review.
General ledger detail	Usually 12 to 18 months. This is where duplicates and coding problems show up.
Bills or supplier invoices	All statuses, for finding duplicate bills.
Contacts list	For finding duplicate suppliers and missing ABNs.

For the clean-up

- A user login in the client's file, in our name, with the minimum role needed.
- Access to source documents for anything that will be changed, such as supplier invoices and receipts. These are often already attached in the accounting file.
- Supplier statements for any supplier with a suspected duplicate payment.
- Your firm's coding conventions and capitalisation threshold.
- The name of your registered agent for GST decisions.
- Written confirmation of the client's permission.

11. What is not included

The service is kept narrow so that it is done well. The following are not included. If the free check or the clean-up turns them up, we tell you and leave them for your team.

- Bank reconciliations.
- Payroll and superannuation.
- BAS or IAS preparation and lodgement, and GST advice.
- Tax returns and financial statements.
- Any work requiring two separate files to be matched against each other.
- Direct dealings with your client, unless you ask for them.

12. Common questions

What does the free check cost?

Nothing. The first check on any client file is free. If you want the problems fixed, you get one fixed price in writing before any work starts.

What if the check finds nothing worth fixing?

We tell you, and that's the end of it. You don't pay anything.

Which accounting software do you work with?

Xero, MYOB and QuickBooks Online. The four exports for the free check take a few minutes to produce in each.

What period can the check cover?

Usually 12 to 18 months of the general ledger. That is long enough for duplicates and coding drift to show up. We agree the period on the first call.

Do you need a login for the free check?

No. The free check works from the four exports you send. A login is only needed for the clean-up.

What login do you need for the clean-up?

A user login in the client's file, in our name, with the minimum role needed. You can see what we do and remove it at any time. We never use shared or borrowed passwords.

How is the fixed price worked out?

From the free check report. Because the whole file has been read first, the price reflects the actual job. The quote lists exactly which findings it covers and gives a turnaround date.

What if the job turns out bigger than the quote?

We tell you before doing any extra work. The price only changes with your written agreement.

Will you deal with our client?

No, unless you ask us to. We work for your firm. You bill the client at your normal rate and keep the difference.

Who decides on GST?

Your registered agent. We do not provide BAS services or give GST advice. We list possible GST issues with the evidence for each, your agent decides the treatment, and we make only the changes they approve.

What about capital purchases and other judgement calls?

We list them for the accountant and leave them alone. We recode only where the right account is clear under your firm's conventions.

How do you prove a duplicate payment before acting on it?

We check it against the supplier statement. A duplicate is only acted on once it is proven. Regular payments that look alike, such as a monthly rental, are recognised and left alone.

What happens to supplier credits that haven't arrived by handover?

They are listed in the supplier credits table with their status, so your team knows exactly what is still to come.

How do we check your work?

Through the change list. It shows every transaction we altered, its value before and after, the date of the change and which finding it resolved. Review takes minutes rather than hours.

What if you find a problem that isn't in scope?

We report it to you and leave it alone. Case study C shows how this works with unreconciled bank accounts.

Can we use the free report on its own?

Yes. Some firms use it to see what they are inheriting with a new client before they set their ongoing fee. There is no obligation to go ahead with a clean-up.

How long does a clean-up take?

It depends on the size of the file and the number of findings. The quote includes a turnaround date, and we update you if the job runs longer than a week.

How is this different from a checking tool?

A checking tool gives you a list, and someone on your team still has to work through it. This service ends with the file fixed, the change list and the supplier credits requested.

What happens to the client's data afterwards?

All copies are deleted within 30 days of handover, or sooner if you ask, and you receive written confirmation of the date.

What isn't included?

Bank reconciliations, payroll and superannuation, BAS or IAS preparation and lodgement, GST advice, tax returns and financial statements, any work requiring two separate files to be matched against each other, and direct dealings with your client unless you ask for them. If the check turns any of these up, we tell you and leave them for your team.

13. Next steps

The simplest way to judge the service is to see it on one of your own files.

1. See the sample report on pages 9 to 11 of this guide, and the service page at insivue.com/clean-up.
2. Book a free call at insivue.com/book or ring **1800 953 754**. We will talk about one client file and confirm whether it is in scope.
3. Send the four exports. You will have the free report within 3 business days.
4. If the findings are worth fixing, we will quote a fixed price. If they are not, you have lost nothing.



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