

Client onboarding SOP

Sample Bookkeeping Studio · Version 1.0 · Owner: Practice lead Purpose: every new client is set up the same way, with nothing missed, on the timeline agreed in the engagement letter.

Stage 1. Agreement (Day 0)

1. Send the engagement letter and fee schedule from the template folder.
2. Record the signed date in the client register.
3. Create the client folder from _TEMPLATE_CLIENT (Admin, Source documents, Working papers, Reports). **Done when:** signed letter is saved in Admin and the register row is complete.

Stage 2. Information request (Day 1)

1. Send the intake form link and the document checklist.
2. Ask for read-only access to the bank feeds and the accounting file. Never ask for passwords by email.
3. Book a 30-minute kickoff call. **Done when:** intake form is submitted and access invitations are accepted.

Stage 3. Kickoff call (Day 2–3)

1. Walk through the intake answers: business activity, pay cycles, how sales and bills arrive.
2. Agree the monthly calendar (cut-off date, report date, who approves bills).
3. Agree one contact for questions and the expected reply time. **Done when:** call notes are saved and the calendar is confirmed by email.

Stage 4. File health check (Day 3–4)

1. Check the last reconciled date for every bank account.
2. List unreconciled items, suspense balances and old open invoices and bills.
3. Check the chart of accounts and tax codes for obvious misuse.
4. Write a short findings note with a fixed-price cleanup quote if needed. **Done when:** findings note is sent and the client has replied.

Stage 5. Systems set-up (Day 4–5)

1. Set up bank rules for recurring items.
2. Set up the bills inbox forwarding address and receipt capture.
3. Add the client to the month-end close checklist and the reminder schedule. **Done when:** first month is on the calendar and the checklist exists.

Stage 6. Handover to routine work (Day 5)

1. Move the register status from Onboarding to Active.
2. Send the welcome summary: contacts, calendar, what we need from them each month. **Done when:** welcome summary is sent and saved.

Quality checks before closing onboarding

- ☐ Signed letter saved

- ☐ Access confirmed for every bank and the accounting file
- ☐ Calendar agreed in writing
- ☐ Findings note sent
- ☐ Bank rules and bills inbox working (test item seen)
- ☐ Client added to month-end checklist
- ☐ Register status set to Active