



Cashmere and Efficiencies

Workflow Example

more money for shoes

Workflow Example

Process: Preparing Business Financials and Tax Returns

Result: To ensure accounts are completed within the tax month, accurately & to find value

Person with overall responsibility: Client Services Assistant (CSA)

Step	Task	Who	Due
1	Post checklists, Fixed Price Agreement and covering letter	CSA	One month before tax month
2	Receive information and 50% deposit	CSA	By 1 st of month
3	Check everything received	CSA	Within 24 hours of receiving info
4	Contact client for missing information	CSA	Within 24 hours of receiving info & chase each Thursday
5	Log date rec'd & deposit to Tax Month spread-sheet & complete Internal Checklists	CSA	Within 24 hours of receiving info
6	Download pre-fill report for individuals and set-up work-papers	CSA	Within 24 hours of receiving info
7	Log job into APS & add to whiteboard	CSA	Within 24 hours of receiving info
8	Allocate and explain job if a new job	Mel or Snr Acct	Before job started
9	Complete the actual accounts and returns	Accountant	Before the 25 th of the month
10	Review the job and complete Internal Checklists	Mel or Snr Acct	Within 24 hrs of being completed by acct
11	Print/collate/bind/invoice/receipt deposit	CSA	Within 24hrs of job being reviewed
12	Contact client for AGM	Receptionist	Within 24hrs of job being reviewed
13	AGM held with Client	Mel and Acct	By the end of the month
14	Lodge tax returns	Receptionist	By 5pm each day
15	Upload notes from AGM to APS & diarise any follow-up work	Receptionist	By 5pm the following day
16	Put folders away and scan any documentation into APS	CSA or Junior	Within 30 days