Client Onboarding Checklist

Proposal and Terms of Engagement

PAM Facilitator sends Services Proposal and Terms of Engagement to client within two days of Proactive Accounting Meeting	☐
Administrator follows up with client if proposal has not been accepted within 10 working days	☐

Anti-Money Laundering / Countering Financing of Terrorism due diligence

Senior Accountant determines whether Anti-Money Laundering / Countering Financing of Terrorism due diligence is required for new client and if so, what level of due diligence applies	☐
If applicable, Administrator completes client due diligence checks	☐

Authority to act

Administrator gets signed authorities to act from the client and links to IRD	☐

Database / CRM / document management maintenance

Administrator sets up entities and associates in Practice Management / CRM. As part of database management, key relationship holder identifies team members who are responsible for each service	☐
Administrator loads service plan into Practice Management / CRM	☐

Professional clearance letter

Administrator prepares and sends Authority to Disclose Information to client	☐
Administrator prepares Professional Clearance Letter	☐
Partner reviews and signs Professional Clearance Letter	☐
Administrator attaches Authority to Disclose Information to the Professional Clearance Letter and sends to previous accountant via email or post	☐

File storage system

Administrator creates client folders in online storage system	☐

Welcome client on board

Key relationship holder customises Client Welcome Email in the portal then sends to new client. Alternatively, Administrator creates Client Welcome Email in email campaign software, e.g. BOMA and sends to client	☐
Administrator sends welcome pack to client	☐

Introduce key team members

Administrator co-ordinates calendars of key relationship holder and all service providers and sets up a face to face meeting with the client at the client's business or our offices, depending on what is most appropriate. Alternatively, an online meeting may be more convenient for the client.	☐

Billing

Finance creates a monthly repeating fee invoice in practice management software, e.g. Xero	☐
Finance adds recurring fee to Recurring Monthly Fee spreadsheet	☐

Payments

Finance sends Direct Debit authorisation email, e.g. via GoCardless	☐
Finance follows up client if Direct Debit form not submitted within seven days	☐
Finance sets up Direct Debit	☐

Thank referrer

Key relationship holder customises Referrer Thank You Email in the portal then sends to referrer. Alternatively, Admin customises the Referrer Thank You Email in BOMA and sends to referrer	☐
Administrator sends Referral Programme cash back or thank you gift to referrer	☐
Administrator records referral in Practice Management or CRM	☐

Workflow

Administrator sets up the required jobs in workflow management software	☐

'Time critical' services

Operations Manager ensures initial 'time critical' services are added as jobs to workflow management software	☐
Operations Manager ensures deliverers complete the 'time critical' services for clients on time	☐

One month support call

Key relationship holder calls client one month after commencement of onboarding, using the One Month Support Call Script	☐
Key relationship holder provides feedback summary to Administration, Operations, Finance and Marketing teams	☐

Feedback form

Administrator / Marketing sends New Client Feedback form to client when appropriate	☐