



Client Handbook

Essentials



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Welcome To Retinue

Supporting small business success, starting with the financial foundations.

Thank you for choosing Retinue, we're not your typical small business accountants. Regardless of the stage or size of your business we are here to support you at every step of your business journey. Our goal is to provide you with first-class accounting, bookkeeping and payroll services alongside clear, actionable financial insights that help you make informed decisions and achieve your business goals.

At Retinue we understand that each business is unique. We specialise in small and medium-sized businesses and have the experience and expertise to support you for success. From bookkeeping to tax preparation, we are committed to delivering solutions that fit your business. Our team of experienced professionals is dedicated to ensuring your financial health and helping you navigate the complexities of the accounting world.

We believe in building strong, lasting relationships with our clients. Trust, transparency and customer service are the foundations of what we do. When you work with us, you can expect open communication and a proactive approach. Our aim is to make accounting seamless and stress-free, allowing you to focus on what you do best: running your business.

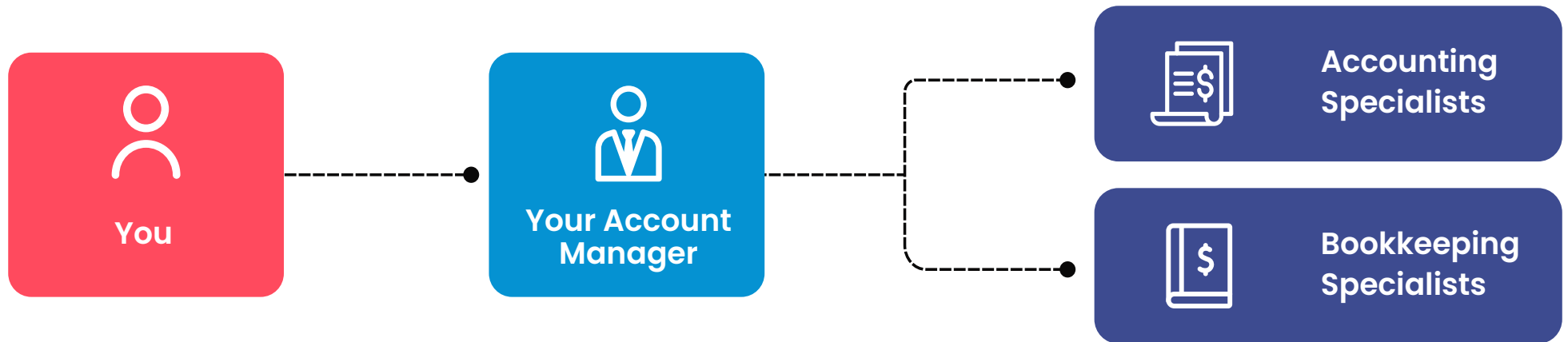
Our commitment to excellence goes beyond crunching numbers. We use the latest technology and best practices to ensure accuracy and efficiency in all our services. This not only saves you time but also gives you peace of mind knowing that your financial information is handled with the utmost care and professionalism.

We are excited to embark on this journey with you and look forward to contributing to your business's success. Let's work together to build a solid financial foundation for your business, today and in the future.

A stylized, handwritten signature in blue ink that reads "J Vikis".

Josh Vikis
CEO of Retinue

Working With Us



At Retinue, we provide quality and reliable advice 24/7 to ensure you can discuss your business needs when it suits you. We give you access to an assigned group of bookkeepers and accountants that are dedicated to your business.



We're in this together

Successfully managing business finances is a collaborative effort between you and your accountant. While you can rely on us to support your business's success, we're also relying on you to promptly provide us with necessary financial information, records, and documents as part of your Client Administration Day. Together, we can help you achieve your business goals!



Key Roles



Account Manager

Your Account Manager is your onboarding partner and primary contact. They will work closely with our team to handle all your bookkeeping and accounting needs. Their proactive approach and commitment to customer service ensures that you receive timely, accurate, and valuable support.



Bookkeeping team

You will be assigned a primary bookkeeping contact who will work with you to understand your business, how you like to operate and who will be overseeing work completed on your file. They will be supported by a team with varying skillsets to ensure that every aspect of your compliance obligations is delivered on time.



Accounting team

You will also be assigned a key accountant contact supported by a wider team committed to providing comprehensive support to help you manage and optimise your business finances. As a client you have access to a vast range of accounting services, including financial statement preparation, forecasting, and tax planning. Our experienced professionals will work closely with you to help you make informed financial decisions and drive your business's growth.



Product Overview

Our product services are more than just bookkeeping or tax compliance.

We're here to help you achieve your business goals through timely and insightful information, exactly when you need it.

Here is our product:



Review

Get a full grasp of the numbers and the financial health of your business.

Onboarding Meeting – we meet with you to establish your financial foundations

Outstanding Lodgements – we get you back up to date with all filings

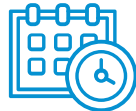


Comply

24/7 accounting and bookkeeping.

Bookkeeping – Accounts payable / receivable and bank reconciliations

Tax – BAS, annual tax returns and any other lodgements



Report

Build a successful business with reports, forecasts and insights.

Monthly Report – Receive a monthly overview of your finances

Collaboration – Support from our bookkeeping and accounting specialists whenever you need it



Protect

No nasty ATO surprises, you are fully covered by our guarantee.

ATO Protection – we manage any audits or investigations at no extra cost

Fixed Fee – Monthly fee covers all support, no hidden charges

Guarantee – ATO fines are covered by us*



Your Services At A Glance

	Retinue	You
Bookkeeping & Accounting		
Unlimited Tax & Accounting Advice	✓	
Accounts Receivable	Monthly	
Accounts Payable		✓
Expense Management		✓
Submit expenses and invoices each month		✓
Provide accounting software subscription (Xero / MYOB)	✓	
Reporting		
Monthly P&L Statement	✓	
Compliance		
BAS / IAS Lodgement	✓	
Annual Tax Return	✓	
ATO protection inc audits	✓	
Help with my current mess		
Bookkeeping ≤3 months' worth	✓	



Out Of Scope Services

Part of running a good business means knowing where your strengths are and what you're not so good at. Because we can't do everything, we do not provide the below services. We do however have partners in this space, so please reach out and we may be able to connect you with the relevant specialist.



Employment relations advice

For example, award rate interpretation or ensuring correct employment status of your staff



Financial advice

For example, providing financial planning advice on where to invest your money.



Legal advice

For example providing legal advice on establishing a new corporate entity



Administrative tasks

For example, logging into external platforms to access data, recording accounts receivable invoices, chasing your clients for accounts payable, software integrations, and workers compensation forms.





Review

Your guide to Onboarding with Retinue



Getting Started

Your dedicated Account Manager will contact you to obtain the relevant information to get you onboarded as soon as possible.



Your Options

As you can imagine, we need a bit of information to get you up and running. We'll inform you of what we need to start supporting your business. Then, you can:

- 1 | Collect the necessary information and send it to us.
- 2 | Schedule a time for us to walk you through it step by step.

What you will receive via email:

- A Microsoft Teams invitation
- An Annature ID Verification email confirming your identity.
- A brief outline of what is required for your onboarding with Retinue.



What we help you with

- ✓ We will set you up on the ATO portal
- ✓ We will create a new Xero File for your business / or request that you transfer your existing Xero file to Retinue. Alternatively, if you are using MYOB you may decide to remain using MYOB.
- ✓ We will create a Hubdoc account for you to store your receipts and invoices or you can elect to connect your business bank account feeds to your Xero File.
- ✓ If there is any recovery work, we will obtain bank statements or csv files for the related recovery period. Your account manager can assist you with this.
- ✓ We'll point you in the right direction if any of your 3rd party providers are not working correctly and as a Xero platinum partner / MYOB diamond partner, we have access to specialist for any tricky system challenges you are having.

Note - Any additional integrations will be coordinated between yourself and the 3rd party provider. I.e. Square, Shopify, EBAY.



Next Steps

Once we have all the required information your Account Manager will let you know the next steps going forward.

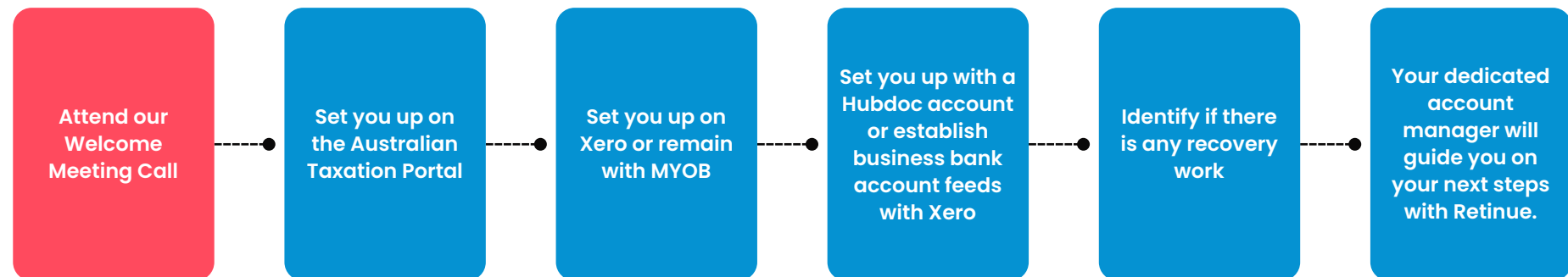
To progress to the bookkeeping team:

- We will ensure that you are set up on the ATO portal.
- We will ensure that you are set up on Xero or remain on your MYOB account.
- We will make certain that you are all set up on Hubdoc and have it installed on your phone.

We will check to ensure there's no nasty surprises or tax lodgements you didn't know about and speak to you how we can assist (*additional fees may apply for pre-existing obligations)

The Process

Key: ■ Your Tasks
■ Retinue Tasks





Comply

Your Guide to Bookkeeping

We get it, admin is boring. The sooner our bookkeepers can manage your accounts, the sooner you have more time to focus on more exciting things!



Getting Started

We will be ready to do your bookkeeping in 2 easy steps:

1

Set you up with a new Xero file (or get access to your existing accounting file, Xero/MYOB, if you already have one)

2

Discuss with you the monthly process and agree how you will be sending us your income and expenses





What we help you with

- ✓ Monthly reconciliation of your income and expenses
- ✓ Monthly reporting on your business via a P&L statement (you'll get this by the 15th of the month!)
- ✓ Ensure you are up to date with ATO obligations
- ✓ We won't send Sales invoices out on your behalf or follow up your debtors, we will teach you how to do this yourself in Xero (it's super simple!) and support you every week until you get it



What we need you to do

- Choose a Revenue and Expense bookkeeping process that works best for you monthly. Either:
 - Set up an automatic bank feed to your Xero or MYOB account to link up your transactions. Best for when you have a dedicated business account
 - Send all your invoices and receipts throughout the month to HubDoc or MYOB as well as details of your revenue for us to review and process in your accounting file
- Inevitably there will be queries on your accounts that we need you to answer, and these will be communicated within 5 days after the end of month via email. Please respond to these queries before the 10th day after end of month, so we can finalise your books and send your monthly report

The Bookkeeping Process and Timeline

Key: ■ Your Tasks ■ Retinue Tasks

Queries sent to you

Within 5 days after end of month

Respond to queries

Days 5-10 after end of month

Monthly Report

by 15th of the new month



Submitting Business Revenue & Expenses



Expenses



Revenue

1

Connect a bank feed



Set up an automatic bank feed to your Xero account to link up your transactions.

Best for when you have a dedicated business account - you tell us what transactions or vendors are business related.

We can also set up bank rules for specific vendors to avoid confirming them as business related in the future.

Operate your way - choose a Revenue and Expense bookkeeping process that works best for you



2

Submit expenses / invoices via Hubdocs or email



If your bank account is mixed personal and business use, it might be easier for you to choose this option. Simply send us the relevant business invoices or expenses as they occur. Don't forget you can keep on top of this throughout the month to avoid a backlog at the end of the month!

Monthly wrap up



We know you're busy, we look at this and do a thorough review at the end of every month. We will contact you at the end of the month to submit anything outstanding and resolve any queries before we process your month's transactions and send you a summarised P&L



Your Guide To Tax

Getting Started



We will be ready to do your tax in 2 easy steps:

1. Nominate us as your Tax Agent on your MyGov ([click here to access the ATO guide](#))
2. Meet with a tax specialist to confirm and agree your entity type and structure and the number of tax periods outstanding



What we help you with

- ✓ Business tax returns
- ✓ Tax Planning and ad-hoc tax advice as needed (call us 24/7!)
- ✓ We cannot provide any financial or investment advice, but we can recommend you to a good financial planner

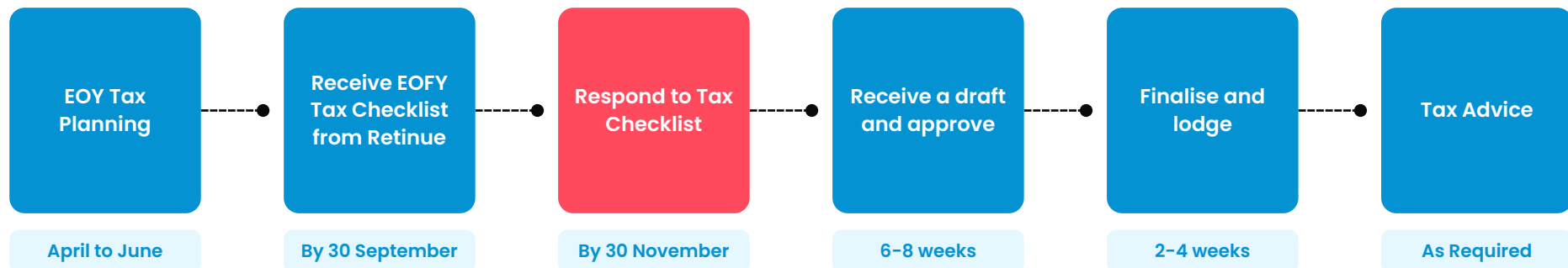


What we need you to do

- Nominate Retinue as your tax agent on the ATO portal and ensure that your ABN is linked to your MyGov ID
- Complete our EOFY Tax Checklist ensuring we have all details of all your taxable income and expenses
- Thoroughly review and check the draft returns we send you for accuracy and completeness ensuring you can substantiate all deductions and are keeping adequate records
- Sign the completed return and pay any outstanding tax liability

The Tax Process and Timeline

Key: ■ Your Tasks ■ Retinue Tasks



We commence work on your end of year tax return from 1 September, once all information is finalised and received. Contact your account manager if you need your return processed earlier.

Report

Monthly Reporting

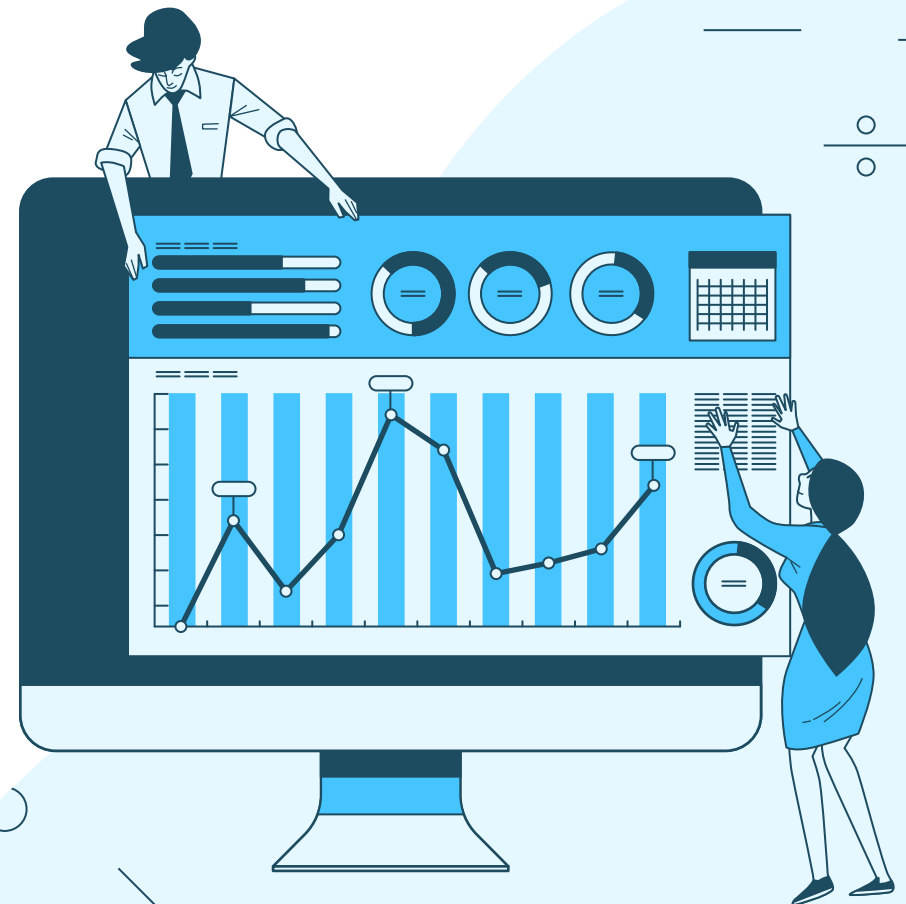


Monthly Profit and Loss statement providing key financial insights for your business.

Collaboration



We are available 24/7 but if you would like a meeting to discuss your Profit and Loss statement and review your business performance, feel free to call or email us here. You can also set up your own meeting via our self-serve meeting request here.





Protect



ATO protection

As part of our service, we manage any potential audits or investigations at no extra cost.*



Fixed fee

Take comfort in knowing your accounting and bookkeeping costs each month, with no hourly rates or hidden costs. Even as your business grows, we keep our fees fixed giving you piece of mind and better cost flow management.



Guarantee

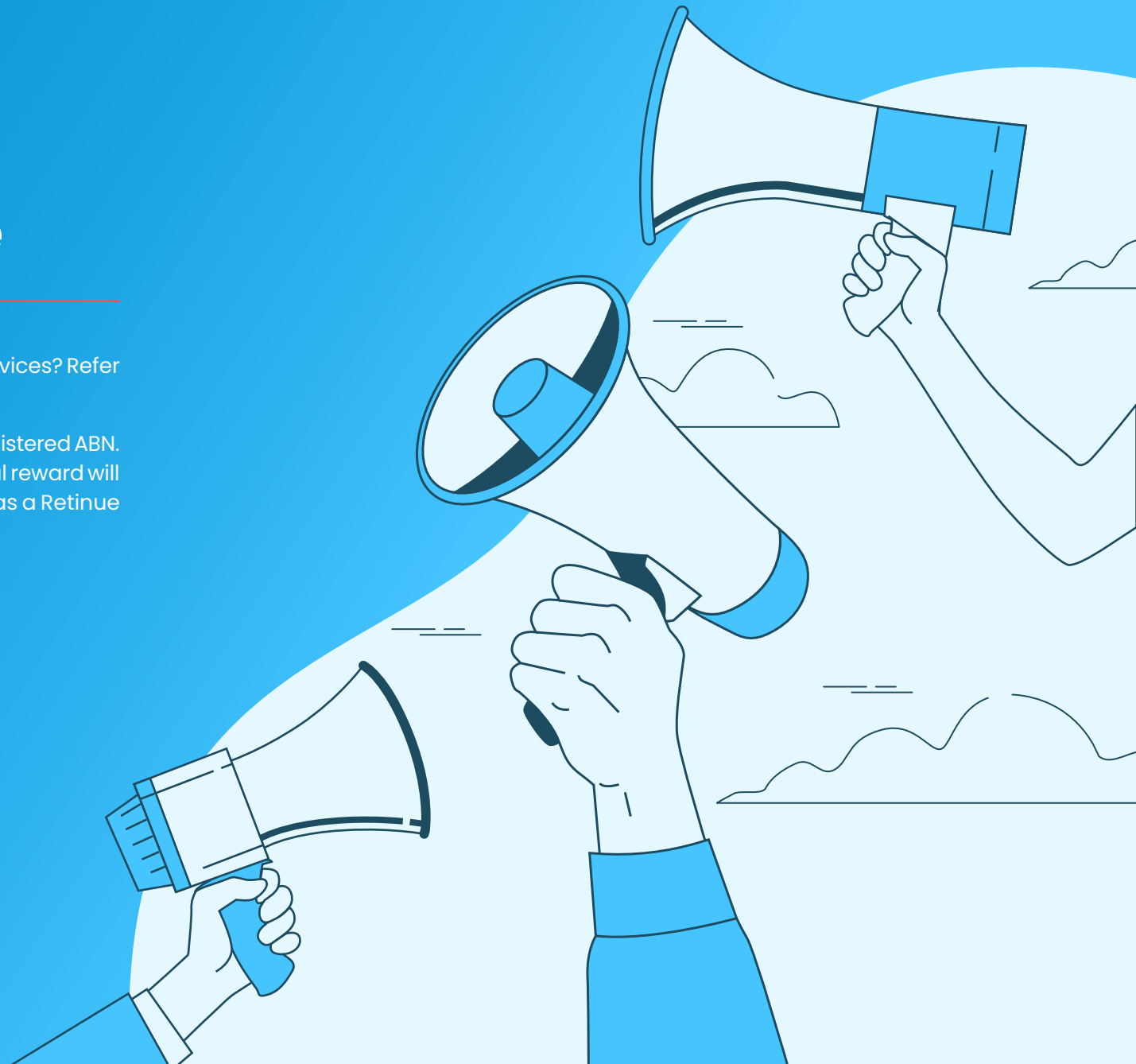
We cover the cost of any investigation and even fines if the unexpected was to happen.

Referral Scheme

Know a business that could also benefit from our services? Refer them to Retinue and you can earn \$500!

Please note that referred businesses must have a registered ABN. \$500 is inclusive of GST where applicable. The referral reward will be payable upon the referred business signing up as a Retinue client and completing their onboarding.

[Click here to apply](#)





FAQs

General



Q: What is Retinue and how does it work?

At Retinue, we're not just another accounting firm – we're your dedicated partner in business success. Specialising in accounting and bookkeeping services tailored for small businesses, we stand out by offering unparalleled support. Imagine having 24/7 access to a team of expert accountants and bookkeepers, all for a predictable monthly fee. Our comprehensive services cover everything from meticulous bookkeeping and payroll management to expert tax advice and monthly reporting with in-depth analysis. With Retinue, you benefit from fixed fees and peace of mind with ATO protection, ensuring your financial operations run smoothly while you focus on growing your business.

Q: What is the difference between your Essentials product and your Growth product?

The biggest difference is the scope of the services offered. Whereas our Essential package is only available to sole traders and independent contractors, our Growth package is more aligned to small businesses who have more complex accounting needs. Each offers different services that are more suited to a business' size. Feel free to discuss further with your Account Manager.

Q: What happens when my business circumstances change?

In the world of small business, change is constant. If you need to update your details or alert us to any changes within your business you can contact your account manager or email client@retinue.com.au



Onboarding



Q: How do I get started with Retinue?

Once you've signed up you'll receive a Welcome email containing a link to a questionnaire. This questionnaire is an important first step in making sure we successfully transition and integrate your accounts. From there, you'll meet your dedicated account manager, and the service begins!

Payments



Q: When do I receive my first charge for the service?

Your nominated account will be charged two weeks after your contract sign date.

Q: Can I change the date my subscription is charged?

Yes, following your initial payment feel free to email us at client@retinue.com.au or phone us on 1800 861 566 to advise of your preferred date.

Q: How do I change the account my subscription is debited from?

Feel free to email us at client@retinue.com.au or phone us on 1800 861 566 to advise of your new account.

Q: Where do I find your invoices?

All our invoices are located in the Xero or MYOB platforms depending on which you are using.



Reporting



Q: When do you send my first monthly report?

Monthly management reports are prepared and sent within the first 14 days of each month.

Q: What reports do you send me?

As an Essential client, you will receive a monthly profit & loss statement.

Subscription



Q: Can I move from an Essentials product to your Growth product?

Yes, you can upgrade to the Growth product at any time. Simply phone us on 1800 861 566 or email your Account Manager. We will however check to make sure the Growth product is suitable for your needs.

Q: What happens at contract renewal?

Our service contracts are designed with an auto-renewal feature to ensure uninterrupted support for your business. This means that at the end of each contract term, your agreement will automatically renew for the same duration unless you choose to opt out. To opt out of auto-renewal, please provide written notice as per your contract terms. You will receive a renewal reminder and provide any necessary instructions for opting out, ensuring you have ample time to make any changes to your agreement.

Q: How do I cancel my subscription?

To discuss cancellations, email our customer service team at customer.service@retinue.com.au



Support



Q: How can I get in touch?

We are available 24/7 via the following channels: Phone – 1800 861 566 Email – client@retinue.com.au

Q: Are my accounts prepared by qualified accountants or bookkeepers?

Yes, your accounts are prepared by our team of qualified accountants and bookkeepers. At Retinue Accounting, we ensure that all financial statements and records are handled by experienced professionals with the necessary credentials and expertise to provide accurate and reliable accounting services.

Q: Do I have a dedicated accountant?

In an ideal world we'd have a dedicated accountant for every client, but even accountants need to sleep! This is why we use a different model, spearheaded by your dedicated account manager. They are supported by an assigned team of specialist accountants and bookkeepers who will work on your account every month.

Q: Can I receive business advice?

Any tax compliance, bookkeeping or payroll processing advice is included in our subscriptions. Additional fees may be incurred if you require bespoke advice such as, restructuring a business.

Q: How do I arrange a meeting with a bookkeeper or accountant?

If you have a query or a concern, feel free to book a meeting here, or email or phone us with the details above.



Technology



Q: What accounting platforms do you support?

We proudly offer both Xero and MYOB accounting software.

Q: Do I get access to Xero or MYOB as part of my subscription?

Yes! All Retinue clients get access to a Xero or MYOB account as part of your subscription.

Q: What is Xero?

Xero is a cloud-based software that simplifies accounting tasks. Xero can effortlessly handle invoicing, bank reconciliations, payroll, and expense tracking from anywhere, anytime. Its user-friendly interface and real-time collaboration capabilities enable seamless communication between business owners, accountants, and advisors.



Get help when **u** need it, so you can spend more time achieving your business goals

We are available 24/7 to support your business. Feel free to contact us through the following channels:

1800 861 566

client@retinue.com.au

Book a meeting

Or through your dedicated Account Manager.



Got feedback?

We greatly value your feedback and appreciate any comments you may have. Please feel free to email us at client@retinue.com.au or call us on 1800 861 566.

*Protection is only provided for ATO investigations notified to us during the period which you are a client and relating to any tax returns or lodgements prepared by us. Fines includes any penalties and interest that may result from any errors made by us but does not include any additional tax liability that may result from an amended lodgement.