retinue

Client Cheat Sheet

Growth

This is your client cheat sheet – everything you need to know about Retinue on a page, including key tasks to ensure our partnership is successful.

Onboarding

Our Account Managers will guide you through the onboarding process to ensure you are set up as quickly as possible. Below are the key steps:

- Nominate Retinue on the ATO portal and ensure your ABN is linked to your MyGov ID
- We will get you set up on Xero (or get access to your existing accounting file within Xero or MYOB) and ensure bank feeds are connected
- Join an onboarding meeting to help us understand your business and your needs in detail, including if there is any outstanding work you need our help with.

Bookkeeping

- As part of your onboarding, your assigned Account Manager will find out which day suits you best to provide us with all receipts and information needed to process weekly bookkeeping (your Client Administration Day). Please send through all receipts and invoices via Dext or MYOB by COB on your Client Administration Day. Best practice is to send them through as and when you receive them!
- 1-2 days after your Client Administration Day, you will hear from your Senior Bookkeeper to let you know whether your bookkeeping has been processed, or if any further information is needed (Bookkeeping Completion Day)
- Answer any queries on your account each week so that we can keep your books up to date.

Payroll

- We will confirm and agree with you your first payroll date with the payroll specialist team.
- Please ensure that all approved timesheets and information on new staff or terminations are provided ahead of time for every pay cycle.
- Keep in mind we do not provide award interpretation or business administration services.

Tax

- We commence work on EOFY returns from 1 September each year, once all information is available with the ATO.
- We will send you an EOFY checklist - Please ensure you complete this during Oct – Nov.
- Thoroughly check draft returns for completeness prior to lodgement.
- From April each year we are here to help with any EOFY tax planning needs that you or your business have – please reach out!

Reporting

- We will send you a monthly management pack by the 15th of each month that includes a P&L statement, balance sheet, cash flow and other insights.
- If you would like to discuss your monthly report with an accountant, feel free to request a meeting via the below support channels.

Support

We provide 24/7 support and if you ever want to meet with one of our accounting or bookkeeping specialists you can do so via the following options.

client@retinue.com.au | 1800 861 566 | Book a meeting