retinue

Client Handbook

Essentials

Contents

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.

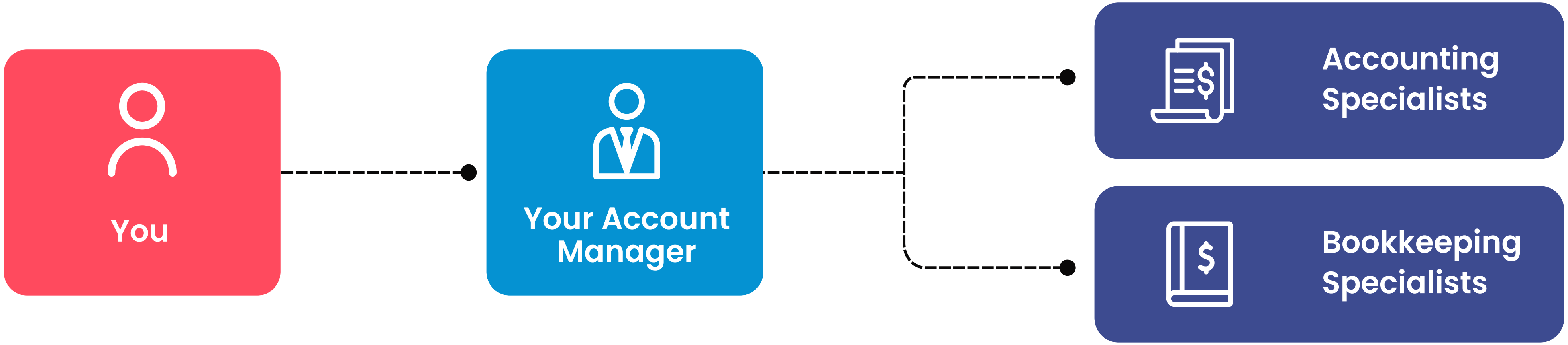
Our commitment to excellence goes beyond crunching numbers. We use the latest technology and best practices to ensure accuracy and efficiency in all our services. This not only saves you time but also gives you peace of mind knowing that your financial information is handled with the utmost care and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

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 a 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*

*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.

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 Dext 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 Dext 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

- Attend our Welcome Meeting Call
- Set you up on the Australian Taxation Portal
- Set you up on Xero or remain with MYOB
- Set you up with a Dext account or establish business bank account feeds with Xero
- Identify if there is any recovery work
- Your dedicated account manager will guide you on your next steps with Retinue.

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 Dext 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	Respond to queries	Monthly Report
Within 5 days after end of month	Days 5-10 after end of month	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*

OR

2 Submit expenses / invoices via Dext 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

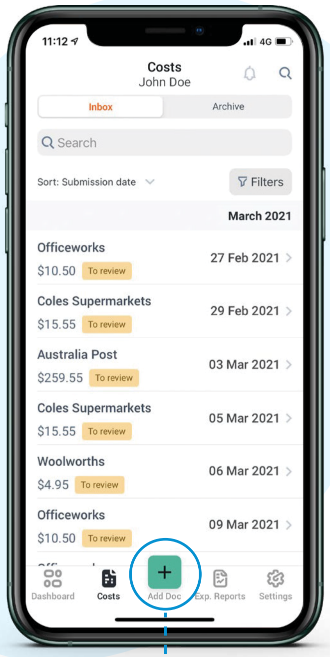
Business finances made easy

Always know what you're spending. Never pay more than you should. Give your accountant or bookkeeper the power to help your business.

Here's everything you need to know about Dext Prepare - your go-to platform for getting on top of business finances. All the tools you need to capture, upload and organise your financial records.

Track your cash flow - all in one place.

The Dext mobile app



The Dext Prepare Mobile App is the quickest way to regularly submit your receipts, invoices, and expenses on the go. With one simple tap, the app intelligently analyses, understands and organises the data for you - no more paper, no more manual data entry.

Touch the "Add Doc" button at the bottom of the screen to start collecting and categorising your receipts and invoices.

After capturing the image of your receipt, you can add some contextual information to be included with your item before submission. This includes things like adding a category, project, description, or tracking code. Some fields cannot be edited before the upload has finished processing as they are automatically extracted.

Once you receive an expense document:

1 Head to the app

2 Take a photo

3 Review

4 Then hit "Submit"

Your document is now on its way to your accountant or bookkeeper.

All items you've submitted are visible in your mobile app's Inbox until your accountant/ bookkeeper has processed them.

Mobile app - camera modes

There are three different camera modes on the Dext Prepare Mobile App. This means you can capture single, multiple, or multipage documents easily - great for receipts and invoices of all lengths and sizes.

The three camera modes available are:

1 Single Mode

Take a picture and submit a single document

2 Multiple Mode

Each picture will be uploaded as a separate document.

3 Combine Mode

Take multiple pictures to capture one document that spreads over 2 - 50 page.

Currently, Multi Mode and Combine Mode have a maximum of 50 pictures per capture. In addition, you can upload images from your Camera Roll by pressing the image icon in the bottom-left of the screen when in Single mode.

Dext email-in address

Email-in

You can customize your unique Dext email address below

Emailing your items to this email address from any other email address will deliver your items to this account under your name. If you regularly receive receipts or invoices from suppliers through email, consider setting these emails to automatically forward to Dext Prepare. This will save you from having to process the document at all.

Email-in address | clientname.company | @dext.cc

Email-in is the easiest way to submit digital documents to Dext Prepare. Whenever you send a receipt or invoice to your Email-in address, it will automatically be extracted and added to the Costs Inbox.

Receipts, Invoices or other documents can be either: contained in the body of the email or attached.

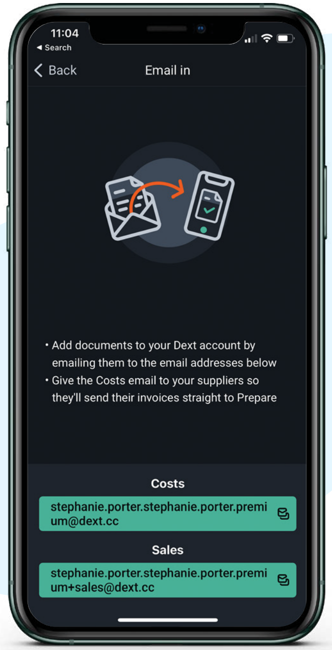
In either of these cases, Dext Prepare will detect the document, extract it and present it in the costs Inbox. Please note that hyperlinks to items in the body of the email are unable to be extracted.

We have set this up for you as part of your onboarding with your Account Manager!

Dext Email-in address and saving time

Note:

Every Dext Prepare user will have a new @dext.cc address that is identical to their Receipt Bank one (i.e. if your address was business@receiptbank.me it will now be business@dext.cc) but Dext Prepare will support your existing address for the next couple of years, and we will give you plenty of notice when we stop doing so. Changing one email-in address will automatically update the other.



How to save your Dext Prepare Email-in address as a contact on your device:

1. Open your Dext Prepare mobile app
2. Go to settings and select “Email in”
3. Tap on email-in address the copy it
4. Add it to your contacts, or paste into a new email

How to save valuable time

When to use the email-in address

- For supplier invoices received over email

Where to find your unique email-in address

- On your mobile in the Dext mobile app
- On iOS - tap settings in the bottom right, then the “Email In” option
- On Android - “Settings” in the lower right, then “Services” from the tabs on top

How to use:

Forward any email containing your paperwork to your personal ‘@dext.cc’ address

If you regularly receive receipts or invoices from suppliers through email, consider setting these emails to automatically forward to Dext Prepare.

If you have multiple files which describe separate financial transactions, use the email address that you use to log in to Dext Prepare to forward your documents to multiple@dext.cc. These will be separated and added to your inbox.

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

- [ ] 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

EOY Tax Planning	April to June	Retinue Tasks
Receive EOFY Tax Checklist from Retinue	By 30 September	Retinue Tasks
Respond to Tax Checklist	By 30 November	Your Tasks
Receive a draft and approve	6-8 weeks	Retinue Tasks
Finalise and lodge	2-4 weeks	Retinue Tasks
Tax Advice	As Required	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

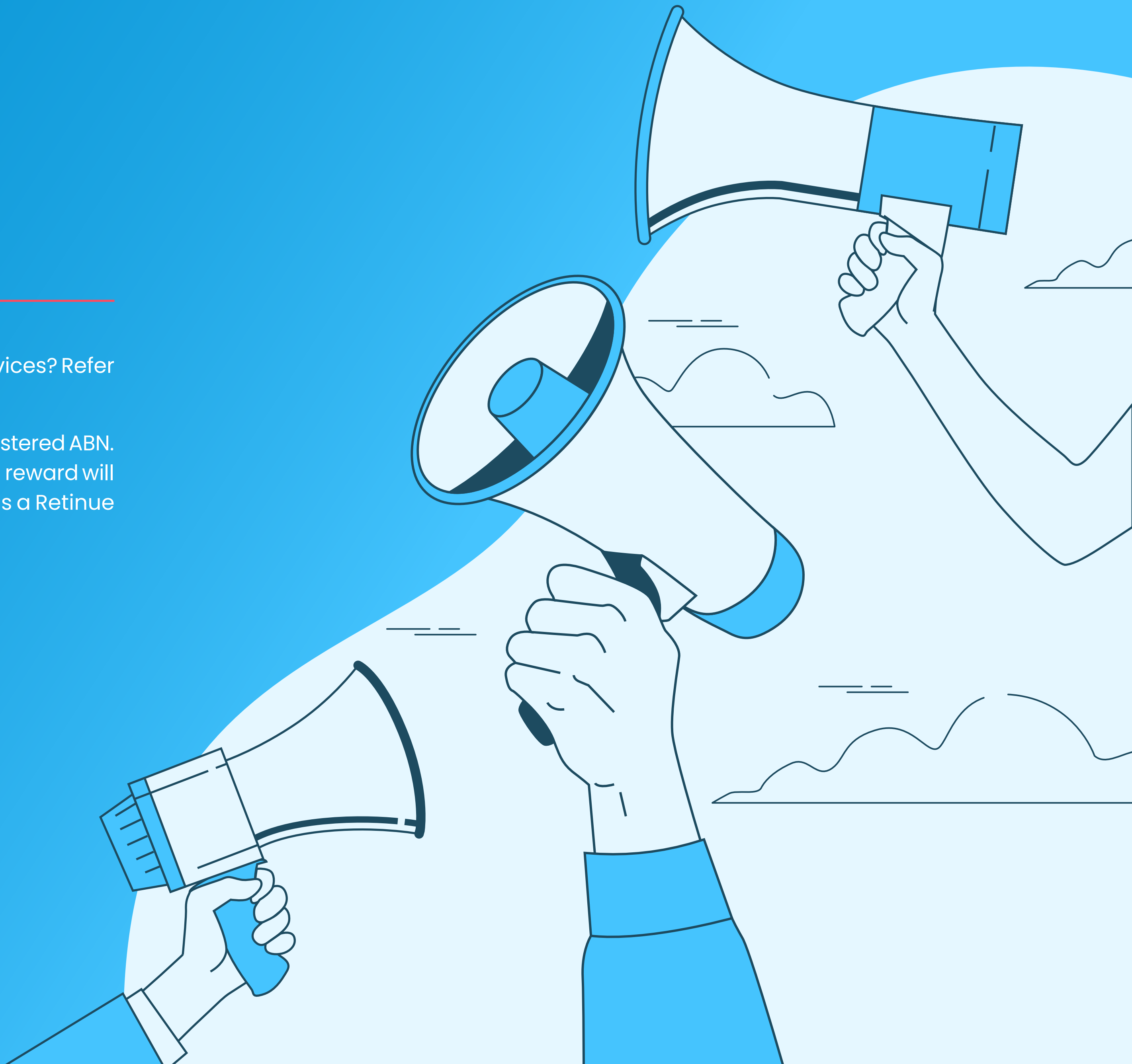
We cover the cost of any investigation and even fines if the unexpected was to happen.

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 withing 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 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.

retinue

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.