
Policies & Procedures

Please review our policies and procedures below. These policies and procedures are effective beginning January 1, 2025. If you have any questions regarding them, please contact us as soon as possible.

ENGAGEMENT LETTERS

Engagement letters are standard practice in the accounting industry. They describe the business relationship between the client and a company. This letter outlines the scope of the agreement, its terms and conditions, and the compensation associated with the agreed upon services.

Our engagement letters are broken into two parts. The Master Services Agreement (MSA) governs the terms of our professional relationship, including our responsibilities as an accounting firm and the responsibilities of the client. Also included in the MSA is our privacy policy and our record retention policy. All clients are required to sign this agreement, which will form the foundation for all engagements. This agreement will remain in effect until it is either terminated or amended.

The second part is called the Statement of Work (SOW). The SOW will reference the terms of the MSA and will encompass a specific job or group of jobs, such as income tax preparation, monthly accounting services, audit services, etc. These SOWs will outline the work to be completed, the timeline for completion, and the professional fees to be charged. SOWs may be amended or terminated if the scope of work changes or if our fee needs adjusting.

Each of our services will require an SOW to be signed by both the client and our firm before any services are to be rendered. No services will be rendered until these SOWs are signed, nor will any services be performed unless they are explicitly listed on an active SOW. SOWs will be created as needed, and multiple SOWs may be in effect at any given time.

If you have any questions or concerns regarding the Master Services Agreement or any Statements of Work, please contact us as soon as possible.

PAYMENT TERMS & METHODS

In general, payments for all services rendered by our office will be due at the time of service, unless an agreed upon payment arrangement has been made in writing. For individual income tax preparation services, we will review your tax return with you and collect your full payment prior to electronically filing your return. All corporate services will be delivered and/or filed once full payment has been received. Please see your SOW for specific payment terms.

We accept checks, credit cards, debit cards, ACH & Zelle bank account transfers, and PayPal transfers. We reserve the right to determine which of these payment methods we will accept at any given time on a per-client, per-transaction basis. Partial payments may be made in advance of service completion; however, all invoices must be paid in full before the rendered services are delivered and/or filed, unless an agreed upon payment arrangement has been made in writing. All invoices not paid within thirty (30) days of the invoice due date are subject to interest charges to the extent permitted by state law.

CORPORATE NEW CLIENT RETAINER

All new corporate clients will be assessed a retainer before any services are rendered. The amount of the retainer will be determined after a consultation with the new client has been performed. This retainer will be held until services are invoiced, at which time the retainer will be applied. Any balance owed will be due prior to the delivery of the agreed upon services. If the retainer exceeds the total invoice for the services rendered, the client will have to option to carry the remaining balance forward for future services or have the remaining balance refunded to them.

(over, please)

TAX RETURN FILING DEADLINES

In order to ensure that income tax returns are filed timely, we will be completing them on a first come, first served basis. As tax documents arrive at our office, we will add them to a queue for completion.

During tax season, all tax documents must be received at least one month before the filing deadline to guarantee that the return will be filed timely with no extension. Any tax documents received after this date may or may not be completed by the filing deadline. In the event tax documents are received by this date but returns are not able to be completed prior to the filing deadline, returns will be placed on extension and will be completed in the order received, beginning May 1st. Please note that IRS extensions only extend the tax return filing deadline, not the deadline for paying any taxes due.

If tax documents are not received at least two weeks before the filing deadline, we will begin contacting those clients who filed with us the previous year. These clients will have the option of authorizing us to file an extension on their behalf. If the client is unreachable after multiple attempts, we will not file an extension. We will only file extensions for those clients who have authorized us to do so.

Any tax documents received after the filing deadline will be added to the end of the completion queue. Tax documents for clients on extension, as well as those not on extension, must be received at least one month prior to the extended filing deadline to guarantee a timely filing. During this one-month timeframe, clients with a timely filed extension will take precedence in the completion queue over those without a timely filed extension.

TAX RESPONSIBILITY

All taxpayers are responsible for their tax liability and tax return filing. Tax return preparers are generally not held responsible for the failure to timely file or pay taxes. This is true for not only income taxes, but also employment taxes and state taxes. As a taxpayer or business owner, you are responsible for making sure that all taxes are paid and that all returns are filed on time.

Even though we are not responsible for timely filing returns or paying taxes, our firm will work with clients to remind them of upcoming deadlines for filing or paying taxes.

E-FILE AUTHORIZATIONS

All income tax returns that we complete will be electronically filed with the appropriate tax agency. In order to do so, we must obtain authorization from the client prior to e-filing the return.

Upon review of your completed tax return, we will provide you with a form for your signature (and your spouse's signature if the return is filed jointly). Your signature(s) will not only authorize us to e-file your return but will also act as your signature(s) on the tax return. This e-file authorization links your signature to a unique PIN that is included on the electronically filed tax return.

Please be aware that we will require a signed e-file authorization prior to electronically filing your tax return. Also note that some states may require a separate e-file authorization that must also be signed by the taxpayer (and spouse if filing jointly) for that state's return to be electronically filed.

PRIVACY POLICY

The Gramm-Leach-Bliley Act requires accountants and tax preparers to report their privacy policy annually to their clients. Our privacy policy is included in your Master Services Agreement and is always available upon request for all clients. For clients receiving income tax return preparation services (individual and/or corporate), it will also accompany your copy of your income tax return.

RECORD RETENTION POLICY

All documents generated by our office will be retained for a minimum of five (5) years, or longer if deemed necessary by federal and state regulations. Documents in our possession beyond this time frame may be destroyed at any given time. Original documents sent to us for tax return preparation will be returned once tax return preparation is completed. We will only keep those documents, or copies of those documents, that are necessary for retention. We have the right to retain copies of any and all documents that are sent to our office and/or necessary for service completion. Please see the full Record Retention Policy on your Master Services Agreement for more information.