Client Manual

Last Updated: October 10, 2023

Table of Contents

Introduction

The OfficeOps Mission

To keep the financial operations of growing organizations running smoothly through streamlined, technology-enabled solutions. OfficeOps is a back office outsourcing firm providing high quality bookkeeping, payroll, and operations support to growing nonprofits and small businesses. We handle these tasks on a recurring basis so that the leader has full capacity to efficiently manage the organization.

Our Vision

OfficeOps was founded in 2013 to provide competent financial operations support to organizations in the New Orleans area. We specialize in nonprofits, professional services, and growing businesses of all kinds. Our aim is to become the leading financial resource center for growing businesses and nonprofits in Louisiana.

Who We Are

Teresa Kenny

Chief Office Operator

The Chief Office Operator oversees all internal business operations and employees success.

Shane Ingram

Solutions Director

The Client Services Manager oversees Solutions clients and performs their bookkeeping tasks. The Client Services Manager will also handle Accounts Payable and Accounts Receivable.

Sophie Duffy

Solutions Manager

The Solutions Manager is the first point of contact for clients. This role communicates with clients by providing updates, collecting information, and delivering products. This role will also manage prospects by creating and sending proposals, creating tailored solutions to fit the client's needs, and managing scopes as clients' needs change.

Thresa Guillot

Accounting Manager

The Accounting Manager is responsible for bookkeeping and tax filings, year end and audit coordination.

We Sell Solutions

From managing payroll to invoicing customers or keeping accurate books, OfficeOps takes the stress out of bookkeeping, payroll and back office management. Our solutions are designed to help you

- ➔ Understand spending with clear financials
- ➔ Outsource your finance department
- ➔ Minimize headaches with payroll and sales tax filing and notice resolution services
- ➔ Improve and streamline your operations
- ➔ Implement controls
- ➔ Plan for the future – regular, monthly meetings to revisit cash flow and budgeting

We offer monthly and quarterly solutions as well as hourly-based projects to fit any growing businesses back office needs. We create efficient systems by utilizing QuickBooks Online, BILL, Divvy, and other softwares. Our team of experts can help your business with streamlining, implementation, and cleanup.

Our Service Categories

All OfficeOps tasks fall into one of the following categories. To see a complete list of OfficeOps services, visit our price list here. A task from any of these categories can be added individually to your solution.

Accounts Receivable

Create, remit, and track your client invoices. Review and send statements.

Accounts Payable

Process, track, and pay your bills. Check writing.

Bookkeeping

Categorize expenses and income to reflect a profit and loss. Add transactions. Expense tracking by Project/Class. Reconciliation. Create financial statements.

Consulting, Training and Support

QuickBooks support and check-in meetings. Finance department meetings.

Financial Analysis

Grant Tracking, Project Tracking, Cash Flow, Budget vs. Actuals.

Payroll

Pay your employees and contractors. Process your payroll tax deposits. Prepare and file your payroll tax forms.

Tax

Prepare and file your tax forms and payments.

Your Role as the Client

Best Practices

What are some best practices for being a good client?

Check your email regularly for OfficeOps requests, respond and submit information as soon as possible. Be on time and online for meetings. Understand that OfficeOps works hard to get your tasks done on time and right the first time, but it is possible that mistakes may occur. Do not expect your tasks will be completed on time when OfficeOps is missing client information.

Our Limitations

OfficeOps is prepared to help you with anything inside our services lists. We are always happy to hear your needs and evaluate whether or not they are in our wheelhouse. If we find that we are unable to complete the task for you, we will help you make a plan on how to get the job done on your own.

Solution Management

Solution = all tasks OfficeOps is contracted to deliver on a daily, weekly, bi-monthly, monthly, quarterly, or annual basis.

The OfficeOps *Solution* outlines the work we will conduct for your business. It details tasks, responsibilities, frequency, and estimated hours to successfully provide services.

As your business grows, OfficeOps may adjust the solution to reflect your changing needs. We reevaluate Solutions on a quarterly basis and increase or decrease services and time spent as required.

Solution Calculation

OfficeOps calculates solution prices by the equation below.

Client's Quarterly Price	=	All tasks performed by OfficeOps	x	Estimated hours	x	Rate of service

OfficeOps will reevaluate your solution each quarter. We consider the following when assessing adjustments:

- your organization's growth
- number of employees, and bank accounts
- complexity of operations
- newly integrated OfficeOps services
- proposed services
- gaps in current solution
- the client's future plans.

If your solution requires an adjustment, OfficeOps will send a notification 30-days before the next quarter. Otherwise, your solution will renew each quarter automatically.

Out-of-Solution-Activity

OfficeOps will charge hourly for any tasks you request that fall outside your contracted solution or take excessive time.

Additional Billing

We try not to send additional invoices above the cost of your solution. However, there are certain circumstances in which this must happen. Examples are: Increased activity that causes increased hours, projects that are outside of the contracted solution, prior period cleanup, integrations, adding new accounts and other bookkeeping activities that may need to be performed more frequently. We will try to make sure that your monthly solution and price reflects this. However, surprises happen. We will communicate as soon as we can.

Solution Adjustments

Solution evaluations typically happen in the second month of the quarter. If OfficeOps finds that your business requires more hours or services to successfully execute projects, you will receive a 30-day notice and your solution adjustment will go into effect on the first day of the next quarter.

Adjustments to your solution are non negotiable, but we can add or remove scope items to meet your budget, or make certain tasks hourly if we are not in agreement about the value of the task. If you have questions, comments, or would like to update your solution for the following quarter, schedule a meeting with Teresa here.

Solution Increase

The chart below contains examples of when a solution may require an increase.

Activity	**Explanation for increase**
The client's growth	Typically increases number of transactions for processing
Number of employees/Contractors	Adds hours to process for payroll
Out of State Payroll, adding new states	In addition to a project for setting up a new state, we monitor notices and coordinate with Gusto to ensure we are up to date and compliant.
Complexity of operations	The hours listed on the solution are estimated from experience with similar OfficeOps clients. If your business has unique operations or requires more hours to process, the solution will be updated to reflect the time spent.
Newly integrated OfficeOps services or proposed services	As OfficeOps works with your organization, you or OfficeOps may notice a need for new services. The next quarterly solution will be updated or a mid-quarter adjustment will be necessary if it is a significant change.

Activity	Explanation for increase
Gaps in current solution	As your organization grows, we may notice a need for additional services to successfully execute your processes. The next quarterly solution will be updated.
The client's future plans	OfficeOps adapts quarterly solutions to fit your future goals!

The OfficeOps/client communication required to complete tasks is already built into the solution. However, if we find that tasks require more and more communication with you or your team, we will update the solution to reflect this.

Requesting a Solution Adjustment

OfficeOps can adjust your solution at any time. Please email us to get started on the process. We typically require 30 days notice to make adjustments.

Prorating Services

In the event that you request a solution increase before the quarterly update, OfficeOps will charge you a prorated amount to reflect the increased services.

Invoices are prorated on a daily basis depending on the date you sign. The 30 day notice of change will start once the final solution has been negotiated and your contracted solution has been signed.

Solution Decrease

OfficeOps can remove services from your solution at any time. We ask that you provide a 30-days notice.

Keep in mind that transitioning tasks to be handled in-house can often require time for coordination and correction in the event your staff makes mistakes. OfficeOps requires security in knowing transferred tasks will be conducted successfully. We will continue to charge you hourly to correct any issues or to provide assistance in transferring the task responsibilities back to your team. We will coordinate with your team until we can ensure success.

Any requests for a solution decrease must be finalized with a signed agreement, which OfficeOps will provide.

Communicating with OfficeOps

Communication between internal staff and bookkeeper is essential to a smooth, efficient back office. OfficeOps has a communications policy to ensure requests do not fall between the cracks. Please follow this policy when requesting information, seeking solutions, or inquiring about related tasks.

How to Contact OfficeOps: Zendesk Email

OfficeOps utilizes the software Zendesk to streamline operations, provide better customer support, and increase efficiency. It operates through email, and generates a ticket for each client request that is managed through a centralized software. Thanks to Zendesk, your request or email won't slip through any cracks!

If you need to contact OfficeOps, email questions and requests to support@office-ops.com. Zendesk will route the ticket to the correct team member and reassign it as needed. You do not need to CC other team members when emailing support@office-ops.com.

Who do I contact if I have an issue?

For any questions or problems, email support@office-ops.com. This email address is linked to our Zendesk system that tracks all contact as customer service tickets. Zendesk will direct your support@office-ops.com email to the proper OfficeOps team member.

See section above for more information on Zendesk.

Urgent Contact

An inquiry is considered urgent when it impacts employee or contractor pay, includes a lien or penalty, a missed deadline, or inhibits your ability to run the business effectively. Urgent matters will be reviewed on a case by case basis. Emergency requests will be responded to as soon as possible. Please indicate "Urgent" in the email subject to support@office-ops.com

Despite the urgency, email notification is always best when contacting OfficeOps. Emails provide written documentation of the requested task and allow us to collect as much information as possible. You can also call the central phone number 504-502-0450 and dial the extension of the person you are trying to reach.

Extensions

Sophie - 1 - Solution Questions, Bookkeeping, Payroll, Onboarding and Sales
Teresa - 2 - Sales and Operations
Thresa - 3 - Reconciliation and Sales Tasks
Shane - 4 - AR, AP, Payroll

If the urgent task is included in the contracted solution, but requires more hours than originally estimated, the client may be subject to an additional expedited fee equal to the additional rate for the number of hours.

Service Plans

OfficeOps clients are organized by service plans. Some tiers are given higher priority due to the time requirements of the client's needs and complexity of tasks. Client service plans are prioritized in this order:

- **Solution** - Clients that employ OfficeOps for two or more service categories.
- **Payroll+** - Clients that only employ OfficeOps for payroll services.
- **Bookkeeping+** - Clients whose bookkeeping and reporting needs are managed by OfficeOps.
- **Oversight** - Clients that work with OfficeOps on an advisory basis.
- **Projects** - Clients that hire OfficeOps on a project basis and are billed hourly. These projects are typically cleanup, triage, or setup tasks.

Response Time

OfficeOps' operates from 9:00 am - 5:00 pm from Monday to Friday. All emails and voicemails received outside business hours or on holidays will be addressed the following business day.

OfficeOps will be closed on the following holidays: New Years Day, Mardi Gras Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day After Thanksgiving, Christmas Day.

Some inquiries may require more time and research than others. When making a request with OfficeOps, try to allow for a reasonable timeframe

Communication Policies by Service

The urgency of your request depends on its service category. Inquiries typically fall under these categories:

- Payroll
- Accounts Receivable
- Accounts Payable
- Sales Tax
- Bookkeeping
- Financial Analysis

All other inquiries will be addressed in a timely manner as outlined in the service plans priority list.

Payroll

Payroll is arguably the most sensitive thing we do at OfficeOps because it involves employee pay. We take this very seriously, and typically respond to payroll inquiries by the end of day if requests are submitted before 2pm or the end of next business day.

If you are requesting an adjustment to regular payroll, please provide as much detail as possible via email. Your OfficeOps contact will reply to confirm, check if it affects the recurring payroll schedule, or request source documentation. It's important for OfficeOps to triple-check payroll inquiries when necessary to ensure employees or contractors are paid the correct amount.

Accounts Receivable (AR)

Because Accounts Receivable tasks affect businesses' ability to receive payment, Accounts Receivable or invoicing requests will be addressed by the end of business day or within 24 hours. These tasks are sensitive and require synchrony between OfficeOps and the business owner.

Typical AR requests include matching payments and credits, sending statements, receiving payments, investigating AR, and sending invoices.

Invoices happen on a monthly schedule. Any invoice requests will follow the schedule at that time. All other AR requests will get a response by the end of business day.

Accounts Payable (AP)

Accounts Payable tasks can happen on a broad timeline. Requests to process invoices will be addressed within 24 hours unless that invoice is processed on a regular, predetermined schedule.

Some AP tasks require research, such as investigation of vendor balances, requests for supporting documentation, adhering to other businesses' financial policies and procedures, etc. This research may extend the solution's timeline.

Please add "Urgent" in the subject if your request needs immediate attention.

Bookkeeping, Sales Tax, and Financial Analysis

Requests that fall under these categories are usually not urgent and require research. Please allow 2 weeks notice for grant reports, financial statements, budget vs actuals, and changes to reporting.

General bookkeeping updates and corrections can be addressed within 3-5 days on average, but cases may require more time. Some bookkeeping situations may be escalated to include multiple OfficeOps team members to provide a solution. These cases can take up to 2-3 weeks. Please notify us of urgent bookkeeping requests by including "Ugent" in the email subject, and OfficeOps will respond within 24 hours.

You may need assistance troubleshooting sales tax if you receive a notice of misfiling, penalty, or accrued interest. The timeline of such solutions depends on the tax notice's deadline. Notices that are past due will be addressed within 24 hours. Notices with other dates will receive a response within 24 hours of due date

Changes to AR transactions that involve bookkeeping are prioritized, and will be addressed within 24 hours.

Meetings

Meetings are billable at a rate of $130 an hour. Failure to reschedule a meeting 2 hours before the event will result in a supplementary charge of $65 (half the meeting price) for any kind of meeting. Please keep this in mind as you schedule.

Requesting Meetings

OfficeOps accepts meeting requests made via Calendly. Do not email us about meetings. Please submit a request at this link.

In-Person Meetings

Meetings in person will be charged the hourly rate for drive time, plus a surcharge for mileage. In today's virtual environments, any time away from the computer is potentially billable time.

Hourly Rates

Hourly Rates are based on the complexity of tasks. These rates are used to calculate solution and hourly project pricing.

$65 - Data entry and routine reconciliations of bank accounts and credit cards
$100 - Payroll, Accounts Receivable and Payable, and complex bookkeeping tasks including cleanup.
$130 - Meetings, Phone Calls. Training, Coordination and Process Consulting are typically handled in a meeting.

Timeliness

Information - As mentioned below, there are deadlines for payroll, sales tax and AR/AP. Requests submitted before 2pm will be addressed by end of business day. Others will be addressed by the next business day. If you submit information late, you may experience delayed processing or late fees. If you are interested in learning more about data timeliness, visit the service section below for more information.

Meetings - OfficeOps appreciates timeliness, especially when it comes to meetings. If the client is late without notice, OfficeOps will wait for 15 minutes before ending the meeting and reaching out for rescheduling. We will talk more about missing meetings below.

Penalties, Fines and Fees

In the first three months of your contract with OfficeOps we will bill hourly to get an idea of the amount of time it takes to complete tasks. This gives us time to evaluate an all-inclusive and accurate solution, and price.

OfficeOps values our competent staff, and we like to keep them around. We are so proud to share their skills with you, our client, and in some cases they may be the perfect addition to your team. In the event that you make an offer to an employee of OfficeOps, it is accepted and that person leaves employ with our company, a fee of $7,000 will be due immediately. A fee of $3,500 will be levied for part-time or hourly employees.

Events rescheduled through Calendly 4 hours before the event will not have a charge. We will allow 2 no shows and last minute rescheduling before a fee is charged. The fee will be $50 and will cover our time that we prepared for and made ourselves available, and will cover the time of rescheduling. A meeting can be rescheduled 3 times, if the 3rd reschedule is missed, the meeting will be canceled. OfficeOps does it’s best to not reschedule or cancel meetings. In the event it is required, we may substitute another staff member or suggest another time.

Bookkeeping

Bookkeeping is the practice of keeping a detailed record of a business' comings and goings. By categorizing expenses and income to reflect a profit and loss, bookkeeping is essential for a company to see where its money goes. OfficeOps utilities QuickBooks Online for Bookkeeping services.

Reconciliation

During reconciliation, OfficeOps compares two sets of records to check that figures are correct and in agreement. We typically compare a month’s transactions in QuickBooks to a bank statement, which is why we need accountant access to your bank accounts. This ensures access to transaction details and bank statements. All bank accounts, credit cards, loans or line of credit, and any other asset or liability account needs to be reconciled!

Reports

You may request financial reports at any time with a 24 hour turnaround. These reports can be income statements, balance sheets, open invoices, and any other reports that can be generated through QuickBooks. If you’d like to request a report, email support@office-ops.com.

3rd Party Payment Processors

Venmo, Cash App and other 3rd Party Payment Processors require a separate process for Bookkeeping and are more complicated to reconcile than a bank account. These accounts will be billed at the $100 rate and may require screenshots or extended communication surrounding statements.

Software Integration

We can help you integrate your third party software with QuickBooks. These integrations are sometimes complicated and may require hours of work - and possible rework - if data is added incorrectly by the integrating software. The cost to integrate software is $100 an hour and can take from 5 to 40 hours depending on the complexity of the connection and sophistication of the software.

File 1099s

<u>Preparing the books</u>
Before we can start the 1099 process we need to clear all bank links, ask transactions, and reconcile the accounts. If you receive a request for assistance on ask transactions, please respond as promptly as possible. If adding transactions is your responsibility, please be sure to add transactions as soon as possible in the new year. If you would like OfficeOps to do this, we will charge $65 an hour, and may require your assistance on some of the categorization.

<u>Preparing 1099s</u>
Throughout November and December you will hear from your main point of contact requesting W-9s. Before we send out these requests, we look at the vendor list and assess whether a person or company requires a 1099 using the following methods.

- $600 or above - It is required by law that any contractor or service provider receives a 1099 if they were paid $600 or more
- Payment method - OfficeOps does not file 1099s for anyone who was paid through Paypal, Venmo, Cash App, Credit or debit card. This is because with cash transfer apps, the institution is liable for filing their own 1099s (1099-K).
- Vendor Search - We then remove corporations, employees, and other vendors that do not need to receive a 1099. Sometimes we can't get all the information, and need your help collecting accurate information from your contacts who require a 1099. If it appears that an employee or vendor is on our list that shouldn't be, let us know.

<u>W-9 Requests</u>
Once we have prepared our list, we will send you an email with the W-9 requests. Attached is a W-9 if you want to use it to get ahead of us and have them on hand. Included in the email will be a secure link to your personal Dropbox upload. This link deposits your W-9s directly into your secure folder and allows OfficeOps to view your uploads quickly and safely. One of the most

important things to include is the vendor's email address if possible. This makes e-filing even easier, as the vendor's 1099 will get emailed to the client directly and securely.

Filing 1099s

Once we are in 2024 we will repeat this process and send you any new W-9 requests. Once we have collected all of your W-9s we will begin filing through Quickbooks online or Track1099, depending on time, and access to Quickbooks. When we have filed, we will send you a copy, so you can print and hand out or send securely through email if need be.

Payroll

OfficeOps utilities Gusto to manage our clients' payroll systems.

Running Payroll

Refer to your Client Responsibilities Sheet for breakdown of tasks and responsibilities, if complex. Not all payrolls have this level of detail.

Mailed in Payroll Notices

We are happy to review your payroll notices. When you receive a notice, scan and send to an OfficeOps team member for review. Once reviewed, we will ask for approval on next steps. If responding to the notice takes less than 15 minutes, we will take care of the resolution free of charge. If it takes longer, we will bill for the time it takes to get the notice resolved at $100/hr.

Payroll Tax Notices

It is the clients' responsibility to notify OfficeOps of any payroll tax notices as soon as they are received. If the client would like OfficeOps to investigate and solve these notices, the client will be liable for an hourly bill for the work performed at the price of $100 an hour. The client can choose to resolve the notice if they choose. However, informing OfficeOps of this is important, and OfficeOps will make the changes to the payroll processing system if necessary.

Gusto Notifications

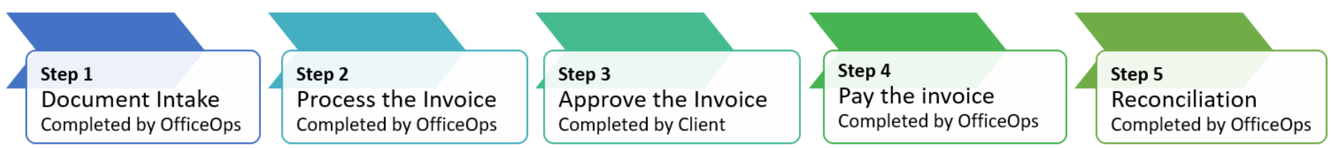
On occasion, you might notice that on your Gusto home page, there are notifications for things like work location or I-9 completion. Check your solution to recognize whose responsibility, it is to clear out these notifications. If you have questions about responsibility, reach out to Sophie for more information.

Late Fees

If payroll is received after noon CST on the day it is processed, OfficeOps reserves the right to charge a late fee depending on the size and circumstances of your payroll, ranging from $50 - $300. Sending payroll late can cause delays for employees, incurs overtime, and creates stress for everyone. It also prevents OfficeOps from moving on to other tasks or may create more work to clean up missed deposits.

Accounts Payable

Accounts Payable (AP) is crucial to staying on top of your books. AP ensures all payments are made, approved, properly vetted, and reconciled with the correct accounts. The Accounts Payable process varies from business to business, but a traditional AP process has five steps: bill intake, processing, approval, payment, and reconciliation.

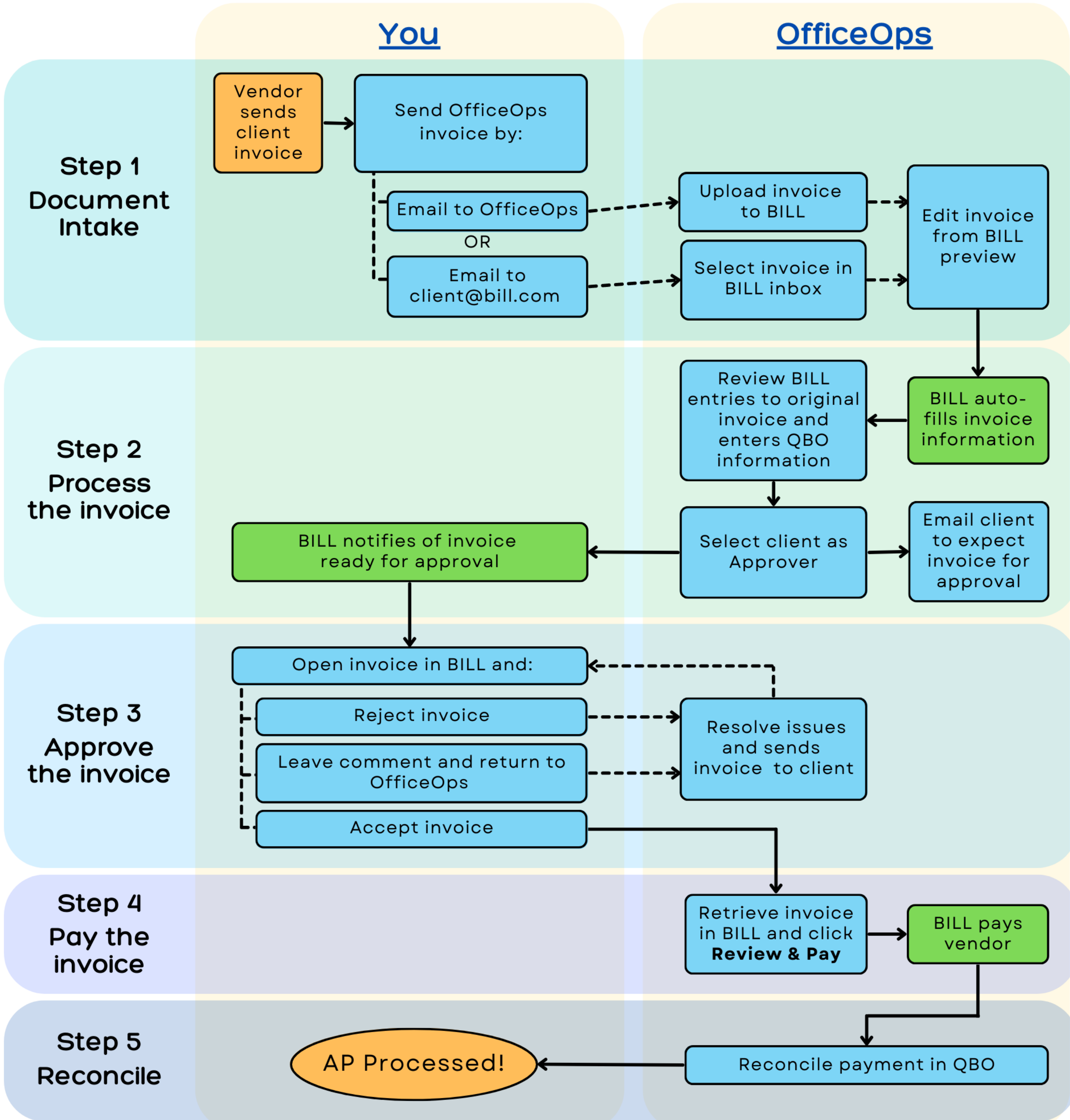


OfficeOps utilizes BILL to process Accounts Payable. This software offers a faster, easier way to process AP that gathers invoices into a digital system, handles approvals remotely, stores back-and-forth communication with each invoice automatically, and lets you pay those bills with a few clicks, all inside the same system. It even syncs with QuickBooks so you don't have to enter any of it twice.

BILL

As mentioned above, OfficeOps manages payables through BILL, which helps monitor compliance, approvals, and electronic payments for an attractive price. BILL offers an added efficiency through QuickBooks integration that supports growth. OfficeOps will not handle accounts payable outside of BILL due to concerns for financial controls. We can help you manage the sync between QBO and BILL.

The BILL AP process has five steps shared by OfficeOps and your team. See the chart on the next page for an in-depth breakdown of the AP Process that includes your tasks and OfficeOps'.


You
OfficeOps
Step 1
Document Intake
Vendor sends client invoice
Send OfficeOps invoice by:
Email to OfficeOps
OR
Email to client@bill.com
Upload invoice to BILL
Select invoice in BILL inbox
Edit invoice from BILL preview
Step 2
Process the invoice
BILL auto-fills invoice information
Review BILL entries to original invoice and enters QBO information
Select client as Approver
Email client to expect invoice for approval
BILL notifies of invoice ready for approval
Step 3
Approve the invoice
Open invoice in BILL and:
Reject invoice
Leave comment and return to OfficeOps
Accept invoice
Resolve issues and sends invoice to client
Step 4
Pay the invoice
Retrieve invoice in BILL and click Review & Pay
BILL pays vendor
Step 5
Reconcile
Reconcile payment in QBO
AP Processed!

Accounts Receivable

As you may guess, Accounts Receivable is the exact opposite of Accounts Payable. The receivable account represents amounts your business is owed. OfficeOps will help manage your receivables by following-up and reviewing receivables, sending statements and invoices, and verifying billing data.