

QuickBooks Online (QBO) Client Intake Checklists

New Setup • Cleanup/Catch-up • Monthly Bookkeeping Plan

Use these pages to collect what you need from a client before starting work in QBO. They are written to be client-friendly, but still capture the accounting decisions that prevent rework.

A) Access and security

- Client creates/owns QBO account (Primary Admin) under their email
- Client invites you as an Accountant user (or adds you with the correct permissions)
- Preferred secure method for sharing sensitive info (portal, encrypted link, etc.)
- Written approval for connecting banks/apps (who will enter credentials)

Best practice: the client remains Primary Admin. You work as Accountant user.

B) Business profile (for Company Settings)

- Legal business name, DBA (if any), business address, phone, website
- Entity type (sole prop / LLC / S-Corp / C-Corp / nonprofit)
- Tax ID used for the business (EIN or SSN) + tax form type (if known)
- Fiscal year end (usually Dec 31)
- Industry + what they sell (services/products) in plain English

C) Accounting decisions

- Reporting basis preference: Cash or Accrual (or 'ask my CPA')
- Do they collect sales tax? Where? Filing frequency?
- Do they need Classes/Locations (tracking by program, site, service line)?
- Invoice terms (Due on receipt / Net 15/30) + late fee policy (if any)
- Chart of Accounts: use your template, QBO default, or CPA-provided structure

If they are unsure about cash vs accrual, set the company up cleanly and confirm with the CPA before filing/closing periods.

D) Money flow (accounts + processors)

- List of all business bank accounts (checking/savings) to connect
- Business credit cards used for expenses
- Payment processors: Square / Stripe / PayPal / Shopify / etc.
- Loans/lines of credit (lender name + current balance statement if available)
- Who handles invoicing, deposits, bill payments, and approvals

E) Lists (the stuff that speeds everything up)

- Customer list (name, email, terms)
- Vendor list (name, email/address, payment method)
- Products/Services list (what they sell + default pricing if they want it on invoices)
- Logo for invoices + preferred invoice wording

F) Starting point and opening balances

- Official start date for bookkeeping in QBO (e.g., start of month/quarter)
- Bank and credit card balances as of the start date (statements)
- If applicable: A/R and A/P totals as of the start date

For a brand-new business with no prior activity, opening balances may be \$0. If they have prior activity, you may need a cleanup instead of a pure setup.

Client signature/approval (optional): _____ Date: _____

Cleanup / Catch-up Intake (Existing or Messy Books)

As of February 12, 2026

A) Access and current state

- Invite you as Accountant user (or share existing accountant access)
- Confirm which QBO file is the correct one (avoid duplicates)
- List of connected bank/credit card feeds and apps currently linked
- Any prior bookkeeper/CPA contacts (for handoff questions)

B) Define the scope (what exactly needs fixing)

- Months/years needing cleanup (e.g., Jan-Dec 2025)
- Reason for cleanup (tax filing, loan application, investor reporting, 'it's chaos')
- Target reporting basis: Cash or Accrual (or CPA decision)
- Deadline dates (tax filing, lender package, audit, etc.)

Cleanup gets faster when the target period, reporting basis, and deadline are explicit.

C) Documents you need (minimum viable stack)

- Bank statements for each account for the entire cleanup period
- Credit card statements for the entire cleanup period
- Loan/line-of-credit statements + original loan details (if available)
- Merchant processor statements/reports (Stripe/Square/PayPal/Shopify)
- Payroll reports for the period (if payroll exists)

D) Tax/CPA alignment (to avoid doing work twice)

- Most recent business tax return (or Schedule C)
- Any prior year financial statements (P&L; + Balance Sheet)
- Chart of Accounts preferences from CPA (if any)
- Sales tax filings and notices (if collected)

E) Common cleanup decision points

- How to handle owner draws/contributions and mixed personal expenses
- How to treat transfers between accounts (reduce duplicates)
- Whether to use Classes/Locations going forward
- Rules for categorizing recurring transactions

If personal expenses run through business accounts, you'll need a clear rule: 'Owner draw' vs 'reimbursable' vs 'business'.

F) Deliverables (what the client gets at the end)

- Reconciled bank and credit card accounts for the agreed period
- Clean P&L; and Balance Sheet for the period
- List of open questions/assumptions used
- Optional: year-end package prepared for CPA

Client sign-off on scope + period: _____ Date: _____

Monthly Bookkeeping Plan Intake (Ongoing Services)

As of February 12, 2026

This page sets the recurring rhythm: who does what, how fast, and what reports the client expects each month.

A) Access + systems

- QBO access (Accountant user) confirmed
- Bank/credit card feeds connected (or statement delivery process agreed)
- Apps in use (CRM, invoicing, POS, e-commerce, expense tools)
- Receipt capture method (QBO receipts, Dext, email, shared folder)

B) Monthly workflow agreements

- Cutoff date each month for receipt/statement submission (e.g., 5th business day)
- Approval process for uncertain transactions (weekly email, shared list, call)
- Who sends invoices and follows up on A/R (you vs client)
- Who pays bills and how approvals happen (you vs client)

A clean monthly close is mostly a calendar problem disguised as an accounting problem.

C) What you do each month (typical deliverables)

- Categorize and review transactions (including rules where appropriate)
- Reconcile bank and credit card accounts
- Review A/R and A/P (or coordinate if client handles invoicing/bills)
- Monthly financial reports: Profit & Loss and Balance Sheet
- Optional: budget vs actual, classes/locations reporting, KPI summary

D) Payroll and taxes (if included)

- Payroll provider and responsibility split confirmed (QBO Payroll/Gusto/ADP/etc.)
- Sales tax: do they collect it? who files? filing frequency confirmed
- 1099 tracking: vendors that may need 1099s identified

E) Communication preferences

- Preferred contact method (email/text/call) and response expectations
- Standing meeting cadence (optional): weekly / biweekly / monthly
- Who approves large or unusual transactions

F) Start date + first month setup

- Monthly service start date
- Prior month reconciliation status confirmed
- Opening balances verified (if transitioning from another system/bookkeeper)

Client acceptance of ongoing cadence: _____ Date: _____