



CCH iKnow

Business Fitness Practice Tools Content Guide

No two accountancy firms are the same. If you are a specialist accountancy firm, a sole practitioner or one dealing with a broad range of compliance and business advisory work, it's easy to build a subscription package that suits your business focus and budget.





CCH iKnow

Business Fitness

Practice Tools Content Guide

Subscription packages



Select from:

- bronze
- silver
- gold

Flexible Bronze, Silver and Gold pricing packages and modules mean you only pay for the level of content you need.

Pricing Levels

Bronze — Advising Clients ●

- FAQs fact sheets
- White label newsletter + blog
- Social media posts (bimonthly + special alerts)
- Business advisory guides
- Tax payments wall planner

Silver (+ Bronze) — Smart tools ●

- Workpapers + NZ annual accounts guide
- Livestock workpapers
- Dividend workpapers
- Annual Accounts checklist builder including client questionnaire templates
- Calculators including Provisional Tax & Mixed Use Assets

Gold (+ Bronze & Silver) — Best practice procedures ●

- Procedures
- Quality control manual
- Letters to clients, Inland Revenue, govt depts and & professionals
- Forms, Checklists, Policies
- NCPFO – NZ Company Forms
- NZPTO – Trust Minutes, resolutions & Checklists

- **Bronze** Advising Clients
- **Silver** (+ Bronze) Smart tools
- **Gold** (+ Bronze & Silver)
Best Practice Procedures

Agri-Industry

Smart tools

Workpapers

- Worksheet: Electronic Workpapers Livestock Static ● ●
- Worksheet: Electronic workpapers livestock ● ●
- Guide: Livestock workpapers – administrator setup ● ●
- Guide: Livestock workpapers – Integrated and Static ● ●
- Worksheet: Rural Business Budget Cashflow ● ●

Best Practice Procedures

Ownership

Procedure: Equity partnership ●

- Form: Information memorandum ●

Procedure: Sales and purchases (farms) ●

- Guide: Sales and purchases (farms) ●

Procedure: Succession planning for a farming client ●

- Worksheet: Succession planning ●
- Form: Agenda ●
- Form: Succession plan ●

Governance

Procedure: Family advisory board facilitation ●

- Guide: Facilitating family advisory board meetings ●
- Form: Key roles within the business ●
- Client letter: Family advisory board info pack ●
- Client letter: Family advisory board engagement ●
- Checklist: Family advisory board ●
- Checklist: Directors (for farming businesses) ●
- Form: Family Advisory Board Agenda 1st Meeting ●
- Checklist: Client board meeting preparation ●

- Form: Family advisory board papers ●
- Form: Family advisory board minutes ●
- Form: Family advisory board action plan ●

Business management

Procedure: Business management cycle ●

- Guide: Helping your client understand the business management cycle ●
- Guide: Roles in business – helping your clients plan ●
- Client letter: Business management cycle engagement ●

Procedure: Business management cycle analysis ●

- Fact sheet: Key performance indicators ● ● ●
- Form: Analysis of financial data: Key findings ●
- Form: Action plan ●

Procedure: Business management cycle – evaluation ●

- Checklist: Evaluation meeting ●
- Guide: Conversation starters ●
- Form: Evaluation key findings report ●
- Client letter: Key findings report ●

Procedure: Business management cycle – monitoring ●

Procedure: Business needs analysis ●

- Guide: How to engage with clients ●
- Form: Business needs analysis – farming ●
- Client letter: Example text for business needs analysis cover letter/email ●
- Form: Key issues template ●

Procedure: Business plan preparation (for farming businesses) ●

- Guide: Business planning ●
- Form: Business plan ●

- Fact sheet: Business plan preparation ● ● ●
- Client letter: Business plan preparation ●
- Form: Business Plan Questionnaire ●
- Form: Business Plan: SWOT Analysis ●
- Procedure: Business structures – new clients new entities ●**
- Form: New client business structure ●
- Form: New clients progress chart ●
- Procedure: Client discussion group facilitation ●**
- Guide: Client discussion / mentoring facilitation ●
- Script: discussion group – client requested advice ●
- Script: Discussion group – common questions ●
- Client letter: Discussion group letter ●
- Fact sheet: Discussion group ● ● ●
- Checklist: Discussion / mentoring group ●
- Client letter: Discussion mentoring group follow up letter ●
- Script: Discussion group – follow up ●
- Procedure: Client questionnaires ●**
- Form: Client questionnaire farmers we do GST ● ●
- Form: Client questionnaire farmers they do GST ● ●
- Form: Client questionnaire livestock sheet ● ●
- Form: Client questionnaire livestock numbers ● ●
- Procedure: Mentoring session facilitation ●**
- Script: Mentoring session – client has requested guidance ●
- Script: Mentoring session – common questions ●
- Client letter: Mentoring group ●

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Packages

- **Bronze** Advising Clients
- **Silver** (+ Bronze) Smart tools
- **Gold** (+ Bronze & Silver)
Best Practice Procedures



Agri-Industry continued

Fact sheet: Mentoring session
Client letter: Mentoring group
thank you letter



Doing the Work

Procedure: Farm business access

Client letter: Farm business
Form: Farm business fax



FAQ Procedures

Procedure: Accounting terms and Financial Statements

Script: Accounting terms
Client letter: FAQ covering letter
Fact sheet: Accounting terms
glossary



Procedure: Benchmarking

Script: Benchmarking
Fact sheet: Business
benchmarking
Client letter: Benchmarking report



Procedure: Business management cycle FAQ

Script: Business management cycle
Fact sheet: Business management
cycle
Fact sheet: Why is planning
important



Procedure: Business structures

Script: Business structures
Fact sheet: Common business
structures



Procedure: Cost control

Script: Cost control
Fact sheet: Cost control
Checklist: Cost Control Review



Procedure: Depreciation

Script: Depreciation
Fact sheet: Depreciation — what
do I need to know?



Procedure: Employees and contractors

Script: Employees and
contractors
Guide: Employees and
contractors



Fact sheet: Employees and
contractors — tax treatment



Fact sheet: Employees and
Contractors — the difference
(Contractor)



Fact sheet: Employees and
Contractors — the difference
(Employer)



Procedure: Employment

Script: Employment
Fact sheet: Signposts for rural
employers
Fact sheet: Employment
standards
Guide: Helpful links on employment,
tax and paying people



Procedure: equity partnerships FAQ

Script: equity partnerships script
Fact sheet: Equity partnerships



Procedure: family businesses

Script: family businesses script
Fact sheet: Family businesses



Procedure: Farmhouse expenses

Script: Farmhouse expenses script
Fact sheet: Farmhouse expenses
and tax deductibility
Fact sheet: Types of farmhouse
expenses
Fact sheet: Farmhouse expenses
Type One farms
Fact sheet: Farmhouse expenses
Type Two farms



Flowchart: Farmhouse expenses
Decision Tree



Flowchart: Type 1 and 2 Farms
Decision Tree



Calculator: Farmhouse expenses



Procedure: Financial statements

Script: Financial statements
Fact sheet: Financial Statements



Procedure: Governance and family advisory boards

Script: Governance and family
advisory boards
Fact sheet: Governance and advisory
boards for family businesses



Fact sheet: What is a family
advisory board



Fact sheet: Your responsibilities
as director



Fact sheet: Your responsibilities
as an independent director



Fact sheet: Governance and
advisory boards: factors to
consider



Procedure: Health and safety

Script: Health and safety
Fact sheet: Health and safety
— ACC



Fact sheet: ACC and NZ
Superannuation



Procedure: Income Equalisation Scheme

Script: Income equalisation
Fact sheet: Income Equalisation
fact sheet



Fact sheet: Income Equalisation
fact sheet — how it works



Procedure: Livestock valuation methods

Script: Livestock valuation
methods
Letter: Livestock valuation
methods
Worksheet: Livestock Valuation
Herd Scheme Values
Fact sheet: Livestock — Explaining
the Herd and NSC Livestock
Valuation Methods



Minimum wage

Script: Minimum wage
Fact sheet: Minimum wage
Fact sheet: Minimum wage and
averaging



Fact sheet: Minimum wage and
employment requirements
Form: Agreement on benefits &
reimbursements



Procedure Risk Management

Script: Risk management
Fact sheet: Risk management
Checklist: Risk Assessment



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Agri-Industry continued

Procedure: Succession planning

FAQ ●

Script: Succession planning script ●

Fact sheet: Succession planning fact sheet ● ● ●

Fact sheet: Roles in business — helping you plan ● ● ●

Procedure: Tax

Script: Tax script ●

Fact sheet: FBT ● ● ●

Fact sheet: FBT fact sheet — what items are exempt from FBT? ● ● ●

Fact sheet: FBT fact sheet — calculating and filing FBT ● ● ●

Fact sheet: GST ● ● ●

Fact sheet: Registering for GST ● ● ●

Fact sheet: What we need from you to register you for GST ● ● ●

Fact sheet: Tax and paying people Fact sheet: PAYE ● ● ●

Fact sheet: Tax and paying people — schedular payments ● ● ●

Fact sheet: Tax and paying people — CAE ● ● ●

Fact sheet: Tax and paying people — seasonal workers ● ● ●

Fact sheet: Tax and paying people — allowances, benefits, lump sums ● ● ●

Fact sheet: Provisional tax ● ● ●

Knowledge Base

Procedure: Annual farming production cycles ●

Guide: Production cycle dairy ●

Guide: Production cycle kiwifruit ●

Guide: Production cycle beef Nth Is ●

Guide: Production cycle beef Sth Is ●

Guide: Production cycle sheep Nth Is ●

Guide: Production cycle sheep Sth Is ●

Guide: Production cycle pipfruit ●

Guide: Dairy farming KPIs glossary ●

Guide: Farming terms glossary ●

Web Links

Guide: Web links ●



Business Advisory & Coaching Services

Client Resources

Client Newsletters

Accelerate ● ● ●

A bi-monthly Tax & Business newsletter with special alerts on relevant topics. Brand as your own and send to clients. Accelerate has both your newsletter & social media sorted!

Guide: Newsletter — Accelerate ● ● ●

Guide: Accelerate index ● ● ●

Guide: Accelerate newsletter — working with Word ● ● ●

Guide: Accelerate newsletter — working with email ● ● ●

Guide: Accelerate newsletter — working with the blog ● ● ●

Guide: Accelerate newsletter — working with social media ● ● ●

Best Practice Procedures

Business Advisory

Procedure: Accounting systems evaluation

Checklist: Accounting systems evaluation ●

Procedure: Appraisals

Client letter: Business appraisal ●

Guide: Business appraisals preparation ● ● ●

Checklist: business Appraisal Preparation ● ● ●

Form: Business appraisal questionnaire ● ● ●

Procedure: Business Fitness coaching programme

Form: Business coaching referral note ● ● ●

Checklist: Business improvement ● ● ●

Guide: Top 30 issues facing SMEs ●

Script: Business coaching referral script ●

Form: Business focus meeting agenda ●

Form: Business coaching action plan ●

Client letter: Business coaching letter ●

Procedure: Business needs assessment

Form: Business needs analysis ●

Form: Business needs analysis — farming ●

Client letter: Business needs analysis letter ●

Sample text: Business needs analysis email example ●

Form: Business needs summary of issues ●

Flowchart: Business needs ●

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Business Advisory & Coaching Services continued

Procedure: Business plan preparation

Client letter: Business plan — engagement and quote

Procedure: Buying or setting up a business

Script: Buying or setting up a business — help me buy a business

Guide: Buying a business

Client letter: Guide to buying a business covering letter

Checklist: Due diligence checklist — buying a business

Checklist: Due Diligence

— Information Request List

Script: Buying or setting up a business — help me set up a new business

Client letter: Setting up a business cover letter

Procedure: Confidentiality agreements

Form: Confidentiality agreement

Procedure: Customer advisory board facilitation

Script: Customer advisory board script

Client letter: Customer advisory board letter

Guide: Customer advisory board

Client letter: Customer advisory board invitation letter

Checklist: CAB follow up checklist

Checklist: CAB client checklist

Checklist: CAB facilitator checklist

Form: Customer advisory board key issues

Form: Customer advisory board action report

Client letter: Customer advisory board thank you letter

Procedure: Directors meetings — facilitation

Guide: Directors meetings — facilitation

Form: Directors meetings

— board papers

Form: Directors meetings

— action plan

Checklist: Directors' checklist

Procedure: Financing

Checklist: Business financing

Procedure: KPI monitoring

Guide: Establishing the key performance indicators in your business

Guide: Key traits of a successful business

Form: KPI analysis

Form: Retailer business review questionnaire

Form: Manufacturing business review questionnaire

Form: Service provider business review questionnaire

Form: Farming business review questionnaire

Checklist: Specialist KPIs for accommodation and foods

Checklist: Specialist KPIs for construction and engineering

Checklist: Specialist KPIs for customer service

Checklist: Specialist KPIs for HR management

Checklist: Specialist KPIs for manufacturing

Checklist: Specialist KPIs for property management

Checklist: Specialist KPIs for sales and marketing

Checklist: Specialist KPIs for wholesale and retail

Worksheet: KPI selection worksheet

Sample text: KPI monthly report

Procedure: Management control plans

Form: Management meeting agenda

Procedure: Newsletters — Accelerate

Procedure: Planning days and planning sessions

Checklist: Business development services — client selection checklist

Client letter: Planning day engagement letter

Flowchart: Business improvement process — client business

Form: Client monthly management meeting agenda

Form: Client monthly management meeting minutes

Guide: Planning event

Checklist: Business development client selection

Form: Planning event agenda

Client letter: Planning event confirmation letter

Checklist: Planning

Form: Planning event report

Form: planning event action plan

Client letter: Planning event cover letter

Procedure: Profit and cash flow forecasts

Letter: Profit and cash flow letter

Checklist: Budget preparation

Form: Profit and cash flow plan

Procedure: Profit improvement potential model

Calculator: Profit improvement potential calculator

Procedure: Property management services agreement

Form: Property management services agreement

Procedure: Sale reports

Sample letter: Sale information memorandum letter

Checklist: Sale information memorandum checklist

Form: Sale information memorandum

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Business Advisory & Coaching Services continued

Procedure: Succession planning

- Form: Succession planning seminar invitation ●
- Form: Succession and sale of business ●
- Form: Succession action plan ●
- Client letter: Succession planning engagement letter ●
- Checklist: Succession planning ●

Procedure: Valuations

- Guide: Business valuations – internal ●
- Worksheet: Business valuation workbook ●
- Client letter: Business valuation engagement (non-independent) letter ●
- Client letter: Business valuation engagement (independent) letter ●
- Client letter: Business valuation information required letter ●
- Client letter: Business valuation draft report letter ●
- Client letter: Business valuation letter of representation ●
- Client letter: Business valuation report letter ●

Procedure: Virtual Chief Financial Officer (CFO)

- Client letter: VCFO proposal ●

Coaching Library

Guide: Business fitness coaching library

Guide: Coaching Library Resources – Beginning and buying a business

- Checklist: CAB client checklist ●
- Guide: Business structures ● ● ●
- Guide: Companies ● ● ●
- Guide: Family trusts ● ● ●
- Guide: Partnerships ● ● ●
- Guide: Sole trader ● ● ●
- Guide: Legislative requirements ● ● ●
- Form: Working capital required ● ●

- Checklist: Buying a business – checklist of issues to consider ●

Guide: Coaching Library Resources – Financial management

- Calculator: Breakeven point ● ●
- Worksheet: Simple budget ● ●
- Form: Ratio analysis ● ●
- Calculator: Debtors days outstanding ● ●
- Guide: ACC levies ● ● ●
- Guide: Cashflow and cost control ● ● ●

Guide: Coaching Library Resources – Accounting systems

- Guide: Tips for keeping track of business expenses ● ● ●
- Guide: Motor vehicle deductions ● ● ●
- Guide: Motor vehicle business use and FBT ● ● ●
- Guide: Motor vehicle deductions and GST ● ● ●
- Guide: Motor vehicle deductions Partnerships and sole traders ● ● ●
- Guide: Motor vehicle business use and reimbursements ● ● ●

Guide: Coaching Library Resources – Business systems

- Guide: Business systemisation ● ● ●
- Guide: Process management ● ● ●
- Form: Procedure template ● ●
- Form: Checklist template ● ●
- Form: Script template ● ● ●

Guide: Coaching Library Resources – Human resources

- Guide: Employment kit ● ● ●
- Guide: Recruitment ● ● ●
- Guide: Writing position descriptions ● ● ●
- Guide: Placing an ad ● ● ●
- Guide: Interviewing ● ● ●
- Guide: Skills testing ● ● ●
- Guide: Behavioural profiling ● ● ●
- Guide: Induction ● ● ●
- Guide: Building an employment agreement ● ● ●
- Guide: Trial and probation ● ● ●

- Guide: Performance management ● ● ●
- Guide: Dismissal ● ● ●

Guide: Coaching Library Resources – Pricing and margins

- Guide: Pricing ● ● ●
- Guide: Pricing and Profit ● ● ●
- Guide: Should you be increasing your prices ● ● ●
- Calculator: Increasing prices ● ● ●
- Guide: Should you be discounting your price ● ● ●
- Calculator: Discounting ● ● ●
- Calculator: Charge rates calculator ● ● ●
- Checklist: Gross profit ● ● ●

Guide: Coaching Library Resources – Debtor management

- Guide: Debtor management kit ● ● ●
- Guide: Debtor Management ● ● ●
- Guide: Debtor Management Strategy ● ● ●
- Script: Debtor telephone ● ● ●
- Sample letter: Debtor management ● ● ●
- Guide: Terms of trade ● ● ●
- Guide: Credit Control ● ● ●
- Guide: Debt factoring and invoice financing ● ● ●
- Guide: What if debtors still don't pay ● ● ●
- Guide: Legal remedies for debt ● ● ●

Guide: Coaching Library Resources – Technology in business

- Guide: Technology in business kit ● ● ●
- Guide: Software applications in small business ● ● ●
- Guide: Telecommunications in small business ● ● ●
- Guide: Computers in small business ● ● ●
- Guide: Business sustainability in uncertain times ● ● ●

Guide: Coaching Library Resources – Customer management

- Guide: Customer management kit ● ● ●

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- **Bronze** Advising Clients
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Best Practice Procedures



Business Advisory & Coaching Services continued

Guide: Profit improvement – customer retention	● ● ●	Guide: Direct marketing	● ● ●	Form: Your energy cycle worksheet	●
Guide: Customer service	● ● ●	Guide: Sales	● ● ●	Guide: Coaching Library Resources – Family businesses	●
Checklist: Mystery shopper	● ● ●	Checklist: Sales visit	●	Guide: Family businesses	● ● ●
Checklist: Appointments	●	Checklist: Quoting checklist	●	Checklist: Family business	●
Checklist: Contact	● ● ●	Guide: Coaching Library Resources – Exporting	●	Guide: Coaching Library Resources – Profit improvement	●
Checklist: Telephone answering	● ● ●	Guide: Exporting	● ● ●	Guide: How to increase profit	● ● ●
Script: Telephone – helpful telephone guidelines	● ● ●	Guide: Exporting web links	● ● ●	Guide: Profit improvement – adding value	● ● ●
Guide: Client databases	● ● ●	Guide: Coaching Library Resources – Risk management	●	Guide: Profit improvement and productivity	● ● ●
Checklist: Database management	●	Guide: Risk management	● ● ●	Guide: Your profit improvement potential	● ● ●
Guide: Loyalty & reward systems	● ● ●	Checklist: Risk management audit checklist	●	Guide: Coaching Library Resources – Succession planning	●
Guide: Managing queries & complaints	● ● ●	Guide: Insurances	● ● ●	Guide: Succession planning	● ● ●
Form: Client Complaint	●	Checklist: Insurances	●	Guide: Coaching Library Resources – Selling the business	●
Checklist: Professional complaint handling	●	Checklist: Disaster recovery	●	Guide: Valuation of a business	● ● ●
Guide: Surveys and market research	● ● ●	Guide: Safeguard your business	● ● ●	Guide: Selling your business	● ● ●
Guide: Market research survey planning	● ● ●	Guide: Coaching Library Resources – Directorship	●	Checklist: Selling your business	●
Guide: Coaching Library Resources – Marketing and selling	●	Guide: Directors	● ● ●	Guide: Coaching Library Resources – Retirement planning	●
Guide: Marketing	● ● ●	Guide: Coaching Library Resources – Time management	●	Guide: Retirement Planning	● ● ●
Checklist: Marketing plan checklist	● ● ●	Guide: Managing your time	● ● ●		
Guide: Branding & promotions	● ● ●	Form: Daily time log worksheet	● ● ●		
Form: Promotion plan template	● ● ●	Form: Time quadrant worksheet	●		
Guide: Advertising	● ● ●	Checklist: Time management	●		



Company Administration

Best Practice Procedures

Procedure: Company Administration

- Note: Business Fitness practice tools for company administration interlink with CCH Companies Forms and Precedents. ●
- Guide: Company Minutes and Resolutions ●
- Overview ●
- Guide: Company Letters Overview ●

Company Formation and Setup

Procedure: Company Formation – Internet

- Fact sheet: Companies and Limited Partnership ●
- Changes fact sheet ●
- Form: Company formation – information required ●
- Form: Incorporation Details – Supporting Documents ●

- Letter: New company letter ●
- Letter: BankLink New Accounts Letter ●
- Checklist: New company checklist ●
- Procedure: Company Formation – Online Setup Tasks** ●
- Procedure: Company Administration – Adopting or Altering a Constitution** ●

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Company Administration continued

Procedure: Company Formation — Company Statutory Documents Folder

Guide: Statutory Requirements for a Company to Keep Records
Form: Company documents

Procedure: Company Administration — Review

Letter: Company administration review engagement
Checklist: Company administration review
Letter: Company admin review — letter to solicitor
Letter: Company admin review — letter to client
Letter: Company admin review — letter to existing client

Ongoing Company Administration

Guide: Issuing of Shares
Guide: Interests Register
Guide: Distributions

Procedure: Company Administration — Appointment of Alternate Director

Procedure: Company Administration — Change of Company Name

Letter: Certificate of Incorporation Letter to Bank
Letter: Certificate of Incorporation Letter to Client
Letter: Certificate of Incorporation Letter to IRD

Procedure: Company Administration — Change of Director's Address

Procedure: Company Administration — Change of Director's Name

Form: Company Minute Noting Change of Directors Name

Procedure: Company Administration — Change of Registered Office, and Other Company Addresses

Form: Change of Registered Office Directors Resolution

Procedure: Company Administration — Change of Shareholder's Address

Procedure: Company Administration — Directors' Appointments

Form: Company Directors Details
Letter: Company change of directors consent
Letter: Company changes letter to IRD

Procedure: Company Administration — Directors' Resignations

Letter: Resignation of director
Letter: Change of Directors Letter

Procedure: Company Administration — Dividends

Procedure: Company Administration — LTCs

Form: Election to become an LTC
Form: Election to become an LTC — Shareholders

Letter: Look through company election

Letter: LTC revocation
Guide: Look-Through Companies — Revocation of Status

Letter: LTC Revocation letter notifying owners
Letter: LTC revocation reversal letter

Procedure: Company Administration — Major Transactions

Guide: Company Administration — Major Transaction
Form: Major Transaction — Directors Resolution
Form: Major Transaction — Shareholders resolution

Procedure: Company Administration — QCs

Guide: Qualifying Companies
Checklist: QC status monitoring
Form: Resolution for QC or LAQC — Shareholders
Form: Election to Revoke QC status

Procedure: Company Administration — Removal of a Director

Form: Removal of Directors — Directors Minutes no meeting held

Procedure: Company Administration — Search for Security Interests (PPSR)

Procedure: Company Administration — Share Transfers

Checklist: Share transfer
Form: Disclosure of Personal Interest of Director
Form: Disclosure — Directors Resolution

Procedure: Company Administration — Transmission of Shares

Guide: Transmission of Shares

Company Annual Administration and Financials

Procedure: Company Administration — Annual Returns

Letter: Annual returns fee

Procedure: Company Administration — Annual Meeting of Shareholders

Form: AGM — Agenda
Form: AGM — Proxy
Form: Financial Reporting Opt Out Motion

Procedure: Company Administration — Annual Meeting of Shareholders (No Meeting)

Procedure: Company Administration — Directors Fees

Letter: Directors salaries

Company Cessation

Procedure: Company Administration — Amalgamation of Commonly Owned Companies

Guide: Qualification for short form amalgamation — Commonly Owned

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Company Administration continued

Checklist: Amalgamation	●	Procedure: Company Administration – Director Certificates for Amalgamation	●	Letter: Liquidations IRD Tax Clearance	●
Guide: Check Companies Office for Amalgamating Companies	●	Form: Amalgamation Director Certificate	●	Form: Liquidations Report Final	●
Form: Amalgamation Director Resolution – Commonly Owned Companies	●	Form: Amalgamation Director Certificate Re Creditors	●	Letter: Liquidations Final Report to Creditors	●
Guide: Director Resolutions – Commonly Owned Companies	●	Procedure: Company Administration – File Amalgamation Documents	●	Letter: Liquidations Local Newspaper 2nd	●
Form: Amalgamation Notice to Secured Creditor – Commonly Owned Companies	●	Form: Amalgamation – Directors Details	●	Letter: Liquidations NZ gazette 2nd	●
Letter: Amalgamation Letter to Directors	●	Procedure: Company Administration – Liquidation by Directors Resolution	●	Letter: Liquidations – Advice to IRD	●
Letter: Amalgamation Letter to IRD	●	Procedure: Company Administration – Liquidation by Shareholders Resolution	●	Procedure: Company Administration – Removal from Register by Directors	●
Procedure: Company Administration – Amalgamation of Holding Company with Subsidiaries	●	Letter: Liquidations Engagement	●	Letter: Company removal initial cover letter	●
Guide: Qualification for short form amalgamation – Holding with Subsidiaries	●	Form: Deed of Indemnity to Liquidator	●	Letter: Company removal by directors – letter to IRD	●
Form: Amalgamation Director Resolution – Holding Company with Subsidiaries	●	Form: Liquidations Report 1st	●	Letter: Company removal letter – director authorised	●
Guide: Director Resolutions – Holding Company with Subsidiaries	●	Letter: Liquidations 1st Report to Creditors	●	Letter: Company administration – advice to IRD	●
Guide: Amalgamation Guide – Subsidiary Becomes Amalgamated Company	●	Letter: Liquidations NZ Gazette 1st	●	Procedure: Company Administration – Removal from Register by Shareholders	●
Form: Amalgamation Notice to Secured Creditor – Holding Company with Subsidiaries	●	Letter: Liquidations Local Newspaper 1st	●	Letter: Company removal by shareholders – letter to IRD	●
		Form: Liquidations Report 6 Month	●	Letter: Company removal letter – shareholder authorised	●
		Letter: Liquidations 6 Month Report to Creditors	●	Procedure: Company Administration – Reserve Company Name	●



Practice Management

Best Practice Procedures Administration		Procedure: Computer system – update practice software	●	Procedure: Dealing with death	●
Procedure: Banking	●	Sample text: Practice management software – installing updates	●	Letter: Dealing with death – letter to solicitor	●
Procedure: Computer System	●	Procedure: Correspondence – filing	●	Letter: Dealing with death – executor letter to IRD	●
Procedure: Computer system – backups	●	Sample text: Filing correspondence	●	Letter: Dealing with death – KiwiSaver letter	●
Procedure: Computer system – restoring from backups	●	Procedure: Correspondence – writing	●	Letter: Dealing with death – letter to IRD	●
		Procedure: Couriers	●	Checklist: Dealing with death	●
		Form: Courier log	●		

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Packages

- **Bronze** Advising Clients
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Practice Management continued

Procedure: Debtor Control

- Guide: Eleven Keys to Prompt Payment
- Letter: Debtors – 1st letter to debtor
- Script: Second telephone call to overdue debtor
- Letter: Debtors – 2nd letter to debtor
- Letter: Debtors – 3rd letter to debtor

Procedure: Debtor management – smartAR

- Sample letter: smartAR Fee Funding sample debtors
- Sample text: smartAR Fee Funding sample newsletter article
- Guide: smartAR – 10 things the firm should know
- Script: smartAR Fee Funding
- Sample letter: smartAR application
- Form: smartAR Fee Funding forms for approval
- Guide: smartAR Whitepaper – Eradicate Overdue Debtors
- Guide: smartAR client brochure
- Guide: smartAR Banners

Procedure: Debtor receipting

Procedure: File naming and saving protocols

- Sample text: File naming and saving example

Procedure: Fixed assets control

- Form: Fixed asset register

Procedure: Insurance register and review

Procedure: Mail handling

- Form: Mail ledger

Procedure: Office security and maintenance

- Form: Key and alarm monitoring
- Form: Maintenance authorisation

Procedure: Ordering goods and services

- Form: Purchase order

Procedure: Payment of accounts

● Procedure: Payment of accounts for the firm

● Procedure: Payment of accounts – auto payments and direct debits

● Procedure: Payment of accounts – desk banking

- Example: Desk banking (Westpac Trust)

● Procedure: Client – payment of accounts

● Procedure: Payroll and PAYE

● Procedure: Petty cash

● Procedure: Practice management – changing firm details

- Letter: Changing firm details
- Checklist: Changing firm details
- Letter: Changing client manager

● Procedure: Reception maintenance

● Procedure: Stationery and office supplies

● Procedure: Telephone answering

● Procedure: Timesheets

● Procedure: Trust account administration

- Letter: Trust account bank notice
- Form: Trust account – client authorisation for deposit
- Form: Trust account – client authorisation for withdrawal
- Client letter: Trust account – confirmation of withdrawal of funds

● Clients

● Procedure: Appointments

- Form: Appointment detail
- Client letter: Confirmation of appointment

● Procedure: Client categorisation

- Form: Client categorisation
- Client letter: Letter to a D client

● Procedure: Contact

- Script: Greeting a visitor
- Form: Refreshments menu
- Form: Visitor log

● Procedure: Deletions

- Client letter: Ethical clearance – deleted client
- Checklist: Deletion of client

● Procedure: Fee queries

- Client letter: Fee queries invoice in order
- Client letter: Fee queries credit note
- Client letter: Fee queries service quality in order
- Client letter: Fee queries service quality deficiency
- Worksheet: Fee analysis spreadsheet
- Client letter: Fee queries fee analysis

● Procedure: Feedback from clients

- Sample text: Feedback – covering text for letter or email
- Form: Feedback on completion of work
- Form: Feedback – annual feedback
- Form: Feedback – service standards

● Procedure: Fixed price agreement preparation

- Calculator: Fixed price agreement
- Client letter: Fixed price agreement
- Form: Automatic payment

● Procedure: myIR Secure Online Services – Client Maintenance

- Form: IRD information authority

● Procedure: New clients

- Flowchart: New client setup
- Checklist: Welcome Kit Preparation

● Procedure: Meetings – new clients

- Guide: Meetings – tips for a successful meeting
- Guide: Why clients change accountants
- Guide: Ideal client profile
- Form: Meeting agenda – new clients
- Form: Prospect tracking sheet
- Client letter: Prospect follow up letter

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Practice Management continued

Form: Authority to act as accountant

Form: New client & MYOB setup

Form: New Client Detail

Procedure: New clients – administration

Sample letter: Ethical clearance letter on acceptance of engagement

Client letter: Referral thank you letter

Checklist: New clients

Procedure: New Clients – Welcome Pack

Client letter: Engagement – new clients

Client letter: New client welcome

Client letter: Our relationship

Form: Deed of guarantee for company

Procedure: New clients – setup

Procedure: Client queries and complaints

Script: Dealing with complaints

Client letter: Complaints – reply

Procedure: Client records folders

Sample text: Client records folders tabs

Client letter: Client records folders

Form: Client records folders instructions for use

Procedure: Returning records

Form: Records return cover sheet

Procedure: Client screening

Form: Client screening questions

Client letter: New Clients before initial meeting

Guide: ID and Proof of Address

Strategic

Procedure: ATE Application

Letter: ATE cover letter

Procedure: Mentor application

Letter: Registered mentor status cover letter

Procedure: Practice review preparation

Guide: Practice review preparation

Form: Practice review preparation action plan

Procedure: Strategic planning day

Form: Strategic planning day agenda

Sample text: Organisation Chart

Guide: SWOT analysis guidelines

Form: SWOT analysis

Guide: AML guidance available

Guide: What do accountants have to do to comply with the AML Act?

Checklist: Is your accounting practice captured by the AML regime?

Form: Client analysis summary

Form: Client services summary

Form: Marketing summary

Form: Trading history and KPI summary

Guide: Team effectiveness exercise

Form: Strategic planning day action plan

Form: Strategic planning day debrief

Form: Information Technology report

Marketing

Procedure: Press kits

Checklist: Press kit preparation

Procedure: Client Seminars, Webinars, Discussion and Mentoring Groups

Client letter: Seminar invitation

Form: Seminar registration

Script: Seminar invitation

Client letter: Seminar reminder

Client letter: Seminar invitation reminder

Form: Seminar booking sheet

Client letter: Seminar confirmation of registration

Form: Seminar registration reminder – onsite

Form: Seminar registration reminder – online

Form: Seminar feedback

Client letter: Seminar thank you

Policies

Areas of operation

Client relationships

Courtesy

Email

Ethics standards

Guide: Ethical standards – situations facing members on a regular basis

Client letter: Conflict of interest letter email template

Health and safety

Guide: Health and safety responsibilities chart

Mission statement

Policy: Petty Cash

Quality control manual

Letter: Annual independence declaration

Service standards for dealing with clients

The Privacy Act 1993

Knowledge Base

Rates and Thresholds Table

Web Links

Guide: Web links

HR Team

Procedure: Employment process

Flowchart: Employment process diagram

Procedure: Employment – recruitment

Form: Review practice tasks

Guide: Employing an executive assistant (EA)

Guide: Employing a client services assistant (CSA)

Guide: Employing a business manager

Form: Position analysis

Form: Position description

Sample text: Position description examples

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Practice Management continued

Sample text: Position description
– accountant

Sample text: Position description
– accounting technician

Sample text: Position description
– business advisor

Sample text: Position description
– business manager

Sample text: Position description
– client manager

Sample text: Position description
– client services assistant (CSA)

Sample text: Position description
– client

services manager (CSM) or
office manager

Sample text: Position description
– executive assistant (EA)

Sample text: Position description
– IT manager

Sample text: Position description
– office junior

Sample text: Position description
– partner or director

Sample text: Position description
– receptionist

Sample text: Position description
– tax administration manager

Sample text: Position description
– firm policies

Sample text: Position description
– accounts receivable

Guide: Drafting and placing an
advertisement

Form: Reference check

Letter: Rejection email

Letter: Rejection

Form: Employment agreement

Letter: Recruitment – employment
agreement

Letter: Recruitment – offer
of employment

Procedure: Employment – selection

Script: Interview process

Guide: Recruitment questions
examples

Procedure: Employment – induction

Checklist: Pre-induction

Checklist: Induction itinerary

Guide: Team member handbook

Form: New team member

● **Procedure: Employment – confirmation of appointment**

Form: Review form – month 1

Form: Review form – month 2

Form: Review form – month 3

Form: Salary review

Letter: Employment – confirming
position

● **Procedure: Employment – training programmes**

Form: Individual team member
training record

Guide: Training tools and resources

Checklist: Internal training

Form: Training feedback

Form: Course request

Form: Course review

● **Procedure: Employment – performance management**

Form: Career development review

Form: Team member performance
evaluation

Form: Career development action

Letter: Career development review
salary

● **Procedure: Employment – Termination**

Guide: Dismissal guidelines

Checklist: Employee leaving

Letter: Acceptance of resignation

Letter: Giving a reference

Form: Exit interview questionnaire

● **Procedure: Grievances**

Form: Grievance

● **Procedure: Health and safety**

– accident and incident re-
porting

Form: Accident and incident report

Form: Near miss or incident report

Checklist: Investigating an accident
or incident

● **Procedure: Health and safety – emergencies**

Guide: Emergency evacuation map

Guide: Floor plan for exits fire
extinguishers first aid kit

and hose reels

Form: Local service directory

● **Procedure: Health and safety – first aid**

Checklist: First aid kit

● **Procedure: Health and safety – guidelines**

● **Procedure: Health and safety – visitors to the workplace**

Form: Contractor induction

● **Procedure: KiwiSaver – administration**

Letter: KiwiSaver existing employee
info pack

Letter: KiwiSaver IRD advice existing
employee joined

Form: KiwiSaver information

● **Procedure: Leave entitlement**

Form: Application for leave

Form: Calendar

● **Procedure: Personnel file**

Form: Employee personal file tabs

Checklist: Employee personal file

Form: Expense reimbursement claim

Form: Standard career development

Form: Team member monthly report

Form: Client manager monthly
report

Form: Team member annual
feedback

Form: Holidays cash up request

Form: Transfer of public holidays
request

Form: Team member change of
details

Form: Previous employment history

Form: Current employment history

Form: Skills and qualifications
record

Form: Training record

Form: Absence and lateness record

Form: Benefits

● **Procedure: Team – meetings**

Form: Team meeting minutes

● **Procedure: Training – annual schedule**

Form: List of training providers

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Best Practice Procedures

Tax and Accounting

Best Practice Procedures

Compliance

Procedure: ACC – administration and advisory

- Guide: Comparing ACC CoverPlus extra with ACC CoverPlus
- Guide: ACC access types

Procedure: ACC – market the administration and advisory service

- Client letter: ACC pre-engagement
- Client letter: ACC engagement
- Guide: ACC engagement

Procedure: ACC – register and activate MyACC

- Guide: Key features of MyACC
- Client letter: ACC updated authority for existing clients

Procedure: ACC – review and implement cover

- Procedure: ACC – applying for CoverPlus Extra
- Guide: ACC CoverPlus Extra clients that will benefit
- Guide: ACC CoverPlus Extra acceptance levels
- Client letter: ACC CoverPlus Extra letter to client
- Letter: ACC applying for ACC CoverPlus Extra
- Letter: ACC acceptance form

Procedure: ACC – manage clients' levies

- Checklist: ACC – invoices
- Guide: ACC payment options
- Client letter: ACC CoverPlus levies due for payment
- Client letter: ACC CoverPlus extra levies due for payment
- Client letter: ACC workplace cover levies due for payment
- Letter: ACC multiple employer adjustment
- Form: File note

Procedure: ACC – oversee claims

Procedure: Annual accounts process

Procedure: Annual accounts – collect client records

- Form: Annual accounting scheduling
- Client letter: Client checklist
- Client letter: Year end questionnaire cover letter for C and D clients
- Client letter: Year end questionnaire cover letter – remote clients
- Form: Records and documents required
- Script: Setting up the annual planning Meeting – A and B
- Script: Setting up the annual planning meeting – remote
- Client letter: Engagement
- Client letter: Records required
- Client letter: Engagement – cover letter
- Client letter: Client end of year reminder

Procedure: Annual records checklist builder

- Form: Annual records checklist builder
- Form: Checklist builder hub

Procedure: Annual accounts – prep client records and accounting job

- Script: Setting up the annual planning meeting – C and D
- Form: Workflow entry sheet – annual financial statements

Procedure: Annual accounts – workpapers

- Worksheet: Electronic workpapers
- Worksheet: Electronic workpapers static

Procedure: Annual accounts – draft financials

- Guide: Special purpose reporting guide
- Letters: Insolvency letter to directors
- Checklist: Finalisation – company

- Checklist: Finalisation – trust
- Checklist: Finalisation – partnership and sole trader
- Checklist: Finalisation – individual and non-resident
- Client letter: Financial Statements Reporting
- Client letter: Financial Statements Reporting - Company
- Client letter: Financial Statements Reporting – Trust
- Worksheet: Tax payment wallplanner

Procedure: Annual accounts – collate client pack

- Worksheet: Client taxation cover sheet
- Letter: Bank letter

Procedure: Balance date – changing

- Guide: Election to change a balance date

Procedure: Business structures

Procedure: Business structures – making changes for clients

- Checklist: Change of entity
- Client letter: Business structures letter to farmer
- Checklist: Change to company – farming
- Client letter: Business structures letter to trader
- Checklist: Change to company – trading

Procedure: Client annual service plan

- Form: Annual client service plan

Procedure: Client – general ledger set up

Procedure: Client – printing and binding reports

Procedure: Client bank accounts

- Guide: Operating client bank accounts
- Client letter: Client bank accounts – sample letter 20ths

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Tax and Accounting continued

Client letter: Client bank accounts – sample letter rental	●	Form: Client questionnaire NZ tax residency	● ●	Procedure: GST – audit	●
Client letter: Client bank accounts – sample letter emergency	●	Form: Client questionnaire farmers we do GST	● ●	Guide: Shortfall penalties	●
Client letter: Client bank accounts – terms of engagement	●	Form: Client questionnaire farmers they do GST	● ●	Procedure: GST – private use adjustments	●
Form: Client bank accounts – register of signing authorities	●	Form: Client questionnaire livestock sheet	● ●	Calculator: GST apportionment	●
Procedure: Client profiles	●	Form: Client questionnaire livestock numbers	● ●	Worked example: GST apportionment calculator	●
Form: Client profile form sole trader	●	Procedure: Financial statements – reporting requirements	●	Procedure: GST – private use adjustments sole traders	●
Form: Client profile form partnership	●	Flowchart: Decision tree to identify which reporting framework applies to an entity	●	Procedure: GST – private use adjustments trusts and partnerships	●
Form: Client profile form company	●	Flowchart: Company reporting decision tree	●	Procedure: GST – private use adjustments sole traders trusts and partnerships	●
Form: Client profile form trust	●	Financial reporting IRD minimum requirements	●	Procedure: GST – processing assessments	●
Procedure: CRS obligations for accountants	●	Form: Compilation report – example	●	Client letter: GST refund	●
Guide: CRS guidance for accounting firms	●	Form: Compilation report – basic template	●	Procedure: GST – processing large refunds	●
Guide: CRS – Trusts and corporate trustees	●	Form: Compilation report – annual accounts – GAAP companies	●	Checklist: GST – property sale and purchase	●
Procedure: Depreciation – building fit-out	●	Form: Compilation report – annual accounts – companies SP	●	Procedure: GST – return control	●
Checklist: Depreciation - Transitional Rule Eligibility	●	Form: Compilation report – annual accounts – voluntary GAAP	●	Form: GST – GST returns filed report	●
Procedure: Dividend preparation	●	Form: Compilation report – annual accounts – non-companies special purpose	●	Procedure: GST – Returns and management reports	●
Worksheet: Dividend electronic workpapers	● ●	Form: Compilation report – budget & cash flow	●	Checklist: GST – client questionnaire	●
Procedure: FBT – preparing returns	●	Form: Compilation report – monthly management ac-counts	●	Checklist: Management reports	●
Calculator: FBT calculator	● ●	Form: Compilation report – profit & cash flow	●	Procedure: GST – returns due and mail merges	●
Procedure: FBT – workflow reports	●	Form: Compilation Report – Sale Information Memorandum	●	Client letter: GST letter to client requesting GST infor-mation	●
Procedure: Financial statements	●	Procedure: Financial statements – interims	●	Form: GST fax or compliment slip	●
Procedure: Financial statements – client questionnaires	●	Procedure: GST – advising changes to IRD	●	Procedure: GST – risk management	●
Form: Client questionnaire business we do GST	● ●	Letter: Advice of business changes to IRD	●	Client letter: GST – engagement	●
Form: Client questionnaire business they do GST	● ●	Letter: Advice of GST changes to IRD	●	Checklist: GST for high risk clients	●
Form: Client questionnaire trust we do GST	● ●	Procedure: GST – annual reconciliation	●	Procedure: GST and provisional tax payment options	●
Form: Client questionnaire trust they do GST	● ●	Letter: GST adjustment	●	Client letter: Provisional tax payment options	●
Form: Client questionnaire rental individual	● ●			Guide: Income tax – payment dates	●
Form: Client questionnaire Sole Trader	● ●				

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Best Practice Procedures



Tax and Accounting continued

Guide: GST ratio method

Client letter: GST ratio method

Procedure: Income equalisation deposit scheme

Calculator: Income equalisation deposit scheme cost benefit

Guide: Income equalisation deposit (IED) scheme

Form: Income Equalisation Adverse Event

Procedure: Income tax – audit

Form: IRD health check

Procedure: Income tax – filing elections with IRD

Client letter: Election to enter herd scheme

Client letter: Election to add additional classes of livestock

Client letter: Election to defer fertilizer expenditure

Client letter: Election to claim deferred fertiliser expenditure

Client letter: Election as provisional taxpayer

Client letter: Election not to depreciate an asset

Procedure: Income tax – filing returns

Worksheet: Tax return filed report example

Worksheet: Tax return filed report

Procedure: Income tax – foreign investments

Calculator: FIF

Worked example: FIF training guide

Guide: FIF tax rules for individuals and family trusts

Procedure: Income tax – foreign superannuation

Client letter: Foreign superannuation

Flowchart: Foreign superannuation decision tree

Procedure: Income tax – preparing tax forecasts

Client letter: Tax forecast reporting

● Procedure: Income tax – receipting of income tax payments

● Procedure: Income tax returns

● Worksheet: Tax return planning

● Guide: Sale of land – tax consequences

● Flowchart: Brightline test (sale of residential land within 10 years)

● Flowchart: Scheme for Making a Profit

● Flowchart: Rezoning

● Flowchart: Purpose of Resale

● Flowchart: Dealers

● Flowchart: Developers

● Flowchart: Builders

● Flowchart: Subdivisions

● Checklist: Income tax return preparation – IR4 company

● Checklist: Tax return preparation – IR7L/P

● partnerships and look-through companies (LTCs)

● Checklist: Tax return preparation – IR6 estate or trust

● Checklist: Tax return preparation – IR3 individual

● Checklist: Tax Return Preparation – IR10

● Procedure: Inland revenue – processing assessments

● Client letter: Income tax request for reassessment – rental losses

● Client letter: Income tax request for reassessment – dividends

● Script: Tax refund error

● Client letter: Tax refund incorrect period

● Client letter: Tax refund incorrect period client authority

● Procedure: Interest and principal calculators

● Calculator: Interest

● Calculator: Mortgage interest

● Procedure: IRD – applying for IRD registrations

● Procedure: IRD – disputes resolution process

● Guide: Tax disputes overview

● Flowchart: Taxpayer issued NOPA

● Flowchart: IRD Issued NOPA

● Guide: NOPA phase

● Letter: NOPA

● Letter: Disputes letter to IRD – acceptance

● Letter: Disputes Letter to IRD – part Acceptance

● Guide: NOR phase

● Letter: NOR

● Letter: Disputes letter to IRD – rejection

● Guide: Conference phase

● Guide: Opt out phase

● Guide: SOP phase

● Letter: SOP Letter

● Guide: Adjudication phase

● Form: Disputes Process

● File Tabs

● Form: Disputes – records required

● Worksheet: Disputes – NOPA

● Worksheet: Disputes – NOR

● Letter: Disputes letter to IRD – opt out request

● Procedure: Loss offsets and subvention payments

● Guide: Loss offsets and subvention payments

● Form: Subvention agreement

● Form: Subvention Payment Notice

● Procedure: Mixed use assets – calculate GST and income tax

● Calculator: Mixed use assets

● Procedure: Partnership formation

● Client letter: Partnership letter with checklist

● Checklist: Partnership formation Form: Partnership – Information Required

● Form: Limited Partnership – Information Required

● Form: Partnership Agreement

● Client letter: Partnership Letter with Enclosures

● Checklist: New Partnership

● Procedure: PAYE – returns due report

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Tax and Accounting continued

Procedure: Provisional tax – managing payments

- Client letter: Income tax or provisional tax due
- Client letter: TMNZ Reassessment Payment
- Client letter: TMNZ Tax Purchase Payment
- Client letter: TMNZ Tax Finance
- Client letter: TMNZ Tax Deposit

Procedure: Provisional tax – voluntary payments up to 2017 income year

Procedure: Provisional tax – voluntary payments 2018 income year onwards

Procedure: Provisional tax calculation

- Calculator: Provisional tax

Procedure: Provisional tax estimates

Procedure: RWT – returns due report

Procedure: Sales and purchases (business)

- Guide: Sales and purchases (business)

Procedure: Shareholder remuneration review

- Checklist: Shareholder remuneration
- Client letter: Shareholder remuneration review

Procedure: Statements of financial performance

- Worksheet: Statement of financial performance

Procedure: Student allowances – statement of income

- Form: Student allowance – detailed statement of income
- Letter: Statement of income
- Client letter: Student allowance letter to client

Procedure: Tax – engaging a tax specialist

- Client letter: Engagement letter introducing tax specialist

Procedure: Tax – NZ residence

- Checklist: Tax – NZ residence
- Calculator: Tax – NZ residence
- Worked example: Tax – NZ residence

Procedure: Tax – resolving tax debt process

- Flowchart: Tax Debt Process Map
- Form: Tax debt cover sheet
- Form: Tax debt – records required
- Flowchart: Resolving tax debt
- Guide: Tax debt – meeting preparation guide
- Client letter: Tax debt – fee proposal
- Letter: Summary of account
- Guide: Using the tax debt decision tree
- Guide: Payment guide – pre-emptive
- Guide: Payment – full payment
- Guide: Payment – lump sum and instalments
- Guide: Payment – instalment
- Guide: Payment – lump sum and write off
- Guide: Payment – lump sum instalment and write off
- Guide: Payment – instalment and write off
- Guide: Payment – hardship relief
- Guide: Payment – remission of penalties
- Letter: Tax debt – instalment arrangement
- Letter: Tax debt – full payment
- Letter: Tax debt – lump sum and instalments
- Letter: Tax debt – lump sum and write off
- Letter: Tax debt – lump sum instalments and write off
- Letter: Tax debt – instalment and write off
- Letter: Tax debt – hardship and write off

- Client letter: Tax debt – remission

Procedure: Tax – finalising tax debt

- Client letter: Tax debt – arrangement confirmation
- Letter: Tax debt – acknowledgement to IRD

Procedure: Tax – risk management review

Procedure: Tax – sale and purchase of land

- Checklist: Purchase of land
- Guide: Purchase of land – tax consequences training
- Checklist: Sale of land
- Guide: Sale of land – tax consequences training

Procedure: Tax refunds

- Script: Tax transfer
- Client letter: Tax refund transfer
- Client Letter: Tax Refund Transfer Confirmation
- Form: Tax refund client authority
- Client letter: Tax refund authority
- Client letter: Tax refund fees deducted
- Client letter: Tax refund fees offset
- Client letter: Income tax refund
- Client letter: Tax refund direct credit

Procedure: Use of money interest calculation

- Calculator: Use of money interest 2017 and prior
- Calculator: Use of money interest

Procedure: Workflow – logging client work

Procedure: Working for families tax credits

- Checklist: Working for families tax credit eligibility
- Guide: Working for families tax credit

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Best Practice Procedures



Tax and Accounting continued

Procedure: Working for families tax credits calculation

Checklist: Working for families calculation

Calculator: Working for families kit

Procedure: Workpapers and calculators

Workpapers and calculators as listed above, as well as:

Calculator: Interest Limitation

Calculator: Loss limitation kit

Calculator: Ring-Fencing Rental Losses

Worksheet: RWT on interest input

Calculator: Simple tax

Worksheet: COVID-19 Wage Subsidy Calculation

Procedure: Workflow – logging client work

Procedure: Working for families tax credits

Checklist: Working for families tax credit eligibility

Guide: Working for families tax credit

Procedure: Working for families tax credits calculation

Checklist: Working for families calculation

Calculator: Working for families kit

Procedure: Workpapers and calculators

Workpapers and calculators as listed above, as well as:

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Worksheet: RWT on interest input

Calculator: Simple tax

Worksheet: COVID-19 Wage Subsidy Calculation

FAQ procedures

Letter: FAQ report – cover letter

Procedure: ACC and claims

Script: ACC and making a claim

Fact sheet: ACC and making a claim

Procedure: ACC levies and how they work

Script: ACC levies and how they work

Fact sheet: ACC and Employer Levies

Fact sheet: ACC and Shareholder Employees

Fact sheet: ACC Better safety lower costs

Fact sheet: ACC CoverPlus Extra

Fact sheet: ACC Levies and how they work

Fact sheet: ACC Levies if you are Self-Employed

Procedure: Audit

Script: Audit

Fact sheet: Audit

Procedure: Bad debts and tax deductions

Fact Sheet: Bad debts and tax

Procedure: Balance dates – changing

Script: Change of balance date

Fact sheet: Change of balance date

Procedure: Balance dates – options

Script: Balance dates

Fact sheet: Balance dates

Procedure: Balance dates for kiwifruit orchardists

Script: Balance dates for kiwifruit orchardists

Fact sheet: Balance dates for kiwifruit orchardists

Procedure: Business interest and RWT

Script: Business interest and RWT

Fact sheet: Business interest and RWT

Procedure: Business structures – changing

Script: Change of business structure

Fact sheet: Change of business structure farmer

Fact sheet: Change of business structure trader

Procedure: Business structures – options

Script: Business structures

Fact sheet: Business structures

Procedure: Client gift expenses

Script: Client gift expenses

Fact sheet: Client gift expenses

Procedure: Commission based insurance agents and GST

Script: GST and commission based insurance agents

Fact sheet: GST and commission based insurance agents

Procedure: Contractors schedular payments and withholding tax

Script: Contractors and schedular payments

Fact sheet: Contractors and schedular payments

Procedure: Disputes – IRD issued default assessment

Client letter: Disputes Cover Letter

Script: Disputes – IRD issued assessment

Script: Disputes – IRD issued assessment outside time limit

Fact sheet: Disputes – IRD issued assessment

Fact sheet: Disputes – IRD issued assessment outside time limit

Procedure: Disputes – IRD issued NOPA

Script: Disputes – IRD issued NOPA

Script: Disputes – IRD issued NOPA outside time limit

Fact sheet: Disputes – IRD NOPA sent to agent

Fact sheet: Disputes – IRD NOPA outside time limit

Procedure: Disputes – taxpayer mistake

Script: Disputes – mistake in tax return

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Tax and Accounting continued

Script: Disputes – mistake in tax return outside time limit	●	Procedure: Foreign investment fund	●	Letter: KiwiSaver changing contribution rate	●
Fact sheet: Disputes – amend a mistake outside time limit	● ● ●	Script: Foreign investment fund	●	Letter: Career development review salary	●
Fact sheet: Disputes – I need to amend a mistake	● ● ●	Fact sheet: Foreign investment fund	● ● ●	Form: Formal acknowledgement	●
Procedure: Employee accommodation expenses	●	Fact sheet: Foreign Investment Fund short version	● ● ●	Form: Document of variation to Employment Agreement	●
Script: Employee accommodation and tax treatment	●	Procedure: Foreign superannuation tax rules	●	Procedure: Livestock valuation methods	●
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Fact sheet: Tax debt – IRD legal

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Trusts

Best Practice Procedures

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Letter: Trusts Act 2019

Letter: Trust Beneficiary Disclosure short

Letter: Trust Beneficiary Disclosure long

Guide: Trust Minutes and Resolutions Overview

Guide: Trust Letters Overview

Procedure: Trust Administration Engage Clients

Fact Sheet: Trusts

Guide: Trust Administration Service Engagement Meeting

Checklist: Trustee Obligations

Checklist: Appointment as Trustee Risk Management

Letter: Trustee Engagement

Client Letter: Trust Administration Engagement

Client Letter: Trust Administration Engagement with Risk Review

Procedure: Trust Administration Initial Tasks

Form: Trust Information Required

Guide: Trust Legal Documentation

Form: Memorandum of Wishes

Form: Trust Beneficiary Schedule

Guide: Partner or Director as Independent Trustee

Client Letter: New Trust with Enclosures

Checklist: New Trust Client

Form: Summary of Key Provisions

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Procedure: Trust Administration – Files and Register

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- Guide: Gifting Decision Tree
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- Form: Trust Administration
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- Letter: Solicitor Trust Documentation

Procedure: Trust Administration Ongoing Tasks

- Checklist: Trusts AGM Checklist and Record
- Letter: Trustee Resignation
- Form: Trustee Retirement and Appointment Minute
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- Guide: Trustee Retirement, Removal and Appointment Preparation
- Letter: Trustee Retirement
- Appointment Letter to Solicitor
- Letter: Trustee Retirement Letter to IRD

Procedure: Trust Administration Risk Review

- Client Letter: Trust Risk Review Engagement

- Letter: Trust Risk Review Advice to Solicitors
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- Letter: Trust Risk Review Results Advice to Solicitors
- Sample text: Trust Risk Review Results – Sample Letter to Solicitors
- Client Letter: Trust Risk Review Results Advice to Client
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