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.
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
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

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

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

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

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

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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
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 — 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
— 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 — 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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- Gold (+ Bronze & Silver) Best Practice Procedures
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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 — help me buy a business
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

Procedure: 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

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: Coaching Library Resources — Pricing and margins
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 — 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

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

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

Packages
- Bronze: Advising Clients
- Silver: (+ Bronze) Smart tools
- Gold: (+ Bronze & Silver) Best Practice Procedures
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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Checklist: Amalgamation
Guide: Check Companies Office for Amalgamating Companies
Form: Amalgamation Director Resolution – Commonly Owned Companies
Guide: Director Resolutions – Commonly Owned Companies
Form: Amalgamation Notice to Secured Creditor – Commonly Owned Companies
Letter: Amalgamation Letter to Directors
Letter: Amalgamation Letter to IRD
Procedure: Company Administration – Amalgamation of Holding Company with Subsidiaries
Guide: Qualification for short form amalgamation – Holding with Subsidiaries
Form: Amalgamation Director Resolution – Holding Company with Subsidiaries
Guide: Director Resolutions – Holding Company with Subsidiaries
Guide: Amalgamation Guide – Subsidiary Becomes Amalgamated Company
Form: Amalgamation Notice to Secured Creditor – Holding Company with Subsidiaries
Procedure: Company Administration – Director Certificates for Amalgamation
Form: Amalgamation Director Certificate
Form: Amalgamation Director Certificate Re Creditors
Procedure: Company Administration – File Amalgamation Documents
Form: Amalgamation – Directors Details
Procedure: Company Administration – Liquidation by Directors Resolution
Letter: Liquidations Engagement Form: Deed of Indemnity to Liquidator
Form: Liquidations Report 1st Letter: Liquidations 1st Report to Creditors
Letter: Liquidations NZ Gazette 1st Letter: Liquidations Local Newspaper 1st
Form: Liquidations Report 6 Month Letter: Liquidations 6 Month Report to Creditors
Procedure: Company Administration – Removal from Register by Directors
Letter: Company removal initial cover letter
Letter: Company removal by directors – letter to IRD
Letter: Company removal letter – director authorised
Letter: Company administration – advice to IRD
Procedure: Company Administration – Removal from Register by Shareholders
Letter: Company removal by shareholders – letter to IRD
Letter: Company removal letter – shareholder authorised
Procedure: Company Administration – Reserve Company Name
Letter: Company removal letter – director authorised
Procedure: Company Administration – Reserve Company Name
Letter: Company administration – advice to IRD
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Procedure: Company Administration – Removal from Register by Shareholders
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Letter: Company removal letter – shareholder authorised
Procedure: Company Administration – Reserve Company Name
Letter: Company removal letter – director authorised
Procedure: Computer system – update practice software
Sample text: Practice management software — installing updates
Procedure: Correspondence – filing
Sample text: Filing correspondence
Procedure: Correspondence – writing
Procedure: Couriers
Form: Courier log
Procedure: Dealing with death
Letter: Dealing with death – letter to solicitor
Letter: Dealing with death – executor letter to IRD
Letter: Dealing with death – KiwiSaver letter
Letter: Dealing with death – letter to IRD
Checklist: Dealing with death
Packages
- Bronze Advising Clients
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- Gold (+ Bronze & Silver) Best Practice Procedures
Procedure: Payment of accounts

Procedure: Ordering goods and services

Procedure: Office security and maintenance

Procedure: Debtor Control

Guidelines:
- Eleven Keys to Prompt Payment
- Debtors – 1st letter to debtor
- Debtors – 2nd letter to debtor
- Debtors – 3rd letter to debtor

SmartAR – smartAR Banners

Guide: smartAR Whitepaper

Procedure: Office security and maintenance

Guide: smartAR Whitepaper

Procedure: Payment of accounts

Procedure: Office security and maintenance

Guide: smartAR Whitepaper

Procedure: Ordering goods and services

Guide: smartAR Whitepaper

Procedure: Office security and maintenance

Guide: smartAR Whitepaper

Clients

Procedure: Appointments

Guide: smartAR Whitepaper

Procedure: Client categorisation

Guide: smartAR Whitepaper

Procedure: Payment of accounts

Guide: smartAR Whitepaper

Procedure: Office security and maintenance

Guide: smartAR Whitepaper

Clients

Procedure: Appointments

Guide: smartAR Whitepaper

Procedure: Client categorisation

Guide: smartAR Whitepaper

Procedure: Payment of accounts

Guide: smartAR Whitepaper

Procedure: Office security and maintenance

Guide: smartAR Whitepaper

Clients

Procedure: Appointments

Guide: smartAR Whitepaper

Procedure: Client categorisation

Guide: smartAR Whitepaper

Procedure: Payment of accounts

Guide: smartAR Whitepaper

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 forms for approval
Guide: smartAR Whitepaper

Procedure: Debtor receiving

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

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

Procedure: Client – payment of accounts

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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

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Fact sheet: Renting Short-stay accommodation and GST
Fact sheet: Renting Short-stay accommodation owned by a trust
Fact sheet: Renting to tenants
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Calculator: Private Boarding Services Standard-Costs

Procedure: Rental properties – structures and expenses
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Procedure: Reporting requirements for charities
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Procedure: Research and Development
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Fact sheet: Research and Development
Fact sheet: Research and Development Tax Incentive
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Procedure: Shareholder remuneration
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Procedure: Simplifying tax
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Procedure: Sponsorship expenses
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Procedure: Stocktake
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Procedure: Student allowances and loans
Script: Student allowances and loans
Fact sheet: Student allowances and loans
Fact sheet: Student allowances and loans other assistance and fees
Fact sheet: Student allowances eligibility
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Procedure: Tax debt – accountant ID
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Fact sheet: Tax debt – accountant IDs issue LPP charged
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### Tax and Accounting continued

**Procedure: Tax debt – IRD audit or dispute**
- Script: Tax debt – IRD audit or dispute
- Fact sheet: Tax debt – audit or dispute LPP charged
- Fact sheet: Tax debt – audit or dispute no penalties

**Procedure: Tax debt – IRD legal**
- Script: Tax debt – IRD legal

**Procedure: Tax debt – IRD notice**
- Script: Tax debt – IRD issued notice
- Fact sheet: Tax debt – late payment no penalties
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**Procedure: Tax Relief**
- Fact sheet: COVID-19 Business Support
- Fact sheet: Small Business Cashflow Loan Scheme
- Fact sheet: COVID-19 Business Support update

**Procedure: Terms of Trade**
- Script: Terms of trade
- Fact sheet: Terms of trade
- Sample text: Terms of trade example 1
- Sample text: Terms of trade example 2
- Sample text: Terms of trade example 3
- Form: Credit control application

**Procedure: Travel allowances**
- Script: Travel allowances
- Fact sheet: Travel allowances

**Procedure: Travel expenses**
- Script: Travel expenses, domestic and international
- Fact sheet: Travel expenses, domestic and international

**Procedure: Trust Administration – legal costs and disclosures**
- Script: Trust administration and legal costs
- Script: Trusts and information disclosures
- Fact sheet: Trust administration and legal costs

**Procedure: Trust Administration – Files and Register**
- Form: Trust Information Required
- Guide: Trust Legal Documentation
- Form: Memorandum of Wishes

**Procedure: Trust Administration Initial Tasks**
- 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
- Form: Family Tree for a trust

**Procedure: Trust Administration – Files and Register**
- Form: Trust Administration
- File Index
- Form: Trust Administration
- File Tabs
- Form: Trust Register

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

### Best Practice Procedures

**Procedure: Trust Administration Service**
- 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**
- 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
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- Form: Trust Beneficiary Schedule
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- Form: Family Tree for a trust
Procedure: Trust Administration
— Gifting
Fact sheet: Gifting
Client Letter: Gifting Review
Script: Gifting
Guide: Gifting Decision Tree
Guide: Gifting Documentation
Checklist: Gifting Documentation
Form: Trust Administration
Declaration of solvency
Form: Trust Administration
Certificate of solvency
Letter: Solicitor Gifting Reminder
Client Letter: Gifting Cover

Procedure: Trust Administration
— Annual Gifting
Letter: Solicitor Trust Documentation

Procedure: Trust Administration
Ongoing Tasks
Checklist: Trusts AGM Checklist and Record
Letter: Trustee Resignation
Form: Trustee Retirement and Appointment Minute
Form: Trustee Retirement and Appointment Deed
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
Guide: Mirror or Dual Trusts Filing
Form: Trust Administration Risk Summary
Guide: Trust Review
Guide: Electronic Trust Register Information to Include
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
Sample text: Trust Risk Review Results Advice to Client

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

Trusts continued

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