

Frequently Asked Questions

Services

- **What services are included in Trivenity's Bookkeeping fees?**

- Full-cycle accounting (day-to-day processing)
- Payroll processing
- Bank reconciliations, cash receipts and disbursements
- Accounts receivable and accounts payable
- GST/HST, PST remittance

- **Which services are not included?**

Any other service not mentioned above.

Please ask us if you or your clients need a service not included in the above list and we will advise what is possible.

- **How could we change the level of service initially agreed?**

Trivenity will adapt our services to your Clients' growing needs as fast as they need it. This process will be monitored by an Account Manager.

- **What bookkeeping standards does Trivenity follow?**

Trivenity bookkeeping services follow Canadian Accounting Standards. Additionally, Trivenity has developed its own benchmarks and quality standards to offer you first class bookkeeping services at competitive rates.

Team

- **What is the standard profile of a professional bookkeeper at Trivenity?**

Trivenity aims to hire individuals with strong accounting foundation, a minimum of two-year professional bookkeeping and/or accounting experience and a formal accounting education.

Bookkeepers are overseen by Team Leaders and report into an executive who is a fellow CPA with more than a decade of professional experience.

- **Does Trivenity rely on its own team or outsource some services?**

All our bookkeeping services are currently provided exclusively by Trivenity personnel.

Process

- **How much time is needed from signing a contract to effectively handling our bookkeeping needs?**

We can start working for you right after we have defined your needs and agreed on the deliverables. An Account Manager will contact you or your client to start the onboarding process.

- **Will Trivenity contact my clients directly?**

Only if you want us to do so.

We can work directly through you or directly with your clients. It is your choice. Our quality and price will be the same.

- **How will we exchange data?**

Data can be provided in two formats:

- Electronic documents – scan and email to shareservices@trivenity.com
- Physical documents – couriered or dropped off at Trivenity offices (7th Floor-177 Lombard Avenue, Winnipeg)

Returning hard copies will be sent at the client's expense.

- **What kind of documents will you manage?**

Documents may include:

- Banking account: cheques, deposits, bank reconciliation, and other transactions
 - Customer transactions: estimates, invoices, and credit memos
 - Vendor transactions: bills, item receipts, checks, credit card charges, and purchase orders
 - Fixed assets: item receipts, fixed assets listing
- **How will Trivenity actually perform bookkeeping?**

If required, we will set up a new company file in QuickBooks or Sage 50 (desktop or online version).

If a company file already exists, Trivenity will review all account balances and enter all accrual-based accounting transactions.

Billing and Rates

- **How will you bill your services?**

Monthly, payable on the 15th day through pre-authorized debit.

Each monthly bill will include the number of hours assigned to each account, plus applicable taxes.

- **Will Trivenity charge me with additional fees?**

Only out-of-pocket expenses in connection to delivering bookkeeping services and up to 5% of the total cost of services, plus applicable taxes. For additional expenses will ask for your prior approval.

- **What are Trivenity bookkeeping services date?**

We have a transparent, fixed hourly rate.

For anticipated larger volumes, we can provide adjusted rates. Please ask us.