

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 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 growing needs as fast as you 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 to start the onboarding process.

- **How will we exchange data?**

Data can be provided in two formats:

- Electronic documents – scan and email to sharedservices@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.

Bookkeeping Services for SME's



- **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.