

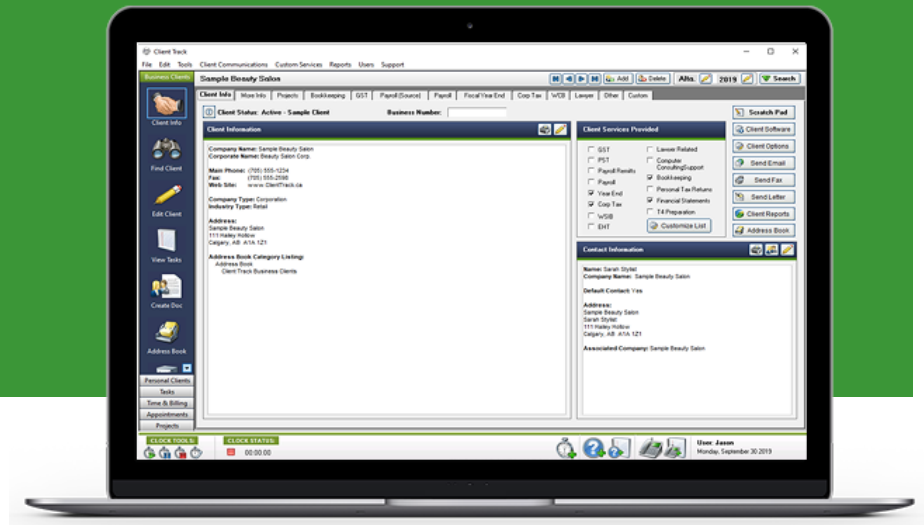


• CLIENT TRACK •

**TAKE CONTROL OF
YOUR PRACTICE**

• MANAGEMENT SOFTWARE SOLUTION FOR ACCOUNTING PROFESSIONALS •

Operating an efficient, well organized business means that each staff member must have the information and tools they need at their fingertips



USING CLIENT TRACK TO CREATE A BETTER PRACTICE

IN A PERFECT WORLD...

- You would get all of the complete information you need from clients
- ON TIME
- Be 90% productive
- Have very few distractions



IN THE REAL WORLD...

Clients introduce virtually all of the inefficiencies that prevent you from being productive.

- Bring information at the last minute
- Give incomplete information
- Call / make demand of your time



MANAGING YOUR CLIENTS

- **We understand...** that your clients don't like doing their bookkeeping
- **We understand...** that your clients need repeated reminders and 'calls-to-action' to prevent them from bringing their information at the last minute
- **We understand...** that your clients often bring incomplete information and need to be chased all over again
- **We understand...** how frustrating that it is to repeat this process with your clients each month

Two hands are visible in the background, both pointing upwards with the index finger extended. The hands are rendered in a dark blue, semi-transparent style against the dark blue background.

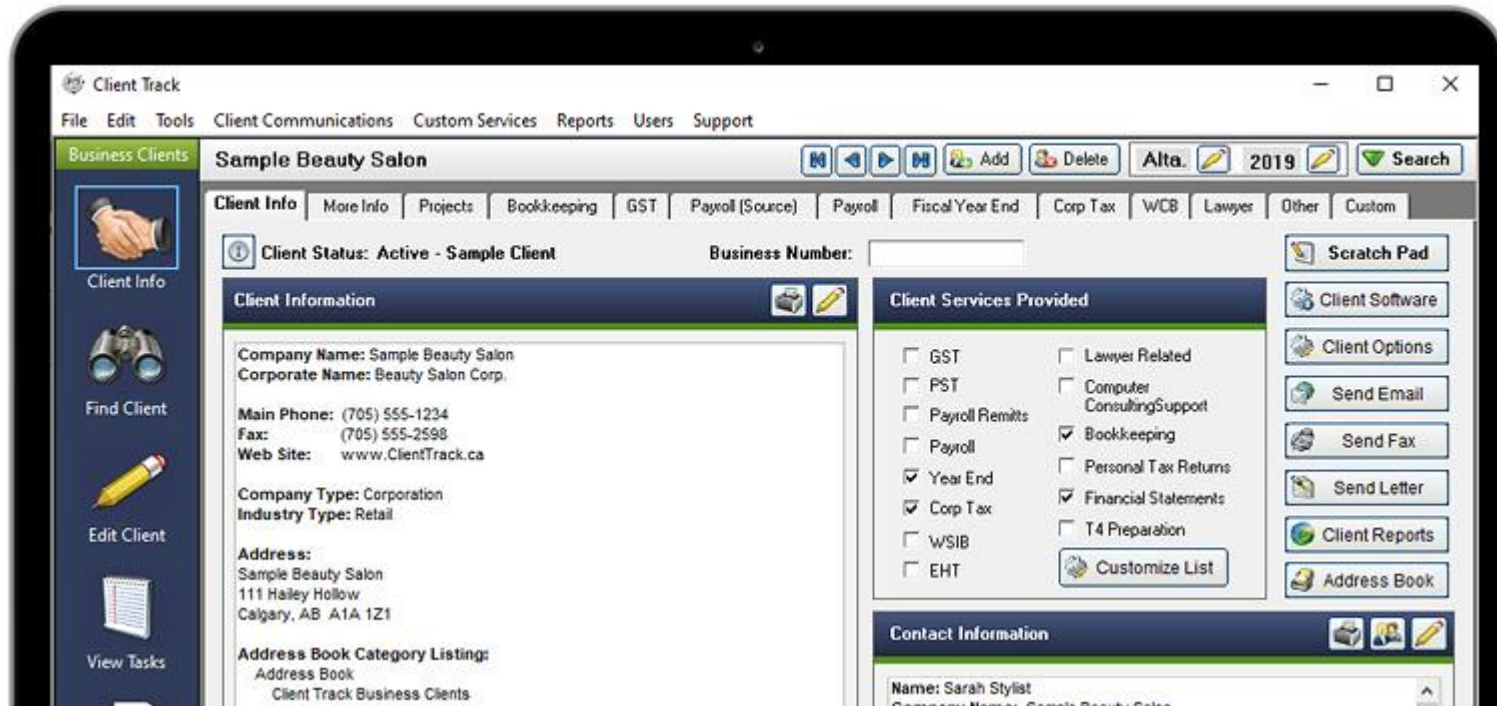
**USING
CLIENT TRACK
TO CREATE A
BETTER PRACTICE**



CLIENT TRACK FEATURES

CLIENT INFORMATION

- Full Client CRM with over 200 information fields
- Have all of your clients' information in one location so everything you need is at your fingertips



TASK & PROJECT MANAGEMENT

Custom Services Reports Users Support

tasks)

All Returns All Returns Awaiting Clients All Returns In Progress All Returns On Hold All Completed Returns Define Process Steps Export to Excel

All returns

Define Process Steps Wizard

Define Process Steps Wizard

This wizard allows you to create and organize the steps you perform to process and complete personal returns.

Steps List

- Contacted Client
- Had Meeting With Client
- Received Information from
- Processed Tax Return
- Verified Tax Return
- Approved Tax Return
- Printed Tax Return
- Tax Return Completed
- Received Client Signature
- Efiled Return
- Received Refund
- Received Notice of Asses

Step Information

Step Name: Contacted Client

Step Description: Indicates whether the client has been notified to

Column Heading: Contacted

Column Width: 1 (in inches)

Move Selected Step Up In List

Move Selected Step Down In List

Reset List To Default

Add New Step

Delete Step

Cancel

Ok

Tax Year: 2017

Into Rece...	Processed	Verified	Approv...
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

User: Jason

Monday, September 30 2019

- Ability to **define and customize number of steps required to complete a return**

- Manage and view all of your tasks and workload at a glance

Client Track has built-in provincial and federal due dates which makes scheduling deadlines for your clients much easier and you won't miss a deadline again!

INTERNAL STAFF NOTIFICATION FOR UPCOMING TASK DEADLINES

Client Track can notify you and your team members when you need to work on certain tasks and steps by email or popup notifications

The screenshot illustrates the internal staff notification process for upcoming task deadlines. It features a task management grid, a notification dialog, an email client window, and a 'Client Track Reminder' popup.

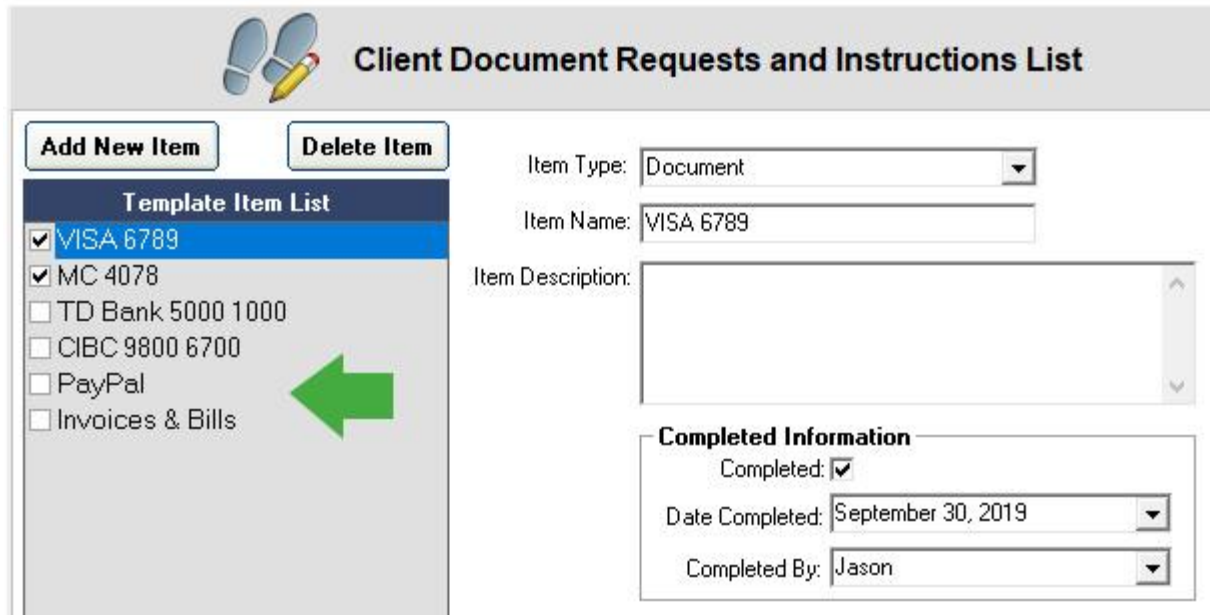
Project Completed	Meeting	Engagem...	Intake	Processing	Review	Finalize	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	8	6	0	7	5	3	2

Notification Dialog: Would you like to notify Mark that they should start to work on the 'Finalize' project step. [Yes] [No]

Email Client Window: Client Track Notification: A project step assigned to you for the client. To: mark@abccaccounting.ca. Subject: Client Track Notification: A project step assigned to you for the client has been ch...

Client Track Reminder: Snooze 5 Min. This is a notification that the 'Finalize' project step you are assigned to is ready for you to work on. Project Step Name: Finalize. Step Target Completion Date: Feb 3, 2019.

RECORD & TRACK PAPERWORK YOU NEED FOR EACH DEADLINE



The screenshot shows a web application interface titled "Client Document Requests and Instructions List". At the top left, there is an icon of a pair of blue shoes and a yellow pencil. Below the title, there are two buttons: "Add New Item" and "Delete Item". On the left side, there is a "Template Item List" with the following items:

- VISA 6789
- MC 4078
- TD Bank 5000 1000
- CIBC 9800 6700
- PayPal
- Invoices & Bills

A large green arrow points from the "Invoices & Bills" item towards the right. On the right side, there are several input fields:

- Item Type: Document (dropdown menu)
- Item Name: VISA 6789 (text input)
- Item Description: (empty text area)
- Completed Information**
 - Completed:
 - Date Completed: September 30, 2019 (dropdown menu)
 - Completed By: Jason (dropdown menu)

When the client brings in the paperwork, whoever receives it can now verify that everything required as been brought in

MANAGE AND TRACK YOUR CLIENTS' MISSING INFORMATION

- Easily track and record exactly when you receive your clients' paperwork clients and can also record any missing information
- Record any questions preparers may have for the client

Missing Information (3 entries) - Showing

Client ID	Name	Missing In...	D
T4		Documents	S
	Bank Statements	Documents	S
	VISA Statements	Documents	S

Missing Info Log List (6 entries)


Advanced Search View/Hide Columns View/Print Report All Missing Documents All Outstanding Questions All Unresolved Items Export to Excel Internal Staff Notification

Refresh List All non resolved missing items

Client ID	Client Name	Name	Missing In...	Date Cre...	Created By	Intended ...	Notified
T4	Sample Beauty Salon	T4	Documents	Sep 28, 20...	Jason		<input checked="" type="checkbox"/>
	Sample Roof Builder	Bank Statements	Documents	Sep 28, 20...	Jason		<input checked="" type="checkbox"/>
	Sample Beauty Salon	Bank Statements	Documents	Sep 28, 20...	Jason		<input checked="" type="checkbox"/>
	Sample Printing Services	MasterCard Statements	Documents	Sep 28, 20...	Jason		<input checked="" type="checkbox"/>

Add New Missing Information Grid Options

AUTOMATICALLY SEND EMAIL REMINDERS TO YOUR CLIENTS

To: <input type="text" value="bobsmith@gmail.com"/>	From: <input type="text" value="derek10@clienttrack.ca"/>	
Subject: <input type="text" value="Your 2nd Quarterly GST Return is due on Friday, October 25 2019"/>		

Hi Bob Smith,

Your quarterly GST return is due to CRA on Friday, October 25 2019.

Please arrange to submit to us the following list of documents to allow us to complete the return for the period from May 1 2019 to Sept 30 2019:

- Monthly Visa Statement for card ending in 4756
- Monthly MasterCard Statements for card ending in 2305
- Monthly bank statements for TD Business Accounting ending in *509
- Monthly PayPal transactions exported to excel format
- All sales receipts and invoices

Please note: We require all documents by **Friday October 11 2019** so that we can complete your deadline on time.

You can log into your [Client Track Portal](#) account to view and post your documents to our office online. You can call our office if you need any assistance or have any questions.

Sincerely,
The ABC Accounting Professional Corporation

Customized email notification templates

RECORD AND DOCUMENT ALL OF YOUR IMPORTANT CONVERSATIONS

- Assign tasks and duties to other staff based on incoming communications so everyone knows what they need to do
- Allows you and your staff to log all phone calls and client communications

Communication Logger

Communication Logger

Type of Communication

Date Received: Sep 30, 2019

Communication Type: <Select Communication Ty>

Subject:

Client Information

Business Client: Sample Beauty Salon

Personal Tax Client:

Staff Information

Received By: Jason

Intended Recipient:

Custom Information

Custom 1:

Custom 2:

Custom 3:

Custom 4:

Custom 5:

Define Custom Fields

Resolved Information

Resolved

Date Resolved:

Resolved By:

Flag Information

Priority Flag

Urgent Flag

Missing Info Flag

Problem Flag

Notes Flag

Notes

Description of Communication:

Date Stamp

Client Communication Information (2 entries)

Client ID	Name	Communi...	Re
	Meeting Appt	Phone Call	Jan
	Notice	Phone Call	Jan

Add New Communication Entry



FULL TIME TRACKING AND AR REPORTING

- Use timers and manual time entry to provide accurate recording of time spent on clients' tasks
- Track account balances and productivity levels for your clients, staff and projects



HARNESSING THE POWER OF THE INTERNET



CLIENT TRACK PORTAL

Client Track Portal is an **optional cloud based add-on that works with our existing Client Track desktop software** so that you can access your information on the go through a browser based portal or a phone app.



CLIENT TRACK
(Desktop)

CLIENT TRACK PORTAL
(Cloud-based add-on)

WHAT'S NEW

CLIENT TRACK PORTAL

- Access the Client Track Desktop remotely
- Use your phone or any browser

SECURE EMAIL SENDING

- Send Secure Encrypted emails
- Up to 2GB of multiple file attachments

CLIENT ACCESS & FILE SHARING

- Clients access a secure cloud based shared document storage system
- You and your clients view and store files securely online

TASK AND TIME & BILLING PRICING



# Licences	Client Track & Portal Bundle	Client Track Task and Time & Billing Ed.	Portal Cloud-based Add-On
Up to 2 Users	\$39 /mth	\$29 /mth	\$29 /mth
Up to 5 Users	\$59 /mth	\$39 /mth	\$39 /mth
Up to 9 Users	\$119 /mth	\$89 /mth	\$89 /mth

***** All prices above is per monthly fees *****

Visit our website at www.ClientTrack.ca for more pricing options, including to pay annually

Client Track understands your needs, unique pressures and challenges in the accounting industry. We've developed a software solution that's intuitive and works the way you do.

Free live demo(s) with support representative:

www.clienttrack.ca/support/demo.html

1-866-423-8525

sales@clienttrack.ca

30-DAY FREE TRIAL

www.ClientTrack.ca



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