

Accounting client onboarding checklist

ONBOARDING CHECKLIST TEMPLATE

Check this template against your local regulations and your own policies before you use it.

Employee _____ Role _____ Start date _____

Buddy or manager _____

Client onboarding From accepting the client to their first piece of work

TASK	DUE	DATE	INITIALS
Acceptance			
☐ Check the firm has the skills and capacity for the work	Before acceptance		
☐ Check for conflicts of interest with existing clients	Before acceptance		
☐ Verify the identity of the client and its owners, and run your anti-money laundering checks Follow your AML and identification procedure, and record the risk rating.	Before acceptance		
Engagement			
☐ Agree the scope of work, deadlines and fees	Week 1		
☐ Send the engagement letter and get it signed	Week 1		
☐ Set up the client in the practice management system, with billing details	Week 1		
☐ Write to the previous accountant for professional clearance and handover Ask for prior-year returns, working papers and any outstanding issues.	Week 1		
Access and records			
☐ Get access to the client's accounting software and bank feeds	Week 2		
☐ Get authority to act with the tax authority	Week 2		
☐ Collect prior-year financial statements and tax returns	Week 2		
☐ Set up the client's folder and secure document sharing	Week 2		
☐ Record key dates, such as year end and tax filing and payment deadlines	Week 2		
Kickoff			
☐ Hold a kickoff meeting to introduce the team and agree how you'll work	Week 3		
☐ Send a list of the records you need, and when	Week 3		
☐ Add the client's recurring work and deadlines to the firm's workflow	Week 3		
☐ Check in after the first piece of work, and ask for feedback	Month 2		

Completed by _____ Checked by (manager) _____ Date _____ Notes _____