



PO Box 739 Berwick 3806

m 0402 919 073 f 03 5968 8033

e shani@speedybusinesssolutions.com.au

Engagement Letter

Thank you for choosing Speedy Business Solutions Pty Ltd for all your Training & Support requirements.

At Speedy Business Solutions Pty Ltd we understand all businesses are individual and it is our primary focus to tailor our services to best suit your training and support requirements, whatever your business.

To help us, we utilise an engagement letter to assist in defining the parameters of our services. An engagement letter serves to define your expectations and assists us in ensuring that we meet those needs.

Services Provided: Our engagement includes provision of the following training services:

- Accredited training in all of the QuickBooks product suite;
- Preparation of Business Activity and Instalment Activity Statements
- Approved reseller of all Quicken products;
- Telephone Support Line – Telephone Support Line Agreement on a yearly basis;

Client: These services are to be supplied to the business and persons to whom this engagement letter is addressed.

Client Responsibility: The extent of the record keeping function performed by the client will vary depending on the assignment and will be agreed during the course of the appointment. It will be the client's responsibility to ensure the completeness and accuracy of the records and information supplied and to provide explanations on any item questioned in the course of the assignment. This is necessary to ensure the accuracy of the financial information compiled under this engagement.

No Audit Conducted: You and your employees are responsible for the maintenance of the accounting systems and internal controls for all the business entities. That includes the keeping and maintenance of all required books of account. Our firm is not being engaged to conduct a statutory audit of the financial records of any of your business entities and we will not express an auditor's opinion as to the truth and fairness of the financial statements.

Ownership of Documentation: The financial statements and any other documents that we are specifically engaged to prepare, together with any original documents given to us by you, shall be your property. Any other documents brought into existence by us, including general working papers and draft documents will remain our property at all times. If our services are terminated, we shall be entitled to retain all documents that we have prepared or hold until payment in full of all outstanding fees.

- Reckon Software & Installation
- Reckon Accredited Training
- Telephone & On-site Support
- Consulting Services



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Payment Terms: Our terms are strictly 7 days.

We accept cash, cheque, direct credit, Visa, MasterCard and bankcard.

Where the nature of the appointment is a set assignment, invoicing is made on completion of the assignment or if the assignment is a larger one then progress invoices may be used.

Contact details: It is our priority to be accessible to our clients whenever possible.

Contact options for dealing with Speedy Business Solutions Pty Ltd include:

Business Telephone:	0402 919 073
Postal address:	PO Box 739, Berwick 3806
Email:	shani@speedybusinesssolutions.com.au

Business Hours: 9.00am to 6.00pm Monday to Friday

Business hours for telephone calls: 9.00 am to 6.00 pm. Monday to Friday.

Telephone Policy: We appreciate that you will need to contact us from time to time and often this need will be urgent. We have thus devised the attached telephone policy to ensure that your questions are dealt with in the shortest possible timeframe. We suggest you use the business telephone number as your first point of contact.

Our business involves much on-site work and if you are unable to contact us on the business number, please try the mobile number. If we are unavailable then please leave a message and we will contact you as soon as possible.

In some cases your questions will not be urgent. We encourage you to utilise email facilities listed above. This allows you to leave a detailed message and we will then deal with your request as soon as possible.

Conditions and Confidentiality: Speedy Business Solutions Pty Ltd is independent of Quicken Pty. Ltd and as such we provide no assurances in relation to the software product or its performance.

We are not trained or certified accountants and, while we will provide the utmost care and diligence in all undertakings for your business, we take on no accountability or liability for the ultimate accuracy of your set-up, accounts, or compliance with government/legal requirements.

Speedy Business Solutions Pty Ltd nor its subcontractors will discuss with, nor disclose to, any third party any confidential information relating to your business affairs, with the exception of that required by law. The possible exception is your accountant, in which case, the subcontractor will contact you beforehand for verbal approval.

Speedy Business Solutions Pty Ltd, its employees, agents and advisers expressly disclaim all and any liability and responsibility to any person for any loss or liability whatever and however incurred (including, without limitation, damages, costs, loss of profits or consequential or indirect losses) as a result of any action/s taken or omitted to be taken in reliance, whether wholly or partially, on the contents of any resource sheets, or for any error, inaccuracy, or omission of any resource sheets.

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