

Frequently Asked Questions (FAQ)

If your questions are not answered here, please contact us...

Will I lose control over my business or day to day operations by using your service?

No. We offer a full access service complete with an online dashboard that allows you to see the same information we do any time, day or night. You maintain 100% control over your business and the daily operations. Accounts101 merely becomes an extension of you. We handle the data entry and minor details, so you can focus on what you do best.

Who will I contact when I have questions?

You will have a dedicated account representative. That individual will be available to you during office hours to answer any questions and facilitate any requests. If for any reason you are not satisfied with the answer you received, need additional assistance, or need help outside of normal business hours, Inez Cames, Owner/CFO will personally contact you to help you.

How much does your service cost?

Since we offer an individualized solution to each of our clients we cannot list them all here. Our fees are based on the volume and complexity of each client. We determine the scope of the services and needs of our client and develop a fixed monthly or even hourly rate, so you can better leverage your resources.

The cost of properly setting your books up and maintaining them is far more cost effective than having your CPA fix and correct them at year end. In addition, the benefits of having accurate and useful reporting during the year can assist in all aspects of running your business.

We encourage you to take advantage of our free bookkeeping consultation and learn what the precise costs for your business would be.

What accounting software do you use?

We recommend all our clients use QuickBooks. It has many robust features that allow for quick data integration and transfer. It also has an accountant feature that allows us to share information directly with your CPA, making audits/reviews and year end processes much easier. We have experience with many software solutions as well. Not using QuickBooks? Don't worry, we have worked with many other accounting software packages and we are confident we can work with any software that you are using.

Will I still need my CPA if I hire Accounts101, LLC?

Yes. We do not offer tax services, nor do we offer attestations. We would handle the day to day record keeping aspect of your business. By minimizing the need for countless corrections and adjustments your CPA's job will become easier and so will yours. You won't feel the financial pinch at the end of the year for needless bookkeeping tasks that were performed by your CPA and they won't feel the burden of doing so at a lower rate than they can commonly offer.

Who has access to my data?

No one will have access to your data including CPAs, Advisors, Attorneys or third-party individuals unless you authorize us to share it, in writing. This includes Accounts101 staff members who are not assigned to your account or otherwise vital to carrying out the tasks outlined by our agreement.

How about computer/internet security?

We rely on advanced, industry-recognized security safeguards to keep all your financial data private and protected. QuickBooks Online is a VeriSign Secured™ product. VeriSign® is the leading secure sockets layer (SSL) Certificate Authority. With password-protected login, firewall protected servers and the same encryption technology (128-bit SSL) used by the world's top banks, we have the security elements in place to give you peace of mind.

What about privacy?

Accounts101 LLC is the sole owner of the data collected through our website, email mail or other formats. We will never sell, rent, or loan your information to anyone. We will only use your information to respond to you regarding the reason you contacted us and to design a solution that works best for your company.

Does Accounts101 Offer Audit and Tax services?

No. We will gladly assist your CPA in preparing these documents for you by providing them accurate and up to the minute information. We do offer internal audits to establish the validity of data provided at the time of our service initiation, though we strongly recommend all our clients have this performed by a CPA prior to starting services with us.

Is there a contract term that we are obligated to sign up for?

Yes, we have a contract term, but it is unlike those set by our competitors. All our clients have unique solutions designed around their specific need. So, if your company only needs assistance for three months' or 3 weeks' then we will gladly set the contract term to fit your need. We do not have a 1 or 2-year contract unless requested and our clients are always free to cancel at any time by providing a written 30-day notice.