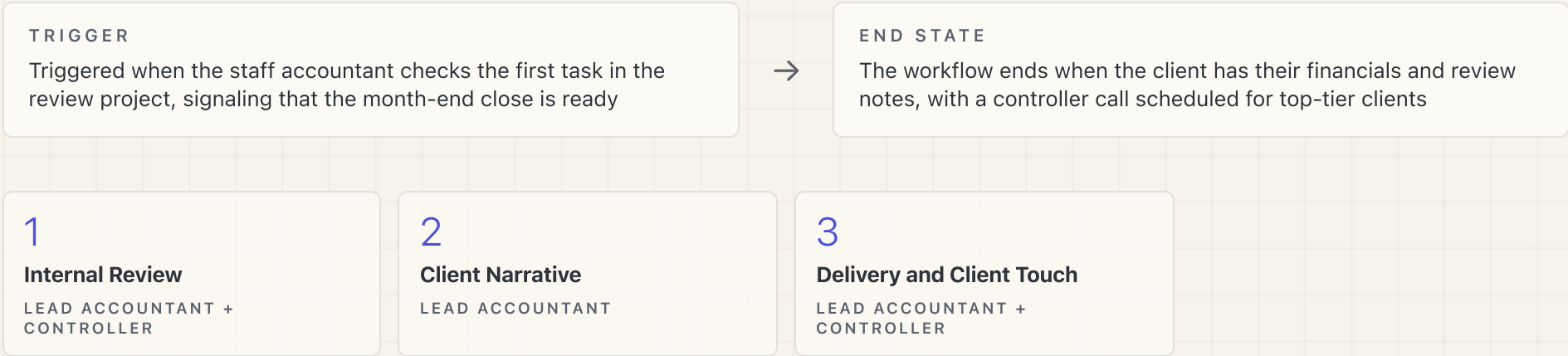


Monthly Client Review Workflow

The lead accountant adjusts and reviews the financials, the controller performs final review, a client-facing narrative is generated with the firm's standing AI prompt, and the package delivers through the client portal.



B E N A L I

1

Internal Review

LEAD ACCOUNTANT + CONTROLLER

HANDOFF IN

This phase begins with a Role handoff from Staff Accountant to Lead Accountant. Transferred: the reconciled close with refreshed reports. Acceptance criteria: the first review task checked in Financial Cents. Adjusting entries post, the lead runs the initial review against the firm's internal notes template, and the controller runs final review. Ends with financials both reviewers are willing to put in front of the client.

PROCESS 1.1

Lead Review Process

ROLE	TRIGGER	END STATE
Lead Accountant	Triggered by the ready-for-review signal from the close	Ends when the adjusted financials and internal notes are ready for the controller
<ul style="list-style-type: none">1.1.1 Record end-of-month adjusting entries		FINANCIAL REVIEW
Trigger → Review project signaled ready End → Adjusting entries posted		
<ul style="list-style-type: none">1.1.2 Perform the initial review of the financials		FINANCIAL REVIEW
Trigger → Adjusting entries posted End → Initial review complete with issues resolved or noted		
<ul style="list-style-type: none">1.1.3 Create internal review notes from the firm template		FINANCIAL REVIEW
Trigger → Initial review complete End → Internal review notes filed on the client		

PROCESS 1.2

Controller Review Process

ROLE	TRIGGER	END STATE
Controller	Triggered by completed lead review	Ends when the financials are approved for delivery
<ul style="list-style-type: none">1.2.1 Perform the final review of the financials		FINANCIAL REVIEW
Trigger → Lead review and internal notes complete End → Financials approved for client delivery		
<ul style="list-style-type: none">1.2.2 Return review exceptions to the lead accountant		FINANCIAL REVIEW
Trigger → Final review finds issues End → Exceptions resolved and re-reviewed		

2

Client Narrative

LEAD ACCOUNTANT

HANDOFF IN

This phase begins with a Role handoff from Controller to Lead Accountant. Transferred: approved financials. Acceptance criteria: final review complete with no open exceptions. The client-facing summary is generated with the firm's standing AI prompt and checked before delivery. Ends with a client-ready narrative alongside the report package.

PROCESS 2.1

External Notes Process

ROLE	TRIGGER	END STATE
Lead Accountant	Triggered by approved financials	Ends when the external notes are accurate and in the client's voice expectations
<ul style="list-style-type: none">● 2.1.1 Generate external review notes with the standing AI prompt Trigger → Financials approved for delivery End → Draft external notes generated		CLIENT COMMUNICATION
<ul style="list-style-type: none">○ 2.1.2 Verify the generated narrative against the financials Trigger → Draft notes generated End → Narrative verified accurate		CLIENT COMMUNICATION

3

Delivery and Client Touch

LEAD ACCOUNTANT + CONTROLLER

HANDOFF IN

This phase begins with a Role handoff within Lead Accountant work. Transferred: approved financials plus the verified narrative. Acceptance criteria: package complete for the month. Reports upload to the client portal and the Drive archive, the delivery goes out through the portal, and top-tier clients get their controller call scheduled. This phase ends the workflow when the client has the month's package and any tier-entitled call is on the calendar.

PROCESS 3.1

Report Delivery Process

ROLE	TRIGGER	END STATE	
Lead Accountant	Triggered by the verified package	Ends when the client has been notified and the archive copy is filed	
<ul style="list-style-type: none">3.1.1 Upload reports to the client portal and Drive folder			FINANCIAL REPORTING
Trigger → Package verified End → Reports in the portal and the Drive archive			
<ul style="list-style-type: none">3.1.2 Send financials and review notes through the client portal			CLIENT COMMUNICATION
Trigger → Reports uploaded End → Client notified with the full month package			

PROCESS 3.2

Controller Call Process

ROLE	TRIGGER	END STATE	
Controller	Triggered by delivery to a top-tier client	Ends when the call is held or the skip pattern is escalated	
<ul style="list-style-type: none">3.2.1 Send the controller call scheduling link to the client			ADVISORY SERVICES
Trigger → Package delivered to a top-tier client End → Client has the scheduling link			
<ul style="list-style-type: none">3.2.2 Hold the monthly controller call			ADVISORY SERVICES
Trigger → Client books a slot End → Monthly call held and outcomes captured			
<ul style="list-style-type: none">3.2.3 Check in with clients who skip three consecutive calls			ADVISORY SERVICES
Trigger → Three months with no call booked End → Client contacted and cadence reset or adjusted			

Notes & Assumptions

NOTES & ASSUMPTIONS

Sources and confidence

- Built from the Financial Cents "***Monthly Client - Review" template (9 tasks; Lead Accountant, Controller, and Staff Accountant roles). TGF Holdings shows monthly review instances since March.
- Activities 1.2.2, 2.1.2, and 3.2.2 are draft: inferred connective tissue the template implies but does not state.
- The whole map is marked DRAFT pending validation in the mapping session.

Structure notes

- Three phases, below the four-phase guideline; the workflow is one month-cycle deliverable with three natural stages. Kept natural rather than padded.
- The template names the tier for controller calls as "Platinum only" while the welcome packet masters name Basic, Full Service, and Premium tiers. The tier lineup needs reconciliation; "top tier" is used throughout this map until resolved.

Assumptions to verify

- The controller is assumed to review every client's financials monthly. Smaller tiers may skip controller review entirely.
- Client responses to the delivered package (questions, corrections) have no documented return path into the books.

OPERATOR QUESTIONS

1. Confirm the current tier lineup and what each tier includes. The sources conflict: Basic, Full Service, and Premium appear in welcome packets while the review template says Platinum only for controller calls.
2. **Phase 1:** Does every client get controller final review each month, or do lower tiers skip it?
3. **Phase 1:** When the controller finds issues in final review, how do they route back to the lead and staff?
4. **Phase 3:** What happens when a client replies to the delivered financials with questions or corrections? Who owns that thread?
5. **Phase 3:** What does the monthly controller call cover, and what outputs come from it?