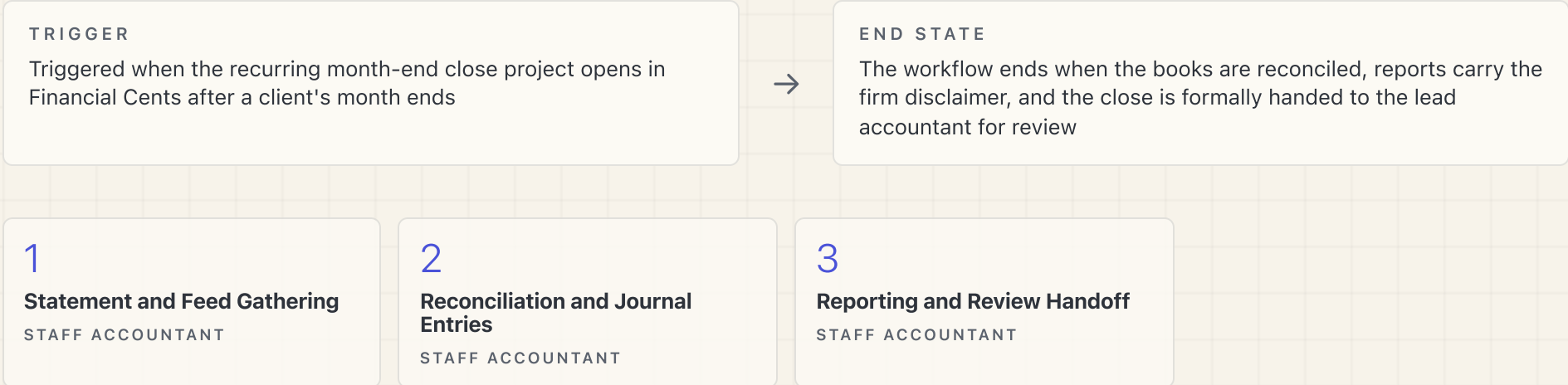


Month-End Close Workflow

Statements come in, remaining transactions get coded, every bank and credit card account reconciles, recurring journal entries post, and the custom financial reports refresh.



1

Statement and Feed Gathering

STAFF ACCOUNTANT

HANDOFF IN

This phase begins when the month-end recurring project opens in Financial Cents. Client emails are checked for pinned items, bank and credit card statements are downloaded, and the feeds are swept for anything left uncoded. Ends with a Role handoff from Staff Accountant to Staff Accountant reconciliation work. Transferred: complete statements and fully coded feeds for the month. Acceptance criteria: every account has a statement and no uncoded feed items remain.

PROCESS 1.1

Statement Collection Process

| ROLE | TRIGGER | END STATE | |
|---|--|--|----------------------|
| Staff Accountant | Triggered by the close project opening | Ends when every account's statement for the month is in hand | |
| <ul style="list-style-type: none">1.1.1 Review pinned client emails for month-end items | | | CLIENT COMMUNICATION |
| Trigger → Month-end close project opens End → Pinned items reviewed and actioned or noted | | | |
| <ul style="list-style-type: none">1.1.2 Download bank statements for all client accounts | | | DOCUMENT MANAGEMENT |
| Trigger → Statements available at each institution End → Every bank account has its statement filed | | | |
| <ul style="list-style-type: none">1.1.3 Download credit card statements for all client accounts | | | DOCUMENT MANAGEMENT |
| Trigger → Statements available at each institution End → Every card account has its statement filed | | | |

PROCESS 1.2

Feed Completion Process

| ROLE | TRIGGER | END STATE | |
|--|----------------------------------|--|------------------------|
| Staff Accountant | Triggered by statements arriving | Ends when no uncoded feed items remain for the month | |
| <ul style="list-style-type: none">1.2.1 Check bank and card feeds for uncoded transactions | | | TRANSACTION PROCESSING |
| Trigger → Statements in hand End → Uncoded items identified | | | |
| <ul style="list-style-type: none">1.2.2 Code the remaining feed transactions | | | TRANSACTION PROCESSING |
| Trigger → Uncoded items identified End → Feeds fully coded through month end | | | |

2

Reconciliation and Journal Entries

STAFF ACCOUNTANT

HANDOFF IN

This phase begins with a Role handoff within Staff Accountant work. Transferred: coded feeds and filed statements. Acceptance criteria: phase 1 checklist complete in Financial Cents. Every bank and credit card account reconciles to its statement, and the client's recurring monthly journal entries are prepared, validated, and posted. Ends when the trial balance reflects a fully reconciled, fully adjusted month.

PROCESS 2.1

Account Reconciliation Process

| ROLE | TRIGGER | END STATE | |
|--|--------------------------------|---|------------------------|
| Staff Accountant | Triggered by fully coded feeds | Ends when every account reconciles with no unexplained difference | |
| <ul style="list-style-type: none">2.1.1 Reconcile all bank accounts to their statements | | | ACCOUNT RECONCILIATION |
| Trigger → Feeds coded and statements filed End → Every bank account reconciled for the month | | | |
| <ul style="list-style-type: none">2.1.2 Reconcile all credit card accounts to their statements | | | ACCOUNT RECONCILIATION |
| Trigger → Bank reconciliations complete End → Every card account reconciled for the month | | | |

2

Reconciliation and Journal Entries

STAFF ACCOUNTANT

continued

HANDOFF IN

This phase begins with a Role handoff within Staff Accountant work. Transferred: coded feeds and filed statements. Acceptance criteria: phase 1 checklist complete in Financial Cents. Every bank and credit card account reconciles to its statement, and the client's recurring monthly journal entries are prepared, validated, and posted. Ends when the trial balance reflects a fully reconciled, fully adjusted month.

PROCESS 2.2

Recurring Journal Entry Process

| ROLE | TRIGGER | END STATE |
|---|----------------------------------|--|
| Staff Accountant | Triggered by reconciled accounts | Ends when the month's recurring entries are in QuickBooks Online |
| <input type="radio"/> 2.2.1 Pull source reports for the month's journal entries | | TRANSACTION PROCESSING |
| Trigger → Accounts reconciled End → Source reports staged for entry preparation | | |
| <input type="radio"/> 2.2.2 Prepare the client's recurring journal entries | | TRANSACTION PROCESSING |
| Trigger → Source reports staged End → Entries drafted in the export template | | |
| <input type="radio"/> 2.2.3 Validate entries against the chart of accounts and balance | | TRANSACTION PROCESSING |
| Trigger → Entries drafted End → Entries validated and balanced | | |
| <input type="radio"/> 2.2.4 Post journal entries with source documents attached | | TRANSACTION PROCESSING |
| Trigger → Entries validated End → Month's recurring entries posted in QuickBooks Online | | |

3

Reporting and Review Handoff

STAFF ACCOUNTANT

HANDOFF IN

This phase begins with a Role handoff within Staff Accountant work. Transferred: a reconciled and adjusted month. Acceptance criteria: reconciliations complete in QuickBooks Online. The custom financial reports refresh, the disclaimer is verified, an error pass runs, and the close formally hands to the lead accountant. This phase ends the workflow when the first task in the review project is checked, signaling the lead that the month is ready for review.

PROCESS 3.1

Report Refresh Process

| ROLE | TRIGGER | END STATE | |
|--|---|---|---------------------|
| Staff Accountant | Triggered by the completed reconciliation and adjustment work | Ends when the report package is current and clean | |
| <ul style="list-style-type: none">3.1.1 Update and save the custom financial report dates | | | FINANCIAL REPORTING |
| Trigger → Reconciliation and entries complete End → Report package current for the month | | | |
| <ul style="list-style-type: none">3.1.2 Verify the disclaimer appears on all financial reports | | | FINANCIAL REPORTING |
| Trigger → Reports refreshed End → Disclaimer present on every report | | | |
| <ul style="list-style-type: none">3.1.3 Review financials quickly for obvious errors | | | FINANCIAL REPORTING |
| Trigger → Disclaimer verified End → Obvious errors resolved or flagged | | | |

PROCESS 3.2

Review Handoff Process

| ROLE | TRIGGER | END STATE | |
|---|-------------------------------------|--|-------------------------|
| Staff Accountant | Triggered by a clean report package | Ends when the lead accountant has both the contractor list and the ready-for-review signal | |
| <ul style="list-style-type: none">3.2.1 Send the list of contractors paid over the 1099 threshold | | | COMPLIANCE FILING |
| Trigger → Month's payments final End → Lead has the month's contractor payment list | | | |
| <ul style="list-style-type: none">3.2.2 Signal the review project that the close is ready | | | PRACTICE ADMINISTRATION |
| Trigger → All close tasks complete End → Lead accountant notified the month is ready for review | | | |

Notes & Assumptions

NOTES & ASSUMPTIONS

Sources and confidence

- Built from the Financial Cents "***Monthly Client - Month End Close" template (11 tasks, Staff Accountant role). TGF Holdings shows monthly close instances since March.
- Process 2.2 (recurring journal entries) is entirely draft: it is the heart of monthly work as described in the Session 4 training transcript (point-of-sale pulls, chart-of-accounts validation, balance confirmation, template export into QuickBooks) but does not appear in the close template. Locating where this work is tracked is the top close question.
- The whole map is marked DRAFT pending validation in the mapping session.

Structure notes

- Three phases, below the four-phase guideline; single-owner monthly loop with natural stages. Kept natural rather than padded.
- The template is flat (one section); the phase and process structure is our grouping.

Assumptions to verify

- Statement collection is placed with staff, but the intern bank statement project suggests interns do some or all of the pulls. The split needs mapping.
- Journal entries are placed after reconciliation; in practice some entries may need to post before accounts can reconcile.

OPERATOR QUESTIONS

1. **Phase 1:** Walk the bank statement pull end to end: which portals, who actually does it (interns or staff), and how long it really takes per client.
2. **Phase 2:** Where do the recurring monthly journal entries live in your tracking? They are absent from the close template but central to the month's work.
3. **Phase 2:** Which clients have journal entry skills built already, and which entry types does the current skill library cover?
4. **Phase 3:** Custom financial reports: built where, how much do formats vary per client, and what does "update the dates and save" involve?
5. What is the target close timeline: statements in by which day, close done by which day, financials delivered by which day?
6. **Phase 1:** For each client: how many bank and credit card accounts, at which institutions, and where are the portal credentials kept?