

## Frequently Asked Questions

### How will we know when we need to outsource our bookkeeping services?

It may be time to hire a professional service to handle your bookkeeping if...

- You're spending more time on your books than you can afford
- You aren't getting your books done on a timely basis
- You are frustrated about doing your books
- You are unable to understand your financial picture

### What does it mean to be a QuickBooks Certified ProAdvisor?

As Certified ProAdvisors, we are experts in QuickBooks installation, setup, payroll, reporting, and other day-to-day functions of the software.

### How often should our bookkeeping services be performed?

We can do your bookkeeping on a weekly, monthly or quarterly basis, whatever best fits your needs.

### How do you perform accounting services without being onsite?

Today's technology makes it easy! We manage your date using QuickBooks Remote Access service and receive your source documents via e-mail, fax, regular mail, priority mail, UPS, Fed-Ex...whatever fits your needs.

### What are your fees?

Fees are based on the complexity of the account. We strive to give you the best at reasonable rates. We offer a free initial consultation, so please contact us with any inquiries or questions.

### Is a specific staff member assigned to our account?

Yes. One staff member will handle all facets of your account, with another staff member regularly reviewing the work to ensure its accuracy and to be certain we've properly interpreted your records and instructions. However, we always have someone on hand to assist you, even if your bookkeeper is not available.

### Can you assist us in organizing office files and/or procedures?

We sure can. We can find out what you have in place and make suggestions about setting your office up in an organized and efficient manner. We can also suggest cash control methods...and more!

## essential business Services

*"The Certified Experts in QuickBooks® Pro"*

### Why Should I Outsource My Bookkeeping to ebs Associates?

- **Significant Cost Savings:** Instead of hiring a full-time or part-time employee and paying expensive payroll taxes and benefits, save money by using our efficient off-site solution for bookkeeping.
- **Full Time/Real Time Access:** A part-time bookkeeper you hire is only available to you part-time. Your ebs Associates, Inc. bookkeeper is available to you on a full-time basis, via email or a local telephone call. Plus, your accounting is updated regularly and you have real-time access to your finances, all the time!
- **Simplicity:** The service at ebs Associates, Inc. is fast and efficient and eliminates the headaches of bills piling up, unopened mail, bounced checks, and lack of information about your business finances. We update your books regularly, take care of your payroll and payroll report filings, and make your finances simpler so you can grow your business.
- **Continuity:** If you hire and train an in-house bookkeeper, that person may go on vacation, get sick, or leave your company. Then you are left with a gap in your bookkeeping. When you work with ebs Associates, Inc. your books are maintained regularly no matter what. You never have to find, hire, and re-train a new person.
- **No Office Space, Computers, or Software to Buy:** When you use ebs Associates, Inc. to keep your books, you do not have to provide office space and a computer for your bookkeeper. Nor do you have to purchase software unless you want to install it in your computer. We take care of all of it for you - securely, remotely, completely.
- **Privacy:** ebs Associates, Inc. will not disclose any nonpublic personal information to anyone, without your consent.

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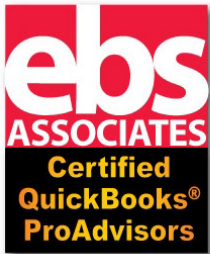


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# QUICKBOOKS

ONSITE/OFFSITE SERVICES

- Consulting & Training
- Seminars & Group Training
- Setup & Implementation
- Clean Up & Project Work
- Financial Controller Services
- Full-Charge Bookkeeping



## Essential Business Services

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### **QuickBooks Consulting & Tech Support**

We offer one-on-one consulting and support services at your office. We are Certified QuickBooks Pro Advisors so we are well able to handle the software and the accounting issues most small businesses face.

### **QuickBooks Seminars & Group Training**

Our Get Smart With QuickBooks Seminar will supply you with the keys to understanding how the software works. Learn to recognize mistakes and learn how to fix them. Make a commitment to becoming a skilled QuickBooks user through one of our seminars or arrange a personalized group training session at your office.

### **QuickBooks Setup & Implementation**

Setup of QuickBooks company data file customized for your organization. This service includes installing the software, setting up multi-user configurations, entering company information and account beginning balances, payroll setup, customized chart of accounts, item list, vendors, customers, etc.

### **QuickBooks Clean Up & Project Work**

Do you have to scramble each year to get your books ready for tax time? Does your accountant give you "the talk" every year about providing cleaner records? Let us help you! We offer QuickBooks Clean Up Services for all versions of QuickBooks, and can help you quickly and efficiently get your books in order.

### **Financial Controller Services**

If your business is growing rapidly, you need a higher level of financial oversight but probably aren't ready to hire a full-time Controller or CFO. This is the right time to engage a part-time expert. It's the best way to get the guidance and management your business needs at an affordable cost.

### **Full-Charge Bookkeeping Services**

We provide on-site and off-site strategic full-charge bookkeeping services to relieve clients from the burdens associated with maintaining financials. Our services are of the highest quality and we offer clients an accurate and timely insight into their business's financial state.

## QUICKBOOKS REMOTE ACCESS SERVICE

Using QuickBooks Remote Access, we can view, remotely control, and change your QuickBooks file to train, analyze and solve problems.

We could use Remote Access sessions to show you how to use a QuickBooks feature or to troubleshoot a problem. You would have results in real time, without having to wait for a scheduled visit to your office.

ebs Associates, Inc. initiates the Remote Access sessions, but permission for each session must be granted by you, using your private password and a unique session access code. This way, you are always in control of the access to your data.

You only give us access to your QuickBooks file, not to any other program, file, or function on your computer. Remote Access sessions protect your data using 128-bit encryption, the same security technology used by banks and online trading firms for their online transmissions. All data – including screen images, file transfers, and keyboard and mouse input- is fully encoded using state-of-the-art encryption and is transmitted using the Secure Socket Layer (SSL) to prevent interception.