



The \$20,000 Treasure Chest

13th June 2019

COVER LETTER

Hi,

You're probably wondering how a bookkeeping company like us could change your life.

Wonder no more!

We work hard to ensure the best experience possible for our clients and this case study is to illustrate a case in which we had to go above and beyond, to deliver to the client the right outcome for them, and put them on the right track.

With payroll being one of the most important functions of an organization, it pays to get an expert in.

I hope you enjoy the case study.

Happy working!

Sincerely,

Justin Wong

THE PROBLEM

A client who owns a café and restaurant, comprised of about 20 staff members with a turnover of about \$1.5 mil starting wondering why their payroll was higher than average.

Upon being approached by the directors, we found that they did not know:

1. how the payroll process worked and
2. why they were paying so much in wages by the previous bookkeeper.

After we were brought onboard, we went through all of their time sheets as well as their current processes.

This is what we found: The previous bookkeeper was not processing the payrolls correctly; thus they were paying for half hour breaks, over 20 staff, over 52 weeks, over 2 years.

It was a loss of \$20,000 in total.

OUR PROCESS



Upon identifying the problem, we were engaged immediately and took steps and implemented our processes to prevent this from happening. Additionally, we moved them to Xero, which is a cloud based system.

This gives them all of the benefits of a cloud system - especially the ability to access and extract their information from anywhere. What this means is that they were now able to self-service, and get to their answer faster, quicker and cheaper.

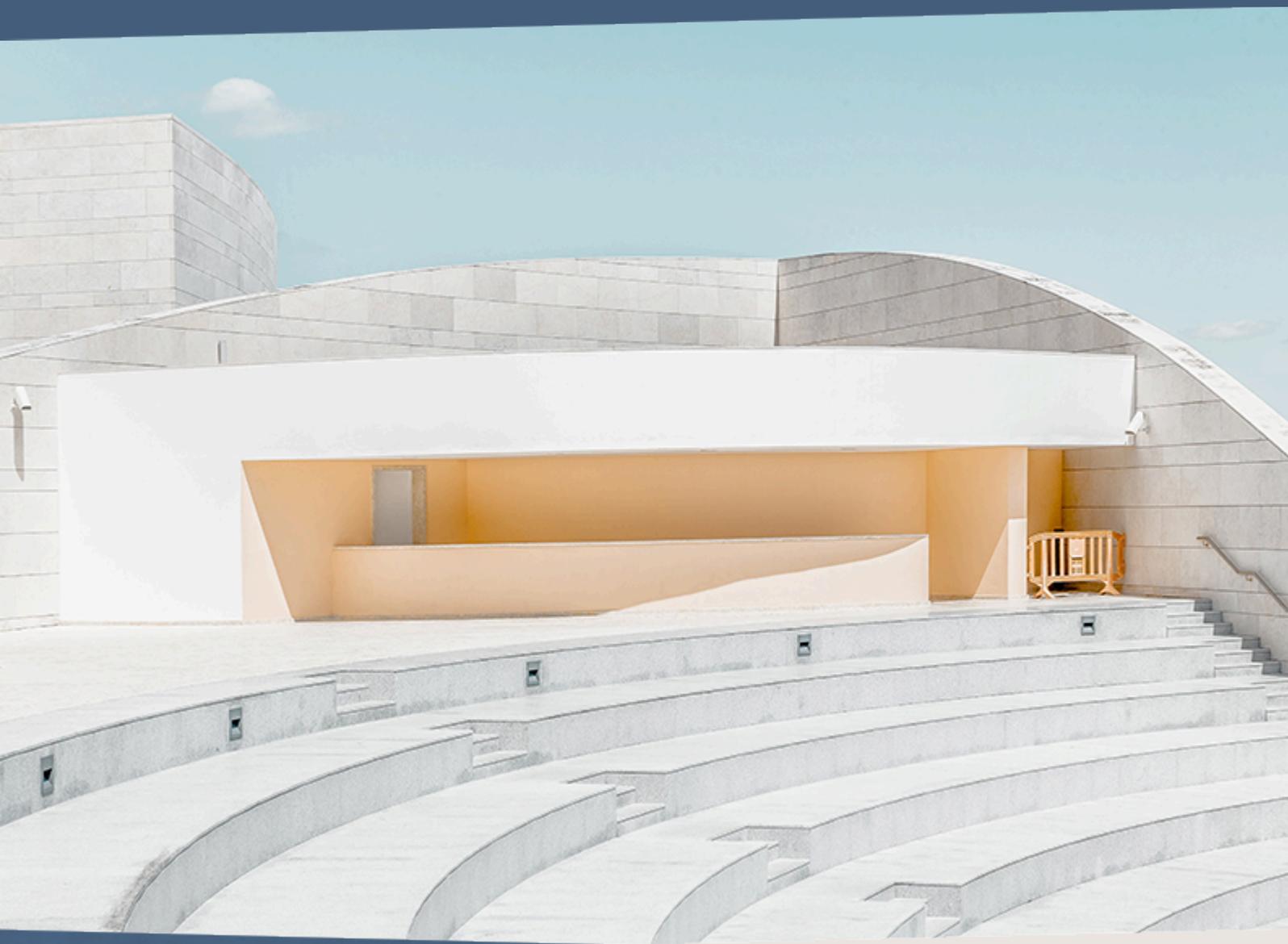
More importantly, as we took care of all the ongoing bookkeeping, they were now able to review their numbers closer, and make more timely decisions.

As a result we created a happy client who was able to make better business decisions via a fixed-fee and affordable bookkeeping package, that is suited to the client.

THE RESULT

Besides a happy client?

1. The successful migration to a newer and better cloud-based system.
2. Savings of \$20,000 per year.
3. Satisfaction of a job well done.



TESTIMONIALS



PAQ Group simplified our bookkeeping with internally developed systems and saved us approx \$20,000 per year."

- Yellow Belly Cafe

Certifications

All of our team members are fully certified, licensed, insured, and bonded. We guarantee that your project will be perfectly executed with the highest standards of professional conduct. Our certifications include:



Full BAS Agent

Full management and lodgement of your BAS, IAS, FBT, LCT, WET, SUPER.



Xero-Certified Advisors

We understand everything Xero.



#1 Bookkeeper by Google Review

We are your local trusted bookkeeping and payroll solution services provider.

We are also members of CHARTERED ACCOUNTANTS ANZ and uphold their standards of quality and integrity.

WHAT CAN YOU TAKE AWAY FROM THIS?

There are two lessons that can be learnt from this experience.

Besides the fact that payroll is important and should not be underestimated in the running of a business, as demonstrated by the case above, you could always have a better understanding of the awards and breaks that are applied in your industry. It's a good idea to sit down with your bookkeeper and get them to work through anything you do not understand.

And if they won't do it?

That's a red flag.

All relationships should be a two way street. Have a good relationship with your bookkeeper, set parameters and expected deliverables, and you will have a great relationship that will add value to your business.

And the second thing?

Give a stuff about your numbers and your business.

Period.

NEED STRESS-FREE BOOKKEEPING IN YOUR LIFE? WE HEAR YOU.

Bookkeeping can be stressful. It's full of numbers and we all know how tiresome it can be dealing with the crunching of numbers day in and day out.

That's why we're here.

We're here so you can focus on your core business. So you can work on your mental health. So you can spend time with your family.

Whatever the reason - we've got you.

That's why we have customisable packages that suit your needs, you pay for what you need and nothing more. We understand that one size does *not* fit all and we're here to help you measure the perfect fit.

We're the #1 Rated Bookkeepers for a reason. Work with a trusted solutions provider and outsource your non-core competencies today.

We promise you won't regret it.

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