



FAQs About QuickBooks Hosting

1. How do we get source documents like invoices, check copies, and receipts to Remote Control Accounting for processing?

Source documents can be delivered to us a number of ways:

- Documents can be scanned directly into an email that you send to us.
- The electronic document management feature of the hosting service can be used. After setup, documents can be scanned directly into a new documents folder on the server that we can access for posting.
- You can open a P.O. Box at the postal facility near our office and have invoices, checks (if we do your deposit for you) and other documents sent directly to us. We will keep copies and forward the originals to you or manage your physical document storage for you.
- Bank and credit card statements. For many cash basis clients, we can post nearly every transaction from just these documents. We usually only need to send you an email at month end for clarification on a couple of items.

2. Can we do any of the data entry ourselves?

Yes. In fact, the point of remote processing is to divide the work in a way that makes sense for your business. Some clients want us to do everything. Others want to continue to do some functions, such as billing, while leaving those functions that require accounting expertise, like month end close, to us.

3. Our business is seasonal. Can we get accounting help from you just during the busy season?

Yes. Or when a key employee is on vacation, out sick, or leaves the company.

4. Where is the hosting facility? Is my data secure?

The QuickBooks hosting facility is with a company called Adhost in Seattle, Washington. Adhost doesn't just provide hosting for Quickbooks, it serves many banks, hospitals, and Fortune 500 companies including Microsoft.

In terms of security, Adhost provides strict access control and other physical security measures along with state of the art protection against viruses, spyware, malware and other electronic intrusions. It even has its own well to provide cooling for the servers in case city water is not available! We have personally toured the Adhost facility and have our own company's QuickBooks file on their servers.

5. Does my QuickBooks look and work the same with hosting?

QuickBooks looks exactly the same on your computer but, in many cases, runs faster because of the speed of Adhost's servers. A few functions are slightly slower, namely, printing, which is delayed by a second or two.

6. Do you require a written agreement?

No. We will provide an engagement letter which spells out the scope of our services but you are free to discontinue your service at any time for any reason.

7. Since QuickBooks runs on the hosting server, does that mean I don't need to buy a copy of QuickBooks?

Each user must have a copy of Quickbooks in order to provide the license number for access to the service. Or, you can lease user licenses from the hosting facility for \$7.50 per user per month.

8. How much does QuickBooks hosting cost?

The cost of hosting is included in your monthly or quarterly fixed fee for accounting and bookkeeping services. If you want hosting only, we can provide a quote, depending on the number of users.

9. Can you provide references from satisfied clients?

Yes, from satisfied clients and from CPA's with whom we share clients.