

Documentation Checklist

For telephone or in-person communications with clients, prepare a memo to the file that outlines the following:

- Date
- Client/contact name
- The question or issue that addressed in the conversation, and the information provided to you
- Your response and applicable authority
- Issues that require follow up with the client at a later date

Be sure to send a letter to the client that outlines the above information as well

All written letters and email exchanges with the client, particularly those which include an approval, should take a certain course of action.

Any important filing requirements or due dates should be covered in your conversations and documented as a memo to the client, along with alternatives and applicable risks.

Engagement Letters

- Disputes about the scope of your services can best be addressed by issuing engagement letters. Engagement letters clearly define the scope of your engagement with your client, and state that additional services are available for an additional fee.
- To reduce your risk, avoid using automatically renewable engagement letters, even if the engagement remains unchanged from year to year. This helps to avoid inadvertently extending the legal statute of limitations.

All financial documents are provided by the client.

For example, for tax returns prepared on behalf of individuals, you should retain copies of:

- Any income documents other than W-2 forms
- Income or expense documents that support Schedules C or F income including client prepared records of income and expenses
- Interest income statements
- Social Security cards

All filings are made on behalf of the client.