

LOCK KEY BOOKS

NEW CLIENT ONBOARDING PACKET

Professional Bookkeeping & Financial Management for Trucking Companies

Empowering Owner-Operators, Small Fleets, Mid-Size Fleets & Large Trucking Companies

WELCOME TO LOCK KEY BOOKS

Welcome to **Lock Key Books**!

We are excited to partner with you and become a trusted part of your business's financial management team.

Our purpose is to help trucking business owners maintain organized, accurate, and up-to-date financial records while providing the financial information needed to understand business performance, manage cash flow, control expenses, and plan for growth.

Successful bookkeeping is a **partnership**. Lock Key Books is responsible for performing the services outlined in your service agreement, while you are responsible for providing complete, accurate, and timely information.

This onboarding packet helps us understand your business, establish your bookkeeping needs, identify your short- and long-term goals, and create an efficient process for working together.

OUR APPROACH

Accurate Records → Clear Financials → Better Decisions → Sustainable Growth

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SECTION 1

CLIENT INFORMATION FORM

Business Information

Legal Business Name:

DBA / Trade Name:

Business Address:

City: _____ **State:** _____ **ZIP:** _____

Business Phone:

Business Email:

Business Website:

Date Business Started:

Business Entity:

☐ Sole Proprietorship

☐ LLC

☐ S-Corporation

☐ Corporation

☐ Partnership

☐ Other: _____

Federal EIN:

State of Registration:

Primary Contact

Owner/Primary Contact:

Title:

Phone:

Email:

Additional Authorized Contacts

Name: _____

Position: _____

Phone: _____

Email: _____

Name: _____

Position: _____

Phone: _____

Email: _____

SECTION 2

BUSINESS & FLEET PROFILE

Understanding the size and complexity of your trucking operation allows Lock Key Books to determine the appropriate level of bookkeeping support.

Current Fleet

Number of Trucks: _____

Number of Trailers: _____

Number of Drivers: _____

Number of Employees: _____

Number of Owner-Operators: _____

Number of Company Drivers: _____

Number of Administrative Staff: _____

Trucking Operations

Check all that apply:

- ☐ Owner-Operator
- ☐ Small Fleet
- ☐ Mid-Size Fleet
- ☐ Large Fleet

- ☐ Freight Carrier
- ☐ Motor Carrier
- ☐ Logistics Company
- ☐ Freight Broker
- ☐ Dispatching
- ☐ Dedicated Contract Carrier
- ☐ Other: _____

Freight Type

- ☐ Dry Van
 - ☐ Reefer
 - ☐ Flatbed
 - ☐ Tanker
 - ☐ Car Hauler
 - ☐ Dump Truck
 - ☐ Hotshot
 - ☐ Specialized Freight
 - ☐ Other: _____
-

Operating Area

- ☐ Local
- ☐ Regional
- ☐ National
- ☐ Interstate
- ☐ Intrastate

Primary States/Regions Served:

SECTION 3

BUSINESS GOALS ASSESSMENT

At Lock Key Books, we believe bookkeeping should support your **business goals**, not simply record transactions.

Understanding where you are going allows us to provide financial information that is relevant to your growth strategy.

SHORT-TERM GOALS

Next 6–12 Months

What are the three most important financial or business goals you want to accomplish?

Goal #1

Goal #2

Goal #3

Check all that apply:

- ☐ Increase revenue
- ☐ Increase profitability
- ☐ Improve cash flow
- ☐ Reduce expenses
- ☐ Pay down debt
- ☐ Purchase a truck
- ☐ Purchase additional equipment
- ☐ Add drivers
- ☐ Add trucks
- ☐ Improve accounts receivable
- ☐ Become current with bookkeeping
- ☐ Prepare for tax filing
- ☐ Establish a business budget
- ☐ Improve financial organization
- ☐ Build business credit
- ☐ Other: _____

LONG-TERM GOALS

Next 2–5 Years

Where do you want your company to be?

Number of trucks you would like to operate: _____

Revenue goal: \$ _____

Number of employees/drivers: _____

Long-Term Vision

Check all that apply:

- ☐ Grow fleet
 - ☐ Expand into additional states
 - ☐ Increase revenue
 - ☐ Build a management team
 - ☐ Purchase property/terminal
 - ☐ Expand services
 - ☐ Build business credit
 - ☐ Create multiple revenue streams
 - ☐ Prepare for succession
 - ☐ Prepare business for sale
 - ☐ Establish long-term wealth
 - ☐ Other: _____
-

SECTION 4

BOOKKEEPING LEVEL ASSESSMENT

Lock Key Books provides bookkeeping solutions based on the size, transaction volume, and complexity of each trucking business.

Your bookkeeping level may change as your company grows.

LEVEL 1 — OWNER-OPERATOR

Typically 1–2 Trucks

Recommended services may include:

- ☐ Monthly bookkeeping
- ☐ Income and expense tracking
- ☐ Bank reconciliation
- ☐ Credit card reconciliation
- ☐ Fuel expense tracking
- ☐ Maintenance expense tracking
- ☐ Basic Accounts Payable
- ☐ Basic Accounts Receivable
- ☐ Profit & Loss Statement
- ☐ Tax-ready financial records

Recommended Frequency: Monthly

LEVEL 2 — SMALL FLEET

Typically 3–10 Trucks

Services may include:

- ☐ Level 1 services
- ☐ Accounts Receivable management
- ☐ Accounts Payable management
- ☐ Invoice tracking
- ☐ Customer payment tracking
- ☐ Outstanding invoice monitoring
- ☐ Driver expense tracking
- ☐ Truck-level expense tracking
- ☐ Fuel analysis
- ☐ Maintenance analysis
- ☐ Cash-flow review
- ☐ Monthly financial reporting
- ☐ Budget monitoring

Recommended Frequency: Monthly with periodic financial reviews

LEVEL 3 — MID-SIZE FLEET

Typically 11–50 Trucks

Services may include:

- ☐ Level 1 & 2 services
- ☐ Full-cycle Accounts Receivable
- ☐ Full-cycle Accounts Payable
- ☐ Customer reconciliation
- ☐ Vendor reconciliation
- ☐ Fleet profitability analysis
- ☐ Truck-level financial reporting
- ☐ Revenue analysis
- ☐ AR aging
- ☐ AP aging
- ☐ Cash-flow forecasting
- ☐ Budget vs. actual analysis
- ☐ Financial KPIs
- ☐ Month-end close
- ☐ Management reporting
- ☐ Financial trend analysis

Recommended Frequency: Monthly with regular management reporting

LEVEL 4 — LARGE / COMPLEX OPERATION

Typically 50+ Trucks or High-Volume Operations

Services may include:

- ☐ Full-cycle Accounts Receivable
- ☐ Full-cycle Accounts Payable
- ☐ Cash application
- ☐ Customer account reconciliation
- ☐ Vendor reconciliation
- ☐ Fleet profitability reporting
- ☐ Department/location reporting

- ☐ Revenue analysis
- ☐ Detailed expense analysis
- ☐ Cash-flow forecasting
- ☐ Budget development
- ☐ KPI reporting
- ☐ AR/AP aging
- ☐ Month-end close
- ☐ Management reporting
- ☐ Customized financial reporting
- ☐ Financial trend analysis
- ☐ Audit-ready bookkeeping support
- ☐ Monthly/quarterly financial meetings

Recommended Frequency: Monthly or customized based on business complexity

CLIENT BOOKKEEPING LEVEL

Recommended Level:

- ☐ Level 1
- ☐ Level 2
- ☐ Level 3
- ☐ Level 4
- ☐ Customized

Reason for Selected Level:

SECTION 5

NEW CLIENT QUESTIONNAIRE

Please answer the following questions as completely as possible.

Current Bookkeeping

Who currently handles your bookkeeping?

- ☐ Owner
- ☐ Employee
- ☐ Bookkeeper
- ☐ CPA/Accounting Firm
- ☐ Other: _____

Is your bookkeeping currently up to date?

- ☐ Yes
- ☐ No
- ☐ Unsure

Last month completed: _____

Are there unreconciled bank accounts?

- ☐ Yes
- ☐ No
- ☐ Unsure

Are there outstanding bookkeeping issues you are aware of?

- ☐ Yes
- ☐ No

If yes, explain:

Accounting Software

Current accounting software:

- ☐ QuickBooks Online
- ☐ QuickBooks Desktop
- ☐ Xero
- ☐ Sage
- ☐ Other: _____

Accounting software login/access has been provided:

- ☐ Yes
- ☐ No
- ☐ Pending

Accounts Receivable

Do you invoice customers directly?

☐ Yes

☐ No

Do you use a factoring company?

☐ Yes

☐ No

If yes:

Factoring Company: _____

Do you have outstanding customer invoices?

☐ Yes

☐ No

☐ Unsure

Estimated outstanding AR: \$_____

Accounts Payable

Do you currently have outstanding vendor bills?

☐ Yes

☐ No

☐ Unsure

Estimated outstanding AP: \$_____

Do you have recurring vendor expenses?

☐ Yes

☐ No

Banking & Financial Accounts

Number of business checking accounts: _____

Number of savings accounts: _____

Number of business credit cards: _____

Number of business loans: _____

Number of lines of credit: _____

Other financial accounts: _____

SECTION 6

REQUIRED DOCUMENT CHECKLIST

To maintain accurate financial records, clients are required to provide complete documentation.

BANKING DOCUMENTS

- ☐ Bank statements
 - ☐ Credit card statements
 - ☐ Loan statements
 - ☐ Lines of credit statements
 - ☐ Merchant processing statements
 - ☐ Bank transaction access/integration
-

REVENUE DOCUMENTS

- ☐ Customer invoices
 - ☐ Rate confirmations
 - ☐ Settlement statements
 - ☐ Broker statements
 - ☐ Factoring statements
 - ☐ Payment confirmations
 - ☐ Deposit information
 - ☐ Other revenue documentation
-

EXPENSE DOCUMENTS

- ☐ Fuel receipts
 - ☐ Fuel card statements
 - ☐ Maintenance receipts
 - ☐ Repair invoices
 - ☐ Parts receipts
 - ☐ Insurance statements
 - ☐ Tolls
 - ☐ Permits
 - ☐ Registration
 - ☐ Truck payments
 - ☐ Trailer payments
 - ☐ Lease payments
 - ☐ Software subscriptions
 - ☐ Office expenses
 - ☐ Professional services
 - ☐ Other business expenses
-

PAYROLL & CONTRACTOR DOCUMENTS

- ☐ Payroll reports
 - ☐ Driver payments
 - ☐ Contractor payments
 - ☐ W-9 forms
 - ☐ 1099 information
 - ☐ Employee reimbursements
 - ☐ Benefits information
-

TAX & HISTORICAL DOCUMENTS

- ☐ Prior-year tax return
- ☐ Prior-year Profit & Loss
- ☐ Prior-year Balance Sheet
- ☐ Prior bookkeeping records
- ☐ Tax notices
- ☐ Fixed asset information
- ☐ Equipment purchase records
- ☐ Business loan documents

DOCUMENT SUBMISSION STANDARD

Clients agree to provide requested documentation:

☐ **Weekly**

☐ **Biweekly**

☐ **Monthly**

☐ **Other:** _____

Preferred submission method:

☐ Secure Client Portal

☐ Email

☐ Accounting Software

☐ Bank Integration

☐ Other: _____

IMPORTANT

Late, missing, incomplete, or inaccurate documentation may delay the completion of bookkeeping and financial reports.

Additional cleanup work caused by missing or incomplete documentation may be billed separately according to the client service agreement.

SECTION 7

FINANCIAL ACCOUNT INFORMATION

For each account used by the business, provide the following information.

Account Type	Institution	Last 4 Digits	Business/Personal
--------------	-------------	---------------	-------------------

Checking	_____	_____	_____
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Savings	_____	_____	_____
---------	-------	-------	-------

Credit Card	_____	_____	_____
-------------	-------	-------	-------

Loan	_____	_____	_____
------	-------	-------	-------

Account Type Institution

Last 4 Digits Business/Personal

Line of Credit _____

Other _____

Important: Do not write complete bank account numbers, passwords, Social Security numbers, or other sensitive credentials on this form.

SECTION 8

BOOKKEEPING & COMMUNICATION EXPECTATIONS

CLIENT EXPECTATIONS

Clients agree to:

1. Provide accurate and complete financial information.
 2. Submit required documents on time.
 3. Respond to bookkeeping questions in a timely manner.
 4. Identify personal and business transactions accurately.
 5. Notify Lock Key Books of new accounts.
 6. Notify Lock Key Books of loans and financing.
 7. Notify Lock Key Books when trucks or equipment are purchased or sold.
 8. Notify Lock Key Books when drivers or employees are added or removed.
 9. Notify Lock Key Books of significant changes to the business.
 10. Review financial reports when provided.
 11. Communicate known bookkeeping errors or discrepancies.
 12. Maintain appropriate business records.
-

SECTION 9

HONESTY & FINANCIAL TRANSPARENCY

Lock Key Books believes that **honest financial information is essential to good business decisions.**

Clients must provide truthful information regarding:

- Business income
- Business expenses
- Personal expenses
- Cash transactions
- Owner contributions
- Owner distributions
- Loans
- Credit cards
- Assets
- Liabilities
- Payroll
- Contractor payments
- Equipment purchases
- Business debts
- Tax obligations

IF YOU ARE UNSURE — ASK.

If you are unsure whether an expense is business-related, how a transaction should be recorded, or what documentation is required, contact Lock Key Books before making assumptions.

There is no penalty for asking questions.

However, clients should never knowingly request that Lock Key Books record inaccurate or misleading financial information.

SECTION 10

COMPLIANCE EXPECTATIONS

Lock Key Books is committed to maintaining accurate and organized bookkeeping records.

Clients are responsible for providing documentation necessary to properly record their business activity.

Clients are also responsible for maintaining their applicable:

- Business licenses
- Permits
- Insurance
- Tax filings
- Employment records
- Transportation registrations
- Regulatory requirements
- Other legal/business requirements

When a matter falls outside the scope of bookkeeping, Lock Key Books may recommend that the client consult an appropriate professional, such as a CPA, tax professional, attorney, payroll specialist, insurance professional, or transportation compliance professional.

BOOKKEEPING SERVICES DO NOT REPLACE LEGAL, TAX, OR REGULATORY ADVICE.

SECTION 11

WHAT LOCK KEY BOOKS WILL PROVIDE

Based on the selected service package, Lock Key Books may provide:

- ☐ Transaction categorization
- ☐ Bank reconciliation
- ☐ Credit card reconciliation
- ☐ Accounts Receivable management
- ☐ Accounts Payable management
- ☐ Cash application
- ☐ Invoice tracking

- ☐ Expense tracking
 - ☐ Financial statements
 - ☐ Profit & Loss reporting
 - ☐ Balance Sheet reporting
 - ☐ Cash-flow reporting
 - ☐ AR aging
 - ☐ AP aging
 - ☐ Fleet profitability reporting
 - ☐ Budget vs. actual reporting
 - ☐ KPI reporting
 - ☐ Month-end close
 - ☐ Financial review meetings
 - ☐ Other customized services
-

SECTION 12

BOOKKEEPING CLEANUP ASSESSMENT

Complete this section if your books are not current.

How many months require cleanup?

_____ Months

Last reconciled month: _____

Known bookkeeping issues:

- ☐ Unreconciled bank accounts
- ☐ Unreconciled credit cards
- ☐ Unapplied payments
- ☐ Missing transactions
- ☐ Duplicate transactions
- ☐ Incorrect expense classifications
- ☐ Outstanding invoices
- ☐ Outstanding vendor bills
- ☐ Unknown transactions
- ☐ Owner transactions
- ☐ Other: _____

Additional Notes

Cleanup required:

- ☐ Yes
 - ☐ No
 - ☐ To Be Determined
-

SECTION 13

ONBOARDING COMPLETION CHECKLIST

CLIENT

- ☐ Client Information Form completed
- ☐ Business & Fleet Profile completed
- ☐ Short-Term Goals completed
- ☐ Long-Term Goals completed
- ☐ Bookkeeping Level Assessment completed
- ☐ New Client Questionnaire completed
- ☐ Required documents submitted
- ☐ Accounting software access established
- ☐ Bank integrations established
- ☐ Credit card information provided
- ☐ AR information provided
- ☐ AP information provided
- ☐ Prior financial records provided
- ☐ Tax documents provided
- ☐ Outstanding bookkeeping issues disclosed
- ☐ Service agreement completed

☐ Payment/billing information established

LOCK KEY BOOKS

- ☐ Client profile reviewed
 - ☐ Fleet size confirmed
 - ☐ Bookkeeping level determined
 - ☐ Scope of services confirmed
 - ☐ Cleanup requirements assessed
 - ☐ Required documents reviewed
 - ☐ Accounting software access confirmed
 - ☐ Bank feeds reviewed
 - ☐ Chart of accounts reviewed
 - ☐ AR/AP process established
 - ☐ Document submission process established
 - ☐ Communication process established
 - ☐ Reporting schedule established
 - ☐ Monthly close schedule established
 - ☐ Client questions addressed
 - ☐ Onboarding completed
-

SECTION 14

CLIENT ACKNOWLEDGMENT & SIGNATURE

By signing below, I acknowledge that I have reviewed and understand the Lock Key Books New Client Onboarding Packet.

I understand that:

- ☐ Accurate bookkeeping depends on complete and accurate information.

- ☐ I am responsible for submitting requested documents in a timely manner.
- ☐ I am responsible for informing Lock Key Books about significant financial and business changes.
- ☐ I agree to communicate honestly regarding my business finances.
- ☐ I understand that personal and business transactions should be properly identified.
- ☐ I understand that missing, late, or inaccurate documentation may affect the accuracy and timeliness of my financial reports.
- ☐ I understand that additional bookkeeping cleanup or services outside my agreed service package may result in additional fees.
- ☐ I understand that Lock Key Books relies on the information I provide when maintaining my financial records.
- ☐ I understand that bookkeeping services do not replace legal, tax, accounting, or regulatory advice outside the agreed scope of services.
- ☐ I understand that my bookkeeping service level may need to change as my business grows or becomes more complex.
- ☐ I understand that my financial information will be handled according to the terms of my service agreement.

CLIENT CERTIFICATION

I certify that the information provided in this onboarding packet is true and accurate to the best of my knowledge.

I understand that transparency and timely communication are essential to maintaining accurate financial records and establishing a successful relationship with Lock Key Books.

Business Name:

Owner/Authorized Representative:

Title:

Signature:

Date:

LOCK KEY BOOKS REPRESENTATIVE

Representative Name:

Title:

Signature:

Date:

WELCOME TO THE LOCK KEY BOOKS FAMILY

Your Business. Your Numbers. Your Growth.

Thank you for trusting **Lock Key Books** with an important part of your business.

Our commitment is to provide organized financial records and meaningful financial information that can help you understand your business and plan for the future.

We look forward to growing with you.

LOCK KEY BOOKS

Professional Bookkeeping & Financial Management for the Trucking Industry

TRACK. UNDERSTAND. PLAN. GROW.

This version is designed to function as the **master onboarding packet**. For actual client use, I'd recommend making it into a branded fillable PDF with your Lock Key Books logo,

checkboxes, text fields, signature fields, and a separate **“Documents to Upload”** **checklist** so clients can complete the process electronically.