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*How to Easily Document Your Processes*

With sponsor:



**KARBON**

# Your Hosts



**Liz Scott**  
Accounting Lifeline



**Heather Satterley**  
Satterley Training & Consulting

# Our Guest



Ian Vacin, Co-founder

- Co-founder and Chief Customer Officer, Karbon
- 25+ years experience in technology & process improvement
- 15+ years in leadership with Karbon, Xero, and Intuit





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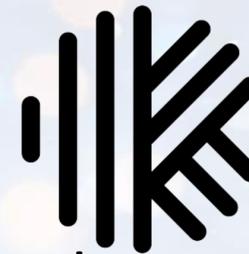
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Business planning, cash forecasting, and financial performance tracking for small businesses and startups

# Agenda

- 🍷 Welcome!
- 🍷 How to easily document your processes
- 🍷 Let's raise a toast! This month's app sponsor:
- 🍷 Heather and Liz's coolest thing we did this month
- 🍷 Preview of our next episode!



**KARBON**

# How to easily document your processes

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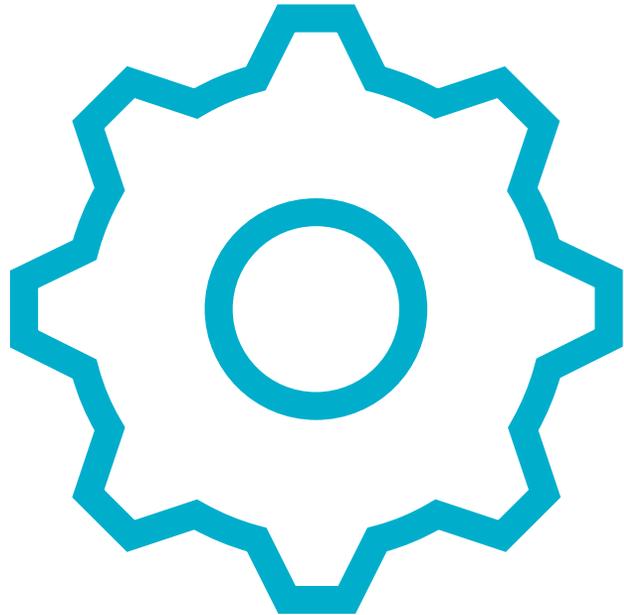




Documenting  
your processes  
takes time

---

Not documenting  
your processes will  
take longer



# Components of a process

---

Who

---

What

---

When

---

Where

---

How

---

Additional Details

How much  
detail do  
you need?

---

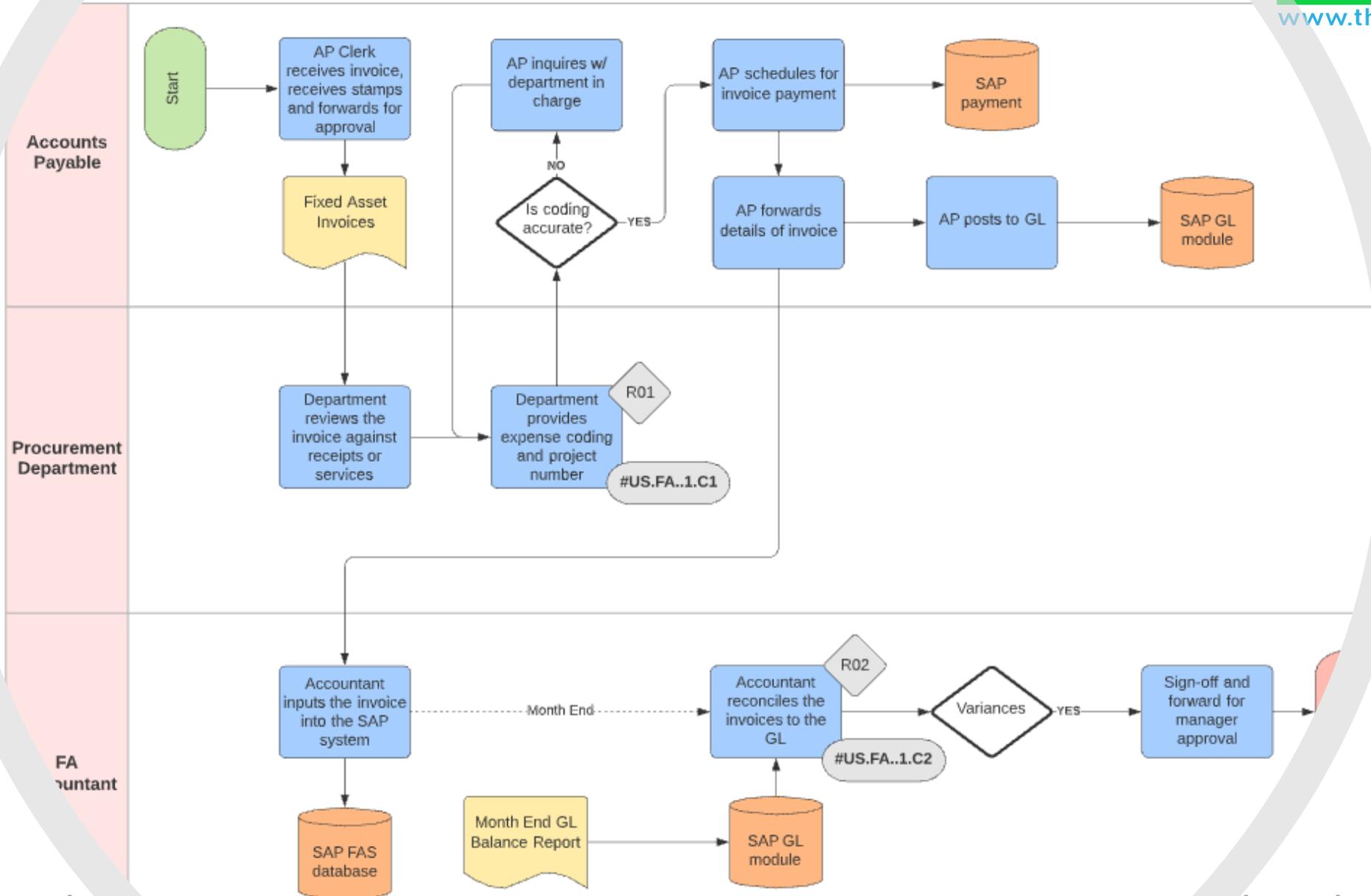




# Process Mapping Examples

# Internal controls flowchart example

Heather Satterley | June 8, 2021.





# Process Mapping Apps

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# Apps to Record Processes

---

# Scribe

QuickBooks 

Get Scribe Pro (Early Access)  

1 Navigate to <https://app.qbo.intuit.com/app/homepage>    

2 Click "Banking"    

3 Click this text field.    

**Section**

**Instruction**

**Tip**

**Heads Up!**

**Record More Steps**

**Select Multiple**

**Combine Steps**

**Combine Similar**

**Copy Link**

**Share** 

**Engagement**

**Notify?**  

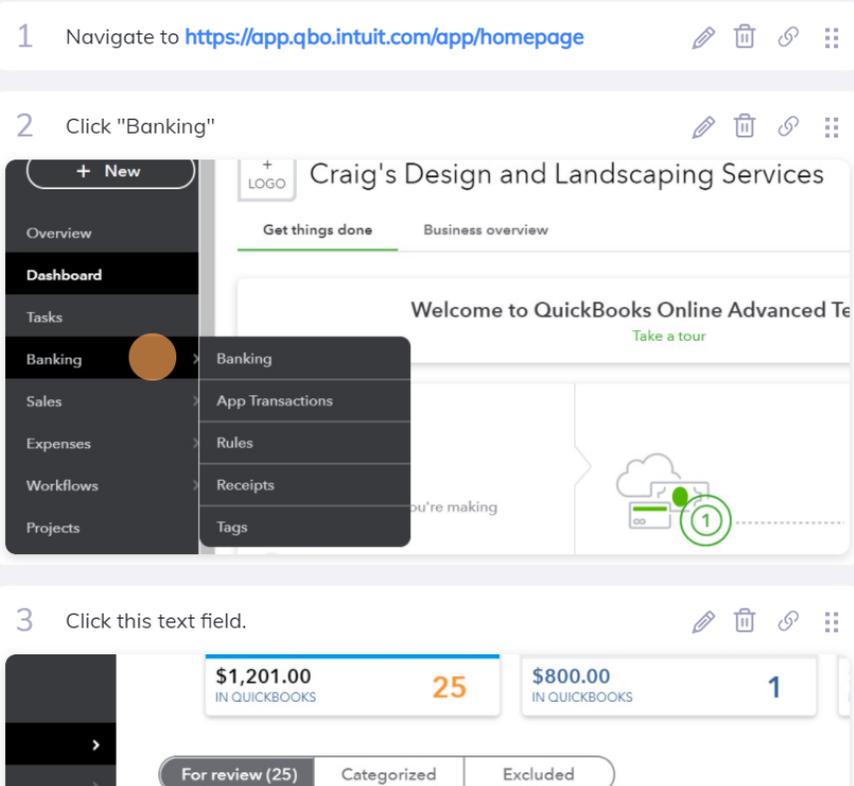
1 View  
0 Claps

**Options**

Team Comments

Public Comments

**Feedback**





**CloudApp**

Record video  
tutorials for your  
team and clients

# Karbon Templates



Search for "appy" Discover Karbon Login

appy

All Templates

Categories

- Accounting
- Administration
- Advisory
- Bookkeeping
- Client Management
- Consulting
- Leadership
- Operations
- Payroll
- Sales & Marketing

Region

United States

Discover Karbon Magazine Services

**Appy Hour Ecosystem Template Pack** GLOBAL Get

Unlock a collection of tried and tested templates created by Satterley Training & Consulting.  
1 Download

**App Advisory** GLOBAL Get

Guide your clients through the improvement of their business systems.  
22 Downloads

**Performance Appraisal (Manager Assessment)** GLOBAL Get

Organize a performance review meeting for your team member and keep focused on what's important to achieve agreed outcomes.  
542 Downloads

**Performance Appraisal (Staff Self-Assessment)** GLOBAL Get

Give yourself a self-review to prepare for your upcoming performance review.  
574 Downloads

**Paycheck Protection Program (PPP) Loan** GLOBAL Get

Assist your clients with an application for the Paycheck Protection Program (PPP), as a response to COVID-19.  
241 Downloads

**Economic Injury Disaster Loan (EIDL)** USA Get

Assist your clients with an application for the Economic Injury Disaster Loan (EIDL), as a response to COVID-19.  
110 Downloads

**Business Loan (COVID-19 QLD Jobs Support Scheme)** AUS Get

Manage the entire eligibility check, application process and client follow up with this streamlined workflow.  
1 Download

Search for a template... 

All Templates

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- Client Management
- Consulting
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Region

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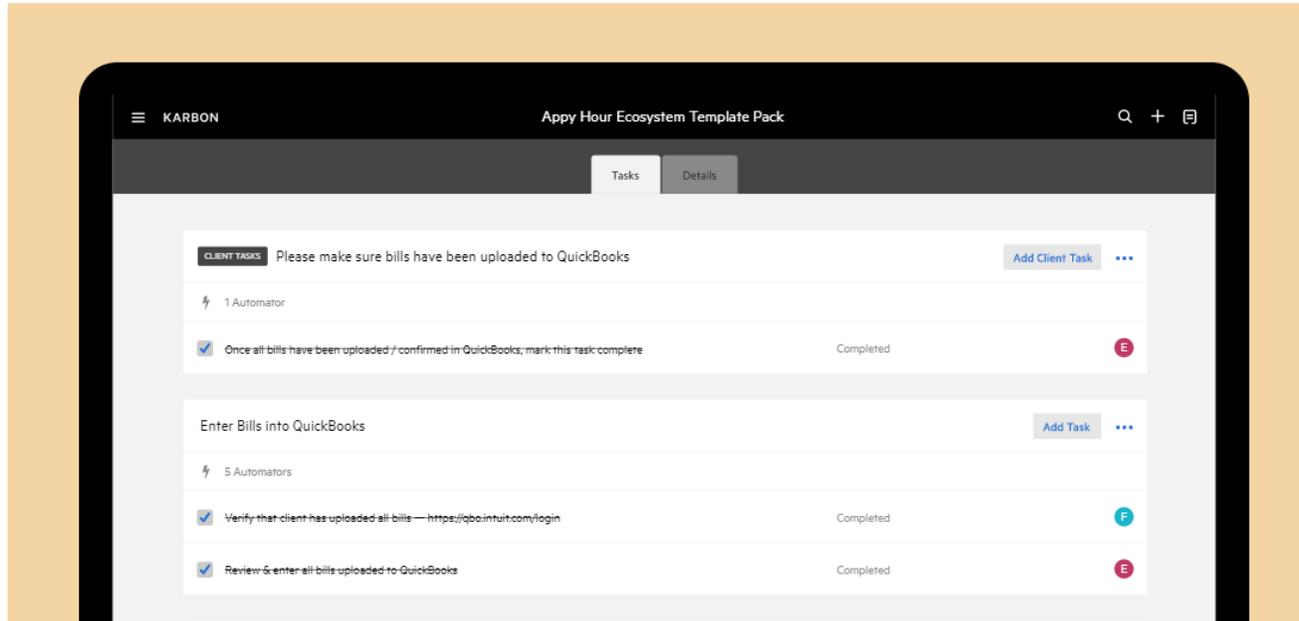


## Appy Hour Ecosystem Template Pack

1 Download

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Categories

[Client Management](#) [Payroll](#)

Support

[How to customize & use a template in Karbon](#)

Share



Template Name (required)	Item Type (required)	Item Title (required unless automator)
ing (with a 3rd party app)	Section Automator	Review client needs from client on-boarding work item and update client tasks as necessary
ing (with a 3rd party app)	Section Automator	
ing (with a 3rd party app)		
ing (with a 3rd party app)	Task	Review client needs and update and send client tasks (if needed)
ing (with a 3rd party app)	Client Task Group	Information needed to start your monthly bookkeeping!
ing (with a 3rd party app)	Client Task Group Automator	
ing (with a 3rd party app)	Client Task Group Automator	
ing (with a 3rd party app)	Client Task	Ensure all activity has been recorded in the 3rd-party app
ing (with a 3rd party app)	Client Task	Bank account #1
ing (with a 3rd party app)	Client Task	Bank account #2
ing (with a 3rd party app)	Client Task	Credit card account #1
ing (with a 3rd party app)	Client Task	Credit card account #2
ing (with a 3rd party app)	Client Task	Loan account #1



Review client needs and update and send client tasks (if needed)

Cindy Squires



Review the client brief and accounting system to determine which statements and other documents are necessary to begin the work. Edit the client tasks below and delete any unnecessary tasks.

**CLIENT TASKS**

Let's get started with your monthly bookkeeping! – Will be sent 1 day after work start date [Sending Settings](#) | ⌚ Gentle reminders

Add Client Task



⚡ 2 Automators

Ensure all activity has been recorded in the 3rd-party app

Due 5 days after

[Provide details of tasks that must be completed by the client to close out the month in the 3rd-Party app. Be specific and include links, videos, and scribes, as necessary] <---delete this wording when complete. Please make comments, as needed. Make sure to mark this task as completed.

Upload statements for the following accounts

Due 5 days after

The start date of the task is the 1st day of the month, the due date is 5 days later. Add bank and credit card accounts as sub-tasks below.

Bank account #1

Due 5 days after

Please attach the statement for the bank account below. Then mark this task as complete.

Bank account #2

Due 5 days after

Please attach the statement for the bank account below. Then mark this task as complete.

Credit card account #1

Due 5 days after

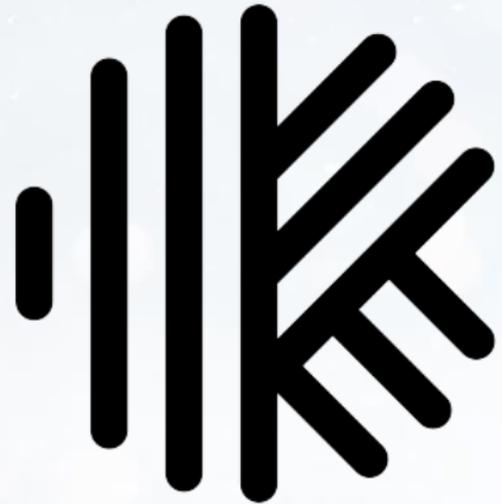
Please attach the statement for the bank account below. Then mark this task as complete.

Credit card account #2

Due 5 days after

Please attach the statement for the bank account below. Then mark this task as complete.

*It's Time to Raise a  
Toast to:*

 **KARBON**



# Karbon Sazerac

## Ingredients:

- 1 sugar cube
- 3 dashes Peychaud's Bitters
- 2 ounces rye whiskey to taste
- 1/4 ounce absinthe (or anise liqueur)
- Lemon twist, garnish

## Instructions

- Chill an old-fashioned glass by filling it with ice. Let it sit while you prepare the rest of the drink.
- In a mixing glass, soak the sugar cube with the bitters and muddle to crush the cube
- Add the rye whiskey and stir.
- Discard the ice in the chilled glass. Rinse it with absinthe. Pour a small amount into the glass, swirl it around, then discard the liquid.
- Pour the whiskey mixture into the absinthe-rinsed glass.
- Gently squeeze the lemon twist over the drink to release its essence. Traditionalists typically discard it and rarely drop it into the glass; lay it on the rim as a garnish if you like.
- Serve and enjoy.



# KARBON



# KARBON

## Demo

# 10 Steps to Building a Workflow

---

Step 1: Create new template and specify Name and Description

---

Step 2: Specify work type in the Details tab

---

Step 3: Go to Tasks and add your documented tasks

---

Step 4: Move tasks into sections (if possible)

---

Step 5: Involve the client by adding client tasks

---

Step 6: Add roles to tasks

---

Step 7: Add due dates to tasks

---

Step 8: Optimize by leveraging nested tasks and additional sections

---

Step 9: Automate the workflow using Tasklist Automators

---

Step 10: Go to Budget and add time & budget details

---

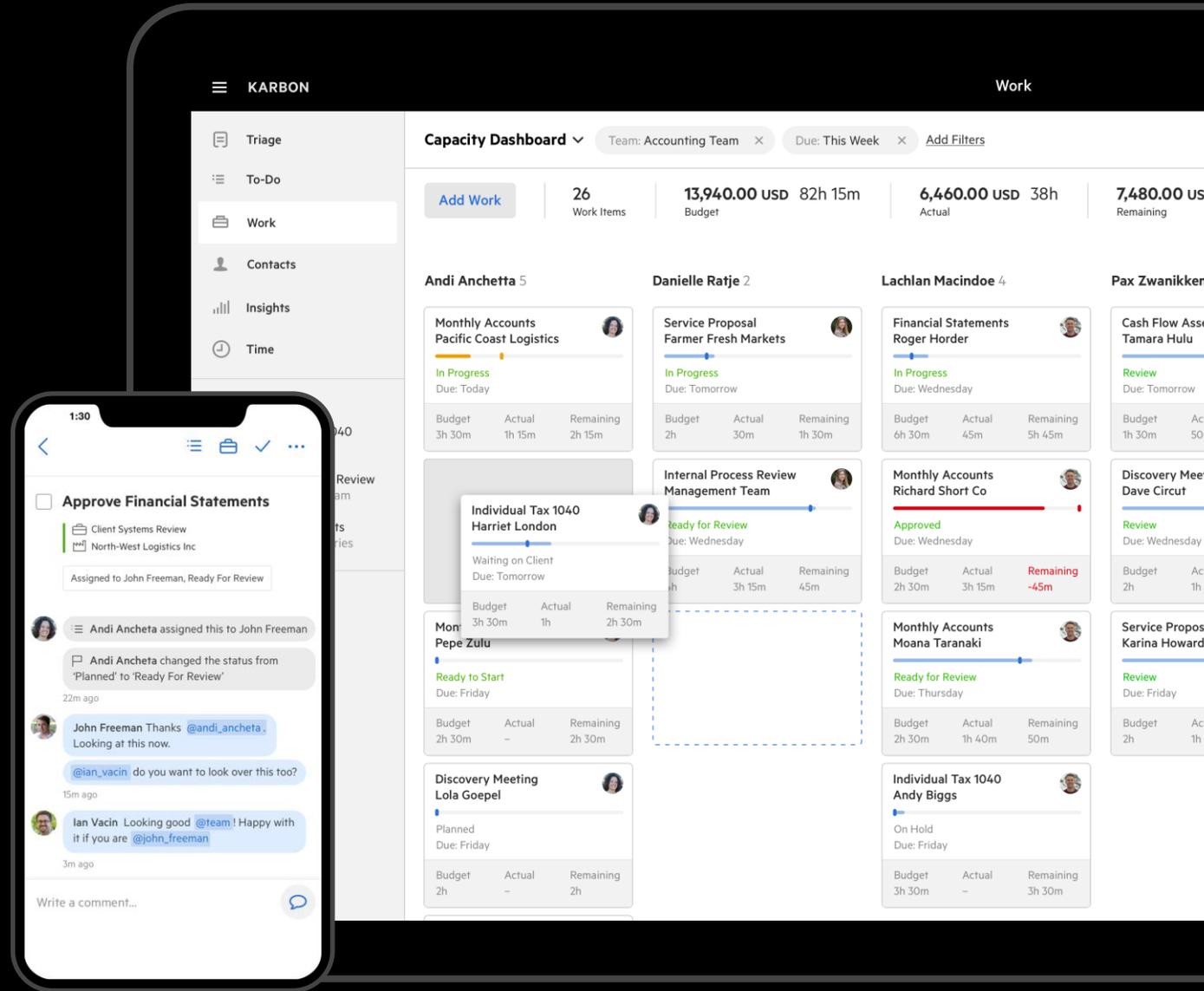
*Publish, test, and use!*



# Work Management Software *for* Accounting Firms

[karbonhq.com](https://karbonhq.com)

GET STARTED



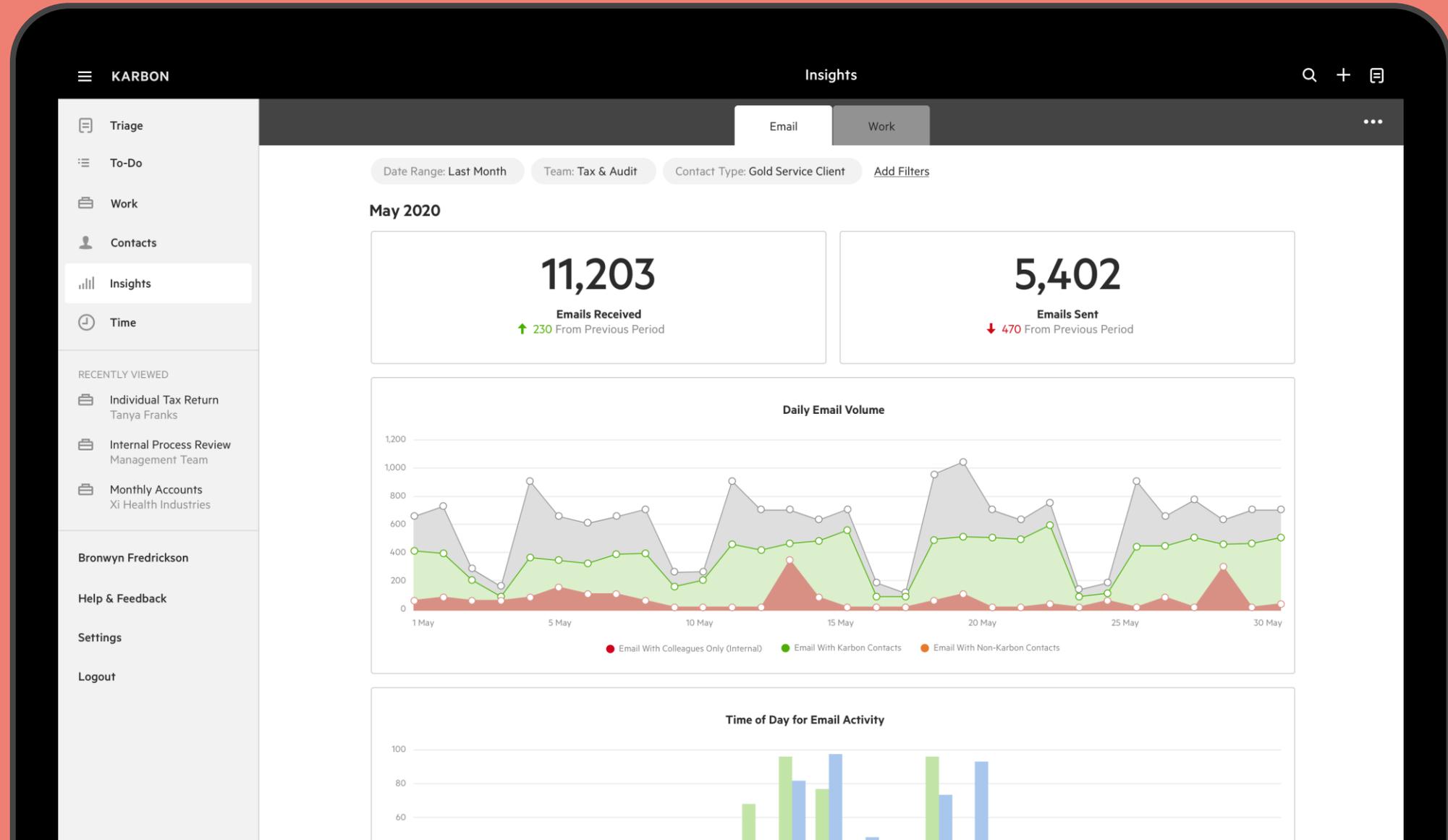
# Break free from your inbox with email embedded in your workflow.

The screenshot displays the Karbon Triage interface. On the left is a navigation sidebar with sections: 'Triage 2' (containing Low Priority, Draft, Sent, Cleared, To-Do, Work, Contacts, Insights, Time), 'RECENTLY VIEWED' (Individual Tax 1040, Internal Process Review, Monthly Accounts), and user profile 'Bronwyn Fredrickson' with links for Help & Feedback, Settings, and Logout. The main area is titled 'Triage' and shows a list of items under 'All - 7'. The items are categorized into 'Today' and 'This Week'. Each item includes a user profile, a title, a type (Email or Task), and a timestamp. Blue callout boxes highlight new activity for each item.

Category	User	Title	Type	Timestamp	Activity
Today	Jackie, Samuel, Rashid	Letter of Engagement for Tax Services	Email	2m	1 new email, 3 new comments & mention of you
	Scott Gerzunas	E-File Tax Return with Agencies	Task	5m	Pax Zwanikken @Bronwyn can you jump on a Zoom call and show @Scott how to lodge the amendment? Thanks.
	Danielle Rathje	Capacity Plan	Note	39m	Danielle Rathje @ian and @bronwyn the templates you set up for all this work are great! This automation will make a huge difference.
	Richard, Chiang-Lee, ...	Confirming our Discovery Meeting	Email	1h	3 new emails
This Week	Ian Vacin	Share Project Plan with Senior Team	Task	Yesterday, 4:03pm	Lachlan Machindoe I made the changes you requested @Ian. I think it has come together well and the rest of the team are good to start o...
	Sara Goepel	Tax Due-Dates Delayed	Note	Yesterday, 3:20pm	Yohan Siemen Let me know if I can help with this at all. I should have some time tomorrow if you need me.
	Christina, Stuart, Maia	Monthly Account Files	Email	Yesterday, 1:42pm	Hi Bronwyn, I've attached the last of the account statements and have completed the tasklist you sent me. Please let me know if you need anything else...



# Visualize firm efficiency, output and KPIs to drive better behavior.



# Gain unparalleled visibility over your team's work and progress.

The screenshot displays the KARBON Work Capacity Dashboard for the Accounting Team. The dashboard provides a high-level overview of team capacity and a detailed view of individual team members' work items.

**Capacity Dashboard Summary:**

- Team:** Accounting Team
- Due:** This Week
- Work Items:** 26
- Budget:** 13,940.00 USD (82h 15m)
- Actual:** 6,460.00 USD (38h)
- Remaining:** 7,480.00 USD (44h 15m)

**Team Members and Work Items:**

Team Member	Count	Work Item	Status	Due	Budget	Actual	Remaining
Andi Ancheta	5	Monthly Accounts Pacific Coast Logistics	In Progress	Today	3h 30m	1h 15m	2h 15m
Danielle Ratje	2	Service Proposal Farmer Fresh Markets	In Progress	Tomorrow	2h	30m	1h 30m
Lachlan Macindoe	4	Financial Statements Roger Holder	In Progress	Wednesday	6h 30m	45m	5h 45m
Pax Zwanikken	3	Cash Flow Assessment Tamara Hulu	Review	Tomorrow	1h 30m	50m	40m
Sara Goepel	4	OKR Coaching Prestige Worldwide	In Progress	Tomorrow	4h	50m	3h 10m
Stuart M		Individual Tax 1040 Pamela	In Progress	Tomorrow	4h 30m		
		Individual Tax 1040 Harriet London	Waiting on Client	Tomorrow	3h 30m	1h	2h 30m
		Internal Process Review Management Team	Ready for Review	Wednesday	3h	3h 15m	45m
		Monthly Accounts Richard Short Co	Approved	Wednesday	2h 30m	3h 15m	-45m
		Discovery Meeting Dave Circuit	Review	Wednesday	2h	1h	1h
		Hiring Process Tanya Franks Apparel	On Hold	Friday	2h 30m	1h 10m	1h 20m
		Individual Tax 1040 Elanore Rudd	Ready to E-File	Friday	4h 30m	3h 15m	1h 15m
		Individual Tax 1040 George Jamison	Preparing	Friday	4h 30m		4h 30m
		Individual Tax 1040 Moana Taranaki	Ready for Review	Thursday	2h 30m	1h 40m	50m
		Service Proposal Karina Howard	Review	Friday	2h	1h 20m	40m
		Individual Tax 1040 Andy Biggs	On Hold	Friday	3h 30m		3h 30m
		Discovery Meeting Lola Goepel	Planned	Friday	2h		2h



Manage budgets, actuals, timesheets and analysis where the work happens.

☰ KARBON
Month-End Close for Reach Foundation
🔍 + 📄

Assigned to Sara Goepel ▾
In Progress ▾
🕒 Due Friday (4 Days)
🔄 5 of 14 Tasks Completed (35%)
🕒 4h 30m Budget Remaining

Timeline
Tasks
Time & Budget
Details

Add Time Entry
Add Estimate
Add Expense

### Budget Overview [Budget Settings](#)

<b>1,000.00 USD</b> 6h <small>Budget</small>	<b>845.00 USD</b> 4h 30m <small>Actual</small>	<b>155.00 USD</b> 1h 30m <small>Remaining</small>	<b>1,000.00 USD</b> <small>Billable</small>
---	---	--	--

### Budget by Team Member ▾ [🔄](#)

TEAM MEMBER	ROLE	TASK TYPE	BILLABLE RATE (USD)	BUDGET		ACTUAL		REMAINING		
				TIME	AMOUNT (USD)	TIME	AMOUNT (USD)	TIME	AMOUNT (USD)	
▾  Andi Ancheta				2h 30m	425.00	2h	340.00	30m	85.00	<div style="width: 85%; height: 10px; background-color: #007bff;"></div>
	Accountant	Accounting	Hourly Rate 170.00	2h	340.00	1h 15m	255.00	45m	127.50	<div style="width: 75%; height: 10px; background-color: #007bff;"></div>
		Meetings	Hourly Rate 170.00	0h 30m	85.00	0h 45m	85.00	-15m	-42.50	<div style="width: 10%; height: 10px; background-color: #dc3545;"></div>
▾  Richard Snell				2h 30m	175.00	1h 30m	105.00	1h	70.00	<div style="width: 70%; height: 10px; background-color: #007bff;"></div>
	Bookkeeper	Bookkeeping	Hourly Rate 70.00	1h 30m	105.00	0h 45m	52.50	1h 15m	87.50	<div style="width: 60%; height: 10px; background-color: #007bff;"></div>
		Meetings	Hourly Rate 70.00	0h 30m	35.00	0h 30m	35.00	0h	0.00	<div style="width: 100%; height: 10px; background-color: #007bff;"></div>
		Review	Hourly Rate 70.00	0h 30m	35.00	0h 15m	17.50	15m	17.50	<div style="width: 50%; height: 10px; background-color: #007bff;"></div>

**Bronwyn Fredrickson**

**Help & Feedback**

Settings

Logout

RECENTLY VIEWED

- Individual Tax 1040  
Tanya Franks
- Internal Process Review  
Management Team
- Monthly Accounts  
Xi Health Industries



# Standardize repeatable processes with workflow templates.

The screenshot displays the KARBON software interface. The top navigation bar includes the KARBON logo, a search icon, and a plus icon. The main header shows the project name 'Month-End Close for Reach Foundation' and key metrics: 'Assigned to Sara Goepel', 'In Progress', 'Due Friday (4 Days)', '5 of 14 Tasks Completed (35%)', and '4h 30m Budget Remaining'. Below the header are tabs for 'Timeline', 'Tasks', 'Time & Budget', and 'Details'. The left sidebar contains navigation options: Triage, To-Do, Work, Contacts, Insights, and Time. Under 'RECENTLY VIEWED', there are items like 'Individual Tax 1040 Tanya Franks', 'Internal Process Review Management Team', and 'Monthly Accounts Xi Health Industries'. The main content area shows a 'CLIENT TASKS' section for 'Month-End Preparation' with a status of 'Sent to Abigail Silvers, Yesterday at 7am' and 'Gentle Reminders'. It lists three completed tasks: 'Ensure all Expenses are Entered', 'Upload Account Documentation' (with a comment from Pax Zwanikken), and 'Update Employee Details'. Below this is a 'Bookkeeping' section with three tasks: 'Collect and Upload Statements' (completed), 'Ensure Bookkeeping is Complete' (ready to start, due today), and 'Follow-Up With Client on Any Missing Information Using Client Tasks' (ready to start, due today). The interface is clean and modern, with a dark theme.



Choose from over 200+ templates: [www.karbonhq.com/templates](http://www.karbonhq.com/templates)

The screenshot displays the Karbon Templates website interface. On the left is a navigation sidebar with the Karbon logo and 'KARBON Templates' text. Below the logo is a search bar with the placeholder text 'Search for a template...'. The sidebar lists 'All Templates' and 'Categories' including Accounting, Administration, Advisory, Bookkeeping, Client Management, Consulting, Leadership, Operations, Payroll, Sales & Marketing, Systems Setup, and Tax & Compliance. At the bottom of the sidebar is a 'Region' dropdown menu set to 'United States' and a link to 'Discover Karbon'. The main content area is titled 'All Templates' and features a hero banner with the text 'Best-practice Workflow Templates' and 'Explore hundreds of free templates to improve your firm's efficiency and effectiveness.' Below the banner, it shows '98 Templates' and a 'Sort by' dropdown menu set to 'Number of Downloads'. A list of five templates is displayed, each with a printer icon, a title, a 'GLOBAL' tag, a description, and a download count. Each template has a 'Get' button with a dropdown arrow.

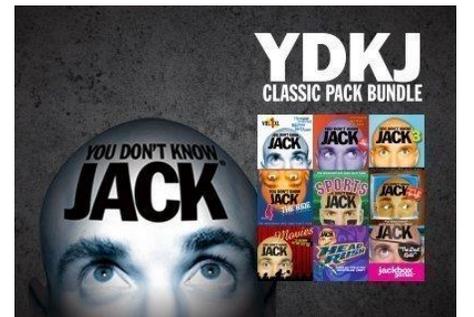
Template Name	Downloads
Onboarding a New Client	5908 Downloads
Bookkeeping Best Practice	2512 Downloads
Client Onboarding	1373 Downloads
Client Offboarding	1318 Downloads
Quarterly Review	1147 Downloads



# liz and Heather's Coolest thing



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liz



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- 6/8/2021 – Karbon The Essentials of Documenting, Standardizing & Automating your Critical Processes
- 6/22/2021 – AR Collect Increase Cash Flow by Managing you're A/R Risk
- 6/29/2021 – AR Collect Deep Dive Learn to fully automate your clients' A/R
- 7/7/2021 – ADP Partnership Model Options Deep Dive

## Increase Cash Flow by Managing your Accounts Receivable Risk with AR Collect

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