

Client Document Chasing: Tool Assessment

ABC Bookkeeping's path to getting hours back

Assessment date: October 5, 2026

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The Task and Industry

INDUSTRY

Small bookkeeping firm (QuickBooks Online, Outlook, Excel, secure client portal)

TASK

Request missing documents and transaction explanations from clients each month so bookkeeping can be completed.

Current Process

1 Review

Each bookkeeper reviews client accounts and lists missing statements or unclear transactions

2 Request

Requests are emailed to clients and tracked in a spreadsheet

3 Follow Up

The team follows up, checks uploads, and updates the list



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Where It Slows Down



Partial Responses

Clients answer only part of a request

Scattered Threads

Clients reply in a separate email thread

Silent Uploads

Clients upload documents without telling the team

Manual Reconciliation

Staff compare emails, portal uploads, and the spreadsheet to find what is still missing

No Single View

No one has a single, current view of every outstanding request

Missed Follow-Ups

Follow-ups get overlooked, delaying monthly reports and creating last-minute work

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The Time Cost: About 12 Hours per Week

8hrs

Bookkeepers

Two bookkeepers: about 4 hours each — preparing requests, checking responses, following up

2hrs

Administrator

Checking uploads and updating the tracking spreadsheet

2hrs

Owner

Reviewing unresolved items and contacting clients personally

12hrs

Total Weekly

Estimates for a typical week. Workload increases during tax season.

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What Success Looks Like

Single Request List

One reliable list of outstanding requests

Smart Reminders

Reminders that stop when the requested information arrives

Attention Summary

A summary showing which clients need personal attention

6–8 Hours Reclaimed

Hours reclaimed per week across the team

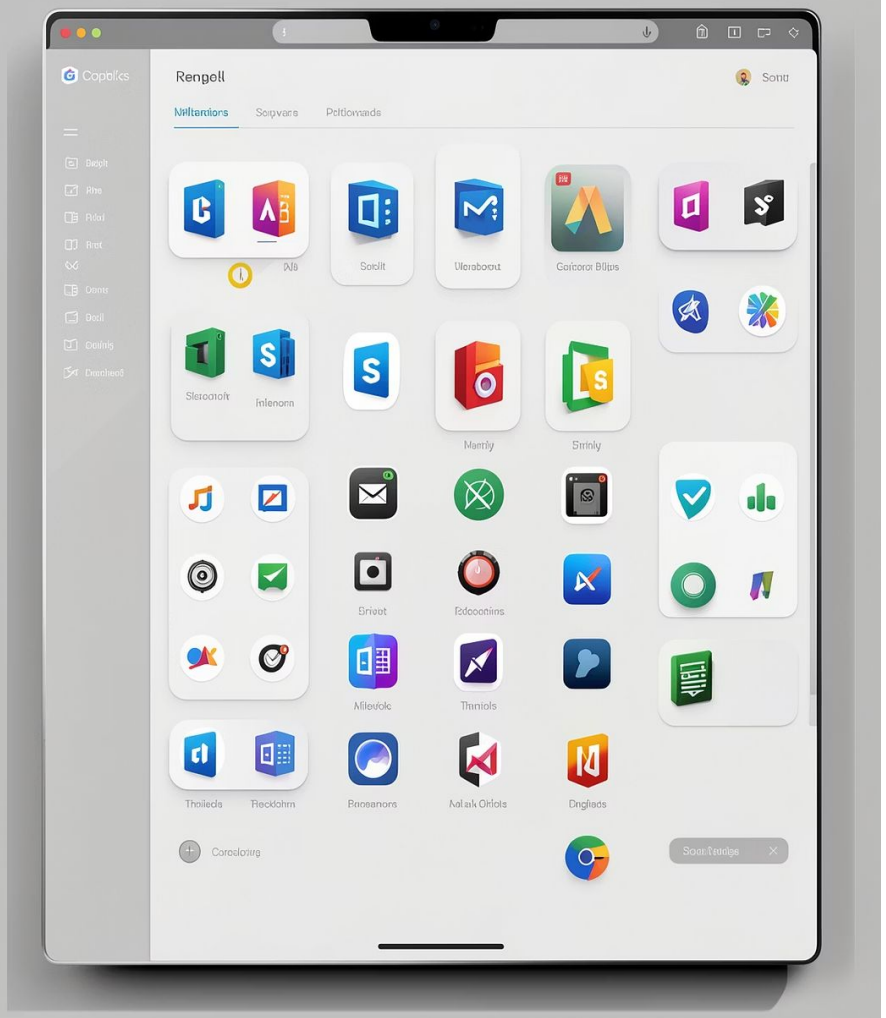
Human Review Kept

Accounting decisions and sensitive communications still reviewed by the team

Under $200/Month

Works with existing tools and costs under $200 per month

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Recommendation: Use an Off-the-Shelf Tool

Branch 1 of the decision tree: tools built for bookkeepers already exist.

They cover the core asks: a single request list per client, automated reminders, and tracking of what has been received.

⚠ Note: searches returned vendor and review pages rather than listings from theresanaiforthat.com or futurepedia.io. Only FileChute's pricing was found; verify the others directly.

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Shortlist: Double and FileChute

Double (client portal)

- Integrates with QuickBooks and Xero
- Ask transaction questions directly from the bank feed; answers sync back
- Automated email and text reminders for outstanding items
- Closest fit for the "unclear transactions" problem
- Pricing: not found, verify with vendor

FileChute

- Checklist-based requests; clients upload via secure link with no account
- Automated reminders until all documents are received
- QuickBooks Online sync
- Pro plan: $49 per month flat, team members included
- Fits well under the $200 per month budget

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Shortlist: CollectCue and Financial Cents

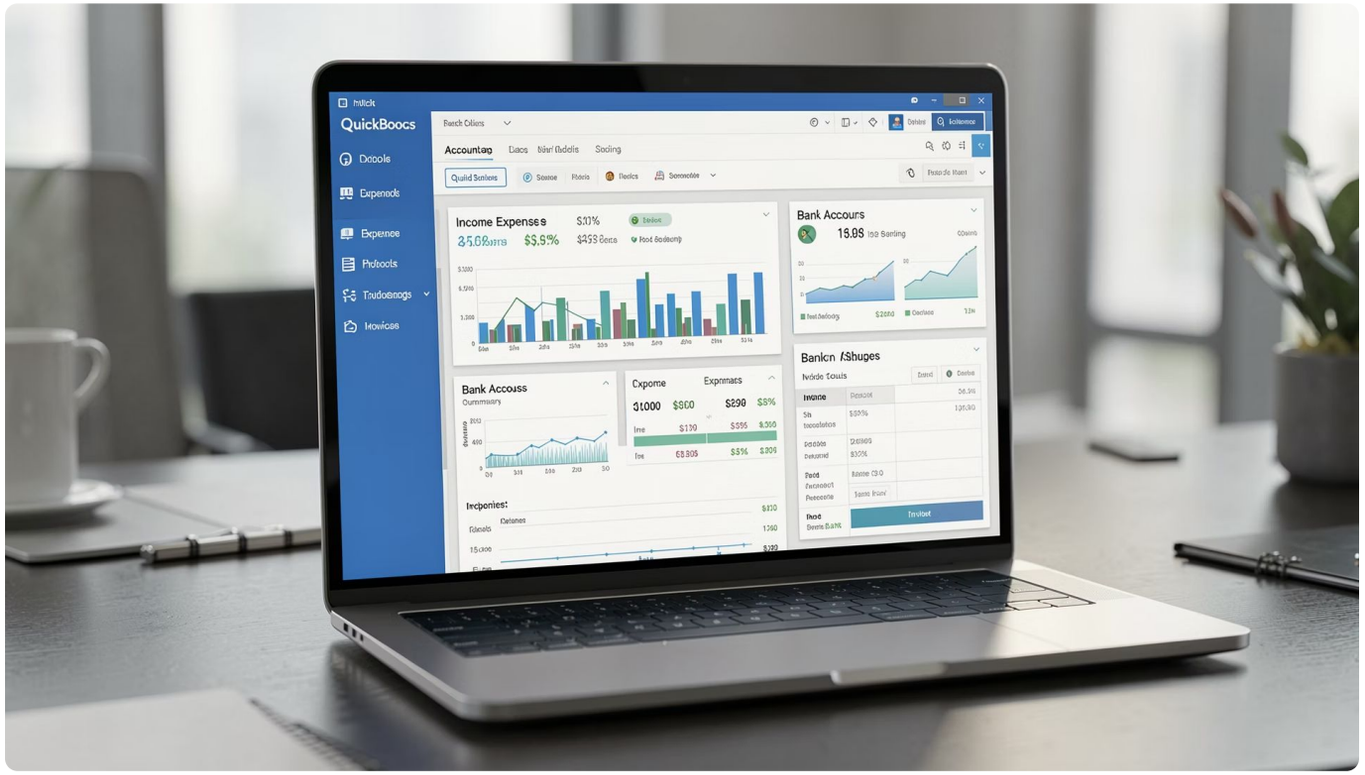
CollectCue

- Built for small bookkeeping teams
- Shows pending requests, received uploads, missing items, and reminder history by client and period
- Staff can accept, reject, or ask for clarification on uploads
- Pricing: not found, verify with vendor

Financial Cents

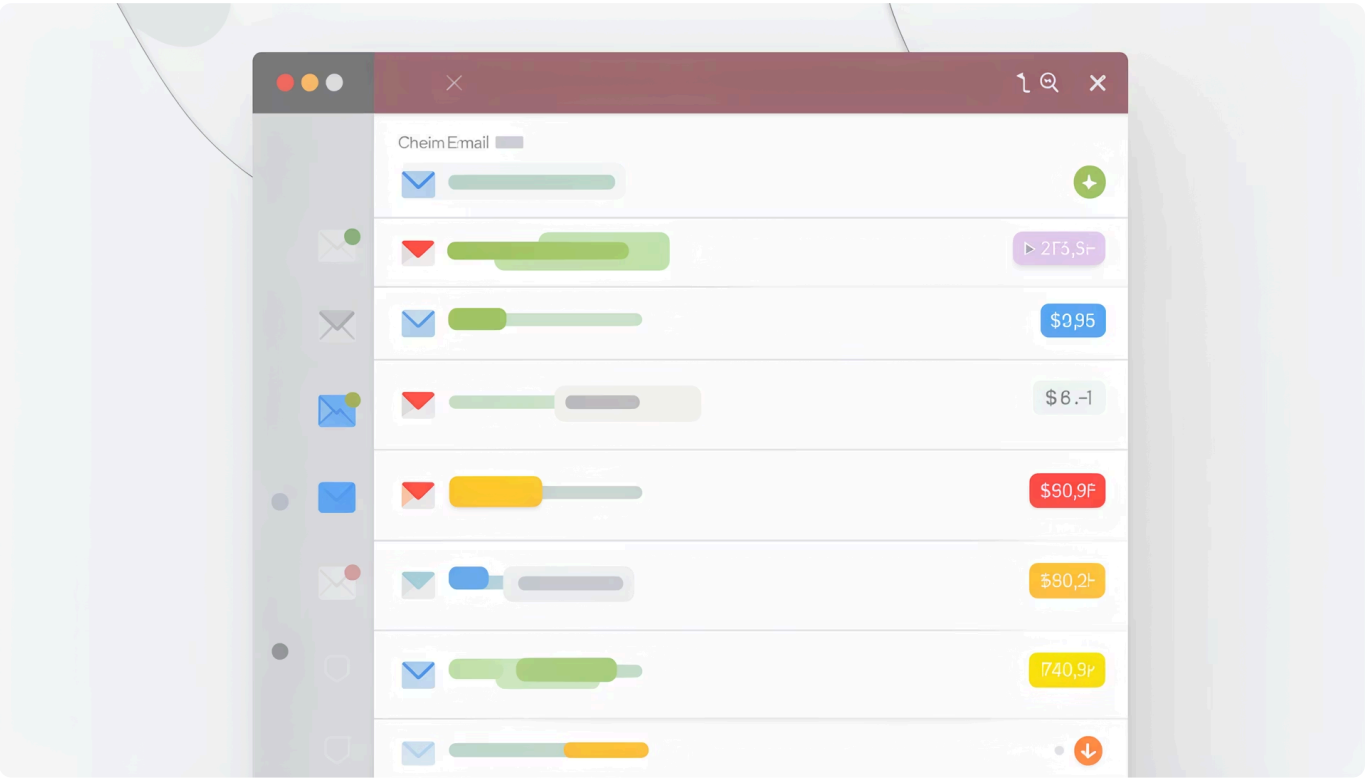
- Client task request lists that recur with a monthly bookkeeping project
- Automated reminders until the client completes the list

Already in your stack: QuickBooks Online Accountant lets you request documents inside QuickBooks and track whether and when the client uploaded them. The guide found was the Australian edition, so confirm it works the same for you.



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Caveat: The Email-Reply Gap



These tools track what comes through their own upload links or portals.

Clients who reply by email in a separate thread may still require manual updates.

If this happens often, a small custom Claude skill could reconcile Outlook replies against the tool's list. Your team would still review accounting decisions and sensitive messages.

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Next Step and Sources

Run a one-month trial of FileChute and Double.

01

Select Clients

Use 5 to 8 clients, one set per bookkeeper

02

Test the Hard Case

Test the hardest case: a client who replies by email instead of using the link

03

Measure Hours

Measure weekly hours against the 12-hour baseline

04

Evaluate Gap

Decide whether a custom Claude skill is needed for the email-reply gap

Sources

- getapp.com/all-software/a/collectcue
- help.financial-cents.com (client task request list)
- g2.com/products/filechute-pro/discuss
- doublehq.com/?p=79
- Intuit QuickBooks Online Accountant welcome guide

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