

Tarefas por Funcionário

Tasks by Employee

Manual de Operações — Documento 5 de 5 · Operations Manual — Document 5 of 5

Lista completa das tarefas declaradas por cada funcionário · Full list of tasks declared by each employee · Junho/2026

PT Este documento reúne **todas as tarefas** exatamente como cada funcionário as registrou em seu inventário (planilha Excel na pasta). O conteúdo é mantido no idioma original de cada autor. · **EN** This document gathers **every task** exactly as each employee recorded it in their inventory (Excel file in the folder). Content is kept in each author's original language.

16

Funcionários com inventário
Employees with inventory

438

Tarefas catalogadas
Catalogued tasks

16

Arquivos Excel processados
Excel files processed

1. Talita Mendes
2. Paulo Veronese
3. Erica Barros
4. Rodolfo Basilio
5. Juliana Goncalves
6. Sidnei Pereira
7. Taina Soares
8. Mirian Martinez

9. Daniel Nogueira
10. Adriana Dogaru
11. Ivone Vogel
12. Fernanda Porretti
13. Carlos Alberto Pereira
14. Marcela Salles
15. Marcia Barbiero
16. Guilherme Augusto

1. Talita Mendes

56 tarefas / tasks

#	Tarefa · Task	Descrição · Description
1	Limited Company Consultation	Provide advisory and onboarding consultation for limited companies
2	New Client Proposal	Prepare and send proposals to new clients
3	Review Outstanding Prospects	Periodically review pipeline and follow-ups
4	Client Visits	Visit clients if necessary for relationship/account management
5	Client Queries Support	Respond to client queries and general support requests
6	Technical Issue Resolution	Resolve technical/accounting/system issues for clients
7	HMRC Enquiries Handling	Attend HMRC enquiries online or in person and respond appropriately
8	Cross-selling Services	Identify and propose additional services to existing clients
9	Annual Price List Review	Review clients' price list annually
10	Service Price Adjustment	Review and adjust company service pricing
11	Referral Program Control	Manage referral program with support
12	WhatsApp Client Communication	Maintain client communication via WhatsApp
13	Team Queries Support	Provide general support to internal team queries
14	Bookkeeping Department Oversight	Oversee bookkeeping operations and ensure quality control
15	Limited Company Admin Support	Support admin tasks related to limited companies
16	Self-Employed Team Support	Support self-employed team when required
17	Technical Training Delivery	Provide technical training to team members
18	Internal Technical Issue Resolution	Resolve technical issues raised by team members
19	Workflow Process Oversight	Define and monitor operational workflow processes (Metodo Consultancy)
20	Recruitment (Bookkeeping/Admin/Subcontractors)	Manage recruitment process for new staff and subcontractors
21	QuickBooks	Act as point of contact with QuickBooks for pricing/products
22	QBO Subscription Review	Review QuickBooks Online base subscriptions with Admin
23	Software Management Oversight	Manage internal software ecosystem
24	Confidential Financial & Software Issues	Assist with sensitive financial or system issues
25	Subcontractor Follow-up	Follow up with subcontractors and outsourcing partners
26	Accountancy Manager Support	Support improvements on Accountancy Manager software
27	Software & Task Automation Support	Support introduction of new software and automation

28	Employee Incentives Support	Support HR with incentives (birthdays, Christmas, events)
29	Subcontractor Invoice Review	Review invoices from subcontractors
30	Limited Team Meeting Organization	Organize monthly limited company team meeting
31	Bookkeeping Team Meeting Organization	Organize monthly bookkeeping team meeting
32	VAT Cover (Mirian Backup)	Cover VAT responsibilities when required
33	Bookkeeping Team Onboarding	Introduce and update bookkeeping team
34	Process & Software Improvement Support	Support automation and process manager activities
35	Fixed Asset Control Support	Assist in control of fixed assets
36	Trial Balance Review	Review client trial balance for accuracy before reporting
37	Director Tax Return Preparation	Prepare and support director personal tax returns
38	Journal Entry Preparation	Convert trial balance into journal entries for QuickBooks
39	Forbes Software Data Entry	Input company financial data into Forbes system if required
40	Corporation Tax Return (CT600)	Prepare CT600 and corporation tax computation
41	Confirmation Statement Filing	Prepare and file confirmation statement / incorporation updates
42	Companies House Correspondence	Handle correspondence with Companies House and related authorities
43	SharePoint File Upload	Upload and organize important client documents into SharePoint
44	QuickBooks / Accounting Queries Support	Support clients and internal team with accounting and software queries
45	QuickBooks Setup (Vertice Plus)	Set up new QuickBooks accounts for clients
46	Bank Feed Update Request	Contact clients to update bank feeds when needed
47	QuickBooks Maintenance	Keep QuickBooks records updated and clean
48	Bank Reconciliation	Perform bank reconciliation for client accounts
49	Upload Documents to QuickBooks	Upload client documents into QuickBooks (Vertice Plus)
50	VAT Agent Registration (MTD)	Register clients for VAT MTD compliance
51	VAT Submission Setup (MTD)	Configure software and setup VAT submission under MTD
52	Invoice Retrieval (Metodo Consultancy)	Request or download invoices for bookkeeping
53	Journal Entries (Metodo Consultancy)	Prepare bookkeeping journal entries
54	Bank Reconciliation (Metodo Consultancy)	Reconcile bank accounts for Metodo Consultancy clients
55	VAT Returns	Prepare and submit VAT returns

2. Paulo Veronese

16 tarefas / tasks

Empresa Limitada · Contador & Compliance / Accountant & Compliance (MLR/FCA)

#	Tarefa · Task	Descrição · Description
1	General Accounts submission to Companies House	Before Submission Checks: Complete a final review before submission by checking company details, confirmation statement information, trial balance accuracy, VAT x accounts sales, dividends, profit/loss brought forward balances, reporting dates, and depreciation calculations
2	General Accounts submission to HMRC/CT600	Complete a final review before CT600 submission by checking company details, accounting periods, tax computations, trial balance figures, losses brought forward, AIA, WDA, capital allowances, associated companies and CT liabilities
3	Rodolfo/Marcia/Paulo clients Accounts preparation	Trial balance preparation using excel/quickbooks and Forbes input for Final Accounts preparation and Corporation Tax Computation
4	Rodolfo/Marcia/Paulo clients accounts submission to Companies House	Before Submission Checks: Complete a final review before submission by checking company details, confirmation statement information, trial balance accuracy, VAT x accounts sales, dividends, profit/loss brought forward balances, reporting dates, and depreciation calculations
5	bookkeeping	bookkeeping preparation
6	accounts and ct600 confirmation email	check Companies House receipt, send email to Erica+Accountants informing submission
7	HMRC/MLR renewal compliance check	collect information hold by HMRC and send to the client for confirmation. Update the information hold by HMRC and submit renewal
8	HMRC/MLR registration	collect client's information, review Business Plan and Policies
9	FCA PSD submission	collect client's information, review Business Plan and Policies. To fill in PSD form for client's signature and fill in online FCA form
10	HMRC/MLR compliance check	HMRC/MLR daily check
11	FCA RegData	to check MSBs reports to be submitted
12	FCA Connect	to check MSBs details
13	FCA online invoicing	to check MSBs outstanding fees
14	MSBs email	to check MSBs details
15	new client consultation	new client: explain Ltd workflow, tasks, responsibilities, tax calculation, company accounts, cotation
16	director's Tax Returns	director's Tax Returns

3. Erica Barros

36 tarefas / tasks

Empresa Limitada · Administradora / Limited Administrator

#	Tarefa · Task	Descrição · Description
1	Report Accounts DUE	Monitor statutory accounts deadlines and ensure filing is completed on time
2	Review HMRC / Companies House Letter	Review incoming official correspondence and identify required actions
3	Strike off	Process company dissolution requests and file with Companies House
4	Send monthly leavers/new companies email	Send list of new and ceased clients monthly
5	Request certificated documents	Order certified company documents
6	Request certificate of residence	Request tax residency certificate from HMRC
7	Forward letters to client	Send HMRC/CH correspondence to clients
8	Add VP companies to QuickBooks	Create and set up new companies in Quickbooks
9	File dormant accounts	Submit dormant accounts to Companies House
10	Send dormant notification to HMRC	Notify HMRC of dormant company status
11	Share transfer J10/J30	Prepare share transfer documentation
12	Send CT payment details	Send corporation tax payment instructions
13	Convert BS PDF to CSV - adobe	Convert bank statements to CSV format
14	Request annual accounts documents	Collect documents for accounts preparation
15	Confirmation statement	File confirmation statement
16	Penalty appeal	Submit penalty appeals to HMRC
17	Clearance letter	Prepare clearance documentation
18	Dismissal letter	Prepare formal dismissal documentation
19	Onboarding company	Set up new client in systems and collect data
20	Limited company incorporation	Register new company with Companies House
21	Change director details	Update director information
22	Add company in AM/SharePoint	Register new company internally
23	Add directors in AM/SharePoint	Update director records
24	VAT registration/deregistration	Register or deregister VAT with HMRC
25	Agent authorisation (64-8 etc)	Request HMRC authorisation for agent access
26	EORI registration	Register for import/export EORI number

27	Change registered office	Update company registered address
28	Send SA forms (SA400/SA401/SA01)	Submit HMRC registration forms
29	Authentication code request	Request Companies House authentication code
30	Request UTR	Request Unique Taxpayer Reference from HMRC
31	AML checks in AM	Perform anti-money laundering compliance checks
32	Reception calls	Handle and return missed client calls
33	Get bank statements - stream connect	Download bank statements via Stream Connect
34	UK trademark registration	Register trademarks for clients
35	Update client details AM	Maintain client records in system
36	Personal code	Handle personal code requests/management

4. Rodolfo Basilio

22 tarefas / tasks

Diretoria & Limitada · CEO & Director

#	Tarefa · Task	Descrição · Description
1	Limited Company Consultation	Provide advisory and onboarding consultation for limited companies
2	New Client Proposal	Review proposals to new clients
3	Review Outstanding Prospects	Periodically review pipeline and follow-ups
4	Client Visits	Visit clients if necessary for relationship/account management
5	Client Queries Support	Respond to client queries and general support requests
6	HMRC Enquiries Handling	Attend HMRC enquiries online or in person and respond appropriately
7	Cross-selling Services	Identify and propose additional services to existing clients
8	Annual Price List Review	Review clients' price list annually
9	Service Price Adjustment	Review and adjust company service pricing
10	WhatsApp Client Communication	Maintain client communication via WhatsApp
11	Director Tax Return Preparation	Prepare and support director personal tax returns
12	Annual Accounts Preparation	Review statutory annual accounts for companies
13	Seminar organization and seminar speaker	
14	Marketing content writer (website, articles and others)	
15	Responsible for Sales Department	

- 16 Liaising with marketing department
- 17 To Develop new commercial partners
- 18 Marketing Strategy
- 19 International company formation and structure set up
- 20 Loans assistance, consultation and application
- 21 Responsible for HR department
- 22 Approval of marketing material

5. Juliana Goncalves

37 tarefas / tasks

Autônomo · Contadora / Self-Employed Lead (VAT & Visa)

#	Tarefa · Task	Descrição · Description
1	Limited Company Consultation	Limited Company Consultation.
2	Preparing Client Proposals	Prepared and send new clients proposal
3	Handling Client Queries	Support Clients queries.
4	Client Meetings	Clients meeting/visit
5	Bookkeeping Workflow Development	Work flow Systems for Bookkeeping Department
6	Reviewing Trial Balances (Limited Companies)	Limited Company Trial balance review of my clients
7	Reviewing Trial Balances in QuickBooks	Quickbooks - Limited Company Trial balance review of Paulo / Marcia
8	Preparing Director Tax Returns	Director tax return support and preparation.
9	Preparing Journal Entries from Trial Balance	Preparing Trial balance transitional to create a Journal Entry into QuickBooks.
10	Preparing Corporation Tax Returns (CT600)	Corporation tax return (CT600) and Corporation Tax computation.
11	Resolving Client Technical Issues	Dealing with clients s to resolve any technical issues;
12	Supporting Accounting Classification Queries	Supporting Limited team with doubts on accounting classification;
13	Managing Companies House Correspondence	Assisting with Companies House and other related parties correspondence;
14	Client Communication via WhatsApp	WhatsApp communication with clients
15	VAT Consultation	VAT specialist consultation

16	Uploading Client Documents to SharePoint	Upload files/documents on Share Point online, all documents related to the client
17	Managing Self-Employed Department	Management Self employee department
18	Processing UK Tax Refunds	Refound Tax paid out in UK
19	Self-Employed Consultation	Self Employed Consultation
20	Preparing Client Proposals	Prepared and send new clients proposal
21	Registering Self-Employed Clients	Registration as self employed (Send task to Admin SE to registre)
22	Collecting Client Information (KYC)	Request information new clients (UTR, passport, address, NI, etc)
23	Uploading Documents to SharePoint	Upload files/documents on Share Point online
24	Cross-Selling Services	Cross selling company services
25	Monitoring MTD Updates (Individuals)	Keep updated with the new MTD for individuals (able to help with the process)
26	Monitoring Tax Updates	Keep updated with the news about TAXES
27	Attending HMRC Webinars	Keep involve on HMRC webinars
28	Updating Profit and Loss Statements	Update profit and loss spreadsheet (Internal sheet every finance year)
29	Verifying Client UTRs	Check Client's UTR number in HMRC website
30	Updating Self-Employed Registration Records	Update Self Employed online registrations spreadsheet (SharePoint - Documents)
31	Responding to Client Communications	Reply emails and phone calls from clients
32	Monitoring Tasks and Client Progress	Check and control AM Tasks and clients
33	Handling Client Queries	Support Clients queries.
34	Visa Consultation and Preparation	Visa Material consultation and preparation
35	Training Employees on Self-Employment	Self-employment training to current employees
36	Advising Clients on Home Office Invoicing	Orientation to clients collecting visa material about how to prepare invoices to Home Office
37	Managing Visa Documentation Process	Visa material consultation and document collection and handle file to admin department

6. Sidnei Pereira

37 tarefas / tasks

Autônomo · Contador / Self-Employed Accountant

1	Limited Company Consultation	Limited Company Consultation.
2	Preparing Client Proposals	Prepared and send new clients proposal
3	Handling Client Queries	Support Clients queries.
4	Client Meetings	Clients meeting/visit
5	Bookkeeping Workflow Development	Work flow Systems for Bookkeeping Department
6	Reviewing Trial Balances (Limited Companies)	Limited Company Trial balance review of my clients
7	Reviewing Trial Balances in QuickBooks	Quickbooks - Limited Company Trial balance review of Paulo / Marcia
8	Preparing Director Tax Returns	Director tax return support and preparation.
9	Preparing Journal Entries from Trial Balance	Preparing Trial balance transitional to create a Journal Entry into QuickBooks.
10	Preparing Corporation Tax Returns (CT600)	Corporation tax return (CT600) and Corporation Tax computation.
11	Resolving Client Technical Issues	Dealing with clients s to resolve any technical issues;
12	Supporting Accounting Classification Queries	Supporting Limited team with doubts on accounting classification;
13	Managing Companies House Correspondence	Assisting with Companies House and other related parties correspondence;
14	Client Communication via WhatsApp	WhatsApp communication with clients
15	VAT Consultation	VAT specialist consultation
16	Uploading Client Documents to SharePoint	Upload files/documents on Share Point online, all documents related to the client
17	Managing Self-Employed Department	Management Self employee department
18	Processing UK Tax Refunds	Refound Tax paid out in UK
19	Self-Employed Consultation	Self Employed Consultation
20	Preparing Client Proposals	Prepared and send new clients proposal
21	Registering Self-Employed Clients	Registration as self employed (Send task to Admin SE to registre)
22	Collecting Client Information (KYC)	Request information new clients (UTR, passport, address, NI, etc)
23	Uploading Documents to SharePoint	Upload files/documents on Share Point online
24	Cross-Selling Services	Cross selling company services
25	Monitoring MTD Updates (Individuals)	Keep updated with the new MTD for individuals (able to help with the process)
26	Monitoring Tax Updates	Keep updated with the news about TAXES

27	Attending HMRC Webinars	Keep involve on HMRC webinars
28	Updating Profit and Loss Statements	Update profit and loss spreadsheet (Internal sheet every finance year)
29	Verifying Client UTRs	Check Client's UTR number in HMRC website
30	Updating Self-Employed Registration Records	Update Self Employed online registrations spreadsheet (SharePoint - Documents)
31	Responding to Client Communications	Reply emails and phone calls from clients
32	Monitoring Tasks and Client Progress	Check and control AM Tasks and clients
33	Handling Client Queries	Support Clients queries.
34	Visa Consultation and Preparation	Visa Material consultation and preparation
35	Training Employees on Self-Employment	Self-employment training to current employees
36	Advising Clients on Home Office Invoicing	Orientation to clients collecting visa material about how to prepare invoices to Home Office
37	Managing Visa Documentation Process	Visa material consultation and document collection and handle file to admin department

7. Taina Soares

21 tarefas / tasks

Autônomo · Admin / Admin SE & Reception

#	Tarefa · Task	Descrição · Description
1	New Client Self-employed registration (UTR)	
2	Preparation of the draft tax return	
3	Self-assessment tax return submission	
4	Self-employed change of details or update HMRC and internal systems (AM and Tax Calc)	
5	Visa Material Preparation	
6	Cancellation of Self Employment registration	
7	Request NI Statement For Last Five Consecutive Years	
8	Prepare letter to Estate Agent	
9	Request Employment History	

10	Repayment of Tax Return
11	Request National Insurance Statement - Pension
12	Request National Insurance Payments – Form CA377
13	Request Copy of Tax Returns
14	Send 64-8 for Self Employed paper
15	Request and activate authorisation code online to act for the client online
16	Request SA300 and SA302
17	Send emails to clients explaining how to pay self-assessment tax return bill
18	Self-assessment penalty appeal preparation and submission
19	Roberta Holiday Cover
20	Contact HMRC queries/problems
21	Upload files/documents on Share Point online

8. Mirian Martinez

50 tarefas / tasks

Escrituração · Focal Point / Bookkeeping Focal Point & VAT Lead

#	Tarefa · Task	Descrição · Description
1	Send email reminders to prepare VAT returns – and the Final Reminder (2 emails in totals)	
2	Send messages reminders by whatsapp - almost the whole month	
3	Send email with the VAT calculation both Adviser and Client for Confirmation prior Submission	
4	After approval received - Submit VAT Return	
5	Send email with the Confirmation for VAT Submission adding Link How to pay bill all with the details of VAT submission.	

6 Update VAT Companies after submitted, tenho que alterar no sistema Accountancy manager, colocando datas e valor do proximo VAT

7 Company Accounts preparation reports and final bookkeeping spreadsheets for trial balance preparation (Paper)

8 Request PAYE information from companies to add in bookkeeping

9 Communicate when the bookkeeping is completed to the adviser (always with the admin in copy) and send the task in AM for the adviser.

10 Helping clients get bank statements in CSV and PDF format on their own bank. (when necessary) spreadsheet clients. (I've created videos to help them)

11 When I receive documents from Admin, I have to check if it is correct or not, if its missing something I have to ask the client directly and up to date AM.

12 Update Bank Feed

13 Focal for QuickBooks and keep Update

14 Bank reconciliations

15 Upload Documents into Quickbooks

16 WhatsApp communication - Clients.

17 When Making Tax Digital (MTD) in QuickBooks is not working for VAT across all companies, we need to disconnect and then log back into the Agent Services Account (ASA) to enable the VAT submission.

18 Upload files/documents on Share Point online – all documents related to the client. (VAT return, Invoices/receipts, Bank statements, etc)

- 19 Create bookkeeping services charging them £35 hour, when the bookkeeping is in excel, send email to the client/admin and financial.
- 20 When other Subcontractors prepared spreadsheet bookkeeping, I have to ask them how many hours they spend doing this activity, because I have to charge this invoice to the client.
- 21 If the client doesn't agree with the price of bookkeeping services or anything related to that, I have to explain and copy the adviser in an email.
- 22 Create opening balance in quickbooks for new companie (Just if the company has been done using Forbes the previous year) (after that Admin sends the Company to the subcontractor)
- 23 Bookkeeping and VAT training (Subcontractors and new employees), I've created videos if necessary and put on share point, so they can see in the future.
- 24 I provide bookkeeping and VAT training across all companies. I deliver the initial training to all bookkeepers and continue supporting them through every stage until they achieve full understanding.
- 25 Review final bookkeeping quickbooks for trial balance preparation (only Talita's client)
- 26 Limited Company Trial balance preparation on Forbes (only Talita's client)
- 27 Keeping Subcontractors up to date (UK holidays, summer time etc)
- 28 Keeping Subcontractors up to date (if there's anything new on Quickbooks or changed) By email

29 VAT validation (when subcontractors finalize their VAT return) I have to validate and answer if its okay or not to send to the client's approval. Check subcontractors VAT classifications before sending to client's approval. (All Adviser apart from: Juliana e Sidnei)

30 Visit client in Person when requested

31 I'm responsible for the Dext system, I've created users, and if anybody needs help I'm in charge to help them.

32 When we have subcontractor meetings, I have to create minutes of meetings, send emails to all, and attached them in share point. For everyone can see it in the future

33 Sometimes, clients do the bookkeeping by themselves, and they asked me to help, in this case, I analise and charge bookkeeping services £35 per hour.

34 When Forbes needs to be up to date, or anything related to Forbes, I've contacted Computer Highway to fix it for us and keep the Forbes team (group) up to date. (Asking them to not use the Forbes until the error was fixed)

35 Monitor subcontractors, ensure they have the support they need, and provide updates to prevent any VAT submissions for the period from being delayed

36 I arrange new mobile phone SIM cards (Three) when needed and complete the initial WhatsApp setup for subcontractors.

37 Point of contact with Three Gavin sales manager - Telephony.

38 After procurement, I send all SIM cards to the admin company's residential address

- 39 Responsible for collecting personal data via registration forms and university diplomas from each new bookkeeper and sending them to Adriana in Payroll.
- 40 Request the creation of professional email signatures from Marketing for all new subcontractors in the Bookkeeping department and assist them with email setup.
- 41 Request Computer Highway to provide SharePoint and Vertice Codes email access for all new subcontractors.
- 42 Request Computer Highway to update the email address of each new subcontractor with their new name
- 43 At the start of each month, send the VAT split spreadsheet (retrieved from AM) to all responsible parties.
- 44 When a company is on the Flat Rate Scheme, create a task in Accountancy Manager to apply the additional 1% VAT for the next 12 months.
- 45 For any errors or questions subcontractors have in QuickBooks, I contact Support to understand what is happening.
- 46 When the Admin company changes a VAT period, a task is automatically created in Accountancy Manager so I can review the next VAT period to be updated and avoid delays
- 47 Double check amount paid by the client paye, CT and VAT on HMRC website (check on line) before send Bookkeeping finalised
- 48 Attend investigation meetings in person with the HMRC officer when required, prepare the reports requested by HMRC, and assist with responses to investigation emails

49 When a VAT-registered company is deregistered, the Admin team informs the new period by email; I then notify the responsible bookkeeper of the new deadline and update this information in AM

50 Cover Talita (VAT)

9. Daniel Nogueira

13 tarefas / tasks

Escrituração · Bookkeeper (São Paulo, BR)

#	Tarefa · Task	Descrição · Description
1	E-mail VAT	Enviar lembretes por e-mail para preparar as declarações de VAT – e o Lembrete Final (3 e-mails no total)
2	Mensagens via WhatsApp	Envie lembretes por WhatsApp - praticamente o mês todo referente documentação e prazos
3	E-mail VAT	Enviar e-mail com o cálculo do VAT para o cliente para confirmação antes do envio.
4	Transmissão VAT	Após a aprovação, transmitimos a declaração de VAT ao HMRC.
5	E-mail VAT	Enviar e-mail com a Confirmação do Envio do VAT, incluindo o link "Como pagar a fatura", com todos os detalhes do envio do VAT.
6	Contabilização de Folha de pagamento	Contabilização de folha de pagamento com base em planilha enviada pela Adriana (Folhas mensal e semanal)
7	Conclusão de Annual Accounts	Conciliação de todas as contas do trial balance, arquivo de toda documentação utilizada e envio de e-mail para a equipe de revisão.
8	Auxilio ao cliente	Ajudando clientes a obter extratos bancários em formato CSV e PDF em seus próprios bancos (quando necessário). Também auxilio clientes que utilizam planilhas.
9	Auxilio na conexão do banco	Contato com os clientes para reconectar o Bank Feed e auxilio na conexão.
10	Manter o QuickBooks atualizado	Manter o QuickBooks atualizado com todas as classificações em dia
11	Bank reconciliations	Reconcile do banco no sistema e anexar o extrato do período.
12	Upload Documents into Quickbooks - VAT	Incluir documentação enviada pelo cliente no sistema Dext e Quickbooks.
13	Upload files/documents on Share Point online	Salvar os arquivos/documentos no SharePoint Online – todos os documentos relacionados ao cliente (VAT, faturas/recibos, extratos bancários, etc.).

10. Adriana Dogaru

31 tarefas / tasks

Folha de Pagamento & RH · Resp. / Payroll & HR Lead

#	Tarefa · Task	Descrição · Description
1	PAYE Registration new clients	Fill out form on HMRC website with the new company details for PAYE scheme registration
2	Update Payroll Excel control with new clients PAYE details/notes	Add new schemes details, emails, notes for clients, keep excel control up to date
3	Check letters received to our office related to PAYE/CIS queries	Check letters received from Admin department - see if any action to take, notify client, call HMRC
4	Check PAYE tax code notices	Check HMRC tax code notices/emails from client/letters received by post and update tax codes in Payroll system
5	Claim Advance funding for SMP - clients that qualify	Prepare and submit the SMP advance funding claims for clients that qualifies, add SMP details in payroll system, check calculations, advise client when the funds will be received
6	Prepare Payroll & RTI Submissions	Prepare payroll for clients, either weekly or monthly, save payslips in company folder, submit RTI via payroll system, send email to client with the payslips and reports attached, explain employer taxes to be paid
7	Add new employees in payroll for clients	Add new employees details in payroll system, request missing data from clients, etc
8	Prepare PAYE payslips internally	Prepare and send our employees payslips to financial department, send copies of payslips to employees, submit RTI and advise financial of employer taxes to be paid to HMRC
9	Prepare P11Ds for client	Prepare and submit the annual P11Ds for clients that have benefit in Kind paid to their employees. Save P11ds in company folder, submit via payroll system or HMRC website, send email to client with the P11ds, explain employer taxes to be paid
10	Register new clients as CIS contractors (LTD)	Fill out form on HMRC website with the client details to register for CIS contractors
11	Prepare CIS submissions for clients that are Contractors (LTD or SE)	Prepare CIS submissions for clients, either weekly or monthly, save CIS payslips in company folder, submit CIS return via HMRC portal, send email to client with the CIS payslips and reports attached, explain CIS taxes to be paid
12	CIS - verify new CIS workers with HMRC and add in payroll system	Verify new CIS workers for clients on HMRC agent portal, update the worker details and verifications on Payroll system, email client with outcome, ask for more details if missing data to verify
13	Prepare CIS refund claims for deductions suffered (LTD)	Check total CIS suffered for client, ask for CIS statements for the tax year, check if values match the bookkeeping, submit claim to HMRC to request excess refund, send email to client with value claimed.

14	Send reminder about CIS submissions each month	Send monthly reminders by email to CIS clients to request CIS payments reports for workers (needed for monthly CIS submissions to HMRC). As well the CIS statements showing CIS suffered for the company needed to offset CIS/PAYE taxes
15	Payroll/CIS enquiries from clients	Answer queries from clients via email or phone call
16	Deal with HMRC enquiries for Payroll/CIS	Answer queries from HMRC via email or phone call
17	Request Agent Codes and PIN codes for PAYE/CIS clients	Request the Agent codes and enroll new clients for online PAYE services with HMRC - send email to clients to advise about the codes and when expect to receive
18	Check PAYE accounts for clients and send overdue taxes	Check 2 times per year all PAYE clients on HMRC agent portal and send overdue PAYE taxes reminders
19	Pension Scheme - Auto enrolment	Check which clients needs to enroll employees into the AE scheme, send email with communication letter, enroll employee into NEST, check opt outs, update the payroll system
20	Submit Declaration of Compliance Pension regulator	Check which clients are due for declaration or re-declaration, prepare and submit it to Pension Regulator
21	Help bookkeeping department with payroll reports and queries	Prepare and extract excel reports from payroll system with salaries details, employer taxes, Employer NI - send to bookkeeper or adviser as per request
22	Prepare newsletters for clients regarding PAYE news and changes in legislation	Prepare changes in employment law and send newsletter to PAYE clients database
23	Send documents/reports/data to clients that are leaving us	Prepare email with all info/login details/reports for clients that leave us
24	Prepare Employment Contracts for clients	Prepare and send employments contracts for clients when they pay the fee, or send free templates
25	Prepare reports for accountants and provide support	Prepare payroll reports for accountants when needed for Annual accounts -export data in excel from payroll system and clean up leaving just the info needed
26	Upload and update files/documents on Share Point	Upload documents and files on the shared point clients folders
27	Holiday control - update holidays calendar	update holidays excel report + Outlook agenda for Holidays - after approved for employees
28	Control of Employees Birthdays & Vouchers	Send Birthday wishes in company whatsapp group on each employee's birthday, send Amazon Vouchers
29	Responsible for Employment contracts & agreements - internal employees	Prepare and update employments contracts for internal employees/subcontractors
30	Update Employee Handbook & Holiday Policy	Update Employee Handbook & Holiday Policy when needed

31 Responsible for HR - report to CEO

Deal with internal employees complaints, try to solve them, report to company CEO

11. Ivone Vogel

18 tarefas / tasks

Financeiro · Resp. / Head of Finance

#	Tarefa · Task	Descrição · Description
1	Organise the income/expenses allocating correct department	Allocate income and expenses to the correct department and cost centre
2	Create a report with view as company owner	Prepare management reports with company performance overview
3	Responsible for accounts payable Vertice services e Vertice Italy	Manage supplier payments
4	Financial reports	Prepare financial reports for management review
5	Profit & loss Report	Generate profit and loss reports
6	VAT Vertice service, Vertice Italy	add invoices QB's system and review VAT returns
7	PAYE payment	Process PAYE payments
8	Bank Reconciliation	Reconcile bank accounts with accounting records
9	Monthly reconciliation with Rodolfo	Review monthly balances and reconciliations with Rodolfo
10	Responsible Employees' salaries payments	Process employees salary payments
11	Final Monthly Reconciliation for Vertice Services, Vertice Italy	Complete final monthly reconciliation for all companies
12	Vertice Services Bookkeeping	Maintain bookkeeping records for Vertice Services
13	Vertice Italy Bookkeeping	Maintain bookkeeping records for Vertice Italy
14	Gocardless Integration and reconciliation	Reconcile GoCardless payments with accounting records
15	Paypal integration and reconciliation	Reconcile PayPal transactions
16	Refunds to Clients	Process client refunds
17	Monthly Jornal entry for Payroll - Vertice Italy	Post payroll journal entries for Vertice Italy
18	Pontual jobs for Rodolfo	Complete ad hoc finance tasks for management

12. Fernanda Porretti

18 tarefas / tasks

#	Tarefa · Task	Descrição · Description
1	Issue and verify customer invoices and statements for Limited and SE	Prepare, issue, and verify invoices and customer statements for Limited and SE clients.
2	Monitor accounts receivable and ensure accurate payment application	Track incoming payments and ensure payments are correctly allocated to customer accounts.
3	Manage outstanding invoices by contacting customers regarding overdue payments	Follow up with customers regarding overdue invoices and outstanding balances.
4	Prepare overdue and aging reports	Generate reports showing overdue invoices and customer aging balances.
5	Identify and resolve payment discrepancies	Investigate and resolve inconsistencies between payments, invoices, and bank records.
6	Notify relevant stakeholders of payments as necessary	Inform internal teams or stakeholders when relevant payments are received or processed.
7	Communicate with clients via WhatsApp	Handle client communication regarding payments, invoices, and account updates through WhatsApp.
8	Manage and monitor financial tasks in Accountancy Manager system	Track and update financial workflows and tasks in the Accountancy Manager system.
9	Handle company incorporation and register in QuickBooks	Manage company incorporation processes, communicate payment requirements, and register new companies in QuickBooks.
10	Monitor cancellations and unpaid transactions in GoCardless	Review failed, cancelled, or unpaid transactions within GoCardless.
11	Manage collections in GoCardless	Process and manage customer collections through GoCardless.
12	Register bank details in GoCardless	Add and maintain customer bank details within GoCardless.
13	Manage recurring payments	Set up, monitor, and update recurring payment schedules.
14	Review internal notes and task workflow in Accountancy Manager	Review internal notes and confirm workflow processes are being followed correctly.
15	Prepare annual price increase reports and communicate updates	Prepare annual pricing increase reports, notify clients, and implement updates.
16	Update Accountancy Manager system with Per Service information	Update service-related information and records within the Accountancy Manager system.
17	Check and update payments in Accountancy Manager SE team	Review and update payment statuses for the SE team in Accountancy Manager.
18	Update QuickBooks system for clients who have left	Update or deactivate QuickBooks profiles for former clients.

13. Carlos Alberto Pereira

18 tarefas / tasks

Financeiro · Assistente / Finance Assistant

#	Tarefa · Task	Descrição · Description
1	Issue and verify customer invoices and statements for Limited and SE	Prepare, issue, and verify invoices and customer statements for Limited and SE clients.
2	Monitor accounts receivable and ensure accurate payment application	Track incoming payments and ensure payments are correctly allocated to customer accounts.
3	Manage outstanding invoices by contacting customers regarding overdue payments	Follow up with customers regarding overdue invoices and outstanding balances.
4	Prepare overdue and aging reports	Generate reports showing overdue invoices and customer aging balances.
5	Identify and resolve payment discrepancies	Investigate and resolve inconsistencies between payments, invoices, and bank records.
6	Notify relevant stakeholders of payments as necessary	Inform internal teams or stakeholders when relevant payments are received or processed.
7	Communicate with clients via WhatsApp	Handle client communication regarding payments, invoices, and account updates through WhatsApp.
8	Manage and monitor financial tasks in Accountancy Manager system	Track and update financial workflows and tasks in the Accountancy Manager system.
9	Handle company incorporation and register in QuickBooks	Manage company incorporation processes, communicate payment requirements, and register new companies in QuickBooks.
10	Monitor cancellations and unpaid transactions in GoCardless	Review failed, cancelled, or unpaid transactions within GoCardless.
11	Manage collections in GoCardless	Process and manage customer collections through GoCardless.
12	Register bank details in GoCardless	Add and maintain customer bank details within GoCardless.
13	Manage recurring payments	Set up, monitor, and update recurring payment schedules.
14	Review internal notes and task workflow in Accountancy Manager	Review internal notes and confirm workflow processes are being followed correctly.
15	Prepare annual price increase reports and communicate updates	Prepare annual pricing increase reports, notify clients, and implement updates.
16	Update Accountancy Manager system with Per Service information	Update service-related information and records within the Accountancy Manager system.
17	Check and update payments in Accountancy Manager SE team	Review and update payment statuses for the SE team in Accountancy Manager.
18	Update QuickBooks system for clients who have left	Update or deactivate QuickBooks profiles for former clients.

14. Marcela Salles

17 tarefas / tasks

Atendimento · Recepção / Reception

#	Tarefa · Task	Descrição · Description
1	Receiving calls from clients	
2	Live support Online in Vertice Services website and whatsapp	
3	Receiving the mail and distributing it to each department	
4	Call clients booked in the calendar in order to confirm the appointment	
5	Contact courier in order to deliver mail or parcels	
6	Check answer machine voice messages	
7	Booking client appointments in the Outlook calendar (Novos clientes)	
8	Responsible for info@verticeservices.com (checking emails and forwarding to responsible individual)	
9	Checking emails in web form (received from Website) and distribute to the consultants	
10	Post office	
11	Stationery purchase	
12	Return client's missed calls	
13	Update clients details onto Accountancy Manager	
14	Keep reception and common area clean and tidy	
15	Management corporation card	
16	Organize corporate events	
17	Send daily calls report to supervisor	

15. Marcia Barbiero

25 tarefas / tasks

#	Tarefa · Task	Descrição · Description
1	Manage Rodolfo's calendar (book meetings, update cancelations)	
2	First contact for new self-employed and Limited leads on behalf of Rodolfo	
3	Support Rodolfo with his emails (reply on his behalf) and catch up weekly for actions to be taken;	
4	Reply clients' emails and whatsapp messages according to their queries - daily	
5	Follow up proposals sent and keep a record updated	
6	Book and/or cancel events / personal meetings / company meetings;	
7	Send task to Admin to onboarding new clients	
8	Request new clients information needed for onboarding and AML procedures	
9	Send services proposal;	
10	Follow up Rodolfo's clients	
11	Support Bank provider business bank account opening, send forms to Business Manager;	
12	Set up correspondence address for Directors;	
13	Support with liquidation process	
14	Support with HMRC enquiries	
15	Trademark registration	
16	Contact Rodolfo's clients (SE and directors) to prepare tax returns;	
17	Catch up with Limited Company admin department to update accounts due;	

18	Support financial when requested to contact client in order to charge for unpaid invoice;
19	Support Rodolfo with international structure incorporation application;
20	Upload and update files/documents on Share Point;
21	Support SE department by sending all info to prepare tax returns (SE and directors)
22	Translation of articles and other contents to be sent to clients
23	contact directors for follow up - monthly
24	Keep record of accounts to be approved by the accountant or client
25	Update clients details on HMRC and Accountant Manager

16. Guilherme Augusto

23 tarefas / tasks

Marketing · Líder / Marketing Lead (Vertice Studio)

#	Tarefa · Task	Descrição · Description
1	Manage all marketing for the company and activities within the marketing department	
2	Develop the marketing strategy for the company in line with company objectives	
3	Co-ordinate marketing campaigns with sales activities	
4	Create and publish all marketing material in line with marketing plans	
5	Overall responsibility for brand management and corporate identity	
6	Monitor and report on effectiveness of marketing initiatives	
7	Working closely with design agencies and assisting with campaigns	

8 Analyze potential strategic partner relationships for company marketing

9 Interview, hire, and provide training for marketing staff members

10 Establish marketing goals based on past performance and market forecasts

11 Researches and analyses market trends, demographics, pricing, competitor products, and other relevant information to form marketing strategies

12 Approve and oversee the creative development of promotional materials, website content, advertisements, and other marketing-related projects

13 Work within the department budget to develop cost-effective marketing plans for each product or service

14 Liaise with Rodolfo to develop and deploy marketing strategies and tactics to get the word out about our company and drive qualified traffic to our front door

15 Experiment with a variety of organic and paid acquisition channels – content creation, content curation, pay per click campaigns, event management, publicity, social media, lead generation campaigns, copywriting, performance analysis, and much more

16 Communication channels include but are not limited to: Website, Facebook, Instagram, LinkedIn, Twitter, email marketing and other channels where Vertice has paid publicity

17 Occasionally execute work in videos, design, copywriting, photo and web design

18 Eventually create strategies and manage campaigns and media production for external clients referred through Vertice Services via Vertice Studio

19 Trademark application

20 Trademark control

21 Manage all newsletters, social media, SEO and Google AdWords campaigns

22 Manage and publish articles on the website and share on social media

23 Social media include Facebook, Instagram, Twitter, LinkedIn and Youtube

PT Nota: os demais bookkeepers da equipe de Escrituração (Franciane, Gabriele, Mayara, Rayanna, Thayane e Sergio) seguem o mesmo conjunto-padrão de tarefas de escrituração/VAT coordenado pela Mirian (ver tarefas de Mirian Martinez e Daniel Nogueira). · **EN Note:** the remaining Bookkeeping subcontractors (Franciane, Gabriele, Mayara, Rayanna, Thayane and Sergio) follow the same standard bookkeeping/VAT task set coordinated by Mirian (see Mirian Martinez's and Daniel Nogueira's tasks).