

Done Right by Daniel

Your projects, done right.

Done Right by Daniel, LLC

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New Bookkeeping Vendor

Done Right by Daniel is on the hunt for a new Bookkeeping Vendor!

Schedule:

01OCT25: Review current status, updates

- Review existing information
- Update existing information
- Enter new information
 - New vendors/plans/options

01NOV25: Check and verify

- Pick the top three options
 - Background data gather and review
 - Pros and cons
 - General Reviews

01DEC25: Start trial

- Start with first pick, start trial with Texas Banks, try it out.
- If there are any issues the company will not resolve, move on to second pick.

Requirements:

USA based company

USA based Customer Service (willing to consider outside of USA first tier so long as I can get to a USA based agent if needed).

Solid reputation with small business (less than 50 employees, <= \$1MM USD Revenue)

[Done Right by Daniel](http://DoneRightbyDaniel.com)

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Software that works at least 99% of the time
Minimum 5 years in business
Maximum \$50/month for all features
Maximum 1 business day response time to email
Maximum 1 week to resolve issues in the software

Features needed:

Bookkeeping

- Automatic Bank Feeds
- Categorization (using manual now)
- Reconciliation

Invoicing

- Standard
- Retainer (NOT Recurring!)
- Ability to tag or mark expenses and time as billable to a specific customer
 - Being able to attribute them to a specific project for a customer would be even better!

Payment gateway

- A way to accept card payments from customers
 - Cannot be Stripe or Square

Timekeeping

- Basic, manual entry is fine.
- Something with a timer/clock in/out option would be nice, too.

Clarifications:

- I do NOT need PROJECT MANAGEMENT inside of my books, just the money stuff.
- I handle project management in my own system.

Requests:

Per the project schedule.

Current Situation:

I'm currently using Zoho Standard plan

- <https://www.zoho.com/us/books/pricing/pricing-comparison.html>

Three users

Reasons for seeking new vendor:

Horrible overseas customer service

- Rude, nasty, disgusting foreigners that would rather argue, fight, lie, and blame than resolve any issue.
- They ignore all details provided and then repeatedly ask for the same details.
- They gaslight the customer into being the 'bad guy' instead of just working on the issue(s)

Constant problems with the software

- Broken or missing features
- Features in use go missing sometimes

Outdated KB

- The knowledge base often has screenshots and directions from older versions of the software, pointing to options that are not available, making it difficult to use in troubleshooting.
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Significant delays and blockages in bookkeeping due to issues inside the software

- Bank feeds stop working for 3-8 weeks at a time
- Reconciliation is not possible due to not being able to set the opening balance(s)
- Reconciliation requires an opening balance to be set
- Software will not allow a \$0 balance to be set for opening balance.

Link to Customer Workflow:

 DRbD Current Workflow - Cx project