

SERVICE LEVEL AGREEMENT

Virtual Accounting Back Office Services

This Service Level Agreement (the "Agreement") is entered into and made effective as of _____, by and between:

Service Provider: _____ with a principal place of business at _____ (hereinafter referred to as the "Provider").

Client: _____ with a principal place of business at _____ (hereinafter referred to as the "Client").

1. Scope of Services

The Provider shall deliver virtual back-office accounting services as specified below:

- Bookkeeping and General Ledger Maintenance
- Accounts Payable (AP) Processing
- Accounts Receivable (AR) and Invoicing
- Bank and Credit Card Reconciliations
- Payroll Administration Support
- Monthly Financial Reporting (Balance Sheet, Income Statement, Cash Flow)
- Tax Preparation Support and Liaison

2. Performance Standards & Service Levels

The Provider agrees to meet the following specific performance metrics in the delivery of services:

Service Area	Performance Metric / Standard	Target Turnaround Time
Bank Reconciliation	Reconciliation of all designated bank and credit card accounts.	By the _____ day of the following month.
Accounts Payable	Processing of approved vendor invoices into the accounting system.	Within _____ business hours of receipt.
Accounts Receivable	Generation and distribution of client invoices upon receipt of billing data.	Within _____ business hours.
Financial Reporting	Delivery of standard monthly financial package.	By the _____ day of the subsequent month.
Query Response	Response to Client emails or support portal queries.	Within _____ business hours.

3. Client Responsibilities

To enable the Provider to meet the service levels specified herein, the Client agrees to:

1. Provide all necessary financial source documents, receipts, invoices, and bank statements by the _____ day of each month.
2. Respond to inquiries from the Provider regarding uncategorized transactions or missing documentation within _____ business days.
3. Provide required system access credentials for necessary bank feeds and third-party software integrations.

4. Compensation and Fees

In consideration for the virtual back-office services, the Client shall pay the Provider according to the following schedule:

- **Recurring Monthly Fee:** _____
- **Hourly Rate (for Out-of-Scope Work):** _____
- **Payment Terms:** Fees shall be invoiced on the _____ day of each month and are due within _____ days of the invoice date.

5. Confidentiality and Data Security

1. **Confidentiality:** Both parties agree to keep all financial and proprietary information strictly confidential and shall not disclose it to any third party without prior written consent.
2. **Data Security:** The Provider shall employ industry-standard security protocols, including multi-factor authentication and encrypted communication channels, to protect the Client's financial data.

6. Term and Termination

1. **Term:** This Agreement shall commence on the Effective Date and shall continue on a _____ basis.
2. **Termination:** Either party may terminate this Agreement by providing _____ days written notice to the other party.

7. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of _____.

IN WITNESS WHEREOF, the parties hereto have executed this Service Level Agreement as of the date first written above.

PROVIDER:

Authorized Signature

Print Name

Title

Date

CLIENT:

Authorized Signature

Print Name

Title

Date