**Cashtrak – Client Experience Award 2024: Testimonials**

Here are a number of fantastic testimonials from our clients:

**Sam Cartwright – director, Enforma Ltd, client for 8 years**

We have been Cashtrak customers for eight years, and prior to that I worked for a company who was also a Cashtrak customer. So, I have been a Cashtrak customer one way or another for well over 15 years.

We have always received consistent, competent service from the Cashtrak team, who demonstrate a wide range of specialist areas. They are also a very friendly and good-humoured team which makes a big difference!

Carol and the Cashtrak team have supported us since we incorporated in 2016 and have been on hand to help as our business has evolved. They provide us primarily with Xero services, which have flexed to multicurrency in recent years, and also extra phone support when required. I’ve had calls with Carol regarding Xero queries this year and also a Teams call with Jo when my Amaka/Xero integration was playing up. In addition, Carol has provided me with training on Xero from time to time.

If I need help, I am able to book a meeting with a Cashtrak team member through a diary link in the Cashtrak web site, which means I know when each member of staff is free and can look at my own diary as I plan our meeting times. And I can pay for the extra support as and when it is required.

My most recent Teams call with Carol was the usual opportunity to have a quick chat and also sort out a couple of small Xero issues that I needed help to solve. As usual Carol patiently took me through the tasks, allowing me to take notes for next time, and make the changes myself so that I can continue to build my Xero knowledge. The call took about 20 minutes, and was a very efficient use of time.

I recommend Cashtrak at every opportunity because I am a thoroughly satisfied customer and have confidence that Carol and her team will continue to serve our needs in the coming years.

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**Paul Hooper – director, Test And Inspect Safety Services Ltd, client for 18 months**

I don't trust many people. I recommend fewer people. I like even less!!!!

But you, Carol and Cashtrak are one of those handful of people/ businesses that if you are lucky enough to meet, you tell everyone about.

Athena has been there when I needed to ask difficult questions on VAT. Has never missed a deadline for me, has always answered questions via email within 24 hours and every time I have called and asked for her she has either been there or has called me back straight away. All in a calm and reassuring manner. That's why I nicknamed her Anthena, Goddess of wisdom, one of the most powerful gods of the 12 that ruled Athens.

She is calm, knowledgeable and honest. A very powerful goddess.

It's just a shame that Carol and Cashtrak can't be cloned!

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**Katy Goldswain – owner, White Lime Interiors, client for 4 months**

Both myself and Jordan [husband] had found ourselves in a very difficult situation where I had received a fine from HMRC. My books had not been done as agreed in an initial meeting I had [with previous accountant]. My husband had also just been VAT registered incorrectly. He was on a path to have a huge bill from HMRC every quarter with a complete imbalance to how his income is brought in.

With a level of anger and panic for the both of us I contacted Carol at Cashtrak. Since beginning the process with Carol she has effectively taught both my husband and I what has been done wrong, how to fix it and how to prepare everything in a more streamlined organised way. I have been so impressed with Carol so far and am so grateful for the time and effort she has put into to fixing this quite considerable problem we found ourselves in. Carol has spent time on the phone, with both us and HMRC, written out lengthy emails to give us information and calls to explain things.

Certainly above and beyond service.

Thank you Carol, we are looking forward to being in a much more relaxed position with our HMRC friends!

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**Ben Grey, owner - DG Coaching, client for 18 months**

Cashtrak are a trusted partner and really went above and beyond to help us meet deadlines for tax submissions. Due to a number of delays from the government we were waiting for codes and approvals that took much longer than expected and Cashtrak did everything they could to help get our submissions in on time and helped us avoid any unwanted fines.

We would highly recommend them to other small businesses and self-employed people.

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**Garry Newman - owner, Garry Newman Therapy Services, client for 2 years**

I have been looking for someone to help with my accounts and tax for a while now.  Over the last couple of years, I have spoken to a number of professionals who have all left me feeling confused and overwhelmed.  Then I spoke to Cashtrak.

They not only have a wealth of knowledge but can explain things really clearly and concisely so that I know exactly what to do and where I stand.  They're patient and answers questions (even the really obvious ones – and I feel that there have been many) quickly and expertly without ever being patronising.

I feel that my accounts are in safe hands, which is such a huge relief.  I wouldn’t hesitate to recommend them.  Thank you Carol and Cashtrak.

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**Karen Kimberley – MD, The Engagement Ring, client for 16 years**

I’d like to express my pleasure of being a client of Cashtrak’s. For over 15 years, first Carol and then the team have given me a remarkable and affordable service over the years, I’m still really impressed by their constant enthusiasm and energy and support for me and my business.

They really make sure that I get the service I need at a cost-effective rate too, they have great attention to detail and are always looking to make my life simpler. So much so that I moved all my services to them from my accountant after a few years of them doing my bookkeeping.

I have referred businesses their way and will continue to do so and can attest to the fact that she has definitely established a solid reputation among local businesses.

I have also had the pleasure of being able to present at one of Carol’s branch meetings in the past and it was great to witness first hand her professionalism at such an event. Where does she find the energy!

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**Kevin Lancaster – MD, Right at Home Reading & Wokingham T/A Oakingham Care, client for 7 years:**

We are continually impressed by the level of service and professionalism undertaken.

We run a care home and so the payroll can be complex; with foreign nationals, hourly rates, different working hours, admin and carer rates, last minute changes, holidays and sickness however Carol has always handled this with expert ease.

When we furloughed staff, the rules were confusing, but Carol ensured she completely understood the rules before processing anything. She spent a lot of time going through the details but didn’t charge us anymore which we were very grateful for. Carol is always honest when she is unsure of the rules and refers to Cashtrak’s governing body when necessary to ensure we are compliant with HMRC which is paramount to us.

Cashtrak helped us with a difficult Pension Regulator issue, The Pension Regulator had our previous company name (we changed before Cashtrak’s time) for us so when Cashtrak went to process the re-enrolment, they were unable to. Following a lengthy phone call to The Pension Regulator the online issue was resolved and Cashtrak were then able to submit this on our behalf however it transpired that because of the incorrect details, the submission was late, and we were fined £400. Stacey then spent a lot of time investigating and then collating all of the information which she submitted to The Pension Regulator who then cancelled the fine. Cashtrak did not charge us any more for the time taken to deal with this. We really appreciated Stacey’s diligence in resolving this for us.

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**Victoria Maxwell – director, The Maxwell Practice, client for 2 months**

I am a new customer and this is my first experience working with an external book keeper.  I have found the Cashtrak team to be really knowledgeable, helpful and very supportive.  They care about getting everything right and take the time to pay attention to every detail.  They have introduced me to some fantastic technology that has made my life so much easier when processing invoices and making payments. I thoroughly support their nomination.

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**Grant Foster – MD, Kingsmead Testing Services, client for 11 years:**

I have used Cashtrak for my bookkeeping and payroll services for several years at least. They have always been very helpful and solved any queries I have. They take the pain away from having to deal with this side of the business and it gives me more time to get on with my business. When I started using the cloud based Xero software, on their recommendation, it has saved even more time and also enhanced the company profile in terms of professionalism and how we relate to our clients. Cashtrak’s attention to detail keeps our company running smoothly.

Cashtrak are also reasonably priced, and would thoroughly recommend them to any business, large or small.

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**David Price – MD, Braemar Sales Ltd, client for 3 years**

I have known Carol around 7 years through our networking group where she is not only an inspiring mentor coordinator, she embraces her role and is an active member, always striving to make the group as successful as possible.

I am a small business and was looking for a bookkeeper that would “look after” me.

I am always impressed by their enthusiasm for our business as well as their meticulous

approach to our books. Carol and her team are always on top of our accounts, and won’t let me drag them behind so are constantly updating their requests for information/invoices.

I am delighted with the innovative bookkeeping service that Carol and her team offer me,

and know that the staff are always available at the end of the phone or an email which

allows me to focus on our business, leaving Carols team to count the “beans.”

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**Trevor Scott – MD, Right Signs, client for 8 years.**

\*Although Alex now runs the business, we are still engaged with Trevor to finish off the bookkeeping until his accountant has finished their work

Cashtrak and their staff are exceptionally good at both basic bookkeeping skills and all aspects of the financial side required in running a business.

They are available to answer questions and they are so much less expensive than employing an additional member of staff within any company to carry out the same work.

I would recommend them for any small to medium sized businesses that are not wanting to have to spend time undertaking bookkeeping, when their time would be much better spent achieving what their business is set up to do, and I suspect that it will prove financially far more lucrative.

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**Julia Nelson – MD, Create Momentum Ltd, client for 1 year**

Cashtrak are a highly organised team who provide invaluable support to their clients for all of their financial requirements. Following an engagement with a mutual client where we were both supporting for different administrative perspectives, it was apparent straight away that Cashtrak provided a meticulously professional and timely service. They educate clients in a manner which enabled the business to mainstream its financial processes and in turn resulted in being more time and cost effective. I cannot recommend Cashtrak more highly for bookkeeping services provided.

**Fiona Hattey – MD, FGW Consulting Services Ltd, client for 1 year**

The team at Cashtrak always provides excellent advice and service with a smile. My business is in good hands and I know nothing is too much trouble for them. I am always happy to recommend them to other small business owners.  Good luck in the awards!!

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**Janet Lacey, director, Lacey Enterprises, client for 6 months**

Carol and her team at Cashtrak have been my bookkeepers for some months now and I would wholeheartedly recommend them!

I took them on having been a little underwhelmed by the care I was receiving from my previous accountant and could not be more impressed!

They have transformed me from a slightly disorganised mess with my paperwork into a business with systems and processes to make the whole thing easy. I have various apps to work with and they keep me on the straight and narrow!

Thank you Carol and your team! I’m happy I am now in control of this part of my rapidly growing business - and would recommend everyone to have a 1:1 with Carol to see what she can do for you!!

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**Melissa Humphrey - Centre Manager, Wycombe Multicultural Organisation (W.M.C.O), Hilltop Community Centre, client for 4 years**

We have worked with Cashtrak for four years and we have been extremely pleased with their work.

I was completely new to employing people which meant that I wasn’t familiar with payroll and pensions, so they had to start from scratch with me, which meant a lot of handholding and support as they explained the processes to me.

They also gave me additional support in the form of training sessions on how to run a business which were extremely welcome.

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**Kevin Maguire - manager, Waterstock Golf Club Limited, client for 3 and a half years**

Before hiring Cashtrak we had an in-house accountant but, on her retirement, we decided to outsource the bookkeeping and accounts.

It quickly became apparent that some mistakes had been made and that our accountant had been using some out-of-date systems which were inefficient and time-consuming.

Cashtrak investigated the problems and resolved them and modernised the system. They guided and supported us to install a new, up to date till system for our shop and bar and to take membership payments which had proved challenging previously. They spend time going through all data thoroughly to pull out membership payments then devised a new way of working to ensure it didn’t happen again.

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**Mark Durn - director, Momentum Facilities Management, client for 4 years**

Carol & the team at Cashtrak have been fantastic in helping us navigate our way through payroll & reconciliation of our accounts. Nothing is too much trouble. We rely heavily on the knowledge that the team have in order to make sure we are complying with legal regulations correctly, what would we do without them!

We find the service provision to be very proactive & actually its Cashtrak who often has to ‘nudge’ us for information in order to do their job, that’s a really refreshing change to the service provision we had previously. Top marks to Carol & the team, keep up the good work & thank you.

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**Katherine Elworthy - director, British Institute Of Design, client for 4 and a half years**

Cashtrak have provided us with book-keeping and payroll services for the past few years.
They have consistently offered us excellent and efficient service, with Jo, our book-keeper
always quick to respond to any query and support us with anything we need.
We really appreciate that they don’t just complete the tasks we ask – they regularly
suggest new initiatives or software products that they think might help us save money and
improve client payments.
We are delighted to support their application for any award and think they are thoroughly
deserving recognition.

We hope you have enjoyed reading our fabulous testimonials!