

Making Your Miles Count: Client Waiver and Service Agreement

At Making Your Miles Count, we take pride in delivering consistent, efficient, and honest services to all clients. To maintain these standards, it is essential that all clients adhere to the procedures outlined below.

Paperwork Submission Requirements:

To ensure timely processing of your **GST returns and annual returns**, you agree to submit the following **on a monthly basis**:

- **Corporate Bank Statements:** *Bank statements must contain business expenses only. There must be no personal expenses like groceries, fast food, personal bills, etc.*
- **Pay Statements:** *All pay must be deposited into the corporate bank account. Clients agree to pay themselves using Per Diem, PVL, Salary and pre-arranged bonuses.*
- **Credit Card Statements** (if applicable)
- **Receipts corresponding to expenses** (if applicable), including:
 - Truck expenses (maintenance invoices, supplies, etc.)
 - Home office expenses (up to 20% of utilities: hydro, heating, water, etc.)
 - Internet bill
 - Cell phone bill
- **Per Diem & Personal Vehicle Logs (PVL) tracked in the MYMC app:** Client must keep ELD/Logbooks as verification in case of audit for 7 years.

All clients must keep and store their paperwork for 7 years in case of audit.

Paperwork **must not be backed up beyond three months**. This policy ensures a consistent and manageable workload for our account managers and timely filings for your corporation.

GST returns are filed within 2-3 weeks after all supporting paperwork is received. MYMC is not responsible for delays in GST returns as a result of missing paperwork.

Making Your Miles Count **will not process GST refunds or annual returns without complete and appropriate paperwork**. Expenses may only be claimed with proper documentation that meets CRA guidelines.

Accounting Fees Agreement

- Accounting fees will be discussed during onboarding, and **clients must sign the Accounting Fee Agreement and provide a void cheque before any work will begin.**
- Clients agree to pay accounting fees **monthly**. Failure to do so may result in the closure of your account with Making Your Miles Count.

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- **GST returns and annual returns will not be filed until all outstanding fees are paid.** If funds are not received, no work will be performed.
- Clients agree to adhere to the type of contract signed, with fees determined by the number of trucks operated, the number of employees, and the chosen paperwork submission method (app vs. physical paperwork).
- Any contract changes must be discussed with management and require a new signed agreement.

Making Your Miles Count reserves the right to accept or deny contract changes and is under no obligation to continue services if contract terms are not met.

App Agreement

All clients under the app contract are required to create an individual account using a **username and password**. For security and privacy, usernames and passwords must never be shared.

If your corporation has authorized representatives requiring app access, each representative must create their own account, with their unique username and password, linked to your corporation.

Sharing login credentials is a **direct violation of our app policy**. Making Your Miles Count reserves the right to **revoke app access immediately** if account sharing is detected.

By signing below, you acknowledge that you have read, understood, and agree to comply with the policies outlined above to maintain your account in good standing with Making Your Miles Count.

Client Name: _____

Signature: _____

Date: _____