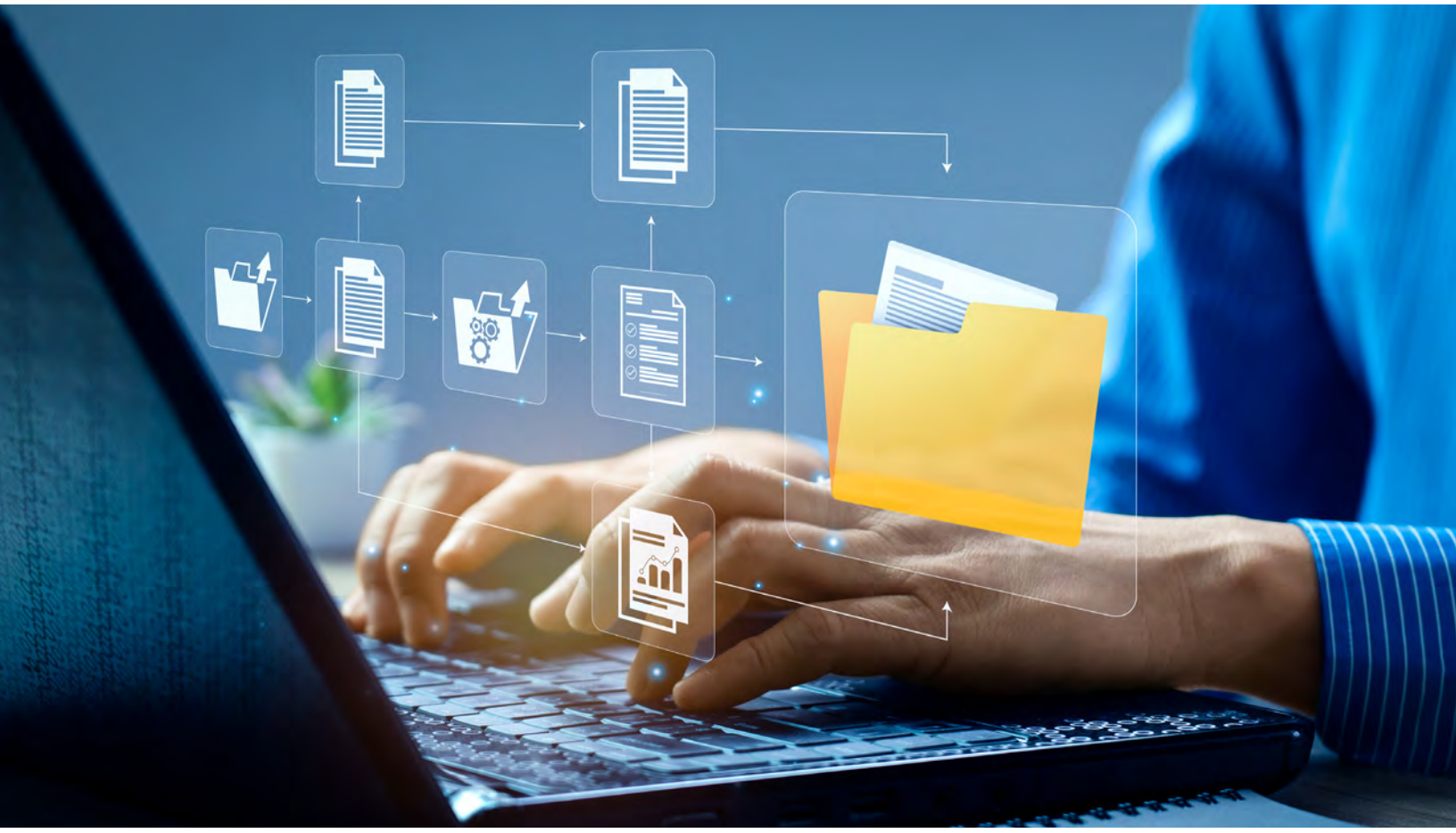
The Intuit ProConnect™ User's Guide to Document Management

Integration-Ready Solutions to Automate Workflows, Scale Efficiently, and Reduce Tax Season Hours



SmartVault

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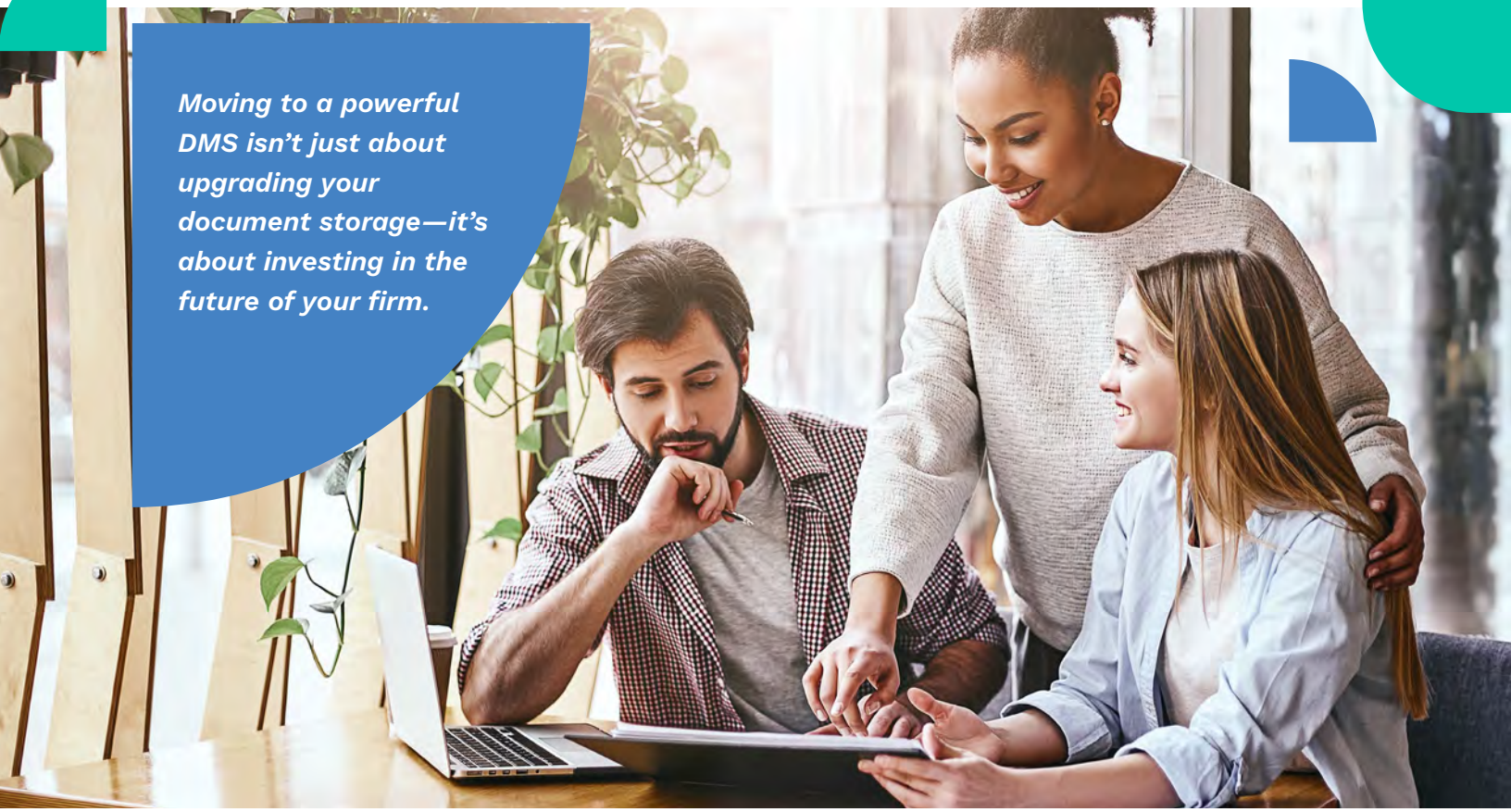


Chapter 1

Your DMS is a Strategic Asset, *Not Just a Tool*

Now is the time to reimagine what a DMS can offer your accounting firm. You see, a DMS is *not* just a filing cabinet.

How Your DMS Impacts All Areas of Your Firm

The right DMS will impact your entire practice, helping you achieve things you may have thought impossible.

- **Operations:** Save hours per tax return through automated workflows
- **Accuracy:** Dramatically reduce errors with automatic document routing
- **Scalability:** Grow your practice effortlessly without technology bottlenecks
- **Access 24/7:** Cloud-based DMS solutions mean on-the-go access
- **Work-Life Balance:** Achieve a thriving firm that operates smoothly even when you're away
- **Security and Compliance:** Keep data safe in compliance with industry regulations
- **Client Satisfaction:** Enhance client experience with a modern, secure portal

Not all DMS solutions are created equal. Outdated or generic systems often fall short in several critical areas, including automation. Without automated workflows, you'll spend significantly more time on manual processes. This not only takes time away from project work and client interactions, but also leads to more errors like saving documents in the wrong client folder.

Many basic DMS options also fail to seamlessly integrate with your existing tech stack, leaving you with disjointed processes and scattered documents. This makes it difficult to manage clients, meet deadlines, and scale your practice. Most importantly, older systems may not offer robust security measures necessary to protect sensitive financial data and support regulatory compliance — two things your firm is legally required to do!

When it comes to a DMS being the cornerstone of a firm's success, you don't just have to take our word for it. Let's look at the experience of Intuit® Lacerte user Nick Boscia, CPA, EA, partner at Boscia & Boscia PC. (Our ProConnect Tax integration is the same as our Lacerte one, so you can experience the same benefits as Nick.)

Case Study: "We Doubled Our Client Base"

Nick's firm was struggling with inefficient processes. "Operating our tax practice was really difficult," he recalls. "Collecting and sharing documents with clients was incredibly inefficient and time-consuming." Clients were either dropping off physical documents that needed scanning or sending unsecured emails, putting data at risk.

As the firm grew, these inefficiencies became more pronounced. "We started hitting capacity issues," Nick says. "We were getting new clients and increasing revenue – *which was great!* – but then I was working a million hours and spearheading every process from client onboarding and on." The risk of burnout loomed large, and Nick's goal of running a self-sustaining firm seemed out of reach.

In 2019, Nick implemented SmartVault, a modern DMS designed for accounting professionals. The impact was immediate and significant. "We doubled our client base because of SmartVault," Nick shares.

Nick Boscia, CPA, EA
Partner at Boscia & Boscia PC
Founder of The Balanced Firm

Key features that made the difference include:

- **Direct integration with Intuit® Lacerte:** "The direct integration automatically builds out all our folders for every single client. It also pulls in their emails and invites them to make a SmartVault account."
- **Automated workflows:** The firm can print and automatically route tax returns from Lacerte to SmartVault, where they're automatically saved in the correct client folder by tax year.
- **Secure client portal:** "Our clients like having secure access to their documents and tax returns in SmartVault because it's accessible 24/7 from wherever they're located."
- **Streamlined document collection:** The firm sends electronic document request lists to clients, who upload documents directly into the portal, where they're automatically organized.

The result? ***Nick's firm achieved the seemingly impossible: doubling their client base and increasing profitability while improving work-life balance.*** "My fiancé and I just went to Bali for two weeks and our firm ran completely fine without me there," Nick proudly states. By leveraging technology solutions like SmartVault, Boscia & Boscia has created a model for what a modern, self-sustaining accounting firm can look like.

Streamlined Document Collection and Filing

With SmartVault, you can create document request templates once, then quickly send them to your clients with a few clicks of your mouse. Their submitted documents are automatically saved in the correct folder every time, creating consistent organization across your firm and eliminating incorrect filing errors. The same goes for things like PDF Forms, quotes, or documents with eSignatures – every time they come back completed by the client, they're automatically saved in the correct place for you!

Learn More

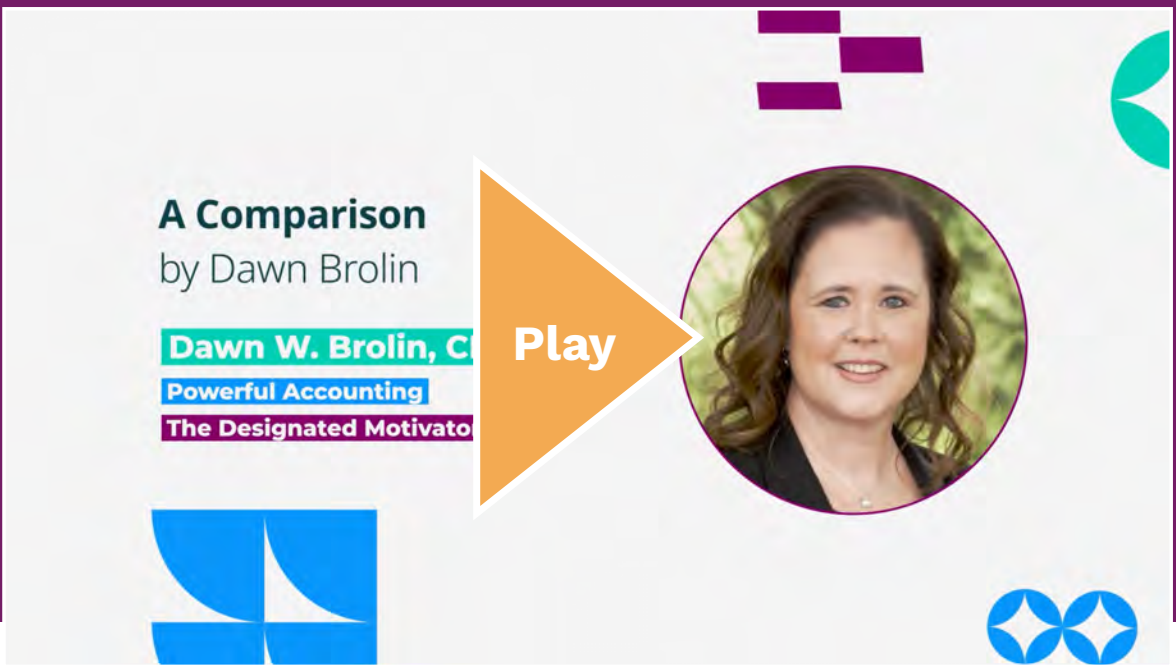
As Nick's experience shows, the right DMS is more than a tool—it's a strategic asset that can drive efficiency, profitability, and growth.

There are countless other stories from firms who've experienced significant changes like Nick. Tax Attorney, Eric Green, saves $150K each year by streamlining his client onboarding process. Zwieg & Associates, a tax practice that does over 5,000 returns annually, successfully transitioned to a 100% paperless tax workflow. *(Read more stories here).*

Your Next Steps

So, now that you've seen the potential impact of a modern DMS, how do you choose the right one for your firm? The following checklist will guide you through the key features and capabilities to consider when evaluating options. Remember, you're not just choosing a file storage system—you're selecting a strategic partner that will shape the future of your firm.

Dawn Brolin, CPA, CFE, compares SmartVault to Intuit DMS so you can see just how significant the differences are.



Chapter 2

Checklist: Choosing the Right DMS for Your Firm

As you review the following checklist, keep these tips in mind to make the most of your DMS evaluation process:

- **Prioritize Your Needs:** Not all features carry equal weight. Identify which criteria are must-haves for your firm versus nice-to-haves.
- **Involve Your Team:** Gather input from staff members who will be using the DMS daily. Their insights can be invaluable.
- **Think Long-Term:** Consider not just your current needs, but where your firm will be in 3-5 years. Choose a solution that can grow with you.
- **Request Demos:** Use this checklist as a guide when viewing product demonstrations to ensure all your key questions are answered.
- **Compare Objectively:** Create a scoring system based on this checklist to objectively compare different DMS options.

By approaching your evaluation systematically, you'll be better equipped to choose a DMS that truly meets your firm's needs both now and in the future.

> **“The integration between Lacerte and SmartVault is incredible. We don’t have to duplicate client information since it’s automatically synced. We can bulk print all the [returns and organizers] into SmartVault for final storage and to send to our clients. It’s powerful.”**
>
> Caleb L. Jenkins, EA, CQP, RLJ Financial

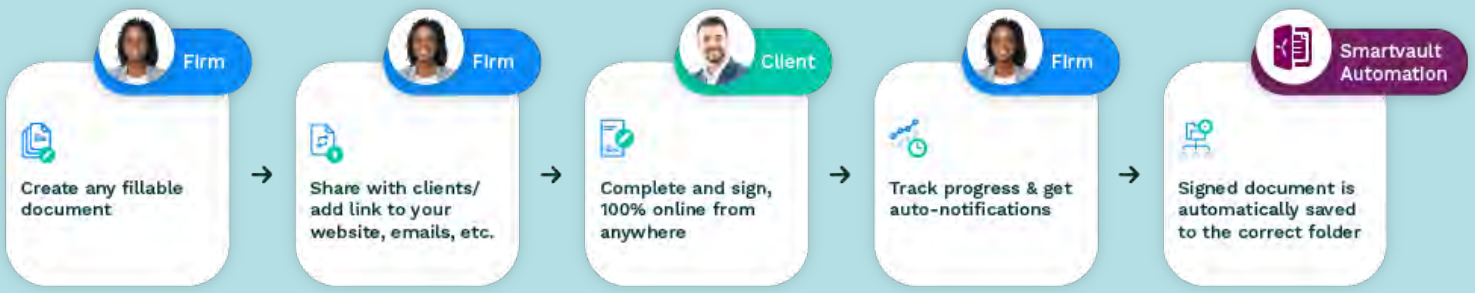
Collaboration and Efficiency

A DMS and client portal platform can simplify your everyday workflow and eliminate the need for physical files. This helps staff save time on admin tasks and makes it easy for employees and clients to collaborate. You'll want a platform that enables you to:

- ☐ Work safely in the cloud with unlimited storage that lets you scale
- ☐ Integrate seamlessly with Intuit ProConnect™, Lacerte®, ProSeries®, , and Quickbooks®*
- ☐ Capture, organize, and securely store documents or files digitally
- ☐ Full text search that lets you quickly find the file you need
- ☐ Create any fillable form you need, from templates or from scratch
- ☐ Create custom folder templates for automated, intuitive organization
- ☐ Group related clients together for improved organization and fast document access
- ☐ Send documents for eSignatures, approvals, and payment, and route them back to the correct folder in the DMS automatically
- ☐ Distribute documents in bulk to one or all of your clients in a single step
- ☐ Simplify how you request, collect, and manage client documents
- ☐ Set alerts so you know when a client has uploaded or viewed documents
- ☐ Give you and applicable users 24/7 access to file, anytime from anywhere
- ☐ Provide an integrated custom-branded client portal that gives clients a secure, easy, and professional way to collaborate with you and access documents from wherever they're located
- ☐ Add a log-in link to your website so clients can easily access the portal
- ☐ Integrate with a scanner to make going paperless easy
- ☐ Integrate with leading business apps, like Microsft® and DocuSign®
- ☐ Save documents directly from Microsoft Word®, Excel®, and Outlook®
- ☐ Create custom email templates and mail merge to automate document distribution

Modern, Digital Forms Powered by Your DMS

Digital forms are easier to manage and help you meet your clients' expectations for modern service.



*ProConnect Tax integration coming 2025

Cybersecurity Checklist: Stay Protected Against Data Breaches

How many must-have security protocols do you have implemented today?

Download the Checklist

Security and Compliance

You must have a system that can protect your data and create peace of mind for everyone. Ensure that the DMS offers the features below:

- ☐ Vendor has Soc 2 Type 2 Compliance
- ☐ Bank-grade security and automatic data back-up
- ☐ AES-256 encryption and SSL
- ☐ Two-factor authentication for you and your clients
- ☐ Granular access controls and ability to assign employees to specific clients
- ☐ Document version tracking so you never lose history
- ☐ Automatic file locking to prevent simultaneous edits
- ☐ Activity tracking and robust reporting for compliance
- ☐ Ability to send encrypted links directly to files and password-protected files via e-mail
- ☐ Support compliance with IRS 4557, FTC Safeguards, FINRA, SEC, GLBA, and others

Vendor Services and Trust

Choosing the right DMS is about more than just features—it's about partnering with a vendor committed to your success. Look for a vendor that has:

- ☐ Dedicated U.S.-based support, ensuring knowledgeable, timely assistance
- ☐ System configurations and data migration services tailored to your needs
- ☐ Extensive training resources, like courses, webinars, and detailed "How To" guides
- ☐ One-on-one live training sessions to get your team up and running quickly
- ☐ Ongoing optimization and usage reviews with actionable suggestions for improvement
- ☐ Continuous innovation by incorporating user feedback and industry trends
- ☐ Industry expertise, ensuring they understand the unique challenges of your work

Chapter 3

Build a Scalable, Efficient Tax Prep Workflow with SmartVault + Intuit

From client engagement to sharing and storing final returns, SmartVault addresses all aspects of your tax prep workflow – saving you time, reducing errors, and improving client and staff satisfaction. SmartVault and Intuit created a jointly-developed integration, and we're the only DMS and client portal that integrates with Lacerte, Proseries, ProConnect, and QuickBooks.* You simply won't find this streamlined workflow anywhere else.

End-to-End Tax Prep Workflow

Add and Manage Unlimited Clients

Say goodbye to duplicate data entry and account configuration. SmartVault automatically creates client profiles, security permissions, users, and folder structures and integrates your clients' information from Intuit to SmartVault.

Quickly Engage and Onboard

Create any document and request list you need for effective client engagement and onboarding. Clients can review, submit source docs, and eSign from anywhere, on any device. All documents are automatically saved to the correct folder.

Complete and Auto-Route Returns

Print and auto-route tax returns directly into the correct SmartVault client folder by tax year. This automation saves you time, eliminates human error, and makes managing large volumes of returns easier.

Accelerate Review Process

Send clients their returns through the portal, empowering them to review, approve, and eSign (with knowledge-based authentication) 100% online. Monitor the status of tax returns, organizers, and client interactions through an intuitive dashboard.

A Decade-Long History: This jointly-developed integration enables us to be the only DMS and client portal integrated with Lacerte, ProSeries, ProConnect, and Quickbooks.* We are the only solution with direct printing and auto-routing, creating significant efficiency you can't find elsewhere.

*ProConnect Tax integration coming 2025

Key Benefits of Using SmartVault with Intuit

SmartVault offers unique advantages that boost efficiency, enhance security, and improve client collaboration. Explore the key benefits of this powerful partnership:

Secure Client Engagement

Enable clients to safely upload documents and eSign forms, while keeping your team and clients informed with automated notifications in a centralized, cloud-based repository.

Efficient Workflow Management

Track tax returns, organizers, and client interactions through an intuitive dashboard, with customizable workflows for annual, one-time, or ad-hoc engagements.

Anytime, Anywhere Access

Improve responsiveness and productivity with 24/7 mobile accessibility to all your documents.

Unlimited Scalability

Grow your practice without limits, leveraging unlimited storage and client capacity.

Uncompromising Security and Compliance

Ensure data privacy and meet industry compliance needs. We're Soc 2 Type 2 Compliant.

Migration Process Gets You Up & Running Fast

Our data migration process is simple, efficient, and based on best practices from helping thousands of Intuit customers like you make the move.

A Deep-Dive Into the Integrated Workflow

SmartVault

This infographic illustrates the seamless process from client onboarding to archiving returns.

Adding Clients from Intuit to SmartVault

Firm
Creates client in Intuit and prints Organizer to SmartVault

→

SmartVault Automation
Creates the client, user, permissions, and engagement folders in SmartVault

ENGAGE
Automate Client Onboarding and Engagement

Firm
Build quote and engagement letter and send to client via a link in text, email, or webpage

→

Client
Review, approve, and eSign

→

SmartVault Automation
Signed document is automatically saved to the correct folder and firm is notified

COLLECT
Simplify Document Requests and Tracking

Firm
Create any fillable document and send to client via a link in text, email, or webpage

→

Client
Complete and sign, 100% online from anywhere

→

SmartVault Automation
Signed document is automatically saved to the correct folder and firm is notified

→

Firm
Create document request list and send to client

→

Client
Upload requested source documents

→

SmartVault Automation
Submitted documents are saved to the correct folder and firm is notified

Track progress and send reminders in a robust dashboard

PREP & DELIVER
Tax Prep and Secure Return Review & Delivery

Firm
Complete tax return in Intuit and print the return to SmartVault

→

SmartVault Automation
Auto-routes return to the correct client's folder

→

Firm
Send tax return to the client(s); request approval, eSignature, and payment

BONUS FEATURE:
Send returns individually per client or in bulk!

→

Client
Review, eSign (completing KBA), and pay invoice from anywhere and on any device

→

SmartVault Automation
Signed document is automatically saved to the correct folder and firm is notified

Track & manage returns, organizers and more; see progress (printed, sent to client, filed, etc.)

ARCHIVE
Stay Audit-Ready and Compliant

Secure, accessible, and compliant cloud storage — For every stage, forever unlimited

- Built-in compliance, verstion control, and audit tracking
- Retain tax documents securely for required retention periods
- SOC 2 Type 2 compliant for rigorous data protection
- IRS 4557 & FTC Safeguards Rule compliance for tax firms
- Advanced search & retrieval for archived documents
- Audit logs & role-based access permissions

SmartVault vs. Intuit DMS

Thousands of Intuit DMS users have switched to SmartVault.
Here's what they get compared to Intuit DMS:

	SmartVault	Intuit® DMS
Intuit ProConnect Tax, Lacerte, and ProSeries Integration*	✔	
Import client list from Lacerte and ProSeries	✔	✔
Create custom folder templates	✔	✔
Send password protected file via email	✔	✔
Integrate with scanner for easy upload	✔	✔
Save documents directly from Word, Excel, Outlook	✔	✔
Submit documents to Intuit Tax Import	✔	✔
Integrated custom branded portal for sharing documents	✔	
Online document storage with access via encrypted link	✔	
Automatically create folders and client permissions from Lacerte or ProSeries	✔	
Add a client login to your website	✔	
Auto alerts notify when files are uploaded or viewed	✔	
Customizable email templates and mail merge automate document distribution	✔	
Batch print documents to SmartVault	✔	
Audit report to track client and staff activity	✔	
Full text search of documents	✔	
Continuous off-site backup of documents and data	✔	

*ProConnect Tax integration coming 2025

Security You Can Trust: We're Soc 2 Type 2 Compliant

SmartVault employs advanced security measures to ensure the safety of data during transit and storage:

Encryption: Files are encrypted both in transit and at rest.

Access controls: You can set granular permissions to control who can access, view, edit, or download specific files or folders.

Audit trails: Automatically maintain audit logs of file access and activity, making monitoring and supporting compliance effortless.

Compliance: Meet the rigorous security standards of IRS Publication 4557 and the FTC Safeguards with a secure DMS for all your documents.

Learn more and schedule a demo:
smartvault.com/proconnect

Tailored Services for Intuit Firms

With over 15 years of experience, we understand your unique needs, challenges, and workflows. This lets us offer services and support that truly make a difference:

Migration: Our migration services are based on best practices from moving over 5,000 Intuit firms to SmartVault.

Onboarding + Training: Get up to speed quickly with custom onboarding, flexible training options, and SmartVault Academy.

Support: Get help through our extensive Help Center, dedicated Customer Success Managers, and U.S.-Based Customer Care team.

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SmartVault is a document management and client portal platform built for accounting professionals.

15 years+ in Business	**18,000+** Intuit Users	**3 Million+** Global Users
97% Retention	**500 Million+** Docs Stored	**Soc 2 Type 2** Compliant