

# Client document collection and organization

Automates the collection, organization, and verification of client tax documents by sending secure requests, tracking submissions, categorizing files, and flagging missing items. This reduces manual follow-up during busy season and ensures complete, organized client files for efficient tax preparation.

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## WORKFLOW TRIGGER

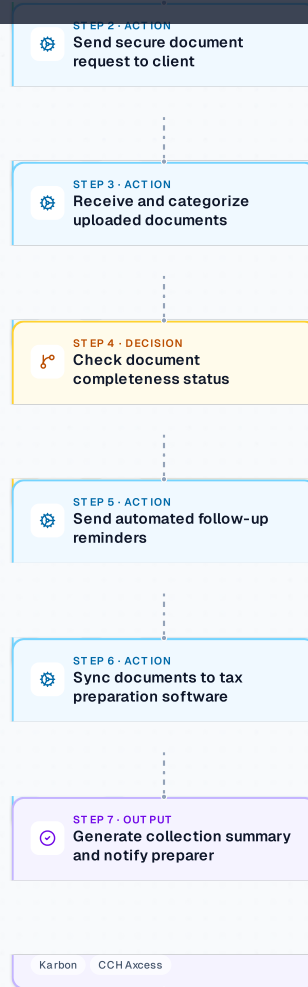


Tax engagement is initiated in practice management system or calendar reaches document collection start date for a client.

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

Engagement initiated in Karbon

Workflow triggers when a new tax preparation engagement is created in Karbon or an existing engagement moves to 'Document Collection' status.

Karbon

2

 ACTION

### Send secure document request to client

Automatically generates and sends a personalized document request checklist via Canopy's secure client portal, listing all required documents based on the client's tax profile (W-2s, 1099s, K-1s, etc.).

Canopy

Karbon

3

 ACTION

### Receive and categorize uploaded documents

As clients upload documents through Canopy, AI automatically categorizes each file by document type using OCR and metadata extraction, then organizes them into the appropriate folders in the client's digital workspace.

Canopy

CCH Axxess

4

 DECISION

### Check document completeness status

System compares received documents against the required checklist. If all documents are received, workflow proceeds to final verification. If items are missing, automated reminder sequence is triggered.

Canopy

Karbon

5

### Send automated follow-up reminders

For incomplete submissions, sends escalating reminder emails at 3-day intervals highlighting specific missing documents. Updates engagement status in Karbon and logs all client communications.

Canopy

Karbon

6

 ACTION

### Sync documents to tax preparation software

Once document collection is complete, automatically syncs all categorized documents to CCH Axxess Document, linking them to the appropriate tax return workpapers and populating data fields where possible.

CCH Axxess

Canopy

7

 OUTPUT

### Generate collection summary and notify preparer

Creates a document collection summary report showing all received items, timestamps, and any client notes. Notifies the assigned tax preparer via Karbon that the client file is ready for preparation.

Karbon

CCH Axxess



## Outputs

- Complete organized client document folder in CCH Axcess
- Document collection summary report with timestamps
- Updated engagement status and preparer notification in Karbon



## Key Metrics

- Average document collection cycle time
- Percentage of complete submissions before deadline
- Number of manual follow-up interventions required



## Tools & Integrations

- Karbon
- Canopy
- CCH Axcess

## AI Business OS

## AI Business OS

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