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**Q.** What are the biggest problems your customers have? (Yes, this is a question you should ask).

**A.**

- Not heeding our warning on backing up their work (one day the computer will not work – guaranteed).
- Not reconciling the cash, checks, and credit card slips with a daily report at the end of the day (if the input is accurate, the output will be accurate – guaranteed).

If we can get you to do these two things, you are covered for 90% of the trouble you can get into. You can walk down the street and accounts and bookkeepers will step aside. You can go into dark alleys and sleazy bars without fear.