

FOR OWNERS OF FIDUCIARY AND PROPERTY MANAGEMENT FIRMS

The Flat-Fee Leak Check

Take one client's Timesafe export and put the contract beside it. Afterwards you know which hours to review before the next invoice goes to the client.

54%

of bookkeeping hours sat under Diverses in the pilot.

Basis: 152.3 of 281.8 hours in the 2025 bookkeeping mandate. One fiduciary firm with 12 to 15 people, anonymised.

The hour is recorded. What is missing is the sentence saying what it was.

Every hour in Timesafe ends up in one of two places: inside the flat fee, or on an invoice for extra work. The work does not decide which. The text beside it does.

If that text says Diverses, the catch-all for miscellaneous, nobody decides. Whoever writes the invoice has no record for the extra work, so the hour stays in the flat fee. That is not the team's mistake. The flat fee is the only place that asks for no record.

Whether your contract calls it a flat fee or a fee cap changes nothing. The question stays the same: whether the hour belongs to a service the contract names.

A REAL LINE FROM THE PILOT, ANONYMISED AND TRANSLATED FROM GERMAN

TYPE	TEXT	TIME
Diverses	E Look out documents on various BGs for [name], B handle and answer various mails from [name], F record and transmit various payments	2:45

F Inside the flat fee

record various payments

The contract names recording invoices in e-banking.

E Extra work

documents on various BGs for [name]

The contract does not name these companies.

B Borderline

handle various mails

The text does not say what they were about.

One line, three answers. Without a split, all 2:45 hours land where no record is needed.

WHAT THE PILOT SHOWED, BOOKKEEPING MANDATE 2025

54%

share of Diverses in all bookkeeping hours: 152.3 of 281.8.

62.7 hours

of those sat in lines naming a company the bookkeeping contract does not mention.

You need one client and one sitting. You do not need the team yet.

1 Filter on Diverses.

Take a single client, not all of them. Filter the export on the service type Diverses and on anything that works the same way at your firm: general, administration, internal time. Sort by duration, longest lines first. That is where most of the hours sit, so that is where you start.

2 Put every line beside the contract.

Read the text, not the service type. Look for the words from the keyword list and check what the contract says about them. Then every line gets a mark: F, E or B. A line with two activities gets two, like the example on page 2.

3 Approve E and B yourself.

Everything marked E or B crosses your desk before the invoice goes to the client. You decide what is billed, what stays in the flat fee and what you clear with the client first. Your initials beside it are the approval.

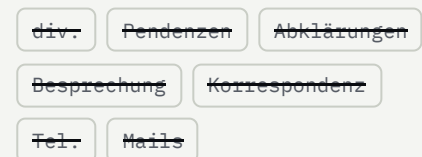
WHAT YOU NEED

- ☐ One client contract, with its annex. In the pilot the services were listed in the general terms, not on page one.
- ☐ The Timesafe export for the same client covering one year, as Excel.
- ☐ The keyword list on page 4 and the worksheet on page 5.

THE THREE MARKS

- F Flat fee**
The contract names the service inside the flat fee.
- E Extra**
The contract names it as extra, or does not name it at all.
- B Borderline**
The contract allows both, or the text does not say enough.

WORDS THAT SAY NOTHING



Various, open items, clarifications, meeting, correspondence, phone, mails, plus internal abbreviations only the team can read. In the pilot they often stood alone in a line. Such a line gets a B until someone knows what was worked on.

Only then is an instruction to the team worth giving. By then it is specific, because you know which words the lines were missing.

A hit means review, not invoice.

Every word on this list appeared in the pilot's Timesafe lines, in the German shown in small type. Beside it is what the pilot contract said. Your contract may read differently, so check the middle column against your own.

A · BOOKKEEPING MANDATE, SERVICE TYPE DIVERSES

WORD IN THE LINE	WHAT THE PILOT CONTRACT SAYS	MARK
BG, a company name BG	The contract names three companies. Work for any other is not agreed and has its own hourly rates.	E
Tax audit, notarisation, purchase contract Steuerrevision, Beurkundung, Kaufvertrag	Tax and legal advice has its own, higher hourly rate.	E
Bill separately Sep. verrechnen	The team had noted it themselves. The line still sat under Diverses.	E
For [name], look out für [Name], raussuchen	Work for a third person. Administration outside bookkeeping has its own rate.	B
Dissolution, final account Auflösung, Schlussabrechnung	Winding up a company. Not agreed as a service.	B
Billing address, change of address Rechnungsadresse, Adressänderung	Work after the change of fiduciary. Depends on whether it counts as set-up.	B
Access, e-banking, power of attorney Zugang, E-Banking, Vollmacht	Setting up the mandate. Under the contract the fiduciary firm bears one-off set-up costs.	F
Private privat	The owner's private invoices and tax return are expressly agreed.	F

B · PROPERTY MANAGEMENT MANDATE, MANAGEMENT FEE

Conciliation hearing Schlichtung	Its own service type in the pilot. 6.8 hours from 2025, billed duration 0:00 .	E
Warranty, construction defects, building permit Garantie, Baumängel, Baubewilligung	Warranty inspections, construction defects and building-law questions are additional services.	E
Lease, lease contract MV, Mietvertrag	Re-letting is not in the management fee. Each signed lease triggers a letting fee. Check the invoice, not the hours.	E
Sale, sales documentation, buyer Verkauf, Verkaufsdoku, Kaufinteressent	Its own billable service type in the pilot.	E
First letting Erstvermietung	Its own billable service type in the pilot, excluded from the cap on letting fees.	E
Damage claim, water damage Schadenfall, Wasserschaden	Ordinary claims belong to the flat fee, larger ones are extra. 144.9 flat-fee hours in 2025 sat in lines that name damage.	B
Renovation, refurbishment, conversion Renovation, Sanierung, Umbau	Arranging repairs belongs to the flat fee. Organising conversions and larger renovations is extra.	B
Court Gericht	Court steps inside debt enforcement belong to the flat fee. Accompanying court proceedings is extra.	B
Debt enforcement, eviction Betreibung, Ausweisung	Initiating legal measures belongs to the flat fee.	F

96% of property management hours in 2025 sat inside the flat fee. **3%** were billed separately. Both values rounded.

Every line gets a mark. E and B get your initials.

CLIENT

CONTRACT DATED

EXPORT FROM, TO

REVIEWED BY

DATE

DATE	TIME	TEXT FROM TIMESAFE	KEYWORD	WHAT THE CONTRACT SAYS	F	E	B	APPROVED
e.g.	2:45	Documents on various BGs for [name], mails, record payments	BG, for [name]	Company not in the contract. Recording payments agreed.	☒	☒	☒	TW
					☐	☐	☐	
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HOURS UNDER DIVERSES

OF WHICH F

OF WHICH E

OF WHICH B

TO CLEAR WITH THE CLIENT

Into the conversation with a record, not a hunch.

After the check you hold three totals for one client: what stays in the flat fee, what was extra and what you clear with the client. With them you have two conversations. One with the client, about what appears separately on the invoice from now on. And one with your team, about the words that were missing from the lines.

Anyone who wants to talk about a higher flat fee needs these totals. The feeling that a client takes too much time convinces no client.

IF YOU WOULD RATHER NOT DO IT BY HAND

1 day

against an estimated 4 weeks

In the pilot I started with the existing lines. Two client contracts and six Timesafe exports were matched within one day, against an estimate of four weeks.

As a running process it looks like this: every Timesafe hour comes with a proposal and its reasoning, flat fee or extra. You approve the borderline cases, and the replay log records who decided what. Every Monday at 07:00 you see which client mandate pays for itself.

Proposal with reasoning

→

Your approval

→

Replay log

→

Monday 07:00



Reply to me in the DM with what Diverses is called at your firm and how many hours sit under it in your export.

Write to me: office@growamplified.com

Timon Wick · Grow Amplified

Fifteen years running finance and operations where every step had to survive an audit.

The numbers in this check come from a single pilot, anonymised and stated with their basis. I do not extrapolate them to any other firm. How much sits under Diverses at your firm, your own export will show.