Client onboarding and delivery pack

VERIFIED AGENT
Invoice workflow services

A practical intake, delivery, and acceptance guide
for one verified invoice workflow.

Prepared by Verified Agent
September 2026

How to use this pack

This pack gives both parties a clean starting line. Complete the intake before work begins, agree the acceptance criteria in writing, and use the delivery checklists to close the engagement. The service verifies extracted invoice rows against the approved data supplied by the client; it does not promise perfect OCR or guess when reference data is missing.

At a glance

☐ The client supplies redacted invoice samples, approved reference data, matching rules, and a named reviewer.

☐ The provider confirms fit and scope before starting the delivery clock.

☐ Verified rows may move forward; unknown, mismatched, or incomplete rows stop with an exact reason.

☐ No production accounting write access is included in an audit or pilot unless separately scoped in writing.

What happens after purchase

- **Confirmation.** The buyer receives the platform payment confirmation and this onboarding pack.
- **Intake.** The buyer completes the questionnaire and shares only the minimum redacted data needed for assessment.
- **Fit review.** The provider confirms that the selected package matches the available data and requested outcome.
- **Kickoff.** Both parties agree the start date, delivery date, communication channel, and acceptance criteria.
- **Delivery.** Work, evidence, and final files are submitted through the contracted platform or agreed secure channel.

Client intake questionnaire

Complete this form before the delivery clock starts. Do not paste passwords, API keys, bank details, or unredacted personal data into this document.

Client legal name and trading name

Primary contact name, role, and business email

Selected package and order or contract reference

Describe the current invoice workflow from receipt to posting

What problem must this engagement solve

Which single invoice format or supplier is in scope

Data and verification requirements

List the approved source of truth such as a vendor file, catalogue, price list, or database export

_____

_____

_____

_____

List every field that must be checked

_____

_____

State allowed tolerances, rounding rules, currency rules, and exception rules

_____

_____

_____

_____

Required output format and destination

_____

_____

Named reviewer for flagged rows

_____

_____

Files supplied

☐ Two to five redacted sample invoices

☐ Approved reference data with field descriptions

☐ Examples of known errors or exceptions

☐ Target CSV or spreadsheet layout

☐ Written confirmation that the client may share the supplied data

Secure data handling

Use the project workroom or another agreed access-controlled channel. Keep the data set as small as possible and remove information that is not required for verification.

☐ Redact bank accounts, tax identifiers, signatures, personal addresses, and unrelated customer details.

☐ Never send account passwords, private keys, or long-lived API secrets in chat or email.

☐ Use restricted invitations or OAuth for any system access and grant the minimum permissions required.

☐ Keep production write access disabled during the audit and pilot unless a separate written scope authorizes it.

☐ Record where files are stored, who can access them, and the agreed deletion date.

☐ Delete or return client files on written request, subject to legal retention duties.

☐ Do not use client data to train a model or reuse it for another client.

Fit decision

Decision	Use when	Next step
Accept audit	The process is unclear or reference data needs assessment.	Deliver risk map and verification plan.
Accept pilot	One repeatable format, usable reference data, and a reviewer exist.	Agree acceptance test and begin build.
Rescope	Multiple formats, integrations, or production writes are required.	Quote production work separately.
Decline	No lawful data access or reliable verification source exists.	Explain the blocker and refund or cancel before work.

Reliability Audit delivery

The audit assesses one workflow. It does not include an integration or production accounting access.

Work sequence

- **Review.** Map the current process, inputs, handoffs, outputs, and failure points.
- **Assess.** Evaluate whether the proposed ground truth can support exact verification.
- **Define.** Specify field checks, exception reasons, human-review gates, and evidence to retain.
- **Recommend.** Provide a bounded pilot plan, dependencies, risks, and explicit non-goals.
- **Review together.** Walk through the findings and answer questions in one review call.

Client receives

☐ Current-workflow summary

☐ Risk and silent-failure map

☐ Source-of-truth assessment

☐ Verification-rule plan

☐ Recommended pilot scope and acceptance criteria

☐ One review call

Founding Pilot delivery

The pilot proves one real invoice format against one approved reference source before any production expansion.

Work sequence

- **Freeze scope.** Confirm the invoice format, fields, source data, output, deadline, and acceptance test.
- **Prepare samples.** Create a redacted test set containing normal rows and known exceptions.
- **Connect extraction.** Configure the selected OCR or LLM extraction step for the agreed format.
- **Build verification.** Check every agreed field against approved data and emit an exact reason for each flag.
- **Test.** Run the frozen sample set and record verified, flagged, and unresolved outcomes.
- **Handover.** Demonstrate operation, deliver the configured workflow and guide, and begin 14-day support.

Client receives

☐ Working verified and flagged workflow for the agreed format

☐ Configured verification rules and exception reasons

☐ Verified-only CSV export and audit record

☐ Frozen-sample test results

☐ Operating and handover guide

☐ Handover session and 14 days of agreed support

Acceptance and handover

Acceptance criteria

The exact input format in scope

The exact approved source and version used

Checks that must pass

Rows and conditions that must be flagged

Required export and audit evidence

Who approves the completed work and by what date

Final handover checklist

☐ The agreed sample set has been run and results have been recorded.

☐ Verified rows and flagged rows are clearly separated.

☐ Every flag has a specific, understandable reason.

☐ No unapproved production write or financial action is enabled.

☐ The client has received the workflow, configuration, export, and operating guide.

☐ The support start and end dates are recorded.

☐ Data retention or deletion actions are recorded.

Mutual non disclosure agreement

This practical template is not legal advice. Either party may ask a qualified lawyer to review it before signature.

Between Sterling Dudley Hayden, trading as Verified Agent, the Provider, and:

Client legal name

_____

_____

Effective date

_____

_____

Purpose

The parties may disclose confidential information to evaluate and carry out one verified data-processing engagement.

Confidential information

Confidential information means non-public information disclosed for the engagement. It includes the client's documents, invoices, reference data, rules, and derived output, and the provider's non-public methods, code, templates, pricing, and internal workflow.

Obligations

Each party will use confidential information only for the engagement, protect it with reasonable care, disclose it only to people who need it and are bound by equivalent duties, and return or delete it on written request subject to legal retention duties.

Exclusions

Confidential information excludes information that is public without breach, already lawfully known without restriction, independently developed without using the other party's information, or required to be disclosed by law.

Client data

The provider will not use client documents or data to train a model and will not retain or reuse them beyond the engagement.

Method and results

The client may use the delivered results for its business. No right is granted to copy, reverse engineer, publish, or redistribute the provider's non-public methods, templates, or internal code unless the project agreement states otherwise.

Term

Confidentiality lasts for two years from the last disclosure. The client-data restrictions survive termination while the provider retains any client data.

No licence

No intellectual-property right is granted beyond what is necessary to complete and use the agreed deliverables.

Governing law and venue agreed by the parties

_____

_____

Provider signature and date

_____

_____

Client signature and date

_____

_____

Commercial and communication terms

The order page, platform contract, and written statement of work control the price, scope, and delivery date. These operating terms clarify the intended boundary.

☐ Work starts only after mandatory requirements and acceptance criteria are complete.

☐ Changes affecting formats, systems, permissions, or deliverables require written rescoping.

☐ The audit is an assessment; the pilot is a bounded proof for one agreed format and source.

☐ Production integrations, accounting writes, and ongoing monitoring are quoted separately.

☐ Refund and cancellation terms must be agreed in writing before work starts. Marketplace orders follow the marketplace contract and dispute process.

☐ The provider reports verified results, test results, assumptions, and unresolved boundaries separately.

Communication record

Contracted platform or secure channel

_____

_____

Kickoff date and delivery date

_____

_____

Support start and end dates

_____

_____

Deletion or return date for client files

_____

_____