



Six Services, One Unreliable Ledger? See How Corient Rebuilt the U.S. Wellness Client's Books Into Service-Level Financial Clarity

Highlights

- 1 A multi-service wellness and fitness center couldn't tell which of its treatment lines was actually profitable.
- 2 Bank and credit card accounts had gone unreconciled, and expenses were scattered across the wrong GL accounts.
- 3 Corient rebuilt the bookkeeping from the ground up and redesigned the chart of accounts around service categories.
- 4 The client received accurate, fully reconciled financial statements — plus equipment correctly capitalised as fixed assets.

Introduction

A wellness business rarely sells just one thing. Kasa.Health LLC (d/b/a Kasa Hive) delivers personalised weight loss programs, body composition analysis, metabolic wellness assessments, recovery therapies, fitness technologies, and aesthetic wellness services — six distinct revenue streams flowing through a single set of books.

That's a strength commercially and a problem financially. When every service posts into the same undifferentiated revenue bucket, management can see that money is coming in, but not where from, and certainly not at what margin. Kasa Hive came to Corient needing an accounting system that reflected the real financial performance of each service line and could support the next stage of growth.

A financial statement review turned into a full bookkeeping and reporting reconstruction.



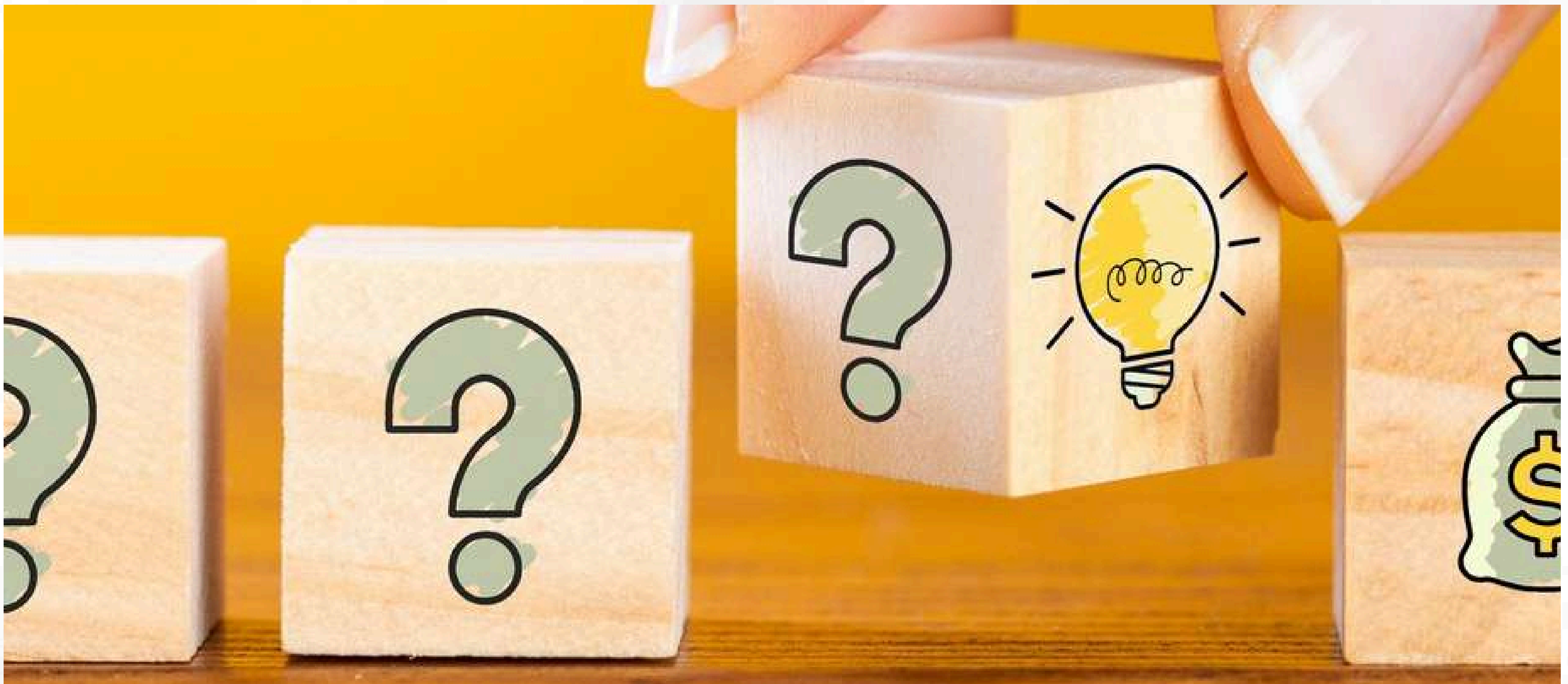
The Initial Problem: What Went Wrong?

- Financial transactions were not consistently categorised, making business performance impossible to monitor.
- Bank and credit card accounts had not been regularly reconciled.
- Revenue from multiple wellness and treatment services was not organised for meaningful reporting.
- Business expenses were inconsistently recorded, producing unreliable financial reports.
- Management needed accurate financials to understand profitability and plan ahead.

Corient's First Solution: The Fix

Corient's accounting team reviewed the client's records alongside how the business actually operates, then implemented a structured rebuild:

- Organised and updated the bookkeeping records so every financial transaction was accurately captured.
- Reconciled all bank and credit card accounts against the accounting records.
- Reviewed revenue and expense transactions to confirm proper classification.
- Redesigned the chart of accounts to mirror the distinct wellness, fitness, and treatment services the business offers.
- Cleaned up duplicate, missing, and misclassified transactions.
- Implemented processes for accurate, consistent reporting.
- Prepared financial statements backed by complete reconciliations.



The New Problem: A Surprise Roadblock

The deeper the team went, the more the historical record fought back:

- Revenue arrived from several service categories at once, and untangling it required judgement, not just data entry.
- A number of transactions had no adequate supporting documentation behind them.
- Several expenses had been posted to the wrong general ledger accounts.
- Corrected misclassified assets by capitalising long-term purchases.
- Cleaned up inconsistent records to streamline reconciliations.

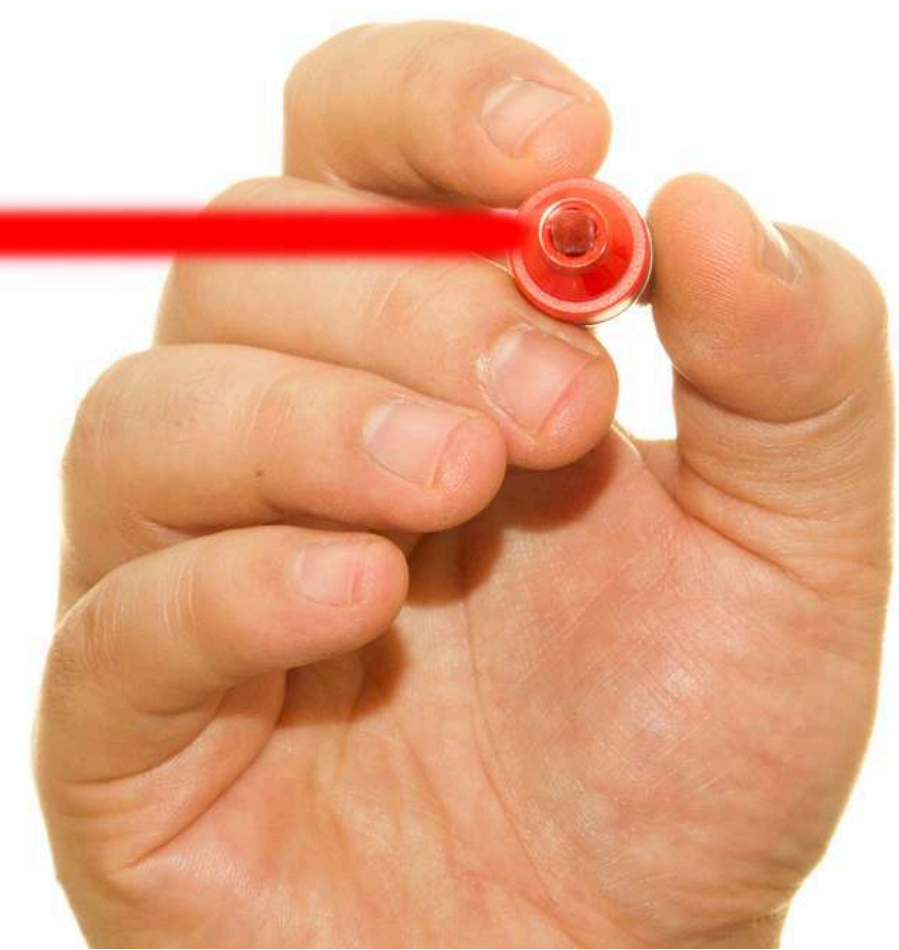
Corient's Second Solution: Fixing the New Problem

Accurate books were only half the deliverable — management also needed to trust and interpret them. To close both gaps, Corient:

- Reconciled every bank and credit card account so the accounting records matched actual financial activity, line for line.
- Worked through the available supporting documentation to classify income and expenses correctly rather than by assumption.
- Reclassified capital expenditure as fixed assets wherever appropriate, restoring the balance sheet.
- Corrected historical bookkeeping errors and removed duplicate entries.
- Implemented a structured chart of accounts that reports clearly by service category.
- Walked management through the finished statements, explaining profitability, operating costs, and overall business performance.

Delivered clean books and trusted financial insights.

OUTCOME



The Final Outcome: A Success Story

- Delivered accurate and fully reconciled financial statements.
- Eliminated bookkeeping discrepancies and corrected historical accounting errors.
- Improved the accuracy of both revenue and expense reporting.
- Established reliable accounting records supported by complete reconciliations.
- Gave management timely financial information for day-to-day and strategic decisions.

Beyond the fix, Long-term benefits delivered:

- Reliable financial statements now underpin informed business and operational decisions.
- Proper classification of fixed assets helps the business capture available tax benefits.
- Accurate bank and credit card reconciliations have improved financial transparency.
- Management has real visibility into the profitability of each wellness and treatment service.
- The business has a strong accounting foundation ready for growth and future reporting requirements.

What the Client Said



"Their team transformed our financial records into a reliable and well-organized accounting system. They reconciled our accounts, corrected historical bookkeeping issues, and delivered accurate financial statements that we can trust. Their professionalism, responsiveness, and attention to detail have made a significant difference to our business. We highly recommend their accounting and bookkeeping services."

— **Management, Kasa.Health LLC d/b/a Kasa Hive**



Key Takeaways: Why This Matters for Businesses

- A multi-service business needs a chart of accounts built around its service lines — generic revenue categories hide which offerings actually earn money.
- Unreconciled bank and credit card accounts don't just create errors; they quietly erode management's confidence in every number that follows.
- Missing documentation is a classification problem, not a filing problem — it's where most miscategorised expenses originate.
- Equipment booked as an operating expense understates assets and forfeits tax benefits the business was entitled to.
- Clean books only create value when management understands them, which is why explaining the statements matters as much as preparing them.

Growing service businesses outpace their bookkeeping all the time — with the right structure, Corient turns disorganised records into service-level financial clarity you can actually run a business on.