

FAQs: Fund Administration Onboarding

Existing Funds

What's the best way to reach each Carta team during onboarding?

Your Onboarding Manager will share a unique email alias, [firmname]@carta.com, that you can use to reach us. When you send an email to that address, we'll make sure your message is routed to the right team.

When can I start inviting my investors to the Carta platform?

We strongly advise that you invite investors after your onboarding is complete. This ensures they will see accurate balances.

When you're ready, our team will send invites to your investors. You can preview the invite in [this support article](#). Typically, GPs will send their LPs a heads-up so they can look out for the invite from Carta. [Here's a template](#) for that email.

How do my investors add wire instructions?

Your investors can enter their wire instructions directly in their LP Portal. Because of the sensitivity of this data, we encourage investors to enter these instructions themselves. If an LP has multiple fund investments on Carta, they won't need to enter wire instructions multiple times, but can instead select the instructions they're already using in their LP Portal. Learn more about how LPs add wire instructions in [this support article](#).

Will my investors be able to access my legacy documents on Carta?

During onboarding, you'll upload the legacy documents required in our [scope of services](#) to your Box folder. Our team will organize and maintain these documents in your folder. If you would like additional legacy documents uploaded to Carta, you can use our [self-service tool](#).

If an investor requests a specific document from you, we can facilitate sending it through their LP Portal. After your onboarding is complete, all documents issued by Carta will be available on the platform to LPs who you've approved for access.

My last financial report from my former fund administrators has inaccurate balances. Can this be corrected during onboarding?

If you're able to provide us with corrected financial reports, we can update that information during your onboarding. Otherwise, our fund admin team will fix any inaccurate balances during your first reporting period with Carta.

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**We have previously only prepared internal financials, primarily from bank statements.
Are you able to work with those?**

We typically ask that Carta customers provide traditional financial statements (Balance Sheets, Income Statements, Statement of Partners Capital, Cash Flow Statements, and LP Allocations). Carta does not build financial statements from bank statements and can only onboard the documents you provide us. If you do not have traditional financial statements available, please provide Form 1065 and Schedule K-1 tax forms.

Why don't I see my recent investments and expense payments in my data from onboarding?

Once our onboarding team has entered all of the data for your previous reporting periods, our fund admin team will start reconciling recent transactions and updating your reports.

If we have documents stored on another platform (like Google Drive or Dropbox), can we use that instead of Box?

Carta uses Box as a single repository for shared documents. If you're currently using another platform, you can grant access to your unique Carta email alias. Our team will download your documents and move them to your Box folder. After this migration, please use your Box folder to store and share documents.

When logging into Box, select the option that says, "If you are not affiliated with Carta, Inc., please log in using your Box.com account." Please remember to use your Box password, not your Carta password. If you need additional help accessing Box, please contact [their support](#) or review their [support articles](#).

Can Carta assist me with capital calls and vendor payments while I'm still onboarding?

Our standard fund administration services typically begin once onboarding is complete. This ensures that all balances are accurate and that you have provided access to critical information and documents.

Limited day-to-day fund admin services may be provided during your onboarding period if your entity is migrating from a previous provider. On an approval-only basis, services such as capital calls, wires, and bill payments may be processed during onboarding. For Carta to provide these services while you are still onboarding, you must have completed the following requirements outlined in our [scope of services](#).

FOR CAPITAL CALLS:

- Provide correct bank account access and wire instructions
- Provide access to all LP information
- Provide access to all onboarded capital call activity from inception to date
- Provide access to all onboarded GP entity, member information, and capital call activity (if the GP is committing to the fund or SPV)

FOR WIRES AND BILL PAYMENTS:

- Provide correct bank account access and wire instructions

Note that Carta cannot support any distributions until your onboarding is complete.

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