MYOB Software Licence Agreement

IMPORTANT - READ THIS CAREFULLY BEFORE USE. This is the Software Licence Agreement ("Licence Agreement"). As you have purchased the Product (consisting of the User Documentation and the Software) following notification of the Licence Agreement you are now legally bound by its conditions.

HOWEVER, if the Licence Agreement contains anything of which you were not aware prior to purchasing the Product or do not agree to be bound by, DO NOT INSTALL THE SOFTWARE but return the Product to the seller in its entirety and a full refund of the purchase price will be made. By installing the Software and keeping the Product you are confirming that you have purchased the Product subject to this Licence Agreement and are bound by its provisions.

TRIAL VERSION SOFTWARE LIMITATION. If you use this Software on a trial basis prior to purchase, then additional restrictions govern its use. The Trial Version is intended to be used only for evaluation purposes and whilst you may create your own company data files ("Company Files") you will have access to your Company Files only until the earlier of 30 days from the date of creation of each Company File or until you have entered a total of 1000 transactions into the Company Files you have created.

Thereafter, you will be able to access the Company Files created by you only upon your purchase of the full version of the Product. Upon your purchase of the full version of the Product, the restrictions in this paragraph (Trial Version Software Limitation) shall no longer apply, but you acknowledge that your use of the full version of the Product will be conditioned on your agreeing to the terms of the Licence Agreement (including the limitation on the number of Company Files) accompanying the full version of the Product.

1 Scope of Licence

MYOB Technology Pty Ltd (the Publisher), through its local publishers and distribution agents, hereby grants to you, the original purchaser, a paid-up, personal, non-exclusive and non-transferable Licence to use the Software and the User Documentation only in the region, territory or country specified on the packaging or download, subject to the terms and conditions of this Licence Agreement.

a Activation of Company Files You must register the Product and activate the Company Files you create or upgrade with the Software. Company Files may only be activated or upgraded in respect of the business that you operate. You are entitled to activate or upgrade only the Company Files you have purchased. If you are upgrading from a previous version of the Product you are entitled to activate the same number of files as your previous version. If required, you can obtain additional Company files by contacting MYOB New Zealand Ltd.

i) New Company Files You may only access each new company file you create for 30 days without registering the Product and activating the company file. After 30 days each new company file will become read-only until you activate it.

b Product Installation and usage If you have purchased:

i) Single User Software Licence then you may install the Software on any computer that you operate at your principal place of business in respect of company files you have activated, provided that you do not use or permit the usage of the Software on more than one computer or computer terminal at a time. In event of an upgrade or Product exchange the Licence hereby granted shall automatically transfer to the new version or Product.

ii) Multi-User Software Licence then you may use the Software on one only computer network that you operate at a single physical location and only then in respect of company files created and activated by you or by another licensed user. You may transfer the Software from one computer to another that you own or operate on this network provided that you only use or permit the usage of the Software on the number of computers or computer terminals at a time for which you have purchased user licences and do not permit the usage of the Software on more than one network at any one time, nor permit the Software to be used in respect of company files that you have not activated or have not been created by you or by another licensed user.

iii) AccountRight Live subscription then you have unlimited access to download and use the Software on multiple computers in different physical locations.

c Number of Users At any given time, you or your delegated agents may only launch and simultaneously run the number of Software runtime instances equivalent to or less than the number of user licences you have purchased and open and simultaneously work with only the same number of company files, which must be created and activated by you or your related entities.

i) AccountRight Live subscription At any given time, you and your nominated users may launch and simultaneously run the number of Software runtime instances equivalent to or less than the number of user licences you have purchased and open and simultaneously work with only the same number of company files, which must be created and activated by you or your related entities.

d Updates and Upgrades In the event of an upgrade, update or product exchange, the Licence hereby granted shall automatically transfer to the new version or product. All rights in respect of the original Product shall lapse and no further use of these shall be permitted.

e Portable or Home Computer and Archive Copies You may make a copy of the Software and install it on either a portable computer or a computer located in your home provided that the copy is for your own exclusive use and is not operated simultaneously with the original of the Software. Otherwise you may not copy or duplicate the Software, except as necessary solely for archival purposes, Software error verification, or to replace defective storage media, provided you keep the original and the copies. You may not alter, decompile or disassemble the Software. You may make copies of the User Documentation up to but not exceeding the number of multi-user Licences you have purchased.

i) AccountRight Live subscription You may operate the original software via download simultaneously on multiple computers in different physical locations.
f Transfers You may not sub-license, lease, rent or lend the Software or the User Documentation or otherwise transfer any of your rights under this Licence Agreement. Subject to the prior written consent of the Publisher and the agreement of the transferee to be bound by the terms of this Licence Agreement, you may permanently transfer the Software (together with any backup copies you have made) and the User Documentation. However, you may not retain any copies of either the Software or the User Documentation.

g Term The Licence granted in this Licence Agreement is effective until terminated. You may terminate it at any time by destroying the Software and User Documentation, together with all copies, or by returning them to the Publisher. If you fail to meet the ongoing obligations accepted by you at the time of registration (if applicable) or if you fail to comply with any term or condition of this Licence Agreement, this Licence will terminate and, upon any such termination, you agree to destroy the Software and User Documentation, together with all copies, or to return them to the Publisher. Termination of this Licence Agreement shall be in addition to and not in lieu of any other remedies available to the Publisher. In the event that the Publisher deems this product to be redundant then the Publisher may at its option supply you with an alternative product and terminate this Licence Agreement.

i) AccountRight Live subscription If your subscription to AccountRight Live is terminated:
(A) If you have a Licence to use this Software, you can continue to use this Software in accordance with this Licence Agreement; or
(B) If you do not have a Licence to use this Software, you will have read only access to data you have saved locally.

h Protection and Security This Licence Agreement specifically prohibits the reverse engineering or decompiling or interference in any manner with the Software’s source code. Further you agree to use your best endeavours and to take all reasonable steps to safeguard the Software to ensure that no unauthorised person has access to the Product and that there is no unauthorised copying or distribution of the Software or User Documentation.

i) Partner Program If this Product is being used in the context of the MYOB Professional Partner Program in either Australia or New Zealand, then the usage of the Software and any Company files are strictly restricted to being within the practice itself. Without in any way limiting the scope of this restriction, the sharing of Company files or Software with any clients of the practice is specifically prohibited.

2 Limited Warranty & Disclaimer
The Publisher warrants that the media on which the Software is recorded or the downloaded installer and the User Documentation provided with them are free from defects in materials and workmanship under normal use for a period of 90 days from the date of your original purchase. Except for the limited warranty described above, the Software is sold ‘as is,’ and you are assuming the entire risk as to its quality and performance. It is your responsibility to verify the results obtained from the use of the Software.

If during the 90 day limited warranty period, you discover physical defects in the media on which the Software was recorded or the downloaded installer or in the User Documentation, the Publisher will replace them at no charge to you, provided you return the item to be replaced with proof of purchase to the Publisher. THIS IS YOUR SOLE REMEDY. IN NO EVENT WILL THE PUBLISHER BE LIABLE TO ANY PERSON FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR SIMILAR DAMAGES, EVEN IF THE PUBLISHER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion or limitation of implied warranties or of liability for incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary across regions. In the event that any of the above limitations or exclusions are held to be unenforceable, the Publisher’s total liability shall not exceed the amount of the Licence fee you paid.

3 Entire Agreement
This Licence Agreement constitutes the entire agreement between the Publisher and the Licensee and any prior representations, statement or undertaking howsoever made are expressly cancelled. No amendment or modification to this Licence Agreement shall be valid unless it shall be in writing and signed by an authorised representative of the Publisher.

MYOB ACCOUNTRIGHT LIVE TERMS OF USE 2012

1 ABOUT THESE TERMS
These are the terms and conditions for our supply of MYOB AccountRight Live to you, including our obligations to each other (Terms).

Definitions
Some words in these Terms have particular meanings:

Bank Feeds or BF means the service which enables you to electronically receive daily or monthly updates of bank account transaction details for your nominated accounts, including your business account and credit card.

Bank Statement Information means the transaction information relating to any account linked to the BF and that is available for you to access as part of MYOB AccountRight Live.

BankLink means Media Transfer Services Limited trading as BankLink.

Business Day means a week day, except for a national public holiday;

Business means the business for which the application is made and accepted for MYOB AccountRight Live.

Fees means fees and charges relating to the provision of MYOB AccountRight Live.
Loss or Claim means any loss, liability, action, proceeding, damage, cost or expense (including all reasonable legal costs and expenses), including liability in tort and consequential and economic losses.

Microsoft means Microsoft Regional Sales Corporation and Microsoft Operations Pte. Ltd, and includes any successor, assignee or replacement organisations.

Minimum Term means the minimum term of your subscription to MYOB AccountRight Live that you agree to when you subscribe.

MYOB AccountRight Live means the features and services which we make available to you from time to time and which comprise a bundle of features (including online features) and services which you choose to use with your MYOB AccountRight product.

Personal Information means that term as defined in the Privacy Act. Basically, this is information about an identifiable individual.

Privacy Act means the Privacy Act 1988 (Cth) as updated, amended or replaced from time to time.

Professional Partner means a person who provides bookkeeping, accounting or similar services to you, and who you appoint as a User.

Third Party means any person we have contracted with to help us provide MYOB AccountRight Live services. This may include Microsoft, BankLink and all other service providers engaged by us for the delivery, maintenance and administration of MYOB AccountRight Live.

User means a person authorised by you to use MYOB AccountRight Live (including a Professional Partner).

We, us and our means MYOB NZ Limited.

You means the Business, including each User.

2 GENERAL TERMS

a Protecting your username and password

i) Unless you take adequate security precautions, it could be possible for an unauthorised person to gain access to your MYOB AccountRight Live. It is important to take all reasonable precautions to ensure your username and password are not misused, and remain secure and confidential. In particular:
(A) you must not tell anyone your username or password, including any member of your family;
(B) you must not let anyone else, whether acting as your agent or not, access MYOB AccountRight Live using your username and password; and
(C) you must be extra careful when accessing MYOB AccountRight Live from public computers.

ii) If you think anyone else might know your password you should reset your password from within your MYOB AccountRight product, or contact us as soon as possible to arrange a new password.

iii) You agree to be liable if your login details are used by an unauthorised person.

b Other responsibilities you have as a User

i) No interference with MYOB AccountRight Live—You will not:
(A) interfere with the operation of MYOB AccountRight Live;
(B) reverse-engineer, reverse-assemble, decompile, or otherwise attempt to discover source code, formulas or processes in respect of the software behind MYOB AccountRight Live;
(C) copy, reproduce, alter, modify, create derivative works, or publicly display, any part of any content from MYOB AccountRight Live, except where we have given you permission;
(D) use MYOB AccountRight Live in way that is prohibited by law, regulation or government order in any relevant jurisdiction, or in a way that violates a third party’s legal rights;
(E) use MYOB AccountRight Live in a way that could harm or impair anyone else’s use of it;
(F) use MYOB AccountRight Live to gain unauthorised access to any service, data, account or network by any means;
(G) falsify any protocol or email header information (e.g. spoofing);
(H) use MYOB AccountRight Live to send “spam” or otherwise make available any offering designed to violate these Terms; or
(i) remove, modify, tamper with any regulatory or legal notice or link that is incorporated into MYOB AccountRight Live.

ii) Cooperation and limited authority in relation to Third Parties – You:

(A) must do all things we consider appropriate to enable us to fulfil our obligations to Third Parties in relation to MYOB AccountRight Live; and
(B) authorise us to give a Third Party or other person any authority, consent or instruction in respect of MYOB AccountRight Live, to enable us to provide MYOB AccountRight Live to you.

iii) Giving access to other Users - You can authorise other users (including a Professional Partner) to have access to your MYOB AccountRight Live data. Subject to the access rights you grant, they will be able to view and modify your data. Their use of MYOB AccountRight Live is subject to these Terms, so we suggest that you provide them with a copy. You are responsible for their use of MYOB AccountRight Live. You can stop or change their access rights by updating your user list within your my.MYOB personal management centre or by contacting us.

iv) Change of details – You must let us know of any changes to your details which you have provided to us in relation to MYOB AccountRight Live, and provide any proof of the change we require.

c Use of MYOB AccountRight Live and our intellectual property

i) What you can do – until your use of MYOB AccountRight Live is terminated, you have a non-exclusive and non-transferable licence to use MYOB AccountRight Live in the way that we authorise from time to time.
ii) We retain our intellectual property rights – except where specifically set out in these Terms, these Terms do not give you any intellectual property or other rights in any of our:
(A) software, documents, templates, marketing material, trademarks, business names, logos, trading styles, get-up, processes or methodologies; or
(B) other intellectual property.

iii) and you (including your staff, agents or contractors) must not otherwise use, reproduce or modify these intellectual property rights.

iv) Third Party intellectual property rights – these Terms do not give you any intellectual property or other rights in any of the software or other intellectual property supplied by any Third Party as a part of MYOB AccountRight Live, and you (including your staff, agents or contractors) must not otherwise use, reproduce or modify these intellectual property rights.

d Payment of Fees
i) You must pay us all Fees due to us in relation to your use of MYOB AccountRight Live, on the due date and otherwise in accordance with the payment terms you have entered into with us. If you cancel your participation before the end of the Minimum Term, then you must pay to us the subscription fees for the remainder of that Minimum Term.

ii) If a another person (for example, a Professional Partner) who pays the Fees in relation to your use of MYOB AccountRight Live stops paying the Fees due to us, then you will need to pay the Fees due to us to continue your use of MYOB AccountRight Live.

iii) By giving you at least 20 Business Days’ notice before the change takes effect, we may:
(A) change the amount of any Fee and introduce a new Fee; and
(B) change the circumstances in which, or frequency with which, a Fee is payable.

iv) Section 8 tells you about the ways in which we can give you notice.
v) You authorise us to deduct the periodical instalments and any other Fees payable to us in respect of your use of MYOB AccountRight Live. You give us this authority by providing us with your credit card or other payment details. The authority continues after the end of the Minimum Term until your participation in MYOB AccountRight Live is terminated in accordance with these Terms.

e Goods and services tax (GST) and duties
i) All payments due to us (eg. Fees, reimbursement by you to us of any amounts or payments under indemnities), unless already stated to be GST inclusive, are to be increased by the amount of any GST liability we have in relation to supplies we make to which those payments relate.

ii) You must pay all duties (eg. stamp duty, other government charges or financial institution account fees) payable in relation to your use of MYOB AccountRight Live. If we have paid them, they must be reimbursed by you on our request.

3 BANK FEEDS (BF)

The following terms and conditions apply only to the use of Bank Feeds:

a Access to Bank Statement Information - Using BF, you can receive Bank Statement Information for all nominated bank accounts that you have linked to the BF. If you want to use the BF, you will need to provide an authority form that will enable BankLink to request your bank to provide Bank Statement Information to us.

b Bank Accounts - You may only use the BF service for bank accounts attached to your Business.

c Fees - If the bank whose accounts are linked to the BF charges you directly for fees in connection with your account and your use of the BF in relation to that account, you are responsible for and must pay those fees. If you don’t do this, we may not be able to provide the BF to you.

d Fair Use Policy for Bank Feeds - Although we do not currently apply a fee on the number of bank statement transactions received through the BF, you acknowledge and agree that we may, in our sole discretion, apply a fee for excess transactions at any time. Without limiting our rights under this section, we reserve the right to charge for transactions if the number of transactions in a month exceeds 300, at a rate not greater than $0.10 per transaction in excess of 300 transactions.

4 AVAILABILITY OF ACCOUNTRIGHT LIVE

MYOB AccountRight Live could be disrupted if system(s) failure occurs due to technology used by either us or Third Parties involved in providing MYOB AccountRight Live. Online services are subject to interruption, breakdown, viruses, delays, interception, interference and other errors involving communications networks, computer systems, servers, providers, computer equipment and software. Delayed receipt of Bank Statement Information could result in transactions not being available on a particular day.

In relation to any device which you use to access MYOB AccountRight Live, we recommend that you obtain and maintain up-to-date virus, security and intrusion prevention and scanning software which is specifically designed for all devices you use to access MYOB AccountRight Live.

MYOB AccountRight Live may also be unavailable for short periods because of necessary or desirable system maintenance or upgrades. If this is needed, we will try to inform you beforehand.

Subject to the terms of section 6 below, we are not responsible or liable to you or the Business for any Loss or Claim arising from MYOB AccountRight Live or any part of them being delayed, disrupted or unavailable.

In order to maximise your business continuity, we encourage you to take steps to back up and archive your data on a regular basis.
5 TERMINATION

a How can you end your participation in MYOB AccountRight Live?
You can cancel your participation in MYOB AccountRight Live by giving us at least 20 days written notice before the end of the current period of your chosen monthly or annual subscription. The effective date of termination will be the last day of the current period of your subscription.

Your participation in MYOB AccountRight Live will cease on the effective date of termination. However, during the notice period, you are still liable for any fees in relation to your use of MYOB AccountRight Live up to the effective date of termination.

If you cancel your participation before the end of the Minimum Term, then you must pay to us the subscription fees for the remainder of that Minimum Term. Refer also to section c below for other important content about what happens on the effective date of termination.

b When we can suspend or terminate your participation in MYOB AccountRight Live without prior notice

i) Circumstances

These are the situations in which we can suspend or terminate your participation in MYOB AccountRight Live without prior notice. We will notify you of your suspension or termination as soon as possible.

The situations are:
(A) A breach occurs:
   – you fail to remedy a material breach of these terms and conditions within 5 Business Days after we notify you of the breach;
(B) Something threatens MYOB AccountRight Live:
   – in our opinion, a change to any Third Party arrangement necessary for MYOB AccountRight Live renders the ongoing operation of MYOB AccountRight Live substantially unworkable or non-functional;
   – in our opinion, the actions of a regulator or a change in law or regulation makes the ongoing operation of MYOB AccountRight Live substantially unworkable or non-functional; or
   – we believe this is necessary either to protect the security, integrity or reputation of MYOB AccountRight Live or any MYOB AccountRight Live function, service or facility, or to otherwise protect our interests;
(C) There is a material change to your Business:
   – you go into liquidation, administration, insolvency, bankruptcy or such other similar arrangement with creditors, or in our opinion, it is reasonably likely you will do so; or
   – there is a change in who owns or controls your Business.

ii) Notification

(A) We will make reasonable attempts to notify you in writing (which includes by email) of the suspension or termination.

We can reinstate a suspension or termination in our absolute discretion by written notice to you, and this takes effect on receipt or any later time specified in the notice, subject to you meeting any conditions set out in the notice.

(C) If you become aware that a circumstance which would permit us to suspend or terminate your participation or use under section 5b(i)(C) above has arisen or may arise, you must advise us in writing as soon as possible.

c What happens on the effective date of termination?

i) Limited period for data extraction: subject to any of our arrangements with Third Parties, you will have 30 days from the effective date of termination to extract your data from MYOB AccountRight Live. After the effective date of termination, you and other Users (including your Professional Partner) will be able to access it as read-only files or access it and amend it (read and write files), depending on the rights designated by us. We strongly recommend that you extract your data for archive purposes as soon as possible. We may take steps to delete your data from our servers at any time after 30 days following the effective date of termination, whether or not you have extracted your data.

<table>
<thead>
<tr>
<th>Licence and/or Subscription</th>
<th>Company File access if MYOB AccountRight Live subscription terminated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop software licence and MYOB AccountRight Live subscription</td>
<td>Read and write access on desktop only</td>
</tr>
<tr>
<td>MYOB AccountRight Live subscription</td>
<td>Read only access on desktop only</td>
</tr>
</tbody>
</table>

ii) Continuation of limitations on liability: any limitations on liability which you have given under the Terms continue after termination in relation to your use of MYOB AccountRight Live.

6 LIABILITY, WARRANTIES, REPRESENTATIONS AND INDEMNITIES

Subject to section 1 and to the extent permitted by law:

a Liability for guarantees, conditions or warranties

i) Our maximum aggregate liability to you:

(A) for failure to comply with a consumer guarantee in respect of the supply, failure to supply or unavailability of MYOB AccountRight Live; or
(B) for loss or damage suffered by you as a result of any misrepresentation, negligence, default or breach of these Terms by MYOB, is limited, at MYOB's option in its sole discretion to:
(C) the resupply of MYOB AccountRight Live; or
7 CHANGES TO TERMS
   a What can we do? We may change any of the Terms (including the Fees, which are specifically dealt with in section 2(d)(i) above).
   b Prior notice - We’ll endeavour to give you at least 10 days’ prior notice (longer if required by legislation or any other code of conduct we subscribe to) of any change that is likely to materially affect or disrupt the manner in which you use MYOB AccountRight Live, except in circumstances where such a change is due to a change by a Third Party and we were not aware of the change in advance. In these circumstances we will endeavour to notify you in a reasonable time period after becoming aware of the change.
   c Urgent changes - However, if we need to restore or maintain the security of MYOB AccountRight Live immediately, we may change your use and access to MYOB AccountRight Live without advance notice.

8 NOTICES
   You will agree that all communications between you and us in relation to MYOB AccountRight Live will be by email, by notification through your MYOB AccountRight product or by us posting a notification on the MYOB website (myob.com), unless another method is agreed to by the addressee.

   Any notice or other communication to or by a party by email is regarded as being given by the sender and received by the addressee when a delivery confirmation report is received by the sender which records the time that the email was delivered to the addressee’s email address (unless the sender receives a delivery failure notification indicating that the email has not been delivered to the addressee).

   If the delivery or receipt is on a day which is not a Business Day or is after 5.00pm (addressee’s time) it is regarded as received at 9.00am on the following Business Day.

   We may provide a notice or other communication to you by a posting to the MYOB website. That notice or other communication is regarded as being given by us and received by you when the posting is made to the MYOB website. We recommend that you bookmark and regularly check the MYOB website (myob.com) for notices or other communications.

9 LEGAL
   You should note a few things about the Terms:
   a Our complete agreement – The Terms, the software licence agreement for your MYOB AccountRight product and any other documents incorporated by reference, contain the whole of the agreement between us and you in relation to MYOB AccountRight Live. Any representations or warranties made by our staff before you are accepted for participation in MYOB AccountRight Live are not effective unless expressly set out in the Terms or the other documents specified above. Any waiver of our rights or powers under these Terms may only be given in writing signed by our authorised officer.
b  What happens if some of the Terms can’t operate? If any part or provision of these Terms are void, unenforceable or illegal in a jurisdiction, that part or provision does not apply in that jurisdiction. However, the remainder of the Terms continue in operation in that jurisdiction unless this would alter the basic agreement between you and us, in which case we can terminate your use of MYOB AccountRight Live at our election.

c  No waiver by us – If we do not insist upon strict performance of any part or provision of these Terms, that waiver will not be deemed to be a waiver of a subsequent breach or default of these Terms.

d  Assignment – You cannot assign or otherwise transfer the benefit of the agreement between us and you without our prior written consent. We can assign or otherwise transfer the benefit of the agreement between us and you.

e  Which laws apply to the Terms? The Terms are governed by the laws of Victoria and the courts of Victoria have jurisdiction over the parties to the Terms (being you and us).

10 YOUR PRIVACY

a  The collection of limited Personal Information is essential to our ability to provide MYOB AccountRight Live. The collection, use and disclosure of your Personal Information by us is regulated by the Privacy Act and other laws which protect your privacy. For more about our policy on the management of your Personal Information generally, see our Privacy Policy which is available by request or on the MYOB website at http://myob.co.nz/pages/privacy-policy-1257828257267.

b  You consent to the sharing of information including your Personal Information between us and Microsoft in relation to your use of MYOB AccountRight Live. You acknowledge and consent that MYOB, Microsoft and its agents may, in providing part of MYOB AccountRight Live transfer, host and process your information, including your Personal Information and any information entered into MYOB AccountRight Live, which may include the Personal Information of third parties (such as your employees, suppliers or contractors), in Singapore, the United States and other countries. You acknowledge that while service providers will often be subject to other confidentiality or privacy obligations, they may not in all cases be subject to the specific requirements of Australian privacy laws.

c  You consent to the sharing of information including your Personal Information between us and BankLink in relation to your application for, and if you are approved, the ongoing administration of your use of the BF.

d  Notwithstanding the Privacy Policy, we may observe your use of MYOB AccountRight Live and access all information you input or can access through MYOB AccountRight Live. This will enable us to assist you with problems and make improvements for future versions of MYOB AccountRight Live and other products and services. Microsoft may also use your data, including Personal Information, to provide part of MYOB AccountRight Live. This includes Microsoft: (1) troubleshooting problems affecting the operation of the Microsoft services relevant to MYOB AccountRight Live; (2) improving features that detect and protect against emerging and evolving threats (e.g. malware); and (3) obtaining statistical data, trends and usage information for the purposes of providing, operating, maintaining and/or improving their service. For further information on how Microsoft may use your information please read their Windows Azure Platform Privacy Statement (current at the date of these Terms) at http://www.microsoft.com/online/privacy_statement.htm.

e  You must ensure that all Users read this ‘Your privacy’ section and the policies described above before using MYOB AccountRight Live or providing their Personal Information to us.

f  If you provide any Personal Information about third party individuals to us, you must take reasonable steps to ensure that those individuals are aware of the matters in this ‘Your Privacy’ section and that we may collect, use and disclose their information to provide you with MYOB AccountRight Live.
# Contents

1 **Introduction** ................................................................. 13  
   Learning about AccountRight ............................................. 13  
   Where to start .................................................................. 15  
   Exploring AccountRight ...................................................... 17  
   About AccountRight Live .................................................... 22  

2 **Creating a company file** ................................................. 25  
   Overview ........................................................................... 25  
   Create a company file .......................................................... 26  
   Activate the company file ..................................................... 29  
   Set up accounts .................................................................. 30  
   Enter account opening balances ............................................ 33  
   Set up preferences ................................................................ 35  
   Set up user access ............................................................... 35  

3 **Setting up** ..................................................................... 41  
   Overview ........................................................................... 41  
   Set up sales ........................................................................ 43  
   Set up purchases .................................................................. 44  
   Set up electronic payments .................................................... 45  
   Do an initial bank reconciliation ............................................. 47  
   Set up bank feeds ............................................................... 50  
   Create item records ............................................................. 52  
   Enter your inventory opening balances .................................. 53  

4 **Working online** ............................................................ 55  
   Get started online ............................................................... 55  
   Set up a file for online access ................................................ 56  
   Work on an online company file .......................................... 57  
   Synchronise a company file .................................................. 58  
   Work offline (checking out) .................................................... 60  
   Troubleshoot AccountRight Live .......................................... 62  

5 **Banking** ....................................................................... 65  
   About bank feeds ............................................................... 66  
   Approving a bank feed ......................................................... 68  
   Using bank feed rules .......................................................... 70  
   Recording money you have spent and received ....................... 74  
   Preparing a bank deposit ....................................................... 78  
   Electronic payments ............................................................ 79  
   Transferring money between accounts .................................... 80  
   Reconciling your bank accounts ............................................. 82  

6 **Sales** ............................................................................ 87  
   Creating a customer card ....................................................... 87  
   Entering sales .................................................................... 89  
   Recording sales with insufficient on-hand quantity ....................... 93  
   Changing a sale’s type .......................................................... 95  
   Reviewing your sales information .......................................... 96  
   Receiving payments ............................................................ 98  
   Printing payment receipts .................................................... 100  
   Credit control ..................................................................... 100  
   Customer credits ............................................................... 103  
   Dealing with a customer who is also a supplier .......................... 106  
   Accounting for bad debts ..................................................... 106  

7 **Purchases** ..................................................................... 107  
   Creating a supplier card ....................................................... 107  
   Entering purchases ............................................................. 109  
   Receiving items without a supplier bill ..................................... 113  
   Creating a purchase order from a sale ..................................... 115  
   Changing a purchase’s type ................................................... 116  
   Reviewing your purchase information ..................................... 117  
   Paying bills ....................................................................... 119  
   Recording and settling supplier debits ..................................... 121  
   Adding finance charges paid to suppliers ................................ 124  

11
8 Inventory ................................................................. 125
    Creating items .................................................. 125
    Making inventory adjustments .......................... 128
    Building items ................................................ 129
    Recording stock takes ....................................... 131
    Reviewing your inventory information ............... 132
    Setting item prices ......................................... 134
    Customising inventory ...................................... 135
9 Billing for time .................................................... 139
    Overview .......................................................... 139
    Setting time billing preferences ...................... 140
    Setting billing rates ........................................ 141
    Creating activities ........................................... 142
    Creating activity slips ...................................... 144
    Changing and reviewing activity slips ................ 146
    Creating time billing invoices ......................... 147
    Work in progress ............................................. 149
10 Lists .................................................................... 151
    Adding a record .............................................. 151
    Setting up GST codes ....................................... 152
    Finding a record ............................................. 154
    Changing a record .......................................... 154
    Inactivating or reactivating a record .................. 155
    Deleting a record ............................................ 156
    Combining records ......................................... 156
11 Transactions ....................................................... 159
    Finding a transaction ....................................... 159
    Changing or deleting a transaction ..................... 162
    Reversing a transaction .................................... 164
    Recurring transactions .................................... 165
12 Reports .............................................................. 171
    Producing reports .......................................... 171
    Customising reports ....................................... 173
13 Forms ................................................................ 179
    Finding forms .................................................. 179
    Sending forms .................................................. 180
    Customising forms .......................................... 183
    Adding and editing form elements .................... 184
    Saving customised forms ................................ 189
    Exporting and importing customised forms ........ 190
14 Contact management ......................................... 191
    Creating a card ................................................. 191
    Keeping in touch with your contacts ................ 192
    Grouping your contacts .................................. 196
    Synchronising cards with Microsoft Outlook contacts 198
    Customising cards ........................................... 204
    Reviewing your contact information ................. 206
15 Financial control ................................................ 207
    Tracking financial information ......................... 207
    Reimbursable expenses .................................... 211
    Budgets .......................................................... 213
    Reviewing financial information ....................... 215
    Auditing your records ...................................... 218
16 End-of-period procedures ................................. 219
    Month-end procedures .................................... 219
    Closing a financial year .................................. 227
17 Managing user accounts and company files .......... 231
    Manage users .................................................. 231
    Manage bank feeds ......................................... 234
    Manage libraries ............................................. 237
    Backing up and restoring company files ............. 238
    Company file security ...................................... 241
    Confirming activated company files .................. 242
    Managing software updates .............................. 243
18 Importing and exporting data ............................ 245
    Exporting data ................................................ 246
    Importing data ................................................. 247
Glossary ........................................................... 251
Index ...................................................................... 259
1 Introduction

Before you begin, take some time to explore the software and find out about the basic features of navigation and transaction entry. This chapter provides an overview of your software and describes the tools, resources and primary features of AccountRight.

Note that the term AccountRight refers to AccountRight Standard and AccountRight Plus. Note that some sections don’t apply to AccountRight Standard, such as Time Billing.

Learning about AccountRight

MYOB is committed to developing accounting software that is easy to use. To that end, AccountRight is accompanied by comprehensive information resources to help you learn about your software and to provide support as you set up your records and enter transactions.

Help Centre

The Help Centre is a comprehensive resource that describes all functions and features of your software. It also includes window descriptions and tips for helping solve common problems.

The Help Centre is installed when you install your software, however we recommend you use the online version of help if you are usually connected to the Internet. The online version of help is updated regularly between product releases and may contain new help topics relevant to you.

To use the online help version

1. Open your company file.
2. Go to the Setup menu and choose Preferences. The Preferences window appears.
3. Select the I Prefer to Use Help From the Internet, Rather Than My Computer option and click OK.

To display the Help Centre

- In any window, press the F1 key.
- In any window—other than command centre windows—click Help and choose Help for this Window.
- Choose Search from the Help menu.
- Go to help.myob.co.nz
Help in AccountRight windows

Opening the Help Centre from any window—other than command centre windows—displays descriptions or procedures relevant to that window. Click Help (F1) and choose Help for this Window, Tell Me About or Search.

These options are described below.

<table>
<thead>
<tr>
<th>Select…</th>
<th>If you want to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help for this Window</td>
<td>see a description of the window, which includes links to topics that give you tips to solving common problems and direct you to other sources of help.</td>
</tr>
<tr>
<td>Tell Me About</td>
<td>display a list of topics that tell you how to perform various tasks in the window, or other related tasks.</td>
</tr>
<tr>
<td>Search</td>
<td>search the help using keywords.</td>
</tr>
</tbody>
</table>

Help in command centres

The main windows in your AccountRight software are known as command centres. You can view help for a command centre by going to the Help menu and selecting Help for this Window.

The Help Centre displays a description of the command centre and its various functions.

For more information, see ‘Command centres’ on page 17.

Help in fields

You can choose to display a short description of buttons, text fields, columns and command centre items when you hover the mouse over them.

To turn field help on or off, go to the Setup menu and choose Preferences. In the Preferences window that appears, go to the Windows tab and select or deselect the Show Field Help When Hovering Over a Field option.

Show Me How videos

Show Me How videos demonstrate how to use many of the new features, and run between one and four minutes. Note that internet access is required to view videos.

To view Show Me How videos

1. Go to the Help menu and select Learning Centre. The Help Centre appears.
2. In the Videos section, click View all videos. A list of available videos appears in your browser.
3. Click the video you want to view.
Manuals

MYOB provides supporting documentation to help you install and use AccountRight. These documents are provided as part of the software CD you purchased, or can be downloaded from the MYOB website. Note that you need a PDF viewer to view the manuals.

**Getting Started guide**  The *Getting Started* guide is provided to first-time users of AccountRight. It contains information on how to install and register the software and how to obtain technical support. A printed version of this guide is provided with the AccountRight software CD.

---

Where to start

When you start your AccountRight software, a welcome window appears. Depending on whether you’re new to AccountRight or if you’ve just upgraded to a new version, choose from the following options.

<table>
<thead>
<tr>
<th>Click</th>
<th>To do this...</th>
</tr>
</thead>
</table>
| Open a company file | view a list of company files you can open. This list might include company files stored in a library on your computer, on another computer in your network or online. For more information, see ‘About libraries’, on page 16.  
Recently opened files  If the welcome window displays a list of files you have recently opened, you can just click a file to open it. To remove a company file from the list, right-click it and select Remove from list. |
| Create a company file | create a new company file for recording your business data. For detailed information about creating a new file, see Chapter 2, ‘Creating a company file,’ starting on page 25. |

**Release Notes**  The *Release Notes* are provided to existing users of AccountRight software. They explain how to upgrade your software and describe new features and software changes.

**User Guide**  The *User Guide* introduces the principal features, functions and capabilities of your AccountRight software. It is designed to be used as a reference for everyday transaction entry and periodic tasks, such as issuing invoices, making payments and end-of-period processing.

The user guide is provided as a PDF on the AccountRight software CD, and is also available to download from the MYOB website. Note that all of the content in the user guide is available through the Help Centre.
About libraries

A library refers to a location where your AccountRight company file is stored. When you create a file, it must be saved to one of the following library locations:

- **My library**—This library is located on your computer, in the My AccountRight Files folder. This library folder is automatically created when you install AccountRight.
  - Windows XP—C:\Documents and Settings\All Users\Shared Documents\MYOB\My AccountRight Files
  - Windows Vista or Windows 7—C:\Users\Public\Public Documents\MYOB\My AccountRight Files

For more information about libraries, see ‘Manage libraries’ on page 237.

Save your company file here if you do not want to share the file online, or save it to your computer network. Note that you can move your company file later, if you want to.

- **Network Library**—This library is located on another computer in your network, in the same folder location as above. You might choose to store your company file in a network library, so others in the network can access it. For information about accessing a network library, see ‘Manage libraries’ on page 237.

- **Online**—If you share your company file online, you will save it to an online location. For more information, see ‘Working online’, on page 55.

Experiment with sample data

Before you create a new company file, we recommend that you experiment with a sample company’s data. There is also a tutorial you can use to help you get to know the core features and functions of AccountRight.

Explore the Clearwater company file

1. Start your AccountRight software and, in the welcome window that appears, click **Explore a sample company**. The **Open a company file** window appears.
2. Open the **Samples** folder to view a list of sample company files for different AccountRight products.
3. Select the Clearwater company file you want to explore and click **Open**. The **Sign-on** window for the sample file appears.
4. Click **OK**. The command centre window appears.

A command centre window always appears when a company file is opened. Notice that the name of the sample company, Clearwater Ltd, appears in the command centre.

Now that the sample company file is open, you can browse through the software, explore the transactions that have already been entered and enter some transactions yourself.

Complete the AccountRight tutorial

A tutorial has been provided for you to learn how to set up and use AccountRight, using the Clearwater sample file. You can access the tutorial PDF through the online help.

Go to [help.myob.co.nz/tutorials](http://help.myob.co.nz/tutorials) to download the tutorial.
Exploring AccountRight

You should become familiar with the following tools and aids:

<table>
<thead>
<tr>
<th>Tool</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Command centres</td>
<td>below</td>
</tr>
<tr>
<td>Date-entry calendars</td>
<td>page 19</td>
</tr>
<tr>
<td>The business calendar</td>
<td>page 19</td>
</tr>
<tr>
<td>Calculators</td>
<td>page 20</td>
</tr>
<tr>
<td>Zoom arrows</td>
<td>page 20</td>
</tr>
<tr>
<td>Selection lists</td>
<td>page 20</td>
</tr>
<tr>
<td>Select columns</td>
<td>page 20</td>
</tr>
<tr>
<td>Mouse shortcuts</td>
<td>page 20</td>
</tr>
<tr>
<td>Shortcut keys</td>
<td>page 21</td>
</tr>
<tr>
<td>Spell-check</td>
<td>page 22</td>
</tr>
</tbody>
</table>

Command centres

In AccountRight Standard, there are six command centres. In AccountRight Plus, which includes the Time Billing feature, there are seven command centres.

The following is an illustration of the Sales command centre.

Each command centre contains a row of icons in the top section of the window. These icons allow you to switch between command centres. The selected icon represents the current command centre, and the flowchart displayed below the icons illustrates the major tasks associated with that command centre. (For example, when the Sales icon is selected, tasks such as Enter Sales and Print/Email Statements—typical tasks you would complete in relation to sales—appear in the command centre’s flowchart.)
There are four menus at the bottom of each command centre. The options available from these menus are described below.

<table>
<thead>
<tr>
<th>Select...</th>
<th>If you want to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Do List</td>
<td>record and manage tasks that need your attention, such as paying invoices to take advantage of early-payment discounts.</td>
</tr>
<tr>
<td>Find Transactions</td>
<td>find transactions relating to accounts, sales, purchases, cards, items and jobs.</td>
</tr>
<tr>
<td>Reports</td>
<td>view a list of the available reports.</td>
</tr>
<tr>
<td>Business Insights</td>
<td>view information you require day-to-day to run your business.</td>
</tr>
</tbody>
</table>

There are two ways to select an option:
- Click the menu name to display the window relevant to the command centre you are in.
- Click the arrow (▲) next to the menu name and select from a list of the available options for all command centres (not just the command centre you are currently in).

Status bar menu

The status bar menu appears in the AccountRight window just above your system tray. It shows you the state of your company file and gives you options for managing the file.

For online files, the states are:
- **Online**—This status appears when you open a file that’s online. All invited users can work with it.
- **Offline (Checked Out)**—This status appears when you have checked out the online file, enabling you to work offline. Other users can’t edit the online file.

- **Offline**—This status appears when someone else has checked out the online file to work on it exclusively. You can only view the copy of the file that’s on your computer.

Click the menu arrow next to the status to perform a task related to your file (some options are only available if you are an AccountRight Live administrator).

- **Work Offline (Check Out)**—Check out a copy of the online file and lock the online file to prevent anyone entering changes while you have it checked out.
- **Undo Checkout (Discard Changes)**—Discard any changes you have made offline. Other users will be able to work online with the company file.
- **Work Online (Check In)**—Check in the file that you have worked on offline. Other users will be able to work online with the company file.
- **User Access**—launches the User Access window, where you can add and edit company file users, or change online access to your company files.
- **Sync Company File**—copies the online file to your computer, (first time) or updates your existing local copy with any changes made since the last synchronisation.
- **Enable/Disable Auto Sync**—When Auto Sync is on, your local copy of the online company file is updated every 20 minutes when you’re working online. Without Auto-sync, you need to manually sync your changes.
Date-entry calendars

The calendar simplifies date entry. For example, suppose you’re entering a sale and have promised the goods to the customer on the last Friday of the month. Rather than figuring out the date and entering it manually, you can display the calendar in the Promised Date field of the Sales window and click the date.

To display the calendar, click the arrow next to the date field or put the cursor in a date field and press the SPACEBAR on your keyboard. Select a date by clicking it. The selected date appears in the date field.

To close the calendar without selecting a date, press Esc.

The business calendar

You can use the business calendar to specify which days of the week your business is open, as well as holidays and important business events.

As well as being a handy reference, the business calendar affects the Contact Alert function in the To Do list. If you set a reminder to call a customer on a day that your business is indicated in the business calendar as being closed, the reminder will appear in the To Do List window on the business day before the task is due.

For example, if a reminder is scheduled for Saturday but your business is closed on Saturdays, the reminder will appear in the To Do List window on Friday.

To set up your business calendar

1. Go to the Setup menu and choose Business Calendar. The Business Calendar window appears.

2. If you want to mark a specific day as closed, click the date in the calendar.

   If your business is always open or closed on a specific day of the week, click that day in the Shortcut for setting average business week section. A message will confirm that you are changing the day’s status.

3. Add any important events that occur during the month in the Important Days section.

4. If you want to enter information for other months in the business calendar, click the arrows at the top of the calendar.

5. Click OK to close the business calendar.
Calculators

A pop-up calculator is available to simplify calculating and entering numeric data, including money amounts, item quantities and units. The calculator is available in every field where you may need to calculate an amount or total figure.

To display the calculator, click the arrow next to the numeric data field or press = (equals) or the SPACEBAR when the cursor is in a numeric data field. In the calculator, enter your calculation and then press ENTER. The result appears in the numeric data field.

Zoom arrows

Zoom arrows, displayed next to various fields, allow you to display more detailed information about a specific entry, such as a transaction or customer record.

A blue zoom arrow ( ) indicates that you can display more detailed information about a record and make changes to or delete it.

A grey zoom arrow ( ) allows you to display more detailed information, but the information cannot be changed. If you want to change the information, you can reverse the transaction and re-enter it (see ‘Reversing a transaction’ on page 164). Alternatively, you can change your security preference selection to make all transactions changeable (see ‘Set up preferences’ on page 35).

Selection lists

Search icons ( ) displayed next to various fields allow you to open selection lists containing records that you have previously entered, such as customers and shipping methods, or records provided by default.

Select columns

Select columns allow you to select items from a list. There are two select icons: the Select icon for each entry in the list and the Select/Deselect All icon located at the top of the column.

Select an item by clicking the Select icon next to it. You can select all listed items by clicking the Select/Deselect All icon, and deselect them by clicking the Select/Deselect All icon again.

Mouse shortcuts

You can right-click in a window to open a shortcut menu with options relevant to the window and to the field you are entering data in.

Mouse shortcuts are an easy way to erase a transaction, find transactions, or get help for a window.
If you are entering information in a text field, right-click options include Cut, Copy, Paste, Clear and Spelling.

Shortcut keys

You can use shortcut keys to speed up data entry. All the shortcut keys correspond to menu commands. Listed below are the shortcuts relating to the menu commands.

<table>
<thead>
<tr>
<th>Menu</th>
<th>Command</th>
<th>Shortcut keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>File</td>
<td>New (Company File)</td>
<td>CTRL+N</td>
</tr>
<tr>
<td></td>
<td>Open</td>
<td>CTRL+O</td>
</tr>
<tr>
<td></td>
<td>Close Window</td>
<td>ESC</td>
</tr>
<tr>
<td></td>
<td>Print</td>
<td>CTRL+P</td>
</tr>
<tr>
<td>Edit</td>
<td>Undo</td>
<td>CTRL+Z or ALT+BACKSPACE</td>
</tr>
<tr>
<td></td>
<td>Cut</td>
<td>CTRL+X or SHIFT+DELETE</td>
</tr>
<tr>
<td></td>
<td>Copy</td>
<td>CTRL+C or CTRL+INSERT</td>
</tr>
<tr>
<td></td>
<td>Paste</td>
<td>CTRL+V or SHIFT+INSERT</td>
</tr>
<tr>
<td></td>
<td>Select All</td>
<td>CTRL+A</td>
</tr>
<tr>
<td></td>
<td>Select from List</td>
<td>CTRL+L</td>
</tr>
<tr>
<td></td>
<td>Recap Transaction</td>
<td>CTRL+R</td>
</tr>
<tr>
<td></td>
<td>Delete Line</td>
<td>CTRL+SHIFT+D</td>
</tr>
<tr>
<td></td>
<td>Insert Blank Line</td>
<td>CTRL+SHIFT+L</td>
</tr>
</tbody>
</table>

Menu | Command | Shortcut keys |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Insert Transaction Line</td>
<td>CTRL+SHIFT+H</td>
<td></td>
</tr>
<tr>
<td>Insert Header</td>
<td>CTRL+SHIFT+R</td>
<td></td>
</tr>
<tr>
<td>Insert Subtotal</td>
<td>CTRL+SHIFT+S</td>
<td></td>
</tr>
<tr>
<td>Command Centres (All)</td>
<td>To Do List</td>
<td>CTRL+T</td>
</tr>
<tr>
<td>Command Centres (All)</td>
<td>Find Transactions</td>
<td>CTRL+Y</td>
</tr>
<tr>
<td>Command Centres &gt; Accounts</td>
<td>Command Centre</td>
<td>CTRL+1</td>
</tr>
<tr>
<td>Record Journal Entry</td>
<td>CTRL+G</td>
<td></td>
</tr>
<tr>
<td>Command Centres &gt; Banking</td>
<td>Bank Register</td>
<td>CTRL+K</td>
</tr>
<tr>
<td>Command Centre</td>
<td>CTRL+2</td>
<td></td>
</tr>
<tr>
<td>Spend Money</td>
<td>CTRL+H</td>
<td></td>
</tr>
<tr>
<td>Receive Money</td>
<td>CTRL+D</td>
<td></td>
</tr>
<tr>
<td>Command Centres &gt; Sales</td>
<td>Command Centre</td>
<td>CTRL+3</td>
</tr>
<tr>
<td>Enter Invoices</td>
<td>CTRL+J</td>
<td></td>
</tr>
<tr>
<td>Receive Payments</td>
<td>CTRL+B</td>
<td></td>
</tr>
<tr>
<td>Command Centres &gt; Time Billing [Not available in AccountRight Standard]</td>
<td>Command Centre</td>
<td>CTRL+4</td>
</tr>
<tr>
<td>Command Centres &gt; Purchases</td>
<td>Command Centre</td>
<td>CTRL+5</td>
</tr>
<tr>
<td>Enter Purchases</td>
<td>CTRL+E</td>
<td></td>
</tr>
<tr>
<td>Pay Bills</td>
<td>CTRL+M</td>
<td></td>
</tr>
<tr>
<td>Command Centres &gt; Inventory</td>
<td>Command Centre</td>
<td>CTRL+7</td>
</tr>
<tr>
<td>Command Centres &gt; Card File</td>
<td>Command Centre</td>
<td>CTRL+8</td>
</tr>
<tr>
<td>Lists</td>
<td>Cards List</td>
<td>CTRL+F</td>
</tr>
</tbody>
</table>
Spell-check

When entering sale, purchase, or item information, you can check your spelling in most text fields, including memos, descriptions, addresses and item names.

You can choose to set a preference to automatically check spelling or manually check spelling. To manually check spelling, click Spell.

About AccountRight Live

AccountRight Live is a subscription-based service that adds new capabilities to your AccountRight software.

Following are some of the benefits of subscribing to AccountRight Live. If you’re not already subscribed, visit http://myob.co.nz/arlive to learn more about these benefits and how to get on board.

Working online enables you to:

- **Get access anywhere**: You can have multiple users work on your accounts from multiple locations, at the same time. Your staff can enter sales out front, while you look up a client’s details, and your bookkeeper across town reconciles your bank accounts.

- **Work how you want to**: If you won’t have access to the internet for a while, you can opt to work offline with your file and synchronise your changes later. So if you’re about to get on a plane, or your internet connection isn’t behaving, you can go offline and keep working.

Work online, or not—it’s your choice

With an AccountRight Live subscription you have the option of conveniently and securely storing your company data online.
Work with others: You control who has access to your data online and for how long. For example, you can give short-term access to your accountant. There’s no limit to the number of users you can invite to work on your file online, and you can have up to five users signed on to your company file at any time.

If you’re subscribed to AccountRight Live, and want to work online, see ‘Working online’ on page 55.

Get bank feeds and save time

If you’re using accounting software for the first time, here’s some good news—you don’t need to manually enter every payment that you make and receive. With an AccountRight Live subscription you can choose to receive information about your bank transactions (known as a bank feed) directly into your AccountRight software.

The bank feeds feature also makes it easy to reconcile the statements you receive from your bank with what’s recorded in your company file.

If you’re subscribed to AccountRight Live, and want to receive bank feeds, see ‘Set up bank feeds’ on page 50.

Support and updates, 24x7

Another benefit of subscribing to AccountRight Live, is the support you’ll receive from MYOB, including:

- **Software updates**: You’ll receive regular software updates direct to your software.
- **24x7 support** – MYOB software experts are available to answer your queries on the phone and online, 24 hours a day, 7 days a week.

For more information about AccountRight Live, visit http://myob.co.nz/arlive.
Creating a company file

Your financial data is stored in a company file. If you don’t already have a company file, you must create it before you can begin recording transactions.

Overview

When you create a company file, you record basic information about your business, such as the business name and your contact details. You must also specify the month and financial year in which you want to start recording transactions.

Depending on the features you want to use, there are some tasks that you should complete. This chapter guides you through the essential ones.

Essential tasks The tasks you need to do depend on whether your accountant has created and set up a company file for you, the information you currently have and when your business started.

Additional tasks Once you have completed the essential tasks, you can start recording transactions. However, before you use some features of this software, such as the sales or inventory features, you will need to do further setup tasks. These tasks are covered in Chapter 3, ‘Setting up,’ starting on page 41.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create a company file</td>
</tr>
<tr>
<td>2</td>
<td>Activate the company file</td>
</tr>
<tr>
<td>3</td>
<td>Set up accounts</td>
</tr>
<tr>
<td>4</td>
<td>Enter account opening balances</td>
</tr>
<tr>
<td>5</td>
<td>Set up preferences</td>
</tr>
<tr>
<td>6</td>
<td>Set up user access</td>
</tr>
</tbody>
</table>
Create a company file

You can create a company file using the New Company File Assistant. This assistant is a series of interactive windows that guide you through the process of creating a new company file.

NOTE: Do you already have a company file? If your accountant or MYOB partner has provided you with a company file, or if you want to use a file that you created with a test drive version of this software, you don’t need to create a company file. To upload your existing company file and share it online, see ‘Set up a file for online access’ on page 56

Before you start:

<table>
<thead>
<tr>
<th>You need to know...</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your my.myob login details (for sharing files online)</td>
<td>If you subscribe to AccountRight Live and you are going to share this company file online, you need to have a my.MYOB login to upload the file. Your login details were set up when you subscribed.</td>
</tr>
<tr>
<td>Your current financial year</td>
<td>This is the financial year for which you want to start recording transactions in your company file. Note that a financial year is represented by the calendar year in which the financial year ends. For example, if your financial year ends in March 2013, your financial year is 2013.</td>
</tr>
<tr>
<td>The last month of your financial year</td>
<td>This is the month in which your financial year ends. For most businesses the last month is March.</td>
</tr>
<tr>
<td>Your conversion month</td>
<td>This is the earliest month for which you want to record transactions. For example, if you want to enter transactions dated 1 September or later, your conversion month is September. You cannot enter transactions dated before the conversion month.</td>
</tr>
</tbody>
</table>

You need to know...

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The default list of accounts that you want to start with</td>
</tr>
<tr>
<td>Accounts are the categories that you will allocate each of your transactions to. When you create a company file, you need to select a default list of accounts. You can:</td>
</tr>
<tr>
<td>• start with an accounts list provided by MYOB. You can select a predefined accounts list suitable for your business.</td>
</tr>
<tr>
<td>• import a list of accounts. You can import an accounts list from another company file or from one that has been provided by your accountant or MYOB Certified Consultant.</td>
</tr>
<tr>
<td>• build your own list. You can start with an accounts list that has the minimum accounts required by your AccountRight software and then add to it. Note that you can modify your accounts list after creating your company file.</td>
</tr>
</tbody>
</table>

To create a company file

1. Start your AccountRight software. A welcome window appears.
2. Click Create a company file. The New Company File Assistant appears.
3. Select the AccountRight product you want to create a company file for. This should be the product you are licensed to use, unless you want to evaluate another AccountRight product.
   If you are not licensed to use the selected product, the company file can only be edited for 30 days, after which it will become a read-only file.
5. Enter your business contact and registration details. If available, also enter your AccountRight serial number.
6. Click Next. The Financial Year window appears.
7 Enter your financial year details and conversion month.

**NOTE:** Set your financial year. Remember that this is the financial year for which you want to start recording transactions in your company file. It does not need to be the financial year that your business is currently operating in.

8 Click Next. The Accounts List Options window appears.

9 Select the default accounts list you want to start with.

10 Click Next. The Accounts List Selection window appears.

11 Select the industry that best matches your own business.

A suitable accounts list for the industry you selected appears. If you want to print the list, click **Print**. Later you can tailor the list to meet the needs of your business.

12 Click Next. The Create Company File window appears.

13 If you want to change your company file name, you can edit it in the Company File Name field.

14 Select where you want to store your company file. Note that it must be stored in an AccountRight library, unless you are sharing it online.

**NOTE:** AccountRight libraries. An AccountRight library is a folder on your computer, or a network computer, where company files may be saved. Only files saved in an AccountRight library can be opened.
### If you want to... | Then...
---|---
Save the company file on your computer | 1. Select the Locally option and click Create Company File.
Save the company file on another computer in the network (Note that the network computer must have an AccountRight library already set up on it.) | 1. Select the Locally option and then click Change Location. The Library Browser window appears. 2. Select the network location you want to save the file in. 3. If the library location does not appear in the list, click Add a network library. 4. Click OK. 5. Click Create Company File.
Share the company file online (Note that your software must be registered, and you need to have an active AccountRight Live subscription to save a file online) | 1. Select the Online option. 2. If you are an accountant or bookkeeper and you create files for a number of clients, you may not want to keep a copy of this file on your computer. Deselect the Synchronise my online file with this computer option. 3. Click Create Company File. 4. Click Log in and log in using your my.MYOB credentials. 5. Click OK.

The company file gets created and the **Conclusion** window appears.

15 If the file is online, and you want your accountant or bookkeeper to finish setting up your company file, invite them as a company file user and give them online access. For more information, see ‘Add new company file users’, on page 36
16 Click **Command Centre** to display the **Command Centre** window.
Activate the company file

NOTE: Do you need to complete this task? You don’t need to activate a company file that you have created online, have created for testing purposes or any file you are no longer entering transactions into.

Activation is a process that verifies you have a legal installation of AccountRight. You need to activate company files which are not stored online. You also need to activate a company file before you can load it online.

After creating a company file, you can use it for 30 days in trial mode, after which you must activate the file if you want to continue entering transactions into it.

If you don’t activate the file within 30 days, it will become read-only, which means you can open, view, print and export information, but you will not be able to enter new information into the file until you activate it.

You can activate your company file online or over the phone.

After activating a file, you must confirm the company file once or twice a year, that is, extend its activation throughout its working life. For more information, see ‘Confirming activated company files’ on page 242.

NOTE: Automatic confirmation If you want, you can set a preference to automatically confirm an activated company file over the internet when required.

Activation limits The number of company files you can activate depends on your software licence. If you need to activate more company files than your licence permits (for example, yours is a bookkeeping business looking after many clients), you’ll need to obtain licence extensions to activate additional company files. Contact MYOB Customer Service about obtaining licence extensions.

Before you begin

Before you can activate a company file, you need to:

- **know your product serial number.** If you didn’t enter your serial number when creating the company file, you will need to enter it during the activation process. You can find your serial number on the software CD sleeve.

- **register your software.** Registration enables MYOB to contact you should there be any issues with your software. See the Getting Started guide for information on how to register your software.

To activate a company file

1. Open the company file to be activated and sign on.

   The Activation Assistant appears.
Click I use this company file to record or edit my business transactions, then choose an activation option:

<table>
<thead>
<tr>
<th>Method</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activate Online</td>
<td>1. Ensure you are connected to the Internet.</td>
</tr>
<tr>
<td>(Recommended)</td>
<td>2. Choose Activate Online and then click Next. The Details window appears.</td>
</tr>
<tr>
<td></td>
<td>3. If you have not previously entered your serial number, type it in the Serial Number field.</td>
</tr>
<tr>
<td></td>
<td>4. Click Activate to activate the file.</td>
</tr>
<tr>
<td>Activate by Phone</td>
<td>1. Choose Activate by Phone and then click Next. The Details window appears.</td>
</tr>
<tr>
<td></td>
<td>2. If you have not previously entered your serial number, type it in the Serial Number field.</td>
</tr>
<tr>
<td></td>
<td>3. Call MYOB on the phone number displayed above the Serial Number field and request a licence file to be emailed to you.</td>
</tr>
<tr>
<td></td>
<td>4. Once you have received the email, detach your licence file.</td>
</tr>
<tr>
<td></td>
<td>5. Click Browse next to the Select the licence file to load field to locate the licence file.</td>
</tr>
<tr>
<td></td>
<td>6. Click Activate to activate the file.</td>
</tr>
</tbody>
</table>

Set up accounts

Accounts provide a means for grouping similar transactions. For example, if your business pays rent for the use of its premises, you would create a rent account and then allocate all rent payments to that account.

The accounts you use for your business are grouped in an accounts list.

**Note:** Do you need to complete this task? If your accountant or MYOB Approved Partner has provided you with a company file, this task may have been completed for you. In this case, go to ‘Enter account opening balances’, on page 33.

When you created your company file, you selected a default accounts list to start with. This list may already have the accounts you need. If not, you can change the list to suit your needs. If you are unsure, ask your accountant which accounts you should create, edit or delete.
If you chose to import a list of accounts, you should import this list now. See ‘Importing data’ on page 247.

NOTE: Invite your accountant or bookkeeper to help you If your company file is shared online with AccountRight Live and you want your accountant or bookkeeper to help you with this task, invite them to work online. See ‘Set up user access’ on page 35.

Account numbers Each account is identified by a unique five-digit number. The first digit indicates the account’s classification (for example, accounts starting with 1 are asset accounts). The remaining four digits determine its location within the classification. The lower the number, the higher up in the list it appears. For example, account 1-1100 appears above 1-1200.

Account classifications and types The accounts list groups accounts into eight classifications—Asset, Liability, Equity, Income, Cost of Sales, Expense, Other Income and Other Expense. Within each account classification there is at least one account type.

Account classifications and types are described in the following table.

<table>
<thead>
<tr>
<th>Classification</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset (1-xxxx)</td>
<td>Bank</td>
<td>Money in the bank, for example, in a cheque or savings account.</td>
</tr>
<tr>
<td></td>
<td>Accounts Receivable</td>
<td>Money owed to you by your customers.</td>
</tr>
<tr>
<td></td>
<td>Other Current Asset</td>
<td>Assets that, if required, can be turned into cash within a year. These may include your term deposits.</td>
</tr>
<tr>
<td></td>
<td>Fixed Asset</td>
<td>Assets which have a long life, for example, buildings, cars and computers. Fixed assets are usually depreciated.</td>
</tr>
<tr>
<td></td>
<td>Other Asset</td>
<td>Other assets you own such as loans made to others and goodwill.</td>
</tr>
<tr>
<td>Liability (2-xxxx)</td>
<td>Credit Card</td>
<td>Repayments required to service credit card debt.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classification</th>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td></td>
<td>Money owed by you to your suppliers.</td>
</tr>
<tr>
<td>Other Current Liability</td>
<td></td>
<td>Money owed by you that is due in less than a year, for example, GST.</td>
</tr>
<tr>
<td>Long Term Liability</td>
<td></td>
<td>Money owed by you that is due in more than one year, for example, a business loan.</td>
</tr>
<tr>
<td>Other Liability</td>
<td></td>
<td>Other money you owe.</td>
</tr>
<tr>
<td>Equity (3-xxxx)</td>
<td>Equity</td>
<td>The business’s net worth, that is, its assets minus its liabilities. Common equity accounts are current year earnings, retained earnings and shareholders’ equity.</td>
</tr>
<tr>
<td>Income (4-xxxx)</td>
<td>Income</td>
<td>Revenue from the sale of goods and services.</td>
</tr>
<tr>
<td>Cost of Sales (5-xxxx)</td>
<td>Cost of Sales</td>
<td>The direct cost of selling your goods and providing services, for example, purchase costs and freight charges.</td>
</tr>
<tr>
<td>Expense (6-xxxx)</td>
<td>Expense</td>
<td>The day-to-day expenses of running your business, for example, utility bills, employee wages and cleaning.</td>
</tr>
<tr>
<td>Other Income (8-xxxx)</td>
<td>Other Income</td>
<td>Other revenues, for example, interest earned on savings and dividends paid from shares.</td>
</tr>
<tr>
<td>Other Expense (9-xxxx)</td>
<td>Other Expense</td>
<td>Other expenses, for example, interest charged.</td>
</tr>
</tbody>
</table>

Header and detail accounts Your accounts list consists of detail accounts (the accounts to which you allocate transactions) and header accounts. Header accounts group related detail accounts to help you organise your accounts list.

For example, you could group your telephone, electricity and gas expense accounts using a Utilities header account. This makes it easier for you to locate the utility expense accounts in the accounts list and to see your combined utility expenses.
You group accounts by indenting the detail accounts located directly below a header account. For more information, see ‘To group detail accounts with a header account’ on page 33.

Note that:

- You cannot allocate transactions to a header account.
- The balance of a header account is the sum of the detail accounts indented directly below it.
- You can have up to three header account levels as shown in the example above.
- How you group your accounts can affect how totals and subtotals are calculated on reports.

Setting up accounts

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create an account</td>
<td>below</td>
</tr>
<tr>
<td>Delete an account</td>
<td>page 156</td>
</tr>
<tr>
<td>Change the details of an account</td>
<td>page 155</td>
</tr>
<tr>
<td>Group detail accounts with a header account</td>
<td>page 33</td>
</tr>
<tr>
<td>Import an accounts list</td>
<td>page 247</td>
</tr>
</tbody>
</table>

To create an account

1. Go to the Accounts command centre and click Accounts List. The Accounts List window appears.
2. Click New. The Account Information window appears.
3. If you want to create a header account, select the Header Account option or if you want to create a detail account, select Detail.
4. Select the account type from the Account Type list. The Account Classification field changes according to the selection you make. For more information on account classifications, see ‘Account classifications and types’ on page 31.
5. Enter a four-digit number for the account in the Account Number field. The number must be unique within each account classification.
6. Press TAB and type a name for the account.
7 Click the Details tab.

8 If you want, type a brief description of the account in the Description field.

9 In the GST Code field, enter the GST code that you use most often with transactions that will be posted to this account.

10 If you are creating an asset, liability or equity account (other than an asset with the account type of Bank), select an option from the Classification for Statement of Cash Flows list.

11 If you are creating a bank or credit card account, and you want to keep a record of your bank account details, or make electronic payments, click the Banking tab and enter your account details.

12 [Detail accounts only] If you want to enter historical balances for the last financial year, click the History tab and complete the Last FY column. That way you can compare the monthly account balances for this year and last year.

13 Click OK when you have finished. The account now appears in your accounts list.

To group detail accounts with a header account

You group accounts by indenting the accounts located below a header account.

1 Go to the Accounts command centre and click Accounts List. The Accounts List window appears.

2 Select the detail account you want to group.

3 Click the Down button at the bottom of the window to group the account with the header located above it.

Enter account opening balances

Account opening balances are the balances of your accounts as at the first day of your conversion month.

NOTE: Do you need to complete this task? If you were in business prior to your conversion month, most of your accounts probably already have balances. If you want to produce financial reports that include these balances (such as a balance sheet), or you want to track the balance of accounts with a cumulative balance (such as your bank account), you need to enter these balances.

You can find your account opening balances on a trial balance report, a balance sheet or a profit & loss report prepared for the period immediately prior to your conversion date. You can ask your accountant to prepare these reports.

NOTE: Invite your accountant or bookkeeper to help you If your company file is shared online with AccountRight Live and you want your accountant or bookkeeper to help you with this task, invite them to work online. See ‘Set up user access’ on page 35.
You may also be able to find your account opening balances using your previous accounting software or paper-based records.

The balances you enter depend on whether your conversion month is also the first month of your financial year. If your conversion month:

- **is the first month of your financial year**, you enter the opening balances of your asset, liability and equity accounts only.
- **is not the first month of your financial year** (for example, if your financial year starts in April but your conversion month is August), you can enter the opening balances of all your accounts.

**Opening bank account balances** You can enter the following amounts as the opening balance of a bank account:

- the bank account balance that appears on your balance sheet or trial balance reports as at the day prior to your conversion date. For example, if your conversion date is 1 April 2013, this is the bank account balance as at 31 March 2013.
- These reports can be provided by your accountant, or, if you were previously using other accounting software, printed using that software.
- the cashbook balance of the account as at the end of the day prior to your conversion date. You can calculate your cashbook balance by taking into account the transactions not yet cleared by your bank as at the conversion date and the balance that appears on your bank statement at that date.

For example, assume that $500 worth of deposits and $1000 worth of payments were uncleared as at your conversion date (that is, they had not appeared on a bank statement). The cashbook balance would be calculated as shown below:

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank statement balance as at the conversion date</td>
<td>$21,000.00</td>
</tr>
<tr>
<td>ADD uncleared deposits</td>
<td>+ $500.00</td>
</tr>
<tr>
<td>SUBTRACT uncleared payments</td>
<td>− $1,000.00</td>
</tr>
<tr>
<td><strong>Cashbook balance as at the conversion date</strong></td>
<td><strong>$20,500.00</strong></td>
</tr>
</tbody>
</table>

**To enter opening balances**

1. Go to the **Setup** menu, choose **Balances** and then **Account Opening Balances**. The **Account Opening Balances** window appears.
2. Enter the balances in the **Opening Balance** column.

**Note:** Enter opening balances as positive numbers. Don’t, for example, enter your liability account balances as negative numbers. Enter negative amounts only if accounts truly have negative balances. As a rule, these will be asset accounts that record accumulated depreciation.

3. Check that the amount in the **Amount left to be allocated** field at the bottom of the window shows $0.00.

If this field displays an amount other than $0.00, check your opening balances again because they are either incomplete or incorrect. However, you can continue the setup process if there is an amount in the **Amount left to be allocated** field. The amount will be assigned to a special equity account called Historical Balancing.

4. Click **OK**.
Set up preferences

Preferences are settings that enable you to tailor AccountRight to your business requirements and processes. For example, you can choose to automatically print invoices after recording them, or prevent users from editing transactions.

**NOTE:** Do you need to complete this task? While you can complete this step later, you should review the default preferences that have been set before you start entering transactions.

Before setting preferences, close any open windows (apart from the Command Centre). You will not be able to change preferences if you have other windows open.

You can set up your preferences using the:

- **Customise Easy Setup Assistant.** This assistant guides you through setting up some key preferences. To access the assistant, go to the Setup menu, choose Easy Setup Assistant and then click Customise.
- **Preferences** window. This window lists all of the preferences. To view this window, go to the Setup menu and choose Preferences.

Some preferences you should consider choosing include:

- **Transactions CAN’T be Changed; They Must be Reversed** If you don’t want to allow users to edit or delete transactions, select this option. If they want to change or delete a transaction, they will need to do so by recording a reversal transaction. For more information, see ‘Reversing a transaction’ on page 164.

Set up user access

You need to set up company file access for the people you want to work with your data. To do this, you first set them up with a user ID and password, and then assign them a role, which determines what areas of the company file they can work with.

Setting up file users enables you to:

- control who accesses to the company file
- track transaction record history
- set up online access for users (AccountRight Live subscribers).

Before you create users in a new company file, you should set a password for the Administrator account.

Set a password for the Administrator

When you created your company file, a user called Administrator was automatically created.

By default, the Administrator user does not have a password assigned. Anyone who signs on with the Administrator user ID will have access to all command centres, functions and windows and will be able to create, edit and delete other user accounts.

**To set a password for the Administrator user ID**

1. Start AccountRight and open your company file to the Sign-on window.
2 Type **Administrator** in the User ID field and then click **Change Password**. The Change Password window appears.

![Change Password window]

3 Leave the Existing Password field blank, type the password in both the Password and Confirm Password fields.

4 Click **Record**.

5 If more than one person will be accessing your company file, you need to set them up as a user and specify their access restrictions for the file. For more information, see ‘Add new company file users’ below.

Add new company file users

You need to set up each person who will work with your company file, as a company file user. This means giving them a User ID and password, which they will use to sign on to the company file each time they open it.

Only a valid user can sign on to your company file, and depending on the user role you assign, they can only access the areas of your file (command centres and windows) that you give them access to.

**User roles** A role is a predefined profile that determines what windows a user can access and what tasks they can perform in a company file. For example, a user assigned the ‘sales’ role can access features in the Sales, Time Billing and Card File command centres, and other sales related areas, such as lists. A user can be assigned more than one role.

For a more detailed explanation of roles, click the help link in the **User Access** window.

**Who can create and manage users?** Only users assigned the ‘Administrator’ role are able to set up other users in this company file. Users assigned this role also need to have online administrator access to be able to invite users to work online. For more information, see ‘Inviting a user to work online’, on page 38.

**Tracking changes by User ID** Whenever a user enters a transaction, it is labelled with their User ID. You can view a report to see what transactions users have entered. For more information, see ‘Checking for unauthorised transactions’ on page 241.

**To add a new user**

**NOTE:** You must be the company file administrator, or a user assigned the Administrator role, to create other users.

1. Open the company file.
2. Go to the Setup menu and choose **Users**. The User Access window appears.
Click New.

Set up company file sign-on details

Type the user’s name in the User ID field, then type the password in the Password and Confirm Password fields.

NOTE: Company file sign-on details You will need to advise the user of these sign-on details before they can access the file. They will have the option to change their password the first time they sign on.

Select user roles

In the Roles list, select the roles you want to assign to this user account.

For example, if you want to give the user access to all banking features, select the Banking role.

Click Save.

- If this company file is an online company file, continue with step 7 below.
- If you do not share your company file online, the record is saved and the user setup is complete.

Invite the user to work online (optional)

If a message appears asking if you want to invite this user now, click Log in. Your internet browser opens and you are prompted to log in to my.MYOB to continue.

Enter your my.MYOB login details. An invitation screen appears.

Enter the user’s email address, first name and last name in the fields provided.

Select the type of online access you want them to have. For more information about online access types, see ‘Inviting a user to work online’ on page 38.

Click Invite. The Manage online access screen appears and an invitation email is sent to the user.
Inviting a user to work online

With AccountRight Live, you can give others access to your company files online. You do this by inviting them. Note that online access is different to company file access.

Types of online access

Depending on who you are giving access to, you can set up two types of online access:

- **Online file user**—A file user can access any of the online company files they have accepted an invitation to use. This is the level of access you would grant most of your users, who you just need to work with the file.

- **Online administrator**—an online administrator can work with any company file that is listed under the owner’s software serial number. In addition to this, an online administrator can:
  - purchase additional online files
  - invite file users to use a company file online
  - manage your AccountRight Live subscription
  - get bank feeds.

  You’d might enable administrator access to a person you need to perform these additional functions for you. For example, your office manager or your bookkeeper.

Who can you invite? You can invite anyone to have online access to your file. But they also need to be a company file user, to open the file online. You can invite your bookkeeper or accountant to help you set up your file online or manage users for you.

To invite a user to work online

- Refer to the table below:

<table>
<thead>
<tr>
<th>If you...</th>
<th>Do this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>already have a company file online</td>
<td>1. Open the company file.</td>
</tr>
<tr>
<td></td>
<td>2. Go to the <strong>Setup</strong> menu and choose <strong>User Access</strong>. The <strong>User Access</strong> window appears.</td>
</tr>
<tr>
<td></td>
<td>3. Click <strong>Online Access</strong> in the right panel. Your internet browser opens and you are prompted to log in to AccountRight Live.</td>
</tr>
<tr>
<td></td>
<td>4. Enter your <strong>my.MYOB</strong> login details. An invitation screen appears.</td>
</tr>
<tr>
<td></td>
<td>5. Enter the user’s email address, first name and last name in the fields provided.</td>
</tr>
<tr>
<td></td>
<td>6. Select the type of online access you want them to have. See ‘Types of online access’ above.</td>
</tr>
<tr>
<td></td>
<td>7. Click <strong>Invite</strong>. The <strong>Manage online access</strong> page appears with a confirmation showing at the top, and the user appears as ‘Invited’ in the relevant list.</td>
</tr>
</tbody>
</table>

| want to invite someone to create an online file for you | 1. Go to **my.myob.com.au** and log in. |
| | 2. In the **My Products** menu, choose **Manage AccountRight Live**. |
| | 3. Click **Invite new online administrator**. An invitation page opens. |
| | 4. Enter the user’s email address, first name and last name in the fields provided. |
| | 5. Click **Invite**. The **Manage online access** page appears with a confirmation showing at the top, and the user appears as ‘Invited’ in the list of administrators. |
What happens now?

This person will be sent an invitation via email. When they accept the invitation, they will be set up with my.MYOB login details, which will enable them to access the online company file.

They will not be able to sign on to the company file unless they have company file access as well. If you have not already set them up in the company file as a user, see ‘Add new company file users’ on page 36. If you have already set them up, remember to send them their company file sign-on details.
3 Setting up

When you have created a company file and completed the company file setup tasks (see Chapter 2, Creating a company file, on page 25), you can start recording transactions in your company file. However, if you want to use other features of your software (such as tracking amounts you owe or the quantity of items sold), you need to complete additional setup tasks. This chapter details the additional tasks.

Overview

The setup tasks you need to complete depend on the features you want to use and whether your business was operating prior to your conversion month.

**NOTE:** Invite your accountant or bookkeeper to help set up your company file. If you want your accountant or bookkeeper to finish setting up your company file, invite them as a company file user and give them online access. For more information, see ‘Set up user access’, on page 35.

What features do you want to use?

The following table provides some examples of different setup requirements.

<table>
<thead>
<tr>
<th>Your needs</th>
<th>Setup required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banking</td>
<td>If you only want to use your software to fulfil basic accounting requirements (such as reporting GST payable or producing a year-end balance sheet), you may only need to do an initial bank reconciliation for each of your bank accounts. Reconciling accounts helps ensure the integrity of the information you record in your company file (see ‘Do an initial bank reconciliation’ on page 47).</td>
</tr>
</tbody>
</table>
When did your business start operating?

The setup tasks you need to complete will also depend on whether your business was operating prior to your conversion month.

### Setup tasks

You may not need to do every task. An introduction to each task helps you determine whether you need to do the task and, if so, the information you need.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Set up sales</td>
</tr>
<tr>
<td>2</td>
<td>Set up purchases</td>
</tr>
<tr>
<td>3</td>
<td>Set up electronic payments</td>
</tr>
<tr>
<td>4</td>
<td>Do an initial bank reconciliation</td>
</tr>
<tr>
<td>5</td>
<td>Create item records</td>
</tr>
<tr>
<td>6</td>
<td>Enter your inventory opening balances</td>
</tr>
</tbody>
</table>

The following table describes the setup required for new and existing businesses.

<table>
<thead>
<tr>
<th>Business status</th>
<th>Setup required</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>If you have just started your business, you may have very little information about your future customers, suppliers, employees and items that you buy or sell. You can add these details later when you have more information. However, you should read through the setup tasks to see which features you might use and the tasks you need to complete to start using them.</td>
</tr>
<tr>
<td>Existing</td>
<td>If your business was operating prior to your conversion month, it is likely that transactions that occurred prior to your conversion month still affect your business. For example, a customer may owe you money for sales you made prior to your conversion month, or you may have outstanding bills to pay. You will need to enter these historical details in your company file.</td>
</tr>
</tbody>
</table>
Set up sales

You can use the sales features to:

- prepare sales quotes, orders and invoices
- generate statements
- view customer sales history
- see how much your customers owe you.

**NOTE:** Do you need to do this task? If you want to record sales and print invoices or statements, you need to set up the sales features.

Before you start using the sales features, you should use the Sales Easy Setup Assistant to enter the following information:

- **Credit terms and credit limits** Enter the credit terms and credit limits you generally extend to your customers.
- **Customer details** Create a record for each of your customers and enter details such as their addresses and phone numbers.
- **Pre-conversion sales** [Existing businesses only] If customers owed you money on the first day of your conversion month, you will need to record some details about the corresponding sales, such as the invoice date and the amount that is outstanding.

To access the assistant, go to the **Setup** menu, choose **Easy Setup Assistant**, and then click **Sales**.

You can also use the Sales Easy Setup Assistant to specify your preferred invoice layout, the income account you will allocate most of your sales to, and several other settings. These settings will automatically be selected for new customer records you create; however, you can change them as required.

### Optional sales setup tasks

In addition to the Sales Easy Setup Assistant tasks, you may also want to do the following tasks if they are relevant to your business.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customise forms</td>
<td>Change the appearance of the default invoice and statement forms.</td>
</tr>
<tr>
<td>Import cards</td>
<td>Import customer information from:</td>
</tr>
<tr>
<td></td>
<td>- another company file</td>
</tr>
<tr>
<td></td>
<td>- another accounting system</td>
</tr>
<tr>
<td></td>
<td>- a spreadsheet</td>
</tr>
<tr>
<td></td>
<td>- a text file.</td>
</tr>
<tr>
<td>Synchronise customer records with Outlook</td>
<td>Synchronise your customer records with your contact records in Microsoft Outlook.</td>
</tr>
<tr>
<td>Create job records</td>
<td>Create job records to track the progress and profitability of the work you do for your clients.</td>
</tr>
<tr>
<td>Group cards</td>
<td>Use identifiers and custom lists to group the cards of customers who have similar attributes.</td>
</tr>
</tbody>
</table>
Set up purchases

You can use the purchases features to:

- record quotes, orders and bills
- view your purchase history
- see what you owe your suppliers.

**NOTE:** Do you need to complete this task? If you want to record the orders and purchases you make with suppliers and track the amounts you owe, you need to set up the purchases features.

Before you start using the purchases features, you should enter the following information into your company file:

- **Supplier details**  
  Create a card record for each of your suppliers and enter details such as their addresses and phone numbers.

- **Pre-conversion purchases**  
  [Existing businesses only] If you had outstanding bills on the first day of your conversion month, you will need to record some details about them, such as the bill amounts and the credit terms.

You can use the Purchases Easy Setup Assistant to do these tasks. To access the Purchases Easy Setup Assistant, go to the Setup menu, choose Easy Setup Assistant and then click Purchases.

You can also use the Purchases Easy Setup Assistant to choose the payment method you normally use to pay bills, your preferred purchase order layout and several other settings that will help you record purchases faster. These settings will automatically apply to new cards you create for your suppliers; however, you can change them as required.

---

Optional purchases setup tasks

In addition to the Purchases Easy Setup Assistant tasks, you may also want to do the following if they are relevant to your business.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customise forms</td>
<td>Change the appearance of the default purchase orders and other forms.</td>
</tr>
<tr>
<td>Import cards</td>
<td>Import supplier information from:</td>
</tr>
<tr>
<td></td>
<td>- another AccountRight company file</td>
</tr>
<tr>
<td></td>
<td>- another accounting system</td>
</tr>
<tr>
<td></td>
<td>- a spreadsheet</td>
</tr>
<tr>
<td></td>
<td>- a text file.</td>
</tr>
<tr>
<td>Synchronise supplier records with Outlook</td>
<td>Synchronise your supplier card records with your contact records in Microsoft Outlook.</td>
</tr>
<tr>
<td>Group cards</td>
<td>Use identifiers and custom lists to group the cards of suppliers who have similar attributes.</td>
</tr>
</tbody>
</table>
Set up electronic payments

If you want, you can use your AccountRight software to pay your suppliers and employees electronically.

**NOTE:** Do you need to complete this task? If you want to pay your suppliers and employees electronically using AccountRight, you need to set up this feature.

Before you can create an electronic payment file, you need to complete the following steps:

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Record your bank account details</td>
<td>below</td>
</tr>
<tr>
<td>2 Set up a clearing account</td>
<td>page 46</td>
</tr>
<tr>
<td>3 Record the bank details of suppliers</td>
<td>page 46</td>
</tr>
<tr>
<td>4 Record the bank details of employees</td>
<td>page 47</td>
</tr>
</tbody>
</table>

**Task 1: Record your bank account details**

To record your bank account details

1. Go to the Accounts command centre and click Accounts List. The Accounts List window appears.
2. Select a bank account (that is, an account with a Bank or Credit Card account type) that you want use for electronic payments.
3. Click **Edit**. The Account Information window appears.
4. Click the **Banking** tab.
5 Enter your bank account details in the fields. Copy this information exactly as it appears on your bank statement or chequebook.

**NOTE:** HSBC and Citibank account number formats If you are setting up an HSBC bank account for electronic payments, you need to enter your 12-digit internal account number in the **Particulars** field to allow your bank to process direct credit files. If you are setting up a Citibank bank account for electronic payments, you need to enter your internal account number in the **Reference** field to allow your bank to process direct credit files.

6 Click **OK** to return to the **Accounts List** window.

7 Repeat from step 2 for each bank account you want to make electronic payments from.

**Task 2: Set up a clearing account**

When you record a transaction you want to pay electronically, the transaction is posted to a temporary holding account until you create the electronic payment file. This holding account is called a **clearing account**.

Check your accounts list for an account named ‘Electronic Clearing Account’. If it doesn’t exist, you need to create it (see ‘Setting up accounts’ on page 32) and then make this account the linked (default) account for electronic payments.

**To link the clearing account**

1 Go to the **Setup** menu, choose **Linked Accounts** and then **Accounts & Banking Accounts**. The **Accounts & Banking Linked Accounts** window appears.
2 In the **Bank Account for Electronic Payments** field, type or select the **Electronic Clearing Account**.
3 Click **OK**.

**Task 3: Record the bank details of suppliers**

To record the bank details of a supplier

1 Go to the **Card File** command centre and click **Cards List**. The **Cards List** window appears.
2 Locate a supplier you pay electronically and click **Edit**. The **Card Information** window appears.
3 Click the **Payment Details** tab.

4 Enter the supplier’s bank account details.
5 In the **Particulars**, **Code** and **Reference** fields, enter the default details that will help the supplier identify your payments on their bank statements. If required, you can change these details when entering a payment.
6 Click **Refund Details** and enter the payment method by which the supplier refunds you and click **OK**. The **Card Information** window appears.
7 Click **OK** to return to the **Cards List** window.
8 Repeat from step 2 for each supplier you pay electronically.
Task 4: Record the bank details of employees

To record the bank details of an employee

1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Locate the employee you pay electronically and click Edit. The Card Information window appears.
   
   **NOTE:** If you haven’t created a card for the employee... You can create an employee card now by clicking New in the Cards List window and entering the employee’s details.

   3. Click the Payment Details tab.
   4. Enter the employee's bank account details.
   5. In the Particulars, Code and Reference fields, enter the default details that will help the employee identify your payments on their bank statements. If required, you can change these details when entering a payment.
   6. Click OK to return to the Cards List window.
   7. Repeat from step 2 above for each employee you pay electronically.

---

Do an initial bank reconciliation

To ensure the accuracy of your business records, you should ensure that the record of your bank account balances matches the amounts on your bank statements. This task is called reconciling accounts.

If your business traded prior to your conversion month and you have uncleared banking transactions as at the first day of your conversion month, you need to do an initial bank reconciliation.

Uncleared banking transactions are withdrawals and deposits that have not been cleared by your bank as at the start of your conversion month.

**NOTE:** Do you need to complete this task? The initial bank reconciliation needs to be done for each bank account that had uncleared transactions as at the first day of your conversion month.

---

To do an initial bank reconciliation:

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify uncleared withdrawals and deposits</td>
</tr>
<tr>
<td>2</td>
<td>Record uncleared withdrawals and deposits</td>
</tr>
<tr>
<td>3</td>
<td>Reconcile</td>
</tr>
</tbody>
</table>
Task 1: Identify uncleared withdrawals and deposits

Compare your banking source information (such as your chequebook and deposit book) with your bank statements for the period that includes your conversion date. If you find transactions that have not been cleared by your bank as at this date, you will need to record the details of these transactions in your company file.

For example, in March, the month prior to your conversion month, you wrote a cheque for $1,000 and deposited $500 you received from a customer. If these transactions had not appeared on a bank statement by 31 March, you need to record both transactions in your company file.

Task 2: Record uncleared withdrawals and deposits

You need to record uncleared transactions in such a way that the opening bank account balance is not affected. To do this, you need to post a debit and a credit of equal amounts for each transaction against the applicable bank account.

To enter uncleared withdrawals

1. Go to the Banking command centre and click Spend Money. The Spend Money window appears.
2. In the Pay from Account field, type or select the bank account you want to reconcile.
3. In the Cheque No. field, enter a reference number for the withdrawal.
4. In the Date field, type the first day of your conversion month. For example, if your conversion month is April 2013, enter 01/04/13.
5. In the Amount field, type the amount of the withdrawal.
6. In the Acct No. field, type or select the bank account you want to reconcile. This must be the account entered in step 2 above.
7. In the GST field, select the N-T GST code.

8. Enter details of the withdrawal in the Memo field.

9. Click Record.

10. Repeat from step 3 above for each uncleared withdrawal.

To enter uncleared deposits

1. Go to the Banking command centre and click Receive Money. The Receive Money window appears.
2. In the Deposit to Account field, type or select the bank account you want to reconcile.
3. In the Date field, type the first day of your conversion month. For example, if your conversion month is April 2013, enter 01/04/13.
4. In the Amount Received field, type the amount of the deposit.
5. In the Acct No. field, type or select the bank account you want to reconcile. This must be the account entered in step 2 above.
6. In the GST field, select the N-T GST code.
Enter details of the deposit in the Memo field.

Click Record.
Repeat from step 3 above for each uncleared deposit.

Task 3: Reconcile

To reconcile the account

1. Go to the Banking command centre and click Reconcile Accounts. The Reconcile Accounts window appears.
2. In the Account field, select the bank account you want to reconcile.
3. In the Closing Statement Balance field, enter the closing bank balance as at the day prior to your conversion month (for example, the closing balance as at 31/03/2013).
4. In the Bank Statement Date field, enter the first date of your conversion month. (For example, if your conversion month is April 2013, enter 01/04/13.) Your uncleared transactions appear.

When you recorded uncleared transactions, the same account was debited and credited. Therefore, an uncleared transaction appears as both a deposit and a withdrawal.

5. For each uncleared withdrawal, click the select column next to the deposit.
6. For each uncleared deposit, click the select column next to the withdrawal. When each uncleared transaction is selected, $0.00 appears in the Out of Balance field.

7. Click Reconcile. A confirmation window appears. If you want, do one of the following:
   - To print a report, click Print Report. When the report is printed, click Reconcile.
   - To reconcile without printing a report, click Reconcile.
   - To change any details you entered in the Reconcile Accounts window, click Cancel and make the required changes.
Set up bank feeds

You can use the bank feeds feature to:

- easily compare your bank account and credit card transactions with those recorded in AccountRight
- automatically check for and match transactions that correlate with the bank feed information
- pre-clear matched transactions to speed up your bank reconciliation.

To set up a bank feed, you first need to specify your account details, and then authorise BankLink (who manage bank feeds) to set up a connection to your bank.

You’ll need to have:

- internet access
- your bank account or credit card details, exactly as they appear on your statement information.

To set up a bank feed

1. Start AccountRight.
2. Go to the Banking command centre and click Bank Feeds. If:
   - you are already working with bank feeds, the Bank Feeds window appears. Click Add or remove a bank account.
   - this is your first bank feed, the Manage Bank Accounts window appears. Click Get Started with Bank Feeds.

An internet browser window opens and the my.MYOB Log In page appears.

3. Log in with your my.MYOB login details.
4. Follow the onscreen instructions.
5. On the Print the BankLink authority form page:
   - Click Print Form. The BankLink authority form and cover sheet appear. A copy of the authority form is also sent to you by email.
   - Print the form.
   - Read the cover sheet and check your account details.
   - Sign the form and mail it to BankLink. You need to do this because BankLink require an original signature to be authorised to set up bank feeds.
6 Click Done. The My Products page appears. This shows details about your AccountRight Live subscription and Live Services. The Bank Feeds section is updated with the details of the bank feed you have just applied for.

What happens next? When your bank feed is ready, we will notify you by email. This may take a couple of weeks. To complete your bank feed setup, associate an account from the Accounts List.

To associate an account for a bank feed
To complete setting up a bank feed, you need to associate an account from the Accounts List to it. This is the account that the bank feed will be compared to.

1 Open AccountRight and go to the Banking command centre.
2 Click Bank Feeds. The Bank Feeds window appears.
3 Click Manage Bank Accounts. The Manage Bank Accounts window appears. This window shows the status of your bank feeds applications so you can follow their progress.

4 Click Check/update status. The bank feeds Log In window appears.
5 Enter your my.MYOB log in details and click OK.
6 The Manage Bank Accounts window reappears. This window shows all the bank feeds you have set up and their status. This is where you associate a feed with an AccountRight account.
7 Select an account from the list in the Associated Account column. This will be the account that the bank feed will be compared to:
Click Use Account. The account is associated with the bank feed.

Click OK. The Banking command centre reappears.

What happens next? When your bank feed is ready, you can start working with bank feeds, see ‘Approving a bank feed’ on page 68.

Create item records

You can use item records to store information about a product and to track the quantities you buy and sell. You can also create records for each type of service you provide.

NOTE: Do you need to complete this task? If you buy and sell items, such as finished goods, components used in production and raw materials, you need to create records for them.

Item records enable you to view the sales and purchase history of the products you sell or use in production. You can determine which items are your best sellers and what you have in stock. This can help you identify sales trends and reorder items before you run out.

You can also create item records for the services you provide. This enables you to list the items and services you buy and sell on the same purchase order or invoice.

For example, if you are a plumber, you could set up items for the materials you buy in order to carry out your work. You could also set up item records for the services you provide, such as installation and repairs. You can then record the labour and material charges on the same invoice.

For more information about creating item records, see ‘Creating items’ on page 125.

Optional inventory setup tasks

You may want to do the following tasks if they are relevant to your business.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Import items</td>
<td>Import item information from:</td>
</tr>
<tr>
<td></td>
<td>• another company file</td>
</tr>
<tr>
<td></td>
<td>• another accounting system</td>
</tr>
<tr>
<td></td>
<td>• a spreadsheet</td>
</tr>
<tr>
<td></td>
<td>• a text file</td>
</tr>
<tr>
<td>Set up pricing levels</td>
<td>Customise item pricing according to customer status and sales quantities.</td>
</tr>
<tr>
<td>Group items using custom lists</td>
<td>Group and sort items by assigning attributes to your items from custom lists you define.</td>
</tr>
<tr>
<td>Create custom fields</td>
<td>Set up fields to record additional information about your inventory items.</td>
</tr>
</tbody>
</table>
Enter your inventory opening balances

If you had items on hand as at the first day of your conversion month, and you want to track the on-hand quantities and values of these items, you need to enter your inventory opening balances.

Before you enter your opening inventory balances, you need a stocktake of the actual items in your inventory. To help you do this, you can print the Inventory Count Sheet report, which lists all your inventoried items, and manually record quantities on it.

To print the inventory count sheet

1. Go to the Inventory command centre and click Count Inventory. The Count Inventory window appears.
2. Click Print. The Inventory Count Sheet report is printed, displaying a list of all your items.
3. Enter all your on hand quantities on this sheet.

To enter opening on-hand inventory items and values

1. Go to the Inventory command centre and click Count Inventory. The Count Inventory window appears, displaying a list of your inventory items.
2. In the Counted column, type the quantity counted for each item. The Difference column will change to show the difference between the On Hand column and Counted column.
3. When you have entered all your item quantities, click Adjust Inventory. The Adjustment Information window appears advising you to provide a default adjustment (expense) account.
   Note that when you are entering opening on-hand balances, you don’t need to enter a default expense account.
4. Click Continue. The window that appears depends on whether you have entered an opening balance for your stock asset account (see ‘Enter account opening balances’ on page 33).
   - If you entered a stock opening balance, the Adjust Inventory window appears.
   - If you did not enter an opening quantity for your stock or a stock account balance, the Adjustment Information window appears. From here you can set up opening quantities for your stock and an opening balance for your stock account.
The **Adjust Inventory** window displays a line for each item whose opening quantity you entered in the **Count Inventory** window. The line items display each item’s number, name, quantity and the account to which the opening balance will be posted. This account is either your inventory asset account, or, if you have not entered an opening balance for your inventory asset account, your historical balancing account.

5. Enter any changes to the default entries in the **Inventory Journal Number**, **Date** and **Memo** fields.

6. Type the unit cost of each item (that is, how much a unit of each item costs you, not how much you are selling it for).

   **NOTE:** Do not change the account number in the **Account** column. The selection you made at step 4 on page 53 determines the default account used to record your opening balances.

7. Click **Record**. The value of each item in the list is updated.

   You can print the **Items List Summary** report to check your inventory status. For more information on printing reports, see ‘**Reports**’ on page 171.
4 Working online

If you are subscribed to AccountRight Live, you can store your company file online, so that you, your accountant and other authorised users can access the file using any computer that has AccountRight installed. This chapter explains how you can access your company file online using AccountRight Live.

With AccountRight Live, you can:

- work online when you have an internet connection. See ‘Work on an online company file’ on page 57.
- work offline when you want to work without an internet connection. See ‘Work offline (checking out)’ on page 60.
- regularly synchronise changes made in the online company file to a copy of the file on your computer. You can view this file when you unexpectedly lose your internet connection. See ‘Synchronise a company file’ on page 58.
- invite others to access your online company file. See ‘Set a password for the Administrator’ on page 35.

Get started online

Before you get started with AccountRight Live, ensure that you have:

- the current version of AccountRight installed on each computer that will access the online company file. You can’t access online company files using an internet browser.
- an AccountRight Live subscription for each company file you create or upload. To purchase a subscription, visit my.MYOB.co.nz.

Use the following table to learn how to get started online:

<table>
<thead>
<tr>
<th>I have a company file</th>
<th>I don’t have a company file</th>
<th>I’ve been invited to work online</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Upload the company file. See ‘Set up a file for online access’ on page 56.</td>
<td>1. Create a company file. See ‘Create a company file’ on page 26.</td>
<td>1. Accept the invitation. See ‘Accept an invitation to work online’ on page 58.</td>
</tr>
<tr>
<td>2. Invite others to access the file. See ‘Set a password for the Administrator’ on page 35.</td>
<td>2. Invite others to access the file. See ‘Set a password for the Administrator’ on page 35.</td>
<td>2. Install AccountRight on your computer. See the Getting Started guide for instructions.</td>
</tr>
<tr>
<td>3. Work online.</td>
<td>3. Work online.</td>
<td>3. Open the company file and work online. See ‘Open an online company file’ on page 57.</td>
</tr>
</tbody>
</table>

* Your accountant can also create the file for you. First however, you will need to invite them to become an AccountRight Live administrator. For details, see ‘Set a password for the Administrator’ on page 35.
Set up a file for online access

With AccountRight Live, you can access your company file online. This means you can:

- access your company file anytime, from any computer that has AccountRight installed
- give your accountant online access to your company file, making it easier to do reviews and prepare reports
- have up to five people working on your online company file at the same time.

NOTE: Creating company files This section explains how to upload an existing company file so you can access it using AccountRight Live. If you want to create a new company file online, see ‘Create a company file’ on page 26.

Requirements

To set up online access for an existing company file, you need to:

- have registered your AccountRight product at my.MYOB.co.nz
- have a current AccountRight Live subscription. You will need a subscription for each company file that you want to create or upload. To purchase additional subscriptions, visit my.MYOB.co.nz.
- have activated the company file. See ‘Activate the company file’ on page 29.
- have company file administrator access, as well as online (AccountRight Live) administrator access.

To set up online access for an existing company file

2. Click Open a company file. The Library Browser appears.
3. Open the company file that you want to access online.
   Note that the company file must be in the AccountRight library on the computer you are uploading from, not on the network.
4. Go to the File menu and choose Go Online (Upload This File).
   A message appears, explaining that the file may take some time to upload, depending on its size and the speed of your internet connection.
5. If the MYOB AccountRight Live Log In window appears, log in using your my.MYOB login details.
6. Click Upload now.
   When the file has finished uploading, a confirmation message appears.
7. Click Sign on to open the online company file.

To give others access to your online company file, see ‘Add new company file users’ on page 36.
Work on an online company file

When a company file is online, you can access it from any computer that has a compatible version of AccountRight installed.

Once you log in to AccountRight Live, you can access all the company files that you have uploaded or created online, and the files that other AccountRight users have invited you to work on.

Open an online company file

If you have been invited to work on an online company file, you need to do the following before you can access the file.

- Accept the invitation to work with the company file.
- Install AccountRight on your computer.

For more information, see ‘Accept an invitation to work online’ on page 58.

To open an online company file

   
   **TIP:** Reopening a file Your most recently opened company files appear in the Welcome window. If the file you want to open appears in the list, you can click it to open the file. If you haven’t already logged in to AccountRight Live, you will be prompted to do so.

2. Click Open a company file. The Library Browser appears.

3. Click Online. The Log in to AccountRight Live fields appear.

4. Log in to AccountRight Live using your my.MYOB login details.

   **NOTE:** (Invitees only) Login details If you have been invited to work online, enter the email address and password that you used when accepting the invitation. For more information, see ‘Accept an invitation to work online’ on page 58.

5. In the Company files online list, double-click the company file you want to open, or select it and click Open.

   The Sign-on window for the company file appears.

6. Sign on with your company file user ID and password.

   **NOTE:** (Invitees only) If you don’t have a User ID If you have been invited to work on an online company file, but you don’t have a User ID for the file, contact the person who invited you. They will need to set you up as a company file user. For more information, see ‘Add new company file users’ on page 36.

   The Command Centre appears. You can now work on the online company file.
Accept an invitation to work online

This section describes the process of accepting an invitation to work with a file online, then setting up your details to access the file.

**Task 1: Accept the invitation (set up your my.MYOB login)**

1. Open the email you received and click the Accept Invitation link. A webpage is launched where you will complete the acceptance process.
2. Follow the onscreen instructions to accept.

**NOTE: Your my.MYOB login details** You will be prompted to set up a my.MYOB email address and password, or to confirm your current my.MYOB details as part of the acceptance process. These details will also be your AccountRight Live login details.

**Task 2: Install AccountRight**

You don’t need to own AccountRight in order to work with an AccountRight file you’ve been invited to use. But you do need it installed on each computer that you want to access the online company file from.

For example, if you want to access the file from your home computer as well as the office computer, you need to install AccountRight on both machines.

You can download a test drive version of the software and get access to all features.

- To download a test drive, visit www.myob.co.nz/testdrives.

**Task 3: Get your company file sign-on details**

The person who invited you to use the company file will have set you up with a user ID and password for signing on to the company file. These details are different to your my.MYOB login details, as they are unique to each company file.

You’ll need to contact the person who invited you to be an AccountRight Live user, to get your company file sign-on details.

**Task 4: Open the company file**

- See ‘Open an online company file’ on page 57.

---

Synchronise a company file

When you create an online company file, you can choose to automatically synchronise the file to your computer.

Synchronising means that changes that you or other users make in the online company file are downloaded to a copy of the file stored on your computer. This is referred to as the ‘offline’ copy of your file.

Your offline company file will be synchronised automatically every 20 minutes, while the company file is open. You can also manually synchronise your file.

By synchronising regularly, you ensure that a recent copy of your online company file is available on your computer to view when you don’t have internet access.

**NOTE: Enable automatic synchronisation** If you chose not to automatically synchronise your company file when you created it, you can change this option anytime. For more information, see ‘Automatic synchronisation’ on page 59.
Synchronisation versus backup  The synchronised offline file that’s saved on your computer is not a backup of the online company file. You should continue to make backups whenever you want to save a copy of your file as at a point in time. For information about the importance of backing up, see ‘Backing up and restoring company files’ on page 238.

Where is the offline file stored?  The offline copy of your company file is stored in the following hidden folder:

- Windows 7 and 8:  
  C:\Users\{name}\AppData\Local\MYOB\AccountRight\Offline\.sync
- Windows XP:  
  C:\Documents and Settings\{name}\Local Settings\Application Data\MYOB\AccountRight\Offline\.sync

Do not delete or rename this folder or the contents of this folder. If another user signs on to Windows, and synchronises the company file, a copy of the online file will be downloaded again to that user’s sync folder.

Automatic synchronisation

By default, your company file will be synchronised every 20 minutes, while it is open online. You can disable this automatic synchronisation if necessary.

When synchronisation begins, you can track the progress by checking the status bar.

To enable automatic synchronisation

If you haven’t previously synchronised the online company file on your computer, you will need to manually synchronise it. See ‘Manual synchronisation’ below. The file will then synchronise automatically every 20 minutes.

If the company file has previously been synchronised on your computer, but automatic synchronisation has been disabled, you can re-enable it from the:

- **Status bar menu**: Open the company file for which you want to enable synchronisation. Then, choose **Enable Auto Sync** from the status bar menu.

  ![Enable Auto Sync](image)

- **Library Browser**: Open the online library and sign on to AccountRight Live. Then, right-click the company file you want to enable synchronisation for, and choose **Enable Auto Sync**.

To disable automatic synchronisation

You can disable automatic synchronisation from the:

- **Status bar menu**: Open the company file for which you want to disable synchronisation. Then, choose **Disable Auto Sync** from the status bar menu.

  ![Disable Auto Sync](image)

- **Library Browser**: Open the online library and sign on to AccountRight Live. Then, right-click the company file you want to disable synchronisation for, and choose **Disable Auto Sync**.

Manual synchronisation

You can manually synchronise whenever you want. For example, you may want to manually synchronise before closing your company file,
even if automatic synchronisation is enabled. This will ensure that any online changes made before closing the file are synchronised.

Note that the first time you manually synchronise, a full copy of the online company will be downloaded to your computer. This can take a while and you won’t be able to work on the file while it is being synchronised. Subsequent synchronisation will be automatic, only updating the offline file with changes that are made online. If you want to disable automatic synchronisation, see ‘To disable automatic synchronisation’ on page 59.

To manually synchronise your company file

1. Open the company file you want to synchronise.

2. Go to the File menu or the status bar menu and choose Sync Company File. The Ready to synchronise message appears.

3. Click Synchronise. If you
   - have synchronised the company file before, you can continue working on the file while it is being synchronised.
   - are synchronising for the first time, this can take a while and you won’t be able to work on the file while it is being synchronised.

   The status bar will show the progress of the synchronisation.

   When synchronisation has completed, a confirmation message appears.

4. Click Close.

---

Work offline (checking out)

You can choose to work offline with your company file. In AccountRight, working offline means that you will be checking out the file to your computer—this locks the online file from being modified by others, although they can still view the file.

You would work offline if:

- you know you won’t have internet access for a while. For example, you will be travelling and won’t have a constant internet connection.
- you don’t want to be connected to the internet all day. For example, your internet is slow or your connection is unreliable.
- you want exclusive access to your company file. For example, you want to prepare end-of-period reports.

When you check out:

- the online company file will become read-only, which means other users can view the online company file, but they can’t make changes until you check in the company file.

To check out an online company file

NOTE: Online administrator access required To do this task, you need to have online administrator access. For more information, see ‘Inviting a user to work online’ on page 38.

1. Open the online company file that you want to check out.

2. Go to the File menu and choose Work Offline (Check Out)

   If you haven’t synchronised your company file before, a message appears, explaining that the check out may take a while.

3. Click Check out.

   When the file has finished synchronising and has been checked out, a message appears, explaining that you need to sign on to your company file again.
To check in your online company file

**NOTE:** Administrator access required To check in a company file, you need to log in to AccountRight Live as an AccountRight Live administrator.

You can check in the changes you've made offline:
- while working in a checked out company file: Go to the File menu and choose Work Online (Check In)
- when opening the checked out company file: Click Check in when the You're working offline message appears.

**NOTE:** Undo check out In certain situations, you may not want to check in your files. For details on how to undo the check out and discard any changes you've made, see Checking in without saving changes, below.

Checking in without saving changes

If you make changes to your company file while offline, and choose not to check them in (that is, you want to lose the changes you made offline, and not update the online company file), you will need to undo the check out. A check out can be undone from the computer on which the online company file was checked out, or from another computer.

You will need to undo a check out if the company file can no longer be accessed (for example, the computer on which changes were made has been stolen, or the drive has become corrupt). It is also useful when the user who checked out the file is unavailable for a long period of time.

To undo a check out (discarding changes)

**NOTE:** Online administrator access required To do this task, you need to have online administrator access. For more information, see Inviting a user to work online on page 38.

1. Start AccountRight and click **Open** in the **Welcome** window.
2. The **Library Browser** appears.
3. Click **Online**. The **Log in to AccountRight Live** fields appear.

4. In the list of online company files, find the company file whose check out you want to undo.
5. Right-click the company name and select Undo Check Out (Discard Changes). A message appears asking to confirm that you want to discard your offline changes.
6. Click **Yes**.

When the offline changes have been discarded, a message appears explaining that you can now sign on to the online company file to continue working.

**Recovering a discarded file** When you undo a check out, or you open a checked out file that has been undone from another computer, a copy of the offline file will be saved for you in the following folder:
C:\Users\username\AppData\Local\MYOB\AccountRight\Offline\Discarded Files.

To reopen this file, you need to copy it into your AccountRight library.
Troubleshoot AccountRight Live

If you have problems connecting to an online company file, check the following:

- **Internet connection issues**: To check for internet issues, try opening a webpage in your internet browser. If you can’t access webpages, check your network cables, try unplugging your modem and router and wait a minute before reconnecting them, or contact your internet service provider.

- **Company file is being upgraded or restored**: An online company file can’t be opened while it is being upgraded or restored. If you or another AccountRight Live administrator have recently started an upgrade or restore, you can check the status of the task in the Library Browser (click Open a company file in the Welcome window).

- **AccountRight Live maintenance**: To check for scheduled maintenance, or known issues with the AccountRight Live service, visit.

If you can’t connect to an online company file, and need to access your company information, see:

- ‘When your online file is temporarily unavailable’ below
- ‘When internet access isn’t available for a while’ on page 63.

When your online file is temporarily unavailable

If automatic synchronisation is enabled on your computer, or you manually synchronise your online company file, you can view the read-only copy of your online file. See ‘Synchronise a company file’ on page 58.

The read-only copy will be current as at the last time it was synchronised. You can use this file to view transactions and records, and to print reports and forms, but you can’t make changes to the file.

To view a read-only copy of your online file

1. Start AccountRight and click Open in the Welcome window. The Library Browser appears.
2. Click Online.
3. In the list of online company files, find the company file you want to open. The Last Sync column shows the date that each company file was last synchronised.
   
   **NOTE**: Company file not listed? If your company file does not appear in the list, this means that a read-only copy of your online company file is not available for you to view on this computer. You will not be able to continue with this procedure, and you will need to wait until your internet connection becomes available again.
4. Right-click the company name of the file you want to view and select View a read-only copy (offline).
5. Sign on to the company file.
When internet access isn’t available for a while

If you have lost your internet connection for an extended period of time, you can take the following steps to continue working on your company file. Note that this method is mostly applicable for an ‘emergency’ situation, where the internet outage is extended and unexpected, and you need to urgently make changes to a company file.

**What you should know** If you choose to do the following, note:
- the online company file can still be edited by other users who can connect to the internet
- when your internet is restored, you can’t check in the changes you make offline, however you can import data into the online file
- you can choose to *replace* the online company file with the offline copy of the file that you work on.

**Task 1: Work on an offline copy of your online file**

1. Start AccountRight and click **Open** in the **Welcome** window.
   The Library Browser appears.
2. Click **Online**.
3. In the list of online company files, find the company file you want to open. The **Last Sync** column shows the date that each company file was last synchronised.

   **NOTE:** **Company file not listed?** If your company file does not appear in the list, this means that a read-only copy of your online company file is not available for you to view on this computer.
   You will not be able to continue with this procedure, and you will need to wait until your internet connection becomes available again.
4. Right-click the company name of the file you want to view and select **View a read-only copy (offline)**.
5. Sign on to the company file.
   A message appears, explaining that you are opening a read-only file. Click **Close**.
6. Go to the **File** menu and choose **Back Up**.
   The **Back Up Company File** window appears.
7. Give the backup file a name that will help you identify it, and then click **Back Up**.
8. Go to the **File** menu and choose **Restore**.
   The **Restore Backup File** window appears.
Click **Browse** and select the file that you just backed up.

Give the restored file a unique name.

Select the option labelled in a **library on my computer or my network**.

Click **Restore**.

When the file has finished restoring, the **Sign-on** window appears.

**Sign on** to your company file. You can now work offline on your company file.

**TIP:** Let your other users know that you’re working offline. To avoid losing information in the online company file, you should contact the other users and let them know that you are working on the file offline. They should not enter or modify transactions and records in the online file until you are able to work online again.

**Task 2: Update the online company file**

When your internet access is restored, you can resolve the changes you made offline by exporting the transactions or records you entered offline, and importing them into the online company file. For more information, see ‘Importing and exporting data’ on page 245.

Alternatively, you can restore your company file online. Note that this option is suitable only if no changes were made to the online file, or you are wanting to replace the online file with the copy you have on your computer.

Follow the steps below to restore your company file online.

**NOTE:** **Administrator access required** To restore a company file, you will need to log in to AccountRight Live as an AccountRight Live administrator.

1. In the offline company file you have been working on, go to the **File menu** and choose **Back Up**.
   
The **Back Up Company File** window appears.

2. Give the backup file a name that will help you identify it, and then click **Back Up**.

3. When the backup is complete, go to the **File menu** and choose **Restore**.

The **Restore Backup File** window appears.

4. Click **Browse** and select the file that you just backed up.

5. In the **Restore Backup File** window, select the **online with AccountRight Live** option.

6. Click **Restore**. A message appears, warning that restoring can’t be undone. Click **Yes** to continue.

7. If the **MYOB AccountRight Live Log In** window appears, log in as an AccountRight Live administrator.

8. When the file has finished restoring, the **Sign-on** window appears.

9. Sign on to your online company file. You can now work online.
5 Banking

Use AccountRight’s banking features to record your bank and cash transactions and keep on top of your finances. You can:

- record the money that goes in and out of your bank accounts and credit card accounts
- manage money that you deposit in a batch, such as customer payments made by cash, cheque or credit card
- record cash payments and purchases, such as petty cash expenses
- reconcile transactions shown on your bank statement with the information you’ve recorded in AccountRight, to check that your records are up to date
- prepare payments to process electronically using your internet banking software or website.

If you’re not using bank feeds...

If you haven’t signed up to the bank feeds service, or you have bank or credit card accounts that don’t work with the service, you can still keep your information up to date in AccountRight. Most of your transactions can be entered from the one window (see ‘Entering transactions in the Bank Register window’ on page 74) and there are smart features that will help you speed up your data entry too (see ‘Recurring transactions’ on page 207).

Bank feeds help you keep up to date

If you’re subscribed to AccountRight Live, you can sign up to the bank feeds service and have all of your bank transaction details automatically fed into your company file. You’ll just need to check and approve the information before it’s committed to your file.

Using bank feeds is the easiest way to keep your financial records up to date and accurate. Because you’re approving transactions as you go, bank reconciliation is largely done for you.
About bank feeds

Bank feeds let you compare your bank account and credit card transactions with the information you have in AccountRight and easily add transactions.

Before you can use bank feeds, you need to register the bank or credit card account you want to use. You also need an AccountRight Live subscription. For information on how to receive a feed for your bank or credit card account, see ‘Set up bank feeds’ on page 53.

Note that how often your bank feeds are updated depends on your bank. For information on feed frequency and for a list of supported banks and accounts, see myob.co.nz/arlive/banks.

How bank feeds can work for you

It’s simple to work with bank feeds. First you get your bank feed, then you compare the information you receive from the bank with the information available in AccountRight. If necessary, you can add a transaction if it is not already recorded in AccountRight. Then, you just need to confirm that everything received from the bank agrees with what you’ve got in your software. This is called ‘approving’ (see ‘Approving a bank feed’, on page 68 for more information).

You can use bank feeds to reflect the way you maintain your business records. For example, you can use bank feeds:

- **For transaction entry.** Use bank feeds as a key way of entering information in AccountRight. Bank feeds speed up transaction entry, as a lot of the work is done for you.
- **To get up-to-date bank information.** Depending on how frequently your bank updates your feed, you can get information from bank feeds faster than from other sources. Instead of waiting for a remittance, you’ll know when a customer has paid you the moment it appears in your bank feed.

- **As a reconciliation tool.** When you confirm that the information from your bank matches the information in AccountRight, your AccountRight transactions are automatically prepared for reconciliation. You have a lot less work to do when it comes time to reconcile your accounts.

**The Bank Feeds window** When you get your bank feed, the bank account transactions and your matching AccountRight transactions appear side by side in the Bank Feeds window. This is where you work with bank feeds.

- A Bank Statement These are your bank feed transactions from your bank. You can sort them by clicking a column heading. For example, click **Date** to sort your transactions by date.
- B Manage Rules Create or edit rules to automate the matching process. See ‘Using bank feed rules’ on page 70.
How matching works

Bank feeds works by matching transactions from your bank to those recorded in AccountRight. Where possible, AccountRight will try to automatically match bank transactions to AccountRight transactions. You can also create rules that will tell AccountRight what to do if a bank transaction matches predefined criteria.

Where no automatic match occurs, you’ll need to manually match a transaction.

Automatic matching

When you receive a bank feed, AccountRight tries to automatically match transactions from your feed with existing AccountRight transactions.

A bank transaction and AccountRight transaction are matched if they have the same date and amount and the AccountRight transaction is the correct type (such as Spend Money).

Example:

A payment for Metropolitan Electricity of $400 comes out of your bank account on 16 November 2013. When this payment appears in your bank feed, it is automatically matched to a Spend Money transaction recorded for $400 recorded on 16 November 2013.

Of course, if there are two identical transactions, a match won’t happen (you will be able to review the identical transactions).

Rule matching

You can set up rules to automatically prepare matching transactions in AccountRight. The more rules you set up, the more matching is automated and the less transactions you have to find or create.

Rules work by searching for bank transactions based on search criteria you set.

You can set up invoice rules to record invoice payments and transaction rules for all other receipts and expenses. For more information on setting up rules, see ‘Using bank feed rules’, on page 70.

Manual matching

If there isn’t an automatic match, (for example because of a rounding difference in the amounts), you can easily find the AccountRight transaction, edit it, and manually match it. Or, if it is yet to be recorded in AccountRight, you can create a matching transaction in the Bank Feeds window. See ‘Approving a bank feed’, on page 68.

Watch the following video for an overview of how bank feeds can help you keep on top of your banking.
Approving a bank feed

To approve your bank feed, you need to bring your bank transactions into AccountRight and approve the automatic matches. For any transactions that remain unmatched, you can either find a transaction you’ve previously entered in AccountRight, or create a new transaction in AccountRight.

To approve a bank feed

1. Go to the Banking command centre and click Bank Feeds. The Bank Feeds window appears.

2. In the Account field, select the account you want to receive feeds from.

3. Click Get Bank Transactions. The Bank Statement column will refresh and display any new bank transactions that have occurred since your last update. Note that bank feeds are updated for all accounts.

Any bank feed transaction that exactly matches a transaction already entered into AccountRight, or any transaction that has a transaction rule applied to it will be automatically matched.

To approve matched transactions

4. Review the matched transactions.
   a. If the transactions have been matched correctly, click Approve.
   b. If a transaction has been matched incorrectly, you can undo the match. Click the unmatch icon ( ). This undoes the match and the AccountRight transaction disappears from the right side of the Bank Feeds window.

NOTE: Undoing a match

Undoing a match does not delete the AccountRight transaction. You will also need to find another AccountRight transaction, or create a new transaction to match the bank feed transaction.

To approve unmatched transactions

5. If you’ve already entered the transaction into AccountRight:
   a. In the Bank Feeds window, select an unmatched bank feed transaction and click Find. The Find a Matching Transaction window appears.

   If the transaction you want doesn’t appear in this window, change the amount and date ranges and click Update to filter your search. Note that only unreconciled transactions appear.
   b. Select a transaction. If the amount of the transaction does not exactly match the bank feed transaction amount, you’ll need to edit it. You can do this by clicking the zoom arrow next to it.
   c. Click Match & approve. The Bank Feeds window reappears with the AccountRight transaction matched and approved to the bank feed transaction.
If you haven’t entered the transaction into AccountRight:

a. In the Bank Feeds window, select an unmatched bank feed transaction, click New and select the type of transaction you want to create. The relevant transaction window appears.

b. Complete the transaction. As the aim is to create a matching transaction, some fields, such as Amount, Date and Memo, automatically contain information from the bank feed transaction and greyed-out fields, such as Pay from Account, cannot be edited.

c. Click Record. The transaction is recorded and the Bank Feeds window reappears with the AccountRight transaction matched and approved to the bank feed transaction.

Hiding transactions

You may have transactions that you can’t or don’t want to match, for example, transactions left over from when you started using bank feeds. You can hide these transactions, so they don’t appear in the Bank Feeds window.

To hide a transaction

- In the Bank Feeds window, right-click the transaction and choose Hide Transaction. The hidden transaction disappears from the Bank Feeds window.

To view a hidden transaction

1. Go to the Show field and select Hidden. If the transaction you want doesn’t appear, change the date filters and click Update.

2. Select a transaction and click Unhide. The transaction disappears from the Bank Feeds window.

3. Go to the Show field and select Current Transactions. The hidden transaction now reappears in the Bank Feeds window with the rest of your bank feed transactions.

Unapproving matched transactions

If a match has been incorrectly approved, you need to undo the approval. In the Bank Feeds window, select the approved match and click Undo. The Undo button changes to Approve and the tick next to the AccountRight transaction is replaced with the unmatch icon (x). You can then undo the match, by clicking the unmatch icon.

TIP: Redisplay approvals If you close the Bank Feeds window, any approved matches will no longer appear the next time you open the window. To redisplay approved matches, select Approved in the Show field. All approved matches for the selected account appear.
Using bank feed rules

If you have transactions that regularly appear in your bank feeds, you can set up rules to automatically create matching transactions in AccountRight, or to help match payments to invoices.

Rules search for a word or phrase in your bank feed and, when found, an AccountRight transaction is suggested as a match, or created and matched, ready for you to approve. You can make the search as simple or as complex as you need. For more information about searches see ‘Search options’ on page 72.

The type of rule you apply, and the way the rule works depends on the type of transaction. There are two types of rules you can create in bank feeds: transaction rules and invoice rules.

**Transaction Rules** Use transaction rules when you receive or pay money that is not for an invoice or bill you’ve recorded in AccountRight. A transaction rule can create a transaction and allocate the transaction amount to one or more accounts, jobs or GST codes.

Say you regularly buy stationery from a business called *Office Supplies*, you can create a transaction rule, so that each time a transaction from *Office Supplies* comes through in your bank feed, a matching transaction is automatically created and matched in AccountRight.

You can create similar rules for utility payments, rent, petrol purchases or other Spend Money or Receive Money transactions. For information on how to set up transaction rules, see ‘To create a transaction rule from a bank feed transaction’ below.

**Invoice Rules** Use invoice rules to help match customer payments to the invoice they relate to. When the rule is applied in AccountRight, a list of possible invoice matches are provided, all you need to do is select the correct one and approve it.

**TIP:** *Online invoice payments from customers* If a lot of your customers transfer their payment directly to your account, you can ask them to add their name or customer reference number to their internet banking transfer, to help with the matching process.

You can create a rule from a bank feed transaction, as in the following example, or you can create a rule from the Manage Rules window.

**To create a transaction rule from a bank feed transaction**

1. Go to the Banking command centre and click Bank Feeds. The Bank Feeds window appears.
2. Select the bank statement transaction that you want to create the rule for and click **New > Transaction Rule**. The New Rule window appears.

![New Rule window](image)

Note that the rule name automatically contains the description from the bank feed transaction. You can change this if you want.

3. Choose whether to apply the rule to one selected account, or all bank feeds accounts.
4 Enter the word or phrase that the bank feed transaction should contain. If the text is found in the bank feed transaction’s description, the rule will be applied. For more information, see ‘Search options’, on page 72.

5 Enter the allocation details. If you want to allocate to more than one account, job or GST code, click Show advanced options. For more information see ‘Search options’, on page 72.

6 Click OK. The Bank Feeds window reappears. The rule you have created is applied to the bank feed transaction.

The next time a bank feed transaction appears matching the rule conditions you have selected, the rule will be automatically applied.

To create an invoice rule from a bank feed transaction

1 Go to the Banking command centre and click Bank Feeds. The Bank Feeds window appears.

2 Select the bank statement transaction that you want to create the rule for and click New > Invoice Rule. The New Invoice Rule window appears.

Note that the rule automatically contains the description from the bank feed transaction. You can change this if you want.

3 Choose whether to apply the rule to one selected account, or all bank feeds accounts.

4 Enter the customer you want to create the rule for. When the rule is applied, all open invoices for this customer will be found.

5 Click OK. The Bank Feeds window reappears. The rule you have created is applied to the bank feed transaction and the Possible invoice match link appears.

The next time a bank feed transaction appears matching the rule conditions you have selected, the rule will be automatically applied.
To edit a rule
1. Go to the Banking command centre and click Bank Feeds. The Bank Feeds window appears.
2. Click Manage Rules. The Manage Rules window appears.
3. Select a rule and click Edit.
4. In the window that appears, make the changes to the rule and click OK. The Manage Rules window reappears.
5. Click Close. The Bank Feeds window reappears.
6. Click the refresh icon ( ) to update the Bank Feeds window with the changes.

To delete a rule
1. Go to the Banking command centre and click Bank Feeds. The Bank Feeds window appears.
2. Click Manage Rules. The Manage Rules window appears.
3. Select a rule and click the delete icon ( ). The rule disappears from the Manage Rules window.
4. Click Close. The Bank Feeds window reappears.
5. Click the refresh icon ( ) to update the Bank Feeds window with the change.

Search options
When you create a rule, you specify the words you want to search for in the bank transaction description. You can also use additional options to narrow the range of this search.

You can search for an exact word or phrase that appears in your bank transaction description. If the description varies, for example, you purchase petrol from different retailers, enter additional search terms.

The New Rule window contains two search fields:

<table>
<thead>
<tr>
<th>Exact word or phrase</th>
<th>Search for an exact term (including punctuation) in the bank transaction description.</th>
</tr>
</thead>
<tbody>
<tr>
<td>And/or these words</td>
<td>Search for additional words or phrases. When you combine an exact word or phrase search with an and/or search, you can make the rule look for very specific combinations of text.</td>
</tr>
</tbody>
</table>

Note the following about search conditions:
- Search conditions are not case sensitive.
- You do not need to enter terms in both fields. The rule will skip a search field you leave blank.
- Words entered in both fields are treated as an ‘and’ phrase.
- Separate words or phrases in the and/or field must be separated by commas.
- Phrases in the and/or field must be enclosed in quotation marks.

The following table shows different search combinations and what they can find:

<table>
<thead>
<tr>
<th>This word or phrase:</th>
<th>...and/or these words:</th>
<th>...finds:</th>
</tr>
</thead>
<tbody>
<tr>
<td>BANK</td>
<td>FEE</td>
<td>BANK FEE</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FEE - BANK</td>
</tr>
</tbody>
</table>
Using Bank Feed Rules

Example: Allocating a credit card merchant fee

To account for bank charges or merchant fees, or to track interest on a bank loan, you can also allocate negative percentages and negative amounts in a rule.

Example:

Clearwater receives a regular credit card payment for servicing a customer’s water coolers. The amount of the payment varies, but a merchant fee of 1.5 percent is always deducted from the payment before it is deposited into Clearwater’s account. The rule set up below shows an allocation for the payment and a negative allocation of 1.5 percent for the merchant fee:

Allocation options

(Spend Money and Receive Money rules only)

You can allocate payments in rules to one or more account, job, or GST code. You can allocate payments by percentage or by a dollar amount (click the Allocate column to switch between percentage or dollar amount allocations).

For example, you can allocate your telephone bills to multiple jobs, or split sales income between different sales accounts and departments.
Recording money you have spent and received

If you have an account that’s not associated to a bank feed, an easy way to record the money that flows in to and out of the account is to use the Bank Register window. This includes payments for customer invoices and supplier purchases, as well as any other receipts and payments.

If you want to record a lot of detail for your transactions, use the Spend Money and Receive Money windows.

Entering transactions in the Bank Register window

NOTE: Are you working with an account associated to a bank feed? If so, use the Bank Register window when you want to add a transaction to AccountRight before it appears in your bank feed.

You can enter the following transactions in the Bank Register window: cheques, deposits, payments to suppliers, payments from customers, sales and purchases.

The main advantages of using the Bank Register window to enter transactions instead of using transaction windows such as Spend Money, are speed and convenience. For example, you can record a customer payment and then write a cheque without having to open multiple windows and switch between them. As transactions can be recorded with minimum detail, you save time when entering a batch of transactions. Note that you cannot use the Bank Register window to record electronic payments.

Importing your online bank and credit card statements You can also use the Bank Register window to import your bank and credit card statements. If a statement contains any transactions that you have not entered, you can add them quickly in the Bank Register window. For more information, see ‘To reconcile by importing a bank statement’ on page 84.

To enter a transaction in the Bank Register window

1. Go to the Banking command centre and click Bank Register. The Bank Register window appears.

2. In the Account field, select the bank or credit card account that will be used for this transaction.

3. In the lower part of the window, select the transaction type from the Type list. The transaction type you select depends on whether or not the payment is for a customer invoice or supplier purchase.

   If the payment is for a:
   - customer invoice, select Receive Payment
   - supplier purchase, select Pay Bill
   - receipt other than an invoice payment, select Receive Money
   - purchase other than for a supplier bill, select Spend Money.
4 Enter a transaction reference:
   - If you select Pay Bill, Spend Money or Enter Purchase from the Type list, enter a cheque number (or other transaction reference) in the Cheque No. field.
   - If you select Receive Payment, Receive Money or Enter Sale from the Type list, type a transaction reference in the adjacent ID No. field.

5 In the Date field, enter the date of the transaction.

6 In the Card field, enter the card for this transaction.

7 In the Amount field, type the total amount of the transaction, including GST.

   **TIP:** To void a cheque If you want to void a cheque because, for example, you made a mistake when writing the cheque manually, leave the Amount field and the account allocation fields blank.

8 If you want to allocate the amount to only one account, enter the account that will be used for this transaction in the Account field [not applicable for Pay Bill and Receive Payment].

9 If you want to allocate the amount to more than one account, click Split. The corresponding transaction window will appear, and you can then allocate the amount to multiple accounts of your choice.

   Note that you can also click Split to:
   - apply payments to a particular invoice or bill
   - enter the payment method
   - print the transaction.

   **NOTE:** When the Split button is not available If the transaction type is Enter Sale or Enter Purchase, Split is not available. To open the transaction window, you will need to record the transaction, then click the zoom arrow (Zoom) next to the transaction in the Bank Register window.

10 Select the appropriate GST code in the GST field (not applicable for Receive Payment and Pay Bill).

11 [Optional] Assign the payment to a job by entering the job code in the Job field (not applicable for Receive Payment and Pay Bill).

12 [Optional] If you want to record the purpose of the transaction, type a description in the Memo field.

13 [Optional] If you use categories and want to assign the transaction to a category, select a category from the Category list. [Not applicable for Pay Bill and Receive Payment] For more information about categories, see ‘Categories’ on page 254.

   **TIP:** Save the transaction as recurring If you want to store the transaction as a recurring transaction, click Save as Recurring. In the Recurring Schedule Information window, enter the necessary information and click OK. (Note that in the Bank Register this option is available only for Spend Money and Receive Money transaction types.) For more information, see ‘Recurring transactions’ on page 207.

14 Click Record.

### Entering detailed transactions

**NOTE:** Are you working with an account associated to a bank feed? If so, only use the Spend Money and Receive Money windows to add a transaction to AccountRight before it appears in your bank feed.

### To record money you receive

1 Go to the Banking command centre and click Receive Money. The Receive Money window appears.

2 Choose the account that will be used to record the money.
   - Deposit to Account. Select this option if the money was deposited directly to your bank account.
   - Group with Undeposited Funds. Select this option if the money will be deposited at a later time. For information about undeposited funds and preparing bank deposits, see ‘Approving a bank feed’ on page 68.

3 If the deposit amount included GST, select the GST Inclusive option.

4 In the Payor field, enter the payor’s card.
In the **Amount Received** field, type the amount received.

[Optional] In the **Payment Method** field, select the payment method.

[Optional] If you want to record additional details about the transaction, such as a cheque number, click **Details** and record the details in the **Applied Payment Details** window that appears.

Enter the date of the transaction.

[Optional] Type a detailed comment in the **Memo** field to help you identify the transaction later.

Allocate the amount to the appropriate account.

---

<table>
<thead>
<tr>
<th>A</th>
<th>Enter an account to which you want to assign the transaction or part of the transaction.</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td>Type the amount you want to assign to this account. The total amount in this column must equal the amount in the <strong>Amount Received</strong> field before you can record the transaction.</td>
</tr>
<tr>
<td>C</td>
<td>[Optional] Assign the amount to a job by entering the job code here.</td>
</tr>
<tr>
<td>D</td>
<td>[Optional] Type a memo for each entry in the transaction.</td>
</tr>
<tr>
<td>E</td>
<td>The GST code that is linked to the allocation account appears here automatically. You can change it if necessary.</td>
</tr>
</tbody>
</table>

If the payment covers more than one account, repeat step 10 on page 76 on a new transaction line.

If you want to view or change the GST amounts assigned to the transaction, click the zoom arrow (🔍) next to the **GST** field.

[Optional] If you use categories and want to assign the transaction to a particular category, select a category from the **Category** list.

**TIP:** Save the deposit as a recurring transaction To store the transaction as a recurring transaction so that you can use it again, click **Save as Recurring**. In the **Recurring Schedule Information** window, enter the necessary information and click **OK**. For more information, see ‘Recurring transactions’ on page 207.

Click **Record**.

**To record money you spend**

1. Go to the **Banking** command centre and click **Spend Money**. The **Spend Money** window appears.

2. Select how the payment is to be made.

   - If you are paying electronically—that is, if you will be generating an electronic payment file for this payment—click **Group with Electronic Payments**.

   ![Electronic Payments](image)

   - If you are paying by some other means—such as by cash, cheque, credit card or internet banking—enter the account you are paying from in the **Pay from Account** field.

   ![Pay from Account](image)

3. If the payment amounts you are entering are GST inclusive, select the **GST Inclusive** option.

   **NOTE:** Make your selection now Don’t select or deselect the **GST Inclusive** option after you enter an amount in the **Amount** field.

4. Fill in the information in the cheque area of the window. Enter the payee card, cheque number (or other identification number), amount, memo, etc.

   If you are paying electronically, enter your own unique reference in the **Statement Text** field or accept the default. The text entered in this field will appear on the payee’s bank statement.
If you want to change the default payee address, enter the payee’s address in the **Payee** field.

Allocate the payment to the appropriate account.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter the account you want to assign the payment to.</td>
<td>Type the allocation amount.</td>
<td>[Optional] Assign the payment to a job by entering the job code here.</td>
<td>[Optional] Type a memo to describe the payment.</td>
<td>The GST code that is linked to the allocation account appears here automatically. You change or delete it if necessary.</td>
</tr>
</tbody>
</table>

If your payment covers more than one account, repeat step 6. You would do this, for example, when paying for a purchase with a number of different types of purchases on it: postage, magazines, stationery, etc.

If you want to view or change the GST amounts assigned to the payment, click the zoom arrow ( ) next to the **GST** field.

If you want to assign the payment to a particular category, select a category from the **Category** list. For more information about categories, see ‘Categories’ on page 254.

**TIP:** **Recap transaction** Before you record this transaction, you can use the Recap Transaction feature to view the journal entries that will be created when the transaction is recorded. This is useful for confirming that the journal entries are posted to the correct accounts. To recap, choose Recap Transaction from the **Edit** menu.

Complete the payment

If you are paying by cheque and have already written a cheque, select the **Cheque Already Printed** option.

If you want to send remittance advice in a batch, select an option from the **Remittance Advice Delivery Status** list.

After you have recorded a number of payments, say, the day’s payments, you can print or email remittance advices in a batch. For more information, see ‘Sending forms’ on page 224.

If you want to preview the remittance advice or cheque for this transaction, click **Print** and then choose **Preview Cheque** or **Preview Remittance Advice**. Note that the transaction is recorded before it is displayed.

If you want to print a cheque or remittance advice now, click **Print** and select the form type you want to print. Note that the payment is recorded before it is printed.

**TIP:** **Save the payment as a recurring transaction** If you want to store the payment as a recurring transaction click **Save as Recurring**. In the **Recurring Schedule Information** window, enter the necessary information and click **OK**. For more information, see ‘Recurring transactions’ on page 207.

Click **Record**.
Preparing a bank deposit

Use the Prepare Bank Deposit feature to deposit payments you hold in a temporary holding account (known as an Undeposited Funds account) to your bank account. You will have payments in an Undeposited Funds account if you selected the Group with Undeposited Funds option in the Receive Money or Receive Payments windows when you recorded the payments.

To prepare a bank deposit

1. Go to the Banking command centre and click Prepare Bank Deposit. The Prepare Bank Deposit window appears.
2. In the Deposit to Account field, enter the account you want to deposit funds into.
3. If you want to group receipts by payment method:
   a. In the Select Receipts by field, select Payment Method.
   b. In the adjacent field that appears, enter one or more payment types. (For credit cards, select one or more credit card types.) Only payments made using that method are listed.
4. Enter a date to display undeposited funds up to and including that date.
5. [Optional] Type a description of the bank deposit in the Memo field to help you identify the payment later.
6. Select the receipts you want to include in the bank deposit by clicking in the Deposit column next to them. If you want to select or deselect all receipts, click the select icon ( ) at the top of the Deposit column.
7. [Optional] If you need to enter an adjustment transaction—for example, to record credit card transaction fees or to keep part of
the deposit as cash—click Deposit Adjustment. The Bank and Deposit Adjustments window appears.

In the Fees and Cash Back and/or the Adjustment for Excess Funds sections:

a. Type the adjustment amount.

b. Type the date and an ID number.

c. Select an expense or income account—as appropriate—for the adjustment amounts.

d. Type a description in the Memo field and complete other fields as necessary.

e. Click Record. If you need to record additional adjustments or fees, click Deposit Adjustment again.

8. Click Record to record the bank deposit.

Electronic payments

If you pay your suppliers electronically, select the Group with Electronic Payments option when you record a supplier payment in the Spend Money window. You then prepare an electronic payment file for your bank to process the payments.

Electronic payment files contain the payment information for your bank to process, including your bank details, your payees’ bank details and the amounts you want to pay.

When you have prepared an electronic payment file, you can send it to your bank for processing (for example, by using online banking software provided by your bank). Contact your bank for more information on how to send electronic payment files for processing.

Setting up electronic payments

Before you can prepare an electronic payment file, you need to complete the electronic payment setup tasks. For more information, see ‘Set up electronic payments’ on page 48.

Once you have recorded all the supplier payments you want to pay electronically, you can prepare an electronic payment file.
To prepare an electronic payment file

1 Go to the Banking command centre and click Prepare Electronic Payments. The Prepare Electronic Payments window appears.

2 In the Pay From Account field, select the bank account from which you are paying. The banking details of the account you select are included in the file that you send to the bank for processing.

3 If you want to group the electronic payment by payment type—for example, to pay liabilities only—select a type in the Select Payment by field.

4 In the Your Bank Statement Text field, type the text you want to appear on your bank statement.

5 In the Bank Processing Date field, enter the date you want the payment to be processed.

6 Click in the select column (✓) next to those payments you want to process.

7 Click Bank File. A window appears, informing you that the payment will be recorded before the bank file is created.

8 Click OK. The Save As window appears.

9 Select the destination folder and name for the electronic payment file and click Save. The payment information is saved as a file which you can send to your bank for processing.

10 If you want to prepare another electronic payment file, repeat from step 2.

11 Click Cancel to exit the Prepare Electronic Payments window.

Transferring money between accounts

You can transfer money between bank accounts, including bank and credit card accounts, using the Transfer Money window. For example, if you have a petty cash account set up as a bank account, you can transfer funds to it to top up the balance of your petty cash float. For information on setting up accounts see ‘Setting up accounts’, on page 34.

You can also record payments to credit card providers by transferring funds to credit card accounts.

TIP: Transferring money using bank feeds If you use bank feeds, you can transfer money as you check your bank transactions. For more information, see ‘About bank feeds’, on page 66.
To transfer money between accounts

1. Go to the Accounts command centre and click Transfer Money. The Transfer Money window appears.

2. Enter or select a date for the transfer.

3. In the Transfer Money From field, enter the account from which the funds will be paid.

4. In the Transfer Money To field, enter the account to which the funds will be paid.

5. In the Amount field, type the amount to be transferred.

6. If you want to record the purpose of the transaction, type a description in the Memo field.

7. If you want to assign the transaction to a particular category, select the category from the Category list.

   **TIP:** Saving as a recurring transaction If you want to store the transaction as a recurring transaction, click Save as Recurring. Enter details of the recurring transaction in the Recurring Schedule Information window and click OK. For more information about recurring transactions, see ‘Recurring transactions’ on page 207.

8. Click Record.
Reconciling your bank accounts

Even if you use bank feeds to bring your bank account and credit card information into AccountRight, you still need to reconcile your accounts. Reconciling ensures that the bank account balances in your company file match your bank’s records.

If you are reconciling your bank account for the first time since you started using AccountRight, see ‘Do an initial bank reconciliation’ on page 50.

To reconcile an account you receive bank feeds for

TIP: If the Bank Feeds window lists bank statement transactions that you have already reconciled, you can hide them. See ‘Hiding transactions’, on page 69.

Follow this procedure for banking accounts that you receive bank feeds for.

1 Check that you have received all bank feed transactions for the period you want to reconcile, and they have been matched and approved. For information, see ‘About bank feeds’ on page 66.

2 Go to the Banking command centre and click Reconcile Accounts. The Reconcile Accounts window appears.

3 In the Account field, enter the account you want to reconcile.

4 In the Closing Statement Balance field, type the closing balance that appears on the statement your bank sent you.

   If you are reconciling as at the end of the week or month, and your statement has transactions dated after that date, type the closing balance for the last day of the period you’re reconciling.

5 In the Bank Statement Date field, enter the closing date that appears on your bank statement and then press Tab. Only unreconciled transactions dated on or before that date will appear.

   If you are reconciling as at the end of a week or month, and your statement has transactions dated later, type the last day of the period you’re reconciling.

6 Review the list of transactions. All bank feed transactions you have approved are marked as cleared.

   If there are uncleared transactions, mark them as cleared if they have appeared on your bank statement.

   This might be the case if, for example, you are performing a monthly reconciliation but you applied for bank feeds part way through the month.
1. Go to the Banking command centre and click Reconcile Accounts. The Reconcile Accounts window appears.

2. In the Account field, enter the account you want to reconcile.

3. In the Closing Statement Balance field, type the closing balance that appears on the statement your bank sent you.

   If you are reconciling as at the end of the week or month, and your statement has transactions dated after that date, type the closing balance for the last day of the period you’re reconciling.

4. In the Bank Statement Date field, enter the closing date that appears on your bank statement and then press Tab. Only unreconciled transactions dated on or before that date will appear.

   If you are reconciling as at the end of a week or month, and your statement has transactions dated later, type the last day of the period you’re reconciling.

5. For each entry on your bank statement, select the corresponding transaction by clicking in the select column ( ).

6. If there are entries on the statement relating to bank charges or bank interest that do not appear among the transactions on the Reconcile Accounts window, you need to manually enter these transactions.

   a. Click Bank Entry. The Bank and Deposit Adjustments window appears.

   b. Fill in the appropriate transaction details and click Record. The Reconcile Accounts window reappears.

7. Click Reconcile.

   If your account is reconciled, you have the option of printing a confirmation report. You’ll need to click Reconcile again after printing the report. If you don’t want to print the report, click Reconcile to finish.

   If your account is out of balance, see ‘Reconciliation problems’, on page 85.
To reconcile by importing a bank statement

Follow this procedure for accounts that you download statement files for, from your financial institution’s online banking website.

1. Download the statement file from your bank.
   
   Your bank’s website should provide instructions on how to download this file. The following file formats are supported: OFX, QFX, QIF and OFC.

2. Go to the Banking command centre and click Reconcile Accounts. The Reconcile Accounts window appears.

3. In the Account field, enter the account you want to reconcile.

4. In the Closing Statement Balance field, type the closing balance that appears on the statement your bank sent you.

5. In the Bank Statement Date field, enter the closing date that appears on your bank statement and then press Tab. Only unreconciled transactions dated on or before that date will appear.


7. Locate and select the statement file you downloaded in step 1.

8. Click Open. The Get Statement window appears.

9. Click OK. The statement transactions are automatically matched with the transactions in your company file using the cheque number, date and amount as the criteria for matching withdrawals and deposits.

10. If the Unmatched Statement Transactions window appears, choose what you want to do for each unmatched transaction:

   - Match: If you have already entered a transaction that matches a statement transaction, select the statement transaction and click Match Transaction. In the Match Transaction window, select the transaction that you want to match and click Match.

   - Add: If you want to add the statement transaction to your company file, select it and click Add Transaction. The Spend Money window or the Receive Money window (depending on the type of transaction you are adding) appears. Enter the details of the transaction and record it.

11. When you have finished matching and adding all statement transactions, click Done. The Reconcile Accounts window appears.
12 Click **Reconcile**.

If your account is reconciled, you have the option of printing a confirmation report. If you don’t want to print the report, click **Reconcile** to finish.

If your account is out of balance, see ‘Reconciliation problems’ below.

## Reconciliation problems

### If you can’t reconcile because there’s an out of balance amount

1. Check the following:
   - did you type the correct figure in the **Closing Statement Balance** field? You need to type the closing balance from your bank statement, not the opening balance.
   - did you enter the correct date (that of the closing balance from your bank statement) in the **Bank Statement Date** field? An incorrect date may prevent some transactions from appearing in the list.
   - did you select all the transactions that appear on the bank statement? If not, some transactions might not have been accounted for in the reconciled balance.
   - did you select, by mistake, a transaction that didn’t appear on your bank statement? If yes, you need to deselect this transaction.
   - did you record all bank charges and bank interest entries that appear on the bank statement? If not, you need to record them and select them for reconciliation. See step 6 in 'To manually reconcile an account', on page 83.

2. Repeat the reconciliation procedure.

3. If your account is still out of balance, then you might have deleted a transaction that has been reconciled previously.
   - If you have deleted a reconciled transaction, re-enter it and then select it in the **Reconcile Accounts** window when performing the reconciliation.

### If there’s a problem with a period you’ve already reconciled

If you have reconciled a transaction in error or deleted a previously reconciled transaction, you can undo the previous account reconciliation. When you undo a reconciliation, all transactions for that period return to an unreconciled status.

If the error was made in a reconciliation earlier than your last reconciliation, you can undo several reconciliation periods in succession in your current financial year.

1. Go to the **Banking** command centre and click **Reconcile Accounts**. The **Reconcile Accounts** window appears.

2. In the **Account** field, enter the account for which you want to undo the reconciliation.

3. Click **Undo Reconciliation**. The **Undo Last Reconciliation** window appears, confirming the account and date of the reconciliation you are undoing.

   ![Undo Last Reconciliation](image)

4. Click **Undo Reconciliation**. A confirmation window appears.

5. Click **OK**. The **Reconcile Accounts** window reappears.
6 Sales

This chapter explains how to enter information about sales to your customers. You record a sale by specifying the customer’s details, the invoice layout (item, service, professional, time billing or miscellaneous), the type of the sale (quote, order or invoice) and the details of the items or services sold. The chapter also explains the various ways of sending an invoice, how to record customer payments, how to issue a customer credit, and how to analyse sales activities with a variety of reports and other analytical tools.

Creating a customer card

Before you can record a sale, you need to create a card for your customer.

To create a customer card

1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Click New. The Card Information window appears.
3. Select Customer from the Card Type list.
Select the designation of the card: company or individual.

Type the customer name. If you use codes to identify customers, type the code for the customer in the Card ID field. For more information, see ‘Card identification codes’ on page 204.

Enter contact details for the customer.

If you want to enter more contact information, select Address 2 from the Locations list and enter the additional details. You can enter contact details for five locations.

Click the Card Details tab. You can enter notes about the customer, insert a picture and assign attributes.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>insert a picture</td>
<td>page 205</td>
</tr>
<tr>
<td>assign identifiers to the card</td>
<td>page 196</td>
</tr>
<tr>
<td>assign an attribute from a custom list</td>
<td>page 197</td>
</tr>
<tr>
<td>enter additional information in a custom field</td>
<td>page 204</td>
</tr>
</tbody>
</table>

Click the Selling Details tab and enter your selling details.

Click the Payment Details tab and select the method of payment your customer will use to pay you.

[Optional] Click the Jobs tab and enter the details of each job you have started or are about to start for the customer. For more information about jobs, see ‘Jobs’ on page 208.

[Optional] Click the History tab and type the dollar value of the sales made prior to your conversion month. You can also enter the date that the contact became a customer.

Click OK to save the card.
Entering sales

You enter a sale as a quote, order or invoice.

- A **quote** records an estimated price you have quoted to a customer. A quote has no impact on your inventory levels and can be changed to an order or an invoice when your customer is ready to buy.
- An **order** is a sale that you expect will occur. Orders don’t create transactions unless the customer has paid you a deposit. An order can be changed to an invoice.
- An **invoice** is usually created when you deliver the items or services the customer ordered. Invoices can be open (unpaid), closed (paid) or credit (negative sale). An invoice can’t be changed to a quote or an order.

You can enter a sale in:

- the **Sales** window
- the **Bank Register** window.

The procedure described in this chapter is for entering sales in the **Sales** window, which allows you to record full details about a transaction.

**Bank Register window** Entering a sale in the **Bank Register** window is a fast way to enter a sales transaction. However, you can enter less detail about the sale than if you entered it in the **Sales** window. For more information, see ‘Recording money you have spent and received’ on page 74.

**Entering a sales transaction**

Complete the following steps to enter a sales transaction:

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enter information about the customer below</td>
</tr>
<tr>
<td>2</td>
<td>Choose the type of sale page 90</td>
</tr>
<tr>
<td>3</td>
<td>Enter items or services you are selling page 90</td>
</tr>
<tr>
<td>4</td>
<td>Enter additional information about the sale page 91</td>
</tr>
<tr>
<td>5</td>
<td>Complete the sale page 92</td>
</tr>
</tbody>
</table>

**Task 1: Enter information about the customer**

1. Go to the **Sales** command centre and click **Enter Sales**. The **Sales** window appears.
2. In the **Customer** field, enter the customer’s name and press TAB. The terms and ship-to address shown in the **Sales** window are the details recorded in the customer’s card.

**NOTE:** **Customer credit limits and accounts on hold** You may not be able to record sales for customers who have exceeded their credit limit or whose account has been placed on hold. For more information, see ‘**Credit control**’ on page 100.
Task 2: Choose the type of sale

Choose the type and layout for the sale. The default layout displayed in the Sales window is determined by the selection you make when setting up sales details (using the Sales Easy Setup Assistant) or when creating the customer’s card.

1. If you want to, change the layout.
   There are five layouts: Service, Item, Professional, Time Billing (not available in AccountRight Standard) and Miscellaneous. The layout determines what fields appear on the Sales window.
   - a. Click Layout. The Select Layout window appears.
   - b. Select the appropriate layout and click OK.

   **NOTE:** Miscellaneous layout The Miscellaneous layout is used only for sales where a form does not need to be printed or emailed.

2. Select the type from the Sales Type list in the top left corner: Quote, Order or Invoice.

Task 3: Enter items or services you are selling

The scrolling list in the middle of the Sales window is where you enter details of what you are selling. In this area you will enter item numbers, activity ID numbers (not available in AccountRight Standard), descriptions, account numbers (or account names) and other information to describe your transaction.

One row in the scrolling list is one line item of the transaction. You can enter as many line items for a sale as you want. The fields that appear in the scrolling list will depend on the sales layout you chose.

The following illustration shows the fields for a sale with an Item layout and an Invoice type.

Item sale

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ship</td>
<td>Backorder</td>
<td>Item Number</td>
<td>Description</td>
<td>Price</td>
<td>Disc%</td>
<td>Total</td>
<td>Job</td>
<td>GST</td>
</tr>
</tbody>
</table>

- **A** Ship The quantity to be delivered.
- **B** Backorder The quantity of the item to be placed on backorder. An order for this amount will be created automatically when you click Record.
- **C** Item Number Enter an item from your item list.
- **D** Description A description of the item appears automatically. You can change this if you want. If you want to check spelling in this field, click Spell. For more information, see ‘Spell-check’ on page 22.
- **E** Price The price of the item appears automatically. You can change the price if you want.
- **F** Disc% [Optional] Type a volume discount as a percentage.
- **G** Total The total price of the items is calculated automatically.
Task 4: Enter additional information about the sale

The following illustration shows the fields for a sale with a Service layout and an Invoice type. These fields also apply to the Professional and Miscellaneous layouts.

<table>
<thead>
<tr>
<th>Service sale</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Description</td>
</tr>
<tr>
<td>B Acct No. or Account Name</td>
</tr>
<tr>
<td>C Amount</td>
</tr>
<tr>
<td>D Job</td>
</tr>
<tr>
<td>E GST</td>
</tr>
</tbody>
</table>

NOTE: Add lines, subtotals and headers to sales transactions You can add lines, headers and subtotals to invoices to make it easy to separate and subtotal different groups of line items on one invoice. For more information, see ‘Adding and deleting lines, headers and subtotals’ on page 92.

The fields that appear at the bottom of the Sales window depend on the type of sale you are creating.

A Optional fields Enter optional information, such as the name of the salesperson, a comment, shipping method and the promised date of goods or services.

B Invoice Delivery Status If you want to print or email the invoice in a batch, select the required delivery method from the list. For more information, see ‘Sending forms’ on page 180.

C Journal Memo The journal memo is generated automatically. You can change it if you want.

D Freight Enter any charges for freight.

E Freight GST Enter the GST code for the freight charges.

F GST Click the zoom arrow ( ) if you want to view or change the GST amounts assigned to the sale.

G Paid Today Enter an amount here to indicate how much money the customer paid you at the time of the sale or, if you are creating an order, how much money the customer gave you as a deposit.

H Payment Method Enter the payment method. Click Details if you want to enter details about the payment. For example, if you are being paid by credit card, you can record the last four digits of the credit card number.
Task 5: Complete the sale

There are several ways to complete the transaction.

**TIP:** Save the sale as a recurring sale. You can save the sale as a recurring transaction so you can use it again. Click **Save as Recurring**. In the Recurring Schedule Information window, enter the necessary information and click **OK**. For more information, see ‘Recurring transactions’ on page 165.

- If you want to record the sale without printing or sending it, click **Record** (for a sales quote, click **Save Quote**).
- If you want to record the sale and create a purchase order, click **Create PO**. The quote or order is recorded and the Purchases window appears. For more information, see ‘Creating a purchase order from a sale’ on page 115.
- If you want to record the sale and print, send or save it as a PDF, complete the relevant procedure below.

<table>
<thead>
<tr>
<th><strong>To...</strong></th>
<th><strong>Do this...</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Print</strong></td>
<td>Click <strong>Print</strong> and choose:</td>
</tr>
<tr>
<td></td>
<td>• a form from the list. For example, if a specific sales form is selected as a default form in the customer’s card, this form will be listed.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Select Another Form</strong> to choose a different sales form.</td>
</tr>
</tbody>
</table>

| **Print preview** | Click **Print** and choose **Preview** to preview the sales form for this transaction. Note that the transaction will be recorded before the form is displayed. |
| **Email** | Click **Send To** and choose **Email**. Review and make entries in the **Email** window and click **Send**. The email, which will include a PDF (Portable Document Format) attachment, will be sent to the outbox of your default email software. Send the email from your email software. |
| **Save as PDF** | Click **Send To** and choose **Disk**. In the window that appears, enter a name and location for the PDF file and click **Save**. |

Adding and deleting lines, headers and subtotals

You can add blank lines, transaction lines, headers and subtotals to sales transactions.

**To insert a blank line**

A blank line can be left blank, or you can enter text that will appear on the printed form.

1. In the **Sales** window, click in the line below where the line is to appear.
2. Go to the **Edit** menu and choose **Insert Blank Line**.

**To insert a transaction line**

Add a transaction line if you need to enter more services or items than are allowed for on the screen.

1. In the **Sales** window, click in the line below where the transaction line is to appear.
2. Go to the **Edit** menu and choose **Insert Transaction Line**.
To insert a header
You can group several line items by inserting a header. For example you may want to separate ‘materials’ and ‘labour’.

1 In the Sales window, click in the line below where the header is to appear.
2 Go to the Edit menu and choose Insert Header. A blank line will appear in the scrolling list.
3 Type the text for the header in the Description column.
4 Press Tab to complete the header entry. The text appears in grey.

To insert a subtotal

1 In the Sales window, click in the first line below the items to be subtotalled.
2 Go to the Edit menu and choose Insert Subtotal. A line appears displaying the subtotal of the amounts that appear above the subtotal line and below the last subtotal, if there is one.

To delete a blank line, transaction line, header or subtotal

1 In the Sales window, click anywhere in the blank line, transaction line, header or subtotal you want to delete.
2 Go to the Edit menu and choose Delete Line.

Recording sales with insufficient on-hand quantity

If you track item quantities and values, and you want to record a sales invoice for an item with insufficient on-hand quantities, you can:

- build, buy or backorder the item
- record the sale and allow a negative on-hand item quantity and value to be recorded for the item.

Build, buy or backorder items

When you attempt to record a sales invoice for an item you don’t have enough of, the Backorder List window appears. In this window, you can build and order the required quantity, or just choose to place the unavailable quantity on backorder.

Before you can build an item Before you can auto-build an item, you need to set up your item details. For more information, see ‘Auto-building items’ on page 129.

Before you can buy an item Before you can record a purchase order, you need to enter a primary supplier for re-orders in the Buying Details view of the item record. For more information, see ‘Creating items’ on page 125.
To build, buy or backorder items in the Backorder List window

This window lists items that are either out of stock or would be as a result of recording the sale.

Decide what you want to do:

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-build items</td>
<td>1. Click in the <strong>Build</strong> column next to the item you want to auto-build and then click <strong>Build</strong>. The <strong>Auto-Build Items</strong> window appears.</td>
</tr>
<tr>
<td></td>
<td>2. Click <strong>Build Items</strong>. The <strong>Build Items</strong> window appears.</td>
</tr>
<tr>
<td></td>
<td>3. Change the quantity to build if you want to.</td>
</tr>
<tr>
<td></td>
<td>4. Click <strong>Record</strong> to build the finished item.</td>
</tr>
<tr>
<td></td>
<td>5. Record the sale.</td>
</tr>
<tr>
<td>Record a purchase order</td>
<td>1. Click in the <strong>Buy</strong> column next to the item you want to order and then click <strong>Buy</strong>. The <strong>Purchases</strong> window appears.</td>
</tr>
<tr>
<td>and a sales order</td>
<td>2. Complete and record the purchase order. For information about completing the purchase, see ‘Entering purchases’ on page 109.</td>
</tr>
<tr>
<td></td>
<td>3. Return to the <strong>Sales</strong> window and click <strong>Record</strong>. The <strong>Backorder List</strong> window reappears.</td>
</tr>
<tr>
<td></td>
<td>4. Click in the <strong>Backorder</strong> column next to the item you have ordered.</td>
</tr>
<tr>
<td></td>
<td>5. Click <strong>Backorder</strong>. The <strong>Sales</strong> window reappears with the <strong>Ship</strong> and <strong>Backorder</strong> columns adjusted.</td>
</tr>
<tr>
<td></td>
<td>6. Record the sale. A sales order is automatically recorded for the backordered items.</td>
</tr>
<tr>
<td>Record a sales order</td>
<td>1. Click in the <strong>Backorder</strong> column next to the item you want to place on backorder.</td>
</tr>
<tr>
<td></td>
<td>2. Click <strong>Backorder</strong>. The <strong>Sales</strong> window reappears with the <strong>Ship</strong> and <strong>Backorder</strong> columns adjusted.</td>
</tr>
<tr>
<td></td>
<td>3. Record the sale. A sales order is automatically recorded for the backordered items.</td>
</tr>
</tbody>
</table>

**NOTE:** Multiple items with insufficient quantities  You can use the **Backorder List** window to backorder multiple items with insufficient quantities. However, you can perform the backordering task only after the other two tasks (build and buy) are completed. For example, if you want to backorder some items and buy others, you need to buy the required items first and then return to this window (by clicking **Record** in the **Sales** window again) to complete the backorder.
Changing a sale’s type

The following sale types can be changed:

<table>
<thead>
<tr>
<th>Sale type</th>
<th>Can change to...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quote</td>
<td>order</td>
<td>below</td>
</tr>
<tr>
<td></td>
<td>invoice</td>
<td></td>
</tr>
<tr>
<td>Order</td>
<td>invoice</td>
<td>below</td>
</tr>
<tr>
<td>Invoice</td>
<td>An invoice cannot be changed.</td>
<td></td>
</tr>
</tbody>
</table>

If you want to change several orders simultaneously, see ‘To simultaneously change several orders to invoices’ below.

You can change a sale’s type from the Sales window or from the Sales Register window.

To change a quote to an order or invoice
1. Go to the Sales command centre and click Sales Register. The Sales Register window appears.
2. Click the Orders tab.
3. Select the required order.
4. Click Change to Invoice. The Sales window appears.
5. Review and update the information in the Sales window as necessary. For example, you might want to change the transaction date to today’s date.
6. Click Record. The new invoice is created and the original order is removed.

To simultaneously change several orders to invoices
1. Click To Do List from any command centre. The To Do List window appears.
2. Click the Sale Orders tab to display a list of all your orders.
3. If you want to view the details of a specific order, click the zoom arrow ( ) to the left of the customer’s name.
4. Select the orders you want to change to invoices by clicking in the select column ( ).
5. Click Record as Actual. A window appears, requiring you to enter a date for the selected transactions. This is the date that the transactions will be recorded in your sales journal.
6. Enter a transaction date and click OK.
Reviewing your sales information

There are several tools that you can use to review your sales information.

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Insights</td>
<td>Use Business Insights to analyse sales and customer information.</td>
<td>below</td>
</tr>
<tr>
<td>To Do List</td>
<td>The To Do List displays all open sales, recurring sales and orders sorted by overdue dates.</td>
<td>page 97</td>
</tr>
<tr>
<td>Sales reports</td>
<td>Sales reports help you keep track of your sales activities.</td>
<td>page 97</td>
</tr>
<tr>
<td>Sales history</td>
<td>History lets you view seven years of sales history for an item, a customer or an employee.</td>
<td>page 97</td>
</tr>
<tr>
<td>Sales Register</td>
<td>The Sales Register window gives you a complete picture of your sales activity—open and closed invoices, orders, quotes, returns, credits etc.</td>
<td>page 160</td>
</tr>
<tr>
<td>Find Transactions</td>
<td>Find Transactions helps you find individual sales transactions.</td>
<td>page 160</td>
</tr>
<tr>
<td>Transaction Journal</td>
<td>The Transaction Journal lists journal entries of your sales and other transactions.</td>
<td>page 161</td>
</tr>
</tbody>
</table>

To analyse sales and customer information using Business Insights

Business Insights presents a summary of your sales and customer information, including which customers owe you money and how much money is overdue. You can also see how much your customers owe you for each ageing period, as well as the sales history of your customers.

To find information specific to your needs, sort the table columns by clicking a column heading. For example, you can sort the list of outstanding invoices to find the most overdue invoice or the largest overdue amount.

To analyse customers

1. Click Business Insights in any command centre. The Business Insights window appears.
2. Click the Customer Analysis tab. This tab shows you:
   - the total you are owed and details of each overdue customer payment (based on their invoiced credit terms), including the number of days overdue
   - your top ten customers by year-to-date sales value
   - the amounts owing for each ageing period
   - a summary of your customer sales and payment history.

You can use this information to:

- **Contact customers for overdue payments** Identify which customer payments are the most overdue or which customers owe you the most money.
- **Renegotiate a customer’s credit terms** View the customer’s outstanding balances and payment history, such as the average number of days it takes for them to pay you.

3. If you want to use one of the graphs or tables in another document, right-click it and choose:
   - **Copy to Clipboard**. This copies the graph or table to the clipboard, ready to paste into a document.
   - **[Graphs only] Save As**. Choose where you want to save the image and click Save. This saves the graph as an image file, so you can use it later.

4. If you want to customise the look of Business Insights, click **Customise**. The Customise window appears, enabling you to show or hide information in Business Insights.
To analyse sales

1. Click Business Insights in any command centre. The Business Insights window appears.

2. Click the Sales Analysis tab. This tab shows you:
   - your ten top and bottom selling items, by sales value
   - sales performance against your budgeted projections
   - the current status of open sales
   - the expected recurring orders and invoices for the current month and following three months.

3. If you want to use one of the graphs in another document, right-click it and choose:
   - Copy to Clipboard. This copies the graph or table to the clipboard as an image, ready to paste into a document.
   - Save As. Choose where you want to save the image and click Save. This saves the graph as an image file, so you can use it later.

To view a list of all unpaid sales sorted by days overdue

1. Click To Do List in any command centre. The To Do List window appears.

2. Click the Accounts Receivable tab. A list of all unpaid sales appears. The Overdue column shows the number of days an invoice is overdue. (A negative number in the Overdue column indicates that the payment is not yet due.) The number of days an invoice is overdue is calculated by checking the original date of the invoice, comparing it to today’s date and looking at the customer’s credit terms.

3. If you want to send a collection letter to customers with overdue payments:
   a. Select those customers by clicking in the select column ( ).
   b. Click Mail Merge to create the letter directly in Microsoft Word. Otherwise, click Disk to save a mail merge file that you can use in another word processor.

To view sales reports

There are several sales reports that can help you track your sales activities. For example, you can run an Aged Receivables Summary report to view your customers’ current balances sorted by ageing periods. The Sales Item Summary report shows you which inventory items are selling best. The Referral Source report is useful for finding out which referral source is bringing your business the most money.

1. Go to the Reports menu and choose Index to Reports. The Index to Reports window appears.

2. Click the Sales tab. A list of available sales report groups appears.

3. Click a group category to view the available reports.

   For information on displaying, customising and printing your reports, see ‘Reports’ on page 171.

To view sales history

You can view sales history for an item, a customer or an employee.

1. Display the Item Information window for an item or the Card Information window for a customer or an employee.

2. Click the History tab. The History tab displays seven years of sales history for the item or card: the five years preceding the current financial year (as displayed in the Company Information window), the current financial year and the next year.

   **NOTE:** Employee sales history To record an employee’s sales history, that employee must be selected as the salesperson in the Sales window when the sale is recorded.
Receiving payments

When customers make payments against invoices, record them in the Receive Payments window. You can record the payments against one or more of the customer’s outstanding invoices.

You can also record payments in the Bank Register window. Recording customer payments through the Bank Register window can save you time if there are several invoices that have been paid and you do not need to record detailed information (such as discounts and finance charges) for each payment. When you use the Bank Register window to record a customer payment, the entire payment is automatically allocated to the customer’s oldest invoices first. For more information, see ‘Recording money you have spent and received’ on page 74.

If a payment you receive is not in response to an invoice you have issued, use the Receive Money window. See ‘Recording money you have spent and received’ on page 74.

**NOTE:** Customer payments at point of sale If customers make payments when purchasing merchandise or services and you are issuing them an invoice, you can type the payment amount in the Paid Today field of the invoice. See ‘Enter additional information about the sale’ on page 91.

The options for recording receipts and invoice payments are summarised in the following diagram.
To record payments against invoices

1. Go to the Sales command centre and click Receive Payments. The Receive Payments window appears.
2. Choose the account that will be used to record the customer payment.
   - **Deposit to Account.** Select this option if the customer has made a direct payment to your bank account.
   - **Group with Undeposited Funds.** Select this option if the payment will be deposited at a later time. For information about undeposited funds and preparing bank deposits, see ‘Approving a bank feed’ on page 68.
3. In the Customer field, enter the customer’s name.
4. Type the amount received.
5. If you want to record the payment method, select the method in the Payment Method field. Click Details if you want to enter further details about the payment. For example, if you are being paid by credit card, you can record the last four digits of the credit card number.
6. If you want, adjust the memo and payment date. You can change the ID number that is automatically generated. However, we recommend that you use the default number to make sure you don’t use duplicate IDs.
7. In the scrolling list in the bottom half of the window, indicate which sales are covered by the payment by entering amounts in the Amount Applied column. If the customer is paying a deposit for an order, look for Order in the Status column.

If you intend to offer an early-payment discount for a sale, assign the discount to the appropriate invoice in this column. Note that you won’t be able to assign a discount to an invoice that is not being settled in full. If this is the case, you can give them a customer credit. See ‘Customer credits’ on page 103.

| Amount Applied | Enter how much of the payment you want to apply to each sale in this column. |
| Finance Charge | If part of the payment is to pay finance charges, type the finance charge amount here. For more information, see ‘Finance charges paid by customers’ on page 102. |
| Out of Balance | The amount you apply in the Amount Applied column accumulates in the Total Applied field. The Total Received amount (which includes any finance charges) must equal the amount that appears in the Amount Received field in the top half of the window before you can record the transaction. The Out of Balance amount must be zero before you can record the transaction. |

If a customer overpays, you should still enter the amount received. The full payment should be entered in the Amount Received field and in the Amount Applied column in the scrolling list. When you record the payment, a credit invoice for the overpaid amount is created automatically. This can either be refunded to the customer or applied to a future invoice. For more information, see ‘Settling credits’ on page 104.

8. Click Record.
Printing payment receipts

For each receipt transaction you record, a corresponding receipt can be printed. Receipt transactions can be recorded using the following windows:

- Bank Register
- Receive Money
- Receive Payments
- Sales (New Invoice and New Order using Paid Today)
- Settle Returns & Debits (Receive Refund view).

Receipt transactions for which receipts cannot be printed are:

- reversed receipt transactions
- voided receipts
- bank transactions such as bank deposits or interest earned.

Payment receipts correspond directly to receipt transactions. That is, when you record a receipt transaction, the information you entered on the transaction can be printed on a payment receipt. Because of this relationship, if you change, reverse or remove a receipt transaction, the payment receipts that have been printed may no longer be valid.

To print payment receipts

1. Go to either the Sales or Banking command centre and click Print Receipts. The Review Receipts Before Printing window appears.
2. If you print receipts on pre-printed stationery, type the number of the first receipt in the Number of First Receipt in Printer field. The IDs of the recorded receipts will be renumbered to match the printed receipts.
3. Type the number of copies you want to print of each receipt in the Print field.
4. If you want to filter the list of receipts, click, click Advanced Filters. For more information, see ‘Customising how you send form batches’ on page 182.
5. Click in the select column (☐) next to each receipt you want to print.
6. Click Print.

For more information about customising your forms, see ‘Forms’ on page 179.

Credit control

You can control credit by:

- setting and enforcing customer credit limits, see ‘Credit limits’ on page 101
- placing customer accounts on hold, see ‘Credit holds’ on page 102

- adding finance charges to customer statements, see ‘Finance charges paid by customers’ on page 102.
Credit limits

A credit limit is the maximum amount of credit you allow a customer to charge to their account. You can set a default credit limit for all new customers (see 'Set up sales' on page 43) or set a specific credit limit for a single customer.

To enforce credit limits, you can set your preferences to:

- warn users before recording a sale that will exceed a customer’s credit limit.
- prevent certain users from recording a sale that will exceed a customer’s credit limit. This preference allows you to set an override password to allow approved users to record the sale.

To set or change the credit limit for a single customer

1. Open the customer card you are setting the credit limit for.
2. Click the Selling Details tab.
3. Click Credit Limit & Hold. The Credit Limit & Hold window appears.
4. Type the customer’s credit limit in the Credit Limit field.
5. Click OK. The Card Information window appears.
6. Click OK to return to the Cards List window.

To receive a warning when a customer exceeds a credit limit

1. Go to the Setup menu and choose Preferences. The Preferences window appears.
2. Click the Sales tab.
3. Select the If Credit Limit is Exceeded on Sale preference and choose Warn and Continue from the list.
4. Click OK.

To prevent the recording of a sale when a customer exceeds the credit limit

1. Log into your company file as Administrator.
2. Go to the Setup menu and choose Preferences. The Preferences window appears.
3. Click the Sales tab.
4. Select the If Credit Limit is Exceeded on Sale preference and select Prevent Unless Overridden from the list. The Credit Limit Override Password window appears.
5. Type the override password and password confirmation.
6. Click OK. The Preferences window reappears.

NOTE: Changing the credit limit override password You can change the credit limit override password in the Credit Limit Override Password window.
Password window (choose Preferences from the Setup menu, click the Sales tab and then click Set Override).

7 Click OK to close the Preferences window.

Credit holds

You can place a credit hold on a customer’s account to prevent further sales being made to the customer. For example, you may want to place a customer on credit hold when the customer’s account is overdue.

To place a customer on credit hold

1 Open the customer card you are placing on credit hold.
2 Click the Selling Details tab.
3 Click Credit Limit & Hold. The Credit Limit & Hold window appears.
4 Select the Place this customer on Credit Hold option.

![Credit Limit & Hold window](image)

5 Click OK. The Card Information window appears.
6 Click OK to return to the Cards List window.

NOTE: Recording sales to customers on credit hold To record a sale to a customer on credit hold, you need to remove the credit hold. To do this, deselect the Place this customer on Credit Hold option in the Credit Limit and Hold window on the customer’s card.

Finance charges paid by customers

Finance charges are amounts added to an outstanding balance as a penalty for late payment. They are usually added to a customer’s statement. When the charge is paid by the customer, the payment is recorded in the Receive Payments window.

How finance charges are calculated Each open invoice’s due date is calculated using the terms specified on the Selling Details tab of the Card Information window. The overdue balance is then increased by 1/30th of the monthly charge for late payment for every day it is overdue, where the monthly charge is calculated by multiplying the amount overdue by the % Monthly Charge for Late Payment value you specified on the customer’s card.

If the customer makes a partial payment during the overdue period, the finance charge is adjusted accordingly.

Setting up finance charges Before you can apply finance charges, you need to select an account for tracking late-payment charges. Go to the Setup menu, choose Linked Accounts and then Sales Accounts. Select the I assess charges for late payment option and select an income account to record the late payment charges.

Set the percentage you will be charging for late payments in the % Monthly Charge for Late Payment field of the Selling Details tab of each customer card.

Adding finance charges to customer statements

To show the finance charge owed by customers on their statements, you need to select an option when printing or emailing the statements.

1 Go to the Sales command centre and click Print/Email Statements. The Review Statements Before Delivery window appears.
2 Click Advanced Filters and select the Add Finance Charges to Amount Due option.
3 Click OK.

For more information about customer statements, see ‘Send customer statements’ on page 223.
The finance charges payable by your customers only appear on their statements, so you may want to keep copies of the statements sent to customers.

Recording finance charges

When your customer pays the late-payment charge, enter the amount in the Finance Charge field of the Receive Payments window. For more information, see ‘Receiving payments’ on page 98.

Although the history of finance charges is not tracked, you can perform an account enquiry (using Find Transactions) on the income account you have set up to record late charges.

Deleting finance charges

When you enter a finance charge in the Receive Payments window, two transactions are recorded for the finance charge—an invoice in the sales journal and a payment in the receipts journal.

To delete a finance charge, you must first delete the finance charge payment and then delete the finance charge invoice.

Customer credits

A customer credit is money that you owe to a customer.

To process a customer credit, you first need to record a credit transaction and then record the settlement of the credit (for example, by printing a refund cheque for your customer).

Recording credits

You can create a customer credit note in the following ways:

- **Reverse an existing sale.** Use this method if the customer has paid for the entire sale.
- **Manually create a credit.** Use this method if you are crediting the customer for part of a sale.

To reverse a sale

Before you can reverse an invoice, the transaction must be unchangeable, that is, the Transactions CAN’T be Changed; They Must Be Reversed option must be selected in the Security tab of the Preferences window.

1. Find and open the invoice. See ‘Finding a transaction’ on page 159.
2. Go to the Edit menu and choose Reverse Sale. A credit note transaction appears in the Sales window. Note that the invoice amount is a negative amount.
3. If you want, you can make some changes to the credit note (such as changing the date and memo), but you can’t change the accounts, amounts and quantities that are associated with the credit.
4. Click Record Reversal. A customer credit appears in the Sales Register window.

**To manually create a credit for a non-item sale**

Use this method to credit the customer for part of a non-item sale.

**TIP:** Create an account for tracking sales returns

Before you manually create a credit of this type for the first time, you may want to create an account for tracking sales returns and allowances. Make sure this account is an income account.

1. Go to the Sales command centre and click Enter Sales. The Sales window appears.
2 Enter the customer details.
3 Select Invoice from the list in the top left corner of the window.
4 Click Layout, choose Service and click OK.
5 In the Description column, enter a description of the credit for your records.
6 In the Account column, select the account to be credited. This is the income account you use to track sales returns and allowances.
7 In the Amount field, type the amount of the credit as a negative amount.

To manually create a credit for an item sale

Use this method to credit the customer for part of an item sale.
1 Go to the Sales command centre and click Enter Sales. The Sales window appears.
2 Enter the customer details.
3 Select Invoice from the list in the top left corner of the window.
4 Click Layout and choose Item, then click OK.
5 In the Ship column, type the number of items being returned as a negative number.
6 In the Item Number field, enter the item number. The costs of the items appear as negative amounts.

7 Click Record. A credit appears in the Sales Register window.

Settling credits

You can choose to settle a customer credit in the following ways:
- **Apply the credit to an open invoice.** Applying the credit to one or more of the customer’s open invoices reduces the amount the customer owes you.
- **Record a refund.** If the customer does not have any open invoices, you can record a refund payment for the amount of the customer credit.

To apply a customer credit to an open invoice

1 Go to the Sales command centre and click Sales Register. The Sales Register window appears.
2 Click the Returns & Credits tab. A list of credits appears.
Locate and select the credit you want to apply and click **Apply to Sale**. The **Settle Returns & Credits** window appears, listing all open invoices assigned to the customer.

Enter the amounts you want to apply to one or more open invoices in the **Amount Applied** column.

If the **Apply Customer Payments Automatically to Oldest Invoice First** preference is set, amounts will appear next to the oldest invoices in the **Amount Applied** column. However, you can apply the credit amount to any one transaction or you can divide it among many transactions in the list. Note that the total amount you apply in the **Amount Applied** column must equal the amount that appears in the **Credit Amount** field.

If you want to apply part of a customer credit to any unpaid finance charge, enter an amount in the **Finance Charge** field.

Click **Record** to apply the credit.

**To pay a refund cheque**

1. Go to the **Sales** command centre and click **Sales Register**. The **Sales Register** window appears.
2. Click the **Returns & Credits** tab. A list of customer credits appears.

Locate and select the credit you want to refund and click **Pay Refund**. A refund cheque for the amount of the credit appears in the **Settle Returns & Credits** window.

In the **Account** field, enter the bank account you are making the payment from.

If required, change other information in the window, such as the transaction date.

If you are paying by cheque and you have already written it, select the **Cheque Already Printed** option.

Specify how you want to send a remittance advice by selecting a delivery option from the **Remittance Advice Delivery Status** list.

Click **Record**.
Dealing with a customer who is also a supplier

If your business sells goods and services to a business from which you also make purchases, you need to record the transactions using a separate customer and supplier card. You can then record a contra payment to offset the receivable and payable amounts.

Before you can record contra payments, create a bank account called ‘Contra Suspense’.

### To record contra payments

1. Record a payment from the customer:
   - In the Receive Payments window, enter the Contra Suspense account in the Deposit to Account field.
   - In the Customer field, enter the customer’s name.
   - Enter the amount that you need to offset against an invoice.

2. Record a payment made to the supplier:
   - In the Pay Bills window, enter the Contra Suspense account in the Pay from Account field.
   - In the Supplier field, enter the supplier’s name.
   - Enter the amount that you need to offset against a purchase.

After these entries are made, your bank accounts will not have been affected; yet the receivable and payable accounts will have been reduced. The Contra Suspense account balance should be zero.

Accounting for bad debts

When you know that a debt will not be recovered, you need to write it off. Before you can write off a bad debt, create a ‘Bad Debt’ expense account in your accounts list or, if you account for bad debts by posting a provision to an asset account, create a ‘Provision for Bad Debts’ asset account.

### To write off a bad debt

1. Go to the Sales command centre and click Enter Sales. The Sales window appears.
2. Enter the customer’s details.
3. Click Layout, choose Miscellaneous, and then click OK.
4. In the Description field, type a description of the transaction.
5. In the Acct No. field, enter the expense account for Bad Debts or the Provision for Bad Debts asset account.
6. In the Amount field, type the bad debt amount as a negative number.
7. In the GST field, enter the required GST code.
8. Click Record.
9. In the Settle Returns & Credits window, apply the credit against the original open invoice. To do this, see ‘Settling credits’ on page 104.
7 Purchases

This chapter explains how to enter information about your purchases. You record a purchase by specifying the supplier details, the purchase form layout (item, service, professional or miscellaneous), type of the purchase (quote, order or bill) and details of the purchased items or services. This chapter also explains how to pay your suppliers for these purchases, how to deal with suppliers who owe you money (settling a supplier debit) and how to review and analyse your purchasing activity with a variety of reports and analytical tools.

Creating a supplier card

Before you can record a purchase order, you need to create a card for your supplier.

To create a card

1. Go to the Card File command centre and click Cards List. The Cards List window appears.

2. Click New. The Card Information window appears.

3. Select Supplier from the Card Type list.

4. Select the designation of the card: company or individual.

5. Type the name of the supplier.
If you use codes to identify suppliers, type the code for the supplier in the Card ID field. For more information, see ‘Card identification codes’ on page 204.

Enter contact details for the supplier.

If you want to enter more contact information, select Address 2 from the Locations list and enter the additional details. You can enter contact details for five locations.

Click the Card Details tab. You can enter notes about the supplier, insert a picture and assign attributes.

If you want to... See

insert a picture page 205
assign identifiers to the card page 196
assign an attribute from a custom list page 197
enter additional information in a custom field page 204

Click the Buying Details tab and enter your buying details.

[Optional] Click the History tab and type the dollar value of the purchases made prior to your conversion month. You can also type or select the date that the contact became a supplier.

Click OK to save the card.
Entering purchases

You can enter a purchase as a quote, order, receive item or bill.

- You can enter a quote to store an estimate or quote you received from one of your suppliers. A quote has no impact on your inventory levels and can be changed to an order or a bill when you are ready to purchase.
- An order is a purchase where no service or item has been received. While orders do not affect your financial figures, they do affect your inventory levels. Orders don’t create transactions unless you have paid a deposit to the supplier. An order can be changed to a bill but not a quote.
- You can use a receive item purchase to record the receipt of items you have ordered but have not yet been billed for. When you record items received, the item is added to your inventory and the cost of the item is added to an accrual account for inventory items until you record a purchase for it.
  
  An accounts payable transaction is not recorded at this time. You can only record a received items transaction in the item layout, and only against an order.
- A bill is usually created when you receive the items or services you ordered and are required to pay the supplier (that is, you have been charged for the purchase). Recording a bill will update the appropriate accounts, including the account for tracking payables. Bills can be open (unpaid), closed (paid) or debit (negative purchase). A bill cannot be changed to a quote or an order.

You can enter a purchase in:

- the Purchases window
- the Bank Register window.

The purchases procedure described in this section is for entering purchases in the Purchases window, which allows you to record full details about a transaction.

Bank Register window  Entering a purchase in the Bank Register window is a fast way to enter a purchase transaction. However, you can enter less detail about the purchase than if you entered it in the Purchases window. For more information, see ‘Entering transactions in the Bank Register window’ on page 74.

Entering a purchase transaction

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enter information about the supplier below</td>
</tr>
<tr>
<td>2</td>
<td>Choose the layout and purchase type page 110</td>
</tr>
<tr>
<td>3</td>
<td>Enter the items or services you are purchasing page 110</td>
</tr>
<tr>
<td>4</td>
<td>Enter additional information about the purchase page 111</td>
</tr>
<tr>
<td>5</td>
<td>Complete the purchase page 112</td>
</tr>
</tbody>
</table>

Task 1: Enter information about the supplier

1. Go to the Purchases command centre and click Enter Purchases. The Purchases window appears.

2. In the Supplier field, enter the supplier’s name and press Tab.

   The terms shown in the Purchases window are the terms recorded in the supplier’s card.
3 Complete the fields as described in the following table.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier</td>
<td>Terms</td>
<td>Amount</td>
<td>GST inclusive</td>
</tr>
<tr>
<td>Supplier Name</td>
<td>Terms:</td>
<td>GST inclusive</td>
<td>Supplier Inv No</td>
</tr>
<tr>
<td>12345 Street</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A Click the zoom arrow ( ) to alter the terms for this purchase only. If you want to change the credit terms for all future purchases for this supplier, you must make that change on the Buying Details tab of the supplier’s card.

B Type the purchase order number or accept the default in the Purchase No. field.

C If you are entering prices that include GST, select the GST Inclusive option. Do not change this setting after you enter an amount in the Amount column.

D If the supplier gave you an invoice number, enter it in the Supplier Inv No. field.

Task 2: Choose the layout and purchase type

When you enter a purchase, you need to choose the appropriate purchase settings for recording it. This means choosing a purchase type, as well as a purchase layout.

**To choose the layout and purchase type**

1 Click Layout. The Select Layout window appears. You can choose from: Service, Item, Professional or Miscellaneous. Note that the default layout is determined by the selections made when you set up purchase details (using the Purchases Easy Setup Assistant) or when you created the supplier’s card.

2 Choose the layout you want to use and click OK.

3 Select the type of purchase from the Purchase Type list in the top-left corner. You can choose from: Quote, Order, Receive Items or Bill.

Note that the Receive Items option only appears for the item purchase layout.

Task 3: Enter the items or services you are purchasing

The scrolling list in the middle of the Purchases window is where you enter details of what you are buying. In this area, you enter item numbers, descriptions, account numbers (or account names) and other information about your transaction.

One row in the scrolling list is one line item of the transaction. You can enter as many line items for a purchase as you want.

The fields that appear in the scrolling list differ according to the purchase layout you chose.

The following illustration shows the fields for a purchase with an Item layout and a Bill type.

**Item layout**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill</td>
<td>Received</td>
<td>Item Num</td>
<td>Description</td>
<td>Price</td>
<td>Discount</td>
<td>Total</td>
<td>Inv No</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A Bill The quantity of items you have been invoiced for.

B Received This field is read-only. It displays the quantity of items received against an order. For more information, see ‘Recording items received without a supplier bill’ on page 114.

C Backorder The quantity of the item to be placed on backorder. An order for this amount will be created automatically when you click Record.

D Item Number Enter the item being purchased.
<table>
<thead>
<tr>
<th>E</th>
<th>Description</th>
<th>A description of the item appears automatically. You can change this if you want. If you want to check spelling in this field, click Spell. For more information, see ‘Spell-check’ on page 22.</th>
</tr>
</thead>
<tbody>
<tr>
<td>F</td>
<td>Price</td>
<td>The price of the item appears automatically. You can change this if you want.</td>
</tr>
<tr>
<td>G</td>
<td>Disc%</td>
<td>[Optional] Type a volume discount as a percentage.</td>
</tr>
<tr>
<td>H</td>
<td>Total</td>
<td>The total price is calculated automatically. If you change the price, the Disc% field is updated to show the discount applicable.</td>
</tr>
<tr>
<td>I</td>
<td>Job</td>
<td>[Optional] Select a job number here to assign the line item to a specific job.</td>
</tr>
<tr>
<td>J</td>
<td>GST</td>
<td>Select a GST code for the line item.</td>
</tr>
</tbody>
</table>

The following illustration shows the fields for a purchase with a Service layout and a Bill type. These fields also apply to the Professional and Miscellaneous layouts.

**Service layout**

![Service layout illustration](image)

- **A** Description: A description of the service being purchased. If you want to check spelling in this field, click Spell. For more information, see ‘Spell-check’ on page 22.
- **B** Acct No. or Account Name: Enter the account to assign to the purchase. This should be an expense or cost of sales account. You should not select your payables account for supplier purchases.
- **C** Amount: The amount you have been invoiced.
- **D** Job: [Optional] Select a job number here to assign the line item to a specific job.
- **E** GST: Select a GST code for the line item.

---

**NOTE:** Add lines, subtotals and headers to purchases. You can add lines, headers and subtotals to purchases to make it easy to separate and subtotal different groups of line items on one bill. See ‘Adding and deleting lines, subtotals and headers’ on page 112.

**Task 4: Enter additional information about the purchase**

The fields that appear at the bottom of the Purchases window depend on the type of purchase you are creating.

![Purchases window illustration](image)

- **A** Optional fields: Enter optional details, such as a comment, shipping method and the date the goods or services were promised.
- **B** Bill Delivery Status: If you want to print or email the purchase in a batch, select the required delivery method from the list. For more information, see ‘Sending forms’ on page 180.
- **C** Journal Memo: The journal memo is generated automatically. You can change it if you want.
- **D** GST: If you want to change the GST amount of the purchase, click the zoom arrow ( ).
- **E** Freight: Type any charges for freight.
- **F** Paid Today: Type an amount here to indicate how much money you paid at the time of the purchase or, if you are creating an order, how much money you gave as a deposit.
- **G** Freight GST: Select the GST code for the freight charges.
Task 5: Complete the purchase

There are several ways you can complete the purchase.

TIP: Save the purchase as a recurring purchase You can save the purchase as a recurring purchase so that you can use it again in the future. Click Save as Recurring. In the Recurring Schedule Information window, enter the necessary information and click OK. For more information, see ‘Recurring transactions’ on page 165.

- If you want to record the purchase without printing or sending it, click Record (for a quote, click Save Quote).
- If you want to record the purchase and print, send or save it as a PDF, complete the relevant procedure below. The transaction will be recorded first.

NOTE: Purchases with the miscellaneous layout Purchases that use the miscellaneous layout cannot be printed, saved or emailed.

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print</td>
<td>Click Print and choose:</td>
</tr>
<tr>
<td></td>
<td>- a form from the list. For example, if you selected a default purchase form in the supplier card, this form will appear in the list.</td>
</tr>
<tr>
<td></td>
<td>- Select Another Form to choose a different purchases form.</td>
</tr>
<tr>
<td>Print preview</td>
<td>Click Print and choose Preview to preview the purchases form for this transaction.</td>
</tr>
<tr>
<td>Email</td>
<td>Click Send To and choose Email. Review and make entries in the Email window and click Send. The email, which will include a PDF (Portable Document Format) attachment, will be sent to the outbox of your default email software. Send the email from your email software.</td>
</tr>
<tr>
<td>Save as PDF</td>
<td>Click Send To and choose Disk. In the window that appears, enter a name and location for the PDF file and click Save.</td>
</tr>
</tbody>
</table>

Adding and deleting lines, subtotals and headers

You can add item lines, headers and subtotals to purchase transactions.

To insert a blank line

A blank line can be left blank, or you can enter text that will appear on the printed form.

1. In the Purchases window, click anywhere in the line below where the blank line is to appear.
2. Go to the Edit menu and choose Insert Blank Line.

To insert a transaction line

Add a transaction line if you need to enter more services or items than are allowed for on the screen.

1. In the Purchases window, click anywhere in the line below where you want the transaction line to appear.
2. Go to the Edit menu and choose Insert Transaction Line.

To insert a header

You can group several line items by inserting a header. For example you may want to separate ‘materials’ and ‘labour’.

1. In the Purchases window, click in the line below where you want the header to appear.
2. Go to the Edit menu and choose Insert Header. A blank line will appear in the scrolling list.
3. Type the text for the header in the Description column.
4. Press TAB to complete the header entry. The text appears in grey.
To insert a subtotal

1. In the **Purchases** window, click in the line below the items to be subtotalled.
2. Go to the **Edit** menu and choose **Insert Subtotal**. A line appears displaying the subtotal of the individual amounts that appear above the subtotal line. If there are amounts that have already been subtotalled above this line, they will be disregarded.

To delete a blank line, transaction line, header or subtotal

1. In the **Purchases** window, click anywhere on the blank line, transaction line, header or subtotal you want to delete.
2. Go to the **Edit** menu and choose **Delete Line**.

Receiving items without a supplier bill

If you receive items from a supplier and have not been billed for them, you may not know the actual amount payable to the supplier. However, if you inventory these items, you will need to add them to your on-hand inventory before you can sell them. But, as you don’t know the amount payable, you shouldn’t record an amount owed to the supplier at this time.

Instead, you can record the receipt of these items using a purchase transaction with a Receive Item type. When you record a purchase with a Receive Item type, you enter an estimated purchase amount, which is then allocated to an accounts payable accrual account. Your accounts payable is not affected at this time.

Later, when your supplier bills you for the items, you can record a purchase with the actual purchase amount. When you record the purchase, the actual purchase amount is allocated to your accounts payable and the estimated amount is removed from the accrual account.

Before you can record items received without a supplier bill, you need to set up the accrual account for them.

Setting up an accrual account for items received without a supplier bill

When you record items received without a supplier bill, you need to allocate the anticipated purchase amount to the accounts payable accrual account.

If the account does not exist, you need to create it. The account should be a liability account named, for example, ‘AP Accrual - Inventory’. For information on creating an account, see ‘Setting up accounts’ on page 32.

Before you can allocate transactions to this account, you need to make it the linked account for items received without a supplier bill.

To link an account for items received

1. Go to the **Setup** menu, choose **Linked Accounts** and then **Purchases Accounts**. The **Purchases Linked Accounts** window appears.
2. Select the **I can receive items without a Supplier bill** option.
To record items received against an order

1. Go to the Purchases command centre and click Purchases Register. The Purchases Register window appears.
2. Click the Orders tab.
3. Find the required order and select it.
4. Click Receive Items. The Purchases window appears with the Receive Item type.

5. In the Receive field, type the item quantity received.
6. Click Record. The items are recorded in your inventory and the original order is updated with the number of items received.

7. If the total number of items in the Receive and To Date columns of an item receipt is greater than the quantity in the Ordered column, a message appears. You can:
   - Update Order: If you choose to update the order, your original order will be updated by the difference between the quantity of the original order and the total received (the quantities in the Receive column plus the quantity in the To Date column).
   - New Order: If you choose to create a new order, the quantity of items listed in the new order will equal the difference between the amount of the original order and the total received (the quantities in the Receive column plus the quantity in the To Date column).
   - Cancel: If you choose to cancel, you will return to the Receive Item window without updating or creating any orders.

8. When you receive the supplier’s bill, convert the order to a bill. For more information, see ‘Changing a purchase’s type’ on page 116.

To create an order when you record items received

If there is no purchase order for the items received, you can create one when you receive the items.

1. Go to the Purchases command centre and click Enter Purchases. The Purchases window appears.

   **NOTE:** Record items received from the Inventory command centre. You can also record items received by clicking Receive Items from the Inventory command centre. The Purchases window appears with the Receive Item purchase type.

2. In the Supplier field, enter the supplier’s name.
3. If the Item layout does not appear:
   a. Click Layout. The Select Layout window appears.
   b. Select Item and then click OK.
4. Select Receive Items from the Purchases Type list in the top-left corner of the window.
5. Enter the purchase date and your order number.
6. In the Ordered field, type the quantity you ordered. This can be more than the quantity received.
7 In the **Receive** field, type the quantity received.
8 In the **Item Number** field, enter the item.
9 In the **Price** field, type the estimated price for the items.

10 Click **Record**. The items are recorded in your inventory and a purchase order is created with the number of items received.
11 When you receive the supplier’s bill, convert the order to a bill. For more information, see ‘Changing a purchase’s type’ on page 116.

---

**Creating a purchase order from a sale**

If you want to order items to fulfil a sale, you can create a purchase order using sales quote or sales order details that you have recorded.

**To create a purchase order from a sale**

1 Go to the **Sales** command centre and click **Sales Register**. The **Sales Register** window appears.
2 Locate and select:
   - a quote—click the **Quotes** tab and select the required quote
   - an order—click the **Orders** tab and select the required order.
3 Click Create PO. The Purchases window appears with the new purchase order displayed. The items you entered for the sale automatically appear as line items on the purchase order.

4 Select a supplier in the Supplier field. Note, if you have nominated a supplier for these items in the item setup, this supplier will appear by default.

5 Enter the cost of the items in the Price column.

6 Complete the purchase order as you normally would. For example, you may want to change the transaction date to today’s date, or add items to the order.

7 Click Record. The new purchase order is created and the original sales quote or order remains in the Sales Register window.

---

Changing a purchase’s type

The following purchase types can be changed.

<table>
<thead>
<tr>
<th>Purchase type</th>
<th>Can be changed to...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quote</td>
<td>• order</td>
<td>below</td>
</tr>
<tr>
<td>Order</td>
<td>• bill</td>
<td></td>
</tr>
<tr>
<td>Bill</td>
<td>A bill cannot be changed.</td>
<td></td>
</tr>
</tbody>
</table>

Quotes and orders must be changed to a bill to show as payable.

If you want to change several orders to bills simultaneously, see ‘To simultaneously change several orders to bills’, on page 117.

To change a quote to an order or a bill

1 Go to the Purchases command centre and click Purchases Register. The Purchases Register window appears.

2 Click the Quote tab.

3 Find the required quote and select it.

4 If you want to change the quote to:
   □ an order, click Change to Order. The Purchases window appears.
   □ a bill, click Change to Bill. The Purchases window appears.

5 If you want to, you can update the information in the Purchases window, such as the transaction date.

6 Click Record. The bill or order is recorded.

   The original quote will remain in the Purchases Register window unless you have indicated in your preferences that you want quotes to be deleted once they are recorded as orders or bills.

To change an order to a bill

You can change an order to a bill in the Purchases window or from the Purchases Register window. If you want to change several orders to bills simultaneously, see ‘To simultaneously change several orders to bills’, on page 117.

1 Go to the Purchases command centre and click Purchases Register. The Purchases Register window appears.

2 Click the Orders tab.

3 Find the required order and select it.

4 Click Change to Bill. The Purchases window appears, displaying the bill.
If you want to, you can update the information in this window, such as the transaction date.

Click **Record**. A new bill is recorded and the original order is removed.

To simultaneously change several orders to bills
You can change several orders to bills in the **To Do List** window.

1. Click **To Do List** from any command centre. The **To Do List** window appears.
2. Click the **Purchase Orders** tab to display a list of all your orders.
3. Select the orders you want to change to purchases by marking the select column (✓) against each one.
4. Click **Record as Actual**.
5. In the window that appears, enter a date for the selected transactions. This is the date that the transactions will be recorded in your accounts.
6. Click **OK**.

Reviewing your purchase information

You can use these tools to review your purchases information.

<table>
<thead>
<tr>
<th>Tool</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Insights</td>
<td>Use Business Insights to analyse purchases and supplier information. [page 118]</td>
</tr>
<tr>
<td>To Do List</td>
<td>The <strong>To Do List</strong> displays all open purchases, recurring purchases and orders, sorted by due date. [page 118]</td>
</tr>
<tr>
<td>Purchase reports</td>
<td>Purchase reports help you keep track of your purchase activities. [page 118]</td>
</tr>
<tr>
<td>Purchase history</td>
<td>Purchase history lets you view seven years of purchase history for an item or a supplier. [page 118]</td>
</tr>
<tr>
<td>Find Transactions</td>
<td>The <strong>Find Transactions</strong> window helps you find purchase transactions quickly. [page 160]</td>
</tr>
</tbody>
</table>

If you want to view details about a specific order, click the zoom arrow (🔍) to the right of the supplier’s name.

To analyse purchases information using **Business Insights**
Business Insights presents a summary of your purchases information, including which suppliers you owe money to and how much is overdue. You can also see how much you owe suppliers for each ageing period, as well as view your purchases history with your suppliers.

To find information specific to your needs, sort the table columns by clicking a column heading. For example, you can find the most overdue supplier payments or the largest overdue amounts.
1 Click **Business Insights** in any command centre. The **Business Insights** window appears.

2 Click the **Supplier Analysis** tab. This tab shows you:
   - the total payments you owe suppliers and details of each overdue supplier payment (based on their credit terms), including the number of days overdue
   - your top ten suppliers by purchase value
   - the amounts owing for each ageing period
   - a summary of your purchase and supplier payment history.

   You can use this information to:
   - **Keep on top of your supplier payments** Identify which supplier payments are due or which suppliers you owe the most money to.
   - **Negotiate a payment or discount with a supplier** View your payment history with the supplier, such as the average number of days it takes you to pay them.

3 If you want to use one of the graphs or tables in another document, right-click it and choose:
   - **Copy to Clipboard**. This copies the graph or table to the clipboard, ready to paste into a document.
   - **[Graphs only] Save As**. Choose where you want to save the image and click **Save**. This saves the graph as an image file, so you can use it later.

### To view a list of all unpaid purchases sorted by days overdue

You can view a list of all unpaid purchases in the **To Do List** and enter supplier payments for those purchases.

1 Click **To Do List** in any command centre. The **To Do List** window appears.

2 Click the **Accounts Payable** tab. A list of all unpaid purchases appears.

   The **Overdue** column shows the number of days a payable is overdue (a negative number in the **Overdue** column indicates that the payment is not yet due). The number of days a purchase is overdue is calculated by checking the original date of purchase, comparing it to today’s date and looking at your credit terms with the supplier.

3 If you want to pay a bill, select a purchase in the list and click **Pay Bills**.

### To view purchase reports

There are several purchase reports that can help you track your purchase activity. For example, you can run a **Payables Reconciliation Summary** report if you want to analyse your payables as of a past date. The **Analyse Purchases Items Spreadsheet** report shows you the items on which you are spending the most money.

1 Go to the **Reports** menu and choose **Index to Reports**. The **Index to Reports** window appears.

2 Click the **Purchases** tab. A list of purchase report groups appears.

3 Select a group to view the available reports.

For more information on reports, see ‘Reports’ on page 171.

### To view purchase history

You can view the purchase history for an item or a supplier.

1 Display the **Item Information** window for an item or the **Card Information** window for a supplier.

2 Click the **History** tab.

   The **History** tab displays a total of seven years of purchase history for the item or card: the five years preceding your current financial year (as displayed in the **Company Information** window), the current financial year and the next financial year.
Paying bills

If you have recorded a purchase, you can pay the supplier in the Pay Bills window. In this window you can record the payments to one or more of your outstanding bills.

You can also make payments to suppliers in the Bank Register window. Paying bills through the Bank Register window can save you time if you have several purchases to pay and do not need to record detailed information (such as discounts) for each payment. When you use the Bank Register window to make a supplier payment, the entire payment is automatically allocated to the supplier’s oldest purchases first. For more information, see ‘Recording money you have spent and received’ on page 74.

You can pay several outstanding bills at once in the To Do List window. For more information, see ‘To pay several bills at once’ on page 121.

NOTE: Electronic payments setup If you pay your suppliers electronically—that is, by sending an electronic payment file to your bank for processing—you need to complete the electronic payment setup tasks (see ‘Set up electronic payments’ on page 45).

The options for recording payments are summarised in the following diagram.

To pay bills
1. Go to the Purchases command centre and click Pay Bills. The Pay Bills window appears.
2. Specify how the payment is to be made.
If you are paying the supplier electronically—that is, if you will be generating an electronic payment file for this payment—select the **Group with Electronic Payments** option.

If you are paying the supplier by some other means—such as by cash, cheque, credit card or Internet banking—select the **Pay from Account** option and enter an account in the adjacent field.

3 In the **Supplier** field, enter the supplier’s name.

**NOTE:** If you receive an alert message If you have an outstanding debit with this supplier, a message may appear. You will have the opportunity to settle the debit now or at a later date. See ‘Settling supplier debits’ on page 122.

4 In the **Amount** field, type the total amount paid.

5 Change the memo and payment date if necessary.

6 In the scrolling list in the bottom half of the window, indicate which purchases are covered by the payment by entering amounts in the **Amount Applied** column.

7 If you want to print or email a remittance advice later, select an option from the **Remittance Advice Delivery Status** list.

8 If you are recording a cheque payment and the cheque has already been written, or if you are recording a transaction that doesn’t require a printed cheque (such as a petty-cash payment or Internet payment), select the **Cheque Already Printed** option.
Recording and settling supplier debits

A supplier debit is money that a supplier owes you. For example, if you receive goods that are damaged, the supplier may refund you the purchase value or apply the amount to other unpaid purchases you have with them.

To process a supplier debit, you first need to record a debit transaction and then record the settlement of the debit (for example, by recording a refund cheque from your supplier).

Recording supplier debits

You can create a supplier debit in one of two ways:

- **Reverse a purchase.** Use this method if you have paid for the entire purchase.

- Manually create a debit. Use this method if you have paid for part of a purchase.

To reverse an existing purchase

Your company file transactions must be set to unchangeable before you can reverse a purchase; that is, the Transactions CAN'T be Changed; They Must be Reversed option must be selected in the Security tab of the Preferences window.

1. Find and display the purchase. See ‘Finding a transaction’ on page 159.
2. Go to the Edit menu and choose Reverse Purchase. A supplier debit appears in the Purchases window.
3. If you want, you can make some changes to the supplier debit (such as changes to the date and memo), but you can’t change the...
accounts, amounts and quantities that are associated with the debit.

4 Click Record Reversal. The supplier debit appears in the Purchases Register window.

To manually create a debit for an item purchase

1 Go to the Purchases command centre and click Enter Purchases. The Purchases window appears.
2 In the Supplier field, enter the supplier’s name.
3 Select Bill from the Purchases Type list in the top left corner of the window.
4 In the Bill field, type the quantity of the item you are returning as a negative number.
5 In the Item Number field, enter the item. The cost of the item is displayed as negative amount in the Total field.
6 Click Record. The supplier debit appears in the Purchases Register window.

To manually create a debit for a non-item purchase

TIP: Tracking purchase returns and allowances Before you create a supplier debit for the first time, you may have to create an expense account for tracking purchase returns and allowances.

1 Go to the Purchases command centre and click Enter Purchases. The Purchases window appears.
2 In the Supplier field, enter the supplier’s name.
3 Select Bill from the Purchases Type list in the top left corner of the window.
4 Click Layout and select Miscellaneous.
5 In the Description field, type the reason for the supplier debit.
6 In the Acct No. field, enter the account to be debited. This is normally an expense account called ‘Purchases Returns’.
7 In the Amount field, type the amount of the debit as a negative amount.
8 Click Record. The supplier debit appears in the Purchases Register window.

Settling supplier debits

You can settle a supplier debit in one of two ways:

- **Apply the debit to an unpaid purchase.** Use this method to apply the supplier debit to one or more of your unpaid purchases from the supplier, or
- **Receive a refund.** Use this method to record the receipt of a refund cheque from the supplier.

To apply a supplier debit to an unpaid purchase

1 Go to the Purchases command centre and click Purchases Register. The Purchases Register window appears.
2 Click the Returns & Debits tab.
3 Locate and select the debit you want to apply and click Apply to Purchase. The Settle Returns & Debits window appears, listing all open purchases that you have made from the supplier.
4 Type the amount you want to apply to a purchase in the Amount Applied column.

If the Apply Supplier Payments Automatically to Oldest Purchase First preference is selected in the Preferences window (Purchases view), amounts will appear next to the oldest purchase in the Amount Applied column. However, you can apply the debit amount to one transaction or you can split it over any of the transactions in the list.
To record a refund cheque

1. Go to the Purchases command centre and click Purchases Register. The Purchases Register window appears.
2. Click the Returns & Debits tab.
3. Locate and select the debit that is being refunded and click Receive Refund. A refund cheque for the amount of the supplier debit appears in the Settle Returns & Debits window.

4. Select a payment method in the Payment Method field and click Details. The Applied Payment Details window appears.
5. Enter the details and click OK.
6. Click Record to record the refund cheque.

---

Remember that the total amount you apply in the **Amount Applied** column must equal the amount that appears in the **Debit Amount** field.

If you want to apply part of the supplier debit to any unpaid finance charges you have accrued, type an amount in the **Finance Charge** field.

Click Record to apply the supplier debit.

If the transaction is unbalanced, that is, if the total amount entered in the **Amount Applied** column doesn’t equal the amount displayed in the **Debit Amount** field at the top of the window, a message appears. Click OK to close the message and then check that the amounts you have applied to the various transactions are correct.
Adding finance charges paid to suppliers

Finance charges are amounts added to an outstanding balance as a penalty for late payment. If your supplier has added a finance charge to your account, you can record the charge in the Pay Bills window.

**Setting up finance charges** Before you can record finance charges, you need to select an account for tracking late payment charges. Go to the Setup menu, choose Linked Accounts, and then Purchases Accounts. Select the I pay charges for late payment option and select an expense account to record the late payment charges.

**Recording finance charges** When you pay the finance charge, type the amount in the Finance Charge field of the Pay Bills window.

Although the history of finance charges is not tracked, you can perform an account inquiry (using Find Transactions) on the finance charge linked account to view the amounts paid.

**Deleting finance charges** If you enter a finance charge in the Pay Bills window, two transactions are recorded for the finance charge—a bill in the purchases journal and a payment in the disbursements journal.

To delete a finance charge, you must first delete the finance charge payment and then delete the finance charge bill.
Inventory

The inventory feature enables you to track the quantity and value of the items you buy, sell and build. You can:

- compensate for inventory variations. For example, you may find that, from time to time, your recorded inventory levels differ from what is on the shelves. These variations can be caused by data-entry errors, spoilage and theft, etc.
- revalue your inventory. Sometimes the quantity of items recorded may be correct, but their values are incorrect. For example, a range of items may become outdated.
- track the assembly of individual items into finished items. Many retailing and manufacturing businesses combine a number of inventory items to create finished items. For example, a retailer may combine a bottle of perfume, lotion and bath salts to make up a gift pack.

Creating items

Before you begin to track your inventory, you need to create a record for each item of inventory. An item can be:

- a physical unit that your company may buy, sell or inventory
- a service that your company wants to include on item invoices, for example, ‘On-site service fee’, ‘Handling’, ‘1-hour consultation’ and so on.

To create an item

1. Go to the Inventory command centre and click Items List. The Items List window appears.
2. Click New. The Item Information window appears.
3. In the Item Number field, type a unique identifier and press TAB.
   
   TIP: Use the backslash character for service items The backslash character (\) serves a special purpose: any item number that begins

   with a backslash won’t appear on printed forms. This is useful for service-type items (such as labour) for which you don’t want to print an item number on the invoice.

4. In the Name field, type the name of the new item.
   
   TIP: Copy From To copy another item’s information to this item record, click Copy From and choose the item whose information you want to copy. All information for that item will be copied to the current item except the item number, name, supplier number, auto-build information and history information.

5. Specify whether you buy, sell or inventory this item by selecting the relevant options.
As you select the options, account fields appear next to them. These fields change according to the combination of selections you make.

### Select...  For...

| I Buy This Item | Items or services you want to include on an item purchase order. This includes items that are not for resale, such as items for office use only. It can also include raw materials you use as components to build other inventory items. |
| I Sell This Item | Items or services you want to include on an item invoice. |
| I Inventory This Item | Items you buy or sell and whose quantity and values you want to track. It can also include intermediate goods used in the productions process, such as parts used to manufacture finished goods. Maintaining an accurate record of on-hand levels of these items requires you to do regular maintenance tasks. For example, you need to record inventory adjustments to write-off damaged items or to record a stocktake. |

6 Enter the appropriate accounts in the fields that appeared during the previous step.

<table>
<thead>
<tr>
<th>Account</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Sales Account</td>
<td>Enter the account to use for tracking the costs of producing or purchasing this item.</td>
</tr>
<tr>
<td>Income Account for Tracking Sales</td>
<td>Enter the account to use for recording income from the sale of this item.</td>
</tr>
<tr>
<td>Asset Account for Item Inventory</td>
<td>Enter the account to use for recording the on-hand value of this item.</td>
</tr>
<tr>
<td>Expense Account for Tracking Costs</td>
<td>Enter the account to use for tracking the costs of purchasing this item.</td>
</tr>
</tbody>
</table>

7 Click the Items Details tab and enter additional information about the item.

8 If you buy this item, click the Buying Details tab and enter your buying details.

---

A [Optional] Type the standard cost of the item. You can set this cost as the default price for purchases, instead of the last purchase price. You can change this cost on each purchase. To use the standard cost, go to the Preferences window, click the Inventory tab, and select the Use Standard Cost as the Default Price on Purchase Orders and Bills option.

B Type the unit of measure (such as ‘each’ or ‘unit’) by which you purchase the item. The buying unit is printed on the purchase order. For example, if you buy eggs by the carton unit, when you order five units in a purchase you are ordering five cartons.

C If you track on-hand quantities and values for this item, type the number of items that comprise a single buying unit. This is the number that is added to your on-hand inventory for every buying unit. For example, if you buy eggs by the carton unit but want to track their purchase individually, enter 12 as the number of items per buying unit. When you order one carton unit, your inventory item is updated by twelve items. If you leave this field blank, the value defaults to one.
If you sell this item, click the Selling Details tab and enter your selling details.

If this is an item that you build using other components in your inventory, click the Auto-Build tab and enter the required details. For more information, see ‘Auto-building items’ on page 129.

Click OK.

Inventory opening balances If you have existing on-hand quantities of inventory items, you need to record the opening inventory level for each item. For more information, see ‘Enter your inventory opening balances’ on page 53.
Making inventory adjustments

From time to time you may need to adjust item quantities and values. For example, if your inventory gets damaged, you may have to write off some of your inventory or revalue it.

This section explains how to make an adjustment to a single item or a few items. If you need to update the quantities of several items, see ‘Reviewing your inventory information’ on page 132.

For examples of common inventory adjustments, see ‘Examples of inventory adjustments’ below.

NOTE: Print the Items List Summary report When making inventory adjustments, you may find it useful to print the Items List Summary report. This report displays on-hand quantities and values of your items.

To make an inventory adjustment

1. Go to the Inventory command centre and click Adjust Inventory. The Adjust Inventory window appears.
2. Enter details of the adjustment.
3. Click Record to save the inventory adjustment.

Examples of inventory adjustments

The following are some examples of inventory adjustments.

Example 1a  This inventory adjustment increases the number of items on hand by two and the total value of the items on hand by $700.

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Amount</th>
<th>Account</th>
<th>Job</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>303</td>
<td>2</td>
<td>$50.00</td>
<td>$100.00</td>
<td>700.00</td>
<td>-3000</td>
<td></td>
</tr>
</tbody>
</table>
Example 1b  This inventory adjustment increases the number of items on hand by two but does not change the total value of the items. The average cost of the items will decrease as a result of this adjustment.

Example 2  This inventory adjustment increases the total value of the items on hand by $120 but does not change the number of items on hand. The average cost of the items will increase as a result of this adjustment.

Building items

Building items is the process of making a finished item by transferring quantities and values from the component items (such as raw materials) to the finished item.

For example, you could build an item of furniture (the finished item) by transferring the required quantities and value of timber and fabric (component items) to that furniture item.

You can build items in two ways:
- manually, for a one-off build. See ‘To build items manually’ below.
- automatically, for an item you build repeatedly. See ‘Auto-building items’ below.

Before you can build a finished item, you need to have created an item record for each component and the finished item.

To build items manually

1. Go to the Inventory command centre and click Build Items. The Build Items window appears.
2. In the Item Number field of the first row, select the finished item you want to make.
3. Type the number of finished items you want to make in the Quantity column.
4. In the Item Number field of the next row, select a component you are using to make the finished item.
5. Type the number of units used as a negative number in the Quantity column.
6. Repeat step 4 and step 5 above for all other components used.
7. If required, edit the unit cost of the finished item and of each component included in the build.
   The value in the Out of Balance field must be zero before you can record the transaction. That is, the value of the finished item in the Amount column must be equal to the sum of the component values.
8. Click Record to save the inventory transfer.
   The built item is added to your on-hand inventory and the component items are subtracted from your on-hand inventory.

Auto-building items

For items that you build often, you can use the Auto-Build function to automatically build the finished items.

Before you can build a finished item using the Auto-Build function, you need to define what items are needed to build the item.
To define an Auto-Build item

1. Go to the Inventory command centre and click Items List. The Items List window appears.
2. Click the zoom arrow (Zoom) next to the item you want to build. The Item Information window appears.
3. Click the Auto-Build tab.

4. In the Minimum Level for Restocking Alert field, enter the minimum level of the item you want to have in inventory.
5. In the List what it takes to build field, type the number of finished items you can make with the components you specify in the list.
6. Enter the details of each of the components required to build the item.
   a. In the Item Number column, select a component that’s required to build the new finished item.
   b. In the Quantity column, type the number of component items required to build the specified quantity of the finished item.
   c. Repeat from step a for each component required to build the new finished item.
7. When you have entered all the components, click OK.

To auto-build an item

1. Go to the Inventory command centre and click Auto-Build Items. The Auto-Build Items window displays all items you have designated as finished items.
2. In the Quantity to Build column, type the quantity of finished items you want to build. (Click None if you want to change all numbers in this column to zero.)
3. Click Build Items. The Build Items window displays the details of the transfer that will occur when the finished item is built.

4. Review the entries in this window to make sure that the quantities, unit costs and total inventory values are correct. Note that the quantities of the components in the list appear as negative numbers, while the quantities of the finished items in the list are shown as positive numbers.
5. Click Record to save the build item transaction and update your inventory quantities and values.
Recording stocktakes

You can use the Count Inventory window to adjust item quantities and to record the results of your regular inventory counts.

The value of any inventory adjustment must be allocated to an account so that your accounting records accurately reflect the reasons for the adjustment. For example, you can use an expense account called ‘Shrinkage and Spoilage’ to track loss or theft of items.

To perform a stocktake

1. Count the actual items in your inventory.

   NOTE: Inventory Count Sheet report You can use the Inventory Count Sheet report, which lists all your inventory items, to manually record your actual quantities. To print the report, click Print in the Count Inventory window or, if you want to set filters, access it from the Index to Reports window.

2. Go to the Inventory command centre and click Count Inventory. The Count Inventory window appears.

3. In the Counted column, type the actual quantities of the items. Any discrepancy between the counted quantity and the on-hand quantity appears in the Difference column.

4. Click Adjust Inventory. If there are differences between on-hand and counted values, the Adjustment Information window appears. In this window you can select an expense account, (for example, ‘Shrinkage and Spoilage’) to which all necessary inventory adjustments will be allocated. It should not be your inventory asset account.

   Selecting a default account saves you having to enter an account on every line of the inventory adjustment. If you need to use different accounts, don’t enter a default account.

5. Click Continue. The Adjust Inventory window appears, displaying a line item for each required adjustment. If you entered a default adjustment account in step 4, that account appears in the Account column for each line item.
If you didn’t enter a default adjustment account, enter the accounts you want to use to track the adjustment in the **Account** column for each line item.

6  [Optional] Enter a reason for the adjustment in the **Memo** column (for example, ‘End of year stocktake’).

7  If the count is an end of financial year stocktake, select the **Year-End Adjustment** option.

8  Click **Record** to update your inventory.

---

### Reviewing your inventory information

The following tools help you review your inventory information.

<table>
<thead>
<tr>
<th>Tool</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To Do List</strong></td>
<td>Displays an alert for items that need to be purchased or built.</td>
</tr>
<tr>
<td><strong>Inventory reports</strong></td>
<td><strong>Inventory reports</strong> help you keep track of your item quantities and value.</td>
</tr>
<tr>
<td><strong>View history</strong></td>
<td>You can view the sales and purchase transaction histories of an item or supplier for seven years.</td>
</tr>
<tr>
<td><strong>Find Transactions</strong></td>
<td>Find Transactions helps you find inventory transactions.</td>
</tr>
<tr>
<td><strong>Items Register</strong></td>
<td>Gives you a list of your inventory transfers, adjustments, sales and purchases for all items.</td>
</tr>
<tr>
<td><strong>Transaction Journal</strong></td>
<td>Lists journal entries of your inventory transactions.</td>
</tr>
</tbody>
</table>
To view a list of all items that need to be built or purchased

The Stock Alert view of the To Do List displays all items that need to be built or purchased to fulfil customer orders.

In this window, you can:
- automatically record a transaction for the items that you need to buy or build
- change the details of an order or auto-build transaction.

1. Click To Do List from any command centre. The To Do List window appears.
2. Click the Stock Alert tab. A list of all items that need to be ordered or built appears. The On Hand column shows the quantity of each item actually on hand. The On Order column shows the quantity of each item already on order. The Committed column shows the quantity of an item on backorder for customers.
3. If you want to change the details of an order or auto-build transaction, click the Order or Build zoom arrow (🔍) next to the item. Complete the transaction in the window that appears.
4. If you want to automatically order or build items:
   a. click in the select column (☐) next to each item you want to build or order and then click Order/Build. A date window appears, displaying the current date.
   b. If you want to, enter a different date.
   c. Choose whether you want to Order or Build and click OK.

An order will automatically be created for the items that need to be purchased. The restocking information entered in the Buying Details tab of the Item Information window is used to determine the supplier and quantity to order or the items to build.

To view inventory reports

The following are some reports that can help you track your inventory.

- **Analyse Inventory Summary** report. The summary and detailed versions of this report can serve as your order book. You can view a list of all your sales orders and purchase orders for all or selected items.
- **Item List Summary** report. This report shows information about your items, including their on-hand quantities and total value. The Item List Summary report also shows an item’s current average cost price, which is important to know when making inventory adjustments. You can use this report to compare your total inventory value to the total of your inventory asset accounts.
- **Price List Summary** report. This report lists your item prices, and is useful for sending to your customers.

For more information on reports, see Chapter 12, ‘Reports,’ starting on page 171.

To view sales and purchases history for an item

1. Go to the Inventory command centre and click Items List. The Items List window appears.
2. Click the zoom arrow (🔍) next to the item you want to view. The Item Information window appears.
3. Click the History tab. The History view displays the purchase and sales history for the item for seven years: five past years, the current year and the next year.
Setting item prices

You can set the default selling prices of the items you sell using the Set Item Prices window. Then, if required, you can change the price at the point of sale, which overrides the default price for that sale only.

To change the price of an item
1. Go to the Inventory command centre and click Set Item Prices. The Set Item Prices window appears.

![Set Item Prices window](image)

2. From the Basis for Calculation list, select whether you want to show the average cost or last cost of each item. This will help you compare the selling prices of your items to their cost.

<table>
<thead>
<tr>
<th>Select...</th>
<th>If you want to view...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Cost</td>
<td>the total on-hand cost of each item divided by the number of units you have on hand.</td>
</tr>
<tr>
<td>Last Cost</td>
<td>the most recent purchase price for the item.</td>
</tr>
</tbody>
</table>

3. Click in the Current Price column of an item and enter a new price. Do this for each item price you want to change.

You can enter unit prices with up to four decimal places. On your invoices, the unit price is multiplied by the quantity sold and the result is rounded to two decimal places.

4. Click OK.

To update the prices of multiple items at once
1. Go to the Inventory command centre and click Set Item Prices. The Set Item Prices window appears.

2. Click in the select column ( ] next to the items that require a price update.
3 Click **Shortcuts**. The **Pricing Shortcuts** window appears.

4 Indicate how you want to calculate the new prices and apply rounding.

   For example, if you want a markup of 30% over the average cost of your items, select the **Percent Markup** option, type 30 in the adjacent field and select **Average Cost** as the basis of the calculation.

5 If you want to:
   - update the items you selected in step 2 above, click **Update Selected Items**.
   - update the price of all items, click **Update All Items**.

---

**Customising inventory**

You can customise inventory using the following options:

- **Custom price levels**  You can set up to six price levels for an item and then assign one of these levels to a particular customer. You could, for example, have one price level for casual customers, another for irregular customers, another for regular small-spend customers, another for regular high-spend customers and so on. You can also specify up to five price breaks for each price level. You can then charge, say, all your regular customers increasingly lower prices if they purchase larger and larger quantities of the item.

- **Custom fields**  Use custom fields to record additional item information, such as **Warranty**, **Serial Number** and **Voltage**. Use these fields for information that you don’t need to use as report filters.

- **Custom lists**  Create custom lists of attributes that you can apply to your items and then filter and group your inventory items by. For example, if you are running a trailer-rental business, you might have custom lists of **Colour** and **Type**. By assigning the custom list entries to your items, you could then run a report to include only trailers of a certain colour or type.

---

**Custom price levels**

You can customise your pricing according to customer status and sales quantities.

For example, a level A customer might pay $140 for a single quantity of the item, but if they purchase five units of the item, they will only have to pay $100 each for them.

**NOTE:** **Volume discounts**  The volume in the **Volume Customer Discount** field in a customer’s card applies in addition to the quantity-break price levels you set up.

To set custom price levels, you can give each level a name and then specify a price for each level for each quantity break.
To name your price levels

(Optional) If you don’t give names to price levels, default names will be used (Level A, Level B and so on).

1. Go to the Lists menu, choose Custom List & Field Names and then Price Levels. The Custom List and Field Names window appears.
2. Enter names for the price levels. These names will appear in the Selling Details tab of the Item Information window. Note that long names will appear shortened to the first 11 characters.
3. Click OK.

To specify price levels and quantity breaks for an item

1. Go to the Inventory command centre and click Items List.
2. Select the item and click Edit. The Item Information window for the item appears.
3. Click the Selling Details tab.
   The base selling price you entered for this item in the upper section of the Selling Details view appears at Level A (or whatever name you have chosen for this field).
4. In the remaining fields (Levels B to F, or whatever you have chosen to name them), type the selling price of this item. Make an entry for each price level you want to use.
5. If you want to specify quantity breaks for a price level:
   a. Enter the first quantity break in the first Over field and enter a price for orders that are over the quantity break.
   b. In the next Over field, type the new quantity break. Assign a price for this quantity break for each price level.
6. Click OK.

To assign a price level to a customer

1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Locate the customer card you want to assign a price level to and click the zoom arrow (🔍) next to it.
3. Click the Selling Details tab.
4. In the Item Price Level field, select the price level you want to assign to the customer.
   You can assign the item’s base selling price or one of the six price levels. If you don’t assign one of the six price levels, the item’s base selling price is used instead.
   The selected price level, and any associated quantity breaks, will now determine the price this customer is charged for the item.
5. Click OK.
Custom item lists

You can create three custom lists that you can use to filter and group your inventory items.

An example of a custom list is Colour, in which you could create list entries of yellow, red, green and blue. When you create or edit an item, you can assign one of these colours to it. When you run an inventory report, such as the Analyse Inventory Summary report, you can choose to include only red items in the report.

To name a custom list

1. Go to the Lists menu, choose Custom List & Field Names, and then click Items. The Custom List and Field Names window appears.
2. Enter names for each of the three custom lists in the appropriate fields and click OK.

These list names will now appear on the Items Details tab of the Item Information window.

To create a custom list entry

1. Go to the Lists menu, choose Custom Lists and then Items. The Custom Lists window appears.
2. Select the custom list to which you want to add entries in the Custom List field.
3. Click New and type the name of the list entry. For example, if you have a colour list, you would enter a colour, such as Purple.

4. Click OK.
5. Repeat from step 3 until you have created all your list entries.
6. Click Close to close the Custom Lists window.

To assign a custom list entry to an item

1. Go to the Inventory command centre and click Items List.
2. Click the zoom arrow (Zoom) to the left of the item. The Item Information window appears.
3. Click the Item Details tab.
4. Select the list entry you require from the appropriate custom list.
5. Click OK.

Custom item fields

Custom fields can be used to record additional information about your items. Examples of custom fields are Warranty, ID No. and Manufacturer. However, unlike custom lists, custom fields cannot be used to filter inventory reports.

You can create up to three custom fields.
To name a custom item field

1. Go to the Lists menu and choose Custom List & Field Names and then Items. The Custom List and Field Names window appears.
2. In the Name of Custom Field fields, type the new field names and click OK.

These field names will appear on the Item Details tab of the Item Information window for all items, and you can enter the relevant details in these fields.
Billing for time

*Time billing is not available in AccountRight Standard.*

The time billing feature allows you to track the time spent by employees and suppliers to complete tasks and services (activities) for clients and customers. You can also track incidentals (such as items used) to complete the work.

**Overview**

Time billing is suitable for businesses that predominantly sell time (such as accountants and lawyers) and businesses that sell both time and items (such as interior designers and mechanics).

You can establish billing rates based on the activity itself, such as consulting at $40 per hour and photocopying at 10 cents per copy. You can also establish billing rates based on an hourly charge-out rate for a particular employee or customer. For example, employee John Smith’s hourly consulting rate may be $60 per hour and subcontractor Acme Industries’ charge-out rate may be $80 per hour. You can even set an underlying cost to the activity where, for example, you estimate that the cost to employ John Smith is $45 per hour and Acme is $60 per hour.

An activity can be chargeable or non-chargeable. The ability to track non-chargeable activities can be very useful for businesses that want to record costs such as entertainment, which generally cannot be charged to the customer. The activities can be entered individually or grouped together on activity slips. The information can be adjusted quickly to generate time billing invoices, ready to send to your customers. Any items that you have sold to your customers can also be included with the activities in a single time billing invoice.

Time billing reports can be filtered to give you just the information you want. These reports monitor how you and your staff spend your time and whether it is spent profitably.
Setting time billing preferences

You need to set preferences before you start billing for time:

<table>
<thead>
<tr>
<th>Preference</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special billing units</td>
<td>Special billing units is a useful feature for organisations that need to track billable time in units of 1, 6, 10, 12, 15 or 30 minutes. The unit of time you specify here will be the default billing unit when you create hourly activity slips. For example, you can specify six-minute time billing units, where an hour would be 10 billing units of time. Any activity slips you have already created will be updated to use the special billing unit of time.</td>
</tr>
<tr>
<td>Rounding time in time billing</td>
<td>Time billing allows you to set a preference for how you want units of time to be rounded when you use the timer. Choose to round up to next, down to previous or to nearest. For example, if you have chosen up to next and are using 30-minute billing units, 10 minutes would be rounded up to 30 minutes on an activity slip. As another example, if you have chosen to nearest and are using 30-minute billing units, 15 minutes would be rounded up to 30 minutes on an activity slip. If you are not using a special billing unit of time—that is, you are billing in hours—you can specify the rounding increment. For example, if you want to round the actual time you clock using the timer up to the next minute, choose up to next and type 1 in the Minute Increment field. That way, if you clock 21 minutes and 32 seconds of an activity, 22 minutes will be entered automatically in the Units field. Note that if you have specified a special time billing unit and a rounding rule, the Minute Increment field here is redundant and therefore not displayed.</td>
</tr>
</tbody>
</table>

Preference | Description                                                                                                                                                                                                 |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Including items on time billing invoices</td>
<td>If you select the I Include Items on Time Billing Invoices option in the Preferences window, you can include items on your time billing invoice and charge your customers for both activities and items on a single invoice. If this preference is marked, the selection list that appears when entering a time billing invoice includes both your activities and items. Note that only items for which you have selected the I Sell This Item option in the Item Information window can be included on a time billing invoice.</td>
</tr>
</tbody>
</table>

To set time billing preferences

1. Go to the Setup menu and choose Preferences. The Preferences window appears.
2. Click the System tab.
3. Select the required time billing preferences and options.
4. Click OK.
Setting billing rates

You can set billing rates that will automatically appear when you create an activity slip. The billing rate can be set for the customer, employee, supplier, or for the activity itself. You can still override these rates when you create the activity slip.

For example, for an activity such as the time spent photocopying, you might use a flat rate for all customers, in which case you would use the activity’s billing rate. For other activities, you might charge the customer according to the employee who performed the activity, the billing rate depending on factors such as the expertise and experience of the employee.

To set a billing rate for an activity

You can set up a billing rate for each activity regardless of the customer you are billing or the employee or supplier who performed the activity. The billing rate for an activity is set in the Activity Information window. See 'Creating activities' on page 142.

To set a billing rate for a customer

You can set up billing rates for customers on their cards. This option is useful if you perform the same activities for multiple customers and want to charge each customer a different rate.

1. Display the Card Information window for the relevant customer and click the Selling Details tab.

2. Enter the hourly billing rate, excluding GST, for the customer in the Customer Billing Rate field.

3. Click OK.

To set the activity to use the customer’s billing rate, see ‘Creating activities’ on page 142.

To set a billing rate for a supplier or employee

You can set a billing rate for an employee or supplier on their card. This option allows you to bill an activity at different rates according to the employee or supplier performing the activity. You can also track the costs associated with having the activity performed. This is particularly useful if you are subcontracting work to a supplier.

1. Display the Card Information window of the supplier or employee.
2 Set the rate.

<table>
<thead>
<tr>
<th>For...</th>
<th>you need to...</th>
</tr>
</thead>
</table>
| A supplier card | 1 Click the Buying Details tab.  
2 In the Supplier Billing Rate field, type the hourly billing rate excluding GST, for the supplier.  
3 In the Cost per Hour field, type the hourly cost to you of having this activity performed. |
| An employee card | 1 Click the Billing Details tab.  
2 In the Employee Billing Rate field, type the hourly billing rate excluding GST, for the employee.  
3 In the Cost per Hour field, type the hourly cost to you of having this activity performed. |

3 Click OK.

Creating activities

The term activity is used to describe a task or service provided by your business for which you can track costs and bill customers using time billing invoices. Activities are primarily defined by their type—hourly or non-hourly—and whether they are chargeable or non-chargeable.

To create an activity

1 Go to the Time Billing command centre and click Activities List. The Activities List window appears.
In the Profile view, type a unique identification code for the activity in the Activity ID field and press Tab.

In the Activity Name field, type a name for the activity.

Enter a description of the activity in the Description field.

If you want the description of the activity (instead of the activity name) to appear on time billing invoices, select the Use Description on Sales option.

Select the type of activity (Hourly or Non-hourly), status (Chargeable or Non-chargeable) and the billing rate (employee, customer or activity).

For this type... And this status... Do this...

| Hourly     | Chargeable | Choose the billing rate you want to use. The rate is the price you charge for one unit of the activity. You can:
|            |            | • use the rate you set up on the employee or supplier card
|            |            | • use the rate you set up on the customer card
|            |            | • type a rate to apply to this activity only by entering a rate in the Activity Rate field.

| Non-Chargeable | Go to step 10 below. |

| Non-hourly     | Chargeable | Enter a unit of measurement in the Unit of Measurement field and activity rate in the Activity Rate field. |

| Non-Chargeable | Type the unit of measurement in the Unit of Measurement field and then go to step 10 below. |

In the Income Account field, type or select the account you want to use to track the income you receive for this activity.

In the GST Code When Sold field, type or select the GST code that you want to appear as the default when you create a sales invoice for this activity.

The default unit of measurement for hourly activities is Hour. If you specified a special billing unit of time in the System view of the Preferences window, this field will still be displayed as Hour, but time will be billed according to the special billing unit.

Click OK. The new activity is listed in the Activities List window.

To change, inactivate or delete an activity

- To change details of an activity, see ‘Changing a record’ on page 154.
- To inactivate an activity, see ‘Inactivating orreactivating a record’ on page 155.
- To remove an activity from your records, see ‘Deleting a record’ on page 156.
Creating activity slips

Activity slips are used to record time-based activities performed for a customer and form the basis for the invoices that you send your customer. You can invoice the full amount for the activity or invoice part of it, leaving the balance for a later date.

You can create an activity slip in two ways:

- Create a single activity slip. This allows you to enter the most detail about the activity slip.
- Create multiple activity slips. You can enter multiple activity slips at once, while not entering quite as much detail for each.

To create an activity slip

1. Go to the Time Billing command centre and click Enter Activity Slip. The Enter Activity Slip window appears.

2. Enter details about the activity such as the employee name, customer name, activity slip ID and the number of units to be charged.

   **NOTE:** Units refers to time billing units. The Units field shows time billing units as you have set them up in the Preferences window.

   [System tab]. Therefore, if you are using billable units of 15 minutes, you need to enter four units to make one hour.

3. In the Adjustment fields, enter any adjustments to the billable hours or the amount of the activity you want to bill, or both. You need to enter adjustment units or amounts as negative numbers if you want to reduce hours or an amount.

4. In the Already Billed field, type any hours or amounts you have already billed.

   For example, if you have partially billed the customer on an invoice for this activity, either type the number of hours already billed (and the amount field will automatically update) or type the amount you have already billed them. Your entry is subtracted from the hours and amounts in the Billable fields. The total units and amount that haven’t been billed appear in the Left to Bill fields.

   **NOTE:** Billing an activity slip. ‘Billing’ an activity slip means recording a time billing invoice for the activity slip. If you enter units or an amount in the Already Billed fields, the amount won’t appear in the sales journal or in the activity’s history. It will only be recorded for the activity slip.

5. Click Record. The activity slip is now recorded and will appear on reports.

   If you entered a chargeable activity on the activity slip, the activity becomes available for billing in the Prepare Time Billing Invoice window.

To create an activity slip using the timer

The Enter Activity Slip window has a timer that allows you to record the time you spend performing an activity. The timer only appears on activity slips for hourly activities.
To use the timer, you must leave the **Enter Activity Slip** window open until completion of the activity. You can still use other programs or access other windows during this time.

1. Go to the **Time Billing** command centre and click **Enter Activity Slip**. The **Enter Activity Slip** window appears.
2. Enter the employee or supplier name, date and customer name.
3. In the **Activity** field, type or select an hourly activity. The timer fields appear at the bottom of the window.

   ![Timer Fields](image)

4. Click **Start** to start the timer. If you don’t enter a start time in the **Start Time** field, your computer’s current system time appears, and the timer starts incrementing the time in the **Elapsed Time** field.

   **NOTE:** *Entering a start time that is before the current system time.* If you enter a start time earlier than the current system time, the difference between the entered start time and the system time will be added to the elapsed time measured by the timer. For example, if you entered 8:00 a.m. in the **Start Time** field and then clicked **Start** at 9:00 a.m., the **Elapsed Time** field will display 1:00:00 and the time measured by the timer will be added to that amount.

   Leave the **Enter Activity Slip** window open as you perform the activity.

5. When you have completed the activity or want to pause the timer, click **Stop**. The current system time appears in the **Stop Time** field. The number of billing units corresponding to the elapsed time appears automatically in the **Units** field.

   You can edit the start and stop times if you want. The entries in the **Actual Units** and **Elapsed Time** fields will be updated automatically.

   You can round your timer entries in the **Units** field automatically. See ‘Rounding time in time billing’ on page 140.

6. If you want to resume timing an activity, click **Start** again. The entry in the **Stop Time** field will be cleared. The timer will continue incrementing, starting from your current elapsed time.

7. When you have completed the timed activity, click **Record**.

If you entered a chargeable activity on the activity slip, the activity becomes available for billing in the **Prepare Time Billing Invoice** window.

**To reset the timer**

- Click **Clear** at any time to clear the **Elapsed Time**, **Start Time**, **Stop Time** and **Units** fields.

**Creating multiple activity slips**

In addition to being able to create single activity slips, you can also create multiple activity slips simultaneously. In the **Multiple Activity Slips** window, one line in the list represents one activity slip. Although this view limits the amount of detail you can enter on the activity slip, you can view any activity slip in the **Activity Slip** view and enter more detail at a later stage.

**To create multiple activity slips**

1. Go to the **Time Billing** command centre and click **Enter Activity Slip**. The **Enter Activity Slip** window appears.
2. Click **Enter Multiple Slips**. The **Enter Multiple Activity Slips** window appears.
3. In the **Employee** or **Supplier** field, type or select the name of the employee (or supplier) performing the activity. Any historical...
activity slips you have already created for the employee or supplier are listed, with each line representing a single activity slip.

4 On the first blank line, enter details of the activity slip you want to create.

5 Press TAB or click in the next line to move the insertion point to the next line where you can enter another activity slip.

6 Repeat from step 4 above for each activity slip you want to create.

7 When you have recorded all the activity slips you want, click Record to record the activity slips.

Changing and reviewing activity slips

If you want to review, edit or delete an activity slip, follow the relevant procedures below.

To review or edit an activity slip

1 Go to the Time Billing command centre and click Activity Log. The View Activity Log window appears.

2 Enter the name of the employee or supplier who performed the activity and, if you know it, the date range within which the activity was created. All activities that match the criteria are listed.

3 If you want to display information about the activity slip, click the Diary View tab and the Detail View tab.

4 If you want to view the activity slip in the Enter Activity Slip window, click the zoom arrow (🔍) next to it.

To delete an activity slip

NOTE: Billed activity slips You cannot delete an activity slip that has been billed.

1 Go to the Time Billing command centre and click Activity Log. The View Activity Log window appears.

2 Enter the name of the employee or supplier who performed the activity and, if you know it, the date range within which the activity was created. All activities that match the criteria are listed.

3 Select the activity slip you want to delete.

4 Go to the Edit menu and choose Delete Activity Slip.
Creating time billing invoices

There are two ways of creating a time billing invoice:

- In the **Prepare Time Billing Invoice** window. This is the recommended method, because the full details of activities and activity slips are recorded. See below.
- In the **Sales** window. Use this method if you don’t need to record details of activities and activity slips or track work in progress. See page 148.

To create a time billing invoice using the **Prepare Time Billing Invoice** window

The **Prepare Time Billing Invoice** window allows you to enter and adjust the billing information for activity slips. As you make changes in this window, your activity slip records are updated automatically.

1. Go to the **Time Billing** command centre and click **Prepare Time Billing Invoice**. The **Time Billing Customers** window appears.
2. Find and select the customer for whom you want to create a time billing invoice and click **OK**. The **Prepare Time Billing Invoice** window appears, listing all the open activity slips for the selected customer.

3. Click **Prepare Invoice**. The **Sales - New Time Billing** window appears, displaying the details of the time billing invoice.
If you invoice for items, information is already entered for the following fields:
- the date in the Date field
- the quantity being sold in the Hrs/Units field
- the item number in the Activity field or press TAB and select the item from the list of items and activities that appears
- the price of the item in the Rate field
- [optional] the job number
- the appropriate GST code.

NOTE: Entering items on this invoice If you have selected the I Include Items on Time Billing Invoices option in the Preferences window, you can also enter items on this invoice. See ‘Including items on time billing invoices’ on page 140.

If you want to group and subtotal the items and activities separately on the invoice, you can do so by inserting headers, blank lines and subtotals. For more information, see ‘Adding and deleting lines, headers and subtotals’ on page 92.

Enter additional information about the sale, such as the salesperson, referral source and shipping.

Complete the invoice in any of the following ways.
- Record the invoice. Click Record to record the invoice without printing.
- Print and record the invoice. Click Print and then choose the form you want to use for this invoice. For more information about printing invoices, see ‘Sending forms’ on page 180.
- Save the invoice as a recurring template. Click Save as Recurring. The Recurring Schedule Information window appears. Enter the necessary information about the sale and click OK. For more information about recurring transactions, see ‘Recurring transactions’ on page 165.

Note that no activity slips are created when you use the recurring sale in the future. Also, recording the recurring sale will not update the activity slips you used to create the invoice in the Prepare Time Billing Invoice window.

To create a time billing invoice using the Sales window

NOTE: Activities billed using this procedure will not appear in most time billing reports No activity slip records will be created if you use this method to create a time billing invoice. Most time billing reports are based on activity slip records, therefore, if you want to print time billing reports, you should create activity slips (see page 144) and then use the Prepare Time Billing Invoice window to create the invoice (see ‘To create a time billing invoice using the Prepare Time Billing Invoice window’ on page 147).

1 Go to the Sales command centre and click Enter Sales. The Sales window appears.
2 In the Customer field, type or select the customer to invoice.
3 Click Layout. The Select Layout window appears.
4 Select the Time Billing layout and then click OK.
5 For each billable activity enter:
- the date the activity was performed in the Date field
- the number of units or hours being billed in the Hrs/Units field
- the activity name or press TAB in the Activity field and select the required activity from the list
- the rate charged for a single unit or hour of the activity in the Rate field
- [optional] the job number
- the appropriate GST code.
6 If you are including items on the invoice, enter:
- the date in the Date field
- the quantity being sold in the Hrs/Units field
- the item number in the Activity field or press TAB and select the item from the list of items and activities that appears
- the price of the item in the Rate field
- [optional] the job number
- the appropriate GST code.
7 If you want to group and subtotal the items and activities separately on the invoice, you can do so by inserting headers, blank lines and subtotals.
   For more information, see ‘Adding and deleting lines, headers and subtotals’ on page 92.
8 Enter additional information about the sale, such as the salesperson, referral source and shipping.
9 Complete the invoice in any of the following ways:
   - TIP: Save the invoice as a recurring template. Click Save as Recurring. Enter the necessary information about the template in the

Recurring Schedule Information window and click OK. For more information about recurring transactions, see ‘Recurring transactions’, on page 165. Note that no activity slips will be created when you use the recurring sale in the future.
   - Record the invoice. Click Record to record the invoice without printing.
   - Print and record the invoice. Click Print and select the form layout you want to use for this invoice. For more information about printing invoices, see ‘Sending forms’ on page 180.

Work in progress

Work you have done for your clients that you haven’t billed yet is called work in progress. Work in progress is indicated on activity slips by a value other than zero in the Left to Bill field.

Your accounting records will only reflect a sales transaction when you bill the activities. However, some accountants consider that, from an accounting perspective, your clients owe you for your work in progress even if you haven’t yet billed your clients for it.

If your work in progress routinely represents a significant amount of money, you should consider adjusting your accounting records to reflect it. Consult your accountant for advice on how to do this.
Your company file has lists for different types of records—customers, accounts, GST codes, recurring transactions and so on. This chapter explains how to add records to lists, and how to inactivate or delete them.

Adding a record

Lists are made up of individual records. For example, each item in your Items List is a record, as is each job in your Jobs List. You can add as many records as you want to a list.

<table>
<thead>
<tr>
<th>To add this type of record...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account</td>
<td>page 30</td>
</tr>
<tr>
<td>Card</td>
<td></td>
</tr>
<tr>
<td>• Customer</td>
<td>page 87</td>
</tr>
<tr>
<td>• Supplier</td>
<td>page 107</td>
</tr>
<tr>
<td>• Employee</td>
<td></td>
</tr>
<tr>
<td>• Personal</td>
<td>page 191</td>
</tr>
<tr>
<td>Time billing activity [Not available in AccountRight Standard]</td>
<td>page 142</td>
</tr>
<tr>
<td>Item</td>
<td>page 125</td>
</tr>
<tr>
<td>GST code</td>
<td>page 152</td>
</tr>
<tr>
<td>Recurring transaction</td>
<td>page 165</td>
</tr>
<tr>
<td>Category</td>
<td>page 207</td>
</tr>
<tr>
<td>Job</td>
<td>page 208</td>
</tr>
</tbody>
</table>

Adding records when entering transactions

You can create new records easily from any transaction window. For example, you can add accounts, cards, categories, comments, custom list items, jobs, referral sources, shipping methods and more to your lists when entering transactions.

To create a record in a transaction window

Let’s assume you want to add a customer card while entering a sale.

1. In the Sales command centre, click Enter Sales. The Sales window appears.
2 In the **Customer** field, type the customer’s name and press **Tab**. If there is no card for this customer, a drop-down list appears.

3 Do one of the following:
   - To create a detailed new record, click **New**. The **Card Information** window appears, where you can enter the details of the new customer.
   - To create a quick record to complete later, click **Easy-Add**. A new card is added to your cards list, using just the customer name you entered in the **Customer** field. You can go back and add details to the card later.

   **NOTE:** **Easy-Add** is not available from some transaction windows. In windows such as **Spend Money**, the type of card you want to create is not immediately obvious, so the **Easy-Add** button is not available.

---

### Setting up GST codes

GST codes are used to track GST paid to or by your business. Each GST code represents a particular type of GST.

**AccountRight** has an extensive list of GST codes that can be used in a variety of situations—for example, when doing business with overseas customers, when tracking capital acquisitions, and so on.

**To create a GST code**

1. Go to the **Lists** menu and choose **GST Codes**. The **GST Code List** window appears.
2. Click **New**. The **GST Code Information** window appears.
3. In the **GST Code** field, type a code (up to three characters) for the new GST code and press **Tab**.
4. Complete the other fields in this window.

   - **A** Enter a description, type and rate.
   - **B** If the GST code is zero-rated, select the **GST Code is Reported on GST Return** option. Deselect this option for exempt GST codes.
   - **C** Select the linked account for GST collected and for GST paid. These fields are only available for some GST types. Select a card, if applicable.
To assign GST codes to accounts

You can assign a GST code to any detail account in your accounts list. The GST code you assign will appear as the default GST code when you post a transaction to this account.

For example, you have assigned the standard code (S15) to your electricity expense account. When you settle your electricity bill in the Spend Money window and allocate it to this account, the standard code will appear in this window by default.

You can allocate a GST code to an account in the Account Information window. To open this window, go to the Accounts command centre, click Accounts List, double-click the required account, and click the Details tab.

![Account Information window](image)

To assign GST codes to items

When you set up your items, you must assign a GST code to each of them.

You need to assign a GST code to be used when you sell an item and a GST code to be used when you buy an item. That GST code will appear as the default in sales and purchases of that item unless you have specified that the customer’s or supplier’s GST code is to be used instead (see below).

GST codes are assigned to items in the Buying and Selling tabs of the Item Information window. For more information, see ‘Creating items’ on page 125.

To assign GST codes to cards

You can define a default GST code for a customer or supplier. You only need to select a default GST code if the customer’s or supplier’s GST status takes precedence over that of the item or service being sold or purchased.

For example, if a customer is one to whom you only ever make zero-rated export sales, you should assign the zero-rated GST code (Z) to that customer’s card.

When you create a quote, order or invoice, the GST code assigned to the customer will be used as the default. This GST code will override the item’s GST code in an item sale, and the allocation account’s GST code in a non-item sale.

GST codes are assigned to customers in the Selling Details tab of their Card Information window.

Make sure you select the Use Customer’s GST Code option. (If this option is not selected, the customer’s GST code will not be used, even if one has been assigned.)

![Customer GST Code](image)

Similarly, when you create a quote, order or bill, the GST code assigned to the supplier will be used as the default. GST codes are assigned to suppliers in the Buying Details tab of their Card Information window.

Make sure you select the Use Supplier’s GST Code option. (If this option is not selected, the supplier’s GST code will not be used, even if one has been assigned.)

![Supplier GST Code](image)
Finding a record

Records are stored and displayed in lists. For example, the Jobs List window lists the jobs you have created, the Accounts List window lists your accounts, and so on. As lists get long, it can take time to locate a record. Use the following tools to find a record quickly.

**Tabs** Some lists are divided into separate views using tabs. For instance, the accounts List is divided by account type into nine tabs, making it easier for you to find an account. For example, if you are looking for an asset account, click the Asset tab. Within the tab you can use the scroll bar to find the record.

**Search fields** You can filter lists using the search field. To do this, click the column heading by which you want to search (for example, by code or name), then type your search terms in the Search field ( ). The list is updated as you type to display all records that contain your search terms for the selected column.

To reset the list, delete the text you entered in the search field or click the X ( ) icon.

**Advanced search filters** In some list windows, you can use advanced search filters to narrow down your record search. To do this, click Advanced. Enter the relevant filters and click OK. The window will display only those records that meet your search criteria.

**Inactive records are hidden by default** In some list windows there is an option to Show Inactive records. Select this option to show all records, including inactive ones.

Changing a record

You can make changes to:
- accounts
- cards
- items
- jobs
- categories
- GST codes.
- time billing activities (not available in AccountRight Standard).
**Changing a record that has been used in a transaction**  
If you change the details of a record that does not affect a transaction’s balance (for example, changing a customer name), then all the transactions you’ve entered using that record are updated.

If you make changes to a record that do affect a transaction’s balance (such as an item’s selling price or the rate of a GST code) transactions you’ve entered previously using that record are not updated.

For example, if you change an item’s selling price from $6 to $8, transactions you’ve recorded with the old price will retain that price. The new price applies to any new transactions you enter.

---

**Inactivating or reactivating a record**

If you have accounts, cards, items, activities (not available in AccountRight Standard), or jobs that you rarely use—for example, a card you created for a one-off sale or purchase—inactivating them after use will remove them from selection lists. Your list of records will be shorter and, consequently, selecting the record you need will be easier. You can still use an inactive record in transactions by manually entering the record name.

---

**To change a record**

1. Display the list to which the record belongs. For example, if you are making changes to an account, display the Accounts List window; if you are changing an item, display the Items List window and so on.

2. Locate the record you want to change in the list. Use a search method described in ‘Finding a record’ on page 154, if necessary.

3. Once you locate the record, click the zoom arrow ( ) next to it. Details of the record are displayed.

4. Make the required changes and click OK.

---

**To inactivate (or reactivate) a record**

1. Display the list to which the record belongs. For example, if you are making changes to an account, display the Accounts List window; if you are changing an item, display the Items List window, and so on.

2. Locate the record you want to inactivate (or reactivate) and click the zoom arrow ( ) next to it. The record’s details appear.

3. If you are inactivating or reactivating a card, account, activity or item, click the Profile tab.

4. Select (or deselect) the Inactive [...] option.
Deleting a record

You can delete a record that you no longer need. However, a record cannot be deleted if it is used in a transaction, has been selected in another record, or if it has a balance.

NOTE: Deleting accounts and jobs You can only delete an account or a job if it has never been used in a transaction. If the account or job has been used, you will not be able to delete it, even after deleting the transaction. As an alternative, you can choose to make the account or job inactive. See ‘Inactivating or reactivating a record’ on page 155 for more information. For accounts, you can choose to combine the account you no longer require with another account to remove it from the Accounts List. See ‘Combining records’ below for more information.

To delete a record
1 Go to the Lists menu and choose the list to which the record belongs. For example, if you are deleting an item, choose Items; if you are deleting a card, choose Cards, and so on.
2 Locate the record you want to delete and click the zoom arrow (🔍) next to it. The record details appear in the Information window.
3 Go to the Edit menu and choose Delete [...]. For example, if you are deleting a customer card, choose Delete Card.

Combining records

In some situations you may want to combine two records. For example, you may have records in your cards list for two suppliers who have merged their operations. Or you may have separate accounts for two departments whose sales figures you now want to combine.

When you combine two records, you identify one as the primary record and the other as the secondary record. The primary record becomes the owner of all the transaction details (transactions, jobs, history, and so on) currently linked to the secondary record and the secondary record is deleted.

NOTE: Historical reports When you view historical reports from the previous financial year (for instance, the previous financial year’s balance sheet), the primary account is listed showing the combined account balance.

Combining cards

You can combine:
- customer cards
- supplier cards
- personal cards.

You cannot combine:
- employee cards
- cards with a different type
- cards where the primary card is inactive.

When cards are combined, the non-transaction card information for the primary card—such as card name, address and buying and selling details—is retained as the default information for the combined card.
The transaction details for the secondary card are added to the primary card. Non-transaction information for the secondary card is deleted.

To combine two cards
1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Select the primary card.
3. Click Combine Cards. The Combine Cards window appears.

The primary card appears under the Primary - Move all transactions to list. If you want, you can choose another primary card from the list.

4. Select the secondary card from the Secondary - Remove all transactions from list.

CAUTION: The next action cannot be undone Before continuing, check that you’ve selected the correct cards to be combined. If you combine the wrong cards, you will have to restore them from a backup and re-enter transactions posted to those cards since the backup.

5. Click Combine Cards. A confirmation window appears.
6. Click OK to confirm you want to combine the two cards.

Combining accounts
You can only combine accounts that are:
- accounts of the same account type (for example, asset and expense accounts cannot be combined) and
- detail accounts.

You cannot combine:
- header accounts
- accounts that are linked to other accounts
- accounts that are associated with bank feeds.

When accounts are combined, the non-transaction account information for the primary account—such as account name, description and bank details (for banking accounts)—is retained as the default information for the combined account. The transaction details and opening balance of the secondary account are added to the primary account. Non-transaction information for the secondary account is deleted.

NOTE: Budgets and job budgets not combined Budgets and job budgets for the secondary account are not added to the budgets and job budgets of the primary account. You will have to revise the budgets and job budgets of the primary account after combining them.

To combine two accounts
1. Go to the Accounts command centre and click Accounts List. The Accounts List window appears.
2. Select the primary account. This is the account that the secondary account transaction history and opening balance will be transferred to.
3 Click Combine Accounts. The Combine Accounts window appears.

![Combine Accounts window](image)

The primary account appears under the Primary - Move all transactions to list. If you want, you can choose a different primary account from the list.

4 Select the secondary account from the Secondary - Remove all transactions from list.

**CAUTION**: The next action cannot be undone. Before continuing, check that you’ve selected the correct accounts to be combined. If you combine the wrong accounts, you will have to restore from a backup and re-enter transactions posted to the accounts since the backup.

5 Click Combine Accounts. A confirmation window appears.

6 Click OK to confirm you want to combine the two accounts.
11 Transactions

You create a transaction when you record entries such as sales invoices, purchase orders and inventory adjustments.

You can change, delete or reverse transactions—depending on how your preferences are set up.

If you have transactions that need to be entered periodically, you can set up recurring transactions. You can use these recurring transactions to store details of transactions you record regularly and to set up reminders to record them. You can also choose to record recurring transactions automatically on their due date.

Finding a transaction

There are several ways to find a transaction. The method you use depends on the information you have at hand.

<table>
<thead>
<tr>
<th>Use the...</th>
<th>To find...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find Transactions window</td>
<td>journal entries, sales, purchases, cheques, deposits, supplier and customer payments.</td>
<td>page 160</td>
</tr>
<tr>
<td>Sales Register</td>
<td>transactions relating to sales (such as open and closed invoices), quotes, orders, credits and returns. This method is most useful if you know the transaction date or the customer’s name.</td>
<td>page 160</td>
</tr>
<tr>
<td>Purchases Register</td>
<td>transactions relating to purchases (such as open and closed bills) quotes, orders, debits and returns. This method is most useful if you know the transaction date or the supplier’s name.</td>
<td>page 160</td>
</tr>
<tr>
<td>Transaction Journal window</td>
<td>any transaction by source journal.</td>
<td>page 161</td>
</tr>
<tr>
<td>Recurring Transactions List window</td>
<td>recurring transactions. You can sort transactions by name, type, or frequency, or search for a transaction by name, amount, or next due.</td>
<td>page 162</td>
</tr>
</tbody>
</table>
To find a transaction using the Find Transactions window

1. From any command centre, click Find Transactions.
2. In the Find Transactions window, click the appropriate tab—for example, the Card tab to search by card.
3. Filter your search using the Search By and date range fields.

4. If you want to narrow your search further:
   a. Click Advanced. The Advanced Filters window appears.
   b. Type or select the additional search filters, and click OK. For more information, see ‘Customising how you send form batches’ on page 182.

The transactions that match your search criteria appear in the Find Transactions window. You can view a transaction in detail by clicking the zoom arrow ( ) next to it.

**NOTE:** Quotes and orders without applied payments don’t appear in the Find Transactions window. To find these types of transactions, go to the Quotes and Orders views of the Sales Register or Purchases Register.

To find a transaction using the Sales Register window

The Sales Register window lists all open and closed invoices, quotes, orders, returns and credits. You can also view a list of all sales, if you choose.

1. Go to the Sales command centre and click Sales Register. The Sales Register window appears.
3 Filter your search using the Search by and date range fields. The transactions that match your search criteria appear in the Purchases Register window. You can view a transaction in detail by clicking the zoom arrow (🔍) next to it.

To find a transaction using the Bank Register window

You can use the Bank Register window to find Spend Money, Pay Bills, Receive Payments and Receive Money transactions.

1 Go to the Banking command centre and click Bank Register. The Bank Register window appears.

2 Type or select the bank, credit card or petty cash account you used for the transaction in the Account field.

3 In the Dated From and To fields, enter the date range during which the transaction was recorded. The transactions that match your search criteria appear in the Bank Register window.

4 If you want to view a transaction in detail, click the zoom arrow (🔍) next to the transaction.

To find a transaction using the Items Register window

The Items Register window gives you quick access to transactions relating to items. When the register is filtered to show a single item, a running balance of the item’s quantities and values appears.

1 Go to the Inventory command centre and click Items Register. The Items Register window appears.

2 In the Search By field, specify whether you want to view transactions for all items or a single item.

3 If you selected Item at step 2 above, type or select the item number in the adjacent field.

4 In the Dated From and To fields, enter the date range during which the transaction was recorded.

   The transactions that match your search criteria appear in the Items Register window. You can view a transaction in detail by clicking the zoom arrow (🔍) to its left.

To find a transaction using the Transaction Journal window

The Transaction Journal window groups all your accounting entries into journals: general, disbursements, receipts, sales, purchases and inventory. It also enables you to display all transactions.

1 Click Transaction Journal from any command centre (except Card File). The Transaction Journal window appears.
2 Click the appropriate tab—for example, the Sales tab to find a sales invoice, the Disbursements tab to find a payment and so on.

3 In the Dated From and To fields, enter the date range within which the transaction was recorded. All transactions between (and occurring on) these dates will be listed.

4 If you want to search for a range of journal ID numbers, enter the range in the ID From and To fields. All transactions with IDs between (and matching) these numbers will be listed.

5 To open the transaction in its original window, click the zoom arrow (Zoom) to the left of the journal entry.

To find a recurring transaction

1 Go to the Lists menu and choose Recurring Transactions. The Recurring Transactions List window appears.

2 Locate the recurring transaction. You can:
   - sort the transactions by name, type or frequency
   - search for a transaction by name, amount or due date.

For more information on changing the details of a recurring transaction, see ‘Recurring transactions’ on page 165.

Changing or deleting a transaction

If you are part way through entering a transaction, you can erase it and start again by choosing Erase from the Edit menu.

Sometimes, however, you may need to make changes to or delete a transaction you have already recorded. A transaction can only be changed or deleted:

- if it is changeable. A changeable transaction is identified by a blue zoom arrow (Zoom) next to it.

To check if your transactions are changeable, make sure the Transactions CAN’T be Changed; They Must be Reversed option is deselected in the Security view of the Preferences window. Note that when you create your company file, this preference is not selected.

If you want to maintain a strict audit trail, you should consider making your transactions unchangeable by setting this preference.
Changing a transaction

Before changing a transaction, note the following:

Some transactions cannot be changed You cannot change a refund cheque or a bank deposit once it has been recorded. You can only delete or reverse these transactions. For more information, see ‘Reversing a transaction’ on page 164.

Some fields cannot be edited If you are changing a Pay Bills or Receive Payments transaction, only the Account, Date, Memo and transaction ID fields can be edited. You cannot change the transaction amount.

To change a transaction

1. Find and display the transaction in its original transaction window. For more information, see ‘Finding a transaction’ on page 159.
2. Make the necessary changes to the transaction and then click OK.

Deleting a transaction

When you delete a transaction, it is permanently removed from your records. Note the following when deleting a transaction:

Sales and purchases You can only delete a sale or purchase that does not have a payment applied to it. If you have recorded a payment for a sale or purchase, you must first delete the payment and then delete the transaction. Any discounts that have been given must also be deleted before the transaction can be deleted.

If you applied a supplier debit towards a purchase, you must delete the debit before you can delete the purchase. A credit note applied to a sale must also be deleted before the sale can be deleted.

Grouped receipts that have been deposited If you want to delete an individual receipt that was recorded as part of a bank deposit of receipts grouped in the undeposited funds account, you must first delete the bank deposit. When you delete a bank deposit, all of the cash receipts included in the bank deposit are returned to the Prepare Bank Deposit window. You can then delete the required receipt from this window.

Reconciled transactions If you delete a reconciled transaction, your bank reconciliation will be out of balance. If you want to reverse a reconciled transaction, you need to undo the bank reconciliation first, then reverse the entry and re-reconcile the account. See ‘Reconciling your bank accounts’, on page 82.

GST reporting If you delete a transaction from a prior GST reporting period, your GST reported for that period may be affected.

Insufficient on-hand item quantities You cannot delete a purchase that will result in negative inventory on-hand.

To delete a transaction

1. Find and display the transaction in its original transaction window. For more information, see ‘Finding a transaction’ on page 159.
2. Go to the Edit menu and choose Delete [...]. For example, if you want to delete a sale, choose Delete Sale. The transaction will be removed permanently from your records.
Reversing a transaction

If your accountant wants you to maintain a strict record of all your accounting entries, you should reverse a transaction rather than change or delete it.

A reversal transaction is a new transaction that replicates the original transaction, but with debit amounts shown as credit amounts and vice versa. After posting a reversal transaction, you have two transactions (the original and the reversal), but the account balances appear as if the original transaction was never posted.

A reversal transaction is automatically posted to the same account for the same amount as the original transaction. You cannot change the amount or account of a reversal transaction.

Before you can reverse a transaction You can only reverse a transaction if it is unchangeable. An unchangeable transaction is identified by a grey zoom arrow (Zoom) next to it. To make your transactions unchangeable, select the Transactions CAN’T be Changed; They Must be Reversed option on the Security tab view of the Preferences window. You can change this option at any time.

Reversing a transaction can affect closed periods When you reverse a transaction, be aware of the transaction date you enter:

- If you use the current date when you reverse a transaction from a prior month, the month-end financials for the prior month will not reflect the reversal transaction.
- If you use the original date for the reversal transaction, your prior month’s financials should be reprinted because they will have changed.
- If the original transaction date falls in a prior GST period, recording the transaction on the original date may affect the GST reportable in that period.

Negative inventory You cannot reverse a purchase if it will result in a negative on-hand inventory count.

Customer and supplier payments If an early payment discount was applied to a sale or purchase, you also need to reverse the discount. For information about how to find a transaction, see ‘Finding a transaction’ on page 159.

To reverse a transaction

1. Find the transaction you want to reverse. See ‘Finding a transaction’ on page 159 for instructions.
2. Go to the Edit menu and choose Reverse […]. For example, if you want to reverse a sale, choose Reverse Sale. A new transaction containing corresponding negative amounts to that of the original transaction appears.
3. If you want, alter the date and memo. Note that you can’t change the accounts and amounts.

TIP: Recap transaction Before you record this transaction, you can use the recap transaction feature to view the journal entries that will be created when the transaction is recorded. To recap, choose Recap Transaction from the Edit menu.

4. Click Record Reversal to record the reversal transaction. The transaction is reversed and all account reversal balances are returned to their previous levels.
Recurring transactions

If you have a transaction that you record regularly—for example, a rent cheque or purchases—you can set them up as recurring transactions and save them for future use.

When you save a recurring transaction, you can specify how often you want the transaction to be recorded, and for how long you want to schedule it. For example, you can schedule your car payments monthly, for the next 22 months.

If the transaction details are the same each time—such as a rent payment, you can set up a recurring transaction to record automatically. Or you can open the transaction as required, alter the details (for example, if you make regular sales to a customer and vary the items), and then record the transaction.

You can make the following transactions recurring: sales, purchases, Spend Money, Receive Money, and general journal entries.

Setting up recurring transactions

You can create a recurring transaction in a transaction window, or copy an existing recurring transaction to create a new one. Later on, you can change details of a recurring transaction, or delete one if it is no longer used.

If you want to... see
Create a recurring transaction below
Create a recurring transaction from an existing entry page 167
Edit a recurring transaction page 167
Delete a recurring transaction page 168
Record a recurring transaction from a transaction window page 168
Record multiple recurring transactions page 168

To create a recurring transaction

When you create a recurring transaction, you can select how often you want the transaction to be recorded, and for how long you want to schedule it. For example, you can schedule your car payments monthly, for the next 22 months.

1. Enter the transaction details in a transaction window—such as the Sales window—if you make regular sales to a customer.
2. Click Save as Recurring (instead of clicking Record). The Recurring Schedule Information window appears.
3. In the Recurring Transaction Name field, type a name to identify the transaction.
Schedule the transaction

4 From the Frequency list select the transaction frequency.

**TIP:** **Recurring transaction reports** If you specify the frequency and a reminder date for the transaction, you can use the Recurring Transactions reports to keep track of the transactions you need to enter.

5 In the Starting on field, type or select the date the transaction is first due.

**NOTE:** **Pre-dated recurring transactions** You can save a recurring transaction with a start date prior to the system date, provided the date entered is within the current financial year and is not in a locked period.

6 Indicate how long you want the recurring transaction to continue.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>schedule the transaction for an unlimited period</td>
<td>Select Continue indefinitely.</td>
</tr>
<tr>
<td>schedule the transaction until a set date</td>
<td>Select Continue until this date and type the date in the adjacent field.</td>
</tr>
<tr>
<td>schedule the transaction for a set number of times</td>
<td>Select Perform this # of times and type the number of times in the adjacent field.</td>
</tr>
</tbody>
</table>

Specify an alert option

7 In the Alerts section of the window, you can set a reminder to record the transaction, or set for an automatic recording of the transaction and receiving a notification when the transaction is recorded.

**NOTE:** **Pre-dated recurring transactions cannot be recorded automatically** If you entered a pre-dated recurring transaction and you set a reminder date, the transaction will display as overdue on the To Do List. Pre-dated recurring transactions cannot be set to be recorded automatically.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>automatically record the transaction</td>
<td>1 Click Automatically record this transaction when due and notify.</td>
</tr>
<tr>
<td></td>
<td>2 Select the user who needs to be notified from the list adjacent to the option.</td>
</tr>
</tbody>
</table>

Select the transaction ID

8 In the Transaction section, select how you want the transaction ID number to be created:

- If you want the transaction ID number to be one greater than the previous transaction ID, click Use the next sequential number as the [...] No.
- If you want to use a specific transaction ID, click Use the following as the [...] No, then type the transaction ID in the adjacent field.

9 If you want to save your changes to the recurring transaction each time it is recorded, select the Save my changes when I record this recurring transaction option.

10 Click OK. The transaction window appears.

11 Click Record to record the transaction showing or click Cancel to close the transaction window. The new recurring transaction will now appear in the Recurring Transactions List window. See ‘To find a recurring transaction’ on page 162.
To create a recurring transaction from an existing entry

You can create a recurring transaction by copying an existing recurring transaction entry, then customising the details for the new one.

1. Go to the Lists menu and choose Recurring Transactions. The Recurring Transactions List window appears.

2. Select the recurring transaction you want to copy and click Create Copy. The Create Copy window appears.

3. In the Card field, click the search button ( ).

The Select from List window appears listing only card types relevant to the type of recurring transaction you are copying. For example, a sales transaction can only be applied to your customer cards.

4. Select the cards you want to create a copy for:
   - if you want to select all the cards, click the icon above the select column ( )
   - if you only want to select some cards, click in the select column next to each card required.

5. Click OK when you’ve finished selecting from the list. The Create Copy window reappears.

6. Click Save.

<table>
<thead>
<tr>
<th>If you selected...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>One card</td>
<td>The transaction window for the new recurring transaction appears. You can edit the transaction details if required. Click Save. The Recurring Transactions List window appears.</td>
</tr>
<tr>
<td>More than one card</td>
<td>The Recurring Transactions List window lists all your recurring transactions. Each new transaction has a unique name—the original name suffixed by the name of the relevant card.</td>
</tr>
</tbody>
</table>

7. If you need to change the schedule details or the name of a new recurring transaction:
   - Select the recurring transaction.
   - Click Edit Schedule. The Recurring Schedule Information window appears.
   - Make your changes and click OK.

8. Click Close.

To edit a recurring transaction

After you’ve created a recurring transaction, you can edit the details (such as the cheque details of a Spend Money transaction) or edit the schedule.

1. Go to the Lists menu and choose Recurring Transactions. The Recurring Transactions List window appears.

2. If you want to change the recurring transaction details:
   - Select the recurring transaction and click Edit. The transaction window appears for the selected type of recurring transaction.
   - Make the necessary changes.
   - Click Save.
If you want to change the schedule of the recurring transaction:
   a. Select the recurring transaction and click **Edit Schedule**. The **Recurring Schedule Information** window appears.
   b. Change the scheduling details of the transaction as required.
   c. Click **OK**.
4. Click **Close**.

To delete a recurring transaction

Deleting a recurring transaction only removes it from your list of recurring transactions. Transactions recorded previously, using this recurring transaction as a template, are not affected.

1. Go to the **Lists** menu and choose **Recurring Transactions**. The **Recurring Transactions List** window appears.
2. Select the recurring transaction you want to delete and click **Delete**. An information message appears explaining that this action will not delete any recorded transactions based on this transaction template.
3. Click **OK** to delete the recurring transaction.

Recording recurring transactions

For recurring transactions that are not set up to record automatically, you need to decide when to record them. You can:

- **record a single recurring transaction from a transaction window**—see below
- **record several transactions at the same time**—see **below**.

You can also record a recurring transaction:

- in the **Reminders** window (if you use the reminders option)—see ‘Reminders’ on page 169.
- in the **Recurring Transactions List** window by going to the **Lists** menu and choosing **Recurring Transactions**.

**To record a recurring transaction from a transaction window**

1. Open the transaction window for the recurring transaction you want to use. For example, open the **Sales** window if you are recording a recurring sales transaction.
2. Click **Use Recurring**. The **Select a Recurring Transaction** window appears listing only recurring transactions for this type of transaction.
   3. Choose the recurring transaction from the list and then click **Select**. The transaction appears.
4. If necessary, change the date, amount, account and other details.
5. Click **Record**.

**To record multiple recurring transactions**

1. From any command centre, click **To Do List**. The **To Do List** window appears.
   3. Choose the recurring transaction from the list and then click **Select**. The transaction appears.
2 Click the appropriate tab—Recurring Purchases, Recurring Sales, or Recurring Transactions (for all other recurring transactions).

In the list of recurring transactions that appears, you can click the zoom arrow ( ) to the left of a transaction to view it in detail.

3 Click in the select column ( ) next to any recurring transactions you want to record.

4 Click Record. A window appears requiring you to enter a date for the selected transactions. This is the date that the transactions will be recorded in your journals.

5 Enter a date and click OK.

Reminders

You can choose to be reminded on, or before, the scheduled date of a recurring transaction—see ‘Specify an alert option’ on page 166. If you use this option, the Reminders window appears when you open your company file, when a recurring transaction is due (or overdue).

The options available in this window depend on the status of the selected recurring transaction (if more than one is showing). For example, if the selected transaction has a due date of today or is overdue, the Remind Tomorrow and Remind When Due buttons are not available.

The reminder options are outlined below.

<table>
<thead>
<tr>
<th>Click...</th>
<th>If...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skip This Period</td>
<td>You don’t want to record the transaction this period. The reminder is removed from the list.</td>
</tr>
<tr>
<td>Remind Tomorrow</td>
<td>You don’t want to record the transaction today, but want to be reminded tomorrow.</td>
</tr>
<tr>
<td>Remind When Due</td>
<td>You don’t want to record the transaction today, but want to be reminded when the transaction is next due.</td>
</tr>
<tr>
<td>Record</td>
<td>You want to record the transaction now.</td>
</tr>
</tbody>
</table>
12 Reports

There are many reports that can help you monitor your business. If the default set of reports do not meet your needs, you can design custom reports with the information and appearance you want, then save these custom reports to re-use when required.

Producing reports

When you prepare reports, you can easily modify the format, content and appearance of a report, and export it to a different format. You can also create customised reports that suit the specific needs of your business and save them for future use.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>view a report</td>
<td>below</td>
</tr>
<tr>
<td>print, send or save a report</td>
<td>page 172</td>
</tr>
<tr>
<td>save a report in another file format</td>
<td>page 172</td>
</tr>
</tbody>
</table>

Displaying a report

1. Go to the Reports menu and choose Index to Reports. The Index to Reports window appears.
2. Click the tab corresponding to the type of report you want to display. A list of report headings appears.
3. Click the required report group and then click the report you want to display.
4. Enter or select the date range or period for which you want to view the report. Note that this option is not available for some reports.

5. Click Display. The Report window appears.

   **TIP:** Click Advanced to select more filters  If you want to select more report filters before generating the report, click Advanced in the Index to Reports window.

6. If you want to filter or modify the report, click the appropriate tab of the window. Each tab shows customisation options.

   **A** Click the Filters tab to sort and filter the information that appears on the report. After selecting your filters, click Run Report to apply the changes. See ‘Filtering and sorting data in a report’ on page 173.

   **B** Click the Insert/Modify tab to add or remove report fields, insert a picture or include additional text. See ‘Customising reports’ on page 173.
For detailed information about modifying reports, see ‘Customising reports’ on page 173.

7 Go to ‘Printing, saving and sending a report’ below.

Printing, saving and sending a report

1 With the report displayed, click the Print Preview tab and select options for how the report will appear when printed.

A Select the margins, page orientation and page size.

B To scale the size of the report, enter a percentage value in the Scale field. To fit the report to the page width, click Shrink One Page.

C Select how the report appears on screen while you are previewing it.

2 Choose how you want to print, save or send the report.

A Click the File menu to see printing, saving and sending options.

B Click Export to export the report to a different format (such as Excel), or click Send to send the report via email. For detailed information about these options, see ‘Saving reports in other formats’ below.

C Click Save As to save the report as a custom report. For more information, see ‘Saving custom reports’ on page 178.

D Click Print to print the report.

Printing and sending shortcuts In the toolbar at the top of the main Report window, click the Print icon ( ) to print the report. Click the save icon ( ) to save the report as a custom report.

Saving reports in other formats

You can save reports in various file formats so that they can be viewed and edited in other programs.

1 Display the report you want to save. For more information, see ‘Displaying a report’ on page 171.

2 Go to the File menu and click Export. A list of file format options appears in the right side of the window.

3 Click a file format option:

<table>
<thead>
<tr>
<th>File format</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF (Portable Document Format)</td>
<td>If you save a report as a PDF file, the person who receives the report must have a PDF viewer, such as Adobe Reader, to view the report.</td>
</tr>
<tr>
<td>Microsoft Excel document (Microsoft Excel required)</td>
<td>If you save the report as an Excel document, the person who receives the document must have a program that can open Microsoft Excel spreadsheets, to view the document.</td>
</tr>
<tr>
<td>TSV (tab-separated values) .txt file</td>
<td>When you save a report using tab-separated values, fields in the report are separated by tab characters. The file is then saved as a .txt file, which can be opened by most word processor and spreadsheet programs.</td>
</tr>
</tbody>
</table>
Depending on the report format you chose:
- the Export report as window appears. Specify the file name and location, and then click Save.
- the report is displayed in the selected program (such as Excel). Save the report in the program as you normally would.

Customising reports

You can easily change the look and content of reports. For example, you can filter the type of information that appears, add additional columns and change the appearance.

You can customise a report for once-off use and print it immediately, or if you want to retain a report’s modifications, you can save it as a custom report.

When you save a custom report, it appears in the My Custom Reports tab of the Index to Reports window. See ‘Saving custom reports’ on page 178.

There are a number of customisation tasks you can perform.

Filtering and sorting data in a report

You can customise the information that appears in your reports by specifying the range of data that you want to include, and by applying report filters. For example, if you want to print a Customer Payments (Closed Invoices) report for a single customer for the months May to July, you can use filters to select just that customer and just those months.

Once you filter the data, you can then select and sort the content of the report. For example, if you want the report to show the original purchase order number used by the customer, you can choose to show this data as well.
To set report filters

1. Open the report you want to view. See ‘Displaying a report’ on page 171.
2. Click the Filters tab. The options that appear depend on the report being customised.

![Filters tab example]

Note that date filters are unavailable for some reports.
3. In the Refinements section, select values for the various filters. The example below shows the options available for the Item List [Summary] report.

![Item List [Summary] report filters]

4. If you want to apply more filtering options, click Additional Filters. The Additional Filters window appears.

Note that the options available in this window depend on the report you are viewing.

5. For each filter you want to apply to the report:
   a. Click the tab for the type of record you want to filter the report by.
   b. Select the values for any filters you want to apply.
   c. Click OK. The Reports window reappears. Click Run Report to apply the new filter settings.

To add report data

1. Click the Insert/Modify tab.
2. Click Show/Hide. The Show/Hide Columns window appears.

![Show/Hide Columns window]

A. Click Run Report to apply filter changes.
B. Click Sort to sort the order of information in the report. For more information, see ‘To sort report data’ on page 175.
C. Select values for filters to limit the data that will be included in the report. Depending on the report you are producing, you may be able to filter by card type, custom lists, tax codes, amounts, etc.
D. Click Additional Filters to set filtering options that are not visible in the tab. See step 4 below.
E. Click Reset Filters to return all filters to their default values.
3 If you want to:
   - add a column to your report, select it in the Available columns list and click Show.
   - remove a column from your report, select it in the Columns in your report list and click Hide.
4 Click OK. Your selections are displayed on the report.

To change the column order
If you want to change the column order, do one of the following:
   - Click on a column heading, hold the mouse button down and drag the column to a new position.
   - Click Order in the Insert/Modify tab and in the window that appears, select the column heading you want to reorder and then click the up and down arrows to change the column order.

To sort report data
1 Click the Filters tab, then click Sort. The Sort window appears.

   ![Sort window](image)

   a In the Sort by field, select the column you want to sort the report by, then select which order you want to sort that information in.
   
   For example, to sort a report alphabetically by customer name, select Customer, then select Ascending in the adjacent field.

   b If you want to add additional sorting levels, click Add Sort Level, then select the type of information you want to sort by and the order you want to sort it in.
   
   For example, if the report was sorted alphabetically by customer, and you wanted to sort each customer by amount due, you would select Customer in the Sort by field, then Amount Due in the Then by field.

2 Click OK. The report is sorted in the specified order.

Adding text and graphics to a report
You can refine the appearance of your reports by adding elements such as text boxes, graphics and data fields.

To add a data field
Data fields contain pre-specified data, such as your company name or your address.
1 In the Report window, click the Insert/Modify tab.
2 Click Fields. The Insert/Remove Fields window appears.

   ![Insert/Remove Fields window](image)

3 Select the fields you want to appear in your report, then click OK.

To add a text box
Text boxes are fields that contain text you enter yourself.
1 In the Report window, click the Insert/Modify tab.
2 Click Text Box.
3 Click and drag the mouse cursor in the area of the report you want the text box to appear.
4 Double-click in the text box and type the text you want to appear on your report.
5 If you need to reposition or resize the element, see ‘To move, resize or rotate an element’ on page 177.
To format text in text boxes and data fields

1. In the Report window, click the Insert/Modify tab.
2. Click to select the field containing the text you want to format.
3. Use the options in the Field Properties section to select the required font, size, alignment, style and colour for the text in the field.

To add a shape or line

1. In the Report window, click the Insert/Modify tab.
2. Click the Shapes/Lines button and select the type of shape or line you want to add to your report.
3. Click and drag the mouse cursor over the area of the report where you want the selected shape to appear.
4. If you need to reposition or resize the element, see ‘To move, resize or rotate an element’ on page 177.

To add a picture or logo

1. In the Report window, click the Insert/Modify tab.
2. Click Picture.
3. Locate and select the picture file (bmp, jpg, gif, png or tif) and click Open. The picture appears in the report.
4. If you need to reposition or resize the element, see ‘To move, resize or rotate an element’ on page 177.

Changing the report background

You can change the colour of a report background and insert watermarks.

1. Display the report.
2. In the Reports window, click the Insert/Modify tab.
3. If you want to change the page colour, click Page Colour and select the required background colour.
4. If you want to add a watermark, click Watermark and choose one of the predefined watermarks, or select Custom Watermark.
If you are adding a custom watermark, choose a picture or enter the watermark text and select the required formatting options.

Click OK.

Common commands for editing report elements

You can modify elements you have added to a report, such as shapes, text boxes and images, using the options in the Insert/Modify tab. The following procedures describe some of the options.

To format an element

1. Select the element you want to format.
2. Use the options in the Field Properties section to select the required background colour and border colour for the element.

Depending on the element you select, different options may be available.

To move, resize or rotate an element

1. Click to select the element you want to edit.
2. Move the element by clicking and dragging it to a new position on your report.

You can also set the element’s position manually by entering coordinates in the Placement fields in the Insert/Modify tab.

3. Change the element’s size by clicking and dragging the anchor points on the corners of the element.

4. Rotate the shape by clicking the top anchor point and dragging the cursor. The element is rotated around one of its corners.

To arrange elements

1. Click the element once to select it.
2 Click **Arrange** and then choose an option.

To align elements
1. Select the elements you want to align. To do this, hold down the Ctrl key on your keyboard and click each element.
2. Click **Align** and then choose an alignment option.

To cut, copy or paste elements
1. Select the element and do one of the following to copy or cut:
   - Use the clipboard buttons in the Insert/Modify tab to cut, copy and paste.
   - Right mouse-click and choose Cut or Copy.
2. Click on the area of the report where you want to paste the element, then either:
   - Use the clipboard buttons in the Insert/Modify tab to paste.
   - Right mouse-click and choose Paste.

To delete an element
- Select the element and do one of the following:
  - press DELETE on your keyboard.
  - right mouse-click and choose Delete.

To undo changes
- To undo the last change you made to the current report, click the undo button (undo).

Saving custom reports
If you plan to use a report’s filtering options and format again, you can customise the report once, save the changes and then re-use the report whenever you want. Once saved, you can access your custom report from the My Custom Reports tab in the Index to Reports window.

1. With the report displayed, click the save icon (save) at the top of the window. The Save report as window appears.
2. Enter a name and a brief description of the custom report.
3. Click Save.

Note that the report you have just saved is now listed in the My Custom Reports tab of the Index to Reports window. You can run the report again by selecting it from the My Custom Reports tab.

Deleting a custom report If you want to remove a custom report, select the report in the My Custom Reports tab of the Index to Reports window and click the delete icon (delete).
13 Forms

You can print all the standard business forms you send to customers and suppliers: quotations, order confirmations, invoices, packing slips, shipping labels, statements, bills, cheques, remittance advices, receipts and mailing labels. You can customise all of these forms to suit the needs of your business.

Forms can be printed or emailed individually as you complete a transaction (for example, an invoice for a cash sale), or sent later, in batches.

Finding forms

Forms are accessed from the command centre of the associated transaction. For example, sales forms can be accessed from the Sales command centre.

To find forms

1. Go to the appropriate command centre, for example, Sales for invoice forms.
2. Find the type of form you want and click the relevant command centre function. See the following table:

<table>
<thead>
<tr>
<th>Command Centre</th>
<th>Type of Form</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banking</td>
<td>Cheques</td>
<td>Print Cheques</td>
</tr>
<tr>
<td></td>
<td>Receipts</td>
<td>Print Receipts</td>
</tr>
<tr>
<td></td>
<td>Remittance Advices</td>
<td>Print/Email Remittance Advices</td>
</tr>
<tr>
<td>Sales</td>
<td>Invoice forms</td>
<td>Print/Email Invoices</td>
</tr>
<tr>
<td></td>
<td>Packing slips</td>
<td>Print/Email Invoices</td>
</tr>
<tr>
<td>Purchases</td>
<td>Purchase forms</td>
<td>Print/Email Purchase Orders</td>
</tr>
<tr>
<td></td>
<td>Cheques (payable)</td>
<td>Print Cheques</td>
</tr>
<tr>
<td></td>
<td>Remittance Advices</td>
<td>Print/Email Remittance Advices</td>
</tr>
<tr>
<td>Card File</td>
<td>Mailing labels</td>
<td>Print Mailing Labels</td>
</tr>
<tr>
<td></td>
<td>Personalised letters</td>
<td>Create Personalised Letters</td>
</tr>
</tbody>
</table>
Sending forms

You can send forms when you record a transaction, or later, in a batch.

Sending forms when you record a transaction

You can print, email or save forms as you enter a transaction.

To print a form

1. In the transaction window (for example, the Sales window), click **Print**. A list of print options appears.

   ![Print options](image)

2. Choose a print option:
   - Default form—If you have specified a default form in the customer or supplier card, this form appears as an option. Otherwise, the **Pre-Printed [...]** option appears.
   - **Select Another Form**—Click to choose a different form or a customised form from a list.
   - **Preview**—Preview the form in a new window.

   Note that the transaction will be recorded before the form is printed.

To email or save a form

1. In the transaction window (for example, the Sales window), click **Send To**. A list of sending options appears.

   ![Sending options](image)

2. Choose a sending option:
   - **Email**—Send the form as a PDF attachment by email.
   - **Disk**—Save the form to your computer or removable media as a PDF.

   Note that the transaction will be recorded before the form is sent.

   **TIP:** **Automatically print, email or save** You can set up your preferences so that you can automatically print, email or save sales and purchases when you record them. To do this, select the required option in the **Sales** or the **Purchases** tab of the Preferences window.

Sending forms in a batch

Instead of printing each form in the transaction window when you record it, you can select to print or email the forms later, in a batch.

To do this, select **To be Emailed**, **To be Printed** or **To be Printed and Emailed** in the [...] Delivery Status field in a transaction window.
For example:

- **Sales window**

- **Purchases window**

- **Spend Money window**

After you have completed a number of transactions, say, the invoices for the day, you can print or email a transaction batch. You also can choose which forms to print by applying selection criteria. For example, you can choose to print customer statements only if the balance of the customer’s account is not zero.

**To send forms in a batch**

1. Click the command centre function for the forms you want to send. For example, if you want to send sales invoices, go to the Sales command centre and click *Print/Email Invoices*.
2. Depending on the type of form you are sending, you have the option to print or email. Click the relevant tab for how you want to send the forms:
   - **To Be Printed**

3. If the field is available for the form you are sending, make a selection in the [*] Type field. For example, if you want to send item invoices, select *Item*.
4. If you want to view the details of a transaction, click the zoom arrow ( ) next to it.
5. If you want to change the form stationery or filter the list of forms, click *Advanced Filters*. For more information, see ‘Customising how you send form batches’, on page 182.
6. Click in the select column ( ) next to a transaction you want to send. If you want to send all the transactions, click the icon in the heading of the select column.
7. If you are printing forms:
   a. Type the number of copies you want to print in the *Print [...] Copies* field.
   b. (Sales and purchases only) If you also want to print packing slips or mailing labels, type the number of copies in the *Packing Slips* and *Labels* fields.
   c. Click *Print*. The forms will be sent to your printer.
8. If you are emailing forms:
   a. If you want to change a recipient’s email address, select their name and click the down arrow next to the *Email Address* field.
and select another address from the card. Alternatively, type the address in the Email Address field.

b Enter a subject title and message or accept the default title and message.

NOTE: You can update the default email title and message for all emailed forms. To do this, click Email Defaults. The Email Defaults window appears. Click the tab corresponding to the form you are preparing. Make the required changes in the window and click OK.

c Click Send Email. The forms will be emailed as PDF attachments.

Customising how you send form batches

You can filter the list of transaction forms you are sending and change the stationery you use before you send forms. You can do this in the Advanced Filters window.

1 In the To Be Printed or To Be Emailed tab of the Review [...] Before Delivery window, click Advanced Filters. The Advanced Filters window appears.

Select the transactions

2 Select the criteria by which you want to filter the list of transactions. You can specify a transaction type, and select all cards or a specific card.

3 If you want to filter the transactions using other criteria, select from the options in the middle section of the window. For example, enter a date range or reference number range.

Select the stationery

4 In the Selected Form for [...] field, select the stationery you want to use when you print or email your forms.

Several stationery choices are available, depending on the type of form you are sending.

<table>
<thead>
<tr>
<th>Stationery</th>
<th>Select this for...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-printed</td>
<td>Select the preprinted stationery to print on paper that already contains lines, columns and headings. The preprinted stationery is designed to match most commonly used forms provided by third-party forms suppliers. Note that this type of stationery is not suitable for emailing forms.</td>
</tr>
<tr>
<td>Plain paper</td>
<td>Select plain-paper stationery if you want to print on blank paper. Lines, columns and headings are automatically printed with the form’s information.</td>
</tr>
<tr>
<td>Customised</td>
<td>Select a customised stationery form if you want to print or email a form you have already customised. See ‘Customising forms’ on page 183.</td>
</tr>
</tbody>
</table>

TIP: Test the printing alignment If you are using continuous-feed paper or pre-printed stationery and you want to test the alignment of the information that will be printed using sample data, click Print Alignment Form.
When you have finished making your selections in the Advanced Filters window, click OK. The Review [...] Before Delivery window reappears, displaying records according to your filter criteria.

6 Click Print or Email to send the forms.

Customising forms

You can customise the look and content of most forms in AccountRight. You can also change the form size, add text labels, draw lines and boxes, insert graphics, move fields, and more. Then you can save your customised stationery so that you can select it when you send a form.

The following describes the tasks involved in customising a form:

<table>
<thead>
<tr>
<th>To do this...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Displaying a form</td>
<td>below</td>
</tr>
<tr>
<td>Setting form properties</td>
<td>page 184</td>
</tr>
<tr>
<td>Adding and editing form elements</td>
<td>page 184</td>
</tr>
<tr>
<td>Saving customised forms</td>
<td>page 189</td>
</tr>
<tr>
<td>Exporting and importing customised forms</td>
<td>page 190</td>
</tr>
</tbody>
</table>

Displaying a form

1 Go to the Setup menu and choose Customise Forms. The Customise Forms window appears.
2 Click the tab corresponding to the type of form you want to customise.
3 Select a form group from the list to display a list of forms associated with that group. For example, select the Item group in the Invoices tab.
4 Click the form, then click Customise. The selected Form window appears.

NOTE: Cheques have two parts  A cheque form has two parts: the cheque itself and the stub. You customise the cheque and the stub separately. For more information, see ‘Customising cheques’ on page 187.
Setting form properties

You can set properties that apply to the whole form, such as background colour and page size.

To set page margins, orientation and page size

1. Open the form you want to customise.
2. Click the Print Preview tab.
3. Set the page margins, orientation and page size.

To edit the page background

Use the Page Background options in the Customise tab to change the background of a form.

1. Open the form you want to customise.

Adding and editing form elements

There are a number of different elements you can add to your forms, including images, data fields, lines and shapes.

To make working with form elements easier, you can use the form gridlines to help you align elements on your form.

To use form gridlines

1. Open the form you want to add or edit elements in.
2 In the Customise tab, click Grid Options. The Grid Options window appears.

![Grid Options window]

3 Select the spacing you want between gridlines.

4 If you want to see the gridlines as you edit the form, click the Display grid on screen option.

5 If you want form elements to always align to the gridlines, select the Snap to grid option.

6 Click OK.

For detailed information about working with elements, see:
- ‘Adding data and text fields to forms’ below
- ‘Adding tables to forms’ on page 186
- ‘Adding shapes and images to forms’ on page 186
- ‘Common commands for editing form elements’ on page 188.

Adding data and text fields to forms

You can add data fields to a form, and then change their properties (such as font and colour) using the Customisation tab in the Form window.

To add a data field to a form

1 Open the form you want to add data fields to.

2 In the Customise tab, click Fields. The Insert Fields window appears.

3 Select the fields you require by clicking in the column next to them.

4 Select where you want the field to appear, for example, on every page, or just at the start or end of the form.

5 When you have finished making your selections, click OK. The selected data fields appear on the form.

6 Move the field to the required position by clicking and dragging it, or entering placement coordinates in the Customise tab.

To edit a data field

1 Select the data field in the Form window.

2 Edit the properties of the data field using the options in the Customise tab.

3 Move or resize the field as required. See ‘To move, resize or rotate elements’ on page 188.

To add a text field to a form

1 Open the form you want to add text to.

2 In the Customise tab, click Text Box.

3 Click and drag the mouse cursor over the area of the form where you want the text field to appear.

4 Double-click in the text field and type the text you want to appear.
To edit a text field
1. Select the text field in the Form window.
2. Edit the properties of the field using the options in the Customise tab.
3. Edit the text by typing in the active text field.
4. Move or resize the field as required. See ‘To move, resize or rotate elements’ on page 188.

Adding tables to forms
Tables contain transaction information such as line items or GST summary information. Different table options are available for each form type.

To add a table to a form
1. Open the form you want to add a table to.
2. In the Customise tab, click Insert Table and choose the type of table you want to use from the list. The table appears on the form.

To move a table
- Select it, then click on the highlighted edge and drag it to a new position. Alternatively, you can enter placement coordinates in the Customise tab.

To add or remove table columns
1. Select the table and in the Customise tab, click Table Layout.
2. Choose Show/Hide Columns. The Show/Hide Columns window appears.
3. If you want to:
   - add a column to your form, select it in the Available columns list and click Show.
   - remove a column from your form, select it in the Columns in your table list and click Hide.
4. Click OK. The columns appear in your table.

To change column order in a table
- Click and hold a column heading and drag it to a new position.

To edit table borders and shading
1. Double-click the column or column header.
2. Click the Customise tab.
3. To change the format or alignment of the text, edit the text format options.
4. To add a background colour to a column, click the shape fill icon ( ) and choose fill colour options.
5. To change the table borders, click the table or column and change the border options.
6. To show alternate rows as shaded in the table, click Table Layout, then choose Show Row Shading.

Adding shapes and images to forms
You can also add graphic elements to a form: rectangles to visually group elements, lines to separate elements, icons, logos, photos, location maps and other graphic elements. You do this in the Customise tab.

To add an image
1. Open the form you want to customise.
2. In the Customise tab, click Picture. The Open window appears.
3. Locate and select the picture file (bmp, jpg, gif, png or tif) and click Open. The picture appears in the form.
4. Move, resize or rotate the image as required. For more information, see ‘To move, resize or rotate elements’ on page 188.
To add a shape or line
1. Open the form you want to add a line to.
2. In the Customise tab, click Shapes/Line and choose the required shape or line.
3. Click and hold the mouse cursor at the location on the form where you want the shape or line to appear, then drag the cursor to draw it.

To edit a shape or line
1. Select the shape or line.
2. Move, resize or rotate the element as required. For more information, see ‘To move, resize or rotate elements’ on page 188.
3. Edit the properties of the shape using the options in the Customise tab.

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
</tr>
</thead>
<tbody>
<tr>
<td>change the colour of a line or shape border</td>
<td>Click the shape border icon (균) and choose from a theme colour or standard colour.</td>
</tr>
<tr>
<td>change the thickness of a line or shape border</td>
<td>Click the shape border icon (균), choose Border Width, and then choose a width.</td>
</tr>
<tr>
<td>change the fill colour of a shape</td>
<td>Click the shape fill icon (균) and choose from a theme colour or standard colour.</td>
</tr>
</tbody>
</table>

Customising cheques
Cheques are made up of two forms—the cheque and the stub. The stub usually displays a summary of the information that appears on the cheque.
You can customise both the cheque and each type of cheque stub in one window, by selecting the stub layout. Stub layouts include:
- **Regular**—This layout is assigned to cheques recorded in the Spend Money window.
- **Payable**—This layout is assigned to cheques recorded in the Pay Bills window.
- **Refund**—This layout is assigned to cheques recorded in the Settle Returns & Credits window.

TIP: Print two cheque stubs If your business prefers to produce two stubs for each cheque, you should select the Laser Cheque layout in the Selected Form for Cheque field in the Advanced Filters window when you print your cheque.

To customise cheques
1. Display the cheque form you want to customise. For more information, see ‘Displaying a form’ on page 183.
2. Click the Customise tab.
3. In the Layout field, choose the layout type you want to customise.

For example, if you want to customise the payment section of the cheque, choose Cheque. Otherwise, choose another layout (Regular, Payable, Refund) as described above.
4. Make your changes to each layout as required. For more information, see ‘Adding and editing form elements’ on page 184.
5. When you are finished, save the form.

TIP: Test your customised cheques You should print an alignment cheque to make sure your new form prints correctly. Go to the Banking command centre and click Print Cheques. Click Advanced Filters, select your customised cheque in the Selected Form for Cheque field and then click Print Alignment Form.
Common commands for editing form elements

You can modify elements you have added to a form, such as shapes, text boxes and images, using the options in the Customise tab. The following procedures describe some of the options.

**To move, resize or rotate elements**

1. Click to select the element you want to edit.
2. Move the element by clicking and dragging it to a new position on your report.

You can also set the element’s position manually by entering coordinates in the Placement fields in the Customise tab.

3. Change the element’s size by clicking and dragging the anchor points on the corners of the element.

4. Rotate the shape by clicking the top anchor point and dragging the cursor. The element is rotated around one of its corners.

Note that you cannot rotate tables.

**To cut, copy or paste elements**

1. Select the element and do one of the following to copy or cut:
   - Use the clipboard buttons in the Customise tab to cut, copy and paste.
   - Right mouse-click and choose Cut or Copy.

2. Click on the area of the form where you want to paste the element, then either:
   - Use the clipboard buttons in the Customise tab to paste.
   - Right mouse-click and choose Paste.

**To delete elements**

- Select the element and do one of the following:
  - press DELETE on your keyboard.
  - right mouse-click and choose Delete.
To arrange elements

1. Click the element once to select it.
2. Click **Arrange** and then choose an option.

![Arrange options](image)

To align elements

1. Select the elements you want to align. To do this, hold down the *CTRL* key on your keyboard and click each element.

To undo changes

- To undo the last change you made to the current form, click the undo button ( 🔄 undo ).

Saving customised forms

**TIP:** *Preview the form before saving*  Click the **Print Preview** tab to view the form as it will appear printed.

1. When you have finished customising your form, go to the **File** menu and click **Save As**. The **Save Form As** window appears:
   a. If you created a new customised form, enter a name and a description for the form.
   b. If you modified an existing custom form, do not change the default information in the window.

2. Click **Save**. The **Form** window reappears.

   The form will appear under the group of forms that the form was based on. For example, if you created a new form based on an existing item sales invoice, your form will appear under the **Items** group of the **Invoices** tab.

3. To close the form, go to the **File** menu and choose **Exit**.
Exporting and importing customised forms

You can incorporate customised forms created in a company file into other company files. The process used to share customised forms in this way is called 

**exporting and importing customised forms.**

The types of customised forms you can export and import are cheques, invoices, statements, purchase orders, receipts, remittance advices and mailing labels.

**To export customised forms**

1. Go to the **Setup** menu and choose **Export Customised Forms.** The Export Customised Forms assistant appears.
2. Click **Browse** and select the folder you want to export customised forms to.
3. Select the form types you want to export.
4. Click **Next.** The **Select forms to export** step of the Export Customised Forms assistant appears.
5. Select the type of customised forms you want to export. To do this, click on the first form type you want to export in the **Available Items** column and then click **Add.** The form will appear in the **Selected Items** column. If you want to export all available form types, click **Add All.**
6. Click **Export.** The export process begins.
7. When the export process finishes, the **Conclusion** step of the assistant appears showing the results of the export process, such as the number of forms exported and the number not exported.

You can open the folder that you have exported your customised forms to by clicking a link to that folder. You can also view more information about the export results by clicking the link to the export log file.

8. Click **Finish** to close the Export Customised Forms assistant.

**To import customised forms**

1. Go to the **Setup** menu and choose **Import Customised Forms.** The Import Customised Forms assistant appears.
2. Click **Browse** to locate and select the folder containing the customised forms you want to import.
3. Select an option to handle duplicate customised forms. If you:
   - want to replace any existing customised forms, select **replace the existing form with the imported form.**
   - don’t want to replace any existing customised forms, select **reject the form being imported.**
4. Click **Next.** If you didn’t make a backup of your company file prior to starting the import process, click **Backup** to make one now.
5. Click **Import.** The import process starts.
6. When the import process finishes, the **Conclusion** step of the assistant appears showing the results of the import process, such as the number of forms imported and the number not imported.

You can view more information about the import results by clicking the link to the import log file.

7. Click **Finish** to close the Import Customised Forms assistant. You can select customised forms that were successfully imported from the relevant tab of the **Customise Forms** window, from transaction windows and from the relevant **Advanced Filters** window.
14 Contact management

The Card File is a repository of contact records, known as cards, that you can create for your customers, suppliers, employees and personal contacts. A card lets you store contact information and enables you to track and analyse the transaction history for each individual and business.

Creating a card

You need to create a card for an individual or business if you want to perform any of the following tasks:

- record sales and track the amounts owed to you
- record purchases and track the amounts owing to suppliers
- print mailing labels
- print personalised letters
- record contact details.

When you set up your company file, you may have created cards for your customers and suppliers. In addition to these cards, you can create employee cards and personal cards for your friends and relatives.

### If you want to create a card for... | See
---|---
A customer | page 87
A supplier | page 107
An employee in:
- AccountRight Plus | page 139
- AccountRight Standard | below
A friend or relative | below

To add an employee or a personal card

1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Click New. The Card Information window appears.
3. Select the required card type from the Card Type list.
Type a name for the card and press Tab.
If you want to, complete the other details in the Profile tab.
Click the Card Details tab. In this tab, you can:
- add a picture—see ‘Card pictures’ on page 205.
- enter a card ID—these are useful for grouping your cards. See ‘Card identification codes’ on page 204.

When you have finished entering the card details, click OK to save the card and close the Card Information window.

Keeping in touch with your contacts

There are a number of features you can use to help you stay in touch with your customers, suppliers, employees and personal contacts. You can create personalised letters from templates, send emails, enter contact log entries and create mailing labels.

Personalised letters

You can create personalised letters (also known as mail-merge letters) for any of your contacts. A personalised letter is a document template that contains standard text as well as fields that can be automatically filled with data stored in your company file.

Personalised letters are useful when you need to send the same letter to several contacts. For example, you may want to send several slow-paying customers a payment reminder letter. Instead of entering each contact’s information on the letters yourself, you can set up a letter template that contains the text you want to appear, and insert data fields that automatically fill in the contact’s name, address and the amount owing.

Printing personalised letters using Microsoft Word and OfficeLink

OfficeLink is a feature that automates the process of merging contact information stored in your company file with a Microsoft Word template (a .dot file).

— use custom lists and fields—you can record additional information about the card. See ‘Customising cards’ on page 204.

The following table summarises the templates provided with your software.

<table>
<thead>
<tr>
<th>Use this template…</th>
<th>When you want to…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apology.dot</td>
<td>apologise for a problem your company has caused for a customer, and to assure the customer that the problem will be addressed.</td>
</tr>
<tr>
<td>Backordr.dot</td>
<td>let your customers know that items they’ve ordered are on backorder and will be shipped as soon as possible.</td>
</tr>
<tr>
<td>Blank.dot</td>
<td>write your own letter.</td>
</tr>
<tr>
<td>BOUNCED.dot</td>
<td>notify customers whose payments have bounced.</td>
</tr>
<tr>
<td>Coll_1st.dot</td>
<td>remind customers whose accounts have become overdue to make a payment.</td>
</tr>
<tr>
<td>Coll_2nd.dot</td>
<td>express greater urgency than Coll_1st.dot and request that your customer contact you immediately.</td>
</tr>
<tr>
<td>Coll_3rd.dot</td>
<td>encourage customers who have overdue payments to make a payment before their credit history is damaged.</td>
</tr>
<tr>
<td>Coll_fin.dot</td>
<td>advise customers that you will turn their account over to a collection agency if payment isn’t made within a specified number of days.</td>
</tr>
<tr>
<td>Credit Application.dot</td>
<td>enable your customers to formally apply for credit.</td>
</tr>
<tr>
<td>FaxCover.dot</td>
<td>create a fax cover page. This page includes room for a memo.</td>
</tr>
</tbody>
</table>
To print a personalised letter using Microsoft Word

1. Go to the Card File command centre and click Create Personalised Letters. The Review Cards Before Exporting window appears.
2. If you want to, filter the contact list, for example, to only show contacts located within specific postcodes. To do this, click Advanced Filters and enter your filtering criteria.
3. Select the contacts to whom you would like to send a personalised letter.
4. Click Mail Merge. The Select from List window appears.
5. Select the template you would like to use and then click Use Template.
   Your letter appears in Microsoft Word, and depending on the template you have selected, you will be prompted to enter additional information, such as your name and title.
6. Edit the letters as required and then print them using Microsoft Word.

TIP: If you want to send letters to customers with unpaid invoices. Display the Accounts Receivable tab of the To Do List window and click the Select column for each customer to whom you want to send a letter. Click Mail Merge to select a collection letter template, which includes information such as the customer’s outstanding balance.

To print a personalised letter using other word processors

To use a mail-merge letter template created in a word processor other than Microsoft Word, you export the contact data out of your company file and then merge that data with the letter.

1. Go to the Card File command centre and click Create Personalised Letters. The Review Cards Before Exporting window appears.
2. If you want to, filter the contact list, for example, to only show contacts located within specific postcodes. To do this, click Advanced Filters and enter your filtering criteria.
3. Select the contacts to whom you would like to send a personalised letter.
4. Click Disk. A window with a list of file formats appears.
5. Choose either the Tab-Delimited Text File or Comma-Separated Text File option.

NOTE: Check what file formats your word processing software requires. Most word processing software allows mail-merge data to be tab-delimited (data is separated by tabs) or comma-separated. If your software requires a specific format, choose that format at this step.

6. Click Save. The Save As window appears.
7. If necessary, change the text file’s name and location and then click Save.
   The text file containing your contacts’ details is saved at the location you specified.
8. Use your word processing software to merge the data contained within the text file with a letter template that you have created.
Mailing labels

If you print and send cheques, quotes, orders, invoices, statements or personalised letters you may also want to print mailing labels that you can stick on the envelopes.

The *Print Mailing Labels* function in the Card File command centre prints your contact’s name and address on sheets of adhesive mailing labels. You customise the way mailing labels are printed, including their size, the number of labels per sheet and the margins. For information about customising mailing label forms, see ‘Customising forms’ on page 183.

To print mailing labels

1. Go to the Card File command centre and click *Print Mailing Labels*. The *Review Labels Before Printing* window appears.

   **TIP:** *Print invoices and labels simultaneously*  
   When you print a batch of invoices using the *Print/Email Invoices* function in the Sales command centre, you can choose to print a label for each invoice.

2. Click Advanced Filters. The *Advanced Filters* window appears.

3. From the *Selected Form for Mailing Label* list, select the form template that best matches the size and layout of your labels and label sheets.

4. Make any other selections in the *Advanced Filters* window as required (for example, you may want to filter your contacts list to only those living within a specific postcode) and then click *OK*.

5. Click in the select column next to each contact for whom you would like to print a mailing label.

6. Click *Print*.

The contact log

The contact log enables you to keep a detailed log of all the phone calls you and your contacts make to each other, and any other type of correspondence.

For example, let’s say that you call a customer regarding an overdue invoice. You could create a log entry that records the date of the phone call, a summary of the outcome, and the date you will want to recontact them by if their invoice is still outstanding.

When a customer or supplier calls, you can use the contact log to retrieve a complete history of your business relationship with that contact.

To create a contact log entry

1. Go to the Card File command centre and click *Contact Log*. The *View Contact Log* window appears.

2. Enter the contact you are creating the log entry for in the *Name* list.

3. Click *New*. The *Contact Log Entry* window appears.

4. Complete the *Contact Log Entry* window as described in the following table.
To automatically create contact log entries

You can choose to automatically create log entries each time you record a sale, purchase or banking transaction. The log entry contains basic information about the transaction, such as the invoice number, cheque number and the amount.

1. Go to the Setup menu and choose Preferences. The Preferences window appears.
2. Click the Banking tab.
3. If you want to create an automatic contact log entry for each payment you record, select the Make Contact Log Entry for Every Cheque option.
4. If you want to create an automatic contact log entry for each receipt you record, select the Make Contact Log Entry for Every Deposit option.
5. Click the Sales tab.
6. If you want to create an automatic contact log entry for each sale you record (including quotes and orders), select the Make Contact Log Entry for Every Sale option.
7. Click the Purchases tab.
8. If you want to create an automatic contact log entry for each purchase you record (including quotes and orders), select the Make Contact Log Entry for Every Purchase option.
9. Click OK to close the Preferences window.

To edit a contact log entry

1. Go to the Card File command centre and click Contact Log. The View Contact Log window appears.
2. In the Name field, enter the contact for whom you want to view the contact log.
3. Select the entry and click Edit, or click the zoom arrow next to it.
4. Make your changes and click Record.

<table>
<thead>
<tr>
<th>Name</th>
<th>The name of the contact. To view the contact’s card, click the zoom arrow.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact</td>
<td>Type the name of the person that is associated with this entry. For example, you can record the name of the person you spoke to on the phone. If you have specified a contact person in the contact’s card, you can click the down-arrow to choose that person.</td>
</tr>
<tr>
<td>Date</td>
<td>Type the date you spoke to or wrote to the contact. If you are simply entering an appointment or reminder, you can enter today’s date.</td>
</tr>
<tr>
<td>Notes</td>
<td>Enter any information you want to save about the conversation or follow-up.</td>
</tr>
<tr>
<td>Elapsed Time</td>
<td>If you want to record the time you spend speaking to the contact, or working on a particular task related to the entry, type the time in hours and minutes. For example, if you spend 15 minutes, enter 1.5. If you spend 1 hour and 15 minutes, enter 1:15.</td>
</tr>
<tr>
<td>Recontact Date</td>
<td>If you want to be reminded to follow up the contact, type or select the date you want to be reminded to recontact them. The reminder will appear in the Contact Alert tab of the To Do List on this date. For more information, see ‘Reviewing your contact information’ on page 206.</td>
</tr>
<tr>
<td>Log</td>
<td>View all contact log entries for the selected contact.</td>
</tr>
<tr>
<td>New</td>
<td>Record the current log entry and create a new entry for this or another contact.</td>
</tr>
</tbody>
</table>
Other ways to keep in touch

To send an email message to a contact
1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Click the zoom arrow next to the name of the contact you want to email. The Card Information window appears.
3. In the Location field, select the address to which you want to send the email. For example, you may have a different email address stored for this contact under Address 2.
4. Click Email. The Email window appears. The Email Address field displays the name and email address from the card. You can change these if you wish.
5. Enter a subject and message, and then click Send. The email is sent via your email program’s outbox. Send the file from your email program as you normally do.

To access a contact’s website
1. Make sure your computer is connected to the Internet.
2. Open the card for the contact whose website you want to view.
3. In the Profile tab, click Website.
4. Your contact’s website will appear in your web browser.

View a contact on a map

To view a contact’s location on a map
1. Make sure your computer is connected to the Internet.
2. Open the card contact whose location you want to view.
3. Right mouse-click and choose Contact Card, then:
   - View in Google Maps™. Your web browser window will appear, showing the location of your contact on a street map.
   - View Directions. Your web browser window will appear, displaying a street map with directions from your primary business location to the contact’s address.

Grouping your contacts

You can group and sort your contacts according to common attributes by assigning identifiers to their cards and the appropriate attributes from custom lists you have defined.

Grouping contacts using these features makes it easier for you to:
- filter reports to show only information specific to a group of contacts
- identify which of your contacts have a particular attribute
- filter lists so that it’s easier for you to send a batch of personalised letters, customer statements and other forms to a group of contacts.

Identifiers

Identifiers are one-letter labels you can assign to cards.

When you create reports or view card lists, you can limit the information to a particular group of cards by specifying the identifiers that you’ve assigned to those cards.

For example, say you want to be able to identify all clients who are not-for-profit organisations. You could assign them identifier N and when printing sales reports you can choose to filter the report to show only customers who have that identifier.
You can also assign multiple identifiers to a card. For example, say you assign O to your overseas customers and W to your wholesale customers. If you have overseas wholesale customers you can assign them the O and W identifiers. You can then filter a report to only show your overseas wholesale customers by specifying the OW identifiers in the Filters tab of the Report window.

**To define identifiers**

1. Go to the Lists menu and choose Identifiers. The Identifiers window appears. It provides a field for each letter of the alphabet.
2. Enter a description for as many identifiers as you want and click OK.

**To assign identifiers to a card**

1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Click the zoom arrow next to the card you want to edit. The Card Information window appears.
3. Click the Card Details tab.
4. Click Identifiers. The Select Identifiers window appears.
5. Click next to the identifiers you want to assign to the card.
6. Click OK.

**Custom lists**

You can set up lists of predefined attributes and assign the appropriate attributes to your cards.

By assigning attributes from a custom list to your cards, you are able to group your contacts to a greater degree than is possible with identifiers.

For example, you could assign all your wholesale customers the W identifier. If you also set up a custom list containing each of your sales territories, and allocate those customers to the appropriate territory, you can then filter reports to only show information about wholesale customers who are within a particular sales territory.

**To name a custom list**

1. Go to the Lists menu, choose Custom Lists & Field Names, and then choose the card type for which you want to create a custom list, for example, Customers. The Custom List and Field Names window appears.
2. Enter names for the lists you want to create for the card type you selected. For example, enter ‘Sales territory’.
3. Click OK. The names you have entered will now appear in the Card Details tab of the Card Information window.
To create a custom list entry

1. Go to the Lists menu, choose Custom Lists and then choose the card type for which you want to create a custom list entry, for example, Customers. The Custom Lists window appears.

2. Select the custom list for which you want to create an entry. For example Sales territory.

3. Click New. The Custom List Information window appears.

4. Type the custom list entry's name (for example, enter ‘City centre’, ‘Inner east’, etc.) and then click OK. The entry appears in the Custom Lists window.

To assign a custom list entry to a card

1. Go to the Card File command centre and click Cards List. The Cards List window appears.

2. Click the zoom arrow next to the card you want to edit. The Card Information window appears.

3. Click the Card Details tab.

4. Enter the list entry you want to assign to the card next to each custom list field. For example, select Inner east from the Sales territory field.

Synchronising cards with Microsoft Outlook contacts

You can synchronise your AccountRight cards and your Microsoft Outlook contacts. If your business uses Microsoft Outlook for email and to manage contact information, this will make it easier for you to keep both your AccountRight cards and your Outlook contacts up to date.

Your AccountRight cards are your customer, supplier, employee and personal cards stored in your AccountRight card file. Your Outlook contacts are your contacts stored in your Microsoft Outlook address book.

When you synchronise, the following details are imported or exported: company name or contact name, address details, email and web addresses and telephone, fax and mobile numbers.
If you are exporting your AccountRight cards to your Outlook contacts, you can also include your Card File custom fields in the export. When you do this, you specify how your custom fields match the Categories, Anniversary, Birthday or Spouse’s name fields in your Outlook contacts. For information on setting up Card File custom fields see ‘Custom card fields’ on page 204.

**Synchronisation update rules**  
As part of the synchronisation process, you choose whether or not you want to update the details for existing contacts. To do this, you select from one of the following update rules:

<table>
<thead>
<tr>
<th>Rule</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update existing contacts</td>
<td>New contacts are added and existing contacts are updated. You will not be prompted to confirm updates.</td>
</tr>
<tr>
<td>Do not update existing contacts</td>
<td>New contacts are added but existing contacts are not updated. You are not prompted to confirm any updates.</td>
</tr>
</tbody>
</table>
| Ask me to confirm updates   | New contacts are added and you are prompted to confirm updates. If you select this rule, you specify how you want to deal with the discrepancies between the details in your AccountRight cards and the details in your Outlook contacts. You can:  
  • review and update the details for each contact  
  • select to update all contacts (if you select this option, you will not be prompted to confirm any further updates) or  
  • skip an update for a contact and leave the details for the contact unchanged. |

**NOTE:** Microsoft Vista requires administrator access privileges  
Before you can synchronise cards and Outlook contacts on Windows Vista, you need to log on as an administrator.

### Exporting your AccountRight cards to your Outlook contacts

When you export your AccountRight cards to your Outlook contacts, your contacts are saved by default to group contact folders. For example, Customer contacts are saved to a folder called **MYOB Customers**.

If you want to synchronise your Outlook contacts and your Personal Digital Assistant (PDA) or mobile device, your contacts must be saved to the Microsoft Outlook default **contacts** folder. When you export your AccountRight cards to your Outlook contacts, you can select an option to save your contacts to the default contacts folder (see step 7 on page 200).

**CAUTION:**  
Back up your Outlook contacts  
Exporting your AccountRight cards to your Outlook contacts will change the details recorded in your Outlook contacts. Back up your Outlook contacts before synchronising. See your Microsoft Outlook documentation for instructions.

### To export your AccountRight cards to your Outlook contacts

1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2 Click **Synchronise Cards**. The **Synchronise Cards** window appears.

3 Click **Next**. The **Import and Export Options** window appears.

4 Select the card types that you want to synchronise.

   **NOTE:** You can synchronise cards from any of the Cards List views (Customer, Supplier, Employee and Personal) The default card type selected varies according to the tab you are on when you click **Synchronise Cards**.

5 If you want to include inactive cards in your synchronisation, select the **Export inactive cards** option. For information about inactive cards, see ‘Inactivating or reactivating a record’ on page 155.

6 Select a synchronisation rule from the **Update Rules** list. For more information, see ‘Synchronisation update rules’ on page 199.

7 If you want to save your AccountRight cards to your Outlook contacts default folder (you need to do this to synchronise your Outlook contacts and your PDA or mobile device), or if you want to export your AccountRight custom fields to your Outlook contacts, click **Settings**. The **Settings** window appears.

   a If you want to synchronise your Outlook contacts and your PDA or mobile device, select the **Synchronise cards using the default Outlook contacts folder** option.

   b If you want to export your AccountRight custom fields to your Outlook contacts, select a matching Outlook contact field for **Custom Field 1**, **Custom Field 2** and **Custom Field 3**.

   c Click **OK**. The **Import and Export Options** window reappears.

8 Click **Export**. The export process starts. Depending on the version of Microsoft Outlook you use, and the synchronisation update rules you have chosen, the following messages and windows may appear:

<table>
<thead>
<tr>
<th>If this window appears...</th>
<th>...do this</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft warning message</td>
<td>Select a period for your AccountRight software to access your Outlook contacts:</td>
</tr>
<tr>
<td></td>
<td>1 Select the Allow access for option.</td>
</tr>
<tr>
<td></td>
<td>2 Select a period from 1 minute to 10 minutes.</td>
</tr>
<tr>
<td></td>
<td>3 Click Yes.</td>
</tr>
</tbody>
</table>
When the export process is complete, the **Synchronisation results** window appears.

**Summary field** | **Description**
--- | ---
\(x\) contacts added | The number of new contacts added to your Outlook contacts.
\(x\) contacts updated | The number of Outlook contacts updated to match the details in your AccountRight cards. Note that if you selected the [Do not update existing contacts](#) rule, updated duplicate contacts will always be 0.
\(x\) contacts skipped, \(x\) contacts rejected | The number of cards you skipped (if you selected the [Ask me to confirm updates](#) rule) or the number of duplicate contacts (if you selected the [Do not update existing contacts](#) rule). Duplicate contacts have not been updated to match your AccountRight cards. Note that if you selected the [Update existing contacts](#) rule, rejected cards will always be 0.

If you want to view the log file that details the exported records, click the link in **Synchronisation results** window.

**Importing your Outlook contacts to AccountRight**

You can import your Outlook contacts to your AccountRight cards from either the default contacts folder, or from group contact folders created for each AccountRight card type.

However, before you import your Outlook contacts, you need to identify each contact as either a customer, supplier, employee or personal contact.

**NOTE:** Blank fields in your Outlook contacts are not included in the import. If a field in your Outlook contact is blank but the corresponding field in your AccountRight card is complete, this field will be skipped during the import process. This ensures that blank fields don’t overwrite contact details recorded in your AccountRight cards.

**Importing from the default contacts folder** If you want to import your contacts to AccountRight cards from the default Outlook contacts.
folder, enter the card type for each contact in the **Categories** field of the **General** tab.

### Importing from group contacts folders
You need to save your contacts to group contact folders labelled MYOB Customer, MYOB Supplier, MYOB Employee and MYOB Personal. For instructions on how to set up group contact folders in your Outlook contacts, refer to your Microsoft Outlook documentation.

### Before importing your Outlook contacts
Check that the details recorded in your Outlook contacts are up to date and entered in the correct field.

### To import your Outlook contacts to your AccountRight cards

1. Go to the **Card File** command centre and click **Cards List**. The **Cards List** window appears.
2. Click **Synchronise Cards**. The **Synchronise Cards** window appears.

   **CAUTION:** Back up your company file  Importing your Outlook contacts to your cards will change the details recorded in your company file. To avoid losing contact details stored in your company file, back up your company file before synchronising. For more information on backing up your company file, see ‘Back up and restoring company files’ on page 238.

3. Click **Next**. The **Import and Export Options** window appears.
4 Select the card types that you want to synchronise.

**NOTE:** You can synchronise cards from any of the Cards List tabs (Customer, Supplier, Employee and Personal). The default card type selected will vary according to the tab you are on when you click Synchronise Cards.

5 Select a synchronisation rule from the Update Rules list. For more information, see ‘Synchronisation update rules’ on page 199.

6 If you want to import your Outlook contacts from the default Outlook contacts folder, click Settings. The Settings window appears.

If you are importing your contacts from group folders, go to step 7 below.

Select the option *Synchronise cards using the default Outlook contacts folder* and then click OK.

7 Click Import. The import process starts. Depending on the version of Microsoft Outlook you use, and the synchronisation update rules you have chosen, the following messages and windows may appear:

<table>
<thead>
<tr>
<th>If this message appears...</th>
<th>...do this</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft warning message</td>
<td>Select a period for your AccountRight software to access your Outlook contacts:</td>
</tr>
<tr>
<td></td>
<td>1 Select the <em>Allow access for</em> option.</td>
</tr>
<tr>
<td></td>
<td>2 Select a period from 1 minute to 10 minutes.</td>
</tr>
<tr>
<td></td>
<td>3 Click Yes.</td>
</tr>
</tbody>
</table>

**Warning: Blank Outlook Contact Fields**

This window appears if a field in your Outlook contact is blank and the corresponding field in the card contains data. The message is to notify you that the card fields will not be updated. Click Skip to continue the import process.

8 Review the results.

<table>
<thead>
<tr>
<th>Summary field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>x cards added</td>
<td>The number of cards added or updated in AccountRight.</td>
</tr>
<tr>
<td>x cards updated</td>
<td>The number of cards updated but the details in your AccountRight cards may be incomplete.</td>
</tr>
<tr>
<td>x cards skipped, x cards rejected</td>
<td>The number of contacts you chose to skip (if you selected update rule <em>Ask me to confirm updates</em>) and the number of contacts that were not imported because they contained blank Outlook contact fields.</td>
</tr>
</tbody>
</table>

9 If you want to view the log detailing the imported records, click the link in the *Synchronisation results* window.
Customising cards

Custom card fields
If you need to record certain information about your contacts, but can’t find a suitable card field for it, you may want to set up a custom field.

For example, you could set up a field to record your customers’ birthdays or a field to record the dates of your employees’ most recent performance review.

You can set up three custom fields for each card type and label them according to your needs. You can then enter any information you like in those fields.

If you need to, you can customise a report to show Custom Field information.

To set up custom card fields
1. Go to the Lists menu, choose Custom List and Field Names and then choose the card type for which you want to set up a custom field, for example, Customers. The Custom List and Field Names window appears.
2. Type the names of the custom fields you want to set up for the card type you have selected in the Name of Custom Field fields. For example, you could enter ‘Birthday’ to record your contacts’ birthdays.
3. Click OK. The custom field names you entered will now appear in the Card Details tab of the Card Information window.

To enter custom field information in a card
1. Go to the Card File command centre and choose Cards List. The Cards List window appears.
2. Click the zoom arrow next to the card you want to edit. The Card Information window appears.
3. Click the Card Details tab and type the information you want to record in the appropriate custom field. For example, type 01/10/1970 in the Birthday field.

Card identification codes
If you have assigned identification codes (IDs) such as customer numbers or account numbers to your contacts, you can enter those IDs in their cards.

You can also set a preference that will let you select customers by their ID instead of their last name or company name when entering a transaction. Customer search lists will also be sorted by their ID when this preference is set. For more information, see ‘To select contacts using Card IDs’ on page 205.

NOTE: The Card ID preference affects all card types If you choose this preference, you have to select all card types by their IDs.
To enter an identification code
1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Click the zoom arrow next to the card you want to edit. The Card Information window appears.
3. Enter a unique code of up to 15 alphanumeric characters in the Card ID field.
4. Click OK to save your changes.

To select contacts using Card IDs
1. Go to the Setup menu and choose Preferences. The Preferences window appears.
2. Click the Windows tab.
3. Choose the Select Cards by Card ID, Not Card Name option.
   You can now select cards by their IDs and your card lists will be sorted by ID instead of by last name or company name.

Card pictures

You can display a picture of your contact by importing a picture file to their card. The picture appears in the Card Details tab of the Card Information window.

NOTE: Supported picture formats: bmp, jpg, tif, gif, or png.

To add a card picture
1. Go to the Card File command centre and click Cards List. The Cards List window appears.
2. Open the card for which you want to link a picture.
3. Click the Card Details tab and click the picture file area. The Open window appears.
4. Locate the picture file you want to display for this card and then click Open. The picture appears in the Card Details tab.

To remove or replace a picture

If you want to remove or replace the picture displayed in a card, click the displayed picture. A message appears. Click Yes. If you want to add a new picture to the card, continue with step 3 in ‘To add a card picture’ above.
Reviewing your contact information

There are several tools you can use to review your contact information.

<table>
<thead>
<tr>
<th>Tool</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Do List</td>
<td>The Contact Alert tab in the To Do List displays contact log entries with recontact dates on or before the current date.</td>
</tr>
<tr>
<td>Card reports</td>
<td>Card reports give you lists of contact information in several formats.</td>
</tr>
<tr>
<td>Find Transactions</td>
<td>Find Transactions helps you quickly find all transactions for a contact.</td>
</tr>
</tbody>
</table>

To view contact alerts

1. Click To Do List in any command centre. The To Do List window appears.
2. Click the Contact Alert tab. A list of all individuals and businesses you need to contact appears.

**NOTE:** Reminders that fall on a closed day If the recontact date falls on a day that you have indicated as being closed in the Business Calendar (accessible from the Setup menu), the reminder will appear on the business day prior to the recontact date.

The Overdue column shows how many days have elapsed since the recontact date you specified on the contact log entry.

To clear a reminder from the list, click in the select column next to the contact log entry and then click Remove.

To print card reports

1. Go to the Reports menu and choose Index to Reports. The Index to Reports window appears.
2. Click the Card tab and click a report group. The list of card reports appears.
3. Display or print the report that is appropriate to your needs.

Following is a list of the default information displayed in each report. If required, you can customise the reports to display more or less detail (for information on how to customise a report, see ‘Customising reports’ on page 173).

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Card List Summary</td>
<td>A list of your contacts with their phone numbers, current balances and identifiers.</td>
</tr>
<tr>
<td>Card List Detail</td>
<td>A list of some of the information contained in your contacts’ cards, including Address 1 and Address 2.</td>
</tr>
<tr>
<td>Address List</td>
<td>The contact name, address and phone number entered for Address 1 in each card.</td>
</tr>
<tr>
<td>Card Transactions</td>
<td>A list of the transactions that have been allocated to your contacts for a selected period.</td>
</tr>
<tr>
<td>Contact Log</td>
<td>A list of contact log entry details. The total of the elapsed time recorded in the log entries is displayed for each contact.</td>
</tr>
<tr>
<td>Identifiers</td>
<td>A list of the identifier codes and their descriptions.</td>
</tr>
<tr>
<td>GIS Card File</td>
<td>A list of contact information that you can import into a geographic information system (GIS) to analyse the location of your contacts.</td>
</tr>
<tr>
<td>To Do List – Overdue Contacts</td>
<td>A list of contact log entries with recontact dates that are dated on or before the day you specify in the report filter.</td>
</tr>
</tbody>
</table>
15 Financial control

You can control your finances by setting budgets, auditing your records and by reviewing and analysing your financial activities.

Tracking financial information

You can track financial information at three levels:

- **Accounts** level—view the profitability and financial details of your business as a whole.
- **Categories** level—view the profitability and financial details of your individual business divisions, departments, properties, offices or locations.
- **Jobs** level—view the profitability and financial details of the individual jobs or tasks carried out for customers and clients.

Accounts

The accounts list could be set up to provide a basic overview of your business’s overall performance. For example, a car dealership might set up their accounts to distinguish new and used car sales, from service and parts income. The following income accounts could be used:

<table>
<thead>
<tr>
<th>4-0000 Income</th>
<th>[Header]</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-1000 Car Sales</td>
<td>[Header]</td>
</tr>
<tr>
<td>4-1010 New Car Sales</td>
<td>[Detail]</td>
</tr>
<tr>
<td>4-1020 Pre-owned Car Sales</td>
<td>[Detail]</td>
</tr>
<tr>
<td>4-2000 Service and Parts Income</td>
<td>[Header]</td>
</tr>
</tbody>
</table>

| 4-2010 Service Income | [Detail] |
| 4-2020 Parts Income   | [Detail] |
| 4-2030 Accessories Income | [Detail] |

When entering a transaction, the transaction amount is allocated to an appropriate account. A standard profit and loss statement can then be printed for the business to show income and expenses generated by the business. However, at this level, it is difficult to see how well particular models are selling. Categories can manage this.

**Setting up accounts** You can set up your accounts using the Easy Setup Assistant or in the Accounts command centre (see ‘Setting up accounts’ on page 32).

Categories

Categories enable you to track profitability of departments, offices, properties and other business segments.

When entering a transaction, you need to allocate the appropriate category to it. You can then prepare a profit and loss statement for each category.
Categories can be assigned to the following transaction types:

- spend money
- receive money
- transfer money
- general journal entries
- sales
- purchases
- inventory transfers
- inventory adjustments
- pre-conversion sales and purchases.

You cannot allocate a category to the following transactions: Pay Bills, Receive Payments, Prepare Bank Deposit, Settle Returns and Credits/Debits and Pay/Receive Refunds. When entering these transactions, the categories assigned to the original transactions will be used. For example, the categories assigned to purchases appearing in the Pay Bills window will also be assigned to the payment.

**To enable category tracking**

1. Go to the Setup menu and choose Preferences.
2. Click the System tab.
3. Select the Turn on Category Tracking option.
4. If you want to make the selection of a category mandatory for all transactions, choose Required from the list.

**To create a category**

1. Go to the Lists menu and choose Categories. The Categories List window appears.
2. Click New. The Category Information window appears.
3. In the Category ID field, type a code that will be used to identify the category and press Tab.
4. In the Category Name field, type the name of the category.

5. In the Description field, type a description of the category or notes relating to the category.

6. Click OK.

**Jobs**

Jobs can be set up to track income and expenses related to service jobs. This is particularly useful when multiple jobs are performed for a single customer. When you enter a transaction, the appropriate job number can be assigned to each individual amount. This enables you to associate several jobs with the various amounts in a single transaction.

For example, if a purchase includes parts for three customers, you could specify each of the three jobs to which that purchase relates. A profit and loss statement can then be prepared for each job and actual results can be compared with budgeted values to produce a Jobs Budget Analysis report.

Specific job-tracking tasks include:

- organising jobs in a hierarchy
- setting budgets for each job
- linking jobs to specific customers
- assigning jobs to individual line items on transactions
- tracking reimbursable expenses for your jobs
- preparing invoices to reimburse job expenses
- analysing the profit and loss of a job.
**Job types** There are two types of jobs, header and detail.

- **Header jobs** total associated detail jobs. You cannot assign transactions to header jobs.
- **Detail jobs** are assigned to transactions to track income, costs and expenses.

**Set up sub-jobs** You can also set up sub-jobs to track individual jobs that form part of a larger job. Note that sub-jobs can be either a detail or header type job.

<table>
<thead>
<tr>
<th>Job Number</th>
<th>Name</th>
<th>Income</th>
<th>Cost</th>
<th>Expenses</th>
<th>Net Profit/Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>E101</td>
<td>Transformer setup</td>
<td>$2,150.45</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$2,150.45</td>
</tr>
<tr>
<td>E102</td>
<td>Transformer test</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$36.36</td>
<td>$-36.36</td>
</tr>
<tr>
<td>E103</td>
<td>Voltage test</td>
<td>$227.27</td>
<td>$454.45</td>
<td>$31.82</td>
<td>$-247.45</td>
</tr>
<tr>
<td>E104</td>
<td>Other services</td>
<td>$7,085.00</td>
<td>$2,000.00</td>
<td>$500.00</td>
<td>$7,385.00</td>
</tr>
</tbody>
</table>

To create a header job

1. Go to the **Lists** menu and choose **Jobs**. The **Jobs List** window appears.
2. Click **New**. The **Job Information** window appears.
3. Select **Header Job** and enter a job number, name and description.
4. If you are creating a sub-job, type or select the header job in the **Sub-job Of** field.
5. Click **OK**. The header job appears in the **Jobs List** window.

To create a detail job

1. Go to the **Lists** menu and choose **Jobs**. The **Jobs List** window appears.
2. Click **New**. The **Job Information** window appears.
3. Select **Detail Job**.
4. Type a code for the job in the **Job Number** field and press **TAB**.
5. Enter additional information about the job, such as a job name, description and start date.
6. If you are setting up a sub-job, select the header job in the **Sub Job Of** field.
7. If you want to link the job to a customer, enter a customer in the **Linked Customer** field. This is useful if you intend to seek reimbursement for goods and services purchased on the customer’s behalf. You can view details of all jobs linked to a customer in the **Jobs** view of the customer’s card.
8. Click **OK**. The **Jobs List** window reappears.
9. Review the hierarchy of jobs you have created. If you need to change the details of a job, select the job and click **Edit**.

**To enter opening balances for jobs**

If you started using your AccountRight software while a particular job was in progress, you can create the job and then enter any account activity generated by the job so far in the **Job Opening Balances** window.

You can enter opening balances only for detail jobs. Header jobs take their balances from the detail jobs below them.

1. Go to the **Setup** menu, choose **Balances** and then **Job Opening Balances**. The **Job Opening Balances** window appears.
2 In the **Job Number** field, enter the job for which you want to enter an opening balance.

![Job Number field](image)

3 In the **Opening Balances** column, type the opening balances for each account.

4 Repeat from **step 2** for each job with an opening balance.

5 Click **OK** when you have finished.

**To enter budget amounts for jobs**

You can enter budgets for detail jobs. The budget information you enter for each job is used to help you assess your progress on a particular job and to determine the job’s effect on the state of your business. The amounts you enter will be recorded against accounts in your accounts list for comparison purposes.

Once you begin recording transactions for the job, you will be able to print the **Jobs Budget Analysis** report to see a comparison between the actual amounts and the amounts you have budgeted for the job.

1 Go to the **Lists** menu and choose **Jobs**. The **Jobs List** window appears.

2 Select the detail job for which you want to enter budgets.

3 Click **Budget**. The **Job Budgets By Account** window appears, with the number of the job you selected in the **Job Number** field.

4 In the **Budget** column, type the amounts you’ve budgeted for specific accounts for this job and then click **OK**.

All your company’s income, cost of sales, expense, other income and other expense accounts appear in the scrolling list.

![Job Budgets By Account](image)
Reimbursable expenses

You can track the expenses you incur while working on a job and then invoice the customer to get reimbursed for those expenses.

To get reimbursed for an expense, you need to do the following:

Example  You have created job 01 for Edgar Reuss. During the course of working on job 01, you incur expenses that you want to have reimbursed by the customer when you bill him.

When you enter the expenses using the Spend Money window, assign the line items to job 01. The line items are then automatically marked for reimbursement by Edgar Reuss.

Then, when you enter a sale for Edgar Reuss, you can view a list of the reimbursable expenses and add them to his invoice.

Task 1: Set up a job

1. Create a detail job (see page 209) or open an existing detail job record. The Job Information window will appear.
2. Select the Track Reimbursables option.
3. In the Linked Customer field, type or select the name of the customer who will be billed for this job.
4. Click OK.

Task 2: Assign expenses to the job

1. Enter the expense in a transaction window. For example, enter it in the:
   - Spend Money window.
   - Purchases window. Note that items you track in your inventory cannot be reimbursed.
2. In the Job column, select the job you want to assign the expense to.
3. Complete the transaction as you normally would.
4. Continue with Task 3: Bill the customer.

Task 3: Bill the customer

1. Go to the Sales command centre and click Enter Sales. The Sales window appears.
2. Type or select the customer’s name and press Tab.
   The To Be Reimursed tab lists all expenses that have yet to be billed to this customer.
4. Click in the select column for each expense you want to bill.
5. If you want to change the amounts that will be billed, you can edit the amounts in the Reimbursable column.

TIP: Markup shortcuts If you want to mark up all selected expenses by a certain amount or percentage, click Markup and complete the Markup Information window.
If a selected expense does not match the invoice layout, (for example, you want to be reimbursed for a non-item expense on an item invoice), select the appropriate item, account or activity that you want to use for these expenses in the Reimbursement [...] field.

For example, if you recorded a Spend Money transaction and you want to be reimbursed for the expense using an invoice, you will need to select an appropriate item in the Reimbursement Item field in order to include the expense on the invoice. If you don’t have an appropriate item for this purpose, you will need to create one.

**NOTE:** All selected expenses that do not match the invoice layout will be allocated to the default item, account or activity. If you want to be reimbursed for several expenses that relate to different income accounts, items or activities, you can change the details on the invoice later.

Click **Reimburse**. The selected expenses are now listed in the line item area of the Sales window.

**NOTE:** About reimbursed expenses When you click **Reimburse**, all selected expenses will be considered as having been reimbursed, even if you don’t record the invoice, or you later delete the invoice. If you want to change the status of the expense to be reimbursable again, see ‘Changing the status of a reimbursable expense’ below.

Make any other changes to the invoice, and then click **Record**.

## Changing the status of a reimbursable expense

**NOTE:** Changing a status does not affect the transaction If you change the status of a reimbursable expense, the original transaction on which you recorded the expense is not affected. If you want to remove the expense from the original expense transaction or from the invoice, you will need to edit or delete the transaction.

### To change the status of a reimbursable expense

1. Go to the **Lists** menu and select **Jobs**. The **Jobs List** window appears.
2. Select the job for which you want to edit an expense and click **Edit**. The **Edit Job** window appears.
3. Click **Reimburse**. The **Job Reimbursable Expenses** window appears.
4. If you want to change the status of a reimbursable expense to **Reimbursed/Removed**:
   a. In the **To Be Reimbursed** tab, click in the select column next to each expense you no longer want to reimburse.
   b. Click **Remove From List**. The expenses you selected are transferred to the **Reimbursed/Removed** tab.
5. If you want to reset the status of a reimbursed expense to **To Be Reimbursed**:
   a. Click the **Reimbursed/Removed** tab.
   b. Click in the select column next to each expense whose status you want to change.
   c. Click **Remove From List**. The expenses you selected are transferred to the **To Be Reimbursed** tab.
6. Click **OK**.
Budgets

When you prepare a budget, you are predicting the financial state of your business. For example, you could prepare a budget that predicts how much you intend to spend and earn over the next financial year. Having a budget means that, as the year progresses, you can track projected data against actual data and take corrective action if things are not going according to plan.

You can also use budgets to plan for future goals. For example, you may want to undertake a new business venture in the coming year. By creating a budget, you can work out the amount of money you will need for the venture, where this money will come from and the impact that the venture will have on other aspects of your business.

**What do I need to budget?** You can enter budgets for individual detail accounts. The accounts that require a budget will vary according to your business. Most people prepare budgets for Profit and Loss accounts such as Income, Cost of Sales and Expenses accounts, and Balance Sheet accounts for specific assets and liabilities. To decide on the accounts that will require a budget, consider what changes you anticipate in your business and the financial impacts these changes will have. For example, you may be considering taking out a new loan (which will affect your Bank Loans account).

**What period can I budget for?** You can create a budget for the current financial year and the next financial year.

**Reviewing your budget** You can review your budgets periodically to track your financial progress and see if it is going to plan. A slight variation from the budget is normal. Large variations, on the other hand, may need investigation. For example, if you have a large increase in accounts receivable, it may indicate that your customers are taking a longer time than expected to pay your account.

You can compare your budgeted amount with actual account balances by viewing the Budget Analysis reports for Balance Sheet and Profit and Loss accounts. For information on displaying, customising and printing reports, see Chapter 12, ‘Reports,’ starting on page 171.

**Entering budget amounts**

You can use the Prepare Budgets window to enter budget amounts for each month of the current or next financial year. See ‘To enter the budget for an account’ below.

If you want to quickly enter budget amounts for a group of months, you can use the Budget Shortcuts window. See ‘To enter a budget using the Budget Shortcuts window’ on page 214.

As the year progresses, you can choose to either adjust budget figures or leave them unchanged.

**Entering positive and negative amounts** By default, the amount you enter will be assumed to be a positive amount. You can enter negative budget amounts—for example, to indicate an end of month balance change in balance sheet type accounts—by inserting a hyphen before the amount (for example, -250). When you enter a negative amount, you are indicating that the balance of the account is going to reduce.

**Using existing data** If you have already prepared a budget in a spreadsheet or in other software, you may be able to import that information into your company file. For more information on how to import account budgets, see ‘Importing data’ on page 247.

You can also use the previous financial year’s data as a basis for your budget.

**To enter the budget for an account**

1. Go to the Accounts command centre and click Accounts List. The Accounts List window appears.
Click **Budgets**. The **Prepare Budgets** window appears.
The window lists the Profit and Loss accounts by default.

3 From the **Financial Year** list, choose whether you want to enter a budget for this financial year or the next one.

4 From the **Account Type** list, choose the type of account you want to enter a budget for—Profit and Loss or Balance Sheet.

5 For each month, click in the appropriate cell and enter the amount.
   If you want to enter a negative amount, insert a hyphen before the figure (for example, -250).
   As you enter data, the **FY Total** column will display the total budget for each account.

6 Click **OK** to save the budget data and exit the **Prepare Budgets** window.

---

**Budget Shortcuts window**

If you want to quickly enter budget figures for a group of months, you can use the **Budget Shortcuts** window. You can use this window to enter quarterly, half-yearly and yearly budgets. You can also enter a budget that increases or decreases by a specific amount every month.

**To enter a budget using the Budget Shortcuts window**

1 Go to the **Accounts** command centre and click **Accounts List**. The **Accounts List** window appears.
2 Click **Budgets**. The **Prepare Budgets** window appears.
3 Select the account you want to enter the budget for.
4 Click **Shortcuts**. The **Budget Shortcuts** window appears.
5 From the **Budget for** list, select a time period.
The fields change according to the period you select.

<table>
<thead>
<tr>
<th>Select...</th>
<th>If you want to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each Month</td>
<td>Enter the same amount for every month of the year or a set increase or decrease every month (starting from a base amount).</td>
</tr>
<tr>
<td>Period starting from selected Month</td>
<td>Enter a total amount for a group of consecutive months.</td>
</tr>
<tr>
<td>Each Quarter</td>
<td>Enter the total amount for each quarter.</td>
</tr>
<tr>
<td>Each half of the Financial Year</td>
<td>Enter the total amount for each half of the year.</td>
</tr>
<tr>
<td>Financial Year yyyy</td>
<td>Enter the total amount for the entire financial year, (where yyyy is your financial year).</td>
</tr>
</tbody>
</table>

6 Enter the budget amounts in the appropriate fields. Amounts that cover more than one month (such as quarterly, half-yearly and yearly amounts, and amounts for a group of months) will be divided equally among all the months in the group.

If you selected the Each Month option, you can also set a base budget amount for the first month, and the amount or percentage by which this will vary every month onwards.

7 When you have finished entering the information, click OK. The Prepare Budgets window appears with the new amounts.

If the account already has budget figures, a message appears asking if you want to replace the existing budget. Click Yes to replace the budget, or No if you want to keep the existing amounts (if you click No, click Cancel to return to the Prepare Budgets window).

If you have not entered any amounts for the budget, a message appears asking if you want to enter zero amounts. Click Yes if you want to do this, or No if you want to change the amounts.

---

Reviewing financial information

There are tools that you can use to review your financial information.

<table>
<thead>
<tr>
<th>Tool</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Insights</td>
<td>Business Insights enables you to analyse information about your accounts, cashflow and current cash position and your profitability.</td>
</tr>
<tr>
<td>Financial reports</td>
<td>Financial reports help you review your financial information.</td>
</tr>
</tbody>
</table>

Business Insights

Business Insights enables you to analyse key financial information using a range of interactive tables and graphs. You can use it to analyse your accounts, available cash, cash flow, profit and loss, the money that you owe suppliers and the money that customers owe you. You can open Business Insights from any command centre.

The Business Insights window presents different types of financial information in a series of tabs. From these tabs, you can open other windows, such as the Accounts List, Prepare Budgets, Card List, Sales Register or Purchase Register windows.

You can sort the information in tables by clicking in the relevant table column heading. For example, you can sort the list of your accounts by account name or type.
You can also save a graph or table as an image so you can use it in another document. To do this, right-click it and choose:

- **Copy to Clipboard.** This copies the graph or table to the clipboard, ready to paste into a document.
- **[Graphs only] Save As.** Choose where you want to save the image and click **Save.** This saves the graph as an image file, so you can use it later.

If you want to customise the look of Business Insights, click **Customise.** The **Customise** window appears, enabling you to show or hide information in Business Insights.

About the Business Insights tabs

**Summary**  This tab presents an overall snapshot of your sales, receivables, payables, profitability and total bank and credit card account balances.

You can use this information to help you make quick decisions for your business or to identify issues that you can then examine in more detail in another Business Insights tab.

**Sales Analysis**  See ‘To analyse sales and customer information using Business Insights’, on page 96.

**Profitability Details**  This tab displays graphs comparing income and expenses, the cumulative profit and loss and the budgets and actuals of your top ten expenses. It also displays a table showing your item profit margins.

You can use this information to:

- **Compare income against expenses** You can compare the profit and loss of your previous financial year against your current one, and project your profit and loss for the next financial year.
- **Identify excessive spending and budget blowouts** Compare the actual balances of cost of sales accounts against their budgets.
- **Analyse item margins** Compare item profit margins and quantities of items sold.

**Customer and Supplier Analysis**  For more information about analysing sales and purchases, see ‘Reviewing your sales information’ on page 96 and ‘Reviewing your purchase information’ on page 117.

**Account Details**  This tab displays the balances of your bank and credit card accounts and shows your total assets and total liabilities.

You can use this information to:

- **Identify excessive debt** Compare assets against liabilities.
- **Organise your funds** Check the liquidity of your assets; prioritise your liability repayments.
- **Check account balances** Before making a large payment, ensure that the account it is drawn from has sufficient funds.

**Cash Analysis**  This tab forecasts your cash balance for the current month and for the next two months. The forecasts are based on your current cash balance and the money you will receive or spend in the forecast period. The forecast information is calculated using the following formula:

\[
\text{total cash balance to date} + \text{estimates of the customer payments and receive money payments (including recurring payments) that are due to be received during the forecast period} - \text{estimates of the supplier payments and spend money payments (including recurring payments) that are due to be paid during the forecast period.}
\]

You can use this information to:

- **Plan your expenditure** Work out what effect a major purchase or hiring more staff would have on your cash position.
- **Predict cash flow issues** View a forecast of your cash flow for the coming two months.
To view financial reports

1. Go to the Reports menu at the top of the screen and choose Index to Reports. The Index to Reports window appears.

2. Click the Accounts tab.

There are several account reports that can help you track your financial information. These reports are listed below.

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profit &amp; Loss Statement</td>
<td>Shows your profit and loss figures.</td>
</tr>
<tr>
<td>Balance Sheet</td>
<td>Reviews your financial position as of the end of a period.</td>
</tr>
<tr>
<td>Trial Balance</td>
<td>Identifies amounts incorrectly entered. When reviewing this report, check for:</td>
</tr>
<tr>
<td></td>
<td>• entries that seem unusually high or low for the account that has been affected</td>
</tr>
<tr>
<td></td>
<td>• debit amounts for accounts that normally have credit entries and vice versa</td>
</tr>
<tr>
<td></td>
<td>• unusually high or low ending balances</td>
</tr>
<tr>
<td></td>
<td>• an unusually high or low number of entries for a specific account.</td>
</tr>
<tr>
<td>Balance Sheet Budget</td>
<td>Lists account balances as at the end of a selected period, along with the budgeted amounts for them. If you've determined that changes need to be made to the amounts you've budgeted for the coming months, you can adjust your budget.</td>
</tr>
<tr>
<td>Profit &amp; Loss Budget</td>
<td>Lists account balances for a selected period, along with the budgeted amounts for them. If you've determined that changes need to be made to the amounts you've budgeted for the coming months, you can adjust your budget.</td>
</tr>
</tbody>
</table>

In the Banking tab of the Index to Reports window, you can print the Statement of Cash Flow report. This report shows how your cash position has changed over a period of time, what profit you have earned, where you received additional cash, and where your cash was spent.

For information on displaying, customising and printing reports, see Chapter 12, ‘Reports,’ starting on page 171.
Auditing your records

A range of features are available to help you ensure the accuracy of the records in your company file. These features are outlined below.

Company Data Auditor

The Company Data Auditor allows you to check the accuracy of the records in your company file. You can use this tool to perform maintenance tasks and reconcile bank or credit card accounts.

The Company Data Auditor also checks your transactions for exceptions such as invoices that do not reconcile with your receivables account, future-dated transactions and audit trail changes. For more information on how to use the Company Data Auditor, see ‘Run the Company Data Auditor’ on page 220.

Audit trail

Transaction journal changes are tracked by the audit trail system. You can print the Journal Security Audit report, which lists the changes made to transaction dates, accounts and amounts, and also lists all transaction reversals and deletions made within a specified date range.

The changes that are tracked are outlined in the following table.

<table>
<thead>
<tr>
<th>Change type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Transactional | • deletion of transaction  
| | • change of card selection  
| | • change of ID No.  
| | • change of date  
| | • change of amount on any line  
| | • change of account on any line  
| | • change of item selection  
| | • change of job selection  
| | • change of GST code.  
| GST | • deselection of GST on any line of a sales or purchase transaction  
| | • change of GST code for a sales or purchase transaction  
| | • change of GST amount for a sales or purchase transaction  
| | • adding transactions with the GST code other than the default code for the selected card or account (invoices only, not orders or quotes)  
| | • adding transactions with a changed taxable amount  
| | • change of the linked account selection in any of the GST Code Information windows.  
| Account | • change of the account number  
| | • change of the account’s opening balance  
| | • addition of a new account  
| | • deletion of an account.  
| System | • change of the linked account selection in any of the Linked Accounts windows  
| | • change to the lock periods security preference (this includes changes of the lock period date and the selection/deselection of the preference)  
| | • change to the Transactions CAN’T be Changed; They must be Reversed preference.  

End-of-period procedures

It is important to ensure that your accounting records are accurate. Reconciling the accounts regularly will assure you and your accountant that your books are complete, accurate and balanced.

Month-end procedures  You should reconcile your company file information with any source documents and resources available to you. For example, each month your bank account can be reconciled with your bank statement, creditors’ balances can be checked against statements and your customers’ balances can be verified. Typical end-of-month procedures include reviewing your trial balance, reviewing your budgets and cash flow and sending out customer statements.

Year-end procedures  End-of-year procedures need to be carried out to prepare your company file for the coming year. These include any adjustments you need to make to your company file so that it agrees with your accountant’s final records before you start a new year. If possible, your inventory should be counted, valued and, where necessary, adjusted in your company file. By closing the year in your company file, you are effectively bringing the company file up to date.

Month-end procedures

The following is a list of tasks we suggest you complete at the end of each month. Depending on the nature of your business, some of these tasks may not apply to you.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Run the Company Data Auditor page 220</td>
</tr>
<tr>
<td>2</td>
<td>Reconcile bank accounts page 222</td>
</tr>
<tr>
<td>3</td>
<td>Review reports page 222</td>
</tr>
<tr>
<td>4</td>
<td>Send customer statements page 223</td>
</tr>
<tr>
<td>5</td>
<td>Record depreciation page 224</td>
</tr>
<tr>
<td>6</td>
<td>Prepare your GST return page 225</td>
</tr>
<tr>
<td>7</td>
<td>Lock periods page 227</td>
</tr>
</tbody>
</table>
Task 1: Run the Company Data Auditor

The Company Data Auditor is a series of windows that guide you through the process of checking and ensuring the accuracy of the records in your company file. You can use the auditor to:

- display basic information about the company file, such as the file name, release number, location, lock periods, last backup date, etc.
- perform maintenance tasks, such as back up your company file and set lock periods
- display bank and credit card account details, including the current balance and the date when they were last reconciled
- reconcile your bank and credit card accounts
- check your transactions for exceptions and audit trail changes.

1. Go to the Accounts command centre and click Company Data Auditor. The Company File Overview window appears.

This window shows you:
- the company file name
- the AccountRight release version
- the location of the company file
- the date on which the company file was last backed up
- the end month and year of the current financial year
- the locked period date, if one has been specified.

If necessary, you can perform the following maintenance tasks from this window:

<table>
<thead>
<tr>
<th>To...</th>
<th>Do this...</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Back up your company file</td>
<td>Click Back Up and complete the backup procedure.</td>
<td>page 238</td>
</tr>
<tr>
<td>Set a locked period for your company file</td>
<td>Click Lock Period and select the date defining the locked period (that is, a period before which data cannot be entered).</td>
<td>page 227</td>
</tr>
</tbody>
</table>

2. When you have completed the required maintenance tasks, click Next. The Account Reconciliation Review window appears.

This window shows you:
- your bank and credit card accounts
- the balance of each account
- the date on which each account was last reconciled.

3. If you want to reconcile an account, select the account and click Reconcile Accounts. For information on how to reconcile your accounts, see ‘Reconciling your bank accounts’ on page 82.
4 Click Next. The Transaction Review window appears.

5 Enter the start date and end date of the period you want to review.
6 Click Run Review to start the transaction review of the following:

<table>
<thead>
<tr>
<th>Review task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconcile invoices with the linked receivables account</td>
<td>The total of all customer balances is compared to the current balance of the linked receivables account. If there is an out-of-balance amount, click Display to view the Receivables Reconciliation Exceptions report and analyse the details of the report.</td>
</tr>
<tr>
<td>Reconcile purchases with the linked payables account</td>
<td>The total of all supplier balances is compared to the current balance of the linked payables account. If there is an out-of-balance amount, click Display to view the Payables Reconciliation Exceptions report and analyse the details of the report.</td>
</tr>
<tr>
<td>Compare item values with the linked inventory account</td>
<td>The total value of items on hand is compared to the current balance of the linked inventory account. If there is an out-of-balance amount, click Display to view the Inventory Value Reconciliation Exceptions report and analyse the details of the report.</td>
</tr>
<tr>
<td>Scan for future-dated transactions</td>
<td>The company file is checked for any transactions dated later than the current date. If there are such transactions, click Display to view the Future Dated Transactions report and analyse the details of the report.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Review task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scan for prepaid transactions</td>
<td>The company file is checked for any prepaid transactions. These transactions include all customer and supplier payments (excluding deposit payments) that have a payment date prior to the date of the invoice or purchase. If there are such transactions, click Display to view the Prepaid Transactions report and analyse the details of the report.</td>
</tr>
<tr>
<td>Scan for deposits paid</td>
<td>The company file is checked for any deposits paid (within the date range specified) on sales orders or purchase orders. If any orders have a payment flagged as a deposit transaction, click Display to view the Deposit Transactions report and analyse the details of the report.</td>
</tr>
<tr>
<td>Review audit trail changes</td>
<td>The company file is checked for transaction changes made during the review period. If any such changes are found, click Display to view the Journal Security Audit report and analyse the details of the report.</td>
</tr>
<tr>
<td>Check for job exceptions [Cash Transactions]</td>
<td>If you have selected the Warn if Jobs Are Not Assigned to All Transactions [System-wide] option in the Preferences window, the company file is checked for cash transactions (within the date range specified) that have no job number. If any transactions are detected with no job number, click Display to view the Job Exceptions—Cash Transactions report and analyse the details of the report.</td>
</tr>
<tr>
<td>Check for job exceptions [Invoice Transactions]</td>
<td>If you have selected the Warn if Jobs Are Not Assigned to All Transactions [System-wide] option in the Preferences window, the company file is checked for sales and purchase transactions (within the date range specified) that have no job number. If any transactions are detected with no job number, click Display to view the Job Exceptions—Invoice Transactions report and analyse the details of the report.</td>
</tr>
</tbody>
</table>
7 When you have finished viewing and, if necessary, printing the transaction review reports, click Next. The GST Exception Review window appears.

8 Enter the start date and end date of the period you want to review.

9 Click Run Review to do the following:

<table>
<thead>
<tr>
<th>Review task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check for GST amount variances [Sales]</td>
<td>The company file is checked for variations between the GST amount posted and the GST amount calculated for the GST codes assigned to sales transactions. If a variance is found, click Display to view the GST Amount Variance report and analyse the details of the report.</td>
</tr>
<tr>
<td>Check for GST amount variances [Purchases]</td>
<td>The company file is checked for variations between the GST amount posted and the GST amount calculated for the GST codes assigned to purchase transactions. If a variance is found, click Display to view the GST Amount Variance report and analyse the details of the report.</td>
</tr>
<tr>
<td>Check for GST exceptions [Invoice Transactions]</td>
<td>The company file is checked for sale and purchases transactions without a GST code assigned or where the entered GST code is different to the default GST code. If such a transaction is found, click Display to view the GST Code Exceptions—Invoice Transactions report and analyse the details of the report.</td>
</tr>
</tbody>
</table>

10 Click Finish. A message appears asking if you would like to print a summary report of the audit findings. Click Yes to print the report or click No to close the Company Data Auditor without printing the report.

Task 2: Reconcile bank accounts

To ensure the accuracy of your business records, you should keep your record of each bank account balance matched up with your bank’s records. For details on reconciling, see ‘Reconciling your bank accounts’ on page 82.

Task 3: Review reports

There are several reports that we recommend you review at the end of each month. You can use these reports to identify and correct any discrepancies in your records, as well as spot any trends in your business.
### Reports and Descriptions

<table>
<thead>
<tr>
<th>Report</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts List [Summary]</td>
<td>Lists all accounts and their balances. Make sure you set the report filters to print account balances.</td>
</tr>
<tr>
<td>Receivables Reconciliation Summary</td>
<td>Lists all your outstanding receivables.</td>
</tr>
<tr>
<td>Payables Reconciliation Summary</td>
<td>Lists all your outstanding payables.</td>
</tr>
<tr>
<td>Analyse Sales—Customer</td>
<td>Lists your company’s sales activity and trends on a month-by-month basis.</td>
</tr>
<tr>
<td>Analyse Purchases—Supplier</td>
<td>Lists your company’s monthly purchases.</td>
</tr>
<tr>
<td>Items List Summary</td>
<td>Lists items on-hand and items that need to be ordered.</td>
</tr>
<tr>
<td>Journal Security Audit</td>
<td>Reviews changes made to recorded transactions.</td>
</tr>
<tr>
<td>Profit &amp; Loss Statement</td>
<td>Displays your profit and loss figures.</td>
</tr>
<tr>
<td>Balance Sheet</td>
<td>Displays your financial position as of the end of a month.</td>
</tr>
<tr>
<td>Trial Balance</td>
<td>Use this report to identify incorrectly entered amounts. When reviewing this report, check for:</td>
</tr>
<tr>
<td></td>
<td>• entries that seem unusually large or small for the account that has been affected</td>
</tr>
<tr>
<td></td>
<td>• debit amounts for accounts that normally have credit entries, and vice versa</td>
</tr>
<tr>
<td></td>
<td>• unusually high or low ending balances</td>
</tr>
<tr>
<td></td>
<td>• an unusually high or low number of entries for a specific account.</td>
</tr>
<tr>
<td>Balance Sheet [Multi-Period Budget]</td>
<td>Lists account balances as at the end of a selected month, along with the budgeted amounts for them. If changes need to be made to the amounts you’ve budgeted for the coming months, adjust your budget.</td>
</tr>
</tbody>
</table>

### Task 4: Send Customer Statements

Most businesses send statements to customers who have outstanding balances at the end of a month. You can print or email the statements.

**To print a customer statement**

1. Go to the Sales command centre and click **Print/Email Statements**. The Review Statements Before Delivery window appears.
2. Click the **To Be Printed** tab.
3. In the **Statement Type** field, select the type of statement you want to print.
   - **Invoice** statements list all invoices aged as at a specified date.
   - **Activity** statements list all sales invoices, payments and orders with a customer deposit within a specified date range. Activity statements include a running account balance.
Specify the statement period.
- If you selected Invoice as the statement type, enter an ageing date to display invoices outstanding as at that date.
- If you want to include only invoices recorded up to the statement date, select the **Only include invoices up to Statement Date** option.
- If you selected Activity as the statement type, enter the statement date range in the From and To fields.

Type the number of statements you want to print per customer in the Print field.

If you want to filter the statement information or change the type of form the statement will be printed on, click **Advanced Filters** and make your selections. For more information, see ‘Customising how you send form batches’ on page 182.

Click in the select column ( ) next to the customers you are printing statements for.

**To email a customer statement**

1. Go to the Sales command centre and click **Print/Email Statements**. The Review Statements Before Delivery window appears.
2. Click the To Be Emailed tab.
3. In the **Statement Type** field, select the type of statement you want to email.
   - **Invoice** statements list all invoices aged as at a specified date.
   - **Activity** statements list all sales invoices, payments and orders with a customer deposit for a specified date range. Activity statements include a running account balance.
4. Specify the statement period.
   - If you selected Invoice as the statement type, enter an ageing date to display invoices outstanding as at that date.
   - If you want to include only invoices recorded up to the statement date, select the **Only include invoices up to Statement Date** option.

   If you selected Activity as the statement type, enter the statement period in the From and To fields.

5. If you want to filter the customer list or select a different statement form, click **Advanced Filters** and make your selections. For more information, see ‘Customising how you send form batches’ on page 182.
6. Click in the select column ( ) next to the customers to whom you want to email statements.
7. If you want to change a customer’s email address, select the customer’s name and then select another address from the Email Address list or type a different address in the Email Address field at the top of the window.
   A message appears asking if you would like to update the employee’s card. Click **Yes** if you want to update it or **No** if this is a temporary change.
8. Type the subject and message of the email or accept the default subject and message. If you want to change the default message, click **Email Defaults** and make the changes as appropriate.
9. Click **Send Email**.

**Task 5: Record depreciation**

Your company’s vehicles and equipment lose value each year. Part of the cost of vehicles and equipment can be allocated as an expense to your company each year you benefit from their use. The allocation of the cost of a piece of equipment over its useful life is called **depreciation**.

There are several methods of recording depreciation. Consult your accountant to see which method is best for you.

**NOTE:** If you depreciate your assets at the end of the financial year, make this step a part of your end-of-year routine. Consult your accountant for information on when to depreciate your assets.

Depreciation isn’t calculated automatically, but you can record your depreciation figures with a journal entry.
To record depreciation

Before you can record depreciation for an asset, you need to create an asset account and an expense account for each type of asset you depreciate. You only need to create these accounts once.

1. Create a new asset account for each type of asset you depreciate.
   
   Add the words 'Accum. Depr.' (for Accumulated Depreciation) at the beginning of each new account name. Give the new account a number that allows it to come after its corresponding asset account in the accounts list. For more information on creating a new account, see 'Setting up accounts' on page 32.

   In the following example, we have a header account, *Motor Vehicles* numbered 1-2300, and a detail account *Motor Vehicles At Cost* numbered 1-2310. We have created a new asset account called *Accum. Depr. Motor Vehicles* numbered 1-2320. Notice that the header account shows the current book value of the vehicle.

   ![Image of account creation]

2. Create a new expense account. You may want to call it *Depreciation*.

3. Once you’ve determined your depreciation amounts, make journal entries to credit the new accumulated depreciation asset account (for example, the *Accum. Depr. Motor Vehicles* account) and debit the new depreciation expense account. The accumulated depreciation asset accounts will always have a negative balance to show a reduction in the value of the depreciable assets.

Task 6: Prepare your GST return

Many businesses are required to submit their GST returns monthly, two-monthly or six-monthly. Regardless of your reporting frequency, you can use the Prepare GST Return function to fill out your GST return.
There are several tasks you should complete in preparation to lodge your first GST return. These are detailed below.

### Task | Description
--- | ---
1 | **Review your GST codes setup.**
The GST return report relies on the setup of your GST codes to complete the report fields. You need to make sure that your GST codes are set up correctly before generating this report.
For example, make sure that you have selected the **GST Code is Reported on GST Return** option for zero-rated GST codes and deselected the option for exempt GST codes in the **GST Code Information** window for these codes. See ‘Setting up GST codes’ on page 152 for more information on creating GST codes.

2 | **Enter your GST return information.**
You enter your GST return information in the **Prepare GST Return** window (click **Prepare GST Return** in the **Accounts** command centre). Some of the information you can set up includes your accounting basis, reporting frequency and the accounts that you use to track GST adjustments (for boxes 9 and 13 on the return).

---

**TIP:** Other GST reports
There are several GST detail reports available in the Index to Reports window. You may also want to review these reports before preparing your GST return. For more information about reports, see ‘Producing reports’ on page 171.

---

After you have completed the steps listed above, you can prepare your GST return.

**To prepare your GST return**

1. Go to the **Accounts** command centre and click **Prepare GST Return**. The **Reporting Period** window appears.
2. Select the last month of your reporting period.

---

3. If you have recorded end-of-year adjustments and you want to include them in your return, select the **Include Year-End Adjustment transactions in report** option.

---

4. Select the GST reporting period and select the GST accounting basis which your business uses to report GST. This is the accounting period and basis chosen by your business when you registered for GST. If you are unsure which basis your business uses, find out from your accountant or the Inland Revenue Department.

5. Select the accounts you use to record GST Output and GST Input adjustment activity.

6. Click **Preview GST Return**. The **Print Preview** window appears, displaying your GST return information.

7. If the information on the report is correct:
   - Click **Print** to print a copy of the report.
   - Copy the values from the report to the GST return form provided by Inland Revenue.

8. If you need to edit your GST return information, click **Close to return to the Prepare GST Return** window.
Task 7: Lock periods

After you have completed your month-end tasks, you should lock that period using the Lock Periods feature. This will prevent anyone from inadvertently making an entry in a period in which you don’t want new entries. To do this:

1. Go to the Setup menu and choose Preferences. The Preferences window appears.

2. Click the Security tab.

3. Select the Lock Periods: Disallow Entries Prior to option, and select the relevant date.

   This selection places a temporary lock on the date you select and the period before it. If you need to make an entry in a locked period at a later time—for example, you locked 31st of May, and now want to make an entry in April—you can unlock that date in the Preferences window.

Closing a financial year

This section describes the tasks you should perform at the end of your financial year. However, you don’t need to close your financial year at any particular time. You can continue to use your company file after the last month of your current financial year.

Complete the tasks listed below to close your financial year and start a new one.

<table>
<thead>
<tr>
<th>Task</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Complete month-end tasks</td>
<td>below</td>
</tr>
<tr>
<td>2  Perform a stocktake</td>
<td>below</td>
</tr>
<tr>
<td>3  Provide information to your accountant</td>
<td>below</td>
</tr>
<tr>
<td>4  Enter end-of-year adjustments</td>
<td>page 228</td>
</tr>
<tr>
<td>5  Back up your company file</td>
<td>page 229</td>
</tr>
<tr>
<td>6  Close the financial year</td>
<td>page 229</td>
</tr>
</tbody>
</table>
When you export financial information to MYOB Accountants Office, the Receivables Reconciliation Exceptions, payables Reconciliation Exceptions and Bank Reconciliation reports are included in the file. If inventory or GST exceptions are found, the Inventory Value Reconciliation Exceptions, GST Amount Variance and GST Code Exceptions reports are also included. These reports are designed to alert your accountant to any irregularities in your company file and provide them with supplementary information to analyse your accounts.

You can also export your accounting data to other accounting packages using the export function.

To export information to MYOB Accountants Office

1. Go to the Accounts command centre and click Send to Accountant. The Reporting Period window appears.

2. Select the month or range of months you want to export. To select a range of months, click and hold the mouse button on the first required month and then drag the cursor over the names of the remaining months.

   **CAUTION:** Choose the reporting months carefully  It is important not to include dates you have included in a previous export because this would result in double-counting your transactions. As a precaution, we recommend that you tell your accountant the periods you have selected.

3. Select the type of information to be provided from the Information required list.

4. Select the method you want to use to send the information.
   - **Email**—If you want to email the file:
     a. Enter your accountant's card in the Linked Card for Accountant field and then click Email. The Email window appears. The export file is automatically attached to the email. The file is called companyname.MYE. A .zip file of the reports is also attached.
     b. If you want, you can change the email address and edit the subject line.
     c. Click Send.
   - **Disk**—If you want to save the file to disk:
     a. Click Disk. The Save As window appears.
     b. Enter a name and location for saving the export file. The default file name is companyname.MYE. You can change the file name if you want but you must retain the ‘.MYE’ extension. A .zip file of the reports is also saved.
     c. Click Save.

Task 4: Enter end-of-year adjustments

Your accountant is likely to provide you with a number of adjustments that will need to be entered in your company file as journal transactions. If the adjustments have been provided on paper, you can manually enter them in the Record Journal Entry window.

If you send information to your accountant using the Send to Accountant feature (see Task 3: Provide information to your accountant), you can import the adjusting journal entries your accountant sends you. Make sure your accountant has sent you the journal adjustment file as a text file with a .txt extension. For more information about importing journal entries, see ‘Importing data’ on page 247.
To record adjustments manually
1. Go to the Accounts command centre and click Record Journal Entry. The Record Journal Entry window appears.
   The general journal number and transaction date appear by default. You can change these if necessary.
2. Select the Year-End Adjustment option to identify the transaction as an adjustment journal entry. When you prepare reports for the period, you can exclude these adjustments from appearing.
3. [Optional] In the Memo field, enter a comment to describe the transaction, for example, ‘EOY adjustment from accountant’.
4. Each row of information entered in the scrolling list is a line item. The line item details are identified in the journal adjustments provided by your accountant.
   For each line item:
   a. Type the account number (or name), or select it from the account list.
   b. In the Debit and Credit fields, enter the debit or credit amount for the line item.
   c. [Optional] In the Job field, enter the job number for the line item.
   d. [Optional] In the Memo field, enter a description of the line item.
   e. If necessary, change the default code in the GST column by typing the required GST code or selecting it from the list.

   NOTE: Journal entry must be balanced The journal entry cannot be recorded until the Out of Balance field is zero.

5. Click Record to record the journal entry.

Task 6: Close the financial year
Before closing a financial year, make sure you have:
- completed tasks 1 to 5 of the ‘Closing a financial year’ procedure.
- entered all transactions and adjustments as instructed by your accountant
- checked with your accountant to ensure no further entries are required in the company file for the current year.

If you have done all of the above, you are now ready to close the financial year. Note that you can’t enter new or edit existing transactions in a financial year once you have closed it.

When you close a financial year:
- The monthly totals for all accounts are changed to last year categories. If last year amounts already existed, those amounts will be replaced.
- The balance of your current-year earnings account is transferred to your retained earnings account.
- The balances of your income, cost of sales, expense, other income and other expense accounts are returned to zero.

To close a financial year
1. Go to the File menu and choose Close a Financial Year. The Close a Financial Year Assistant opens.
2. Follow the on-screen instructions.
   If you need help in any of the windows, click Help and then choose Help for This Window.

Task 5: Back up your company file
Make a backup of your company file after you have finished entering adjustments and store it in a safe location. See ‘Backing up and restoring company files’ on page 238.
Managing user accounts and company files

This chapter explains how you can perform maintenance tasks on your company file and how you can control access to your company file using user accounts.

Manage users

Controlling who can access your company files and what degree of access they have is vital to keeping your data secure.

As employees leave or change their roles within your business, their access to your data will also need to be changed or removed.

This section explains how to:

- Change company file details
- Remove user access
- Change a user’s online access
- Check a user’s online status

Change company file details

You can manage each user’s sign-on details and change their role (the parts of the company file they can use), from within each company file. You might do this if a user has forgotten their password and needs you to reset it, or if a person has new responsibilities within your business.

To change a user’s role

1. Go to the Setup menu and choose Users. The User Access window appears.
2. In the user list, select the user whose role you want to change.
3. In the Roles section of the window, select or deselect the role you want this user to have. Note that users can have more than one role.
   For more details about each role, press F1 to open the help topic.
4. Click Save.
5. If you are prompted to change this user’s access to the online file, select the appropriate option. For more information, see ‘Change a user’s online access’ on page 232.
6. Click Close.

To reset a user’s company file password

1. Go to the Setup menu and choose Users. The User Access window appears.
In the user list, select the user whose password you want to change.

Enter the new password in the Password and Confirm Password fields.

Click Save.

Contact the user and tell them their new password. They can change this password the first time they sign on.

### Remove user access

After an employee leaves your company, or if you have given someone short-term access to your online company file, you need to remove their access.

You can remove their company file access, which will prevent them from signing on to the file. But you may also want to remove online access to a file (or files).

#### To remove a user’s access

1. Go to the Setup menu and choose Users. The User Access window appears.
2. In the user list, select the user whose access you want to remove.
3. Click the Inactivate User option.
4. Click Save.
5. If you are prompted to change this user’s online access, select the appropriate option. For more information, see ‘Change a user’s online access’ below.

   Note that inactivating a user prevents them from signing on to a company file. So even if they still have active online access, they will not be able to sign on to edit this company file.

6. If you chose to change their online access to the file at step 5:
   a. When prompted, log in to my.MYOB.
   b. In the Manage online access page, find the user in either the Online file access or Online administrator access list.
   c. Click Remove Access. The user is removed from the list. An email will be sent to this user, advising them their access has been removed.

### Change a user’s online access

There are two levels of online access:

- Online file user—this user can access the company files they are invited to use.
- Online administrator—this user can access all company files under a software serial number, and can invite file users to work with these company files. They can also work offline with files (check out) and manage the AccountRight Live subscription associated with the files.

As people within your business change roles, the type of access they have to AccountRight Live and the tasks you need them to perform in relation to your company files might also need to change.

#### To make a file user an online administrator

1. Go to the Setup menu and choose Users. The User Access window appears.
2. Click the Online Access button.
3. If prompted to log in to my.MYOB, log in. The Manage online access page opens in your browser.
4. Click Invite new online administrator. The invitation window appears.

   Note that you do not need to remove their file user access to invite them as an administrator.

5. Enter their email address, first name and last name.
6. Click Invite. The Manage online access page reappears with a confirmation message at the top.

   An email will be sent to this user, inviting them to become an online administrator. To monitor if or when they accept the invitation, see ‘Check a user’s online status’, on page 233.
To make an online administrator a file user

1. Go to the Setup menu and choose Users. The User Access window appears.
2. Click the Online Access button.
3. If prompted to log in to my.MYOB, log in. The Manage online access page opens in your browser.
4. Find the user in the Online administrator access list and click Remove access. The user is removed from the list.
5. Click Invite new online file user. The invitation window appears.
6. Enter their email address, first name and last name.
7. Click Invite. The Manage online access page reappears with a confirmation message at the top.
   Two emails will be sent to this user. One advises that their administrator access is cancelled, the other invites them to become a file user.
   To monitor if or when they accept the invitation, see ‘Check a user’s online status’ below.

To cancel an invitation

If you invite a person to be an online file user or administrator by mistake, you can cancel the invitation before it is accepted.

1. Go to the Setup menu and choose Users. The User Access window appears.
2. Click the Online Access button.
3. If prompted to log in to my.MYOB, log in. The Manage online access page opens in your browser.
4. Find the user in the relevant list.
5. Click Cancel Invitation. This user is removed from the list.

Check a user’s online status

When you invite a user to work with your company file online, a record of the invitation and user is created in my.MYOB so you can monitor who has access to your files.

A user’s status could be one of the following:

<table>
<thead>
<tr>
<th>This status</th>
<th>Means...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>the user has access.</td>
</tr>
<tr>
<td>Invited</td>
<td>the user has been invited, but has not responded to the invitation yet.</td>
</tr>
<tr>
<td>Access Removed</td>
<td>you removed this user’s access.</td>
</tr>
<tr>
<td>Invitation Cancelled</td>
<td>the invitation sent to this user was cancelled before they could respond.</td>
</tr>
<tr>
<td>Invitation Declined</td>
<td>the user declined the invitation.</td>
</tr>
<tr>
<td>Invitation Expired</td>
<td>the invitation was not accepted within a specified time.</td>
</tr>
</tbody>
</table>

To check the status of an invitation

1. Go to the Setup menu and choose Users. The User Access window appears.
2. Click the Online Access button.
3. If prompted to log in to my.MYOB, log in. The Manage online access page opens in your browser.
4. Use the filter options in the Status column in each list to show users according to status.
5. Click an available action in the Action column to change the user’s status, or to resend or cancel an invitation.

View transactions by user

If you want to check what changes have been made to your company file by a certain user, you can run the Journal Security Audit report. You can filter this report by User ID, for specified date ranges. For more information, see ‘Checking for unauthorised transactions’ on page 241.
Manage bank feeds

Bank feeds is an AccountRight Live service that lets you compare your bank account and credit card transactions with those recorded in AccountRight. For information about setting up bank feeds, see 'Set up bank feeds’, on page 50.

This section explains the bank feeds management tasks you may need to perform, including:
- checking the status of your bank feed application
- taking action if there is a problem with your application
- applying for another bank feed
- cancelling a bank feed
- giving other users access to bank feeds.

To perform these tasks, you need:
- internet access
- your my.MYOB login details.

To check your bank feed status
1. Start AccountRight.
2. Go to the Setup menu > Manage Bank Accounts. The Manage Bank Accounts window appears.
3. Click Add or remove a bank account. An internet browser window opens and the my.MYOB Log In page appears.
4. Log in with your my.MYOB login details. The My Products page appears, showing your bank feeds information. This includes your account details, the status of your bank feeds and any actions you may take for the selected account.

The following table lists the statuses of bank feeds and the actions you may need to take:

<table>
<thead>
<tr>
<th>For this status...</th>
<th>...do this:</th>
<th>See</th>
</tr>
</thead>
<tbody>
<tr>
<td>BankLink awaiting form</td>
<td>If you haven’t already done so, print, complete and sign the authority form and post it to BankLink. Note that it can take up to two weeks for BankLink to set up a bank feed connection to your bank.</td>
<td>‘To reprint an authority form’ on page 236</td>
</tr>
<tr>
<td>• Processing</td>
<td>Check your bank feed application status again later.</td>
<td>‘To check your bank feed status’ on page 234</td>
</tr>
<tr>
<td>• BankLink processing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Awaiting bank</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### For this status... | ...do this: | See
--- | --- | ---
- Account not supported | 1. Delete the bank feed account in AccountRight. | ‘To delete a cancelled bank feed account’ on page 236
- Account closed | 2. Apply for bank feeds for a different account. For a list of supported banks and accounts, see myob.co.nz/arlive/banks. | ‘To apply for a new bank feed’ on page 235
- Invalid account name |  | 
- Invalid account number |  | 

**Note:** If your bank feed application was rejected because of invalid account details, you cannot simply repost a corrected authority form to BankLink; you must reapply for a new bank feed with the correct account details.

### Bank requires signature
- Visit your bank and supply them with a signature matching the signature on the authority form.

### New signature required
- If the person who signed the authority form was:
  - not the account signatory, reprint the authority form and post it to BankLink with the correct signature
  - the account signatory, visit your bank and supply them with a signature for this person.

### Signature required
- Reprint and sign the authority form and post to BankLink. | ‘To reprint an authority form’ on page 236

---

### For this status... | ...do this: | See
--- | --- | ---
Rejected by bank | Email MYOB at bankfeeds@myob.com for more information. |  
Bank feed ready |  |  
  - If you haven’t already done so, associate an account in AccountRight with your bank feed.  
  - Start working with bank feeds.  
  - ‘How bank feeds can work for you’ on page 51  

---

### To apply for a new bank feed

1. Start AccountRight.
2. Go to the Setup menu > Manage Bank Accounts. The Manage Bank Accounts window appears.
3. Click Add or remove a bank account. An internet browser window opens and the my.MYOB Log In page appears.
4. Log in with your my.MYOB login details. The My Products page appears, showing your bank feeds information.
5. Click Add more bank accounts or Add more credit cards and follow the onscreen instructions.
6. On the Print the BankLink authority form page:
   a. Click Print Form. The BankLink authority form and cover sheet appear. A copy of the authority form is also sent to you by email.
   b. Print the form.
   c. Read the cover sheet and check your account details.
   d. Sign the form and mail it to BankLink. You need to do this because BankLink requires an original signature to be authorised to set up bank feeds.
7. Click Done. The My Products page reappears. The Bank Feeds section is updated with the details of the bank feed you have just applied for.
To reprint an authority form
1. Start AccountRight.
2. Go to the Setup menu > Manage Bank Accounts. The Manage Bank Accounts window appears.
3. Click Add or remove a bank account. An internet browser window opens and the my.MYOB Log In page appears.
4. Log in with your my.MYOB login details. The My Products page appears, showing your bank feeds information.
5. Select an account and click Print authority form. The BankLink authority form and cover sheet appear.
6. Print the form.

To delete a cancelled bank feed account
1. Start AccountRight.
2. Go to the Setup menu > Manage Bank Accounts. The Manage Bank Accounts window appears.
3. Select the account you want to delete. Note that you cannot delete accounts that have received bank transactions.
4. Click the delete icon ( ). The account is deleted.

Controlling access to bank feeds
To give other users the ability to update bank feeds, you need to make them an online administrator of your company file. This enables them to:
- update bank feed transactions in AccountRight
- view the bank feeds management page in my.MYOB.

Note that online administrators are not able to apply for or cancel bank feeds. You need to be an AccountRight Live administrator (such as the software owner or the subscription owner) in order to perform these tasks.

To give a user the ability to update bank feeds
1. Start AccountRight.
2. Go to the Setup menu > Manage Bank Accounts. The Manage Bank Accounts window appears.
3. Click Add or remove a bank account. An internet browser window opens and the my.MYOB Log In page appears.
4. Log in with your my.MYOB login details. The My Products page appears, showing your bank feeds information.
5. Go to the My Products menu and choose Manage AccountRight Live. The Manage online access page appears.
6. Click Invite new online administrator. The invitation window appears.
7. Enter their email address, first name and last name.
8. Click Invite. The Manage online access page reappears with a confirmation message at the top.
9. An email will be sent to this user, inviting them to become an online administrator. To check whether they have accepted the invitation, see ‘To check the status of an invitation’ below.

To check the status of an invitation
1. Start AccountRight.
2. Go to the Setup menu > Manage Bank Accounts. The Manage Bank Accounts window appears.
3. Click Add or remove a bank account. An internet browser window opens and the my.MYOB Log In page appears. Your bank feed information appears.
4. Go to the My Products menu and choose Manage AccountRight Live. The Manage online access page appears.
5. Use the filter options in the Status column in each list to show users according to status. For information on what each status means, see the table in ‘Check a user’s online status’, on page 233.
6. Click an available action in the Action column to change the user’s status, or to resend or cancel an invitation.
Controlling who can view bank feeds in AccountRight You can control which users can view bank feeds in AccountRight by assigning them roles. Only users with the Accounting/Bookkeeper or Banking roles can view bank feeds. For information on how to assign roles, see ‘To add a new user’, on page 36.

Manage libraries

A library is a location on a computer, where your AccountRight company file needs to be stored. If you do not store your company file online, it must be saved to one of the following library locations:

- **My library**—This library is located on your computer, and is automatically created when you install AccountRight.
  - Windows XP—C:\Documents and Settings\All Users\Shared Documents\MYOB\My AccountRight files
  - Windows Vista, Windows 7 and 8—C:\Users\Public\Public Documents\MYOB\My AccountRight files.

Save your company file here if you do not want to share the file online, or save it to your computer network. Note that you can move your company file later, if you want to.

- **Network Library**—This library is located on another computer in your network, in the same folder location as above. You might choose to store your company file in a network library, so others in the network can access it. For information about accessing a network library, see ‘To add a network library’ below.

**NOTE:** Online company files Online company files are stored in the online library. But you can synchronise a copy of your online file to your computer. For more information, see ‘Working online’, on page 55.

To add a network library

A network library is just a local library located on another computer in the network. To open a file stored in a network library, or to save a file to a network library, the library must be added to your network library list.

Before you do this, you need to know the computer’s network address. This could be the computer name you see in Windows when browsing your network (e.g. John’s Computer), or the computer’s IP address (e.g. 192.168.0.5).

**NOTE:** Find the computer name You can find a computer’s name by viewing the System Properties window (right-click the My Computer icon on the desktop or Start menu, and choose Properties), or by opening the System control panel.

1. In the Library Browser window, click Network Libraries.
2. Click Add a network library. The Add a network library window appears.
3. Enter a name for the computer the library is on. For example, type John’s library.
4. Enter the IP address of the computer, or the name of the computer where the library is. For example, type 192.168.0.5 or John’s computer.
5. If you can’t use the default port number for this connection, click Advanced and enter the port number you want to use.
6. Click OK. The library now appears in the list.
7. Continue to open or save the file as required.

To add a company file to a library

1. Start AccountRight and click Open a company file. The Library Browser window appears.
2 Click a library option on the left, then click Add a company file to this library.

3 Navigate to the library folder or subfolder where you want to save the file. The file will be copied to the library and folder that you select.

To add library subfolders
A library folder is automatically created on the computer when you install AccountRight. However, if you have many files (for example, because you are a bookkeeper), you can add subfolders to the library using Windows Explorer to help manage your files.

Note that online files cannot be organised in subfolders.

Backing up and restoring company files

Backing up is like taking a snapshot of the state of your company file at a particular point in time.

Restoring enables you to open a backed up copy of your company file to view it locally, or to replace your online working copy (for example, if the online company file contains unauthorised transactions).

Backups and online company files If you subscribe to AccountRight Live and store your company file online, a copy of the online file is synchronised to your computer automatically, every 20 minutes. This means that if the internet drops out, or someone checks out the file while you’re still working, there’s a readable copy on your computer that is no more than 20 minutes old.

This is not the same as a backup, however. A backup is a snapshot of your company file at a particular point in time. So even if you work online, you may still want to make backups periodically, weekly, for example, or at the end of a financial period.

Backing up
When you back up your company file, a copy of the file in its current state is created as a compressed archive file with a .zip extension, so it takes up less space. You can store backups on external storage mediums, such as online storage, a CD, different hard disk or other media.

Backing up tips
Note the following before you back up your company file:

- **Appropriate storage media.** Different storage media offer different advantages. For example, CDs or USB-based devices are more portable, but offsite storage might be more secure.

- **Store backups in a different location to your company file.** Don’t store backups on the same hard disk as your current company file. A single disaster could wipe out all your records.
- **Don’t overwrite previous backups.** If your current file is corrupt and you don’t realise it, and then you overwrite your previous backup file, you’ll no longer have a useable backup.

- **Store backups off site.** Store backups in a secure place, for example, online with a cloud storage solution such as DropBox. Except for daily rotational backups, we recommend you do not re-use media.

**To make a backup of your company file**

1. Close any open windows, other than the Command Centre.
2. Go to the File menu and choose Back Up. The Back Up Company File window appears.

3. [Optional] You can change the name of the backup file.

A default filename is assigned.

<table>
<thead>
<tr>
<th>Default filename</th>
<th>Further details</th>
</tr>
</thead>
</table>
| MYOBmmddyyyy.zip | *mmddyyyy* is the month, day and year from your computer’s clock  
|                  | .zip is the file extension and cannot be changed. |

4. Click Browse and select where you want to save the backup file.

5. If you want to protect the backup from unauthorised use, enter and confirm a password. This password will need to be entered when restoring the backup file.

6. Click Back Up. The backup process begins.

7. If you are storing the backup file on a removable storage device, label all your backups with enough information to tell you when they were done and where you were up to in data entry—for example, ‘Friday, 13.05.13’ or ‘Backup as of 13.05.13’.

**Restoring**

There are two reasons for restoring a backup. You may want to:

- restore a backup locally in order to view historical information
- replace your online company file with a backup file. Note that you need to be authorised to replace your online file with a backup.

**To restore a backup to view historical information**

1. If the backup file is on a removable disk, insert the disk into the disk drive.
2. Close any open windows, other than the Command Centre.
3. Go to the File menu and choose Restore.
   The company file that was open is closed and the Restore Backup File window appears.

4. Click Browse and select the backup file you want to restore.
If the backup is password-protected, enter the password in the window that appears, and click **OK**.

If you want to change the AccountRight library or library folder that the file will be restored to, click **Change Library** and select the location for the restored company file.

Rename the restored file’s name if required. You cannot overwrite an existing file in the library.

Click **Restore** to complete the restore.

To replace your working company file with a backup

When you restore a company file online, your online working company file is replaced by the backup file. Any changes you’ve made to the company file online since the backup file was created, will be overwritten. This process cannot be undone.

**Checking for unauthorised transactions**  Before replacing a company file, you can check what changes have been made to it by running the Journal Security Audit report. This report shows what changes have been made in a selected period. See ‘Checking for unauthorised transactions’, on page 241.

**NOTE:** Administrator access to the online company file is required to do this task.

1. Open the company file.
2. If the backup file is on a removable disk, insert the disk into the disk drive.
3. Close any open windows, other than the Command Centre.
4. Go to the File menu and choose **Restore**.

The company file that was open is closed and the Restore Backup File window appears.

5. Click **Browse** and select the backup file you want to restore.
6. If the backup is password-protected, enter the password in the window that appears, and click **OK**.
7. Select the option to restore the company file online with AccountRight Live.
8. Rename the restored file’s name if required.

**CAUTION:** The next step cannot be undone  Any changes made to the company file since the backup was created will be overwritten.

9. Click **Restore** to complete the restore.
Company file security

AccountRight offers you a range of ways to control access to your data and monitor changes to your company file. You can specify what areas of the company file users can access and monitor user activity.

Note that controlling the access of other users to a company file requires AccountRight administrator access, which is also a key security feature. See ‘Set up user access’, on page 35.

These features are listed in the following table:

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>See...</th>
</tr>
</thead>
<tbody>
<tr>
<td>control access to specific areas of your company file</td>
<td>‘Change company file details’ on page 231</td>
</tr>
<tr>
<td>control access to your online company file</td>
<td>‘Manage users’ on page 231</td>
</tr>
<tr>
<td>prevent others making changes to the company file while you are using it</td>
<td>‘Work offline (checking out)’ on page 60</td>
</tr>
<tr>
<td>prevent changes being made to the company file in a selected period</td>
<td>‘Lock periods’ on page 227</td>
</tr>
<tr>
<td>track user activity for a selected period, or check for unauthorised transactions</td>
<td>‘Checking for unauthorised transactions’ below</td>
</tr>
<tr>
<td>secure your company file backups</td>
<td>‘Backing up’ on page 238</td>
</tr>
</tbody>
</table>

Checking for unauthorised transactions

If you are concerned that unauthorised transactions have been entered into your company file, or if you want to check what changes have been made to your company file, you can run the Journal Security Audit report to see what transactions have been made by users for a selected period.

**NOTE:** Prevent others changing the file If you want to prevent others making changes to the company file while you are running this report, you can work offline (check out). See ‘Work offline (checking out)’, on page 60.

1. Go to the Reports menu and choose Accounts. The Reports window appears.
2. Choose Security and Audit and then Journal Security Audit.
3. Choose filtering options. For example, you can show changes made in a specific date range, or by specific users.

You can filter the information on the report and customise how it appears. For more information, see ‘Customising reports’, on page 173.
Confirming activated company files

This topic is not applicable if your company file is stored online with AccountRight Live.

After a company file is activated, once or twice a year you must confirm its activation for the life of the file. The confirmation verifies to MYOB that you are running a legal installation of AccountRight. When confirmation is due and you attempt to open an activated company file, the Confirmation Assistant window appears.

You have a period of grace in which to confirm the company file, indicated in this window.

NOTE: Frequent requests to confirm Under normal circumstances, confirmation occurs once or twice a year. If, after confirming a company file, you are prompted within a short time to confirm it again, see ‘Troubleshooting activated company files’ on page 243.

If you don’t want to confirm immediately, select the Confirm Later option and click Next to open the file. After the period of grace expires, the company file can be opened only in read-only mode, in which you can still view transactions, print reports or export data, but you will not be able to enter any transactions.

NOTE: Confirming a read-only file If you open a company file that is overdue for confirmation in read-only mode, but then change your mind, go to the Help menu and choose Confirm Company File. The Confirmation Assistant window appears.

These procedures show you how to confirm an activated company file and set up automatic confirmation:

- ‘To confirm a company file online (recommended)’ below.
- ‘To confirm a company file by telephone’ below.
- ‘To set up automatic company file confirmation’ on page 243.

To confirm a company file online (recommended)

1 Ensure you are connected to the Internet.
2 In the Confirmation Assistant window, click I use this company file to record or edit my business transactions.
3 Select the Confirm Online confirmation option.
4 Click Next. Your serial number and company file code are sent to the MYOB confirmation server, which returns a confirmation code and extends the file activation.

The Conclusion step of the assistant appears.
5 Click Close. The company file has been confirmed and you can continue to enter transactions.

To confirm a company file by telephone

Use this method only if you cannot connect to the internet.

1 In the Confirmation Assistant window, click I use this company file to record or edit my business transactions.
2 Select the Confirm by Phone confirmation option.
3 Click Next. The Confirm by Phone step of the assistant appears.
4 Call the telephone number displayed in this step of the assistant. You will need to provide the details shown in this window.
5 A licence file will be emailed to you. When you receive the email, detach the licence file.
6 In the Confirm by Phone step of the Confirmation Assistant, click Browse and then select the licence file you received.
7 Click Confirm. The Conclusion step of the assistant appears.

NOTE: Confirmation code used only once After you confirm your company file, the confirmation code cannot be used to confirm this or
any other company file again. You must get a new confirmation code each time you are prompted to confirm.

8 If you have an Internet connection and you prefer to perform subsequent confirmations automatically, select the **I want to use Automatic Confirmation** option.
9 Click **Close**. The company file has been confirmed and you can continue to enter transactions.

**To set up automatic company file confirmation**

You can confirm company files over the Internet automatically.

1 Open your company file.
2 Go to the **Setup** menu and choose **Preferences**.
3 In the **Preferences** window, click the **Security** tab.
4 Select the **I Prefer to Use Automated Online Company File Confirmation** option and click **OK**.

From now on, your company file is confirmed automatically and a notification of successful confirmation is displayed each time.

### Troubleshooting activated company files

The activation and confirmation of company files is sensitive to changes of the date in your computer’s system clock. In some circumstances, changes in the system date may require you to confirm the company file again.

Note that if you confirm a company file several times within a short period of time, you may be prevented from using the file until you contact MYOB Customer Service.

**NOTE:** **Confirmation help** For more information about the confirmation process, and additional troubleshooting tips, click **Help** in the **Confirmation Assistant** window.

---

**Managing software updates**

AccountRight software updates are regularly provided to help you better manage your business and to ensure that your business complies with current government legislation.

**NOTE:** **Software updates and AccountRight Live** If you subscribe to AccountRight Live, you are automatically entitled to regular software updates. For more information, visit the MYOB website.

You receive AccountRight software updates via Software Manager. Software Manager is a web-based tool that notifies you when your software has been updated, and enables you to install the update from the web.

Before you can receive updates, you need to register for software updates. See **To register for software updates** below.

### To register for software updates

You need your 12-digit AccountRight serial number to register for updates.

**TIP:** **Locating your AccountRight serial number** A 12-digit serial number was provided to you when you purchased your software. You can also find your serial number in the **Company Information** window of your company file (go to the **Setup** menu and choose **Company Information**).

1 Make sure you are connected to the internet.
Go to the Start menu, open the MYOB AccountRight program folder (within the MYOB folder) and choose Register for Updates. The Register for Software Updates window appears.

Enter your 12-digit AccountRight serial number.

Click Register for Updates.

Repeat this procedure on each computer that you run AccountRight on.

Once you have registered for software updates, Software Manager enables you to:

- automatically receive update alerts so that you can install updates as soon as they’re available. See ‘To install a software update from an alert’ below.
- manually check for software updates and install them later. See ‘To manually check for a software update and install it’ below.

To install a software update from an alert

- Start AccountRight. If a software update alert appears, click Install Now to install the update.

To manually check for a software update and install it

Go to the Start menu, open the MYOB AccountRight program folder (in the MYOB folder) and choose Check for updates. The Software Manager window appears.

If an update is available, select the update and click:

- Install to install the update immediately.
- Download Only to save the update file to your computer to be installed later.

**TIP:** You can re-use the update file. Copy the update file to a portable media device (such as a USB stick) so you can transfer it to each computer that you use AccountRight on. Note that you do not need to retain the downloaded update file after you have installed the update on each computer.

Repeat this procedure on each computer that you run AccountRight on.
You can take data entered in your company file and use it in other software or in other company files. This process is called exporting data.

You can also take data entered in other software programs and incorporate it into your company file, or incorporate information from one company file into another company file. This process is called importing data.

The following table lists the record types that you can import and export.

<table>
<thead>
<tr>
<th>This record type</th>
<th>Can be...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Activities</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Activity Slips</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Budgets</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Cards</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Contact Logs</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Custom Lists</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Disbursements</td>
<td>imported</td>
</tr>
<tr>
<td>General Journal entries, including GST information and GST reporting</td>
<td>imported and exported</td>
</tr>
<tr>
<td>GST Code List</td>
<td>imported and exported</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This record type</th>
<th>Can be...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Items</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Jobs</td>
<td>imported and exported</td>
</tr>
<tr>
<td>MYOB Accounts Lists</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Receipts</td>
<td>imported</td>
</tr>
<tr>
<td>Receive Money transactions</td>
<td>exported</td>
</tr>
<tr>
<td>RetailManager and Retail Basics journals</td>
<td>imported</td>
</tr>
<tr>
<td>Sales</td>
<td>imported and exported</td>
</tr>
<tr>
<td>Spend Money transactions</td>
<td>exported</td>
</tr>
<tr>
<td>Transaction Journal entries (no GST information and GST reporting)</td>
<td>imported and exported</td>
</tr>
</tbody>
</table>
Exporting data

Your company file data can be exported to a tab-delimited or comma-separated text file:

- **Tab-separated files** contain fields that are separated by tab characters. For example, if a tab character appears between *Brewster* and *300 Roundhill Drive* in a file of customer information, the file counts *Brewster* and *300 Roundhill Drive* as two separate fields in a record. Tab-separated files are a common export format in spreadsheet programs.

- **Comma-separated files** contain records that are separated by commas. For example, if a comma appears between *Brewster* and *300 Roundhill Drive* in a file of customer information, the file counts *Brewster* and *300 Roundhill Drive* as two separate fields in a record. Comma-separated files are often used by popular database programs.

If you’re exporting data for use in another company file, you can choose either comma-separated or tab-separated formats. Note that comma-separated is automatically selected during import and export processes.

**Exporting customised forms** You can export customised forms from one company file to another. For more information, see ‘Exporting and importing customised forms’, on page 190.

**Exporting to Accountants Office** If your accountant uses MYOB Accountants Office, you can export financial information (including your accounts list, journal entries, sales and purchases) directly to MYOB Accountants Office as a tab-separated text file. This file can be sent by email or saved to disk. For more information, see ‘Provide information to your accountant’ on page 227.

---

**TIP: Share your data online** If you store your company file online, you can share your data with any user you have set up to access your online company file. For example, your accountant can access your company file and view journal entries without you having to export them. For more information about setting up access to your online company file, see ‘Set up user access’ on page 35.

---

**To export data**

1. Go to the **File** menu and choose **Import/Export Assistant**. The **Import and Export Assistant** window appears.
2. Select **Export data** and click **Next**.
3. Select the type of data you want to export from the **Export** list. If additional options appear in this window, you can complete them to filter the data that will be exported. Click **Next**.

**NOTE: Exporting timesheets** (AccountRight Plus only) When you export timesheets, only the entries that don’t have activity slips associated with them are included. You must export activity slips to complete the process.

4. Select whether the data in the exported file should be separated using tabs or commas, and whether the first row in the file should display the field headers. Click **Next**.
5. Choose the fields you want to export and the order in which you want to export them. To do this, click on the first field you want to
Importing data

You can import data into your company file from a tab-delimited or comma-separated text file. Before you start the import process, you will need to export the data you want from the program you've used to create the data.

**Importing customised forms** You can import customised forms from one company file to another. For more information, see 'Exporting and importing customised forms', on page 190.

**If you are importing an accounts list** If your accountant uses MYOB Accountants Office, you can import an accounts list from it. For more information, see 'Importing an accounts list from MYOB Accountants Office' on page 249.

To import data

**NOTE:** Before you import data you should make a backup of your company file. See ‘Backing up and restoring company files’ on page 238.

1. Go to the File menu, and choose Import/Export Assistant. The Import and Export Assistant window appears.

NOTE: Required fields for importing and exporting data When you import or export data, certain data fields must have valid matching fields in the target software.

If a field has an asterisk (*) next to it, you must select a matching field to it. If two fields have a caret (^) next to them, you must select a matching field to one or both fields.

6. Repeat the previous step for each field you want to export.

If you want to remove a field’s name from the Fields to export column, click its name and then click Remove. If you want to export all fields, click Add All.

7. If you want to change the order in which the fields are exported, select the field you want to move and then click the up or down buttons.

8. When you have selected the fields, click Export.

9. In the Save As window that appears, enter a name and location for the export file and click Save. The data is exported and saved as a text file.

10. When the data has finished exporting, click Close.
Select **Import data** and click **Next**.

Select the type of data you want to import from the **Import** list.

**NOTE:** Importing timesheets [AccountRight Plus only] When you import timesheets, only the entries that don’t have activity slips associated with them are included. You must import activity slips to complete the process.

Click **Browse** to locate and select the file you want to import, and then click **Next**.

Select the import file format, the type of the first record, and the method of handling duplicate records. Click **Help** and then choose **Help for This Window**.

Click **Next** and match the import fields with fields in the **Available Fields** column. To do this:

a. Click the name of a field in the **Import fields** column.

b. Click the matching field in the **Available fields** column.

The import field you selected appears in the **Matched Import fields** column.

**NOTE:** Some fields must be imported Fields that have an asterisk (*) next to them must have matching import file fields assigned to them.

c. If all the fields in the import file match those in the **Available fields** column, including their order, click **Match All**. If the fields in your import file are not in the same order, click **Auto Match** to match the fields that have the same names.

Click **Next**. If you didn’t make a backup prior to starting the import process, click **Backup** to make one now.

Click **Import** to import the data.

If you get a warning or an error message indicating that the import was not successful, refer to the import log file, which you can access from the **Conclusion** step of the assistant.

When the data has finished importing, click **Close**.

---

**Importing from MYOB RetailManager or MYOB RetailBasics**

If you use MYOB RetailManager or MYOB RetailBasics as your point-of-sale software, you can import information from it to your **AccountRight** software.

Some of the types of information you can import are:

- your supplier details
- goods received transactions (imported as bills)
- general journal entries summarising other transactions (such as sales income and cost of sales).

Before you can import your data, you must export the data from RetailManager or RetailBasics as a text file (Retail.txt) and save it in your **AccountRight** software program folder. The import file will be detected and the import process will automatically begin when you open your company file. Note that if you save the import file in another location, you will need to import it manually.

**To import RetailManager or RetailBasics data**

1. In your **AccountRight** software, go to the **Setup** menu and choose **Preferences**. The **Preferences** window appears.
2. Click the **System** tab and select the **I use MYOB RetailManager** option.
3. Click **OK** and exit your **AccountRight** software.

**NOTE:** You only need to set this preference the first time you import from MYOB RetailManager or MYOB RetailBasics.

4. Start your **AccountRight** software and open your company file. If there are transactions that need to be imported, the import process will start automatically.

If you get a warning or an error message indicating that the import was not successful, refer to the import log file in your **AccountRight** software program folder for a list of errors or warnings.
Importing an accounts list from MYOB Accountants Office

When you create a company file, you can choose to import an accounts list from a file provided by your accountant (see ‘Create a company file’ on page 26). If the file was created by MYOB Accountants Office—with a .txt extension—follow this procedure to import the accounts list. (Ask your accountant for a new file if it does not have a .txt extension.)

Once you have imported an accounts list from MYOB Accountants Office, you can import journal transactions from your accountant. For more information, see ‘Enter end-of-year adjustments’ on page 228.

To import the accounts list provided by your accountant

1. Go to the File menu, choose AccountantLink, then Receive from Accountant, and choose List of Accounts. A message appears, informing you that the account levels might be reset.
2. Click Yes if you want to continue the import. The Open window appears.
3. Select the file containing the accounts list sent by your accountant. The default name of the file is MYOB_SET.txt. However, your accountant may have renamed the file.
4. Click Open to open the file and begin the import process.
   The accounts are imported and a message is displayed, giving you the results of the import. If you get a warning or an error message indicating that the import was not successful, refer to the import log file for a list of errors or warnings.
**account**  Something to which transactions are assigned. Accounts in AccountRight are in one of eight classifications:
- Asset
- Liability
- Equity
- Income
- Cost of sales
- Expense
- Other income
- Other expense

Accounts can be set up as header or detail. Transactions are assigned directly to detail accounts. Header accounts are used to summarise and group multiple detail accounts. Each AccountRight account must have a unique number.

**account classification**  One of the eight accounts groups in the Accounts List: Assets, Liabilities, Equity, Income, Cost of Sales, Expense, Other Income, Other Expense.

**account number**  The account number identifies an account. Each AccountRight account must have a unique number.

**accounting period**  A part of your financial year. AccountRight treats each calendar month as a separate accounting period.

**accounts list**  Commonly referred to as a chart of accounts, this is a list of all your asset, liability, equity, income, cost of sales and expense, other income and other expense accounts.

**accounts payable**  What you owe someone else for goods or services delivered. The sum of all accounts payable is recorded as a liability account. Any time you record a purchase in the Purchases command centre, the unpaid balance of the purchase is added to your accounts payable. Every time you pay a bill (using Pay Bills in the Purchases command centre), the amount is subtracted from your accounts payable balance.

**accounts receivable**  What your customers owe you. The sum of all accounts receivable is recorded as an asset account. Any time you record a sale in the Sales command centre, the unpaid balance of the sale is added to your accounts receivable balance. Every time you enter a customer payment (using the Sales command centre), the amount is subtracted from your accounts receivable balance.

**accrual method (basis)**  This is a method of accounting which records sales and purchases at the time they’re delivered, not at the time they’re paid for. This is the opposite of the cash method of accounting.

**accrued expenses**  These are expenses for goods or services received but not yet paid.

**Administrator**  A role you can assign to a user, that gives them access to the entire company file. The Administrator ID is created automatically upon creation of the company file. A user with an administrator role can create other user accounts.
ageing: payables  The number of days between receiving a bill from a supplier and an ageing date (usually today).

ageing: receivables  The number of days between invoicing a customer and an ageing date (usually today).

allocation accounts  In AccountRight, when writing a cheque or recording a payment, the allocation accounts are the expense, income, etc. accounts that balance the transaction.

assets  Assets are things you own. Your bank account is an asset. So is your computer. If someone owes you money, the total owed to you is an asset. Current assets are assets that can be turned into cash within a relatively short period of time (less than a year). Things that take longer to turn into cash, like your factory building, are called fixed assets. Assets normally have a debit balance.

associated account  An account that is used to match your bank feed transactions to transactions in AccountRight.

average cost method  The cost method to value an item. That is, the total cost of all your purchases for a particular item currently on hand divided by the number of items on hand.

associated account  An account that is used to match your bank feed transactions to transactions in AccountRight.

B

bad debt  Money owed to you that is unlikely to be paid. Many businesses create a contra-asset account to approximate the value of their bad debt. That way, they have a clearer picture of the actual value of their assets.

balance  The sum of all the money added to and subtracted from an account.

balance sheet  The balance sheet is a financial snapshot of a company’s position at a particular time. A balance sheet lists the company’s asset, liability and equity accounts. It is called a balance sheet because the total value of the asset accounts minus the total value of the liability accounts always equals the total of the equity accounts.

bank feed  The list of transactions recorded by your financial institution for your bank or credit card account, which can be brought directly into AccountRight. To set up a bank feed, you first need to specify your account details, and then authorise BankLink (who manage bank feeds) to set up a connection to your bank.

BankLink  AccountRight banks feeds are securely managed through the BankLink service. BankLink supplies the technology used to bring bank feeds into your AccountRight software.

bill  The record of a supplier’s invoice.

budgets  Expected monthly net activity for an account. Budgets are useful for planning for the future and for analysing actual performance against planned performance.

Business Insights  Use the Business Insights window to analyse key financial information using a range of interactive tables and graphs. You can use it to analyse your accounts, profit and loss, the money that you owe suppliers and the money that customers owe you.

C

cash drawer  Where the money is kept between leaving the customers’ hands and being deposited in the bank. Many businesses set up their cash drawer as a bank account.

cash method (basis)  The opposite of the accrual method of accounting. The cash method records the sale and purchase of goods and services at the time they’re paid for, not when they’re delivered.

category  A category is an entity for grouping transactions. For example, a category can be a department, profit centre, geographic division or any other subset of your business that requires separate reporting.
checking out See working offline (checking out).

cleared A withdrawal or deposit is cleared when your bank adjusts your account balance for it.

closed period An accounting period in which all entries are completed. AccountRight does not require that you actively close a period. However, in Preferences you can prevent accidental posting to a closed (locked) period.

closed purchases Purchases that have been paid in full.

closed sales Sales that have been paid in full.

company file users Those who have access to the AccountRight company file. When you set them up, you specify their User ID and password, which they need to use to sign on to the company file each time they open it. You also assign them a user role, which determines which areas of AccountRight they can access, and what tasks they can perform. You can only set up company files users if you are a company file Administrator. See also user role and online user.

company information Found in AccountRight’s Setup menu, your company information contains your company’s name, address, GST information and information about your company’s financial year.

contra account This is an account that normally carries the opposite balance of the accounts of the same type. Assets, for example, normally have a debit balance; a common contra-asset account is the accrued depreciation of an asset. By using a contra account, you can show a company car that’s worth $12,000, by listing the asset at its $15,000 purchase price followed by the -$3,000 balance of the accrued depreciation account.

conversion month The conversion month is the earliest month in the financial year for which transactions are to be recorded. For example, suppose you purchase your AccountRight software in October but want to record transactions dated from 1 September. In this case, your conversion month is September. The conversion month determines the opening balances you will enter when you set up your company file.

cost item The cost of an inventory item. Your AccountRight software uses average cost. That is, the total cost of all your purchases for a particular item currently on hand divided by the number of items on hand.

cost of sales Sometimes called cost of goods sold, this account type works just like an expense account. The only difference is where it appears on the profit & loss statement. Cost of Sales accounts appear after your income accounts but before your expense accounts. Cost of Sales is subtracted from your income to produce gross profit. Your expenses are subtracted from your gross profit to produce net profit. You are not required to use Cost of Sales accounts.

credit amount Appears on the right side of the ledger (a debit amount occupies the left side). A credit amount increases the balance of accounts with a credit balance and decreases the balance of accounts with a debit balance. Accounts that normally carry a credit balance are liability, equity and income accounts.

credit invoice A credit invoice is a sale with a negative balance due. Usually caused by a return or adjustment, a credit invoice is settled by writing a refund cheque or applying the amount to another open invoice.

credit terms Terms are the agreed upon rules governing the number of days between delivery and payment discounts for early payment and penalties. You can set default terms for all customers.

creditors A creditor is someone to whom you owe money. See also accounts payable.

current assets Assets that can be turned into cash within a relatively short time (less than a year) are called current assets. Some of your current assets are your bank accounts, accounts receivable and petty cash. Current assets usually do not lose their value over time. Current assets normally have a debit balance.

current liabilities Liabilities that become payable within the next year are called current liabilities. When recording a liability that is to be paid over a long period, many accountants split it into two liabilities. The part that is to be paid off within the next year is entered as a current liability; the remaining part is entered as a long-term liability.
**current year earnings**  Current year earnings is an equity account. Its balance equals your income minus cost of sales and expenses. Current year earnings are zero at the beginning of a financial year. Current year earnings are kept as a running total as the financial year progresses. When you start a new financial year, current year earnings are reset to zero when its balance is moved into the account called Retained Earnings.

**customer**  Someone to whom you sell goods or services. In AccountRight, you must enter a customer card before you record a sale.

**D**

**debit**  Appears on the left side of the ledger (the credit amount occupies the right side); a debit amount increases the balance of accounts with a debit balance and decreases the balance of accounts with a credit balance. Accounts that normally carry a debit balance are assets and expense accounts.

**debit purchase**  A debit purchase is a purchase with a negative balance due. Usually caused by a return or adjustment, a debit purchase is settled by recording a supplier’s refund cheque or applying the amount to another open bill.

**debtors**  A debtor is someone who owes you money. See also accounts receivable.

**deposits from customers**  Advances received for goods or services not yet delivered. Customer deposits are kept in a liability account.

**deposits to suppliers**  Advances paid to suppliers for goods or services not yet delivered.

**depreciation**  The expense allocation of the cost of an asset over a period of time. Most accountants create a contra-asset account to track the depreciation of an asset. See also contra account. A typical depreciation transaction credits the contra asset account and debits a depreciation expense account. Depreciation is most often recorded as a general journal entry.

**detail accounts**  An AccountRight account to which transactions can be assigned.

**discount early payment**  The amount taken off the balance due in return for payment within an agreed number of days.

**discount volume purchase**  The amount taken off an item’s cost because of a special supplier or customer arrangement.

**discount days**  Discount days are the number of days from a sale or purchase within which full payment of the balance due entitles the payee to a discount.

**double-entry accounting**  A method of bookkeeping in which every entry is balanced by another entry. Correct double-entry accounting always provides a balanced set of books; that is, the total value of your asset accounts minus the total of your liability accounts will equal the total of your equity accounts.

**E**

**earnings**  Income minus cost of sales and expenses. See also current year earnings.

**electronic payment**  A payment that directly debits or credits your bank. For example, you can choose to pay a supplier electronically by setting up electronic payment details in the supplier card.

**equity**  This is a company’s net worth. The equity of a company equals its assets minus its liabilities. Equity is an account type in AccountRight. Equity accounts usually carry a credit balance. Some common equity accounts are current year earnings, retained earnings and shareholder’s equity.

**expense**  A cost associated with running a business. Expense is an account type in AccountRight. Expense accounts usually carry a debit balance.
**F**

**finance charge** The amount added to an outstanding balance as a penalty for late payment.

**financial statements** The balance sheet and income (profit & loss) statement. The balance sheet is your company’s financial picture at a particular time. The income statement shows your company’s financial performance over a period of time.

**financial year** The 12-month period you use to define your accounting year. Your AccountRight software does not require that it match the calendar year.

**fixed assets** Fixed assets are assets that have a relatively long life. Your buildings, cars and computers are fixed assets. Fixed assets are usually depreciated; that is, they lose some of their value as you use them.

**G**

**general journal** A journal used to record miscellaneous transactions not entered in other journals, for example, year-end adjustments and depreciation expense.

**general ledger** This is where all your account information—sales, purchases, inventory, cash in, cash out—come together. You draw your financial statements (balance sheet and income statement) from the general ledger.

**gross profit** Gross profit is your income minus cost of sales.

**H**

**header account** A header account in AccountRight is used to group similar detail accounts. You cannot post a transaction to a header account.

**historical balance** The balance of an account prior to converting your records to AccountRight. You are not required to enter historical balances in AccountRight. Enter them only if you wish to compare a current month’s activity to the activity for the same month last year.

**I**

**identifiers** A one-letter code used to sort and select cards in the card file. You can assign up to 26 identifiers to a card.

**income** Revenue from the sale of goods or services. Income is an account type in AccountRight. Income accounts usually carry a credit balance.

**income statement** Also called a profit & loss statement, the income statement shows your company’s performance over a period of time. An income statement begins with income. It then subtracts cost of sales to produce a gross profit. Expenses are subtracted from gross profit to produce operating profit. ‘Other income’ accounts are added to operating profit and ‘other expense’ accounts are subtracted from operating profit to produce net profit.

**inventory** Physical items kept for possible sale to a customer. Most accountants record an inventory’s value in a current asset account.

**invoice** The written record of a sale.

**invoice rules** Rules that you set up to automatically handle bank feed transactions. Based on the rule conditions that you specify, AccountRight will match the bank feed transaction to the an existing open invoice. Rules are useful for transactions that occur regularly. See also transaction rules.

**item** A unit in your items list. An item can be physical inventory, like a widget or a pair of shoes, or it can be non-physical, like an hour of your time.
J

job  A job is work for which you wish to track income and expenses. In AccountRight, a job can be a profit centre, a product line, a project or any other subset of your business that requires a separate income statement.

journal  A journal is a tool for organising your accounting entries. All entries are grouped into one of six journals: general, disbursements, receipts, sales, purchases or inventory.

Journal Security Audit  A report which lists the changes made to transaction dates, accounts and amounts, and also lists all transaction reversals and deletions made within a specified date range.

L

liability  Liabilities are things you owe. Your working capital loan is a liability. Your accounts payable, what you owe someone for a purchase, is also a liability. Liabilities that are due within the next year are called current liabilities. When a liability is not due for more than a year, it is called a long-term liability. Liabilities normally have a credit balance.

library  The location on your computer or a network computer where AccountRight company files are stored. If you do not store your company file online, it must be saved to either My Library (a folder automatically created when you install AccountRight) or the Network Library (a library located on another computer in your network).

linked account  Linked accounts are what AccountRight uses to post your inventory, sales and purchase transactions to the proper account. When, for example, you link your receivables account, you are telling AccountRight which account to post the balance due from a sale to.

long-term liability  Something you owe that does not have to be paid for at least a year.

M

miscellaneous purchases  Miscellaneous purchases are used in AccountRight to record non-item purchases that do not require a printed purchase order.

miscellaneous sales  Used in AccountRight to record non-item sales that do not require a printed invoice.

N

net income  Net income (net profit or loss) is the total of all income accounts minus the sum of your expense and cost of sales accounts.

net profit  The total of all income accounts minus the sum of your expense and cost of sales accounts. Also called net income.

Number of Days after EOM  A setting to indicate that the payment due date and early payment discount date are based on a set number of days after the end of the month.

O

online company file  If you are subscribed to AccountRight Live, you can store your company file online, so that you, your accountant and other authorised users can access the file online, using any computer that has AccountRight installed.

online user  Those who have access to online company files. They may be set up as an online file user or an online administrator. To be able to work on the files, online users also need to be set up as company file users; their user role will determine what tasks they can perform. See also company file users and user role.

open bill  A purchase with an outstanding balance due.
open sale  A sale with an outstanding balance due.

opening balance  The balance of an account as at the start of the first day of your conversion month.

operating profit  This is your profit before considering Other Income and Other Expense.

other expenses  An account type used to record expenses that are not directly related to your company’s operations, such as loan interest, fines, etc. ‘Other expense’ accounts usually have a debit balance.

other income  An account type used to record income that is not directly related to your company’s operations, such as interest income. ‘Other income’ accounts usually have a credit balance.

out of balance  When the total credit amount does not equal the total debit amount in a transaction, it is out of balance. AccountRight does not allow you to record an out-of-balance transaction.

P

payables  What you owe someone else for items or services delivered. See also accounts payable.

pricing levels  Different prices at which an item is sold to different kinds of customers. Up to six pricing levels can be set.

profit & loss statement  See income statement.

profit centre  A subset of your business for which you want to track income and expenses. In AccountRight profit centres are called ‘jobs’.

promised date  The date a pending sale or pending purchase is due to be delivered. If a pending sale is not delivered as of its promised date, a reminder is posted to your To Do List.

R

recap transaction  A function that lets you look at a journal entry before it is recorded. Recap transaction is particularly useful for those transactions, like invoices and bills, for which the journal entry is not immediately obvious.

receivables  What someone else owes you for items or services delivered. See accounts receivable.

reconciling  The process of checking that your records agree with your bank’s records.

recurring transaction  An accounting entry that is made periodically, such as weekly payroll, monthly rent, etc.

restoring  The process of reopening a backup company file.

retained earnings  Money from previous years’ earnings that has been left in the company. At the end of a financial year any money earned (or lost) during the financial year is transferred to retained earnings. Retained earnings are recorded in an equity account.

revenue  Income from the sale of goods or services. Revenue is recorded in an income account in AccountRight. Income accounts usually carry a credit balance.

role  A set of windows and functions that a user can access in the company file. The Administrator role is assigned to users who require full access to the company file.

S

settle a credit invoice  When someone returns something, and you record an invoice that has a negative balance due, it is called a credit invoice. Paying off this negative amount is called settling a credit invoice.
settle a debit purchase  When you return something to a supplier, and you record a purchase with a negative balance due, it is called a debit purchase. Paying off this negative amount is called settling a debit purchase.

Session Security Audit  A report that helps you keep track of each user’s activity, such as the date and time that a user signs on to the company file and sign off.

supplier  Someone from whom you buy goods or services. In AccountRight you must enter a supplier card before you can record a purchase. See also accounts payable.

synchronisation  The process by which changes that you or other users make in your online company file are downloaded to a copy of the file stored on your computer (referred to as the ‘offline’ copy of your file). Your offline company file will be synchronised automatically every 20 minutes, while the company file is open. You can also manually synchronise your file.

T
terms  Terms are the agreed upon rules governing the number of days between delivery and payment, discounts for early payment and penalties for late payment.

transaction  An entry in AccountRight that affects the balance of accounts.

transaction rules  Rules that you set up to automatically handle bank feed transactions. Based on the rule conditions that you specify, AccountRight will create a new transaction corresponding to the bank feed transaction, and then match the two. Rules are useful for transactions that occur regularly. See also invoice rules.

trial balance  This is a report showing all the activity for an account or accounts within a selected date range. It shows the balance of the account at the beginning of the date range, the activity within the date range, and the balance at the end of the date range. A trial balance is useful for checking your entries prior to doing your period-end processing.

undeposited funds account  The linked account into which individual cash-receipts transactions are recorded when not credited directly to cheque or credit card accounts. Amounts from individual transactions in the undeposited funds account are grouped together. When deposited, they are recorded as a single bank deposit transaction on the bank or credit card statement.

user accounts  User accounts are the basis for the software’s security system, and can be used to keep track of the actions of each person who performs tasks that affect the company file. A user ID and password is entered when signing on to the company file.

user role  A role is a predefined profile that determines what windows a user can access and what tasks they can perform in a company file. For example, a user assigned the ‘sales’ role can access features in the Sales, Time Billing and Card File command centres, and other sales related areas, such as lists. A user can be assigned more than one role. See also company file users and online user.

W

working offline (checking out)  If you are set up as an online administrator, You can choose to work offline with your online company file. Working offline means that you will be checking out the file to your computer—this locks the online file from being modified by others, although they can still view the file. Once you are done with your work, you can check in the changes.

Z

zoom arrow  An icon that allows a user to review, or ‘zoom to’ more detailed information about a specific topic, such as a transaction.
Index

A
Account Information window 32
Account Opening Balances window 34
account types 31
accountant
  receiving adjustments from 228
accountant (AccountantLink)
  receiving adjustments from 229
receiving accounts list from 249
AccountRight Live 22
  bank feeds 23
  checking in 60
  checking out 60
  checking service status 62
  discarding offline changes 61
  getting started 55
  inviting users 35 36
  offline file location 59
  opening online files 57
  purchasing a subscription 55
  requirements 56
  support 23
  synchronising 59
  troubleshooting connection 62
undoing a check out 61
uploading existing files 56
viewing a read-only copy 62
working offline 60
working online 22
AccountRight updates 243
accounts
  adding 32
  adjusting to reflect work in progress 149
  assigning GST codes to budgets for 213
  changing classifications 31
  for statement of cash flows 33
  combining 157
  creating 32
  exporting 245
  financial information, tracking 207
  finding 154
  grouping, detail 33
  header 31
  importing from MYOB Accountants Office 249
  indenting 33
  list of 27
  new 32
  numbers 31
  opening balances 33
  bank accounts 34
  reconciling for the first time 47
  transferring money between types of 31
Accounts List window 32
accounts payable
  reconciling accounts at month-end 221
  year-end 221
accounts receivable
  reconciling accounts at month-end 221
  year-end 221
adjusted to reflect work in progress 149
activation of company files confirming activation automatically 243
by telephone over the Internet troubleshooting 243
activities
  billing rates for changing 143
  creating 142
definition 142
deleting 143
exporting 245
inactivating 143
Activities List window 142
Activity Information window 142
adjustments
  entering in 13th period 228
  importing from accountants 228
  making at year-end 228
  month-end 221
  year-end 221
accountant passwords 35
See also user accounts
Analysis menu (command centres) 18
AP Accrual Inventory account 113
  linking for items received without purchase 114
arrows 20
asset accounts 31
audit trail 218
auditing company file information 220
auto-building items (Auto-Build Inventory window) 129
average cost 134

B
backing up company files 238
backorders
  items purchased on 110
  items sold on 90
bad debts
  writing off 106
bank accounts
  adding 32
  deposits 78
  employee’s bank information 47
  for electronic payments 45
  opening balances 34
  reconciling
    for the first time 47
  supplier’s bank information 46
INDEX

cost of sales 126
account for tracking 126

cost of sales accounts 31

counting inventory 131

credit card statement 84
adding transactions from matching transactions with 84

credit control 84
credit holds 102
credit limits 101
credit terms 43 90
finance charges 102 103

Credit Limit & Hold window 101
Credit Limit Override Password window 101

credit limits 101
password, changing 101
prevent recording sales if customer exceeds 101
setting 101
warn if customer exceeds 101

credit terms 90
changing for all sales 90
this sale 90
changing when recording a purchase 110
default for sales 43
setting for all purchases from a supplier 108
setting for all sales to a customer 88

current financial year 26

custom fields 204

recording card details using 204

custom forms 184
adding graphics and logos 186
adding lines 187
adding shapes 187
adding tables 186
aligning elements on arranging elements 189
cheques 183
data fields 185
deleting elements from editing objects 188
elements of 177
exporting 190
importing 190
page properties, setting 184
previewing 183
removing elements 188
resizing elements 188
setting up page properties 184
size of 184
text fields 185
tool palette 184
undo changes 189
custom lists 184
creating for cards 197
items 137
custom price levels 135
assigning to a customer 136
custom reports 176
adding graphics and logos 175
adding lines 176
adding shapes 176
adding watermark 176
changing background 176
data fields 175
editing elements 177
saving 178
customer credits 162
deleting 162
issuing 103
recording 103
settling 104
customer payments 98
discounts for early payment 99
editing 163
group with undeposited funds 75 99
See also receiving money
customer statements 224
emailing 224
printing 223
sending at month-end 223
customers 136
assigning a price level to billing rates for cards, creating 87 151
credit holds 102
credit limits 101
credit terms 43 90
credits 102
issuing 103
recording 103
settling 104
customers who are also suppliers 106
discounts for early payment volume 90
invoices
entering 89
payments for orders 89
payments from quoting 89

customising forms See custom forms

customising reports 176

data 225
exporting 245
to accountant 228
importing 247
purging 243
data fields 185
adding to forms 185
changing size of 188
dates 19
entry with calendar 19
debtors 12
reconciling 221
deleting 75 76
activity slips 146
records 156
transactions 162
deposits 75 76
recording 74
recurring 75

detail jobs 209
discarding offline changes 61
discords 103
early payment discounts 99
giving 99
receiving 120
volume discounts 90

downstairs 111

E

electronic payments 45
ABA files 79
setting up 45
supplier payments 121

emailing 225
purchases 112
remittance advices 120
statements 224

e-mailing forms 181
employees
bank information 47
billing rates, setting 141
cards for 191
viewing sales history for 97
end-of-month. See month-end
end-of-year. See year-end
equity accounts 31
Excel, viewing reports in 172
expense accounts 31
exporting data
to accountants 228
to other applications 245
to Outlook 199
See also synchronising cards and Outlook contacts
finished item 129
forms
adding fields to 185
batches of, sending 180
cheques 183
customising 183
customising cheques 187
displaying 183
e-mailing 180
faxing 180
finding 179
invoices 183
printing 180
sending batches of 180
See also custom forms
freight
charging customer for 91
paying suppliers for 111
GST codes
assigning to
accounts 153
cards 153
items purchased 127
items sold 127
purchases 111
sales 91
changing 154 162
creating 152
exporting 245
importing 245
GST Return
preparing 225
previewing 226
importing data 247
accounts list from MYOB Accountants Office 249
from accountants 228
from Outlook 202
See also synchronising cards and Outlook contacts
from RetailBasics 248
from RetailManager 248
importing statements
Get Statement button 84
matching transactions 84
inactivating records not used frequently 155
Index to Reports window 171
Internet connection issues and AccountRight Live 62
inventory
adjustments 128
changing prices of 134
changing prices of 134
counting 131
custom
lists and reports 137
price levels 135
insufficient quantities on-hand 93
minimum levels 127
opening cost values, entering 53
opening quantity values, entering 53
quantity breaks 136
receiving items without a supplier invoice 113
reconciling at year-end 227
recording 131
See also items
Inventory Count Sheet
printing 53
invitations, for online access
accepting 58
cancelling 232
sending 37
H
half-yearly budgets 215
header
accounts 31
jobs 209
line items in transactions 112
headers
line items in transactions 92
Help centre 13
I
Identifiers, using to group cards 196
Import and Export Assistant window 246
Import and Export Options window 200 202
import log file 248
P
password
administrators, setting for company file users changing 231 setting 37 credit limit override 101
Pay Bills window 119 payables
paying 119 reconciling accounts at month-end 221 year-end 221
payment method, setting up default 43
payments
electronic 79 exporting 246 importing 247 making 74 76 119 receiving 74 98 recurring 165 pending purchases. See purchases pending sales. See sales personalised letters creating 192 printing 180 pictures
adding to card 205 to cards 205 to forms 186 to reports 176 removing 205 replacing 205 Portable Document Format (PDF) file creating for purchases 112 creating reports 172 saving sales as 92 preferences
Apply Customer Payments Automatically to Oldest Invoice First 105 I Prefer to Use Automated Online Company File Confirmation 29 I use MYOB RetailManager 248 If Credit Limit is Exceeded on Sale 101 time billing 140 Transactions CAN’T be Changed; They Must be Reversed 35 164 Prepare Bank Deposit window 163 Prepare Budgets window 213 Prepare Electronic Payments window 80 previewing cheques 77 custom forms 183 custom reports 172 purchases 112 remittance advices 77 sales 92 price levels assigning to customer 136 creating custom 135 prices quantity breaks 136 setting 134 printing cheques 77 120 customer statements 223 forms 180 invoices 92 112 in a batch 180 personalised letters 180 purchases 112 in a batch 180 receipts 100 remittance advices 77 120 purchase activity, viewing 160 purchase debits, creating 122 purchase orders, creating from a sale 115 purchases analysing using Business Insights 117 applying a supplier debit to an unpaid purchase 122 assigning GST to 111 assigning job to 111 blank lines, inserting 112 changing credit terms when recording 110 changing type of 116 creating from a sale 115 credit terms, entering 110 customising form layout 183 deleting 163 emailing purchase forms in a batch 180 individually 112 entering 109 headers, adding 112 history, viewing 118 layout 110 customising 183 line items, entering 110 orders, entering 109 paying several at once 119 previewing 112 printing 112 order forms 180 quotes 109 receiving items without a bill 113 recording 74 109 recurring 112 165 remittance advice, sending 77 reports 118 reversing 121 reviewing purchase information 117 sending 180 subtotals, adding 113 type of, choosing 110 viewing list of unpaid purchases 118 133

O
OfficeLink, creating letters using 192 offline, working with AccountRight Live 60 online company file 56 online help 13 opening a company file online 57 opening balances items 53 jobs 209 orders converting one to a purchase invoice 116 to a sales invoice 95 converting several simultaneously to purchase invoices 117 to sales invoices 95 entering purchase orders 109 sales orders 89 Outlook contacts. See synchronising cards and Outlook contacts overdue invoices See also credit terms

N
navigation shortcuts 17 network library 237 New Time Billing window 147
Receive Payments window 99
receiving money 74 98
cash payments 74
cheque payments 74
credit card payments 74
customer payments 98
exporting transactions 245
grouping with undeposited funds 75
invoice payments 98
receiving payments
customer payments 98
printing payment receipts 100
recording against invoices 99
receiving payments. See receiving money
reconciled transactions, deleting 163
reconciling
bank accounts 82
payables accounts 221
receivables accounts 221
Record Journal Entry window
entering adjustments 229
records
adding 151
using Easy-Add 151
changing 154
creating 191
deleting 156
inactivating 155
reactivating 155
removing 156
Recurring Schedule Information
window 165
recurring transactions 165–169
automatically recording 166
changing 167
cheques 75 76 77
creating 165
creating from an existing entry 167
deleting 168
ingesting 167
pre-dated 166
premissions 112
recording
multiple 168
single 168
rescheduling 168
responding to reminders for sales 92
saving 165
scheduling 166
setting reminders for 166
time billing invoices 149
Recurring Transactions List
window 165
refund cheque, receiving 123
refunds. See customer credits; supplier
debts
reimbursable expenses, tracking 211
remittance advices
preparing 179
previewing 77
sending 77 179
reports 171–178
adding a picture to 176
adding data to 174
adding graphics to 175
adding shapes and lines to 176
adding text to 175
adding watermark 176
changing background of 176
customisation tools 177
customising 173
filters 174
deleting custom 178
designing 174
displaying 171
elements 177
editing 177
filtering data in 173
previewing 172
printing 171 172
purchases reports 118
reviewing at month-end 222
sales reports 97
saving 172
saving as comma-separated values (CSV)
files 173
PDF files 172
tab-delimited values files 172
saving custom 178
saving in other formats 172
sending 172
sorting columns in 175
sorting data in 173
viewing in Microsoft Excel 172
Reports menu (command centres) 18
restoring backup files 238
RetailBasics, importing data from 248
RetailManager, importing data from 248
returns. See customer credits; supplier
debts
reversing transactions 164
rounding time, in time billing 140
sales
analysing using Business Insights 96
assigning GST code to a sale 91 111
batch printing 180
changing status of 95
choosing type of 90
deleting 163
e-mailing 92
in a batch 180
entering 74 89
exporting 245 246
history, viewing for item, customer or employee 97
importing 245
income account for tracking sales 126
insufficient on-hand item quantities 93
invoice 89
layout 90
orders 89
previewing 92
printing 92 112
in a batch 180
quote 89
recurring 92 165
reports 97
saving as a PDF file 92
viewing list of unpaid sales 97
Sales command centre 89
Sales Register window 160
Sales window 90
sample company file 16
search icons 20
Select a Recurring Transaction window 168
select columns 20
serial number
entering into company files while activating by telephone 30
while activating over the Internet 30
Set Item Prices window 134
Settle Returns & Credits window 105
Settle Returns & Debits window 123
Software Manager 243
software updates 243
spell-check 22
Spend Money window 76
spending money 119
bill payments 119
electronic payments 79
exporting transactions 245
importing transactions 245
sending remittance advice 77
Split button 75
standard cost 126
statements
emailing 224
importing 84
printing 223
reconciling 82
sending at month-end 223
status bar menu 18 59
stock. See inventory; items stocktakes
recording 131
sub-jobs 208 209
subscription to AccountRight Live 55
subtotal, showing in transactions 92
supplier debits
deleting 162
recording 121
refund cheques 123
settling 122
suppliers
bank information, entering billing rates, setting bills
entering 109
paying 119
cards, creating 44 107
credit terms, changing when recording purchase
debts
deleting 162
recording 121
refund cheques 123
settling 122
discounts
early payment 120
volume 111
orders 109
paying 74 119
electronically 79 121
several bills at once 121
purchase history, viewing 118
purchases 109
quotes 109
receiving items without an invoice 113
suppliers who are also customers 106
Synchronisation results window 201
Synchronise Cards window 200
synchronising cards and Outlook contacts
export cards to Outlook contacts 199
import Outlook contacts to cards 201
including custom fields 199 200
when you use a PDA 199 200
synchronising online files
automatic synchronisation disabling 59
automatic synchronisations enabling 59
manual synchronisation 59
time billing
activities
creating 142
definition 142
deleting 156
activity slips 144
multiple 145
single 144
adjusting accounts to reflect work in progress 149
including items on invoices 140
invoices 147 148
preferences 140
rounding time 140
timer 144 145
tracking work in progress 149
using special billing units 140
work in progress 149
To Do List 18
making supplier payments from 118 121
tool palette 184
tracking employees’ time. See time billing
Transaction Journal window 161
transactions
changing 163
create recurring 165
create recurring from an existing entry 167
deleting 163
exporting 246
finding 18 159–162
identifying user who entered 36
importing
from bank or credit card statement 84
recapping 164
recurring 165–169
reversing 164
unchangeable 163 164
taxes
change amount assigned to Receive Money transactions 76
Spend Money transactions 77
taxes. See GST codes
Transactions CAN’T be Changed; They Must be Reversed preference 164

transferring money 80
tutorial 16

unchangeable transactions 163 164
undeposited funds
   deleting transactions 163
   grouping payments 99
undeposited funds, grouping payments with 75
Undo Last Reconciliation window 85
undoing a check out 61
updates, software 243
uploading a company file online 56
Use Recurring button 168
user access
   removing 231
user accounts
   creating 36
   managing 231
   passwords 36
   purpose of 36
user IDs See user accounts
users
   audit access 233
   company file access
      change password new 35
      setting up 35 36
   new 36
   online access 232
   administrator change 232
   inviting 37
   remove roles 232
   transactions 233
users online access
   inactivate 232

W

work in progress
   adjusting accounts to reflect 149
   tracking 149
working offline 60
working with a company file online 57

Y

year, financial 227
year-end
   close a financial year 229
   end of financial year tasks 227
   entering budgets 213
   entering end-of-year adjustments 228
   financial
      reconciling accounts 221
      provide information to your accountant 227
      reconcile inventory 227
   yearly budgets 215

Z

zoom arrows 20