

sage | Start

Getting Started Guide

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Chapter 1 – Getting Started

In this chapter, we present a product overview. We then look at how you log into your company.

- Overview
- Starting Accounting Start

Overview

Accounting Start is a simple, easy-to-use system that manages your whole invoicing cycle. You can:

- Create one company to work in.
- Create items that you sell.
- Create customers so that you can sell items. You can process quotes, invoices, and credit notes. If necessary, you can write-off bad customer debts.
- Use the Dashboard to summarise your business's performance.
- Use the Dashboard's unique To Do List functionality to assist you in managing your invoicing more effectively.
- Use the drill down functionality on the Dashboards to view specific transactions of customers.

You can use the above as a sequential guide to help you get up and running as quickly as possible.

Managing Customers

As you process, the system keeps statistics of sales per customer and sales per item.

You can create customer categories and item categories to analyse your sales by these categories.

The system features a powerful Dashboard that show you:

- Due and Overdue invoices
- Expired quotes
- Top customers by sales
- Top customers by balance due
- Top selling items
- Customer totals graphs with balances in their aging periods, showing how long they have been overdue, with full drill down to the invoice level.

Printing, Viewing, and Emailing Reports

You can print and/or email customer documents directly to them. You can also email any report to anyone.

You can print quotes, invoices, credit notes and statements and add your company logo to your documents.

Customer and Item Notes

You can create notes that you attach to customers and/or items.

You can specify an action date for each note, and then track overdue notes via the Dashboard. For example, a customer may promise payment by a date. The note will show on the Dashboard after that date as requiring action. You can also print a report on overdue notes.

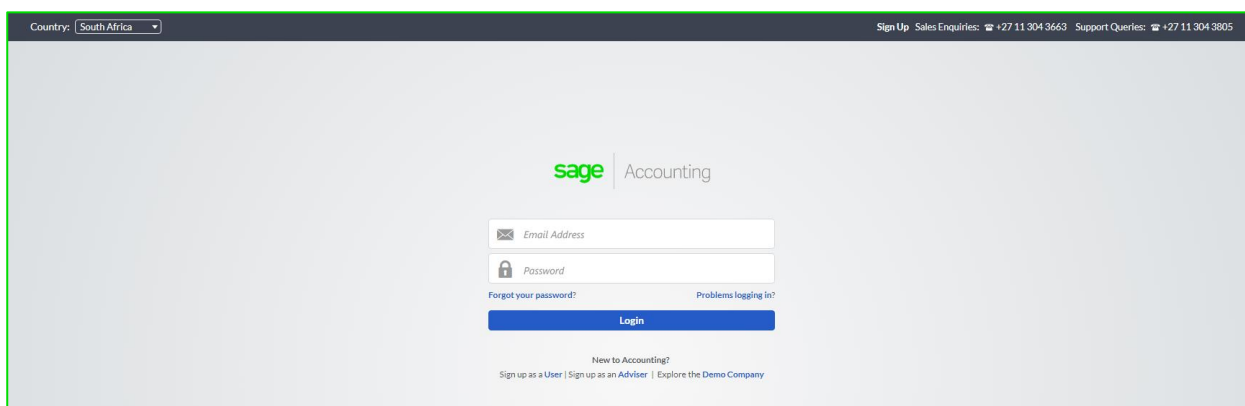
Starting Accounting Start

Quick View for Customers

This unique feature gives you the ability to view customer information, while you are processing documents and/or transactions.

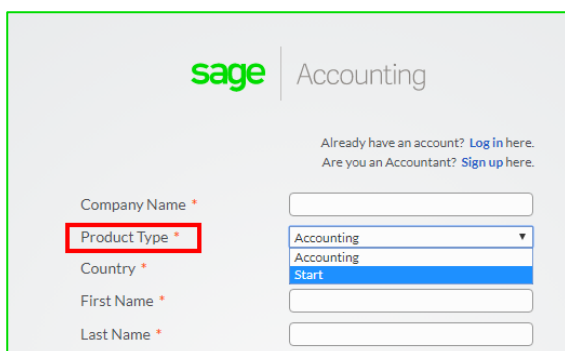
Starting Accounting Start

Below you can see the log in screen that will open. If you have forgotten your password, click on the Forgot your password link and work through the screen that opens.



The screenshot shows the Sage Accounting login interface. At the top, there is a dark header bar with 'Country: South Africa' on the left and 'Sign Up Sales Enquiries: +27 11 304 3663 Support Queries: +27 11 304 3805' on the right. The main content area is light gray and features the 'sage | Accounting' logo. Below the logo are two input fields: 'Email Address' and 'Password'. There are links for 'Forgot your password?' and 'Problems logging in?'. A blue 'Login' button is centered below the fields. At the bottom, there is a link for 'New to Accounting?' and a small text line: 'Sign up as a User | Sign up as an Adviser | Explore the Demo Company'.

To start using the software, you will click on the Sign Up button at the top of the page. Fill in your details on the next screen that opens. Select the **Start** option from the **Product Type** drop down menu.



The screenshot shows the Sage Accounting sign-up form. The 'sage | Accounting' logo is at the top. Below it, there are links for 'Already have an account? Log in here.' and 'Are you an Accountant? Sign up here.'. The form fields include 'Company Name *', 'Product Type *' (highlighted with a red box), 'Country *', 'First Name *', and 'Last Name *'. The 'Product Type' dropdown menu is open, showing 'Accounting' and 'Start' (highlighted in blue). There are also input fields for 'First Name' and 'Last Name'.

You will need to read the Terms & Conditions, which can be opened via the link at the bottom of the screen.

Once you have filled in your details and agreed to the Terms & Conditions, click on Sign Up and a confirmation email will be sent to you. Close the Accounting Start browser that you have open, and wait for the email to arrive. On the email is a link for you to select to confirm your registration on Accounting Start, which will redirect you to the Accounting Start website. You can then sign in with your email address and password.

Chapter 2 – Working with companies

In this chapter, we look at how you maintain and work with companies. We also look at company set up and some company-wide processing options.

- Administration

Maintaining your company

Creating a New Company

New companies are created from the **Open and Manage Companies** screen by clicking on the Add Company button. With Accounting Start, you can only have one company. If you want access to more companies, you must upgrade to the Accounting software.

Deleting Company Data

If you no longer need a company's data, you can delete it. If you select to delete a company, your company will not be deleted immediately. The company status will become "Pending Deletion" and an email will be sent to you from Accounting Start. You will need to confirm the deletion, where after the company will be deleted.



Important Information

Once you have deleted a company in Accounting Start, the company cannot be retrieved.

Company Settings

When you create a new company, you do not necessarily have to add the company details at the same time. However, if you are going to be printing invoices for your customers, it is advisable to add your details since Accounting Start uses these details on the documents.

You can edit your company details by clicking on **Company Settings (Gear Icon)** link at the top of the page or go to **Company...Change Company Settings**.

If you do not want to use your registered email address for communication purposes, enter an alternative email address and check the Use this Email for Communication check box. You also have the option to always cc a second person by entering the email address in the CC field. Check the Always CC this Email Address check box, if you want Accounting Start to always cc the email address entered.

Maintaining your company

The Company Settings screen has the following tabs:

- Company Details
- General Settings
- VAT Settings
- Documents and Statements
- Branding
- User Defined Fields
- Email Signatures

Company Details Tab:

The Company Details tab has the following sections:

- Company Details
- Additional Company Information
- Customer Zone
- Online Payment Gateways
- Sage Pay

Company Details Section:

This section allows you to enter your company contact information, postal address, physical address or other company details.

Company Settings

Company Details

Company Details

Additional Company Information

Customer Zone

Online Payment Gateways

Sage Pay

General Settings

VAT Settings

Documents and Statements

Branding

User Defined Fields

Email Signatures

Company Details

Company Name

SuperCycle Wholesales

Telephone

0113043000

Fax

0113043001

Mobile

0892125632

Contact Name

Jason Wood

Email

sbcas.za@mailinator.com

☐ Use this Email for Communication

☒ Use stage-mail-service@accounting.sageone.co.za as From Address

CC

☐ Always CC this Email Address

Postal Address

PO Box 1234

Woodmead

Postal Code2191

Physical Address or other Company Information

102 Western Service Road

Gallo Manor Ext 6

2191

Save

Save and Close

Cancel

Maintaining your company

Additional Company Information Section:

In this section, you will add your company registration, tax registration details and entity type.

Company Details	Statutory Information	Additional Company Information
Company Details	Company Tax Number <input type="text"/>	City <input type="text"/>
Additional Company Information	Registered Name <input type="text"/>	Province <input type="text"/>
Customer Zone	Registration Number <input type="text"/>	Country <input type="text"/>
Online Payment Gateways	Tax Office <input type="text"/>	
Sage Pay	Entity Type <input type="text" value="(None)"/>	
General Settings		
VAT Settings		
Documents and Statements		
Branding		
User Defined Fields		
Email Signatures		

Customer Zone Section:

In this section, check the **Enable your Accounting Customer Zone** check box. This will allow your customers to view invoices and make payments online by clicking a link in their email.

Company Details	Customer Zone Settings
Company Details	Enable your Accounting Customer Zone <input checked="" type="checkbox"/>
Additional Company Information	This will allow your customers to view invoices and make payments online by clicking a link in their email.
Customer Zone	<input type="radio"/> Invoices and Quotes Only Your customers will be able to view their invoices and quotes online (you can also see if your customer has viewed their invoice or quote). Your customers can print their invoices or quotes and pay you if you have enabled Online Payments.
Online Payment Gateways	<input checked="" type="radio"/> Invoices and Account History Your customers will be able to view their invoices and quotes online, print their quotes and invoices, and pay you. Your customers will also be able to check their account history.
Sage Pay	Display Name Company name displayed on your Customer Zone <input type="text" value="SuperCycle Wholesales"/>
General Settings	Do you want to get paid faster? Click here to turn on Online Payments.
VAT Settings	Do you want to increase your sales and get more of an online presence? Click here for a free trial of Sage Online Tools.
Documents and Statements	
Branding	
User Defined Fields	
Email Signatures	

Maintaining your company

Online Payment Gateways Section:

In this section you will set up your Accounting Start account to accept credit cards so that your customers can pay you online. You will get paid faster and payments will be automatically reconciled.

The screenshot shows the 'Online Payment Gateways' section of the Accounting Start interface. On the left is a sidebar with a 'Company Details' menu. The main content area has a heading 'Online Payment Gateways' and a sub-heading 'Add Payment Gateways below to allow your Accounting account to accept payments online. This will help you to get paid faster and payments will be automatically reconciled next time you import your bank statement.' Below this is a button labeled 'Add Payment Gateway'. A table with columns 'Name', 'Bank Account', and 'Default' is shown, but it contains no data, with the text 'No Online Payment Gateways added.' below it.

Name	Bank Account	Default
No Online Payment Gateways added.		

Sage Pay Section:

Using Pay Now by Sage Pay, you can get paid faster, by accepting credit card payments online directly via your Accounting Start solution.

Select the Accounting Bank Account for your online payments through Sage Pay. You can also enable Sage Pay for your customer payments. Enter your Service Key that you have received from Sage Pay. This service key will be validated by the system.

The screenshot shows the 'Sage Pay' section of the Accounting Start interface. On the left is the same 'Company Details' sidebar. The main content area has a heading 'Online Payments using Sage Pay' and a sub-heading 'Give your customers multiple ways to pay you'. There is a dropdown menu for 'Accounting Bank Account' with 'Receipts' selected. A link 'Set up my Sage Pay Account' is in the top right. Below this is a section 'Customer Payments' with three settings: 'Enable Sage Pay Online Payments' (checked), 'Pay Now Invoices Service Key' (input field), and 'Send Email Notification of Payments' (unchecked). A 'Branding' section with a link to 'https://merchant.sagepay.co.za' is also present. The Sage Pay logo is in the top right corner.

Maintaining your company

General Settings Tab:

The General Settings tab has the following sections:

- Financial years
- Rounding
- Regional Settings
- Customers and Supplier Settings
- Item Settings
- Outstanding Balances

Financial year section:

Here you will select the year that you are working in. The current year will be selected by default for you.

Your financial year will usually be set for you by your local VAT authority or company registrar. Check with your accountant on the dates for your financial year end.

The screenshot shows the 'Financial Years' section within the 'General Settings' tab. On the left is a sidebar with navigation links: Company Details, General Settings (highlighted), Financial Years, Rounding, Regional Settings, Customer Settings, Item Settings, Outstanding Balances, VAT Settings, Documents and Statements, Branding, User Defined Fields, and Email Signatures. The main content area is titled 'Financial Years' and contains a table with three columns: 'Financial Year Start', 'Financial Year End', and 'Current Financial Year'. There are two rows of data. The first row shows '01/03/2017' to '28/02/2018' with an unchecked checkbox and '+' '-' buttons. The second row shows '01/03/2018' to '28/02/2019' with a checked checkbox and '+' '-' buttons. Below the table, there is a 'Lockdown Date' section with a description: 'Setting a Lockdown Date means that no transaction can be processed or edited with a date up to and including this date.' It includes a checkbox 'Set a Lockdown Date' and a text input field for the 'Lockdown Date'.

Financial Year Start	Financial Year End	Current Financial Year
01/03/2017	28/02/2018	<input type="checkbox"/>
01/03/2018	28/02/2019	<input checked="" type="checkbox"/>

Lockdown Date
Setting a Lockdown Date means that no transaction can be processed or edited with a date up to and including this date.

Set a Lockdown Date ☐

Lockdown Date

Lockdown Date – Setting a Lockdown Date means that no transaction can be processed or edited with a date up to and including this date. Select the check box and enter the date when transactions cannot be processed.

Rounding Section:

In the Rounding section, you can select a rounding system for your customer invoices. You can select one of the following:

- Round Up;
- Round Down;
- Normal Rounding; or
- No Rounding.

Maintaining your company

The value that you set in the **Round To Nearest** field, is in cents.

The screenshot shows the 'Rounding' settings page. On the left is a sidebar with a menu: 'Company Details' (grey), 'General Settings' (blue), 'Financial Years' (grey), 'Rounding' (grey), 'Regional Settings' (grey), 'Customer Settings' (grey), 'Item Settings' (grey), 'Outstanding Balances' (grey), 'VAT Settings' (grey), 'Documents and Statements' (grey), 'Branding' (grey), 'User Defined Fields' (grey), and 'Email Signatures' (grey). The main content area is titled 'Rounding'. It contains the text: 'You can set Accounting to round customer document values. To do this, choose the type of rounding you wish to use and then specify the amount to round to.' followed by 'The value you are entering here is the number of cents.' Below this, there are two fields: 'Rounding Type' is a dropdown menu with 'No Rounding' selected, and 'Round To Nearest' is a text input field with the value '0'.

Regional Settings Section:

In the **Regional Settings** section, you will select the options that you want to use in your company. You can set how many decimal places you want to use in your stock quantities and for your prices. You can also change your currency symbol if need be. This section is also where you can set the way in which your date displays. The options that you have are displayed in the screen shot below:

The screenshot shows the 'Regional Settings' page. It has the same sidebar as the previous screenshot. The main content area is titled 'Regional Settings'. It contains four fields: 'Quantity Decimal Places' is a text input field with the value '0'; 'Value Decimal Places' is a text input field with the value '2'; 'Currency Symbol' is a text input field with the value 'R'; and 'Date Format' is a dropdown menu with 'dd/mm/yyyy' selected.

Maintaining your company

Customer Settings Section:

The system will:

- Warn when duplicate Customer Reference used on Customer Invoices.
- Display inactive Customers for selection when processing.
- Display inactive Customers for selection on reports.
- Use inclusive processing on customer documents by default.

The screenshot shows the 'Customer Settings' section of the Accounting Start interface. On the left is a sidebar with a 'Company Details' header and a 'General Settings' sub-header. Below these are links for 'Financial Years', 'Rounding', 'Regional Settings', 'Customer Settings' (which is highlighted), 'Item Settings', and 'Outstanding Balances'. Further down are 'VAT Settings', 'Documents and Statements', 'Branding', 'User Defined Fields', and 'Email Signatures'. The main content area is titled 'Customer Settings' and contains four settings, each with a checkbox: 'Warn when duplicate Customer Reference used on Customer Invoices' (checked), 'Display inactive Customers for selection when processing' (checked), 'Display inactive Customers for selection on reports' (unchecked), and 'Use inclusive processing on customer/supplier documents by default' (unchecked).

Item Settings Section:

You can set Accounting Start to warn you when item quantities fall below zero. You can also create unlimited price lists.

The screenshot shows the 'Item Settings' section of the Accounting Start interface. The sidebar is identical to the previous screenshot, with 'Item Settings' highlighted in the main content area. The 'Item Settings' section contains six settings with checkboxes: 'Warn when Item quantities fall below zero' (unchecked), 'Do not allow Item quantities below zero' (unchecked), 'Warn when Item cost is zero' (unchecked), 'Warn when Item selling price is below cost' (checked), 'Display inactive Items for selection on document lines' (checked), and 'Display inactive Items for selection on reports' (unchecked). Below these is a 'Price Lists' section with a table. The table has a header row 'Description' and one data row 'Default Price List'. To the right of the 'Default Price List' row is a green plus icon. At the bottom of the section, there is a note: 'You are able to copy your selling prices from one price list to another by using the Adjust Item Selling Prices wizard on the Items menu.'

More about price lists?

When you create items in Accounting Start, you can link to all the price lists that you have set up. You can give each price list a unique name. For example, you could have a trade price, a retail price and a distributor price. Accounting Start also lets you assign a default price list per customer.

You are also able to copy your selling prices from one price list to another by using the **Adjust Item Selling Prices** wizard on the **Items** menu.

Maintaining your company

To add a new price list, click on the green plus next to a price list. You can delete and add as many price lists as you want. You cannot however delete the **Default Price List** which stores your current Item prices. You also cannot delete a price list that has been linked to a customer or where a price has been assigned in the **Item Masterfile**.

Outstanding Balances Section:

Accounting Start has two methods of treating outstanding balances. Ageing refers to the number of days that a customer balance is outstanding. Customer ageing can work monthly or based on the number of days from the date of the invoice. Use the Monthly ageing option if you want the Balances - Days Outstanding Reports, Statements and Balances - Days Outstanding Graph on the Dashboard to display unpaid invoices outstanding by calendar month. The current value will be the total of all unpaid invoices processed in the current month. The 30 Days value will be the total of all unpaid invoices processed in the previous month, and so on.

Deselect this option if you want ageing to work on the actual number of days that the balance has been outstanding since the date of the invoice.

The screenshot shows the 'Outstanding Balances' settings page. On the left is a sidebar with 'Company Details' and 'General Settings' (selected). The main content area is titled 'Outstanding Balances' and contains the following text: 'Ageing refers to the number of days that a Customer or a Supplier balance is outstanding.'; 'Customer and Supplier ageing can work monthly or based on the number of days from the date of the invoice. Ageing is found on the Days Outstanding Reports, Statements and the Days Outstanding Graph on the Dashboard.'; 'Use the Monthly ageing option if you want to display unpaid invoices outstanding by calendar month. The Current value will represent all unpaid invoices raised in the current month. The 30 Days value will represent all unpaid invoices raised in the previous month, and so on.'; 'Deselect this option if you want ageing to work on the actual number of days.'; 'Monthly ☒'; 'The ageing option can be determined based on either the Invoice Date or the Due Date.'; and 'Run Ageing Based On' with a dropdown menu set to 'Invoice Date'.

VAT Settings Tab:

In the **VAT Settings** section, you will select all the options relating to your company's VAT settings.

The screenshot shows the 'VAT Settings' page. The sidebar on the left has 'VAT Settings' selected. The main content area is divided into two sections: 'VAT System' and 'VAT Details'. 'VAT System' has three radio buttons: 'Invoice Based' (selected), 'Payment Based', and 'No VAT'. 'VAT Details' includes fields for 'VAT Number', 'Last VAT Period End Date', 'Last VAT Submission Due', and 'VAT Reporting frequency' (set to 0). Below these is a table of VAT rates:



Name	VAT %	Default		
Standard Rate	15.00%	<input checked="" type="checkbox"/>	+	-
Standard Rate (Capital Goods)	15.00%	<input type="checkbox"/>	+	-
Zero Rate	0.00%	<input type="checkbox"/>	+	-
Zero Rate Exports	0.00%	<input type="checkbox"/>	+	-
Exempt and Non-Supplies	0.00%	<input type="checkbox"/>	+	-
Export of Second Hand Goods	15.00%	<input type="checkbox"/>	+	-
Change in Use	15.00%	<input type="checkbox"/>	+	-

There are three VAT systems available in Accounting Start. If you are registered for VAT with your local VAT authority, you must select the Invoice Based or Payments Based option. If you are not registered for VAT, you will select the No VAT option.





Important Information

Please note that there are laws governing tax and you must apply to your local tax authority for information.

You are able to add or remove financial years by clicking on the  or  buttons on each year. You can also edit the start year and end year dates by clicking in the date fields, as shown below. Bear in mind though that the year-end date and the next year start date must be consecutive dates.

There are three VAT systems available in Accounting Start, namely:

VAT Systems	Description
Invoice Based	Use this option for any standard form of VAT. As you process sales, the system accumulates the VAT liability. If there is a requirement, the system offsets the liability with any VAT you pay on purchases. This is by far the most common option.
Payment Based	In some countries, smaller businesses are able to defer the payment of taxes on sales until the customer actually pays them. VAT credit or liability only occurs when you receive a payment from a customer. The system holds the provisional liability / VAT credit until you process a receipt or payment, after which it transfers the provisional amount to the Tax Payable account.
No VAT	The system will not ask for VAT codes, nor will it ask for exclusive and inclusive amounts. Usually only very small businesses are completely exempt from VAT processing.

You are able to add or remove VAT types by clicking on the  and  buttons on each line, and you are able to edit the VAT percentages of VAT types that are not in use. However, because VAT is regulated, you should only make changes on the advice of a financial professional.

Documents and Statements Tab:

The Documents and Statements tab has the following sections:

- Statement Messages
- Document Numbers
- Document Descriptions
- Customer Document Messages
- Invoice and Statement Layouts

Maintaining your company

Statement Messages Section:

On this section, you can enter messages that you would like to appear on your monthly statements to customers. It is not mandatory to enter messages.

You can enter different messages for different aging periods, as shown below:

The screenshot shows the 'Statement Messages' section. On the left is a sidebar with navigation links: Company Details, General Settings, VAT Settings, Documents and Statements (highlighted), Statement Messages, Document Numbers, Document Descriptions, Customer Document Messages, Invoice and Statement Layouts, Branding, User Defined Fields, and Email Signatures. The main area is titled 'Statement Messages' and contains the following text: 'When you print statements, each statement shows the customer's outstanding balances. You can also include a message on the statement depending on the customer's overdue status.' Below this, it says 'This message prints when the customer's oldest balance is:' followed by five input fields for different aging periods: Current, In 30 Days, In 60 Days, In 90 Days, and In 120+ Days.

Document Numbers Section:

You can set your document numbering using this section. This function allows you to set your own numbering structure. You will usually use this to continue your numbering structure from a previous invoicing package or spread sheet. After setting your new numbering structures, the system will automatically increment the next document numbers when they are processed.

The screenshot shows the 'Document Numbers' section. On the left is the same sidebar as the previous screenshot. The main area is titled 'Document Numbers' and contains a table with three columns: Document Type, Current Document Number, and New Document Number. The table lists six document types with their corresponding current and new document numbers.

Document Type	Current Document Number	New Document Number
Quotation	QUO0000001	QUO0000001
Customer Invoice	INV0000001	INV0000001
Credit Note	CRN0000001	CRN0000001
Customer Receipt	RCP0000001	RCP0000001
Customer Write-Off	WRI0000001	WRI0000001
Customer Recurring Invoice	RINV0000001	RINV0000001



Important Information

If you are processing documents in a multi-user environment, the system will automatically allocate a number to the document when the document is saved. This will eliminate duplicate document numbers caused by various users processing transactions at the same time. When you process documents in a multi-user environment the number will display as *NUMBER* until the document is saved and a number is allocated by the system.



Important Information

If you work in a single user environment, the system will also allocate the next document number, but it will display the number immediately because there is only one user processing transactions.

Document Descriptions Section:

The **Document Descriptions** section allows you to rename the different documents available in Accounting Start.

Company Details	Document Descriptions
General Settings	You can set up a name to specify what will print on each document. The Original Name prints the first time you print the document. The Copy Name will be used if you reprint the document. In some countries, it is a legal requirement to print the word "Copy" on duplicated documents.
VAT Settings	
Documents and Statements	
Statement Messages	
Document Numbers	
Document Descriptions	
Customer Document Messages	
Invoice and Statement Layouts	
Branding	
User Defined Fields	
Email Signatures	

Document Type	Original Name	Copy Name
Quotation	Quote	Quote
Customer Invoice	Tax Invoice	Copy Tax Invoice
Credit Note	Credit Note	Copy Credit Note
Customer Receipt	Receipt	Receipt

The "Original Name" and "Copy Name" can be edited. The Original Name will be used when printing/emailing a document for the first time. When a document is re-printed/re-emailed, the Copy Name will be used.

Customer Document Messages Section:

In the **Customer Document Messages** tab, you can enter standard messages to appear on each of your customer documents. It is not mandatory to enter messages. On each document, there is a space to enter messages for the specific document that you are processing. If you enter a message as you process a document, that message will appear instead of the message entered in this screen.

Company Details	Customer Document Messages
General Settings	You can enter a default message that prints on each type of document. This message can be changed while processing.
VAT Settings	
Documents and Statements	
Statement Messages	
Document Numbers	
Document Descriptions	
Customer Document Messages	
Invoice and Statement Layouts	
Branding	
User Defined Fields	
Email Signatures	

Quote	<input type="text"/>
Customer Invoice	<input type="text"/>
Credit Note	<input type="text"/>
Receipt	<input type="text"/>
Write-Off	<input type="text"/>

Maintaining your company

Invoice and Statement Layouts Section:

Select the default, customised or modern report layouts using the drop down menus.

The screenshot shows the 'Invoices and Statements' section of the software. On the left is a sidebar menu with options: Company Details, General Settings, VAT Settings, Documents and Statements (highlighted), Statement Messages, Document Numbers, Document Descriptions, Customer Document Messages, Invoice and Statement Layouts, Branding, User Defined Fields, and Email Signatures. The main content area is titled 'Invoices and Statements' and contains the following text: 'Design your own: You can also download the Accounting Custom Layout Designer for Windows to design your own customer invoices and statements. Get the Custom Layout Designer from the Add-Ons and Downloads page or by [clicking here](#).' Below this is a link: 'Browse additional layouts: [Click here](#) to view additional layouts.' There is an 'Import' button. A table lists report types and their default layouts:

Report	Layout
Quote	Default (Modern)
Tax Invoice	Default (Modern)
Credit Note	Default (Modern)
Customer Statement	Default (Modern)
Delivery Note	Default (Modern)

You can import your layout that you have created in the **Custom Layout Designer** by clicking on the **Import** button.

Branding Tab:

If you want to personalise your documents with your logo, you will set the position for the logo and the logo itself on this tab. In the Position of Logo field, you can select to place your logo in the top left or top right of your documents.

Click on the **Browse** button to search for your logo.

You can also choose whether to include your logo on emails and the customer zone.

The screenshot shows the 'Branding' section of the software. The sidebar menu is the same as in the previous screenshot, with 'Branding' highlighted. The main content area is titled 'Brand your Invoices, Statements, Emails and Customer Zone'. It contains the following fields and options: 'Browse for Logo' with a 'Choose File' button and 'No file chosen' text; a file type indicator '(.jpg, .tiff, .gif, .png, .bmp)'; 'Position of Logo on Invoices and Statements' with a dropdown menu set to 'Top Right' and a 'Preview' button; 'Logo on Invoice and Statement Emails' with a checked checkbox; and 'Logo on Customer Zone' with a checked checkbox. At the bottom, it shows 'Current Saved Logo' with the 'sage | Start' logo.

Maintaining your company

User Defined Fields Tab:

The User Defined Field tab has the following sections:

- Customer
- Item
- Documents

You may wish to store additional information about your customers and items. To do this, the system allows you to name 12 additional fields for each of these record types. You name the fields in the User Defined Fields function.

Customer User Defined Fields			
Text Values		Yes/No Values	
Text User Field 1	<input type="text" value="Text Field 1"/>	Yes/No User Field 1	<input type="text" value="Yes/No Field 1"/>
Text User Field 2	<input type="text" value="Text Field 2"/>	Yes/No User Field 2	<input type="text" value="Yes/No Field 2"/>
Text User Field 3	<input type="text" value="Text Field 3"/>	Yes/No User Field 3	<input type="text" value="Yes/No Field 3"/>
Numeric Values		Date Values	
Number User Field 1	<input type="text" value="Numeric Field 1"/>	Date User Field 1	<input type="text" value="Date Field 1"/>
Number User Field 2	<input type="text" value="Numeric Field 2"/>	Date User Field 2	<input type="text" value="Date Field 2"/>
Number User Field 3	<input type="text" value="Numeric Field 3"/>	Date User Field 3	<input type="text" value="Date Field 3"/>

Once you have set the User Defined Fields here, you can add extra information when editing your customers and items.

There are four types of fields:

- Test - You can enter an alphanumeric description, of up to 30 characters.
- Numeric - You can enter numbers.
- Date - You can enter dates.
- Yes / No - This is a check box, which you can check or uncheck.



Important Information

In this function, you are not entering field values but the names of the fields. User Defined Fields are unique to the company that you create them in.

Maintaining your company

You can add additional document user defined fields for the different processing documents. These extra fields must be added onto your documents using the **Custom Layout Designer**.

Document User Defined Fields

Customer Quote

Text User Field 1

Text User Field 2

Text User Field 3

Date User Field 1

Date User Field 2

Date User Field 3

Customer Tax Invoice

Text User Field 1

Text User Field 2

Text User Field 3

Date User Field 1

Date User Field 2

Date User Field 3

Customer Credit Note

Text User Field 1

Text User Field 2

Text User Field 3

Date User Field 1

Date User Field 2

Date User Field 3

Email Signatures Tab:

The **Email Signatures** tab allows you to create different email signatures for documents that you will email out of Accounting Start.

Email Signatures

You can choose the default Email Signature that will be used for each type of document.
Email signatures can also be selected when sending emails.

[Add Signature](#) [Manage Signatures](#)

	Document Type	Default Email Signature
preview	Quote	Default
preview	Tax Invoice	Default
preview	Credit Note	Default
preview	Recurring Invoice	Default
preview	Customer Statement Run	Default

Maintaining your company

Import Data

You can import customer and item information.



Important Information

You cannot import transactions.

To access this function go to **Company...Import Data**.

To import data, follow the next few steps:

1. Select the type of data that you want to import into your Accounting Start Company. It is very important to select the correct type of data because if you select the incorrect type you might end up corrupting your data.
2. In the **CSV File Date Format** field, select the way your dates display in your file you are about to import. Accounting Start will convert the dates to the date format of your company, once it is imported.
3. In the **CSV Import File** field, click on the **Browse** button to find your file that you want to import. This file must be in a comma separated (.csv) file format.
4. If your data file contains column headings, check the **My CSV import file contains column headings** check box. If your data file does not contain headings, leave the box unchecked.
5. Click on the **Next** button.

Maintaining your company

The following screen displays:

Import Data from CSV

Don't waste time capturing data - import it instead

1 Upload your CSV File

2 Map Import File Fields

3 CSV Import Results

Map Fields

You need to tell the system which field on the import file corresponds to which field in Accounting. The first column displays the names of the fields in the system. The second column displays fields in the import file. Choose each field name from the Import File Field Name list. Not all fields have to be imported. To skip fields during the import, choose Do Not Import.

Accounting Field Name	Import File Field Name
Name	Name
Category	Category
Opening Balance	Opening Balance
Opening Balance Date	Opening Balance Date
Postal Address Line 1	Postal Address Line 1
Postal Address Line 2	Postal Address Line 2
Postal Address Line 3	Postal Address Line 3
Postal Address Line 4	Postal Address Line 4
Postal Address Postal Code	Postal Address Postal Code

Back

Next

You need to tell the system which field on the import file corresponds to which field in Accounting Start.

The first column displays the names of the fields in the system. The second column displays fields in the import file.

Choose each field name from the **Import File Field Name** list. Not all fields have to be imported. To skip fields during the import, choose **Do Not Import**.

Click on the **Next** button and Accounting Start will import your transactions.



Important Information

If you make changes to your import file, it will override the current data in your system.

Maintaining your company

Export Data

You can export customer and item information, excluding transactional data. Your data will be exported to a Comma Separated (.CSV) file, which can be opened in most spread sheet applications, for example, Microsoft Excel.

Export Customers, Suppliers and Items to CSV

Export data to CSV

Please choose the type of data you are exporting.

The Date Format must be specified. This is the format that you wish to export the dates. For example, if you wish to export with dates as dd/mm/yyyy, choose this option.

Export To CSV

Select What To Export

Customers

CSV File Date Format

dd/mm/yyyy

Export Data

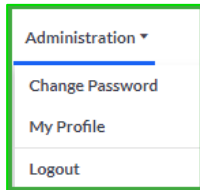


Important Information

It is very important to select your Date Format correctly.

Administration

There are various administration functions available in Accounting Start. These functions are only for the specific company that you create.



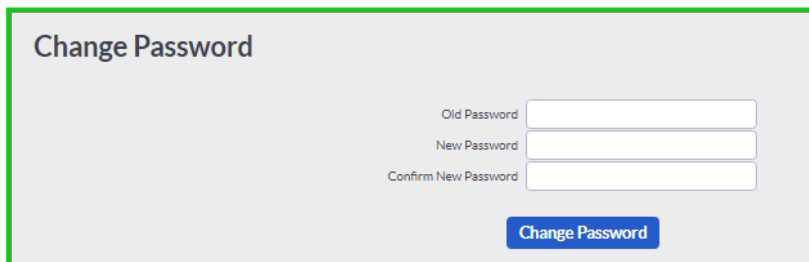
Change Password

Security of your data is vital. You need to ensure that unauthorised persons cannot access your data. You do this by setting a password that you need to enter to open the company.

You will create your password when you first log into Accounting Start.

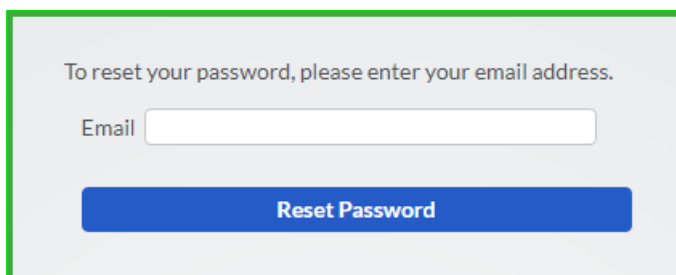
You may want to change your password at some stage. This is done in the **Administration...Change Password** screen.

When changing your password, you will enter the current password and then enter and confirm your new password.

A screenshot of the 'Change Password' form. The form has a title 'Change Password' at the top left. Below it, there are three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom right of the form is a blue button labeled 'Change Password'.

Reset Password

If you forgot your password, you have the option to reset your password. On the **Login** screen, click on the **reset password** link.

A screenshot of the 'Reset Password' form. The form has a title 'To reset your password, please enter your email address.' at the top. Below it, there is an input field labeled 'Email'. At the bottom of the form is a blue button labeled 'Reset Password'.

Enter your email address and click on the **Reset Password** button. You will then receive an email with a system-generated password. As soon as you login with the new system generated password, the screen above will display and you need to enter a new password.

Administration

My Profile

In this screen, you will manage your package subscription.

My Profile

[Billing Information](#) [Billing Address and Contact Details](#) [My Details](#) [Credit Card Payments](#) [Preferences](#)

Registration Information

Registered Name: SuperCycles
Registration Date: 27/03/2018
Expiry Date: 26/04/2018
Country: South Africa
Version: 4.1.3

Current Package

Number of Companies: 1
Number of Users: 1
Payment Type: Free Trial
Accounting Document Store: 0 KB used of 1.00 GB

[Pay Now](#) [Upgrade to Accounting](#) [Pay By Voucher](#)

Upgrade to Accounting

You are managing your customers – now manage your suppliers and banking, get access to dashboards, financial reporting and so much more.

Invite your accountant to complete your financials and add users as your business grows.

The Accounting Time Tracking add-on module is designed to help you track your time and make sure you get paid for it, and the Multi-Currency module gives you access to foreign currency transactions.

[Upgrade now](#) – for everything you need to take care of your business.

Logout

You can exit your company by selecting Logout either from the Administration menu or from the icon on the toolbar.

Chapter 3 – Working in Accounting Start

In this chapter, we see how you navigate through the system and enter data. We then look at general features such as using notes and viewing, printing, emailing, and exporting reports.

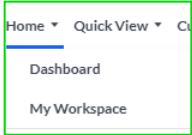
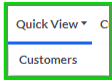
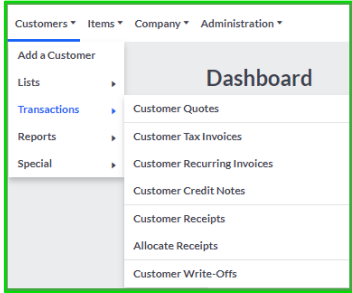
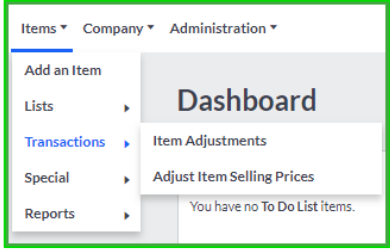
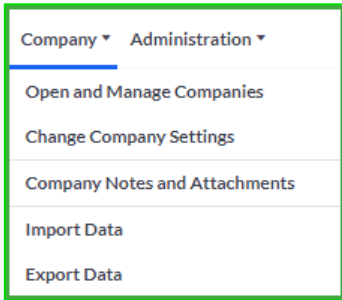
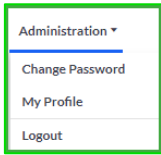
- Working in the System

Working in the System

There are various elements:

- You use the menus to choose program functions.
- The work area, where the item list is showing in the above screen, is an area where the system displays a list of existing records, such as customers, items, invoices, and so on.
- The screen displays best at a minimum size of 1024 x 768, but you can use other sizes. However, it is recommended that you do not use a screen setting of 800 x 600, as you will find it difficult to work in Accounting Start at this setting.

Program functions are in logical positions within the menu system:

<p>By clicking on the Home menu item, you will see the Dashboards and Workspace.</p> 	<p>Accounting Start allows you to quickly view customer information, while you are processing documents and/or transactions.</p> 	<p>In the Customers menu, you can access any function that has to do with customers.</p> 
<p>In the Items menu, you can access any function that has to do with items.</p> 	<p>You will open and manage your companies, import and export information via the options in the Company menu.</p> 	<p>The Administration menu has options that form part of an administrative function. The owner menu is shown below.</p>  <p>Manage your package subscription by going to the My Profile menu option.</p>

From many of the screens, you can access menu options. For example, on the Tax Invoices screen, you can select to Add Customers, Add Items and View Reports.

Chapter 4 – Editing Masterfiles

In this chapter, we look at how you maintain static records such as customers and items.

- Customers
- Items

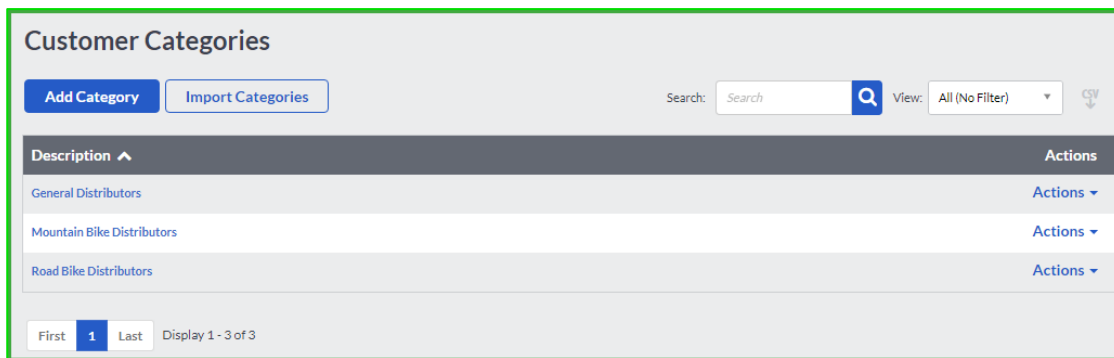
Customers

Customers

Customer Categories

You can optionally create customer categories and then analyse sales per category. You can start or stop using customer categories at any time.

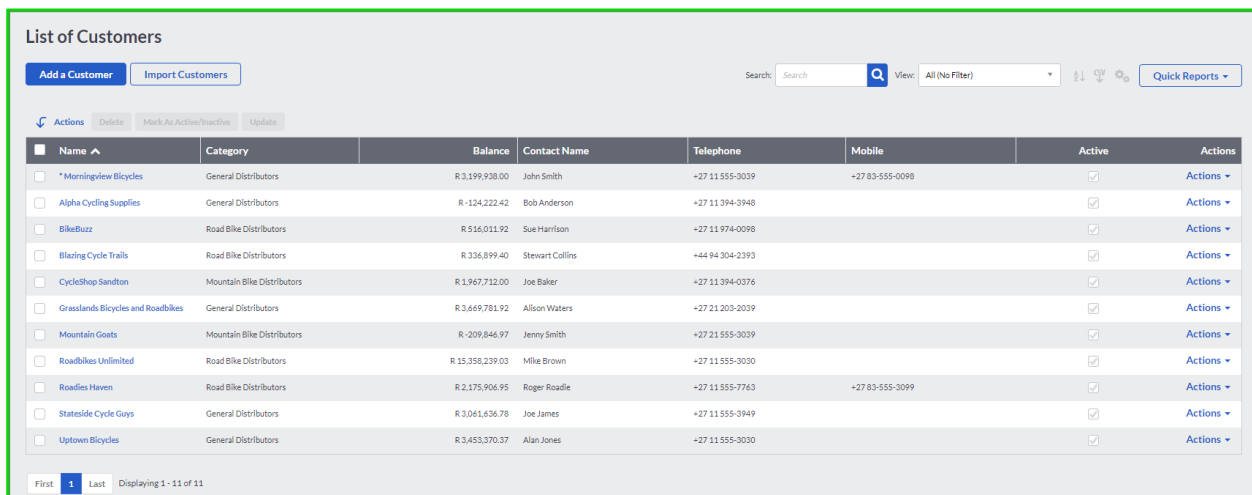
To access this function, select the Customers...Lists...Customer Categories menu:



To create new category, click on the Add Category button.

Edit Customers

You sell items to customers. In this function, you maintain customer records. You can access this function by selecting Customers...Lists...List of Customers.



To edit a customer account, click on edit on the customer record line. You can also delete customer records that do not have any activity.

When editing customer accounts, there are a number of tabs with different information.

Select the Sales Rep allocated to a customer in the Sales Rep drop down menu.

For South African users, the Accepts Electronic Documents check box allows you to indicate that the customer has agreed to accept electronic documents.

Customers

Check the Auto Allocate Receipts to Oldest Invoice checkbox when you want the system to automatically allocate the customer's receipts to the oldest invoices.

To skip between the master files, click on the next or previous links.

You can edit five tabs:

- Details;
- Additional Contacts;
- Notes;
- User Defined Fields; and
- Report Layouts.

Accounting Start, using transactions that you have processed, completes the other four tabs:

- Activity;
- Sales Graph;
- Quotes; and
- Invoices.

In the Details tab, you enter postal and delivery address details.

Notice the ample links available on this screen, namely:

- Map – which will direct you to Google Maps.
- Copy from Postal Address – which will copy the postal address recorded in the Postal Address fields.
- Email – opens a draft email.
- Telephone – opens Skype.
- Mobile – opens Skype on your mobile phone.
- Web Address – opens the website recorded in the field.
- Statement Distribution – select the way the customer would like to receive his/her statements every month.
- View Invoices Online – to allow the customer to view invoices online, check the "Allow this customer to view invoices online" check box.
- Accounting Start allows you to allocate default discount to the customer masterfile. You can enter the discount percentage in the Default Discount field, and this will pull through to the processing documents.
- Users can also set a default VAT type which will apply when transacting (Customer defaults will override Item and Account defaults).
- You can also set a default due date for your customer documents. For example the customer must pay you 7 days from the date of invoice.

Customers

The Activity tab summarises your financial activity with the customer:

Details	Activity	Additional Contacts	Notes	User Defined Fields	Sales Graph	Quotes	Invoices	Report Layouts
Activity								Total
detail	Customer Adjustments							R 0.00
detail	Customer Opening Balance							R 3,028.93
detail	Tax Invoices							R 4,904,351.04
detail	Credit Notes							R 116,280.00
detail	Customer Receipts (Including Discount)							R 6,528,643.13
detail	Customer Write-Offs							R 4,632,048.00
detail	Balance							R -6,369,591.16













In the Activity tab, you are able to drill down to the original document by clicking on the detail link on each line in the screen.


The Additional Contacts tab lets you enter contact details for persons in the customer's company:

Details	Activity	Additional Contacts	Notes	User Defined Fields	Sales Graph	Quotes	Invoices	Report Layouts
Contact Name	Designation	Telephone	Fax	Mobile	Email			
Alan Jones	Accounts	+27 11 394-0995			alan@morningview.c...	+	-	
Debra Walters	Sales	+27 11 394-0994	+27 11 394-1123		debra@morningview...	+	-	
Sean Jefferson	Sales	+27 11 394-0994	+27 11 394-1123		sean@morningview.c...	+	-	

Customers

The Notes tab is where you will find or create notes linked to the specific customer account. These notes are displayed in the Company Dashboard until they have been marked as completed. If you create a note without entering an action date, the system date, or entry date, will be used as the Action Date.

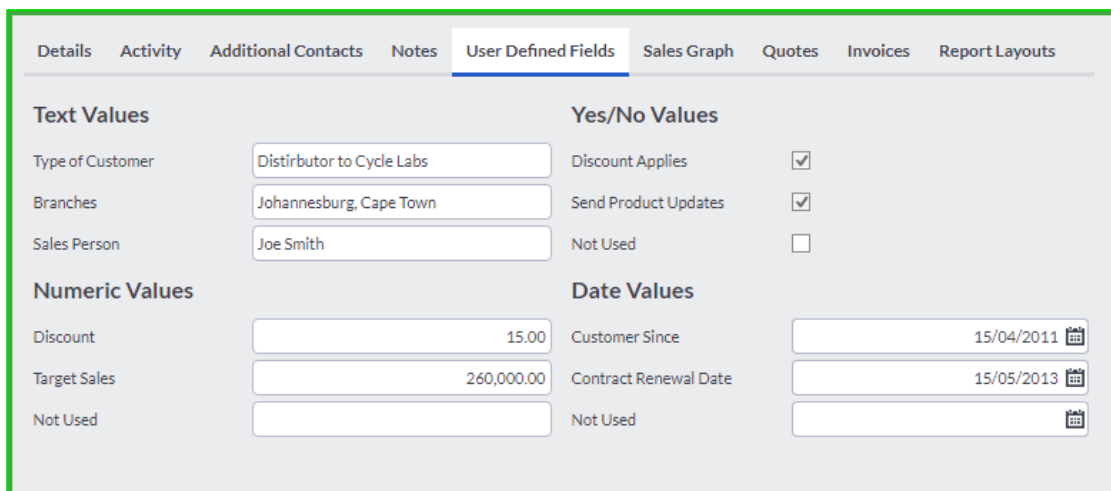
Details	Activity	Additional Contacts	Notes	User Defined Fields	Sales Graph	Quotes	Invoices	Report Layouts
Complete	Entry Date ▲	Action Date	Subject	Note				
<input type="checkbox"/>	27/05/2015	28/05/2015	Sales forecasts	Sales forecasts to be completed.				
<input type="checkbox"/>	22/05/2015	24/06/2015	Reminder - Sales	Contact Sean regarding new Frames.				
<input checked="" type="checkbox"/>	22/05/2015	14/05/2015	Contact	Contact Sean regarding Carbon Frames.				
<input checked="" type="checkbox"/>	22/05/2015	31/07/2015	Accounts	Contact Alan regarding new discount structures.				

You can also add attachments by clicking the  button.

Individual files may not exceed 2 MB in size. A maximum of 5 attachments per note or transaction can be added.

Customers

In the User Defined Fields tab, you can enter additional fields. As we saw earlier, you can define the names of the fields yourself in the User Defined Fields function:



Text Values		Yes/No Values	
Type of Customer	Distirbutor to Cycle Labs	Discount Applies	<input checked="" type="checkbox"/>
Branches	Johannesburg, Cape Town	Send Product Updates	<input checked="" type="checkbox"/>
Sales Person	Joe Smith	Not Used	<input type="checkbox"/>

Numeric Values		Date Values	
Discount	15.00	Customer Since	15/04/2011
Target Sales	260,000.00	Contract Renewal Date	15/05/2013
Not Used		Not Used	

In the Sales Graph tab, you can see sales activity in a graph, and you can drill down to transactions.



Click on the Show Settings link to change the display of the transaction types and the financial categories.

Customers

In the Quotes tab, you can see quotes that have been processed for the customer and drill down to see quote details.

Details	Activity	Additional Contacts	Notes	User Defined Fields	Sales Graph	Quotes	Invoices	Report Layouts
Document Number ▲	Customer Reference	Document Date	Status	Total				
detail	QUO0000005	07/05/2016	Expired	R 18,867.00				
detail	QUO0000007	22/05/2016	Expired	R 3,876.00				
detail	QUO0000008	22/05/2016	Expired	R 31,122.00				

Any unpaid customer invoices are listed under the Invoices tab. You can include all paid invoices in this tab.

Details	Activity	Additional Contacts	Notes	User Defined Fields	Sales Graph	Quotes	Invoices	Report Layouts
Unpaid Invoices								Include Paid Invoices <input type="checkbox"/>
	Date ▲	Document Number	Reference	Due Date	Antcp. Date	Total	Outstanding	
detail	<input type="checkbox"/> 15/06/2015	INV0000137		30/06/2015		R 108,300.00	R 37,769.84	
detail	<input type="checkbox"/> 09/07/2015	INV0000138		31/07/2015		R 456,000.00	R 456,000.00	
detail	<input type="checkbox"/> 30/07/2015	00010019		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010020		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010021		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010022		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010023		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010024		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010025		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010026		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010027		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010028		30/07/2015		R 200.00	R 200.00	
detail	<input type="checkbox"/> 30/07/2015	00010029		30/07/2015		R 200.00	R 200.00	
Select All Deselect All								
Print Invoice Email Invoice								

Customers

You can select the default report layouts for a customer in the Report Layouts tab. This will allow you to have different layouts per customer if you wish. You are able to design your own document layouts by downloading the Custom Layout Designer.

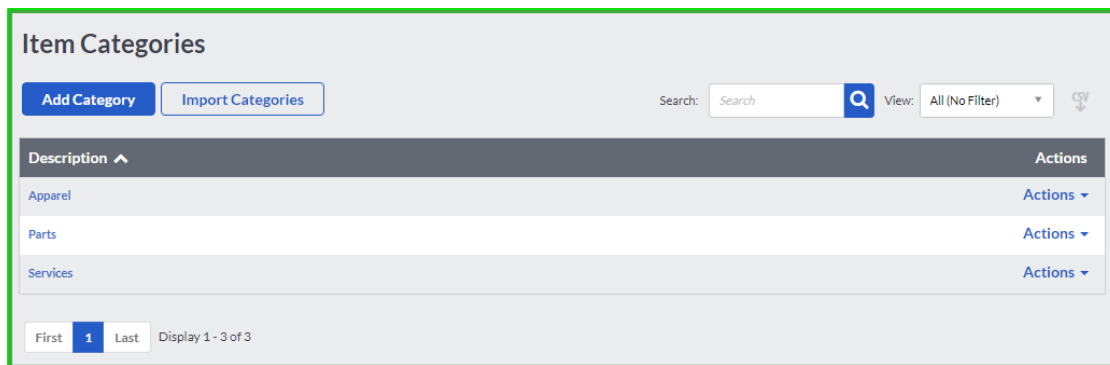
Details Activity Additional Contacts Notes User Defined Fields Sales Graph Quotes Invoices Report Layouts									
Report		Layout							
Quote		Default (Classic)							
Tax Invoice		Default (Classic)							
Credit Note		Default (Classic)							
Customer Statement		Default (Plain)							
Delivery Note		Default (Classic)							

Items

Item Categories

You can optionally create item categories, and then analyse sales per category. You can start or stop using item categories at any time.

You access this function via Items...Lists...Item Categories:



To create another category, click on the Add Category button.

Edit Items

In this function, you maintain records for the goods and/or services you sell to your customers. You cannot sell anything to customers unless you have items.

You purchase items from suppliers, and you sell items to customers. You can view sales and purchase statistics, so you know how many units you are selling each month, and their value.

You can access this function by selecting the Items...Lists...List of Items menu.

Code	Description	Category	Price Excl.	Price Incl.	Avg Cost	Last Cost	Qty On Hand	Active	Actions
*CARBO-001	* Carbon Road Frame	Parts	R 0.00	R 0.00	R 19,642.99	R 20,000.00	-70	<input checked="" type="checkbox"/>	Actions
ALUMIN-001	Aluminium Road Frame	Parts	R 27,000.00	R 30,780.00	R 15,000.00	R 15,000.00	154	<input checked="" type="checkbox"/>	Actions
BICYCL-001	Bicycle Building	Services	R 0.00	R 0.00	R 192.58	R 200.00	309	<input checked="" type="checkbox"/>	Actions
BICYCL-002	Bicycle Pump	Parts	R 300.00	R 342.00	R 169.75	R 200.00	301.5	<input checked="" type="checkbox"/>	Actions
CARBON-001	Carbon Sole Shoes	Apparel	R 3,600.00	R 4,104.00	R 2,219.86	R 2,400.00	68	<input checked="" type="checkbox"/>	Actions
GROUPS-001	Groupset	Parts	R 7,350.00	R 8,379.00	R 4,747.65	R 4,900.00	55	<input checked="" type="checkbox"/>	Actions
MOUNTA-001	Mountain Bike Frame	Parts	R 27,000.00	R 30,780.00	R 14,451.88	R 18,000.00	163	<input checked="" type="checkbox"/>	Actions
MOUNTA-002	Mountain Bike Helmet	Apparel	R 1,425.00	R 1,624.50	R 821.60	R 950.00	261	<input checked="" type="checkbox"/>	Actions

You use service items to sell maintenance contracts, consulting hours, and so on. You can also use them for postage / delivery costs.

For new items, you can enter opening cost and quantity values.

To skip between the master files, click on the next or previous links.

Items

In the Details tab, you enter the exclusive or inclusive selling prices. You are able to enter your own purchase or selling prices on documents when you process them.

You can enter additional information in the Unit field for example a unit of measure for the item.

Select the sales or purchases account from the fields available.

As soon as you enter your inclusive or exclusive amounts, Accounting Start will automatically work out the GP% as well as the GP Amount per item.

In the Price fields, you enter the exclusive or inclusive selling price, which you can override per invoice.

Under the Price List Tab you can set specific prices for each additional price list that you have set up:

Price List	Exclusive Selling Price	Inclusive Selling Price	GP %	GP Amount
Default Price List	R 30,000.00	R 34,200.00	34.52%	R 10,357.01
Retail	R 0.00	R 0.00	0.00%	R 0.00
Wholesale	R 0.00	R 0.00	0.00%	R 0.00

The price lists must be set up in the company settings before it will display under the Price Lists tab.

In the Activity tab, you are able to drill down to the original document by clicking on the detail link on each line in the screen.

In the Notes Tab, you enter notes for the item. If you are creating a new item, the tabs will open on the Notes tab since there is no activity for the item as yet. If you create a note without entering an action date, the system date, or entry date, will be used as the Action Date. Notes appear in the Dashboard until they have been marked as completed.

You can also add attachments by clicking the  button.

Items

Individual files may not exceed 2 MB in size. A maximum of 5 attachments per note or transaction can be added.

The screenshot shows the 'Notes' tab selected in a software interface. At the top, there are tabs for 'Details', 'Price Lists', 'Activity', 'Notes' (which is active), 'User Defined Fields', 'Sales Graph', and 'Picture'. Below the tabs is a header bar with columns: 'Complete', 'Entry Date', 'Action Date', 'Subject', and 'Note'. A single row is visible with a checkbox in the 'Complete' column, the date '27/03/2018' in the 'Entry Date' column, and an empty 'Note' field. To the right of the 'Note' field are icons for adding (green plus) and deleting (red minus) attachments.

In the User Defined Fields Tab, you can enter additional fields. As we saw earlier, you can define the names of the fields yourself in the User Defined Fields function.

The screenshot shows the 'User Defined Fields' tab selected. It displays a form for defining custom fields. On the left, under the heading 'Text Values', there are three text fields: 'Text Field 1' with the value 'Frames', 'Text Field 2' with 'Bin # 42', and 'Text Field 3' with 'WholeCycle Wholesales'. To the right of these are three 'Yes/No' checkboxes, all of which are checked. Below the text fields are three numeric fields: 'Numeric Field 1' with '10', 'Numeric Field 2' with '40', and 'Numeric Field 3' with '25'. To the right of these are three date fields, each with a calendar icon.

In the Sales Graph tab, you can see sales activity in a graph, and you can drill down to transactions.

In the Picture tab, you can add a picture of the item. The picture will be saved on the Document Store. The supported file formats are .jpg, .tiff, .gif, .png, and .bmp.

The screenshot shows the 'Picture' tab selected. It features a section titled 'Item Picture' with instructions: 'Click Add Picture to upload your file. This file may not exceed 1MB in size. Supported file formats are .jpg, .tiff, .gif, .png, and .bmp. Filename: No picture selected'. Below the instructions are two buttons: 'Add Picture' (in blue) and 'Delete Picture' (in grey). To the right of the buttons is a large placeholder box with the text 'No Image Available'.

Items

Renumbering your Item Codes

Accounting Start has the option that you can renumber your item codes.

To access this function, select the Items main menu, followed by the Special menu and click on the Renumber Item Codes option.

Renumber Item Codes

Use this option to renumber Item Codes in a Quick Entry Grid view.

Current Item Code	Description	New Item Code
*CARBO-001	* Carbon Road Frame	
ALUMIN-001	Aluminium Road Frame	
BICYCL-001	Bicycle Building	
BICYCL-002	Bicycle Pump	
CARBON-001	Carbon Sole Shoes	
GROUPS-001	Groupset	
MOUNTA-001	Mountain Bike Frame	
MOUNTA-002	Mountain Bike Helmet	

Renumber Item Codes

Enter the new item code in the New Item Code field and click on the Renumber Item Codes button.

Chapter 5 – Processing Transactions

Once you enter customer and item masterfile information, you can process monetary transactions.

- Selling Items
- Receiving Payments
- Item Adjustments
- Adjust Opening Balances
- Sales Reps
- The Customer Zone

Selling Items

Selling to customers involves the following documents:

Document	Definition
Quote	Quotes are optional. A quote is an offer to sell one or more items to a customer at the price you specify. When you produce a quote, you specify a date on which the quote expires. The customer can accept the quote up to that date. After that date, it is your choice whether to sell to the customer at the quote price. Note that a quote is not a sale. When you produce a quote, the system does not update any quantity or sales statistics, because there is no sale yet.
Invoice	When a customer purchases from you, you process an invoice. An invoice is a document of sale. If you first produced a quote for the customer, you can copy the quote into the invoice and print it without having to redo any data entry. You deliver the invoice to the customer along with the items you sell.
Customer Credit Notes	If a customer returns an item you sold them for a refund, you process a credit note. The values you enter into a credit note will reverse the values you entered into an invoice. The amount the customer owes you decreases, as do the sales quantities and sales values per item.
Customer Adjustments	<p>Customer adjustments are used to increase or decrease a customer balance by affecting another account. For example, if you needed to charge a customer interest, you could process a customer adjustment to increase the customer balance and affect an Interest Received account.</p> <p>When you are working with customer adjustments, you will work with tax in the same way you do when processing customer invoices – you always enter tax at the point of the original transaction and the customer balance will always be increased or decreased with the tax inclusive amount. For customers, you enter original transactions via customer invoices (and returns), or via customer adjustments. In both these processes, you enter tax codes along with the transactions. When you receive payment from customers, you do not enter tax.</p>

Selling Items

Here is a typical invoice window:

Process Customer Invoice

Send

Options

Customer Details

Customer *Morningview Bicycles

Balance R 3,230,718.00

VAT Reference VAT-039485-99

Credit Limit R 0.00

Delivery Address

187 Rivonia Road

Morningside

Sandton

South Africa

Postal Address

P O Box 39478

Sandton

2039

Invoice Details

Document No. 00010198

Date 24/07/2017

Customer Ref.

Due Date 31/07/2017

From Quote 00012000

Discount % 0.00 %

Layout Default (Classic)

Sales Rep (None)

Use Inclusive Amounts

Setup Online Payment

Type	Selection	Description	Unit	Qty	Excl. Price	VAT Type	Disc %	Discount	Exclusive	VAT	Total
Item	CARBON-001	Carbon Sole Shoes		1.00	R 3,600.00	Standar...	0.00%	R 0.00	R 3,600.00	R 504.00	R 4,104.00

Message

Set Default Message

Thank you for purchasing from SuperCycle Wholesales.
Banking Details: Account # 8474757575
ABSA, Sandton
Branch Code 29938

A

Total Discount R 0.00

Total Exclusive R 3,600.00

Total VAT R 504.00

Total R 4,104.00

Status: New Tax Invoice.

Save

Save and New

Print Preview

Email

Print Delivery Note

The window has four sections:

- In the header section, you choose the customer account. You then enter or select one of the multiple delivery addresses and other information, such as the document date. Also in the header section, you can select a quote that you want to link the invoice to. Lines processed in the quote will be copied over to the invoice.
- In the header section, you have the option to select a sales rep as well as changing the layout of the invoice when it's sent to the customer.



Important Information

There are different options available in the different processing screens.

- In the lines section, you enter as many items as you are selling. You enter each item on its own line, with the required quantity for that item.
- You can also search for items by code or by name using this drop down.

Selling Items

- Select the VAT Type you wish to use.

VAT Type	Explanation
Manual VAT (Capital Goods)	Accounting Start allows you to create a VAT type with a 100% VAT rate. You use this for VAT adjustment purposes. When you use this VAT type, the full amount you enter for the transaction is VAT. If there is a rounding difference, you can enter it as a VAT-only transaction.
Manual VAT	Accounting Start allows you to enter your own VAT amount on a transaction by choosing the Manual VAT type. If there is a difference, you can enter the specific VAT amount by choosing the manual VAT type.
Standard Rated	Standard rated VAT is taxed at 14%.
Zero Rated / Exempt	This refers to goods (for example, food and books) which are taxable but at a zero rate.

- You can add a discount percentage or a discount amount in the respective fields.
- You can also process projects, departments and cost codes per processing line.
- In the footer section, you can enter a message or additional text to print on the document.
- At the bottom of the screen are four options:
 - Save – to save the document and return to the screen that you were in.
 - Save and New – to save the document and clear the fields so that you can enter another document.
 - Print Preview – to preview a printable version of the document.
 - Email – to email a PDF 128-bit encrypted copy of the document to the customer.

Email Tax Invoice - 00010197

Recipients

johnsmith@morningview.co.za

Additional Contacts

CC

Multiple email addresses can be entered but must be separated by a semi-colon (;).

BCC

Email Signature

Default

Create and manage your Email Signatures under Company Settings.

Subject

Tax Invoice - 00010197

Attachment(s)

Tax Invoice - 00010197 - 24/07/2017.pdf

Attachments

Message

Dear John Smith,
Please find attached Invoice 00010197 for R 30,780.00.
Please contact me should you have any queries.

Customer Zone:

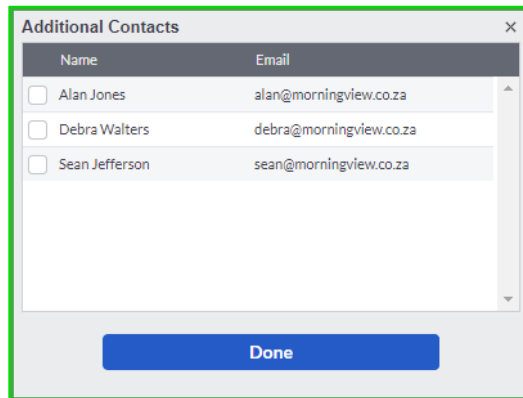
This invoice will be available for your customer to view on the Customer Zone by clicking on a link added to this email.

Email Report

Cancel

Selling Items

- You can send the invoice to different people within the customer's company by clicking on the Additional Contacts button. These email addresses will pull from the Additional Contacts tab on the Customer Masterfile.



You can select that the system uses the default email signature, or you can select an email signature that you created in the Company Settings...Email Signatures screen. You can also attach additional documents to your email, but it cannot be bigger than 1 MB.

- Print Delivery Note – to process the document and print out a delivery note for customers to sign. You can also email a delivery note to customers.

Receiving Payments

Once you sell items to customers, you need to receive payments:

- You receive money from a customer.
- If the customer refuses to pay you, or goes out of business, you need to write off the amount owing. You use the Write-Off Bad Debts function for this.

These functions work in an almost identical manner. Once you know how to use one of these functions, you can use the others.



Important Information

If a customer returns items to you, you do NOT use these functions. Instead, you create a Customer Credit Note. This reverses the invoice, adjusts the item quantities on hand and updates the customer balance.

A typical receipt screen looks like this:

Process Receipt

Customer Details
Customer: Morningview Bk
Balance: R 3,199,938.00

Receipt Details
Document No: RCP0000208
Receipt Amount: R 456,200.00
Reference:
Bank Account: National Bank Cui

Description:
[Set Default Message](#)
Comments:
Date: 18/07/2017
Payment Method: Cash
Reconciled: ☐

Unpaid Invoices

Allocate	Document Number	Date	Total	Amount Due	Amount Received	Discount
<input type="checkbox"/>	INV0000137	15/06/2015	R 108,300.00	R 37,769.84	R 0.00	R 0.00
<input checked="" type="checkbox"/>	INV0000138	09/07/2015	R 456,000.00	R 456,000.00	R 456,000.00	R 0.00
<input checked="" type="checkbox"/>	00010019	30/07/2015	R 200.00	R 200.00	R 200.00	R 0.00
<input type="checkbox"/>	00010020	30/07/2015	R 200.00	R 200.00	R 0.00	R 0.00
<input type="checkbox"/>	00010021	30/07/2015	R 200.00	R 200.00	R 0.00	R 0.00
<input type="checkbox"/>	00010022	30/07/2015	R 200.00	R 200.00	R 0.00	R 0.00

Unallocated: R 0.00

Status: New Receipt.

ProcessProcess and NewProcess and PrintProcess and Email

To process a receipt, click on the Add Receipt button.

Receiving Payments

The window has three sections:

- In the header section, you choose the customer account, and enter the transaction details, including the amount. You also specify which bank account you are using. Also in the header section is a Reason field, where you can enter a message should you want to.
- In the lines section, you link the transaction to one or more invoices. Until you fully match invoice values with one or more receipts or write-off transactions, the invoice appears on the customer statement. You can match the receipt or write-off at a later stage using the allocations screen.
- When a customer is set to automatically allocate receipts to the oldest invoices, the system will automatically allocate them in this screen.
- The document status displays at the bottom of the screen.
- At the bottom of the screen, you can select one of four processing options.

Allocations

You sell to customers via invoices, and customers pay you via receipts. In addition, you can also process discounts, returns and write-offs.

You have to match each receipt and write-off to a customer invoice. If you invoice a customer for 836.12, for example, you have to allocate 836.12 to this invoice via one or more receipts, discounts and/or write-offs. Until you do so, the invoice will appear on the customer's statement.

The best time to do this allocation is when you enter the actual receipt. As you enter the transaction, you can allocate it to the correct invoice. To allocate a receipt as it is processed, you will click on the line for the document record that you want to allocate to, as shown below.

Allocations

Customer
* Morningview Bicycles

Show Outstanding Only
☒

Display
☐ All Invoices
☒ Invoices between
☐ Specific Invoice Number

From Date
01/06/2017
To Date
01/07/2017

Refresh

Split Unallocated Item Amount
☐

Invoices - (dragging to the right will unallocate)

Date	Document No. ▲	Reference	Total	Due
+ 19/06/2017	00010194		R 1,624.50	R 1,624.50
+ 22/06/2017	00010195		R 1,624.50	R 1,624.50

Unallocated Items - (dragging to the left will reallocate)

Date	Document No. ▲	Reference	Total	Unused
30/07/2015	RCP0000203		R 200.00	R 200.00
30/07/2015	RCP0000203		R 200.00	R 200.00
30/07/2015	RCP0000204		R 200.00	R 200.00
30/07/2015	RCP0000204		R 200.00	R 200.00
30/07/2015	RCP0000205		R 200.00	R 200.00
30/07/2015	RCP0000206		R 200.00	R 200.00
30/07/2015	RCP0000207		R 200.00	R 200.00
+ Customer Write-Offs (23 Items)				

Save
Save and New

If you are allocating receipts after having processed them, you will use the Allocate Receipts menu option in the Customers menu respectively. To allocate a receipt, you will click on it in the Unallocate Items section on the right and then drag it over the invoice on the left that you want to allocate to.

Allocations

You are also able to unallocate a payment. If the due value on an invoice on the left is less than the total value, a transaction has been allocated to the invoice. To unallocate the transaction, click on the + sign to the left of the invoice, and then drag and drop the allocated transaction into the Unallocated Items area.

Allocations

Customer *Morningview Bicycles

Show Outstanding Only ☒

Display ☐ All Invoices ☒ Invoices between ☐ Specific Invoice Number

From Date 01/06/2017 To Date 01/07/2017

Refresh Split Unallocated Item Amount ☐

Invoices - (dragging to the right will unallocate)

	Date	Document No. ▲	Reference	Total	Due	
+	19/06/2017	00010194		R 1,624.50	R 1,624.50	▲
+	22/06/2017	00010195		R 1,624.50	R 1,624.50	

Unallocated Items - (dragging to the left will reallocate)

	Date	Document No. ▲	Reference	Total	Unused	
	30/07/2015	RCP0000203		R 200.00	R 200.00	▲
	30/07/2015	RCP0000203		R 200.00	R 200.00	
	30/07/2015	RCP0000204		R 200.00	R 200.00	
	30/07/2015	RCP0000204		R 200.00	R 200.00	
	30/07/2015	RCP0000205		R 200.00	R 200.00	
	30/07/2015	RCP0000206		R 200.00	R 200.00	
	30/07/2015	RCP0000207		R 200.00	R 200.00	
	+ Customer Write-Offs (23 Items)					

Save Save and New

Item Adjustments

When you create a new item, you can enter an opening cost price and quantity on hand. Thereafter, the quantity adjusts as you sell the item. The system calculates a new cost price, using average costing, each time you load items.

You can use this function to make percentage adjustments to selling prices for a range of items.

To access this function, select **Items...Transactions...Item Adjustments**:

The screenshot shows the 'Item Adjustments' screen with the title 'Update your item quantities or average cost'. It features a progress bar with three steps: 1 Adjustment Type (active), 2 Adjustment Options, and 3 Adjustment Results. Below the progress bar, it says 'Please choose the type of adjustment you would like to make.' and 'This wizard allows you to adjust the Quantity On Hand and Average Cost for Items.' There are two radio button options: 'Quantity on Hand and/or Average Cost' (unselected) and 'Quantity on Hand and/or Average Cost using a Quick Entry Grid' (selected). At the bottom right, there are 'Back' and 'Next' buttons.

You can adjust the selling price or the quantity on hand.

Click on the Next button.

The screenshot shows the 'Item Adjustments' screen at Step 2: Adjustment Options. The title is 'Adjust Quantity on Hand and/or Average Cost.' Below it, it says 'For Quantity On Hand / Average cost, enter a reason for the adjustment and then enter in the new values.' The form contains several input fields: 'Item' (a dropdown menu showing '*CARBO-001 - * Carbon Road'), 'Reason' (a text box), 'Current Average Cost' (a text box showing 'R 19,642.99'), 'New Average Cost' (a text box showing 'R 19,642.99'), 'Current Quantity On Hand' (a text box showing '135'), 'New Quantity On Hand' (a text box showing '135'), and 'Adjustment Date' (a date picker showing '18/04/2017').

Click on the Next button to see the Adjustment Results.

Item Adjustments

You also have the option to do item adjustments for Quantity on Hand and/or Average Cost using a Quick Entry Grid:

Item Adjustments

Update your item quantities or average cost

1 Adjustment Type

2 Adjustment Options

3 Adjustment Results

Please choose the type of adjustment you would like to make.

This wizard allows you to adjust the Quantity On Hand and Average Cost for Items.

☐ Quantity on Hand and/or Average Cost

☒ Quantity on Hand and/or Average Cost using a Quick Entry Grid

Back

Next

Click on the Next button:

Item Adjustment Quick Entry Grid

Adjustment Date

25/07/2017

Reason

Import

Load All

Clear All

Code	Description	Last Cost	Avg Cost	New Avg Cost	Qty on Hand	New Qty on Hand	
000-HDD-500GB	500GB Hard Drive	R 1,200.00	R 1,200.00	R 1,200.00	500.00	500.00	<div><div>+</div><div>-</div></div>
BIKE-001	Bike	R 599.96	R 700.00	R 700.00	90.00	90.00	<div><div>+</div><div>-</div></div>

Save

Cancel

Enter the Adjustment Date as well as the Reason for the adjustment. Accounting Start allows you to import new items.

Click on the Load All button to make adjustments to all your items.

You can only edit the New Avg Cost and New Qty on Hand fields. Click on the Save button to process the adjustment.

Adjust Opening Balances

When you create a customer you can enter an opening balance and a date at which the balance applies. Once you process any transactions for the record, you cannot change the opening balance fields in the edit function. Instead, you use this function should you need to change the opening balance.

To access this function, select the Adjust Opening Balances option from the Customers menu option:

Adjust Item Opening Balances

This option will adjust the opening quantity and opening cost that you entered when creating an item.

You should only use this option if the opening balance values you entered were incorrect and you are unable to change them because you have processed transactions using the item. Adjusting the opening balance will not recalculate your average cost. To adjust your average cost or set specific item quantities, use the Item Adjustments option.

Item	BIKE-001 - Bike
Reason	Update
Current Opening Cost	R 600.00
New Opening Cost	R 600.00
Current Opening Quantity	4.00
New Opening Quantity	4.00
Opening Balance as At	24/07/2014

SaveSave and New

Once you choose the masterfile to adjust, you can enter the adjustment details.

Sales Reps

Accounting Start allow you to analyse sales by sales reps. Their use is optional, users can enter sales reps on each sales document once you decide to use them.

To access this feature, by clicking on the Customers menu followed by the Lists option and the List of Sales Reps option.

List of Sales Reps

[Add Sales Rep](#) Search: View: All (No Filter) [Quick Reports](#)

Actions Delete

<input type="checkbox"/>	First Name ^	Last Name	Email	Telephone	Mobile	Active	Actions
<input type="checkbox"/>	Christiaan	Rossouw				<input checked="" type="checkbox"/>	Actions

First 1 Last Display 1 - 1 of 1

Click on the Add Sales Rep button to create a new sales rep:

New Sales Rep

Record Navigation: |<< < > >>|

First Name Active ☒
Last Name Telephone
Email Mobile

Notes

Complete	Entry Date ^	Action Date	Subject	Note
<input type="checkbox"/>	24/07/2017			

Record Navigation: |<< < > >>|

[Save](#) [Save and New](#)

Enter the details of the Sales Rep and click on the Save button.

Sales Reps

Processing with Sales Reps

When processing any customer documents, you have the option to select a sales rep that "belongs" to a customer or assisted the customer from the Sales Rep drop down menu.

Process Customer Invoice

Send

Options

Customer Details

CustomerMorningview Bicycles

BalanceR 3,230,718.00

VAT ReferenceVAT-039485-99

Credit LimitR 0.00

Delivery Address

Delivery Address187 Rivonia Road

Morningside

Sandton

South Africa

Postal Address

P O Box 39478

Sandton

2039

Invoice Details

Document No.00010198

Customer Ref.

From Quote

LayoutDefault (Classic)

Sales Rep

Date24/07/2017

Due Date31/07/2017

Discount %0.00 %

Use Inclusive Amounts

Use Last Invoice Detail

None

Add New Sales Rep

Christiaan Rossouw

Setup Online Payment


Type	Selection	Qty	Excl. Price	VAT Type	Disc %	Discount	Exclusive	VAT	Total
Item	Select Item				0.00%				

The Customer Zone

The Accounting Start Customer Zone will allow your customers to view invoices and make payments online by clicking a link in their email. This process was made easier and hassle free.

Contact UsLogout

SuperCycles




SUPER CYCLE

[Invoices](#)
[Quotes](#)
[Credit Notes](#)
[Payments](#)
[Statement](#)
[My Details](#)

INVOICE

DUE: R 65,808.40

[Pay Now](#)
[Download](#)
[Print](#)
[Send Message](#)



SUPER CYCLE

COPY TAX INVOICE

INVOICE NUMBER: F000-0038

REFERENCE:

DATE: 03/11/2014

DUE DATE: 30/11/2014

SALES REP:

OVERALL DISCOUNT %: 0.00%

PAGE: 1/1

FROM

*SUPERCYCLES

VAT NO: VAT-0038485

POSTAL ADDRESS:

P O Box 3204998

Johannesburg

PHYSICAL ADDRESS:

87 Jacaranda Drive

Morningside

Sandton

2000

TO

BROWN INCORPORATED

CUSTOMER VAT NO: VAT-39494-BROWN

POSTAL ADDRESS:

PO Box 3847

Johannesburg

PHYSICAL ADDRESS:

100 Morning Road

Morningside Manor

Sandton

South Africa

2010

2000

Description	Quantity	Excl. Price	Disc %	VAT %	Excl. Total	Incl. Total
*Bicycles - Bicycles	1.0000	R 12,500.00	0.00%	14.00%	R 12,500.00	R 14,250.00
000-NOTEBOOK - Dell Notebook	1.0000	R 45,226.67	0.00%	14.00%	R 45,226.67	R 51,558.40

For more information on this feature, visit the Help Files.

Chapter 6 – Enquiries and Reports

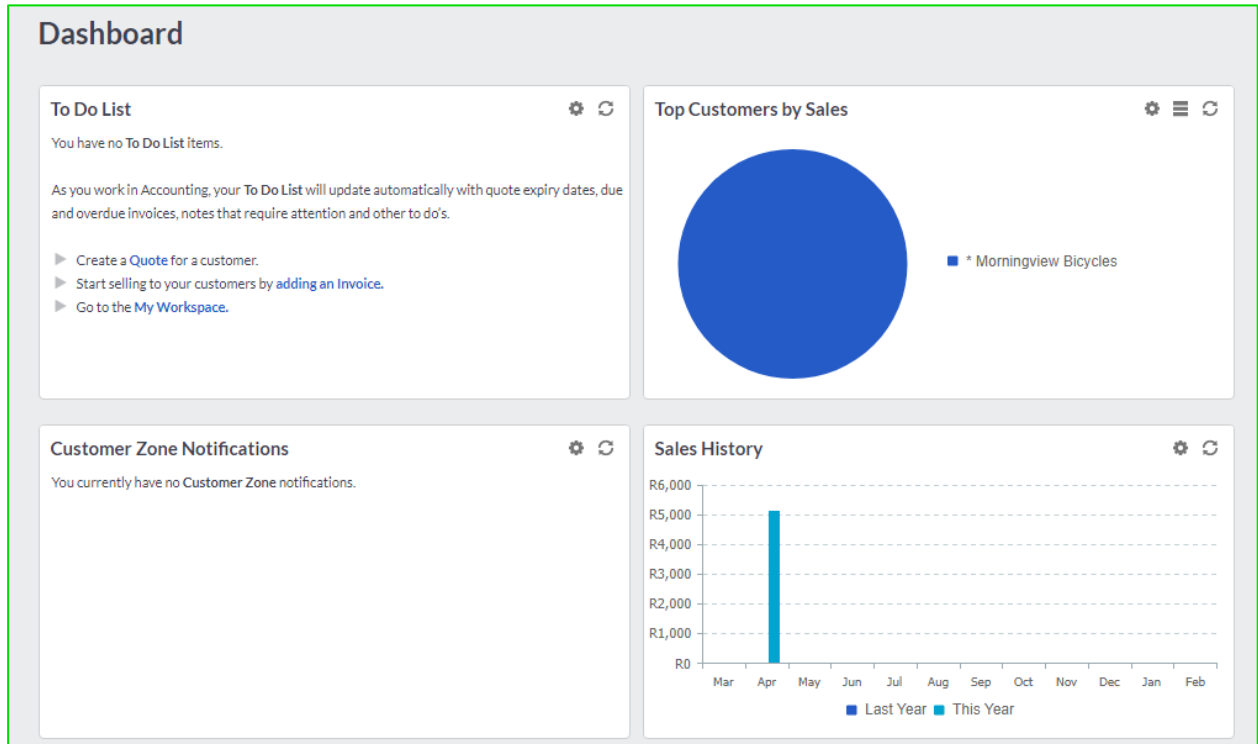
Once you enter monetary transactions, you need to view them, sometimes edit them, and report on them. The system places a lot of emphasis on presenting these transactions so that you can find the ones you require quickly.

- The Dashboards / My Workspace
- Quick Views
- Reports
- Custom Layout Designer

The Dashboard

Accounting Start hosts one dashboard and one workspace when selecting the Home main menu option:

- Dashboard
- My Workspace






Dashboard

The main Dashboard shows you some key facts about your business:



- The To Do List shows due and overdue customer invoices, expiring and expired quotes and notes added from customers and items.
- Sales History shows a graph of total sales for this year, per month.

You can access this function by selecting the Home menu option followed by the Dashboard option.

You can drill down in each element of the main Dashboard either by clicking on the graphic or by clicking on the detail links. You can customise some of the elements for more information. For example, if you select Edit on the Sales History graph, you can select to include customer credit notes. The symbols on each view are described below.

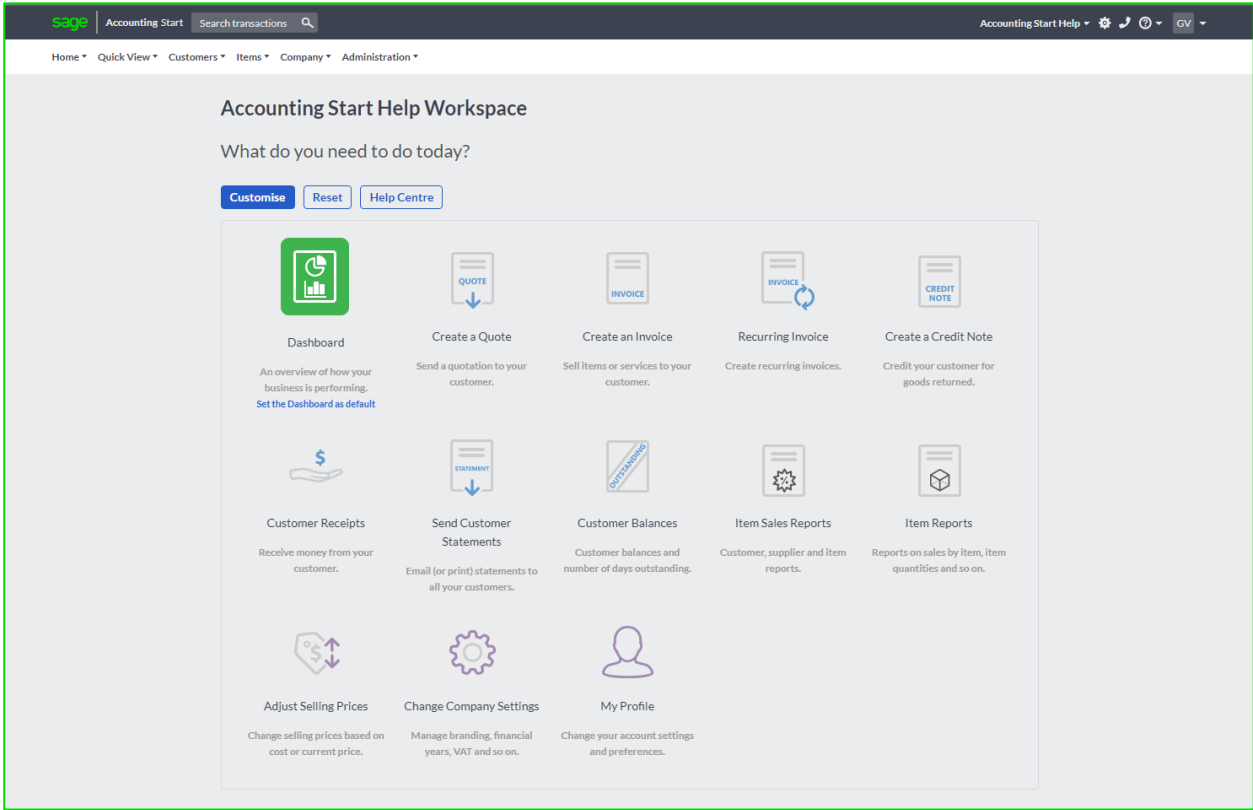
Symbol	Description
	Use this tool to minimise the view. You will see only the heading bar for the view. Select the option again to maximise the view.
	This tool refreshes the view with any changes you have made. For example, if you edit the Sales History graph to include customer returns, you must refresh the view to show the new information.
	You can close a view by clicking on this tool. This tool does not close the view permanently. If you open the Dashboard again, the view will be back. If you want to remove a view, you must select the Add Widget option and unselect the view.

Quick View

	Use this option to display your information in a chart format.
	Use this option to display your information in a table format.

My Workspace

Accounting Start has a separate working area called the Workspace. Instead of selecting your dashboard you are allowed to view the My Workspace page.



These are icons which will quickly link a user to the most important features in the software. You can customise the workspace to only include the functions that you need. Accounting Start allows you to even rename the heading and the details for each icon (link).

You can also reset the original workspace and you can reset the Dashboard to be the default Home Page.

Quick View

Quick View

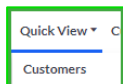
Accounting Start allows you to view customer information, while you are processing documents and/or transactions.

There are various ways of accessing the Quick View, namely via the:

- Quick View Menu
- Masterfile Maintenance Screen

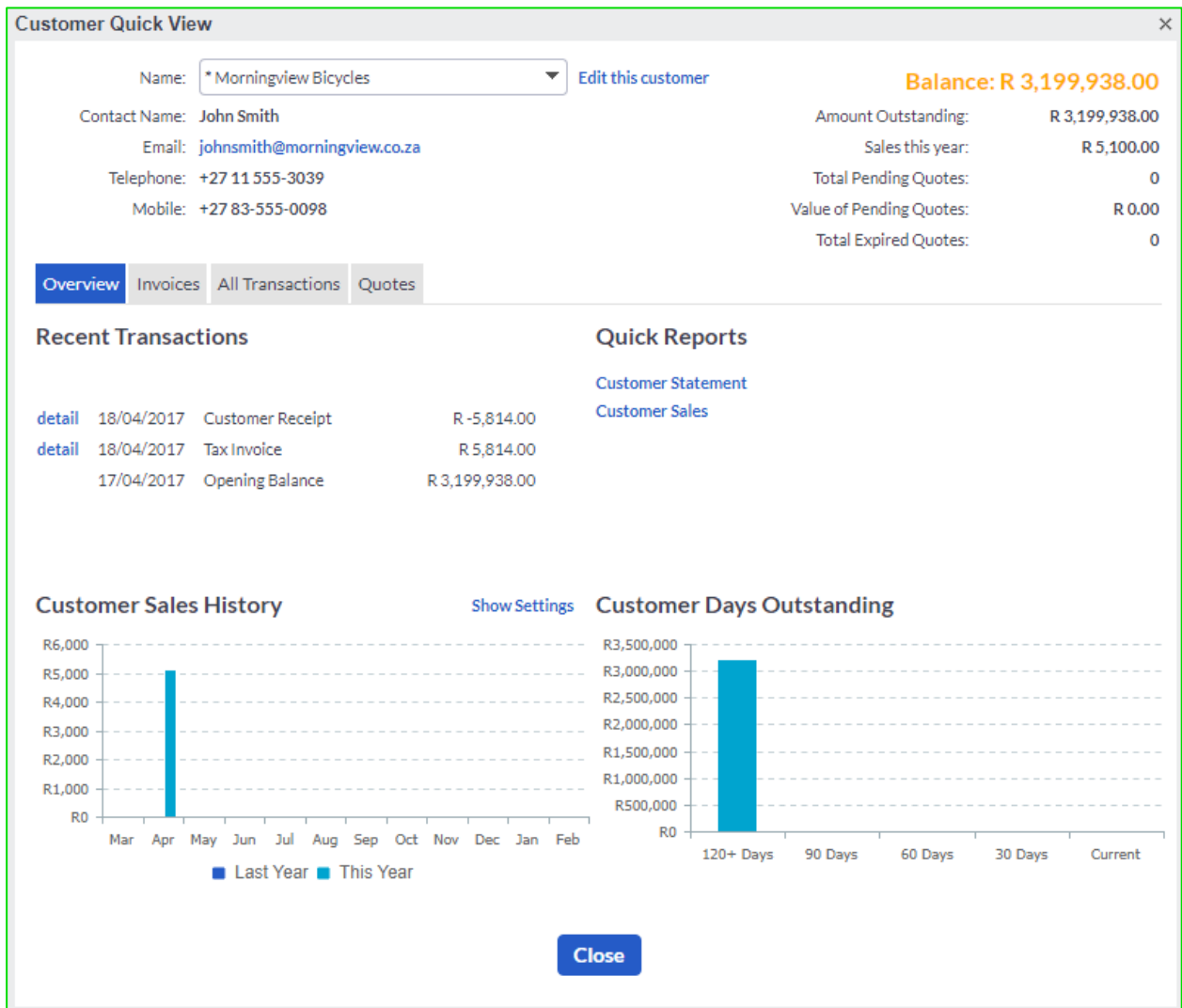
Quick View Menu

The Quick View menu lists the customer information you can view.



Select the customer masterfile from the menu.

The following screen displays:



Quick View

The Quick View screen details the latest transactional activity on the selected masterfile record. The balance displayed on the right hand side of the grid represents either an outstanding balance and/or current balance for the selected master file record. The screen also displays the Sales History and Customer Days Outstanding in a graph.

On all the other tabs, to view the original document or transaction, click on the detail link next to the document or transaction.

If you want to print or email all of the documents or transactions, click on the Select All button. To deselect your selection, click on the Deselect All button. You can also include paid invoices to print from this screen.

To print or email selective documents or transactions, check the check box next to any document or transaction that you want to print or email.

After you have made your selection, select whether you want to print or email the documents or transactions, by clicking on the Print Invoices or Email Invoices button at the bottom of the screen.

To exit the Quick View screen, click on the Close button.

Reports

Reports are available from the many Reports sections on screens in Accounting Start. You are able to drill down to the transactions by clicking on a line in the report if the reports are printed in detail.

You can change the dates to preview the report for in the Date Range drop down menus. Click on the Refresh button to refresh the details on the report.

In this section, we list the reports available in the Reports menu.

Customer Reports

Report	Summary
List of Customers	This report displays customer details. You are able to print the report in a summary form or with all of the customer details. If you drill down to the customer account, you are able to view the customer statement. You can include user defined fields in the report.
Sales by Customer	In this report, you can see details of the documents that have been processed to a range of customers in a date range that you can select. You are able to view the report in detail or summary. You are able to drill down to documents from this report.
Sales by Sales Rep	This report analyses all the sales that was made by the Sales Reps.
Customer Balances – Days outstanding	This reports shows you how long your customer balances have been outstanding. You can also select to print the report for specific categories if you are using categories.
Customer Statement	You use this option to send statements to customers indicating how much they owe you. You are able to print the reports out on paper to mail to your customers or you can select to email the statements. You can also specify a category to print for.
Customer Transactions	This report shows all of the transactions that you have processed to customer accounts. You can select to print only active customers and customers in specific categories.
Emails sent to Customers	This report shows details of customer documents that were emailed. You can view, print or email the report.
Customer Invoices	This report lists all the invoices with the Exclusive, Tax and Inclusive amounts sent to customers.
Customer Quotes	This is a list of quotes with the Quote Status and Sales Rep.
Customer Quotes by Customer	This report analyses your quotes by Customer.
Customer Unallocated Receipts	This report lists unallocated receipts by Customer

Reports

Item Reports

Report	Summary
Item Listing	This lists the item details, either in summary or in detail. You can optionally include user defined fields on the report.
Sales by Item	This analyses sales by item, showing your gross profit on sales as an amount and a percentage.
Item Movement	This shows movement details for items. It is useful for tracking how many items were bought and sold in a particular time frame.
Item Valuation	This report shows you the value of stock that you have and can be printed at either an average cost price or the last cost price.
Quotes by Item	This report analyses your quotes by item.

Custom Layout Designer

Accounting Start allows you to customise the following:

- Customer Documents
- Customer Statements

To download this application, visit the website's Add-On's section.

The Custom Layout Designer is a desktop tool that you can download and use to create your own customer and supplier invoice and statement layouts.

Steps to customise:

- Load the Custom Layout Designer. Choose the type of layout to customise.
- Change the layout for your business. Note: Your company logo cannot be added onto the layout you are customising. Ensure that your company logo has been selected under your Company Settings – Document Setup and Logos.
- Save the layout.
- Under Company Details – Report Layouts, choose the customised layout you wish to use for each report.

For more information regarding this feature, visit the Accounting Help Files.