



User Guide

Setup, sales, purchase and
support information for
your Clear Books account

Digital Edition



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1

Customising your dashboard

Customising your dashboard

The first area that you see when you log into your Clear Books account is your dashboard.

The screenshot shows the Clear Books dashboard interface. At the top, there is a navigation bar with tabs for Home, Money, Sales, Purchases, Reports, Tools, and Settings. A search bar is located on the right side of the navigation bar. Below the navigation bar, the dashboard title "Dashboard" is displayed, along with a "Need help?" link. A message indicates that the user can temporarily switch to the old theme by clicking a link. The dashboard is divided into two main sections: "Sales & customers" and "Purchases & suppliers".

Sales & customers

Unpaid invoices:	Commission 4u:	£6,548.68
£16,763.44	WPYS Limited:	£3,842.25
	Advertising J:	£2,829.91

Buttons: Create invoice, Add customer, Create quote

Links: All invoices | All customers | All quotes

Purchases & suppliers

Unpaid bills:	Always On Inter:	£5,600.00
£5,600.00		

Buttons: Create bill, Add supplier

Links: All purchases | All suppliers

The dashboard can be tailored to suit your needs and displays shortcuts to the areas within Clear Books that you use the most in the form of widgets.

To customise your dashboard, scroll to the bottom of the screen and click **Customise dashboard**. Tick the boxes next to the widgets you would like to be listed on your dashboard and click **Save**.

The screenshot shows the "Customise dashboard" settings window. It contains a list of widgets with checkboxes next to them, indicating whether they are selected for the dashboard. The selected widgets are Sales, Bank accounts, Draft invoices, and Reports. The other widgets (Sales history, Invoices, Petrol prices, Timesheets, Purchases, Calendar, and Quotes) are not selected.

Customise dashboard

- Sales
- Sales history
- Bank accounts
- Invoices
- Petrol prices
- Timesheets
- Purchases
- Calendar
- Quotes
- Draft invoices
- Reports

Save

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Setting up a bank account

Setting up a bank account

To set up a bank account choose **Money > Bank accounts** and click **Add account**.

Bank account	Bank statement	Process money			Last transaction	View statement
Barclays	Import Re-create	Money in	Money out	Transfer	24 Mar 2011	£18,768.89
HSBC	Import Re-create	Money in	Money out	Transfer	23 Jul 2010	£38,253.83

Select which type of account you would like to add. For the purpose of this example, press the + button next to **Bank account**.

Account type	Add
Bank account	+
Credit card	+
Cash account	+
Internet payments	+
Investment account	+
Savings account	+
Directors loan account	+
Loan account	+

Fill in as much information as you can about your bank account in the **Details**, **Settings** and **Payment methods** areas and click **Save**.

All of the fields that you fill in from the **Details** area will be included in the payment advice on your invoices if this is your default payment account.

To set this account as your default payment account choose **Settings** > **Invoice themes** > **Preferences**, select the account from the **Default payment details** and click **Save**.

To set the opening balance for this account choose **Settings > Getting started > Cash** and enter the figure next to the relevant bank account. Then click **Update**.

It is in this area that you also set any other opening balances such as debtors and creditors.

The screenshot shows the 'Getting started' page in the Clear Books software. The navigation menu includes Home, Money, Sales, Purchases, Reports, Tools, and Settings. The 'Getting started' section is active, with sub-tabs for cash, Debtors, Creditors, Other Balances, and Reset. The 'cash' tab is selected, showing a start date of 1 Jan 2007. A table lists three bank accounts with their respective opening amounts: Barclays (46919.48), HSBC (2965.78), and Test Bank Account (1000). An 'Update' button is located at the bottom right of the table. Below the table, there is a note: 'Your start date for using Clear Books is 1 Jan 2007. Enter opening bank and credit card balances on this date. If the start date is wrong it can be altered [here](#).'

Account	Amount
Barclays	46919.48
HSBC	2965.78
Test Bank Account	1000

You can then choose **Money > Bank accounts** to find this bank account and add any other accounts that you have to Clear Books.

Customers and suppliers

Importing existing customers and suppliers

If you have customer and supplier data saved to accounting software that you were using previously you can import this directly into Clear Books.

To do this you will first need to download your data in CSV (comma-separated values) format.

Then choose **Tools > Import** and click either **Customers** or **Suppliers** depending on which data you are importing.

This will take you to a screen showing how your data should be laid out.

Make sure that your spreadsheet is formatted correctly (as per the layout in the screenshot below) and then select the CSV file using the **Choose File** button and click **Upload**.

Field name	Required	Notes
Ignore		Any data in this field is ignored
Customer	YES	Customer Name (usually a company name)
Contact Name		Given a full name will also separate the forenames from the surname.
Building		
Address Line 1		
Address Line 2		
Town		
County		
Country		
Postcode		
Email		
Phone 1		
Phone 2		
Fax		
Website		URL of the Website
VAT number		

Clear Books remembers the mappings. To clear the mappings please click [here](#).

This will pull your data into Clear Books.

Use the drop down boxes to select the appropriate titles for each column and then click **Import**.

Overview Settings

Required Fields: Customer

US date format?

Customer	Ignore	Building	Address Line 1	Address Line 2	Town	County
Rob		34	London Road		Manchester	Greater Manchi
Dave		Masters House	Hammersmith Road	West Kensington	London	
Sam						
Neill						

Import
Import Google contacts

Uncheck any contacts that you don't want to import into Clear Books and click **Confirm import**.

	Customer	Contact Name	Email
<input checked="" type="checkbox"/>	Rob		rob@companyname.co.uk
<input checked="" type="checkbox"/>	Dave		dave@clearbooks.co.uk
<input checked="" type="checkbox"/>	Sam		
<input checked="" type="checkbox"/>	Neill		

Confirm Import Confirm All

This will direct you to a confirmation page to let you know that your customer details have been imported.

4 Customers Imported

No data remaining - all items imported.

Clear Books will remember the headings that you have set for your CSV imports to save time if you import more contacts in the future. If at any time you would like to change these choose **Tools > Import > Settings** to reset the mapping.

Creating new customers and suppliers

To add customers or suppliers manually choose either **Sales > Customers** or **Purchases > Suppliers**.

This example will take you through adding a customer, but the processes of adding a customer and a supplier are the same.

Choose **Sales > Customers** and click **Add customer**.

The screenshot shows the 'Customers' page in the Clear Books software. The navigation bar at the top includes Home, Money, Sales, Purchases, Reports, Tools, and Settings. Below the navigation bar, there are tabs for Invoices, Customers, Quotes, Emails, and Money in. A search bar is located in the top right corner. The main content area is titled 'Customers' and includes a 'Need help?' link. Below the title, there are tabs for 'All' and 'Add'. A list of customers is displayed, with columns for Customer, Currently due, Contact, Email address, Phone, and Options. The 'Add customer' button is highlighted with a pink box. Below the list, there are buttons for 'Add customer', 'Export', 'Statements', and 'Report'. A 'Merge contacts' link is also visible at the bottom left of the list.

Customer	Currently due	Contact	Email address	Phone	Options
Advertising Junctions	£2,829.91				
Barclays	£0.00				
Commission 4u Limited	£6,548.68				
Dave			dave@clearbooks.co.uk	08448 986 356	
HSBC					
John Smith		John Smith			
Mega Commission Deals Ltd	£1,982.60				
Mr Gold	£360.00				
Mr L Payer	£0.00				
Nell					
Rob			rob@companyname.co.uk	0121 546 3769	
Sam					
Subscriptions R US	£1,200.00				
Test Bank Account					
WPYS Limited	£3,842.25				
Yellow And Red Pages	£0.00		tim@timfouracre.co.uk		

Then enter all of your customer's information.

The screenshot shows the 'Add customer' form in the Clear Books software. The form is titled 'Basic information' and includes the following fields:

- Customer * (text input): Customer Number One. 100 results are available, use up and down arrow keys to navigate.
- Title (dropdown menu): Please Select
- First name (text input)
- Surname (text input)
- Email address (text input)
- Primary phone (text input)
- Secondary phone (text input)

A 'Save' button is located at the bottom of the form. On the right side of the form, there is a sidebar with the following links:

- Basic information
- Preset information
- Customers
- Customers bank details
- Invoice address
- Delivery address
- Other information
- Clearbooks user
- CIS subcontractor details
- Additional contacts

It is important to enter as much information as you have for each customer. The more information Clear Books has; the more intelligent it will be with populating invoices and statements. Click on all of the areas listed on the right hand side of the screen and enter as much information as possible. Then click **Save**.

4

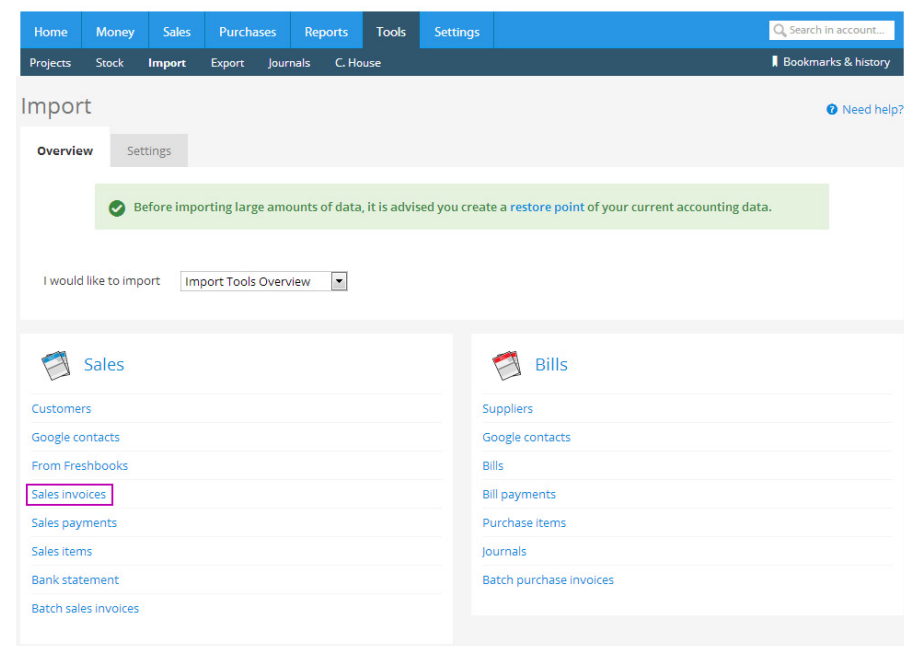
Sales and invoices

Importing existing invoices

If you have invoices saved to accounting software that you were using previously you can import these directly into Clear Books.

To do this you will first need to download your invoice data as a CSV file.

Then choose **Tools > Import** and under the **Sales** heading click **Sales invoices**.



This will take you to a screen showing how your data should be laid out.

Make sure that your spreadsheet is formatted correctly (as per the layout in the screenshot below) and then select the file using the **Choose File** button and then click **Upload**.

Overview Settings

Upload

Please select a csv file to upload:

Invoices.csv

Available fields

Fields marked as required must be present in the uploaded file. Click [here](#) to download a sample.

Field name	Required	Notes
Ignore		Any data in this field is ignored
Invoice No	YES	Your reference number to the invoice
Invoice Date	YES	
Due Date		If you fill both Credit Terms and Due Date, we will ignore Due Date, and force your Due Date to match Credit Terms
Credit Terms		If you leave both date_due and credit_terms empty, the system will load your default data automatically
Customer Name	YES	
Summary Reference		Your customer's reference to this invoice
Line Description	YES	
Line Account Code		The ClearBooks account code this line should be linked to
Line Quantity		The quantity of the product invoiced. Defaults to 1
Line Unit Price	or Line Net Price	
Line Net Price	or Line Unit Price	
Line VAT Amount		
Line VAT Rate		

Clear Books remembers the mappings. To clear the mappings please click [here](#).

This will pull your data into Clear Books.

Use the drop down boxes to select appropriate titles for each column and then click **Import**.

Overview Settings

Required Fields: Invoice No; Invoice Date; Customer Name; Line Description; one or more of Line Unit Price, Line Net Price

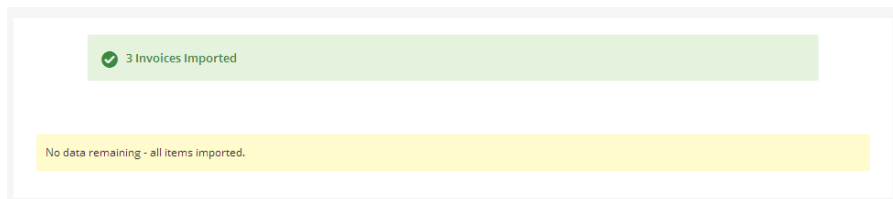
US date format:

Invoice No	Invoice Date	Ignore	Due Date	Customer Name	Ignore
INV001	01/05/2012		21/05/2012	Customer 1	
INV002	02/05/2012		22/05/2012	Customer 2	
INV003	03/05/2012		23/05/2012	Customer 3	

You can then uncheck any invoices that you don't want to import into Clear Books and click **Confirm import**.

	Invoice Number	Invoice Date	Customer	Amount
<input checked="" type="checkbox"/>	INV001	2012-05-01 00:00:00		100.00
<input checked="" type="checkbox"/>	INV002	2012-05-02 00:00:00		50.00
<input checked="" type="checkbox"/>	INV003	2012-05-03 00:00:00		40.00

This will direct you to a confirmation page to let you know that your invoices have been imported.



These invoices will then be listed in **Sales > Invoices > Unpaid** waiting to be paid.

Clear Books will remember the headings that you have set for you CSV imports. If at any time you would like to change these, choose **Tools > Import > Settings** to reset the mapping.

Creating new quotes

In the sales process, the first document that you might need to create is a quote.

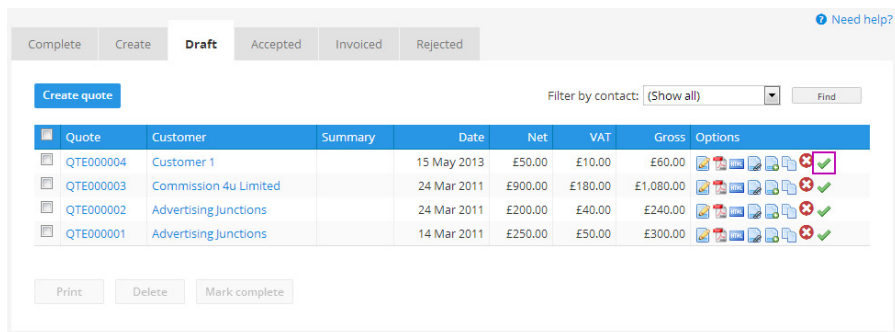
To do this, choose **Sales > Quotes > Create**.

 A screenshot of the "Import" form in a software application. The form has a blue header with navigation tabs: Home, Money, Sales, Purchases, Reports, Tools, Settings. A search bar is on the right. Below the header, the "Import" section is visible. It contains several fields: "Customer *" (dropdown), "Date" (calendar icon, value: 15/05/2013), "Credit terms" (text input), "Reference" (text input), "Quote #" (text input, value: 4), and "Theme *" (dropdown, value: Standard 1). Below these are "Project" (dropdown) and "Quote type *" (dropdown, value: Quote, highlighted with a red box). At the bottom, there is a table header with columns: Item, Details *, Qty *, Unit price *, Account * VAT rate *, Net, VAT, and Sub Total. Below the header are two dropdown menus: "Choose an item" and "Select Account".

The different types of quote you can create are: quote, estimate, proforma invoice and sales order. Use the **Quote type** drop down box to select which one you would like to create. Enter all the details of your quote and click **Save draft**.

This will save the quote as a draft which can be found by choosing **Sales > Quotes > Draft**.

Once you are happy with your quote, click the green tick icon in the **Options** column to mark it as complete.

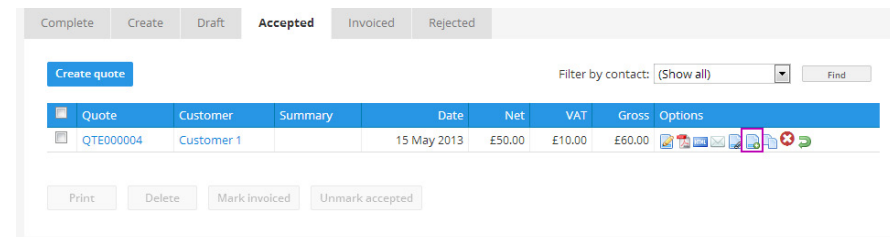


Once the quote has been marked as complete, it will be moved to **Sales > Quotes > Complete**.

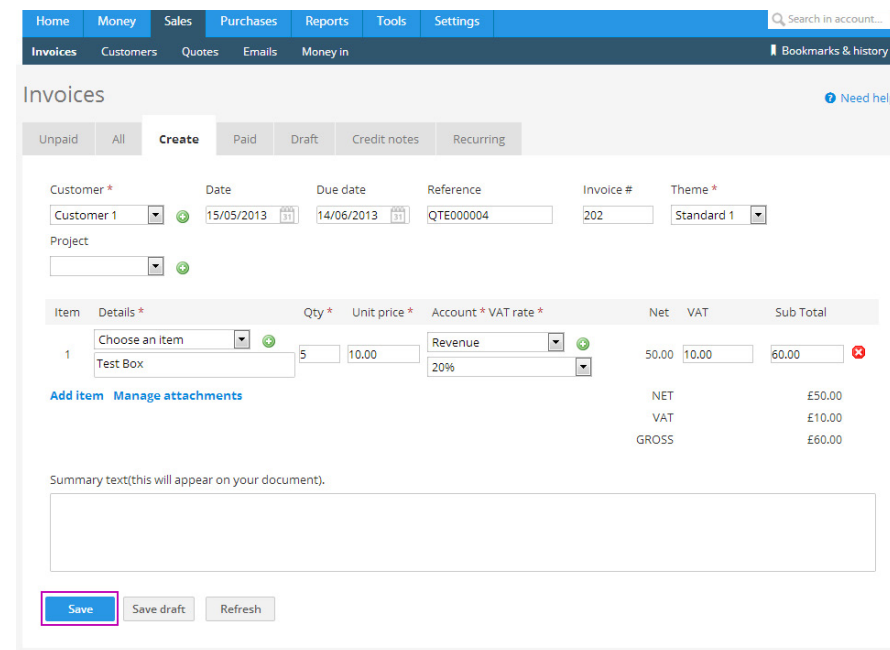
Once a quote is complete it can be marked as rejected, accepted or invoiced to make sure you keep track of the status of the quote.

Creating new invoices from quotes

When your customer accepts a quote you are able to turn in straight into an invoice by clicking the highlighted icon below.



You can make finishing changes to the quote if necessary and then click **Save** to create the final invoice.



Creating new invoices

To create a new invoice choose **Sales > Invoices** and click **Create invoice**.

The screenshot shows the 'Invoices' page with a navigation menu at the top. The 'Invoices' tab is selected. Below the navigation, there are tabs for 'Unpaid', 'All', 'Create', 'Paid', 'Draft', 'Credit notes', and 'Recurring'. The 'Create' tab is highlighted. A 'Create invoice' button is highlighted with a red box. Below the button is a table of existing invoices.

Invoice #	To	Summary	Date	Date due	Late	Original	Due	Status	Options
INV000201	Advertising Junctions		15 May 13	15 May 13	-	120.00	120.00	✉ 📄	Manage ▾
INV000200	Advertising Junctions		15 May 13	15 May 13	-	240.00	240.00	✉ 📄	Manage ▾
INV000199	WPYS Limited	Ref: po342253	24 Mar 11	23 Apr 11	753	3,842.25	3,842.25	✉ 📄	Manage ▾

Then enter all relevant details and either save the invoice as a draft by clicking **Save draft** or to save your invoice as complete click **Save**.

The screenshot shows the 'Create' invoice form. The 'Create' tab is selected. The form contains the following fields:

- Customer *: Customer 1
- Date: 15/5/2013
- Due date: 14/6/2013
- Reference: [empty]
- Invoice #: 202
- Theme *: Standard 1
- Project: [empty]

Below these fields is a table for items:

Item	Details *	Qty *	Unit price *	Account *	VAT rate *	Net	VAT	Sub Total
1	Test Item	5	10	Revenue	Manual	50.00	10.00	60.00

Below the table is a summary section:

NET	£50.00
VAT	£10.00
GROSS	£60.00

At the bottom of the form are three buttons: 'Save', 'Save draft', and 'Refresh'. The 'Save' button is highlighted.

Once your invoice is confirmed it will be in **Sales > Invoices > Unpaid** waiting to be paid.

Creating new recurring invoices

You are able to create recurring invoices within Clear Books if you have customers that you invoice on a regular basis. To do this, choose **Sales > Invoices > Recurring** and click **Create recurring invoice**.

The screenshot shows the 'Invoices' page with a navigation menu at the top. The 'Invoices' tab is selected. Below the navigation, there are tabs for 'Unpaid', 'All', 'Create', 'Paid', 'Draft', 'Credit notes', and 'Recurring'. The 'Recurring' tab is highlighted. A 'Create recurring invoice' button is highlighted with a red box. Below the button is a table of existing recurring invoices.

Invoice #	To	Summary	Date	Date due	Original	Type	Status	Options
SRC000002	Subscriptions R US	Monthly retainer for...	10 Jan 07	09 Feb 07	1,175.00	recurring	✉ 📄	Manage ▾
SRC000001	Advertising Junctions	Quarterly fixed income.	14 Feb 08	15 Mar 08	1,762.50	recurring	✉ 📄	Manage ▾

Enter the invoice details as you would for any normal invoice.

You will notice that you also have the options to set the frequency that the invoice is generated at, whether it is created in draft for you to approve or automatically approved, how many times the invoice is created and whether you would like payments generated automatically for this invoice.

Then click **Save**.

The recurring invoice template will then be saved in **Sales > Invoices > Recurring** waiting to be generated.

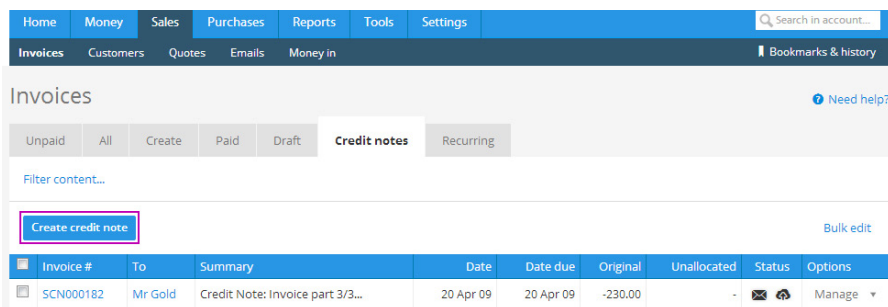
Invoice #	To	Summary	Date	Date due	Original	Type	Status	Options
SRC000186	Customer 1		15 May 13	14 Jun 13	60.00	recurring		Manage
SRC000002	Subscriptions R US	Monthly retainer for...	10 Jan 07	09 Feb 07	1,175.00	recurring		Manage
SRC000001	Advertising Junctions	Quarterly fixed income.	14 Feb 08	15 Mar 08	1,762.50	recurring		Manage

Once a recurring invoice has been generated it will be located in **Sales > Invoices > Draft** or **Sales > Invoices > Unpaid**.

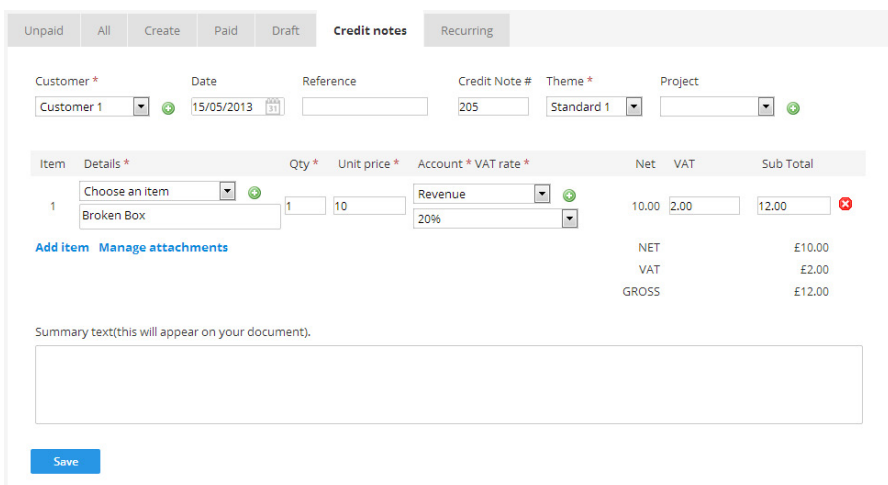
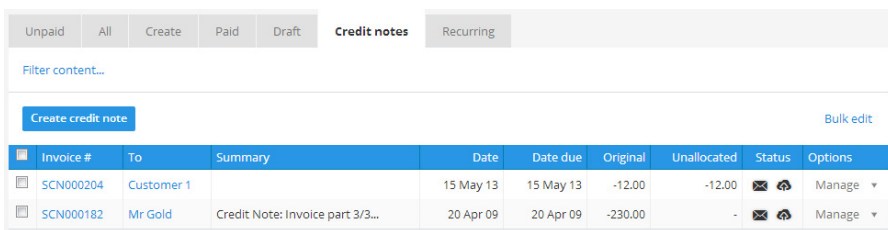
This depends on whether you choose to have your recurring invoice created in draft or automatically approved.

Creating new credit notes

If you need to credit a customer you can generate a credit note. To do this, choose **Sales > Invoices > Credit notes** and click **Create credit note**.



Enter the details in the same way as you would for an invoice and click **Save**.



This credit note will then be listed in **Sales > Invoices > Credit notes** ready to be printed as a PDF or emailed to your customer.

To apply the credit note to an invoice from your customer, click on the relevant **Invoice #** in **Sales > Invoices > Unpaid** and scroll down.

Any credit notes available for that customer will be listed under the title **Available credit notes for customer**.



Enter how much you would like to credit the customer and click **Apply**.

5

Sending automated emails

Sending automated emails

If you email invoices to your customers you can set these emails to go out automatically.

To do this choose **Sales > Emails > Settings** and enable the automatic emails that you would like Clear Books to send for you.

You will notice that you are able to automatically email an invoice to a customer as soon as it is generated, automatically email customers to prompt them when an invoice payment is due and automatically email customers to remind them when their payments are overdue.

The screenshot shows the 'Emails' settings page. The navigation bar includes Home, Money, Sales, Purchases, Reports, Tools, and Settings. Below the navigation bar, there are tabs for Invoices, Customers, Quotes, Emails, and Money in. The 'Emails' section is active, and the 'Settings' tab is selected. The 'Auto Sender' section is expanded, showing options to enable the auto email sender, receive a copy of each email, and get a summary of all emails. The 'Send an email once' field is set to 0 days after invoice created. The 'Auto Prompt' section is also expanded, showing options to use auto email prompts, get a copy of each email, and get a summary of all emails. The 'Send email once' field is set to 7 days before invoice due for payment. Both sections have a 'Save' button.

When you enable auto emails all existing customers will automatically be opted in. You will need to edit individual customer details to opt them out.

When you add new customers they will automatically be opted out of auto emails. If you would like them to be opted in you will need to change this. Make sure that you opt your customers in/out of auto emails as appropriate when adding them. If they have already been added, you will need to edit their details.

To set the default email content that your customers receive, choose **Sales > Emails > Templates**.

Use the tabs to access all of the different email templates.

Edit the copy to suit your preferences and then click **Save**.

The screenshot displays the 'Emails' management interface. The top navigation bar includes 'Home', 'Money', 'Sales', 'Purchases', 'Reports', 'Tools', and 'Settings'. Below this, a secondary navigation bar shows 'Invoices', 'Customers', 'Quotes', 'Emails', and 'Money in'. The main content area is titled 'Emails' and features a 'Need help?' link. Underneath, there are tabs for 'All', 'Settings', 'Templates', and 'Attachments'. The 'Templates' tab is selected, showing a list of email templates: 'Invoice', 'Reminder', 'Payment', 'Prompt', 'Quote', 'Remittance', 'PO', 'Signature', 'Detail', and 'Statement'. The 'Invoice' template is selected, and its content is displayed in a text editor. The subject line is 'my_company:::invoice_number:'. The message body contains a greeting 'Dear :their_name:,' followed by a sentence: 'We have created a new :invoice_type: for you. Please click on the link below to view your statement including a pdf of this :invoice_type:'. At the bottom of the editor, there is a 'Path:' field and a 'Save' button.

Note that when manually emailing a document it is possible to edit the text in the body of that specific email if you need to.

6

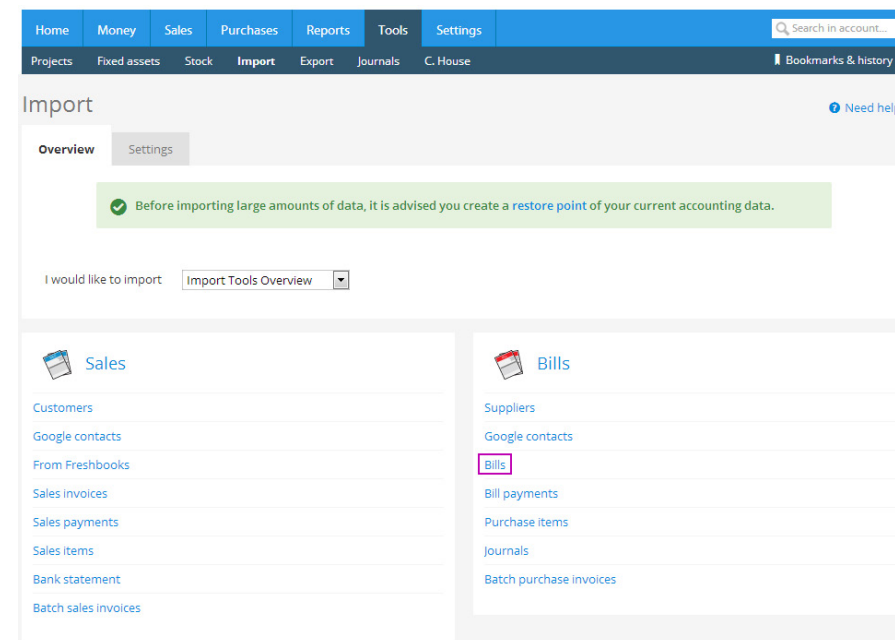
Purchases and bills

Importing existing bills

If you have bills saved to accounting software that you were using previously you can import these directly into Clear Books.

To do this you will first need to download your bill data as a CSV file.

Then choose **Tools > Import** and under the **Bills** heading click **Bills**.



This will take you to a screen showing how your data should be laid out.

Make sure that your spreadsheet is formatted correctly and then select the file using the **Choose File** button and then click **Upload**.

Upload

Please select a csv file to upload:
 Bills.csv

Available fields

Fields marked as required must be present in the uploaded file. Click [here](#) to download a sample.

Field name	Required	Notes
Ignore		Any data in this field is ignored
Bill ID	YES	Your reference to this bill
Bill Date	YES	
Due Date		If you fill both Credit Terms and Due Date, we will ignore Due Date, and force your Due Date to match Credit Terms
Credit Terms		If you leave both date_due and credit_terms empty, the system will load your default data automatically
Supplier Name	YES	
Summary		
Invoice No		Your supplier's reference to this bill
Line Description	YES	
Line Account Code		The ClearBooks account code this line should be linked to
Line Quantity		
Line Unit Price	YES	
Line VAT Amount		
Line VAT Rate		

Clear Books remembers the mappings. To clear the mappings please click [here](#).

This will pull your data into Clear Books.

Use the drop down boxes to select the appropriate titles for each column and then click **Import**.

Required Fields: Bill ID; Bill Date; Supplier Name; Line Description; Line Unit Price

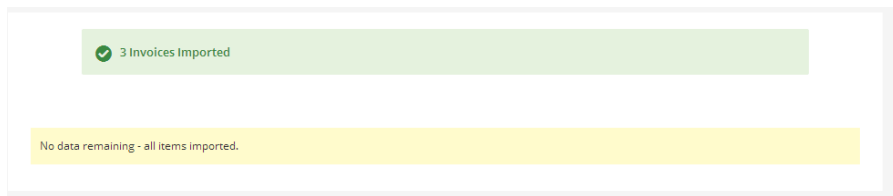
US date format?

Bill ID	Bill Date	Ignore	Due Date	Supplier Name	Ignore
BILL001	01/05/2012		21/05/2012	Supplier 1	
BILL002	02/05/2012		22/05/2012	Supplier 2	
BILL003	03/05/2012		23/05/2012	Supplier 3	

You can then uncheck any bills that you don't want to import into Clear Books and click **Confirm import**.

	Bill ID	Supplier Invoice Number	Bill Date	Supplier	Amount
<input checked="" type="checkbox"/>	BILL001		2012-05-01 00:00:00		200.00
<input checked="" type="checkbox"/>	BILL002		2012-05-02 00:00:00		100.00
<input checked="" type="checkbox"/>	BILL003		2012-05-03 00:00:00		500.00

This will direct you to a confirmation page to let you know that your bills have been imported.

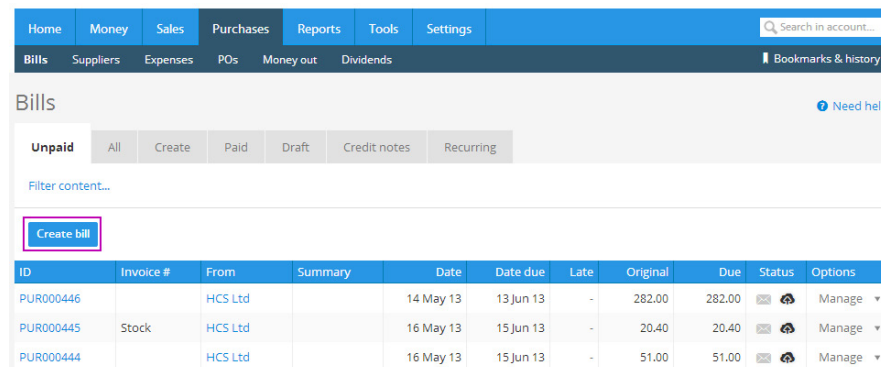


These bills will then be listed in **Purchases > Bills > Unpaid** waiting to be paid.

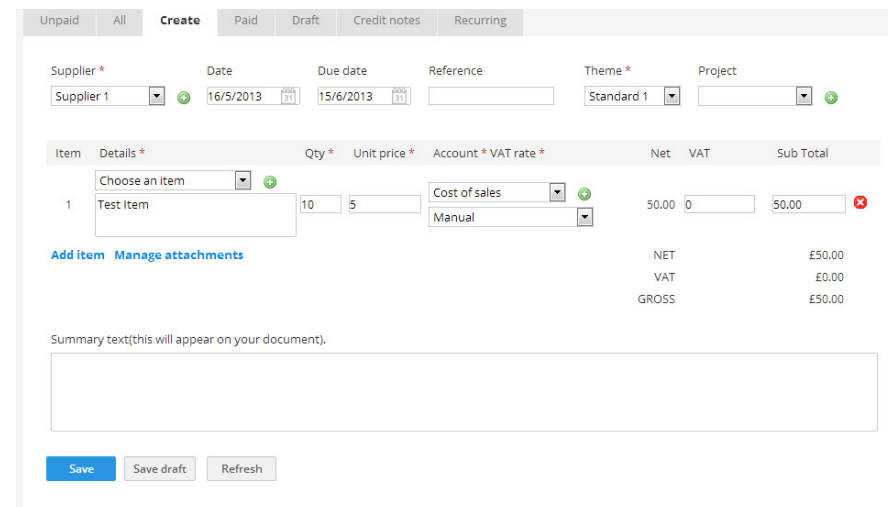
Clear Books will remember the headings that you have set for your CSV imports. If at any time you would like to change these, choose **Tools > Import > Settings** to reset the mapping.

Creating new bills

To create a new bill choose **Purchases > Bills** and click **Create bill**.



The process of creating a bill is the same as creating an invoice. Enter all of the relevant details and then either click **Save draft** or **Save** depending on if the bill is complete or not.

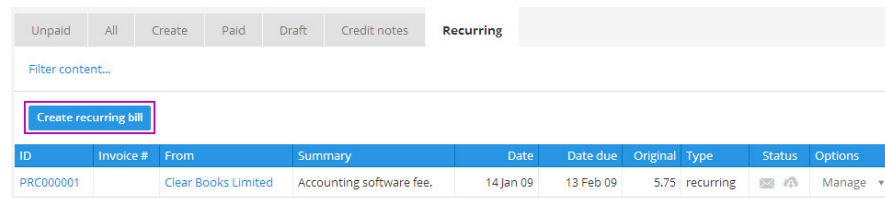


Once your bill is confirmed it will be in **Purchases > Bills > Unpaid** waiting to be paid.

ID	Invoice #	From	Summary	Date	Date due	Late	Original	Due	Status	Options
PUR000447		Supplier 1		16 May 13	15 Jun 13	-	50.00	50.00		Manage ▾
PUR000446		HCS Ltd		14 May 13	13 Jun 13	-	282.00	282.00		Manage ▾
PUR000445	Stock	HCS Ltd		16 May 13	15 Jun 13	-	20.40	20.40		Manage ▾
PUR000444		HCS Ltd		16 May 13	15 Jun 13	-	51.00	51.00		Manage ▾
BILL001		Supplier 1		01 May 12	21 May 12	360	200.00	200.00		Manage ▾
BILL002		Supplier 2		02 May 12	22 May 12	359	100.00	100.00		Manage ▾
BILL003		Supplier 3		03 May 12	23 May 12	358	500.00	500.00		Manage ▾
							1,203.40	1,203.40		

Creating new recurring bills

You can create recurring bills within Clear Books if you have suppliers that invoice you on a regular basis. To do this, choose **Purchases > Bills > Recurring** and click **Create recurring bill**.



This is done in the same way as creating a recurring sales invoice, so enter the details as you would for any normal bill.

You will notice that you also have the options to set the frequency that the bill is generated at, whether it is created in draft for you to approve or automatically approved, how many times the bill is created and whether you would like payments generated automatically for this bill.

Then click **Save**.

The recurring bill template will be in **Purchases > Bills > Recurring** waiting to be generated.

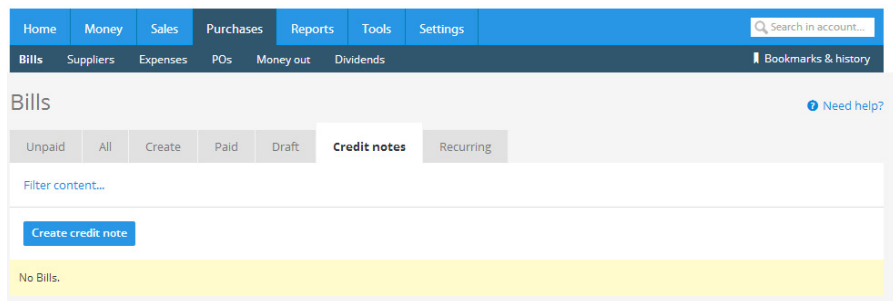
Once a recurring bill has been generated it will be located in **Purchases > Bills > Draft** or **Purchases > Bills > Unpaid**.

This depends on whether you choose to have your recurring bill created in draft or automatically approved.

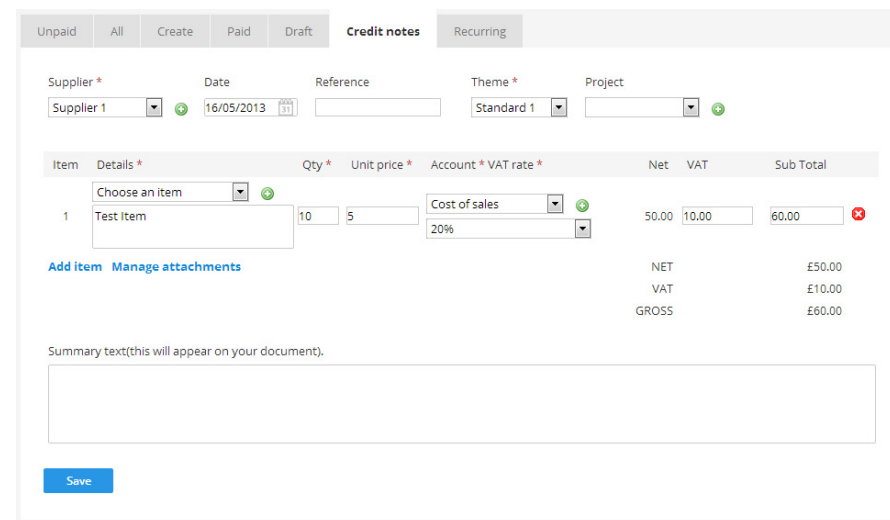
Creating new credit notes

If you are credited by a supplier you will need to enter this into Clear Books as a credit note.

To enter a credit note from a supplier into Clear Books, choose **Purchases > Bills > Credit notes** and click **Create credit note**.



Enter the details in the same way you would for a bill and click **Save**.



To apply the credit note to a bill from your supplier, click on the relevant bill ID in **Purchases > Bills > Unpaid** and scroll down.

Any credit notes from that supplier will be listed under **Available credit notes for supplier**.



Enter how much you have been credited by that supplier and click **Apply**.

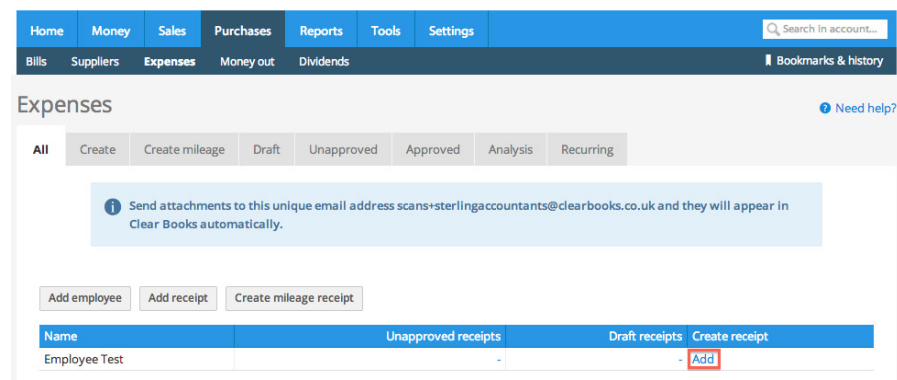
Entering employee expenses

You can keep track of employees' expenses within Clear Books.

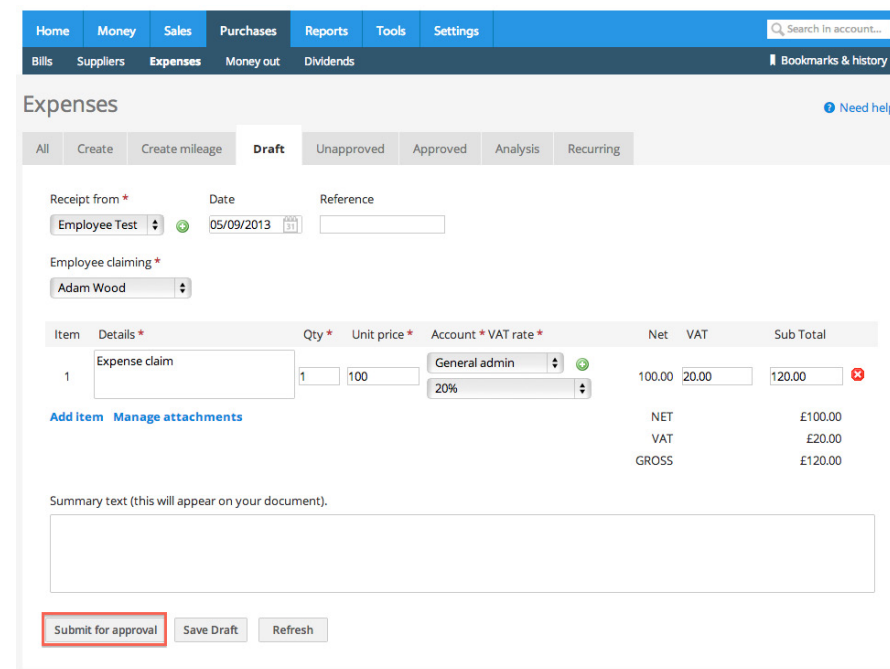
If you haven't already entered your employees' details in **Purchases > Suppliers** you will need to do this before you can begin entering their expenses.

Make sure that when adding employees you click **Supplier invoice defaults** and set their **Employment status**.

To begin entering expenses choose **Purchases > Expenses** and click **Add** in the **Create receipt** column next to the name of the employee you would like to add an expense for.



Enter the details of the expense and then click **Submit for approval**.



Employees are able to enter their own expenses if you have invited them in to your Clear Books account as a user.

To do this choose **Home > Users** and invite your employees into your Clear Books account. You can set their permissions so that they can only access their expenses, or you can allow them to access other areas of Clear Books as well if they are involved in the accounts.

Once an expense has been submitted, use the icon highlighted below to attach any scans of relevant receipts or invoices.

You will see that the expense is listed in **Purchases > Expenses > Unapproved** ready to be approved by you.

Select	Employee	Receipt from	Summary	Project	Date	Amount
<input type="checkbox"/>	Employee Test	Employee Test			05 Sep 2013	120.00

To approve an expense use the **Select employee** drop down list to select the relevant employee. Check the box in the **Select** column and click **Approve**.

This will then move the expense to **Purchases > Expenses > Approved**.

Approved expenses for an employee will be grouped into a bill waiting to be paid. This can be found in **Purchases > Bills > Unpaid**.

You will also notice that you are able to create recurring expenses if necessary.

Bank statements

Importing bank statements

To import your bank statements choose **Money > Import tool**.

Use the area entitled **Import a bank statement from a file**, select the account that that statement applies to and click **Select account**.

To import your statement you will need to first download it from your internet banking as a CSV file and save it to your computer.

Click **Choose File** and select your saved bank statement.

Then click **Upload**.

This will upload your statement to Clear Books. The first time you upload a statement you will need to use the drop down menus to identify what information is in each column. Once you have done this, click **Import**.

US date format?

Date	Description	Amount
09/05/2012	FOOD SHOPPING	-10.05
09/05/2012	CINEMA	-9.95
09/05/2012	APPLE ITUNES STORE LONDON	-4.99
09/05/2012	INTERNET TRANSFER	42
08/05/2012	CASH	70
08/05/2012	CASH	-10
08/05/2012	CINEMA	-5.25
08/05/2012	CLOTHES SHOPPING	-18
08/05/2012	RENT	-37.13
08/05/2012	PHONE BILL	-24.75
08/05/2012	ELECTRICITY BILL	-7.23
08/05/2012	WATER BILL	-5
06/05/2012	GAS BILL	-30
05/05/2012	CASH	-20
04/05/2012	SUPERSAVE LONDON	-5.97
04/05/2012	PETROL	-20.02

Import

This will import your statement into Clear Books ready to be explained.

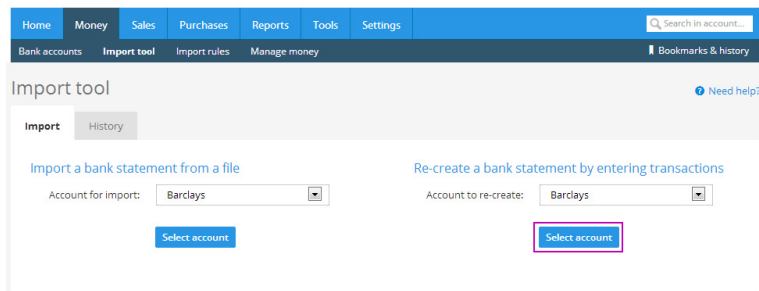
You will find this statement in **Money > Bank accounts** under the title **Imported statements that need explaining**.

Clear Books will remember the headings that you have set for your CSV imports, so if at any time you would like to change these choose **Money > Import rules**.

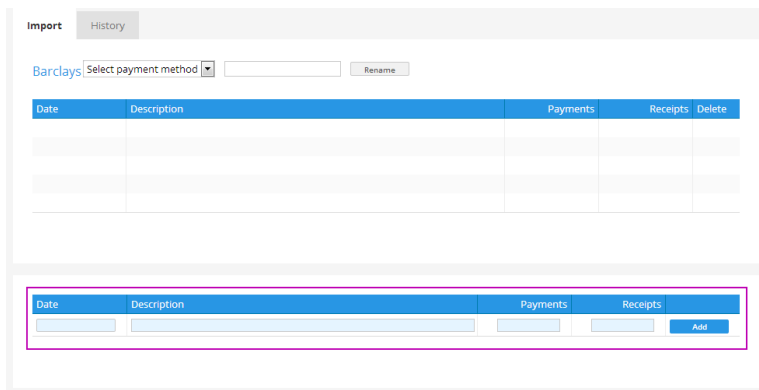
It is possible to have your bank statements imported into Clear Books automatically on a daily basis. This means that you don't have to take the time to download or import them yourself. Choose **Money > Yodlee** to find out more.

Recreating bank statements

If you don't use internet banking or you would simply prefer to enter your transactions yourself, choose **Money > Import tool** and use the area entitled **Re-create a bank statement by entering transactions**. Select the account that the statement applies to and click **Select account**.



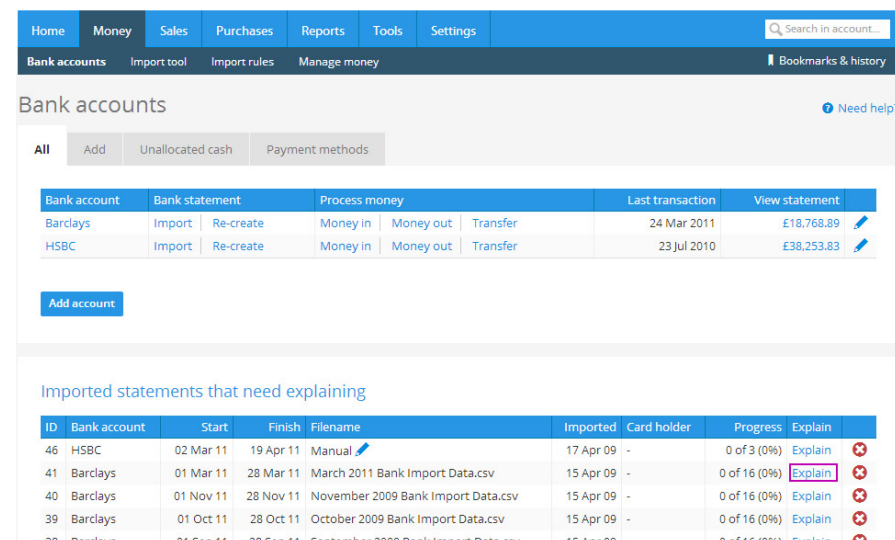
Then enter each transaction from your bank statement one by one in the area highlighted below.



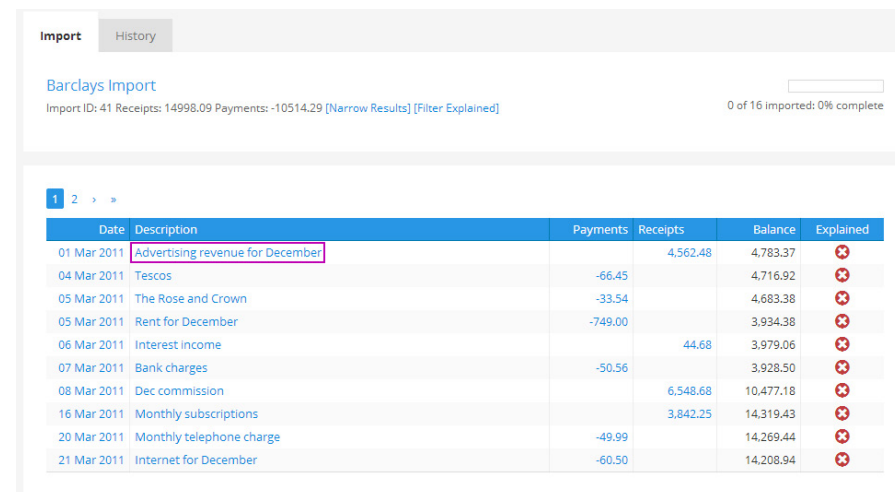
Once you have recreated your statement it will be listed in **Money > Bank accounts** under the title **Imported statements that need explaining**.

Explaining transactions on bank statements

To begin explaining transactions on a bank statement choose **Money > Bank accounts** and click on the **Explain link** for the relevant statement.



Then click on the transaction **Description** that you would like to explain.



Select the customer/supplier that this transaction applies to in the **From/To** box.

If there aren't any unpaid invoices/bills in Clear Books that relate to a transaction then explain the transaction by entering the details yourself.

Transaction Transfer Refund Multiple Items

Explain receipt of £4,562.48 Advertising revenue

From *

Recent transactions for Yellow and Red Pages

Invoice	Invoice date	Original due	Amount unpaid	To pay off	Add
INV000142	01 Apr 2009	£648.26	PAID		
INV000105	01 Mar 2009	£245.31	PAID		
INV000101	01 Feb 2009	£1,681.37	PAID		

Account * PO # / Ref Invoice Date * Payment method

VAT rate * VAT Amount Project

Amount * Description *

Then click **Add transaction**.

This will explain the transaction in the accounts.

If there are any unpaid invoices/bills for the selected customer/supplier, they will be listed when you select that customer/supplier.

Transaction Transfer Refund Multiple Items

Explain receipt of £6,548.68 Dec commission

From *

Recent transactions for Commission 4u Limited

Invoice	Invoice date	Original due	Amount unpaid	To pay off	Add
INV000195	01 Mar 2011	£6,548.68	£6548.68	<input type="text" value="6548.68"/>	<input type="button" value="Allocate"/>
INV000194	01 Mar 2011	£6,548.00	PAID		

If one of the listed unpaid invoices/bills applies to this transaction click **Allocate**. This will allocate the payment against the invoice/bill to mark it as paid.

Then click **Add transactions**.

This transaction will then be listed as explained.

1 2 >

Date	Description	Payments	Receipts	Balance	Explained
01 Mar 2011	Advertising revenue for December		4,562.48	4,783.37	<input type="checkbox"/>
04 Mar 2011	Tescos	-66.45		4,716.92	<input type="checkbox"/>
05 Mar 2011	The Rose and Crown	-33.54		4,683.38	<input type="checkbox"/>
05 Mar 2011	Rent for December	-749.00		3,934.38	<input type="checkbox"/>
06 Mar 2011	Interest income		44.68	3,979.06	<input type="checkbox"/>
07 Mar 2011	Bank charges	-50.56		3,928.50	<input type="checkbox"/>
08 Mar 2011	Dec commission		6,548.68	10,477.18	<input checked="" type="checkbox"/>
16 Mar 2011	Monthly subscriptions		3,842.25	14,319.43	<input type="checkbox"/>
20 Mar 2011	Monthly telephone charge	-49.99		14,269.44	<input type="checkbox"/>
21 Mar 2011	Internet for December	-60.50		14,208.94	<input type="checkbox"/>

Quick paying an invoice

To mark an invoice as paid, choose **Sales > Invoices > Unpaid** and click on the relevant **Invoice #**. Then scroll down and fill in the details of the payment in the **Quick pay** section.

To mark an invoice as paid, choose **Sales > Invoices > Unpaid** and click on the relevant **Invoice #**. Then scroll down and fill in the details of the payment in the **Quick pay** section.

Quick pay INV100012

Amount *

Bank Account *

Payment Method *

Payment Date *

Description *

Then click **Pay**. This will list the invoice as paid in **Sales > Invoices > Paid**.

Reconciling transactions with paid invoices

If you have quick paid an invoice and then the transaction shows up on your bank statement you can explain this transaction by reconciling it with the paid invoice.

To reconcile paid invoices with payments when they appear on the bank statement click on the relevant transaction and select the customer in the **From** box as you would normally.

This will bring up all of the recent invoices associated with the selected customer.

Click **Reconcile** in the **Add** column next to the paid invoice that the transaction relates to.

Transaction

Explain payment of £-49.99 Monthly telephone ch

To *

Recent transactions for Global Telco PLC

Invoice	Invoice date	Original due	Amount unpaid	To pay off	Add
PUR000339	20 Apr 2009	£49.99	PAID		<input type="button" value="Reconcile"/>
PUR000317	20 Mar 2009	£49.99	PAID		<input type="button" value="Reconcile"/>
PUR000305	20 Feb 2009	£49.99	PAID		<input type="button" value="Reconcile"/>

Account *

Invoice # / Ref

Invoice Date *

Payment method

VAT rate * VAT Amount

Project

Amount *

Description *

This will then mark the transaction on the bank statement as explained without creating another invoice for it.

8

Customising your invoices

Customising your invoices

To set your own invoice themes choose **Settings > Invoice themes > Create**.

Create your invoice theme using the **Theme settings, Labels** and **Styling** areas.

At any time click **Preview** to see how your invoice theme is looking.

Remember to click **Save theme** every time you change something to make sure your theme is changed.

The screenshot shows the 'Invoice themes' section of a software application. The top navigation bar includes 'Home', 'Money', 'Sales', 'Purchases', 'Reports', 'Tools', and 'Settings'. Below this, a secondary navigation bar shows 'Organisation', 'Getting started', 'Invoice themes', 'Codes', and 'Periods'. The main content area is titled 'Invoice themes' and has a 'Need help?' link. Underneath, there are tabs for 'All', 'Create', 'Preferences', and 'Directory'. The 'Create' tab is active, and it has sub-tabs for 'Theme settings', 'Labels', 'Styling', and 'Preview'. The 'Theme settings' sub-tab is selected, showing a form with the following fields: 'Theme name *' (text input), 'Category *' (dropdown menu with 'Corporate' selected), and 'Tags' (text area). Below these is a 'Logo' section with a placeholder box containing 'No File Uploaded' and an 'Upload a new logo' button.

Alternatively, have a look in the **Directory**.

This is where Clear Books users publish invoice themes that they have designed.

Theme Name	Author	Tags	Rating	Popularity
test	PICTURES EXPERIENCE LTD	nle-wiem.co	☆☆☆☆☆	1
Homes 2 Bloom	HOMES 2 BLOOM LTD		☆☆☆☆☆	0
Invoice	Trademark Products Ltd		☆☆☆☆☆	4
Abstract Group	Abstract Plumbing Ltd		☆☆☆☆☆	5
Modern Invoice	Lee Smith	place for my head pdf side header	☆☆☆☆☆	9
Hunter's Electrical Ltd	Hunters Electrical Contractors Ltd	Hunters Electrical Ltd	☆☆☆☆☆	2
3rd Blue	Cognova Solutions Ltd	modern blue aqua turquoise three 3 3rd 1	☆☆☆☆☆	7
Impact	Impact CM Ltd		☆☆☆☆☆	5
Abri	Abri Ltd		☆☆☆☆☆	1
Corporate Mediazodiak	Mediazodiak LTD		☆☆☆☆☆	0
EMASSINV	EMASS Ltd		☆☆☆☆☆	8
PBnew	Phil Byrne		☆☆☆☆☆	2
Stoneycroft Invoice	Stoneycroft Publishing Ltd		☆☆☆☆☆	0

Use any of these invoice themes as they are or edit them to suit your business.

You are able to save as many invoice themes to your Clear Books account as you like. They will be listed in **Settings > Invoice themes > All**.

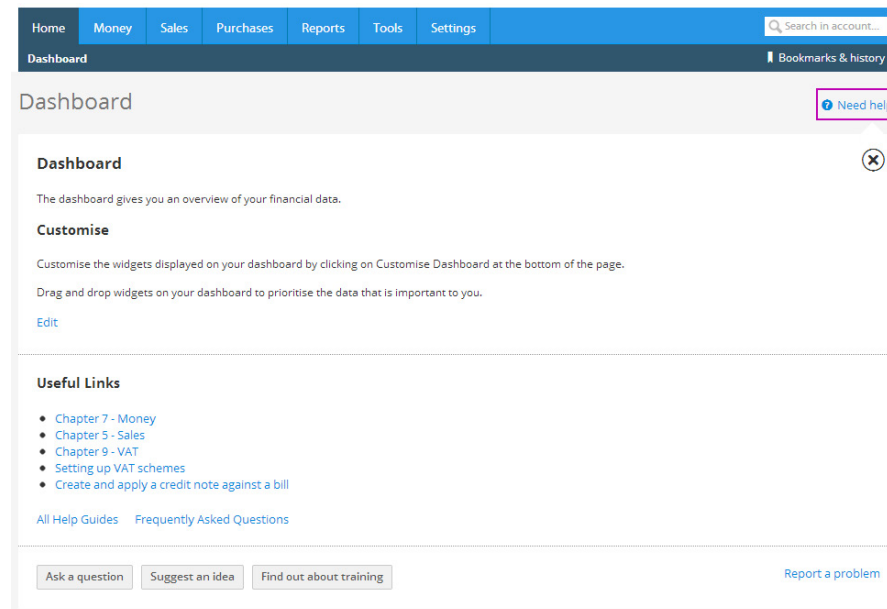
If you have more than one invoice theme saved to your Clear Books account you will be given the option to choose which theme to use when creating an invoice.

9

Help and support

Asking a question

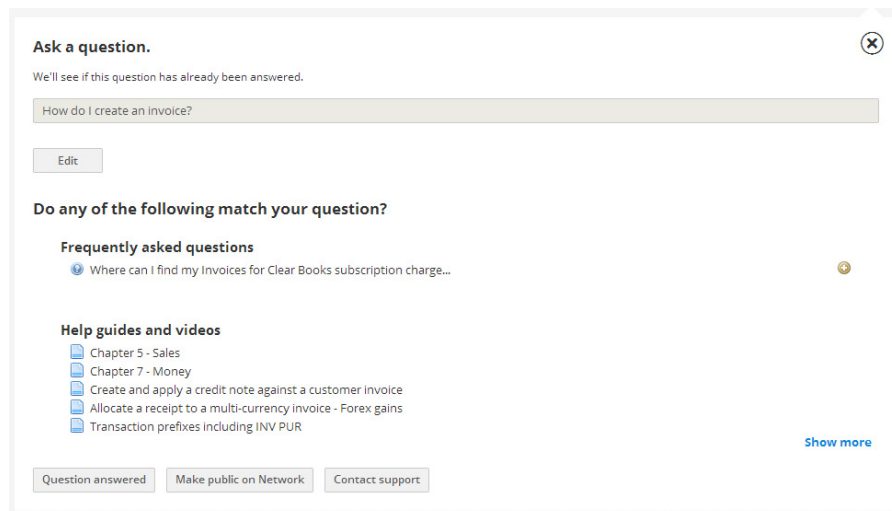
From any area in Clear Books click the **Need help?** link for a brief overview.



The screenshot shows the Clear Books dashboard interface. At the top, there is a navigation bar with links for Home, Money, Sales, Purchases, Reports, Tools, and Settings. A search bar is located on the right side of the navigation bar. Below the navigation bar, the word "Dashboard" is displayed. In the top right corner of the dashboard area, there is a "Need help?" link. The main content area is titled "Dashboard" and contains the following text: "The dashboard gives you an overview of your financial data." Below this, there is a "Customise" section with the text: "Customise the widgets displayed on your dashboard by clicking on Customise Dashboard at the bottom of the page. Drag and drop widgets on your dashboard to prioritise the data that is important to you." There is an "Edit" link below the customisation text. The "Useful Links" section contains a list of links: "Chapter 7 - Money", "Chapter 5 - Sales", "Chapter 9 - VAT", "Setting up VAT schemes", and "Create and apply a credit note against a bill". Below the list, there are links for "All Help Guides" and "Frequently Asked Questions". At the bottom of the dashboard, there are three buttons: "Ask a question", "Suggest an idea", and "Find out about training". A "Report a problem" link is located in the bottom right corner of the dashboard area.

If you would like to ask a question about something within Clear Books click **Ask a question**, type your question and click **Submit**.

This will bring up any frequently asked questions and help guides related to your question.

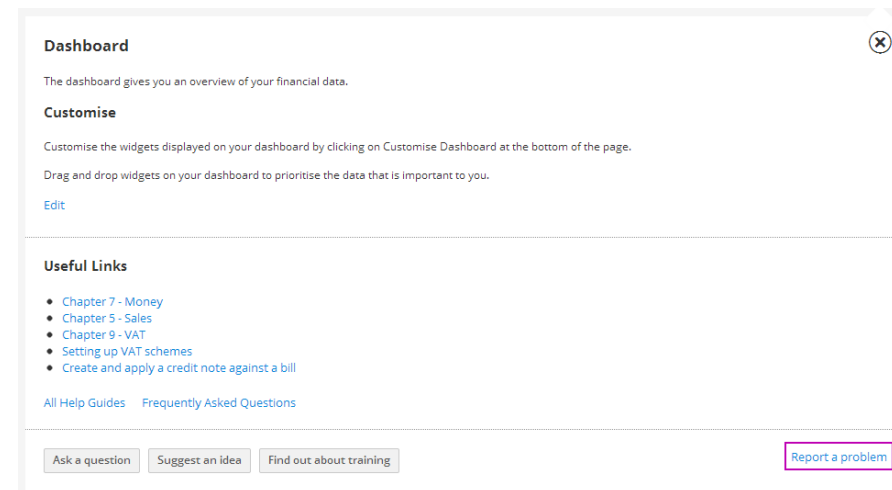


If you find the answer to your question here then click **Question answered**.

If your question still hasn't been answered click **Contact support**. This will send your question in a support ticket direct to our support team. They will respond via email.

Reporting a problem

If you find a problem within Clear Books click **Report a problem**. This link works in the same way as **Ask a question**.



The help system will check if the problem you are reporting has been resolved. If not, you can submit the problem to our support team.

Suggesting an idea

If you would like to suggest an idea for a feature to be implemented within Clear Books click **Suggest an idea**, enter the details of your idea and then click **Submit your post**.

Have a great idea to improve Clear Books? Why not submit it here and let other users discuss it and vote on it? Clear Books staff will review the most popular ideas and the best may be implemented in the site!

Type of post:

Assign to a forum:

Post title:

Description:

Tags:

Clearbooks URL:

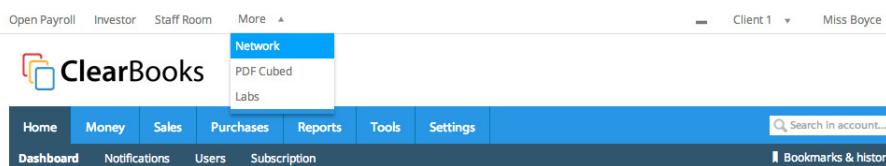
This idea will be posted in the **Network**.

10

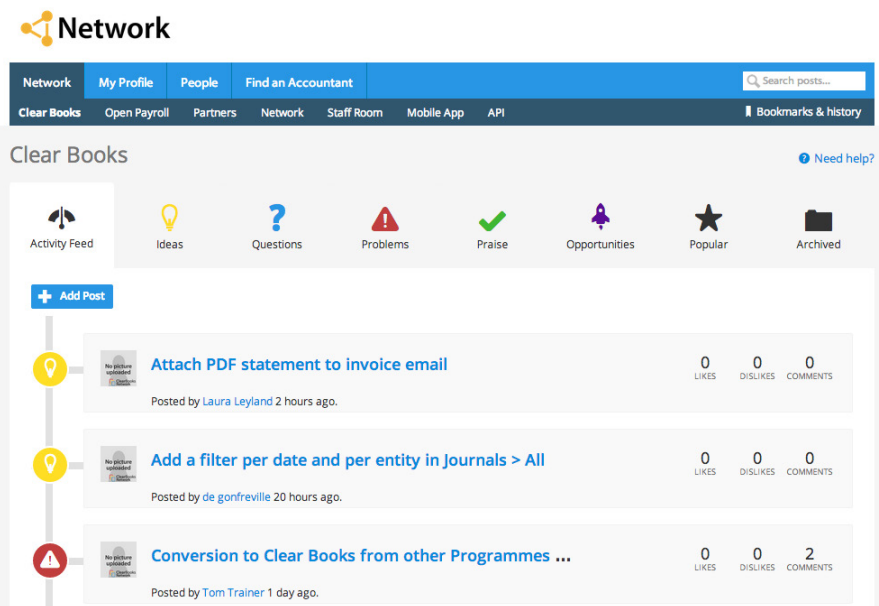
Networking with other businesses

Networking with other businesses

To access the **Network** use the dropdown box in the top menu bar of your Clear Books account and select **Network**.

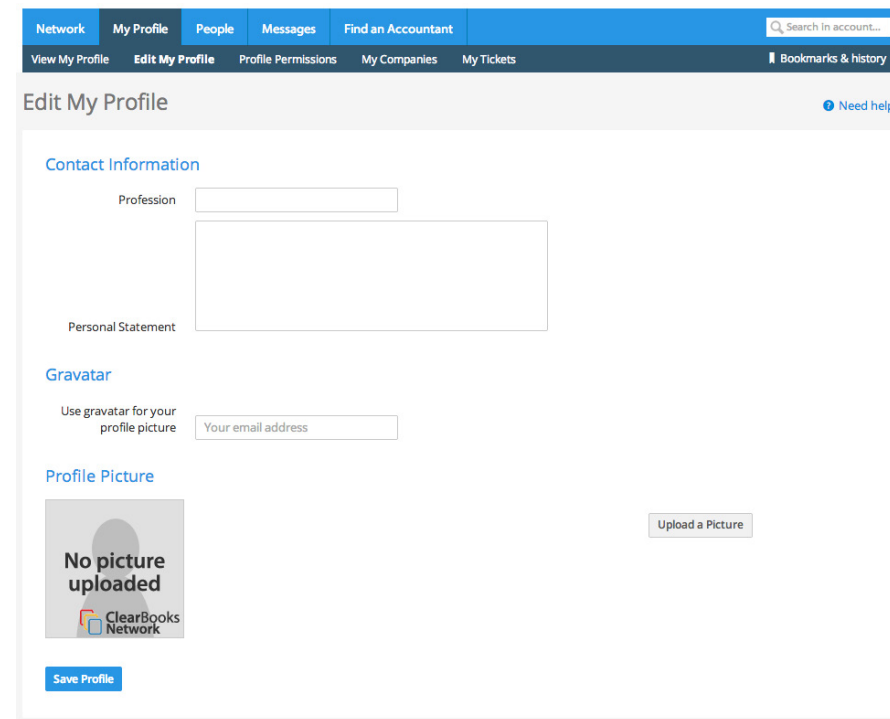


You will see that you can post ideas, questions, praise, opportunities and problems related to all of the different Clear Books applications.



To update your profile within the network navigate **My profile > Edit**.

Enter as much information as you would like about yourself and your business, upload a picture and then click **Save profile**. Once you have created your profile you can start connecting with other users.



11

Top ten questions

How do I show a refund to a customer?

If you have refunded a customer you can show this by choosing **Money** > **Bank accounts** and clicking **Money out** next to the bank account that the refund was processed from.

The screenshot shows the 'Bank accounts' section of a software interface. At the top, there is a navigation bar with tabs for Home, Money, Sales, Purchases, Reports, Tools, and Settings. Below this is a sub-navigation bar with 'Bank accounts', 'Import tool', 'Import rules', and 'Manage money'. The main content area is titled 'Bank accounts' and includes a 'Need help?' link. There are tabs for 'All', 'Add', 'Unallocated cash', and 'Payment methods'. A table lists bank accounts with columns for 'Bank account', 'Bank statement', 'Process money', 'Last transaction', and 'View statement'. The 'Process money' column for the Barclays account has 'Money out' highlighted with a pink box. Below the table is an 'Add account' button.

Bank account	Bank statement	Process money	Last transaction	View statement
Barclays	Import Re-create	Money in Money out Transfer	24 Mar 2011	£18,768.89
HSBC	Import Re-create	Money in Money out Transfer	23 Jul 2010	£38,253.83

Enter the amount that you are refunding in the **Money out** box and a description of the refund in the **Description** box. Then click **Explain**.

Bank account *

Money out *

Description *

Bank date *

This will direct you to a page where you will need to explain this **Money out** transaction.

First click the **Refund** tab, then select the customer that you are refunding from the **Customer** drop down list.

Enter all of the details to explain the refund and click **Create transaction**.

You will notice that there is the option to create a rule for a transaction of this description – please do this if you process refunds of this description regularly as it will save you time.

This will then create an explained transaction from that bank account for the refund.

How do I email a customer statement?

You can email statements to your customers by choosing **Sales > Customers** and clicking on the relevant customer name.

This will direct you to an overview of the customer.

	Outstanding	Overdue
Invoices	£1,200	£1,200
Total	£1,200.00	-

	3 months	12 months
Cashflow stats	£0.00	£0.00

Click **Email statement**.

This will direct you to the email template that will be sent to your customer along with their statement. Edit the copy if you would like to and then click **Send email**.

By default, the statement will send to the email address that you have saved for your customer.

From: "Hyper Global Meganet" <meganet@hyperglobal.net>
 To:
 CC:
 BCC:
 Subject: Hyper Global Meganet Statement

Insert Font Style Font Size B I U

Dear ,

Please find your statement attached. You may also click on the link below to view your full current statement:
[Your Statement](#)

Kind Regards,

Mr Meganet
 Hyper Global Meganet

T: 08888 888 888
 F:
 W: www.hyperglobal.net

Path:

Send Email Sent by post Hand delivered

How do I approve multiple draft invoices?

If you would like to save time by approving multiple draft invoices in one go, choose **Sales > Invoices > Draft**.

Home Money Sales Purchases Reports Tools Settings Search in account...

Invoices Customers Quotes Emails Money in Bookmarks & history

Invoices Need help?

Unpaid All Create Paid **Draft** Credit notes Recurring

Filter content...

Create Invoice **Approve** PDF Bulk edit

Invoice #	To	Summary	Date	Date due	Original	Status	Options
<input checked="" type="checkbox"/> SDT000203	Yellow and Red Pages		20 May 13	20 May 13	54.00		Manage
<input checked="" type="checkbox"/> SDT000202	WPYS Limited		20 May 13	20 May 13	93.60		Manage
<input type="checkbox"/> SDT000201	Mr Gold		20 May 13	20 May 13	12.00		Manage
					159.60		

1 of 1

Place ticks in the boxes next to the invoice numbers for the draft invoices that you would like to approve. Then click **Approve**.

This will approve these invoices and move them to **Sales > Invoices > Unpaid**.

This process is the same for approving multiple draft bills. Choose **Purchases > Bills > Draft** and follow the same steps.

How do I edit transactions in bulk?

You may need to bulk edit invoices or bills to update certain details such as the account, project name or reference.

To do this, choose **Sales > Invoices > All** or **Purchases > Bills > All** and click the **Bulk edit** link.

Invoice #	To	Summary	Date	Date due	Currency	Original	Type	Status	Options
SDT000203	Yellow and Red Pages		20 May 13	20 May 13		54.00	draft		Manage
SDT000202	WPYS Limited		20 May 13	20 May 13		93.60	draft		Manage
SDT000201	Mr Gold		20 May 13	20 May 13		12.00	draft		Manage
INV000200	Mr Gold		20 May 13	20 May 13	\$4,000.00	2,636.94	approved		Manage
INV000199	WPYS Limited	Ref: po342253	24 Mar 11	23 Apr 11		3,842.25	approved		Manage
INV000198	WPYS Limited		01 Dec 10	31 Dec 10		11,750.00	paid		Manage
INV000197	WPYS Limited		01 Nov 10	01 Dec 10		5,875.00	paid		Manage
INV000196	WPYS Limited		01 Oct 10	31 Oct 10		5,875.00	paid		Manage
INV000195	J Fouracre	Ref: rt3452	01 Mar 11	31 Mar 11		6,548.68	approved		Manage

This will direct you to an area where you can edit all of your selected invoices' reference, project and account.

Edit the invoices you would like to change then click **Update**.

Invoice #	To	Summary	Date	Date due	Currency	Original	Type	Status	Options
INV000209	Test 123	Ref: 0000	06 Sep 13	06 Sep 13		12.00	approved		Manage
INV000208	Yellow and Red Pages	Advertising revenue for...	01 Mar 11	01 Mar 11		1,000.00	paid		Manage
INV000207	Yellow and Red Pages	Advertising revenue for...	01 Mar 11	01 Mar 11		1,000.00	paid		Manage
INV000206	Mr Gold	Advertising revenue for...	01 Mar 11	01 Mar 11		2,000.00	paid		Manage
INV000205	Yellow and Red Pages	Advertising revenue for...	01 Mar 11	01 Mar 11		562.48	paid		Manage
SDT000204	Mr Gold		11 Jun 13	11 Jun 13		518.40	draft		Manage
INV000203	Commission 4u Limited	Ref: rt432	05 Jun 13	19 Jun 13		25,478.00	approved		Manage

How do I delete an attachment?

If you have attached a scan to a document within Clear Books you are able to delete this if necessary.

In this example we will assume that the scan to be deleted is attached to an invoice.

To remove the attachment choose **Sales > Invoices** and locate the invoice that the scan is attached to.

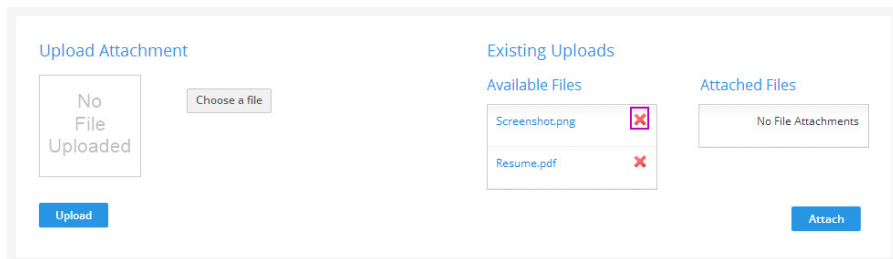
Click on the paperclip icon in the **Status** column for that invoice.

Invoice #	To	Summary	Date	Date due	Late	Original	Due	Status	Options
INV000200	Commission 4u Limited		21 May 13	21 May 13	-	1,020.00	1,020.00	📎	Manage
INV000199	WPYS Limited	Ref: po342253	24 Mar 11	23 Apr 11	759	3,842.25	3,842.25	📎	Manage
INV000195	Commission 4u Limited	Ref: rt3452	01 Mar 11	31 Mar 11	782	6,548.68	6,548.68	📎	Manage
INV000190	Advertising Junctions	Feb sales	15 Feb 11	15 Feb 11	826	2,469.91	2,469.91	📎	Manage
INV000189	Mega Commission Deals Ltd	Mega Commission Deals	16 Feb 11	16 Feb 11	825	1,982.60	1,982.60	📎	Manage
INV000188	Mr Gold	Invoice part 2/3 for...	10 Mar 11	09 Apr 11	773	180.00	180.00	📎	Manage
INV000187	Mr Gold	Invoice part 1/3 for...	03 Mar 11	02 Apr 11	780	180.00	180.00	📎	Manage
INV000186	Subscriptions R US	Monthly retainer for...	10 Jan 11	09 Feb 11	832	1,200.00	1,200.00	📎	Manage
						17,423.44	17,423.44		

You will see any files that are attached to the invoice under the **Attached files** heading.

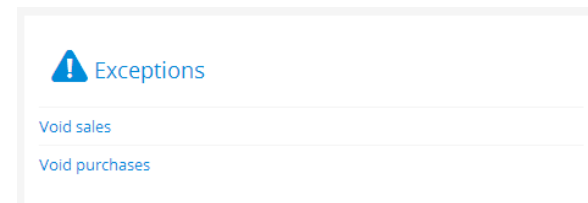
Drag the file that you would like to delete into the **Available files** box and click **Attach**.

A red cross will appear next to the file. Click the cross to delete the attachment.



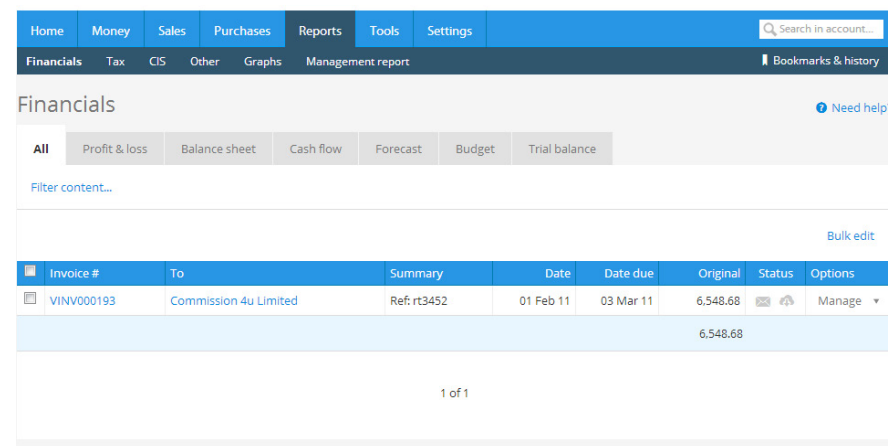
Where can I find my voided invoices?

If you would like to view your voided invoices or bills choose **Reports > All** and scroll down to the **Exceptions** area.



Click on either **Void sales** or **Void purchases** depending on whether you would like to view invoices or bills.

This will bring up a list of all of your voided invoices/bills.



How do I reconcile my bank account?

If you don't import your bank statements into Clear Books you may like to reconcile the transactions in Clear Books with your bank statement to make sure that everything is accounted for.

To do this choose **Money > Bank accounts** and click on the name of the bank account that you would like to reconcile.

Use the search filters to narrow the results and then compare your actual bank statement to the transactions that are listed for that account on Clear Books.

Go through your transactions. If they match your actual bank statement, tick the check boxes.

Bank accounts - Barclays

Choose a month: 2011-03 Withdrawals: £0.00 Deposits: £18,548.00 Month Change: £18,548.00

To/from: 01/03/2011 to 31/03/2011

	Date	Description	Entity	Withdrawals	Deposits	Balance
<input checked="" type="checkbox"/>	24 Mar 11	INV000194 payment	Commission 4u Limited		6,548.00	18,768.89
<input checked="" type="checkbox"/>	15 Mar 11	INV000191 payment	Advertising Junctions		12,000.00	12,220.89
		Opening Balance				220.89

Buttons: Reconcile, Unreconcile, View bank rec

When you are happy with your selections click **Reconcile**.

To unreconcile, tick the boxes next to the relevant transactions and click **Unreconcile**.

How do I change the bank account details on an invoice?

The bank account details that show up on your invoices are the details for the bank account that you set as your default payment account.

To set your default payment account, choose **Settings > Invoice themes > Preferences** and select the account that you would like to be shown on your invoices in the **Default payment details** drop down box.

Invoice themes

Preferences

Default payment details * **Barclays**

Sales invoice prefix: INV

Purchase invoice prefix: PUR

Customer credit (days) *: 30

Supplier credit (days) *: 30

Default quote footer text: Thank you for your business!

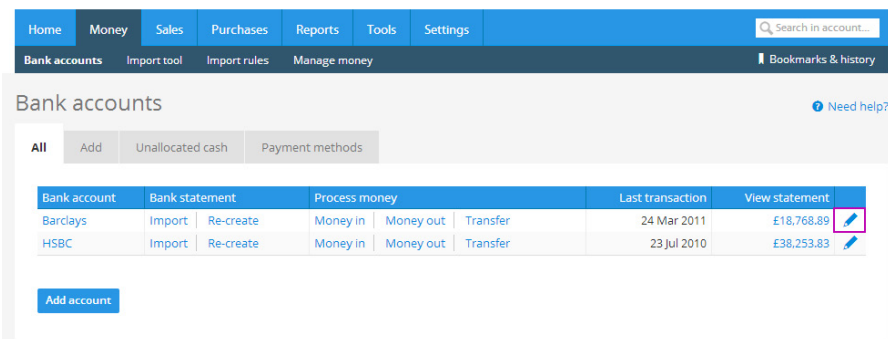
Default # of line items *: 1

First invoice number *: 186

Invoice multiple contacts *: Disabled

Save

To edit the details of a bank account choose **Money > Bank accounts** and click the edit icon for the relevant bank account.



Then enter the correct bank account details and click **Save**.

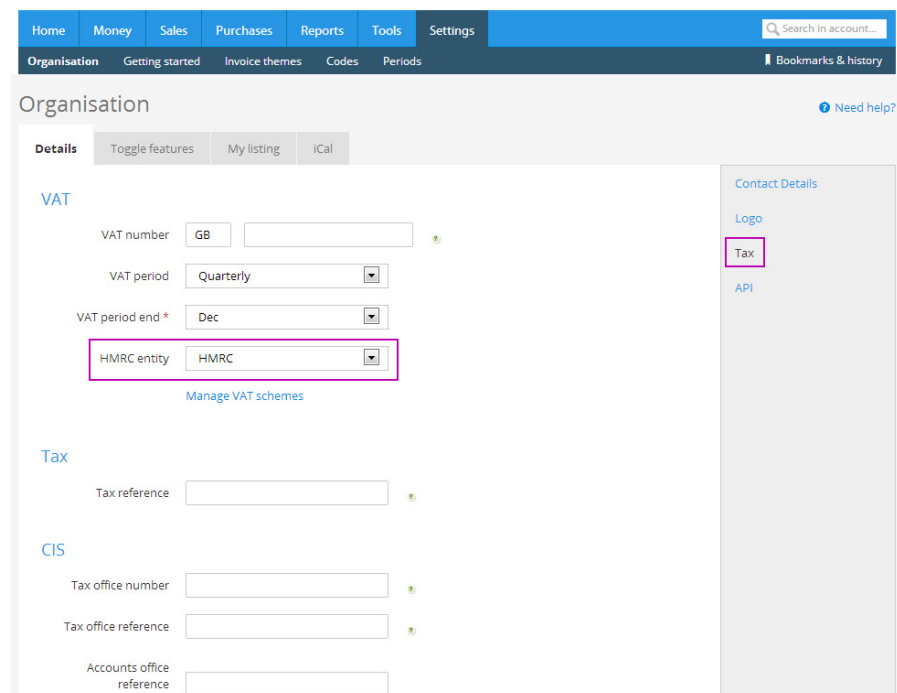
How do I change the HMRC entity?

If at any time you need to change your HMRC entity you will need to first add the new entity as a supplier.

Do this as you would add any other supplier, by choosing **Purchases > Suppliers > Add**.

To set this contact as your HMRC entity choose **Settings > Organisation** and then click the **Tax** tab.

Select the new entity using the **HMRC entity** drop down box and then click **Save changes**.



Where do I post my VAT payments to HMRC?

Payments to HMRC need to be posted to the account **VAT control**.

This will decrease the amount of VAT building up on your dashboard.

If you are using the Clear Books built in VAT report, when you confirm a VAT return a bill will be created in **Purchases > Bills > Unpaid**. In this case just allocate the payment to the bill.

For more information, please visit our site:

www.clearbooks.co.uk





ClearBooks

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