ClearBooks

User Guide

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

Digital Edition

Contents

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 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**.

2

Setting up a bank account

Setting up a bank account

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

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

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

3

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**.

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**.

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

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

Then enter all of your customer's information.

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**.

This will pull your data into Clear Books.

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

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

This will direct you to a confirmation page to let you know that your invoices have been imported.
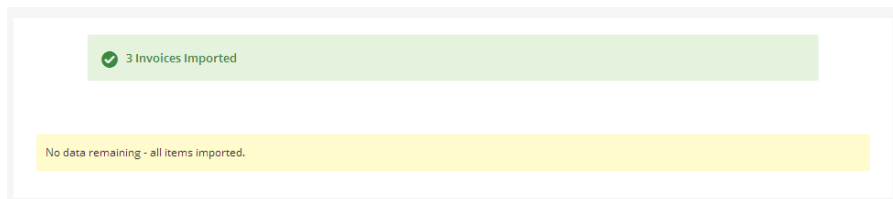
These invoices will then be listed in **Sales > Invoices > Unpaid** waiting to be paid.

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**.

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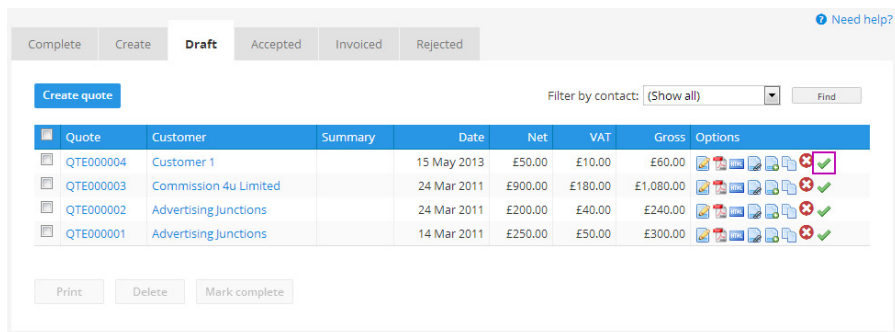
Once the quote has been marked as complete, it will be moved to **Sales > Quotes > Complete**.

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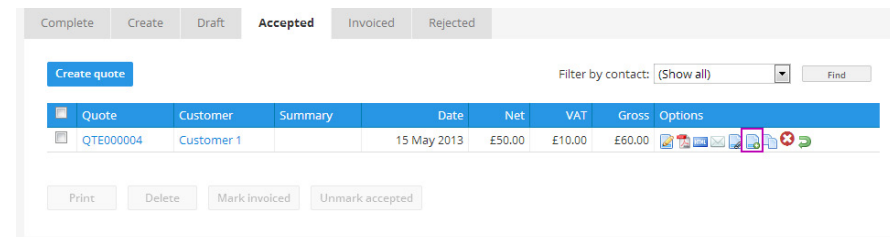
You can make finishing changes to the quote if necessary and then click **Save** to create the final invoice.
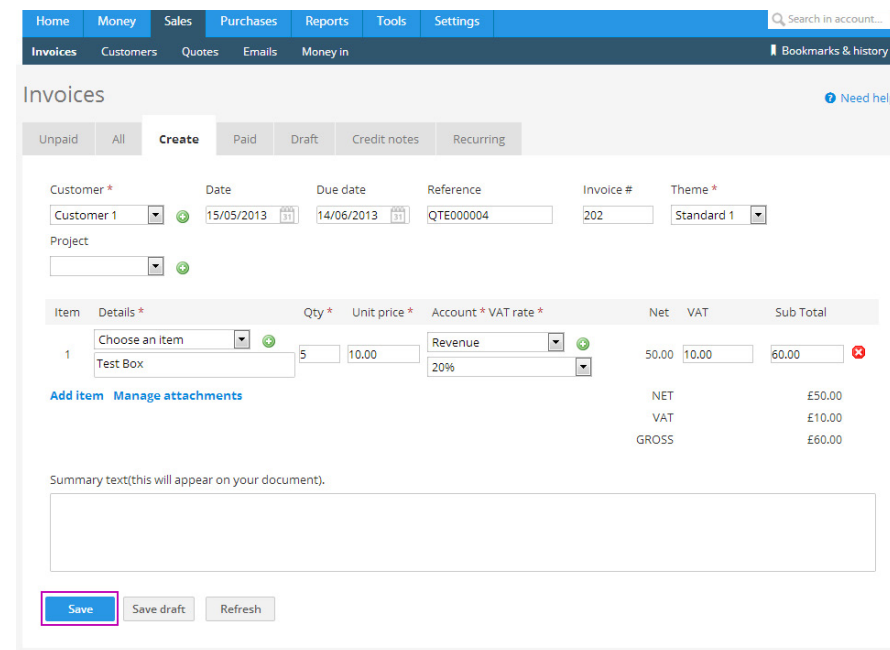
Creating new invoices

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

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**.

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**.

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.

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**.
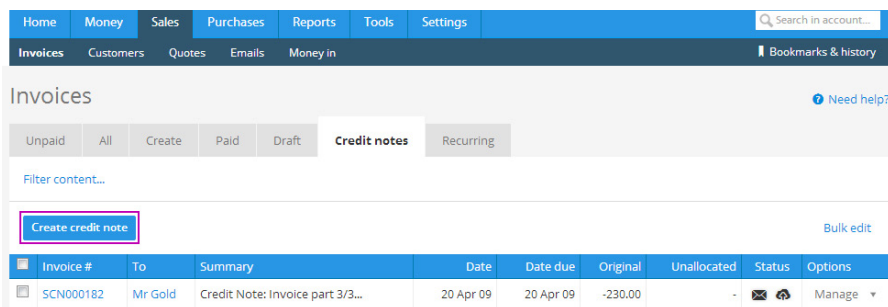
Enter the details in the same way as you would for an invoice and click **Save**.
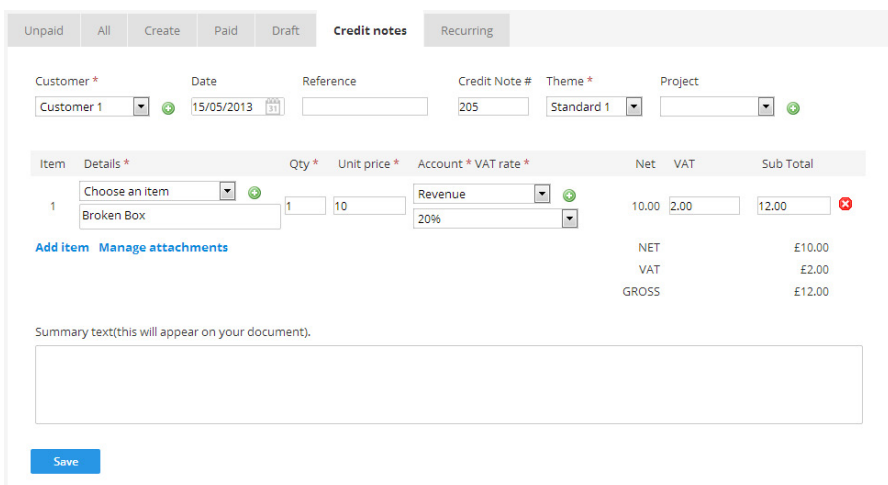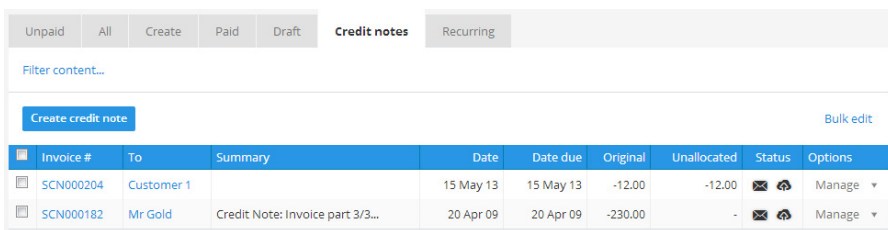
This credit note will then be listed in **Sales > Invoices > Credit notes** ready to be printed as a PDF or emailed to your customer.

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**.

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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.

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**.

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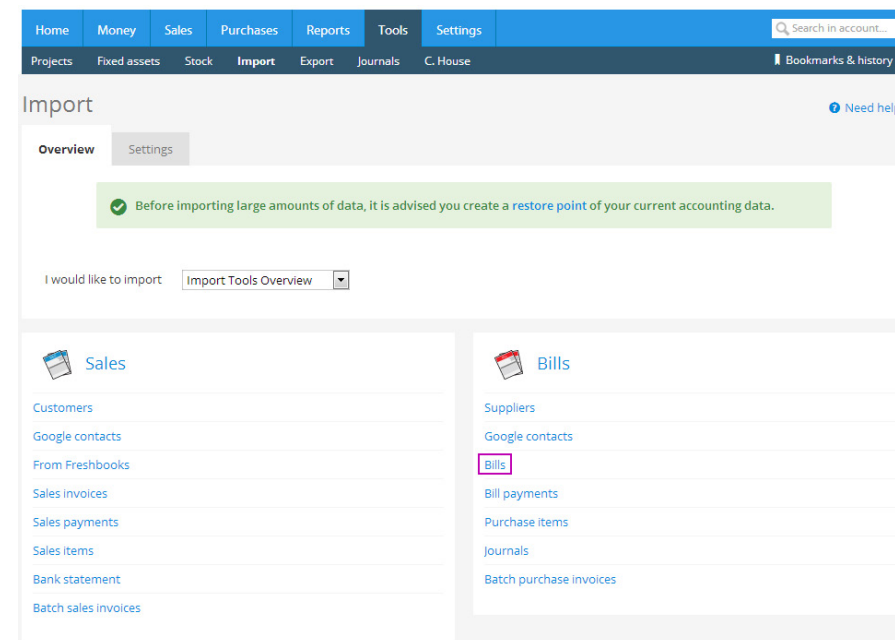
This will take you to a screen showing how your data should be laid out.

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

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**.

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

This will direct you to a confirmation page to let you know that your bills have been imported.
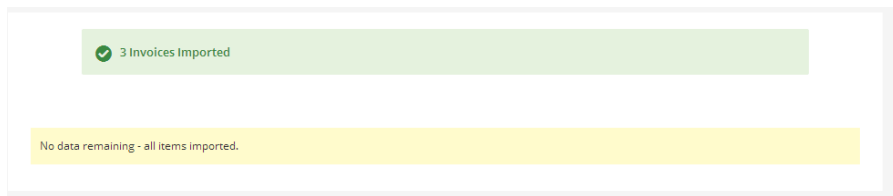
These bills will then be listed in **Purchases > Bills > Unpaid** waiting to be paid.

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**.
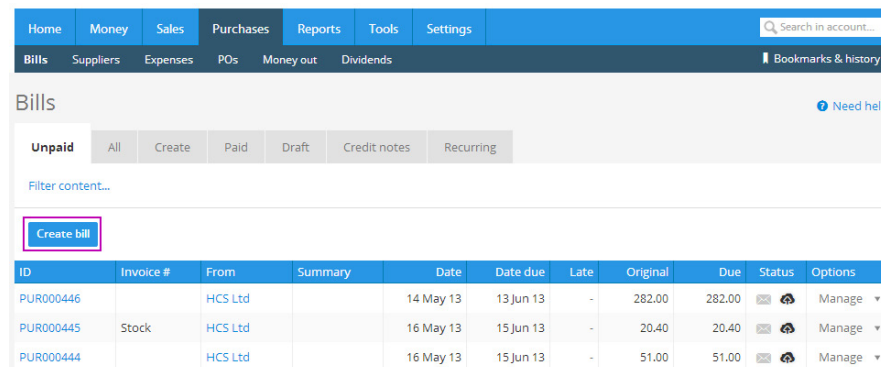
The process of creating a bill is the same as creating an invoice. Enter all of the relevant details and then either click **Save draft** or **Save** depending on if the bill is complete or not.
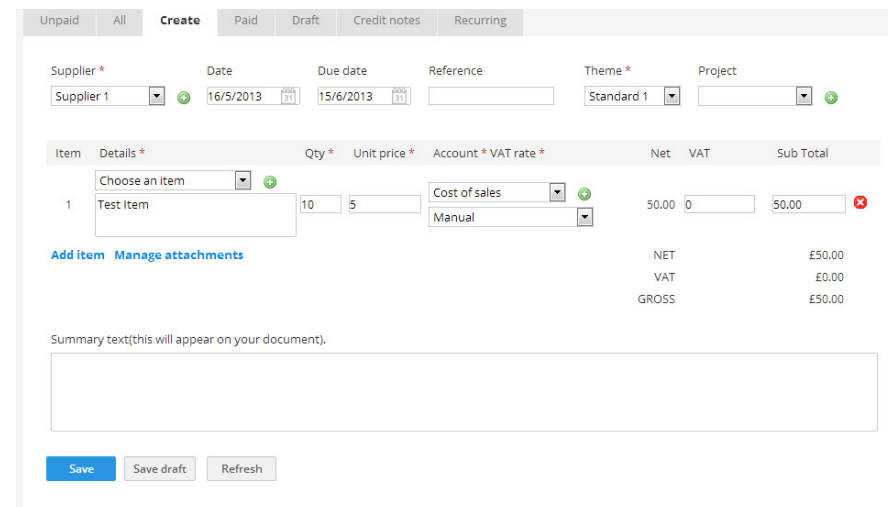
Once your bill is confirmed it will be in **Purchases > Bills > Unpaid** waiting to be paid.

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**.

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

Filter content...

Create recurring bill

ID	Invoice #	From	Summary	Date	Date due	Original	Type	Status	Options
PRC000001		Clear Books Limited	Accounting software fee.	14 Jan 09	13 Feb 09	5.75	recurring	✉ ☁	Manage ▾
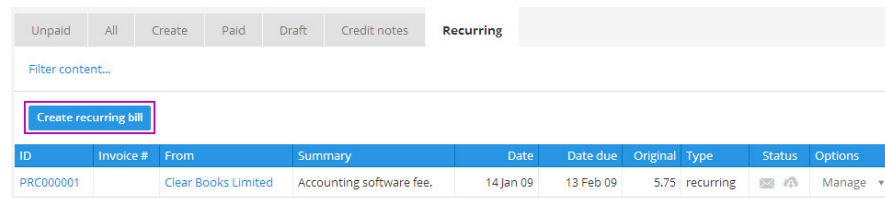
This is done in the same way as creating a recurring sales invoice, so enter the details as you would for any normal bill.

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**.
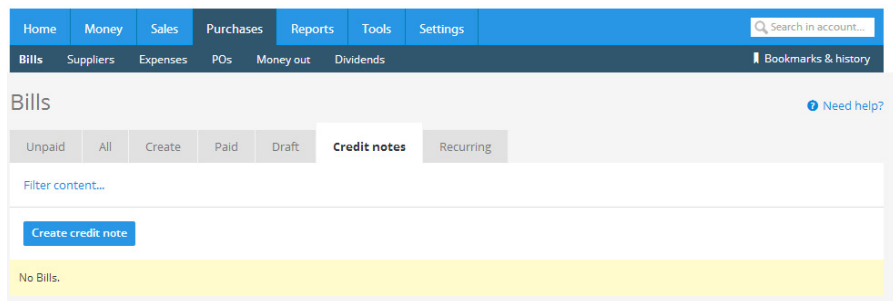
Enter the details in the same way you would for a bill and click **Save**.
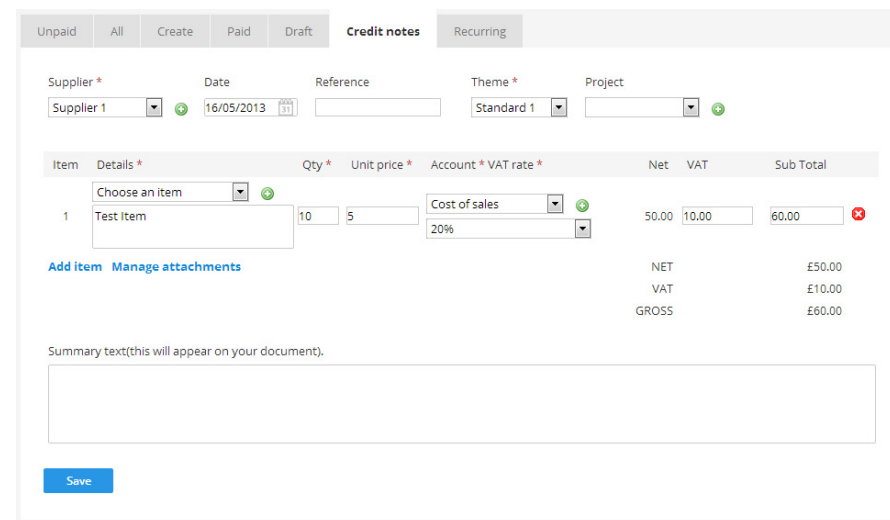
To apply the credit note to a bill from your supplier, click on the relevant bill **ID** in **Purchases > Bills > Unpaid** and scroll down.

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**.

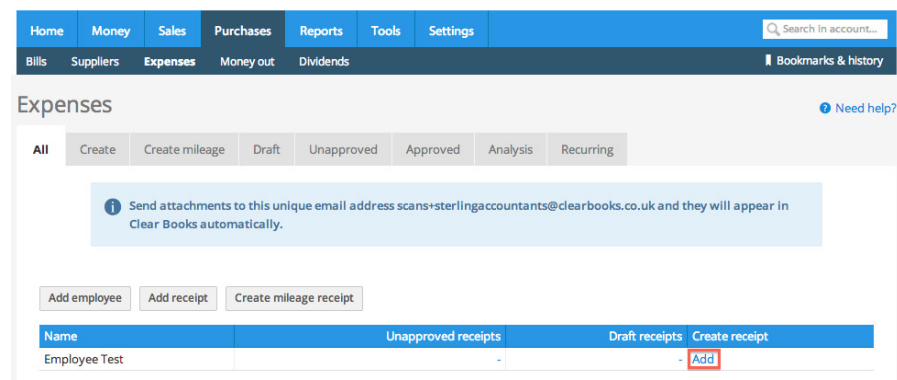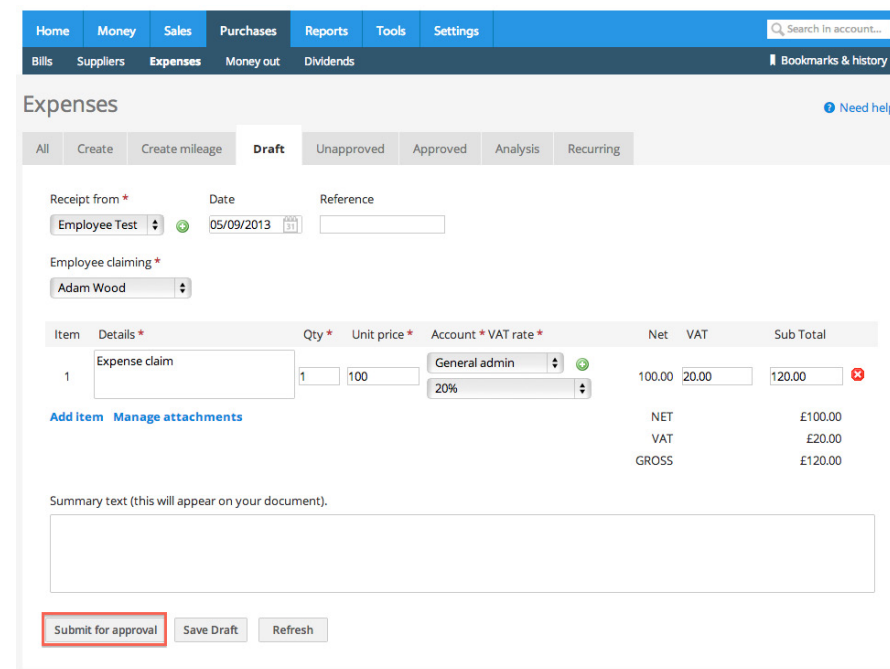To begin entering expenses choose **Purchases > Expenses** and click **Add** in the **Create receipt** column next to the name of the employee you would like to add an expense for.

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.

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.

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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**.

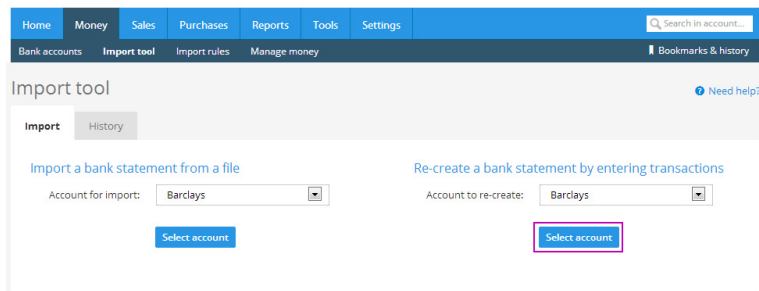This will import your statement into Clear Books ready to be explained.

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.
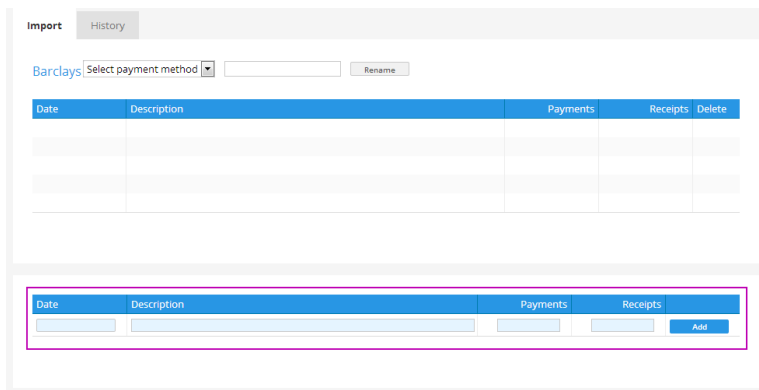

Once you have recreated your statement it will be listed in **Money > Bank accounts** under the title **Imported statements that need explaining**.

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.
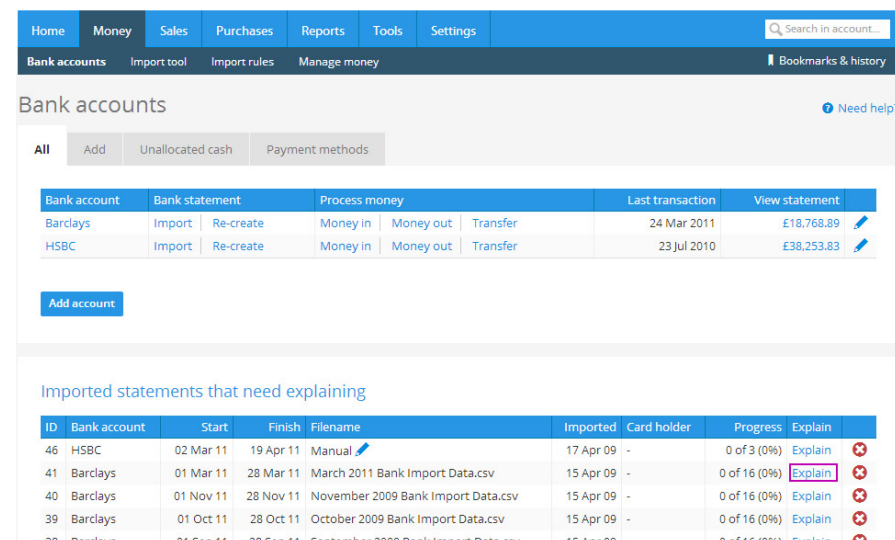
Then click on the transaction **Description** that you would like to explain.
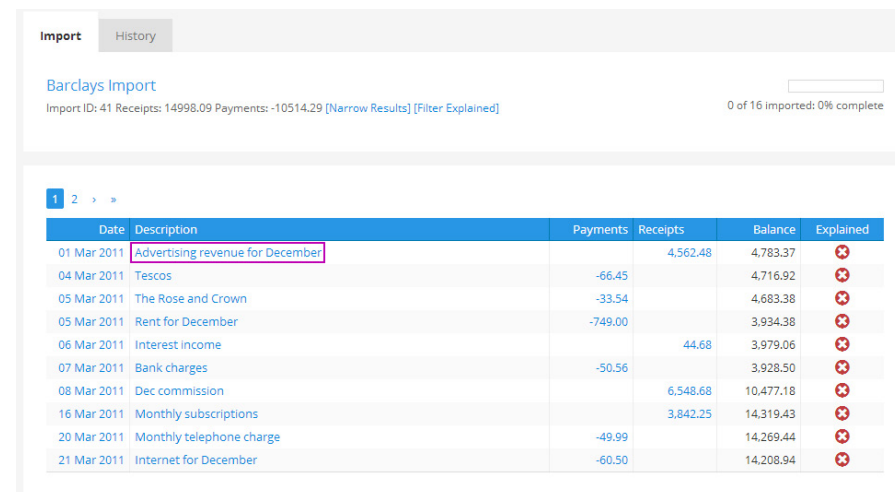
Select the customer/supplier that this transaction applies to in the **From/To** box.

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.

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.

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.

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.

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.

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.

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

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

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**.
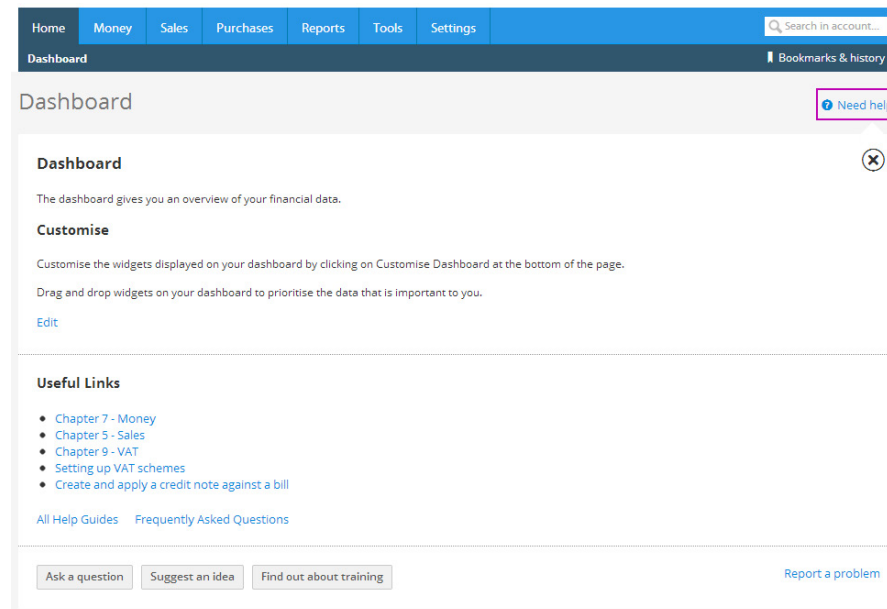

If you have more than one invoice theme saved to your Clear Books account you will be given the option to choose which theme to use when creating an invoice.
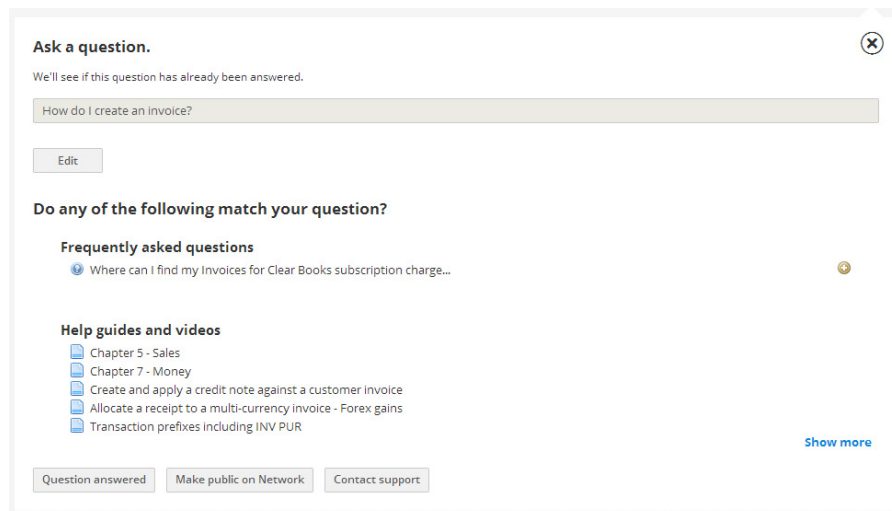
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Help and support

Asking a question

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

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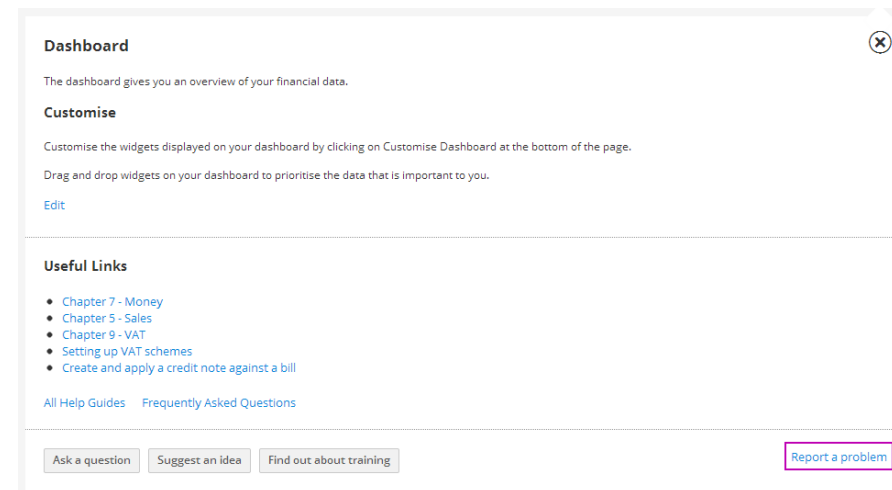
The help system will check if the problem you are reporting has been resolved. If not, you can submit the problem to our support team.

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**.
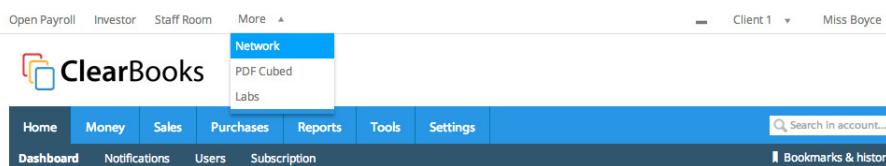

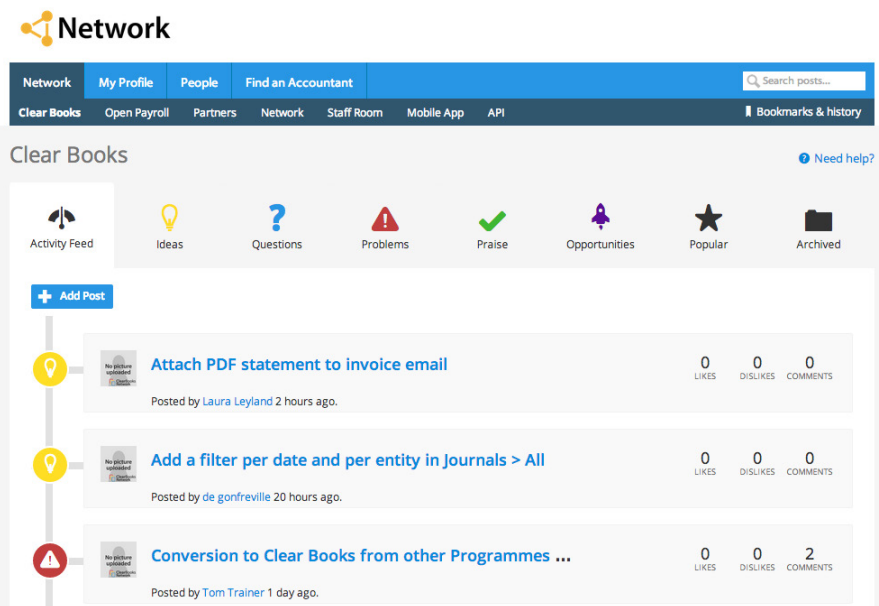This idea will be posted in the **Network**.

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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.
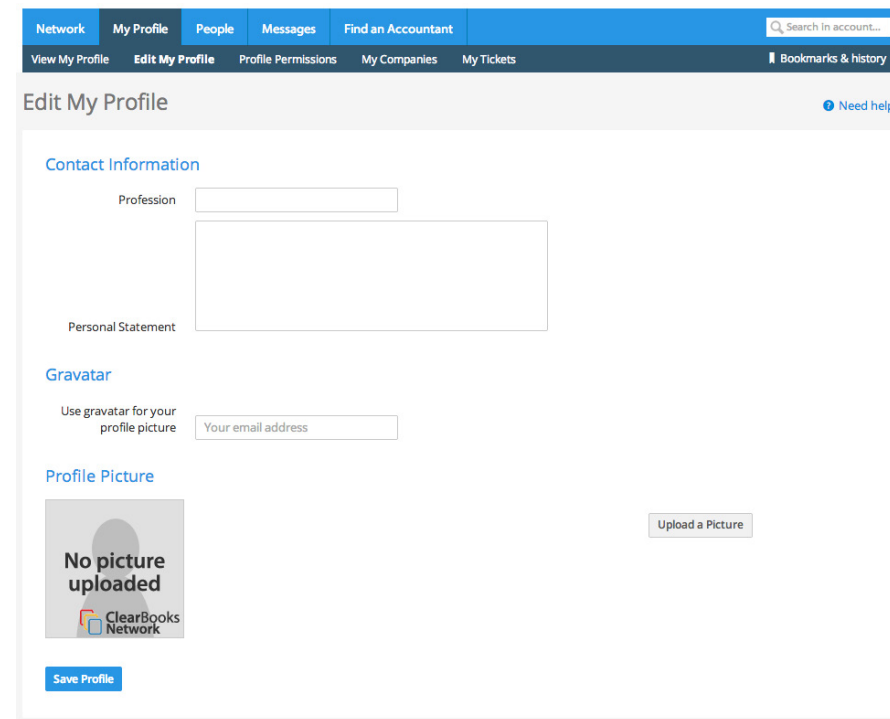
11

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.

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**.

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.

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.

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**.

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.

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**.

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.

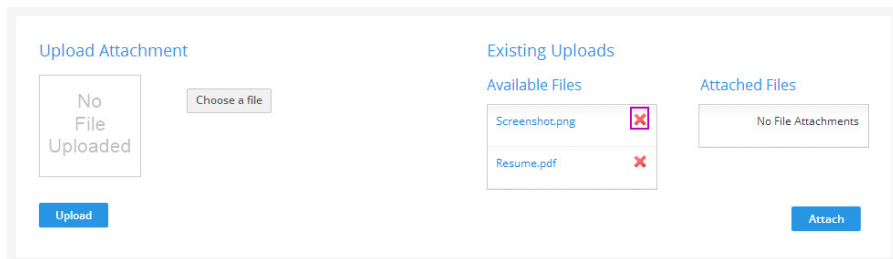Click on the paperclip icon in the **Status** column for that invoice.

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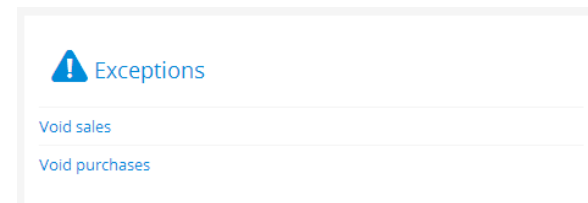
Click on either **Void sales** or **Void purchases** depending on whether you would like to view invoices or bills.

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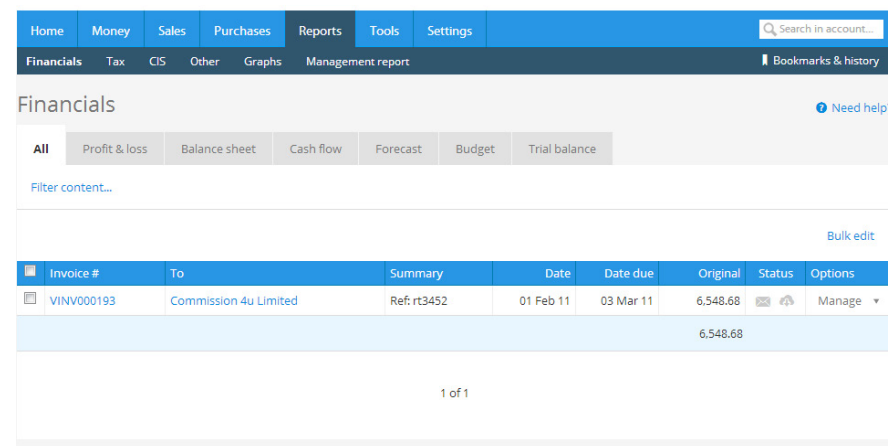
To do this choose **Money > Bank accounts** and click on the name of the bank account that you would like to reconcile.

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.

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.

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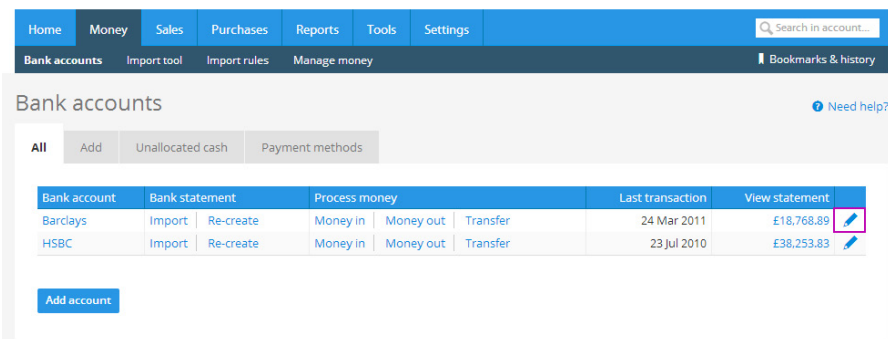
Then enter the correct bank account details and click **Save**.

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.

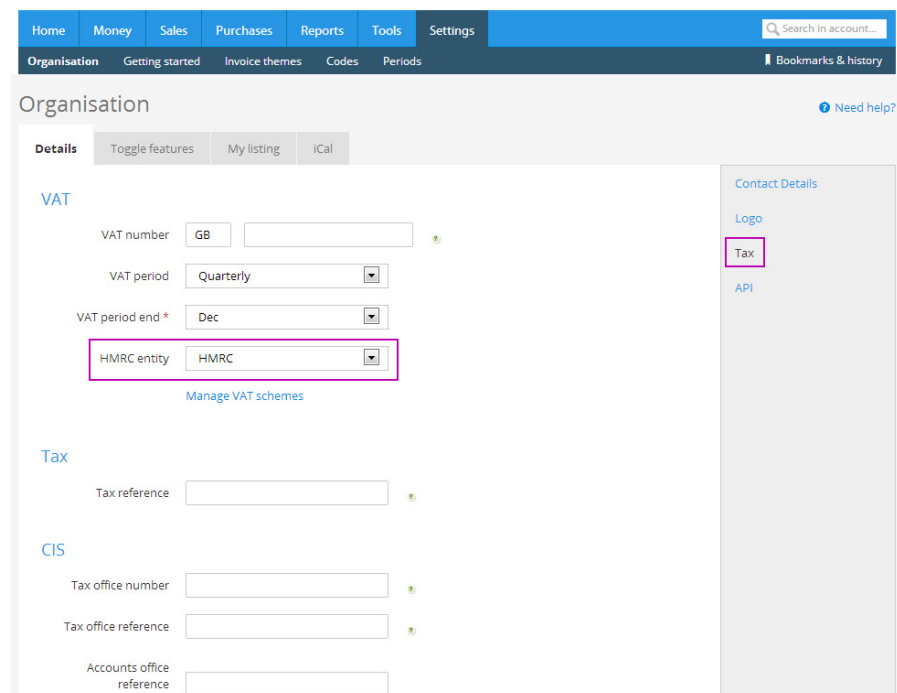Do this as you would add any other supplier, by choosing **Purchases > Suppliers > Add**.

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