pinkconnect
kashflow

Getting Started Guide

V1.2

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Introduction

Thank you for choosing to use KashFlow. To ensure you get the maximum benefit from KashFlow we strongly advise that you read through this guide to familiarise yourself with all of the features available.

KashFlow is an online, on-demand application that allows you to easily manage the day to day accounting needs of your business. As well as creating and sending invoices to your customers and managing payments to your suppliers you are also able to view graphical representations of how your business is growing. The KashFlow reporting system helps you to quickly see what is happening in your business so that you are able to make informed decisions quickly.

Aimed at small businesses and start-ups, KashFlow has been designed with the small-business owner in mind. Unlike other financial software – KashFlow is incredibly easy to use. To keep your data secure we use the same security and encryption techniques that are used for internet banking.

We are always happy to hear from you with regard to suggestions for new features or criticisms of how the system currently works. If you have any comments to make please email them to feedback@kashflow.co.uk.

Security

We know that security is a primary concern for any business when it comes to storing and sending sensitive information on the internet. For that very reason we employ SSL encryption techniques. This is the same method of encryption used by banks for their online banking systems and by ecommerce websites that take credit card information.

Once you are logged in to your account all data transferred between the server and your computer is encrypted so that it can't be read by anybody else.

We also employ additional security methods during the log on process to make sure that any virus or other rogue software on your computer isn't able to detect your login details.

In terms of physical security – the servers that run the KashFlow application are housed in a highly secure facility in the Docklands area of London. The servers have the protection of security barriers, 24x7x365 monitoring by on-site personnel to include visual verification of all persons entering the building, CCTV video camera surveillance and a security breach alarm provides the control room with information.

Access to the buildings, data floors and server area is via individually programmed Proximity Access Cards (PAC), usage of the PAC is logged centrally by time and date. The cards cannot be used by anyone else, whenever someone swipes their card tag over the sensors to gain access to the building, their digital photograph will be displayed on our security systems which are continuously monitored by our on-site technicians. The technicians will then verify the information and only when satisfied, allow access.

To ensure that nobody else using your computer can access your information, please make sure that whenever you are finished using the system you click on the 'Log Out' button located at the top right of the screen. For your security we will automatically log you out of the system if there is no activity for 20 minutes.

If you have any specific concerns regarding security we will be happy to address them. Please contact support@kashflow.co.uk with your questions.

Logging On

To log in to your account go to www.KashFlow.co.uk and click on the 'Login' button.

At this stage, you will be asked for your username and password. This is the username and password you chose when you registered. If you chose to have these emailed to you then you will also have had a copy of your username and password sent to your primary email address.

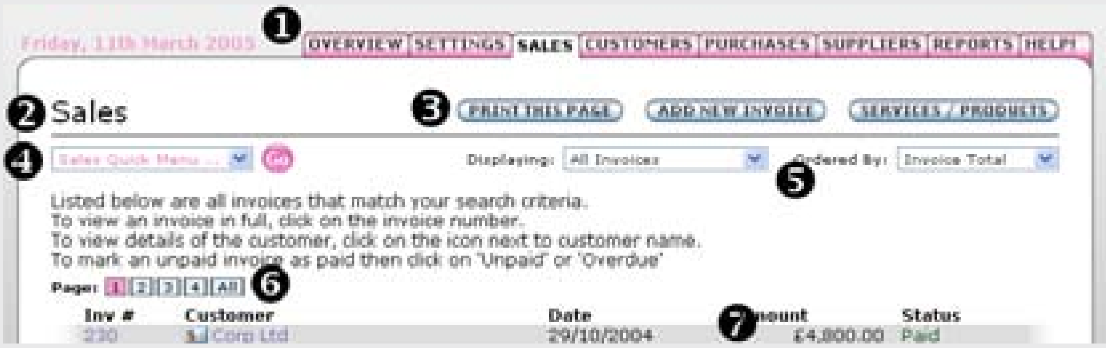
Once you have successfully provided your username and password you will be asked to provide three characters from your memorable word. These characters are selected from a drop-down list instead of entered via the keyboard.

If your memorable word is 'harvester' and you are asked for charcters 2, 4, and 7 then you would select characters a, v and t.

Upon successful log on you will be taken directly to your personalised business overview page.

General Navigation

We have tried to keep the user interface and navigation as simple as possible by making the layout as consistent as we can in each area of the system.



1. Area Tabs
   Use these to jump between each area

2. Page Title
   This line shows the title of the page you are currently viewing

3. Blue Buttons
   These buttons give you quick access to popular sections within an area of the site. For instance, from within the Sales area you will have a button to add a new invoice whilst within the Customer area you would have a button to add a new customer.

   We have also tried to include a 'Print This Page' button on pages we think you might want to print. Clicking this button will open the print dialog for your web browser. The page that is printed has minimal formatting. For best output you might want to choose to print in Landscape format.

4. Quick Menu
   Each of the eight areas of the site has its own Quick Menu. This gives you quick access to each of the different sections within that area. Simply select the section you wish to visit and click on the 'Go' button.

5. Display, Sort and Help
   Provided in this area are any additional options for the section. For instance you can use the drop down lists to change the order in which Sales Invoices are displayed or which Invoices you wish to be displayed. Also look out for the help button which will give you instant access to help information for the section you are viewing.

6. Page Numbers
   If there are more than 35 items to show then they will be split into pages. This is where you choose which page to view. If you wish to view all items on a single page then choose 'All'

7. Content
   This is where the information for the section is displayed.

The system is divided in to 8 distinct areas. These areas are accessed by clicking on the relevant pink Area Tab. They are as follows:

Overview
This area gives you a brief overview of your current financial situation

Settings
From within this area you can change your company contact details and VAT information. You can also access and update information regarding sources of business, invoice settings, etc. The 'Account Status' section allows you to upgrade your free trial to a paid subscription – you can also have a look at the optional modules we provide in this area.

Sales
This is the area you would visit in order to create, print or email new Invoices. You would also use this area to find an invoice to mark it as having been paid or to view a list of all unpaid or overdue invoices.

Customers
This area allows you to manage your list of customers. You can add new customers and view information on existing customers.

This is also the area you would go to to manage your sources of business. More information on managing sources is provided on page 5.

Purchases
In the Purchases area you should record all of your outgoings by adding details of all of your receipts to the system. You can also amend your list of Payment Methods. More information on Payment Methods is provided on page 8.

Suppliers
Similar to the 'Customers' area, this area is where you manage your list of suppliers.

Reports
This is the section that really sets KashFlow apart from other financial management applications. From within the Reports section you can view graphical information based on your Invoices and Reports. You are able to see which of your services/products are selling best, you can see how much business each of your sources generate. If you are VAT registered then you can also quickly see how much VAT you need to pay for any given period.

Help
The help area aims to answer the most common questions that users of the system have. If you question is not answered in this section then you can use the Support Ticket system to ask a specific question that will be answered by our support team.

Remember, if you are in an section within an area you can always click on the pink area tab again to get to the main page for that area.

Adding Customers and Sources of Business

Each time you add a customer to your list you have the option of indicating how you acquired the customer. You may find it tempting to classify all customers as 'Other' and if you really want to you can. However, if you accurately record where you get each your customers from then you can run a report to see which sources of business are the most successful for you. You may be surprised at the results.

To add a source of business click on the pink 'Customers' area tab and then click on the blue 'Sources' button. You'll see that we have already added a source for you and called it 'Other'.

You can add as many sources of business as you like. A source may include your website, an exhibition or networking event you attended or a referral to your business from a specific person or other business. At the bottom of the list we have provided two text boxes for you. Enter the name of the source in the first box and the cost of the source in the second box. You can leave the cost blank if you want to.

Once you have added all your sources you will then need to start adding customer details.

Click on the pink 'Customer' area tab again and then click the blue 'Add New Customer' button. You will be asked for the customer name and the customer code. For the code you can enter anything you like. We suggest you use the first four letters of the company name followed by a number. So if you had a customer called ACME Computer Supplies and another called AC Mechanics their codes would be ACME01 and ACME02 respectively.

Click the 'Update' button to create the customer record.

You will now be presented with the Customers record page. Here you can enter other details for the customer, such as their address, telephone number, websites address, etc. You will also be able to select their source from a drop down list containing all the sources we entered earlier.

We have also provided a notes field. You can enter whatever information you like in this field. The customer will never see this information so you can be as rude as you like!

Note that we also display a list of invoices for this customer. This list should be empty if you have only just created the customer and not yet produced any invoices for it.

You can come back and view or change all of this information at any time simply by selecting the pink 'Customers' area tab and clicking on the customer you wish to view/edit.

Adding Products and Services

You're almost ready to start creating invoices. All you need to do now is enter a list of your products and/or services.

Click the pink 'Sales' area tab and then click the blue 'Products & Services' button.

This is a list of your products and services. You can be as general or as specific if you like. For instance if you were a green grocer you could list all the different type of fruits and vegetables or you could just enter 'Fruit' and 'Vegetables'. This information isn't printed on any invoices, it is only used internally to generate reports based on how popular or profitable each of your products or services are.

Simply enter the name of the product or service into the box provided and click 'Add'.

You also have the option of adding a price for this product/service. If you enter a price then when you add this product or service to an invoice the price will be automatically filled in for you.

Creating Sales Invoices

Now that you have created some customer records and added some products or services you are ready to start producing invoices.

Click on the pink 'Sales' area tab and click on the blue 'Add New Invoice' button.

You now have to provide four pieces of information: Invoice number, the customer you are invoicing, the date of the invoice and the date the invoice is due to be paid.

Invoice Number
This is automatically created for you. We assume that your new invoice number will be one number higher than the last invoice you created. You are welcome to change this number if you need to although it is not advised.

Invoice To
Select the customer you are invoicing from the list provided.

Invoice Date
We assume you would like the invoice to be dated with todays date but you can change this if you want to.

Invoice Due Date
We automatically create the due date by setting it to 28 days after the current date. You can change this default by visiting the 'Settings' area, selecting 'Company Details' and changing your 'Payment Terms'.

Once you have entered this data you can click 'Add Invoice' to create the invoice.

You can now add items to this invoice by clicking the appropriate button.

When you are adding an item you first enter the quantity and the rate, followed by the description.

If you are VAT registered you will also be asked to indicate the VAT rate for this item.

Finally you need to select which type of product or service this item relates to. The product/service you select will not be detailed on the invoice – this is only used for internal reporting purposes.

Click 'Add Item' and repeat these steps for as many items as you wish to add to the invoice.

You will notice that the invoice total is automatically calculated for you.

You can now choose to print or email the invoice by clicking on the appropriate pink button at the bottom of the page. If you chose to print the invoice then it will open in Adobe Acrobat Reader and you can then select 'Print' from the 'File' menu within Acrobat.

If you chose to email the invoice then you will be presented with a new page in which to enter the subject line and message for the email. If you provided an email address for this customer then it will be displayed. You can change this email address if you want to. If you do change the address you will be given the option to update the Customer record with the new address.

If you change the email message or subject then you will be given the option to save these changes for the next time you wish to email an invoice.

Click 'Send Email' and the email is sent to the customer as an Adobe PDF file. The sender name and email address will be the name and address you gave when you registered. These can be changed at any time by going to 'Company Details' in the 'Settings' area.

You can view a list of all your invoices by clicking the pink 'Invoices' area tab. You can edit the details on any invoice simply by clicking on it in this list. If you want to view the customer record for the customer that the invoice is sent to then you can simply click on the small icon next to the customer name.

You can change the look of your invoices and include your company logo by visiting the 'Settings' area and then selecting 'Invoice Options'.

Adding Outgoing Methods

All outgoings should fall into specific categories such as: professional fees, telephones, rent, etc.

When you add a purchase receipt you will be given the opportunity to indicate what type of outgoing it is. We have already added a number of different types for you but if you want to change the list – you can.

Click the pink 'Purchases' area tab. Click the blue 'Outgoing Types' button.

You will now see the list of outgoing types that we created for you. You can edit or delete the types we have added or you can create new types.

To edit or delete an outgoing type simply click on the blue 'Edit' button next to the type you wish to edit/delete.

To create a new Outgoing type just type its name into the box provided and click 'Add'.

Adding Suppliers

Before you can add any receipts you will need to add a list of suppliers. Click the pink 'Suppliers' area tab.

Click the blue 'Add New Supplier' button. The process is very similar to adding customers. First you provide the supplier name and the supplier code. The code can be anything you like. We suggest you take the first 4 characters of the suppliers name and then append '01'. So Vodafone would become VODA01.

Click the 'Create' button and you will be asked to provide additional information about the supplier. None of this information is mandatory.

You will notice that you can select an Outgoing Type for this supplier. This option lets you add receipts quicker. For instance, if you set the outgoing type for Vodafone to be 'Telephones' then when you add a new Purchase Receipt and select 'Vodafone' as the supplier then the outgoing type will automatically be set to 'Telephones'. You are able to change the outgoing type if you want to – this feature is only designed to save you time.

Adding Payment Methods

There is still one last thing you need to do before you can add your purchase receipts.
KashFlow maintains a list of all your payment methods for you so that you can easily see if you paid for an item in cash or with a cheque or by any other method.

Click the pink 'Purchases' area tab. Click the blue 'Payment Methods' button. You will see that we have already added a number of payment methods for you. If you want to add, edit or delete and of these payment methods then you can do so.

Creating Purchase Receipts

To add a new receipt click on the pink 'Purchases' area tab. Click the blue 'Add Receipt' button.

You will be asked to enter information regarding the receipt. All of the information required should be self explanatory.

If the receipt has been paid then tick the 'Receipt Paid?' box and enter the payment details. If you want to you can also include a note about the payment, this may be the number of the cheque you used to pay the receipt with or any other information.

You can view a list of your receipts at anytime just by clicking the 'Purchases' area tab. You can also use the drop down boxes so that you are viewing just unpaid receipts.

Using the Reports Area

The Reports area may not be immediately useful to you if you have not entered a reasonable amount of sales or purchases, but once you have it will be extremely interesting and useful.

It is very important that you enter information about sales and receipts correctly (ie: product/service type, payments methods, etc) if you want to get the best out of the reports area.

Help & Support

The Help area is the place to go if you have any problems using KashFlow. Simply click the 'Request Help' button and provide us with as much detail as possible.

You will be notified via email once we have responded. You can then go back to the Help area to read our response and/or to provide further information if requested.

General Usage Notes

KashFlow is full of lots of useful features. But just because they are there doesn't mean you have to use them. You can, if you want to, use the system just for generating your invoices and not for tracking your purchases. How you use the system is up to you.

If you have any feedback to give us or suggestions on how we can add to or improve the service we are offering, please don't hesitate to get in touch by emailing feedback@kashflow.co.uk.

Happy Accounting!