User Guide

A brief explanation of the basic functions of your online portal

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- Access to and functioning of your online portal
- Entering and digitising documents
- Access to your accounting
- Approve and pay
- The communication module
- Personal settings

Access to and functioning of your online portal

Access to your online portaal: logging in

Login data

You will get an email from your accountant with your **login** and a link to click on to choose your **password**.

Username and password

Go to the website mentioned in the email with the login details and enter your **user name** and **password**.

Dashboard

You will be taken to the **Homepage** or **Dashboard** of your online portal where you get an overview of your key figures.

Mailboxes

Click on “Purchase”, “Sale” or “Various”. These are the mailboxes where you import your documents.

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Entering and digitising documents

Entering and digitising documents

- Import methods
- Mailboxes
- Document preview
- Splitting and merging
- Autoforward & whitelist
- Mailbox “In process”
- Important notes and tips

Entering and digitising documents

There are many possibilities to introduce your documents into the platform.

Upload

Drag & Drop

E-mail

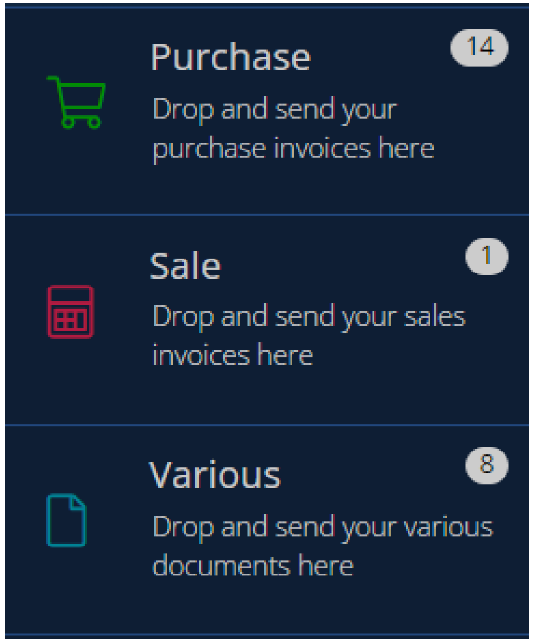
Mobile app

Dropbox

Scan

Invoice programmes

Codabox (voila)



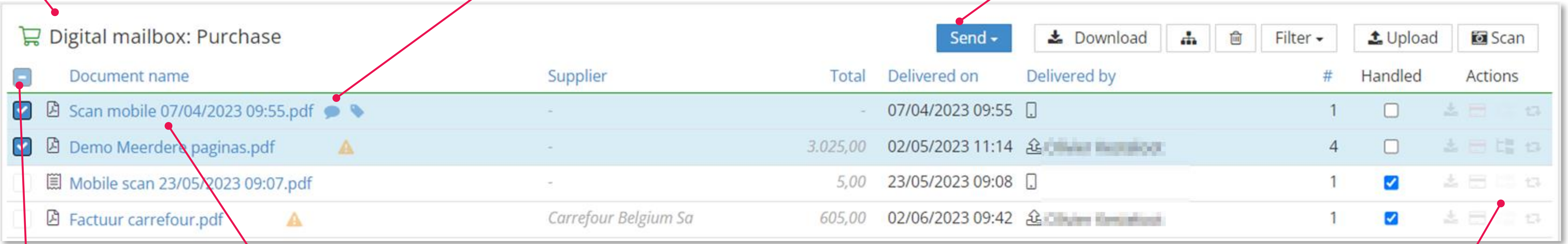
Entering and digitising documents: mailboxes

Imported documents arrive in the mailboxes. From there, you can apply actions to them.
The most important action is to send the documents to your accountant.

All documents imported via the input channels can be found in a digital mailbox

With these icons, you can add a comment or a tag to the document

To forward documents, **select one or more** documents from the mailbox and then click "Send"



Hover with your mouse over the symbol to see which action will be performed when you click on it.

Check the box at the top of the list to select all documents.

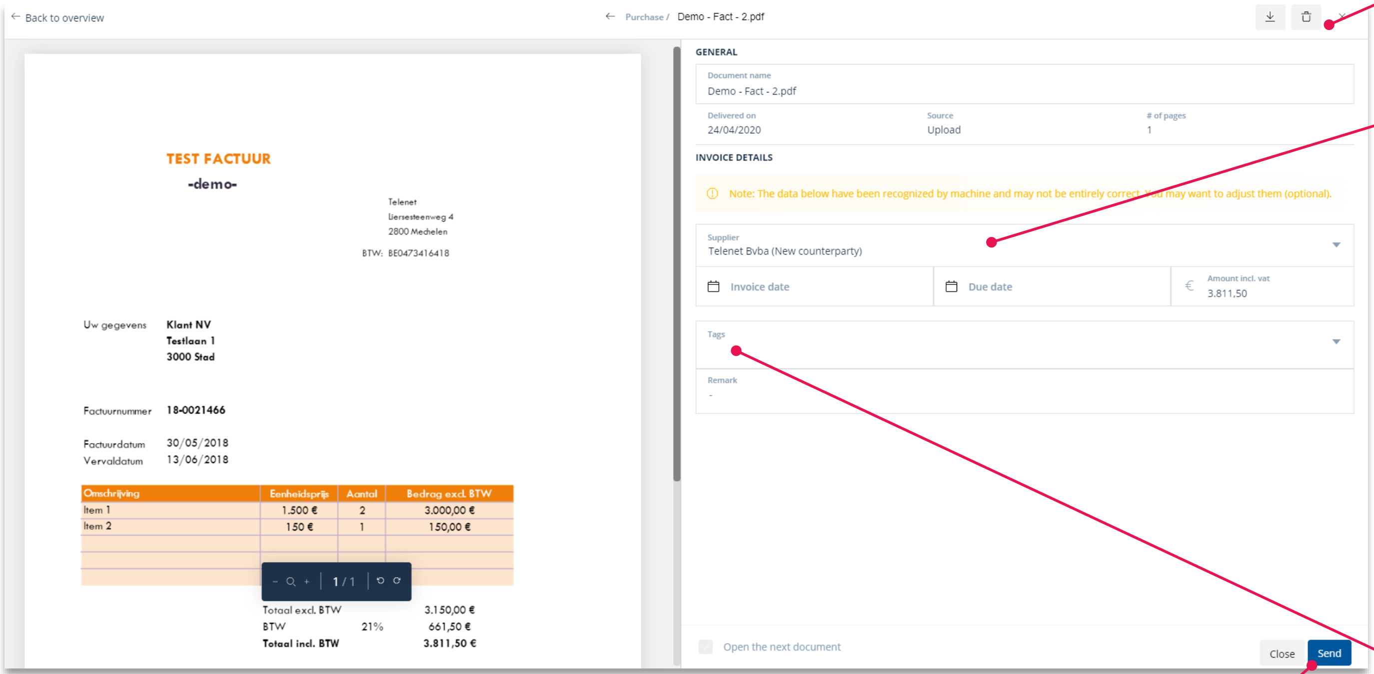
Click on the document name to open the document preview. Review and change data where appropriate.

Entering and digitising documents: document preview

Open the document preview by clicking on the name of a document.
In the preview, you can review and, if needed, change different types of date.

These buttons can be used for a number of actions (download, delete, split, etc.)

Here you can view the invoice data in the document itself and modify if required



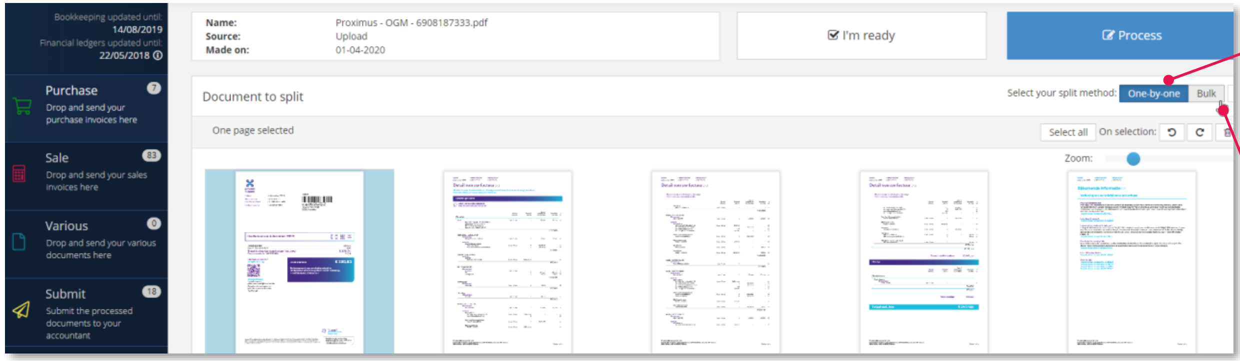
Note:
The data in these fields were recognised automatically. This recognition is not always perfect. You can correct the fields if necessary. Confirm every change with “Enter” or “Tab”. Your corrections/additions will be part of subsequent validation steps.

You can add tags to the invoice which will allow you to add information and easily find it in the digital archive.

With this button, you send the document to your accountant for processing.

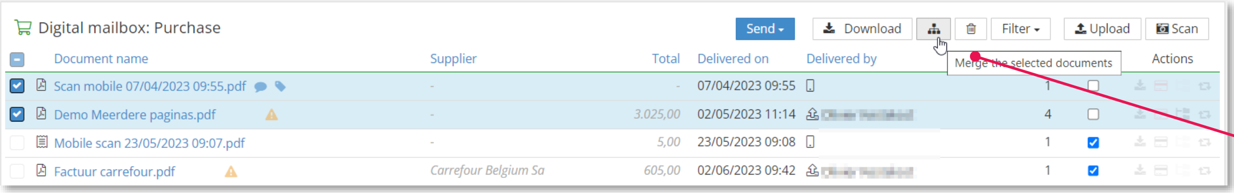
Forwarding documents: split and merge

**You can split a pdf that consists of several invoices (e.g. after scanning). You can also merge individual documents.
Click on “Split” in the “Actions” column in the mailboxes or select documents and click on “Merge” in the top bar.**



Split one by one:
- Select the pages that belong to one invoice by clicking on these pages (they will get a blue background).
- When all pages of one invoice are selected, click on “Process”.

Bulk splitting: (a more efficient method for larger volumes)
- Select the first page of each invoice.
- Click on “Process” when all the first pages have been identified.

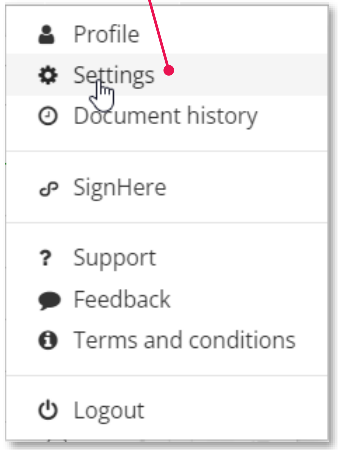


Merge multiple pages into one document:
- In the mailbox, select the documents you want to merge en click on the “Merge” icon at the top.
- Select the pages you want to be part of the new document and click “Process”.

Forwarding documents: autoforward & whitelist

Autoforward: automatically send invoices to your accountant.
Whitelist: only send documents from specific senders automatically to your accountant.

In your profile,
click on **Settings**



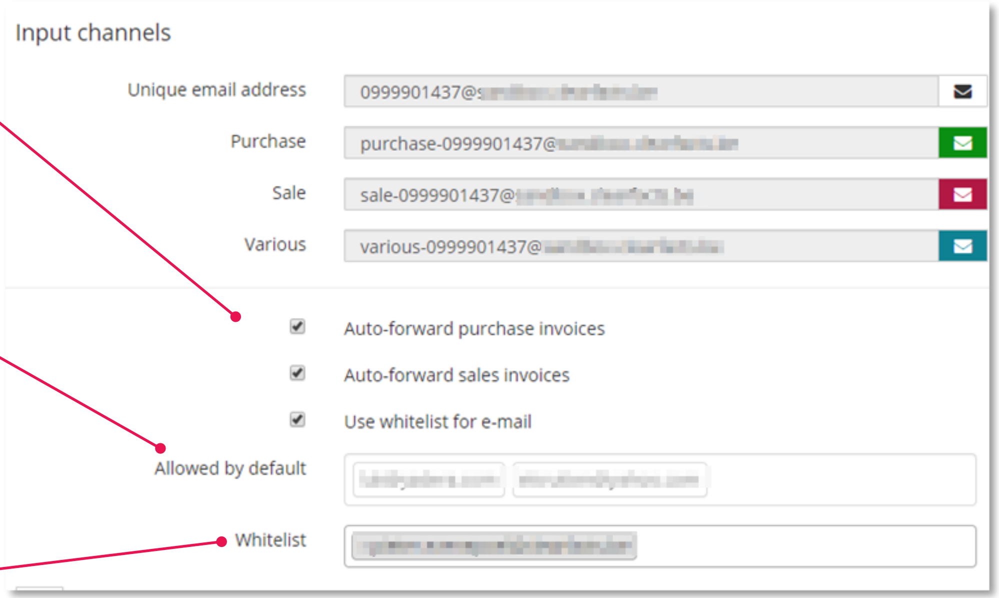
Autoforward
Check the mailbox where invoices delivered via external import channels (API,email,dropbox,...) are forwarded directly to your accountant for processing
If you use several journals, there will be an adress per journal.

Allowed by default
By default, portal users are allowed to send documents to the accountant directly.

Whitelist
Check this option if you want to apply a restriction to the email addresses for which the autoforward is performed.

If this option is selected, the documents will be forwarded **automatically** if **the sender is included in this list.**

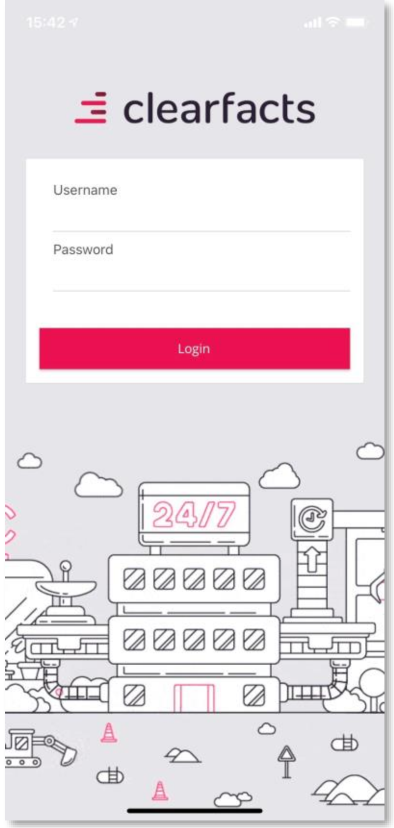
Documents from other senders remain in the mailbox.



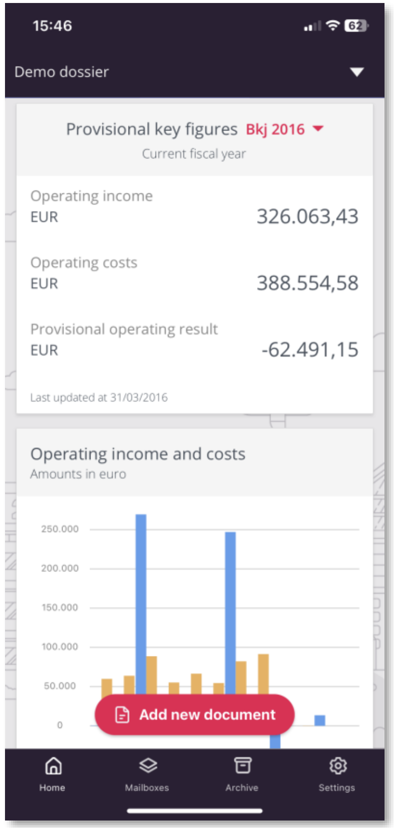
Forwarding documents: mobile app

With the mobile app, you always have your portal in your pocket. You can, for instance, scan receipts and send them to mailboxes. Moreover, you can consult your dashboard, mailboxes and archive anywhere and anytime.

Logging in

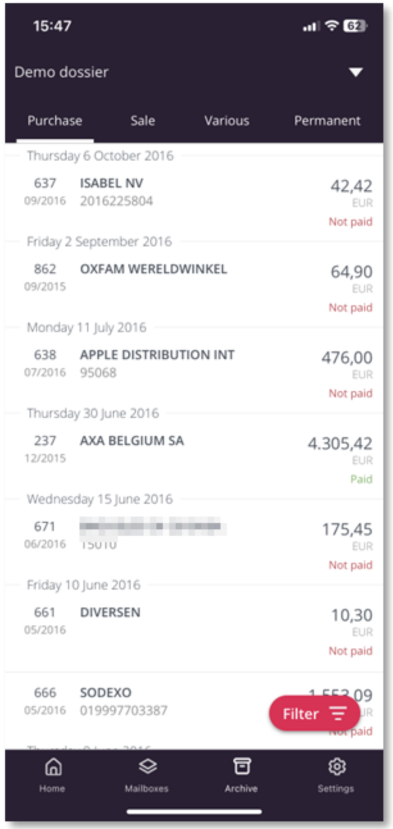


Key figures & charts



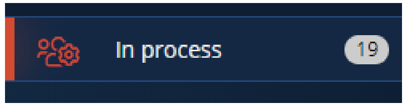
Mailboxes

Archive/Search

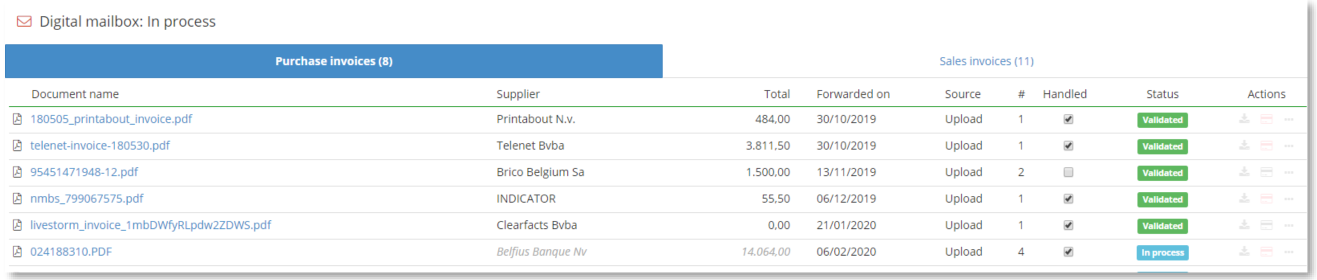


Forwarding documents: mailbox “In process”

Consulting documents you sent to your accountant and which are in process.



Alle invoices sent to the accountant are visible in the “In process” mailbox



Digital mailbox: In process

Purchase invoices (8) | Sales invoices (11)

Document name	Supplier	Total	Forwarded on	Source	#	Handled	Status	Actions
180505_printabout_invoice.pdf	Printabout N.v.	484,00	30/10/2019	Upload	1	☑	Validated	
telenet-invoice-180530.pdf	Telenet Bvba	3.811,50	30/10/2019	Upload	1	☑	Validated	
95451471948-12.pdf	Brico Belgium Sa	1.500,00	13/11/2019	Upload	2	☐	Validated	
nmbs_799067575.pdf	INDICATOR	55,50	06/12/2019	Upload	1	☑	Validated	
livestorm_invoice_1mbDWfyRLpdw2ZDWS.pdf	Clearfacts Bvba	0,00	21/01/2020	Upload	1	☑	Validated	
024188310.PDF	*Belfius Banque Nv*	*14.064,00*	06/02/2020	Upload	4	☑	In process	

A few actions can still be performed on the documents (download, delete, add a comment, etc.)

When the file manager has processed the documents, they will disappear from the “In process” mailbox and the invoices will be taken into account in the figures of the dashboard and reports. From then on, the invoices can be viewed in the archive.

After processing, the figures can (at a later stage) still be validated and possibly corrected by your office. Always take account of the “updated until” dates when interpreting your figures.

Sending documents to your accountant

Important notes and tips

- Documents are best **scanned** with a **resolution of 300dpi** in PDF format (scanner settings).
- **Split your document** before forwarding it.
- When an **email** is forwarded to a digital mailbox **without a PDF attachment** , the email (HTML) itself **is converted to a PDF document and prepared** in the relevant mailbox.
- **Photos can be forwarded** via **email** in jpg format. These will be **converted to PDF documents** for further processing.
- Once the **unique email addresses** have been entered in your email program, they remain available for sending documents via email.
- For all accounting documents that cannot be processed as a purchase or sales invoice, the **Various documents** mailbox can be used. (Examples: bank statements, insurance documents, contracts, statements of expenditure, etc.)

Access to your accounting

Access to your accounting

- Dashboard with key figures
- Button bar
- Reports
- Archive
- History
- Financial

Access to your accounting: button bar

The button bar gives you access to your accounting

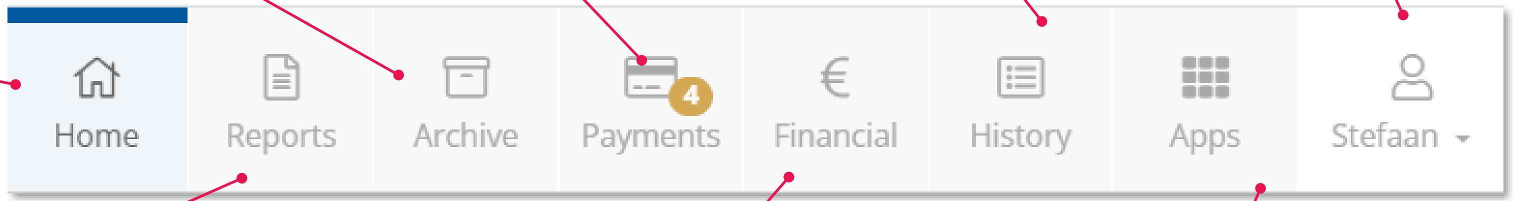
The **Archive** enables all the documents that have been processed in your accounts to be viewed and searched online

Read all about **Payments** in the next chapter

This button takes you to the **History** of your customers, suppliers and ledger accounts

See “Personal settings”

The **Home button** takes you back to the Dashboard with the key figures and evolutions



With **Reports,** a number of standard reports can be generated online based on the most recent data from your accounting

Optionally, the portal can be expanded to include an overview of your financial transactions, a payment module, etc

Links and websites the accountant has selected for you

Note: You may not see all of these symbols on your portal. If this is the case, not all of these modules have been activated for you. Your accountant can give you more information about it.

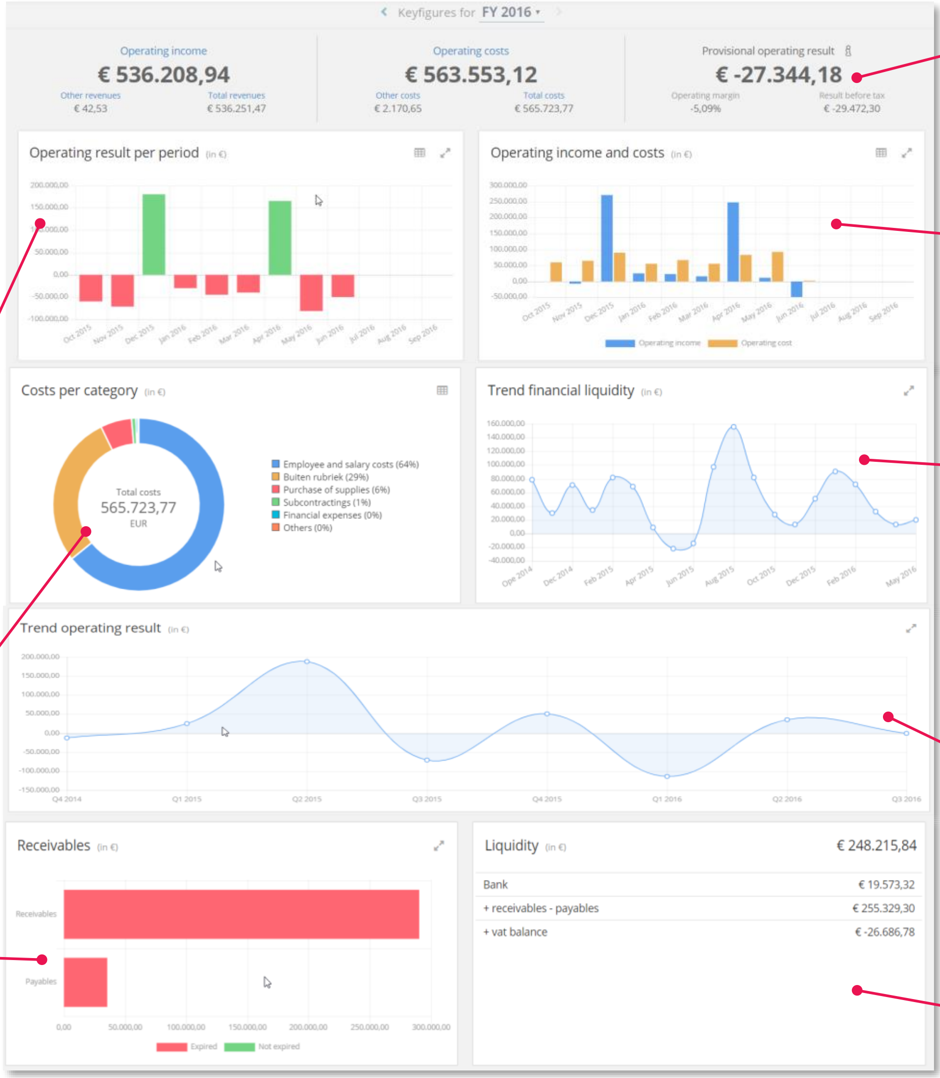
Access to your accounting: dashboard with key figures

These dates indicate when the accounting and financial ledgers were last updated

Operating result per accounting period: This graph shows the **difference** between operating income (revenue accounts 70-74) and the costs incurred (expense accounts 60-64) per accounting period

Costs per category: the accountant assigns main headings to all costs incurred (Entries in the expense account 60-66). The graph shows the costs per main heading in the accounting year selected.

Receivables and payables: Receivables are the outstanding sales invoices, **Payables** are the outstanding supplier invoices



Indicators: Your company's key figures are shown for the financial year selected (operating income, operating costs, provisional operating result)

Operating income and costs: This graph shows the operating income (income account 70-74) and the operating costs incurred (expense account 60-64) per accounting period

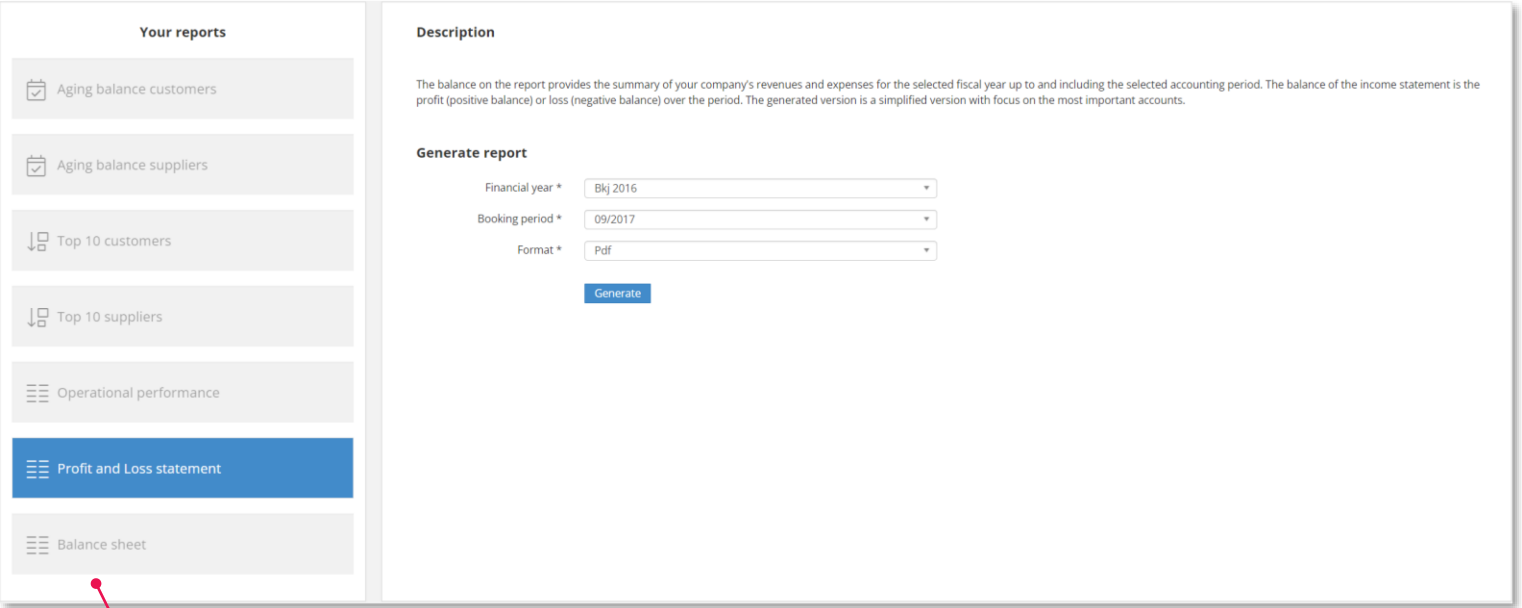
Trend financial liquidity: This graph shows the development per accounting period. This includes the bank balance with credit institutions, post cheque and any cash accounts (class 5 account system, cash and cash equivalents, accounts 55-57)

Trend operating result: Gives the operating result (revenue accounts 70-76) – the costs incurred (expense accounts 60-66) over the last quarters or years.

Liquidity: The 'Liquidity' key figure represents the resources (in Euro) that are immediately available or can be made available in the short term within the company.

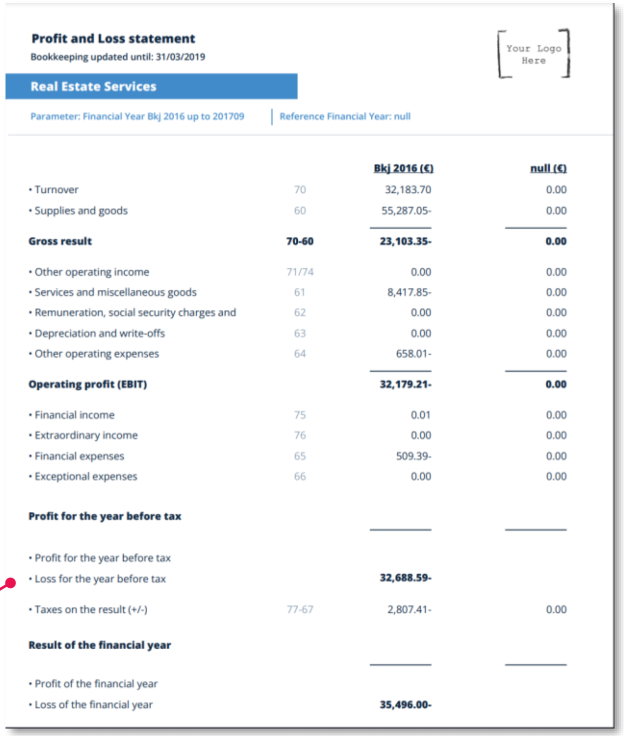
Access to your accounting: reports

“Reports” offers several standard reports.
You can generate them using the most recent data from your accounting.



Select the required report in the left column

Click **Generate**. The report will be created in excel or pdf.



Profit and Loss statement
Bookkeeping updated until: 31/03/2019

Your Logo Here

Real Estate Services

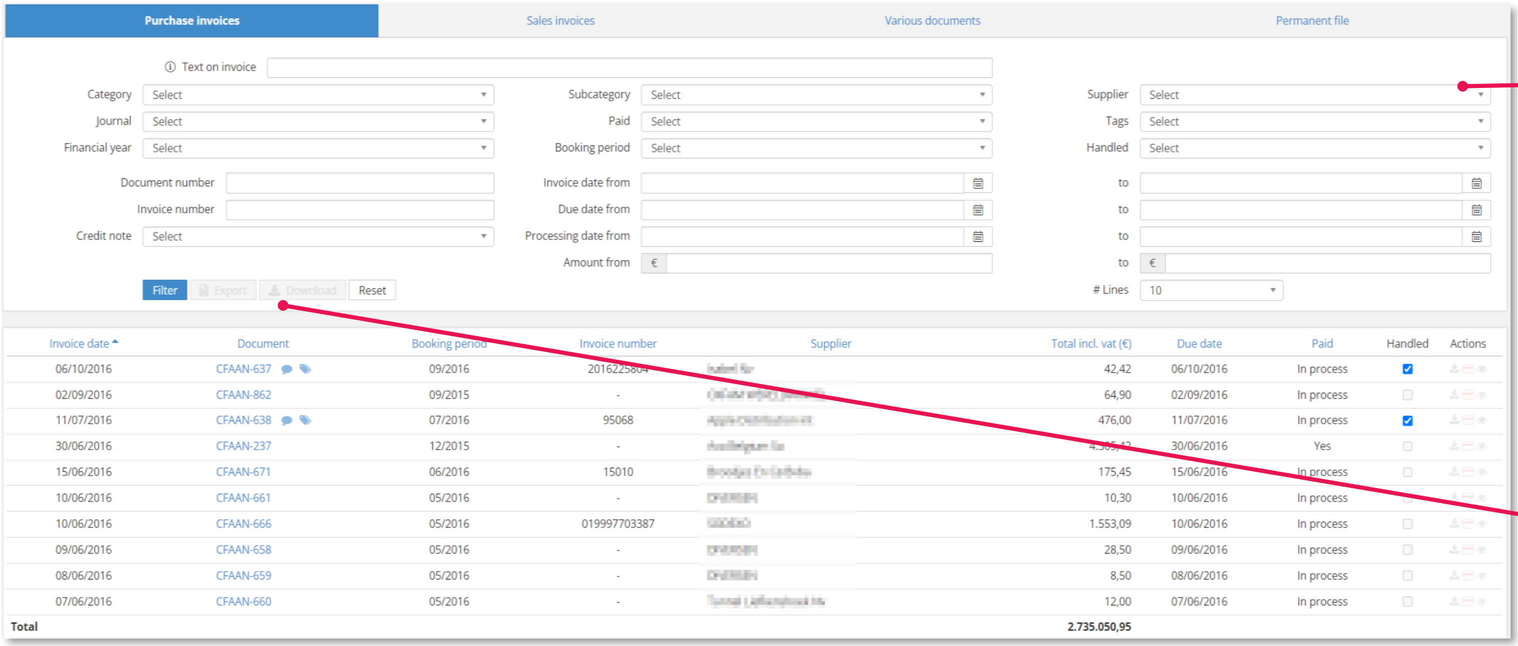
Parameter: Financial Year Bkj 2016 up to 201709 | Reference Financial Year: null

		Bkj 2016 (€)	null (€)
• Turnover	70	32,183.70	0.00
• Supplies and goods	60	55,287.05-	0.00
Gross result	**70-60**	**23,103.35-**	**0.00**
• Other operating income	71/74	0.00	0.00
• Services and miscellaneous goods	61	8,417.85-	0.00
• Remuneration, social security charges and	62	0.00	0.00
• Depreciation and write-offs	63	0.00	0.00
• Other operating expenses	64	658.01-	0.00
Operating profit (EBIT)		**32,179.21-**	**0.00**
• Financial income	75	0.01	0.00
• Extraordinary income	76	0.00	0.00
• Financial expenses	65	509.39-	0.00
• Exceptional expenses	66	0.00	0.00
Profit for the year before tax			
• Profit for the year before tax			
• Loss for the year before tax		**32,688.59-**	
• Taxes on the result (+/-)	77-67	2,807.41-	0.00
Result of the financial year			
• Profit of the financial year			
• Loss of the financial year		**35,496.00-**	

Note: the data used to create the reports always depend on correct and complete synchronisation with your accounting. **The reports are therefore only intended for internal use; for official purposes, you should always contact your accountant.**

Access to your accounting: archive

In “Archive” you will find all invoices and documents present in your digital accounting.



By default, the Archive opens Purchase and Sales invoices with the **unfiltered list** of invoices sorted by **invoice date** (with the most recent invoice at the top). **Selection filters** can be set up to search each one separately or in combination with each other.

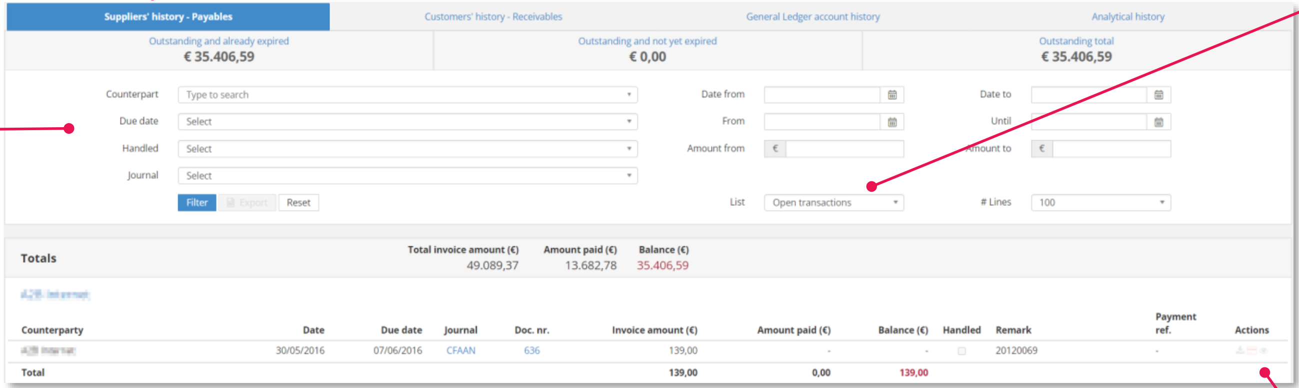
When you have applied the filter, you can download documents from the list or export data.

Access to your accounting: history

In "History" you can see all individual transactions with suppliers (payables) or customers (receivables).
In "General ledger account history" you can consult transactions per individual account in your accounting.

Select the tab with the type of transaction you are looking for.

Find transactions by using the different filter options.



Only "**Open**" transactions are displayed by default. This can be changed to "**all transactions**" via the drop-down.

(for example, "open" means that no payment has yet been registered in the accounts for this invoice)

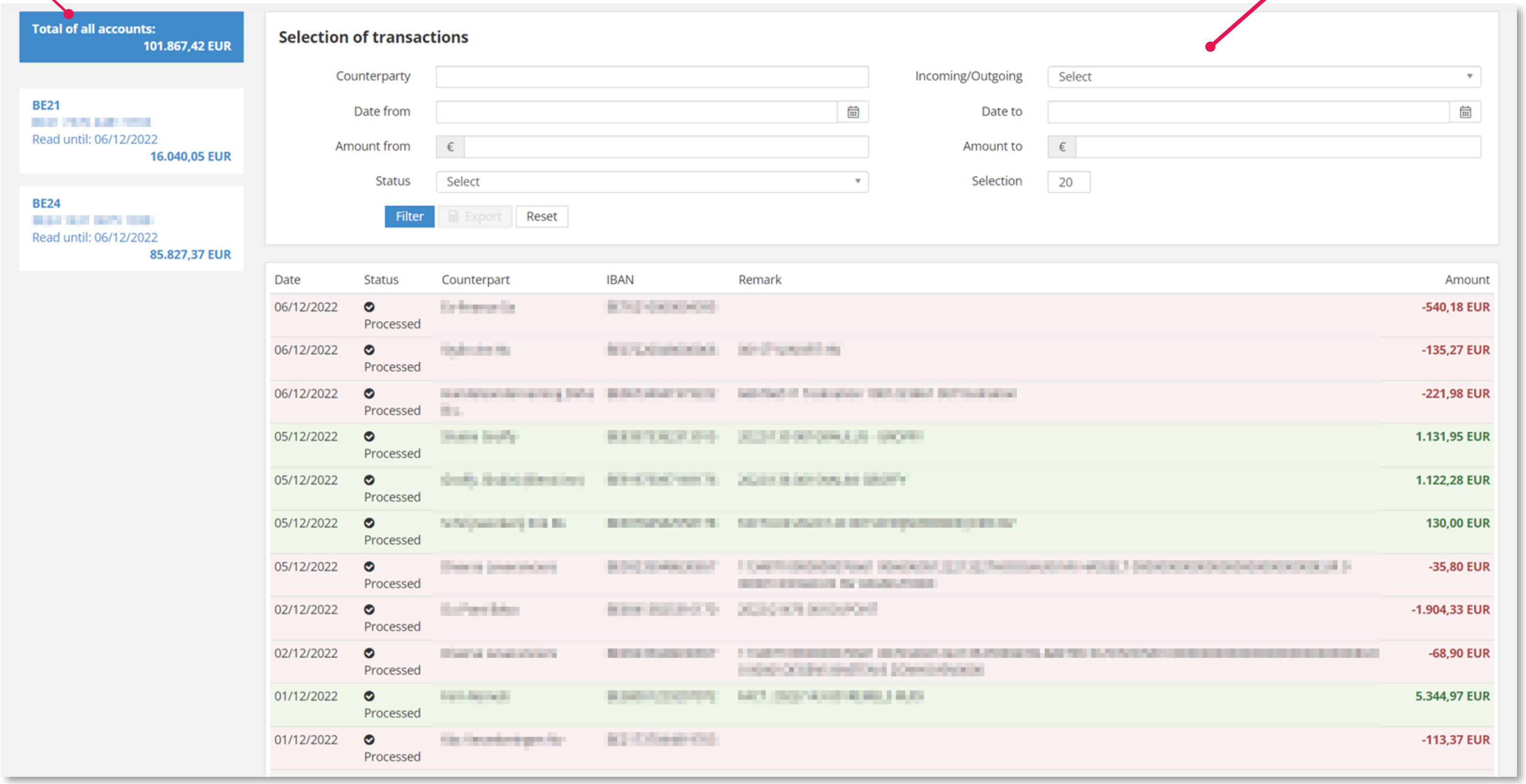
You can perform a number of actions for each transaction (open or download document, initiate payment) via the icons at the end of the lines

Access to your accounting: financial

In “Financial” you get an overview of the financial transactions on accounts that are linked to your company and for which the accounting is shown in the portal.

If there are multiple accounts linked to your accounting, you can select the desired account here.

Several filter option are available to find transactions



Pay and approve

Pay and approve

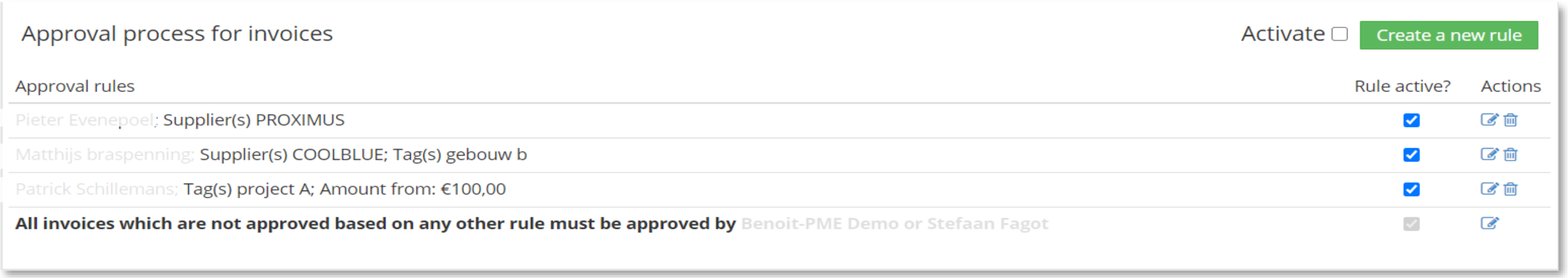
- The invoice approval process
- The payment module
- The payment approval process

Pay and approve : activate the invoice approval process

The invoice approval process is used to control the receptivity of invoices. This process allows you to create rules and appoint people who can decide whether or not the invoice can be approved and continue for further processing.

1. Only users with the “Administrator” profile can activate the approval process

2. In “Settings”, de Administrator can activate and configure the invoice approval process.



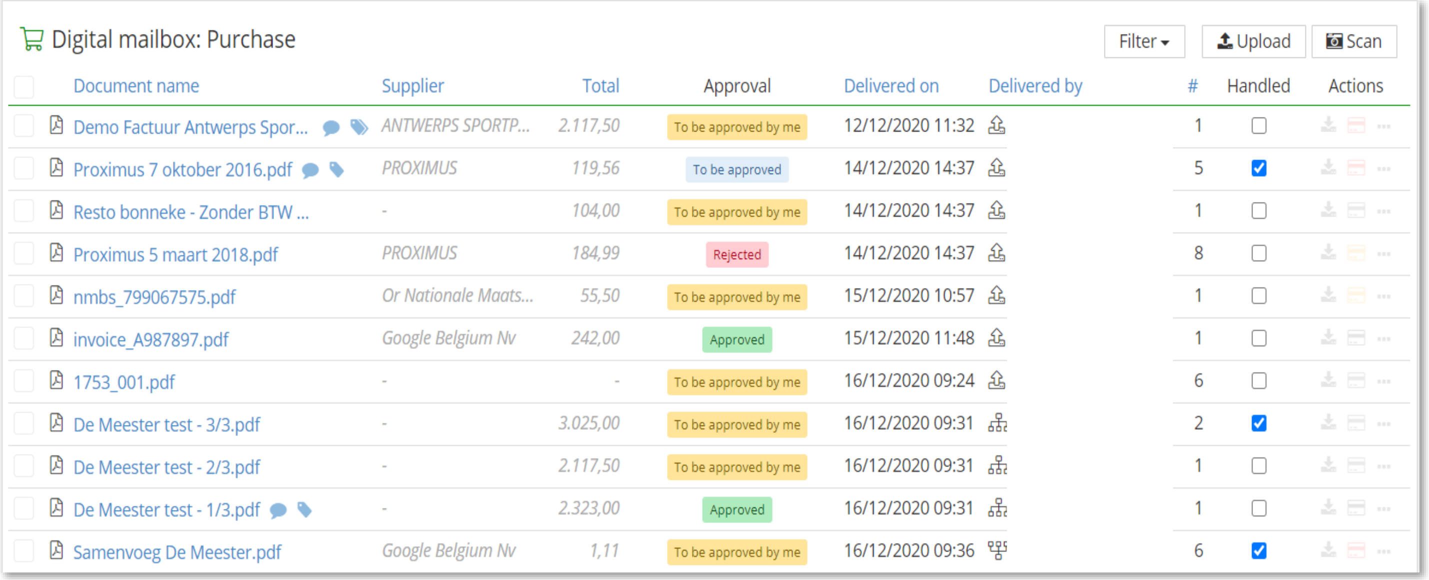
3. After activation of the approval process, a first “standard” approval rule is immediately created to ensure every purchase invoice can be approved. All invoices that cannot be approved according to another rule, will have to be approved according to this “standard rule”.

4. You can create a new rule by clicking on the green “Create new rule” button. You will then see a menu where you can select one or more approvers and for which supplier(s) and tag(s) they can approve invoices. Multiple approvers can be selected for one invoice. Every active rule will be checked for every invoice. If this process is activated, it is impossible to send invoices directly to your accountant by using the “Auto-forward” function.

5. If you would like to modify a rule, click on the pencil under “Actions” to call up the same menu as the new rule, but with the rule entered that you wish to modify. This allows you to make and save the necessary changes to the rule.

Pay and approve: approve or reject invoices

Once the approval process is activated, you can see the status of every invoice in the purchase mailbox and you can start approving or rejecting them.



Digital mailbox: Purchase

Filter ▾ | Upload | Scan

Document name	Supplier	Total	Approval	Delivered on	Delivered by	#	Handled	Actions
Demo Factuur Antwerps Spor...	ANTWERPS SPORTP...	2.117,50	To be approved by me	12/12/2020 11:32		1	☐	
Proximus 7 oktober 2016.pdf	PROXIMUS	119,56	To be approved	14/12/2020 14:37		5	☑	
Resto bonneke - Zonder BTW ...	-	104,00	To be approved by me	14/12/2020 14:37		1	☐	
Proximus 5 maart 2018.pdf	PROXIMUS	184,99	Rejected	14/12/2020 14:37		8	☐	
nmbs_799067575.pdf	Or Nationale Maats...	55,50	To be approved by me	15/12/2020 10:57		1	☐	
invoice_A987897.pdf	Google Belgium Nv	242,00	Approved	15/12/2020 11:48		1	☐	
1753_001.pdf	-	-	To be approved by me	16/12/2020 09:24		6	☐	
De Meester test - 3/3.pdf	-	3.025,00	To be approved by me	16/12/2020 09:31		2	☑	
De Meester test - 2/3.pdf	-	2.117,50	To be approved by me	16/12/2020 09:31		1	☐	
De Meester test - 1/3.pdf	-	2.323,00	Approved	16/12/2020 09:31		1	☐	
Samenvoeg De Meester.pdf	Google Belgium Nv	1,11	To be approved by me	16/12/2020 09:36		6	☑	

To be approved by me

The invoice has to be approved by the logged in user.

To be approved

The invoice has to be approved by someone else.

Approved

The invoice has been approved and can be processed further and/or paid.

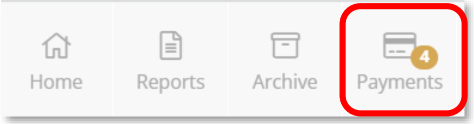
Rejected

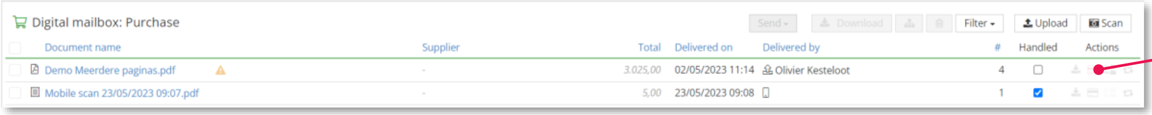
The invoice was not approved and cannot be processed nor paid. Rejected invoices can only be opened and/or deleted.

- The “Filter” button at the top allows you to filter by approval status. If you select “To be approved by me”, extra buttons are displayed to “Approve” or “Reject” selected invoices.
- By clicking on the status in the mailbox, you can approve or reject invoices in the document preview. Approved invoices can be sent from there.

Pay and approve: the payment module

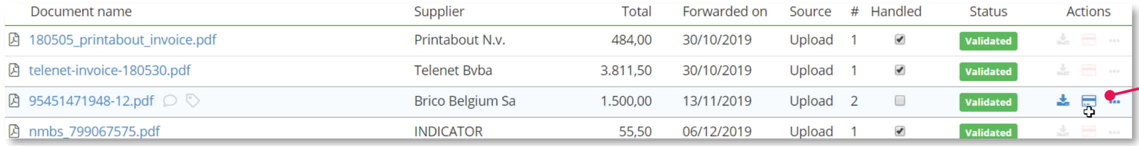
After activating the payment module, the “Payments” button appears in the button bar. You can prepare payments for execution and processing in various places in the platform where you find the bank card symbol.



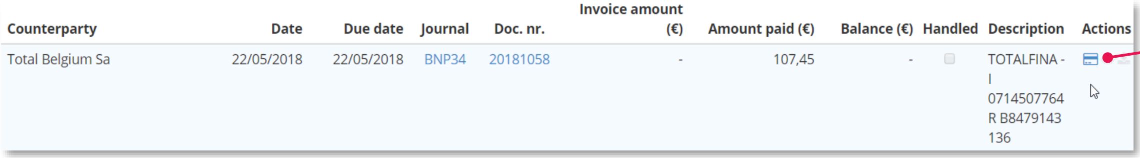


In the purchase mailbox

In the archive



In the mailbox “In process”

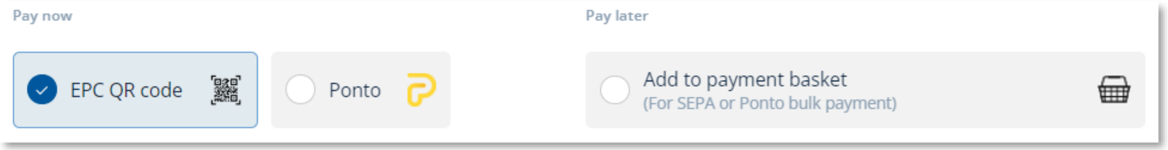


In “History”

- The payment procedure is initiated by clicking on the bank card symbol
- The payment module is opened and you have different payment options :

  Pay now: EPC QR Code or Ponto

  Pay later: Add to payment basket (for SEPA)

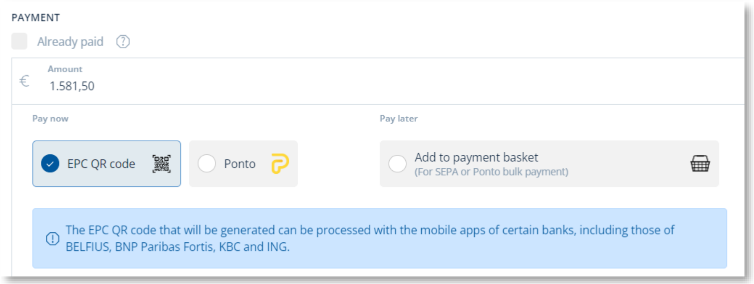


Pay and approve: prepare SEPA payments

SEPA = Single Euro Payments Area. SEPA enables everyone in Europe to pay in EURO with standardised payment files.
The payment module uses these standards and creates XML files with the payments you prepared.

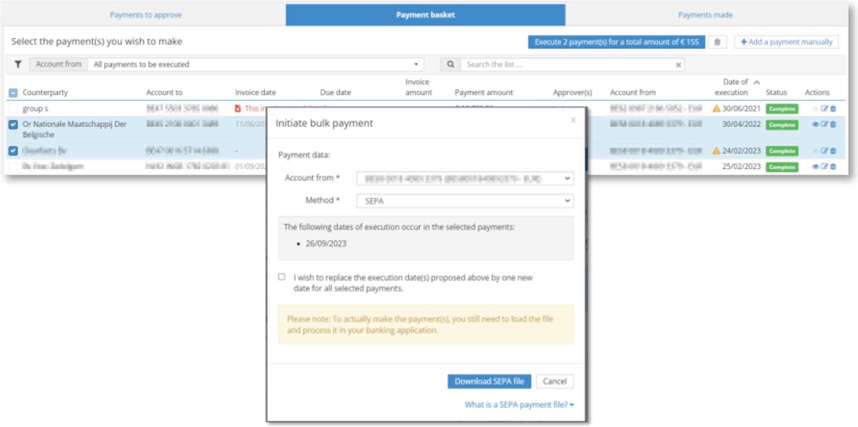
Step 1: Initiate payments

1. Clicking on the payment icon in **Actions** opens a **payment form** with a **preview** of the invoice (left) and the available payment details (right)
2. Verify these data:
   - Amount
   - Account from
   - Date of execution
   - Counterparty: Name and "Account to"
   - Notification: None, unstructured or structured
3. Once all this information has been entered correctly, select "Add to **payment basket**" and click "Approve"



Step 2: Create a SEPA file

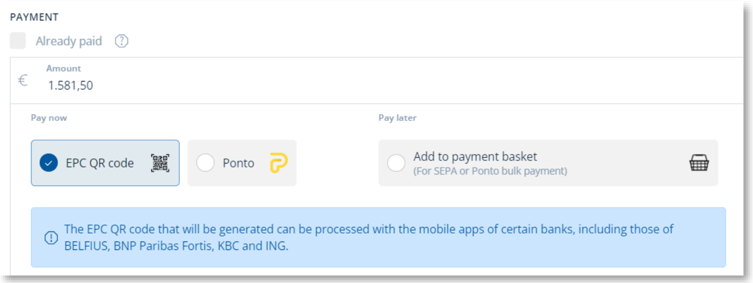
1. Once the payment is approed, it goes to the "**Payment basket"** in the **Payments** menu
2. To create a SEPA file, **check one or more** payments in this list and click on the "Execute (x) payment(s) for a total of € (sum of the payments)"
3. You will then see a final menu where **you can still change some details** of the payment(s) :
   - **Account from**: Only one Account can be selected per SEPA file. You can modify this here
   - **Date of execution**: Here you have the opportunity to match the execution date of the different payments. Different execution dates are otherwise respected.
4. Finally, click on "Download SEPA file" to generate and download an XML file . This can then be **uploaded and processed using your bank's online application**.
5. The payments that were included in the file can then be found in the "**Payments made"** tab.

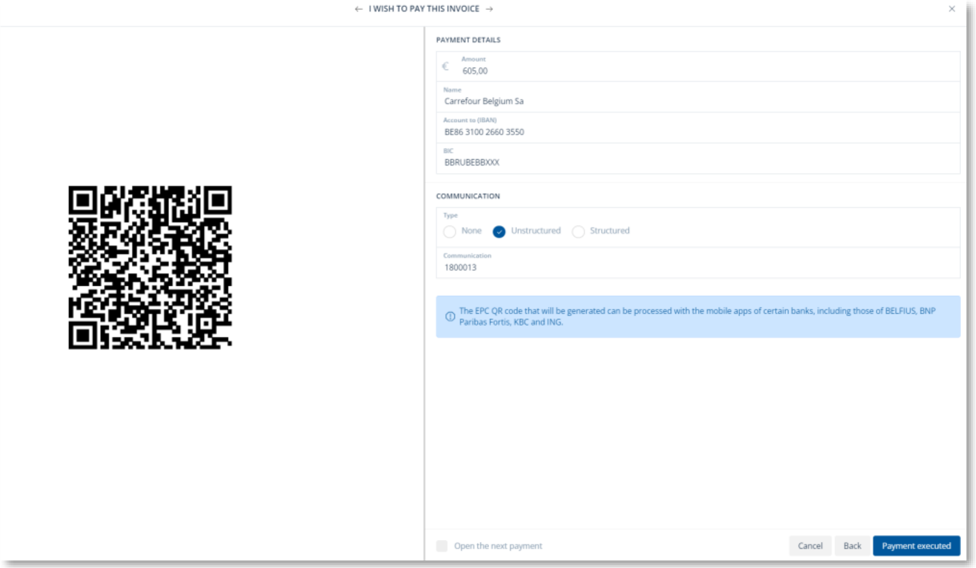


Pay and approve: prepare EPC QR payments

EPC QR = European Payments Council Quick Response Code, a QR code you can scan with your smartphone to pay invoices. You don't have to export or import files, but you can only pay one invoice at a time.

1. Start the procedure by clicking on the payment icon
2. Select the EPC QR method by clicking the **QR code**
3. Review all data
4. Click on "**Create EPC QR Code**". The QR code appears in the left part of the screen
5. Scan the QR code with your mobile application
6. When the payment is done, click on "**Payment executed**"
7. The payment goes directly to **"Payments made"** in the payments menu.



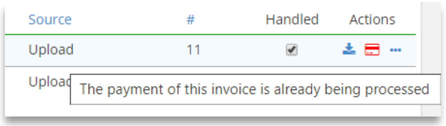


Using the **EPC QR code** is a payment option that only applies to **mobile apps of Belfius, BNP Paribas Fortis, KBC banks** (for the time being).

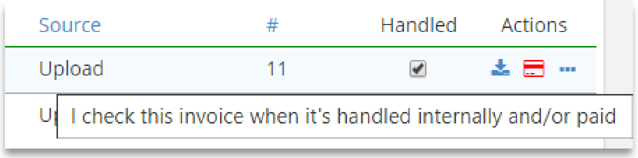
Pay and approve: preparing payments

Important notes and tips for payments

- Invoices for which the payment **has been made** (e.g. via the EPC QR code) or invoices **for which payment has been prepared for execution** (via SEPA) will receive **a clear** indication in the portal that a payment has been initiated for the relevant invoice:
  - The payment icon is **coloured red** with the accompanying message that the payment is being processed

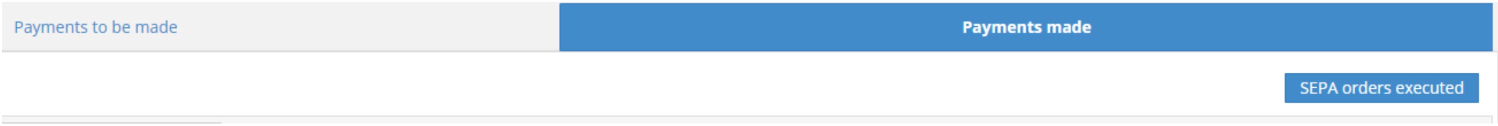


  - If the payment form has been completed to make the payment, **the 'Handled' checkbox is also checked for the relevant invoice:**



Specific to SEPA payments:

- In most banking applications, approval is required via the execution date or memo date. It may therefore be desirable to schedule as many payments as possible for the same execution date
- Payment proposals for which the **execution date** = **'Today'** will have the current calendar day entered at the time the SEPA file is created. Payment proposals for which the **execution date was in the past** are also returned to the **current calendar day.**
- All payment files created using the Payment module are **saved in your portal**. These can always been found under the Executed payments tab, via the **"SEPA orders executed" tab:**

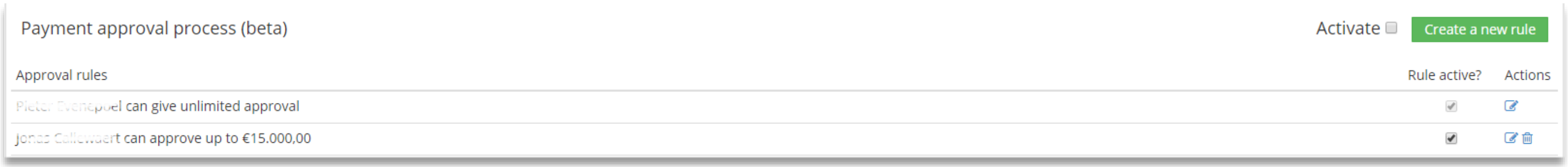


Pay and approve: payment approval process

The payment approval process allows purchase invoices to be paid only if they have been approved by an authorised person (a portal user).

Part 1 – Activating and configuring the approval process

1. Activating the approval process is only possible for users who have an 'Administrator' access profile
2. Via "Setting" > "Pay and approve" an administrator can activate and configure the payment approval process:



3. You can create a new rule by clicking on the green "Create new rule" button. You will then see a menu where you can indicate the user(s), as well as the amount that each user may approve. If desired, multiple persons can also be added to a specific line. In that case, all of these persons will have to give their approval for the payment.
4. If you would like to modify a rule, click on the pencil under "Actions" to call up the same menu as the new rule, but with the rule entered that you wish to modify. This allows you to make and save the necessary changes to the rule.

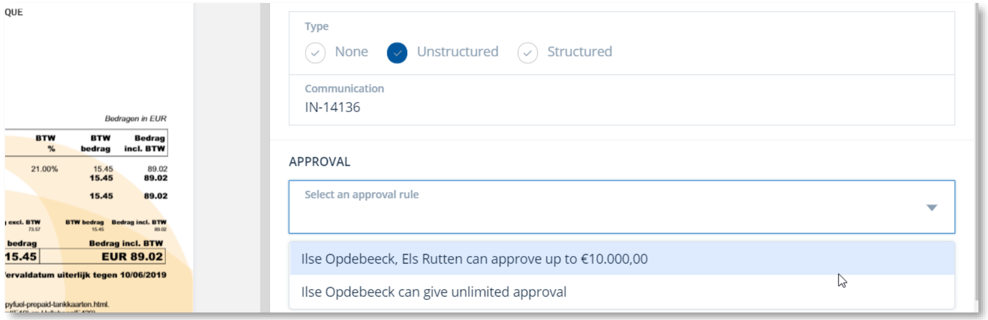
As long as there are **payments to be approved**, it is impossible to **deactivate** the approval process

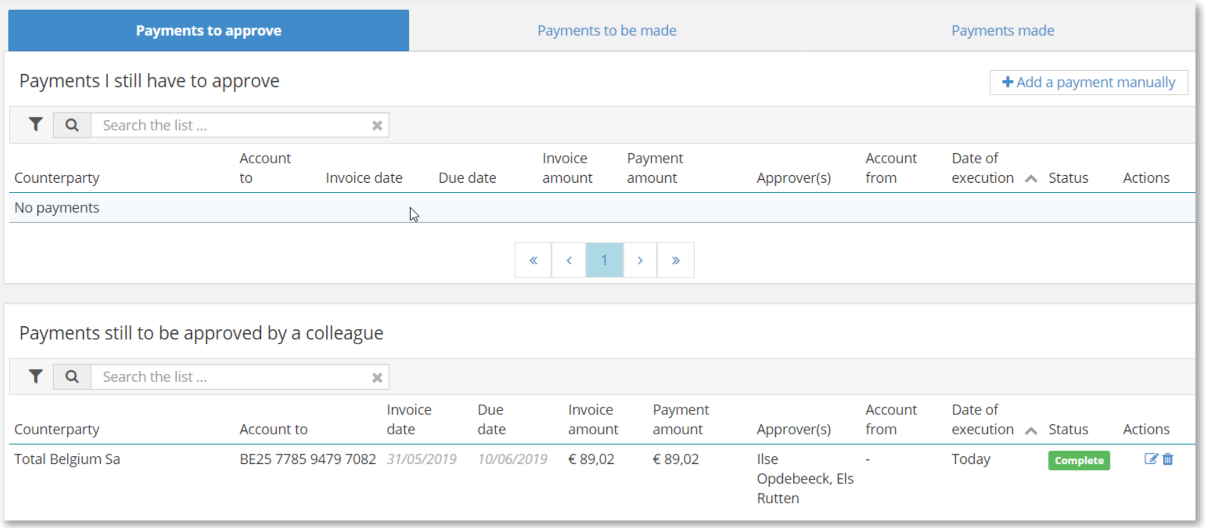
Pay and approve: payment approval process

Payments you or your colleague have to approve can be found under the tab “Payments to approve”.

Part 2 – Using the approval process

1. Once the approval process is activated in your portal, you then have to choose an approval rule at the bottom when initiating a SEPA payment
2. When the approval rule has been selected, you can click on the blue “request approval” button at the bottom
3. A third tab then appears in the “Payments” menu: “**payments to approve**”, in addition to “payments to be made” and “payments made”.
   This tab shows at the top any payments yet to be approved by you and at the bottom the payments that may have to approved by other employees. Once a payment has been approved by the authorised person(s), you can find it in the "payments to be made" tab.





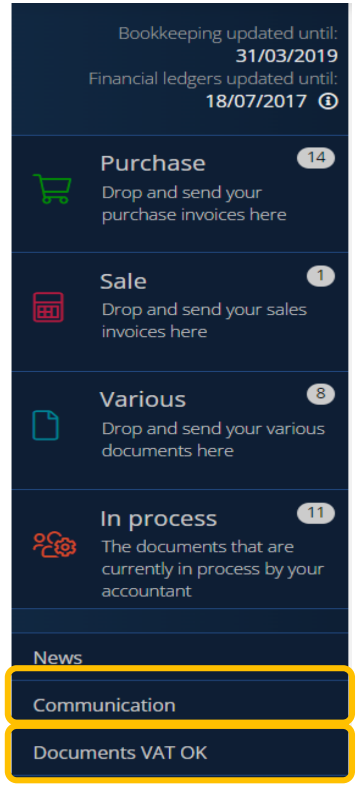
If someone initiates a payment with sufficient approval rights, the “payment for approval” step is skipped..

5

Communication Module

The communication module

The communication module enables smooth communication with your accountant.
Via “Documents VAT OK” you can inform your accountant you sent him all the required douments for the VAT period.



1. Start a conversation
   - Click on **communication** and then on **Start a conversation**.
   - Make the following decisions:
     - Who can watch/read (who will see the messages?)
     - Topic and message
     - Attach file
     - Click on **Send**

2. Follow active conversations
   - From the counter in the “Communication” menu bar, you can see how many conversations are active or open. *(This only concerns the conversations in relation to which a (read) action is expected from you)*

3. End a conversation
   - A conversation that you started yourself can also be ended using the **‘End conversation’ button.** These conversations **remain available** and are archived under **Closed or All.**

Personal settings

Personal settings

You can find your personal settings behind the button with your name

Profile:

- Change password
- Change language
- Connect to Dropbox

? Support

- Instruction videos
- Frequently Asked Questions (FAQ)
- Quick Start

Feedback:

Possibility to report problems or give suggestions for improvement regarding the application

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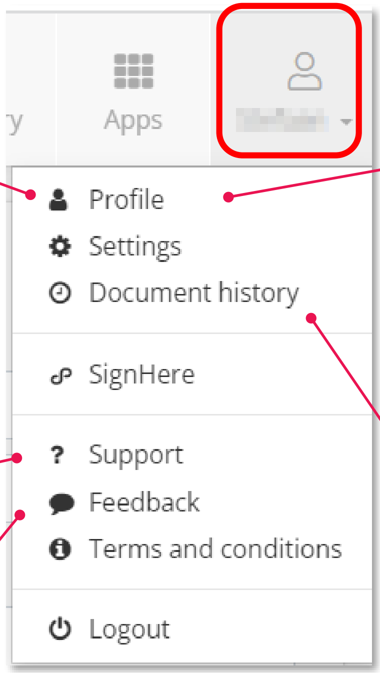

Settings:

- Unique email addresses for your company
- Name and email address of your file manager
- List of users having access to your company portal
- Setting for the payment module, invoice and payment approvals

Document history:

- All documents added to the portal
- List arranged chronologically according to time of import (= processed on)
- You can search again for certain documents selectively via the filters at the top
- Columns:
    - **Source**: this is reported via what channel the document was imported *('mail' is used for all external import channels using the unique email addresses)*
    - **Status:** indicates what stage the document is at.

Good luck!