



scottish pacific
BUSINESS FINANCE



Client Portal User Guide

smart money for smart business

● Contents

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● Contents

This guide aims to provide a step-by-step guide to using your *Scottish Pacific Client Portal*. We hope you find this guide informative and easy to follow.

Please ensure all relevant staff within your organisation read and are familiar with this operating guide as soon as possible after your account is established. This will help to ensure your facility runs as smoothly as possible in its early stages.

Note: This document is intended to provide general information about our Client Portal and your facility and does not include all legal terms and conditions. Please ensure you have read and are familiar with the terms and conditions as laid out on the home screen on the Client Portal. Whilst every effort has and will be made to ensure otherwise, should there be any inconsistencies between the content of this document and the Client Portal Terms and Conditions and any other of our legal documentation, the Portal's Terms and Conditions and legal documentation shall always take precedence.

Introduction

The Client Portal is your gateway to Scottish Pacific Business Finance, which allows you to track, request and view reports and movement on your facility. The portal will give you full control of your invoice finance facility. After reviewing the material in this guide you will be able to:

- Successfully navigate through the Client Portal
- View your current availability, incoming payments and cash flow.
- Request payments and check acknowledgements.
- View, request and download reports for daily and end of month reporting.
- Upload new customer details, invoice and credit note schedules.

This document will assist you in understanding where this information can be found. It will also guide you through the core features of the portal, explaining how to use them, as well as recommendations as to when to utilise them.

Your dedicated team at Scottish Pacific Business Finance will also be able to provide you guidance and support, allowing you to utilise the system to its full potential.

To access the Client Portal, first open your internet browser (we suggest Internet Explorer, Mozilla Firefox or Google Chrome) and in the address bar type <https://scotpac.hpdsc.com/> (or click this link) and save to your favourites.

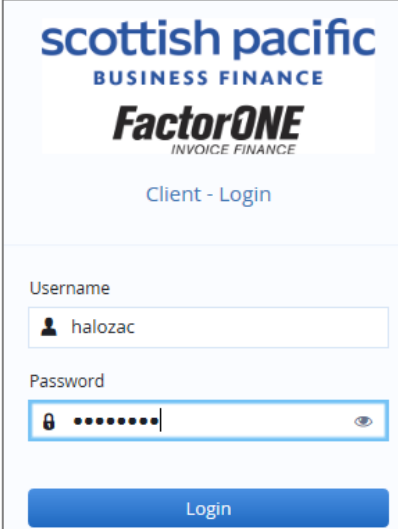


First Time Login

First Time Login

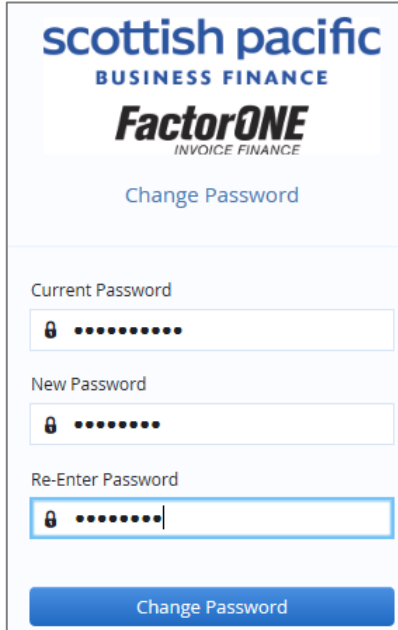
When logging into the Client Portal for the first time you will be required to reset your password, and once you have done so you will be taken back to the client login screen to log in for the first time with your newly created password.

1. Enter the Username and Password which was assigned to you



The screenshot shows the 'Client - Login' interface. At the top, it displays the 'scottish pacific BUSINESS FINANCE' logo and the 'FactorONE INVOICE FINANCE' logo. Below the logos, the text 'Client - Login' is centered. There are two input fields: 'Username' with the value 'halozac' and 'Password' with masked characters. A blue 'Login' button is at the bottom.

2. Next you will be required to change your password. Begin by entering the password which was assigned to you, then enter your new password, and then re-enter your new password. Press 'Change Password'.

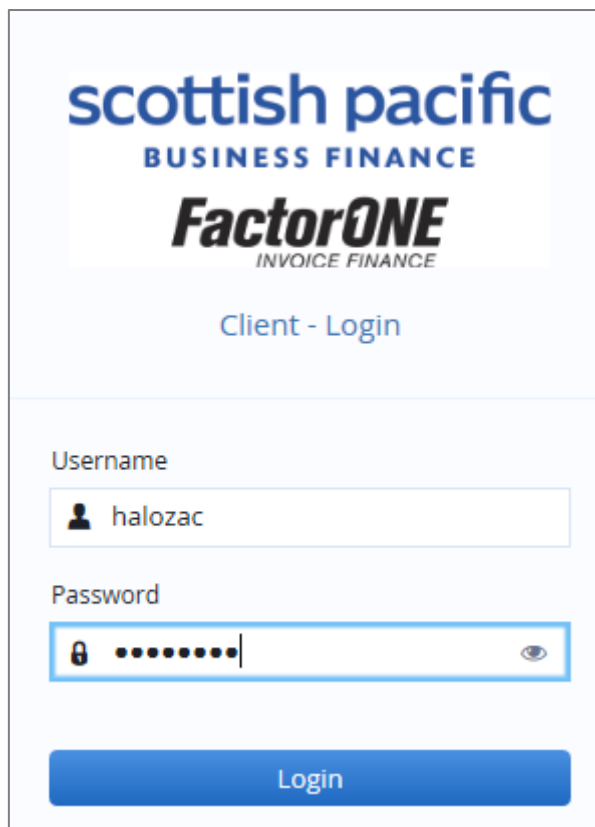


The screenshot shows the 'Change Password' interface. At the top, it displays the 'scottish pacific BUSINESS FINANCE' logo and the 'FactorONE INVOICE FINANCE' logo. Below the logos, the text 'Change Password' is centered. There are three input fields: 'Current Password', 'New Password', and 'Re-Enter Password', all with masked characters. A blue 'Change Password' button is at the bottom.



First Time Login

3. You will then be taken back to the initial login screen. If you are automatically redirected to this screen it means that the system has accepted your new password. You will now be required to log in using your newly created password.



The screenshot shows the login interface for FactorONE Invoice Finance. At the top, the logo for 'scottish pacific BUSINESS FINANCE' is displayed, followed by 'FactorONE INVOICE FINANCE'. Below the logo, the text 'Client - Login' is centered. The login form consists of two input fields: 'Username' with the value 'halozac' and 'Password' with masked characters. A blue 'Login' button is positioned at the bottom of the form.

***NOTE:** If you are experiencing technical issues when logging in, or if you have forgotten your password please contact your dedicated Scottish Pacific team.

****NOTE:** If additional user accounts have been created for employees using the original administrator login, and they have forgotten their password, you can reset it for them using the same function of the Client Portal ('Administration', bottom menu option on the left hand side) in which you would have utilised to create their login.

Agreements

Agreement Summary

The **'Agreement Summary'** (essentially your home page) is the one of the first pages to load when logging in to view your agreement. This area can also be accessed by selecting 'Agreements' from the menu on the left hand side of the screen.

You have control over the information that is displayed on this screen, and have the ability to customise it to your needs. Each area/box on this screen is called a widget, and these can be deleted if you don't feel the information is relevant, or alternatively you can add new widgets.

Adding Widgets:

Place the mouse over an empty widget and right click to view the options available. Simply select the desired option and the widget will appear.

Deleting Widgets:

Click the 'X' in the top right hand corner of the widget.

***Tip:** Any changes you make to this screen will be saved and visible the next time you log into the system.

Request Funds

There are two ways of requesting funds through the portal, however if you are on a Selective Invoice Finance Facility this will be handled by your Scottish Pacific team.

Option 1:

When first logging into the portal you will see a summary of your agreement/s.

1. The third column here is titled 'Availability' which displays how much is currently available to draw down. Click the **'Request Funds'** button to request funds.
2. A window will pop up containing the following:
Payment Type – using the drop menu select the payment method, e.g. EFT or RTGS.

***IMPORTANT:** If an RTGS is requested after 4pm (AEST) it will not be processed until the following day, and if an overnight (EFT) is requested after 6pm (AEST) it will not be processed until the following day.

32,355.82 AUD
[Request Funds](#)

Request Funds	
Available Funds	32,355.82 AUD
Payment Type	EFT (ANZ)
Payment Recipient	Main
Amount Requested	32,355.82 AUD
Add Payment Details Request Funds	



Agreements

Amount Requested – this field will be prepopulated with the amount currently available, however to edit the amount click the field and type in the desired amount.

Add Payment Details – this button allows you to type in a reference and instructions for the payment.

3. Press the **'Request Funds'** button to submit the request.

Option 2:

The second option for requesting funds can be located from the 'Agreement Summary' screen, provided the 'Request Funds' widget has been set-up as an option.

Simply follow the same steps as **'Option 1'** by selecting the appropriate **'Payment Type'**, entering the **'Amount Requested'** and then click the **'Request Funds'** button to submit the request.

Customer (debtor) Payments and Allocations

'In-Payments' are your customers (debtors) payments, and through the 'In-Payment Enquiry' you are able to see what customers have paid on what days.

Customer (debtor) Payment Enquiry:

1. From the **'Agreements'** menu (first option on the left hand side) select **'In-Payment Enquiry'** from the menu bar at the top of the screen.
2. The customer payments that automatically load will be what's been received for that particular day. To view historical days simply select the relevant date from the **'Date Range'**.

View Payment Allocations:

To view how a customer payment has been allocated you must first locate the payment on the debtor account.

1. Go to the debtor account the payment is on, by:

Agreements

- a. Using the **'In-Payment Enquiry'**, and once the payment has been located click on it to be taken to the debtor account.
OR
 - b. Click on the **'Debtors'** button on the left hand side of the screen and search for the relevant debtor.
2. Locate the payment, either from **'Debtor Summary'** or **'Debtor Ledger'**, by switching the **'Item Status'** to **'Closed'** and use the **'Date Range'** to search for the particular period the customer payment was received. Alternatively you can simply click **'This Month'** to view this month's transactions or **'Last 30 Days'** to view the last 30 days' worth.

Item Status		Close Date	
Open	Closed	From	To
		3/07/17	8/08/17
		This Month	Last 30 Days

3. Find the customer payment and click on it.

Item Number	Doc. Type	Doc. No.	Doc. Date	Amount	Closed Date
0000024	Debtor Bank Transfer	165637	28/07/17	-17,160.00 AUD	31/07/17
0000023	Debtor Bank Transfer	165634	28/07/17	-10,010.00 AUD	31/07/17
0000022	Debtor Bank Transfer	165633	28/07/17	-3,349.50 AUD	31/07/17

4. A window will pop up providing a summary of the payment. To view what invoices the payment has been allocated to click the **'Reconciliation'** tab.

Ledger Item Details					
Doc. Type	Debtor Bank Transfer		Doc. Reference	165637	
Item Reference	0000024		Doc. Amount	-17,160.00 AUD	
Item Details					
Amounts	Dates	Additional Info	Discount	Collection Status	Collection History
Balances			Debtor Currency		SA Currency
Document Amount			-17,160.00 AUD		-17,160.00 AUD

5. The screen will refresh and you will be able to see what the payment was allocated to.

Item Details									
Amounts	Dates	Additional Info	Discount	Collection Status	Collection History	Reconciliation	Interest Breakdown	Disputed Messages	
Item number	Type	Doc Number	Doc Date	Reconc Amount	Reconc Amount SAC	Reconc Acc Date	Reconc Date	Reconc Date	Doc Amount
0000024	Debtor Bank Transfer	165637	28/07/17						-17,160.00 AUD
0000007	Invoice	671498	6/06/17	-17,160.00 AUD	-17,160.00 AUD	31/07/17	31/07/17	31/07/17	17,160.00 AUD



Agreements

Out-Payment Enquiry

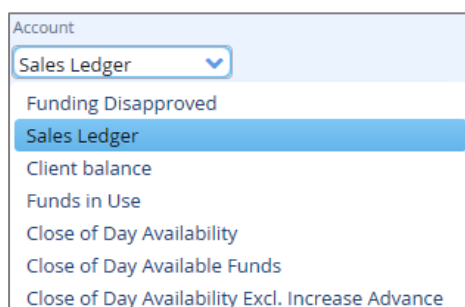
This feature can be used to check the status of **'Requested Funds'** or enquire about previous drawdowns.

1. From the **'Agreements'** menu (first option on the left hand side) select **'Out-Payment Enquiry'** from the menu at the top of the screen.
2. Use the fields available to complete the search. If looking for a specific payment use the **'Value Range'** fields, otherwise it is recommend to simply enter the relevant **'Date Range'** which will then populate a list of drawdowns for that period of time.

Movements

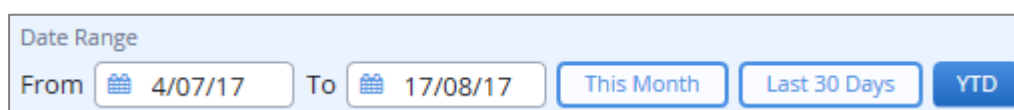
The **'Movements'** area allows you to determine what activity has gone on across different areas of your account over specific periods of time. For example if you have noticed a change in the sales ledger you can use this feature to determine what transactions have been processed i.e. invoices, credits and debtor payments.

1. First you need to conduct the search by selecting the particular **'Account'** area you are enquiring about.



A screenshot of a dropdown menu titled "Account". The menu is open, showing a list of options. The "Sales Ledger" option is highlighted in blue. The other options are: "Funding Disapproved", "Client balance", "Funds in Use", "Close of Day Availability", "Close of Day Available Funds", and "Close of Day Availability Excl. Increase Advance".

2. Next you need to select the **'Date Range'** you are enquiring about. Alternatively you can also simply view the current month, last 30 days or year to date transactions by selecting the appropriate button.



A screenshot of a "Date Range" selection interface. It features a "From" field with a calendar icon and the date "4/07/17", a "To" field with a calendar icon and the date "17/08/17", and three buttons: "This Month", "Last 30 Days", and "YTD".



Agreements

3. As soon as you have entered the criteria the results will automatically populate.
4. Below is an example of what would appear if a search was conducted when searching **'Funding Disapproved'** from the **'Account'** drop down menu. Each item is date stamped and indicates the activity i.e. items being disapproved or reapproved, and whether it has a debit or credit impact on the account.

●	Date Entered	Type	No. Txns	Debit	Credit
	5/07/17	Funding limit exceeded reapproval	8	0.00 AUD	32,190.89 AUD
	5/07/17	Dispute disapproval	8	837.91 AUD	0.00 AUD
	5/07/17	Funding disapproval	1	628.54 AUD	0.00 AUD
	5/07/17	Age reapproval	1	0.00 AUD	68.20 AUD

The transactions that display will vary depending on the **'Account'** type selected. For example **'Funds in Use'** will display fees, customer (debtor) payments, drawdowns etc.

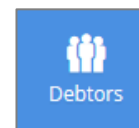
Debtor Upload

There are two methods in which debtors can be loaded into the system, one being an upload using an Excel file which details out the debtor information, and the second which requires each debtor to be manually keyed into the system.

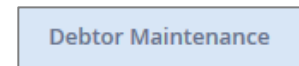
Manual Entry

The first method for uploading debtor accounts is through manual entry. This method is most suitable if only a few debtors are required to be uploaded.

1. Press the **'Debtors'** tab located on the left hand side of the screen.



2. Select the **'Debtor Maintenance'** tab from the menu which runs along the top of the screen.



3. Here you will be required to complete the relevant fields with the appropriate debtor information.

Anything which has a * next to it means the field is mandatory and must be completed before you can proceed.

4. Once the data has been entered and checked, press the **'Submit Proposal'** button located at the bottom of the screen.

Debtor Details	
Country *	Australia
Language *	English (Australian)
Name *	Test Debtor
Address Line 1 *	1 Example Street
Address Line 2	
Address Line 3	
City *	Sydney
State *	NSW
Post Code *	2000
<input checked="" type="checkbox"/> Use as Legal	
Dial Code/Number (Work)	02 9999 9999
Email Address	debtor@testemail.com
Contact First Name	Joe
Contact Last Name	Bloggs
Contact Number	
Contact Email	
ABN	99 999 999 999
ACN	999 999 999
macca wid	*****
Debtor Currency *	Australian Dollar AUD
Client's Reference for Debtor *	1490
Debtor's Reference for Client	

Debtor Upload

Debtor File Upload

If multiple debtor accounts are to be uploaded this can be done through the Client Portal. First the excel file will need to be prepared.

Preparing the Debtor File:

1. The file must contain the following information in the following order:

Column A:	Client's Debtor Reference Number	Mandatory
Column B:	Debtor Name	Mandatory
Column C:	Address Line 1	Mandatory
Column D:	Address Line 2	Optional
Column E:	City	Mandatory
Column F:	State	Mandatory
Column G:	Postcode	Mandatory
Column H:	Country	Mandatory
Column I:	Phone Number	Mandatory
Column J:	Contact Name	Optional
Column K:	Email Address	Optional
Column L:	ABN	Optional
Column M:	Debtor Statement Email Address	Optional

Below is an example of how the spreadsheet should look:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	DCM	Company	Lvl5	1 Test St	City	NSW	2000	Australia	02 9999 999	John	john@test.com.au	12455899000	ap@test.com.au

***NOTE:** The ABN field cannot contain spaces, if it does the file will reject.

****NOTE:** If column M does not contain an email address statements will not be emailed, instead they will be posted by mail.

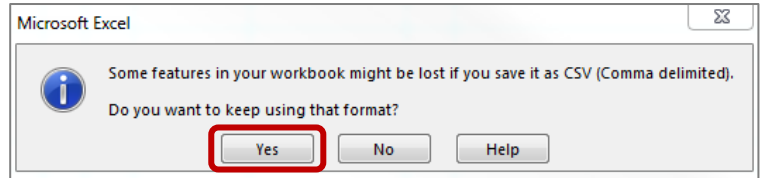
2. The file then needs to be saved as a csv. file which can be done by clicking 'Save As', selecting the location you wish to save the file and then selecting '**CSV (Comma Delimited)**' from the '**Save As Type**' menu.

File name: Debtor File

Save as type: CSV (Comma delimited)

Debtor Upload

3. A pop up message will appear asking you to confirm you would like to save the file as a CSV, click **'Yes'**

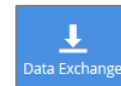


***TIP:** It's recommended to keep the Excel spreadsheet open when uploading it through the portal, this ensures that you don't lose the formatting.

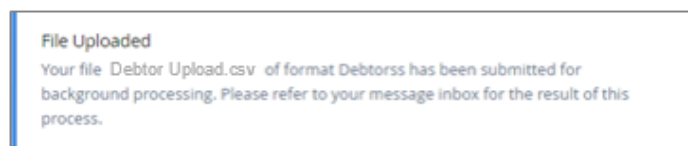
Client Portal Debtor File Upload:

Once the spreadsheet has been prepared and formatted correctly it needs to be uploaded through the Client Portal.

1. Press the **'Data Exchange'** tab located on the left hand side of the screen.
2. Simply drag and drop the relevant file to the **'Debtor Upload'** area of the screen.

A screenshot of a web interface titled "Debtor upload". It shows a table with two rows: "Format Name" with value "Debtorss" and "Format Description" with value "Debtorss". Below the table is a large dashed rectangular area containing the text "Click here to select files" and "OR Drag & Drop the files here". At the bottom left of the interface is a blue "Submit" button, which is highlighted with a red rectangle.

3. Click the **'Submit'** button.
4. If successful a message should appear in the top right hand corner.



Entering a Schedule

There are two methods for uploading a schedule, one is by manually keying in each item, and the other is by uploading a spreadsheet which contains the data.

Uploading a Schedule

Preparing the Schedule File:

Due to the fact accounting software differs from one another, manual manipulation of this data may be required to ensure the file is compatible for upload. The spreadsheet will require the same formatting each time.

1. Once the data has been extracted into Excel, it will then need to be arranged in a particular order. The required information, and order of the information will depend on the type of product and facility you have:

Confidential Open Item, Co-operation, Full Service Factoring:

Column A:	Debtor Number	Mandatory
Column B:	Document Number	Mandatory
Column C:	Document Date	Mandatory
Column D:	Document Amount	Mandatory
Column E:	Purchase Order #	Optional

	A	B	C	D
1	1027	48331	7/04/2016	229.24
2	1353	48492	15/04/2016	63.12
3	1038	48769	29/04/2016	78.98
4	1030	48828	4/05/2016	217.93
5	1027	48899	10/05/2016	1064.03

Select Invoice Finance:

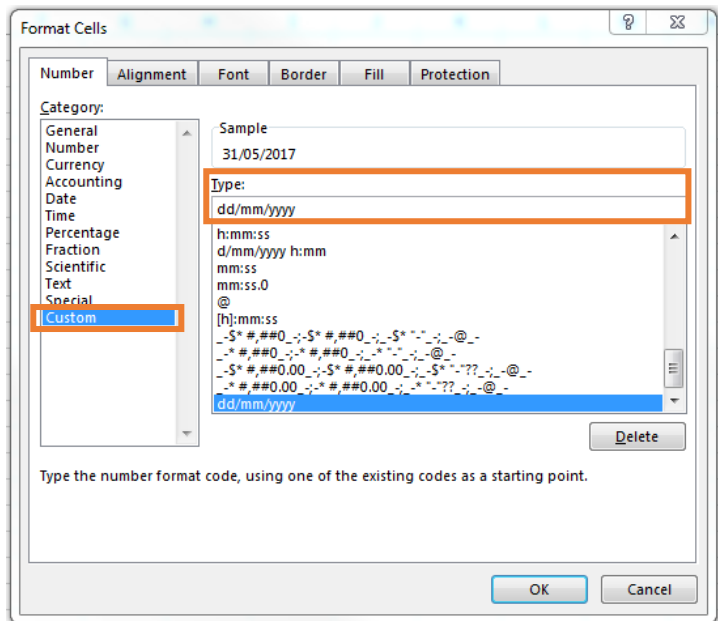
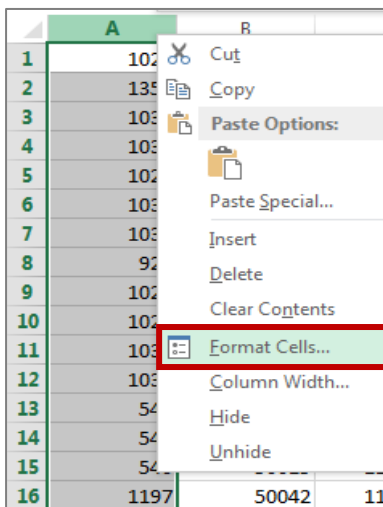
Column A:	Debtor Number
Column B:	Document Number
Column C:	Purchase Order Number
Column D:	Document Date
Column E:	Document Amount
Column F:	Whether the item is an invoice with the reference INV or a credit note by CRN

	A	B	C	D	E	F
1	ACE517	5789		5/04/2018	3350.6	INV
2	ACE517	5790		6/04/2018	2270.35	INV
3	DEL510	5791		5/04/2018	2408.84	INV
4	DEL510	5792		5/04/2018	-3.75	CRN
5	CAT516	5793		6/04/2018	1598.5	INV



Entering a Schedule

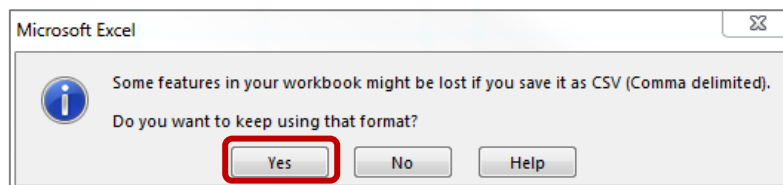
- The four columns then need to be formatted in order for the system to accept the file. To format a column, right click on it and select **'Format'** from the menu. Select column C to format, and chose **'Custom'** from the category list. In the **'Type'** field type dd/mm/yyyy and then click 'OK'. If the correct option is selected, any single digit date will change so that a 0 is in front of it, e.g. 7/04/2016 should change to 07/04/2016.



- The file then needs to be saved as a csv. file which can be done by clicking **'Save As'**, selecting the location you wish to save the file and then selecting **'CSV (Comma Delimited)'** from the **'Save As Type'** menu.



- A pop up message will appear asking you to confirm you would like to save the file as a CSV, click **'Yes'**



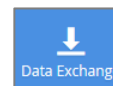
***TIP:** It is always recommended to keep the spreadsheet open when following the next steps, to ensure the Excel spreadsheet doesn't lose its formatting and reduce the risk of any errors occurring.

Entering a Schedule

Uploading File through the Client Portal:

Once the spreadsheet has been prepared and formatted correctly it needs to be uploaded through the Client Portal.

5. Press the **'Data Exchange'** tab located on the left hand side of the screen.



6. Simply drag and drop the relevant file to the **'Schedule Upload'** area of the screen.

A screenshot of a web interface titled "Schedules". It shows a table with two columns: "Format Name" and "Format Description", both containing the text "Schedules". Below the table is a large dashed rectangular box. Inside this box, the text reads: "Click here to select files", "OR", and "Drag & Drop the files here".

7. **Tick the box** to acknowledge the terms and conditions, then click the **'Submit'** button.

A screenshot of a confirmation box. It contains a text area with a red square checkbox on the left. The text reads: "We, [redacted] pursuant to the agreement between us, transfer to you the debts relevant to the attached invoices, and confirm that we have complied with the terms and conditions of that agreement. We also confirm that all goods and services relating to the debts have been delivered." Below the text is a blue "Submit" button, also highlighted with a red box.

8. If successful a message should appear in the top right hand corner.


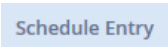
A screenshot of a success message box. The text reads: "File Uploaded", "Your file Upload .csv of format Schedules has been submitted for background processing. Please refer to your message inbox for the result of this process."

Entering a Schedule

Manually Entering a Schedule (required for Bulk facility schedule upload)

The portal also allows you to manually enter a batch item by item. This method is most suitable for a smaller batch of invoices, and is also the required upload method for Bulk facilities.

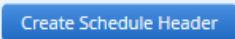
To manually enter a schedule:

1. Select the **'Ledger'**  button from the menu on the left hand side of the screen.
2. From the menu located at the top of the screen, press the **'Schedule Entry'**  button.
3. First you need to create a schedule header, to do this complete the three fields provided:

Batch Type – Using the drop down menu select whether the batch is made up of 'Invoices', 'Credit Notes' or a combination of 'Invoices and Credit Notes'. For Bulk facilities select the **'Bulk ID Batch'** option.

Currency – Select the relevant currency for the items being loaded into the system

Batch Reference – Assign the schedule a unique reference

Once each field has been completed click the **'Create Schedule Header'**  button.

4. Next you will be required to enter the details of each item in the fields provided:

Type	Debtor Name	Doc. No.	Order No.	Doc. Date	Due Date	Doc. Amount	Actions
Invoice	Name, number or client reference			4/08/17			✖ +

Simply click on each field to enter the required information. Each box containing a red tag means the field is mandatory. Check the information you have entered to ensure it is correct and then click the **+** button located in the **'Actions'** column. The entry will be saved and a new line will appear.

***IMPORTANT:** For Bulk facilities the **'Debtor Name'** should default to Control Account.

***NOTE:** If you have a Bulk facility your schedule will never be more than two lines, one bulk amount for the total of invoices and one bulk amount totalling the credits. If you do not have a Bulk facility you will key in each individual invoice and/or credit.

5. Once you have completed all of the entries click the **'Submit Schedule'** button.



Debtors

The debtor area allows you to search for particular customers of yours, view information relating to them, and includes features which allow you to analyse the performance and track movements of the account.

Searching for a Debtor

1. Click the **'Debtors'** button on the left hand side.
2. From here you have 3 options to find the relevant debtor account:



- i. The debtors will appear in a list, scroll through and click the appropriate debtor.

***Tip:** By clicking the column heading it will sort the information in ascending or descending order based on the information in that column.

- ii. The **'Search'** field allows you to search for a particular debtor name, ID, city etc. A * must be placed at the end.

- iii. Use the **'Selected Debtor'** search by typing in the debtor's name. As you begin typing results matching the search will appear. Click on the required debtor once found.

Debtor Menu Options

When going into a debtor account the first page that loads is the **'Debtor Summary'** and is essentially the dashboard for the debtor. From here, using the menu bar at the top of the screen to navigate, you can utilise different features to find and analyse information relating to that specific debtor account.

The menu options (located at the top of the screen) are as follows:

Debtor Summary:

Essentially the homepage/dashboard for the debtor account, and contains a snapshot of information for that debtor, as well as the ability to view what's open and closed on the debtor ledger (bottom of the screen).

***Tip:** Similar to the **'Agreement Summary'** you are able to add and delete widgets to customise what information you view each time you go into a debtor account.



Debtors

Debtor Movements:

Using the 'Date Range' you are able to view what transactions have occurred on the debtor account.

***Tip:** By clicking on an item a pop up will appear providing you with more detail on that particular item.

Debtor Ledger:

Here you can view the debtor ledger for both open items and closed items.

***Tip:** By clicking on an item a pop up will appear providing you with more detail on that particular item.

Debtor Ageing:

This area will give you a summary of the ageing, both in a graph and a table, and shows the spread of ageing.

Debtor Turnover:

Here you can view the turnover for an active debtor on a month by month basis.

Debtor Performance: Analysis:

Allows you to review the payment performance, as well as the collection performance for the selected debtor account.

Debtor Details & Notes:

This area provides the details of the debtor such as phone number, address etc. There is also a 'Notes' feature here which will allow you to add a note about the debtor which will then pull through into Scottish Pacific's system. Here you will also see notes that your daily contact/s at Scottish Pacific have placed onto the debtor account.

Ledger

The **'Ledger'** area of the portal allows you to search for particular ledger items such as invoices and customer payments (debtor payments), as well as analyse your sales ledger.

Ledger Item Search

When going into the 'Ledger' area of the portal the first feature to load is 'Ledger Item Search' and allows you to search for a particular item (invoice, credit note, debtor payment etc.). There are a number of search fields available, such as:

<p>Item Status:</p> <p>Allows you to search for an 'Open' item (still outstanding), 'Closed' item (in history), or search 'Both' to determine that status of an item.</p>	<p>Item Status</p> <p>Open Both Closed</p>
<p>Date Range:</p> <p>There are three areas that you can use the 'Date Range' to search for a ledger item:</p> <ol style="list-style-type: none"> 1. 'Doc. Date' – Invoice Date 2. 'Due Date' – Invoice Due Date 3. 'Closed Date' – The date an item was closed, e.g. an invoice paid in full 	<p>Date Range</p> <p>Doc. Date From <input type="text"/> To <input type="text"/></p> <p>Due Date From <input type="text"/> To <input type="text"/></p> <p>Closed Date From <input type="text"/> To <input type="text"/></p>
<p>Document Number:</p> <p>The 'Document Number' is essentially the invoice or credit note number.</p>	<p>Document Number</p> <p><input type="text"/></p>
<p>Value Range:</p> <p>This search is based on value, e.g. if searching from \$100 to \$1,000 it will pull through any items within that range including invoices, credit notes and customer payments.</p> <p><i>*Tip: If searching for a specific amount put that exact figure in the 'From' and 'To'.</i></p>	<p>Value Range</p> <p>From <input type="text"/></p> <p>To <input type="text"/> AUD</p>

Ledger

Once you have found the ledger item you are looking for there are two options:

1. Click on the **'Debtor Name'** to be taken to the debtor account that item relates to

OR

2. Click on any of the information in any of the other columns and a pop up window will appear allowing you to view additional information relating to that specific item.

Ledger Analysis

The 'Ledger Analysis' tool allows you to filter the ledger so that only items that fall under a particular category appear. For example, if you wanted to view all unallocated customer payments, or perhaps you want to view all invoices that are currently disputed, then this is where you would come.

Simply click the **'Ledger Analysis Tool'** drop down menu and select one of the many options available.

Schedule Entry

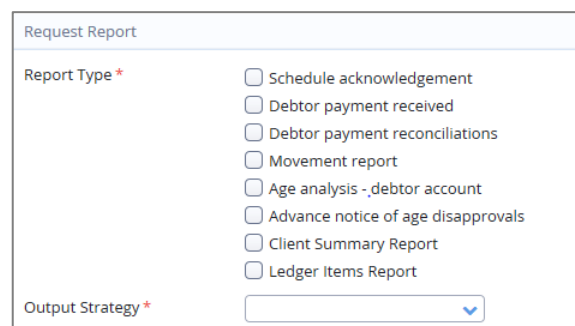
Here you can load a schedule (invoices and/or credit notes) into the system manually by keying in each item one by one. For more information and instructions please refer to **'Manually Entering a Schedule'** (page 18).

Reporting

The 'Reporting' function will be an important tool as this is where you will be able to generate reports such as an age analysis report, movement reports, and debtor payment reports to assist you in analysing your ledger. Other important reports such as your monthly invoice and discount invoice can also be generated from here. The feature also allows you to produce reports in different formats such as PDF and Excel.

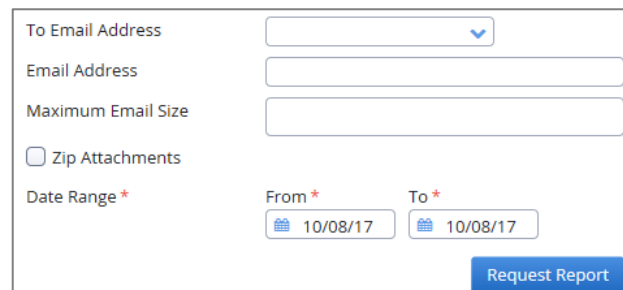
Request Report

1. In the top left corner of the screen there are a list of '**Report Types**', simply tick the box next to the desired report/s.
2. Select the appropriate '**Output Strategy**' you require i.e. PDF, Excel.
3. If you have selected one of the many options which contains the 'Email' method, additional field will appear. The fields that will require completion are:



To Email Address:

If your email has been provided it will have been set-up in our system, therefore click the drop down menu to select from the list of available emails.



Email Address:

If your email does not appear in the drop down menu, then use this field to type in your email.

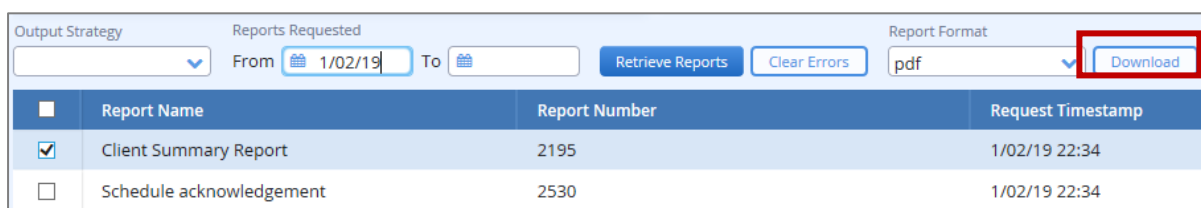
Date Range:

This field will only appear for certain reports, however if it does then simply select the date range in which you would like to produce into the report.

4. Click the '**Request Report**' button to generate the report.

Reporting

If you selected 'Email' then the report should then be emailed directly to your mailbox. Alternatively the requested reports will generate into a queue at the bottom of the screen. From here, click the tick box next to the desired report and then click the 'Download' button to open or save the report.



The screenshot shows a reporting interface with the following elements:

- Output Strategy:** A dropdown menu.
- Reports Requested:** A section with a 'From' date field (1/02/19) and a 'To' date field.
- Buttons:** 'Retrieve Reports' and 'Clear Errors' buttons.
- Report Format:** A dropdown menu set to 'pdf'.
- Download Button:** A button labeled 'Download' highlighted with a red box.
- Table:** A table with columns: Report Name, Report Number, and Request Timestamp. It contains two rows:

<input type="checkbox"/>	Report Name	Report Number	Request Timestamp
<input checked="" type="checkbox"/>	Client Summary Report	2195	1/02/19 22:34
<input type="checkbox"/>	Schedule acknowledgement	2530	1/02/19 22:34

There are numerous reports available through 'Request Reports' and it's recommended that you become familiar with these reports to ensure they are utilised to their full potential. Below is a brief explanation in regards to the reports available.

Schedule Acknowledgement:

Provided a schedule has been submitted within the date range selected, this report will provide a detailed list of each item included in the schedule submitted.

Debtor Payment Received:

Provides a list of all the debtor payments received within the selected date range. This report is just a summary of the debtors who have paid and how much they have paid, it does not list the items the payments were allocated to. For allocation information refer to the 'Debtor Payment Reconciliation' report.

Debtor Payment Reconciliation:

This report provides a detailed breakdown of what invoices debtor payments have been allocated to. It is important to note that the report pulls through debtor payments based on the date they were allocated in the system. The reason the report is built like this is so that you only ever need to generate the report up until the last time you ran it, this way you will capture all of the allocations.

Movement Report:

The 'Movements Report' provides a breakdown of everything that has occurred on the sales ledger within the date range selected. It will list the invoices loaded, the debtor payments received, items that have fallen overdue, items disapproved or dispute, items reapproved etc.

Age Analysis – Debtor Account:

Essentially this report provides a summary age analysis by listing all active debtor accounts and the outstanding balances not yet due, current, over 30, 60, 90 days etc.

Reporting

Advance Notice of Age Disapprovals:

This report provides a list of invoices which will move into recourse (go into 90 days and become disapproved) at the end of the month.

Client Summary Report:

Provides a summary of the transactions which have occurred across the Sales Ledger and the Funds In Use (current account). The Sales Ledger portion of the report will display all transactions impacting the ledger such as debtor payments, invoices and credit notes. Whereas the Funds In Use section of the report will display items such as fees, draw down of funds, debtor payments etc.

Ledger Items Report:

Essentially a detailed age analysis report which lists all active debtors, including all open items such as invoices, credit notes, unallocated debtor payments etc.

Generating Monthly Reports

The system will automatically generate monthly reports, and these reports can be located in the **'Reporting'** area (accessed from the menu on the left hand side of the screen) and then **'Request Report'** (accessed from the menu at the top of the screen). From here direct your attention to the bottom of the screen.

1. First you will need to select the **'Output Strategy'** in which you determine the format in which the report will generate.
2. Select the date range for when the report would have generated or was requested.
3. Click the **'Retrieve Reports'** button and a list of reports will produce in the queue below.
4. To **'View'** or **'Download'** the report simply click the report to ensure it is highlighted and then press the relevant button.

***TIP:** This is how you produce your monthly 'Invoice' and 'Discount Invoice'. These two reports produce on the last day of the month, therefore when searching set the date range 'To' field to a few days in of the new month.

Output Strategy Internet Service	Reports Requested From 1/07/17 To 4/08/17	Retrieve Reports	Clear Errors	Report Format pdf	View	Download
Report Name	Report Number	Request Timestamp	Request Status			
Client Invoice	2660	2/08/17 08:28	Report generated successfully			
Schedule acknowledgement	2530	31/07/17 19:06	Report generated successfully			



Reporting

Report Templates

This feature allows you to create a report template to then generate reports with information you require and in the desired order. To access this tool click on **'Reporting'** from the menu on the left hand side, and then click on **'Report Template'** from the menu at the top of the screen.

1. To create a new report click the **'Create New'** button.

***TIP:** Once you have created a report this is where you can come to also **'Edit'** a report or **'Delete'** a report.

2. Enter the name in which you would like to title the report in the **'Report Name'** field, and then using the drop down menu under **'Report Type'** select the type of report you would like to build.

Template Creator	
Report Name *	Weekly Report
Report Type *	In-Payment Report
	<input type="checkbox"/> As Default

3. A list of column titles will appear, and using this information you can begin to customise your report template. Use the arrows to change the **'Order'** of the columns by pressing the down button that particular column will move down a space. You can also untick the **'Enabled'** box to disable this column and therefore the information won't be included in your report. Finally using the **'Sort By'** option you can select whether or not the information on the report is sorted in ascending or descending order based on that particular column.

Order	Enabled	Column	Sort by
↑ ↓	<input checked="" type="checkbox"/>	Debtor Reference	
↑ ↓	<input checked="" type="checkbox"/>	Client's Reference For Debtor	
↑ ↓	<input checked="" type="checkbox"/>	Debtor Name	

4. Once you are happy with the information selected press the **'Save Template'** button. If successful you should receive a pop up message in the top right hand corner.


Template saved
Report Template created or modified successfully

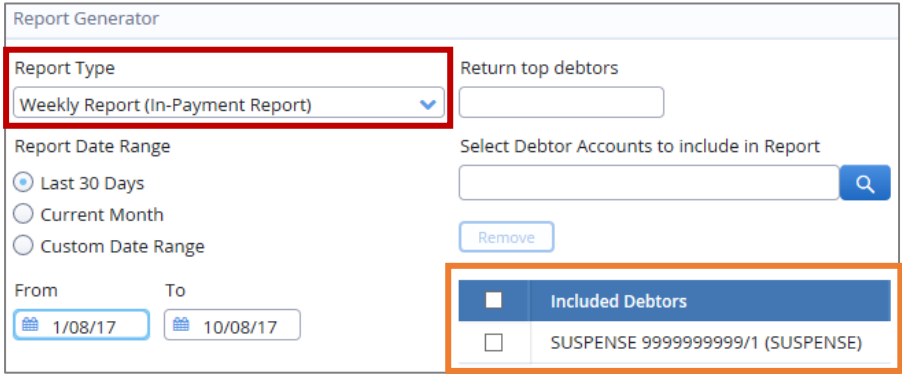
5. To then generate a report using your newly created template click **'Request Report'** from the menu at the top of the screen (ensuring you are in the **'Reporting'** section) and direct your focus to the top right hand corner where the **'Report Generator'** can be found.




Reporting

Begin by selecting the report from the **'Report Type'**, the options available here will be based on what you set up in steps 1-3 using **'Report Templates'** and select the desired date range from the options available.

Finally, you have the option to produce the report based on specific debtors. This can be done by clicking on the  and entering in the relevant debtor details and clicking **'Search'**, then select the required debtor and click **'Select'** and it will then appear in **'Included Debtors'**.



Report Generator					
Report Type	Return top debtors				
Weekly Report (In-Payment Report)	<input type="text"/>				
Report Date Range	Select Debtor Accounts to include in Report				
<input checked="" type="radio"/> Last 30 Days	<input type="text"/> 				
<input type="radio"/> Current Month	<input type="button" value="Remove"/>				
<input type="radio"/> Custom Date Range					
From	To				
<input type="text" value="1/08/17"/>	<input type="text" value="10/08/17"/>				
<table border="1"><thead><tr><th><input checked="" type="checkbox"/></th><th>Included Debtors</th></tr></thead><tbody><tr><td><input type="checkbox"/></td><td>SUSPENSE 9999999999/1 (SUSPENSE)</td></tr></tbody></table>		<input checked="" type="checkbox"/>	Included Debtors	<input type="checkbox"/>	SUSPENSE 9999999999/1 (SUSPENSE)
<input checked="" type="checkbox"/>	Included Debtors				
<input type="checkbox"/>	SUSPENSE 9999999999/1 (SUSPENSE)				

- To produce the report click **'Generate Report'**. Your report can then be accessed from the queue at the bottom of the screen.

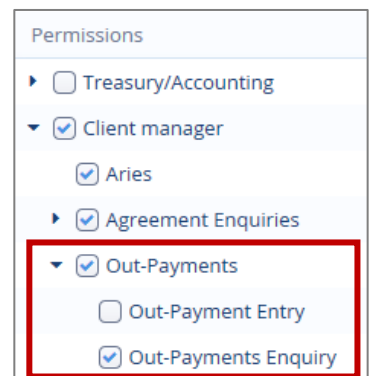
Administration

Using the administrator login, which should have been provided to you at settlement, you have the ability to create other users in the system. This feature can be accessed by clicking the **'Administration'** button on the left hand side of the screen.

Create a New User

1. Select the **'Create New User'** button.
2. Complete the **'Profile Details'** are by creating a username and password etc.
3. On the far right hand side of the screen select the **'Permissions'** for the user. Click the arrow next to **'Client Manager'** to expand the menu and view the permissions available. By simply unticking a box you are removing access to that particular function.

In the example on the right we have provided the user with access to **'Out-Payment Enquiry'** so they can see historically what has been drawn down, but we have not given them access to 'Out-Payment Entry', therefore they cannot request funds. These permissions allow you to customise the user accounts you create.



***TIP:** Press the arrow next to each permission to view more options.

4. Select the relevant agreement from the bottom of the screen that you would like the user to have access to. There will only be multiple options if you have multiple agreements with Scottish Pacific Business Finance.
5. Press the **'Save Profile'** button.

***TIP:** If you can't see the button, scroll to the bottom of the top half of the screen and the button will appear below the 'Profile Details' area.