



## PM Solution Product Manual

This document is a product manual for BTCSoftware's Practice Management Solution.

### Index

1. [Introduction](#)
2. [Overview](#)
3. [Creating a client](#) (*Individual & Organisation Clients*)
4. [Events](#) (*Appointments, Tasks & Tax Returns and Reports & Letters*)
5. [Document Management](#) (*Documents, Folders and Files*)
6. [Client Notes](#)
7. [Reporting](#) (*Events Status Report, Activity Time Logging, Effort and Fee Monitoring*)
8. [Report Template Designer](#) (*Editing Global Letter Templates*)
9. [Creating Additional Data Types/Categories](#) (*Client, Event, Event Status types etc*)
10. [Adding a New User](#)
11. [Record Locks](#)
12. [System Options](#) (*HMRC/Companies House Filing Credentials, Company & Bank Details etc*)

### Introduction

PM (Practice Manager) Solution is designed around the requirements of the typical busy small and medium-sized accountancy practice. Our practice management software (PM Solution) enables you to keep client work profitably on track and helps you to meet deadlines.



## **PM Solution Product Manual**

### **Overview**

PM Solution is the complete solution for the production of self-assessment and corporation tax returns, and year end accounts for sole traders, partnerships (including LLP's), limited companies and Incorporated charities, together with the management of details of all of a practice's clients, related data, files and work/task schedules.

It allows the practice to record and maintain comprehensive data (e.g. permanent file information) for all clients which is stored in one secure central database for easy access. Documents (in any file format) can be associated with specific clients allowing similar easy central access and management.

It aids day to day scheduling by allowing the user to create events (Appointments, Tasks and Reports) with automatic deadline reminders, and reports can be run highlighting all pending events.

Standard letters can be designed, saved and modified using the integrated Report Designer.

### **Creating a client**

BTCSoftware's PM Solution are stored into two sections. They are as follows:

[Individual](#)

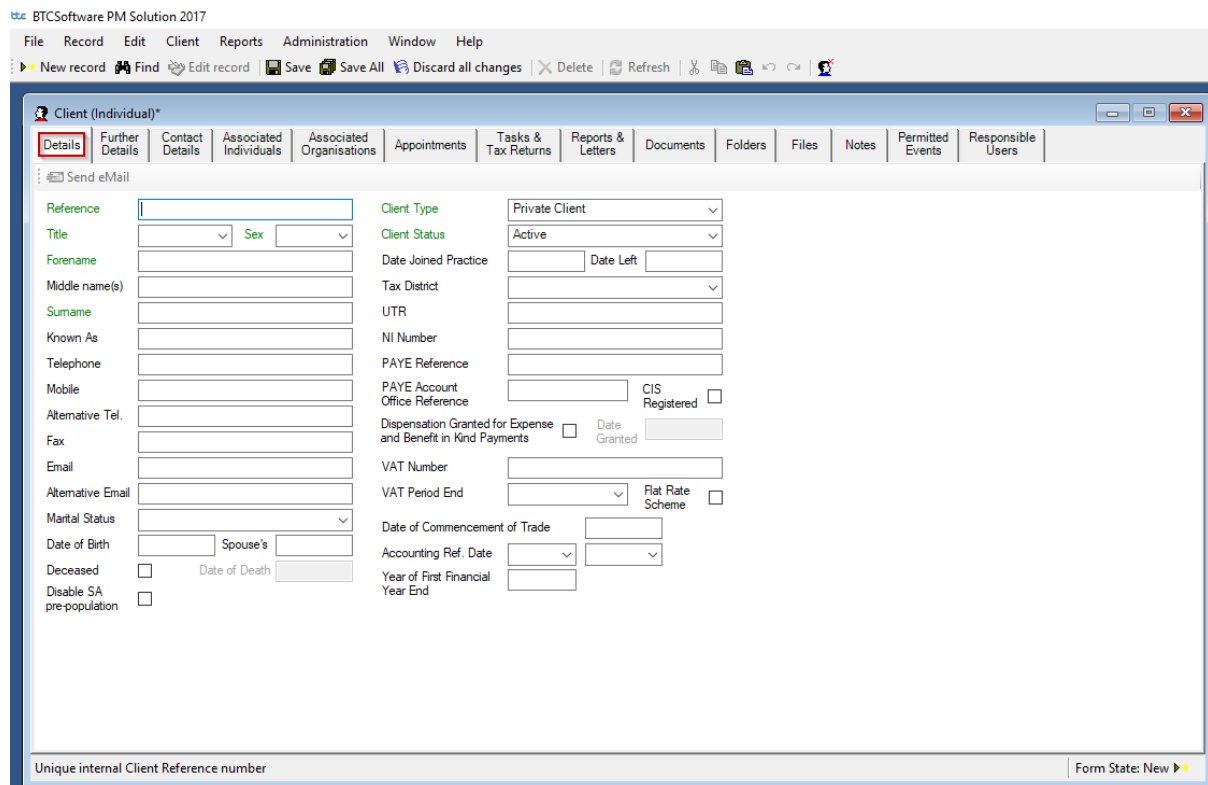
[Organisation](#)

## PM Solution Product Manual

### Creating an Individual Client

This section of PM Solution holds the data of all your private clients and their associated Individuals and Organisations. For example; Sole Traders, Directors, Partners, Spouses etc. Please see below for further guidance:

- Go to **Client > Individual** from the top menu
- Click on **New record**



- Complete the **Details** tab with information with regards to your private client

*Please note: Field names in green are mandatory fields that need to be completed to successfully create a client.*

- Client **Reference** is automatically created as a default by the software but you can amend settings to manually create them yourself. This is done through the Administration section: Please see [Record Create Options](#)



## PM Solution Product Manual

- Moving onto the **Further Details** tab you will see Key Dates, Client Identity Verification and Client Source information
- **Key Dates** are picked up from the data entered on the **Details** tab.

*Please note: Key Dates are designed to be indicative of forthcoming filing and/or payment deadlines and not an indication of whether or not work has been completed or deadlines met.*

- To enter **Client Identity Verification**, check **ID Verified** box and enter the **Date of Verification**
- Enter **Client Source** information e.g. advertising method, personal referral, etc

Client (Individual):- Thomas Miller

Details Further Details Contact Details Associated Individuals Associated Organisations Appointments Tasks & Tax Returns Reports & Letters Documents Folders Files Notes Permitted Events Responsible Users

Send eMail

Key Dates

PAYE & Payroll		VAT		Annual Accounts	
PAYE/NIC payment due	19/08/2017	Next period end	31/10/2017	Financial Year end	25/06/2018
PAYE Year End Return due	19/05/2018	Next return due	31/08/2017		
Class 1a NIC payment due	19/07/2018				
P11D filing due	06/07/2018				

Client Identity Verification

ID Verified  Date of Verification

Notes

Other information

Client Source  Newsletter

Created by Lisa Pocock 11/09/2015 12:48 : Last modified by Sally Harding 15/09/2015 17:11

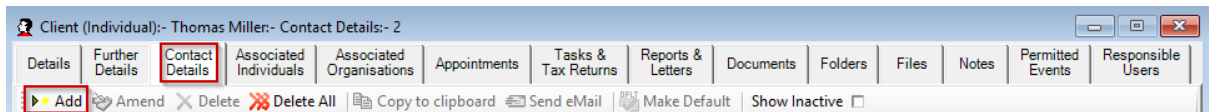
Form State: View

## PM Solution Product Manual

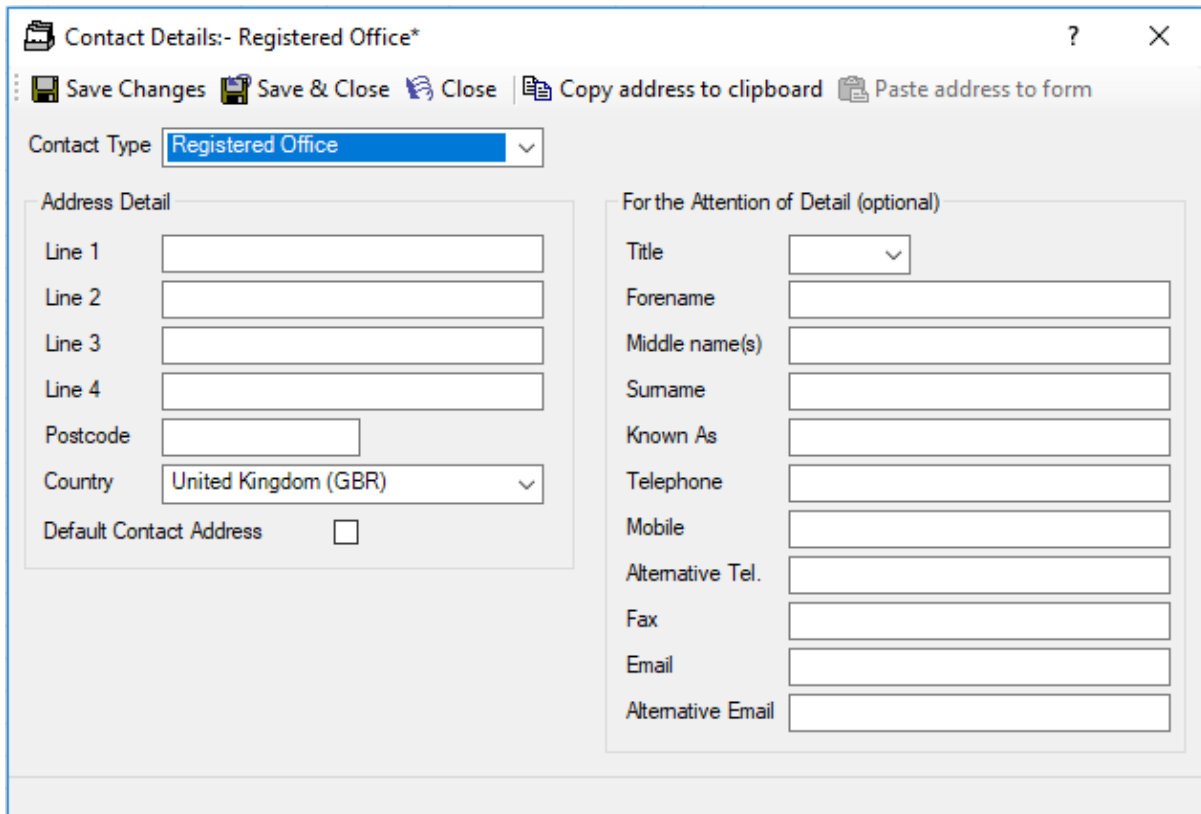
### Contact Details

Please see the following instructions on how to add contact details for a client:

- Go to the **Contact Details** tab



- Click on **Add**



- Choose the **Contact Type** from the drop-down menu
- Complete the contact details wizard to enter **Address Detail**
- Check box **Default Contact Address** to mark the address as the default address

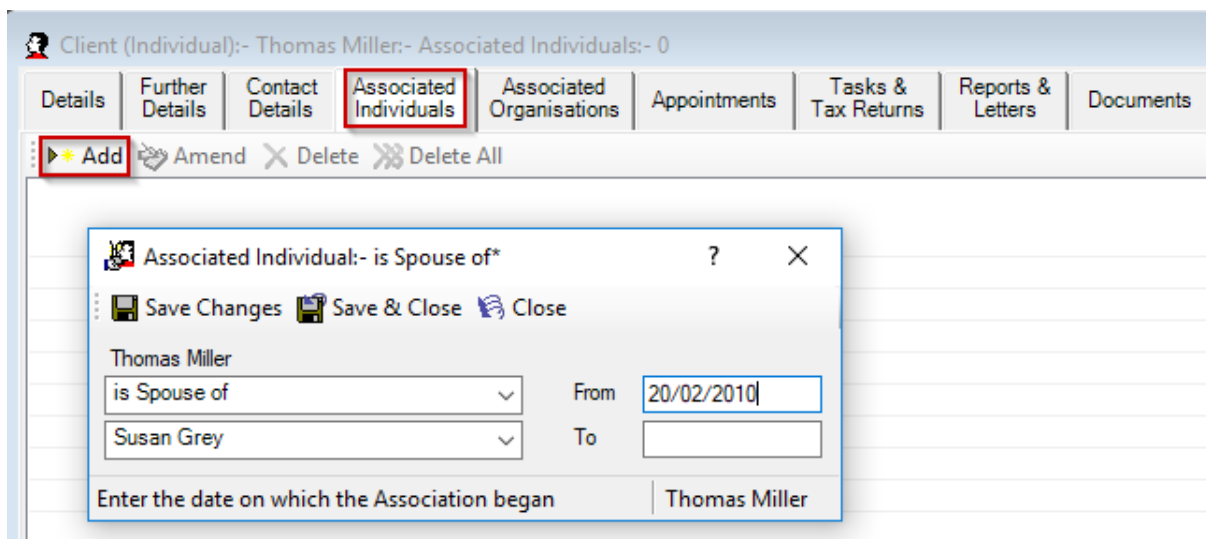
## PM Solution Product Manual

- The default address is associated to all compliance work (e.g., Individual Tax Return) for a given client and is also used when exporting a client list report and a client export
- Click on **Save & Close**

### Associated Individuals

To associate your private clients to other private clients, please complete the following steps:

- Go to the **Associated Individuals** tab
- Click on **Add**



- From the 1<sup>st</sup> drop down menu, choose the type of association
- From the 2<sup>nd</sup> drop down menu, choose the private individual
- Enter the date from when the association began

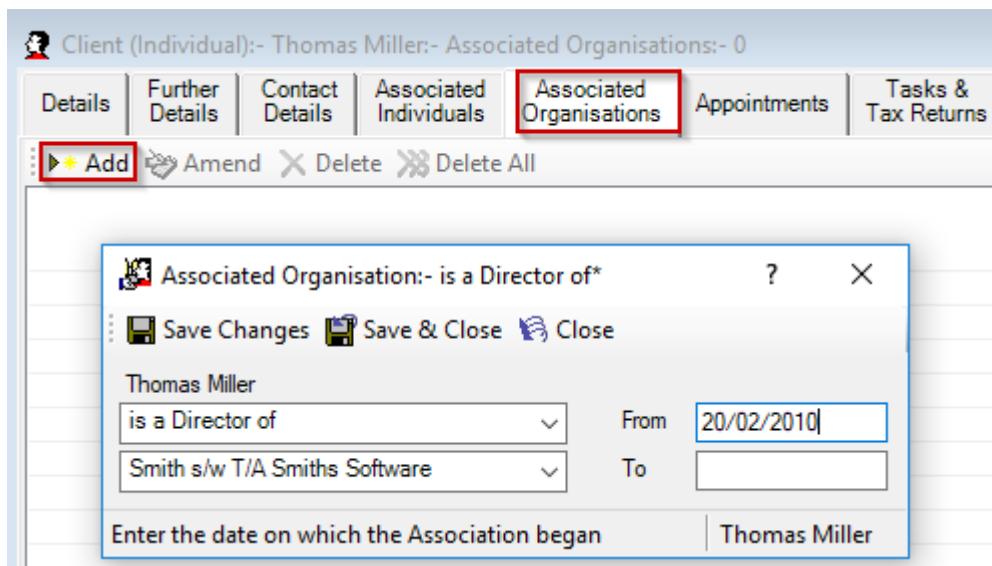
*Note that the private clients that need to be associated must already be in the PM database.*

## PM Solution Product Manual

### Associated Organisations

To associate your private clients to organisations, please complete the following steps:

- Go to the **Associated Organisations** tab
- Click on **Add**



- From the 1<sup>st</sup> drop down menu, choose the type of association
- From the 2<sup>nd</sup> drop down menu, choose the related organisation

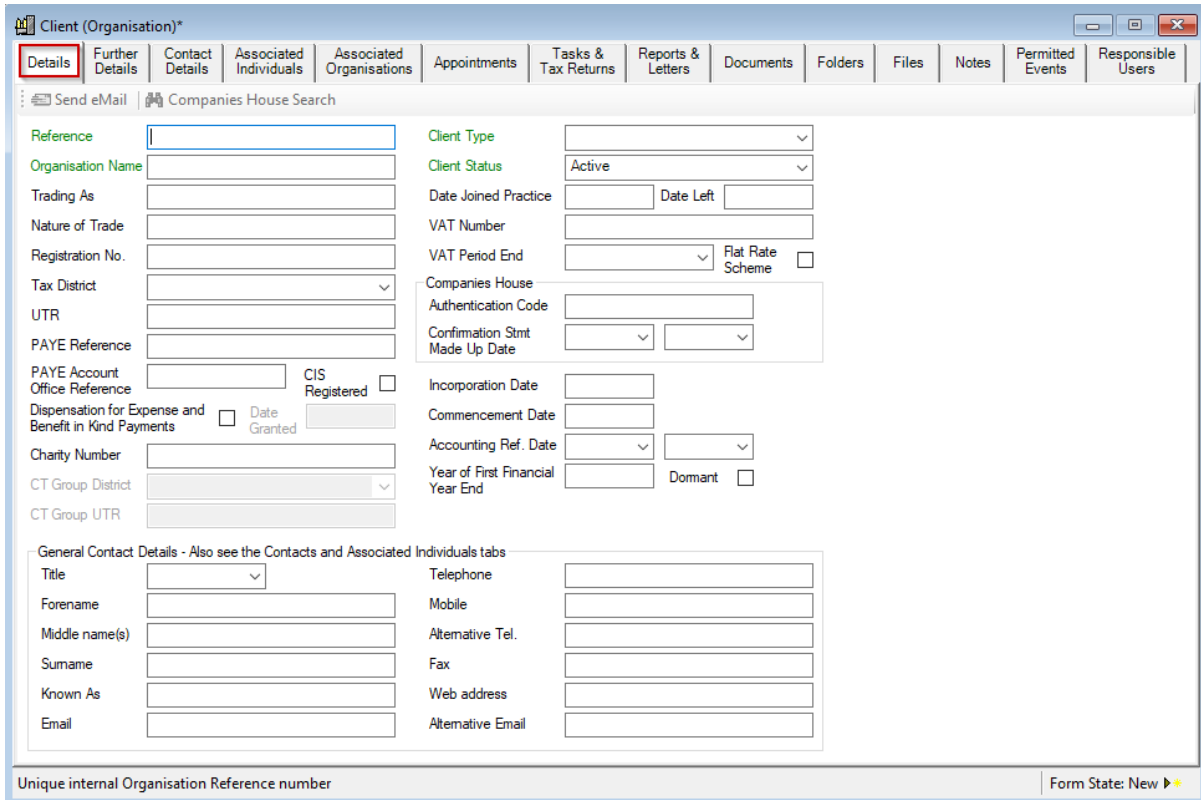
*Note that the organisation that needs to be associated must already be in the PM database.*

### Creating an Organisation Client

This side of the PM Solution holds the data of all your organisation clients and their associated Individuals and Organisations. For example., Limited Companies by shares & guarantee, Limited Liability Partnership, Partnership, Charity, Trust etc. Please see the following guidance:

- Go to **Client > organisation** from the top toolbar
- Click on **New record**

## PM Solution Product Manual



Client (Organisation)\*

Details Further Details Contact Details Associated Individuals Associated Organisations Appointments Tasks & Tax Returns Reports & Letters Documents Folders Files Notes Permitted Events Responsible Users

Send eMail Companies House Search

Reference  Client Type

Organisation Name  Client Status

Trading As  Date Joined Practice  Date Left

Nature of Trade  VAT Number

Registration No.  VAT Period End  Flat Rate Scheme

Tax District  Companies House Authentication Code

UTR  Confirmation Stmt Made Up Date

PAYE Reference  CIS Registered

PAYE Account Office Reference  Incorporation Date

Dispensation for Expense and Benefit in Kind Payments  Date Granted

Charity Number  Commencement Date

CT Group District  Accounting Ref. Date

CT Group UTR  Year of First Financial Year End  Dormant

General Contact Details - Also see the Contacts and Associated Individuals tabs

Title  Telephone

Forename  Mobile

Middle name(s)  Alternative Tel.

Surname  Fax

Known As  Web address

Email  Alternative Email

Unique internal Organisation Reference number Form State: New ▶\*

- Complete the **Details** tab with information with regards to your organisation client

*Please note: Field names in green are mandatory fields that need to be completed to successfully create a client.*

- Client **Reference** is automatically created as a default by the software but you can amend settings to manually create them yourself. This is done through the Administration section: Please see [Record Create Options](#)
- Moving onto the **Further Details** tab you will see Key Dates, Client Identity Verification and Client Source information
- **Key Dates** are picked up from the data entered on the **Details** tab

*Please note: Key Dates are designed to be indicative of forthcoming filing and/or payment deadlines and not an indication of whether or not work has been completed or deadlines met.*



## PM Solution Product Manual

- To enter **Client Identity Verification**, check **ID Verified** box and enter the **Date of Verification**
- Enter **Client Source** information e.g. advertising method, personal referral, etc

Client (Organisation):- Smith s/w

Details **Further Details** Contact Details Associated Individuals Associated Organisations Appointments Tasks & Tax Returns Reports & Letters Documents Folders Files Notes Permitted Events Responsible Users

Send eMail

**Key Dates**

<b>PAYE &amp; Payroll</b>		<b>VAT</b>		<b>Companies House</b>	
PAYE/NIC payment due	19/08/2017	Next period end	31/08/2017	Financial Year end	31/12/2017
PAYE Year End Return due	19/05/2018	Next return due	30/09/2017	Annual Accounts due	30/09/2017
Class 1a NIC payment due	19/07/2018	<b>Corporation Tax</b>		Confirmation Statement due	
P11D filing due	06/07/2018	Payments made quarterly	<input checked="" type="checkbox"/>		
		CT Payment due	01/10/2017		
		CT Return due	31/12/2017		

**Client Identity Verification**

ID Verified  Date of Verification

Notes

Other information

Client Source  Newsletter

Created by Timothy Pearce 08/05/2015 17:13 : Last modified by Nive Raj 03/07/2017 11:40

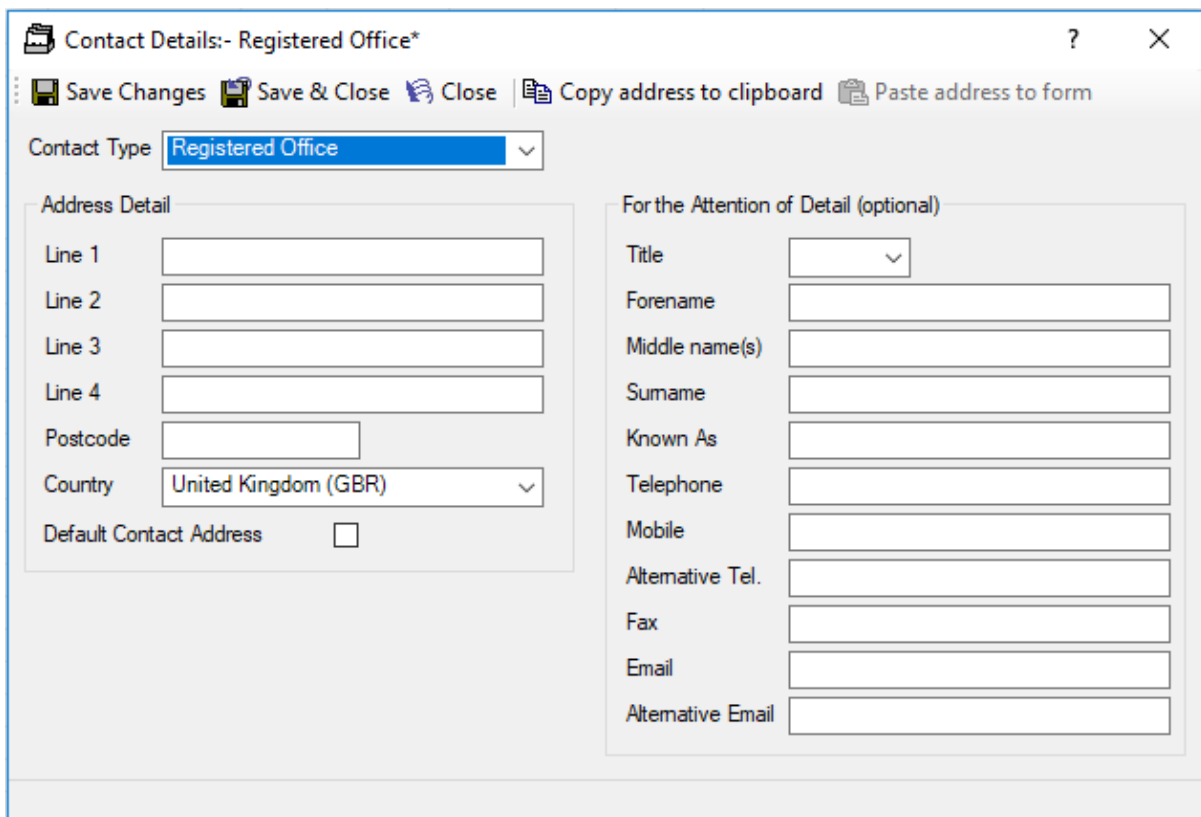
Form State: View

## PM Solution Product Manual

### Contact Details

Please see the following instructions on how to add contact details for a client:

- Go to the **Contact Details** tab
- Click on **Add**



Contact Details:- Registered Office\*

Save Changes Save & Close Close Copy address to clipboard Paste address to form

Contact Type Registered Office

**Address Detail**

Line 1  
Line 2  
Line 3  
Line 4  
Postcode  
Country United Kingdom (GBR)  
Default Contact Address

**For the Attention of Detail (optional)**

Title  
Forename  
Middle name(s)  
Surname  
Known As  
Telephone  
Mobile  
Alternative Tel.  
Fax  
Email  
Alternative Email

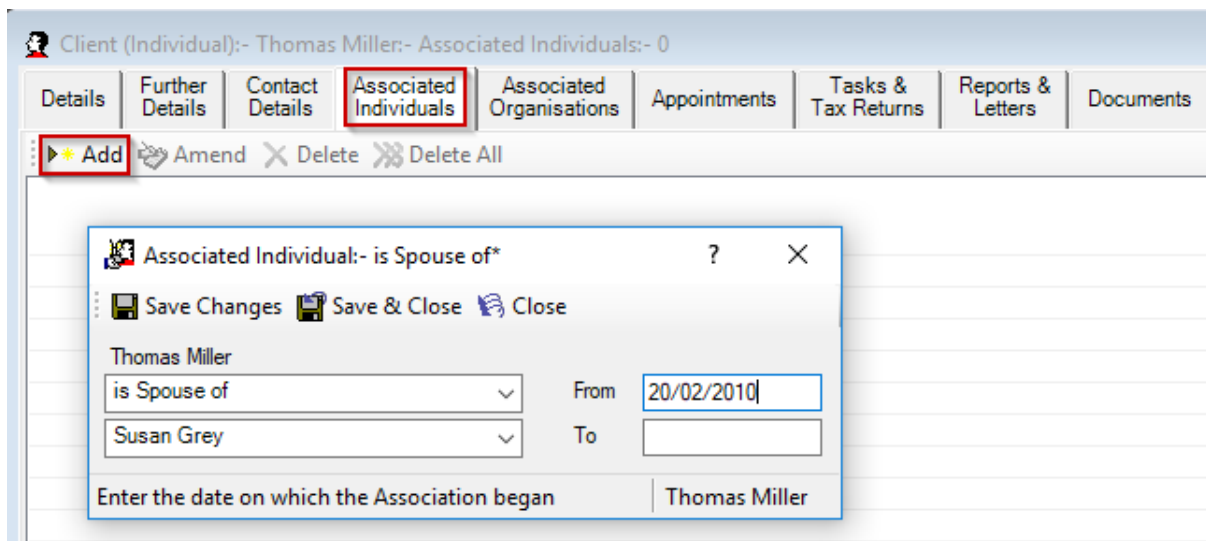
- Choose the **Contact Type** from the drop-down menu
- Complete the contact details wizard to enter **Address Detail**
- Check box **Default Contact Address** to mark the address as the default address
- The default address is associated to all compliance work (e.g., Corporation Tax Return) for a given client and is also used when exporting a client list report and a client export
- Click on **Save & Close**

## PM Solution Product Manual

### Associated Individuals

To associate your Organisation clients to private clients, please complete the following steps:

- Go to the **Associated Individuals** tab
- Click on **Add**



- From the 1<sup>st</sup> drop down menu, choose the type of association
- From the 2<sup>nd</sup> drop down menu, choose the private individual
- Enter the date from when the association began

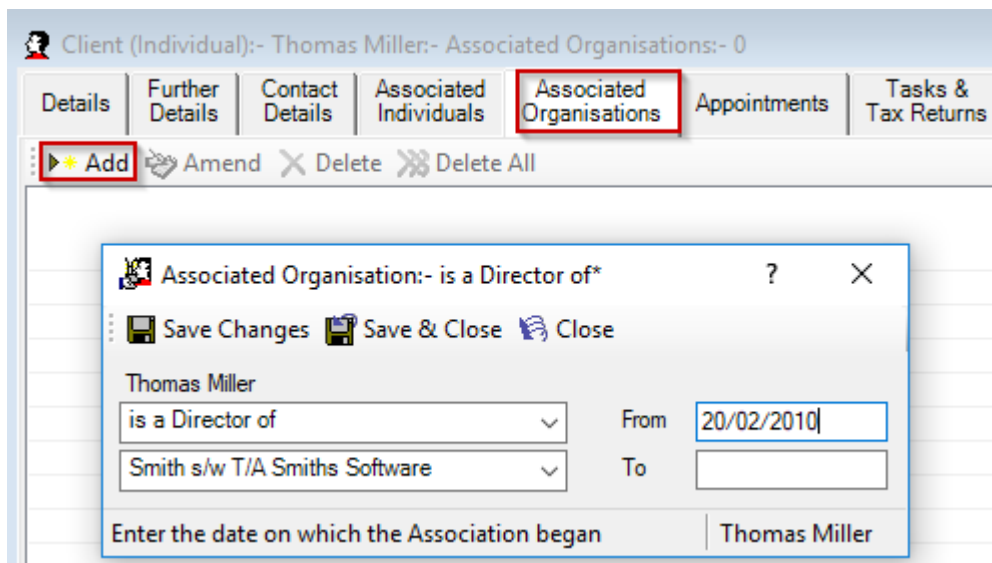
*Note that the private clients that need to be associated must already be in the PM database.*

## PM Solution Product Manual

### Associated Organisations

To associate your organisation clients to other organisations, please complete the following steps:

- Go to the **Associated Individuals** tab
- Click on **Add**



- From the 1<sup>st</sup> drop down menu, choose the type of association
- From the 2<sup>nd</sup> drop down menu, choose the related organisation

*Note that the organisation that needs to be associated must already be in the PM database.*

## PM Solution Product Manual

### Events

There are three types of Events that can be performed within Practice Manager. They are as follows:

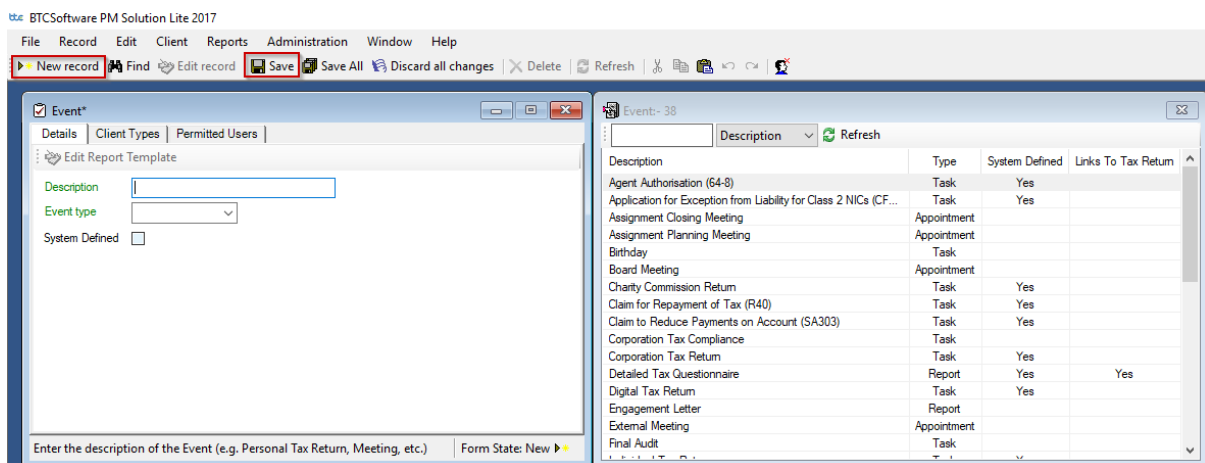
#### [Appointments](#)

#### [Tasks & Tax Returns](#)

#### [Reports & Letters](#)

You have a list of default system and non-system events in the system. You are able to add additional non-system event types within the database. To do this follow the steps below:

- Go to **Administration > Data > Events** from the top toolbar



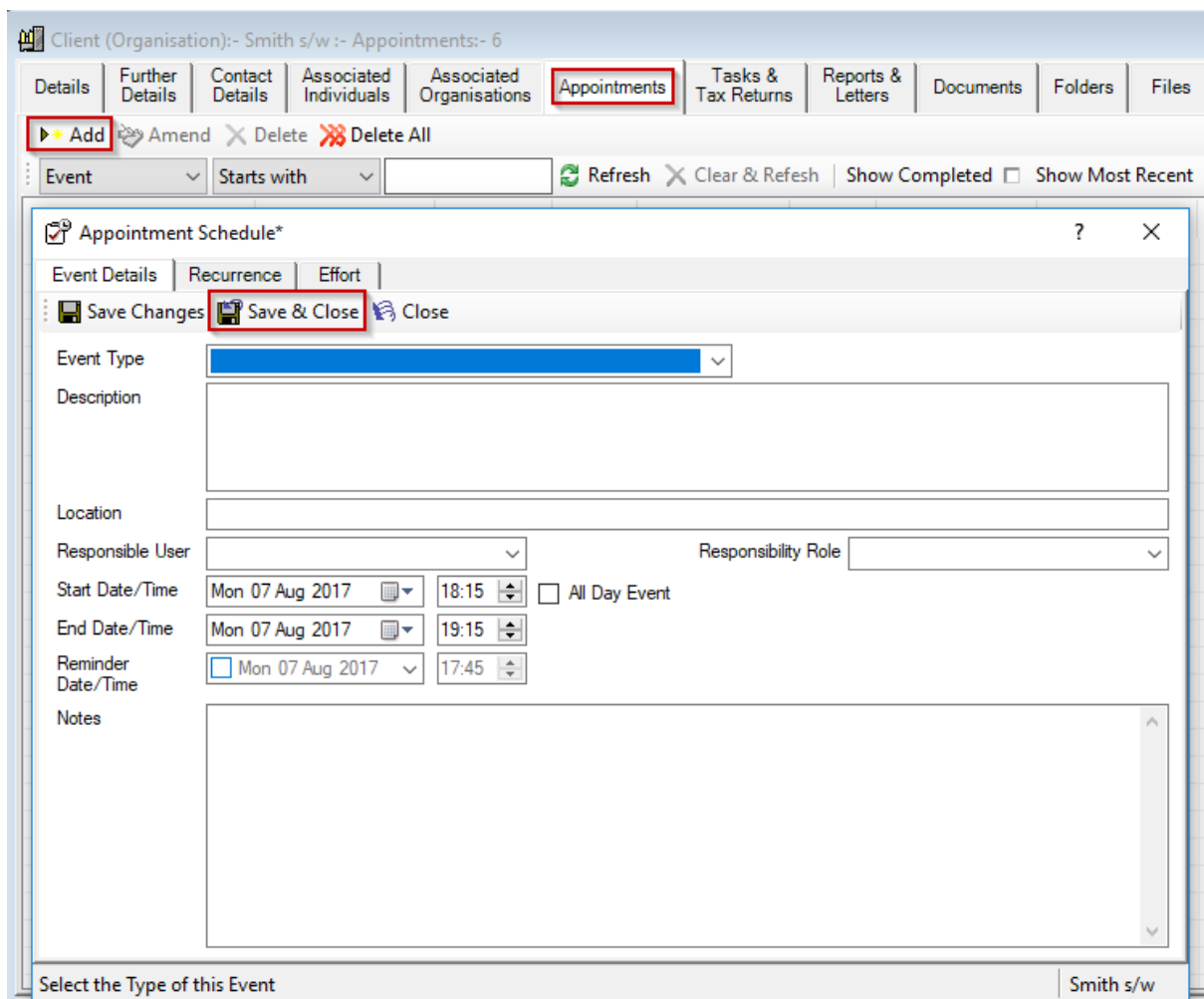
- Click on **New Record**
- Enter **Description**
- Choose the event type from the **Event type** drop down menu
- Click on **Save**

## PM Solution Product Manual

### Appointments

You are able to add appointment schedules within Practice Manager for appointments such as an internal meeting, external meeting or board meeting. To do this follow the steps below:

- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Appointments** tab on the left window
- Click on **Add**

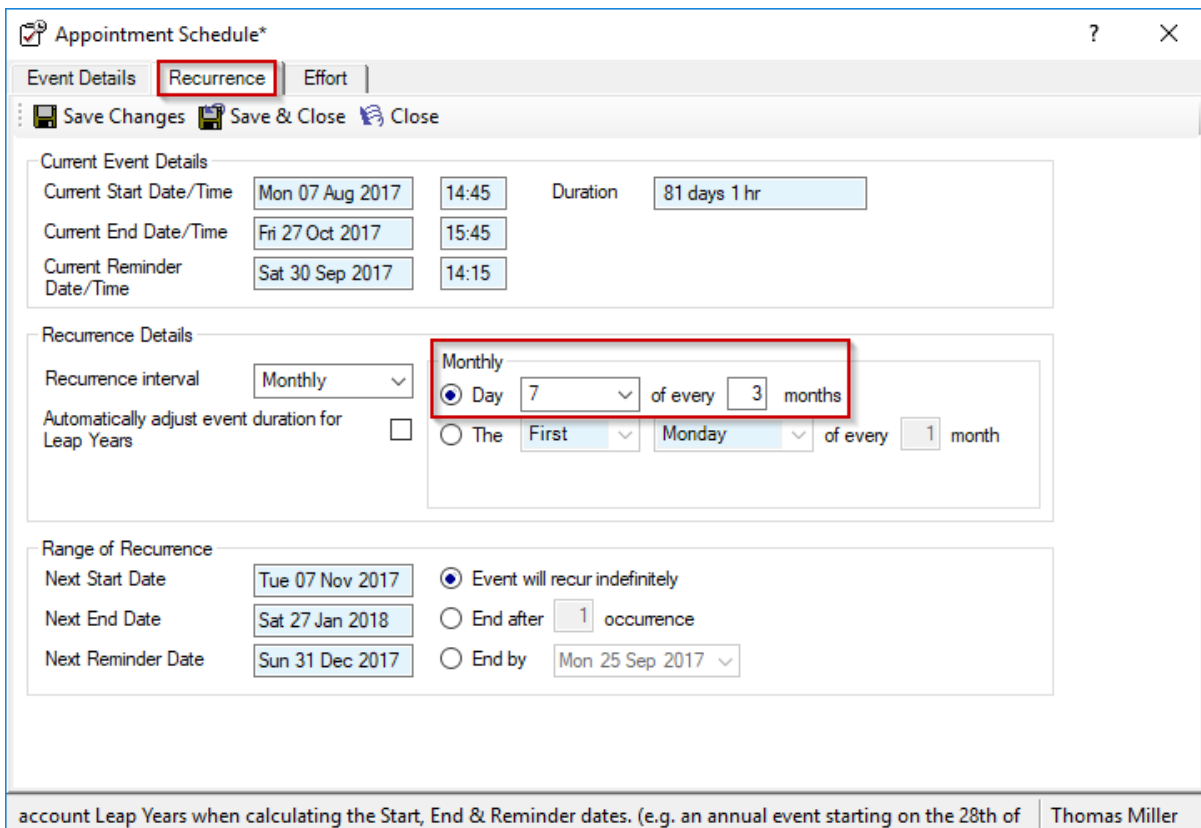


The screenshot shows the 'Appointment Schedule\*' dialog box in the software. The 'Appointments' tab is selected in the top toolbar. The 'Add' button is highlighted with a red box. The dialog box has tabs for 'Event Details', 'Recurrence', and 'Effort'. The 'Event Details' tab is active, showing fields for 'Event Type' (a drop-down menu), 'Description', 'Location', 'Responsible User', 'Responsibility Role', 'Start Date/Time', 'End Date/Time', 'Reminder Date/Time', and 'Notes'. The 'Save & Close' button is highlighted with a red box. The status bar at the bottom indicates 'Select the Type of this Event' and 'Smith s/w'.

- Choose **Event Type** from the drop-down menu

## PM Solution Product Manual

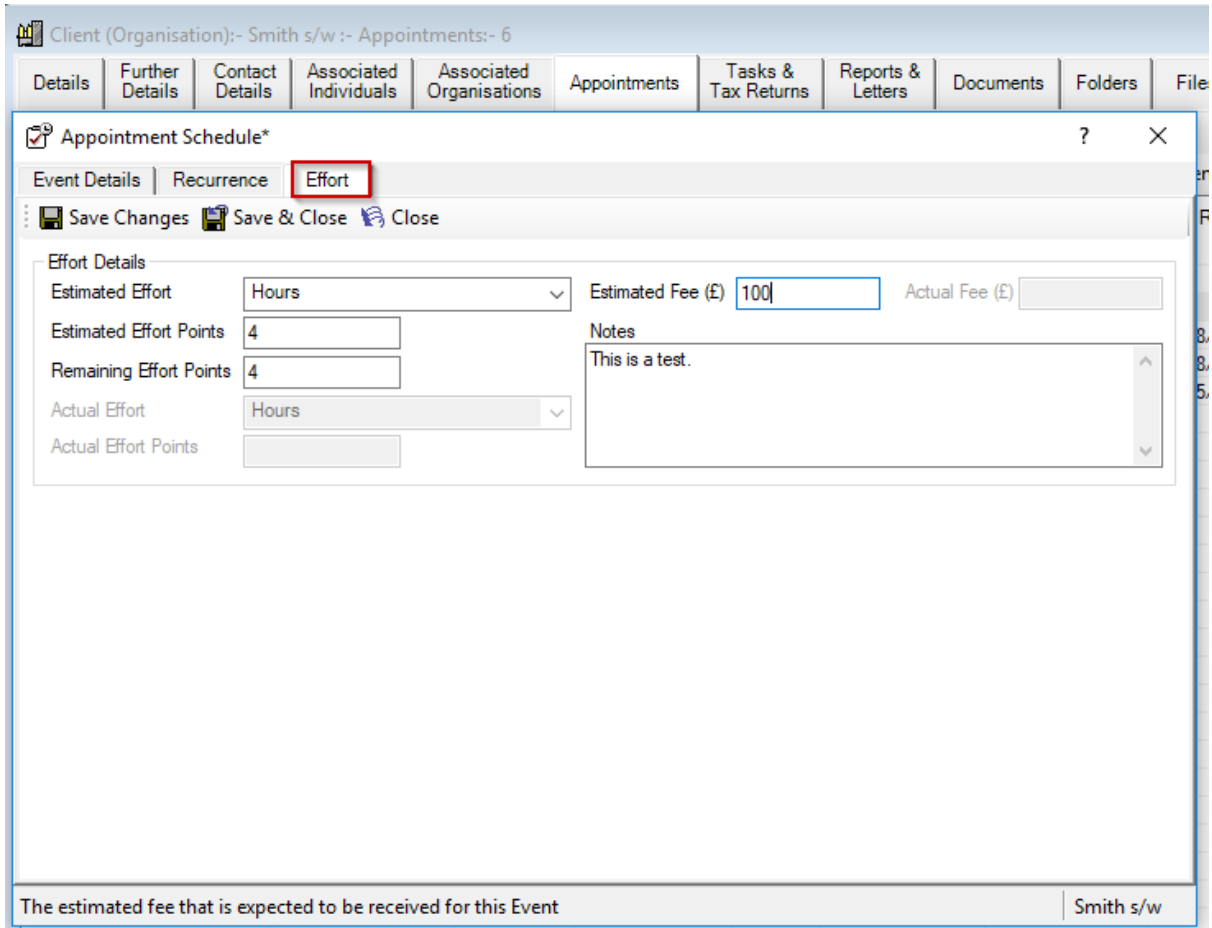
- You are able to add location, choose a responsible user, description of the appointment and also additional notes
- You can then set up **Start and End Date/Time** along with a **Reminder Date/Time**
- Click on **Save Changes** once you have completed setting this up
- Move onto the **Recurrence** tab to set up recurrences, if applicable



The screenshot shows the 'Appointment Schedule\*' window with the 'Recurrence' tab selected. The 'Current Event Details' section shows: Current Start Date/Time (Mon 07 Aug 2017, 14:45), Current End Date/Time (Fri 27 Oct 2017, 15:45), and Current Reminder Date/Time (Sat 30 Sep 2017, 14:15). The 'Duration' is 81 days 1 hr. The 'Recurrence Details' section shows a 'Recurrence interval' of 'Monthly'. A red box highlights the 'Monthly' dropdown menu, which is expanded to show 'Day 7 of every 3 months' selected. Other options include 'The First Monday of every 1 month'. The 'Range of Recurrence' section shows 'Next Start Date' (Tue 07 Nov 2017), 'Next End Date' (Sat 27 Jan 2018), and 'Next Reminder Date' (Sun 31 Dec 2017). The 'Event will recur indefinitely' option is selected. A footer note states: 'account Leap Years when calculating the Start, End & Reminder dates. (e.g. an annual event starting on the 28th of Thomas Miller

- You can set recurrences on a daily, weekly, monthly, quarterly or yearly basis
- To set up recurrences on a quarterly basis, choose the **Monthly** option from the drop-down menu, then enter, for example, **Day 7 of every 3 months**
- Move onto the **Effort** tab to add estimated effort and fee for this event. For more information please see [Effort Summaries](#).

## PM Solution Product Manual



Client (Organisation):- Smith s/w :- Appointments:- 6

Details Further Details Contact Details Associated Individuals Associated Organisations Appointments Tasks & Tax Returns Reports & Letters Documents Folders File

Appointment Schedule\* ? X

Event Details Recurrence **Effort**

Save Changes Save & Close Close

Effort Details

Estimated Effort Hours Estimated Fee (£) 100 Actual Fee (£)

Estimated Effort Points 4

Remaining Effort Points 4

Actual Effort Hours

Actual Effort Points

Notes

This is a test.

The estimated fee that is expected to be received for this Event Smith s/w

- Click on **Save & Close**

*You will be able to see/produce reports on appointments scheduled on the [Pending Events Report](#).*

### Tasks & Tax Returns (Also includes Year End Accounts, VAT returns, etc;)

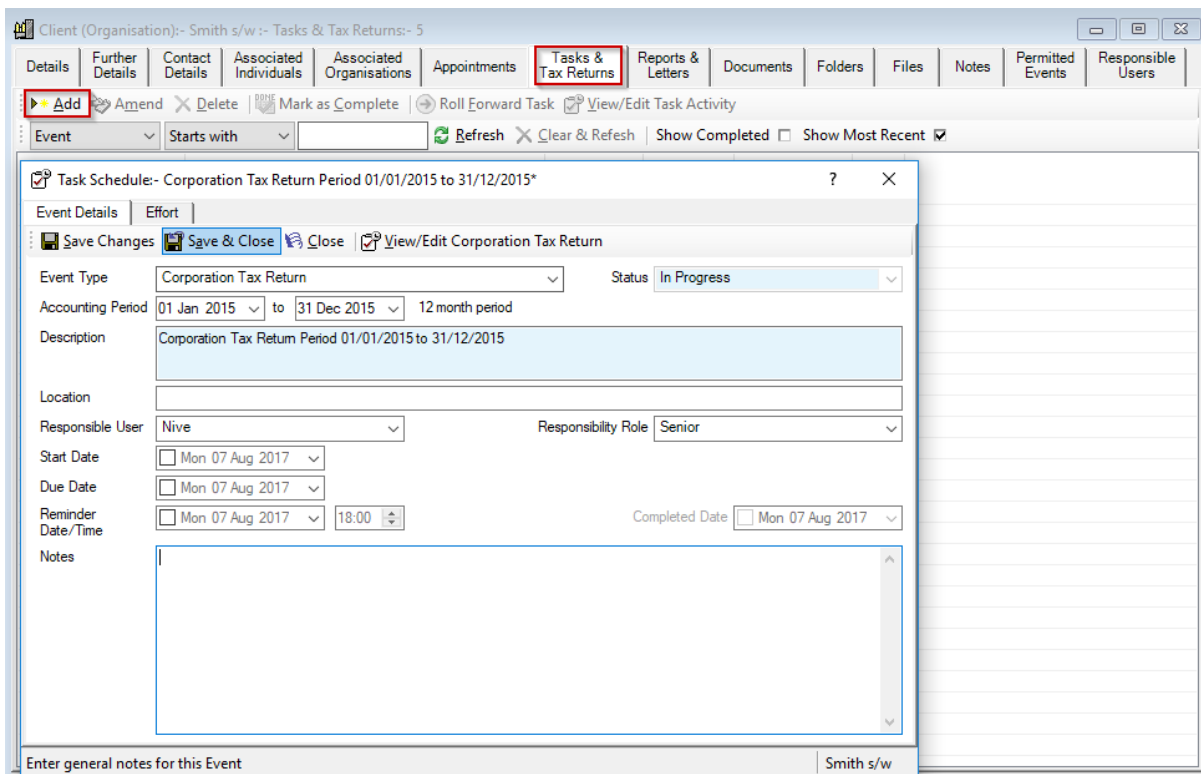
The tasks and tax returns tab is from where you would create and control and also view and/or amend previously created tasks. This is where you would work on system events such as Tax Returns, Year End Accounts, VAT Returns, etc., and also non-system events to track payroll, annual returns etc.

To add a task, please follow the steps below:



## PM Solution Product Manual

- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Tasks & Tax Returns** tab on the left window
- Click on **Add**



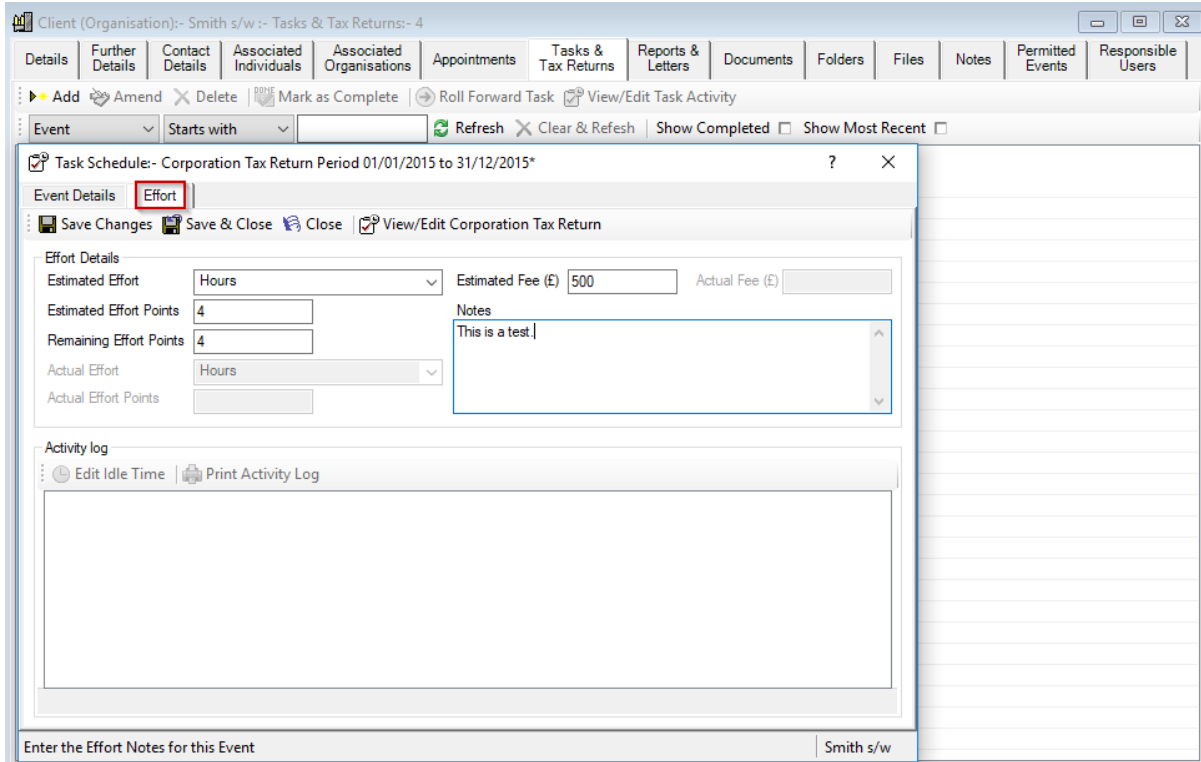
The screenshot shows the 'Task Schedule' dialog box for a Corporation Tax Return. The 'Event Details' tab is active, displaying the following information:

- Event Type:** Corporation Tax Return
- Status:** In Progress
- Accounting Period:** 01 Jan 2015 to 31 Dec 2015 (12 month period)
- Description:** Corporation Tax Return Period 01/01/2015 to 31/12/2015
- Location:** (Empty field)
- Responsible User:** Nive
- Responsibility Role:** Senior
- Start Date:** Mon 07 Aug 2017
- Due Date:** Mon 07 Aug 2017
- Reminder Date/Time:** Mon 07 Aug 2017, 18:00
- Completed Date:** Mon 07 Aug 2017
- Notes:** (Empty text area)

The 'Add' button in the main toolbar is highlighted with a red box.

- Make sure the accounting period is correct and if not, you should amend this
- You are able to add a location, choose a responsible user and also additional notes
- You can then set up **Start** and **Due Date/Time** along with a **Reminder Date/Time**
- Move onto the **Effort** tab to add estimated effort and fee for this event. For more information please see [Effort Summaries](#).

## PM Solution Product Manual



- Click on **Save & Close**

*You will be able to see/produce reports on task status (system & non-system events) on the [Pending Events Report](#).*

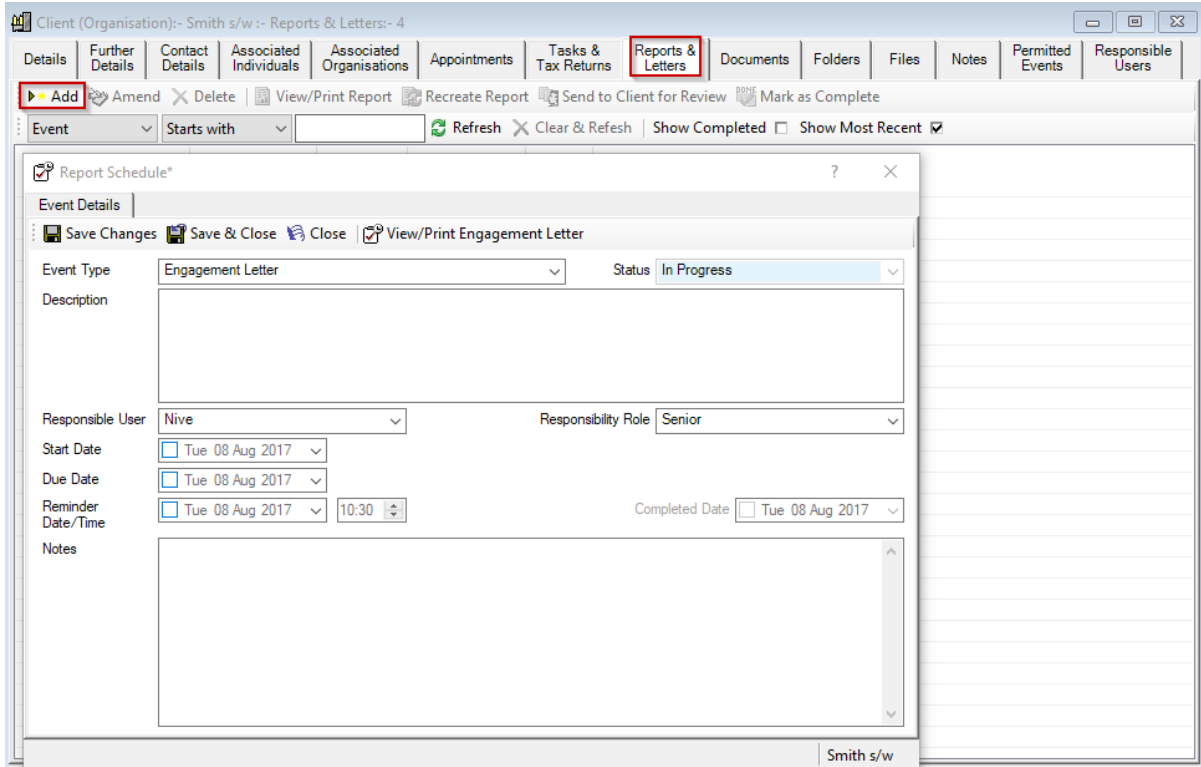
### Reports and Letters

Client letters such as Simple Tax Questionnaires, Detailed Tax Questionnaires, Engagements letters and/or custom letters can be sent to clients from the Reports and Letters tab. You can either [create them individually](#) or [create them in bulk](#).

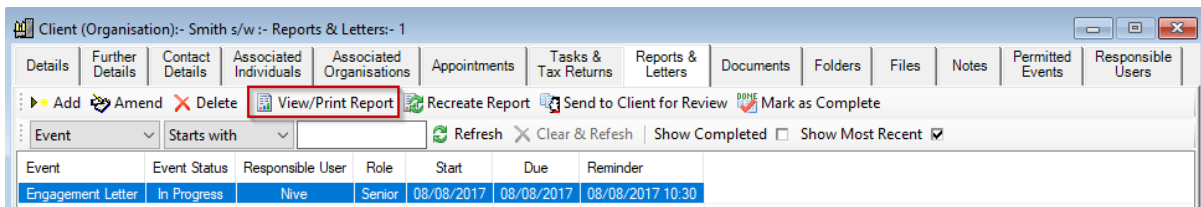
### Creating Client Letters Individually

- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Reports & Letters** tab on the left window
- Click on **Add**

## PM Solution Product Manual

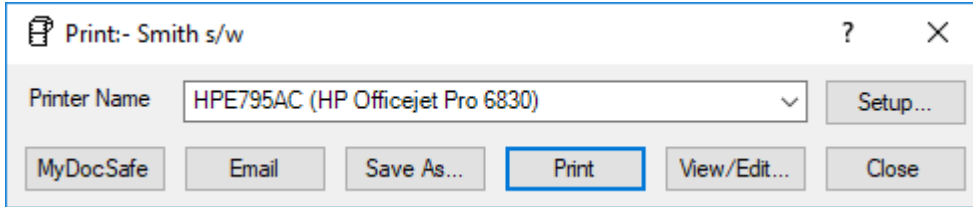


- Choose the client letter from the **Event Type** drop-down menu
- You are able to add location, choose a responsible user and also additional notes
- You can then set up **Start** and **Due Date/Time** along with a **Reminder Date/Time**
- Click on **Save & Close**
- The letter is now created in the background as shown in the following image



- Select the letter by clicking on it to highlight this
- Click on **View/Print Report**

## PM Solution Product Manual



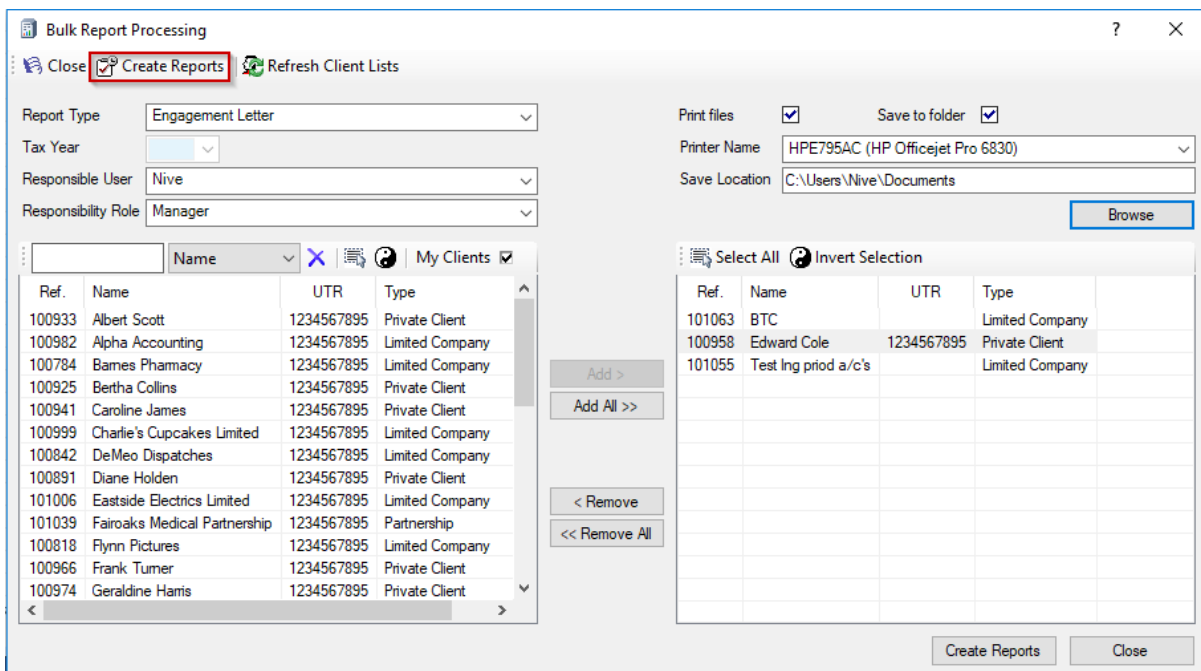
- You then have options to Email, Print, Preview or send the letter through a secure portal by using the [MyDocSafe](#) button (3<sup>rd</sup> party API to cater for the GDPR regulations)
- Choose the appropriate option to continue

*You will be able to see/produce reports on the status of letters created on the [Pending Events Report](#).*

### Bulk Report Creation

Client letters can be created in bulk for all your clients. Please see below for further instructions:

- From the top toolbar, go to **Reports > Client > Bulk Report Creation**





## PM Solution Product Manual

- Select the letter from the **Report Type** drop down menu
- Select **Tax Year** if relevant; e.g.: for a **Detailed Tax Questionnaire**
- Choose and add the clients for whom the letters need to be created for
- In addition to bulk creating the letters for your clients, you are also able to bulk print the letters or save them to your computers file system by checking the relevant box (**Print files/Save to folder**)
- If you choose to not print or save them in your file system, you can simply go to your client's **Reports and Letters** tab to individually email the letters to your clients.  
*Please note that bulk emailing is not available at the moment*
- Click on **Create Reports**

### Document Management

BTCSoftware's Practice Manager has a document management feature which includes scanning in documents into the database, moving or copying in documents from your computers file system into the database, creating unique folders for each client to maintain their files and also recording physical file locations. There are three sections to the document management system and they are as follows:

#### [Documents](#)

#### [Folders](#)

#### [Files](#)

Out of the above three sections, it is not necessary to use all of these sections to maintain your documents. Which section you use depends on the way you choose to work. For example, you can maintain a **Folder** system for all your clients' documents (e.g., separate folders for tax, accounts & other documents). If you already have a physical file system that you are comfortable using, you can simply choose to record the physical file location



## PM Solution Product Manual

information using the **Files** section and then choose to copy in certain client documents to the **Documents** section for quick and easy access while working on a client.

You can choose to turn off the sections (Documents, Folders or Files) you do not want to use through the Administration section: Please see [Document Management System Options](#)

When it comes to moving or copying in documents and folders into BTCSoftware's Database – Practice Manager, the software defaults to moving in documents and folders. This will mean that in the future you will be able to access these documents or folders through practice manager instead of your file system. However, you are able to change the default behaviour to **Copy In Document** and **Copy In Folder** which will allow you to access documents and folders from the software as well as your computers file system.

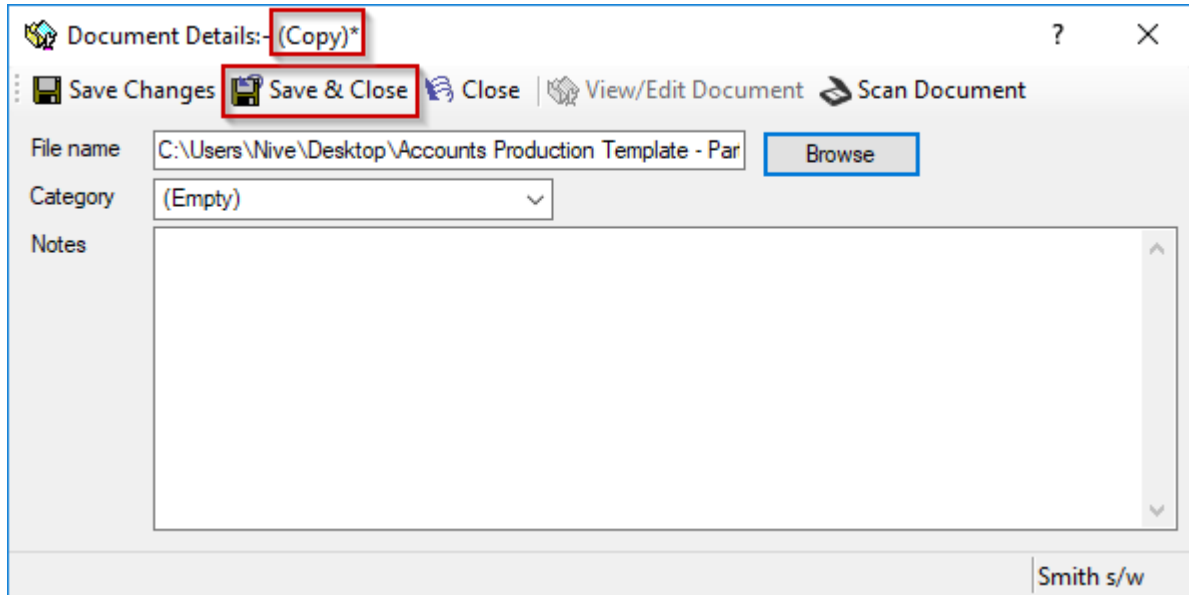
You can choose to change the default behaviour permanently or on a temporary basis.

If you want to change the default behaviour permanently to **Copy In Document/Folder** rather than **Move in Document/Folder**, this is done through the Administration section: Please see [Document Management System Options](#)

If you want to change the default behaviour temporarily to **Copy In Document/Folder** rather than **Move in Document/Folder**, complete the following steps:

- Go to the **Documents/Folders** tab
- Hold down the Ctrl key to click on **Copy In Document/Folder**

## PM Solution Product Manual



- Make sure **Document Details** says **Copy** instead of **Move** (*See the image above*)

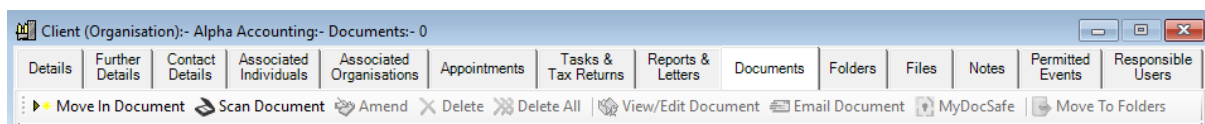
Further information on the Documents, Folders and Files section is as follows:

### Documents

From the **Documents** tab, you are able to move/copy in existing client documents from the computers file system into BTCSoftware's Database – Practice Manager. You can scan in documents and also edit documents that are in word, excel or notepad format.

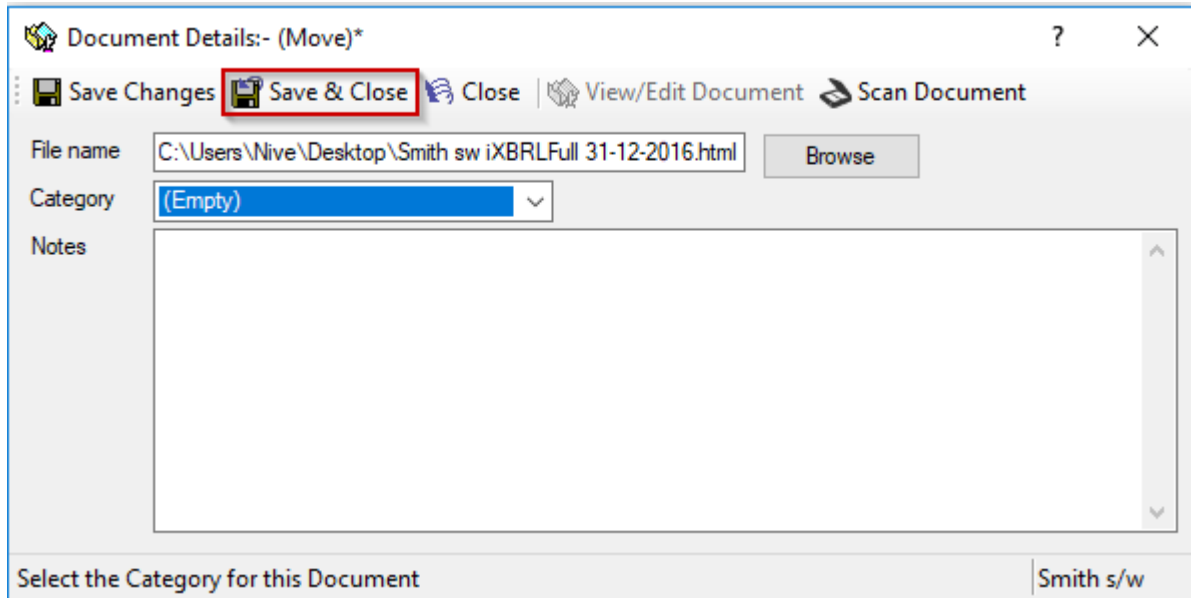
### Move In Document

- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Documents** tab on the left window

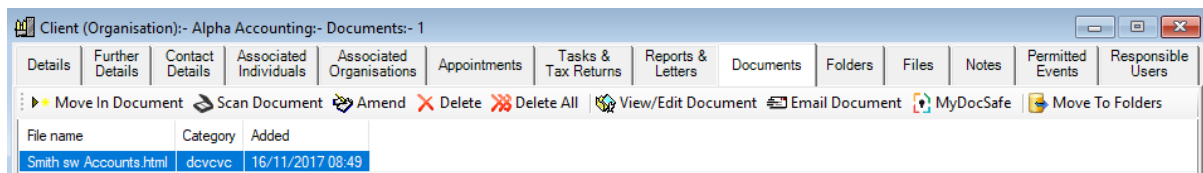


- Click on **Move In Document**

## PM Solution Product Manual



- Browse and choose the file
- You have an option to add notes about this document
- Click on **Save & Close** to see the document within the documents section for this particular client



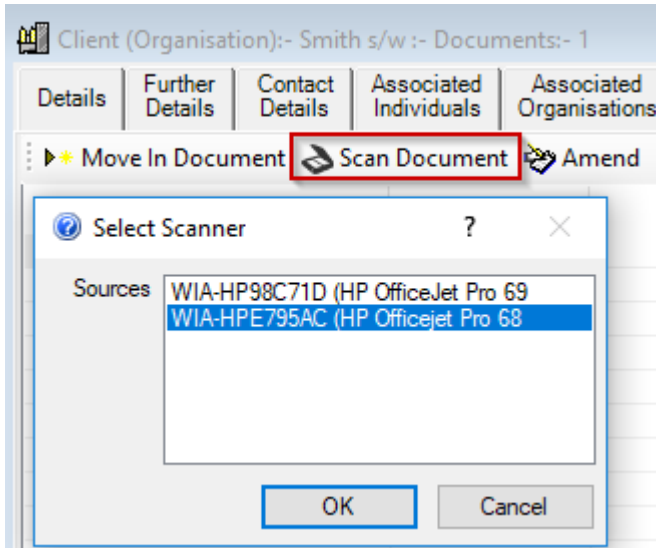
### Scan Document

You are able to scan documents into the systems database for future handling of the document from within BTCSoftware Practice Manager Solution. To do this complete the following steps:

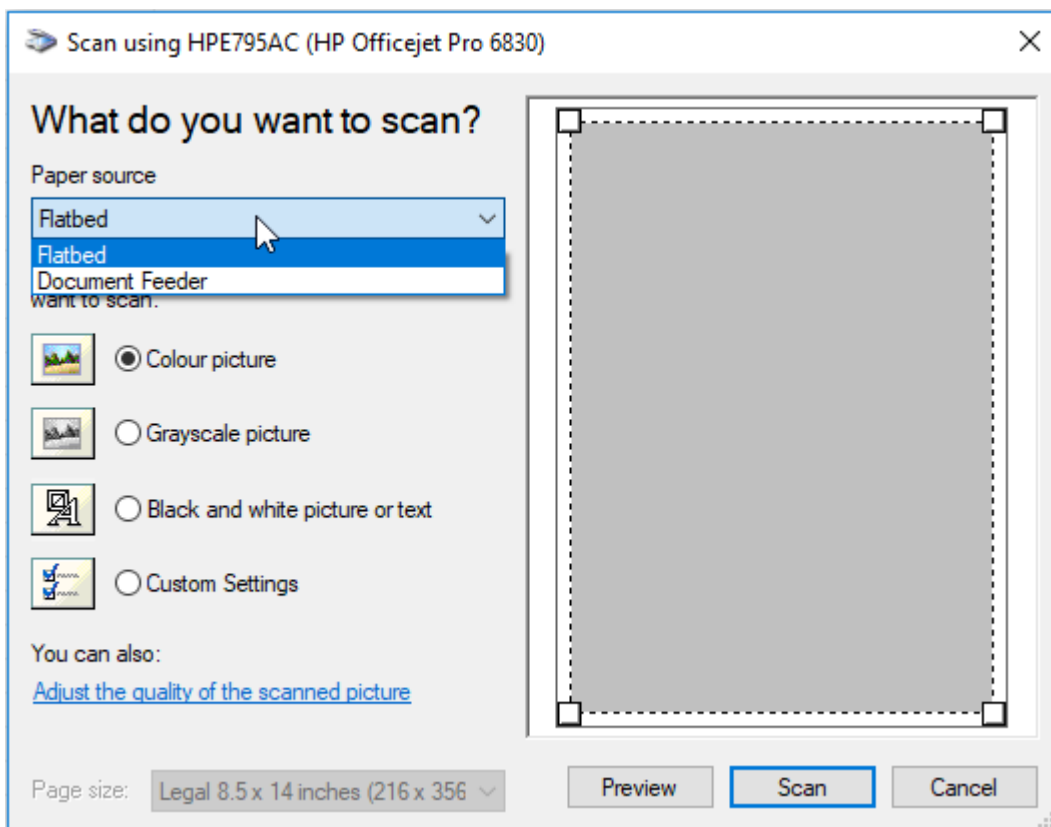
- From the **Documents** tab for the client, click on **Scan Document**



## PM Solution Product Manual



- Scanners in your office are automatically picked up by the software
- Choose the scanner from the list
- Click **OK** to see the following screen





## PM Solution Product Manual

- Select the **Paper Source** type (Flatbed/Document Feeder)
- Select the type of picture you want to scan
- Click on **Scan**

*Please note that the above image maybe different depending on the type of scanner.*

### Editing a document

To edit documents that have been moved into the database (Practice Manager), please complete the following steps:

- Highlight the document from **Documents** tab
- Click on **View/Edit Document** (This will open in Word/Excel/etc depending on the type of document saved)
- Make changes to the document and save the document

*Please note that PDF files cannot usually be edited. Only files in Word, Excel, Notepad formats etc can be edited.*

### Folders

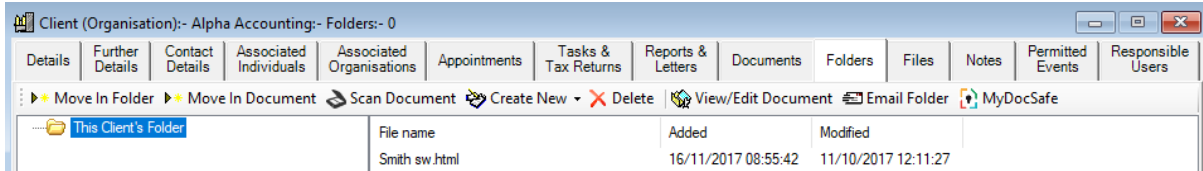
From the **Folders** tab on Practice Manger, you are able to move/copy in folders, documents, scan documents and create new documents. You are also able to edit documents in word, excel or notepad formats from within this section.

### Move In Folder

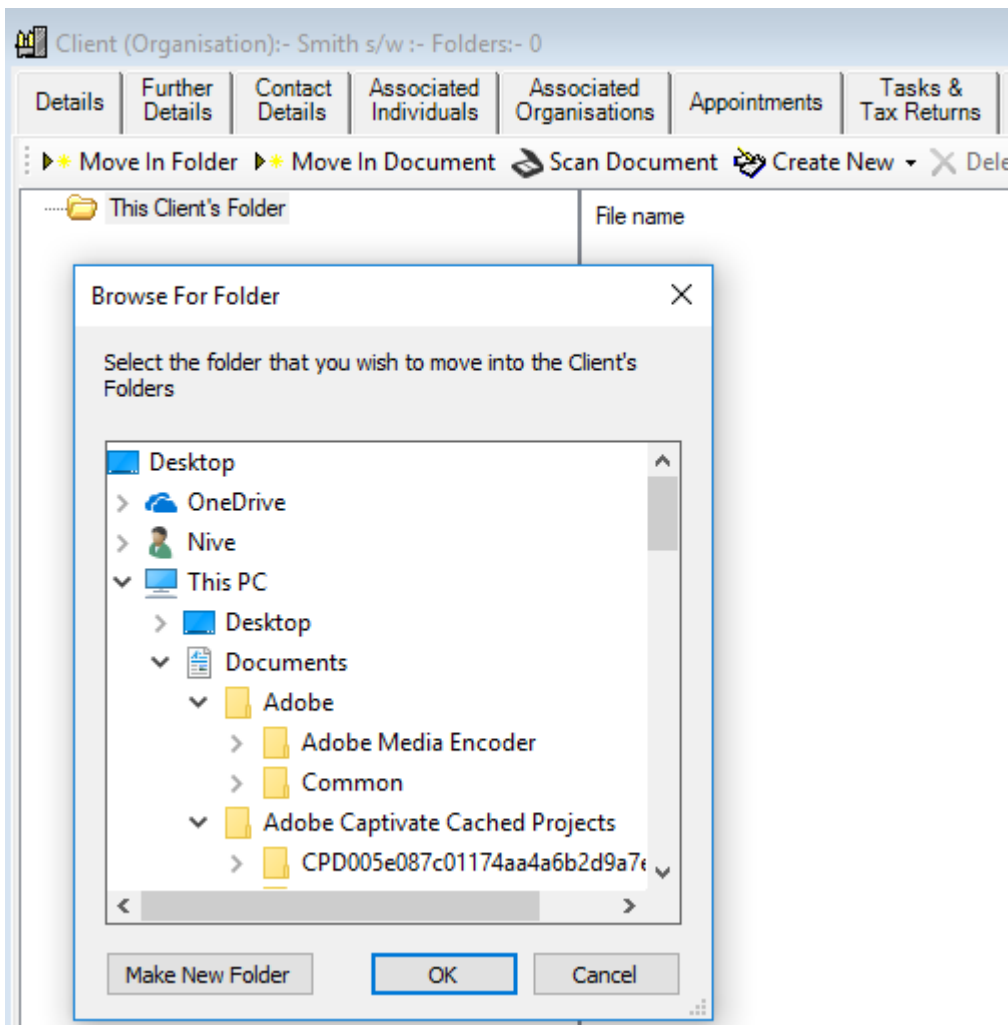
You are able to move in folders you hold for a particular client into BTCSoftware's Practice Manager. To do this follow the following steps:

- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Folders** tab on the left window

## PM Solution Product Manual



- Click on **Move In Folder**



- Select the folder by highlighting it
- Click on **OK**

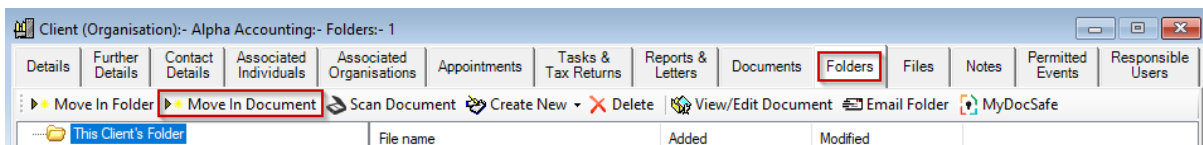
*Please note that you are able to drag and drop folders into Practice Manager's Folders section.*

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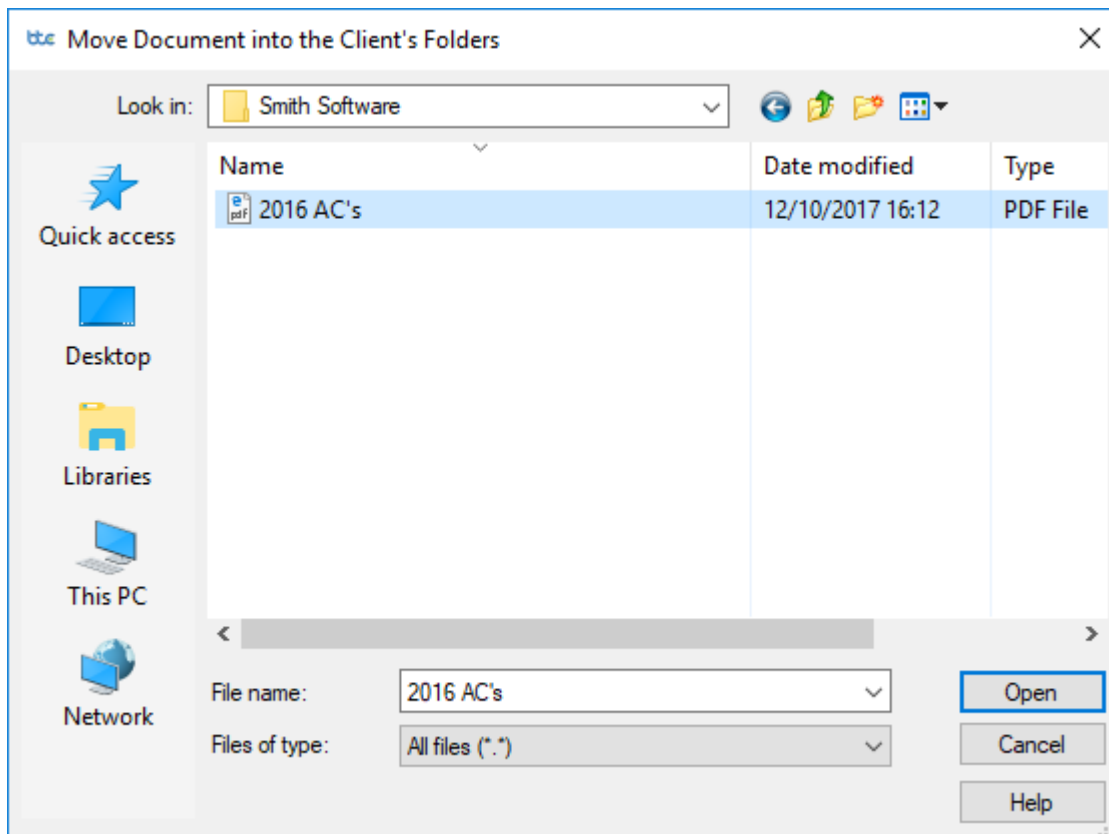
### Move In Document

You are able to move in existing client documents from the computers file system into a client's folder on BTCSoftware Database. This will mean that in the future you will be able to access this document through Practice Manager as supposed to the computers file system. Please see below for further instructions:

- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Folders** tab on the left window

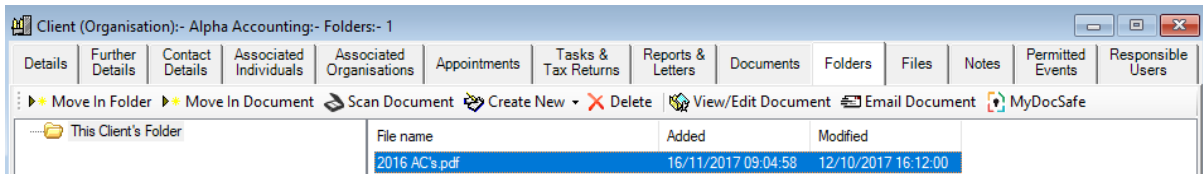


- Click on **Move In Document**



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- Browse and choose the file
- Click on **Open** to then see the document within the folders section for this particular client

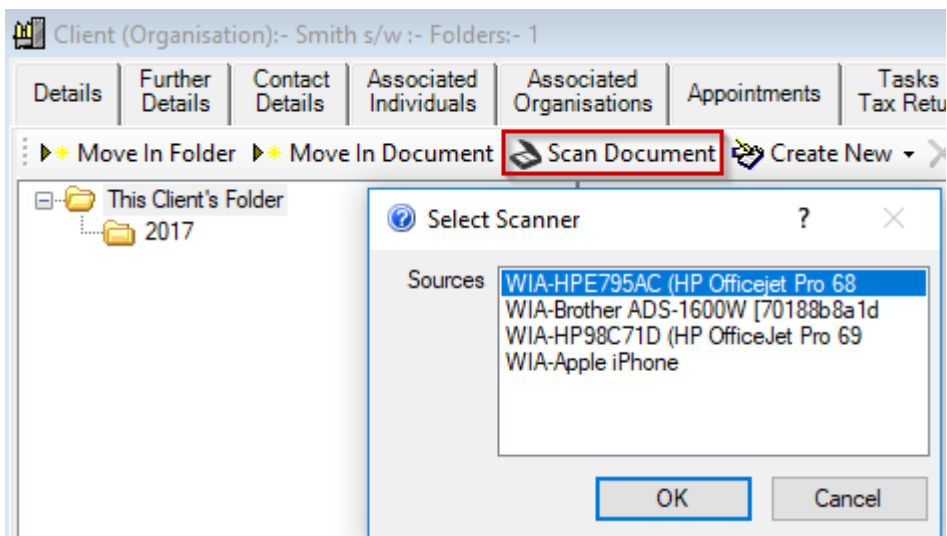


*Please note that you are able to drag and drop documents into Practice Manager's Folders section.*

### Scan Document

You are able to scan documents into the systems database for future handling of the document from within BTCSoftware's Practice Manager Solution. To do this complete the following steps:

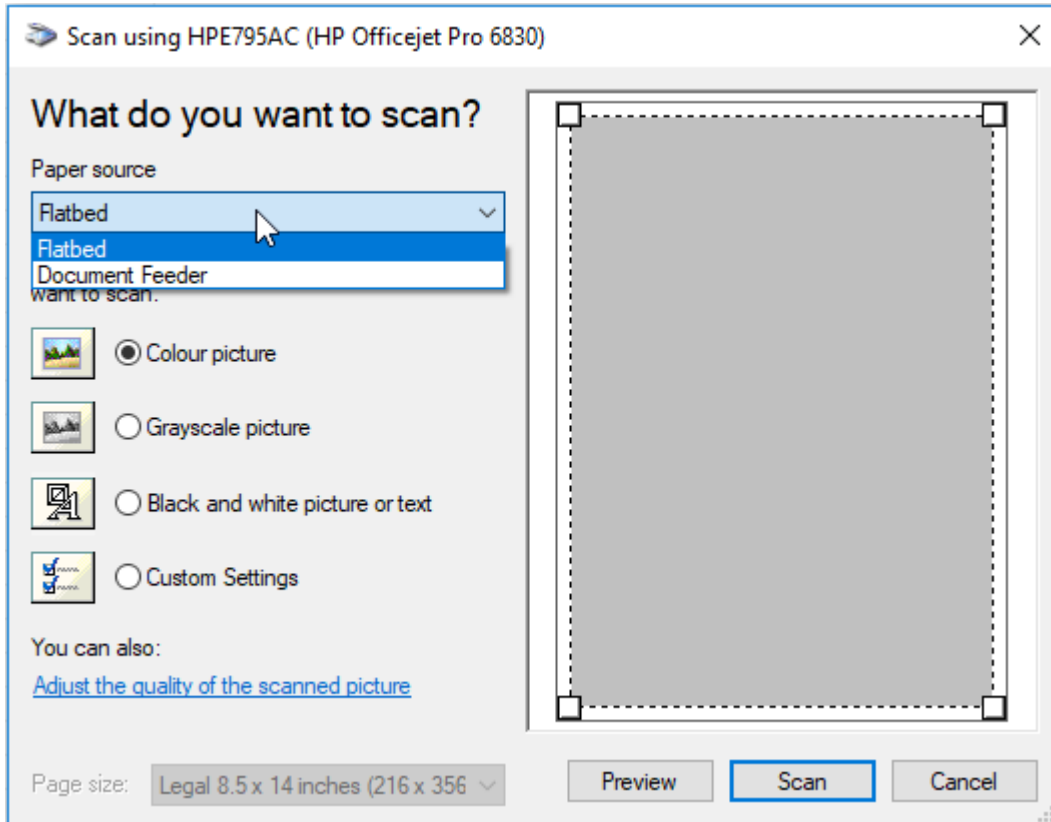
- From the **Folders** tab for the client, click on **Scan Document**



- Scanners in your office are automatically picked up by the software
- Select the scanner from the list

## PM Solution Product Manual

- Click **OK** to see the following screen



- Select the **Paper Source** type (Flatbed/Document Feeder)
- Select the type of picture you want to scan
- Click on **Scan**

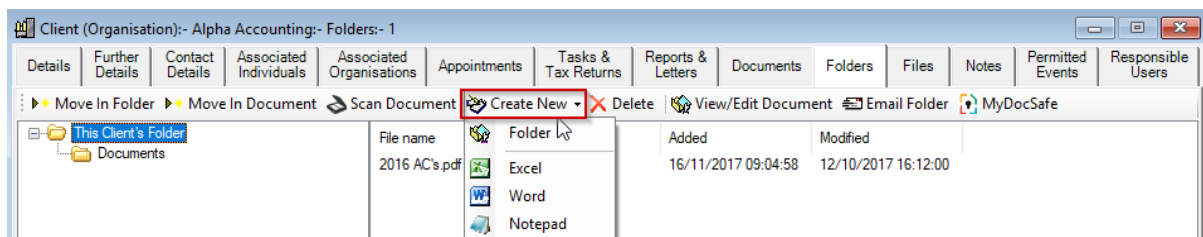
*Please note that the above image maybe different depending on the type of scanner.*

## PM Solution Product Manual

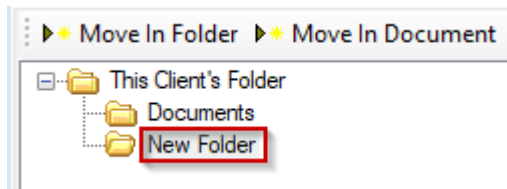
### Create New

You are able to create new folders and documents, and also move documents between the different client folders within Practice Manager. Please see instructions below on how to do this.

- Click on **Create New**



- Click on **Folder**
- You will see that a **New Folder** is created on the left menu



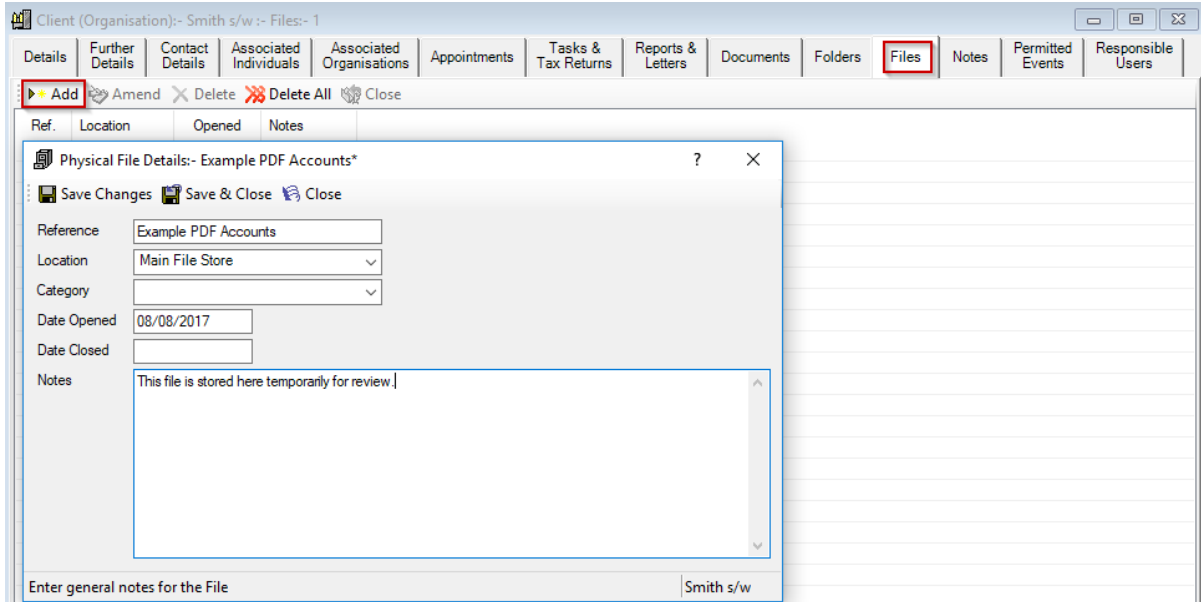
- Right click on **New Folder** and click **Rename**
- Rename the folder relevant to this client
- To move documents between the different folders, simply drag the document to drop this into the folder of choice

### Files

You are able to record physical file location details in the **Files** section on Practice Manager. In this way, the practice can keep track of client files in physical storage (e.g. filing cabinets, archive storage, etc.). To do this please complete the following steps:

- Go to the **Files** tab
- Click on **Add**

## PM Solution Product Manual



- Complete relevant section like reference, location, date opened/closed and any notes
- Click **Save & Close**

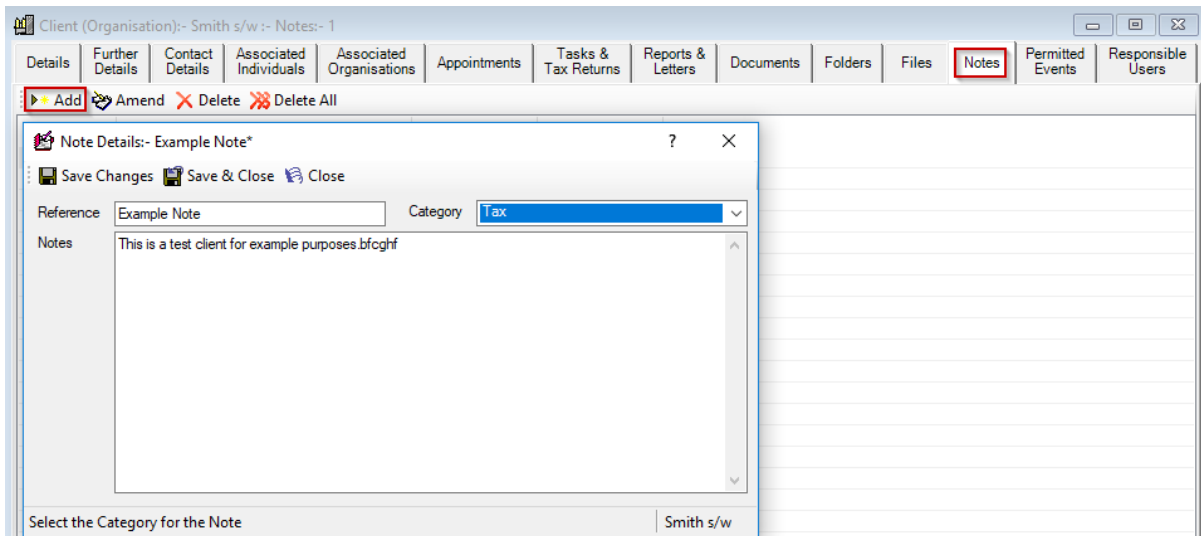


## PM Solution Product Manual

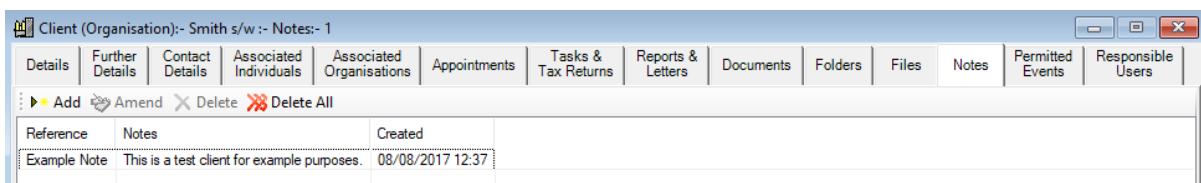
### Client Notes

This section is where any ad hoc notes may be recorded and retained for each particular client. To do this please complete the following steps:

- Click on **Add**



- Enter relevant details in the **Note Details** section
- You also have an option to add the Notes to different categories.
- To add various Client Note Categories, please see [Creating Additional Data Types/Categories](#)
- Click **Save & Close** to see the note appearing with the date created in the following image



### Permitted Events

The permitted events tab contains all system and non-system events available for each particular client. You are able to amend the list to customise this to each of your clients.



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### Responsible Users

The Responsible users tab has the list of users that are responsible and/or able to view or make changes to a particular client. You are able to amend the list according to the firm's requirements.

### Reporting

BTCSoftware's events tool is based on the 3 R principal which is Reminders, Recurrence and Reporting. There are different ways in which you are able to view/export an event status report and also view the total count of the number of events in the system. They are described as follows:

**Tax Return Status** – Individual Tax Returns, Partnership Tax Returns, Trust Tax Returns, SA Payment Schedule, Corporation Tax Returns

**Year End Accounts Status** – Year End Accounts, Companies House Submission Status

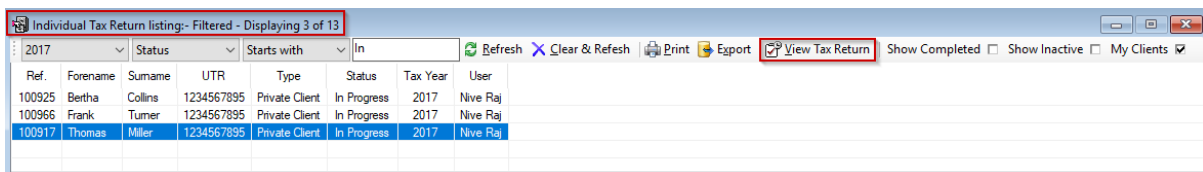
**VAT Return Status** – VAT Returns, EC Sales List Returns

Tax Return Status reports are year specific. To produce a report on Tax Return Statuses (For example Individual Tax Returns), follow the instructions below:

- From the top toolbar go to **Reports > Tax Return Status > Individual Tax Returns**
- On the Individual Tax Return Listing window, the current tax year is automatically chosen on the first drop-down menu
- To change the tax year, simply choose this from the drop-down menu
- To include the returns that have been completed, please check **Show Completed** within the top toolbar of this report
- You are able to view the listing for just the clients in your portfolio by checking **My Clients** within the top toolbar of this report

## PM Solution Product Manual

- In order to produce a report with a particular status type, choose **Status** from the second drop down option and type for example; **In Progress** in the text box
- Once you have the desired report listing, options to **Print/Export** are available
- The total count of the listing is shown top of the window. Please see the following image for an example



Ref.	Forename	Surname	UTR	Type	Status	Tax Year	User
100925	Bertha	Collins	1234567895	Private Client	In Progress	2017	Nive Raj
100966	Frank	Turner	1234567895	Private Client	In Progress	2017	Nive Raj
100917	Thomas	Miller	1234567895	Private Client	In Progress	2017	Nive Raj

- You are able to go into the Tax Return from within this window by selecting the task and then clicking on **View Tax Return** or by double right clicking on the Tax Return.

*Please note that Accounts and VAT Returns Status reports are produced similar to the above instructions.*

### Pending Events Report

The Pending Events report is a status report of all event types including non-system events. You do have an option to filter through to specific event types, period start/end dates, reminders for a particular month/week/day etc. The way you filter through the report is similar to the above-mentioned instructions.

- To produce a report on Pending Events, from the top toolbar go to **Reports > Pending Events**.
- You are able to go into a task from within this window by selecting the task and then clicking on **View Task**.

## PM Solution Product Manual

Pending Events- Filtered - Displaying 78 of 82

Username	Ref.	Client	Event	Role	Tax Year	Period Start	Period End	Status
Nive	100982	Alpha Accounting	Agent Authorisation (64-8)	Manager				In Progress
Nive	100958	Edward Cole	Birthday Invitation	Manager				In Progress
Nive	100917	Thomas Miller	Connor training	Manager				In Progress
Nive	101097	fgf	Corporation Tax Return	Manager		01/01/2016	31/12/2016	In Progress
Nive	100809	Giacanna's	Corporation Tax Return	Manager		01/01/2016	31/12/2016	In Progress
Nive	100859	Smith s/w	Corporation Tax Return	Senior		01/01/2017	31/12/2017	In Progress
Nive	sgy	test schedules	Corporation Tax Return	Manager		01/11/2015	31/10/2016	In Progress
Nive	101089	Testin Maps	Corporation Tax Return	Manager		01/01/2016	31/12/2016	In Progress
Nive	d	unincorporated charity	Corporation Tax Return	Manager		01/01/2016	31/12/2016	In Progress
Nive	100917	Thomas Miller	Detailed Tax Questionnaire	Manager	2016			In Progress
Nive	100859	Smith s/w	Engagement Letter	Senior				In Progress
Nive	100933	Albert Scott	Engagement Letter	Manager				In Progress
Nive	100982	Alpha Accounting	Engagement Letter	Manager				In Progress
Nive	100982	Alpha Accounting	Engagement Letter	Manager				In Progress
Nive	100925	Bertha Collins	Engagement Letter	Manager				In Progress
Nive	100941	Caroline James	Engagement Letter	Manager				In Progress
Nive	100842	DeMeo Dispatches	Engagement Letter	Manager				In Progress
Nive	100891	Diane Holden	Engagement Letter	Manager				In Progress
Nive	101006	Eastside Electrics Limited	Engagement Letter	Manager				In Progress

### Client

### Client List

You are able to produce client report with their names, reference numbers and contact details.

### Individual Clients

To produce a report on the list of your individual clients, go to **Reports > Client > Client List > Individuals** from the top toolbar.

Individual Client listing:- 13

Ref.	Forename	Surname	UTR	Type	Line 1	Line 2	Line 4	Postcode	Country	Active
100933	Albert	Scott	1234567895	Private Client	45 South Street	Dover		CT16 2DF	United Kingdom	Yes
100925	Bertha	Collins	1234567895	Private Client	56 West Trading Estate	Solihull		B92 4RF	United Kingdom	Yes
100941	Caroline	James	1234567895	Private Client	Salford Trading Estate	1 Salford Road		M6 3FR	United Kingdom	Yes
100891	Diane	Holden	1234567895	Private Client	1 Green Lane	Chersey		KT16 2HJ	United Kingdom	Yes
100958	Edward	Cole	1234567895	Private Client	7 Stockton Road	Durham		DH1 2HD	United Kingdom	Yes
100966	Frank	Turner	1234567895	Private Client	299 Green Park	Redbridge		SO16 4HG	United Kingdom	Yes
100974	Geraldine	Hamis	1234567895	Private Client	45A High Street	Fratton		PO1 1FG	United Kingdom	Yes
100867	Jane	Smith	1234567895	Private Client	6 Compton Lane	Brammel	East Sussex	BN1 4EQ	United Kingdom	Yes
100875	Roger	Jones	1234567895	Private Client	27 First Lane	Wimbledon		SW19 2AB	United Kingdom	Yes
100883	Steven	White	1234567895	Private Client	67 Redbrick Road	Esher		KT10 2SE	United Kingdom	Yes
100909	Susan	Grey	1234567895	Private Client	58 Westfield Drive	Taunton		TA12 3SD	United Kingdom	Yes
100917	Thomas	Miller	1234567895	Private Client	354 South Avenue	Whitby		YO21 5GH	United Kingdom	Yes
100776	Timothy	Pearce	1234567895	Private Client	20 Rosefield Road	Staines		TW18 4NB	United Kingdom	Yes



## PM Solution Product Manual

### Organisation Clients

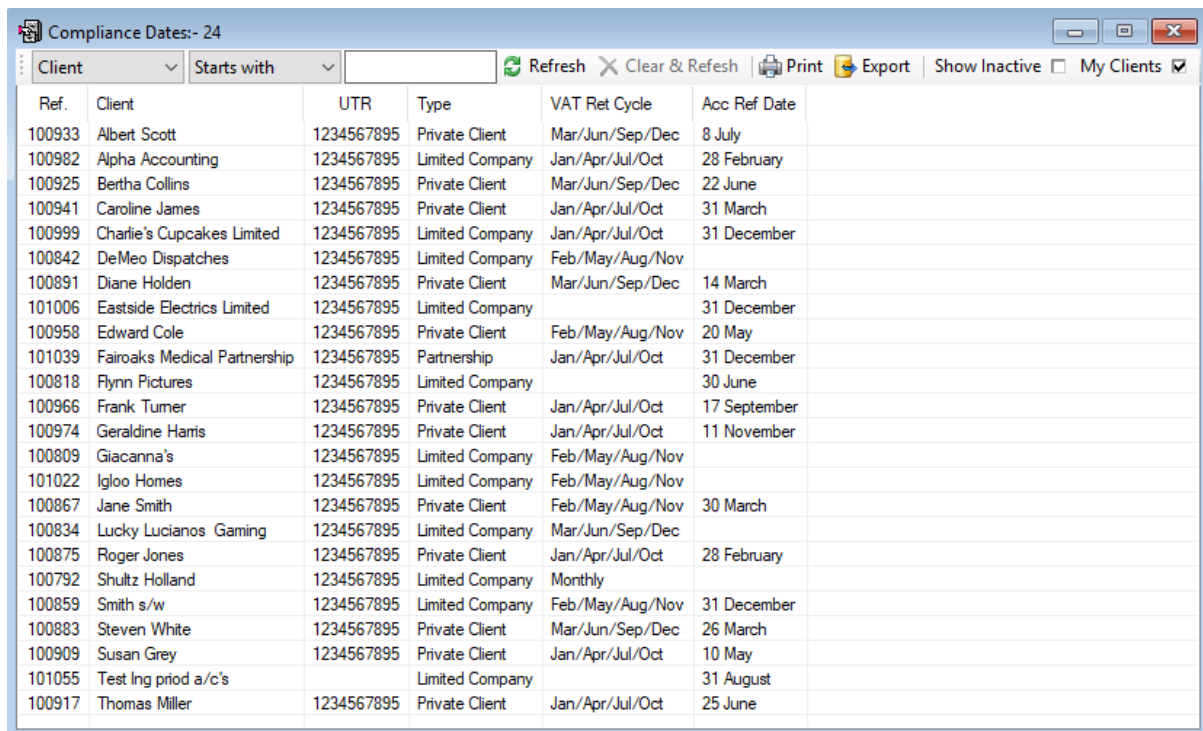
To produce a report on the list of your organisation clients, go to **Reports > Client > Client List > Organisations** from the top toolbar.

Ref.	Organisation	UTR	Type	Line 1	Line 2	Line 3	Line 4	Postcode	Country	Active
100982	Alpha Accounting	1234567895	Limited Company	56 Green Lane	Richmond			TW9 4GH	United Kingdom	Yes
100784	Barnes Pharmacy	1234567895	Limited Company	120 Hight Street	Wimbledon			SW5 8PL	United Kingdom	Yes
101063	BTC		Limited Company							Yes
100999	Charlie's Cupcakes Limited	1234567895	Limited Company	56 High Street	Croydon			CR4 5YK	United Kingdom	Yes
100842	DeMeo Dispatches	1234567895	Limited Company	1212 First Avenue	Kingston-upon-Thames			KT1 3FX	United Kingdom	Yes
101006	Eastside Electrics Limited	1234567895	Limited Company	36B Eastside Trading Estate	Twickenham			TW4 5TH	United Kingdom	Yes
101039	Fairoaks Medical Partnership	1234567895	Partnership	246 Deepdene	Camberly		Surrey	GU24 5EW	United Kingdom	Yes
100818	Flynn Pictures	1234567895	Limited Company	20 Rosefield Road	STAINES			TW18 4NB	United Kingdom	Yes
101097	gfg		Limited Company							Yes
100809	Giacanna's	1234567895	Limited Company	22 Station Road	Addlestone			KT15 1HG	United Kingdom	Yes
	tgh		Trust							Yes
101014	Hillside Ltd	1234567895	Limited Company	58A Westwood Trading	London Road			SW3 4TG	United Kingdom	Yes
101022	Igloo Homes	1234567895	Limited Company	890 Lower Lane	Sunbury			KT12 3GF	United Kingdom	Yes
100834	Lucky Lucianos Gaming	1234567895	Limited Company	48 High Road	Twickenham			TW18 5BZ	United Kingdom	Yes
100792	Shultz Holland	1234567895	Limited Company	103B West Trading Estate	Fulham			SW6 7TH	United Kingdom	Yes
100859	Smith s/w	1234567895	Limited Company	Smith House	Smith Road	Smithfields	Smith Upon Thames	TW1 4NK	United Kingdom	Yes
101055	Test ing priod a/c's		Limited Company	2	2				United Kingdom	Yes
rgty	test schedules		Limited Company							Yes
101089	Testin Maps	1234567895	Limited Company	line 1	line 2			TW20 8LT	United Kingdom	Yes
trtr	tretet		PLC							Yes
d	unincorporated charity		Charity (Unincorporated)	2	2			RG12 2FA	United Kingdom	Yes
101113	vdfdf		Limited Liability Partnership							Yes

## PM Solution Product Manual

### Compliance Dates

To produce a report on the list of your clients' compliance dates e.g. **Companies House Accounting Reference Dates** and **VAT Return Cycle**, go to **Reports > Client > Compliance Dates** from the top menu.



Ref.	Client	UTR	Type	VAT Ret Cycle	Acc Ref Date
100933	Albert Scott	1234567895	Private Client	Mar/Jun/Sep/Dec	8 July
100982	Alpha Accounting	1234567895	Limited Company	Jan/Apr/Jul/Oct	28 February
100925	Bertha Collins	1234567895	Private Client	Mar/Jun/Sep/Dec	22 June
100941	Caroline James	1234567895	Private Client	Jan/Apr/Jul/Oct	31 March
100999	Charlie's Cupcakes Limited	1234567895	Limited Company	Jan/Apr/Jul/Oct	31 December
100842	DeMeo Dispatches	1234567895	Limited Company	Feb/May/Aug/Nov	
100891	Diane Holden	1234567895	Private Client	Mar/Jun/Sep/Dec	14 March
101006	Eastside Electrics Limited	1234567895	Limited Company		31 December
100958	Edward Cole	1234567895	Private Client	Feb/May/Aug/Nov	20 May
101039	Fairoaks Medical Partnership	1234567895	Partnership	Jan/Apr/Jul/Oct	31 December
100818	Flynn Pictures	1234567895	Limited Company		30 June
100966	Frank Turner	1234567895	Private Client	Jan/Apr/Jul/Oct	17 September
100974	Geraldine Harris	1234567895	Private Client	Jan/Apr/Jul/Oct	11 November
100809	Giacanna's	1234567895	Limited Company	Feb/May/Aug/Nov	
101022	Igloo Homes	1234567895	Limited Company	Feb/May/Aug/Nov	
100867	Jane Smith	1234567895	Private Client	Feb/May/Aug/Nov	30 March
100834	Lucky Lucianos Gaming	1234567895	Limited Company	Mar/Jun/Sep/Dec	
100875	Roger Jones	1234567895	Private Client	Jan/Apr/Jul/Oct	28 February
100792	Shultz Holland	1234567895	Limited Company	Monthly	
100859	Smith s/w	1234567895	Limited Company	Feb/May/Aug/Nov	31 December
100883	Steven White	1234567895	Private Client	Mar/Jun/Sep/Dec	26 March
100909	Susan Grey	1234567895	Private Client	Jan/Apr/Jul/Oct	10 May
101055	Test ing priod a/c's		Limited Company		31 August
100917	Thomas Miller	1234567895	Private Client	Jan/Apr/Jul/Oct	25 June

### Effort Summaries

Effort is a concept that allows entry of an initial estimate of the ease/difficulty of certain Events as well as entry of the final assessed ease/difficulty of that particular job, using the same scale for measurement. The idea is to be able to compare the ease/difficulty of the Event as performed with that originally estimated and to enable consistency of comparison of effort between different Events and across Clients. The choice of units of effort is down to the user and is not specified or given a label within the system other than "**Points**" - an abstract unit of effort could be used or, for example, units of time such as hours or minutes.

## PM Solution Product Manual

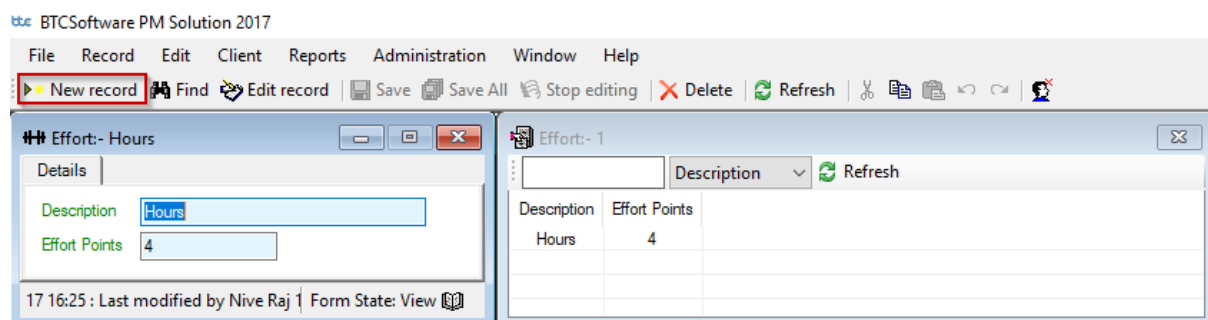
You are able to produce two types of effort summaries report as mentioned below. You would have had to add effort details for the client's events while adding a task/appointment in the system. For more information please see [here](#).

### [Client Effort Summary report](#)

### [Event Effort Summary report](#)

You will first need to create the effort points in the system. To do this follow the steps below:

- Go to **Administration > Data > Effort** from the top toolbar



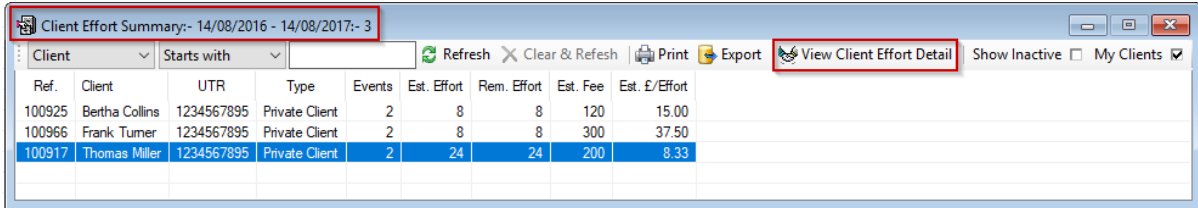
- Click on **New Record** on the toolbar
- Enter **Description & Effort Points**
- Click on **Save**

### Client Effort Summary Report

The Client effort summary report produces a list of clients with effort data, for example Estimated Fee. You are also able to drill down to view the effort details for each event for the client. Please follow the instructions below on how to produce this report:

- From the top toolbar, go to **Reports > Effort Summaries > Client Effort Summary**

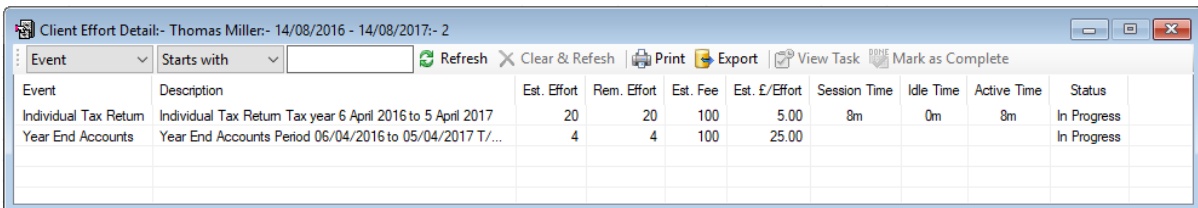
## PM Solution Product Manual



Client Effort Summary:- 14/08/2016 - 14/08/2017:- 3

Ref.	Client	UTR	Type	Events	Est. Effort	Rem. Effort	Est. Fee	Est. £/Effort
100925	Bertha Collins	1234567895	Private Client	2	8	8	120	15.00
100966	Frank Turner	1234567895	Private Client	2	8	8	300	37.50
100917	Thomas Miller	1234567895	Private Client	2	24	24	200	8.33

- The report will have an overall list of clients, number of events, estimated effort & remaining effort along with estimated fee for the effort taken.
- To view individual client's effort data, select the client from the above list
- Click on **View Client Effort Detail**



Client Effort Detail:- Thomas Miller:- 14/08/2016 - 14/08/2017:- 2

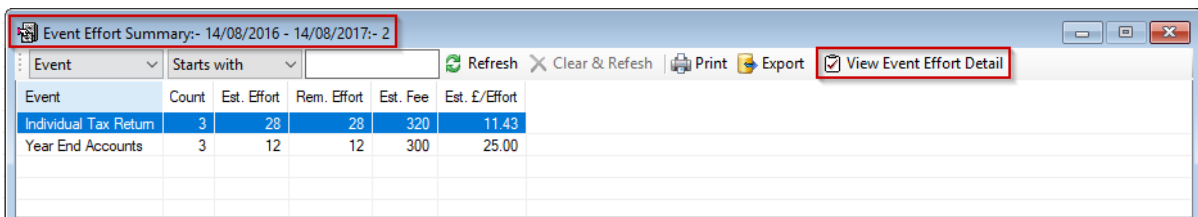
Event	Description	Est. Effort	Rem. Effort	Est. Fee	Est. £/Effort	Session Time	Idle Time	Active Time	Status
Individual Tax Return	Individual Tax Return Tax year 6 April 2016 to 5 April 2017	20	20	100	5.00	8m	0m	8m	In Progress
Year End Accounts	Year End Accounts Period 06/04/2016 to 05/04/2017 T/...	4	4	100	25.00				In Progress

- The above report lists effort data for a particular client's events in the system

### Event Effort Summary report

The Event Effort Summary report produces a list of the type of events worked on in the system along with effort data, for example Estimated Fee. You are also able to drill down to be able to view the effort details for a particular type of event along with its client's details. Please follow the instructions below on how to produce this report:

- From the top toolbar, go to **Reports > Effort Summaries > Event Effort Summary**



Event Effort Summary:- 14/08/2016 - 14/08/2017:- 2

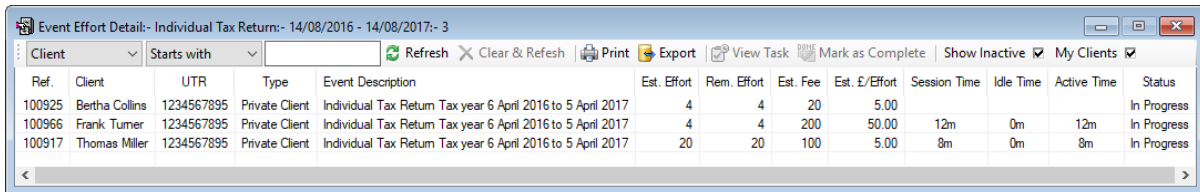
Event	Count	Est. Effort	Rem. Effort	Est. Fee	Est. £/Effort
Individual Tax Return	3	28	28	320	11.43
Year End Accounts	3	12	12	300	25.00

- The report will have an overall list of events, number of events, estimated effort & remaining effort along with estimated fee for the effort taken.



## PM Solution Product Manual

- To view a particular event type effort data, select the event from the above list and Click on **View Event Effort Detail** or;
- Double right click on the event



Ref.	Client	UTR	Type	Event Description	Est. Effort	Rem. Effort	Est. Fee	Est. E./Effort	Session Time	Idle Time	Active Time	Status
100925	Bertha Collins	1234567895	Private Client	Individual Tax Return Tax year 6 April 2016 to 5 April 2017	4	4	20	5.00				In Progress
100966	Frank Turner	1234567895	Private Client	Individual Tax Return Tax year 6 April 2016 to 5 April 2017	4	4	200	50.00	12m	0m	12m	In Progress
100917	Thomas Miller	1234567895	Private Client	Individual Tax Return Tax year 6 April 2016 to 5 April 2017	20	20	100	5.00	8m	0m	8m	In Progress

- The above report lists effort data for a particular event type along with the associated client
- Double right clicking on an event will open the task

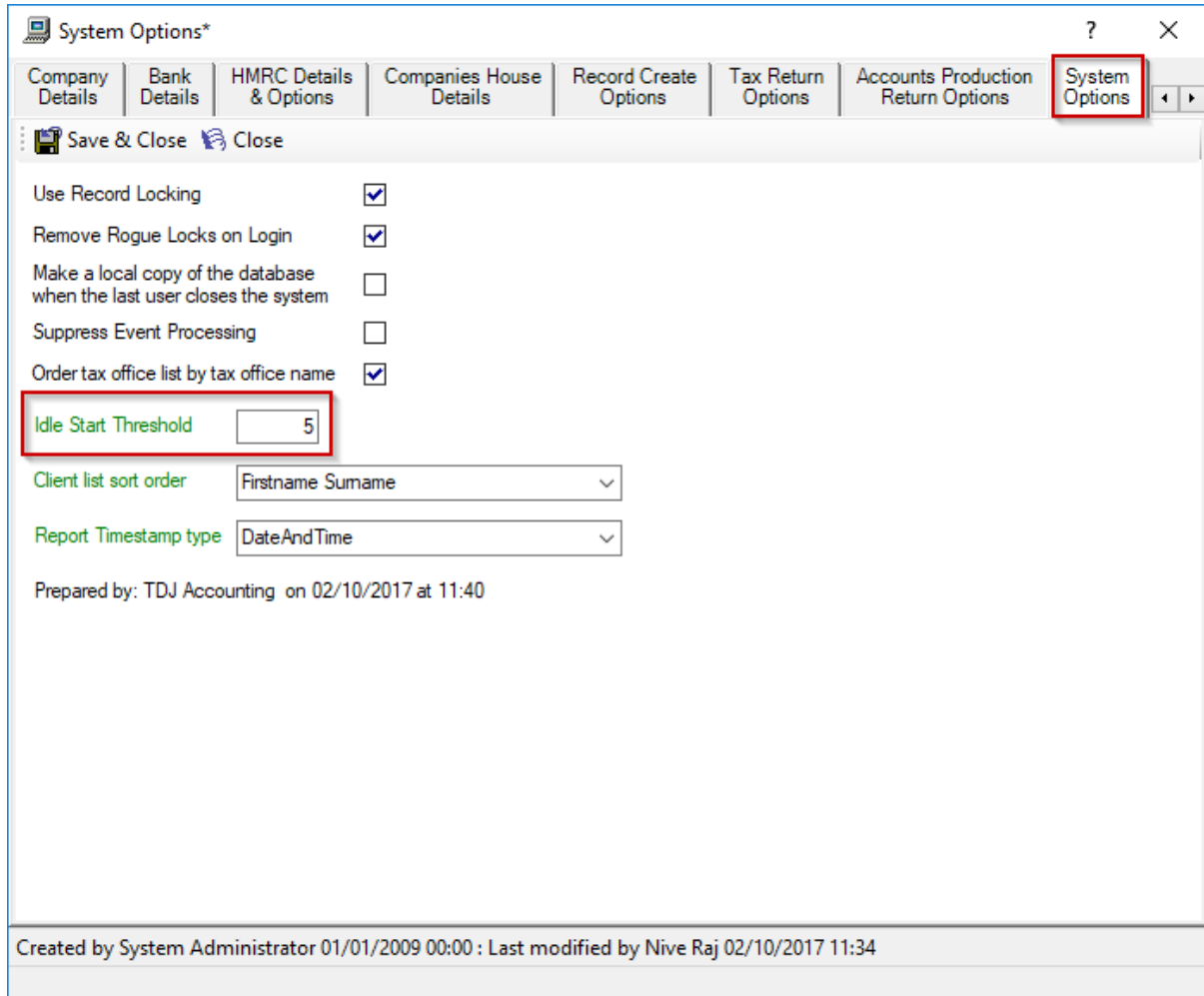
### Activity Time Log Summaries

BTCSoftware automatically records time spent on a system defined task (e.g., Tax Return, Year End Accounts, VAT Return, or any other HMRC Forms). Logging of time on the activity of a task takes place only when the task is in edit mode. Activity on a task continues to be logged even if there are no active key strokes/entries being made on the active task as long as the task remains in **edit mode**.

**Idle Time** is calculated depending on the **Idle Start Threshold** set up on the software. To check this:

- Go to **Administration > System > Options** from the top menu

## PM Solution Product Manual



- Go to the **System Options** tab
- The **Idle Start Threshold** is set up as 5 minutes (*according to the above image*)
- This can be edited if necessary
- Click on **Save & Close**

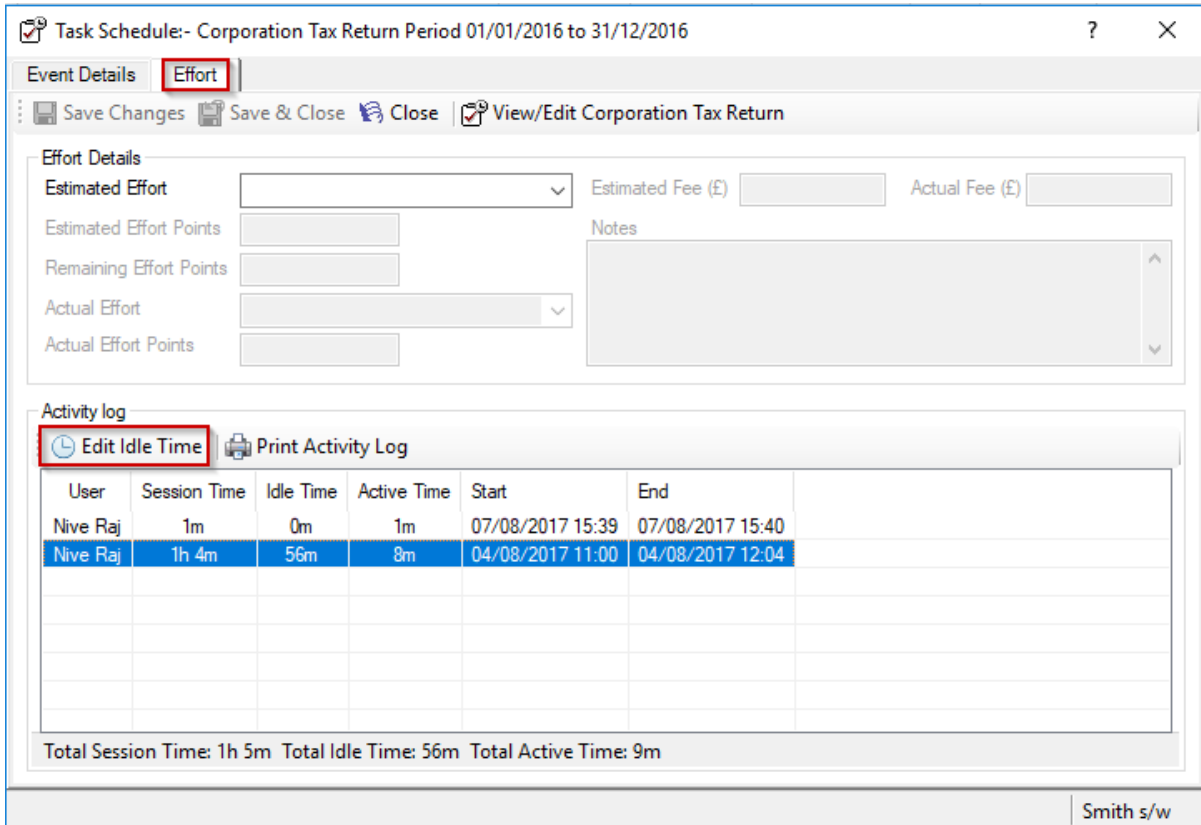
For example; the **Idle Start Threshold** is set to 5 minutes. This will mean that when a task is on edit mode and if there are no active key strokes/entries being made on the task for 5 minutes or less, Idle time is calculated at 0 minutes. However, if this was for 6 minutes the **Idle time** on the task will be calculated as 6 minutes. But this could be incorrect as possibly work in relation to the Task *is* being carried out, but simply does not involve onscreen

## PM Solution Product Manual

entries/adjustments to the task itself (e.g., gathering documentation) – for this reason you are able to edit the Idle Time data to reflect this fact. You can do this via the task summary screen or the task effort screen. Please follow the instructions below:

### Editing the Idle Time from the task Effort screen

- Choose the task from the **Tasks & Tax Returns** tab
- Click on **Amend** on the top toolbar
- From the Task Schedule window, click on the **Effort** tab



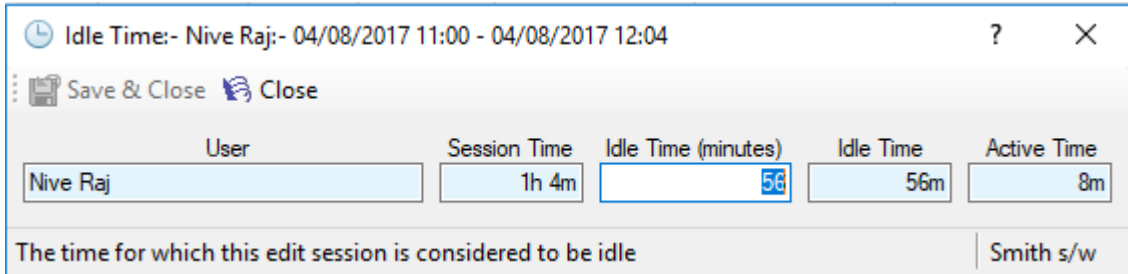
The screenshot shows a window titled "Task Schedule:- Corporation Tax Return Period 01/01/2016 to 31/12/2016". The "Effort" tab is selected. The "Effort Details" section includes fields for Estimated Effort, Estimated Fee (£), Actual Fee (£), Estimated Effort Points, Remaining Effort Points, Actual Effort, and Actual Effort Points. The "Activity log" section contains a table with columns for User, Session Time, Idle Time, Active Time, Start, and End. The "Edit Idle Time" button is highlighted in the activity log toolbar.

User	Session Time	Idle Time	Active Time	Start	End
Nive Raj	1m	0m	1m	07/08/2017 15:39	07/08/2017 15:40
Nive Raj	1h 4m	56m	8m	04/08/2017 11:00	04/08/2017 12:04

Total Session Time: 1h 5m Total Idle Time: 56m Total Active Time: 9m

- Select the data to be edited from the **Activity log** section
- Click on **Edit Idle Time**

## PM Solution Product Manual



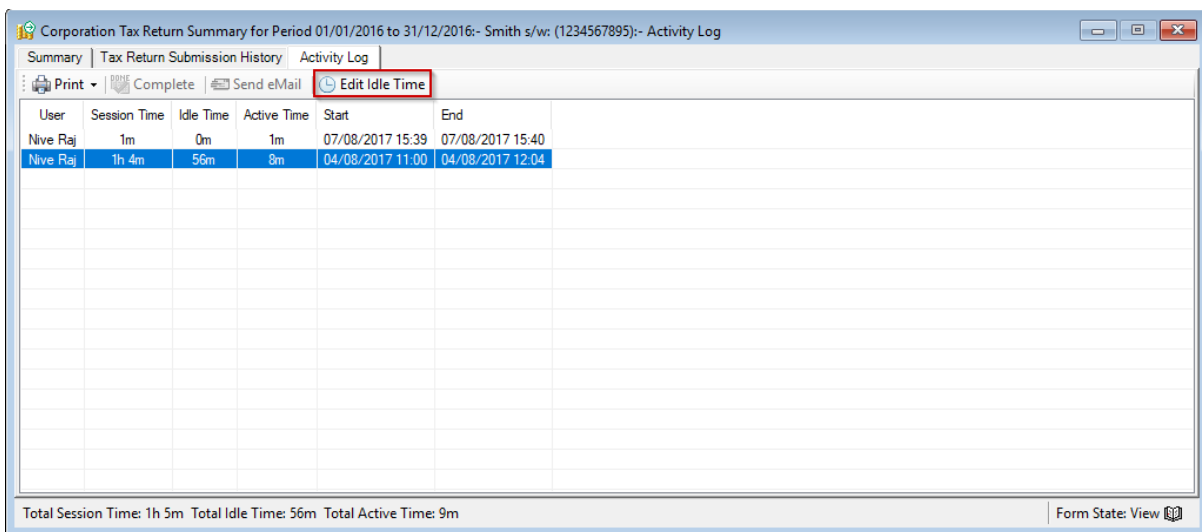
User	Session Time	Idle Time (minutes)	Idle Time	Active Time
Nive Raj	1h 4m	56	56m	8m

The time for which this edit session is considered to be idle:

- Now Amend the **Idle Time (minutes)**
- Click on **Save & Close**

### Editing the Idle Time from the Task summary screen

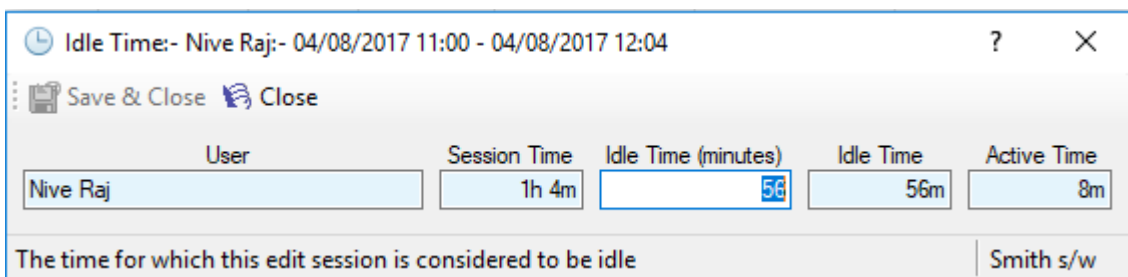
- From the task summary window, click on the **Activity Log** tab



User	Session Time	Idle Time	Active Time	Start	End
Nive Raj	1m	0m	1m	07/08/2017 15:39	07/08/2017 15:40
Nive Raj	1h 4m	56m	8m	04/08/2017 11:00	04/08/2017 12:04

Total Session Time: 1h 5m Total Idle Time: 56m Total Active Time: 9m

- Select the data to be edited from the **Activity log** section
- Click on **Edit Idle Time**



User	Session Time	Idle Time (minutes)	Idle Time	Active Time
Nive Raj	1h 4m	56	56m	8m

The time for which this edit session is considered to be idle:

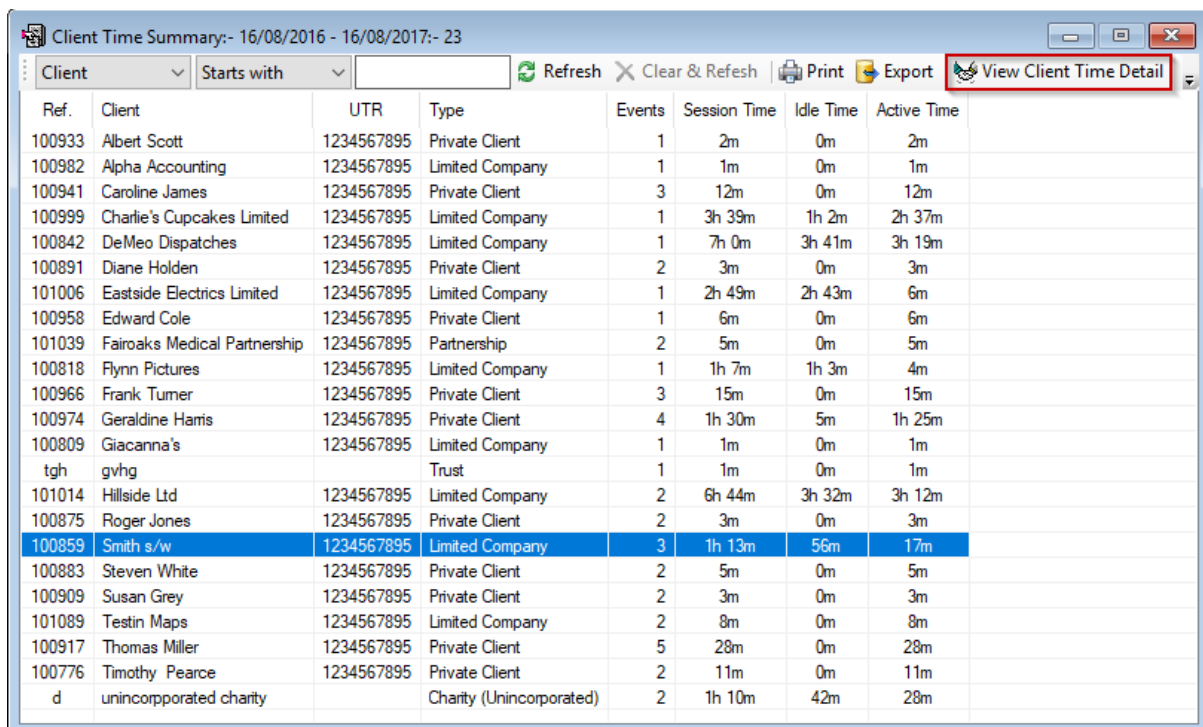
## PM Solution Product Manual

- Now Amend the **Idle Time (minutes)**
- Click on **Save & Close**

Activity time log can be reviewed/reported either at **Client level**, **Event level** or **User level**.

### Client Time Summary

- From the top toolbar, go to **Reports > Activity Time Log Summaries > Client Time Summary**



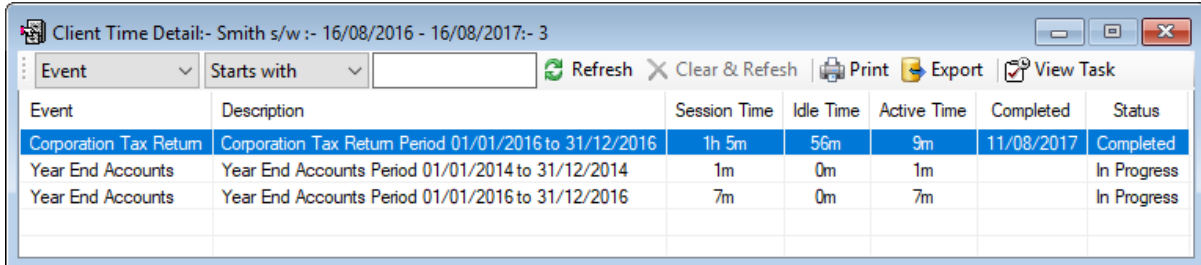
Client Time Summary:- 16/08/2016 - 16/08/2017:- 23

Client Starts with Refresh Clear & Refresh Print Export View Client Time Detail

Ref.	Client	UTR	Type	Events	Session Time	Idle Time	Active Time
100933	Albert Scott	1234567895	Private Client	1	2m	0m	2m
100982	Alpha Accounting	1234567895	Limited Company	1	1m	0m	1m
100941	Caroline James	1234567895	Private Client	3	12m	0m	12m
100999	Charlie's Cupcakes Limited	1234567895	Limited Company	1	3h 39m	1h 2m	2h 37m
100842	DeMeo Dispatches	1234567895	Limited Company	1	7h 0m	3h 41m	3h 19m
100891	Diane Holden	1234567895	Private Client	2	3m	0m	3m
101006	Eastside Electrics Limited	1234567895	Limited Company	1	2h 49m	2h 43m	6m
100958	Edward Cole	1234567895	Private Client	1	6m	0m	6m
101039	Fairoaks Medical Partnership	1234567895	Partnership	2	5m	0m	5m
100818	Flynn Pictures	1234567895	Limited Company	1	1h 7m	1h 3m	4m
100966	Frank Turner	1234567895	Private Client	3	15m	0m	15m
100974	Geraldine Hamis	1234567895	Private Client	4	1h 30m	5m	1h 25m
100809	Giacanna's	1234567895	Limited Company	1	1m	0m	1m
	tgh gvhg		Trust	1	1m	0m	1m
101014	Hillside Ltd	1234567895	Limited Company	2	6h 44m	3h 32m	3h 12m
100875	Roger Jones	1234567895	Private Client	2	3m	0m	3m
100859	Smith s/v	1234567895	Limited Company	3	1h 13m	56m	17m
100883	Steven White	1234567895	Private Client	2	5m	0m	5m
100909	Susan Grey	1234567895	Private Client	2	3m	0m	3m
101089	Testin Maps	1234567895	Limited Company	2	8m	0m	8m
100917	Thomas Miller	1234567895	Private Client	5	28m	0m	28m
100776	Timothy Pearce	1234567895	Private Client	2	11m	0m	11m
	d unincorporated charity		Charity (Unincorporated)	2	1h 10m	42m	28m

- Above is a list of clients along with their overall activity time log data.
- To view a particular client's detailed time log, select the client from the list
- Click on **View Client Time Detail** or;
- Double right click on a client from the above list to open the **Client Time Detail** for that particular client

## PM Solution Product Manual



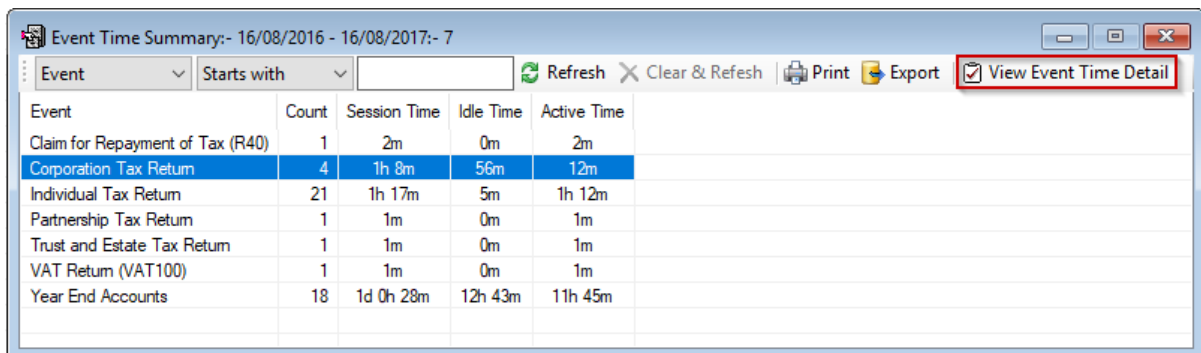
Client Time Detail- Smith s/w :- 16/08/2016 - 16/08/2017:- 3

Event	Description	Session Time	Idle Time	Active Time	Completed	Status
Corporation Tax Return	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1h 5m	56m	9m	11/08/2017	Completed
Year End Accounts	Year End Accounts Period 01/01/2014 to 31/12/2014	1m	0m	1m		In Progress
Year End Accounts	Year End Accounts Period 01/01/2016 to 31/12/2016	7m	0m	7m		In Progress

- Above is a list of events for this particular client along with their time log data for each event.

### Event Time Summary

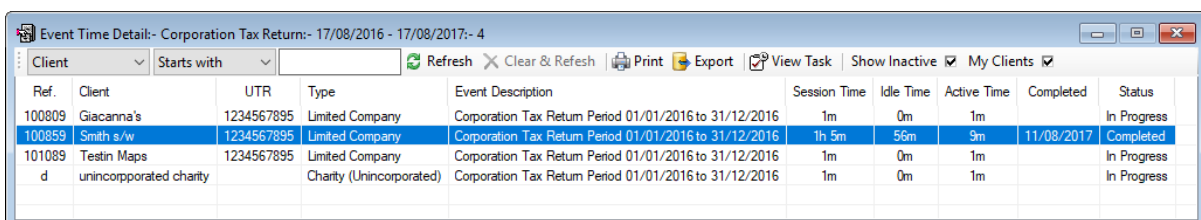
- From the top toolbar, go to **Reports > Activity Time Log Summaries > Client Time Summary**



Event Time Summary:- 16/08/2016 - 16/08/2017:- 7

Event	Count	Session Time	Idle Time	Active Time
Claim for Repayment of Tax (R40)	1	2m	0m	2m
Corporation Tax Return	4	1h 8m	56m	12m
Individual Tax Return	21	1h 17m	5m	1h 12m
Partnership Tax Return	1	1m	0m	1m
Trust and Estate Tax Return	1	1m	0m	1m
VAT Return (VAT100)	1	1m	0m	1m
Year End Accounts	18	1d 0h 28m	12h 43m	11h 45m

- Above is a list of events in the system with their overall activity time log data.
- To view a particular event type's detailed time log, select the event from the list
- Click on **View Event Time Detail** or;
- Double right click on an event from the above list to open the **Event Time Detail** for that particular event



Event Time Detail:- Corporation Tax Return:- 17/08/2016 - 17/08/2017:- 4

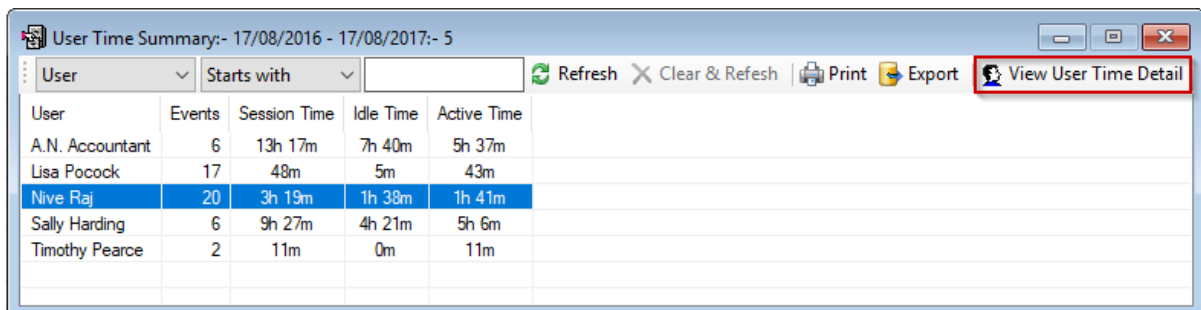
Ref.	Client	UTR	Type	Event Description	Session Time	Idle Time	Active Time	Completed	Status
100809	Giacanna's	1234567895	Limited Company	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1m	0m	1m		In Progress
100859	Smith s/w	1234567895	Limited Company	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1h 5m	56m	9m	11/08/2017	Completed
101089	Testin Maps	1234567895	Limited Company	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1m	0m	1m		In Progress
	d unincorporated charity		Charity (Unincorporated)	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1m	0m	1m		In Progress

## PM Solution Product Manual

- Above is a list of clients for this particular event along with their time log data.

### User Time Summary

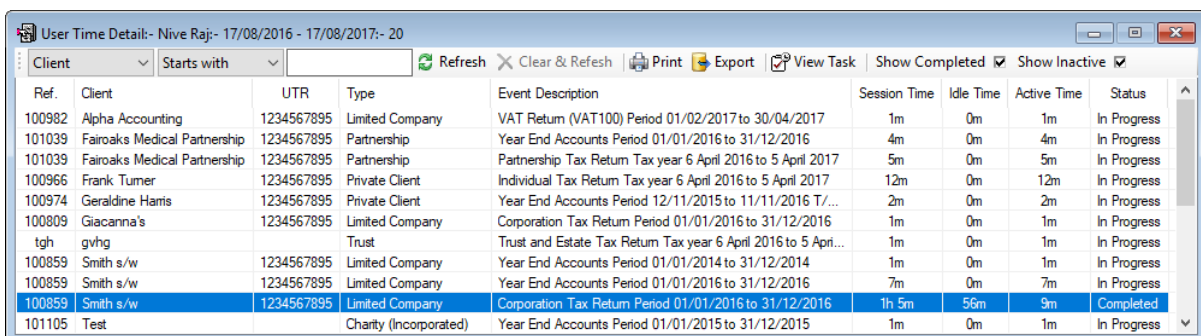
- From the top toolbar, go to **Reports > Activity Time Log Summaries > User Time Summary**



User Time Summary:- 17/08/2016 - 17/08/2017:- 5

User	Events	Session Time	Idle Time	Active Time
A.N. Accountant	6	13h 17m	7h 40m	5h 37m
Lisa Pocock	17	48m	5m	43m
Nive Raj	20	3h 19m	1h 38m	1h 41m
Sally Harding	6	9h 27m	4h 21m	5h 6m
Timothy Pearce	2	11m	0m	11m

- Above is a list of users along with their overall activity time log data.
- To view a particular user's detailed time log, select the user from the list
- Click on **View User Time Detail** or;
- Double right click on a user from the above list to open the **User Time Detail** for that particular user



User Time Detail:- Nive Raj:- 17/08/2016 - 17/08/2017:- 20

Ref.	Client	UTR	Type	Event Description	Session Time	Idle Time	Active Time	Status
100982	Alpha Accounting	1234567895	Limited Company	VAT Return (VAT100) Period 01/02/2017 to 30/04/2017	1m	0m	1m	In Progress
101039	Fairoaks Medical Partnership	1234567895	Partnership	Year End Accounts Period 01/01/2016 to 31/12/2016	4m	0m	4m	In Progress
101039	Fairoaks Medical Partnership	1234567895	Partnership	Partnership Tax Return Tax year 6 April 2016 to 5 April 2017	5m	0m	5m	In Progress
100966	Frank Turner	1234567895	Private Client	Individual Tax Return Tax year 6 April 2016 to 5 April 2017	12m	0m	12m	In Progress
100974	Geraldine Harris	1234567895	Private Client	Year End Accounts Period 12/11/2015 to 11/11/2016 T/...	2m	0m	2m	In Progress
100809	Giacanna's	1234567895	Limited Company	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1m	0m	1m	In Progress
tgh	gvhg		Trust	Trust and Estate Tax Return Tax year 6 April 2016 to 5 April...	1m	0m	1m	In Progress
100859	Smith s/w	1234567895	Limited Company	Year End Accounts Period 01/01/2014 to 31/12/2014	1m	0m	1m	In Progress
100859	Smith s/w	1234567895	Limited Company	Year End Accounts Period 01/01/2016 to 31/12/2016	7m	0m	7m	In Progress
100859	Smith s/w	1234567895	Limited Company	Corporation Tax Return Period 01/01/2016 to 31/12/2016	1h 5m	56m	9m	Completed
101105	Test		Charity (Incorporated)	Year End Accounts Period 01/01/2015 to 31/12/2015	1m	0m	1m	In Progress

- Above is a list of users along with time log data for each of the event they have worked on.



## PM Solution Product Manual

### Report and Template Design

Letters are divided into two sections. They are as follows:

[Tax Return Covering Letters](#)

[Client Letters](#)

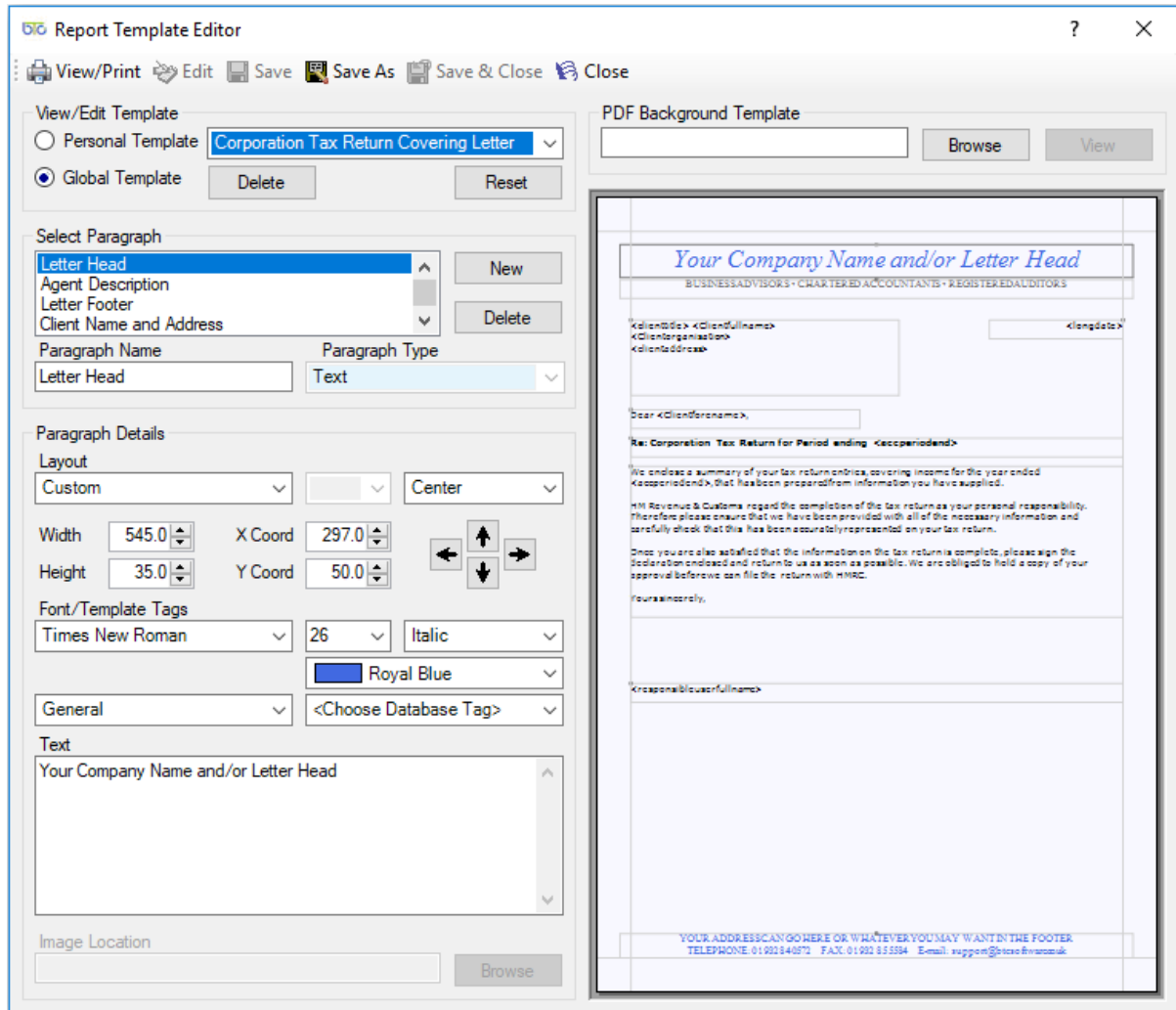
#### Tax Return Covering Letters

Tax Return Covering letters include default cover letter templates for **Individual, Partnership, Trust & Corporation tax returns, Claim for Repayment of Tax, Sole Trader & Organisation Year End Accounts**. These default templates can be edited to your preference including your companies' header & footer.

- From the top toolbar, go to **Administration > Report and Template Design > Tax Return Covering Letters**



## PM Solution Product Manual



- From the **Report Template Editor**, choose the covering letter to be edited from the drop-down menu

*Please note: The default letter templates can either be a Global or a Personal Template.*

*Please read the following section before editing the templates.*

### Global/Personal Template Version

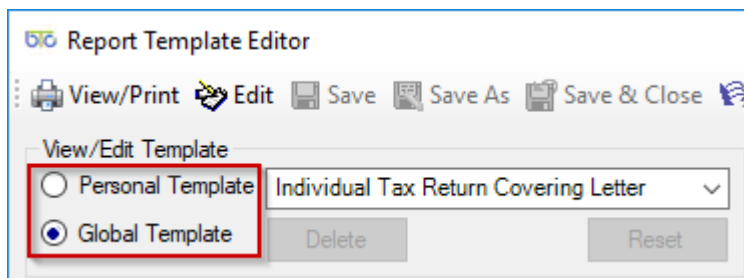
There are two different versions of the Covering Letters, a Global or Personal Template.

**Global Templates** are covering letters that are accessed by all users on a network. These templates are stored in your BTCSoftware's database.

## PM Solution Product Manual

**Personal Templates** are covering letters that can be edited for use on your local PC. Hence, these templates are stored locally on your PC and other PC's on the same network will not have access to your personal template.

You can choose between Personal and Global Templates by using the radio buttons.



If you use the **Personal Template** option, any covering letters you produce will default to the **Personal Template**.

*If you want to switch from Personal to Global, you have two options:*

[Delete Personal and use the default Global Template](#)

[Save the Personal Template as the Global Template](#)

### Delete Personal and use the default Global Template

If you do not want to use the personal template going forward and want to use the global template option that the entire office uses:

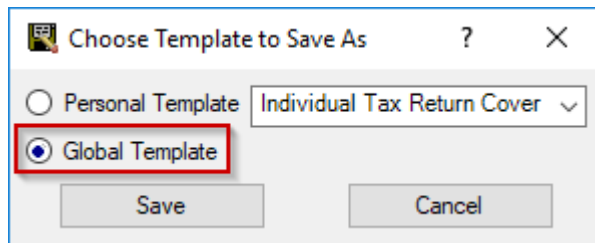
- Go to **Report Template Editor**
- Make sure the radio button is on **Personal Template** and choose the covering letter from the drop-down menu
- Click on **Edit**
- Then, click on **Delete**

## PM Solution Product Manual

### Save the Personal Template as the Global Template

If you want you and your office to use the personal template going forward, you will need to save the personal template as the global template:

- Go to the **Report Template Editor**
- Make sure the radio button is on **Personal Template**
- Click on **Edit**
- Then Click on **Save As**



- Switch the radio button to **Global Template**
- Click on **Save**

### *Select Paragraph:*

- The template is split into nine sections – highlighting a particular section in this box allows that section to be edited in the **Text** box in the second half of the screen.
- New paragraphs can be added by clicking on **New** – they need to be named and **Paragraph Type** selected. Paragraph types are designated as Text or Image
- Existing paragraphs can be deleted by highlighting and clicking on **Delete**

### *Paragraph Details:*

- The layout of text can be adjusted using the **Layout** controls in this section.
- The position of paragraphs themselves is most easily adjusted using the Up/Down and Sideways arrows that are found in the section [this automatically adjusts the X and Y co-ordinates].



## PM Solution Product Manual

- This section can be used to amend the width and height of any selected paragraph; the font and colour of text that is used in the paragraph is adjusted by using the drop-down menus.

### *Database tags:*

- The tags pick up a selection of variables from the database e.g. <client name> so that when the report is run for a particular client their specific name will be printed.
- There are two drop down menus for database tags. The first drop down is the type of tags and the second is a sub category list for the different types of tags. This can be added by using the drop-down menus in the relevant paragraphs.

### *Text:*

- This box will show the text that appears in the highlighted text paragraph – and also shows the database tags.
- In edit mode, the contents of this box can be edited.

### *View/Print:*

Clicking on this icon opens the standard print dialog box offering the options of Email, Save PDF, Print and Preview.

### *Header & Footer:*

- Create a pdf document which has your company's header and footer
- Under the **Select Paragraph** option, choose and delete **Letter Head, Agent Description, Letter Footer**
- Click on **Browse** next to **PDF Background Template**
- Choose the PDF document you created and open

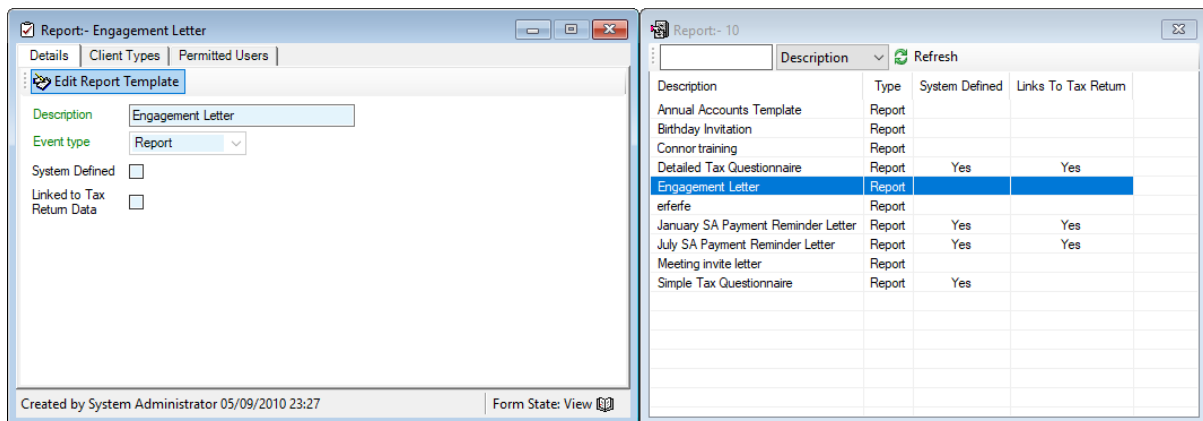
## PM Solution Product Manual

*Please note that the above process needs to be completed to edit other covering letters.*

### Client Letters

The Client Letters section can be used to create your own standard letters/reports to be sent to clients. You also have a few standard templates like Engagement Letters, Tax Questionnaires, etc.

- From the top toolbar, go to **Administration > Report and Template Design > Client Letters**



The screenshot shows two windows from the software. The left window is titled 'Report:- Engagement Letter' and has tabs for 'Details', 'Client Types', and 'Permitted Users'. The 'Edit Report Template' button is highlighted. The 'Description' field contains 'Engagement Letter' and the 'Event type' dropdown is set to 'Report'. There are checkboxes for 'System Defined' and 'Linked to Tax Return Data', both of which are currently unchecked. The bottom of the window shows 'Created by System Administrator 05/09/2010 23:27' and 'Form State: View'.

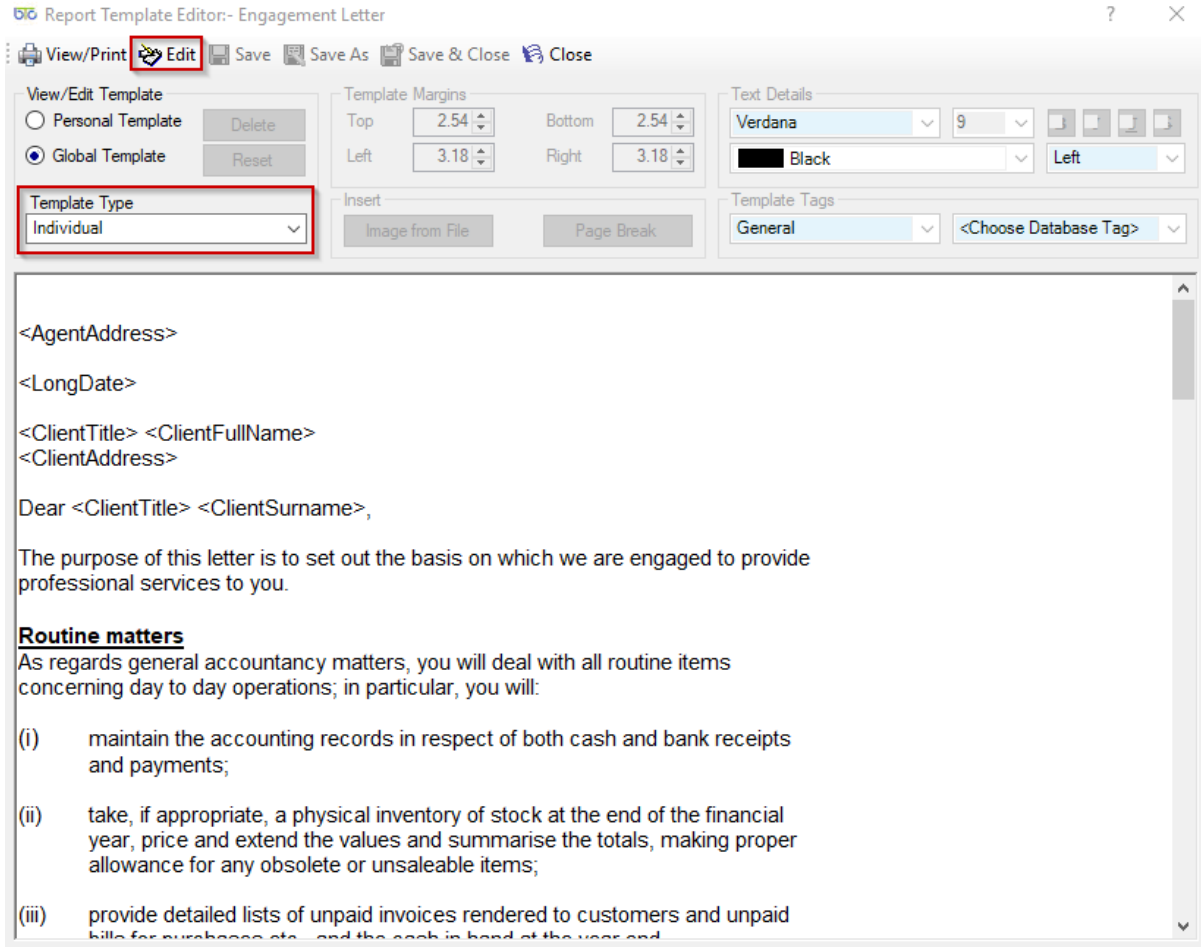
The right window is titled 'Report:- 10' and displays a table of reports. The table has columns for 'Description', 'Type', 'System Defined', and 'Links To Tax Return'. The 'Engagement Letter' row is highlighted in blue.

Description	Type	System Defined	Links To Tax Return
Annual Accounts Template	Report		
Birthday Invitation	Report		
Connor training	Report		
Detailed Tax Questionnaire	Report	Yes	Yes
Engagement Letter	Report		
erferfe	Report		
January SA Payment Reminder Letter	Report	Yes	Yes
July SA Payment Reminder Letter	Report	Yes	Yes
Meeting invite letter	Report		
Simple Tax Questionnaire	Report	Yes	

### Editing an existing template

- Select the template from the list
- Click on **Edit Report Template**

## PM Solution Product Manual



- From the **Report Template Editor** you can make changes to the template

*Please note: The client letters can either be a Global or a Personal Template. Please read [Global/Personal Template Version](#) for more information before editing any Client letter.*

- Click on **Edit**
- Choose the **Template Type** as **Individual** or **Organisation** (If both need to be amended, edit the **Individual** template first and then move on to **Organisation** template)
- Using **Template Margins** you can change the default margins to your preference
- Amend font type, colour & size from the text details section
- **Database tags:**



## PM Solution Product Manual

- The tags pick up a selection of variables from the database e.g. <client name> so that when the report is run for a particular client their specific name will be printed.
- There are two drop down menus for database tags. The first drop down is the type of tags and the second is a sub category list for the different types of tags. This can be added by using the drop-down menus in the relevant paragraphs.
- Click on **Save & Close** or the **Save** option after the changes are made

### Adding a new Client Letter/Report

- Click on **New Record** from the top toolbar
- Enter **Description**
- Tick box **Linked to Tax Return Data** if relevant
- Click on **Save** on the top toolbar
- Select the newly created letter/report from the list on the right window
- Click on **Edit Report Template** to customise the reports to your specifications
- Choose the **Template Type** as **Individual** or **Organisation** (If both needs to be amended, edit the **Individual** template first and then move on to **Organisation** template)
- Using **Template Margins** you can change the default margins to your preference
- Amend font type, colour & size from the text details section
- **Database tags:**
  - The tags pick up a selection of variables from the database e.g. <client name> so that when the report is run for a particular client their specific name will be printed.
  - There are two drop down menus for database tags. The first drop down is the type of tags and the second is a sub category list for the different types

## PM Solution Product Manual

of tags. This can be added by using the drop-down menus in the relevant paragraphs.

- Click on **Save & Close** or the **Save** option after the changes are made

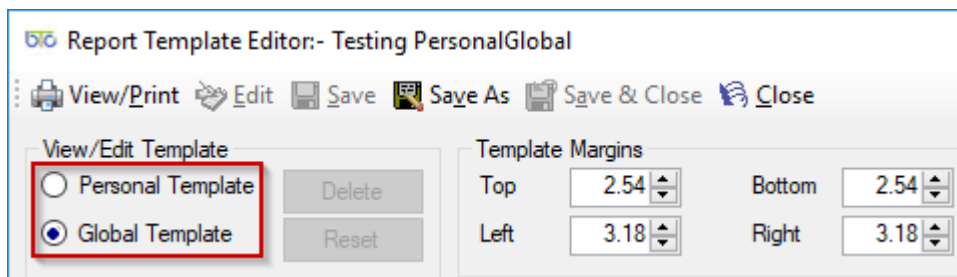
### Global/Personal Template Version

There are two different versions of the Client Letters, a Global or Personal Template.

**Global Templates** are client letters that are accessed by all users on a network. These templates are stored in your BTCSoftware's database.

**Personal Templates** are client letters that can be edited for use on your local PC. Hence, these templates are stored locally on your PC and other PC's on the same network will not have access to your personal template.

You can choose between Personal and Global Templates by using the radio buttons.



If you use the **Personal Template** option, any client letters you produce will default to the Personal Template.

*If you want to switch from Personal to Global, you have two options:*

[Delete Personal and use the default Global Template](#)

[Save the Personal Template as the Global Template](#)

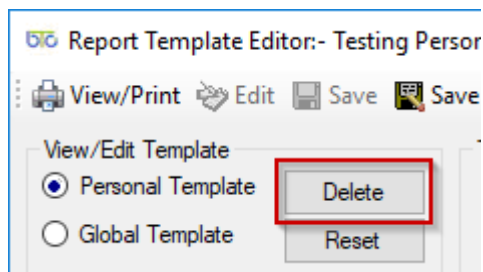


## PM Solution Product Manual

### Delete Personal and use the default Global Template

If you do not want to use the personal template going forward and want to use the global template option that the entire office uses:

- Go to **Report Template Editor**
- Make sure the radio button is on **Personal Template** the drop-down menu
- Click on **Edit**

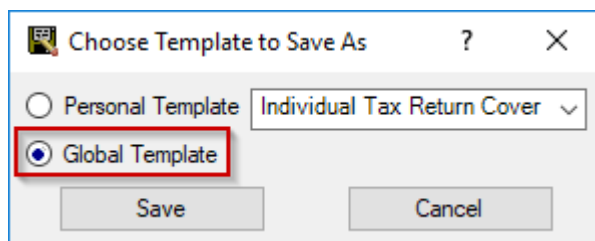


- Then, click on **Delete**

### Save the Personal Template as the Global Template

If you want you and your office to use the personal template going forward, you will need to save the personal template as the global template:

- Go to the **Report Template Editor**
- Make sure the radio button is on **Personal Template**
- Click on **Edit**
- Then Click on **Save As**



- Switch the radio button to **Global Template**

## PM Solution Product Manual

- Click on **Save**

Go back to [Editing Client Letters](#)

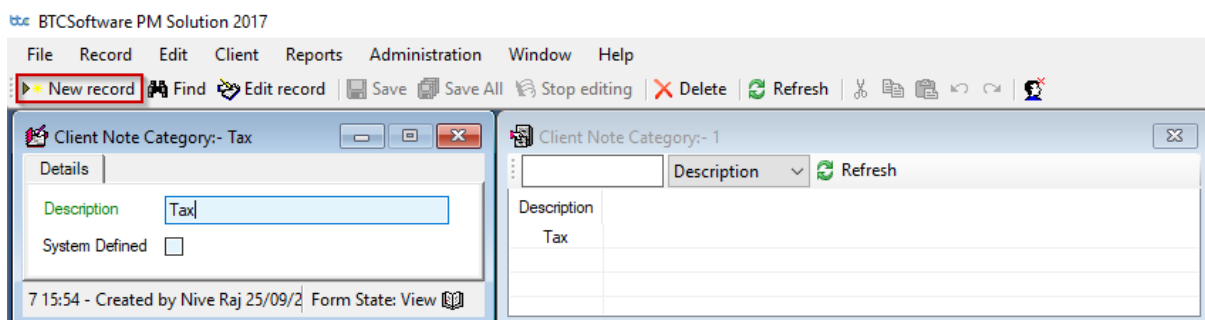
### Creating Additional Data Types/Categories

You can create additional data types/categories in the software for the following:

- Client Status
- Client File Locations
- Types – Client, Client to Client Association, User/Client Responsibility, Client Contact
- Categories – Client Document, Client File, Client Notes
- Events
- Event Status
- Effort

An example of how to create these additional data types/categories is explained as follows:

- Go to **Administration > Data > Categories > Client Note Categories** from the top toolbar



- Click on **New Record** on the toolbar
- Enter **Description**
- Click on **Save**



## PM Solution Product Manual

### Adding a New User

When BTCSoftware is set up on a network and needs to be accessed by several users, different users need to be set up in the software. Two people cannot be logged into the software using the same user login credentials. To create a new user, please complete the following steps:

- From the top toolbar go to **Administration > System > Users**
- Click on **New record** on the top toolbar
- Now a blank user form is available for you to add the details of the new user
- First complete information under the **Details** tab
- Then click **Save** on the top toolbar
- Continue to complete the following tabs to set permission levels: **Permitted Events, Organisations Responsible For, Individuals Responsible For**
- Click **Save** on the top toolbar

### Record Locks

If a record (e.g., Tax Return) gets locked, the Administrator is able to delete the record lock from within the software so this record can be accessed by other users.

Please complete the following steps if the Administrator is able to delete the record lock:

- From the top toolbar go to **Administration > System > Record Locks**
- Record Lock Maintenance window opens
- Select the locked record and click on **Delete Lock**

If the administrator gets locked out of the software himself, then you will need to contact BTCSoftware's support team. You can contact them by email [Support@BTCSoftware.co.uk](mailto:Support@BTCSoftware.co.uk) or call on 0345 241 5030.

Please complete the following steps if the administrator gets locked out of the software:



## PM Solution Product Manual

- Contact BTCSoftware using the above-mentioned details via email/telephone and ask for a system unlock code
- A code will be provided to you (this code will expire within 5 minutes and hence you should have access to your computer right away)
- Enter this code in the password section of the login window
- Click **Ok** to then login with your correct user name and password

### System Options

The System Options section contains company details, bank details, HMRC and Companies House filing credentials and options, record create options for clients and events, tax return options, accounts production return options and document management system options.

To access this section, go to **Administration > System > Options** from the top toolbar

Please see below for further information on each of these sections:

### Company Details

The **Company Details** tab holds the accountant's details such as their Address, Telephone, Fax, Mobile and Email.

## PM Solution Product Manual

System Options\*

Company Details | Bank Details | HMRC Details & Options | Companies House Details

Save & Close | Close

Organisation/  
Company Name: TDJ Accounting

Address Line 1: Lyndale House

Address Line 2: Addlestone

Address Line 3:

Address Line 4:

Postcode: KT15 1TN

Country: United Kingdom (GBR) ▾

Telephone: 01234567891

Fax:

Mobile:

Email:

### Bank Details

The **Bank Details** tab holds the accountants bank details which is pulled through into the tax return forms in case of any refunds.

System Options\*

Company Details | Bank Details | HMRC Details & Options | Companies House Details | Record Options

Save & Close | Close

Bank or building society: Any Bank Plc

Account name: John Smith

Branch Sort Code: 11 22 34

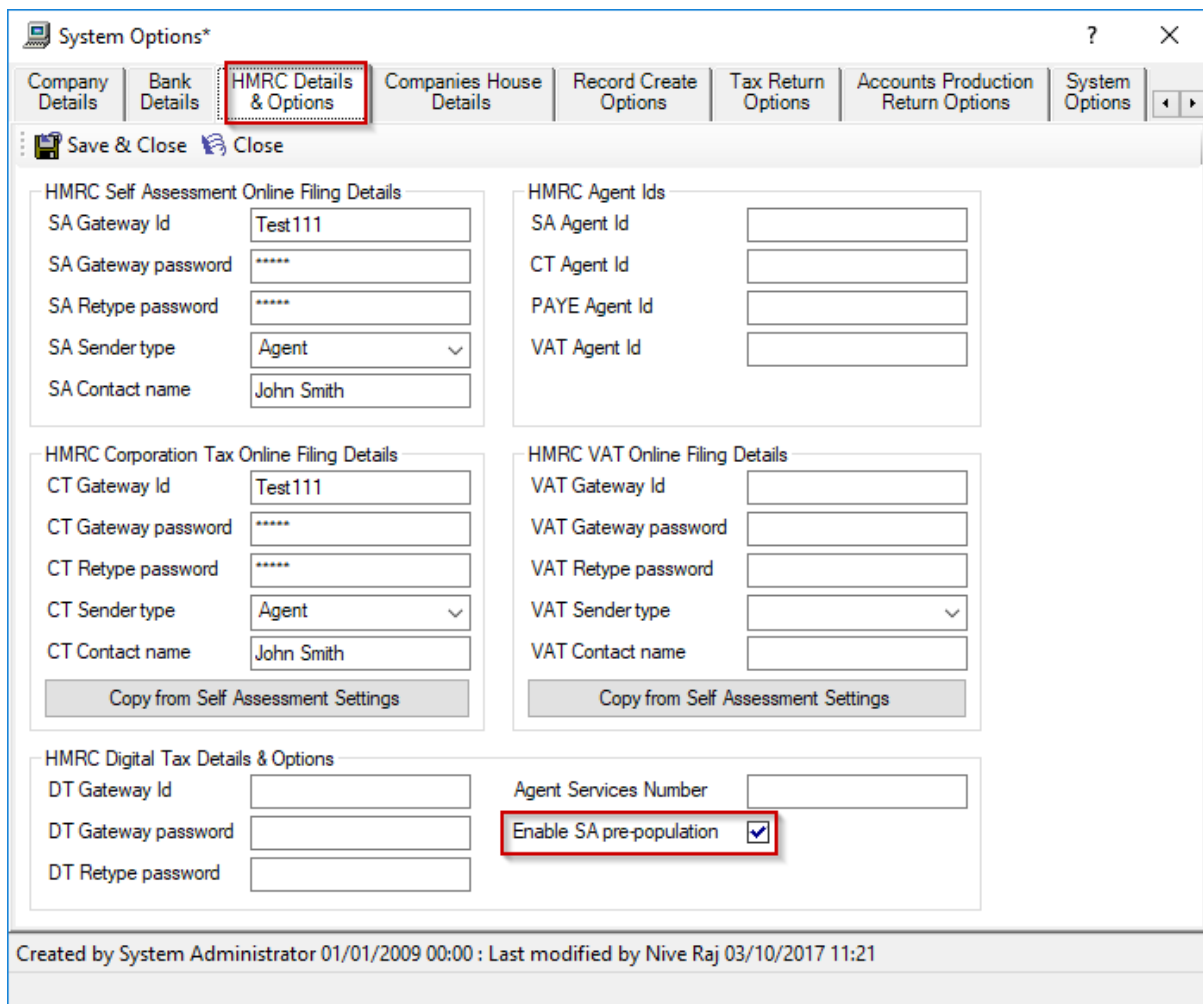
Account number: 01234567

Building society reference:

## PM Solution Product Manual

### HMRC Details & Options

The HMRC Self-Assessment, Corporation Tax and VAT online filing details, the HMRC Agent Ids and HMRC Digital Tax Details and options are included within this tab. You can use the Get Values from HMRC (API link option) by checking Enable SA pre-population box.



**System Options\***

Company Details | Bank Details | **HMRC Details & Options** | Companies House Details | Record Create Options | Tax Return Options | Accounts Production Return Options | System Options

Save & Close | Close

**HMRC Self Assessment Online Filing Details**

SA Gateway Id: Test111  
SA Gateway password: \*\*\*\*\*  
SA Retype password: \*\*\*\*\*  
SA Sender type: Agent  
SA Contact name: John Smith

**HMRC Agent Ids**

SA Agent Id:   
CT Agent Id:   
PAYE Agent Id:   
VAT Agent Id:

**HMRC Corporation Tax Online Filing Details**

CT Gateway Id: Test111  
CT Gateway password: \*\*\*\*\*  
CT Retype password: \*\*\*\*\*  
CT Sender type: Agent  
CT Contact name: John Smith

Copy from Self Assessment Settings

**HMRC VAT Online Filing Details**

VAT Gateway Id:   
VAT Gateway password:   
VAT Retype password:   
VAT Sender type:   
VAT Contact name:

Copy from Self Assessment Settings

**HMRC Digital Tax Details & Options**

DT Gateway Id:   
DT Gateway password:   
DT Retype password:

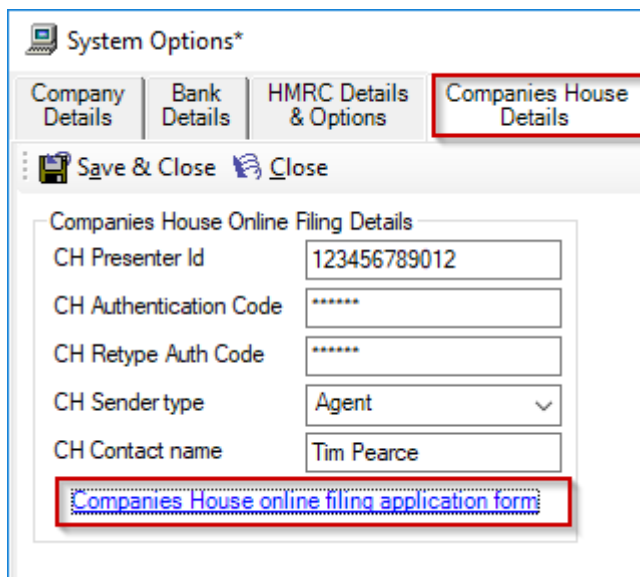
Agent Services Number:   
**Enable SA pre-population**

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## PM Solution Product Manual

### Companies House Details

The Companies House Online Filing details can be stored on this tab. If you do not have a Companies House Presenter ID and Authentication Code you can use the Companies House online filing application form available as shown in the following image:



System Options\*

Company Details | Bank Details | HMRC Details & Options | **Companies House Details**

Save & Close | Close

Companies House Online Filing Details

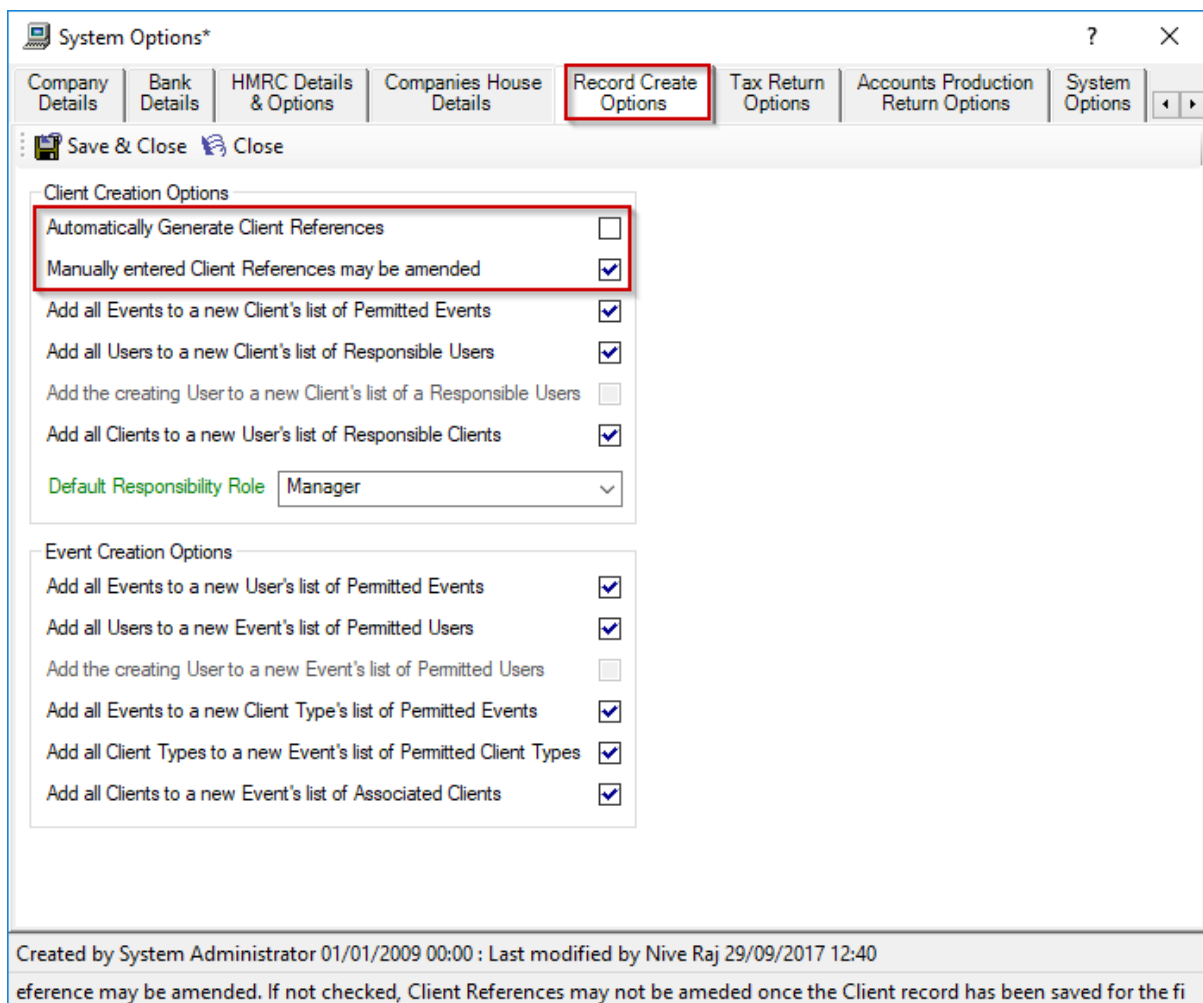
CH Presenter Id	123456789012
CH Authentication Code	*****
CH Retype Auth Code	*****
CH Sender type	Agent
CH Contact name	Tim Pearce

[Companies House online filing application form](#)

## PM Solution Product Manual

### Record Create Options

You can set up Client Creations and Event Creation Options from the **Record Create Options** tab. Please see an example of how you would turn off automatic generation of client references and have the ability to amend manually created client references:



System Options\*

Company Details | Bank Details | HMRC Details & Options | Companies House Details | **Record Create Options** | Tax Return Options | Accounts Production Return Options | System Options

Save & Close | Close

**Client Creation Options**

Automatically Generate Client References	<input type="checkbox"/>
Manually entered Client References may be amended	<input checked="" type="checkbox"/>
Add all Events to a new Client's list of Permitted Events	<input checked="" type="checkbox"/>
Add all Users to a new Client's list of Responsible Users	<input checked="" type="checkbox"/>
Add the creating User to a new Client's list of a Responsible Users	<input type="checkbox"/>
Add all Clients to a new User's list of Responsible Clients	<input checked="" type="checkbox"/>
Default Responsibility Role	Manager

**Event Creation Options**

Add all Events to a new User's list of Permitted Events	<input checked="" type="checkbox"/>
Add all Users to a new Event's list of Permitted Users	<input checked="" type="checkbox"/>
Add the creating User to a new Event's list of Permitted Users	<input type="checkbox"/>
Add all Events to a new Client Type's list of Permitted Events	<input checked="" type="checkbox"/>
Add all Client Types to a new Event's list of Permitted Client Types	<input checked="" type="checkbox"/>
Add all Clients to a new Event's list of Associated Clients	<input checked="" type="checkbox"/>

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reference may be amended. If not checked, Client References may not be amended once the Client record has been saved for the fi

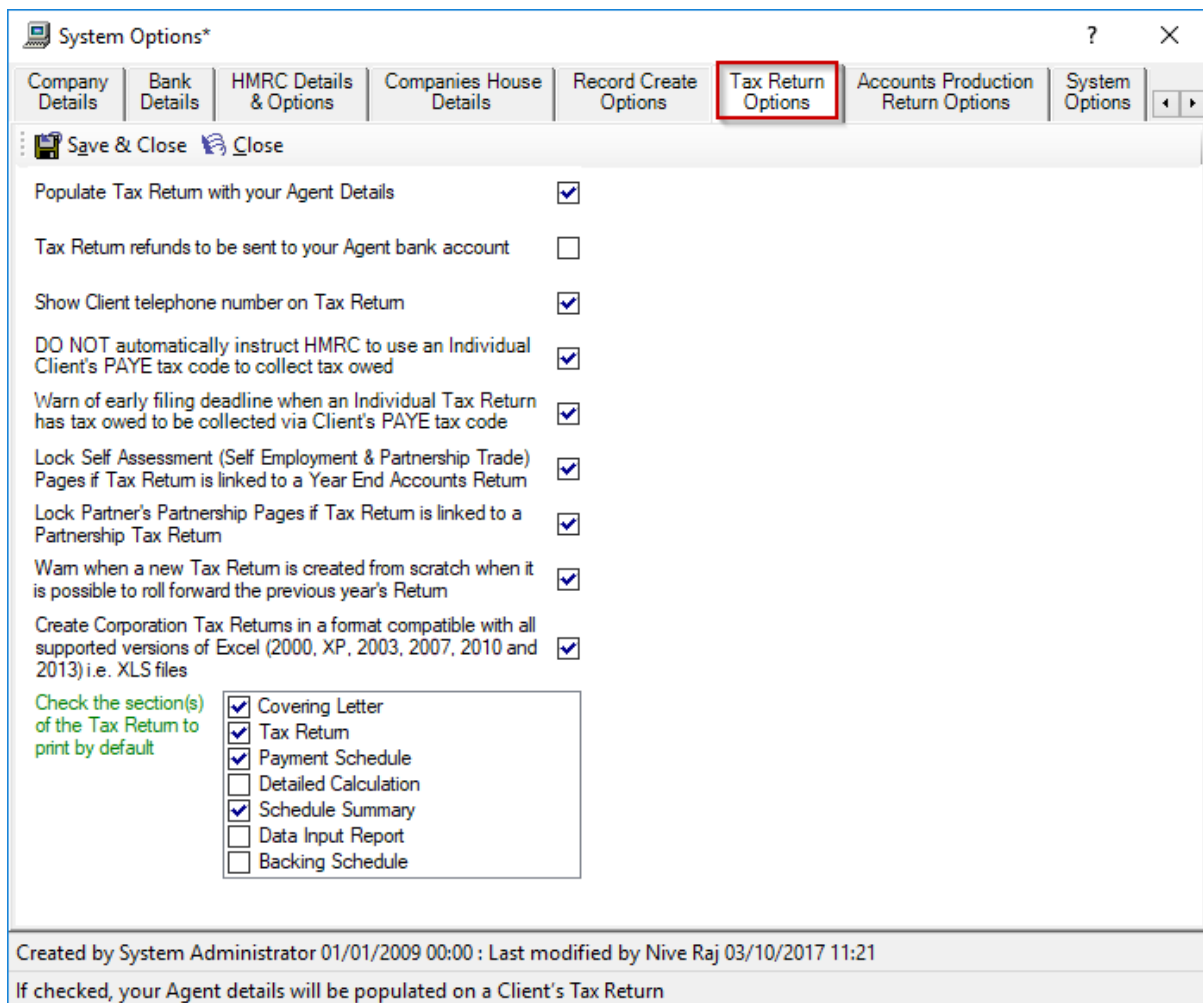
- Uncheck box **Automatically Generate Client References**
- If you want to amend manually created references, check box **Manually entered Client References may be amended**



## PM Solution Product Manual

### Tax Return Options

Check/uncheck boxes on the **Tax Return Options** tab to set up preferences relating to tax returns. For example, **Check the section(s) of the Tax Returns to print by default.**



The screenshot shows the 'System Options\*' dialog box with the 'Tax Return Options' tab selected. The 'Tax Return Options' tab is highlighted with a red box. The dialog contains several checkboxes for configuring tax return preferences. A sub-dialog box is open, showing options for 'Check the section(s) of the Tax Return to print by default'.

Option	Checked
Populate Tax Return with your Agent Details	<input checked="" type="checkbox"/>
Tax Return refunds to be sent to your Agent bank account	<input type="checkbox"/>
Show Client telephone number on Tax Return	<input checked="" type="checkbox"/>
DO NOT automatically instruct HMRC to use an Individual Client's PAYE tax code to collect tax owed	<input checked="" type="checkbox"/>
Warn of early filing deadline when an Individual Tax Return has tax owed to be collected via Client's PAYE tax code	<input checked="" type="checkbox"/>
Lock Self Assessment (Self Employment & Partnership Trade) Pages if Tax Return is linked to a Year End Accounts Return	<input checked="" type="checkbox"/>
Lock Partner's Partnership Pages if Tax Return is linked to a Partnership Tax Return	<input checked="" type="checkbox"/>
Warn when a new Tax Return is created from scratch when it is possible to roll forward the previous year's Return	<input checked="" type="checkbox"/>
Create Corporation Tax Returns in a format compatible with all supported versions of Excel (2000, XP, 2003, 2007, 2010 and 2013) i.e. XLS files	<input checked="" type="checkbox"/>

Section to Print by Default	Checked
Covering Letter	<input checked="" type="checkbox"/>
Tax Return	<input checked="" type="checkbox"/>
Payment Schedule	<input checked="" type="checkbox"/>
Detailed Calculation	<input type="checkbox"/>
Schedule Summary	<input checked="" type="checkbox"/>
Data Input Report	<input type="checkbox"/>
Backing Schedule	<input type="checkbox"/>

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 If checked, your Agent details will be populated on a Client's Tax Return

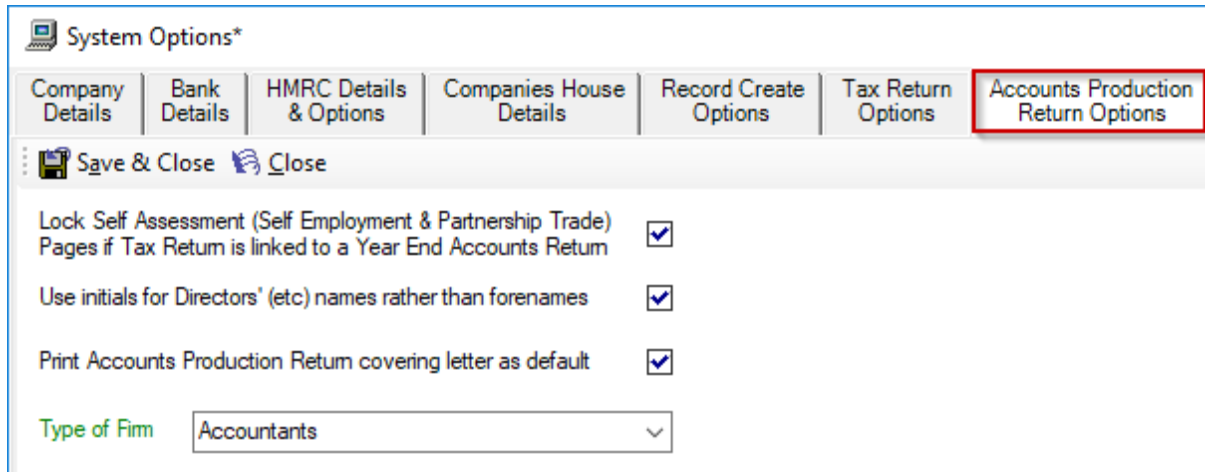
### Accounts Productions Return Options

On the **Accounts Productions Return Options** tab, you can set up preferences for the following by checking/unchecking the boxes:

- Lock Self-Assessment (Self Employment & Partnership Trade) Pages if Tax Return is linked to a Year End Accounts

## PM Solution Product Manual

- Use initials for Directors' (etc) names rather than forenames
- Print Accounts Production Return covering letter as default
- Choose the Type of Firm from the drop-down menu



**System Options\***

Company Details	Bank Details	HMRC Details & Options	Companies House Details	Record Create Options	Tax Return Options	Accounts Production Return Options
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Save & Close Close

Lock Self Assessment (Self Employment & Partnership Trade) Pages if Tax Return is linked to a Year End Accounts Return

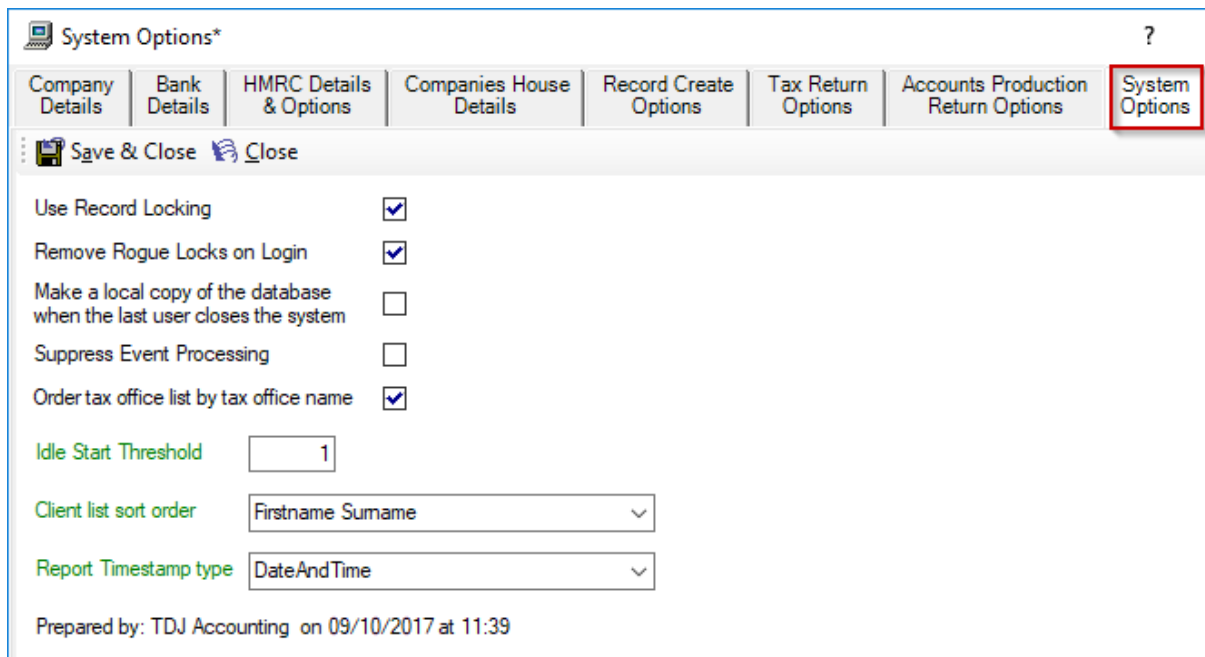
Use initials for Directors' (etc) names rather than forenames

Print Accounts Production Return covering letter as default

Type of Firm

### System Options

You are able to take the following actions from the **System Options** tab:



**System Options\*** ?

Company Details	Bank Details	HMRC Details & Options	Companies House Details	Record Create Options	Tax Return Options	Accounts Production Return Options	System Options
-----------------	--------------	------------------------	-------------------------	-----------------------	--------------------	------------------------------------	----------------

Save & Close Close

Use Record Locking

Remove Rogue Locks on Login

Make a local copy of the database when the last user closes the system

Suppress Event Processing

Order tax office list by tax office name

Idle Start Threshold

Client list sort order

Report Timestamp type

Prepared by: TDJ Accounting on 09/10/2017 at 11:39



## PM Solution Product Manual

- **Use Record Locking box:** Check this box to prevent two users from changing the same data at the same time. Uncheck with care
- **Remove Rogue Locks on Login:** Check this box if you want to automatically remove locks held by a given User when they login
- **Make a local copy of the database when the last user closes the system:** If this box is checked, a local copy of the database is made when the last user closes the system

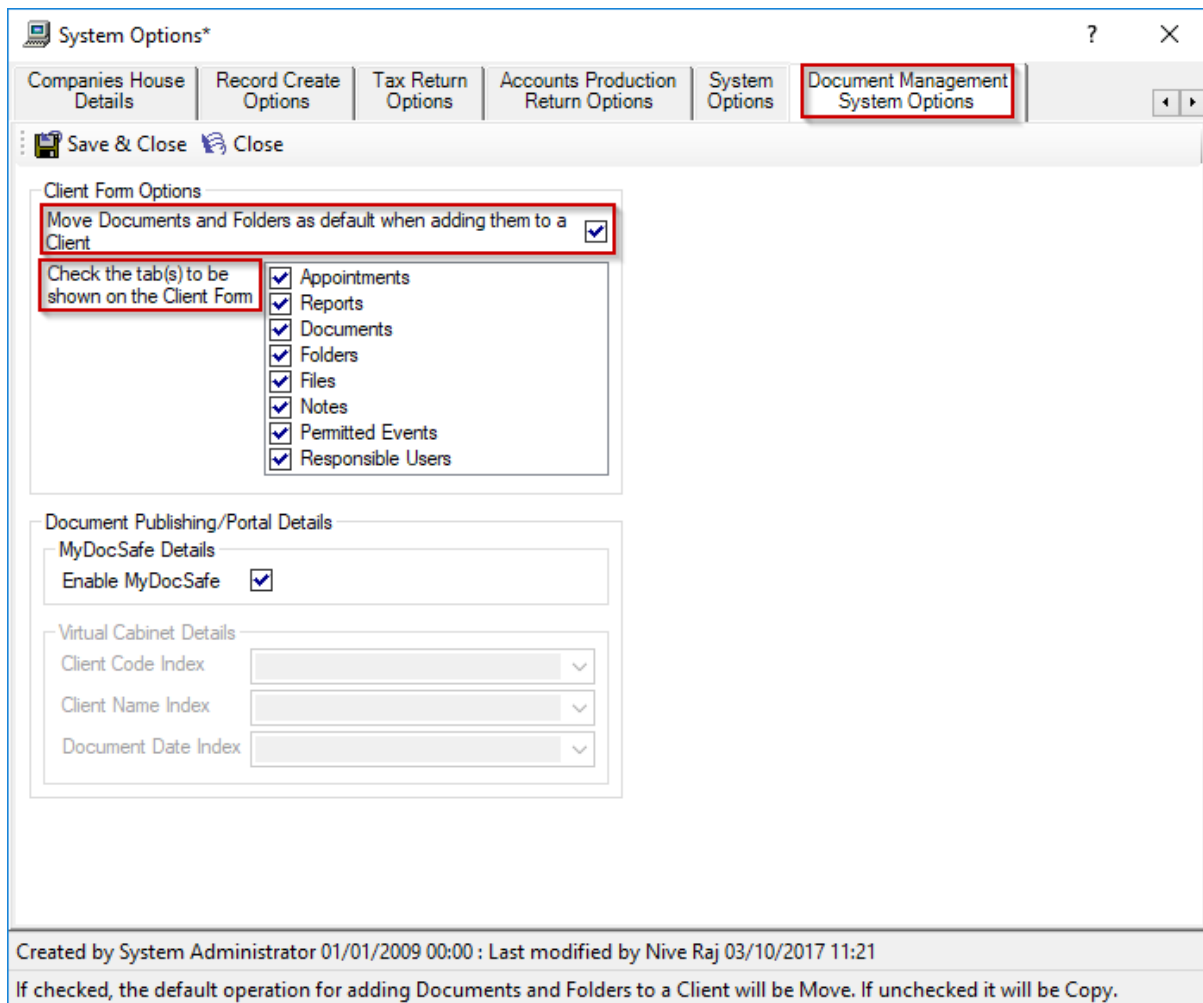
*Please note that the above action is NOT to be relied upon as your only form of database backup and this option is only available for Access database and does not apply to the SQL database.*

- **Suppress Event Processing:** Check this box to stop all Event reminder, recurrence and appointment update processing
- **Order tax office list by tax office name:** Check this box if you want to order Tax Offices by name, uncheck this box if you want to order Tax Offices by the office three-digit code
- **Idle Start Threshold:** The number of minutes until an edit session is considered to be idle. For more information, please see [Activity Time Log Summaries](#)
- **Client list sort order:** Choose the client list sort order option from the drop-down menu
- **Report Timestamp type:** Choose the type of timestamp you wish to be printed on the reports

## PM Solution Product Manual

### Document Management System Options

If you want to turn off sections (Documents, Folders or Files) that you do not want to use or change the default behaviour permanently to **Copy In Document/Folder** rather than **Move in Document/Folder**, complete the following steps:



System Options\*

Companies House Details | Record Create Options | Tax Return Options | Accounts Production Return Options | System Options | **Document Management System Options**

Save & Close | Close

Client Form Options

Move Documents and Folders as default when adding them to a Client

Check the tab(s) to be shown on the Client Form

- Appointments
- Reports
- Documents
- Folders
- Files
- Notes
- Permitted Events
- Responsible Users

Document Publishing/Portal Details

MyDocSafe Details

Enable MyDocSafe

Virtual Cabinet Details

Client Code Index

Client Name Index

Document Date Index

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If checked, the default operation for adding Documents and Folders to a Client will be Move. If unchecked it will be Copy.

- Uncheck box 'Move Documents and Folders as default when adding them to a Client'
- Uncheck the tabs that you do not want to be shown on the Client Form
- Click on **Save & Close**