PM Solution Product Manual

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

Index

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.

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:

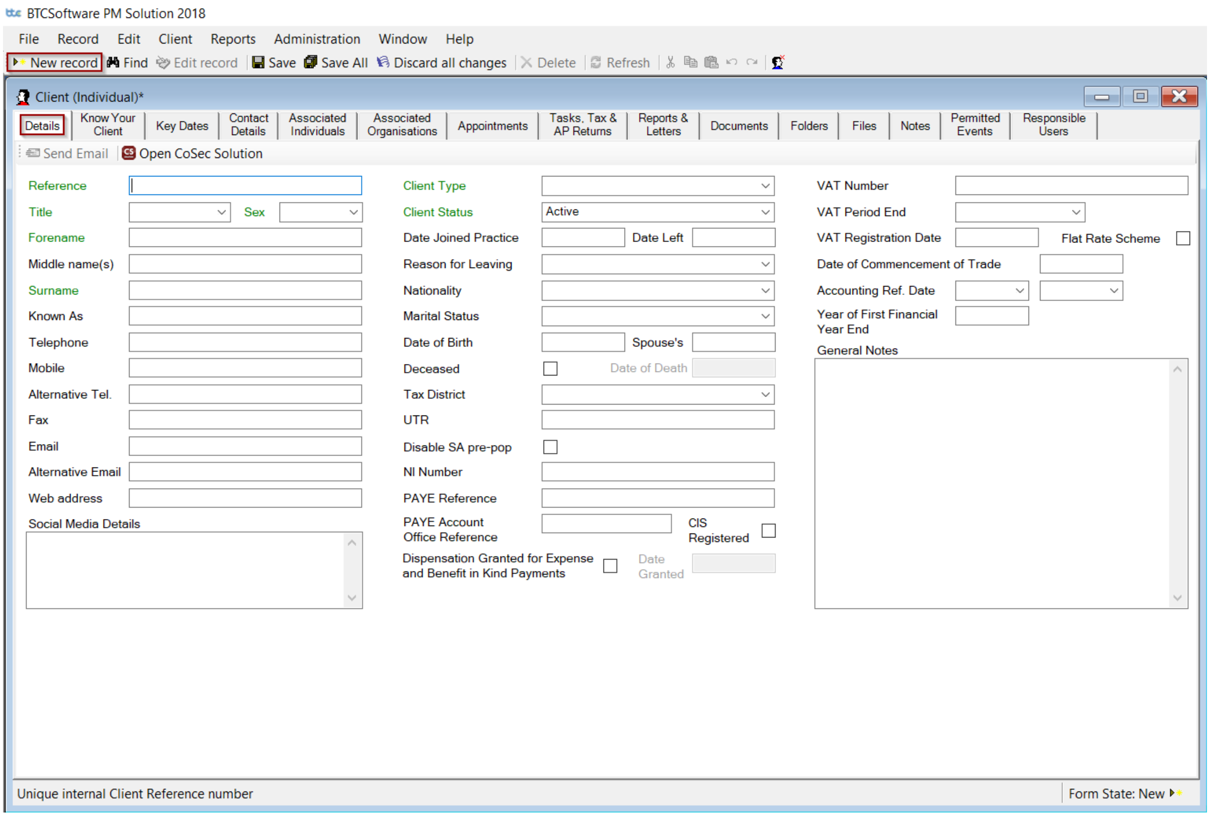
Individual

Organisation

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 relating to your private client

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

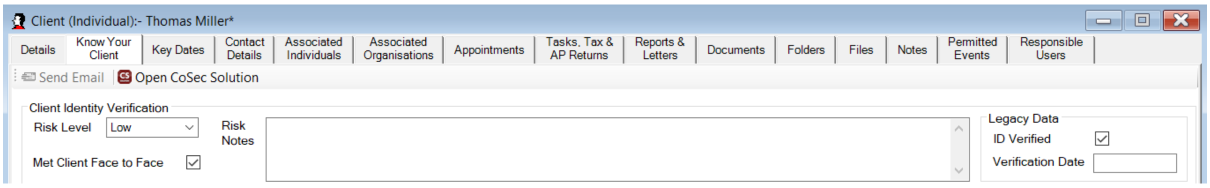
- Client **Reference** is automatically created as a default by the software, but you can amend settings to manually create them yourself. This is done through the Administration section: Please see Record Create Options

Know Your Client

After completing the client's details, click on the **Know Your Client** tab. Here you can record and view data relating to Client Identity Verification and Marketing Details.

Client Identity Verification:

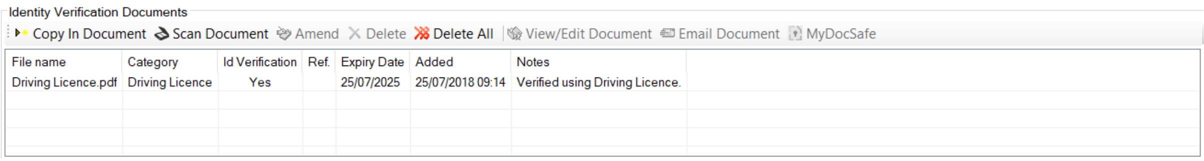
Under the Client Identity Verification section, you can record Risk level, Risk Notes, Legacy Data (ID verification date, check box to confirm if ID has been verified or not) and a check box to confirm if you met your client face to face.



Identity Verification Documents:

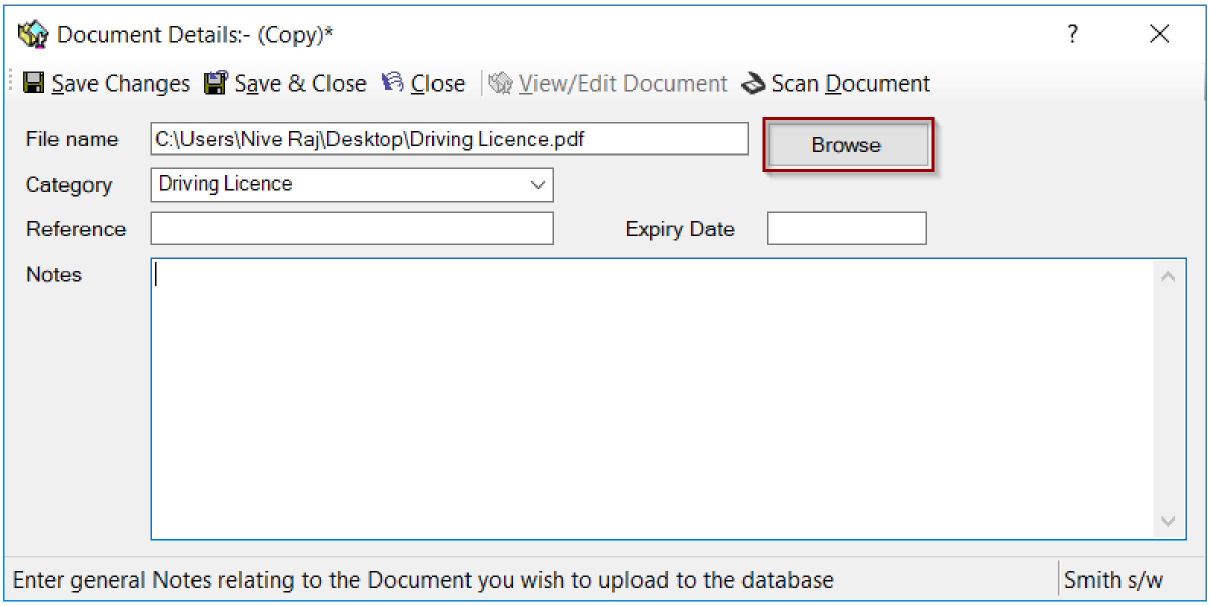
Under the Identity Verification Documents section, you can record identity verification documents (e.g., Driving licence). You can either copy/move in the document from your computers file system or scan the document into the system.

To Copy/Move In Document:



- Click on '**Copy In Documen**' or '**Move In Document**'

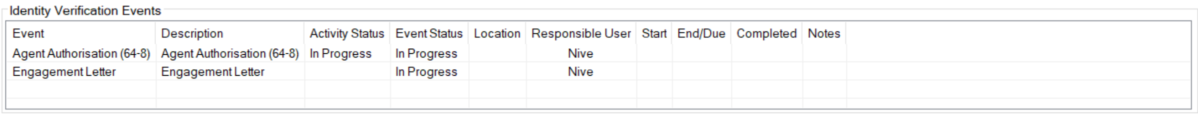
[For more details about the functions of Copy/Move in Document please see Document Management]



- Click **Browse** to find the document
- Then, select the **Category** using the drop-down menu
- You can then, type in the reference for the document and its expiry date
- Type in any relevant notes you want on this section
- Click **Save & Close**

Identity Verification Events:

The Identity Verification Events section shows you the status progress of any events relating to ID verification (for e.g., Agent Authorisation, Engagement Letter etc)



Identity Verification Events

Event	Description	Activity Status	Event Status	Location	Responsible User	Start	End/Due	Completed	Notes
Agent Authorisation (64-8)	Agent Authorisation (64-8)	In Progress	In Progress		Nive				
Engagement Letter	Engagement Letter		In Progress		Nive				

Contact Details:

You are also able to view your clients address history details on the **Know Your Client** tab. Please see Contact Details for more information about adding new contact data.

Marketing Details:

Under the Marketing Details section, you can record marketing details such as Client Source (e.g. advertising method, personal referral, etc), Marketing Preferences if opted into newsletters and any relevant notes.

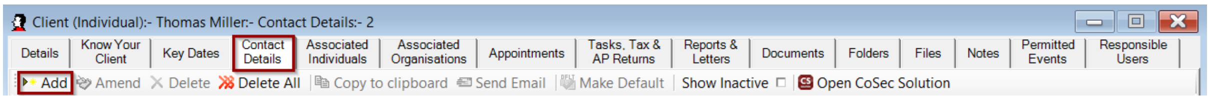
- Moving onto the **Key Dates** tab, key dates are picked up from the data entered on the **Details** tab.

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.

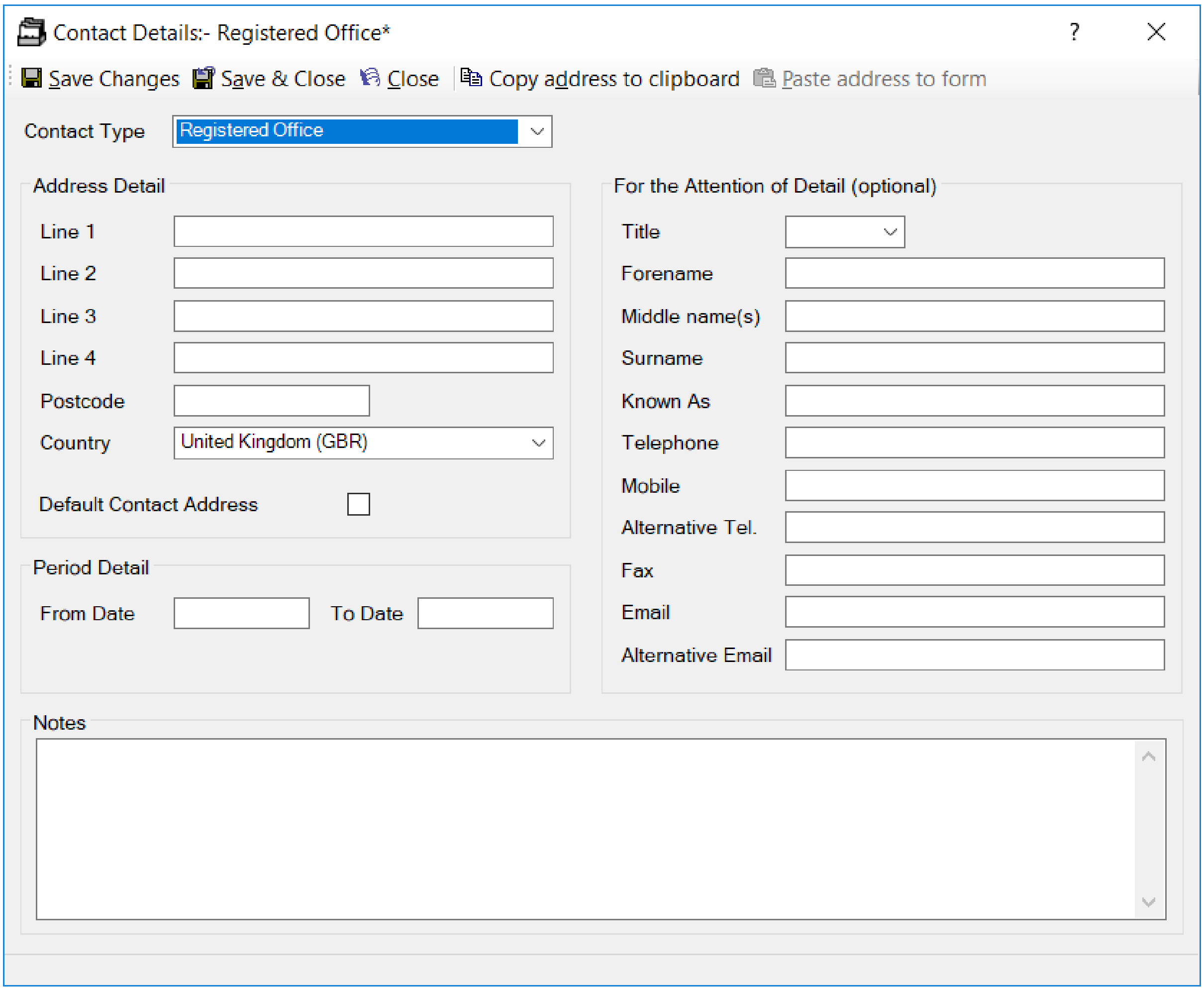
Contact Details

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

- Go to the **Contact Details** tab



- Click on **Add**



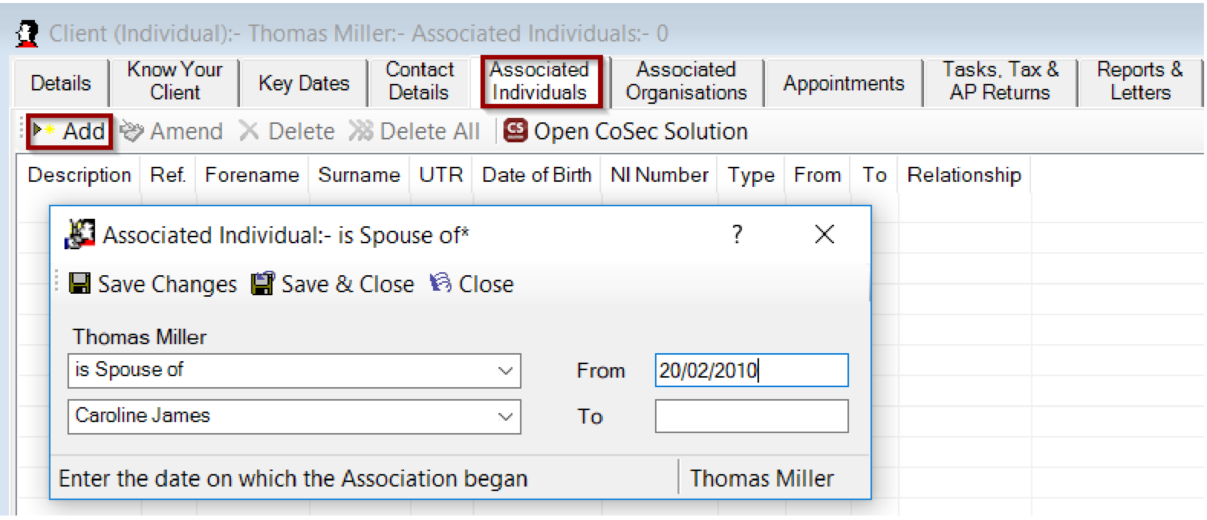
- Choose the **Contact Type** from the drop-down menu
- Complete the contact details wizard to enter **Address Detail**
- Check box **Default Contact Address** to mark the address as the default address

- 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
- You also have an option to record the time that they have been in this address under Period Details, Notes and the contact persons details at the address
- 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**



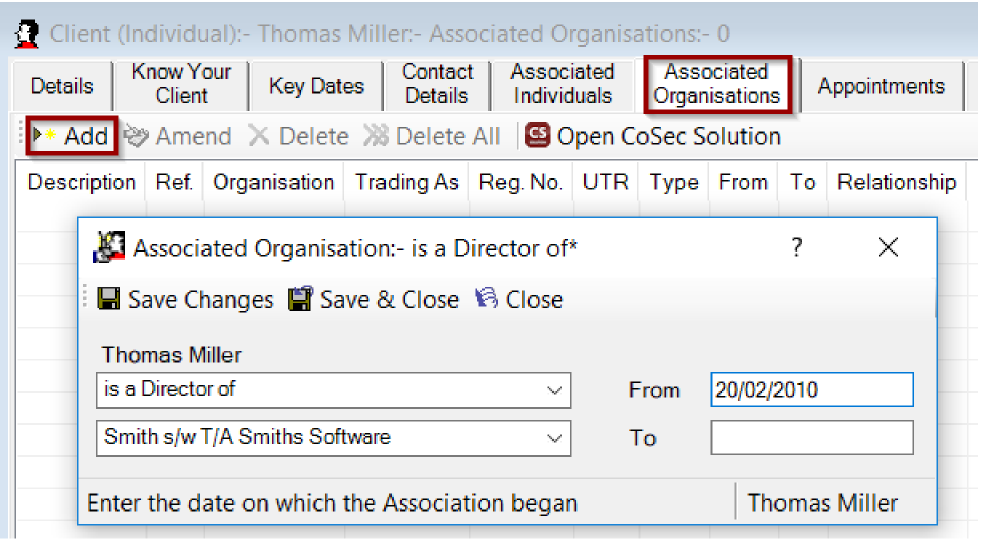
- From the 1st drop down menu, choose the type of association
- From the 2nd drop down menu, choose the private individual
- Enter the date from when the association began

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

Associated Organisations

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

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



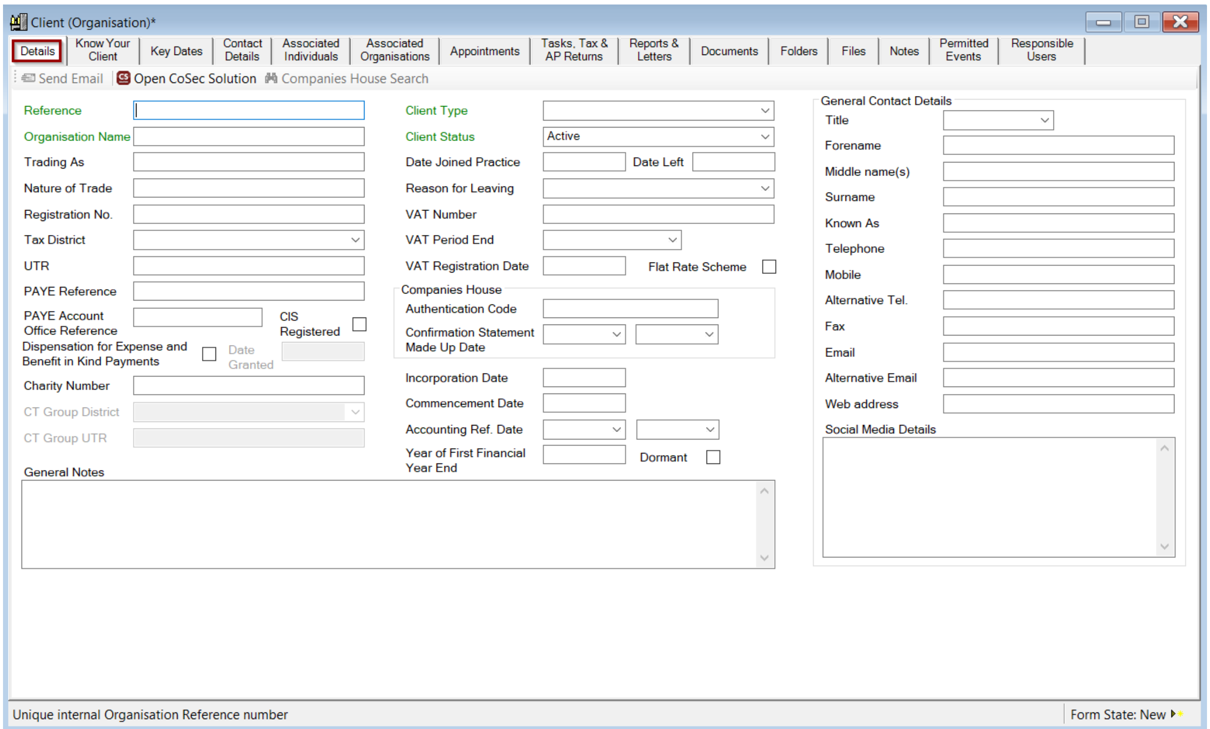
- From the 1st drop down menu, choose the type of association
- From the 2nd drop down menu, choose the related organisation

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**



- 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

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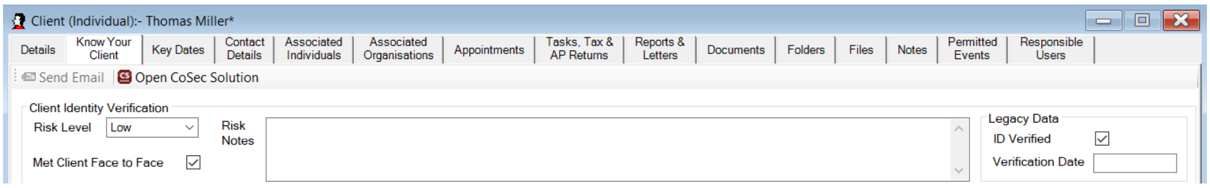

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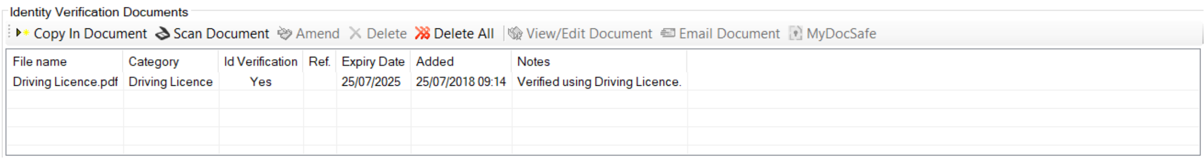
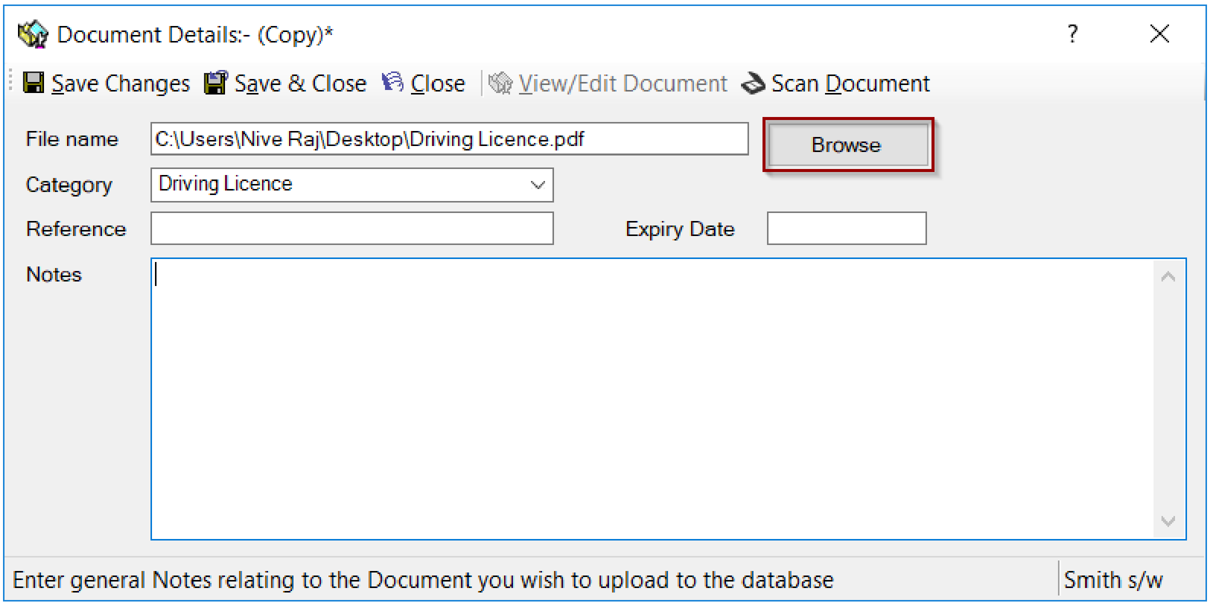


- Click on '**Copy In Document**' or '**Move In Document**'

[For more details about the functions of Copy/Move in Document please see Document Management]



- Click **Browse** to find the document
- Then, select the **Category** using the drop-down menu
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- Type in any relevant notes you want on this section
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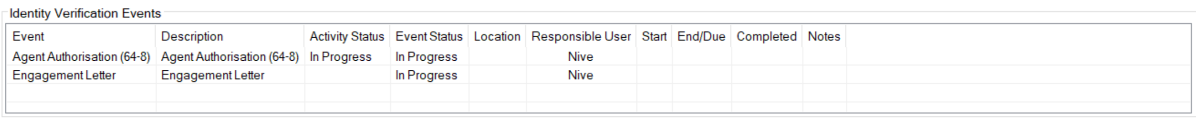
Identity Verification Events:

The Identity Verification Events section shows you the status progress of any events relating to ID verification (for e.g., Agent Authorisation, Engagement Letter etc)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Engagement Letter	Engagement Letter		In Progress		Nive				

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You are also able to view your clients address history details on the Know Your Client tab. Please see Contact Details for more information about adding new contact data.

Marketing Details:

Under the Marketing Details section, you can record marketing details such as Client Source (e.g. advertising method, personal referral, etc), Marketing Preferences if opted into newsletters and any relevant notes.

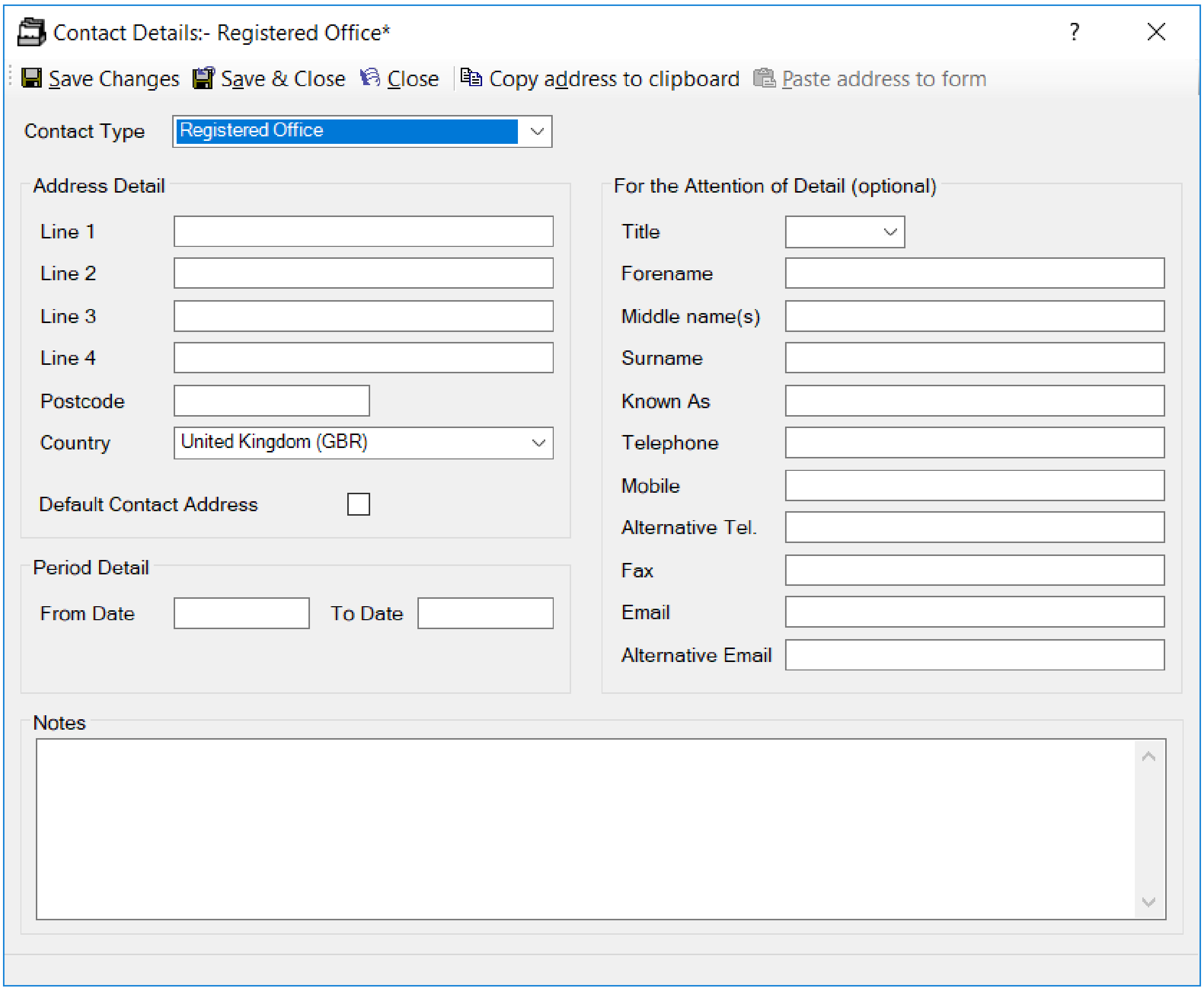
- Moving onto the **Key Dates** tab, key dates are picked up from the data entered on the **Details** tab.

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.

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**

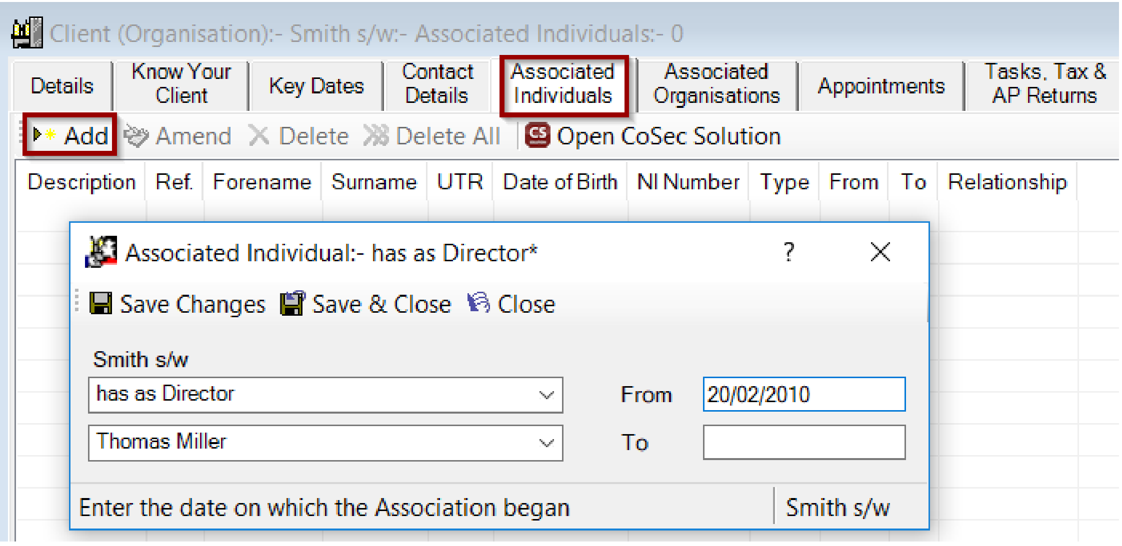


- Choose the **Contact Type** from the drop-down menu
- Complete the contact details wizard to enter **Address Detail**
- Check box **Default Contact Address** to mark the address as the default address
- The default address is associated to all compliance work (e.g., Corporation Tax Return) for a given client and is also used when exporting a client list report and a client export
- You also have an option to record the time that they have been in this address under Period Details, Notes and the contact persons details at the address
- Click on **Save & Close**

Associated Individuals

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

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



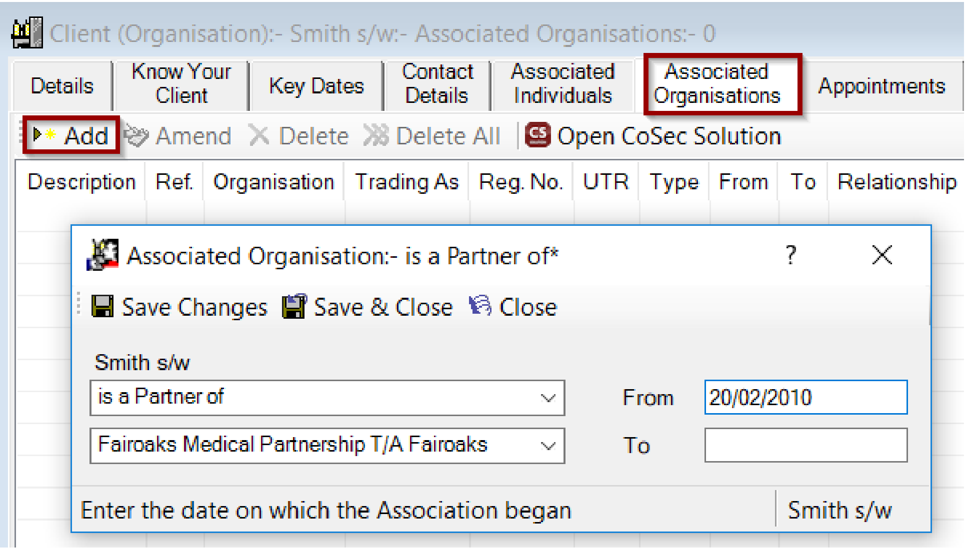
- From the 1st drop down menu, choose the type of association
- From the 2nd drop down menu, choose the private individual
- Enter the date from when the association began

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

Associated Organisations

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

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



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

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

Events

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

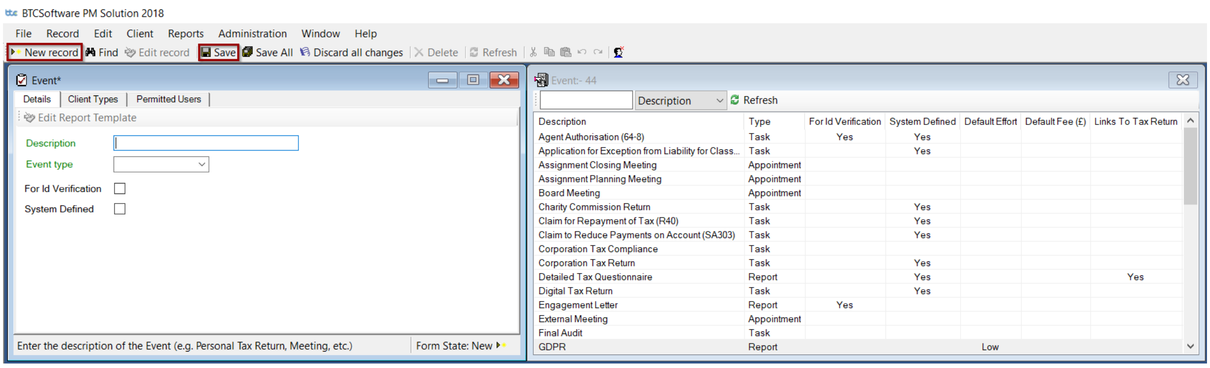
Appointments

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

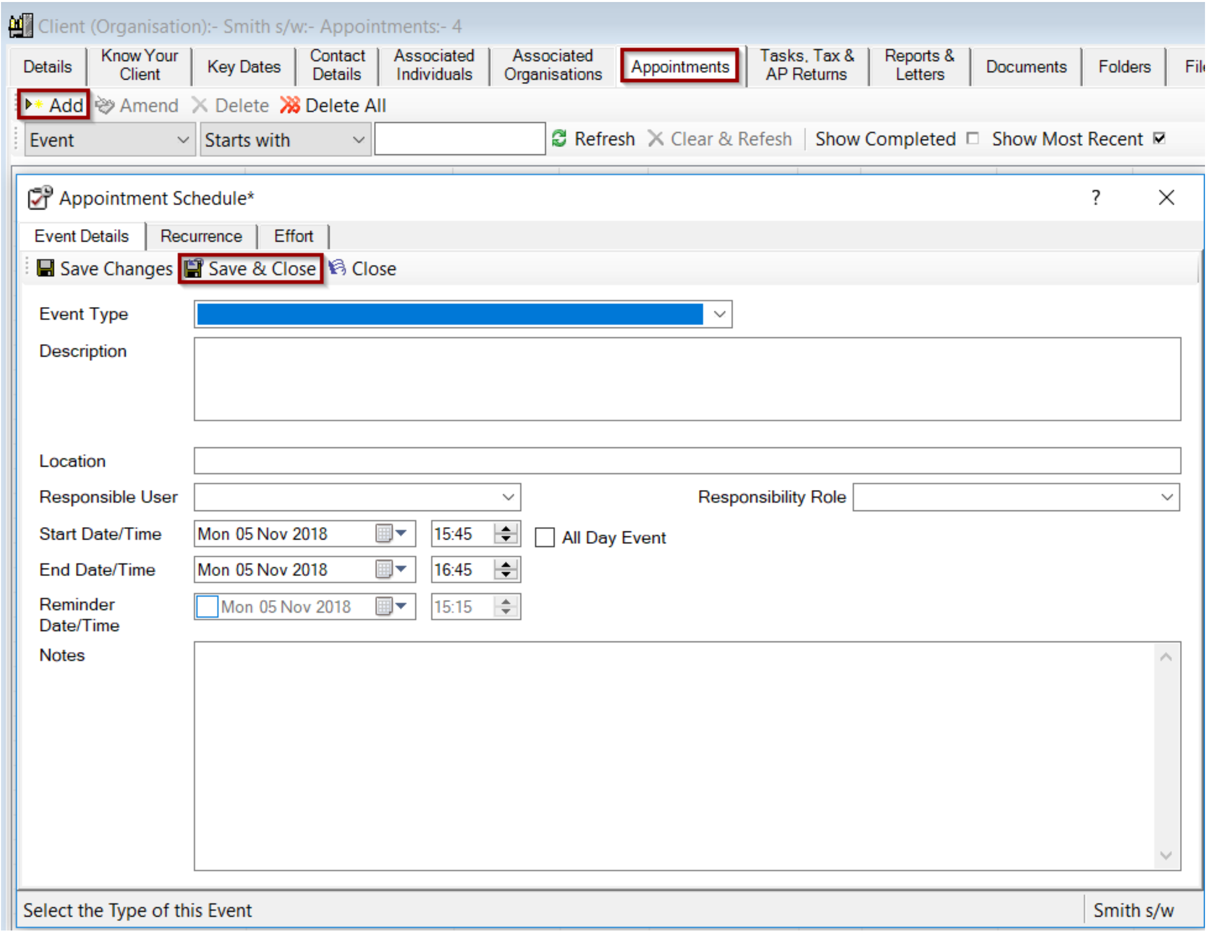


- Click on **New Record**
- Enter **Description**
- Choose the event type from the **Event type** drop down menu
- Click on **Save**

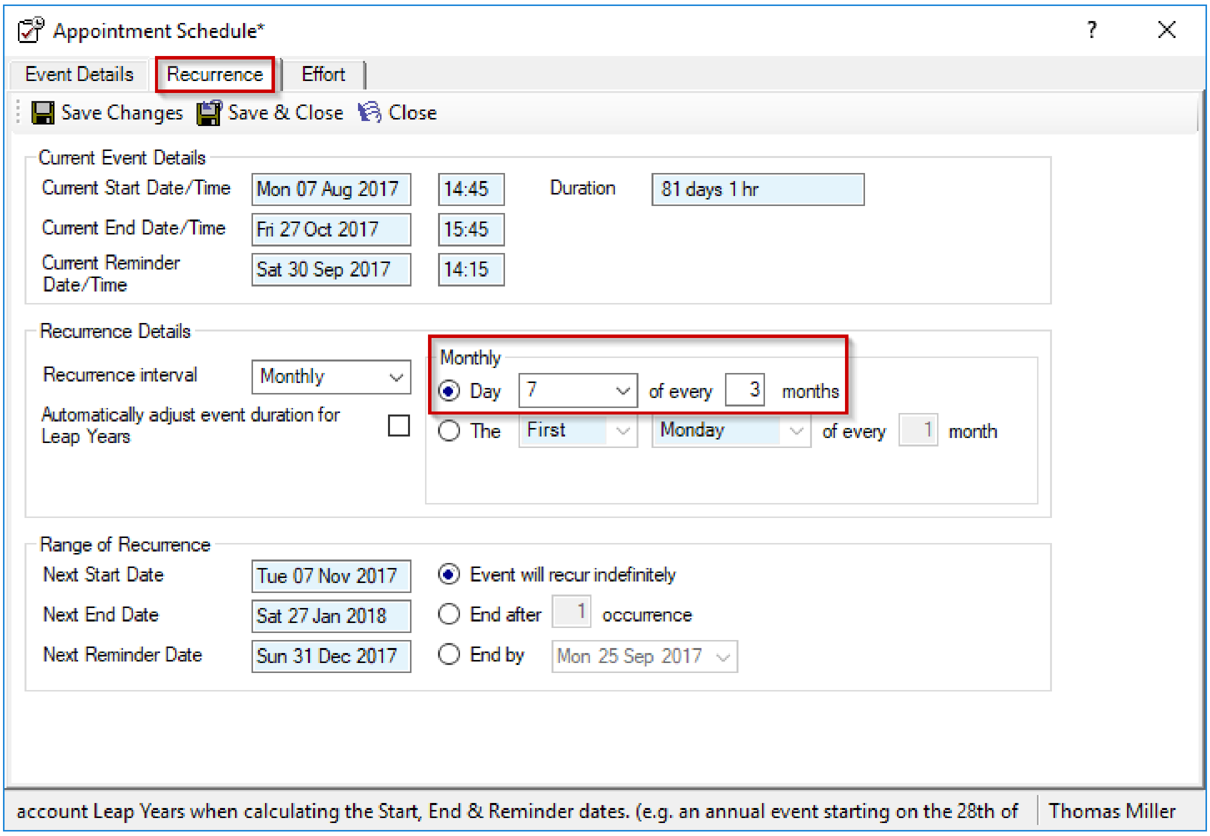
Appointments

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:

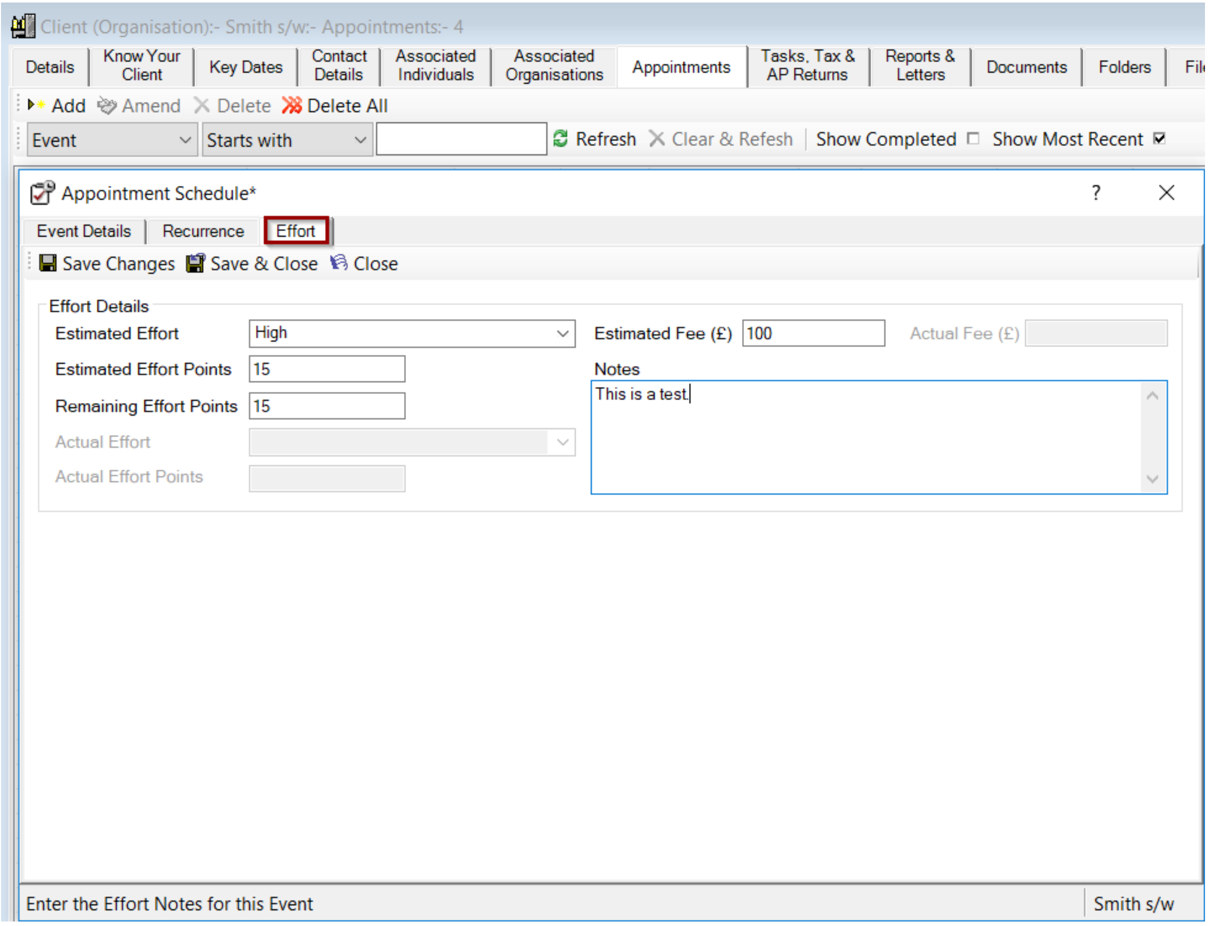
- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Appointments** tab on the left window
- Click on **Add**



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



- 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.



- Click on **Save & Close**

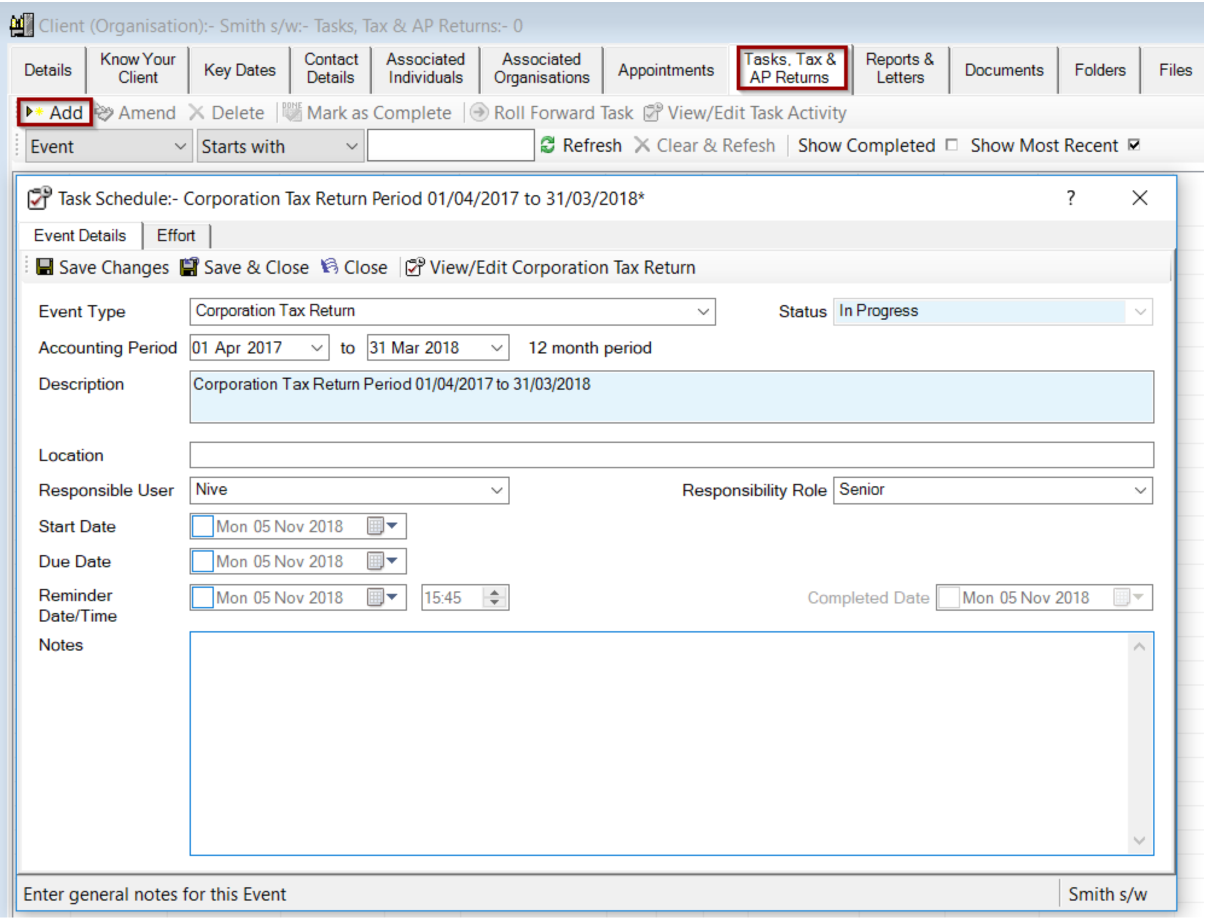
You will be able to see/produce reports on appointments scheduled on the Pending Events Report.

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

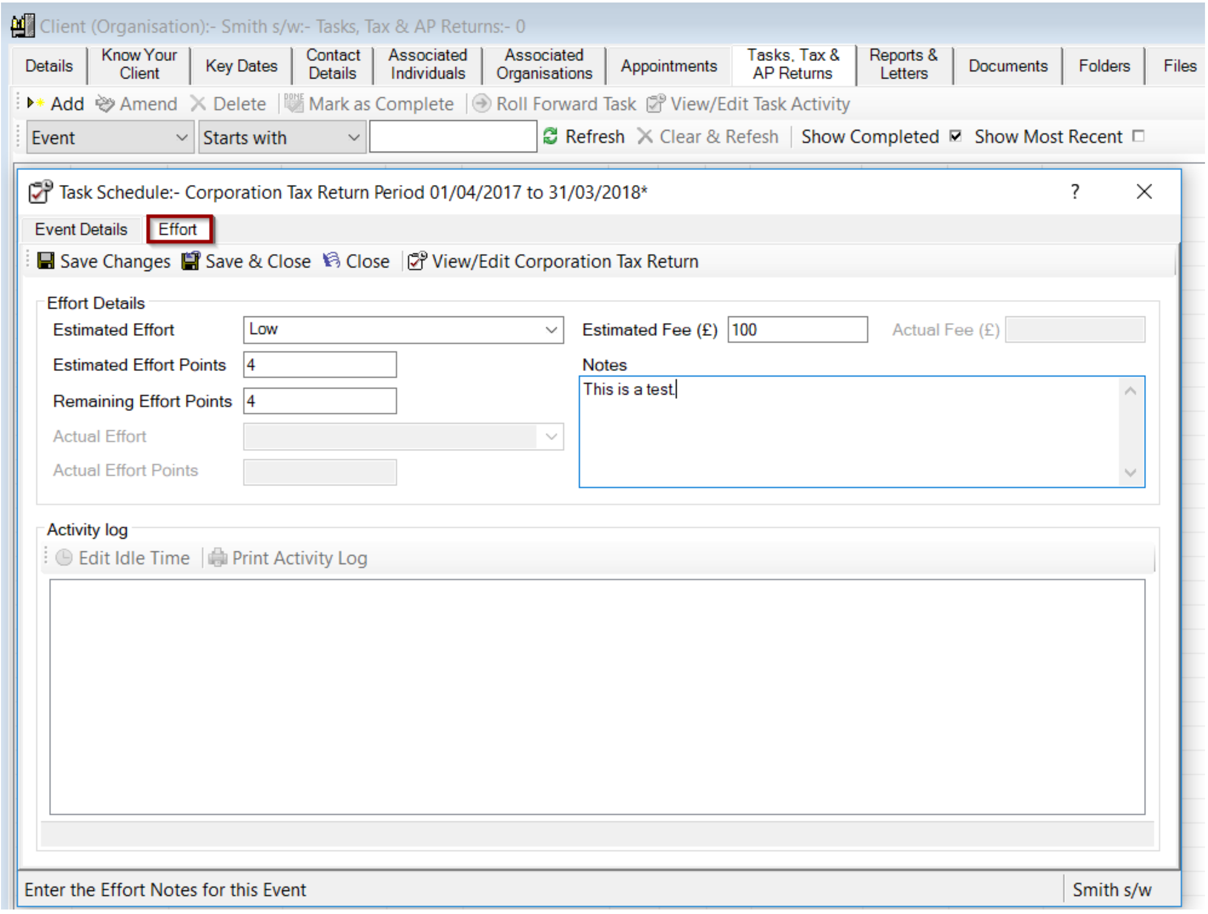
The tasks and tax returns tab is from where you would create and control and also view and/or amend previously created tasks. This is where you would work on system events such as Tax Returns, Year End Accounts, VAT Returns, etc., and also non-system events to track payroll, annual returns etc.

To add a task, please follow the steps below:

- 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**



- 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.



- Click on **Save & Close**

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

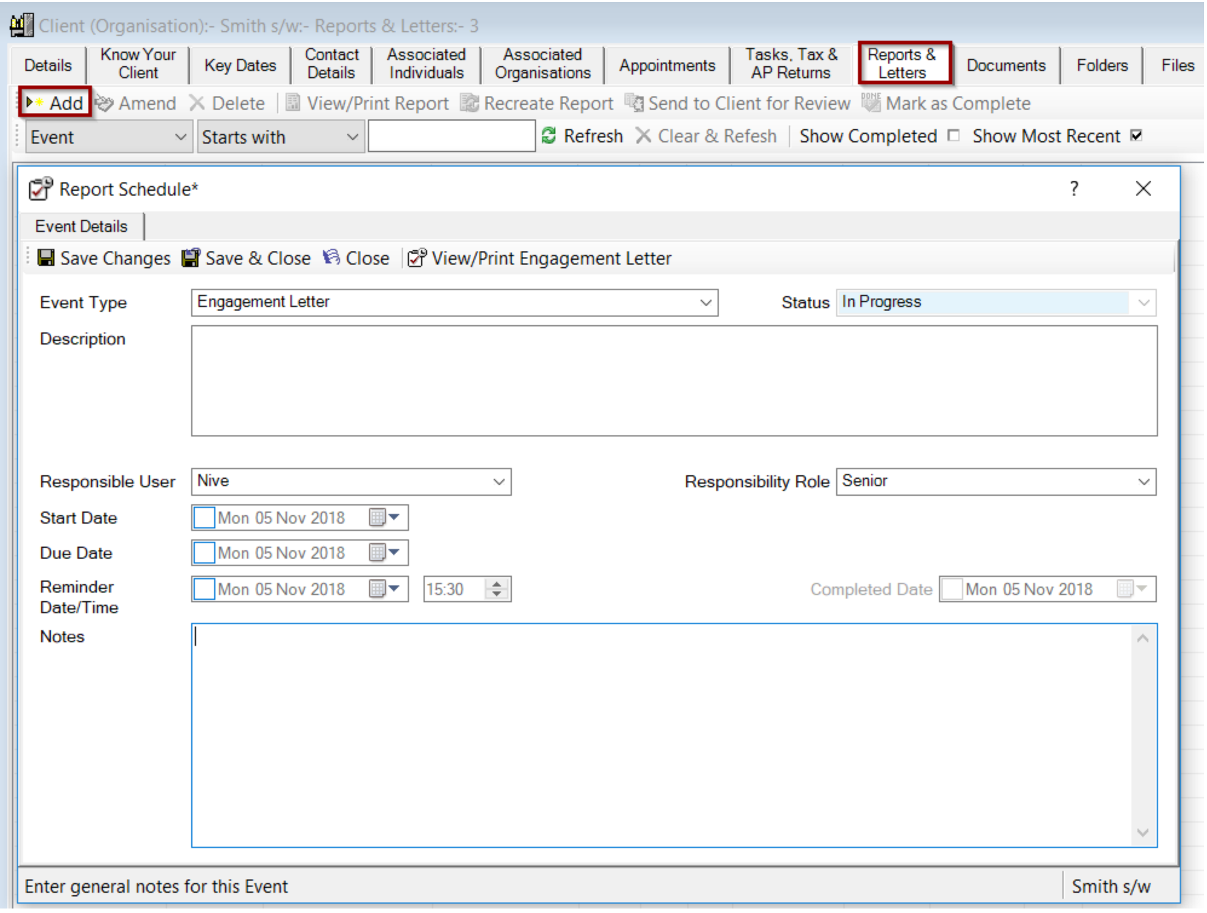
Reports and Letters

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.

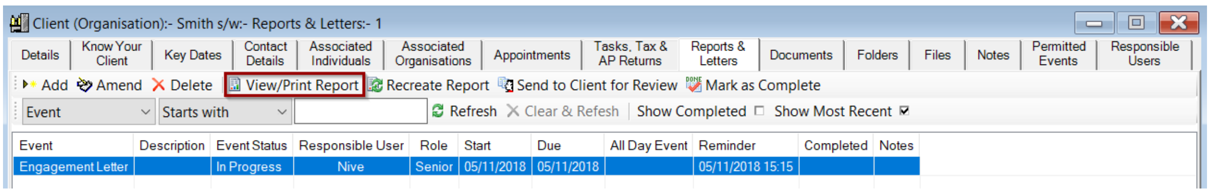
Creating Client Letters Individually

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

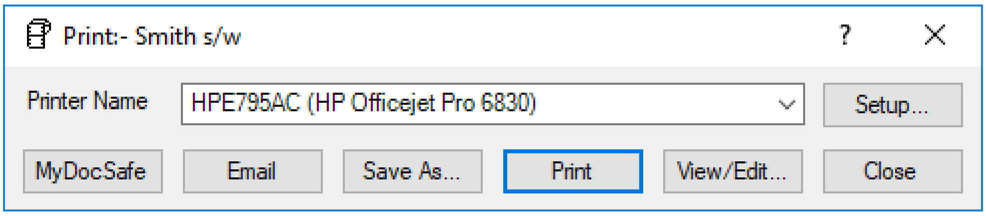
- Go to the **Reports & Letters** tab on the left window
- Click on **Add**



- 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**



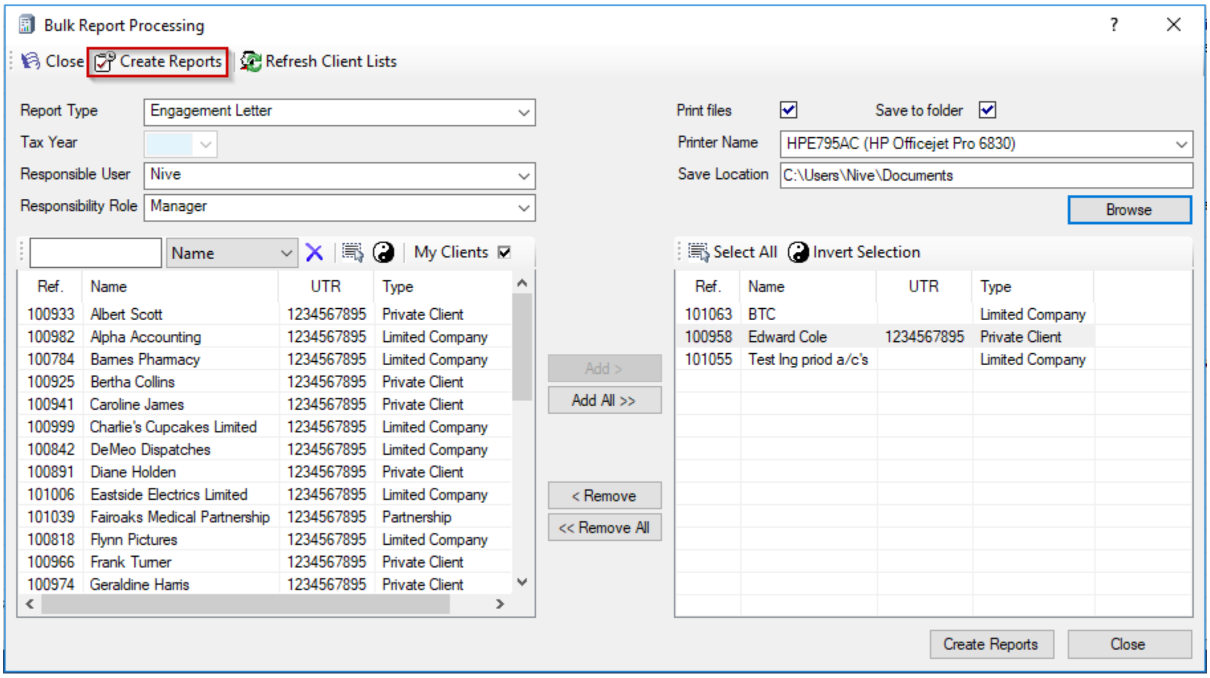
- You then have options to Email, Print, Preview or send the letter through a secure portal by using the MyDocSafe button (3rd party API to cater for the GDPR regulations)
- Choose the appropriate option to continue

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**



- 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 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.

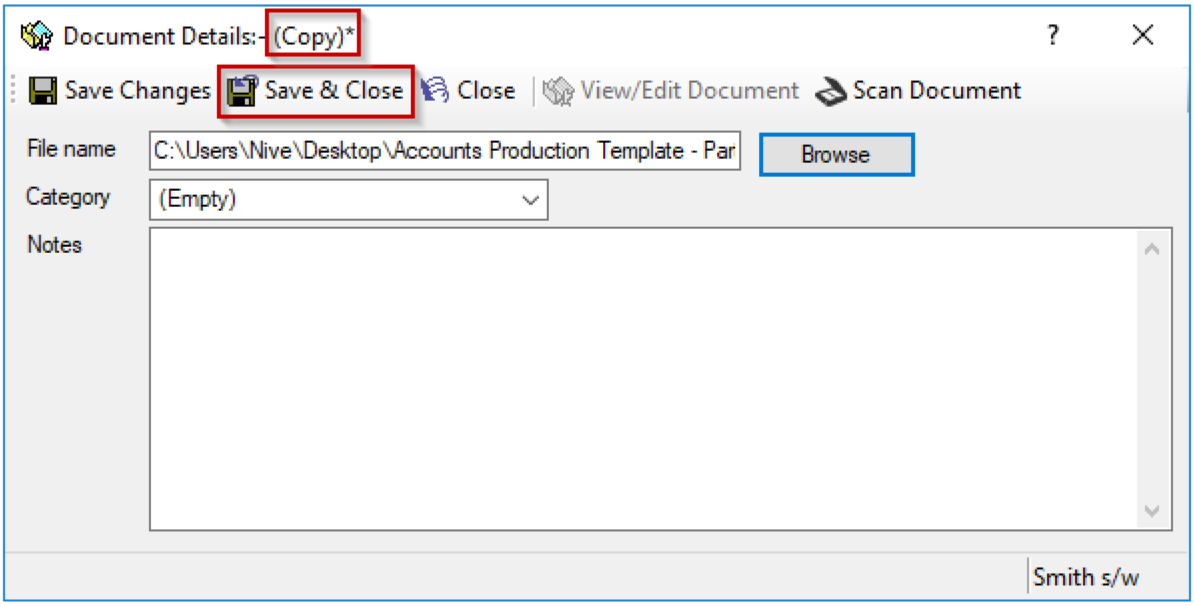
You can choose to change the default behaviour permanently or on a temporary basis.

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**



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

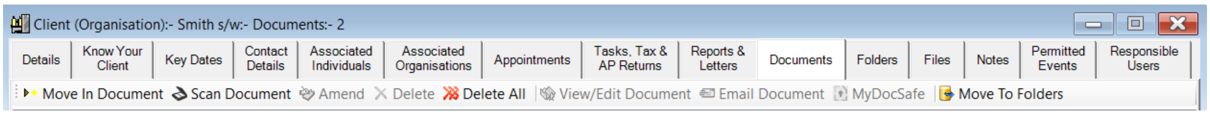
Further information on the Documents, Folders and Files section is as follows:

Documents

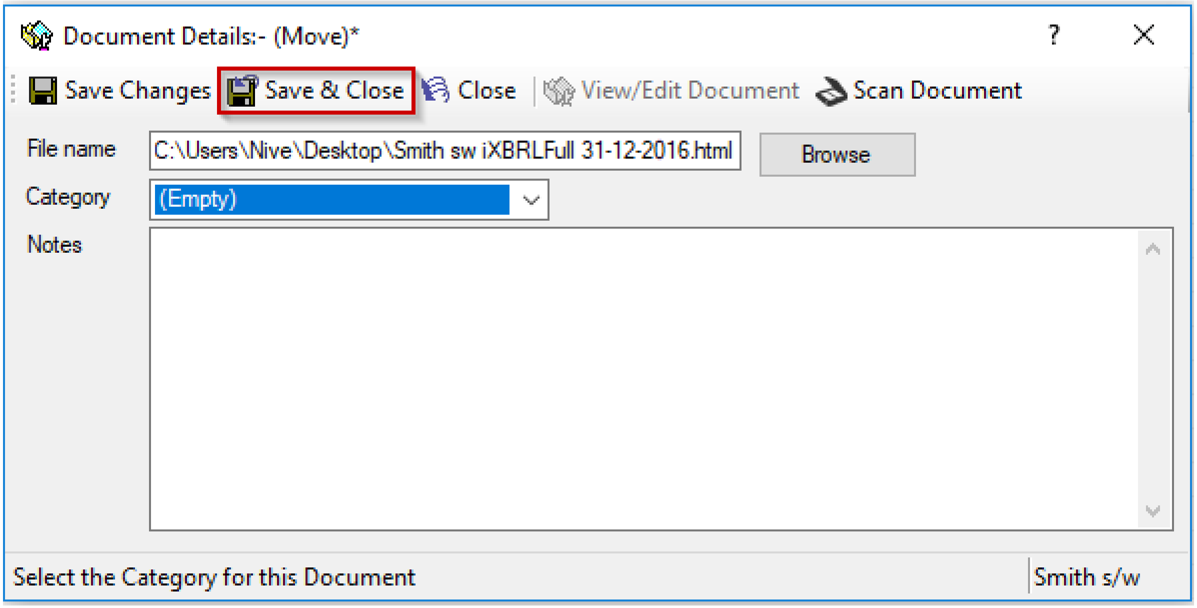
From the **Documents** tab, you are able to move/copy in existing client documents from the computers file system into BTCSoftware's Database – Practice Manager. You can scan in documents and also edit documents that are in word, excel or notepad format.

Move In Document

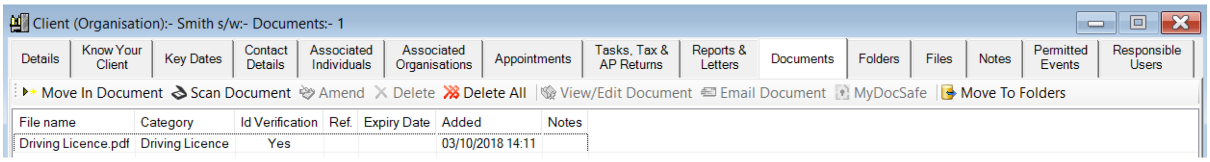
- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Documents** tab on the left window



- Click on **Move In Document**



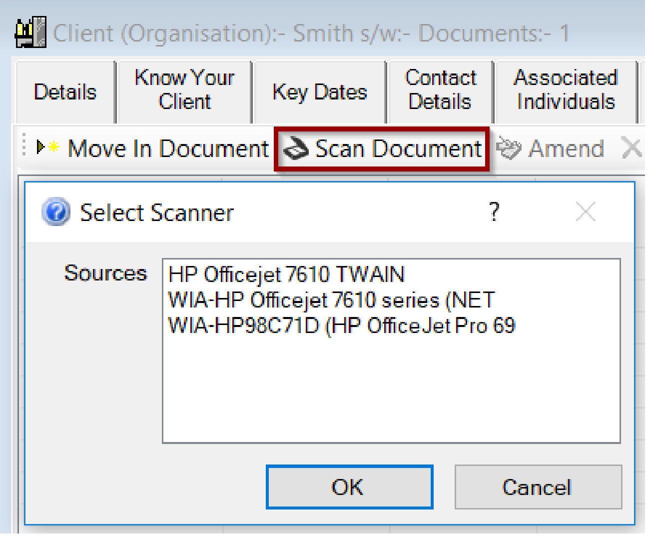
- Browse and choose the file
- You have an option to add notes about this document
- Click on **Save & Close** to see the document within the documents section for this particular client



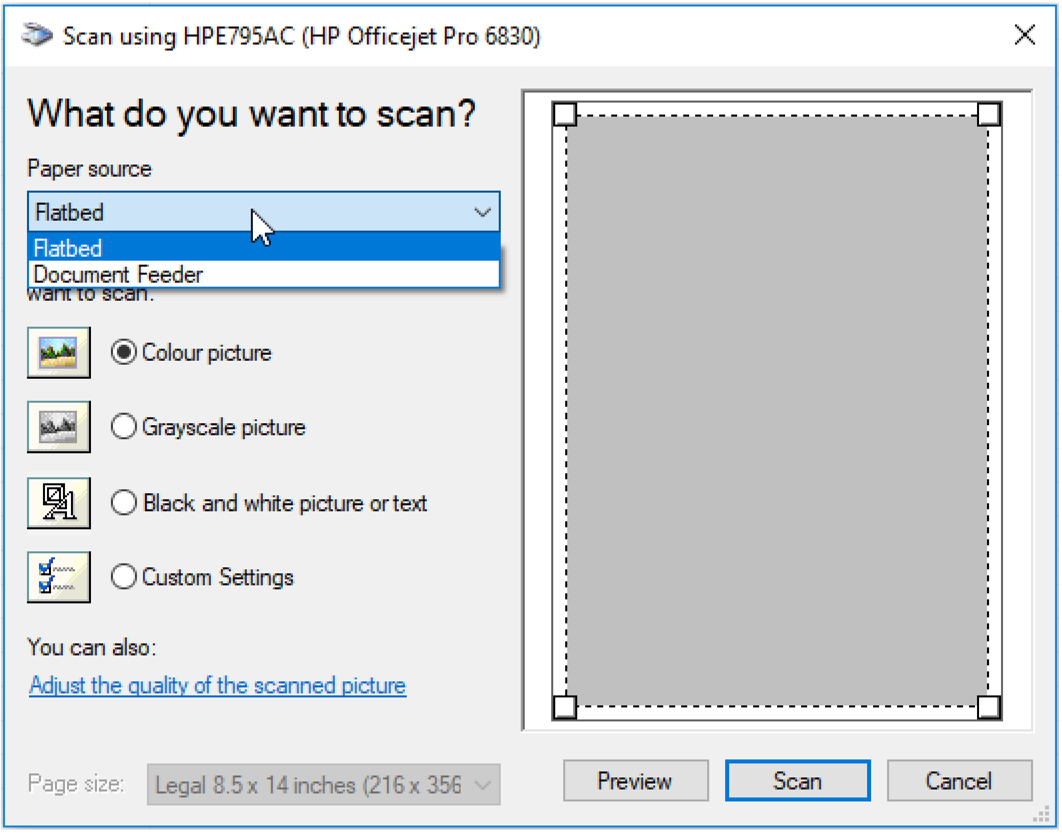
Scan Document

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**



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

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.

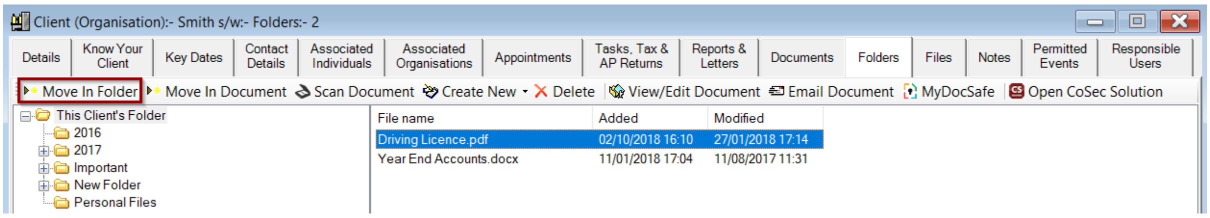
Folders

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.

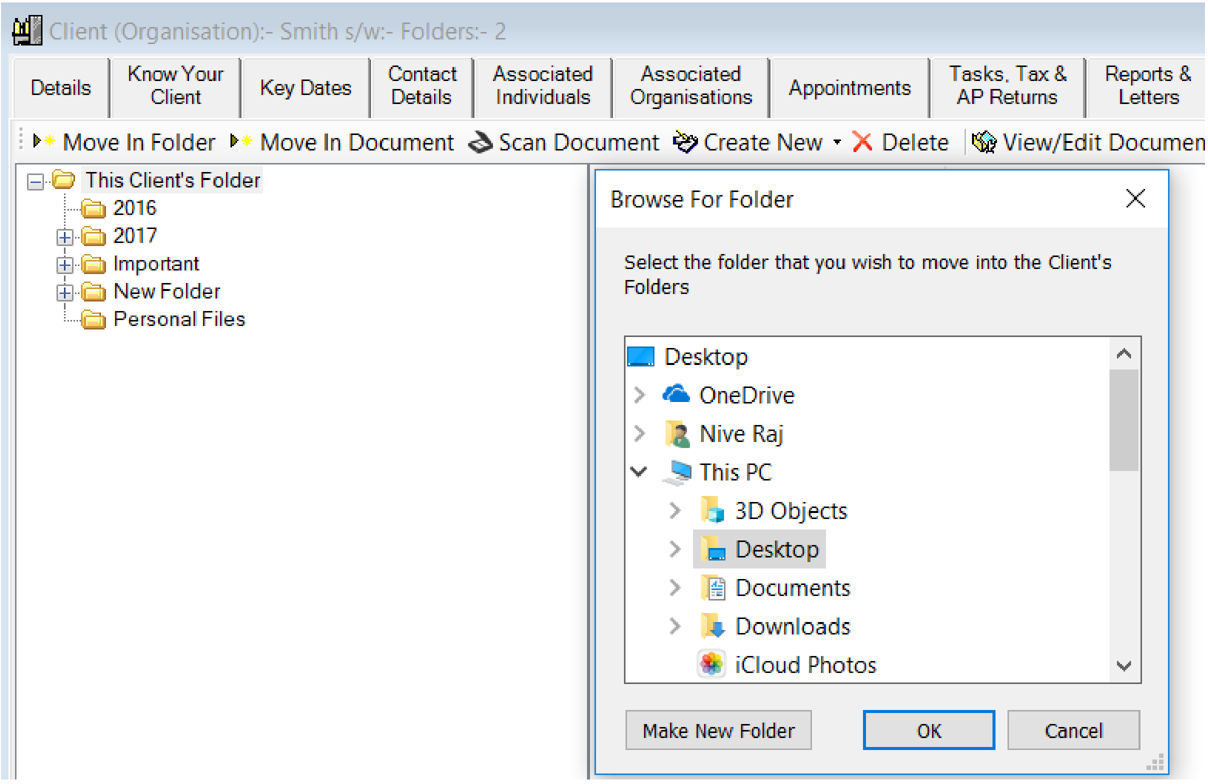
Move In Folder

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



- Click on **Move In Folder**



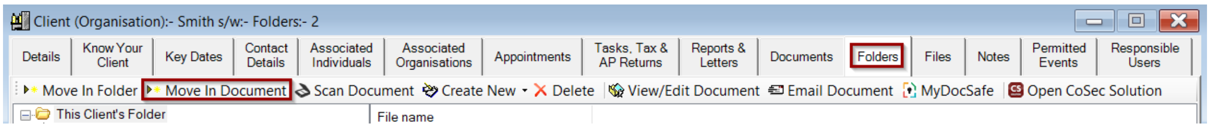
- Select the folder by highlighting it
- Click on **OK**

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

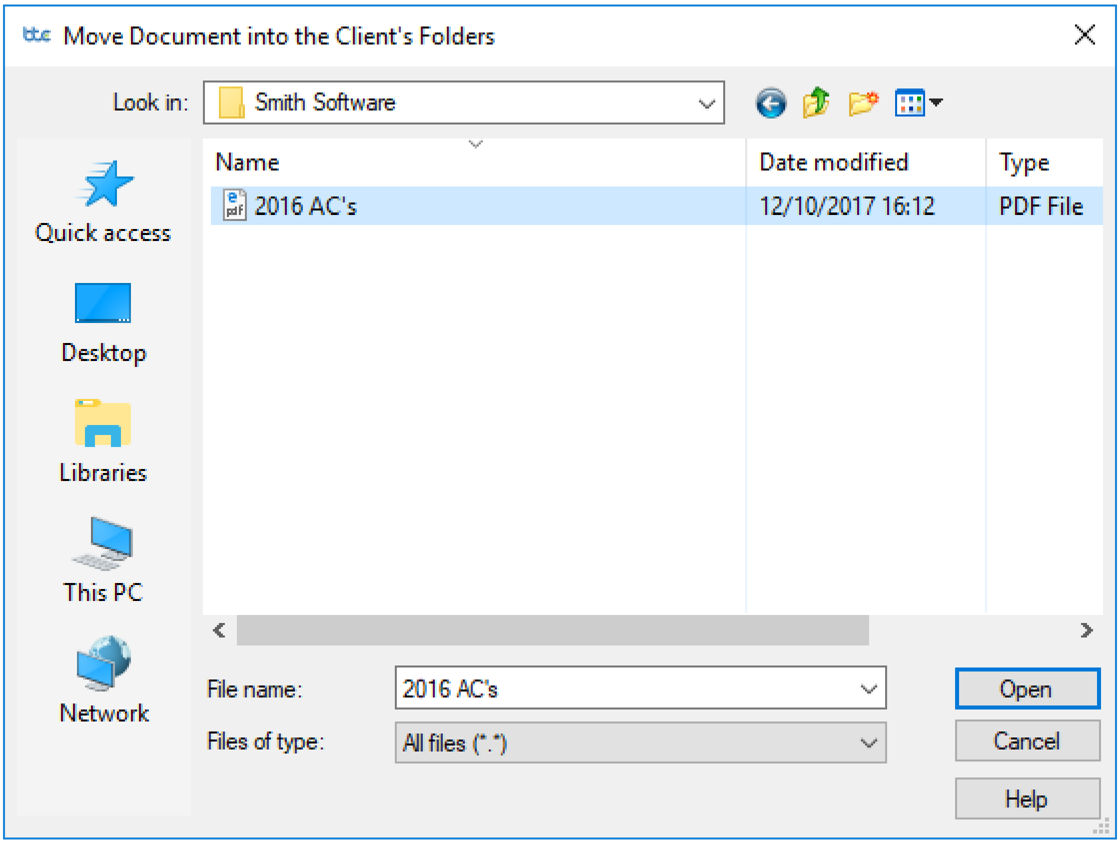
Move In Document

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:

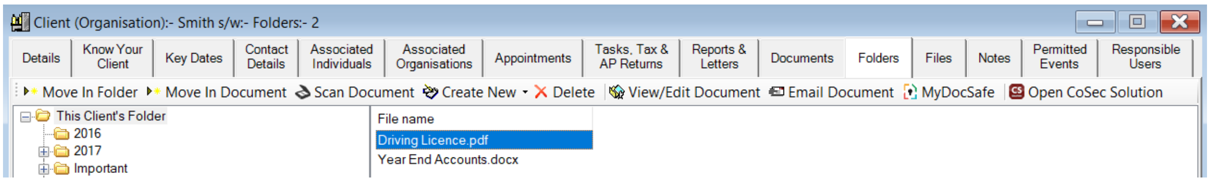
- Go to **Client > Individual/Organisation** from the top toolbar
- Choose a client from the client list on the right window
- Go to the **Folders** tab on the left window



- Click on **Move In Document**



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

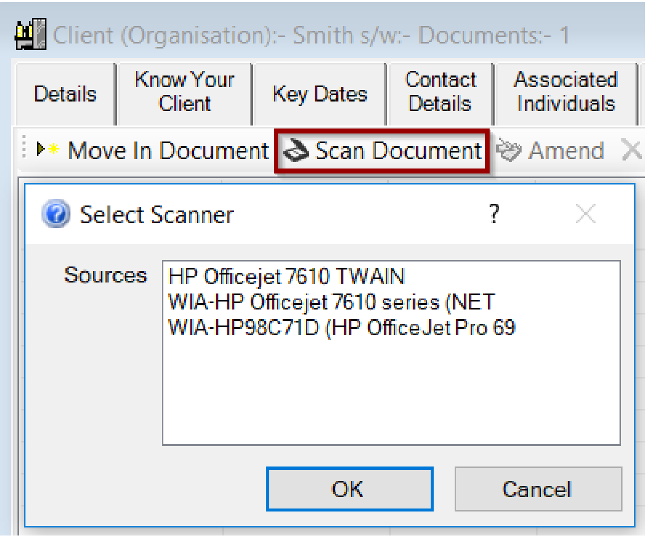


Please note that you are able to drag and drop documents into Practice Manager's Folders section.

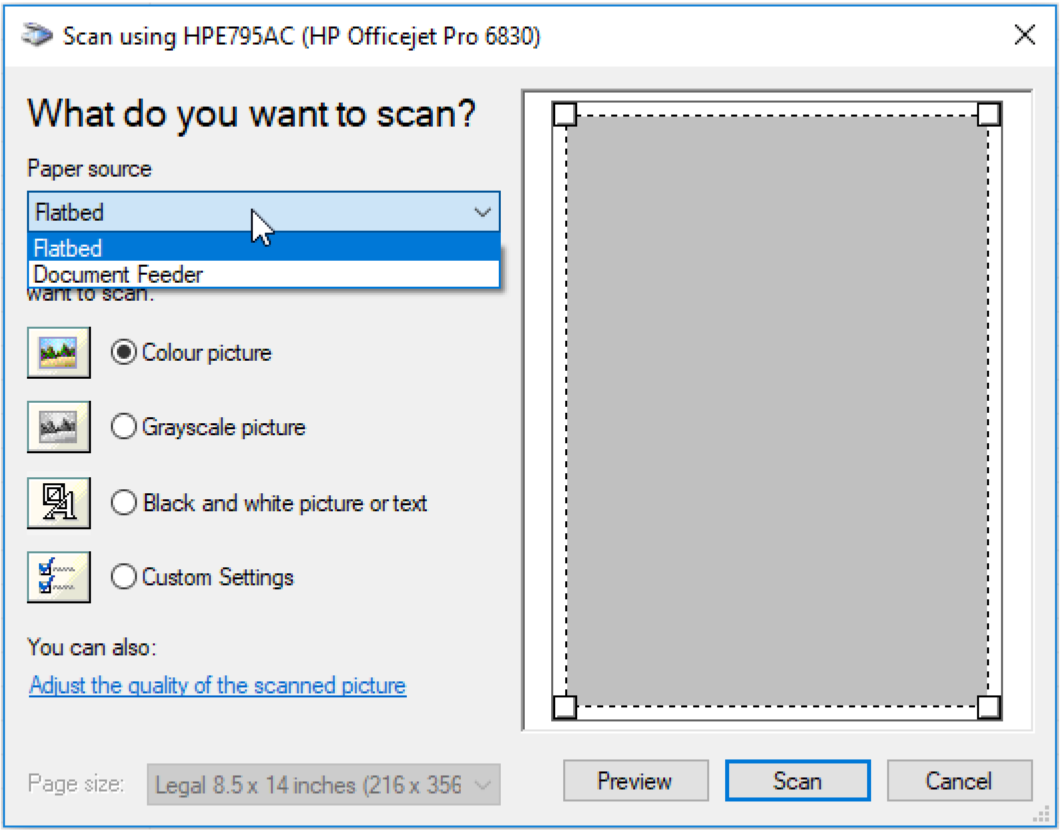
Scan Document

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



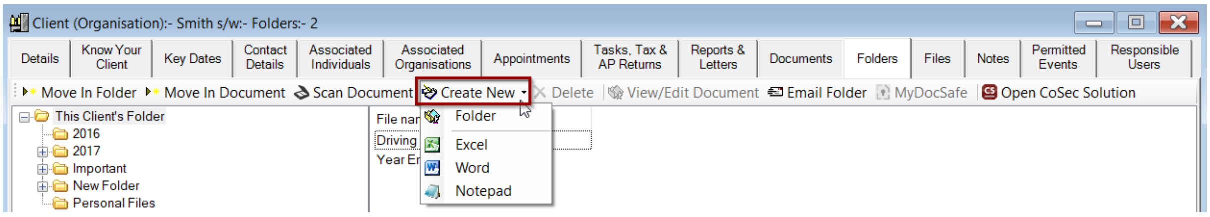
- Select the **Paper Source** type (Flatbed/Document Feeder)
- Select the type of picture you want to scan
- Click on **Scan**

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

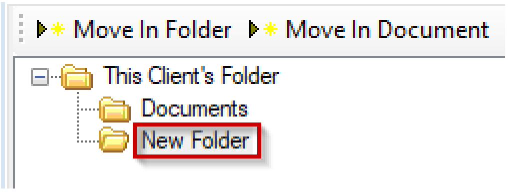
Create New

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

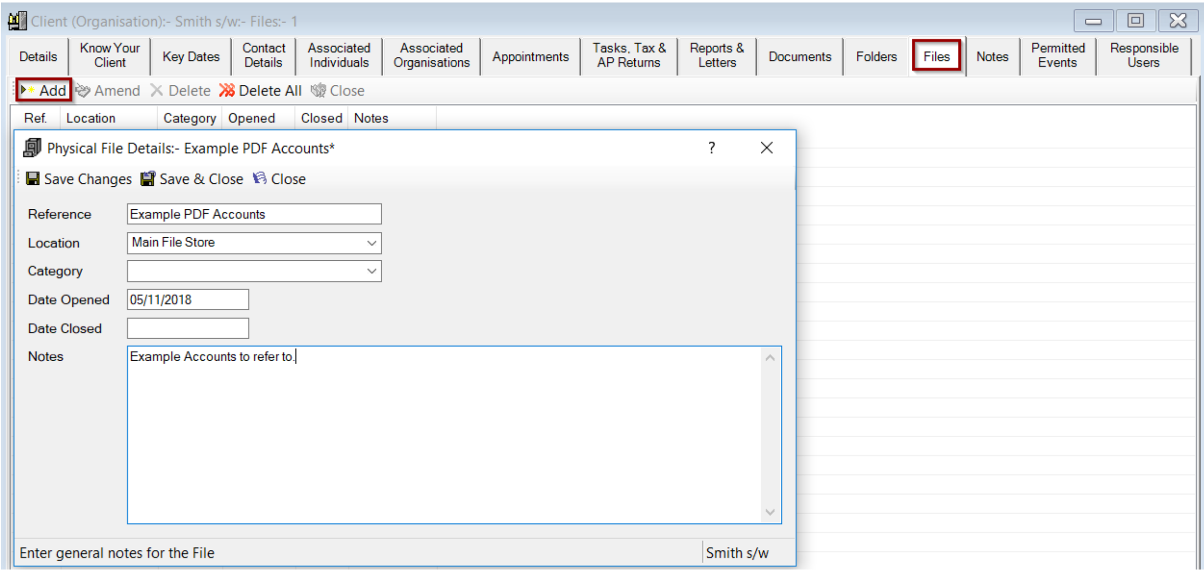


- Right click on **New Folder** and click **Rename**
- Rename the folder relevant to this client
- To move documents between the different folders, simply drag the document to drop this into the folder of choice

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**

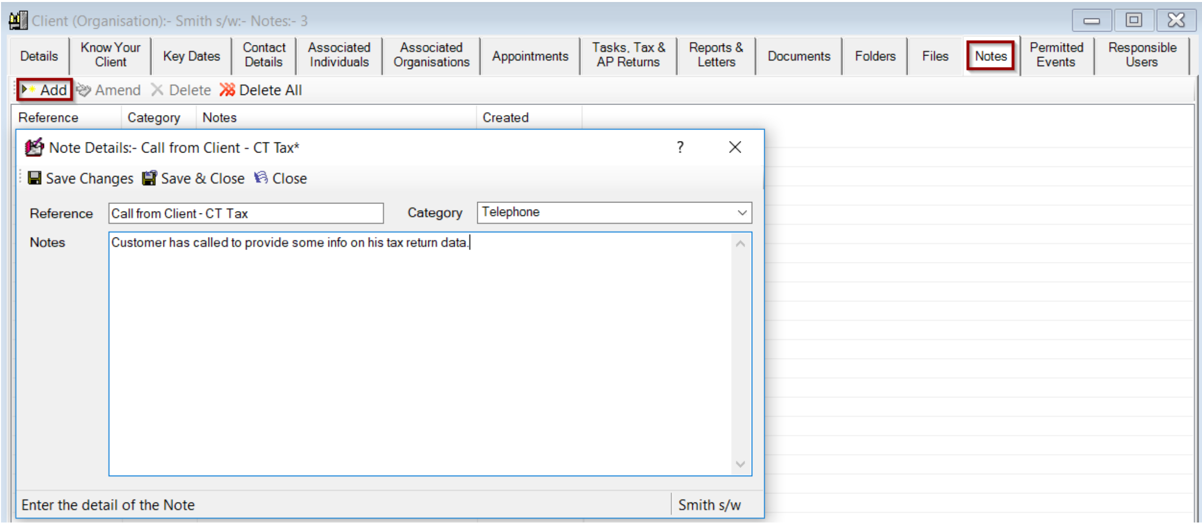


- Complete relevant section like reference, location, date opened/closed and any notes
- Click **Save & Close**

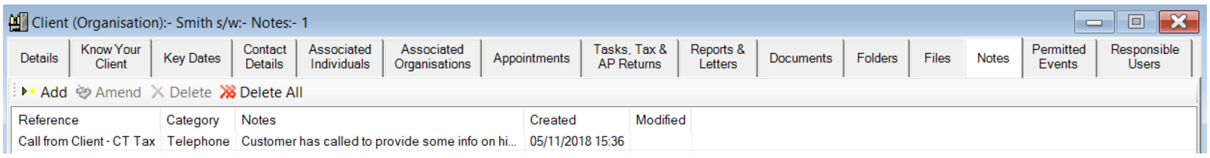
Client Notes

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.

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

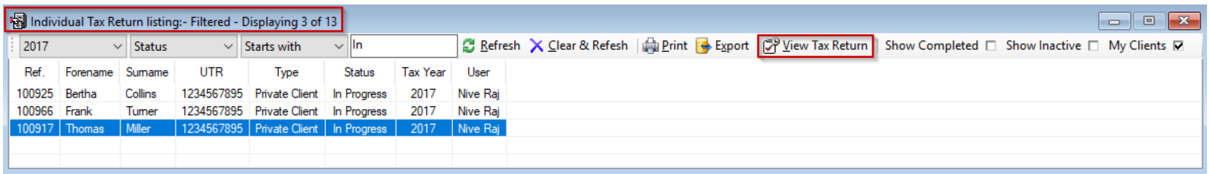
Year End Accounts Status – Year End Accounts, Companies House Submission Status

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

- 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



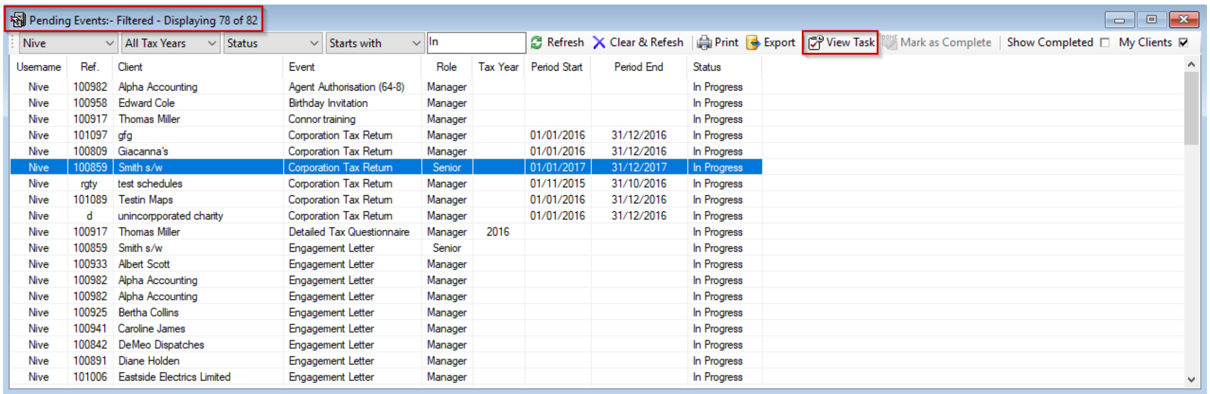
- You are able to go into the Tax Return from within this window by selecting the task and then clicking on **View Tax Return** or by double right clicking on the Tax Return.

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**.



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	gfg	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	rgty	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	unincorpporated 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

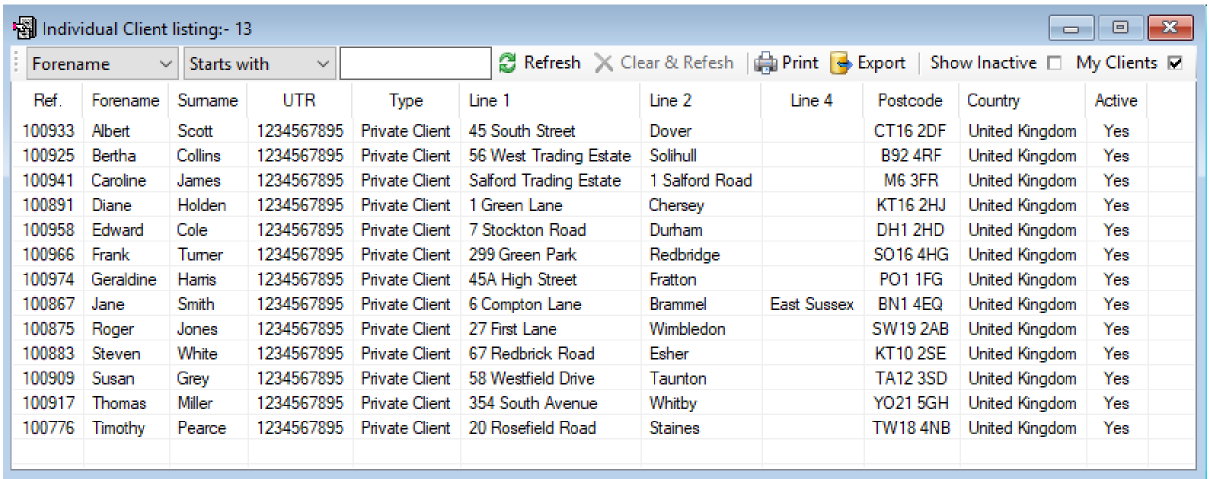
Client

Client List

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

Individual Clients

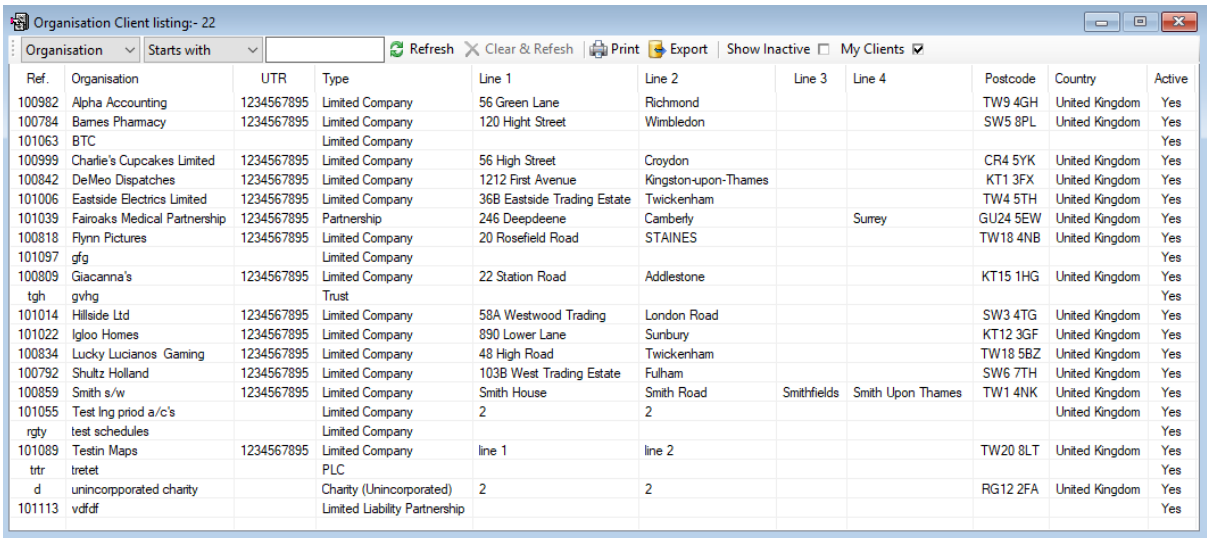
To produce a report on the list of your individual clients, go to **Reports** > **Client** > **Client List** > **Individuals** from the top toolbar.



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	Harris	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

Organisation Clients

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



Organisation Client listing:- 22

Organisation | Starts with | Refresh | Clear & Refesh | Print | Export | Show Inactive | My Clients

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 Deepdeene	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	gvhg		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 lng 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	unincorpporated charity		Charity (Unincorporated)	2	2			RG12 2FA	United Kingdom	Yes
101113	vdfdf		Limited Liability Partnership							Yes

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.

Compliance Dates:- 24

Client | Starts with | Refresh | Clear & Refesh | Print | Export | Show Inactive | My Clients

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.

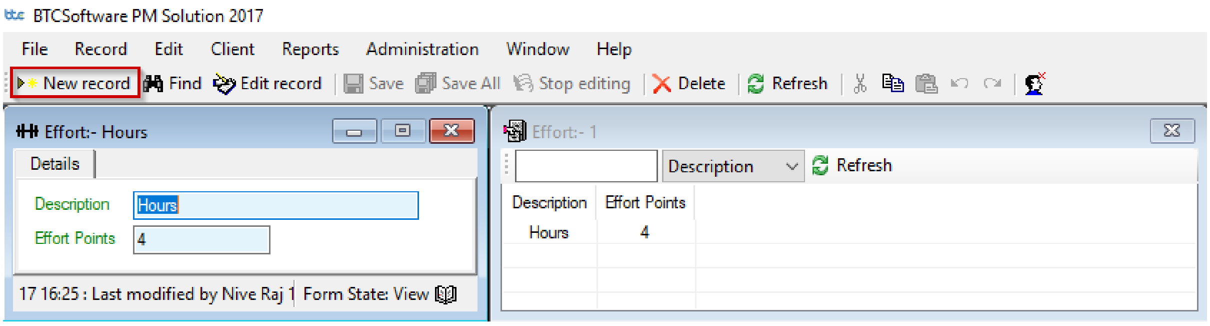
You are able to produce two types of effort summaries report as mentioned below. You would have had to add effort details for the client's events while adding a task/appointment in the system. For more information please see here.

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

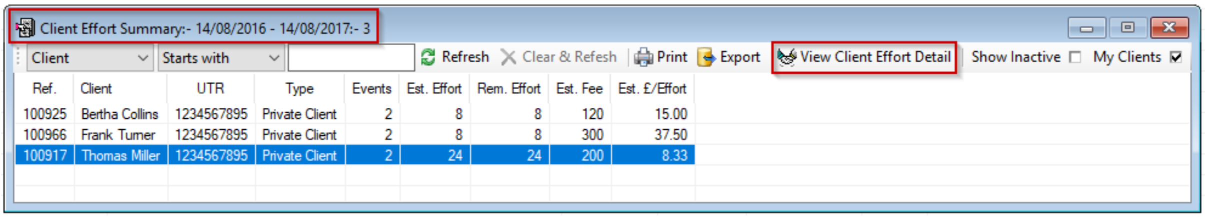


- Click on **New Record** on the toolbar
- Enter **Description** & **Effort Points**
- Click on **Save**

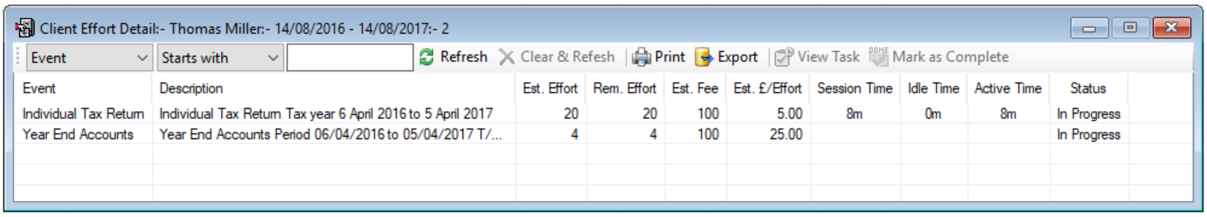
Client Effort Summary Report

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**



- 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**

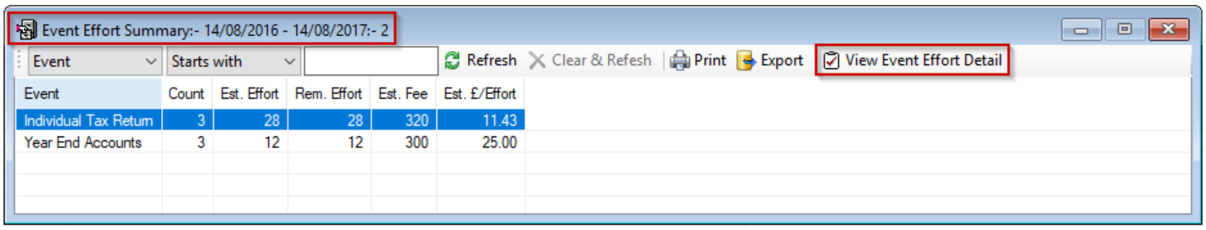


- The above report lists effort data for a particular client's events in the system

Event Effort Summary report

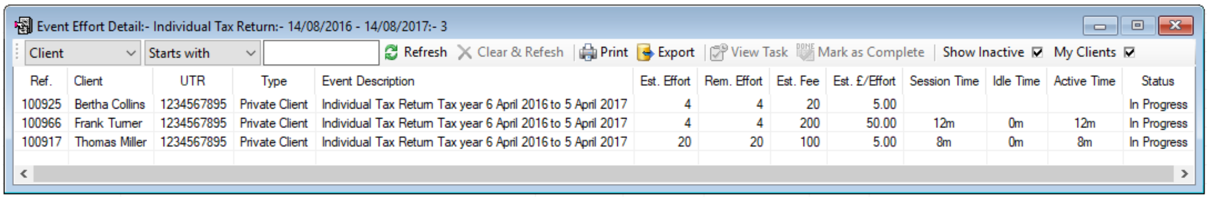
The Event Effort Summary report produces a list of the type of events worked on in the system along with effort data, for example Estimated Fee. You are also able to drill down to be able to view the effort details for a particular type of event along with its client's details. Please follow the instructions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

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



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

- 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. £/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

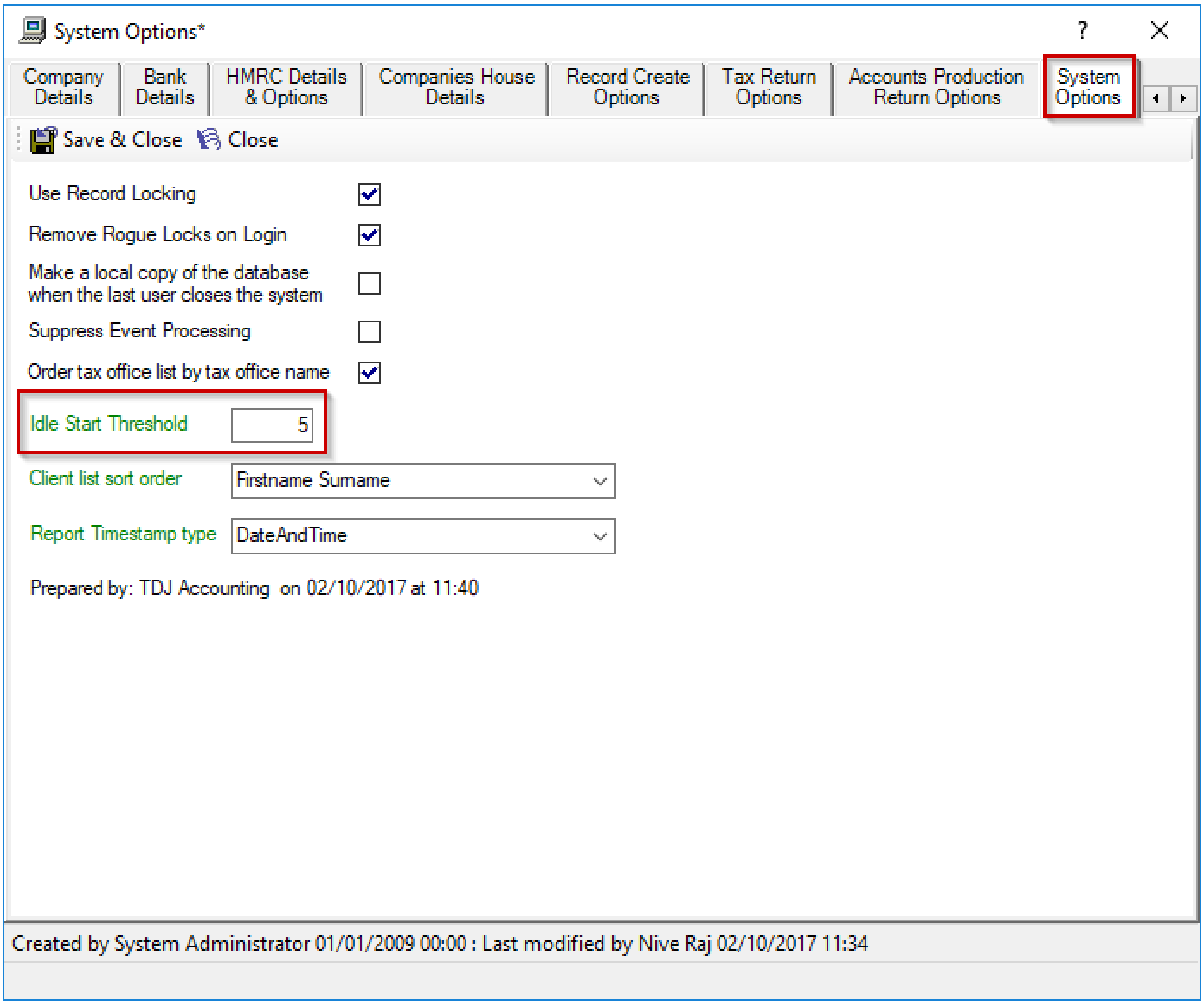
- The above report lists effort data for a particular event type along with the associated client
- Double right clicking on an event will open the task

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

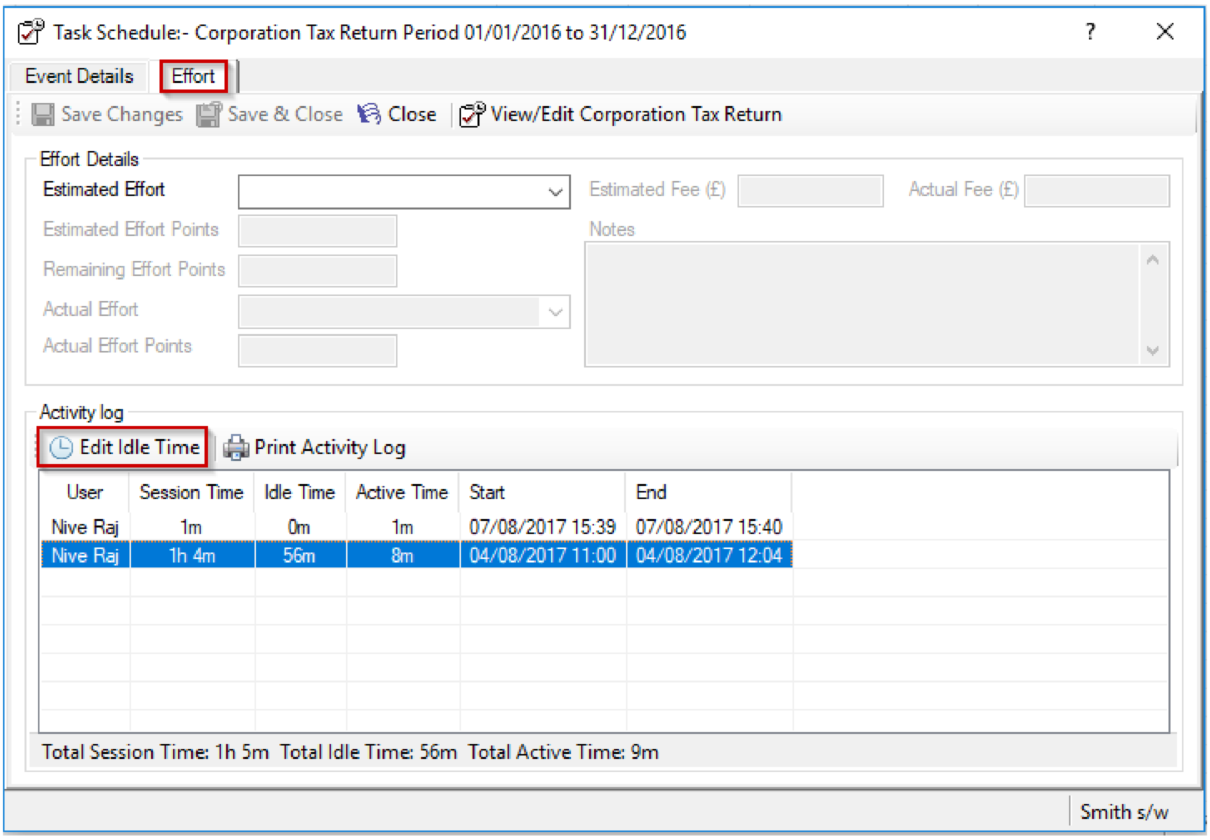


- Go to the **System Options** tab
- The **Idle Start Threshold** is set up as 5 minutes (*according to the above image*)
- This can be edited if necessary
- Click on **Save & Close**

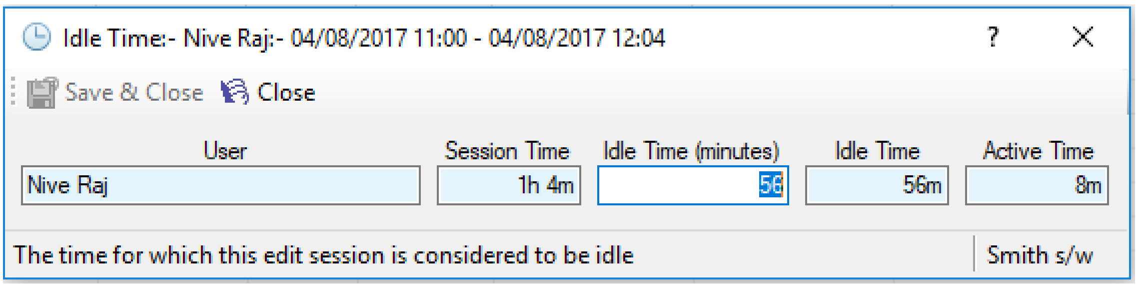
For example; the **Idle Start Threshold** is set to 5 minutes. This will mean that when a task is on edit mode and if there are no active key strokes/entries being made on the task for 5 minutes or less, Idle time is calculated at 0 minutes. However, if this was for 6 minutes the **Idle time** on the 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 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



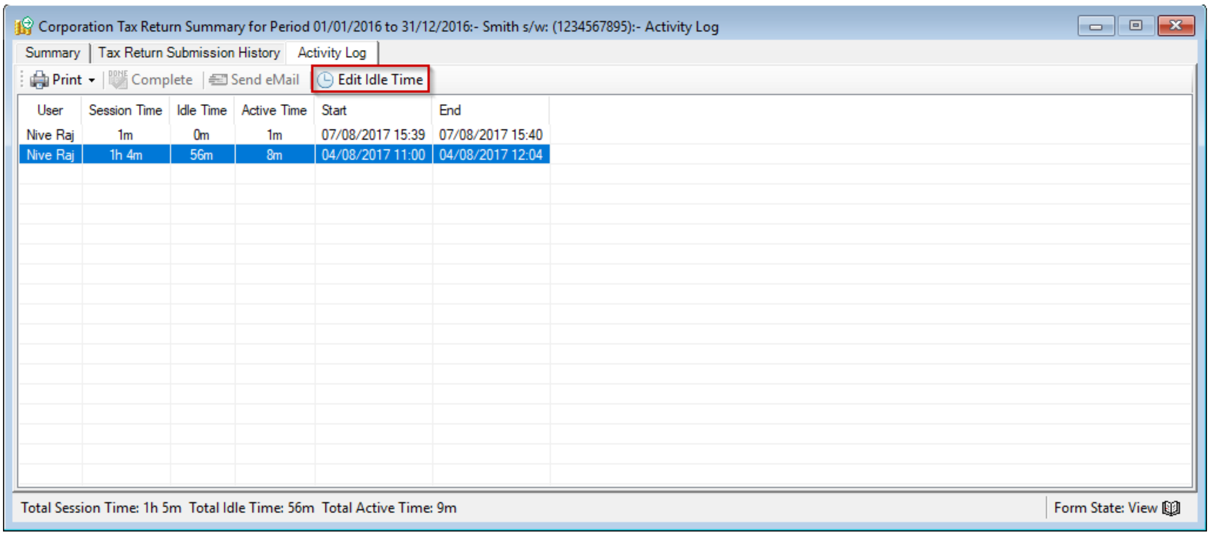
- Select the data to be edited from the **Activity log** section
- Click on **Edit Idle Time**



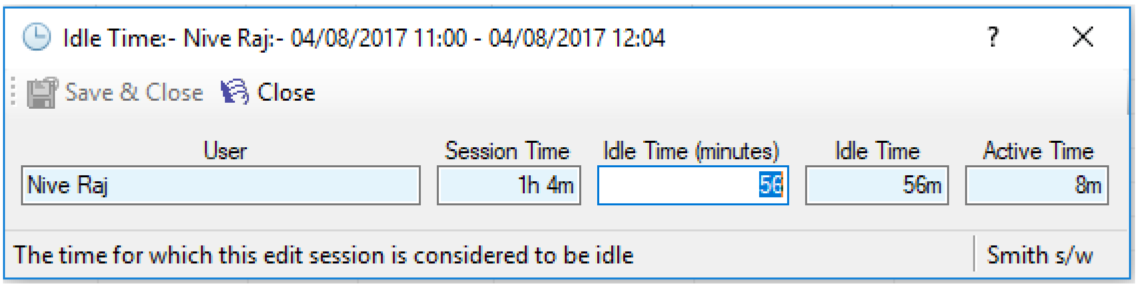
- Now Amend the **Idle Time (minutes)**
- Click on **Save & Close**

Editing the Idle Time from the Task summary screen

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



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

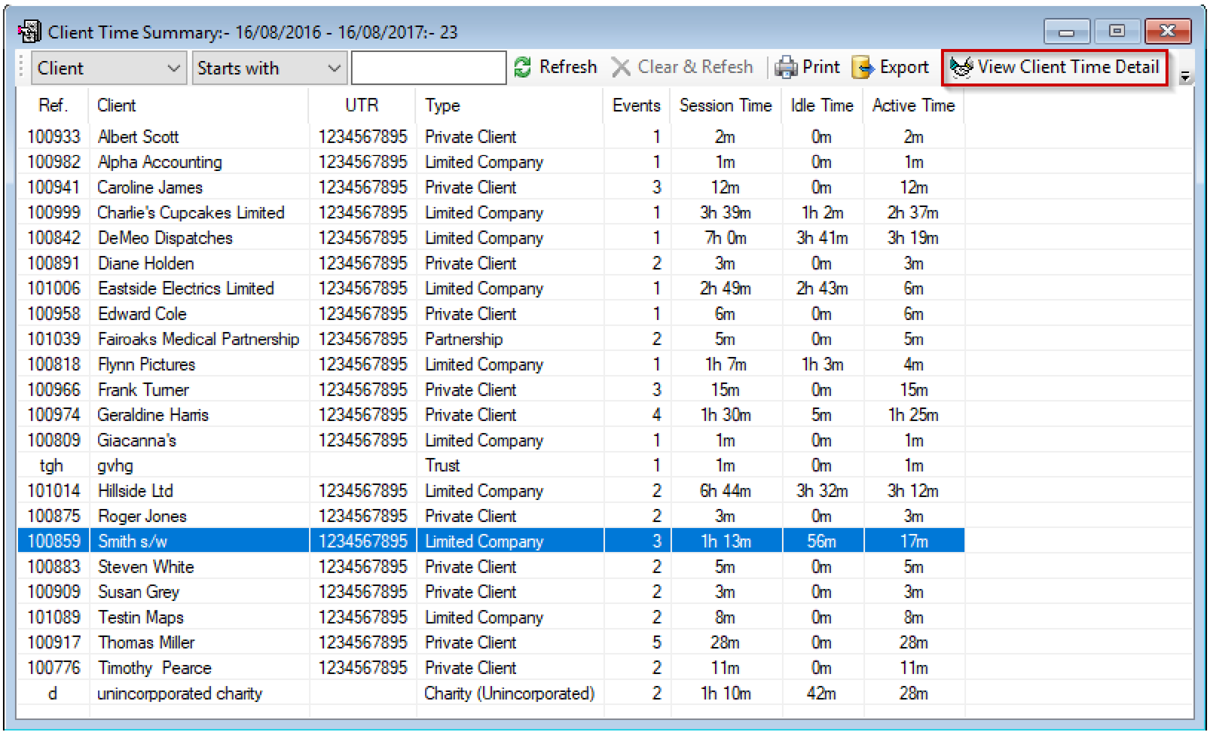


- Now Amend the **Idle Time (minutes)**
- Click on **Save & Close**

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

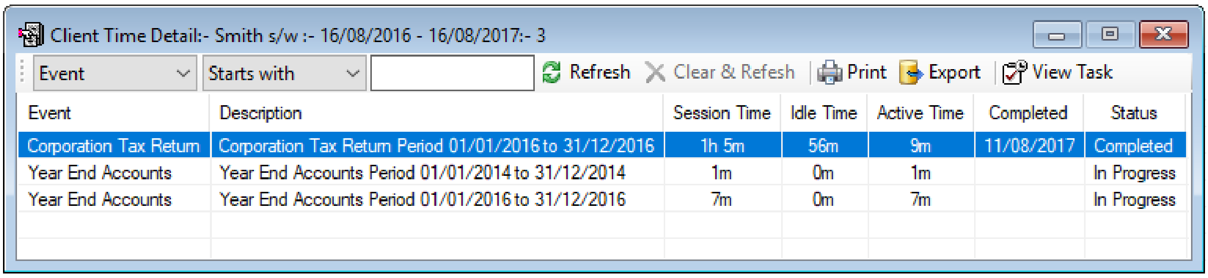
Client Time Summary

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



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 Harris	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/w	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	unincorpporated charity		Charity (Unincorporated)	2	1h 10m	42m	28m

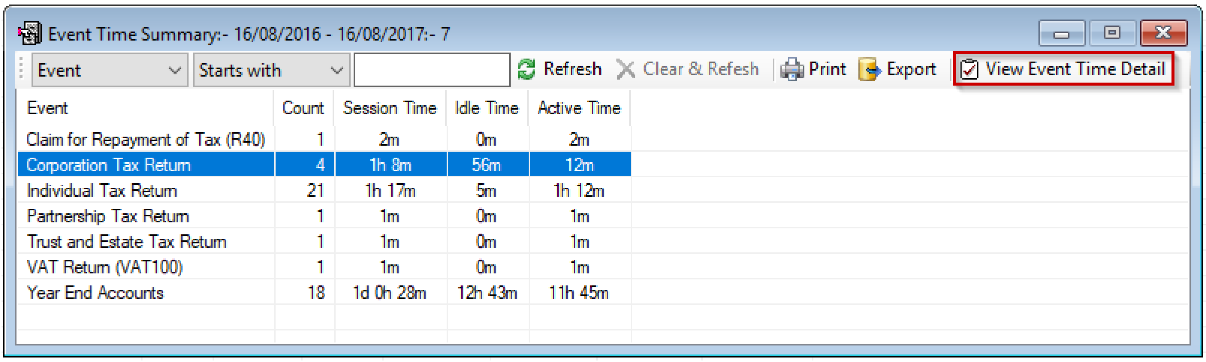
- Above is a list of clients along with their overall activity time log data.
- To view a particular client's detailed time log, select the client from the list
- Click on **View Client Time Detail** or;
- Double right click on a client from the above list to open the **Client Time Detail** for that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



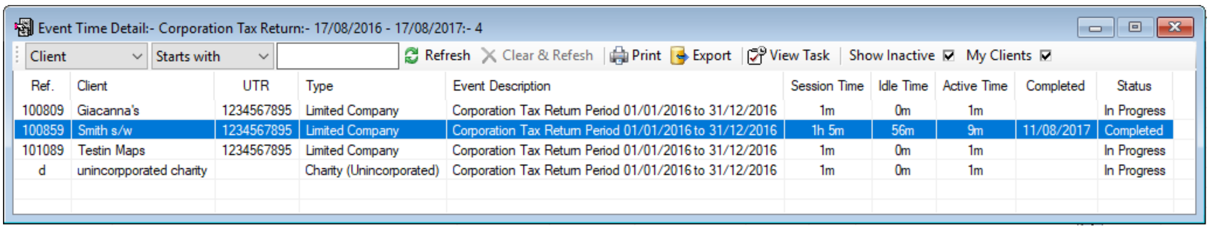
- Above is a list of events for this particular client along with their time log data for each event.

Event Time Summary

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



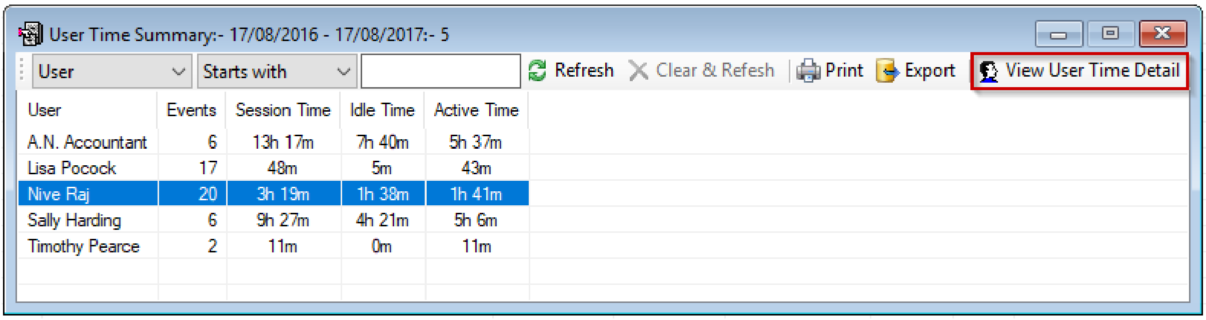
- Above is a list of events in the system with their overall activity time log data.
- To view a particular event type's detailed time log, select the event from the list
- Click on **View Event Time Detail** or;
- Double right click on an event from the above list to open the **Event Time Detail** for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



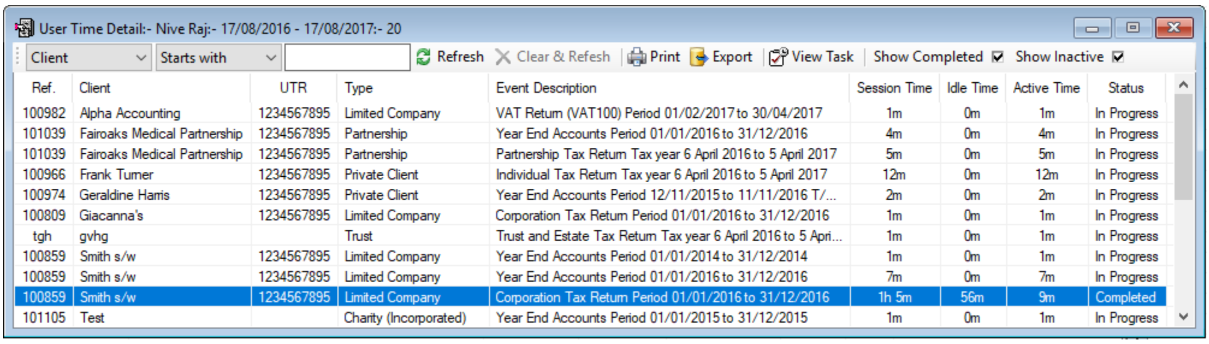
- Above is a list of clients for this particular event along with their time log data.

User Time Summary

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



- 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



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

Report and Template Design

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

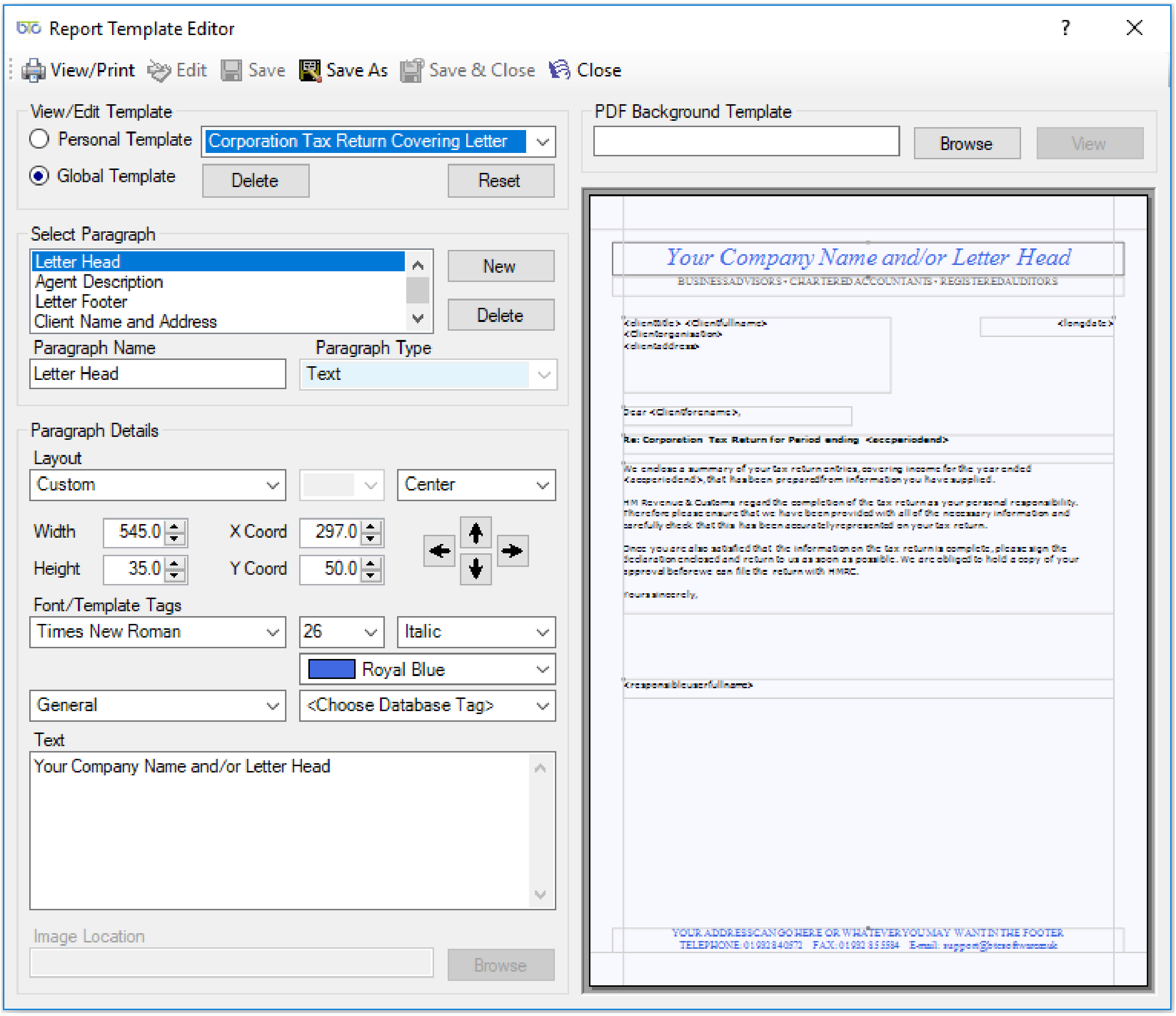
Tax Return Covering Letters

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**



- 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.

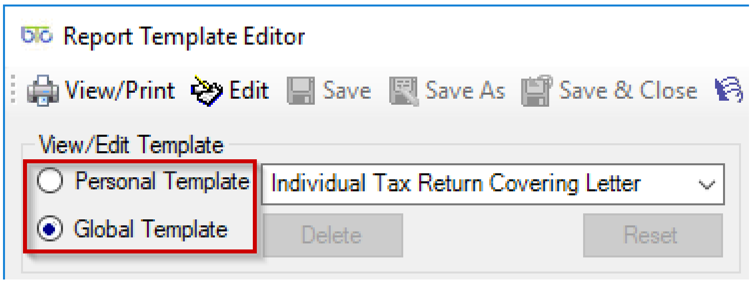
Global/Personal Template Version

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.

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

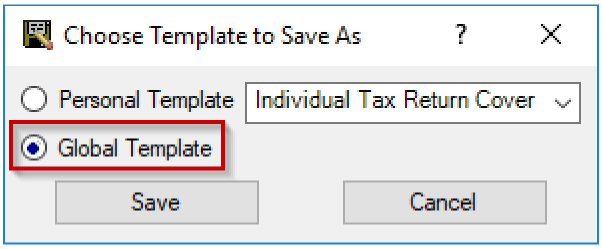
If you do not want to use the personal template going forward and want to use the global template option that the entire office uses:

- 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**

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].

- 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:

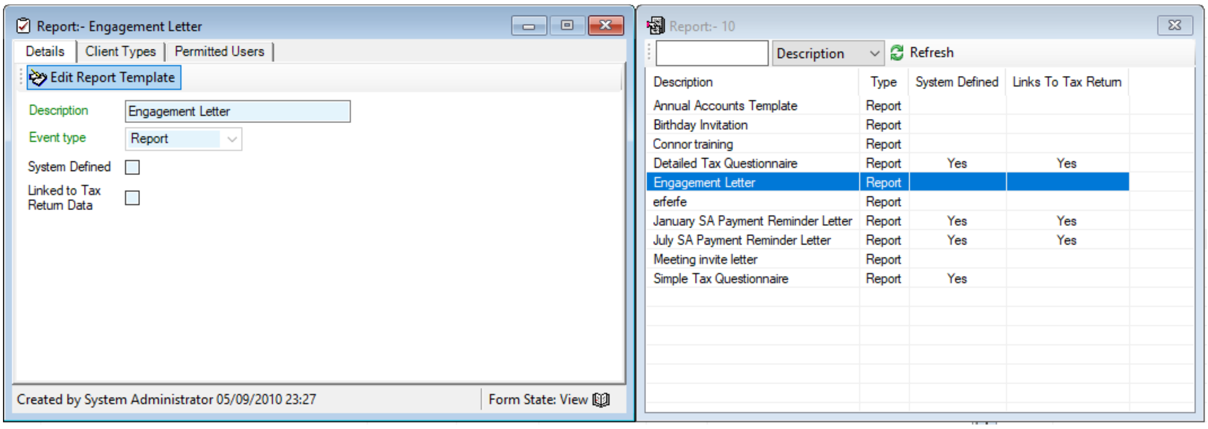
- Create a pdf document which has your company's header and footer
- Under the **Select Paragraph** option, choose and delete **Letter Head**, **Agent Description**, **Letter Footer**
- Click on **Browse** next to **PDF Background Template**
- Choose the PDF document you created and open

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

Client Letters

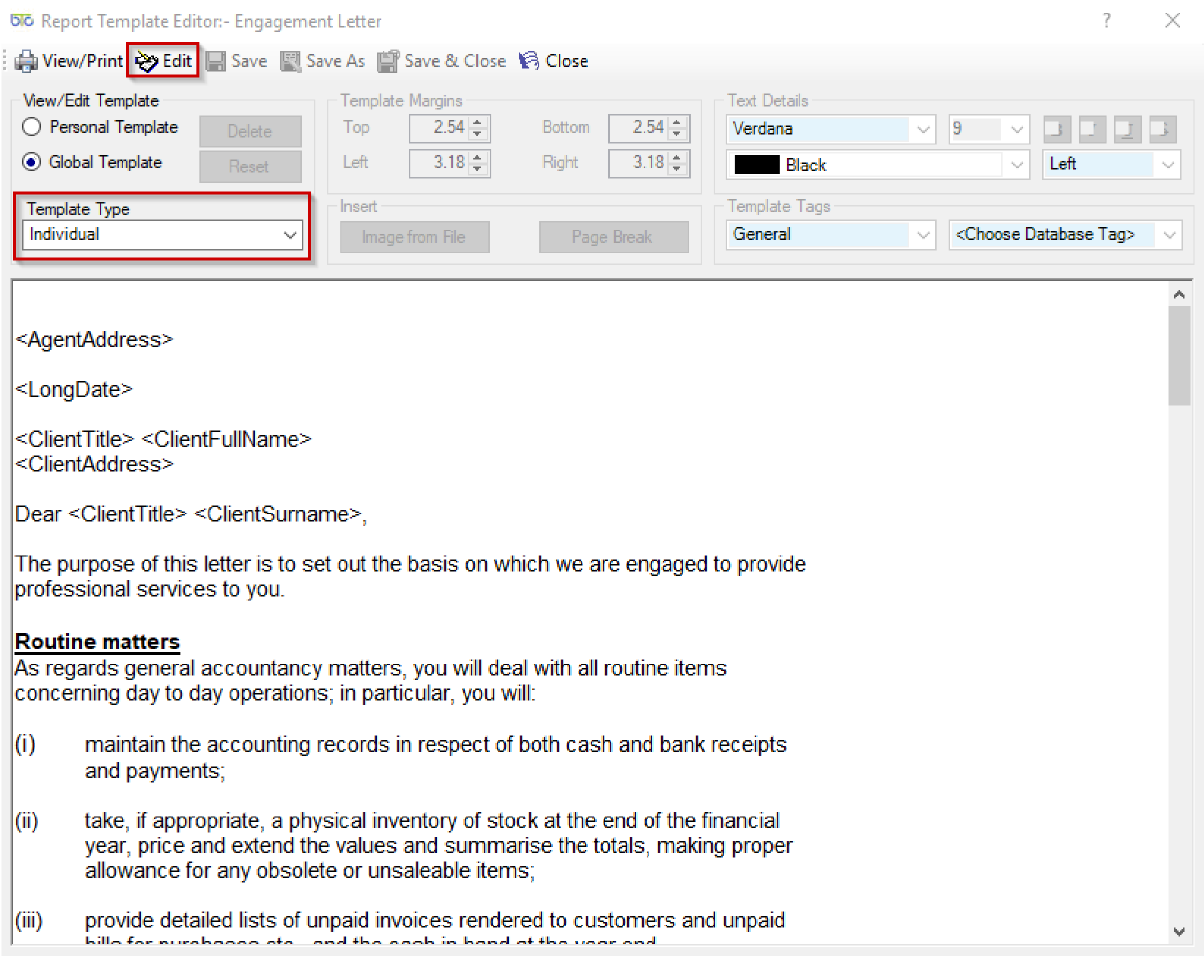
The Client Letters section can be used to create your own standard letters/reports to be sent to clients. You also have a few standard templates like Engagement Letters, Tax Questionnaires, etc.

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



Editing an existing template

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



- 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**:

    - 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

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

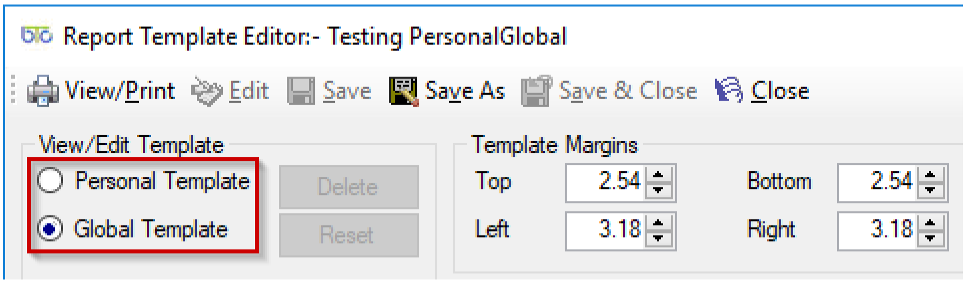
Global/Personal Template Version

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:

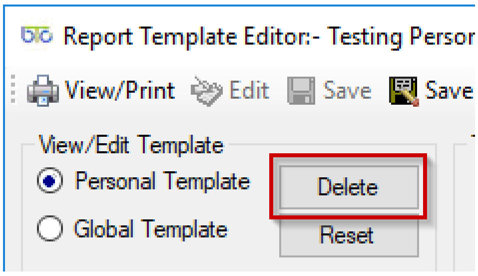
Delete Personal and use the default Global Template

Save the Personal Template as the Global Template

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**

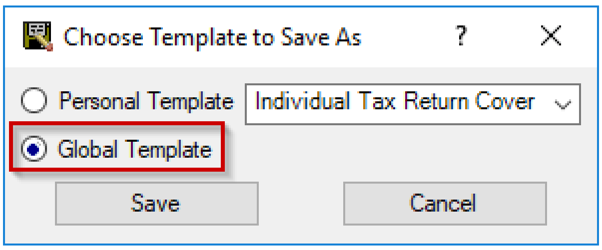


- Then, click on **Delete**

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**

- Click on **Save**

Go back to Editing Client Letters

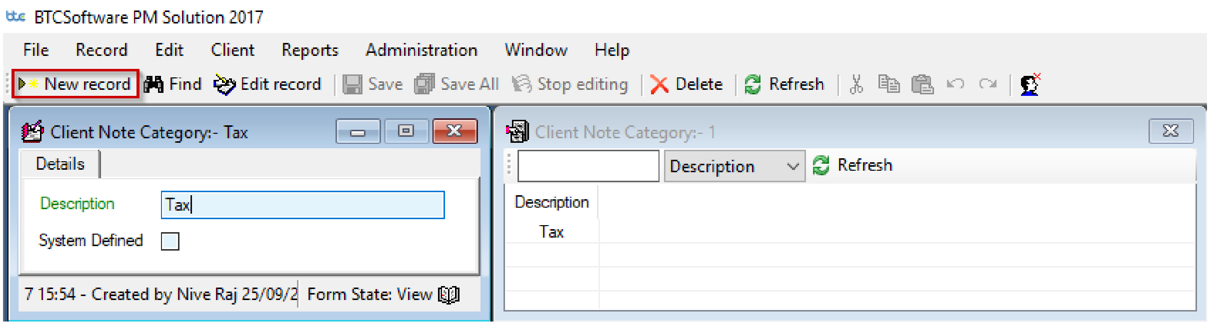
Creating Additional Data Types/Categories

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**

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 or call on 0345 241 5030.

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

- 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

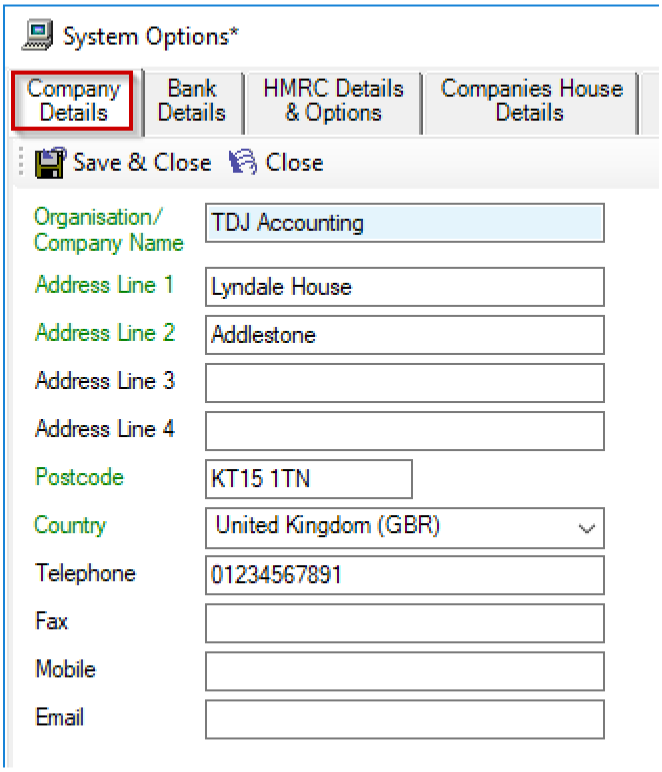
The System Options section contains company details, bank details, HMRC and Companies House filing credentials and options, record create options for clients and events, tax return options, accounts production return options and document management system options.

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

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

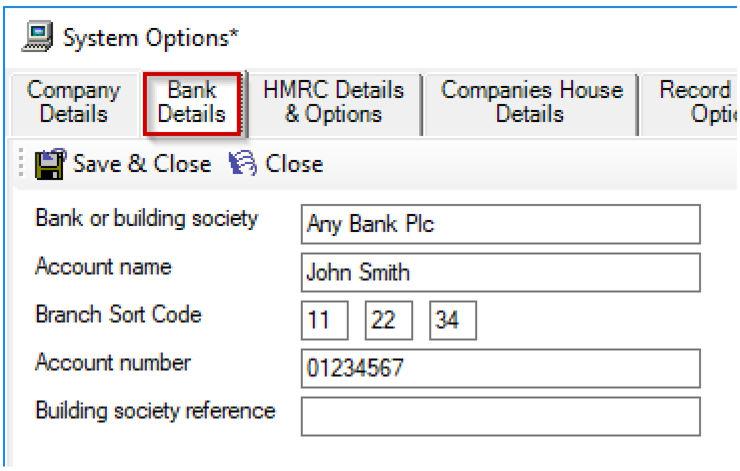
Company Details

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



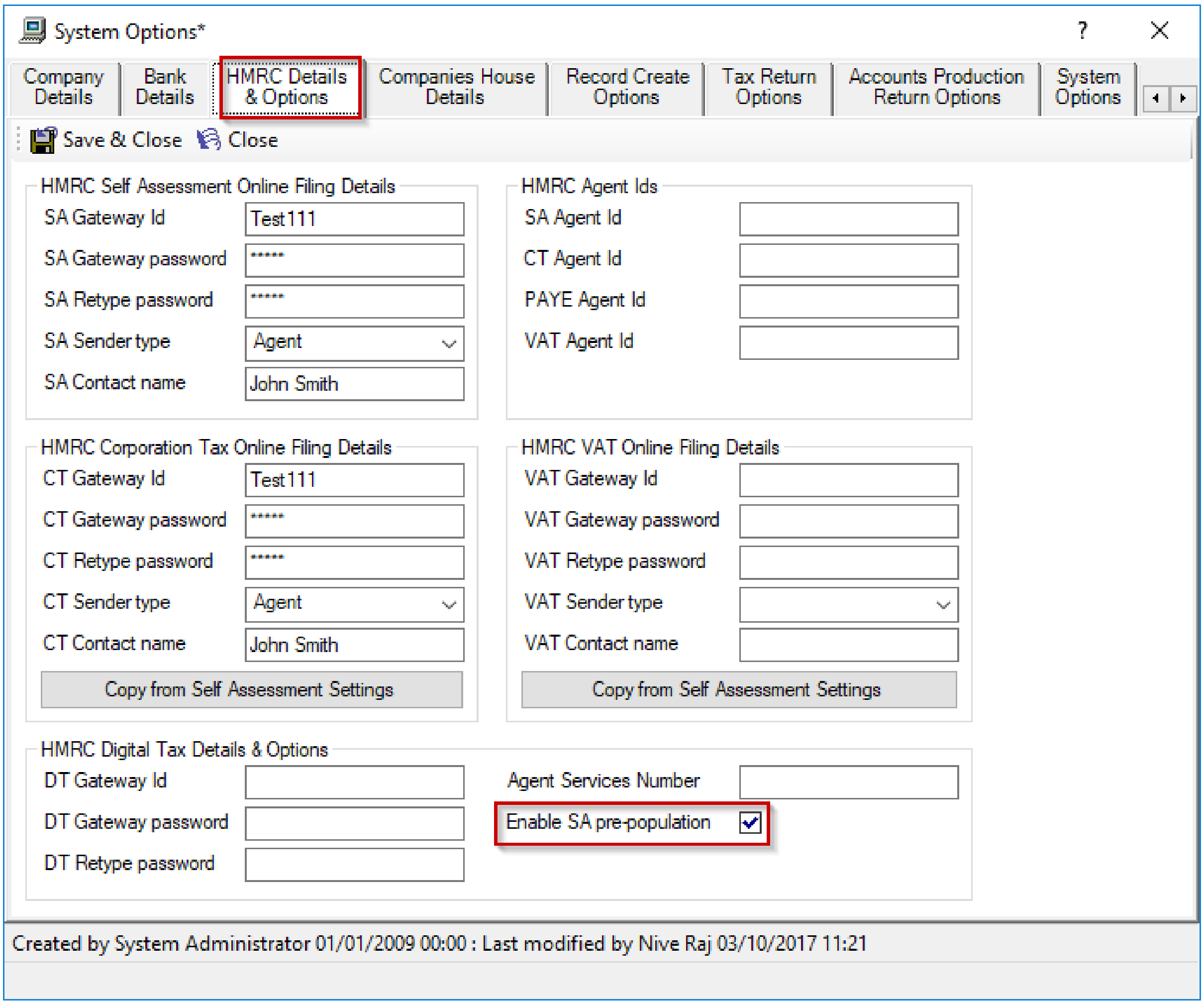
Bank Details

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



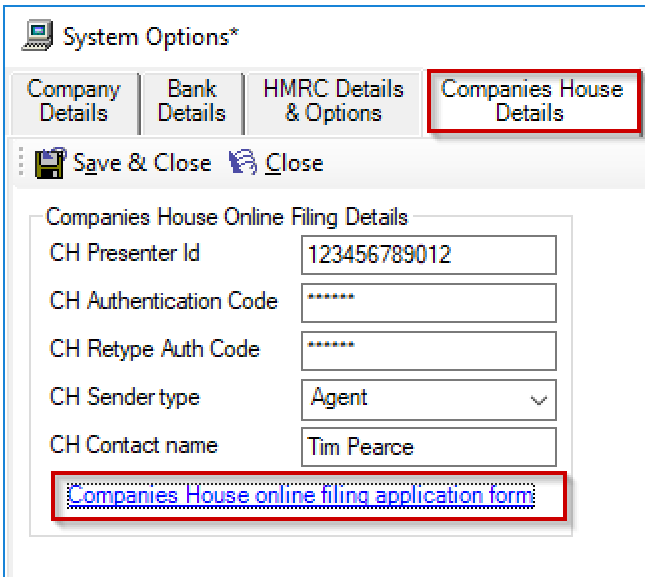
HMRC Details & Options

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.



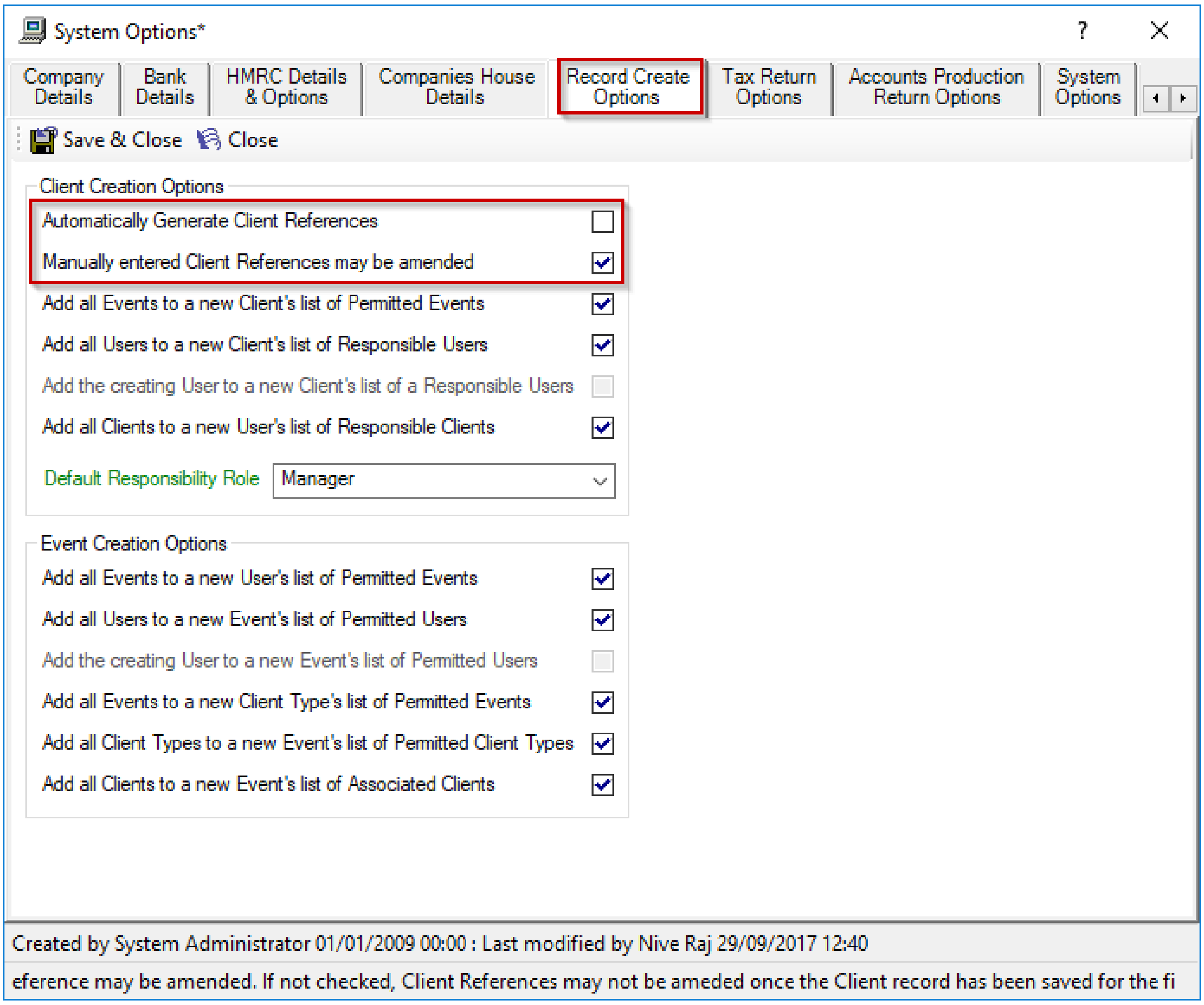
Companies House Details

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:



Record Create Options

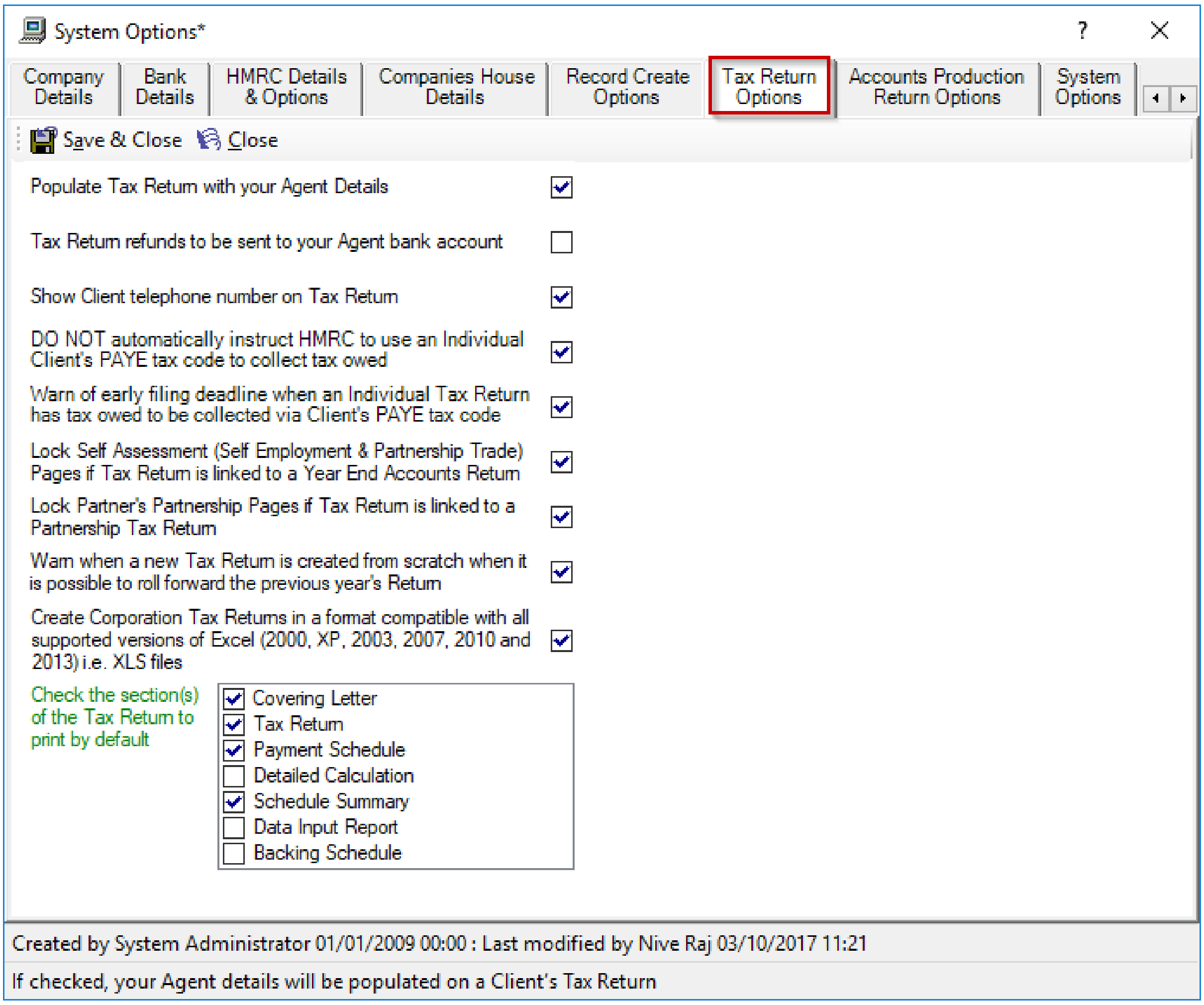
You can set up Client Creations and Event Creation Options from the **Record Create Options** tab. Please see an example of how you would turn off automatic generation of client references and have the ability to amend manually created client references:



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

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**.

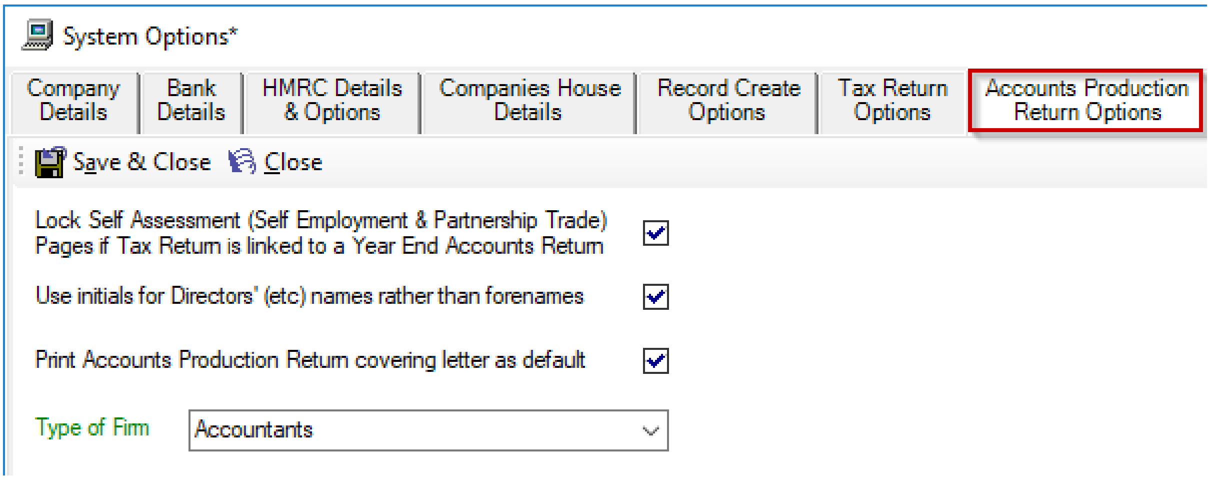


Accounts Productions Return Options

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

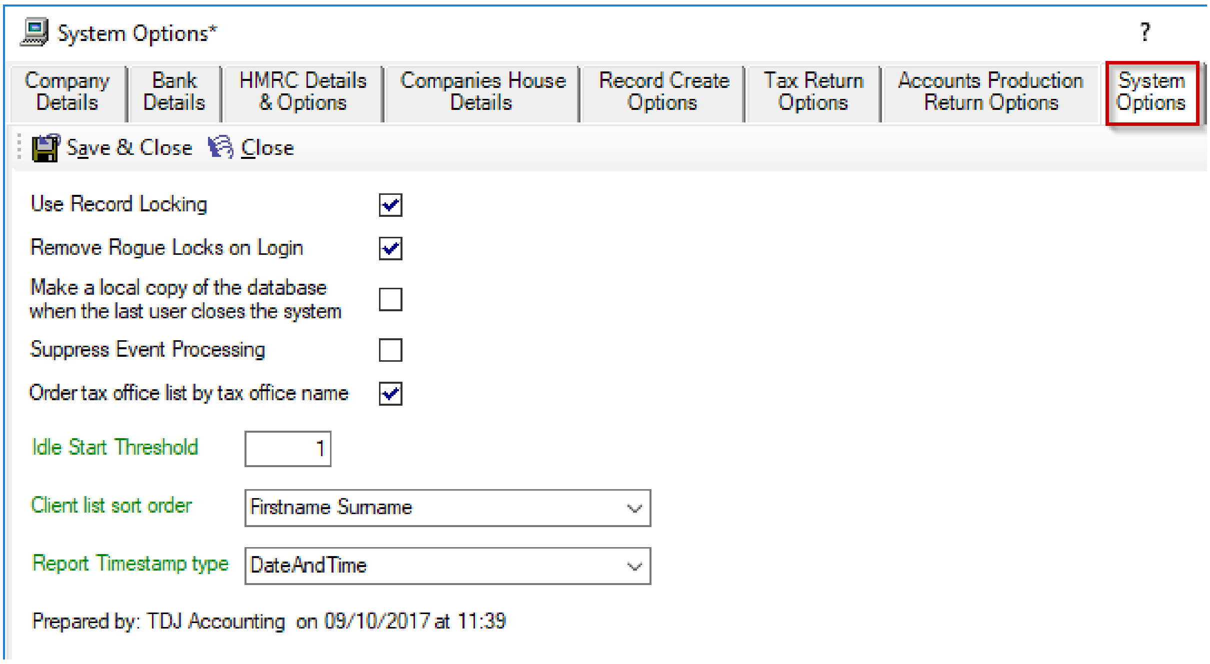
- Lock Self-Assessment (Self Employment & Partnership Trade) Pages if Tax Return is linked to a Year End Accounts

- 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

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



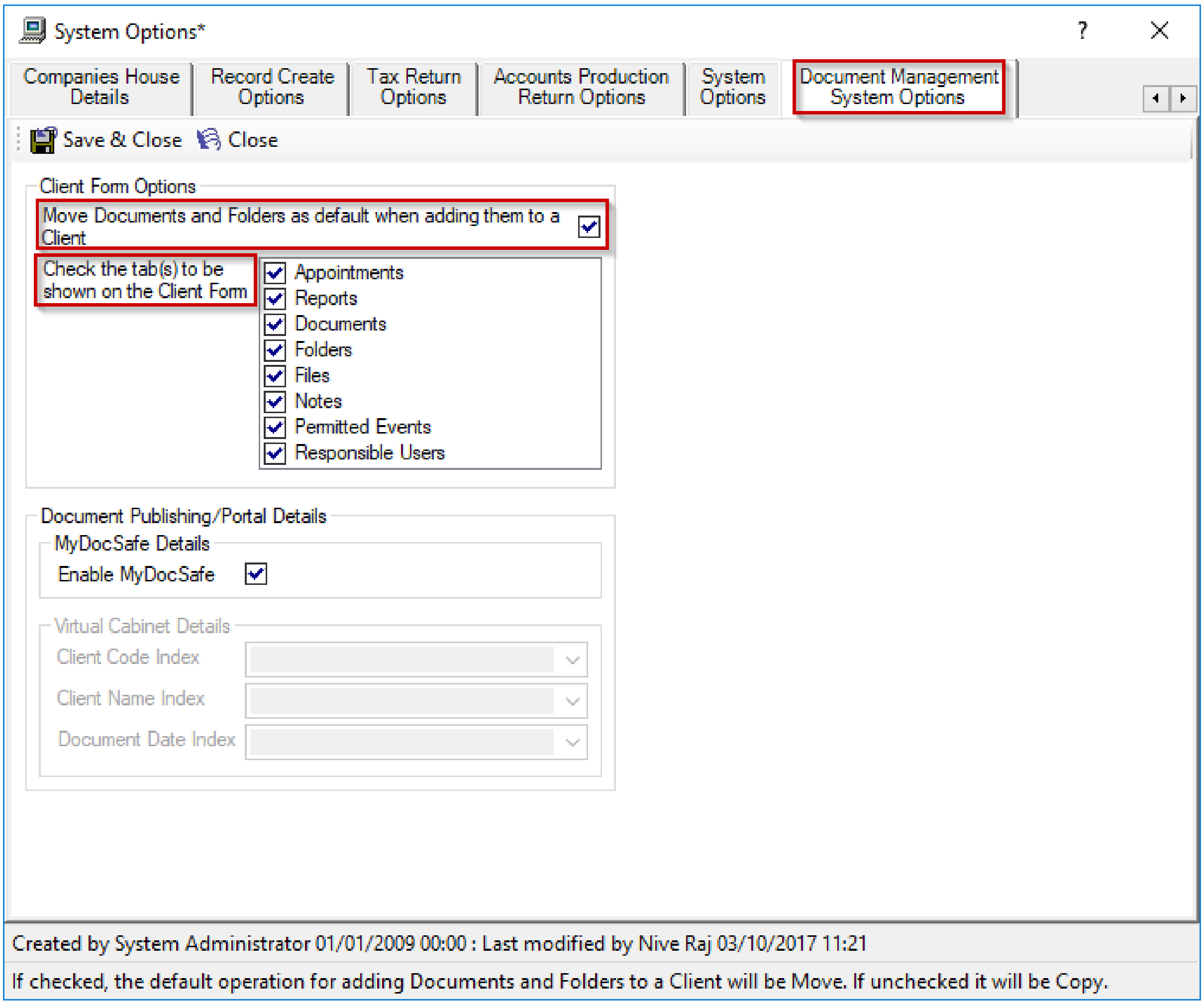
- **Use Record Locking box:** Check this box to prevent two users from changing the same data at the same time. Uncheck with care
- **Remove Rogue Locks on Login**: Check this box if you want to automatically remove locks held by a given User when they login
- **Make a local copy of the database when 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 odder option from the drop-down menu
- **Report Timestamp type**: Choose the type of timestamp you wish to be printed on the reports

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:



- 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**