



Accreditation

A step-by-step guide to FreeAgent's core functionality

2024



freeagent.com

Welcome!

Welcome to the manual for the Accreditation module for 2024. This module will update you on new FreeAgent features and help improve your knowledge of FreeAgent's core functionality.

Completing the Accreditation module will ensure that you keep your knowledge up to date and retain your accredited partner status.

The Accreditation exam includes questions on new features and also includes questions on the functionality covered in the FreeAgent Essentials module.

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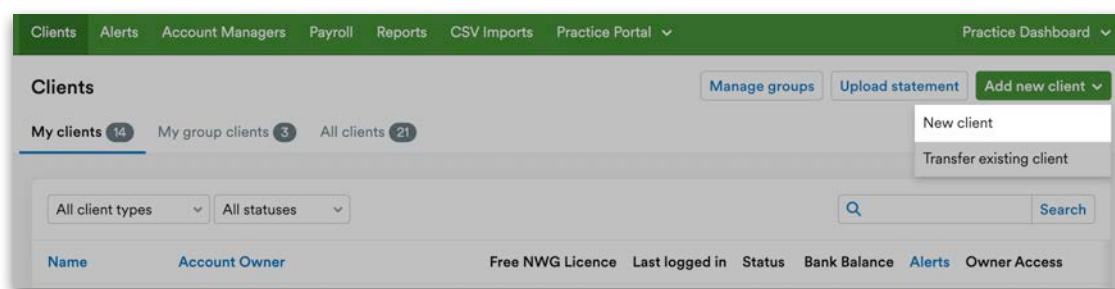
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1. Licence setup

In this section, we'll walk you through how to set up a FreeAgent licence and then prepare it for your client to use.

Step 1: Create the licence

A FreeAgent licence is created in two stages. The first stage involves setting it up on your Practice Dashboard. To do this, navigate to the 'Clients' tab, select 'Add new client' in the top-right corner and then choose 'New client' from the drop-down menu.



Next, you'll need to enter some basic information to set up the first part of the licence. In FreeAgent, the rule of thumb is that if a field has a red star next to it, information needs to be entered.

The first required field is for the client's business name. If the business is a limited company, it would be the limited company's name. If your client is a sole trader, partnership or landlord, the business name would be their name.

The next field is the subdomain, which determines the URL - the web address - for the client's FreeAgent licence. Subdomains have to be unique and can't contain spaces or special characters.

New client

Client Details

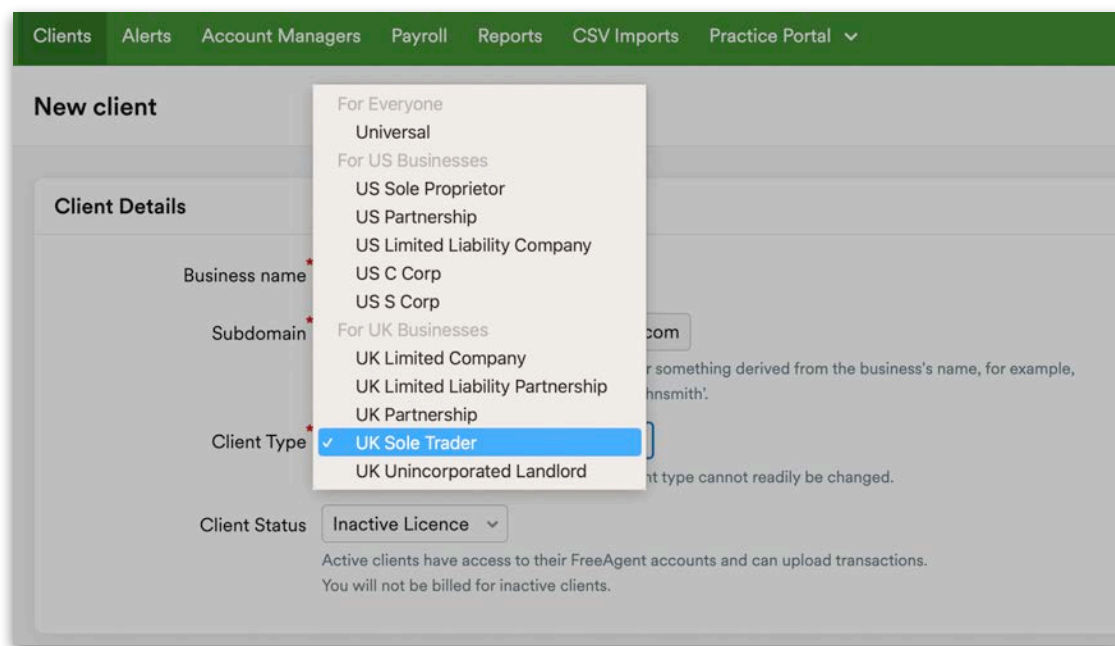
Business name * John Smith Ltd

Subdomain * johnsmith .freeagent.com

This may be your client's reference number or something derived from the business's name, for example, a business called John Smith Ltd could be 'johnsmith'.

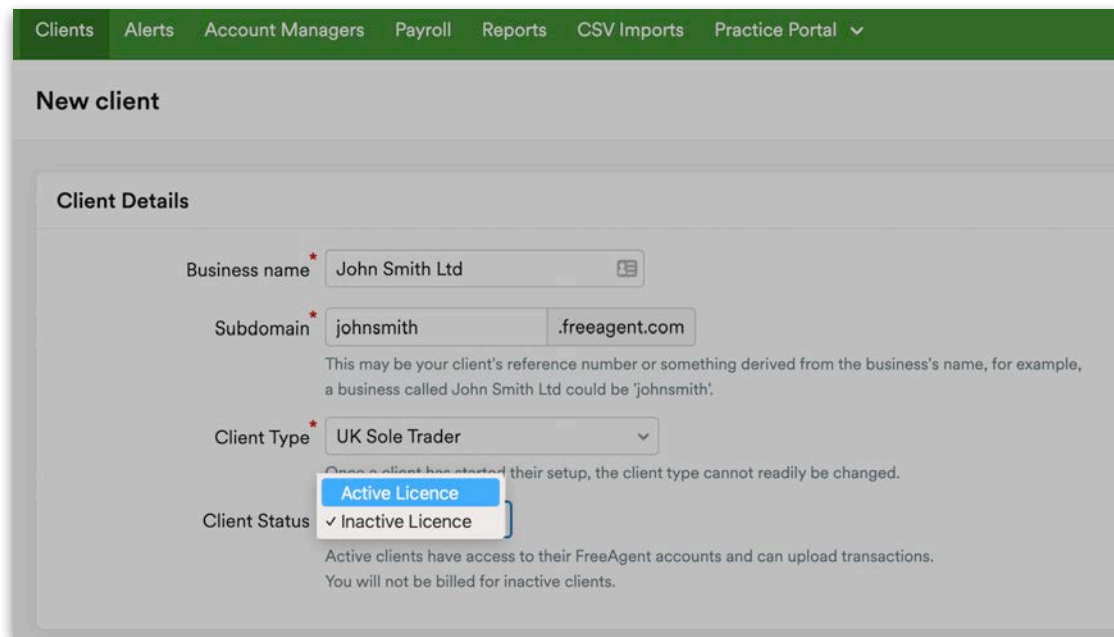
With this in mind, we normally recommend that you put your practice initials at the start of the subdomain, followed by a word derived from your client's business name, and finally add your client's code from either your CRM or your files to the end of the subdomain. For example, **FTsmith001**

The 'Client type' field lets you choose the type of licence you want to use for your client. You have five options for UK businesses: 'Limited Company', 'Limited Liability Partnership', 'Partnership', 'Sole Trader' or 'Unincorporated Landlord'.



The screenshot shows the 'New client' form in a software application. The top navigation bar includes 'Clients', 'Alerts', 'Account Managers', 'Payroll', 'Reports', 'CSV Imports', and 'Practice Portal'. The 'Client Details' section is visible, showing fields for 'Business name', 'Subdomain', 'Client Type', and 'Client Status'. A dropdown menu is open for 'Client Type', listing options for 'For Everyone', 'For US Businesses', and 'For UK Businesses'. The 'UK Sole Trader' option is selected. The 'Client Status' is set to 'Inactive Licence'. A note at the bottom states: 'Active clients have access to their FreeAgent accounts and can upload transactions. You will not be billed for inactive clients.'

Next, you will need to set the 'Client status' to 'Active', which means you can use the licence and finish the setup. If you leave the status as 'Inactive', the licence will be in read-only mode and you and your client will not be able to use it.



Clients Alerts Account Managers Payroll Reports CSV Imports Practice Portal ▾

New client

Client Details

Business name* John Smith Ltd

Subdomain* johnsmith .freeagent.com

This may be your client's reference number or something derived from the business's name, for example, a business called John Smith Ltd could be 'johnsmith'.

Client Type* UK Sole Trader

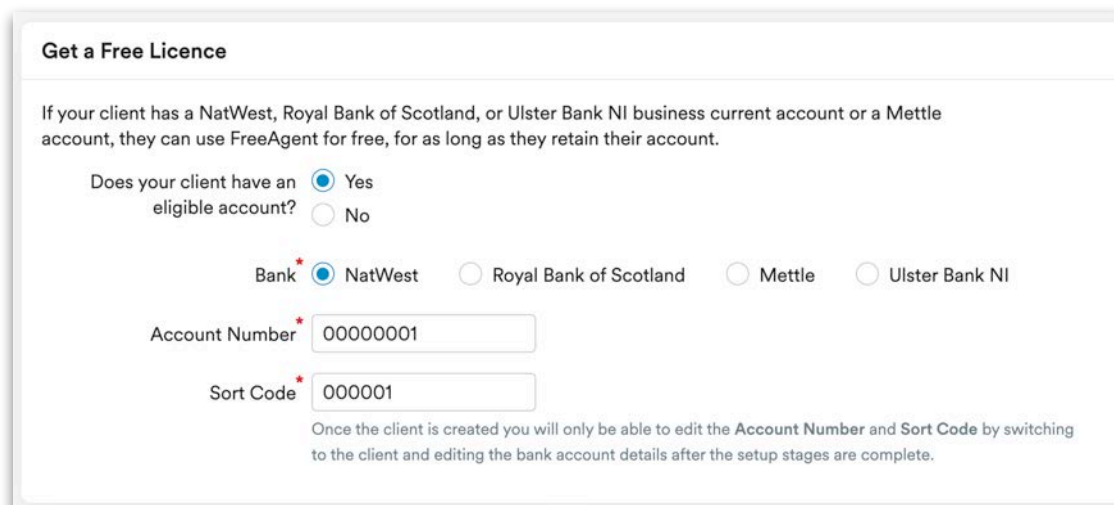
Once a client has started their setup, the client type cannot readily be changed.

Client Status* Active Licence

Active clients have access to their FreeAgent accounts and can upload transactions. You will not be billed for inactive clients.

Please note that when you mark a licence as 'Active', it will also become billable, unless it's a free licence that's included with a NatWest, Royal Bank of Scotland or Ulster Bank business bank account or a Mettle account.

To set up a free licence for your client, select 'Yes' in the next section and choose from one of the four options provided. You can only set up a free licence if your client has a business account with one of the four banks shown. If they do, you will need to input their account number and sort code. If you don't have those details at the time of setup, you can contact FreeAgent Support at a later time and they will be able to move it to a free licence once you share that information.



Get a Free Licence

If your client has a NatWest, Royal Bank of Scotland, or Ulster Bank NI business current account or a Mettle account, they can use FreeAgent for free, for as long as they retain their account.

Does your client have an eligible account? Yes No

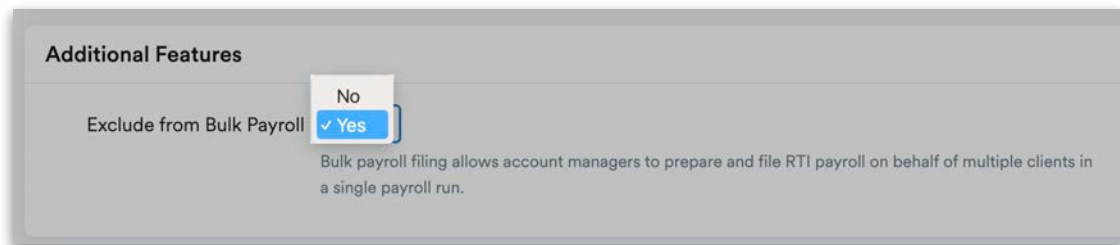
Bank* NatWest Royal Bank of Scotland Mettle Ulster Bank NI

Account Number* 00000001

Sort Code* 000001

Once the client is created you will only be able to edit the Account Number and Sort Code by switching to the client and editing the bank account details after the setup stages are complete.

If you file payroll for your clients in bulk and don't wish to include the new client in your payroll run, select 'Yes' to 'Exclude from Bulk Payroll'. Otherwise, select 'No' to include the client in your next payroll run.

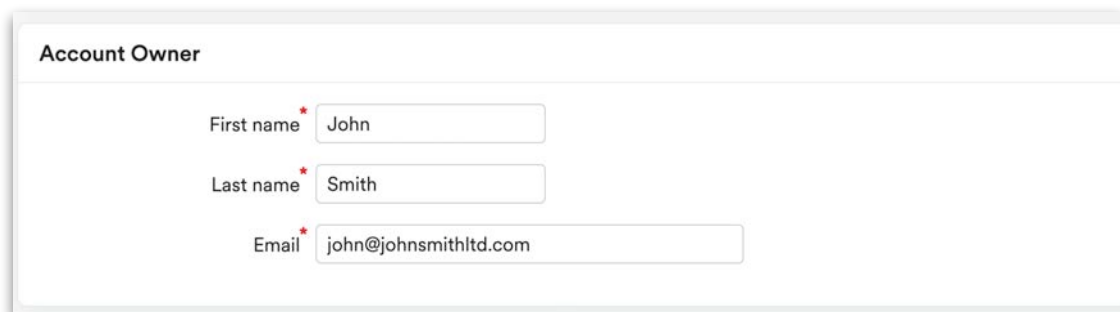


Additional Features

Exclude from Bulk Payroll Yes No

Bulk payroll filing allows account managers to prepare and file RTI payroll on behalf of multiple clients in a single payroll run.

The 'Account Owner' for the licence will be either the director that you deal with, the sole trader or the business owner. You will need to enter their first name, last name and email address. It's important this address is correct, as this is where we send the account verification email that allows your client to set their password.



Account Owner

First name*

Last name*

Email*

The final step is to set up the client's user permissions. This is how you restrict what your clients can and can't do in FreeAgent. The slider runs from level 0, which is no access at all, to level 8, which means they can do most things. These permission levels are reflected in the FreeAgent mobile app as well.

Owner Permissions

0 No Access 1 Time 2 My Money 3 Contacts & Projects 4 Invoices, Estimates and Files 5 Bills 6 Banking 7 Tax, Accounting and Users 8 Full Access

Users can:

- ✓ View VAT returns, Corporation Tax (Limited Companies only) and Tax Timeline
- ✓ View Payroll (accrual basis only)
- ✓ View and edit self assessment
- ✓ View accounting reports
- ✓ View Radar
- ✓ Create timeslip reports for all users
- ✓ Create and edit users
- ✓ Create and edit stock items
- ✓ Edit account settings
- + all permissions from previous levels

Users can't:

- ✗ File self assessment returns
- ✗ File VAT returns
- ✗ Post journals

Please note that even if a client is a level 8, they will not be able to submit FRS 105 accounts or CT600s while their limited company licence is on a Practice Dashboard.

If you want one of your colleagues to be this client's account manager, use the drop-down menu in the 'Practice Access' section at the bottom of the page. Please note that you need to be a senior account manager to assign an account manager to a client. If you'd like to add this client to an account manager and client group that you've created, tick the 'Add client to group(s)' check box and tick the check box for each group you want to add them to.

Once you are happy with the information you've entered, select 'Save & continue to client setup'.

Practice Access

Account manager: Nathan Barley

This will be the main contact which the client has with your practice.

Add client to group(s)

Add this client to group(s) if you would like to allow their account to be accessed by multiple account managers.

Save & continue to client setup Save & return to dashboard Cancel

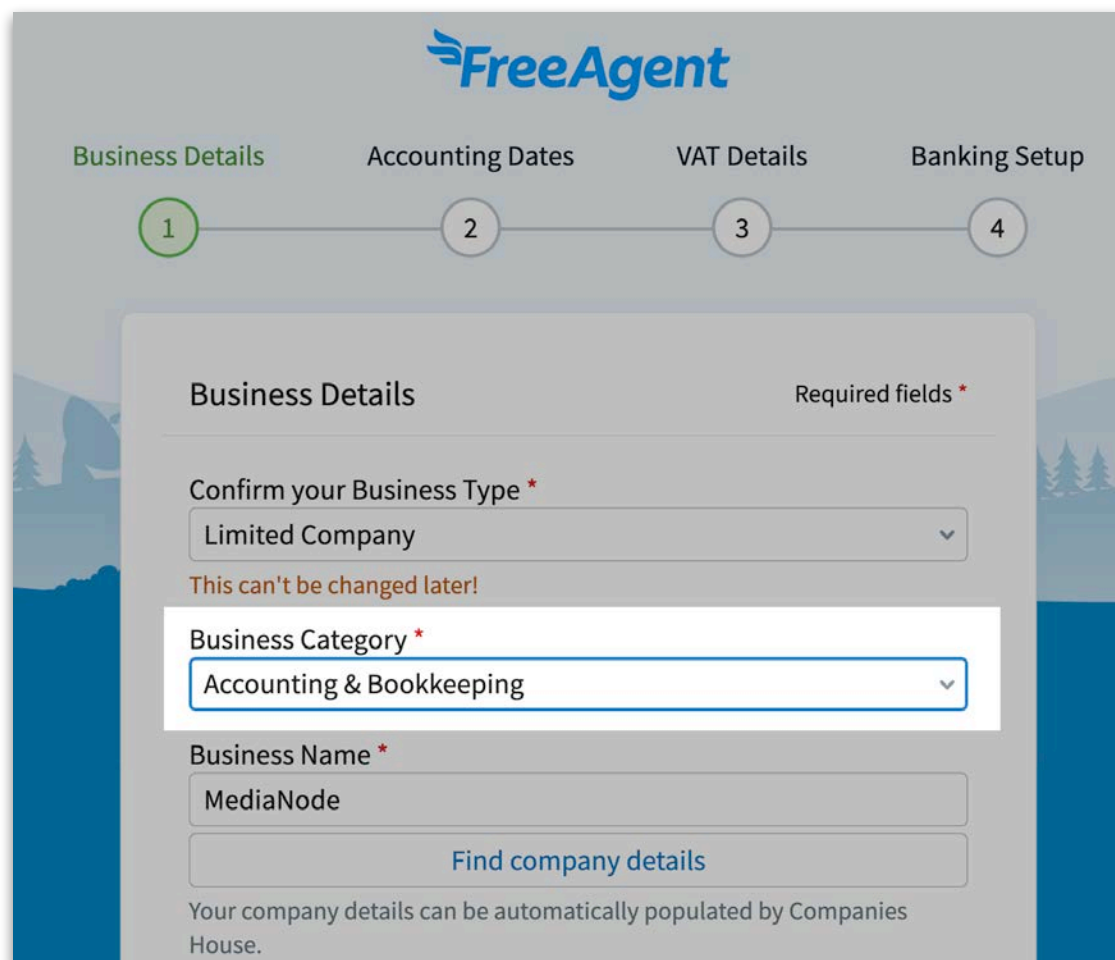
Step 2: Client setup

In the second stage of the licence setup, you'll enter additional details about your client.

The first section requires some basic information. The business type and name will have been pulled through from the first stage of the licence setup.

In the 'Business Category' section, choose the category that is most relevant for your client. This information filters into the Performance Benchmarking report, which can show your client how they compare to other businesses in the same sector and region.

If you need to add a client who runs a charity, not-for-profit organisation, social enterprise or community interest company, you can now select 'Charity / NFP / CIC' from this menu.



The screenshot displays the FreeAgent client setup interface. At the top, the FreeAgent logo is visible. Below it, a progress bar shows four steps: Business Details (1), Accounting Dates (2), VAT Details (3), and Banking Setup (4). The Business Details section is active and contains the following fields:

- Business Details** (Required fields *)
- Confirm your Business Type ***: A dropdown menu with "Limited Company" selected. A warning message below reads "This can't be changed later!".
- Business Category ***: A dropdown menu with "Accounting & Bookkeeping" selected.
- Business Name ***: A text input field containing "MediaNode".
- Find company details**: A button to search for company details.
- Your company details can be automatically populated by Companies House.**: A note at the bottom of the section.

Below the business name, for limited companies and limited liability partnerships, you'll see a 'Find company details' option. This will search Companies House and show a list of similar company names. Select the correct one and FreeAgent will pull through the company registration number and business address. It will also pull through the date the client started their business, the incorporation date, as well as the first accounting year end.

Select 'Save and Continue' to proceed to the next step. Next, you'll need to enter your business's accounting dates and accounting basis (if applicable).

FreeAgent

Business Details Accounting Dates VAT Details Banking Setup

1 — 2 — 3 — 4

Accounting Dates Required fields *

When did you officially start your business? *

01 Jan 23

The date your company came into being.

When did your first accounting year end? *

31 Dec 23

Unless you know otherwise, this should be one year after the end of the month you started the business.

What date do you want to keep your books from? *

01 Jan 23

This should be the date of the earliest actions you'll want to record. We'll call this your FreeAgent Start Date.

[Save and Continue](#)

[← Go back to the previous step](#)

Please note that if your client has changed year ends for any reason, then you'll need to enter this date instead of the first year-end date, as FreeAgent uses these dates to set up the accounting periods.

The third date on this page is what we refer to as the FreeAgent start date. This tells the software that you don't want to enter any transactions prior to this date. We also use this date for the opening balances.

We normally recommend that you use the first date of the financial period that you're working on. This will mean that for the opening balances, you will only enter the balance sheet items. Select 'Save and Continue' to move to the next page.

For partnership, sole trader and unincorporated landlord licence types, you can choose between cash basis and accruals basis for the accounting method.

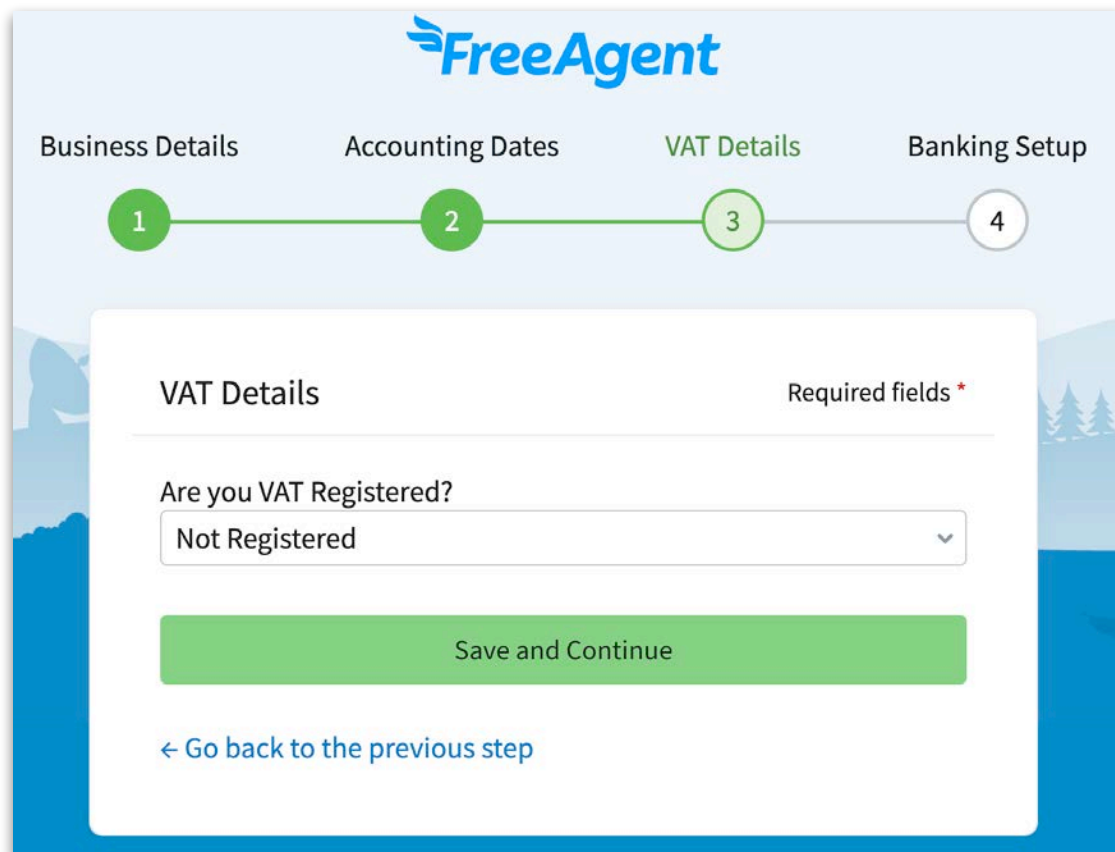
The screenshot shows a multi-step setup process with four tabs: Business Details, Accounting Dates (active), VAT Details, and Banking Setup. A progress indicator at the top shows four steps, with step 2 (Accounting Dates) highlighted in green. The main form area is titled 'Accounting Dates' and includes a 'Required fields *' label. It contains three date selection fields, each with a calendar icon:

- When did you officially start your business? ***: 06 Apr 23. Below the field is the text: "The date your company came into being."
- When did your first accounting year end? ***: 05 Apr 24. Below the field is the text: "Unless you know otherwise, this should be one year after the end of the month you started the business."
- What date do you want to keep your books from? ***: 06 Apr 23. Below the field is the text: "This should be the date of the earliest actions you'll want to record. We'll call this your FreeAgent Start Date."

Below these fields is a white box with the heading "Confirm what method you will use to record your transactions". It contains two radio button options: "Traditional (accrual) basis" (selected) and "Cash basis". Below the options is a link: "Find out more about [how to choose the appropriate accounting basis](#) in our Knowledge Base article."

At the bottom of the form is a green "Save and Continue" button and a blue link: "← Go back to the previous step".

Select 'Save and Continue' to proceed to the next step. If your client is already VAT registered, then you can enter those details at this stage if you have them to hand. If you don't, you can enter the VAT settings at a later point. All the information you need can be obtained from the client's VAT registration certificate.



The screenshot shows the FreeAgent interface for setting up VAT details. At the top, the FreeAgent logo is displayed. Below it, a progress bar indicates four steps: Business Details (1), Accounting Dates (2), VAT Details (3), and Banking Setup (4). The VAT Details step is currently active. The form is titled 'VAT Details' and includes a 'Required fields *' label. The first question is 'Are you VAT Registered?' with a dropdown menu currently set to 'Not Registered'. A green 'Save and Continue' button is positioned below the dropdown. At the bottom left of the form, there is a blue link that says '← Go back to the previous step'.


One thing to note is that if your client has changed their VAT periods for any reason, then you will need to enter the new date. Also, their first VAT return period end date may not be the first VAT return that will be prepared in FreeAgent. Please make sure to use the period end date of the client's first ever VAT return, not the first return that will be prepared in FreeAgent.


FreeAgent also fully supports the VAT Flat Rate Scheme, and you can select the correct type from the drop-down field.

VAT Details Required fields *

Are you VAT Registered?

VAT Registration Number *

Effective Date of VAT Registration *
 
The registration date can be found on your VAT certificate.

First VAT Return Period End Date *
 
The end date of your first VAT Return can be found on your VAT certificate.

Default VAT Return Frequency

VAT Accounting Basis on your VAT Registration Date

Only affects the automatically-created initial VAT returns.

Were you on a flat rate scheme on your VAT Registration Date?
 No Yes

Do you need to use additional VAT rates?
 No Yes

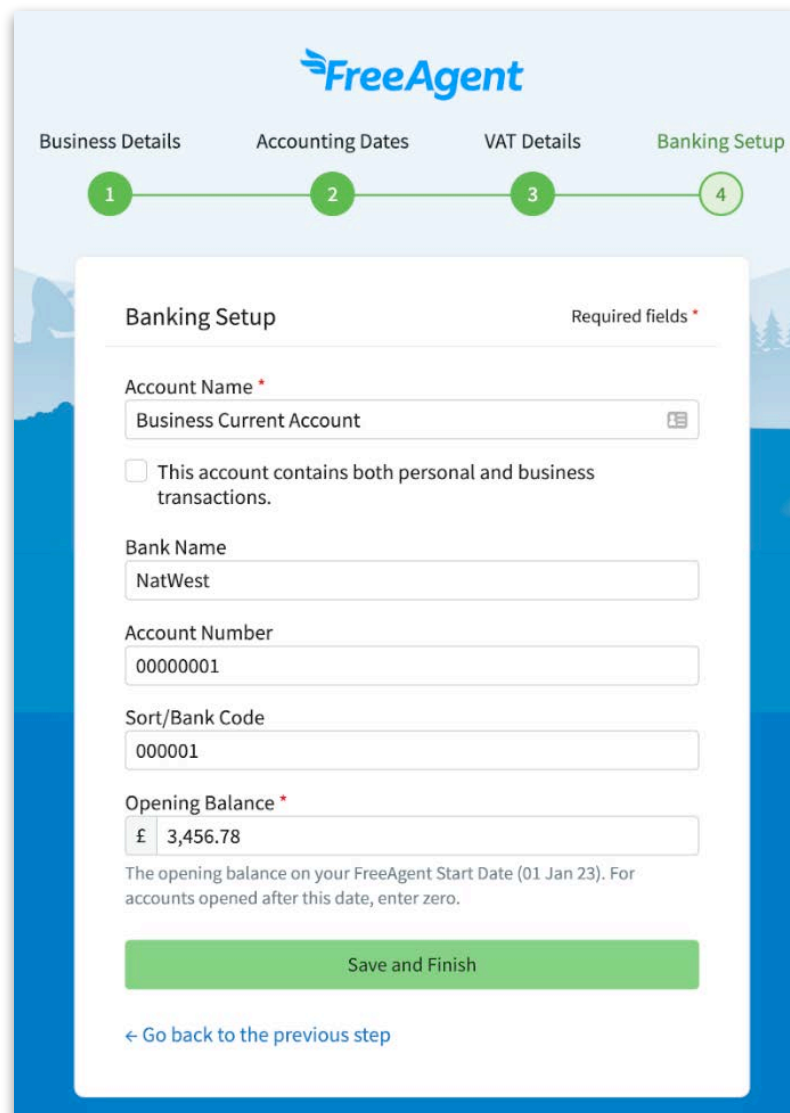
For example, if you trade outside the UK, use VAT MOSS or the domestic reverse charge.

[← Go back to the previous step](#)

Once you're happy with the information entered, select 'Save and continue'.

You'll then be taken to the final step of the setup process where you'll need to enter the client's bank account details.

The only required information at this stage is the name of the account and the opening balance as at the FreeAgent start date.



The image shows a screenshot of the FreeAgent 'Banking Setup' form. At the top, the FreeAgent logo is displayed. Below it, a progress bar shows four steps: Business Details (1), Accounting Dates (2), VAT Details (3), and Banking Setup (4). The Banking Setup form is the active step. It contains the following fields and options:

- Account Name ***: A text input field containing 'Business Current Account'.
- This account contains both personal and business transactions.
- Bank Name**: A text input field containing 'NatWest'.
- Account Number**: A text input field containing '00000001'.
- Sort/Bank Code**: A text input field containing '000001'.
- Opening Balance ***: A text input field with a currency selector set to '£' and a value of '3,456.78'.

Below the opening balance field, there is a note: 'The opening balance on your FreeAgent Start Date (01 Jan 23). For accounts opened after this date, enter zero.'

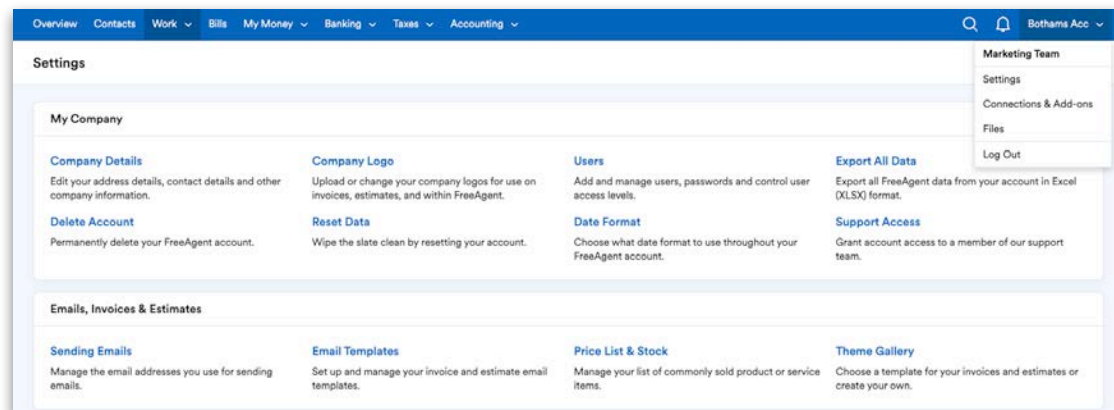
At the bottom of the form, there is a green 'Save and Finish' button and a blue link that says '← Go back to the previous step'.

Once you've entered these, select 'Save and finish'.

Step 3: Housekeeping

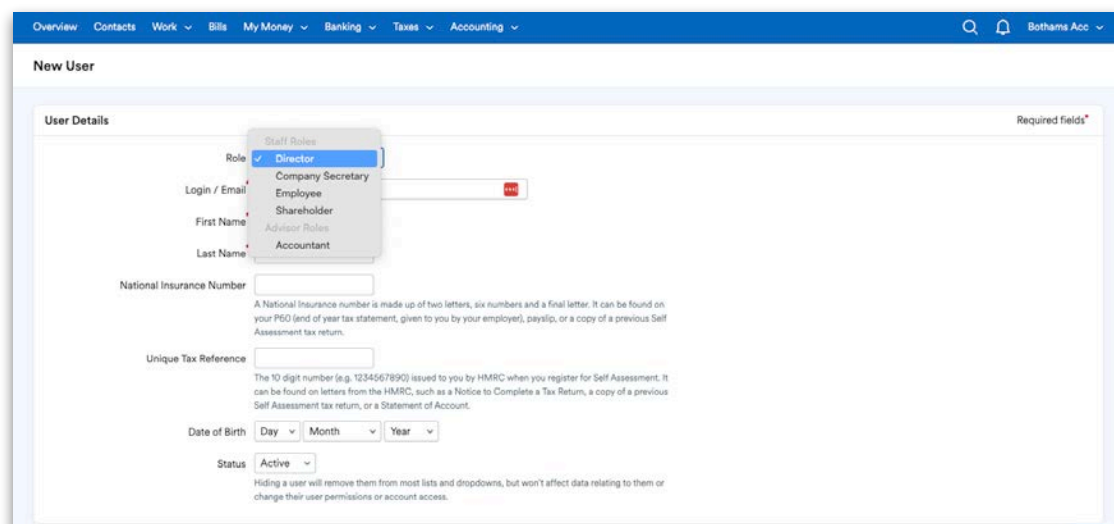
In this final stage, you'll finish setting up the licence and preparing it for your client to use.

Begin by navigating to the 'Settings' menu. To do this, click on your client's name in the top-right corner and select 'Settings'. From here, navigate to 'Users'.



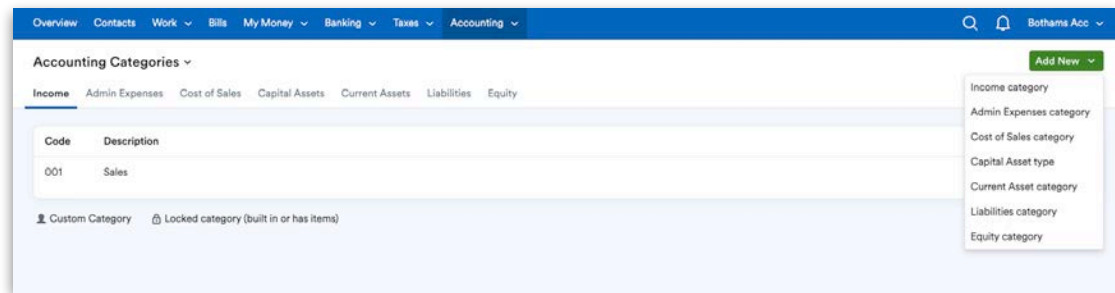
Here you'll need to add any employees and additional directors to the FreeAgent licence as users. The reason for this is that a lot of the nominal codes are auto-generated and added to menus within FreeAgent. These include director's loan accounts, payroll accounts, out-of-pocket expenses accounts and landlord property owners for split ownership.

To add a new user, select 'New user'. This section is very similar to the previous one where you entered your client's details, but the main difference is that here there is a 'role' option where you can select either 'director' or 'employee'.



Navigate back to the 'Settings' area and select 'Accounting categories'. Here, you can enter additional nominal codes that might be specific to your client, but are not part of the pre-loaded ones. The nominal codes are split out into the different types.

To add a new code, select 'Add new'. The drop-down list is the same as the list of tabs across the top of the table.



The screenshot displays the 'Accounting Categories' interface. At the top, there is a navigation bar with tabs: Overview, Contacts, Work, Bills, My Money, Banking, Taxes, and Accounting. Below this, the 'Accounting Categories' section is visible, with a sub-tab for 'Income'. A table with two columns, 'Code' and 'Description', contains one row with the code '001' and the description 'Sales'. To the right of the table is an 'Add New' dropdown menu with the following options: Income category, Admin Expenses category, Cost of Sales category, Capital Asset type, Current Asset category, Liabilities category, and Equity category. Below the table, there are two checkboxes: 'Custom Category' (checked) and 'Locked category (built in or has items)' (unchecked).

| Code | Description |
|------|-------------|
| 001 | Sales |

- Income category
- Admin Expenses category
- Cost of Sales category
- Capital Asset type
- Current Asset category
- Liabilities category
- Equity category

If you select 'Admin Expense category', you'll see a popup where you need to enter the specifics for the new code.

The screenshot shows a software interface with a navigation bar at the top containing 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. Below this is a section titled 'Accounting Categories' with tabs for 'Income', 'Admin Expenses', 'Cost of Sales', 'Capital Assets', 'Current Assets', 'Liabilities', and 'Equity'. A table lists categories with columns for 'Code' and 'Description', showing '001 Sales'. A modal window titled 'Add new Admin Expenses category' is open, containing the following fields and options:

- Description:** A text input field.
- Nominal Code:** A dropdown menu showing '200'. Below it, a note states: 'This can be any unique value from 200 to 399'.
- Reporting Name:** A dropdown menu showing 'Accountancy fees'. Below it, a note states: 'Choose where this category should be reported in the Final Accounts'.
- Allowable For Tax:** A checked checkbox. Below it, a note asks: 'Can this cost be deducted from income when working out your tax bill?'.
- Auto VAT Rate:** A dropdown menu showing 'Standard rate'. Below it, a note asks: 'Choose which VAT Rate is usually applied to costs in this category'.

At the bottom of the modal are three buttons: 'Create Category', 'Create and Add Another', and 'Cancel'.

'Description' is the name of the code and 'Nominal Code' will default to the next one available in the range.

For 'Reporting Name', for a limited company licence, select where you want it to go in the accounts from the drop-down menu. For a sole trader licence, select where you want it to go on the tax return. You can also tick the checkbox to either allow it or disallow it for tax purposes.

The final field lets you select the 'Auto VAT Rate' for that nominal code. This will mean that when you are assigning a nominal code to a transaction, you can select 'Auto' under 'VAT', and it will use the VAT rate associated with the code.

Next, you'll need to add any additional accounts that your client had already opened on the FreeAgent start date. To do this, navigate to the 'Banking' tab and then select 'Bank accounts' from the drop-down menu.



Select 'Add new account' in the top-right corner and you'll see three options: 'bank account', 'credit card' and 'PayPal account'. Select the relevant account type.



Next, give the account a name and enter the opening balance as at the FreeAgent start date. If the account was not in existence on the FreeAgent start date, leave the opening balance as nil. If you're setting up a loan, then enter the balance as a negative.

New Bank Account

Bank Account Required fields *

Account Name

Currency

Status

This is a personal account

Make this my primary account

Optional Details

Bank name

Account Number

Sort/Bank Code

This is sometimes called a Routing Number.

Show these details on Invoices

Opening Balance (at start of 03 Jan 16)

Balance

The account balance at the start of the FreeAgent Start Date. (For accounts opened after this date, enter zero.)

Guess Explanations

Guess explanations for my transactions

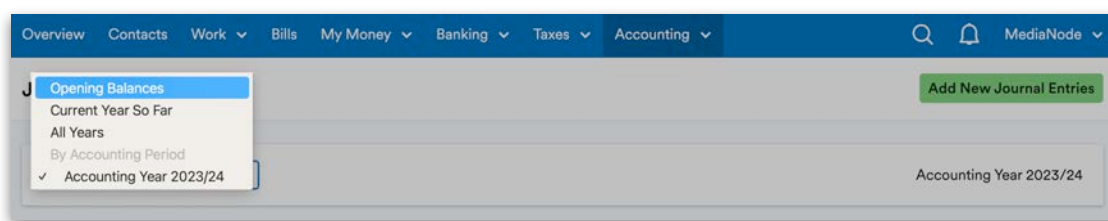
When data is imported any guessed transactions will be marked **For Approval**, allowing you to review and approve them as being correct. [Learn more](#) →

More Options

Once you've entered all of the relevant information, you're ready to enter the rest of the opening balances. Select 'Accounting' and then 'Journal entries'.



Then, choose 'Opening Balances' from the drop-down.



Here you'll be shown the balances from any accounts you've entered in the banking section. You'll also see another entry labelled 'Automatic balancing entry'. This entry is created and posted to the suspense account and will be automatically removed once all of the opening balances have been entered.

The screenshot shows the 'Journal Entries' page with 'Opening Balances' selected. The table displays the following entries:

| Opening Balances | Additional information | Debit | Credit |
|--|---|----------|----------|
| 750-1 Bank Account > Business Current Account | Opening Balance | 5,000.00 | |
| 681 Trade Debtors | Money owed to the business from customers | 2,000.00 | |
| 796 Trade Creditors | Money owed by the business to suppliers | | 5,000.00 |
| 968 Profit and Loss | Retained profit | | 3,000.00 |
| 817 VAT | Money owed by the business to HMRC for VAT | | 400.00 |
| 674 Business loan provided to another business | Outstanding loan balance owed to the business | 400.00 | |
| 999 Suspense Account | Automatic Balancing Entry | 1,000.00 | |

To edit the opening balances, select 'Edit opening balances'.

The screenshot shows the 'Journal Entries' section of a software interface. At the top, there is a navigation bar with various menu items. Below it, the 'Journal Entries' title is displayed. To the right of the title, there are two buttons: 'Import Opening Balances' and 'Edit Opening Balances', with the latter being highlighted in green. Below the buttons, there is a dropdown menu labeled 'Opening Balances' and a text input field also labeled 'Opening Balances'. At the bottom, there is a table header with columns: 'Opening Balances', 'Additional information', 'Debit', and 'Credit'.

To add another entry, select 'Add another'. Then, select any of the nominal codes that are in the licence. Once you've entered all of the opening balances and they balance, select 'Save Changes' and the automatic balancing entry will be removed from the system.

The screenshot shows the 'Edit Opening Balances' form. It features a table with the following columns: 'Code', 'Additional information', 'Debit', 'Credit', and 'Edit'. The table contains several rows of data, including a summary row for '8400.00' in both Debit and Credit columns. Below the table, there is a 'Difference: 0.00' label. At the bottom of the form, there are two buttons: 'Save Changes' (highlighted in green) and 'Cancel'.

| Code | Additional information | Debit | Credit | Edit |
|--|---|---------|---------|------|
| 750-1 Bank Account > Business Current Account | Opening Balance | 5000.00 | | Edit |
| 681 - Trade Debtors | Money owed to the business from customers | 2000.00 | | X |
| 796 - Trade Creditors | Money owed by the business to suppliers | | 5000.00 | X |
| 968 - Profit and Loss | Retained profit | | 3000.00 | X |
| 817 - VAT | Money owed by the business to HMRC for VAT | | 400.00 | X |
| 674 - Business loan provided to another business | Outstanding loan balance owed to the business | 1400.00 | | X |
| | | 8400.00 | 8400.00 | |

Difference: 0.00

Because of the automatic balancing entry, the suspense account will be locked, which means that you or your client can't explain transactions to it. Instead, if you have a transaction that you would want to put to suspense, you will need to use the nominal code '998 contra account' instead.

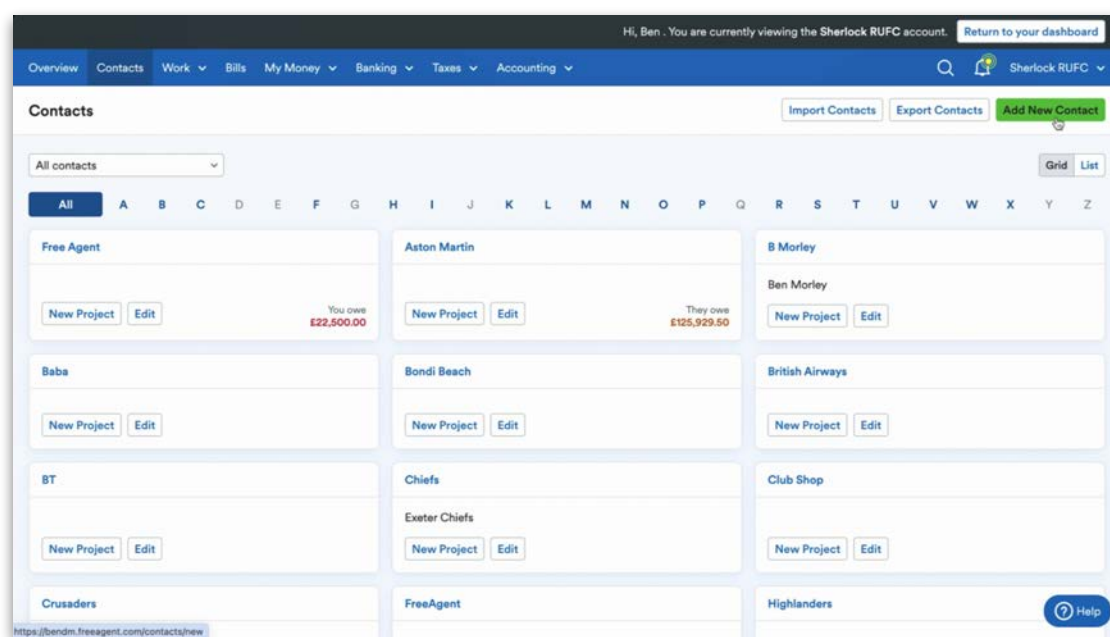
2. Contacts, invoicing, credit notes and projects

In this section, we'll show you how to enter contacts, sales invoices and credit notes, as well as how to manage projects within FreeAgent.

Contacts

In FreeAgent, contacts refer to your client's customers and suppliers. Adding contacts is normally the first thing your client would do, but not always. For example, if clients are explaining everything from their bank account to P&L codes, they don't need to use contacts.

To enter a new contact, navigate to the 'Contacts' tab and select 'Add new contact'.



The information you enter here will get pulled through to other areas of FreeAgent, like sales invoicing. When entering the name of the contact, you can either enter the person's name or the name of the organisation they work for. You don't need to enter both, but you may want to if you are dealing with a specific person within an organisation.

Hi, Ben. You are currently viewing the Sherlock RUF C account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

New Contact

Contact Details

First Name

Last Name

Organisation

Enter a first and last name, and/or an organisation name. Both are not required

Email

Billing Email

Telephone

Mobile Number

Invoicing Address

Address

[Help](#)

Under 'Invoicing Options', you can specify the payment terms for the contact. You can also set up contact-level email settings and use contact-level invoice sequencing instead of using global invoice sequencing. You can enter the contact's VAT registration number here too.

Region

Post/Zip Code

Country

Invoicing Options

Invoices that have already been created will not be affected by changes made here.

Default Payment Terms days

Set to zero to display 'Due on Receipt' on invoices
Leave this blank if you don't want to set contact-level payment terms.

Use contact-level email settings?

Contact-level Invoice Sequence?
Can be overridden by project-level sequences

Display Contact Name
Check this box if you want invoices to show the Contact name as well as an Organisation Name.

Charge VAT

VAT Registration Number

If applicable, and needing to be displayed on invoices.

Invoice/Estimate Language

This allows you to display Invoices and Estimates in different languages.

[Create New Contact](#) [Create and Add Another](#) [Cancel](#) [Help](#)

If the contact is based outside the UK, and is VAT-equivalent registered, set the 'Charge VAT' option to 'Never'. If they are not VAT-registered in their own country, then you may wish to leave it on the default setting.

Once you've created a contact, you can start explaining transactions to them. Once you've done so, you can select the contact's name to see all of their transactions in FreeAgent.

The screenshot shows the FreeAgent interface for a contact named 'Sherlock RUFUC'. The user is logged in as 'Ben'. The interface includes a navigation menu with options like Overview, Contacts, Work, Bills, My Money, Banking, Taxes, and Accounting. The 'Summary' tab is selected, showing a 'Received and Paid' chart for the last 12 months. The chart shows a balance of £0.00 for all months from February to January. Below the chart are two summary tables:

| Outstanding | | | All Time Totals | | |
|-------------|-------|--------------|-----------------|-------|---------|
| Invoices | Bills | They owe you | Received | Paid | Balance |
| £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |

On the right side, there is a 'FreeAgent' sidebar with contact details: Contact status (Active), Contact Details (Module one, FreeAgent, United Kingdom), Invoice References (Contact-level sequence), Default Payment Terms (35 days), and VAT Registration Number (3456787890). There is also a 'Download vCard' button.

You can also view the statement of account for that contact by selecting the 'Statement of Account' tab, which can either be shown as all transactions or just the outstanding ones.

The screenshot shows the FreeAgent interface for the same contact, 'Sherlock RUFUC', but with the 'Statement of Account' tab selected. The interface includes a date range selector with 'From' set to '01-01-2024' and 'To' set to '08-01-2024'. A dropdown menu is open, showing 'All' selected, with an option to 'Open or Overdue'. A 'Show Statement' button is visible next to the date range selector. The 'FreeAgent' sidebar on the right is identical to the previous screenshot.

You can save this as a PDF and print it or email it to the contact by selecting the relevant option in the top-right.

Hi, Ben - You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

FreeAgent [Edit Details](#) [Delete Contact](#) [Hide contact](#) [Add new](#)

Summary Projects Invoices Recurring Invoices Bills Estimates **Statement of Account** Account History Notes

From 01-01-2024 To 08-01-2024 Open or Overdue Show Statement [Save as PDF](#) [Send by Email](#)

STATEMENT OF ACCOUNT

FreeAgent

Sherlock RUFUC
5 Church Street
Ryoston
Barnsley
South Yorkshire S71 4QU

Dates: 01-01-2024 - 08-01-2024

Prepared by Sherlock RUFUC
Registration number: 0123456

FreeAgent
Contact status: Active
Contact Details: Module one, FreeAgent, United Kingdom
Invoice References: Contact-level sequence
Default Payment Terms: 35 days
VAT Registration Number: 345678990
[Download vCard](#)

[Help](#)

Invoicing

To navigate to the Invoices area, select the 'Work' tab and then 'Invoicing' from the drop-down menu. On this page, you'll see a list of sales invoices that have been entered into FreeAgent.

Hi, Ben - You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Invoices [Add New Credit Note](#) [Add New Invoice](#)

All

| Date | Due Date | Reference | Contact and Project | Total Value | Status |
|------------|------------|-----------------|---------------------|-------------|---------------------------|
| 22-11-2023 | 22-12-2023 | Invoice 2022-28 | Aston Martin | 25,129.50 | Overdue - due 17 days ago |
| 21-11-2023 | 21-12-2023 | Invoice 2022-27 | Aston Martin | 21,600.00 | Overdue - due 18 days ago |
| 16-11-2023 | 16-12-2023 | Invoice 2022-24 | Aston Martin | 79,200.00 | Overdue - due 23 days ago |
| 01-11-2023 | 01-12-2023 | Invoice 2022-08 | Chiefs | 1,320.00 | Paid on - 14-06-2022 |
| 10-10-2023 | 09-11-2023 | Invoice 2022-23 | Makro Plc | 18,000.00 | Paid on - 14-06-2023 |
| 07-09-2023 | 07-10-2023 | Invoice 2022-22 | Ultron High | 18,000.00 | Paid on - 14-06-2023 |
| 14-03-2023 | 13-04-2023 | Invoice 2022-11 | Highlanders | 5,760.00 | Paid on - 14-06-2022 |
| 17-11-2022 | 17-12-2022 | Invoice 2022-21 | Toulon | 4,800.00 | Paid on - 20-02-2022 |
| 08-09-2022 | 08-10-2022 | Invoice 2022-20 | Tigers | 5,760.00 | Paid on - 20-02-2022 |
| 18-08-2022 | 17-09-2022 | Invoice 2022-19 | Stade Francais | 4,800.00 | Paid on - 15-09-2022 |
| 13-07-2022 | 12-08-2022 | Invoice 2022-18 | Saracens | 5,760.00 | Paid on - 15-10-2022 |
| 16-06-2022 | 16-07-2022 | Invoice 2022-17 | Saracens | 5,760.00 | Paid on - 15-10-2022 |

[Help](#)

FreeAgent uses a traffic light system to show the state of the invoice: green means the invoice is paid; orange means the customer has not yet met payment terms, and red means they have not yet paid and the invoice is now overdue. To add a new sales invoice, select 'Add new invoice'. This is where you will enter all of the standing data for the sales invoice.

The screenshot shows the 'New Invoice' form with the following fields and values:

- Contact and Project Details:**
 - Contact: Aston Martin (with an 'Add a new contact' button)
 - Project: -- No Project --
- Invoice Details:**
 - Invoice Reference: 2022-29 (with a red error icon and 'Using Global invoice sequencing' text)
 - Invoice Date: 08-01-2024 (with a calendar icon)
 - Payment Terms: 30 days (with a note: 'Set to zero to display 'Due on Receipt' on the invoice.')
 - Currency: Pounds Sterling
 - Additional Text: (empty text box with a note: 'Additional text is added at the bottom of your invoices. Set default additional text')

At the bottom, there is an 'Online Payments' section and a 'Help' button.

Next, select the contact who you're going to send the invoice to. The drop-down list under 'Contact' will show all the customers and suppliers that have been added as contacts to FreeAgent.

The screenshot shows the 'New Invoice' form with the 'Contact' dropdown menu open, displaying a list of contacts. The 'Contact' field is currently set to 'Aston Martin'.

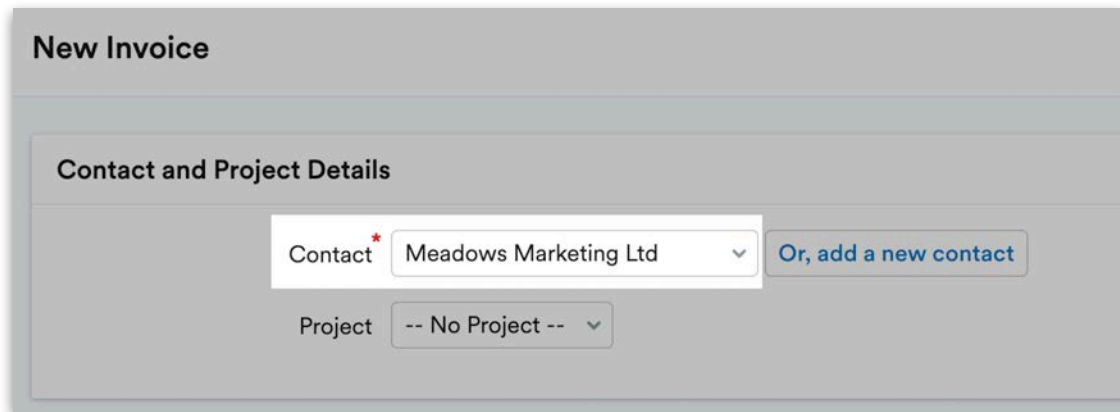
- Contact and Project Details:**
 - Contact: Aston Martin (selected)
 - Project: (empty)
- Invoice Details:**
 - Invoice Reference: (empty)
 - Invoice Date: (empty)
 - Payment Terms: (empty)
 - Currency: (empty)
 - Additional Text: (empty)

The dropdown menu lists the following contacts:

- Free Agent
- B Morley
- Baba
- Bondi Beach
- British Airways
- BT
- Chiefs
- Club Shop
- Crusaders
- FreeAgent
- FreeAgent
- Highlanders
- house 1
- Irish
- Kukari
- Hira Laptop
- Makro Pic
- Mercedes - Benz
- NSW
- ir35 old style
- Opro
- Pearson, Hardman, Specter, Litt
- Pukka

At the bottom, there is an 'Online Payments' section and a 'Help' button.

You can select a contact from the menu, or you can add a new contact by selecting 'Or, add a new contact' next to the Contact field.



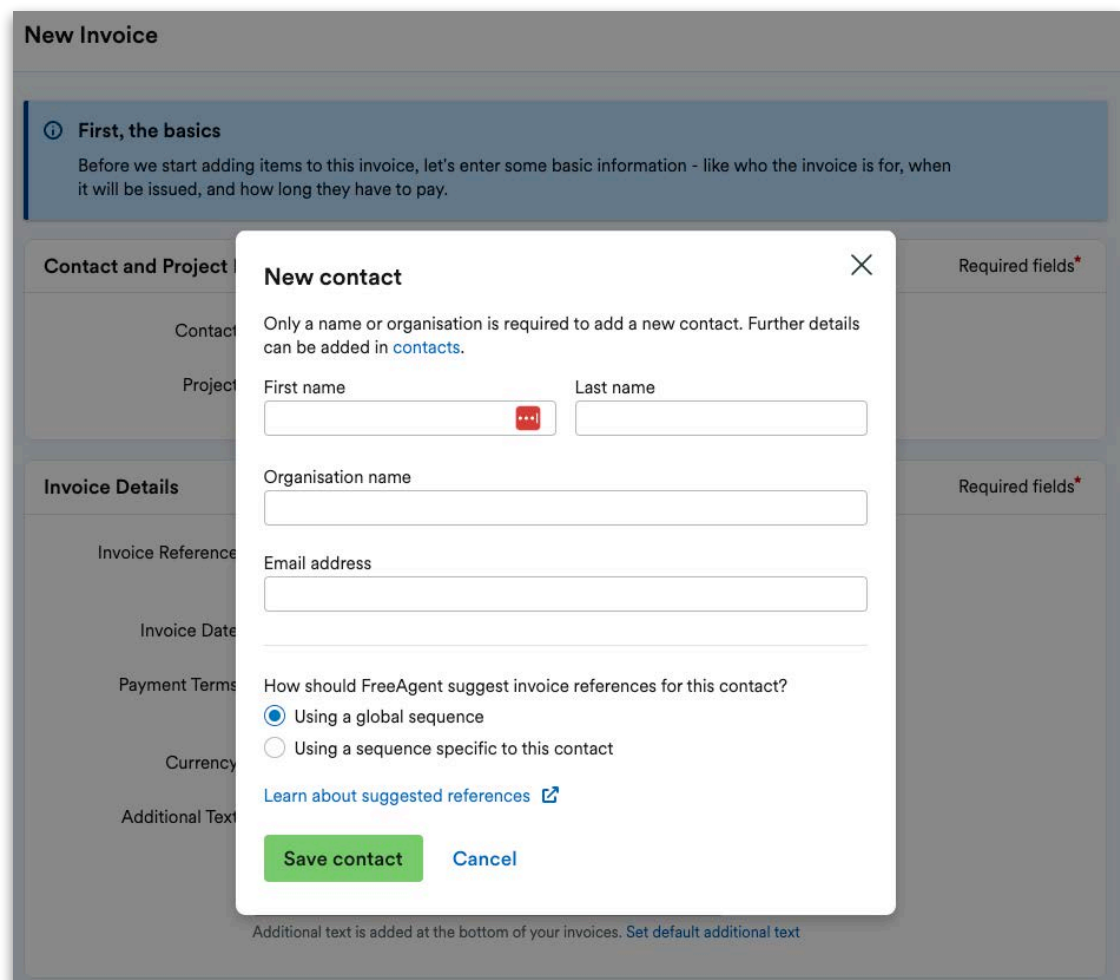
New Invoice

Contact and Project Details

Contact * Meadows Marketing Ltd Or, add a new contact

Project -- No Project --

You can either enter a first name and last name (with or without an organisation name) or enter an organisation name on its own. You can also include the email address for the contact and specify whether want to use FreeAgent's global invoice sequencing or contact-level invoice sequencing.



New Invoice

First, the basics
Before we start adding items to this invoice, let's enter some basic information - like who the invoice is for, when it will be issued, and how long they have to pay.

Contact and Project

Contact

Project

Invoice Details

Invoice Reference

Invoice Date

Payment Terms

Currency

Additional Text

New contact

Only a name or organisation is required to add a new contact. Further details can be added in [contacts](#).

First name *** Last name

Organisation name

Email address

How should FreeAgent suggest invoice references for this contact?

Using a global sequence

Using a sequence specific to this contact

[Learn about suggested references](#)

Save contact Cancel

Additional text is added at the bottom of your invoices. [Set default additional text](#)

If you're using global invoice sequencing, FreeAgent will automatically increase the invoice reference number by one each time you create an invoice. You can select the payment terms for the invoice here, or from within the 'Contacts' area.

The screenshot shows the 'Invoice Details' section of the FreeAgent interface. It includes the following fields and options:

- Contact:** A dropdown menu set to 'Highlanders' with an 'Add a new contact' button.
- Project:** A dropdown menu set to '-- No Project --'.
- Invoice Reference:** A text input field containing '2022-29' with a red error icon and the text 'Using Global invoice sequencing' below it.
- Invoice Date:** A date picker set to '08-01-2024'.
- Payment Terms:** A dropdown menu set to '30 days' with the text 'Set to zero to display "Due on Receipt" on the invoice.' below it.
- Currency:** A dropdown menu set to 'Pounds Sterling'.
- Additional Text:** A large text area for adding notes to the invoice.

Below the 'Invoice Details' section is the 'Online Payments' section, which includes options for connecting Stripe and PayPal, and GoCardless for Direct Debits. A 'Help' button is located in the bottom right corner.

You can set up an invoice in an international currency by selecting the relevant currency from the drop-down menu. We use XE.com to update the exchange rate daily. FreeAgent will work out any realised and unrealised losses or gains and post them accordingly.

This screenshot is identical to the one above, but with the 'Currency' dropdown menu open. The menu lists the following options:

- ✓ Pounds Sterling (selected)
- Euro
- US Dollar
- Canadian Dollar
- New Zealand Dollar
- Australian Dollar
-
- Angolan Kwanza
- Argentine Peso
- Armenian Dram
- Aruban Florin
- Australian Dollar
- Azerbaijani Manat

If you have a client who is a CIS subcontractor, you can set this up from within the 'Settings' menu. Your client can also use templates for their sales invoices. We will cover these in more detail in the Settings section. Once you're happy with the information, select 'Create new invoice' at the bottom of the page.

Additional Text

Additional text is added at the bottom of your invoices. Set default additional text

Online Payments

Online Payment Options Let customers pay straight away by connecting Stripe and PayPal
Set up Direct Debits by connecting GoCardless

Invoice Emails

Email this invoice automatically using my default template
You need to create a new invoice email first!

Email payment reminders if the invoice goes unpaid
[Edit reminder rules](#)

Email a Thank You once this invoice has been paid
You need to create a Thank You email template first!

More Options ▾

Create New Invoice Cancel

Help


Next, you can enter the line items for the invoice. To do this, select 'Add invoice item'.

Invoice 2022-29 (Draft)

Save as PDF Edit Delete More ▾

Draft Sent Paid

Show Income Categories (will not appear on sent invoices)

 **Highlanders**

Sherlock RUF
5 Church Street
Royston
Barnsley
South Yorkshire S71 4QU
VAT: 123456789

INVOICE 2022-29
08 January 2024
Payment due by 07 February 2024

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|----------|---------|----------------|------------------|------------------|
| | | | | Net Total 0.00 |
| | | | VAT | 0.00 |
| | | | GBP TOTAL | £0.00 |

[Add Invoice Item](#)

Payment Details Other Information

Total value
£0.00
Created
08-01-2024
Due
Not yet sent
Contact
[Highlanders →](#)

Online payments
Let your customers pay quickly and securely online.
[Set up online payments](#)

Help

The pop-up window lets you enter the details for each line item.

If your client sells the same items or services regularly, we recommend setting those items up as price list items. To do this, tick the checkbox next to 'Add this to your price list' and give the item a title.

This will mean that in the future you'll be able to select the item from 'Autofill from your price list' drop-down, which will populate the field and save you time.

Once you're happy, you have two options: you can either create another line item or select 'Create and Finish' to complete the process.

Please note that while the invoice is in 'draft' mode, it will not be pulled through to the accounting reports in FreeAgent. When 'Mark as Sent' is selected, the invoice will be pulled through to the accounting reports, to the VAT returns if applicable, and will be available to have bank transactions explained against it.

The screenshot displays the FreeAgent interface for an invoice. At the top, a green notification bar states "Invoice was successfully marked as sent". The navigation menu includes "Overview", "Contacts", "Work", "Bills", "My Money", "Banking", "Taxes", and "Accounting". The main header shows "Invoice 2022-29 (Open - due in about 1 month)" with buttons for "Save as PDF", "Send by Email", and "More".

The invoice status is "Sent", with options for "Make Draft", "Sent", and "Paid". A checkbox for "Show Income Categories (will not appear on sent invoices)" is present. The invoice preview includes the sender's details (Sherlock RUF C), the recipient's name (Highlanders), the invoice number (2022-29), the date (08 January 2024), and the payment due date (07 February 2024).

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|-----------|----------------|----------------|-----|------------------|
| 1:00 Hour | Internet sales | 15,000.00 | 20% | 15,000.00 |
| Net Total | | | | 15,000.00 |
| VAT | | | | 3,000.00 |

Summary information on the right side of the interface:

- Total value: **£18,000.00**
- Created: 08-01-2024
- Due: 07-02-2024
- Contact: Highlanders -->

Credit notes

Within FreeAgent there are two ways to enter credit notes. The first is to create a standalone credit note. To do this, begin by selecting 'Work' and then 'Invoicing' from the drop-down menu. Next, select 'Add new credit note'.

Hi, Ben. You are currently viewing the Sherlock RUFU account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Search Sherlock RUFU

New Credit Note

Contact and Project Details Required fields*

Contact: [Or, add a new contact](#)

Project:

Credit Note Details Required fields*

Credit Note Reference: Using Global invoice sequencing

Credit Note Date: Calendar icon

Payment Terms: days Set to zero to display 'Due on Receipt' on the credit note.

Currency:

Additional Text:

Additional text is added at the bottom of your credit notes.

[Help](#)

This page is very similar to the one shown in the Invoicing section above. The main difference is that you enter a credit note reference. Once you are happy with the credit note, select 'Save changes'. From here, follow the same process for adding line items as you would for a sales invoice. However, this time you'll need to make sure the figures are negative.

Time to add some credit note items...

Click the 'Add Credit Note Item' button below to create your first credit note item. Once you're done, you can email the credit note to your client, or simply save it as a PDF for storing or printing.

Draft Sent

Show Income Categories (will be added to the credit note)

New Credit Note Item ×

Select a price list item to automatically fill in the form below.

Quantity: One and a half hours can be entered as either 1.50 or 1.5

Details:

Unit Price: Enter discounts and credits as negative.

Income Category:

VAT:

[Create and Finish](#) [Create and Add Another](#) [Cancel](#)

Total value
£0.00

Created: 08-01-2024

Due: Not yet sent

Contact: Highlanders

GBP TOTAL £0.00

[Help](#)

Once you're happy with the credit note, select 'Mark as sent'.

The screenshot shows a credit note interface for 'Sherlock RUF' with a total value of -£18,000.00. The status is 'Mark as Sent'. The invoice details include the company name, address, and VAT number. The credit note is dated 08 January 2024. The table below shows the credit items:

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|------------------|--|----------------|-----|--------------------|
| 1:00 Hour | Internet sales <small>Sales</small> | -15,000.00 | 20% | -15,000.00 |
| Net Total | | | | -15,000.00 |
| VAT | | | | -3,000.00 |
| GBP TOTAL | | | | -£18,000.00 |

Buttons for 'Add Credit Note Item', 'Payment Details', and 'Other information' are visible at the bottom. A 'Help' button is in the bottom right corner.

The other way to create a credit note is against a sales invoice. To do this, select the sales invoice that you want to credit, then select the 'Actions' drop-down. Next, select 'Create new credit note'.

The screenshot shows a sales invoice interface for 'Sherlock RUF' with a total value of £18,000.00. The status is 'Sent'. The invoice is dated 08 January 2024. The table below shows the invoice items:

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|-----------|----------------|----------------|-----|------------------|
| 1:00 Hour | Internet sales | 15,000.00 | 20% | 15,000.00 |
| Net Total | | | | 15,000.00 |
| VAT | | | | 3,000.00 |

The 'Actions' menu is open, showing options: 'Apply existing credit note', 'Create new credit note', and 'Add manual bank transaction'. The 'Create new credit note' option is highlighted. Buttons for 'Save as PDF', 'Send by Email', and 'More' are visible at the top right. A 'Help' button is in the bottom right corner.

Once it has been created you have two options: you can add more line items to the credit note if needed, or mark the credit note as sent.

The screenshot shows a credit note titled "Credit Note 2022-31 (Draft)". The status is "Draft", with options for "Mark as Sent" and "Refunded". A checkbox for "Show Income Categories" is checked. The credit note is addressed to "Highlanders" and issued by "Sherlock RUF C". The total value is -£18,000.00. The table below shows one line item: "1:00 Hour" for "Internet sales" with a unit price of -15,000.00 and a VAT of 20%, resulting in a net subtotal of -15,000.00. The net total is -15,000.00, and the VAT is -3,000.00.

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|-----------|--|----------------|-----|------------------|
| 1:00 Hour | Internet sales <small>Sales</small> | -15,000.00 | 20% | -15,000.00 |
| Net Total | | | | -15,000.00 |
| VAT | | | | -3,000.00 |

Once you have marked the credit note as sent, you'll see the 'Actions' button appear.

You have two options to mark the credit note as paid: you can allocate the credit note against a bank transaction; or you can select 'Apply to invoice'

The screenshot shows the same credit note, now titled "Credit Note 2022-31 (Open - due today)". The status is "Sent", with options for "Make Draft" and "Refunded". The "Actions" menu is open, showing "Apply to invoice" and "Add manual bank transaction". The rest of the credit note details, including the table, remain the same as in the previous screenshot.

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|-----------|----------------|----------------|-----|------------------|
| 1:00 Hour | Internet sales | -15,000.00 | 20% | -15,000.00 |
| Net Total | | | | -15,000.00 |
| VAT | | | | -3,000.00 |

A pop-up will appear with all the sales invoices associated with that contact in FreeAgent. You can then either allocate the full amount of the credit note against one invoice or split it against numerous sales invoices for that contact.

The screenshot shows the FreeAgent interface for a credit note. A pop-up window titled "Apply 2022-31 to Invoice(s)" is displayed over a table of invoices. The pop-up shows a table with columns: Date, Reference, Total (GBP), Amount due (GBP), and Value to apply (GBP). The table contains one row for invoice 2022-29 with a total of 18,000.00 and an amount due of 18,000.00. Below the table, it shows "Credit to be applied: 0.00" and "Remaining credit note total: 18,000.00". There are "Apply credit" and "Cancel" buttons at the bottom of the pop-up.

| Date | Reference | Total (GBP) | Amount due (GBP) | Value to apply (GBP) |
|------------|-----------|-------------|------------------|----------------------|
| 08-01-2024 | 2022-29 | 18,000.00 | 18,000.00 | |

Credit to be applied: 0.00
Remaining credit note total: 18,000.00

Buttons: Apply credit, Cancel

Projects

To navigate to the Projects area, select the 'Work' tab and then 'Projects' from the drop-down menu. From here, you can manage any projects that have already been set up in FreeAgent or add new ones by selecting 'Add new project'.

The screenshot shows the FreeAgent interface for the Projects area. The page title is "Projects". There are buttons for "Import Projects" and "Add New Project". Below the buttons is a table with columns: Name, Contact, Dates, Invoiced (Net), To Be Invoiced, and Budget. The table contains one row for "New Stadium" with contact "Saracens", invoiced amount of £0.00, and budget of None. There is an "Edit" button next to the budget field. At the bottom of the table, there is a "25 per page" dropdown menu.

| Name | Contact | Dates | Invoiced (Net) | To Be Invoiced | Budget |
|-------------|----------|-------|----------------|----------------|--------|
| New Stadium | Saracens | | £0.00 | £0.00 | None |

Buttons: Import Projects, Add New Project, Edit

Footer: 25 per page

Next, you'll be taken to the 'New Project' setup area. Select a contact from the drop-down list and enter the additional relevant options for the project.

The screenshot shows the 'New Project' setup form in the FreeAgent system. The form is divided into two main sections: 'Project' and 'Time and Money'. The 'Project' section includes a 'Contact' dropdown menu set to 'Free Agent', a 'Project Name' text input field, a 'Status' dropdown menu set to 'Active', and a 'Contract/PO Number' text input field. There is also a checkbox for 'Project-level Invoice Sequence?'. The 'Time and Money' section includes a 'Currency' dropdown menu set to 'Pounds Sterling', a 'Budget' input field with a value of '0' and a unit dropdown set to 'Hours', and a note: 'Leave as zero if this project doesn't have a budget'. Below this is an 'Hours per day' input field with a value of '8:00' and a note: '(e.g. 1.30 or 1.5)'. At the bottom of this section is a 'Normal Billing Rate' input field with a value of '0.0', a unit dropdown set to 'per hour', and a 'plus VAT' checkbox. A 'Help' button is located in the bottom right corner of the form.

Once you're happy with the setup of the project, select 'Create New Project'.

This screenshot shows the 'New Project' setup form with the 'Project Name' field filled with 'new stadium'. The 'Status' dropdown is set to 'Active'. The 'Contract/PO Number' field is empty. The 'Project-level Invoice Sequence?' checkbox is unchecked. The 'Time and Money' section is identical to the previous screenshot, with 'Currency' set to 'Pounds Sterling', 'Budget' set to '0', 'Hours per day' set to '8:00', and 'Normal Billing Rate' set to '0.0 per hour plus VAT'. At the bottom of the form, the 'Create New Project' button is highlighted with a blue border and a mouse cursor, and the 'Cancel' button is also visible. A 'More Options' dropdown menu is located above the buttons. The FreeAgent logo and navigation links are visible at the bottom of the page.

Once you've created the project, you can start allocating transactions to it. Please note that the following types of transactions cannot currently be allocated to a project: journals, wages, and sales income that has gone directly into the bank account.

Once you've started allocating transactions to a project, you can see a breakdown of all the transactions that have been allocated to it, as well as a detailed P&L specifically for that project.

Hi, Ben. You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

new stadium [Edit Details](#) [Mark project as](#) [Delete Project](#) [Add new](#)

Summary Estimates Invoices Tasks Profit & Loss Time Expenses Notes

Breakdown

| TIME | RECEIVED | OUTSTANDING | NOT BILLED YET |
|------|----------|-------------|----------------|
| 0:00 | £0 | £0 | £0 |

Project Profitability include unbillable time

| INCOME | EXPENSES | UNBILLABLE TIME | PROFIT |
|--------|----------|-----------------|--------|
| £0 | £0 | £0 | £0 |

[See full Project Profit & Loss](#)

Project Status: **Active**
 Contact: **Irish**
 Invoice Reference: **Global sequence**
 Billing Rate: **£0.00 per hour**
 Budget: **None**

FreeAgent [Privacy Policy](#) [Terms of Service](#) [Support Access](#) [Knowledge Base](#) [Help](#)

Climb Everest [Edit Details](#) [Mark project as](#) [Add new](#)

Summary Estimates Invoices Tasks **Profit & Loss** Time Expenses Notes

All Time Periods Include unbillable time [Export Report](#)

| | Debit | Credit |
|-------------------------------------|---------------|------------------|
| Turnover | | 1,103,785 |
| Sales | | 244,985 |
| Sponsorship | | 857,180 |
| Merchandise | | 1,620 |
| less Cost of Sales | 55,000 | |
| Materials | 55,000 | |
| less Administration Expenses | 81,008 | |
| Local Guides | 2,878 | |
| Mileage | 2,045 | |
| Computer Hardware | 13,200 | |
| Climbing Equipment | 23,125 | |
| Mobile Phone | 40,000 | |
| Stationery | 22 | |

Project Status: **Active**
 Contact: **Jacks Climbing Company**
 PO Number: **EVST008848**
 Invoice Reference: **Contact-level sequence**
 Billing Rate: **£250.00 per hour**
 Budget: **100 Hours**

[Help](#)

3. Bills and out-of-pocket expenses

In this section, we'll explain how to work with bills and out-of-pocket expenses within FreeAgent.

Bills

Bills are purchase ledger invoices and they run on the same traffic light system as sales invoices in FreeAgent.

To add a new bill, select the 'Bills' tab and then select 'Add New Bill' at the top-right.

The screenshot shows the 'Bills' page in the FreeAgent interface. At the top, there is a navigation bar with tabs for Overview, Contacts, Work, Bills, My Money, Banking, Taxes, and Accounting. The 'Bills' tab is selected. Below the navigation bar, there is a search bar and a notification icon. The main content area is titled 'Bills' and includes a green 'Add New Bill' button. Below this, there is a filter section with 'All bills' and 'from all time'. The main table lists bills with the following columns: Due On, Bill Date, Reference, Supplier Contact, Details, Total Value, and Status. The table contains 8 rows of bills, with a total unpaid amount of £23,000.00. At the bottom left, there is a '100 per page' dropdown, and at the bottom right, there is a 'Help' button.

| Due On | Bill Date | Reference | Supplier Contact, Details | Total Value | Status |
|------------|------------|---------------|--|-------------|---|
| 30-11-2025 | 01-01-2024 | Phones | Vodafone Inc E20.83 VAT ↳ Recurs Monthly, next recurs on 01-02-2024 | 125.00 | Open - due in almost 2 years |
| 30-11-2025 | 01-01-2024 | Phones | Vodafone Inc E20.83 VAT ↳ Recurs Monthly, next recurs on 01-02-2024 | 125.00 | Open - due in almost 2 years |
| 30-10-2025 | 01-12-2023 | Phones | Vodafone Inc E20.83 VAT | 125.00 | Open - due in almost 2 years |
| 30-10-2025 | 01-12-2023 | Phones | Vodafone Inc E20.83 VAT | 125.00 | Open - due in almost 2 years |
| 16-02-2022 | 19-01-2022 | power sockets | Free Agent Inc E500.00 VAT | 3,000.00 | Overdue - due almost 2 years ago |
| 01-11-2025 | 12-01-2022 | New Van | Free Agent Inc E5,000.00 VAT | 30,000.00 | Open - E19,500.00 due in almost 2 years |
| 01-12-2023 | 01-01-2022 | Phones | Vodafone Inc E20.83 VAT | 125.00 | Paid on 25-01-2023 |
| 01-12-2023 | 01-01-2022 | Phones | Vodafone Inc E20.83 VAT | 125.00 | Paid on 25-12-2022 |

Total Unpaid **£23,000.00**

Next, select the contact that the bill relates to. Then, enter the reference, bill date and due date from the purchase invoice. You can select an international currency if needed, and choose whether to enter the items as either including VAT or excluding VAT.

Hi, Ben. You are currently viewing the Sherlock RUFU account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Add a New Bill

Bill Details Required fields*

Supplier Contact: Free Agent [Or, add a new contact](#)

Reference:

Bill Date: 08-01-2024

Due On: 07-02-2024

Currency: Pounds Sterling

Bill totals will be entered: Including VAT Excluding VAT
If your bill does not include VAT you can pick either option.

Hire purchase: This will be paid using a hire purchase agreement
Bill will be paid off in instalments. [Learn more about hire purchases.](#)

VAT Options: UK VAT Rates Reverse Charge

Comments:

[Help](#)

If the bill is for an item bought using a hire purchase agreement, tick the 'Hire purchase' checkbox, which will enable the bill to be paid off in instalments. Enter the date that the hire purchase agreement ends in the 'Due On' field.

Reference: 34567

Bill Date: 08-01-2024

Due On: 20-03-2024

Currency: Pounds Sterling

Bill totals will be entered: Including VAT Excluding VAT
If your bill does not include VAT you can pick either option.

Hire purchase: This will be paid using a hire purchase agreement
Bill will be paid off in instalments. [Learn more about hire purchases.](#)

VAT Options: UK VAT Rates Reverse Charge

Comments:

Bill Contents

This bill contains: A single item or items of the same category Multiple items with different categories and VAT rates

Spending Category: Accommodation and Meals

Total Price (excluding VAT): £ 0.00

[Help](#)

If you only have a single line item to enter for the bill, enter it at this step. If you need to enter multiple line items, select 'Multiple items with different categories and VAT rates' in the 'Bill contents' section.

Comments

Bill Contents

This bill contains A single item or items of the same category
 Multiple items with different categories and VAT rates

Spending Category

Total Price (excluding VAT)
Bill credit notes (Refunds) can be entered using negative numbers.

VAT Rate
Select Auto VAT to use the normal VAT rate for the bill type and date.

Is this a Project Bill?

Link to Project

Recurring Options

This Bill recurs
FreeAgent will create a duplicate of this bill after the period you specify. To recur forever, leave the end date blank.

[? Help](#)

If you then select 'Save and continue', you'll be able to enter multiple line items by selecting 'Add bill item'.

The new Bill was successfully created. You are currently viewing the Sherlock RUFU account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Bill 34567 (Zero Value) [Edit bill details](#)

34567 Zero Value

Aston Martin

Bill Date: 08-01-2024 Due Date: 20-03-2024

| Details | VAT | Net line total (£) |
|-------------------------------|-----------------|--------------------|
| Add bill item | | |
| | Net total: | £0.00 |
| | VAT: | £0.00 |
| | GBP due: | £0.00 |

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Choose a P&L code under 'Spending Category'. Then, add the relevant details, quantity if necessary, and the price. This will be inclusive or exclusive of VAT, depending what option you selected in the previous step.

Hi, Ben. You are currently viewing the Sherlock RUFU account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFU

Bill 34567 (Zero Value) [Edit bill details](#)

34567
Aston Martin

Bill Date
08-01-2024

Details
[Add bill item](#)

Add new bill item ✕

Spending Category *
Accommodation and Meals

Details

Quantity
 --no unit--

Leave blank for lines with no quantity.

Total Price (excluding VAT) *
£ 0.00

Bill credit notes (Refunds) can be entered using negative numbers.

VAT Rate *
Auto

Select Auto VAT to use the normal VAT rate for the bill type and date.

[Save](#) [Save and add another](#) [Cancel](#)

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Once you're happy with the information, you can add another line item to the bill by selecting 'Save and add another', or select 'Save' to finish the process. Once you've saved the bill, you can click on 'Add another bill' if you have more bills to add.

Hi, Ben. You are currently viewing the Sherlock RUFU account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFU

Bill 34567 (Open) [Edit bill details](#) [Add another bill](#)

34567 Open - due in 2 months

Aston Martin

Bill Date: 08-01-2024 Due Date: 20-03-2024

| Details | VAT | Net line total (£) |
|-------------------------------|--------|--------------------|
| Staff Training training event | 20% | 2,300.00 |
| | 460.00 | |
| Add bill item | | |
| Net total: | | £2,300.00 |
| VAT: | | £460.00 |
| GBP due: | | £2,760.00 |

Add a manual payment

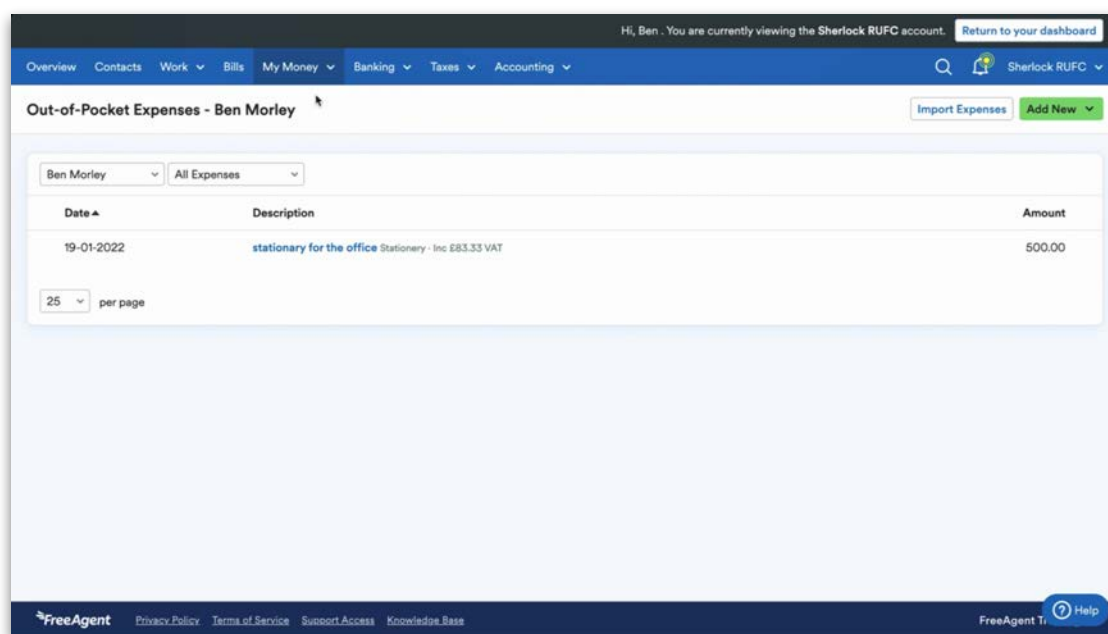
This will create a manual bank transaction in your primary bank account for the amount still due.

[Add a manual payment](#)

[Help](#)

Out-of-pocket expenses

To navigate to the out-of-pocket expenses area in FreeAgent, select the 'My Money' tab and then 'Expenses' from the drop-down menu. This will show you the out-of-pocket expenses for all directors and employees.



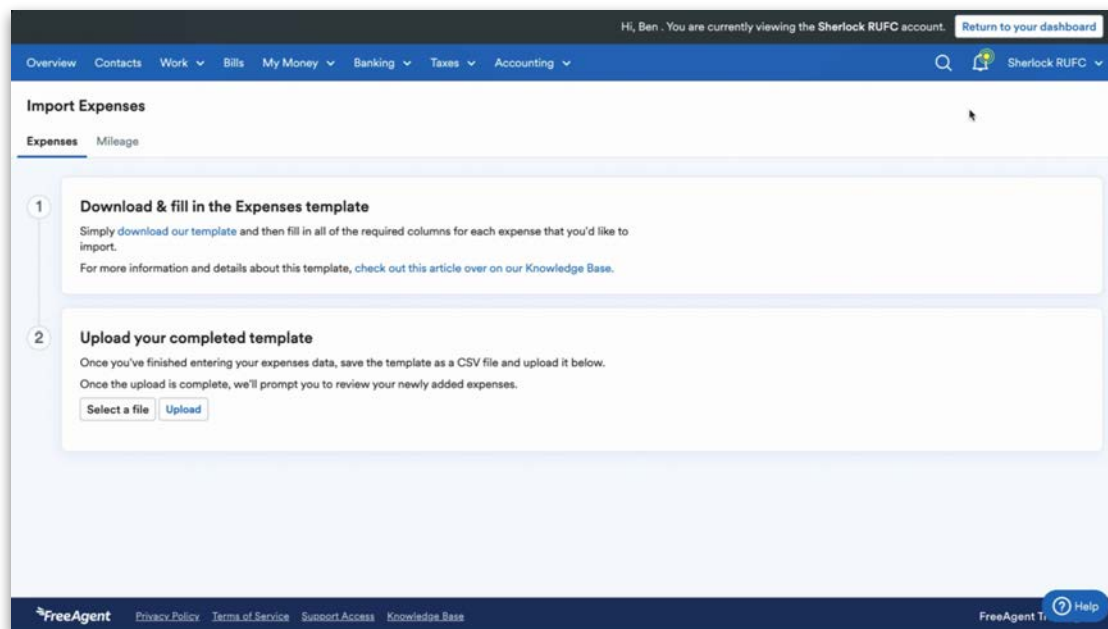
You can switch between directors and employees by selecting from the drop-down menu in the top-left corner. You can also change which expenses are being shown using the drop-down menu to the right of this.

Out-of-pocket expenses are split between expenses and mileage claims. There are a few different ways to add these into FreeAgent.

The first option is to take a photo of an expense using the FreeAgent mobile app. The Smart Capture feature will save a photo of the receipt in the 'Files' area of the mobile app.

Smart Capture will then automatically extract the date and amount from the file. The file can then be allocated against a transaction at a later time. This process is covered in more detail in the separate mobile learning module.

You can also bulk import expenses into FreeAgent through a CSV upload. To do this, select 'Import expenses' in the top-right corner and follow the link to download our template for either expenses or mileage, which you can then fill in and upload back into FreeAgent.



Hi, Ben. You are currently viewing the Sherlock RUFU account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Import Expenses

Expenses Mileage

- 1 Download & fill in the Expenses template**

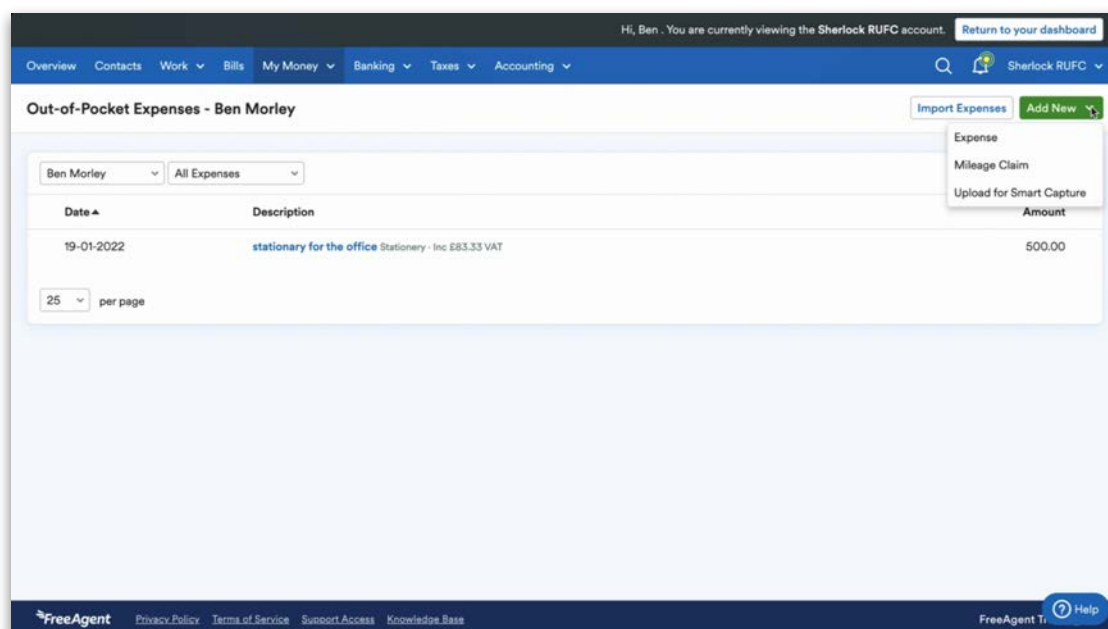
Simply [download our template](#) and then fill in all of the required columns for each expense that you'd like to import.
For more information and details about this template, check out this [article](#) over on our Knowledge Base.
- 2 Upload your completed template**

Once you've finished entering your expenses data, save the template as a CSV file and upload it below.
Once the upload is complete, we'll prompt you to review your newly added expenses.

[Select a file](#) [Upload](#)

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To enter an individual expense or mileage claim, select 'Add new' and choose the appropriate option.



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Overview Contacts Work Bills My Money Banking Taxes Accounting

Out-of-Pocket Expenses - Ben Morley

[Import Expenses](#) [Add New](#)

Ben Morley All Expenses

| Date | Description | Amount |
|------------|---|--------|
| 19-01-2022 | stationary for the office Stationery - Inc E83.33 VAT | 500.00 |

25 per page

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When entering an expense, you'll need to select the claimant first. This is the employee or director that the expense relates to. Under 'Type', select either payment or refund, and under 'Category' select the P&L code you would like to allocate it to. Next, select the date that the expense occurred on and the amount of the transaction.

File to attach or
Max size 5MB. Alternatively, upload your receipt with Smart Capture to autofill your expense.

Attachment description

Expense details Required fields*

Claimant

Type

Category

Dated

Currency

Total Value VAT

Select Auto VAT to use the normal VAT rate for the expense type and date.

VAT Options UK VAT Rates Reverse Charge

Description

Receipt Reference

Is this a Project Expense?

Link to Project

If you want to use a saved photo of a receipt, select 'Choose from saved files' at the top of the screen.

Choose an attachment from your saved files

Attaching a file to this expense will remove it from the Files list. It will be stored with the expense once you save it.

Attaching a file with extracted data will automatically fill in the fields that have been extracted from the receipt. This will replace any data already entered in those fields.

| | Date | File Name | Total value |
|-----------------------|------------|--|-------------|
| <input type="radio"/> | 04-01-2024 | receipt_389a0468-f23f-4a7c-add0-268f9cab465.pdf | 7.14 |
| <input type="radio"/> | 04-01-2024 | receipt_a73ea3fc-eb75-47ee-9bb9-26e9781dd248.pdf | 13.71 |
| <input type="radio"/> | 04-01-2024 | receipt_db91b669-6bb9-443f-86fa-ae4f0198263b.pdf | 93.88 |
| <input type="radio"/> | 04-01-2024 | invoice_7015374.pdf | 27.59 |
| <input type="radio"/> | 04-01-2024 | receipt_0b1637b4-0fda-45cb-921b-8add00825432.pdf | 25.85 |
| <input type="radio"/> | 04-01-2024 | receipt_8c9b69a0-c1e8-434d-8d15-b804d50878f4.pdf | 6.26 |
| <input type="radio"/> | 04-01-2024 | invoice_7015054.pdf | 14.39 |
| <input type="radio"/> | 03-01-2024 | 9089C62F-D088-4383-9921-78243177592E.jpeg | |
| <input type="radio"/> | 19-12-2023 | Invoice5996392646733393449 (1).pdf | 34.73 |

If you select a file that Smart Capture has been applied to, it will pull the date of the purchase invoice and the gross amount through to the expense page, and it will highlight those fields in blue.

Attachment

File to attach [receipt_389a0468-f23f-4a7c-add0-268f9cbab465.pdf](#)

Attachment description

Expense details Required fields*

Claimant

Type

Category

Dated

Currency

Total Value VAT

Select Auto VAT to use the normal VAT rate for the expense type and date.

VAT Options UK VAT Rates
 Reverse Charge

Description

In the 'Description' field, enter a brief description of the expense. When you're happy with the information entered, select 'Create new expense' or 'Create and add another' if you'd like to enter additional expenses.

Currency

Total Value VAT

Select Auto VAT to use the normal VAT rate for the expense type and date.

VAT Options UK VAT Rates
 Reverse Charge

Description

Receipt Reference

Is this a Project Expense?

Link to Project

Recurring Options

This Expense recurs

FreeAgent will create a duplicate of this expense after the period you specify. To recur forever, leave the end date blank.

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Mileage

Mileage follows a similar process to expenses. Select the relevant employee or director from the 'Claimant' drop-down menu in the 'Mileage details' section, then enter the date and a description of the journey. Next, select which vehicle was used: a car, motorcycle or bicycle.

Hi, Ben. You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

New Mileage Claim - Bruce Wayne

Attachment

File to attach: or
Maximum file size is 5MB.

Attachment description:

Mileage details Required fields*

Claimant:

Dated:

Mileage: miles

Description:

Vehicle Type:

Reclaim Mileage

Reclaim mileage rate:

To use the mileage claims in FreeAgent, your client needs to reimburse at the government's recommended rates of 45p and 25p per mile. FreeAgent will automatically change to 25p per mile once 10,000 miles has been surpassed.

Claimant:

Dated:

Mileage: miles

Description:

Vehicle Type:

Reclaim Mileage

Reclaim mileage rate:
The allowable rate for cars is currently 45p/mile for the first 10,000 miles then 25p/mile thereafter.

Reclaim VAT on Mileage?

Yes, and I have a VAT receipt

Car Engine Type and Size:

Is this Project Mileage?

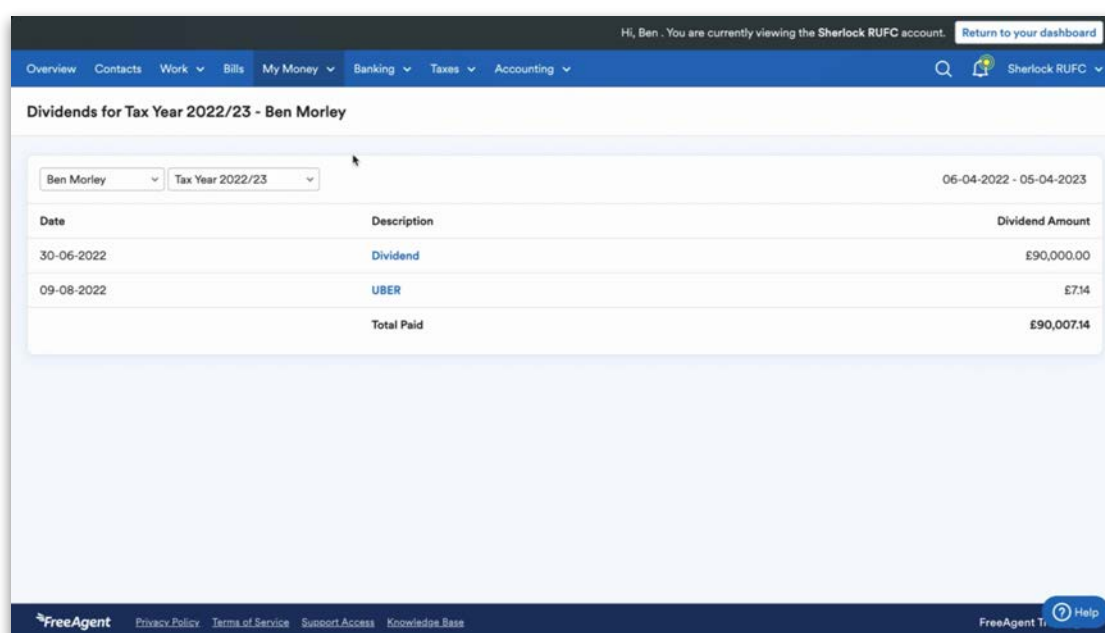
Link to Project:

Recurring Options

If your client is VAT registered, you can reclaim VAT on the mileage as FreeAgent has HMRC's fuel rates built in and they are updated in line with HMRC's updates.

Dividends

The 'My Money' tab in FreeAgent is also where the 'Dividends' area can be found within your client's licence. This is where dividend declaration vouchers are generated when either a bank transaction is explained as a dividend payment or when a director's dividend code is journaled to.



| Date | Description | Dividend Amount |
|------------|-------------------|-------------------|
| 30-06-2022 | Dividend | £90,000.00 |
| 09-08-2022 | UBER | £71.14 |
| | Total Paid | £90,007.14 |

Please note that because the dividend voucher declarations are automatically generated from the bank transaction or journal, the only way to adjust these vouchers inside your client's licence would be to adjust the original dividend explanation or journal entry.

Completely removing the explanation posted to the bank transaction or deleting the journal entry will lead to the removal of the dividend voucher altogether.

Select the voucher from the list to view it, or download it as a PDF by selecting 'Save as PDF' in the top-right corner. This will allow you to share it outside your client's licence.

Hi, Ben. You are currently viewing the Sherlock RUFC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Dividend Declaration [Save As PDF](#)

Dividend Declaration for Sherlock RUFC

Directors Meeting Held On:
Directors Present:
Held At:
At a meeting of the Directors of the Company held on the above date, it was proposed and resolved to confirm the payments to the shareholders of the Company Dividends in the proportion of their respective shareholdings in the amounts shown below.

The total distribution details are:

| | |
|-----------|------------|
| Dividend: | £90,000.00 |
|-----------|------------|

The shareholders were advised of these amounts and cheques paid/drawn accordingly.
There being no further business, the meeting was adjourned.

Director

Date

Payment Details

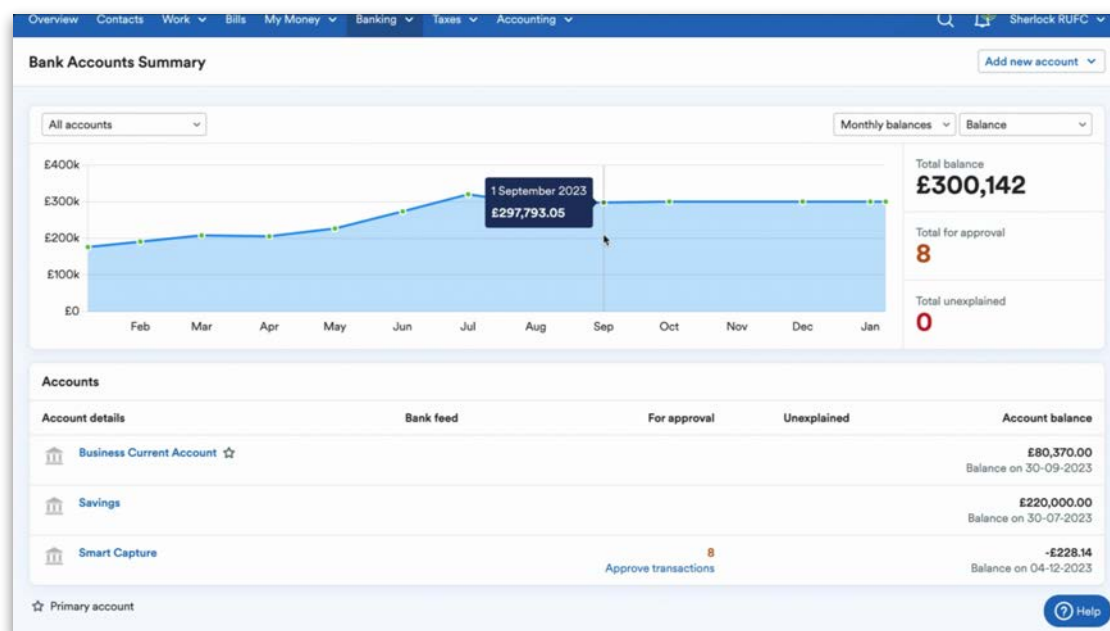
[Help](#)

4. Banking and Cashflow

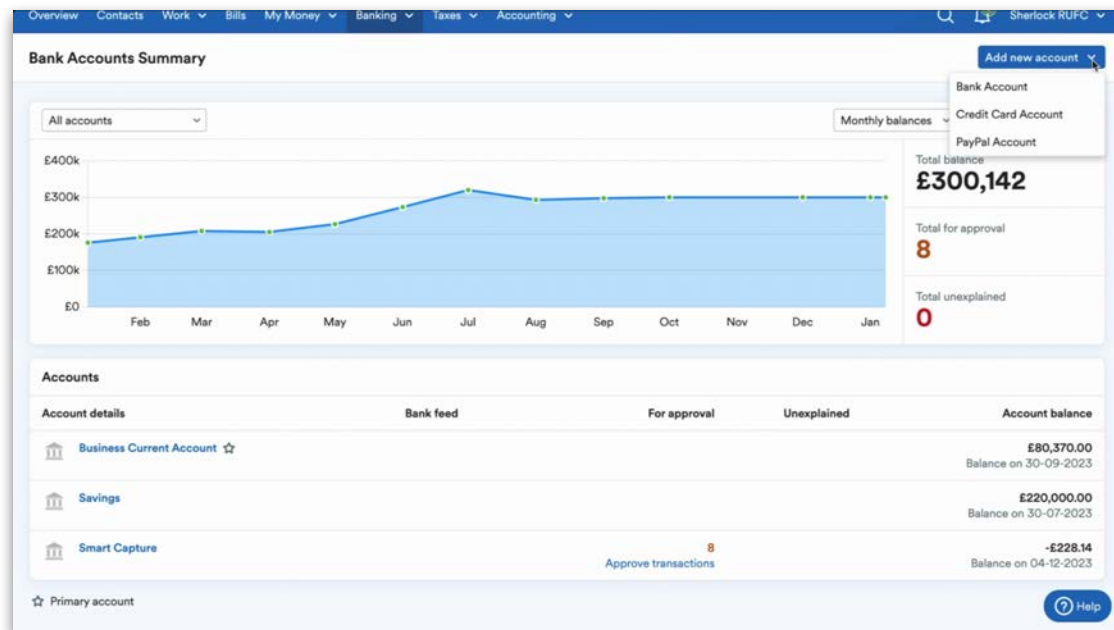
In this section, we'll show you an overview of the Banking area and Cashflow reports inside FreeAgent. We'll also explain how these features can help lessen the business admin burden for you and your clients.

The Banking area

If you navigate to the 'Banking' tab at the top of the screen and select 'Bank accounts' from the drop-down menu, you'll be able to see your client's individual bank account balances, an aggregated view of how much cash they have in the bank in total, along with any transactions that require your attention.



Within FreeAgent, you can create as many bank accounts as your client needs for their business. To do this, select 'Add new account' at the top-right.



You can create additional bank, credit card and PayPal accounts. Bank accounts can have automated feeds, which will handle the transactions being imported into these accounts in FreeAgent.

Dummy bank accounts can also be used to manage the bookkeeping for petty cash movements, till takings, E-commerce and the liability for bank loans.

Bank feeds

There are two main methods of getting your client's banking transactions into their bank account inside FreeAgent.

First, after selecting a bank account, choosing 'Enable Bank Feed' will allow your client's bank transactions to be automatically imported into FreeAgent from their bank via an Open Banking bank feed.

The screenshot shows the FreeAgent interface for a 'Business Current Account'. At the top, there's a navigation bar with 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. Below this, the account name 'Business Current Account' is displayed, along with buttons for 'Upload statement', 'Enable bank feed', 'Edit details', and 'More'. The main area is divided into 'All transactions', 'Unexplained', and 'For approval'. A date selector is set to 'January 24'. A table shows the following data:

| Date | Description | Money in | Money out | Balance |
|------|-------------------------|----------|-----------|------------|
| | Balance brought forward | | | £80,370.00 |

Below the table, it states 'There are no transactions for January 24. View all transactions in this account?'. A 'Statement upload' section on the right shows a green checkmark and the text 'Good job. Now relax.' It also mentions 'You've explained all the bank transactions in this statement!' and 'Latest Upload 07 Nov 2023 at 3:05'. A 'Bank details' section shows a 'Total balance £80,370.00'. At the bottom, there are links for 'Explained', 'Unexplained', and 'Manually added'.

Your client would set up this connection by simply selecting who they bank with, the type of bank account and finally choosing 'Connect to my bank'.

The screenshot shows the 'Enable Bank Feed for Business Current Account' page. It features a 'Select your bank' section with a grid of bank logos. The banks listed are: NatWest, Mettle, Nationwide, Santander, First Direct, Cater Allen, Tide, Capital One, Wise, Royal Bank of Scotland, Lloyds, Halifax, Danske Bank, HSBC, MBNA, Tesco Bank, Virgin Money, Metro Bank, Ulster Bank, Barclays, Bank of Scotland, Allied Irish Bank, Bank of Ireland, Cashplus, TSB, M&S Bank, and American Express. On the right, there's a 'Bank Feeds' section with the text 'Bank feeds let you automatically import transactions from your bank accounts into FreeAgent.' and a 'Want to learn more?' section with links to 'Setting up Bank Feeds' and 'Frequently Asked Questions Knowledge Base articles'. Below that, a 'Third-party feeds' section lists 'Starling', 'Revolut', and 'Monzo'. At the bottom, there's a 'Find your banking service' link and a 'Help' button.

As of October 2023, you'll see that we've added **Metro Bank** and **American Express** bank feeds to the list.

Your client would then be switched over to their online banking login screen, where they can enter their login credentials for their online banking and select the relevant account to connect to FreeAgent.

NatWest Support

Log in to Bankline

Customer ID

User ID

[Continue](#)

Your credentials will not be shared with the third party.

Not a Bankline user?
[Go back to your Open Banking provider](#)

Bankline security advice
We will never ask for PINs, passwords or smartcard security codes over the phone. If in doubt, call the Bankline helpdesk. Only individuals who have authorised access to NatWest Bankline should proceed beyond this point. For the security of customers, any unauthorised attempt to access customer bank information will be monitored and may be subject to legal action.

At this point, they would be taken back to FreeAgent and the banking transactions would be imported into their account from the FreeAgent start date.

Be sure you select the correct FreeAgent start date for your client to ensure the correct transactions are brought into their FreeAgent account. Having the right dates will help keep your client's account accurate. Please note that entering any transactions dated before your client's FreeAgent start date can cause errors in your client's account.

Your client's FreeAgent bank accounts should then be used to mirror their actual bank accounts in order to keep the data as accurate as possible.

CSV imports

Instead of setting up an automated bank feed, your client also has the option to upload electronic statements by selecting 'Upload Statement'.

Hi, Ben. You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Business Current Account [Upload statement](#) [Enable bank feed](#) [Edit details](#) [More](#)

All transactions Unexplained For approval

January 24 Search

| Date | Description | Money in | Money out | Balance |
|------|-------------------------|----------|-----------|------------|
| | Balance brought forward | | | £80,370.00 |

There are no transactions for January 24. [View all transactions in this account?](#)

100

✓ Explained ? Unexplained 👤 Manually added

Statement upload

Good job. Now relax.
You've explained all the bank transactions in this statement!

Latest Upload
07 Nov 2023 at 3:05
[View latest statement](#)

Bank details

Total balance
£80,370.00

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We support OFX and QIF file formats, as well as standard CSV files.

Hi, Ben. You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Upload a bank statement

- Download a statement from your online banking website**

We support OFX (also known as QBO, Quickbooks or MS Money 2005), QIF and some CSV formats. For PayPal, choose 'Comma Delimited - Balance Affecting Payments'. [Learn more about which bank statement formats FreeAgent supports -->](#)
- Upload your bank statement**

[Select a file](#)

Guess explanations for my bank transactions

When data is imported any guessed transactions will be Marked for Approval, allowing you to review and approve them as being correct. [Learn more -->](#)

[Upload Statement](#)
- Review and explain your transactions**

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A CSV file should simply be an Excel document saved in the ‘comma separated value’ format with no headings and three columns. Each row inside the document relates to a single bank transaction, while each column reflects the following:

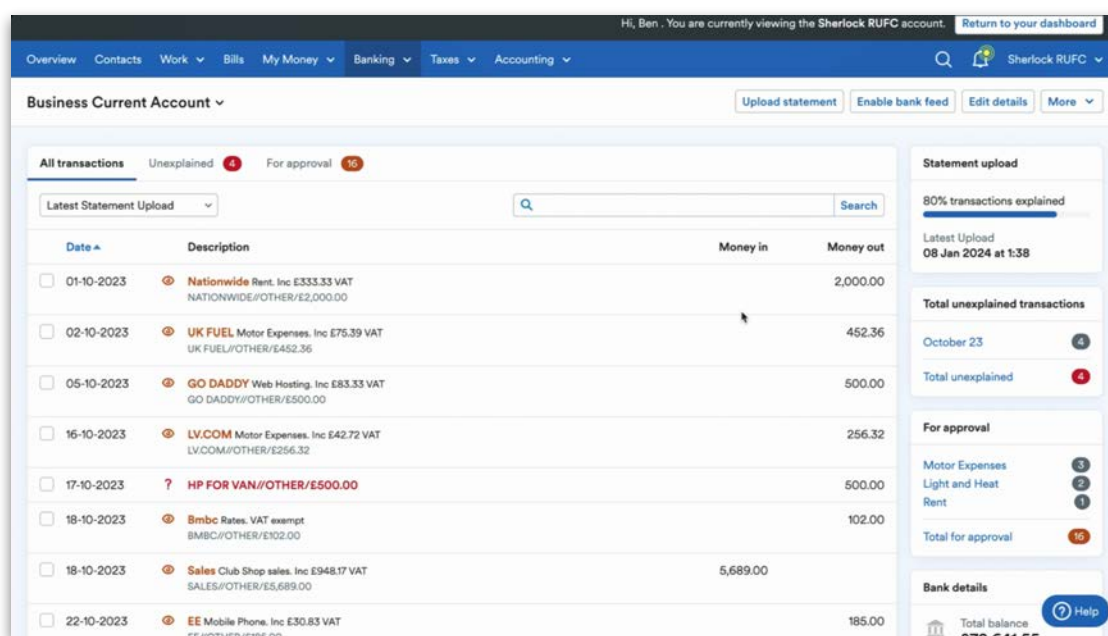
- The first column is the date of a transaction in the format DD/MM/YYYY.
- The second is the value of the transaction, where negative transactions are outgoing and the incoming transactions positive.
- The third and final column would be the description that’s uploaded with the transaction.

Reconciling transactions

Now you know how to get transactions into your client’s bank account, we’re going to cover some of the functionality in FreeAgent that makes the reconciliation of your client’s transactions as efficient as possible.

Guess

FreeAgent’s Guess functionality makes suggestions for transaction allocations, which can be found in the ‘For Approval’ tab. This allows you to simply select ‘Approve & Save Changes’ to approve and explain guessed transactions.



The screenshot displays the FreeAgent interface for a 'Business Current Account'. The top navigation bar includes 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. The account name 'Sherlock RUFUC' is visible in the top right. Below the navigation, there are buttons for 'Upload statement', 'Enable bank feed', 'Edit details', and 'More'. The main area shows a list of transactions with columns for 'Date', 'Description', 'Money in', and 'Money out'. The transactions are categorized into 'All transactions', 'Unexplained' (4), and 'For approval' (16). The 'For approval' section lists items like 'Motor Expenses', 'Light and Heat', and 'Rent'. The 'Bank details' section shows a 'Total balance' of £70,641.55.

| Date | Description | Money in | Money out |
|------------|---|----------|-----------|
| 01-10-2023 | Nationwide Rent. Inc E333.33 VAT NATIONWIDE/OTHER/E2,000.00 | | 2,000.00 |
| 02-10-2023 | UK FUEL Motor Expenses. Inc E75.39 VAT UK FUEL/OTHER/E452.36 | | 452.36 |
| 05-10-2023 | GO DADDY Web Hosting. Inc E83.33 VAT GO DADDY/OTHER/E500.00 | | 500.00 |
| 16-10-2023 | LV.COM Motor Expenses. Inc E42.72 VAT LV.COM/OTHER/E256.32 | | 256.32 |
| 17-10-2023 | HP FOR VAN//OTHER/E500.00 | | 500.00 |
| 18-10-2023 | Bmbc Rates. VAT exempt BMBCC/OTHER/E102.00 | | 102.00 |
| 18-10-2023 | Sales Club Shop sales. Inc E948.17 VAT SALES/OTHER/E5,689.00 | 5,689.00 | |
| 22-10-2023 | EE Mobile Phone. Inc E30.83 VAT EE/OTHER/E185.00 | | 185.00 |

Guess has two separate features to help you and your client allocate explanations to bank transactions. These are Guess explanations and Guess rules.

Guess explanations

The 'Guess explanations' feature looks at the day-to-day transactions within your client's accounts and offers an explanation suggestion based on the description that is either imported or uploaded.

Guess explanations work from day one within your client's account as Guess uses data from other FreeAgent accounts to spot patterns and offer suggestions based on how other users have categorised similar transactions.

Guess explanations can be enabled or disabled for each of your client's individual bank accounts in FreeAgent.

The screenshot shows a web form for setting up a bank account. It includes fields for Bank name, Account Number, and Sort/Bank Code (with a note that it's sometimes called a Routing Number). There is a checkbox for 'Show these details on Invoices' which is checked. Below this is a section for 'Opening balance (at start of 01-01-2022)' with a 'Balance' field set to '£ 0.00' and a note: 'The account balance at the start of the FreeAgent Start Date. (For accounts opened after this date, enter zero.)'. The 'Guess explanations' section has a checked checkbox for 'Guess explanations for my transactions' and a note: 'When data is imported any guessed transactions will be marked For Approval, allowing you to review and approve them as being correct. Learn more ->'. At the bottom, there is a 'More options' dropdown, 'Save changes' and 'Cancel' buttons, and a 'Help' button in the bottom right corner.

Bank name

Account Number

Sort/Bank Code
This is sometimes called a Routing Number.

Show these details on Invoices

Opening balance (at start of 01-01-2022)

Balance
The account balance at the start of the FreeAgent Start Date. (For accounts opened after this date, enter zero.)

Guess explanations

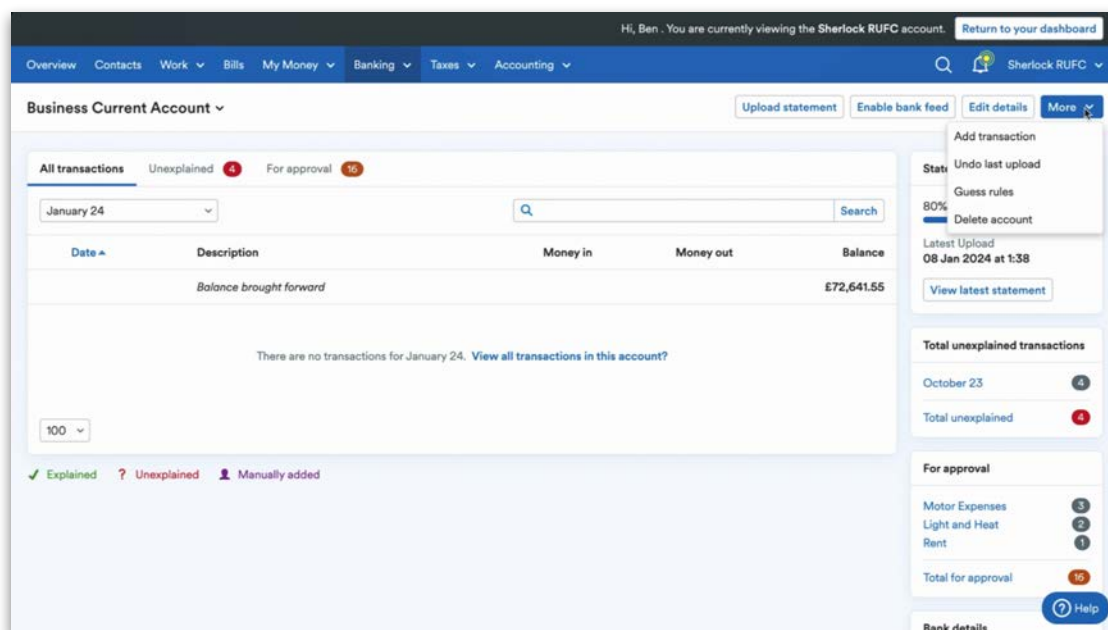
Guess explanations for my transactions
When data is imported any guessed transactions will be marked For Approval, allowing you to review and approve them as being correct. [Learn more ->](#)

More options

Guess rules

The second feature is 'Guess rules', which looks at the transactions that have bookkeeping associated with them and offers transaction explanations based on nine rules.

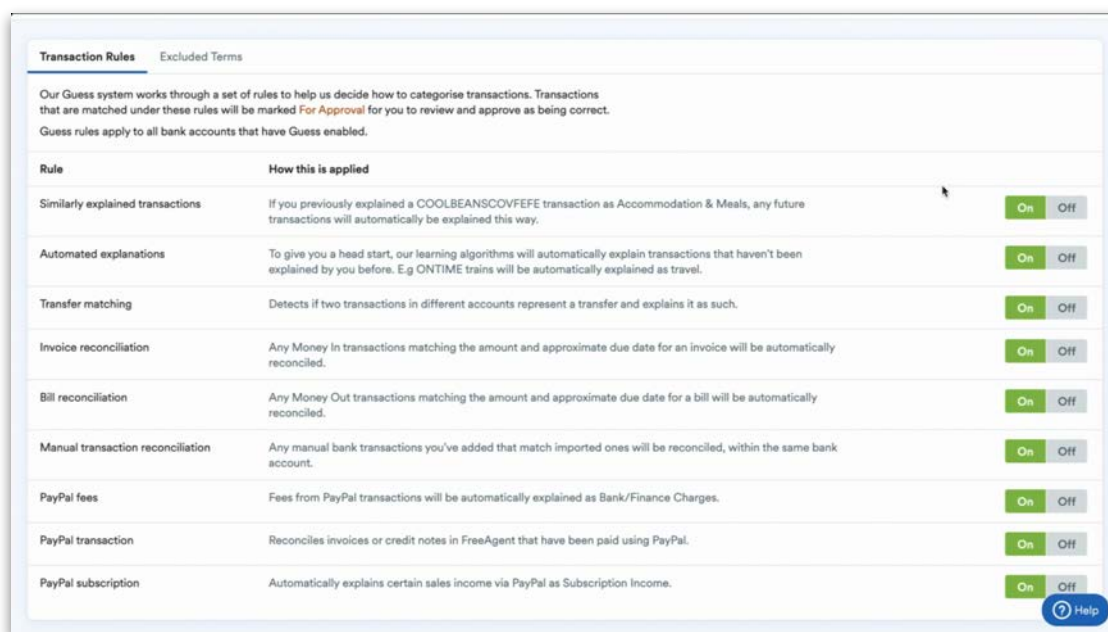
You can access the rules by choosing 'Guess rules' from the 'More' dropdown menu.



These nine rules will attempt to explain transactions against open or overdue invoices and bills, transfers between bank accounts, manual transactions being matched to imported or uploaded transactions along with handling subsequent PayPal transactions.

Guess rules will also learn both your and your client's behaviour to offer suggestions for new transactions that come in with similar descriptions.

You can manage the individual rules by toggling them on and off.



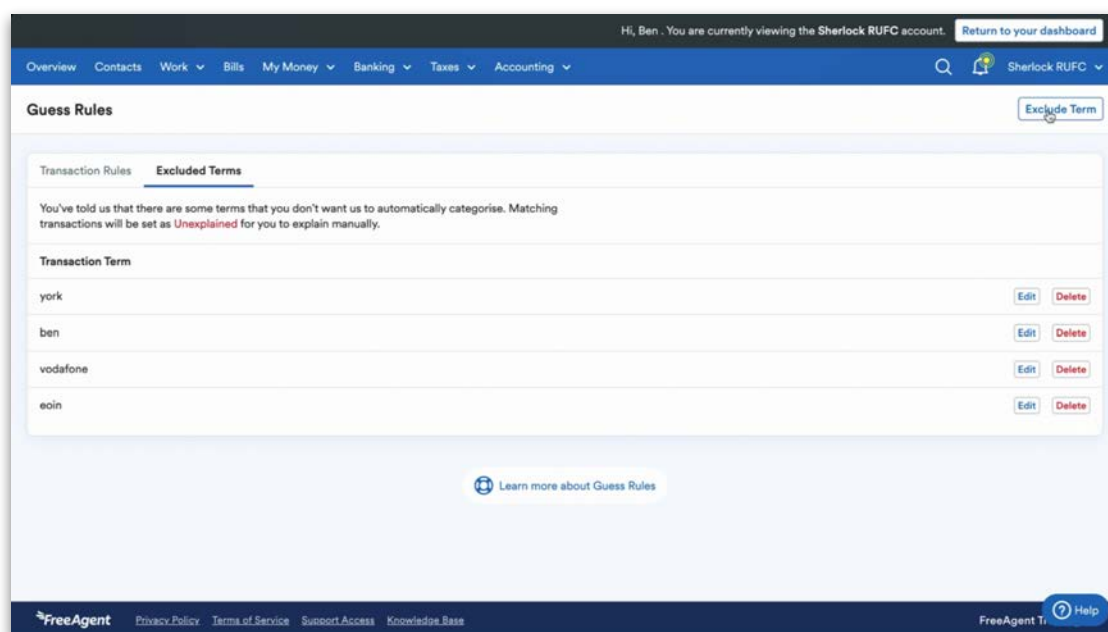
Transaction Rules Excluded Terms

Our Guess system works through a set of rules to help us decide how to categorise transactions. Transactions that are matched under these rules will be marked **For Approval** for you to review and approve as being correct. Guess rules apply to all bank accounts that have Guess enabled.

| Rule | How this is applied | On | Off |
|-----------------------------------|---|-------------------------------------|--------------------------|
| Similarly explained transactions | If you previously explained a COOLBEANSCOVFEE transaction as Accommodation & Meals, any future transactions will automatically be explained this way. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Automated explanations | To give you a head start, our learning algorithms will automatically explain transactions that haven't been explained by you before. E.g ONTIME trains will be automatically explained as travel. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Transfer matching | Detects if two transactions in different accounts represent a transfer and explains it as such. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Invoice reconciliation | Any Money In transactions matching the amount and approximate due date for an invoice will be automatically reconciled. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Bill reconciliation | Any Money Out transactions matching the amount and approximate due date for a bill will be automatically reconciled. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Manual transaction reconciliation | Any manual bank transactions you've added that match imported ones will be reconciled, within the same bank account. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| PayPal fees | Fees from PayPal transactions will be automatically explained as Bank/Finance Charges. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| PayPal transaction | Reconciles invoices or credit notes in FreeAgent that have been paid using PayPal. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| PayPal subscription | Automatically explains certain sales income via PayPal as Subscription Income. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

[Help](#)

Guess rules and Guess explanations should help you operate efficiently when it comes to the day-to-day bookkeeping inside your client's FreeAgent account. However, you may wish to navigate to the 'Excluded Terms' section to add any transactions that you don't want Guess to try to explain. To do this, navigate to the 'Excluded Terms' tab and select 'Exclude Term' at the top-right.



Hi, Ben . You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Guess Rules [Exclude Term](#)

Transaction Rules **Excluded Terms**

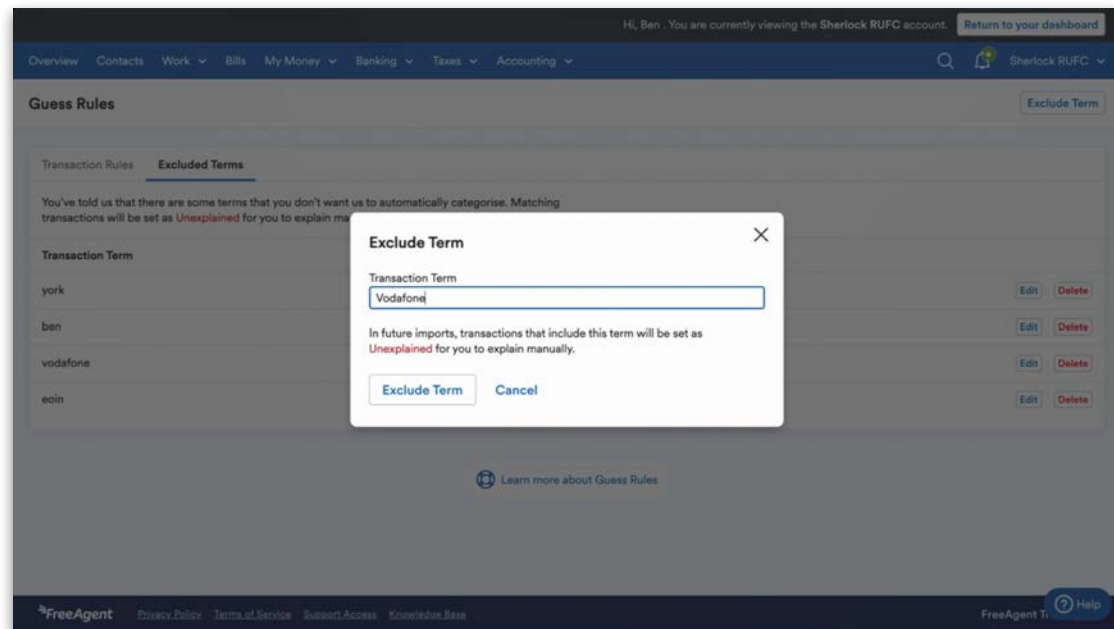
You've told us that there are some terms that you don't want us to automatically categorise. Matching transactions will be set as **Unexplained** for you to explain manually.

| Transaction Term | Edit | Delete |
|------------------|----------------------|------------------------|
| york | Edit | Delete |
| ben | Edit | Delete |
| vodafone | Edit | Delete |
| eoin | Edit | Delete |

[Learn more about Guess Rules](#)

FreeAgent Privacy Policy Terms of Service Support Access Knowledge Base FreeAgent [Help](#)

Next, enter the term you would like to exclude in the pop-up window. This will ensure that Guess ignores these terms. The term you enter is not case-sensitive or phrase sensitive, meaning that it should always be picked up and left as unexplained within your client's account.



You can enter as many excluded terms as necessary and can update the list of terms at any time.

Explaining bank transactions

Regardless of how transactions are added to FreeAgent, explaining bank transactions is a simple process. Transactions can be filtered by state using the different tabs. For example, 'All transactions' or 'Unexplained'. Transactions can also be filtered by date, using the drop-down menu on the left.

The screenshot displays the FreeAgent interface for managing bank transactions. At the top, there are tabs for 'All transactions', 'Unexplained' (with a red badge '4'), and 'For approval' (with a red badge '16'). Below the tabs is a search bar and a 'Latest Statement Upload' dropdown. The main area is a table of transactions with columns for 'Date', 'Description', 'Money in', and 'Money out'. The table lists various transactions such as 'Nationwide Rent', 'UK FUEL Motor Expenses', 'GO DADDY Web Hosting', 'LV.COM Motor Expenses', 'HP FOR VAN', 'Bmbc Rates', 'Sales Club Shop sales', 'EE Mobile Phone', and 'Fancy A Brew.Com Sundries'. On the right side, there is a 'Statement upload' section showing '80% transactions explained' and 'Latest Upload 08 Jan 2024 at 1:38'. Below that, it shows 'Total unexplained transactions' for 'October 23' with a red badge '4'. Further down, the 'For approval' section lists 'Motor Expenses', 'Light and Heat', and 'Rent' with red badges '3', '2', and '1' respectively, and a total of '16'. At the bottom right, the 'Bank details' section shows a 'Total balance' of '£72,641.55' and a 'Help' button.

Once you've selected a transaction to explain, FreeAgent will ask you to provide some information about it. You'll need to fill in the payment type, category, the appropriate rate of VAT and a description if necessary. Then select 'explain transaction' to complete the process.

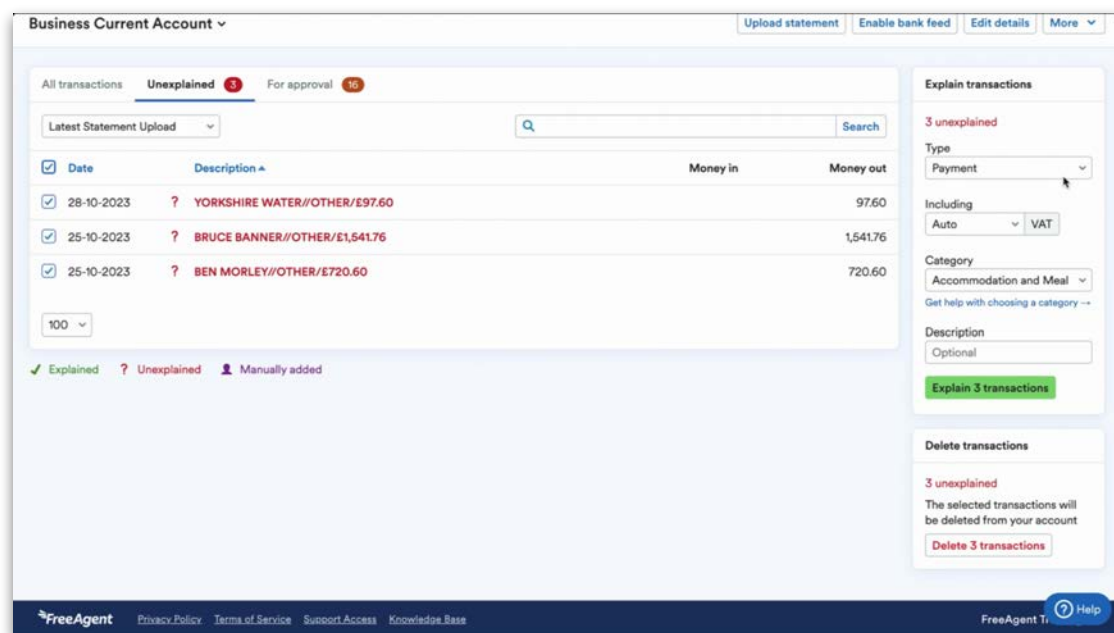
The screenshot shows the 'Unexplained' tab in the FreeAgent interface. The 'All Time Periods' dropdown is set to 'All Time Periods'. A search bar is present. The table shows a transaction on '03 Apr 23' with a description of '? OTHER/£200.00' and a 'Money Out' of '200.00'. Below the table, there is a form to explain the transaction. The 'Type' is set to 'Payment'. The 'Including' field is set to 'Auto' and 'VAT'. The 'Category' is set to 'Internet & Telephone'. The 'Description' field contains 'BT Internet'. There are buttons for 'Explain Transaction', 'Cancel', and 'More Options'.

You'll notice that each transaction has a colour and icon. You can refer to the colour legend at the bottom-left of the screen to see the different transaction statuses and icons.

Explaining bank transactions is an important part of keeping your client's accounts up to date as it will post it inside their accounts and onto their VAT return, if applicable.

Explaining multiple bank transactions in bulk

To save time, you can also explain certain transactions in bulk in FreeAgent. To do this, tick the checkbox next to each of the transactions you would like to explain, select the relevant 'Type' and VAT rate for the transactions, and add a description in the 'Explain transactions' section to the right of the screen. Then, select 'Explain X transactions' (where 'X' is the number of transactions you selected).



The screenshot displays the 'Business Current Account' interface in FreeAgent. At the top, there are navigation links: 'Upload statement', 'Enable bank feed', 'Edit details', and 'More'. Below this, a summary shows 'All transactions', 'Unexplained 3', and 'For approval 16'. A search bar is present with a 'Search' button. The main table lists transactions with columns for 'Date', 'Description', 'Money in', and 'Money out'. Three transactions are visible, all with checkboxes checked:

| Date | Description | Money in | Money out |
|------------|-------------------------------|----------|-----------|
| 28-10-2023 | YORKSHIRE WATER//OTHER/£97.60 | | 97.60 |
| 25-10-2023 | BRUCE BANNER//OTHER/£1,541.76 | | 1,541.76 |
| 25-10-2023 | BEN MORLEY//OTHER/£720.60 | | 720.60 |

Below the table, there is a legend: 'Explained' (green check), 'Unexplained' (red question mark), and 'Manually added' (purple person icon). To the right, the 'Explain transactions' sidebar shows '3 unexplained' transactions. It includes a 'Type' dropdown menu set to 'Payment', an 'Including' dropdown set to 'Auto' with a 'VAT' button, a 'Category' dropdown set to 'Accommodation and Meal', and a 'Description' text field with 'Optional' entered. A green 'Explain 3 transactions' button is at the bottom of this section. Below that, a 'Delete transactions' section shows '3 unexplained' transactions and a red 'Delete 3 transactions' button.

You can bulk explain to different P&L codes and VAT rates, as well as bulk explain transactions as transfers to different bank accounts or payments to and from the Director Loan Account. However, please note that you cannot bulk explain transactions as capital assets, as you need to individually enter a useful life for an asset.

Splitting transactions

If a transaction has had charges deducted prior to receiving the money or if a transaction needs to be split between a few different nominal codes, then you can split the transaction in FreeAgent.

To do this, choose the transaction you would like to explain. Then, select 'More options' in the bottom-right to access more functionality when explaining a transaction.

The screenshot shows a list of transactions in the FreeAgent interface. The first transaction is selected and expanded, showing the following details:

- Date: 25-10-2023
- Description: BEN MORLEY//OTHER/E720.60
- Value: 720.60
- Type: Payment
- Including: Auto VAT
- Category: Accommodation and Meals
- Description: Ben Morley
- Attachment: Upload a file... or Choose from saved files
- Buttons: Explain transaction, Cancel, More options (circled in red)

On the right side, there is a 'For approval' section with a list of items: Motor Expenses (1), Light and Heat (2), Rent (1), and a 'Total for approval' of 15. Below that is a 'Bank details' section showing a total balance of £72,641.55. A 'Help' button is visible at the bottom right.

You'll need to fill in the payment type, category and the appropriate rate of VAT for the transaction. However, the 'Value' field will now be customisable. This will allow you to either increase the transaction, split it for a deduction that happened before the money was received, or decrease the transaction, to explain a portion of the transaction.

The screenshot shows the 'Explain a Transaction' dialog box. It contains the following sections:

- Business Current Account:** A table showing the transaction details.

| Date | Description | Money In | Money Out |
|------------|---------------------------|----------|-----------|
| 25-10-2023 | BEN MORLEY//OTHER/E720.60 | | 720.60 |
| | Balance | | 720.60 |
- Select a Type:**
 - Type: Payment
 - VAT Options: UK VAT Rates, Reverse Charge
 - Value: £ 350, VAT: Auto
 - Footnote: Select Auto VAT to use the normal VAT rate for the category and entry date.
- More Detail:**
 - Category: Accommodation and Meals
 - Description: Ben Morley
- Optional References:** A 'Help' button is located at the bottom right.

Add a description and select 'Create New Explanation' to complete the process. You'll notice that FreeAgent shows the portion of the transaction that you've explained, but it will also create a second transaction below the one you explained for the remainder of the transaction. This will allow you to either explain this remaining transaction to another category or use 'More Options' again to split it even further out.

You can follow the same process to split an incoming transaction that had money deducted before it hit the bank account.

For example, the transaction shown above has been increased to show money deducted before an invoice payment was received.

| Date | Description | Money In | Money Out |
|------------|------------------------|----------|-----------|
| 18-10-2023 | SALES//OTHER/£5,689.00 | 5,689.00 | |
| | Balance | 5,689.00 | |

Select a Type Required fields*

Type: Invoice Receipt

Value: £ 18000.00

Select an Invoice to allocate the money to

Invoice: 2022-29 Highlanders £18,000.00

Attachment

File to attach: Select a file or Choose from saved files

Attachment description:

Create New Explanation Cancel

Help

This will allow the invoice to be reconciled and show as fully paid, as FreeAgent will create an outgoing transaction equal to the amount the invoice transaction was increased by.

| | | | | |
|--------------------------|------------|--|-----------|--|
| <input type="checkbox"/> | 18-10-2023 | ✓ Invoice receipt against 2022-29 Highlanders - View invoice | 18,000.00 | Total for approval 15 |
| <input type="checkbox"/> | | ? SALES//OTHER/£5,689.00 | 12,311.00 | Bank details |

You can then explain this new transaction as the bank or finance charge which was deducted prior to receiving the funds.

Balance at bank

If your client decides to use an Open Banking bank feed to manage the input of transactions into their FreeAgent account, they will also receive a balance mismatch alert in the 'Bank details' section in the bottom-right of the banking area when the balance of the bank account in FreeAgent doesn't match the balance of their actual bank account.

| Date | Money In | Money Out | Balance |
|--|----------|-----------|---------|
| Balance brought Forward | | | £109.89 |
| There are no transactions for May 21. View all transactions in this account? | | | |

Bank details

Total Balance **£1,089.89**

Bank **NatWest**

Sort Code **000001** Account Number **00000001**

Balance at bank on 20-04-2021 **£989.89**

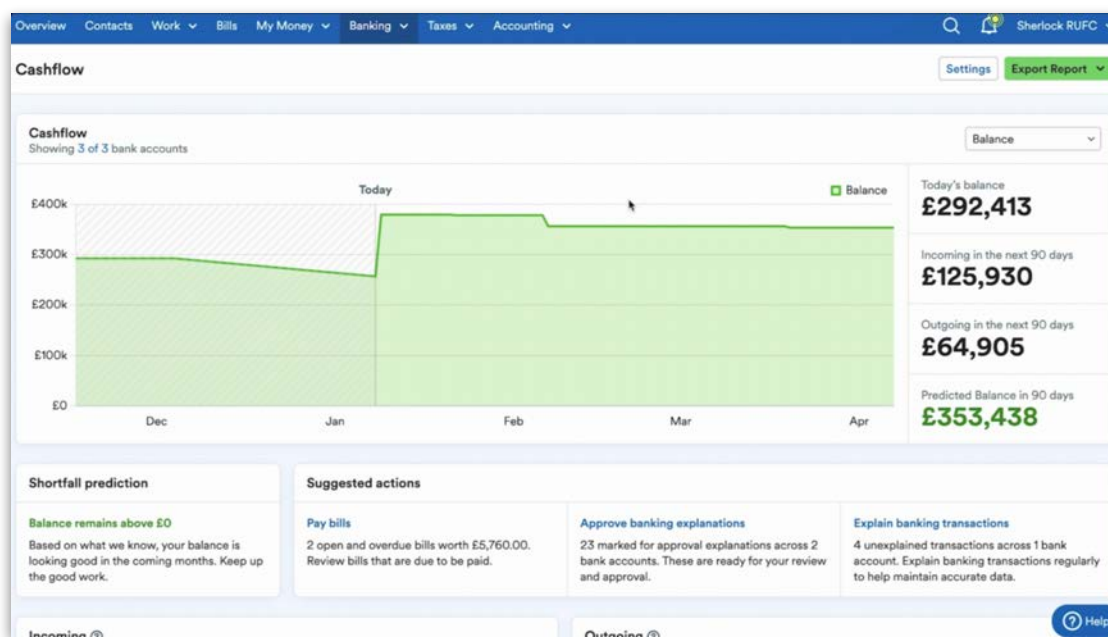
Balance mismatch
Your FreeAgent balance is **£100.00** more than the balance from your online bank.
[Learn how to fix this](#)

The balance mismatch alert will also highlight exactly which day the balances started to differ. Your client can then do a quick bank reconciliation exercise by navigating to the highlighted date and correcting any mistakes, such as accidentally deleted transactions or manual transactions added in error.

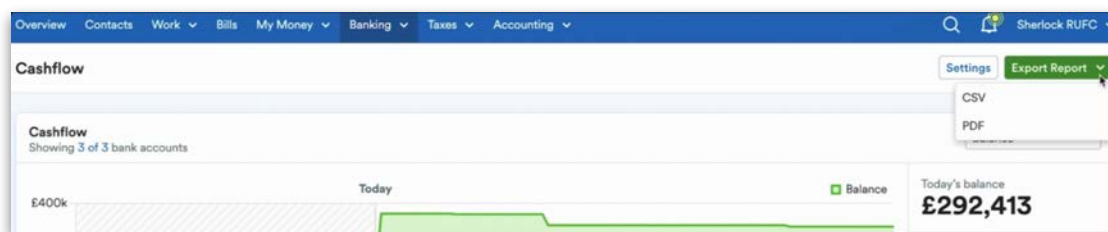
The Cashflow report

The Cashflow report is a 90-day forecasted projection. It's important to note that the 'Cashflow' panel on the Overview screen in FreeAgent is different to the Cashflow functionality and only shows historical cashflow.

To access the Cashflow report, select the 'Banking' tab and then 'Cashflow' from the drop-down menu.

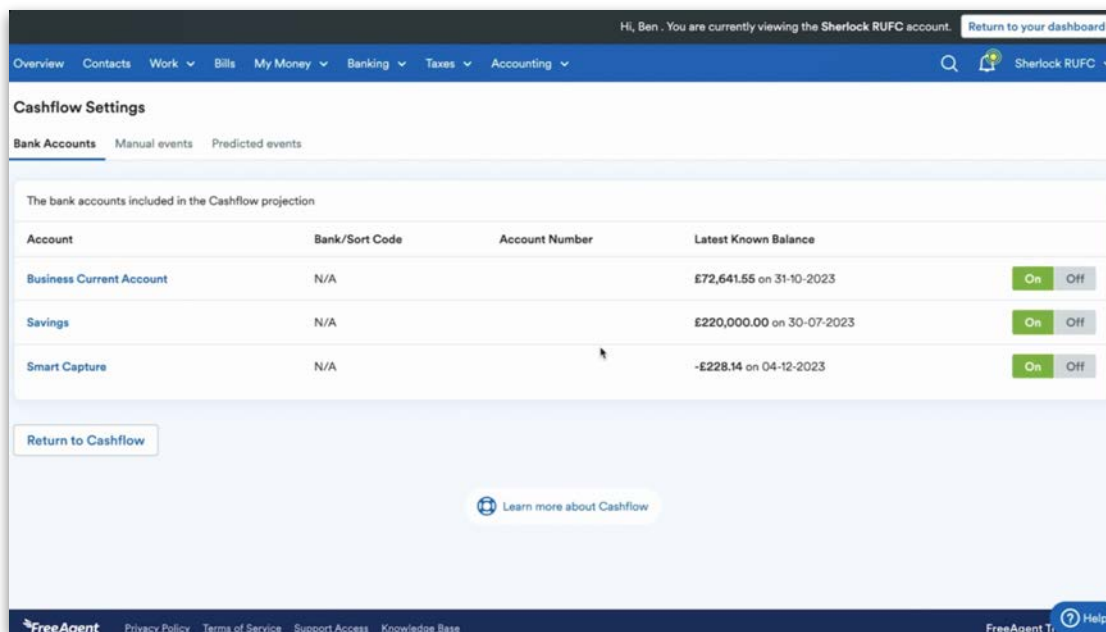


This report can be exported as a CSV or PDF and can be managed by selecting 'Export Report' in the top-right corner of the Cashflow area and selecting the relevant file format from the 'Export Report' drop-down menu.



FreeAgent calculates the money coming in and going out of your client's business across a 90-day window to provide a measure of business health and to show you and your client a projected future balance. To perform the calculation, FreeAgent uses data from other areas of your client's account, including your bank accounts, invoices, bills, VAT returns, and payroll.

You can customise the data that FreeAgent displays in the Cashflow report by selecting 'Settings'.



The screenshot shows the 'Cashflow Settings' page in the FreeAgent interface. The page title is 'Cashflow Settings' and it has three tabs: 'Bank Accounts', 'Manual events', and 'Predicted events'. The 'Bank Accounts' tab is active. Below the tabs, there is a section titled 'The bank accounts included in the Cashflow projection'. This section contains a table with the following data:

| Account | Bank/Sort Code | Account Number | Latest Known Balance | On | Off |
|--------------------------|----------------|----------------|---------------------------|-------------------------------------|--------------------------|
| Business Current Account | N/A | | £72,641.55 on 31-10-2023 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Savings | N/A | | £220,000.00 on 30-07-2023 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Smart Capture | N/A | | £228.14 on 04-12-2023 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

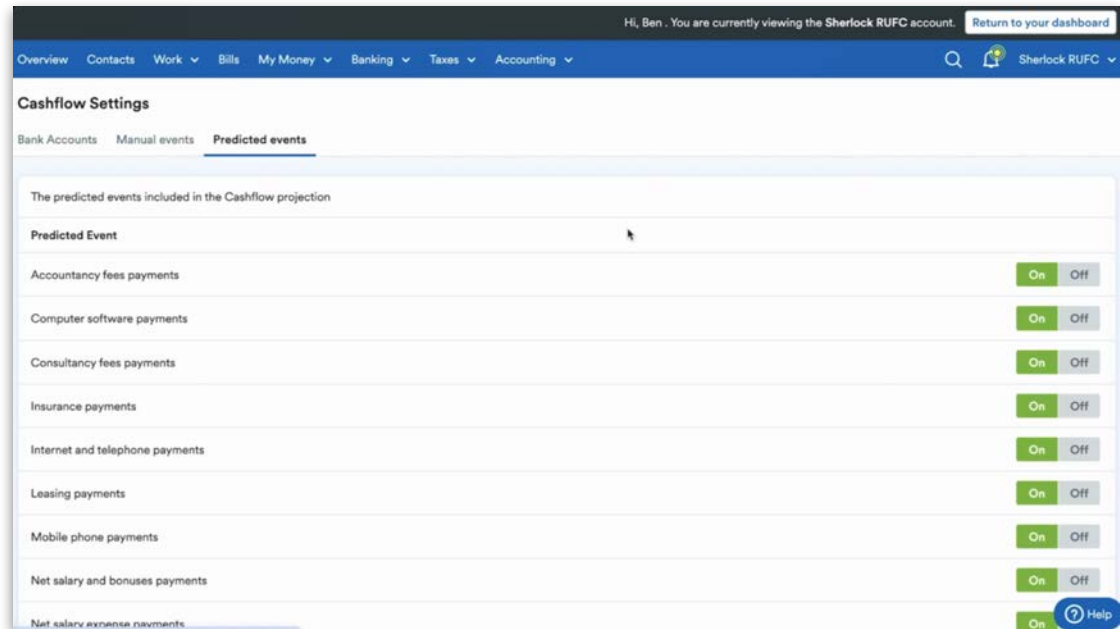
Below the table, there is a button labeled 'Return to Cashflow' and a link labeled 'Learn more about Cashflow'. The footer of the page includes the FreeAgent logo and links for Privacy Policy, Terms of Service, Support Access, and Knowledge Base.

You can toggle on or off any personal accounts, credit card accounts or foreign currency accounts depending on whether you want them included in the Cashflow forecast.

This means, for instance, if you've got something like a loan account that doesn't have a bearing on your cash position because you pay it through your main bank account, you can turn it off, and it won't throw out your Cashflow projection.

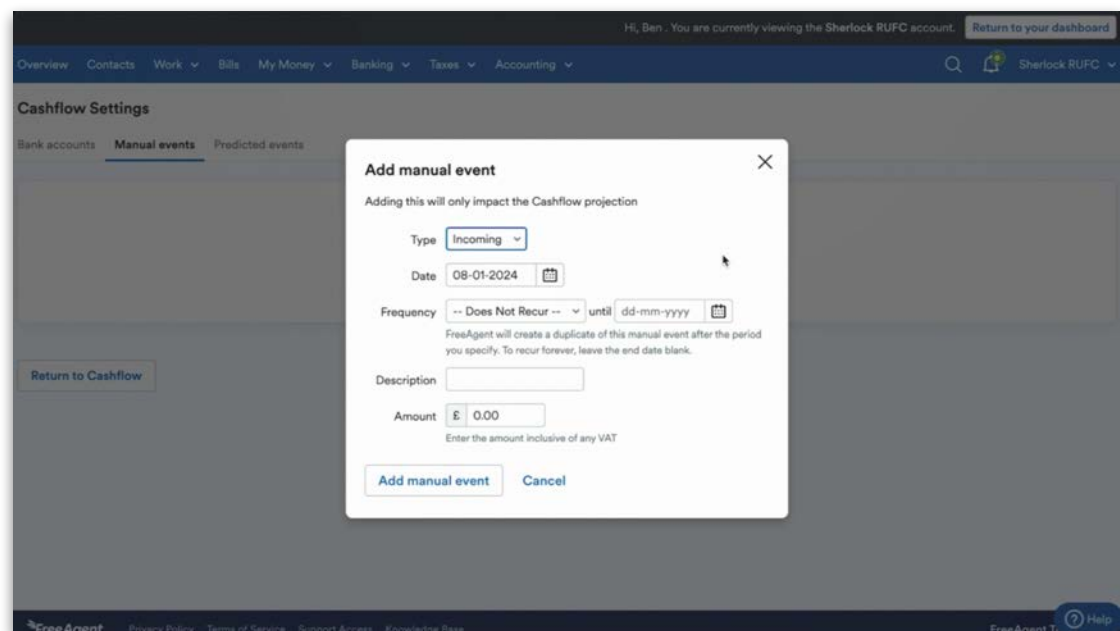
Once you've chosen these settings, select 'Return to Cashflow' and the projection will be updated accordingly.

Predicted events are transactions that come into the banking section with the same description and are consistently explained with the same explanations consecutively for 90 days. FreeAgent will recognise these transactions and include them in the cashflow calculations.



You can turn predicted events on and off per the different categories used to explain bank transactions. This gives you more control over what's included in the Cashflow report.

Anything that hasn't been captured by the 'Predicted events' can be added as a manual event in the 'Manual events' tab. This can be for recurring transactions or one-off transactions.



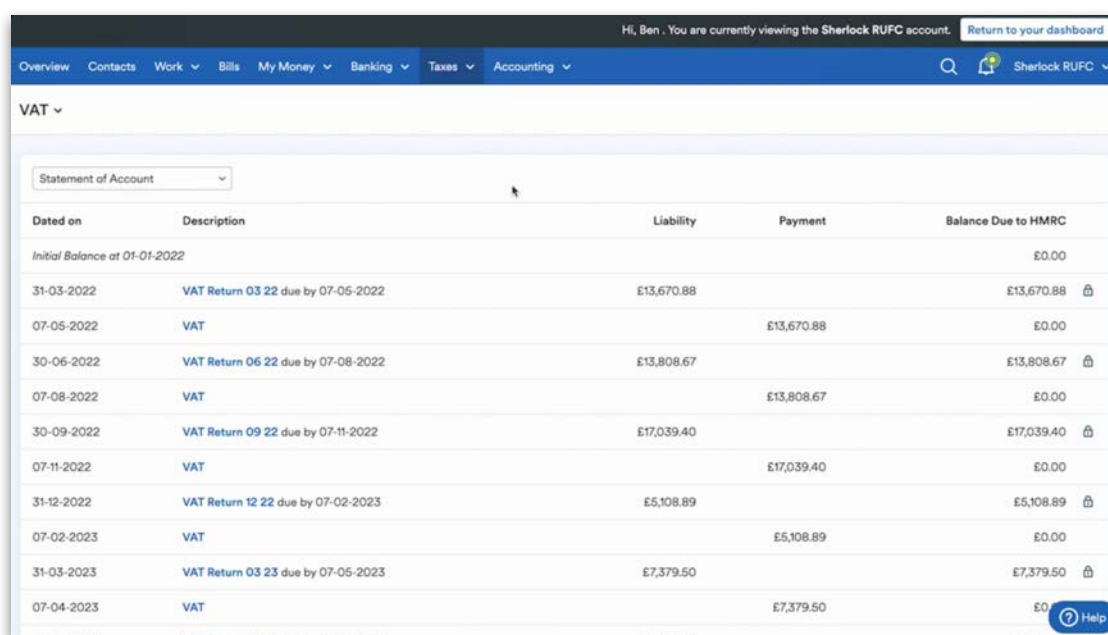
5. VAT

In this section, we'll discuss FreeAgent's VAT filing functionality. FreeAgent calculates tax liabilities in real time, based on the transactions in the account. With FreeAgent, you can easily file VAT, Payroll, Corporation Tax and, for sole traders and company directors, Self Assessment directly to HMRC. Payroll and the end-of-year process are covered in separate learning modules.

FreeAgent supports annual, monthly and quarterly VAT returns for both invoice and cash accounting, and the VAT Flat Rate Scheme.

Viewing a VAT return

You can access the VAT area in FreeAgent by navigating to the 'Taxes' tab at the top of the screen and then selecting 'VAT' from the drop-down menu.



The screenshot shows the 'VAT' section of the FreeAgent interface. At the top, there is a navigation bar with tabs for Overview, Contacts, Work, Bills, My Money, Banking, Taxes, and Accounting. The 'Taxes' tab is selected, and a dropdown menu shows 'VAT' selected. Below the navigation bar, there is a 'Statement of Account' dropdown menu. The main content area displays a table of VAT returns with the following columns: Dated on, Description, Liability, Payment, and Balance Due to HMRC. The table shows a series of VAT returns with their respective dates, descriptions, liability amounts, payment amounts, and balance due to HMRC.

| Dated on | Description | Liability | Payment | Balance Due to HMRC |
|--------------------------------------|------------------------------------|------------|------------|---------------------|
| <i>Initial Balance at 01-01-2022</i> | | | | £0.00 |
| 31-03-2022 | VAT Return 03 22 due by 07-05-2022 | £13,670.88 | | £13,670.88 |
| 07-05-2022 | VAT | | £13,670.88 | £0.00 |
| 30-06-2022 | VAT Return 06 22 due by 07-08-2022 | £13,808.67 | | £13,808.67 |
| 07-08-2022 | VAT | | £13,808.67 | £0.00 |
| 30-09-2022 | VAT Return 09 22 due by 07-11-2022 | £17,039.40 | | £17,039.40 |
| 07-11-2022 | VAT | | £17,039.40 | £0.00 |
| 31-12-2022 | VAT Return 12 22 due by 07-02-2023 | £5,108.89 | | £5,108.89 |
| 07-02-2023 | VAT | | £5,108.89 | £0.00 |
| 31-03-2023 | VAT Return 03 23 due by 07-05-2023 | £7,379.50 | | £7,379.50 |
| 07-04-2023 | VAT | | £7,379.50 | £0.00 |

This view shows the standard return and what values are in each of the boxes. It also shows if the VAT return is filed or unfiled.

Once your practice is connected you will be able to enable MTD filing for your client through their profile on your Practice Dashboard

VAT Period Ending 30-09-2023

VAT Return

01-07-2023 to 30-09-2023

| | | |
|---|----------|------------------|
| VAT due on sales and other outputs | 1 | £2,866.67 |
| VAT due on intra-community acquisitions of goods made in Northern Ireland from EU Member States | 2 | £0.00 |
| Total VAT due (the sum of boxes 1 and 2) | 3 | £2,866.67 |
| VAT reclaimed on purchases and other inputs (including acquisitions from the EU) | 4 | £2,282.71 |
| Net VAT to be paid to Customs or reclaimed by you (difference between boxes 3 and 4) | 5 | £583.96 |
| Total value of sales and all other outputs excluding any VAT | 6 | £14,333 |
| Total value of purchases and all other inputs excluding any VAT | 7 | £12,824 |
| Total value of intra-community dispatches of goods and related costs, excluding any VAT, from Northern Ireland to EU Member States | 8 | £0 |
| Total value of intra-community acquisitions of goods and related costs, excluding any VAT, made in Northern Ireland from EU Member States | 9 | £0 |

Start: 01-07-2023, End: 30-09-2023

Important deadlines

File by: 07-11-2023, Pay by: 07-11-2023

Calculation details

Scheme: **Standard Scheme**
 Calculation Basis: **Invoice**
 Fuel Scale Charge: **None**

Help

When a VAT return is filed, it will be locked and boxes 1-9 will no longer change if transactions are adjusted within that VAT period. You can mark a return as filed by selecting 'mark as filed'.

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUCF

VAT Return for period 09 23

Export Edit details **Mark as filed**

Preview Full Report

Set up MTD VAT filing for this client

If you would like to file VAT returns for this client through FreeAgent your practice must be set up for MTD, which you can do by connecting with HMRC from the settings pages on your Practice Dashboard.

Once your practice is connected you will be able to enable MTD filing for your client through their profile on your Practice Dashboard.

VAT Period Ending 30-09-2023

VAT Return

01-07-2023 to 30-09-2023

| | | |
|---|----------|------------------|
| VAT due on sales and other outputs | 1 | £2,866.67 |
| VAT due on intra-community acquisitions of goods made in Northern Ireland from EU Member States | 2 | £0.00 |
| Total VAT due (the sum of boxes 1 and 2) | 3 | £2,866.67 |
| VAT reclaimed on purchases and other inputs (including acquisitions from the EU) | 4 | £2,282.71 |
| Net VAT to be paid to Customs or reclaimed by you | 5 | £583.96 |

VAT period: **Unfiled**

Start: 01-07-2023, End: 30-09-2023

Important deadlines

File by: 07-11-2023, Pay by: 07-11-2023

Calculation details

Scheme: **Standard Scheme**
 Calculation Basis: **Invoice**
 Fuel Scale Charge: **None**

Help

The Full Report view shows you exactly how the boxes for this VAT return are made up.

Hi, Ben · You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

VAT Return for period 09 23 [Export](#) [Mark as unfilled](#)

Preview **Full Report**

Sales

| Date | Description | Category | Box 1 | Box 6 | Box 8 |
|------------|--|--------------------------------|-----------|------------|-------|
| | | | 1 | 6 | 8 |
| | | | £2,866.67 | £14,333.33 | £0.00 |
| 01-07-2023 | Kukari | Club Shop sales | 2,842.00 | 14,210.00 | |
| 31-08-2023 | Sales | Club Shop sales | 1,666.67 | 8,333.33 | |
| 15-09-2023 | Schools | Club Shop sales | 1,200.00 | 6,000.00 | |
| 01-07-2023 | Invoice receipt against 2022-22 | Invoice Receipt | 3,000.00 | 15,000.00 | |
| 01-07-2023 | Invoice receipt against 2022-23 | Invoice Receipt | 3,000.00 | 15,000.00 | |
| 01-07-2023 | Credit Note refund against 2022-33 | Original item has been deleted | -2,842.00 | -14,210.00 | |
| 01-07-2023 | Invoice receipt against 2022-22 | Original item has been deleted | -6,000.00 | -30,000.00 | |

Purchases

Loading

VAT period

Marked as filed

Start: 01-07-2023 End: 30-09-2023

Important deadlines

File by: 07-11-2023 Pay by: 07-11-2023

Calculation details

Scheme: Standard Scheme
Calculation Basis: Invoice
Fuel Scale Charge: None

[Help](#)

Each line item is a blue link that you can select to view the original transaction responsible for the posting on the return.

If a VAT return is filed and locked and you adjust the VAT on a transaction, for example from 20% to 0%, box 4 will not change to reflect the adjustment, as HMRC states that changes should be corrected and shown on the next open VAT return.

FreeAgent will also handle any missing transactions added late, or any duplicate transactions being deleted, by showing those corrections on the next open VAT return.

Making adjustments

There may be manual adjustments that you need to make to a VAT return. To do this, navigate to the relevant open VAT Return that you'd like to adjust. In either the preview or the Full report view of the open VAT return, select 'Edit Details' at the top-right of the screen.

VAT Return for period 12 23

Export Edit details Mark as filed

Preview Full Report

Set up MTD VAT filing for this client
If you would like to file VAT returns for this client through FreeAgent your practice must be set up for MTD, which you can do by connecting with HMRC from the settings pages on your Practice Dashboard.
Once your practice is connected you will be able to enable MTD filing for your client through their profile on your Practice Dashboard.

VAT Period Ending 31-12-2023

VAT Return
01-10-2023 to 31-12-2023

| | | |
|---|---|------------|
| VAT due on sales and other outputs | 1 | £20,139.50 |
| VAT due on intra-community acquisitions of goods made in Northern Ireland from EU Member States | 2 | £0.00 |
| Total VAT due (the sum of boxes 1 and 2) | 3 | £20,139.50 |
| VAT reclaimed on purchases and other inputs (including acquisitions from the EU) | 4 | -£0.17 |
| Net VAT to be paid to Customs or reclaimed by you (difference between boxes 3 and 4) | 5 | £20,139.67 |
| | 6 | £105,790 |

VAT period: Unfiled
Start: 01-10-2023, End: 31-12-2023

Important deadlines: File by: 07-02-2024, Pay by: 07-02-2024

Calculation details: Scheme: Standard Scheme, Calculation Basis: Invoice, Fuel Scale Charge: None

Help

This is where boxes 6, 7, 8 and 9 can be adjusted using positive or negative transactions to increase or decrease the values.

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Edit VAT Return Details

VAT Return Details

Period Ends On: 31-12-2023

Accounting Basis: Invoice

Are you on a flat rate scheme? No Yes

Adjustments

Adjustment to Box 6: £ 0.00

Adjustment to Box 7: £ 0.00

Adjustment to Box 8: £ 0.00

Adjustment to Box 9: £ 0.00

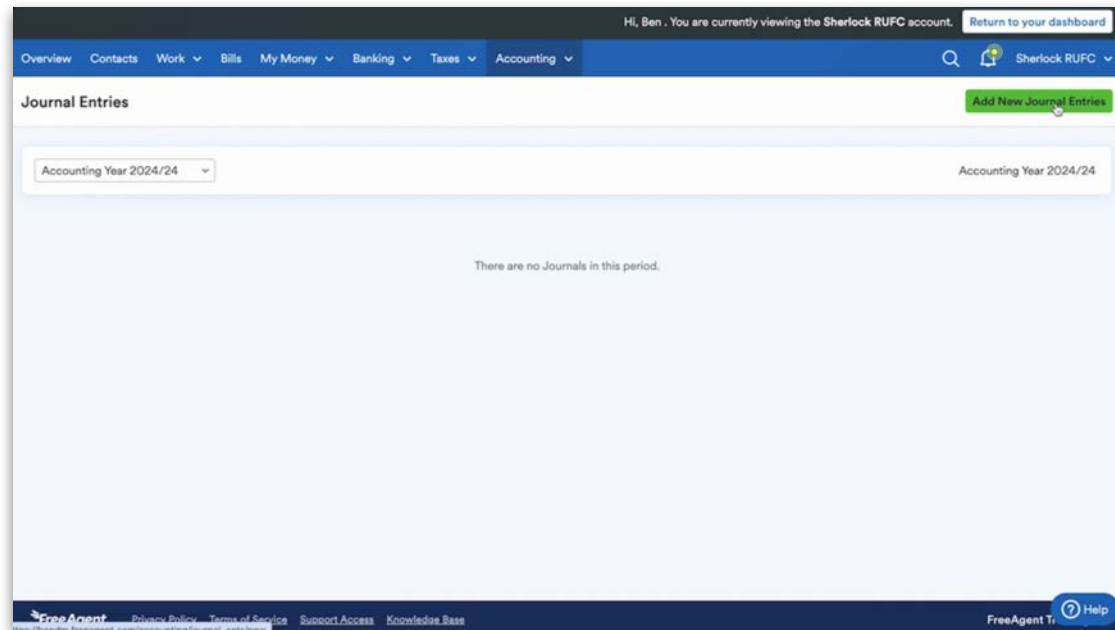
Please enter the amount you wish to adjust box 6, 7, 8, or 9 by on this VAT return.
Find out more →

Fuel Scale Charge

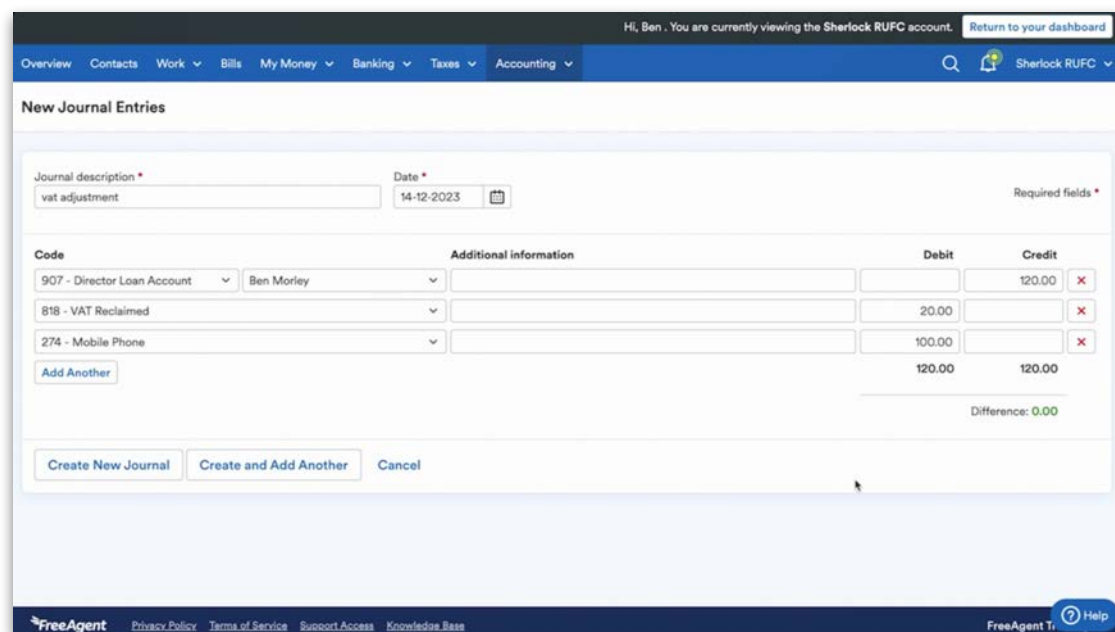
CO2 Band: -- None --

Help

Boxes 1 and 4 require a journal to show an adjustment. To do this, navigate to the 'Journals' area of your client's account via the 'Accounting' tab and select 'Add New Journal Entries'.



You'll need to date this journal to reflect the adjustment within the open VAT period. Dating the adjustment inside a VAT locked period will lead to an error message, as adjustments to boxes 1 and 4 cannot be posted in a VAT locked period.

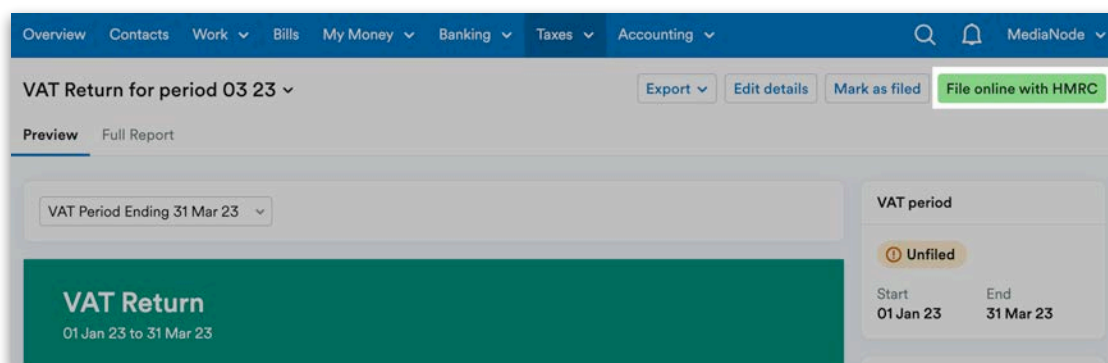


The nominal codes required to adjust boxes 1 and 4 are '819 - VAT Charged' and '818 - VAT Reclaimed'. VAT requires its own line entry inside a journal. You can search for these codes by typing the code description or actual nominal code.

Filing a VAT return

Submitting a VAT return to HMRC on behalf of a client is a straightforward process once you've connected your agent services account to your Practice Dashboard.

Once you're connected to HMRC for MTD and the VAT period has ended, ensure that your client's transactions have been fully explained and check the full report view. Then, select 'File online with HMRC' to complete the submission process.



Tax Timeline updates

The Tax Timeline is visible to any users that have level 7 access or above. The Tax Timeline panel on the Overview screen is a calendar overview of the important tax dates and payments for businesses based on the accounting dates and VAT return dates in the VAT settings.

Items on the Tax Timeline will automatically update when something has been filed, marked as filed or paid off. You can also complete an item directly from the Tax Timeline.

To file a tax return from the Tax Timeline, select the three dots to the right of the item and then select 'File Online with HMRC' from the drop-down menu. This will take you straight to the submission page without having to navigate multiple pages.

| Profit And Loss | | Tax Timeline | |
|---------------------|---|--|--------------------------------|
| 31 DEC 23 | Corporation Tax, year ending 31 Dec 22 Submission Due | | Due in 7 months |
| 31 JAN 24 | Income Tax 22/23 Return Due | | Due in 8 months ⋮ |
| 31 JAN 24 | Balancing Payment 22/23 Income tax and Class 4 NI due on ir | Mark as filed File online with HMRC | |
| 30 SEP 24 | Accounting Period Ending 31 Dec 23 Companies House Accounts Due | | Due in over 1 year |
| 01 OCT 24 | Corporation Tax, year ending 31 Dec 23 Payment Due | £3,733.12 | Due in over 1 year |

Alternatively, if you're filing the tax return outside of FreeAgent, you can mark it as filed on the Tax Timeline by selecting the three dots to the right of the item and selecting 'Mark as Filed' from the drop-down menu.

The screenshot shows the 'Tax Timeline' section of a software interface. It lists several tax-related items with their due dates and descriptions. A dropdown menu is open for the 'Income Tax 22/23' item, showing two options: 'Mark as filed' and 'File online with HMRC'.

| Date | Item | Description | Due Date / Amount |
|-----------|--|---|---------------------------------|
| 31 DEC 23 | Corporation Tax, year ending 31 Dec 22 | Submission Due | Due in 7 months |
| 31 JAN 24 | Income Tax 22/23 | Return Due | Due in 8 months |
| 31 JAN 24 | Balancing Payment 22/23 | Income tax and Class 4 NI due on income for 22/23 | |
| 30 SEP 24 | Accounting Period Ending 31 Dec 23 | Companies House Accounts Due | Due in over 1 year |
| 01 OCT 24 | Corporation Tax, year ending 31 Dec 23 | Payment Due | £3,733.12 Due in over 1 year |

If you need to make any changes, you can mark it as unfiled by selecting the three dots to the right of the item and selecting 'Mark as Unfiled' from the drop down menu.

The screenshot shows the 'Tax Timeline' section of a software interface. The 'Income Tax 22/23' item is now marked as 'Marked as filed' in green text. A dropdown menu is open for the 'Balancing Payment 22/23' item, showing the option 'Mark as unfiled'.

| Date | Item | Description | Due Date / Amount |
|-----------|--|---|---------------------------------|
| 31 DEC 23 | Corporation Tax, year ending 31 Dec 22 | Submission Due | Due in 7 months |
| 31 JAN 24 | Income Tax 22/23 | Return Due | Marked as filed |
| 31 JAN 24 | Balancing Payment 22/23 | Income tax and Class 4 NI due on income for 22/23 | |
| 30 SEP 24 | Accounting Period Ending 31 Dec 23 | Companies House Accounts Due | Due in over 1 year |
| 01 OCT 24 | Corporation Tax, year ending 31 Dec 23 | Payment Due | £3,733.12 Due in over 1 year |

To mark a tax liability as paid, select the three dots to the right of the item and select 'Mark as paid' from the drop-down menu.

| Profit And Loss | | Tax Timeline | |
|---------------------|---|------------------|-----------------|
| 07 AUG 23 | VAT Return 06 23 Submission Due | | Due in 2 months |
| 30 SEP 23 | Accounting Period Ending 31 Dec 22 Companies House Accounts Due | | Due in 4 months |
| 01 OCT 23 | Corporation Tax, year ending 31 Dec 22 Payment Due | £2,155.62 | Due in 4 months |
| 31 DEC 23 | Corporation Tax, year ending 31 Dec 22 Submission Due | | Due in 7 months |
| 31 JAN 24 | Income Tax 22/23 Return Due | | Due in 8 months |

Mark as paid

You can filter the Tax Timeline to view all items, upcoming items or paid/filed items using the drop-down menu at the top-right of the panel. This can help you get a more focused view of the tax obligations for you and the business and prioritise upcoming tasks.

| Profit And Loss | | Tax Timeline | |
|-----------------------|---|------------------|-----------------------|
| 13 Tax Timeline Items | | | |
| 22 JUL 23 | 2 Payslips PAYE/NI Payment Due | | Due in about 2 months |
| 07 AUG 23 | VAT Return 06 23 Payment Due | £1,527.78 | Due in 2 months |
| 07 AUG 23 | VAT Return 06 23 Submission Due | | Due in 2 months |
| 30 SEP 23 | Accounting Period Ending 31 Dec 22 Companies House Accounts Due | | Due in 4 months |

✓ All items

Upcoming

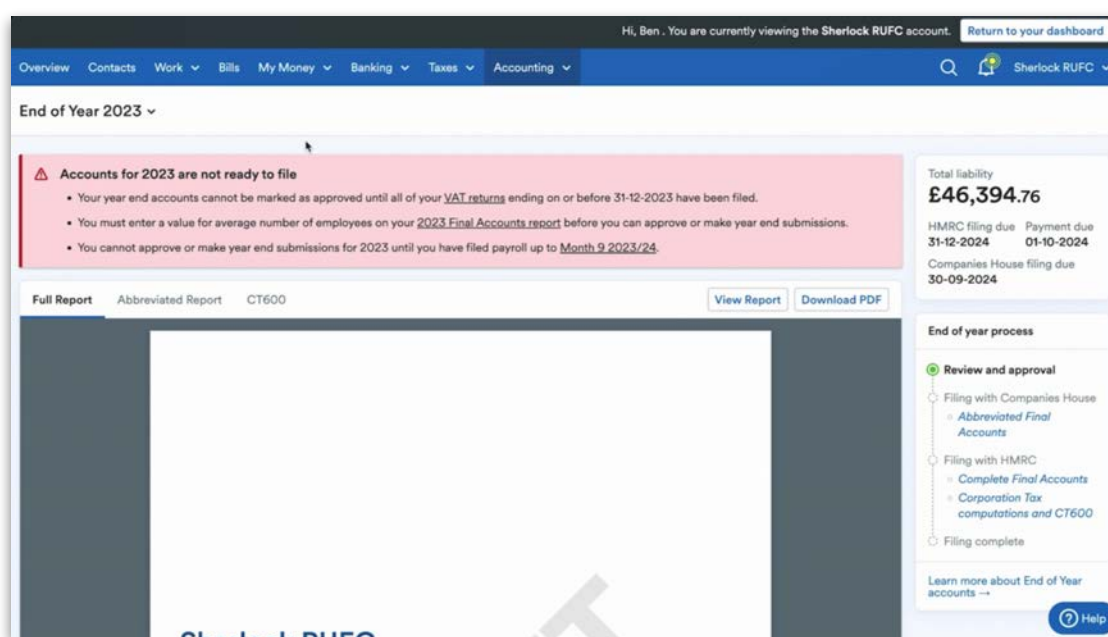
Paid/Filed

6. Reports and settings

In this section, we'll look at some of the reports available in FreeAgent and run through the settings you and your clients may wish to adjust.

End of Year

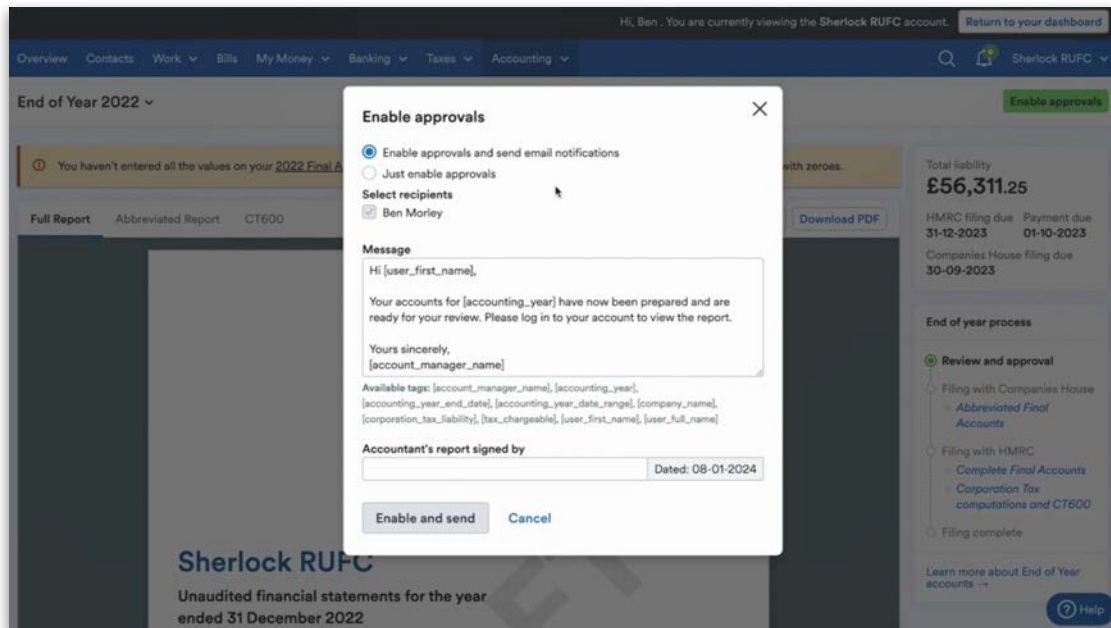
Under the 'Accounting' tab, the 'End of Year' area allows limited company directors to use FreeAgent to prepare a company's Final Accounts and CT600. You can then file them with Companies House and HMRC from this area.



Please note: while small business owners who do not use FreeAgent with an accountant will have full access to this functionality, your clients will not have full access to it. If they hold the user role of 'Director' in FreeAgent and have either full (level 8) or level 7 access to their account, they will be able to approve and sign their End of Year report but they won't be able to file Final Accounts to Companies House or their Corporation Tax return to HMRC. As the accountant, you will complete the filing process.

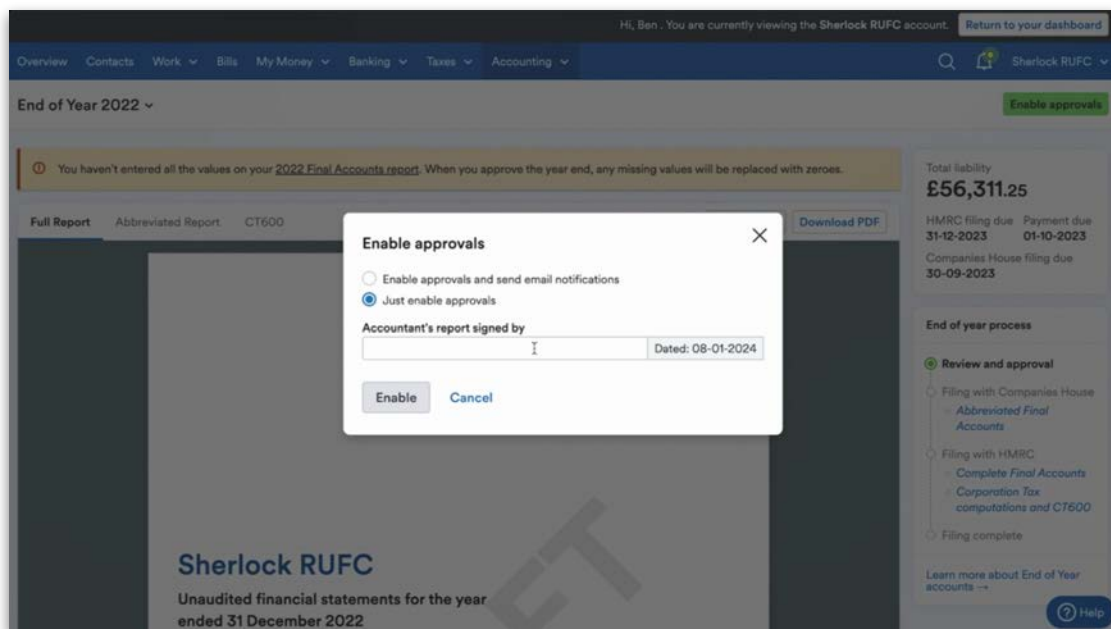
You'll find more information on this process in the separate Tax learning module. However, you may want to know about the benefit of enabling the approvals process even if you're not going to use FreeAgent to file your client's end-of-year accounts.

There are two options when enabling approvals. The first alerts your client of the end-of-year process beginning.



The screenshot shows the 'Enable approvals' dialog box in the Sherlock RUF software. The first option, 'Enable approvals and send email notifications', is selected with a radio button. Below this, the 'Select recipients' section has a checkbox for 'Ben Morley' which is checked. A text area for a message contains a template: 'Hi [user_first_name],
Your accounts for [accounting_year] have now been prepared and are ready for your review. Please log in to your account to view the report.
Yours sincerely,
[account_manager_name]'. Below the message is a list of 'Available tags' including [account_manager_name], [accounting_year], [accounting_year_end_date], [accounting_year_date_range], [company_name], [corporation_tax_liability], [tax_chargeable], [user_first_name], and [user_full_name]. At the bottom, there is a field for 'Accountant's report signed by' and a 'Dated: 08-01-2024' field. Two buttons, 'Enable and send' and 'Cancel', are at the bottom of the dialog.

If you don't want to alert your client, select the second option, which is 'Just enable approvals'. This will allow you to simply enter your name and select 'Enable Approvals'.



The screenshot shows the 'Enable approvals' dialog box in the Sherlock RUF software. The second option, 'Just enable approvals', is selected with a radio button. The 'Accountant's report signed by' field is empty, and the 'Dated: 08-01-2024' field is present. Two buttons, 'Enable' and 'Cancel', are at the bottom of the dialog.

Doing this will add an account lock within your client's FreeAgent licence and will not allow the accounting period in question to be adjusted or added to.

Hi, Ben . You are currently viewing the Sherlock RUF C account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUF C

Account Locking

| Locked by | Locked to |
|------------------|------------|
| End Of Year 2022 | 31-12-2022 |

How does account locking work?

Account locks can either be set manually by users or automatically as a result of an event in FreeAgent, like filing a tax return.

Once a lock is set you will not be able to change any data prior to this date. You can change or remove manually added locks, but not ones set automatically by FreeAgent.

A lock can only be set during filed VAT returns.

[More about Account Locking](#)

Lock Accounts until

You can lock your accounts to any given date between 01-01-2023 and 30-12-2023.

[Save Changes](#) [Cancel](#)

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You can use the 'Mark as draft' option to remove the lock, but this is only available to Account Managers on your Practice Dashboard.

Hi, Ben . You are currently viewing the Sherlock RUF C account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUF C

[Mark as draft](#) [Approve and sign](#)

Accounts are now available to directors for approval

Total liability **£56,311.25**

HMRC filing due **31-12-2023** Payment due **01-10-2023**

Companies House filing due **30-09-2023**

End of year process

Review and approval

- Filing with Companies House
 - Abbreviated Final Accounts
- Filing with HMRC
 - Complete Final Accounts
 - Corporation Tax computations and CT600
- Filing complete

[Learn more about End of Year accounts](#)

[View Report](#) [Download PDF](#)

Sherlock RUF C

Unaudited financial statements for the year ended 31 December 2022

FreeAgent [Help](#)

Corporation Tax updates

FreeAgent has released an update to how Corporation Tax estimates are generated in the profit and loss and the balance sheet for a custom date range.

| | | |
|---|----------|---------------|
| Light and Heat | 2,360 | |
| Rent | 13,333 | |
| Web Hosting | 3,750 | |
| Internet & Telephone | 9,038 | |
| Mobile Phone | 2,524 | |
| Sundries | 900 | |
| Motor Expenses | 5,653 | |
| Accommodation and Meals | 5,265 | |
| Legal and Professional Fees | 19,299 | |
| Accountancy Fees | 1,570 | |
| Travel | 9 | |
| Inc Staff Costs | - | 55,068 |
| Subcontractor Costs | 1,268 | |
| Staff Entertaining | 1,000 | |
| Salaries | 36,300 | |
| Employer NICs | 2,708 | |
| Directors' Salaries | 13,200 | |
| Directors' Employer NICs | 592 | |
| Inc Tax Disallowable Admin Expenses | - | 651 |
| Business Entertaining | 651 | |
| Inc Depreciation | - | 6,000 |
| Depreciation Charge | 5,000 | |
| Operating Profit | | £190,511 |
| Inc Estimated Corporation Tax Liability for period 01-01-2023 to 08-10-2023 | | £45,529 |
| Inc Dividends Paid | | £0 |
| Inc Profit & Loss Journal entries | | £0 |
| Retained Profit this period: | | £144,982 |
| Retained Profit brought forward: | | £133,677 |
| Distributable Reserves / Retained Profit carried forward: | | £278,659 |

Previously, the estimate was generated to include future-dated transactions when a year-to-date report was selected and also assumed marginal relief threshold for a whole year rather than for a selected period. This was an issue for accountants when preparing management accounts for their clients.

This update has addressed this issue and now calculates the Corporation Tax to the custom date you have selected.

Reports

To access reports in FreeAgent, navigate to the 'Accounting' tab and select 'Reports'. This area includes a collection of essential reports on your client's business generated by the data in your client's FreeAgent account.

Hi, Ben . You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Reports

High Level

- Profit & Loss**
Your business's income less its day-to-day running costs over a given period of time. You can also compare profit & loss reports.
- Balance Sheet**
What your business owns and owes as at a given point in time.
- Final Accounts**
Your business's year-end financial statements.
- Performance Benchmarking**
How your business's finances compare to past performance and similar businesses.

Breakdown

- Aged Debtors**
Shows you customers who owe you money and how long that money has been outstanding for.
- Aged Creditors**
Shows you supplier bills that you've yet to pay and how long those suppliers have been waiting for payment.
- Capital Assets**
A list of the capital assets owned by your business and how they depreciate over time.
- Dividend Vouchers**
A list of all the dividends paid to all the shareholders in your company.
- EC Sales List**
Lists goods and services sold in other EU countries to help you with your EC Sales List reporting obligations.
- Customer Sales**
A breakdown of your sales by customer over different time periods.
- Spending Categories**
A breakdown of your expenditure by category over time.

Detailed

- Show Transactions
- Trial Balance
- Audit Trail
- Bank Reconciliation
- Help

These reports are very helpful for providing an understanding of specific details about your client's business. Here are some of the most commonly used reports.

The **Profit & Loss** report can be viewed in different ways, including monthly, yearly or comparative. It's also possible to use a custom date range or a standard date range.

Hi, Ben - You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Profit & Loss [Export Report](#)

Monthly Quarterly **Yearly** Comparative

Current Year to date Current Accounting Year to 08-01-2024

| | Debit | Credit |
|---|-------|---------|
| Turnover | | -15,000 |
| Sales | | -15,000 |
| less Administration Expenses | 208 | |
| Mobile Phone | 208 | |
| less Staff Costs | 2,300 | |
| Staff Training | 2,300 | |
| Operating Profit | | -17,508 |
| less Estimated Corporation Tax Liability for period 01-01-2024 to 08-01-2024 | | £0 |
| less Dividends Paid | | £0 |
| less Profit & Loss journal entries | | |

[Help](#)

The report can also be viewed as a PDF or CSV. All the items on the report are clickable links. Selecting one will show the credits and debits that make up the line item on the report.

The **Show Transactions** report displays all the transactions in each of the different account categories in FreeAgent. This list is also known as the nominal ledger or general ledger.

Hi, Ben - You are currently viewing the Sherlock RUFUC account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Sherlock RUFUC

Show Transactions [Export Report](#)

Current Year So Far 001 Sales Current Accounting Year to 08-01-2024

001 Sales

| Date | Description | Debit | Credit |
|------------|-------------------------------------|------------------|-----------|
| 08-01-2024 | Invoice 2022-29 | | 15,000.00 |
| 08-01-2024 | Credit Note 2022-30 | 15,000.00 | |
| 08-01-2024 | Credit Note 2022-31 | 15,000.00 | |
| | Total | 15,000.00 | |

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Choose 'Select an Account' from the drop-down menu, select any account, click 'Apply', and all transactions for that nominal code or group of nominal codes will be pulled through for the specified date range.

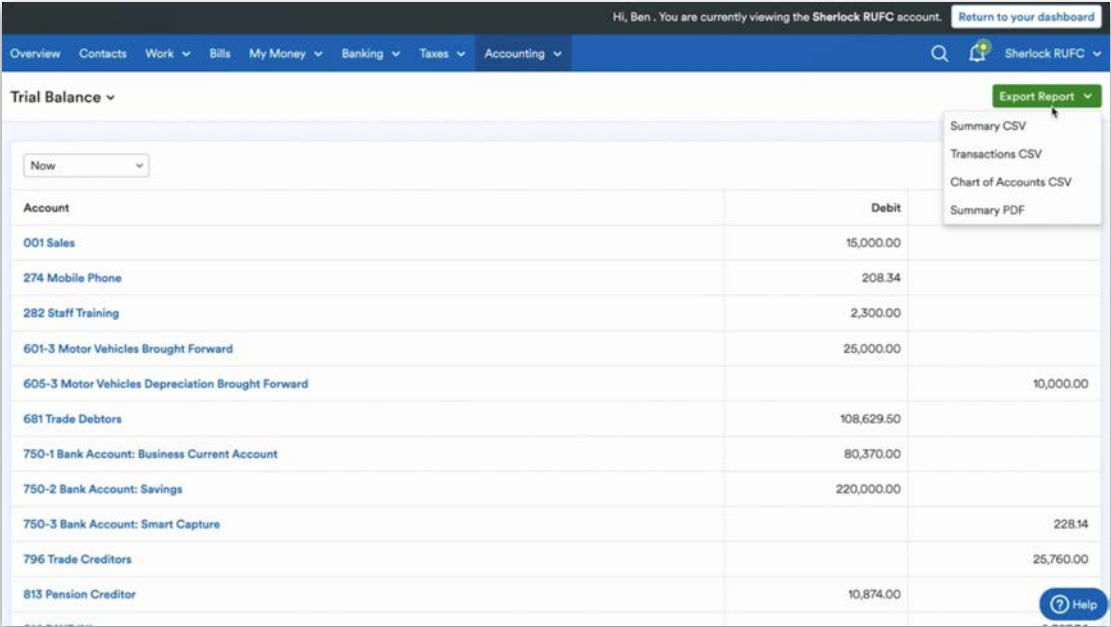
The **Audit Trail** shows you a list of many of the changes that have been made in the FreeAgent account.

| Date | User | Item Type | Item | Action |
|--------------------|---------------------------------|-------------|--------------------------|----------------------------|
| 08-12-2023 - 11:09 | Ben Morley - FreeAgent Training | Bill | Free Agent - Bill dhnxmh | Created |
| 08-12-2023 - 11:12 | Ben Morley - FreeAgent Training | Invoice | Invoice 2022-35 | Created |
| 08-12-2023 - 11:13 | Ben Morley - FreeAgent Training | Bill | Free Agent - Bill dhnxmh | Updated |
| 08-12-2023 - 11:13 | Ben Morley - FreeAgent Training | Bill | Free Agent - Bill dhnxmh | Updated |
| 12-12-2023 - 16:31 | Ben Morley - FreeAgent Training | Journal Set | VAT Adjustment | Deleted |
| 19-12-2023 - 09:56 | Ben Morley - FreeAgent Training | Invoice | Invoice 2022-35 | Deleted |
| 19-12-2023 - 09:57 | Ben Morley - FreeAgent Training | Invoice | Invoice 2022-35 | Created |
| 19-12-2023 - 09:58 | Ben Morley - FreeAgent Training | Invoice | Invoice 2022-35 | Updated Marked as Sent |
| 19-12-2023 - 09:58 | Ben Morley - FreeAgent Training | Invoice | Invoice 2022-35 | Updated Marked as Draft |
| 19-12-2023 - 09:59 | Ben Morley - FreeAgent Training | Invoice | Invoice 2022-35 | Updated Marked as Sent |

The **Trial Balance** can use a custom date range, when it will be a transactional report, or a standard date range. All the items on the report are clickable links. Selecting one will show the credits and debits that make up the line items on the report.

| Account | Debit | Credit |
|---|------------|-----------|
| 001 Sales | 15,000.00 | |
| 274 Mobile Phone | 208.34 | |
| 282 Staff Training | 2,300.00 | |
| 601-3 Motor Vehicles Brought Forward | 25,000.00 | |
| 605-3 Motor Vehicles Depreciation Brought Forward | | 10,000.00 |
| 681 Trade Debtors | 108,629.50 | |
| 750-1 Bank Account: Business Current Account | 80,370.00 | |
| 750-2 Bank Account: Savings | 220,000.00 | |
| 750-3 Bank Account: Smart Capture | | 228.34 |
| 796 Trade Creditors | | 25,760.00 |
| 813 Pension Creditor | 10,874.00 | |

To export a CSV file of a report summary, which is the format accepted by all tax production software if you're not using FreeAgent for the end-of-year production process, select the 'Export' button in the top right. You'll also find the Chart of Accounts report inside the Export option.



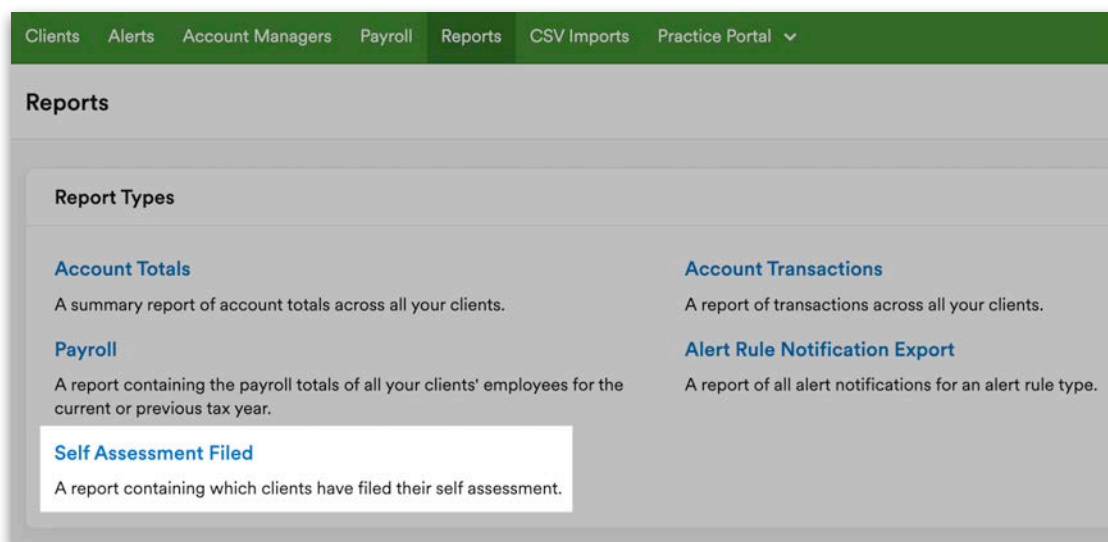
New Self Assessment Filed report

The new Self Assessment Filed report in the Practice Dashboard shows if the tax returns for your sole trader and limited company director clients have been filed, marked as filed or not yet filed using FreeAgent for a particular tax year.

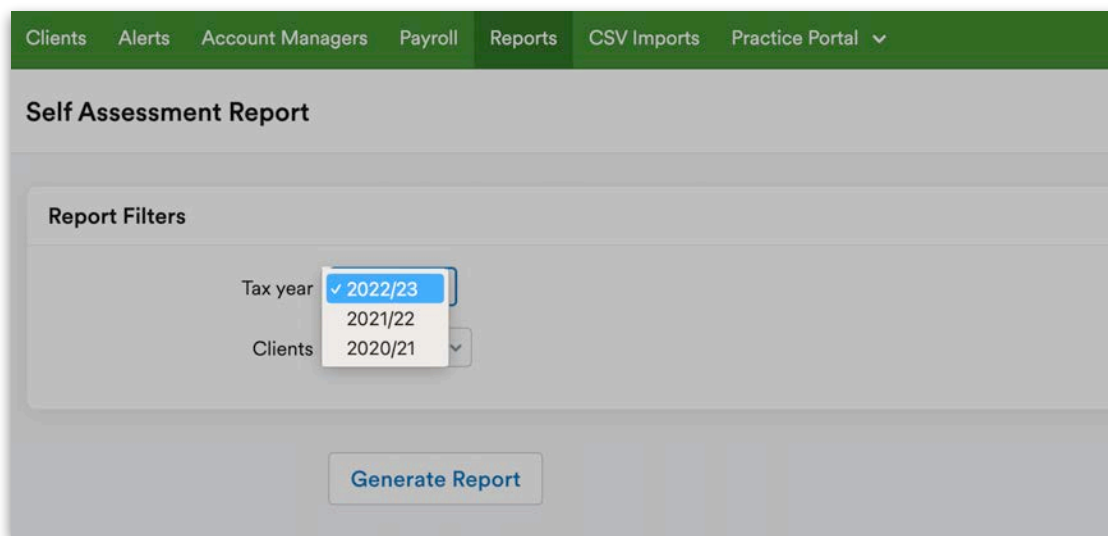
First, log in to your Practice Dashboard and select the 'Reports' tab.



Select 'Self Assessment Filed' from the list of Report Types.



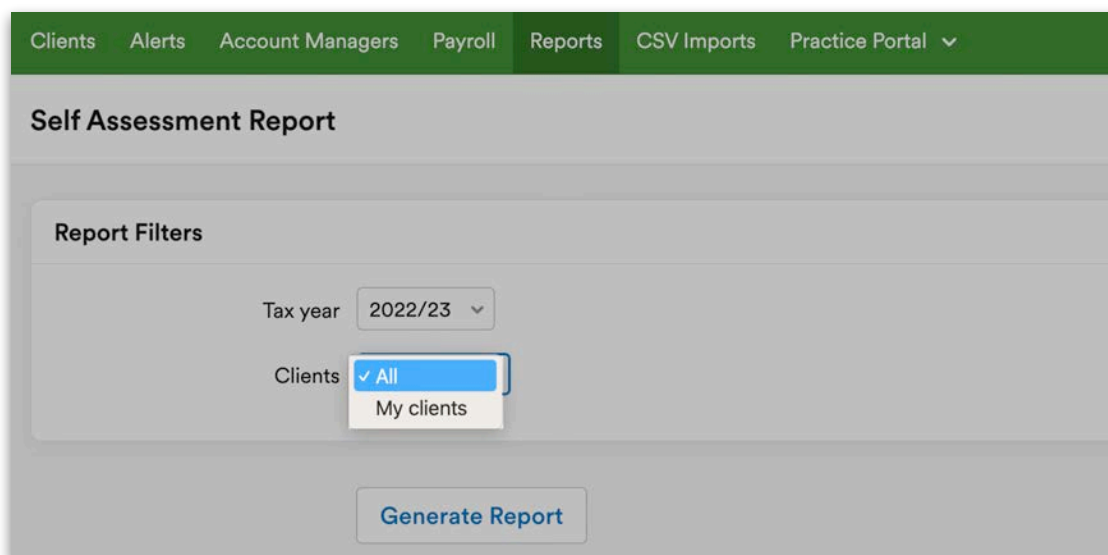
Choose the period that you'd like to export from the Tax year drop-down menu.



The screenshot shows the 'Self Assessment Report' page. At the top, there is a navigation bar with links for 'Clients', 'Alerts', 'Account Managers', 'Payroll', 'Reports', 'CSV Imports', and 'Practice Portal'. Below this, the page title 'Self Assessment Report' is displayed. Underneath, there is a 'Report Filters' section. In this section, the 'Tax year' dropdown menu is open, showing three options: '2022/23' (which is selected and highlighted in blue), '2021/22', and '2020/21'. The 'Clients' dropdown menu is also visible but not open. At the bottom of the filters section, there is a 'Generate Report' button.

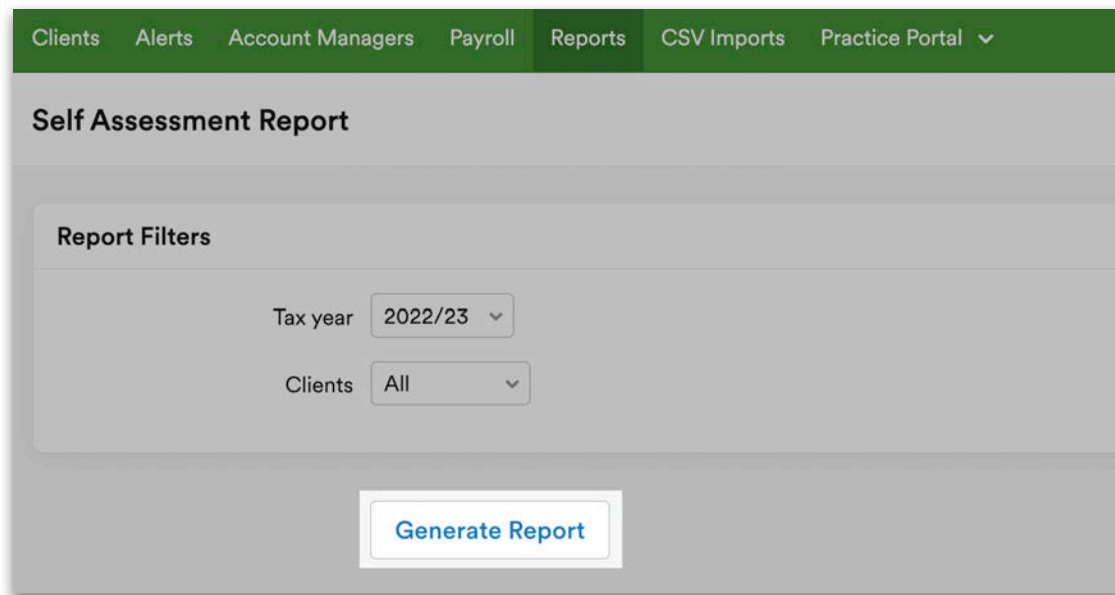
Choose which clients you'd like to export the report for from the Clients drop-down menu.

If you're a senior account manager you will be able to select all of the clients on your Practice Dashboard or the clients that are assigned to you. If you're a non-senior account manager, you will only be able to select the clients that are assigned to you to generate this report.



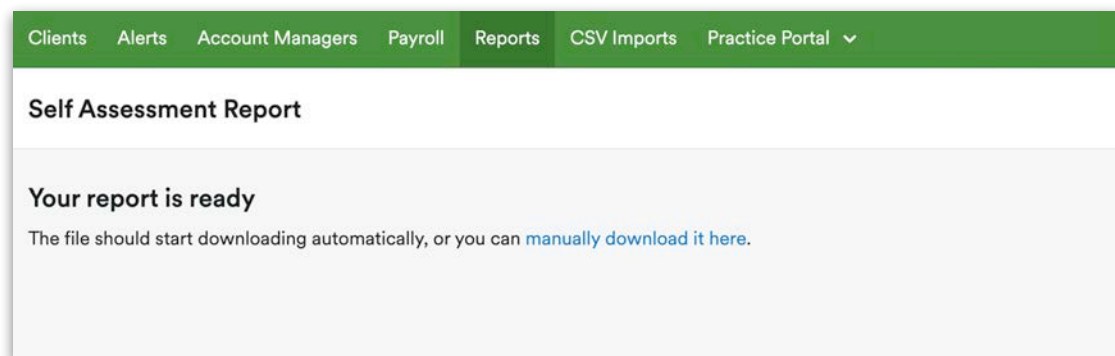
The screenshot shows the 'Self Assessment Report' page. At the top, there is a navigation bar with links for 'Clients', 'Alerts', 'Account Managers', 'Payroll', 'Reports', 'CSV Imports', and 'Practice Portal'. Below this, the page title 'Self Assessment Report' is displayed. Underneath, there is a 'Report Filters' section. In this section, the 'Tax year' dropdown menu is closed and shows '2022/23'. The 'Clients' dropdown menu is open, showing two options: 'All' (which is selected and highlighted in blue) and 'My clients'. At the bottom of the filters section, there is a 'Generate Report' button.

Select “Generate Report” to complete the process.



The screenshot shows a web application interface with a green navigation bar at the top containing the following menu items: Clients, Alerts, Account Managers, Payroll, Reports, CSV Imports, and Practice Portal (with a dropdown arrow). Below the navigation bar, the page title is "Self Assessment Report". Underneath, there is a "Report Filters" section with two dropdown menus: "Tax year" set to "2022/23" and "Clients" set to "All". At the bottom of the filters section, there is a prominent blue button labeled "Generate Report".

The report will appear in your browser as a .zip file, which will automatically download to your computer. The file will also be sent to the email address associated with your FreeAgent account.



The screenshot shows the same web application interface as above, but now the "Reports" menu item is highlighted in the green navigation bar. The page title remains "Self Assessment Report". Below the title, the message "Your report is ready" is displayed in bold. Underneath this message, it says "The file should start downloading automatically, or you can [manually download it here.](#)"

Settings

Next, let's take a look at some of the most commonly used settings that your client may want to make use of or that you may want to set up for them.

To access the 'Settings' area, select your client's business name in the top-right of their FreeAgent account and then select 'Settings'.

The screenshot shows the 'Settings' page for a client named Sherlock RUFIC. The page is organized into three main sections: 'My Company', 'Emails, Invoices & Estimates', and 'Accounting, Tax & VAT'. Each section contains several sub-sections with brief descriptions of their functions.

| My Company | | | |
|---|--|---|---|
| Company Details Edit your address details, contact details and other company information. | Company Logo Upload or change your company logos for use on invoices, estimates, and within FreeAgent. | Users Add and manage users, passwords and control user access levels. | Export All Data Export all FreeAgent data from your account in Excel (XLSX) format. |
| Delete Account Permanently delete your FreeAgent account. | Reset Data Wipe the slate clean by resetting your account. | Date Format Choose what date format to use throughout your FreeAgent account. | Support Access Grant account access to a member of our support team. |
| Emails, Invoices & Estimates | | | |
| Sending Emails Manage the email addresses you use for sending emails. | Email Templates Set up and manage your invoice and estimate email templates. | Price List & Stock Manage your list of commonly sold product or service items. | Theme Gallery Choose a template for your invoices and estimates or create your own. |
| Accounting, Tax & VAT | | | |
| Accounting Dates Set your Company, FreeAgent start and other Accounting Dates. | Initial Tax Data Your Losses Brought Forward and Asset Pool Value for Corporation Tax. | VAT Registration Set your VAT registration status, including Flat Rate Scheme reporting and VAT options for VAT MOSS and domestic reverse charge. | Accounting Categories Manage your categories for sales income, expenses, cost of sales, assets, liabilities and equity. |

Email Templates

The 'Email Templates' area is where you or your client can set up generic email templates using the email tags on the right of the screen. These templates can then be used to send out invoices, payment reminders, estimates and thank you emails.

The screenshot shows the 'Email Templates' interface for 'New Invoice'. The top navigation bar includes 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. The user is logged in as 'Ben Morley' and is viewing the 'Sherlock RUF C' account. The main content area is titled 'Email Templates' and has a sub-tab for 'New Invoice'. A blue notification box states: 'You haven't saved your New Invoice email template yet. We've pre-populated your template with some example wording. The Save New Invoice Template button will make it the default email template when sending new invoices to your Contacts.' Below this is a form for creating an email template. The 'From' field is 'Ben Morley <benjamin.morley@freeagent.com>'. There is a checkbox for 'Email a copy to Sender'. The 'To' field contains the tag '[billing_or_contact_email]'. The 'Subject' field contains 'Invoice [reference]'. There is an attachment 'Sherlock-RUF C_Invoice_[reference].pdf'. The 'Content' field has a rich text editor with the text: 'Hi [contact_first_name], Please find attached your latest invoice. Many thanks, Ben Morley'. There is a checkbox for 'Include online payment button below content'. On the right, there are two sidebars: 'About New Invoice emails' and 'Email tags'. The 'Email tags' sidebar lists various tags like [reference], [total_value], [contact_email], etc.

Invoice Reminders

Multiple payment reminders can be set up to be sent to your client's customers at different points of an unpaid invoice being open and then overdue. Each invoice reminder can have a different custom message allowing you or your client to tailor it to the status of the outstanding invoice.

The screenshot shows the 'Email Templates' interface for 'Invoice Reminders'. The top navigation bar is the same as in the previous screenshot. The user is still logged in as 'Ben Morley'. The main content area is titled 'Email Templates' and has a sub-tab for 'Invoice Reminders'. A blue notification box states: 'You haven't created a Quick Send Reminder template yet. The Add Quick Send Reminder button will create your quick send template which you can then edit and save.' Below this is a table of 'Automatic Reminders'. The table has three columns: 'Active', 'Subject', and 'Reminder Rules'. There are four rows of reminders, all with 'Active' checked. The 'Subject' column contains 'Reminder for Invoice [reference]' and the 'Reminder Rules' column contains 'Send Reminder 7 days before invoice due', 'Send Reminder 7 days after invoice due', 'Send Reminder 14 days after invoice due', and 'Send Reminder 20 days after invoice due'. On the right, there are two sidebars: 'About Quick Send Reminders' and 'About Invoice Reminders'. The 'About Invoice Reminders' sidebar explains that reminders can be sent before or after an invoice is due and can be toggled active or inactive.

| Active | Subject | Reminder Rules |
|-------------------------------------|----------------------------------|---|
| <input checked="" type="checkbox"/> | Reminder for Invoice [reference] | Send Reminder 7 days before invoice due |
| <input checked="" type="checkbox"/> | Reminder for Invoice [reference] | Send Reminder 7 days after invoice due |
| <input checked="" type="checkbox"/> | Reminder for Invoice [reference] | Send Reminder 14 days after invoice due |
| <input checked="" type="checkbox"/> | Reminder for Invoice [reference] | Send Reminder 20 days after invoice due |

Theme customisation

To create a custom theme for invoices and estimates, select 'Settings' from the drop-down menu in the top-right corner, then select 'Theme Gallery' from the 'Emails, Invoices & Estimates' section.

The screenshot shows the 'Settings' page in the FreeAgent interface. The top navigation bar includes 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. A user profile for 'Nathan Barley' is visible in the top right. The main content is organized into sections: 'My Company', 'Emails, Invoices & Estimates', and 'Accounting, Tax & VAT'. In the 'Emails, Invoices & Estimates' section, the 'Theme Gallery' option is highlighted with a white background. Other options in this section include 'Sending Emails', 'Email Templates', and 'Price List & Stock'.

Next, select 'Create custom theme'.

The screenshot shows the 'Theme Gallery' page in the FreeAgent interface. The top navigation bar is the same as in the previous screenshot. The page title is 'Theme Gallery'. On the left, there is a dashed box containing a '+ Create custom theme' button. To the right, there are five theme preview cards: 'Simple', 'Bauhaus - Current', 'Lola', and 'Tranquility'. Each card shows a preview of an invoice or estimate and includes 'Preview' and 'Make Default' buttons.

Adjusting 'Table style' lets you choose whether you'd like the table rows split using dividers or using coloured accents on alternate rows.

Custom theme Revert changes Save and finish

Settings

Table style

- Rounded header with stripes
- Block header with stripes
- Light dividers
- Heavy dividers
- Top and bottom dividers

Logo size

Medium

[Change logo](#)

Accent colour

aabbcc

Preview:

MEDIANODE

John Doe

John Doe & Sons

123 Example Street
Example place
Exampleville
EX1 1EX

MediaNode
50 Textile Street
London
AL 8KP
VAT: 999900001

INVOICE INV001

01 January 2023

Payment due by 01 February 2023

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|----------|-----------------|----------------|-----|------------------|
| 10 | Example item #1 | 10.00 | 20% | 100.00 |

Adjusting 'Table density' lets you choose how spacious or compact you'd like the table content to be.

Custom theme Revert changes Save and finish

Settings

Table style

Rounded header with stripes

Table density

- Compact
- Normal
- Spacious

Logo size

Medium

[Change logo](#)

Accent colour

aabbcc

Preview:

MEDIANODE

John Doe

John Doe & Sons

123 Example Street
Example place
Exampleville
EX1 1EX

MediaNode
50 Textile Street
London
AL 8KP
VAT: 999900001

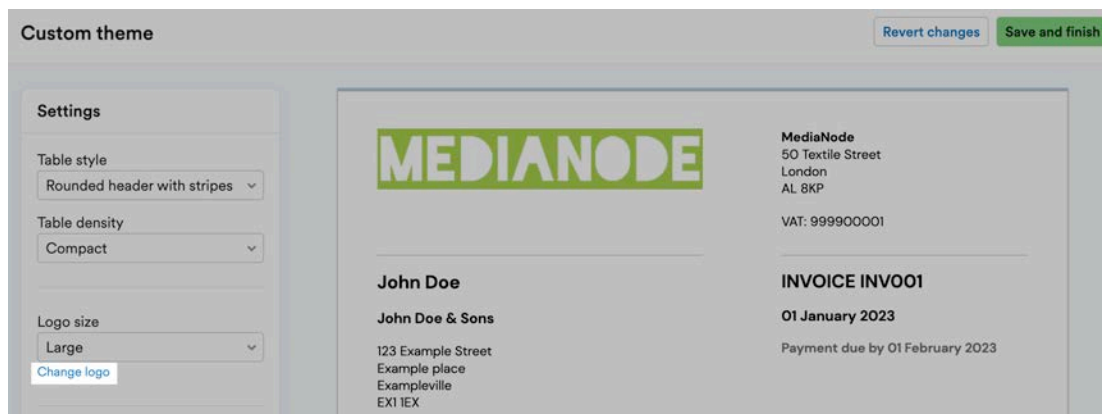
INVOICE INV001

01 January 2023

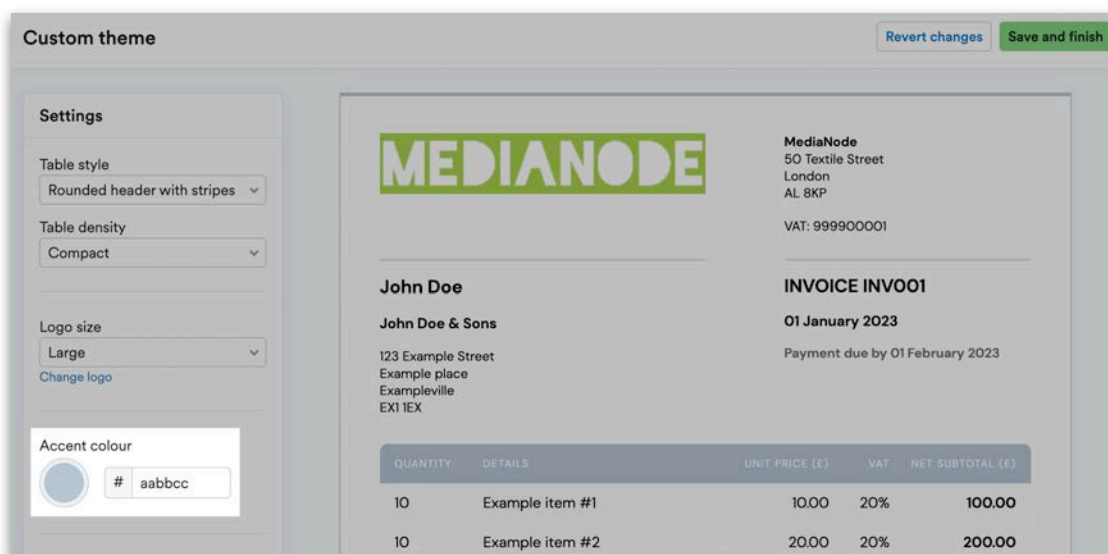
Payment due by 01 February 2023

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|----------|-----------------|----------------|-----|------------------|
| 10 | Example item #1 | 10.00 | 20% | 100.00 |
| 10 | Example item #2 | 20.00 | 20% | 200.00 |

Once you've added the business's logo, you can adjust the size by choosing from the different size options.



You can adjust the accent colour of the invoice by selecting the circle below 'Accent colour'. You can either select a colour using the colour picker or by entering the RGB code.



You can select a different font for your heading and body content using the drop-down menus. You can choose from a library of 38 fonts.

Custom theme Revert changes Save and finish

Settings

Table style
Rounded header with stripes

Table density
Compact

Logo size
Large
[Change logo](#)

Accent colour
22e208

Heading font
DM Sans

Body font
DM Sans

MEDIANODE

John Doe
John Doe & Sons
123 Example Street
Example place
Exampleville
EX1 1EX

MediaNode
50 Textile Street
London
AL 8KP
VAT: 999900001

INVOICE INV001
01 January 2023
Payment due by 01 February 2023

| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|------------------|---|----------------|-----|------------------|
| 10 | Example item #1 | 10.00 | 20% | 100.00 |
| 10 | Example item #2 | 20.00 | 20% | 200.00 |
| 20:00 Hours | An example item that has a longer description | 15.00 | 20% | 300.00 |
| Net Total | | | | 500.00 |
| VAT | | | | 100.00 |
| GBP Total | | | | £600.00 |

Once you're happy with how your theme looks, select 'Save and finish'. To undo the changes and return to the default theme or your previously saved version, select 'Revert changes'.

Custom theme Revert changes Save and finish

Settings

Table style
Rounded header with stripes

Table density
Compact

Logo size
Large
[Change logo](#)

Heading font
DM Sans

Body font
DM Sans

MEDIANODE

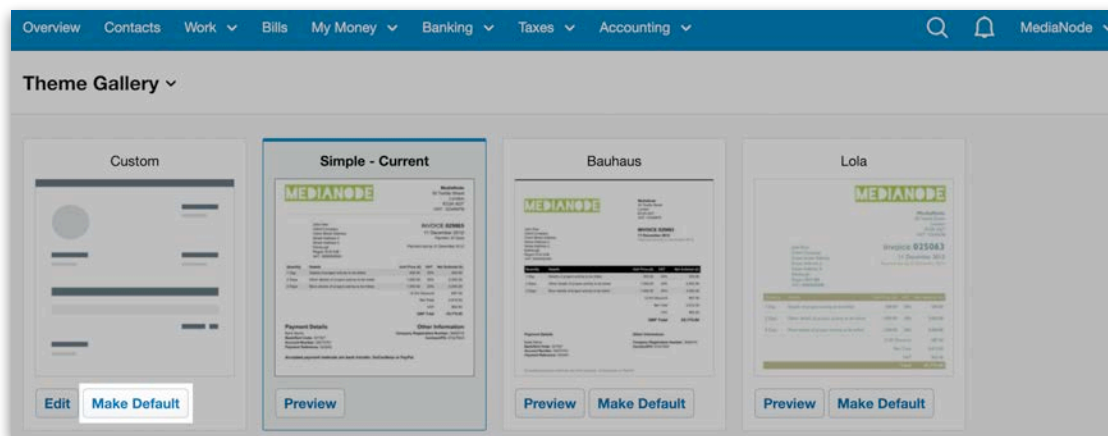
John Doe
John Doe & Sons
123 Example Street
Example place
Exampleville
EX1 1EX

MediaNode
50 Textile Street
London
AL 8KP
VAT: 999900001

INVOICE INV001
01 January 2023
Payment due by 01 February 2023

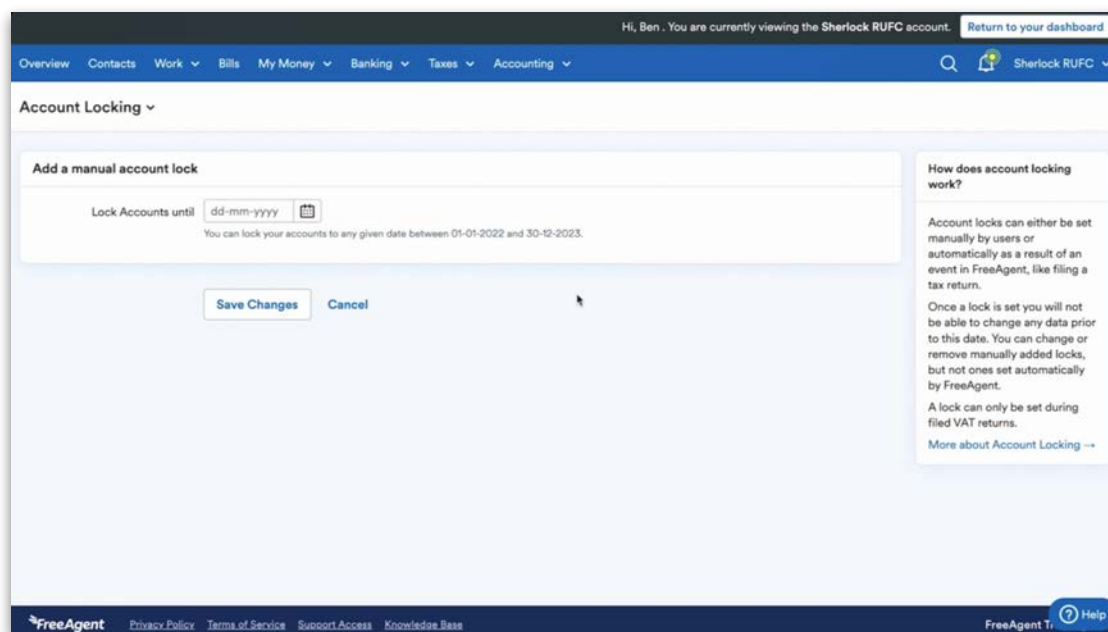
| QUANTITY | DETAILS | UNIT PRICE (£) | VAT | NET SUBTOTAL (£) |
|------------------|---|----------------|-----|------------------|
| 10 | Example item #1 | 10.00 | 20% | 100.00 |
| 10 | Example item #2 | 20.00 | 20% | 200.00 |
| 20:00 Hours | An example item that has a longer description | 15.00 | 20% | 300.00 |
| Net Total | | | | 500.00 |
| VAT | | | | 100.00 |
| GBP Total | | | | £600.00 |

You can apply a custom theme to all your current draft invoices and any future invoices and estimates that you create by navigating back to the Theme Gallery and selecting 'Make default' below the 'Custom' thumbnail. Alternatively, you can apply the theme to an individual invoice or estimate.



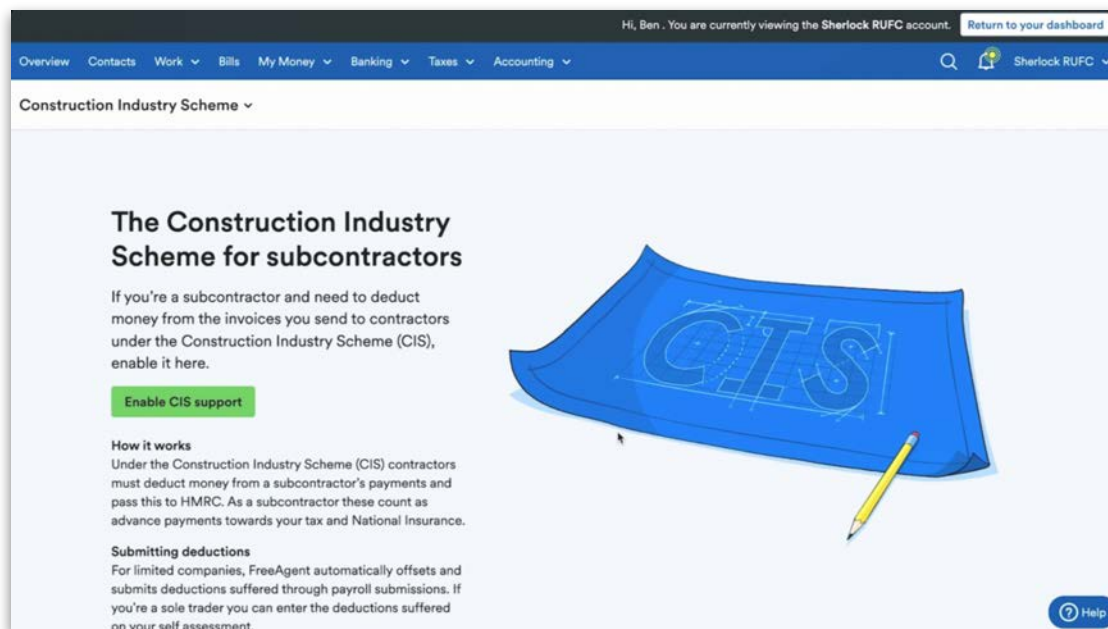
Account Locking

The account locking option allows you to apply account locks within your client's accounts, similar to the account lock applied when enabling the year end process. However, this account lock can be removed by your client if they have the user permission level 8.



Construction Industry Scheme

The Construction Industry Scheme option in 'Settings' is for Subcontractors and not Contractors. This option will allow the CIS deduction to be handled appropriately for sales invoices raised within your client's FreeAgent licence.



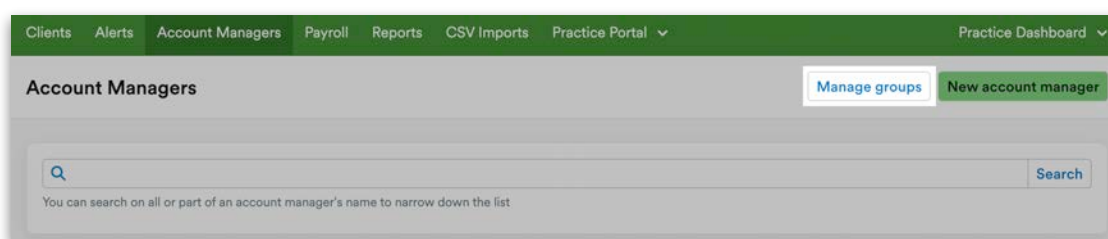
The screenshot shows the 'Construction Industry Scheme' settings page in the FreeAgent software. The page is titled 'The Construction Industry Scheme for subcontractors' and includes a green button labeled 'Enable CIS support'. Below this, there are sections for 'How it works' and 'Submitting deductions'. The 'How it works' section explains that contractors must deduct money from subcontractor payments and pass it to HMRC. The 'Submitting deductions' section notes that FreeAgent automatically offsets and submits deductions for limited companies, while sole traders must enter deductions on their self-assessment. An illustration of a blue blueprint with 'CIS' written on it and a yellow pencil is positioned to the right of the text. The page also features a navigation bar at the top with various menu items and a 'Return to your dashboard' link.

Please note that FreeAgent does not have the functionality to submit the CIS300 return for contractors and is aimed mostly at your subcontractor clients. However, we do have a method to handle the bookkeeping of the CIS deduction, which we can offer if required. See the Payroll module for more details.

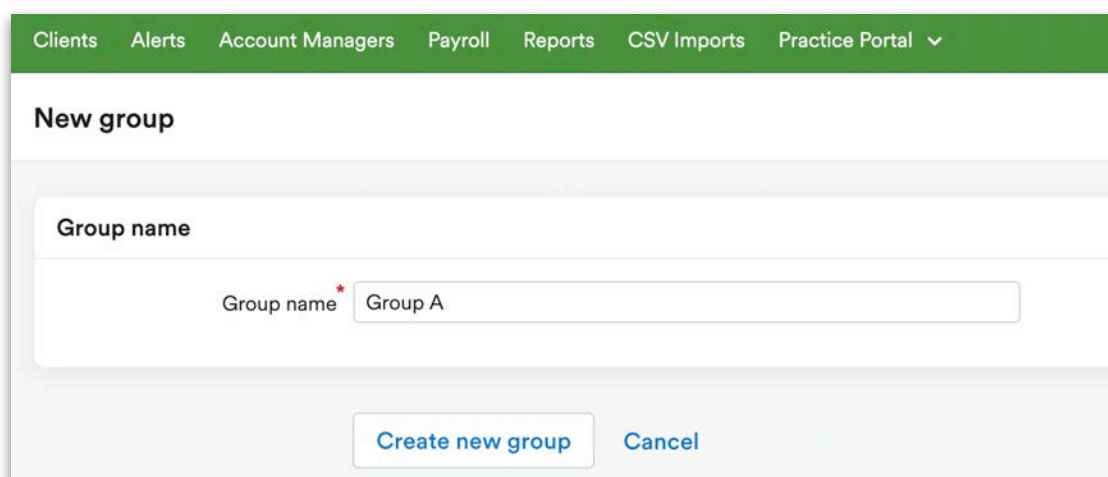
Other recent updates

Account manager groups

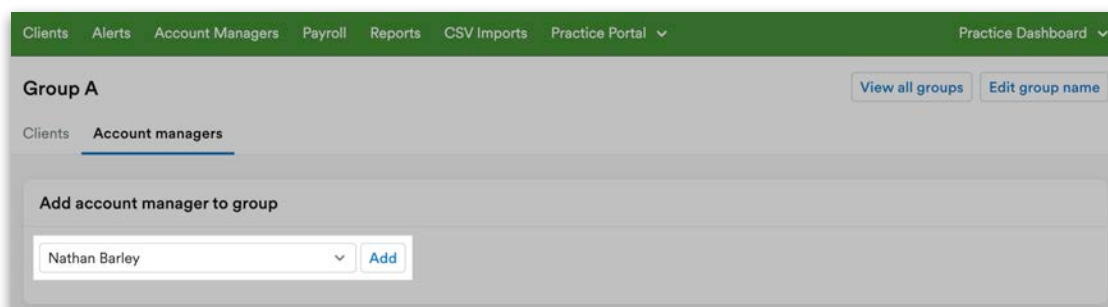
You can now add account managers and clients to a group on your Practice Dashboard. To create a group, navigate to either the Account Managers or Clients area within the Practice Dashboard, then select 'Manage groups'.



Select 'Add new group', enter a suitable name and then select 'Create new group'.



You'll then be able to add clients to the group. Select a client from the drop-down menu and then select 'Add'.

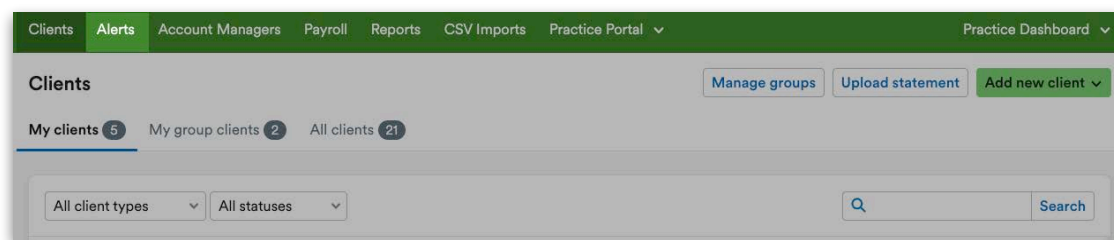


To add additional account managers to the group, move to the Account Managers tab, select an account manager from the drop-down menu and then select 'Add'.

'All alerts' tab

Senior account managers can now navigate to the Alerts area and see alert notifications for any of the practice's clients. They can now also choose to export alert rule notifications for all clients or just their own.

Within the Alerts area on the Practice Dashboard, you'll now see three tabs at the top-left: 'My client alerts', 'My group alerts' and 'All alerts'. Here, you can now manage alerts for your whole practice.



Non-senior account managers will still only be able to see the 'My client alerts' and 'My group alerts'.

Support for UK Property pages

As of the 2022/23 tax year, FreeAgent supports the UK Property (SA105) pages as part of the Self Assessment tax return for unincorporated landlords, sole traders and limited company directors.

To navigate to the Self Assessment return, select 'Taxes', then 'Self Assessment', and select the relevant year. Under 'Your Tax Return', you'll see the extra tab for 'UK Property'.

Here, you can add all the information you need to be able to submit Self Assessment with anything due from the property pages. For unincorporated landlords, some of the information will be auto-populated based on the data entered in the account.

For more details on Self Assessment submissions, see the [Knowledge Base](#).

Need more help?

What we've covered in these modules should give you the confidence to complete the accreditation exam and the tools to manage your client's accounts within FreeAgent.

There are various resources that will help you on your FreeAgent journey. If you run into issues or have any specific questions about you or your clients' data in FreeAgent, click the 'Help' button in the bottom-right corner when you're logged into FreeAgent.

Then, Ruby the robot will either suggest some answers from our Accountant Knowledge Base or connect you with our Practice support team via live chat if it's during office hours, or to leave a message.

You may be asked to provide a support code when contacting us. This code is used to identify who you are and locate your Practice Dashboard, so that the Practice support team can assist you further.

This support code can be found by navigating to your Practice Dashboard and selecting 'Practice Support' from within the dark banner at the bottom of the page.

We hope these learning modules have been helpful, and please don't hesitate to get in touch with your account manager if you have any questions.

Support for you and your clients

FreeAgent offers you and your clients a wide range of support, including:

- bespoke practice training for you and your colleagues
- ‘Getting Started’ webinars for you, your staff and your clients to help them understand the FreeAgent basics
- a searchable online Knowledge Base
- telephone and online support for you and your staff from our dedicated Practice Support team
- telephone and online support for your clients from FreeAgent’s customer support team
- a co-branded onboarding email journey to help clients get started and understand the basics of the software

Security measures at FreeAgent mean our Practice Support team will only communicate with account managers who are listed on your Practice’s dashboard. Make sure that you add your staff members so they can receive support when they need it.

For more information on how to use FreeAgent, visit our Knowledge Base online. You’ll find step-by-step instructions on how to complete a wide range of actions in FreeAgent, from basic functions right through to more complex accounting procedures.

[Knowledge Base](#)

[Accountants’ Knowledge Base](#)

Practice Support team

You can also contact our dedicated Practice Support team via email or telephone, 9am - 5pm on Monday to Thursday and 9am - 4pm on Friday.

Email: practicesupport@freeagent.com

Telephone: 0800 025 3800

Please have your [account manager ID](#) ready when contacting the Practice Support team.