Business Management & Accounting Made Easy

Frequently Asked Questions

Version 1 – July 2016

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ACCESSING THE SYSTEM

Where can a user purchase a licence to access the product?
Directly from the website www.SMEasy.co.za

What payment options are currently available?
1. Debit Order payments
2. EFT payments
3. Credit Card payments

Are users able to access a free trial before paying for the system?
Yes, a 30 day free trial is available.

How do users access the 30 day free trial?
They go to www.SMEasy.co.za and click on the 30 DAY FREE TRIAL button.

How do users REGISTER to use the system?

1. Users paying via Debit Order:
   They go to www.SMEasy.co.za and click on the 'Sign Up' button and follow the registration steps, selecting payment via DO.

2. Users paying via EFT:
   They go to www.SMEasy.co.za and click on the 'Sign Up' button and follow the registration steps, selecting payment via EFT. They are required to email proof of their EFT payment to accounts@smeasy.co.za. If proof of payment is not received within one week of registering the user is deactivated by SMEasy support.

3. Users paying via credit card:
   They go to www.SMEasy.co.za and click on the 'Sign Up' button and follow the registration steps, selecting payment via credit card.

LOGIN

How do users LOGIN once they have registered?
Users go to www.SMEasy.co.za and click on the LOGIN button in the top right corner of the screen.

What happens if a user forgets their login details?
A user's LOGIN information is sent to them via email when they register so they can refer to this email for these details. If they no longer have this email they can contact the Support Centre (via email, phone or live chat) and an agent will provide the user with their Company Login Name and Username. The Support Centre agent is not able to provide them with their password.

What if a user forgets their password/or wants to change their password?
If a user would like to change their password or has forgotten their password they need to click the 'Forgotten Password' link on the LOGIN screen. An email with a link will then be sent to their email address (the one they entered when they registered) enabling them to reset their password.

Does SMEasy store a user's password?
No, SMEasy does not. All users' passwords are encrypted so SMEasy cannot access them.

Is the password field case sensitive?
Yes.

What if a user is unable to login to their account?
Confirm if the user is entering the correct LOGIN details as per their Welcome email. It is important to remember that the password field is case sensitive.

How does a user logout of SMEasy?
To logout of SMEasy click on the LOGOUT button at the top right of the screen.

Can multiple people access the same account at the same time?
Yes, they can. To ensure everyone accessing the account is working with the latest data it's important to click the Refresh button on the top right of the screen.

SETTINGS DASHBOARD

How does a user update their Company Profile information?
To update any Company Profile information a user needs to click on the Settings link at the top of the page and then click on the Company Profile button. They can now change any information as required. Once completed, click on the Save button and their new information will be saved.

What is the information captured in the Company Profile used for?
Information entered in this section is automatically pulled through to a user's quotes, invoices, credit notes, company reports and payslips.

Can a user's Company Login Name be changed?
No, only a Username and Password can be changed. A user has to register for a new account if they want a different Company Login Name.

Are there size requirements for a user's company logo?
We recommend a user saves their logo as a JPEG or PNG and that it is under 1MB in size.

Who is the Primary User?
The Primary User is the person who registered initially for SMEasy.

Where are the Primary User's details displayed?
A Primary User's contact information appears on all of their customers' quotes and invoices.

Can a Primary User be changed?
Yes, to change the Primary User go to the Settings link at the top of the page and then click on the System User Access button. Click on the blue tick box next to the name of the user you would like to make the new Primary User and then confirm this change by selecting Yes in the pop up box. Please note that the current Primary User is the only one that can make this change.

What is the importance of the numbering system in the Company Profile?
These fields are completed if a new user has an existing quoting or invoicing numbering system in place before using SMEasy. This allows them to continue using their own numbering system. Please note that once a user has set the numbering system it can't be altered.

Can a user enter more than one bank account in their Company Profile?
Yes, they can. They are able to enter all the bank accounts that they use for their business. It is important to note that the bank details of the account they select as their primary bank will appear on all their customer invoices. The primary bank account is shown in bold in the banking details section. A user is able to change their primary bank account by ticking the Primary Account tick box.

How do you add a new user?
To add a new user, go to the Settings link which is located at the top of the page, then click on the System User Access button. Click on the Add New button and enter all the new user's information and then click Save. You can now set the System User Permissions by ticking or unticking the areas of the system the user can or cannot access. It's very important to ensure that the new added user is restricted to only those functions that the company would like the user to access. For security reasons it is important to leave the System User Access box unticked if you do not wish that particular user to be able to reset their own permissions (or anybody else's) and so gain access to those functions you do not wish them to have.

How does a user set User Permissions?
To set User Permissions, go to the Settings link which is located at the top of the page, then click on the System User Access button. Click on the name of the user whose user permissions you would like to set. The user will have access to all those functions that are ticked so if you wish to withdraw a permission untick the appropriate box. Once you've finalised these permissions click the Save button.

How does a user change their Username?
To change a Username, go to the Settings link which is located at the top of the page, then click on the System User Access button. Click on the name of the user you wish to change, then update their Username in the relevant field. Once you've finished, click the Save button.

A user is unable to import their contacts.
The best option for a user is to use the template SMEasy provides. Information can be inserted or cut and pasted from another Excel spreadsheet onto the template and then imported into SMEasy.

A user needs to delete a bank account from the Company Profile.
It is not possible to delete a bank account. This is because the system assumes that once a bank account has been added it has had entries allocated to it. So removing the bank account would cause problems with the information in the back end of the system.

SUPPORT DASHBOARD

What support options are available for users?
SMEasy users have access to the following support options:
1. Online help videos for each system function.
2. Live text chat during working hours.
3. Online user manuals that can be read online or downloaded and printed.
4. Email form that can be completed and sent to the Support Centre.
5. Phone number so a user can call and speak directly to a Support Centre agent.

Is there an additional cost for SMEasy support?
No, support is provided at no additional cost.

CONTACTS DASHBAORD

How does a user add a new customer or supplier?
To add a new customer or supplier, click on the Customers/Suppliers button and then click on the Add New button on the right of the screen.

How does a user search for a customer or supplier?
To search for a customer or supplier, click on the Customers/Suppliers button and then enter the organisation's name, website or telephone number in the search field provided and the organisation will be displayed. Alternatively, a user can click on the letter that corresponds with the first letter of the organisation.

Can a user delete a customer or supplier?
A user can only delete a customer or supplier if they haven't had any quotes or invoices issued to them. To delete a customer or supplier click on the cross in the red box at the end of the row. A pop up box will be displayed for the user to confirm they would like to delete the customer/supplier selected. If they are sure they want to delete a customer/supplier, click the Yes button.

Does a user have to enter both a physical address and a postal address for a customer/supplier?
No, they don't need to. If a postal address is entered it will be automatically pulled through onto their quotes and invoices. If no postal address is entered, the physical address will be used instead.

What is a Sales Lead?
The Sales Lead function is used when a user wants to save the details of someone who is a potential customer or supplier. It can also be for contact details of someone you do not wish to lose. It works like a business card index but it's online. A sales lead is not incorporated in the customer or supplier dropdown list.

COMMUNICATION DASHBOARD

How many SMSes does a user get in a bundle?
500

How does a user know how many records they have left?
The system keeps a record of the balance left and displays this on the screen

Does the system store received SMSes?
Yes, it does. To view the received SMSes click on the Received SMS Messages tab.

What is the Social Media button?
The Social Media button provides the user with access to a free tool called SocialEasy. SocialEasy allows the user to update all their social media accounts from one place. A user simply types in their message and it is posted to all of their linked social media accounts. These can include their Facebook, Facebook pages, Twitter and LinkedIn. To access SocialEasy directly, a user can go to www.SocialEasy.co.za.

STAFF DASHBOARD

How does a user add a new staff member?
To add a new staff member, click on the Staff Details button and then click on the Add New button on the right of the screen.

How does a user search for a staff member?
To search for a staff member, click on the staff dashboard and then on the staff details button and then enter the staff member's name, email or telephone number in the search field provided and the staff member will be displayed. Alternatively a user can click on the letter that corresponds with the first letter of the staff member's name.

Can a user delete a staff member?
A user can only delete a staff member if they haven't had any payslips issued to them. To delete a staff member click on the cross in the red box at the end of the row. A pop up box will be displayed for you to confirm this. If you're sure you want to delete a staff member click the Yes button.

How does a user delete a payslip?
To delete a payslip go to the Staff dashboard and click on the Payslips button. Select the date of the staff member whose payslip you wish to delete then click on the red box with the cross inside. Click on the Yes button in the pop up displayed if you're sure you'd like to delete the payslip.

How does a user archive staff members that are no longer working for them?
To archive a staff member go to the Staff dashboard, click on the Staff Details button and then select the staff member that needs to be archived. Select the option "terminated" from the employment status dropdown list. Insert the date their employment was terminated in the Notes section and click the Save button. This employee will now no longer appear in the list of staff members on the payslips dropdown list.

Is Payroll available separately?
No, it is part of the SMEasy system and is available to use at no extra cost.

Are PAYE, UIF and SDL automatically calculated?
Not at this stage, but the function will be available shortly.

FINANCE DASHBOARD

How does a user add a new quote?
To add a new quote, click on the Finance dashboard and then the Quotes button and then on the Quotes button again. Then click on the Add New button on the right of the screen.

How does a user search for a quote?
To search for a quote, click on the Finance dashboard and then the Quotes button and then on the Quotes button again. Next enter the quote number or company in the search field provided and the relevant quote will be displayed. Alternatively a user can click on the letter that corresponds with the first letter of the organisation's name.

Can a user delete a quote?
To delete a quote click on the cross in the red box at the end of the row. A pop up box will be displayed for you to confirm you would like to delete the quote. If you're sure, click the Yes button.

Can a user convert a quote to an invoice?
Yes, they can. To do this a user simply needs to click on the yellow box with the arrow. They will then be asked if they're sure they would like to convert the quote to an invoice. To proceed they need to click Yes.

Can a user email a quote directly from SMEasy?
Yes, to email a quote from SMEasy click on the blue envelope at the end of the row and a pop up will be displayed. Here they can view the quote to ensure all the information displayed is correct and make any changes to the body of the email. Once the user is happy with everything they can click the Send button and the quote will be sent out.

Can a user delete an invoice?
If an invoice has been finalised it can't be deleted. It is illegal to delete a finalised numbered invoice. A user will need to issue a credit note for the invoice.

Is it possible to edit a line item?
No, at this stage a line item may be deleted but not edited. This function will be available in the near future.

How can a user show if an invoice has been paid?
When a user completes their bank statement (or Business Cash) allocations they will allocate the amount to Customer Invoice Paid and the system will prompt them to select which Customer and which Invoice number this payment relates to. This can be the full amount or part payment. Once they have finalised the Bank Statement the system will show that particular invoice has been paid.

What is a Credit Note?
If a user has finalised an invoice they are unable to change it or delete it. The correct way to change this transaction is by issuing a credit note.

What is Business Cash?
It's what is sometimes known as petty cash, it is any cash belonging to the business that is received or paid by the business. SMEasy uses the term Business Cash. Business Cash is physical cash received either by an ATM withdrawal from the business bank account, or cash paid by a customer for goods or services.

How does a user upload a bank statement to SMEasy?
The user goes to the Finance dashboard and selects Bank Accounts and then Import New Bank Statements. The relevant bank statement that has been downloaded from their banking profile and saved in their documents is selected and will import into their system.

How does a user download their bank statement from their bank?
The Support Centre has a document that can be emailed to a user to assist with this process. This provides them with step-by-step instructions on how to do this.

How does a user capture back-dated entries from bank statements (i.e. statements that are no longer available in csv format)?
In Settings there is an Import Historical Information function which enables a user (with use of the template available) to copy information from the bank statement. This is then saved to their documents and can be imported into the system through the Browse function.

How does a user handle a nil (R0.00) item on a bank statement?
A user shouldn't touch this line at all (don't even put the cursor in the field). They need to allocate all the entries with values and then save their allocations and the nil amount will disappear. Development is currently underway where any nil amounts will be greyed out so they can't be adjusted.

How does Owner's Money work?
If a user uses their personal money for business purchases or expenses they need to record these transactions. To do this, click on the Finance dashboard and then Owner's Money. They will first need to create an Owner's Money account and then to add an entry click on Add New, then enter a date and select the appropriate expense category (what the money was spent on). Enter a Description, Reference and the amount inclusive of VAT and click the Save button. This entry will now show as the business owing them the amount.
If a user uses the business' money for personal spending this will either be done through Business Cash or through the Bank Statement. When they allocate the item on the Bank Statement to the Owner's Money account the entry will show as being owed to the business. Follow a similar procedure when the owner has spent Business Cash on themselves.

Does a user have to allocate an entire bank statement in one sitting?
No, they can save their information at any stage and the balance of the items will remain on the statement to be allocated at another time.

REPORTS DASHBOARD

What does the 'Customer Invoices Due by Date' report show?
The 'customer invoices due by date' report lists all customer invoices that are owed. A user can search for invoices in a specific date range using the From and To dates.

What does the All Transactions per Customer report show?
This report lists all transactions in the system and groups them by customer.

What does the Customer Age Analysis show?
The Customer Age Analysis shows a user the aging of their customers (debtors). It lists their customers' invoices and puts them into "buckets" of 30 days. This gives them an idea of which customers are slow to pay

and whether any have exceeded their credit terms. A user can select a date for their age analysis by using the date picker and then clicking on the refresh button.

What are Customer Statements?

Customer Statements show the balances of those customers who owe the user money as well as the aging of these outstanding amounts. A user ideally wants to send through these statements to their customers on a monthly basis. The opening balances are automatically calculated from the prior month's transactions. A variety of date ranges can be selected. It is mandatory to select a bank account to appear on the statement. A user can run this for all customers if they are planning to print and post the statements. Individual statements can be generated and printed or saved as a PDF document.

A notes section for advertising or information advisory purposes is included on the bottom right of statement. A user can select any of their bank accounts to be displayed on their statements.

If they do not select an individual customer, they will see all customer statements shown in one PDF but separated by each customer on a separate page.

What does the Supplier Invoices Owed report show?

This report lists all suppliers that a user owes money to. A user can search for invoices in a specific date range using the From and To dates.

What does the Supplier Age Analysis show?

The Supplier Age Analysis shows a user the aging of their suppliers (creditors). It lists their suppliers' invoices and puts them into "buckets" of 30 days. This gives them an idea of which suppliers they need to pay. A user can select a date for their age analysis by using the date picker and then clicking on the refresh button.

What does the Cash Flow Management report show?

The Cash Flow Management report helps a user to manage the flow of cash in and out of their business. This tool assists the user to plan their cash flow for the next six months to avoid any nasty surprises.

The first three months on the report, shown in blue, are actual figures. The actual amounts are automatically updated during the month as all the entries are completed in the Finance dashboard. The amounts in black are a six month forecast.

What does the VAT report show?

The VAT report pulls information from all of the user's financial processes and separates these into Input and Output VAT. This is a detailed report of the amount of VAT due to be paid to SARS for a particular VAT period. To view a specific period, a user can select the From and To dates using the date picker.

ACCOUNTANT DASHBOARD

What reporting dates are used (are they month to month)?

All reports are in month to month order except the Trial Balance, Income Statement and Balance sheet. These show cumulative totals from the first entry entered.

What if the user needs an expense account that is not in the SMEasy dropdown list?

A user is able to add a Custom Ledger Account. To do this they need to go to the Accountant dashboard and click on Custom Ledger Account. We suggest that you ask your accountant to assist you with this process as there are categories to choose that have important implications in terms of where this expense will appear in your Income Statement. This works similarly in the Balance Sheet if you are adding a revenue or asset account.

Can a user export information from the system into other accounting packages?
Yes, they're able to export their Trial Balance, General Ledger, Income Statement and Balance Sheet in csv format. These can then be opened in other accounting packages.

Can a user generate an Income Statement on SMEasy?
Yes, they can also generate Balance Sheets.

What happens if a user allocates to the wrong account? Can this be fixed?
In the Accountant Dashboard there is an Adjustment function. Our suggestion is to print a General Ledger for the date of the incorrect entry to see how it was done initially and then you will clearly be able to see which account to debit and credit to rectify your error. At this stage an adjustment to either a Supplier or Customer invoice needs to be made only to the particular Supplier or Customer and not to a specific invoice number.

GENERAL

What does the Refresh button do?
Whenever a user enters a date or date range and then changes it they need to click the Refresh button for the information displayed to be updated.
Also if a company has more than one user logged in to their SMEasy account at the same time and they are working on the same dashboard, when the user clicks the Refresh button the data is updated.