



# USER MANUAL

## EXTRACT

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This manual was published in April 2019.  
Product features released after this date may not be included in this manual.

This document was written and designed by Matt McCrory

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# FOREWORD

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Thank you for subscribing to Receipt Bank Extract. We built this platform to assist with the process of collecting and extracting bookkeeping data in preparation for the accounting process.

Our aim is to help our Bookkeeper and Accountant partners become as productive as possible. We want to remove the repetitive, arduous aspects of gathering and coding data, and let you focus on doing what you truly love.

Because it's rare that we'd hear that our friends in the accounting industry wanted to specialise in digging through shoeboxes. Far more often, we'd hear that they wanted to network, or to give expert advice or spend an extra day a week with the family.

So we've taken the whole 'shoebox experience' out of bookkeeping, and replaced it with something better.

Receipt Bank Extract enables your clients to instantly upload their bookkeeping documents to a shared workspace where you can view, collaborate and categorise each expense. We'll automate all of the data extraction and present the information in a seamless format for your preferred Accounting Software.

This manual has been structured in such a way so that a first-time user should be able to get to grips with all of the main functionalities of Receipt Bank Extract within a few hours. If you're looking for a specific feature, use the Contents Page or Glossary included at the start and end of this guide.

You can also view Receipt Bank Extract's essential training as a set of educational videos. These can be found in the [Learning Tools page of the Partner Portal](#).

Receipt Bank is an evolving product, and, as we continue to develop the platform's functionality, it's likely that this Manual will become outdated or omit some of the latest features. We therefore aim to update this document on a quarterly basis to keep abreast with the newest components and updates to Receipt Bank Extract.

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# INTRODUCTION

## WEB APP

### 1.2

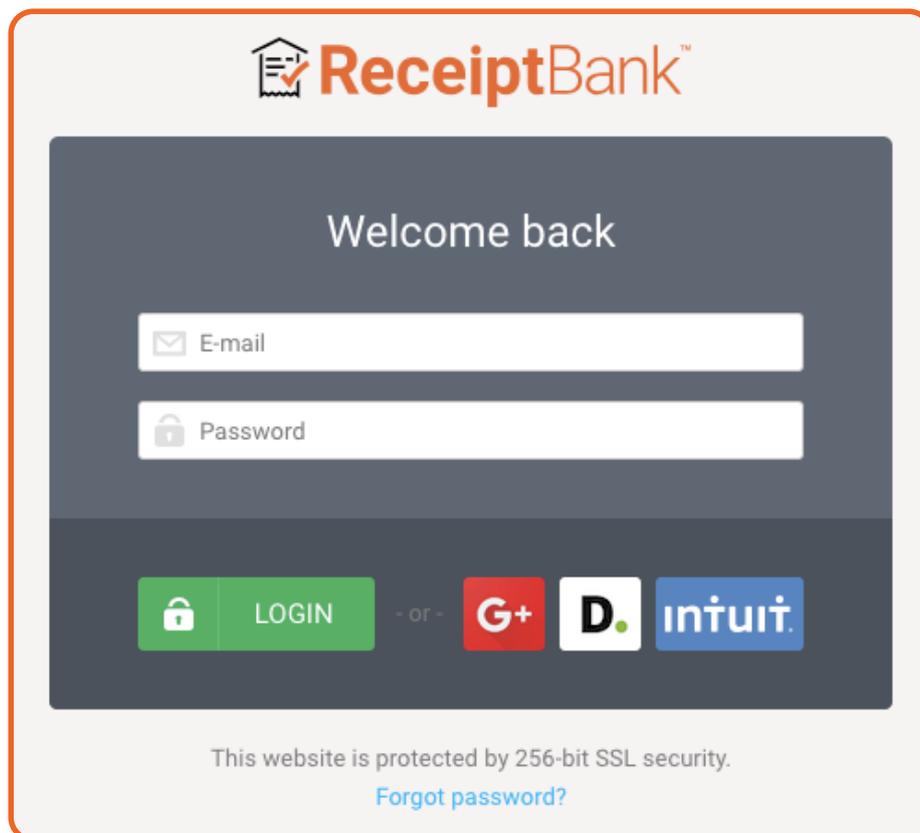
The Receipt Bank **Web App** is the centralized collaborative space for collecting and reviewing your clients' bookkeeping documentation. It offers the most detailed and most customizable view of each of your **Client Accounts**, and provides the ability to personalize the way Receipt Bank works for your Clients and your Practice.

Once you've created a profile for your Clients and your **Colleagues**, they'll also have the ability to log in to the Receipt Bank **Web App**. Clients will be able to view and edit their own documentation. **Colleagues** can access and manage any **Client Account** that they've been given permission to view.

You can access the Receipt Bank **Web App** from any type of web browser.

Go to <https://www.receipt-bank.com/> and press 'Login', which can be found at the top-right of the webpage.

You will be navigated to the Login screen of the Receipt Bank **Web App**. Enter your Username and Password, and press 'Login'.



# PARTNER ACCOUNT

## 2.1

## CLIENT MANAGEMENT TAB

The screenshot shows the 'Client Management' tab in the Partner Dashboard. The interface includes a top navigation bar with tabs for 'Client Management' (2), 'Practice Management' (3), and 'Account Settings' (4). A search bar (9) is located at the top right. The main content area displays a list of clients with the following details:

- 10.** Be Well Tour Agents: #7301141330, Xero, Never Submitted. Callout 11 points to the 'Manage' button.
- 11.** Hampstead Music Supplies: #7141226883, Unintegrated, Items in inbox: 2. Callout 11 points to the 'Manage' button.
- 12.** cho Foodstuffs: #7171016840, Unintegrated, Never Submitted. Callout 12 points to the client name.
- 13.** Moorish B...: #7581111809, Quick Books Online, Items in inbox: 5. Callout 13 points to the 'Quick Books Online' icon, and callout 14 points to the 'Items in inbox: 5' text.

At the bottom right, there is a 'Per page' selector (15) with options 50, 100, and 250, and a 'Need Help?' button (16).

The **Partner Dashboard** is your main hub for using Receipt Bank. It's the first thing you'll see after logging in to Receipt Bank, and will display your full list of **Client Accounts**.

This is where you can:

- Add clients to Receipt Bank
- Access and review each of your clients' accounts
- Adjust the default settings associated with your Receipt Bank account
- Use Receipt Bank as a tool for your practice's own internal bookkeeping



**TIP :** You can limit which clients will be available for your **Colleagues** to view, edit and manage. When they log in to Receipt Bank, they'll only be able to see clients according to your specified permission settings.  
Find out more about Colleague Access on page 85.

## 1. Receipt Bank Logo

Clicking on this icon will always navigate you back to the Client Management tab.

## 2. Client Management Tab

The Client Management tab is a section of the Partner Dashboard used to view and manage your list of Client Accounts. It is selected by default whenever you navigate to the Partner Dashboard.

## 3. Practice Management Tab

The Practice Management tab is a section of the Partner Dashboard used to view and manage your Colleagues' accounts and expenses.

Find out more about the Practice Management tab on page 77.

Find out more about Colleagues on page 81.

## 4. Account Settings

The Account Settings menu is used to customize the settings associated with your Partner Account.

Find out more about Partner Account Settings on page 79.

## 5. Notification Centre

The Notification Centre is an inbox used to receive and respond to Item Messaging communications from your clients.

**Note:** You must subscribe to the 'Targeted Communication' package to access this feature. Find out more about Targeted Communication on page 87.

## 6. Resource Centre

The Resource Centre menu contains additional resources to assist with your everyday use of Receipt Bank. This includes:

- The Receipt Bank Help Centre.
- The Partner Portal.
- Orange Select - Receipt Bank's community hub.
- The 'Log Out' button.

Find out more about the Resource Centre on page 92.

## 7. Client Filter

The Client Filter allows you to select which type of client accounts you'd like to be displayed on your Partner Dashboard. You can differentiate between Small Enterprise, Self Employed and Suspended Account types.

## 8. Add Client Button

The 'Add Client' button will open the 'New Client' window. You can use this to create a new Client Account, which will be available to view and manage from the Partner Dashboard.

Find out more about Adding Clients on page 7.

## 9. Client Search

The Client Search bar enables you to search your list of Client Accounts by a typed search query.

Find out more about Search on page 65.

## 10. Client Account

This is a Client Account. It contains all of the bookkeeping documentation submitted by this Client Account's Users. It's also where you can manage any of the settings associated with this Client Account.

Clicking on the name of a Client Account will navigate you to that account's Client Inbox.

Find out more about the Client Inbox on page 13.



**TIP :** You can always tell which part of Receipt Bank you're working on by the colour of the screen.

**BLUE** screens are associated with your **PRACTICE**.

**ORANGE** screens are associated with your **CLIENTS**.

### **11. Manage Client**

This button opens a menu which enables you to quickly edit the details associated with a Client Account, or remove the Client Account from the Partner Dashboard.

Find out more about Managing Client Accounts on page 11.

### **12. CRN**

This is the unique Customer Reference Number for the client account. You may need to quote this for support queries.

### **13. Items in Inbox**

This indicates the number of submitted items currently present in this client's Inbox.

### **14. Client Account Integration**

This is the Accounting Software currently Integrated with this Client Account.

Find out more about Integrations on page 21.

### **15. Accounts per page**

This specifies how many Client Accounts will be displayed per page of your Partner Dashboard.

### **16. Help Indicator**

The Help Indicator is a troubleshooting and educational resource. Click on the 'Need Help?' icon and type your query into the search bar. The Help Indicator will provide articles, directions and support resources to assist in your use of the Receipt Bank Web App.

Find out more about the Help Indicator on page 91.

Once you begin adding **Client Accounts**, the **Partner Dashboard** will display the names and details associated with your clients' businesses. Find out more about Adding Client Accounts on page 7.

Client Management Practice Management Account Settings

Clients

+ Add Client

Get started with Receipt Bank by adding a client!

Add Client

Terms & Conditions | Privacy | About  
Copyright © 2019 Receipt Bank Ltd. All rights reserved

Need Help?

Client Management Practice Management Account Settings

Clients

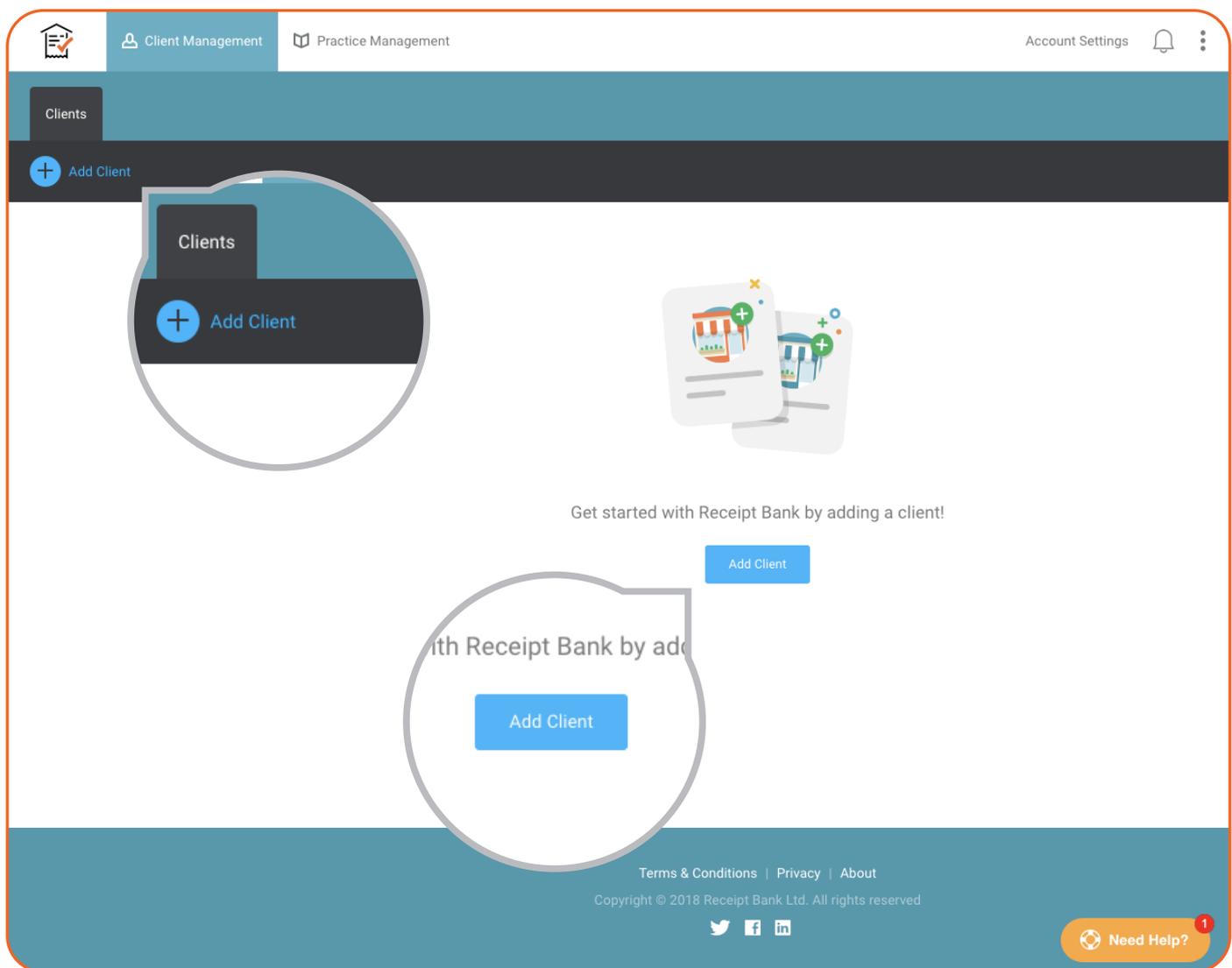
+ Add Client

Name

	<b>Be Well Tour Agents</b> #7301141330  Xero  Never Submitted	Manage
	<b>Hampstead Music Supplies</b> #7111246436  Xero  Items in inbox: 25	Manage
	<b>Jericho Foodstuffs</b> #7171016840  Unintegrated  Never Submitted	Manage
	<b>Karousel Market</b> #7181016844  Unintegrated  Never Submitted	Manage
	<b>Lambourn Laundromat</b> #7211016846  Unintegrated  Never Submitted	Manage
	<b>Moorish Bakery</b> #7581111809  Quick Books Online  Items in inbox: 5	Manage
	<b>Rivenous Location de Bateau</b> #7651029296  Unintegrated  Items in inbox: 2	Manage

### 2.2.1. Adding Client Accounts

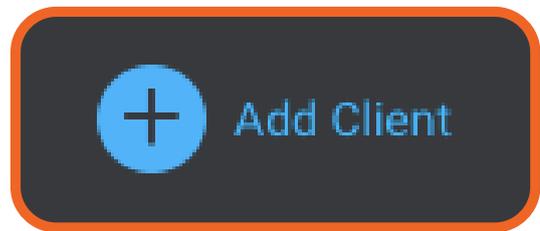
Use the **Add Client** button to create a new **Client Account**.



Creating a **Client Account** will:

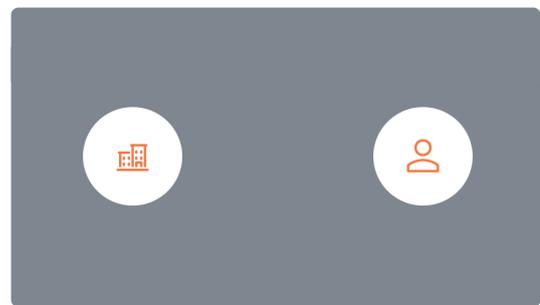
- Add the **Client Account** to your **Partner Dashboard**.
- Create a **Client Inbox** to store and manage the client's documentation.
- Create an **Account Owner** profile for the **Client Account**.
- Create a unique username and password for the **Account Owner** to log in to the Receipt Bank **Web App** and **Mobile App**.
- Create a unique **Email-in** address for submitting digital documentation to the **Client Account**.
- Optionally send an email and/or SMS notification to the **Account Owner** informing them about their new Receipt Bank account.

Click the **'Add Client'** button on the **Partner Dashboard** to begin creating a new **Client Account**. This process consists of 3 steps:



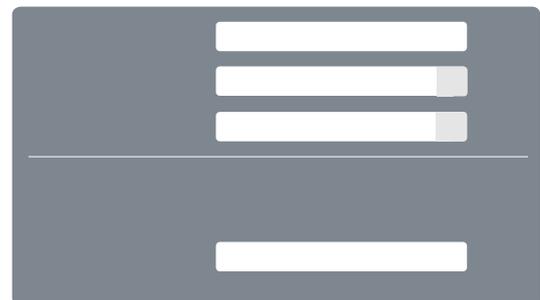
### 1. Specify the Client Type.

Select whether your client is a Small Medium Enterprise or Self Employed.



### 2. Confirm the client's business details

Fill in the essential details about your client's business. Send them optional communications inviting them to use their Receipt Bank **Client Account**.



### 3. Confirm which of your Colleagues will have access to this Client Account.

Specify which **Partner Account Users** can view this **Client Account**. This option will only appear if you've created additional **Partner Account Users**. Find out more about adding Colleagues and managing Colleague Access on page 11.



**TIP :** All of the overlay menus in Receipt Bank are fully moveable. Use your mouse cursor to click and drag the top portion of a menu to move it.



**TIP :** Only **Partner Account Administrator Users** can add new clients to the **Partner Dashboard**. Find out more about User Privilege on page 29.

### Add New Client

Account Info

Please add the basic information required to set up this account

Account name \*

Base currency \*

Account Country \*

---

Account User

Please add one user in order to provision this account. More users can be added later from the account settings

First Name \*

Last Name \*

E-mail \*

Mobile number ?  +44

Notify client via email ?

Notify client via SMS ?

---

Email-in

Email-in address ?  @receiptbank.me

10.   11.

### 1. Account Name

The name of your client's business. This is what will be displayed on your Partner Dashboard.

### 2. Base Currency

The currency that this client typically works in. Items uploaded in other currencies will be converted to the account's Base Currency when viewed on Receipt Bank. The original currency can be viewed

Find out more about Publishing on page 61.

Find out more about Downloading on page 63.

### 3. Account Country

The country in which this client's business is registered. Setting this correctly will ensure Receipt Bank establishes the correct settings and features for the Client Account.

### 4. Name of Account User

The name of the Account Owner for the client's business. This person will be given Administrator privileges and have full permission to view the all items in the Client Inbox and alter the Account Settings for the Client Account.

### 5. Client Email

The email address for the Client Account Owner. This is used as the Username for the Client to log in to Receipt Bank. We'll also use this to contact the Client with account information, password reset notifications and support queries.

Find out more about Email Preferences on page 28.

Find out more about Resetting a Password on page 28.

### 6. Mobile Number

The mobile phone number for the Client Account Owner. This will only be used to send an SMS invitation to your client to use Receipt Bank and download the Receipt Bank Mobile App.

Find out more about the Mobile App on page 33 (iOS) and page 39 (Android).

### 7. Notify client via email

Checking this box will send an email to the Client Account Owner inviting them to use Receipt Bank. This email will include their login credentials and an introduction to using Receipt Bank and downloading the Receipt Bank Mobile App.

Find out more about email invitations on page 12.

### 8. Notify client via SMS

Checking this box will send an SMS to the Client Account Owner inviting them to use Receipt Bank. This provides a direct link for them to download the Receipt Bank Mobile App, where they'll be automatically logged in and ready to submit items.

Find out more about SMS invitations on page 12.

### 9. Email-in address

The Email-in address can be used by the Client Account Owner to submit documents to their Client Inbox. It's unique to a single Client Account User, and can be specified here. If this field is left blank, Receipt Bank will automatically generate an Email-in address using some of the other essential details provided on this screen. A Client Account User can change their Email-in address at any time.

Find out more about the Email-in submission method on page 51.

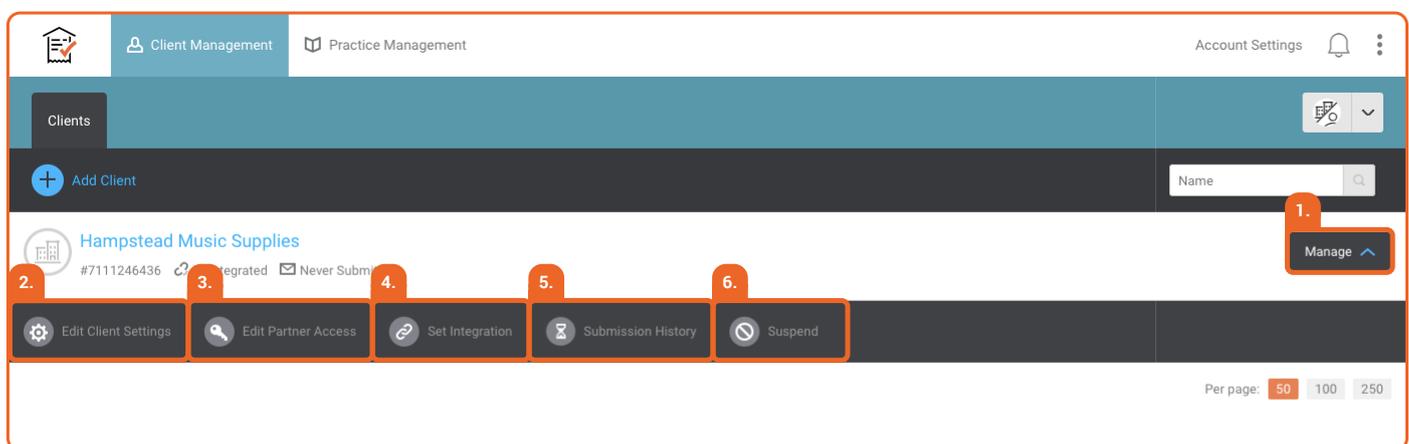


**TIP :** An **Email-in address** will always end in @receiptbank.me. This means the **Email-in address** can be easily identified and differentiated from the **Email Address** used to log in to the Receipt Bank **Web App**.

### 2.2.2. Managing Client Accounts

Once a **Client Account** has been created, it will be available to view on your **Partner Dashboard**. Your client can start submitting items to their **Client Inbox** straight away. You can view a **Client Inbox** by clicking on the name of the client from your **Partner Dashboard**. Find out more about the Client Inbox on page 13.

You can manage some of the fundamental details associated with a **Client Account** by clicking the 'Manage' button. This will open a menu with the following options:



#### 1. Manage Button

This button opens the 'Manage' menu, and reveals the buttons numbered 2-6.

#### 2. Edit Client Settings

This button will navigate you to the Client Account Settings. Find out more about the Client Account Settings on page 15.

#### 3. Edit Partner Access

This button will open a menu where you can specify which of your Colleagues have access to view this Client Account. Find out more about Colleagues on page 15.

#### 4. Set Integration

This button will navigate you to the Client Account Settings, where you can establish an Integration to an Accounting Software. This button will only appear if this Client Account is not integrated. Find out more about Integrations on page 21.

#### 5. Submission History

This button will navigate you to the Submission History page. Find out more about Submission History on page 73.

#### 6. Suspend

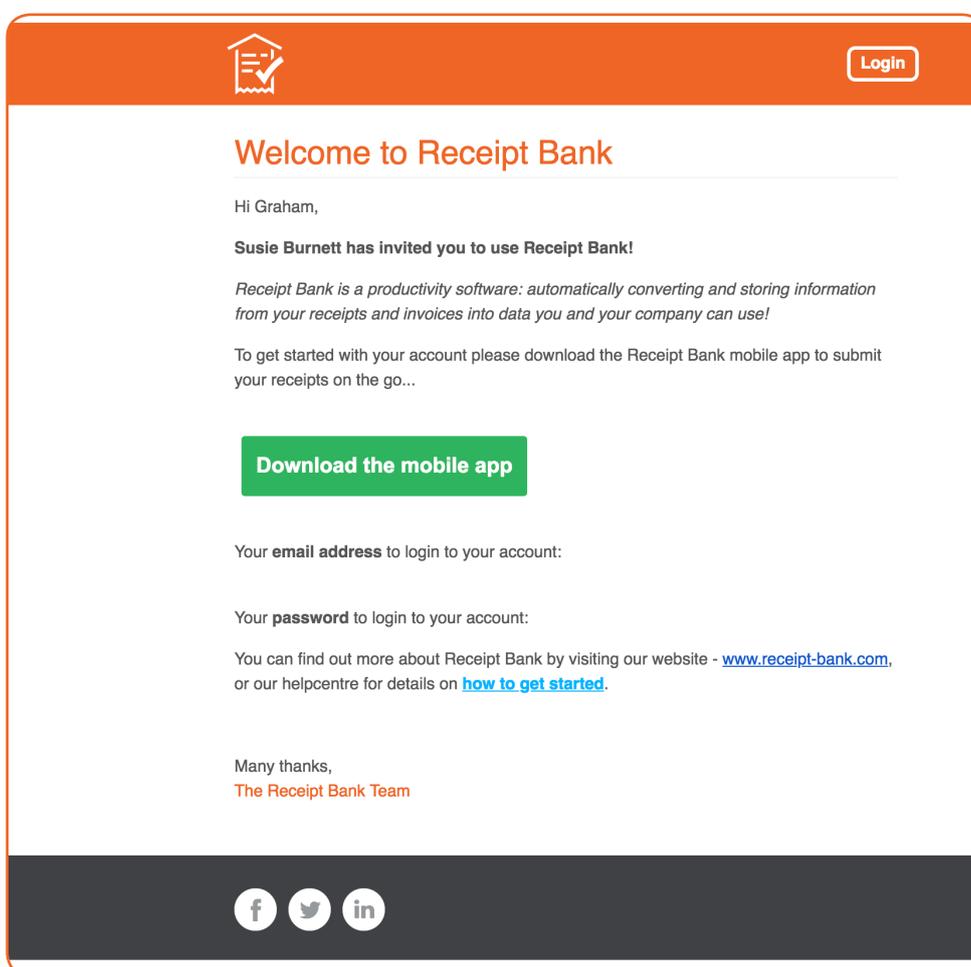
This button will Suspend the Client Account. The Client Account's Users will no longer be able to submit items to Receipt Bank or access the Receipt Bank Web App or Mobile App. You can view or re-enable a Suspended Client Account by selecting 'Suspended Accounts' in the Client Filter. Find out more about the Client Filter on page 4.

## 2.2.3. Account User Invitations

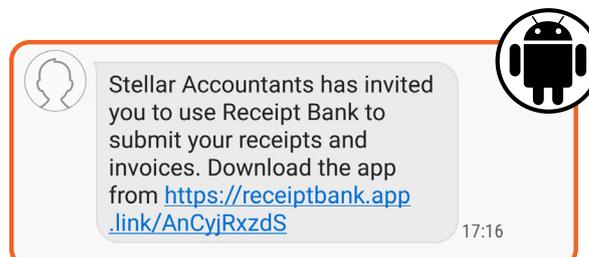
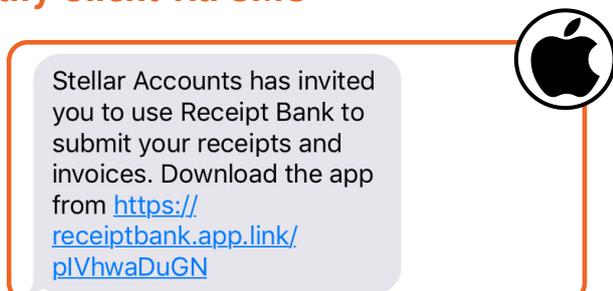
When creating a **Client Account**, **Client Account User** or **Partner Account User** you'll be provided with the option to 'Notify client via email' and 'Notify client via SMS'.

Checking these options will send the following communications to the email address and/or mobile number provided when creating the **Account User**.

### Notify client via email



### Notify Client via SMS



## 3.1 CLIENT INBOX - INTRODUCTION

The **Client Inbox** provides an overview of all of your client's submitted documentation. It's the place to:

- Review, edit and manage the documents that your Clients have submitted to Receipt Bank.
- Adjust the settings associated with this **Client Account**.
- Add new **Client Account Users** to Receipt Bank.

Find out more about Client Account Settings on page 15.

Find out more about Adding Client Users on page 25.

This chapter will introduce the layout of the Client Inbox and the primary functions of its features. For a more detailed description of the typical workflows associated with reviewing and publishing items in Receipt Bank, see 'Client Inbox - Workflow' on page 55.

The screenshot shows the Client Inbox interface. At the top, there is a navigation bar with several buttons: 1. Home icon, 2. 'Campstead Music Supplies' dropdown, 3. 'Inbox' button, 4. 'Add Items' button, 5. 'Account Settings' button, 6. Notification bell icon, and 7. Profile icon. Below the navigation bar, there are two buttons: 8. 'Download' button and 9. 'Archive' button. The main content area features a table with columns: USER, TYPE, DATE, CATEGORY, NOTE, and STATUS. Above the table, there are 'Download', 'Tools', and 'Delete' icons, a 'Filter' dropdown, a 'Supplier search' input field, and an 'Advanced' search option. A pagination control shows '10.' items per page with options for 25, 50, 100, and 250. At the bottom right, there is a '11. Need Help?' button.



**TIP :** Each of your **Client Accounts** has its own individual **Client Inbox**. Whenever a **Client Account User** submits a document to Receipt Bank, it will be displayed in their company's **Client Inbox**.

## 1. Receipt Bank Logo

Clicking on this icon will navigate you back to the Partner Dashboard.

## 2. Client Account Name

The name of the Client Account that you're currently viewing. Click on the dropdown icon to quickly navigate between your other Client Accounts.

## 3. Inbox Tab

The Client Inbox is the area where submitted items are stored in order to be viewed, edited, published or downloaded.

Find out more about Managing the Client Inbox on page 55.

## 4. Add Items Button

The Add Items button displays the **Add Items** Screen. This is the area where you can upload documents to the Client Inbox, or view the details associated with the Mobile App or Email-in submission methods.

Find out more about the Add Items page on page 31.

## 5. Account Settings

The Account Settings menu allows you to customize the settings associated with this Client Account.

Find out more about Client Account Settings on page 15.

## 6. Notification Centre

The Notification Centre is an inbox used to receive and respond to Item Messaging communications from your clients.

Note: You must subscribe to the 'Targeted Communication' package to access this feature.

Find out more about Targeted Communication on page 87.

## 7. Resource Centre

The Resource Centre menu contains additional resources to assist with your everyday use of Receipt Bank. This includes:

- The Receipt Bank Help Centre
- The Partner Portal
- Orange Select - Receipt Bank's community hub
- The 'Log Out' button.

Find out more about the Resource Centre on page 92.

## 8. All Tab

The All Tab of the Client Inbox will display all documents that have not yet been published or manually moved to the Archive.

## 9. Archive Tab

The **Client Archive** is the area where published or downloaded items are stored. These will be kept in the Archive forever, so that documents can always be found in the event of an audit or review.

Find out more about the Archive on page 71.

## 10. Items per page

This specifies how many items will be displayed on a page of the Client Inbox.

## 11. Help Indicator

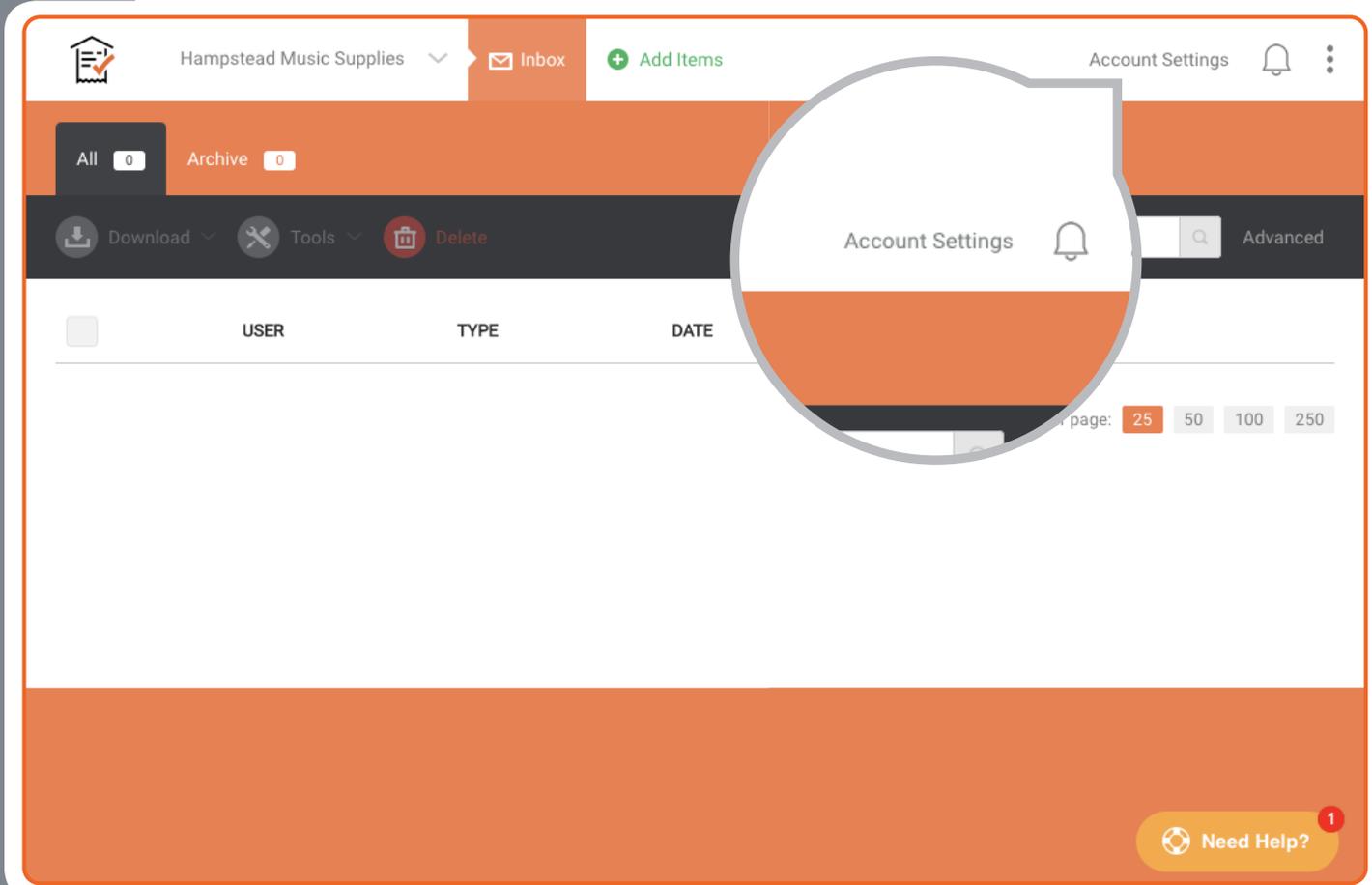
The Help Indicator is a troubleshooting and educational resource. Click on the 'Need Help?' icon and type your query into the search bar. The Help Indicator will provide articles, directions and support resources to assist in your use of the Receipt Bank Web App.

Find out more about the Help Indicator on page 91.

# CLIENT ACCOUNT SETTINGS

## 3.2

The **Client Account Settings** menu is used to fine-tune the way Receipt Bank works for this specific client. You can access this by pressing the 'Account Settings' button in the **Client Inbox**.



The **Client Account Settings** are split into 5 distinct sections, which can be accessed using the toolbar to the left of the page.

- |    |                    |         |
|----|--------------------|---------|
| 1. | General            | page 16 |
| 2. | Account Details    | page 17 |
| 3. | Categories         | page 18 |
| 4. | Maintain Users     | page 19 |
| 5. | Submission History | page 20 |



**TIP :** The Client Account Settings are different to the Partner Account Settings, which are accessed from the Partner Dashboard. You can quickly tell which Account Settings menu you're using from the colour of the background. **BLUE** screens are associated with your **PRACTICE**. **ORANGE** screens are associated with your **CLIENTS**.

### 3.2.1. General Settings

The General tab of the **Client Account Settings** controls some of the essentials details associated with how Receipt Bank interacts with other software. This includes the download format of **.CSV** files, and integrating the **Client Account** with an **Accounting Software**.

Find out more about Integrations on page 21.

Find out more about .CSV downloads on page 63.

The screenshot shows the 'System Settings' page for 'Hampstead Music Supplies'. The left sidebar contains navigation options: General, Account Details, Categories, Maintain Users, and Submission History. The main content area is titled 'System Settings' and contains three numbered sections:

- 1. Due Dates for Invoices**: Configure the settings for assigning due dates to your invoices. Includes a 'Default to' dropdown set to 'A number of days after the invoice ...' and a 'How many days?' dropdown set to '0'.
- 2. Downloading Items**: Choose the format of your downloads. Includes a 'Receipts & Invoices' dropdown set to 'Receipt Bank Default'.
- 3. Integration**: You are currently not linked with your accounting software. Includes instructions to link Receipt Bank with accounting software and a 'Choose software' button.

A 'Need Help?' button is visible in the bottom right corner.

#### 1. Due Dates for Invoices

These settings will establish a Due Date rule that will be applied to submitted invoices. The invoice Due Date will be published to your integrated Accounting Software.

You can specify when Due Dates take effect, choosing between:

A set amount of days after the invoice date

A set date in the current or following month

#### 2. Downloading Items

This option will dictate how .CSV files will be formatted when you download submitted item data from this Client Account.

Find out more about .CSV downloads on page 63.

#### 3. Integration

The Integration settings are used to establish a connection between Receipt Bank and an Accounting Software. Click 'Choose Software' and follow the instructions to authorize the integration.

Find out more about Integrations on page 21.

### 3.2.2. Account Details Settings

The Account Details tab of the **Client Account Settings** contains two subsections:

- **Account Information:** the fundamental details associated with the **Client Account**.
- **Subscription:** the subscription and billing details associated with the **Client Account**.

The screenshot displays the 'Client Account Settings' interface. At the top, there is a navigation bar with 'Hampstead Music Supplies', 'Inbox', 'Add Items', and 'Account Settings'. A sidebar on the left lists 'General', 'Account Details', 'Categories', 'Maintain Users', and 'Submission History'. The main content area is divided into two tabs: 'Account Information' (highlighted with a blue box and a '1.' callout) and 'Subscription'. The 'Account Information' tab contains a 'Basic' section with the following fields: CRN (7111246436), Company Name (Hampstead Music Supplies), Base currency (GBP - United Kingdom, Pounds), Extract Tax (ON), Language (English), and Account Country (United Kingdom). A 'Need Help?' button with a '1' callout is located in the bottom right corner.

#### 1. Subscription Page

This page allows you to view and manage the billing and subscription details associated with the Client Account.

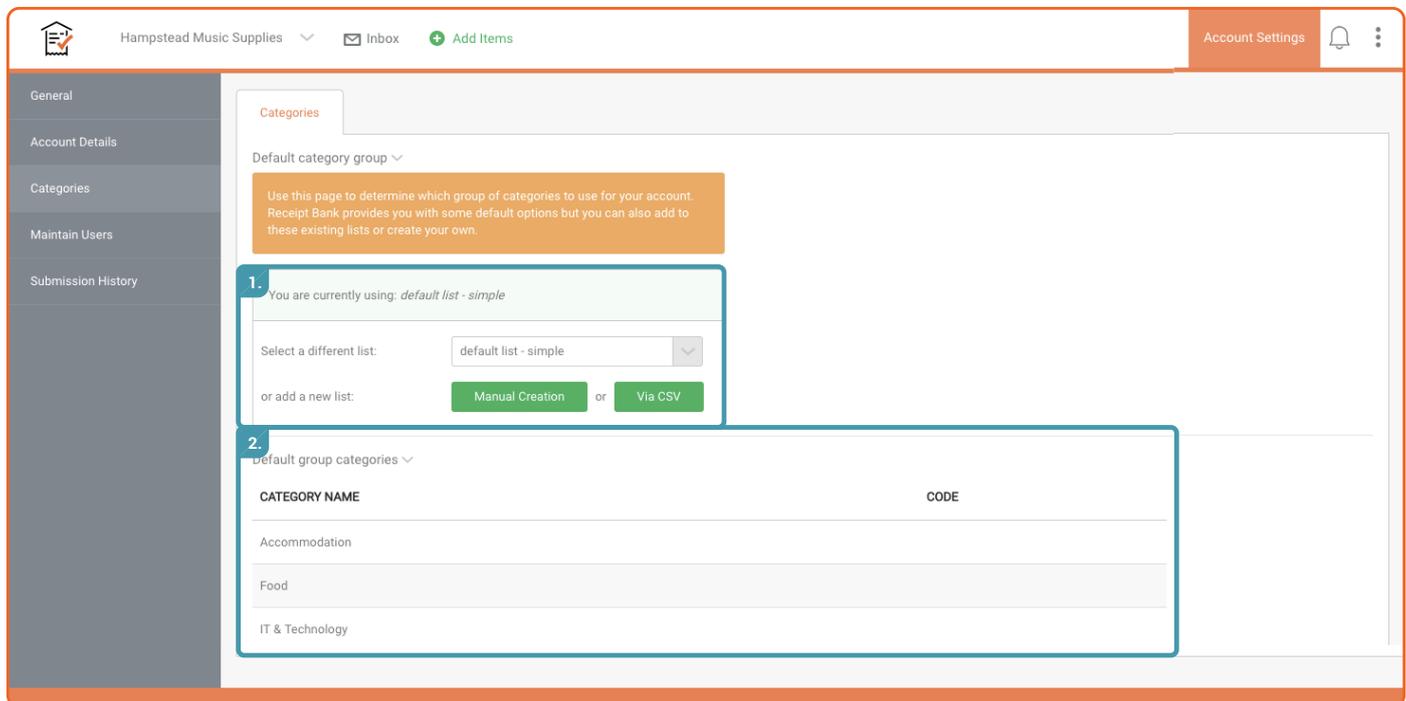
#### 2. Basic

These settings specify the essential details associated with a Client Account. You can edit any of the basic details from this page. These include:

- **CRN:** The account Customer Reference Number. This may need to be quoted when submitting support queries
- **Company Name:** The name of the client's business
- **Base Currency:** The currency that this client typically works in. Receipt Bank will still detect and display transactions in other currencies, but will use this Base Currency as the default for the client account.
- **Extract Tax:** Toggle whether or not Receipt Bank should extract Tax Information from submitted items.
- **Language:** Which language the Client Account will be displayed in
- **Account Country:** The country in which this client's business is registered. Setting this correctly will ensure Receipt Bank establishes the correct settings and features for the client account.

### 3.2.3. Categories Settings

The Categories tab of the **Client Account Settings** is used to manage the **Chart of Accounts** for this **Client Account**. Accounts are known as **Categories** in Receipt Bank. Find out more about the Chart of Accounts on page 23.



#### 1. Default Category Group

This option displays which Category list you're currently using. Receipt Bank supplies a number of default Category lists, but it's highly recommended that you sync your Chart of Accounts by integrating with an Accounting Software, or uploading the Chart of Accounts from your Non-integrated Accounting Software, so that Receipt Bank will categorize submitted items correctly.

After integrating a Receipt Bank account with an Integrated Accounting Software, your Chart of Accounts will automatically be imported and displayed here. Receipt Bank will check the software daily for any updates to your Chart of Accounts and make the same changes within Receipt Bank.

You can select a different Category list using the 'Select a different list' dropdown or create your own Category list using the 'Manual Creation' or 'via CSV' options. Find out more about Uploading a Chart of Accounts on page 23.

#### 2. Default Group Categories

This list displays each Category within your Chart of Accounts. It provides the category code and name. You can disable an individual Category by turning the 'Visible' toggle to OFF, or delete a Category by using the 'Delete' button. This will make this category unassignable to submitted items.

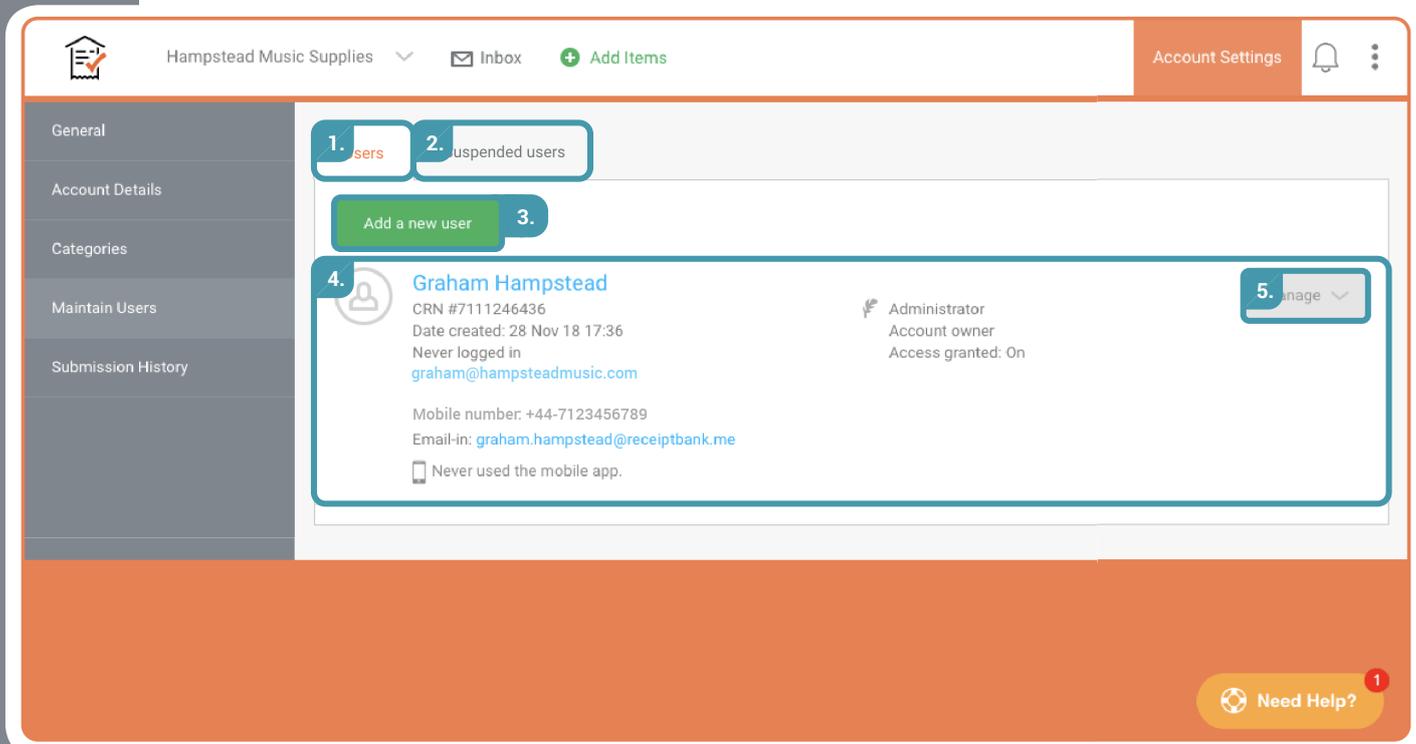
If the account is connected to an Integrated Accounting Software, you will not be able to edit your individual Categories in Receipt Bank. Make the changes within your Accounting Software and the changes will also take effect within Receipt Bank.

### 3.2.4. Maintain Users Settings

The Maintain Users tab of the **Client Account Settings** is used to add and manage **Client Account Users**. **Client Account Users** have the ability to submit documentation to the **Client Inbox**. They may be able to perform other actions if they are assigned a higher level of **User Privilege**.

Find out more about Adding and Managing Client Account Users on page 25.

Find out more about User Privilege on page 29.



#### 1. Users Page

The Users page displays all of the active Client Account Users. These individuals all have access to the Client Account, and can submit items to the Client Inbox.

#### 2. Suspended Users page

The Suspended Users page displays any Client Account Users that have been suspended and no longer have access to the Client Account. You can view the details associated with a Suspended User or reactivate Suspended users from this page.

Find out more about Suspended Users on page 30.

#### 3. Add a New User Button

The 'Add a new user' button will create a new Client Account User. Once created, they'll have access to view the Client Account and submit items to the Client Inbox.

Find out more about Adding Client Account Users on page 25.

#### 4. Client Account User

This is a Client Account User and their associated details.

#### 5. Manage Button

The Manage button opens the Manage User menu. You can adjust any of the details associated with a Client Account User from this menu.

Find out more about Managing Client Account Users on page 27.

### 3.2.4. Submission History Page

The Submission History displays an overview all of the items that **Client Account Users** have previously submitted to Receipt Bank. You can view the person who submitted the item(s), the time of submission and the **Submission Method** that was used. Find out more about the Submission History tab on page 73.

Account Settings > Hampstead Music Supplies Submission History

#### Client's submission history Filter

NAME (CRN)	DATE (TIME)	SOURCE	SUBMITTED ITEMS	STATUS	
Stellar Accounts (7171255836)	13 Dec 2018 (17:08)	Web Upload	5	complete	<a href="#">Details</a>
Grace Timpson (7341253974)	13 Dec 2018 (17:08)	Web Upload	2	complete	<a href="#">Details</a>
Graham Hampstead (7111246436)	13 Dec 2018 (17:07)	Web Upload	5	complete	<a href="#">Details</a>
Graham Hampstead (7111246436)	10 Dec 2018 (18:10)	Fetch	2	complete	<a href="#">Details</a>
Graham Hampstead (7111246436)	04 Dec 2018 (15:33)	Email-in (personal)	2	complete	<a href="#">Details</a>
Grace Timpson (7341253974)	04 Dec 2018 (15:31)	Mobile App	3	complete	<a href="#">Details</a>
Graham Hampstead (7111246436)	04 Dec 2018 (12:35)	Fetch	1	complete	<a href="#">Details</a>
Graham Hampstead (7111246436)	04 Dec 2018 (12:09)	Web Upload	3	complete	<a href="#">Details</a>
Grace Timpson (7341253974)	04 Dec 2018 (11:53)	Web Upload	2	complete	<a href="#">Details</a>

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**TIP :** You can use the **Submission History** page to recover items that have been deleted from the **Client Inbox** or **Archive**

# CLIENT ACCOUNT SETTINGS

## 3.3

## INTEGRATIONS

### 3.3.1. Integrations - Introduction

Each Receipt Bank **Client Account** can be integrated with an **Accounting Software**. This means:

- The two platforms work collaboratively, sharing their **Chart of Accounts**.
- Receipt Bank data can be **Published** directly to the **Integrated Accounting Software**.

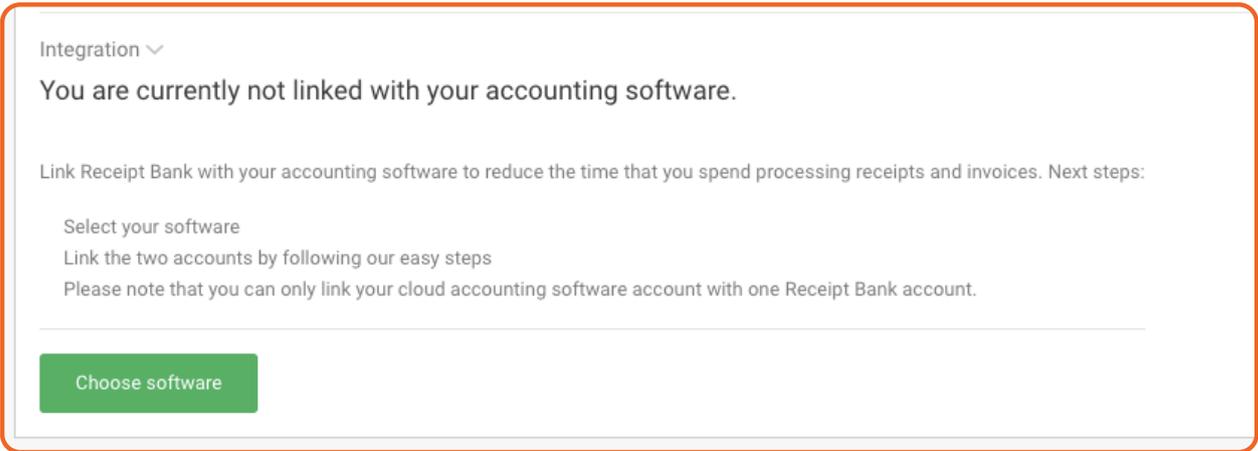
The process of connecting Receipt Bank to an **Accounting Software** is called 'Integrating'. It's common that a connection to an **Accounting Software** is referred to as an **Integrated Software** or **Integration**.

Once you've **Integrated** a **Client Account** with an **Accounting Software**, the **Chart of Accounts** will be automatically imported into Receipt Bank. You can view this in the **Categories** tab of the **Account Settings** screen.

Find out more about your Integrated Chart of Accounts on page 23.

### 3.3.2. Integrating a Client Account

You can integrate a **Client Account** by navigating to the **General** tab of the **Client Account Settings**. If you have not yet integrated the Client Account with an Accounting Software, you'll see the following:



Integration ▾

You are currently not linked with your accounting software.

Link Receipt Bank with your accounting software to reduce the time that you spend processing receipts and invoices. Next steps:

Select your software  
Link the two accounts by following our easy steps  
Please note that you can only link your cloud accounting software account with one Receipt Bank account.

Choose software

To integrate the **Client Account**, click the "Choose Software" button. This will display the available integrations. Select your required software.

Receipt Bank will then display instructions for authorizing the Integration. This will usually involve entering the login credentials for the **Accounting Software**. Once you've completed the instructed steps, you'll be navigated back to the **Client Account Settings**.

Connect now
✕

**Connect your Receipt Bank account with your Quick Books Online account**

**Integration checklist:**

- 1 Click on the authentication link below
- 2 Enter your Quickbooks Online login details
- 3 Press authorise
- 4 Please note that we can only support integrations with QuickBooks Online Essentials or Plus subscriptions

Cancel
Go to QBO authorization URL

### 3.3.3. Managing an Integration

Once you've integrated the **Client Account** with an **Accounting Software**, the associated details will be displayed in the **General** tab of the **Client Account Settings** page.

You'll be able to view the default location that Receipt Bank items will be **Published** to and, depending which platform you're integrated with, edit additional settings relating to the Integrated Platform.

- General
- Account Details
- Categories
- Maintain Users
- Submission History

System Settings

**Due Dates for Invoices** ▾

Configure the settings for assigning due dates to your invoices ?

Default to

How many days?

**Downloading items** ▾

Choose the format of your downloads

Receipts & Invoices

**Integration** ▾

Current Integration Xero "ReceiptBank" (Change)

Beautiful accounting software

Default "publish to" destination ?

Publish items to purchases as

Need Help? <sup>1</sup>

If you need to change or disable the **Integration**, press the "Change" link in the "Current Integration" field.

# CLIENT ACCOUNT SETTINGS

## 3.4 CHART OF ACCOUNTS

### 3.4.1. Chart of Accounts - Introduction

In Receipt Bank, sections of your **Chart of Accounts** are known as **Categories**. Your **Categories** can be assigned to any submitted items, and are essential to ensuring that Receipt Bank codes your documentation and data in the way that works best for your **Accounting Software**.

You can view and edit your **Chart of Accounts** from the 'Categories' tab of the **Client Account Settings**.

The screenshot shows the 'Categories' tab in the Receipt Bank Client Account Settings. The page includes a sidebar with navigation options: General, Account Details, Categories, Maintain Users, and Submission History. The main content area is titled 'Categories' and includes a 'Default category group' dropdown, a message box about integration, a 'Reload list' button, and a table of 'Multi group categories'. The table has columns for 'CATEGORY NAME', 'CODE', and 'VISIBLE'. The 'Accounts Receivable' row is highlighted with a blue box. A 'Reload all lists' button is in the top right corner.

CATEGORY NAME	CODE	VISIBLE
AMEX	112	<input checked="" type="checkbox"/>
Accounts Payable	800	<input checked="" type="checkbox"/>
Accounts Receivable	610	<input checked="" type="checkbox"/>
Accruals	805	<input checked="" type="checkbox"/>
Advertising & Marketing	400	<input checked="" type="checkbox"/>

#### 1. Category Group

The Category Group displays the Chart of Accounts currently being used by the Client Account.

#### 2. Reload List

These buttons will instruct Receipt Bank to reload the Chart of Accounts. Receipt Bank will check if any changes have been made to the Chart of Accounts within the Integrated Software and update the Receipt Bank Category group accordingly.

#### 3. Category Name

The name of the Account.

#### 4. Category Code

The affiliated code of the Account.

#### 5. Visible Toggle

This toggles whether or not this Account can be viewed by Client Account Users and applied to submitted items.

#### 6. Category

An Account.

### 3.4.2. Setting up your Chart of Accounts - Cloud Accounting Software

Once you've **Integrated a Client Account** with an **Accounting Software**, their **Chart of Accounts** will be automatically imported into Receipt Bank. You can view this in the **Categories** tab of the **Account Settings** screen.

Receipt Bank checks your **Integrated Accounting Software** every 24 hours for any updates or amendments to your **Chart of Accounts**. If you've made any changes to your **Chart of Accounts** in your Accounting Software, they'll also be updated within Receipt Bank.

You can manually trigger Receipt Bank to check for any updates to the **Chart of Accounts** in your **Integrated Accounting Software** by navigating to the **Categories** tab of the **Account Settings** page and pressing "Reload List".

### 3.4.3. Setting up your Chart of Accounts - Unintegrated Accounting Software

There are two methods of uploading your **Chart of Accounts** from an **Unintegrated Accounting Software**:

The screenshot shows the 'Categories' tab in the Receipt Bank interface. It includes a sidebar with navigation options like 'General', 'Account Details', 'Categories', 'Maintain Users', and 'Submission History'. The main content area has a 'Default category group' dropdown and an orange instruction box. Below that, it shows 'You are currently using: Imported CoA' and a dropdown menu. Two buttons, 'Manual Creation' (callout 1) and 'Via CSV' (callout 2), are visible. At the bottom, there is a table with columns: CATEGORY NAME, CODE, VISIBLE, and DELETE. The first row shows 'Accounts Payable' with code '800', a visible toggle set to 'ON', and a delete icon.

CATEGORY NAME	CODE	VISIBLE	DELETE
Accounts Payable	800	ON	

#### 1. CSV Upload

Download your Chart of Accounts from your Accounting Software in a .CSV format. Upload this to Receipt Bank by navigating to the Categories tab of the Client Account Settings and pressing the 'Via CSV' button. You can provide a name for your uploaded list of Categories. Receipt Bank will automatically replicate your Chart of Accounts, detailing the **Category Name** and **Category Code** of each section.

#### 2. Manual Upload

Press the "Manual Creation" button. Give your custom Category list a name and manually enter each section of your Chart of Accounts. You can edit your Chart of Accounts at any time by clicking into the 'Category Name' or 'Code' fields. You can delete any section of your Chart of Accounts by pressing the icon in the 'Delete' column.



**TIP :** You can edit your Chart of Accounts at any time by clicking into the 'Category Name' or 'Code' fields. You can delete any section of your Chart of Accounts by pressing the icon in the 'Delete' column.

# CLIENT ACCOUNT

## 3.5

# ADDING CLIENT USERS

### 3.5.1. Adding a Client User

A **Client Account** can have multiple users on Receipt Bank. Each user will have the ability to:

- Submit items to the **Client Account**.
- Log in to the Receipt Bank **Mobile App**.
- Log in to the Receipt Bank **Web App**.

You can add an unlimited number of users to each **Client Account**.

Each **Client Account User** will have their own individual log-in details. This means that you can track which **User** has submitted or edited an item.

**Client Account Users** have different abilities and permissions depending on their **User Privilege**. By default, all Users can submit their own items and view them within the **Client Inbox**. Users with higher levels of **User Privilege** may be able to view and edit other Users' items, or publish them to an **Integrated Accounting Software**.

Find out more about User Privilege on page 29.

To create a new **Client Account User**, navigate to the **Maintain Users** tab of the **Client Account Settings** and click "Add a new user".

The screenshot displays the 'Maintain Users' interface for a client account. At the top, there's a navigation bar with the account name 'Hampstead Music Supplies', an 'Inbox' icon, an 'Add Items' button, and 'Account Settings' with a notification bell. A sidebar on the left contains menu items: 'General', 'Account Details', 'Categories', 'Maintain Users', and 'Submission History'. The main area is titled 'Users' and features a prominent green 'Add a new user' button. Below this, a user profile for 'Graham Hampst' is shown, including their CRN (#711124), creation date, and login history. A circular callout highlights the 'Add a new user' button and the user card details.

#### 1. Name

The full name of the Client Account User. This will be displayed on any documentation submitted by this Client Account User.

#### 2. E-mail

The email address for the Client Account User. This is used as the Username for the client to log in to Receipt Bank. We'll also use this to contact the Client with account information, password reset notifications and support queries.

Find out more about Email Preferences on page 28.

Find out more about Resetting a Password on page 28.

### 3. Mobile Number

The mobile phone number for the Client Account User. This will only be used to send an SMS invitation to your client to use Receipt Bank and download the Receipt Bank Mobile App. Find out more about SMS invitations on page 12.

### 4. Notify user via email

Checking this box will send an email to the Client Account User inviting them to use Receipt Bank. This email includes their login credentials and an introduction to using Receipt Bank and downloading the Receipt Bank Mobile App.

### 5. Notify user via SMS

Checking this box will send an SMS to the User inviting them to use Receipt Bank. This provides a direct link for them to download the Receipt Bank Mobile App, where they'll be automatically logged in and ready to submit items. Find out more about the Receipt Bank Mobile App on page 33 (iOS) and page 39 (Android).

### 6. Email-in address

The Email-in address can be used by the Client Account User to submit documents to their Client Inbox. It is unique to a single Client Account User, and can be specified here. If this field is left blank, Receipt Bank will automatically generate an Email-in address using some of the other essential details provided on this screen. A Client Account User can change their Email-in address at any time. Find out more about the Email-in submission method on page 51. Find out more about changing a client's Email-in address on page 28.

The screenshot shows a 'Create a new user' form with the following fields and options:

- 1. First name \***: Text input field.
- 2. Last name \***: Text input field.
- Account Details**: Section header.
- 3. E-mail \***: Text input field.
- 4. Mobile number ?**: Includes a country code dropdown (set to 'United ...'), a '+44' prefix, and a text input field.
- 5. Notify user via e-mail ?**: Checked checkbox.
- 6. Notify user via SMS ?**: Unchecked checkbox.
- Email-in**: Section header.
- 7. Email-in address ?**: Text input field with a placeholder '@receiptbank.me'.
- 8. Role ?**: Dropdown menu set to 'Basic User'.
- Publishing rights ?**: Radio buttons for 'Off' (selected) and 'All Items'.
- Buttons**: 'Cancel' and 'Create' (green).

### 7. Role

The Role setting defines the User Privilege of this Client Account User. Users will be able/unable to perform certain actions on Receipt Bank depending on their Role and level of User Privilege. Find out more about User Privilege on page 30.

### 8. Publishing Rights

This setting determines if the User can Publish items from the Receipt Bank Web App or Mobile App to their Integrated Accounting Software. When this setting is turned to ON: Basic Users will be able to publish their own items. Admin Users will be able to publish any of the Client Account Users' items. Find out more about Publishing to an Integrated Accounting Software on page 61.

## 3.5.2. Managing a Client User

Once you've added a **Client Account User**, you can view and edit any of their details from the '**Account Settings**' > '**Maintain Users**' screen of the **Client Account** on the **Web App**.

This screen shows all of the Users present on the **Client Account**. Press the "Manage" button to edit any of their details.

The screenshot displays the 'Maintain Users' interface. At the top, there are tabs for 'Users' (1) and 'Suspended users' (2). A green 'Add a new user' button (3) is visible. The first user listed is Graham Hampstead, an Administrator and Account owner, with a 'Manage' button (4). The second user is Grace Timpson, a Basic User, with a 'Manage' button (5). At the bottom, a dark navigation bar contains six buttons: 'Edit User Details' (6), 'Edit User Privileges' (7), 'Email Subscriptions' (8), 'Update Password' (9), 'Suspend User' (10), and 'Invite' (11). The footer includes links for 'Terms & Conditions', 'Privacy', and 'About', along with a 'Need Help?' button.

### 1. Users Tab

The Users page displays all of the active Client Account Users. These individuals all have access to the Client Account, and can submit items to the Client Inbox.

### 2. Suspended Users tab

The Suspended Users page displays any Client Account Users that have been suspended and no longer have access to the Client Account. You can view the details associated with a Suspended User or reactivate the user from this page. Find out more about Suspended Users on page 30.

### 3. 'Add a new user' button.

The 'Add a new user' button will create a new Client Account User. Once created, they'll have access to view the Client Account and submit items to the Client Inbox.

Find out more about Adding Client Account Users on page 25.

### 4. Client Account User

This is a Client Account User, and all of the details associated with it.

### 5. Manage Button

The 'Manage' button is used to edit any of the details associated with a Client Account User. This will open the 'Manage' menu, and display the buttons numbered 6 - 11.

## 6. Edit User Details

The 'Edit User Details' button can be used to change the Name, Login Email, or Mobile Number of this Client Account User.

## 7. Edit User Privileges

The 'Edit User Privileges' button can be used to change the User Privilege associated with this Client Account User.

Find out more about User Privilege on page 30.

## 8. Email Subscriptions

The 'Email Subscriptions' button can be used to activate/deactivate email notifications for this Client Account User in the following instances:

- **Acknowledgement:** Receive email notifications for submitted items that have been rejected.
- **Account:** Receive email notifications for changes to this Client Account, such as new client or accountant invitations.
- **Processing:** Receive email notifications detailing the number of items submitted by this Client Account User that have been processed by Receipt Bank.
- **Publishing:** Receive email notifications for publishing errors.
- **Messages:** Receive email notifications for Item Messaging.

Note: you must purchase the 'Targeted Communication' add-on to access this feature.

Find out more about Targeted Communication on page 87.



## TIP : How to change a Client Account User's Password

### 9. Update Password

Change the Password for this Client Account User. This allows you to choose a new password, which can be used immediately.

The first time someone logs into the Client Account using this password, they'll be prompted to change the password.

### 10. Suspend User

Remove this User's access to the Client Account.

They will no longer be able to log in to Receipt Bank or submit items to the Client Inbox.

You can reactivate Suspended Users by navigating to the Suspended Users tab, pressing 'Manage' and 'Enable User'.

### 11. Invite

Sends an email to the Client Account User inviting them to use Receipt Bank. You can also specify to send them an SMS invitation to use the Receipt Bank Mobile App.

Inviting an existing Client Account User will override their current password with a randomly-generated or specified password. The User will be prompted to change this password when they first log in to Receipt Bank.

Find out more about Email & SMS invitations on page 12.



**TIP : Client Account Users** can log in to the Receipt Bank **Web App** and change the following settings associated with their own profile:

- First name and Last name
- Mobile Number
- Email
- Password
- Email-in Address
- Email Notification Settings

# CLIENT ACCOUNT USER PRIVILEGE

## 3.6

Every **User** on a **Client Account** or **Partner Account** is assigned a **User Privilege**. This determines the level of access they have to their own submissions, the submissions of others and the internal settings of their Receipt Bank account.

**User Privilege** is established when creating an **Account User** by completing the **Role** and **Publishing Rights** fields. An individual's **User Privilege** can be altered at any time from the **Maintain Users** tab of the **Client Account Settings** or **Partner Account Settings**.

Find out more about Adding and Managing a Client Account User on page 25.

Find out more about Adding and Managing a Colleague on page 81.

Four separate levels of **User Privilege** are available:

1. **Admin User**
2. **Basic User [with Publishing Rights]**
3. **Basic User [without Publishing Rights]**
4. **Suspended User**

The abilities of these **User Privileges** are summarised below:

Ability	Privilege Level			
	1	2	3	4
Access the Receipt Bank Web App and Mobile App	✓	✓	✓	
Submit items to Receipt Bank	✓	✓	✓	
View and edit their own submitted items	✓	✓	✓	
View and edit other users' submitted items	✓			
Publish items to the Integrated Accounting Software	✓	✓		
Add or Suspend Client Account Users	✓			
Alter any of the Client Account Settings	✓			
Alter the Client Account Subscription Settings	✓			
Change which Partner Account owns the Client Account	✓			

### 3.6.1. Admin User

**Admin Users** have complete access to the **Client Account** [for **Client Account Users**] or **Partner Account** [for **Partner Account Users**].

You can create an **Admin User** by selecting 'Admin User' in the **Role** field when **Adding a Client Account User** or **Adding a Colleague**.

### 3.6.2. Basic User [with Publishing Rights]

**Basic Users [with Publishing Rights]** have access to the **Client Account**, but can only view items that they've personally submitted. They also have the ability to publish their own submitted items to an **Integrated Accounting Software**.

You can create a **Basic User [with Publishing Rights]** by selecting 'Basic User' in the **Role** settings and selecting 'All Items' for the **Publishing Rights** settings when **Adding a Client Account User** or **Adding a Colleague**.

### 3.6.3. Basic User [without Publishing Rights]

**Basic Users [without Publishing Rights]** have access to the **Client Account**, but can only view items that they've personally submitted. They cannot publish items to an **Integrated Accounting Software**.

You can create a **Basic User [without Publishing Rights]** by selecting 'Basic User' in the **Role** settings and selecting 'Off' for the **Publishing Rights** settings when **Adding a Client Account User** or **Adding a Colleague**.

### 3.6.4. Suspended User

**Suspended Users** cannot access the Receipt Bank **Web App** or **Mobile App**. They cannot view the **Client Account** or submit items.

You can suspend a user by:

- Navigating to the **Maintain Users** tab of the **Client Account Settings** [for **Client Account Users**] or **Maintain Colleagues** tab of the **Partner Account Settings** [for **Colleagues**].
- Clicking the 'Manage' button next to the User Profile.
- Clicking the 'Suspend User' button.

You can reactivate a **Suspended User** by navigating to the **Suspended Users** page of the **Maintain Users** or **Maintain Colleagues** tab, clicking 'Manage' and 'Enable User'.

The screenshot shows a user creation form with a dark grey background. The 'Role' field is a dropdown menu with 'Basic User' selected, and a list of options including 'Admin User' and 'Basic User' is visible. The 'Publishing rights' field has two radio button options: 'Off' (selected) and 'All Items'. At the bottom right, there are 'Cancel' and 'Create' buttons.

# SUBMISSION METHODS

## 4.1

## ADD ITEMS SCREEN

The **Add Items** screen details each of the ways **Account Users** can submit items to Receipt Bank. It's where you can upload documents using **Direct Upload**, set up **Invoice Fetch** suppliers, or view the details associated with the **Mobile App**, **Email-in** and **Tripcatcher** submission methods.

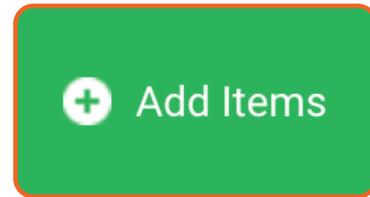
You can access the **Add Items** screen by navigating to the **Client Inbox** and clicking the “+ Add Items” button at the top of the page.

The screenshot displays the 'ADD ITEMS BY' interface. At the top, there is a navigation bar with 'Hampstead Music Supplies', 'Inbox', 'Expense Reports', and a green '+ Add Items' button. Below this, the main content area is titled 'ADD ITEMS BY' and contains six numbered cards:

- 1.** A green button labeled '+ Add Items'.
- 2.** 'Add items through mobile'. Includes text about FREE apps and links to the Apple Store and Google Play. A note at the bottom says: 'Your client should log in with their Receipt Bank email address and password to get started.'
- 3.** 'Invoice Fetch'. Includes text about automatically collecting online documents and a green button labeled 'Connect to Invoice Fetch'.
- 4.** 'Add items by Upload'. Includes text 'Use drag and drop to add items to Receipt Bank!' and a green button labeled 'Upload receipts & invoices'.
- 5.** 'Email in to Receipt Bank'. Includes text about emailing receipts and invoices using a unique email address.
- 6.** 'Add items through Tripcatcher'. Includes text about Tripcatcher being a web and phone app for claiming mileage expenses and a link labeled 'here'.

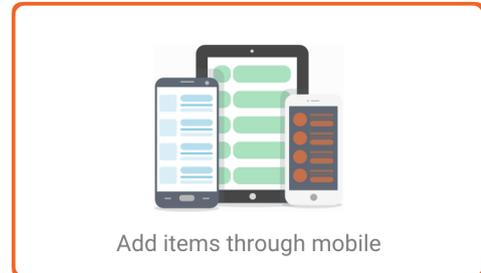
## 1. Add Items Button

The Add Items button will navigate you to the Add Items screen.



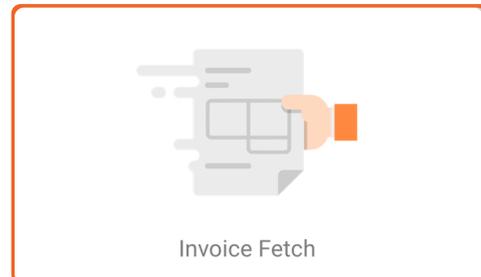
## 2. Mobile App Submission Method

This provides links to download the Receipt Bank iOS and Android Mobile App. Account Users can log in to the Mobile App at any time and take pictures of their receipts and invoices to submit them to Receipt Bank. Find out more about the Receipt Bank Mobile App on page 33 (iOS) and page 39 (Android).



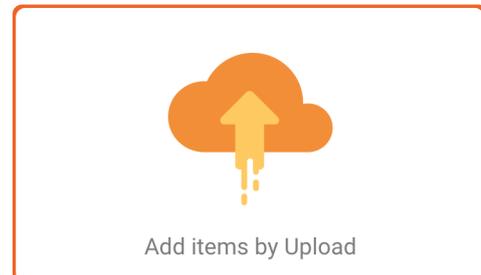
## 3. Invoice Fetch Submission Method

This provides a link to the Invoice Fetch page, where you can authorize Receipt Bank to automatically collect receipts and invoices from online supplier portals. Find out more about Invoice Fetch on page 45.



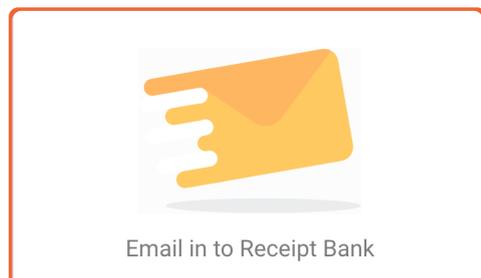
## 4. Direct Upload Submission Method

This provides a link to the Direct Upload page, where you can submit items to Receipt Bank by uploading files from your computer. Find out more about Direct Upload on page 49.



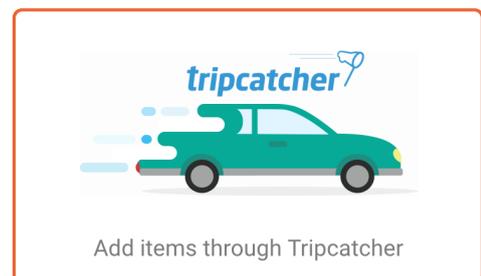
## 5. Email-in Submission Method

This details how **Account Users** can submit items to Receipt Bank using their **Email-in** address. Find out more about Email-in on page 51.



## 6. Tripcatcher Submission Method [UK Only]

This details how you can automatically submit mileage claims to Receipt Bank using **Tripcatcher**. Find out more about Tripcatcher on page 52.



# SUBMISSION METHODS

## 4.2

## MOBILE APP - iOS

The Receipt Bank **Mobile App** is the quickest way to submit physical documents to the **Client Inbox**. It is free to download and can be used by any **User** on a **Client Account** or **Partner Account**. **This chapter discusses the Receipt Bank Mobile App for iOS (Apple) devices.** Find out more about the Mobile App for Android devices on page 39.

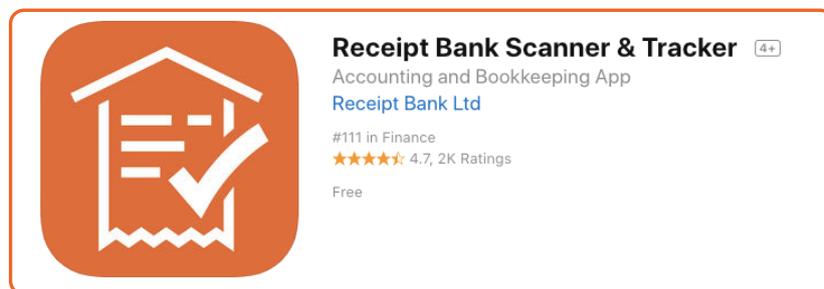
The process of submitting a document using the Receipt Bank **Mobile App** can be summarised as follows:

1. **Open the Mobile App**
2. **Press the 'Capture' button and take a picture of the document**
3. **Add any supporting details, such as description, category, project, etc.**
4. **Press 'Submit'.**

Submitted documents will then be available to view in the **Client Inbox**.

### 4.2.1. Downloading the iOS Mobile App

The Receipt Bank iOS Mobile App is available on the App Store. Search for 'Receipt Bank' and download the App featuring the Receipt Bank logo.



Alternatively, you can invite a new User to download the Mobile App when first entering their credentials. Ensure that you've correctly completed the 'Mobile Number' field and tick the 'Notify Client by SMS' button when creating the Account User. This will send a text message to the specified mobile number with a link to download the Receipt Bank Mobile App.

After downloading the Receipt Bank Mobile App, the user will be signed in automatically and be instantly ready to submit their documentation to you.

Stellar Accounts has invited you to use Receipt Bank to submit your receipts and invoices. Download the app from <https://receiptbank.app.link/plVhwaDuGN>

You can also invite a User to download the mobile app after their profile has been created. This can be done by navigating to the Client Inbox and accessing the Maintain Users tab of Account Settings. Select the User that you'd like to invite, press 'Manage' and then 'Invite'. Enter the User's mobile phone number and press 'Invite'.

## Screen 1: Login Screen

**Purpose:** to log in to the Receipt Bank Mobile App

**Interactions:**

1. Type your username and password into the required fields and press 'Log In' to access the account.

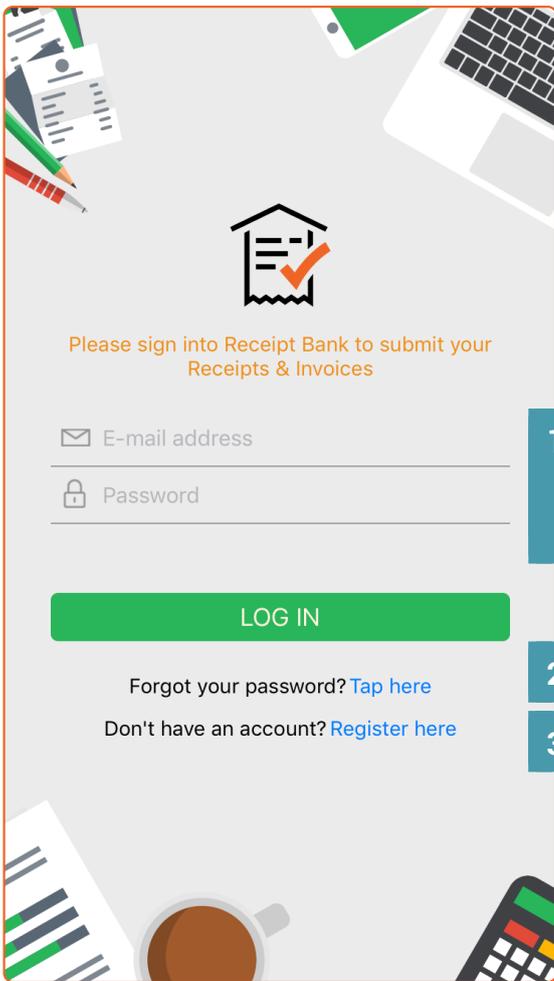
**This will navigate you to Screen 2 - Inbox**

2. Request a password reset

3. Sign up for a free trial Receipt Bank account.



**TIP :** If you've downloaded Receipt Bank from an SMS invitation, your Username and Password will be pre-completed when opening the Mobile App.



## Screen 2: Inbox

**Purpose:** displays each of your submitted items.

**Admin Users** will also be able to view items submitted by other **Client Account Users**.

**Interactions:**

1. Enter the 'Image Capture' screen, where you can start taking pictures of your documentation.

**This will navigate you to Screen 3 - Image Capture**

2. This is a submitted item. Tap on this to review the details associated with the submitted item.

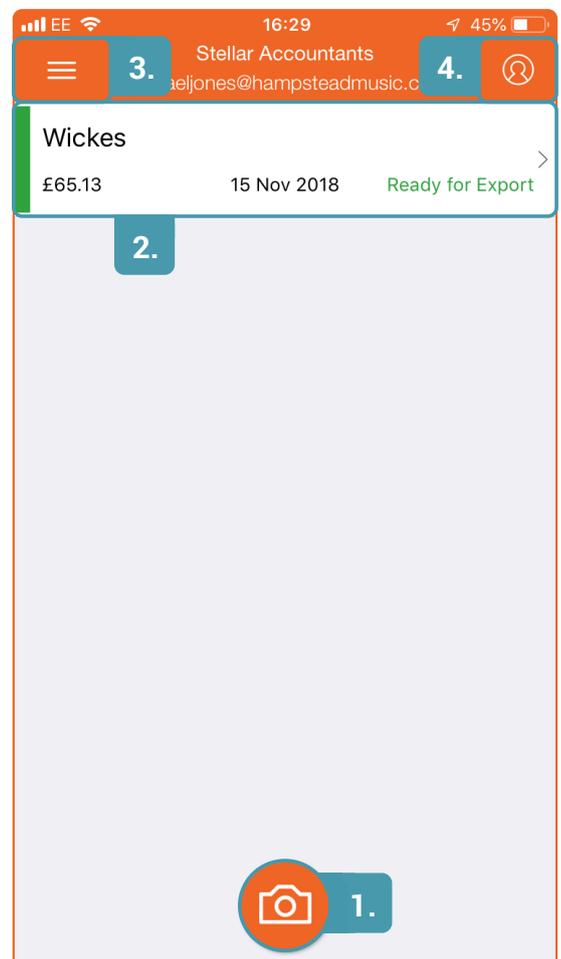
**This will navigate you to Screen 4 - Review Receipt**

3. Adjust the settings associated with the Mobile App.

**This will navigate you to Screen 5 - App Settings**

4. Log in as a different user or manage your Mobile App accounts

**This will direct you to screen 6 - Profile Settings**

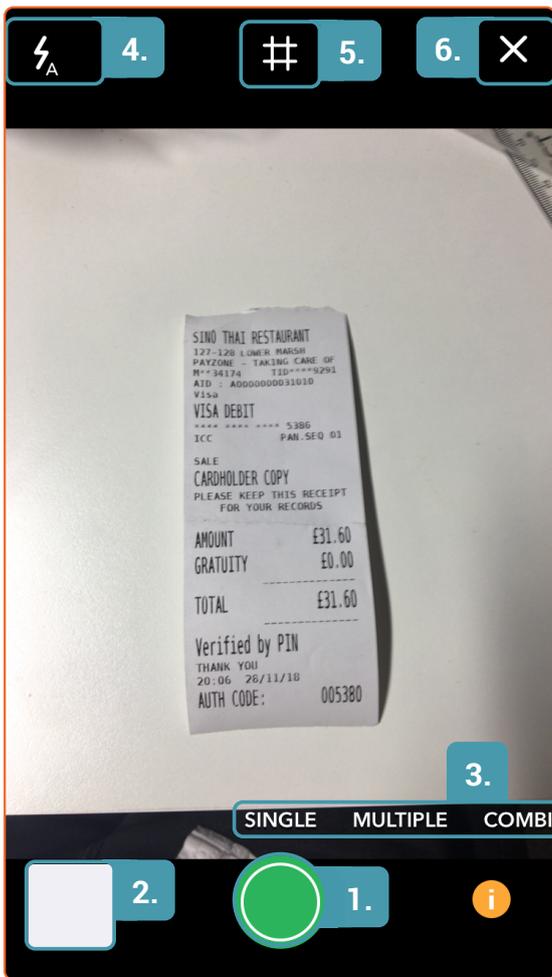


### Screen 3: Image Capture

**Purpose:** to take a picture of your document(s).

**Interactions:**

1. Take a picture of your document. This will focus & capture the image.  
**You will then be navigated to Screen 4 - Review Receipt**
2. Upload an image from your saved images
3. Change between camera modes  
Find out more about the Mobile App Camera Modes on page 38.
4. Turn the Camera flash on/off.
5. Add a grid overlay to the Image Capture screen.
6. Exit the Image Capture screen. You will then be navigated to Screen 2 - Inbox

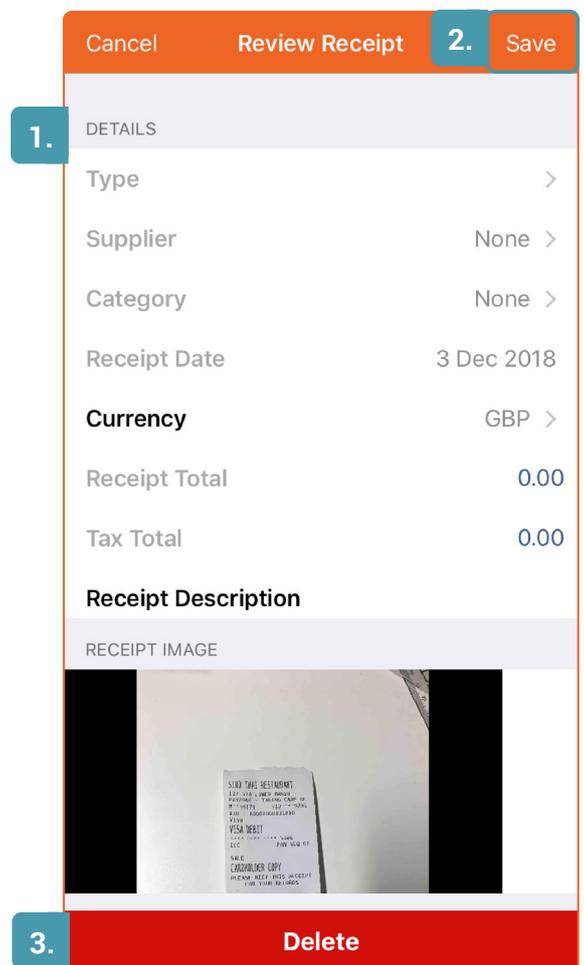


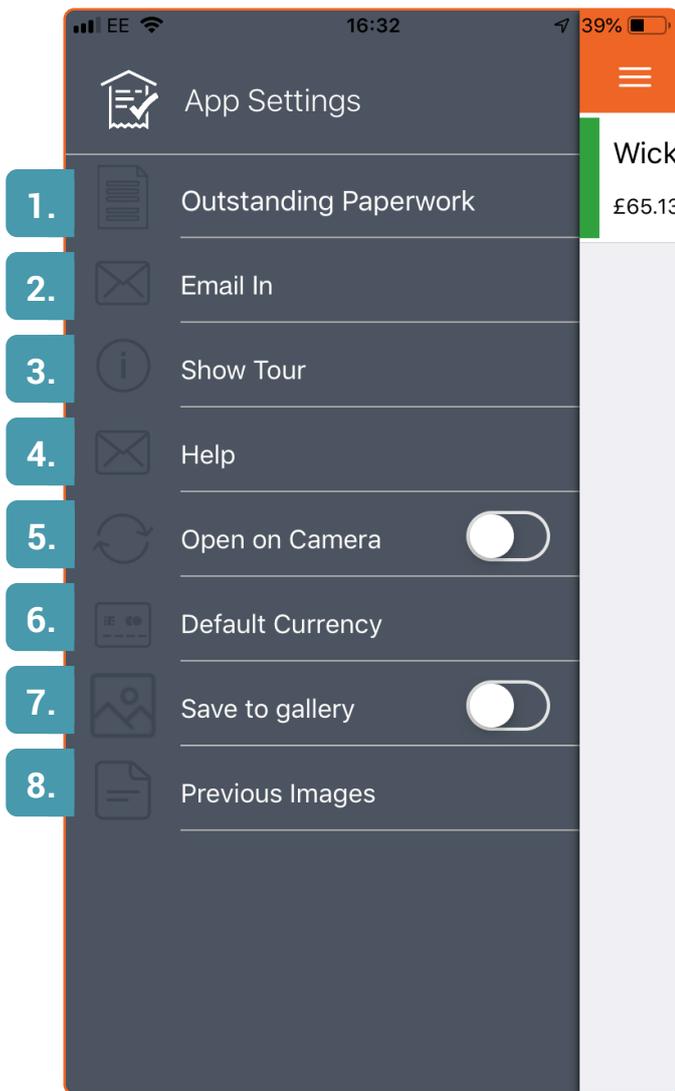
### Screen 4: Review Receipt

**Purpose:** to add any further contextual details that will assist with the processing and management of the document

**Interactions:**

1. Click into any of the fields to view and edit any of the associated document details.
2. Save and submit the document.  
**This will navigate you to Screen 2 - Inbox**
3. Delete the document image  
**This will navigate you to Screen 2 - Inbox**





## Screen 5: App Settings

**Purpose:** to change the settings associated with the Mobile App

### Interactions:

1. View any **Outstanding Paperwork** notifications between the user and the bookkeeper  
Note: You must subscribe to the 'Targeted Communication' package to access this feature. Find out more about Targeted Communication on page 87.

2. View your Email-in address and add it to your phone contacts  
Find out more about Email-in on page 51.

3. View a presentation of the Mobile App and what it's used for.

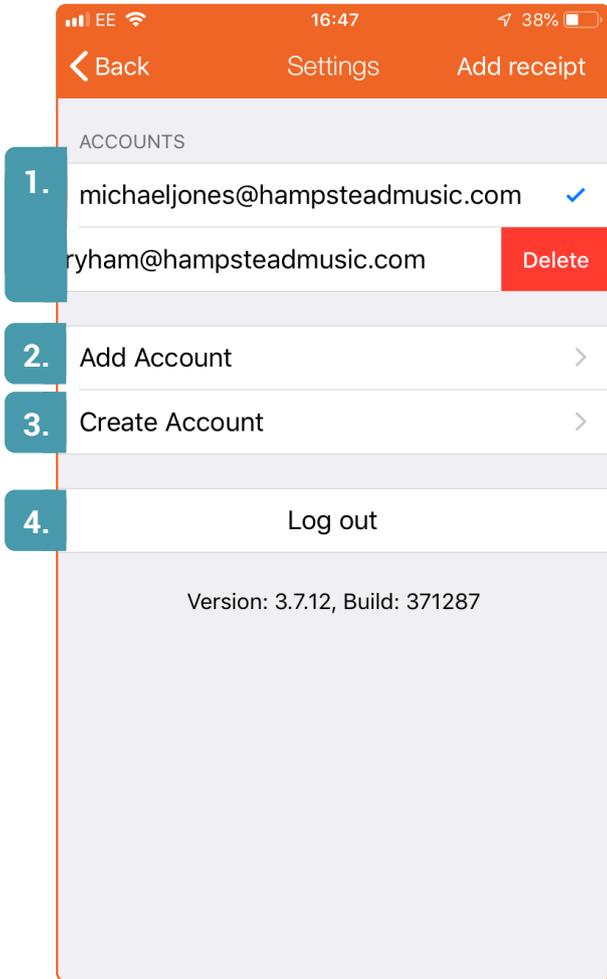
4. View the Receipt Bank Help Centre.  
Find out more about the Help Centre on page 92.

5. Specify if you'd like the Mobile App to open in the Image Capture screen.

6. Change the default currency for the account.

7. Specify whether you'd like your images to be saved to your Gallery after you've taken a picture on the Mobile App.

8. View the images you've previously taken, but not yet submitted to Receipt Bank.



## Screen 6: Profile Settings

**Purpose:** to log in to additional accounts on your device, or manage your logged-in accounts.

**Interactions:**

1. View the logged-in accounts on your device. You can switch between them by pressing the name of the account. Your current account is indicated with a blue tick mark. You can log out of a single account by swiping left on the account name and pressing 'delete'.
2. Log in to an account and add it to your device. **This will navigate you to Screen 1 - Login Screen**
3. Create a new Receipt Bank account. This will always be established as a trial account, but you can amend this later in the 'Account Details' tab of the Client Account Settings page on the web app. **This will navigate you to Screen 7 - Create Account**
4. Log out of the Mobile App. **This will also log you out of ALL of your logged-in accounts.**

## Screen 7: Create Account

**Purpose:** to create a new trial Client Account on Receipt Bank.

**Interactions:**

1. Add the Client Details to the required fields. Press 'Start Trial' to activate the new Client Account.

### 4.2.3. Camera Modes on the Mobile App

The Receipt Bank Mobile App has three distinct camera modes, designed to capture any kind of documentation. You can switch between the camera modes by swiping left and right on the Image Capture screen.

The three camera modes are:

#### Single:

Take a picture of a single document. You will then be prompted to fill in any supporting information before submitting the item.



#### Multiple:

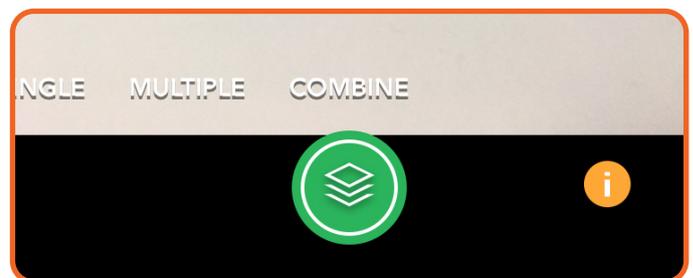
Take multiple pictures of separate documents and submit them all at once. You can submit up to 50 documents at one time. When confirmed, the documents will submit immediately. You can access each of the items from the mobile Inbox to add any supporting information.

Note: in Multiple mode, you will not be able to edit any of the document's associated details until the item has completed extraction.



#### Combine:

Take multiple pictures of a single document. This allows you to capture long receipts, or receipts that consist of multiple pages. You will then be prompted to fill in any supporting information before submitting the item.



# SUBMISSION METHODS

## MOBILE APP - ANDROID

### 4.3

The Receipt Bank **Mobile App** is the quickest way to submit physical documents to the **Client Inbox**. It is free to download and can be used by any **User** on a **Client Account** or **Partner Account**. **This chapter discusses the Receipt Bank Mobile App for Android devices.** Find out more about the Mobile App for iOS devices on page 38.

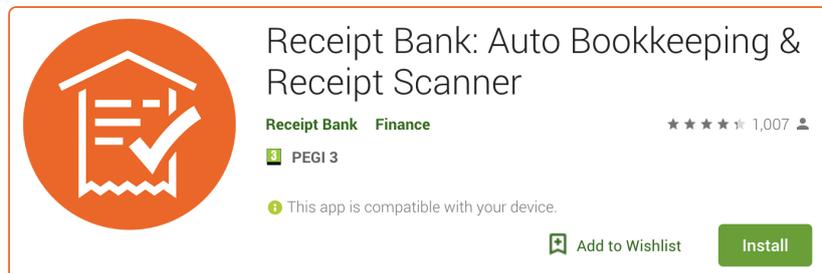
The process of submitting a document using the Receipt Bank **Mobile App** can be summarised as follows:

1. **Open the Mobile App**
2. **Press the 'Capture' button and take a picture of the document**
3. **Add any supporting details, such as description, category, project, etc.**
4. **Press 'Submit'.**

Submitted documents will then be available to view in the **Client Inbox**.

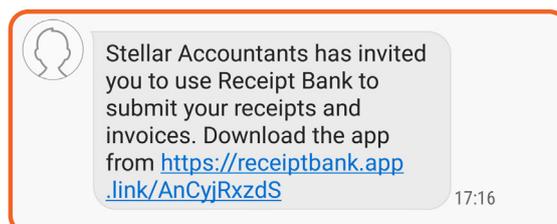
#### 4.2.1. Downloading the Android Mobile App

The Receipt Bank Android Mobile App is available on the Google Play Store. Search for 'Receipt Bank' and download the App featuring the Receipt Bank logo.

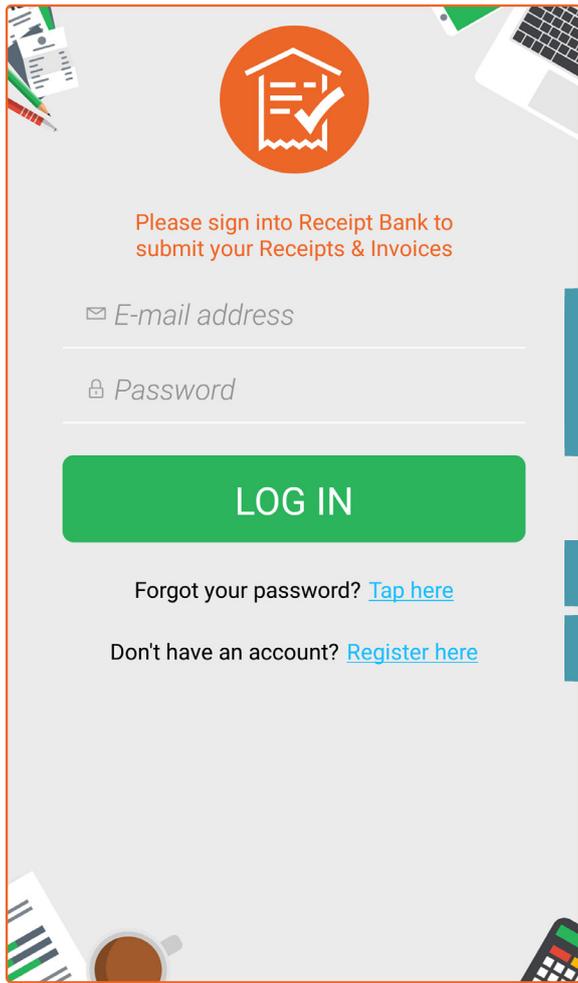


Alternatively, you can invite a new User to download the Mobile App when first entering their credentials. Ensure that you've correctly completed the 'Mobile Number' field and tick the 'Notify Client by SMS' button when creating the Account User. This will send a text message to the specified mobile number with a link to download the Receipt Bank Mobile App.

After downloading the Receipt Bank Mobile App, the user will be signed in automatically and be instantly ready to submit their documentation to you.



You can also invite a User to download the mobile app after their profile has been created. This can be done by navigating to the Client Inbox and accessing the Maintain Users tab of Account Settings. Select the User that you'd like to invite, press 'Manage' and then 'Invite'. Enter the User's mobile phone number and press 'Invite'.



## Screen 1: Login Screen

**Purpose:** to log in to the Receipt Bank Mobile App

**Interactions:**

1. Type your username and password into the required fields and press 'Log In' to access the account.

**This will navigate you to Screen 2 - Inbox**

2. Request a password reset

3. Sign up for a free trial Receipt Bank account.



**TIP :** If you've downloaded Receipt Bank from an SMS invitation, your Username and Password will be pre-completed when opening the Mobile App.

## Screen 2: Inbox

**Purpose:** displays each of your submitted items.

**Admin Users** will also be able to view items submitted by other **Client Account Users**.

**Interactions:**

1. Enter the 'Image Capture' screen, where you can start taking pictures of your documentation.

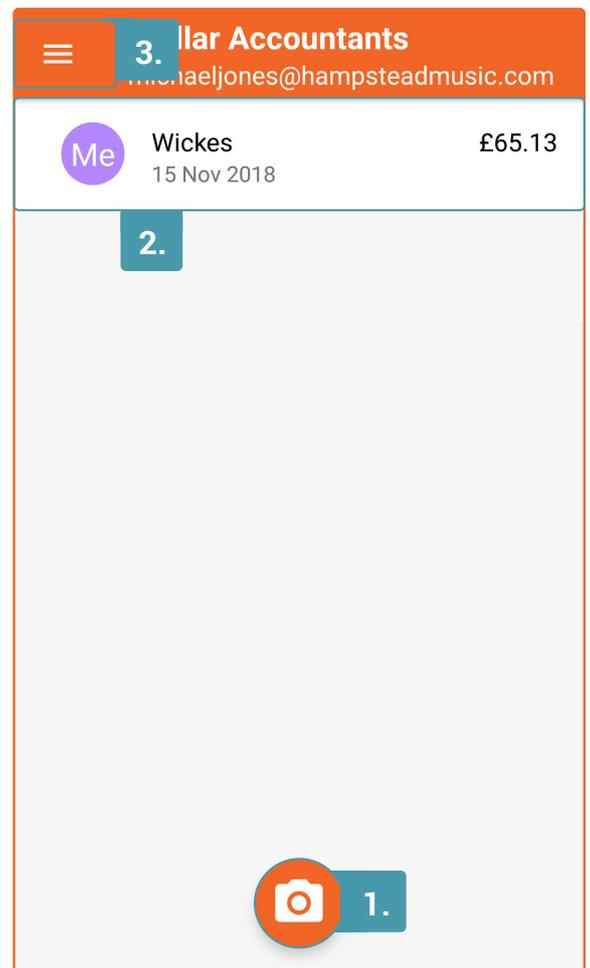
**This will navigate you to Screen 3 - Image Capture**

2. This is a submitted item. Tap on this to review the details associated with the submitted item.

**This will navigate you to Screen 4 - Review Receipt**

3. Adjust the settings associated with the Mobile App.

**This will navigate you to Screen 5 - Main Menu**



### Screen 3: Image Capture

**Purpose:** to take a picture of your document(s).

**Interactions:**

1. Take a picture of your document. This will focus & capture the image.  
**You will then be navigated to Screen 4 - Review Receipt**
2. Upload an image from your saved images
3. Change between camera modes  
Find out more about the Mobile App Camera Modes on page 44.
4. Turn the Camera flash on/off.
5. Exit the Image Capture screen. You will then be navigated to Screen 2 - Inbox

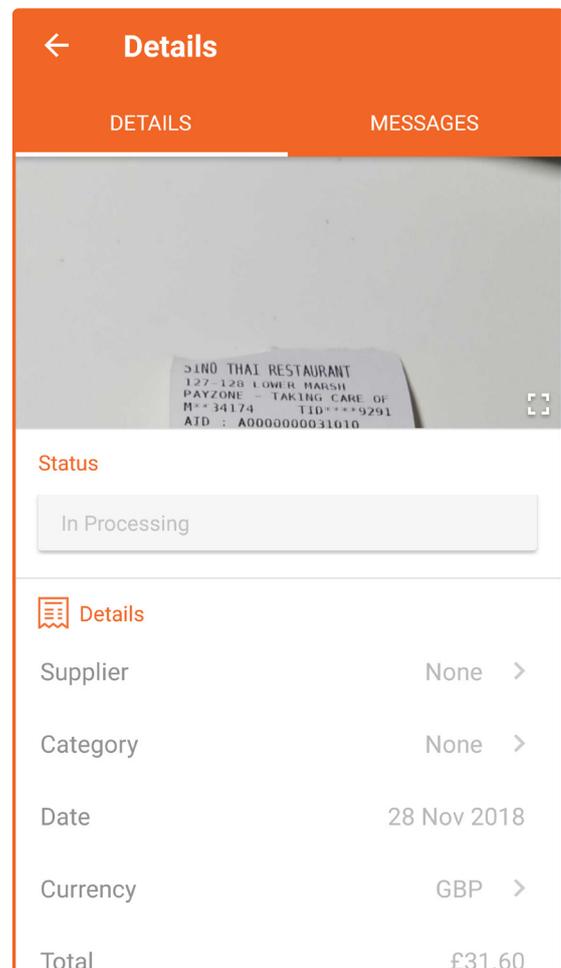


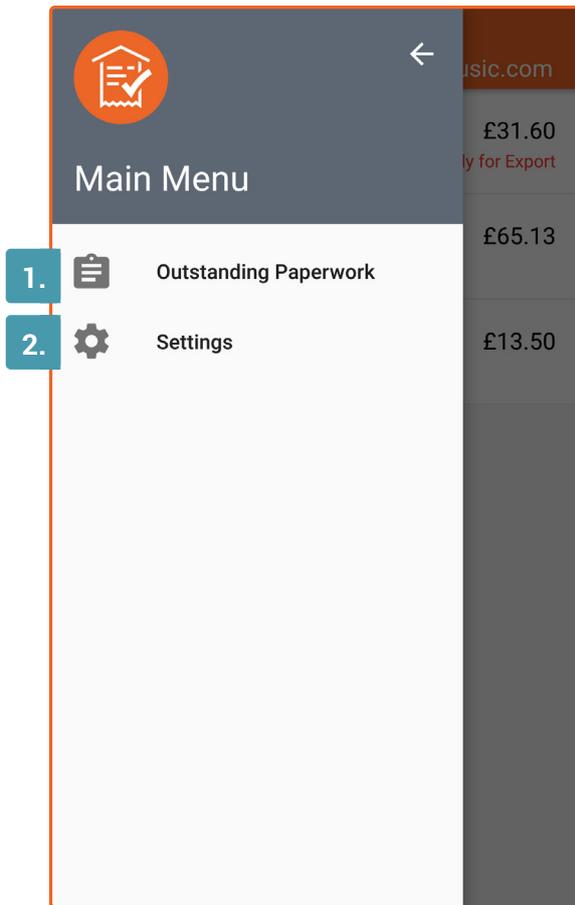
### Screen 4: Review Receipt

**Purpose:** to add any further contextual details that will assist with the processing and management of the document

**Interactions:**

1. Click into any of the fields to view and edit any of the associated document details.
2. Save and submit the document.  
**This will navigate you to Screen 2 - Inbox**
3. Delete the document image  
**This will navigate you to Screen 2 - Inbox**





## Screen 5: Main Menu

**Purpose:** to change the settings associated with the Mobile App

**Interactions:**

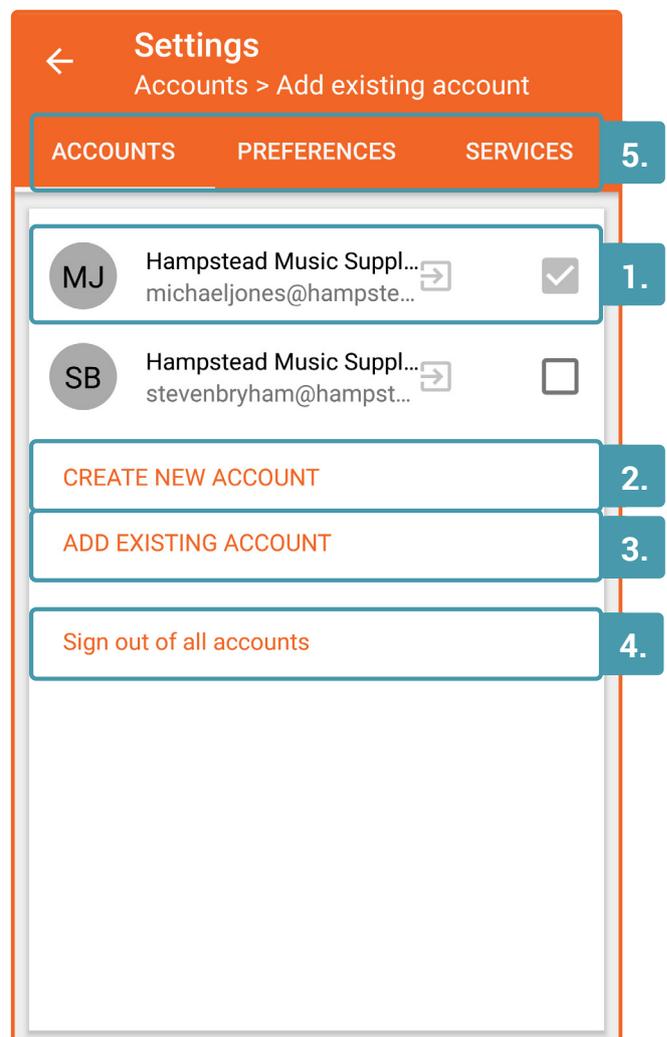
1. View any **Outstanding Paperwork** notifications between the user and the bookkeeper  
Note: You must subscribe to the 'Targeted Communication' package to access this feature. Find out more about Targeted Communication on page 87.
2. Navigate to Screen 6 - Account Settings.

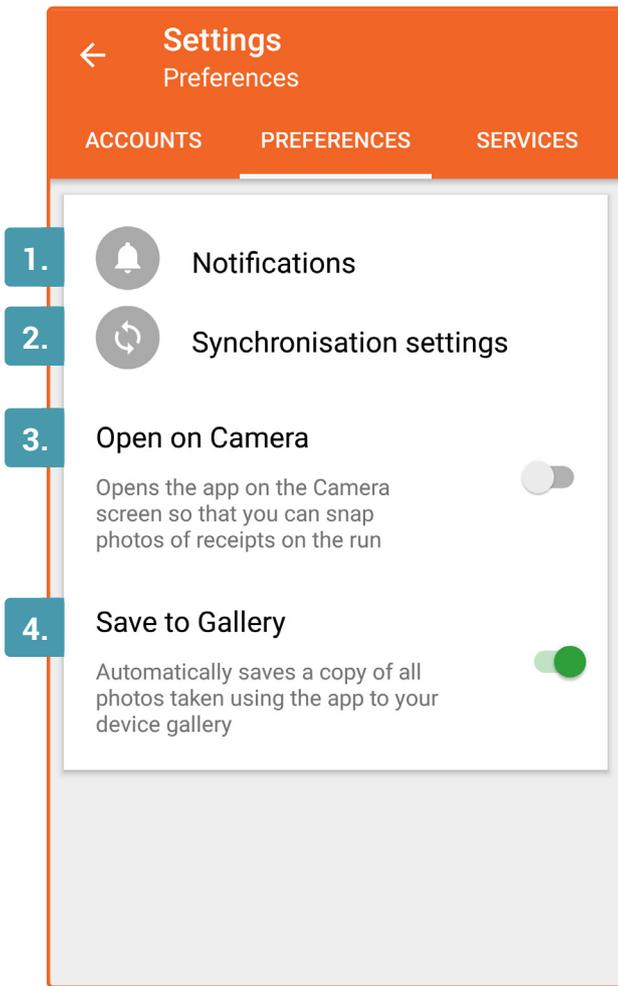
## Screen 6: Accounts Settings

**Purpose:** to log in to additional accounts on your device, manage your logged-in accounts or adjust the settings associated with the Mobile App.

**Interactions:**

1. View the logged-in accounts on your device. You can switch between them by pressing the name of the account. Your current account is indicated with a grey tick mark. You can log out of an individual account by pressing the 'Exit' icon.
2. Log in to an account and add it to your device.  
**This will navigate you to Screen 1 - Login Screen**
3. Create a new Receipt Bank account. This will always be established as a trial account, but you can amend this later in the 'Account Details' tab of the Client Account Settings page on the web app.
4. Log out of the Mobile App. **This will also log you out of ALL of your logged-in accounts.**
5. Switch between the Settings Screens





## Screen 7: Preferences Settings

**Purpose:** to adjust the settings associated with how your phone and the Mobile App interact

**Interactions:**

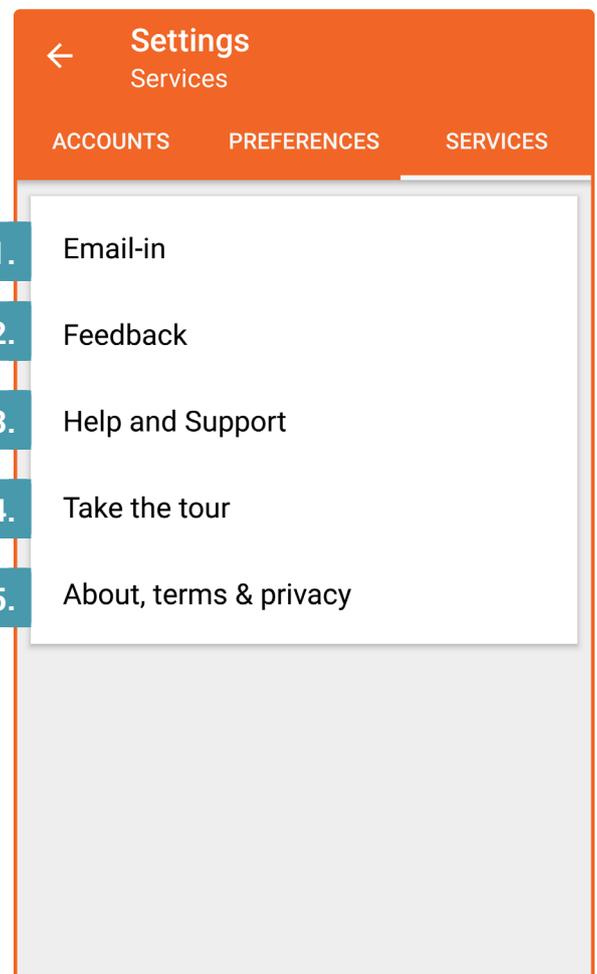
1. Adjust when you receive notifications from Receipt Bank
2. Adjust when the Mobile App can sync your data to the Receipt Bank Web App, and if it can use your mobile data to do this.
3. Specify whether you'd like the Mobile App to open in the Image Capture Screen or Inbox
4. Specify whether you'd like your images to be saved to your photo gallery after you've taken a picture using the Receipt Bank Mobile App.

## Screen 8: Services Settings

**Purpose:** to view support materials and information about using Receipt Bank and the Mobile App

**Interactions:**

1. View your Email-in address and add it to your phone contacts  
Find out more about Email-in on page 51.
2. Send a feedback comment or rate the Mobile App on the Google Play Store.
3. View the Receipt Bank Help Centre.  
Find out more about the Help Centre on page 92.
4. View a presentation of the Mobile App and what it's used for.
5. View the terms and privacy information.



### 4.2.3. Camera Modes on the Mobile App

The Receipt Bank Mobile App has three distinct camera modes, designed to capture any kind of documentation. You can switch between the camera modes by swiping left and right on the Image Capture screen.

The three camera modes are:

#### Single:

Take a picture of a single document. You will then be prompted to fill in any supporting information before submitting the item.



#### Multiple:

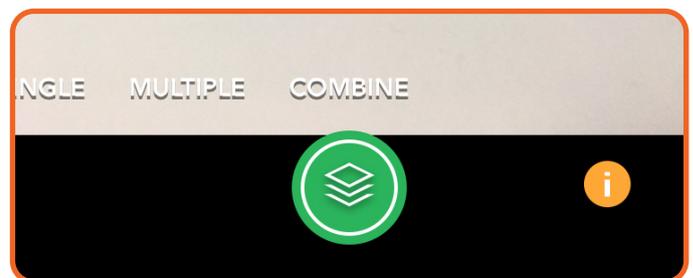
Take multiple pictures of separate documents and submit them all at once. You can submit up to 50 documents at one time. When confirmed, the documents will submit immediately. You can access each of the items from the mobile Inbox to add any supporting information.

Note: in Multiple mode, you will not be able to edit any of the document's associated details until the item has completed extraction.



#### Combine:

Take multiple pictures of a single document. This allows you to capture long receipts, or receipts that consist of multiple pages. You will then be prompted to fill in any supporting information before submitting the item.



# SUBMISSION METHODS

## INVOICE FETCH

### 4.4

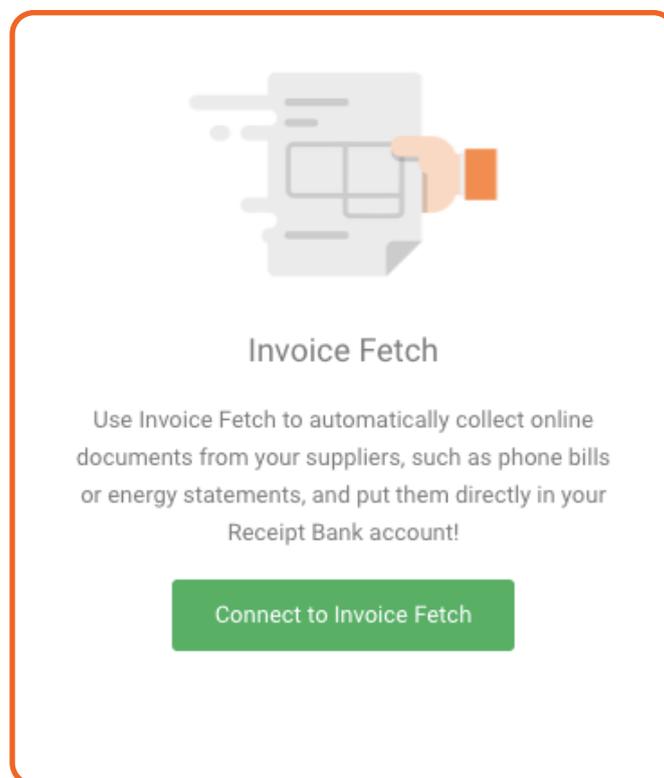
**Invoice Fetch** is a submission method used to automatically collect documents from online supplier portals. Examples of these document types include:

- Phone bills
- Internet bills
- Utility bills
- Subscription-based services

Once a connection to a supplier has been established, **Invoice Fetch** will check for and retrieve any new documents from the supplier on a weekly basis (or when prompted by pressing the 'Force Document Fetch' button).

This means that account holders don't need to log into eCommerce websites to download your bills and invoices. Instead, this process is handled automatically by Receipt Bank. New documents distributed through the supplier portal will automatically be uploaded to the **Client Inbox**.

To establish or edit an **Invoice Fetch** connection, navigate to a **Client Inbox** and access the **Add Items** page. Click the "Connect to Fetch" button.



You will be navigated to the Invoice Fetch page, which consists of 2 tabs:

1. **Connections** - View and manage your existing supplier connections  
Find out more about the Connections tab on page 47.
2. **Browse** - Browse and create new supplier connections  
Find out more about the Browse tab on page 48.



**TIP :** Your clients can set up their own Invoice Fetch Supplier Connections by logging into the Receipt Bank Web App using their login credentials, clicking "Add Items", "Connect to Invoice Fetch" and following the below steps.

#### 4.4.1. Creating an Invoice Fetch Supplier Connection

To create an Invoice Fetch Supplier Connection:

1. Navigate to the **Client Inbox**.
2. Click on the "**Add Items**" button at the top of the screen.
3. Click on "**Connect to Invoice Fetch**".
4. Click into the "**Browse**" tab.
5. Type the name of a supplier into the '**Search**' field. This will display each of the suppliers that meet your search criteria.
6. Choose your required supplier.
7. Click on the '**Select User**' button next to your required supplier. Select the **Client Account User** who owns the documents distributed through this portal.
8. Press 'Add'. You'll be navigated to the **Connection Authorization** page in order to enter the login credentials for the supplier portal.
9. Enter the Login Credentials normally used to access the supplier portal (this can be performed by the client or the accountant / bookkeeper if they have access to the client's login credentials).
10. The connection authorization will begin. The connection will be available to view and manage from the **Connections** tab.



**TIP :** If the client ever changes their login credentials for the supplier's online portal, this will deactivate the Invoice Fetch connection. They will have to re-input their login credentials in order to re-authorize the Invoice Fetch connection.



**TIP :** Admin Users will be able to view any Fetch connections established on the Client Account. Basic Users will only be able to view Fetch connections that they have created.

Not sure where to start? Here are the top Supplier Connections that our Partners use to collect documentation:

- Amazon
- Xero
- EE
- Google Apps
- Adobe
- Uber
- BT
- Vodafone
- Microsoft
- Paypal
- Facebook
- Dropbox
- Orange
- GoDaddy
- Google Ads
- LinkedIn

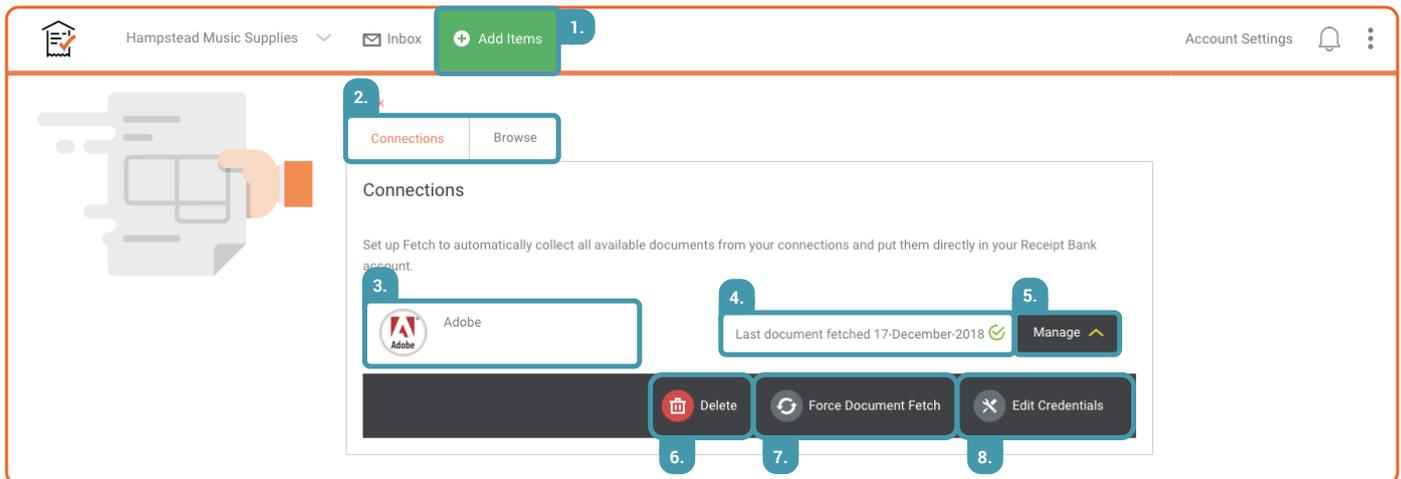
# SUBMISSION METHODS

## INVOICE FETCH

### 4.4

#### 4.4.2. Connections tab

The **Connections** tab is used to view and manage your established **Invoice Fetch** Supplier connections. It will also display the status of connected **Invoice Fetch** suppliers.



#### 1. Add Items Button

This button is used to navigate to the Add Items screen. This is where you can access the Invoice Fetch page, or view other submission methods.

#### 2. Connections/Browse tabs

These buttons are used to navigate between the **Connections** and **Browse** tabs of the Invoice Fetch page.

#### 3. Supplier Connection Status

The status of a connect supplier can be viewed here. The following statuses are available:

- Connecting to supplier
- Login successful, collecting documents
- Last document fetched [DATE]
- No documents found
- Incorrect login credentials
- Additional information is required
- Supplier no longer supported

#### 4. Connected Supplier

This is where you can view the list of Supplier Platforms that are connected to the Client Account.

#### 5. Manage Button

This will display the 'Manage' toolbar, which contains the options numbered 6-8.

#### 6. Delete Supplier

This will delete the connection to this Supplier Portal. Receipt Bank will not Fetch any documents from this portal after the connection has been deleted.

#### 7. Check for New

This will manually prompt Receipt Bank to look for new documents within the Supplier Portal. We will conduct a Document Fetch automatically once a week. This button will override that timing, and authorize a Document Fetch immediately.

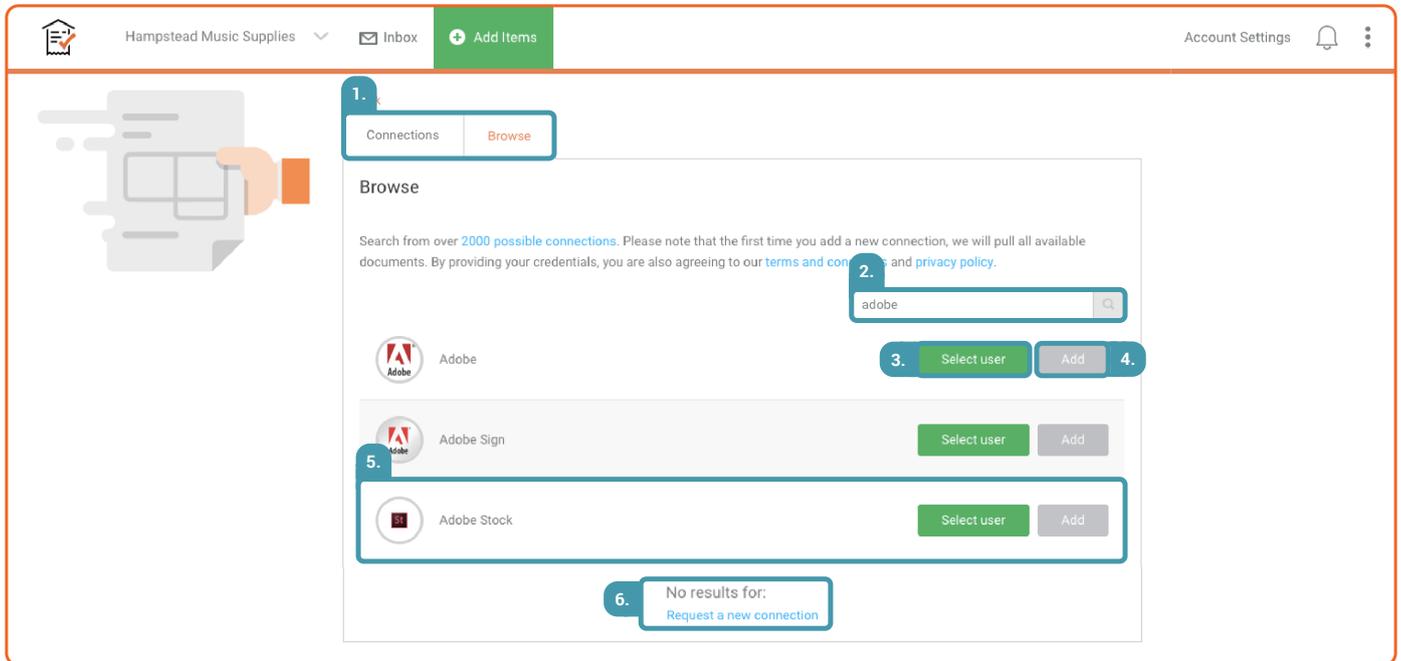
#### 8. Edit Credentials

This will allow you to re-enter your credentials to the Supplier's online portal. You will need to do this if the client changes their username or password for the Supplier's portal.

### 4.4.3. Browse tab

The **Browse** tab is used to:

- Search the Suppliers which are currently supported by Invoice Fetch
- Establish new connections to Suppliers
- Request Suppliers which are not currently supported by Invoice Fetch.



#### 1. Connections/Browse tabs

These buttons are used to navigate between the **Connections** and **Browse** tabs of the Invoice Fetch page.

#### 2. Search

This can be used to search our list of available Invoice Fetch connections. Type the name of the Supplier into the search field. Receipt Bank will display all suppliers that match your search term.

#### 3. Select User

This button is used to specify which Client Account User owns the Invoice Fetch connection. Typically, it will be the person who owns the login credentials to the connected supplier. Click the 'Select user' button and specify the Client Account User using the dropdown menu.

#### 4. Add button

This button is used to authorize an Invoice Fetch connection once a supplier and Client Account User have been specified. This will navigate you to the Connection Authorization page.

#### 5. Available Supplier

Available supplier connections that match the details entered into the 'Search' bar will be displayed here.

#### 6. Request New Supplier

If we don't currently offer an Invoice Fetch connection for your required Supplier, you can use this button to request us to build a connection. This option will only be visible if you've typed a supplier name in the 'Search' bar and found no results.

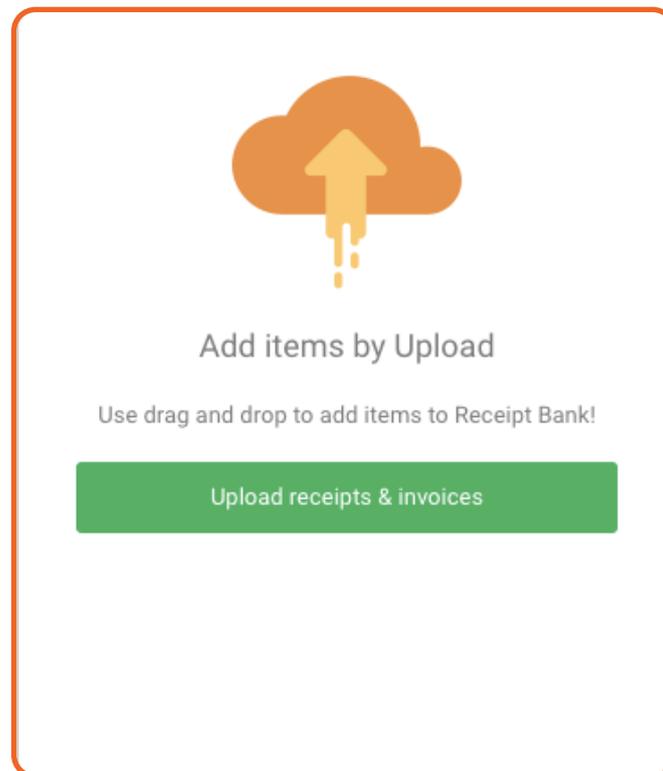
# SUBMISSION METHODS

## DIRECT UPLOAD

### 4.5

The **Direct Upload** submission method is used to submit files that exist electronically on your computer (such as scanned or downloaded documents). You can upload up to 50 documents at one time.

To access the Direct Upload submission screen, navigate to a client's **Inbox** and access the **Add Items** page. Click the "Upload receipts & invoices" button.

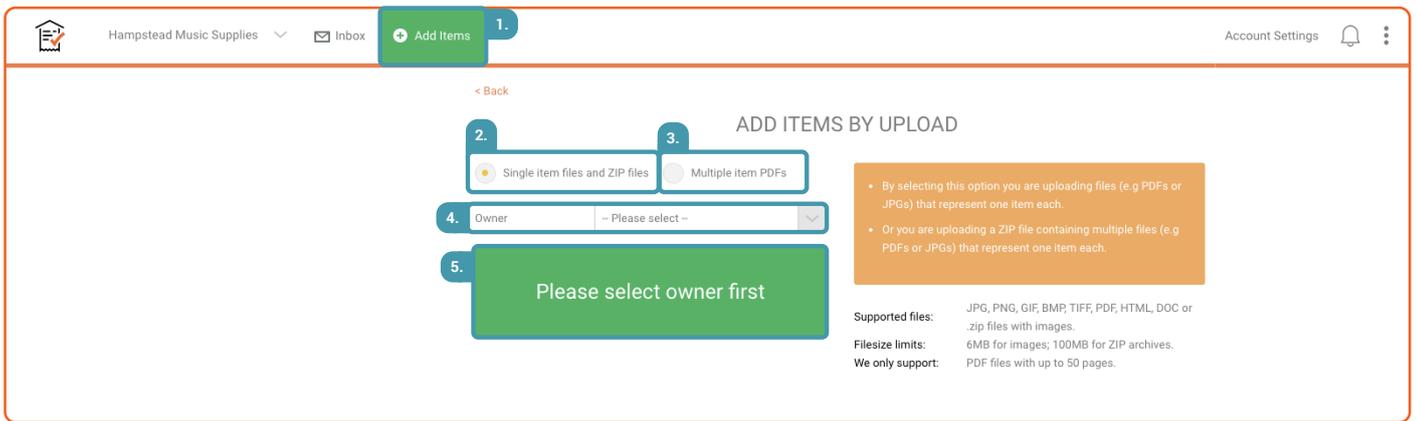


You will be navigated to the Direct Upload page.

To upload an item:

1. Navigate to the Client Inbox.
2. Click on the 'Add Items' button at the top of the screen.
3. Click on 'Upload receipts & invoices'.
4. Specify the type of file you're uploading, whether it is:
  - A file that contains a single document (which can consist of one or multiple page(s))
  - Multiple files that each contain a single document (which can consist of one or multiple page(s))
  - A ZIP file that contains multiple files, each consisting of a single document.
5. Specify the Client Account User who owns the documents
6. Select the files you want to upload using the green platform

You can upload the following file formats to Receipt Bank:  
JPG, PNG, GIF, BMP, TIFF, PDF, HTML or DOC files.



## 1. Add Items Button

This button is used to navigate to the Add Items screen. This is where you can access the Direct Upload page, or view other submission methods.

## 2. 'Single Item and ZIP Files' option

Select this option if you're uploading:

- A file that contains a single document (which can consist of one or multiple page(s))
- Multiple files that each contain a single document (which can consist of one or multiple page(s))
- A ZIP file that contains multiple files, each consisting of a single document.

## 3. 'Multiple Item PDFs' option

Select this option if you're uploading a single PDF file that contains multiple documents. Receipt Bank will split each page of this PDF and consider each page as its own separate document.

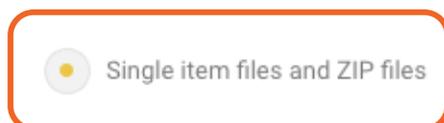
## 4. 'Owner' dropdown

Use this dropdown to select the Client Account User that owns the document(s) being submitted.

## 5. Upload Platform

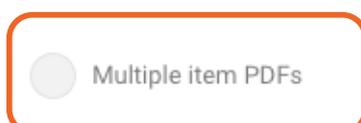
After a File format and Client Account User have been specified, upload your documents by drag-and-dropping them onto the green Upload Platform, or pressing the 'Click here to upload files' button and selecting the files.

## Which File Option Should I Choose?



Use 'Single item files and ZIP files' for:

- A single JPG, PNG, GIF, BMP, TIFF, PDF, HTML or DOC file that contains one bookkeeping document (which can consist of any number of pages)
- Multiple JPG, PNG, GIF, BMP, TIFF, PDF, HTML or DOC files, each containing one bookkeeping document (each of which can consist of any number of pages)
- A ZIP file containing multiple JPG, PNG, GIF, BMP, TIFF, PDF, HTML or DOC files, each containing one bookkeeping document (each of which can consist of any number of pages)



Use 'Multiple item PDFs' for:

- A single PDF file that contains multiple bookkeeping documents (each consisting of one page).

Receipt Bank will separate each page of the PDF, and treat each individual page as its own submitted document.

# SUBMISSION METHODS

## 4.6

## EMAIL-IN

The **Email-in** submission method is the quickest way to submit digital documents to the **Client Inbox**.

Every **Client Account User** will be provided with a unique, personal **Email-in Address**. This is created when adding the **Client Account User** to Receipt Bank.

Find out more about adding Client Account Users on page 25.

Any email sent to this **Email-in Address** will be submitted to the Receipt Bank **Client Inbox**.

Receipt Bank can identify documents that are:

- Attached to the email, or
- Written within the body of the email



**Email in to Receipt Bank**

Your clients can email their receipts and invoices straight into Receipt Bank using their unique [email-in address](#)

Your clients can edit this in the 'My Details' tab of the 'Account Settings'.

You can view an Account User's **Email-in Address** by navigating to the '**Maintain Users**' section of the **Client Account Settings**.



**TIP :** Your clients can provide suppliers with their Email-in address, and have them send receipts and invoices directly to the Client Inbox.



**TIP :** A Client Account User can change their Email-in address at any time by logging into the Web App, clicking 'Account Settings', and changing the 'Email-in' field.

# SUBMISSION METHODS

## TRIPCATCHER

### 4.7

**Note:** Tripcatcher is only available in the UK.

The **Tripcatcher** submission method allows **Client Account Users** to automatically submit mileage claims captured by the **Tripcatcher** app.

You can integrate **Tripcatcher** with Receipt Bank by navigating to the "Settings" page of **Tripcatcher** and clicking 'Connect to Receipt Bank'.

You'll need to connect each **Client Account User's** **Tripcatcher** account to Receipt Bank separately.



#### Add items through Tripcatcher

Tripcatcher is an easy-to-use web and phone app that lets your clients claim mileage expenses and send them directly to Receipt Bank (UK only).

To find out more about Tripcatcher please click [here](#).

# SUBMISSION METHODS

## 4.8 SUBMIT ON BEHALF OF CLIENTS

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Our **Submission Methods** are designed around making the document collection process as instant and seamless as possible. As a result, they're best utilized by your clients, so that you don't have to deal with the regular panic that comes with 'shoebox accounting'.

But we're aware that this won't be the best fit every client, and, as a result, you may want to use Receipt Bank as an internal tool for uploading, extracting and storing your clients' documentation.

You can **Submit on Behalf of Clients** using any of the **Submission Methods**:

### 4.8.1. Invoice Fetch and Tripcatcher

**Invoice Fetch** and **Tripcatcher** are automated methods of document collection. Once established, they require no action from you or your client.

Find out more about Invoice Fetch on page 47.

Find out more about Tripcatcher on page 52.

### 4.8.2. Direct Upload

1. Single-scan or batch-scan all documents. Save them on your computer.
2. Navigate to the Add Items page of the Client Inbox.
3. Click into the Direct Upload Submission Method.
4. Select whether you are uploading a single item (One document, no matter how many pages), multiple items within a .ZIP file, or multiple items (multiple documents contained inside a single PDF file)
5. Select the person who owns these documents using the 'Owner' dropdown menu.
6. Drag-and-drop your files on the green platform or select the files from your computer after clicking the 'Click here to select files' button.

Find out more about Direct Upload on page 49.

### 4.8.3. Email-in

Send any digital Receipts and Invoices directly to your client's Email-in Address. You can view a Client Account User's Email-in Address from the 'Maintain Users' section of the Client Account Settings menu.

Find out more about Email-in on page 51.

#### 4.8.4. Mobile App

To submit documents on your client's behalf using the mobile app, you'll need to set up a new **Client Account User** for your own use. This is known as a **Bookkeeping User** and can be used to submit items using the **Mobile App**, or manage the **Client Account** from the perspective of a **Client Account User**.

To create a **Bookkeeping User**:

1. Navigate to the **Client Account Settings** section of the **Client Inbox**.
2. Access the **Maintain Users** tab.
3. Click "Add New User".
4. Fill in the required fields with details that will identify you as the **Bookkeeper User**. The **First Name**, **Last Name**, **E-mail** and **Password** fields are required.  
Find out more about adding Client Account Users on page 25.

### NOTE

The 'Email' field is used as a login username for the **Bookkeeping User**.

To create a **Bookkeeping User** without creating a new email account, use the secure domain **@rbsubmit.com** to create a non-existing, but valid email address.

Here's a suggestion on how to create a standardised format for all of your client-base:

<b>Client name:</b>	Hampstead Music Supplies
<b>Practice name:</b>	Best Accounting
<b>Created E-mail:</b>	hampstead.music@rbsubmit.com

To log in to the **Mobile App** as a **Bookkeeping User**:

1. Download the Receipt Bank **Mobile App**.
2. Access the **Account Settings** page of the **Mobile App**.
3. Press "Add Account" [iOS] or "Add Existing Account" [Android].
4. Enter the credentials you established when creating the **Bookkeeping User**.

Now, whenever you're logged into this account and submit an item to Receipt Bank, it will be uploaded directly to the **Client Account**.

Find out more about the Receipt Bank Mobile App on page 38 [iOS] or page 44 [Android].



**TIP :** If you use this method for multiple clients, ensure that you're logged in to the Mobile App as the correct **Bookkeeping User** before submitting items. You can quickly view your current logged-in account and change between your logged-in accounts from the **Account Settings** page of the **Mobile App**. The active account is indicated with a check mark.

## 5.1

# CLIENT INBOX - WORKFLOW

Now that we've learned how to navigate through the **Client Account** and the methods of submitting items to Receipt Bank, let's return to the **Client Inbox** and look at some of the options related to managing your submitted documents.

This chapter focuses on the **Client Inbox** within the process of reviewing and publishing submitted items.

After you submit an Item to Receipt Bank, there will be a short time while the document is processed and the key data is extracted. Items undergoing processing will appear in the '**In Processing**' tab in the **Client Inbox**.

If the same document is submitted multiple times, Receipt Bank will detect the **Duplicate** and **Merge** the two submissions into a single item. This will be indicated by the addition of a **Note** in the **Notes** column. Find out more about Notes on page 67.

The screenshot displays the Client Account interface for 'Hampstead Music Supplies'. The top navigation bar includes 'Inbox' (1) and 'Add Items' (2). Below the navigation bar, there are several tabs: 'Not Ready for Export' (3), 'Ready for Export' (4), and 'Archive' (6). The main content area shows a table of submitted items with columns: USER, TYPE, DATE, SUPPLIER, TOTAL, TAX, CATEGORY, NOTE, and STATUS. The table contains five rows of data. The first row is highlighted with a blue border and numbered 14-25. The last row is highlighted with a blue border and numbered 26. The interface also includes a search bar (12), a filter dropdown (11), and a 'Need Help?' button (1).

USER	TYPE	DATE	SUPPLIER	TOTAL	TAX	CATEGORY	NOTE	STATUS
Graham Hampstead	Invoice	13-Nov-18	Adobe Systems Software	GBP 880.76	0.00	463 - IT Software an...		Publish
Graham Hampstead	Invoice	13-Nov-18	Uber	GBP 22.04	0.00	493 - Travel - National		Publish
Grace Timpson	Invoice	15-Aug-18	Verifone UK Ltd	GBP 59.09	9.85	463 - IT Software an...		Publish
Grace Timpson	Receipt	04-Dec-18	Wickes	GBP 65.13	10.88			Not Ready
Graham Hampstead	Invoice	04-Dec-18	Adobe	GBP 49.94	0.00			Not Ready

### 1. Inbox Page

The Inbox tab displays the Client Inbox. This is the area where submitted items are stored in order to be viewed, edited, published or downloaded.

### 2. Add Items Page

The Add Items button displays the Add Items Screen. This is the area where you can upload documents to the Client Inbox, or view the details associated with the Mobile App or Email-in Submission Methods.

Find out more about the Add Items page on page 31.

### 3. All Items tab

This will display all of the processed items currently present in the Client Inbox.

### 4. Not ready for export tab

This will display all of the items in the Client Inbox that currently require review or additional information before they can be published to an Integrated Accounting Software.

Find out more about Not ready for export on page 62.

### 5. Ready for export tab

This will display all of the items in the Client Inbox that are available to export in to the Integrated Accounting Software.

Find out more about Ready for Export on page 62.

### 6. Archive Tab

The Archive tab displays the Client Archive. This is the area where published or downloaded items are stored. These will be kept in the Archive forever, so documents can always be found in the event of an audit or review.

Find out more about the Archive on page 71.

### 7. Publish Button

This will publish all of your selected items to the Integrated Accounting Software.

Find out more about Publishing on page 61.

### 8. Download Button

This will download all of your selected items as a .PDF or .CSV file.

Find out more about Downloading item details on page 63.

### 9. Tools Menu

This allows you to make additional adjustment to the items you have selected.

Find out more about Tools on page 68.

### 10. Delete Button

This will delete the selected items. They will not be available to view from the Client Inbox or Archive.

You can restore deleted items from the Batch Details page of the Submission History tab.

Find out more about Submission History on page 73.

### 11. Item Filter

This filter allows you to select what kinds of items you'd like to view. There are a wide variety of criteria available for you to choose from.

Find out more about Filter on page 65.

### 12. Supplier Search

This allows you to filter your items by the name of a supplier.

Find out more about Supplier Search on page 65.

### 13. Advanced Search

This allows you to search your items according to detailed specifications, including date range, total amount, and category.

Find out more about Advanced Search on page 66.

### 14. Item Selection

These checkboxes allow you to select multiple items to interact with using the Publish, Download, Tools, or Delete buttons.

### 15. Flag Icon

The Flag Icon displays if an item is flagged or not. Flags allow you to quickly identify important items and make them searchable using the Filter menu. You can click the flag icon to quickly flag/unflag a single item.

### 16. Image Icon

The Image Icon displays an image of this document when clicked.

## 5.1

## CLIENT INBOX - WORKFLOW

The screenshot displays the 'Client Inboxes' workflow interface for 'Hampstead Music Supplies'. The interface includes a top navigation bar with 'Hampstead Music Supplies', 'Inbox', and 'Add Items'. Below the navigation bar is a toolbar with buttons for 'Publish', 'Download', 'Tools', and 'Delete'. The main area is a table of invoices with columns: USER, TYPE, DATE, SUPPLIER, TOTAL, TAX, CATEGORY, NOTE, and STATUS. The table lists several invoices, including one from Adobe Systems Software (GBP 880.76) and one from Uber (GBP 22.04). The status column shows 'Publish' and 'Not Ready' options. A 'Per page' dropdown is set to 25. The footer includes 'Terms', 'Copyright © 2', and a 'Need Help?' button.

	USER	TYPE	DATE	SUPPLIER	TOTAL	TAX	CATEGORY	NOTE	STATUS
14.	Graham Hampstead	Invoice	13-Nov-18	Adobe Systems Software	GBP 880.76	0.00	463 - IT Software an...		Publish
15.	Graham Hampstead	Invoice	13-Nov-18	Uber	GBP 22.04	0.00	493 - Travel - National		Publish
16.	Grace Timpson	Invoice	15-Aug-18	Verifone UK Ltd	GBP 59.09	9.85	463 - IT Software an...		Publish
17.	Grace Timpson	Receipt	04-Dec-18	Wickes	GBP 65.13	10.88			Not Ready
18.	Graham Hampstead	Invoice	04-Dec-18	Adobe	GBP 49.94	0.00			Not Ready

### 17. 'User' Column

This column indicates which Client Account User submitted this item. Clicking on this column header will arrange all items in your inbox alphabetically by User.

Find out more about Client Account Users on page 25.

### 18. 'Type' Column

This column indicates the Type of document has been submitted (E.G: Invoice, Receipt, Credit Note). Clicking on the Type field for a single item will navigate you to the **Receipt Details** page, which provides a more in-depth view of the item. Clicking on this column header will arrange all items in your inbox alphabetically by document Type.

Find out more about the Receipt Details Page on page 59.

### 19. 'Date' Column

This column indicates the date that this document was issued. If Receipt Bank cannot detect a date on the document image, it will use the date that the item was submitted instead (this will always be indicated by the addition of a Note). Clicking on this column header will arrange all items in your inbox chronologically by date.

Find out more about Notes on page 67.

### 20. 'Supplier' Column

This column indicates the supplier who issued the document. Clicking on this column header will arrange all items in your inbox alphabetically by Supplier.

### 21. 'Total' Column

This column indicates the currency and total value of the item, including the tax amount. Clicking on this column header will arrange all items in your inbox numerically by value.

### 22. 'Tax' Column

This column indicates the tax amount of the item.

### 23. 'Category' Column

This column indicates which section of the Chart of Accounts this item will be recorded under. You can quickly edit this using the dropdown menu in each row. Clicking on this column header will arrange all items in your inbox alphabetically by their Category Name.

Find out more about the Chart of Accounts on page 23.

### 24. 'Note' Column

Receipt Bank will leave Notes next to items that require attention. These will let you know important information about an item that may not be immediately visible.

Find out more about Notes on page 67.

### 25. 'Status' Column

This indicates whether an item is ready to be published, or requires further information before it can be exported to an Integrated Accounting Software. If this item is Ready for Export, a green Publish button will be displayed. If the item is Not Ready for Export, a red icon will be displayed. You can hover your mouse over a Not Ready for Export icon to find out more about what is required before you can Publish an item. These symbols will only be displayed if the Client Account is Integrated with an Accounting Software.

Find out more about Ready for Export and Not Ready for Export on page 61.

### 26. Item

Each row in this table indicates an item that has been submitted to Receipt Bank.

Unread items are presented in a bold font. Read items are presented in the standard font.

You can quickly view the essential details associated with the item, and publish it to your Cloud Accounting Software from the Client Inbox. Clicking an item Type will navigate you to the Receipt Details page for that item, where you can review its associated data in more depth.

## 5.2

# RECEIPT DETAILS PAGE

The **Receipt Details** page provides an in-depth view of a single document and all of its associated data. You can review and edit each of client's submitted items individually and, if necessary, amend any of the extracted data.

You can access a document's **Receipt Details** page by clicking on the blue hyperlink in the **Type** column of the **Client Inbox**.

You can edit the data associated with an item by clicking into any of the fields on the Receipt Details page. Any changes that you make will be saved automatically.

### 5.2.1. Receipt Details Tab

The 'Receipt Details' tab of the Receipt Details page displays the image and all of the data associated with an individual document.. All of these fields can be edited.

The screenshot displays the 'Receipt Details' page for a client account. The interface includes a top navigation bar with 'Hampstead Music Supplies', 'Inbox', and 'Add Items' buttons. A secondary bar shows filters for 'All' (2/3), 'Not Ready for Export' (2), 'Ready for Export' (4), and 'Archive' (0). The main content area is split into two panes. The left pane, labeled '8.', shows a document preview of a bill from EE dated December 2018, with a total amount due of £17.48. The right pane, labeled '9.', contains a form for editing receipt details, including fields for Type (Invoice), Date (02-Dec-2018), Supplier (EE), Currency (GBP), Total amount (17.48), Tax amount (2.91), and Net amount (14.57). A bottom navigation bar features buttons for 'Publish', 'Split', 'Archive', 'Flag', and 'Delete'. A 'Report mistake' button is located in the top right corner. The footer contains 'Terms & Conditions | Privacy | About', 'Copyright © 2018 Receipt Bank Ltd. All rights reserved', and social media icons for Twitter, Facebook, and LinkedIn. A 'Need Help?' button is in the bottom right corner.

### 1. Item Summary

The Item Summary bar gives an overview of the item total, supplier and date. You can navigate between the Receipt Details page of the items in the Client Inbox by pressing the arrows on either side of this Item Summary bar. You can return to the Client Inbox by pressing the 'x' icon.

### 2. Publish Button

This Publish button will publish this item to the Integrated Accounting Software. It will only appear if the Client Account is integrated with an Accounting Software. Find out more about Publishing on page 61.

### 3. Split Button

This button will divide the current item into two separate items. These will have the same image, but can be categorized, totaled or taxed differently.

Find out more about Split on page 69.

### 4. Archive Button

This button will send the current item to the Archive.

Find out more about the Archive on page 71.

### 5. Flag Button

This button will add a **Flag** to the current item. Flags allow you to quickly identify important items and make them searchable using the **Filter** menu. Find out more about Filters on page 65.

### 6. Delete Button

This button will delete the current item. It will not be available to view from the Client Inbox or Archive.

You can restore deleted items from the Batch Details page of the Submission History tab. Find out more about Submission History on page 73.

### 7. Report Mistake

If you notice a mistake with how the data on this document has been extracted, you can report it to Receipt Bank using this button. Reporting extraction mistakes helps Receipt Bank to improve the machine learning in its extraction process.

### 8. Document Image

The document image is displayed on the left of the Receipt Details page. This means you can easily compare the original document to the data extracted by Receipt Bank.

You can move the document image by click-and-dragging the mouse on the picture.

Use the icons at the bottom of the image to zoom, rotate or download the document image, or view the image in full-screen mode.

### 9. Receipt Details Tab

The Receipt Details Tab provides all of the extracted information associated with the document. These are split into sections for 'Receipt Details', 'Amounts' and 'Publishing'. All of the fields in this tab can be edited and will save automatically.

### 10. Advanced Tab

The Advanced Tab displays information on how the document was received and processed by Receipt Bank.

Find out more about the Advanced Tab on page 73.

### 11. Messages Tab

The Messages tab displays any **Item Messaging** relevant to this document.

Note: you must purchase the 'Targeted Communication' add-on to access this feature. Find out more about Targeted Communication on page 87.

### 12. Receipt Details Data

The Receipt Details data displays the essential contextual information associated with the document. This includes the document Type, Date and Supplier. If the document Type is an invoice, this will also include the Invoice Number and Due Date.

### 13. Amounts Data

The Amounts data displays the monetary and contextual information associated with the document. This includes the currency, total and tax values, category and description of the document.

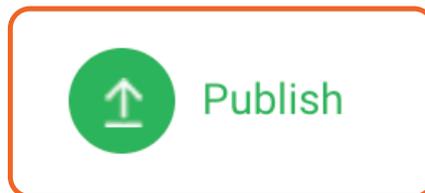
### 14. Publishing Data

The Publishing data displays the location and format of the item when published to the Client Account's Integrated Accounting Software.

## 5.3

# PUBLISHING INBOX ITEMS

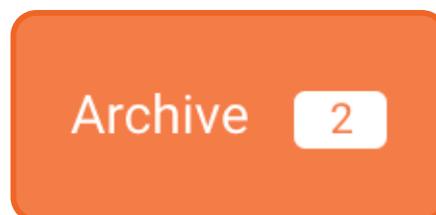
If a **Client Account** is integrated with an **Accounting Software**, you'll find **Publish** buttons in the **Client Inbox** and **Receipt Details** page.



After you press the **Publish** button, the selected item(s) will be sent to the **Integrated Accounting Software**. You can view the exact location that the item will be **Published** to in the 'Publishing' section of the **Receipt Details** page. This is preset and cannot be changed. Find out more about the Receipt Details page on page 59.

A screenshot of a 'Publishing' settings form. It features a dropdown menu labeled 'Publishing' with a downward arrow. Below it are two rows: 'Publish to' with a dropdown menu showing 'Purchases' and a downward arrow, and 'Publish as' with a dropdown menu showing 'Draft' and a downward arrow. The form is enclosed in a rounded orange border.

Within Receipt Bank, published items are stored in the **Archive** of the **Client Account**. Find out more about the Archive on page 71.



Here are the preset publishing locations of our most popular integrated softwares:

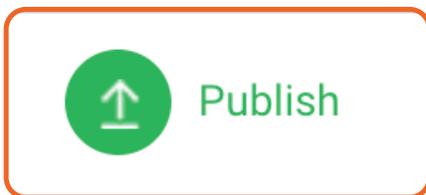
Xero	-	Purchases
QuickBooks Online	-	Expenses
MYOB Essentials	-	Bill
Sage One	-	Purchase Invoices
Kashflow	-	Purchases

In the **Client Inbox**, publishable items will be sorted into two sections depending on the **Status** of the item:

- Ready for Export
- Not Ready for Export

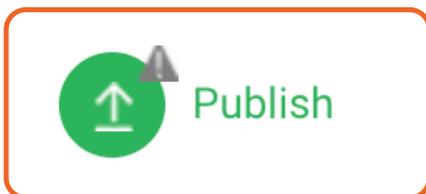
These sections can be viewed individually using the **Ready for Export** and **Not Ready for Export** tabs at the top of the **Client Inbox**. These tabs will only be visible if the **Client Account** is integrated with an **Accounting Software**.

The statuses are indicated with the following icons:



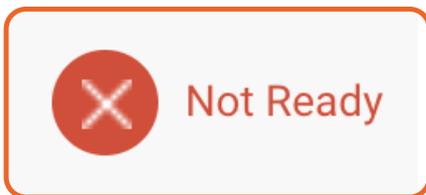
### **Publish [Ready for Export]**

All of the required information has been completed and this item is ready to be published to your Integrated Accounting Software.



### **Publish [Publishing Error]**

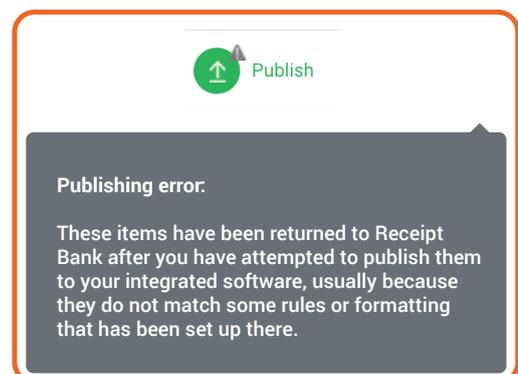
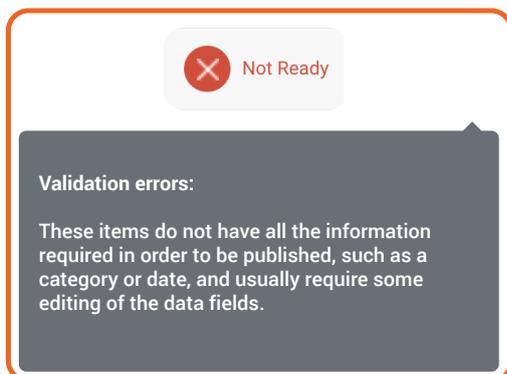
All of the required information has been completed, but there are data or formatting errors that prevent this item from being published to your Integrated Accounting Software.



### **Not Ready for Export**

More information is required before the item can be published to your Integrated Accounting Software.

Hover your mouse over the Status of the item to reveal the reason that an item is Not Ready for Export, or has experienced a Publishing Error.



The specific error messages are different depending on your **Integrated Accounting Software**. You can find more information on specific error message queries in the Receipt Bank **Help Centre**. Find out more about the Help Centre on page 92.

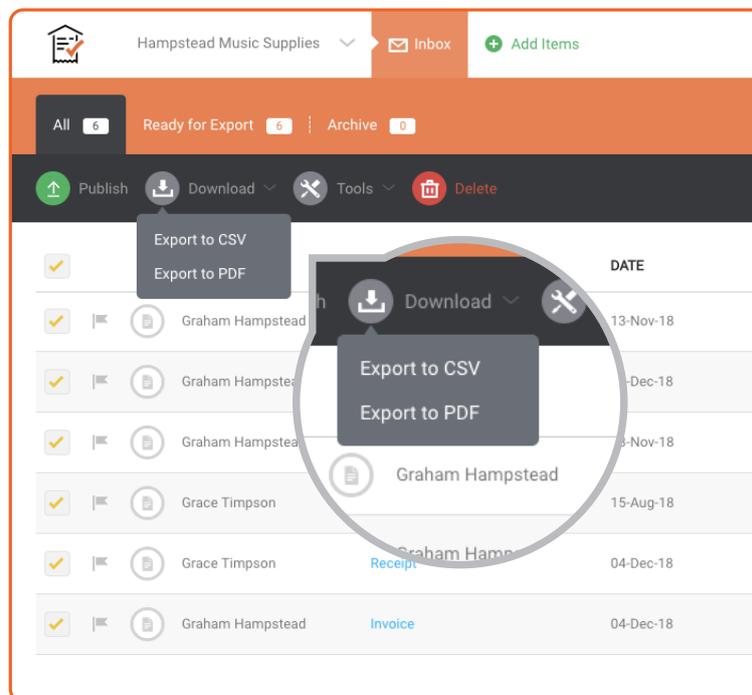
## 5.4 DOWNLOADING INBOX ITEMS

Once items have been submitted to Receipt Bank, you can **download** them at any time from the **Client Inbox**.

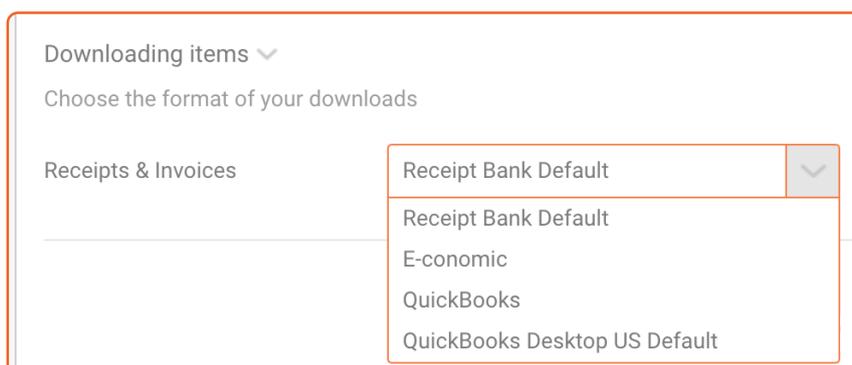
There are two different download formats for Receipt Bank Items:

1. **.CSV**: a raw data file that can be easily imported into **Accounting Softwares** or Microsoft Excel.
2. **.PDF**: an image file that displays the **Document Image** of all downloaded items.

You can download items from Receipt Bank by selecting each required item using the Item Selection Checkboxes on the left-hand side of the **Client Inbox** and then pressing **Download** and selecting your required download format: "**Export to CSV**" or "**Export to PDF**".



Different **Accounting Softwares** may use different **.CSV** file formatting. You can select a default format of **.CSV** files downloaded from Receipt Bank by navigating to the **General** tab of the **Client Account Settings** and choosing your required format from the "Downloading Items" section.



You'll also be prompted to select the format of the .CSV file when commencing the download.

## CSV Export

**Hampstead Music Supplies CSV Export** ☆ 📁

File Edit View Insert Format Data Tools Add-ons Help Last edit was 11 minutes ago

100% \$ % .0 .00 123 Arial 10 B I S A

	A	B	C	D	E	F	G
1	Receipt ID	Type	Date	Due Date	Invoice Number	Supplier	Category
2	9160569698	Invoice	13-Dec-2018	13-Dec-2018	IEE20180057040	Adobe Systems	429 - General Ex
3	9158527263	Invoice	13-Oct-2018	13-Oct-2018	IEE20180046505	Adobe Systems	429 - General Ex
4	9156807651	Invoice	17-Aug-2018	17-Aug-2018	1234	Reliable Parts In	200 - Sales
5	9156807344	Invoice	17-Jul-2018	17-Jul-2018	1234	EDF Energy	429 - General Ex
6	9156806999	Receipt	27-Jun-2018			The Happenstan	420 - Entertainm
7	9156734853	Invoice	02-Dec-2018	02-Dec-2018		EE	463 - IT Software
8	9156726938	Invoice	04-Dec-2018	04-Dec-2018		Adobe	463 - IT Software
9							
10							
11							

## PDF Export

ReceiptBank

Item ID: 9156734853 - page 1 of 1

**EE**

Contact us 150 from your EE phone  
07953 966 250 from any other phone  
Online at [www.ee.co.uk](http://www.ee.co.uk)

Bill date: 2 December 2018  
Account holder:  
Account number:  
Bill number:  
Phone number:

This is not a VAT invoice

Dec '18

**Your last bill**

Amount charged	£19.28
Payment received 12/11/18 by Direct Debit	- £19.28

**Your latest bill**

## 5.5 FILTER AND SEARCH THE INBOX

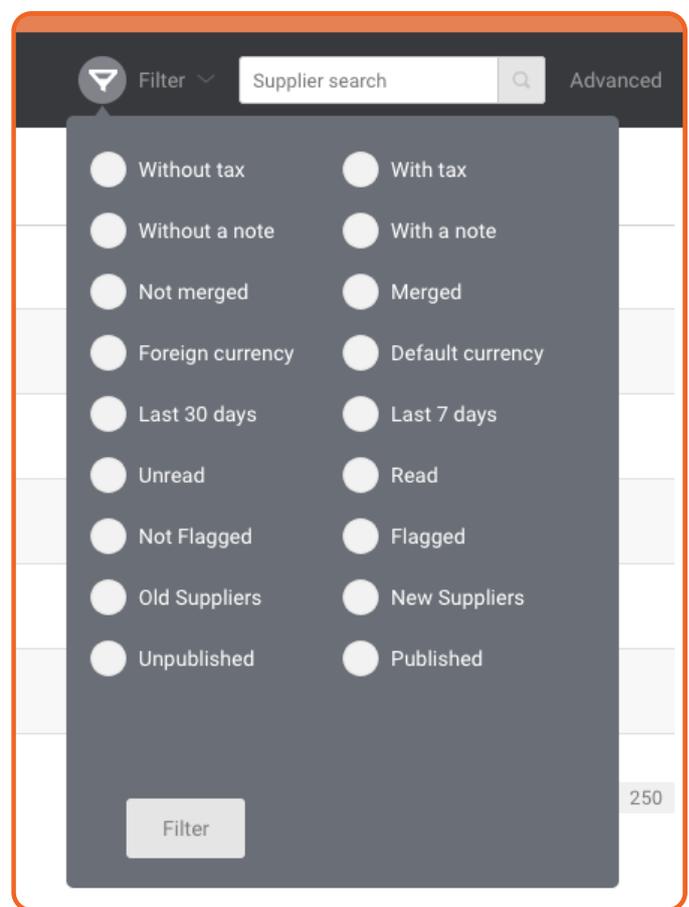
The **Filter**, **Supplier Search** and **Advanced Search** features are used to filter the documents displayed in the **Client Inbox** according to a defined criteria. This means you can organize the **Client Inbox** according to your own specifications.

You can combine the **Filter**, **Supplier Search** and **Advanced Search** features to further refine your view of the **Client Inbox**.

### 5.5.1. Filter

The Filter feature displays items in the Client Inbox that fulfil a preset criteria. Click on the Filter icon and select which specifications you'd like to apply to your inbox.

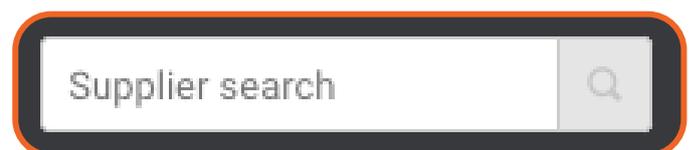
You can select multiple Filters at once. Once you've selected your Filter(s), press the 'Filter' button. A new tab in the Client Inbox called 'Search Results' will be created, containing the items that fulfil your specified criteria.



### 5.5.2. Supplier Search

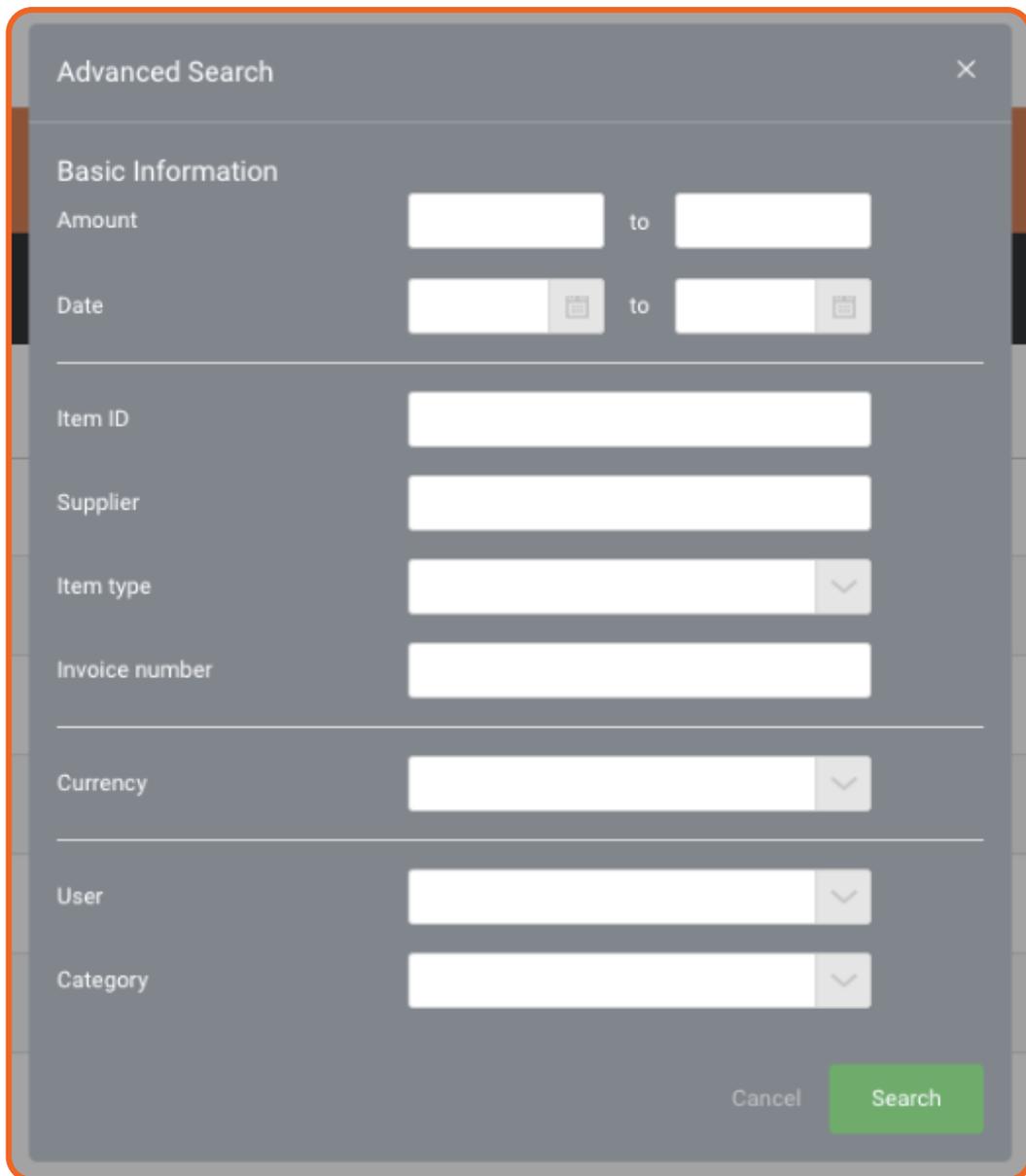
The Supplier Search feature allows you to filter the items in the Client Inbox by the name of the Supplier. Type the name of the Supplier into the Supplier Search bar and press the 'search' button.

A new tab in the Client Inbox called 'Search Results' will be created, displaying items that have a Supplier who matches your search term.



### 5.5.3. Advanced Search

The Advanced Search feature allows you to filter the inbox according to more specific, finite ranges of criteria. Click the 'Advanced' button. An overlay menu will open. Fill in your required data ranges and press 'Search'. A new tab in the Client Inbox called 'Search Results' will be created, displaying items that meet your search criteria.



Advanced Search

Basic Information

Amount  to

Date   to

Item ID

Supplier

Item type

Invoice number

Currency

User

Category

Cancel Search

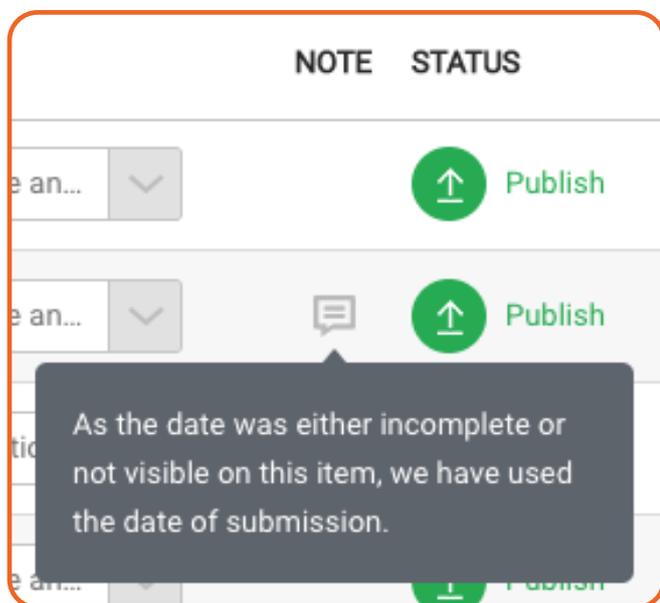


**TIP :** All of the overlay menus in Receipt Bank are fully moveable. Use your mouse cursor to click and drag the top portion of a menu to move it.

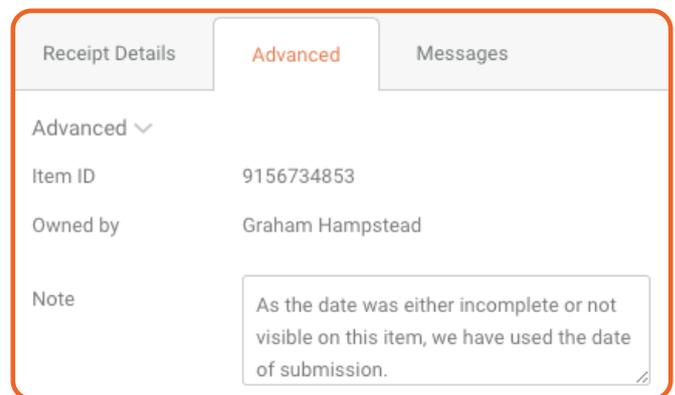
**Notes** will be displayed on submitted items that require attention. This is typically when Receipt Bank has taken action (or is unable to take a standard action) during the extraction process.

You can view a Note in two places:

1. **The 'Notes' column of the Client Inbox**  
You can hover your mouse over the Note icon to display the Note.



2. **The Receipt Details page**  
The 'Advanced' tab details any Notes



The following notes are used by Receipt Bank:

**This transaction has been merged - please review.**

Two of the same item have been submitted. Receipt Bank has identified that these are the same, and has merged both items into a single entry.

**As the date was either incomplete or not visible on this item, we have used the date of submission.**

Receipt Bank can not identify a date on the document. Instead, we have allocated the date that the document was submitted to the Client Inbox.

**Supplier unknown unable to allocate category - please review.**

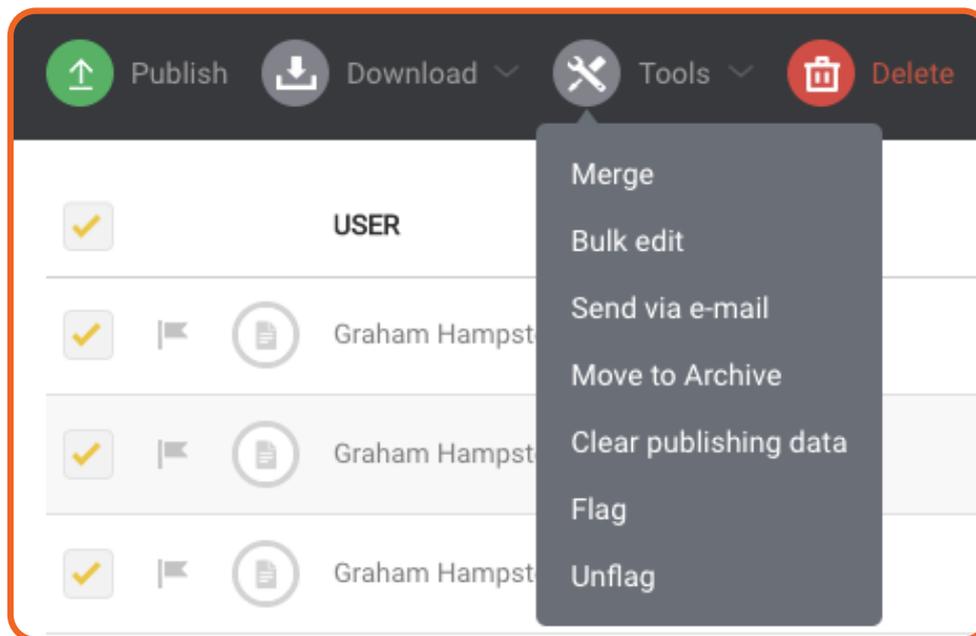
Receipt Bank can not identify a supplier on the document and is therefore unable to apply a category based on supplier rules.

**You have submitted more than one transaction as a single item. Please resubmit transactions separately so that they can be processed.**

Receipt Bank has received multiple documents within this submission. You should resubmit these documents or split this entry into separate items.

Items in the **Client Inbox** can be adjusted using the **Tools** menu. This allows for bulk-editing or **Merging** of submitted items.

To use the **Tools** menu, select each required item using the Item Selection Checkboxes on the left-hand side of the **Client Inbox**. Then press the **Tools** button at the top of the page.



The following tools are available:

**Merge:** combine the selected items into a single item. You can unmerge merged items from the Receipt Details page.

**Bulk edit:** assign a single Category for the selected items.

**Send via e-mail:** specify an email address to send a .PDF and .CSV report of the selected items to. You can add your own message to this email. Links to the downloadable reports will expire 30 days after sending the email.

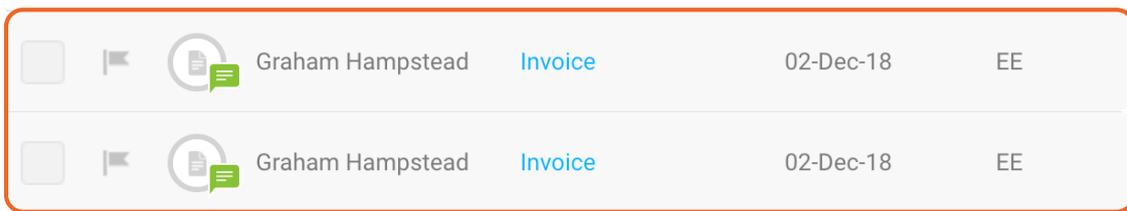
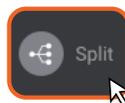
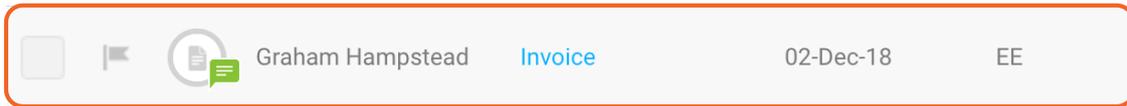
**Move to Archive:** send the selected items to the Archive of the Client Account. Find out more about the Archive on page 71.

**Clear publishing data:** if the Client Account is integrated with Cloud Accounting Software, Receipt Bank will recognize items that have been previously published. If you unarchive the item and attempt to publish it again, Receipt Bank will reject publishing the item to avoid duplicate transactions in your Integrated Accounting Software. Clearing the Publishing Data will override this, and allow you to publish to the Integrated Accounting Software again. Find out more about Publishing Data on page 72.

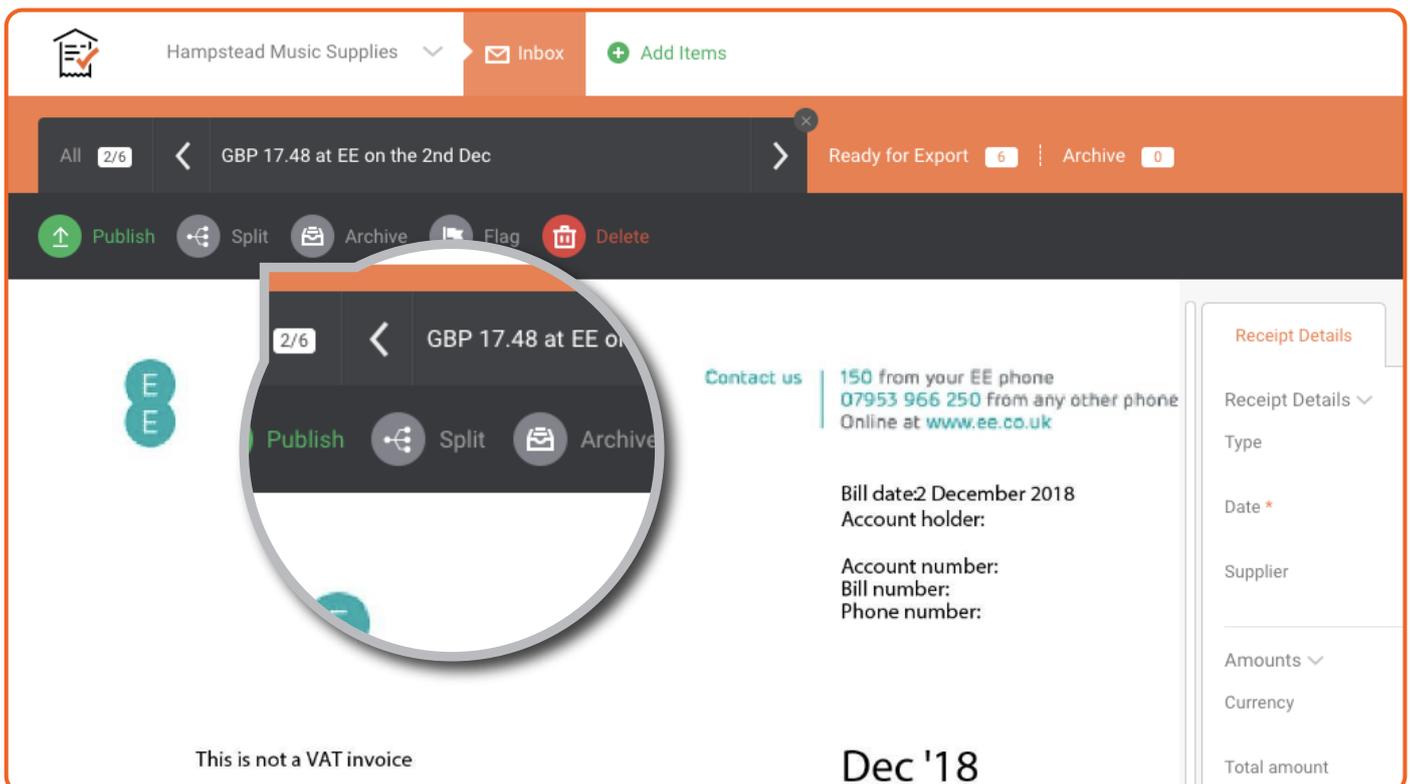
**Flag:** Add a Flag to each of your selected items. This will allow you to quickly identify these items and make them searchable using the Filter menu.

**Unflag:** Remove a Flag from your selected items

The **Split** feature allows you to divide a single item in the **Client Inbox** into two separate items.



You can use the **Split** feature by navigating to the **Receipt Details** page of the required item and pressing the **Split** button.



This will open the **Split** page, where you can specify the Category, Total and Tax Amount for each of the items you are creating.

The screenshot shows the EE mobile app interface. At the top, there's a navigation bar with 'Hampstead Music Supplies', 'Inbox', and 'Add Items'. Below that, a status bar shows 'All', 'GBP 17.48 at EE on the 2nd Dec', 'Split', 'Ready for Export 6', and 'Archive 0'. The main content area displays the EE logo, contact information, and bill details for December 2018. A 'Split' dialog box is open on the right, showing the current item being split (#9156734853) and allowing the user to specify categories, total amounts, and tax amounts for two receipts.

**Bill details:**

- Bill date: 2 December 2018
- Account holder:
- Account number:
- Bill number:
- Phone number:

**Your last bill:**

Amount charged	£19.28
Payment received 12/11/18 by Direct Debit	- £19.28

**Your latest bill:**

Outstanding balance	£0.00
Your monthly plan charges	£14.57
New charges this month outside plan	£0.00
Your new balance	£14.57
VAT charged at 20% on £14.57	£2.91

**Split dialog box details:**

- You're currently splitting item #9156734853
- Owned by: Graham Hampstead
- Note: Splitting will create two separate items with the same image. You can apply different categories, total and tax amounts from the original item.
- Receipt #1:
  - Category: 463 - IT Software and Consumables
  - Total amount: 17.48
  - Tax amount: 2.91
- Receipt #2:
  - Category: (empty)
  - Total amount: (empty)
  - Tax amount: (empty)
- Buttons: Split, Cancel

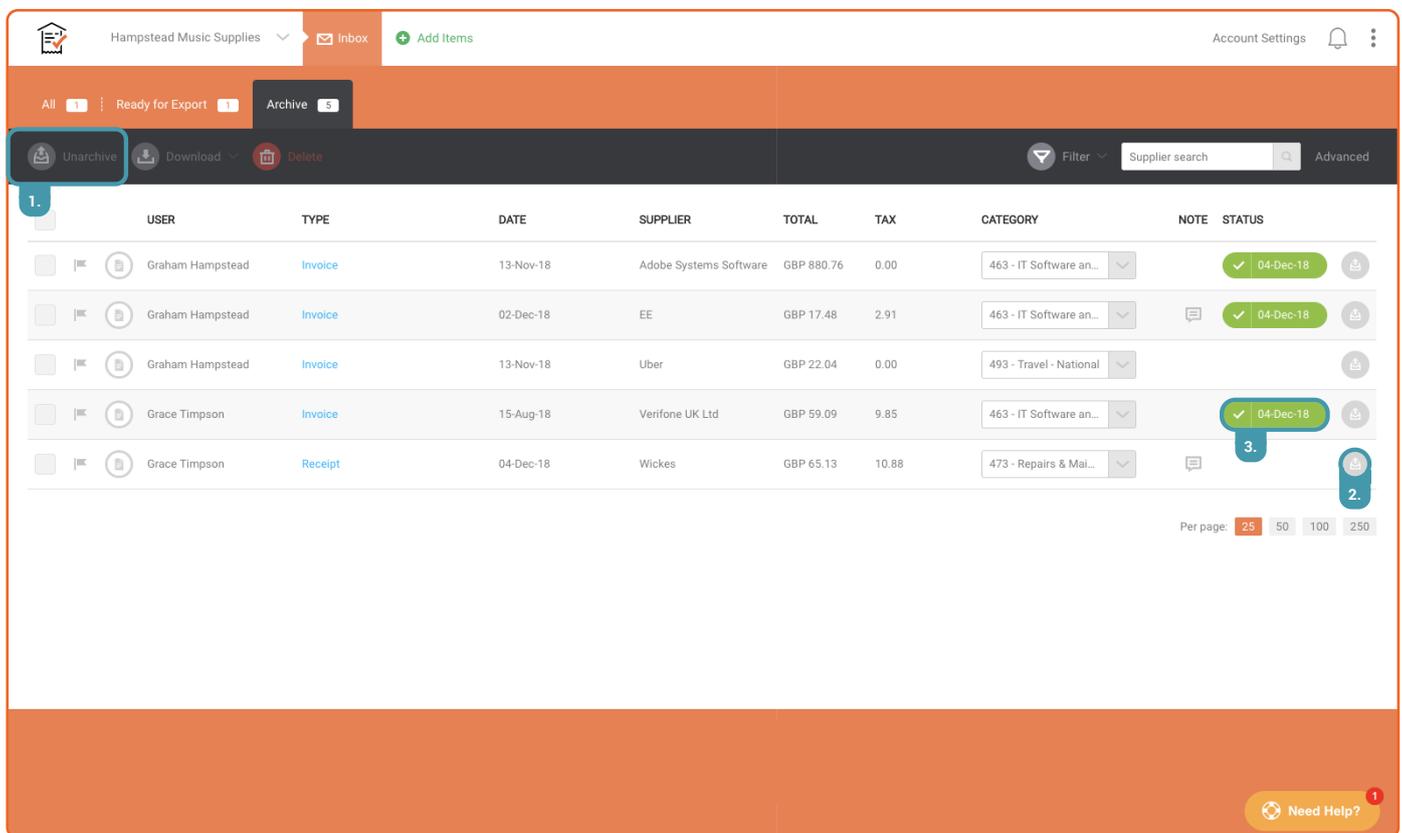
The items that have been **Split** will both be available in the **Client Inbox**. They will both contain the full document image from the original item.

The **Archive** is the section of the **Client Account** where processed documents are kept. It is used as a storage space where documentation can be viewed at any time.

**Published** items will automatically be sent to the Archive. You can also use the “Move to Archive” option in the **Tools** menu to manually send individual items to the **Archive**.

Find out more about Publishing on page 61.

Find out more about Tools on page 68.



### 1. Bulk Unarchive Button

Use this button to move the selected items from the Archive to the Client Inbox. You will be prompted to specify whether you want to clear Publishing Data on any items that you Unarchive. Find out more about Publishing Data on page 72.

### 2. Single Unarchive Button

Use this button to move this specific item from the Archive to the Client Inbox. You will be prompted to specify whether you want to clear Publishing Data on any items that you Unarchive. Find out more about Publishing Data on page 72.

### 3. Status column

This column indicates whether the item was published to an Integrated Accounting Platform. Items with a green icon indicate that the item was successfully published to an Integrated Accounting Platform. The date of publishing is also provided.

Items without a green icon were manually moved to the archive.

## Publishing Data

When **Unarchiving** an item, you'll be asked if you want to 'Clear publishing data'.

**Publishing Data** is the indicator that Receipt Bank has already published this item to an **Integrated Accounting Software**.

If you choose to clear publishing data, you'll be able to publish this item again as normal. It will appear as a new transaction in your **Integrated Accounting Software**. As a result, it could result duplicate transactions within your **Integrated Accounting Software**.

If you choose not to clear publishing data, you won't be able to publish this item again. Receipt Bank will return the item to the **Client Inbox** with a publishing error.

Unarchive items ×

Are you sure you want to move all selected items back to Inbox?

Clear publishing data

If you have previously published items to your integration, you may wish to clear publishing data.

Please note that this may lead to duplicates in your accounting software.

Please note that items may be in an expense report and therefore had been sent to the archive as they were already processed.

Cancel Unarchive

## 5.10

# SUBMISSION HISTORY

Each item submitted to Receipt Bank has its own History. This is a description of each action that has affected the item. There are three kinds of History:

1. **Item History**
2. **Submission History**
3. **Batch History**

### 5.10.1. Item History

The **Item History** describes each instance of an item being edited or moved within Receipt Bank. You can view the **Item History** by navigating to the **Receipt Details** page and clicking on the "Advanced" tab.

The Item History is updated when any of the following actions take place:

- The item is submitted
- The item is edited
- The item has been published, archived or unarchived.

The screenshot displays the Receipt Bank interface. On the left, a receipt is shown for December 2018, with a total of £17.48. The receipt includes contact information for EE and a list of items. On the right, the 'Advanced' tab of the 'Receipt Details' page is active, showing the item ID (9156734853) and the owner (Graham Hampstead). A note indicates that the date was either incomplete or not visible, so the date of submission was used. Below this, a 'History' table lists the actions performed on the item, including upload, editing, viewing, editing the note, publishing, and unarchiving.

DATE	ACTION	USER
04-Dec-18 - 12:09:02 GMT	Uploaded	Graham Hampstead
04-Dec-18 - 14:17:02 GMT	Category edited	Leon Stanborough (Stellar Accountants)
04-Dec-18 - 14:20:27 GMT	Item viewed	Leon Stanborough (Stellar Accountants)
04-Dec-18 - 14:24:23 GMT	Note edited	Leon Stanborough (Stellar Accountants)
04-Dec-18 - 15:23:31 GMT	Published to Xero Purchases and archived	Leon Stanborough (Stellar Accountants)
04-Dec-18 - 15:25:19 GMT	Unarchived	Leon Stanborough (Stellar Accountants)

Navigation links at the bottom: [+p: publish item](#) [+j: previous item](#) [+k: next item](#) [+a: archive item](#)

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Need Help? 1

### 5.10.2. Submission History

The **Submission History** describes each item that has been previously submitted to the Receipt Bank **Client Account**. You can view the **Submission History** by navigating to the **Client Account Settings** and pressing **Submission History**.

The **Submission History** is organized according to submission date, with the most recent submissions appearing at the top of the list. They are sorted into batches, indicating when the User has uploaded multiple items at once.

1. NAME (CRN)	2. DATE (TIME)	3. SOURCE	4. SUBMITTED ITEMS	5. STATUS	6. Details	7. Filter
Graham Hampstead (7111246436)	04 Dec 2018 (15:33)	Email-in (personal)	2	complete	Details	
Grace Timpson (7341253974)	04 Dec 2018 (15:31)	Mobile App	3	complete	Details	
Graham Hampstead (7111246436)	04 Dec 2018 (12:35)	Fetch	1	complete	Details	
Graham Hampstead (7111246436)	04 Dec 2018 (12:09)	Web Upload	3	complete	Details	
Grace Timpson (7341253974)	04 Dec 2018 (11:53)	Web Upload	2	complete	Details	

#### 1. Name (CRN) Column

This indicates the Client Account User who submitted this batch of items. Find out more about Client Account Users on page 25.

#### 2. Date (TIME) Column

This indicates the date and time that this batch of items were submitted.

#### 3. Source Column

This indicates the Submission Method that was used to upload this item. Find out more about Submission Methods on page 31.

#### 4. Submitted Items Column

This indicates the number of items that were submitted at one time. Up to 50 items can be submitted at once.

#### 5. Status

This indicates the current state of this batch of submitted items; if they are in processing, completed processing, or have been deleted.

#### 6. Details Button

The Details Button will navigate you to the Batch Details screen, where you can view the details associated with each item that was submitted with this batch.

Find out more about the Batch Details screen on page 75.

#### 7. Filter

The **Filter** will restrict your view of the **Submission History** screen to items that match your specified criteria. This works the same way as the **Filter** in the **Client Inbox**.

Find out more about Filters on page 65.

### 5.10.3. Batch History

The **Batch History** page provides details on each document that was submitted at one time by a **Client Account User**.

You can access the **Batch History** page by navigating to the **Client Inbox**, clicking **Account Settings**, **Submission History**, and then "Details" next to the batch of items you'd like to investigate.

The screenshot shows the 'Batch Details' page for a batch submitted on 04 Dec 2018. The page includes a navigation breadcrumb: Account Settings > Hampstead Music Supplies Submission History > Batch Details (Graham Hampstead - 04 Dec 2018). The batch summary shows 3 items submitted, 2 completed, and 1 deleted. The table below lists the items with their respective details and actions.

ORIGINAL FILE	IMAGE	DATE	SUPPLIER	TOTAL	STATUS	DETAILS	LOCATE
Original file		04-Dec-2018	Adobe	GBP 49.94	Ready for export	This item is ready for publishing	Locate
Original file		13-Nov-2018	Uber	GBP 22.04	Not ready for export	This item requires further attention before publishing	Locate
Deleted (1)							
Original file		02-Dec-2018	EE	GBP 17.48	Deleted	This item was deleted on 04-Dec-2018 by Leon Stanborough	Restore

#### 1. Batch Details

The details associated with the batch submission are displayed at the top of the page.

#### 2. 'Original File' Column

Click the icons in this column to download the original document image that was submitted to Receipt Bank.

#### 3. 'Image' Column

Click the icons in this column to view the original document image that was submitted to Receipt Bank.

#### 4. 'Date' Column

This column displays the extracted date of the uploaded item.

#### 5. 'Supplier' Column

This column displays the supplier that issued the uploaded item.

#### 6. 'Total'

This column displays the total value of the uploaded item.

#### 7. 'Status' Column

This column displays the current Status of the item, and indicates which part of the Client Account you can find the item.

#### 8. 'Details' Column

This column displays the action associated with the item's current Status.

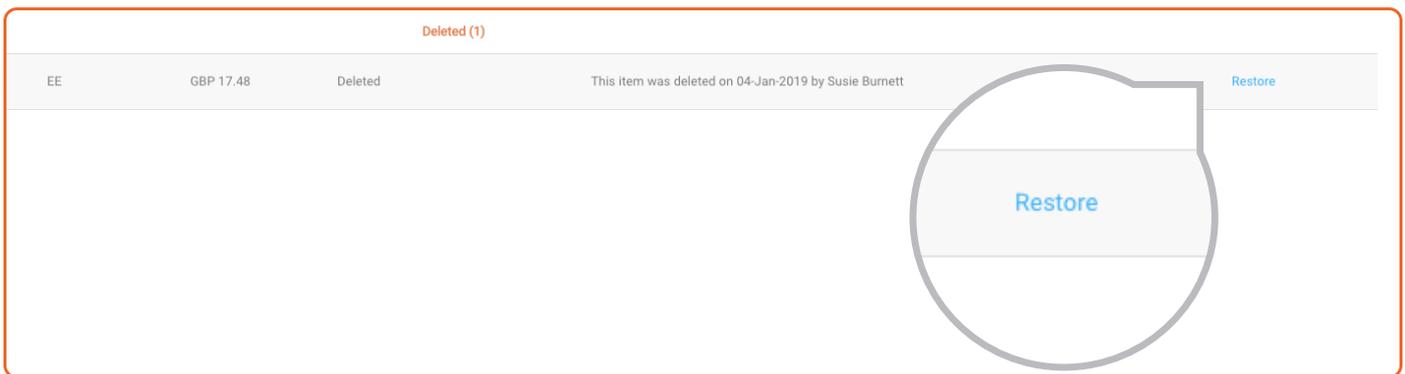
#### 9. 'Locate' Button

Clicking the hyperlink in the Locate column will navigate you to the current location of the associated item.

#### 10. 'Restore' Button

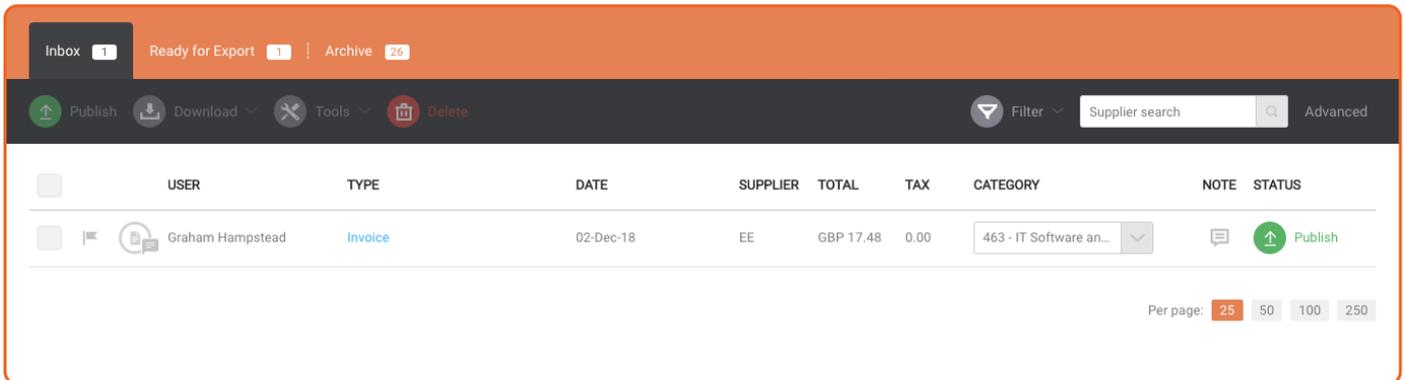
If the associated item has previously been deleted, you can click the **Restore** button to return it to the Client Inbox.

Pressing "Restore" on a deleted item from within the **Batch Details** page will return the item to the **Client Inbox**. All of the details associated with the item will be the same as before the item was deleted.



The screenshot shows a 'Deleted (1)' section with a table containing one row. The row details are: EE, GBP 17.48, Deleted, and a note stating 'This item was deleted on 04-Jan-2019 by Susie Burnett'. A 'Restore' link is visible in the top right corner of the row. A large, hand-drawn circle highlights a 'Restore' button located in the center of the page.

Supplier	Total	Status	Notes	Actions
EE	GBP 17.48	Deleted	This item was deleted on 04-Jan-2019 by Susie Burnett	Restore



The screenshot shows the 'Client Inbox' interface. At the top, there are filters for 'Inbox 1', 'Ready for Export 1', and 'Archive 26'. Below this is a toolbar with 'Publish', 'Download', 'Tools', and 'Delete' buttons, along with a 'Filter' dropdown and a 'Supplier search' field. The main area contains a table with columns: USER, TYPE, DATE, SUPPLIER, TOTAL, TAX, CATEGORY, NOTE, and STATUS. One item is listed: 'Graham Hampstead' with 'Invoice' type, dated '02-Dec-18', from supplier 'EE', with a total of 'GBP 17.48' and tax of '0.00'. The category is '463 - IT Software an...'. The status is 'Publish'. At the bottom right, there is a 'Per page:' selector with options 25, 50, 100, and 250.

USER	TYPE	DATE	SUPPLIER	TOTAL	TAX	CATEGORY	NOTE	STATUS
Graham Hampstead	Invoice	02-Dec-18	EE	GBP 17.48	0.00	463 - IT Software an...		Publish

# PARTNER ACCOUNT

## 6.1 PRACTICE MANAGEMENT TAB

Chapters 3, 4 and 5 discuss the **Client Account** section of Receipt Bank; the workspace from which you manage each clients' business.

But Receipt Bank also provides a space to manage your own internal bookkeeping. This is called the **Practice Management Tab**, and is accessible from the **Partner Dashboard**.

USER	TYPE	DATE	SUPPLIER	TOTAL	TAX	CATEGORY	NOTE	STATUS
Deborah Bing	Invoice	02-Dec-18	EE	GBP 17.48	2.91	Expense - Computer...		Publish
Deborah Bing	Invoice	17-Aug-18	Reliable Parts	GBP 794.01	131.17	Expense - Office exp...		Publish
Deborah Bing	Invoice	17-Jul-18	EDF Energy	GBP 47.81	7.97	Expense - Light and ...		Publish

Your **Colleagues** can submit their expenses or other documentation to the **Practice Management Tab** using any of the **Submission Methods** described in Section 4. They will have their own personal login credentials once they've been established as a **Partner Account User**. Find out more about adding Colleagues on page 81.

The **Practice Management Tab** has the same layout as the **Client Management Tab**, with its own **Inbox** and **Archive**. The only difference is that **Client Account Users** submit their documentation to their own **Client Inbox**, while your colleagues submit their documentation to the **Partner Inbox** in the **Practice Management Tab**.



**TIP :** You can always tell which part of Receipt Bank you're working on by the colour of the screen.

**BLUE** screens are associated with your **PRACTICE**.

**ORANGE** screens are associated with your **CLIENTS**.

### 1. Receipt Bank Logo

Clicking on this icon will navigate you back to the Partner Dashboard.

### 2. Inbox Tab

The Partner Inbox is the area where submitted items are stored in order to be viewed, edited, published or downloaded.

### 3. Add Items Page

The Add Items button displays the Add Items Screen. This is the area where you can upload documents to the Partner Inbox, or view the details associated with the Mobile App or Email-in submission methods.

Find out more about the Add Items page on page 31.

### 4. Account Settings

The Account Settings menu allows you to customize the settings associated with the Partner Account.

Find out more about Partner Account Settings on page 79.

### 5. Notification Centre

The Notification Centre is an inbox used to receive and respond to Item Messaging communications from your clients.

Note: You must subscribe to the 'Targeted Communication' package to access this feature.

Find out more about Targeted Communication on page 87.

### 6. Resource Centre

The Resource Centre menu contains additional resources to assist with your everyday use of Receipt Bank. This includes:

- The Receipt Bank Help Centre
- The Partner Portal
- Orange Select - Receipt Bank's community hub
- The 'Log Out' button.

Find out more about the Resource Centre on page 92.

### 7. All Tab

The All Tab of the Partner Inbox will display all documents that have not yet been published or manually moved to the Archive.

### 8. Archive Tab

The Partner Archive is the area where published or downloaded items are stored. These will be kept in the Archive forever, so that documents can always be found in the event of an audit or review.

Find out more about the Archive on page 71.

### 9. Item Filter

The Item Filter allows you to limit which items are displayed in the Partner Inbox. You can select between:

- All Items
- Items submitted specifically by you
- Items submitted by other Partner Account Users

### 10. Submitted Item

This is a document that has been submitted to the Partner Inbox.

### 11. Items per page

This specifies how many items will be displayed on a page of the Partner Inbox.

# PARTNER ACCOUNT SETTINGS

## 6.2

The **Partner Account Settings** are used to manage the **Partner Account Users** who have access to your Receipt Bank account and client list. It also controls how Receipt Bank works as an internal tool within your practice.

You can access the **Partner Account Settings** by clicking 'Account Settings' when viewing the **Client Management** or **Practice Management** tab.

Most of the **Partner Account Settings** are the same as the **Client Account Settings**, and are used to control the **Practice Management Tab**: the section of Receipt Bank used for your own internal expense management and bookkeeping. For information on the majority of the **Partner Account Settings**, see the **Client Account Settings** on page 15 and compare the identical features.

Settings that exist only in the **Partner Account Settings** are noted below:

## 1. Account Details Tab

This section contains two sub-sections; Account Information, which includes the fundamental details associated with the Partner Account; and Subscription, which includes the subscription and billing details associated with the Partner Account.

## 2. Co-Branding

You can upload your own **Company Logo** using this option. After this has been done, your company logo will be displayed in correspondence sent by Receipt Bank to Client Account Users and Partner Account Users. Your image should be a JPEG or PNG file less than 10MB with a minimum size of 480x240p. We recommend that you use a PNG file with transparent layers so it stays 'on top' of the background.

## 3. Self-employed Clients

Self-Employed Clients who use the 1tap app can add themselves to your Partner Dashboard by entering the Unique Code quoted in this section.

## 4. Xero HQ Integration

You can connect your Receipt Bank account to Xero HQ using this option. Once connected, you'll receive notifications on Xero HQ if:

- A client has more than 100 items in their Client Inbox.
- A Client Account User has submitted an item that is more than 3 months old.

## 5. Maintain Colleagues Tab

Each Partner Account can have multiple Users with the ability to access the Receipt Bank Web and Mobile platforms. These are known as Colleagues, and can be given access to view, manage or edit specific Client Accounts according to your specifications. Adding a Colleague also allows the User to submit items to the Practice Management tab using any of Receipt Bank's Submission Methods. Find out more about Colleagues on page 81.

# PARTNER ACCOUNT

## ADDING COLLEAGUES

### 6.3

#### 6.3.1. Adding a Colleague

**Colleagues** (also known as **Partner Account Users**) are unique, personal accounts used to access the **Partner Account**. Each **Partner Account User** will have the ability to:

- Log in to the Receipt Bank **Web App**.
- View, manage and edit **Client Accounts** (their level of access and editing ability is predefined when creating the **Colleague** profile and can be edited at any time).
- Log in to the Receipt Bank **Mobile App**.
- Submit items to the **Practice Management Tab**.

You can add a **Colleague** from the '**Account Settings**' > '**Maintain Colleagues**' screen of the **Partner Dashboard** on the web app. You can add an unlimited number of **Colleagues** to the **Partner Account**.

Each **Colleague** will have their own individual log-in details. This will allow them to submit and view their own items in Receipt Bank. Depending on their **User Privilege**, they may also be able to view clients' items and publish them to the clients' **Integrated Accounting Software**.

Find out more about User Privilege on page 30.

The screenshot displays the 'Maintain Colleagues' interface. On the left is a navigation menu with options: General, My Details, Account Details, Categories, Maintain Colleagues, and Submission History. The main content area shows a list of colleagues. A modal window for adding a new colleague is open, showing a form with fields for name, CRN, and email, and a 'Manage' dropdown menu. The modal is highlighted with a red circle.

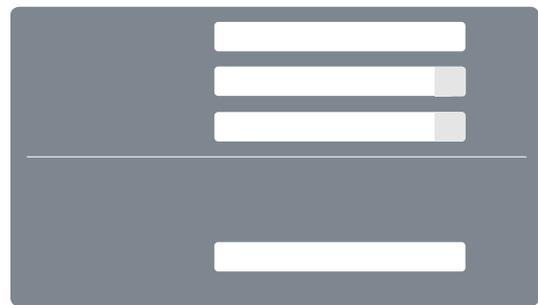
Colleague Name	CRN	Date created	Last login	Email	User Privilege	Mobile App Usage
Extract Partner	#637162418	11 Apr	13 Dec	extract.partner@accountant+ex	Administrator Account owner	Uses the iPhone app in the last 30 days
James Hartley	#6318834195	19 Dec 17	15:39		Basic User (publish all)	Never used the mobile app.
Deborah Bing	#7151016635	01 Jun 18	09:30	deborah.bing@receiptbank.me	Basic User	Never used the mobile app.

Click the “Add New Colleague” button on the ‘Account Settings’>‘Maintain Colleagues’ screen of the **Partner Dashboard** to begin creating a new **Partner Account User**. This process consists of 2 steps:



### 1. Confirm the Colleague’s details

Fill in the essential details about your colleague. Send them optional communications inviting them to use their Receipt Bank **Client Account**.



### 2. Confirm which Client Accounts your Colleague will have access to.

Specify which **Client Accounts** this Colleague can view and manage.



**TIP :** All of the overlay menus in Receipt Bank are fully moveable. Use your mouse cursor to click and drag the top portion of a menu to move it.



**TIP :** Only Partner Account Administrator Users can add new Colleagues to the Partner Account. Find out more about User Privilege on page 30.

# PARTNER ACCOUNT ADDING COLLEAGUES

## 6.3

Create a new user ×

---

First name \*

Last name \*

---

Account Details

E-mail \*

Mobile number ?

Notify user via e-mail ?

Notify user via SMS ?

---

Email-in

Email-in address ?  @receiptbank.me

---

Role ?

Publishing rights ?  Off  All Items

Cancel

1.

2.

3.

4.

5.

6.

7.

8.

## 1. Name

The full name of the Partner Account User.

## 2. E-mail

The email address for the Partner Account User. This is used as the Username for the Colleague to log in to Receipt Bank. We'll also use this to contact the Colleague with account information, password reset notifications and support queries. Find out more about email preferences on page 28. Find out more about resetting a password on page 28.

## 3. Mobile Number

The mobile phone number for the Partner Account User. This will only be used to send an SMS invitation to your Colleague to use Receipt Bank and download the Receipt Bank Mobile App.

## 4. Notify user via email

Checking this box will send an email invitation to the Colleague to use Receipt Bank. This email includes their login credentials and an introduction to using the software and downloading the Receipt Bank Mobile App. Find out more about Email invitations on page 12.

## 5. Notify user via SMS

Checking this box will send an SMS invitation to the Colleague to use Receipt Bank. This provides a direct link for them to download the Receipt Bank Mobile App, where they'll be automatically logged in and ready to submit items. Find out more about SMS invitations on page 12. Find out more about the Mobile App on page 33 (iOS) or page 39 (Android).

## 6. Email-in address

The Email-in address can be used by the Partner Account User to submit documents to their Practice Management Tab. It is unique to a single Partner Account User, and can be specified here. If this field is left blank, Receipt Bank will automatically generate an Email-in address using some of the other essential details provided on this screen. A Partner Account User can change their own Email-in address at any time. Find out more about the Email-in submission method on page 51.

## 7. Role

This setting defines the Partner Account User Privilege. Users will be able/unable to perform certain actions involving their own submitted items on Receipt Bank depending on their Role. Find out more about User Privilege on page 29.

## 8. Publishing Rights

This setting determines if the Partner Account User can publish their own submitted items from the Receipt Bank Practice Management tab to the Partner Account's Integrated Accounting Software.

- **Basic Users** will only be able to publish their own items.
- **Admin Users** will be able to publish anyone's items

Find out more about Publishing on page 61.

# PARTNER ACCOUNT

## ADDING COLLEAGUES

### 6.3

Once the initial details associated with a **Colleague** have been established, click 'Next'. You will be navigated to the Client Access screen, where you can specify which **Client Accounts** this **Colleague** will have access to.

The screenshot shows a 'Create a new user' dialog box with a close button (X) in the top right corner. Below the title bar, there is a 'Client access' toggle switch currently set to 'ON'. To the right of the toggle is a red callout bubble with the number '1.'. Below the toggle are two buttons: 'Check All' and 'Uncheck All'. To the right of these buttons is a 'Filter And Search' button with a red callout bubble containing the number '2.'. Below these buttons is a search input field with a magnifying glass icon on the right. Below the search field is a list of client accounts, each with a checkbox to its left. A red callout bubble with the number '3.' is positioned to the right of the list. The list includes: Hampstead Music Supplies, Jericho Foodstuffs, Nompumelelo Enterprise, Moorish Bakery, Be Well Tour Agents, Donald's Donut Drive-Thru, Ludgrand Security Services, Karousel Market, Lambourn Laundromat, Northplan Test, Edmund's Epipens, and Wicket's Widgets. At the bottom of the dialog are two buttons: 'Previous' and 'Create'.

#### 1. Client Access Toggle

The Client Access toggle gives permission for the Colleague to view and edit Client Accounts. If this is switched to OFF, the Colleague will not have the ability to view any Client Accounts, but will still be permitted to submit their own items to the Practice Management tab.

If this is switched to ON, the Colleague will have the ability to view and edit items within specified Client Accounts.

#### 2. Filter, Search and Check/Uncheck All options.

The 'Filter and Search' options can be used to browse your list of Client Accounts. Type the name of a Client Account into the search bar to filter your view the displayed clients to just those that meet your search query.

The 'Check All' and 'Uncheck All' buttons will select or deselect all of the Client Accounts from that are currently visible on the Client Access screen.

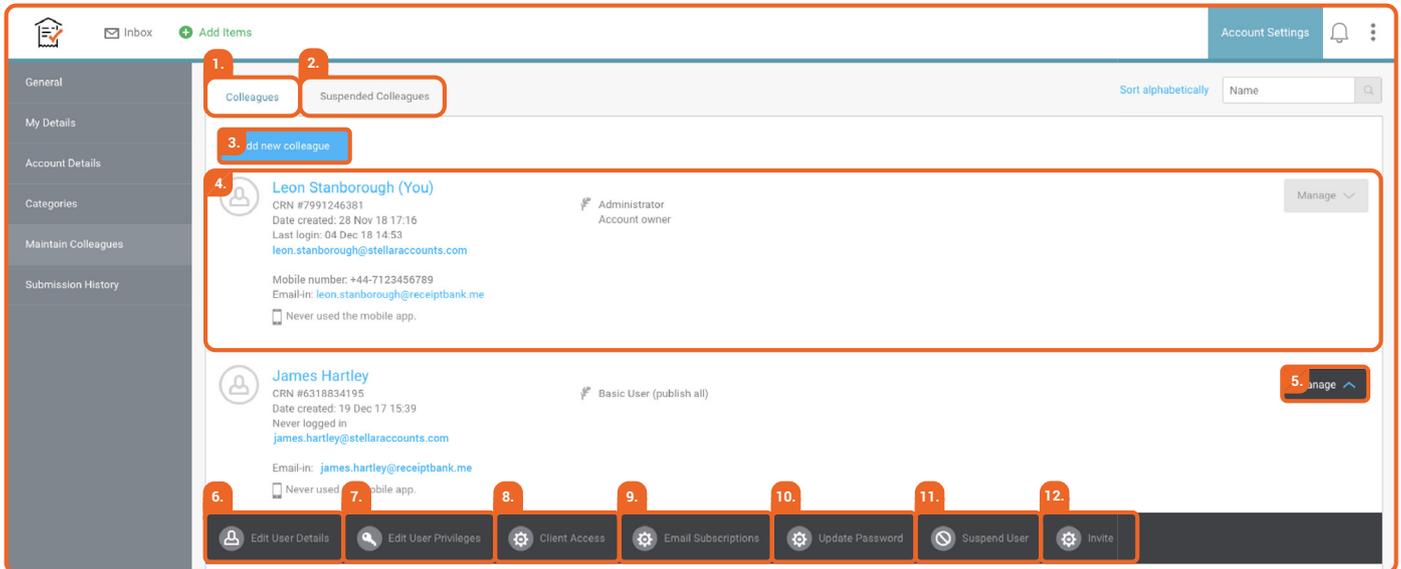
#### 3. Client Account List

All of the Client Accounts that you've added to Receipt Bank will be displayed here. You can grant or remove your Colleagues access to the Client Account by checking/unchecking the boxes to the left of the Client Account name.

## 6.3.2. Managing a Colleague

Once you've added a **Colleague**, you can view and edit any of their details from the 'Account Settings' > 'Maintain Colleagues' screen of **Partner Account** of the **Web App**.

This screen shows all of the **Colleagues** present on the **Partner Account**. Press the 'Manage' button to edit any of their details.



### 1. Colleagues Tab

Shows the active Colleagues on the Partner Account.

### 2. Suspended Colleagues Tab

Shows the Colleagues that have been suspended from the Partner Account.  
Find out more about Suspended Users on page 30.

### 3. 'Add new colleague' button

Adds a new Colleague to the Partner Account.

### 4. Colleague/Partner Account User

This is the Partner Account User, and all of the details associated with it.

### 5. Manage

Press this button to edit any of the details associated with a User's Account. This will reveal buttons 6 - 12.

### 6. Edit User Details

Change the Name, Login Email, or Mobile Number of the Partner Account User.

### 7. Edit User Privileges

Change the Colleague's User Privilege.  
Find out more about User Privilege on page 29.

### 8. Client Access

Change which Client Accounts this Colleague can view and edit.

### 9. Email Subscriptions

The 'Email Subscriptions' button can be used to activate/deactivate email notifications for this Colleague.

### 10. Update Password

**Change the Password for this User Account.**

This allows you to choose a new password, which can be used immediately.  
The first time someone logs into the Partner Dashboard using this password, they'll be prompted to change the password.

### 11. Suspend User

Remove this Colleague's access to Receipt Bank. They will no longer be able to log in to Receipt Bank or submit items to the Practice Management Tab.

### 12. Invite

Sends an email to the Partner Account User inviting them to use Receipt Bank. You can also specify to send them an SMS invitation to use the Receipt Bank Mobile App. This will also reset the User's password.

# 7.1 TARGETED COMMUNICATION



**TIP :** The **Targeted Communication** package is an additional purchasable feature of Receipt Bank Extract. Contact your Account Development Consultant to learn more about subscribing to the **Targeted Communication** package.

The **Targeted Communication** package allows for instantaneous messaging between your practice and your client base. It activates 2 features for your **Partner Account**:

1. **Item Messaging**
2. **Outstanding Paperwork Reports**

## 7.1.1. Item Messaging

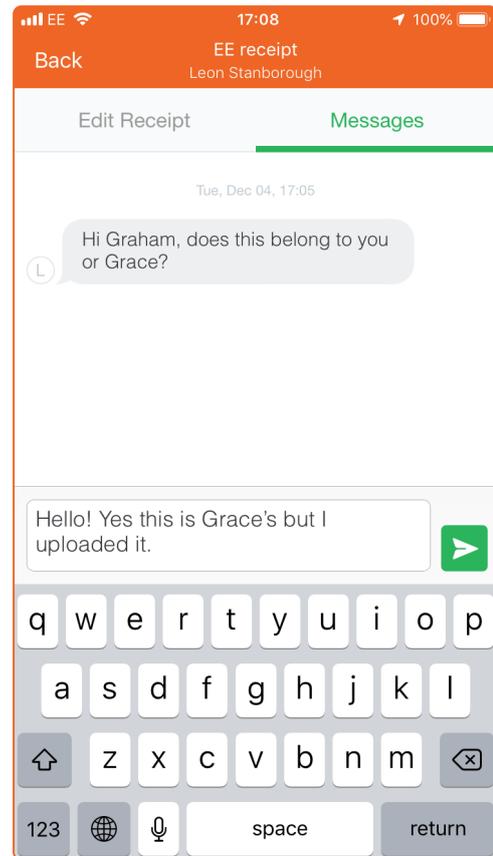
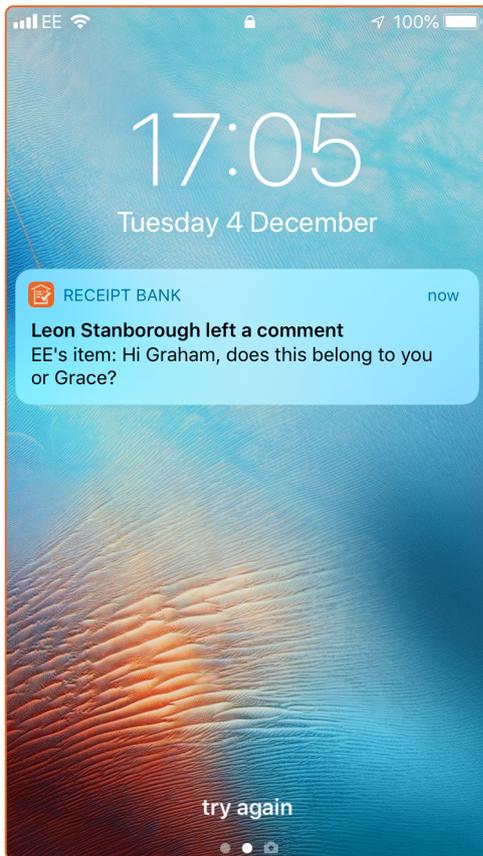
**Item Messaging** is a tool for discussing submitted documents with your clients. This means you can work collaboratively to ascertain additional context or missing information in regards to your clients' documentation.

You can send an **Item Message** by navigating to an item's **Receipt Details** page, clicking on the "Messages" tab and typing a message that you wish to send to the **Client Account User** who owns the document.

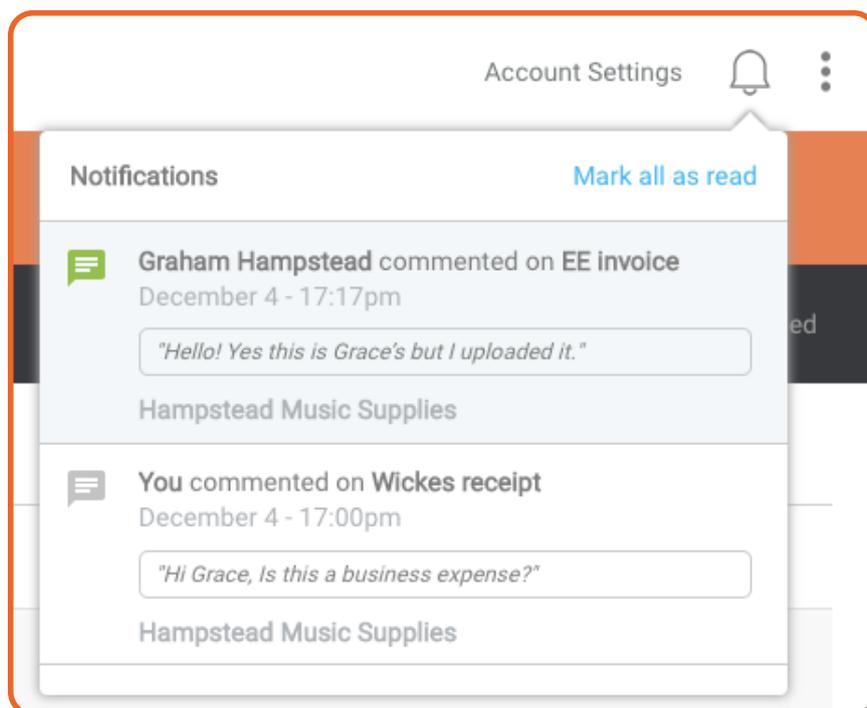
**Note:** You can only send Item Messages to Client Account Users who have previously logged in to the Receipt Bank Mobile App.

The screenshot shows a mobile application interface with three tabs: 'Receipt Details', 'Advanced', and 'Messages'. The 'Messages' tab is selected and highlighted in orange. Below the tabs, the name 'Graham Hampstead' and the initials 'EE' are displayed. A text input field contains the message 'Hi Graham, does this belong to you or Grace?'. To the right of the input field is a green button labeled 'Send'.

An **Item Message** will be displayed as a push notification on the **Client Account User's** phone. They can then tap into the message and reply to your query using the Receipt Bank **Mobile App**.



You will be notified of any new **Item Messages** by an indicator in the **Notification Centre** and an indicator on the image icon within the **Client Inbox**. You can read and respond to messages using the Receipt Bank **Web App** or **Mobile App**.



## 7.1 TARGETED COMMUNICATION

### 7.1.2. Outstanding Paperwork Reports

**Outstanding Paperwork** is a reporting function available for **Client Accounts** that are integrated with **Xero** or **Sage Business Cloud Accounting**. An **Outstanding Paperwork Report** provides a detailed summary of each of the transactions that appear in the client's bank feed within **Xero** or **Sage**, but have not yet been submitted to Receipt Bank.

Using an **Outstanding Paperwork Report** can prompt your clients to provide the supporting documentation and ensure that their books are complete.

You can create an **Outstanding Paperwork Report** by navigating to the **Client Inbox** and clicking on the **Outstanding Paperwork** icon.

You will then be prompted to select the transactions that you wish to include within the report and which format you'd like to create the report in. The following formats are available:

#### Send to phone

Send the report to a Client Account User. They will be able to view the report using the Receipt Bank Mobile App. They can also respond to each section of the report from within the app.

#### Export as Sheets

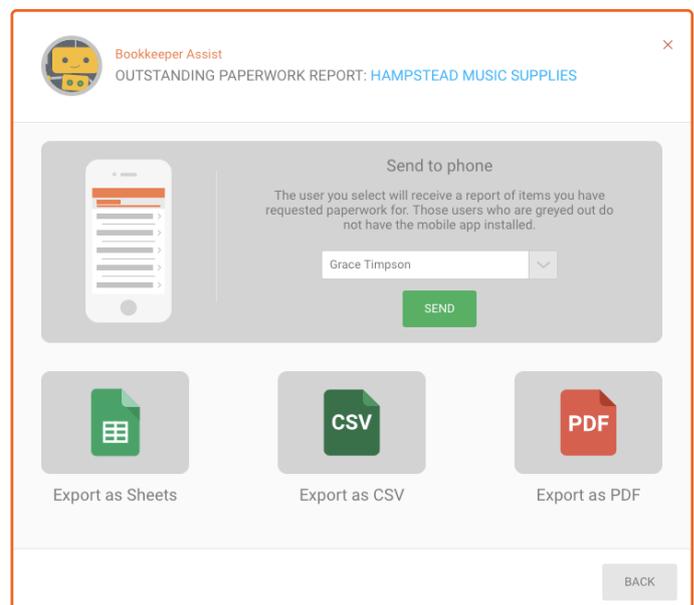
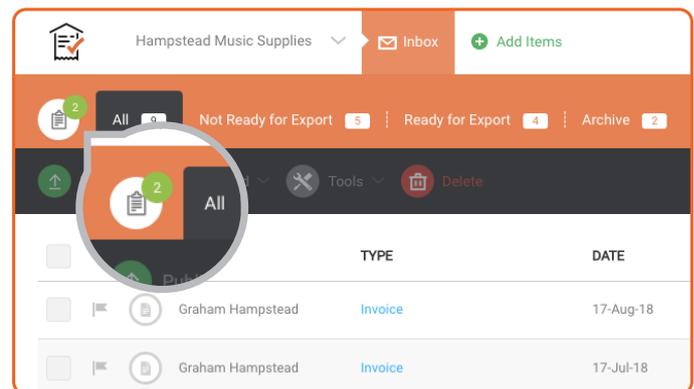
Receipt Bank will create a Google Sheet document containing the report within your Google Drive account.

#### Export as CSV

Receipt Bank will create a .CSV file containing the report as a data file.

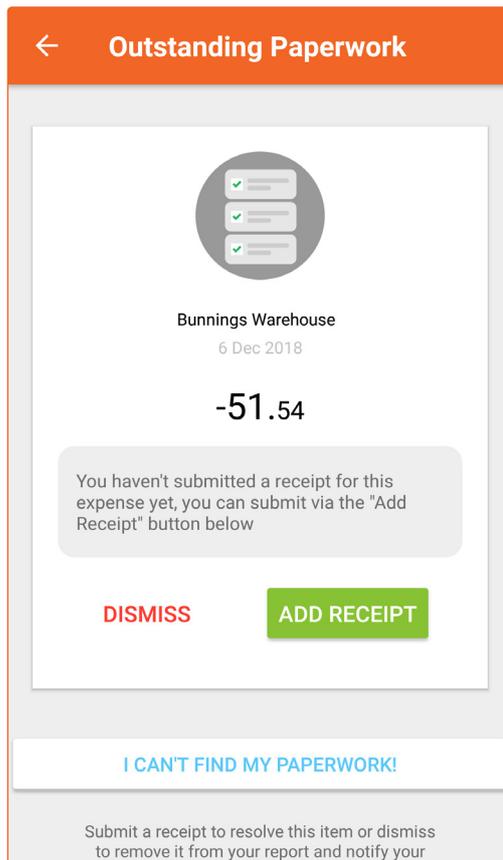
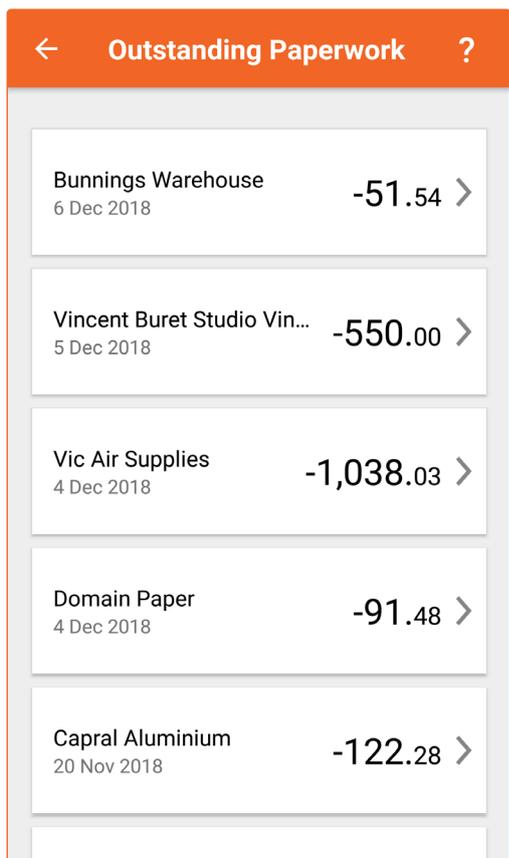
#### Export as PDF

Receipt Bank will create a .PDF file containing the report as an image file.



If an **Outstanding Paperwork Report** is sent to a client's phone, it will be displayed as a push notification. Pressing this will navigate them to the Receipt Bank **Mobile App**, where they can view the details associated with each transaction that don't currently have supporting documentation.

Tapping into an individual transaction provides the options to capture an image of the document, reassign the document owner, or dismiss the **Outstanding Paperwork** request for that individual transaction.



# SUPPORT RESOURCES

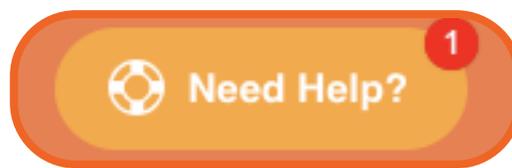
## HELP INDICATOR

### 8.1

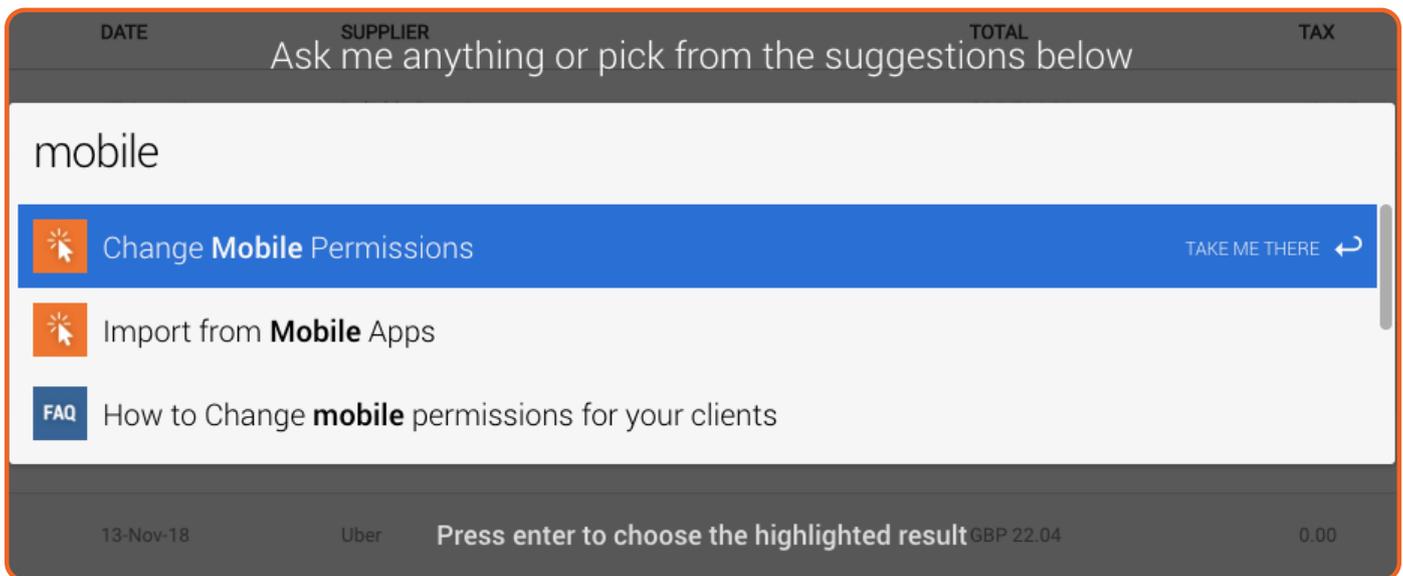
In addition to Receipt Bank's core functionalities, the **Web App** also provides a number of support resources to assist in your everyday use of the the product.

The **Help Indicator** is located in the bottom-right corner of the Receipt Bank **Web App**. It provides the capability to learn more about certain features, log support tickets or navigate to sections of the **Web App**.

To open the **Help Indicator**, click the 'Need Help?' button in the bottom-right of the screen.



This will open a search bar. Type your query into the 'Start typing here' field and browse the suggested articles related to your search term. You can scroll through the results to display additional information.



There are multiple kinds of results that the **Help Indicator** can display:



**Assisted Search:** Clicking a result with this icon will guide you to the required section of the Receipt Bank Web App



**Open a Support Ticket:** Clicking a result with this icon will open a support window where you can ask one of our dedicated Support Team experts for assistance.



**FAQ Article:** Clicking a result with this icon will open a Help Centre article with further information on your searched query



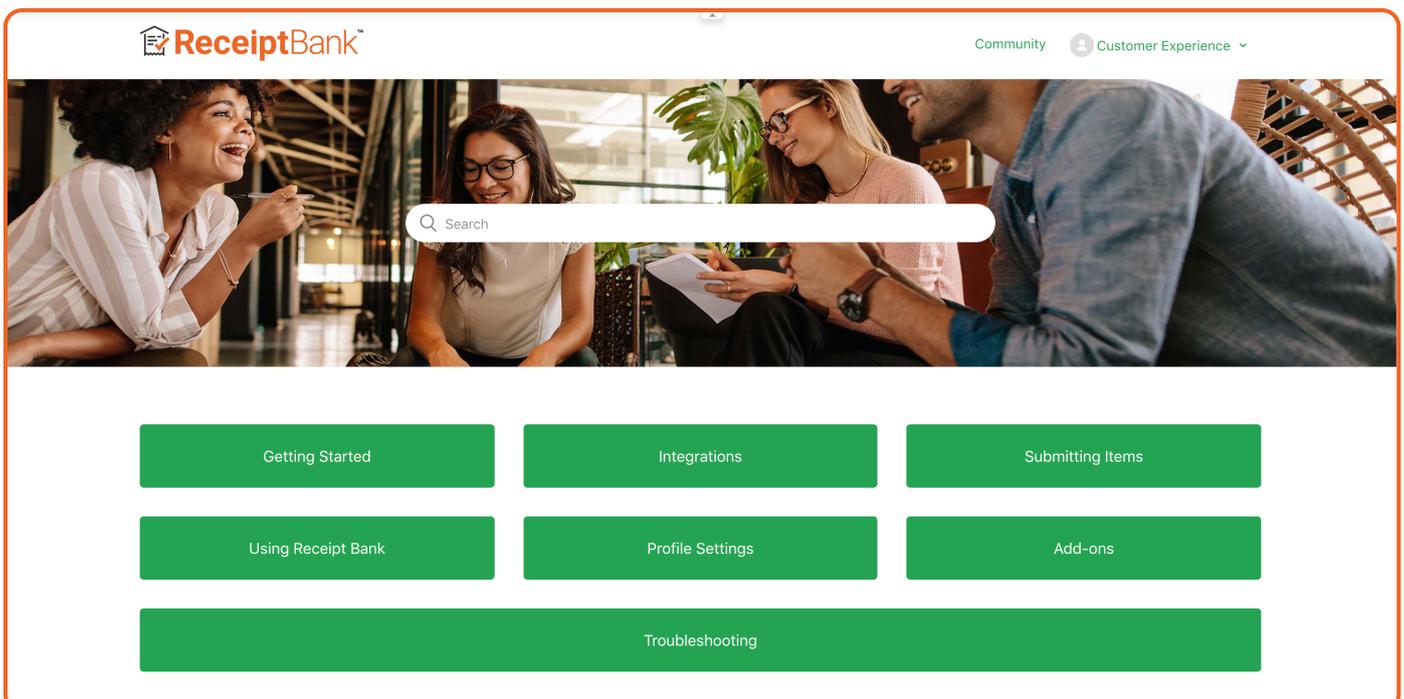
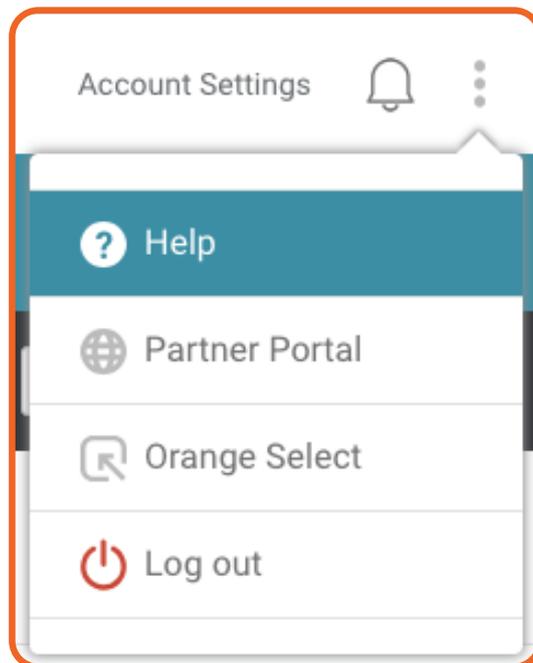
**Open Chat Support:** Clicking a result with this icon will open a chat window where you can talk with our dedicated Support Team

# SUPPORT RESOURCES

## HELP CENTRE

### 8.2

The **Help Centre** is a large searchable collection of information associated with the use of Receipt Bank. You can browse the **Help Centre** to answer most queries about Receipt Bank. You can access the **Help Centre** by clicking on the **Resource Centre** at the top-right of the page and selecting 'Help' from the dropdown menu.

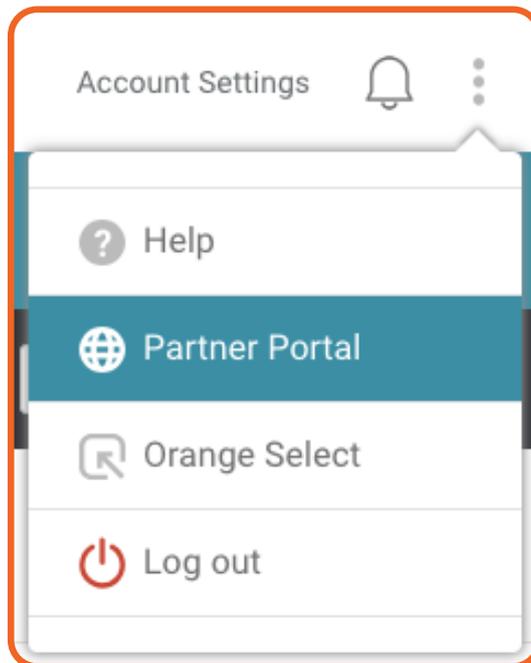


# SUPPORT RESOURCES

## PARTNER PORTAL

### 8.3

The **Partner Portal** is the space where you can find additional training content and resources to assist in the implementation of Receipt Bank within your Practice. You can access the **Partner Portal** by clicking on the **Resource Centre** at the top-right of the page and selecting 'Partner Portal' from the dropdown menu.



The **Partner Portal** split into three sections:

- **Partner Rewards Programme**

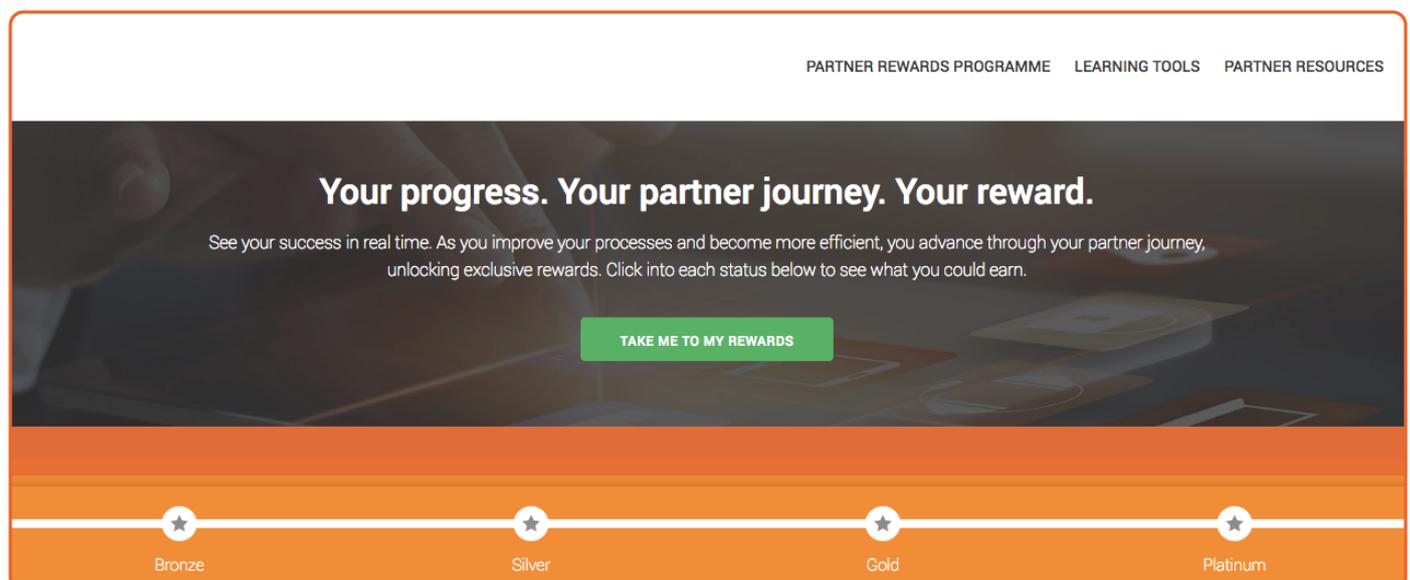
Discover how Receipt Bank is working within your practice, where you're spending and saving time on Receipt Bank and track your progress towards reward schemes associated with client submissions.

- **Learning Tools**

View educational content and increase your knowledge of how Receipt Bank works.

- **Partner Resources**

View and download content designed to help you implement and use Receipt Bank within your practice.

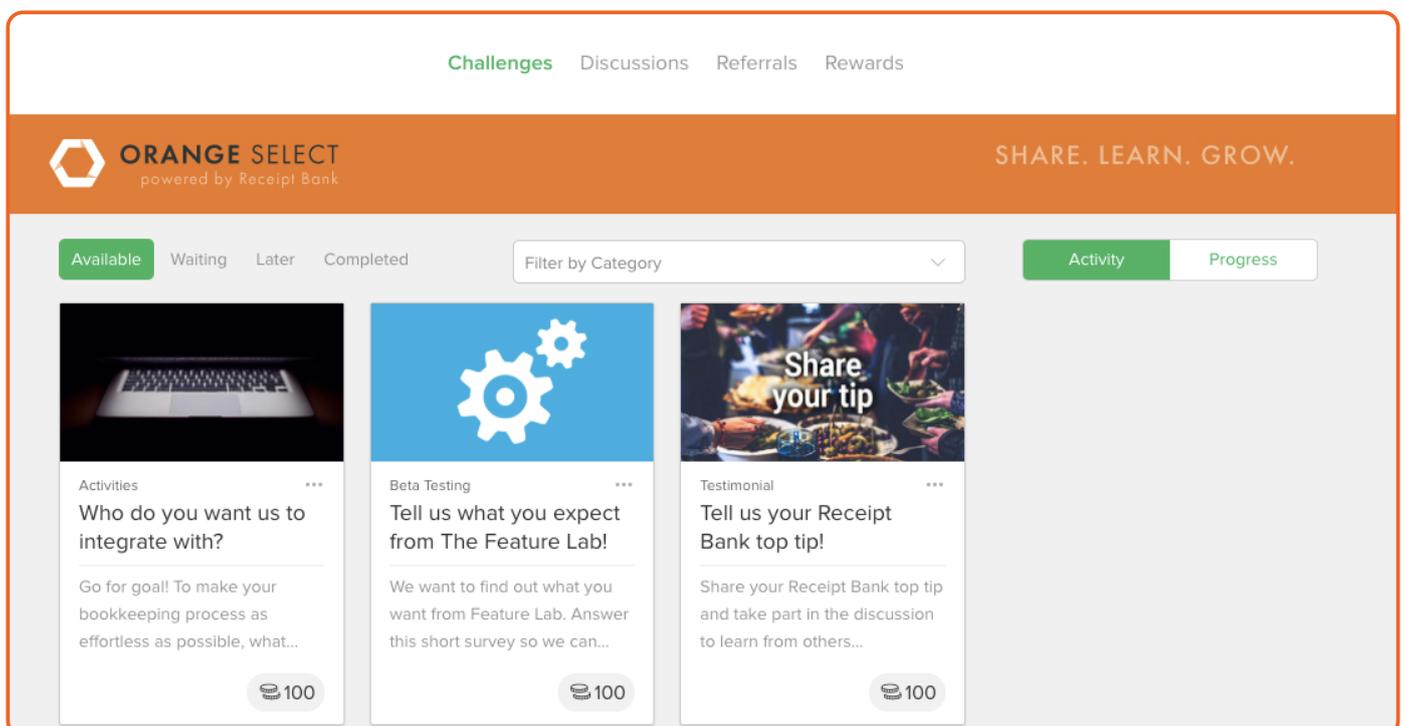
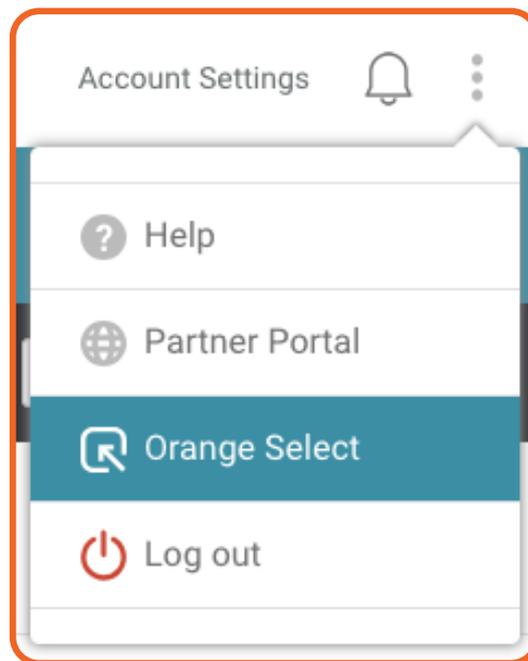


# SUPPORT RESOURCES

## 8.4

## ORANGE SELECT

**Orange Select** is Receipt Bank's community hub. It's a where you can view upcoming product features, discuss industry trends with other Receipt Bank partners and earn rewards for completing challenges. You can access **Orange Select** by clicking on the **Resource Centre** at the top-right of the page and selecting 'Orange Select' from the dropdown menu.



# GLOSSARY

**Account Country** - page 10, 17

A business' country of residence. Required when adding a new client to the Partner Dashboard.

**Account Details Tab** - page 17, 79

A section the Partner Account Settings and Client Account Settings menus used for changing the fundamental and billing information of the account.

**Account Owner** - page 7

The Client Account User created when creating a Client Account.

**Account Settings - Client** - page 11, 15

The menu used for changing the details and behaviours associated with a Client Account.

**Account Settings - Partner** - page 79

The menu used for changing the details and behaviours associated with the Partner Account.

**Account User** - page 7, 25, 81

An individual who has been granted access to the Partner Account, or Client Account.

**Administrator User** - page 7, 25, 29, 81

A Partner Account User or Client Account User that has the ability to view and edit other user's submitted items.

**Add Client** - page 7

The button used to create a new Client Account.

**Add Items** - page 31

The menu to view the submission methods available for a Client Account or Partner Account.

**Advanced Search** - page 55, 66

A tool for limiting your view of a Client Inbox or Partner Inbox to defined ranges of criteria.

**Archive** - page 56, 61, 68, 71

A section of the Client Inbox or Partner Inbox where published and manually moved items are stored.

**Base Currency** - page 7, 17

The currency that a Client Account typically uses.

**Basic User** - page 25, 29, 81

A Partner Account User or Client Account User that does not have the ability to view or edit other people's items.

**Batch Details / Batch History** - page 75

A section of the Submission History menu used to view the details of specific submitted items.

**Billing Details** - page 17, 79

A section of the Account Settings menu used to alter the billing and subscription plans of an account

**Bookkeeping User** - page 53

A Client Account User established so that you (the bookkeeper/accountant) can personally submit items to the Client Account using the mobile app.

**Category** - page 23, 55, 59

An account from your Chart of Accounts

**Category Code** - page 23

The code used to reference an account from your Chart of Accounts

**Category Name** - page 23

The name an account from your Chart of Accounts

**Categories Tab** - page 23

A section of the Account Settings used to view and edit your Chart of Accounts

**Change Password** - page 28, 86

The process of resetting a password used to login to an account

**Chart of Accounts** - page 23

A list of all of the accounts used to record and categorize transactions

**Client Account** - page 7, 13-76

The space to manage all of the documentation and details associated with a client's business

**Client Account Settings** - page 15-20

The menu to alter the details and behaviours associated with a Client Account

**Client Account User** - page 7, 19, 25

An individual who can log on to the Receipt Bank Mobile App and Web App, and can submit items to a Client Account

**Client Inbox** - page 13-14, 55-76

The place where documentation for each Client Account is stored.

**Client Management Tab** - page 3

An overview of all of the Client Accounts present on the Partner Account

**Client Search** - page 4

A searchbar used to filter the Client Management Tab to specific Client Accounts

**Client Type** - page 4, 8

The type of Client Account: Small Medium Enterprise or Self Employed

**Cloud Accounting Software** - page 16, 21-22, 61

An accounting software hosted on the cloud, such as Xero, QuickBooks Online, Sage Business Cloud Accounting, Kashflow, MYOB and FreeAgent

**Colleague** - page 3, 8, 81-86

An individual who has access to the Partner Account, and specified Client Accounts. This term is used interchangeably with Partner Account User

**Colleague Access** - page 8, **85-86**

A list of the Client Accounts that a Colleague (Partner Account User) has permission to access

**Company Logo** - page **80**

A section of the Partner Account Settings that enables you to add your Company Logo to client communications associated with Receipt Bank

**CSV** - page **63**

A download format that presents document data in a CSV (Comma-separated Value) format. This can be easily imported to Accounting Softwares or Microsoft Excel

**Desktop Accounting Software** - page **24, 63**

An accounting software that is hosted locally and has little interaction with the cloud, such as QuickBooks Desktop or Sage50

**Direct Upload** - page **49-50**

A Submission Method used for uploading files from a computer to Receipt Bank

**Document Currency** - page **60**

The currency that a transaction took place in and recorded on the submitted document

**Document Date** - page **60**

The date that a submitted document was issued or received

**Document Image** - page **59**

The original photo of the submitted document

**Download** - page 56, **63-64**

The button used to download submitted items as a PDF or CSV file.

**Due Date** - page **60**

The date that an Invoice is due to be paid

**Duplicate** - page **55, 67**

A single transaction that is captured and uploaded to Receipt Bank multiple times

**Email-in** - page 10, 25, **51, 81**

A submission method used for uploading files to Receipt Bank using Email

**Email-in Address** - page 10, 25, **51, 81**

A personal '@receiptbank.me' email address created for each Account User in order to use the Email-in submission method

**Email Preferences** - page **28, 86**

The setting used to enable/disable certain types of email notification for a Client Account User

**Filter - Client** - page 4

A tool used to filter the Client Management tab to certain Client Types

**Filter - Item** - page 65

A tool used to filter the Inbox to certain types of submitted documents

**Flag** - page 56, 68

A tool used to mark significant documents. This makes them searchable using the Filter tool

**General Tab** - page 16

A section of the Account Settings used to manage integrations and download formats.

**Help Centre** - page 92

A large searchable site used to answer queries and questions associated with the use of Receipt Bank

**Help Indicator** - page 91

A support resource within the Web App used to answer queries and questions associated with the use of Receipt Bank

**In Processing** - page 55

A section of the Inbox that details documents that have been submitted, but are currently undergoing the data extraction process.

**Inbox - Client** - page 13-14, 55-76

The section of the Client Account that contains all of the client's business' submitted documentation

**Inbox - Partner** - page 77-78

The section of the Practice Management tab that contains all of your practice's internal submitted documentation

**Integration** - page 16, 21, 23, 61

A connection to an Accounting Software

**Integrated Accounting Software** - page 16, 21, 23, 61

The Accounting Software currently integrated with the Receipt Bank Partner Account or Client Account.

**Invoice Fetch** - page 47

A submission method used for the automatic retrieval of documentation from online supplier portals.

**Item History** - page 73

A list of each time the data associated with a document has been edited.

**Item ID** - page 73

A unique identification number automatically applied to each submitted document

**Item Messaging** - page 87

Part of the Targeted Communication package that enables the ability to send messages directly to the Client Account User on the Receipt Bank Mobile App

**Items** - page 31-76

General term for a document that has been submitted to Receipt Bank

**Language** - page 17

The language that an account will be displayed in

**Maintain Users Tab** - page 19

A section of the Client Account Settings used to add and manage Client Account Users.

**Maintain Colleagues Tab** - page 79

A section of the Partner Account Settings used to add and manage Colleagues [Partner Account Users].

**Merge** - page 68

A tool used to combine two separate documents on Receipt Bank into a single item

**Merged Items** - page 67, 68

Items on Receipt Bank that have been manually merged, or automatically merged when a duplicate is detected

**Mobile App** - page 33-38, 39-44

A submission method used to upload documents by using your smartphone to take pictures of physical receipts. There are also many functions within the Mobile App to manage documentation and accounts

**Need Help?** - page 91

A support resource within the Web App used to answer queries and questions associated with the use of Receipt Bank

**Not ready for export** - page 55, 62

An item status and section of the inbox for submitted documents that require additional data before they can be published to an integrated accounting software

**Note** - page 67

An additional detail within an item that provides contextual information on how a document was processed

**Notification Centre** - page 92

A section of the Web App used to receive Item Messaging notifications

**Orange Select** - page 94

A community hub to interact with other Receipt Bank partners and receive rewards for using Receipt Bank

**Outstanding Paperwork** - page 89

Part of the Targeted Communication package that enables the ability to send reports detailing transactions that have not yet been submitted to Receipt Bank.

**Partner Account** - page 3-12, 77-86

The Receipt Bank account used by your Accountancy/Bookkeeping practice. This contains all of the Client Accounts added to your Partner Dashboard.

**Partner Account Settings** - page 79-80

The menu to alter the details and behaviours associated with your Partner Account.

**Partner Account User** - page 81

An individual who has access to the Partner Account, and specified Client Accounts. This term is used interchangeably with Colleague.

**Partner Dashboard** - page 3, 77

The sections of the Receipt Bank web app that can only be accessed by Partner Account Users. This contains the Client Management and Practice Management tabs

**Partner Portal** - page **93**

A personal hub to monitor your Receipt Bank usage, view training materials and download implementation resources

**Password** - page **28, 86**

The password for an Account User to log in to Receipt Bank

**PDF** - page **63**

A download format that presents selected document images as a PDF.

**Practice Management Tab** - page **77**

A section of the Partner Dashboard used for your practice's own documentation.

**Publish** - page **56, 61**

The process of sending an item (and the associated data) from Receipt Bank to an Integrated Accounting Software.

**Publishing Data** - page **72**

The indicator that Receipt Bank has already published an item to an Integrated Accounting Software.

**Publishing Rights** - page **29**

A User Privilege that can be given to Basic Users. This permits them to publish their own items to an Integrated Accounting Software.

**Ready for Export** - page **55, 62**

An item status and section of the inbox for submitted documents that have all the required data for publishing to an Integrated Accounting Software.

**Receipt Details Page** - page **59**

A section of the Inbox where you can view and edit all of the data associated with a submitted document.

**Reset Password** - page **28, 86**

The process of changing a Password for an Account User to access their Client Account, or Partner Account.

**Resource Centre** - page **91-94**

The menu from which you can access the Receipt Bank Help Centre, Orange Select, the Partner Portal or log out of Receipt Bank

**Restore** - page **75**

The act of restoring a deleted document.

**Role** - page **25, 29, 81**

The level of user privilege that an Account User has. This impacts their ability to view and edit other Account Users' submitted documents.

**Split** - page **69-70**

A tool used to divide a single document into two separate items.

**Status** - page **55, 62**

A column of the Inbox that describes the current state of an item; whether it is Ready for Export or Not Ready for Export.

**Submission History** - page 74

A list of each time an Account User has submitted documents to their Account.

**Submission Methods** - page 31-54

The ways to send documents to Receipt Bank

**Submit on Behalf of Clients** - page 53

The ways you can send documents to Receipt Bank for your clients.

**Subscription Tab** - page 17, 79

A tab of the Account Details section of the Account Settings page. This allows you to view and manage the subscription and billing details associated with the account.

**Supplier** - page 55, 59, 65

The vendor/supplier that issued a submitted document

**Supplier Search** - page 65

A searchbar used to filter the Inbox to specific supplier names.

**Suspended User** - page 27, 30

An Account User who has been revoked access to Receipt Bank

**Targeted Communication** - page 87-90

A purchasable add-on package that enables the Item Messaging and Outstanding Paperwork features.

**Tools** - page 68

A sub-set of features for managing Items within the Inbox.

**Tripcatcher [UK Only]** - page 52

A submission method used to automatically upload Mileage claims from the Tripcatcher app

**Type - Document** - page 55, 59

The type of document that was submitted (E.G. Invoice, Receipt, Credit Note, etc.)

**Unarchive** - page 71

A tool used to move documents from the Archive to the Inbox

**Unintegrated Accounting Software** - page 24, 63

Accounting software that is not available to integrate with Receipt Bank

**Username** - page 2, 7, 25, 81

The email address used to log in to Receipt Bank

**User Privilege** - page 29-30

The permissions given to Account Users, allowing/preventing them from seeing other Users' submitted items.

**Web App** - page 2-32, 45-94

All components of Receipt Bank accessed through [app.receipt-bank.com](http://app.receipt-bank.com)



