

# ➤ Shadow Ledger

## Halo Portal User Guide

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## This document provides a step-by-step guide to using your Scottish Pacific Portal.

Please ensure all relevant staff within your organisation read and are familiar with this operating guide as soon as possible after your account is established. This will help to ensure your facility runs as smoothly as possible in its early stages.

***NOTE:*** Your use of the portal is subject to this guide, the Client Services and Procedures Guide which we provide and the facility agreement which you enter with us. If there is any inconsistency between those documents the facility agreement prevails to the extent of the inconsistency. Any information which is available on the portal is provided subject to the facility agreement and if there is any inconsistency between that information and the facility agreement that agreement prevails to the extent of the inconsistency.

Sometimes the portal may not be available for use. You must then use other means to operate your account as outlined in the facility agreement.

We may change this guide from time to time.

# Introduction

The portal is your gateway to Scottish Pacific Business Finance. It allows you to track, request and view reports, and view movements on your facility. The portal will give you full control of your invoice finance facility. After reviewing the material in this guide, you will be able to:

- Successfully navigate through the portal;
- View your current availability, incoming payments and cash flow;
- Request payments;
- View, request and download reports for daily and end of month reporting;
- Upload new customer details, and open item ledgers.

This document will assist you in understanding where this information can be found. It will also guide you through the core features of the portal, explaining how to use them, as well as recommendations as to when to utilise them.

Your dedicated team at Scottish Pacific Business Finance will also be able to provide you guidance and support, allowing you to utilise the system to its full potential.

## Accessing the Portal

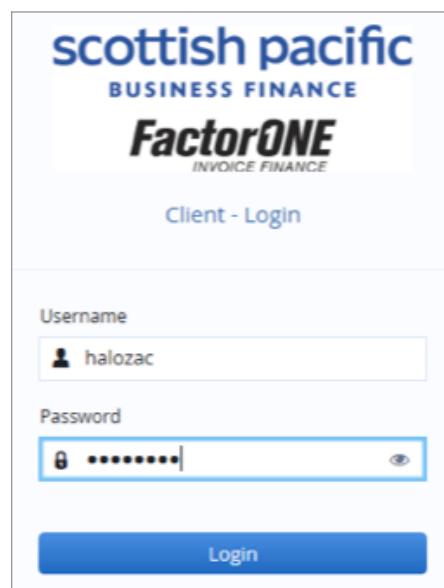
To access the portal, first open your internet browser (we suggest Internet Explorer, Mozilla Firefox or Google Chrome) and in the address bar type <https://scotpac.hpdsc.com/> (or click this link) and save to your favourites.

# Introduction

## First Time Login

When logging into the Client Portal for the first time you will be required to reset your password, and once you have done so you will be taken back to the client login screen to log in for the first time with your newly created password.

1. Enter the Username and Password which was assigned to you.



The screenshot shows the 'Client - Login' page. At the top, it displays the 'scottish pacific BUSINESS FINANCE' logo and the 'FactorONE INVOICE FINANCE' sub-branding. Below this, there is a 'Client - Login' heading. The form contains two input fields: 'Username' with the value 'halozac' and 'Password' with a masked value. A blue 'Login' button is located at the bottom right of the form area.

2. Next you will be required to change your password. Begin by entering the password, which was assigned to you, then enter your new password, and then re-enter your new password. Press '**Change Password**'.

**TIP:** Passwords expire every 60 Days, must be between 6-50 characters long, and can't be re-used for the next 2 password changes. Triplicate characters cannot be accepted (i.e. Password111) but duplicates can be (i.e. Password11).



The screenshot shows the 'Change Password' page. At the top, it displays the 'scottish pacific BUSINESS FINANCE' logo and the 'FactorONE INVOICE FINANCE' sub-branding. Below this, there is a 'Change Password' heading. The form contains three input fields: 'Current Password' with a masked value, 'New Password' with a masked value, and 'Re-Enter Password' with a masked value. A blue 'Change Password' button is located at the bottom right of the form area.

# Introduction

3. You will then be taken back to the initial login screen.

If you are automatically redirected to this screen it means that the system has accepted your new password. You will now be required to log in using your newly created password.



The screenshot shows the Scottish Pacific FactorONE Client - Login interface. At the top, the logo reads "scottish pacific BUSINESS FINANCE FactorONE INVOICE FINANCE". Below the logo is the text "Client - Login". There are two input fields: "Username" with the value "halozac" and "Password" with masked text. At the bottom is a blue "Login" button.

**NOTE:** If you are experiencing technical issues when logging in, or if you have forgotten your password please first select “Forgot Password?” to reset your password. If you do not receive an email prompt to reset this password, contact your dedicated Scottish Pacific team.

**NOTE:** If additional user accounts have been created for employees using the original administrator login, and they have forgotten their password, you can reset it for them using the same function of the portal ('Administration', bottom menu option on the left hand side) in which you would have utilised to create their login.

## Portal Alerts

Every time you log in to the portal there will be alerts that appear in the top right-hand corner. You will need to click through these alerts before operating further in the portal. While some of these will be permanent reminders, this is where we will inform you of any urgent notifications.

### Information

Keep up to date with tips and resources to help support you and your business in managing the impacts of COVID-19. In our business hub you'll find financial, health and wellbeing support and guidance - access via our website [www.scottishpacific.com](http://www.scottishpacific.com)

# Agreements

## Agreement Summary

The '**Agreement Summary**' (essentially your home page) is the one of the first pages to load when logging in to view your agreement. This area can also be accessed by selecting '**Agreements**' from the menu on the left-hand side of the screen.

You have control over the information that is displayed on this screen and can customise it to your needs. Each area/box on this screen is called a widget, and these can be deleted if you don't feel the information is relevant, or alternatively you can add new widgets.

### Adding Widgets:

Place the mouse over an empty widget and right click to view the options available. Simply select the desired option and the widget will appear.

### Deleting Widgets:

Click the 'X' in the top right-hand corner of the widget.

**TIP:** Any changes you make to this screen will be saved and visible the next time you log into the system.

## Request Funds

Select the '**Agreements**' tab on the left-hand side of your screen. Your Agreements tab should have a '**Request Funds**' widget. If not, follow the "**Adding Widgets**" instruction to add the "**Request Funds**" widget.

**Available funds** – your current maximum funds available for drawdown.

**Payment Type** – using the drop menu select the payment method, eg EFT or RTGS.

**Amount Requested** – this field will be prepopulated with the amount currently available, however, to edit the amount click the field and type in the desired amount.

**Add Payment Details** – this button allows you to type in a reference and instructions for the payment.

**IMPORTANT:** If an RTGS is requested after 4pm (AEST) it will not be processed until the following day, and if an overnight (EFT) is requested after 6pm (AEST) it will not be processed until the following day.

Press the '**Request Funds**' button to submit the request.

Request Funds	
Available Funds	32,355.82 AUD
Payment Type	EFT (ANZ)
Payment Recipient	Main
Amount Requested	32,355.82 AUD
<input type="button" value="Add Payment Details"/> <input type="button" value="Request Funds"/>	

# Agreements

## Customer (debtor) Payments

'**In-Payments**' are your customers (debtors) payments, and through the '**In-Payment Enquiry**' you can see what customers have paid on what days.

### Customer (debtor) Payment Enquiry:

1. From the '**Agreements**' menu (first option on the left-hand side) select '**In-Payment Enquiry**' from the menu bar at the top of the screen.
2. The customer payments that automatically load will be what's been received for that day. To view historical days simply select the relevant date from the '**Date Range**'.

## Out-Payment Enquiry

This feature can be used to check the status of '**Requested Funds**' or enquire about previous drawdowns.

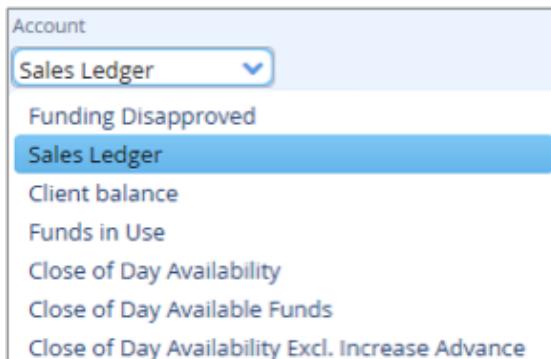
1. From the '**Agreements**' menu (first option on the left-hand side) select '**Out-Payment Enquiry**' from the menu at the top of the screen.
2. Use the fields available to complete the search. If looking for a specific payment use the '**Value Range**' fields, otherwise it is recommended to simply enter the relevant '**Date Range**' which will then populate a list of drawdowns for that period.

# Agreements

## Movements

The '**Movements**' area allows you to view changes that have been made to different areas of your account over specific periods of time. For example, if you have noticed a change in the sales ledger or funds in use you can use this feature to determine what transactions have been processed i.e. invoices, credits and debtor payments.

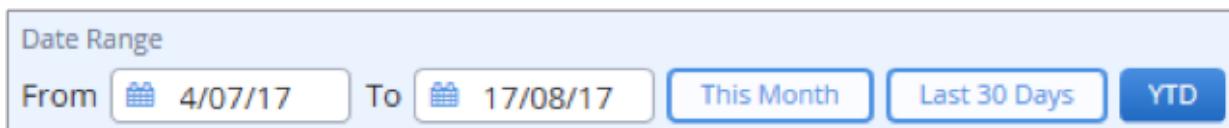
1. First you need to conduct the search by selecting the '**Account**' area you are enquiring about.



Account

- Sales Ledger
- Funding Disapproved
- Sales Ledger
- Client balance
- Funds in Use
- Close of Day Availability
- Close of Day Available Funds
- Close of Day Availability Excl. Increase Advance

2. Next you need to select the '**Date Range**' you are enquiring about. Alternatively, you can also simply view the current month, last 30 days or year to date transactions by selecting the appropriate button.



Date Range

From  To  This Month

3. As soon as you have entered the criteria the results will automatically populate.
4. Below is an example of what would appear if a search was conducted when searching '**Funding Disapproved**' from the '**Account**' drop down menu. Each item is date stamped and indicates the activity i.e. items being disapproved or reapproved, and whether it has a debit or credit impact on the account.

	Date Entered	Type	No. Txns	Debit	Credit
	5/07/17	Funding limit exceeded reapproval	8	0.00 AUD	32,190.89 AUD
	5/07/17	Dispute disapproval	8	837.91 AUD	0.00 AUD
	5/07/17	Funding disapproval	1	628.54 AUD	0.00 AUD
	5/07/17	Age reapproval	1	0.00 AUD	68.20 AUD

The transactions that display will vary depending on the '**Account**' type selected. For example, '**Funds in Use**' will display fees, customer (debtor) payments, drawdowns etc.

# Agreements

## Availability

Using the “**Breakdown**” Widget on the Agreement Summary page, your availability can be broken down for your better understanding:

Availability = **Borrowing Base** – **Deductions** = 1,653,958.48 – 1,356,199.52 = 297,758.96

Breakdown		
Availability Breakdown		
Borrowing Base 1,653,958.48 AUD	- Deductions - 1,356,199.52 AUD	= Availability = 297,758.96 AUD
<b>Borrowing Base</b> 1,653,958.48 AUD		
<u>Sales Ledger</u> 5,002,907.20 AUD		
Money In Transit Balance -75,955.69 AUD		
<u>Funding Disapproved</u> 2,981,118.00 AUD		
Funding Approved Balance 2,021,789.20 AUD		
Advance Deduction Rate @ 85%		
<b>Deductions</b> 1,356,199.52 AUD		
<u>Funds in Use</u> 1,276,311.76 AUD		
Accrued Fees 0.00 AUD		
Accrued Interest 128.83 AUD		
Reserve Fund (No FIU & No Client Balance) 79,758.93 AUD		
<u>Pending Out-Payments</u> 0.00 AUD		

**Funding Approved Balance** = Sales Ledger – Funding Disapproved

Per above example:

**Funding Approved Balance** = 5,002,907.20 – 2,981,118.00 = 2,021,789.20

**Borrowing Base** = (**Funding Approved Balance** + Money in Transit Bal) x Advance Deduction Rate

Per above example:

**Borrowing Base** = (2,021,789.20 + -75,955.69) x 85% = 1,653,958.48

**Deductions** = Funds in Use + Accrued Fees + Accrued Interest + Reserve Fund + Pending Outpayments

Per above example:

**Deductions** = 1,276,311.76 + 0 + 128.83 + 79,758.93 + 0 = 1,356,199.52

# Agreements

There are two methods in which debtors can be loaded into the system, one being an upload using an Excel file which details out the debtor information, and the second which requires each debtor to be manually keyed into the system.

## Debtor Manual Entry

The first method for uploading debtor accounts is through manual entry. This method is most suitable if only a few debtors are required to be uploaded.



1. Press the '**Debtors**' tab located on the left-hand side of the screen.
2. Select the '**Debtor Maintenance**' tab from the menu which runs along the top of the screen.

3. Here you will be required to complete the relevant fields with the appropriate debtor information. Anything which has a \* next to it means the field is mandatory and must be completed before you can proceed.
4. Once the data has been entered and checked, press the '**Submit Proposal**' button located at the bottom of the screen.

Debtor Details	
Country *	Australia
Language *	English (Australian)
Name *	Test Debtor
Address Line 1 *	1 Example Street
Address Line 2	
Address Line 3	
City *	Sydney
State *	NSW
Post Code *	2000
<input checked="" type="checkbox"/> Use as Legal	
Dial Code/Number (Work)	02 9999 9999
Email Address	debtor@testemail.com
Contact First Name	Joe
Contact Last Name	Bloggs
Contact Number	
Contact Email	
ABN	99 999 999 999
ACN	999 999 999
macca wid	*****
Debtor Currency *	Australian Dollar AUD
Client's Reference for Debtor *	1490
Debtor's Reference for Client	

# Debtor Upload

## Debtor File Upload

If multiple debtor accounts are to be uploaded this can be done through the Client Portal. First the excel file will need to be prepared.

### Preparing the Debtor File:

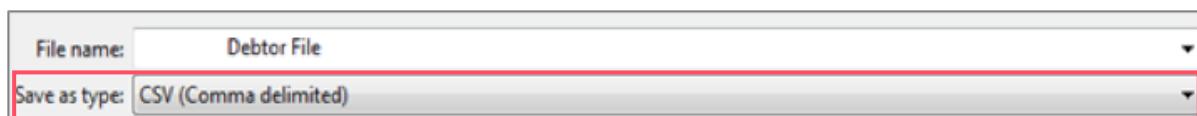
- The file must contain the following information in the following order:

<b>Column A:</b>	Client's Debtor Reference Number	Mandatory
<b>Column B:</b>	Debtor Name	Mandatory
<b>Column C:</b>	Address Line 1	Mandatory
<b>Column D:</b>	Address Line 2	Optional
<b>Column E:</b>	City	Mandatory
<b>Column F:</b>	State	Mandatory
<b>Column G:</b>	Postcode	Mandatory
<b>Column H:</b>	Country	Mandatory
<b>Column I:</b>	Phone Number	Mandatory
<b>Column J:</b>	Contact Name	Optional
<b>Column K:</b>	Email Address	Optional
<b>Column L:</b>	ABN/NZBN (no spaces)	Optional

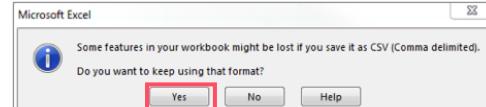
Below is an example of how the spreadsheet should look:

A	B	C	D	E	F	G	H	I	J	K	L	
1	DCM	Company	Lvl 5	1 Test St	City	NSW	2000	Australia	02 9999 9999	John	john@test.com.au	ABN

- The file then needs to be saved as a csv. file which can be done by clicking '**Save As**', selecting the location you wish to save the file and then selecting '**csv (Comma Delimited)**' from the '**Save As Type**' menu.



- A pop-up message will appear asking you to confirm you would like to save the file as a CSV, click '**Yes**'

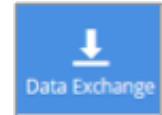


**TIP:** It's recommended to keep the Excel spreadsheet open when uploading it through the portal, this ensures that you don't lose the formatting.

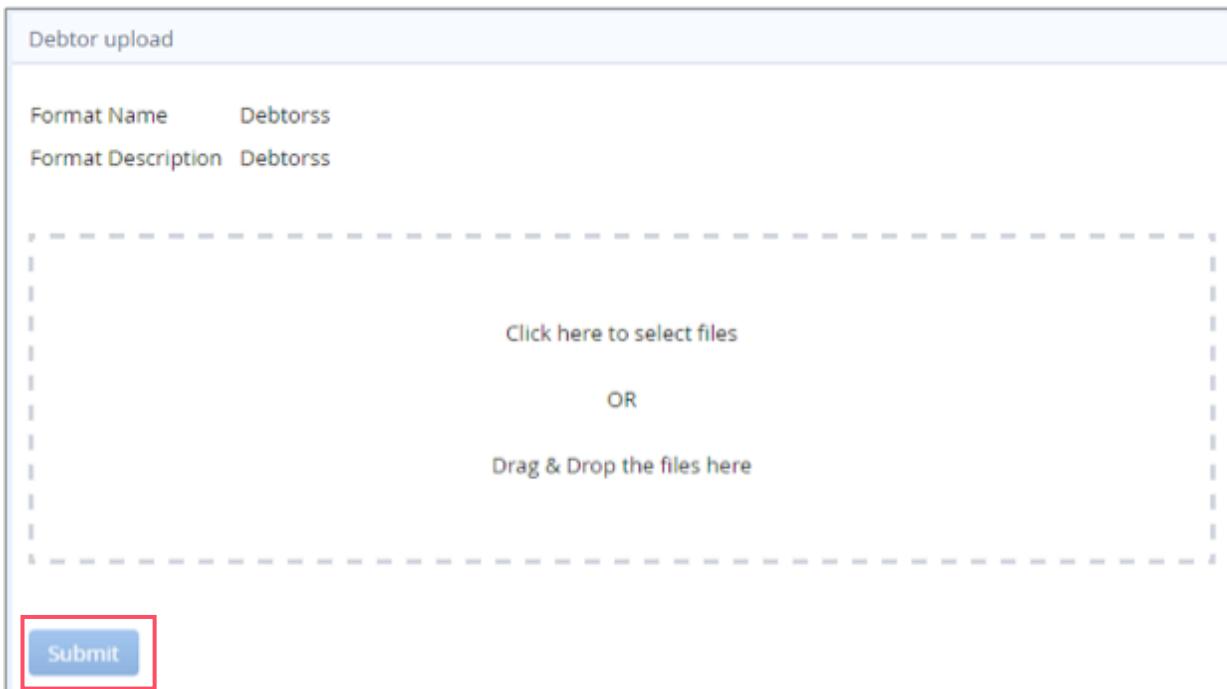
# Debtor Upload

## Portal Debtor File Upload:

Once the spreadsheet has been prepared and formatted correctly it needs to be uploaded through the Portal.

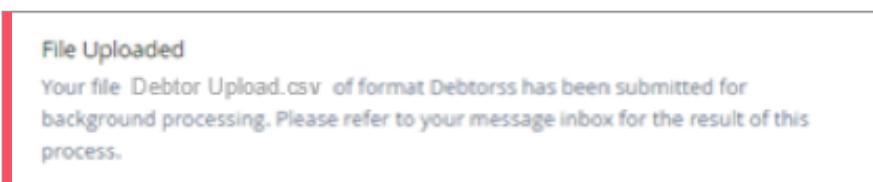


1. Press the '**Data Exchange**' tab located on the left-hand side of the screen.
2. Simply drag and drop the relevant file to the '**Debtor Upload**' area of the screen.



The screenshot shows a web-based application for uploading debtor files. At the top, there's a header bar with the title 'Debtor upload'. Below this, there are two sections: 'Format Name' (set to 'Debtors') and 'Format Description' (set to 'Debtors'). A large dashed rectangular area is provided for file upload, with instructions: 'Click here to select files' and 'Drag & Drop the files here'. At the bottom left of this area is a red-bordered 'Submit' button.

3. Click the '**Submit**' button.
4. If successful a message should appear in the top right-hand corner.



The screenshot shows a message box indicating the file was uploaded successfully. The message reads: 'File Uploaded' followed by 'Your file Debtor Upload.csv of format Debtors has been submitted for background processing. Please refer to your message inbox for the result of this process.'

# Entering a Schedule

## Uploading your Shadow Ledger

### Preparing the Schedule File:

Due to the fact accounting software differs from one another, manual manipulation of this data may be required to ensure the file is compatible for upload. The spreadsheet will require the same formatting each time.

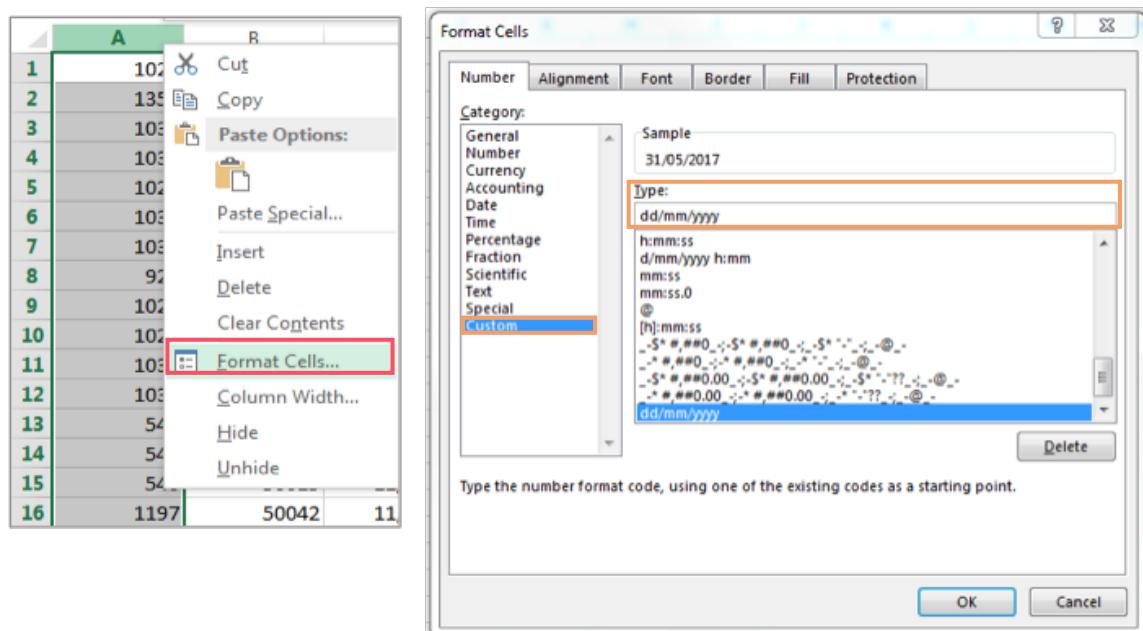
<b>Column A:</b>	Debtor Number/Code (Maximum 30 characters)
<b>Column B:</b>	Document Number (Maximum 15 characters & no number can be duplicated)
<b>Column C:</b>	Document Date (dd/mm/yyyy)
<b>Column D:</b>	Document Balance
<b>Column E:</b>	Whether the item is an invoice with the reference INV or a credit note by CRN  <i>(Tip: if your accounting software doesn't include INV &amp; CRN use the formula =IF(D1&gt;0,"INV","CRN") in column E to populate this column with the required reference.)</i>

	A	B	C	D	E
1	ACS	9654	10/04/2018	3568.96	INV
2	BKN	9656	11/04/2018	-456	CRN
3	BKN	9655	10/04/2018	5469.85	INV
4	ESJ	9657	15/04/2018	6547.39	INV
5	GRC	9658	11/04/2018	741.54	INV

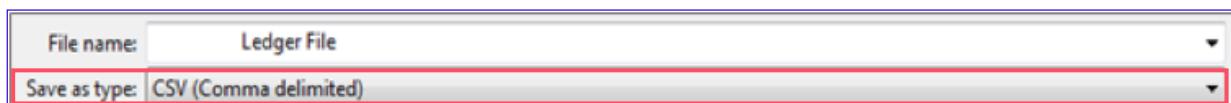
**NOTE:** The excel file will need to include all open transactions such as Invoices, Debit Adjustments, Credit Notes & Credit Adjustments on your ledger **HOWEVER all unallocated payments will need to be removed from the file.** The **file name cannot be the same** as any file name previously uploaded or your new upload will fail.

# Entering a Schedule

- The four columns then need to be formatted in order for the system to accept the file. To format a column, right click on it and select 'Format' from the menu. Select column C to format and chose 'Custom' from the category list. In the 'Type' field type dd/mm/yyyy and then click 'OK'. If the correct option is selected, any single digit date will change so that a 0 is in front of it, eg 7/04/2016 should change to 07/04/2016.

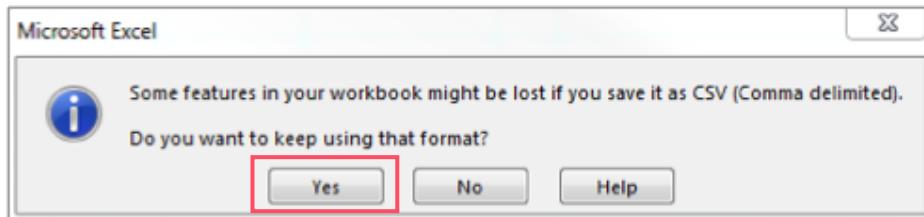


- The file then needs to be saved as a csv. file which can be done by clicking 'Save As', selecting the location you wish to save the file and then selecting 'csv (Comma Delimited)' from the 'Save As Type' menu. *The file name cannot be the same as a file name previously uploaded or your new upload will fail.*



# Entering a Schedule

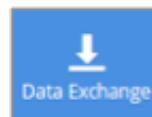
- A pop up message will appear asking you to confirm you would like to save the file as a CSV, click 'Yes'



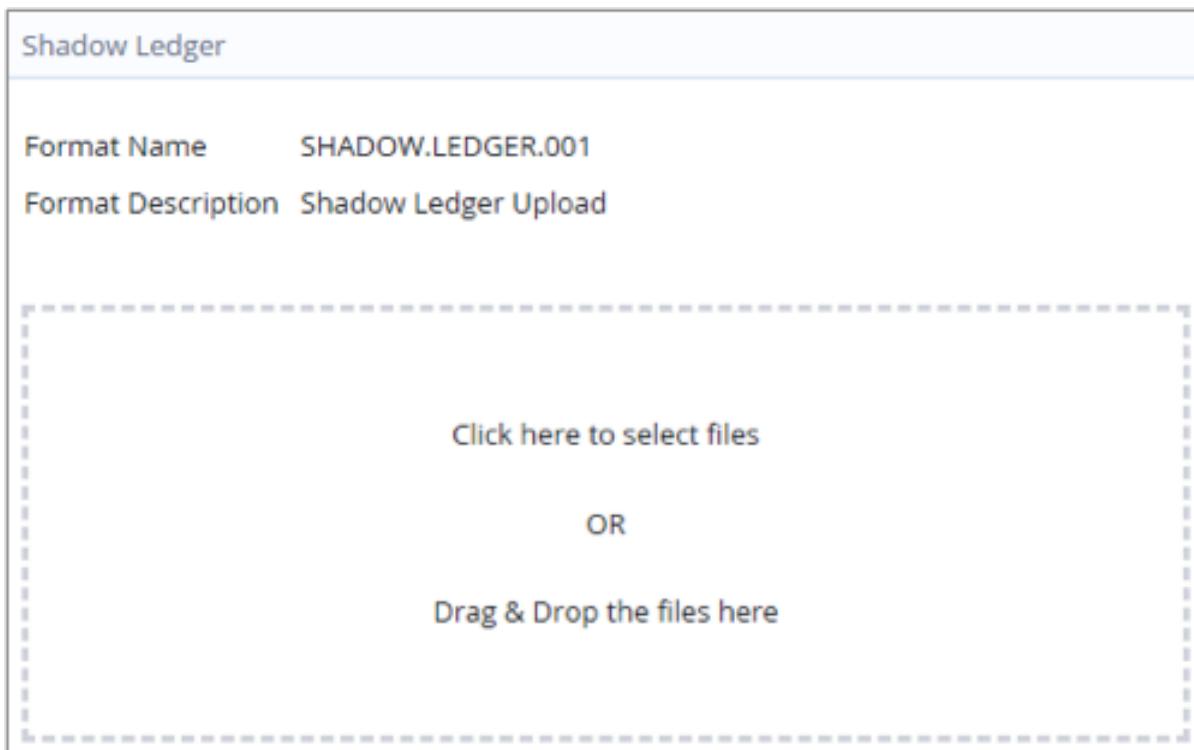
**TIP:** Keep the spreadsheet open when following the next steps to ensure the excel file doesn't lose its formatting otherwise the upload may fail.

## Uploading File through the Portal

Once the spreadsheet has been prepared, formatted correctly and ensuring the file includes all open transactions and unallocated payments have been removed from the file, it can now be uploaded through the Client Portal.



- Press the '**Data Exchange**' tab located on the left-hand side of the screen.
- Simply drag and drop the relevant file to the '**Shadow Ledger Upload**' area of the screen.



Shadow Ledger

Format Name SHADOW.LEDGER.001

Format Description Shadow Ledger Upload

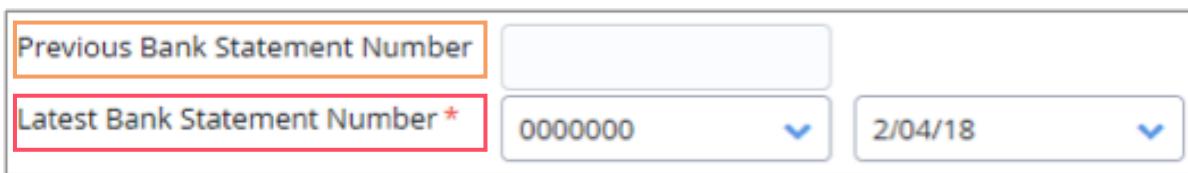
Click here to select files

OR

Drag & Drop the files here

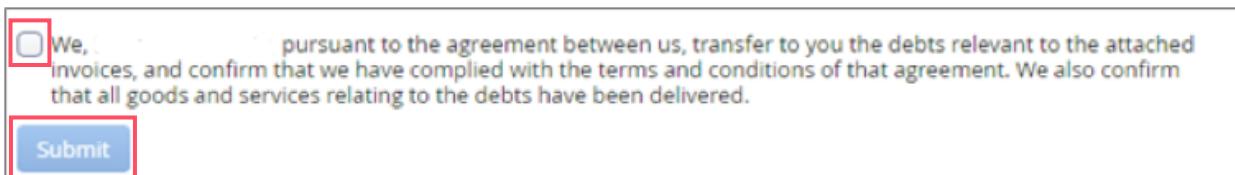
# Entering a Schedule

6. You will then be required to select an option from '**Latest Bank Statement Number**' that you have reconciled to your General Ledger. The Bank Statement selected relates the In-Payments received to the bank which can be viewed on the In-Payment Enquiry tab. Payments viewed for today in the In-Payment Enquiry tab are for the prior business day's banking. If today is Tuesday and you've reconciled today's payments, select yesterday's date. If you last reconciled on Monday, select Friday's date. This process will be explained further by your Client Relationship Manager/Officer.



The field titled '**Previous Bank Statement Number**' will be blank if this is your first ledger upload through the portal and will not be required, however once you have completed your first upload this field will pre-populate in future with the Bank Statement selected when you did your last upload.

7. **Tick the box** to acknowledge the terms and conditions, then click the '**Submit**' button.



8. If successful in transmitting the file, a message should appear in the top right-hand corner.



9. Depending on the volume of invoices the background process could take time – please **DO NOT** reload your ledger. If the following e-mails are not received within 20 minutes, contact your Scottish Pacific representative for assistance for any of the following problems.
10. Go to the E-Mail Icon in the top right-hand corner and click – this will take you to your Halo In-Box. New E-mails will appear in **BOLD** text, to read the e-mail click on the Tick Box sitting on the left-hand side beside it and the message content will open on the right-hand side.

# Entering a Schedule

If there is a problem with the upload the following message will appear.

**Message \***

Failed to Processed file "File Number: xxxxxx/xxx"  
[1916] There have been system errors Processing your file.. Your System Administrator may find the following information useful to help resolve the problem.  
(Information on the problem will follow)

11. For a successful schedule upload, you will receive two e-mails. The first e-mail received will be Successfully Processed – the file has reached Scottish Pacific's system.

**Message \***

Successfully processed file (Name of file)  
For agreement xxxxxx/xxx (your agreement number)

12. The second e-mail will be Successfully persisted – the file has been successfully accepted by Scottish Pacific's system. If any new debtors have been created since your prior upload – be sure to add these so your schedule can be posted.

**Message \***

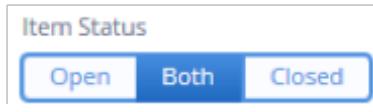
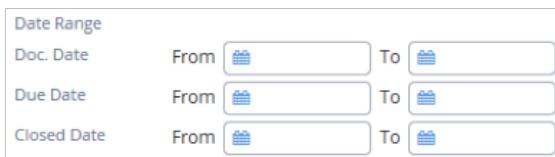
Successfully persisted items in file (Name of file)  
For agreement xxxxxx/xxx (your agreement number)

# Ledger

The '**Ledger**' area of the portal allows you to search for ledger items such as invoices and customer payments (debtor payments), as well as analyse your sales ledger. Our ledger is just a replication of your ledger, so most information you'll be looking for will be in your own accounting software.

## Ledger Item Search

When going into the '**Ledger**' area of the portal the first feature to load is '**Ledger Item Search**' and allows you to search for an item (invoice, credit note, debtor payment etc.). There are several search fields available, such as:

<b>Item Status:</b> Allows you to search for an 'Open' item (still outstanding), 'Closed' item (in history), or search 'Both' to determine that status of an item.	
<b>Date Range:</b> There are three areas that you can use the 'Date Range' to search for a ledger item: 1. 'Doc. Date' – Invoice Date 2. 'Due Date' – Invoice Due Date 3. 'Closed Date' – The date an item was closed, eg an invoice paid in full	
<b>Document Number:</b> The 'Document Number' is essentially the invoice or credit note number.	
<b>Value Range:</b> This search is based on value, eg if searching from \$100 to \$1,000 it will pull through any items within that range including invoices, credit notes and customer payments.  <b>TIP:</b> If searching for a specific amount put that exact figure in the 'From' and 'To'.	

# Ledger

Once you have found the ledger item you are looking for there are two options:

1. Click on the '**Debtor Name**' to be taken to the debtor account that item relates to  
OR
2. Click on any of the information in any of the other columns and a pop-up window will appear allowing you to view additional information relating to that specific item.

## Ledger Analysis

The '**Ledger Analysis**' tool allows you to filter the ledger so that only items that fall under a category appear. For example, if you wanted to view all unallocated customer payments, or perhaps you want to view all invoices that are currently disputed, then this is where you would come.

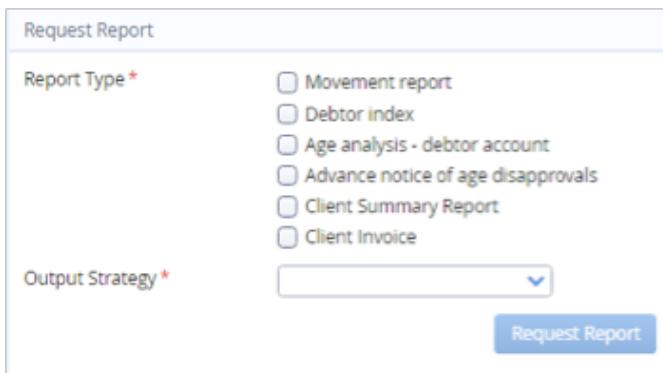
Simply click the '**Ledger Analysis Tool**' drop down menu and select one of the many options available.

# Reporting

The '**Reporting**' function will be an important tool as this is where you will be able to generate reports such as the Client Summary Report and Advance Notice of Age Disapprovals. Other important reports such as your monthly invoice and discount invoice can also be viewed here. The feature also allows you to produce reports in different formats such as PDF and Excel.

## Request Report

1. In the top left corner of the screen there are a list of '**Report Types**', simply tick the box next to the desired report/s.

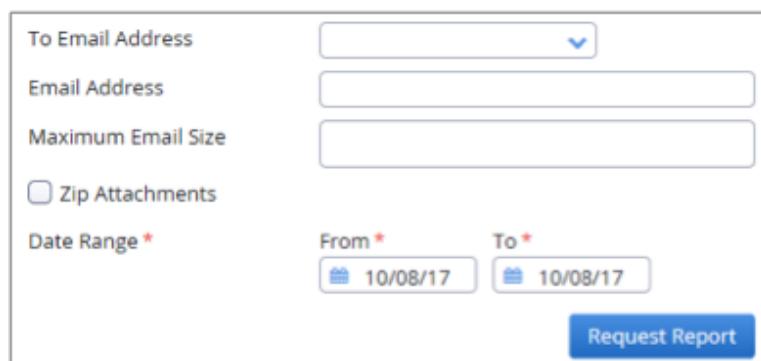


The screenshot shows a 'Request Report' form. Under 'Report Type\*', there is a list of checkboxes for various report types: Movement report, Debtor index, Age analysis - debtor account, Advance notice of age disapprovals, Client Summary Report, and Client Invoice. Below this is a dropdown menu labeled 'Output Strategy\*'. At the bottom right is a blue 'Request Report' button.

2. Select the appropriate '**Output Strategy**' you require i.e. PDF, Excel. By selecting the "**Internet Service**" option, the report will generate to the portal and you can view this in "**View Reports**".
3. If you have selected one of the many options which contains the '**Email**' method, additional field will appear. The fields that will require completion are:

### To Email Address:

If your email has been provided it will have been set-up in our system, therefore click the drop down menu to select from the list of available emails.



The screenshot shows a configuration panel for 'To Email Address'. It includes fields for 'To Email Address' (with a dropdown arrow), 'Email Address', 'Maximum Email Size', and a checkbox for 'Zip Attachments'. Below these are 'Date Range\*' fields for 'From' (10/08/17) and 'To' (10/08/17). At the bottom right is a blue 'Request Report' button.

### Email Address:

If your email does not appear in the drop down menu, then use this field to type in your email.

# Reporting

## Date Range:

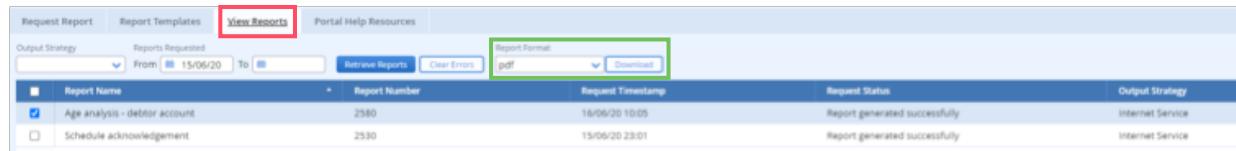
This field will only appear for certain reports, however if it does then simply select the date range in which you would like to produce into the report.

- Click the '**Request Report**' button to generate the report.

If you selected '**Email**' then the report should then be emailed directly to your mailbox.

Alternatively the requested reports will generate into a queue held in the View Reports Tab.

Click on '**View Reports**', click on the '**Tick Box**' box beside the report item required . Go to Report Format and choose the format required and click the '**Download**' button, the report will create for you to view or save in the format of your choice.



Report Name	Report Number	Request Timestamp	Request Status	Output Strategy
<input checked="" type="checkbox"/> Age analysis - debtor account	2580	16/06/20 10:05	Report generated successfully	Internet Service
<input type="checkbox"/> Schedule acknowledgement	2580	15/06/20 23:01	Report generated successfully	Internet Service

There are numerous reports available through '**Request Reports**' and it's recommended that you become familiar with these reports to ensure they are utilised to their full potential. Below is brief explanation regarding the reports available.

## Debtor Index:

A listing of all your debtor address details that are on our system.

## Advance Notice of Age Disapprovals:

This report provides a list of invoices which will move into recourse (go into 90 days and become disapproved) at the end of the month.

## Client Summary Report:

Provides a summary of the transactions which have occurred across the Sales Ledger and the Funds in Use (current account). The Sales Ledger portion of the report will display all transactions impacting the ledger such as debtor payments, invoices and credit notes. Whereas the Funds in Use section of the report will display items such as fees, draw down of funds, debtor payments etc.

# Reporting

## Viewing Monthly Reports

The system will automatically generate monthly invoice reports, and these reports can be in the 'View Reports' area. Similarly, all historically generated reports can also be found here.

1. First you will need to select the '**Output Strategy**' in which you determine the format in which the report will generate, can be left empty if not sure.
2. Select the '**Date Range**' for when the report would have generated or was requested.

**NOTE:** *all automated reports will generate on the last business day of each month.*

3. The list of reports will automatically show up as you select appropriate dates.

To '**View**' or '**Download**' the report simply click the tick box beside the report required, go to Report Format select format you wish to view the report in then click Download. Report will produce for viewing or saving.

**TIP:** *This is how you produce your monthly '**Invoice**' and '**Discount Invoice**'. These two reports produce on the last day of the month, therefore when searching set the date range '**To**' field to a few days in of the new month. NB. The Client Invoice will result in an empty report if there is no GST charged on your facility.*

Output Strategy	Reports Requested	From 29/05/20 To 30/05/20	Retrieve Reports	Clear Errors	Report Format	pdf	Download	Request Status	Output Strategy
Report Name	Report Number	Request Timestamp							
<input type="checkbox"/> Age analysis - debtor account	2580	30/05/20 00:13						Report generated successfully	Internet Service
<input type="checkbox"/> Client Invoice	2660	30/05/20 00:13						Report generation resulted in empty report	Internet Service
<input checked="" type="checkbox"/> Discount Invoice	2510	30/05/20 00:12						Report generated successfully	Internet Service

## Report Templates

This feature allows you to create a report template to then generate reports with information you require and in the desired order. To access this tool, click on '**Reporting**' from the menu on the left-hand side, and then click on '**Report Template**' from the menu at the top of the screen.

1. To create a new report, click the '**Create New**' button.

**TIP:** *Once you have created a report this is where you can come to also '**Edit**' a report or '**Delete**' a report.*

2. Enter the name in which you would like to title the report in the '**Report Name**' field, and then using the drop down menu under '**Report Type**' select the type of report you would like to build.

# Reporting

3. A list of column titles will appear, and using this information you can begin to customise your report template. Use the arrows to change the '**Order**' of the columns by pressing the down button that particular column will move down a space. You can also untick the '**Enabled**' box to disable this column and therefore the information won't be included in your report. Finally using the '**Sort By**' option you can select whether or not the information on the report is sorted in ascending or descending order based on that particular column.

Order	Enabled	Column	Sort by
↑ ↓	<input checked="" type="checkbox"/>	Debtor Reference	
↑ ↓	<input checked="" type="checkbox"/>	Client's Reference For Debtor	
↑ ↓	<input checked="" type="checkbox"/>	Debtor Name	

4. Once you are happy with the information selected press the '**Save Template**' button. If successful you should receive a pop-up message in the top right-hand corner.



5. To then generate a report using your newly created template click '**Request Report**' from the menu at the top of the screen (ensuring you are in the '**Reporting**' section) and direct your focus to the top right hand corner where the '**Report Generator**' can be found.

Begin by selecting the report from the '**Report Type**', the options available here will be based on what you set up in steps 1-3 using '**Report Templates**' and select the desired date range from the options available.

Finally, you have the option to produce the report based on specific debtors. This can be done by clicking on the  and entering in the relevant debtor details and clicking '**Search**', then select the required debtor and click '**Select**' and it will then appear in '**Included Debtors**'.

6. To produce the report, click '**Generate Report**'. Your report can then be accessed from the queue in View Reports.

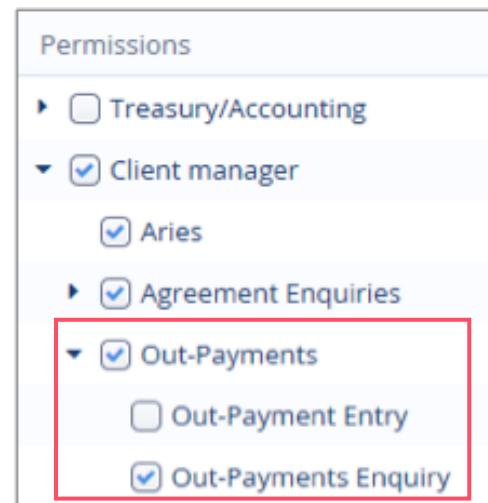
# Administration

Using the administrator login, which should have been provided to you at settlement, you can create other users in the system. This feature can be accessed by clicking the '**Administration**' button on the left-hand side of the screen.

## Create a New User

1. Select the '**Create New User**' button.
2. Complete the '**Profile Details**' area by creating a username and password etc.
3. On the far right-hand-side of the screen select the '**Permissions**' for the user. Click the arrow next to '**Client Manager**' to expand the menu and view the permissions available. By simply unticking a box you are removing access to that function.

In the example on the right we have provided the user with access to '**Out-Payment Enquiry**' so they can see historically what has been drawn down, but we have not given them access to '**Out-Payment Entry**', therefore they cannot request funds. These permissions allow you to customise the user accounts you create.



- TIP:** Press the arrow next to each permission to view more options.
4. Select the relevant agreement from the bottom of the screen that you would like the user to have access to. There will only be multiple options if you have multiple agreements with Scottish Pacific Business Finance.
  5. Press the '**Save Profile**' button.

**TIP:** If you can't see the button, scroll to the bottom of the top half of the screen and the button will appear below the 'Profile Details' area.

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