

FAQs

Q. I have a company credit card for expenses. How do I put this into my accounts?

A. We advise that you set up your credit card account as a supplier and put your transactions on as a purchase invoice. This way your credit card company is treated by the system as any other supplier. If you do not pay your credit card off in full the amount owing will show along with any other suppliers you owe.

Q. I have got a company debit card. How do I deal with these transactions?

A. If you are using the debit card to pay for transactions you have entered as purchase invoices, you will need to put the transaction through on the correct supplier account. Do this as a payment out of the bank account that the card will debit from. However, if you are using the card to buy small items that you do not receive a purchase invoice for such as milk and tea bags where you only receive a till receipt, it is easier to put it through the Batch process directly out of the bank.

Q. How do I handle personal expenses?

A. We advise that each individual expense account is set up as a supplier and expenses are added to it as purchase invoices. They are then paid just like any other supplier to the company.

Q. Why do the screenshots on the help documents look different to my version?

A. There are many additional modules available on Liquid. The screenshots on the help documents may not be exactly the same as on your screen because the additional modules add extra functions and therefore buttons. Most of the help documents have been done with no additional modules added to avoid confusion.

Q. How do I transfer money between bank accounts?

A. Use the "Batch" function in the banking section to transfer money between bank accounts. Simply choose a "Bank payment" and select the bank account you are transferring from in the "bank" field. Enter the details and amount, then select the nominal code of the bank account you are paying the money in to in the "Nominal" box.

Q. How do I work with my accountant/bookkeeper?

A. Your accountant and bookkeeper can access your accounts through our Client Manager tool, which provides them the functionality to do the activities they need in order to support you. We have designed our system this way so that we can keep your part of the package as simple as possible. In order for your accountant and bookkeeper to gain access to your accounts you will need to provide them with your company code and company password.

What does the Liquid support service cover?

Liquid Accounts support is free of charge and is available during normal business hours.

Examples of what Liquid can support you with:

- Help with how to use the software
- Changing your account, for example adding extra modules.
- If you believe there has been a fault with the system.
- If you cannot access your account.
- If you have made an error and want to know how to rectify it.

However, liquid cannot support you regarding accounting issues. You must speak to your accountant for this. For example, Liquid can help you with adding new nominal codes to the system, but for advice on what nominal codes to use you must speak to your accountant.

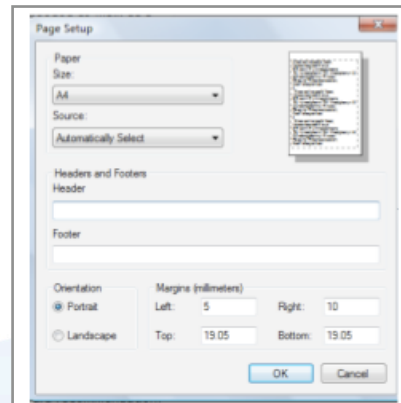
Q. Can two people log in at the same time?

A. The system was designed so that you can have many users logged in simultaneously.

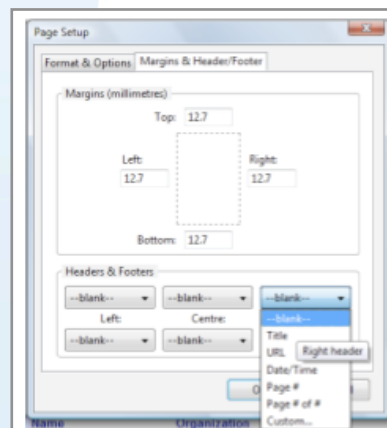
Q. My invoices are printing with a web address at the top, what should I do?

A. This is a setting in your internet browser on your computer. You need to remove the header and footer from the page settings in your browser (see below).

In [Internet Explorer](#) (see below), go to File and select Page Setup. If there is anything in the Header and Footer box, then delete it (this is usually only the URL and the date and not important).



In [Firefox](#) (see below), go to File and select Page Setup. Choose the Margin & Header/Footer tab and ensure that the boxes are set to blank for each section.



Q. I cannot remember my log in details?

A. Go to your company administrator and they can access them for you. If you are the administrator ring our support line and we will help you.

Q. Do I have to enter everything in date order?

A. No, you can put your entries into the system in any order you wish, providing you put the correct date in against the entry it will order them accordingly. Please note that purchase and sales invoice numbers will be allocated in the order that they are entered though.

Q. I signed up for Client Manager, but it doesn't seem to do anything.

A. The Client Manager is for accountants and bookkeepers to manage a Liquid Accounts client using the system. They need to add that client by entering the company code and password. You must sign up to Liquid to manage your books, not the Client Manager.