



Intrabiz User Manual

For Branch Treasurers

Contents

Introduction	3
Getting started	3
How to get things done	4
Left hand menu	5
➤ BANK -----	5
➤ CARDS -----	7
➤ PETTY CASH -----	7
➤ TO PAY -----	7
➤ TO CHASE -----	7
➤ EXPENSE CLAIMS -----	8
➤ PURCHASES -----	8
➤ BRANCH ORDERS -----	9
➤ INVOICES -----	10
➤ EVENTS -----	10
➤ PUBLICATIONS -----	11
➤ LOCAL ACTIVITIES -----	11
➤ BRANCH -----	11
➤ VOLUNTEERS -----	12
➤ NNS SELLERS -----	12
➤ SUPPLIERS -----	12
➤ CUSTOMERS -----	13
➤ STOCK -----	13
➤ RESTRICTED RESERVES -----	13
➤ DESIGNATED FUNDS -----	14
➤ RETURNS -----	14
➤ ADJUSTMENTS -----	14
➤ CHANGE PASSWORD -----	15
➤ LOGOFF -----	15
Quarter End process	15
Year End process	16
Exceptional processes	17
Feedback	18

Introduction

This user manual is designed to help use Intrabiz for the upkeep of the treasury of your NCT branch. It explains each of the menu items from the left hand panel of your Intrabiz page in turn to reveal its purpose as well as describing the Quarter End and Year End process. At the end of this document there is a description of some exceptional processes, like dealing with refunds.

To see step-by-step details of how to make entries, please refer to the How To manual.

Although taking on the treasurer role and using the online accounting system may seem daunting at first, you will discover the process is straight-forward and gets easier as you go along. If at any time you feel lost (a very normal event when using an unfamiliar system) just contact Nicola at Intrabiz. You can find her contact details on your Home page.

Your efforts will be rewarded with a relatively simple overall process including the following:

- You won't need to maintain any other records except a file of original documents
- All your quarterly returns are calculated automatically and you can check on this calculation at any point in the Quarter
- At the year end, the published accounts are available automatically as a PDF document.
- An up-to-date trial balance with a full drill down audit trail is available at all times
- A status report (for presentation at committee meetings and the AMM) is available automatically

Getting started

To explore the data already in the accounts click on one of the menu items on the left such as EVENTS. You will typically see a list arranged in a table. You can re-sort the list by clicking on the table headings. In order to examine an item in the list further just click on the ⓘ icon to the left of the item line.

Another way of navigating is to click on an underlined item. This typically gives access to the audit trail. For example, when looking at an expense claim that has already been paid, the details of the payment can be viewed by clicking on the underlined date next to 'Payments'.

How to get things done

Many pages have a section titled 'Possible Actions'. Clicking on the '>' icon selects the given action. Just about everything you need to get things done is a Possible Action somewhere.

Don't worry about making mistakes. As long as you haven't closed the quarter, there is always a way to undo or change anything.

A few general points about how to enter data are worth mentioning. These are mainly aimed at avoiding excessive use of the mouse.

Title bar

On the title bar you will see 'NCT logo' on the left-hand-side, your name on the right-hand-side and the name of your branch in the middle. Underneath the name of your branch, is the quarter you are working in and double arrows on each side which allow you to move to a previous or subsequent quarter. Hovering your mouse over the Quarter field will show you the time period which is covered by that quarter. Between the name of your branch and your name, there are 3 buttons:

- The Home button takes you to the first page you get to when you log onto the system. News and system down-time are posted here when necessary. This is also where you have the contact details for Nicola who is your system's support. If you are navigating into past quarters, the Home button is the quickest way of bringing you back into the current, open quarter
- The Print button will give you a print of the page on the screen (dependant of course of your computer being linked to a printer).
- The Help button gives you access to the User Manuals

Entering data into forms

Each piece of data that you enter into the system is captured in a simple form with one or more entry fields. If there is a star next to the field name (e.g. 'Date*') then that item is mandatory and you must enter something.

To move to the next field press the TAB key on your keyboard. To move back to the previous field hold the Shift key down whilst pressing the TAB key.

When you are happy with your entries, just tab down the form until you reach the submit button and press the enter/return key to submit the data to the system. If you decide you don't want to submit it then the second button always cancels the action.

Entering dates

The system always displays dates in the form 23.09.2017. But you can enter dates in lots of different (and more convenient) ways. Here are some of the ways you could type the same date:

- 23/09/2017
- 23.09.17
- 23/9/17

Alternatively, if you are not sure of the date, you can use the Calendar button to select a date visually.

Selecting an option from a drop-down list

As you begin to know what is in a drop-down selection list you can avoid using the mouse by typing the first letter of the option. Keep pressing the same letter until you see the option you want.

Left Hand Menu

BANK

This is the cashbook for your bank account. All money received and all money paid out within a Quarter must be recorded here, regardless of whether this shows on the Lloyds bank statement of the same period yet.

Possible Actions

- Show all entries for period

When you first go to the BANK screen, you will see only the most recent entries listed. If you wish to see all entries for that quarter, select this option.

- Add a remittance to this bank account

This is for any cheques and/or cash that have been paid into your bank account by yourself or another branch volunteer on a paying-in slip from the branch paying-in book. The branch could have been issued more than one paying-in book and you should know how many of them are in use in your branch and who holds them.

After entering the remittance details, the next page will default to cheque entries. If you have banked only cash, click on the Go button next to “Finish adding cheques” and you will see on the next page the option to “Add cash to this remittance”.

Money received at one of your events is always allocated as “proceeds”. When you are allocating payment from advertisers, choose the Category as “Invoice payment”. The next field will change to be a list of invoices with outstanding items on them. Select the correct invoice and the appropriate item. If the receipt is for all the items on the invoice, select 'All of Invoice ???' rather than selecting each item individually.

- Withdraw a float

Choose the activity such as a specific Nearly New Sale for which the float is required. The Holder can be anyone in the branch who is BACS ready. The float amount will be transferred into their personal bank account with the next BACS run and they can withdraw it from their own bank in the denominations needed before the event.

The need to repay the float will appear in the TO CHASE list and be available for receipt allocation as part of the cash proceeds banked for that event.

- View bank statement

You do not have access to a complete online or paper statement as the Branch Central Account statement contains the transactions of all 330ish NCT branches. This “View bank statement” button will show you the bank statement relating to your branch only for the current Quarter.

- View bank reconciliation

The bank reconciliation is done daily by Intrabiz. On this page you can see any items relating to your branch that are still unreconciled, which means they have been entered but not been seen on the statement yet.

- Apply for an overdraft

If you fear that your account might go overdrawn and you have payments outstanding, you may apply for an overdraft to NCT head office.

CARDS

Any card payments that are made to your branch through the online booking and payment link for Baby First Aid courses as well as event registration and tickets will show here. You won't have to reconcile this account, it is done automatically and the income will be transferred to your branch account regularly. This will then show up on the BANK screen.

PETTY CASH

This is the cashbook for your petty cash account if you have one. If you haven't got one but need one, you need to contact Intrabiz to set this up for you.

TO PAY

This is the list of transactions which haven't yet been paid but need to be in the future (creditors).

To pay for an item listed, click on the (i) next to it and follow the payment process.

To see and/or modify the details of an item listed, click on the underlined bit in the "Items to Pay" column.

TO CHASE

This is the list of what is owed to the branch (debtors). Click on the (i) next to an item to see its details and/or to modify it.

The TO PAY and TO CHASE pages are populated by your entries in other sections of the Intrabiz site, your expense claims, purchases, invoices etc.

EXPENSE CLAIMS

This is where you can enter expense claims from branch volunteers to reimburse them. You can also see a list of all expense claims entered in the quarter.

To add a new expense claim click on the Possible Actions button named “Add a new expense claim”.

Select the name of the recipient from the list and click on the Go button named “Add this new expense claim”. If the required name isn't on the drop-down list, go to VOLUNTEERS and add that person to the list first.

The system will automatically allocate a reference number to that expense claim. Don't forget to write that reference number on the original document.

You are now presented with a form to enter the first item on the expense claim. Select the appropriate category and activity from the drop-down lists. For example, if the expense is for postage incurred by a volunteer for a particular Nearly New Sale then select 'Postage' for the Category and the name that you gave to the NNS for the Activity. If at this point you realise that you need an extra activity then you can simply go and create it, and then return to the expense claim item entry by choosing the expense claim in the EXPENSE CLAIMS list and selecting the “Add items to this claim” action. Now enter the gross amount of the item and any recoverable VAT and whether the claimant is donating the item (i.e. does not want to actually be paid for it). The notes field is rarely needed - you will normally tab through it directly to the submit button marked “Add this item to the expense claim” and press the enter key.

Continue filling in and submitting item forms. When you have added all the items to the expense claim select “Finish adding items”. If you are happy with the expense claim as entered then select the “Pay this expense claim now” action.

Select the payment method (which should be BACS) and select “Record payment of selected items”. The BACS authorisation and payment process will then be underway.

PURCHASES

This is where you can enter purchases from suppliers for the services you have bought from them. You can also see a list of all purchases entered in the quarter.

You add a new purchase by clicking on the Possible Actions button named “Add a new purchase”.

Either select the name of an existing supplier or click on the action icon “use a new supplier”. If the supplier is new then enter their details for future reference.

The “Supplier ref” should identify the document from which you are working such as the supplier invoice number but it is not a mandatory field.

The “Notes” field is rarely needed as the analysis you are about to enter is usually sufficient as a description of the purchase.

Enter the total amount of the purchase and press your enter key to submit the form (this has the same effect as clicking on the “Add this new purchase” button). Write the allocated PU reference on the original document.

You are now presented with a form to enter the analysis of the purchase. Select the appropriate category and activity from the drop-down lists. For example, if it is a purchase of some printing for nearly new sale flyers then select “Printing” for the Category and the name that you gave to the nearly new sale for the Activity. If at this point you realise that you need an extra activity then you can simply go and create it, and then return to the purchase item by choosing the purchase in the PURCHASES list and selecting the “Add items to this purchase” action.

If the purchase is not covered by a single analysis (e.g. it's for printing of three separate newsletters) then modify the amount accordingly. The system will continue to ask for further analysis until the whole of the purchase has been analysed.

Enter any recoverable VAT and tab down to the submit button marked “Add this item to the purchase” and press the enter key.

When you have fully entered the purchase, select the “Pay for this purchase now” action.

The payment process is the same as for the expense claims. Select the payment method (which will usually be BACS) and select “Pay selected items”.

BRANCH ORDERS

All branch orders that are placed by you or a branch volunteer, like Nearly New Sale bags, Cheeky Monkey Tea Party packs, forms and stationary, NCT t-shirts etc, are automatically entered here. You need to click on the (i) next to each purchase that appears here and allocate it. The majority of allocations will be for the flat rate postage amount of £6.50 for each order. This should be allocated to the Activity that the majority of the order was for.

INVOICES

This is where you must issue VAT invoices to be sent to your advertisers for newsletter and Under Fives' Guide advertising. You can also see a list of all invoices raised in the quarter and all those that haven't been paid yet.

Advertising as part of a fundraising event, for example leaflets given out at your Nearly New Sale, is not subject to VAT. You can choose whether to issue invoices for this or not. Instead of issuing invoices for fundraising leaflets or stalls you can add these as "ticket types" to your event so that they can be booked and paid for online before the event.

All invoices must be issued in the same or in an earlier quarter in which payment was received for them. Invoice payment cannot be allocated to an invoice that is dated in a later quarter.

For a detailed description on how to enter and issue invoices please refer to our How To manual.

EVENTS

This is where all of your branch events are listed. You may see a list of Events already set up on the system by your predecessor from previous quarters. You can add all future events that you are aware of happening even if they are a few quarters into the future.

All events can have a designated coordinator who should be given separate Intrabiz access for their role. The NNS, First Aid, or General Events Coordinator will be setting up their own event on their Intrabiz site.

If you are the one setting up the event, select the "Add a new event" action and fill in the form to add all the events that you know about that are not already in the list. Select the type of event you are creating. Choose a sensible name that will distinguish the event in drop-down selection lists and is easy to understand for the public in the registration/booking link. (e.g. 'Nearly New Sale Autumn 2017' or 'Christmas Party 2017'). The "Date" should be when the event is due to be held.

Tab down to the "Add this new event" button and press enter. The system displays the current state of the event (including the details of all income and expenditure associated with it).

For details of the online booking set-up process and the treasurer's role in the event administration, please see the How To manual or the User Manual for the relevant Coordinator role.

PUBLICATIONS

Publications are Newsletters, Under 5 guides and also your branch website, if you are selling advertising for this. You should add one publication for each newsletter and guide choosing the “Date” to be the date of publication in each case.

NB Correctly apportioning invoices between newsletters

If you don't split the amount of advertising per newsletter issue in your invoices, the system will not be able to calculate your prepaid income, creditors and debtors at the year end. So you need to declare all your newsletters individually in PUBLICATIONS and apportion the amount of advertising invoiced between them when you raise an invoice. Newsletter advertising is liable to VAT (unless you have received a ‘VAT exemption form’ from the advertiser).

To make the job easier, give your newsletters a consistent name so that they make sense to you when they appear on your drop-down list. For example, Newsletter Q1 16/17, Newsletter Q2 16/17, etc... Or Newsletter Autumn 2016, Newsletter Winter 16/17, etc... Make sure you start with the word “Newsletter” (or your newsletter name) as the system orders the drop-down list alphabetically, so it is quicker to spot them when they are all grouped together in the list – if you call them Autumn 2016 Newsletter, Winter 2016/17 Newsletter, etc..., they will be dotted around the list. Also make sure you include a date or a quarter in the name so that they are differentiated when you come to entering next year's lot. When you declare the newsletter's date (in the date field), think about which quarter that date falls in – i.e. if you have 4 newsletters a year, declare one in each quarter, if you have 6 newsletters a year, declare one every two months, etc...

LOCAL ACTIVITIES

Events and publications all have limited duration and are therefore linked to a specific date. But some activities, such as Coffee Groups, Bumps & Babies or Sling Hire are on-going and are accounted per quarter. If you have such activities in your branch then click on LOCAL ACTIVITIES and add a local activity for each.

BRANCH

This is where administrative actions take place.

If your branch has made a donation to another branch, region or UKO, you will find the option to declare that donation under BRANCH.

Closing the quarter is also under BRANCH. You will be presented with a checklist which should be read carefully before proceeding with the closure. The process takes a few seconds. The system will return you to the Home page and you will see on the title bar that you are now in the following quarter.

The option “Modify the branch details” lets you enter your official NCT email addresses for the branch treasurer, NNS Coordinator, First Aid Coordinator and General Events Coordinator onto the system, so this can be publicised as contact point rather than your personal email addresses which are recorded on the NCT database.

VOLUNTEERS

This is where the list of branch volunteers is kept up to date and the number of members in the branch is displayed.

The VOLUNTEERS list can be updated anytime. The branch treasurer has access rights to add or remove people from this list and to give or remove access to Intrabiz.

In order to get people ‘BACS ready’, you need to click on the (i) next to their name and choose the action “Send personal details review email”. This will send them a link where they can securely enter their bank details.

Whether or not someone shows as a ‘Payment Authoriser’ depends on the role with which this person is registered on the NCT data base and can not be entered from Intrabiz.

NNS SELLERS

All sellers that have ever registered online for one of your sales will be kept on this database. You can search for them individually or hit the Return button to see the list of all of them.

SUPPLIERS

This is where you can see the list of current suppliers. NCT Head Office and NCT Shop will have already been entered automatically. The rest of the list is populated from entries made under PURCHASES or by adding directly from here.

You can also update the details of a supplier or archive it if it is no longer needed by clicking on the (i) in front of it and selecting the correct option.

Archiving your old suppliers will keep your drop-down lists easy to use.

CUSTOMERS

This is where you can see the list of current customers and add new ones. The list is also populated from entries made under INVOICES.

You can also update the details of a customer or archive it if it is no longer needed by clicking on the (i) in front of it and selecting the correct option.

Archiving your old customers will keep your drop-down lists easy to use.

STOCK

This is where you declare your stock values for unsold Under 5 Guides or Maternity Trading goods. NCT Sales has closed down now, so the “NCT maternity sales” category will soon be obsolete. It is not imperative to enter these figures every quarter, but it is important to do it before closing Quarter 4 for the end of year published accounts to be accurate.

RESTRICTED RESERVES

If the branch is in receipt of a grant for a particular purpose then you need to create a restricted reserve in RESTRICTED RESERVES to control its application and to ensure that it is handled correctly in the branch returns and the published accounts.

When you enter the receipt of the grant onto the system, allocate it with the category “Grant”. Then go to the restricted reserve you have created and select the “Add funding” action. Tick the grant you have just received. The restricted reserve is now set up and you can spend it by selecting “Search for additional spending items” at any time, but always before closing each quarter.

Only expenses accounted in the current quarter are available to reduce restricted reserves. So before closing a quarter consider each restricted reserve in turn. Has there been expenditure that is covered by the purpose of the restricted reserve. If so use the “Search for additional spending items” to find and add them.

You might find some old Restricted Reserves on this page which were received and set up long before your time. Some might have a “purpose” that is no longer relevant to the branch and does not incur any expenditure. If this is the case, please contact NCT and Intrabiz to discuss this.

DESIGNATED FUNDS

Designated Funds are accounted for in a similar way to Restricted Reserves, but the designation/ring-fencing of funds needs to be discussed with NCT head office and can be entered from their side only. Once your branch has designated funds, you allocate spending to it as you do with Restricted Reserves (see above).

RETURNS

All the Returns are calculated automatically by the system. They evolve during the quarter as you enter all your transactions. You can look at them under RETURNS. When a quarter is closed, the Returns for that quarter are no longer provisional but definite and they appear in the TO PAY list until transferred. If the quarter ends with a credit, it will be list in your TO CHASE list and it will be used to settle future returns.

Explanation of Returns

- **Branch Transfer of Funds** is calculated on all fundraising, newsletter and postnatal support income minus related expenses. It is charged at 70%.
- **Branch VAT** is raised on all invoices for newsletter or under 5 guides advertising and is passed on to UKO.

These form the Branch Returns and are calculated automatically by the system on a quarterly basis.

Transfer of returns

When you close a quarter, you will receive an automatic email notification of the Quarterly Returns which are due to be transferred from your account. You have around two weeks to raise any concerns (by replying to the email), before the transfers are made.

When the transfer is made from your account, it is entered automatically on your BANK screen and the returns will no longer appear in your TO PAY list.

ADJUSTMENTS

If there are significant costs that your branch has incurred, but for which you have not had an invoice yet, or any income due from events held that you have not banked yet, you need to create a provision. It is ok to estimate the value if you don't have expense claims. To do this go to ADJUSTMENTS and choose the option "add a new income provision" for income

due in the quarter but not yet received or “add a new expenditure provision” for expenses incurred in the quarter but not yet paid.

CHANGE PASSWORD

The password first given to you to log into Intrabiz is automatically generated. You can change this to something more memorable at any time.

LOGOFF

This will log you out of the system.

Quarter End process

Provisions for Quarter End

All income and expenditure already entered in the system whether for the current quarter or the next quarter will be dealt with by the system automatically. So you don't need to think about prepaid income or prepayments made by the branch. If you have entered expense claims/invoices/purchases on the system but not yet settled them at quarter end, this is not a problem. The system will deal with that automatically as well.

You only need to think about expenses which you know are for the current quarter but for which you have not received a claim or invoice yet. For these you make an expenditure provision (an estimate of the likely expenses you will pay next quarter). This case may apply to Nearly New Sales which took place late in March or September and for which you haven't received relevant claims/purchases yet, or newsletters which were printed and distributed, but the printing invoice or postage claim has not yet been received.

You also need to think about any income which has not been banked yet or has been banked/received in the next quarter but relates to an event in the current quarter. For that you would make an income provision. This case applies mostly to events which take place on the last weekend of a quarter and for which the proceeds don't get banked until early in the next quarter.

Closing the quarter

The quarter end process is largely automatic. When you select the action to close the quarter in BRANCH just work through the checklist.

Once the quarter is closed, use the double arrows in the title bar to go back into the closed quarter. Click on RETURNS and you can look at the Quarterly Returns for that quarter. You can also look (and possibly print) the Committee Report for the quarter.

As a tidy up task you can now close any events and publications that you don't expect any further action on. This will remove them from the drop-down lists. You can always re-open them if something turns up.

Year End process

The year-end process is as simple as the closure of Quarter 4. The only addition is to enter any stock being held by the branch at 31st March (STOCK). Quarter 4 is also a good time to do a bit of tidying up.

To write off an invoice which you have given up chasing

To write off an invoice, there are two different ways, depending on why you are no longer expecting its payment:

If the money for it is genuinely outstanding and you have done all you can to chase this, to no avail, or you know that the advertiser in question has gone out of business, you can use the “write off” action. You will need some documentation to show that this money is unrecoverable. Go to the invoice in question on the TO CHASE screen and choose the action “write off”. The invoice will no longer be due (i.e. it will not appear in the TO CHASE list anymore) and the VAT portion of the invoice will be credited to the VAT return of the current quarter.

If the invoice has been entered in error, the advertiser pulled out, the invoice amount was wrong or the payment of this invoice has not been entered correctly in a past quarter, you need to cancel this invoice rather than write it off. Go to the invoice in question on the TO CHASE screen, then click on the (i) next to the item/s in the invoice and use the “Refund all or part of this item” action. Here you can give a reason for declaring this refund. The result will be the same as above, the invoice will no longer show as due and the VAT portion will be credited back to the branch. The difference is that a “written off” item will still be accounted as income whereas a “refunded” item will not.

Provisions for Year End

This is the same as the provisions for quarter end above. It might be slightly more important at this point to enter provisions in order to get the Year End report and final Quarterly Returns for the year right.

Closing old Events, Courses and Publications

It is important to close old events and publications so that they stop appearing on your drop-down lists and so that your drop-down lists are kept to a useful size.

Go to the event or publication in question and choose action “Close this event/course/publication”. These closed events/publications will be filed in the quarter they were dated. If an event/publication was closed in error, go to the quarter which contains it, click on the (i) next to it and you will have the option to reopen it.

If the option to close that event/publication is not on the list of Possible Actions, it means that transactions were posted to that event/publication in the current quarter. Try again to close it in the next quarter.

Exceptional processes

Appointing a Deputy Treasurer or other role holders

There are seven different roles and access options for Intrabiz: Treasurer, Deputy Treasurer, Viewer, PSA Link, First Aid Coordinator, NNS Coordinator and General Events Coordinator. You can appoint any number of these role holders.

To set up access for one of these roles, go to VOLUNTEERS and make sure that the person is entered on the list. Click on the (i) next to their name, choose the option “Add another role” and choose the relevant role from the drop-down list. The system will then automatically generate a username and password for them which will be emailed to them directly.

Transferring to a new Treasurer

First of all make sure that they are declared on the system as Deputy Treasurer (see above). When the person is ready to take over, click on the (i) next to their name under VOLUNTEERS and you will see the option to transfer the branch treasury. They will become

the Treasurer and you will then remain as Deputy Treasurer. Your username and password will remain unchanged.

Refunds

If you need to give back income you have received you must issue a refund of some kind. The general approach to refunding within the system is to find the item you wish to refund (fully or partially). Look on the BANK screen for the money received. You might have to go back to a closed quarter to find this. If it is possible to issue a refund then it will be included in the Possible Actions. Once the refund has been declared you settle it with a payment in the normal way.

Repayments

Repayments are handled similarly to refunds. You first find the expenditure item which has been paid by the branch and select the repayment declaration action. The receipt of the repayment is then entered and allocated in the normal way (through BANK) choosing the special repayment item that now appears near the top of the Category drop-down list.

You can find more detailed description of these processes in the How To manual (behind the ? icon)

Feedback

We hope you found this manual useful. We welcome all suggestions for additions and improvements to it. Please email nicola@intrabiz.co.uk at Intrabiz.