



# Essentials

A step-by-step guide to FreeAgent's core functionality

2025



[freeagent.com](https://freeagent.com)

# Welcome!

In this manual, you will:

- learn which types of business FreeAgent is suitable for
- understand how to use your Practice Dashboard
- get to grips with adding clients to FreeAgent
- understand how to use FreeAgent with your clients

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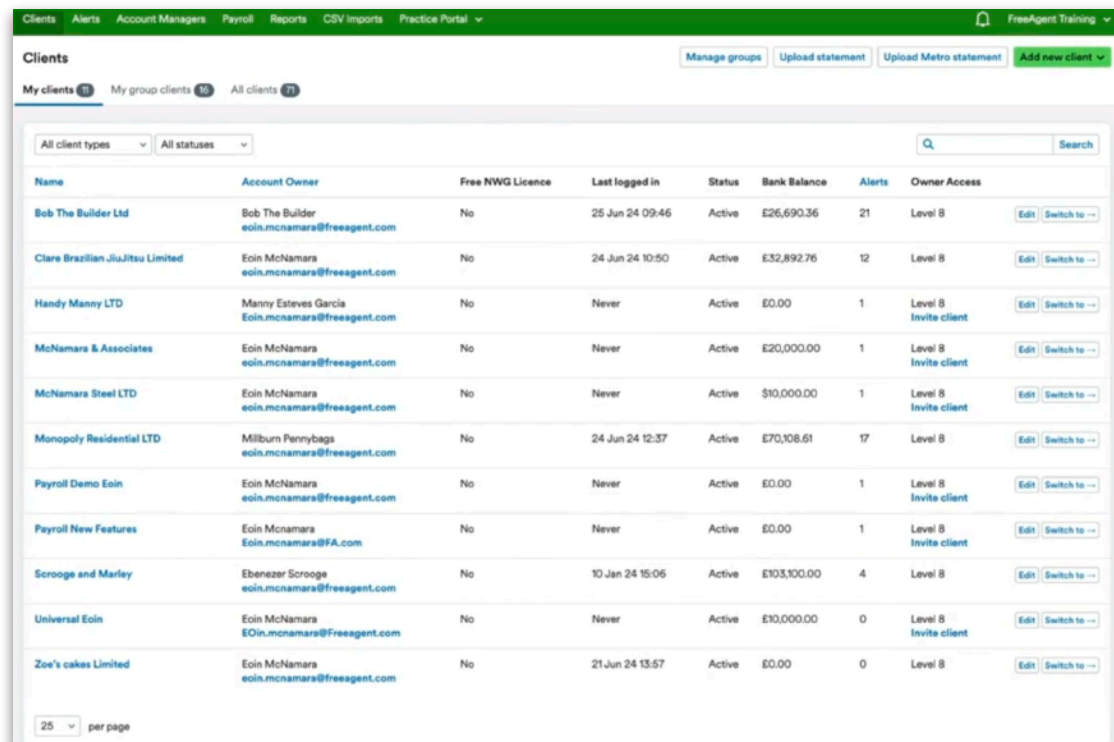


# 1. Your Practice Dashboard

## Clients area

The Practice Dashboard is where you can add your clients, view their details and access their accounts.

When you log in to your Practice Dashboard, the Clients area is the first screen you'll see. This allows you to easily access your clients' FreeAgent accounts without needing a login for each individual account.



The screenshot shows the 'Clients' section of the FreeAgent Practice Dashboard. At the top, there's a navigation bar with links to Clients, Alerts, Account Managers, Payroll, Reports, CSV Imports, and Practice Portal. Below this, the 'Clients' header includes tabs for 'My clients' (11), 'My group clients' (0), and 'All clients' (11). Action buttons for 'Manage groups', 'Upload statement', 'Upload Metro statement', and 'Add new client' are visible. A search bar and filter dropdowns for 'All client types' and 'All statuses' are present. The main table lists 11 clients with columns for Name, Account Owner, Free NWG Licence, Last logged in, Status, Bank Balance, Alerts, and Owner Access. Each row has 'Edit' and 'Switch to --' buttons.

Name	Account Owner	Free NWG Licence	Last logged in	Status	Bank Balance	Alerts	Owner Access
Bob The Builder Ltd	Bob The Builder eoin.mcnamara@freeagent.com	No	25 Jun 24 09:46	Active	£26,690.36	21	Level 8 Edit Switch to --
Clare Brazilian JiuJitsu Limited	Eoin McNamara eoin.mcnamara@freeagent.com	No	24 Jun 24 10:50	Active	£32,892.76	12	Level 8 Edit Switch to --
Handy Manny LTD	Manny Esteves Garcia Eoin.mcnamara@freeagent.com	No	Never	Active	£0.00	1	Level 8 Invite client Edit Switch to --
McNamara & Associates	Eoin McNamara eoin.mcnamara@freeagent.com	No	Never	Active	£20,000.00	1	Level 8 Invite client Edit Switch to --
McNamara Steel LTD	Eoin McNamara eoin.mcnamara@freeagent.com	No	Never	Active	\$10,000.00	1	Level 8 Invite client Edit Switch to --
Monopoly Residential LTD	Milburn Pennybags eoin.mcnamara@freeagent.com	No	24 Jun 24 12:37	Active	£70,106.61	17	Level 8 Edit Switch to --
Payroll Demo Eoin	Eoin McNamara eoin.mcnamara@freeagent.com	No	Never	Active	£0.00	1	Level 8 Invite client Edit Switch to --
Payroll New Features	Eoin McNamara Eoin.mcnamara@FAA.com	No	Never	Active	£0.00	1	Level 8 Invite client Edit Switch to --
Scrooge and Marley	Ebenezer Scrooge eoin.mcnamara@freeagent.com	No	10 Jan 24 15:06	Active	£103,100.00	4	Level 8 Edit Switch to --
Universal Eoin	Eoin McNamara EOin.mcnamara@Freeagent.com	No	Never	Active	£10,000.00	0	Level 8 Invite client Edit Switch to --
Zoe's cakes Limited	Eoin McNamara eoin.mcnamara@freeagent.com	No	21 Jun 24 13:57	Active	£0.00	0	Level 8 Edit Switch to --

25 per page

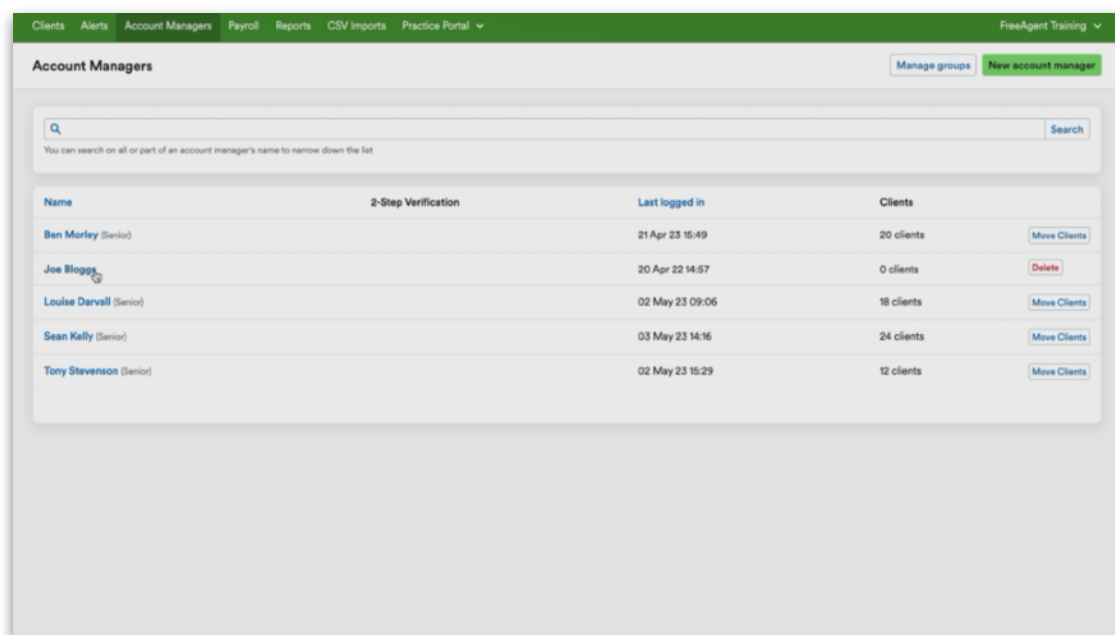
## Account managers

An account manager is anyone from your practice who requires access to a client's FreeAgent licence.

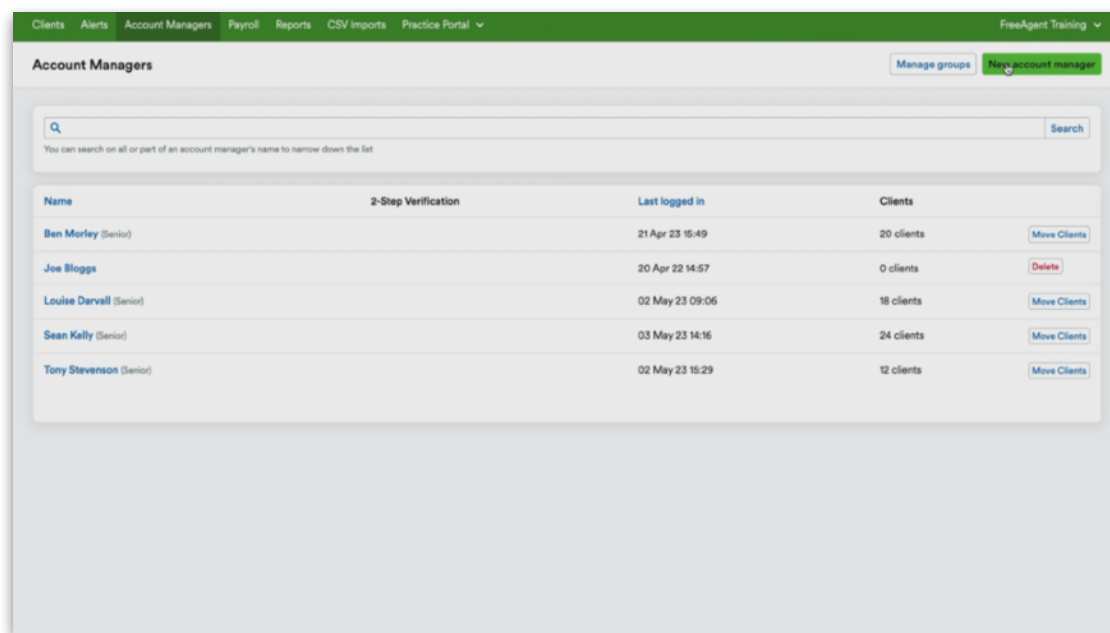
There are two levels for account managers. The main difference between the senior and regular account manager levels is their client access.

There are three tabs on the Clients page: 'My clients', 'My group clients' and 'All clients'. A senior account manager can access all of the practice's client accounts in FreeAgent. Non-senior account managers can only view and access the clients who are assigned to them or added to the same account manager and client group.

You can view, add and edit your practice's account managers via the Account Managers tab on the green navigation banner at the top of the screen.



To add additional account managers, click the green 'New account manager' button in the top-right of the screen.



Next, enter their contact details. If you want this person to be a senior account manager, tick the 'Senior account manager' checkbox.

**New account manager**

**Details**

First name  e.g. Steven

Last name  e.g. Smith

Email  e.g. steven@my-company.com

Phone  e.g. 0121 555 0055

☐ Senior account manager?  
Should this account manager be able to see all clients for the practice and manage the team of account managers?

[Create account manager](#) [Cancel](#)

There's no limit to the number of staff you can add to your practice's FreeAgent account; however, it's important to make sure each member of staff is added to the account individually.

Each user has an individual login and password to keep their details secure. This also means we can communicate with all members of your practice about feature updates and improvements, so everyone is kept up to date.

Name	Clients	Account managers
Amazing clients	7	4
Bookkeeping	3	2
Eoin group	10	2
North Group	2	2
South clients	1	1
South East	2	1
Test	2	2
Tony's secret clients	2	2

25 per page

## Account manager and client groups

Navigate to either the 'Account Managers' or 'Clients' area and select 'Manage groups'. Alternatively, select 'Settings' from the drop-down menu in the top-right of your Practice Dashboard and select 'Groups'.

Select 'Add new group'.

Group

View all groups Delete group Edit group name

Clients Account managers

Add client to group

☐ Include inactive and closed clients

Search for clients Add

A & K Bakery TB Ch Ltd

ABC Property Magnate Machine

Adventure Beast Ltd

Agn Design And Build Limited

Aline Smith - BFR

Alpha TB Limited

There are no clients in this group.

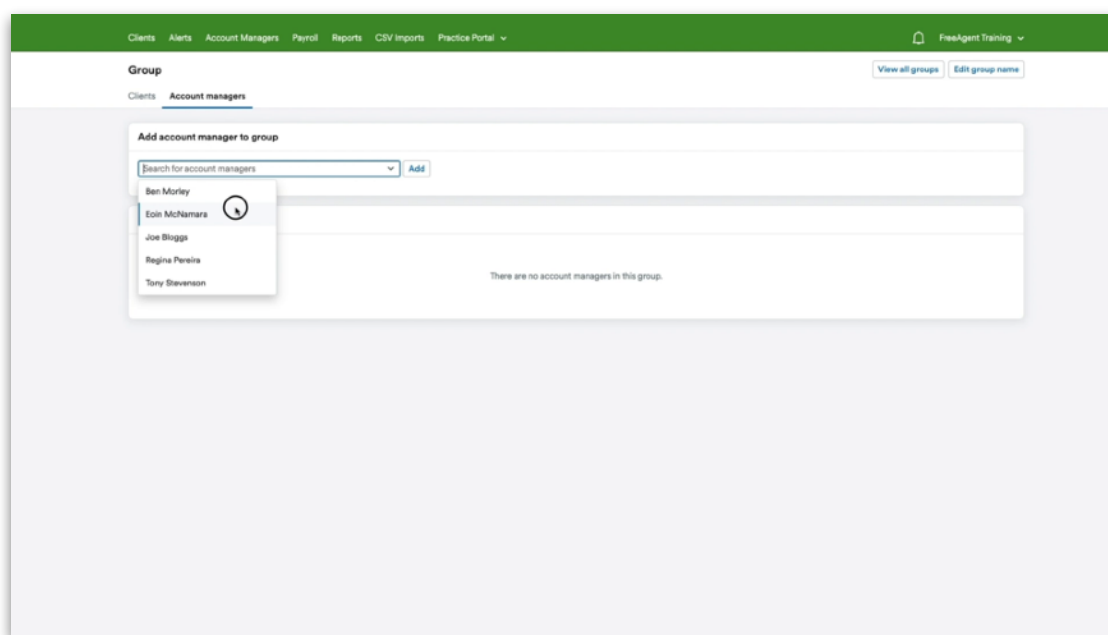
Enter a suitable name for the group and select 'Create new group' to complete the process.

You can then add clients and account managers to the group.

To add a client to the group, select the client from the drop-down menu and select 'Add'. Repeat this process for each client you want to add to the group.

If you'd like inactive and closed clients to appear in the drop-down menu, tick the 'Include inactive and closed clients' check box. You can see which clients have been added to the group, along with the details of any other group(s) they've been added to, in the 'Clients in group' panel.

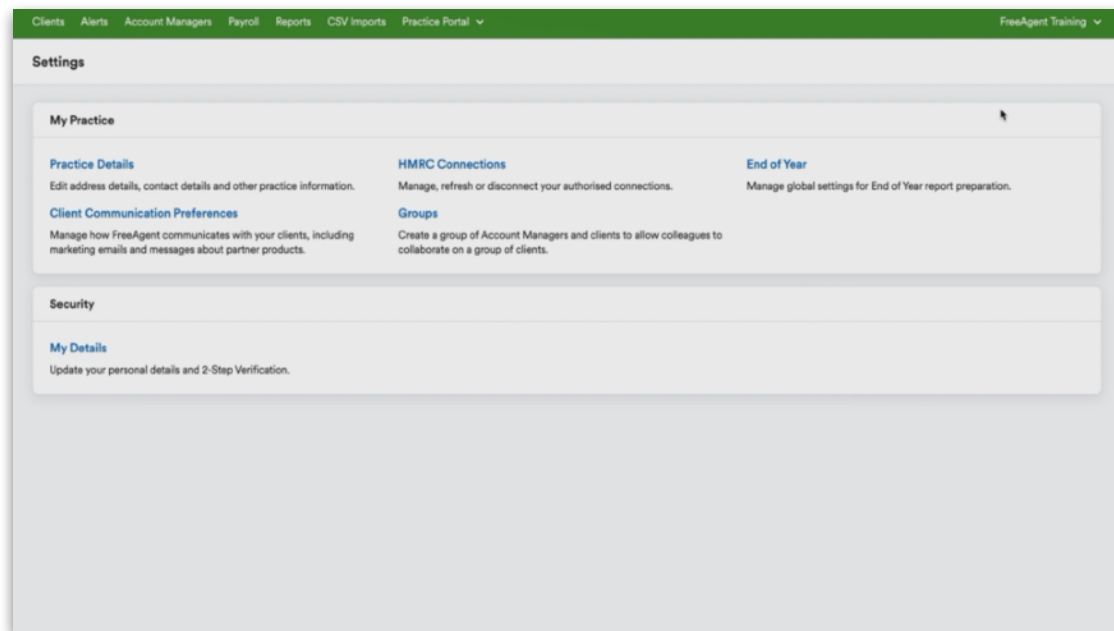
To add an account manager to the group, select the 'Account managers' tab. Select the account manager from the drop-down menu and select 'Add'. Repeat this process for each account manager you want to add to the group.



You can see which account managers have been added to the group, along with the details of any other group(s) they've been added to, in the 'Account managers in group' panel.

## Settings

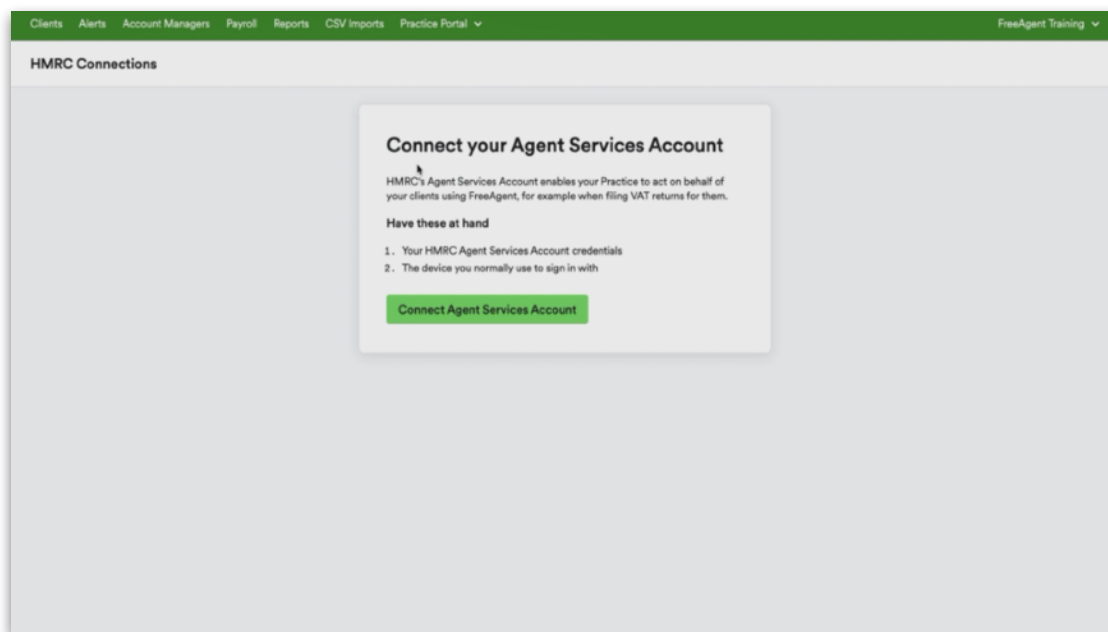
The Settings area is where you can manage your practice details in FreeAgent. To get there, click on your practice's name at the top-right of your screen and click 'Settings' from the drop-down menu.



In the 'My Practice' section, you'll find 'Practice Details', which can be used to update your practice's contact information and logo.

The screenshot shows the 'Practice details' form within the 'Settings' page. The form is divided into four sections: 'Practice details', 'Contact information', 'Referral information', and 'Support Details'. The 'Practice details' section includes fields for 'Trading Name' (with a red asterisk indicating it is a required field), 'Registered Name', and 'Company Registration Number'. The 'Contact information' section includes fields for 'Contact email' and 'Contact phone'. The 'Referral information' section includes a 'Referral link' field with a text box containing 'https://www.freeagent.com' and a note: 'Paste or type the link to your practice referral scheme here. Please include either http:// or https:// in the URL.' The 'Support Details' section includes fields for 'Support email' and 'Support phone'.

In the 'HMRC Connections' section, you can set up an 18-month digital connection between FreeAgent and your Agent Services Account, allowing you to file your clients' MTD VAT returns.



This connection only needs to be set up by one account manager and will allow all account managers on the dashboard to use the connection to file MTD VAT returns for the relevant clients.

Once the 18 months is up and the connection expires, an account manager will need to navigate back here to reconnect the Agent Services account with your FreeAgent Practice Dashboard.

## Alerts

The Alerts tab provides a way for you to track key aspects of your clients' accounts without having to manually access each client's account individually.

The screenshot shows the 'Alerts' tab in the software interface. The top navigation bar includes 'Clients', 'Alerts', 'Account Managers', 'Payroll', 'Reports', 'CSV Imports', 'Practice Portal', and 'FreeAgent Training'. The 'Alerts' section is active, displaying a list of alert rules and their corresponding client data.

Alert Rule	Client	Date	Alerts
VAT return due in less than 30 days	Sparkly Cleaning Ltd	07 Jun 22	7 alerts
	Sparkly Cleaning Ltd	07 Sep 22	
	Sparkly Cleaning Ltd	07 Dec 22	
	Dotty's Cakes Ltd	07 Feb 23	
	Dotty's Cakes Ltd	07 May 23	
2 or more unexplained bank transactions	Sparkly Cleaning Ltd	03 May 23	8 alerts
	Wedding Photographer	03 May 23	
	Jabba the hutts properties	03 May 23	
	Stephen's Chateau	03 May 23	
	Jorgie's Builders	03 May 23	
Directors loan account above £10,000			0 alerts
Company has an upcoming year end within 30 days	Peebles dog walking	31 May 23	1 alert

Buttons: Edit, Export, Delete

Client needs to re-consent Open Banking feed within 1 day

Any user last logged in over 30 days ago

Let's create a new alert rule. Begin by clicking the 'New Alert Rule' button in the top-right of the screen. In the pop-up window, click 'Rule type' and select which option you'd like to track within your clients' accounts from the drop-down menu.

The screenshot shows the 'Alerts' tab with the 'New Alert Rule' dialog box open. The dialog box has a title bar 'New Alert Rule' and a close button 'X'. It contains a 'Rule type' dropdown menu, an 'Amount (£)' input field, and 'Add Alert Rule' and 'Cancel' buttons.

Rule type: Director loan account is above a certain amount

Amount (£): 0

Buttons: Add Alert Rule, Cancel



Two of our most commonly used rules are for tracking turnover for your non-VAT-registered clients and a rule that will alert you when VAT return filing is due for your VAT-registered clients.

The screenshot displays the 'Alerts' section of the FreeAgent software. The interface includes a top navigation bar with links for Clients, Alerts, Account Managers, Payroll, Reports, CSV imports, and Practice Portal. A 'New Alert Rule' button is visible in the top right corner. The main area shows two columns of alerts. The left column, titled 'VAT return due in less than 30 days', lists alerts for Sparkly Cleaning Ltd and Dotty's Cakes Ltd. The right column, titled '2 or more unexplained bank transactions', lists alerts for Sparkly Cleaning Ltd, Wedding Photographer, Jabba the hutts properties, Stephen's Chateau, and Jorgie's Builders. A modal window titled 'New Alert Rule' is open in the center, showing a list of rule types. The 'Non-VAT registered UK company turnover threshold' rule is highlighted. The modal also includes an 'Add Alert' button and a list of other rule types such as 'Director loan account is above a certain amount', 'Distributable reserves are below a certain amount', 'VAT return is due within a number of days', 'Year ended within a number of days with corporation tax errors', 'User hasn't logged in for a number of days', 'Open banking consent expires within a number of days', 'Trade creditors account is above or below a certain amount', 'Trade debtors account is above or below a certain amount', 'A transaction value is over a certain amount', 'Number of unexplained bank transactions is more than', and 'Year end is within a number of days'.

Alert Title	Client	Date
VAT return due in less than 30 days	Sparkly Cleaning Ltd	07 Jun 22
VAT return due in less than 30 days	Sparkly Cleaning Ltd	07 Sep 22
VAT return due in less than 30 days	Sparkly Cleaning Ltd	07 Dec 22
VAT return due in less than 30 days	Dotty's Cakes Ltd	07 Feb 23
VAT return due in less than 30 days	Dotty's Cakes Ltd	07 May 23
2 or more unexplained bank transactions	Sparkly Cleaning Ltd	03 May 23
2 or more unexplained bank transactions	Wedding Photographer	03 May 23
2 or more unexplained bank transactions	Jabba the hutts properties	03 May 23
2 or more unexplained bank transactions	Stephen's Chateau	03 May 23
2 or more unexplained bank transactions	Jorgie's Builders	03 May 23

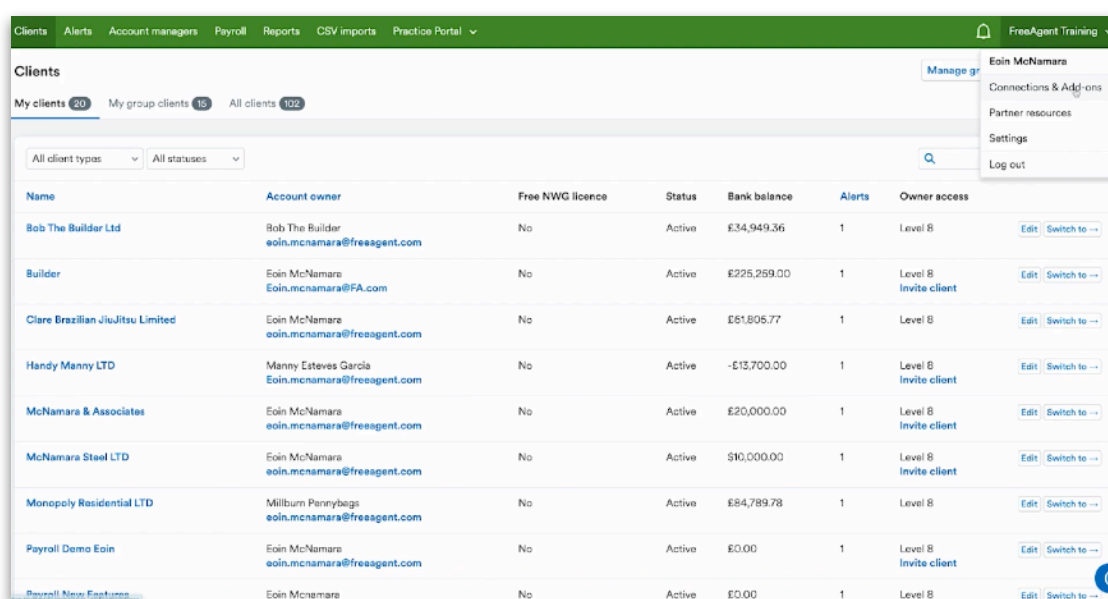
## Add-ons

FreeAgent is packed with functionality that makes life easier for you and your clients, but we appreciate that some businesses have particular needs and would benefit from specialised tools. These tools take the form of add-ons that your clients can choose to subscribe to.

You can set up default settings for your practice that control whether your clients can activate add-ons themselves (if they're the account owner or have full (level 8) access to FreeAgent), and whether the subscriptions will be paid for by the practice or by the client. These default settings can be overridden for individual clients.

Until the practice's default settings have been confirmed, clients will be able to activate add-ons and be responsible for the cost of the add-on.

A practice's default settings can be confirmed by following the steps below. Select 'Connections & Add-ons' from the drop-down menu below your practice name.



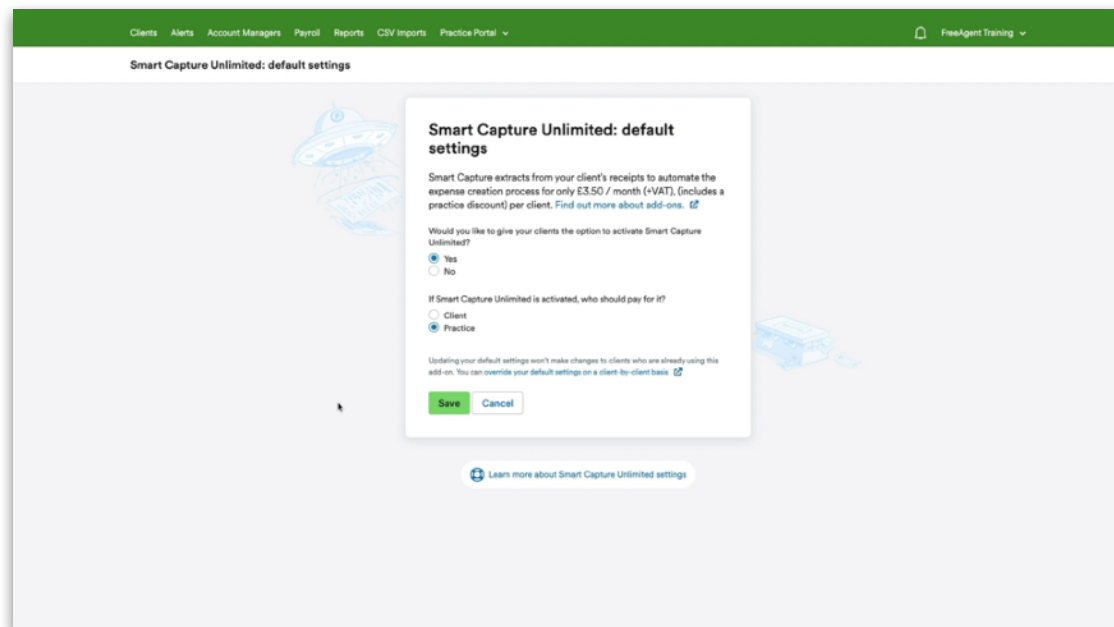
The screenshot shows the 'Clients' page in the FreeAgent interface. At the top, there's a navigation bar with links: Clients, Alerts, Account managers, Payroll, Reports, CSV imports, Practice Portal, and a 'FreeAgent Training' link. Below the navigation bar, the 'Clients' section is active, showing filters for 'My clients (20)', 'My group clients (15)', and 'All clients (102)'. There are also dropdowns for 'All client types' and 'All statuses'. A search bar is present. The main table lists clients with columns: Name, Account owner, Free NWG licence, Status, Bank balance, Alerts, and Owner access. The 'Owner access' column shows 'Level 8' for all clients, with 'Invite client' links. A 'Manage' dropdown menu is open, showing options: 'Connections & Add-ons', 'Partner resources', 'Settings', and 'Log out'.

Name	Account owner	Free NWG licence	Status	Bank balance	Alerts	Owner access
Bob The Builder Ltd	Bob The Builder eoin.mcnamara@freeagent.com	No	Active	£34,949.36	1	Level 8 Edit Switch to →
Builder	Eoin McNamara eoin.mcnamara@FA.com	No	Active	£225,269.00	1	Level 8 Invite client Edit Switch to →
Clare Brazilian JiuJitsu Limited	Eoin McNamara eoin.mcnamara@freeagent.com	No	Active	£61,805.77	1	Level 8 Edit Switch to →
Handy Manny LTD	Manny Esteves Garcia Eoin.mcnamara@freeagent.com	No	Active	-£13,700.00	1	Level 8 Invite client Edit Switch to →
McNamara & Associates	Eoin McNamara eoin.mcnamara@freeagent.com	No	Active	£20,000.00	1	Level 8 Invite client Edit Switch to →
McNamara Steel LTD	Eoin McNamara eoin.mcnamara@freeagent.com	No	Active	\$10,000.00	1	Level 8 Invite client Edit Switch to →
Monopoly Residential LTD	Millburn Pennybeigs eoin.mcnamara@freeagent.com	No	Active	£84,789.78	1	Level 8 Edit Switch to →
Payroll Demo Eoin	Eoin McNamara eoin.mcnamara@freeagent.com	No	Active	£0.00	1	Level 8 Invite client Edit Switch to →
Payroll New Features	Eoin McNamara	No	Active	£0.00	1	Level 8 Edit Switch to →

Select 'Manage' on the relevant add-on panel.

First, select whether or not you'd like your clients to be able to activate the add-on themselves, by default. Selecting 'Yes' will allow your client to enable the add-on within their FreeAgent account if they're the account owner or have full (level 8) access.

When this is set to 'No', your client will still be able to see and access the add-on within their account, but if they try to enable the add-on they'll be presented with a message informing them that the add-on has been disabled and to contact their accountant directly.



The screenshot shows a software interface with a green header bar containing navigation links: Clients, Alerts, Account Managers, Payroll, Reports, CSV Imports, and Practice Portal. A bell icon and 'FreeAgent Training' are on the right. Below the header, the page title is 'Smart Capture Unlimited: default settings'. A central dialog box titled 'Smart Capture Unlimited: default settings' contains the following text: 'Smart Capture extracts from your client's receipts to automate the expense creation process for only £3.50 / month (+VAT). (includes a practice discount) per client. Find out more about add-ons.' Below this, it asks 'Would you like to give your clients the option to activate Smart Capture Unlimited?' with radio buttons for 'Yes' (selected) and 'No'. Then it asks 'If Smart Capture Unlimited is activated, who should pay for it?' with radio buttons for 'Client' and 'Practice' (selected). At the bottom of the dialog, it states 'Updating your default settings won't make changes to clients who are already using this add-on. You can override your default settings on a client-by-client basis.' and has 'Save' and 'Cancel' buttons. A link 'Learn more about Smart Capture Unlimited settings' is at the bottom of the page.

Next, select whether you'd like the add-on subscription to be paid for by the client or the practice, if the add-on is activated, by default.

Once the default settings have been chosen for the add-on, select 'Save' to complete the process. This will display the add-on status for each of your clients. The status will initially be set to 'Inactive' until the add-on is activated.

The screenshot shows the 'Smart Capture Unlimited' interface. At the top, there's a navigation bar with links like 'Clients', 'Alerts', 'Account Managers', 'Payroll', 'Reports', 'CSV Imports', and 'Practice Portal'. Below this, the title 'Smart Capture Unlimited' is displayed. A search bar and filters for 'All clients' and 'All add-on statuses' are present. The main table lists clients with their names, add-on statuses, and 'Manage' buttons. A red circle highlights the 'Add-on status' header. The right sidebar contains an 'Overview' section with default settings and an 'Activating add-ons' section with instructions.

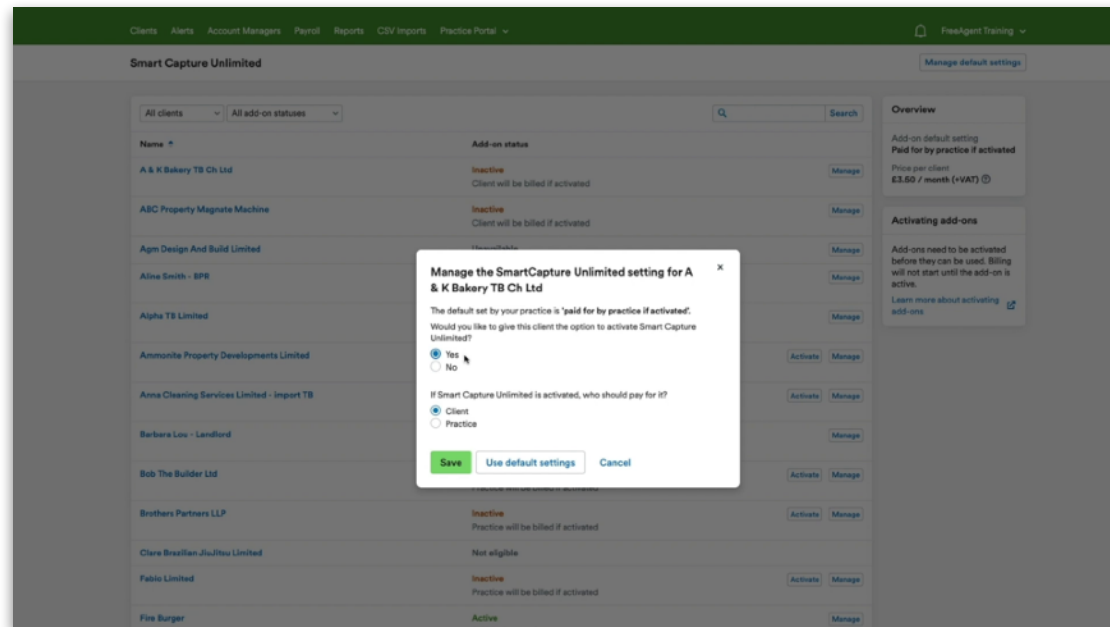
Name	Add-on status	Manage
A & K Bakery TB Ch Ltd	Inactive Client will be billed if activated	Manage
ABC Property Magnate Machine	Inactive Client will be billed if activated	Manage
Agm Design And Build Limited	Unavailable	Manage
Aline Smith - BPR	Active Paid for by practice	Manage
Alpha TB Limited	Active Paid for by practice	Manage
Ammonite Property Developments Limited	Inactive Practice will be billed if activated	Activate Manage
Anna Cleaning Services Limited - Import TB	Inactive Practice will be billed if activated	Activate Manage
Barbara Low - Landford	Active Paid for by practice	Manage
Bob The Builder Ltd	Inactive Practice will be billed if activated	Activate Manage
Brothers Partners LLP	Inactive Practice will be billed if activated	Activate Manage
Clare Brazilian JiuJitsu Limited	Not eligible	
Fabio Limited	Inactive Practice will be billed if activated	Activate Manage
Fire Burger	Active Build the foundation	Manage

The practice's default add-on settings will be applied to all clients, however, you can set specific settings for individual clients, choose whether they can activate add-ons themselves and whether the cost of the add-ons will be paid for by the practice or the client.

To edit Add-on settings for an individual client, click 'Manage' next to their name in the add-on's client list.

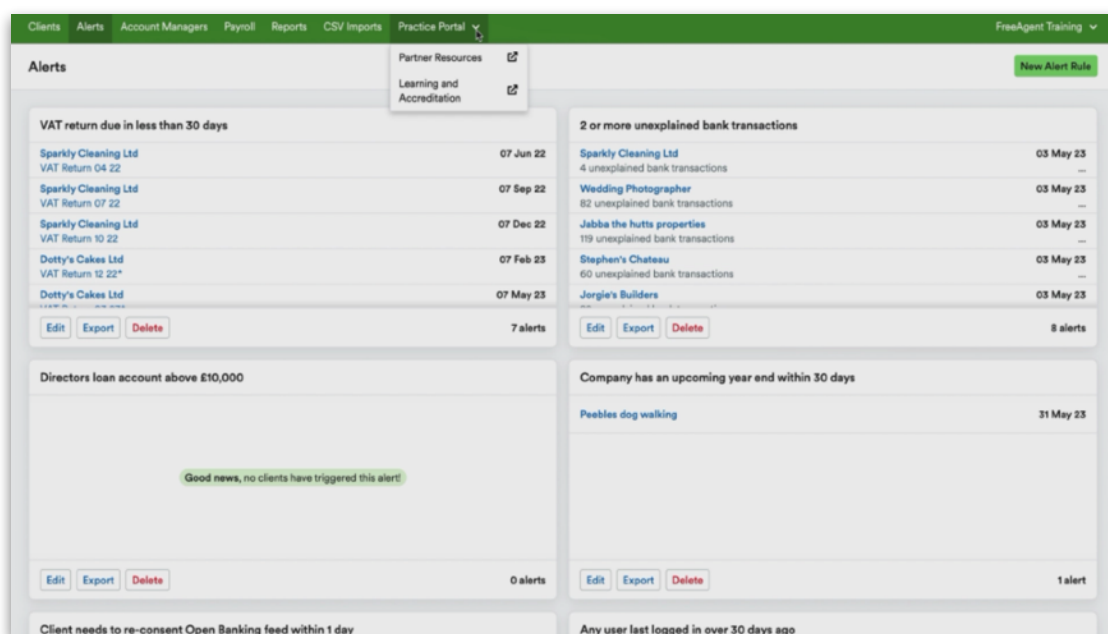
This screenshot is identical to the previous one, but with a red box highlighting the 'Manage' button for the first client, 'A & K Bakery TB Ch Ltd', in the 'Add-on status' column.

Make the required changes to whether the client can activate add-ons themselves (if they're the account owner or have full (level 8) access to FreeAgent), and whether the subscriptions will be paid for by the practice or by the client in the pop-up window, and select 'Save' to complete the process.

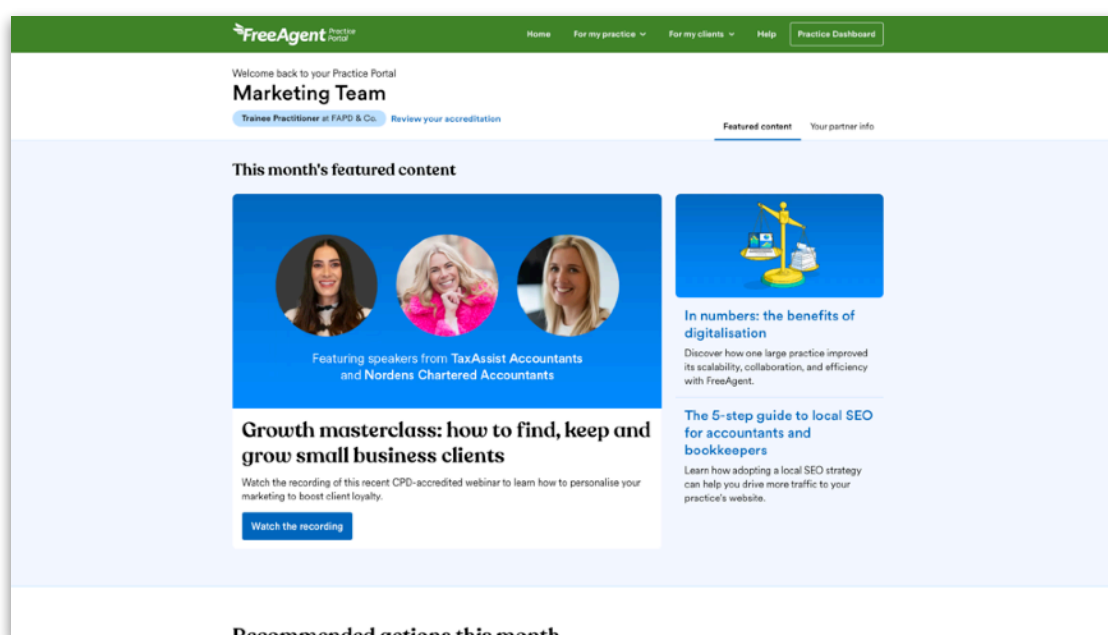


## The Practice Portal

The Practice Portal offers a host of valuable resources for you and your practice. Click on the 'Practice Portal' tab on the green navigation banner and select 'Partner Resources' from the drop-down menu.

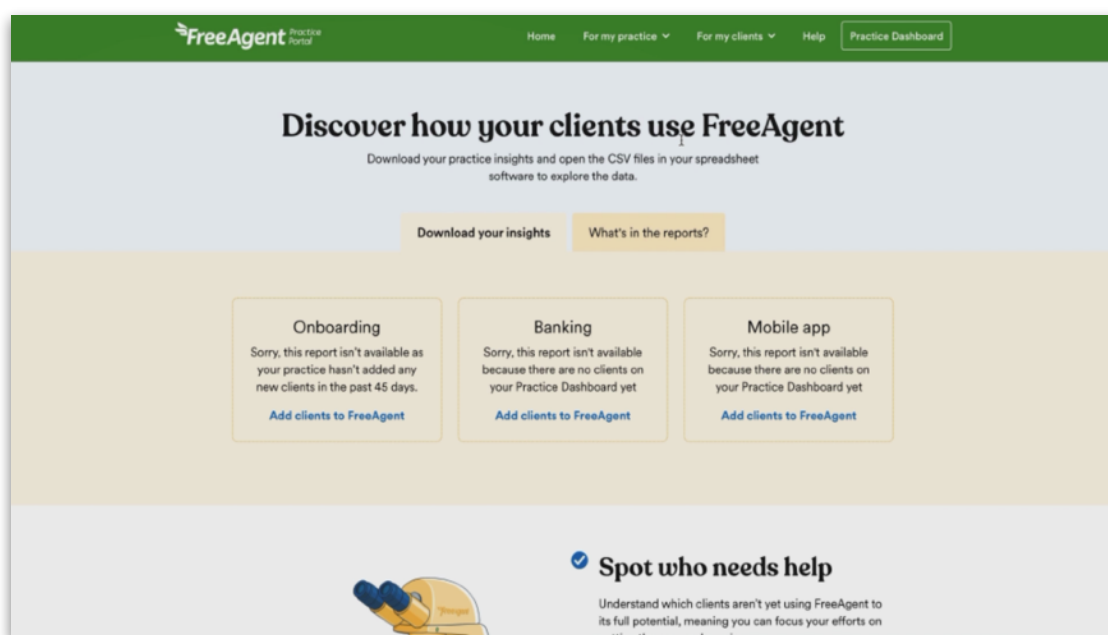


You can access a wealth of support for you and your clients, including downloadable guides, marketing resources, videos to share with your clients and the latest information about FreeAgent's innovations. In addition, you'll also find invitations to attend regular webinar events as well as any recordings of events you may have missed.



Partner resources are split into two sections in the Practice Portal, via the 'For my practice' and 'For my clients' drop-down menus. 'For my practice' contains resources directly related to your practice. Here you'll find resources to help you get started with FreeAgent as well as information about your partner benefits, event invitations, videos, blogs and information about the FreeAgent mobile app and FreeAgent for Landlords.

This section also includes 'Practice insights'. Navigate to this area to access three unique downloadable reports that will show you exactly how your clients are using FreeAgent.



The first is the 'Onboarding' report, which lets you see when clients are carrying out key actions within their first 45 days using FreeAgent.

The 'Banking' report shows you how many bank feeds each of your clients have set up, which can help you identify any that aren't using a bank feed yet.

The 'Mobile app' report details which of your clients are not using the FreeAgent mobile app and the clients that have previously used it, but have not logged in to the app for a while.

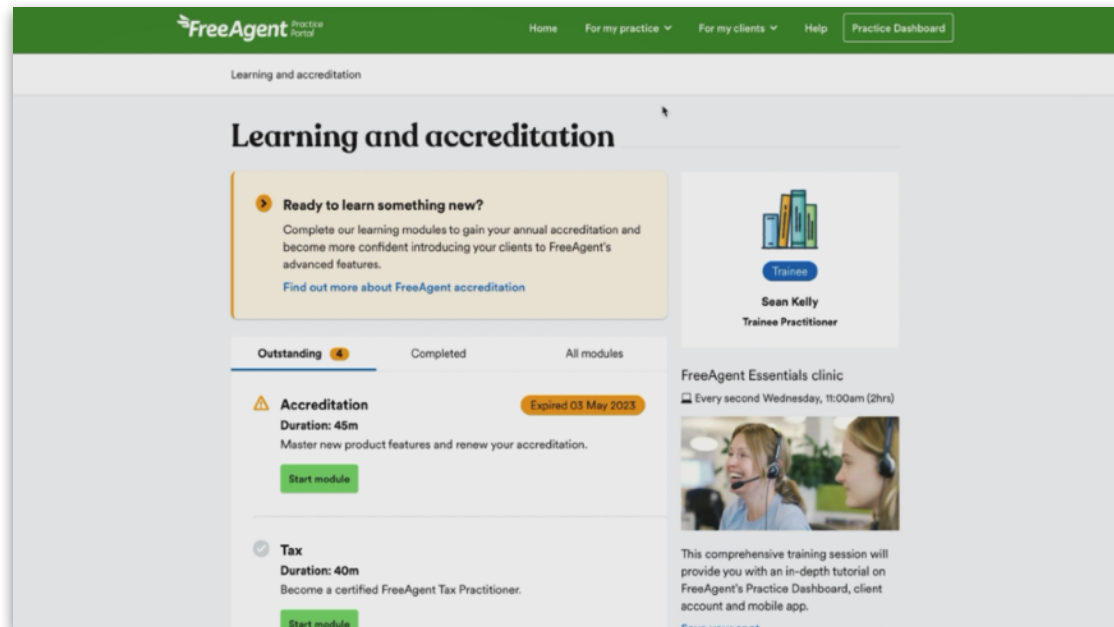
The insights from these reports will enable you to have more tailored conversations with your clients, identify ways to improve the efficiency of your practice and help with the onboarding of new clients.

The 'For my clients' area of the portal hosts a wealth of downloadable resources you can share with clients who are either brand new to accounting software or just getting started on their FreeAgent journey. You'll find our tips for introducing FreeAgent to your clients, including shareable videos and email templates, as well as step-by-step guidance for onboarding new clients to FreeAgent.

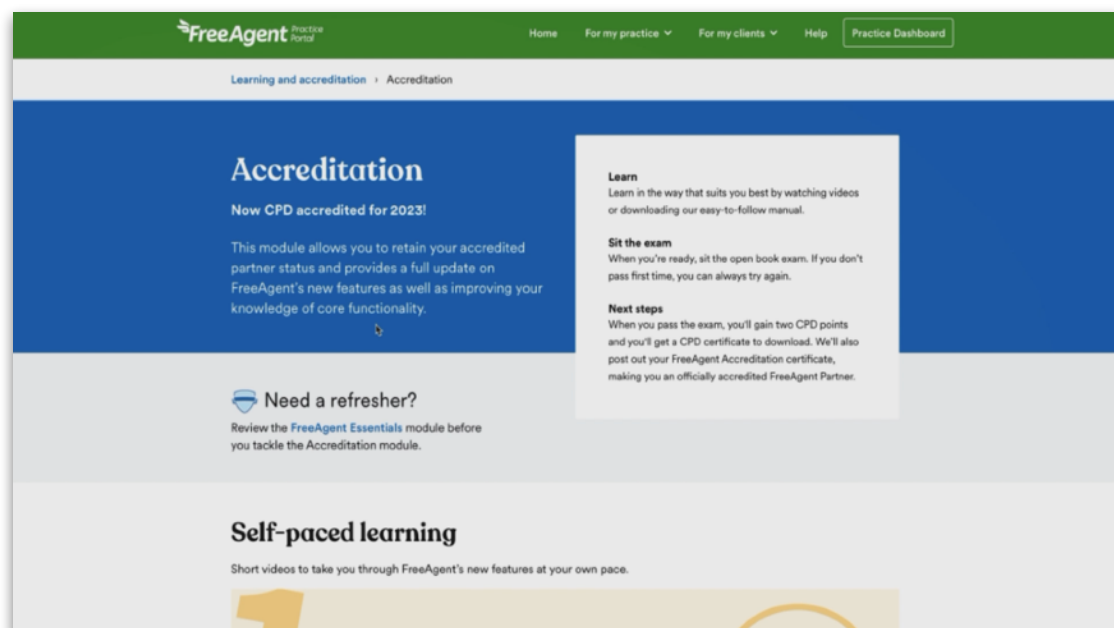


## Accreditation

The Learning area within the Practice Portal is personalised for each individual account manager who has access to your Practice Dashboard. To navigate to the Learning area, click 'Learning and accreditation' from the 'For my practice' drop-down menu.



This is where you can access all of the learning modules - including this one - that will aid you on your FreeAgent journey. Select 'Start module' to begin.



Each module includes guided videos of FreeAgent that you can watch to increase your knowledge of FreeAgent. There are also downloadable PDF manuals that cover all of the material from each module.

Once you're comfortable with the material, click 'Take exam' at the bottom of each module to take a short multiple choice exam. You will need to correctly answer 80% of the questions in an exam to pass.

## Knowledge Base, Practice Support and Ruby the Robot

If you ever need a hand or have questions about managing your clients in FreeAgent, there are a few different ways you can access support.

If you run into issues or have any specific questions about your data in FreeAgent, start by clicking the 'Help' button at the bottom-right of the screen when logged in to your Practice Dashboard or from within your client's account.

The screenshot displays the FreeAgent Practice Dashboard. At the top, there are filters for 'All client types' and 'All statuses', and a search bar. Below this is a table listing clients with columns: Name, Account Owner, Free NWG Licence, Last logged in, Status, Bank Balance, Alerts, and Owner Access. The table contains 12 rows of client data. On the right side, a chat window titled 'Ruby the Robot' is open, showing a welcome message and a text input field for asking questions.

Name	Account Owner	Free NWG Licence	Last logged in	Status	Bank Balance	Alerts	Owner Access
22 Ltd	Sean Kelly sean@kelly.com	No	Never	Active	£12,345.00	0	No Access Invite Client
Dolly's cat sitting	Dolly The cat Dolly@thecat.com	No	Never	Closed	£123,456.00	0	No Access
Dotty's Cakes Ltd	Sean Kelly sean.kelly@freeagent.com	No	03 May 23 11:41	Demo	£192,704.31	3	Level 8
Grace dog walking	Grace Dog Grace@dog.com	No	Never	Active	£123,456.00	1	
Incorporated properties Ltd	Dan Ashcroft dan@medianode.com	Could be Ⓢ	Never	Active	£3,667.00	1	
Jabba the hutts properties	Jackie Meadows sean.kelly@freeagent.com	No	04 Oct 22 14:30	Demo	-£205,509.29	2	
Jake's window cleaner	Jake Dog Jakedog@window.com	No	Never	Active	£12,345.00	1	
Jimmy bob the dog walking	Jimmy Bob jimmy@bob.com	No	Never	Active	£123,456.00	1	
Jorgie's Builders	Dan Ashcroft dan@medianode.com	No	Never	Active	£20,029.45	4	
Keith the landlord	Mrs Wife Keith@thecat.com	No	Never	Active	£0.00	1	
Kelly's weddings	Dan Ashcroft Dan@medianode.com	Could be Ⓢ	Never	Active	£48,779.15	0	
Louis Dog walking	Louis the dog	No	Never	Active	£12,345.00	1	

**Ruby the Robot**  
 Ruby the Robot - Bot  
 Hi! Welcome to FreeAgent Support.  
 Ask me a question and I'll find the answer for you.  
 Type your question here...

A chat window will pop up. Use the chat to ask our automated assistant - Ruby the Robot - a question. Ruby will attempt to suggest an article from our Knowledge Base to help answer your query. If Ruby is unable to help, click 'Get in touch' to contact our dedicated Practice Support team.

You will be given the option to connect with our Practice Support team by live chat if it's during support hours, or to leave a message if it's outside of support hours.

Alternatively, if you'd rather speak to someone from the Practice Support team, you can find the phone number to contact them by clicking 'Practice Support' in the bottom-right corner of the screen. Our phone lines have the same opening and closing hours as our chat, which are 9am to 5pm Monday to Thursday, and 9am to 4pm on Friday.

This is also where you'll also find the Practice Support team's email address,

Meadows Marketing Ltd	sean Kelly sean@kelly.com	No	Never	Active	£12,345.00	0	Level 7 Invite Client	Edit Switch to --
Meadows Marketing Ltd	Sean Kelly Sean@kelly.com	No	Never	Active	£12,345.00	0	Level 6 Invite Client	Edit Switch to --
meadows marketing ltd	Sean Kelly Sean@kelly.com	No	Never	Active	£12,345.00	0	Level 8 Invite Client	Edit Switch to --
Peebles dog walking	Jackie Meadows Jackie@meadows.com	No	Never	Active	£12,345.00	2	Level 7 Invite Client	Edit Switch to --
Sean's dog Walking	Sean The dog Sean@thedog.com	No	Never	Active	£12,345.00	1	Level 7 Invite Client	Edit Switch to --
Sparkly Cleaning Ltd	Lucy Sparkle alan.konopka@gmail.com	No	20 Apr 22 11:41	Active	£113,691.07	6	Level 8	Edit Switch to --
Stephen's Chateau	Dan Aahcroft dan@medianode.com	No	Never	Demo	-£219,632.00	2	Level 8 Invite Client	Edit Switch to --
testclient	Dan Aahcroft Dan@medianode.com	No	Never	Closed	£12,345.00	0	Level 7	Edit Switch to --
testdemo	Dan Aahcroft dan@medianode.com	No	Never	Demo	£33,368.06	2	Level 8 Invite Client	Edit Switch to --
Wedding Photographer	Dan Aahcroft Sean.kelly@freeagent.com	No	28 Mar 23 15:07	Demo	£56,312.61	2	Level 8	Edit Switch to --
Zeena Ltd	Zeena Bishop Zeena@tld.com	No	Never	Active	£143,897.77	1	Level 7 Invite C	Edit Switch to --

25 per page

**FreeAgent Practice Support**  
Email  
practicesupport@freeagent.com  
Phone  
0800 025 3800  
Account Manager ID  
45461

FreeAgent Privacy Policy Terms of Service Accountant Knowledge Base Practice Support

which you can use any time. If our offices are closed, you'll receive a response when our offices reopen.

You'll also see your unique Account Manager ID. Whichever way you decide to get in touch, you may be asked to provide this ID code as it's used to identify who you are and locate your Practice Dashboard.

## 2. Licence setup

### Which businesses is FreeAgent suitable for?

Business type/required functionality	Suitable	Suitable with minor workaround	Extensive workaround required
Traditional trades	✓		
Professional services	✓		
Service businesses	✓		
Creative and technology	✓		
Retail and hospitality	✓		
Landlords	✓		
Low stock business	✓		
Property inside a limited company licence		✓	
CIS for contractors		✓	
Both subcontractor and contractor		✓	
Business with intangible fixed assets		✓	
Business operating OSS		✓	
Up to two cost centres		✓	
More than two cost centres			✓
VAT margin scheme			✓
VAT retail scheme			✓
Adjustment to accounting year end			✓
Manufacturing			✓
High stock trading business			✓
Charities			✓
Business registered for international sales tax			✓

FreeAgent supports cash basis accounting for sole trader, partnership and unincorporated landlord accounts, as well as traditional accruals basis accounting.

If you have any queries about a client's suitability for FreeAgent, ask your Account Manager for further information.

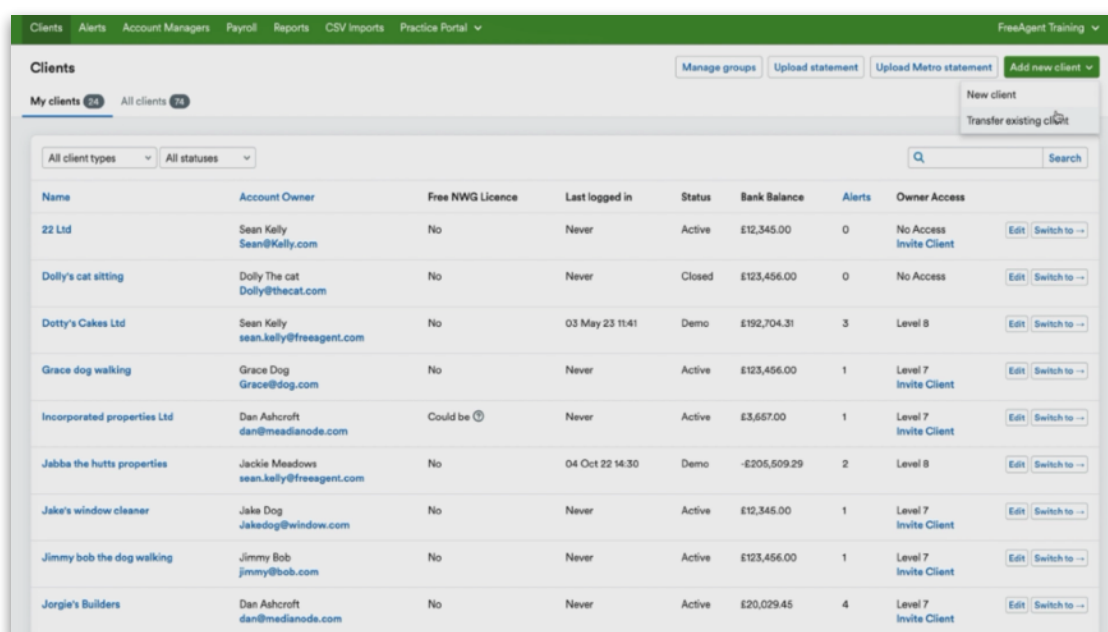
## Transferring a client to your Practice Dashboard

If a client already uses FreeAgent, you can transfer their account to your Practice Dashboard.

When you transfer a client with an existing FreeAgent licence, your practice takes over commercial ownership of the licence and it will appear on your invoice from FreeAgent as either a 'free licence', if they get FreeAgent free with a NatWest, Royal Bank of Scotland, Ulster Bank or Mettle account, or a 'paid for licence', if they currently pay for their account.

If you have any queries or questions about billing, please contact your Account Manager before transferring a licence.

To transfer a client, navigate to the 'Clients' tab in your dashboard and select 'Add new client' in the top-right corner. Select 'Transfer existing client'.



Name	Account Owner	Free NWG Licence	Last logged in	Status	Bank Balance	Alerts	Owner Access
22 Ltd	Sean Kelly Sean@kelly.com	No	Never	Active	£12,345.00	0	No Access Invite Client
Dolly's cat sitting	Dolly The cat Dolly@thecat.com	No	Never	Closed	£123,456.00	0	No Access
Dotty's Cakes Ltd	Sean Kelly sean.kelly@freeagent.com	No	03 May 23 11:41	Demo	£192,704.31	3	Level 8
Grace dog walking	Grace Dog Grace@dog.com	No	Never	Active	£123,456.00	1	Level 7 Invite Client
Incorporated properties Ltd	Dan Ashcroft dan@medianode.com	Could be	Never	Active	£3,667.00	1	Level 7 Invite Client
Jabba the hutts properties	Jackie Meadows sean.kelly@freeagent.com	No	04 Oct 22 14:30	Demo	-£205,509.29	2	Level 8
Jake's window cleaner	Jake Dog Jakadog@window.com	No	Never	Active	£12,345.00	1	Level 7 Invite Client
Jimmy bob the dog walking	Jimmy Bob jimmy@bob.com	No	Never	Active	£123,456.00	1	Level 7 Invite Client
Jorgie's Builders	Dan Ashcroft dan@medianode.com	No	Never	Active	£20,029.45	4	Level 7 Invite Client

Enter the email address that your client uses to log in to FreeAgent, along with their unique subdomain. The subdomain can be found within the web address when your client is logged in to FreeAgent.

The screenshot shows the 'Transfer client' form within the FreeAgent interface. The top navigation bar is green and contains links for Clients, Alerts, Account Managers, Payroll, Reports, CSV Imports, Practice Portal, and FreeAgent Training. The main heading is 'Transfer client'. Below this is a 'Client Details' section with two input fields: 'Account Owner Email Address' and 'Subdomain'. Both fields have red asterisks indicating they are required. A link below the 'Subdomain' field reads: 'Your client can follow the steps outlined in this article [How to find your FreeAgent subdomain](#) to find this.' At the bottom of the form are two buttons: 'Transfer client' and 'Cancel'.

Transfer client

Client Details

Account Owner Email Address \*

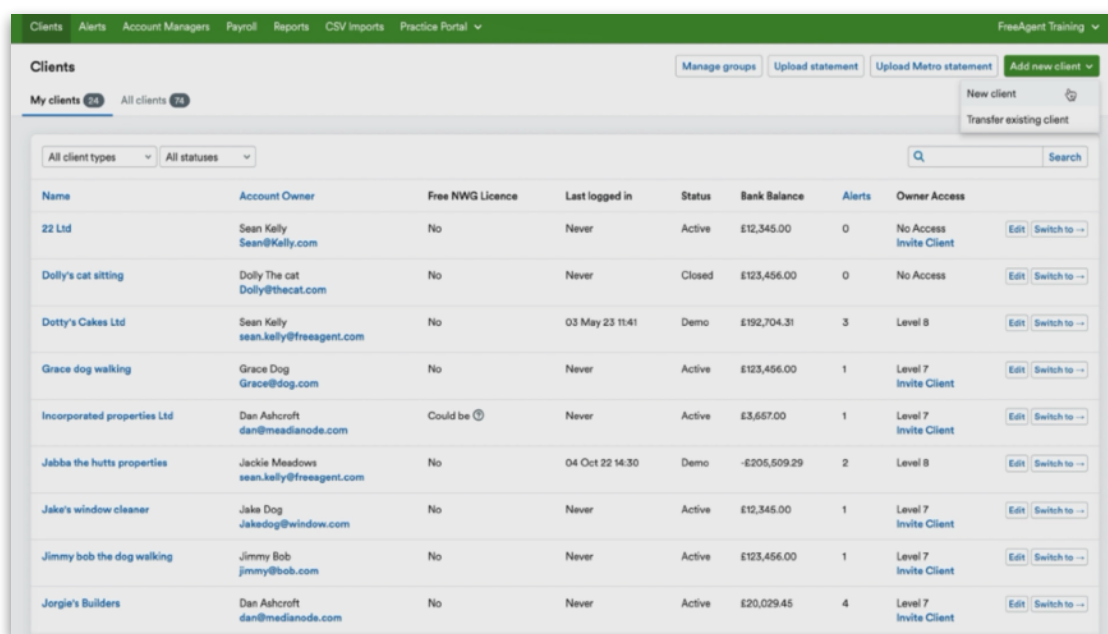
Subdomain \*

[Your client can follow the steps outlined in this article 'How to find your FreeAgent subdomain' to find this.](#)

Transfer client Cancel

## Adding a new client to FreeAgent

If your client is new to FreeAgent, you'll need to follow a different process for adding them to your Practice Dashboard. Select 'Add new client' and then 'New client'.



Enter the client's business name and the subdomain you'd like them to use as the URL (web address) for their FreeAgent account. It needs to be unique, so you may need to add additional numbers or letters to the name of your client's business. Feel free to get creative and remember to choose something memorable for your client.

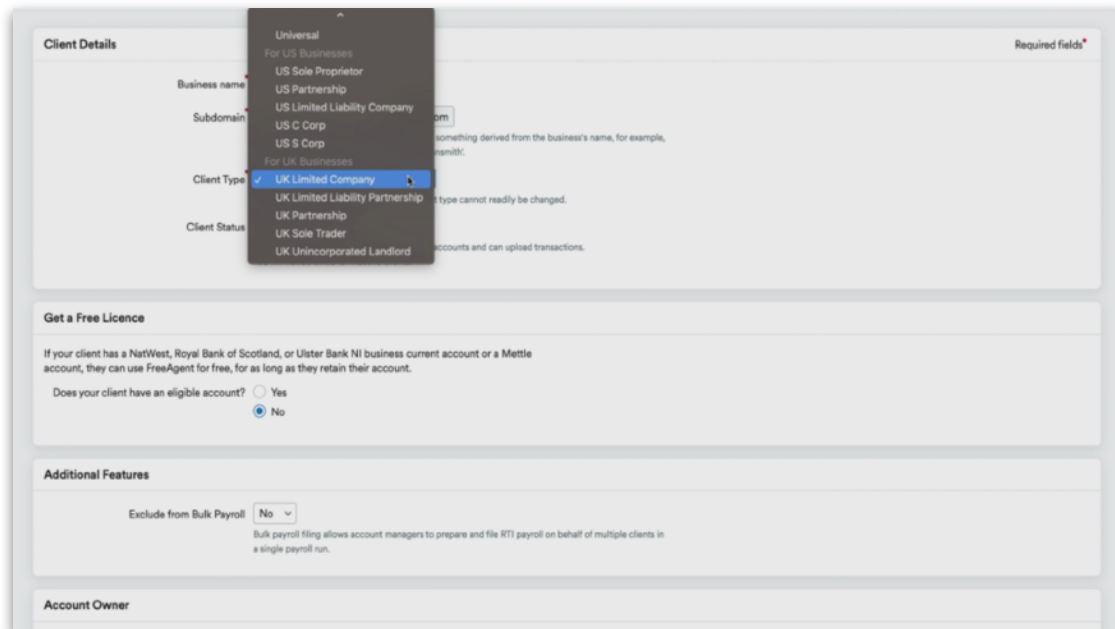
The screenshot shows the 'New client' form. It has a 'Client Details' section with the following fields:
 

- Business name:** A text input field.
- Subdomain:** A text input field with a dropdown menu showing 'client-subdomain' and '.freeagent.com'. A note below says: 'This may be your client's reference number or something derived from the business's name, for example, a business called John Smith Ltd could be 'johnsmith'.'
- Client Type:** A dropdown menu with 'UK Limited Company' selected. A note below says: 'Once a client has started their setup, the client type cannot readily be changed.'
- Client Status:** A dropdown menu with 'Inactive Licence' selected. A note below says: 'Active clients have access to their FreeAgent accounts and can upload transactions. You will not be billed for inactive clients.'

 There is a 'Required fields' icon in the top right corner of the form. Below the 'Client Details' section is a 'Get a Free Licence' section with a note: 'If your client has a NatWest, Royal Bank of Scotland, or Ulster Bank NI business current account or a Mettle account, they can use FreeAgent for free, for as long as they retain their account.' It asks 'Does your client have an eligible account?' with radio buttons for 'Yes' and 'No' (selected). At the bottom is an 'Additional Features' section with a checkbox for 'Exclude from Bulk Payroll' (selected 'No') and a note: 'Bulk payroll filing allows account managers to prepare and file RTI payroll on behalf of multiple clients in a single payroll run.'



Next, choose the relevant client type. Please note that once the client type is set, it can't be changed later. For example, if a client incorporates their business, they will need a new FreeAgent account.



The screenshot shows the 'Client Details' form in FreeAgent. The 'Client Type' dropdown menu is open, displaying options for US and UK businesses. The 'UK Limited Company' option is selected and highlighted with a blue checkmark. The form includes fields for 'Business name', 'Subdomain', and 'Client Status'. Below the form, there is a 'Get a Free Licence' section with a question about an eligible account and an 'Additional Features' section with a checkbox for 'Exclude from Bulk Payroll'.

**Client Details** Required fields\*

Business name

Subdomain

This may be your client's reference number or something derived from the business's name, for example, a business called John Smith Ltd could be 'johnsmith'.

Client Type Universal  
For US Businesses  
US Sole Proprietor  
US Partnership  
US Limited Liability Company  
US C Corp  
US S Corp  
For UK Businesses  
**UK Limited Company**  
UK Limited Liability Partnership  
UK Partnership  
UK Sole Trader  
UK Unincorporated Landlord

their setup, the client type cannot readily be changed.

Client Status

Active clients have access to their FreeAgent accounts and can upload transactions.  
You will not be billed for inactive clients.

**Get a Free Licence**

If your client has a NatWest, Royal Bank of Scotland, or Ulster Bank NI business current account or a Mettle account, they can use FreeAgent for free, for as long as they retain their account.

Does your client have an eligible account? ☐ Yes ☒ No

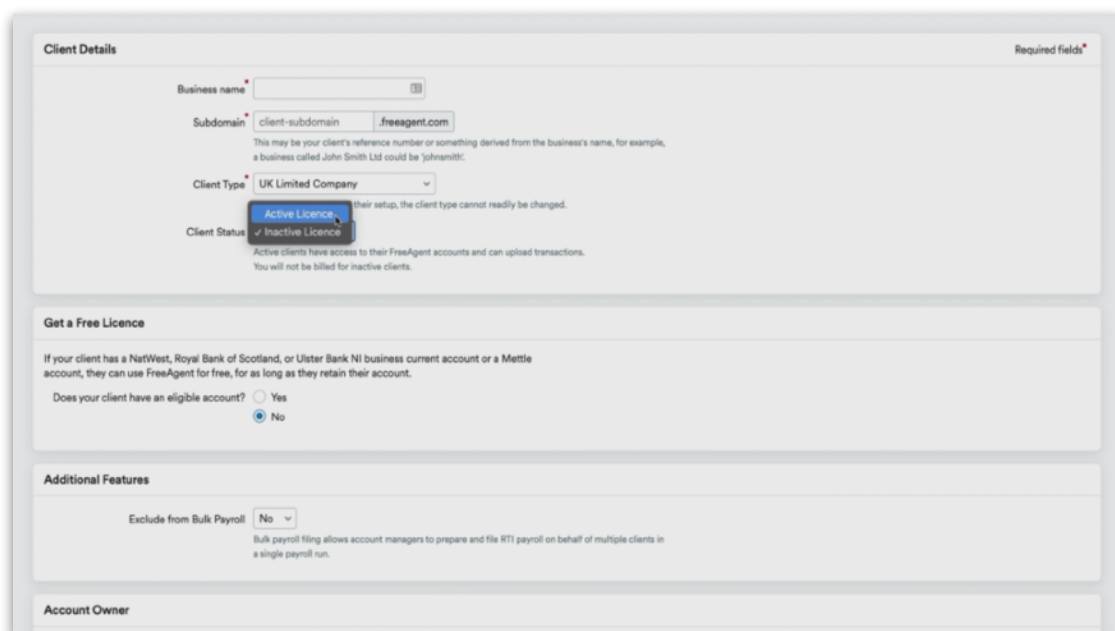
**Additional Features**

Exclude from Bulk Payroll

Bulk payroll filing allows account managers to prepare and file RTI payroll on behalf of multiple clients in a single payroll run.

**Account Owner**

Next, select the client's status. An active client will have access to their FreeAgent account and will be able to upload bank transactions, etc. Clients who are inactive won't have any access to FreeAgent. Please note that a client can only be active once. If you change their status from 'Active' to 'Closed', it cannot be changed back to 'Active' again.



The screenshot shows the 'Client Details' form in FreeAgent. The 'Client Status' dropdown menu is open, displaying options for 'Active Licence' and 'Inactive Licence'. The 'Inactive Licence' option is selected and highlighted with a blue checkmark. The form includes fields for 'Business name', 'Subdomain', and 'Client Type'. Below the form, there is a 'Get a Free Licence' section with a question about an eligible account and an 'Additional Features' section with a checkbox for 'Exclude from Bulk Payroll'.

**Client Details** Required fields\*

Business name

Subdomain

This may be your client's reference number or something derived from the business's name, for example, a business called John Smith Ltd could be 'johnsmith'.

Client Type UK Limited Company

their setup, the client type cannot readily be changed.

Client Status Active Licence  
**Inactive Licence**

Active clients have access to their FreeAgent accounts and can upload transactions.  
You will not be billed for inactive clients.

**Get a Free Licence**

If your client has a NatWest, Royal Bank of Scotland, or Ulster Bank NI business current account or a Mettle account, they can use FreeAgent for free, for as long as they retain their account.

Does your client have an eligible account? ☐ Yes ☒ No

**Additional Features**

Exclude from Bulk Payroll

Bulk payroll filing allows account managers to prepare and file RTI payroll on behalf of multiple clients in a single payroll run.

**Account Owner**

If your clients have NatWest, Royal Bank of Scotland or Ulster Bank business current accounts, or Mettle accounts, they're eligible to use FreeAgent for free. To add them to your dashboard, tick the 'Does your client have an eligible account?' checkbox in the 'Get a Free Licence' section, select the relevant bank and enter the account number and sort code for your client's business bank account.

The screenshot shows the 'Get a Free Licence' section of the FreeAgent interface. At the top, there's a 'Client Status' dropdown set to 'Active Licence'. Below it, a note states: 'Active clients have access to their FreeAgent accounts and can upload transactions. You will not be billed for inactive clients.' The main section is titled 'Get a Free Licence' and contains the following fields and options:

- A text box for the client's name.
- A question: 'Does your client have an eligible account?' with radio buttons for 'Yes' (selected) and 'No'.
- A 'Bank' section with radio buttons for 'NatWest', 'Royal Bank of Scotland', 'Mettle', and 'Ulster Bank NI'.
- Text boxes for 'Account Number' and 'Sort Code'.
- A note: 'Once the client is created you will only be able to edit the Account Number and Sort Code by switching to the client and editing the bank account details after the setup stages are complete.'
- An 'Additional Features' section with a dropdown for 'Exclude from Bulk Payroll' set to 'No'. A note below states: 'Bulk payroll filing allows account managers to prepare and file RTI payroll on behalf of multiple clients in a single payroll run.'
- An 'Account Owner' section with text boxes for 'First name' and 'Last name'.

If you file payroll for your clients in bulk and don't wish to include the new client in your payroll run, select 'Yes' to 'Exclude from Bulk Payroll' in the 'Additional Features' section. Otherwise, select 'No' to include the client in your next payroll run.

Enter your client's details in the 'Account Owner' section, including their name, address and the email address that your client will use to log in to FreeAgent.

FreeAgent allows you to set permissions for what your client can and can't see within the software. The default user access level for a new client is level 7, which means the client can see and do everything in FreeAgent except submit VAT returns and Self Assessment tax returns or post journal entries.

If you set the client's user access level to 7 or below in the 'Owner Permissions' section, you'll need to complete the setup stages of their account before you can send them an invitation to set their password.

**Owner Access**

① You will be able to send your client an invitation to set their password once you have set up their FreeAgent account.

☐ Send this account owner an invitation to set their password

**Owner Permissions**

0 No Access 1 Time 2 My Money 3 Contacts & Projects 4 Invoices, Estimates & Files 5 Bills 6 Banking 7 Tax, Accounting & Users 8 Full Access

**Users can:**

- ✓ View VAT returns, Corporation Tax (Limited Companies only) and Tax Timeline
- ✓ View Payroll (accrual basis only)
- ✓ View and edit self assessment
- ✓ View accounting reports
- ✓ View Radar
- ✓ Create timeslip reports for all users
- ✓ Create and edit users
- ✓ Create and edit stock items
- ✓ Edit account settings
- + all permissions from previous levels

**Users can't:**

- ✗ File self assessment returns
- ✗ File VAT returns
- ✗ Post journals

**Practice Access**

If you set the client's user access level to 8 (full access), you can tick the check box in the 'Owner Access' to send the client an email invitation to choose their password. You can add a personalised message to the email if you like.

Make sure that you ask your client to follow the instructions in this invitation email to set their password, as they will need it to access FreeAgent. You don't need access to your client's password as you will be able to access their data and account from your Practice Dashboard.

You can amend the access level here, and we suggest starting new clients out at level 6, which means they can do everything they will need to do but they can't see accounting reports. However, feel free to pick the level that feels appropriate for you and your client; you can always adjust it in the future.

**Owner Access**

① You will be able to send your client an invitation to set their password once you have set up their FreeAgent account.

☐ Send this account owner an invitation to set their password

**Owner Permissions**

0 No Access 1 Time 2 My Money 3 Contacts & Projects 4 Invoices, Estimates & Files 5 Bills 6 Banking 7 Tax, Accounting & Users 8 Full Access

**Users can:**

- ✓ Create and edit bank accounts
- ✓ Import and explain bank statements
- ✓ Set up bank feeds (if available)
- + all permissions from previous levels

**Users can't:**

- ✗ See accounting reports

**Practice Access**

Account manager: Sean Kelly

This will be the main contact which the client has with your practice.

Group: Select group

Add this client to a group if you would like to allow their account to be accessed by multiple Account Managers.

[Add to another group](#)

The permissions given with each level can be seen by adjusting the slider displayed in the 'Owner Permissions' section. The text below the slider will change to show the permissions at that level.

Please note that if your client has full (level 8) access, they will be able to submit their own Self Assessment and VAT returns, but they will not be able to make Final Accounts (FRS 105) and Corporation Tax (CT600) submissions themselves.

If a client has an access level of 0, they will not be able to log in to FreeAgent.

Next, if you want one of your colleagues to be this client's account manager, use the drop-down menu in the 'Account Manager' section at the bottom of the page. You need to be a senior account manager to assign an account manager to a client.

You can also assign the client to a previously created group. Click 'Add client to group(s)' and select the group you wish to assign the new client to.

The next step you take will depend on whether you're completing the setup stages of the client's account or sending the client an invitation to set their password.

If you're completing the setup on behalf of your client, click 'Save & continue to client setup'. This switches you to the client account view of FreeAgent and takes you to the setup process.

Follow the instructions provided, adding the relevant information for your client. After the final step, select 'Save and Finish' to complete the setup process.

Alternatively, if you set the client's user access level to 8 (full access) and send the client an invite to set their password, select 'Save, send invite & continue to client setup' to set up the new client and send them the email to set their password. Then follow the instructions provided to complete the client setup process as above.

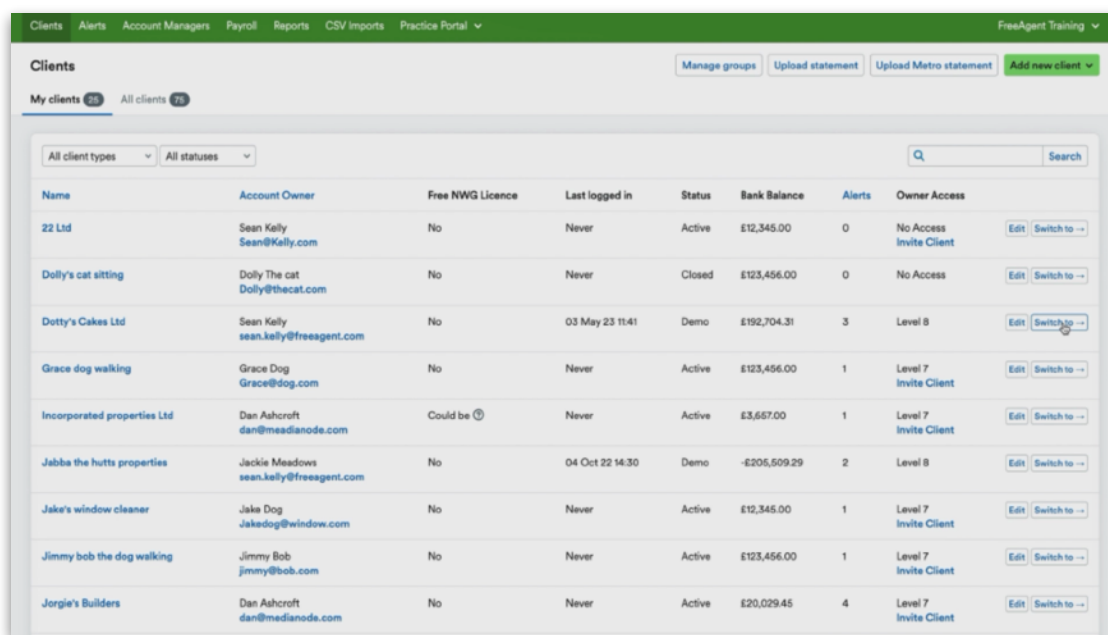
You also have a third option. If you'd like to send the client an email to set their password without continuing with the client setup process, for example, if you're going to complete the setup stages later or the client is going to set up their own account, select 'Save, send invite & return to dashboard' instead.

Then, when you're ready, switch to their account via your Practice Dashboard and complete the client setup process.

## 3. Contacts, invoicing and credit notes

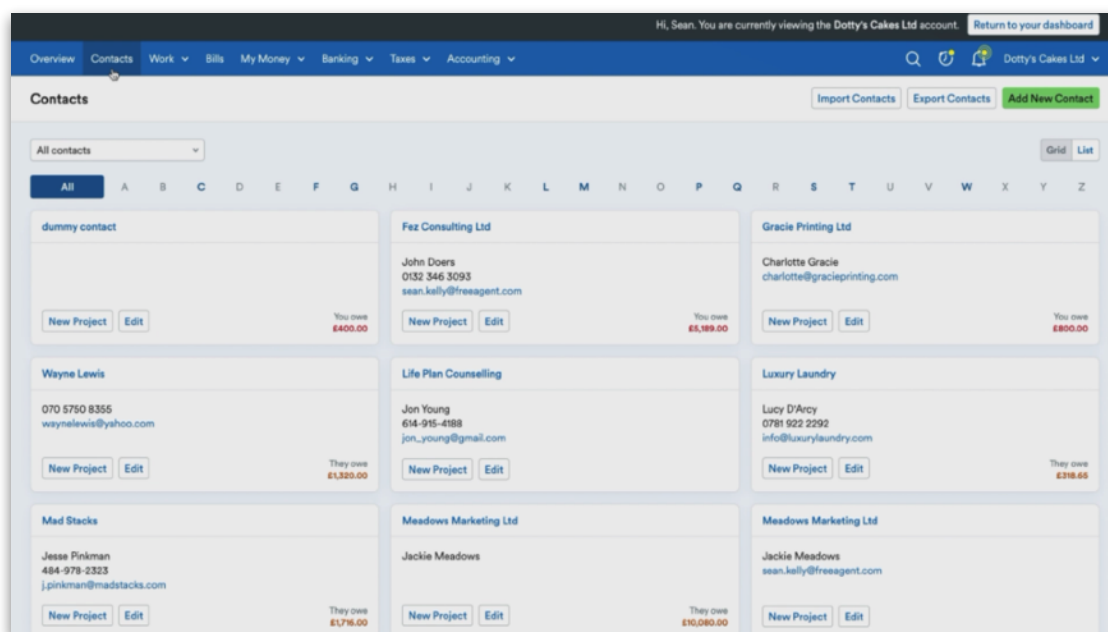
### Contacts

Contacts are your client's customers and suppliers in FreeAgent. To access this area, navigate to the relevant client on your Practice Dashboard and 'Switch to' their account.



Name	Account Owner	Free NWG Licence	Last logged in	Status	Bank Balance	Alerts	Owner Access
22 Ltd	Sean Kelly Sean@Kelly.com	No	Never	Active	£12,345.00	0	No Access Invite Client
Dolly's cat sitting	Dolly The cat Dolly@thecat.com	No	Never	Closed	£123,456.00	0	No Access
Dotty's Cakes Ltd	Sean Kelly sean.kelly@freeagent.com	No	03 May 23 11:41	Demo	£192,704.31	3	Level 8
Grace dog walking	Grace Dog Grace@dog.com	No	Never	Active	£123,456.00	1	Level 7 Invite Client
Incorporated properties Ltd	Dan Ashcroft dan@medianode.com	Could be Ⓢ	Never	Active	£3,657.00	1	Level 7 Invite Client
Jabba the hutts properties	Jackie Meadows sean.kelly@freeagent.com	No	04 Oct 22 14:30	Demo	£205,509.29	2	Level 8
Jake's window cleaner	Jake Dog Jakedog@window.com	No	Never	Active	£12,345.00	1	Level 7 Invite Client
Jimmy bob the dog walking	Jimmy Bob jimmy@bob.com	No	Never	Active	£123,456.00	1	Level 7 Invite Client
Jorgie's Builders	Dan Ashcroft dan@medianode.com	No	Never	Active	£20,029.45	4	Level 7 Invite Client

Click on the 'Contacts' tab at the top of the screen to access your client's Contacts area.



All contacts		
A	B	C
<b>dummy contact</b> New Project Edit You owe £400.00	<b>Fez Consulting Ltd</b> John Doers 0132 346 3093 sean.kelly@freeagent.com New Project Edit You owe £5,989.00	<b>Gracie Printing Ltd</b> Charlotte Gracie charlotte@gracieprinting.com New Project Edit You owe £800.00
<b>Wayne Lewis</b> 070 5750 8355 waynlewis@yahoo.com New Project Edit They owe £1,320.00	<b>Life Plan Counselling</b> Jon Young 614-915-4188 jon_young@gmail.com New Project Edit	<b>Luxury Laundry</b> Lucy D'Arcy 0781 922 2292 info@luxurylaundry.com New Project Edit They owe £318.65
<b>Mad Stacks</b> Jesse Pinkman 484-978-2323 j.pinkman@madstacks.com New Project Edit They owe £176.00	<b>Meadows Marketing Ltd</b> Jackie Meadows New Project Edit They owe £10,080.00	<b>Meadows Marketing Ltd</b> Jackie Meadows sean.kelly@freeagent.com New Project Edit

You have two options for adding contacts in FreeAgent. The first is to import multiple contacts at once. To do this, click on the 'Import Contacts' button and follow the steps provided to export contacts from an email client and import them into FreeAgent.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

## Import Contacts

From a file From Basecamp

- Export your contacts from your email client**  
 First, you need to export your contacts from your email client. Easy if you use one of these...
 

**Microsoft Outlook**  
How to export →  
Choose the 'Comma Separated Values (Windows)' option

**Google Mail**  
How to export →  
Choose the 'vCard format' option

**Apple Mac**  
How to export →

**FreshBooks**  
How to export →

...or any other email client that'll export your contacts in vCard format.
- Upload the exported file**  
 You'll be able to choose which of your contacts you want to import into FreeAgent after uploading the file.

Alternatively, you can enter an individual contact by clicking on the green 'Add New Contact' button. The more information you include for a contact, the more will get pulled through to other areas of FreeAgent, such as invoicing.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

## New Contact

**Contact Details**

First Name

Last Name

Organisation   
Enter a first and last name, and/or an organisation name. Both are not required

Email

Billing Email

Telephone

Mobile Number

**Invoicing Address**

Address

Town

Region

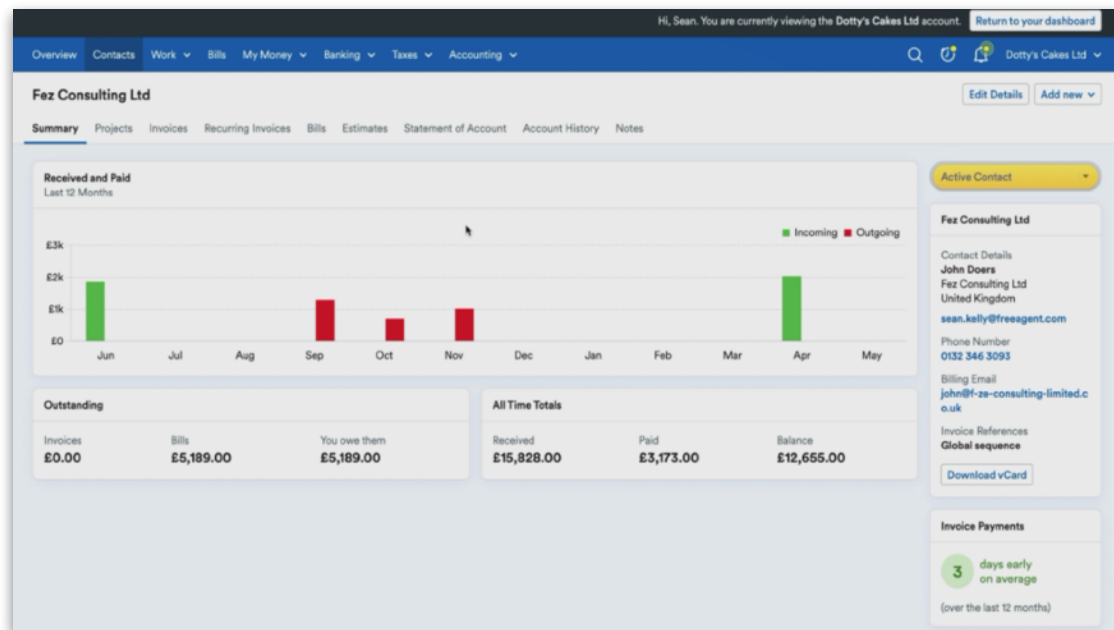
Please note that when you're adding a contact, you can enter the person's first name and last name and/or the name of the organisation they work for, but you don't need to enter both.

You can also add additional details for the contact including payment details, invoice sequencing, selecting whether to charge VAT and entering the contact's VAT registration number. The more information you enter here, the more will get pulled through to other areas of FreeAgent like sales invoicing. Select 'Create New Contact' to save the new contact.

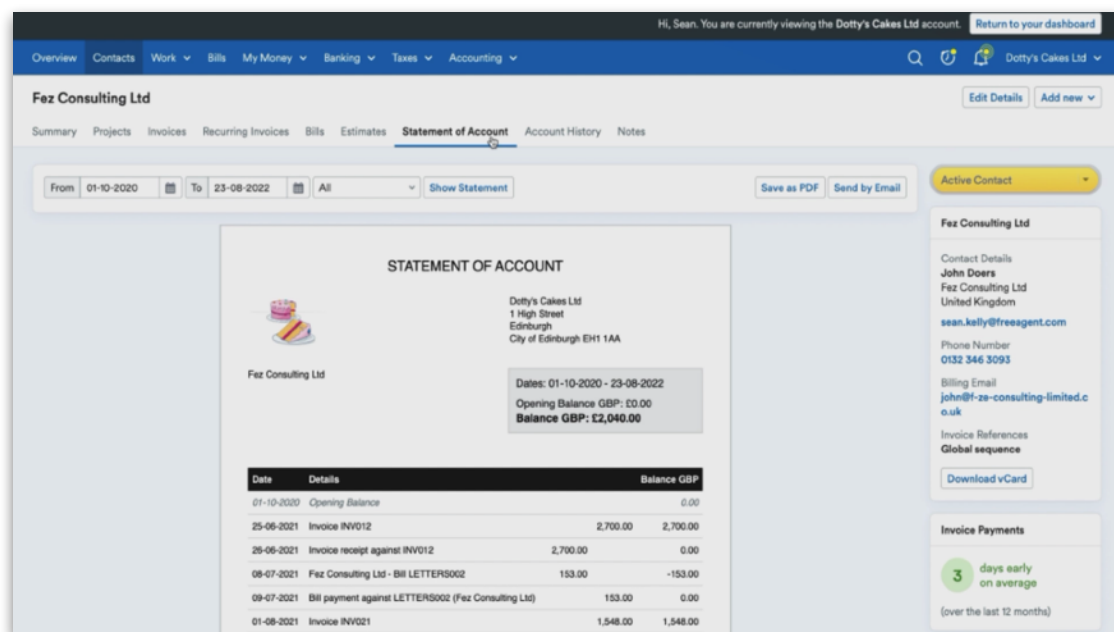
The screenshot displays two sections of a web form. The top section, titled 'Invoicing Address', contains input fields for 'Address' (three stacked lines), 'Town', 'Region', 'Post/Zip Code', and a 'Country' dropdown menu currently set to 'United Kingdom'. The bottom section, titled 'Invoicing Options', begins with a note: 'Invoices that have already been created will not be affected by changes made here.' It includes a 'Default Payment Terms' field set to 'days', with subtext: 'Set to zero to display "Due on Receipt" on invoices. Leave this blank if you don't want to set contact-level payment terms.' Below this are three unchecked checkboxes: 'Use contact-level email settings?', 'Contact-level Invoice Sequence?' (with subtext 'Can be overridden by project-level sequences'), and 'Display Contact Name' (which is checked). A subtext for the checked option reads: 'Check this box if you want invoices to show the Contact name as well as an Organisation Name.' The 'Charge VAT' section has a dropdown menu set to 'Only if contact is also based in the United Kingdom VAT area'. At the bottom, there is a 'VAT Registration Number' input field with a small mouse cursor icon and a note: 'If applicable, and needing to be displayed on invoices.'



Once you've created a contact, you can click on their name in the 'Contacts' area and you'll be able to view all of the relevant transactions and data associated with them in FreeAgent.



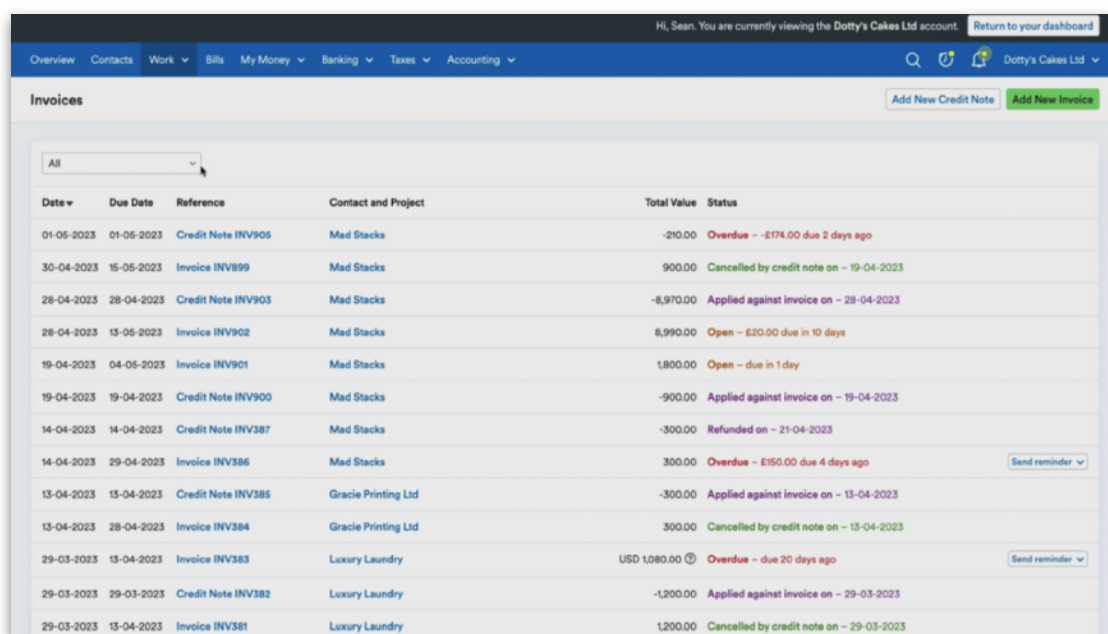
This is also where you can view and download a Statement of Account for any contact. To do this, navigate to the tab and add the relevant date range. You can either include all transactions or just the outstanding ones by selecting the relevant option from the drop-down menu.



Select 'Show Statement' to generate the statement. You can then save it as a PDF and print or email it directly to the contact by clicking 'Send by Email'.

## Invoicing

To navigate to the invoicing area in FreeAgent from within your client's account, select the 'Work' tab and then choose 'Invoicing' from the drop-down menu.



Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

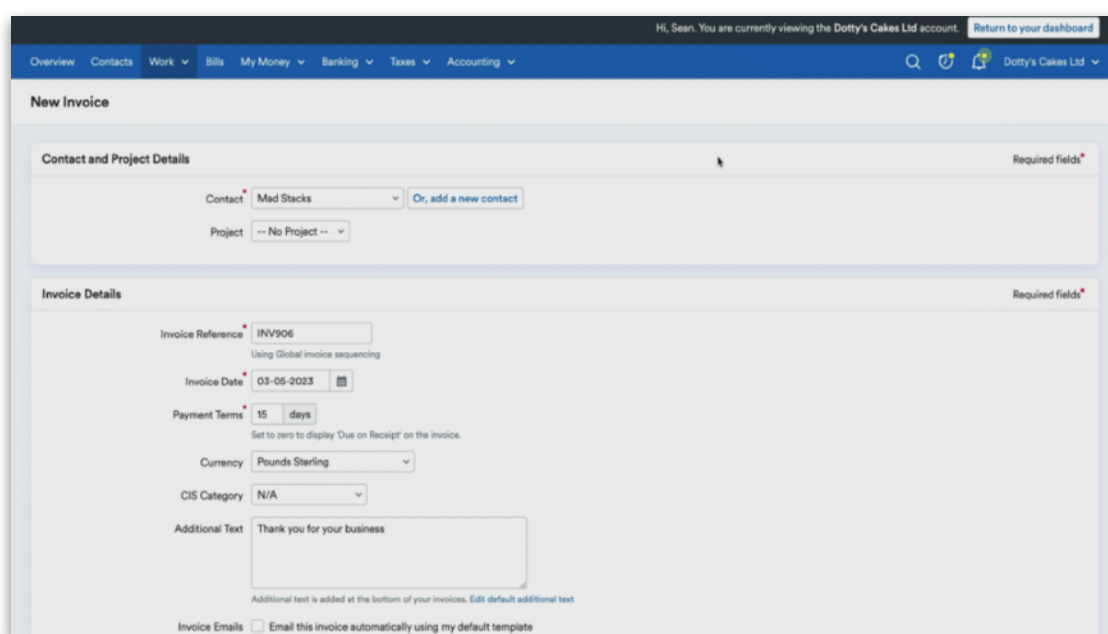
Overview Contacts Work Bills My Money Banking Taxes Accounting

Invoices [Add New Credit Note](#) [Add New Invoice](#)

All

Date	Due Date	Reference	Contact and Project	Total Value	Status
01-05-2023	01-05-2023	Credit Note INV906	Mad Stacks	-210.00	Overdue - £174.00 due 2 days ago
30-04-2023	15-05-2023	Invoice INV899	Mad Stacks	900.00	Cancelled by credit note on - 19-04-2023
28-04-2023	28-04-2023	Credit Note INV903	Mad Stacks	-8,970.00	Applied against invoice on - 28-04-2023
28-04-2023	13-05-2023	Invoice INV902	Mad Stacks	8,990.00	Open - £20.00 due in 10 days
19-04-2023	04-05-2023	Invoice INV901	Mad Stacks	1,800.00	Open - due in 1 day
19-04-2023	19-04-2023	Credit Note INV900	Mad Stacks	-900.00	Applied against invoice on - 19-04-2023
14-04-2023	14-04-2023	Credit Note INV387	Mad Stacks	-300.00	Refunded on - 21-04-2023
14-04-2023	29-04-2023	Invoice INV386	Mad Stacks	300.00	Overdue - £150.00 due 4 days ago <a href="#">Send reminder</a>
13-04-2023	13-04-2023	Credit Note INV385	Gracie Printing Ltd	-300.00	Applied against invoice on - 13-04-2023
13-04-2023	28-04-2023	Invoice INV384	Gracie Printing Ltd	300.00	Cancelled by credit note on - 13-04-2023
29-03-2023	13-04-2023	Invoice INV383	Luxury Laundry	USD 1,080.00	Overdue - due 20 days ago <a href="#">Send reminder</a>
29-03-2023	29-03-2023	Credit Note INV382	Luxury Laundry	-1,200.00	Applied against invoice on - 29-03-2023
29-03-2023	13-04-2023	Invoice INV381	Luxury Laundry	1,200.00	Cancelled by credit note on - 29-03-2023

You'll see a list of sales invoices that have been entered in FreeAgent. FreeAgent uses a traffic light system to show the status of the invoices: green for 'Paid', amber for 'Open' (not due) and red for 'Overdue'. To add a new sales invoice, click on the green 'Add New Invoice' button in the top-right corner. This is where you'll enter all the relevant information for the invoice.



Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

New Invoice

Contact and Project Details Required fields\*

Contact  [Or, add a new contact](#)

Project

Invoice Details Required fields\*

Invoice Reference   
Using Global invoice sequencing

Invoice Date

Payment Terms  days  
Set to zero to display 'Due on Receipt' on the invoice.

Currency

CIS Category

Additional Text   
Additional text is added at the bottom of your invoices. [Edit default additional text](#)

Invoice Emails ☐ Email this invoice automatically using my default template

Begin by selecting the person or company that the invoice is going to be sent to from the 'Contact' drop-down list. If they haven't been added yet, select 'Or, add a new contact'. You can also select a project, if applicable.

Next, complete the 'Invoice Details' section. If you're using global invoice sequencing for the invoices, FreeAgent will automatically increase the invoice reference number by one each time you create an invoice. Alternatively, you can enter your own reference if you'd prefer.

In this section, you can also add payment terms, select a currency, include additional details and select which invoice emails should be sent to the client.

There are various other options available to include. Select the arrow next to 'More Options' then enter the relevant details if required.

**Online Payment Options**

Let customers pay straight away by connecting Stripe and PayPal  
Set up Direct Debits by connecting GoCardless

**More Options** ▾

Invoice Discount  %  
The discount applied across the whole invoice.

Custom Contact Name   
This name will override the default contact name on this invoice.

Custom Payment Terms   
This will override the normal payment terms and invoice due date.

PO Reference   
This PO reference will override any PO set for the project.

Bank Account   
This will be used to display remittance advice on this invoice.

☐ Are you using Letterheaded Paper?  
Your logo and company address will be omitted.

☐ Display the project name in the Other Information section.

☐ Always display the BIC and IBAN numbers, if defined, on this invoice.

VAT Options ☒ UK VAT Rates  
☐ Reverse Charge

Once you're happy with the information, select 'Create New Invoice'.

Next, you'll need to add invoice items. To do this, click on the green 'Add Invoice Item' button and enter the relevant details for the item in the pop-up window.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Invoice INV906 (Draft) [Save as PDF](#) [Edit](#) [Delete](#) [More](#)

☒ Draft ☐ Sent ☐ Paid

**Dotty's Cakes Ltd**  
1 High Street  
Edinburgh  
City of Edinburgh EH1 1AA  
VAT: 999900001

**Simon Pashton**  
Pashton Electricals  
89 High Street  
Edinburgh  
Lothian EH1 5NN

**INVOICE INV906**  
03 May 2023  
Payment due by 18 May 2023

Quantity	Details	Unit Price (£)	VAT	Net Subtotal (£)
				Net Total 0.00
				VAT 0.00
				<b>GBP Total £0.00</b>

[Add Invoice Item](#)

**Payment Details**  
Barclays  
Bank/Sort Code: 200101  
Account Number: 12345678  
Payment Reference: INV906

**Other Information**  
Company Registration Number: 123456

Total value **£0.00**  
Created 03-06-2023  
Due Not yet sent  
Contact [Pashton Electricals](#)

Thank you for your business

If your client sells the same items or services regularly, tick the 'Add this to your price list' checkbox and give the item a title. This will mean in the future you can select the item from the 'Autofill from your price list' drop-down menu at the top pop-up window and the fields will automatically be filled.

Once you're happy with the details for the invoice item, you have two options: you can either create it and another item or click 'Create and Finish' to complete the process.

At this stage, the invoice is still marked as 'Draft', which means it will not be pulled through to the relevant accounting reports in FreeAgent.

To complete the process, you need to send the invoice or mark it as sent. If you selected the option to email the invoice automatically in the 'Invoice Emails' section, select 'Send Now' to activate the invoice and email it to your customer.

Alternatively, if you didn't select the option to email the invoice automatically, select 'Mark as Sent' to activate the invoice and your client can then send the invoice to their customer manually.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Invoice INV906 (Draft) [Save as PDF](#) [Send by Email](#) [Edit](#) [Delete](#) [More](#)

☒ Draft ☐ Mark as Sent ☐ Paid

**Dotty's Cakes Ltd**  
1 High Street  
Edinburgh  
City of Edinburgh EH1 1AA  
VAT: 999900001

**Simon Pashton**  
Pashton Electricals  
89 High Street  
Edinburgh  
Lothian EH1 5NN

**INVOICE INV906**  
03 May 2023  
Payment due by 18 May 2023

Quantity	Details	Unit Price (£)	VAT (%)	Net Subtotal (£)
1	Sales	900.00	20%	900.00
Net Total				900.00
VAT				180.00
<b>GBP Total</b>				<b>£1,080.00</b>

[Add Invoice Item](#)

**Payment Details**  
Bankdays  
Bank/Sort Code: 200101  
Account Number: 12345678

**Other Information**  
Company Registration Number: 123456

Total value  
**£1,080.00**

Created  
03-06-2023

Due  
Not yet sent

Contact  
[Pashton Electricals](#)

Once the invoice is activated, it will be pulled through to the relevant accounting reports and VAT returns, if applicable. It will also be available to have bank transactions explained against it.

If you need to make changes to the invoice for any reason, select 'Make Draft' and amend the invoice. Then, repeat the process to email the invoice or mark it as sent.

Please note that you can only do this if no payment has been marked against it. If one has, you can't make any changes until the payment has been removed.

Your clients can also create and send invoices using the FreeAgent mobile app. To find out more about this, visit the Mobile module in the 'Learning and accreditation' area in the Practice Portal.

## Credit notes

There are a few ways to enter credit notes from within your client's account in FreeAgent. The first is to create one from scratch. You can do this directly from the 'Contacts' or 'Projects' areas. Just select 'Add new' and choose 'Credit Note' from the drop-down.

The screenshot shows the FreeAgent interface for a client account named 'Fez Consulting Ltd'. The top navigation bar includes 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. The 'Add new' button is highlighted, and a dropdown menu is open, showing options: 'Project', 'Invoice', 'Credit Note', 'Recurring Invoice Profile', 'Estimate', 'Bill', 'Contact', 'John Doers', 'Fez Consulting Ltd', 'United Kingdom', 'sean.kelly@freeagent.com', 'Phone Number 0132 346 3093', 'Billing Email john@fz-consulting-limited.co.uk', 'Invoice References', 'Global sequence', and 'Download vCard'. The 'Credit Note' option is selected.

Alternatively, you can create a credit note from scratch via the 'Invoicing' section. To do this, click on the 'Work' tab, choose 'Invoicing' and then select the 'Add New Credit Note' button at the top right of the page.

The screenshot shows the 'Invoices' section of the FreeAgent interface. The top navigation bar includes 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. The 'Add New Credit Note' button is highlighted. Below the navigation bar, there is a table of invoices and credit notes.

Date	Due Date	Reference	Contact and Project	Total Value	Status
03-05-2023	18-05-2023	Invoice INV906	Pashton Electrials	1,080.00	Open - due in 15 days
01-05-2023	01-05-2023	Credit Note INV905	Mad Stacks	-210.00	Overdue - -£174.00 due 2 days ago
30-04-2023	15-05-2023	Invoice INV899	Mad Stacks	900.00	Cancelled by credit note on - 19-04-2023
28-04-2023	28-04-2023	Credit Note INV903	Mad Stacks	-8,970.00	Applied against invoice on - 28-04-2023
28-04-2023	13-05-2023	Invoice INV902	Mad Stacks	8,990.00	Open - £20.00 due in 10 days
19-04-2023	04-05-2023	Invoice INV901	Mad Stacks	1,800.00	Open - due in 1 day
19-04-2023	19-04-2023	Credit Note INV900	Mad Stacks	-900.00	Applied against invoice on - 19-04-2023
14-04-2023	14-04-2023	Credit Note INV387	Mad Stacks	-300.00	Refunded on - 21-04-2023
14-04-2023	29-04-2023	Invoice INV386	Mad Stacks	300.00	Overdue - £150.00 due 4 days ago
13-04-2023	13-04-2023	Credit Note INV385	Gracie Printing Ltd	-300.00	Applied against invoice on - 13-04-2023
13-04-2023	28-04-2023	Invoice INV384	Gracie Printing Ltd	300.00	Cancelled by credit note on - 13-04-2023
29-03-2023	13-04-2023	Invoice INV383	Luxury Laundry	USD 1,080.00	Overdue - due 20 days ago
29-03-2023	29-03-2023	Credit Note INV382	Luxury Laundry	-1,200.00	Applied against invoice on - 29-03-2023

Whichever way you choose, you'll be taken to the new credit note screen. You'll notice that this page is very similar to the one shown earlier in the invoicing section, starting with adding a contact and project, if applicable.

The screenshot shows the 'New Credit Note' form. At the top, there's a navigation bar with 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. Below this, the form is divided into two main sections: 'Contact and Project Details' and 'Credit Note Details'. In the 'Contact and Project Details' section, 'Contact' is set to 'Mad Stacks' and 'Project' is set to '-- No Project --'. In the 'Credit Note Details' section, 'Credit Note Reference' is 'INV907', 'Credit Note Date' is '03-05-2023', 'Payment Terms' is '0 days', 'Currency' is 'Pounds Sterling', and 'CIS Category' is 'N/A'. There is an 'Additional Text' field at the bottom.

Next, add the credit note details, including a reference number, and any relevant extra information in the 'More Options' section. Once you're happy with it, select 'Save Changes'.

The screenshot shows the 'Credit Note INV907' form. At the top, there's a navigation bar with 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Taxes', and 'Accounting'. Below this, the form is divided into two main sections: 'Contact and Project Details' and 'Credit Note Details'. In the 'Contact and Project Details' section, 'Contact' is set to 'Mad Stacks' and 'Project' is set to '-- No Project --'. In the 'Credit Note Details' section, 'Credit Note Reference' is 'INV907', 'Credit Note Date' is '03-05-2023', 'Payment Terms' is '0 days', 'Currency' is 'Pounds Sterling', and 'CIS Category' is 'N/A'. There is an 'Additional Text' field at the bottom.

Below the form, there's a table of line items:

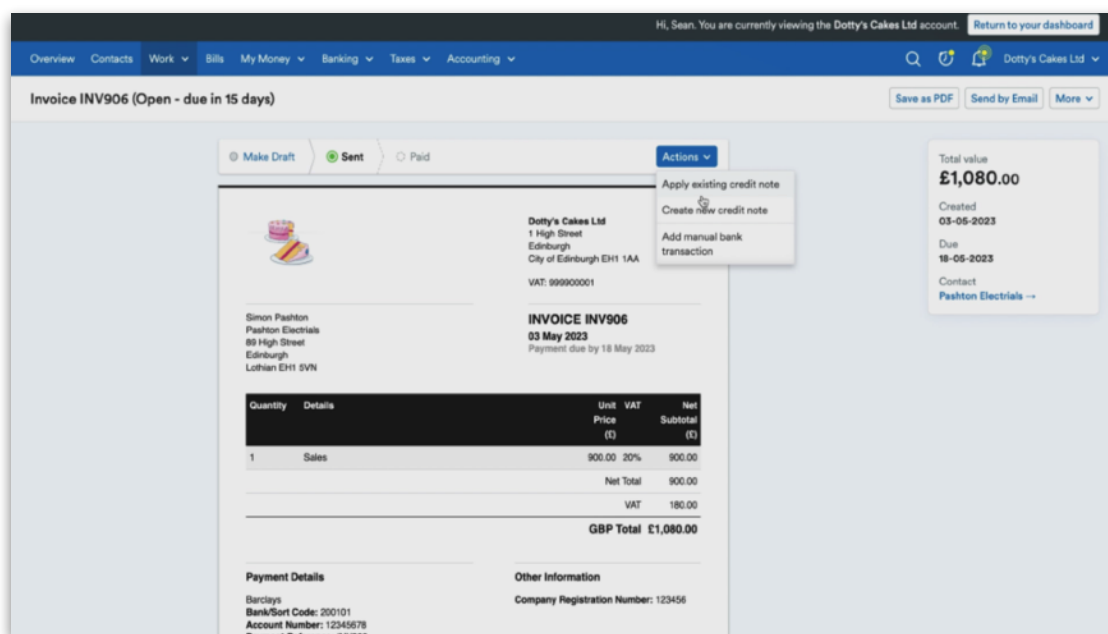
Quantity	Details	Unit Price (£)	VAT	Net Subtotal (£)
1	Credit	-900.00	20%	-900.00
				Net Total -900.00
				VAT -180.00
				GBP Total -£1,080.00

Below the table, there's a 'Payment Details' section with 'Barclays', 'Bank/Sort Code: 200101', 'Account Number: 12345678', and 'Payment Reference: 861007'. There's also an 'Other Information' section with 'Company Registration Number: 123456'.

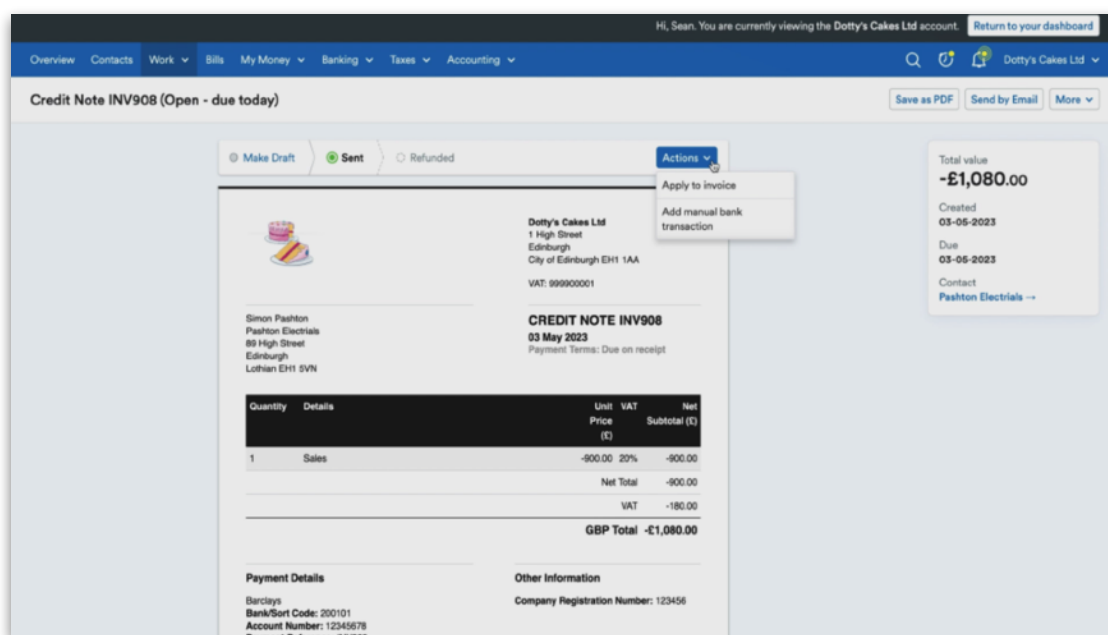
From here, follow the same process of adding line items as for invoicing. However, make sure the figures are negative. Once you're happy with the credit note, click 'Mark as sent'.



Alternatively, you can create a credit note from an existing invoice in FreeAgent. To do this, navigate to the 'Invoicing' area and select the invoice that you want to credit. Click on the 'Actions' drop-down menu and select 'Create new credit note'.



This will create a credit note based on the information on the invoice. From this screen, you can add more line items to the credit note, delete line items and then mark the credit note as sent. Once you've marked a credit note as sent, an 'Actions' button will appear. In the drop-down menu you'll have two options to mark the credit note as paid.



You can either leave the credit note to be allocated against a bank transaction via the Banking area, or you can select 'Apply to invoice'. In the pop-up window, enter the value you'd like to apply.

The screenshot shows a software interface for managing credit notes. A credit note (INV908) is open, and a pop-up window titled "Apply INV908 to Invoice(s)" is displayed. The pop-up window shows a table of open GBP invoices for "Pashton Electricals" and allows the user to select which invoices to apply the credit to.

Date	Reference	Total (GBP)	Amount due (GBP)	Value to apply (GBP)
31-10-2022	INV294	3,000.00	3,000.00	
03-05-2023	INV906	1,080.00	1,080.00	

Credit to be applied: 0.00  
Remaining credit note total: 1,080.00

Buttons: Apply credit, Cancel

If you're looking to use the entire credit note then enter its full value, or you can split it out against various sales invoices for the contact. Select 'Apply Credit' to complete the process.

The invoice and credit note are now netted off against each other and will show as settled in your client's account.

As well as opening a credit note to match it to an invoice, you can also open an invoice and match it to a credit note.

To do this, navigate to the relevant invoice, click on the 'Actions' drop-down and then select 'Apply existing credit note'.

The screenshot displays a web application interface for managing invoices. At the top, a navigation bar includes links for Overview, Contacts, Work, Bills, My Money, Banking, Taxes, and Accounting. The user is logged in as 'Hi, Sean' and is viewing the 'Dotty's Cakes Ltd' account. The main header shows 'Invoice INV901 (Open - due in 1 day)' with buttons for 'Save as PDF', 'Send by Email', and 'More'. Below the header, there are tabs for 'Make Draft', 'Sent', and 'Paid'. The 'Sent' tab is active, showing the invoice details. The invoice is from 'Dotty's Cakes Ltd' to 'Jesse Pinkman' at 'Mad Stacks'. The invoice number is 'INV901' and the date is '19 April 2023'. The total value is '£1,800.00'. An 'Actions' dropdown menu is open, showing options: 'Apply existing credit note', 'Create new credit note', and 'Add manual bank transaction'. The 'Apply existing credit note' option is highlighted. The invoice details include a table with columns 'Quantity', 'Details', 'Unit Price', and 'Subtotal'. The table shows one line item: '100 Hour test' with a unit price of '900.00' and a subtotal of '900.00'. The 'GBP Total' is '£1,800.00'. The 'Payment Details' section shows 'Barclays' bank information. The 'Other Information' section shows the 'Company Registration Number: 123456'.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Invoice INV901 (Open - due in 1 day) [Save as PDF](#) [Send by Email](#) [More](#)

[Make Draft](#) [Sent](#) [Paid](#) [Actions](#)

**Dotty's Cakes Ltd**  
1 High Street  
Edinburgh  
City of Edinburgh EH1 1AA  
United Kingdom

**INVOICE INV901**  
19 April 2023  
Payment due by 04 May 2023

Jesse Pinkman  
Mad Stacks  
600 Lake Road  
Philadelphia, PA 19106  
United States

Quantity	Details	Unit Price (£)	Subtotal (£)
100 Hour	test	900.00	900.00
1	Sales	900.00	900.00
<b>GBP Total</b>			<b>£1,800.00</b>

**Payment Details**  
Barclays  
Bank/Sort Code: 200101  
Account Number: 12345678  
Payment Reference: INV901

**Other Information**  
Company Registration Number: 123456

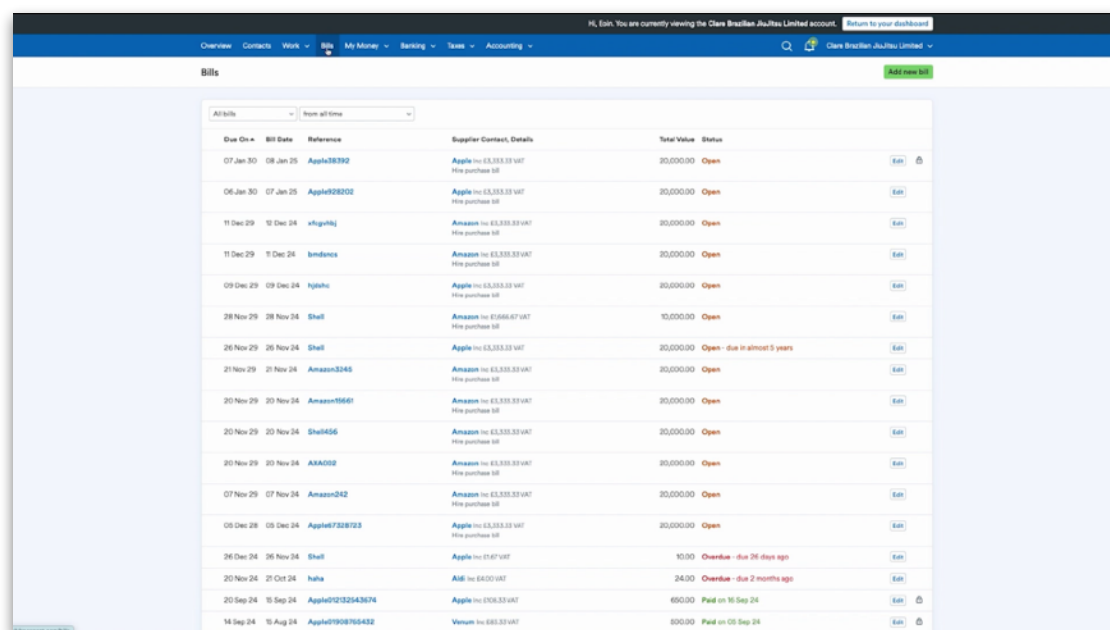
Total value  
**£1,800.00**  
Created  
19-04-2023  
Due  
04-05-2023  
Contact  
[Mad Stacks](#)

Thank you for your business

## 4. Bills and out-of-pocket expenses

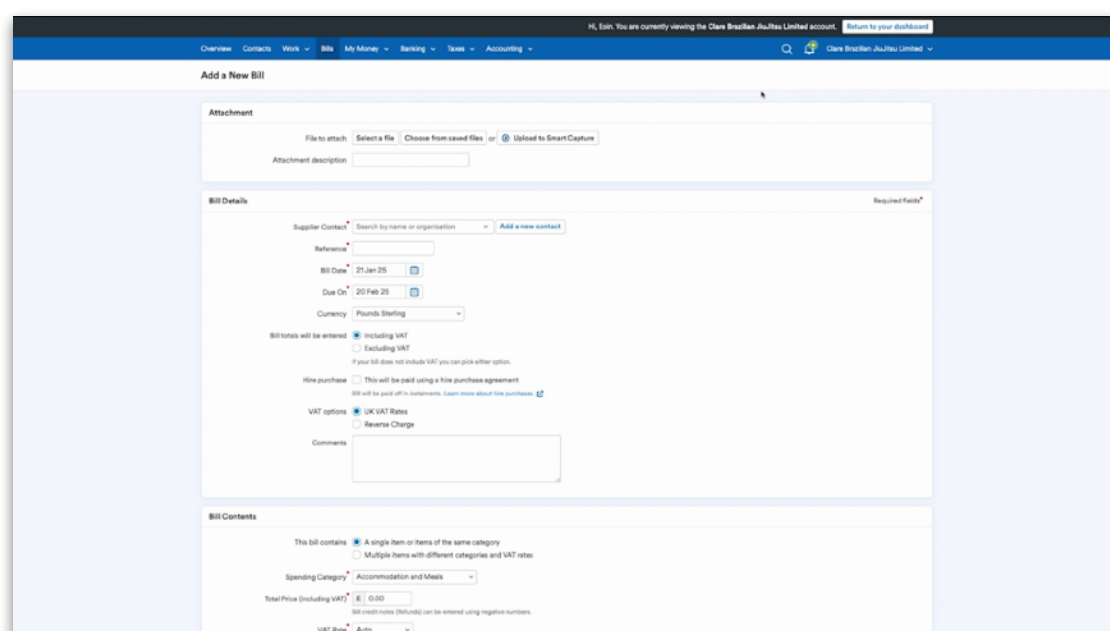
### Bills

Bills are purchase ledger invoices, and they run on the same traffic light system as invoices: green for 'Paid', amber for 'Open' (not due) and red for 'Overdue'.



Due On	Bill Date	Reference	Supplier Contact, Details	Total Value	Status
07 Jan 30	08 Jan 25	Apple08392	Apple Inc £5,335.33 VAT Hire purchase bill	20,000.00	Open
06 Jan 30	07 Jan 25	Apple08202	Apple Inc £5,335.33 VAT Hire purchase bill	20,000.00	Open
11 Dec 29	10 Dec 24	xfiguhj	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
11 Dec 29	10 Dec 24	bmndmcs	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
09 Dec 29	09 Dec 24	nglshc	Apple Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
28 Nov 29	28 Nov 24	Shell	Amazon Inc £10,000.00 VAT Hire purchase bill	10,000.00	Open
26 Nov 29	26 Nov 24	Shell	Apple Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open - due in almost 5 years
21 Nov 29	21 Nov 24	Amazon3245	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
20 Nov 29	20 Nov 24	Amazon05661	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
20 Nov 29	20 Nov 24	Shell456	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
20 Nov 29	20 Nov 24	AAAG08	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
07 Nov 29	07 Nov 24	Amazon242	Amazon Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
08 Dec 28	08 Dec 24	Apple0728722	Apple Inc £3,335.33 VAT Hire purchase bill	20,000.00	Open
26 Dec 24	26 Nov 24	Shell	Apple Inc £1,675.00 VAT	10.00	Overdue - due 26 days ago
20 Nov 24	21 Oct 24	haha	Air Inc £4,000.00 VAT	24.00	Overdue - due 2 months ago
20 Sep 24	15 Sep 24	Apple010122543674	Apple Inc £208.33 VAT	600.00	Paid on 16 Sep 24
14 Sep 24	16 Aug 24	Apple010908765432	Verano Inc £80.00 VAT	800.00	Paid on 05 Sep 24

Before you create a bill, make sure that the supplier you're adding the bill for has been added as a contact in FreeAgent. To enter a bill, select the 'Bills' tab from within your client's account and then the green 'Add New Bill' button.



**Add a New Bill**

**Attachment**

File to attach:  Select a file / Choose from saved files / or

Attachment description:

**Bill Details**

Supplier Contact:  Search by name or organisation /

Reference:

Bill Date:  21 Jan 25

Due On:  20 Feb 25

Currency:  Pounds Sterling

Bill totals will be entered: ☒ Including VAT / ☐ Excluding VAT

If your bill does not include VAT you can pick either option.

Hire purchase: ☐ This will be paid using a hire purchase agreement. Bill will be paid off in instalments. [Learn more about hire purchase.](#)

VAT options: ☒ UK VAT Rates / ☐ Reverse Charge

Comments:

**Bill Contents**

This bill contains: ☒ A single item or items of the same category / ☐ Multiple items with different categories and VAT rates

Spending Category:  Accommodation and meals

Total Price (including VAT):  £ 0.00

Bill credit notes (if funds) can be entered using negative numbers.

VAT Rate:  Auto

Alternatively, you can add a bill by selecting 'Quick Links' on the 'Overview' page and selecting 'New Bill' from the drop-down menu.

Next, you'll need to complete the supplier contact and reference details, bill dates, currency, VAT and additional fields, if applicable.

Begin by selecting the contact that the bill relates to. Then, enter the reference, bill date and due on date from the bill. You can enter the bill items as either including or excluding VAT. You can also add an attachment to the bill, if applicable.

The screenshot shows the 'Add a New Bill' form in a web application. The form is divided into several sections:

- Attachment:** Includes a 'File to attach' section with options to 'Select a file', 'Choose from saved files', or 'Upload to Smart Capture'. There is also an 'Attachment description' field.
- Bill Details:** This section contains several required fields:
  - Supplier Contact:** A dropdown menu showing 'ASB' with an 'Add a new contact' link.
  - Reference:** A text input field containing 'A0292930'.
  - Bill Date:** A date picker showing '21 Jan 25'.
  - Due On:** A date picker showing '20 Feb 25'.
  - Currency:** A dropdown menu showing 'Pounds Sterling'.
  - Bill totals will be entered:** Radio buttons for 'Including VAT' (selected) and 'Excluding VAT'.
  - Hire purchase:** A checkbox for 'This will be paid using a hire purchase agreement'.
  - VAT options:** Radio buttons for 'UK VAT Rates' (selected) and 'Reverse Charge'.
  - Comments:** A text area for additional notes.
- Bill Contents:** This section includes:
  - This bill contains:** Radio buttons for 'A single item or items of the same category' (selected) and 'Multiple items with different categories and VAT rates'.
  - Spending Category:** A dropdown menu showing 'Accommodation and Meals'.
  - Total Price (including VAT):** A text input field showing '£ 0.00'.
  - VAT Rate:** A dropdown menu showing 'Auto'.

The form is titled 'Add a New Bill' and has a 'Required Fields' indicator in the top right corner of the Bill Details section.

If the bill is for an item bought using a hire purchase agreement, tick the 'Hire purchase' checkbox, which will enable the bill to be paid off in instalments. This will post the credit entry for the bill to the hire purchase nominal code rather than to the standard trade creditors code.

**Add a New Bill**

Attachment

File to attach: Select a file, Choose from saved files, or Upload to Smart Capture

Attachment description:

**Bill Details** Required fields\*

Supplier Contact: AIS [Add a new contact](#)

Reference: AIS29292

Bill Date: 21 Jan 25

Due On: 20 Feb 25

Currency: Pounds Sterling

Bill totals will be entered: ☒ Including VAT ☐ Excluding VAT

If your bill does not include VAT you can pick either option.

Hire purchase: ☒ This will be paid using a hire purchase agreement

Bill will be paid off in instalments. [Learn more about hire purchase.](#)

VAT options: ☒ UK VAT Rates ☐ Reverse Charge

Comments:

**Bill Contents**

This bill contains: ☒ A single item or items of the same category ☐ Multiple items with different categories and VAT rates

Spending Category: Accommodation and Meals

Total Price (including VAT): £ 0.00

Bill credit notes (Refunds) can be entered using negative numbers.

VAT Rate: Auto

Select Auto VAT to use the normal VAT rate for the bill type and date.

If you only have a single line item to enter on the bill, you can enter it on this screen - select the correct accounting category and enter the amount of the invoice.

**Add a New Bill**

Attachment description:

**Bill Details** Required fields\*

Supplier Contact: AIS [Add a new contact](#)

Reference: AIS29292

Bill Date: 21 Jan 25

Due On: 20 Feb 25

Currency: Pounds Sterling

Bill totals will be entered: ☒ Including VAT ☐ Excluding VAT

If your bill does not include VAT you can pick either option.

Hire purchase: ☐ This will be paid using a hire purchase agreement

Bill will be paid off in instalments. [Learn more about hire purchase.](#)

VAT options: ☒ UK VAT Rates ☐ Reverse Charge

Comments:

**Bill Contents**

This bill contains: ☒ A single item or items of the same category ☐ Multiple items with different categories and VAT rates

Spending Category: Accommodation and Meals

Total Price (including VAT): £ 0.00

Bill credit notes (Refunds) can be entered using negative numbers.

VAT Rate: Auto

Select Auto VAT to use the normal VAT rate for the bill type and date.

**Is this a Project Bill?**

Link to Project: None

**Recurring Options**

If you're entering a bill that contains items with different categories or VAT rates, select 'Multiple items with different categories and VAT rates'. You can add line item information, including category, value and VAT rate, on the next screen.

If this bill was incurred while working on a particular project, you can link it to that project, and choose whether you're going to charge the customer for it, and if so, for how much. Please note that you'll only be able to select a project that has 'Active' status. If the bill is for the purchase of a capital asset, it won't be possible to link it to a project.

If your client has recurring bills, you can select how frequently this bill recurs from the 'This bill recurs' drop-down menu. FreeAgent will then add a new bill automatically in the future up until the date you enter in the 'Recurs until' field. If you leave this field blank, FreeAgent will continue to add a new bill indefinitely. You can edit a recurring bill if the charge, or reference, is slightly different each time.

The screenshot shows the 'Bill Contents' section of the FreeAgent interface. At the top, there are 'VAT options' with radio buttons for 'UK VAT Rates' (selected) and 'Reverse Charge'. Below this is a 'Comments' text area. The 'Bill Contents' section has a heading 'This bill contains' with two radio button options: 'A single item or items of the same category' (selected) and 'Multiple items with different categories and VAT rates'. Below this is a 'Spending Category' dropdown menu set to 'Computer Equipment Purchase'. The 'Depreciation method' section has three radio button options: 'Straight line', 'Reducing balance' (selected), and 'No depreciation'. Below this is a 'Depreciation rate' input field set to '10%'. The 'Details' section includes a 'Total Price (including VAT)' input field set to '£ 0.00' and a 'VAT Rate' dropdown menu set to 'Auto'. Below this is a section titled 'Is this a Project Bill?' with a 'Link to Project' dropdown menu set to 'None'. The 'Recurring Options' section has a 'This bill recurs' dropdown menu set to 'Two Weekly' and a 'Recurs until' date picker set to '01/01/2020'. At the bottom, there are three buttons: 'Save and review', 'Save and add another', and 'Cancel'.

Once you've entered all of the relevant details for the bill, select 'Save and Review' to save the bill, if you chose to create a single item bill.

If you chose to create a bill with multiple categories or tax rates, select 'Save and Continue' to save the bill. This will take you to the next screen where you can enter line items.

The screenshot shows the 'Add new bill item' screen in the FreeAgent software. The top navigation bar includes 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Tools', and 'Accounting'. The main header indicates 'Hi, Edin. You are currently viewing the Clare Brazilian-Juifrau Limited account.' and a 'Return to your dashboard' link. The bill details section shows 'Bill AId29292 (Zero Value)' for 'Aldi'. The bill date is '27 Jan 25' and the due date is '30 Feb 25'. The total amount is '£0.00'. A green 'Add bill item' button is visible. The bottom of the screen shows the 'FreeAgent' logo and 'FreeAgent Training' link.

To do this, click on the green 'Add bill item' button, which will bring up the 'Add new bill item' screen.

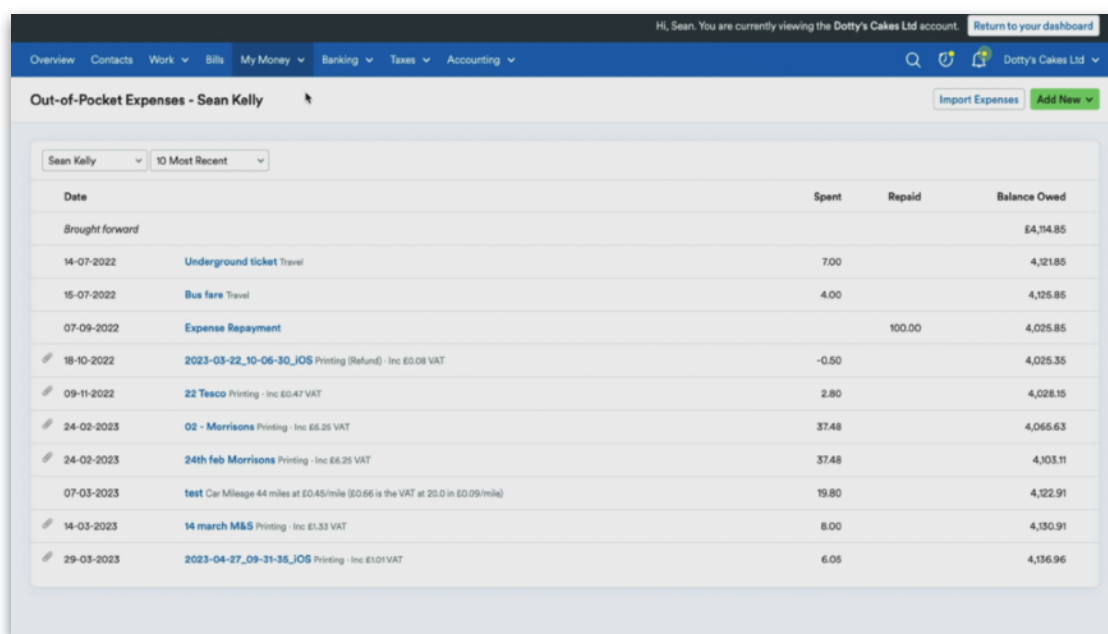
The screenshot shows the 'Add new bill item' modal form. The form includes fields for 'Spending Category' (set to 'Accommodation and Meals'), 'Quantity' (set to '1'), 'Total Price (including VAT)' (set to '£0.00'), and 'VAT Rate' (set to 'Auto'). The 'Save' button is highlighted. The background shows the same bill details as the previous screenshot.

Once you've entered all the necessary details for the line item, select 'Save' to add it to the bill. If you need to add additional bill items, select 'Save and add another'. You can add a maximum of 40 line items to a bill.



## Out-of-pocket expenses

An out-of-pocket expense is a cost that is paid for by an employee or business owner or director using personal funds and will later be reimbursed by the business that employs them.



Date	Description	Spent	Repaid	Balance Owed
Brought forward				£4,114.85
14-07-2022	Underground ticket Travel	7.00		4,121.85
15-07-2022	Bus fare Travel	4.00		4,125.85
07-09-2022	Expense Repayment		100.00	4,025.85
18-10-2022	2023-03-22_10-06-30 JOS Printing (Refund) - Inc £0.08 VAT	-0.50		4,025.35
09-11-2022	22 Tesco Printing - Inc £0.47 VAT	2.80		4,028.15
24-02-2023	02 - Morrisons Printing - Inc £6.25 VAT	37.48		4,065.63
24-02-2023	24th feb Morrisons Printing - Inc £6.25 VAT	37.48		4,103.11
07-03-2023	test Car Mileage 44 miles at £0.45/mile (£0.66 is the VAT at 20.0 in £0.09/mile)	19.80		4,122.91
14-03-2023	14 march M&S Printing - Inc £1.33 VAT	8.00		4,130.91
29-03-2023	2023-04-27_09-31-35 JOS Printing - Inc £101 VAT	6.06		4,136.96

To navigate to the Out-of-Pocket Expenses area, if your client has a limited company account or a sole trader account with employees, click on the 'My Money' tab from within your client's account and select 'Expenses' from the drop-down menu.

If they have a sole trader account with no employees, or a landlord account, select the 'Expenses' tab at the top of the screen. Alternatively, select 'New Expense' from the 'Quick Links' drop-down menu on the 'Overview' screen.

This will show you the out-of-pocket expenses for directors and employees.

You can change between directors and employees by clicking on the name at the top-left of the screen and selecting the relevant individual from the drop-down menu.

Expenses - Sean Kelly

10 Most Recent

Date	Description	Spent	Repaid	Balance Owed
<i>Brought forward</i>				
14-07-2022	Underground ticket Travel	7.00		4,321.85
15-07-2022	Bus fare Travel	4.00		4,325.85
07-09-2022	Expense Repayment		100.00	4,025.85
18-10-2022	2023-03-22_10-06-30 JOS Printing (Refund) - Inc £0.08 VAT	-0.50		4,025.35
09-11-2022	22 Tesco Printing - Inc £0.47 VAT	2.80		4,028.15
24-02-2023	02 - Morrisons Printing - Inc £6.25 VAT	37.48		4,065.63
24-02-2023	24th feb Morrisons Printing - Inc £6.25 VAT	37.48		4,103.11
07-03-2023	test Car Mileage 44 miles at £0.45/mile (£0.66 is the VAT at 25.0 in £0.09/mile)	19.80		4,122.91
14-03-2023	14 march M&S Printing - Inc £1.33 VAT	8.00		4,130.91
29-03-2023	2023-04-27_09-31-35 JOS Printing - Inc £101 VAT	6.05		4,136.96

You can also change which expenses are being shown using the drop-down menu to the right. The default filter shows the 10 most recent, but you can also filter by month, tax year, future upcoming or recurring expenses.

Out-of-Pocket Expenses

10 Most Recent

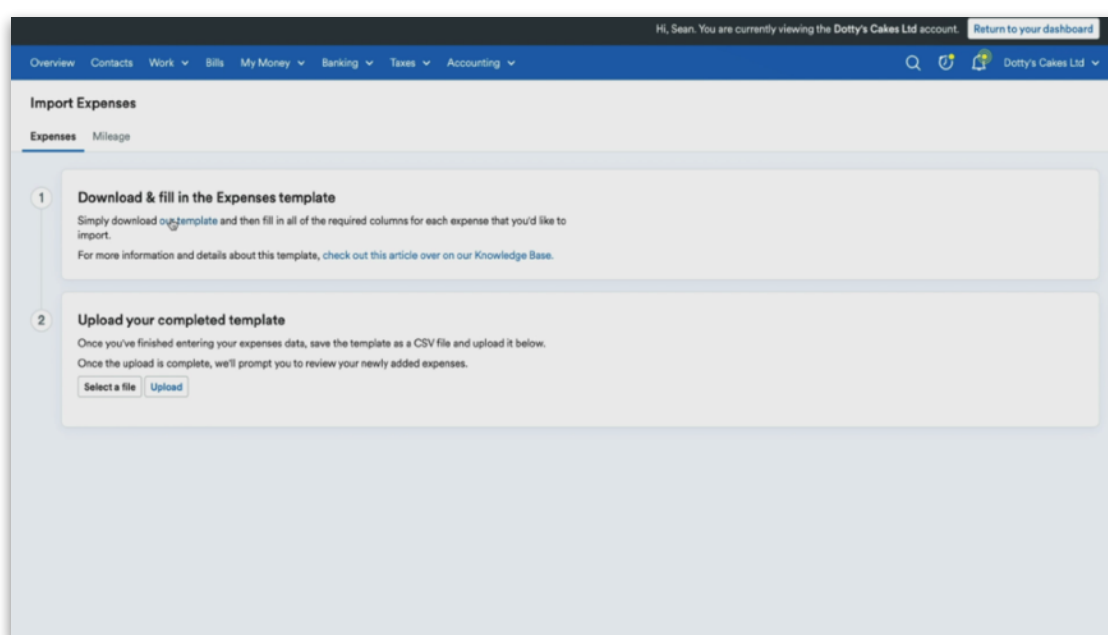
Date	Description	Spent	Repaid	Balance Owed
<i>Brought forward</i>				
22-06-2022	Underground ticket Travel	10.00		6,375.40
29-06-2022	Lunch with client Business Entertaining	46.00		6,421.40
01-07-2022	Travel in own car to meeting Car Mileage 40 miles at £0.45/mile	18.00		6,439.40
03-07-2022	Printer paper Stationery	29.00		6,468.40
03-07-2022	Lunch Accommodation and Meals	8.00		6,476.40
04-07-2022	test Accommodation and Meals - Inc £1.33 VAT	8.00		6,484.40
08-07-2022	Sketchbooks and pens Stationery	15.00		6,499.40
10-07-2022	Tea and snack Accommodation and Meals	10.00		6,509.40
13-07-2022	Drive to visit client Car Mileage 22 miles at £0.45/mile	9.90		6,519.30
18-07-2022	Phone call Internet & Telephone	5.00		6,524.30

Out-of-pocket expenses are split between expenses and mileage claims in FreeAgent, and there are a few different ways you can add them.

The first is to use the FreeAgent mobile app to take a photo, for example of a receipt, so that the Smart Capture functionality can save it to the 'Files' area in your client's account. Then, when you're ready, the Smart Capture functionality can convert the file into an out-of-pocket expense.

To learn more about this, please visit the [Mobile module](#) in the 'Learning and accreditation' area in the Practice Portal.

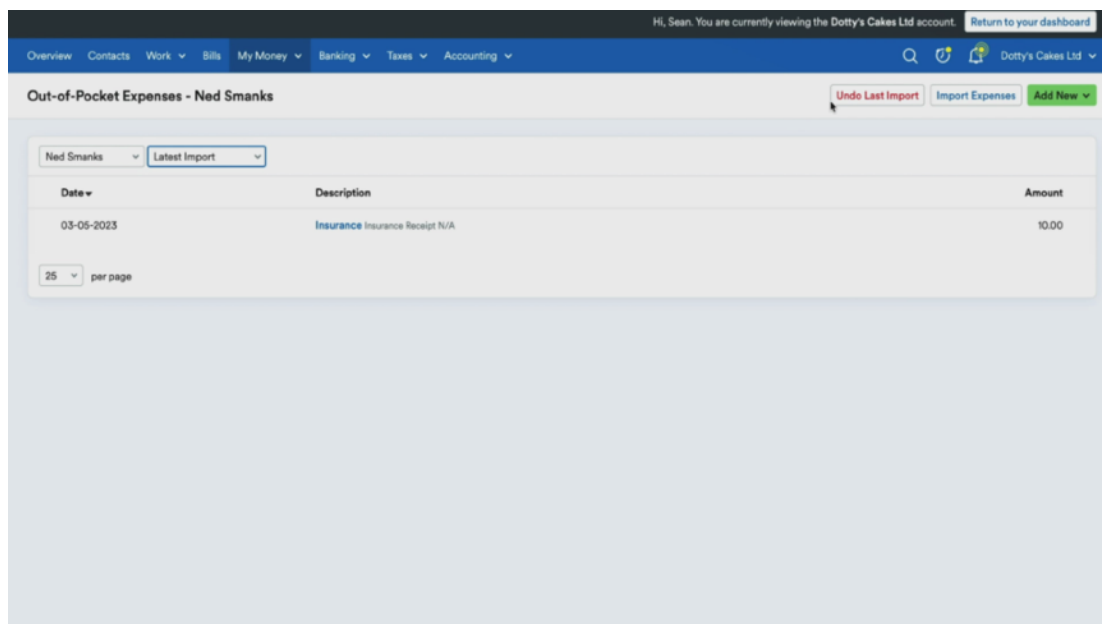
If you'd like to bulk import expenses into FreeAgent, you can do so through a CSV upload. To do this, navigate to the Out-of-Pocket Expenses area, select 'Import Expenses' and you'll be prompted to download our Expenses template.



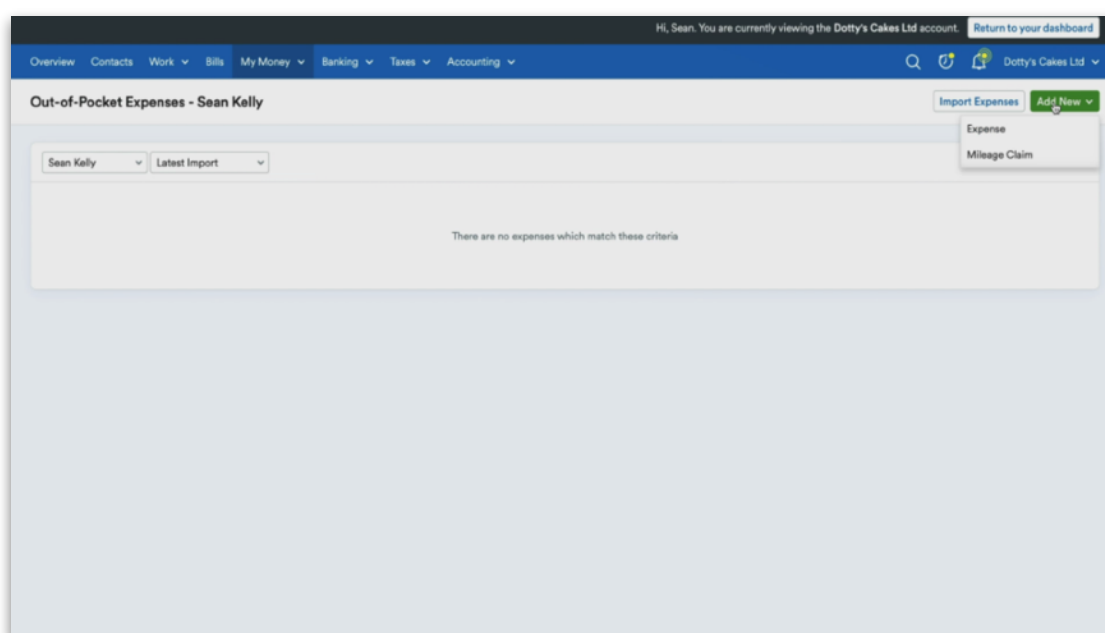
For more guidance on how to fill in the expenses template, please visit our [Knowledge Base](#).

Once the template is complete, go back to FreeAgent and select the CSV file you want to import, then select 'Upload'.

Once the upload is complete, review your newly added out-of-pocket expenses. If you realise that you've made an error, or want to remove the most recent out-of-pocket expenses, select 'Latest Import' from the drop-down menu and then 'Undo Last Import'.



If you'd like to enter an individual expense or mileage claim, begin by selecting the claimant - which is the employee or director that the expense relates to - from the drop-down menu. Next, click the green 'Add new' button and select the appropriate option from the drop-down menu.



If you have any paperwork that relates to the expense, for example a receipt, you can attach a scanned copy by choosing 'Select a file' from the 'Attachment' area and following the instructions.

**Attachment**

File to attach:   or

Attachment description:

---

**Expense details** Required fields\*

Claimant:

Type:

Category:

Dated:

Currency:

Total Value:  VAT:

Select Auto VAT to use the normal VAT rate for the expense type and date.

VAT Options: ☒ UK VAT Rates ☐ Reverse Charge

Description:

Receipt Reference:

---

**Is this a Project Expense?**

Link to Project:

---

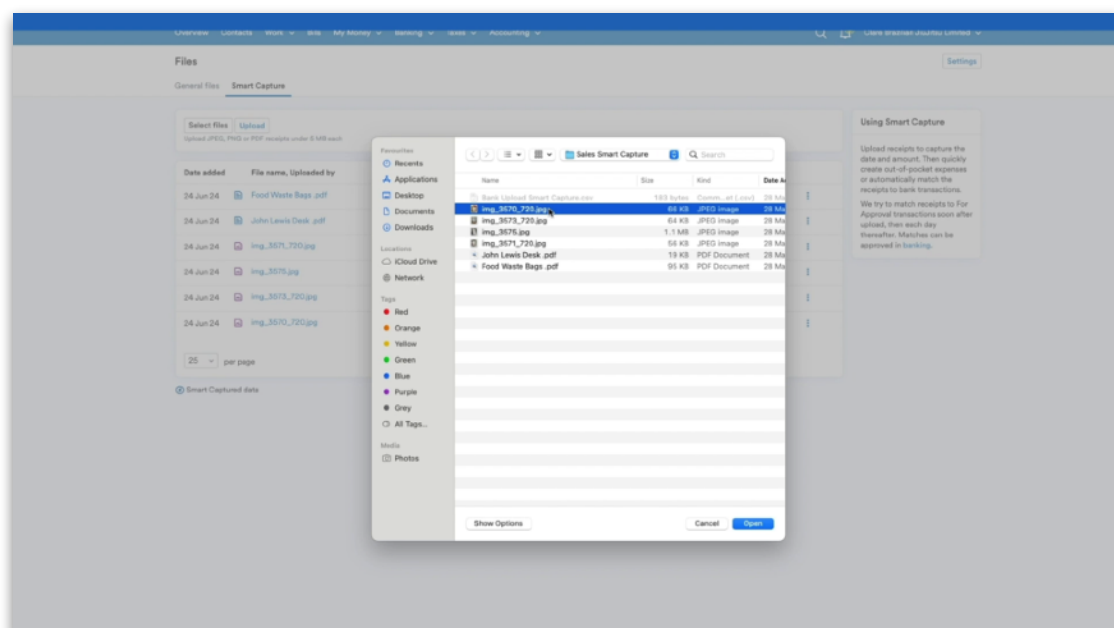
**Recurring Options**

This Expense recurs:

Protagent will create a duplicate of this expense after the period you specify. To recur forever, leave the end date blank.

If you used Smart Capture to snap an image file and it's saved in the 'Files' area of your account, select 'Choose from saved files' instead and follow the instructions.

Alternatively, you can upload any receipts, including in bulk, to Smart Capture by selecting 'Upload to Smart Capture'. Click the 'Select Files' button and choose the files you wish to upload. You can upload JPEG, PNG and PDF formats.



Once you select 'Upload', Smart Capture will start to process the files and extract the receipt dates and total values.

To convert the file to an out-of-pocket expense, click the three dots beside the file and select 'Convert to a new expense'.

The screenshot shows the 'Files' section of a software interface, specifically the 'Smart Capture' tab. At the top, there's a navigation bar with links like 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Tools', and 'Accounting'. Below this, the 'Files' section has a sub-tab 'Smart Capture'. A 'Select Files' button and an 'Upload' button are visible, with a note 'Upload JPEG, PNG or PDF receipts under 5 MB each'. The main area contains a table of uploaded files.

Date added	File name, Uploaded by	Privacy	Receipt date	Total value	
25 Jun 24	Food Waste Bags .pdf	Shared	Processing	Processing	
25 Jun 24	John Lewis Desk .pdf	Shared	Processing	Processing	
25 Jun 24	img_3571_720.jpg	Shared	Processing	Processing	
25 Jun 24	img_3575.jpg	Shared	Processing	Processing	
25 Jun 24	img_3573_720.jpg	Shared	Processing	Processing	
25 Jun 24	img_3570_720.jpg	Shared	14 May 24	11.15	
24 Jun 24	Food Waste Bags .pdf	Shared	09 May 24	13.99	
24 Jun 24	John Lewis Desk .pdf	Shared	04 Apr 24	303.20	
24 Jun 24	img_3571_720.jpg	Shared	No date	19.15	Preview
24 Jun 24	img_3575.jpg	Shared	16 May 24	13.65	Convert to a new expense
24 Jun 24	img_3573_720.jpg	Shared	16 May 24	16.80	Edit name
24 Jun 24	img_3570_720.jpg	Shared	14 May 24	11.15	Download original
					Delete file

At the bottom of the table, there's a '25 per page' selector and a 'Smart Captured date' label. A 'Using Smart Capture' sidebar on the right explains the feature: 'Upload receipts to capture the date and amount. Then quickly create out-of-pocket expenses or automatically match the receipts to bank transactions. We try to match receipts to For Approval transactions soon after upload, then each day thereafter. Matches can be approved in banking.'

Smart Capture will suggest a category for you, enter the total value of the receipt and the receipt date. Pick the claimant you wish to associate with this expense and click 'Create New Expense'.

Once a file has been assigned to an expense it will be cleared from the Smart Capture files area to avoid duplication.

If you're not uploading a receipt using Smart Capture, you'll need to add the expense details manually. From the 'Type' drop-down menu, select either payment or refund.

The screenshot shows the 'New Out-of-Pocket Expense' form for Eoin McNamara. The 'Attachment' section at the top allows for file upload or Smart Capture. The 'Expense details' section contains the following fields: Claimant (Eoin McNamara), Type (Payment/Refund), Category (Stationery), Date (04 Apr 24), Currency (Pounds Sterling), Total Value (£ 303.20), VAT (Auto), VAT Options (UK VAT Rates), Description, and Receipt Reference. Below this is the 'Is this a Project Expense?' section with a 'Link to Project' dropdown set to 'None'. The 'Recurring Options' section at the bottom has a dropdown for 'This Expense recurs' set to 'Does Not Recur'.

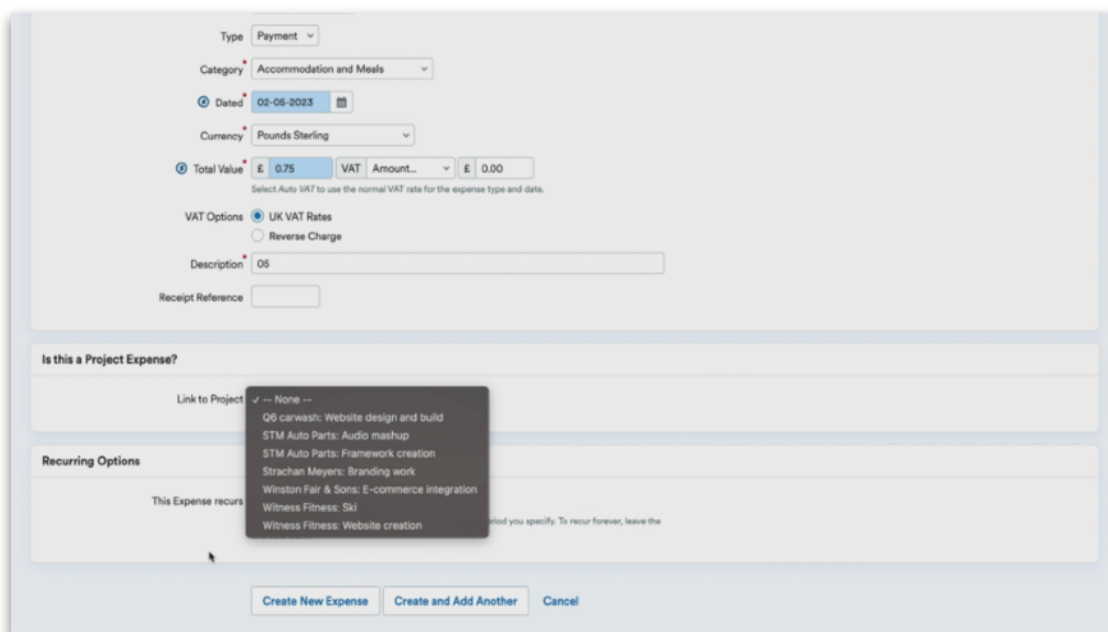
From the 'Category' drop-down menu, select the account category that you would like to allocate it to.

Next, select the date of the expense and the currency used to pay for the expense. Enter the expense amount from the receipt, inclusive of any VAT, in the 'Total Value' field and select the relevant rate of VAT from the 'VAT' drop-down menu.

Alternatively, you can enter a specific amount manually by choosing 'Amount' and entering the amount of VAT into the new box that appears.

Enter a brief description of the expense.

To link this expense to a project, select the relevant project from the 'Link to Project' drop-down menu.



The screenshot shows the 'Create New Expense' form. The 'Link to Project' dropdown menu is open, displaying a list of projects. The form fields are as follows:

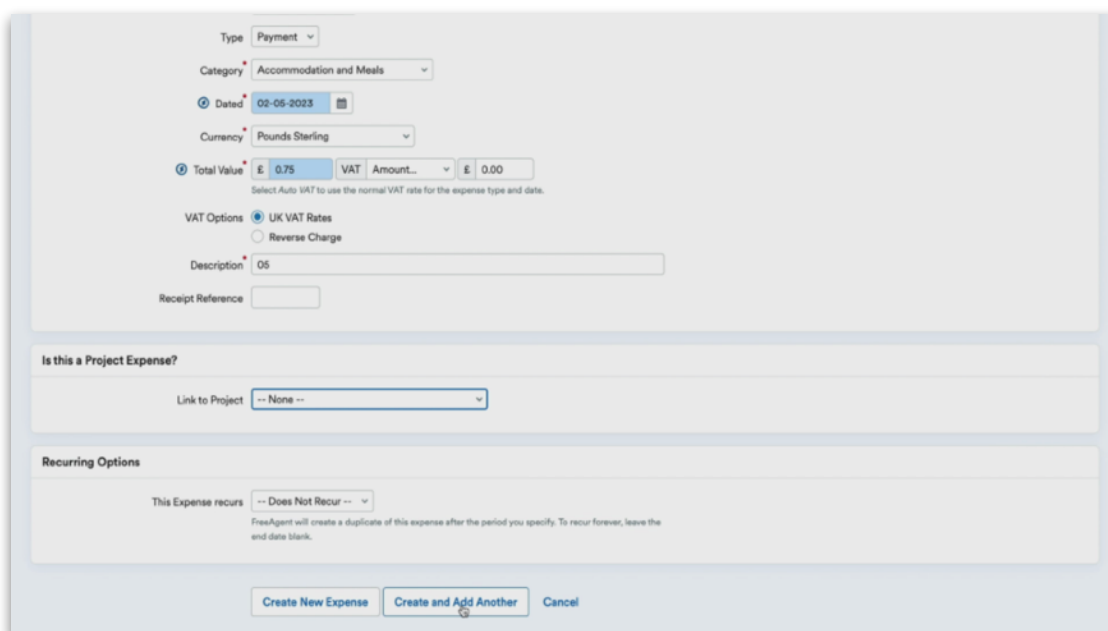
- Type: Payment
- Category: Accommodation and Meals
- Dated: 02-06-2023
- Currency: Pounds Sterling
- Total Value: £ 0.75
- VAT: Amount... £ 0.00
- VAT Options: UK VAT Rates (selected), Reverse Charge
- Description: 05
- Receipt Reference:

The 'Link to Project' dropdown menu is open, showing the following options:

- None --
- Q6 carwash: Website design and build
- STM Auto Parts: Audio mashup
- STM Auto Parts: Framework creation
- Strachan Meyers: Branding work
- Winston Fair & Sons: E-commerce integration
- Winston Fitness: Ski
- Winston Fitness: Website creation

At the bottom of the form, there are three buttons: 'Create New Expense', 'Create and Add Another', and 'Cancel'.

When you're happy with the information entered, select 'Create New Expense', or 'Create and Add another'.



The screenshot shows the 'Create New Expense' form with the 'Link to Project' dropdown menu closed. The form fields are as follows:

- Type: Payment
- Category: Accommodation and Meals
- Dated: 02-06-2023
- Currency: Pounds Sterling
- Total Value: £ 0.75
- VAT: Amount... £ 0.00
- VAT Options: UK VAT Rates (selected), Reverse Charge
- Description: 05
- Receipt Reference:

The 'Link to Project' dropdown menu is closed, showing the option: -- None --

The 'Recurring Options' section shows 'This Expense recurs' set to -- Does Not Recur --

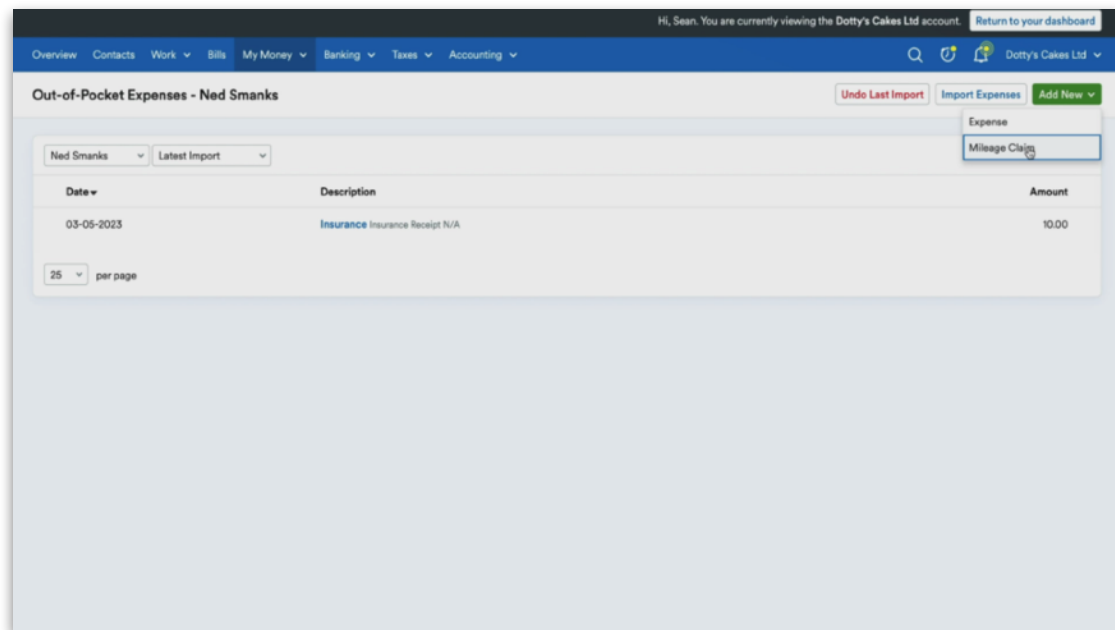
At the bottom of the form, there are three buttons: 'Create New Expense', 'Create and Add Another', and 'Cancel'.



## Mileage

Adding a mileage claim follows a similar process to expenses. You can navigate to the 'Expenses' area or select 'New Mileage' from the 'Quick Links' drop-down menu on the 'Overview' screen.

Select the relevant employee or director, then click 'Add New' in the top-right corner and choose 'Mileage Claim' from the drop-down menu.



Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Out-of-Pocket Expenses - Ned Smanks [Undo Last Import](#) [Import Expenses](#) [Add New](#)

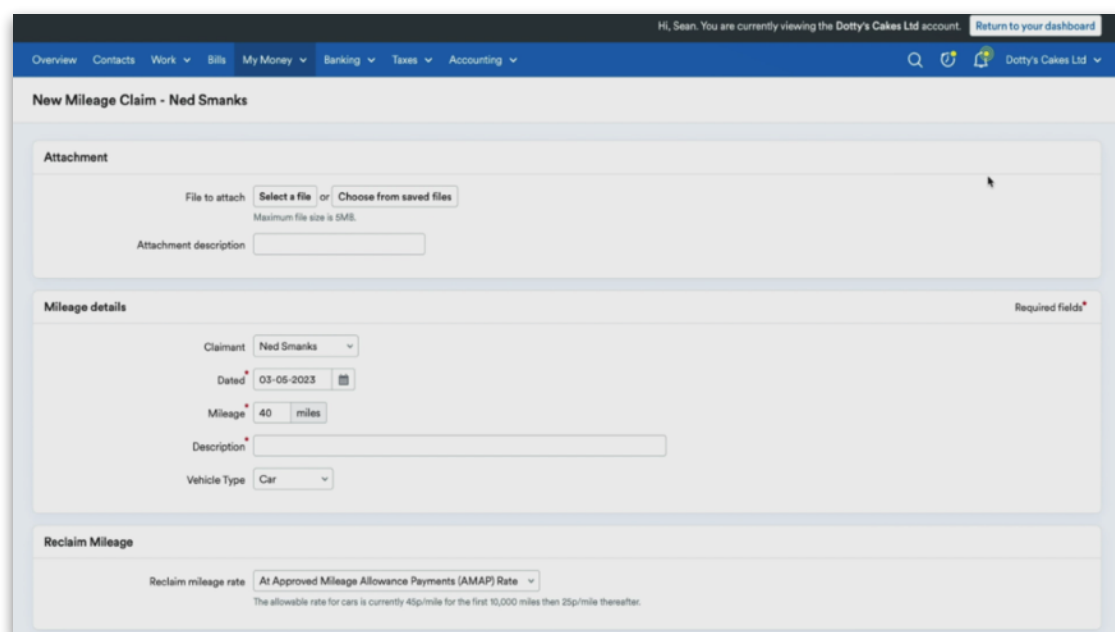
Ned Smanks Latest Import

Date	Description	Amount
03-05-2023	Insurance Insurance Receipt N/A	10.00

25 per page

Expense  
Mileage Claim

Add an attachment (if applicable), then complete the mileage details, and select whether your client will reclaim the mileage and/or VAT on fuel.



Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

New Mileage Claim - Ned Smanks

Attachment

File to attach [Select a file](#) or [Choose from saved files](#)  
Maximum file size is 5MB.

Attachment description

Mileage details Required fields\*

Claimant Ned Smanks

Dated 03-05-2023

Mileage 40 miles

Description

Vehicle Type Car

Reclaim Mileage

Reclaim mileage rate [At Approved Mileage Allowance Payments \(AMAP\) Rate](#)

The allowable rate for cars is currently 45p/mile for the first 10,000 miles then 25p/mile thereafter.

If your client is VAT registered, you can reclaim VAT on the mileage as FreeAgent has HMRC's fuel rates built in and they are updated in line with HMRC's updates.

To use the mileage claims in FreeAgent, your client needs to reimburse at the government's recommended rates of 45p and 25p per mile. FreeAgent will automatically drop down to 25p per mile once 10,000 miles has been reached.

Next, if you'd like to rebill this mileage because it was incurred while working on a particular project, select the relevant project from the 'Link to Project' drop-down menu and set the rate at which your client is going to charge it to their customer.

The screenshot shows the FreeAgent mileage claim form. At the top, there are input fields for 'Mileage' (40 miles), 'Description', and 'Vehicle Type' (Car). Below this is the 'Reclaim Mileage' section with a dropdown for 'Reclaim mileage rate' set to 'At Approved Mileage Allowance Payments (AMAP) Rate'. A note states: 'The allowable rate for cars is currently 45p/mile for the first 10,000 miles then 25p/mile thereafter.' The 'Reclaim VAT on Mileage?' section has a checkbox 'Yes, and I have a VAT receipt' which is unchecked, and a dropdown for 'Car Engine Type and Size' set to 'Petrol - 1401-2000cc'. The 'Is this Project Mileage?' section has a dropdown for 'Link to Project' with a list of projects: 'None', 'Q6 carwash: Website design and build', 'STM Auto Parts: Audio mashup', 'STM Auto Parts: Framework creation', 'Strachan Meyer: Branding work' (highlighted), 'Winston Fair & Sons: E-commerce integration', 'Witness Fitness: Ski', and 'Witness Fitness: Website creation'. The 'Recurring Options' section has a dropdown for 'This Mileage recurs' and a note: 'If you specify. To recur forever, leave the'.

Lastly, if they will be taking this journey again, select the relevant frequency from the 'This Mileage recurs' drop-down menu to set a recurring claim.

Once you've entered the relevant details for the mileage claim, select 'Create New Expense' to complete the process.

The screenshot shows a 'Reclaim Mileage' form with the following sections:

- Reclaim Mileage**: A dropdown menu for 'Reclaim mileage rate' is set to 'At Approved Mileage Allowance Payments (AMAP) Rate'. Below it, a note states: 'The allowable rate for cars is currently 45p/mile for the first 10,000 miles then 25p/mile thereafter.'
- Reclaim VAT on Mileage?**: A checkbox labeled 'Yes, and I have a VAT receipt' is unchecked. Below it, a dropdown for 'Car Engine Type and Size' is set to 'Petrol - 1401-2000cc'.
- Is this Project Mileage?**: A dropdown for 'Link to Project' is set to 'Witness Fitness: Ski'. Below it, a 'Re-bill?' section has a 'Yes' dropdown, a currency symbol '£', a value '0.45', and the text 'per mile, plus VAT'.
- Recurring Options**: A dropdown for 'This Mileage recurs' is set to '-- Does Not Recur --'. Below it, a note states: 'FreshAgent will create a duplicate of this expense after the period you specify. To recur forever, leave the end date blank.'

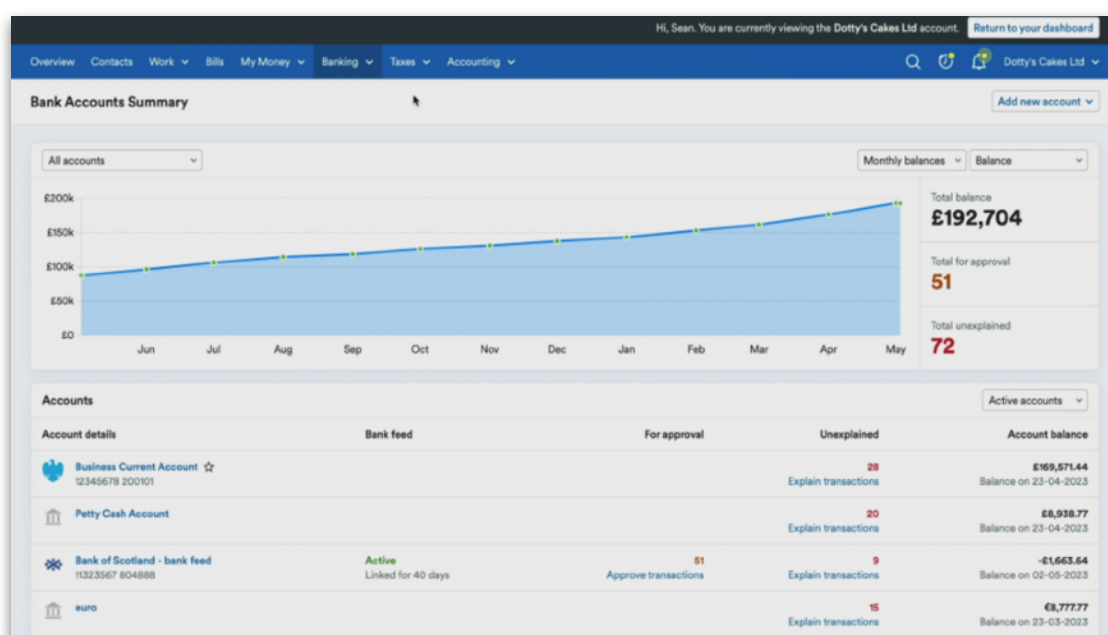
At the bottom of the form, there are three buttons: 'Create New Expense', 'Create and Add Another', and 'Cancel'. A small mouse cursor is hovering over the 'Create New Expense' button. In the bottom right corner, there is a blue circular icon with a white question mark and the text 'Help'.

## 5. Banking and VAT

### The Banking area

The Banking area is the key part of your client's FreeAgent account. This is where their bank transactions live and where they are assigned explanations. An 'explanation' will detail exactly what the incoming or outgoing transaction was used for, along with any relevant details such as the VAT rate.

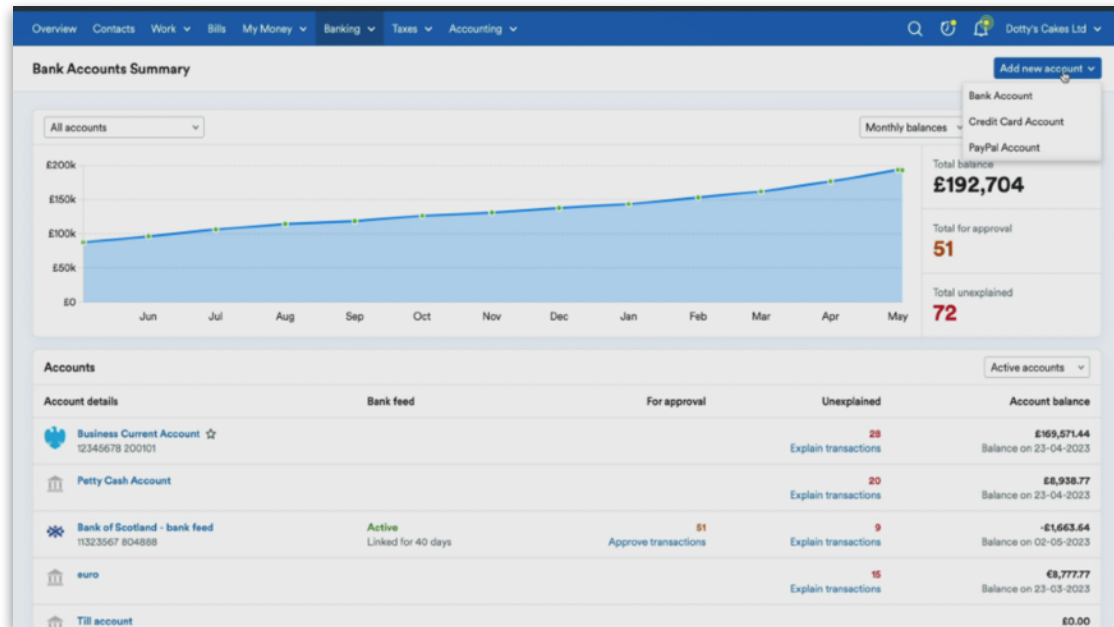
Select the 'Banking' tab at the top of the screen from within your client's account in FreeAgent and choose 'Bank Accounts' from the drop-down menu.



You'll be able to see your client's individual bank accounts along with relevant information including balances, an aggregated view of how much they have across their accounts and transactions that require an explanation or are awaiting approval.

These accounts can have secure bank feeds enabled, which automatically import transactions daily.

You can add as many bank accounts as your client uses for their business. To add a new account, start by clicking the 'Add new account' button at the top right of the screen. You'll have the option to add a 'Bank Account', 'Credit Card Account' or 'PayPal Account'.



Enter the account name. For example, if you were creating a dummy account to be used to enter relevant transactions for a client, you could call it 'Petty Cash'.

The screenshot shows the 'New Bank Account' form. The 'Bank account' section has a 'Required fields' label. The 'Account Name' field is filled with 'petty cash'. The 'Currency' is set to 'Pounds Sterling' and the 'Status' is 'Active'. There are two checkboxes: 'This is a personal account' (unchecked) and 'Make this my primary account' (unchecked). Below these is a note: 'The primary account will appear at the top of Banking lists and dropdowns.' The 'Optional details' section has fields for 'Bank name', 'Account Number', and 'Sort/Bank Code'. A checkbox 'Show these details on invoices' is checked. At the bottom, there is a note: 'Online balance (as at 01-01-2023)'.

When adding a bank account inside FreeAgent, the account name and opening balance are required. All other fields are optional. Scroll down to the bottom of the screen and click 'Create new account'.

The screenshot shows a web form for adding a new bank account in FreeAgent. The form is divided into several sections:

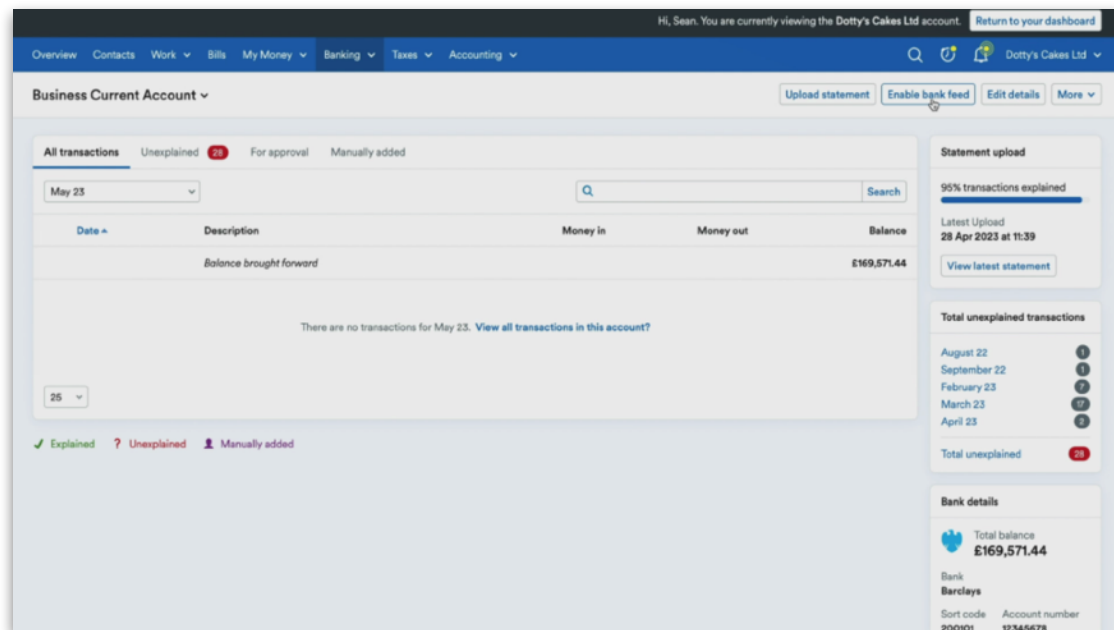
- Optional details:** This section contains three input fields: "Bank name", "Account Number", and "Sort/Bank Code". Below the "Sort/Bank Code" field is a small note: "This is sometimes called a Routing Number." There is also a checkbox labeled "Show these details on Invoices" which is currently checked.
- Opening balance (at start of 01-04-2021):** This section has a "Balance" label followed by a currency symbol (£) and an input field containing "0.00". Below this is a note: "The account balance at the start of the FreeAgent Start Date. (For accounts opened after this date, enter zero.)"
- Guess explanations:** This section contains a checkbox labeled "Guess explanations for my transactions" which is checked. Below it is a note: "When data is imported any guessed transactions will be marked **For Approval**, allowing you to review and approve them as being correct. [Learn more](#) →"
- More options:** This section is currently collapsed, indicated by a downward arrow.

At the bottom of the form, there are two buttons: "Create new account" and "Cancel". A mouse cursor is pointing at the "Create new account" button.

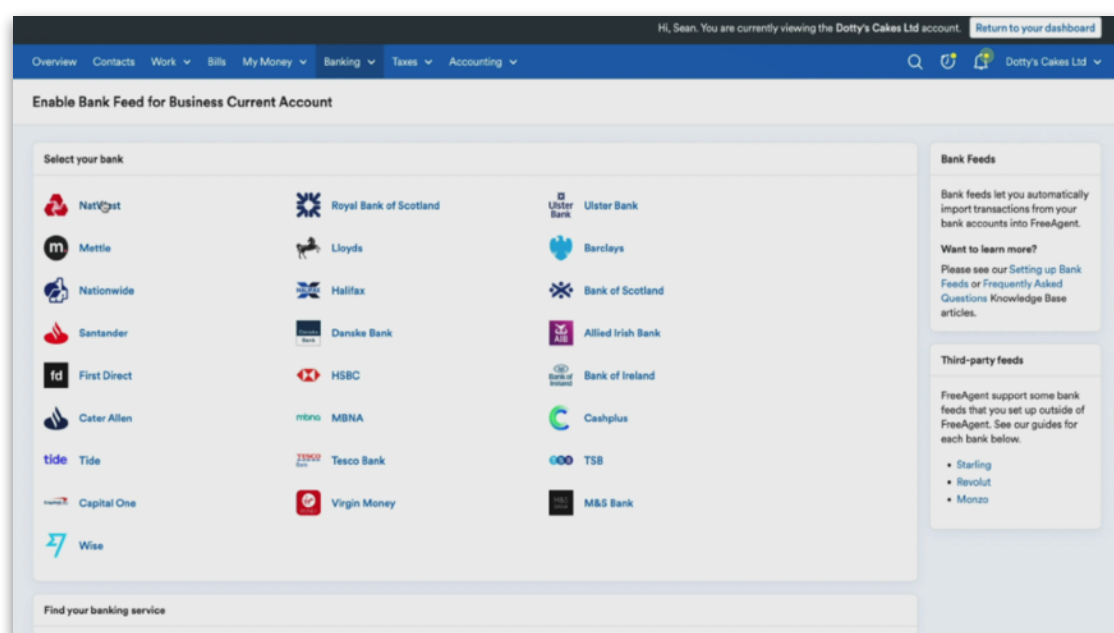
## Importing transactions

Next, let's look at how you and your clients can import transactions into an account. The most popular method is via a bank feed, which your client would need to enable by following these steps.

First, they would select their bank account from the list, then the 'Enable bank feed' button.



Next, they would select the bank, the type of bank account and click the green 'Connect to my bank' button.



Next, they would be taken to their bank's website to log in to their online banking and authorise the connection process. This process may differ from bank to bank. Once they've completed this step, they would be taken back to FreeAgent.

Lastly, your client would confirm or select the FreeAgent bank account to associate with the feed, choose the transaction start date and select 'Link Account' to complete the process.

To ensure that the correct transactions are brought into your client's account, the transaction start date cannot be earlier than their FreeAgent start date.

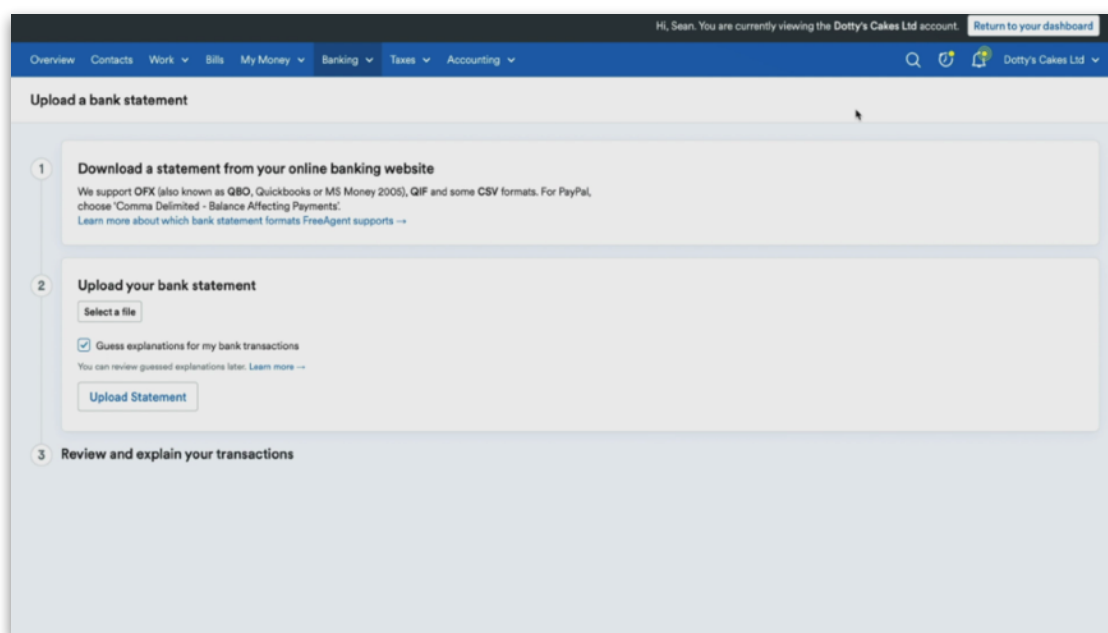
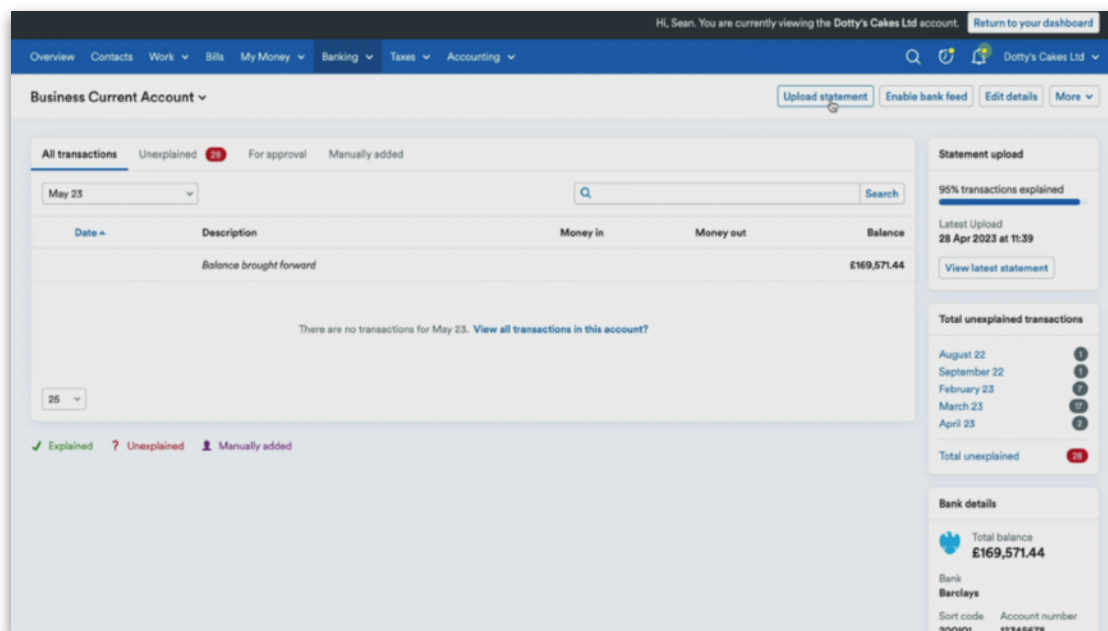
The day after they complete the process, transactions will start automatically pulling through to their FreeAgent account. Bank feeds in FreeAgent will record transactions going back a maximum of two years.

The easiest way for your clients to set up a bank feed is through the FreeAgent mobile app. To find out more about this, visit the [Mobile module](#) in the 'Learning and accreditation' area in the Practice Portal.



## Uploading bank statements

An alternative to setting up an automated bank feed would be to manually upload bank statements in an OFX or QIF format.



If your client's bank doesn't provide these formats, they can download a CSV file instead and reformat it before uploading.

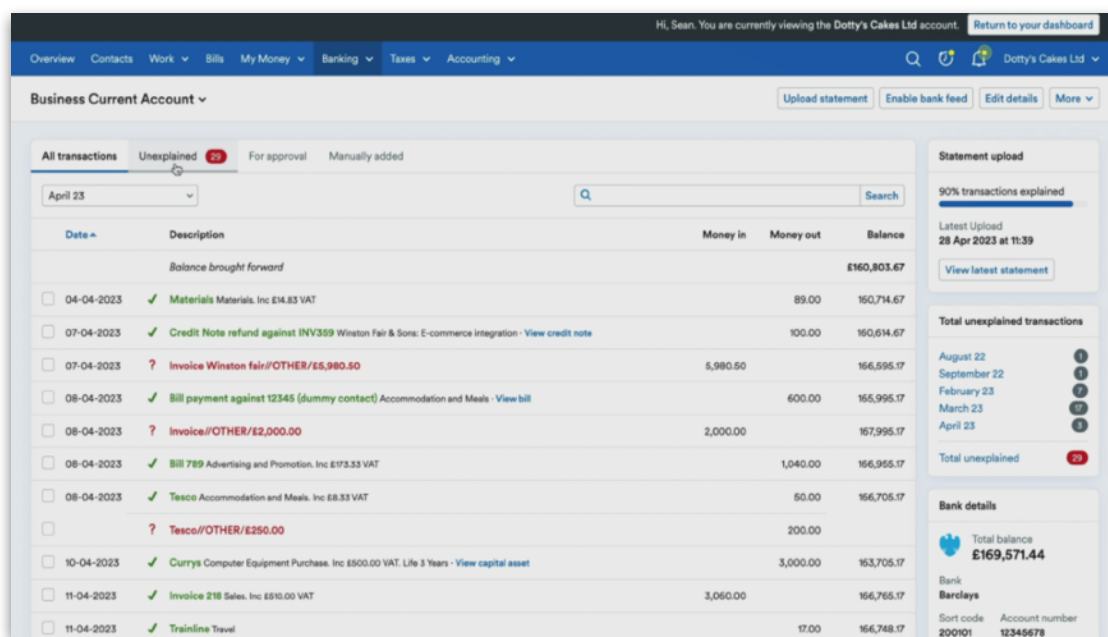
A CSV file is simply an Excel document saved in the 'comma separated value' file format with no headings and three columns. Each row inside the document relates to a single bank transaction.

The first column is the date of a transaction in the format DD/MM/YYYY. The second is the value of the transaction - where negative transactions are outgoing and the incoming transactions positive - and the final column would be the description that's uploaded with the transaction.

## Explaining transactions

Regardless of how you or your client add transactions to FreeAgent, explaining bank transactions is a simple process that only requires entering a bit of information for FreeAgent to handle the transaction appropriately.

Transactions can be filtered by state using the different tabs. For example, 'All transactions', 'Unexplained' and 'For Approval'. They can also be filtered by date, using the 'time periods' drop-down menu below 'All transactions'.



You'll notice that each transaction is assigned a colour and icon. 'Explained' transactions are green, 'For approval' are orange, 'Unexplained' are red and 'Manually added' are purple. You can also refer to the transaction status legend at the bottom of the screen.

A transaction is labelled as unexplained when FreeAgent does not know what the transaction was for and as a result it's not being posted to the nominal code or any VAT returns, if applicable. Once a transaction is explained it will simply turn green and be posted to the relevant accounts.

Once you've selected a transaction to explain, FreeAgent will ask you to provide some information about it.

Select the payment type, category, the appropriate rate of VAT and add a description.

Business Current Account Upload statement Enable bank feed Edit details More

All transactions Unexplained 29 For approval Manually added

April 23 Search

Date	Description	Money in	Money out	Balance
Balance brought forward				£160,803.67
04-04-2023	Materials Materials, Inc £14.83 VAT		89.00	160,714.67
07-04-2023	Credit Note refund against INV359 Winston Fair & Sons: E-commerce integration - View credit note		100.00	160,614.67
07-04-2023	Invoice Winston fair/OTHER/£5,980.50	5,980.50		166,595.17
08-04-2023	Bill payment against 12345 (dummy contact) Accommodation and Meals - View bill		600.00	165,995.17
08-04-2023	Invoice/OTHER/£2,000.00	2,000.00		167,995.17
08-04-2023	Bill 789 Advertising and Promotion, Inc £173.33 VAT		1,040.00	166,955.17
08-04-2023	Tesco/OTHER/£250.00		250.00	166,705.17

Type: Payment

Including: Auto VAT

Category: Accommodation and Meals

Description: Tesco

Attachment: Upload a file... or Choose from saved files

**Statement upload**

85% transactions explained

Latest Upload  
28 Apr 2023 at 11:39

[View latest statement](#)

**Total unexplained transactions**

August 22 1

September 22 1

February 23 17

March 23 1

April 23 1

Total unexplained 29

**Bank details**

Total balance  
**£169,571.44**

Bank  
**Barclays**

Sort code 200101 Account number 12345678

You can enter further details by selecting 'More Options' near the bottom right of the expanded transaction.

Hi, Sean. You are currently viewing the Dotly's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting Search Refresh Alerts Dotly's Cakes Ltd

**Explain a Transaction** Delete this Transaction

Business Current Account

Date	Description	Money In	Money Out
08-04-2023	Tesco/OTHER/£250.00		250.00
Balance			250.00

**Select a Type** Required fields\*

Type: Payment

VAT Options: ☒ UK VAT Rates ☐ Reverse Charge

Value: £ 250.00 VAT: Auto

Select Auto VAT to use the normal VAT rate for the category and entry date.

**More Detail**

Category: Bank/Finance Charges

Description: Tesco

From here, you can split the transaction between multiple categories or link it to a project. You can add an attachment to the transaction from either your computer or the Saved Files area in FreeAgent.

To complete the process, select 'Explain transaction'.

Select Auto VAT to use the normal VAT rate for the category and entry date.

### More Detail

Category: Bank/Finance Charges Get help with choosing a category -->

Description: Tesco

### Optional References

Link to Project: -- None --

Receipt no:

### Attachment

File to attach: Select a file or Choose from saved files  
Maximum file size is 5MB.

Attachment description:

[Create New Explanation](#) [Cancel](#)

FreeAgent Privacy Policy Terms of Service Support Access Knowledge Base FreeAgent Training

You'll notice the transaction has turned green and is now being posted according to the explanation details provided.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account. [Return to your dashboard](#)

Overview Contacts Work Bills My Money Banking Taxes Accounting

Business Current Account Upload statement Enable bank feed Edit details More

All transactions Unexplained 28 For approval Manually added

April 23  Search

Date	Description	Money in	Money out	Balance
	Balance brought forward			£160,803.67
04-04-2023	✓ Materials Materials, Inc £14.83 VAT		89.00	160,714.67
07-04-2023	✓ Credit Note refund against INV359 Winston Fair & Sons: E-commerce integration - View credit note		100.00	160,614.67
07-04-2023	? Invoice Winston fair/OTHER/£5,980.50	5,980.50		166,595.17
08-04-2023	✓ Bill payment against 12345 (dummy contact) Accommodation and Meals - View bill		600.00	165,995.17
08-04-2023	? Invoice//OTHER/£2,000.00	2,000.00		167,995.17
08-04-2023	✓ Bill 789 Advertising and Promotion, Inc £173.33 VAT		1,040.00	166,955.17
08-04-2023	✓ Tesco Bank/Finance Charges		250.00	166,705.17
10-04-2023	✓ Currys Computer Equipment Purchase, Inc £500.00 VAT, Life 3 Years - View capital asset		3,000.00	163,705.17
11-04-2023	✓ Invoice 218 Sales, Inc £510.00 VAT	3,060.00		166,765.17
11-04-2023	✓ Trainline Travel		17.00	166,748.17
14-04-2023	✓ Invoice 260 Sales, Inc £893.33 VAT	3,660.00		170,308.17

#### Statement upload

90% transactions explained

Latest Upload  
28 Apr 2023 at 11:39

[View latest statement](#)

#### Total unexplained transactions

August 22 1  
September 22 1  
February 23 1  
March 23 2  
April 23 2

Total unexplained 28

#### Bank details

Total balance  
**£169,571.44**

Bank  
**Barclays**

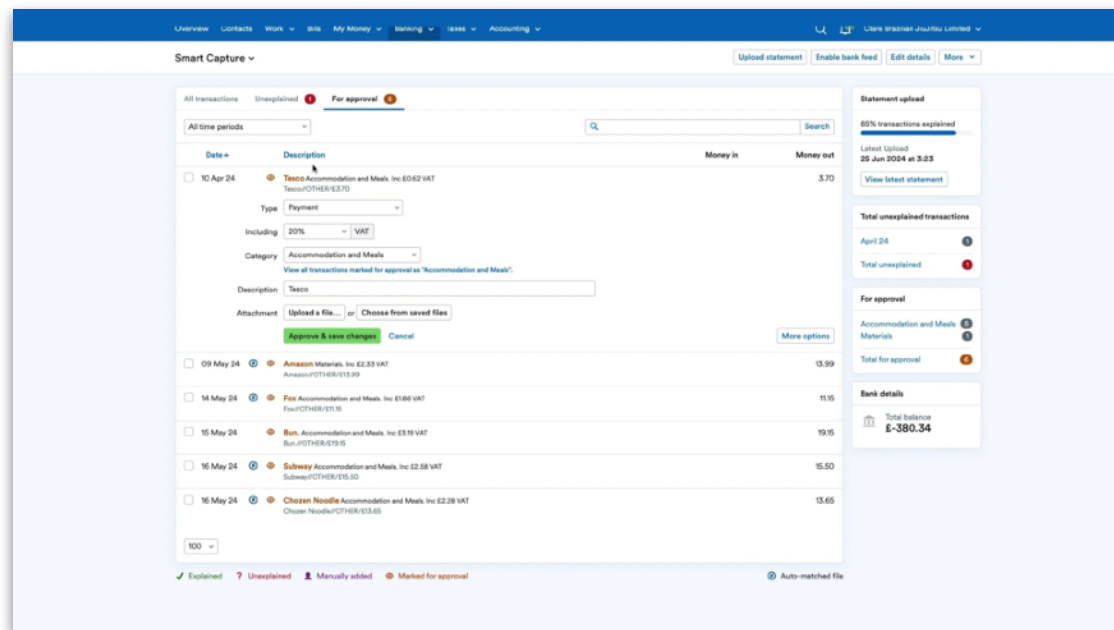
Sort code  
200101

Account number  
12345678

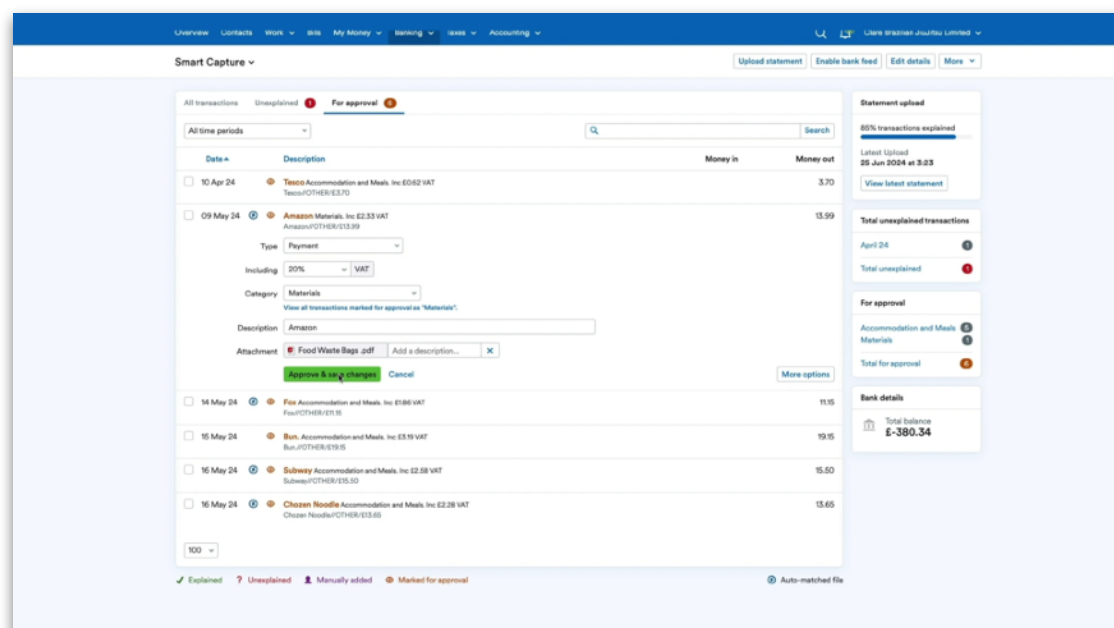
## Matching transactions using Smart Capture

Once you have saved your files to the Smart Capture files area, they'll automatically be matched to a 'For Approval' bank transaction if one with a matching date and value exists. This will be the same total amount, as long as the transaction date is within two days of the receipt date.

To approve the bank transaction, go to 'Banking', then 'Bank Accounts'. Choose the bank account and select the 'For approval tab'.

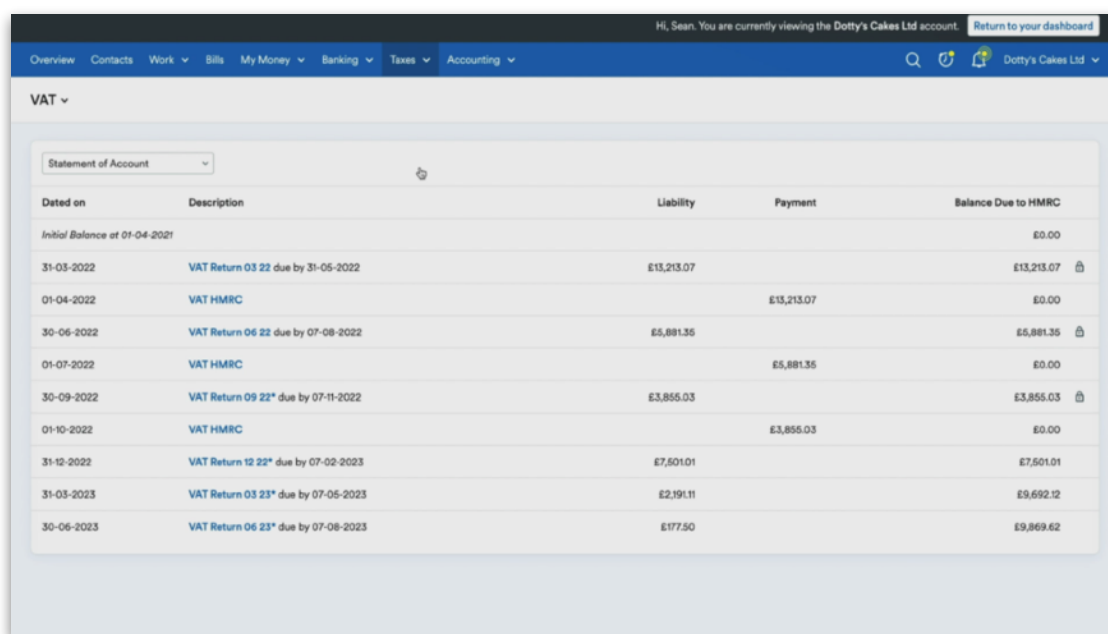


Transactions that have a matching Smart Capture file will have a lightning bolt with a blue circle. Select 'Approve & save changes'.



## VAT

You can access the VAT area of FreeAgent from within your client's account by clicking 'Taxes' at the top of the screen and then selecting 'VAT' from the drop-down menu.



Statement of Account

Dated on	Description	Liability	Payment	Balance Due to HMRC
Initial Balance at 01-04-2021				£0.00
31-03-2022	VAT Return 03 22 due by 31-05-2022	£13,213.07		£13,213.07
01-04-2022	VAT HMRC		£13,213.07	£0.00
30-06-2022	VAT Return 06 22 due by 07-08-2022	£5,881.35		£5,881.35
01-07-2022	VAT HMRC		£5,881.35	£0.00
30-09-2022	VAT Return 09 22* due by 07-11-2022	£3,855.03		£3,855.03
01-10-2022	VAT HMRC		£3,855.03	£0.00
31-12-2022	VAT Return 12 22* due by 07-02-2023	£7,501.01		£7,501.01
31-03-2023	VAT Return 03 23* due by 07-05-2023	£2,191.11		£9,692.12
30-06-2023	VAT Return 06 23* due by 07-08-2023	£177.50		£9,869.62

All of your client's relevant explained bank transactions, bills, invoices, expenses and journals will be used to create the VAT return liability that you see in this section.

This first screen shows any VAT liability calculated for each individual return, along with any bank transactions that have been explained as VAT payments. Any outstanding balance due to or from HMRC is shown in the far-right column.

These boxes are automatically calculated by FreeAgent based on the data that has been entered into FreeAgent. The VAT return will also be clearly labelled as either 'Filed' or 'Unfiled'.

Click on the 'Full Report' tab to see exactly how the boxes on the return have been calculated. Each line item is a blue link that you can click to view the associated bank transaction.

Hi, Sean. You are currently viewing the Dotty's Cakes Ltd account.
Return to your dashboard

Overview
Contacts
Work
Bills
My Money
Banking
Taxes
Accounting

Dotty's Cakes Ltd

## VAT Return for period 03 23

Preview
Full Report

Export
Edit Details

### Sales

Date	Description	Category	Box 1	Box 6	Box 8
			1 £10,260.91	4 £34,245.09	8 £0.00
07-01-2023	Invoice receipt against INV039	Sales	340.00	1,700.00	
07-01-2023	Invoice receipt against INV261	Sales	656.75	3,283.75	
08-01-2023	Invoice receipt against INV046	Sales	340.00	1,700.00	
09-01-2023	Credit Note INV332		-20.00	-100.00	
11-01-2023	Invoice	Sales	510.00	2,550.00	
13-01-2023	Invoice INV333		120.00	600.00	
13-01-2023	Credit Note INV334		-120.00	-600.00	
14-01-2023	Invoice 260	Sales	593.33	2,966.67	
17-01-2023	Invoice receipt against INV331	Sales	60.00	300.00	
19-01-2023	Invoice INV337		360.00	1,800.00	
20-01-2023	Invoice INV340		178.00	890.00	

Unfiled

VAT period dates

Start 01-01-2023
End 31-03-2023

Important deadlines

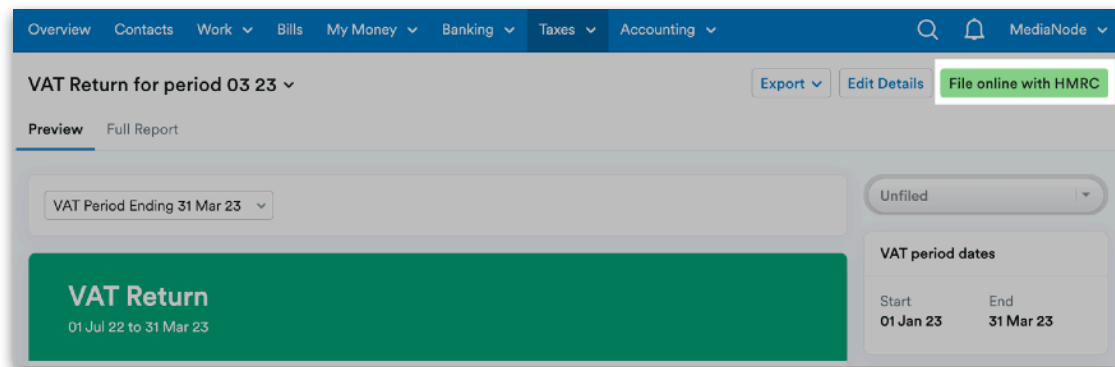
File by 07-05-2023
Pay by 07-05-2023

Calculation details

Scheme Standard Scheme
Calculation Basis Invoice
Fuel Scale Charge None



To file the VAT return for your client from within FreeAgent, click the green 'File online with HMRC' button.

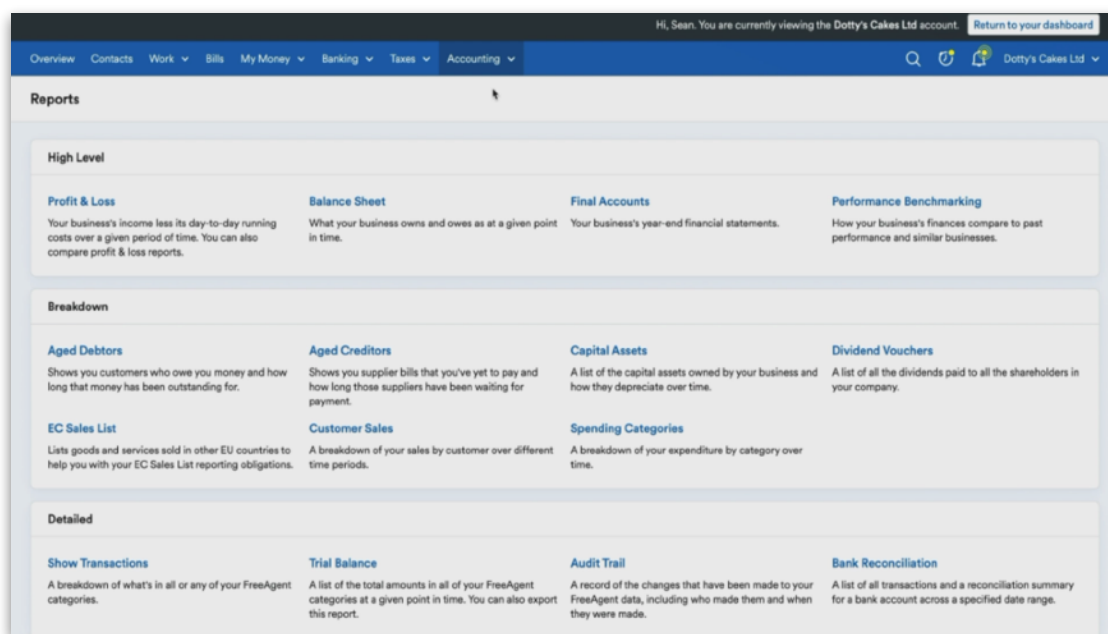


Review the legal declaration and tick the checkbox. Then, select 'Submit VAT Return' and FreeAgent will send the return to HMRC.

FreeAgent will only send the total value from the 'Preview' tab to HMRC and not a breakdown of the transactions from the 'Full Report' tab.

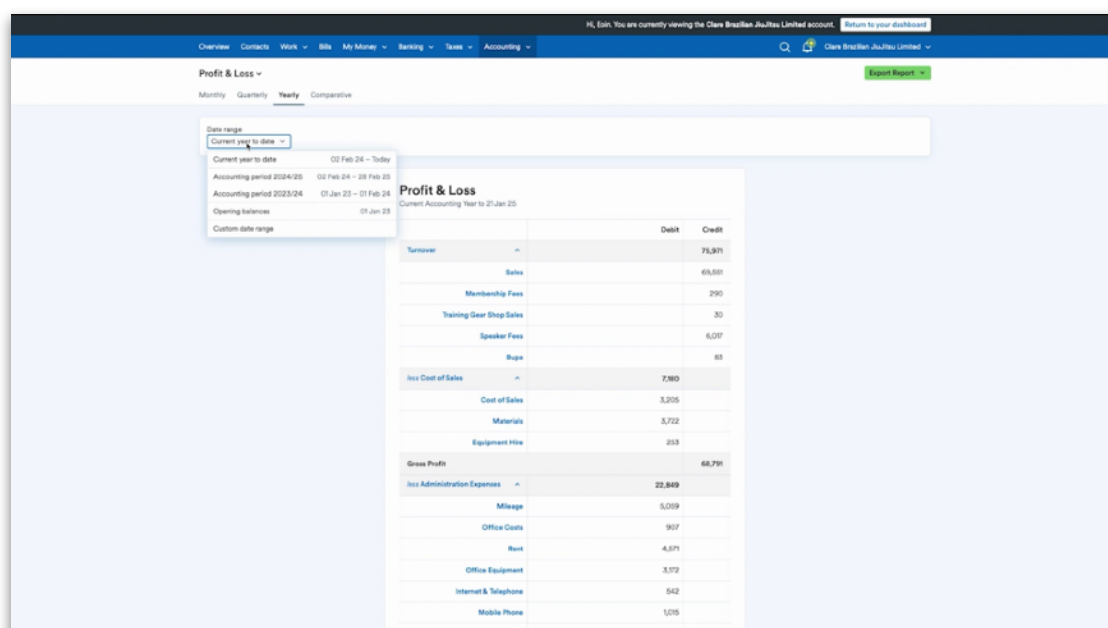
## 6. Essential reports

To access the Reports area, select the 'Accounting' tab at the top of the screen and select 'Reports'. Here you will see a collection of reports based on the data in your client's FreeAgent account. These reports are particularly helpful for providing insights into your client's business and how it's performing.



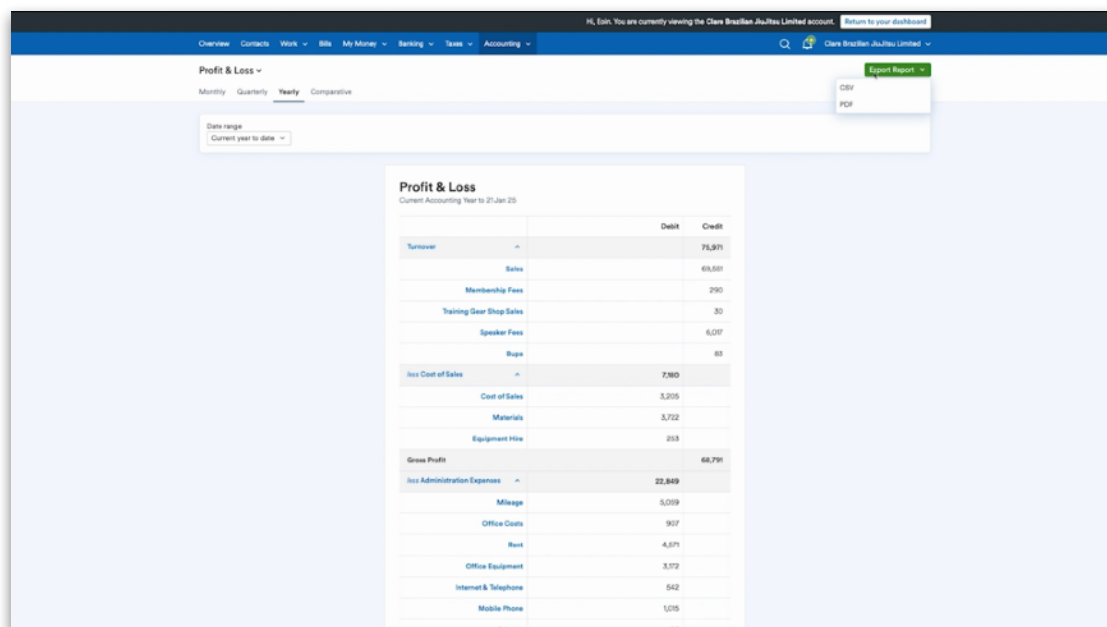
### Profit & Loss report

You can choose whether to view your client's Profit & Loss report for a specific month, quarter, year, opening balances, the current accounting year so far or a custom date range.



Every line item on the report is clickable and will show the credits and debits that make up the line item.

You can download the report as a PDF or CSV by selecting the green 'Export Report' button.

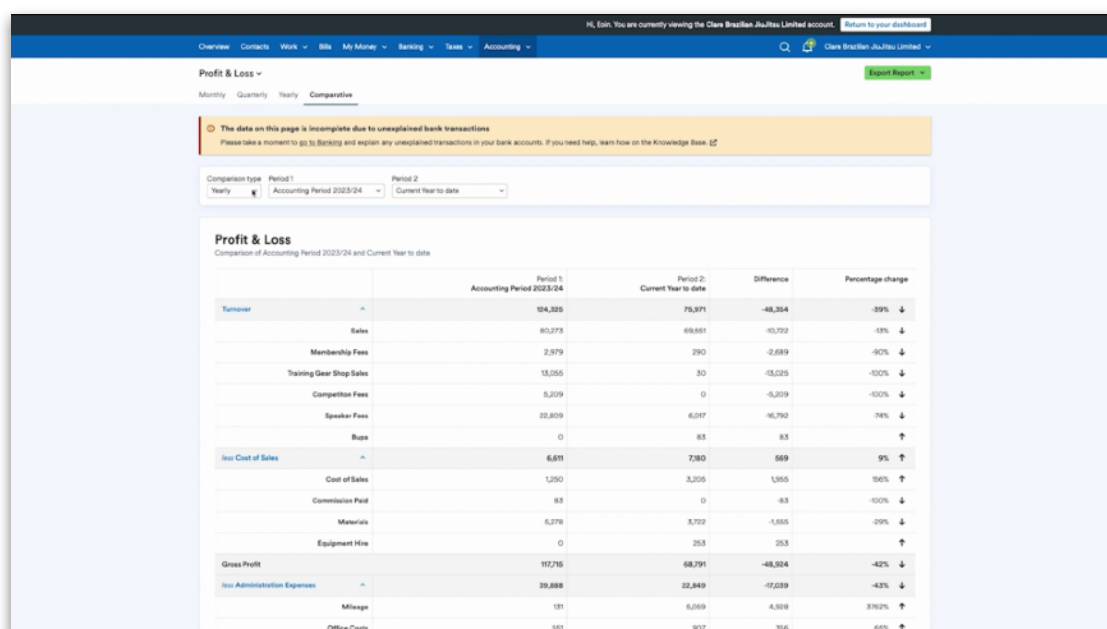


Profit & Loss

Current Accounting Year to 21 Jan 25

	Debit	Credit
<b>Turnover</b>	-	75,971
Sales		69,581
Membership Fees		290
Training Gear Shop Sales		30
Speaker Fees		6,007
Bus		83
<b>Less Cost of Sales</b>	7,860	
Cost of Sales	3,205	
Materials	3,722	
Equipment Hire	253	
<b>Gross Profit</b>		68,791
<b>Less Administration Expenses</b>	22,849	
Mileage	5,039	
Office Costs	907	
Rent	4,571	
Office Equipment	3,072	
Internet & Telephone	542	
Mobile Phone	1,015	
Provision	33	

Select the 'Comparative' tab on the Profit & Loss overview screen to compare two different quarterly or annual reports side-by-side, or view a custom date range.



Profit & Loss

Comparison of Accounting Period 2023/24 and Current Year to date

	Period 1 Accounting Period 2023/24	Period 2 Current Year to date	Difference	Percentage change
<b>Turnover</b>	104,325	75,971	-28,354	-27%
Sales	80,373	69,581	-10,792	-13%
Membership Fees	2,379	290	-2,089	-90%
Training Gear Shop Sales	13,055	30	-13,025	-100%
Competition Fees	5,209	0	-5,209	-100%
Speaker Fees	22,809	6,007	-16,792	-74%
Bus	0	83	83	↑
<b>Less Cost of Sales</b>	6,611	7,860	1,249	19%
Cost of Sales	1,250	3,205	1,955	156%
Commission Paid	83	0	-83	-100%
Materials	5,278	3,722	-1,556	-29%
Equipment Hire	0	253	253	↑
<b>Gross Profit</b>	117,715	68,791	-48,924	-42%
<b>Less Administration Expenses</b>	39,888	22,849	-17,039	-43%
Mileage	131	5,039	4,908	3742%
Office Costs	501	907	406	81%

You and your client can also see a brief snapshot, taken from the yearly profit and loss account, of their business's income and day-to-day running costs for the current year to date so far on the Overview screen.

## Show Transactions report

The Show Transactions report is a full nominal ledger report displaying all of the transactions for the different account categories in FreeAgent.

Date	Description	Debit	Credit
07 Feb 24	Invoice 030		1,000.00
07 Feb 24	Credit Note 031	1,000.00	
08 Feb 24	Invoice 032		1,000.00
08 Feb 24	Credit Note 033	1,000.00	
12 Feb 24	Invoice 102		2,500.00
12 Feb 24	Invoice 039		1,000.00
12 Feb 24	Invoice 041		866.47
12 Feb 24	Credit Note 040	1,000.00	
15 Feb 24	Invoice 042		1,000.00
15 Feb 24	Credit Note 043	1,000.00	
16 Feb 24	Invoice 031		1,000.00
16 Feb 24	Invoice 033		1,000.00
16 Feb 24	Credit Note 032	1,000.00	
16 Feb 24	Credit Note 054	1,000.00	
19 Feb 24	Invoice 056		1,000.00
19 Feb 24	Credit Note 057	1,000.00	
19 Mar 24	Invoice 109		1,666.67
19 Mar 24	Invoice Branch Buffer Sales		1,666.67

You can filter the Show Transactions report by date, account or tax reporting type.

To export a list of all the transactions that make up a particular account, select 'Export Report' in the top-right corner and select either 'CSV' or 'PDF' from the drop-down menu.

Please note that if you're viewing all the transactions in each of your client's accounts at once using the 'Show All Accounts' option, you'll only be able to export the report as a CSV file.

You can also print the report by pressing either 'Control + P' if you're using a PC or 'Command + P' if you're using a Mac.

## Bank Reconciliation report

The Bank Reconciliation report is designed to aid with the bank reconciliation process for your client's bank accounts. Your client will need level 7 access or above to access this report.

The first tab in the report is the Bank Reconciliation summary.

Bank Reconciliation Summary

Current Accounting Year to 21-Jan-25

	£	€
Opening balance 2024-02-02		6,528.94
Explained Transactions (Money In)	91,646.22	
Explained Transactions (Money Out)	-25,962.72	
Manually Added (Money In)	0.00	
Manually Added (Money Out)	-10,000.00	
Closing balance per year		63,822.44
Balance Sheet 2025-01-21		
Unexplained (Money In)	0.00	
Unexplained (Money Out)	0.00	
Closing balance per Banking area		63,822.44
Closing balance per Bank statement		0.00
Difference		63,822.44

The report will default to showing your client's primary bank account and the current accounting year in FreeAgent. To generate a report for a different bank account, choose the relevant bank account from the drop-down menu.

To generate a report for a different accounting year, an individual month or custom date range, choose the relevant option from the drop-down menu.

Next, you'll need to enter the closing bank balance at the end of the period you're looking at in the 'Closing balance' field. Then, select 'Apply' to generate a Bank Reconciliation report.

You can review a breakdown of the figures from the 'Summary' by selecting the 'Full Report' tab.

Bank Reconciliation - Full Report

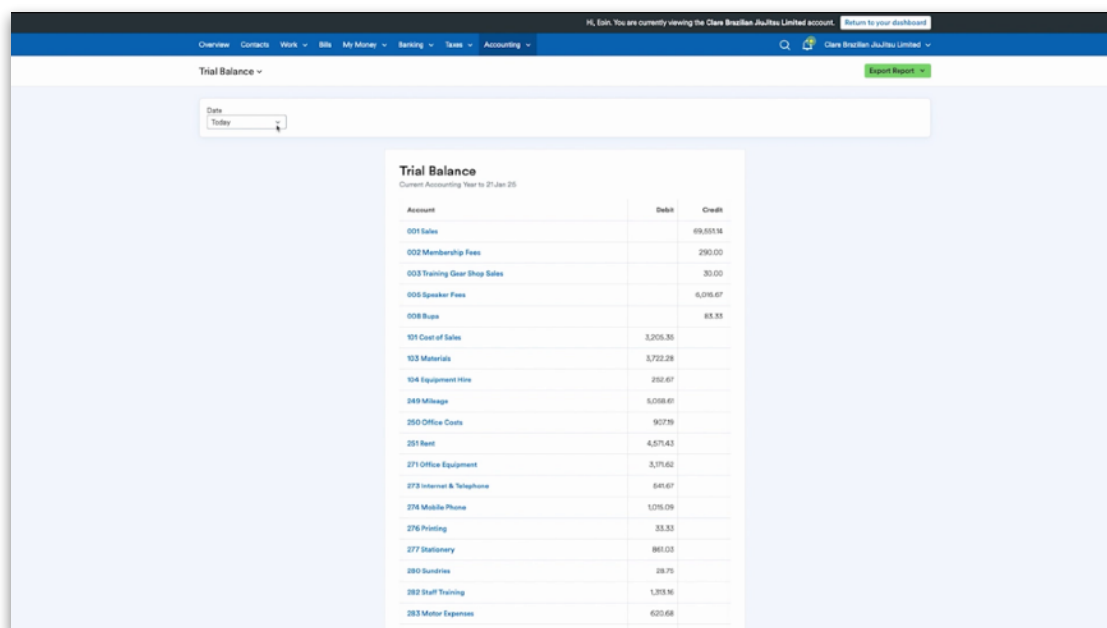
Current Year to date - Business Current Account

All transactions			Explained	Unexplained	Manually added
Date	Description	Type	Money in	Money out	Balance
02 Feb 24	Balance brought forward				6,026.94
02 Feb 24	OS for gym	Manually added		10,000.00	-3,973.06
03 Feb 24	Invoice receipt against 1031	Explained	2,400.00		-1,573.06
05 Feb 24	Taxes	Explained		178.00	-1,751.06
08 Feb 24	Amazon	Explained		355.00	-2,106.06
12 Feb 24	Thalino	Explained		17.00	-2,123.06
14 Feb 24	Screwfix	Explained		86.00	-2,209.06
15 Feb 24	Starbucks	Explained		16.00	-2,225.06
16 Feb 24	BS Apple10	Explained		650.00	-2,875.06
16 Feb 24	BS payment against the (tenum)	Explained		500.00	-3,375.06
17 Feb 24	Invoice receipt against 1032	Explained	3,000.00		-345.06
17 Feb 24	Credit Note refund against 021	Explained		240.00	-585.06
17 Feb 24	credit	Explained	340.00		-245.06
17 Feb 24	Materials	Explained		89.00	-334.06
20 Feb 24	OS	Explained		56.79	-390.85
23 Feb 24	VAT Refund	Explained	17,666.22		17,275.37
01 Mar 24	Bent	Explained		600.00	16,675.37
03 Mar 24	Amazon	Explained		355.00	16,320.37
05 Mar 24	BS payment against Venum23403 (A46)	Explained		500.00	15,820.37
12 Mar 24	Taxes	Explained		75.00	15,745.37
14 Mar 24	Taxes	Explained		178.00	15,567.37

You can choose to view all transactions or filter by transactions that have been explained, are currently unexplained or have been manually added, by selecting the relevant tab.

To export the 'Summary' or 'Full Report' of your client's Bank Reconciliation report, select 'Export' and then choose either 'PDF' or 'CSV' from the drop-down menu. To export the information from both the 'Summary' and 'Full Report' tabs, you'll need to export a report from each tab.

## Trial Balance report



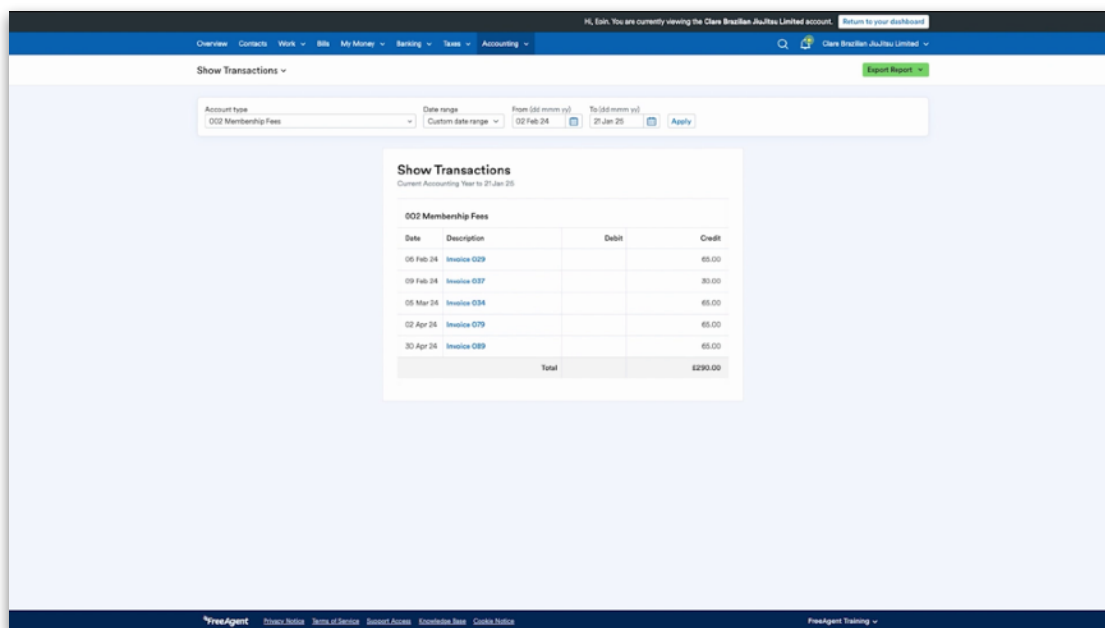
**Trial Balance**  
Current Accounting Year to 31-Jan-25

Account	Debit	Credit
001 Sales		69,551.16
002 Membership Fees		290.00
003 Training Gear Shop Sales		30.00
005 Speaker Fees		6,056.67
008 Buys		85.53
101 Cost of Sales	3,205.35	
103 Materials	3,722.28	
104 Equipment Hire	252.67	
249 Mileage	5,059.61	
250 Office Costs	907.19	
251 Rent	4,571.43	
271 Office Equipment	3,171.62	
273 Internet & Telephone	841.67	
274 Mobile Phone	1,016.09	
276 Printing	33.33	
277 Stationery	869.03	
280 Sundries	29.75	
282 Staff Training	1,313.16	
283 Motor Expenses	620.68	
<b>TOTAL</b>	<b>27,226.21</b>	<b>27,226.21</b>

You can filter the Trial Balance in FreeAgent by date using the drop-down menu at the top of the page. The Trial Balance will show the correct figures for that date range, and if you choose to view any individual items on the report, the date range filter will continue to apply.

If the date range you want to select overlaps with the end of your company's accounting year, you will need to generate two Trial Balance reports: one from the desired start date of the report to the end of your company's accounting year, and another from the start of the following accounting year to the desired end date of the report.

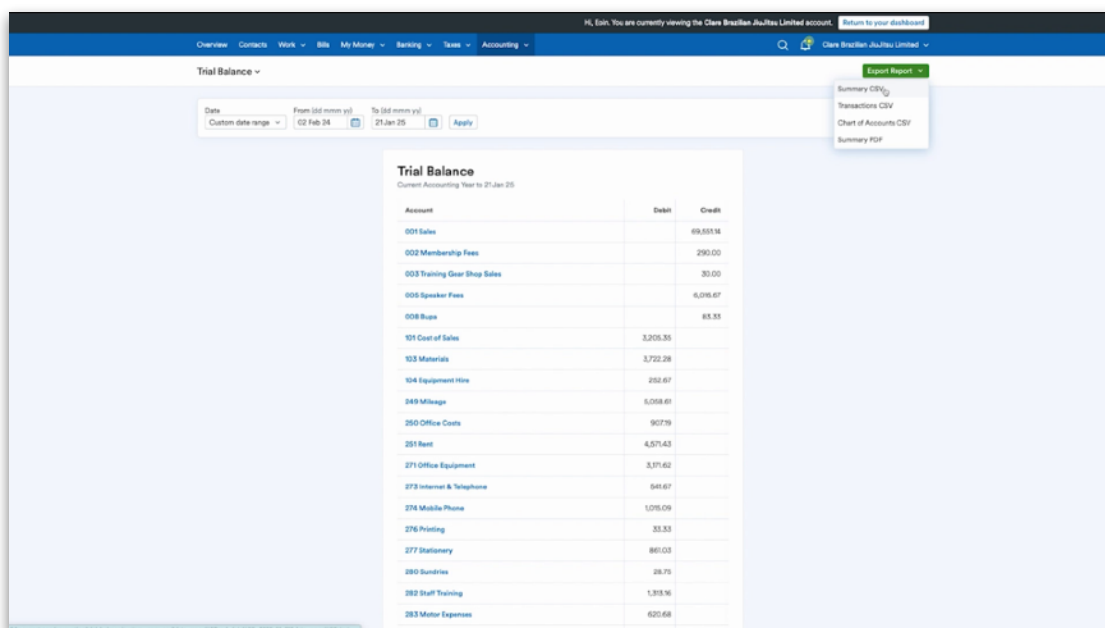
If you want to see the credits and debits that make up a line item on the report, simply select the account on the Trial Balance. This will display all the individual transactions that are included in the total figure for that account.



The screenshot shows the 'Show Transactions' interface in FreeAgent. At the top, there's a navigation bar with 'Overview', 'Contacts', 'Work', 'Bills', 'My Money', 'Banking', 'Tools', and 'Accounting'. Below this, a 'Show Transactions' dropdown is active. A filter bar shows 'Account type: 002 Membership Fees', 'Date range: From (dd mm yy) 02 Feb 24 To (dd mm yy) 27 Jan 25', and an 'Apply' button. The main content area is titled 'Show Transactions' and 'Current Accounting Year to 27 Jan 25'. It displays a table for '002 Membership Fees' with columns for Date, Description, Debit, and Credit. The table lists several transactions, all with a credit value, totaling £290.00.

Date	Description	Debit	Credit
06 Feb 24	Invoice 029		65.00
09 Feb 24	Invoice 037		30.00
05 Mar 24	Invoice 034		65.00
02 Apr 24	Invoice 079		65.00
30 Apr 24	Invoice 089		65.00
	<b>Total</b>		<b>£290.00</b>

The Export button at the top-right of the screen is where you'll be able to export the report. Four formats are available. The Summary CSV format will be accepted by all tax production software, which may be useful if, for example, you're not using FreeAgent for the end-of-year production process.



The screenshot shows the 'Trial Balance' interface in FreeAgent. The navigation bar is the same. Below it, the 'Trial Balance' dropdown is active. A filter bar shows 'Date: From (dd mm yy) 02 Feb 24 To (dd mm yy) 27 Jan 25' and an 'Apply' button. The main content area is titled 'Trial Balance' and 'Current Accounting Year to 27 Jan 25'. It displays a table with columns for Account, Debit, and Credit. The table lists various accounts and their balances. An 'Export Report' dropdown menu is open, showing options: 'Summary CSV', 'Transactions CSV', 'Chart of Accounts CSV', and 'Summary PDF'.

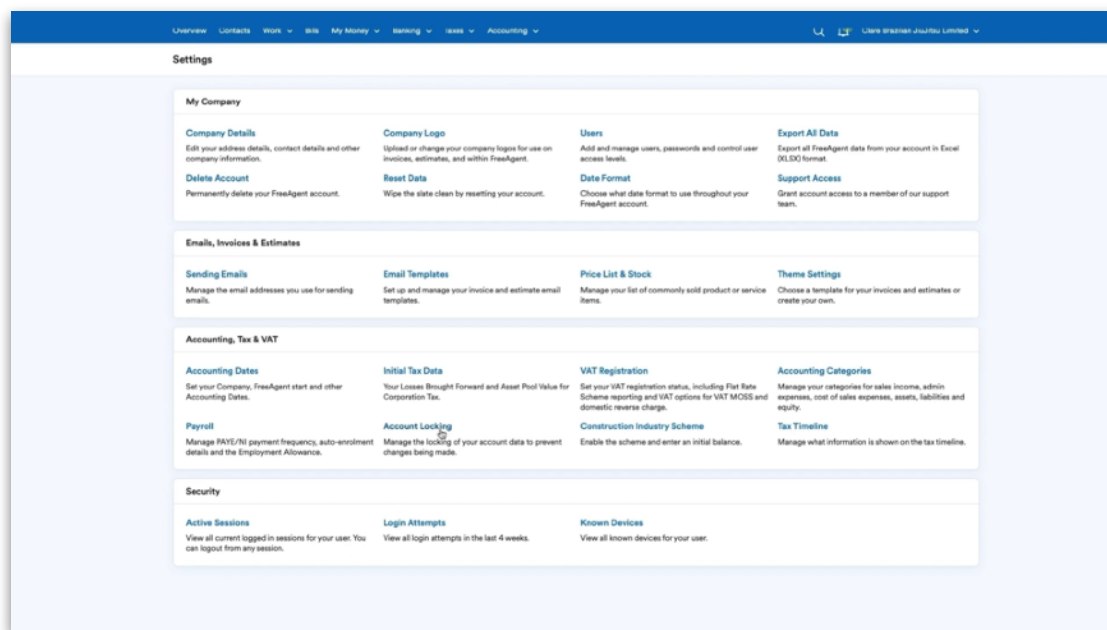
Account	Debit	Credit
001 Sales		69,633.18
002 Membership Fees		290.00
003 Training Gear Shop Sales		30.00
005 Speaker Fees		6,046.67
008 Rupe		65.55
101 Cost of Sales	3,205.35	
103 Materials	3,722.28	
104 Equipment Hire	252.67	
249 Mileage	5,058.61	
250 Office Costs	907.19	
251 Rent	4,571.43	
271 Office Equipment	3,171.62	
273 Internet & Telephone	949.67	
274 Mobile Phone	1,076.09	
276 Printing	33.33	
277 Stationery	861.03	
280 Sundries	28.75	
282 Staff Training	1,313.16	
283 Motor Expenses	620.68	



## Account locking

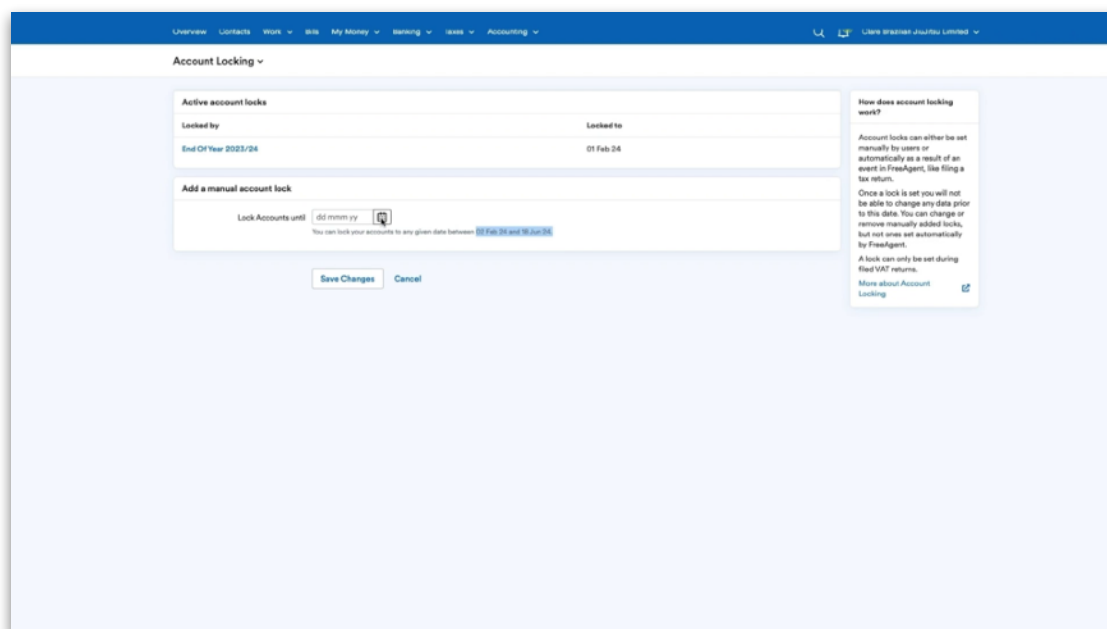
Locking your client's accounts in FreeAgent prevents anyone from editing their data prior to a particular date. Your clients' accounts will be locked automatically as the result of certain events, for example, when you file their end-of-year accounts.

However you can also lock your client's accounts manually. To do this, select 'Settings' from the drop-down menu at the top-right of the screen.



Then select 'Account Locking' from the 'Accounting, Tax & VAT' section.

In the 'Add a manual account lock' section, you'll see a range of valid lock dates below the 'Lock Accounts until' box.



Once you have entered an appropriate date, select 'Save Changes'. This will lock the accounts up to and including that date. The date will also be displayed in the list of active account locks.

The screenshot displays the 'Account Locking' page in the FreeAgent software. At the top, a navigation bar includes links for Overview, Contacts, Work, Bills, My Money, Banking, Taxes, and Accounting. The main heading is 'Account Locking'. Below this, there is a table titled 'Active account locks' with two columns: 'Locked by' and 'Locked to'. The table contains one entry: 'End Of Year 2023/24' locked by 'Eoin McNamara' until '18 Jun 24'. A red 'X' icon is visible next to the date. Below the table, a note states: 'If you remove your user lock, your accounts will be locked until 01 Feb 24'. To the right of the table is a sidebar titled 'How does account locking work?' which explains that locks can be set manually or automatically and provides instructions on how to change or remove them. Below the table, there is a section 'Add a manual account lock' with a date picker set to '18 Jun 24' and a note: 'You can lock your accounts to any given date between 01 Feb 24 and 18 Jun 24'. At the bottom, there are 'Save Changes' and 'Cancel' buttons.

Locked by	Locked to
Eoin McNamara	18 Jun 24
End Of Year 2023/24	01 Feb 24

If you remove your user lock, your accounts will be locked until 01 Feb 24.

**Add a manual account lock**

Lock Accounts until: 18 Jun 24

You can lock your accounts to any given date between 01 Feb 24 and 18 Jun 24.

[Save Changes](#) [Cancel](#)

**How does account locking work?**

Account locks can either be set manually by users or automatically as a result of an event in FreeAgent, like filing a tax return.

Once a lock is set you will not be able to change any data prior to this date. You can change or remove manually added locks, but not ones set automatically by FreeAgent.

A lock can only be set during filed VAT returns.

[More about Account Locking](#)

You can change or remove manually added locks, but not ones set automatically by FreeAgent. Please note that an account lock can be removed by your client if they have the User permission level 8.

# Support for your clients

FreeAgent offers you and your clients a wide range of support, including:

- bespoke practice training for you and your colleagues
- 'Getting Started' webinars for you, your staff and your clients to help them understand the FreeAgent basics
- a searchable online Knowledge Base
- telephone and online support for you and your staff from our dedicated Practice Support team
- telephone and online support for your clients from FreeAgent's customer support team
- a co-branded onboarding email journey to help clients get started and understand the basics of the software

Security measures at FreeAgent mean our Practice Support team will only communicate with account managers who are listed on your Practice's dashboard. Make sure that you add your staff members so they can receive support when they need it.

For more information on how to use FreeAgent, visit our Knowledge Base online. You'll find step-by-step instructions on how to complete a wide range of actions in FreeAgent, from basic functions right through to more complex accounting procedures.

[Knowledge Base](#)

[Accountants' Knowledge Base](#)

## Practice Support team

You can also contact our dedicated Practice Support team via email or telephone, 9am - 5pm on Monday to Thursday and 9am - 4pm on Friday.

**Email:** [practicesupport@freeagent.com](mailto:practicesupport@freeagent.com)

**Telephone:** 0800 025 3800

Please have your [account manager ID](#) ready when contacting the Practice Support team.