SALETICK

Sell smarter. Know your numbers.

Accounting & Supply

The complete owner's guide

What every option means, what it does, and how to use it.

Inside this guide

- Switching the features on and setting up
- Accounting explained in plain words
- Every Accounting screen, step by step
- Buying from suppliers, from order to payment
- Daily, weekly and monthly routines
- Troubleshooting and a simple glossary

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START HERE

Welcome to Accounting and Supply

SaleTick already records every sale. These two premium features go further: **Supply** manages how you buy from suppliers, and **Accounting** turns everything you do into proper books you can trust, without you having to be an accountant.

What each feature is for

	Supply Management	Advanced Accounting
In one line	Everything about buying: orders, deliveries, bills, payments and returns.	Your business books, kept up to date by themselves from sales, stock and expenses.
Answers	What did I order? What arrived? What do I owe each supplier? What is waiting to be sold?	Did I make a profit? Where is my money? Who owes me? What is the business worth?
Who uses it	Owner, managers and staff you allow.	Owner and people you allow, such as your accountant.

How they work together

When you receive goods and record a supplier bill in Supply, Accounting records it for you: stock goes up and what you owe the supplier goes up. When you pay the supplier, your bank or cash goes down and what you owe goes down. You never type the same thing twice.

OWNER'S ADVICE

You do not need to know accounting to start

Most entries in your books are made **automatically**. Your job as the owner is to look at the figures, check that they make sense, and close each month. This guide shows you how.

Good to know before you begin

- **Windows desktop only.** Both features are part of SaleTick Desktop and need a plan that includes them.
- **No tax.** SaleTick does not record or calculate tax. Ask your accountant about tax.
- **Works with a weak connection.** If SaleTick cannot reach the server, screens show the last saved copy with an orange or red banner. Records you write while offline are kept on your computer and sent when the connection returns.
- **Help mode.** Press **F1** (or use the Help button at the top) and point at any button, label or box. SaleTick explains what it is and what it does.
- **Your permissions decide what you see.** If a screen in this guide is missing from your menu, you have not been given access to it. Ask the owner.

GETTING STARTED

Switching the features on

The owner switches each feature on once. After that, the people you allow see it in their menu.

Step 1: Activate the feature

1. Open **Settings** from the bottom of the side menu, then click the **Premium features** card.
2. Find **Advanced Accounting** or **Supply Management**. Each card shows its status and a short description.
3. Click **Activate** and confirm. If the card says *Upgrade your subscription to a plan that includes it*, your plan does not include it yet.

Step 2: Set it up (Accounting only)

Click **Set up** on the Accounting card. A short page asks for three things. Nothing is switched on until you finish.

Part	What it asks	How to choose
1. Financial year	Which month your financial year starts in.	Most businesses choose January. Choose the month your accountant uses.
2. How stock is costed	How SaleTick works out the cost of goods that leave your stock.	**FIFO**: stock you bought first is treated as sold first. **Last cost**: each sale uses the cost price SaleTick already records. **Weighted average**: every unit costs the average of what you paid. If unsure, choose Last cost, which matches your current profit reports.
3. Opening balances	What the business has and owes on day one. SaleTick suggests the figures from your stock, customer debts and so on.	Check them. The difference between what you have and owe becomes your opening equity, which is what the business is worth to you.

Finally tick **I understand this switches Advanced Accounting on for my business** and press **Set up and activate**. Your books start **today**.

CAREFUL

Choose the costing method carefully

You can change it later only through a controlled revaluation that only the owner can do, and any change in stock value is posted to Inventory Revaluation.

GOOD TO KNOW

Your books start on the day you set up

Only sales, stock changes and expenses created **after** setup are posted. Older sales are not included, so your profit report will be empty until new business is recorded. That is normal.

Step 3: Choose who can use it

On each card, click **Who can use it**. You choose the people and what each may do: view reports, enter journals, approve journals, close months, export, and so on. The owner is always allowed. To remove someone, use **Remove** next to their name.

Switching a feature off

Use **Switch off** on the card. Your records are kept. Nothing is deleted.

ACCOUNTING

Accounting explained in plain words

A few ideas explain every figure on every report. Read this once and the rest becomes easy.

Accounts: the places money is recorded

An **account** is a named bucket, such as Cash, Bank, Inventory or Rent. The list of all of them is your **Chart of accounts**. Every amount in your books is recorded against one of them. Each has a **code** whose first digit tells you its group:

Code starts with	Group	What it means	Examples
1	Assets	What the business owns.	Cash on Hand, Bank, Accounts Receivable (customers owe you), Inventory, Equipment, Vehicles
2	Liabilities	What the business owes.	Accounts Payable (you owe suppliers), Business Loans
3	Equity	What is left for the owner.	Owner's Capital, Retained Earnings, Opening Balance Equity, Owner's Drawings
4	Income	Money earned.	Sales Revenue, Service Income, Other Income
5	Cost of goods sold	What the goods you sold cost you.	Cost of Goods Sold, Inventory Adjustments, Inventory Revaluation
6	Expenses	Money spent running the business.	Rent, Utilities, Salaries, Transportation, Marketing, Bank Charges, Depreciation

Debit and credit

Every event touches **at least two accounts**, once on the **debit** side and once on the **credit** side, and the two totals are always equal. That is what keeps books honest. You do not need to remember which accounts rise on which side, because SaleTick does it for you. You only need to know the rule: **debits must equal credits**, or the journal cannot be posted.

Journals: one entry in the books

A **journal** is one complete entry: a date, a short description, and two or more lines. Here is what SaleTick posts by itself when you sell goods for 10,000 that cost you 6,000:

Account	Debit	Credit	Why
Cash on Hand	10,000		You received the money.
Sales Revenue		10,000	You earned it.
Cost of Goods Sold	6,000		The goods cost you this much.
Inventory		6,000	Your stock fell by the same amount.

Account	Debit	Credit	Why
Totals	16,000	16,000	Equal, so it balances.

Where do the figures on the reports come from?

- **Sales, stock changes and expenses** you record in SaleTick are turned into journals by themselves within about a minute.
- **Customer credit sales** raise *Accounts Receivable* (what customers owe you).
- **Supplier bills and payments** from Supply raise and lower *Accounts Payable* (what you owe).
- **Opening balances** are set once at setup.
- **Journals you enter by hand** cover everything else, such as an owner putting in money.
- **Every report is only these journals added up in different ways.** Nothing is typed into a report directly.

TIP

Posted entries are permanent

A posted journal can never be edited or deleted. To correct a mistake, you **reverse** it, which posts an exact mirror image. The original and its reversal both stay on record, so there is always a clear trail.

ACCOUNTING

Every Accounting screen

Open **Accounting** in the side menu to see a page of cards. Click a card to open that screen, and use **Back** to return. You only see the cards your permissions allow.

Chart of accounts

Accounting > Chart of accounts

WHAT IT IS

The full list of accounts your money is recorded in, grouped by type, with each account's current balance.

WHAT YOU CAN DO HERE

- See every account with its code and balance.
- Add your own account, for example a special kind of expense.
- Deactivate accounts you never use, and bring them back later.

HOW TO USE IT

1. Open **Chart of accounts**. Balances show on the right of each line.
2. Press **New account**. Enter a **code** (for example 6195), a **name** (for example Generator fuel) and a **type**.
3. Press **Create**. The account can be used in journals straight away.
4. To hide one you do not use, press **Deactivate** next to it. To see hidden ones, press **Show deactivated** at the top, then **Reactivate**.

TIP

Tip

Pick a code in the same group as similar accounts. Expenses start with 6.

CAREFUL

Be careful

Accounts SaleTick posts to by itself (Cash, Bank, Inventory, Sales and so on) have no Deactivate button. Removing them would stop automatic posting.

Journals

Accounting > Journals

WHAT IT IS

Every entry in your books. Most are made automatically. You add your own for adjustments and anything SaleTick does not record by itself, such as money the owner puts in.

WHAT YOU CAN DO HERE

- Filter by **All**, **Posted**, **Drafts** or **Waiting for approval**.
- Open a journal to see its lines, who made it and its audit trail.
- Create a new journal, save it as a draft, or post it.
- Reverse a posted journal, or approve one a colleague sent.

- Tag lines with a department or project.

HOW TO USE IT

1. Press **New journal**. Choose the **date** and what it is for: Manual, Adjusting, Accrual, Prepayment or Depreciation.
2. For each line choose an **account** and type either a **debit** or a **credit**. Use **Add line** for more lines.
3. Watch the totals at the bottom. They must show **Out by 0.00**.
4. Press **Save draft** to keep it for later (drafts do not affect any report), or **Post journal** to record it for good. It gets a number.

TIP

Tip

If staff enter journals by hand, turn on approval under Month and year end. Their journals then wait for someone else to approve.

CAREFUL

Be careful

Post journal stays greyed out until debits equal credits and there are amounts.

Bank and cash

Accounting > Bank and cash

WHAT IT IS

The places your money is kept: cash, bank accounts, petty cash and card payments, each with a balance. Here you check your books against your bank statement.

WHAT YOU CAN DO HERE

- Add a cash or bank account.
- Record money moving between your accounts, bank charges, interest, or the owner putting in or taking out money.
- Import a bank statement (CSV), match its lines to your books and **reconcile**.
- Revalue an account kept in a foreign currency.

HOW TO USE IT

1. Press **New account** and choose the kind: Cash, Bank account, Petty cash or Card / POS. Give it a name such as *GTBank Current*.
2. Press **Record money movement** to record a transfer, a charge, interest or an owner's deposit or withdrawal. Choose the accounts and the amount.
3. Open an account and press **Import statement (CSV)**. Pick the file downloaded from your bank and say which column is the date, the description and the amount.
4. For each statement line press **Match or record**. **Match** ties it to an entry already in your books. **Record and match** adds one the books lack, such as a bank charge.
5. When every line is explained, press **Check**. If the difference is zero, press **Complete reconciliation**.

TIP

Tip

Reconcile every month. It is the quickest way to catch missing entries and mistakes.

General ledger

Accounting > General ledger

WHAT IT IS

Everything posted to one account, with a running balance after each line.

WHAT YOU CAN DO HERE

- Pick any account and a date range.
- See opening balance, every debit and credit, and the balance after each.
- Open the journal behind any line.

HOW TO USE IT

1. Choose an **Account**. The numbers in the list are account codes.
2. Choose the **From** and **To** dates and press **Show**.
3. Click a line to open the journal it came from.

TIP

Tip

Use it to answer 'why is this balance what it is?' For example, open Inventory to see every stock movement.

Trial balance

Accounting > Trial balance

WHAT IT IS

Every account with its balance on the debit or credit side. The two totals must be equal.

WHAT YOU CAN DO HERE

- Check that your books balance.
- Click an account name to see its ledger.
- Export to Excel for your accountant.

HOW TO USE IT

1. Choose the dates and press **Show**.
2. Look at the bottom line: it says **Totals (balanced)** when debits equal credits.
3. If it says **NOT balanced**, open Posting status to see what failed to post.

Financial statements

Accounting > Financial statements

WHAT IT IS

The three reports every business owner needs: profit and loss, balance sheet and cash flow.

WHAT YOU CAN DO HERE

- **Profit and loss**: income minus cost of sales is gross profit; minus expenses is net profit. 'Did I make money?'
- **Balance sheet**: what you own, what you owe, and what is left for you, on one date. 'What is the business worth?'
- **Cash flow**: money actually in and out of cash and bank. Moves between your own accounts are left out.
- Compare with the previous period, and export.

HOW TO USE IT

1. Choose **From** and **To** dates and press **Show**.
2. Tick **Compare with the previous period** to see this period next to the last one.
3. Press **Export** to save as Excel or CSV for your accountant.

TIP

Tip

Profit and cash are different things. You can be profitable and still short of cash because customers owe you. Compare both.

CAREFUL

Be careful

The balance sheet should say 'Assets equal liabilities plus equity'. If it does not, check Posting status.

Results by branch or project

Accounting > Results by branch or project

WHAT IT IS

Profit and loss for each branch, department or project, side by side. The total column is the whole business.

WHAT YOU CAN DO HERE

- Switch between **Branch**, **Department** and **Project**.
- See which branch makes the most profit.
- Manage the list of departments and projects.

HOW TO USE IT

1. Choose **Branch**, **Department** or **Project**, set the dates and press **Show**.
2. For departments and projects, first press **Departments and projects** to add them.
3. Tag journal lines with them from a journal ('Tag with a department or project'). Lines with no tag appear as **Not assigned**.

TIP

Tip

Branch results work automatically. Departments and projects need tagging first.

Money customers owe

Accounting > Money customers owe

WHAT IT IS

What customers owe you from credit sales and unpaid service invoices.

WHAT YOU CAN DO HERE

- **Balances**: one line per customer with what they owe.
- **How late**: unpaid amounts grouped by how many days past due.
- Open a customer for their full statement.

HOW TO USE IT

1. Open the screen and choose **Balances** or **How late**.
2. Click a customer to see every credit sale and payment with what they owed after each.
3. Press **Export** to send a list to your collector.

> TIP
> **Tip**
> Chase the oldest amounts first. The longer a debt waits, the less likely it is paid.

Fixed assets

Accounting > Fixed assets

WHAT IT IS

Equipment, furniture and vehicles the business will use for more than a year, and what they are worth after wear. This wear is called **depreciation**.

WHAT YOU CAN DO HERE

- Register an asset with its cost and how it loses value.
- Run depreciation each month.
- Record that an asset was sold, scrapped, lost or stolen.

HOW TO USE IT

1. Press **Register asset**. Give it a name, a kind (for example Vehicles) and the date bought and cost.
2. Choose how it loses value: **the same amount every month** (cost spread evenly over the months you use it) or **a yearly percentage of what is left** (bigger at first).
3. Say how it was paid: **paid from a cash or bank account**, **owned before the books started**, or **already in the books**.
4. Each month press **Run depreciation**. It posts one journal per month and never posts the same month twice.
5. When you sell it, open the asset and press **Sell or write off**, then enter the date and any money received.

TIP

Tip

You do not have to calculate depreciation yourself. Run it once a month.

Budgets

Accounting > Budgets

WHAT IT IS

A plan of income and spending for each month of a financial year, which you then compare with what really happened.

WHAT YOU CAN DO HERE

- Create a budget for a year.
- Start from last year's real figures and raise or lower them by a percentage.
- See budget, actual and the difference for each account.

HOW TO USE IT

1. Press **New budget**. Choose the **financial year** and a name.
2. Tick **Start from last year's actual figures** if you want a head start, and enter a percent change such as 10 or -5.
3. Type amounts into the months on the **Plan** tab. **Copy the first month to every month** saves time.
4. Open **Against actual** and choose the months to compare.

TIP

Tip

On Against actual, a **positive difference is good news**: more income, or less spending, than planned.

Stock check

Accounting > Stock check

WHAT IT IS

Compares the stock value in your books with your stock records, branch by branch.

WHAT YOU CAN DO HERE

- See ledger value, books valuation and SaleTick stock value for each branch.
- See which products differ in quantity.
- The owner can change the costing method.

HOW TO USE IT

1. Open **Stock check** and read the **By branch** table. The **Difference** column should be close to zero.
2. If it is not, read **Quantity differences** to find the products involved.
3. To change how stock is costed (owner only), press **Change costing method**, review the effect and give a reason.

TIP

Tip

A difference usually means a stock-in was missed, a stock count was not recorded, or a cost price is wrong.

Ask about your books

Accounting > Ask about your books

WHAT IT IS

Ask a question in plain words and get a plain answer based on your reports as they are right now.

WHAT YOU CAN DO HERE

- Pick a suggested question, or type your own.
- Keep a conversation going with follow-up questions.

HOW TO USE IT

1. Click a suggestion such as *Who owes me the most, and how late are they?*, or type your question.
2. Press **Ask** (or Enter).
3. Press **Start again** to clear the conversation.

CAREFUL

Be careful

It only explains. It can never change your books. It needs an internet connection, and may say it is not available when the service cannot be reached.

Posting status

Accounting > Posting status

WHAT IT IS

Sales, stock changes and expenses reach your books within about a minute. This screen shows anything waiting or that could not be posted, with the reason.

WHAT YOU CAN DO HERE

- See how many records are waiting and how many failed.
- Post waiting records now instead of waiting.
- Retry failed ones after you fix the cause.

HOW TO USE IT

1. Open **Posting status**. If it says **Everything has been posted**, you are up to date.
2. Press **Post waiting records now** to post immediately.
3. If some failed, read the **Problem** column. Common causes are a closed month or an account that was missing.
4. Fix the cause, then press **Retry failed**.

TIP

Tip

Check here first whenever a report looks wrong or empty.

Month and year end

Accounting > Month and year end

WHAT IT IS

Where you lock each month once its figures are final, and then close the financial year.

WHAT YOU CAN DO HERE

- **Close month**: locks the month so hand-entered journals cannot be dated in it.
- **Reopen** the latest closed month if you must correct it.
- **Close year**: moves the year's profit or loss into retained earnings so income and expenses start the new year at zero.
- Two safety settings: approval for hand-entered journals, and locking everything dated in a closed month.

HOW TO USE IT

1. When a month is over and reconciled, press **Close month**. A checklist shows anything to look at first. Confirm.
2. Close months in order, oldest first. A month cannot be closed before it has ended.
3. At year end, close every month, then press **Close year**. It shows the profit and the closing journal before you confirm.
4. If you made a mistake, press **Reopen** (months) or **Reopen year** and give a reason.

TIP

Tip

The profit and loss report for a closed year does not change when you close it.

CAREFUL

Be careful

With 'Closing a month locks everything dated in it' on, no one can add, change or delete sales, expenses or payments dated in a closed month. Sales made offline still arrive and go into the next open month.

Accounting audit trail

Accounting > Accounting audit trail

WHAT IT IS

A permanent log of who did what in Accounting, and when. It cannot be edited.

WHAT YOU CAN DO HERE

- Read the log, newest first.
- Press **Load more** for older records.
- Check that nobody has changed the records outside SaleTick.

HOW TO USE IT

1. Open the screen and scroll through the entries.
2. Press **Check it has not been tampered with**. SaleTick checks every record against the one before and reports that the trail is intact, or where it was altered.

TIP

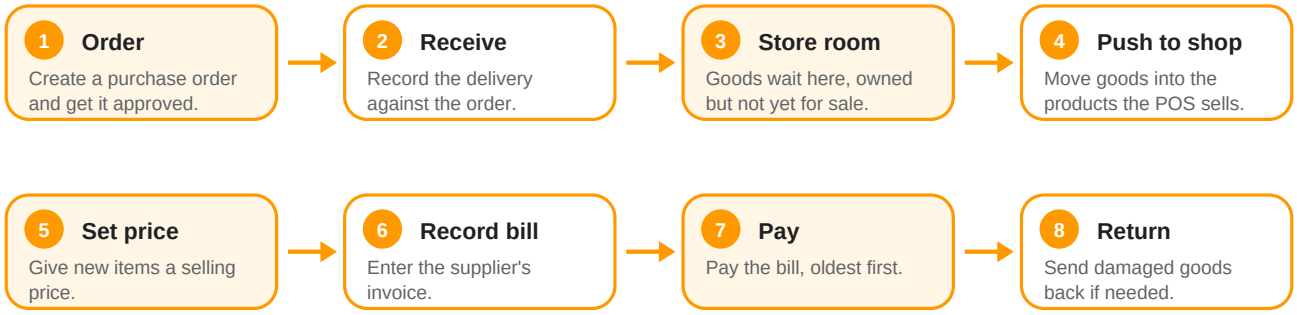
Tip

Run the tamper check before you hand your books to an auditor or bank.

SUPPLY

Buying from suppliers: the big picture

Supply follows one simple path from asking a supplier for goods to paying them. Each step has its own screen.



Key ideas

Term	Meaning
Purchase order	Your written request to a supplier: what you want, how many, and at what cost. It starts as a draft and someone allowed to approve orders approves it.
Store room	A holding area. Goods you have received are yours, but the POS cannot sell them until you push them to the shop. Businesses without a store room can receive straight into the shop.
Push to products	Moves goods from the store room into the product's stock at a branch. Part of a line can stay behind for later.
Waiting for selling price	Goods you have never sold before have no price. They wait here until the owner or a manager sets one.
Supplier bill	What the supplier charges you. It is due after the supplier's payment terms.
Payment terms	How many days after a bill you agreed to pay. Bills still unpaid after that are shown as late.

OWNER'S ADVICE

Why use a store room?

It stops stock being sold before you have checked it and priced it. Receive, check against the delivery note, then push to the shop when you are happy.

SUPPLY

Every Supply screen

Open **Supply** in the side menu to see a page of cards. Click a card to open that screen, and use **Back** to return.

Suppliers

Supply > Suppliers

WHAT IT IS

The people and companies you buy from, and what you owe each of them.

WHAT YOU CAN DO HERE

- Add a supplier with contact details and payment terms.
- See what you owe each one.
- Open a supplier's statement of bills, payments and returns.

HOW TO USE IT

1. Press **New supplier**.
2. Fill in the **supplier name**, **contact person**, **phone**, **pay within (days after the bill)** and any **notes**. You can also enter anything you already owe them.
3. Press **Statement** beside a supplier to see everything with them and what you owed after each line.

TIP

Tip

Compare the statement with the one your supplier sends you. Any difference is worth a call.

Purchase orders

Supply > Purchase orders

WHAT IT IS

Orders you have placed with suppliers.

WHAT YOU CAN DO HERE

- Create an order. It is saved as a draft.
- Approve it, or cancel one that has had nothing received.
- Receive goods against it, in one or several deliveries.

HOW TO USE IT

1. Press **New purchase order**. Choose the **supplier** and the **branch to deliver to**.
2. Add each product with a quantity and cost. Use **Remove product** to take a line away. Add **notes for the supplier** if needed.
3. Save. Someone allowed to approve orders approves it and sends it on its way.
4. When the goods arrive, open the order and press **Receive goods**. It lists what is still to come.

TIP

Tip

Order status shows what is still outstanding, so you can chase late deliveries.

Goods received

Supply > Goods received

WHAT IT IS

Every delivery you have received, with or without an order.

WHAT YOU CAN DO HERE

- Record a delivery that arrived **without** a purchase order.
- Choose whether goods go to the store room or straight into the shop.
- Record the supplier's bill for a delivery.

HOW TO USE IT

1. Press **Receive without an order**, or **Receive goods** from inside an order.
2. Choose the supplier and branch. Enter the **delivery note number** and, for each product, the quantity **received now**. You can type items you have never sold.
3. Press **Receive into store room** (goods wait there) or **Receive and put in the shop now** (for businesses with no store room).
4. Press **Record bill** on the delivery and enter the **supplier's invoice number**. The bill appears under Supplier bills.

TIP

Tip

Count the goods against the delivery note before you save. Enter what actually arrived, which can be less than what was ordered.

Received, not in shop

Supply > Received, not in shop

WHAT IT IS

Goods delivered and waiting in the store room, not yet sellable.

WHAT YOU CAN DO HERE

- See every delivery line with goods still held, how many and what they cost.
- Tick lines and push them to the shop.

HOW TO USE IT

1. Tick the lines you want in the shop, or press **Select all**. **Clear selection** unticks them.
2. Check the quantities. You may push only part of a line.
3. Press **Push to products**.
4. Items you already sell can be sold at once. New items go to **Waiting for selling price**.

CAREFUL

Be careful

You must be online to push, and at least one line must be ticked.

Waiting for selling price

Supply > Waiting for selling price

WHAT IT IS

New goods in the shop that the POS cannot sell yet because they have no selling price.

WHAT YOU CAN DO HERE

- See what you paid for each item and the profit per item at your price.
- Type selling prices and put the items on sale.

HOW TO USE IT

1. Open the screen. Each item shows what you paid.
2. Type a **selling price**. The profit per item is shown as you type.
3. Press **Put on sale**.

TIP

Tip

Products appear on the POS at once on this computer, and on others within about a minute.

CAREFUL

Be careful

Only the owner or a manager can set prices, and a price cannot be below what you paid.

Supplier bills

Supply > Supplier bills

WHAT IT IS

What suppliers have billed you, and what is still unpaid.

WHAT YOU CAN DO HERE

- Record a bill for a delivery, or for a service such as transport or repairs.
- Pay a bill, part or all of it.
- Void a bill entered by mistake.

HOW TO USE IT

1. Press **New bill** for a service or other cost. Choose the supplier, enter the **invoice number**, **what it is for** and the **amount**. You may add an **expense account code**.
2. To pay, press **Pay** beside the bill. It shows what is still owed.
3. To cancel a mistaken bill, press **Void** and give a reason.

CAREFUL

Be careful

A bill that already has payments or returns cannot be voided.

Supplier payments

Supply > Supplier payments

WHAT IT IS

Money you have paid your suppliers, and the bills it settled.

WHAT YOU CAN DO HERE

- Record a payment to a supplier.
- See which bills each payment settled.

HOW TO USE IT

1. Press **Pay a supplier**.
2. Choose the **supplier**, the **amount**, and **paid by** (cash, transfer and so on). Add a **reference**, such as a transfer number.
3. Save. The payment settles their **oldest bills first**.

TIP

Tip

Always add the transfer or receipt number as the reference so you can find it in your bank records.

Returns to suppliers

Supply > Returns to suppliers

WHAT IT IS

Goods you sent back to suppliers, for example damaged or expired stock.

WHAT YOU CAN DO HERE

- Record a return.
- Link it to a bill so its value comes off what you owe.

HOW TO USE IT

1. Press **Send goods back**.
2. Choose the **supplier** and the **branch the goods go from**. Add the products and quantities and say **why they are going back**.
3. Choose the bill to link, or **No bill: keep as credit** to hold the value as credit with the supplier.
4. Save. The goods leave your stock now.

What you owe suppliers

Supply > What you owe suppliers

WHAT IT IS

The total you owe each supplier, grouped by how long it has been owed.

WHAT YOU CAN DO HERE

- See your total debt to suppliers.
- Spot bills that are getting late.

HOW TO USE IT

1. Open the screen and read each supplier's total against the age columns.
2. Pay the oldest amounts first to protect your terms.

> TIP
> **Tip**
> This report needs the 'view reports' permission.

Supply audit trail

Supply > Supply audit trail

WHAT IT IS

A permanent log of who did what in Supply, and when. It cannot be edited.

WHAT YOU CAN DO HERE

- See every change to orders, deliveries, bills and payments.

HOW TO USE IT

1. Open the screen and scroll. Use **Load more** for older records.

WORKING METHOD

Simple routines for the owner

You do not need to do everything. These short routines keep your books healthy.

When	What to do	Where
Every day	Receive any deliveries and push approved goods to the shop. Set prices on new items.	Supply: Goods received, Received not in shop, Waiting for selling price
Every week	Check Posting status says everything is posted. Chase customers who owe you, oldest first. Look at profit and cash.	Accounting: Posting status, Money customers owe, Financial statements
Every week	Pay supplier bills that are due, oldest first.	Supply: Supplier bills, What you owe suppliers
Every month	Import your bank statement and reconcile. Check Stock check differences. Run depreciation. Check the trial balance is balanced.	Accounting: Bank and cash, Stock check, Fixed assets, Trial balance
Every month	When everything agrees, close the month.	Accounting: Month and year end
Every year	Close every month, then close the year. Send your accountant an Excel export.	Accounting: Month and year end, Financial statements

TIP

Make it a habit

Pick a fixed day each month, for example the 5th, for reconciling and closing the last month. Ten minutes on a regular day is better than a long clean-up at year end.

Keeping control of your business

- **Give people only the access they need.** Use Who can use it on each feature card.
- **Turn on approval** for hand-entered journals so a second person checks them.
- **Close months** so figures cannot change behind your back.
- **Never edit history.** Reverse instead, and always give a reason. Reasons are kept in the audit trail.
- **Export** your reports regularly and keep a copy.

HELP

Troubleshooting

Most problems have a simple cause. Start with the question that matches what you see.

What you see	Likely cause	What to do
Profit and loss shows all zeros	Your books start on the day you set up, and nothing has been posted in the dates you chose.	Widen the dates. Check Posting status. Make sure sales were made after setup.
Results by branch shows nothing	Same cause: no postings in those dates.	Widen the dates and press Show again.
Balance sheet does not balance	Some records failed to post.	Open Posting status, fix the reason, press Retry failed.
Trial balance says NOT balanced	Same as above.	Same as above, then press Show again.
A figure looks wrong	A record is waiting or failed, or a month was closed.	Check Posting status. Reopen the month only if needed, with a reason.
Orange or red banner at the top	SaleTick cannot reach the server. Screens show the last saved copy.	Check your internet. Figures update when the connection returns. Offline records are sent automatically, or press Send now.
Post journal is greyed out	Debits and credits are not equal, or there are no amounts.	Fix the lines until 'Out by' shows 0.00.
Cannot close a month	The month has not ended, an earlier month is still open, or you lack permission.	Close earlier months first. Ask the owner for permission.
Cannot push goods to the shop	No lines are ticked, or you are offline.	Tick at least one line and check your connection.
Cannot set a selling price	Only the owner or a manager can, and the price cannot be below cost.	Ask the owner, or raise the price.
Accounting or Supply is missing from the menu	The feature is off, your plan does not include it, or you were not given access.	Ask the owner to check Settings > Premium features and Who can use it.
'Ask about your books' says it is not available	The service cannot be reached right now.	Try again later.

GOOD TO KNOW

Still stuck?

Use the **Contact SaleTick support** chat icon at the top of the app. Tell us what you clicked and what you saw, and press F1 first if you are not sure what a button does.

REFERENCE

Simple glossary

Short, plain meanings for the words you will meet.

Word	Plain meaning
Account	A named place where an amount is recorded, such as Cash or Rent.
Chart of accounts	The complete list of your accounts.
Journal	One complete entry in your books, with balanced lines.
Debit / Credit	The two sides of every entry. Their totals are always equal.
Post	Record a journal in your books for good.
Draft	A journal you saved but have not posted. It affects no report.
Reverse	Cancel a posted journal by posting its mirror image.
Ledger	All the entries for one account.
Trial balance	A list of every account's balance, used to check the books balance.
Profit and loss	Income minus costs and expenses over a period. Your profit.
Balance sheet	What you own, what you owe and what is left, on one date.
Cash flow	Money actually coming in and going out.
Accounts receivable	Money customers owe you.
Accounts payable	Money you owe suppliers.
Equity	What the business is worth to its owner after what it owes.
Retained earnings	Profit from past years kept in the business.
Depreciation	The slow fall in value of equipment, furniture and vehicles.
Reconcile	Prove that your books agree with your bank statement.
Accrual / Prepayment	Recording a cost in the month it belongs to, even if it is paid before or after.
Costing method	How the cost of goods you sell is worked out: FIFO, last cost or weighted average.
FIFO	First in, first out: the stock you bought first is sold first.
Reconciliation difference	The gap between your bank statement and your books. It must be zero to complete.
Purchase order	Your written request for goods from a supplier.
Store room	Where received goods wait before being pushed to the shop.
Payment terms	The number of days you agreed to pay a supplier after their bill.
Audit trail	A permanent log of who did what and when.

OWNER'S ADVICE

Thank you for choosing SaleTick

We built Accounting and Supply so you can run your business with clear numbers and less paperwork. If something in this guide is unclear, tell us. We will make it simpler.