



## Getting the most from your free trial

Winter '11 (VAT)

---

Last updated: 09 March 2011



## **LIMITATIONS ON THE NATURE AND USE OF THIS DOCUMENT**

The information in this document is subject to change without notice. FinancialForce.com provides this material 'as-is' and makes no warranty of any kind, including but not limited to, implied warranties of merchantability and fitness for a particular purpose. FinancialForce.com shall not be liable for errors contained herein or for incidental or consequential damages, including lost profits, in connection with the furnishing, performance or use of this material whether based on warranty, contract or other legal theory.

This document contains proprietary information that is protected by copyright (see notice below). Permission is hereby given for licensees, of the FinancialForce application to which this document relates, to print additional copies of this document in association with use of FinancialForce. Otherwise no part of this document may be photocopied, reproduced, incorporated in other materials or translated to another language without the prior written consent of FinancialForce.com, inc.

## **COPYRIGHT**

Warning: copyright of the attached documentation and the application, to which it relates, is the property of FinancialForce.com, inc, its group companies or licensors. Any unauthorized use, copying or sale of the above may constitute an infringement of copyright and may result in criminal or other legal proceedings.

Copyright © FinancialForce.com, inc. All rights reserved.

## **TRADEMARKS**

FinancialForce and FinancialForce.com are trademarks of FinancialForce.com, inc.

Any third-party brand names and/or trademarks referenced are either registered or unregistered trademarks of their respective owners.

[Legal information](#)

## Introduction

This guide is an introduction to the day-to-day processes and reports in FinancialForce Accounting, using the data supplied in your free trial org.

The FinancialForce Accounting free trial is available for 14 days. The 30 day counter at the top of the page applies to the Salesforce.com trial org only.

### MerlinTech

Your FinancialForce Accounting free trial org contains a sample company, MerlinTech, inc. Sample data is provided.

MerlinTech is a fictitious company that sells security software and hardware to customers based mainly in the UK and US.

MerlinTech uses Salesforce CRM to manage its opportunities and FinancialForce Accounting to manage its finances. Its general ledger accounts<sup>a</sup> are organized into a reporting hierarchy that allows a trial balance, balance sheet and profit and loss statement to be generated. It also uses dimensions to sub-analyze its sales.

### Getting help with this free trial

For help with the free trial, please contact your Account Executive directly.

The FinancialForce Help extends the Salesforce CRM Help by providing information specific to FinancialForce users. You can access the FinancialForce Help in three ways:

- Click the **Online Help** custom link in the home page sidebar.
- Click a **Help** button on the Accounting Launchpad page.
- Click a **Help for this Page** link on any FinancialForce page.

You can access the Salesforce CRM Help & Training Window by clicking the **Help & Training** link at the top of any page.

### Scope of this free trial

FinancialForce Accounting includes the following features that are not covered by the exercises in the free trial:

- Customizable sales invoices and credit notes
- Bulk creation of sales invoices, credit notes and cash entries
- Recurring invoices
- Payment schedules
- Multiple income schedules on the same sales invoice
- Automatic matching of sales invoices and cash entries using background matching
- Prevention of duplicate vendor invoices
- Email reminders and payments

---

<sup>a</sup> The general ledger will normally include general ledger accounts (GLAs) for items such as income, expenses, assets, liabilities, and reserves.

- Standard journals
- Intercompany journals
- Budgets
- Drill down into the Account Balance report

The free trial exercises do not include extension applications such as FinancialForce XL (an add-on for Excel) or FinancialForce Print Formatter.

You cannot print cheques from this free trial.

Contact your Account Executive to arrange demonstrations of these features and extension applications.

## Supported browsers

FinancialForce applications support the same browsers as those supported by Salesforce CRM, with the following exceptions:

- FinancialForce applications support Microsoft Internet Explorer versions 7.0 or above.

FinancialForce.com strongly recommends using Internet Explorer version 8.0. Apply all Microsoft hotfixes.

See "Supported Browsers" in the Salesforce CRM Help for additional information relevant to FinancialForce users.

**Note:** Make sure that pop-ups are enabled in your browser settings.

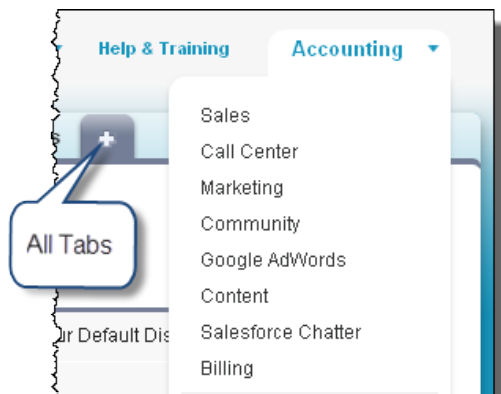
## Getting Started

Log on using the System Administrator password issued by salesforce.com, this will take you to the FinancialForce Welcome page. You would normally create separate profiles for accountants in your org, but we don't need to do that here.

Some of the processes in FinancialForce Accounting run in the background and you will receive an email message when the process is complete. If you see a message, and you do not receive an email within a few minutes, check your junk mail folder.

### Selecting the FinancialForce Accounting application

The Force.com apps menu, at the top-right corner of the page, enables you to switch between applications with a single click.



You can select one of two FinancialForce applications from here: Accounting or Billing. FinancialForce Billing contains a sub-set of the options available in the Accounting application.

1. From the Force.com apps menu, select the Accounting application.
2. Click the **All Tabs** tab to see all tabs in the free trial org.

### Dashboards and Reports

Using standard Salesforce CRM platform reporting features, we have created three sample dashboards. You can modify these dashboards and their underlying reports to adapt them to the needs of your business.

The three sample dashboards are:

- Cash Management Dashboard
- Period End Close Dashboard
- Sales Dashboard

To view dashboards, click on the **Dashboards** tab and choose one from the View Dashboard drop-down list. Then, click on any component to view the underlying report. For example, on the Cash Management dashboard, click the Aged Receivables component.

The FinancialForce Accounting Expansion Pack, which you can install to a fully licensed organization, contains a full set of reports and dashboards. A full set of financial statements can be delivered either on-platform, or via a third-party application.

## Recent Items

In the Recent Items section of the sidebar column, you see a short list of up to 10 specific items such as sales invoices or payments you've most recently added or viewed. To see the details of an item, click the name of the item.

## Sales Invoices and Cash Entries

There are many ways to create a sales invoice. In this free trial you will work with two of them: from an existing opportunity and from scratch. The method you choose will depend on how the sale was made.

### Creating an Invoice from an existing Opportunity


When an opportunity's Stage is set to a type of "Closed/Won", you can quickly create an invoice using the details specified on the opportunity.

1. Click the **Accounting Launchpad** tab.
2. Select **Accounts Receivable**, and then **Opportunities**.
3. In the View section, click **Go** next to the "All Opportunities" list view.
4. Locate and retrieve the opportunity details for Brightmay Windows Enterprise Edition.
5. Click **Create Invoice**. This creates an "In Progress" sales invoice using the details on the selected opportunity.
6. Click **Post**. A transaction number is allocated and all accounting entries are posted.
7. In the Invoice Detail section, click the Transaction number link to view the transaction details.

### Creating a Cash Entry

Cash Entries can be used to record payments received from customers and payments made to vendors.

Brightmay Lighting has sent a cheque for £340.00 in payment of an outstanding invoice.

1. Click the **Accounting Launchpad** tab.
2. Select **Accounts Receivable**, then **Enter Cash**.
3. Leave the Type field at its default, "Receipt".
4. Enter a Reference if required; this could be a paying-in-slip number.
5. In the Account Lines section, click the Account lookup  icon.
  - In the Search box, type `br` and click **Go**.
  - Select the Brightmay Lighting account.
  - Click **New Line**.
6. In the Cash Entry Value field, enter the payment value, £340.00.
7. Click **Save**.

### Posting and Matching a Cash Entry

You now have two options, **Post** or **Post and Match**.

The **Post** button will create the general ledger transactions and leave the cash unallocated on the account.


The **Post & Match** button will take you directly to the Cash Matching page, where you can match the cash to the relevant invoice.

1. Click **Post & Match**. The Cash Matching page is displayed with the account details already populated. The cash entry we just posted is listed in the Cash Entries section, and

the invoice we posted earlier is in the Other Transactions section. The cash entry line is already selected.

2. Click the checkbox beside the invoice of the same amount. The Outstanding Value will be copied into the Paid column, and the Match Total will be 0.00.
3. Click **Commit** to commit the match.

## Creating an Invoice from Scratch


1. Click the **Accounting Launchpad** tab.
2. Select **Accounts Receivable**, and then **Create Sales Invoice**.
3. Select the Melton Freeze account and tab out.
4. In the Invoice Line Items section, click **New Line**.
5. Click the Product lookup  icon to search for a product.
  - Type `an` in the Search box and click **Go**.
  - Select the Annual Service Contract - Enterprise Editions product and tab out.
6. Scroll down to the Income Schedule section. Notice that the income will be automatically spread over the next year.
7. Click **Save**.
8. Click **Post**.

## Payable Invoices

You can create a payables invoice for products or expenses, or a combination of both.



### Entering a payable invoice for products

You have received an invoice from a vendor, for products that you buy to re-sell.

1. Click the **Accounting Launchpad** tab.
2. Select **Accounts Payable**, and then **Enter Payable Invoice**.
3. Click the Account lookup  icon.
  - a. Type `ha` in the Search box and click **Go**.
  - b. Select the Havern Technology account.
4. When you tab out of the Account field, the vendor's address details are displayed in the Account Detail section of the invoice.
5. Enter the following information in the Invoice Detail section:
  - a. Vendor Invoice Number: 09336
  - b. Vendor Invoice Total: 89.60

### Adding Product and Expense Lines

To add new product and expense lines:


1. In the Expense Lines section, click the General Ledger Account lookup  icon.
  - Enter 5400 and click **Go**.
  - Select "5400 - COGS - Delivery".
2. Click **New Line**.
3. Enter a price of 8.00 and tab out.
4. In the Product Lines section, click the Product lookup  icon.
  - Enter `por` in the Search box and click **Go**.
  - Select the Portable Hard Drive 500GB product.
  - Click **New Line**.
5. Enter the Unit Price as 80.00 and tab out.
6. Click **Save**.
7. Click **Post**.

## Payments and Collections

The Payments feature allows you to create payments for several vendors at once, or to record receipts from your customers. You can:

- Select the accounts that you want to pay
- Deselect the individual transactions that you want to exclude from the payment
- Print the checks, or create a file ready for transmission to the bank
- Post and match the payment.

It is the end of the month and you need to prepare the payments.

1. Click the **Accounting Launchpad** tab.
2. Select **Accounts Payable**, and then **Vendor Payments**.
3. In the Payment Criteria section, click the Payment Template lookup  icon.
  - a. Type `vendor` in the Search box and click **Go**.
  - b. Select Vendor Payments and tab out.
  - c. [Optional] To see previously-created payable invoices, change the due date.
4. Click **Retrieve Accounts**. A list of accounts matching the criteria is displayed.
5. You can drill into the transactions on each account by clicking on the Show Transaction icon next to the account name.
6. To complete the process, click **Pay**. This will create relevant cash entries and match them against the retrieved transactions.

Notice the payment status is now "Background Matching". You will receive an email when the process completes. If you refresh the page you will see the status is now "Matched".

## Journals

Journals are used to make corrections or adjustments to your existing FinancialForce Accounting data, for example:

- A cash entry has been posted to the wrong customer account.
- A customer has gone into liquidation and you want to write off their outstanding balance as a bad debt.

In this exercise, you will remove a £50 charge from the Rent and Rates general ledger account and transfer it to Office Expenses.

1. Click the **Accounting Launchpad** tab.
2. Select **General Ledger & Budgeting**.
3. Click **Create Journal**.
4. In the Reference field, type “print paper”.
5. In the Journal Description field, type “Print Paper delivered by the landlord”.
6. In the New Line section, select a line type of General Ledger Account.
7. Using the lookup, select 6090 – Office Expenses.
8. Click **Add New Line**.
9. Enter the amount as 50.00.
10. Add another line, but this time select 6100 – Rent and Rates.
11. Enter the amount as –50.00.
12. Click **Save**.
13. Click **Post**.

## The Next Step

We hope this guide has helped you to explore and familiarize yourself with FinancialForce Accounting. If you have any further queries about specific functionality or need to discuss how our applications could benefit your organization, then please contact your account manager or email us on [info@financialforce.com](mailto:info@financialforce.com).