



Arka: Accounting

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Part 1 - Getting Started

Install the app, learn the Main and Setup pages, and configure the basics before you begin.

Introduction

[Accounting Introduction.mp4](#)

Welcome to our AI-enhanced Accounting Software, built on the powerful and scalable Salesforce Platform.

This application is designed to simplify and automate core financial operations for businesses of all sizes. Whether you're managing invoices, reconciling transactions, or generating financial reports, our solution provides an intuitive interface and intelligent tools to streamline your workflows.

With integrated Generative AI (GenAI) capabilities, the system helps you automate repetitive tasks, improve accuracy, and enhance decision-making.

Built natively on Salesforce, it leverages the platform's security, scalability, and extensibility, while offering seamless integration with other Salesforce products and third-party systems.

 **How to use this guide:** First set up your master data (Chart of Accounts → Accounts → Products → Entities → Bank Connect), then record day-to-day transactions (Bills → Payments → Invoices → Receipts and so on). Click any item in the Contents page to jump straight to it.

Overview of the Accounting app

Hello users,

Welcome to the video guide for the Accounting app.

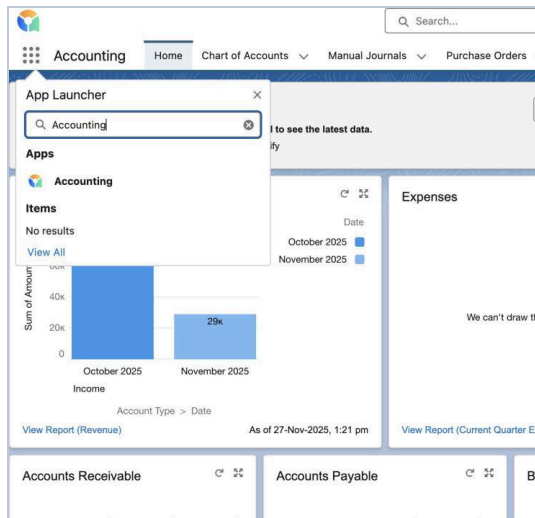
As accountants and developers, it's important to have a **clear understanding of the app's navigation and features** to ensure a seamless workflow. This helps reduce time spent searching for functions or leaving useful features idle simply because you're unaware of them.

Hence, we're introducing a **set of guided videos** designed to help you **work faster and more efficiently**.

The document has **all the features listed from the Accounting software**. However, the **features displayed are tailored according to the designation of the user in order to simplify the user experience**.



Installing the Accounting App



Let's get started with the installation process.

The Accounting App is available on the Salesforce AppExchange and can be installed into your Salesforce org (Production or Sandbox) in just a few steps. This guide walks you through the installation process, including setup recommendations and post-installation steps.

Prerequisites

Before you begin, make sure:

- You are a **Salesforce System Administrator**.
- You have access to either a **Sandbox** or **Production org**.
- Your org's edition (e.g., Enterprise, Unlimited) is **compatible**.
- **My Domain** is enabled (required for Lightning components).

Steps to Install

1. Visit the AppExchange Listing

- Go to <https://appexchange.salesforce.com>.
- Search for "Accounting App" (or use the direct link if available).
- Click the listing to open the app page.

2. Click "Get It Now"

- Log in with your Salesforce credentials when prompted.
- Choose whether to install in Production or Sandbox.

3. Approve Access and Permissions

- Confirm that you trust the publisher.
- Approve third-party access if prompted.
- Choose the user access level:



- Install for Admins Only
- Install for All Users
- Install for Specific Profiles

 **Recommendation:** We recommend “Admins Only” for first-time installation and configuration.

4. Complete the Installation

- Click **Install**.
- Wait for the installation to complete (you may receive an email notification when done).

Post-Installation Steps

After installation:

1. Go to App Launcher → Search and select **Accounting**.
2. Complete initial setup (such as:
 - Company Information
 - Multi-Currency Setup
 - Entities / Ledgers
 - Chart of Accounts Configuration
3. Assign user permissions based on their roles (e.g., Finance Team, Accountant, Admin).

Main Page and Setup Page

The Accountify application has two primary pages that you'll frequently use:

1. Main page
2. Setup page.

Main Page

The Accounting Main Page consists of 22 tabs, each representing an operational area such as Chart of Accounts, Invoices, Payments, Bills, Reports, and more. This page is used for day-to-day accounting operations and transaction management.

Setup Page

The Setup Page contains various configuration options, including master data, tax settings, and user controls, accessible from the left-hand menu. This page is used for system configuration and application setup.

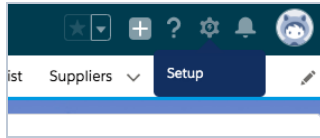
Navigating Between Main Page and Setup Page

When you log in for the first time, you will either land on the Main page or Setup Page.

To navigate from the Main Page to the Setup Page, if you're on the Main Page and need to access configuration settings:

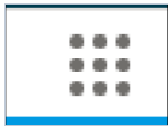


1. Click the **Gear icon** in the top-right corner of the screen.
2. From the dropdown, select **Setup**.



To navigate from the Setup Page back to the Main Page:

1. Click the dot-square icon in the top-left corner of the screen.
2. Search for "Accounting" in the app search bar.
3. Click on the Accounting app from the list.





Accounting Main Page

[Configure, Menu, Dashboard.mp4](#)

Now, let's explore the Accounting Main Page in detail.

At the heart of the system lies the **Chart of Accounts**, which acts as the backbone of all financial activity. Every transaction, whether it's an invoice, bill, journal entry, or payment, is posted against one or more accounts defined in this chart.

- When a company initiates a sales transaction, it generates an **Invoice** linked to a Customer Account and associated Products. The system automatically calculates taxes, including any withholding taxes, based on predefined tax rules. If the invoice is part of a recurring arrangement, such as a subscription or monthly service, it can be automated through the **Recurring Transactions** module. Once the invoice is sent, a **Receipt** is recorded when the payment is received.

On the purchase side, **Bills** are created for goods or services received from vendors, and once paid, the system records a **Payment**, adjusted for any Vendor Credits or Withholding Taxes.

- All these transactional records, Invoices, Bills, Receipts, and Payments, flow automatically into the **Profit & Loss** and **Balance Sheet** statements, providing real-time visibility into revenue, expenses, assets, and liabilities.
- For more advanced accounting needs, such as depreciation or adjustments, users can create **Manual Journal Entries**, which update the relevant accounts in the chart.
- If the organization operates across multiple business entities or divisions, the **Entities** module enables each unit to maintain its own books while supporting consolidated financial reporting.

Finally, the AI features enhance every step of the workflow, suggesting account categorizations, automating receipt matching, and detecting anomalies during reconciliations.

Together, these modules create a seamless, end-to-end accounting experience, from transaction entry to financial reporting helping reduce manual effort and improve accuracy across the financial lifecycle.

Recommended Setup Steps

To ensure a smooth experience and accurate financial reporting, we recommend **configuring the Accounting App** through the following setup steps. Each section below includes a brief description and links to detailed instructions.

Section Name	Description
Chart of Accounts	Set up the account structure for financial transactions.
Manual Journals	Record non-standard or adjusting financial entries.



Section Name	Description
Bills	Create and manage vendor bills for purchases.
Payments	Record outgoing payments linked to bills.
Invoices	Manage customer invoices and track receivables.
Receipts	Record payments received from customers.
Credit notes	Record refunds or adjustments issued to customers.
Vendor credits	Track refunds or adjustments received from vendors.
Multi-Ledger Setup (Entities)	Define separate ledgers/entities for multi-entity accounting.
Accounts	Create and manage customers and vendors.
Products	Set up goods and services for your organization.
Bank connect	Connect and sync your bank accounts for automated reconciliation.
Recurring Transactions	Manage transactions that occur automatically at regular intervals.
Bank reconciliations	Reconcile bank statements with recorded transactions.
Taxes	Configure tax accounts, templates, and rules.
Withholding Taxes	Set up and manage withholding tax rules.
Balance sheet	View and analyze assets, liabilities, and equity in real time.
Profit & Loss	Review income, expenses, and profit over a period.
Reports	View, customize, and export financial reports.
Inbox	Manage notifications and communication within the app.
Bank Setup	Add bank accounts, credit cards, and reconcile statements.
Configuration	Enable or disable specific features for Purchases and Sales.
PDF Templates	Create templates for invoices, POs, and other printed documents.



Menu Customization

- If you need additional options, click the **Edit** icon at the top-right of the menu bar.
- To reorder menu items, simply drag and drop them in your preferred sequence.
- Selecting a page from the 'More' dropdown adds it to your main menu bar for quick access.
- If you do not find a menu item, click on the app launcher on the top left. Here you can search for the required item and navigate into the respective page. To permanently add the option on the navigation bar, click on the arrow on the right, and click on the same option.

Adding More Items to the Menu Bar

You can personalize the navigation bar to suit your workflow by rearranging, or adding pages.

Click the **Edit** (≡) icon on the top right of the menu bar. In the pop-up window:

- **Drag and drop** items to rearrange their order.
- **Add new items** by clicking the “+” icon and searching for the desired page.

Click **Save** to apply the changes.

This helps you quickly access the modules you use most often.

Let us understand each section in the Accountify page in detail.



Dashboard

The **Dashboard** of the accounting application provides a visual overview of your company's financial data. It serves as the main workspace where you can monitor performance indicators such as revenue, expenses, accounts receivables, and payables, bank/cash balance, all in one place.

This helps you quickly assess your company's financial health without navigating through multiple pages. It combines data from different modules like **Invoices**, **Bills**, **Payments**, and **Receipts** to present a clear and updated financial picture.

Features and options

- **Open:** View detailed reports for each chart directly from the dashboard.
- **Refresh:** Update the dashboard to reflect the most recent financial data.
- **Subscribe:** Receive periodic email updates of dashboard insights.
- **Download:** Download the report as a PNG file.
- **Active Groups:** Displays recent activity groups or discussions linked to accounting records.



Configure

The **Configure** page is available under the **'More'** section.

It is used to **enable or disable taxation and deduction options** across all **purchase and sales transactions**. Click on either **Purchases** or **Sales**, and enable or disable options such as **Discount, Product, Tax, and Withholding Tax**, based on your business requirements.

If these options are **disabled**, the related fields will **not appear** when entering **Bills** or **Invoice details**.

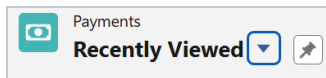
Once your settings are finalized, click **Save** to apply the changes.

Records in Accounting

By default, Accounting displays only the records you have recently viewed (such as recent Invoices, Bills, or Payments).

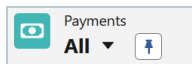
To View All Records:

1. Navigate to the module you want to explore (e.g., Invoices).
2. At the top of the list view, click the dropdown labeled "Recently Viewed".
3. Select "All Records" from the list.



To Make "All Records" the Default View:

1. After selecting "All Records", click the Pin icon next to the view name.
2. This will pin that list view as your default view for the module.





Part 2 · Master Data Setup

Configure these once, before you create any transactions: Chart of Accounts, Accounts, Products, Entities and Bank Connect.

Chart of Accounts

[Chart of accounts.mp4](#)

The Chart of Accounts is the blueprint of the accounts in your organization. The overall structure of your Chart of Accounts is based on a system of double entry accounting that has become a standard all over the world to quantify how a company is doing financially.

Chart of Accounts is a tree view of the names of the Accounts (Ledgers and Groups) that a Company requires to manage its books of accounts. Your Accounting App sets up a simple chart of accounts for each Company you create, but you can modify it according to your needs and legal requirements.

For each company, the Chart of Accounts signifies the way to classify the accounting entries, mostly based on statutory (tax, compliance to government regulations) requirements.

The Chart of Accounts helps you to answer questions like:

- What is your organization worth?
- How much debt have you taken?
- How much profit are you making (and hence paying tax)?
- How much are you selling?
- What is your expense break-up?

As someone managing a business, it is very valuable to see how well your business is doing.

Best Practices

- Use consistent names and structure (Parent/Child accounts)
- Review accounts periodically
- Assign accounts to the correct entity for accurate reporting

The standard account types are available by default when the application is installed. You can create additional charts of Accounts as needed by your organization.

Setting up Chart of Accounts

To create a new chart of account:

- Go to Chart of Accounts → Click **New**.



New Chart of Account

* = Required Information

Information

* Account Type

Asset

View all dependencies

Active

☒

* Detail Type

Current Assets

View all dependencies

Custom Category

--None--

* General Ledger Name

Accounts Receivable

Ledger Code

Cancel

Save & New

Save

- Fill in: Account Type, Detail Type, GL Name, Ledger Code, Entity
- Click **Save**.

You can also perform the following actions on existing records:

- **Edit Account** – Go to Chart of Accounts, select an account, click Edit, update the details, and click Save.
- **Clone Account** – Select an account, click Clone, update the necessary fields in the popup, and click Save.
- **Delete Account** – For a single account, open it, click Delete, and confirm. For multiple accounts, select the checkboxes and click Delete the Selected.
- **Mark as Inactive** – Open the account, uncheck Active, and click Save. Inactive accounts won't appear in new transactions but remain in records.

 **Note:** Accounts with linked transactions must be cleared or reassigned before they can be deleted.



Accounts

[Accounts- Accounting.mp4](#)

Customer and Vendor accounts are the key master records in your accounting system.

- **Customers** are entities to whom you send invoices and from whom you expect payments.
- **Vendors** are entities who send you bills and to whom you make payments.

Accurately setting them up is essential for recording sales, purchases, tax tracking, and payment management.

Best Practices

- Use standard naming conventions (e.g., "ABC Pvt Ltd", not just "ABC").
- Ensure Tax Reg No is valid for accurate tax reporting.
- Assign correct Entities if using multi-entity setup.
- Keep Bank details updated for vendors to enable seamless payments.
- Use Tags or Classes if segmenting vendors/customers (e.g., Domestic/International).

Related Features are:

Feature	Description
Vendor Credits	Record returns, adjustments, or overpayments received from vendors, which can be applied to future bills.
Credit Notes	Handle customer refunds, adjustments, or advance payments, which can be applied to future invoices.
Vendor Statements	View detailed vendor account summaries including bills, payments, credits, and balances.
Withholding Tax Setup	Automatically deduct TDS or similar taxes for specific vendors or customers, as applicable by regulation.
Aging Reports	Track overdue amounts from customers and to vendors by aging periods (30/60/90 days).
Credit Limits	Define and enforce credit limits for customers to avoid overexposure.
Payment Terms	Configure payment terms for both vendors and customers to automate due date calculations.



Adding Customers or Vendors

To add a new Customer or Vendor:

1. Go to the **Accounts** tab.
2. Click **New** in the top-right corner.
3. Fill in the customer details in the form.

Field	Description
Account Name	Full legal name of the Account
Account Type	Customer, Vendor or Customer & Vendor
Party	Party
Parent Account	Parent Account
Email / Phone / Fax / Website	Contact details
Additional Information	Type, Industry, Employees, Annual Revenue
Billing and Shipping Address	Billing and shipping address
Tax Registration No	GSTIN, VAT, or similar (if applicable)
Payment Terms	e.g., Net 15, Net 30, Advance
Entity	The accounting entity this customer belongs to
Default GL Account	Optional: Default receivable account

4. Click **Save**.



Once created, you can create invoices, payments, and statements against the customer.

You can also import account records in bulk by clicking the **Import** button in the Accounts tab and following the upload steps using a supported file format like CSV or Excel.

You can also perform the following actions on existing records:

1. **Assign Label:** Select an account, click Assign Label, enter label details, and save.
2. **Create Contact / Case / Note / Opportunity:** Select an account and click the corresponding New Contact, New Case, New Note, or New Opportunity button. Fill in details and save.
3. **Printable View:** Click Printable View on the Accounts page to print account records.
4. **View Transactions:** Open an account to see Invoices/Bills or Credit Notes/Vendor Credits listed.
5. **Create Transactions:** Select an account, click New under Invoices/Bills or Credit Notes/Vendor Credits, enter details, and save.
6. **Edit Account:** You can update existing account details by selecting the account, clicking Edit, making changes, and saving.
7. **Clone Account:** To quickly create a similar account, you can clone an existing one, modify details if needed, and save it as a new account.
8. **Delete Account:** You can remove an account permanently by selecting it and clicking the Delete button.
9. **Change Account Owner:** You can transfer ownership of an account to another user by using the Change Owner option.
10. **Change Invoice Owner:** Invoice ownership can also be reassigned by selecting the account, choosing the invoice, and clicking Change Owner.
11. **View Account Hierarchy:** You can visualize the relationship between parent and child accounts by clicking View Account Hierarchy.
12. **Mark Account as Inactive:** If an account is no longer active, you can uncheck the Active status to mark it as inactive.



Products

[Products - Accounts.mp4](#)

The Products page is where you create and manage items and services that your company sells or purchases. Products feed into invoices, bills, stock management and reporting. Selecting a product when you create an invoice or bill will auto populate pricing, unit of measure and the mapped general ledger account.

How to navigate to Products

1. From the top menu, click **Products**. You land on the Products list view.

Page layout and controls

- Top right you will see the **New** button to add a product.
- Use the search box on the right to quickly locate a product by name or code.
- The table shows columns such as Product Name, Product Code, Product Description and Product Family. Click a product name to open its detail record.
- Use the row action menu at the far right of each row to edit or delete a product.
- You can multi select records using checkboxes for mass actions such as change owner or assign label.
- Scroll down to see more details about the product.

Creating a New Product

1. From the Products list view, click **New**.
2. The New Product modal opens with required and optional fields.
 - Select the currency for the product prices and costs.
 - Choose the **product type** such as Inventory, Service or Non-inventory. This controls whether stock tracking applies.
 - Check the **Active** box to make the product available in pick lists. Uncheck to retire a product without deleting it.
 - Product Name is the display name used across invoices, bills and lists.
 - Product Code is the short internal code for the product. Useful for scanning and integrations.
 - Product SKU or Stock keeping unit for inventory management.
 - UoM or Unit of measure such as Nos, Kg or Hours. This drives quantity handling on transactions.
 - Product Family Category is used for grouping for reporting and filtering.
 - HSN Code for tax classification where applicable.
 - Product Description is the text that appears on invoices and purchase orders to describe the item.
 - Additional fields you may have in your org include default sales price, purchase cost, GL mapping and inventory accounting fields. If your implementation maps a product



to a general ledger account the selection will determine where revenue or cost posts when the product is used on a transaction.

Save the information. The newly added product will be visible on the product list.

Product Details Page

The Products Details Page is accessed by clicking a product name from the **Products** list. It shows complete information about a selected product.

Header: Displays the product name with options to **Edit**, **Delete**, or **Clone**. The **Check Inventory** button lets you view stock levels.

Tabs:

- **Details:** Shows product fields like name, code, type, family, and UoM.
- **Price Books:** Lists linked sales or purchase prices.
- **Goods Receives / Goods Issues:** Show stock movements.
- **Bill of Materials:** Displays component items, if applicable.

Details Section: Includes key data such as product currency, SKU, HSN code, and active status, along with created and modified info.

Next, we will see the entities section.



Entities

In accounting systems that support multi-ledger or multi-company setups, the Entity section helps manage financial data for multiple legal or business units within the same organization. Each entity can have its own:

- Bank Accounts
- Customers and Vendors
- Transactions (Invoices, Bills, Journals)
- Tax setups
- Reports

Entities are critical in ensuring compliance, separation of financials, and accurate reporting across branches, subsidiaries, or divisions.

When to Use Entities?

You should create separate entities if your organization:

- Operates in different countries or regions with separate tax rules
- Has distinct legal entities that maintain separate books
- Needs to generate entity-specific Profit & Loss or Balance Sheet reports
- Wants to control access so users can work only within certain companies

Adding a new Entity

To add a new entity:



New Entity

* = Required Information

Information

* Entity Name

Pvt Ltd

Owner

Gopi N

* % Holding

100.00%

Default?

☒

Book Closure Date

Do Not Create Customer

☐

Bill Forward Email

Address Information

Env Tax Reg No

27-5

Email

bill@age.com

Street

402 Crescent Business Park, Andheri-Kurla Rd

Phone

5-0123

City

Mumbai

State

Maharashtra

Country

India

Zip Code

400059

Default General Ledgers

AP Clearing A/c

☒

Accounts Payable

X

AR Clearing A/c

☒

Accounts Receivable

X

Unapplied Receipts A/c

☒

Unapplied Receipts

X

Unapplied Payments A/c

☒

Unapplied Payments

X

Cancel

Save & New

Save

1. Go to the **Entities** tab.
2. Click **New** in the top-right corner.
3. Fill in the following details:

Field	Description
Entity Name	Legal or internal name of the entity
% Holding	Optional – ownership percentage if this is a subsidiary
Book Closure Date	The fiscal year-end or audit closing date
Bill Forward Email	This is an email which you can give it to your vendors to forward the bills.
Default	Mark this as the default entity for the current user (if applicable)
Do Not Create Vendor	Option to skip auto-creation of vendor records linked to this entity
Do Not Create Customer	Option to skip auto-creation of customer records linked to this entity
Address / Contact Info	Physical and email/phone details for communication



Field	Description
E-Invoice Tax Reg. No.	GST or regional tax registration number (for compliance)
Default General Ledgers	AP Clearing A/c, AR Clearing A/c, Unapplied Receipts A/c, Unapplied Payments A/c. *The ledgers auto-populate only when the entity is created and not while updating it.

4. Click **Save**.

When creating any transaction or master data record, you'll be prompted to select the Entity it belongs to.

You can also perform the following actions on existing records:

- **Edit an Entity** – To update an entity, select it, click Edit, make the necessary changes, and click Save.
- **Clone an Entity** – To create a copy of an existing entity, select it, click Clone, update the details, and click Save.
- **Delete an Entity** – To remove an entity, select it, click Delete, and confirm the deletion. You cannot delete entities linked to active records.
- **Change Entity Owner** – To transfer ownership, select the entity, click Change Owner, enter the new owner, and click Submit.

Next, we will see the Bank connect section.



Bank Connect

[Bank connect and Transactions.mp4](#)

The **Bank Connect** allows you to add and manage your organization's banks and bank accounts. This is an essential step in enabling seamless recording of payments, receipts, reconciliations, and automated bank feed integrations.

With the **Bank Connect** page, you can:

- Create and manage multiple banks and accounts
- Link bank accounts to specific entities or ledgers
- Assign GL (General Ledger) accounts to each bank account
- View connection and balance status (if integrated with a bank feed)

Bank Integration (Automated Feed)

If your organization uses a bank integration service (such as **Plaid** or **Yodlee**), your bank accounts can sync transactions automatically.

- The **Connection Status** will show as *Connected*.
- **Balances and transactions** will update automatically.
- Synced transactions can be matched to GL entries using the **AI Matching** feature.

Best Practices

- Use clear and unique **Account Names** for easy identification.
- Ensure the selected **GL Account** represents a bank ledger type.
- For multi-entity setups, always select the correct **Entity** when creating a bank.
- If bank feeds are integrated, **verify the connection status regularly**.
- Periodically reconcile balances with actual bank statements to maintain accuracy.

Related Features:

Feature	Description
Payments and Receipts	Use linked bank accounts to record outgoing/incoming funds
Bank Reconciliation	Match app transactions with actual bank statements
AI Bank Matching	Automatically match uploaded bank data to GL entries
Manual Journal Entries	Record manual adjustments between bank and GL

Adding Bank Accounts

Adding a bank account for your organization involves two steps:



1. Add the Bank under Bank Connect
2. Add Bank Accounts associated with that bank

Step 1: Create a New Bank

To register a bank your organization transacts with:

1. Go to the **Bank Connect** tab.
2. Click **New** in the top-right corner.
3. Fill in the required fields:

Field	Description
Bank Name	Name of the bank (e.g., ICICI Bank, SBI)
Entity	The entity or ledger this bank is linked to

4. Click **Save**.

You can create separate bank entries for each bank used by your various entities.

Step 2: Add Bank Account(s) under a Bank

Each bank can have one or more accounts used for financial transactions. Here's how to add them:

1. After saving the Bank record, go to the Bank Accounts section within the same record.
2. Click **New**.
3. Enter the details below:

Field	Description
Connection Status	Status of connection (Manual or Synced via bank feed)
Latest Balance	Current balance as per last sync or manual update
Account Name	Descriptive name for the account (e.g., HDFC-Current-001)
General Ledger	Select the GL account this bank account maps to

4. Click **Save**.

You can add multiple accounts under a single bank, each with its own GL account.

Editing or Deleting Records

- **Edit Bank Account:** Go to *Bank Connect* → *Bank* → *Account* → *Edit or Delete* → *Save changes*.



- **Edit Bank:** Select a bank → Click **Edit** → Update details → **Save**.
- **Delete Bank:** Select a bank → Click **Delete** → Confirm deletion.

Connecting a Bank via Plaid

Once a bank is configured, you can connect it to **Plaid** for automatic transaction syncing.

Steps to connect:

1. Go to **Bank Connect**.
2. Select the bank to link.
3. Click **Connect** at the top of the bank details page.
4. In the secure Plaid window, click **Authorize with Plaid**.
5. Search and select your bank.
6. Log in using your online banking credentials.
7. Authorize access to link your accounts.

After a successful connection, your bank account will be linked, and transactions can be synced automatically via the **Sync Transactions** option.



Note: Only banks supported by Plaid can be linked through this method.

Managing Bank Transactions

The **Bank Connect** allows you to manage bank transactions through syncing, uploading, processing, or excluding entries.

1. Sync Transactions Via Plaid Service

To import live transactions from a connected bank account:

1. Navigate to Bank Connect → Select a Bank → Choose a Bank Account
2. Click Sync Transactions
3. Select the Date Range → Click Sync

Transactions will be fetched and listed for processing.

2. Upload Bank Transactions (Manual Upload)

If your bank is not connected via Plaid, you can upload transactions manually:

1. Go to **Bank Connect** → **Bank** → **Bank Account**.
2. Click **Upload Bank Transactions**.
3. Select and upload the transaction file → Click **Save**.
4. Uploaded entries will appear for processing.

3. Processing Transactions

You can process transactions in several ways:



A. Create Rules

Automate categorization using predefined rules that detect keywords or values in transaction data.

Example: Automatically categorize transactions containing “Rent” under *Rent Expense*.

To create a rule:

1. Go to **Bank Account** → **Create Rule**.
2. Enter the following details:

Field	Description
Rule Name	Identifier for the rule, such as Rent
Type & Field	Enter the Matching condition like Contains or Description
Value	Enter the Trigger value
Party	Enter the Related Customer/Vendor
GL Account	Select Target Ledger Account
Action	Match or Post. Selecting the Match option leads to the user getting notified to manually match the transaction before posting into accounts. Post option directly posts the transaction into the accounts under the given rule.

3. Click **Save**.

You can define multiple rules per account.

B. Run AI

Use AI to auto-categorize and match transactions:

1. Open Bank Connect → Bank → Bank Account → Under Process tab
2. Click Run AI

Matched transactions move to the Processed tab. You may *refer to the AI Matching section for more details*.

C. Run Rules

Apply predefined bank rules to process transactions:

1. Go to Under Process tab in a Bank Account
2. Click Run Rules

Matching entries move to the Processed tab.



D. Exclude Transactions

To skip unwanted transactions:

1. In Under **Process** tab → Select transactions
2. Click **Exclude**

These will appear under the Excluded tab.

4. Matching Transactions

To match transactions with recorded **Payments** or **Receipts**:

1. Select a **Bank Account** under *Bank Connect*.
2. Scroll to the *Under Process* section.
3. Select the **Withdrawal** or **Deposit** transaction to match.
4. Choose the **General Ledger** and **Party**.
5. Search for the related **Payments** or **Receipts** and enter the transaction amount.
6. Click **Save**.

If no payment or receipt exists:

- Click the **tick mark (✓)** to automatically create the corresponding record.

The transaction will be matched automatically once created.



Part 3 · Day-to-Day Transactions

Recording bills, payments, invoices, receipts, credits, journals and recurring entries.

Bills

[Bills.mp4](#)

The Bills page allows you to record, track, and manage all bills related to company expenses — whether they are payments to vendors, suppliers, or contractors.

There are two types of entries on this page:

- **Bill** – a document representing an amount payable to a vendor.
- **Expense** – a record for immediate payments already made.

Hence, you can record both future payables (Bills) and immediate payments (Expenses).

To add a new bill

1. Click **New** at the top-right of the Bills page.
2. Select the **Entity**.
3. Search and select the **Vendor** and **Billing Address**.
4. Choose the type — **Bill** or **Expense**. If selecting Expense, enter the **Payment Account**.
5. Enter the **Date**, **Payment Term**, and **Due Date**.
6. Choose the **Product** — the related **General Ledger account** and **Quantity** will populate automatically.
7. Use the **Add PO** option to link a related **Purchase Order** from the same vendor.
8. Add **Discounts**, **Taxes**, or **Withholding Taxes** if required. *(If these options are not visible, enable them through the Configure page.)*
9. Add **custom fields** such as **Department**, **Geography**, or **Business Vertical** for more detailed reporting.

How transactions reflect in reports

- Bills entered as **Payable** appear under **Accounts Payable** in the **Balance Sheet**.
- Expenses appear under the **respective bank account** in the **Balance Sheet**, and also in the **Profit & Loss statement**.
- If a bill is created as an **Expense**, the **Payment record** is **automatically created** and reflected on the **Payments page**.

 **Tip:** You may also **upload a bill document** and let the system **auto-extract details using AI**. Always **review and verify** the imported details. The more documents you upload, the **smarter the AI becomes** at reading and mapping data accurately.



Payments

[Payments.mp4](#)

The Payments page lists all the payments made toward bills and other transactions. It allows you to track, manage, and reconcile payments effectively.

To record a new payment (for an existing bill)

1. Go to **Bills**.
2. Select the **Bill** that has been paid.
3. Click **New Payment**.
4. Select the **Bank Account** used and enter the **Amount Paid**.
5. Choose the **Payment Mode**.
6. Click **Post**.

The bill's payment details will now appear on the **Payments** page.

If the bill is created after the payment has been made

1. Go to **Payments**.
2. Click **New** to create a new payment record.
3. Select the **Bank Account** and enter the **Amount Paid**.
4. Choose the **Payee**, since the payment isn't yet linked to any bill.
5. Click **Post**.

To match payments with bills

1. Open the **Payment record**.
2. Click **Match**.
3. The list of bills for that Payee will appear.
4. Enter the **Amount Paid** against the respective bill(s).
5. Click **Save**.

If a **single payment** covers **multiple bills**, you can distribute the amount:

1. Create the payment record.
2. Click **Match** and enter partial amounts for each bill, ensuring the total equals the full payment amount.
3. Click **Save**.

Alternatively, you can go to the **Bills** page, select a bill, and click **Match Payment** to link it to the payment record.

If a payment record is not matched with any transaction, its value will appear under **"Unapplied Amount."**



Invoices

[Invoices .mp4](#)

The **Invoices** page allows you to **record, track, and manage all company invoices** issued to customers.

To create a new invoice

1. Click **Invoices** from the main menu.
2. Click **New**.
3. Choose the **Entity** and **Customer**.
4. The **Invoice Number** is generated automatically.
5. Enter **Shipping Address**, **Billing Address**, **Invoice Date**, **Payment Term**, and **Due Date**.
6. Choose the **Type** — **Invoice** or **Sales Receipt**.
7. Select the **General Ledger account**, **Quantity**, and **Price**.
8. Add **Taxes** or **Withholding Taxes** if required. (*Enable these in the Configure page if not visible.*)
9. Optionally, **upload an invoice document** for **AI-based data extraction**. Always **verify** the imported details.

Click **Save** to complete the process.

 **Note:** If the **Invoice Type** is set to **Sales Receipt**, and a **Receipt Account** is selected, the payment will be **automatically recorded** under **Receipts**.



Receipts

[Receipts.mp4](#)

The **Receipts** page displays all **incoming payments** from customers and their details. You can **track and reconcile receipts** here.

To create a new receipt

1. Click **Receipts**.
2. Click **New** at the top-right.
3. Enter **Entity, Date of Receipt, Receipt Account, Amount Received, Payer**, and the **Receiving Bank Account**.
4. The **Receipt Number** is auto-generated.
5. Click **Post**.

The receipt will now appear in the list of recorded receipts.

To match receipts with invoices

You can match from either the **Receipts page** or the **Invoices page**.

Option 1 – From Receipts page

1. Go to **Receipts**.
2. Select the receipt record.
3. Click **Match**.
4. A list of invoices for that payer will appear.
5. Enter the **Amount Received** next to each relevant invoice.
6. Click **Save**.

Option 2 – From Invoices page

1. Go to **Invoices**.
2. Select the invoice to match.
3. Click **Match Receipt**.
4. Link it with the corresponding receipt.

If a **single receipt** covers **multiple invoices**, you can distribute the amount as follows:

1. Open the **Receipt record**.
2. Click **Match**.
3. Enter **partial amounts** for each invoice until the total matches the receipt amount.
4. Click **Save**.

The total **Applied Amount** will be displayed on top of the receipt record. Unmatched receipts will appear under “**Unapplied Amount**.”



Credit Notes

[Credit notes.mp4](#)

The **Credit Notes** page is used to **record refunds, discounts, or adjustments** issued to customers for **returned goods or overpayments**.

Any credit notes created will **automatically reflect** in related modules such as **Accounts Receivable**, ensuring your receivable balances stay updated.

To create a new record of the credit notes:

- Click on New.
- Choose the Entity, Customer, billing and shipping addresses.
- Enter the date and credit note number.
- Choose the tax base as inclusive or exclusive of tax.
- Select the product, general ledger, quantity, price, discount and tax.
- Add the Invoice and associate with the relevant invoice.
- You may choose to upload the file in order to auto-fill all the fields.
- Click on Post.



Vendor Credits

[Vendor credits.mp4](#)

The **Vendor Credits** page is used to **record refunds, discounts, or adjustments** received from **vendors** for **returned items or billing corrections**.

These credits are **automatically reflected** in **Accounts Payable**, helping you maintain accurate outstanding balances.

To create a new vendor credit record:

1. Click **New**.
2. Choose the **Entity** and **Customer**.
3. The **Invoice Number** is generated automatically.
4. Enter **Billing Address**, **Invoice Date**, **Payment Term**, and **Due Date**.
5. Choose the **Type — Vendor credit**.
6. Choose EInv Supply Type, EInv/Eway Cancel Reason and EInv/Eway Cancel Remarks.
7. Select the product, general ledger, quantity, price, discount and tax.
8. Add the Bill and associate with the relevant bill.
9. You may choose to upload the file in order to auto-fill all the fields.
10. Click on Post.



Manual Journals

[Manual journal.mp4](#)

The **Manual Journals** page allows you to **record accounting entries manually** when transactions cannot be captured automatically through **Bills, Invoices, Credit Notes, or Vendor Credits**. Use manual journals for **adjustments, accruals, depreciation, inter-entity transfers**, or any **non-standard entries** that need to be reflected in the books. It is typically used at **month-end or year-end closing**, or when adjusting entries between accounts.

1. Navigate to **Manual Journals**.
2. Click **New**.
3. Select the **Entity, Journal Date**.
4. Add one or more **debit and credit lines** specifying the **General Ledger accounts** and **amounts**. You can upload the file for automatic entry of journal details.
5. Ensure that **total debits equal total credits**.
6. Click **Post** to record the journal entry.

Manual journals will be reflected in the **General Ledger, Balance Sheet, and Profit & Loss** reports.



Recurring Transactions

[Recurring transactions.mp4](#)

The Recurring Transactions page allows you to automate and manage transactions that occur on a regular basis, such as monthly subscriptions, rent, or service fees.

Once a recurring transaction is set up, the corresponding Bills, Invoices, Payments, or Receipts are automatically generated based on the defined schedule.

To create a new recurring transaction

1. Navigate to the **Recurring Transactions** page.
2. Click **New** to create a new recurring transaction.
3. Select the **Currency** for the transaction.
4. Choose the **months** during which the transaction should occur, and use the arrows to select or deselect them.
5. Enter the **day of the month** when the transaction should be created.
6. Search for and select the related **Bill** or **Invoice**.
7. Click **Save**.

All created recurring transactions will be displayed on the page, allowing you to view and manage them as needed.



Part 4 · Reconciliation, Tax & Reporting

Reconciling banks, setting up taxes, and reviewing financial statements, reports and templates.

Bank Reconciliations

[Bank Reconciliations.mp4](#)

The **Bank Reconciliations** page is used to verify and match your recorded transactions (Payments and Receipts) with the actual **Deposit** and **Withdrawal** transactions reflected in your bank account. This ensures that your accounting records are accurate and up to date with your real bank balances.

- Every **Payment** should have a corresponding **Deposit** transaction in *Bank Transactions*.
- Every **Receipt** should have a corresponding **Withdrawal** transaction in *Bank Transactions*.

If there are no existing Deposit or Withdrawal records, you will need to create them before proceeding with reconciliation.

To perform a bank reconciliation

1. **Navigate to Bank Reconciliation** - Go to the Finance or Accounting module and select Bank Reconciliation from the menu.
2. **Select the Date Range** - Choose the start and end dates for the reconciliation period. This defines the range of transactions to be reviewed.
3. **Choose Chart of Accounts** - Select the relevant bank account from the Chart of Accounts. This filters the transactions specific to that account.
4. **Review Books & Bank Transactions** - The screen will display two sections:
 - Books: Withdrawals and Deposits recorded in your system.
 - Bank: Withdrawals and Deposits as reported by the bank.

These are summaries of credits and debits on each side.

5. **Identify Differences** - Compare the book balance against the bank balance. Any discrepancy will be visible on the reconciliation screen. Note the difference amount before proceeding.
6. **Click 'Next' to Add Reconciliation Entry**
7. If a difference exists, click the Next button to open the reconciliation entry form.
8. **Enter Reconciliation Details.** Fill in the required fields.
 - Date: Choose the date for the reconciliation transaction.
 - Comments: Add a description or reason for the adjustment.
 - Amount: Enter the amount to be reconciled.
9. Check "System Findings" to review automatically matched transactions. Add the unmatched transactions.
10. Save the Entry.



Click **Save** to post the reconciliation entry. The system will apply the adjustment to the selected date and the bank account will reflect as reconciled.

If no matching Deposit or Withdrawal transaction exists:

- Click **New Transaction** to create the missing record manually, **or**
- Use the **Auto-Create** (✓) option to let the system generate and match the transaction automatically.

Best Practice Tips

- Perform reconciliations regularly (e.g., weekly or monthly) to maintain accurate cash balances.
- Always ensure that the **opening and closing balances** of your bank account match between the app and your actual bank statement.
- Use the **AI Matching** or **Run Rules** options in *Bank Connect* to speed up reconciliation.



Taxes

[Taxes.mp4](#)

The **Taxes** object allows you to pre-define the specific tax rates (like GST, VAT, or Sales Tax) that will be automatically calculated and applied on your bills and invoices. This is typically a one-time setup.

Click on the **Taxes** tab.

The **Taxes List View** displays all the tax definitions set up for your organization.

- You can see the **Tax Name**, for example, *GST 12%*, *GST 5%*.
- Crucially, the list shows the **Purchase Tax Rate** and **Sales Tax Rate** columns. This distinction allows you to define different incoming (purchase) and outgoing (sales) rates if required.
- To define a new tax rate, click the **New** button.

Creating a New Tax

This form captures the core information required to define a new tax type.

1. **Tax Name:** Enter a clear, descriptive name for the tax, for example, *GST 18%*.
2. **Owner:** The user responsible for managing this tax rate.
3. **Currency:** Select the currency associated with the tax amount, which defaults to the base currency.
4. **Tax Rates:** After saving the name, you will define the numeric rate for the **Purchase Tax Rate** and **Sales Tax Rate** fields.

Once defined, these tax rates can be used multiple times while creating bills, invoices, Purchase Orders, and Sales Orders, ensuring consistent application of tax across all documents.

Once you have created the main **Tax** record, you must define the specific components and their corresponding General Ledger (GL) accounts.

Click on the specific tax record you just created.

Tax Rates Details

On the Tax detail page, you will see a related list called **Tax Rates**.

- This is where you define the tax component rates, such as the split between Central Tax (CGST) and State Tax (SGST).
- To define a new rate component, click the **New** button in the Tax Rates section.

Defining a New Tax Rate Component

The **New Tax Rate** pop-up appears to capture the specific details for this component.



1. **Tax:** This field will default to the parent tax record you are currently viewing.
2. **Type:** Select whether this component applies to **Purchase**, Input Tax or **Sales**, Output Tax transactions. You will typically need to create separate Purchase and Sales components for each rate.
3. **Tax Rate Name:** Enter the specific name of the component. For example, *CGST 6%* or *SGST 6%*.
4. **Rate:** Enter the numerical percentage rate for this component.
5. **Tax Ledger:** Search for and select the **General Ledger account** where the value of this specific tax component will be posted. For example, *Input Tax* or *Output Tax*.
6. **Currency:** The base currency.

After clicking **Save**, this component rate is added to the Tax record. The system will use these components and their corresponding ledgers to calculate and split the tax when the main tax is applied to an invoice or bill.



Withholding Taxes

[Withholding taxes.mp4](#)

The **Withholding Taxes** feature is used to define tax rates that must be deducted or 'withheld' at the source of payment for certain types of transactions. For example, payments to contractors or suppliers.

Click on the **Withholding Taxes** tab.

Withholding Taxes List View

The **Withholding Taxes List View** displays the various withholding tax rate definitions available in the system.

- You can see the **Withholding Tax Name**, such as *TDS 29%*, *TDS 10%*, and *TDS 40%*.
- These rates are selected when processing bills or payments where tax withholding is legally required.
- To create a new withholding definition, click the **New** button.

Creating a New Withholding Tax

This form captures all the financial and General Ledger (GL) details for the withholding rate.

1. **Withholding Tax Name:** Enter a clear, descriptive name for the tax (e.g., *TDS 29%* or *WHT Consulting*).
2. **Owner:** The user responsible for the record.
3. **Purchase Withholding Rate:** Enter the percentage rate for tax withheld on purchases.
4. **Purchase Withholding Tax Ledger:** Search for and select the **General Ledger account** where the purchase withholding tax amount will be recorded.
5. **Sales Withholding Rate:** Enter the percentage rate for tax withheld on sales.
6. **Sales Withholding Tax Ledger:** Search for and select the **General Ledger account** where the sales withholding tax amount will be recorded.
7. **Withholding Amount:** Defines how the withholding amount is calculated.
8. **Currency:** The base currency for the tax.

Once defined, these rates ensure compliance by automatically calculating and posting the withheld tax amount to the correct GL accounts during transactions.



Balance Sheet

[Balance sheet.mp4](#)

The **Balance Sheet** provides a real-time snapshot of your organization's financial position by summarizing assets, liabilities, and equity.

It helps you understand what your company owns and owes at any given point in time. All entries from **Bills, Payments, Receipts, Invoices**, and **Manual Journals** automatically flow into the Balance Sheet, ensuring accurate reporting.

You can view or update the Balance Sheet after major financial activities such as month-end closings, reconciliations, or new transactions to review current balances and validate your accounts.

How to Navigate?

1. From the top menu, go to the **Balance Sheet**.
2. Select the **Report Type**. Choose **Standalone** to view a single entity's report or **Consolidated** to view combined financials across multiple entities.
3. Choose the **Basis** for accounting:
 - **Accrual** shows transactions when they are incurred.
 - **Cash** shows transactions only when money changes hands.
4. Select the **Entity**.
5. Optionally, select a **Project** to view project-specific results.
6. Choose the **Date** for which you want to view the balance sheet.
7. Click **Run** to generate the report.

Understanding the Report

The Balance Sheet is divided into three key sections: Assets, Liabilities, and Equity.

1. Assets

Shows what your company owns.

- **Cash:** Displays the cash available on hand.
- **Bank:** Lists all connected bank accounts with current balances (e.g., ICICI Bank, U.S. Bank).
- **Current Assets:** Includes items like *Accounts Receivable* and *Inventory-on-Hand*. At the end of this section, you'll see **Total Assets** representing the sum of all asset accounts.

2. Liabilities

Shows what your company owes to others.

- **Current Liabilities:** Includes payables, unapplied receipts, and clearing accounts (e.g., *Accounts Payable*, *GR/IR Clearing*).



3. Equity

Shows the residual ownership value after deducting liabilities from assets. The **Profit & Loss** from the **Profit & Loss report** is automatically reflected here under the **Equity** section. You may select the **Profit & Loss** button to navigate to the **Profit & Loss** page for a detailed view.

Exporting the Report

You can download the Balance Sheet as:

- **CSV file** for spreadsheet analysis.
- **PDF file** for sharing or record-keeping.

Best Practices

- Review the Balance Sheet monthly to track financial health and cash flow.
- Use the **Accrual basis** for comprehensive financial reporting and the **Cash basis** for day-to-day cash movement tracking.
- Verify that all bank accounts and GL accounts are correctly mapped for accurate totals.



Profit & Loss

[Profit&Loss.mp4](#)

The **Profit & Loss (P&L)** page displays your organization's income and expenses over a selected period, showing whether the business is operating at a profit or loss. This report provides insights into financial performance, helping you track revenue trends, expense management, and profitability.

How to Navigate

1. From the **top menu**, go to **Profit & Loss**.
2. Choose the **Report Type** — either **Standalone** (for a single entity) or **Consolidated** (for group entities).
3. Select the **Basis** as **Accrual** or **Cash** according to your accounting preference.
4. Choose the **Entity** for which you want to view the report.
5. Set the **From Date** and **To Date** for the reporting period.
6. Click **Run** to view the report.

Viewing and Exporting

- The report lists **Revenue**, **Expenses**, and the resulting **Net Profit or Loss**.
- Click on **Sale of Scrap** or **Discount of Sales** to navigate to their pages with detailed breakdowns.
- Use the **.CSV** or **.PDF** download buttons to export the report.

Best Practices

- Review the P&L regularly to track profitability trends.
- Compare different time periods to analyze growth or identify inefficiencies.
- Use consolidated reports when managing multiple entities for a unified financial overview.



Reports

[Reports - Accounting.mp4](#)

The **Reports** page provides detailed insights into your company's financial data. It helps you analyze transactions, monitor performance, and generate summaries such as receivables, payables, and balances. All reports are automatically generated based on your accounting entries, ensuring accurate and real-time visibility.

How to Navigate

1. From the top navigation bar, go to **Reports**.
2. The **Reports Home** page displays different report categories on the left panel, such as:
 - **Recent** – Lists your most recently opened or created reports.
 - **Created by Me** – Shows reports you've personally built.
 - **Private Reports** – Only visible to you.
 - **Public Reports** – Accessible to all users with permission.
 - **All Reports** – Displays every available report in the system.
3. Use the **Search bar** at the top to quickly locate a specific report.
4. To create a new report, click **New Report**.
5. To organize your reports, click **New Folder** and categorize related reports together labelling the folder appropriately.
 - You can access the folders from the menu on the left hand side.
 - Navigate to "All Folders" to see various reports readily available to you.
 - Now select "Accounting Reports" to access key data about your stock and supplies.
 - Explore various reports, importantly profit and loss, accounts receivable and accounts payables.



Inbox

[Inbox.mp4](#)

The **Inbox** page allows you to manage communication records and related information within the accounting system. Each record represents an interaction thread, such as an email or message related to invoices, payments, or other accounting activities.

All the existing inbox records are listed under the **Recently Viewed** tab. You can view the CN (Communication Number) and access the details by clicking on the record link.

To create a new inbox record

1. Go to the **Inbox** page.
2. Click on **New** to create a new entry.
3. Enter the following details:
 - **Classification:** Choose the type of communication or category from the dropdown list.
 - **From Email:** Specify the sender's email address.
 - **To Email:** Enter the recipient's email address.
 - **ccEmails:** Add any additional recipients, if applicable.
 - **Subject and Message Details:** Fill in the subject line and message content if required.
 - Click the communicator mode as AI/Human
4. Click **Save** to create the new inbox record, or **Save & New** to add another one.

The newly created inbox entries will now appear in the **Recently Viewed** list for quick access and tracking.



PDF Templates

[PDF Templates.mp4](#)

The PDF Templates page lets you create and configure custom PDF templates for documents such as Bills, invoices, credit notes, and vendor credits. Use the list view to manage existing templates or set defaults for each document type.

You can create, view, or modify templates from here.

- Click **New** to create a PDF template.
- Enter basic details like name, type, and currency. The setup allows you to customize headers, content, totals, and formatting as needed.
- Content to Display: Select which fields appear in each section, details, billing, shipping, line items, and notes.
- Totals Display: Configure how totals and tax summaries are shown, with options for amount in words or specific number formats.
- Save the PDF template.



Part 5 · AI Agents

Automating accounts payable and accounts receivable with email-driven AI agents.

AP Agents

[AP Agents.mp4](#)

An **Accounts Payable agent or AP Agent** is an AI-powered digital assistant designed to automate the ingestion, data extraction (OCR), and verification of vendor invoices within your inventory system.

It helps by eliminating tedious manual data entry, ensuring accuracy through automated **3-way matching** (Invoice vs. PO vs. Receipt), and accelerating the approval cycle so you never miss a prompt-payment discount again.

Setting up the email service

To start automating your Accounts Payable, we first need to set up a dedicated email service. This is a one-time configuration for everyone using the agent.

- Go to the Setup page.
- Search for 'Email services'.
- Click on New Email Service.
- Enter a name (like 'Email Service AP') and select the Apex Class: EmailHandlerAP
- Make it Active and Save. The system automatically generates a unique email address—copy this, as vendors will send their invoices directly here.

Creating the AP Agent

Now, let's bring your agent to life. Think of the agent as an AI model working in the background to register your payables.

- Click 'New' in the AP Agent page.
- Fill in the essentials: Give your agent a name (e.g., 'Lucas'), select your **Vendor**, and choose the **Entity** (like US Operations).
- Paste that unique email service address you just copied into the **Vendor Invoice Receive Email** field and Save.

Processing vendor invoices

Once your vendor sends an invoice to the service address, it appears here with the status **New**. The system automatically identifies the **Party** (Vendor) because their email is already registered in your system.

Open the inbox.

- Click the Status dropdown and select **Ready for Processing**.



- Changing the status to **Ready for Processing** triggers the backend automation to analyze the attachment.
- After a quick refresh, notice the status has automatically jumped to **Processed**. The AI has now extracted the invoice number, dates, and line items.
- Watch the AI go to work. It reads the PDF, identifies the line items, and automatically creates a draft bill.
- Review the captured data—quantities, prices, and due dates are all here. Once you're happy, click **Post** to finalize the bill.
- If you have made any changes to the bill, click the **Generate Response** under the status.
- The agent automatically drafts an acknowledgement to the vendor. No manual typing required.
- When a vendor follows up on a payment status, you don't need to check multiple screens.
- The follow-up email status automatically changes to **Ready for Processing**.
- The AI detects the payment made on **a specific date**, and drafts a reply with the exact amount and date.
- The response status automatically changes to **Ready to Send** to send off the email. Status will then reflect as 'sent'.

From email receipt to final payment notification, the AP Agent handles the heavy lifting.



AR Agents

[AR Agents.mp4](#)

The AR Agent in Arka Accounts automates your accounts receivable collections process. It sends payment reminders to customers via email, receives and classifies inbound replies (including payment confirmations), and logs all communications automatically, so your team spends less time chasing invoices and more time on what matters.

1. Setting Up the Email Service

Before using the AR Agent, you must configure an Email Service in your org. This gives the agent a dedicated email address to send and receive communications.

1. **Go to Setup** - In the org, click the gear icon and open Setup.
2. **Search for Email Services** - Type "Email Services" in the Quick Find box and click it.
3. Click **New Email address**.
4. **Fill in Email Service Name** - Enter a name for example "Customer Email".
5. **Set the Apex Class** - Select "EmailHandler" as the Apex Class for Accounts receivable. This is the class that processes incoming emails.
6. **Accept Attachments** - Set to "Binary attachments only".
7. **Check Active** - Ensure the Active checkbox is ticked.
8. **Save the Email Service** - Click "Save and New Email Address" to proceed.
9. After saving the service, you'll be on the Email Service detail page. Now add an email address to it:
10. Click **'New Email Address'** at the bottom of the service record.
11. **Set the Email Address Name** - Give it a label like "Customer".
12. **Click Save** - The system will generate a unique email address.
13. **Copy the generated email address** - You will need this in the next step when creating the Agent.

2. Creating the AR Agent

With the email service ready, you can now create an Agent record in Arka Accounts. The agent is the entity that manages collections for a particular team or portfolio.

1. **Open the AR.ai app** - From the app launcher, open Arka Accounts (AR.ai).
2. **Click on Agents** - This is in the top navigation bar.
3. **Click New** - To create a new Agent record.
 - **Agent Name** - Give your agent a name, e.g. 'Collection Agent' or 'New Collection Agent'.
 - **Email Signature** - Add a formatted email signature that will appear in outgoing emails.
 - **Internal Communication Email** - Enter the internal team email that should be notified.



- **Email** - Paste the generated email address copied from the email service setup page.
 - **Allowed File Formats** - Specify accepted attachment types, e.g. PDF, JPEG.
 - **Domain** - Restrict communications to a specific domain if needed.
 - **Instructions** - General agent instructions for how to handle communications.
 - **Email Instructions** - Specific instructions for email-based communications.
 - **Call Instructions** - Instructions for call-based follow-ups.
 - **External Communication Email** - Add an external-facing email.
 - **Attach Invoice In Reminder** - Check this box to automatically include the invoice PDF in reminder emails.
 - **Require Payment Confirmation Attachment** - Check this to require customers to attach proof of payment when replying.
 - **Max Extension Days** - Set the maximum number of days a customer can request a payment extension.
4. **Click Save** - The Agent record will be created.
 5. **Verify the Email field** - Confirm the generated email address is correctly populated.
 6. **Link Collections** - In the Related section, add or verify which Collections (customer groups or invoice portfolios) are assigned to this Agent.

3. Using the AR Agent to Communicate

Once the Agent and Email Service are configured, the agent will begin automating your collections workflow. Here is how to use and monitor it:

Sending Payment Reminders

- **Assign a Collection to the Agent** - Make sure the customer/invoice collection is linked to the Agent record.
- **The agent automatically sends reminders** - Based on your configured schedule, the agent emails payment reminders to customers. The invoice can be attached automatically if 'Attach Invoice In Reminder' is enabled.
- **Track in Communications** - Every outbound reminder is logged as an External-Outbound communication record, visible under the Communications tab.

When a customer replies to a reminder email

- The email is received and the EmailHandler Apex class processes it automatically.
- A Communication record is created and the reply is logged as an External-Inbound record, classified automatically (e.g. 'Invoice Sent', 'Payment Confirmation').
- If a payment confirmation is received, the system classifies it and can automatically stop further reminders for that invoice.
- Attachments are processed – if the customer attaches a payment receipt (PDF/JPEG), it is stored against the communication record.



How the AR Agent Email Flow Works

The AR Agent automates the entire invoice collection conversation — from sending the first payment reminder to acknowledging receipt of payment. Here is the big picture of how the system works:

STEP 1 | You send the invoice email (CC: Generated address)

1. **Compose a new email** — Use your regular email client (Gmail, Outlook, etc.)
2. **Set 'To'** — Enter the customer's email address (e.g. prabhakar@arkainventory.com)
3. **Set 'CC'** — Add the generated address — the long customeremail@...apex.salesforce.com address from your Agent record
4. **Attach the Invoice PDF** — Attach the invoice document (PDF format recommended)
5. **Write the email body** — Include the invoice number, amount, and due date clearly
6. **Send the email** — Once sent, the agent will automatically capture this as a Communication record

STEP 2 | System auto-creates a Communication record

STEP 3 | Agent sends automated Payment Reminders

Once the invoice email is captured, the AR Agent begins sending payment reminders automatically based on the reminder schedule you configured. You do not need to manually write these reminder emails — the agent composes and sends them on your behalf.

The One Manual Step: Changing Outbound Status

There is one manual action required to actually send each reminder: you must change the Communication record's Outbound Status from blank to 'Ready to Send'. Once you do this, the agent sends the reminder email immediately.

1. **Go to the Communications tab** — Find the outbound reminder communication record
2. **Click on the Outbound Status field** — It will show a dropdown with options
3. **Select 'Ready to Send'** — This triggers the agent to send the reminder email to the customer
4. **The status will update to 'Sent'** — Confirming the reminder was delivered

STEP 4 | Customer replies with payment confirmation + attachment

Once the customer makes the payment, they reply to the reminder email with their confirmation. They must CC the generated address in their reply so the system can capture and classify it automatically.

1. **Customer hits Reply on the reminder email** — The To and CC fields are usually pre-filled from the original thread
2. **Ensures the generated address is in CC** — This is critical — without it the reply will not be captured by the agent
3. **Writes their confirmation message** — Including the transaction reference number
4. **Attaches payment proof** — A screenshot or PDF of the bank transfer / payment receipt (required if 'Require Payment Confirmation Attachment' is enabled on the Agent)



5. **Sends the reply** — The system captures it instantly

STEP 5 | System classifies reply, creates Communication record

STEP 6 | Agent sends Payment Received acknowledgment email

After the customer's payment confirmation is processed, the AR Agent automatically prepares a 'Payment Received' acknowledgment email. Like the reminder, this requires one manual step: changing the Outbound Status to 'Ready to Send'.

1. **Go to the Communications tab** — Find the new outbound 'Payment Received' record — it will appear after the customer's confirmation is processed
2. **Change Outbound Status to 'Ready to Send'** — Click the status field and select Ready to Send
3. **The agent sends the acknowledgment email** — The customer receives a confirmation that their payment has been successfully recorded
4. **Status updates to 'Sent'** — No further reminders will be sent for this invoice

Best Practices

- Every email (invoice, reply, confirmation) must include the generated email address in CC. This is the only way the system captures the communication automatically.
- Reminders and acknowledgments do NOT send automatically. You must go to the Communication record and change the Outbound Status to 'Ready to Send' to trigger the email.
- **Attachments must come via email:** Payment receipts and screenshots must be sent via email (with the generated address in CC).
- Reminder schedules are created automatically based on the invoice due date and the 'Stop Before' setting on the Reminder record. No manual scheduling needed.