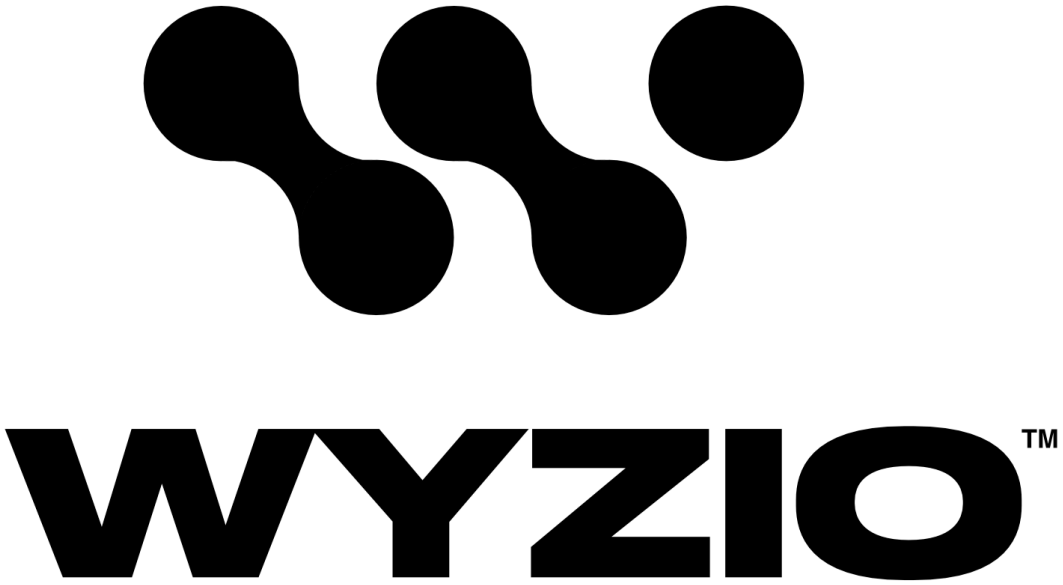


WYZIO USER MANUAL

(ver. 3.0)

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Wyzio User Manual

1. About this manual

Wyzio is an online accounting, invoicing, payroll and document platform for Swiss companies and fiduciaries. This manual explains how to use it, module by module, in the order of the left-hand menu.

- **Chapter 2** covers what works the same everywhere: navigation, tabs, lists, filters, the action triangle and saving. Read it first.
- **Chapters 3 to 15** follow the menu: Dashboard, My Folder, Reporting, Sales, Purchases, Payments, Contacts, Inventories, Documents, Staff, Accounting, Settings and Admin.
- Questions and problems close each chapter that has them: the questions and fixes most often raised with support for that module. General ones (sign-in, saving, contacting support) are in section 2.15.

What you see depends on your permissions and on your company's licence. A menu entry, tab or button described here may be hidden for you; ask your company administrator if you need it. Every page also has its own **Help** button in the top toolbar, with the help for the tab you are on.

Amounts and examples assume a Swiss company (CHF, Swiss VAT, QR-bills, Swissdec payroll).

Wyzio runs in your browser at `https://wyzio.app`. If this manual does not answer your question, see the FAQ on the Wyzio website or open a request at `support.wyzio.com`.

2. Shared basics

Every module is built from the same parts: a list, a details screen with tabs, and a top toolbar. Learn them once and they work everywhere.

2.1 Signing in and your session

- Sign in with your email address and password. If two-factor authentication is on, enter the code from your authenticator app. You can also sign in with a passkey (fingerprint, face recognition or security key).
- Your first sign-in details arrive in a confirmation email. Keep it, then open the link or go to `https://wyzio.app`. If no password is set yet, use the forgot-password link.
- The access code is a 6-digit one-time code that changes every 30 seconds. An authenticator app (for example Google Authenticator or FreeOTP) generates it once you have scanned the QR code of your account. Someone who knows your email and password still cannot sign in without it.
- You can be signed in from one place at a time. Signing in from another browser closes the earlier session, and logging out in one browser tab logs you out in all of them. Unsaved changes are lost in both cases.
- Use **I have blocked my account or forgot my password** on the sign-in page to reset your access.
- After a period of inactivity, Wyzio asks **Are you still there?** Click **Stay connected** to continue. Without an answer you are logged out automatically and unsaved changes are lost.
- Use **Log Out** at the bottom of the menu when you finish.

Resetting your password

1. On the sign-in page, click the forgot-password link, enter your email address and click **Submit**.
2. Within about two minutes you receive an email from `no-reply@wyzio.com` with a reset link. If it does not arrive, check the spam folder and try again; then contact support.
3. Open the link, enter the new password twice and click **Submit**.
4. Click **Go to Login** and sign in with the new password and your usual access code.

If your browser remembers passwords, check that it saved the new one.

2.2 Screen layout

Area	Where	What it does
Menu	Left edge	Opens the modules. Click the burger icon to expand it and show the labels.

Area	Where	What it does
Add New (+)	Top of the menu	Creates a contact, document, journal entry, order, purchase invoice, purchase invoice scan or sales invoice from anywhere.
Toolbar	Top	Save, Discard, Export Data and Help, plus back-to-list and previous / next when a record is open.
Company selector	Top right	Shows the company you work in and switches to another company you manage.
Tab bar	Under the toolbar	One tab per module you have opened.
Work area	Centre	The list, the record or the report.

2.3 Navigation and the menu

- Click a menu group (for example **Sales**) to unfold it, then click the module. Groups with a single page, such as **Dashboard**, **Contacts** and **Documents**, open directly.
- The menu only shows what your role allows. An entry you cannot see is a permission matter, not an error.
- Some modules are hidden when you work in a consolidated company, because a consolidation only groups figures.
- Your **Default module** (My Account) is the page opened after sign-in.
- The expanded menu closes when you open a module, click anywhere outside it, or click the arrow that replaced the burger icon.
- A mouse is recommended, although most actions also work from the keyboard.
- The **Reporting** menu is divided into sections (Financial Performance, Operations, Regulatory Reports, Admin): click a section to unfold its pages, one section at a time. When you reopen the menu, the section of the page you are on is already unfolded.

2.4 Module tabs

- Each module you open stays available as a tab under the toolbar. Click a tab to return to it exactly as you left it, including filters and the open record.
- Click the × on a tab to close it. If the tab holds unsaved changes, Wyzio asks whether to save them.
- Up to 12 modules can be open at once. The message **You have opened too many tabs!** means you must close one before opening another module.
- A greyed-out tab is a module you may not open in the current company.
- Only one module at a time can hold unsaved changes. Save or discard before you work in another module.
- Refreshing the page (F5, or Cmd+R on Mac) closes every tab except the current one.

2.5 Record tabs

- A record (a contact, an invoice, an order) opens on its **Details** tab. Further tabs hold related information, typically Accounting, Documents and Activity Log. A tab can stay disabled until the record has been saved once.

2.6 Working with lists

- **Select** a line with one click. Use Ctrl-click (Cmd-click on Mac) to add single lines and Shift-click to select a range.
- For a large selection, combine both: Shift-click the range, then Ctrl-click to add or remove single lines.
- **Open** a record with a double-click, or select it and press Enter. The up and down arrow keys move the selection.
- **Scroll** down to load more lines; long lists load in pages.
- **Totals** of amount columns and the number of entries appear at the bottom of the list. They reflect the current filters.
- **Edit in place**: in some lists you can change a cell directly. The line is saved with the toolbar's Save button.

2.7 The action triangle

The small triangle at the end of each line opens the actions for that line only: for example Duplicate, Delete, Download PDF, Archive or Submit for Approval.

- The menu lists only the actions allowed for that line in its current status and for your permissions. A line with no permitted action shows no triangle.
- Actions for several lines at once sit below or beside the list (for example Validate All or Download Selection). Select the lines first.
- Deleting always asks for confirmation. Most deleted records go to the Trash Can and can be restored (section 14.12).

2.8 Saving and discarding

- **Save** stores your changes; **Discard** reverts the screen to the last saved state. Both buttons are active only when something has changed.
- Fields marked with a red asterisk are mandatory. A record with a missing or invalid field is not saved; the fields in error are highlighted.
- If you leave a screen, close a tab or switch company with unsaved changes, Wyzio asks **You have modified data since the last save. Save Changes?** Choose **Save**, **Discard** or **Cancel** (stay on the screen).
- While a list or record holds unsaved changes, sorting, filtering and some bulk actions are disabled. Save or discard first.
- A record that is inside a workflow step you are not responsible for cannot be modified: *You cannot modify this entry since it is in workflow*.

2.9 Entering dates

- Type the date as DD.MM.YYYY. Dots, dashes and slashes all work as separators.
- You may omit the year (the current year is used) or type only its last two digits.
- Or click in the field and pick the day in the calendar. Single arrows move by month, double arrows by year.

2.10 Sorting

- Click the sort icon beside a column title to sort ascending. Click again to sort descending.
- Only one sort order is active at a time; sorting on another column replaces it.
- Every list has a default order, by date or by name for example. The column that carries the sort shows a single arrow, up for ascending or down for descending; the other columns show a double arrow.
- The triangle in the header shows the active column and direction.

2.11 Column filters

The field under each column title filters the list. Filters apply as you type, after a short pause, and you can combine as many as you need. Empty the field to remove a filter.

Column type	How to filter	Examples
Text	Type any part of the value. Matching ignores position: "de" finds "Detox Company" and "Daniel Edemond".	`muller`, `2026-0`
Date	Type a date, pick it in the calendar, or use an operator.	`15.03.2026`, `>=01.01.2026`, `<>31.12.2025`
Date range	Join two dates with two dots.	`01.01.2026..31.01.2026`
Several dates	Separate them with commas.	`01.03.2026,15.03.2026`
Number or amount	Type the value, or use an operator or a range as for dates.	`1250`, `>100`, `<=100`, `<>100`, `100..200`
Dropdown	Pick a value from the list, for example a status, currency or module. Some dropdowns let you type to search or pick several values.	Status = Open
Check box	Tick the box in the header to keep only the lines having that property, such as Client, Validated or Error.	Validated
Icon	Click the icon to keep one kind, for example individuals or companies in Contacts.	Company

Date and number operators: `<` before, `>` after, `<=` up to, `>=` from, `<>` different from.

Text filters accept `<>` too: `<>Geneva` hides the lines containing "Geneva", and `<>` alone keeps the lines where the field is filled in.

Two examples

- Suppliers whose name contains "es": in Contacts, tick **Supplier** in the header, then type `es` in the Name filter. Both conditions apply together.
- Purchase invoice entries of 25 December 2025: in the Journal, choose **Purchase Invoice** in the Type dropdown, then type `25.12.2025` in the Date filter.

2.12 Advanced search

Use the advanced search when the column filters are not enough, for example to search on an address, a bank account, a tag or a line of an invoice.

5. Click the funnel icon in the header of the actions column.
6. Fill in only the criteria you need. A record must match all of them.
7. Click **Apply** to return to the list with the result, or **Cancel** to return without it.

- The funnel is highlighted while an advanced search is active. Open it again and use **Clear All** to remove the criteria.
- Some check boxes have three states: click once for "has it", twice for "does not have it", a third time to ignore the criterion.
- Reports use **Advanced Filter** and **Clear Filter** instead, to restrict figures to business units, offices, contacts, orders or articles.

2.13 Exporting, printing and help

- **Export Data** exports the list or report as currently filtered and displayed. Each module offers its own formats (Excel, PDF, XML and others).
- Large exports are prepared in the background and delivered in **My Folder > My Documents > File exports**.
- **Help** opens the help for the page and tab you are on.

2.14 Status, validation and workflow

- Most business records move through statuses (for example Draft, Open, Paid). The status decides which fields and actions are available.
- **Validated** marks a record as checked. Validation can be a step of a workflow defined by your company (Settings > Workflows).
- Tasks waiting for you appear in **My Folder > My Notifications** and in the dashboard widget.

2.15 Questions and problems: sign-in, saving and support

Three checks before anything else

- Refresh the browser and clear its cache. After an update of Wyzio, a browser holding the old version shows *Unexpected Application Error*, empty dropdowns, missing options or a blank sign-in page. A hard refresh fixes it; there is no need to wait.
- Read the message. Most refusals name the missing field, account or setting.
- Check the Error column. Contacts, scans, payables and journal entries flag incomplete records before an action fails.

I forgot my password or my account is blocked. What do I do? On the sign-in page, click **I have blocked my account or forgot my password** and follow the procedure from the start. An account is blocked after 5 failed attempts. Unblocking alone is not enough if your password or code is still wrong, so set a new password as part of the procedure.

My password is right but sign-in still fails. Then the one-time code is wrong. Check that the clock of your phone is set automatically; an authenticator app on a phone with the wrong time produces invalid codes.

Symptom	Likely cause	What to do
Sign-in page stays blank or loops after entering the code	Outdated browser cache	Hard refresh or clear the cache, then retry
"Account blocked"	5 failed attempts	Run the blocked-account procedure from the start and set a new password
Account blocks again right after unblocking	Password or one-time code still wrong	Reset the password; check the phone's clock is set automatically
Message that the account is not eligible to sign in	A Webservice (API) user is being used to sign in	Sign in with a normal user; keep the Webservice user for the API
Everyone in one company is locked out	Unpaid licence invoice, or company data made invalid (for example the main address without a country)	Main user: Pay now in Billing (section 4.6). Otherwise contact support
A module or button is missing	Permissions, licence, or a consolidated company	Ask your administrator to check your roles

Symptom	Likely cause	What to do
Cannot switch company	Outdated browser cache	Refresh, then retry
Save does nothing or fields turn red	Mandatory or invalid field, sometimes on another tab	Check every tab of the record for highlighted fields
"You cannot modify this entry since it is in workflow"	The record is at a step assigned to someone else	Ask that person to process it, or an administrator to remove it from the workflow
Filters and sorting are greyed out	Unsaved changes in the list	Save or discard
"You have opened too many tabs!"	Tab limit reached	Close a module tab
PDF generation runs, then nothing downloads	Browser blocks downloads	Allow downloads and pop-ups for the Wyzio site
Large export seems to do nothing	Prepared in the background	Wait, then look in My Documents > File exports

Contacting support

A precise request is answered faster. Include:

- the company name and its **Organization ID** (Settings > General > System);
- the module, and the number of the invoice, entry or payslip concerned;
- the exact message, as a screenshot;
- what you did just before, ideally as a short screen recording;
- whether refreshing the browser changed anything.

Never send passwords or one-time codes.

3. Dashboard

The dashboard gives an overview of the company through widgets. Each user arranges their own dashboard, separately for each company.

Configuring the dashboard

- Click the padlock at the top left to unlock the dashboard. A pencil appears beside it.
- Click the pencil to switch widgets on or off. Only widgets your permissions allow are offered.
- Drag a widget to move it; drag its bottom right corner to resize it.
- Click the padlock again to lock the dashboard and save the layout.

Widget shortcuts, such as the arrow that opens a report, work only while the dashboard is locked.

Available widgets

Group	Widgets
Cash and liquidity	Treasury, Cash Flow Statement, Liquidity Ratio, Monthly Liquidity, Cash Flow Projection (8, 12 or 16 weeks), VAT
Financial performance	Profit & Loss, Gross Margin, Net Margin, Working capital requirement, Monthly Incomes & Expenses
Sales and receivables	Outstanding Receivables, Average Receivables, Average Weighted Receivables, Clients Breakdown, Clients Over Credit Limit
Purchases and payables	Overdue Payables, Future Payables, Average Payables, Average Weighted Payables, Invoices For Review, Payments to reconcile, Suppliers Breakdown
Documents and scans	Invoice Scans, Purchase Invoice Scans Upload, Document Scans
Operations and admin	Average annual workforce, Workflow Notifications, Registry alerts, Active users

Four widgets let you work directly from the dashboard:

- **Overdue Payables**: select payments and click **Process Payments** to prepare the payment orders.
- **Invoices For Review**: preview each purchase invoice waiting for you and validate or refuse it, or use **Validate All**.
- **Clients Over Credit Limit**: the clients over their credit limit, as found by the nightly check (see 5.9). Hover over the exposure to see its breakdown, double-click a line to open the client, and click **Acknowledge** (or **Acknowledge All**) once you have dealt with it. The client leaves the widget and comes back only if it goes under its limit and exceeds it again.
- **Purchase Invoice Scans Upload**: drop PDF files to upload them as purchase invoice scans.

4. My Folder

My Folder holds what concerns you personally: your profile, time, expenses, documents and tasks.

4.1 My Account

The **Details** tab is your user profile.

Every user can open My Account; no permission is needed.

- **General**: name, first name, gender, birth date, nationality and **Language** (interface and emails).
- **Communications**: email (also your login), phone numbers with international code, addresses and bank accounts.
- **Addresses**: the first address is your main one and is used across Wyzio. Drag another address tab onto the first position to make it the main address; click the cross on a tab to delete one. **To the attention of** prints between the name and the address, for a c/o line for example.
- **Bank accounts**: give each account a short, distinctive name; it is the label shown in dropdowns. An account can be saved with its name only, but once you enter an account number the other fields are required. Type the IBAN without spaces; it is formatted when you leave the field. **Address / Remarks** is free text.
- **Security**:
    - **Change Password**: at least 8 characters with a lowercase letter, an uppercase letter, a digit and a special character.
    - **Two-factor authentication**: scan the QR code with an authenticator app; the app then gives the one-time code asked at sign-in.
    - Scan your QR code again after changing your password or email address, once the change is saved.
    - **Passkeys**: click **Add a passkey** and follow your browser's instructions. **Revoke** removes one.
- **System**: the **Default module** opened after sign-in.

The main user of the subscription also sees two more tabs:

- **Expense Reports**: the list of your expense reports.
- **Billing**: licence type (Free or Premium), the pricing plan with the organizations, users and employees included, **Adjust Units** to change them, the payment method, and **Pay now** for any open licence invoice.

4.2 My Timesheets

Record the time you spend on client orders. Timesheets feed order invoicing.

- **Navigate** with Prev, Next and Today, or pick a date in the calendar. Click a day to see its entries; daily and weekly totals are shown.
- **New Entry**: choose the Date, Client and Order (mandatory), then the Task, Time, Description and whether it is **Billable**. Only orders open for timesheets are offered.
- **Timer**: leave Time empty to get a Start / Stop button on the entry. The time cannot be edited while the timer runs.
- **Submit for Approval**: choose the period and submit. Submitted entries are locked and greyed out.
- **Export** your entries for a period.

4.3 My Expenses

- Record professional expenses, submit them and get them reimbursed.
- **Expenses tab**: statuses are Unsubmitted, Submitted, Approved, Refused and Billed.
    - **Add New Expense**: date, merchant, description, currency, VAT rate and amounts, expense category, and payment type (**Own Resources** to be reimbursed, or **Company Resources**).
    - **Re-bill**: tick it and choose the client and order to invoice the expense to a client.
    - **Receipt**: attach the photo or PDF. It is required for approval.
    - **Submit for Approval**: per line with the action triangle, or for the whole list. A submitted expense can be changed again only if it is refused.
    - **Generate Expenses Invoice**: creates the invoice that reimburses your approved expenses.
- **Expenses Draft tab**: prepare incomplete expenses, then use **Draft to Final** to turn complete drafts into expenses.

4.4 My Documents

Tab	Content
Payslips	All your payslips. Select one to preview it; download or print it with the action triangle.
Other documents	Documents your employer flagged as personal (contract, salary certificates). You can add your own by drag and drop.
File exports	Large exports prepared in the background. Download or delete them one by one or as a selection.

4.5 My Notifications

The tasks waiting for you, created by your company's workflows. One line groups all items waiting for the same action in the same module.

- Click the arrow at the end of a line to open the module showing only those items. Wyzio switches company first if they belong to another company you manage.
- Perform the action (validate, send, pay). Processed items leave your notifications.

4.6 Questions and problems: licences and billing

Where do I see and change our licences? The main user of the subscription opens **My Account > Billing**. **Adjust Units**changes the number of organizations, users and employees. Only the main user can do this.

How do I change the credit card? In the Billing tab, clear the current payment method. At the next licence invoice click **Pay now** and enter the new card; it is saved once the payment succeeds.

Why is our account blocked after a failed payment? Access is suspended while a licence invoice is unpaid. A common cause is a 3-D Secure confirmation that was not completed in time. Use **Pay now**; access returns shortly after the payment goes through.

I have a free employee licence but cannot assign it. Employee licences are pooled across the companies managed together. If another company in the group is one licence short, the free one is counted there. Increase the total.

Someone was set as main user by mistake. Contact support. A main user is invoiced for licences directly, so the change must be reversed by support.

Can an archived or cancelled company be restored? Data is removed some time after licences stop. Recovery from backups may be possible at a cost; contact support.

Symptom	Likely cause	What to do
Adjust Units keeps loading or is not offered	You are not the main user	Ask the main user, or support if that person is away
Timer on a timesheet entry will not stop	Outdated browser cache	Refresh, then stop the timer
An export does not appear in File exports	Still being prepared	Wait and reopen the tab

5. Reporting

Reports are read-only views of your accounting. Most share the same controls.

The Reporting menu is grouped in sections: **Financial Performance** (Profit & Loss, Balance Sheet, Cash Flow, Ratios), **Operations** (Inventories, Fixed assets, Contact balance, Clients Overlimit, Orders Report), **Regulatory Reports** (VAT Report) and **Admin** (Activity Log).

5.1 Controls shared by the reports

- **Period selector**: month, quarter, semester, year, fiscal year, year to date or a custom range. The arrows beside the title move to the previous or next period of the same kind.
- **Advanced Filter**: restrict figures to business units, offices, contacts, orders, article categories or articles. Not available for consolidated companies.
- **Currency** and **As of**: display amounts in another currency at the exchange rate of a chosen date.
- **Show Accounts / Show All**: display the accounts behind each line. Click an account to open the General Ledger on it with the same period and filters.
- **Export Data** exports the report as displayed.

5.2 Profit & Loss

The profit and loss statement for the period, laid out by the P&L template (Settings > Report Templates). Display options:

Option	Adds
Last Year	Same period one year earlier and the year-on-year change
Year-to-Date	Cumulated figures since the start of the accounting year
Margin	Each line as a percentage of the template's reference line
Budget	The budget of the period and its comparison with actuals
Comparison Bar	Comparisons as a percentage or an amount
Monthly	One set of columns per month
Split per business unit	One column per business unit (per organization in a consolidation)

5.3 Balance Sheet

Assets and liabilities at a date, today by default. Type another date and press Enter, or pick it in the calendar. Last Year, Comparison Bar, Margin and Currency work as in the P&L. Double-click an account to open the General Ledger from the start of the accounting period to the report date.

5.4 Cash Flow

The cash flow statement for the period. Its lines come from the **Cashflow** tab of Report Templates; until that tab is set up, the report shows a message instead of figures.

5.5 Ratios

Financial ratios shown as gauges, in four groups: liquidity, profitability, debt and efficiency.

- The middle of each gauge is the industry average. The needle is green when your ratio is better and red otherwise.
- **Previous Period** adds a grey needle for comparison.
- Click the help icon of a gauge for its definition and formula.
- Ratios need the **Ratios** tab of Report Templates to be set up.

5.6 Inventory Report

Quantity and value in stock per physical article at a date,
with **Ordered**, **Reserved** and **Projected Qty**. Value follows the company's inventory valuation method. Double-click an article to open its inventory movements.

5.7 Fixed assets

Fixed assets with their initial value, depreciation and current value. An asset is created automatically when a purchase invoice line is booked on an account set up for fixed assets.

- **Sale asset** (action triangle) opens a prefilled sales invoice.
- **Delete asset** books the remaining value as an extraordinary expense. The asset goes to the Trash Can and can be restored.

5.8 Contact balance

The open balance of each client and supplier at a date, one line per contact and currency. The funnel opens the contacts' advanced search to restrict the report.

5.9 Clients Overlimit

The clients whose exposure is over the **Credit Limit** of their Client tab (see 9.3), as found by the nightly credit limit check. Figures are those of the last check, in company currency; amounts in other currencies are converted at that night's rate. Requires the permission to view the Client tab of contacts.

- **Exposure** = open invoices (unpaid amounts incl. VAT, credit notes deducted, pro formas excluded) + unbilled timesheets + unbilled expenses (re-billable purchase invoice lines not yet billed) + confirmed orders not yet invoiced (incl. VAT, minus the share already invoiced; a periodic order counts for one period). Each part has its own column, followed by the **Exposure** and **Over By**.
- **Since** is the night the client went over its limit, **Last Check** the night the figures were last updated, and **Notified** who received the email.

- Who is emailed: the client's **Default Account Manager** if one is set, otherwise the **Our contact** of each of the client's orders that are neither finished nor cancelled. The email is sent once, the night the client goes over its limit.
- **Status** shows **Acknowledged** with the name of the person, or an **Acknowledge** link. Acknowledging removes the client from the dashboard widget; it stays in this report until it is back under its limit. A client that later exceeds its limit again comes back and is emailed again.
- Filter with the fields under the headers (text, amounts such as >1000, dates or status) and double-click a line to open the client.

5.10 VAT Report

The VAT of the period according to the VAT method of the accounting period. For Swiss companies it follows the official return (figures 200 to 500).

- Choose **Quarter** to prepare a quarterly return.
- **VAT on Sales Invoices** and **VAT on Purchase Invoices** download the invoice detail behind the figures as Excel files.
- **Export Data > VAT Statement** offers four report types: Specimen (your own checks), Report (pre-filled for the official form), XML (upload to the Federal Tax Administration portal, quarter only) and VAT Reconciliation (year-end).
- **Submit Report** (quarter only): once the return is filed, enter the date and attach the document received from the tax administration. Wyzio creates the purchase invoice for the VAT due and the journal entries that settle the VAT accounts. The date must fall in an unlocked accounting period.

5.11 Orders Report

Revenue, costs and profitability per order for the period. Select an order to see the breakdown by Timesheets, Order Lines, Articles, Disbursements and Expenses.

5.12 Activity Log

Who created, modified, deleted, exported or viewed what, and when, plus logins and emails sent. Times are in UTC. Filter by user, module, entity and date to answer questions such as "who modified this invoice?". The arrow at the end of a line opens the record. Each record's own Activity Log tab shows the same history for that record.

5.13 Questions and problems: reports and VAT

How do I book the VAT return? Use **Submit Report** at the bottom of the VAT Report and follow the steps, including uploading the document from the tax administration. All entries are created automatically. Do not book them by hand.

Report lines show no account names. The accounts have no translation in your user language. Add it in the Chart of Accounts.

Symptom	Likely cause	What to do
Cash Flow or Ratios show a message instead of figures	Template tab not set up	Complete Report Templates > Cashflow or Ratios
Report export is empty	Filters exclude everything, or outdated cache	Clear the filters, refresh, retry
VAT report misses invoices	VAT code or date outside the period, or manual entries with a VAT code	Download the Excel detail and check each invoice
VAT detail download seems to do nothing	Large periods take time	Wait for the download to finish
Balance sheet not balanced	Duplicate or incomplete entry	See section 13.5

6. Sales

Sales covers the path from offer to payment reminder: orders, invoices, periodic invoicing and late notices.

6.1 Sales Invoices

The list holds your sales invoices and credit notes, created here or generated from orders.

Statuses: Proforma, Open, Not sent, Unpaid, Overdue, Partially paid, Paid. The status follows validation, sending and payments.

Creating an invoice (Add new invoice, or the + widget):

1. Choose the **Client**. Its defaults are applied: address, currency, VAT, payment terms, accounts and emails.
2. Enter the **Date**. It must fall in an existing, unlocked accounting period. Leave **Number** empty to use automatic numbering.
3. Click **Add new line**. Choose an article (its account and price are filled in) or a sales account, then description, quantity, price, discount and VAT %.
4. Check the **Payment** section: payment method, requested date and amount. **Generate installments** creates several payment lines.
5. Save, then tick **Validated** if your company validates sales invoices.

Proforma: turn the option on to issue an invoice that generates no accounting. Use **Convert pro-Forma** when the sale is confirmed.

Tabs of an invoice

Tab	Content
Details	Header, lines, PDF layout and payments
Advanced	Overrides for this invoice: address, contacts, billing email, specific balance sheet account, VAT type, and the From / To period for accrual accounting
Shipment	Deliveries from stock when the invoice has physical articles. **Deliver All** fills in the remaining quantities
Report	The timesheets invoiced with this invoice
Accounting	The emission entry and payment entries, read-only
Documents	The generated PDF and attachments
Activity Log	History of changes

Actions (action triangle)

- **Validate / Invalidate**. With double validation, two different users must validate.
- **Generate PDF Invoice** for validated invoices and proformas.
- **Send Invoice by Email** for validated invoices, when the client has an email address and accepts e-correspondence.
- **Generate PDF Delivery Slip** when the invoice has shipped articles.
- **Create Credit Note**, **Duplicate**, **Delete**, **Update Allocation Rules** and the workflow actions.

Tick several invoices to validate, generate PDFs or send them in one go. **Export Data** offers the list, the open invoices report, the accrual report or the documents of the selection.

6.2 Orders

Orders are offers, confirmed orders and periodic orders (subscriptions).

Statuses: Offered, Confirmed, Billable, Finished, Cancelled. Billable is not used for periodic orders.

Creating an order

1. Choose the **Contact** (clients only) and enter a **Name**. An order cannot be confirmed if, with it, the client would exceed its credit limit: the same calculation as the nightly check (see 5.9), with this order counted as confirmed. On a new order, **Our contact** is filled in with the client's **Default Account Manager** (Client tab of the contact), unless you have already chosen someone yourself.
2. Set VAT, currency, payment terms and, if needed, a **Minimum amount to invoice**. Below that amount nothing is invoiced and the amounts carry over.
3. Set the **Periodicity**: None for a one-time order, or Daily to Yearly with a start date and invoicing day.
4. Add **Order Elements**: articles, timesheets (per hour or flat rate), re-billed expenses or disbursements. In descriptions, `{period}` is replaced by the invoiced period.
5. Set the hourly price of each **Task** for timesheets.

A periodic order cannot contain physical articles. Its periodicity cannot change once periodic invoices exist.

Invoicing an order (action triangle)

Action	Use
Generate Down Payment Invoice	A down payment for a net amount
Partial Invoice	Selected articles and lines only

Action	Use
Generate Proforma Invoice	A proforma; afterwards the down payment, partial and final actions are no longer offered
Generate Final Invoice	Closes a non-periodic order

Other actions: Validate, Set Confirmed status, Set Billable status, Generate PDF Order, Send Order by Email, delivery slips, Duplicate and Delete. Only Cancelled orders without invoices can be deleted.

Other tabs: Advanced, Shipment, Timesheets, Expenses, Invoices (all invoices generated from the order with % invoiced), Documents and Activity Log.

6.3 Advanced Invoicing

Lists every order period due for invoicing: periods of periodic orders and billable work (timesheets, expenses, order lines).

1. Set the date at the top. All periods due on or before it are listed.
2. Click **Update Amounts** after new timesheets or expenses were recorded.
3. Select the lines (Ctrl or Shift + click for several) and click **Generate Invoices**. Enter the invoice date and confirm.

One sales invoice is created per line. Generation is refused if no numbering pattern exists for sales invoices, or if the date has no accounting period or falls in a locked one.

6.4 Late Notices

Lists overdue invoices, grouped by client or one by one. An invoice is overdue once its requested payment date plus the client's late notice margin has passed.

- **by Client** tab: the left pane lists clients with their overdue and open amounts. Select one to see its overdue invoices on the right, with days overdue and reminder number.
- **Generate Late Notice** and **Generate Client Statement** create the PDF. **Send ... by Email** sends it directly.
- When generating, choose the template set, letterhead, **QR-Bill** and **Increase late notice number**. Leave the last one unticked to reprint a notice without moving to the next reminder level.
- Tick several clients to generate the documents in one go.
- **by Invoices** tab: all the overdue invoices of all clients in one list, oldest due date first, with client, invoice number, currency, overdue amount, reminder number, last notice generated and days overdue. Filter on one currency to get a meaningful total. Double-click an invoice to open it. An invoice paid in installments appears once per overdue installment.

- In the **by Invoices** tab, select one or several invoices (Ctrl or Shift) and use **Generate Late Notice** or **Send Late Notice by Email** at the bottom of the list, or the action triangle of an invoice. When sending, each invoice that can be emailed gets its own email; the others (no email address, or no e-correspondence) are generated together in one PDF to print and post. The button is disabled when the only selected invoice cannot be emailed.
- Late notice fees: with **Increase late notice number** ticked and late notice fees set up (Settings > General > Invoices and System), a **Late Notice Fees** line is added to the sales invoice with the fee of the new reminder level. At the next level its amount is replaced, never added twice. The fee is in the invoice currency, with the same VAT as the other lines, and is included in the amount due and the QR-bill of the late notice. No fee is added when the invoice date is in a locked accounting period.

6.5 Questions and problems: sales

How do I issue QR-bills? Enter the **QR-IBAN** on the company bank account (Settings > General > Details). Ask your bank for the QR-IBAN linked to your IBAN. The QR-bill option then appears when you generate invoices.

Why is the QR-bill page missing for one client? Since August 2026 Wyzio generates QR codes only with structured addresses, as banks require. The building number must be in the **Number** field of the address, not in the street line. A client without an address, or with an address outside the rules, gets no QR-bill. Correct the address on the contact and on the existing invoice.

How do I invoice timesheets? Timesheets belong to an order. Set a one-time order to **Billable**, or make it periodic with status **Confirmed**. It then appears in **Advanced Invoicing**, where you generate the invoice.

A partial invoice no longer offers a line. The line was already invoiced on an earlier invoice, even if you later edited that invoice. Delete the earlier invoice and create it again with the right lines.

How do I mark many sales invoices as sent? Select them in the list and generate the PDFs with the **Sent** option ticked. Or turn the **Unsent Status** off in Settings > General > Invoices if you do not track sending.

How do I reprint a late notice without raising the reminder level? Generate it again with **Increase late notice number** unticked.

Can late notices be sent automatically? Sending is manual from **Late Notices**. Automation is possible through the API.

Why does an invoice have a Late Notice Fees line? It was added when a late notice was generated with **Increase late notice number** ticked, using the Late Notice Fees table in Settings > General > Invoices. Do not rename the line: Wyzio recognises it by its description and would otherwise add a second fee line at the next level.

No late notice fee was added. Check that a **Late Notice Fees** account is set in Settings > General > System (Default Codes) and that the Late Notice Fees table has at least one line. No fee is added either when **Increase late notice number** is unticked, or when the invoice date is in a locked accounting period.

How do I send late notices for many invoices at once? Use the **by Invoices** tab: select the invoices and click **Send Late Notice by Email**. The invoices that cannot be emailed are generated as one PDF instead.

Why do the overdue amount and the open amount differ? Open is everything unpaid; overdue is only what has passed its requested date plus the client's late notice margin.

An invoice has disappeared. Look in **Settings > Trash Can**. It shows who deleted it and when, and lets you restore it.

Symptom	Likely cause	What to do
Sales invoice PDF cannot be generated	No company bank account, or bank account not linked to a ledger account	Add the bank in Settings > General > Details, link it in System > Bank Accounts
QR-bill option or page missing	No QR-IBAN, client without address, address not structured, foreign address or missing reference	Complete the QR-IBAN and put the building number in the Number field
Send by Email not offered	Client has no email or E-correspondence is off	Complete the contact
Symptom	**Likely cause**	**What to do**
Cannot delete an invoice containing articles	Articles already shipped	Remove the shipment date on the Shipment tab, then delete
Cannot record time on an order	Order start date in the future, or order not open for timesheets	Correct the order
Order does not appear in Advanced Invoicing	Status not Billable (one-time) or not Confirmed (periodic)	Set the status, then Update Amounts
Generate Invoices refused	No numbering pattern, or date in a missing or locked period	Set the pattern in Settings > General > Invoices; check Accounting Periods

7. Purchases

7.1 Purchase Invoices

Supplier invoices are created manually, from finished scans or from expense reports.

Statuses: Draft, Unpaid, Overdue, Partially paid, Wired, Paid.

Recording an invoice

1. Choose the **Supplier**. Its defaults are applied: currency, VAT, accounts, payment terms and method.
2. Enter the **Invoice date** (in an unlocked accounting period), currency and reference.
3. **Amounts**: one line per VAT rate. Enter the rate and one amount; the others are calculated.
4. **Attribution**: book the net amount on one or more accounts, with an optional allocation and From / To dates for accrual accounting.
5. **Payment**: the account it is payable by, the supplier bank account or QR reference, requested date and amount.
6. Turn **Draft** off to finalize. No accounting exists while the invoice is a draft.
7. Tick **Validated** if your company validates purchase invoices.

Actions: Validate / Invalidate, **Refuse** (emails the reason to the supplier and moves the invoice to the Trash Can), Update Allocation Rules, Duplicate, Delete and the workflow actions.

Tabs: Details, Advanced (specific balance sheet account, VAT type and code), Shipments (receipts into inventory), Accounting, Documents and Activity Log.

Payments are sent to the bank from **Payments > Payables**; bank statements then reconcile them automatically.

7.2 Invoices Scan

This module collects supplier invoices to be recorded: PDFs sent to your company's scan email address and files uploaded here. Wyzio reads each document and pre-fills the data.

Statuses: New, Recognizing (being read, cannot be changed), Draft, Finished.

1. **Upload Scans**, or forward the PDF to the scan email address (Settings > General > System).
2. Select a scan to preview the document. Double-click to open it beside the data.
3. Check supplier, date, currency, amounts per VAT rate, attribution and payment. The **Error** column flags scans with missing data.
4. Set the status to **Finished**. The scan becomes a purchase invoice and leaves the list.

Other actions

- **Send To Recognize** runs the recognition again.
- **Clear Data** empties the recognized data to start over.
- **Change document type** files the scan as an ordinary document when it is not an invoice.
- **Organization** moves a scan received by the wrong company.

With **Treat all PDFs as purchase invoices** (System tab), every PDF received by email lands here instead of in Documents.

7.3 Questions and problems: purchases and scans

The Validated switch is missing on scans. It appears only when your company validates purchase invoices. Turn validation on in **Settings > General > Invoices**.

The Swiss VAT options do not appear for a supplier. They depend on the supplier's main address being in Switzerland. For a supplier in Liechtenstein, choose **Native**.

My emailed invoices arrive in Documents, not in Invoices Scan. Turn on **Treat all PDFs as purchase invoices** in Settings > General > System, or use **Define as purchase invoice scan** on each document.

Symptom	Likely cause	What to do
Scan stuck in Recognizing	Recognition did not complete	Wait up to one hour for the automatic release, then Send To Recognize
Scan returns to Draft when finished	Missing or inconsistent data, for example the invoice reference	Complete reference, amounts, attribution and payment
Supplier created twice from scans	Name differs between invoices or QR codes	Merge the contacts (section 9.6)
VAT prefilled although you use a flat or net tax rate	Recognition proposes the VAT read on the document	Check the VAT section before finishing
Invoice entry appears twice or thrice in the ledger	Entry generation was interrupted	Open the invoice and save it again to regenerate its entry
Foreign currency payment books an unexpected amount	Exchange rate of the day differs from the bank's	Enter your own rate for that date in Settings > Currencies, then save the invoice again

8. Payments

Payments is where money leaves and enters: you send supplier and salary payments to the bank, follow what clients owe, and match bank statements.

8.1 Payables

All payments your company has to make: purchase invoices, salaries and refunds of sales credit notes.

Process Payments

1. Select the payments (Ctrl or Shift + click for several). The number and amount selected are shown at the bottom.
2. Click **Process Payments**.
3. Choose the **Payable By** bank account, an optional **Override Planned Date** and the **Fees Split**.
4. Click **Generate**. Wyzio creates the pain.001 payment file for your e-banking, or sends it through EBICS when configured. The sent date is filled in.

Generation is refused when a beneficiary has no bank account or an incomplete address, when the payable-by account is not linked to a bank, or when a reference or QR data is invalid. The message names the problem; the **Error** column flags these payments in advance.

Other actions

- **Modify Payment** changes the requested, planned or sent date. **Remove Sent Date** lets you generate a payment again.
- **Enter Value Date** records a payment made, with bank account and bank charges. Normally the bank reconciliation does this for you.
- **Open in module** opens the invoice or payslip behind the payment.

8.2 Receivables

All payments you are waiting for: unpaid sales invoices and refunds expected from suppliers.

Action	Use
Enter Value Date	The payment was received in full. Add bank charges or a loss on debtor if needed.
Value Date for Selection	Record several payments at once.
Partial Payment	The client paid part of the amount. The rest stays open as a new line.
Postpone Requested Date	Give the client more time; the invoice becomes overdue only after the new date.
Change Payment Method	Change the account on which the payment is expected.

A value date cannot fall in a locked accounting period.

8.3 Reconciliation

Matches bank statement movements (CAMT files) with open invoices and payments, and books them. Most lines reconcile automatically; the rest wait here.

Importing statements

- With EBICS configured, statements arrive automatically.
- Otherwise click **Upload Camt file** and select the camt.053 or camt.054 file from your e-banking.
- The file's IBAN must match a bank account of the current company.
- When you have both files, import the camt.054 (detail of grouped payments) before the camt.053 (account statement).
- A message summarizes the import: lines uploaded, reconciled automatically, added for manual reconciliation, and skipped because already present.

Completing a line manually

1. Double-click the movement. Set the **Contact** if it was not recognized.
2. Click **Add Reconciliation Line**, select the invoices or payslips it pays, and click **Add to table**.
3. For a movement without invoice (bank interest, internal transfer, tax), use **Add Journal Entry** and enter the accounts.
4. Use the line's action triangle for **Split Payment**, **Bank Charges**, **Loss On Debtors** or **Add Allocation**.
5. When **Unattributed** reaches zero, the movement is matched. Save, then **Reconcile**.

Only matched lines can be reconciled. **Archive** downloads the original CAMT files by date.

8.4 Questions and problems: bank and payments

How do I connect my bank? Sign an EBICS contract with your bank, then enter the client and user numbers in **Settings > General > System > EBICS**, generate and initialize the keys. The initialization letter is emailed to the user who generated the keys; sign it and send it to the bank. Wyzio supports EBICS 3.0.

My bank appears only once but I have several accounts. There is one EBICS contract per bank. Ask the bank to group all your accounts in that contract.

Can I pay suppliers without uploading a file to e-banking? Yes, if your EBICS contract allows it and **Order transmission** is on. Depending on the bank, you still approve the orders in e-banking.

How do I book card acquirer settlements or bank lines without an invoice? In Reconciliation, use **Add Journal Entry** on the line. For an acquirer payout, book the gross amount against your credit card clearing account and enter the fees on the line.

Symptom	Likely cause	What to do
No automatic statements for several days	EBICS keys or contract problem	Check the EBICS status in System. If the bank reports unknown identifiers, contact the bank; otherwise contact support
CAMT upload imports 0 payments	Wrong company or IBAN, lines already imported, or a file problem	Check the IBAN and the import summary. If it still fails, send the file to support before booking the payments by hand
Payment file rejected by the bank	Supplier QR data with an unstructured address, missing bank account or incomplete beneficiary address	Correct the supplier address and bank data, Remove Sent Date, generate again
Error when sending payments	Order transmission is on but the bank contract does not allow it	Turn it off in the EBICS settings and upload the file in e-banking
Payment not matched to its invoice	Reference or amount differs	Open the line, Add Reconciliation Line, select the invoice
Payments booked twice	Value date entered by hand and statement also reconciled	Use one method only. Ask support to remove the duplicate

Symptom	Likely cause	What to do
"Period is locked" when entering a value date	The date falls on or before Lock until	Use a later date or unlock the period in Accounting Periods

9. Contacts

A contact is a person or a company. Roles decide what it can do in Wyzio, and each role adds a tab.

- Clients, suppliers, employees and users are all contacts. A contact can also have no role at all.
- One contact can hold several roles at once, each with its own information.
- Contacts belong to one company and are shared by its users, within their permissions.

9.1 The list

- Click the person or building icon to show only individuals or companies.
- Tick **Client**, **Supplier**, **Staff** or **User** in the header to keep the contacts with that role.
- **Error** flags contacts with missing or invalid information, for example an expired work permit.
- **Add New Contact** creates one; the icon beside it imports a vCard.

Actions (action triangle): Delete, Archive / Un-archive, **Merge Contact** and Export vCard. Merging deletes the current contact and transfers its invoices, entries and documents to the chosen one. It is not available for staff and users.

9.2 Details tab

- **Roles**: individuals can be Client, Supplier, Staff and User; companies can be Client and Supplier. A role cannot be removed while invoices, orders or payslips depend on it. The Staff role needs a free license.
- **General**: type (Individual or Corporation), name, language, and for companies the UID (formatted CHE-xxx.xxx.xxx and checked) and NOGA code. Changing the type loses the data specific to the old type.
- **Communications**: phone numbers with international code, email (unique per contact) and **E-correspondence**. Documents are emailed to the contact only when E-correspondence is on.
- **Addresses**: click the + tab to add one. The first address is the main address. A Swiss postcode with a single locality fills in the city.
- **Bank Accounts**: once an IBAN is entered it must be valid, and the BIC and bank name become mandatory.
- The name of an address or bank account is its label in dropdowns across Wyzio, for example when you choose the invoice address. Choose names you will recognize.

What each role requires before you can save

Role	Required
Any contact	Name for a company; name and first name for an individual
Client	Nothing more
Supplier	Nothing more
Staff	Nationality, gender and birth date; for non-Swiss nationals, the work permit type and its expiry date. The OASI number is requested but not mandatory
User	Email address. Then send the sign-in instructions (section 9.5)

9.3 Role and information tabs

Tab	Shown for	Content
Client	Clients	Defaults for orders and sales invoices: office, business unit, account manager, currency, VAT number and rule, discount, addresses, billing and late notice emails, payment terms, late notice margin, credit limit, article discounts, Advanced Invoicing note
Supplier	Suppliers	Defaults for purchase invoices: accounts, currency, VAT rule and rate, payment terms, payment fees split, early payment discounts
Staff	Employees	Everything needed for payslips and Swissdec declarations (see below)
User	Users	Login email, user groups, permission tree per organization, API token, Active switch
Balance	Clients and suppliers	Accounting movements with the contact and running balance
Registry	Companies	Official commercial registry data for the UID, refreshed daily, with SOGC publications
Documents	All	Contracts and correspondence. Flag Personal tag makes a document visible to the person in My Documents
Other	All	Communication log, additional information fields and tags
System	All	External ID

Tab	Shown for	Content
Activity Log	All	History of changes

Client tab fields

A field named "Default" that you leave empty takes the company setting.

Field	Meaning
Default Business Unit	The department that normally handles this client
Default Account Manager	The employee in charge of this client: proposed as Our contact on new orders and emailed when the client exceeds its credit limit. Only active employees are offered
Default Account for Payments	The account on which the client normally pays
Default Attribution Account	The revenue account proposed on invoice lines, for example 3000 Sales of goods. Only accounts with the Sales Invoices usage filter are offered
Default Balance Sheet Account	The receivables account used when the invoice is issued, for example 1200. Balance sheet accounts only
Default Payment Currency	ISO code, for example CHF or EUR
Default Order Address, Default Invoice Address	The addresses proposed on new orders and invoices
VAT Number	The client's VAT number, printed on invoices
VAT Type	Swiss companies only: Automatic, 220 Tax-exempt revenue, 221 Revenue from abroad, 230 Revenue excluded from the scope of tax without option, 235 Decreases in revenue, 280 Miscellaneous
VAT %	The rate proposed by default, from the rates of your company's country
Requested Payment Terms	Days the client has to pay, usually 30

Field	Meaning
Late Notice Margin	Days after the due date before a late notice is due. With 30 days of terms and a 30-day margin, the first notice comes from day 61
Client Discount Rate	Percentage applied to every invoice for this client
Credit Limit	Maximum exposure, in company currency: open invoices, unbilled timesheets and expenses and confirmed orders not yet invoiced. Checked when an order is confirmed and every night (see 5.9). Empty or 0 for no limit
Order Validity	Days an offer stays valid for the client to accept
Advanced Invoicing Note	A reminder shown when you generate this client's invoices in Advanced Invoicing, for example to check the address

Supplier tab fields

Field	Meaning
Default Business Unit	The department that normally handles this supplier
Default Account for Payments	The account from which you normally pay the supplier
Default Attribution Account	The expense account proposed on purchase invoices
Default Balance Sheet Account	The payables account used when the invoice is booked. Balance sheet accounts only
Default Payment Currency	ISO code, for example CHF or EUR
VAT Number	The supplier's VAT number
VAT Type	Swiss companies only: 400 Input tax on material and service costs, 405 Input tax on investments and other operating expenses, or No VAT
VAT %	The rate proposed by default
Requested Payment Terms	Days the supplier gives you to pay, usually 30

Field	Meaning
Payment Fee Split	Who bears the bank charges: charged to the beneficiary, shared (the default for Swiss and SEPA payments) or charged to the orderer

9.4 Staff tab

Many of these fields are sent to the authorities through Swissdec, so they must be accurate.

- **Employee Info**: OASI (AVS) number, work permit and expiry for non-Swiss nationals, job title, employment start and end.
- **Family Info**: marital status, working spouse, family members and child deduction dates. Used for tax at source and family allowances.
- **Timesheet Pricing**: Enforce Timesheets, cost per hour, and the price per hour invoiced, optionally per client, order or task.
- **Calendar Year**: the salary configuration is kept per year, in one or more periods. Periods cannot overlap. **Copy Previous Period** copies the previous configuration.
- Payslips can be generated only inside a salary period. To add a period, end the previous one before 31 December and use **Click to add**: the new period starts the next day and, by default, ends on 31 December.
- **Copy Previous Period** copies Salary Info, Employee Group, Payslip Setup, Payslip Table and Salary Certificate Notes.
- **Salary Info** (per period): salary type (Monthly or Timesheet), amount or hourly wage, occupancy, vacation days, occupational pension base, employees group, bank account, and **Source Tax** with canton and scale.
- Also in Salary Info: the **payroll currency**, which may differ from the company currency; the **capacity** in hours per week, used for timesheet statistics; and, with Source Tax, the **total occupancy** across all employers, which sets the rate.
- **Workplace**: offices and percentage in each, totalling 100%.
- **Accounting Group**: how the salary cost is split between business units and offices.
- **Payslip Table**: salary lines specific to this employee, such as a bonus or deduction, with start and end dates.
- Each payslip line takes a value or a percentage, never both. The base of a percentage comes from the salary configuration. Every line prints on the payslip.
- **Salary Certificate Notes**: the check boxes and notes printed on the salary certificate.
- The two check boxes are **Free transport to work** and **Canteen meals / meal vouchers**.

9.5 Giving someone access to Wyzio

1. Open the person's contact and enter an email address.
2. Tick the **User** role and save.
3. On the **User** tab, tick each organization the person may access and select one or more roles. Or tick **Staff** for employee-only access.
4. Click **Send Instructions**. The person receives an email with their QR code and the steps for the first sign-in. Check that **Active** is on.
5. To block access later, turn **Active** off.

9.6 Questions and problems: contacts and users

Who can unblock a user or resend the authenticator QR code? Anyone in your company with permissions on users can do both from the contact's **User** tab. You do not need support for this.

Can the same email be used for two users? No. The login email on the User tab must be unique across Wyzio. A person who works in two separate companies needs a different login email in the second one. The contact's own email, used for documents, may be repeated.

Which email appears on invoices, the login email or the contact email? The contact's email in the Details tab. The login email on the User tab is used only to sign in.

How do I get API access? Create a dedicated user with the **Webservice** role and generate its token on the User tab. A Webservice user cannot sign in to the application, and a normal user cannot call the API.

Why can't I merge two contacts? Both must be of the same type (individual or company) and have the same roles. Give the second contact the missing role, then merge. Staff and users cannot be merged.

The name of a company contact changed by itself. The name follows the UID. If the UID belongs to another company, the registry name replaces yours. Correct the UID.

How do I show my job title on orders and invoices? It comes from the **Staff** tab of your own contact. Ask someone with access to that tab to change it.

Symptom	Likely cause	What to do
New user refused, "email already used"	Login email exists for another user	Use another login email
Cannot tick the Staff option or create an employee	No employee licence free in the pool	Add employee licences in Billing (section 4.6)
New contact refused for unpaid licences	Open licence invoice	Main user: Pay now in Billing
E-correspondence cannot be ticked	Contact has no email	Enter the email first
Country or other list is empty	Outdated browser cache	Refresh, then retry

10. Inventories

10.1 Articles

Articles are what you sell and buy.

Type	Meaning
Product	A physical good, managed in stock
Service	Work or a service, not stocked
Bundle	A set of articles sold together at one price

- **General**: ID/SKU (unique), name, category, measurement unit, EAN, weight, **Manufactured** and **Archived**.
- **Pricing**: currency, net unit cost, % margin and net unit price. Change one and the others are recalculated. Sale account and default sale VAT are proposed on document lines.
- **Articles Included** (bundles): the articles of the bundle with quantity, price and discount.
- **Localization**: name and description per language, printed in the client's language.

An article used in inventory movements cannot be deleted; archive it instead.

10.2 Article Categories

A tree of categories and sub-categories used to filter articles and reports.

- **Create**: use **Click to add**, type the name and press Enter.
- **Rename**: double-click the category.
- **Organize**: drag and drop. Dropping slightly to the right of another category makes it a sub-category.
- Creations, renamings and moves are kept only after **Save**. A deletion is saved immediately and removes the sub-categories too.
- A category that still has articles cannot be deleted. Move the articles to another category first.
- **Export Data** downloads the list as an Excel file. Sub-categories are listed under their parent, without indentation.
- Example: Beverages, with Alcoholic, Fruit juices and Sodas beneath it; Organic food, with Vegetables and Fruits.

10.3 Inventory Movements

Every movement of physical articles in and out of stock.

- **Shipment** movements are created automatically by deliveries on orders and sales invoices and by receipts on purchase invoices. They are read-only; change them through the originating document (**Open in module**).
- **Manual** movements are yours: an inventory count, a loss or an initial stock. Use **Add inventory movement** and enter date, In or Out, article, quantity and, for incoming movements, total cost.
- Outgoing cost is calculated from the stock by the company's valuation method.

A movement date cannot fall in a locked accounting period.

11. Documents

All documents of the company: files attached to contacts, invoices and entries, and documents received by email or uploaded that are not linked yet (**Unassigned**).

- Select a document to preview it on the right; click the preview to enlarge it.
- **Add new documents** uploads files. In the details, set date, title, contact, module and entity, tags and comments.
- **Define as purchase invoice scan** moves an unassigned supplier invoice to Invoices Scan.
- **Open in module** opens the invoice or entry the document belongs to.
- Tick several documents to **Download Selection** as a zip file or **Delete Selection**.

Anywhere a record has a Documents tab, you can drag and drop files onto the list. The record must be saved first.

12. Staff

Staff is the manager's side of time, absences, expenses and salaries. Employees record their own time and expenses in My Folder.

12.1 Timesheets

The timesheets of all employees.

Statuses: Unsubmitted, Submitted, Approved, Rejected, Billed.

- **Approve / Reject** (action triangle) for submitted timesheets. A rejected timesheet returns to the employee for correction.
- **Approve Selection / Reject Selection** below the list handle the whole current list. Filter first.
- **Create** records time on behalf of an employee.
- Each timesheet shows the **Billable Rate** (from the order's task price), the **Cost Rate** (from the employee's Staff tab) and the billable amount.
- Approved billable time is invoiced through Orders and Advanced Invoicing.

12.2 Team Review

An overview of the time recorded by your team for a period: hours by status, share of billable hours, and capacity per employee.

- Select an employee to see the days and approve or reject the submitted time.
- **Open Details** opens Timesheets filtered on the period to correct entries.

12.3 Payroll

Payslips are calculated from each employee's Staff tab and the company's salary configuration, then booked.

Statuses: Not Sent, Unpaid, Wired, Partially paid, Paid.

Monthly run

- Click **Generate Payslips**. Enter the payment date and select the employees. The list shows who already has a payslip for the month.
- Click **Generate Salaries**.
- Open a payslip to check its lines: base amount, employee rate and amount, employer rate and amount.
- Use **Generate PDF Payslip** or **Send payslips by email** (the employee needs an email address and E-correspondence).
- Pay the net salaries from **Payments > Payables**. Salary payments can be made confidential on the bank statement.

Corrections

- **Update Payroll** recalculates a payslip with the current salary information, for example after correcting the Staff tab.
- **Adjust Payroll** adds the adjustment lines calculated by the system, for example to correct contributions over the year.
- A payslip can no longer be modified once its accounting period is locked or once it has been declared to Swissdec. Correct on a later payslip.

Export Data menu

Group	Items
Reports	Salary Summary, Annual OASI Certificate, Annual Insurances Declaration, Salary Certificates, Source tax Declaration, Salary Categories File, Annual payroll account
Swissdec (ELM)	Yearly Declaration, Monthly Declaration, prospective annual declaration (BVG), EMA announcement (entries, withdrawals), rectification (replace salary certificates), Swissdec Status
Generation	Generate Year Payrolls

The company's Swissdec certificate must be imported before any transmission (Settings > General > Salary tab, see 14.1).

Swissdec declarations

All Swissdec tools are in the **Export Data** menu of Payroll. They use the year and month chosen in the **Year** and **Month** filters of the payroll list (Rectification has its own year). Before the first transmission the company needs: an active Swissdec certificate, the funds, insurers and Swissdec Recipients of the year (Settings > General > Salary tab), the tax-at-source debtor number (**DBT number**) of each office, and complete staff data (OASI number, employment start, date of birth, address with canton, job title and education level).

Which tool, when

- **Swissdec Declaration**: the annual salary declaration, once the payroll of the year is complete. It goes to the compensation fund (AHV/AVS, FAK/CAF), the insurers (UVG/LAA, UVGZ/LAAC, KTG/AMC), the pension fund (BVG/LPP), the cantonal tax office for cross-border commuters and, if you tick it, the Federal Statistical Office (BFS/OFS).
- **Swissdec Monthly Declaration**: tax at source, every month in which staff are taxed at source. Each canton is addressed separately and receives only its own employees; the BFS statistics can be added.

- **Swissdec EMA announcement (entries, withdrawals)**: every month, the people who entered, left or changed (for example FAK canton, BVG code or activity rate), to the AHV, FAK and BVG. No amounts are sent; the AHV returns a proof of insurance for each person.
- **Swissdec prospective annual declaration (BVG)**: once a year, in January: the BVG code and expected annual salary of everyone with a BVG contribution in the January payroll, whatever month is selected.
- **Swissdec rectification (replace salary certificates)**: replaces salary certificates already issued for a past year. Sent to the tax administration only.
- **Swissdec Status**: follows every declaration of the year (see below).

Sending the annual or monthly declaration

- Set the **Year** filter (and the **Month** filter for the monthly declaration), then choose the declaration in **Export Data**.
- **Plausibility check before sending**: errors (for example no BFS data, a missing debtor number, an end date before the entry date) block the submission until the staff or payroll data is fixed. Warnings (for example a missing date of birth, ZIP or weekly working time) let you send, but Swissdec will most likely answer with the same warnings.
- **Recipients** (annual): the ticked domains are forwarded by the Swissdec distributor to the institution. The ticks come from Swissdec Recipients in Settings > General > Salary; BFS statistics always start unticked and must be chosen for each submission. A domain without a configured institution cannot be selected.
- **Cantons of the month** (monthly): tick the cantons to declare. A canton already declared for the month cannot be sent again; the others can follow in a second submission.
- **Negative AHV wage** (annual): if someone's AHV wage of the year is negative and the compensation office has already been told how the correction is split over the earlier years, enter the date of that notification.
- **Test declaration (Swissdec TestCase)**: leave it unticked for a real declaration. Tick it only when the Swissdec coordinator asks for a test; the institutions do not process a test declaration.
- Click **Submit**. Wyzio shows the job reference and opens **Swissdec Status** on the declaration. While a declaration is awaiting confirmation, the same period cannot be submitted again.

Following a declaration: Swissdec Status

- Choose the declaration in the list (date, kind and ID). A **TEST** badge marks test declarations.
- The verdict moves from **awaiting confirmation** and **validity check in progress** to **processing at the institutions**, then **accepted**, **partially accepted** or **rejected**. Wyzio asks Swissdec for the status automatically, first after 30 seconds and then less and less often; the refresh icon (**Check status now**) asks immediately. Without an answer after 7 days the declaration is marked **failed**.
- One line per institution shows its status (accepted, accepted with warnings, processing, error, ignored), the notifications from Swissdec or the institution, and the action required.
- **Start completion** opens the institution's completion page with the key and password filled in (copy them if needed); do it before the date shown. **Open dialog** lets you answer the institution's questions directly in Wyzio (fields marked * are mandatory), then **Send answers**.
- **Fetch result** asks the institution for its result and quittance once processing is over. Depending on the institution you then get the **Proof of insurance (PDF)** of an EMA announcement, to hand to the employees, the BVG **Receipt** (insured staff and contributions) or the **Canton answer** for tax at source.
- **Signed request** and **Signed response** download the messages exchanged with Swissdec (XML), for your records or for support.
- If a submission failed after it may have reached Swissdec, the period stays blocked so that it is not sent twice. Check with Swissdec using the request ID shown; only if the declaration did not arrive, click **Release the submission** and send it again.

Corrections after a declaration

- Once the annual declaration of a year is accepted (or partially accepted), the payslips of its months are frozen. Correct the data and submit the annual declaration again: it is sent as a substitution of the accepted one (**Submit as substitution**) and the institutions process the new declaration instead. A pending or rejected declaration does not freeze the payslips.
- A monthly declaration cannot be substituted. Correct the month with the next monthly declaration, or contact the canton.
- **Canton answer**: the canton may reverse a month or expect another tariff from a given month. Fix the tariff in the employee's salary configuration; the corrections go with the next monthly declaration. Corrections for the previous year are possible until the end of March.
- **Rectification**: choose the **Year** and the **Contact** printed on the certificates, tick the people whose certificate must be replaced and, if the original was issued outside Swissdec, enter the **Date of the faulty certificate**. An optional **Remark** goes into field 15. **XML preview** and **PDF of the new certificates** let you check before you **Submit**.

12.4 Absence Management

Records absences and follows vacation balances, in hours.

- **Year overview**: per employee, vacation rights, previous year's balance, hours used and retained balance, with one column per month.
- **Month view**: click a month header. Weekends and public holidays are highlighted. Click a day to add, modify or delete an absence.
- **Add absence**: staff, type (Vacation, Accident, Sickness, Moving house, Wedding, Child birth, Mourning, Army/civil protection, Other), period and hours per day.
- A vacation beyond the available balance triggers a warning; the negative balance carries over to the next year.

Vacation rights come from the Staff tab; public holidays from Salary Config. Absences feed payroll and Swissdec declarations.

12.5 Expenses

The expenses of all employees.

1. **Approve** or **Reject** submitted expenses, one by one or with **Approve Selection**.
2. Click **Generate Expenses Invoice**. Wyzio creates one purchase invoice per employee and currency, with receipts attached. The expenses become **Billed**.
3. Pay the invoice like any purchase invoice, from Payables.

Re-billed expenses are invoiced to the client with their order.

12.6 Questions and problems: payroll and time

Why can I no longer generate payslips for some employees? Since July 2026 each employee on payroll needs an **employee licence** and the **User** role with the **Staff** option ticked on the User tab. Add employee licences in Billing, then set the role. Employees then see their payslips and salary certificates in My Folder.

I corrected a payslip of someone who left and have no licence free. Temporarily deactivate another employee, assign the freed licence, generate the payslip, then swap back.

What is the OASI fund number? The official number of your compensation fund in the format xxx.xxx. It must exist in the Swissdec register; a mistyped number is refused.

Why does tax at source vary from month to month for hourly staff? For hourly wages the rate is set each month from that month's pay extrapolated to a year.

An amount deducted from the employee is not on the salary certificate. Not every deduction belongs in a certificate box. Some can only be mentioned in the comments (box 15).

Symptom	Likely cause	What to do
Employees missing from Generate Payslips	No employee licence, or the contact is not a User with the Staff option	Add licences, set the role
Fund or insurer number refused	Not in the Swissdec register, often a typing error	Check the number on the fund's or insurer's correspondence
Contribution missing or wrong on payslips	Line not assigned to the employee's group, or no row starting 1 January	Check the Contributions Table and group assignment, then Update Payroll
Payslip cannot be changed	Period locked or already declared to Swissdec	Correct on the next payslip
Payslip email not offered	Employee has no email or E-correspondence is off	Complete the contact
Swissdec transmission refused	Certificate missing, pending or expired	Check the Swissdec Certificate section in Settings > General > Salary
New employee group or setting not visible	Outdated browser cache	Refresh
Team Review shows nothing for a period	Timesheets imported without a status	Contact support
Employee cannot record time on an order	Order start date in the future, or order not open for timesheets	Correct the order

13. Accounting

13.1 General Ledger

Every line of every journal entry, account by account. It is the most detailed view of your books.

- Filter on an **Account** and a date range to see one account's movements. Totals appear at the bottom.
- The filters at the top restrict the ledger to business units, offices, contacts, orders, articles or article categories.
- The **Description** filter starts searching from **3 characters**; with 1 or 2 characters the ledger is shown unfiltered.
- Foreign currency columns show the original amounts; the header currency selector displays totals in another currency.
- **Open in Module** (or double-click) opens the invoice, payslip or expense behind a line. **Open in Journal** opens the entry. **Open Document** opens the attachments.
- **Export Data** exports the ledger as filtered; **Configure Sorting Options** sets multi-level sorting. **Generate PDF** prints it.

13.2 Journal

All journal entries, one line per entry. Most are generated by other modules; manual entries are created here.

Creating a manual entry

1. Click **Add New Entry** (or use the + widget).
2. Enter the date, in an unlocked accounting period, and a description.
3. Add lines: account, debit or credit, foreign currency amount if the account is in another currency, and an optional allocation.
4. Total debits must equal total credits. Save.

- **Duplicate Entry** copies an entry, for example a recurring one. **Reverse Debit/Credit** swaps the sides to cancel an entry.
- **Update Exchange Rate** on a line recalculates the company amount at the rate of the entry date.
- **Upload Entries** imports manual entries from Excel; **Download Template** gives the file to fill in.
- Generated entries are read-only. Change them through the document that created them (**Open in module**).

13.3 Balance

The trial balance: each account with movements in the period, with total debits, total credits and ending balance. Total debits must equal total credits.

- **Last Year** adds the same period of the previous year.
- **Error** flags accounts holding entries with errors.
- **Open in General Ledger** shows the entries behind an account.

13.4 Budget

Budgets hold planned amounts per period for each line of a report, usually the P&L. The **Active** budget of a fiscal year feeds the Budget columns of the P&L report.

- **Add New Budget**: choose the fiscal year, name and type, then type amounts in the grid. **Show Accounts** lets you budget account by account.
- **Copy a previous FY** fills the grid with the actual figures of an earlier year.
- **Download Budget** and **Upload Budget** let you work in Excel.
- **Create Sub-Budget** restricts a budget to an office, business unit, contact, article or order.

The active budget cannot be deleted. Activate another one first.

13.5 Questions and problems: accounting

Why doesn't the trial balance match the General Ledger balance? The Balance shows movements between two dates. Until the previous period is closed, there are no opening entries; select from the start of your books or close the period.

Why are unrealized FX gains not booked? By the prudence principle, only unrealized losses are provisioned. Gains on one group of invoices are not offset against losses on another.

I imported the wrong file with Upload Entries. Delete the imported manual entries from the Journal, or ask support to remove the batch.

Symptom	Likely cause	What to do
Balance sheet not balanced	Duplicate or incomplete entry	Use the Error column of Balance and General Ledger to find it. Saving the source invoice again regenerates its entry
Opening balances look wrong in the new year	Manual year-end entries reversing automatic FX provisions	Book the matching correction at the start of the new year
Foreign currency entry looks wrong in the ledger	Line saved without its company-currency counter-value	Complete both amounts, or use Update Exchange Rate

Symptom	Likely cause	What to do
Entry cannot be saved, "period is locked"	The date falls on or before Lock until	Use a later date or unlock the period
An entry exists with no source document	The source was deleted or its entry was duplicated	Check the Trash Can; contact support to remove an orphan entry
General Ledger export is empty	Filters exclude everything	Clear the filters and export again

14. Settings

Settings configure the current company. Most pages need administrator permissions.

14.1 General

The company's own record, in tabs.

Details

- **General**: name, main language and other languages, base currency, UID, taxpayer ID number, managing company, parent company, NOGA code, start date and auditor.
- **Address**: one tab per office. The first is the main office; its country and region apply to all offices and set the regional salary rules and holidays. Each office can hold DBT and BUR numbers, weekly working hours and the **Inventory location** flag.
- **Bank Accounts**: name, IBAN, BIC, bank name, **QR-IBAN** for Swiss accounts and **Use for reconciliation**. Each bank account must also be linked to a ledger account in the System tab.

Templates

- Create **template sets**, for example one per brand. Each set holds the company logo, letterheads (portrait, second page, landscape) as PDF files, and one layout per document type: sales invoice, late notice, payslip, sales order and delivery note.
- You choose the template set each time you generate a document.

Invoices

Section	Main settings
Purchase Invoices	Default payment terms, validation (None, Single, Double), Scans Treated by Managing Organizations, Skip the Draft Status, accrual accounting, planned payment offset, default payment method
Sales Invoices	VAT number, Invoice Numbering pattern, accrual accounting, payment method and terms, Use timesheets, validation, Unsent Status, invoice conditions and custom email per language
Late Notices	Payment terms after a notice, conditions, custom email, and the Late Notice Fees table: one fee per reminder level, shown once the Late Notice Fees account is set in System
Orders	Reference numbering, timesheets, expenses and disbursement accounts, order validity, validation, Unsent Status, terms and custom email

Section	Main settings
Disbursement Fees	Fees added to orders by order amount
Tasks	The tasks available in timesheets, with default hourly rate

Numbering patterns combine free text with `{Year;####}`, `{Month;##}`, `{Day;##}` and `{Number;####}`. Example: `Invoice_{Year;####}-{Number;####}` gives `Invoice_2026-0043`.

Condition and email texts accept placeholders such as `{Pay Terms}`, `{Invoice Number}`, `{Client Name}`, `{Requested Date}`, `{Requested Amount}`, `{Bank Account Number}` and `{VAT}`.

Salary

Most settings are stored per calendar year. Check the **Calendar Year** field before changing anything.

- **General**: Unsent Status for payslips, and automatic provisions for untaken vacation with their four accounts.
- **Employee Groups**: categories of employees with different contributions or salary lines.
- **Salary**: wage agreement, and per office the OASI fund and child support agency with their official numbers, salary certificate comments and Swissdec recipients. Fund numbers must exist in the official Swissdec registers or saving is refused.
- **Contributions Table**: one row per contribution line (AVS, LAA, LPP and others) with insurer, insurer number, contract, code, start date, employee and employer rates and limits. Each line needs a row starting on 1 January. **Copy Previous Year** copies last year's rows.
- **Employee Group Lines Assignment**: tick which contribution lines apply to which group.
- **Salary Table**: salary lines applied to all employees or to one group.
- Use the Salary Table for items that concern everyone for a limited time, such as a year-end bonus. The lines print on each payslip.
- **Holidays**: company-specific holidays only. National and regional holidays come from the system.
- **Accounting**: the ledger accounts each salary line is booked to, with **Copy Previous Year**.
- The Accounting table gives each salary line up to three accounts: **Balance Sheet**, **P&L - Operations** and **P&L - Admin**. The employee's Accounting Group on the Staff tab decides which P&L account is used.

- An employee split between groups is booked pro rata. With 80% Admin and 20% Operations, 80% of each amount goes to the Admin account and 20% to the Operations account, each with its business unit.
- **Swissdec Certificate**: status (No certificate, Pending, Active, Expired, Failed). Use **Request certificate**, then **Sign** with the one-time password received; or **Import .p12 file**.

System

- **System**: inventory valuation (FIFO, LIFO, Average, Unit, Trading; fixed once movements exist), **Organization ID** (quote it when contacting support), **Email for document scans**, **Treat all PDFs as purchase invoices**, automatic synchronization of contacts.
- **SMTP Server**: use Wyzio's default server, or your own with Basic authentication or OAuth2 (Microsoft, Google, Yahoo). **Test connection** checks it.
- **Default Codes** and **VAT**: the accounts used for automatic entries, and the VAT supplier. All are mandatory except the **Late Notice Fees** account: without it no late notice fee is applied and the Late Notice Fees table of the Invoices tab is hidden.
- **Accrual Accounting**: accounts required when accrual accounting is on.
- **Bank Accounts**: links each bank account to a ledger account defined as a payment method.
- **EBICS**: add your bank, enter the client and user numbers from your EBICS contract, then **Generate keys** and **Initialize keys**. Your bank may require a signed initialization letter before the connection is active.
- Before generating keys, the bank account must exist in the Details tab.
- After **Generate keys**, you receive an email from `system@wyzio.com` with the initialization letter. Sign it and return it to your bank.
- When the bank confirms that the contract is active, come back to this section and initialize the keys. The button is then replaced by the status **Initiated**.

Registry, **Documents** and **Activity Log** show the official registry data, the company's own documents and the full change history.

14.2 Business Units

A tree of departments or cost centres used to analyse costs and revenues.

- **Click to add** creates a unit. Double-click renames it. Drag and drop reorganizes; dropping slightly to the right makes a sub-unit.
- Changes are kept only after **Save**. A deletion is immediate and removes the sub-units.

A unit used in accounting entries cannot be deleted.

The action triangle also offers **Modify** and **Delete**; a deletion asks for confirmation.

Business units serve analytical accounting, for example a P&L per unit. Example: Sales, with Marketing, National Sales and International Sales beneath it.

Export Data downloads the list as an Excel file. Sub-units are listed under their parent, without indentation.

14.3 Chart of Accounts

- **Account Number**: digits only, unique, same length as the existing accounts.
- **Account type**: Balance Sheet, P&L or System. **Currency** cannot change once entries exist in another currency.
- **Start / End / Active**: an inactive account is no longer offered in dropdowns but still appears in reports.
- **Translation**: the account name in every company language.
- **Fixed Assets**: depreciation type for balance sheet accounts enabled for purchase invoices.
- **Usage filters** decide where the account is offered: Purchase Invoices, Sales Invoices, Expenses Report, Cash Account, Payment Method, FX Autoadjustment, Business Unit Split.

An account with journal entries cannot be deleted. ***Duplicate*** *copies an account; enter a new number.*

14.4 Accounting Periods

One period per fiscal year.

Statuses: Active (current open period), Opened (open but not active, such as next year created in advance), Closed.

- **VAT Rule**: None, effective method (Agreed Service or Received Compensation), net tax rate method (NTDR, with rates and accounts) or flat rate method. Any rule other than None needs a Premium licence.
- **Lock**: turn **Unlocked** off and set **Lock until**. Entries, invoices and payments dated up to that date can no longer be created or changed.
- **Close Period** creates the opening entries in the following period.
- **Re-open** works only on the last closed period.
- **Fiscal Year** must be unique. You can choose from five years back to five years ahead.
- **Start** defaults to the day after the previous period ends.
- With the net tax rate method, enter **Rate 1** and **Rate 2** (type 1.5 for 1.5%) and the accounts each rate applies to.
- Changing the VAT rule changes your VAT reporting and requires the agreement of the tax administration.

Actions offered by the action triangle

Period is	Actions
Opened and unlocked	Close, Lock
Opened and locked	Close, Unlock
Closed (always locked)	Re-Open

Closing is refused when:

- no following period exists yet;
- entries of the period have errors;
- invoices of the period are still in draft or not validated;
- sales invoices are not sent, when the Unsent status is used;
- no Unrealized FX Loss account is set in the System tab.

14.5 Currencies

Your company's own exchange rates.

- Wyzio imports official rates for CHF and EUR against about 80 currencies every working day. These system rates apply by default and are not listed here.
- A rate entered here applies only on its own date and takes precedence that day.
- To use your own rate over a period, enter the first day in **Date** and the last in **Date Range (Until)**. One rate per day is created.
- A rate works in both directions.

14.6 Report Templates

Defines how reports are built from your accounts.

Tab	Purpose
Profit & Loss, Balance Sheet	The lines of each report: order, hierarchy, type (title, Accounts or Calculations), accounts included, sign and margin reference
Cashflow	Maps each cash flow item to lines of the two templates above. All items are mandatory
Ratios	Maps each ratio component to lines of the two templates. All items are mandatory
End of Year Assets, Liabilities, Income Statement	Assign your accounts to the fixed lines of the electronic annual statements (eCH-0276). Every account must be assigned

Drag and drop lines to reorder them. Cashflow and Ratios are not available for consolidated companies.

14.7 Security & Permissions

- A **Role** is a set of permissions on modules, tabs and sections: View, Create, Modify, Delete, Export.
- For some modules, View, Modify and Delete are a choice: **None**, **All**, **Owner** (only entries the user created) or **Workflow** (only entries sent to the user by a workflow).
- A **Super-Role** groups roles and inherits their permissions.
- Permissions always go through a role. A user with several roles gets the sum.
- **Global roles** from Wyzio are read-only. **Duplicate** one to adapt it.
- New permissions apply the next time the user signs in.

A role assigned to a user or included in a super-role cannot be deleted.

14.8 PDF Templates

The layouts offered in General > Templates. Types: Sales Invoice, Late Notice, Salary Slip, Sales Order, VAT Report, Delivery Note, General Ledger.

- A template is a .zip archive with `Master.jasper` at its root, in JasperReports 7 format. Older files upload but fail when a PDF is generated.
- **Duplicate** a global template to make your own variant. **Download Template** gives you the archive as a starting point.

14.9 User Groups

- A **Group** lists users and the roles they all receive.
- A **Super-Group** is computed from other groups, either by simple selection or by a rule with union (∪), intersection (∩) and difference (\). It carries no permissions and is mainly used in workflows.
- User groups are unrelated to the employee groups of payroll.

14.10 Workflows

A workflow says who must do what, in which order, for purchase invoices, sales invoices, orders or timesheets.

1. Choose the **Module**, a name, and turn **Active** on.
2. In the first box (the trigger), choose the event, for example Create/Modify. Restrict it by clients or suppliers, or click the funnel to set conditions.
3. Add a box per step with **+**: Validate, Generate payment, Generate PDF/Send and others. Choose the **Users & Groups** responsible, or **System** to automate the step.
4. Tick **Can Modify** if the step's users may edit the entry.
5. Save.

Example: for purchase invoices above CHF 5,000, set the trigger to Create/Modify, click the funnel, enter `>5000` in the total amount, then add a Validate step for the Management group.

An entry can be in only one workflow at a time. Two active workflows cannot share the same trigger configuration.

14.11 Allocations

An allocation rule splits the accounting of invoice lines between business units, offices or accounts. Example: rent split 60% Geneva, 40% Lausanne.

- **Filter**: which purchase or sales invoices the rule applies to (contact, reference, status, account, currency).
- **Rules**: one line per share. Percentages must total exactly 100%.
- Only the journal entry is split; the invoice is unchanged.
- A new rule applies to invoices created or validated from then on. Use **Update Allocation Rules** on existing invoices.

14.12 Trash Can

Deleted items with date, user and module.

- **Preview** opens the deleted item. **Restore** puts it back.
- Restoring is refused when the item is dated in a locked accounting period, when the invoice is linked to a sales order, or when an account number in it exists again.

14.13 Questions and problems: settings and closing

Why can't I close the period? See the list in section 14.4. The usual causes are invoices not validated, sales invoices not marked as sent, and missing default accounts in the System tab.

Invoices are "not validated" but we do not use validation. Validation was on when they were created. Turn it on in the Invoices tab, save, turn it off, and save again.

Can I remove default accounts I do not use? No. The system needs every default code in the System tab, even for features you do not use.

Is there a report of users and their permissions? Not yet. It is on the development list.

Symptom	Likely cause	What to do
Company settings will not save, even for an unrelated change	A mandatory setting added by an update is empty (social insurance data in Salary, Supplier Discount account in System)	Complete the field named in the message, then save
Salary settings refused after entering an insurer number	The number is on a fund fee line; a fund is not an insurer	Remove the insurer number from that line
Period will not close, empty or unclear message	Default accounts missing in System	Fill in every Default Code and VAT account
Period will not close, invoices named	Draft, unvalidated or unsent invoices	Validate or send them from the list (section 6.5)
Emails not delivered from your own server	SMTP settings or expired OAuth authorization	Test connection in System; reconnect if asked
Custom PDF template uploads but PDFs fail	Template in JasperReports 6 format	Convert it with Jaspersoft Studio 7
EBICS shows keys not generated	Keys never initialized, or the bank does not know the identifiers	Generate and initialize the keys; check the numbers with the bank
Item cannot be restored from the Trash Can	Locked period, link to a sales order, or account number reused	Unlock the period or resolve the conflict first

Symptom	Likely cause	What to do
Cannot add a second language	Outdated browser cache	Refresh, then retry

15. Admin

Page	Purpose
Organizations	All companies you can access. Add new organization creates one from a NOGA code or a template organization, with its first fiscal year and VAT type. Add new consolidation groups several companies. Archive, un-archive or delete from the action triangle.