Newsletter

May 2019

Blue Tuesday Ltd

Hello again and welcome to our latest newsletter.

Do get in touch if there's anything you'd like to talk to us about.

Making Tax Digital Update

We've just successfully tested the MTD part of the programme on another site. Many thanks Louise!

If your VAT stagger ends at the end of May and you don't have any adjustments or EU transactions, please would you give us a call so we can talk about submitting your return the new way during June?

We look forward to hearing from you.

We would like to do a few more monitored submissions as we've noticed that HMRC requirements differ according to which of their servers you're directed too (well, that's what it looks like). The date format appears to be an issue — sometimes they want the year in four- digit format, sometimes in two, and, on one occasion, a mix of two and four. We have modified our software to deal with this but want to do some more test submissions before we put the software on general release to everybody.

Registering for MTD is a relatively straightforward procedure. You'll need your VAT number, Government Gateway details and password. Businesses that currently pay VAT by Direct Debit cannot sign up in the 7 working days leading up to, or the 5 working days after their VAT Return is due.

Two days before our dd payment was due, we received a very courteous email from HMRC reminding us that they would shortly be taking the due amount direct from our bank account.

Blocked Emails

We have recently had a few requests from users, sometimes long-standing clients, who seem to have had to repeatedly email for information or who have noticed that our invoices aren't getting to them.

Closer investigation reveals that some IT firms have taken it upon themselves to block our emails from getting through to our customers. This means all emails, even replies, from us don't get into your inbox, which from our point of view is a bit frustrating, but from your point of view makes us look like we're incompetent and/or don't care about our clients once they become our clients, neither of which is true in any way!

You all know that we work remotely. We use the phone and/or remote desktop support whenever possible, emails rather than post, online banking rather than issuing cheques or queueing in the bank, all things that save time and costs. It makes us, we hope, more efficient and keeps our as low as possible which of course helps us to keep our prices low which, in turn, helps you, and we hope this is mutually beneficial but are always happy to talk if you have a problem with this or any other thing we do in connection with your and our business.

We log onto your computers to deal with support queries, installations and downloads. We try to send all "paperwork" - newsletters, invoices, statements and so on - via email. It means you get them much quicker than if we posted them, that you can distribute them to your colleagues and/or even save them electronically if you wish. But if our emails are blocked on your system, sadly it means that you don't get them, and may not even be aware that we're trying to get in touch.

If you go a whole month without hearing from us, especially when there's something exciting like an update or Making Tax Digital coming up, please would you get in touch and ask us to email you just to check if messages are being blocked.

Hints & Tips

Floating Forms/Timer

Did you know that we can move the floating forms and timer icons? Screens come in different shapes and sizes, so we have to be able to do this so that different users can see these "floaters", and a move applies only to each individual screen. If you'd like yours moved, please let us know.

Likewise, we can change what you have on your individual floating forms list. Or have the timer deactivated. Again, please ask.

Conflict Search

A user got in touch recently with a problem. When she ran a conflict search, saw the results, went to print, closing the details screen to see what was behind it, but the printed version showed #name? in the criteria header. When we tried it, we got a proper print with the requested criteria information at the top of the page. The solution? Don't close the search screen until you've clicked on the report page behind it and printed this. Closing the search screen removes the criteria information from the report details and so, whilst the details will print on the report, the criteria won't because it's been closed. The same applies if you do a conflict search from within Matters as it pulls up the same search. If you want to test this, rather than using up paper, export the report to a pdf file. The result will be the same.

Phone Number & Email details

The phone number and email details of clients is held within the client information, not the matter. If you'd like to be able to see these when looking at a matter but without having to go into the client details, pop them into the notes box on the matter. They will show in the matter notes box on ledger card and time record printouts as well as the matter details view.

Archive Location and Destroy Date

If you'd like to store the archive location and destroy date information on a matter, you can do so in the matter notes, but also within the matter details. In the Admin menu, go to Data Names and for each worktype set up two fields – archive location and destroy date. The relevant information can be put in there when a file is closed, and can be looked at through a matter enquiry or ledger report, but also through the (Reports Menu) Report Generator, Case Data tab. We're here to help if you'd like clarity or help on this. A word of warning though – you'll need to be consistent on input format if you want to get a report out, so make sure that your archive location is always, for example, Box 1245, and the date is always done in the same format, for example, August 2023 or 08/23.

Remote Support

We have changed from Zoho Assist to AnyDesk as our go-to remote support tool. We're finding that the login is much quicker, and (so far, fingers crossed) screen corruption is much less, which together should enable us to deal with your support calls more efficiently. A link to AnyDesk can be found on our website, www.bluetuesday.co.uk, under Downloads, then Others. At some future date, we may try to incorporate a link within the programme, although we are aware that this won't help if you're struggling to get into the programme, so it will remain on our website.

Angela

Just a quick reminder that Angela will be out of the office for two weeks commencing June 10th.

Please would you try to email us with your queries and suggestions instead of ringing. Thank you.

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