BizHub365

USER MANUAL · EDITION 1.0

Run your whole business from one simple system

The complete handbook for CRM, bookings, invoicing, banking, payroll, reporting, and HMRC Making Tax Digital.

EDITION
1.0 · September 2026

PLAN
BizHub365 One · £29/month

FORMATS
Web · Print (A4) · EPUB

OPERATOR
Tweed Tyne Technologies Ltd

FRONT MATTER

About this edition

Edition 1.0

September 2026. Describes the live BizHub365 One product.

Print

A4 colour. Enable background graphics. Running headers and page numbers print automatically.

Ebook

Download the EPUB from the toolbar. Chapters reflow on phones and e-readers.

HMRC

Recognised MTD software. Recognition number AN9C2Y.

© 2026 Tweed Tyne Technologies Ltd. All rights reserved. BizHub365 is a product of Tweed Tyne Technologies Ltd, 5 South Charlotte Street, Edinburgh, Scotland, EH2 4AN. Registered in Scotland SC874131. ICO ZC184042.

This manual is for customers and accountants using BizHub365. It is not tax, legal, or accounting advice. Feature availability can depend on your role, VAT registration, payroll setup, and operator feature flags. Prices are shown exclusive of any store-tax presentation at checkout and may change.

BizHub365 is not affiliated with Konica Minolta or Microsoft.

FRONT MATTER

Contents

Page numbers appear in the printed and PDF editions.

PART I · GETTING STARTED · CHAPTER 1

Welcome to BizHub365

BizHub365 is one connected workspace for customers, bookings, invoicing, banking, payroll, reporting, and HMRC Making Tax Digital.

BizHub365 is UK cloud software for small businesses, sole traders, and the accountants who look after them. It is built and operated by Tweed Tyne Technologies Ltd in Edinburgh. One subscription covers the whole business — there are no per-user fees.

What you can run from one login

Win work

Keep customers, quotes, a public booking page, and a digital business card in one place.

Get paid

Raise invoices, take card payments, chase reminders, and match bank receipts.

Stay compliant

Double-entry books, VAT and ITSA submissions, RTI payroll, and statutory reports.

Work as a team

Owners, staff, subcontractors, and accountants each see the tools that match their role.

Who it is for

Trades, salons, consultants, landlords, shops, cafés, and professional firms all use the same platform. When you choose a sector during setup, BizHub365 orders the menu and dashboard around the work you actually do.

- Sole traders and limited companies who want books, invoices, and tax in one system.
- Service businesses that take appointments and want a public booking page.
- Retailers who need stock and orders next to invoicing.
- Accountants who manage several client businesses without paying a seat fee.

NOTE

BizHub365 is not related to Konica Minolta Bizhub printers or to Microsoft 365. It is independent UK business software.

How this manual is organised

Read Part I if you are new. Use the later parts as a desk reference when you need a specific job done. Each chapter starts with where to click, then the steps, then the settings that change the behaviour.

Part	Use it when you need to
I · Getting started	Create the account, learn the layout, invite people, and manage billing.
II · Customers	Store contacts, take bookings, and share your card.
III · Money	Quote, invoice, spend, project, bank, and sell stock.
IV · Books and tax	Report, pay staff, and submit to HMRC.
V · Run the business	Brand documents, connect apps, import data, and work with an accountant.

TIP

Keep this guide open while you click through a new area for the first time. The chapter titles match the names you see in the navigation bar.

PART I · GETTING STARTED · CHAPTER 2

How to use this guide

The same document is the on-screen handbook, the print edition, and the ebook.

Reading on screen

Open bizhub365.com/guide from any browser. The left-hand contents stay in view. The gold and navy bar at the top prints the page or downloads the PDF and EPUB files.

Printing

Choose **Print** and set the paper size to A4. Headers, page numbers, and a table of contents with page references are included. Print colour as-is so the navy cover, step numbers, and callout boxes stay readable.

- A4 portrait, colour, two-sided if your printer supports it.
- Enable backgrounds / background graphics in the print dialog.
- Bind or hole-punch on the left; margins are already set for that.

Ebook

Download **BizHub365 User Manual.epub** for Apple Books, Kindle (after conversion if needed), Kobo, or any EPUB reader. Chapters reflow to the screen size. Colour callouts remain, page furniture does not.

Conventions

You will see	It means
Where to find it	The menu path from the signed-in navigation bar.
Numbered blue steps	Do these in order.
Tip	A faster or safer way to do the same job.
Note	Background that changes how a screen behaves.
Caution / Important	A step that can lock records, submit to HMRC, or delete data.

NOTE

This edition describes BizHub365 as it shipped in September 2026. HMRC modules can be hidden by the operator if a service is temporarily offline. Menu labels that you do not see are usually gated by role, plan, or VAT / payroll setup.

PART I · GETTING STARTED · CHAPTER 3

Create your account and business

Signup is three short steps: your details, the business, then a 14-day trial.

Where to find it: Sign Up Now

Start at bizhub365.com and choose **Sign Up Now**, or go straight to `/mybusiness/onboarding/`. If an accountant sent you a referral link, use that URL so they are connected automatically.

Step 1 — Your details

1. Enter your name and the email address you will use to sign in.
2. Create a password and accept the terms.
3. Choose whether you want product update emails.
4. Complete the security check and continue.

Step 2 — The business

1. Enter the trading name customers will see on invoices and the booking page.
2. Choose the legal type: sole trader, limited company, LLP, partnership, or freelancer.
3. Pick the sector that is closest to your work. This sets the default dashboard and menu order.
4. Add the address. Type-ahead helps you complete UK addresses.
5. If you are a limited company, search Companies House to pull the company number and registered office.
6. Add a VAT number if you are registered, and upload a logo if you have one.

TIP
You can finish the profile later in Settings → Business settings. A complete profile makes invoices, payroll, and HMRC submissions much smoother.

Step 3 — Start the trial

Checkout is handled by Stripe. Enter a card to start the **14-day free trial** of BizHub365 One. You are not charged until the trial ends. Cancel in Settings → Subscription before day 14 and you pay nothing.

What BizHub365 prepares for you

As soon as the business exists, the system seeds a usable workspace:

- Monday–Friday operating hours, 09:00–17:00.
- Standard UK public holidays.
- A first-run task list on the dashboard.
- A private iCal key for your booking diary.
- A dashboard card order that matches your sector.

First-week checklist

1. Open the dashboard and complete the business profile.
2. Add yourself (and any staff) under Settings → User management.
3. Create one customer and one invoice so you can see a PDF.
4. If you take appointments, set booking services and share the public booking link.
5. Upload a recent bank statement and walk through the pre-ledger.
6. If you are VAT registered, connect HMRC from Settings → Connect.

NOTE
Welcome emails arrive on day 1, with follow-up tips around day 3 and a bank-connection nudge around day 7.

PART I · GETTING STARTED · CHAPTER 4

Find your way around

The navy bar is the same on every page. Sector and role change what it contains, not how it works.

Home **Customers** **Finance** **Reports** **Settings**

Customers	Outstanding	HMRC VAT
128	**£4,260**	**Due 7 Oct**

The dashboard summarises customers, money, HMRC status, and the next jobs on your list.

Sign in

Where to find it: **Log In**

Sign in with the email and password you registered. BizHub365 then asks for a second check: a 6-digit code emailed to you, or an approval from a registered mobile app. Email codes expire after five minutes.

The navigation bar

After you select a business, the top bar is your map of the product. A **Create** (+) menu on the right is the fastest way to start an invoice, quote, booking, customer, or expense.

Section	What lives there
Home	Dashboard, KPIs, tasks, HMRC and subscription status.
Customers	Customer list, records, tags, and interaction notes.
Bookings	Diary, new booking, and booking settings.
Finance	Invoices, quotes, payments, expenses, suppliers, purchase orders, assets, CIS.
Projects	Jobs, dispatch, time, tasks, and snags.
Orders	Sales orders, products, and stock.
Banking	Statement upload, pre-ledger matching, and rules.
Reports	Standard reports, custom reports, ledger, and journals.
Payroll	Employees, pay runs, FPS, EPS, timesheets (when enabled).
Tax	HMRC Hub, VAT returns, and ITSA (when eligible).
Settings	Profile, branding, users, integrations, import, audit, billing.

The dashboard

Where to find it: **Home**

The dashboard is a set of cards. Typical cards include opening hours, upcoming holidays, customer counts, recent transactions, last bank import, top ledger balances, HMRC status, subscription, permissions, recent activity, and tasks.

> **TIP**
> Drag cards to match how you start the day. The order is saved for you on that business.

Switching business

Most users belong to one business and land there automatically. Accountants and subcontractors who work with several businesses use the switcher in the accountant or staff bar at the top of the screen.

Your personal account

Where to find it: **Your avatar** → **Password / Contact information / Delete account**

Change your password and contact details from the avatar menu. Deleting the login is separate from deleting a business — see Chapter 22.

PART I · GETTING STARTED · CHAPTER 5

Roles, permissions, and your team

Access is per person, per business. Invite people once and they keep working under the role you chose.

Where to find it: Settings → User management

The permission flags

Every person linked to a business has a permissions record. Tick only what they need. Staff member, accountant, and subcontractor flags override the ordinary ticks.

Flag	What it allows
Can view	Read lists, records, and reports. No create or edit.
Can edit	Create and update everyday records (invoices, customers, bookings).
Can manage users	Invite, remove, and change other people’s roles.
Can manage billing	Open Subscription and the business deletion wizard.
Staff member	Sees Home and their own bookings only. Ignores the other ticks.
Accountant	Works across several client businesses, full nav, no billing. Free — not a trial.
Subcontractor	Sees Home, My Work, expense claims, and timesheets only. Can belong to several businesses.

CAUTION

A regular user can belong to only one business. If someone needs two businesses, invite them as an accountant or a subcontractor, or they need a second login.

Invite a colleague

1. Open Settings → User management.
2. Enter their email and choose the flags for their job.
3. Send the invite. They have seven days to accept the link.

4 When they accept, their account is created or linked and the permissions you chose are copied across.

What each role sees

- **Owner / editor** — full menu and the Create (+) menu.
- **Viewer** — lists and reports only.
- **Staff member** — Home and My Bookings.
- **Subcontractor** — Home, My Work, My expense claims, My timesheets.
- **Accountant** — full client nav plus a teal accountant bar and client switcher.

TIP

Use staff member for reception or field workers who only need the diary. Use viewer for a bookkeeper who should read but not post.

PART I · GETTING STARTED · CHAPTER 6

Subscription, trial, and billing

BizHub365 One is £29 a month, unlimited users, with a 14-day free trial.

Where to find it: Settings → Subscription

The plan

BizHub365 One is the current plan: CRM, bookings, invoicing, banking, payroll, VAT MTD, ITSA, orders, multi-currency tax, audit trail, and priority support. One subscription covers every user you invite.

Item	Detail
Plan	BizHub365 One
Price	£29 / month (inc. VAT treatment as shown at checkout)
Trial	14 days. Card taken at signup, charged only when the trial ends.
Users	Unlimited. No per-seat fee.
Contract	No fixed term. Cancel at any time.
Web billing	Stripe Checkout
Mobile billing	Apple In-App Purchase or Google Play Billing

NOTE

Older Standard (£29) and Pro (£59) labels still appear on some legacy subscriptions. New signups are BizHub365 One.

During the trial

- You have the full product.
- Cancel before the 14th day and the card is not charged.
- If you cancel after you have been billed, access continues to the end of the paid period.

Manage the subscription

1. Open Settings → Subscription.

2 Check the plan, renewal date, and payment method.

3 Use the Stripe or store flow shown on the page to update the card or cancel.

4 Promo codes can be validated from the subscription page when you have one.

Who does not need a paid subscription

- Accountants registering at /accountant/register/ — free, not a 14-day trial.
- People invited into a business that already subscribes.
- Demo or operator-managed training businesses.

CAUTION

Billing permission is separate from edit permission. Only people with **Can manage billing** can change the subscription or start the delete-business wizard.

PART I · GETTING STARTED · CHAPTER 7

Mobile app and desktop install

Work from the browser, install the desktop app, or use the iOS and Android apps.

In the browser

bizhub365.com is the full product. Use it on any modern desktop or tablet browser. Chrome, Edge, Firefox, and Safari are supported.

Install on the desktop (PWA)

BizHub365 can be installed as a desktop app from the browser. Look for **Install App** in the navigation bar or the footer.

1. Open bizhub365.com and sign in.
2. Choose Install App when the prompt appears.
3. Confirm in the browser dialog. BizHub365 opens in its own window next time.

NOTE

The desktop install is online-first. You still need a connection for invoicing, payroll, and HMRC.

iPhone and Android

Download **BizHub365** from the App Store or Google Play (bundle `com.tweedtyne.bizhub365`).

- Sign in with the same email as the web app.
- Approve web logins from the app instead of waiting for an email code.
- Create and review invoices, quotes, payments, bookings, customers, and expenses.
- Open reports, HMRC VAT and ITSA, payroll, and your digital business card QR code.
- Subscribe through Apple or Google if you started on mobile rather than Stripe.

TIP

Register the phone as a trusted device the first time you sign in. After that, a tap on the phone can approve a desktop login.

PART II · CUSTOMERS · CHAPTER 8

Customers

The customer record is the hub for invoices, bookings, statements, and the work you do for them.

Where to find it: Customers → All Customers

Add a customer

1. Open Customers → All Customers and choose **Add customer**, or use Create (+) → New Customer.
2. Enter first name, last name, and email. Email is stored encrypted.
3. Add phone, billing address, country, and region.
4. If they are VAT registered, store their VAT number.
5. Set a preferred currency if they do not pay in sterling.
6. Save. The record appears in search and on invoice/booking pickers.

What you can keep on the record

Field	Why it matters
Name and email	Used on documents and for sending invoices, quotes, and statements.
Address	Printed on PDFs and used for tax jurisdiction.
VAT number	Shown on invoices when you trade with VAT-registered customers.
Preferred currency	Defaults the currency on new sales documents.
Tax jurisdiction override	Use only when the automatic country/region treatment is wrong.
Tags	Filter lists and exports (VIP, trade, landlord, and so on).
Interactions	A dated note of calls, visits, and follow-ups.

Tags

Where to find it: **Customers** → **Customer Tags**

Create tags once, then apply them on the customer record. Use tags to export a subset or to find every customer in a campaign.

On the customer page

Open any customer to see their invoices, quotes, bookings, payments, and notes in one place. From here you can:

- Edit or delete the record (if you have edit permission).
- Add an interaction.
- Send a customer statement.
- Start an invoice, quote, or booking already linked to them.

TIP

Export the customer list as CSV or PDF from the manager when you need a mailing list or a backup of contacts.

NOTE

Personal data is encrypted at rest. Treat exports as confidential and store them only where your privacy policy allows.

PART II · CUSTOMERS · CHAPTER 9

Bookings and your public booking page

Run the diary yourself, let customers self-book, and sync the calendar to Google or Microsoft.

Where to find it: Bookings → View Diary

Set up booking before you share a link

Where to find it: Bookings → Booking Settings

1. Create appointment types (for example Cut and finish, Boiler service, Site survey). Add duration and price.
2. Add staff members who can take those appointments.
3. Set each person’s availability. Bookings only offer slots that are free and inside working hours.
4. Check Settings → Operating hours and Settings → Holidays so closed days are blocked.

Create a booking yourself

1. Choose Bookings → New Booking, or Create (+) → New Booking.
2. Pick the customer, appointment type, staff member, start, and end.
3. Add the cost if it is not filled from the appointment type.
4. Save. The slot appears on the diary and on that customer’s record.

Let customers book themselves

Every business has a public page at `/book/<business-id>/`. Share it on your website, in email signatures, or on your digital business card.

1. Open the public booking URL while signed out to see what customers see.

2. The customer chooses a service, a person, and a free slot.
3. They receive the booking; you see it in the diary.
4. They can cancel later using the personal cancel link they were sent.

Sync the diary

An iCal feed is created when the business is set up. Add that feed URL to Google Calendar, Outlook, or Apple Calendar to see BizHub365 bookings alongside everything else.

TIP

Staff members only see their own bookings. That is useful for therapists, tutors, and engineers who should not see the whole diary.

NOTE

A WordPress booking widget is available from Integrations if your site runs on WordPress.

PART II · CUSTOMERS · CHAPTER 10

Your digital business card

A public B Card is a shareable page and QR code for your trading details and booking link.

Where to find it: **Your public card** → **/bcard/<business-id>/**

The B Card shows your business name, logo, and the custom links you add — website, booking page, Instagram, phone, and so on.

1. Open the B Card for your business.
2. Add or remove custom links from the authenticated controls.
3. Share the URL or the QR code from the mobile app.

TIP

Put the B Card QR on van livery, invoices, and reception so new customers land on booking or WhatsApp in one scan.

PART III · MONEY · CHAPTER 11

Quotes and invoices

Price the work on a quote, convert it when the customer says yes, then send a branded invoice that posts to the ledger.

Where to find it: Finance → Create invoice

Create an invoice

1. Choose Finance → Create invoice, or Create (+) → Invoice.
2. Select the customer. Currency and tax jurisdiction default from their record and your business settings.
3. Set payment terms and the due date.
4. Add line items — description, quantity, unit price, and VAT rate. Add time items if you are billing hours.
5. Fill any custom fields you have created (PO number, site address, job reference).
6. Save. Preview the PDF, then email it or copy the customer payment link.

What happens in the books

Saving an invoice posts double-entry journals automatically: debit debtors, credit revenue (and VAT as required). You do not type the journal yourself.

Send, lock, and remind

- **PDF** — branded with your colours, logo, and template blocks.
- **Email** — uses your invoice email template. You can resend later.
- **Payment portal** — a public link the customer can open without logging in. Card payments go through Stripe Connect if you have connected it.
- **Lock** — stop accidental edits. Invoices linked to a submitted VAT return are locked for a reason.
- **Reminders** — BizHub365 can email upcoming, due-today, 1–3 days overdue, 7–14 days overdue, and a final notice.

CAUTION

Do not unlock and rewrite an invoice that has already gone into a submitted VAT return. Raise a credit note instead.

Quotes

Where to find it: **Finance** → **Create quote**

1. Create a quote the same way as an invoice — customer, lines, terms, custom fields.
2. Email the branded PDF.
3. When the customer accepts, convert the quote to an invoice. Line items and totals copy across.
4. Optionally create a project from the quote if the work will run for more than a single invoice.

Customers can also accept or decline a quote from the project portal when you have shared that link.

Recurring invoices

Where to find it: **Finance** → **Recurring invoices**

Use a recurring schedule for retainers, rent, or maintenance contracts. Create the template, set the frequency, and toggle the schedule on. Pause or delete it from the same list.

TIP

Design the invoice PDF once in Settings → Branding & templates. Every invoice you send then looks like your business, not a generic form.

PART III · MONEY · CHAPTER 12

Payments, credit notes, and statements

Record money in, put money back with a credit note, and send a statement when a customer asks what they owe.

Where to find it: Finance → Payments

Record a payment

1. Open Finance → Create payment, or record it from the invoice.
2. Choose the customer, the invoice (or leave it unallocated), the amount, date, and method.
3. Save. The journal debits bank (or the payment account) and credits debtors.

If a bank receipt arrives before you know the invoice, it can sit as an **unallocated receipt**. Match it later from Finance → Unallocated receipts or from the banking pre-ledger.

Card payments on the invoice

Connect Stripe Connect under Settings → Integrations. Customers open the invoice portal and pay by card. The payment lands in your Stripe account and is recorded in BizHub365.

Credit notes

Where to find it: Finance → Credit notes

1. Create a credit note against the customer and the original invoice lines as needed.
2. Email the credit note. The ledger reverses the relevant revenue and debtor balances.

Customer statements

From the customer record, send a statement that lists open invoices and payments. The email uses your statement template so it matches the rest of your paperwork.

TIP

Turn on high-confidence auto-match in banking settings if customers pay with the invoice number in the reference. Exact amount plus a recognised reference can become a payment without you clicking.

PART III · MONEY · CHAPTER 13

Expenses, suppliers, and purchase orders

Capture spend from a photo, an email inbox, or a form — then approve it and keep CIS and assets in the same books.

Where to find it: **Finance** → **Expense list**

Add an expense by hand

1. Choose Finance → Create expense.
2. Enter the supplier, date, net, VAT, category, and a short description.
3. Attach a receipt image or PDF if you have one.
4. Save. The journal debits the expense account and credits creditors (or bank if you marked it paid).

Scan a receipt

Where to find it: **Finance** → **Receipt scans**

Upload a photo or PDF. BizHub365 queues the file and extracts the supplier, totals, and date. Check the draft, then create the expense. Do not skip the check — OCR can misread a 5 as an 8.

Email a receipt in

Each business has a private capture address in the form `business+<id>@cust.bizhub365.com`. Forward supplier invoices and receipts there. They appear in the import queue for you to accept.

> **CAUTION**
> Treat the capture address like a password. Anyone who has it can send files into your queue.

Expense claims and mileage

Where to find it: **Finance** → **Expense claims**

Staff and subcontractors submit claims from My expense claims. Managers approve them from the claims list. Mileage uses the rate on the business (the product enforces a minimum of 45p per mile).

Suppliers

Where to find it: **Finance** → **Supplier list**

Store supplier names, contacts, payment terms, and CIS flags. CIS subcontractors can receive CIS statements as PDF or email from Finance → CIS statements.

Purchase orders

Where to find it: **Finance** → **Purchase orders**

Raise a PO when you need a numbered order to send a supplier before the invoice arrives.

Fixed assets

Where to find it: **Finance** → **Fixed assets**

Register plant, vehicles, and equipment. Depreciation appears in the fixed-asset report and feeds the books.

Tax settings that change expenses

Where to find it: **Finance** → **Tax settings**

Set the VAT scheme (accrual or cash), whether you trade internationally, and any extra tax nexus. These settings also drive invoice VAT and HMRC VAT returns.

PART III · MONEY · CHAPTER 14

Projects, time, tasks, and dispatch

Use a project when the job is more than one invoice — milestones, time, snags, and a customer portal.

Where to find it: **Projects** → **View projects**

Create a project

1. Choose Projects → Create project, or convert a quote.
2. Name the job, link the customer, and set dates.
3. Add milestones if you bill in stages.
4. Invite staff or subcontractors who will log time and close tasks.

During the job

Tool	Who uses it
Project chat	The internal conversation on that job.
My time	People log hours; managers approve or reject.
My tasks	Work items with status and reschedule.
My snags	Defects with attachments until they are signed off.
Dispatch	A board of who is going where.
Customer portal	A token link so the customer can accept a quote or see progress.
Subcontractor dashboard	A limited view of the jobs assigned to that person.

Invoice the work

- Generate an invoice from a milestone when that stage is complete.
- Generate an invoice from approved time if you bill hourly.
- The invoice uses the same templates and ledger posting as any other sales invoice.

TIP

If the customer is waiting on a decision, send the portal link rather than a long email thread. Accept and decline are recorded on the quote.

PART III · MONEY · CHAPTER 15

Banking and reconciliation

Upload a statement, match it to invoices and expenses, then post. Nothing hits the ledger until you say so.

Where to find it: Banking → Upload statement

Import a statement

1. Open Banking → Upload statement.
2. Upload CSV or QIF from your bank. PDF and image statements can go through the OCR pipeline.
3. Wait for the import job to finish. Open Import history if you need to see a previous batch.

Work the pre-ledger

Where to find it: Banking → Transactions

Each imported line waits in the pre-ledger. For every line you can:

- Match it to an existing invoice or expense.
- Post it to a ledger account (for example bank charges, drawings, or a transfer).
- Leave it for later if you need more information.

Bulk match and bulk post are available when you have reviewed a group of similar lines.

Matching rules

Where to find it: Banking → Matching rules

Create a rule when the same reference appears every month — rent, phone, software, loan repayment. A rule can categorise the line and, if you allow it, auto-post.

NOTE
High-confidence payment auto-match (exact amount plus invoice reference) is a business setting. Turn it on only when your customers already pay with a clean reference.

TIP

Reconcile weekly rather than at quarter-end. The pre-ledger is much faster when it stays short.

PART III · MONEY · CHAPTER 16

Orders and stock

Sell from a product catalogue, take manual orders, or sync orders from your web shop.

Where to find it: Orders → Products & stock

Products

1. Open Orders → Products & stock → Create product.
2. Give the item a name, SKU, sale price, and optional cost.
3. Track stock if you hold inventory. Movements are written when you fulfil an order.

Manual orders

Where to find it: Orders → New order

1. Create an order, add the customer and product lines.
2. Fulfil the order when it leaves the building. Stock moves down.
3. Convert the order to an invoice when you are ready to collect payment.

Web shop sync

Connect WooCommerce, Magento / Adobe Commerce, OpenCart, or PrestaShop from Settings → Integrations. Orders, customers, and stock can sync both ways through the official plugins.

NOTE

Shopify support exists in the data model and is on the integration roadmap; it is not listed in the live marketplace at the time of this edition.

Stock valuation and stock movement reports live under Reports.

PART IV · BOOKS AND TAX · CHAPTER 17

Reports, ledger, and annual accounts

Every invoice, payment, and expense is already in the books. Reports read that ledger — you do not re-key figures.

Where to find it: **Reports** → **All reports**

Standard reports

Open Reports and choose a report. Each one can be viewed on screen and exported as CSV or PDF.

Report	Use it for
Profit and Loss	Income and expenses for a period.
Balance Sheet	What you own and owe on a date.
Cash Flow	Money in and out, not just invoices raised.
Trial Balance	A check that the books still balance.
Aged debtors / creditors	Who owes you, and who you owe, by age.
VAT return summary	The boxes behind your MTD VAT return.
Sales by customer	Where revenue is concentrated.
Expense by category	Where money is going.
Project profitability	Jobs that make or lose money.
KPI dashboard	A one-page management snapshot.
Customer concentration risk	Over-reliance on a handful of customers.
Quote conversion	How many quotes become invoices.
Director loan / Dividend	Directors' balances and distributions.
Fixed asset depreciation	The register in report form.
Corporation tax estimate	A planning figure from the ledger, including associated-company banding.
Stock valuation / movement	What you hold and how it moved.
CIS return	Monthly CIS300 figures.
Audit journal log	Who posted what.
Full accounts / CT600 / CS01	Statutory and corporation-tax working papers.

Custom reports and a custom dashboard

Where to find it: Reports → Custom reports

Build a saved report when a standard one is close but not quite right. Pin the numbers you watch every Monday to Reports → Custom dashboard.

The ledger

Where to find it: **Reports** → **Ledger accounts**

The chart of accounts is the index of every posting. Open an account to see the movements. Create a manual journal when something has no automatic source — opening balances, corrections, or director adjustments.

Where to find it: **Reports** → **Journals**

- Manual journals — one-off adjustments.
- Recurring journals — the same adjustment each month (for example prepayments or accruals).

CAUTION

A journal you type by hand still has to balance. If you are unsure, ask your accountant to post it.

Annual accounts

Where to find it: **Reports** → **Annual accounts**

The annual accounts pack builds UK small-company style accounts from the ledger: directors' report, profit and loss, balance sheet, and notes.

1. Run the readiness checks. Fix anything marked as blocking.
2. Review the directors' report and notes. Confirm items such as directors' advances when the pack asks.
3. Export a management copy, or finalise when the figures are the ones you will file.

The CT600 report fills HMRC 2026 v3 boxes it can compute from the ledger and leaves documented gaps blank rather than guessing. The confirmation statement (CS01) worksheet is built from the company register.

NOTE

These packs support filing — they do not replace professional advice, and they do not submit CT600 or accounts to HMRC or Companies House by themselves in this edition.

PART IV · BOOKS AND TAX · CHAPTER 18

Payroll

Run UK PAYE in BizHub365, produce payslips, and send FPS and EPS to HMRC through RTI.

Where to find it: Payroll → Overview

Payroll appears in the menu when the feature is enabled for the site and your business uses it. Employee names, NI numbers, and tax codes are encrypted.

Before the first pay run

Where to find it: Payroll → Settings

1. Enter the PAYE reference and Accounts Office reference.
2. Store Government Gateway credentials for RTI (kept encrypted).
3. Add each employee: personal details, tax code, NI category, student loan, and pension auto-enrolment.
4. Director NI is supported where the person is a director.

Employees and timesheets

Where to find it: Payroll → Employees

Open an employee to maintain their record, produce a P60 or P45, and email those documents. People can submit timesheets; you approve them before they feed a pay run.

Run payroll

1. Open Payroll → Pay runs and start the run wizard for the period.
2. Check hours, salary, deductions, and statutory payments.
3. Calculate payslips. Review each one before you commit.
4. Issue payslips (PDF and email).

5. Submit the Full Payment Submission (FPS) to HMRC.

6. Use an Employer Payment Summary (EPS) when you need to report a period with no payments, reclaim, or similar EPS cases.

Where to find it: Payroll → HMRC payments

Track what you owe HMRC for PAYE and NIC from the HMRC payments page.

IMPORTANT

FPS and EPS are live submissions to HMRC once you are connected to production. Review the figures on screen before you send.

TIP

Run a dry calculation on the first month with a known payslip from your previous system sitting next to you.

PART IV · BOOKS AND TAX · CHAPTER 19

HMRC Making Tax Digital

BizHub365 is HMRC MTD recognised software (recognition number AN9C2Y). Connect once, then file VAT and ITSA from the same books.

Where to find it: Tax → HMRC Hub

The HMRC Hub is the home for obligations, returns, liabilities, payments, and penalties. Connect from Settings → Connect or from the Hub itself. You sign in with HMRC and grant BizHub365 access. Tokens are stored encrypted.

VAT

For VAT-registered businesses, BizHub365 reads your obligations and builds a return from the ledger using the VAT basis you chose (accrual or cash).

1. Open Tax → VAT returns, or create the return from the Hub.
2. Check each box against the VAT return summary report.
3. Submit to HMRC from the return.
4. Use VAT services on the Hub for liabilities, payments, penalties, and a return lookup.

CAUTION

Invoices that sit on a submitted VAT return are locked. Correct with a credit note in a later period, not by editing history.

Income Tax (ITSA)

Sole traders, freelancers, and partnerships can keep an ITSA profile (including NINO) and send quarterly updates, the annual submission, and the final declaration.

BizHub365 supports these mandated ITSA sources:

- Self-employment.
- UK property.
- Foreign property.

It does not treat employment income, CIS as an income source, dividends, interest, pensions, or capital gains as ITSA sources.

Where to find it: Tax → ITSA obligations

1. Complete the sole-trader ITSA profile if you have not already.
2. Open obligations for the tax year.
3. Prepare the period summary from the books.
4. Submit the quarterly update, then the annual figures and final declaration when HMRC asks for them.

Fraud prevention headers

HMRC requires software to send fraud-prevention headers on every API call. The web app and the mobile apps collect the device information HMRC specifies. Allow that when the browser or OS asks.

> **NOTE**
> Demo businesses can exercise HMRC screens when the live service is flagged off for other tenants. Your own submissions still require a real HMRC connection.

PART V · RUN THE BUSINESS · CHAPTER 20

Settings, branding, and the company register

The Settings menu is the control room: who you are, how documents look, and how the company is recorded.

Business settings

Where to find it: Settings → Business settings

Keep these accurate. They print on invoices and drive tax:

- Trading name, legal type, sector, address, and logo.
- VAT number and VAT accounting basis.
- Companies House number, SIC codes, and company category.
- Accounting reference date and associated companies (used in corporation-tax estimates).
- Mileage rate and international trading opt-in.

Hours and holidays

Operating hours and closure dates feed the booking page and the dashboard. Update them before you advertise availability.

Branding and document templates

Where to find it: Settings → Branding & templates

Each business has its own document brand: primary, secondary, text, and accent colours, plus a font (Inter, Roboto, Open Sans, Lato, Merriweather, or Playfair Display).

You can edit these template types:

- Invoice, quote, and receipt PDFs.
- Invoice, quote, payment, credit note, and statement emails.

The editor is block-based: logo, business details, customer details, line items, totals, payment instructions, and custom fields. Logos are embedded in emails so they do not expire.

Custom fields

Where to find it: Settings → Custom fields

Add text, number, or date fields that appear on invoices, quotes, and receipts — for example site address, vehicle registration, or a client PO.

Company register

Where to find it: **Settings** → **Company register**

Record officers, share classes, and shareholders. Import officers from Companies House when the company number is on the business. The confirmation statement report reads this register.

PART V · RUN THE BUSINESS · CHAPTER 21

Integrations, import, and recovery

Bring work in from your shop, your old accounts package, your bank, and HMRC — and take a copy if you ever leave.

Connect

Where to find it: Settings → Connect

HMRC Hub

OAuth connection for MTD VAT and ITSA.

Bank

Statement upload into the pre-ledger.

Accountant directory

Find and connect an accountant who already uses BizHub365.

Integrations marketplace

Where to find it: Settings → Integrations

App	What it does
WooCommerce (WordPress)	Orders, customers, and stock. Includes a booking widget plugin.
Magento / Adobe Commerce	Plugin plus API keys.
OpenCart	Plugin connection.
PrestaShop	Plugin connection.
Stripe Connect	Customer card payments on invoices.

Each card has a “How to set up” guide. Follow it before you generate keys.

Import from another system

Where to find it: **Settings** → **Import & recover**

Import CSV (and some PDF) files with a column mapper. Typical loads include customers, invoices, expenses, payments, quotes, suppliers, credit notes, bookings, and journal data. People commonly come from Sage, QuickBooks, FreeAgent, and Xero.

1. Choose the record type.
2. Upload the file.
3. Map each column to a BizHub365 field.
4. Review the preview, then import.

Backup and restore

If a business is deleted, BizHub365 can produce an export ZIP. Import & recover can restore from that ZIP if you still have it.

TIP

Import customers first, then invoices and payments. Documents need the customer to exist.

PART V · RUN THE BUSINESS · CHAPTER 22

Accountants and client work

Accountants register free, connect to clients, and can run a branded portal. Clients keep paying for BizHub365 One.

If you are the business

Where to find it: Settings → Connect

1. Open the accountant directory or accept your accountant’s invite.
2. Once connected, they appear as an accountant on your business — they can work in the books, they cannot change your billing.

You can also start signup from your accountant’s referral URL (`/accountant/<slug>/`). The link is stored and applied when the business is created.

If you are the accountant

Where to find it: Accountants → Register

Register at `/accountant/register/`. There is no trial and no subscription for the accountant login.

1. Create the accountant account.
2. Open the accountant dashboard to see every connected client.
3. Share your referral link with new clients.
4. Switch client with the teal accountant bar.

Whitelabel portal

Where to find it: Whitelabel

Authorised accountants can brand a portal with their own logo, domain, and from-address. Clients still see “Powered by BizHub365 for {your firm}.”

NOTE

Accountant access is a trust relationship. Only connect a firm you have engaged. Remove them from User management if the engagement ends.

PART V · RUN THE BUSINESS · CHAPTER 23

Security, audit, and deleting data

BizHub365 encrypts personal data, isolates each business, and keeps an audit trail you can export.

How your data is protected

- Field-level encryption for personal and payroll data.
- PostgreSQL row-level security so one business cannot read another.
- Private object storage for logos, receipts, and attachments.
- Two-factor sign-in: email code or mobile-app approval.
- HMRC and Gateway credentials stored encrypted.

Audit logs

Where to find it: **Settings** → **Audit logs**

The audit log is an immutable list of who did what, on which business, and when. Filter it, then export CSV or PDF when you need a pack for a client or an insurer.

Delete a user login

Where to find it: **Your avatar** → **Delete account**

This removes your login. It does not delete the business or its invoices. Hand over billing and user-management rights before you go if you are the only owner.

Delete a business

Where to find it: **Settings** → **Delete business**

Deletion is a four-step wizard and needs billing permission. Read every screen. Take the export ZIP before you confirm.

> **IMPORTANT**
> Deleting a business removes operational data. Statutory records you are legally required to keep must be exported first. This is not reversible after the wizard finishes.

PART V · RUN THE BUSINESS · CHAPTER 24

Help, support, and legal

Use this manual for how the product works. Use the Support Hub when something is broken or you need a human.

Where to go

Need	Go here
How do I...?	This user manual — bizhub365.com/guide
Something is wrong	Support Hub from the footer, or email support@bizhub365.com
Buy / migrate / demo	Contact Sales, or sales@bizhub365.com
Is the service up?	System Status in the footer
Privacy, terms, DPA, accessibility	legal.tweedtynetechnologies.co.uk

Operator

Tweed Tyne Technologies Ltd, 5 South Charlotte Street, Edinburgh, Scotland, EH2 4AN. Companies House SC874131. ICO ZC184042. Phone 0131 2100 411.

BizHub365 is HMRC Making Tax Digital recognised software, recognition number **AN9C2Y**, and is listed on GOV.UK.

NOTE

This manual is product documentation. It is not tax, legal, or accounting advice. You remain responsible for the returns and filings you submit.

REFERENCE · CHAPTER A

Glossary

Short definitions for terms you will see in menus, on HMRC screens, and in this book.

Term	Meaning in BizHub365
B Card	Public digital business card and QR page.
CIS	Construction Industry Scheme. Subcontractor statements and CIS300 figures.
CT600	Corporation Tax return working report, filled from the ledger where possible.
EPS	Employer Payment Summary — RTI message for certain payroll periods.
FPS	Full Payment Submission — RTI message sent when you pay people.
ITSA	Income Tax Self Assessment under Making Tax Digital.
Journal	A balanced double-entry posting in the ledger.
MTD	Making Tax Digital — HMRC’s digital filing rules.
Pre-ledger	Bank lines waiting to be matched or posted.
PWA	Progressive Web App — the installable desktop client.
RTI	Real Time Information — how PAYE is reported to HMRC.
Stripe Connect	Card payments that settle to your own Stripe account.
Unallocated receipt	Money in that is not yet matched to an invoice.
VAT basis	Accrual (invoice date) or cash (payment date) for VAT returns.
Whitelabel	Accountant-branded portal sitting on BizHub365.

REFERENCE · CHAPTER B

Quick reference

A one-page reminder of the jobs most people do every week.

Job	Path
New customer	Create (+) → New Customer
New invoice	Create (+) → Invoice
New quote	Create (+) → Quote
Scan a receipt	Finance → Receipt scans
New booking	Create (+) → New Booking
Share booking page	/book/<business-id>/
Upload bank statement	Banking → Upload statement
Match bank lines	Banking → Transactions
VAT return	Tax → VAT returns
ITSA update	Tax → ITSA obligations
Pay run	Payroll → Pay runs
Invite a user	Settings → User management
Connect HMRC	Settings → Connect
Change invoice look	Settings → Branding & templates
Import Sage / Xero CSV	Settings → Import & recover
Download this guide	bizhub365.com/guide

Useful addresses

- Web app — https://bizhub365.com
- This manual — https://bizhub365.com/guide/
- iOS — App Store listing “BizHub365”
- Android — Play Store, com.tweedtyne.bizhub365
- Support — support@bizhub365.com
- Sales — sales@bizhub365.com

REFERENCE · CHAPTER C

Frequently asked questions

Short answers to the questions teams ask after week one.

Do extra users cost more?

No. The subscription is per business. Invite the whole team.

What happens after the 14-day trial?

The card you entered is charged £29 for BizHub365 One. Cancel before the trial ends and you are not charged.

Can I bring data from Sage, Xero, QuickBooks, or FreeAgent?

Yes. Use Settings → Import & recover and map the columns. Start with customers, then invoices and payments.

Can I file VAT and Self Assessment from BizHub365?

Yes, when those modules are enabled. BizHub365 is HMRC MTD recognised software (AN9C2Y). VAT returns and ITSA quarterly / annual submissions are supported. See Chapter 19.

Can my accountant log in without paying?

Yes. They register as an accountant and you connect them. They never see your Stripe subscription page.

What if I sell on WooCommerce?

Connect the official plugin from Settings → Integrations. Orders and stock sync with the catalogue.

Is there an app?

Yes — iOS, Android, and an installable desktop PWA. See Chapter 7.

Who do I call?

Product questions: this manual and the Support Hub. Outages: System Status. Commercial: sales@bizhub365.com or 0131 2100 411.