MalgraBooks

Getting Started Guide

Your step by step guide to your MalgraBooks Package and your Client Portal

Introduction to your Client Portal

We're pleased to introduce you to your Client Portal. Designed with Slimming World Consultants as the primary user, our system is there to help keep your tax return documents in a central and easily accessible location.

You'll be emailed your username and password details once your unique Client Portal has been setup. If you forget your password, it can be reset online in less than 5 minutes.

This booklet is designed to provide an overview of the system, how to use the key features and manage your account with MalgraBooks.

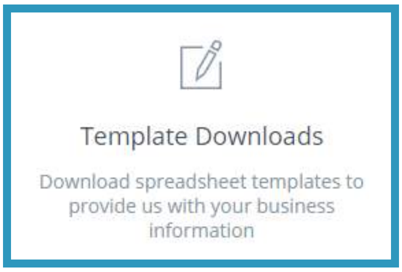
If you have any queries, or need help with your account or Client Portal, please don't hesitate to contact our friendly team. Live Chat* is available on all MalgraBooks webpages, or you can email support@malgrabooks.co.uk.

*We aim to be able to help you instantly with our Live Chat. However, if our team are unable to respond, we'll email you in response to any query.

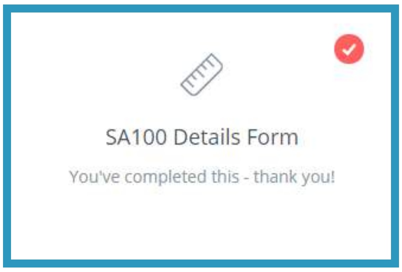
Modules

When you arrive at your Client Portal, you'll find lots of different 'boxes', some may be active, inactive or completed. They refer to different parts of your account, from personal information such as your date of birth and residency, but also include things such as your secure file storage, spreadsheet downloads and even your tax return*.

We call these 'Modules' and our handy guide below explains what these mean.

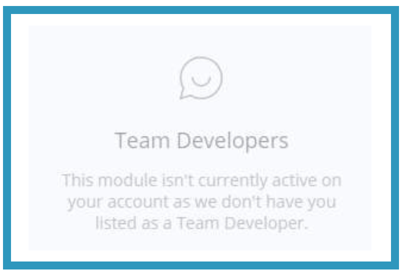


Active: A box which is white (and clickable) will take you to the relevant page or storage location as described on the module.



Complete: A white box which has a tick in the corner means that this section is complete. We use this on certain forms, and documents which are required as part of your tax return.

Note: Your entire portal does not (and wouldn't) show a tick against each module at the end, so don't worry!

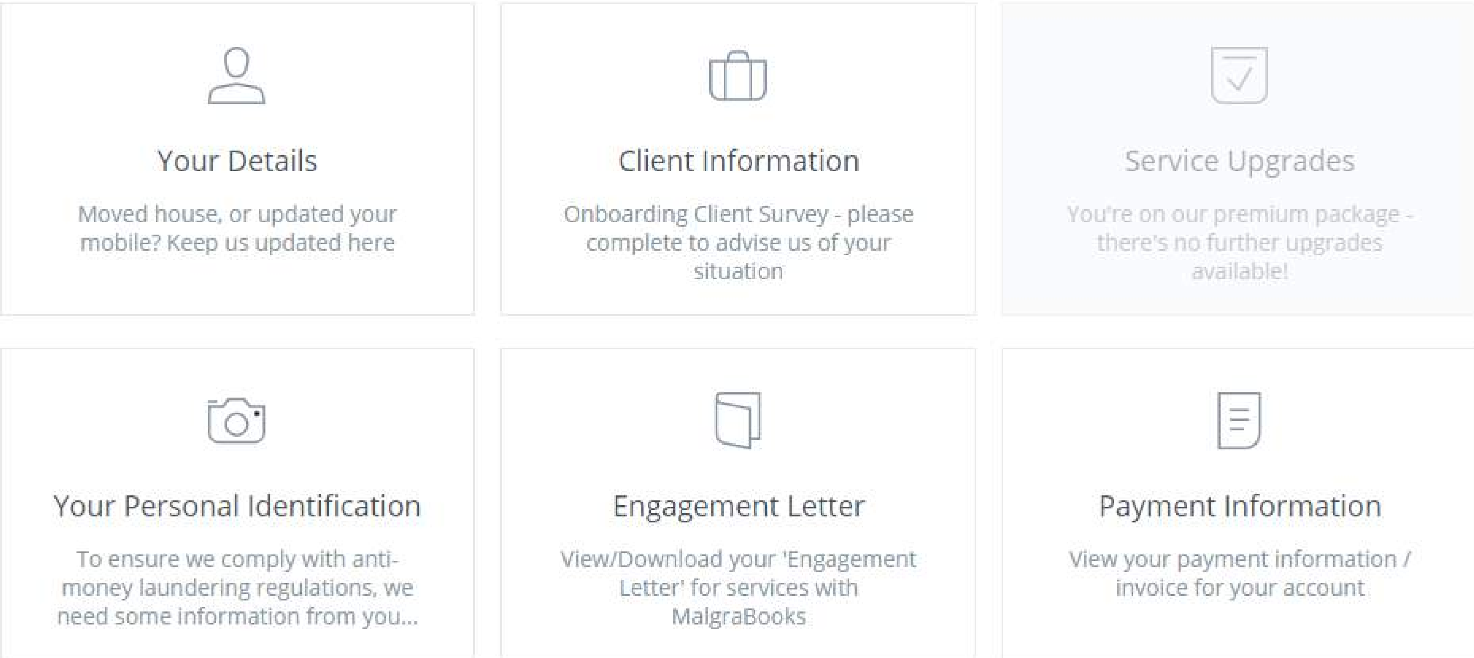


Inactive: Where a module is not available on your package, or is not yet available to use, the icon will be greyed out.

Example: You wouldn't be able to view your SA100 Self Assessment Tax Return until the end of the year, so this box would be greyed out until available.

*If your package does not include SA100 Self Assessment Tax Return submission, this section may not appear. View the 'upgrades' section of this guide for further information, or contact our team for help.

1: Your Account



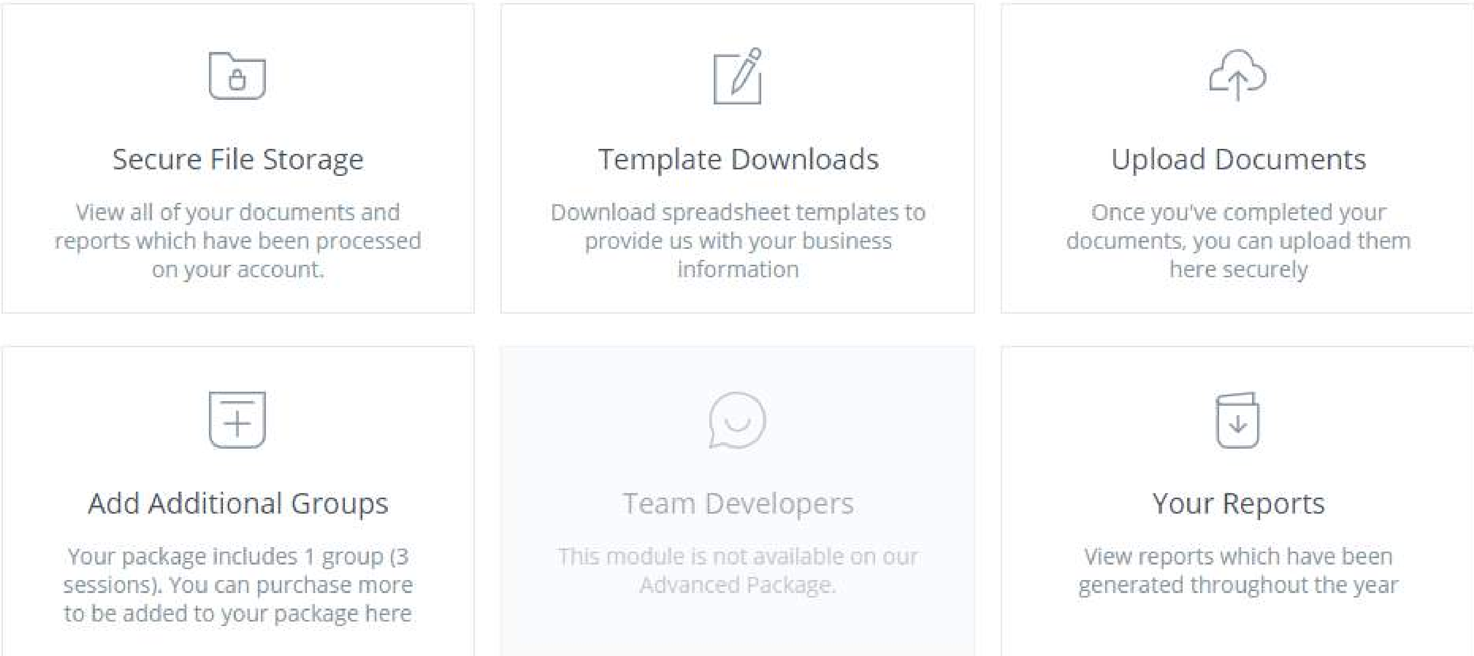
The first section which you'll find on your Client Portal is the Your Account section.

Your Details	Allows you to update our team if any of your personal details change - such as a new mobile number or change of address.
Client Information	To run your accounts, we require certain information from you, such as your date of birth and marital status. All clients are required to complete the Client Information section, so that we can advise you appropriately with regards to your account and for tax guidance purposes.
Service Upgrades	If your account has any upgrades which are available, such as adding SA100 Self Assessment Tax Return submission, you'll be able to view these here. If you're on our Premium Package, this function is inactive (as there's no further upgrades at present!)

Your Personal Identification	To keep our records accurate, and ensure we comply with government regulations under the Proceeds of Crime Act 2002, the Terrorism Act 2000 and most recently, the Money Laundering Regulations 2017 (the "Anti Money Laundering Legislation"), we're required to verify the identity of clients. To do this, we need two pieces of identification. These can be uploaded directly to us through your Client Dashboard. Once verified, you'll be able to view your documentation through your Client Dashboard.
Engagement Letter*	Your engagement letter is available through your first Client Portal which we setup. This is a letter which details the services that MalgraBooks provides, and what is available within limitations of the package. We're required to provide these as part of our operations for processing your accounts, and also to ensure you understand the services you've requested.
Membership Letter*	Your membership letter is sometimes stored in your Client Portal, depending on your package. A copy of the letter is also stored in your Secure File Storage.
Renewal Letter*	If this is a new financial year, and you've renewed with us, we'll store a copy of your Renewal Letter within this section of your Client Portal, for reference and details of the service purchased.
Payment Information*	Details of your Direct Debit can be viewed online, and a copy of the Direct Debit Guarantee can be downloaded.

* Each Client Portal is unique in some way or format, depending on your individual circumstances or the package which you've purchased. As such, some of the modules which are listed here and have an asterix (*) after it may or may not be available in your Client Portal.

2: Your Business



This part of your Client Portal provides links to our key spreadsheets, your files and reports.

Secure File Storage

Connects you to our Secure File Storage system which is hosted by our external partners. You'll be able to view files or images of documents which you've submitted to MalgraBooks for your account (relevant to the financial year you're viewing).

Template Downloads

To run your accounts effectively, you'll find a number of spreadsheets in this section of our website, such as:

- Shop Sales Spreadsheet
- Expenses Spreadsheet
- Additional Income Spreadsheet

We recommend completing these each month, and submitting the documents direct to MalgraBooks to process on your account.

Upload Documents	You can upload your completed documents, such as spreadsheets or copies of your monthly Plan For Success documents here. Alternatively, you can email documents to the below address: documents@malgrabooks.co.uk
Add Additional Groups	If you are on a package which has a restricted number of groups, you can upgrade to include more groups here. We class each group as follows; 1 group (up to 3 sessions)
Team Developers	This module will allow you to download your expenses spreadsheet, and provides information on the details required for reporting your Team Developer income to MalgraBooks.
Your Reports	When our team produce your reports, you can view these here in your secure storage area. Reports are usually saved with the filename representing the date when the report was produced. E.g. Business Report 201819 - 2018-08-01 The above file is a Business Report for the 2018/19 financial year. The date to the right is when it was created, 1 August 2018.

3: Your Tax Return

In Progress We're not yet ready to start preparing your SA100 until the end of the year - we'll let you know when this section is ready for you!	**SA100 Details Form** When instructed to, complete this form to provide us (and HMRC) confirmation of your status	**Additional Income/Benefits** Complete our simple form for details of any additional income or benefits you receive
SA302 Tax Summary View your SA302 Tax Summary - this is a provisional tax return before we submit your final report.	**SA100 Tax Return** View your SA100 Tax Return (once submitted)	**Pay HMRC** Make payment to HMRC directly using a Debit or (business) Credit Card

If your package includes SA100 Self Assessment Tax Return submission, you'll be able to track your Tax Return here when we're ready to submit your details to HMRC.

Note: If your package does not include submission, you can upgrade using the relevant option**.

In Progress

If your account includes submission of your tax return, this module box will appear until the end of the financial year, when we're ready to submit your details to HMRC.

SA100 Details Form

When we're ready to start preparing your tax return, our team will ask you to complete a short form with your personal details, and to confirm some information which we already hold for you, such as marital status. This allows us to confirm your details with HMRC and to submit the tax return under the correct categories.

Additional Income/Benefits

Your tax return assesses all income and benefits* which you receive, therefore our team will request completion of this short form to confirm any such items you may have received.

*Some benefits are not taxable, however our team will confirm these details to you.

SA302 Tax Summary	The SA302 Tax Calculation (or Summary) is provided by HMRC when we provisionally submit your tax return. This provides a breakdown of your calculation, and the amount of tax which is due on your account. We'll provide this to you to perform any final checks on documents you may have forgot, to ensure we report accurately to HMRC.
SA100 Tax Return	Once submitted, you can download your SA100 Self Assessment Tax Return document here as a PDF (portable document format), for viewing on your device or printing (if you wish to).
Pay HMRC	If you need to pay HMRC for any reason, such as Payments on Account or to settle your tax bill, this module connects you directly with HMRC's secure online payment system.
Upgrade Your Package**	If your package does not include SA100 Self Assessment Tax Return submission, you'll find a separate module here advising you of your upgrade options.

4: Help and Support

Contact Support

Email or chat with our friendly, UK Based team

Terms / Legal Information

View our terms of service, privacy policy and legal documents

Refer a friend

Details of our referral scheme, including how to refer friends/colleagues to MalgraBooks

All packages come with our highly-rated help and support. You'll find details of how to contact our team, as well as additional items in the final part of your Client Portal.

Contact Support	If you have any queries with your account, tax return or supporting documents, you can contact our team using this module - there is a simple contact form, and you can send files to us using this facility. You can also contact us by email: support@malgrabooks.co.uk
Terms / Legal Information	To keep things organised, you'll find all terms and conditions, service provisions and legal documents in this module.
Refer A Friend	In this module, you'll find details of our Refer a friend scheme, where if you refer friends or colleagues to MalgraBooks, we'll reward you in return as a 'thanks' for recommending our service.

Need instant help?
You'll find a small 'speech bubble' icon at the bottom of all Malgra and MalgraBooks websites, where you can chat live with our friendly UK Based team.

And if we're not available to respond instantly, you can leave your query for us, and we'll get back to you with an answer as soon as we can!

Getting Started Guide

Ready to go? Fantastic - we hope this guide helps you to understand the different functions available within our Client Portal!

Following feedback from our clients, we've provided a simple 'Getting Started' guide which will help you to understand the types of things we need from you to run your accounts effectively.

We've provided a few pieces of information here, but you'll find the latest information on our website: https://malgrabooks.co.uk/onboarding/getting-started/

Expenses

First, youll need to have your monthly documents to hand. These include all of the expenses you've incurred during the month from anything to do with your business.

The list here can be quite comprehensive, youll find some typical items in the list to the right.

Once you've collated all your receipts, you simply log these on the spreadsheets provided in the Client Portal.

This allows our team to understand what expenses you've incurred, and well then check that they meet HMRC guidelines for allowable expenses.

If you're unsure about anything, just drop us a message and well be happy to help you out.

Examples

- Stationery purchases (blue tack, sharpie pens, biros)
- Marketing (did you buy any leaflets?)
- Clothing (only SW branded items are permitted)
- Hotel stays (on business, not for Spain!)
- Meals whilst away on business
- eShop Purchases for Books or SW Merchandise
- Card payment machine charges
- Bank Charges (business accounts only)
- ICO Fees
- Taster evening equipment or food

Shop Sales

Each group has a shop, selling a variety of items to members. As part of the shop sales, MalgraBooks needs to know exactly how much money you've made from sales of books, diaries and merchandise.

With shop sales, we need to know the full sale price which you received from the member. So if the book was 4.65, and you sold it for 4.95, we need to know the 4.95 value (as the 4.65 would be in the previous expenses section!)

Youll find a simple spreadsheet in your Client Portal to complete for this.

Note: We don't need to know how many products you've sold on a commission basis, such as HiFi Bars, Magazines or Scan Bran. This is because under HMRC terms, Slimming World treats Consultants as 'exclusive agents' and as they're on a sale or return basis, the amount is logged in your franchise account.

Team Developers

If you're a Team Developer, our Premium Accounts service allows you to forward your income and expenses for consideration against your self employment.

For your expenses, you can submit these using the standard expenses template.

Alternatively, you may wish to send a separate one for your 'Team Developer' activity to understand this part of your business in further detail.

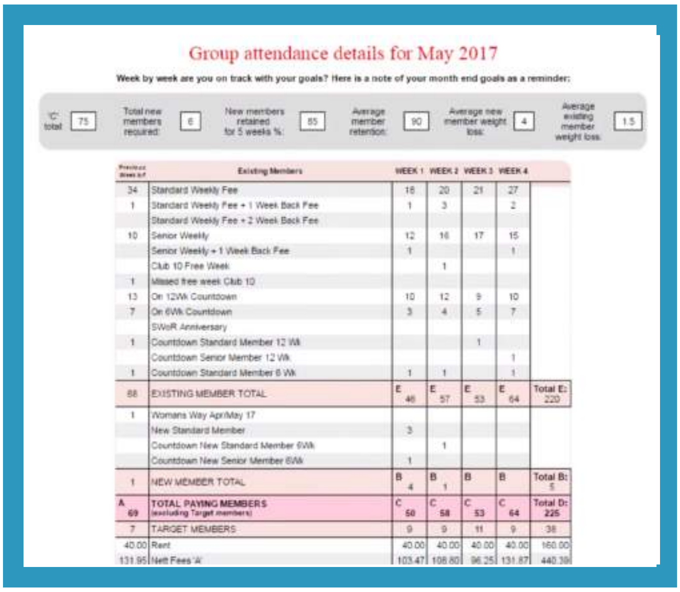
And for your income, please submit a PDF copy (or screenshot) of your earnings for the month / commission payment.

Note: The Team Developer option is only available on our Premium Package

Monthly Plan for Success Document

Your online Monthly Plan For Success (PFS) Document provides us with the information we need to log your income (i.e. Member fees) and expenses (i.e. Franchise Fees) for membership in your group.

This usually brings the highest amount of income and expenses when running your group.



Group attendance details for May 2017

Week by week are you on track with your goals? Here is a note of your month end goals as a reminder:

'C' total: 75 | Total new members required: 6 | New members retained for 5 weeks %: 85 | Average member retention: 90 | Average new member weight loss: 4 | Average existing member weight loss: 1.5

Previous week b/f	Existing Members	WEEK 1	WEEK 2	WEEK 3	WEEK 4	
34	Standard Weekly Fee	18	20	21	27	
1	Standard Weekly Fee + 1 Week Back Fee	1	3		2	
	Standard Weekly Fee + 2 Week Back Fee					
10	Senior Weekly	12	16	17	15	
	Senior Weekly + 1 Week Back Fee	1			1	
	Club 10 Free Week		1			
1	Missed free week Club 10					
13	On 12Wk Countdown	10	12	9	10	
7	On 6Wk Countdown	3	4	5	7	
	SWoR Anniversary					
1	Countdown Standard Member 12 Wk			1		
	Countdown Senior Member 12 Wk				1	
1	Countdown Standard Member 6 Wk	1	1		1	
68	EXISTING MEMBER TOTAL	E 46	E 57	E 53	E 64	Total E: 220
1	Womans Way Apr/May 17					
	New Standard Member	3				
	Countdown New Standard Member 6Wk		1			
	Countdown New Senior Member 6Wk	1				
1	NEW MEMBER TOTAL	B 4	B 1	B	B	Total B: 5
A 69	TOTAL PAYING MEMBERS (excluding Target members)	C 50	C 58	C 53	C 64	Total D: 225
7	TARGET MEMBERS	9	9	11	9	38
40.00	Rent	40.00	40.00	40.00	40.00	160.00
131.95	Nett Fees 'A'	103.47	108.80	96.25	131.87	440.39

Note: Please do not send MalgraBooks your consultant username and password to access the system. Instead, please only provide the data as explained below!

Using your own computer

- Ensure you're using Google Chrome browser (or one which prints to PDF)
- Login to OurWorld and go to your monthly summary screen (shown above)
- Once on the appropriate month and group, and you can see the full summary page, press CTRL + P
- Choose 'Save as PDF' as the destination
- Press 'Save' and when prompted, rename as the month and date for the summary
- Upload the PDF to us through your Client Portal or by email

Using a Slimming World Laptop

Open Internet Explorer (the 'e' symbol)
Login to OurWorld and go to your monthly summary screen (shown above)
Once on the appropriate month and group, and you can see the full summary page, press CTRL + P
Choose 'Microsoft XPS Document Writer' as the destination (not your printer!)
Press 'Print' (it will not actually print anything if you selected the above option)
Save to your desktop with the month and date for the summary
Upload through your Client Portal or by email

If you have more than one group, follow the above again to send the other group information.

All documents and spreadsheets mentioned within this section of our guide can be uploaded directly through your Client Portal (Section 2: Your Business).

If you have any queries, please don't hesitate to contact our friendly team.

www.malgrabooks.co.uk