DIANO

DIANO ACADEMY · TRACK G

DIANO for the Finance User

Issue, receive, pay, bank and prepare the month: only the screens a Finance User sees

For: Bookkeepers and accounts staff (the Finance User role) · **Length:** 90 minutes · **Track:** G: General employees · **Version:** 5 November 2026

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WHO IT IS FOR
Bookkeepers and accounts staff (the Finance User role)

LENGTH
90 minutes

BEFORE THIS COURSE
Your DIANO login. Basic bookkeeping (debits, credits, VAT).

YOU WILL BE ABLE TO
Issue invoices, record receipts and supplier payments, capture and approve bills and expenses, import and reconcile the bank, capture journals, and prepare the month for the Company Admin to lock.

This course is for the people who keep the books day to day. It covers the screens the **Finance User** role sees. Only a **Company Admin** posts journals, approves purchase orders and suppliers, and locks a month.

Your first day

1. Open the e-mail from DIANO and set your password with the link. Then sign in.
2. You land on **Today**. Look for **Draft invoices to issue**: drafts from Sales wait here for you.
3. Top bar: **My profile** and **Help & Support** (**+ New support request**).
4. Help Centre: diano.co.za/help/app/.
5. **"Not available for your role"**: your company sets access; ask your Company Admin. **"This needs a second person"**: your company keeps this step for two people; ask a colleague.

What your menu shows

Heading	Screens you work in
Sales	Customers, Quotes, Sales orders, Sales invoices (issue), Credit notes, Statements, Receipts
Procurement & Supply Chain	Purchase invoices, Supplier credit notes, Supplier statements, Payments (you view suppliers and orders)
Accounting	Expenses, Expense claims, Bank accounts, Journal entries, Recurring, Reports

Your Company Admin may switch some screens off. You can't add bank accounts, approve suppliers or purchase orders, post journals or lock months: a Company Admin does.

Issue invoices and credit notes

- **Issue:** open the draft (from Today or **Sales invoices**), check it and press **Issue**. It gets its number now; after that it can only be voided (with a reason) or credited.

- **Credit note:** open the issued invoice, ⋯, then **Raise credit note**. Type the **Reason**, change the lines, tick **Goods returned to stock** if the goods came back. **Save**: it is **Pending approval**. A Company Admin or Finance User presses **Approve**. Approving your own asks for a reason.
- **Void:** an issued invoice with no payments and no credit notes: ⋯, then **Void…**, with a reason.

Record a customer payment (receipt)

1. Open **Sales**, then **Receipts**, and press **+ New receipt** (or on an issued invoice, **Copy to ▸ Receipt**).
2. Under **Find Invoice**, type the number, customer, reference or amount. Choose it under **Select Invoice**.
3. Check the **Payment Amount**. Choose the **Method**, the **Payment Date** and the **Payment Reference**.
4. Press **Save Payment**. The invoice shows **Partially Paid** or **Paid**.

> Money with no invoice yet: tick **No invoice yet (a deposit or payment on account)**, and later **Apply to an invoice**. DIANO refuses more than the invoice's balance. A wrong receipt is reversed with a reason, never edited.

Supplier bills and payments

1. **Bill: Purchase invoices**, then **+ New purchase invoice**. Choose the order and tick the goods received it covers, or choose **No purchase order — a direct bill** for services. Type the supplier's invoice number, dates, tax and total. Press **Capture invoice**.
2. **Someone other than the person who captured it** presses **Approve**. (A direct bill under the company's approval limit may be approved by the same person.)
3. **Pay: Payments**, then **+ New payment**. Choose the supplier, type how much goes to each approved bill, the amount, method, date and reference. Press **Record payment**.

Only Approved or part-paid bills can be paid. A wrong payment is reversed with a reason, not edited.

Expenses and staff claims

- **Business expense** (paid at once, no order): **Accounting**, then **Expenses**. Fill in the date, Paid to, description, account, method and reference, the amount excl. tax and the tax. **Record expense**: it waits **Pending approval**. Someone other than the person who recorded it approves.
- **Staff claims: Accounting**, then **Expense claims**. Check the receipt and press **Approve** (then **Approve and post**) or **Reject** with a reason. When the money is paid back, press **Mark paid**.

Import and match the bank

1. **Accounting**, then **Bank accounts**. Press the bank account's name. (A Company Admin adds the account the first time.)
2. Under **Import a statement**, press **Choose statement file**: CSV, OFX, QFX or QIF, at most 2 MB. For a CSV, check the columns; leave **Save this mapping** ticked.
3. Check the lines and press **Import … lines**. Importing posts nothing by itself.
4. Under **Statement lines**, choose **Suggested**, tick the right ones and press **Accept selected**.
5. For an **Unmatched** line: **Record receipt**, **Record supplier payment** or **Record expense**, then match it. **Exclude** (with a reason) a line that needs no document, for example a transfer between your own accounts.

Reconcile the month

1. Open the bank account and go to **Reconcile**.
2. In **Reconcile to**, choose the last day of the month. Type the closing balance, or leave it empty to use the imported statement's. Press **Check**.
3. Match, create or exclude what DIANO lists until the **Difference** is 0.
4. Press **Reconcile to** . The month is locked for those lines. **Report (PDF)** downloads the reconciliation.

Only a Company Admin reopens a reconciled month.

Journals

1. **Accounting**, then **Journal entries**. Type the date and description.
2. On each line choose the account and type the **Debit** or the **Credit**. The line under the table must say **Debits = credits**.
3. Press **Save as Draft**.
4. A **Company Admin** presses **Approve**: that posts it.

A posted journal is never changed: it is reversed with a reason. **Files** attaches working papers.

Reports and the VAT201

- **Accounting**, then **Reports**: Trial balance, Profit and loss, Balance sheet, Cash flow, VAT report, General ledger, Debtors ageing, Creditors ageing. **Print** or **Export to spreadsheet**.
- **VAT201 return:** open the period. DIANO fills in fields 1 to 20 from posted documents. Fix **Needs your attention before you submit**, then **Prepare (I have checked these figures)**. Use **Values to type into eFiling**.
- Every VAT201 screen says **"Preview — check with your tax practitioner"**. Submit on SARS eFiling yourself: DIANO does not submit anything to SARS. Then **Record as submitted on eFiling** with the proof; the period locks.

Your part of month-end

1. Issue every invoice and credit note; record every receipt.
2. Capture every bill, supplier payment and expense; approve the staff claims.
3. Import and match the bank, and reconcile it.
4. Capture adjusting journals for a Company Admin to post.
5. **Trial balance**, then **Documents with no posting**: press **Check**.
6. **Month end** tab: choose the month, **Show**, and fix every ⚠.
7. Tell the Company Admin: only a **Company Admin** presses **Lock**.

Common mistakes

- **Editing instead of reversing.** Receipts, payments and posted journals are reversed with a reason.
- **Approving your own work.** DIANO needs a second person, unless the company has only one user.
- **Paying an unapproved bill.** Only Approved or part-paid bills can be paid.
- **Submitting the VAT201 without your tax practitioner's check.** It is a Preview.
- **Waiting for a journal to post.** A Company Admin approves it.

Exercises (practice company)

1. Issue Sipho's draft invoice from **Today**.
2. Record a receipt of R34 500.00 from Highveld Mining Supplies (example) against INV-1041 (opening balance).
3. Pay SteelWorks Distributors (example) R27 600.00 against SW-88231 (the bill must be approved).
4. Import bank-statement-november.csv. Accept the suggestions, record the bank charges as an expense, and exclude the transfer to savings with a reason.
5. Capture a journal for R2 375.00 depreciation (Dr depreciation expense, Cr accumulated depreciation) and save it as a Draft. Your trainer approves it.
6. Open the **Month end** tab for November and list the ⚠ checks.

Where to read more

- Help Centre: Record a customer payment · Raise a credit note · Capture a supplier invoice · Pay a supplier · Capture a business expense · Import a bank statement · Reconcile the bank · Post a journal entry · Prepare your VAT201 · Close a month, start to finish
- Module courses: M03 · M04 · M07 · M09 · M10 · M11 · M13 · M14