



Here is our final newsletter of the year and the whole team would like to wish you all a relaxing festive season! We know that everyone's focus will be Year End once we are in January, so make sure that you follow our [LinkedIn Page](#) for all of the latest news and updates. We would like to notify you in advance that there will be a delay in responding to support queries on the afternoon of Friday 8th December 2023. Please bear with us and we will respond as soon as possible. A reminder that our offices will be closed between Christmas and New Year. Thanks for all of your support in 2023.

Training Dates

Some last minute December and New Year courses are now available view in our events calendar. Email sales@rialtas.co.uk to book your place on our popular online training.

[Training Calendar](#)

Omega Users - Streamline your Finances

Working smart (not just hard!) and staying a head of the game are crucial aspects of successful management of efficient accounting - this is where the Sales Ledger and Purchase Ledger come into play.

Sales Ledger

- Organised customer Accounts • Improved Cash management • Efficient Invoicing

Purchase Ledger

- Supplier transactions management • Expense control and budgeting • Compliance and Accuracy • Streamline payment process

By integrating the Sales Ledger and Purchase Ledger you will be providing a comprehensive solution for managing the financial aspect of your council.

Contact sales@rialtas.co.uk today for a FREE demonstration.

NEW! On demand/bespoke services

Did you know we offer bespoke services to assist you with whatever you need help with? If your time is limited or resources are low, we can help, 1 day, 1 week, however long you need! Maybe you need data entry for any package, or just help to tidy up any entries. We have a team of consultants that are available to help. Check out our 1-1 sessions and health checks now. Available to book at a time which is most convenient for you.

[On demand services](#)

Save the Date!

We will be hosting a webinar to run through all of the customer survey feedback and also our plans for 2024 on **January 10th at 11am!** To sign up, visit our website to register and submit any questions or topics you would like discussed in advance.

[Sign up for our webinar](#)

Top Tips

- **Did you know you can add your contact details to Freshdesk?** If you go into the Freshdesk Portal, you will see in the top right-hand corner the Edit Profile option where you can add all your contact numbers helping us to respond to you faster.
- **Are you struggling with some of the text on screen?** Rialtas Suite inherits the standard Windows theme, but you CAN change the format. [Find out how in this document.](#)
- **The snipping/scissor tool make support queries much easier!** Rather than using the Print Screen on your keyboard, you can use the snipping tool to select a small part of the screen which you can embed into a Word file...something which we find invaluable on support for getting a copy of a screen when linking to councils. Simply type "Snip" in your find/search in bottom left hand corner of screen.
- **Did you know that Omega Receipts for Cashbook & Sales Ledger Receipts can be for either the cashbook or Sales Ledger?** There is now no requirement to do two deposits at the bank. The cashbook receipt can be linked to the Sales Ledger by using the debtors code (1xx). Enter a receipt for the total that is to be cleared from the Sales Ledger and then enter a receipt(s) as normal for the Cashbook elements.
- **[HOW TO CHECK MY VAT](#)** (Freshdesk article)
- **[HOW TO CHECK THE NAME OF A CASHBOOK](#)** (Freshdesk article)

Meet the Team - Tracy Neale

This is not just an introduction to me, but also to Bobs – my little rescue dog, my little shadow. Why have I included him you may ask... well as time has gone on Bobs has become an honorary member of the Rialtas team and is no stranger to a little visit to the office to say hello to everyone so it feels only fitting that he is a part of a little bit about me. I'm sure you will see and hear more about Bobs and his antics in the future!

Back to me... Professionally speaking – prior to joining the Rialtas at the point of acquisition in October 2022 – I was the Business Support Manager at Quicksilva (another Harris business unit), working alongside the leadership team. I joined Quicksilva back in my early twenties, as an Administration Assistant. I left Q briefly to raise my family and have some new adventures and re-joined the team back in 2021.



The experience and opportunities that Quicksilva have provided me with over the years have allowed me to grow both personally and professionally into my present role as Managing Director at Rialtas. Rialtas has been an amazing experience to date, learning a new business in a new sector and meeting and getting to know a new team. The first year at Rialtas has been one that will stick with me forever, we have all worked so hard together to continue to provide the best experience we can to our customers whilst also striving to re-invest and grow. Outside of work, I have 2 children who I parent. My daughter - about to fly the nest to Uni next year – exciting and sad all at the same time. My son – I still have some time to have snuggles with for a bit longer. I'm generally out and about somewhere, walking Bobs - he takes a lot of walking – running, gym, paddle boarding, canoeing, and generally not really sitting down very much. I love an out outdoor adventure and occasionally a glass of red wine (by a warm fire in the winter is the best!) with my lovely boyfriend.

Wales/One Voice Governance Event

We were delighted to be the headline sponsor for this online event in November and ran a session called 'Navigating the Seasons of Governance: From Spring Energy to Winter Strategy.' It was a really great opportunity to meet some Clerks in Wales, share some Governance knowledge and hear from some fantastic speakers.

Help us to Help You...

In order for us to help you with your enquiry, please select **only one** of the points of contact below when getting in touch. **Please note:** If you have upgraded to 1.0.12.10 or above, then there is a link on the Rialtas Suite Home Page that will take you to Freshdesk, to look for FAQ's or a link to open emails so you can log a support ticket that way.



For accounts queries/end of year queries:

customer.accounts@rialtas.co.uk



For any sales enquiry regarding additional modules/features or training/demos:

sales@rialtas.co.uk



For any technical support queries:

support@rialtas.co.uk

ON THE PHONE? Please **don't forget** to leave us a contact number so we can call you back and let us know when is the best time to reach you.

DATA QUERIES? Don't forget to email us a back up so we can investigate the issue faster. You can raise support tickets with us in the [support portal](#).

CHECK YOUR JUNK! We have found that some invoice emails have been found in Junk email folders so please do check regularly in case some emails go astray.

New Bank Details - Reminder!

We updated our bank details with effect from 1st December 2022 - from Cater Allen to HSBC. A reminder to update your records accordingly with the following details:

Business Currency Account: Rialtas Business Solutions Ltd.

Branch Sort Code: 40-38-04

Account Number: 25252903

Address: 26 Broad Street, Reading, Berkshire, RG1 2BU



LinkedIn