Flowbit

FOLIO · INVOICING

Billing Guide

GST invoices, quotes, receipts, recurring billing, collections, bank import, expenses, P&L, charts, Tally export, e-invoice and the client portal.

Flowbit 2.0 October 2026 21 topics · 26 screens · 13 questions

Screens from the demo workspace "Vistaar WebX"

Who this is for

Owners, admins and finance staff who quote, invoice, collect and keep the books. The sales role can also work with quotes. Your CA will find the reports, GST summary and Tally export useful.

> **GOOD TO KNOW**
> What you see depends on your role and your plan. If a page or button in this guide is missing for you, ask the owner or an admin of your workspace.

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PART 1

Folio basics

How Folio fits together, the receivables dashboard, clients and settings.

Folio is where you quote, invoice, record payments, chase dues and see profit. Owners, admins and the finance role use all of it; the sales role can work with quotes. Open it from **Rail → Folio**.

How Folio fits together

The Folio side panel has four groups. **Invoicing** holds **Folio** (the receivables dashboard), **Invoices**, **Quotes**, **Receipts**, **Recurring**, **Credit notes** and **Clients**. **Money in** holds **Collections**, **Ledgers** and **Forecast**. **Money out** holds **Expenses** and **Profit & loss**. **Insights** holds **Reports** and **Settings**.

A few ideas run through every page:

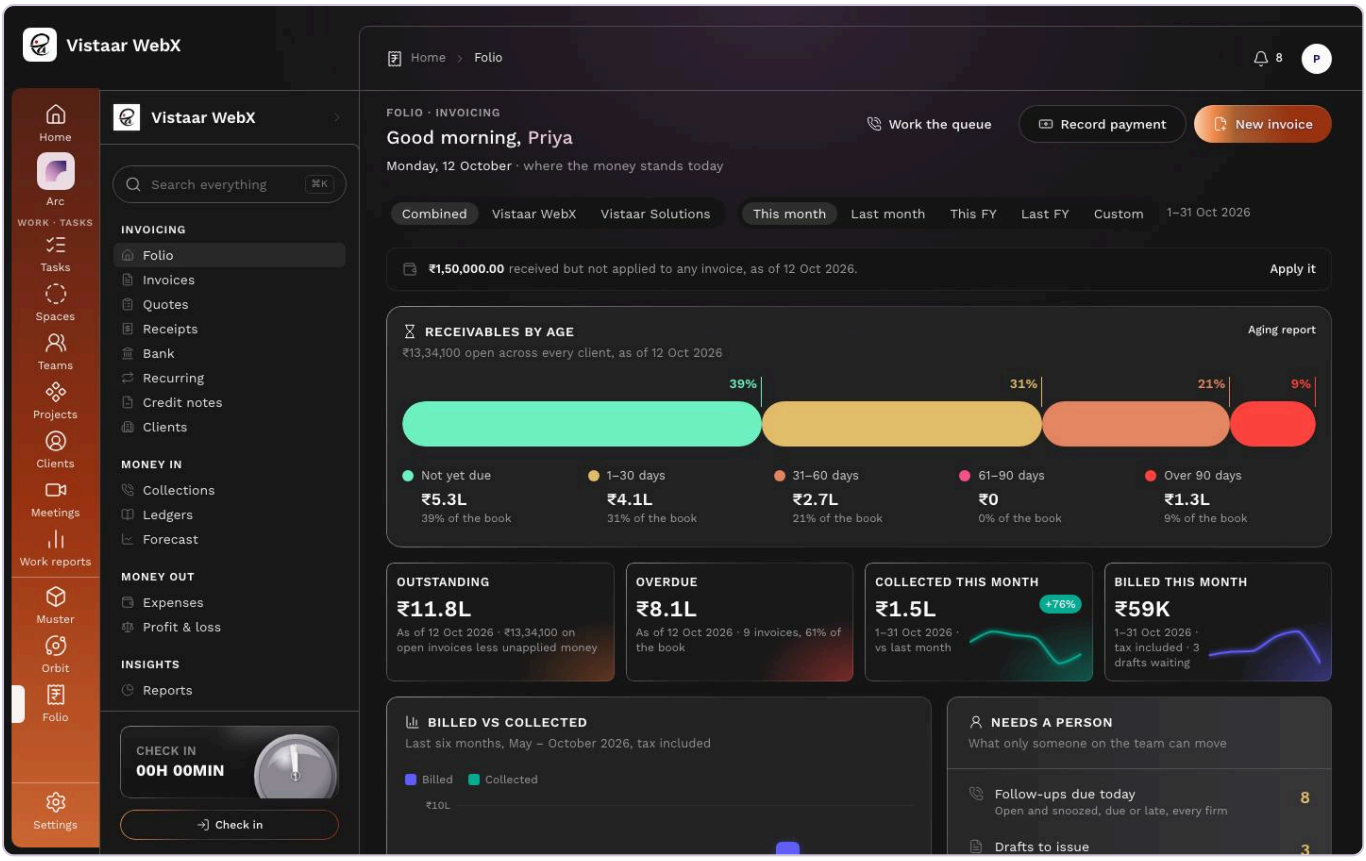
- **Firms.** You can bill from more than one business. A GST-registered firm issues **Tax Invoices** with a GST breakup. A non-GST firm issues **Sale Invoices** with no tax. Many pages have a firm switch: **Combined** or one firm (for example **Vistaar WebX** or **Vistaar Solutions**).
- **Drafts have no number.** An invoice gets its number only when you issue it. After that its figures are locked. The only way to reduce an issued invoice is a credit note.
- **Money arrives against a client.** You record a payment first, then apply it to one or more invoices. Anything not applied waits as advance credit.
- **Financial year is April to March.** Each firm keeps its own number series per document type, restarting every 1 April.

> **TIP**
> Set up Folio in this order: add your firm in **Settings**, add a client, then raise the first invoice. If no firm exists, every Folio page shows a **Set up a firm first** callout.

Folio home

Open: **Rail → Folio** `/app/folio` Who: owner, admin, finance

Where the money stands today, and what needs a person. It greets you by name with today's date.



The aging bar sits on top; the four tiles below it link to the pages behind each number.

ON THIS PAGE

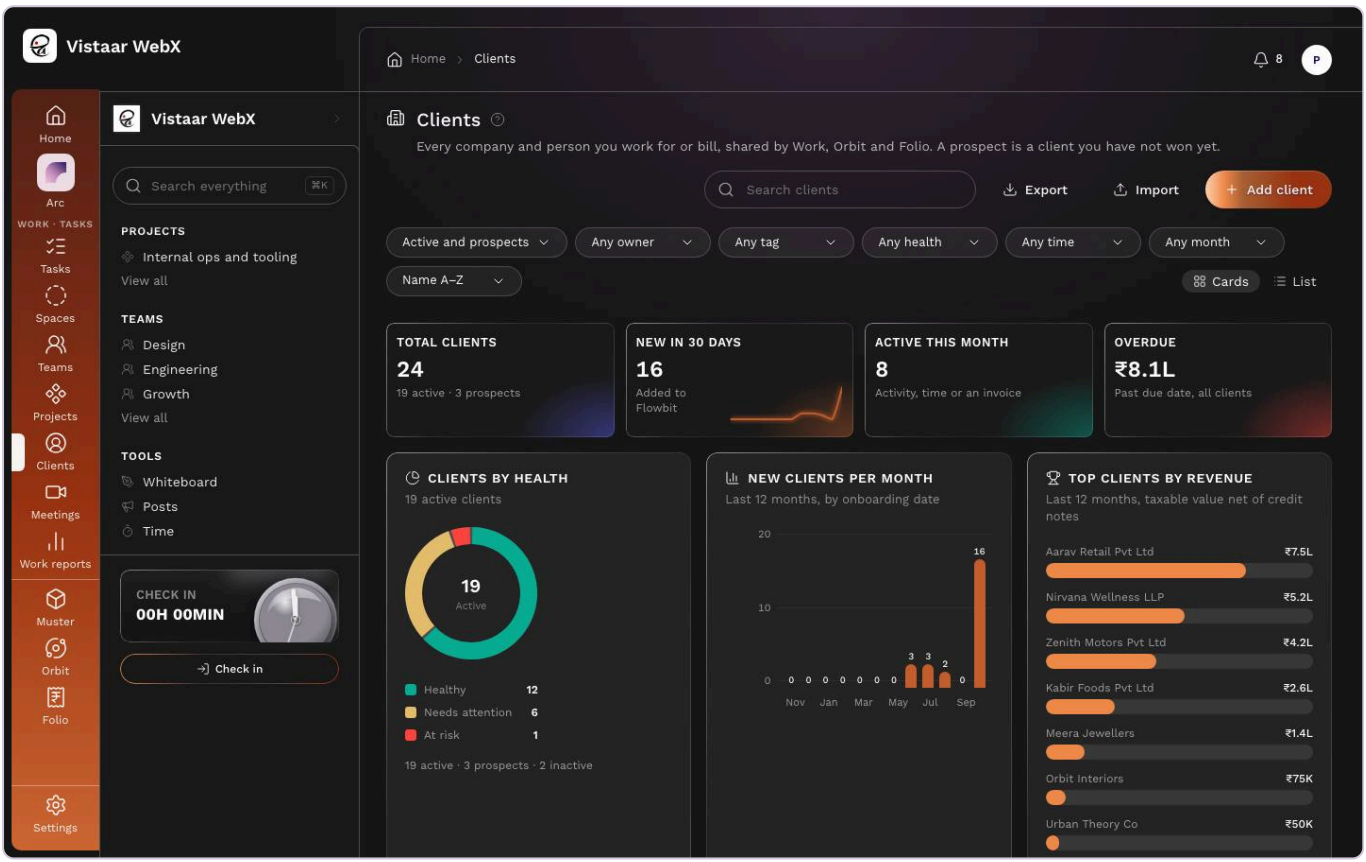
- **Work the queue**, **Record payment** and **New invoice** buttons at the top right.
- Firm switch (**Combined** or one firm) and period switch: **This month**, **Last month**, **This FY**, **Last FY**, **Custom**.
- An unapplied-money banner, for example "₹1,50,000.00 received but not applied to any invoice", with **Apply it**. It opens the receipts list filtered to unapplied payments.
- **Receivables by age**: every open invoice in five buckets, **Not yet due**, **1–30 days**, **31–60 days**, **61–90 days** and **Over 90 days**, each with its share of the book. **Aging report** opens the full report.
- Metric tiles:
  - **Outstanding**: open invoice balances less unapplied money (net receivable).
  - **Overdue**: past-due balances, with the invoice count and share of the book.
  - **Collected this month**: payments received, compared with last month.
  - **Billed this month**: issued invoices, tax included, with the number of drafts waiting.
- **Billed vs collected**: bars for the last six months.
- **Needs a person**: **Follow-ups due today**, **Drafts to issue**, **Retainers to bill** and **DSO · last 90 days** (days sales outstanding: what is owed against what you billed in the last 90 days, expressed in days).
- **Top debtors**: clients with overdue money, with **Late since**, **Owed** and **Overdue**. Click a client to open their ledger.
- **Expected billing**: what active retainers and dated milestones should bill in the next 3 and 6 months, before GST. **View forecast** opens the forecast.
- **Profit and loss**: net income, costs and net profit for the period, with links to **Expenses** and **Full P&L**.

> **GOOD TO KNOW**
> Amounts on tiles are shortened (₹11.3L, ₹60K). The full figure is on the page the tile opens.

Clients

Open: **Rail → Folio → Clients** `/app/clients` Who: owner, admin, finance, sales

One client list shared by Work, Orbit and Folio. A client you add in Orbit can be invoiced in Folio straight away, and the invoices and balances show on the same client page.

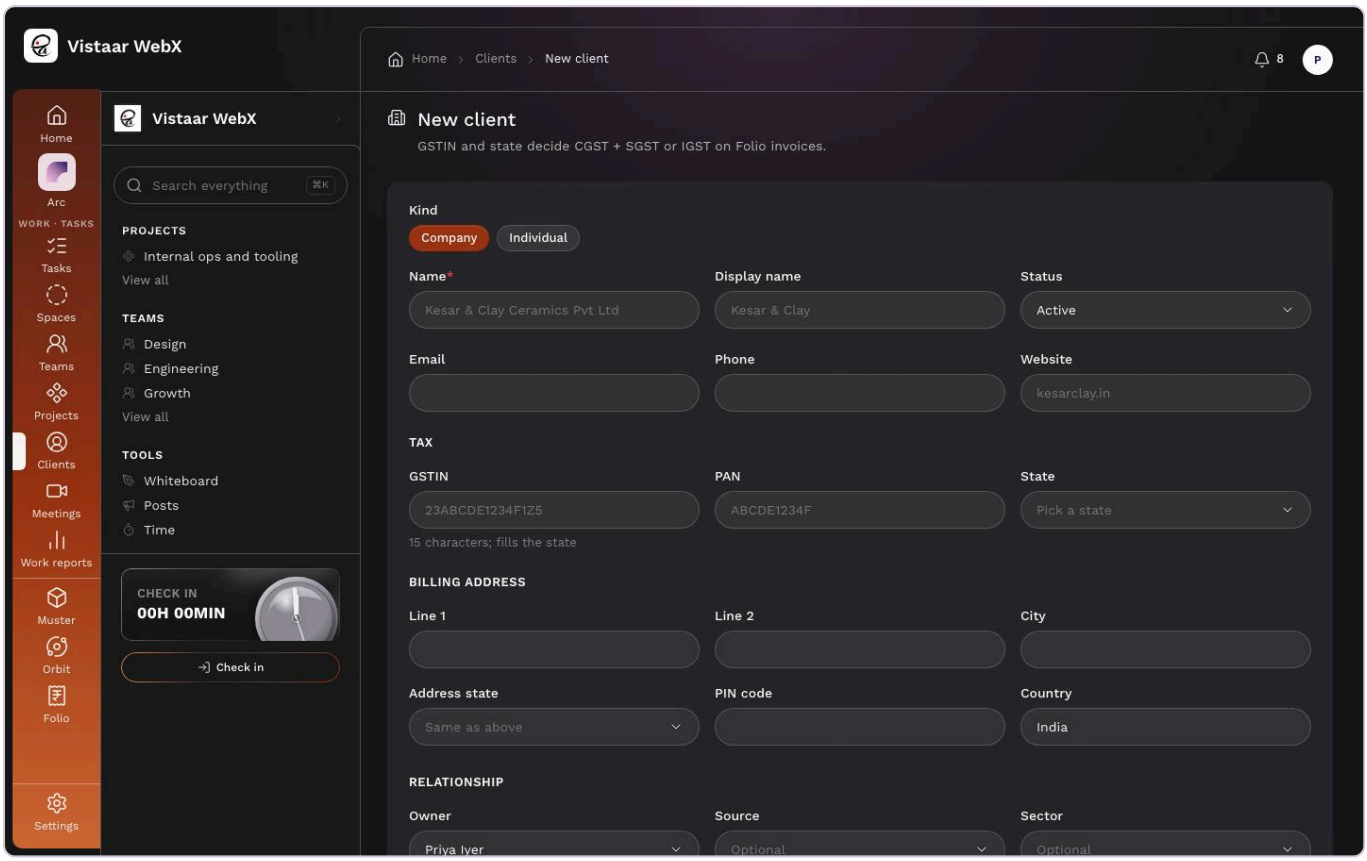


The Outstanding column comes from Folio: what each client still owes.

ON THIS PAGE

- **Search clients**, **Export** and **Add client**.
- Filters: **Status** (default **Active and leads**), **Owner**, **Tag**, and **Sort**.
- Columns: **Client**, **Primary contact**, **Status**, **Owner**, **Pipeline**, **Outstanding**, **Projects**, **Last activity**.

ADD A CLIENT

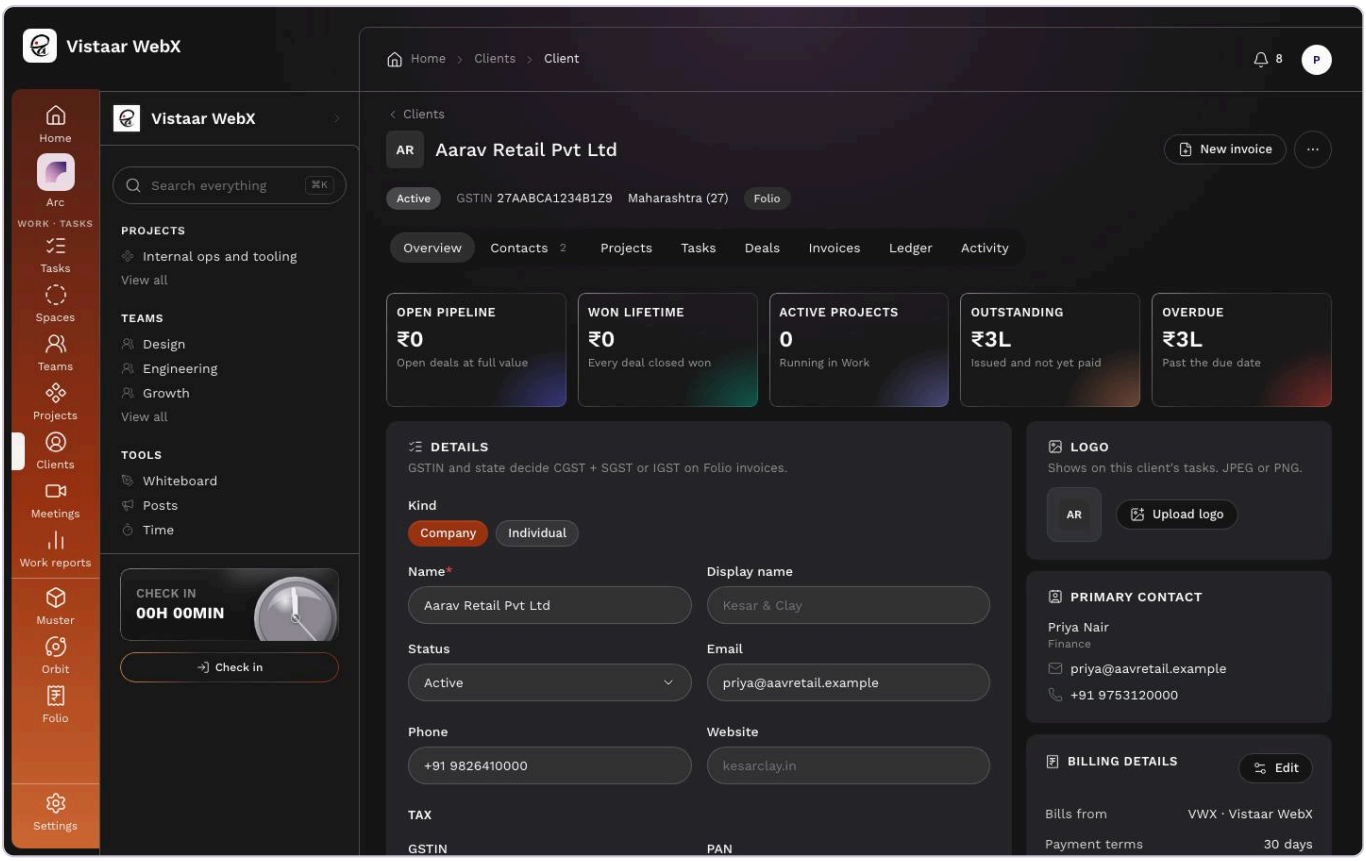


GSTIN and state on this form decide whether Folio charges CGST + SGST or IGST.

1. Click **Add client**.
2. Pick the **Kind**: **Company** or **Individual**.
3. Enter the **Name** (the legal name that prints on invoices) and, if you like, a shorter **Display name**.
4. Fill **Email**, **Phone** and **Website**.
5. Under **Tax**, enter the **GSTIN** if the client is registered. The GSTIN is 15 characters and fills the **State** for you. Add the **PAN**. For an unregistered client, pick the **State** yourself.
6. Under **Billing address**, fill **Line 1**, **Line 2**, **City**, **Address state**, **PIN code** and **Country**.
7. Under **Relationship**, set the **Owner**, **Source**, **Sector**, **Tags** (comma separated) and **Notes**.
8. Optionally add a **First contact** with name, role, email and phone.
9. Click **Add client**.

> **CAREFUL**
> Get the state right. If the GSTIN's first two digits do not match the billing state, Folio refuses it, for example "This GSTIN is registered in state 27, but the billing address is in state 23." A wrong state means the wrong tax type on every invoice.

THE CLIENT PAGE AND BILLING PROFILE



The Billing card on the right holds the client's Folio settings: firm, terms, TDS and credit limit.

The header shows status, GSTIN and state. Tabs: **Overview**, **Contacts**, **Projects**, **Deals**, **Invoices**, **Ledger**, **Activity**. Tiles show **Outstanding** (issued and not yet paid) and **Overdue** (past the due date). **New invoice** opens the builder with this client already picked.

The **Billing** card is the client's billing profile. Click its **Edit** to change:

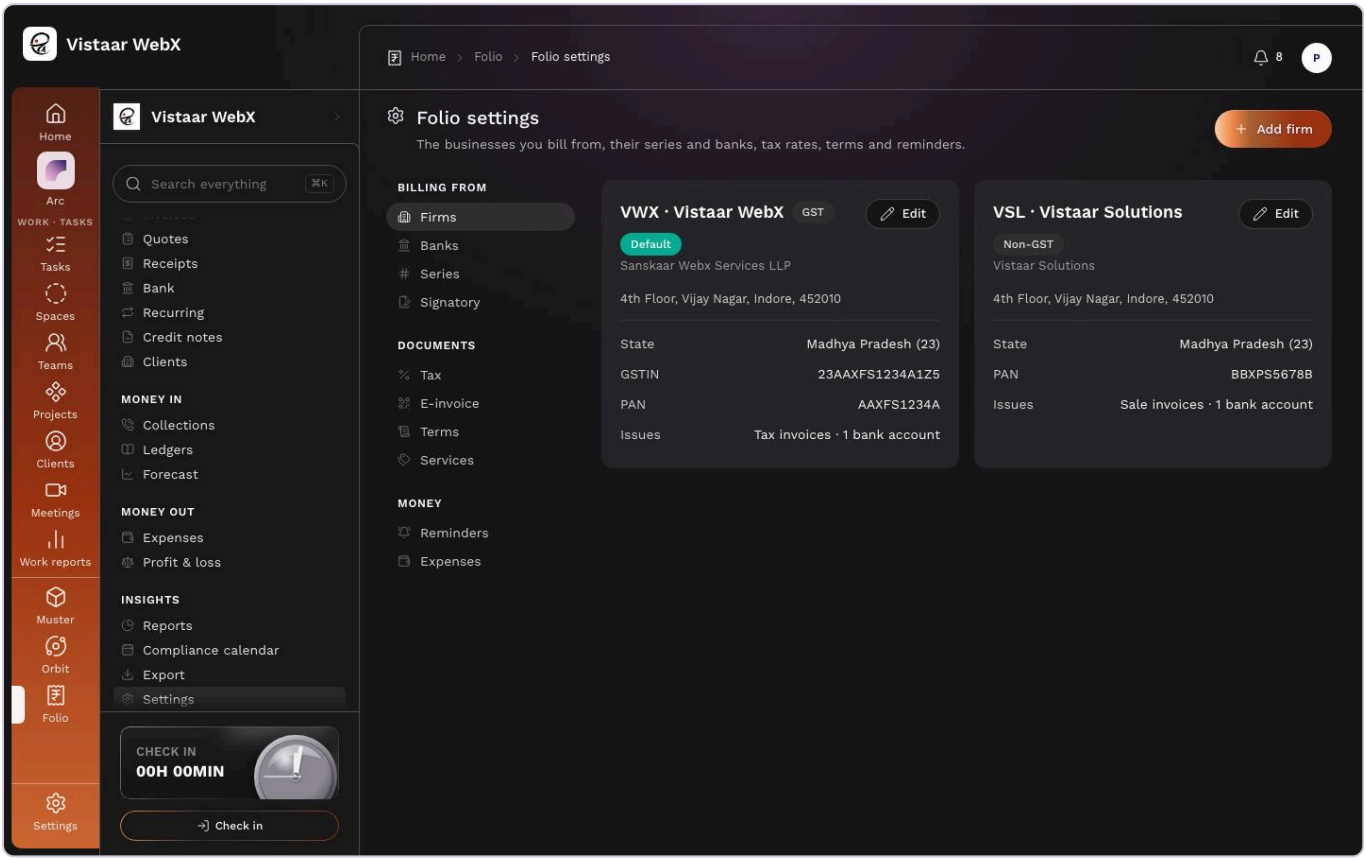
- **Bills from**: the default firm for this client. The invoice builder picks it first.
- **Payment terms** in days. If blank, the firm's default applies (15 days unless changed).
- **Place of supply**: "Same as billing state", or another state when the service is delivered elsewhere.
- **Export client**: makes new invoices default to Export (zero-rated).
- **Default GST rate** for this client's lines.
- **Credit limit** in rupees. Blank means no limit. The builder warns when the client's outstanding plus the new invoice goes over it.
- **TDS**: turn it on if the client deducts tax at source, then enter the section (default 194J) and rate (default 10%).
- **Billing recipients**: who gets invoices and who gets reminders, with name, email and phone. Mark one as primary.
- **Reminders paused**: the automatic reminder run skips this client.
- **Opening balance** and the date it is **as on**: what the client owed before you started Folio. Only people who can issue invoices can set it.

> **GOOD TO KNOW**
> An opening balance behaves like an invoice: payments can be applied to it and it shows in aging and the ledger. It stays out of GST reports, revenue and numbering, and has no PDF. You can change it only while no payment is applied to it.

Folio settings

Open: **Rail → Folio → Settings** `/app/folio/settings` Who: owner, admin, finance

The businesses you bill from, their number series and banks, tax rates, terms, services and reminders.



Each firm card shows its state, GSTIN, PAN and which kind of invoice it issues.

TABS

- **Billing from**
  - **Firms**: each firm that bills. **Add firm** or **Edit** to set code, legal name, trade name, kind (GST or Non-GST), GSTIN, PAN, CIN/LLPIN, address with state, email, phone, website and logo, and mark the default and active firm.
  - **Banks**: each firm's accounts (label, account name, number, IFSC, bank, branch, UPI ID, default). This is the only page that shows full account numbers; elsewhere they are masked.
  - **Series**: prefixes for invoices, credit notes, receipts, quotes and proformas, and number padding. It shows the next invoice number.
  - **Signatory**: name, title and signature image printed in the signature block of every document.
- **Documents**
  - **Tax**: **Allowed GST rates**, **Round totals to the rupee**, **Show expected TDS on invoices** and **Quote validity (days)**.
  - **Terms**: per firm, default payment terms in days, terms text and notes text.
  - **Services**: your service catalogue (code, name, SAC, unit, rate, GST). Archived services leave the picker; past invoice lines keep them.
- **Money**

- **Reminders**: **Send reminders automatically**, **Cadence (days)** (up to 8 values from −30 to 365, negative meaning before the due date), **Channels** (at least one; Email sends automatically) and **Automatic retainer drafts**, the master switch for the daily retainer run.
- **Expenses**: add, rename or archive expense categories.

ADD A FIRM

1. Click **Add firm**.
2. Enter a short code (2 to 10 letters or digits, for example VWX; it becomes the default number prefix), the legal name and the trade name.
3. Choose GST or Non-GST. For GST, enter the GSTIN; its first two digits must match the firm's state.
4. Fill the address, contact details and logo, and save.
5. Add at least one bank account on **Banks** and check the prefixes on **Series**.

> **CAREFUL**
> A firm's kind (GST or Non-GST) cannot change once it has issued an invoice. Changing a prefix mid-year changes only future numbers; the sequence continues. Every bank detail change is recorded in the audit log.

PART 2

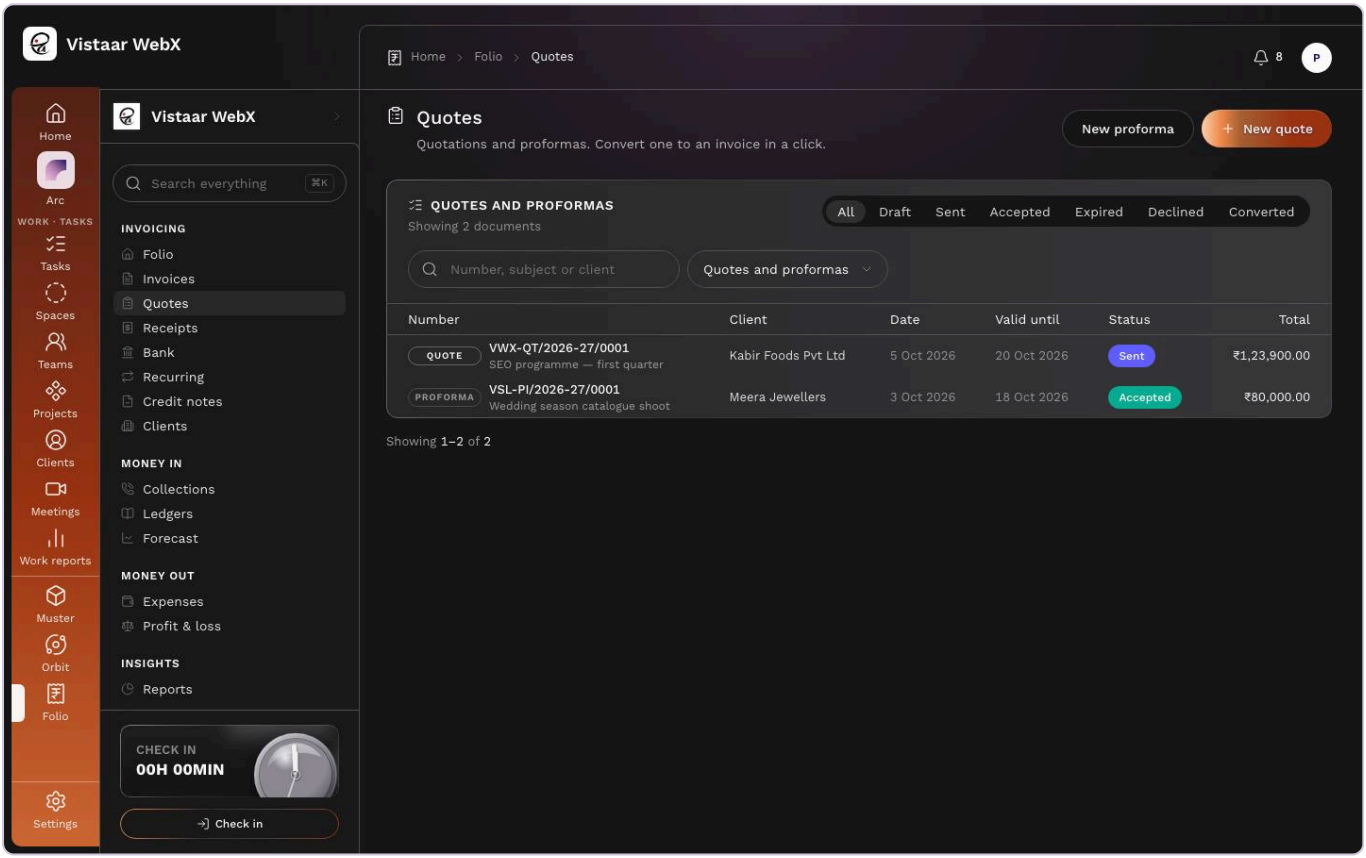
Quotes and invoices

Quotes, invoices, e-invoice and e-way bill, credit notes and recurring billing.

Quotes and proformas

Open: **Rail → Folio → Quotes** `/app/folio/quotes` Who: owner, admin, finance, sales

Send a price before the work starts, then turn it into an invoice in one click. A **Quotation** is an offer. A **Proforma invoice** is a request for advance payment; it says it is not a tax invoice, and the tax invoice is issued when payment arrives.

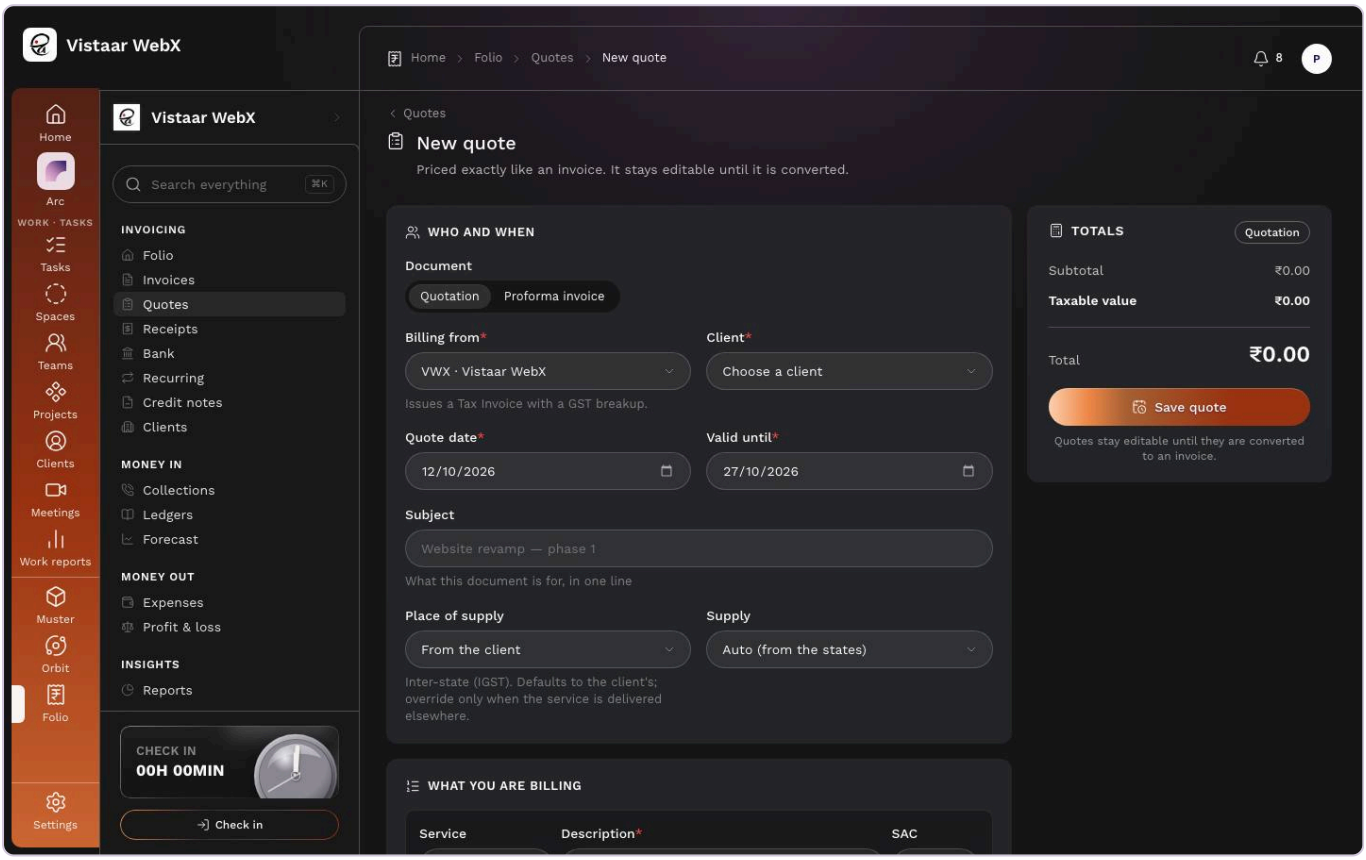


Status tabs across the top; the badge before each number says Quote or Proforma.

ON THIS PAGE

- **New quote** and **New proforma**.
- Status tabs: **All**, **Draft**, **Sent**, **Accepted**, **Expired**, **Declined**, **Converted**. A draft or sent quote past its **Valid until** date shows as Expired.
- Search by number, subject or client, and a type filter: **Quotes and proformas**, **Quotes** or **Proformas**.
- Columns: **Number**, **Client**, **Date**, **Valid until**, **Status**, **Total**.

CREATE A QUOTE



The quote builder is the invoice builder with a validity date in place of payment terms.

1. Click **New quote** (or **New proforma**).
2. Under **Document**, choose **Quotation** or **Proforma invoice**.
3. Pick **Billing from** and the **Client**.
4. Set the **Quote date** and **Valid until**. Validity defaults to 15 days; you can change the default in Folio → Settings → Tax.
5. Add a **Subject**, check **Place of supply** and **Supply**, and add lines exactly as on an invoice (see below).
6. Click **Save quote**. The quote gets its number now (for example VWX-QT/2026-27/0001). Quote numbers are not statutory, so gaps are fine.

SEND, ACCEPT AND CONVERT

> **TIP**
> The screenshot of this page is being retaken. The Online link and activity card shows whether the client has opened the quote.

The quote page shows badges for kind, document type, status and supply type; **Prepared for**; **Dates** (date, valid until, place of supply, sent); the lines; and a **Summary** with the total in words.

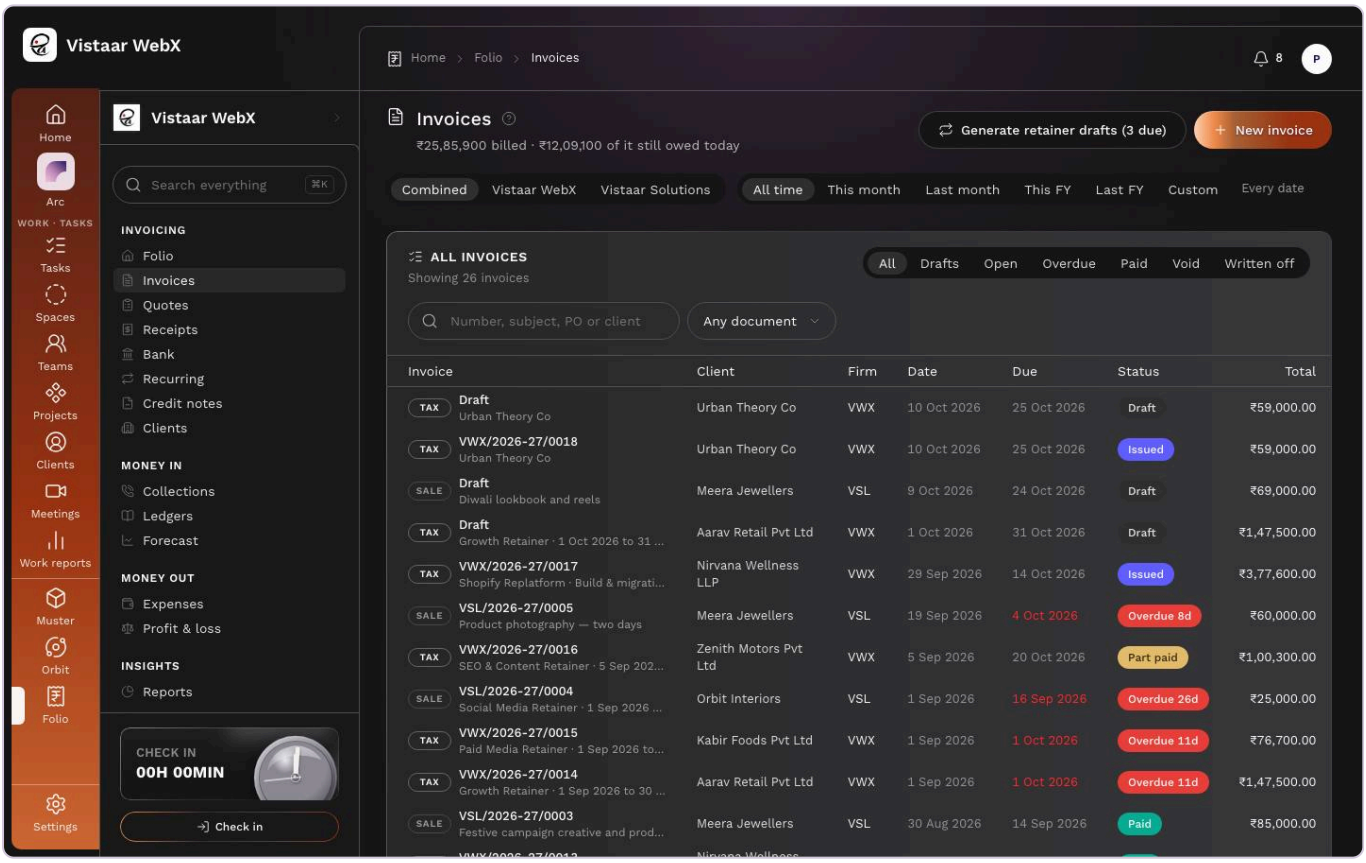
1. Click **Email to client** to send the PDF to the client's billing recipients. This marks the quote as sent. **PDF** opens the document.
2. Sending creates a private online link, shown under **Online link and activity**. Use **Copy** to share it yourself, or **Turn off link** to stop it working. The client can open it without signing in and accept or decline with their name and a comment.
3. When the client replies, click **Accept** or **Decline**. Decline asks for a reason.
4. Click **Convert to invoice**. Folio creates a **draft** invoice with the same firm, client, lines, discount, notes and terms, dated today. Review it and issue it from the invoice page.

> **GOOD TO KNOW**
> A quote stays editable (**Edit**) until it is converted. You can convert from draft, sent or accepted, but not a declined quote, and not an expired one until you extend **Valid until**. If the converted draft is deleted or the invoice is voided, the quote goes back to Accepted. Converting needs invoice permission as well as quote permission.

Invoices

Open: **Rail → Folio → Invoices** `/app/folio/invoices` Who: owner, admin, finance

Every tax and sale invoice in one list, from drafts to paid.



The header line shows how much is billed and how much is still owed today.

ON THIS PAGE

- **New invoice**, and **Generate retainer drafts** when retainer periods are due (the button shows how many).
- Firm switch and period switch (**All time**, **This month**, **Last month**, **This FY**, **Last FY**, **Custom**).
- Status tabs: **All**, **Drafts**, **Open**, **Overdue**, **Paid**, **Void**, **Written off**.
- Search by number, subject, PO or client, and a document filter: **Any document**, **Tax invoices**, **Sale invoices**.
- Columns: **Invoice** (TAX or SALE badge, number or "Draft", subject), **Client**, **Firm**, **Date**, **Due**, **Status**, **Total**, **Balance**.

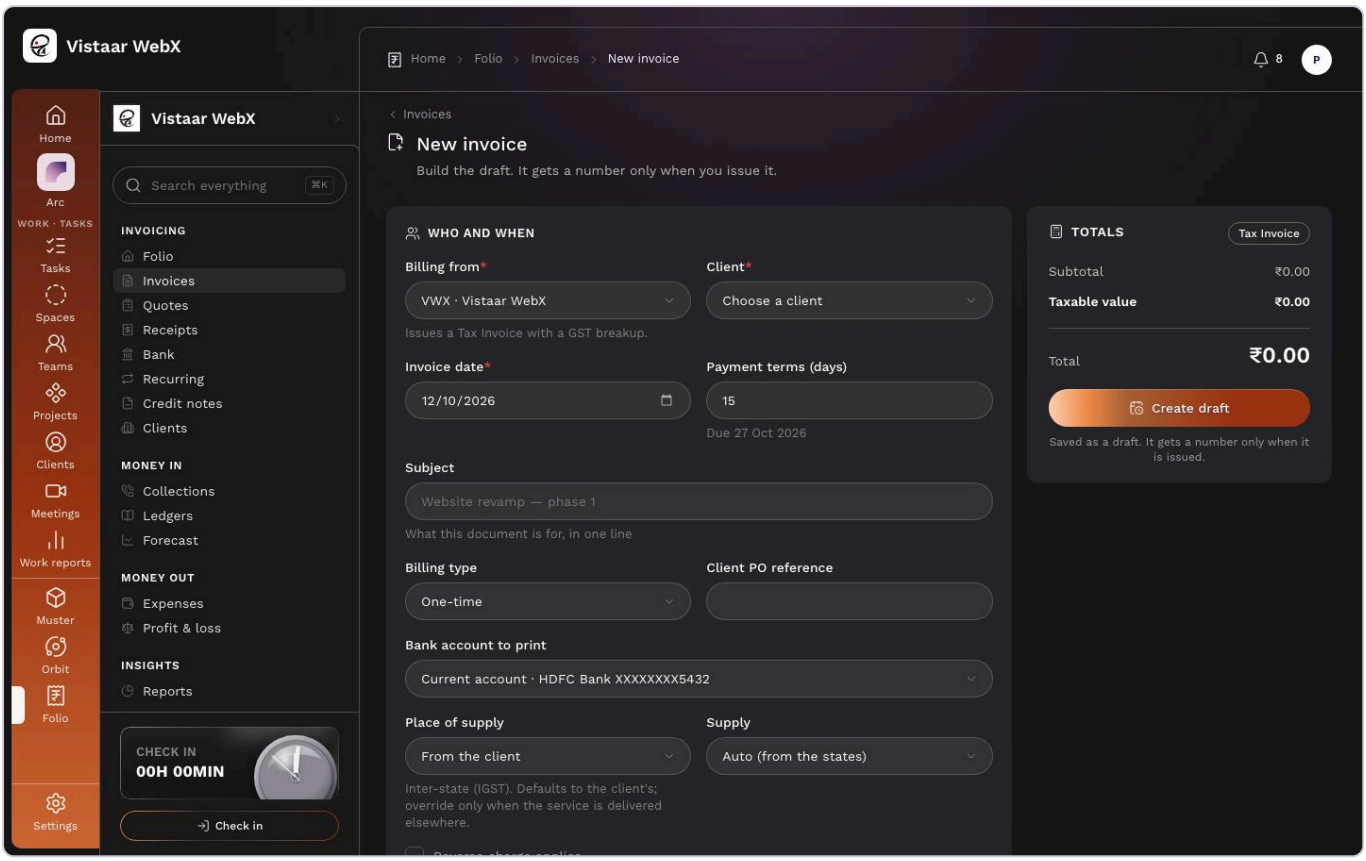
INVOICE STATUSES

An invoice has exactly five statuses. Two more labels can appear on top of them.

STATUS	WHAT IT MEANS	WHAT MOVES IT
Draft	Being prepared. No number, not a legal document, figures still editable.	Issue it, or delete it.
Issued	Numbered and locked. Nothing paid yet.	A payment, TDS or credit note applied to it.
Part paid	Some money, TDS or credit applied, some balance left.	More money applied, or a payment released or bounced.
Paid	Cash, TDS and credit notes together cover the total.	Goes back down if a payment bounces, is released, or a credit note is cancelled.
Void	Cancelled. Final. The number stays used.	Nothing; void is the end.
Overdue {n}d	Label on an issued or part-paid invoice past its due date.	Paying it, or the balance reaching zero.
Written off	Label when the remaining balance was written off as bad debt. The status itself does not change; the balance becomes zero.	**Undo write-off**.

The flow is: Draft → Issued → Part paid → Paid. Settlement moves an invoice between Issued, Part paid and Paid by itself, based on the money applied. You only act to issue, void or write off.

CREATE AN INVOICE, LINE BY LINE



The Totals panel updates as you type, using the same calculation Folio applies when it saves.

1. Click **New invoice**.
2. Under **Who and when**, pick **Billing from**. The hint says what it issues: "Issues a Tax Invoice with a GST breakup." for a GST firm, or a sale invoice with no tax for a non-GST one.
3. Pick the **Client**. Folio fills the firm, terms, TDS and place of supply from the client's billing profile.
4. Check the **Invoice date** (today by default) and **Payment terms (days)**. The due date shows under it, for example "Due 23 Oct 2026".
5. Write a one-line **Subject**, choose the **Billing type** (**One-time**, **Retainer**, **Milestone** or **Advance**) and add the **Client PO reference** if they gave one.
6. Pick the **Bank account to print**. Account numbers show masked here.
7. On a tax invoice, check **Place of supply** (default **From the client**) and **Supply**: **Auto (from the states)**, **Export (zero-rated)** or **SEZ (zero-rated)**. Tick **Reverse charge applies** only if it does; it needs a client with a GSTIN.
8. Optionally set **Service period from** and **Service period to**. They print on the invoice.
9. Under **What you are billing**, for each line:
   - Pick a **Service** from your catalogue, or keep **Free text**. A service fills the description, SAC, unit, rate and GST rate.
   - Fill **Description**, **SAC** (the HSN/SAC code, 4 to 8 digits), **Qty** (up to 3 decimals, so 7.5 hours works), **Unit**, **Rate ₹**, **Disc %** and **GST %**.
   - Under the line you see its taxable value, tax and line total.
   - Click **Add line** for more. **Remove line** works while there is more than one.

10. Under **Discount and notes**, set an **Invoice discount** (**None**, **Percentage** or **Flat amount (₹)**) if needed. Edit **Notes on the document** and **Terms** (both prefilled from the firm), and add **Internal notes**, which are never printed.
11. Check the **Totals** panel and click **Create draft**. The draft opens; it has no number yet.

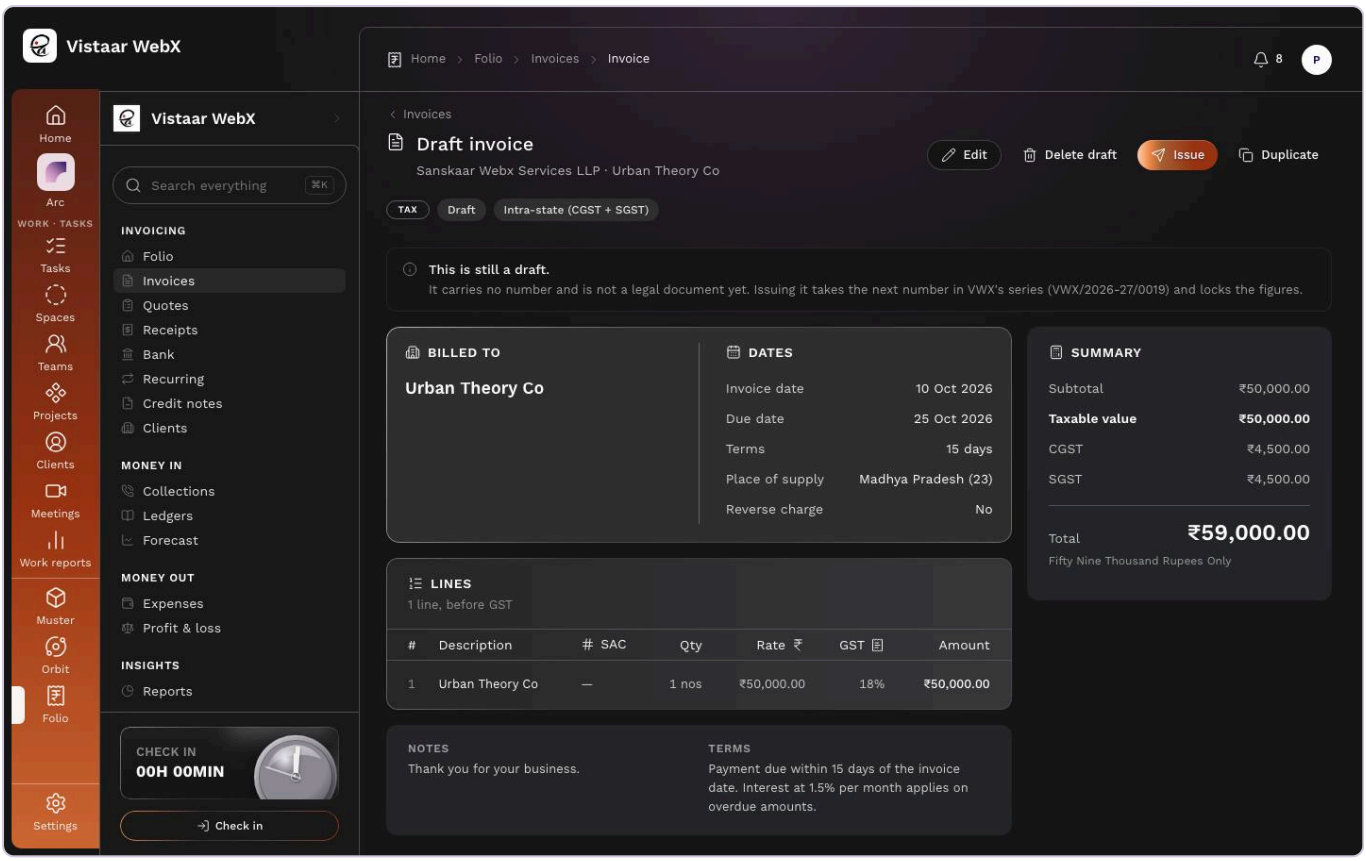
HOW THE TAX IS WORKED OUT

- **CGST + SGST or IGST.** Folio compares the firm's state with the place of supply. Same state: the GST is split equally into CGST and SGST. Different states: the whole GST is IGST. If either state is unknown, Folio uses IGST. For example, ₹1,00,000 at 18% is CGST ₹9,000 + SGST ₹9,000 within Madhya Pradesh, or IGST ₹18,000 to Maharashtra. In a union territory without a legislature, SGST prints as UTGST.
- **Place of supply** comes from the client's billing profile override, then their GSTIN, then their state, then their billing address state. Override it on the invoice only when the service is delivered elsewhere.
- **Export and SEZ** supplies are zero-rated: lines keep their value and carry no tax.
- **Sale invoices** (non-GST firm) never carry tax; the GST column is hidden.
- **Discounts come before tax.** Line discount first, then the invoice discount is spread across lines in proportion to their value. Tax is charged on what remains (the taxable value).
- **Rounding.** The total is rounded to the nearest rupee once, shown as a **Round off** line between −₹0.49 and +₹0.50. You can turn this off in Folio → Settings → Tax.
- **TDS.** If the client deducts TDS, the invoice shows the expected TDS (calculated on the taxable value, never on the GST) and an **Expect in bank** figure. TDS is printed beside the total, not deducted from it. For example ₹1,00,000 + IGST ₹18,000 with 10% TDS: total ₹1,18,000, TDS ₹10,000, expect ₹1,08,000 in the bank.
- Allowed GST rates are 0, 5, 12, 18 and 28% unless you change them in Folio → Settings → Tax.

INVOICE NUMBERS AND THE FINANCIAL YEAR

- Numbers look like **VWX/2026-27/0007**: firm prefix, financial year, sequence.
- Each firm has its own series, restarting on 1 April. The year comes from the invoice date.
- A number is used only when you issue. Drafts never take one, so deleting a draft leaves no gap.
- A voided invoice keeps its number. A GST series may contain cancellations but not gaps.
- You cannot issue an invoice dated in the future, or dated before the last issued invoice in the same series.

THE INVOICE PAGE



A draft shows which number it will take when issued, here VSL/2026-27/0006.

The page shows badges (TAX or SALE, status, billing type, supply type), **Billed to**, **Dates** (invoice date, due date, terms, service period, your PO, place of supply), the **Lines**, notes and terms, and a **Summary** with subtotal, discount, taxable value, tax, round off, total in words, received, TDS received, credit notes, written off and **Balance due**. Issued invoices also show **Payments against this invoice**, **Credit notes** and **Chase history** (reminders sent and follow-ups logged).

EDIT AND ISSUE A DRAFT

1. Open the draft. Click **Edit** to change anything, then save.
2. Click **Issue**. The dialog shows the number it will take and an **Invoice date** field (not in the future, and not before the last invoice in this series).
3. Click **Issue invoice**. The number is assigned, the client's and your firm's details are frozen onto the invoice, and the figures lock.

> **CAREFUL**
> After issue you cannot edit the invoice. To reduce it, raise a credit note. To cancel it entirely, void it (only possible before any money or credit is applied).

Other draft actions: **Delete draft** ("Nothing has been issued, so this leaves no trace and spends no number.") and **Duplicate**, which makes a new draft with the same lines dated today.

SEND THE INVOICE

1. On an issued invoice, click **PDF** to open or download it. Drafts have no PDF; they are not legal documents.

2. Click **Email** to send it. Pick recipients under **To** (from the client's billing recipients), add a **Cc** if needed, check the **Subject** and **Message** (prefilled with amount, due date and your bank details), and click **Send**. The PDF is attached.
3. Sending creates a private online link, shown under **Online link and activity**, with **Copy** and **Turn off link**. Your client can view the invoice, download the PDF and pay, without signing in. The card shows when they open it.

> **GOOD TO KNOW**
> If an online payment gateway is connected, an **Online payment** card offers a payment link for the balance. Payments made through it record the receipt by themselves. If no email provider is set up, sending is logged but nothing is delivered, and Folio says so.

ACTIONS ON AN ISSUED INVOICE

- **Record payment**: opens Record payment with this invoice already filled in.
- **Send reminder** and **Add follow-up**: see Collections.
- **Raise credit note**: see Credit notes.
- **Void**: only when nothing is paid, no TDS is received and no credit note exists. A reason is required. The number stays used, because a GST series may contain cancellations but not gaps. A void releases any linked milestone or quote.
- **Write off**: for a debt you will not collect. Reason required. The invoice stands, the balance stops counting as receivable, and the ledger shows a write-off, not a payment. **Undo write-off** makes it receivable again.
- **Duplicate**: a new draft with the same content.

E-invoice (IRN) and e-way bill

Set up: **Folio → Settings → E-invoice** Use: **an issued invoice → E-invoice** Who: finance

If your aggregate turnover is above ₹5 crore, Flowbit can get an IRN for your B2B tax invoices from the Invoice Registration Portal through your GST Suvidha Provider (GSP), and print the signed QR code on the invoice PDF.

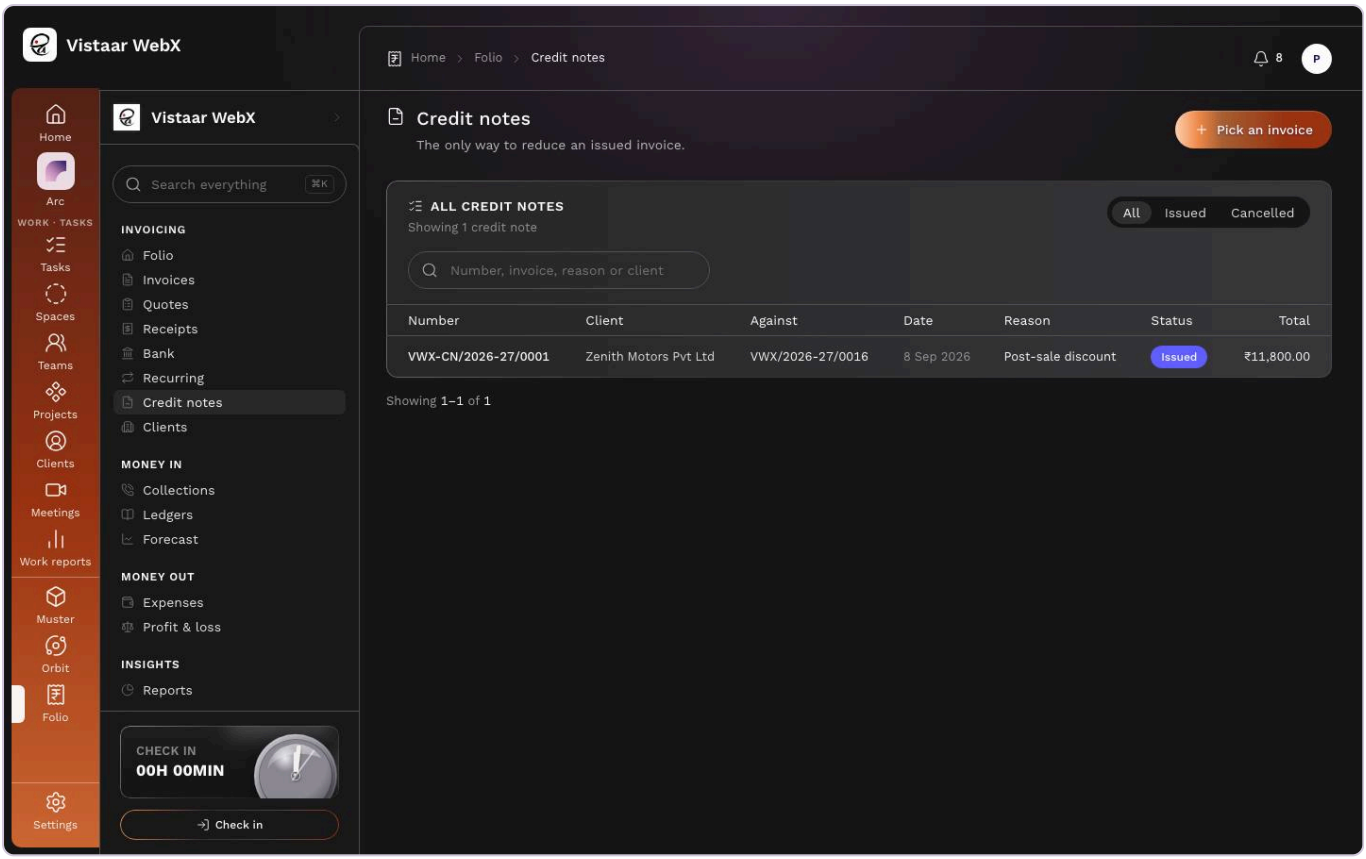
1. In **Folio → Settings → E-invoice**, choose the GST firm, tick **Generate IRNs for B2B tax invoices** and **Aggregate turnover is above ₹5 crore**.
2. Pick the **Environment** (sandbox first, then production) and enter your GSP's **GSP API address**, **Client ID**, **Client secret**, **API username** and **API password**. They are stored encrypted.
3. Issue an invoice to a client with a GSTIN, then click **Generate IRN** on it. The IRN, acknowledgement number and date, and the QR code are saved and printed on the PDF.
4. For goods on the move, fill the transport details and click **Generate e-way bill**.

- **Cancel IRN** works within 24 hours and not while an e-way bill exists. Cancelling an IRN does not void the invoice in Flowbit; void it separately if needed.
- Not covered yet: export invoices, reverse charge and IRNs for credit notes.

Credit notes

Open: **Rail → Folio → Credit notes** `/app/folio/credit-notes` Who: owner, admin, finance

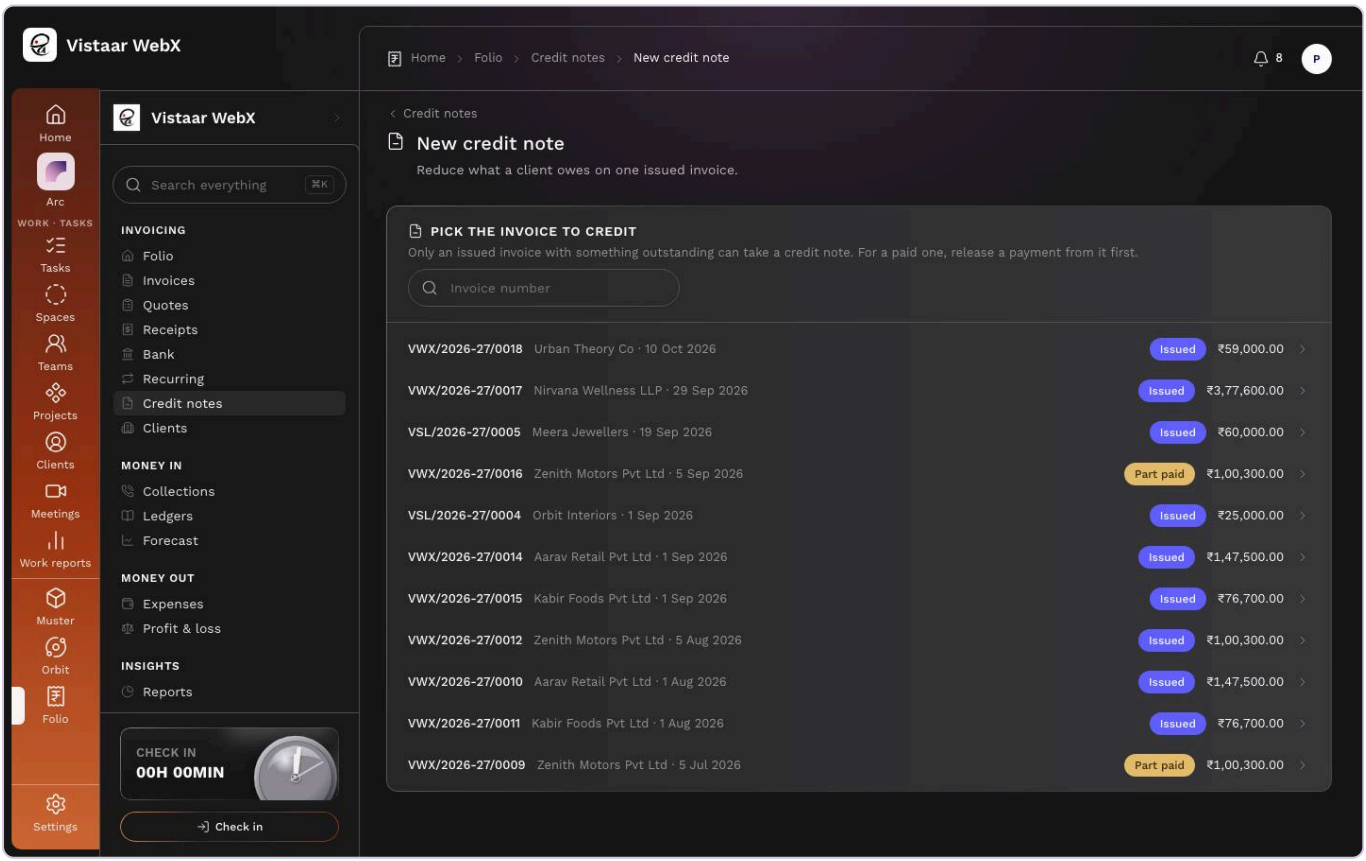
The only way to reduce an issued invoice, for a post-sale discount, a deficiency in service, a correction or a cancellation.



Each credit note links to the invoice it reduces.

The list has status tabs (**All**, **Issued**, **Cancelled**), a search box, and columns **Number**, **Client**, **Against**, **Date**, **Reason**, **Status**, **Total**.

RAISE A CREDIT NOTE



Only invoices with a balance outstanding are offered.

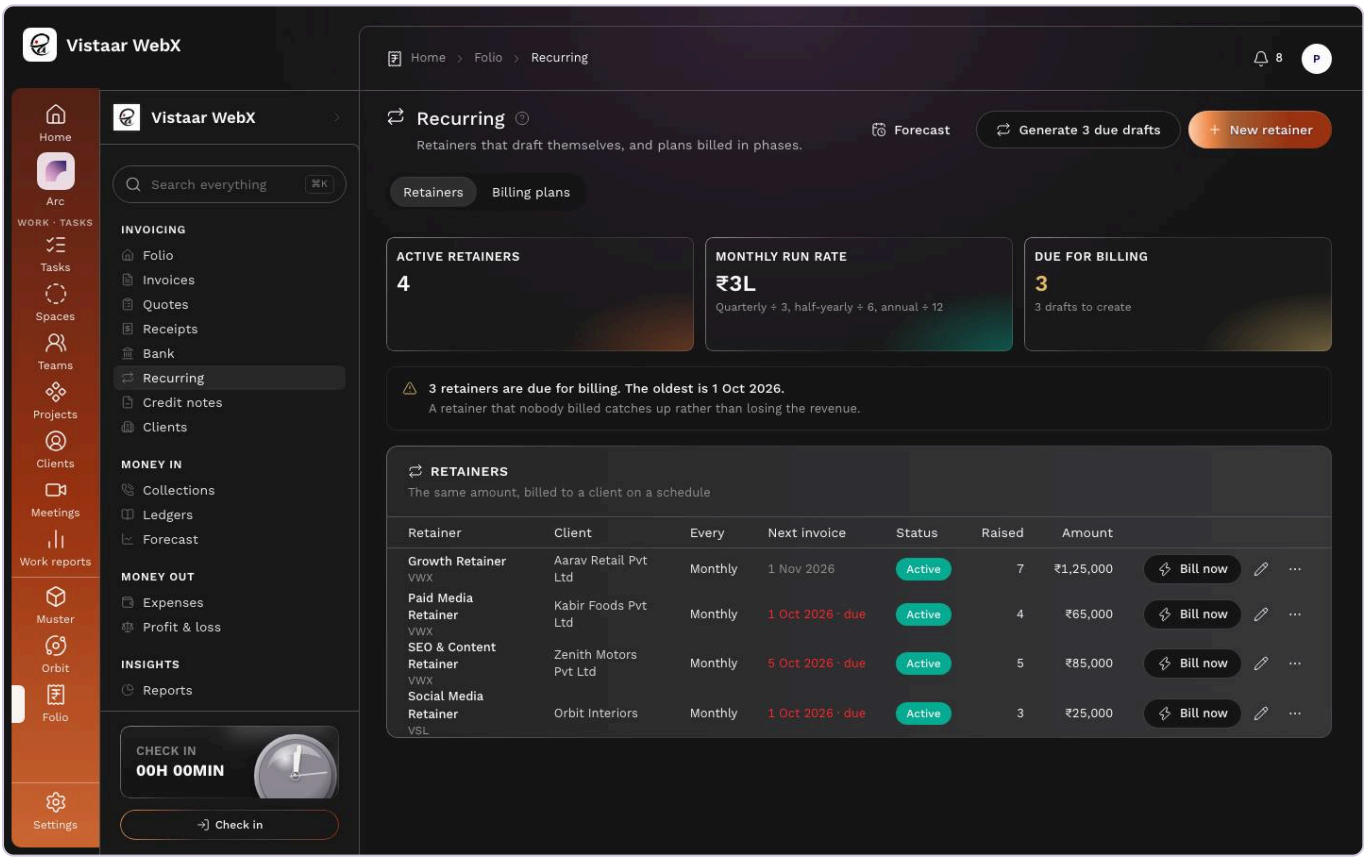
1. Click **Pick an invoice** (or **Raise credit note** on the invoice itself).
2. Search by **Invoice number** and click the invoice.
3. Choose the mode: **Full** credits everything still creditable, or **By line** lets you type a credit amount against each line.
4. Set the note date, pick a reason and write the reason text (it prints on the note).
5. Check the live totals; tax is reversed the same way it was charged (CGST + SGST or IGST).
6. Click **Issue credit note** and confirm. It takes the next credit-note number (for example VWX-CN/2026-27/0001) and reduces what the client owes.

> **GOOD TO KNOW**
> A credit note cannot exceed what is still outstanding on the invoice. If the invoice is already paid and the client needs a refund, release the payment from the invoice first. Cancelling a credit note makes the invoice owed again; its number stays used.

Recurring: retainers and billing plans

Open: **Rail → Folio → Recurring** `/app/folio/recurring` Who: owner, admin, finance

Retainers that draft their own invoices every period, and billing plans that bill a fixed project in phases.



Dates in red with "· due" are periods that have not been billed yet.

ON THE RETAINERS TAB

- Tiles: **Active retainers**, **Monthly run rate** (quarterly ÷ 3, half-yearly ÷ 6, annual ÷ 12) and **Due for billing**.
- Columns: **Retainer** (with firm code), **Client**, **Every**, **Next invoice**, **Status** (Active, Paused, Ended), **Raised** (invoices so far), **Amount**, and row buttons **Bill now**, **Edit retainer** and **More**.
- Header buttons: **Forecast**, **Generate {n} due drafts**, **New retainer**.

SET UP A RETAINER

1. Click **New retainer**.
2. Pick the client and firm, and enter a name, description (it becomes the invoice line), SAC, amount per period and GST %.
3. Choose the frequency (monthly, quarterly, half-yearly or annual), start date, optional end date and billing day (1 to 31; a 31 bills on the 30th in April).
4. Choose whether to bill in advance (the invoice covers the coming period) or in arrears (the period just ended). Set payment terms and leave auto-generate on to let the daily run create drafts.
5. Save. The first partial period is not prorated.

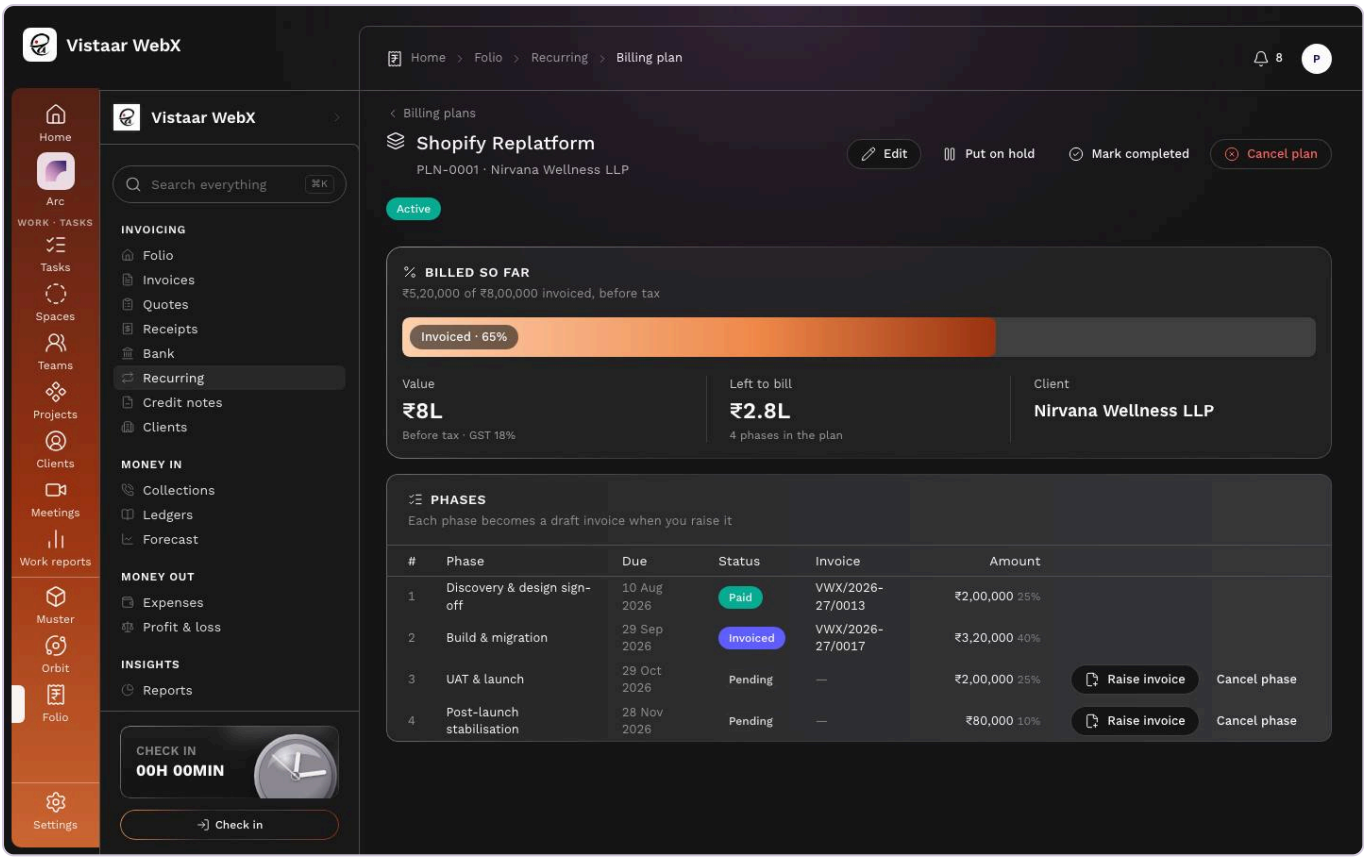
BILL RETAINERS

1. Click **Generate {n} due drafts**, or **Bill now** on one row.
2. Each due retainer gets one draft invoice per missed period, with the service period in the subject. Nothing is issued and nothing reaches the client.
3. Open **Invoices** → **Drafts**, review each draft and issue it.

> **GOOD TO KNOW**
> Missed periods catch up rather than being lost, and running generation twice never bills anyone twice. Deleting a generated draft or voiding its invoice makes that period due again. Changing a retainer's amount affects future drafts only. Use **More** to pause, resume or end a retainer, or to see its invoices.

BILLING PLANS (MILESTONES)

Open the **Billing plans** tab for projects agreed at a fixed value and billed in stages. The table shows each plan with its phase count, client, status, a billed meter, the amount invoiced and the total value.



A billing plan. Each phase becomes a draft invoice when you raise it; the meter shows how much of the plan value is invoiced.

1. Create a plan: pick client and firm, name it (a code such as PLN-0001 is given automatically), and enter the total value before tax, GST %, SAC, start and target end. You can link a Work project.
2. Add phases. Each phase has a name, a due date and either a share of the total (%) or a flat amount, never both. The editor shows how much of the value you have allocated.
3. On the plan's page, tiles show value, invoiced, left to bill and client. When a phase is ready, click **Raise invoice** and confirm. Folio creates a draft for that phase's amount; review and issue it.
4. Phase status follows its invoice: pending, invoiced when issued, paid when the invoice is paid. Use **Cancel phase** for work that will not be billed, and **Put on hold**, **Make active**, **Mark completed** or **Cancel plan** for the plan as a whole.

> **GOOD TO KNOW**
> "Invoiced" on a plan counts value before tax, because the plan value is agreed before tax. An invoiced or paid phase cannot change its amount. Deleting a phase's draft or voiding its invoice frees the phase to be invoiced again.

PART 3

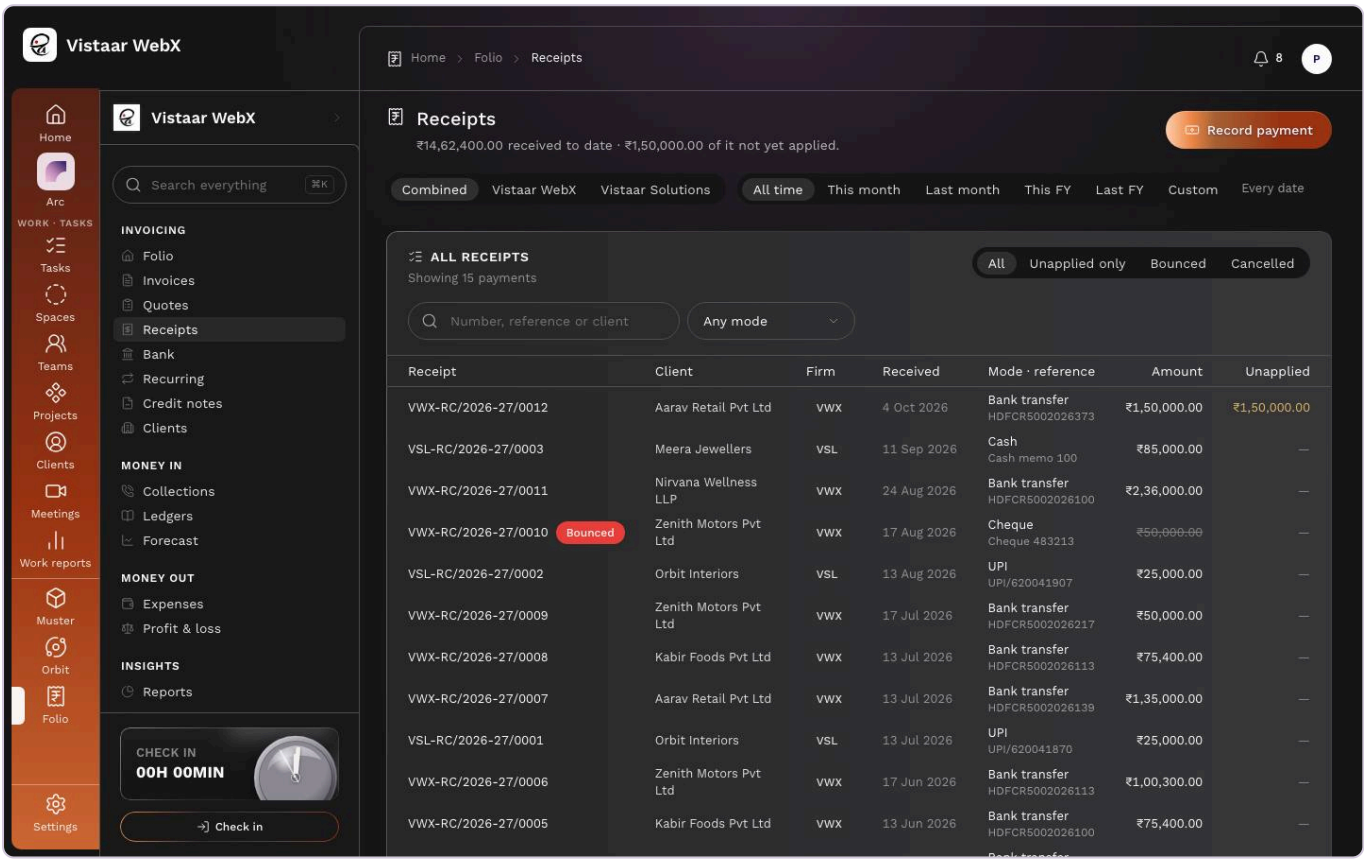
Getting paid

Receipts, collections and reminders, payment links, bank import and the client portal.

Receipts: recording and applying payments

Open: **Rail → Folio → Receipts** `/app/folio/receipts` Who: owner, admin, finance

Every rupee that arrived, and which invoices it settled. A payment is recorded against a client first and then applied to invoices. Whatever is not applied stays as advance credit.

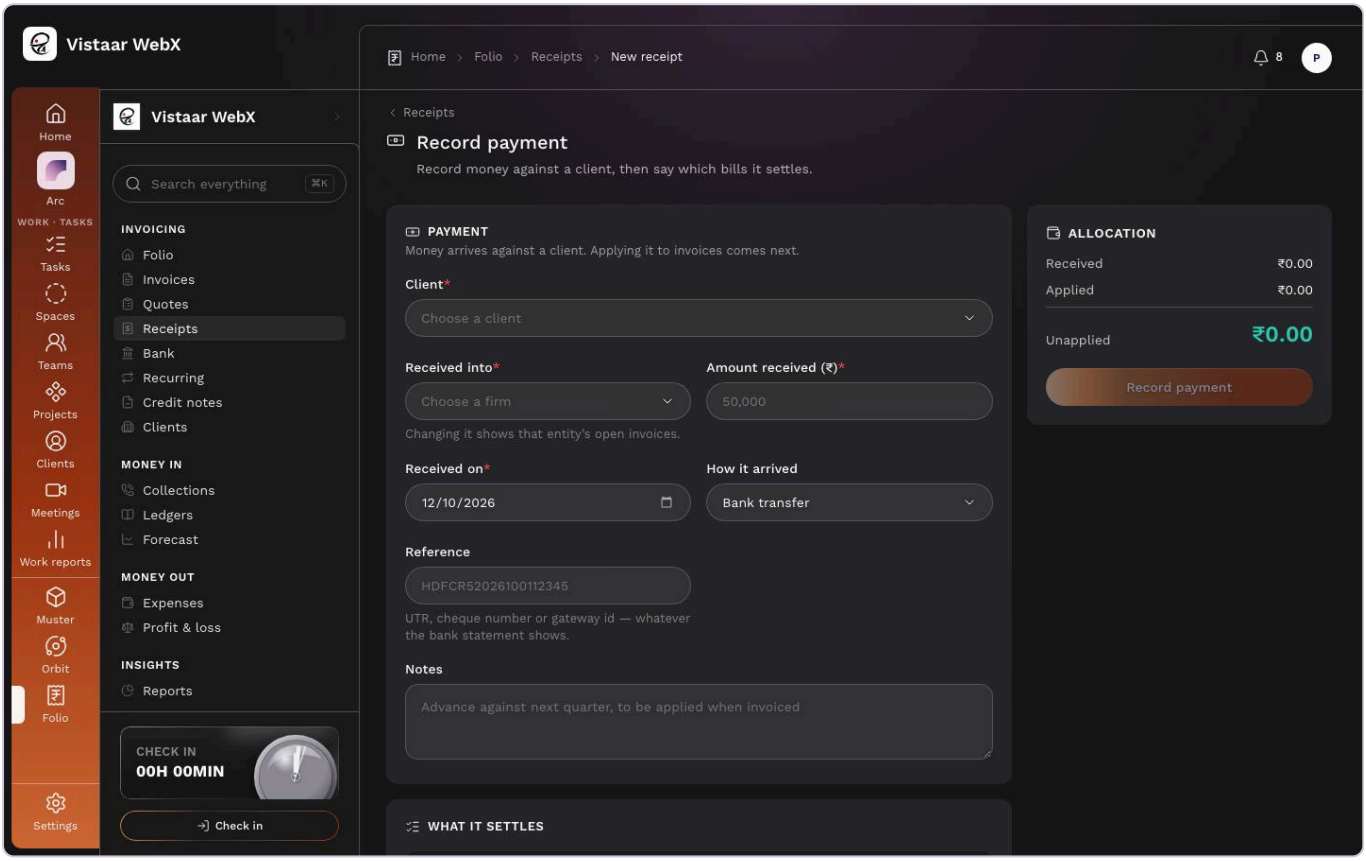


The Unapplied column shows money no invoice knows about yet.

ON THIS PAGE

- **Record payment**, the firm switch and the period switch.
- Filter tabs: **All**, **Unapplied only**, **Bounced**, **Cancelled**.
- Search by number, reference or client, and a mode filter (**Bank transfer**, **UPI**, **Cheque**, **Cash**, **Card**, **Payment gateway**, **Adjustment**, **Other**).
- Columns: **Receipt**, **Client**, **Firm**, **Received**, **Mode · reference**, **Amount**, **Unapplied**.

RECORD A PAYMENT



Choose the client first; their open invoices appear under What it settles.

1. Click **Record payment**.
2. Pick the **Client** and **Received into** (the firm whose bank received it). Only that firm's invoices can be settled by this money.
3. Enter **Amount received (₹)** and **Received on** (today or earlier).
4. Pick **How it arrived** and type the **Reference**: the UTR, cheque number or gateway id, whatever the bank statement shows. For a cheque, add the cheque date.
5. Under **What it settles**, the client's open invoices appear, oldest due first. Type an amount against each invoice, or click **Apply oldest first** to fill them in order. If the client deducts TDS, a TDS box appears on each row, prefilled with the TDS still expected.
6. Watch the **Allocation** panel: **Received**, **Applied**, **Unapplied**. You cannot apply more than you received.
7. Click **Record payment**.

GOOD TO KNOW

Leave every row blank to hold the whole amount as an advance. TDS is not cash, so it does not count against the amount received, but cash plus TDS together settle the invoice. An invoice becomes Part paid or Paid automatically.

APPLY ADVANCE CREDIT LATER, RELEASE, BOUNCE OR CANCEL

TIP

The screenshot of this page is being retaken. An advance of ₹1,50,000 waiting to be applied; the TDS hint shows what the client is expected to deduct.

1. Open the receipt. **Applied to** lists the invoices it settled.
2. Under **Apply the remaining**, pick an open **Invoice** of the same client and firm, check the **Amount (₹)** and **TDS (₹)**, and click **Apply**.
3. To undo an application, click **Release** on that row. The invoice is owed again and the money returns to unapplied credit.
4. If a cheque bounces, click **Mark bounced** and enter the date and reason. Every invoice it settled is owed again and returns to Collections. The record stays, marked Bounced.
5. If the receipt was entered by mistake, click **Cancel receipt** with a reason, then record it again correctly.

CAREFUL

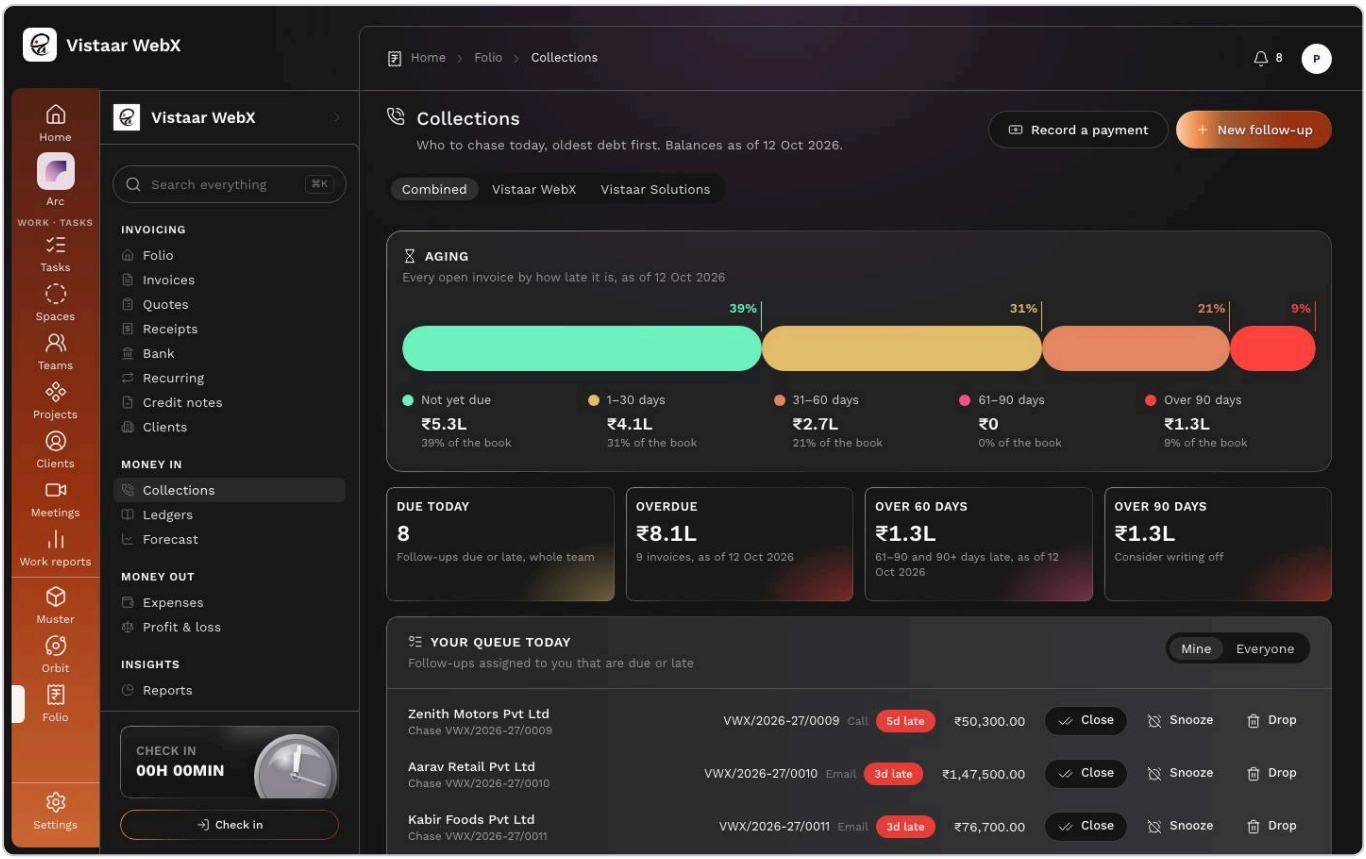
Receipts are never edited or deleted. To correct one, cancel it and record it again.

The receipt also has an **Online link and activity** card with **Create link**, so you can send the client a link to their receipt.

Collections: chasing what is owed

Open: **Rail** → **Folio** → **Collections** `/app/folio/collections` Who: owner, admin, finance

Who to chase today, oldest debt first. It combines your team's follow-ups with automatic payment reminders.



Your queue lists follow-ups due or late, with how many days late each one is.

ON THIS PAGE

- **Record a payment**, **New follow-up** and the firm switch.
- **Aging** bar and tiles: **Due today** (follow-ups), **Overdue**, **Over 60 days**, **Over 90 days** ("Consider writing off").
- **Your queue today**: follow-ups due or late, **Mine** or **Everyone**. Each row shows client, invoice, channel, days late, balance, and **Close**, **Snooze**, **Drop**.
- **Everything overdue**: oldest first, then the larger balance. Columns **Invoice**, **Client**, **Due**, **Age**, **Balance**, **Last reminder**, with **Email** reminder buttons.
- **Messages to send by hand**: reminders the automatic run composed for a person to send from their own phone, each with an open button and **Mark sent**. This list appears only if you ticked that channel in Folio settings.

THE AUTOMATIC REMINDER SCHEDULE

Every day Folio checks open invoices against the cadence in Folio → Settings → Reminders. The default is **−3, 0, 7, 15 and 30** days from the due date: a heads-up 3 days before, a note on the due date, then reminders at 7, 15 and 30 days late. The tone rises with age: Advance notice, Due today, Gentle reminder (up to 15 days late), Firm reminder (up to 45), Final notice.

- Only invoices with a balance above zero are chased, so paid invoices stop automatically.
- Each reminder goes once per invoice, channel and step. If several steps were missed, only the latest is sent, so a client never gets a pile of emails at once.
- Email goes to the client's billing recipients marked to receive reminders.
- Clients with reminders paused, and inactive clients, are skipped.

SEND A REMINDER BY HAND

1. In **Everything overdue**, click **Email** on the invoice (or **Send reminder** on the invoice page).

2. Pick the contact. Folio drafts the message from the invoice in the right tone; edit the **Subject** and **Message** if you like.
3. Check the message and send it. Every reminder is recorded, so the chase history stays complete. Sending reminders from your own WhatsApp Business number is coming soon.

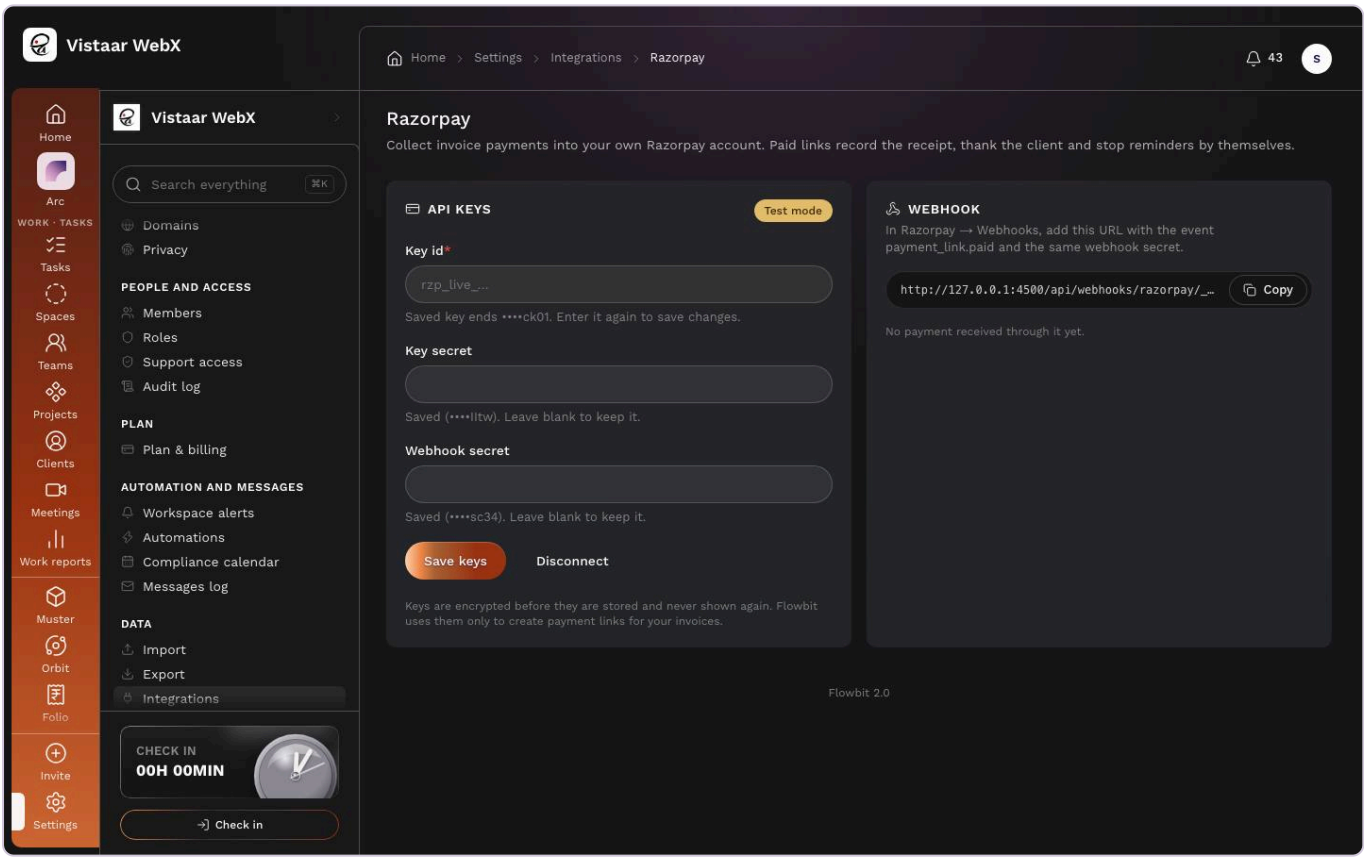
WORK FOLLOW-UPS

1. Click **New follow-up**. Pick the client, optionally one of their invoices, the due date, channel (call, email, meeting or note), subject, notes and who it is assigned to.
2. When you have spoken to the client, click **Close**. Write what happened (required, even if it was nothing), the date they committed to pay, and optionally **Chase again on**, which opens the next follow-up automatically.
3. Click **Snooze** to bring it back on a later date.
4. Click **Drop** only for a follow-up raised by mistake. If you actually spoke to them, use Close so the outcome stays on record.

Connect Razorpay for invoice payments

Open: **Settings → Integrations → Connect Razorpay** `/app/settings/integrations/razorpay` Who: owner, admin

Collect invoice payments straight into your own Razorpay account. When a client pays through the link, Flowbit records the receipt, thanks the client and stops reminders by itself.



Your webhook URL appears under Webhook once the keys are saved.

CONNECT IT

1. In the Razorpay Dashboard, open **Account & Settings → API keys** and generate a key. It starts with `rzp_live_` (or `rzp_test_` for testing).
2. In Flowbit, paste the **Key id** and **Key secret**.

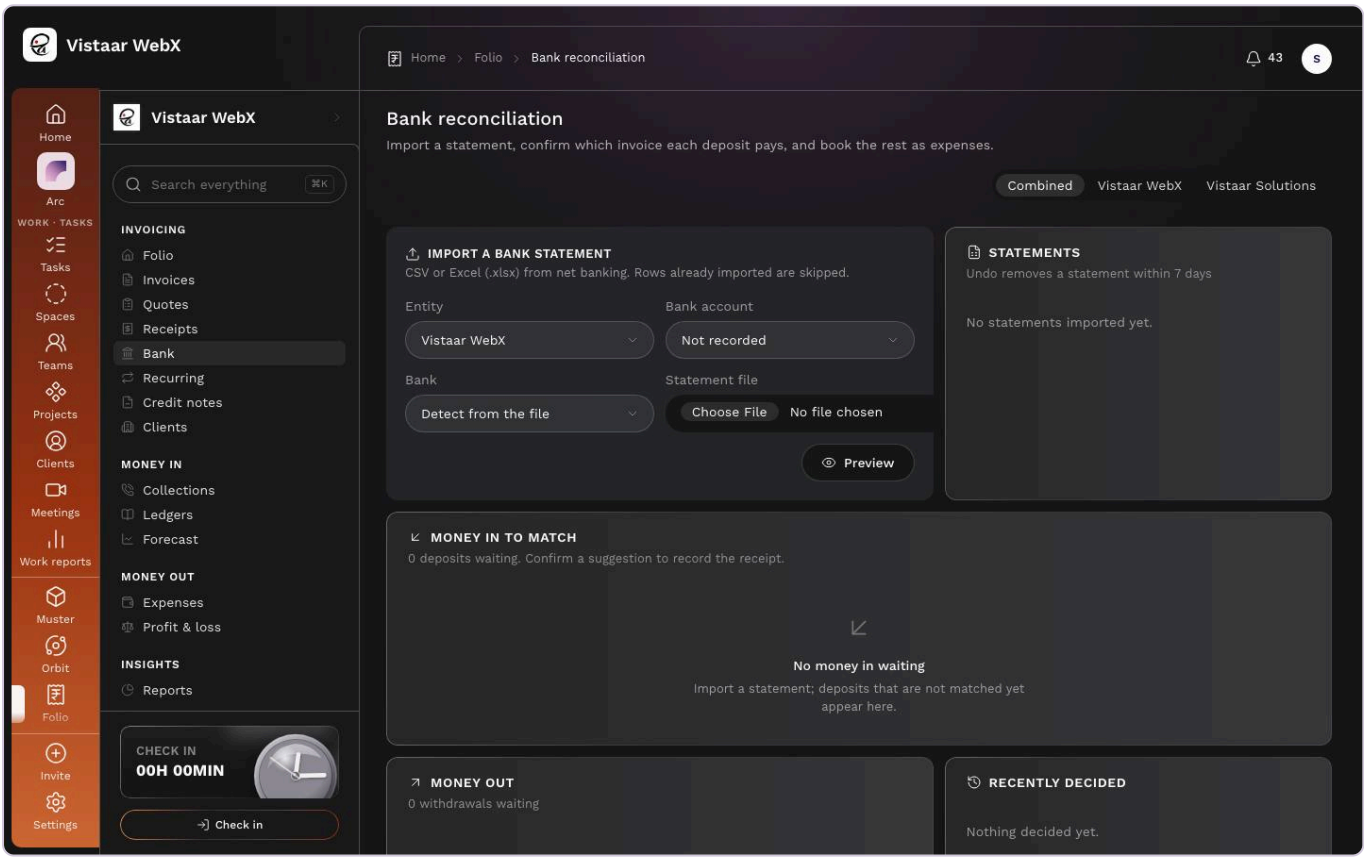
3. Make up a **Webhook secret**.
4. Click **Connect Razorpay**. Keys are encrypted and never shown again.
5. Copy the URL shown under **Webhook**. In Razorpay, open **Webhooks**, add that URL with the event `payment_link.paid` and the same webhook secret.

> **TIP**
> Test with `rzp_test_` keys and a small invoice first, then switch to live keys. Flowbit uses the keys only to create payment links for your invoices.

Bank reconciliation: import a statement

Open: **Folio → Bank** `/app/folio/bank` Who: finance

Import your bank statement and Flowbit suggests which invoice each deposit pays, so receipts are recorded in a few clicks instead of one by one.



Import on the left; deposits waiting to be matched appear under Money in to match.

1. Under **Import a bank statement**, pick the firm and its bank account, then the file: CSV or XLSX from HDFC, ICICI, SBI, Axis or Kotak, or "Other bank" and map the columns yourself. Old `.xls` files need saving as `.xlsx` or `.csv` first.
2. Check the **Preview** and import. Rows already imported before are skipped.
3. In **Money in to match**, each deposit shows the invoice it most likely pays, with a confidence. Flowbit looks at the balance (also less 2% or 10% TDS), the invoice number, a UTR the client shared, the client's name and the due date.
4. Confirm the match. Flowbit records the receipt, allocates it (with any TDS) and marks the invoice paid. Use **Pick an invoice** to choose another, or **Split across invoices** when one deposit pays several invoices of the same client.

5. In **Money out**, book each withdrawal as an expense (Flowbit suggests the category, payee and mode) or ignore it.

> **GOOD TO KNOW**
> Imported the wrong file? **Undo** on a statement within 7 days removes its rows and cancels the receipts and expenses it created.

Client portal

Turn on: **Clients** → **a client** → **Contacts** → **Client portal** Client's link: `/portal/your-workspace`

Who: owners, admins and people who manage clients

Give a client their own sign-in to see their projects, approve work and pay invoices, without a Flowbit seat. It is part of Suite, comes with the client portal add-on, and is on during the 15-day trial. The Free plan does not include it, or any other paid add-on (custom domains, Meetings AI).

1. Open the client, go to **Contacts**, switch the **Client portal** on and **Invite** the people at the client who should see it.
2. In a project's **Settings**, switch the **Client portal** card on to share that project.
3. On a task, tick **Client can see this**, or click **Send for approval** to ask the client to approve it (the task becomes visible to them).

Clients sign in with a six-digit code sent to their email; there is no password. They see only their own company: shared projects with status, health, progress and milestones, the tasks you made visible, approvals (approve or ask for changes, with a comment), invoices and quotes with Pay now, their statement, and files on shared projects and tasks. Their answers are logged on the task as "name (client)" and you are notified.

> **GOOD TO KNOW**
> The portal carries your logo, name and brand colour, and never opens the rest of Flowbit. Removing a contact signs them out for good.

PART 4

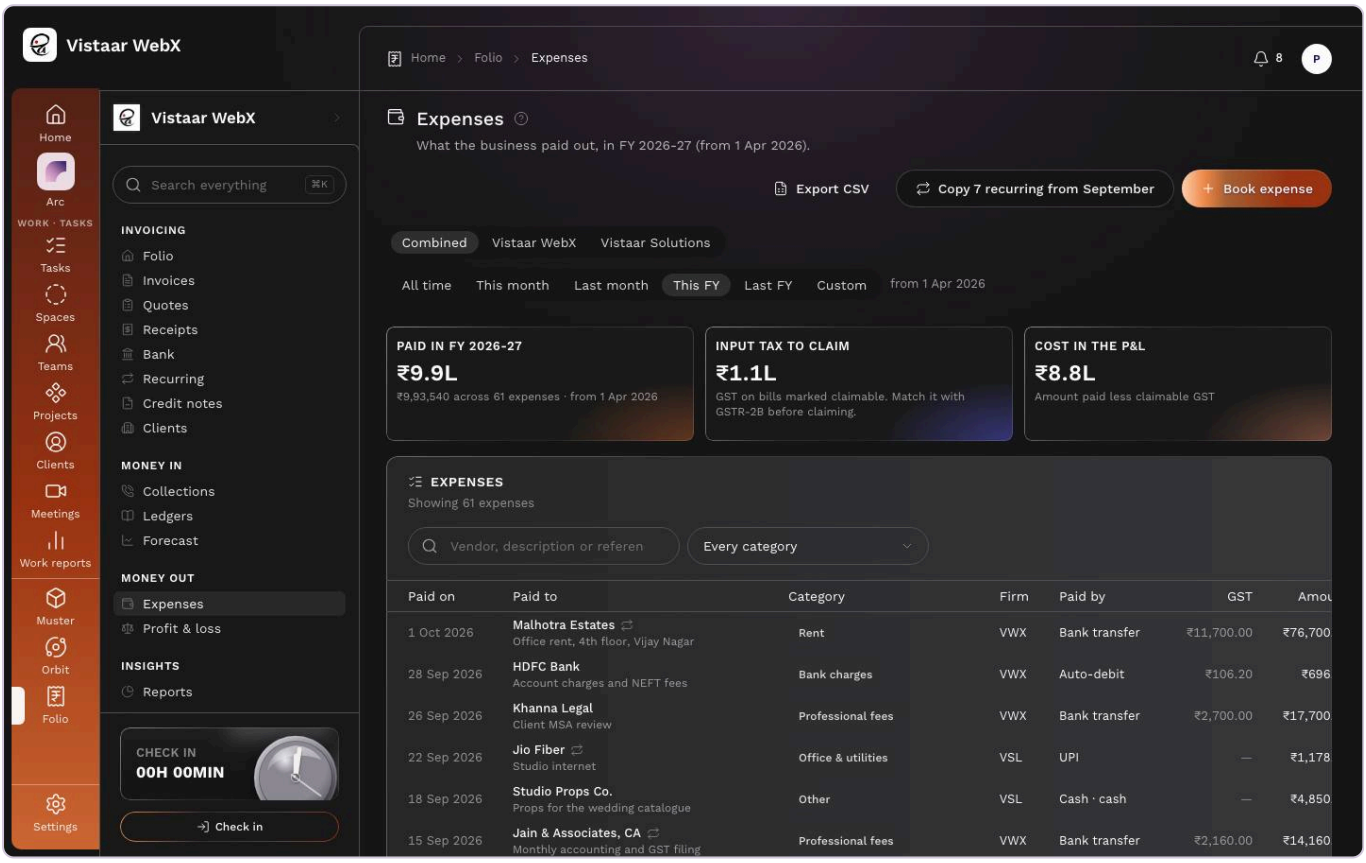
Money out and the books

Expenses, ledgers, profit and loss and the billing forecast.

Expenses

Open: **Rail → Folio → Expenses** `/app/folio/expenses` Who: owner, admin, finance

Money paid out by your firms: rent, software, travel, vendors and freelancers. Expenses feed the profit and loss view.

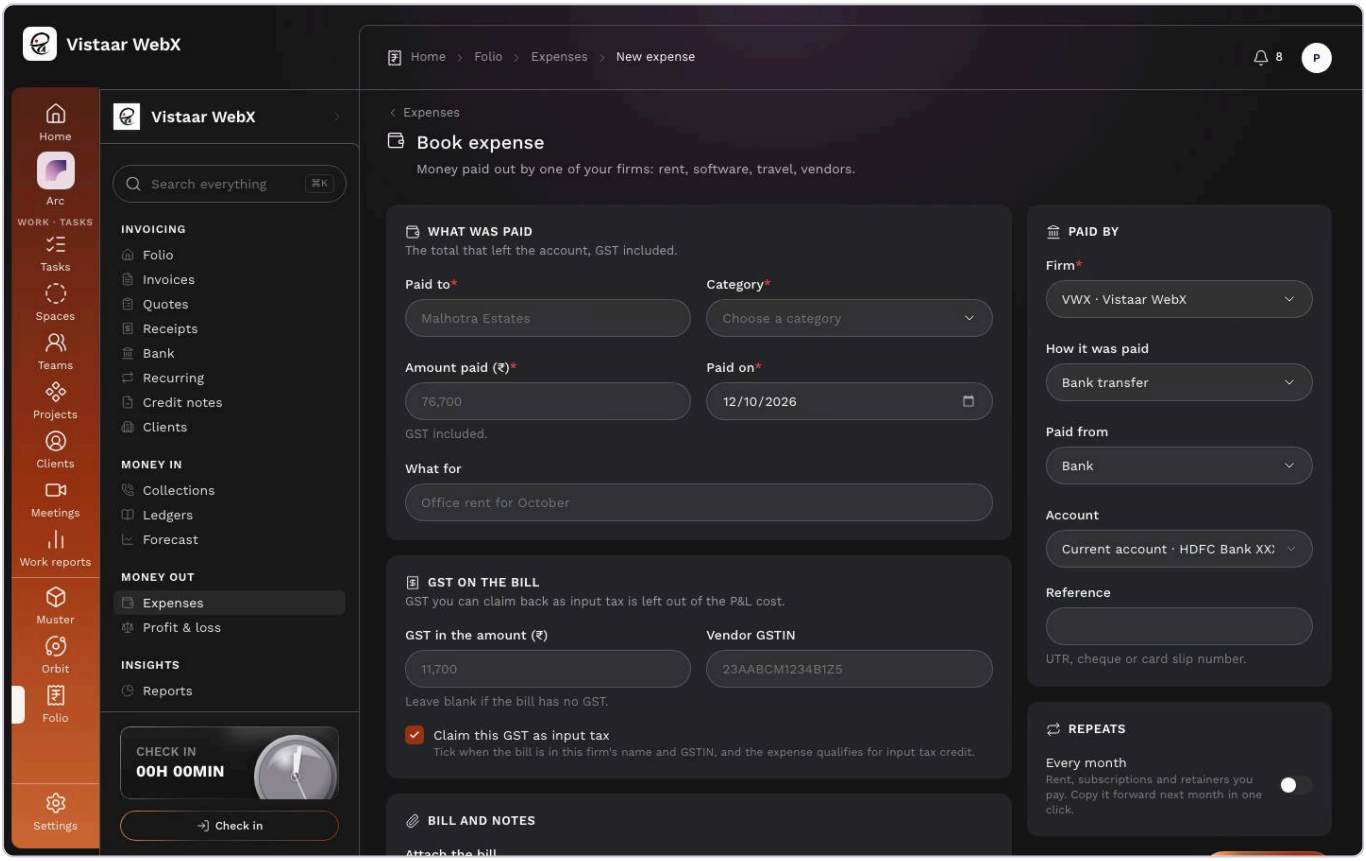


Rows marked "Repeats monthly" can be copied forward each month.

ON THIS PAGE

- **Export CSV**, **Copy {n} recurring from {last month}** and **Book expense**, plus firm and period switches.
- Tiles: total paid in the period, **Input tax to claim** (GST on bills marked claimable) and **Cost in the P&L** (amount paid less claimable GST).
- Search by vendor, description or reference, and a category filter (Rent, Salaries & wages, Software & subscriptions, Travel, Marketing, Creator/freelancer payments, Office & utilities, Professional fees, Bank charges, Taxes & fees, Other).
- Columns: **Paid on**, **Paid to**, **Category**, **Firm**, **Paid by**, **GST**, **Amount**.

BOOK AN EXPENSE



Enter the amount that left the account, GST included, then say how much of it was GST.

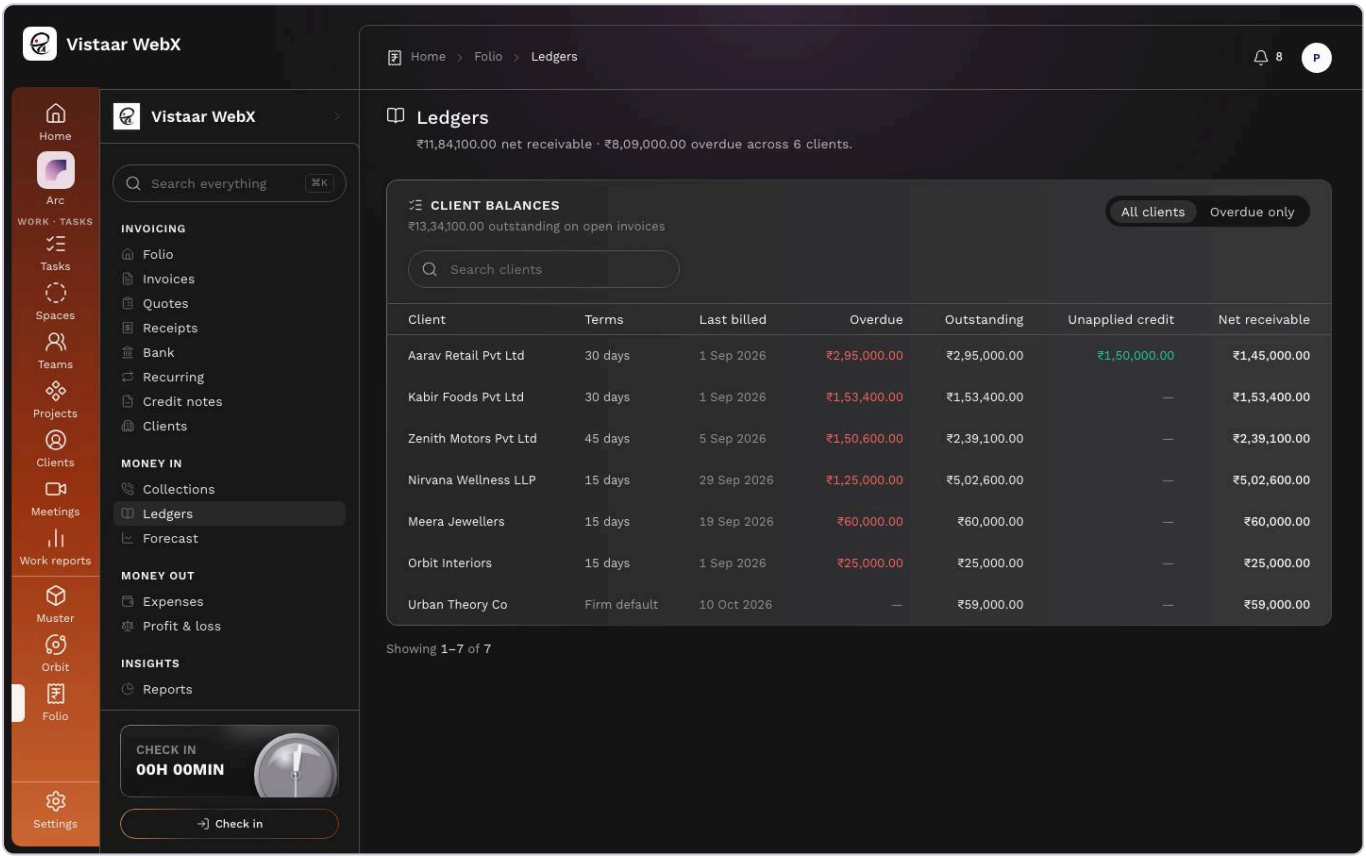
1. Click **Book expense**.
2. Fill **Paid to**, **Category**, **Amount paid (₹)** (GST included), **Paid on** and **What for**.
3. Under **GST on the bill**, enter **GST in the amount (₹)** and the **Vendor GSTIN**. Leave GST blank if the bill has none. Keep **Claim this GST as input tax** ticked only when the bill is in this firm's name and GSTIN and the expense qualifies.
4. Attach the bill (PDF or photo, up to 4 MB) and add notes.
5. Pick the paying **Firm**, **How it was paid**, **Paid from**, the **Account** and a **Reference** (UTR, cheque or card slip number).
6. Turn on **Every month** for rent, subscriptions and retainers you pay, so you can copy it forward next month in one click.
7. Click **Book expense**.

> **TIP**
> Match the input tax figure with your GSTR-2B before claiming it. Folio shows what you marked claimable; it does not file anything.

Ledgers and statements

Open: **Rail → Folio → Ledgers** `/app/folio/ledger` Who: owner, admin, finance

Every client's balance in one table, and a full statement of account for each client.



Net receivable is outstanding less any advance credit the client already paid.

- Filters **All clients** and **Overdue only**, and **Search clients**.
- Columns: **Client**, **Terms**, **Last billed**, **Overdue**, **Outstanding**, **Unapplied credit**, **Net receivable**.

READ AND SEND A CLIENT STATEMENT

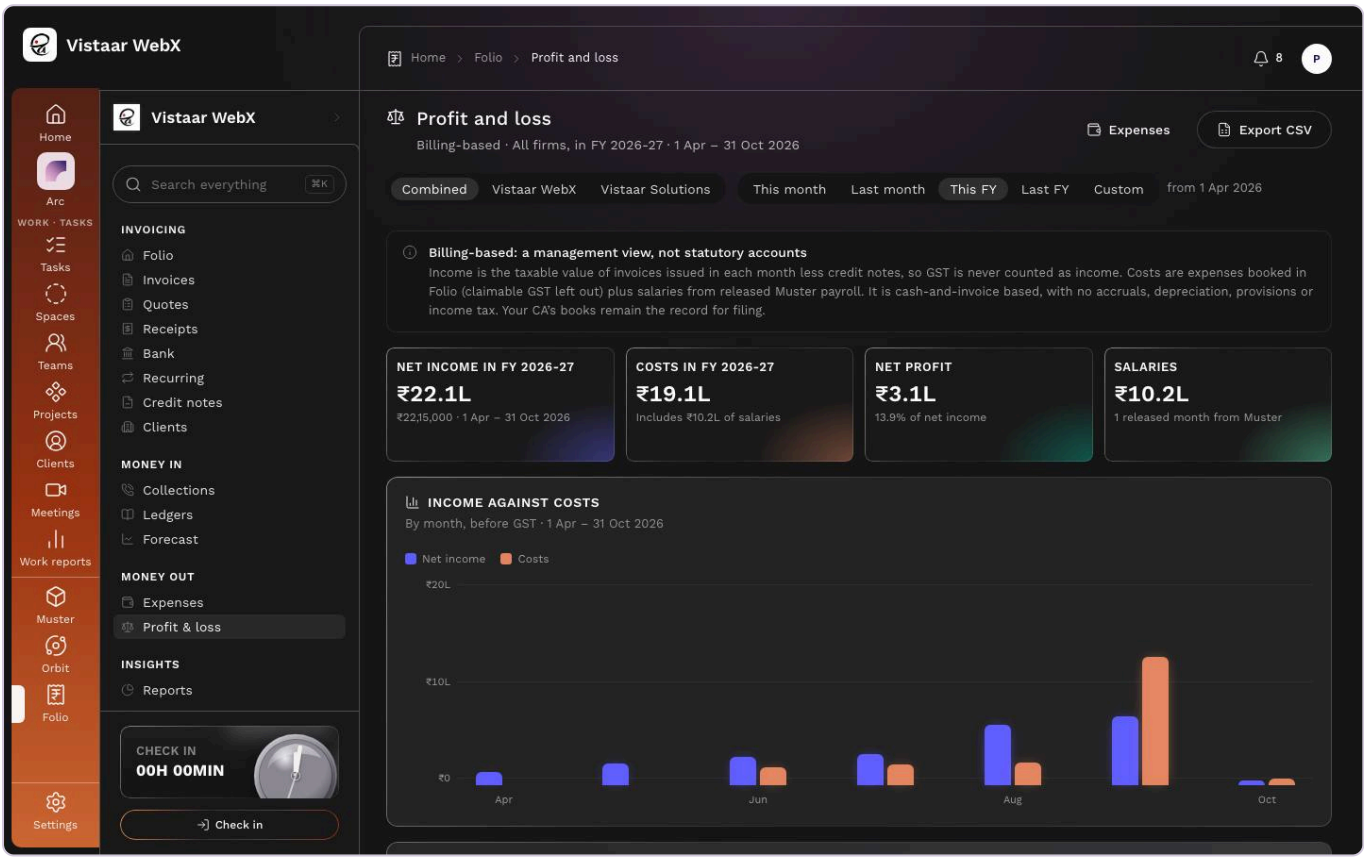
1. Click a client. Their statement opens with their billing terms, TDS and credit limit at the top.
2. Set from and to dates if you want a period. The statement then starts with a brought-forward balance from before that date.
3. Read the rows: date, type, document, particulars, debit (invoices and opening balance) and credit (payments, TDS deducted, credit notes, write-offs), with a running balance. The closing line says, for example, "Aarav Retail owes ₹1,45,000.", "We hold ₹X of the client's money as credit." or "The account is square."
4. Switch to the **Monthly** view for opening, billed, received and closing by month.
5. Download the CSV or the statement PDF, or email the statement to the client's recipients. You can also record a payment or start a new invoice from here.

> **GOOD TO KNOW**
> Aging uses the due date: Not yet due, 1–30, 31–60, 61–90 and Over 90 days. Bounced and cancelled receipts do not appear in the ledger.

Profit and loss

Open: **Rail → Folio → Profit & loss** `/app/folio/pnl` Who: owner, admin, finance

A management view of income against costs, month by month. It is not your statutory accounts; your CA's books remain the record for filing.



The callout at the top explains exactly what is counted.

- **Income** is the taxable value of invoices issued in each month, less credit notes. GST is never counted as income.
- **Costs** are expenses booked in Folio (claimable GST left out) plus salaries from released Muster payroll.
- No accruals, depreciation, provisions or income tax.
- Tiles: **Net income**, **Costs**, **Net profit** (with margin) and **Salaries**.
- **Income against costs** chart and a **Month by month** table: invoiced, less credit notes, net income, each cost category, salaries, total costs and net profit.
- Firm and period switches, **Expenses** link and **Export CSV**.

Billing forecast

Open: **Rail → Folio → Forecast** `/app/folio/forecast` Who: owner, admin, finance

What your active retainers and pending milestones should bill over the coming months, before GST.



Every billing date not yet issued counts, including periods already due.

- Firm switch and horizon: **Next 3 months** or **Next 6 months**. **Export CSV**.
- Totals: expected billing, the part from retainers, the part from milestones (pending phases with a due date in range), and GST on top, giving an approximate amount to invoice tax included.
- **By month** chart, **Next to bill** list (each retainer date or milestone with client, firm and amount), and tables **By firm** and **By client**.

> **TIP**
> A milestone appears here only if its phase has a due date. Add due dates to your plan phases to make the forecast complete.

PART 5

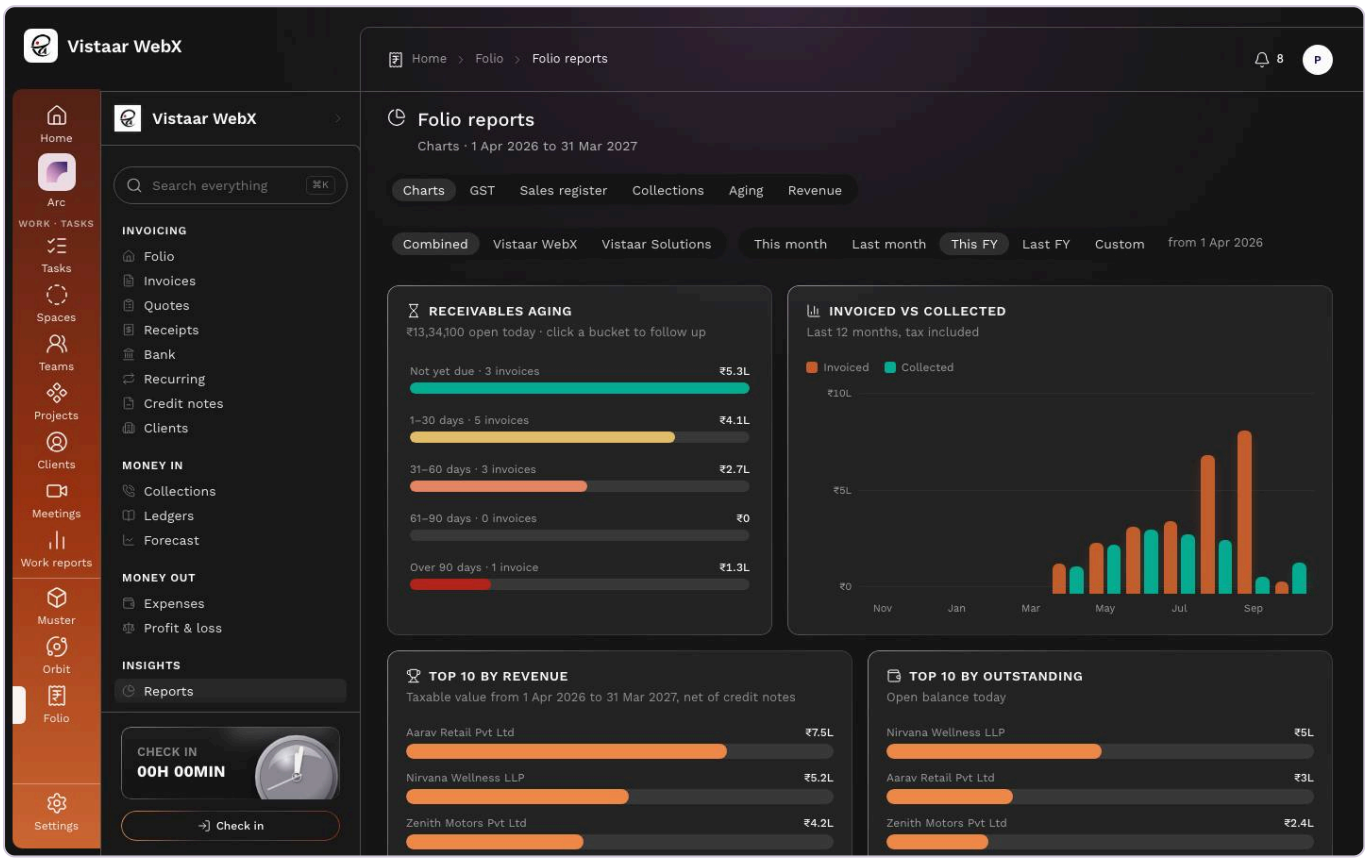
Reports and exports

GST and sales reports, charts and the Tally export.

Reports

Open: **Rail → Folio → Reports** `/app/folio/reports` Who: owner, admin, finance

GST return preparation, registers and money reports, each exportable as CSV.



Credit notes appear as their own negative row so net tax is visible.

1. Pick a report tab, then a period (**This month**, **Last month**, **This FY**, **Last FY**, **Custom**). The default is the start of the financial year to today.
2. For GST, pick the section and the GST firm (each GSTIN files separately).
3. Click **Export CSV** to download what is on screen.

REPORT	WHAT IT SHOWS
GST	Issued tax invoices of one GST firm, for GSTR-1 preparation. Sections: **Summary** (by supply type and rate), **B2B** (clients with GSTIN), **B2C large**, **B2C small**, **Exports**, **Credit notes**, **HSN** (by SAC and rate) and **Documents** (first and last number, count and voided per series). Sale invoices, drafts, voids and opening balances are left out.
Sales register	Every non-draft invoice in number order, every firm, voids included with their status, then credit notes as negative rows.
Collections	Recorded receipts: amount, applied, TDS and unapplied, with the total received.
Aging	One row per client across the five age buckets. Always as of today, not the period end.

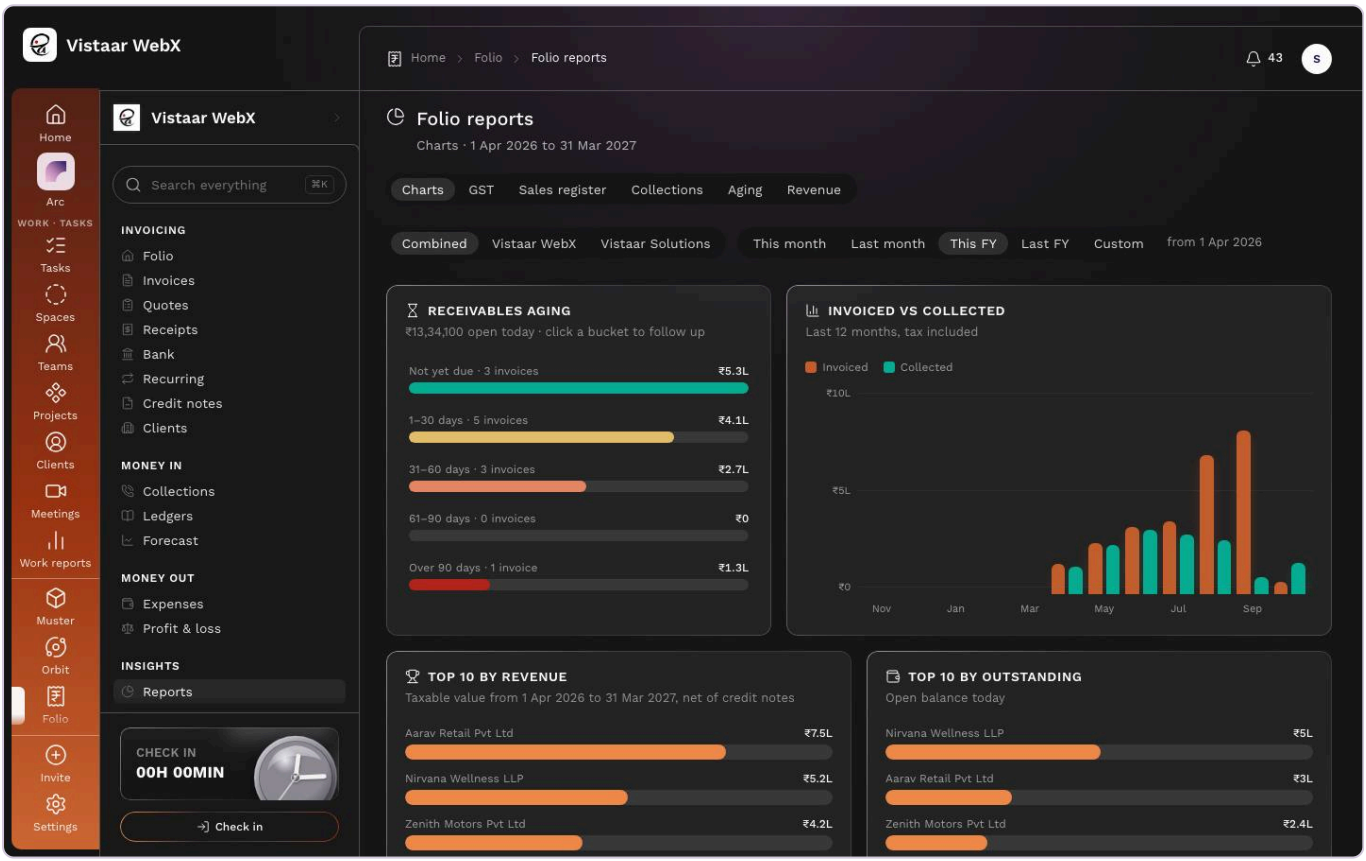
REPORT	WHAT IT SHOWS
Revenue	Taxable value of issued invoices less credit notes, by client (with share, warning at 30% or more from one client) or by month.

CAREFUL
Reports help you prepare returns; they do not file them. Check the B2C large threshold and the figures with your CA before filing.

Folio charts

Open: **Folio → Reports → Charts** Who: finance and owners

Receivables aging by bucket (click a bucket to see its invoices and follow up), invoiced against collected for 12 months, the top 10 clients by revenue and by outstanding, and a GST summary by rate and month with CGST, SGST and IGST.



Charts open first on Folio → Reports. Click an aging bucket to see its invoices.

Tally export (beta)

Open: **Folio → Export** Who: finance

Download your sales invoices, credit notes, receipts and expenses for a period as a TallyPrime XML file, so your CA no longer types them in. Map your Tally ledger names once on the same page. Test the first import in a copy of your Tally company.

PART 6

Questions people ask

Short answers from the Flowbit FAQ. The full list is at useflowbit.com/faq.

How do I create a GST invoice?

Click New invoice, choose the firm that is billing and the client. Folio works out the place of supply and the tax: CGST and SGST within your state, IGST across states. Add lines with SAC or HSN codes, save a draft, then Issue. Download the PDF, email it, or share its online link.

Do invoice numbers restart in April?

Yes. Each firm has a series per financial year, for example VWX/2026-27/0001.

Can I delete an issued invoice?

No. Issued invoices are voided with a reason or written off and keep their number, so your series has no gaps. Nothing is ever silently deleted.

How do I record a payment from a client?

Click Record payment, pick the client and firm, enter the amount, date, mode and UTR, and allocate it across their open invoices. Anything left stays on their account as an advance for the next invoice.

Can clients pay online?

Yes. Every invoice has an online link with an “I’ve paid” button for the UTR, and a UPI QR for the balance when your bank details have a UPI ID. Connect your own Razorpay account, then click Create payment link on the invoice: the link gets Pay now for the current balance. After a part payment, create it again for the new balance (an old link is cancelled once it no longer matches). When it is paid, Folio records the receipt and marks the invoice paid.

Can I import my bank statement?

Yes. Folio → Bank reads CSV or Excel statements from HDFC, ICICI, SBI, Axis and Kotak, or any bank with column mapping. Each deposit is matched to the invoice it most likely pays, TDS included; confirm and the receipt is recorded. Withdrawals can be booked as expenses. Undo within 7 days.

How do quotes, credit notes and retainers work?

Send a quote or proforma; the client can accept it online, and you convert it to an invoice in one click. Raise a credit note for a whole invoice or some lines. For monthly clients, a retainer or billing plan creates draft invoices when they are due.

How do I track what clients owe?

The Folio dashboard shows receivables, overdue and collected, for all firms or one. Collections is your chase list, and reminders go out automatically before, on and after the due date, each once. Every client has a ledger with a running balance, as PDF, CSV or an online statement.

Does Folio give GST reports for my CA?

Yes. Reports has the GSTR-1 tables (B2B, B2CL, B2CS, exports, credit notes, HSN and documents) for any month or year, plus the sales register, collections, aging and revenue, all as CSV, and charts.

Does Folio file GST returns?

No. It prepares the reports you or your CA file from, and the compliance calendar reminds you of GSTR-1, GSTR-3B and other due dates.

Can Folio create e-invoices (IRN) and e-way bills?

Yes, for firms with turnover above ₹5 crore. Add your GSP's API login in Folio settings → E-invoice, then click Generate IRN on an issued B2B invoice: the IRN and signed QR print on the PDF. E-way bills are made from the IRN. Exports, reverse charge and credit-note IRNs are not covered yet.

Can I send my invoices to Tally?

Yes, in beta. Folio → Export downloads sales, credit notes, receipts and expenses for a period as a TallyPrime XML file. Map your Tally ledger names once, and test the first import in a copy of your company.

Can Folio track expenses and profit?

Yes. Log expenses with the vendor, category and GST paid. Profit and loss puts billing and expenses (and salaries, in the combined view) side by side by month, and the forecast shows what retainers will bring in. It is a management view, not full accounting.