

We hope that you made the most of the changeable British Summer and it has been great to see some of you out and about at events (more details below). For all of our latest updates and news, don't forget to follow us on our [LinkedIn Page](#).

Training Dates for Autumn/Winter

We are delighted to announce that we have added our autumn/winter dates for Training. All of these dates are available to view in our events calendar. Email sales@rialtas.co.uk to book your place on our popular online courses.

[Training Calendar](#)

Product Demonstrations

Want to find out more about some of our other products? We are running FREE one hour demos on Bookings, Cemeteries and Memorials, Allotments, Assets, Alpha, Sales/Purchase Ledger/POP and Omega. Due to popular demand we have added more dates! Please note: these are not training sessions.

[Demo Dates](#)

How we can help you and your team

Data Entry - Whether you seek short-term relief or a longer-term solution in keeping your accounts seamlessly up to date, we're here to be your financial ally.

Health Checks – before the year end madness starts, we can help by running checks on the data.

Consultancy – Have you gone over the £200,000 threshold for Receipts and Payment reporting for 3 consecutive years? Do you need to convert to Income and Expenditure Reporting? Talk to us and we will be happy to guide you!

Winner of our Customer Survey Prize!

Thanks to all of those who took part in our Customer Survey. We really appreciate your feedback and had a great response.

Jana Todd from Mayfield at Five Ashes Parish Council was the winner of our £100 Amazon vouchers. Jana chose to donate her prize to MAYFACS. MAYFACS is a community organisation working within the community to alleviate loneliness and isolation in Mayfield. [Find out more.](#)



We will be running a webinar this Autumn which will be an opportunity to meet the team, find out the results of the customer survey and hear our plans for the future.

Top Tip! Balancing your VAT

There are a number of councils who are VAT registered who have made a VAT claim but HMRC has added interest to the VAT claim and thus the VAT does not balance. If you do get this, you will need to only code the VAT claim to the VAT control and code the difference to an income code i.e. interest received or misc income. If in doubt, please contact [Rialtas Support](#) who will go through and do a journal if necessary.

Events

We had a fantastic time at the SLCC annual conference last week. It was great to meet lots of our customers face to face and talk to so many people who are so passionate about the work that they do. It has given us lots of great ideas for the future and hope that everyone left feeling inspired like we did.

Thanks to everyone that came along to the stand!



Wales/One Voice Governance Event – We are delighted to be the headline sponsor for this event and we will be running a session at this event titled 'Navigating the Seasons of Governance: From Spring Energy to Winter Strategy.' It takes place online on November 8th. Find out more on the [SLCC website](#).

Us, You and a Brew!



We have been out and about hearing from some of our lovely customers. If you would like a visit from the team, get in touch - we will bring the biscuits!

sales@rialtas.co.uk



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, 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 to please do check regularly in case some emails go astray.

Invoice Communications

Rialtas is now part of the Harris family and you may receive some communications from Zubair Qureshi who has been helping us to resolve any outstanding invoice balances. Any communications from Zubair will come from a Harris or Commerce Decisions company email address.

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