This is a mandatory update. It covers four main areas. (1) Database - It makes CSA Expert compatible with the latest version of MS-SQL Server. Before update, please ensure your MS SQL Server is 2008 or above. CSA also need to install the SQL Server Native Client driver on each user’s computer. Please also ensure you have enough “administrator’s right” for this installation. (2) User Interface - It makes CSA Expert compatible with the user interface of Windows 10 (3) Jurisdiction - We have added the Excel checklists for submitting information of directors and beneficial owners of Seychelles companies to the registered agents. (4) Functionality - We have completely revamped the features of Service and Billing, and enhanced some other existing functions.

REMINDER

DO NOT DO THE UPDATE - If your MS-SQL Server is version 2005.

This version of CSA Expert is compatible only with MS-SQL Server / MS-SQL Server Express 2008 or above. CSA no longer supports MS-SQL Server 2005.

Tips (1)

How to check the version of your MS-SQL Server?

The version of MS-SQL Server can be checked at the CSA System Manager.

1. Suppose your CSA is installed in drive F:\, run “F:\PNL\CSAEXP\CSAExpMan.EXE”.
2. Go to the “Database” tab
3. Select your database at the Database field, then click [ Open ]
4. The version of your MS-SQL Server is stated in the text box as shown below:
Tips (2)

What should I do if my MS-SQL Server is 2005?

First of all, backup your data. Then uninstall the MS-SQL Server 2005. Install the latest version of MS-SQL Server. Finally, restore your data back.

The guideline “CSA Database Relocation and Restore” is posted at: http://www.plsoft.com/download/csaexp/download/utility/Guide-Data_Relocation.pdf

DOWNLOAD AND UPDATE

Program Update

Please get your password and download the update program posted at: http://www.plsoft.com/csa-expert-update/

Install SQL Server Native Client for each user

When a user runs CSA after it is updated to version 3.5.0, CSA will install a new database driver, MS-SQL Server Native Client, automatically to the user’s computer. If CSA fails to do so, the following message pops up at user login:

Solution:

1. Run CSA using administrator’s right. Right-click the CSA desktop icon, select “Run as Administrator”.

2. If the user cannot run as Administrator, your company’s I.T. administrator needs to install the driver manually for users.

Suppose CSA is installed at F:\ drive. At the CSA user’s computer, run “F:\PNL\CSAExp\SetupDriver.exe” to install the driver.

CONTENTS

REMINDER ............................................................................................................................................. 1
DOWNLOAD AND UPDATE ........................................................................................................................ 2
CONTENTS .................................................................................................................................................. 3
MAJOR UPDATES ...................................................................................................................................... 4
1. NEW LOOK IN WINDOWS 10’S STYLE WITH NEW BUTTONS ................................................................. 4
2. BATCH COMPANY FILING FOR SEYCHELLE COMPANIES .................................................................. 5
3. SERVICE AND BILLING FUNCTIONS .................................................................................................. 6
   3.1 Overview ............................................................................................................................................ 6
   3.2 Retainer Service Master File ............................................................................................................. 6
       3.2.1 Define Retainer Service Code ..................................................................................................... 6
       3.2.2 Setting up Records in Retainer Service Master File for a particular Client ................................ 8
   3.3 The Invoice Master File ..................................................................................................................... 9
       3.3.1 Define Invoice Item ..................................................................................................................... 9
       3.3.2 Set up Standard Charges for CSA Jobs ....................................................................................... 10
       3.3.3 Create a new Invoice Record – Step 1 : Input Pre-requisite Data ............................................... 10
       3.3.4 Create a new Invoice Record – Step 2 : Input Control Data ..................................................... 11
       3.3.5 Create a new Invoice Record – Step 3 : Input Invoice Items .................................................... 12
       3.3.6 Print an Invoice ......................................................................................................................... 15
       3.3.7 Status of an Invoice .................................................................................................................. 16
       3.3.8 How to Search, Sort out, or Print Invoice Records? ................................................................. 17
4. UPDATES ON OUTPUT DOCUMENTS ................................................................................................. 18
   4.1 Usual Form Presentor in Mass Production of Job ............................................................................... 18
   4.2 Director Declaration for Opening Bank Account ............................................................................... 18
   4.3 Provide an Extra or Another Identity on Statutory Form .................................................................. 19
   4.4 Due Diligence Verification of Identity Form for BVI Company ....................................................... 20
   4.5 Update to IRD Form IRBR193 ......................................................................................................... 20
5. OTHER UPDATES .................................................................................................................................. 21
   5.1 Data Transfer .................................................................................................................................... 21
   5.2 Place of Incorporation shown on “Disclosure of Company Name” ............................................... 22
   5.3 Clear a General User’s Selected Client ............................................................................................. 22
   5.4 Movable Login Dialogue Box .......................................................................................................... 23
MAJOR UPDATES

1. New Look in Windows 10’s Style with New Buttons

We have changed the interface of CSA to make it compatible with Windows 10’s design. The icons are flattened and the gradients are abandoned. The buttons on the Tools bar are also re-designed.
2. Batch Company Filing for Seychelle Companies

Under Seychelles International Business Companies Act, 2016 (“IBC Act”), every IBC shall keep its Register of Beneficial Owners (“RBO”) and Register of Directors (“ROD”) at its Registered Office in Seychelles. A copy of ROD also need to be filed with the Registrar of Companies.

Your agent may request you to supply those information on a spreadsheet. Making reference to the templates released by the major agents, we have added the ROD and RBO in Excel format to { Reports > Batch Company Filing (BVI, Seychelle) }

Similar to BVI’s Register of Directors, CSA validates the country of an address with the standard country names provided by the registered agent. If the country you enter is not on the list of their standard country names, it will be marked with “*Invalid Country*” in the Excel file. If a required data is omitted, it will be marked with “*Missing*”. You need to correct them before submission.

However, your agent may have different templates and requirements, please consult your agent for more specific information.
3. Service and Billing Functions

3.1 Overview

The full function of Service and Billings involves three master files: Service, Invoice and Payment. The full proceed begins with recording the service that you will provide, then issue an invoice to your Client for the services and other possible charges. Finally, your client settles the invoice then you calculate the profit and lost.

The Payment Master File still has some outstanding technical issues. We schedule to release that part in the next CSA update version.

| Service                  | Retainer Service Master File | Retainer services providing to a Client/Entity  
|                         |                               | Period covered for each such service  
|                         |                               | Charges for each such service  
| Invoice                 | Invoice Master File           | Detailed invoice items and charges  
|                         |                               | Invoice printing  
| Payment                 | Payment Master File           | Settlement Costing  
|                         | *(to be completed on next update)* |  

If your purpose is just to record the services that you provided to your clients (i.e. billing and settlement are not your concerns), then you can just enter the information of services without touching the Invoice function and Payment function.

3.2 Retainer Service Master File

3.2.1 Define Retainer Service Code

First of all, define all necessary Retainer Service Codes at { System > Definition Data Maintenance > Retainer Service Code Definition File }.

For example, you provide secretarial service for Hong Kong companies to your client at the standard package price of HKD3,000 per annum.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| Code       | A 6-digit, alpha-numeric unique code.  
  e.g. CS-HK                                                                                                                                  |
| S/N        | Similar to an Entity’s S/N, it is used to define a different set of particulars for the same type of service.  
  e.g. 1 = 12 months of service, 2 = 6 months of service, etc.                                                                                 |
| Cycle      | Billing cycle or the length of service.  
  e.g. 12 (months)                                                                                                                          |
| Description| Short description of the service for internal/reporting purpose.  
  e.g. Company Secretarial – HK                                                                                                               |
| Invoicing  |                                                                                                                                             |
| Price      | Usual charge for a service.  
  e.g. HKD3,000 (for 12 months) or HKD1,800 (for 6 months), etc.                                                                               |
| (Ref.)     | Reference Price. It is the original service charge in other currency. For example, the service charge for forming a BVI company is USD1,000, but you charged your clients in Hong Kong dollars, say HKD7,800. Then you can put the charge in US dollars as reference price. If both currencies are identical, just leave it blank. |
| Invoice Item| If the description of service on internal report and invoice are different, you can enter a longer or more official description here.  
  e.g. Basic Company Secretarial Service Package for Hong Kong Companies                                                                         |
| Particular of Charge | Detailed description of service to be printed on invoice.  
  VDL functions can be inserted to your text to retrieve data from the record automatically. For example, to show the period covered:  
  From:  @PeriodFrom()  
  To:  @PeriodTo() |
3.2.2 Setting up Records in Retainer Service Master File for a particular Client

1. Go to { Service > Retainer Service Master File } or click the “Service” button on the Tools bar to call up the record browser of the master file.

2. Click [ New ] to call up the input screen.

3. Client ID - Select a Client. By default, it is the same Client which was selected in the record browser. If no Client was selected in the record browser, the field will also leave blank, thus you must select one here.

4. Service - Select a Service Code that you have already defined.

5. Bill To - Select whom is to be billed: the Client itself (by default) or a related Entity.

6. Period Covered – From and To. After filling the “From” date, you may click to auto-fill the “To” date according to the billing cycle that you have set to the relevant Service Code.

7. Charge - Enter or edit the charge information if necessary. By Unit Count, we mean the number of unit of the same service you provide to a Client at a time. For example, you have prepared 5 certified copies of a deed for a client at HKD500 per copy, the Unit Price will be 500.00 and the Unit Count will be 5, resulting a total of HKD2,500.00.
8. If there is a discount, it can be in terms of amount ($) or percentage (%).

9. Click [Particulars] to state the nature of discount, if any, and the details of your service. Please note that anything you entered here will appear in, and form part of, the invoice.

10. Click [Save]

### 3.3 The Invoice Master File

The Invoice Master File is dedicated to record invoice details which were issued to your Clients. This is the second part of the Service and Billing functions of CSA. To use the Invoice function, you may also need to define other Invoice Items as well as standard charges for CSA Jobs (e.g. Annual Return).

#### 3.3.1 Define Invoice Item

Other than retainer service, you may have other charge items on the invoice. To define those invoice items, go to {System > Definition File Maintenance > Invoice Item}. They can be one of the followings:

<table>
<thead>
<tr>
<th>Nature</th>
<th>Definition</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charge</td>
<td>One-time charges</td>
<td>Company search</td>
</tr>
<tr>
<td>Disbursement</td>
<td>Money paid on behalf of client</td>
<td>Forms’ filing fee</td>
</tr>
<tr>
<td>Less</td>
<td>Deduction item</td>
<td>Deposit paid</td>
</tr>
</tbody>
</table>

![Invitation Item](image)
3.3.2 Set up Standard Charges for CSA Jobs

To set up a standard charge and a different description to be displayed on invoice for a CSA Job, go to { System > Definition Data Maintenance > CSA Job Code Definition File }.

3.3.3 Create a new Invoice Record – Step 1 : Input Pre-requisite Data

Now you can record and/or compile an Invoice.

1. First go to { Service > Invoice Master File } or click the Invoice button on the Tools Bar to call up the record browser of the Invoice Master File.

2. Click [ New ]. A dialogue box will pop up to collect two pieces of pre-requisite data from you — “Bill To” and “Currency”. Pre-requisite data are data that you must provide to the system before you can go any further.
3. Bill To - Select a Client or an Entity you want to bill (a debtor in accounting). Once it was selected, a list of outstanding invoices of that Client or Entity will be listed for your reference.

4. Currency - Choose the Currency (e.g. HKD) in which the invoice amount is expressed.

5. Then press [ OK ] to continue. The main input screen will pop up to collect the rest of all information of the new Invoice.

3.3.4 Create a new Invoice Record – Step 2 : Input Control Data

The most important control data are Bill To, Provide To, Invoice No. and Invoice Date.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Provider</td>
<td>Represent the issuer of the Invoice (a creditor in accounting). Service Provider is existed as an Entity in the system. It can be defined at { System &gt; My Settings &gt; Service Provider }.</td>
</tr>
<tr>
<td>Bill To</td>
<td>(Already set up in Step 1 above.)</td>
</tr>
<tr>
<td>Provide To</td>
<td>Sometimes a service is provided to a third party (for instance, a subsidiary of a group) other than the recipient of the invoice. If this is the case, you can state there who was actually receiving your services. Like “Bill To”, “Provided To” can also be a Client or an Entity.</td>
</tr>
<tr>
<td>Ref.</td>
<td>Can be displayed as part of the invoice.</td>
</tr>
<tr>
<td>Memo</td>
<td>For your internal use. Usually not to be displayed in the invoice.</td>
</tr>
<tr>
<td>Invoice</td>
<td></td>
</tr>
<tr>
<td>Invoice No.</td>
<td>Directly enter an invoice number here or press the button beside the input field to generate a unique invoice number by the system. To define how an invoice number is generated automatically, go to { System &gt; Administration &gt; Default Input Value &gt; Tab (2) }.</td>
</tr>
<tr>
<td>(Invoice) Date</td>
<td>Date of the invoice.</td>
</tr>
<tr>
<td>Quotation No.</td>
<td>No. of a quotation, if any.</td>
</tr>
<tr>
<td>(Quotation) Date</td>
<td>Date of the quotation.</td>
</tr>
<tr>
<td>Reminder No.</td>
<td>Here, reminder means a reminder for payment (or its equivalent such as a statement of account). Enter its no., if any.</td>
</tr>
<tr>
<td>(Reminder) Date</td>
<td>Date of the reminder for payment.</td>
</tr>
<tr>
<td>Charge</td>
<td></td>
</tr>
<tr>
<td>Discount</td>
<td>Enter a discount rate which applies to the whole invoice, if any.</td>
</tr>
<tr>
<td>Total</td>
<td>(Will be updated automatically as per Step 3’s input below.)</td>
</tr>
<tr>
<td>Settlement -</td>
<td></td>
</tr>
<tr>
<td>Paid</td>
<td>(Will be updated automatically as per Step 3’s input below.)</td>
</tr>
<tr>
<td>Cost</td>
<td>(Will be updated automatically as per Step 3’s input below.)</td>
</tr>
</tbody>
</table>

3.3.5 Create a new Invoice Record – Step 3 : Input Invoice Items

Invoice Items constitute the main body of an invoice which are usually listed thereon in rows and columns to represent the services provided to and fees charged for a client.

Adding invoice items into an invoice can be done in the following three ways:

**Method 1 - Specifically retrieve a record from the Client’s Retainer Service Master File:**

1. Click [ Copy ] under Items.
2. Select “Copy from Retainer Services”, and pick the desired service.
If it is going to be an immediate renewal of an existing retainer service, check the box “Renew Covering Period”, then the period will be updated according to the billing cycle that you have defined, say, 12 months.

**Method 2 - Copy invoice items from another existing invoice of any Client:**

1. Click [Copy] under Items.
2. Select “Copy from another Invoice”, and pick the desired invoice.

Please note that the picklist includes all existing invoices of all clients. Since all items and charges will be copied from the source invoice, special attention should be paid to this function in practice.
**Method 3 - Freely pick an item from a consolidated picklist:**

This picklist consolidates all possible sources of defined invoice item from within the system. They include the following **Definition Files** located at { System > Definition Data Maintenance }: CSA Job Code, Event Code, Retainer Service Code, and Invoice Item.

1. Click [ New ] under Items.

2. Select the desired service from the picklist.

3. An input screen will pop up. Edit or add extra information if necessary, and click [ Save ] to include the item in the invoice.

4. Repeat the same steps to add other items. Now all your desired invoice items are listed on the right hand side of the screen of the Invoice Master File.
5. Click [Save] to complete the process of adding a new record to the Invoice Master File.

### 3.3.6 Print an Invoice

On the data browser of the Invoice Master File, click [Print]. Select your desired format file (i.e. a template) from the picklist.

Format file #1 on the picklist is our sample invoice. You may create your own format files for different cases and add them to the list. We understand that every company may have its own format of invoice. If you want to add your own format to CSA Expert as a custom document, you may send your template in Word format to plinof@plsoft.com for our opinion.

Here is the printout of our sample invoice:
3.3.7 Status of an Invoice

In this update, the status of an invoice can be one of the followings:

<table>
<thead>
<tr>
<th>Status</th>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td></td>
<td>All newly created invoices are by default “Pending”. Its status remains as “Pending” until “Approved” or “Void”.</td>
</tr>
<tr>
<td>Approved</td>
<td>✓</td>
<td>When an invoice is verified and confirmed to issue, you should change its status from “Pending” to “Approved”.</td>
</tr>
<tr>
<td>Void</td>
<td>✗</td>
<td>When an Approved invoice is no longer valid, you should change its status from “Approved” to “Void”. Invoice numbers of Void invoices are reserved and cannot be reused.</td>
</tr>
</tbody>
</table>

Symbols are used to represent the status of an invoice on the record browser of the Invoice Master File. A “Pending” invoice does not have its symbol, thus will leave blank on the “Status” column.

To change the status of an invoice, highlight an invoice record, and click the [ Approve ] button for a Pending invoice, or the [ Void ] button for an Approved invoice. To resume an invoice to its previous status, click the [ Resume ] button.
3.3.8 How to Search, Sort out, or Print Invoice Records?

Now that you know how to create invoices, and months after months, you may have piled up hundreds or even thousands of records in the Invoice Master File. To find one particular record is simple, just enter the Invoice No. in the Search box located at the lower left corner of the browser (within the button bar). If you want to sort out a range of records, you can conveniently make use of the criteria settings of the record browser.

The upper part of the record browser is all about criteria settings. It was further divided into four groups by nature.

1. Search by People – Bill To (the one who pay for the invoice), Provide To (the one who use the service), and Provider (the one who issue the invoice).
2. Search by Status – Invoices in Pending and/or Approved and/or Void status.
3. Search by Items – Invoices with one or more service items.
4. Search by Date – Invoices issued on a particular date or a range of date, or without date. When using range, press the small button beside the word “Range” to refresh the screen after you have input both “from” and “to” dates.

Once you have got what you are looking for, you may want to compile them into a report. To print a report is as easy as printing an invoice. Just click on the [ Print ] button and choose a report format. At this stage, we have prepared for you two built-in reports namely, the Invoice Comprehensive Report and the Invoice Summary Report. Like all other printouts in CSA Expert, you can always add your custom format files to the library to suit your own need.
4 Updates on Output Documents

4.1 Usual Form Presentor in Mass Production of Job

The Usual Form Presentor’s information for C/R forms (as stated in the “Presentor’s Reference” section of those forms) is defined in { System > My Settings > My System Settings }. If a Client would like to have its own presentor, you can specify one for it at { Capacity > Usual Duty Master File > Form Presentor } of that Client.

Originally, this client-specified Form Presentor was applied to single Jobs only. We now extend its application to Mass Production of Job. The Mass Production function generates the specific Form Presentor for each Client on the forms. However, if a Client does not have a specific Form Presentor, “Usual Presentor” defined in “My System Settings” will be generated.

4.2 Director Declaration for Opening Bank Account

We have revised the Director Declaration for opening bank account making reference to the sample documents from major banks. Director declaration is for companies incorporated in Hong Kong. “Certificate of Incumbency” will be generated for companies not incorporated in Hong Kong.
4.3  Provide an Extra or Another Identity on Statutory Form

The identity of an officer (e.g. director) required by C/R statutory forms is either HKID or passport. Some users may want to state an extra or another identity (e.g. China ID) on the form for other purposes, such as bank account opening or notary.

To cope with this requirement, we have added an option to let you put an extra or another identity on statutory forms. These options are available under “Provide another Identity” in { System > Administration > Common System Settings > C/R Form }:

<table>
<thead>
<tr>
<th>Option</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never</td>
<td>Never provide another identity, even if the officer does not have HKID and passport.</td>
</tr>
<tr>
<td>Always</td>
<td>Always provide another identity, even if the officer has HKID or passport.</td>
</tr>
<tr>
<td>If no HKID &amp; Passport</td>
<td>Provide another identity only when HKID and passport are absent.</td>
</tr>
</tbody>
</table>

Please note that CSA retrieves identities in this priority: HKID, passport, non-HKID, then other identity.
4.4 Due Diligence Verification of Identity Form for BVI Company

Registered agency may request a Due Diligence Verification of Identity for the Ultimate Beneficial Owner (UBO) of a BVI company. This person can be an UBO, a beneficial owner or a member in the Capacity Master File.

To generate this form for a particular person:

1. Select the Client.
2. Go to Capacity Master File.
3. Highlight the desired person.
4. Click [Print].
5. Select the report “Due Diligence Verification of Identity Form” (ENTCAP-2) to print.

4.5 Update to IRD Form IRBR193

The CSA form “Notification of Change of Business Nature” is equivalent to IRD form IRBR193. It is now updated to version 5/2017. The major changes are mainly on the description and remarks. Basically, information required does not have change.
5 Other Updates

5.1 Data Transfer

A new Data Transfer function is added under “Tools” for transferring a particular Client’s data from one database to another. All essential data of that Client, including records in Client Master File, Capacity Master File, related Entities and Jobs will be transferred. However, most of the user-defined data, such as User-Defined Field, Analysis Group, Client Group and User Group will not be transferred.

1. On starting CSA, login either with the source or destination database. But to run the transfer operation, you must have the authority to login both of them.

2. Select { Tools > Data Transfer }.

3. Under “From”, select the source database.

4. Under “To”, select the destination database

5. Login to the source database.

6. Login to the destination database.

7. Select the Client you want to transfer. (This Client must not exist in the destination database; otherwise, the operation will be terminated.)

8. Click [ Run ] to start the operation.
5.2 Place of Incorporation shown on “Disclosure of Company Name”

The function of { Report > Disclosure of Company Name (Hong Kong) } generates a video of showing company names to fulfill the requirements of displaying company names at the registered office address or business venue (Cap.622B).

We were reported that, during an inspection by Companies Registry at a CSA user’s office, the inspectors requested that all non-Hong Kong companies must state the place of incorporation in acceptable wordings such as “Incorporated in xxx”, and they will re-inspect it after two weeks.

As a result, we have amended the format of country name in the video for non-Hong Kong company. It looks like the following:

<table>
<thead>
<tr>
<th>Eino Trading Company Limited 依諾貿易有限公司 (Incorporated in British Virgin Islands, Company Limited by Shares)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Giant International Limited 佳能國際有限公司 (Incorporated in British Virgin Islands, Company Limited by Shares)</td>
</tr>
<tr>
<td>Gunlex Limited 佳能有限公司 (Incorporated in British Virgin Islands, Company Limited by Shares)</td>
</tr>
</tbody>
</table>

5.3 Clear a General User’s Selected Client

Sometimes when the CSA of a user was exited improperly, his or her login status will still be recorded by the system as “Active” even if the computer has shut down. As a result, his or her Selected Client cannot be used (i.e. to select) by other users. To solve this problem, we have added a special function in { System > Administration > User ID and Access Rights } for the Administrator to clear the Selected Client of a General User.
5.4 Movable Login Dialogue Box

The default position of all CSA dialogue boxes, including the Login dialogue box, are in the central. Users having duel monitors reported that the Login dialogue box was in the middle of two monitors. The entry fields of User ID and Password were blocked by the edges of the monitors.

We have modified the Login dialogue box to be movable. You can drag-and-drop it to any position within the screen.