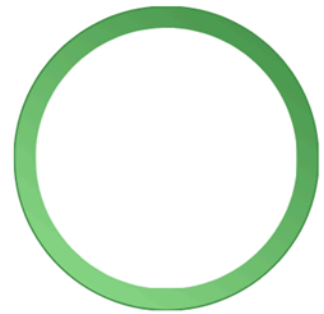




CoralTree



**basil**

PRACTICE MANAGEMENT

## USER'S MANUAL

VERSION: 1.6

UPDATED: July 7, 2025

## Table of Contents

1. Basil all-in-one Practice Management Software
2. Client Portal
  - 2.1. Clients
  - 2.2. Client Workspaces
  - 2.3. Folders and Templates
  - 2.4. Root Workspaces
  - 2.5. Client Users, Roles and Permissions
  - 2.6. Document upload and download
  - 2.7. Viewing and editing documents
  - 2.8. Client Dashboard, Client data, notes
3. My Firm
  - 3.1. My Firm Workspaces
  - 3.2. Team Members, Roles and Permissions
  - 3.3. Team Member billing rates
  - 3.4. Consultants, Roles and Permissions
  - 3.5. Consultant billing rates
4. Electronic Signatures
  - 4.1. Basil Electronic Signatures
  - 4.2. Document preparation
  - 4.3. eSignature templates
  - 4.4. Audit Trail
  - 4.5. Knowledge Based Authentication (KBA)
5. Tasks
  - 5.1. Basil Tasks
  - 5.2. Freeform Tasks
  - 5.3. Templated Tasks, Service items
  - 5.4. Task creation, Repetitive Tasks
  - 5.5. Task Statuses, Kanban Task board
  - 5.6. Task List View
  - 5.7. Task Spreadsheet View
  - 5.8. Task Timer and Time Logs
  - 5.9. Task notifications
6. Projects
  - 6.1. Basil Projects
  - 6.2. Project Workflow
  - 6.3. Project Templates, Copy Projects, Recurring Projects
  - 6.4. Project notifications
7. Root Workspaces
  - 7.1. What Are Root Workspaces?
  - 7.2. When to Use Root Workspaces

- 7.3. Key Notes and Behaviors
  - 7.4. Example Scenario
- 8. Invoicing
  - 8.1. Basil Invoicing
  - 8.2. Service Items
  - 8.3. Invoicing through Stripe
  - 8.4. Invoicing through QBO
  - 8.5. Invoice center
  - 8.6. Tax center
- 9. Forms
  - 9.1. Basil forms and templates
- 10. Calendar
  - 10.1. Basil Calendar
  - 10.2. Viewing Team Member Tasks and events
- 11. Chat
  - 11.1. Basil Chat
  - 11.2. Group chat
  - 11.3. Chat Templates
- 12. Email
  - 12.1. Basil Email
  - 12.2. Email Templates, bulk send
- 13. Search
- 14. Basil Drive
  - 14.1. Basil Drive
  - 14.2. When to use Basil Drive
  - 14.3. Configuration options
- 15. Integrations
  - 15.1. Intuit QuickBooks Online Integration (QBO)
- 16. White Label
- 17. Basil Mobile App
- 18. Basil CRM
- 19. Reports and Charts
- 20. Paying for Basil

## Basil User's Manual

### 1. Basil all-in-one Practice Management software

Basil is a cloud based all-in-one practice management software for accounting companies, developed by CoralTree, Inc., San Jose, CA. CoralTree are also the makers of Qbox used by accountants and bookkeepers to share Intuit QuickBooks™ Desktop company files.

Basil has several features typically used by accounting companies to manage their operations efficiently. These include Client Portal with white label and branding, document sharing, electronic Signatures, Tasks, Projects, workflows, time tracking, reports, invoicing, forms, CRM, chat, email, calendar, performance charts, and more. There is no feature gating, so accounting firms can choose the features they need to provide a consistent and secure software environment for their employees and clients. Unused features can be hidden<sup>†</sup> and enabled when needed, with no impact on pricing.

This user's manual describes each feature and their use in an integrated all-in-one software environment. Basil features have been influenced by considerable inputs from accounting firms on usability and ease of use. Please also refer to the Basil Help Guides for additional information related to setting up and customizing Basil features to maximize operational efficiency.

### 2. Client Portal

#### 2.1. Clients ⓘ

Clients are entities to whom the accounting company provides services like bookkeeping, payroll or tax preparation services. In Basil, clients can be of three types: Individuals, Business Owners or Corporations. Selecting the client type helps with identifying them among a large number of clients, using filtering or sorting methods. Each Client can optionally have one 'Primary' Client User who will have access to all of the Client's Workspaces. Accounting company's staff members can be added as Team Members, and given permission to access all or selected client Workspaces.

#### 2.2. Client Workspaces ⓘ

Clients in Basil can have one or more Workspaces which can be shared with Client Users and Team Members. Each Workspace has an 'External Documents' folder and an 'Internal Documents' folder to store documents. Client Users added to a Workspace have access only to the contents of the External Documents folder. Team Members added to a Workspace, have access to the contents of both External and Internal Documents folders. Work-in-progress documents not ready to be shared with Clients can be stored in the Internal Documents folder, and the documents that are ready for Client review as well as documents submitted by Clients, can be stored in the External Documents folder.

Client Workspaces provide an efficient way to manage and control access to documents, Tasks, and Projects, as sharing is done at the Workspace level. Additional Workspaces can be created for a Client to provide access to different sets of Client Users. As an example:

- 'Individual' clients can have separate Workspaces for Personal taxes, Children's taxes, Estate planning, Brokerage documents, etc. and can have different sharing for each Workspace, while the Primary Client User has access to all the Workspaces.
- 'Business Owner' clients can have separate Workspaces for each one of their business entities and provide access only to the employees in each business entity.
- 'Corporation' clients can have a separate Workspace for each department or branch, and provide access only to the people in each department or branch.

Basil also supports a 'simple' Client configuration without any Workspace, or external/internal folders, and one Client User. This type of client is set up using the 'Express setup'<sup>†</sup> method.

### 2.3. Folders and Templates ⓘ

Accounting firms typically organize client documents into multiple subfolders in the External Documents or Internal Documents folders. Documents can be organized by year, document type (P&L statements), or any other way. A best practice for accounting firms to follow is to make sure that folders have consistent names across years. This helps all Team Members access documents readily without the need for exploring every time they access a new client.

Folder templates can be used to create folder structures and names in a consistent manner. Templates with a desired folder structure and wildcard names can be applied to the External Documents or Internal Documents folders. During this process, the wild card names, which can be current year, month, or client name, are resolved, leading to consistent and repeatable folder structure across all clients.

### 2.4. Root Workspaces ⓘ

Root Workspaces allow firms to create service-specific workspaces (e.g., Payroll, Bookkeeping) and deploy them across multiple client accounts. Each Root Workspace acts as a template that includes a specified folder structure, assigned team member access, and linkage to selected clients.

#### - When to Use Root Workspaces

Root Workspaces are used to deploy standardized services to multiple clients, maintain consistent folder structures, centrally manage access, and avoid repetitive setup while minimizing errors. A Root Workspace can be added to a new client, or removed from an existing client.

#### - Folders

Folders can be added to a Root Workspace before deployment to clients. Once deployed, the Root Workspaces will be created for each client with the same Workspace and Folder names. Folders can be renamed or deleted in the Root Workspace. This will be used for the new clients, and will not affect the existing clients.

#### - Folder Templates

Folder templates can be added to a Root Workspace before deployment to Clients. Wildcard names such as Client, Year, and Month are resolved during deployment. Folder Templates can be

removed or changed in the Root Workspace. This will be used for the new clients, and will not affect the existing clients.

#### - Sharing

Root Workspaces can be shared with Team Members and Consultants, and sharing can be changed, before or after deployment to clients. This central sharing is used to assign new Team Members and Consultants for specific services across clients.

### 2.5. Client Users, Roles and Permissions

The user added to a client directly is treated as the Primary Client User, and will have access to all the Workspaces of the client. Typically, the Primary User is the main individual, business owner or administrator who should have access to all client Workspaces and documents. Other Client Users can be added to the Workspaces directly. The permissions for Client Users can be configured to suit operational needs. To configure, first a 'role' is created with selected permissions, and each Client User is then assigned the role. Basil supports up to 3 roles for Client Users.

### 2.6. Document upload and download ⓘ

Documents can be uploaded to any Client folders, in External or Internal, in one of many ways:

- Team Member or Client User can sign into their Basil account, navigate to the target folder and use the 'Upload Folder(s) / File(s)' link to upload documents or folders containing documents.
- The user can simply drag and drop a file or folder directly into the target folder.
- A Client User can simply be sent a link to upload documents, even if they have not signed up for a Basil account. They will be sent a verification code for validation for security purposes.

Documents can be downloaded from any Client folder in External or Internal in one of many ways:

- Users can select a 'Download File' link for a document or bulk select documents and download
- A Client User can simply be sent a link to download documents, even if they have not signed up for a Basil account. They will be sent a verification code for validation for security purposes.

### 2.7. Viewing and editing documents

Office documents like Doc, Spreadsheet and Presentations can be edited online in Basil. When the file is opened, the user is prompted to lock the file so another user cannot simultaneously edit the document. When the first user is done with the edits and closes the file, a new version of the file is created and the lock is released so another user can work on the document. A history of versions and details of who modified the file and date modified are available for review. Basil retains 20 versions of a file which can be restored to any of the previous versions. Deleted files are retained in Basil for a period of 30 days from the date of deletion, and can be restored when needed.

### 2.8. Client Dashboard, Client Data, Notes

Accountants can get a concise view of their clients in Basil, by viewing the Client Dashboard. This has information on the number of users who have access to the Client Workspaces, quick access to Client Data, Notes, Tasks, Projects, Billing, Files, and other such information for the selected

client. The Client Dashboard can be opened in a separate tab, and multiple Client dashboards can be kept open in separate tabs for repeated access while working on their Projects and Tasks.

Client Data is a special, secure, templated data available for each client. The Template for this data can be created for the account, and used to record information related to each client. These may contain client email addresses, account numbers, registration numbers, etc. While the template can be generic to capture a number of data fields, only populated fields are visible for a client.

Notes are free running entries that can be used by staff members to keep each other informed about discussions, status updates and other such information related to a client. A staff member can be tagged with an @ in the mention, so the user is notified by email when their attention is needed.

### 3. My Firm

#### 3.1. My Firm Workspaces ⓘ

Basil provides Workspaces for the accounting firm's own use as well, under the My Firm tab. The Account Owner has default access to all the Workspaces under My Firm. Staff members of the accounting firm can be given access to one or more Workspaces as needed. Typically, the accounting firm can use the My Firm area to create Workspaces for their own HR, Legal, Sales, Marketing, and other such departments.

#### 3.2. Team Members, Roles and Permissions ⓘ

The Account Owner can add staff members providing services to their clients, as 'Team Members'. Each Team Member can be provided permission to access various features of the Basil account. Team Member permissions are managed by first creating a 'Team Member Role', and attaching the 'Role' to the Team Member. While the Account Owner has permissions by default to access all client Workspaces and features in their account, Team Members can be given permission to access either all client Workspaces, or only the client Workspaces they are specifically given access to. Basil provides 2 default Team Member Roles that can be edited or deleted. A total of 3 Team Member roles are available. Please note that Team Members will be billed monthly or yearly based on your selection.

#### 3.3. Team Member billing rates

The Account Owner can enter a billing rate for themselves and for each Team Member. The billing rate is used to calculate the invoice amount for the selected client for the Tasks performed during the selected period. Team Members can record the number of hours they spend performing each client Tasks that were assigned to them, and this information is used to calculate the invoice amount for the client at the Team Member billing rate entered. Team Member billing rates can be updated when needed and new bills are created using the new rates entered. History of Team Member billing rates, and their effective dates are maintained for verification of historical client billing.

### 3.4. Consultants, Roles and Permissions

The Account Owner can add temporary employees or consultants, who provide services to their business or their clients, as 'Consultants'. As in the case of Team Members, each Consultant can be provided permission to access various features of the Basil account. Consultant permissions are managed by the default 'Consultant Role'. Account Owners can edit the default Consultant role to provide them additional permissions such as access to Tasks and Projects.

Consultants when activated for any amount of time within a billing period will be billable to the Account Owner's bill with Basil for at least one month, until deactivated. Deactivating a consultant does not remove sharing of Workspaces, it only disables their access documents in the Workspace.

### 3.5. Consultant billing rates

The Account Owner can enter a billing rate for consultants. The billing rate is used to calculate the invoice amount for the selected client for the Tasks performed during the selected period. Consultants can record the number of hours they spend performing client Tasks that were assigned to them, and this information is used to calculate the invoice for the client at the consultant billing rate entered. Consultant billing rates can be updated when needed and new bills are created using the new rates entered. History of consultant billing rates, and their effective dates are maintained for verification of historical client billing.

## 4. Electronic Signatures

### 4.1. Basil Electronic Signatures ⓘ

Basil has an electronic Signature feature that accounting companies can use to get engagement letters, tax forms, legal agreements, and other such documents signed electronically. This avoids the trouble of using 3<sup>rd</sup> party software for Signatures. Signed documents remain within their Basil accounts and can be accessed readily when needed.

### 4.2. Document preparation

PDF documents can be prepared for electronic Signature by populating several different components like Signatures, dates, text, and assigning them to the people who will be signing the document. Once the document is prepared for Signature, it can be sent to the users, who can sign the document even if they do not have a Basil account. A Signature 'workflow' can be enabled if the users need to sign the document in a particular order.

### 4.3. eSignature templates ⓘ

Templates can be used for standard documents which need to be sent to different clients. As an example, form 8879 or Engagement letters are standardized so the Signatures, dates, SS number, etc. are populated at the same location on the document. Using a template avoids the additional step of preparing the document. The template can be simply applied to the document and the components allocated to users who will be signing the document.

### 4.4. Audit Trail



Basil maintains an audit trail for documents that are prepared and signed electronically. The audit trail contains information such as name, email address, IP address, and time of Signature for every user signing the document. The audit trail in PDF format can be used as proof of Signatures when needed.

#### 4.5. Knowledge Based Authentication (KBA) ⓘ

Users signing the document can be asked to validate their identity by enabling KBA for their Signatures. KBA will ask the user to identify themselves by asking them questions that only they can answer. The user needs to answer 3 questions correctly before they are allowed to view and sign the document. Basil has partnered with LexisNexis to implement the KBA feature.

### 5. Tasks

#### 5.1. Basil Tasks ⓘ

Basil Tasks can be created and assigned to the Account Owner, Team Members, consultants or Client Users. Tasks help streamline accounting services, helping everyone plan their work and provide a consistent service to their clients. Tasks can be marked billable to the clients to whom they are performed, and the Team Members performing their Tasks can record the time spent using the Basil timer. The clients can be billed for the work performed at the Team Member billing rates. Basil Tasks can be created free form or using preconfigured templates.

#### 5.2. Freeform Tasks

Freeform Tasks can be used for any type of Tasks not supported by the templated Tasks. There are no mandatory requirements for Freeform Tasks; Client, Workspaces, assignee, and additional details are optional. Additional details required to perform the Tasks can be provided if needed. Free form Tasks can be marked billable if they are performed for a client, and can be included in a client bill while selecting hourly billing. They cannot be included for services billing, which needs templated Tasks.

#### 5.3. Templated Tasks, Service items

Templated Tasks are preconfigured Tasks and Basil provides several Task types to select from. Tasks need to be performed for a client, and may need additional mandatory detail to complete the Task. Templated Tasks can be marked billable, and can be included in hourly client billing or service-based billing. Service items used in service-based billing are selected from the list of templated Tasks. As an example, if the accounting firm is offering payroll services, the templated Task labeled 'Payroll' can be assigned to Team Members who perform payroll Tasks for a client. The number of hours spent by the Team Members to perform the Tasks for the client can be included in the client bill by selecting the 'Payroll' service item.

#### 5.4. Task creation, Repetitive Tasks

Basil Tasks can be created for a Client and Client workspace. Tasks can be assigned to Client Users and Team Members who have access to the workspace or left 'Unassigned' so any Team Member can pick up the task. Tasks can also be assigned to multiple team members who need to work on the same task. Each Team Member's time will be logged in the Task separately. Free form tasks can be created by just entering the task name as the Task Title. Or a Templated Task can be

selected from the dropdown list and this will show the mandatory fields required for the selected task. Cora Assistant can be optionally enabled to follow-up with the task owner until the task is completed. . Tasks can be made repetitive so they are automatically created after the selected time period. .

### 5.5. Task status, Kanban Task board ⓘ

Basil Tasks assigned to Team Members and Client Users can be tracked on the Kanban Task board, by selecting the grid view. Kanban provides an elegant, pictorial representation of the Task status, with a tile representing each Task. Task details are available on the Task tile. Kanban Task status is represented in columns, with the Tasks not started on the left, and completed on the right columns. Tasks can have additional status in between. The 'In Progress' Status is provided making the Kanban 3 Status board by default. Account Owner can add additional Task Statuses between the 'Not Started' and 'Completed' Statuses, to track Tasks more granularly. As an example, a Status called 'In Review' can be created so a Team Member working on payroll Tasks can complete and assign the Task to a senior staff member for review by moving the Task Status to In-Review. An employee filing for an expense claim can file the claim and assign the Task to a manager by moving the Task to 'Waiting for Approval'. The Kanban Task board and colors motivate the Task owners to complete their Tasks on time, by advancing them from left to right until completion.

### 5.6. Task List View

This view for Tasks can be used to view more number Tasks in a tabular format. Filters can be used to select a specific Team Member, client, Workspace, Task Status, date range, or Tasks in a Project. The list view provides additional data like due dates for Tasks and can be used to get a quick overall picture of all the assigned Tasks

### 5.7. Task Spreadsheet View

This view is most useful for creating reports. Column filters can be selected to create several types of reports. Columns can be hidden if not relevant for a report. When the filters and columns are adjusted, the view can be saved for others to view. The report can be printed out in a PDF format and downloaded for use in attachments or presentations.

### 5.8. Task Timer and Time Logs

Team Members performing Tasks can use the Basil timer to keep track of and record the time and date when the Tasks are completed. Longer Tasks requiring multiple sittings can be started and 'saved' instead of marking them complete, to log the time spent during the sitting. Tasks can have multiple time logs until they are marked complete. The sum of all the time logs is included in billing calculations for the client. Please note that, when started, Task timers will continue to run until stopped, even when the Team Member has logged out of Basil.

### 5.9. Task notifications

Team Members and Client Users, can configure their Basil account settings to receive notifications when a Task is assigned to them. These can be Email notifications or in-app notifications. Email notifications are sent on the hour when a Task is created, and will combine all the Tasks that were

assigned before that hour to avoid multiple email notifications. When Cora assistant is enabled to follow-up, additional notifications can be sent by Cora until the Task is completed. The frequency of these notifications will depend on the configuration used for Cora.

## 6. Projects

### 6.1. Basil Projects

Client work requiring multiple Tasks to be completed by one or more users can be created as a Basil Project, so the progress of the work as a whole can be tracked. Tasks in the Project can be freeform Tasks or templated Tasks, and can be assigned to any Team Member, consultant or Client User. Cora Assistant can be assigned to follow up with all the Task owners in the Project in one of several modes available. Projects are listed in a table view and display the status of each Task in the Project. Tasks in the Project are also listed on the Kanban Task board, and can be in any of the Task Statuses configured for the account. A Project filter is available to view only the Tasks in the Project on the Kanban board. The Project is completed when all the Tasks in the Project are completed.

### 6.2. Project Workflow

Projects that have Tasks that need to be completed in a sequence, can be created as a workflow. When workflow is enabled, one Task has to be completed before the next Task is available to execute. Many of the work performed for clients can be created as a workflow. As an example, onboarding a client may need a few Tasks that need to be completed in sequence by an on-boarding Team Member and the Client User. These can be entered as workflow Tasks to achieve smooth onboarding.

### 6.3. Project Templates, Copy Projects, Recurring Projects

Project templates can be created by the Account Owner for repeated use by any Team Member. As an example, the Project used to process tax returns for a client can be saved as a template. This template can then be used whenever a tax Project needs to be created for any client, without the need for entering the Tasks every time. Task assignment and additional details need to be entered for the client.

Projects can be copied for reuse for the same client. Copying a Project maintains all Task details and assigned users and changes the start and due dates for each Project relative to the date on which the Project is copied.

Projects that are recurring can be configured to repeat after selected intervals. On the date of repetition, the Project is automatically created and launched without the need for a manual interruption. This feature may be useful for client work such as payroll processing that may occur monthly or semi-monthly.

### 6.4. Project notifications

Team Members and Client Users assigned Tasks in a Project are notified when the Task becomes active. In addition, if Cora assistant is enabled, these Task owners will get notifications at intervals Cora is configured, until the Tasks are completed.

## 7. Invoicing

### 7.1. Basil Invoicing

Accounting companies can use the invoicing feature available in Basil to invoice their clients for work performed, and collect payments. Invoicing can be done for fixed rates, or hourly rates, which utilizes the time logs entered in the Tasks performed to compute the amount. Accountants can enter discounts, sales tax percentages, and write-offs in the client invoices before sending them. Sales tax collected and paid can be managed on the Tax center for each tax authority. Invoicing can be done in a few currencies.

Basil has integrated Stripe and QuickBooks Online to send invoices and collect payments from clients. Basil Support needs to enable this for Account Owners prior to use.

### 7.2. Service Items

Invoices can include 3 types of Service items: Fixed billing, Hourly billing and Service billing.

- Fixed billing is used if the accounting company has a fixed monthly billing rate for services like payroll or bookkeeping. Fixed billing is also used for non-service items like reimbursement of travel or conference expenses.
- Hourly billing is used when the accounting company uses hourly billing for work performed. The hourly billing rate can be different for the Account Owner and employees. The sum total of the number of hours logged by each employee to perform client Tasks, multiplied by their individual hourly rates, is used to calculate the invoice amount.
- Service billing is used when the accounting company uses one hourly rate for each service performed, irrespective of which employee worked on it. As an example, the accounting company may bill one hourly rate for payroll services, irrespective of which employee worked on it. The sum total of the number of hours logged by all the employees who worked on the Task, multiplied by the hourly rate for the service, is used to calculate the invoice amount.

### 7.3. Invoicing through Stripe

Basil invoicing is done through Stripe. The Account Owner first needs to sign up for a merchant account on Stripe by entering all the requirements like EIN and bank details. The login information is then used in Basil to complete the integration. Once the integration is completed successfully, client invoices along with street and email addresses, are sent to the Account Owner's Stripe account for payment collection. Stripe provides several options for clients to make a payment using credit cards, PayPal, or bank transfer. Stripe keeps Basil informed on the payment status, and when a payment is made, it is deposited directly into the Account Owner's bank account.

Please note that all bank and credit card details, both for the Account Owner and their clients, are stored in Stripe. These are not stored anywhere in Basil.

### 7.4. Invoicing through QBO

Basil invoicing can be done through QBO for clients and service items imported from QBO. Hourly billing can be utilized when the QBO service item matches the Task name. As an example, if you have a Service item named 'Bookkeeping' in QBO, this matches the default templated task in

Basil, and hourly or Service based billing can be done through QBO. You can create custom templated tasks in Basil to match the service items entered in QBO.

Please note that Basil sends the invoice details for the work performed for the selected client, only to QBO. You will need to log into your QBO account, complete the invoice details like payment terms and method, and then send it to the client from QBO to get the payment processed.

#### 7.5. Invoice center

Invoice center provides details on all the invoices sent to clients, and their payment status. Details include invoice amount, discount, and tax amounts for each invoice. Filters can be used to select clients and time periods. Invoices can be exported in PDF format for reporting purposes.

#### 7.6. Tax center

The Account Owner can enter Sales Tax or GST that need to be collected from their clients. Tax may be collected on behalf of one or more tax authorities. The Tax Center provides details on the invoices, tax collected for each tax authority, and a running balance. The Account Owner is responsible for making payments to the tax authority, and can enter the amount paid at the Tax center to offset the running balance.

### 8. Forms

#### 8.1. Basil forms and templates

Basil Forms is a great tool available to the Account Owners who routinely collect details from their clients, like data required for processing their tax returns or bank loan application. A form template can be created for each requirement and sent to one or more clients who can fill in the details and submit them. Form templates can be created using several elements like single line and multi-line texts, names, EIN and SS numbers, drop down list, check boxes, radio buttons, questionnaire, currency, Signature, etc. Submitted forms can be resent and resubmitted if there are errors.

### 9. Calendar

#### 9.1. Basil Calendar

Tasks worked on by the Account Owner and Team Members are populated on their Basil calendars. The start date and time logs are used to make these entries in the calendar. In addition, Tasks assigned can be scheduled on the calendar to provide visibility. Calendar can be used to schedule 'events' like attending a conference or a client meeting. Task scheduling can be enabled or blocked during these planned events.

#### 9.2. Viewing Team Member Tasks and events

Account Owner and Team Members with required permissions can view the calendars of other Team Members and use the information to assign future Tasks.

### 10. Chat

#### 10.1. Basil Chat

Basil provides an integrated chat feature which can be used by Account Owners and Team Members to chat with each other and with their clients. Users can chat about any topic including financial matters within Basil, without compromising security.

## 10.2. Group Chat

Team Members can form chat groups to chat about a specific topic among the members. Multiple chat groups can be created, and members can be added or deleted.

## 10.3. Chat Templates

Chat Templates consisting of a message can be created and used to send a bulk chat to multiple client users with one click. This is a convenient way to remind client users about an event like an approaching deadline to submit documents. Email

# 11. Basil Email

Account Owners and Team Members can integrate their email with Basil so emails can be sent and received without leaving the application. Gmail integration is supported now, and Outlook integration is planned. The email integration supports most of the main features required for everyday email use. Please note that emails are not stored in Basil, and stored only in Gmail even after integration. Gmail can be added or removed at any time, and will not affect the existing emails in the Gmail account.

## 11.1. Email Templates, bulk send

Account Owners and Team Members can create email templates for standard emails like new year greetings or information on new tax laws, and send it to one or multiple Client Users. They can also be sent to selected Client Users, such as those who have not completed submission of a form or those who have not completed a particular Task like uploading documents.

# 12. Search ⓘ

Basil has powerful search features to search for items locally and globally. Local search is used to search for items within the context of the displayed items. Global search is used to search for any item across the account. These search features help users find items they are looking for just with a few keystrokes.

# 13. Basil Drive

## 13.1. Basil Drive and Explorer

Account Owners can install Basil Drive on a Windows Operating System to allow files to be edited or uploaded from Windows File Explorer or to create a backup of all the folders and files in local or network storage. This hybrid cloud configuration is used by accounting companies to keep a secondary backup of their client documents for compliance purposes. The Basil Explorer provides a central view and access to all the folders and files in the Basil folders, and also provides sync and lock information.

## 13.2. When to use Basil Drive

Install the Basil Drive to sync Basil folders and documents to a local drive as backup when needed for compliance purposes. There is really no need to keep a local backup as a safety measure, as

the AWS S3 storage where Basil stores folders and files is highly reliable. Keeping all the files locally also consumes disk space which can otherwise be used for documents which are not stored in Basil.

Usually, the Account Owner can install the Basil Drive on a network storage and keep a copy of all the documents in the account in one central place, without the need for multiple installations across multiple computers. This also avoids the need for implementing security policies for each user in the office.

### 13.3. Configuration options

Account Owners can install Basil Drive on their computer or a network drive, and get access to folders and files on their Windows File Explorer. Files saved or edited in the local folders will sync to the corresponding folders in Basil when they are closed. Files are locked when they are being edited and synced up when they are closed.

## 14. Integrations

### 14.1. Intuit QuickBooks™ Online integration (QBO)

Basil can be integrated with the Account Owner's QBO account which provides the following functionality available:

- QBO clients can be imported into Basil, along with client and user data.
- QBO service items can be imported into Basil for invoicing purposes.
- Client invoices created in Basil, for the work done for the client, can be sent to QBO for sending the final invoice to clients and payment collection.

## 15. White Label

Account owners can enable the white label feature under settings. They can upload their company logo in the prescribed format so their clients will see their company logo instead of the logo of Basil. They can also use the code provided to create a link on their websites for their clients to access their Basil accounts directly.

## 16. Basil Mobile App

The Basil mobile app called 'My Basil' can be installed on iPhones (most models) or iPad from the Apple store. Basil App provides access to several Basil features including folders, files, Tasks, notifications, my profile, chat, and charts.

## 17. Basil CRM

Basil CRM provides quick access to all Client Users and contacts in the Basil account. These include users who did not sign up for a Basil account and were contacted by some other means. As an example, users who are sent an email link for documents or forms, are automatically added to the CRM. Account Owners can also enter contacts directly into the CRM just to keep track of their contact details. Contacts can be exported to a CSV file for use in 3<sup>rd</sup> party applications like mass mailers.

Custom CRM fields can be created to keep track of client user information that is important for the accounting company. As an example, the birth dates of client users can be recorded if the accounting company sends birthday greetings to client users.

#### 18. Reports and Charts

Account owners can create reports for their account to get an overall view of their operational performance. Reports can be created in different categories and viewed in a spreadsheet or chart format. Reports can be downloaded as a CSV file for further processing. Charts can be pinned to the Account Owner's dashboard for quick access. Basil's engineering team is happy to add additional reports and categories based on customer feedback and use cases. Please contact [support@coraltreotech.com](mailto:support@coraltreotech.com) if you would like a specific report type made available.

#### 19. Paying for Basil

Basil is billed for the Account Owner and their Team Members on a monthly or yearly cycle. Two months' discount is provided when paying yearly. Consultants are billed monthly when activated. Basil provides 50 GB storage free for every billable Team Member, and additional storage can be purchased when needed. KBA when used is billed separately. Clients, Workspaces, Electronic Signatures, Tasks, workflow, and other features are not billed and can be enabled or disabled as needed. Please refer to Basil pricing for more details.

Basil offers the most cost-effective solution in the industry, priced for use by large and small accounting firms. Basil is designed to provide an elegant, easy to use, consistent and scalable environment for all accounting companies and client users.

\*\*\*\*\*