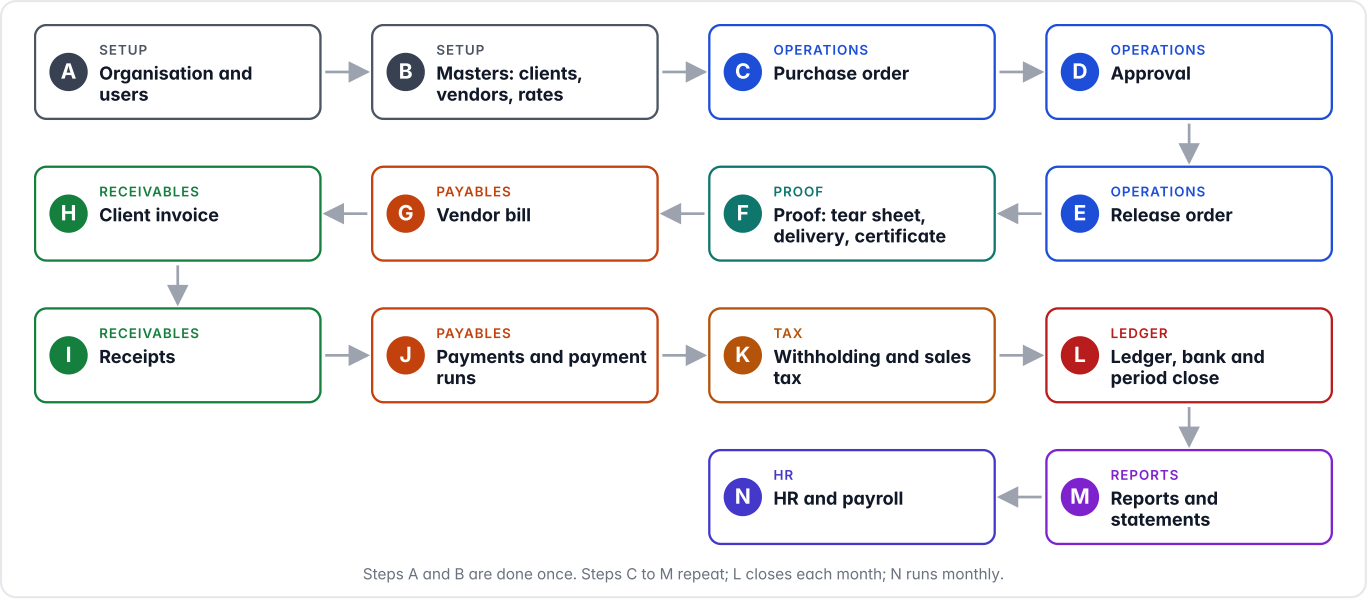
AM

Advertising Agency Management System

Media operations and agency accounting

Quick Start Guide

Everything a new user needs to start work: one page per job, the steps in order, and the few rules that matter. The full User Training Guide has the details.



Steps A and B are done once. Steps C to M repeat; L closes each month; N runs monthly.

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Prepared for AGENCYONE **Version 1.25.0, November 2026**

Start Here

For everyone. Read this page first, then go straight to the page for your job.

Find your page

Your job	What you do	Page
Administrator	Organisation, users, numbering, workflows, tax, the masters (once)	3
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Operations executive	Purchase orders, lines, submit for approval	5
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HR (the finance manager)	Staff records, attendance, leave, loans; payroll, settlements, letters	10, 11
Management	Reports, help, when something goes wrong	12

Sign in

1. Open the web address the administrator gave you. On the shared address type the **Company code** first. Type your **User name** and **Password**, press **Sign in**.
2. The first time, **Change password** opens and nothing else: type the temporary password in **Current password**, your own in **New password** (at least 10 characters, an upper and a lower case letter and a number, not your user name) and **Repeat new password**, then press **Change password**.

> **Note** Five wrong passwords lock the account. There is no "forgot password": the administrator presses **Unlock** or **Reset password** on your row under **Administration** > **Users**.

Find your way

- `Ctrl+K` (or `/`) opens **Jump to**: type part of a screen name. The desk's words work too: "RO", "insertion order" and "release order" all find Release Orders.
- The left panel groups the screens in the order the work flows: Home, Clients, Vendors and Media, Media Operations, Digital, Payables, Receivables, Treasury, General Ledger, Tax and Compliance, HR, Reports, Administration, Help & Learning.
- `F1` or the **?** button opens the help drawer for the screen you are on; `Esc` closes it and nothing you typed is lost.
- A screen missing from the panel is one your role does not hold; ask the administrator. Rate Cards, the two Terms screens and Approvals also leave the panel by setting.

Every record page works the same way

Lists

- Search box, filters, sortable columns, **Rows per page** 10 to 100
- **Print / Save as PDF** and **Export to Excel** take every matching row
- The first button creates the record (`Alt+N`): **New purchase order**, **Record a receipt**
- An empty list says what belongs there

Record pages and vouchers

- **Previous** and **Next** walk the list you came from
- Status badge, action buttons for what you may do now, **Files** on every document
- **Edit** on a draft; a posted document has **Reverse**, never Edit
- Vouchers: **Entries** show the double entry before you press **Post** (`Ctrl+Enter`); **Preview** prints (`Alt+P`)

Messages

- **Green**: saved or posted. **Red**: refused; the text says what to change and shows an error id such as `E-TC-FIRST-01` with **Read how**, which opens the article behind the rule.
- **Blue or amber banners** on a page tell you its state: waiting for approval, returned with comments, held, cancelled.
- A message ending "(Reference: ...)" is a server fault. Try once more, then give the administrator the reference, the error id, the screen and the build stamp from the foot of the panel. **Get help** > **Report a problem** sends them for you.

Administrator: One Time Setup

Do this once, in this order, before the desks start. Full guide: chapter 2.

1. The organisation and the people

1. **Administration** > **Organisation Settings**: the agency's name, address, **NTN**, **STRN**, logo (**Upload PNG or JPEG**), **Who to ask for help**. Under **How the agency works** choose **Commission and fee terms**, **Rate cards**, **Amounts are rounded to** (locks once documents exist), **Go live date** and **Pay when paid by default**. Under **Printed documents** the instructions, invoice notes and the **Insertion order approval** block with **Signature** and **Stamp**. **Save**, then **Preview a printed document**.
2. **Users**: **Add user**, the **User name**, **Full name**, **Email**, **Mobile**, **Role**, **Can see**. **Save** shows the **Temporary password** once; **Copy** it. **Roles and Permissions**: tick or untick a box, it saves at once; the System Administrator role cannot change.
3. **Document Numbering**: find the series (ROP, MSP, INP and so on), **Move forward** to the **Next number to issue** with a **Reason**. A series never moves back.
4. **Approval Workflows**: open a chain, read its **Levels** (role, **From amount**, **Hours**), **Change chain**, **Publish as new version**. Set **Approval needed** to **No** where the submitter may approve; never put the submitter on their own chain.
5. **Tax and Compliance** > **Tax Rates and Rules**: read the banner counting the unconfirmed rates; prove a case on the **Tax check** tab; once the tax adviser has ruled, press **Confirm** on each rate. To replace one, **End** it and **Add rate**. Nothing should be invoiced before this.

2. The masters, in this order

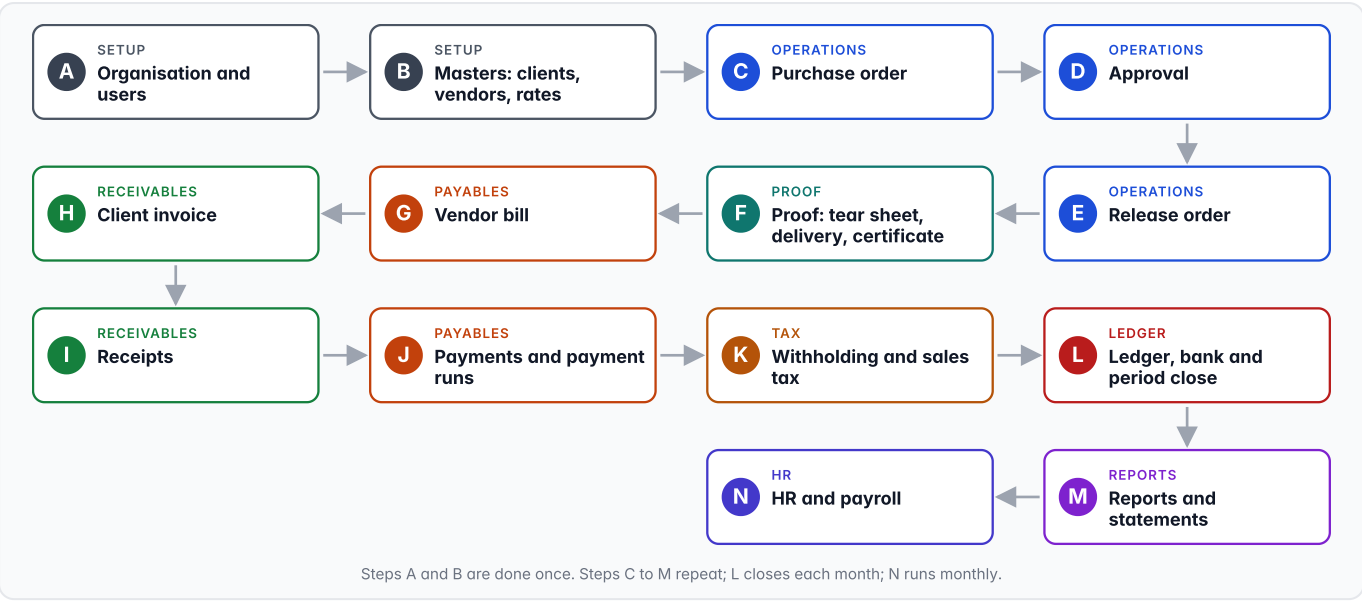
Order	Screen	Watch out for
1	Clients > **Clients**	**Province** (decides the tax), **Credit days**, **Needs the client's signed approval before a release order**, **Withholding agent**, **Pay vendors when this client pays**. Then **Contacts** (**Receives invoices**) and **Tax registrations** (NTN, **On the Active Taxpayer List**, **ATL checked on**).
2	Vendors and Media > **Vendors**	**Kind** and **Main media type**; **Pay only after the client pays**; **Withholding on payments** (section, **Rate % override**, **Sales tax withheld %**); **Bank details** for transfer letters; a contact flagged **Receives release orders by email**; the **Commission terms** tab (15 percent, open ended).
3	**Publications**	One title per publication under its vendor; **Editions** with **Combined edition** and **Covers cities**. A channel is media type Electronic with a **Programmes** tab; a platform is Digital.
4	**Rate Cards**	Key the Govt line only; G/Com is written at 1.5 times. **Submit for approval**; the Operations Head approves from **Approvals**. An active card is read only: correct with a new card from the right date.
5	Clients > **Commission and Fee Terms**	**Pass on %**, **Fee type**, **Rebate pass on %.** Pass on above the vendor's commission is refused. A term is ended, never edited.
6	General Ledger > **Chart of Accounts**; Treasury > **Bank and Cash Accounts**	Client, vendor and bank accounts open from their masters, never here. **Add account** for each bank and a Cash box named Petty cash.
7	General Ledger > **Journal Vouchers**	The opening balances: one journal **Dated** the day before go live, one line per bank, client and vendor, the balancing figure on equity; **Save as draft**, check the **Entries**, **Post**.

Tip Hundreds of clients, vendors, publications or rate lines load faster through **Administration** > **Import from Excel**: **Download template**, fill it, **Check only**, fix, **Import**. Nothing is saved while any row is wrong.

Important The practice company is a separate sign in where nothing is real and no email leaves. Train there. **Reset practice data** on **Start here** wipes it and reloads the sample year; never use a live company for training.

The Job Chain

For everyone on the desks. Each screen uses what the one before it saved, so keep the order. Full guide: chapters 3 to 8.



Steps A and B are done once. Steps C to M repeat; L closes each month; N runs monthly.

Step	Screen	Who	Result
1	**Purchase Orders**	Operations executive	The client's job priced line by line: gross, payable, client amount, earning
2	**Approvals**, then **Record client approval**	Operations manager	An approved order with the client's signed approval on file
3	**Release to publications** (platforms, channels)	Operations manager	One release order per publication, printed, issued and emailed
4	The tear sheet, **Record delivery**, **Record telecast**	Operations manager	What ran: the proof both bills follow, never above the plan
5	**Vendor Bills**	Finance executive, manager posts	The payable to the publication, booked against the release order
6	**Client Invoices**	Finance executive, manager posts	The receivable with the province's tax lines; the earning in the books
7	**Receipts**	Finance executive, manager posts	Money in, the client's tax deducted booked as advance income tax
8	**Payments** and **Payment Runs**	Finance manager	Money out, net of the tax withheld; held under pay when paid until the client has paid
9	**Withholding**, **Sales Tax by Authority**	Finance manager	Challans, certificates and the figures for the returns
10	**Period Close**	Finance head	The month closed after its seven checks; the trial balance fixed

Each step locks the one before it

- Once an order is released, its insertions cannot be edited on the purchase order; changes go through the release orders (cancel with a reason, release the corrected lines again).
- Once a bill or an invoice has taken the spots or units of a line, the certificate or delivery cannot be changed under it and a second bill offers only what is left; reverse the document first.
- Once a voucher is posted it changes only by reversal, and a receipt or payment whose tax is on a certificate or challan cannot be reversed at all.
- Once a month is closed it refuses every bill, invoice, voucher, journal and payment run dated in it; only the latest closed month reopens, with a reason.

Important Work the chain in order and in the month the work happened. A bill before the order is issued is refused, a payment before the client's receipt is held, an invoice after the close lands in the next month. Each refusal names the step that is missing.

Operations: Purchase Orders and Release Orders

Operations executive and operations manager. Full guide: sections 3.1 to 3.6.

New purchase order (print)

1. **Media Operations** > **Purchase Orders** > **New purchase order**. Choose the **Media type** (fixed once raised) and the **Client**; the **Brand** and **Product/Campaign** pickers add a missing one with **+ Add "name"**; **Dated**, **SPL No. / Ref. No.**, **Booking desk**; a **Caption/Slogan** if there is no brand or product. **Save**.
2. **Add insertion**: **Publication**, **Station**, **Insertion date**, **Position**, **Colour**, **Height (cm)**, **Columns**. Leave **Rate per col cm** blank to take the card rate the hint shows; a keyed rate is marked "keyed". Leave **Discount to client %** blank for the client's pass on. **Save**.
3. Read the line: col cm, rate, gross, discount, client amount, payable to the publication, agency earning. 10 x 3 at 450.50 is 30 col cm, gross 13,515, commission 2,027, payable 11,488. The four boxes above the lines total the order.

Digital line (media type Digital)

1. **Add line**: **Platform or publisher**, **Campaign**, **Objective**, **Placement**, **Creative unit**, **Buying model**.
2. **Flight from**, **Flight to** and the planned count. CPM counts per thousand: 1,250,000 impressions at 400.00 are 1,250 units, 500,000.00.

Electronic spot plan (TV, radio, cable)

1. **Add line**: **Channel, station or cable operator**, **Line kind**, **Booked on** a programme or day part, **Spot length (seconds)**, **Break position**.
2. **Flight from**, **Flight to**; the grid lays out the dates. **Fill** paid spots on weekdays, bonus on weekends, **Apply**; type in a cell to change a day. **Material code**, **GRP target**. Bonus spots print and count but never price.

Note The discount can never exceed the publication's commission (E-PO-LINE-02), and a keyed client amount below the publication's net is refused (E-PO-LINE-03). A keyed rate is the whole rate: no card loading goes on top of it.

Submit, approve, record the client approval, release

1. Press **Submit for approval** and confirm with **Submit**. **Add insertion** and **Edit header** disappear while it waits; **Withdraw** from **Approvals** brings them back.
2. The approver opens **Home** > **Approvals**, **Waiting for me**, clicks the row, **Open the document**, then **Approve** or **Return with comments**. A returned order shows the comments in a banner and reopens for editing.
3. Press **Record client approval**: **Approved on**, **Approval reference**, **Approved amount** (blank for the total), **Record**. Attach the signed approval on **Files** as Signed Client Approval.
4. Press **Release to publications** (**Release to platforms**, **Release to channels**) and confirm with **Release**. The **Release orders** tab lists one order per publication, "Ready to issue". Add insertions later and release again: only the new ones get an order.

Note A client with **Needs the client's signed approval before a release order** ticked releases only after step 3: "Record the client approval first." (E-PO-RELEASE-01). Release is also refused above the client's credit limit unless a head overrides it, and that is recorded.

Release orders: print, issue, email, acknowledge, hold

1. Open the order from the tab or **Media Operations** > **Release Orders**. **Print PDF**; check the lines against the purchase order. A telecast order prints the calendar grid of spots per programme.
2. **Mark as issued**, quoting the agency's own number under **RO number quoted to the publication** if it uses one. **Reference and notes** takes the **PID tracking no.**. Finance can book a bill only against an issued order.
3. **Email to publication** (**Email to platform**, **Email to channel**): **To** is filled from the contact flagged **Receives release orders by email**; **Send**. The line under the header reads "Queued for sending", then **Delivered**.
4. **Acknowledge** with **Acknowledged on** and the **Publication's reference** when the publication confirms. **Hold** with a **Reason** stops billing against it; **Resume** lifts it. Every held order shows on the vendor page under **On hold**.

Cancel and change

- A draft: **Edit header**, click a line to edit it, **Remove** a line, **Cancel order** with a reason (the number is kept). **Print PDF** is the schedule the client signs; the commission and the earning are not on it.
- A released order is changed through its release orders: **Cancel** the one release order with a **Reason** and confirm with **Cancel release order**, then release the corrected lines again. The orders to the other publications stay issued. An order with anything billed against it cannot be cancelled (E-RO-CANCEL-01).

Proof of Performance and Digital Accounts

Operations manager, with the digital manager. Full guide: sections 3.7, 3.8 and chapter 4.

Print: the tear sheet

1. Open the release order and attach the tear sheet on the **Files** tab. An insertion counts as executed once its date has passed on a released order.
2. A size that differs from the order is entered on the vendor bill with a reason in **Remarks**. A short or unrun insertion can take a make good with **Create make good**.
3. **Reports** > **Unbilled Executed Media** lists every executed insertion not yet invoiced, aged from the insertion date.

Digital: the delivery report

1. Open the insertion order and press **Record delivery**: the count under Publisher and under Ad server, **Bill on** the source that bills. Attach the platform report on **Files**. Save.
2. Billable units are the delivered units capped at the plan: 1,062,500 impressions of a 1,250,000 plan bill 1,062.5 units; 1,400,000 bill 1,250 and the rest is a bonus. Two sources more than 10 percent apart are flagged, not blocked. **Digital** > **Digital Delivery** reads the pacing.

Electronic: Record telecast

1. Open the telecast order and press **Record telecast**. Enter the **Certificate number** and **Certificate date** the channel quoted.
2. Type the spots aired per programme and date in the **Aired** row, or press **As planned to date**. Enter **Bonus aired** and **Monitored** where you have them. Lower **Accepted** only where monitoring shows fewer; it is never above aired or above the plan. A spot aired on another day goes on the day it aired.
3. Press **Record telecast certificate**. Or **Download sheet for the channel**, let the channel fill **Spots aired**, **Upload filled sheet**, then **Record**. Attach the channel's certificate on **Files**.

Planned	Certificate shows	Accepted	Bonus aired
3	5 aired, monitoring 3	3	2
3	2 aired	2 (1 short: a make good is raised)	0
3	3 aired, monitoring 2	2, if you lower it to the monitored count	0

Make goods

Media Operations > **Make Goods**: a certificate that missed paid spots raises one on its own; a print short run takes one from **Create make good**. Press **Settle**, choose the settlement, **Submit for approval**; an approver presses **Approve**.

Settlement	Means	Effect
Credit	Pay and bill only what ran	Nothing extra: the bill and the invoice already carry the accepted spots
Replace	The channel airs the missed spots free, later	Bonus spots on a later line of the same channel and client (**Replacement line**), or on this line's open dates
Write off	Recorded and closed; reason mandatory	No credit claimed, no replacement booked; both sides billed at the accepted spots

Ad accounts: top up, spend, confirm, platform invoice

1. **Digital** > **Ad Accounts** > **Add ad account**: **Client**, **Platform**, **Supplier billed from**, **Funding source**, **Service fee %**, **Prepaid: track the balance**, **Low balance warning at**. **Top up** with the amount and the bank account, **Record and post**: Dr bank, Cr Advance Received from Clients. No revenue yet.
2. **Digital** > **Ad Account Spend** > **Enter a month**: **Platform spend** in its **Currency** with the **Rate to PKR**, the counts, the **Supplier cost (before tax)** and the supplier invoice; attach the report. **Confirm** (the Ad Account Spend Confirmation chain where one is on).
3. **Book the reseller's bill for this month**, then **Match reseller bill** (it matches only when its amount before tax equals the months put against it). **Bill the month**, confirm with **Raise and post the invoice**: on a 10,000.00 spend bought at 11,200.00, Media Cost 11,200.00, Service Fee 5% on Spend 500.00, Sales Tax 15% on Media 1,680.00 and on Service Fee 75.00, Total 13,455.00, paid from the prepaid balance first. A month is billed once, never from Client Invoices.

> **Note** No bill or invoice before the proof: print needs an issued order; digital "Record the delivery first." (E-DL-FIRST-01); electronic "Record the telecast first." (E-TC-FIRST-01). Billing above the accepted units or spots is refused with the cap shown.

Payables

Finance executive prepares; finance manager posts, approves and executes. Full guide: chapter 5.

Vendor bill from the release order

1. **Payables** > **Vendor Bills** > **Book a vendor bill**. Pick the **Release order**; the insertions appear ticked at the ordered size and rate. Enter the **Vendor's invoice no.**, **Vendor's invoice date**, **Received on**, **Book on (our date)**.
2. Untick what is not on this invoice. Change the billed column centimetres where the printed size differs: "differs from order" appears and a reason in **Remarks** is required. Tick **Sales tax charged by the vendor** with the authority and **Tax rate %** if charged. Untick **Final** on a flight still running.
3. **Save**, then **Post to ledger** and confirm with **Post**. Dr Unbilled executed media, Cr the publication: 13,515 gross at 15 percent books 11,488. **Hold payment** with a reason keeps a disputed bill off Payments and the runs.

> **Note** Refused: an order not issued or on hold (E-VB-ORDER-01); a size difference without a reason (E-VB-SIZE-01); no proof yet (E-DL-FIRST-01, E-TC-FIRST-01); above the accepted units or spots (E-VB-CAP-01). A PID client whose media the department pays direct has no vendor bill (E-VB-PID-01).

Payment voucher

1. **Payables** > **Payments** > **Record a payment** (or **Pay** on the bill). **Who is paid**: **A vendor (bills)**. **Paid to**, **Paid from**, **How** (Cheque with **Cheque number** and **Cheque date**, or Transfer with its **Reference**), the **Amount settled (before tax withheld)**.
2. Press **Work out withholding from the vendor's rules** (its section, rate override, ATL status, exemption and sales tax percent), or type the tax **Under section** 153-1-B and any **Sales tax withheld**. **Fill oldest first** allocates the open bills. **Narration**, **Save as draft**.
3. The voucher page opens: read the **Entries** card (the vendor debited; the bank, the withholding payable and the sales tax withheld credited, marked "will post") and **Knocked off**. **Post** on the footer bar; **Preview** prints the Bank Payment Voucher; **Bank has cleared it** when the cheque clears.

> **Note** A payment whose withholding is already on a challan or a certificate cannot be reversed; correct with a fresh document. Check **ATL checked on** before withholding at the filer rate: a non filer is withheld at double.

Payment run: the week's bills in one step

1. **Payables** > **Payment Runs** > **New payment run**: **Who is paid** stays **Vendors: the open bills**; **Pay from**, **Payment date**, **Pay by** (Cheque or Online transfer), **Bills due on or before**. Press **Propose**: the lines by vendor with proposed, withheld and net.
2. Walk the lines: **Hold**, **Part pay** or **Decline** with a reason, **Add a bill**, **Re-propose**. A line held under pay when paid names the client invoice and its outstanding; only a user with **Release a payment held by pay when paid** sees **Release**, and the reason prints on the run sheet.
3. **Print run sheet** for the approver, then **Submit**; the lines lock. The finance manager presses **Approve** (the submitter cannot while the Payment Run Approval chain is on).
4. **Execute: pay the vendors** with the **First cheque number** or a **Reference prefix**. All or nothing: a bill paid by hand since the proposal refuses the whole run by name (E-PRN-BILL-01); re-propose and execute again. One posted payment voucher per vendor is written.
5. Print the **Cheque list** or the **Bank transfer letter**; **Remittance advice** or **Email it** per vendor; **Close: cheques handed over**. A run cannot execute into a closed month (E-PRN-PERIOD-01).

Petty cash

1. **Treasury** > **Petty Cash** > **Pay petty cash**: **From cash box**, **What for (expense account)**, **Amount**, **Paid to**, **Purpose**.
2. **Pay and post**: Dr the expense, Cr the cash box, at once. Never pay a publication from petty cash.

Vendor rebates

1. **Vendors and Media** > **Rebate Schemes** > **Add scheme**: vendor, **Measured over**, **Basis**, **Tiers**, **Enforceable** only when in writing.
2. An enforceable scheme accrues on the first of each month; **Accrue to month** by hand after late bills.
3. **Settle by credit note** against the open bills, or **Record payment received**; **Write off** at year end with a reason.
4. **Pass on to clients** issues a credit note (CCN) for a client's **Rebate pass on %** share, once the vendor has given the rebate.

Receivables and Tax

Finance executive prepares, finance manager posts; the tax officer reads the month. Full guide: chapters 6 and 7.

Client invoice

1. **Receivables** > **Client Invoices** > **Raise an invoice** (or **Raise client invoice** on the purchase order). Pick the **Purchase order**: the insertions still to bill appear ticked with the tax lines as they will print. Untick what has not run. On an electronic order choose the **Telecast order (channel)** and the **Certificate month**: one invoice per channel per month, on the accepted spots not yet invoiced.
2. **Invoice date**, **SPL / PO No. (client's reference)**, **Remarks**, **Original tear sheets enclosed**. **Save as draft** reserves the lines; **Print PDF** shows the DRAFT watermark. **Post to ledger**, confirm with **Post**: Dr the client; Cr unbilled media, agency commission, service fee and one output tax line per authority.
3. **Email to client** (the contact flagged **Receives invoices**), then **Record submission** with **Submitted on** and **Expected collection** when the paper arrives; ageing counts from it where the client needs the paper.

Route or province	What goes on the invoice
Direct, Sindh or Punjab	Media plus earning, with SRB or PRA sales tax on the commission kept and the fee only, never on the gross
Direct, Khyber Pakhtunkhwa	"Add: 2% KPRA Tax on 85% Newspaper Amount" and "Add: 10% on 15% Agency Commission": Gross 89,365, levy 1,519, tax 1,341, Total 92,225
PID or DGPR	Government rate; PID pays the newspaper direct, so the agency invoices its commission and fee only
Digital	Sales tax on the media value as well as on the fee

Receipt voucher

1. **Receivables** > **Receipts** > **Record a receipt** (or **Receive** on the invoice): the client, the bank account, **How** with **Cheque number** and **Cheque date** or a **Reference**, the amount settled, the tax deducted **Under section** 153-1-B (233-2A on a commission only invoice), any **Sales tax withheld**. **Fill oldest first**, **Narration**, **Save as draft**.
2. Read the **Entries** (bank and advance income tax debited, the client credited: 45,000 with 1,800 deducted is Dr bank 43,200, Dr advance tax 1,800, Cr client 45,000) and **Knocked off**. **Post** on the footer bar; **Preview** prints the Bank Receipt Voucher.
3. A cheque reads In clearing: **Bank has cleared it** with **Cleared on**, or **Cheque bounced** with the reason (it posts the reversal and reopens the invoice; never reverse a bounced receipt). Money above the open invoices stays as an advance: **Apply to invoices** later, or filter the list with **Unapplied only**.

Credit notes, statements, ageing, unbilled

- A client credit note (CCN) comes from a rebate's **Pass on to clients** tab and sits on the client page's **Credit notes** tab until **Apply to invoices**.
- **Reports** > **Receivables Book**: the buckets from Not due to Over 180, **Open items**, a client's statement (the chase document). Ageing counts from the invoice or the submission date against the client's **Credit days**; **Block new release orders above the credit limit** and **Block when overdue beyond (days)** stop the desk.
- **Reports** > **Unbilled Executed Media**: what ran and is not invoiced, and what the publications have not billed (**Side**). Invoice weekly; do not wait for the whole campaign.

Withholding and the tax month

Certificates and challans

1. **Tax and Compliance** > **Withholding**, **Entries**: every line from the vouchers, Deducted from vendor or Suffered on receipt.
2. **Deposits (challans)**: click the row under **Due for deposit**, enter the **Challan number**, **CPR number**, **Deposited on**, **Paid from** the bank, **Record a challan**. It must cover the month in full and posts Dr withholding payable, Cr bank.
3. **Certificates**: **Issue certificate to vendor** for the period (Rule 42 layout, WHC series); **Record certificate from client** with its number, date, amount and period.

The tax month, in order

1. **Reports** > **Sales Tax by Authority**: one block per authority, output, input, withheld, net; **Documents** for the lists; export each block for the return.
2. **Withholding** > **Monthly summary**: the deposit due and what clients owe certificates for.
3. Record the challan by the seventh of the next month.
4. Issue the publications' certificates; record the clients' as they arrive. Withholding payable is zero after the challan.

Ledger and Month End

Finance manager, with the finance head closing. Full guide: chapter 8 and section 9.3.

Journal vouchers

1. **General Ledger** > **Journal Vouchers** > **New journal**: **Dated**, **Narration**, **Add line** per line (account, debit or credit, **Line narration**). The foot reads Balanced or the Difference; **Save as draft** refuses an unbalanced journal (E-JV-BALANCE-01).
2. On the journal page read the **Entries** with each account's balance; **Edit** reopens the lines. **Post** on the footer bar; **Preview** prints the Journal Voucher. A draft dated in a closed month is refused at posting.
3. To undo a posted document, open it and press **Reverse** (**Reverse...** on a voucher page) with the reason and date. Reverse in order: the receipt before its invoice, the payment before its bill. A journal a document posted is reversed from the document (E-JV-SOURCE-01).

> **Note** Nothing is deleted after posting. Never move a client or vendor balance by journal: use a receipt, a payment or an advance instead.

Bank book and reconciliation

1. **Treasury** > **Bank and Cash Accounts**, open the account. Set **From** and **To** to the statement period and type the **Statement balance on <date>**.
2. Under **Not yet on the bank statement** press **Cleared on** for each cheque the statement shows, with the bank's date.
3. **Balance the bank should show** moves until **Difference against statement** reads zero and the line reads "Reconciled".

Cheques and cash

- A cheque receipt or payment reads **In clearing** until **Bank has cleared it** on the voucher or **Cleared on** in the bank book.
- A client's cheque that comes back: **Cheque bounced** on the receipt, never Reverse.
- A cheque in clearing a month after its date fails a close warning. Count the cash box weekly; replenish it by journal (Dr the cash box, Cr the bank) before it goes negative.

Month end checklist

Step	Screen	Done when
1	Telecast orders: **Record telecast**; **Make Goods**	No telecast order of the month lacks its certificate; the make goods are settled
2	**Unbilled Executed Media**, then **Client Invoices** and **Vendor Bills**	Everything that ran in the month is invoiced; every bill received is booked; all posted
3	**Payment Runs**, then every document list	No run left unexecuted with a payment date in the month; no draft dated in the month
4	**HR** > **Staff attendance**, **Payroll voucher**, **Payment Runs** (Staff)	The grid is locked, the run approved, the staff paid on the pay day
5	**Bank and Cash Accounts**	Every bank account reads Reconciled; no cheque in clearing older than a month; no cash box negative
6	**Withholding** > **Deposits (challans)**	The month's challan is recorded with its CPR; **Due for deposit** is empty
7	**Payables** > **Vendor Rebates**	Every enforceable scheme with bills in the month shows the month on its **Months** tab
8	**Trial Balance**, **Financial Statements**	Debits equal credits; the Balance Sheet foot reads "Balances"
9	**General Ledger** > **Period Close**: **Run checks**, **Close**, **Print close report**	The month reads Closed with who and when; the report is filed with the bank statements

Period Close: the seven checks

Must fix: every earlier period is closed; posted journals balance; no draft journals. Warning: no draft documents; no cheques in clearing a month after their date; no cash box negative; enforceable vendor rebates are accrued (**Accrue to month**). A failed Must fix check needs a fix or a typed reason; a Warning takes an optional one. **Close** is greyed until the month has ended.

> **Important** A closed month refuses every bill, invoice, voucher, journal, payment run and rebate accrual dated in it: "<Month> is closed. Post the entry in an open period or ask the finance manager to reopen it." Only the latest closed month reopens (**Reopen** with a reason); the year end journal is the auditor's, never automatic.

HR: Staff, Attendance, Leave and Loans

The finance manager keeps the records and the grid; the finance head approves. Full guide: sections 10.1 to 10.5.

Setup, in order

HR > **HR setup**. Settings: **Days basis** (Fixed 30, Calendar or Working 26, set once), **Weekly off days**, **Pay day** (5), **Half day counts as** (0.5), hours in a working day and overtime factor (8 and 1.5), the accounts the payroll posts to. Then the lists: **Departments**, **Designations**, **Leave types** (Annual 14, Sick 8, Casual 10, Unpaid), **Allowances and deductions** (EOBI 370 and 1,850, Provident fund 8.33 percent both sides), **Tax slabs** (check against the Finance Act each July), **Loan types**, **Holidays**, **Letter templates**. Rows are retired by unticking Active, never deleted.

Staff record

1. **HR** > **Staff records** > **New staff member**: the person (CNIC in the 00000-0000000-0 shape), the job (**Joining date**, bank details), the pay (**Monthly salary**, **Tax method** Slab, Withholding or None), the allowances and deductions that apply. The EMP number is issued on save.
2. Attach the CNIC, contract and appointment letter under **Documents** with their expiry dates; the list shows what expires within sixty days.
3. A leaver is never deleted: set the leaving date and untick Active, or prepare the final settlement.

Attendance and the lock

1. **HR** > **Staff attendance**, the month. Every working day starts as P, off days O, holidays H. Click a cell: **A**, **HD**, **L** with its type, back to P; overtime hours on a P or HD cell, in quarter hours. **Save**.
2. Press **Lock month** at the month end; approval of the payroll run locks it too. A month a run has paid stays as paid: correct it in the next month as an adjustment.
3. Unpaid leave and absence deduct the same, one day of the salary over the days basis.

Leave

1. **HR** > **Leave and off days** > **New leave request**: the person, **Leave type**, **From**, **To**. Working days are counted, skipping offs and holidays; a request above the balance shows red to the approver.
2. **Submit**; the approver approves from **Approvals**. The days are marked L on the grid. Balances run on the calendar year; the **Balances** tab shows entitlement, taken, pending and left.

Loans and advances

1. **HR** > **Advance and loan voucher** > **New loan**: the person, **Loan type** (Salary advance, one instalment; Staff loan, six), **Amount**, **Instalments**, **Recover from**. 60,000 over 6 is 10,000 a month.
2. **Submit**; approval posts Dr Staff Loans and Advances, Cr Salaries and Wages Payable and writes a staff payable to pay out. Each approved payroll run takes the instalment, never more than the pay left; a cash repayment is recorded on the loan page.

Payroll, Settlement and Letters

The finance manager builds the run; the finance head approves it and the settlements. Full guide: sections 10.6 to 10.10.

The payroll run

1. Finish the grid and approve the month's leave. **HR** > **Payroll voucher** > **New payroll run**, choose the month: one line per person is built at once.
2. Read the lines; hover a tax figure for the annual amount. **Recalculate** after any grid or record change; **Adjust** a line for an arrear or a one off deduction with a note that prints on the payslip (a note is required, E-HR-RUN-03).
3. **Submit**. The approver opens it from **Approvals** and approves: a staff payable per person, the loan recoveries, the month lock and one journal dated the pay day. An approved run is never recalculated or cancelled; corrections go into the next run.
4. Print the **Payroll sheet** and the **Payslips**. Pay the month: **Payables** > **Payment Runs** > **New payment run** with **Who is paid Staff**, **Propose**, **Submit**, **Approve**, **Execute: pay the staff**, download the **Bank advice (Excel)**. One person is paid from **Payments** with **Who is paid A staff member**; the whole amount is applied, nothing withheld.

Figure	How	Worked month: basic 150,000, Fixed 30, one absent day, 4 hours overtime
Daily rate	Monthly salary over the days basis	150,000 over 30 = 5,000
Absence	Unpaid days x daily rate (half days at 0.5)	1 x 5,000 = 5,000
Overtime	Hours x (daily rate over 8) x 1.5	4 x 625 x 1.5 = 3,750
Gross earned	Basic pro rata, less absence, plus allowances and overtime	150,000 less 5,000 plus 3,750 = 148,750
Deductions	Fixed amounts or percent; the employer share in brackets	PF 12,495 (12,495), EOBI 370 (1,850)
Income tax	Slab: taxable pay x 12 through the slabs, over 12	The slab tax on 148,750 x 12, over 12
Net pay	Gross earned less deductions, tax and loan instalments; never below zero	135,885 less the slab tax and any instalment

Final settlement and letters

- **HR** > **Staff assets**: record the return of everything issued before the settlement. **HR** > **Final settlement** > **New settlement**: the person, **Last working day**, the reason; type **Gratuity**, **Other additions**, **Notice period deduction**, **Other deductions**; **Prepare**, **Submit**. The system reads the last salary, the leave encashment, the loan balance and the slab tax.
- A second user with **Approve final settlements** presses **Approve**: the preparer cannot, and nothing is approved while an asset is still out (E-HR-FS-01). Pay the net from **Staff payables**; print **Clearance and settlement**. Do not run the leaver through the next payroll as well.
- **HR** > **HR letters** > **New letter**: the template (appointment, experience, salary certificate, NOC, warning), the person, the date; **Fill the letter**, edit, **Issue**. An issued letter takes an HRL number and is never edited; issue a fresh one.

Help, Reports and When Something Goes Wrong

Everyone, with management. Full guide: chapters 9, 11 and 12.

Help and learning

- **Help & Learning** > **Start here**: the learning path for your role, lessons of a few minutes each ending in a task and a quiz. A task is ticked when the system sees it done in the real data; when the path is done the page reads "ready" and **Users** shows Ready beside your name.
- **Guide** lists every article by chapter with **Search the guide**; F1 opens the article for the screen you are on in a drawer over your work. Each article ends with **Did this help?**
- **Learning Centre**: the videos and scripts, the **Process maps**, the **PDF guides** per role, the **First week checklists**; public at /learn without a sign in. **What's new**: every release with links to what changed; the roadmap behind it takes **I need this** votes.
- **Get help**: the colleague named at the top first, then the Guide, then **Report a problem** and **Send report**; the report carries the screen, the version, the browser and the **Last error id**, never what you typed.
- The practice company: a separate sign in where nothing is real and no email leaves. Its administrator presses **Reset practice data** on **Start here** to reload the sample year.

Which report answers what

Question	Report
Who owes us, and for how long? Who do we owe?	**Reports** > **Receivables Book**, **Payables Book**: the buckets, **Open items**, a party's statement
What has run that we have not invoiced, or the publication has not billed?	**Unbilled Executed Media**, both sides, aged from the insertion
Did the channel air what we booked? Is a flight on track?	**Spot Delivery**; **Digital** > **Digital Delivery**
Do the books balance? What did we earn? What do we own and owe?	**Trial Balance**; **Financial Statements** (Profit and Loss with year to date, Balance Sheet)
What goes on the returns? What rebates have we earned and received?	**Sales Tax by Authority**; **Withholding** > **Monthly summary**; **Rebates**
What went through one account, one day, the bank?	**General Ledger**, **Day Book**, **Cash Flow**

Every report has **Search this report**, **Print** and **Export to Excel** over every matching row. The books read the posted ledger; lists count drafts and cancelled documents too, so compare the Trial Balance with **Open items**, never with a list.

When something goes wrong

Message or symptom	What to do
"The user name or password is not correct." / the account is locked	Check both; after five wrong passwords the administrator presses **Unlock** on **Users**.
A screen is missing from the panel; the Post button is missing	Your role lacks the right; ask for it on **Roles and Permissions**. The executive prepares, the manager posts.
"Record the delivery first." / "Record the telecast first."	Record the proof on the insertion or telecast order, then bill or invoice.
"Record the client approval first."	Press **Record client approval** and attach the signed copy, then release.
"... is posted; only a draft can be edited."	Press **Reverse** with a reason and enter the document again.
"<Month> is closed. Post the entry in an open period ..."	Date it in the open month, or the finance head reopens the latest closed month with a reason.
The export has fewer rows than the list; a list total differs from the Trial Balance	A filter is still applied (the export heading names it); lists include drafts and cancelled documents.
An emailed order still reads "Queued for sending"	Check **Administration** > **Jobs and Outbox**; press **Retry**, or ask the administrator to set up mail.
A message ending "(Reference: ...)"	Try once more, then call the administrator.

Give the administrator the error id or reference, the screen, the document number, what you pressed and the build stamp. **Report a problem** sends all but the document number.