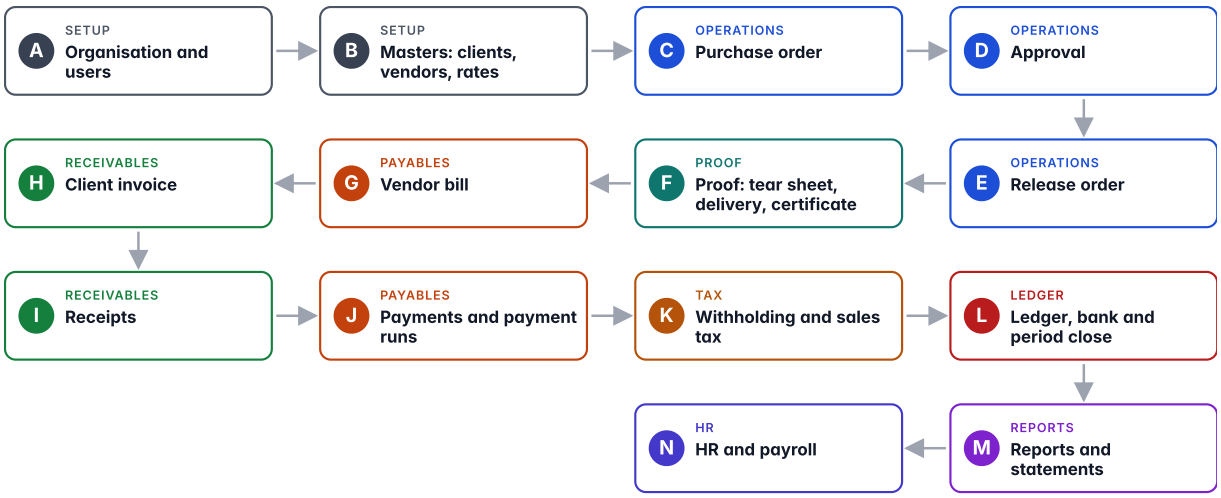
AM

Advertising Agency Management System

Media operations and agency accounting

User Training Guide

From first sign in to month end: setup, purchase and release orders, proof of performance, bills and invoices, tax, the close and the payroll, step by step.



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

Prepared for AGENCYONE

Version 1.25.0, November 2026

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About This Guide

This guide takes a first time user from signing in to closing the month. Read chapters 1 and 2 once. After that, use the roadmap below to find the chapter for the job in hand.

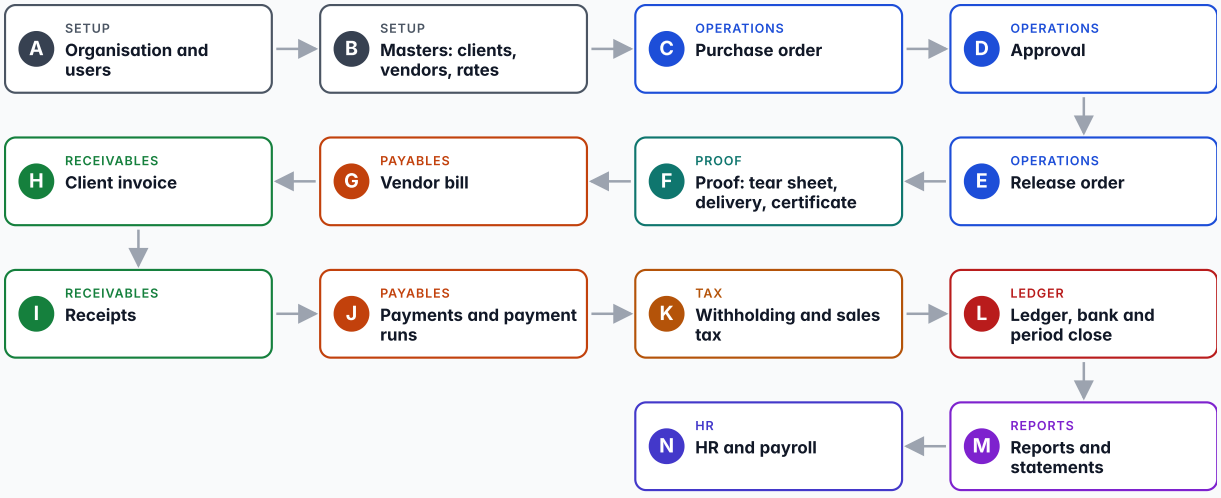
Each chapter follows the order of the work. Screen names match the labels in the left panel, and buttons and fields are shown in **bold** exactly as they appear on screen. Menu paths read as group then screen, for example **Payables** > **Vendor Bills**.

> **Tip** Press `Ctrl+K` anywhere in the application and type part of a screen name to open it. The desk's own words work too: "RO", "insertion order" and "release order" all find Release Orders. Help articles appear under the screens.

Every figure in this guide is invented. The worked examples use round figures and the practice company's own clients, channels and staff, never a real rate or deal.

The Roadmap from A to N

The application follows the life of one client job, from the purchase order to the money in the bank and the books agreeing at month end. The one time setup comes first; the operating cycle then repeats for every job; the month end closes the books; the payroll runs once a month beside it.



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

Step	Screen	Who usually does it	Chapter
A	Organisation Settings, Users, Roles and Permissions, Document Numbering, Approval Workflows	Administrator	2
B	Clients, Vendors, Publications, Rate Cards, Commission and Fee Terms, Tax Rates and Rules, Chart of Accounts, Bank and Cash Accounts	Administrator, operations manager, finance manager	2
C	Purchase Orders: the client's job, one line per insertion, flight or spot plan	Operations executive	3

Step	Screen	Who usually does it	Chapter
D	Approvals: the internal chain, then the client's recorded approval	Operations manager	3
E	Release Orders: one per publication, platform or channel, printed, issued and emailed	Operations manager	3
F	The tear sheet on the release order, Record delivery, Record telecast, Make Goods	Operations manager	3, 4
G	Vendor Bills, booked against the release order	Finance executive, finance manager posts	5
H	Client Invoices, raised from the purchase order with the tax lines	Finance executive, finance manager posts	6
I	Receipts, with the tax the client deducted	Finance executive, finance manager posts	6
J	Payments and Payment Runs, with the tax withheld	Finance executive, finance manager approves and executes	5
K	Withholding (challans and certificates), Sales Tax by Authority	Finance manager, tax officer	7
L	Journal Vouchers, Bank and Cash Accounts, Period Close	Finance manager, finance head closes	8
M	Trial Balance, Financial Statements, the books and the operational reports	Finance head, management	9
N	Staff records, Staff attendance, Payroll voucher, Staff payables	Finance manager, finance head approves	10

Note The practice company is a separate sign in where nothing is real. Every step in this guide can be tried there first. Its banner reads "Practice company: nothing here is real." Ask your administrator for a sign in to it; chapter 11 explains the reset.

Words Used in This Guide

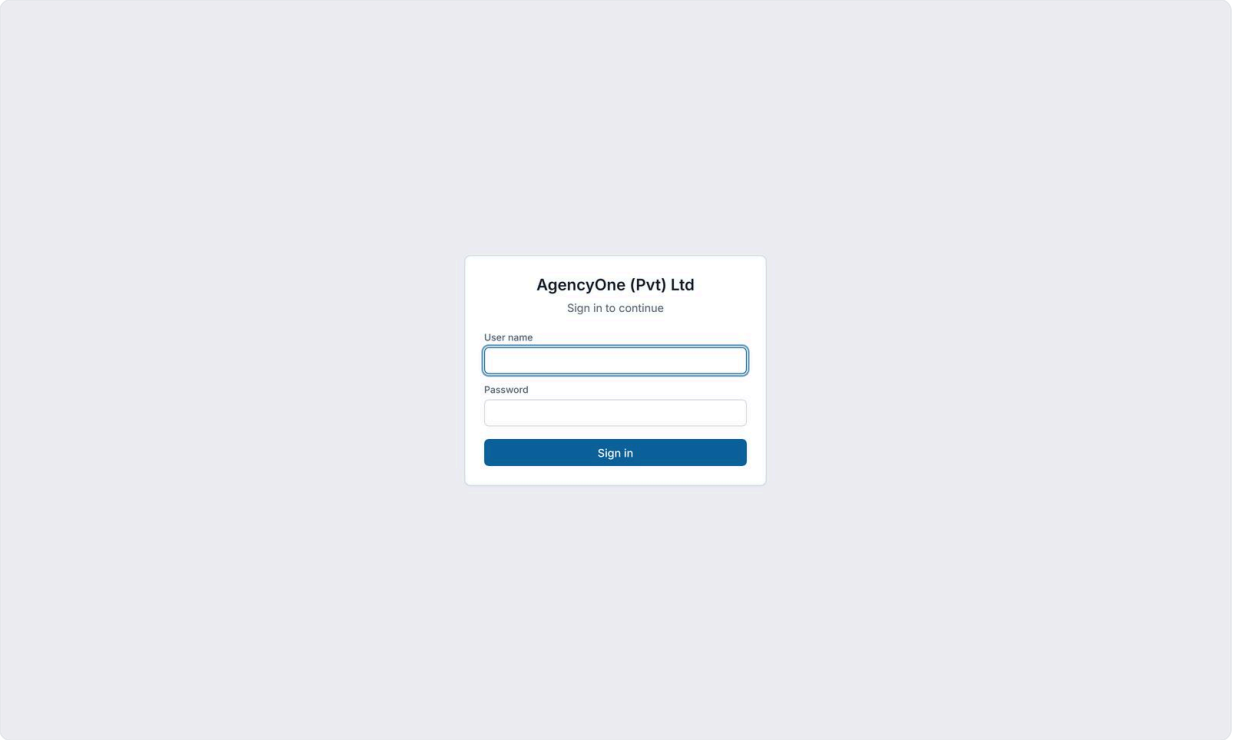
Term	Meaning
Purchase order	The client's job as the desk writes it: the client, its reference and one line per insertion, flight or spot plan. Also called the media schedule. Numbers start MSP for print, MSD for digital and MSE for electronic.
Release order	The order to one publication for the insertions of one purchase order, printed in the insertion order layout. RO for short; ROP for print, ROD for digital, ROE for electronic.
Insertion order	The same document as a release order, by the name platforms and publishers use. IO for short.

Term	Meaning
Telecast order	The release order to a television channel, printed as a calendar of spots per programme. A Broadcast Order to a radio station, a Cable Order to a cable operator.
Proof of performance	The evidence that the advertising ran: the tear sheet for print, the delivery report for digital, the telecast certificate for television, radio and cable. Billing on both sides follows it.
Tear sheet	The page cut from the newspaper that proves the insertion ran. Attached to the release order under Files.
Telecast certificate	The channel's statement of what aired: date, programme and the spots. Recorded against the plan with Record telecast; both bills are settled on it.
Make good	The settlement of spots or insertions that did not run as ordered: credit, replace with free spots later, or write off with a reason.
Unbilled	Insertions that have run and are not yet invoiced to the client, or not yet billed by the publication. Money not yet in the ledger. Read on Unbilled Executed Media.
Pay when paid	The rule that a publication is paid only after the client has paid for the job. An organisation setting, a vendor flag and a client flag; a payment run holds such a line.
Withholding section	The income tax section a deduction is made under: 153(1)(b) for services, 233(2A) for advertising agent commission, 149 for salaries.
Place of provision	The province whose sales tax applies to a service. The client's province on its record decides which provincial rule and rate the invoice carries.
Period close	Closing a month after its seven checks so nothing more can post into it. Only the latest closed month reopens, with a reason.
Practice company	The tenant where nothing is real: invented clients, publications, channels and a year of documents. The administrator can reset it from Start here.
Error id	The short code such as E-PRN-BILL-01 that a refused save shows beside its message. Quote it to the administrator; where an article explains the rule the message offers Read how.

1 Getting Started

1.1 Signing in

The application runs in your web browser. Your administrator gives you the web address, a user name and a temporary password. On the shared address you also need your agency's company code.



The sign in page

1. Open the address your administrator gave you. The company name shows above the form once the company is known.
2. On the shared address, type the **Company code** first. The form then shows the company's own name and logo.
3. Type your **User name**.
4. Type your **Password**.
5. Press **Sign in**.

If the details are wrong you see "The user name or password is not correct." in a red box. Nothing says which of the two was wrong.

> **Note** Five wrong passwords in a row lock the account. The next attempt reads "This account is locked after too many failed attempts. Ask an administrator to unlock it." An administrator unlocks it from **Administration** > **Users** with **Unlock**. All five attempts stay in the audit log.

> **Note** There is no "forgot password" link. Ask your administrator to reset your password; the reset gives you a new temporary one.

Your sign in lasts a working day (12 hours by default) and ends when you press **Sign out**, when an administrator signs you out, or when you sign in on another computer and your user is set to one session at a time. When it ends, the next thing you open returns you to the sign in page.

1.2 First Sign in and Your Password

A temporary password can never be used for real work. On your first sign in, and after every reset, the application opens **Change password** and nothing else. The page says "You are using a temporary password. Choose your own before continuing."

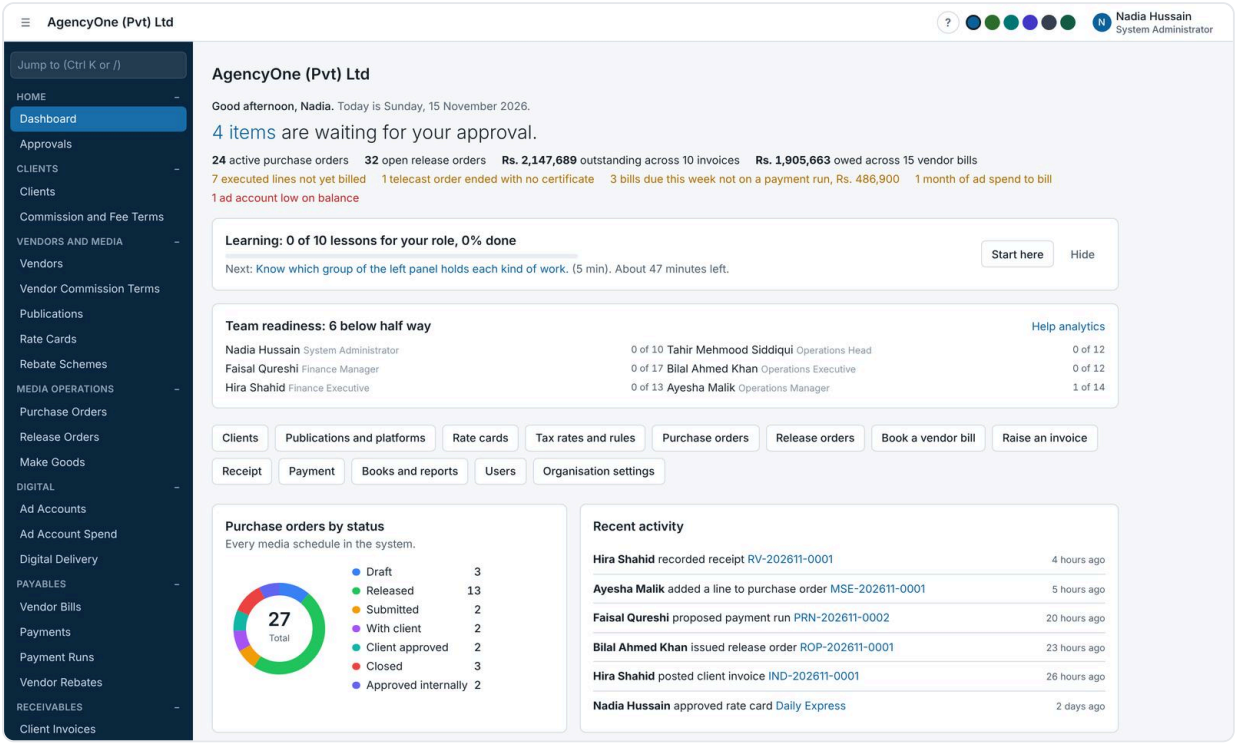
1. Type the temporary password in **Current password**.
2. Type your own password in **New password**. It needs at least 10 characters, an upper case letter, a lower case letter and a number, and it must not contain your user name.
3. Type it again in **Repeat new password**.
4. Press **Change password**.

A password that breaks a rule is refused with a message that names every rule it breaks, for example "The new password needs at least 10 characters, a number." Choose another until it is accepted. The home page then opens.

> **Tip** You can change your password at any time from the user menu at the top right: **Change password**. Changing it signs out every other session of yours.

> **Warning** Do not share one sign in between two people. The audit log, the approvals, the withholding certificates and the payroll all name the signed in user.

1.3 The Screen Layout



The left panel with its groups, Jump to at the top and the build stamp at the foot

The left panel

The dark panel on the left lists every screen your role may open, in groups, in the order the work flows. Click a group name to open or close it. The groups, and what is in each:

Group	What is in it
Home	Dashboard, Approvals
Clients	Clients, Commission and Fee Terms
Vendors and Media	Vendors, Vendor Commission Terms, Publications, Rate Cards, Rebate Schemes
Media Operations	Purchase Orders, Release Orders, Make Goods
Digital	Ad Accounts, Ad Account Spend, Digital Delivery
Payables	Vendor Bills, Payments, Payment Runs, Vendor Rebates
Receivables	Client Invoices, Receipts
Treasury	Bank and Cash Accounts, Petty Cash
General Ledger	Journal Vouchers, Chart of Accounts, Period Close
Tax and Compliance	Tax Rates and Rules, Withholding
HR	Staff records, Staff attendance, Leave and off days, Advance and loan voucher, Payroll voucher, Final settlement, HR letters, Staff assets, Staff payables, HR setup
Reports	Books and Reports, Receivables Book, Payables Book, Unbilled Executed Media, Spot Delivery, Rebates, Trial Balance, General Ledger, Financial Statements, Sales Tax by Authority, Cash Flow, Day Book
Administration	Organisation Settings, Users, Roles and Permissions, Approval Workflows, Lists of Values, Document Numbering, Import from Excel, Signed In Sessions, Audit Log, Jobs and Outbox, Help analytics, Help articles
Help & Learning	Start here, Learning Centre, Guide, Shortcuts, What's new, Get help

A screen you do not see is one your role does not hold. Ask the administrator for the right if you need it. Three screens also leave the panel by setting: **Rate Cards** goes when rates are typed on every line, the two Terms screens go when terms are typed on purchase order lines, and **Approvals** goes when no workflow needs approval.

The foot of the panel shows the build stamp, for example "v1.25.0, built 2026-11-10". Quote it to support.

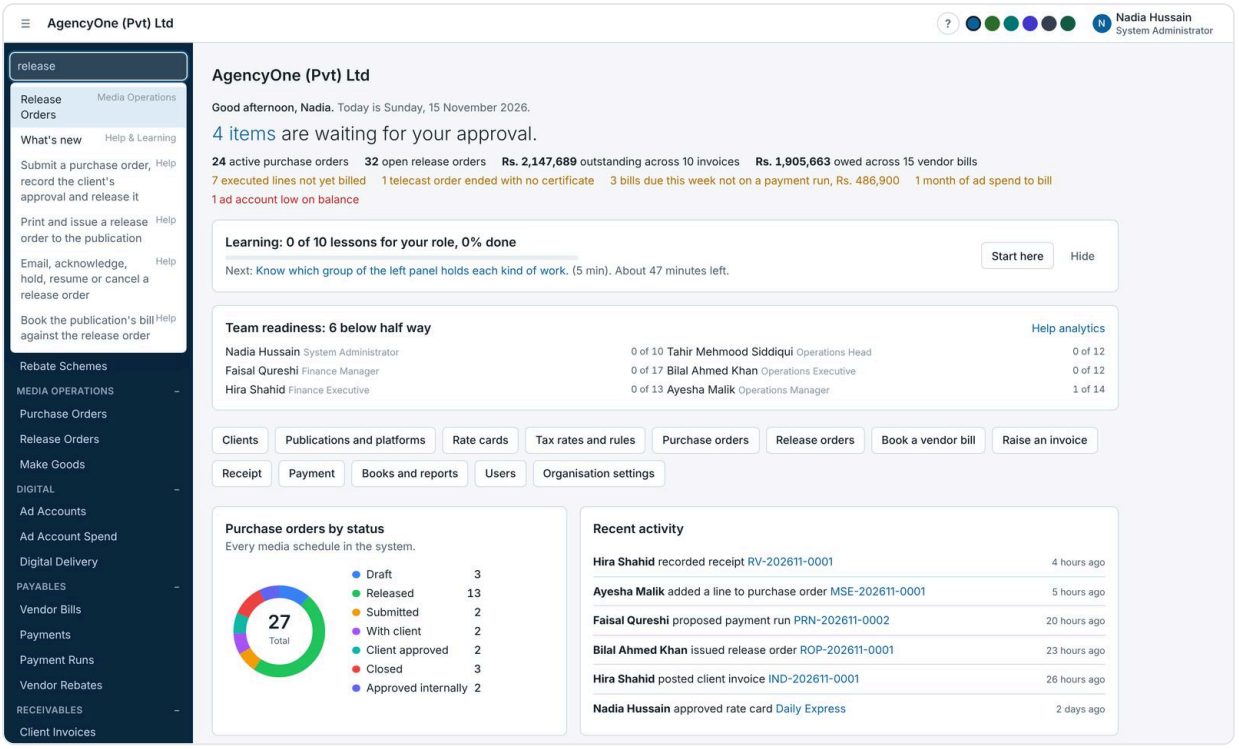
The top bar

Across the top of the page, from left to right: the menu button that collapses or expands the panel, the agency's logo and name, then on the right the **?** button, the colour theme swatches, and your name and role. Click your name for the user menu: **My settings**, **Change password** and **Sign out**.

The six themes are Ocean, Classic, Teal, Indigo, Graphite and Forest. Your choice is remembered for your user on every computer.

In the practice company an amber band above the top bar reads "Practice company: nothing here is real." on every screen. A red band reading "The update did not finish" means the page and the service are different builds; tell the administrator.

Jump to

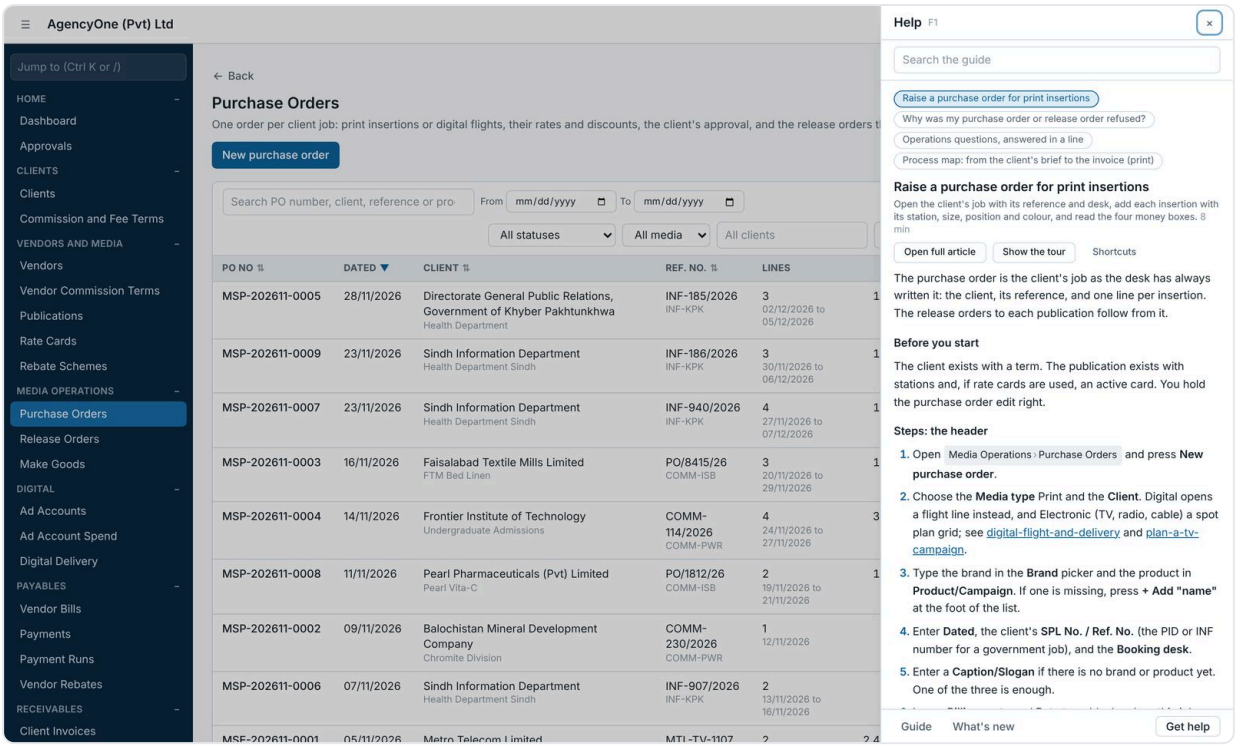


Jump to, with screens and help articles found by any word

1. Press **Ctrl+K**, or press **/** when the cursor is not in a field, or click the **Jump to** box at the top of the panel.
2. Type part of a screen name, for example "rop" or "release". Every word you type must appear in the label, its group or its keywords. Help articles appear under the screens.
3. Use the Up and Down arrow keys to pick a line and press **Enter**.

Only screens your role allows are listed. A screen named exactly what you typed comes first: "vendor" opens Vendors, not Vendor Bills.

Help on the screen you are on

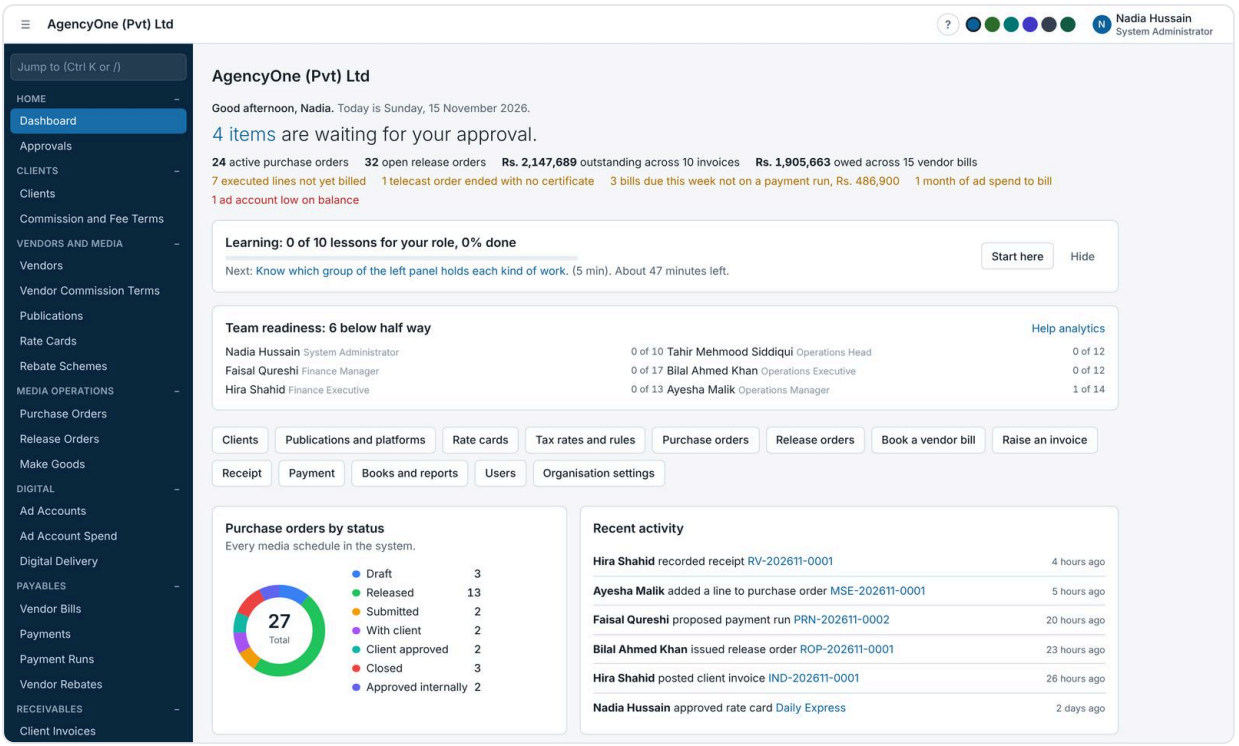


The help drawer open over a list: the article, related articles and search

Press **F1** or click **?** in the top bar. The help drawer opens over the current screen with its article, related articles and a search box. **Esc** closes it. Nothing you typed on the screen is lost. **Get help** at the foot of the drawer opens the support page; chapter 11 describes the rest of the help.

1.4 The Home Page

The home page opens after you sign in. Click **Dashboard** in the panel to come back to it.



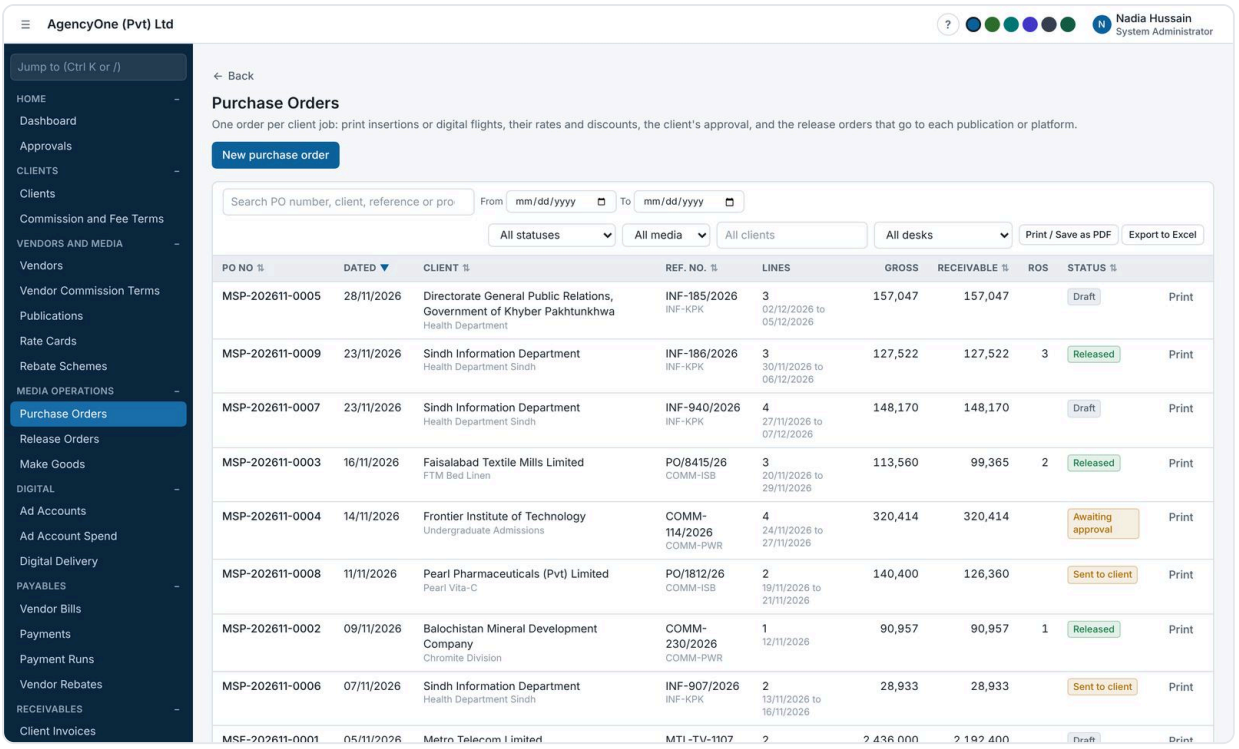
The home page: the headline, the figures, the alerts, quick actions and the golden path

- **The headline.** "Nothing is waiting for your approval.", or a count such as "2 purchase orders are waiting for your approval." The count is a link to the Approvals inbox.
- **The figures.** Active purchase orders, open release orders, the amount outstanding across client invoices and the amount owed across vendor bills.
- **The alerts.** They show only when there is something to do: executed lines not yet billed, telecast orders ended with no certificate, bills due this week not on a payment run, rebates due from vendors, months of ad spend to bill and ad accounts low on balance. Each opens the screen that clears it.
- **The learning card.** Your path's progress, for example "Learning: 4 of 12 lessons for your role". **Hide** dismisses it; **Start here** brings it back.
- **Quick actions.** Buttons for the first thing each screen creates. You see only the ones your role allows.
- **Purchase orders by status.** A ring of every purchase order: draft, awaiting approval, approved, released and the rest.
- **Recent activity.** The audit log in plain words, with links to the records. It is limited to your own documents unless you may read the whole log.
- **Golden path: one insertion from schedule to cash.** The eight stages from set up to the close, each ticked once the agency has done it.

The figures are counts and totals only, so the page opens fast and never shows a detail you may not see.

1.5 How Every List Works

Every screen that lists records works the same way. The example below is Purchase Orders; Clients, Vendor Bills, Receipts and the rest follow it.



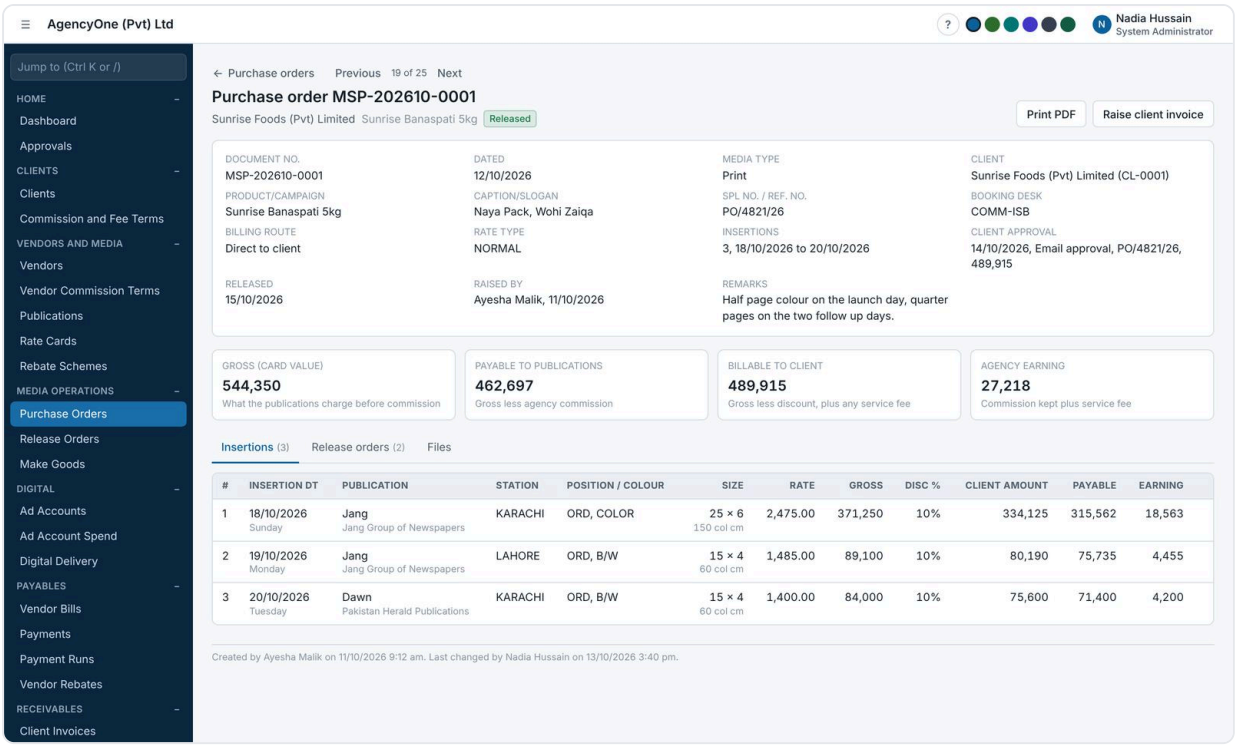
A list: search, filters, the rows and the pager

- **Search.** The box above the rows filters as you type. A party's name, a document number or a word in the narration all work.
- **Filters.** Each list has the filters its data asks for: status, dates, client or vendor, desk, overdue, on hold. Changing a filter returns you to page 1.
- **Sorting.** Click a column heading to sort by it; click again to reverse.
- **Pages.** The foot reads "Showing 1 to 25 of 140". **Rows per page** offers 10, 25, 50 and 100; **Previous** and **Next** move between pages. Reports offer 25 to 250 rows and a **Search this report** box.
- **Print / Save as PDF** opens a landscape page with the agency name, the list's title, the filters in one line, the row count and the time, then the browser's print dialog.
- **Export to Excel** downloads every matching row, not only the page on screen, with a bold header row, dates as dates and amounts as numbers. The export heading names the search and the filters.
- The first action button on a list creates its record: **New purchase order**, **Add client**, **Record a receipt**. `Alt+N` presses it.

> **Tip** An empty list says what belongs there and offers the first record and the help article. A list that shows fewer rows than you expect usually has a filter still applied; the export heading names it.

1.6 How Every Record Page Works

Click a row to open its record page. Each page has the same shape: a header with the title, the number and a status badge, the action buttons for what you may do now, the cards with the record's details and lines, and a foot that says who created it and when, and who last changed it.

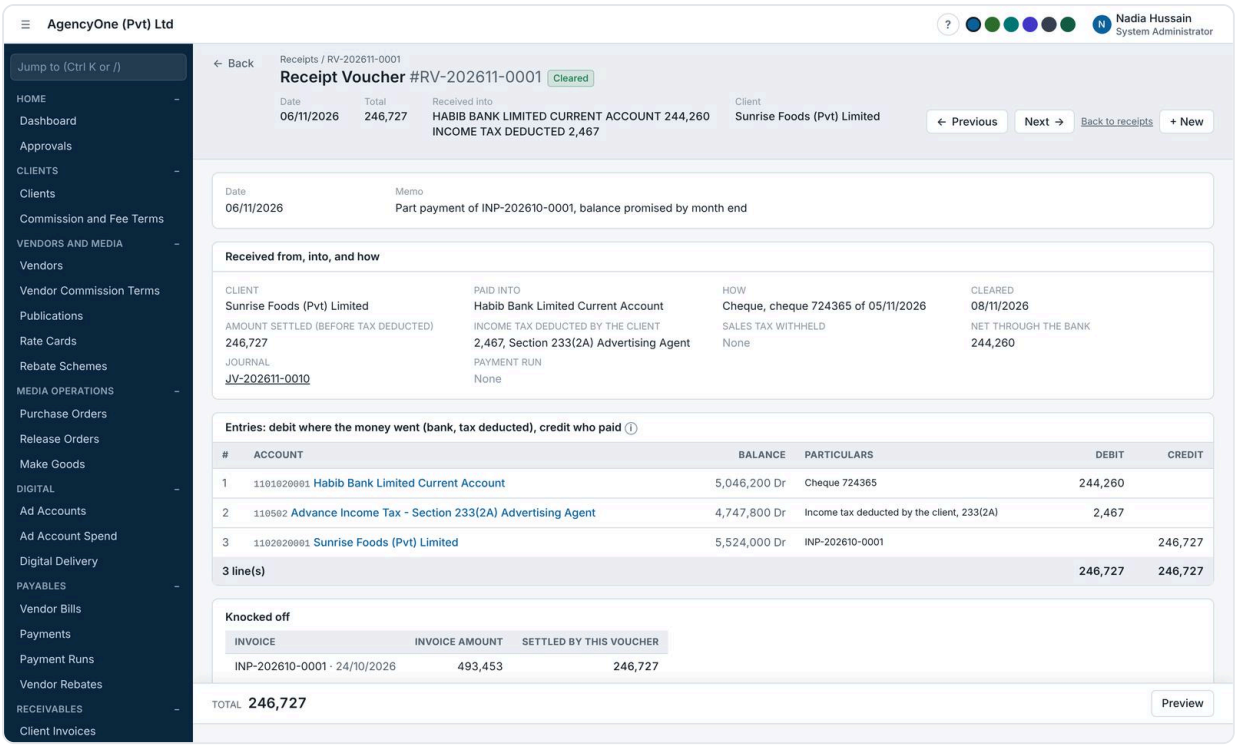


A record page: the header with Previous and Next, the status badge, the actions and the cards

- **Previous** and **Next** above the title walk the list you came from, in its order, and read "3 of 25". Opened another way, they walk the record's own number series.
- **Status badge.** Draft, Awaiting approval, Approved, Released, Posted, Reversed and so on, in the usual colours. A document waiting in a chain also shows **Awaiting approver**.
- **Banners.** A returned document shows the approver's comments in a banner and opens for editing again. A client that needs a signed approval, a held order or a cancelled one each say so in a banner.
- **Tabs.** Lines, release orders, files, contacts, tax registrations and the rest sit on tabs under the cards.
- **Files.** Every document takes attachments: PDF, JPG, PNG, TIFF or Excel, up to 50 MB each. Drop a file on the page or press the attach button. A **Note for the next file** is kept beside the file name.
- **Edit** on a draft opens the same form the record was created with, prefilled, and saves under the same number. A posted document has **Reverse**, never Edit.
- **Print PDF** opens the document in a new tab under its own name, for example "ROP-202611-0012 the publication the client", ready to save or print. **Alt+P** presses it.

The voucher pages

Receipts, Payments, Petty Cash and Journal Vouchers open as one page read top to bottom, the way an accountant reads a voucher, with the double entry on the page before anything is posted.



A receipt voucher: the header strip, the Entries card with each account's balance, Knocked off and the footer bar

- **Header strip** on a tinted band: the breadcrumb, the number and status, and the key facts under it: Date, Total, **Received into** or **Paid from** with the bank or cash account, the tax deducted or withheld, and the party. On the right, **Previous**, **Next**, **+ New** and the secondary actions: **Edit**, **Bank has cleared it**, **Apply to invoices**, **Cheque bounced**, **Cancel**.
- **Date and Memo** as the first card. On a draft they are typed in place; once posted they are read only. **Edit the details** on a draft opens the structured form.
- **Entries.** Each line with its account, the account's balance today ("218,170 Dr"), the particulars, debit and credit, and the totals. On a draft the lines are marked "will post", so you read the entry before pressing Post.
- **Knocked off.** The invoices or bills this voucher settles, with what it applied to each. What is not applied shows as **Unapplied** and is held as an advance.
- **Footer bar** that stays at the foot of the window: TOTAL on the left, then **Preview** (the printed voucher), **Post** on a draft and **Reverse…** on a posted voucher.
- **Accounting entries.** The journal as the ledger holds it. A reversed or bounced voucher shows the original and the reversal side by side.

Forms and pickers

Fields you must fill carry a red asterisk. A small **i** beside a label says what the field is and what it does to the money. In a picker, type a few letters to search, use the arrow keys and press `Enter` to pick; `Esc` closes it. Some pickers add a value in place: when a brand is not listed, the last row reads **+ Add "name"**. `Ctrl+S` saves an open form, the same as its **Save** button; `Esc` cancels it.

> **Tip** Long forms keep a draft. Change a field, close the tab without saving, reopen the screen, and a bar offers to restore the unsaved changes.

1.7 Messages and Errors

- **Success** shows as a short green message at the edge of the screen, for example "Receipt RV-202611-0025 posted." It disappears after a few seconds.
- **Refusals** show as a red message with the reason and what to do, for example "Record the telecast first. No telecast certificate has been entered for line 2." Where the help explains the rule, the message carries an error id such as E-TC-FIRST-01 and a **Read how** link that opens the drawer at the article.
- **Form errors** sit under the field they belong to, in red, and the form stays open for you to correct it.
- **Banners** in blue or amber on a page tell you about the record's state: waiting for approval, returned, held, cancelled, or a client that needs a signed approval.

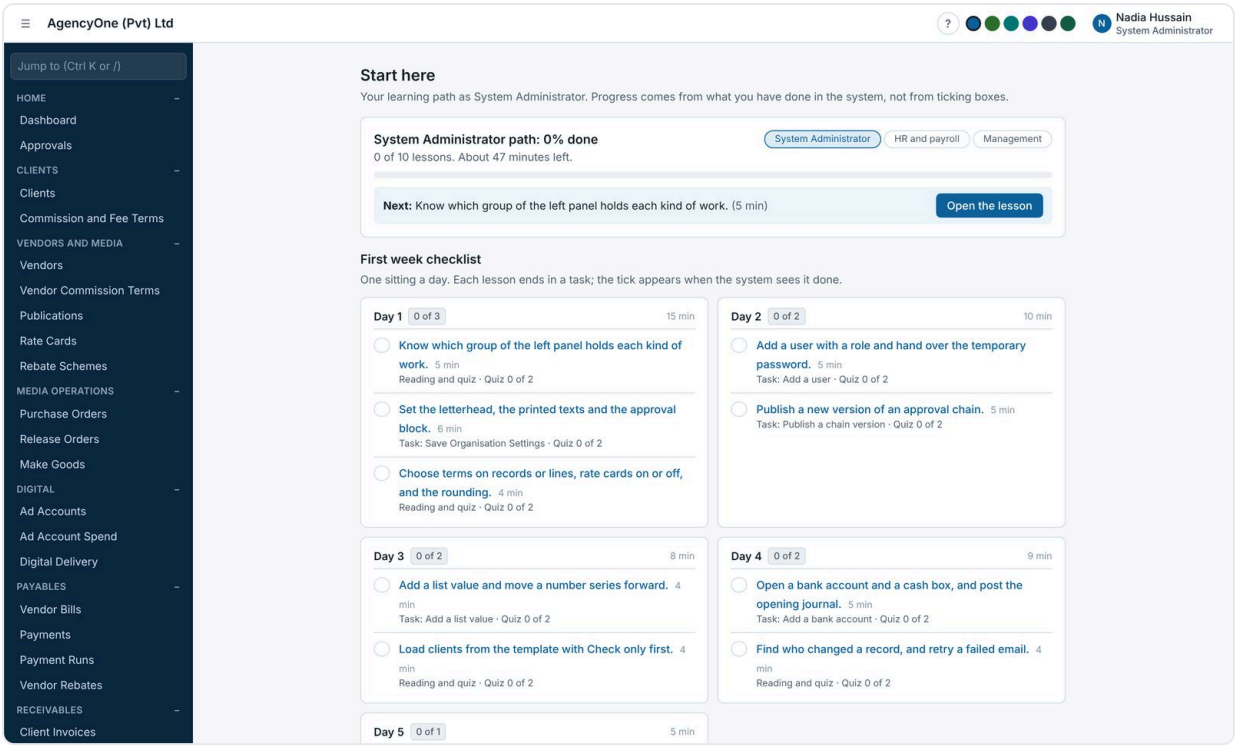
A failure in the server or the database reaches you as one sentence saying what happened and what to do, ending with a reference time, for example "(Reference: 2026-11-10 04:12:09 UTC)". Give that reference to the administrator; it points to the exact entry in the server log.

Message	What to do
"The user name or password is not correct."	Check both and try again. The fifth wrong password locks the account.
"This account is locked after too many failed attempts."	Ask an administrator to press **Unlock** on your row under Users.
"<Month> is closed. Post the entry in an open period or ask the finance manager to reopen it."	Date the document in the open month, or ask the finance head to reopen the month with a reason.
"... is posted; only a draft can be edited. Reverse a posted document instead."	Press **Reverse** with a reason and enter the document again.
"The update did not finish: this page is version ... but the service answering is version ..."	Tell the administrator. Screens will fail until the service is restarted or the update run again.
A message ending "(Reference: ...)"	Try again once. If it repeats, give the reference to the administrator.

1.8 My Settings and Signing Out

1. Click your name at the top right and choose **My settings**.
2. Enter **This workstation's name**, for example ACCOUNTS-PC-02, and press **Save**. Every change you make from this computer carries the name in the audit log.
3. Pick a colour theme from the swatches in the top bar. It is remembered for your user.
4. To finish work, choose **Sign out** from the same menu. You return to the sign in page.

1.9 Start Here and the Learning Path



Start here: the learning path for your role, with the lessons by day

Help & Learning > **Start here** shows the learning path for your role: lessons of three to six minutes, each ending in a task and two or three quiz questions. The first week checklist groups the lessons by day.

A task is ticked when the system sees it done in the real data, never by you ticking a box. Do the lesson's task on the real screen, come back, and it is ticked. When every lesson and quiz is done the page reads "ready" for your role, and the administrator sees Ready beside your name under Users.

> **Tip** Work the path in the practice company. Tasks done there count the same way, and nothing you do there is real.

1.10 Keyboard Shortcuts

The keys you will use every day. The full sheet is under **Help & Learning** > **Shortcuts** and on the last page of this guide.

Keys	What it does
`Ctrl+K` or `/`	Jump to a screen or a help article
`F1`	Open or close the help drawer for the screen you are on
`Esc`	Close the dialog, the drawer or the tour
`Alt+N`	Add the first thing the list creates
`Alt+P`	Print the record

Keys	What it does
Ctrl+Enter	The record's main action, such as Post to ledger or Submit for approval; its confirmation still shows
Ctrl+S	Save the open form

2 One Time Setup

This chapter is for the administrator, with the operations manager for the masters and the finance manager for the tax, the chart and the banks. Do it once, before the desks start, in the order below.

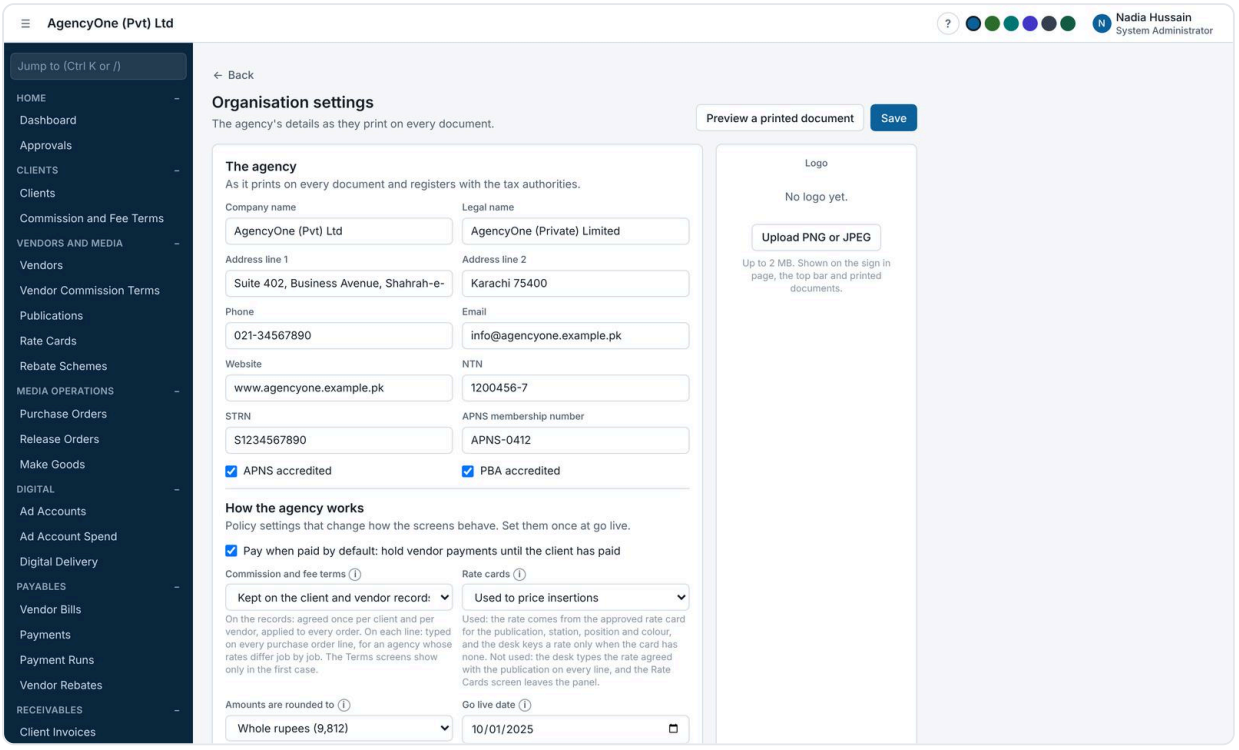
2.1 Why the Order Matters

Many records depend on others that must exist first:

- The letterhead, the rounding and the go live date in **Organisation Settings** are read by every document. Rounding locks once any release order, bill, invoice or journal exists.
- Users need roles before they can see any screen. The approval chains name roles.
- A publication cannot be saved without its vendor. A rate card cannot be saved without its publication and stations.
- A purchase order line needs the client with a term, the publication with stations and, where rate cards are used, an active card.
- Nothing can be received or paid until a bank account or cash box exists.
- Nothing should be invoiced until the tax rates are confirmed.

2.2 Organisation Settings

Administration > **Organisation Settings** holds the agency's details as they print on every document, the settings that change how the desk works, and the printed documents. You need the System Administrator role.



Organisation settings: the agency, how the agency works, and the printed documents

The agency

1. Enter the **Company name**, **Legal name**, **Address line 1**, **Address line 2**, **Phone**, **Email** and **Website**.
2. Enter the **NTN**, the **STRN** and the **APNS membership number**.
3. Upload the logo with **Upload PNG or JPEG**. It shows in the top bar, on the sign in page and on every printout.
4. Under **Who to ask for help** enter the **Name**, **Phone** and **Email** of the colleague the Get help page points to first. Problem reports are emailed there when mail is set up.
5. Press **Save**.

How the agency works

Six choices shape the desk's daily work. Make them before the first purchase order.

Setting	Choose this when
Commission and fee terms	**Kept on the client and vendor records** when rates are standing arrangements. **Typed on each purchase order line** when commission and fee are agreed job by job; the two Terms screens then leave the panel and each line shows its own percentages.
Rate cards	**Used to price insertions** once the cards are loaded and approved. **Not used; the rate is typed on every line** while the desk types the agreed rate; Rate Cards then leaves the panel.
Amounts are rounded to	**Whole rupees (9,812)** for a Pakistani print agency, or **Rupees and paisa (9,811.60)**. Locks once documents exist.
Go live date	The first day the system is the book of record. Opening balances are dated the day before. The fiscal months from this date onward appear on Period Close by themselves; the fiscal year runs July to June.
Pay when paid by default: hold vendor payments until the client has paid	Ticked when the agency pays a publication only after the client has paid. A payment run then holds the lines whose client invoice is still open.
Default theme for new users	The colour theme a new user starts with.

> **Warning** Rounding cannot change once a release order, bill, invoice or journal exists (E-ORG-ROUND-01). Earlier documents would no longer agree with later ones.

> **Note** The terms and rate card settings are read at sign in. You see the panel change at once; everyone else sees it at their next sign in.

Printed documents

1. Replace the starting text under **Insertion order instructions** and **Invoice notes** with the agency's own lines, one per line.
2. Enter the instructions for government orders under **Insertion order instructions for government rate orders**.

3. In **Insertion order approval** enter the heading, the approver's name, designation and phone. Upload the **Signature** and the **Stamp**, each cropped close on white. Leave **Print the approval block on insertion orders** ticked.
4. Press **Save**.
5. Open **Preview a printed document** and look at each layout: **Print insertion order**, **Digital insertion order**, **Print invoice, government**, **Print invoice, commercial** and **Digital platform invoice**.

The previews use invented names and figures, so they are safe to show anyone. The insertion order preview shows a sample line of 10 × 3 columns at 450.50: amount 13,515, commission 2,027, net 11,488. The approval block prints as the last signatory on every release order and telecast order: the signature over its line, the heading, name, designation and phone under it, the stamp beside.

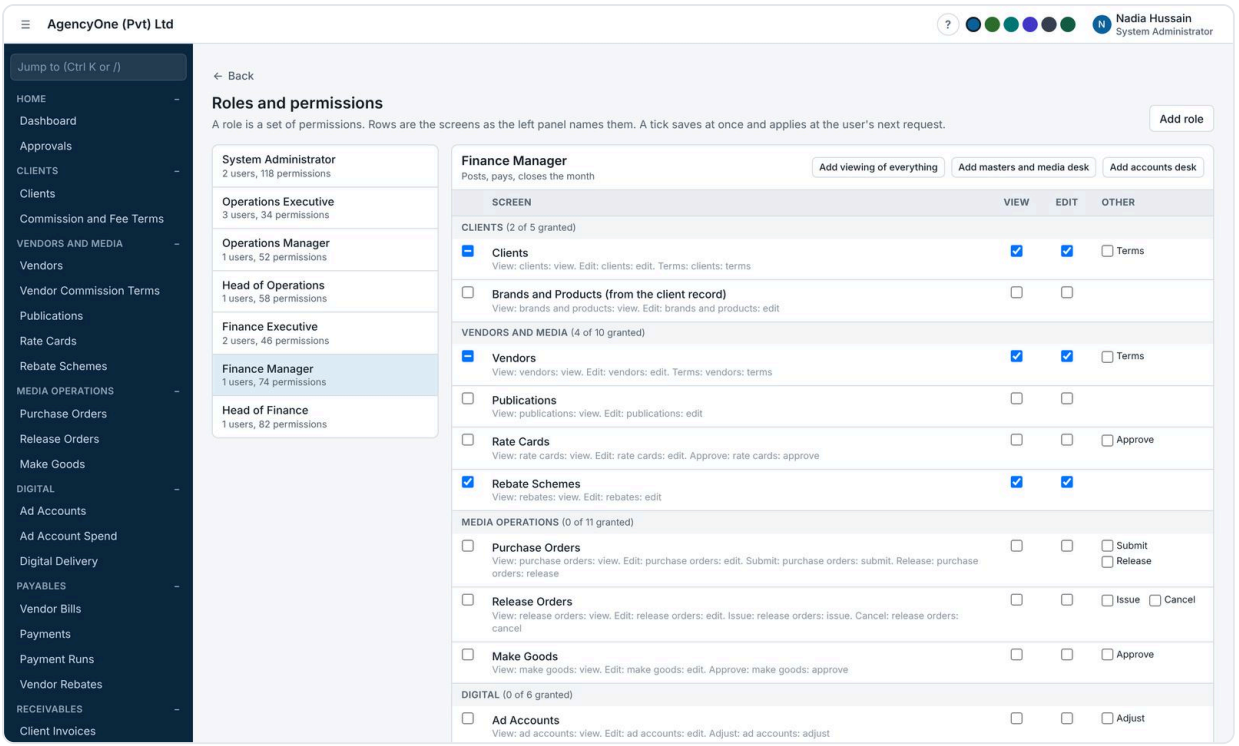
> **Tip** Change a field, do not save, and close the tab. When you reopen the screen a bar reads "You have unsaved changes from an earlier visit." with **Restore them** and **Discard**. Every long form keeps a draft this way.

> **Warning** Do not upload a photograph of a whole stamped page as the stamp. It prints about 2.7 cm square. Upload the round stamp alone.

2.3 Users, Roles and Permissions

A user is a person who signs in. A role is the set of screens and actions they hold. Six desk roles are seeded beside the System Administrator:

Role	Does	Signs
Operations Executive	Clients and brands; raises and submits purchase orders; sees release orders, invoices and reports	Nothing
Operations Manager	All of the above; vendors, publications, rate cards and terms; approves and releases purchase orders; issues release orders	Purchase orders
Operations Head	All of the above; approves rate cards; credit override; confirms ad spend; lists of values; sees finance documents and financial reports	Rate cards
Finance Executive	Books vendor bills, raises invoices, prepares receipts, payments, payment runs and journals as drafts; withholding	Nothing
Finance Manager	All of the above; posts and approves every finance document; approves and executes payment runs; releases pay when paid holds; vendor rebates; reverses; bank book and reconciliation; tax rates; staff records, attendance and the payroll run	Finance documents
Finance Head	All of the above; write offs, period close, chart of accounts, approval chains, numbering; approves the payroll and the final settlements	The exceptions



Users with their roles, what they can see, and the Ready column

Add a user

1. Open **Administration** > **Users** and press **Add user**.
2. Enter the **User name**, **Full name**, **Email** and **Mobile**. Choose the **Role**.
3. Under **Can see** leave **All clients**, or choose only the clients assigned to them and pick the clients. A scoped user sees only those clients anywhere, reports included.
4. Press **Save**. The **Temporary password** is shown once; press **Copy** and give it to the user. Press **Done**.
5. The user's first sign in forces a change of password.

The list shows each user's role, Active or Inactive, Locked where five wrong passwords locked the account, and the learning column: Learning while the path is in progress, Ready when it is done. **Unlock** clears a lock; **Reset password** issues a new temporary password.

Adjust a role

1. Open **Administration** > **Roles and Permissions** and choose the role.
2. The rows are the screens as the left panel names them, grouped the same way, with **View** and **Edit** as the standard columns and the named actions (Submit, Approve, Release, Issue, Post, Confirm and so on) under **Other**. Each group reads "n of m granted".
3. Tick or untick a box. It saves at once and applies on the user's very next request; their panel changes when they return to the tab.
4. Use **Add viewing of everything** to tick every View box without clearing anything already granted. Useful for a read only director.

> **Note** The System Administrator role cannot be changed. It always holds everything, so nobody can lock the agency out of its own administration.

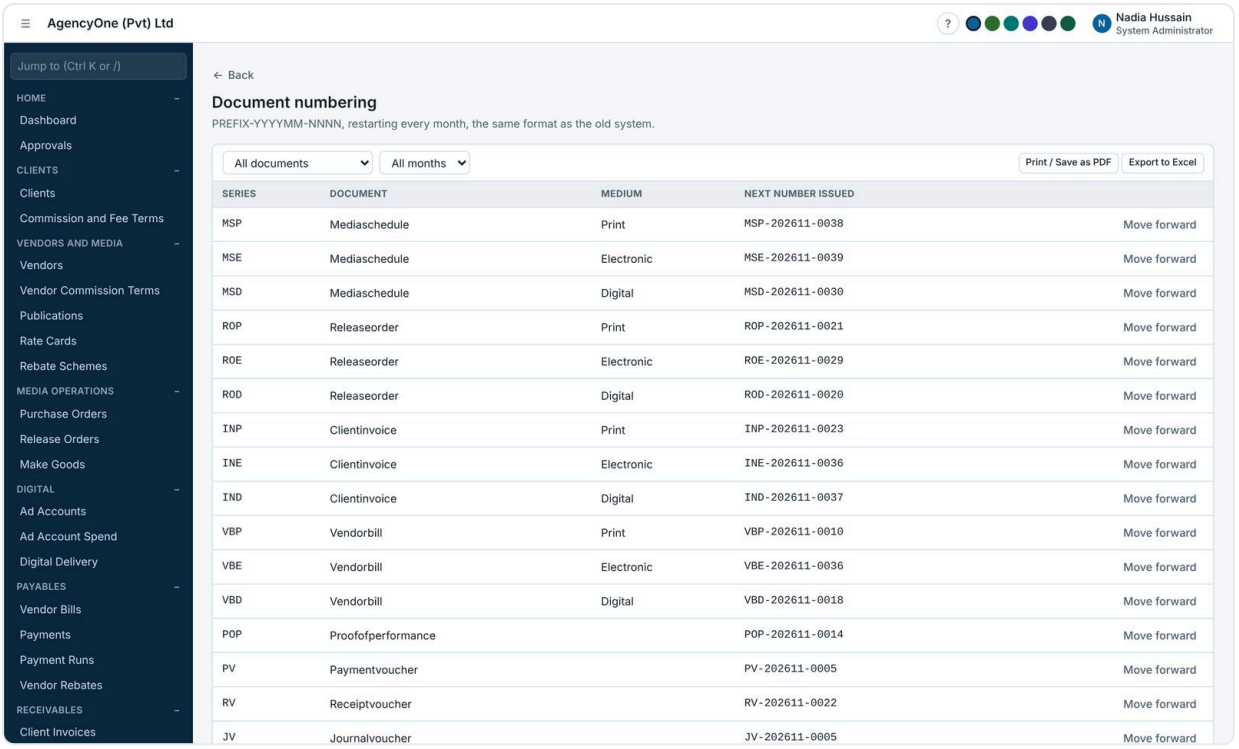
> **Warning** Do not give the Finance Executive the Post right to save a step. The executive prepares and the manager posts; that split is what the auditor asks about first.

Sign someone out

Open **Administration** > **Signed In Sessions** and press **Sign out** on the row. The next thing that user opens returns them to the sign in page.

2.4 Document Numbering and Lists of Values

Every document number comes from a series of the form PREFIX-YYYYMM-NNNN, restarting each month. The prefix names the medium: MSP, ROP, VBP and INP for print; MSD, ROD, VBD and IND for digital; MSE, ROE, VBE and INE for television, radio and cable. PRN is a payment run, CCN a client credit note, WHC a withholding certificate, PRL a payroll run.



Document Numbering: the series, the next number issued, and Move forward

Continue the old numbering

1. Open **Administration** > **Document Numbering** and find the series, for example ROP.
2. Press **Move forward**. Enter the **Next number to issue**, for example 82, and the **Reason**, such as "Continue after legacy ROP-202609-0081".
3. Press **Save**. The next number reads 0082.

> **Note** A series only moves forward (E-SERIES-BACK-01). Moving it back would issue a number twice. The change sits in the audit log with before, after and your reason.

Add a value to a list

Every dropdown reads from **Administration** > **Lists of Values**: advertisement positions, colours, natures, client categories and the rest. Shipped values are marked Shipped; a list the system depends on reads "Fixed list" and takes no new values.

1. Choose a list on the left, for example Advertisement Position.
2. Press **Add value**. Enter the **Name** and a **Short name**. Press **Save**. The code is made from the name.
3. To retire a value, open it, untick **Active** and save. It leaves the dropdowns and stays on old documents.

> **Tip** A buyer can add a station, a position or a colour from the foot of the list while adding an insertion. The value is created and selected without leaving the order.

There is no delete button on a list. Documents already carry the code. Do not add a second spelling of an existing value either: "Front page" and "Front Page Solus" are different values and both will be chosen.

2.5 Approval Workflows

Each document type has one approval chain: the levels, who signs at each, and the amount from which a level applies. **Home** > **Approvals** shows what waits for you.

Read and change a chain

1. Open **Administration** > **Approval Workflows** and open a chain, for example the purchase order chain.
2. Read the **Levels**: the **Level name**, the **Role** that signs, the **From amount** and **To amount** band, and the **Hours** allowed before the item reads Overdue in the inbox. A level with From amount 5,000,000 is asked only above that figure.
3. Press **Change chain**. Add or remove a level with **Add level** and **Remove level**, change the role or the band.
4. Press **Publish as new version**. The screen shows the new **Version** and lists earlier versions under it.
5. To switch approval off for a type, set **Approval needed** to **No** on its row. A submitted document is then approved on submit.

> **Note** A published chain change never reroutes a document someone is already looking at. Anything waiting finishes on the version it started on.

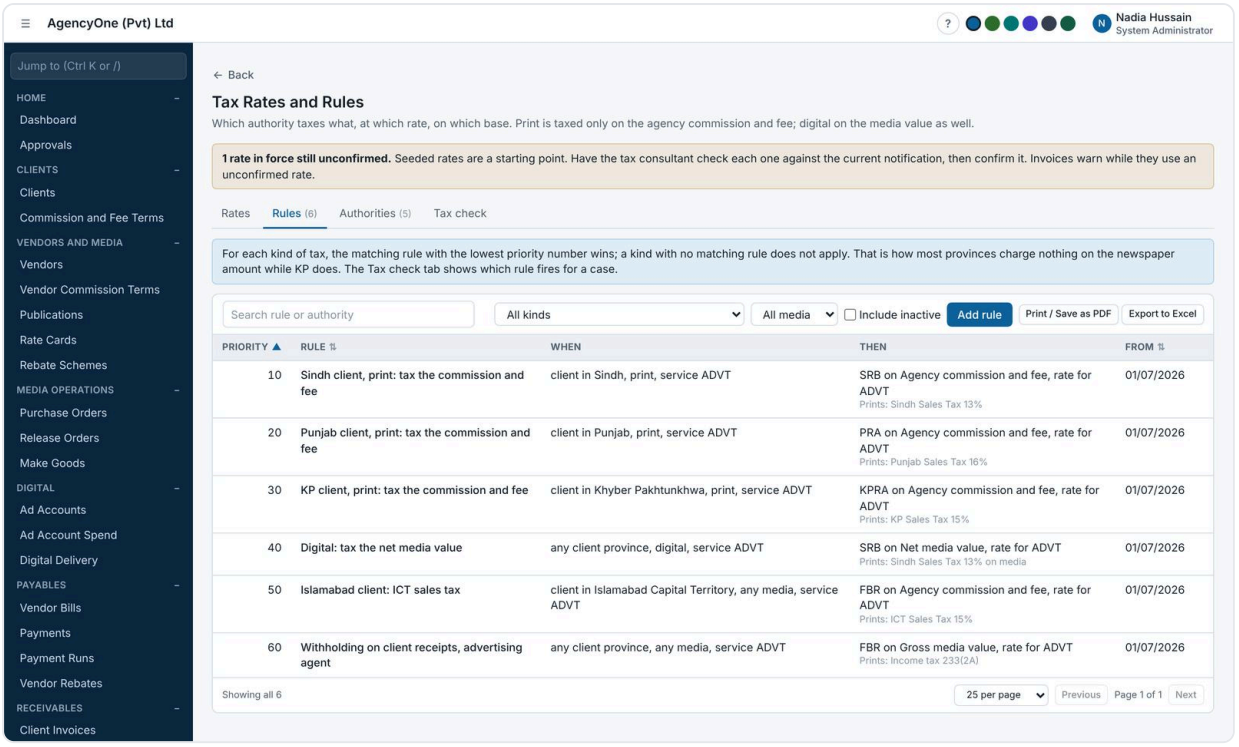
> **Warning** Do not put the person who raises purchase orders on their own chain. Approval by the submitter is no approval; set **Approval needed** to **No** instead. And do not switch approval off to clear a backlog and forget to switch it back.

Delegate while away

The Delegations screen is off the panel; open it by its address, /admin/delegations. Press **Add delegation**, choose whose approvals, who handles them, and the dates. The row reads **In force** between the dates. A delegate can never approve on behalf of the person who submitted the document, and every delegated approval records whose authority it used.

2.6 Tax Rates and Rules

The system ships with starting values for every authority, not advice. Nothing should be billed until a tax officer has confirmed them. You need the Tax confirm right (Finance Manager or Finance Head).



Tax Rates and Rules: the rates by authority, the banner counting the unconfirmed ones

1. Open **Tax and Compliance** > **Tax Rates and Rules**. Read the banner: it counts the rates in force that are still unconfirmed.
2. On the **Rates** tab filter the **Authority** to SRB and tick **Include ended**. Compare the rows side by side.
3. Set the **Kind** filter to Income tax. Find section 153-1-B on services and 233-2A on agent commission, each with a filer and a non filer rate.
4. On the **Rules** tab filter **Media** to Print, then Digital, then Electronic. Read which authority and which base each rule points at. The Electronic rules are copied from the print service rules and wait for the adviser's ruling.
5. On the **Tax check** tab enter **Client province** Khyber Pakhtunkhwa, **Media** Print and today's date. Press **Check**. Change the province to Sindh and check again. Change the media to Digital and check again.
6. Once the consultant has ruled, press **Confirm** on each correct rate and accept the prompt.
7. To replace a rate, press **End** on the old one with yesterday as **Last day in force**, then **Add rate** from today.

For KP print the check returns two lines: a provincial levy at 2.00 on the newspaper amount and sales tax at 10.00 on the agency commission and fee. For Sindh print it returns one line, 15.00 on commission and fee. For digital it adds sales tax on the media value. A confirmed rate shows "Yes" with the confirmer's name and can no longer be edited, only ended.

> **Note** Two rates for the same authority, kind and service can never be in force on the same day (E-TAX-RATE-01). A confirmed figure is never changed under an invoice that used it (E-TAX-RATE-02): end it and add a new one when the law changes.

> **Tip** The **Tax check** tab runs the same code the invoice runs. Prove a case there before invoicing it.

2.7 Chart of Accounts, Bank Accounts and Opening Balances

The chart

General Ledger > **Chart of Accounts** is the ledger's account tree. Headings total what sits under them; posting accounts carry the entries. The code structure matches the old system.

Code	What it is
110203	Trade Debtors Private Limited and Others, a control account
1102030008	A client's own account under it: six digits of control plus a four digit serial
210102	Media Suppliers Print, a control account; 210101 is Media Suppliers Electronic
2101020005	A publication's own account under it
110102 and 110101	Bank Accounts and Cash in Hand: each bank account and cash box opens its own account here

1. Type a word such as "stationery" in the search. The match and its parents stay visible. Press **Collapse to groups** for the five types and their level 2 groups, **Expand all** to open the tree.
2. Click a posting account's code to open its ledger.
3. To add an account, find the level 3 heading it belongs under and press **+ Sub account**. Enter the **Account name** and save. It takes the next code under its parent.
4. To rename or retire an account, press **Edit**. Untick **Active** only on an account with no balance.

> **Note** Client, vendor and bank accounts come from their own masters, never from here. A control account refuses children on this screen (E-COA-CONTROL-01), an account that already carries entries refuses a child (E-COA-CHILD-01), and an account with a balance refuses deactivation (E-COA-BALANCE-01).

Bank accounts and the cash box

1. Open **Treasury** > **Bank and Cash Accounts** and press **Add account**.
2. Choose **Kind** Bank account. Enter the bank, **Branch**, title, account number and **IBAN**. Press **Save**.
3. Press **Add account** again with **Kind** Cash box, named Petty cash. Press **Save**.

Each row shows its ledger code: banks under 110102, cash boxes under 110101. Open an account for its bank book and reconciliation (chapter 8).

Opening balances

You need the closing trial balance of the day before go live, and the client and vendor balances by party.

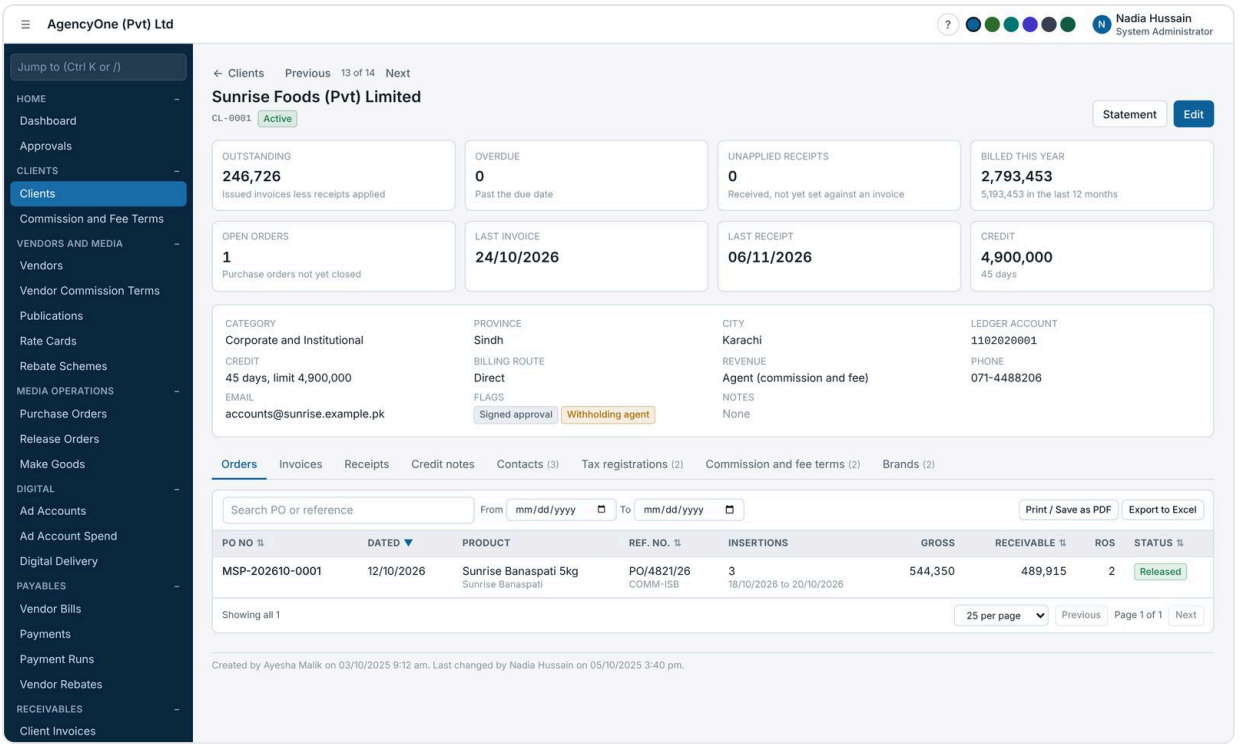
1. Open **General Ledger** > **Journal Vouchers** and press **New journal**. Set **Dated** to the day before go live.
2. Add one line per bank account and cash box with its closing balance. Add one line per client and per vendor on their own accounts.
3. Add the remaining balances on their accounts and the balancing figure on equity. Press **Save as draft**; the journal must balance to be saved.
4. On the journal page check the **Entries** card against the old trial balance. Press **Post** on the footer bar and confirm. **Preview** prints the Journal Voucher for the file.

> **Tip** Open invoices of the old system can be entered as documents instead of one balance per client. Then receipts settle them line by line and the ageing is right from day one.

2.8 Clients

A client is who you bill. Its record carries everything an invoice and a receipt need: province, registrations, terms, contacts and credit. Every operations role may add one.

1. Open **Clients** > **Clients** and press **Add client**.
2. Enter the **Client name** and **Legal name**. Choose the **Category**, for example Corporate. There is no code to type.
3. Enter the **Address**, then the **City** and **Province**. The province decides which provincial tax applies.
4. Set **Credit days** and, if agreed, a **Credit limit**. Tick **Block new release orders above the credit limit** if the agency enforces it. **Block when overdue beyond (days)** refuses release while any invoice is older than that.
5. Leave **Revenue recognition** on Agent unless the agency buys media at its own risk for this client. Enter the **Recognition note**.
6. For a federal client whose media the PID pays direct to the newspapers, tick **Media house is paid directly by the client; the agency bills its service fee only**.
7. Tick **Needs the client's signed approval before a release order** if the client signs schedules. Tick **Withholding agent** if the client deducts tax from payments. Tick **Needs the physical invoice submitted** where ageing should count from the submission date.
8. Leave **Pay vendors when this client pays** ticked unless the agency pays this client's publications from its own money.
9. Press **Save**. The client page opens with a code such as C0001 and a ledger account under the category's receivable control account.
10. On the **Contacts** tab press **Add contact**. Add the brand manager as **Primary contact** with **Approves estimates and schedules**, and the accounts contact with **Receives invoices**.
11. On the **Tax registrations** tab press **Add or replace registration**. On the FBR row enter the **NTN**, tick **Registered for sales tax** if it applies and **On the Active Taxpayer List**, and enter **ATL checked on**. Add a second row for the provincial authority with the **Provincial STRN**.



A client page: the figure boxes, the ledger account and the tabs

The client page shows **Outstanding**, **Overdue**, **Unapplied receipts**, **Billed this year**, **Open orders**, **Last invoice**, **Last receipt** and **Credit**. **Statement** opens its receivables statement. The tabs run Orders, Invoices, Receipts, **Credit notes**, Contacts, Tax registrations, Commission and fee terms and Brands. **Manage brands and products** opens the brands.

> **Note** A client not on the Active Taxpayer List suffers withholding at double the rate, so the check date is recorded. Do not leave the province blank: no provincial rule can apply, and the invoice preview warns on every invoice for this client.

Brands and products

A purchase order names the client's brand and product so the release order and the invoice print them. On the client page press **Manage brands and products**, then **Add brand**, and on the **Products** tab **Add product**. Codes such as B0001 and PR0001 are issued by the system. A brand can also be added from the purchase order itself with **+ Add "name"** at the foot of the picker.

2.9 Vendors

A vendor is who you buy from: a publishing house, a channel, a digital platform or a reseller. Its publications sit under it, and its bills and payments post to its own account.

1. Open **Vendors and Media** > **Vendors** and press **Add vendor**.
2. Enter the **Vendor name** and **Legal name**. Choose the **Kind**, for example Newspaper, and the **Main media type**, Print. A broadcaster is a Television Channel, Radio Station, Cable Operator or Cable Network with media type Electronic; a platform owner or reseller is Digital.
3. Enter the **Address**, **City**, **Province** and **Credit days**.
4. Tick **Pay only after the client pays** if the agency settles this vendor from the client's money. Tick **One release order per publication** if the vendor asks for one order per title.

5. For a foreign platform tick **Non resident (foreign platform or supplier)** and **Reverse charge applies** if the tax consultant says so.
6. Under **Withholding on payments** choose the **Income tax section** where it is not 153(1)(b) services. Add a **Rate % override** only where a ruling gives one, and the **Sales tax withheld %** where the province makes the agency a withholding agent. Payment runs and the payment form read these.
7. Under **Bank details** enter the **Bank**, **Account title**, **Account number** and **IBAN**. The bank transfer letter of an online payment run prints them; a vendor without them is paid by cheque.
8. Press **Save**. The vendor page opens with a code such as V0001 and a ledger account under its control account: 210102 Media Suppliers Print for a newspaper, 210101 Media Suppliers Electronic for a channel.
9. On the **Contacts** tab press **Add contact**. Enter the booking contact and tick **Receives release orders by email** and **Primary contact**.
10. On the **Tax registrations** tab enter the **NTN** on the FBR row and tick **On the Active Taxpayer List** with the date checked.
11. On the **Commission terms** tab press **Add term**. Enter **Commission %** 15 and leave **Commission also on position and colour premium** ticked. Set **From** to the start of the fiscal year and leave **To (blank for open)** empty. Press **Save**.

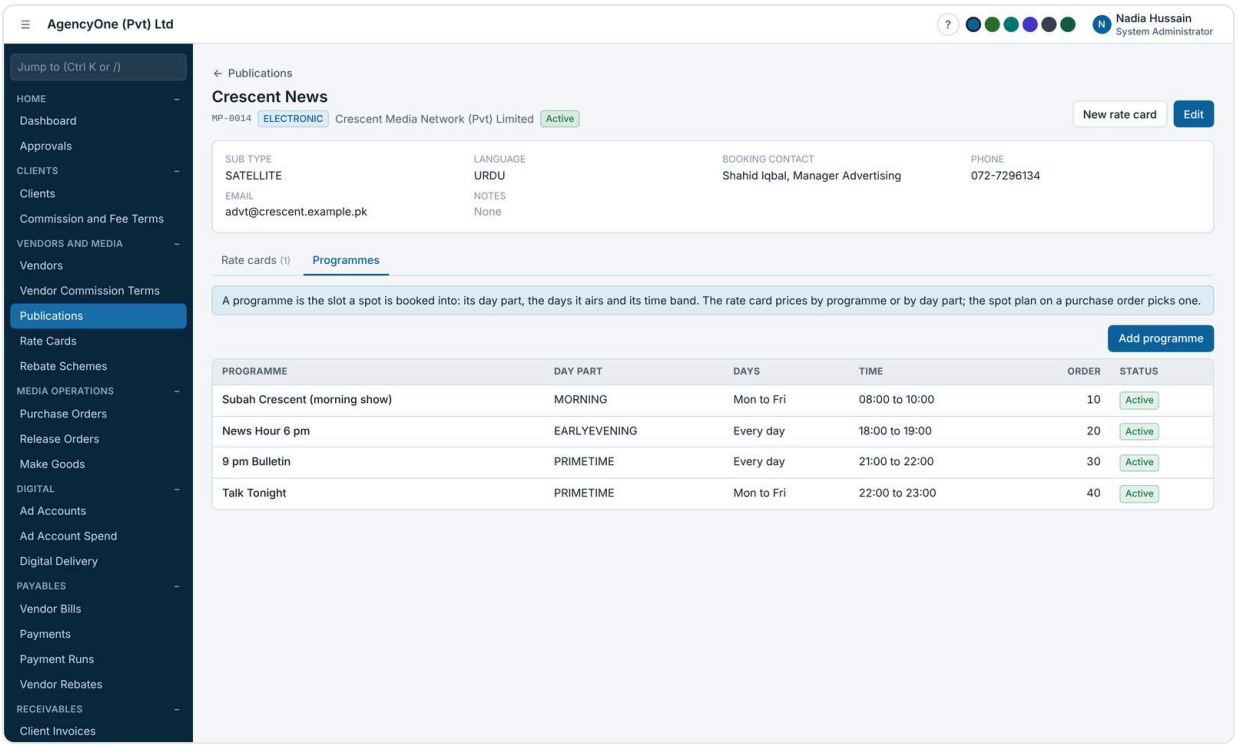
The vendor page shows **Outstanding**, **Overdue**, **On hold**, **Billed this year**, **Open release orders** and, once a scheme exists, **Rebate earned this year**. The tabs are **Release orders**, **Bills**, **Payments**, **Publications and platforms**, **Contacts**, **Tax registrations**, **Commission terms** and **Rebates**. A volume rebate the vendor gives on the year's spend is set up on the **Rebates** tab with **Add scheme**; see chapter 5.

> **Note** A term is ended, never edited, because a line may already have been priced from it. Press **End** today and add the new term from tomorrow; both stay listed.

> **Warning** Do not create a second vendor for a second title of the same publishing house. Add the title as a publication under the one vendor, so one statement and one payment cover both.

2.10 Publications, Platforms and Channels

A publication is a title the agency books space in. Its editions are the stations a tear sheet comes from. A digital platform and a television channel are publications of their own media type. The vendor must exist first.



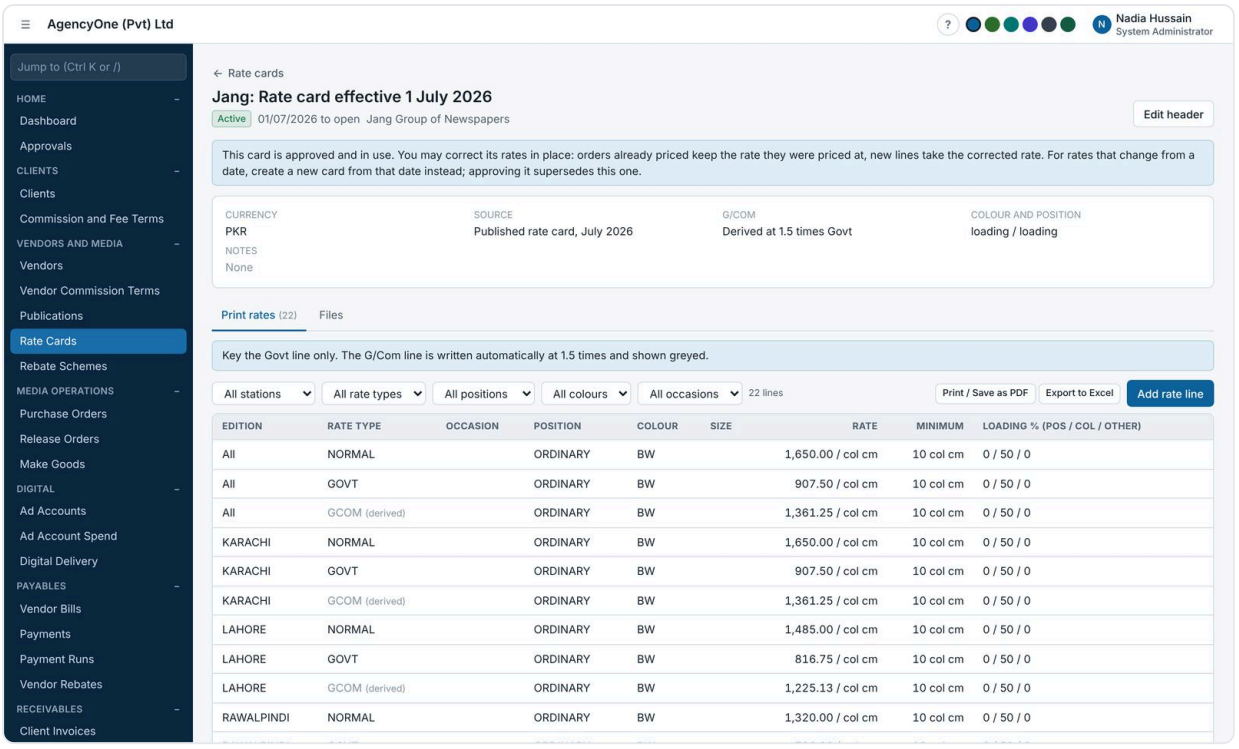
A publication with its editions

1. Open **Vendors and Media** > **Publications** and press **Add publication or platform**.
2. Choose the **Media type**, Print, and the **Vendor (owner)**. Enter the **Name**, the **Sub type** such as Daily, and the **Language**.
3. Leave **Derive the semi government (G/Com) rate from the government rate** ticked with the **Govt to G/Com multiplier** at 1.5.
4. For a digital platform choose Media type Digital, enter the **Website** and leave **Platform surcharge %** at 0.
5. For a television channel, radio station or cable operator choose Media type Electronic and name the channel as it names itself on its certificate.
6. Press **Save**. The publication opens with a code such as P0001.
7. On the **Editions** tab press **Add edition**. Enter the **Edition name**, **Edition code** and **City**. Add Combined, Karachi, Lahore, Peshawar and Quetta as separate rows. On the Combined row tick **Combined edition** and list the cities under **Covers cities**.
8. On a channel the page carries a **Programmes** tab in place of editions. Press **Add programme** for each slot the desk books: the **Programme name**, its **Day part**, the **Days it airs** (Monday first) and the time band. A line may also be booked on a day part alone, so only the programmes the desk buys need listing.

> **Note** Billable print space is height in centimetres times the number of columns, never the physical width. A 15 cm by 4 column advertisement is 60 column centimetres in every paper, so the form asks for no column widths. Karachi and Karachi Only are two stations because they rate differently.

2.11 Rate Cards

The approved rate card is where every insertion's rate comes from. A card is drafted, submitted, approved and then read only. You need **Rate cards** set to **Used to price insertions** in Organisation Settings and the Rate card edit right; the Operations Head approves.



A rate card: the Govt lines keyed, the G/Com lines derived and greyed

1. Open the publication and press **New rate card**, or open **Vendors and Media** > **Rate Cards**, press **New rate card** and pick the publication.
2. Enter the **Card name** and **Effective from** at the start of the fiscal year. Leave **Effective to (blank for open)** empty and enter the **Source**, such as "publisher circular". Press **Save**.
3. Read the banner on the card: key the Govt line only; the G/Com line is written at 1.5 times.
4. Press **Add rate line** once per row. Choose the **Edition**, **Rate type**, **Position** and **Colour**, and enter the **Rate per column cm**. Save each line.
5. Attach the publisher's letter on the **Files** tab.
6. Press **Submit for approval** and confirm. Ask the Operations Head to approve it from **Home** > **Approvals**.

A worked card for one station:

Rate type	Position	Colour	Rate per col cm
GOVT	ORDINARY	B/W	650.00
GOVT	ORDINARY	COLOUR	950.00
GOVT	FRONTBOTTOM	B/W	1,800.00
NORMAL	ORDINARY	B/W	2,600.00
NORMAL	ORDINARY	COLOUR	4,200.00

Rate type	Position	Colour	Rate per col cm
NORMAL	FRONTBOTTOM	B/W	8,500.00

Nine lines appear: the three G/Com lines are written for you at 975.00, 1,425.00 and 2,700.00, greyed and marked derived. Edit the GOVT ORDINARY B/W line to 700.00 and its twin reads 1,050.00. While the card waits it shows **Awaiting approval**; after approval the status is Active, the banner says the card is read only, and the publication's list reads "Rate card: Active". A second card from a later date supersedes the first from that date.

Spot rates on a channel's card

A card for a channel shows a **Spot rates** tab in place of **Print rates**. Press **Add rate line**, choose **Priced by** a programme or a day part and the **Rate type**, then the **Pricing**: Per second on a 30 second base is the usual television line, Per spot the usual radio line, Per day a cable scroll, ticker or L band, Package a sponsorship. Enter the rate and the **Base spot length**, and the loadings as percentages: **First in break**, **Last in break** and **Prime time loading**. Submit and approve it as a print card.

Special occasion rates

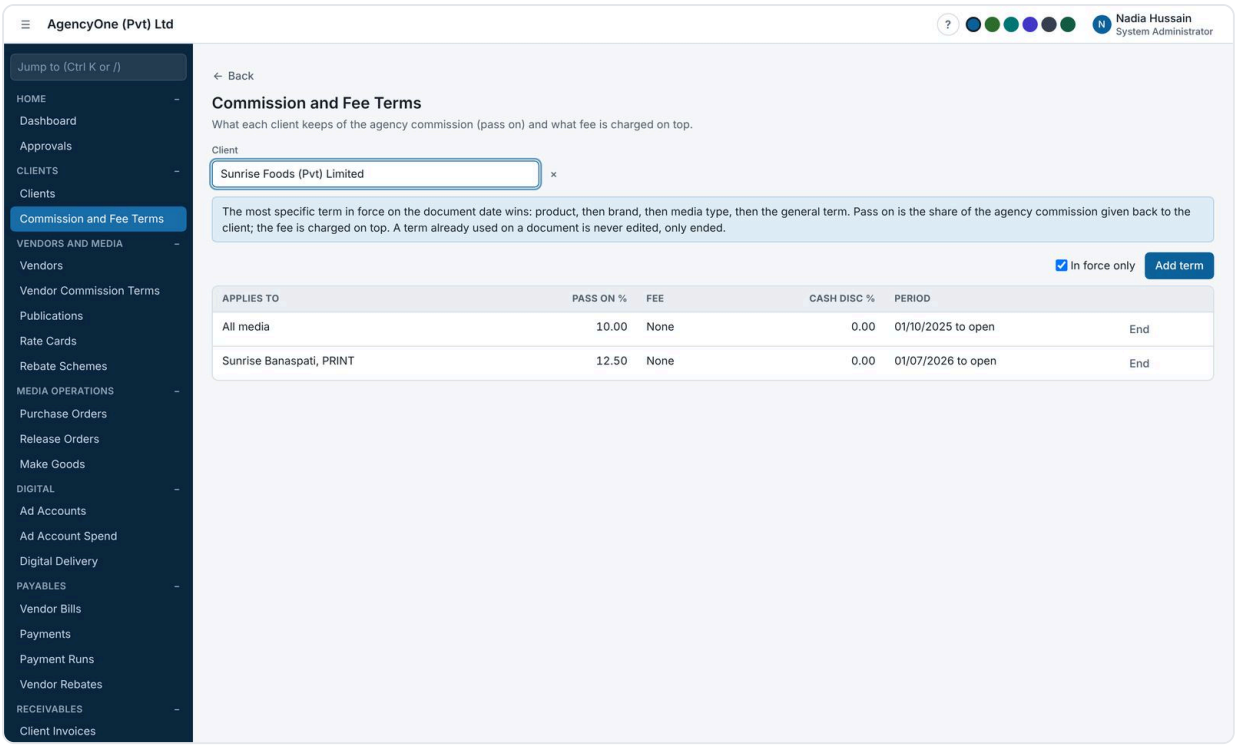
Eid, Independence Day and supplement rates live on their own lines beside the normal ones, so nothing is overwritten. Open **Rate Cards** and press **Special occasions**, then **Add occasion** with the name, **Valid from** and **Valid to**. On the card press **Add rate line** with **Rate type** SPECIAL and the **Special occasion**, then the edition, position, colour and rate. An insertion on the occasion's date with rate type Special takes that rate; the release order prints the occasion as its **Nature**.

> **Note** A draft card is never consulted; the line shows no card rate and asks for a keyed one. An active card is read only because lines have been priced from it; correct a wrong rate with a new card from the date the correction applies.

> **Tip** Hundreds of lines load faster through **Administration** > **Import from Excel**, choosing Rates. The template has the stations and positions on its Lists sheet.

2.12 Commission and Fee Terms

Two terms are negotiated separately and held separately. The vendor term says what the publication allows the agency. The client term says how much of that the client is given and what fee is charged instead. The earning is what falls between them.



The commission and fee terms on a client page

Figure	How it is worked out
Gross	Rate per col cm x height x columns, or the fixed amount, plus any premium
Payable to the publication	Gross less the vendor's commission
Billable to the client	Gross less the discount passed on, plus the service fee
Agency earning	Commission kept, less discount passed on, plus fee

Take a 25,000 gross insertion where the publication allows 15 percent, so 3,750. The payable to the publication is 21,250 whatever the client term says.

Client term	Client is charged	Agency earns
Pass on 0, no fee	25,000	3,750
Pass on 15, no fee	21,250	0
Pass on 15, fee 5 percent of gross	22,500	1,250

1. Open the client and choose the **Commission and fee terms** tab, or open **Clients** > **Commission and Fee Terms**.
2. Press **Add term**. Set **From** to the start of the fiscal year and leave **To (blank for open)** empty.
3. Enter the **Pass on %**. Choose the **Fee type** and, where there is one, the **Fee %** or **Fee amount**. Tick **Fee is shown as a separate line** if the invoice should show it.
4. Enter a **Rebate pass on %** only where the client is owed a share of the year end rebate its spend earns from a publication.

5. Leave **Brand (optional)**, **Product (optional)** and **Media type (optional)** blank for a client wide term, or fill them for a narrower one. A narrower term wins.
6. Press **Save**. To change a term later, press **End** on it with today as the last day, then add the new term from tomorrow.

> **Note** A pass on above the publication's commission is refused: the agency would be paying to run the advertisement. The second row of the table above is a common pattern on old invoices; the system shows the zero earning rather than letting it pass unnoticed.

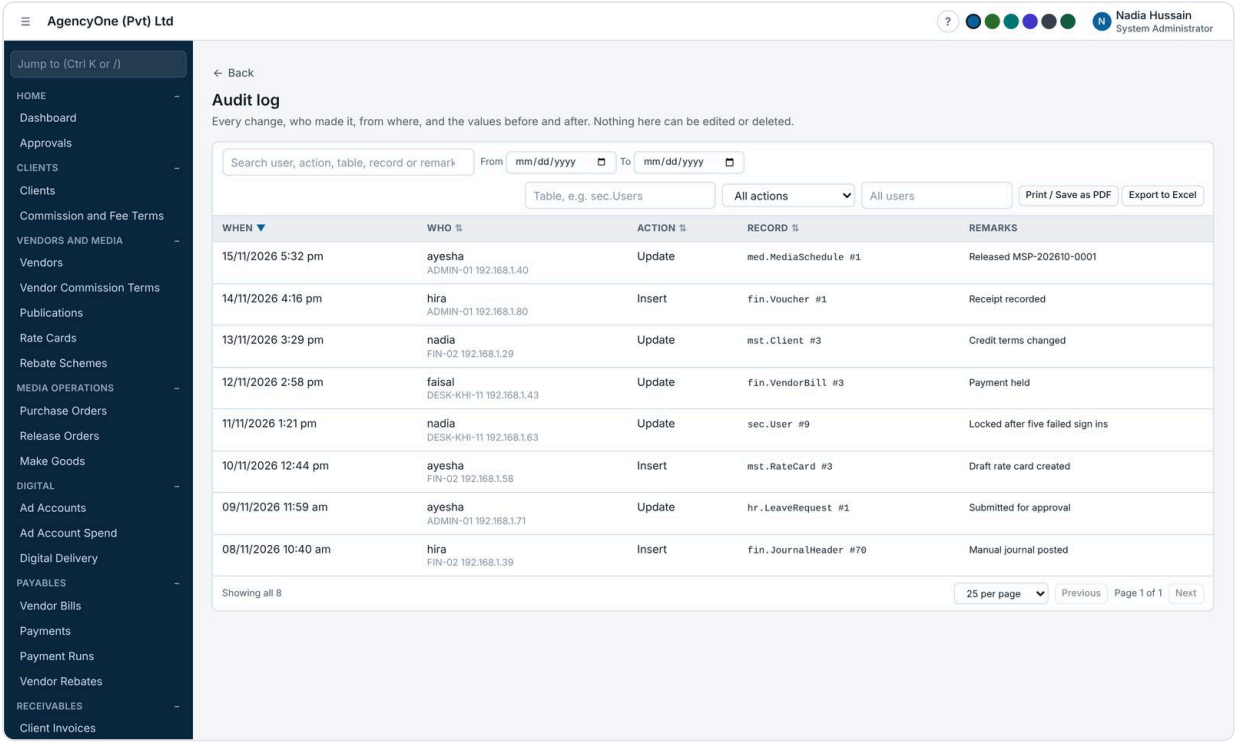
2.13 Import from Excel, the Audit Log and the Outbox

Import from Excel

1. Open **Administration** > **Import from Excel** and choose what to load: Clients, Vendors, Publications or Rates.
2. Press **Download template**. The first sheet has the headings and one example row; **How to fill** explains each column; **Lists** holds the codes you may use.
3. Fill the rows in Excel and save as .xlsx. Choose the file and press **Check only**. Read the problems, listed by row and column in plain words.
4. Fix the rows, check again, then press **Import**. The screen reads, for example, "Imported: 3 clients."

> **Note** Nothing is saved while any row has a problem. A half loaded file would leave the desk unsure which rows went in.

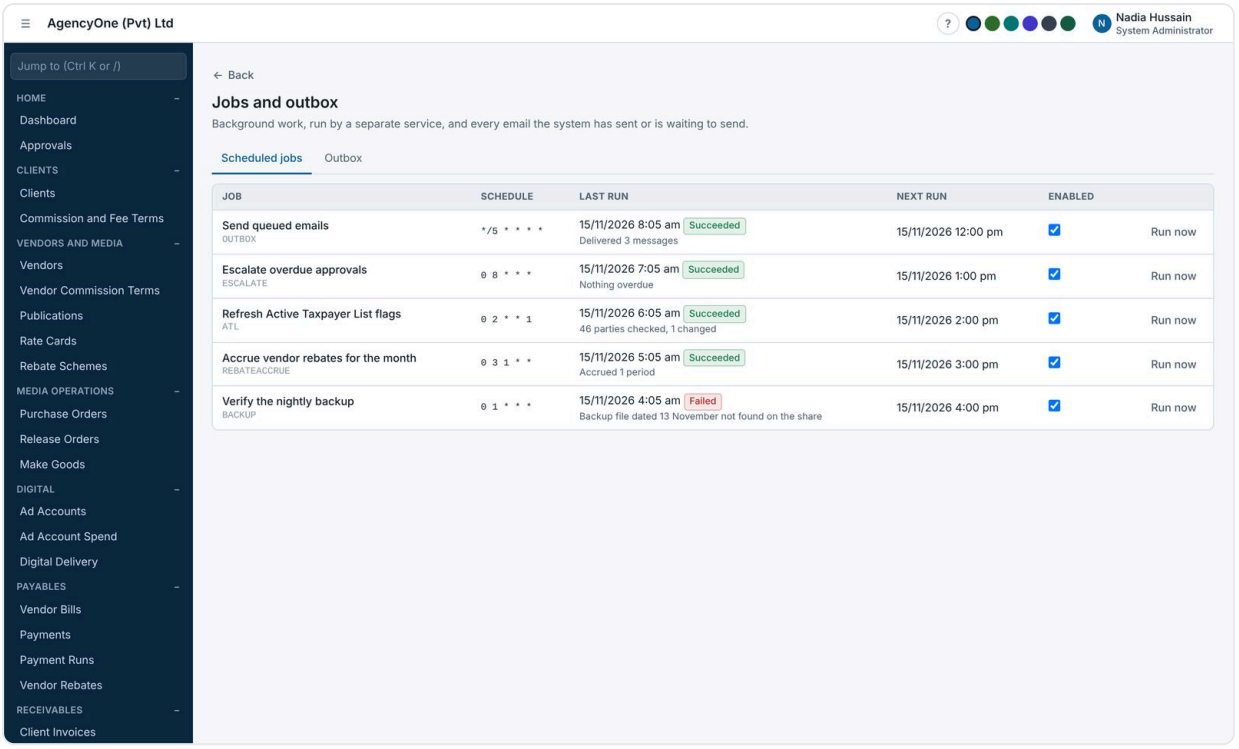
The audit log



The audit log with the before and after values

Every change is written to **Administration** > **Audit Log** with the user, the workstation and the time. Filter by **Table**, **Action**, user or date range, or search for a word such as "loginfailed". Open a row: **Before** and **After** show each changed value, with the reason where one was asked. A document's own page carries its history too; come here when you need to search across records.

Jobs and the outbox



Jobs and Outbox: each job's last run, and the messages with Retry

Every email leaves through an outbox a job delivers, so a failed message is never lost. Open **Administration** > **Jobs and Outbox** to read each job's **Last run** and **Next run**. **Run now** runs a job at once; **Deliver queued emails and release orders** is the one that sends, and **Accrue enforceable vendor rebates for the month** runs on the first of each month. A failed message shows its reason and a **Retry** button. Mail is off until the administrator sets the SMTP lines in the service settings; the **Email** button on a document says so.

3 Buying Media

This chapter is for the operations desk. The purchase order is the one document the desk works in: the client's job, one line per insertion, flight or spot plan, and its prices. The release orders to each publication, platform or channel follow from it, and the proof of performance says what ran.

3.1 The Purchase Order

An order walks Draft, Awaiting approval, Approved, Client approved, Released. You need the client with a term, the publication with stations and, if rate cards are used, an active card.

The header

1. Open **Media Operations** > **Purchase Orders** and press **New purchase order**.
2. Choose the **Media type**: Print, Digital, or **Electronic (TV, radio, cable)**. It is fixed once the order is raised. Choose the **Client**.
3. Type the brand in the **Brand** picker and the product in **Product/Campaign**. If one is missing, press **+ Add "name"** at the foot of the list; it is created under the client and selected.
4. Enter **Dated**, the client's **SPL No. / Ref. No.** (the PID or INF number for a government job), and the **Booking desk**.
5. Enter a **Caption/Slogan** if there is no brand or product yet. One of the three is enough.
6. Leave **Billing route** and **Rate type** blank unless this job differs from the client's default. Press **Save**.

The order is numbered MSP-YYYYMM-NNNN (MSD for digital, MSE for electronic) and reads Draft. The billing route comes from the client; the rate type reads Govt for a PID or DGPR client and Ordinary otherwise. Four boxes above the lines total the gross, the payable to the publications, the amount billable to the client and the agency earning.

> **Note** The client of a purchase order cannot change (E-PO-HEADER-03); cancel and raise a new one. The rate type cannot change once lines are priced (E-PO-HEADER-02); remove the lines first.

Print insertions

1. Press **Add insertion**. Choose the **Publication**; the **Station** list fills with its editions.
2. Enter the **Insertion date**, **Position** Ordinary, **Colour** B/W and the caption.
3. Enter **Height (cm)** 10 and **Columns** 2. Watch the hint under **Rate per col cm**: it shows the rate the approved card gives for that station, rate type, position, colour and date.
4. Leave the rate blank to take the card rate, or key the agreed rate when the hint says the card has none. A **Fixed amount** replaces the rate and size for a named size.
5. Leave **Discount to client %** blank to take the client's pass on. Press **Save**.
6. Repeat for every insertion. Add a station, position or colour from the foot of its list if it is missing.

Each line shows 20 col cm, the rate, the gross, the discount, the client amount, the payable to the publication and the agency earning. A keyed rate is marked "keyed" so the manager can see it was not from the card.

How a line is priced

Take an insertion of 10 cm by 3 columns at 450.50 per column centimetre. The publication allows 15 percent; the client has no pass on and no fee.

Figure	Working	Amount
Column centimetres	10 × 3	30
Gross	450.50 × 30, rounded to whole rupees	13,515
Publication's commission	15 percent of 13,515	2,027
Payable to the publication	13,515 less 2,027	11,488
Client amount	Gross less discount 0, plus fee 0	13,515
Agency earning	Commission kept 2,027, less pass on 0, plus fee 0	2,027

The rate prints as booked, 450.50 rather than 451, so the publication can check 450.50 × 30 = 13,515. Each figure is rounded once. There are three ways to bill the client on a line, chosen under **Bill the client**:

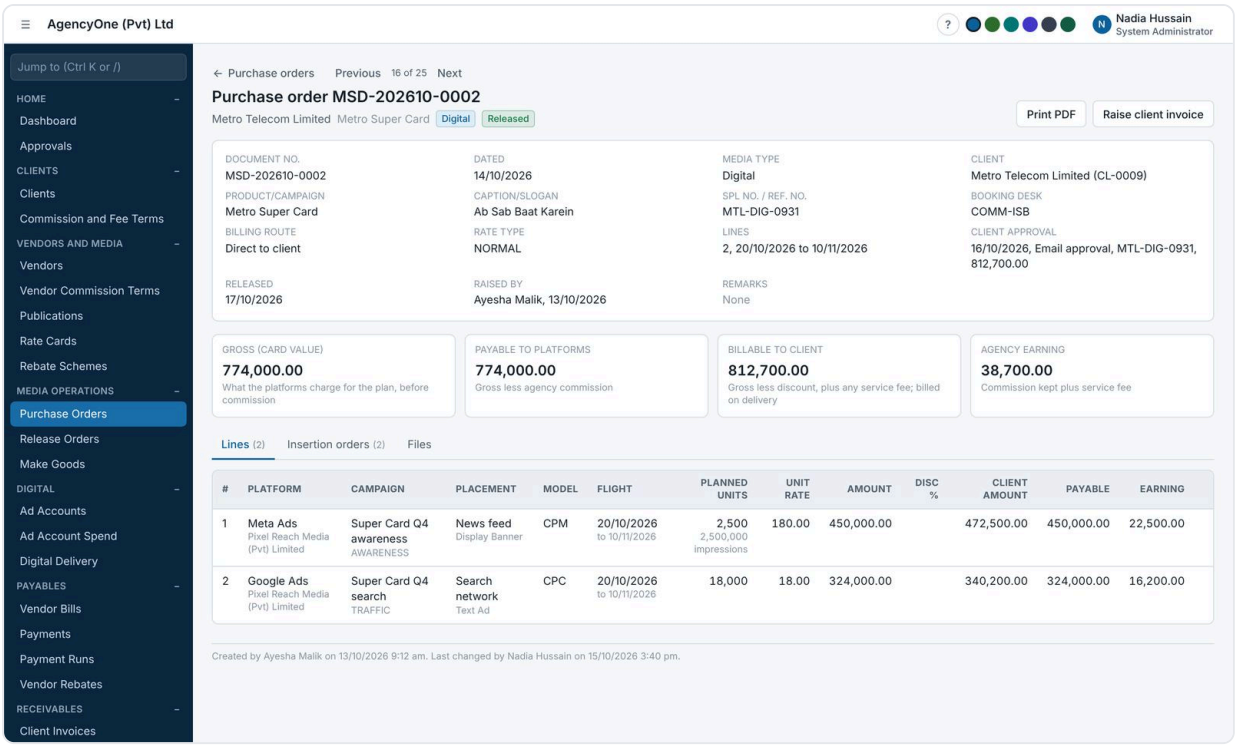
Bill the client	Client pays	Agency earns
Gross less discount, plus fee	The standard	Commission kept less pass on, plus fee
Same as payable to the publication	Exactly the publication's net	Nothing on this line
A keyed client amount	The figure typed	Below gross it is a discount; above gross the excess is the fee

Note The discount can go up to the whole commission, the usual case when the agency charges a fee instead. It 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). Where terms are typed on lines, the line shows **Publication's commission %** and **Service fee % to client** beside the discount.

Warning Do not key a rate when the hint shows a card rate. The line is marked "keyed" and the manager will ask why the card was not used.

3.2 Digital Lines with a Flight

A publisher buy on a site or video channel runs through the same purchase order, insertion order, bill and invoice as print. The difference is delivery: you record what the report shows, and the billable units follow. The platform must be a Digital publication under a Digital Platform vendor with digital rate lines: placement, creative unit, model and rate.



A digital purchase order: the flight line with its planned units

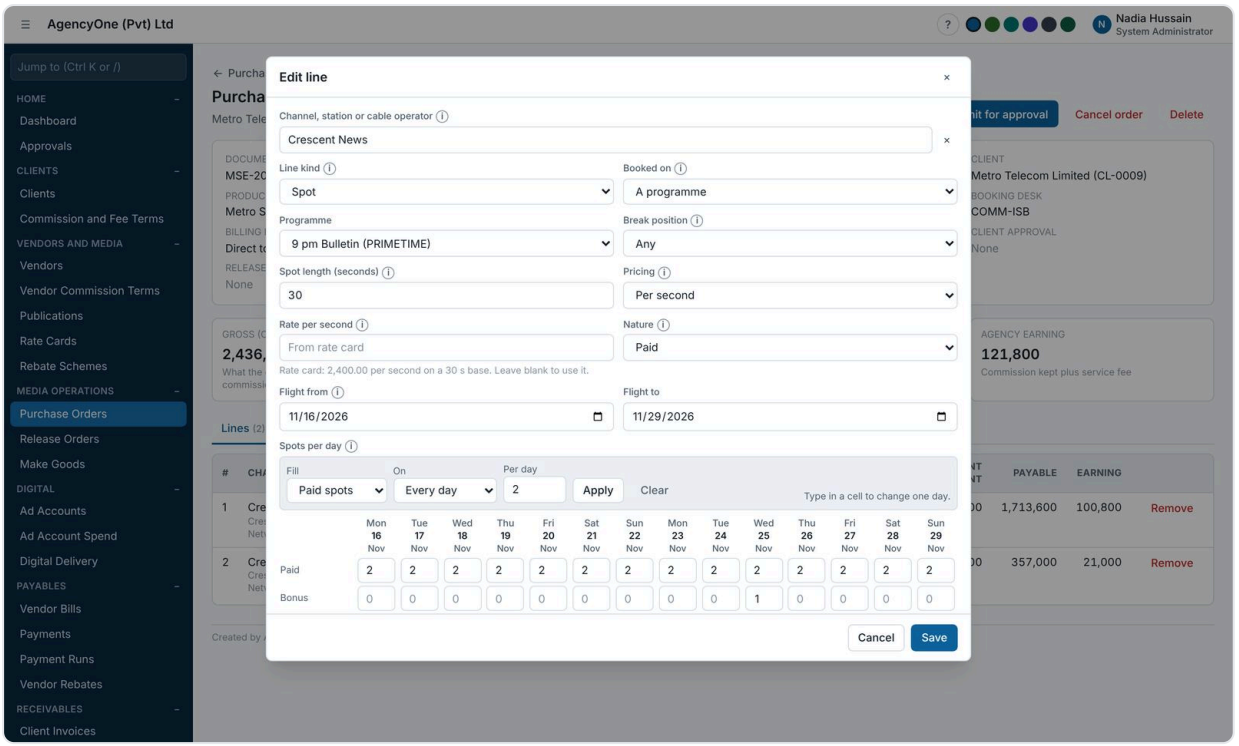
1. Press **New purchase order** and choose **Media type** Digital. The number comes from the MSD series.
2. Press **Add line**. Choose the **Platform or publisher**, enter the **Campaign** and the **Objective**, choose the **Placement**, **Creative unit** and **Buying model**, for example CPM.
3. Enter **Flight from** and **Flight to**, and the planned count, for example 1,250,000 impressions. Leave the rate blank to take the card. Save.

Units are the billing units of the model: 1,250,000 impressions on CPM are 1,250 units; every other model counts one for one; Flat is one unit. Gross is units times the rate, rounded once to two decimals: 1,250 units at 400.00 is 500,000.00. The units box shows 1,250 so you can check the arithmetic before saving.

> **Note** A digital platform on a print order (E-PO-MEDIA-01) and a print publication on a digital order (E-PO-MEDIA-02) are both refused. Raise an order of the right media type.

3.3 The Electronic Spot Plan

An electronic purchase order (series MSE) carries spot plans instead of insertions. Each line is a programme or day part on a channel, a spot length, a flight, and the paid and bonus spots on every date. Commission, pass on, fee and the three ways of billing the client run exactly as on print.



The line editor with the spot plan grid: dates across, a row for paid and a row for bonus

1. Press **New purchase order**, choose the client and set **Media type** to **Electronic (TV, radio, cable)**. Save.
2. Press **Add line**. Choose the **Channel, station or cable operator**, the **Line kind** (Spot for a commercial; Scroll, Ticker or L band on cable), and whether the line is **Booked on** a programme or a day part; pick the programme.
3. Enter the **Spot length (seconds)** and the **Break position** (Any, First, Second or Last in break). Leave **Pricing** and the rate blank to take the rate card; the hint under the rate says what the card has.
4. Set **Flight from** and **Flight to**. The grid lays out every date. Use **Fill**: Paid spots, on Weekdays, 3 per day, **Apply**; then Bonus spots on Weekends, 1 per day, **Apply**. Type in a cell to change one day.
5. Enter the **Material code** (the TVC or jingle the channel will air) and its duration, and a **GRP target** if the plan has one. Set the discount or the client amount as on print. Save.
6. Read the preview: paid spots times seconds times the rate per second, plus the loading for the position, is the gross. Bonus spots print and count but never price.

Pricing	Gross	Example
Per second	paid spots x seconds x rate per second x (1 + loadings)	30 spots x 30 s x 2,000 = 1,800,000; first in break at 10 percent makes 1,980,000
Per spot	paid spots x rate per spot, pro rata to the base length	40 spots at 4,500 for 30 s = 180,000; a 45 s spot prices 6,750
Per day	days on air x rate per day	20 days of scroll at 3,500 = 70,000
Package	the flat amount	a sponsorship at 1,200,000, whatever its spots

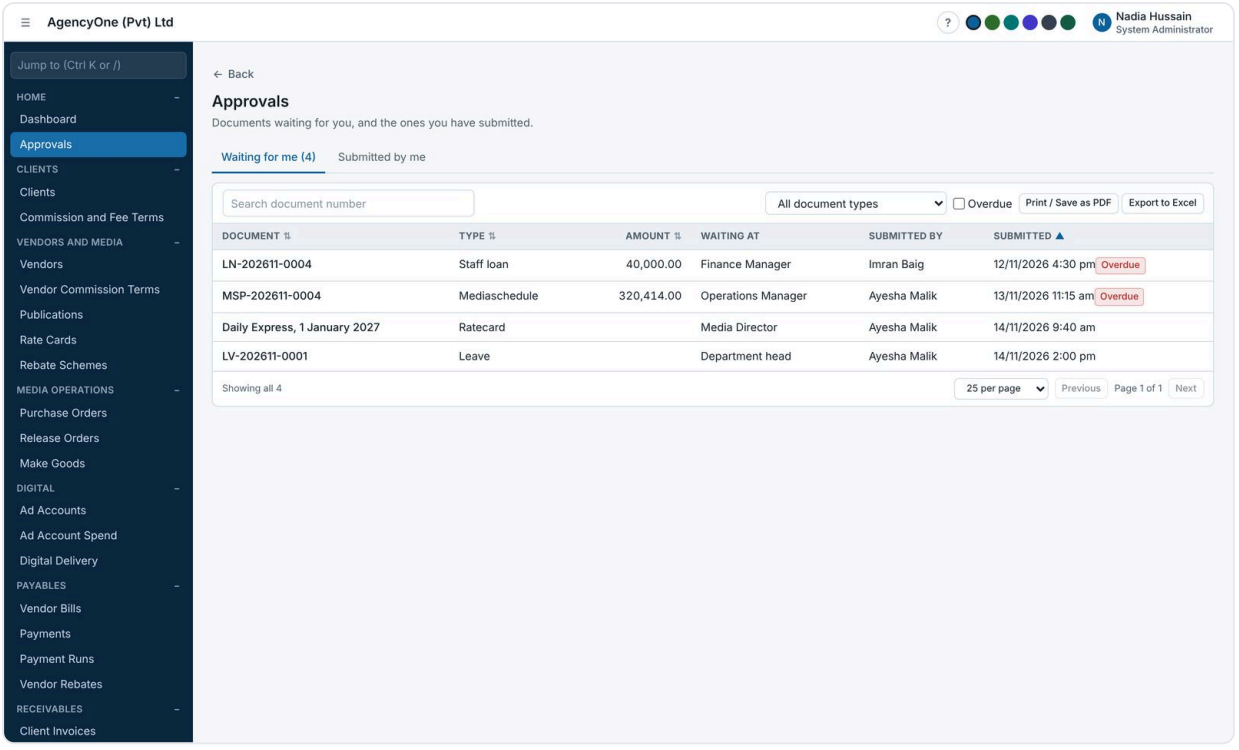
> **Warning** A keyed rate is the whole rate, as on print: no loading goes on top of it. Key the rate only when the card has no line for the slot (E-PO-SPOT-01).

> **Note** A per second or per spot line needs its length and at least one paid spot; bonus spots alone price nothing (E-PO-SPOT-02). The grid follows the flight: a date outside it is refused (E-PO-SPOT-03). Changing the flight dates keeps the cells already typed.

Radio and cable share the same line kind, grid and billing path. A radio station quotes per spot of a base length and its paper is a Broadcast Order with a broadcast certificate. A cable operator sells scrolls, tickers and L bands by the day; the grid becomes a tick per date and the gross is the days on air times the rate per day. A programme sponsorship is a Package: one amount for the whole, billed once in the first month any of its dates is certified.

3.4 Submit, Approve and Release

Release is the moment the publications get their orders, so two gates stand before it: the internal chain and, where the client signs schedules, the client's recorded approval. You hold the Submit right; the Operations Manager holds Approve and Release.



The approvals inbox: Waiting for me, with Open the document, Approve and Return with comments

1. On the order press **Submit for approval** and confirm with **Submit**. Where the chain has no level for this amount, or approval is switched off, the order is approved at once.
2. The approver opens **Home** > **Approvals**. The **Waiting for me** tab lists the documents at their level with **Waiting at** and **Submitted by**; an item past its hours shows **Overdue**. They click the row, press **Open the document**, read it, and press **Approve** or **Return with comments** with a reason.
3. On a document you submitted, the **Submitted by me** tab shows where it is now. **Withdraw** takes it back before anyone acts.

4. On the approved order press **Record client approval**. Enter **Approved on**, the **Approval reference** (PID or INF number, SPL, email date) and the **Approved amount**, or leave it blank for the order total. Press **Record**.
5. On the **Files** tab attach the signed approval as Signed Client Approval.
6. Press **Release to publications** and confirm with **Release**. On a digital order the button reads **Release to platforms**; on an electronic order, **Release to channels**.

The status reads Released. The **Release orders** tab lists one order per publication, numbered ROP-YYYYMM-NNNN and "Ready to issue"; one insertion order per platform (ROD), or one telecast order per channel (ROE). Every insertion is on exactly one order, and the insertions can no longer be edited on the purchase order. A returned order shows a banner with the comments and opens for editing again. While the order waits, **Add insertion** and **Edit header** are gone.

> **Note** Where the client record has **Needs the client's signed approval before a release order** ticked, release waits for the recorded approval: "Record the client approval first." (E-PO-RELEASE-01). Release is also refused while the client's outstanding plus the order would pass its credit limit; an Operations Head or Finance Head with the override right may release anyway, and it is recorded.

> **Note** Orders combine per publication per purchase order. They split only where the vendor asks for one per title, or where the rate type or the billing route differ. Orders never combine two purchase orders.

> **Tip** Add more insertions later and press **Release to publications** again. Only insertions not yet on a release order get one.

3.5 Change, Print, Cancel or Delete

1. On a draft press **Edit header** to change the client's reference, desk or remarks. Click an insertion to edit it, or press **Remove** on it. A returned order is editable the same way; resubmit when done.
2. Press **Print PDF** on the order, or **Print** on its list row once it has a line. The printout is the schedule the client signs: every insertion with its size, rate, gross, discount and net, the totals to the client and an "Approved for <client>" line. The publication's commission and the agency's earning are not on it.
3. Press **Cancel order** and enter the reason. The order reads Cancelled and is kept; the audit log explains the gap in the sequence.
4. An administrator may press **Delete** on an unreleased, cancelled order that should never have existed.

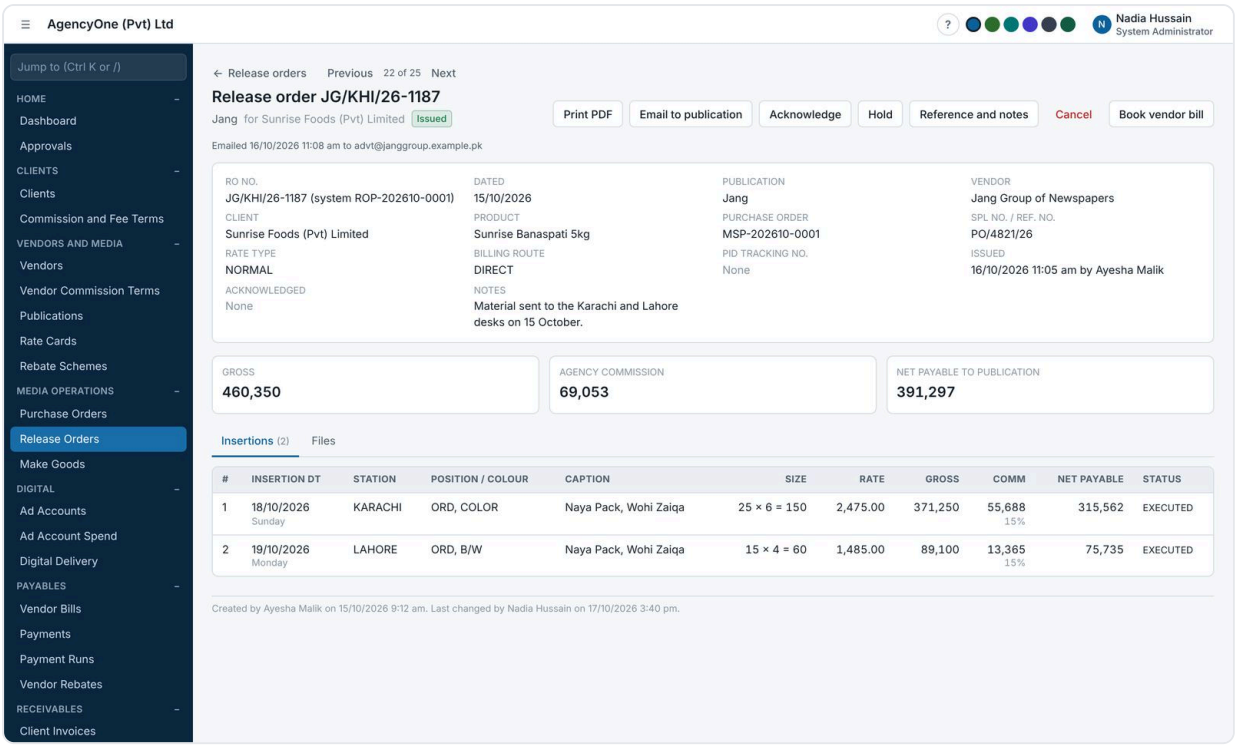
> **Warning** A released order is cancelled through its release orders, not here (E-PO-CANCEL-01). Do not cancel a released order because one publication fell out; cancel that one release order with a reason and the orders to the other publications stay issued.

> **Tip** On the list, set **From** and **To**, type a client name, and press **Export to Excel**. Every matching order downloads, not only the page.

3.6 Release Orders

The release order is the desk's first real document out of the system: the insertion order the publication books from. It is generated, never typed, so its lines agree with the purchase order to the rupee. You need the purchase order Released, the approval block set in Organisation Settings, and the release order issue right.

Print and issue



A release order ready to issue: Print PDF, Mark as issued, Email to publication

1. Open the order from the purchase order's **Release orders** tab, or from **Media Operations** > **Release Orders**.
2. Press **Print PDF**. A new tab opens the order under its own name, ready to save or print.
3. Check the lines against the purchase order: day name, date, station, position and colour as the agency writes them (B/W, ORD), then caption, size, rate, gross, commission and net payable.
4. Press **Mark as issued**. If the agency quotes its own number to the publication, enter it under **RO number quoted to the publication**.
5. For a government job press **Reference and notes** and enter the **PID tracking no.**.

The status reads Issued. The list shows the quoted number with the system number under it. The PDF carries the letterhead, the publisher as addressee, the client and its reference, the lines, the amount in words in rupees and paisas, the instructions and the signature line with the approval block. A special occasion prints as the order's **Nature**.

> **Warning** Do not send the publication a printout of a release order you have not marked issued. The status is what finance checks before booking the bill (`E-VB-ORDER-01`).

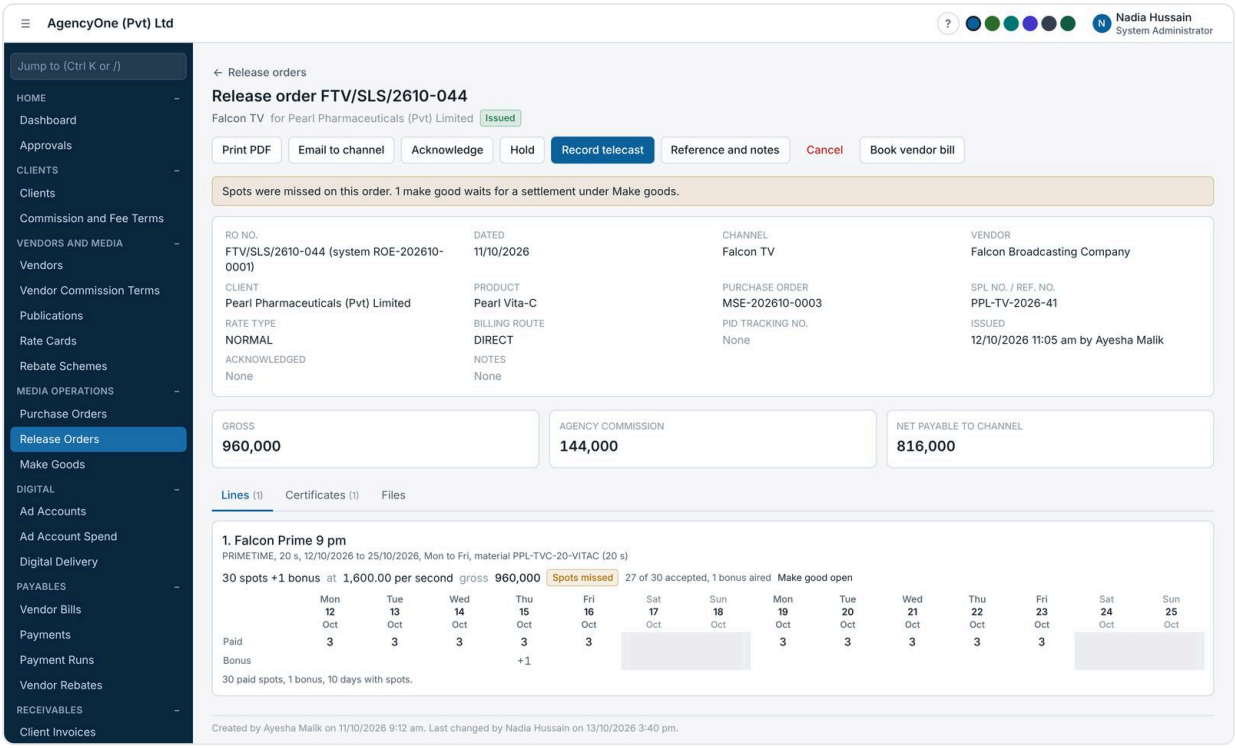
Email, acknowledge, hold, resume, cancel

1. On an issued order press **Email to publication**; on a platform or channel the button reads **Email to platform** or **Email to channel**. **To** is filled from the vendor's contact flagged **Receives release orders by email**. Add a **Cc** and a **Message** if needed. Press **Send**.
2. Read the line under the header: "Emailed <date> to <addresses>" with its delivery state. It reads "Queued for sending", then **Delivered** once the outbox job has run. The sent PDF sits on the **Files** tab.
3. When the publication confirms, press **Acknowledge** and enter **Acknowledged on** and the **Publication's reference**.
4. To stop billing against an order, press **Hold** with a **Reason** and confirm with **Put on hold**. Press **Resume** to return it to the status it held.
5. To withdraw an order, press **Cancel** with a **Reason** and confirm with **Cancel release order**. It prints with a CANCELLED watermark.

> **Note** An order with anything billed against it cannot be cancelled (E-RO-CANCEL-01). Reverse the bill first if the order truly never ran. Only an issued or acknowledged order can be put on hold (E-RO-HOLD-01).

> **Warning** Do not use Hold as a filing state. Every held order shows on the vendor page under **On hold** and finance will ask about it.

The telecast order



A telecast order: the calendar grid of spots per programme

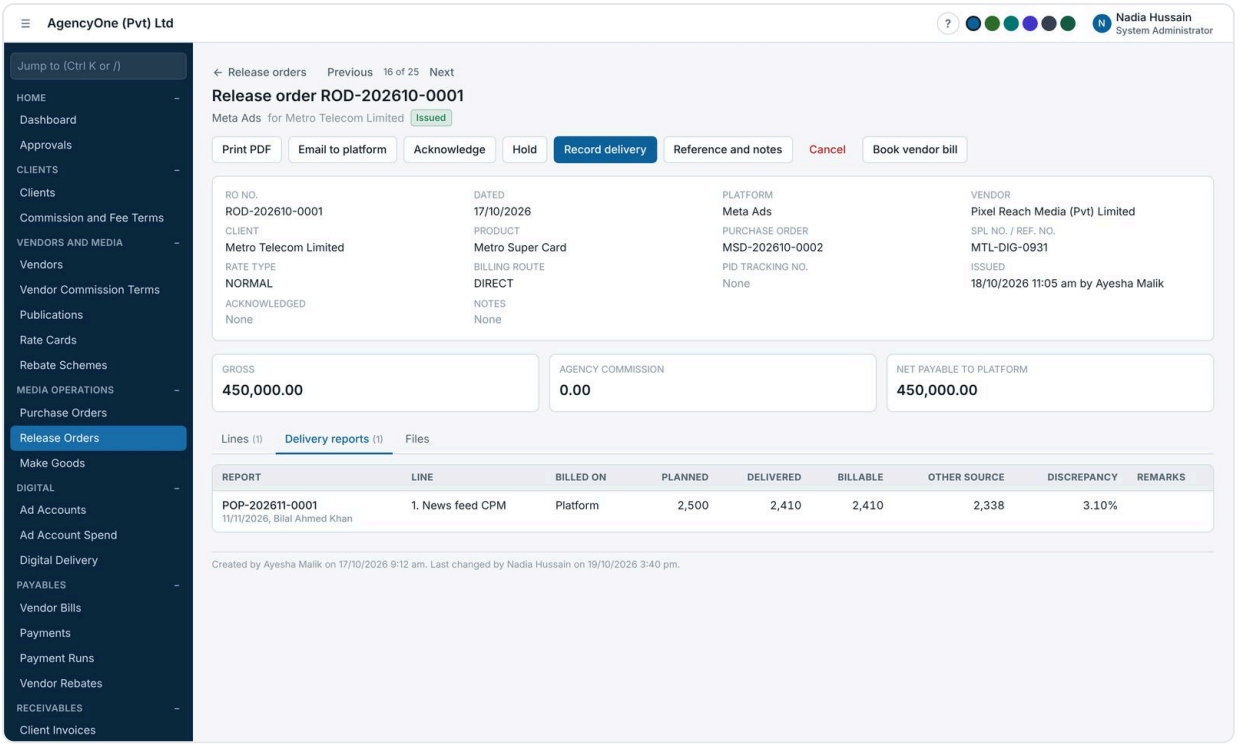
A released electronic order generates one release order per channel in series ROE. It prints as a **Telecast Order** on the letterhead, a **Broadcast Order** for a radio station, a **Cable Order** for a cable operator, and is emailed, issued, acknowledged, held and resumed exactly as a print release order is. The list badges it Electronic.

- The header as the print release order: client, product, caption, campaign, the material code and its duration.
- The calendar grid: dates across (in weeks for a long flight), programmes down, the paid spots in each cell and the bonus as "+n". Weekly and total columns follow, then the seconds and the amount per programme.
- The plan totals: paid spots, bonus spots, total seconds, gross, discount and net; then the terms, including that the bill is settled on the spots certified, never above the order.
- The signature line with the approval block as the last signatory.

The order's **Lines** tab shows each programme with its plan grid read only, and the **Certificates** tab waits for the channel's certificate. The vendor bill and the client invoice are refused until that certificate is recorded.

3.7 Proof of Performance

You bill what ran. For print, an insertion counts as executed once its date has passed on a released order; the tear sheet is attached as the evidence. For digital, you record what the report shows and the billable units follow. For television, radio and cable, the channel's certificate says which spots aired.



Proof of performance recorded against the order

Print: the tear sheet

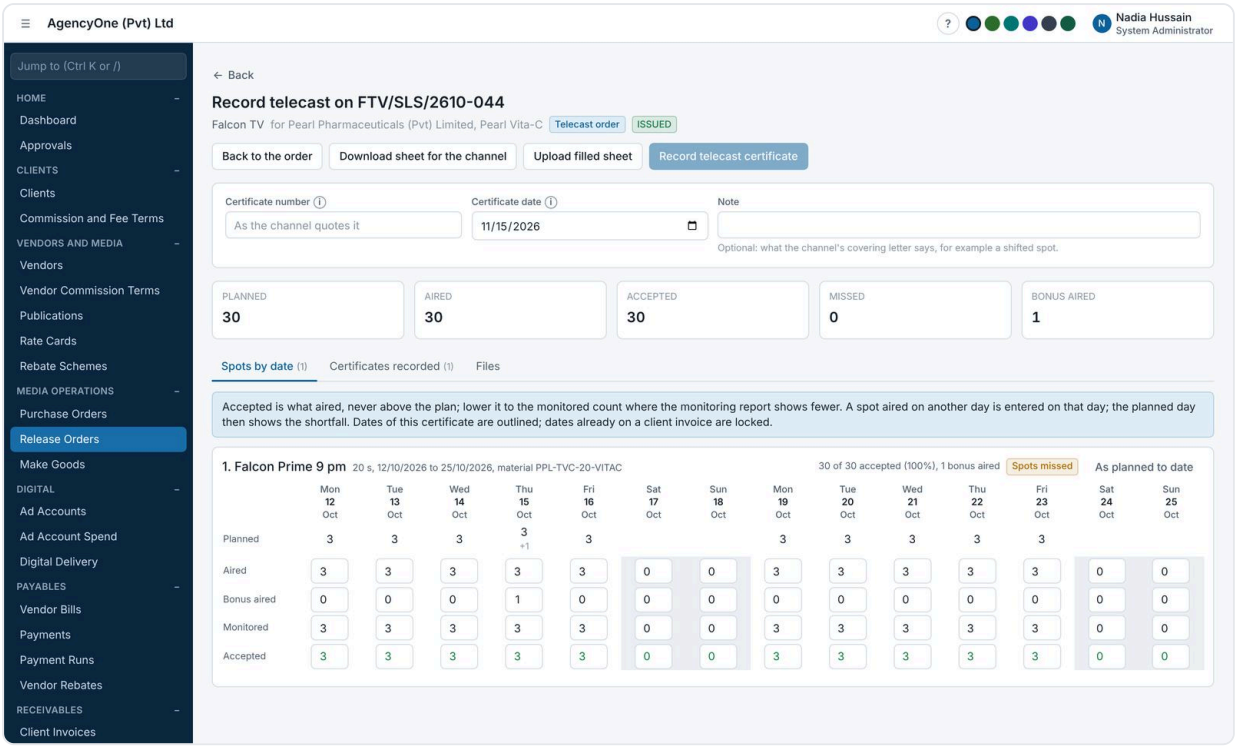
1. When the tear sheet arrives, open the release order and attach it on the **Files** tab.
2. Compare the printed size with the ordered size. A difference is entered on the vendor bill, with a reason (chapter 5). A short or unrun insertion can also be raised as a make good with **Create make good**.
3. Open **Reports** > **Unbilled Executed Media** as at today. Every released insertion whose date has passed and is not fully invoiced is listed, aged from the insertion date.

Digital: the delivery report

1. Open the insertion order and press **Record delivery**. Enter the publisher's count under Publisher and the ad server's count under Ad server, and choose **Bill on** the source that bills.
2. Attach the platform report on the **Files** tab. Save.
3. Open **Digital** > **Digital Delivery** mid flight to read planned, delivered, elapsed and the pacing word.

The billable units are the delivered units capped at the plan: 1,062,500 impressions against a plan of 1,250,000 bill 1,062.5 units, 85 percent of plan; 1,400,000 bill 1,250 units and the rest is a bonus. Two sources more than 10 percent apart are flagged for review, not blocked. Entering delivery again adds a new report and the latest one counts; the earlier ones stay on the **Delivery reports** tab. A bill or invoice before this step is refused: "Record the delivery first." (E-DL-FIRST-01).

Electronic: Record telecast



Record telecast: the plan grid with the Aired, Bonus aired, Monitored and Accepted rows per date

The channel's telecast certificate (a broadcast certificate from a radio station) lists what aired. Record telecast puts it against the plan: aired spots per date and programme, the monitoring report's count beside it, and the spots accepted for billing. Accepted on a date is what aired, never above what was planned. Spots aired above the plan count as bonus. Where the monitoring report shows fewer than the channel claims, you may lower the accepted count to the monitored figure, never raise it. A spot aired on another day is entered on the day it aired.

1. Open the telecast order and press **Record telecast**.
2. Enter the **Certificate number** and **Certificate date** the channel quoted.
3. For each programme, type the spots aired in the **Aired** row for the dates the certificate covers. Press **As planned to date** when every spot aired as planned up to today. Enter **Bonus aired** and **Monitored** where you have them; lower **Accepted** only where the monitoring report shows fewer.

4. Press **Record telecast certificate**. Dates you touched are outlined; dates already on a client invoice are locked.

From the channel's own sheet: press **Download sheet for the channel**, one row per programme and date with the planned count. The channel fills in **Spots aired** and, if it has them, **Bonus aired**, **Monitored spots** and **Remarks**. When it comes back, press **Upload filled sheet**; the rows are matched to the plan by programme and date and fill the grid, and rows that match nothing are listed. Nothing is saved until you press **Record**. Attach the channel's own certificate on the **Files** tab under Telecast Certificate.

A proof of performance (series POP) is written. Each line reads Aired in full or Spots missed with its accepted count. When paid spots were missed, a make good is raised on the line and the order page says so. A later certificate for the next dates adds to the same plan.

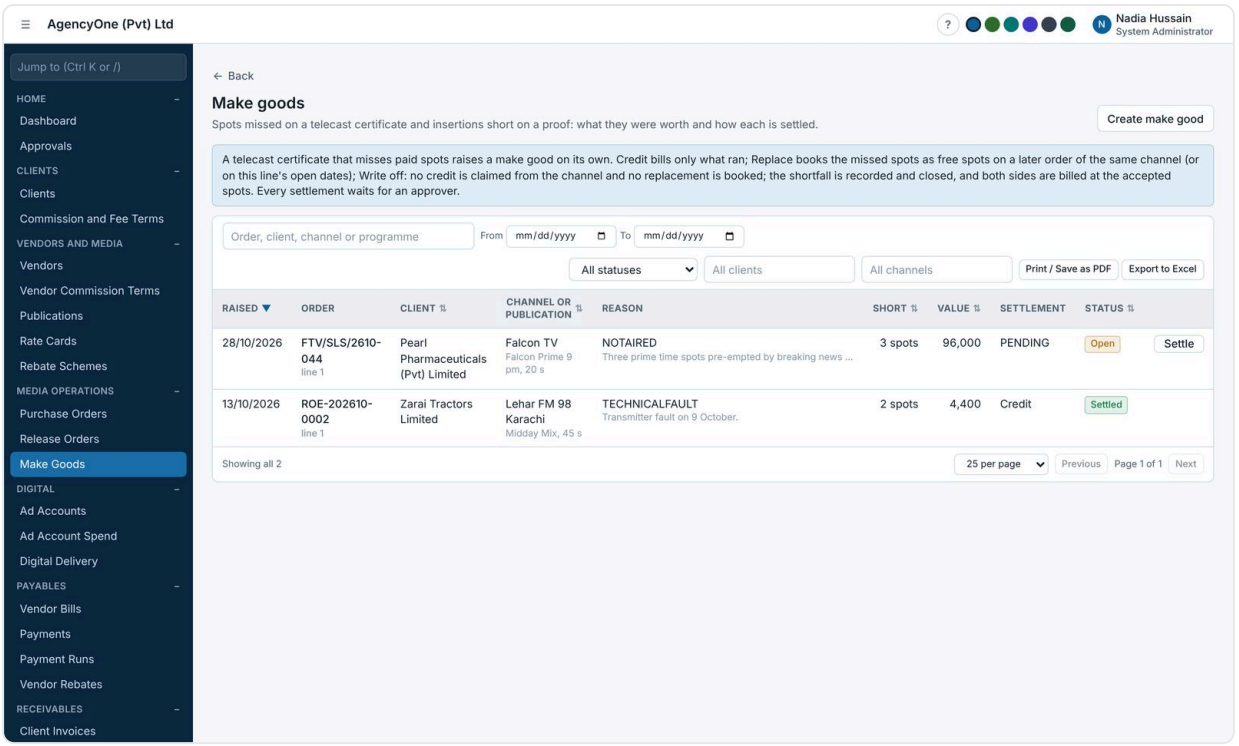
Example	Accepted	Bonus aired
A date planned 3 spots; the certificate shows 3 aired	3	0
A date planned 3 spots; the certificate shows 5 aired, monitoring 3	3	2
A date planned 3 spots; the certificate shows 2 aired	2 (1 short, a make good is raised)	0
A date planned 3 spots; the certificate shows 3, monitoring 2	2, if you lower it to the monitored count	0

Note A certificate cannot be changed under a bill or an invoice (E-TC-BILLED-01): reverse the document first. Accepted typed above aired is refused (E-TC-ACCEPT-01). A sheet that is not the template is refused (E-TC-IMPORT-01): download it from Record telecast, keep its headings, and use whole numbers.

Tip Channels certify by the month. Record each month's certificate as it arrives; the month's bill and invoice follow it while the flight runs on. The home page counts telecast orders that ended with no certificate, and **Reports** > **Spot Delivery** lists them.

3.8 Make Goods

A make good is the record of a shortfall against an order line and the decision on it. A telecast certificate that misses paid spots raises one on its own, valued at the line's rate basis: 2 missed 30 second spots at 2,000 per second are 120,000. A print insertion the proof left short or not run takes one from **Create make good**. Whoever may view, edit or approve a release order may do the same to a make good.



Make goods: the shortfall, its value, the settlement and the status

Settlement	What it means	Effect
Credit	The channel is paid, and the client billed, only for what ran	Nothing extra: the bill and the invoice already carry the accepted spots. The make good is the record of why they are below the plan.
Replace	The channel airs the missed spots free, later	The missed count is booked as bonus spots on the chosen later telecast order line of the same channel and client, or on this line's own open dates. The next certificate counts them.
Write off	Recorded and closed, no credit, no replacement	Reason mandatory. Both sides are billed at the accepted spots; the shortfall is recorded and closed.

1. Open **Media Operations** > **Make Goods**. Open make goods show the order, the programme, the short count and its value.
2. Press **Settle** and choose the settlement. For Replace choose the **Replacement line** (later lines of the same channel for the same client are offered), or leave it to this line's open dates. For Write off give the reason. Press **Submit for approval**.
3. An approver with the Make good approve right presses **Approve**, or rejects it with a reason, which sends it back. A settled make good reads Settled.
4. For a print insertion the proof left short, press **Create make good**, choose the short line and the reason, then settle it the same way.

Note A make good posts nothing itself. A replacement must be on the same channel for the same client (E-MG-REPLACE-03) and on a line with open dates (E-MG-REPLACE-02); when the flight has ended, book a new telecast order for the free spots and choose it as the replacement line (E-MG-REPLACE-01). Only a Short or Not run line takes a make good (E-MG-CREATE-01).

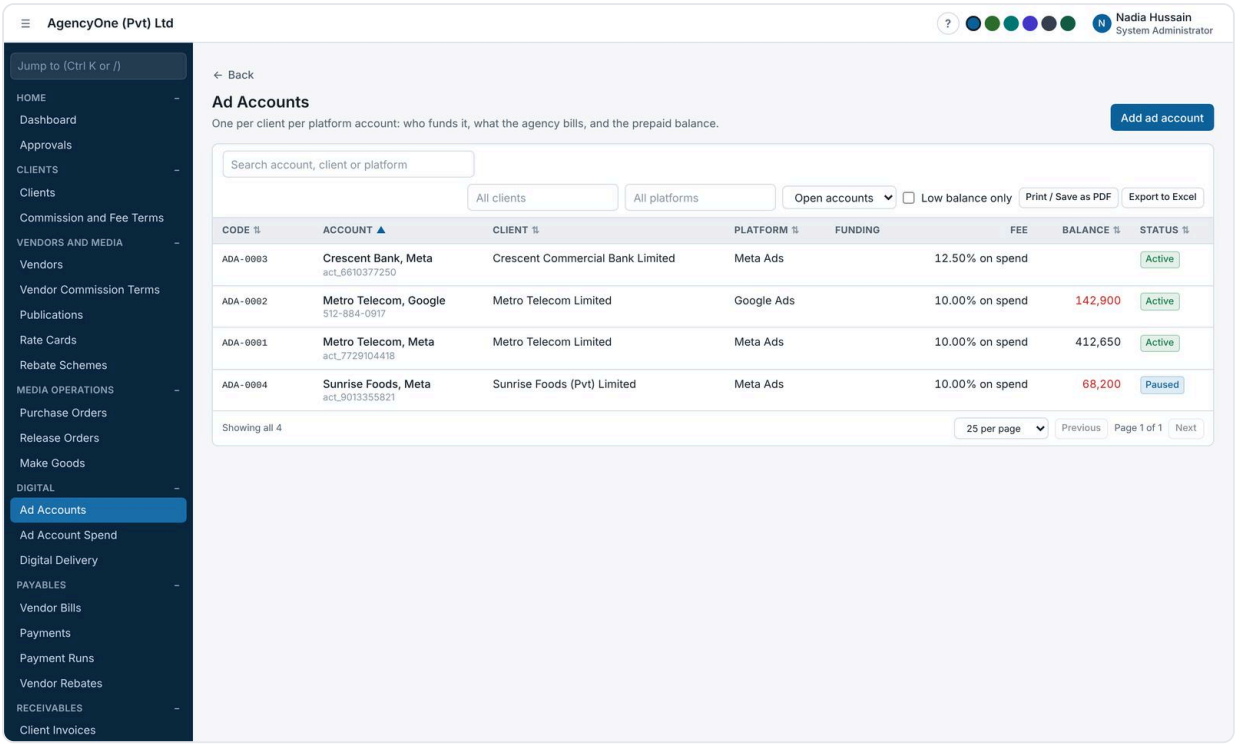
Tip A later certificate that shows the spots did air after all cancels an open make good on its own; a settled one stays as the record of that decision.

4 Digital Ad Accounts

Digital is bought two ways. A publisher buy on a site or video channel runs through the purchase order as a flight line (chapter 3). A self serve platform account is funded in advance and spent month by month; that is what this chapter covers. The ad account record tracks who funds it, what the agency bills, and the prepaid balance. The digital manager keeps the accounts and enters the spend; finance confirms, matches and bills.

4.1 Set Up an Ad Account

The platform must exist as a Digital publication under its vendor, and the client must exist. You hold the ad account edit right; the Finance Manager adjusts balances.

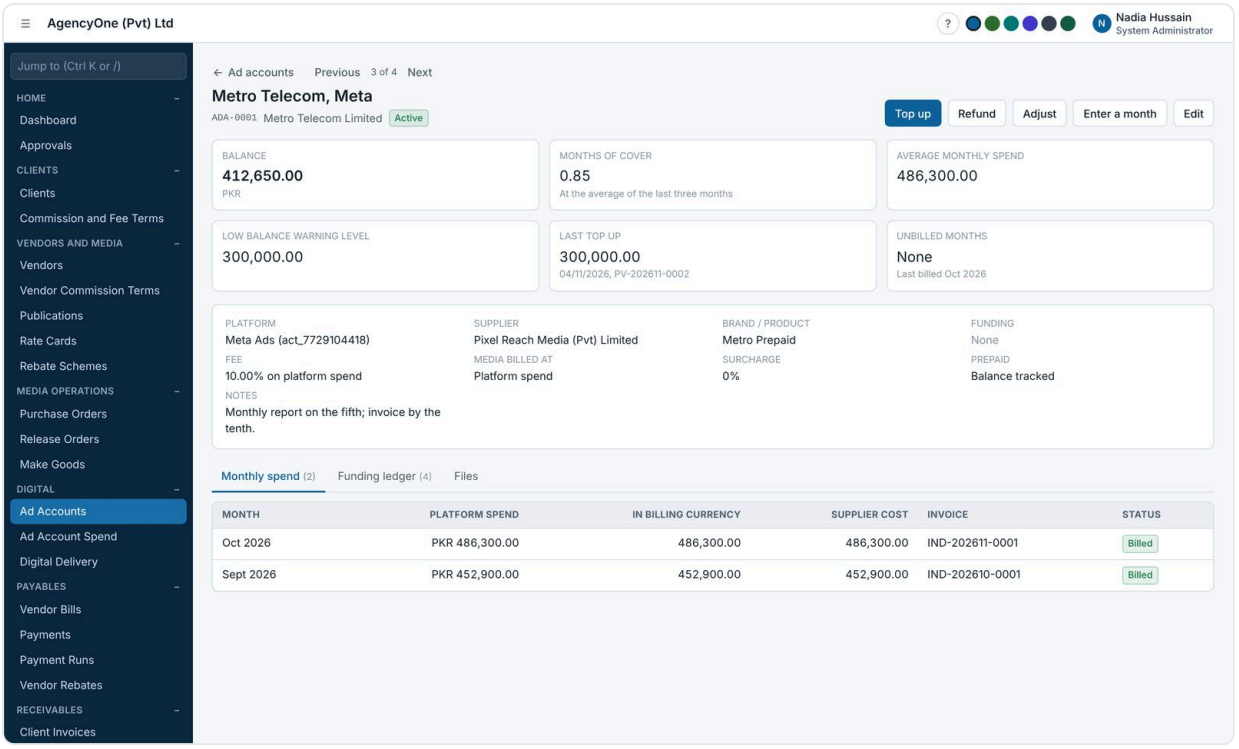


The Ad Accounts list with Low balance only

1. Open **Digital** > **Ad Accounts** and press **Add ad account**.
2. Enter the **Account code** and **Account name**. Choose the **Client**, the **Brand (optional)** and the **Platform**.
3. Enter the **Platform account reference** and choose the **Supplier billed from** (the reseller).
4. Choose the **Funding source**, for example Reseller bills the agency. Enter the **Service fee %**, 5, and **Fee charged on** platform spend. Choose **Media billed at** supplier cost.
5. Tick **Prepaid: track the balance** and enter **Low balance warning at**, for example 20,000. Press **Save**.

> **Note** With funding "Client pays the platform", the media is not billed by the agency, so **Media billed at** locks to Not billed. A print publication is refused as the platform (E-AD-PLATFORM-01).

4.2 Top Up, Refund and Adjust



An ad account: the balance, months of cover and the funding ledger

1. On the account press **Top up**. Enter **Dated**, the **Amount**, 50,000, the bank account and **How**. Press **Record and post**; the message names the receipt voucher and the new balance.
2. To return money, press **Refund** with the amount. A refund above the balance is refused (E-AD-BALANCE-01).
3. To correct the balance, press **Adjust** with a signed **Amount (negative to take off)** and a **Reason**. It goes through the Prepaid Balance Adjustment chain where one is switched on.

The account page shows **Balance** 50,000.00, **Months of cover**, **Average monthly spend** and **Unbilled months**. The **Funding ledger** lists each entry with its voucher, which opens as a receipt page with the entries it posted. A balance under the warning level shows a Low balance badge and appears on the home page.

Action	Dr	Cr
Top up	Bank	210301 Advance Received from Clients
Refund	210301 Advance Received from Clients	Bank
Adjust	A journal between 210301 and the client's own account, posted on approval	

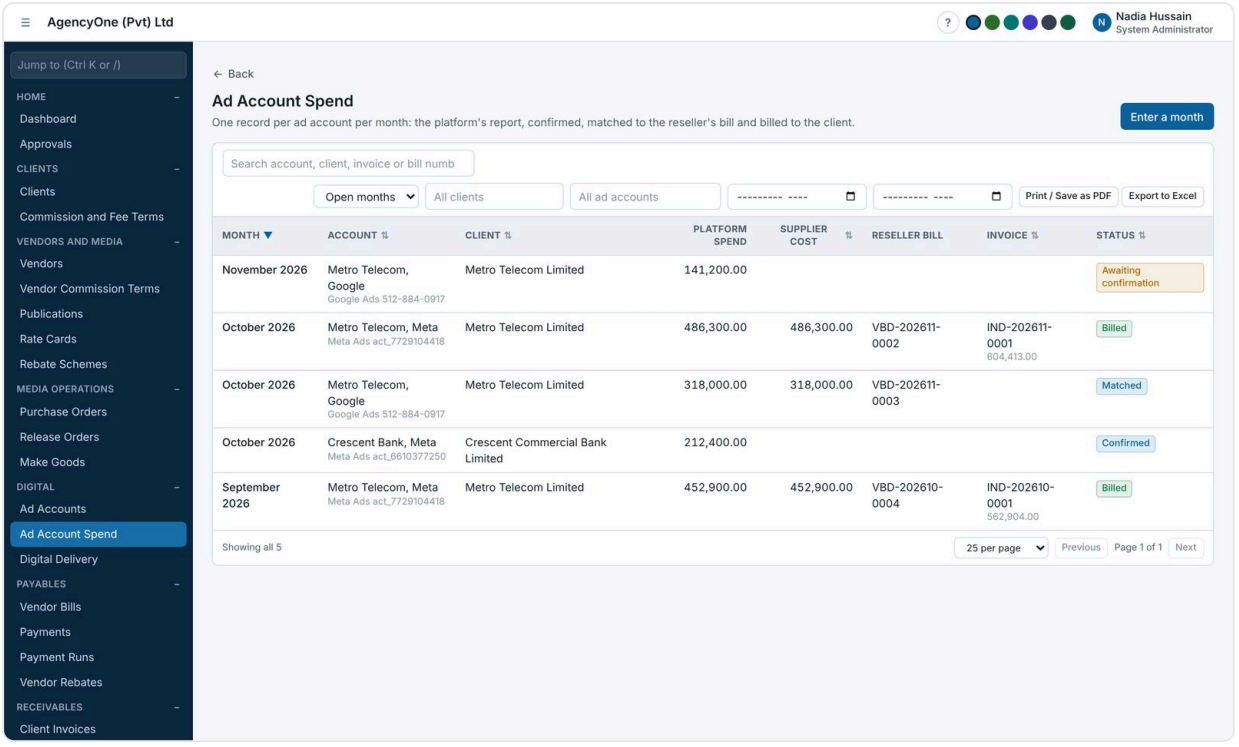
Note A top up is no revenue. It is the client's money held against future platform invoices. It never shows as an unapplied receipt and cannot be applied to invoices; the platform invoice draws on it first. A top up on an account that does not track a prepaid balance is refused (E-AD-PREPAID-01).

> **Tip** The same top up is reached from **Receivables** > **Receipts**: pick the client, then the account under **Into ad account (optional)**.

> **Warning** Do not reverse a top up the platform has already spent. It is refused (E-VCH-TOPUP-01); refund what is left or record a fresh receipt for the difference.

4.3 A Month of Spend, the Reseller Bill and the Platform Invoice

One record per account per month carries the platform's figures, the reseller's cost and the invoice to the client. A month is billed once. You need the platform's billing report for the month and, for a reseller funded account, the reseller's invoice.



A month of spend with the invoice preview

1. Open **Digital** > **Ad Account Spend** and press **Enter a month**, or press **Enter a month** on the account.
2. Choose the **Ad account** and the **Month**. Enter **Platform spend** 10,000.00 in the platform's **Currency** with the **Rate to PKR**, and the **Impressions**, **Clicks**, **Views** and **Results**.
3. Enter the **Supplier cost (before tax)**, **Supplier invoice number** and **Supplier invoice date**. Attach the report under **Files**. Read the invoice preview on the form.
4. Press **Confirm**. It goes through the Ad Account Spend Confirmation chain where one is on: the Digital Manager, then the Finance Manager.
5. Press **Book the reseller's bill for this month**, or book it from Vendor Bills, at 11,200.00 before tax. Then press **Match reseller bill** and pick it.
6. Press **Bill the month** and confirm with **Raise and post the invoice**. Press **Print invoice**.

The month reads Matched, then Billed. The invoice reads Media Cost 11,200.00, Service Fee 5% on Spend 500.00, Sales Tax 15% on Media 1,680.00 and Sales Tax 15% on Service Fee 75.00. Total 13,455.00, Less: Paid from Prepaid Balance 13,455.00, Amount Due 0.00. The account balance falls

from 50,000.00 to 36,545.00.

Dr	Cr	Amount
The client's own ledger account		Total 13,455.00
	110303 Unbilled digital media	The supplier's cost 11,200.00
	410103 Digital commission	Any media billed above cost
	410201 Media service fee	500.00
	Output tax per authority	1,680.00 and 75.00
210301 Advance Received from Clients	The client's own ledger account	What the prepaid balance paid

Note The fee is 5 percent of the 10,000.00 spend the platform reports, not of the 11,200.00 cost. Digital is taxed on the media as well as the fee, unlike print. A reseller bill matches only when its amount before tax equals the supplier costs of every month put against it (E-ADS-MATCH-01). An account the agency funds from its own wallet, or that the client pays the platform for, goes straight to Matched on confirmation.

Warning Do not raise the month's invoice from Client Invoices. **Bill the month** is the only way; a second invoice for the same account and month is refused (E-ADS-BILLED-01), and the same month entered twice is refused (E-ADS-MONTH-01).

4.4 Reading the Digital Figures

Figure	How it is worked out
Balance	Top ups less refunds less what platform invoices drew, in the funding ledger
Average monthly spend	The last three confirmed months' cost
Months of cover	Balance divided by the average monthly spend
Low balance	Balance under **Low balance warning at**; shown on the list and the home page
Unbilled months	Confirmed or matched months not yet billed

Digital Delivery

Digital > **Digital Delivery** reads each flight line against its delivery report: planned, delivered, elapsed and the pacing word.

Reads	Means	Do
On track	Delivered percent within ten points of flight elapsed percent	Nothing
Behind	Delivered percent more than ten points below elapsed	Ask the platform to pace up, or expect to bill less than plan
Ahead	Delivered percent more than ten points above elapsed	Expect the flight to end early; the bill is capped at plan
Not started, Ended	Outside the flight dates	Record the final delivery when the report arrives

Tip Filter **Ad Accounts** with **Low balance only** before the month's invoices go out, and ask those clients for a top up with the invoice.

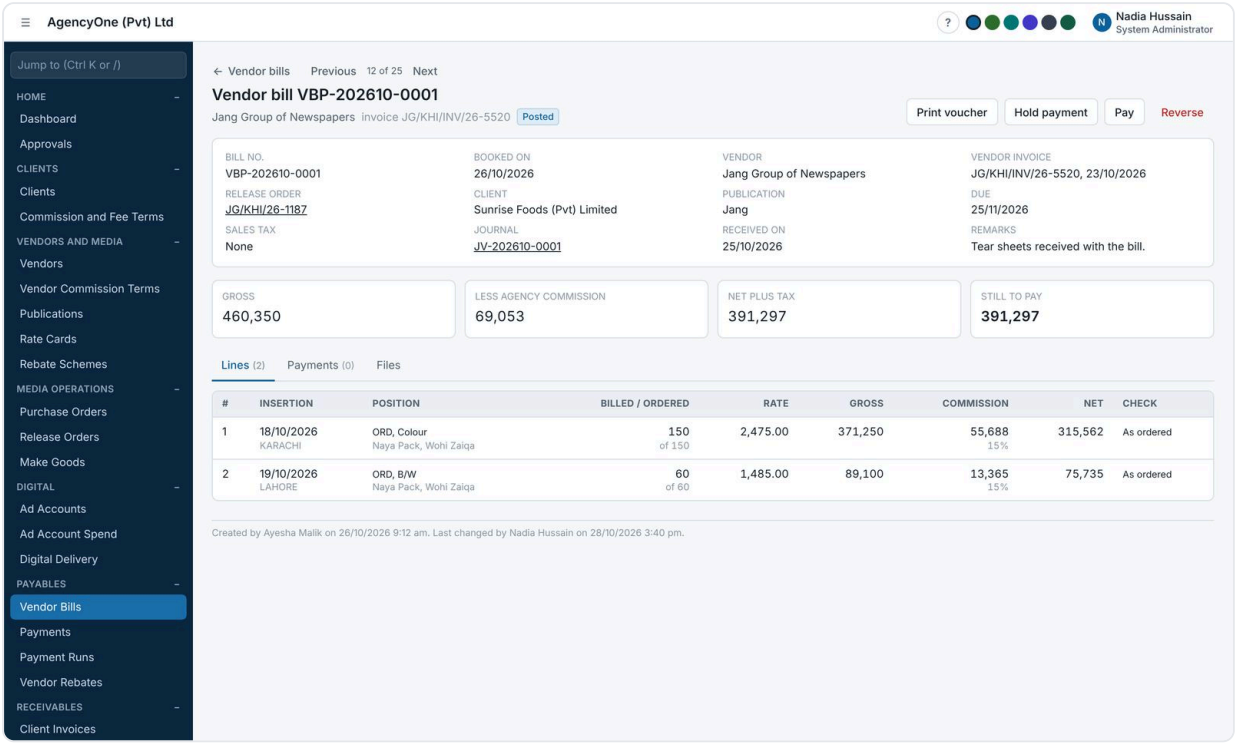
5 Payables

This chapter is for the finance desk. The publication's bill is booked against the release order it ran; posting it creates the payable. Payments and payment runs settle it, net of the income tax the agency must withhold. The executive prepares and the Finance Manager posts.

5.1 Vendor Bills

The release order must be Issued and not on hold. You hold the vendor bill edit right; the Finance Manager posts.

1. Open **Payables** > **Vendor Bills** and press **Book a vendor bill**, or press **Book vendor bill** on the release order itself.
2. Type the release order number under **Release order** and pick it. The insertions appear ticked at the ordered size and rate.
3. Enter the **Vendor's invoice no.**, the **Vendor's invoice date**, **Received on** and **Book on (our date)**.
4. Untick any insertion not on this invoice; it stays open for a later part bill.
5. Where the printed size differs, change the billed column centimetres. The amount re-prices and "differs from order" appears. Type the reason, for example "short insertion", in **Remarks**.
6. If the publication charges sales tax, tick **Sales tax charged by the vendor** and enter the authority and **Tax rate %**.
7. Leave **Final** ticked on a line this bill settles in full. Untick it for a month's bill on a flight still running, so the line stays open for the next bill.
8. Press **Save**. The bill opens as Draft with gross, less commission, net and still to pay.
9. Press **Post to ledger** and confirm with **Post**.



A posted vendor bill with its journal link

The status reads Posted and the **Journal** link opens the entry. On the release order the line carries a **Billed** badge, and on a second bill for the same order a final line is greyed out. The Payables Book shows the publication with the net under Not due. **Print voucher** prints the Vendor Bill Booking Voucher with billed against ordered size. On a digital or electronic order the columns read **Planned / delivered** or **Planned / certified** and **Billed units** or **Billed spots**; a channel's monthly bill offers only the certified spots not yet billed.

Dr	Cr	Amount
Unbilled executed media (by media type)		Gross plus premium less agency commission
Input sales tax (the authority's account)		Tax on the bill
	The publication's own ledger account	Net plus tax

On the worked line of 13,515 gross at 15 percent, the bill books 11,488 to the publication.

> **Note** A size below the order needs a reason (E-VB-SIZE-01). A size above the order needs a reason too and is flagged for the finance manager (E-VB-SIZE-02), because the agency agreed a smaller space with the client. A client that pays the publications direct (PID 85/15) has no vendor bill (E-VB-PID-01); the agency invoices its commission only.

> **Note** A digital or electronic line without its delivery report or certificate is refused: "Record the delivery first." or "Record the telecast first." (E-DL-FIRST-01, E-TC-FIRST-01). Billing above the accepted units or spots is refused with the cap shown (E-DL-CAP-01, E-TC-CAP-01). A draft can also fail at posting when another bill took the same units meanwhile (E-VB-CAP-01); edit the draft down to the units still open.

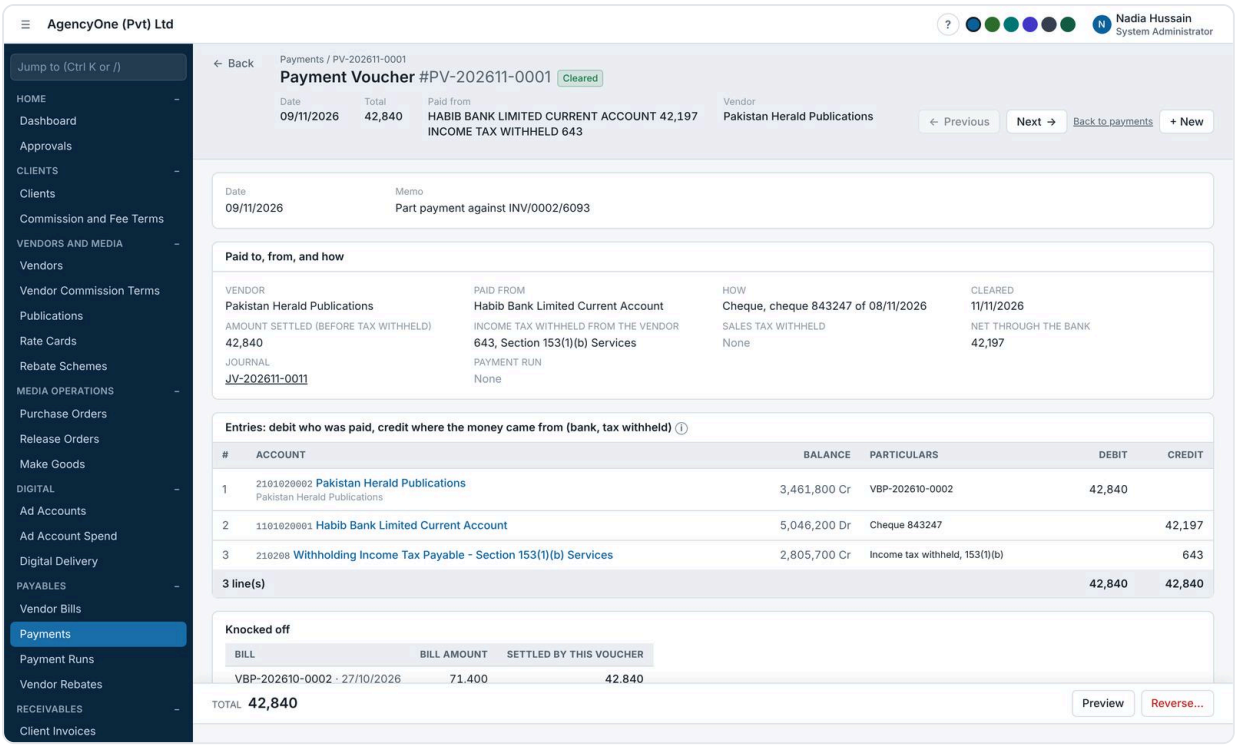
> **Tip** A draft bill is edited under its own number with **Edit**. A dropped insertion is offered again on a new bill at once. A posted bill has **Reverse**, never Edit; a bill with payments against it needs the payment reversed first (E-VB-REVERSE-01).

Hold a bill in dispute

Open the bill and press **Hold payment** with a reason. It leaves Payments and the run's proposal until **Release hold** is pressed. The vendor page shows the amount under **On hold** so nobody pays it by accident. A payment against a held bill is refused unless the override right is used, and the override is written on the voucher.

5.2 Payments

The publication is paid from its posted bills, net of the income tax the agency must withhold. The withholding entry is written for the challan and the certificate at the same time. The bank account must exist, and the vendor's tax registration says whether it is on the Active Taxpayer List, because that decides the rate.



A payment voucher: the tax withheld under its section, the entries and the footer bar

1. Open **Payables** > **Payments** and press **Record a payment**, or press **Pay** on the bill.
2. Leave **Who is paid** on **A vendor (bills)**. Choose the vendor under **Paid to** and the bank account under **Paid from**. Under **How** choose Cheque and enter the **Cheque number** and **Cheque date**, or Transfer with its **Reference**.
3. Enter the **Amount settled (before tax withheld)**, equal to the bill's payable.
4. Press **Work out withholding from the vendor's rules**, or enter the income tax withheld **Under section** 153-1-B at the rate the Tax screen shows for a filer or a non filer. Enter any provincial sales tax withheld in **Sales tax withheld**.
5. Press **Fill oldest first**. The open bills are allocated in date order; change the boxes if needed.
6. Enter a **Narration**. Press **Save as draft**. The voucher page opens: its **Entries** card shows the lines it will post, the vendor debited, the bank and the tax withheld credited, before anything moves.
7. Press **Post** on the footer bar and confirm with **Post**.
8. Press **Preview** on the footer bar for the Bank Payment Voucher.

The bill reads Paid or Partly paid. A cheque payment reads In clearing until the bank shows it; press **Bank has cleared it** on the day it does, or **Cleared on** from the bank book. The Payables Book no longer shows the publication for the settled amount.

Dr	Cr	Amount
The publication's own ledger account		Gross settled
	Bank or cash account	Net of the cheque
	Withholding income tax payable (section)	Tax withheld
	Sales tax withheld from suppliers	Any provincial sales tax withheld

A worked payment of 100,000 at 4 percent withheld and 1,000 sales tax withheld posts Dr the vendor 100,000, Cr bank 95,000, Cr withholding payable 4,000, Cr sales tax withheld 1,000. The withholding entry appears on **Tax and Compliance** > **Withholding** as Deducted from vendor, Open, until it is deposited by challan and certified.

> **Note** A payment cannot be applied beyond what is open (E-VCH-ALLOC-01). Any amount left unallocated is held as an advance on the vendor's account and applied later with **Apply to bills**. Tax entered without a section is refused (E-VCH-WHT-01); provincial sales tax goes in its own box, not under an income tax section (E-VCH-WHT-02). A cheque cannot be drawn on a cash box (E-VCH-CHEQUE-01).

> **Warning** A payment whose withholding is already on a challan or a certificate cannot be reversed. Those are statutory records. Correct it with a fresh document. And do not withhold at the filer rate without checking the vendor's **ATL checked on** date: a non filer is withheld at double the rate, and the shortfall is the agency's to make good.

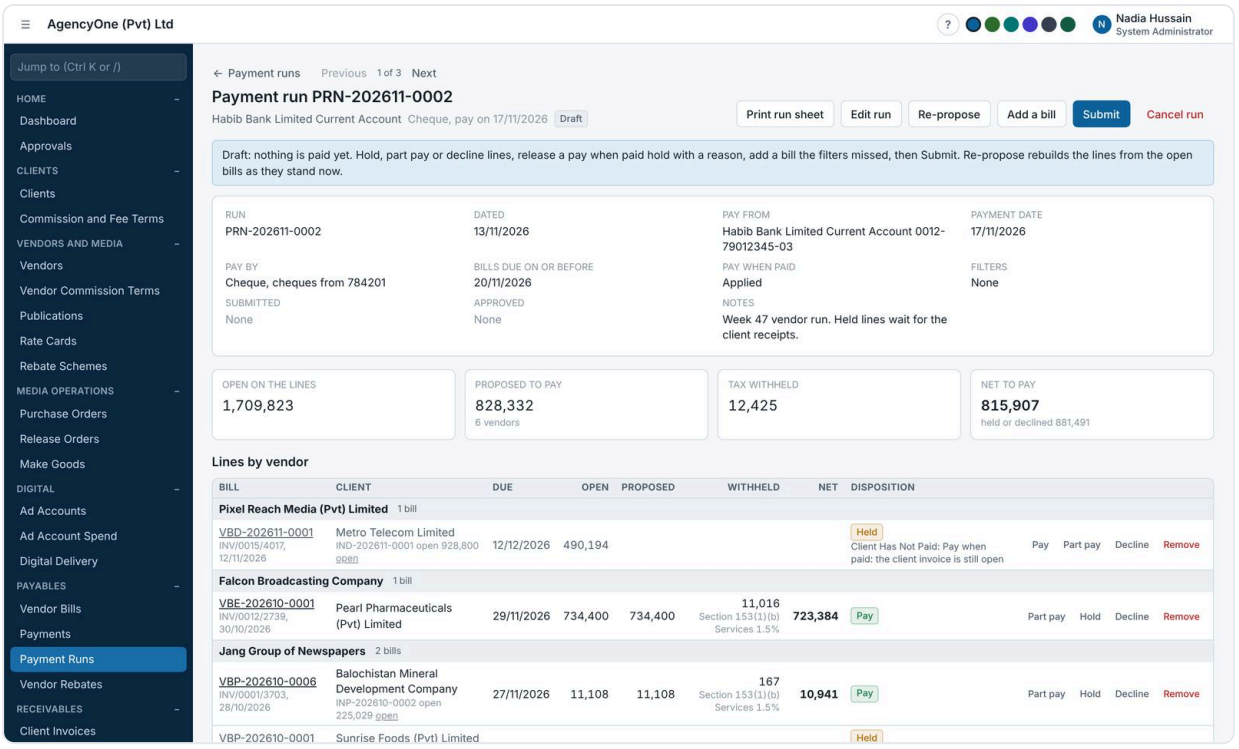
> **Tip** The same form pays a staff member: choose **A staff member (salary, loan, settlement)** under **Who is paid**. Nothing is withheld, the payroll took the tax, and the amount is applied in full to the open staff payables (chapter 10).

5.3 Payment Runs

Once a week the agency pays the publications whose bills are due. A payment run does that in one step. It gathers the open bills, works out the tax to withhold from each vendor's rules and holds the bills whose client has not paid. After approval it writes one ordinary payment voucher per vendor. You hold the payment edit right; the Finance Manager approves and executes.

Propose, walk the lines, submit

1. Open **Payables** > **Payment Runs** and press **New payment run**.
2. Leave **Who is paid** on **Vendors: the open bills**. Choose **Pay from**, the **Payment date** the cheques will carry, and **Pay by**: Cheque, one per vendor, or Online transfer with a transfer letter.
3. Set **Bills due on or before**, usually the end of this week. Leave **Pay when paid** on the Organisation setting unless this run is an exception. Narrow by vendor, media type or vendor kind only when the run is for one publisher or one medium.
4. Press **Propose**. The run opens as a draft with its lines grouped by vendor: open, proposed, withheld, net and the disposition of each.
5. Walk the lines. **Hold**, **Part pay** or **Decline** a line with its reason, or **Remove** one that should not be here. **Release** a pay when paid hold if you hold the override right. **Add a bill** the filters missed; **Re-propose** rebuilds the lines from scratch.
6. Press **Print run sheet** for the approver and **Submit**. The lines lock.



A proposed run: lines by vendor with subtotals, one held under pay when paid

Approve, execute, print, close

1. The Finance Manager presses **Approve** on the run. While the Payment Run Approval chain is on, the submitter cannot approve; the banner says so.
2. Press **Execute: pay the vendors**, typing the **First cheque number** (or a **Reference prefix** for an online run). Execute is all or nothing: the run and every bill on it are locked first.
3. Print the **Cheque list** or the **Bank transfer letter**; the button matches the run's mode.
4. On a vendor group press **Remittance advice** to print it, or **Email it** to send it. The To line is prefilled from the vendor's contacts.
5. Hand the cheques over and press **Close: cheques handed over** with the date.

The run reads Executed and each vendor group names its payment voucher and cheque number or reference. Under **Payables** > **Payments** the vouchers sit beside the hand typed ones; the bills read Paid or Partly paid; the vendor page's Payments tab shows the run number on each. Held lines stay on the run unpaid and come back on the next proposal. The run posts exactly the entries a hand typed payment posts, one voucher per vendor.

Document	When	What it carries
Payment Run sheet	Any time; the approver signs it	Every line by vendor: bill, due, proposed, withheld with its section, net, disposition and reason, subtotals per vendor, the grand totals and the signature lines
Cheque list	After a cheque run executes	One row per cheque in number order: payee, amount, amount in words, the bills it pays and the voucher
Bank transfer letter	After an online run executes	Addressed to the bank branch: beneficiary, account title, account number and IBAN from the vendor's **Bank details**, the amount, the reference and the total

Document	When	What it carries
Remittance advice	After execution, per vendor	The bills paid, the tax withheld with its section, the net and the cheque number or reference

Note A bill paid by hand after the proposal refuses the whole run by name at execute (E-PRN-BILL-01), so a publication is never paid twice; return to draft, **Re-propose** and execute again. A hold placed since the proposal refuses it too (E-PRN-BILL-02). A run with no line to pay is not submitted (E-PRN-LINES-01); a cheque run needs the first cheque number (E-PRN-CHEQUE-01); an action in the wrong status says which status it needs (E-PRN-STATUS-01).

Warning Do not execute into a closed month. The run is refused (E-PRN-PERIOD-01); return it to draft, move the payment date into the open month and submit again.

Tip A one person finance desk switches the Payment Run Approval chain to "Approval needed: No" under **Administration** > **Approval Workflows** and signs its own runs. Enter each vendor's **Bank details** before the first online run; a vendor without them is listed on the letter with its beneficiary line blank.

Pay when paid: why a line is held and who may release it

When pay when paid is on, the run looks from each bill back through the release order to the client's invoice for the same job. It holds the line while that invoice is not fully received. Three flags must all be on for a line to be held: the Organisation setting (or the run's own switch), the vendor's **Pay only after the client pays** and the client's **Pay vendors when this client pays**.

Case	What the run does
The client invoice for the job is open or part received	The line is Held with "Pay when paid" and the invoice number and outstanding shown; the client invoice opens from the line.
The job has not been invoiced to the client yet	Held too: the client cannot have paid.
The client invoice is fully received	Pay: the line is included.
The run was proposed with Pay when paid off	Nothing is held for this reason.
The vendor's flag is off, or the client's is off	Exempt: the line is included whatever the client owes.
A bill with no release order (a platform or supplier bill)	Nothing to trace; paid on its own terms.

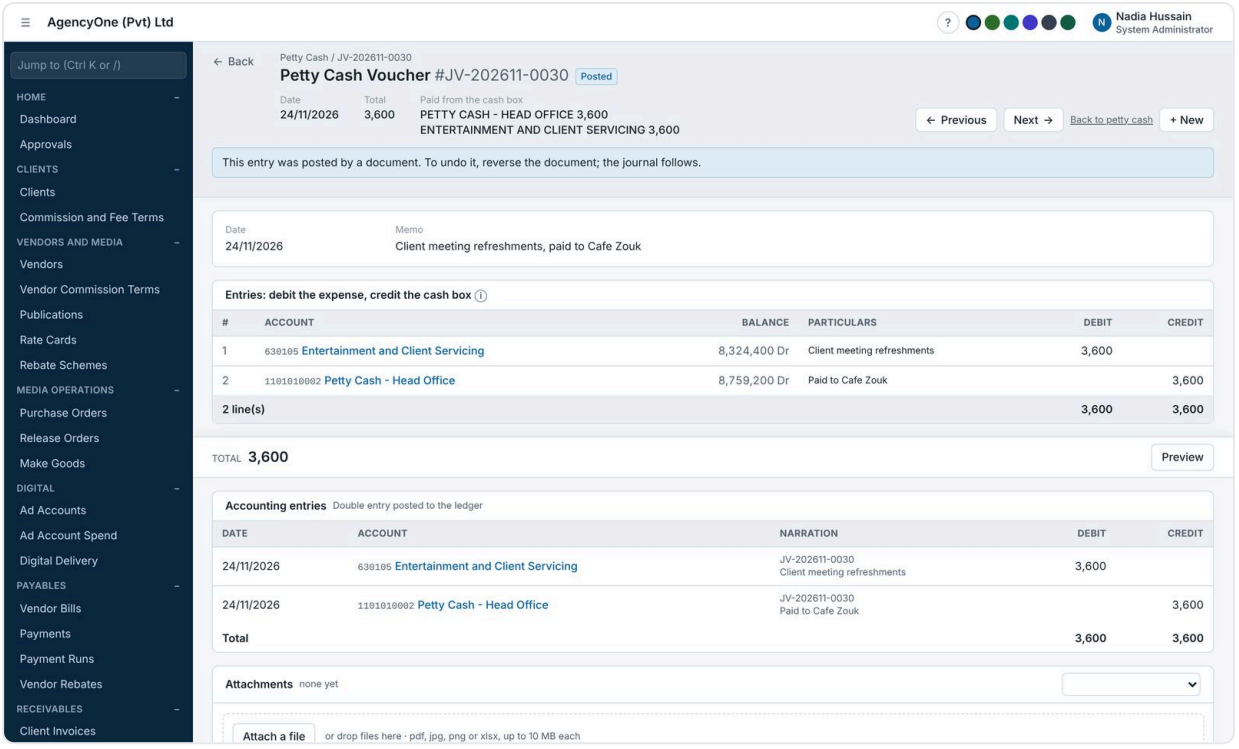
1. Open the run while it is a draft and find the line marked **Held** with "Pay when paid".
2. Check the client: the outstanding on the line, or the client page's receipts. A cheque in clearing is the usual reason to release.
3. Press **Release**. Only a user with the right **Release a payment held by pay when paid** sees the button.

4. Type why, for example "client cheque received, in clearing", and confirm. The line reads Pay, and "Released by <name> <date>: <reason>" stays on it and prints on the run sheet.

> **Note** A release, hold, part payment or decline without a reason is refused (E-PRN-HOLD-01). A part payment must be above zero and below the open amount (E-PRN-PARTIAL-01). Do not switch pay when paid off for the whole run to free one line; release that line with a reason and the rest stays protected.

5.4 Petty Cash

Petty cash is a short form that writes and posts a journal at once: the expense against the cash box. A cash box must exist under **Treasury** > **Bank and Cash Accounts**.



A petty cash voucher: paid and posted in one step

1. Open **Treasury** > **Petty Cash** and press **Pay petty cash**.
2. Choose **From cash box**. Under **What for (expense account)** type "stationery" and pick the account.
3. Enter the **Amount**, 1,500, and **Paid to**, the stationer. Enter the **Purpose**. Choose a **Supplier (optional)** if the payee is a vendor.
4. Press **Pay and post**. The petty cash voucher page opens, Posted, naming the cash box it was paid from. **Preview** on the footer bar prints the Petty Cash Voucher.

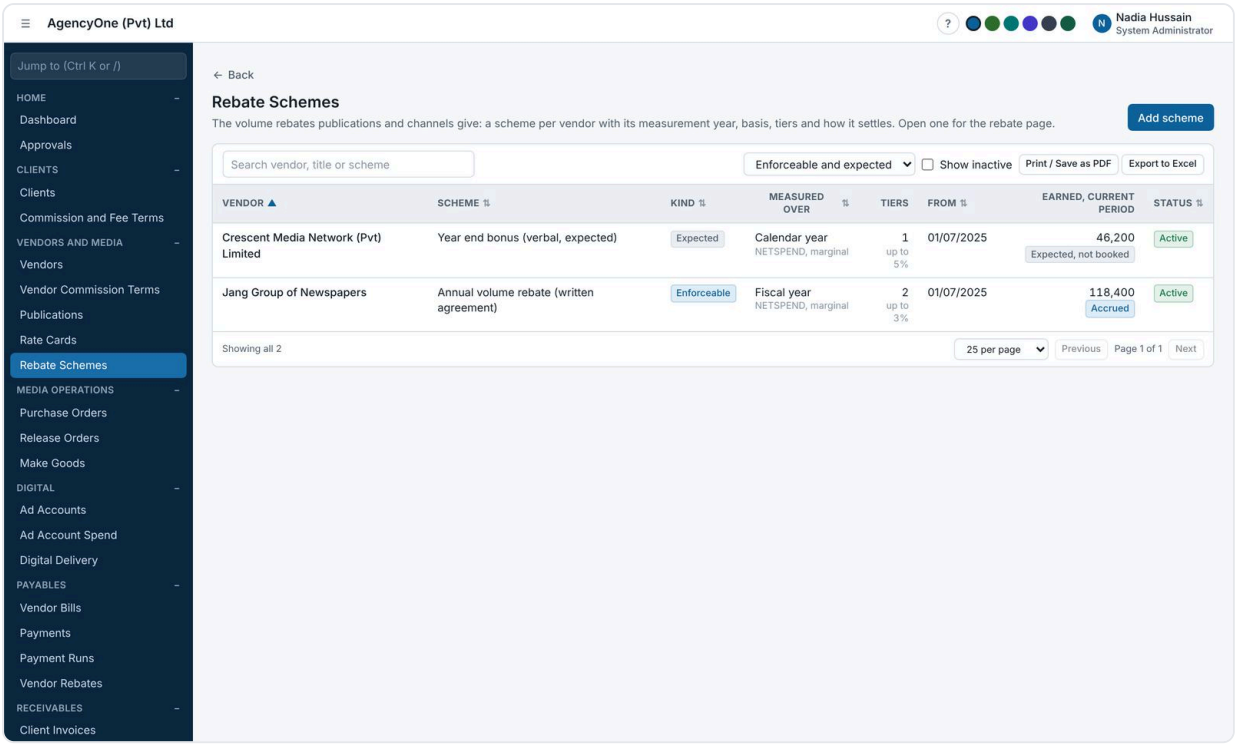
The journal reads Dr the stationery expense 1,500, Cr Petty cash 1,500. The expense reaches the Profit and Loss under its chart heading at once, and the cash box's book shows the 1,500 out.

> **Note** Petty cash is paid from a cash box, never a bank account (E-PC-CASHBOX-01). A cash box below zero at the month end fails a period close warning; top it up with a journal from the bank before the month ends.

> **Warning** Do not pay a publication from petty cash. Its bill is settled through Payments so the withholding is recorded.

5.5 Vendor Rebates

A newspaper group or a channel gives the agency a rebate once the year's spend passes an agreed figure: two percent to five million, three and a half above it. The system measures the spend from the posted bills and accrues the enforceable schemes each month, so the income lands in the year it was earned. Settlement comes when the vendor gives the credit. You hold the rebate edit right (Finance Manager or Finance Head).



The rebate schemes list

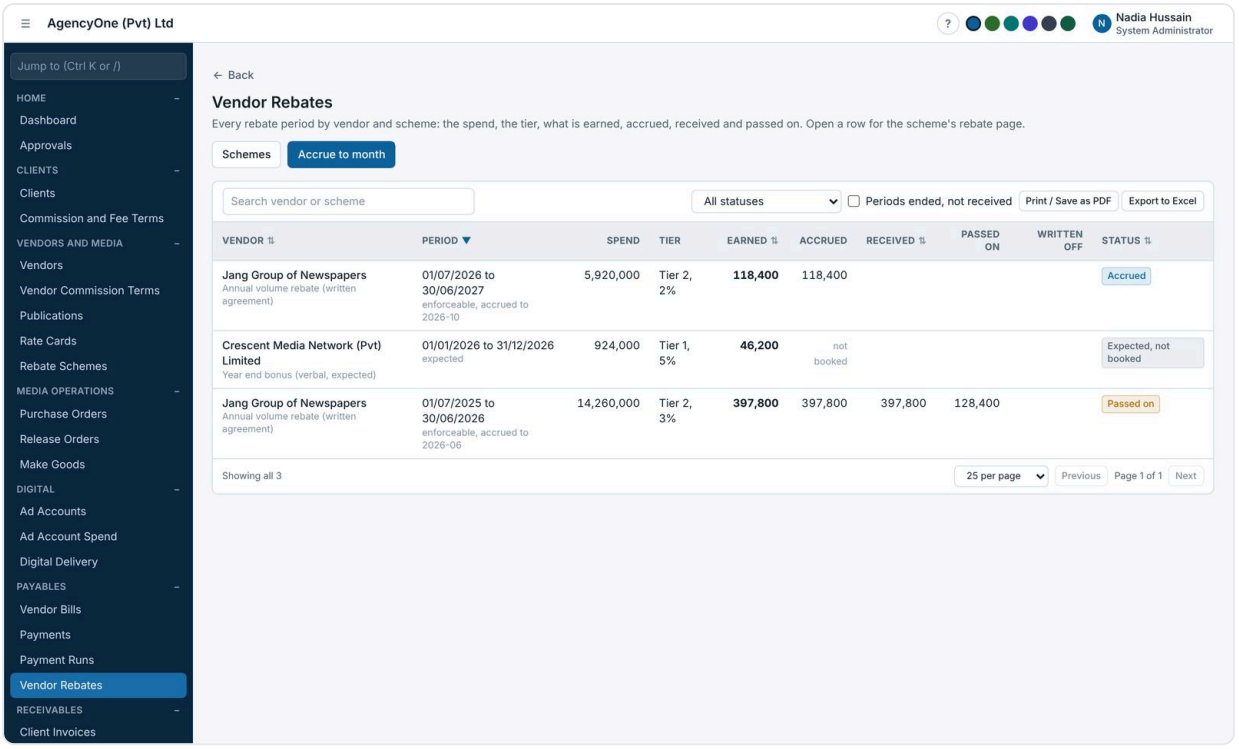
Set up the scheme

1. Open **Vendors and Media** > **Rebate Schemes** and press **Add scheme**, or the vendor page's **Rebates** tab and **Add scheme** there.
2. Choose the **Vendor**, and **One publication only** if the agreement covers a single title; blank means every title of the vendor.
3. Set **Measured over**: Calendar year, Fiscal year (July to June) or Custom (the scheme's own dates).
4. Set the **Basis**: Gross media amount billed, Net of agency commission, or Insertions billed.
5. Key the **Tiers**: from and to on the basis and the rebate percent of each; the last tier has no ceiling. Choose **Whole spend** (the whole spend earns the tier it reached) or **Marginal** (each slice earns its own).
6. Tick **Enforceable** when the agreement is in writing. Leave it off for a verbal year end bonus: an expected scheme is a memo until the vendor settles.
7. Say how the vendor usually settles, Credit note against bills or Payment, and press **Save**.

On a scheme measured on 6,000,000 of gross with 2 percent to 5,000,000 and 3.5 percent above, whole spend tiering earns 210,000; marginal tiering earns 100,000 plus 35,000, which is 135,000.

> **Note** Tiers with a gap, an overlap or a middle tier with no ceiling are refused (E-RBT-TIER-01). A title that is not the vendor's, or a custom period with no end date, is refused (E-RBT-SCHEME-01).

Accrue each month



Vendor Rebates: the periods with earned, accrued and received, and Accrue to month

1. Let the job **Accrue enforceable vendor rebates for the month** run on the first of the month. It reads every enforceable scheme live in the month before: the spend to the month end, the tier reached and the earned to date. It posts the difference against what is accrued, dated the last day of the month.
2. Press **Accrue to month** on the scheme's page, or on **Payables** > **Vendor Rebates** for every scheme, to do the same by hand for a chosen month. Late bills and reversed bills are the usual reasons.
3. Read the **Months** tab: spend to date, tier, earned to date, the month's accrual and its journal. A month that needed nothing is still recorded, so the close check is satisfied.

> **Note** Accruing into a closed month (E-RBT-PERIOD-01) or a month that has not ended (E-RBT-MONTH-01) is refused. An expected scheme accrues nothing.

Settle when the vendor gives the rebate

1. Press **Settle by credit note** when the vendor's credit note arrives: its number, date and amount, then tick the open bills it is set against so they close. What is not set against a bill stays unapplied on the vendor's account; **Apply to bills** uses it later.

2. Press **Record payment received** when the vendor pays instead: a receipt voucher from the vendor into the bank, printed as "Rebate from <vendor>".
3. Press **Write off** at the year end on an enforceable scheme the vendor never honoured, with the reason.

Dr	Cr	Amount
Vendor Rebate Receivable	Volume Rebate income by medium	The month's accrual: earned to date less accrued to date
The vendor's payable account	Vendor Rebate Receivable, then Volume Rebate income for anything above the accrual	A credit note, allocated to the bills it closes
The bank account	Vendor Rebate Receivable, then Volume Rebate income	A payment received
Volume Rebate income	Vendor Rebate Receivable	A write off of an accrual never received

The period reads Accrued, Partly received, Received or Written off. The vendor page shows **Rebate earned this year**; the home page counts periods ended with earned not received; **Reports** > **Rebates** lists every period with earned, accrued, received, written off, passed on and the net to the agency, with an **Expected, not booked** column for the verbal schemes.

> **Note** A settlement above what an enforceable scheme is owed is refused with the figure (`E-RBT-SETTLE-01`). A rebate voucher applied, edited or reversed from the wrong place says where it is done (`E-RBT-SETTLE-02`). A write off with nothing accrued, on an expected scheme, or before the period ends is refused (`E-RBT-WRITEOFF-01`).

Pass a rebate on to the client

Some clients negotiate a share of the year end rebate their money earned. The share is on the client's terms as **Rebate pass on %**. The rebate page works out what each client is owed once the vendor has given the rebate, and a credit note hands it over. A client with 2,000,000 of a 6,000,000 year at 3.5 percent and a 50 percent pass on is owed 35,000.

1. Open the scheme once the period reads Partly received or Received, and open the **Pass on to clients** tab.
2. Press **Pass on** on the client's line. The amount is the share still due; lower it if the agreement says so.
3. Tick the client's open invoices the credit is set against, oldest first, or tick none to leave it on the client's account like an advance.
4. Press **Post credit note**. Print it from the **Credit notes issued** table.
5. Apply an unapplied credit later with **Apply to invoices**, here or from the client page's **Credit notes** tab.

The credit note is numbered CCN and reads Posted; it debits Vendor Rebate Passed On to Client and credits the client's receivable. The Profit and Loss shows the rebate earned and the part given away as two lines. **Reverse** on a credit note posts the mirror journal and opens the invoices again.

Note A pass on above what was received, or above the client's share, is refused (E-RBT-PASSON-01). A receipt that funded a pass on cannot be taken back while the credit note stands (E-RBT-PASSON-02): reverse the credit note first.

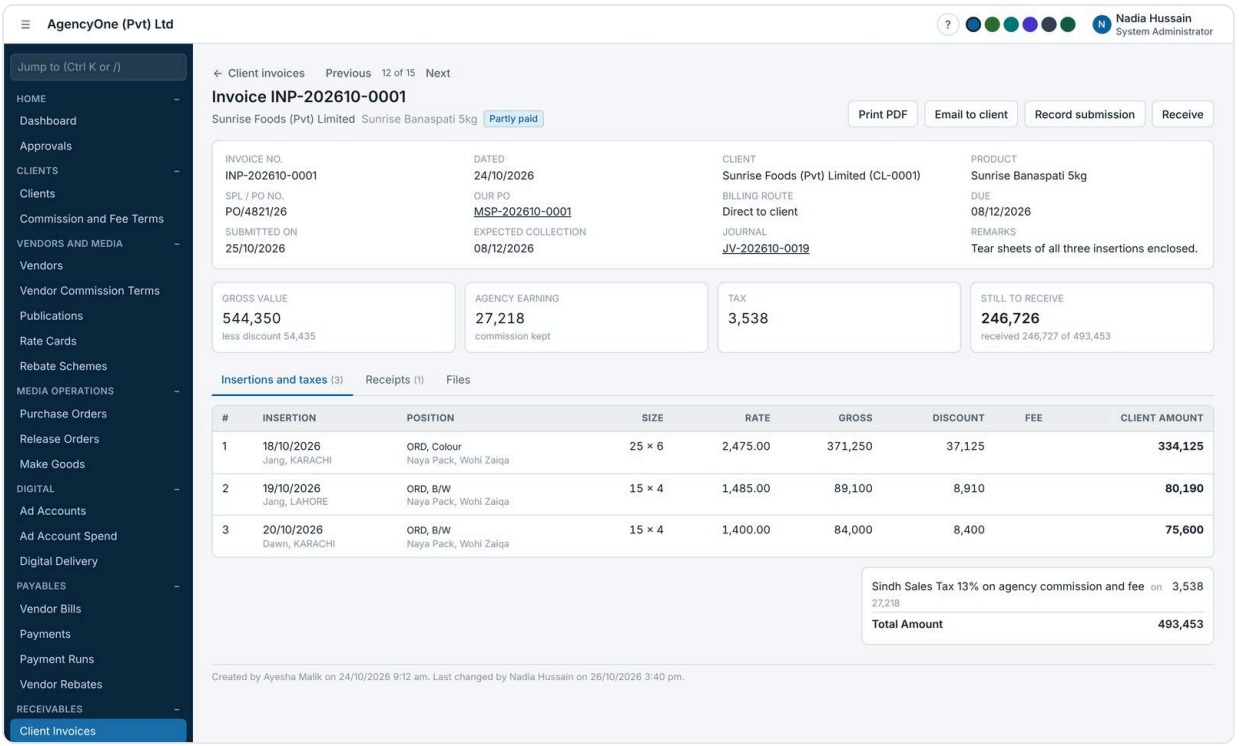
6 Receivables

The client is invoiced from the purchase order for the insertions that ran, with the taxes the rules give for its province. Posting creates the receivable; the receipt settles it. The client's credit period starts at the invoice, or at submission where the client needs the paper, so every week an insertion sits uninvoiced is a week added to the cash cycle.

6.1 Client Invoices

The purchase order is Released and its insertions have run. The client has a province. The tax rates are confirmed. You hold the invoice edit right; the Finance Manager posts.

1. Open **Receivables** > **Client Invoices** and press **Raise an invoice**, or press **Raise client invoice** on the purchase order.
2. Pick the **Purchase order**. The insertions still to bill appear ticked, with the tax lines and the totals as they will print.
3. On an electronic order choose the **Telecast order (channel)**, or leave Every channel on the order, and the **Certificate month**. The invoice then carries that month's certified spots, numbered from the INE series.
4. Untick an insertion that has not run yet; it stays open for the next invoice.
5. Enter the **Invoice date**, the **SPL / PO No. (client's reference)** and **Remarks**. Tick **Original tear sheets enclosed** where they go with the paper.
6. Press **Save as draft**. The insertions are reserved at once. Press **Print PDF** to see the draft with its DRAFT watermark.
7. Press **Post to ledger** and confirm with **Post**. Print again: the watermark is gone and the status reads Issued.
8. Press **Email to client**; **To** is filled from the contact flagged **Receives invoices**.
9. When the paper reaches the client, press **Record submission** and enter **Submitted on** and the **Expected collection** date.



A client invoice: the lines, the tax lines in the province's wording and the actions

The invoice prints on the agency's own layout with P.O. No. and SPL/PO No. in the header, each tax line in the province's wording, and Total Amount as the sum of its printed lines. The Receivables Book shows the client with the amount in Not due.

Dr	Cr	Amount
The client's own ledger account		Total amount
	Unbilled executed media	What the publications are owed on these lines
	Agency commission (by media type)	Commission kept after the discount passed on
	Media service fee	Fee
	Output sales tax, one line per tax to its authority	Each tax line

The discount, commission and fee come from the purchase order lines as priced, summed, never recomputed as a percentage of the total. Where the client pays the publications direct, the invoice bills commission and fee only.

Note Saving a draft reserves its insertions, so two invoices can never bill the same line. A draft edited with **Edit** frees the lines it drops. No invoice before the order is released (E-INV-ORDER-01); on digital "Record the delivery first." (E-DL-FIRST-01); on electronic "Record the telecast first." (E-TC-FIRST-01). Every paid insertion already invoiced reads E-INV-LINES-01; tick at least one line (E-INV-LINES-02).

Warning A posted invoice is reversed, never edited. Reversing reopens its insertions for a fresh invoice. An invoice with receipts against it needs the receipt reversed first (E-INV-REVERSE-01).

Tip Do not wait for every tear sheet of a month before invoicing any of it. Invoice the lines that have run; a part invoice leaves the rest open on Unbilled Executed Media.

Which taxes go on the invoice

On print, sales tax is charged only on the agency's earning: the commission kept and any service fee. Never on the gross. A provincial levy on the newspaper amount, gross less the 15 percent commission, is charged only where a province has one. Income tax is withheld at payment and never appears on an invoice.

Client province	Lines on a print invoice
Khyber Pakhtunkhwa	"Add: 2% KPRA Tax on 85% Newspaper Amount" and "Add: 10% on 15% Agency Commission"
Sindh	Sales tax from SRB on the commission and fee
Punjab	Sales tax from PRA on the commission and fee
No province	A warning; no provincial rule can apply

A worked government invoice: Gross Value 89,365, the KPRA levy 1,519, the tax on commission 1,341, Total Amount 92,225, the sum of the lines above it. Digital is taxed on the media value as well as on the earning. The electronic rules are seeded in the shape of the print service rules and must be confirmed with the tax officer before the first live channel invoice.

Billing route	Who pays the publication	What the agency invoices
Direct	The agency, from the client's money	Media plus earning plus tax
PID	The Press Information Department pays the newspaper direct (85/15)	Its commission and fee only
DGPR	The provincial directorate	As the route's rules say; government rate

Note Each tax line credits that authority's output tax account, and the authority and the percentage are written on the line at posting, so a rate change next year never restates last year.

Bill a channel month

A channel bills by the month while a campaign runs on, so the invoice takes a telecast order and a certificate month. Both sides bill the certificate, never the plan: the accepted paid spots, at the order's gross scaled to them, each spot once.

1. Press **Raise an invoice** and pick the purchase order. For an electronic order two more boxes appear: the **Telecast order (channel)** and the **Certificate month**.

2. Choose the channel and the month. The preview shows each line scaled to the month's accepted spots not yet invoiced, and the electronic tax lines.
3. Save as draft, check, post. The month's dates are marked invoiced on the plan, so a second invoice for the same month finds nothing; the next month's invoice finds its own dates.

A line planned 40 spots whose January certificate accepts 18 bills 18 spots at the order's rate on the January invoice, every amount scaled; February's invoice takes February's. A month with nothing left to invoice is refused and says so (E-INV-MONTH-01).

6.2 Receipts

A withholding agent client pays the invoice less the income tax it deducts. The receipt records the net through the bank and the tax as an asset the client's certificate will prove. The invoice is Issued and the bank account exists. You hold the receipt edit right; the Finance Manager posts.

1. Open **Receivables** > **Receipts** and press **Record a receipt**, or press **Receive** on the invoice.
2. Choose the client and the bank account. Under **How** choose Cheque with its **Cheque number** and **Cheque date**, or Transfer with its **Reference**.
3. Enter the amount settled, equal to the invoice total.
4. Enter the income tax deducted **Under section** 153-1-B, for example 4 percent of the total. On a commission only invoice the section is 233-2A.
5. Enter any **Sales tax withheld** by the client.
6. Press **Fill oldest first**. The invoices are allocated in date order. Enter a **Narration**.
7. Press **Save as draft**. The voucher page opens. Its **Entries** card shows the lines it will post: the bank and the tax deducted debited, the client credited. **Knocked off** lists the invoices.
8. Press **Post** on the footer bar and confirm with **Post**. Press **Preview** there for the Bank Receipt Voucher.

Net through the bank is the total less the tax. A cheque reads In clearing; a transfer or cash clears at once. The invoice reads Paid. The Receivables Book no longer shows the client for that amount.

Dr	Cr	Amount
Bank or cash account		Net received
Advance income tax (section)		Tax the client deducted
Sales tax withheld by clients		Any sales tax withheld
	The client's own ledger account	Gross settled

A receipt of 45,000 with 1,800 deducted posts Dr bank 43,200, Dr advance income tax 1,800, Cr the client 45,000. The deduction appears on **Tax and Compliance** > **Withholding** as Suffered on receipt, Open, until the client's certificate is recorded against it.

> **Note** The 233 deduction is minimum tax for an advertising agent, not advance tax. It is tracked on its own account and never netted against the 153 figure. A section a client does not deduct under is refused (E-WHT-SECTION-01).

> **Warning** Do not post a receipt without the tax the client deducted. The invoice would stay partly paid for the tax, and the certificate would have nothing to match.

> **Tip** A top up to a digital ad account is also a receipt: pick the client and the account under **Into ad account (optional)**. It posts to Advance Received from Clients and never shows as unapplied.

Clear a cheque, bounce a cheque, apply an advance

1. To clear: open the receipt or payment that reads In clearing. Press **Bank has cleared it** in the header strip, enter **Cleared on** and confirm with **Mark cleared**. Or press **Cleared on** from the bank book while reconciling.
2. To bounce: open the cheque receipt, in clearing or cleared, and press **Cheque bounced** in the header strip. Enter the date and the reason. Confirm with **Mark bounced**.
3. To apply an advance: open a receipt whose banner reads "Rs X of this receipt is unapplied", or filter the list with **Unapplied only**. Press **Apply to invoices** in the header strip. The client's open invoices appear with amount boxes capped by the balance. Press **Fill oldest first** or type the amounts, and save.

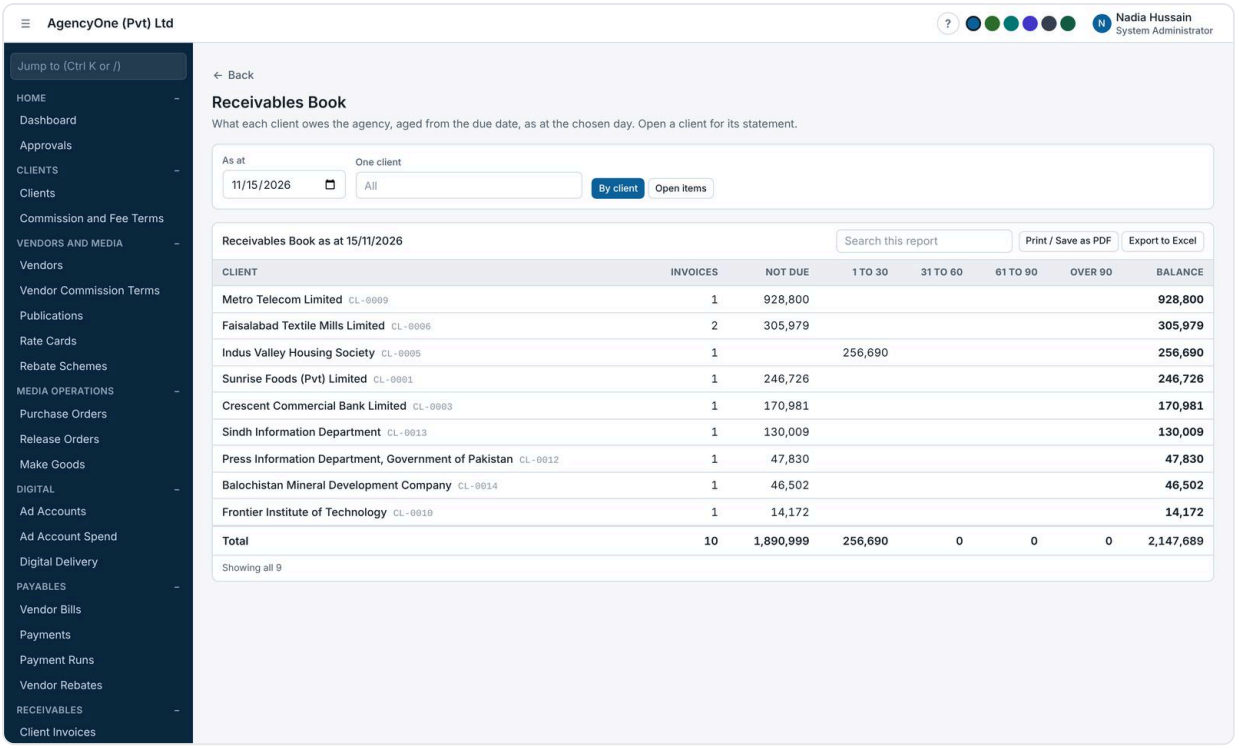
A bounced receipt reads Bounced with the reason in its narration; its reversal journal mirrors the receipt, the invoice is open again on the Receivables Book, and the client's deducted tax comes off any certificate it was matched to. A receipt for more than the open invoices holds the excess as an advance on the client's account; applying it posts nothing, because the money reached the client's account when it arrived.

> **Note** Only a client's cheque bounces: a transfer is reversed instead (`E-VCH-BOUNCE-01`), and a payment is reversed, never bounced (`E-VCH-BOUNCE-02`). Do not reverse a receipt because a cheque bounced; **Cheque bounced** does the reversal and keeps the history on the receipt.

6.3 Client Credit Notes

In this release a client credit note (series CCN) is issued from a vendor rebate's page when the client is owed a share of it (chapter 5). It sits on the client page's **Credit notes** tab, counts in **Unapplied receipts** until applied, and is applied to invoices with **Apply to invoices** from the client page or the rebate page. **Reverse** on a credit note posts the mirror journal and opens the invoices again. Credit and debit notes for other reasons are on the roadmap under **What's new**.

6.4 Statements and Ageing



The Receivables Book by bucket

1. Open **Reports** > **Receivables Book**. Choose the as at date.
2. Read each client across Not due, 1 to 30, 31 to 60, 61 to 90, 91 to 180 and Over 180 days.
3. Press **Open items** for the invoices themselves. Click a client for its statement over a date range, with every invoice and receipt and the running balance. Print it; it is the chase document.
4. Type in **Search this report**, then **Print** or **Export to Excel**. Every matching row goes.

Ageing counts from the invoice date, or from the submission date where the client needs the paper submitted. A client with 45 credit days is not overdue at day 30. The client page shows the same figures under **Outstanding**, **Overdue** and **Billed this year**, with **Statement** one click away.

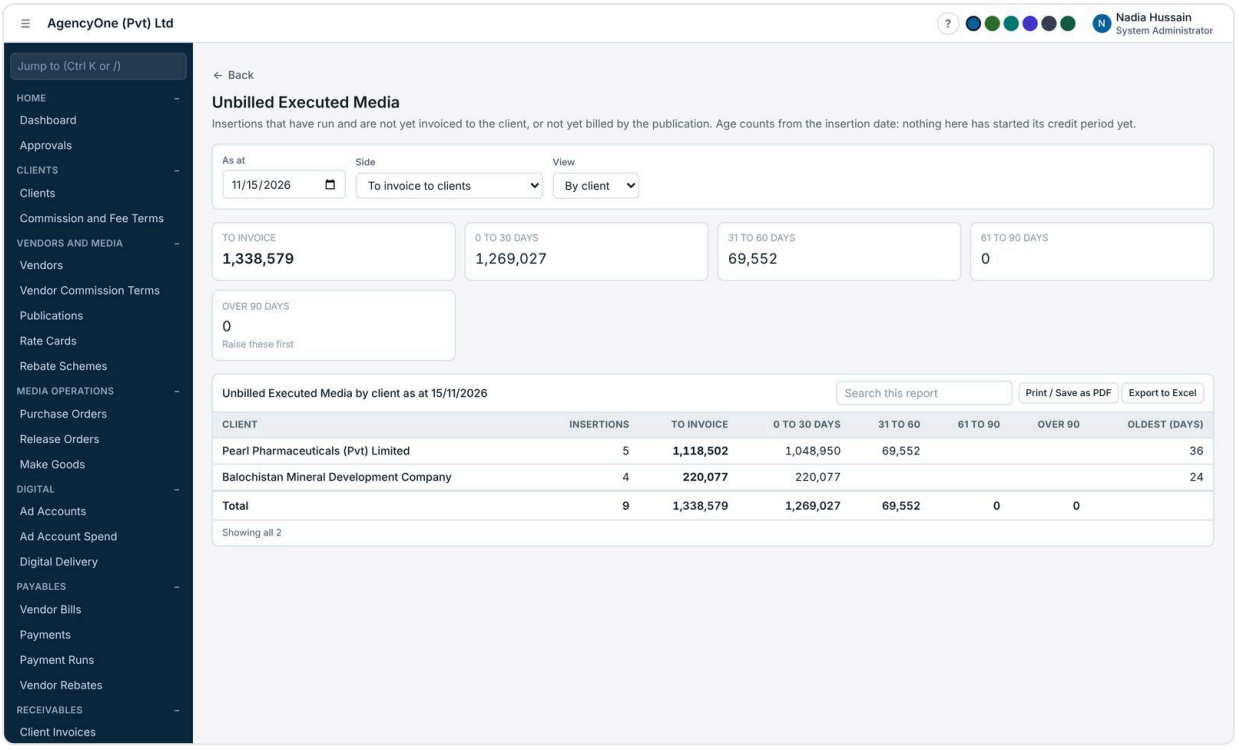
Bucket	Do this
Not due	Nothing. Check submission was recorded.
1 to 30	A reminder with the statement.
31 to 60	A call to the accounts contact; ask for the certificate too.
61 to 90	The account manager visits; consider the release block.
91 to 180	A written demand; stop new release orders.
Over 180	The Finance Head decides: provision or write off.

The controls on the client record

Setting	What it does
Credit days	Decides when an invoice is overdue on the Receivables Book and the client page.
Credit limit and **Block new release orders above the credit limit**	Release is refused while the client's outstanding plus the order would pass the limit. An Operations Head or Finance Head with the override right may release anyway, and it is recorded.
Block when overdue beyond (days)	Release is refused while any invoice is older than this.
Needs the physical invoice submitted	Ageing counts from **Submitted on**, not the invoice date.

6.5 Unbilled Executed Media

Two reports answer the two questions a finance head asks every week: who owes us and how long, and what have we run but not billed. The second is the one an agency lives on: media that ran and has not been billed is money standing still.



Unbilled Executed Media: money not yet in the ledger, aged from the insertion

1. Open **Reports** > **Unbilled Executed Media** as at today, **Side** To invoice to clients.
2. Read each client's insertions that have run without an invoice, aged from the insertion date; Over 90 days is red.
3. Click a client for its insertions, then an insertion for its purchase order. **Raise client invoice** offers them ticked.
4. Switch **Side** to Awaiting the publication's bill for the release orders with no vendor bill yet.

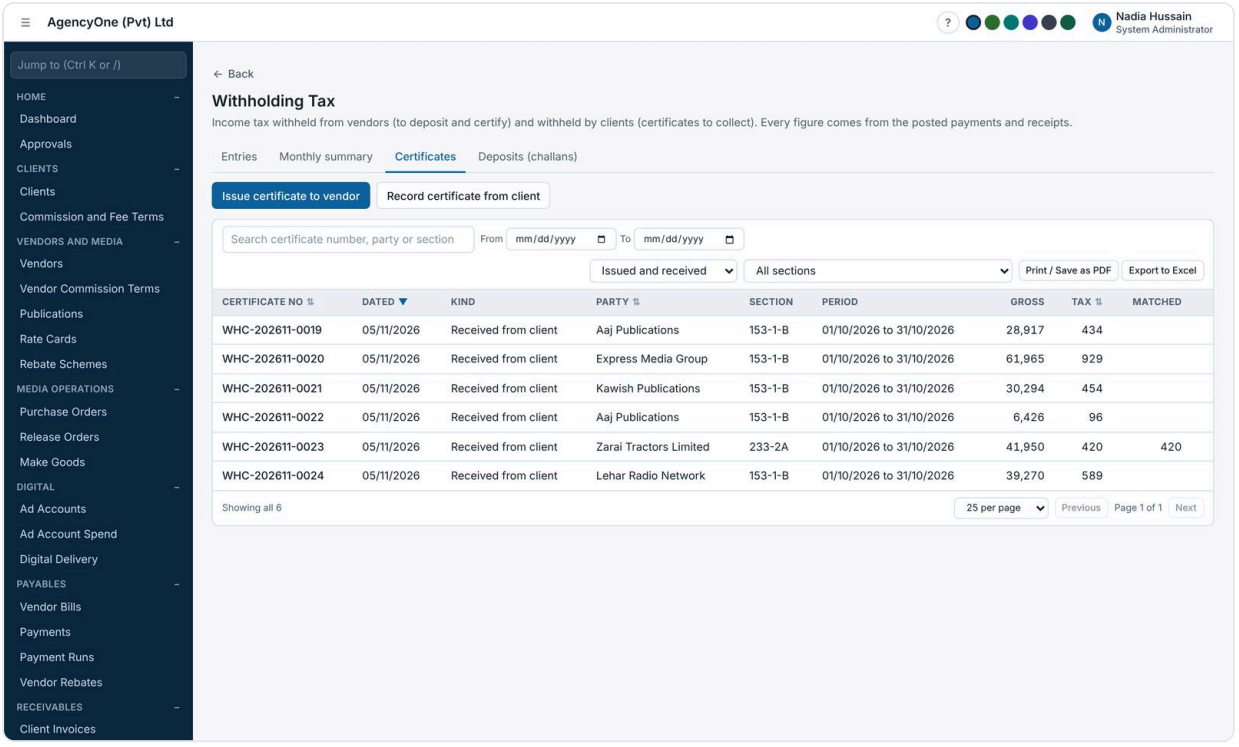
A digital line appears once its delivery is recorded, and an electronic line at the value of the spots certified so far. The home page's "executed lines not yet billed" alert counts the same lines. Every line on the report is money that has not even begun its credit period, because the client's credit days start at the invoice date.

> **Tip** The Operations Executive sees both reports too. The unbilled report is the desk's list of tear sheets to chase.

7 Tax and Compliance

Income tax withholding runs in both directions, entirely from the posted payments and receipts: the agency withholds from publications under section 153(1)(b), and withholding agent clients deduct from the agency under 153(1)(b) on services or 233(2A) on commission. Sales tax runs per authority. Nothing is keyed twice; this chapter reads what the vouchers wrote and turns it into challans, certificates and returns.

7.1 Withholding: Read the Entries



Withholding: deposits due by tax month and section

1. Open **Tax and Compliance** > **Withholding**. The **Entries** tab lists every line: date, direction, party, voucher, section, gross, rate, tax, certificate, CPR and status. An entry opens its voucher.
2. Filter **Direction** to Deducted from vendor for what the agency must deposit, or Suffered on receipt for what clients deducted.
3. Filter by **Status**, **Section** or date as the question needs.

Direction	Written by	Status walks
Deducted from vendor	A payment or a payment run with tax withheld	Open, then Deposited once a challan covers it, and Certified once a certificate is issued
Suffered on receipt	A receipt with the client's tax deducted	Open, then Certified once the client's certificate is recorded against it

7.2 Deposit the Month by Challan

1. Open the **Deposits (challans)** tab. **Due for deposit** shows one row per tax month and section.

2. Click the row. Enter the **Challan number**, the **CPR number** and **Deposited on**. The **Section**, **Tax month** and **Amount deposited** are filled.
3. Choose **Paid from**, the bank account. Press **Record a challan**.

The message reads "Challan recorded, journal JV-... posted". Due for deposit is empty; the challan sits in the list with its CPR and the entries it covers; the vendor deductions read Deposited. Recording a challan with a bank account posts Dr Withholding income tax payable, Cr Bank, kind Tax deposit, in the same step.

> **Note** A challan must cover the month's deductions in full. A short amount is refused with the figure due (E-WHT-CHALLAN-01), so nothing prints as deposited while tax is still owed. The same challan number twice is refused (E-WHT-CHALLAN-02).

> **Warning** Do not leave **Paid from** blank unless the deposit was already recorded another way. Otherwise the payable stays on the Balance Sheet after the tax has left the bank.

7.3 Certificates

Issue a certificate to a publication

1. On the **Certificates** tab press **Issue certificate to vendor**.
2. Choose **Period from** and **Period to**, then the **Vendor and section** from the list of what is uncertified.
3. Issue and print.

The certificate prints in the Rule 42 layout with both NTNs, the section, the period, gross, tax and the covering CPR numbers, numbered from the WHC series. Before the deposit the Deposited (CPR) column reads Pending; print it again after the challan and the CPR appears. One certificate covers every open deduction of a vendor and section in the period, once; issuing again for the same period no longer offers that vendor (E-WHT-CERT-01).

Record a certificate from a client

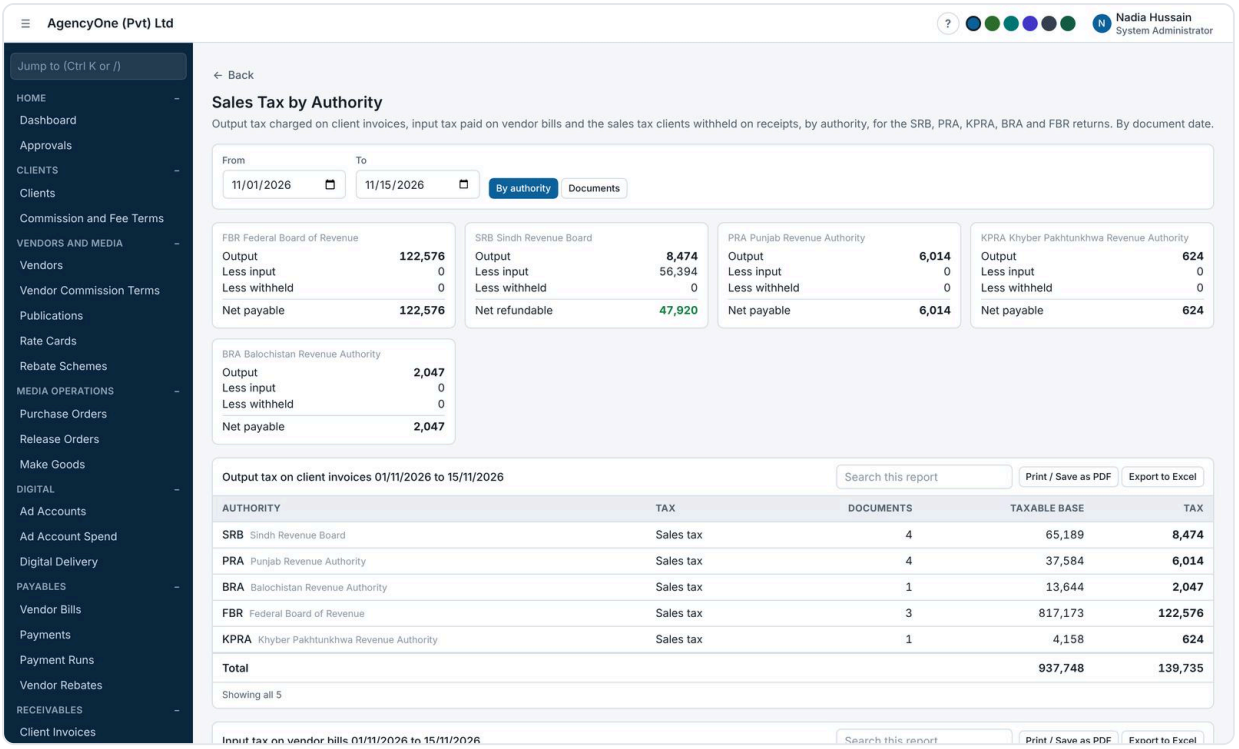
1. Press **Record certificate from client**. Choose the **Client**; the panel reads what it still owes, for example "Awaiting certificates: 153-1-B 1,800".
2. Enter the **Section**, **Certificate number**, **Certificate date**, the **Tax amount on certificate** and the period. Save.

The message reads "Certificate recorded, <tax> matched to open entries" and the suffered entries read Certified with the client's number. A certificate posts nothing: the client's deduction was booked to Advance income tax at the receipt, and the certificate is the evidence for the return.

> **Note** Two clients that used the same certificate number are told apart by adding the client's short name to the number, as the message suggests (E-WHT-CERT-02).

> **Warning** A payment or receipt whose tax is on a certificate or a challan can no longer be reversed. Those are statutory records. Correct with a fresh document.

7.4 The Sales Tax Report



Sales tax by authority: output, input, withheld, net

1. Open **Reports** > **Sales Tax by Authority** for the month.
2. Read one block per authority: output tax on client invoices, input tax on vendor bills, sales tax clients withheld on receipts, and the net.
3. Switch to **Documents** for the invoice and bill lists with NTN and STRN, and export each block for the return.

Those are the figures for the SRB, PRA, KPRA, BRA and FBR returns. Output tax sits on each authority's payable account from the invoice; input tax on its receivable account from the bill. The authority blocks foot to their document lists.

7.5 The Tax Month

Work the tax month in this order and the returns write themselves.

1. Open **Reports** > **Sales Tax by Authority** for the month and export each authority's block.
2. Open **Tax and Compliance** > **Withholding**, **Monthly summary**, for the month. Deducted from vendor gives the deposit due; suffered on receipt gives what clients owe certificates for.
3. Record the challan with its CPR by the seventh of the next month, paid from the bank account.
4. Issue certificates to the publications for the period, and record the clients' certificates as they arrive.
5. Read the **Monthly summary** again: withheld, certified and deposited should be equal for the vendor side; withheld and certificate received for the client side.

Figure to check	Against
Withholding payable on the Balance Sheet	Due for deposit: zero after the challan

Figure to check	Against
Advance income tax on the Balance Sheet	The Withholding monthly summary: the asset grows with each receipt and is proved by the clients' certificates
Output tax payable per authority	The Sales Tax by Authority block for that authority

Note Section 233(2A) on commission is minimum tax for an advertising agent; 153(1)(b) on services is advance tax. They sit on separate accounts and are never netted, because the return reports them on separate lines.

Tip A payment run works the withholding out from each vendor's rules: the section, the rate override or the seeded rate at the filer or non filer figure, a valid exemption certificate and the sales tax withholding percent. Re-check the Active Taxpayer List and update **ATL checked on** before the run, not after.

Tip The payroll adds a third stream. Slab tax under section 149 is credited to 210213 by the payroll run's journal; the payroll sheet is the working per person. Deposit the month's figure with the challan.

8 Ledger, Bank and Month End

Every ledger entry is a journal, whether a document posted it or a person keyed it. The desk never touches the ledger, and finance never retypes the desk's figures: each document posts a fixed, balanced entry through one engine, so the books follow the work. This chapter covers the journals you key, the bank books, cheques, and the close.

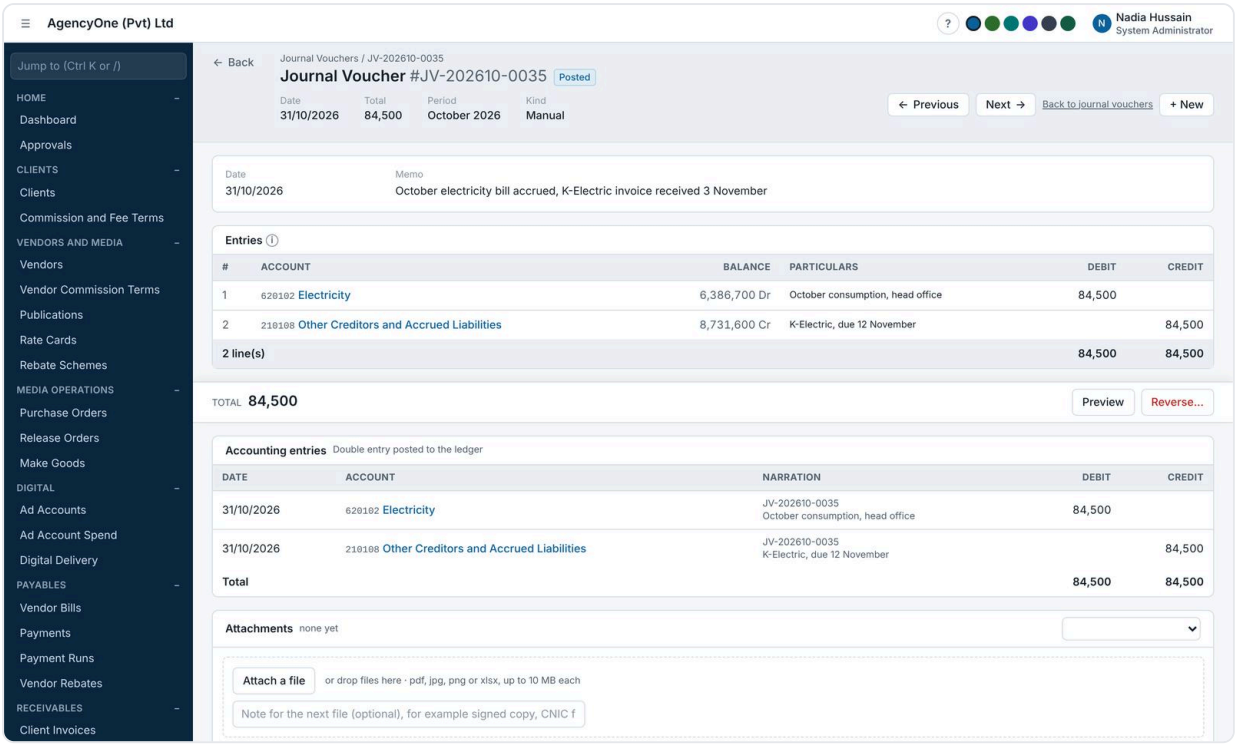
8.1 How Records Post

Document	Posts?	Entry
Client, vendor, bank account	Opens an account	A level 5 account under its control account; no balance
Rate card, commission term, rebate scheme	No	They decide prices and shares; nothing moves until a bill, an invoice or an accrual
Purchase order, release order, telecast order	No	The commitment, counted on Unbilled Executed Media once the date passes
Vendor bill	Yes	Dr Unbilled executed media of the medium (print 110301, electronic 110302, digital 110303), Dr input tax; Cr the publication
Client invoice	Yes	Dr the client; Cr unbilled media, agency commission of the medium, service fee, output tax
Receipt	Yes	Dr bank (net), Dr advance income tax, Dr sales tax withheld by clients; Cr the client
Payment, and a payment run on Execute	Yes	Dr the publication; Cr bank (net), Cr withholding payable, Cr sales tax withheld from suppliers
Petty cash	Yes	Dr the expense; Cr the cash box
Top up, refund	Yes	Dr bank, Cr Advance Received from Clients, and the reverse
Challan with a bank account	Yes	Dr withholding payable; Cr bank
Rebate accrual at the month end	Yes	Dr Vendor Rebate Receivable; Cr Volume Rebate income of the medium
Payroll run, on approval	Yes	Dr Salaries and Wages and the employer shares; Cr the liabilities and Salaries and Wages Payable, one line per person
Telecast certificate, make good, acknowledgement, hold, run sheet	No	Evidence and state, not money
Period close	No	Locks the month

Unbilled executed media is the hinge. The vendor bill debits it with what the publication is owed; the client invoice credits it with the same figure on the same insertions. When every insertion is both billed and invoiced, the account nets to zero for that order. A balance left on it is the gap between the two sides, and **Reports** > **Unbilled Executed Media** lists the lines behind it.

> **Note** Memorandum journals record gross billings and commitments for information. They are left out of the Trial Balance and the statements, because an agent's income is commission and fee, not the media it passes through.

8.2 Journal Vouchers



A journal voucher page: the lines with each account's balance, and the accounting entries as the ledger holds them

Key a journal

1. Open **General Ledger** > **Journal Vouchers** and press **New journal**.
2. Enter **Dated** and the **Narration**. Press **Add line** for each line: the account by code or name, the debit or credit, and its **Line narration**.
3. Watch the foot of the lines: it reads Balanced, or the Difference. Press **Save as draft**; a journal that does not balance is refused with the difference stated (E-JV-BALANCE-01).
4. The journal page opens. Its **Entries** card shows the lines with each account's balance today; **Date** and **Memo** can still be typed on a draft, and **Edit** reopens the lines.
5. Press **Post** on the footer bar and confirm. A draft dated in a closed month is refused at posting.

Reverse a posted document

1. Open the posted bill, invoice, receipt, payment or journal and press **Reverse** (on a voucher page it reads **Reverse...** on the footer bar).
2. Enter the reason and the date of the reversal. Confirm.

3. On a journal a document posted, press **Open the document** and reverse it there (E-JV-SOURCE-01).

The reversal journal mirrors the original and the two link to each other. A reversed invoice is open again on the Receivables Book; a reversed receipt reopens its invoices. The voucher page's **Accounting entries** card shows both journals, the original and the reversal. **Preview** prints the Journal Voucher with its Dr and Cr lines and the amount in words.

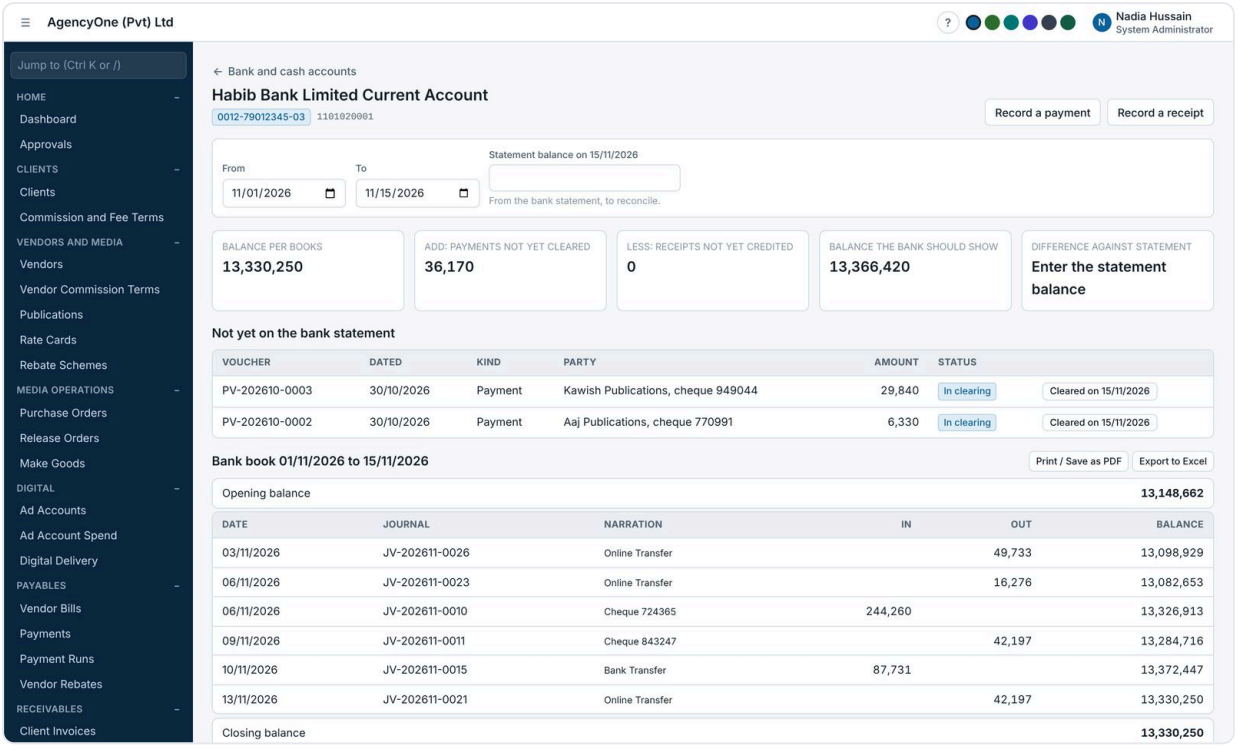
> **Note** Nothing is deleted after posting. The audit trail is the pair of journals. A mistake on a draft is corrected; a mistake on a posted document is reversed and re-entered. Reverse in order: the receipt before its invoice, the payment before its bill.

> **Warning** Do not key a journal to move a client or vendor balance. Use a receipt, a payment or an advance so the party's open items stay right. A receipt or payment whose tax is already on a certificate or challan cannot be reversed; correct with a fresh document.

> **Tip** An approved payroll run posts one journal of its own, one line per person. It is read here and reversed nowhere: a payroll correction is an adjustment on the next run.

8.3 The Bank Book and Reconciliation

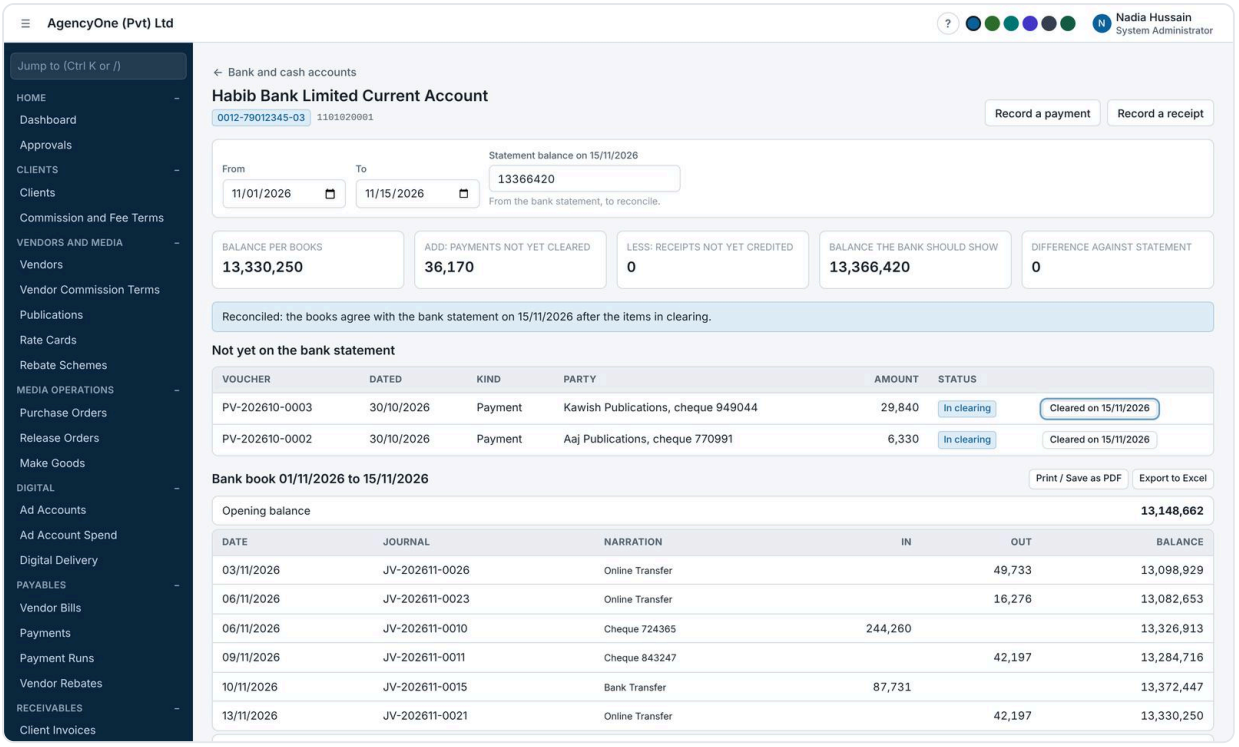
The bank book is the account's ledger with its reconciliation statement under it. Reconciling is marking the cheques the bank has shown and seeing the difference fall to zero. You have the bank statement with its closing balance and the reconcile right.



The bank book with the cheques not yet on the statement

1. Open **Treasury** > **Bank and Cash Accounts** and open the bank account.
2. Set **From** and **To** to the statement period.
3. Type the closing figure from the statement into **Statement balance on <date>**.

4. Read **Not yet on the bank statement**: the receipt and payment cheques still in clearing.
5. For each one the statement shows, press **Cleared on** with the date the bank cleared it.
6. Watch **Balance the bank should show** move by each amount until **Difference against statement** reads zero.



The reconciliation statement under the bank book

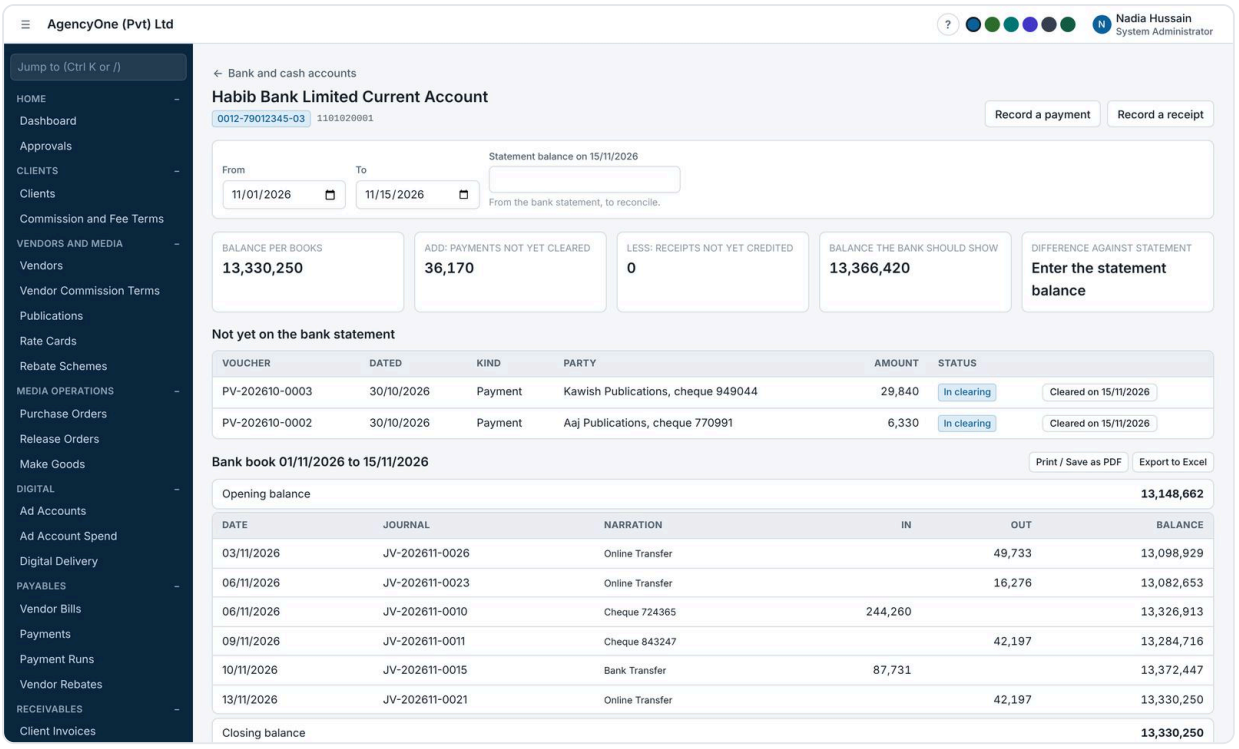
The line reads "Reconciled: the books agree with the bank statement on <date> after the items in clearing." The receipts and payments cleared now read Cleared. Clearing posts nothing; the money was posted when the voucher was.

Line	Meaning
Balance per books	The ledger account today
Add payments not yet cleared	Cheques the agency wrote that the bank has not paid
Less receipts not yet credited	Cheques received that the bank has not credited
Balance the bank should show	What the statement should read
Statement balance	What it does read
Difference	Zero when reconciled; otherwise something is missing from the books

Warning Do not force a difference away with a journal. Find the receipt or payment the statement shows and the books do not, and record it.

> **Tip** Print or export the bank book from the same page; the reconciliation figures print in the heading. Each week, count the cash box too and compare it with the cash book; replenish it from the bank with a journal (Dr the cash box, Cr the bank) before it goes negative.

8.4 Cheques

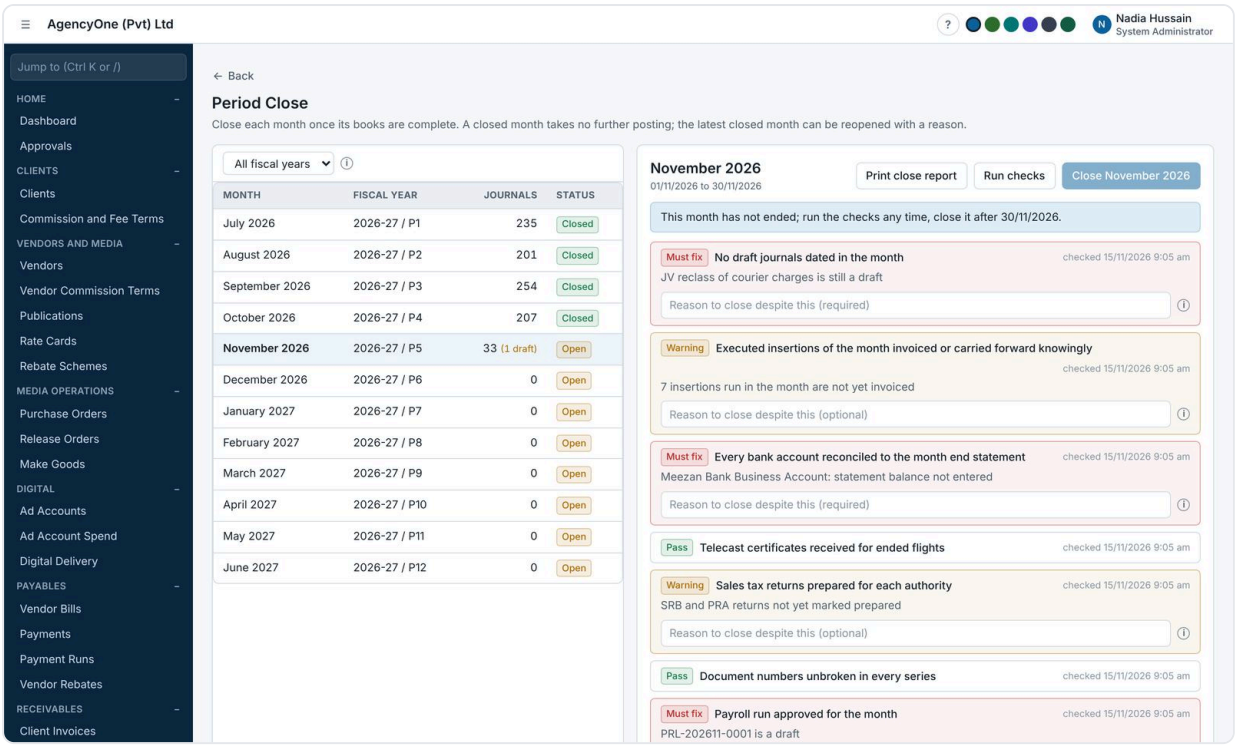


Cheques in clearing on the receipts and payments lists

- A cheque receipt or payment reads **In clearing** from posting until the bank shows it. Clear it with **Bank has cleared it** on the voucher or **Cleared on** in the bank book.
- A client's cheque that comes back is marked with **Cheque bounced** on the receipt, which posts the reversal and reopens the invoice (chapter 6).
- A payment run by cheque numbers its cheques from the **First cheque number** you type at execute, in vendor order, and prints the **Cheque list** (chapter 5).
- A cheque still in clearing a month after its date fails a period close warning. Either the bank lost it, the payee never banked it, or it bounced. Clear it, or bounce it if it never arrived.

8.5 Period Close

A closed month takes no further posting. The checks before it make sure the month is complete, and every exception is written down with who allowed it. You hold the period close right (Finance Head). The months from the go live date onward are listed, each Open or Closed, with the journal count and the draft count in brackets; a **Fiscal year** filter narrows them.



Period close: the months, the seven checks, Close

Check	Kind	Looks at
Every earlier period is closed	Must fix	Months before this one still open
Posted journals balance	Must fix	Debits against credits of the month's posted journals
No draft journals	Must fix	Keyed journals saved as draft and dated in the month
No draft documents	Warning	Bills, invoices and vouchers still in draft in the month
No cheques in clearing	Warning	Cheques in clearing a month after their date
No cash box negative	Warning	A petty cash box below zero at the month end
Enforceable vendor rebates are accrued	Warning	A written rebate scheme with bills in the month and no accrual for it; press **Accrue to month** on **Payables** > **Vendor Rebates**

1. Open **General Ledger** > **Period Close** and choose the earliest open month.
2. Press **Run checks**. Read each result.
3. Fix a failed Must fix check, or type a reason in its box. A failed Warning takes an optional reason.
4. Press **Close** followed by the month's name, and confirm.
5. Press **Print close report** for the month's record: every check, the override reasons, the journals by kind and the trial balance totals.
6. To reopen, choose the latest closed month, press **Reopen** and enter a reason.

The month reads Closed with who and when. A check closed over reads "Closed anyway by <name>: <reason>". A bill, invoice, voucher or journal dated in the month is refused: "<Month> is closed. Post the entry in an open period or ask the finance manager to reopen it" (E-PERIOD-CLOSED-01).

> **Note** Close is greyed on the current month with "The month has not ended yet" (E-PERIOD-OPEN-01). Only the latest closed month reopens (E-PERIOD-REOPEN-01), so months come back in order and never one from the middle. The reopen and its reason go to the audit log.

> **Warning** Do not close over a draft journal with a reason to save five minutes. Post it or cancel it; a reason on a Must fix check is for the rare case the auditor should read about.

Month end in order

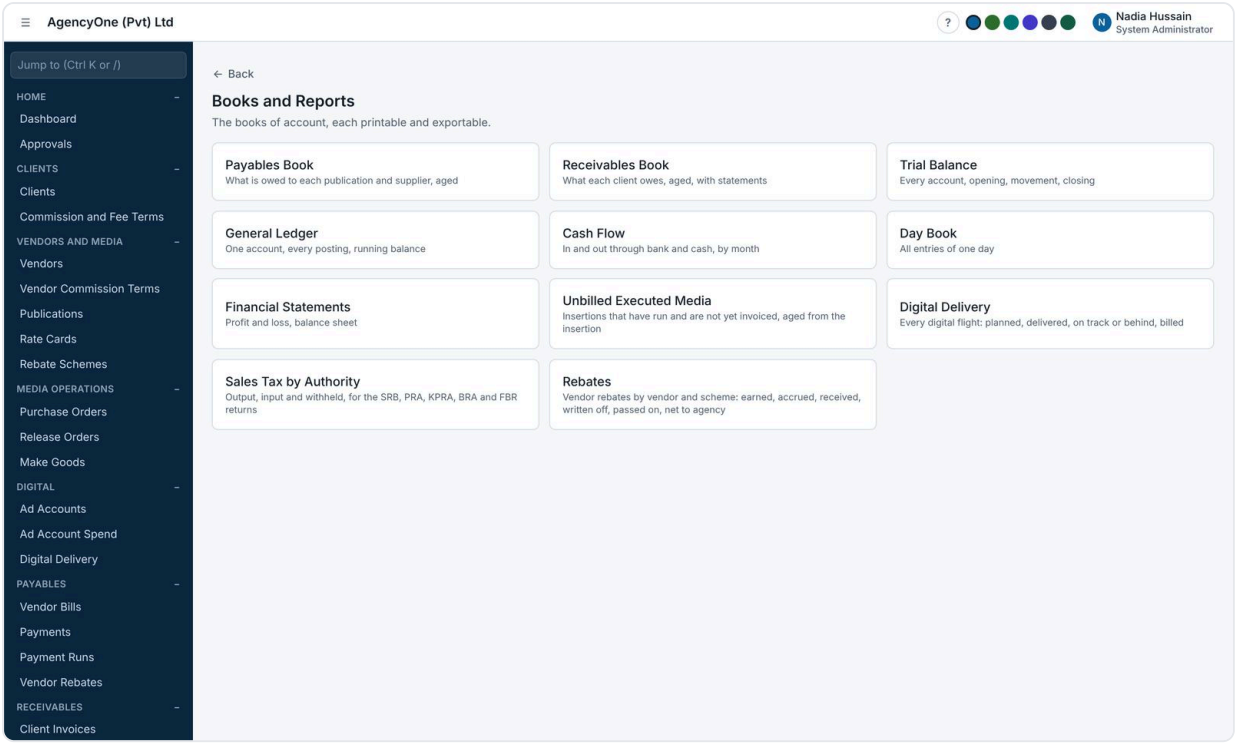
The seven checks fail for reasons that are cheap to fix a week earlier and expensive on the last day. Work the month in this order and the close is a formality.

1. Record the month's telecast certificates and settle the make goods.
2. Invoice every insertion and certified spot that ran in the month, from Unbilled Executed Media.
3. Book every publication and channel bill received.
4. Execute or cancel the open payment runs.
5. Post the drafts or cancel them.
6. Lock the attendance, approve the payroll run and pay the staff (chapter 10).
7. Reconcile every bank account. Count and top up the cash box.
8. Deposit the withholding and record the challan.
9. Accrue the enforceable rebates to the month.
10. Read the Trial Balance and the statements: debits equal credits and the Balance Sheet reads Balances.
11. Run the checks and close. Print the close report and file it with the bank statements.

> **Note** Closing posts nothing. It fixes the month's figures so the trial balance you gave the auditor stays the trial balance. The system never closes income and expense into retained earnings by itself; that is the year end journal the auditor agrees, posted once in June, with June reopened for it if needed before July is closed.

9 Reports and Statements

Every book reads the posted ledger directly. The statements are the Trial Balance arranged under the chart's headings, not a second calculation, so they agree to the rupee. **Reports** > **Books and Reports** lists them all. Every report has **Search this report**, pages of 25 to 250 rows, and **Print** and **Export to Excel** over every matching row; the export heading names the filters, so a printed page says what it is.



Books and Reports: the books the desk uses daily first, the statements after

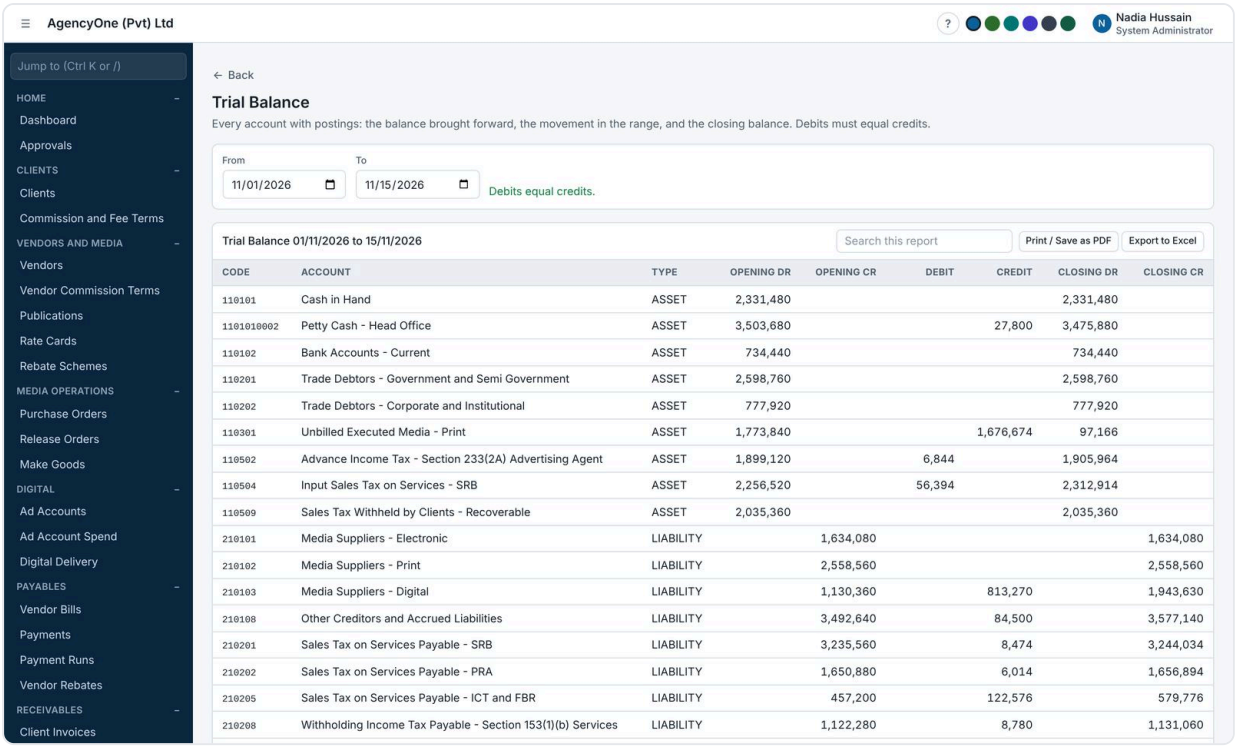
9.1 Which Report Answers What

Question you have	Report	Menu
Who owes us, and how long?	Receivables Book	Reports > Receivables Book
What has run that we have not invoiced?	Unbilled Executed Media, To invoice to clients	Reports > Unbilled Executed Media
Which publications have not billed us yet?	Unbilled Executed Media, Awaiting the publication's bill	Reports > Unbilled Executed Media
Did the channel air what we booked, and what is short?	Spot Delivery	Reports > Spot Delivery
Which telecast orders have no certificate yet?	Spot Delivery, Show: Certificate pending; the home page alert	Reports > Spot Delivery
Who do we owe, and what is due this week?	Payables Book	Reports > Payables Book
Which bills due this week are not on a payment run?	The home page alert, then Payment Runs	Payables > Payment Runs
What did last week's run pay, and what was withheld?	The run sheet and the cheque list on the executed run	Payables > Payment Runs

Question you have	Report	Menu
What rebates have we earned, received and passed on?	Rebates, with Expected, not booked for the verbal schemes	Reports > Rebates
What did one client or vendor do this year?	Statement, from the Receivables or Payables Book	Reports > Receivables Book
Do the books balance?	Trial Balance	Reports > Trial Balance
What did we earn this month and year to date?	Financial Statements, Profit and Loss	Reports > Financial Statements
What do we own and owe today?	Financial Statements, Balance Sheet	Reports > Financial Statements
What went through one account?	General Ledger	Reports > General Ledger
Where did the cash go?	Cash Flow	Reports > Cash Flow
What was posted today?	Day Book	Reports > Day Book
What goes on the sales tax return?	Sales Tax by Authority	Reports > Sales Tax by Authority
What withholding is due, certified, deposited?	Withholding, Monthly summary	Tax and Compliance > Withholding
What did the month's payroll cost, and per person?	The payroll run: its lines, the Payroll sheet and the Payslips	HR > Payroll voucher
What do we owe the staff, and how old is it?	Staff payables, aged by due date; never the Payables Book	HR > Staff payables
Is a digital flight on track?	Digital Delivery	Digital > Digital Delivery
Which ad accounts are running low?	Ad Accounts, Low balance only	Digital > Ad Accounts
What is waiting for me?	Approvals	Home > Approvals
What happened to this record?	Audit Log	Administration > Audit Log
Did the email go?	Jobs and Outbox	Administration > Jobs and Outbox

Note All the books read the posted ledger. A list screen shows drafts and cancelled documents too, so a list total and a book total differ by exactly those. Compare the Trial Balance with **Open items** on the Receivables Book, never with the list of invoices.

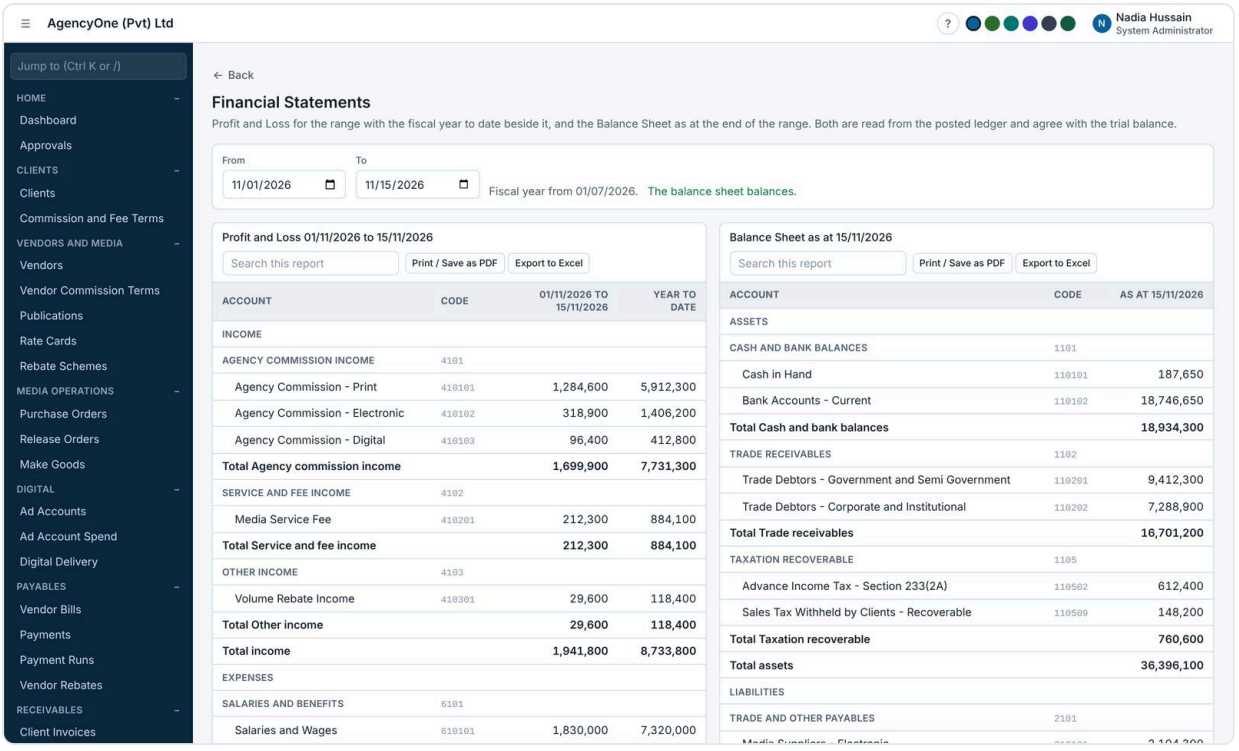
9.2 Trial Balance



The Trial Balance for a month: opening, movement and closing per account

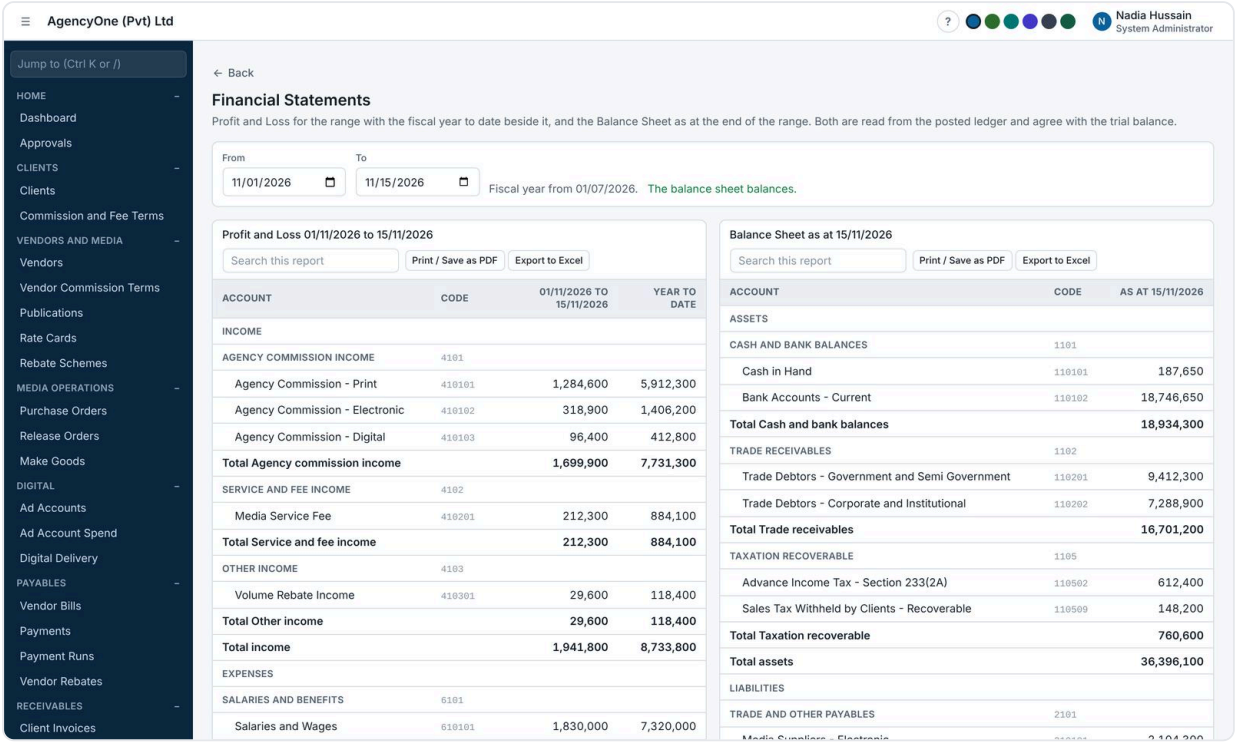
1. Open **Reports** > **Trial Balance** for the month.
2. Read opening, movement and closing per account. The foot says when debits and credits disagree; on a sound ledger they never do.
3. Click an account for its ledger.

9.3 Profit and Loss and Balance Sheet



The Profit and Loss with the period and the fiscal year to date

1. Open **Reports** > **Financial Statements** from the first of the month to today. Profit and Loss on the left with the period and the fiscal year to date; Balance Sheet on the right as at today.
2. Check that "Profit for the year to date" under Equity equals the Net profit year to date, and that the foot reads "Balances".



The Balance Sheet as at today, with the two profit lines under Equity

On Agent recognition, income is commission and fee only: agency commission by medium, media service fee and the volume rebates the publications give. The media the agency passes through never appears. Expenses are what petty cash, journals and the approved payroll runs posted.

Line looks	Usually means
Income far above commission and fee	A client is on Principal recognition, or an invoice was keyed with a client amount far above gross.
Commission income zero for a client	Its term passes on the whole commission with no fee. Expected only if agreed.
Expenses much lower than the bank shows leaving	Payments to publications are settlements of payables, not expenses. That is right.
Volume Rebate income with no credit note from the vendor yet	An enforceable scheme accrued at the month end. The Rebates report shows accrued against received.
Vendor Rebate Passed On to Client under the income	The share handed to clients by credit note, a contra to the rebate income.
Salaries and Wages, EOBI and Social Security, Provident Fund under expenses	The approved payroll runs, employer shares included. The figure per person is on the run and the payslip, never on the statement.
A red Difference line at the foot of the Balance Sheet	A journal out of balance, which the posting engine does not allow. Call support; do not adjust.

Five figures to check each month

1. Unbilled executed media on the Balance Sheet against **Reports** > **Unbilled Executed Media**: the balance should be explained by the open lines.
2. Advance income tax against the Withholding monthly summary: the asset grows with each receipt and is proved by the clients' certificates.
3. Withholding payable against Due for deposit: zero after the challan.
4. Vendor Rebate Receivable against **Reports** > **Rebates**: accrued less received and written off, on the enforceable schemes only.
5. Salaries and Wages Payable against **HR** > **Staff payables**: the salaries, loans and settlements not yet paid, none older than the last pay day.

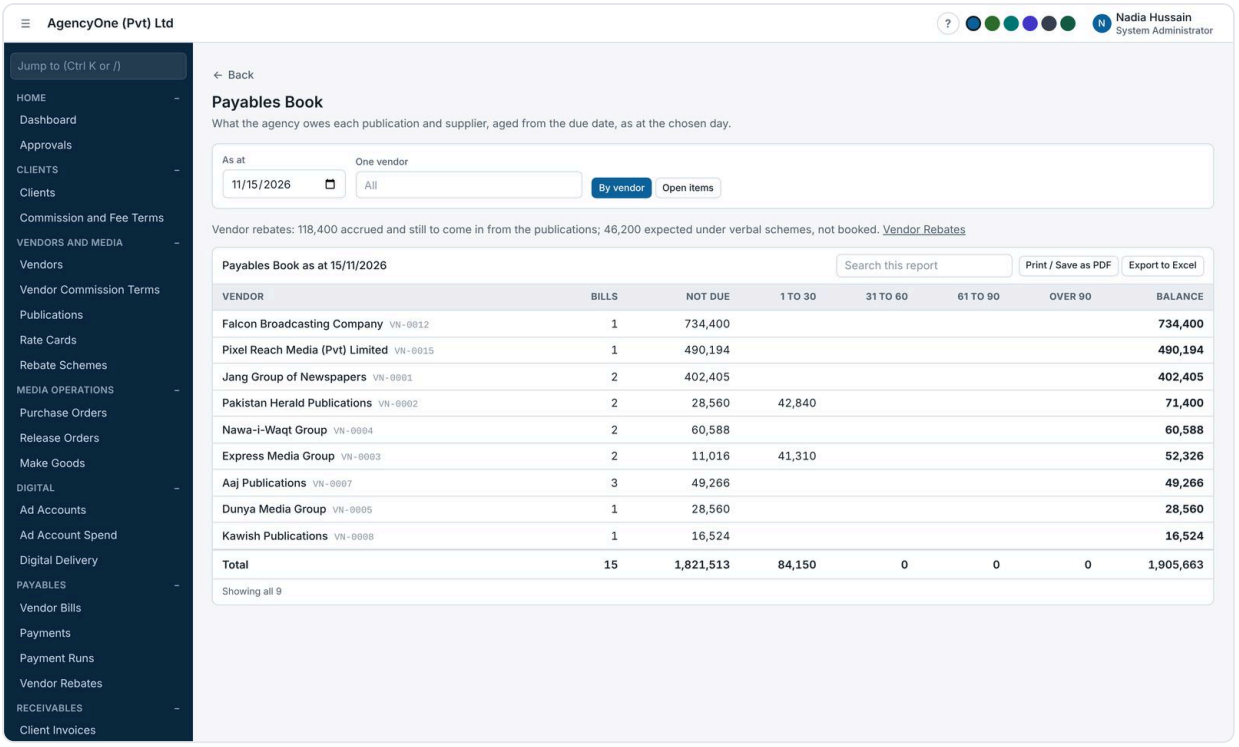
> **Note** The Balance Sheet shows "Profit for the year to date" and "Profit brought forward" as two lines so the current year is visible until the auditor closes it with the year end journal.

9.4 General Ledger, Cash Flow and Day Book

1. Open **Reports** > **General Ledger** on one account, for example a client's, for its entries and running balance. Type part of a narration in **Search this report**; the totals row steps aside while a search is typed, so a filtered view never reads as its own total.
2. Open **Reports** > **Cash Flow** for the year: receipts, payments, petty cash and other movements through every bank and cash account by month, with the cash position at each month end.
3. Open **Reports** > **Day Book** for today: everything posted on one day, entry by entry.

9.5 The Operational Reports

Payables Book



The Payables Book by bucket

Open **Reports** > **Payables Book** and choose the as at date. Read each vendor's balance across Not due, 1 to 30, 31 to 60, 61 to 90, 91 to 180 and Over 180. **Open items** shows the bills themselves; click a vendor for its statement with every bill and payment and the running balance. Ageing runs from the bill date against the vendor's credit days, so a 60 day vendor is not overdue at day 45. A line above the book names the vendor rebates: what is accrued and still to come in, and what the verbal schemes are expected to give. What the agency owes its staff is never here; it has its own page under **HR** > **Staff payables**.

Bucket	Payables: do this
Not due	Plan the cash for the due date.
1 to 30	Pay if the client has paid; otherwise hold under pay when paid.
31 to 60	Call the publication before it calls you.
61 to 90	Agree a date; the publication may stop taking orders.
91 to 180	Settle or dispute in writing.
Over 180	Explain to the auditor why it is still open.

Spot Delivery

The Spot Delivery report is the electronic desk's control. For a month or any range it lists every line with planned dates in it: what the channel certified, what was accepted, what is short, and what each side has billed. Open **Reports** > **Spot Delivery**, pick the **Month** or a date range, narrow by client or

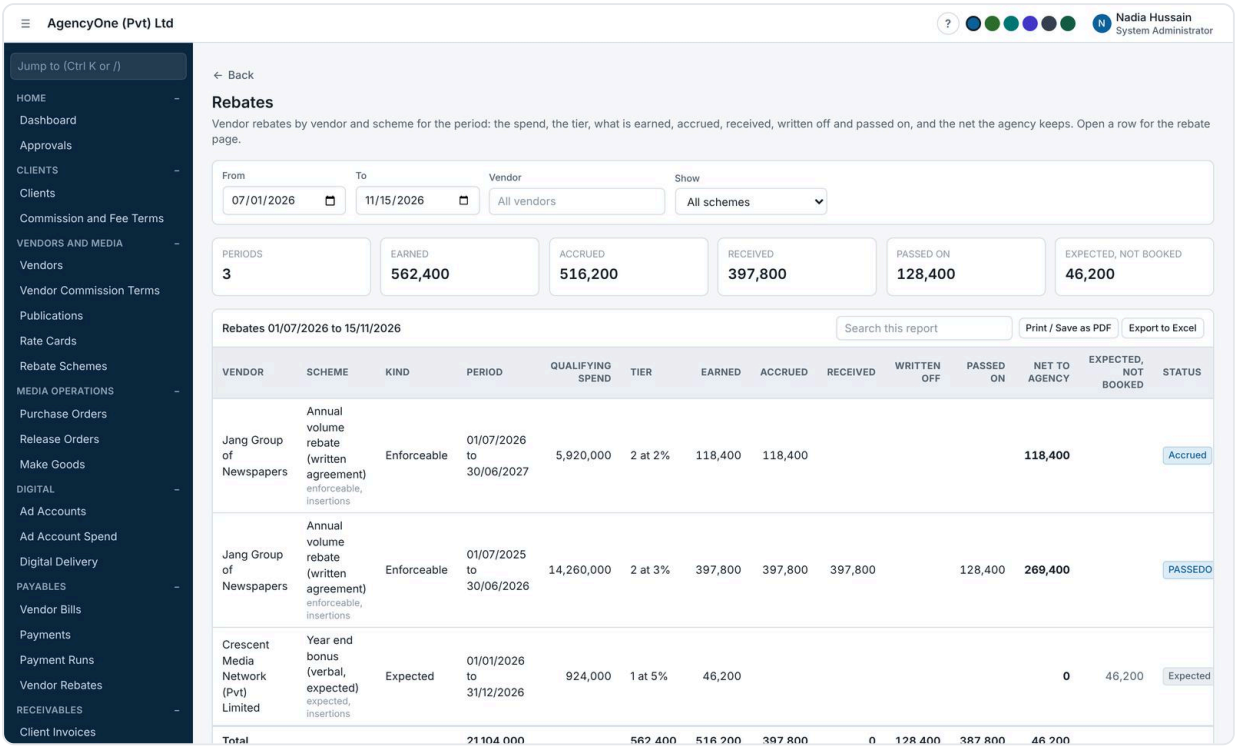
channel, and use **Show** to see Short lines, lines whose Certificate is pending, lines Aired in full or Billed. A row opens its telecast order.

Column	Meaning
Planned	Paid spots planned on dates in the period, with the planned bonus beneath
Aired	What the certificate shows aired on those dates; "no certificate" until one is recorded
Monitored	The monitoring report's count, where entered
Accepted	Aired capped at the plan, lowered to the monitored count where the planner did so
Bonus aired	Free spots aired, plus spots aired above the plan
Short	Planned less accepted; a date the certificate has not covered counts as nothing aired
Accepted value	The gross scaled to the accepted spots, what the two bills will come to

Digital Delivery

Digital > **Digital Delivery** reads each flight against its delivery report: planned, delivered, elapsed and the pacing word, On track, Behind or Ahead within ten points of the elapsed flight (chapter 4). A flight Behind at its end bills the delivered units, so the invoice and the vendor bill both fall short of the plan by the same proportion.

Rebates



The Rebates report: one row per vendor, scheme and period

Reports > **Rebates** is one row per vendor, scheme and period, for the periods that touch the date range. It opens on the fiscal year to date; a row opens the scheme's rebate page.

Column	Counts	In the books?
Qualifying spend	The posted bills with the vendor in the period, on the scheme's basis	No; a measure
Tier	The tier the spend has reached and its percent	No
Earned	What the tiers give on the spend to date, whole spend or marginal	Only through Accrued
Accrued	What the month end accruals have posted to Vendor Rebate Receivable; blank on an expected scheme	Yes
Received	Credit notes set against bills and payments received from the vendor	Yes
Written off	Accruals the vendor never honoured, written off with a reason	Yes
Passed on	Credit notes (CCN) issued to clients for their share	Yes
Net to agency	Received less passed on: the cash value the agency kept	Derived
Expected, not booked	Earned less received on a verbal scheme: a memo, never in the trial balance	No

1. Set **Show** to **Still to receive** for the periods with something earned or accrued and not yet received or written off.
2. Open a row whose period has ended. Press **Settle by credit note** or **Record payment received** as the vendor settles, or **Write off** with the reason at the year end.
3. Set **Show** to **Expected (memo)** before the year end and decide with the Finance Head whether to chase each verbal bonus.
4. Once a period reads Received, open **Pass on to clients** on its page and issue the credit notes due under the clients' terms.

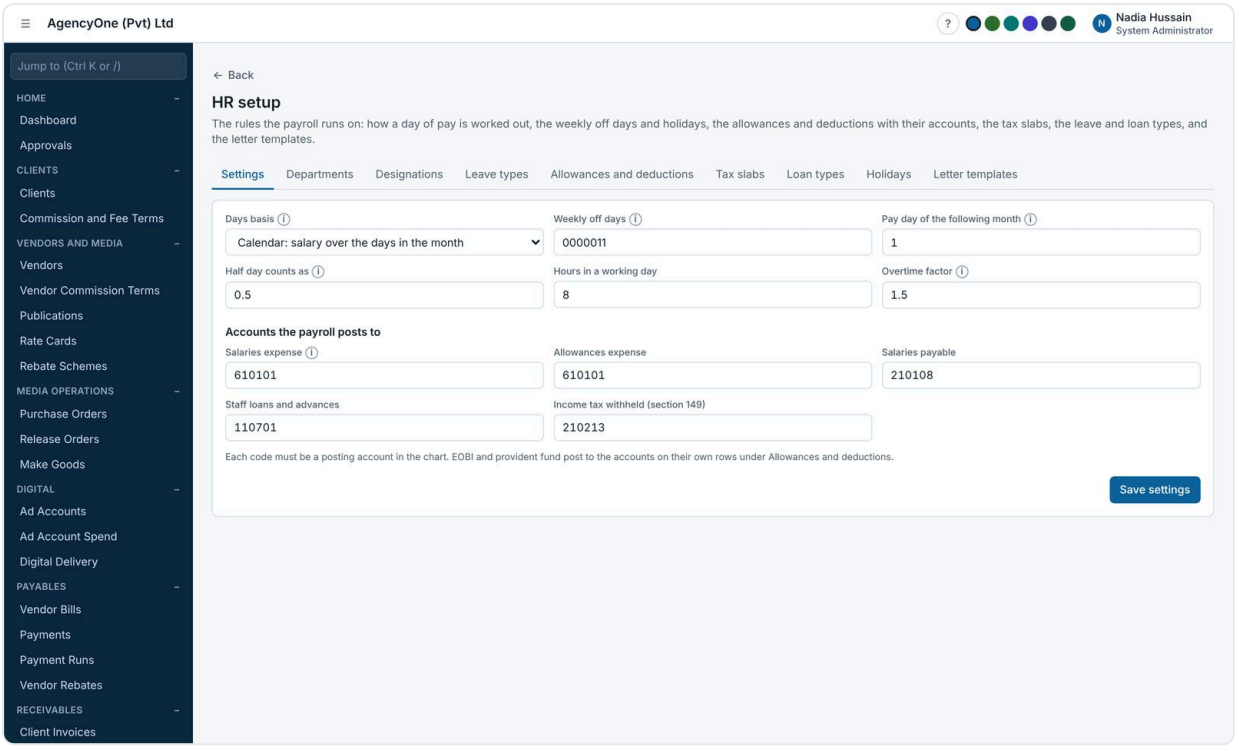
> **Tip** Earned on an enforceable scheme can differ from Accrued between the month end and the next accrual: a late or reversed bill moves the spend. **Accrue to month** on the rebate page brings the two together.

10 HR and Payroll

Salaries are the agency's largest cost after media, and the one the staff check to the rupee. One attendance grid feeds one payroll run a month; every figure on a line can be traced to a mark, a record or a setting; and the run writes nothing until it is approved. Paying is a second step through the same payment vouchers as everything else. The finance manager keeps the records and the grid, the finance head approves the run and the settlements, the administrator sets the rules.

10.1 HR Setup

HR > **HR setup** holds the rules every payroll run reads. The Settings tab is one row; the other tabs are lists, each row with an Active tick, so a retired value stays on old documents and leaves the pickers. Changing a setting changes the next run built or recalculated, never an approved one.



HR setup: the days basis, off days, pay day, overtime and the accounts the payroll posts to

Setting	What it does	Seeded
Days basis	How a day of pay is worked out: salary over 30 (Fixed 30), over the days in the month (Calendar), or over 26 (Working 26).	Fixed 30
Weekly off days	The days marked O for everyone, as SUN or SAT,SUN. A staff record may override its own.	SUN
Pay day	The day of the following month the payables are due and the journal is dated.	5
Half day counts as	The unpaid share of a half day.	0.5

Setting	What it does	Seeded
Hours in a working day, Overtime factor	The hourly rate is the daily rate over the hours; overtime pays the hourly rate times the factor.	8 and 1.5
Accounts	Salaries expense, allowances expense, salaries payable, staff loans and advances, income tax withheld. Each must be a posting account in the chart.	610101, 610101, 210401, 110701, 210213

1. Add the **Departments** and **Designations** the staff records will use.
2. Check the **Leave types**: days a year, paid or not, carried forward or not, encashable at leaving. Annual 14, Sick 8, Casual 10 and Unpaid are seeded.
3. Check the **Allowances and deductions**. EOBI (fixed 370 from the person, 1,850 from the agency) and Provident fund (8.33 percent both sides) are seeded with their accounts. Add a conveyance or medical allowance as a fixed, taxable allowance.
4. Check the **Tax slabs** against the current Finance Act each July: annual income from, to, the fixed tax and the rate above From. The slabs are for salaried persons under section 149.
5. Keep the **Loan types** to what the agency gives: Salary advance with one instalment, Staff loan with six.
6. Enter the year's **Holidays**; a holiday is H for everyone and nobody is absent on it.
7. Read the **Letter templates** and change the wording to the agency's voice. Placeholders in double curly braces are filled from the staff record.

Warning Set the days basis once. A change between months makes the same absence cost a different amount, which the staff will notice before you do. A component's account must exist and take postings; a code that does not refuses the save.

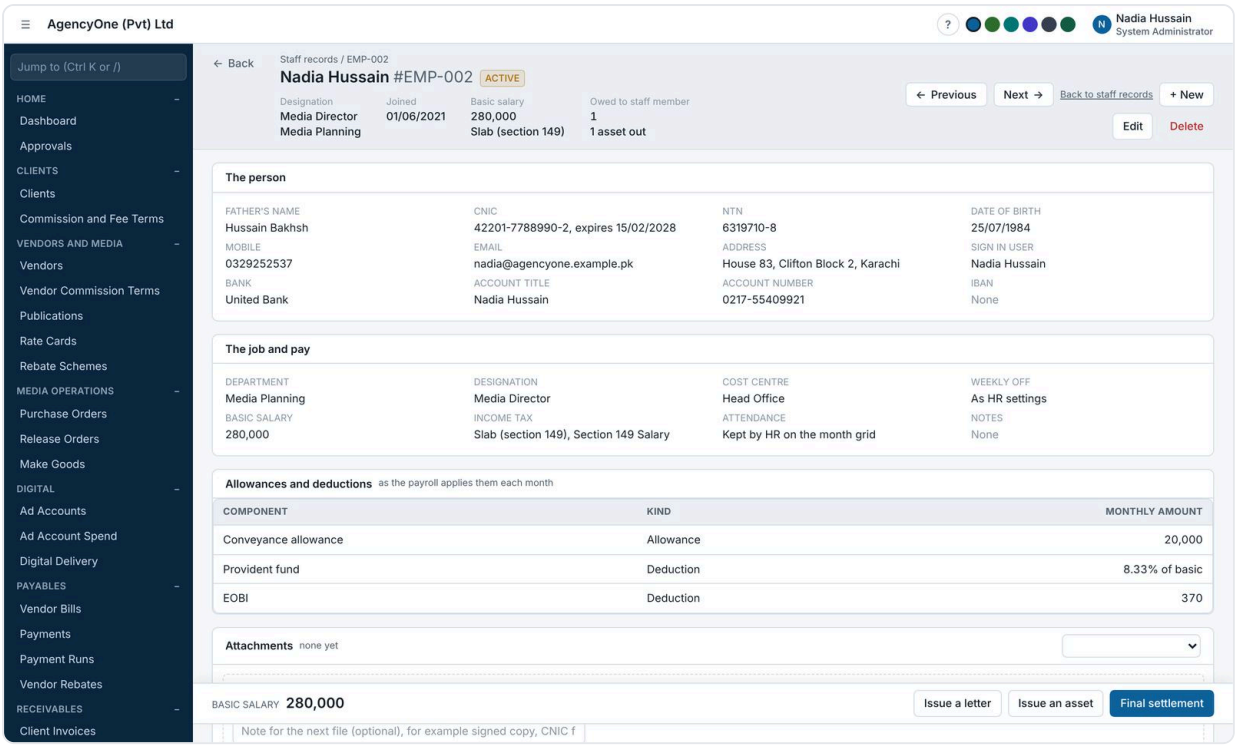
Note A duplicate setup row, or a delete on a row in use, is refused (`E-HR-SETUP-01`): rename it, or untick Active.

10.2 Staff Records and Documents

A staff record is the person, the job and the pay in one place. It carries the EMP number, CNIC, department and designation, joining date, bank details, monthly salary, tax method and the components that apply.

1. Open **HR** > **Staff records** and press **New staff member**. The EMP number is issued on save, in one running series.
2. Enter the person: full name, father or husband name, CNIC in the `00000-0000000-0` shape, date of birth, gender, contact and address.
3. Enter the job: department, designation, **Joining date**, reporting line, and the bank name, account number and IBAN the advice will carry.
4. Enter the pay: **Monthly salary** (the basic), **Tax method** Slab for section 149, Withholding for a section and rate from the tax rates table, or None. Override the weekly off days only where this person rests on other days.

5. Tick the allowances and deductions that apply and type an amount where the component is fixed. A percent component reads its rate from setup.
6. Save. Attach the CNIC, the contract and the appointment letter under **Documents**, choosing what each file is and its expiry date where it has one.



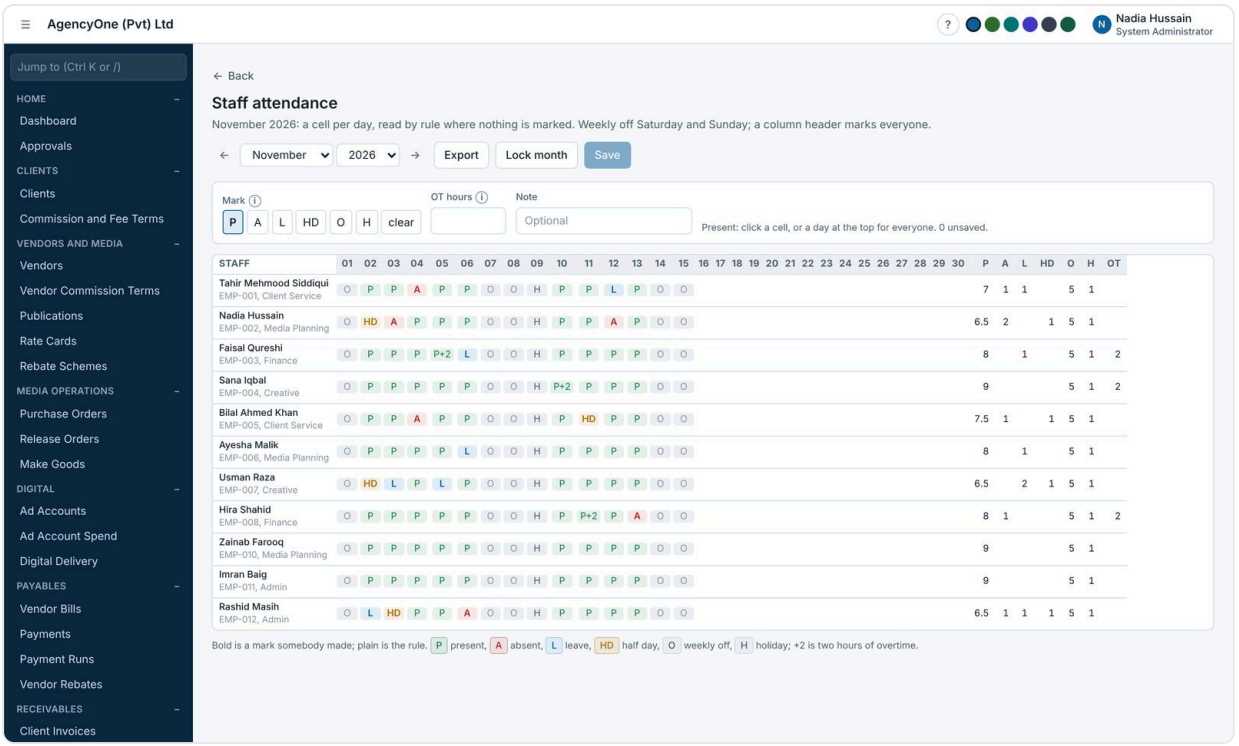
A staff record: the person, the job and pay, the components, the documents with their expiry, and the links to letters, assets and the settlement

The person appears in the payroll from the joining month, pro rata for a part month. The list shows the documents expiring within sixty days in an amber card, and the record page opens the loans, payables, assets and letters of the person.

> **Note** A CNIC already on an active record is refused (E-HR-STAFF-02). A record with attendance or documents against it cannot be deleted (E-HR-STAFF-01): set the leaving date and untick Active, or prepare the final settlement, which does both.

10.3 Attendance and the Month Lock

The attendance grid is one month across and the staff down. The payroll reads it, so what is marked here is what is paid. Attendance has one source, this grid, typed by the desk.



The attendance grid: a month across, the staff down, the row totals on the right

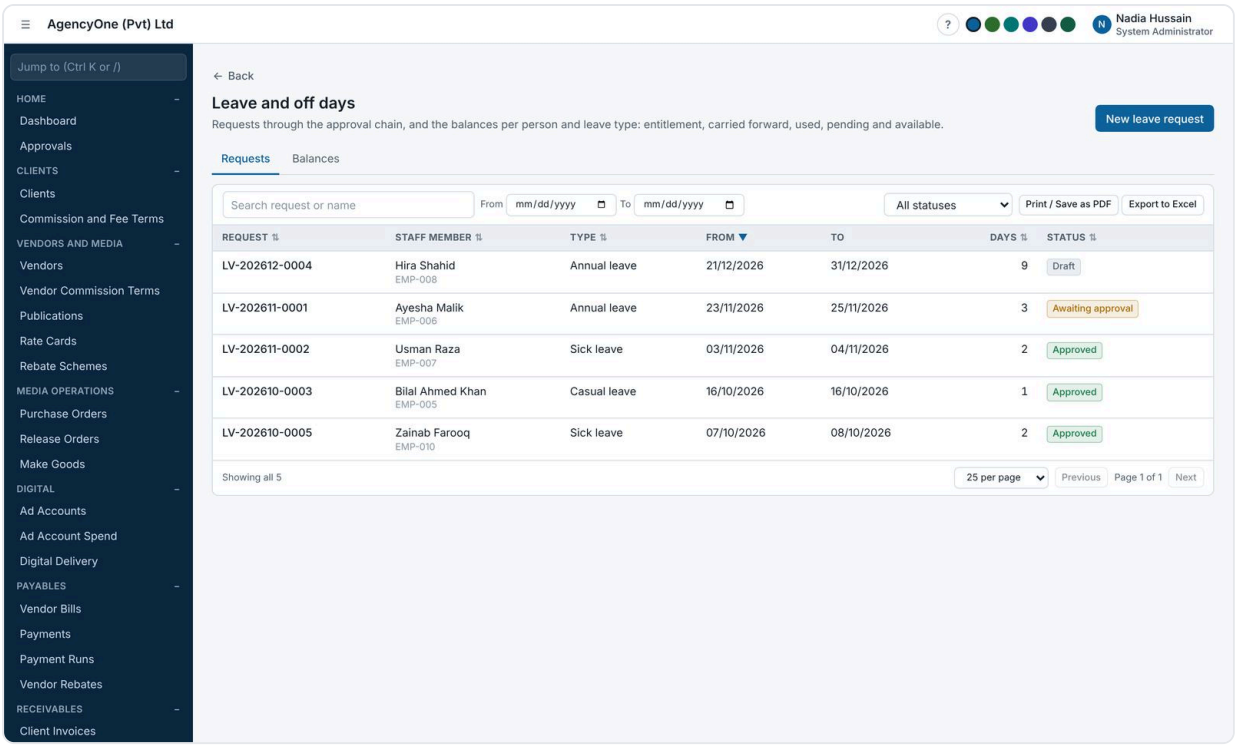
1. Open **HR** > **Staff attendance** and choose the month. Every working day starts as P, every weekly off as O and every holiday as H; a day before joining or after leaving is blank.
2. Click a cell to change it: **A** absent, **HD** half day, **L** leave with its type, or back to P. Type overtime hours on a P or HD cell, in quarter hours.
3. Use the column button to mark a whole day for everyone, for example an unplanned holiday.
4. Press **Save**. The row totals update: present, absent, leave, half days, overtime, and the unpaid days the payroll will deduct.
5. Press **Lock month** at the month end so no mark changes under the run. The month also locks itself when its payroll run is approved.

> **Note** A grid cell the rules refuse says why (E-HR-ATT-01): overtime only on P and HD, 0 to 16 hours in quarter hours, a type on every L. A month a run has paid stays as paid (E-HR-LOCK-01); put the correction into the next month as an adjustment. A hand lock with no run is unlocked on the grid.

> **Tip** An unpaid leave type and an absence deduct the same: one day of the monthly salary over the days basis. Use leave with a type when the person asked, absence when they did not.

10.4 Leave

A leave request (series LV) names the person, the type and the dates; its working days count against the type's yearly entitlement. It goes through a one level approval chain, as a payment run does. Leave balances run on the calendar year: on 1 January each type starts again at its entitlement, a type set to carry forward adds last year's unused days, and a joiner's first year is pro rata.



Leave requests with their status, and the Balances tab

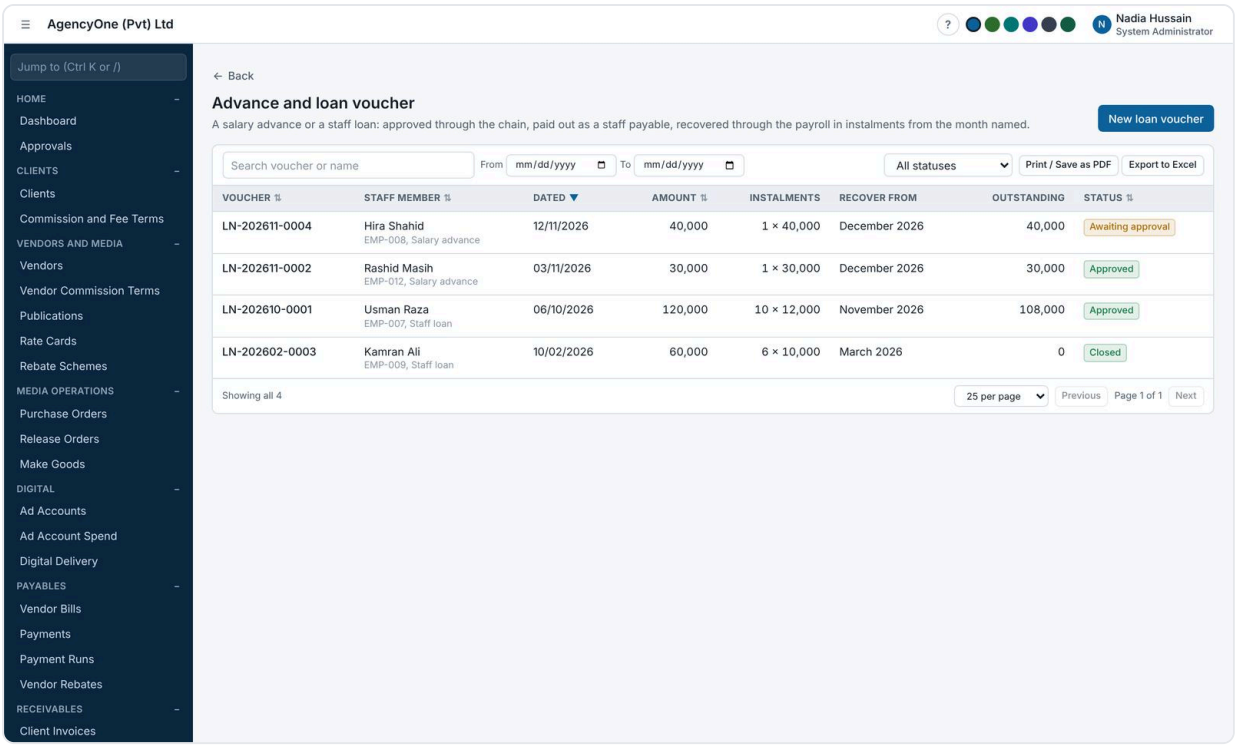
1. Open **HR** > **Leave and off days** and press **New leave request**. Choose the person, the **Leave type** and the **From** and **To** dates. The working days are counted at once, skipping weekly offs and holidays.
2. Read the balance shown beside the type: entitlement, taken this year and pending. A request above the balance is still allowed; the approver sees it in red.
3. Save and **Submit**. The approver opens it from **Home** > **Approvals** or the request page and approves, returns or rejects it.
4. On approval the days are marked L with the type on the attendance grid. Withdrawing or cancelling an approved request clears the marks, unless the month is locked.

Read the **Balances** tab for entitlement, taken, pending and left per person and type. Encash nothing by hand: unused encashable leave is paid only through a final settlement.

> **Note** A request covers at most three months, its To date follows its From date, and a range of weekly offs and holidays alone counts nothing (`E-HR-LEAVE-02`). An action out of turn is refused (`E-HR-LEAVE-01`); withdraw to change a request. Leave over a locked month cannot be marked or unmarked (`E-HR-LOCK-02`).

10.5 Loans and Advances

A loan voucher (series LN) gives money to a staff member and sets how the payroll takes it back. A salary advance is a loan type with one instalment, recovered in full from the next payroll; a staff loan takes six by default.



Advance and loan vouchers, each with its instalments and recoveries

1. Open **HR** > **Advance and loan voucher** and press **New loan**. Choose the person and the **Loan type**: Salary advance or Staff loan.
2. Enter the **Amount**, the **Instalments** and **Recover from**, the first payroll month that takes an instalment. The monthly instalment is the amount over the instalments, the last one taking any rounding: 60,000 over 6 is 10,000 a month.
3. Save and **Submit**. Approval posts the loan (Dr Staff Loans and Advances 110701, Cr Salaries and Wages Payable 210401) and writes a staff payable for it, paid from Staff payables or a payment voucher to a staff member.
4. From the recovery month, each approved payroll run takes an instalment up to what is outstanding, oldest loan first, and never more than the net pay. The loan page lists every recovery with its run.
5. Record a cash or bank recovery on the loan page when the person repays outside the payroll; the entry posts at once and the next instalment is lower.

Note A loan is a payable first and money second, so the same payment voucher pays a salary, a loan or a settlement, and the payment run can carry them together. A loan still in the chain is not a payable yet. A recovery above the outstanding, or into no named account, is refused (E-HR-LOAN-02).

Warning Do not approve a loan for a person whose final settlement is open. The settlement reads the outstanding balance when it is prepared, and a later loan would be missed.

10.6 The Payroll Run

One payroll run (series PRL) per month, one line per person on staff in it. The run reads the attendance grid, the staff records, the components, the tax slabs and the loans, and writes nothing until it is approved. Approval writes a staff payable per person, the loan recoveries, locks the month and posts

one journal.

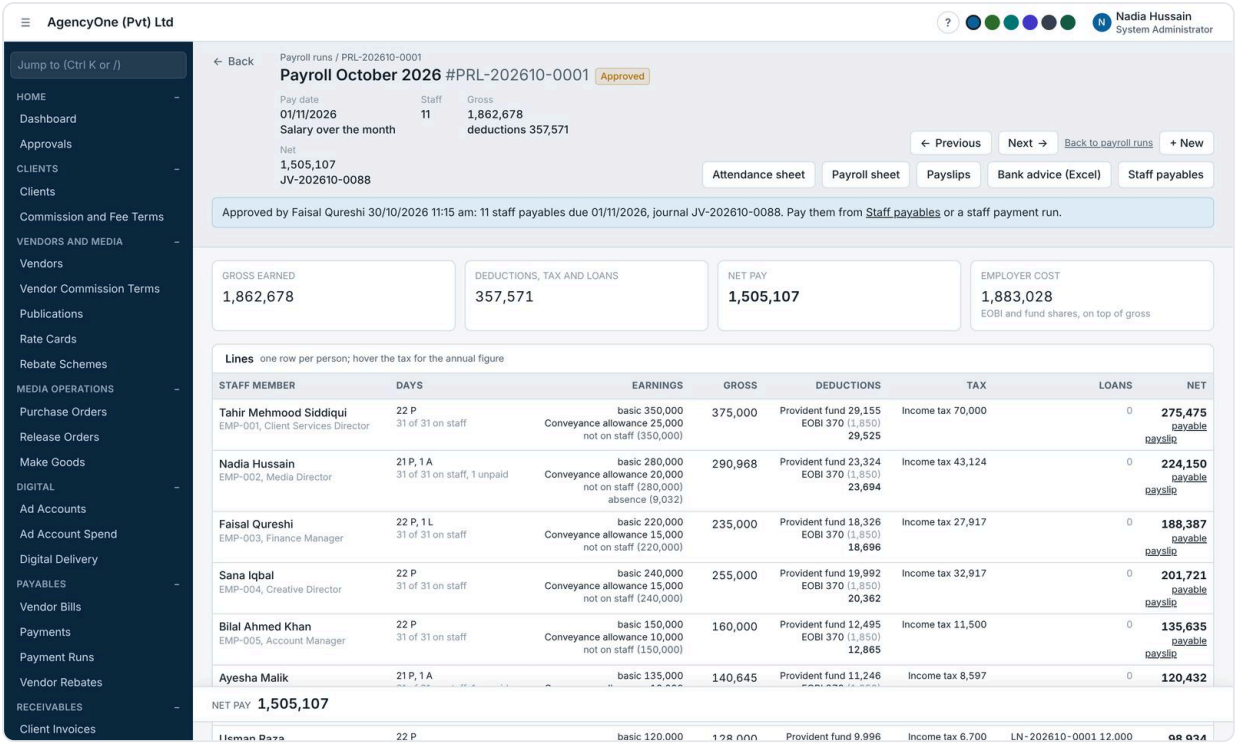
Figure	How it is worked out
Daily rate	Monthly salary over the days basis: 30 under Fixed 30, the days in the month under Calendar, 26 under Working 26.
Pro rata	A joiner or leaver earns the salary times the days on staff over the days in the month.
Absence deduction	Unpaid days (absent, unpaid leave, half days at the half day factor) times the daily rate.
Overtime	Hours times the hourly rate (daily rate over the hours in a day) times the overtime factor.
Gross earned	Basic pro rata, less the absence deduction, plus the fixed and percent allowances, plus overtime, plus any adjustment.
Deductions	Each deduction component: a fixed amount, or its percent. The employer share is shown in brackets and is the agency's cost, not the person's.
Income tax	Slab: taxable pay times twelve, the slab's fixed tax plus its rate on the excess, over twelve. Withholding: the section's rate on the taxable pay. None: nothing.
Loans	The instalments due this month, oldest loan first, capped at what is outstanding and at the pay left.
Net pay	Gross earned less deductions, tax and loans. Never below zero: deductions are scaled down before the pay goes negative.

A worked month

Basic 150,000, Provident fund at 8.33 percent both sides, EOBI 370 from the person and 1,850 from the agency, one absent day and two days of two hours overtime, days basis Fixed 30.

Line	Working	Amount
Daily rate	150,000 over 30	5,000
Absence deduction	1 day x 5,000	5,000
Overtime	4 hours x 625 (5,000 over 8) x 1.5	3,750
Gross earned	150,000 less 5,000 plus 3,750	148,750
Provident fund, the person	8.33 percent of the basic	12,495
Provident fund, the agency (in brackets)	8.33 percent of the basic, the agency's cost	(12,495)
EOBI, the person	Fixed	370
EOBI, the agency (in brackets)	Fixed, the agency's cost	(1,850)
Pay before tax	148,750 less 12,495 less 370	135,885

Line	Working	Amount
Income tax	The slab tax on 148,750 × 12, over 12; hover the figure for the annual amount	per the slabs
Net pay	Pay before tax less the income tax and any loan instalment	



A payroll run: the figures, the lines with days, earnings, deductions, tax and loans, and the entries the run posts

1. Finish the attendance grid for the month and approve the leave requests that fall in it.
2. Open **HR** > **Payroll voucher** and press **New payroll run**. Choose the month; the run is built at once with one line per person.
3. Read the lines. Hover a tax figure for the annual taxable amount. Open a person for the staff record; open a loan number for the loan.
4. Press **Adjust** on a line for an arrear or a one off deduction (minus), with a note that prints on the payslip. Press **Recalculate** after the grid or a record changes; adjustments survive it.
5. Press **Submit**. The lines are recomputed once more and the run goes to the approval inbox under the Payroll chain. The approver opens it from **Home** > **Approvals**.
6. On approval, print the **Payroll sheet** for the file and the **Payslips** for the staff, and download the **Bank advice** for the bank. Then pay the staff.

Dr	Cr	What
Salaries and Wages 610101	Salaries and Wages Payable 210401	The net pay of every line, the staff member on each ledger line
Salaries and Wages 610101 (or the component's GL)	EOBI Payable 210402, Provident Fund Payable 210403	The staff share of each deduction

Dr	Cr	What
EOBI and Social Security 610103, Provident Fund 610104	The same liability accounts	The employer share, the agency's own cost
Salaries and Wages 610101	Withholding Income Tax Payable Section 149 210213	The income tax withheld
Salaries and Wages 610101	Staff Loans and Advances 110701	The loan instalments recovered

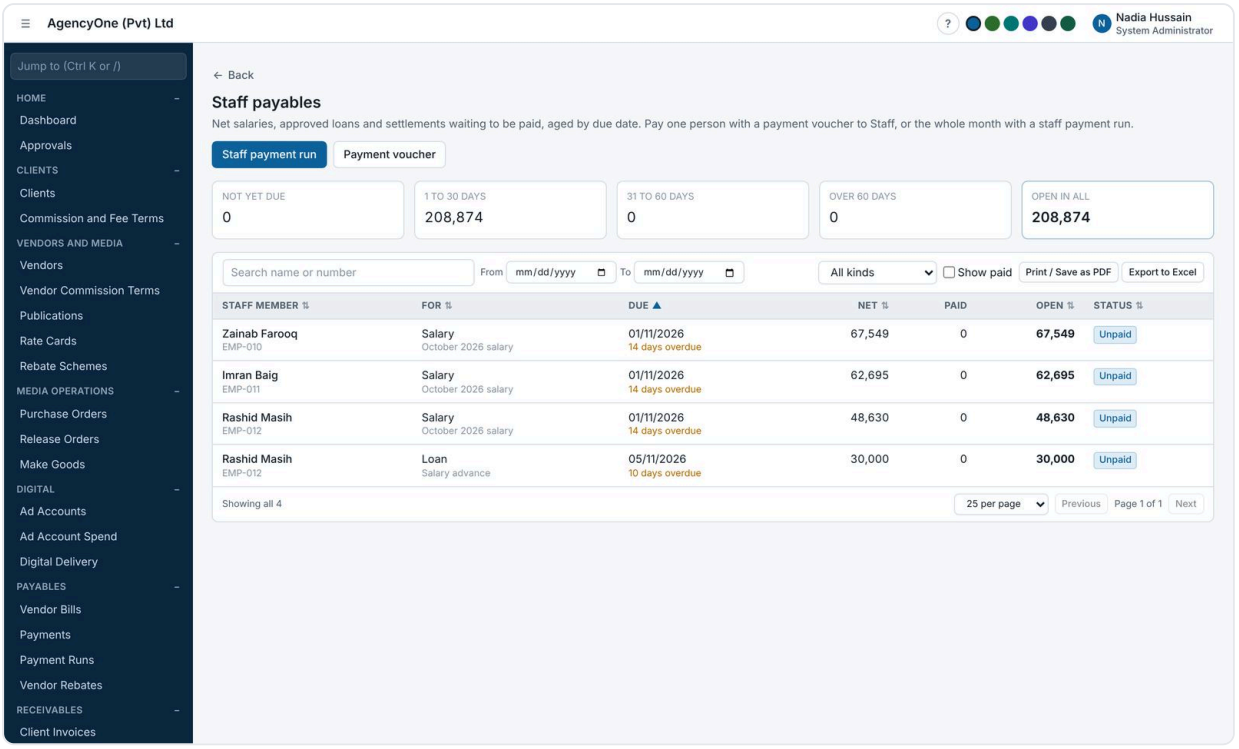
The journal is dated the pay day, or today when the pay day has passed. It balances: the gross earned plus the employer shares equals the net pay plus every liability. The staff payables are due on the pay date.

Warning An approved run cannot be cancelled or recalculated (E-HR-RUN-02); the month is locked and the payables exist. A correction goes into the next month as an adjustment with a note. An adjustment without a note is refused (E-HR-RUN-03). A second run for a month is refused (E-HR-RUN-01).

Tip A run built before the grid is final is harmless: **Recalculate** rebuilds every line. Build early, check the figures, recalculate on the last day, then submit.

10.7 Paying the Staff

A staff payable is what an approved payroll run, loan or settlement left owing to a person. **HR** > **Staff payables** lists them with ageing by due date: not yet due, 1 to 30, 31 to 60, older. Pay one person by voucher, or the month in one run. Staff are not vendors: nothing is withheld, pay when paid does not apply, and a salary never appears on the Payables Book.



Staff payables with the ageing cards and the two ways to pay

One person

1. Open **Payables** > **Payments** and press **Record a payment**. Under **Who is paid** choose **A staff member**, then the person.
2. Enter the bank or cash account, the date, how it is paid and the amount. The open payables appear below; press **Fill oldest first** or type against each line.
3. Apply the whole amount: a staff payment is applied in full to the payables, never held as an advance (E-HR-PAY-02).
4. Save and **Post**. The voucher prints as a Bank or Cash Payment Voucher, Paid to the person.

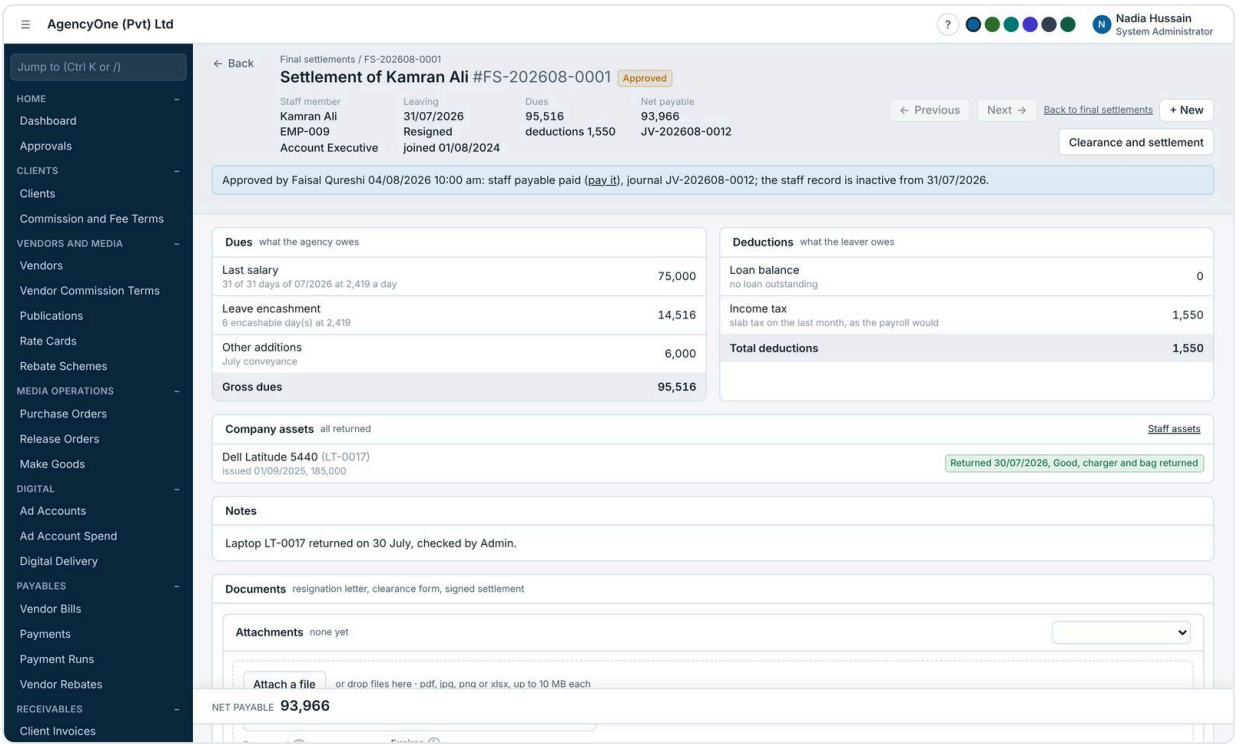
The month in one run

1. Open **Payables** > **Payment Runs** and press **New payment run**. Under **Who is paid** choose **Staff**, the bank, the payment date and **Payables due on or before**.
2. Press **Propose**. One line per unpaid salary, loan or settlement payable, grouped per person; a person without bank details is flagged.
3. Hold a line with a reason where a payment must wait; include it again before Submit. A staff payable is paid in full or held, never part paid.
4. Submit, approve (the submitter cannot, where the Payment Run Approval chain is on) and **Execute: pay the staff**. One posted payment voucher per person is written, and the **Bank advice (Excel)** lists each account and amount for the bank.

Each voucher posts Dr Salaries and Wages Payable 210401, Cr bank or cash, for the net paid to the person. A staff run prints the run sheet and downloads the bank advice; it sends no remittance advice, because the payslip from the payroll run is what the person receives.

10.8 Final Settlement

A final settlement (series FS) is what the agency owes a leaver after what the leaver owes it. The system reads the last salary, the leave encashment, the loan balance and the slab tax; gratuity, other additions, notice and other deductions are typed by hand. The preparer cannot approve it, and nothing can be approved while a company asset is still out.



A final settlement: the dues and the deductions, each with where the figure came from, the assets, the documents and Approve

1. Open **HR** > **Staff assets** and record the return of everything issued to the person: the date and the condition. Anything missing is recovered through Other deductions, not here.
2. Open **HR** > **Final settlement** and press **New settlement**. Choose the person, the **Last working day** and the reason. The preview shows what the system reads before you press **Prepare**.
3. Type **Gratuity**, **Other additions**, **Notice period deduction** and **Other deductions** with their notes. Tick **by hand** on Income tax only when the slab figure is wrong for this person.
4. Press **Prepare**, read the two cards and **Submit**. Attach the resignation letter and the signed clearance under Documents.
5. A second user with **Approve final settlements** opens it and presses **Approve**. The button is disabled with the reason while the preparer is looking at it or an asset is out.
6. Pay the net from **HR** > **Staff payables** and print **Clearance and settlement** for the person to sign.

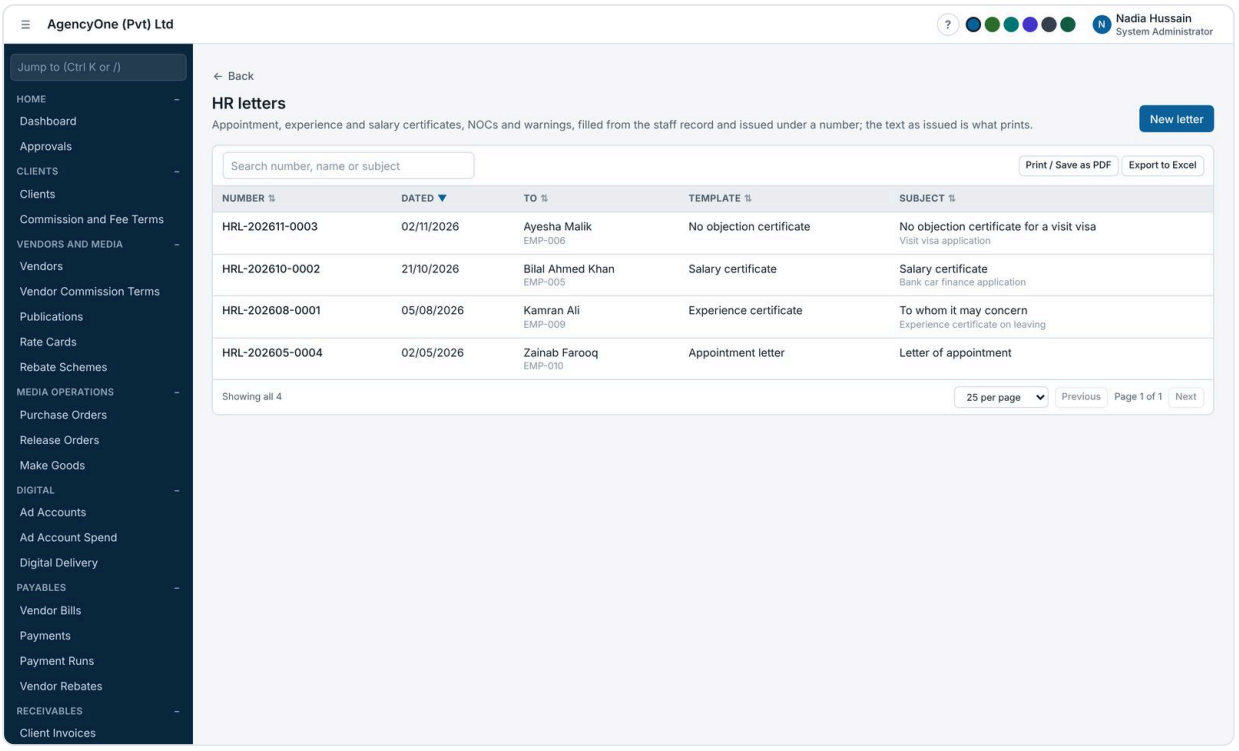
Line	How
Last salary	The days on staff in the leaving month over the days in it, times the monthly salary and fixed allowances, less unpaid days at the daily rate. Zero when an approved payroll run already covers the month.
Leave encashment	The unused balance of each encashable leave type, in days, times the daily rate.
Loan balance	Every outstanding loan and advance, closed against the settlement on approval.
Income tax	The slab tax on the last month's pay, as the payroll would compute it; overridden by hand where needed.
Net payable	Gross dues less total deductions, never below zero. Deductions above the dues are refused; recover the rest by hand.

Approval posts Dr Salaries and Wages 610101 for the gross dues, Cr Salaries and Wages Payable 210401; the loan balance and the income tax move off the payable to 110701 and 210213. What is left on the payable is the net, due on the leaving date; the staff record is deactivated from that date.

> **Note** The preparer cannot approve, and an asset still issued blocks approval (E-HR-FS-01). A second live settlement, a last working day before the joining date, or deductions above the dues are refused (E-HR-FS-03).

> **Tip** Prepare the settlement on or after the last working day, once the month's grid is marked to that day. Do not run the leaver through the next payroll as well: an approved run that covers the leaving month zeroes the last salary line here.

10.9 Letters

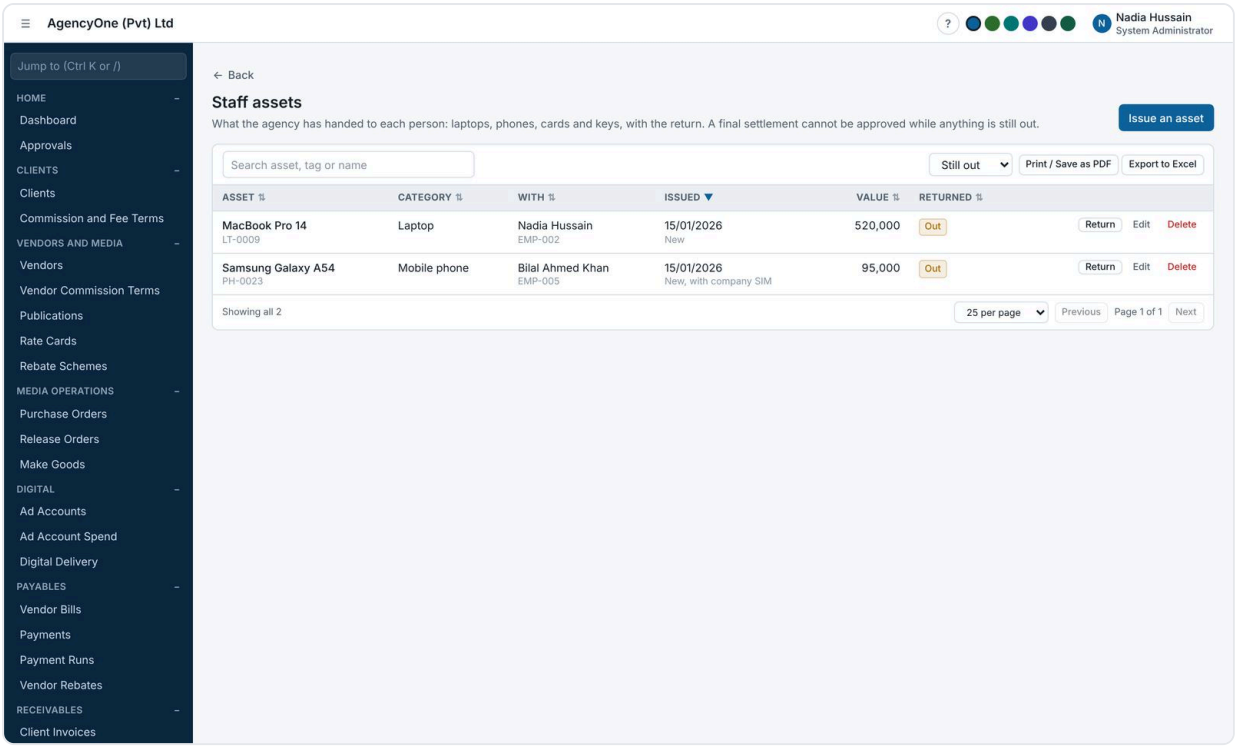


HR letters: the issued letters with their HRL numbers

1. Open **HR** > **HR letters** and press **New letter**. Choose the template (appointment, experience, salary certificate, NOC or warning), the person and the date; add the purpose or the addressee where the template asks.
2. Press **Fill the letter**. The staff record fills the placeholders: name, designation, dates, the salary in figures and in words. Edit the text where it needs it.
3. Press **Issue**. The letter takes an HRL number, is stored as issued and prints on the letterhead.

> **Note** A letter is never edited after issue; issue a fresh one. A letter on a retired template is refused (E-HR-LETTER-01): pick another, or reactivate it under HR setup.

10.10 Assets



Staff assets: what is issued to whom, and the returns

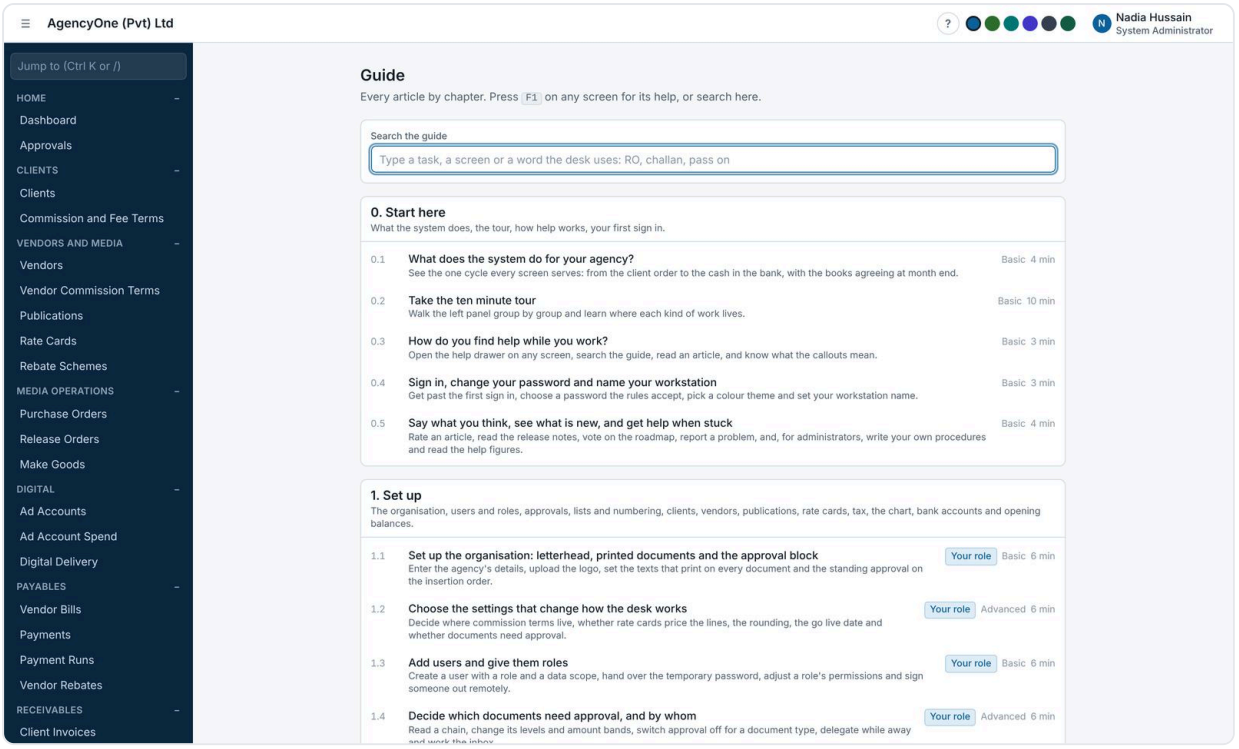
HR > **Staff assets** records the company property issued to staff: a laptop, a phone, a card, a key. Press **Issue an asset** with the person, the item and the date. Record the return with its date and condition when it comes back; a returned asset can be reopened if it goes out again. A settlement cannot be approved while anything is still issued to the leaver, and the printed clearance lists each asset as returned.

> **Note** A return or reopen out of turn, or a return date before the issue date, is refused (E-HR-ASSET-01).

11 Help and Learning

A new desk user must be able to train without a person beside them, the system should know what they have done rather than ask, and the agency should hear what was unclear instead of guessing. Everything in this chapter is open to every role.

11.1 The Guide and the Help Drawer



The Guide: every article by chapter, with the search box above

There are three ways in:

1. Press **F1** or click **?** in the top bar. The help drawer opens over the current screen with its article, related articles and a search box. **Esc** closes it; nothing you typed is lost.
2. Open **Help & Learning** > **Guide**. Every article is listed by chapter, with **Search the guide** above and a **Your role** filter.
3. Type in **Jump to** (**Ctrl+K**). Help articles appear under the screens.

Every article starts with the result you get. Then come the steps, numbered, one action each; then the result you see when it worked, and what it does to the books under **Money effect**. Labels in bold are the exact words on the screen. Each article ends with **Did this help?**; press **Yes** or **No**, and on No say what was wrong. Do not type client names or amounts in the comment.

Callout	Means
Tip	A faster way to do the same thing.
Why	The reason behind a rule, and what goes wrong without it.
Avoid	A common mistake and its effect.

Callout	Means
Warning	Cannot be undone, or touches money, a contract or the law.

> **Tip** Search understands the desk's words. "RO", "insertion order" and "release order" find the same article, and a small typing mistake still finds it. **Try it** on an article opens the screen it describes.

11.2 Start Here, Lessons and Quizzes

Help & Learning > **Start here** shows the learning path for your role: lessons of three to six minutes, each an article with a goal, a task to do in the practice company and two or three quiz questions. The **First week checklist** groups the lessons by day.

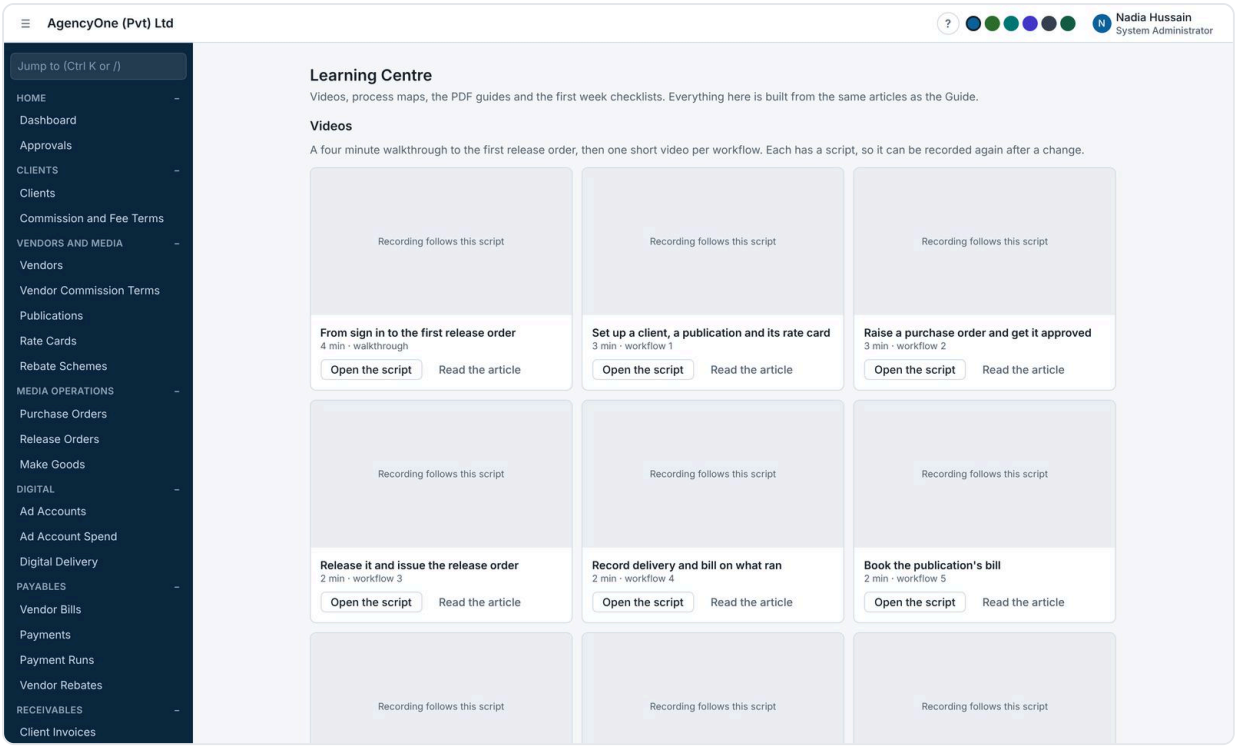
1. Press **Open the lesson** on the next lesson. Read it and do its task on the real screen.
2. Come back: the task is ticked, because the system saw it done in the data. Progress comes from these checks, never from you ticking a box.
3. Answer the quiz. A wrong answer shows Why.

The home page shows "Learning: n of 12 lessons for your role" until the path is done; **Hide** dismisses the card and **Show it again** on Start here brings it back. When every lesson and quiz is done, Start here reads "ready" for your role, and **Administration** > **Users** shows Ready in your row.

11.3 Tours, Hints and Refusals That Teach

- The main screens show a short tour on your first visit: five steps or fewer, **Enter** for the next, **Esc** to skip. It does not run again; replay it from the drawer or from the screen's article.
- A small **i** beside a field label says what the field is and what it does to the money.
- An empty list says what belongs there and offers the first record and the article.
- When a save is refused, the message says what to change and shows its error id, such as `E-INV-ORDER-01`. Where an article explains the rule, the message offers **Read how** and opens it beside your work.

11.4 The Learning Centre

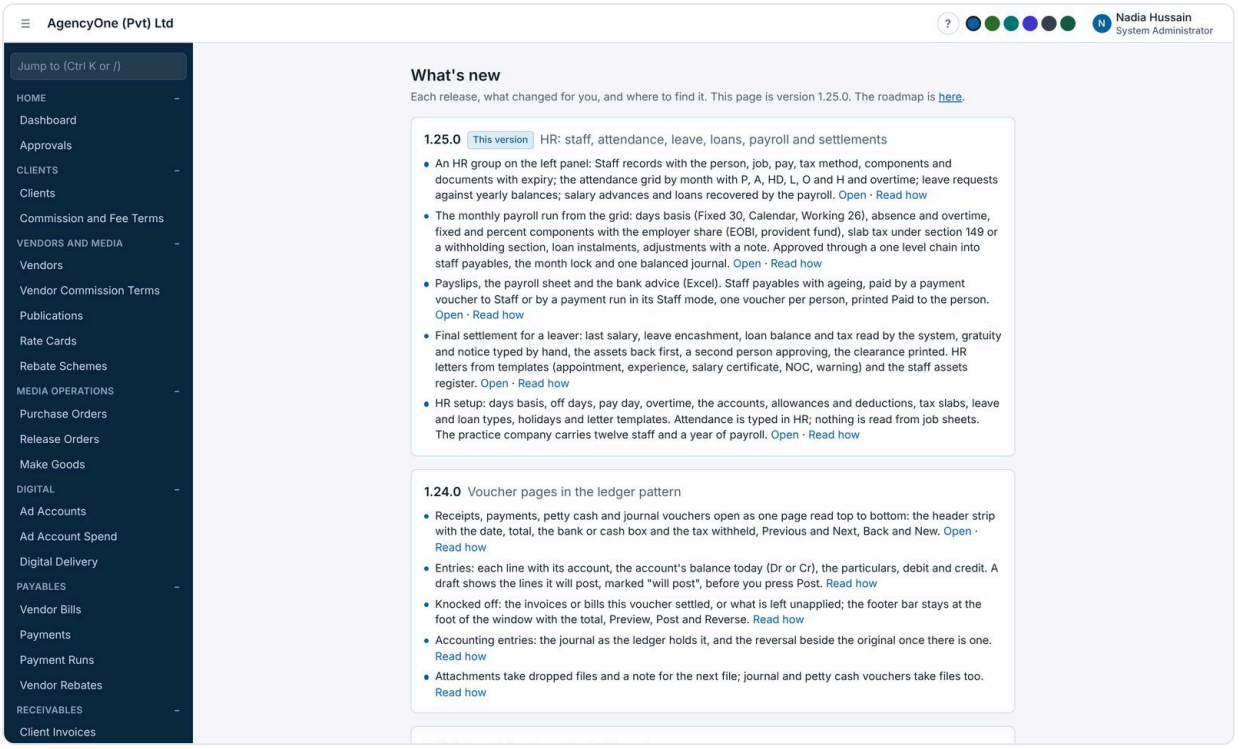


The Learning Centre: videos, process maps, PDF guides and the first week checklists

Help & Learning > **Learning Centre** holds the videos with their scripts, the **Process maps**, the **PDF guides** per role and the **Complete guide**, and the **First week checklists**. Everything here is built from the same articles as the Guide.

- A video card without a recording opens its script with **Open the script**.
- A process map runs the steps of a cycle across the screen, from the brief to the invoice, from the release order to the publication's payment, from the ad account top up to the platform invoice, from the last day of the month to the close, and from the attendance grid to the salary paid, with the money effect under each step and a link to its page.
- A PDF guide for a role opens named "<Agency> Guide <Role>.pdf", with a cover, a contents page with page numbers, the path's articles and the first week checklist.
- **The public page** at /learn is the Guide without a sign in: it carries the note that the figures are invented, and has no Try it buttons and no company procedures.

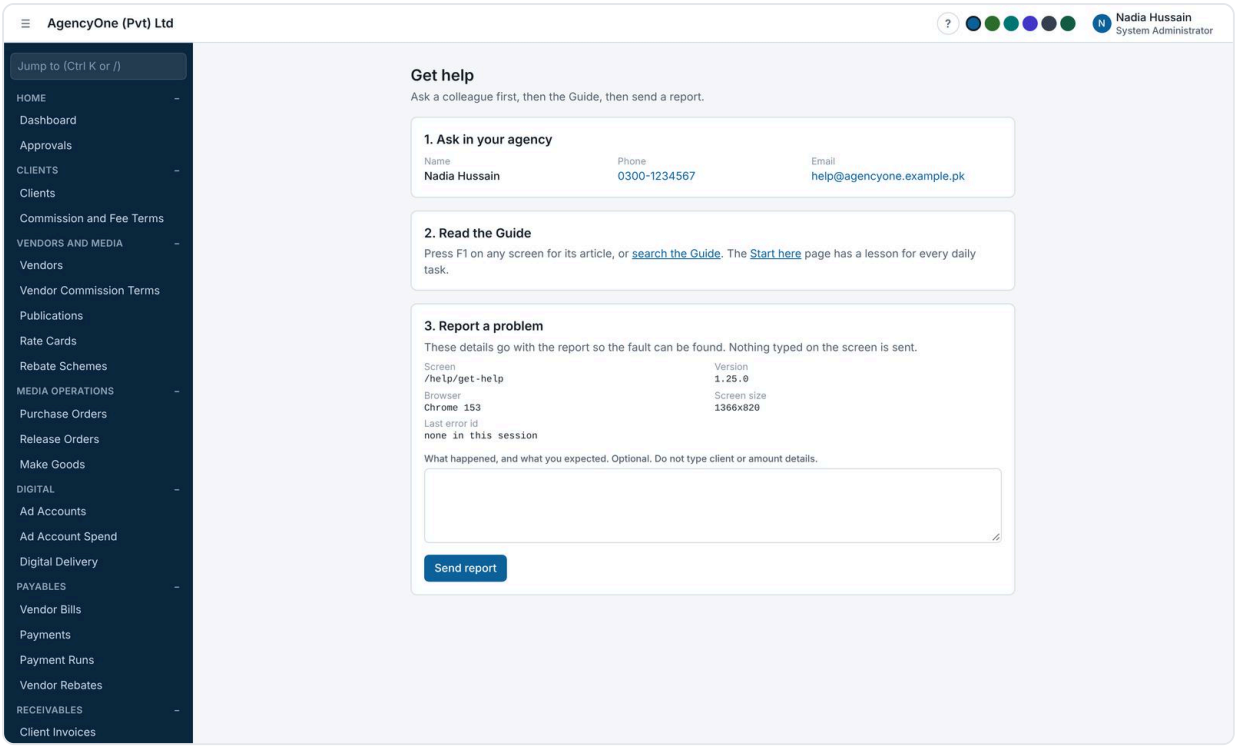
11.5 What's New and the Roadmap



What's new: every release, newest first, with links to what changed

Help & Learning > **What's new** lists every release, newest first, in plain words, with a link to each screen or article that changed; **This version** marks the one you are running. A dot on the panel item shows until you have opened the notes for the version you are running. The roadmap behind it, at /help/roadmap, lists what is coming. Press **I need this** on anything you are waiting for; press again to take the vote back.

11.6 Get Help and Report a Problem

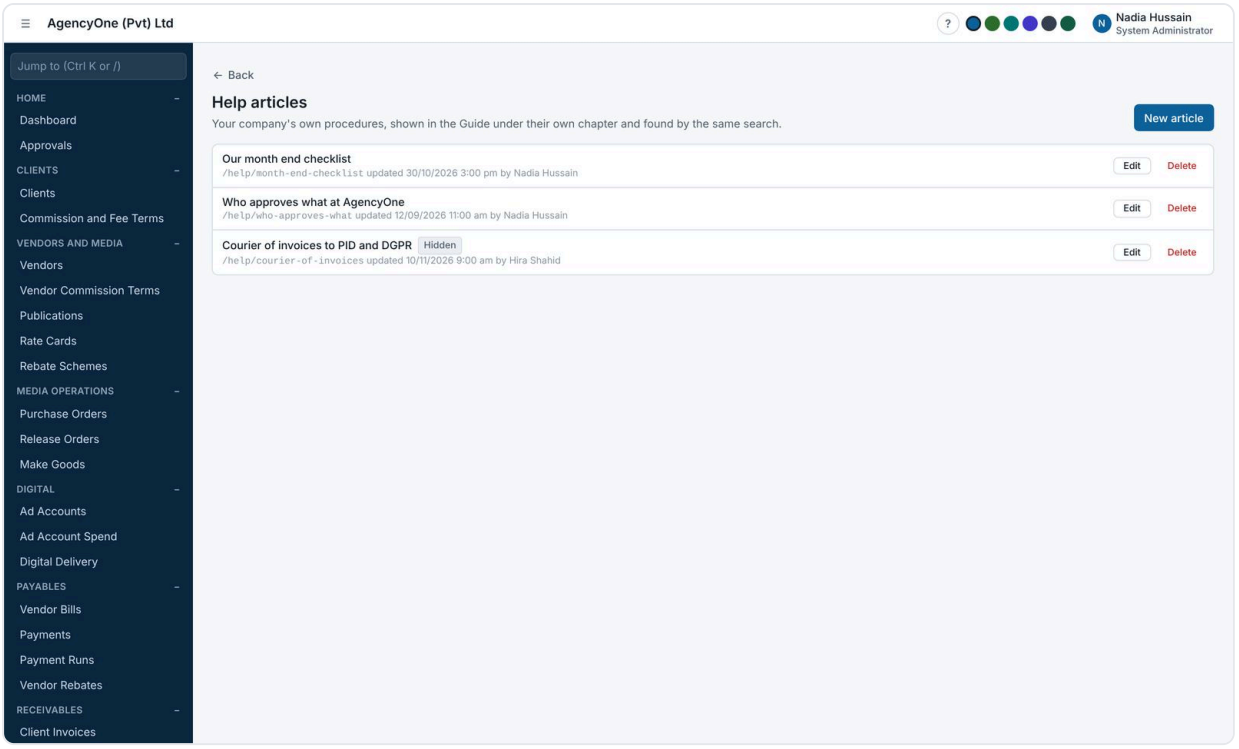


Get help: the colleague to ask first, the Guide, and Report a problem

1. Open **Help & Learning** > **Get help**, or press **Get help** at the foot of the help drawer.
2. Ask the colleague named at the top first. Your administrator sets that name, phone and email under **Administration** > **Organisation Settings**, **Who to ask for help**.
3. If the Guide has no answer, fill in **Report a problem**. The report carries the screen you were on, the **Version**, your **Browser**, your **Screen size** and the **Last error id**. It never carries what you typed on the screen.
4. Describe what happened and what you expected, then press **Send report**. Administrators see it under **Administration** > **Help analytics** and, when mail is set up, the help contact receives a copy.

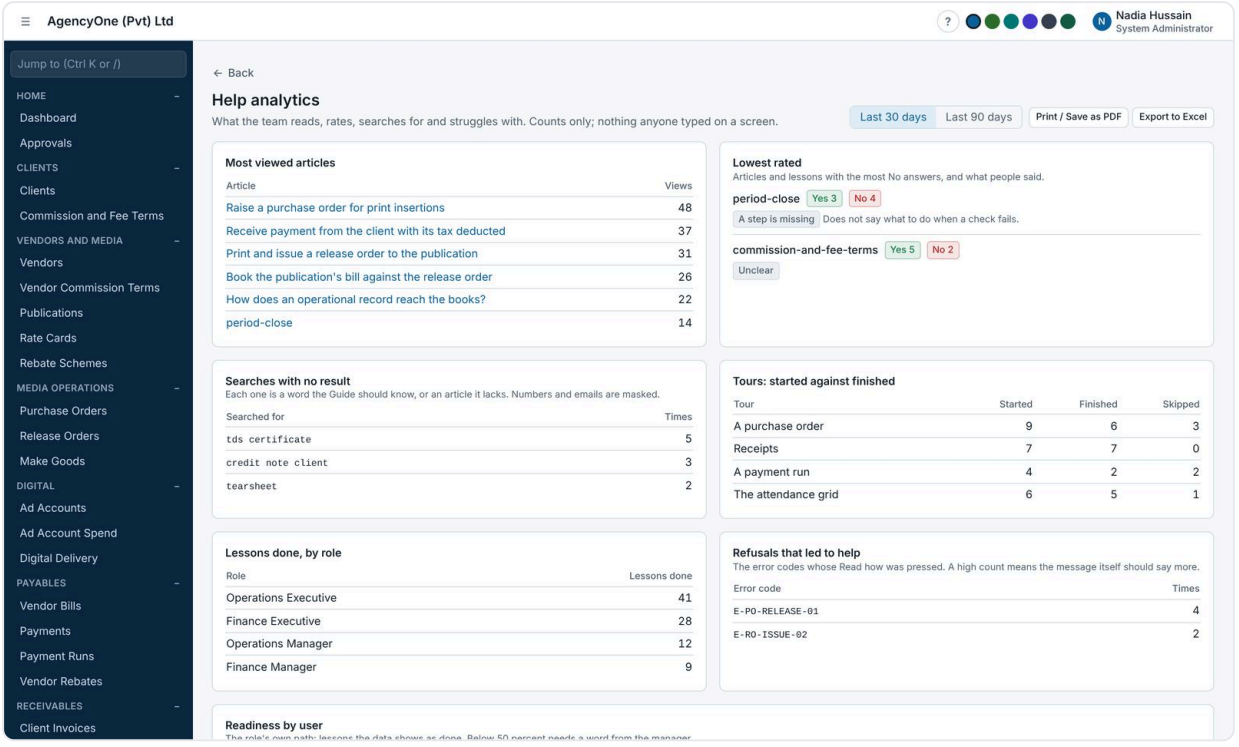
> **Tip** A refused save shows an error id such as E-PRN-BILL-01. Quote it; the report carries the last one automatically.

11.7 Your Company's Procedures and Help Analytics



Help articles: the agency's own procedures, with the preview beside the text

Administration > **Help articles** is where your company writes its own procedures: who approves what, which client wants which paperwork, the month end routine. Whoever holds the Help articles right (HELP.MANAGE) writes them in the same light markup as the Guide, with a preview beside the text, and sets each Active. They appear in the Guide under **Your company's procedures** ("Written and kept by your own administrators, not by the product.") and in every search. They stay out of the PDF guides and the public page.



Help analytics: the most read, the lowest rated, the searches that found nothing, readiness per user

Administration > **Help analytics** shows the last 30 or 90 days: the most read articles, the lowest rated with their comments, the searches that found nothing, tours started against finished, lessons done per role, the refusals that sent people to help, and every user's readiness. Problem reports sit at the foot with **Mark seen** and **Close**. **Export to Excel** takes the lot. Help usage is counted, not recorded: searches are kept without numbers or emails, events older than 180 days are deleted nightly, and no record of who read what is held beyond your own learning progress.

11.8 The Practice Company and Its Reset

The practice company is a tenant where nothing is real: invented clients, publications, channels, staff and a year of orders, bills, receipts and payroll, built by the same code the screens use. Its banner reads "Practice company: nothing here is real." on every screen, and it sends no email. Ask your administrator for a sign in to it. Tasks done there count for your learning path the same way.

1. As the practice company's administrator, open **Help & Learning** > **Start here**.
2. Press **Reset practice data** and confirm.
3. The card reads queued, then running, then done with the counts. The jobs service must be running.

> **Note** The year of sample data comes back as shipped; users and the organisation stay. The same button is not offered in a live company. Anything typed in the practice company before a reset is gone afterwards; use the live company for real work.

12 Troubleshooting and FAQ

A refusal is the system keeping a rule the agency asked for; it is never a fault to report. Every refusal names the document and the state it is in, so the fix is in the message. Find the id the screen gave you in the tables below; the help drawer's **Read how** opens the article behind it.

12.1 Purchase Orders and Release Orders

Message	Cause	Fix
"Give the order a Product/Campaign or a Caption/Slogan; one of the two is enough." (E-PO-HEADER-01)	The header has neither	Enter a caption, or pick or add a product.
"Enter the size of the insertion: height in centimetres and the number of columns." (E-PO-LINE-01)	No size and no fixed amount	Enter height and columns, or a fixed amount for a named size.
"The discount (x%) is more than the commission the publication allows (y%)." (E-PO-LINE-02)	Pass on above the vendor term	Lower the discount, or correct the vendor's commission term.
"The client amount is below what the publication is paid for this insertion." (E-PO-LINE-03)	A keyed client amount under the net payable	Key an amount at or above the publication's net.
"The rate type cannot change once lines are priced." (E-PO-HEADER-02)	Rate type edited after lines exist	Remove the lines, change the type, add them again.
"Add at least one line before submitting." (E-PO-SUBMIT-01)	Empty order submitted	Add an insertion.
"Purchase order … is waiting for approval. Withdraw it from Approvals first." (E-PO-EDIT-01)	Edit attempted while waiting	Press **Withdraw** on Approvals, edit, resubmit.
"Record the client approval first." (E-PO-RELEASE-01)	The client needs a signed approval	Press **Record client approval** and attach the signed copy.
"This is a print order. Raise a purchase order with media type Digital for this platform." (E-PO-MEDIA-01)	A digital platform on a print order	Raise a Digital order; the media type is fixed once raised.
"No approved rate card line covers this programme or day part on the flight start date." (E-PO-SPOT-01)	The channel's card has no line for the slot	Key the rate agreed with the channel, or add the line to the card.
"The plan has a date (…) outside the flight." (E-PO-SPOT-03)	The grid and the flight dates disagree	Set the flight first; the grid follows it.
"Only an approved, unissued release order can be issued." (E-RO-ISSUE-01)	Mark as issued on the wrong status	Check the status; an issued order is issued once.
"This release order cannot be cancelled: … something has been billed against it." (E-RO-CANCEL-01)	A bill exists on the order	Reverse the bill first if the order truly never ran.
"A released order is cancelled through its release orders, not here." (E-PO-CANCEL-01)	Cancel order after release	Cancel each release order with a reason.
"That brand belongs to another client." (E-PO-BRAND-01)	A product under another client's brand	Pick a brand of this client or add one.

Message	Cause	Fix
Release refused above the credit limit	The client's outstanding plus the order passes its limit	Collect first, or a head releases with the override, which is recorded.

12.2 Bills, Invoices, Receipts, Payments and Journals

Message	Cause	Fix
"Release order … is …; only an issued order can be billed." (E-VB-ORDER-01)	The order is not issued, or is on hold	Ask operations to issue or resume it.
"The … insertion is billed below the ordered size. Give the reason in Remarks." (E-VB-SIZE-01)	A size difference without a reason	Type the reason in **Remarks**.
"Invoice … from this vendor is already booked as …" (E-VB-DUP-01)	The same vendor invoice number twice	Open the existing bill.
"Line … of bill … would bill … units against … accepted on the order line" (E-VB-CAP-01)	Another bill posted on the same line while this one was a draft	Edit the draft down to the units still open, or cancel it.
"Record the delivery first." (E-DL-FIRST-01) or "Record the telecast first." (E-TC-FIRST-01)	A digital or electronic line without its proof	Press **Record delivery** or **Record telecast** on the order.
"Purchase order … is …; invoices are raised on released orders." (E-INV-ORDER-01)	Invoice before release	Release the order first.
"Every paid insertion on … has already been invoiced." (E-INV-LINES-01)	Nothing left to bill	Open the earlier invoices.
"… is posted; only a draft can be edited. Reverse a posted document instead." (E-DOC-EDIT-01)	Edit on a posted document	Press **Reverse** with a reason and enter it again.
"Invoice … has receipts against it. Reverse the receipt first." (E-INV-REVERSE-01)	Reversal order	Reverse the receipt, then the invoice. The same for a bill with payments (E-VB-REVERSE-01).
"<Month> is closed. Post the entry in an open period or ask the finance manager to reopen it." (E-PERIOD-CLOSED-01)	A date in a closed month	Date it in the open month, or reopen with a reason.
"…: allocate between 0 and <open>." (E-VCH-ALLOC-01)	An allocation above the open amount	Lower it; the rest stays unapplied as an advance.
"A cheque cannot be paid into or drawn on a cash box." (E-VCH-CHEQUE-01)	Cheque with a cash box account	Choose a bank account, or change **How** to Cash.
"Choose the withholding section for the tax withheld." (E-VCH-WHT-01)	Tax entered without a section	Choose 153-1-B or 233-2A under **Under section**.
"One of the bills on this payment has been put on hold since it was drafted." (E-VCH-HOLD-01)	A hold placed after drafting	Release the hold, or cancel the voucher and record a new one.
"Receipt … was not by cheque, so it cannot bounce." (E-VCH-BOUNCE-01)	Bounce on a transfer	Press **Reverse**.
"Voucher … topped up ad account … and … of it has already been spent" (E-VCH-TOPUP-01)	Reversal of a spent top up	Refund what is left, or record a fresh receipt for the difference.

Message	Cause	Fix
"The entry does not balance: ..." (E-JV-BALANCE-01)	Debits and credits differ	Correct the line the message names.
"Journal ... was posted by a document (...). Reverse that document, not the journal." (E-JV-SOURCE-01)	Reverse on a document's journal	Open the document and reverse it there.
"Petty cash is paid from a cash box." (E-PC-CASHBOX-01)	Petty cash from a bank account	Choose the cash box.

12.3 Payment Runs and Rebates

Message	Cause	Fix
"Payment run ... is ...; <action> needs a ... run." (E-PRN-STATUS-01)	An action in the wrong status	Follow the walk: draft, submitted, approved, executed, closed. Return to draft to change lines.
"Payment run ... has no line to pay." (E-PRN-LINES-01)	Every line held, declined or removed	Include a line, widen the filters and **Re-propose**, or cancel.
"Say why the line is released before the client has paid." (E-PRN-HOLD-01)	A release, hold, part payment or decline without a reason	Choose a reason or type a note.
"Payment run ... cannot execute. Bill ... has only ... open now." (E-PRN-BILL-01)	A bill paid by hand after the proposal	Return to draft, **Re-propose** and execute again. Nothing was paid.
"Bill ... cannot be added: it is on payment hold / already on another open run" (E-PRN-BILL-03)	Add a bill that is not payable here	Release the hold, or finish or cancel the other run.
"<Month> is closed; payment run ... cannot execute into it." (E-PRN-PERIOD-01)	A payment date in a closed month	Return to draft, change the payment date, submit and approve again.
"Type the number of the first cheque." (E-PRN-CHEQUE-01)	Execute on a cheque run with the box empty	Type the next leaf of the cheque book.
"The first tier starts at zero." or "Tier 2 must start where tier 1 ends." (E-RBT-TIER-01)	Tiers with a gap or an overlap	Key the tiers end to end from zero; only the last may have no ceiling.
"<Month> has not ended; a rebate is accrued once the month's bills are in." (E-RBT-MONTH-01)	Accrue to the current or a later month	Wait for the month end; the job runs on the first.
"<Vendor> owes ... on this period (earned less received); ... is more." (E-RBT-SETTLE-01)	A settlement above what an enforceable scheme is owed	Accrue to the latest month if bills were posted since, or enter the amount owed.
"<Client>'s share still due is ...; ... is more." (E-RBT-PASSON-01)	A pass on above the client's share	Pass on the share shown, once the vendor has given the rebate.

12.4 Close, Tax, Digital and HR

Message	Cause	Fix
"<Month> has not ended yet." (E-PERIOD-OPEN-01)	Close on the current month	Wait for the last day.
"...: failed. Fix it, or give a reason to close anyway." (E-PERIOD-CHECK-01)	A Must fix check failed	Fix it, or type a reason in the check's box.
"A later period is closed. Reopen the latest closed period first." (E-PERIOD-REOPEN-01)	Reopen out of order	Reopen the latest closed month first.
"Rate ... already covers this period for the same authority, kind, service and section." (E-TAX-RATE-01)	Overlapping rates	End the old rate yesterday, add the new one from today.
"This rate is confirmed. End it with an end date and add a new rate." (E-TAX-RATE-02)	Edit on a confirmed rate	End and add.
"The amount is short of the ... due for ..." (E-WHT-CHALLAN-01)	A short challan	Enter the full amount due.
"No uncertified deductions for this vendor, section and period." (E-WHT-CERT-01)	Certificate already issued	Print the existing certificate.
"This account already carries entries; add the new account beside it." (E-COA-CHILD-01)	A child under a used posting account	Add it under the parent heading instead.
"Rounding cannot change once a release order, bill, invoice or journal exists" (E-ORG-ROUND-01)	Rounding changed after documents	It stays.
"Ad account ... does not track a prepaid balance." (E-AD-PREPAID-01)	Top up on a non prepaid account	Edit the account and tick **Prepaid: track the balance**.
"Bill ... is ... before tax; this month adds up to ... The difference is ..." (E-ADS-MATCH-01)	Reseller bill and months do not agree	Enter the other months it covers or correct the supplier cost.
"This month has already been billed; open the invoice from the record." (E-ADS-BILLED-01)	Bill the month twice	Press **Open the invoice**.
"<Month> is locked; its attendance cannot change." (E-HR-LOCK-01)	A grid change on a month a payroll run has paid	Put the correction into the next month as an adjustment.
"<Month> already has payroll run ..." (E-HR-RUN-01)	A second run for a month	Open the existing run, or cancel it.
"Say why the line is adjusted; the note prints on the payslip." (E-HR-RUN-03)	An adjustment without a note	Type the reason.
"You prepared this settlement, so another user ... signs it off." or "... company asset(s) are still issued" (E-HR-FS-01)	Approve by the preparer, or an asset still out	A second approver approves; record the asset returns under Staff assets first.
"A staff payment is applied in full to the staff member's payables" (E-HR-PAY-02)	A staff payment left unapplied in part	Apply the whole amount to the salary, loan or settlement lines.

12.5 Messages and What To Do

Symptom	Likely cause	What to do
I cannot sign in; the account is locked	Five wrong passwords	An administrator presses **Unlock** on **Administration** > **Users**.
The site says the update did not finish	The page and the service are different builds	The administrator runs the update again or restarts the service.
A screen I need is not on the left panel	Your role does not hold its View right, or a setting hides it	Ask for the right under **Roles and Permissions**. Rate Cards, the Terms screens and Approvals leave the panel by setting.
The Post button is missing	You hold Edit, not Post	The Finance Manager posts; the executive prepares.
Add insertion and Edit header are gone	The order is waiting for approval or released	Withdraw it from Approvals to edit; after release, changes go through the release orders.
The rate hint shows nothing	No active card line for that station, rate type, position, colour and date	Key the agreed rate; the line is marked "keyed". Or load the card.
My permission change has not appeared	The panel reloads when the tab regains focus	Click away from the browser and back, or sign out and in. The server applied it at once.
Approve is greyed on my payment run	You submitted it and the Payment Run Approval chain is on	Another holder of the approve right approves; a one person desk switches the chain off.
The export has fewer rows than the list	A search or filter is still applied	The heading of the export names the filters. Clear them and export again.
The invoice preview warns "no province"	The client record has no province	Set it on the client.
The invoice total differs from the old system by one rupee	The old system kept hidden paisa and rounded the display	The new invoice adds up to its printed lines. Nothing to fix.
The G/Com line cannot be edited	It is derived at 1.5 times the Govt line	Edit the Govt line; the twin follows.
The rebate shows Earned but nothing is Accrued	The scheme is Expected (verbal), or the month has not been accrued yet	An expected scheme is a memo until the vendor settles. On an enforceable one press **Accrue to month**.
Email button says email is not set up	SMTP is not configured on the server	The administrator sets the SMTP lines in the service settings.
An emailed order still reads pending	The jobs service is not running or the message failed	Check **Administration** > **Jobs and Outbox**; press **Retry** on a failed message.
The Trial Balance total differs from the list of invoices	Lists include drafts and cancelled documents	Compare with **Open items** on the Receivables Book instead.
A posted document has no Edit button	Posted documents are reversed, never edited	Press **Reverse** with a reason and enter it again.

Symptom	Likely cause	What to do
The home page says 1 document is waiting but Approvals is empty	The item is at another level or delegated	Open Approvals and switch to **Submitted by me**; or the chain moved on.
The PDF opened without a name	The print ticket was refused once	The document still opened; print again and it is named.
Nothing I typed in the practice company is there after a reset	The administrator reset the practice data	Expected. Use the live company for real work.

12.6 When to Call the Administrator

- Your account is locked, or you need a password reset. There is no self service reset.
- A screen you need is missing from the panel and your role should hold it.
- A red band reads "The update did not finish", or a message ends with "(Reference: ...)" and repeats after one retry.
- An emailed document stays "Queued for sending" for more than an hour, or the **Email** button says mail is not set up.
- The Balance Sheet shows a red Difference line. Do not adjust; call support.
- A month must be reopened, a number series moved, a list value added that the desk cannot add itself, or a user scoped to certain clients.
- Give the administrator the error id, the reference time, the build stamp from the foot of the panel and the screen you were on. **Report a problem** under **Get help** sends all of these for you.

12.7 Frequently Asked Questions

Operations

Question	Answer
Can I raise an order without a brand?	Yes. One of brand, product or caption is enough.
Why is my line marked "keyed"?	You typed the rate instead of taking the card rate. The manager sees it.
Can the discount be the whole commission?	Yes, up to the publication's commission, never above it.
Why can I not release?	The order is not approved, or the client needs a recorded signed approval, or a credit block applies.
Why did one order become two release orders?	Different rate types or billing routes, or a vendor that asks for one per title.
Can I add insertions after release?	Yes. Add them and press **Release to publications** again; only the new ones get an order.
How do I change an issued release order?	Cancel it with a reason and release the corrected lines again, or hold it.
Where is the tear sheet recorded?	Attach it on the release order's Files tab. Billing follows the insertion date.
How do I load a new rate card for July?	Create a card effective 1 July; it supersedes the old one from that date.

Question	Answer
How does an Eid rate work?	An occasion with dates and its own SPECIAL lines beside the normal ones.
What if the platform over delivers?	Billable units stop at the plan; the rest is a bonus.
The channel aired fewer spots than booked. What now?	The short line raises a make good: credit, replace with free spots, or write off.
Which channels have not sent their certificates?	The home page counts telecast orders ended with no certificate; Spot Delivery lists the lines.

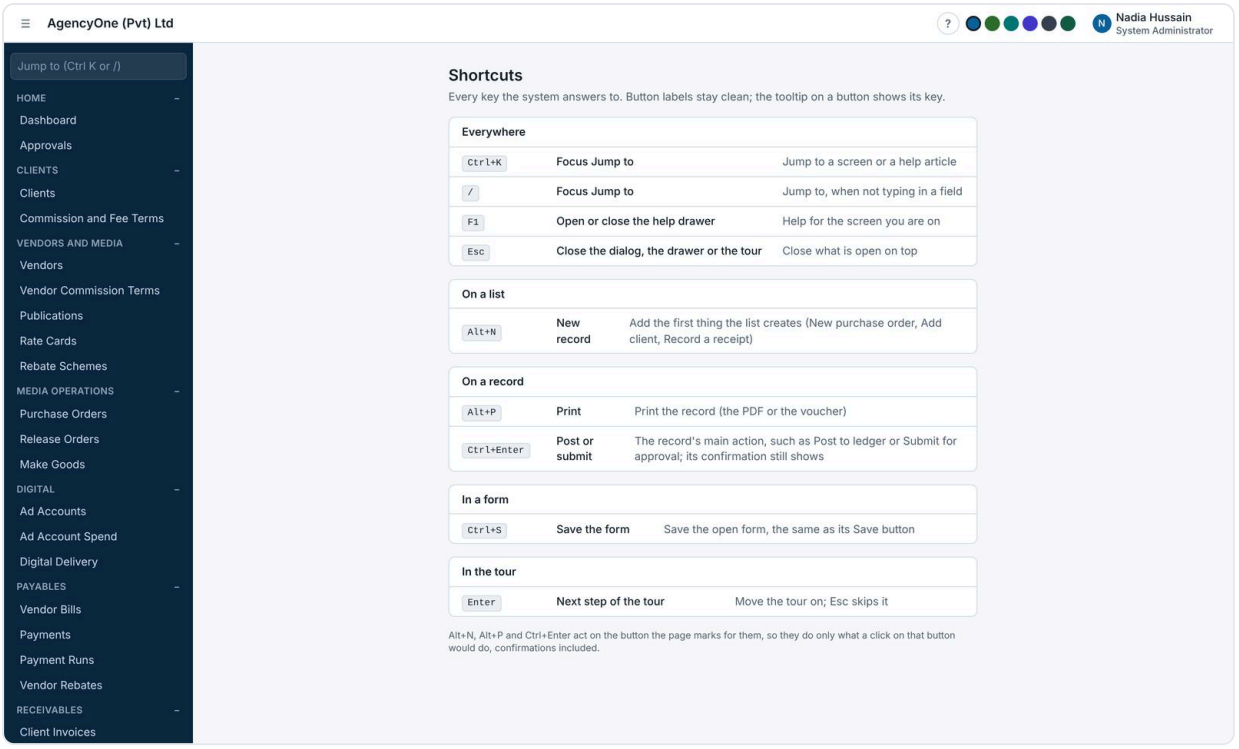
Finance

Question	Answer
Can I book a bill without a release order?	No. Every bill is booked against an issued order.
Why is there no vendor bill for a PID client?	PID pays the newspaper direct; the agency invoices its commission only.
Can I invoice part of an order?	Yes. Untick the insertions that have not run; they stay open for the next invoice.
Why does a KP invoice carry two tax lines?	The 2 percent KPRA levy on 85 percent of gross, and sales tax on the commission.
The client paid less than the invoice. Why?	It deducted income tax as a withholding agent. Record it on the receipt under its section.
The client paid more than the invoice. What now?	The excess is held as an advance. Apply it to the next invoice.
A cheque bounced. Do I reverse the receipt?	No. Press **Cheque bounced** on the receipt; it posts the reversal and reopens the invoice.
Why can I not reverse this payment?	Its tax is on a challan or a certificate. Correct with a fresh document.
Why is a line on the run held?	The client has not paid for that job and pay when paid is on. A head releases it with a reason.
Can I still pay one vendor by hand?	Yes. **Record a payment** works as before. A bill paid by hand after a run proposed it makes the run refuse on execute; re-propose.
What rate do I withhold at?	The vendor's section and rate override, or the seeded filer or non filer rate by its ATL status; the run and **Work out withholding from the vendor's rules** read the same rules.
The close warns that a rebate is not accrued. What do I do?	Press **Accrue to month** on the named scheme for that month; the warning clears.
How do I enter opening balances?	A journal dated the day before go live.
Why does Close stay greyed?	The month has not ended, or a Must fix check needs a fix or a reason.
Can I post into last month?	Only while it is open. A closed month refuses; reopen it with a reason if you must.
Where are the figures for the sales tax return?	Sales Tax by Authority, one block per authority.

Question	Answer
How do I pay salaries?	Approve the month's payroll run first; it writes a staff payable per person. Then a payment run with **Staff** under **Who is paid**, or a payment voucher to **A staff member**.
Where is the payslip?	On the payroll run: **Payslips** prints one per person for the month. The **Payroll sheet** is the whole month on one page.
Why is a salary not in the Payables Book?	Staff are not vendors. What they are owed sits under HR, Staff payables, with its own ageing.

Keyboard Shortcuts

The one shortcut sheet, as **Help & Learning** > **Shortcuts** shows it. Button labels never show a shortcut; point at a button to see it in the tooltip, for example "Print PDF (Alt+P)".



The Shortcuts page

Keys	Where	What it does
Ctrl+K	Everywhere	Jump to a screen or a help article
/	Everywhere	Jump to, when not typing in a field
F1	Everywhere	Help for the screen you are on: open or close the help drawer
Esc	Everywhere	Close what is open on top: the dialog, the drawer or the tour
Alt+N	Lists	Add the first thing the list creates (New purchase order, Add client, Record a receipt)
Alt+P	Records	Print the record (the PDF or the voucher)
Ctrl+Enter	Records	The record's main action, such as Post to ledger or Submit for approval; its confirmation still shows
Ctrl+S	Forms	Save the open form, the same as its Save button
Enter	Tours	Move the tour on; Esc skips it

In a picker, type a few letters to search, use the Up and Down arrow keys to pick a line, and press Enter. In **Jump to**, the same keys move through the screens and articles found.

Tip `Alt+N` on Purchase Orders opens a new purchase order; on Receipts it records a receipt; on Payment Runs it starts a new run. The key always presses the first action button of the list you are on.