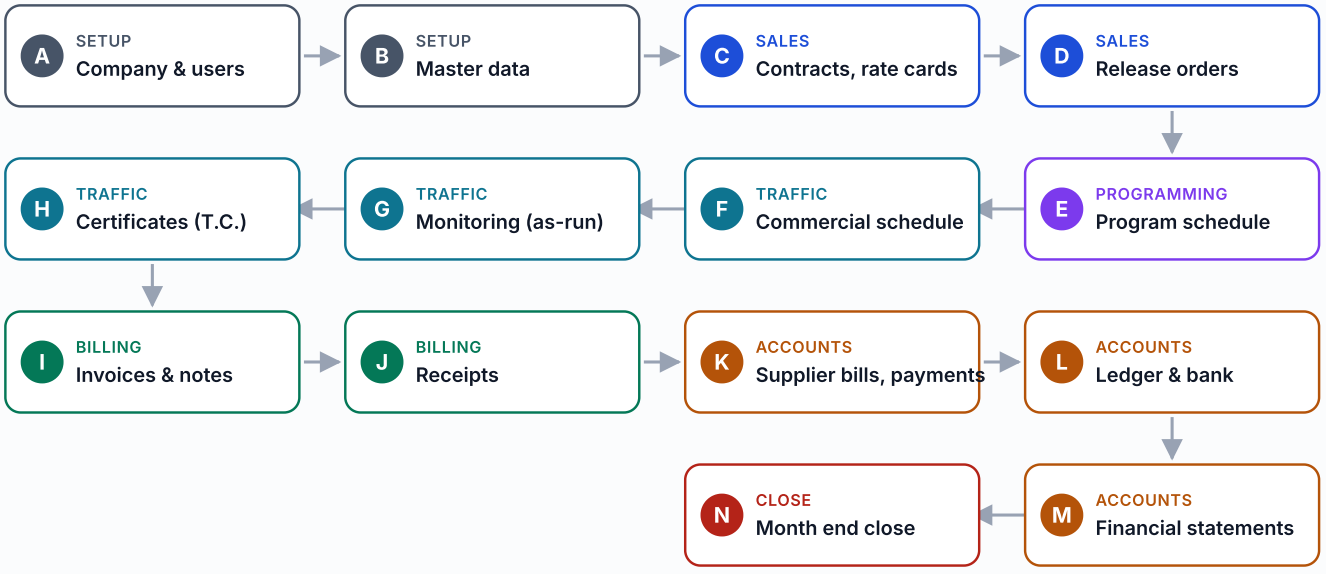
FM

MediaOpsHub

Media Operations & Broadcast Accounting

Quick Start Guide

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



Steps A and B are done once. Steps C to M repeat every day; N closes each month.

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Prepared for FM100

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Start Here

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

Find your page

Your job	What you do	Page
Administrator	Company, periods, users, master data (once)	3
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Accounts	Vouchers, ledger, bank, statements, month end	9
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Sign in

1. Open the web address the administrator gave you, type your **User Name** and **Password**, press **Sign in**.
2. The first time, the **My account** window asks for your own password: at least 10 characters, typed twice, then **Change password**.

> **Note** 5 wrong passwords lock the account for 15 minutes. There is no "forgot password": the administrator resets it.

Find your way

- **Ctrl K** opens any screen by name. Old desktop names work too ("CTS", "PB", "Closing Date").
- The left sidebar groups the screens. **Alt + letter** opens a group: S Sales, G Programming, T Traffic, R Receivables, P Payables, A Accounting, F Statements, M Master Data, D Administration.
- A grey screen is one your role does not allow. Ask the administrator.
- **?** lists the keyboard shortcuts.

Every record screen works the same way

Viewing

- **New** (Insert), **Edit** (F2), **Delete**
- **More**: Excel, prints, less used actions
- Pager: PgUp / PgDn for previous and next
- Right-click for extra commands where offered

Editing

- **Save** or **Post**: Ctrl S or F10
- **Cancel**: Esc (nothing is kept)
- **Enter** moves to the next field, Shift+Enter back
- Pickers: type to search, Down to open, Enter to pick

Messages

- **Green**: saved. **Amber**: saved, but check something. **Red**: not saved; the text says what to fix.
- "Changed by someone else": press **Cancel**, refresh, make your change again.
- A message ending in "(Reference: ...)": copy the code and give it to the administrator.

Administrator: One-Time Setup

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

1. Company and periods

1. **Company Profile**: press **Set up company**, fill name, address, tax numbers, **Period Code** and the fiscal year (**From**, **To**). **Save**.
2. **Accounting Periods**: check the dates in **Create Monthly Periods**, press **Create**. If months were closed in the old system, enter the last closed date in **Close Up To** and press **Close Books**.

2. Roles, then users

1. **Users & Roles**, **Roles** tab: **New**, type the role name, tick **View / Add / Edit / Delete** per screen, **Save**. One role per job (Booking, Traffic, Billing, Accounts).
2. **Users** tab: **New**, type **User Name** (cannot change later) and **Display Name**, keep the temporary password, tick **User must choose a new password**, tick the roles, **Save**.
3. Give the temporary password to the user in person. It is shown only once.

> **Note** A user with no role can sign in but sees nothing. **Reset Password** (Alt+W) and **More** > **Unlock after failed sign-ins** fix most sign-in calls.

3. Master data, in this order

Order	Screen	Watch out for
1	Stations	Single stations first, then network packages. Booking region only on booking offices (Karachi 1 main office, Lahore 2, Islamabad 3).
2	Channels	**Code** and **Abbreviation** (used in T.C. and invoice numbers)
3	Break Positions, Drop Reasons, Industries	Short lists, a few minutes each
4	Marketing Executives	
5	Agencies	**Booking Station** is required and **cannot be changed** after saving
6	Clients	**Sector**: PRIVATE, GOVT or OTHERS
7	Commercials	Client, name, caption and seconds exactly as agencies write them (the Excel import matches on these). One commercial per cut (30s, 15s). **Media File** or **House Code** for playout.
8	Programs	Type, channel, duration, breaks
9	Suppliers, Chart of Accounts, GL Accounts, Cost Centres, Jobs	GL accounts open only on posting heads

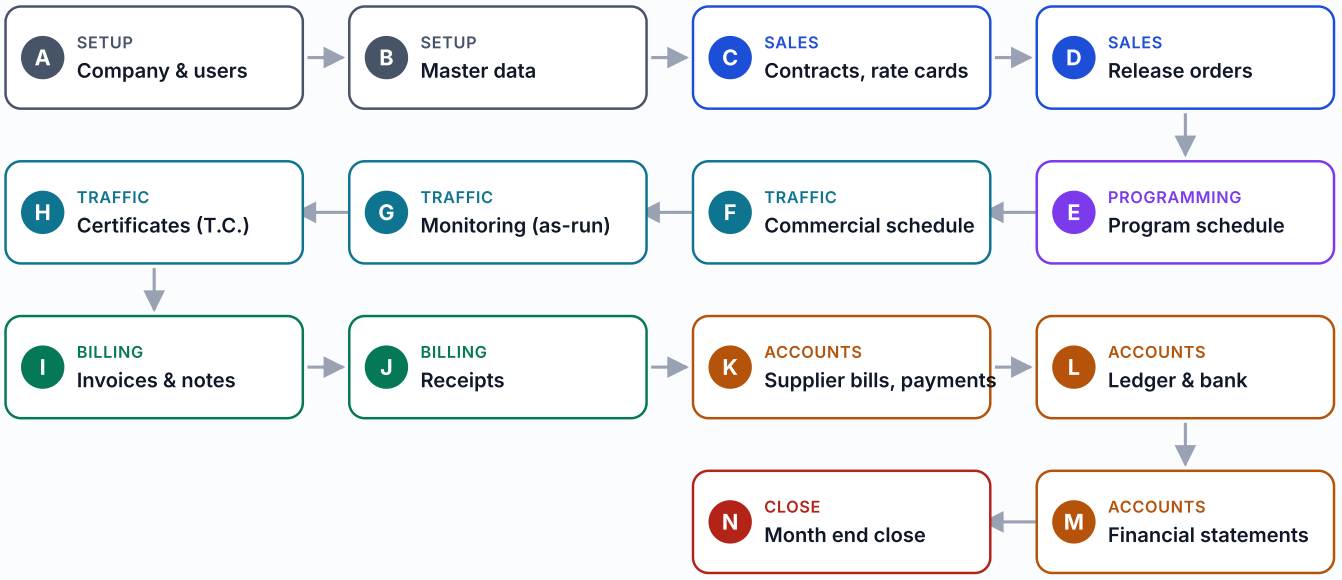
> **Tip** Large lists can come in from Excel: **Administration** > **Data Import**, one book at a time, in the order shown there (page 10).

> **Important** Master data screens have no Delete. To retire a record, **Edit**, untick **Active**, **Save**.

The **Dashboard** shows a **Getting Started** bar with a **Next:** link to the next list to fill.

The Daily Chain

Sales, Programming and Traffic work as one chain. Each screen uses what the screen before it saved, so keep the order.



Steps A and B are done once. Steps C to M repeat every day; N closes each month.

Step	Screen	Who	Result
1	**Contracts & Rate Cards**	Sales	Deals and rates per minute
2	**Release Orders**	Booking	Live spots with dates, times and amounts
3	**Fixed Point Chart**	Programming	The programme at each time of each weekday
4	**Program Schedule**	Programming	The day's programme running order
5	**Commercial Schedule**	Traffic	The day's commercial log, playlists and playout pack
6	**Cue Sheet**	Traffic	Minute-by-minute running order
7	**Transmission Monitoring**	Traffic	What really aired; drops passed to the R.O.s
8	**Transmission Certificates**	Traffic, Billing	Proof of airing, ready for invoicing
9	**Invoices & Notes**, **Receipts**	Billing, Accounts	Receivables and collections

Each step locks the one before it

- Once a spot is on a commercial schedule, its date, time, station and commercial are fixed on the R.O.
- Once monitoring exists for a day, that day's commercial schedule and cue sheet cannot be edited.
- Once a spot is on a T.C., its status cannot change and it cannot be deleted.
- Once a T.C. is invoiced, the T.C. cannot be edited or deleted.
- Dates in a closed accounting period are blocked everywhere.

Important Program schedules and cue sheets older than 3 days cannot be edited, and neither can a commercial schedule older than 3 days once a later one exists. Work the chain every day.

Booking: Release Orders

Booking officer. Full guide: section 3.2.

New R.O.

1. **Release Orders** > **New R.O.** (Alt+R).
2. Choose **Agency** (the hint shows its booking station), **Client**, **Marketing Exec.** Check the **Channel**; pick a **Contract** if any.
3. Enter the agency **R.O. No**, **PO & Letter No**, **R.O. Date**, **Start Date**, **End Date**.
4. **Post** (Ctrl S). The I.R.O. No is given now.

Add spots by hand

1. **New Spot** (Insert). It starts as a copy of the current spot.
2. **Station**: one station, a network package (airs on each member) or Network (airs everywhere).
3. **Date**, **Start Time** (an **End Time** only for a time slot). **Program**: **FPC** takes it from the chart.
4. **Commercial**, **Freq.**, **Nature** (PAID, F.O.C., G.M.T, BARTER, PACKAGE), rate (**Rate / Sec** or **Rate / Min**), discount.
5. **Post**. A frequency above 1 is split into separate spots across the slot or the hour's breaks.

> **Tip** **Auto Insertion** copies the selected spot every N minutes (**Insert Slots**) or every N days (**Insert Dates**, 7 for weekly).

Import spots from Excel (fastest)

1. Open the R.O., press **Import Excel** (Ctrl+I), then **Download Template**. It already lists this client's commercials and the stations.
2. Fill the **RODetail** sheet from row 2: Time, Nature, Commercial, Caption, Seconds, Frequency, Date, Station. Do not rename the sheet or move columns.
3. Choose the file, press **Check File**, fix the listed rows, check again.
4. Press **Import**. Nothing is saved unless every row is valid.

> **Note** The commercial is found by client + name + caption + seconds. If a row is refused, the name or caption in the library differs from the agency's file.

Cancel, suspend, lock

- Right-click a spot: **Cancel this spot...** or **Suspend this spot...**, with a reason (10+ characters or one letter: C client, D capping, L late closing, R late R.O., M material...).
- If the day's commercial schedule already exists, drop the spot on **Commercial Schedule** instead: cancelling here does not take it off the schedule.
- Right-click **Lock release order** (Ctrl+L) when the R.O. is finished. **Copy release order (+1 day)** repeats it.

Programming and Commercial Schedule

Programming and Traffic. Full guide: chapters 4 and 5.1.

Programme side (weekly, then daily)

1. **Fixed Point Chart**: **New**, channel and **Effective From**, **Post**, then add the programmes on each day tab (Insert adds a row). Right-click **Copy this day to other days...** saves typing.
2. **Program Segments**: give each programme its parts. A programme without parts is left out of the program schedule.
3. **Program Schedule** (daily): **New**, channel, **Date**, **Post**. Rows come from the chart. Check and **Post** again.

Build the day's commercial schedule

1. **Commercial Schedule** > **New**: **Date**, check **Start Time**, **Channel**, **Post**.
2. Read the summary: spots scheduled, and spots left out (no programme, programme full). Press **OK**.
3. Press **Edit** to adjust:
   - **Merge New Spots** (F12): spots booked after the schedule was made.
   - **Auto Placement**: copies yesterday's order (**Days Back** 1) for the same commercials and stations.
   - **Placement** (Alt+K): drag spots between breaks.
   - **Drop Spots...** (Ctrl+D): with a reason; X cancels for the client, D, W, L, M drop.
4. Check the tabs **Back to Back**, **Rotation**, **Capacity**, **Industry Clash**, then **Post**.
5. Before closing the day, check **Unscheduled R.O.s** (right-click): it lists live spots on no schedule.

Logs and playout

- **Show Station** filters to one transmitter. **Print C.T.S.** and **Export Log to Excel** follow the filter.
- **More** > **Playout Pack (All Stations)**: one folder per station with a playlist per break (0915.m3u8), the day playlist and the log. Fix the **Spots to fix before air** list first (fill **Media File** or **House Code** on the commercial), then **Download Playout Pack**.

> **Tip** The playlists are standard M3U8 and load in RadioBOSS, mAirList, RadioDJ, SAM Broadcaster, Zara Radio, Jazler and most other playout software.

Cue Sheet (optional): **New**, channel, **Date**, **Post**. It needs the program schedule and commercial schedule of the same day first.

Traffic: Monitoring and Certificates

Traffic. Full guide: sections 5.3 to 5.5.

Monitoring: what really aired

1. **Transmission Monitoring** > **New**, **Date**, **Post**. Every scheduled spot is listed as Ok.
2. **Import As-Run Log** tab (Ctrl+I): choose the playout log, **Check File**, **Import**. Matched spots show **Log** in **Aired**.
3. **Edit**: for a spot that did not air, set status **D** (Drop) and type the reason (15+ characters). **Post**.
4. Press **Apply Drops** (Alt+U) and confirm. The R.O. spots become Dropped and are not billed.

> **Tip** Drops can also come from the Excel log: type Drop in column M and the reason in column N, then **Import Drop Sheet** (Ctrl+U).

> **Important** After monitoring opens, that day's commercial schedule can no longer be edited. Finish the schedule first.

Transmission certificates

One R.O.

1. **Transmission Certificates** > **New**.
2. **Aired From**, **Aired To**, **T.C. Date**, **I.R.O. No**.
3. Leave **T.C. No** empty.
4. **Generate**.

All matured R.O.s (month end)

1. **Batch Generate**.
2. **From**, **To** (R.O.s that start and end inside), **T.C. Date**.
3. **Generate**. One T.C. per R.O.; the result lists any skipped with the reason.

A spot is certified only if it is Live, has a programme, is not on another T.C. and has aired (monitoring Ok or found in the as-run log). Cancelled, dropped and suspended spots are never certified.

More > **Preview Certificate** (Ctrl+P), **Print by Number Range** (Ctrl+F11), **Export PDFs by Number Range** (Ctrl+F12).

Dropped and cancelled spots

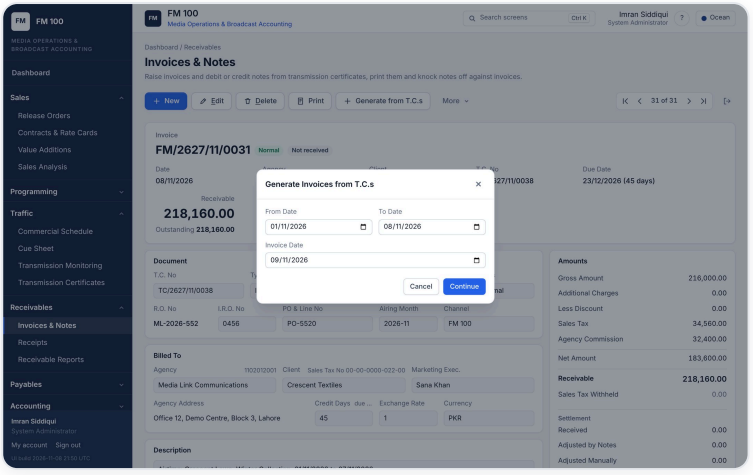
Where	Action	R.O. spot	Schedule row
Release Orders	Cancel / Suspend	Cancelled / Suspended	Stays on an existing schedule
Commercial Schedule	**Drop Spots...**	Dropped (or Cancelled with "Cancelled by Client")	Removed
Monitoring	Row set to Drop, then **Apply Drops**	Dropped	Stays, marked Drop

A spot can be brought back with right-click **Restore this spot to Live** (Release Orders) or **Recover the R.O. spot of this row** (Monitoring). Both need the recover right.

Billing: Invoices and Receipts

Billing and Accounts. Full guide: chapter 6.

Invoice all certificates of the month



Generate Invoices from T.C.s

1. **Invoices & Notes** > **Generate from T.C.s**.
2. **From Date**, **To Date** (R.O.s that start and end inside), **Invoice Date** (an open period).
3. **Continue**. Read the result: invoices made, and each skipped T.C. with its reason. **Done**.

One invoice from one T.C.

1. **New**, type the **T.C. No**, press Enter. "T.C. ... loaded" confirms the spots and basis.
2. Check **Invoice Date**, leave **Invoice No** blank, check amounts and **Description**. **Post**.

> **Note** A T.C. is billed once. Amounts of a T.C. invoice are fixed after posting: correct them with a debit or credit note. A shared client gets two invoices (for example 20% and 80%) automatically.

Notes and manual invoices

- **Debit or credit note**: **New**, type the invoice number in **T.C. No**, Enter, choose the **Type**, type amounts (credit note as minus), reason in **Description**, **Post**. Then **Adjusted Invoices** > **Add Invoice** > **Post Knock-off**.
- **Invoice without a T.C.** (sponsorship): **New**, leave **T.C. No** blank, choose **Type**, **Channel**, agency, client, type the amounts, **Post**.

Record a receipt

1. **Receipts** > **New**. **Cheque No**, **Cheque Date**, **Received From**, **Particulars**.
2. **Ledger Lines**: bank account code, **Debit** amount; next line the agency account, **Credit**. A last line left empty takes the balancing amount. Tax withheld goes on its own debit line.
3. **Invoices Adjusted** > **Add Invoice**: pick the invoices this cheque pays.
4. **Post**.

> **Note** Debit must equal credit. "Post with a difference?" is only for a true part payment or advance.

Print opens the invoice print options (duplicate, letterhead, without stamps). **More** > **Print a number range...** (Ctrl F11) prints many. **Receivable Reports** holds ageing, statements and the invoice register.

Everything posts to the ledger when you press **Post**. There is no separate posting step.

Accounts and Month End

Accounts. Full guide: chapters 7 to 10.

Vouchers: one layout for four books

Supplier Bills, **Supplier Payments**, **Petty Cash** and **Journal Vouchers** work the same way:

1. **New**, header fields (date, payee or supplier invoice no, particulars).
2. Lines: account code + Enter (F2 to pick), **Debit** or **Credit**, optional cost centre and job. Enter on **Credit** adds a line.
3. Settle bills or invoices in the grid below (Esc jumps there).
4. **Post**. The badge must show **Balanced**.

Book	Debit	Credit
Supplier Bills	Expense lines	Supplier
Supplier Payments	Supplier (pick bills in **Bills Paid**)	Bank; withholding tax as a percentage under 10
Petty Cash	Expense lines	Petty cash account
Journal Vouchers	Any account	Any account

Look up and reconcile

- **General Ledger**: choose the class tab, find the account, Enter, set **From** / **To**, **View**. Ctrl E for Excel.
- **Bank Reconciliation**: bank account, dates, **Show** All, type **Cleared On** for each statement line, **Update**. **Balance as per bank** must match the statement.
- **Trial Balance**, **Profit & Loss**, **Balance Sheet**: set dates, **Run Report**. Enter on an account opens its ledger.

Month end checklist

Step	Screen	Done when
1	Transmission Certificates: **Batch Generate**	No aired R.O. is left without a T.C.
2	Invoices & Notes: **Generate from T.C.s**	No unexpected skipped T.C.s
3	Receipts	Un-adjusted receipts reports are explained
4	Bills, payments, petty cash, journals	Every voucher **Posted** and **Balanced**
5	Bank Reconciliation	Balance as per bank equals the statement
6	Trial Balance (month and year to date)	Debits equal credits
7	Accounting Periods: select the month, **Close**	The month shows **Closed**

Important A closed month refuses any new, changed or deleted entry dated in it; reports still work. Reopen only with the accountant's agreement and a clear reason.

Management, Data Tools and Help

Management and administrator. Full guide: chapters 11 and 12.

Management Dashboard (Sales group)

1. Choose a period: **This month**, **Last 3 / 6 / 12 months**, **This fiscal year**, or **From** / **To**.
2. Read the headline figures (net revenue, spots aired, delivery rate, receivables, collections, net result) and the one-line takeaway under each of the ten reports.
3. **Table** shows a report's figures. **Export to Excel** gives one sheet per report.

The same reports are available to Power BI through read-only views; see the separate Power BI guide.

Data Import and Demo Data (Administration group)

- **Data Import**: pick a book, **Download Template**, fill the **Data** sheet, **Check File**, fix, **Import**. Follow the order of the list (Stations before Agencies, Clients before Commercials).
- **Demo Data**: fills a new, empty company with sample months for training. It refuses a company that already has transactions. Never use a live company for training.

When something goes wrong

Message	What to do
"... is required"	Fill the named field.
"Changed by someone else"	**Cancel**, refresh, make the change again.
"Date ... falls in a closed period"	Use a date in an open month, or ask for the month to be reopened.
"You have already generated the Invoice No. ..."	The T.C. is billed; open it with **Find a Document**.
"Sum Of Debit and Credit are mismatched"	Correct a line, or leave one line empty to balance.
"Cannot reach the server"	Check the network and try again.
Ends with "(Reference: ...)"	Call the administrator.

Call the administrator with: the **Reference** code, the screen name, the document or voucher number, what you pressed and when, and a screenshot of the red box.

> **Tip** Each screen's own shortcuts are under **More** > **Keyboard shortcuts**, or press **?**.