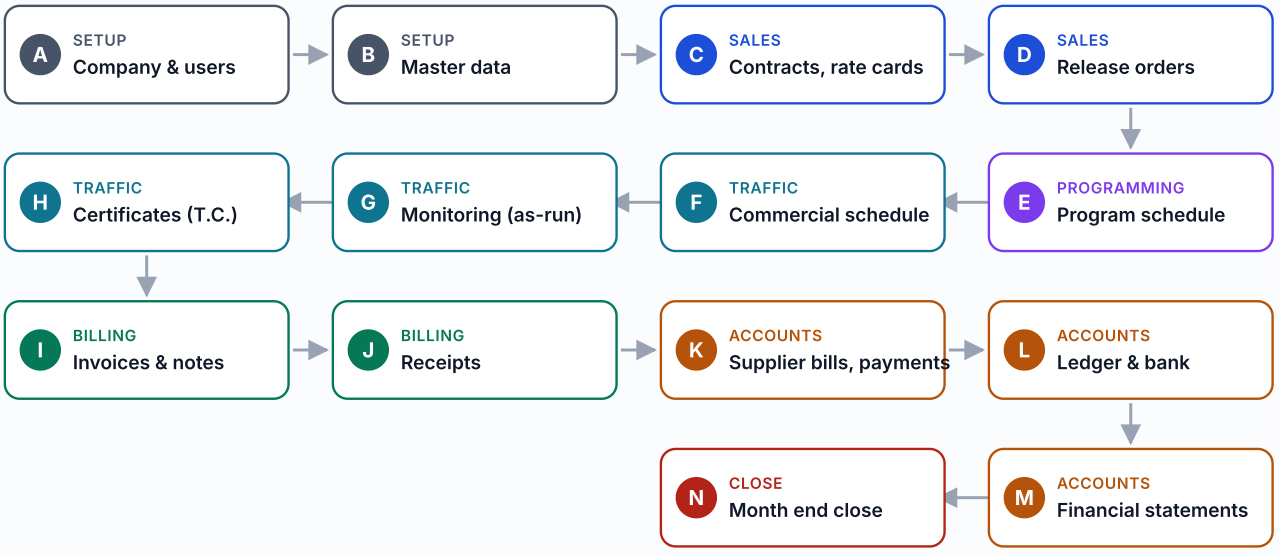
FM

MediaOpsHub

Media Operations & Broadcast Accounting

User Training Guide

From first sign-in to month end: setup, release orders, scheduling, transmission certificates, billing, accounts and HR, step by step.



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

Prepared for FM100

Version 1.1, November 2026

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About This Guide

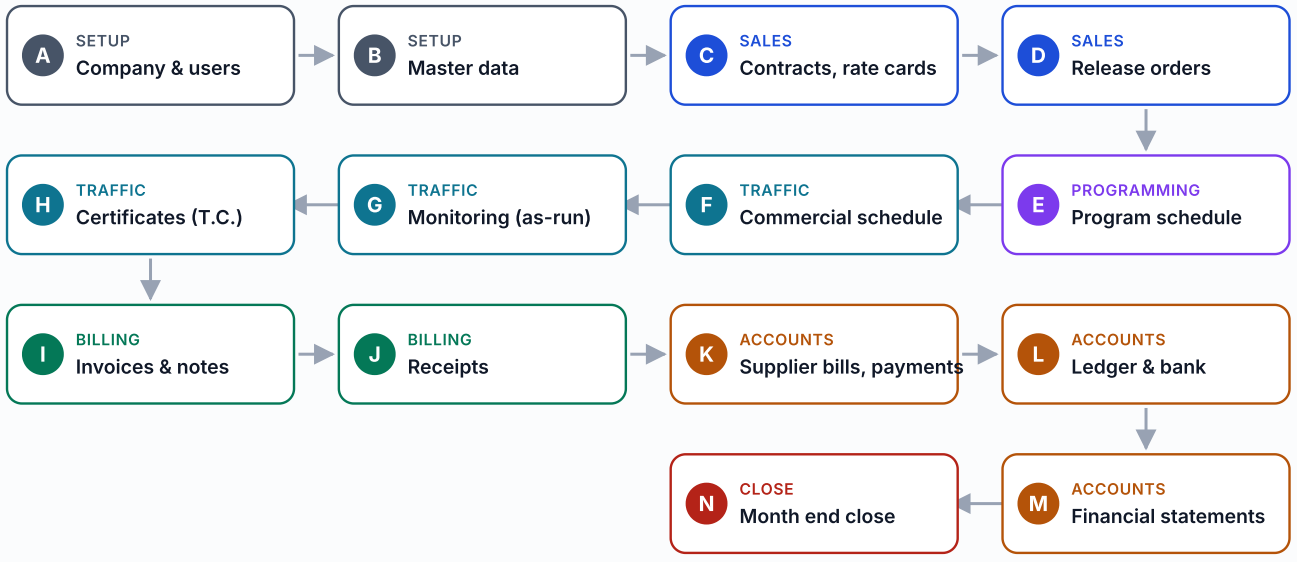
This guide takes a first-time user from signing in to closing the month. Read chapters 1 and 2 once; after that, use the roadmap below to find the chapter for the job in hand.

Each chapter follows the order of the work. Screen names match the labels in the left-hand menu, and buttons and fields are shown in **bold** exactly as they appear on screen.

> **Tip** Press **Ctrl K** anywhere in the application and type part of a screen name to open it. Old names from the desktop system work too, for example "CTS" or "Receivable Booking".

The Roadmap from A to Z

The application follows the life of a spot, from the agency's release order to the money in the bank. The one-time setup comes first; the daily cycle then repeats every working day; the month end closes the books.



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

Step	Screen	Who usually does it	Chapter
A	Company Profile, Accounting Periods, Users & Roles	Administrator	2
B	Master Data: stations, agencies, clients, commercials, programs	Administrator, sales office	2
C	Contracts & Rate Cards	Sales office	3
D	Release Orders (typed or imported from Excel)	Booking officer	3
E	Fixed Point Chart and Program Schedule	Programming	4

Step	Screen	Who usually does it	Chapter
F	Commercial Schedule: build the day's log, place spots, export	Traffic	5
G	Transmission Monitoring: confirm what aired, record drops	Traffic	5
H	Transmission Certificates	Traffic, billing	5
I	Invoices & Notes	Billing	6
J	Receipts	Accounts	6
K	Supplier Bills, Supplier Payments, Petty Cash	Accounts	7
L	Journal Vouchers, General Ledger, Bank Reconciliation	Accounts	8
M	Trial Balance, Profit & Loss, Balance Sheet	Accounts, management	9
N	Month end and period close	Accounts, administrator	10

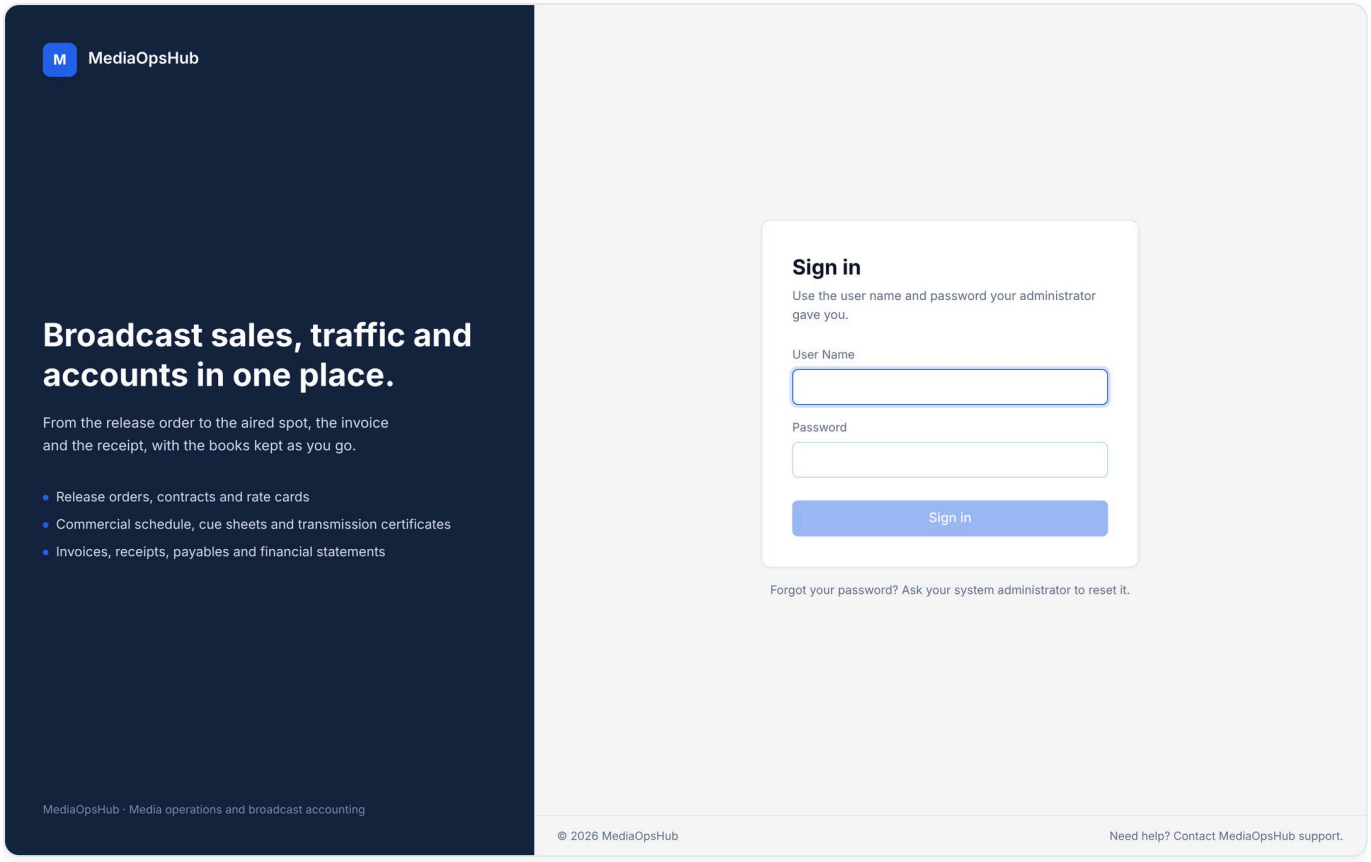
Words Used in This Guide

Term	Meaning
R.O.	Release order: the agency's instruction to air a client's commercials on given dates and times.
I.R.O.	Internal release order number given by the application to each R.O.
Spot	One airing of one commercial at one date and time.
Network	All stations together. A spot booked on Network airs on every station.
Network package	A named group of stations sold as one booking, for example KHI-LHR-ISB. A spot booked on a package airs on each station in it.
Booking station	A station that takes R.O.s and makes schedules: Karachi (main office), Lahore and Islamabad. Every agency belongs to one.
F.P.C.	Fixed point chart: the weekly grid of programs.
C.T.S.	Commercial transmission schedule: the day's log of spots, by time and break.
T.C.	Transmission certificate: proof that the spots of an R.O. aired, used for billing.
PAID, F.O.C.	Nature of a spot: charged, or free of charge. G.M.T, BARTER and PACKAGE are the other natures.
Reference	The short code shown with an error message. Give it to the administrator; it points to the exact entry in the server log.

1 Getting Started

1.1 Signing in

MediaOpsHub runs in your web browser. Your administrator gives you the web address, a user name and a temporary password.



The sign-in page

1. Open the MediaOpsHub address in your browser. The company name shows above **Sign in**.
2. Type your **User Name**.
3. Type your **Password**.
4. Press **Sign in**. The button stays grey until both boxes are filled.

If the details are wrong you see "The user name or password is not correct." in a red box.

> **Note** After 5 wrong passwords in a row the account is locked for 15 minutes. Wait, or ask the administrator to unlock it or reset the password.

> **Note** There is no "forgot password" link. Ask your system administrator to reset your password.

Your sign-in belongs to the browser tab. If you close the tab, or the sign-in runs out after a working day (8 hours by default), you return to the sign-in page and sign in again.

1.2 First Sign-in: Choosing your Own Password

When the administrator creates your user or resets your password, they can ask you to choose a new one. If so, the **My account** window opens straight after you sign in, with the message "Your administrator asked you to set a new password before you continue." You cannot close it or use any screen until you change the password.

1. Type the new password in **New password (at least 10 characters)**.
2. Type it again in **Repeat new password**.
3. Press **Change password**. The button stays grey until the password has 10 or more characters and both boxes match.

"Password changed." confirms it, the window closes and you can start work.

1.3 The Screen Layout

Sidebar

The dark panel on the left lists every screen, in groups. **Dashboard** is at the top. Below it are the groups, each opened and closed by clicking its name:

Group	Alt + letter	What is in it
Sales	Alt+S	Release Orders, Contracts & Rate Cards, Value Additions, Sales Analysis
Programming	Alt+G	Fixed Point Chart, Program Segments, Program Schedule
Traffic	Alt+T	Commercial Schedule, Cue Sheet, Transmission Monitoring, Transmission Certificates
Receivables	Alt+R	Invoices & Notes, Receipts, Receivable Reports
Payables	Alt+P	Supplier Bills, Supplier Payments, Petty Cash
Accounting	Alt+A	Journal Vouchers, General Ledger, Bank Reconciliation, Fixed Assets
Financial Statements	Alt+F	Trial Balance, Profit & Loss, Balance Sheet, Monthly Trial Balance, Monthly Profit & Loss
Master Data	Alt+M	Agencies, Clients, Marketing Executives, Commercials, Programs, Industries, Suppliers, Channels, Stations, Break Positions, Drop Reasons, Chart of Accounts, GL Accounts, Cost Centres, Jobs
Administration	Alt+D	Users & Roles, Company Profile, Accounting Periods

Alt + the letter opens the group and puts the cursor on its first screen. Use the Up and Down arrow keys to move, and Enter to open.

A screen shown in grey is one your role does not allow. Point at it to see the permission it needs, and ask the administrator if you need it.

> **Tip** On a record screen, Alt + a letter first goes to the toolbar button with that underlined letter. For example, on a Master Data screen Alt+F means **First** record, not Financial Statements. Use Ctrl K to change screen instead.

The bottom of the sidebar shows your name and designation, with **My account** and **Sign out**.

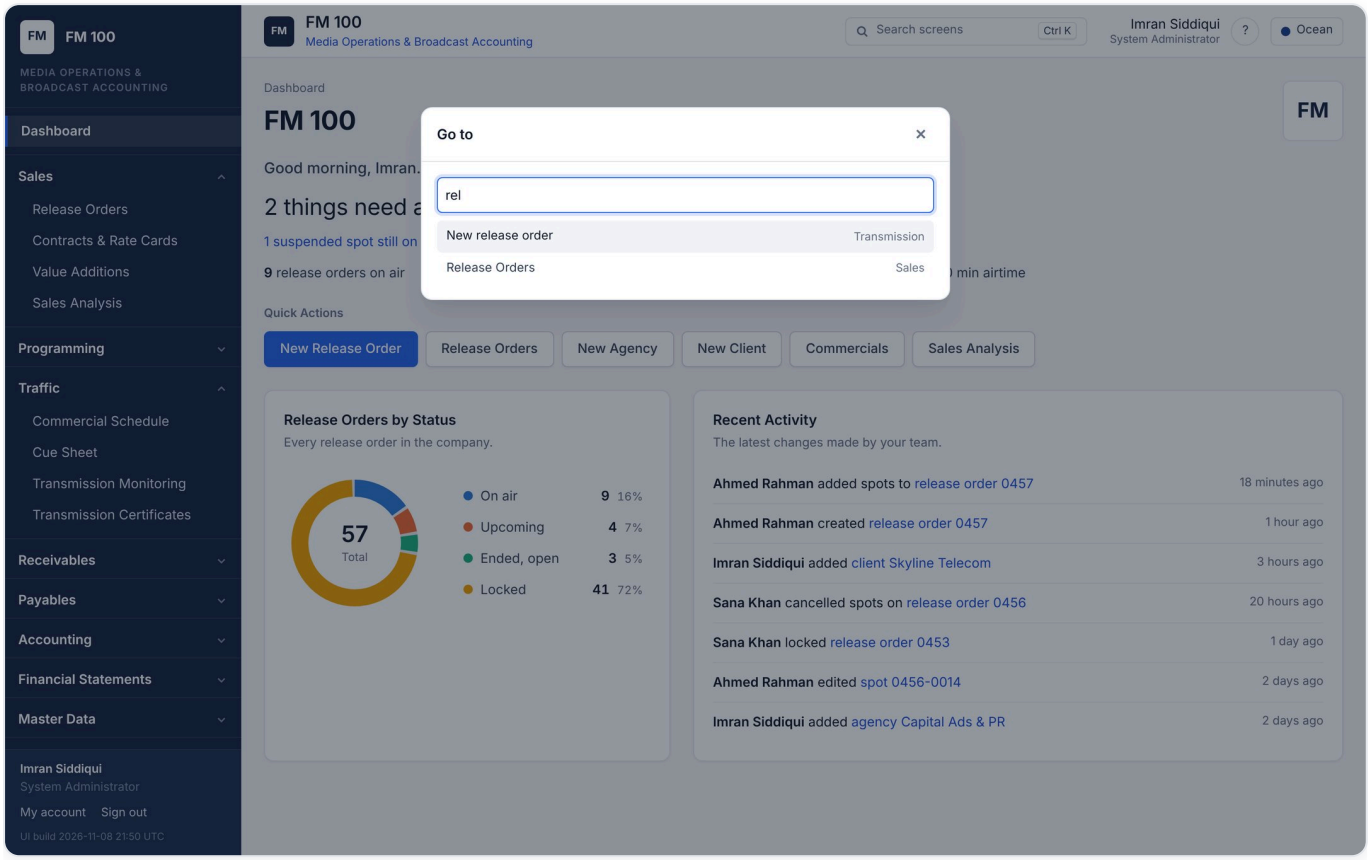
Top bar

Across the top of the page, from left to right:

- The company name.
- **Search screens** with **Ctrl K**: jump to any screen by name.
- Your name and designation.
- **?**: the list of keyboard shortcuts.
- The skin picker: choose **Ocean**, **Forest**, **Graphite** or **Plum** to change the colours. The choice is kept in this browser.

A thin moving line along the top bar means the system is talking to the server.

Search screens (Ctrl K)



The Go to window

1. Press **Ctrl K** anywhere, or click **Search screens**.
2. Type part of the screen name, for example "agen" or "release".
3. Use the Up and Down arrow keys to pick a line.
4. Press Enter.

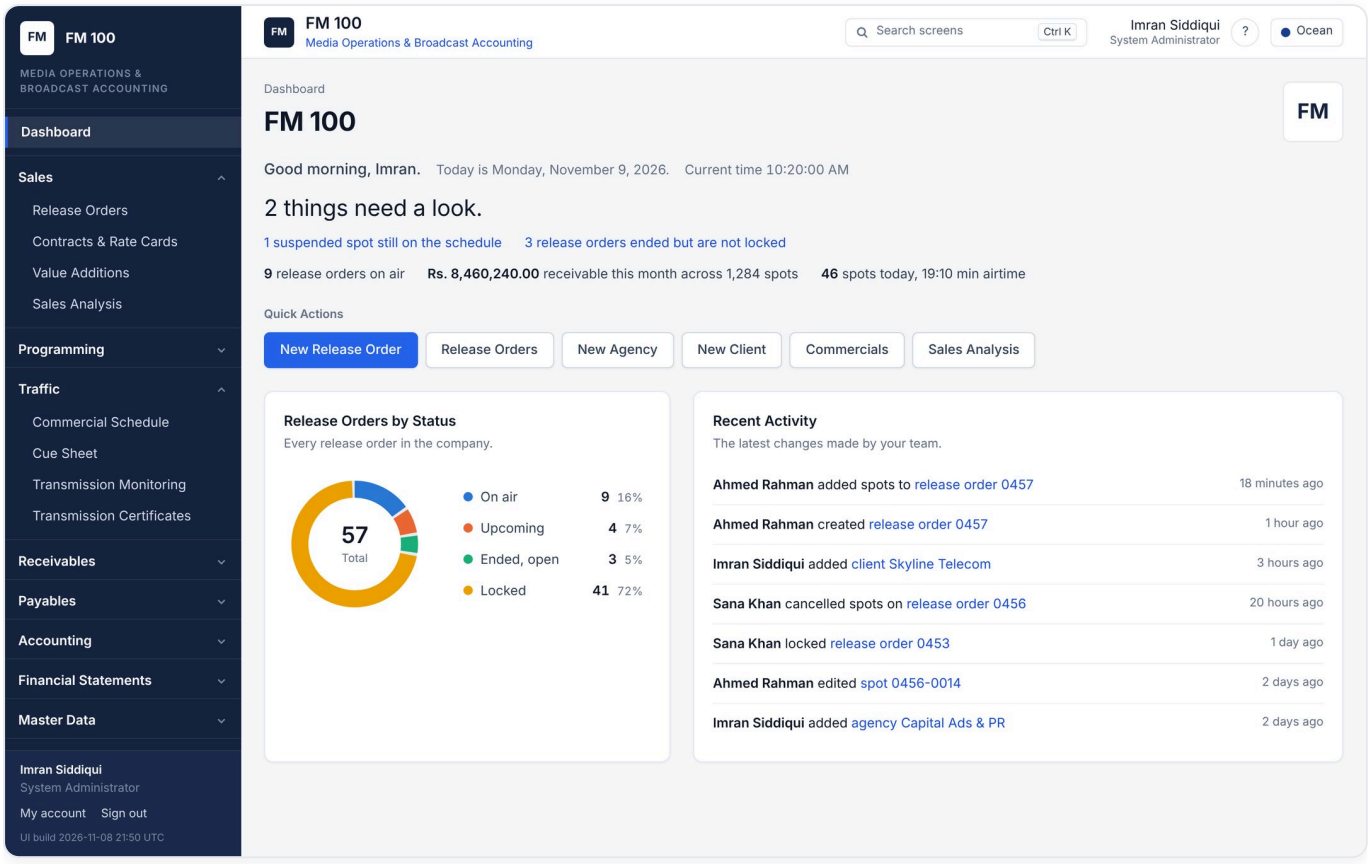
The search also knows the old desktop names, so "CTS", "PB" or "Closing Date" find Commercial Schedule, Supplier Bills and Accounting Periods. It also offers **Dashboard** and **New release order**. Only screens your role allows are listed.

Keyboard shortcuts (?)

Press **?** (when the cursor is not in a box) or the **?** button to see the shortcuts. Many setup screens also list their own shortcuts under **More** > **Keyboard shortcuts**, or with F1.

1.4 The Dashboard

The Dashboard opens after you sign in. Click **Dashboard** in the sidebar, or in the path above any screen title, to come back to it.



The Dashboard

- **What needs a look.** Either "Nothing is waiting on you right now." or a short list of links, for example release orders that have no spots, suspended spots still on the schedule, and release orders that have ended but are not locked. Click a link to go to **Release Orders**.
- **Today's figures.** Release orders on air, the amount receivable this month across its spots, and the spots and minutes of airtime today.
- **Getting Started.** While setup is incomplete, a progress bar counts the master data lists that have at least one record (Channels, Stations, Break Positions, Agencies, Clients, Marketing Executives, Commercials, Programs, then the first release order). The **Next:** link opens the next list to fill. **Hide** removes the card in this browser.
- **Quick Actions.** Buttons such as **New Release Order**, **New Agency** and **New Client**. You see only the ones your role allows.

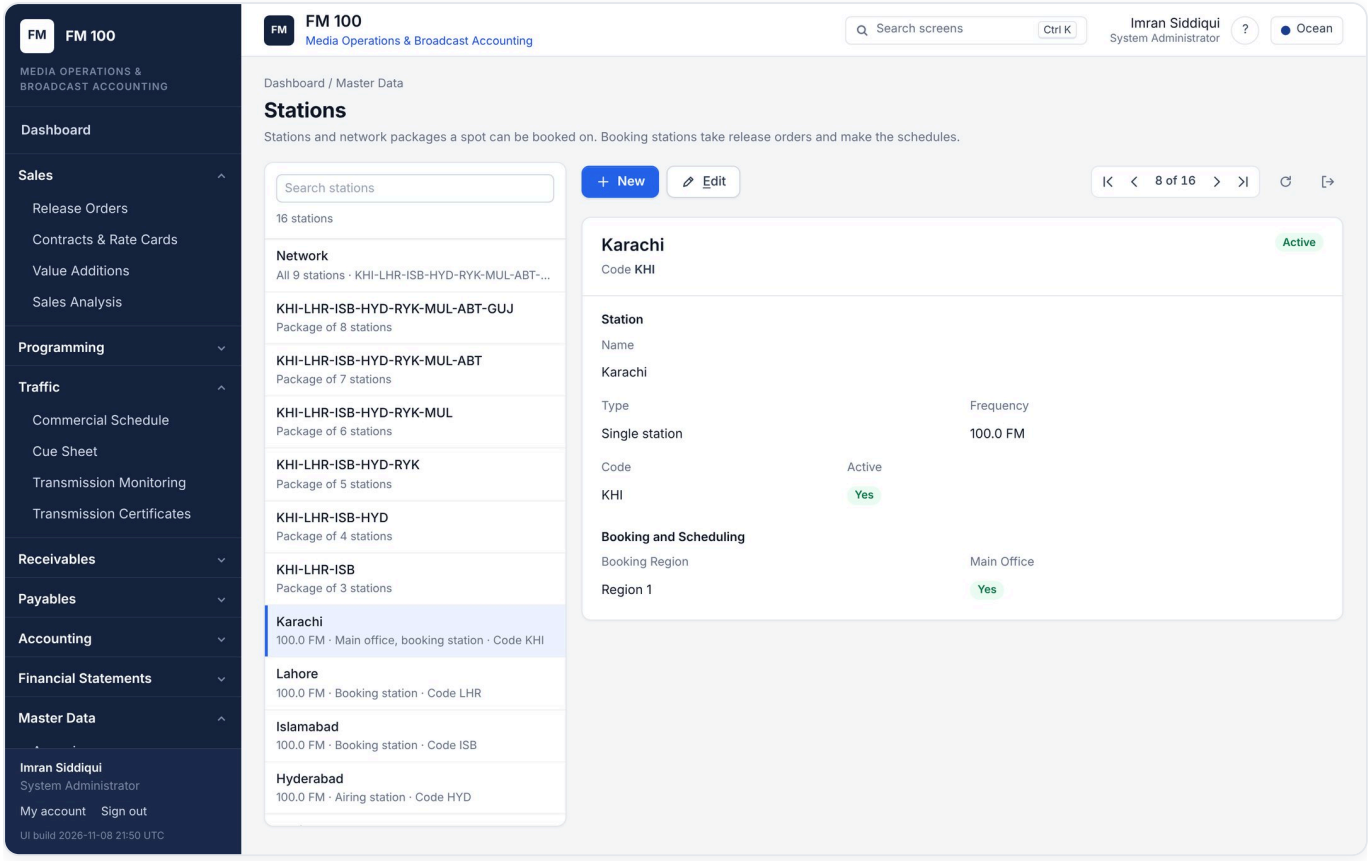
- **Release Orders by Status.** A ring chart of every release order: On air, Upcoming, Ended open and Locked. Point at a colour to see its count.
- **Recent Activity.** The latest changes by your team, with links to the records.

The Dashboard refreshes itself every minute.

1.5 How Every Record Screen Works

Most screens show one record at a time with the same toolbar above it. Master Data screens also show a searchable list on the left and the selected record as a card on the right.

The toolbar while viewing



The toolbar while viewing a record

On the left you see only the actions you can use now:

- **New** (blue): start a new record. Keyboard: Insert.
- **Edit**: change the record on screen. Keyboard: F2.
- **Delete**, on screens that allow deleting.
- Other buttons that belong to the screen, such as **Reset Password** on Users & Roles.
- **More**: less used actions such as **Export to Excel**, prints and **Keyboard shortcuts**.

On the right:

- The pager, for example "‹ 8 of 16 ›", with buttons for first, previous, next and last. Keyboard: PgUp and PgDn for previous and next. For first and last, use Alt+F and Alt+L on the Master Data and

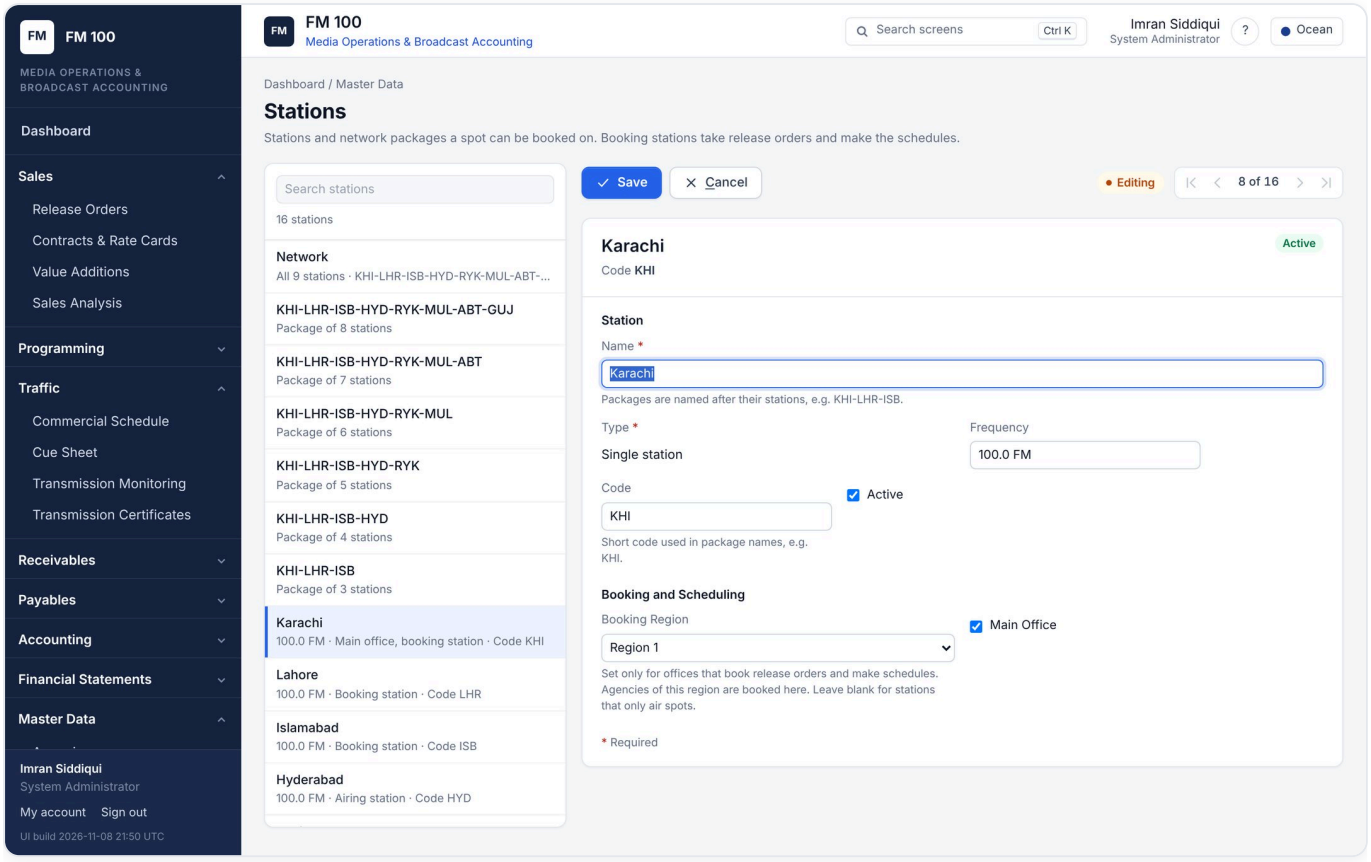
Administration screens, and Ctrl Home and Ctrl End on screens such as Release Orders, Invoices & Notes and the vouchers.

- A refresh icon to reload the data.
- A close icon (Alt+X) that returns to the Dashboard.

Each button with an underlined letter also works with Alt + that letter. Point at a button to see its shortcut.

While viewing, values show as plain text. An empty value shows "Not set".

The toolbar while editing



The toolbar while editing a record

After **New** or **Edit** the toolbar shows only:

- **Save** (on some screens **Post**). Keyboard: Ctrl S or F10.
- **Cancel**. Keyboard: Esc. Nothing you typed is kept.

An amber chip on the right says **Editing** or **New**. The pager and the list are locked until you save or cancel.

Fields you must fill have a red *. Fields that cannot change after the first save show as text while you edit.

Moving between fields

Press **Enter** to go to the next field and **Shift+Enter** to go back. You do not need the mouse to fill a form.

In a picker (for example **Client** on a commercial), type a few letters to search, press Down or F2 to open the list, Enter to pick, Esc to close.

Lists and double-click

On screens with a list, click a line to show that record. Double-click a line to open it straight in edit mode. The search box above the list filters as you type; the line under it shows, for example, "12 of 140 shown". Clear the search to see everything again.

Right-click menus

Some screens, for example Company Profile, Accounting Periods, Users & Roles and Industries, have a right-click menu with the same actions as the toolbar and their shortcuts. Use the arrow keys and Enter, or click.

1.6 Messages and Errors

- **Success** shows as a short green message at the edge of the screen, for example "Agency saved" with the new code under it. It disappears after a few seconds.
- **Errors** show as a red box under the toolbar. The text says what went wrong and what to do, for example "Choose an account type and enter the account name." Close it with its **×** after you fix the problem.
- **Warnings** show as an amber box. The record was saved, but something deserves a look.

Some errors end with "(Reference: ...)". Write down or copy that code and give it to the administrator. It lets them find the exact event in the server log.

Common messages:

Message	What to do
"... was changed by someone else. Refresh and try again."	Another user saved the same record first. Press **Cancel**, refresh, and make your change again.
"Cannot reach the server."	Check your network connection and try again.
"The application server is not responding."	Wait a minute and try again. If it continues, tell the administrator.
"... is required."	Fill the field named in the message.

1.7 My Account and Signing Out

1. Click **My account** at the bottom of the sidebar. The window shows your name, user name and designation.
2. To change your password, fill **New password (at least 10 characters)** and **Repeat new password**.
3. Press **Change password**, or **Close** to leave without changes.

To finish work, click **Sign out** at the bottom of the sidebar. You return to the sign-in page.

2 One-Time Setup

This chapter is for the administrator. Do it once, before the other teams start, in the order below.

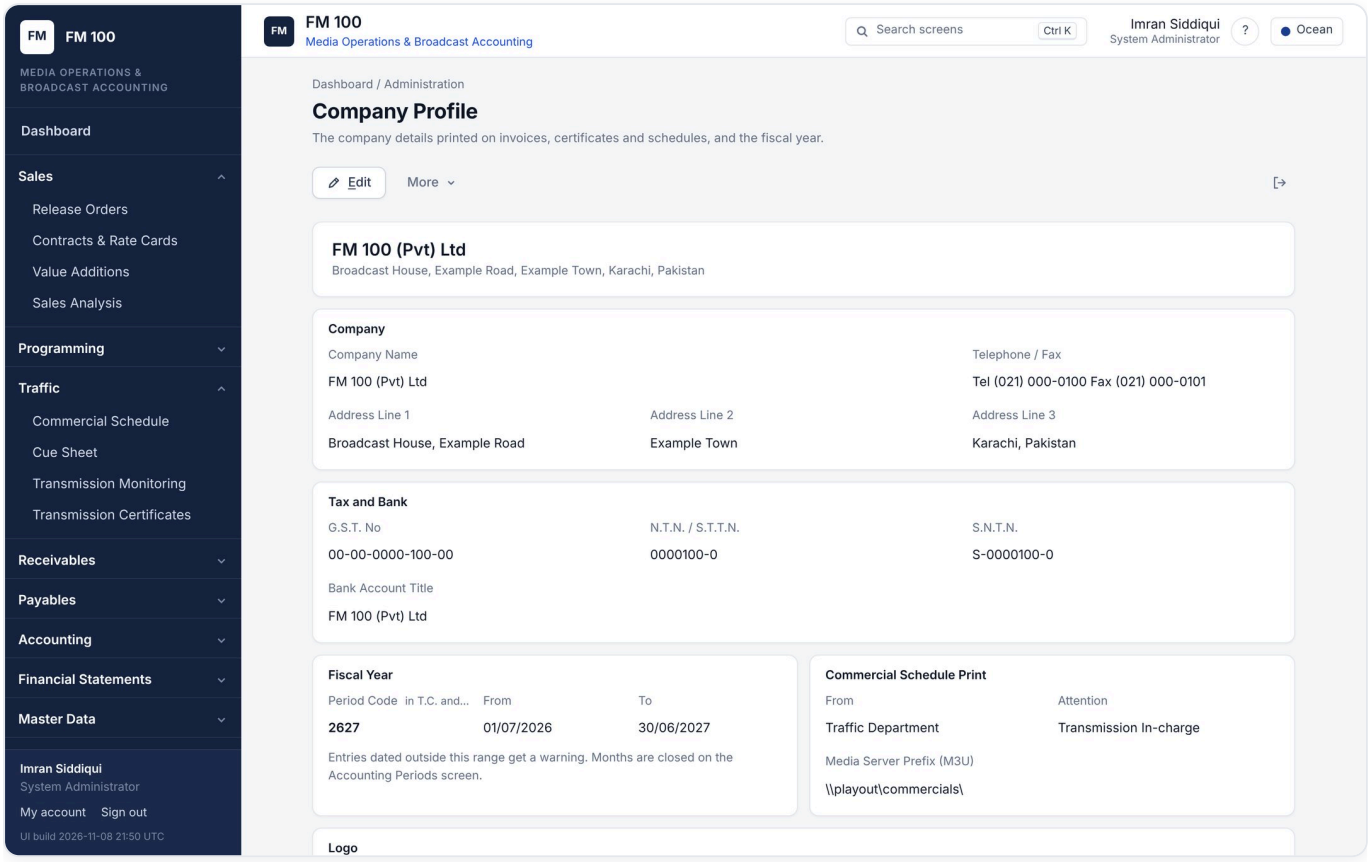
2.1 Why the Order Matters

Many records depend on others that must exist first:

- **Accounting Periods** takes the fiscal year from **Company Profile**.
- Users need roles before they can see any screen.
- An agency's **Booking Station** must be a station that already has a booking region, and it cannot be changed later.
- A commercial needs its client and, if used, its industry.
- A program can name its channel.
- A GL account can only be opened on a Chart of Accounts head.

2.2 Company Profile

Administration > **Company Profile** holds the details printed on invoices, certificates and schedules, and the fiscal year. You need the period administration right to change it.



Company Profile

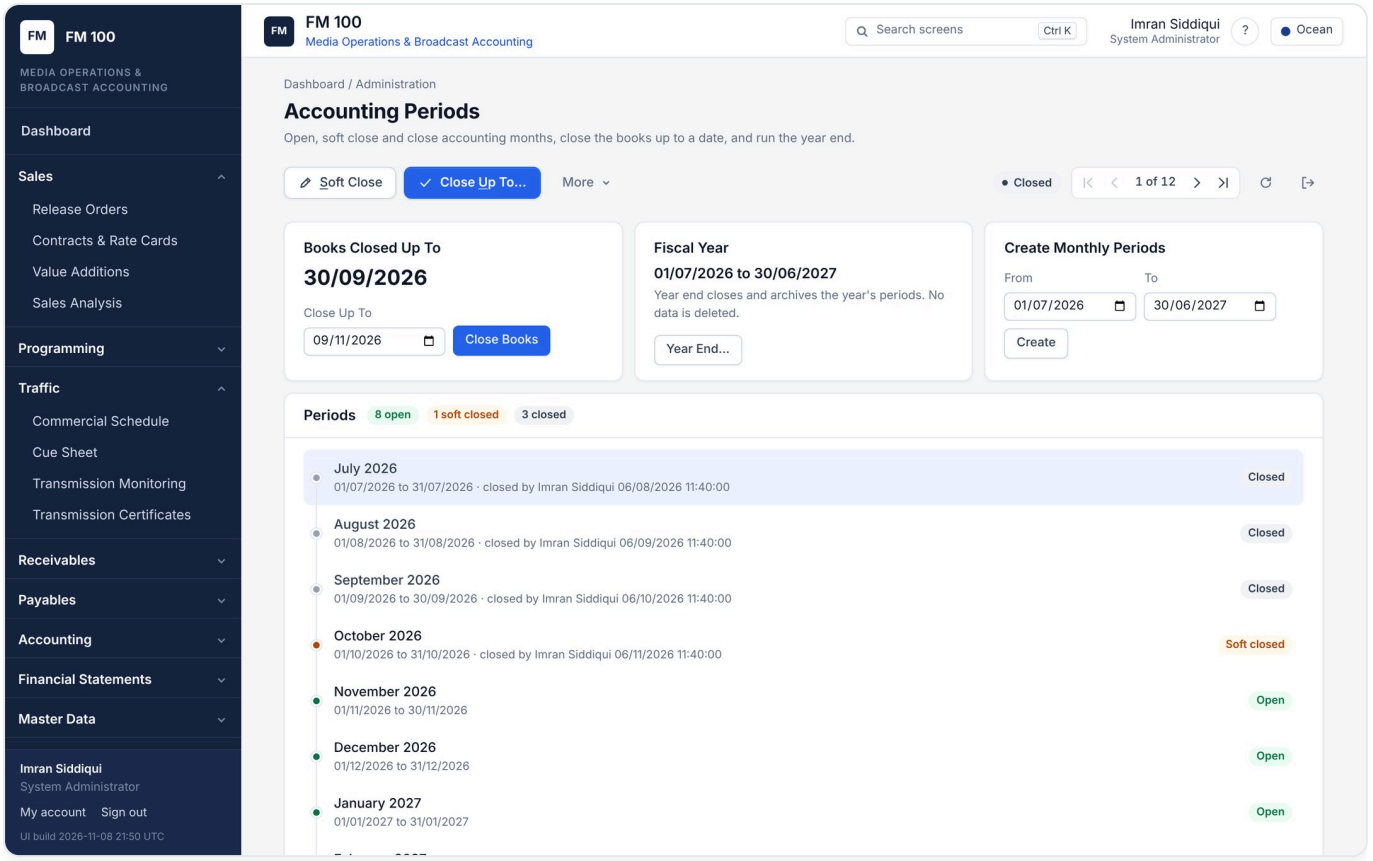
The first time, the screen says "Company profile not set up yet". Press **Set up company**. The fiscal year starts filled in as 1 July to 30 June; change it if yours differs.

Section	Field	Notes
Company	**Company Name**	Required.
	Telephone / Fax, **Address Line 1**, **Address Line 2**, **Address Line 3**	Printed on documents.
Tax and Bank	**G.S.T. No**, **N.T.N. / S.T.T.N.**, **S.N.T.N.**	Your own tax numbers.
	Bank Account Title	
Fiscal Year	**Period Code**	Up to 4 characters. Used in T.C. and invoice numbers.
	From, **To**	The fiscal year. **To** cannot be before **From**. Entries dated outside this range get a warning.
Commercial Schedule Print	**From**, **Attention**	The sender and addressee on the printed commercial schedule.
	Media Server Prefix (M3U)	The start of the file path written into M3U playlists.
Logo	**Logo Web Address**	A link starting with https://. The logo then shows on the card at the top of the screen.

1. Open **Administration** > **Company Profile**.
2. Press **Edit** (or **Set up company** the first time).
3. Fill the fields.
4. Press **Save**.

2.3 Accounting Periods

Administration > **Accounting Periods** controls which dates can still take entries.



Accounting Periods

Each period has a status:

Status	Effect
Open	Everyone with the normal rights can post.
Soft closed	Only users with the period administration right can post. Use it while you finish a month.
Closed	Nobody can add, change or delete entries dated in it.

> **Note** When no periods exist, every date is open.

The top of the screen has three cards:

- **Books Closed Up To** shows the last closed date. Choose a date in **Close Up To** and press **Close Books** to close every day up to and including that date. Any gaps before the date are filled with closed periods, and a period that crosses the date is split.
- **Fiscal Year** shows the year from Company Profile and the **Year End...** button.
- **Create Monthly Periods** creates one period per month between **From** and **To**. The dates start as the fiscal year.

Set up the periods for the first year

1. Check the dates in **Create Monthly Periods**.
2. Press **Create**. The months appear in the **Periods** list.
3. If the old system closed months already, choose the last closed date in **Close Up To**.

4. Press **Close Books**.
5. Read the confirmation and press **Close books**.

> **Note** **Create** refuses dates that overlap periods that already exist ("Periods already exist from ... to ...").

Change one period

1. Click the period in the list.
2. Press **Open**, **Soft Close** or **Close** on the toolbar.
3. For **Open** and **Soft Close**, type a reason if you want one and confirm. **Close** needs no reason.

Year end

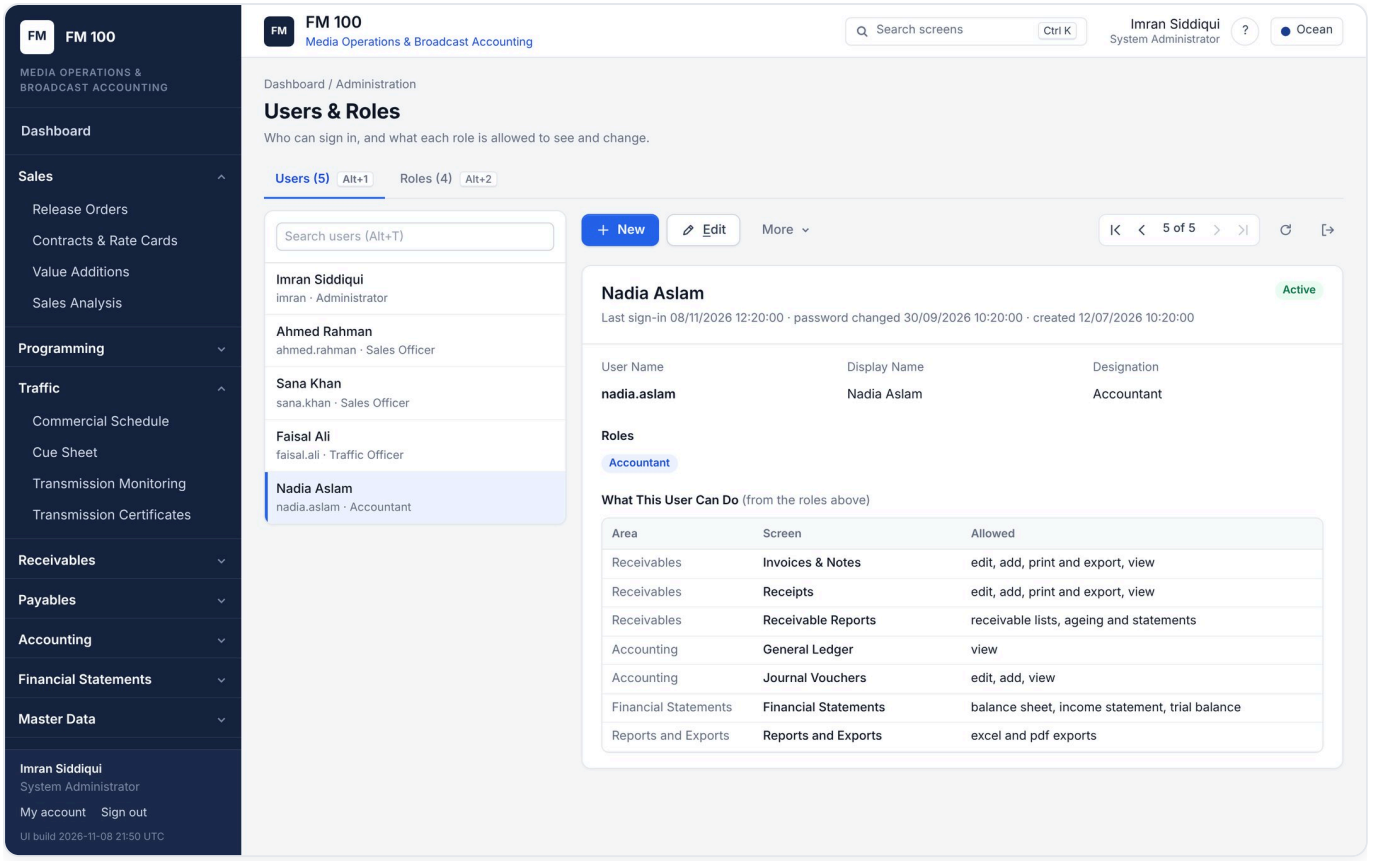
1. Press **Year End...**.
2. Check **From** and **To**.
3. Leave **Move the company fiscal year on by one year** ticked to roll the fiscal year in Company Profile.
4. Type a **Reason** if you want one.
5. Press **Close and Archive**.

Every period in the range is closed and marked **Archived**. Nothing is deleted and opening balances are not recomputed.

> **Important** An archived period stays closed. To post into it again, choose **More** > **Unarchive period**, type a reason (required), then press **Open**. Do this only with the accountant's agreement.

2.4 Users & Roles

Administration > **Users & Roles** decides who can sign in and what each person can do. It has two tabs: **Users** (Alt+1) and **Roles** (Alt+2). Create the roles first.



Users & Roles

Roles

A role bundles the rights for one job, such as Traffic Officer or Accountant. A user can have several roles and gets all their rights together.

1. Open the **Roles** tab.
2. Press **New**.
3. Type the **Role Name** (must be unique) and a **Description**.
4. In **Rights**, tick what the role may do on each screen: **View**, **Add**, **Edit**, **Delete**, and any **Other Rights** shown on that line (for example batch updates on release orders).
5. Press **Save**.

> **Tip** While editing a role, **Pick by Grid** (Alt+G) shows the screens with View, Insert, Edit and Delete ticks as in the old system. **Apply** adds the matching rights to the role.

Delete works only on a role that no user has. Remove the role from its users first.

Create a user

1. Open the **Users** tab.
2. Press **New**.
3. Type the **User Name**. It is changed to capitals and may hold letters, digits, dot, dash and underscore. It cannot be changed later.
4. Type the **Display Name** (required) and **Designation**. These show in the sidebar and top bar.

5. Keep the generated **Temporary Password**, or type one of at least 10 characters. **Generate** makes a new one.
6. Leave **User must choose a new password** ticked.
7. Tick one or more **Roles**.
8. Press **Save**.

A blue box shows the temporary password. Give it to the user in person. It is not shown again once you close the box.

What This User Can Do lists the screens and actions the user gets from the ticked roles. A user with no role can sign in but sees nothing.

> **Note** A role change applies on the server at once. The user's sidebar shows the change the next time they sign in.

Reset a password or force a password change

The same steps do both.

1. Select the user.
2. Press **Reset Password** (Alt+W).
3. Keep the generated **New Temporary Password**, or type one of at least 10 characters.
4. Leave **User must change it at the next sign-in** ticked.
5. Press **Reset Password**.
6. Give the password shown in the blue box to the user.

Other user actions (under More)

- **Deactivate user**: the user can no longer sign in; their history is kept. **Activate user** brings them back. You cannot deactivate yourself.
- **Unlock after failed sign-ins**: clears the 15 minute lock after 5 wrong passwords.

> **Note** At least one active user must keep full access ("At least one active user must keep the admin.all permission"). The system refuses a change that would remove the last one.

2.5 Master Data: the Order to Follow

Enter master data in this order:

Step	Screen	Needs first
1	Stations	nothing
2	Channels	nothing
3	Break Positions	nothing
4	Drop Reasons	nothing
5	Industries	nothing

Step	Screen	Needs first
6	Marketing Executives	nothing
7	Agencies	booking stations
8	Clients	nothing
9	Commercials	clients, industries
10	Programs	channels
11	Suppliers	nothing
12	Chart of Accounts	nothing
13	GL Accounts	Chart of Accounts
14	Cost Centres	nothing
15	Jobs	nothing

Agencies, Clients, Marketing Executives, Suppliers, Commercials, Programs, Channels and Stations share one layout: list and search on the left, record card on the right. Codes are assigned when you save, and the green message shows the new code.

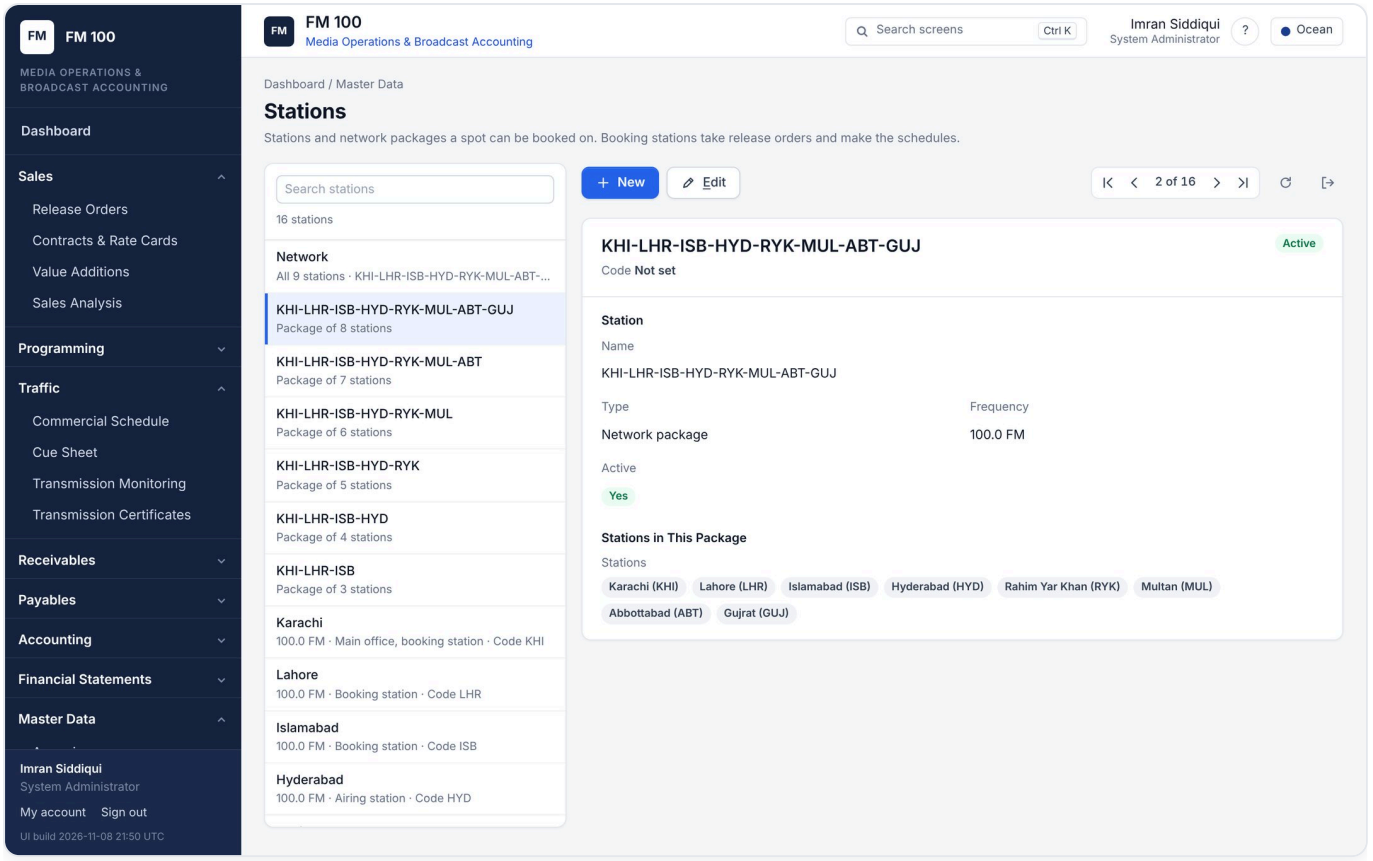
> **Note** These screens have no **Delete**. To stop using a record, press **Edit**, untick **Active** and save. Inactive records stay in the list with an **Inactive** badge and no longer appear in pickers.

2.6 Stations

A station is anything a spot can be booked on. There are three types:

- **Single station**: one transmitter, for example Karachi 100.0 FM.
- **Network package**: a named group of single stations, for example KHI-LHR-ISB. A spot booked on a package airs on each member station.
- **Network**: all stations. It already exists, covers every active single station, and cannot be renamed, made a booking station or made a package.

Booking stations take release orders and make the schedules. For FM100 these are Karachi (main office, region 1), Lahore (region 2) and Islamabad (region 3). The other six stations only air spots.



Stations

Field	Notes
Name	Required, up to 40 characters, unique. Name packages after their stations, for example KHI-LHR-ISB.
Type	**Single station** or **Network package**. Cannot be changed after saving.
Frequency	For example 100.0 FM.
Code	Single stations only. Up to 3 letters, for example KHI. Used in package names.
Active	
Stations	Packages only. Tick the member stations.
Booking Region	Single stations only. Set it only for offices that book release orders. Agencies of this region are booked here. Leave blank for airing stations.
Main Office	Single stations only. Tick for the head office.

Rules that block saving:

- Only one station can hold each booking region: "Lahore already books for region 2. Clear it there first."
- The main office must have a booking region. There is one main office; ticking it on another station moves it.
- A package needs at least two single stations, cannot contain another package, and cannot have exactly the same stations as another package.

Add the stations

1. Press **New**.
2. Type the **Name**, for example Karachi.
3. Leave **Type** as **Single station**.
4. Type the **Frequency** and the **Code** (KHI).
5. For Karachi, Lahore and Islamabad, choose the **Booking Region** (Region 1, 2, 3). Tick **Main Office** for Karachi only.
6. Press **Save**.
7. Repeat for all nine stations.

Add a network package

1. Press **New**.
2. Choose **Type**: **Network package**.
3. Type the **Name**, for example KHI-LHR-ISB.
4. Under **Stations**, tick Karachi, Lahore and Islamabad.
5. Press **Save**.

> **Tip** Add all single stations before the packages. The package list offers only single stations that already exist.

2.7 Channels

The broadcast channel and when its day starts.

Field	Notes
Code	Required, up to 3 characters, must be unique. Cannot be changed after saving.
Abbreviation	Required, up to 3 characters, stored in capitals. Used in T.C. and invoice numbers.
Description	Required.
Broadcast Day Starts	The time the broadcast day begins. Default 00:00:00.

2.8 Break Positions

The positions offered in the **Mid Break** picker on release order spots, such as 1st MB or Opening.

1. Type the **Position Name** (up to 22 characters).
2. Press **Add** or Enter.

The position appears in the list and in the picker straight away. This screen has no edit or delete. Adding a name that already exists changes nothing.

2.9 Drop Reasons

Groups for the remarks typed when spots are dropped or cancelled on release orders, used by the droppage reports.

Each time you open the screen, new remarks from release orders are added with group **N/A**. A badge counts the reasons "not grouped".

Field	Notes
Group	Up to 30 characters. Existing groups are suggested as you type.
Remarks	Required, up to 100 characters. The text written to the R.O. spot remarks.

To group a reason, select it, press **Edit**, type or pick the **Group**, and press **Post**. **Delete** removes a reason after you confirm.

2.10 Industries

Business sectors used to classify commercials in sales analysis, such as Telecom or Banking.

- The 4 digit code is assigned on save. Only the **Description** (required) can be changed.
- **Delete** works only when no commercial uses the industry. The card shows how many commercials use it.
- **More** > **Export to Excel** saves the list as Industry-Library.xlsx.

2.11 Marketing Executives, Agencies, Clients, Suppliers

These four share one card with the sections **General**, **Tax Registration** and **Address and Contact**.

Field	Notes
Name	Required, up to 70 characters.
Credit Days	Default 30.
Invoice Share %	Agencies and clients.
Active	
Sales Tax Reg. No, **N.T.N.**, **S.N.T.N.**	On agencies the last one is captioned **N.T.N. / S.N.T.N.**
Address Line 1, **Address Line 2**, **City**, **Telephone**, **Fax**	

The account code is assigned on save.

- **Marketing Executives** are the sales people credited with release orders and in sales reports.
- **Suppliers** are the vendors used on supplier bills and payments.

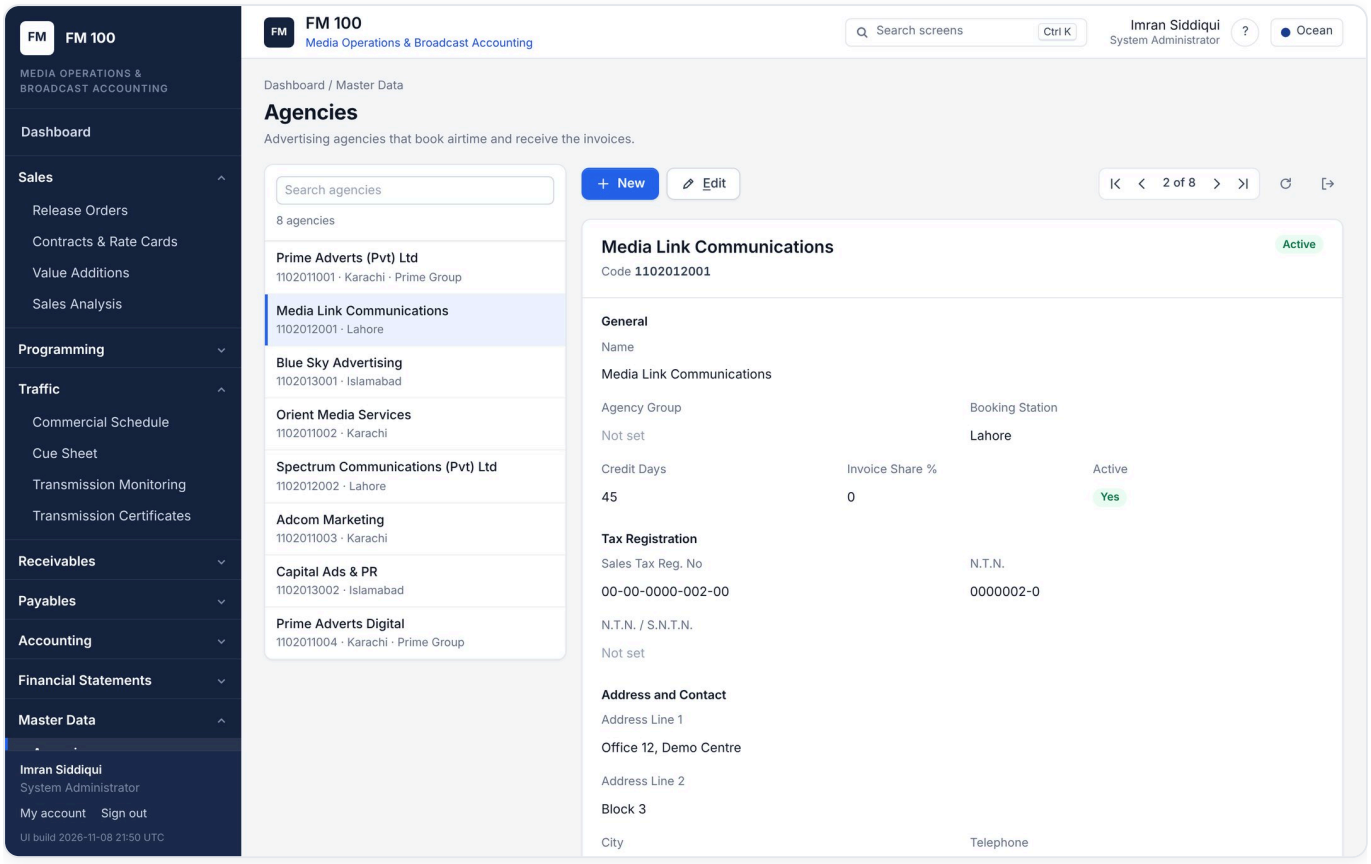
Agencies

Agencies have two more fields:

- **Agency Group**: agencies in one group share bulk discounts.
- **Booking Station** (required): the office that books this agency's release orders. The list shows the booking stations, with the main office marked.

> **Important** The **Booking Station** becomes digit 7 of the agency's account code and cannot be changed after saving. Choose it carefully.

> **Note** Once booking stations exist, an agency must belong to one of them. Otherwise the save fails with "choose a booking station: ...".



Agencies

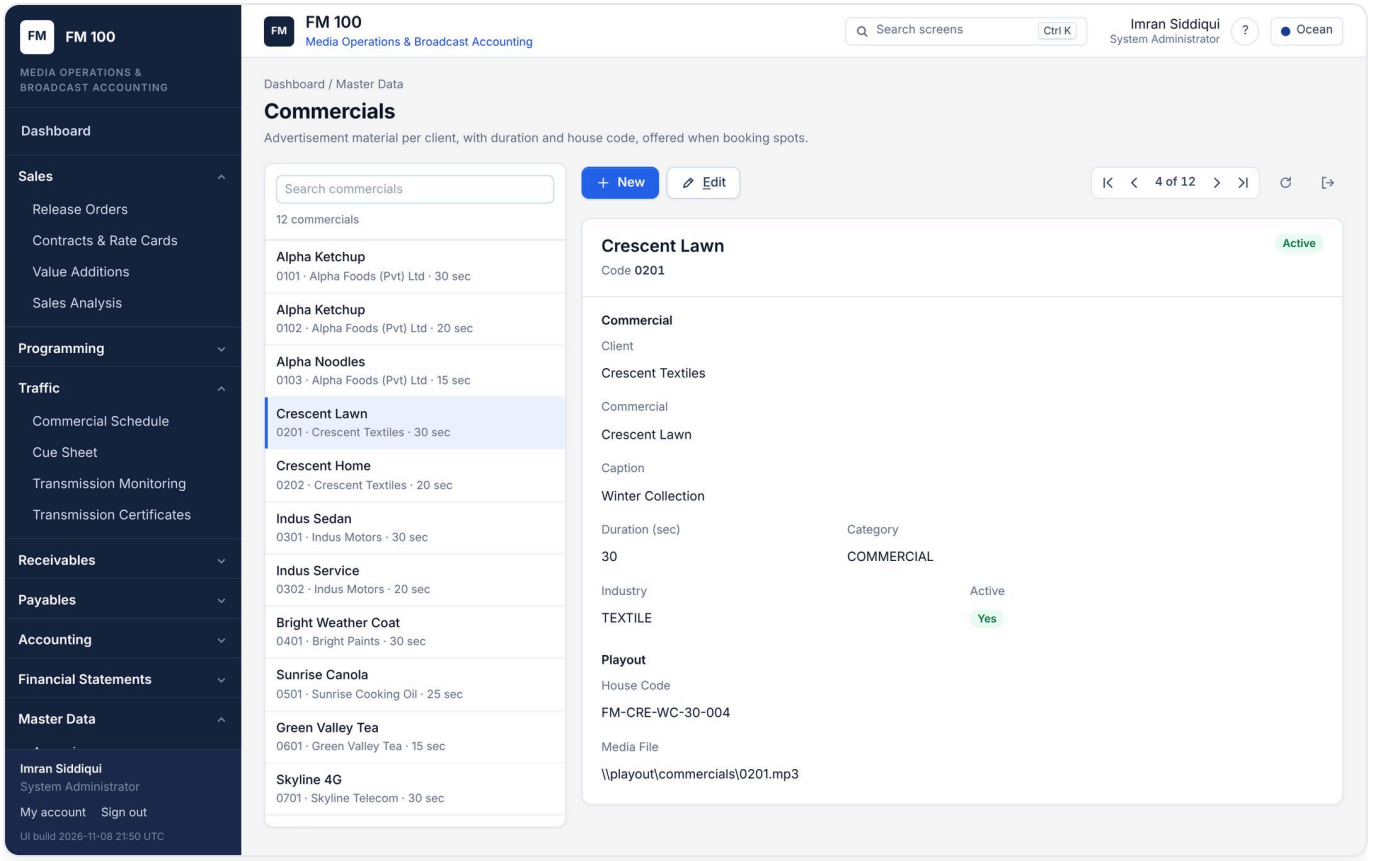
1. Open **Master Data** > **Agencies**.
2. Press **New**.
3. Type the **Name**.
4. Choose the **Booking Station**.
5. Fill **Agency Group**, **Credit Days**, the tax numbers and the address as needed.
6. Press **Save**. The green message shows the new code.

Clients

Clients have one more field: **Sector** (**PRIVATE**, **GOVT** or **OTHERS**).

2.12 Commercials

The advertisement material for each client, offered when booking spots.



Commercials

Field	Notes
Client	Required. Must be an active client.
Commercial	Required, up to 40 characters.
Caption	Up to 40 characters.
Duration (sec)	Required, at least 1.
Category	Required. **COMMERCIAL**, **SONG**, **TIME CHECK**, **BRANDING**, **PROMO**, **DOCUMENTARY**, **LOGO**, **SCROLL**, **PIP** or **TRAFFIC**.
Industry	Must be an industry from the Industries list.
Active	
House Code, **Media File**	Playout details.

The 4 digit code is assigned on save. In pickers a commercial shows as name, caption in brackets, then seconds, for example "Summer Offer (Urdu) 30s".

Important **Import Excel** on Release Orders finds the commercial by client, **Commercial**, **Caption** and **Duration (sec)** together. Spaces at the ends and capital letters are ignored, but everything else must match exactly. Create one commercial for each version (for example a 30 second and a 15 second cut) and use the same name and caption the agencies use in their files.

1. Open **Master Data** > **Commercials**.
2. Press **New**.
3. Pick the **Client**.
4. Type the **Commercial** name and **Caption**.
5. Type the **Duration (sec)**.
6. Choose the **Category** and the **Industry**.
7. Press **Save**.

2.13 Programs

Programs and time slots, used in the fixed point chart and on release orders.

Field	Notes
Program	Required, up to 60 characters.
Category	Free text.
Type	Required. **PROGRAM**, **TIMESLOT**, **NEWS**, **SPORTS**, **MUSIC** or **TALK SHOW**.
Channel	Pick from Channels.
Duration (sec), **Breaks**, **Inventory (sec)**	Length, number of breaks (default 4) and sellable seconds.
Effective To	Leave blank if the program has no end date.
Active	

The code is assigned on save.

2.14 Chart of Accounts

The heads that group GL accounts.

Field	Notes
Code	Typed by you, up to 7 characters. Cannot be changed later.
Description	Required, up to 60 characters.

The first digit of the code is the class: 1 Assets, 2 Liabilities, 3 Capital, 4 Revenue, 5 Expenses, 9 Memorandum. Longer codes are sub-heads of shorter ones. The list shows each head as **Group** or **Posting**; GL accounts can only be opened on the lowest (posting) heads.

Use **Find by Code** to jump to a head: type the code and press Enter. **Delete** refuses a code that is in use.

2.15 GL Accounts

The ledger accounts vouchers are posted to.

Field	Notes
Account Type	Required. A posting head from the Chart of Accounts. Group heads are greyed out.
Account Code	Leave blank to generate it under the type.
Account Name	Required, up to 70 characters.
Opening Balance Date, **Opening Balance**	Enter a credit balance as negative.
Budget Amount	
Active	

The **Ledger Balance** of the selected account shows beside **Find by Code**.

> **Note** Only users with the right to delete accounts can change the type or code of an existing account.

Delete works only on an account with no ledger entries besides its opening balance, and cannot be undone. If the save gives a warning, it shows in an amber box; the account is saved.

2.16 Cost Centres and Jobs

Departments (cost centres) and projects (jobs) that voucher lines can be charged to.

- Only the **Description** is entered. The code is assigned on save: 2 digits for cost centres, 3 digits for jobs.
- Code 00 (cost centre) and 000 (job) are used on voucher lines when none is entered.
- **Delete** refuses a code that is in use.

> **Note** Adding, changing and deleting cost centres and jobs needs the Chart of Accounts rights.

The Daily Broadcast Cycle

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

Step	Screen (sidebar)	Needs from the step before	Gives to the next step
1	**Contracts & Rate Cards**	Agencies and clients from Master Data	Rates per minute for new spots, deals to link R.O.s to
2	**Fixed Point Chart**	Programmes from Master Data	The programme at each time of each weekday
3	**Release Orders**	Agency, client, marketing executive, the client's commercials, rate cards, the F.P.C.	Live spots with dates, times, rates and amounts
4	**Value Additions**	Client commercials	Free spots placed on the day's MASTER C.T.S.
5	**Program Schedule**	The F.P.C. and **Program Segments**	The day's programme running order (P.T.S.)
6	**Commercial Schedule**	Live R.O. spots of the day, the F.P.C., value additions	The day's commercial log (C.T.S.), playout log and playlists
7	**Cue Sheet**	The P.T.S. and the C.T.S. of the same day	The minute-by-minute running order
8	**Transmission Monitoring**	The C.T.S. of the day, the as-run log	Ok and Drop marks; drops passed back to the R.O.s
9	**Transmission Certificates**	Live, aired, uncertified R.O. spots	T.C.s, ready for **Invoices & Notes**

Each later step locks the earlier one for that day:

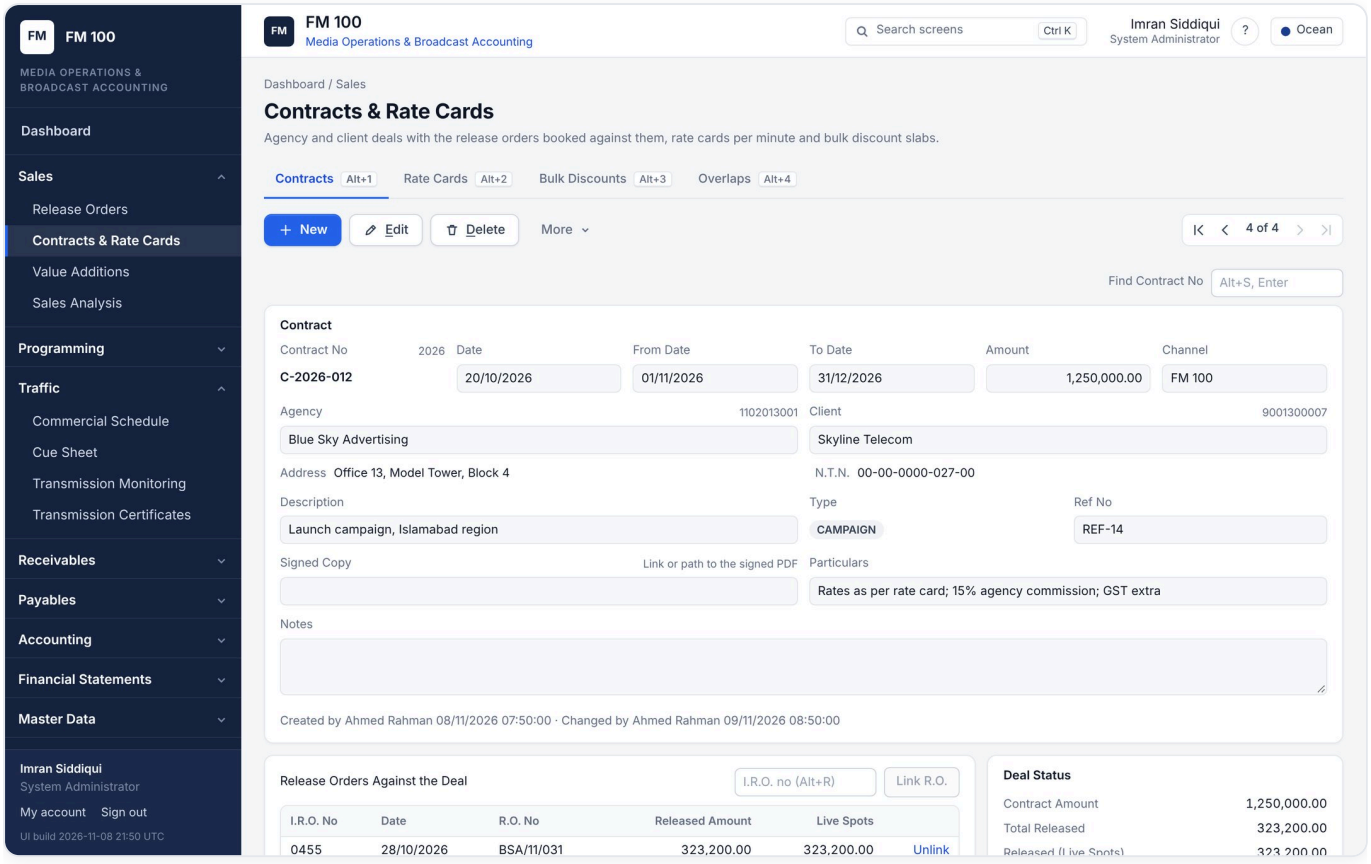
- A program schedule cannot be edited or deleted once a cue sheet exists for its date.
- A cue sheet cannot be edited or deleted once monitoring exists for its date.
- A commercial schedule cannot be edited once monitoring exists for it, and cannot be deleted once a cue sheet or monitoring exists for its date.
- A spot on a C.T.S. keeps its date, time, station and commercial fixed on the R.O. A spot on a T.C. can no longer change status or be deleted.

> **Note** Program schedules and cue sheets older than 3 days cannot be edited or deleted. A commercial schedule older than 3 days cannot be edited when a later schedule exists. Dates in a closed accounting period are blocked on all of these screens.

3 Sales

3.1 Contracts & Rate Cards

This screen holds agency and client deals, the rate card of each account and the bulk discount slabs. It has four tabs: **Contracts**, **Rate Cards**, **Bulk Discounts** and **Overlaps** (Alt+1 to Alt+4).



The Contracts tab with the deal status of a contract

Record a contract

1. Open **Contracts & Rate Cards** and stay on the **Contracts** tab.
2. Press **New**.
3. Enter the **Date**. The **Contract No** is assigned when you post.
4. Enter **From Date** and **To Date**.
5. Enter the **Amount** of the deal.
6. Choose the **Channel**, **Agency** and **Client**.
7. Fill **Description**, **Type**, **Ref No**, **Particulars** and **Notes** as needed.
8. In **Signed Copy**, paste the link or path of the signed PDF. A web link shows an **Open** button later.
9. Press **Post**.

Link release orders to a contract

1. Select the contract.
2. In **Release Orders Against the Deal**, type the I.R.O. number in the box (Alt+R).

3. Press **Link R.O.**

You can also pick the contract in the **Contract** field of the R.O. itself. The **Deal Status** box shows **Contract Amount**, **Total Released**, **Released (Live Spots)** and **Balance**. A negative balance shows in red. The released amount is net of tax over every spot of the R.O.

> **Note** Linking warns you when the R.O. agency or client differs from the contract. The link is still made.

> **Note** A contract that has linked R.O.s cannot be deleted. Press **Unlink** on each R.O. first. Unlinking keeps the R.O.

More holds **Deal Status** (printable, Alt+T) and **Print Contract** (Alt+W). To find a contract by number, type it in **Find Contract No** (Alt+S) and press Enter.

Rate cards

A rate card is a list of rates per minute for one agency or one client.

1. Open the **Rate Cards** tab.
2. Choose **Account Type** (Agency or Client), then the account.
3. Press **New**.
4. Choose the **Station** and enter **From Date**, **To Date**, **From Time**, **To Time** and **Rate / Min**.
5. Tick the **Days** the rate applies to.
6. Press **Post**.

Both ends of the date and time windows count. A row that overlaps another row of the same account, station and day is refused. To move the end date of many rows at once, use **Change End Date** in **More** (Ctrl+Shift+U).

When a PAID spot is posted on an R.O. without a rate, the system looks for a rate per minute for the spot's station, date, time and weekday: first on the client's card, then on the agency's card.

Bulk discounts

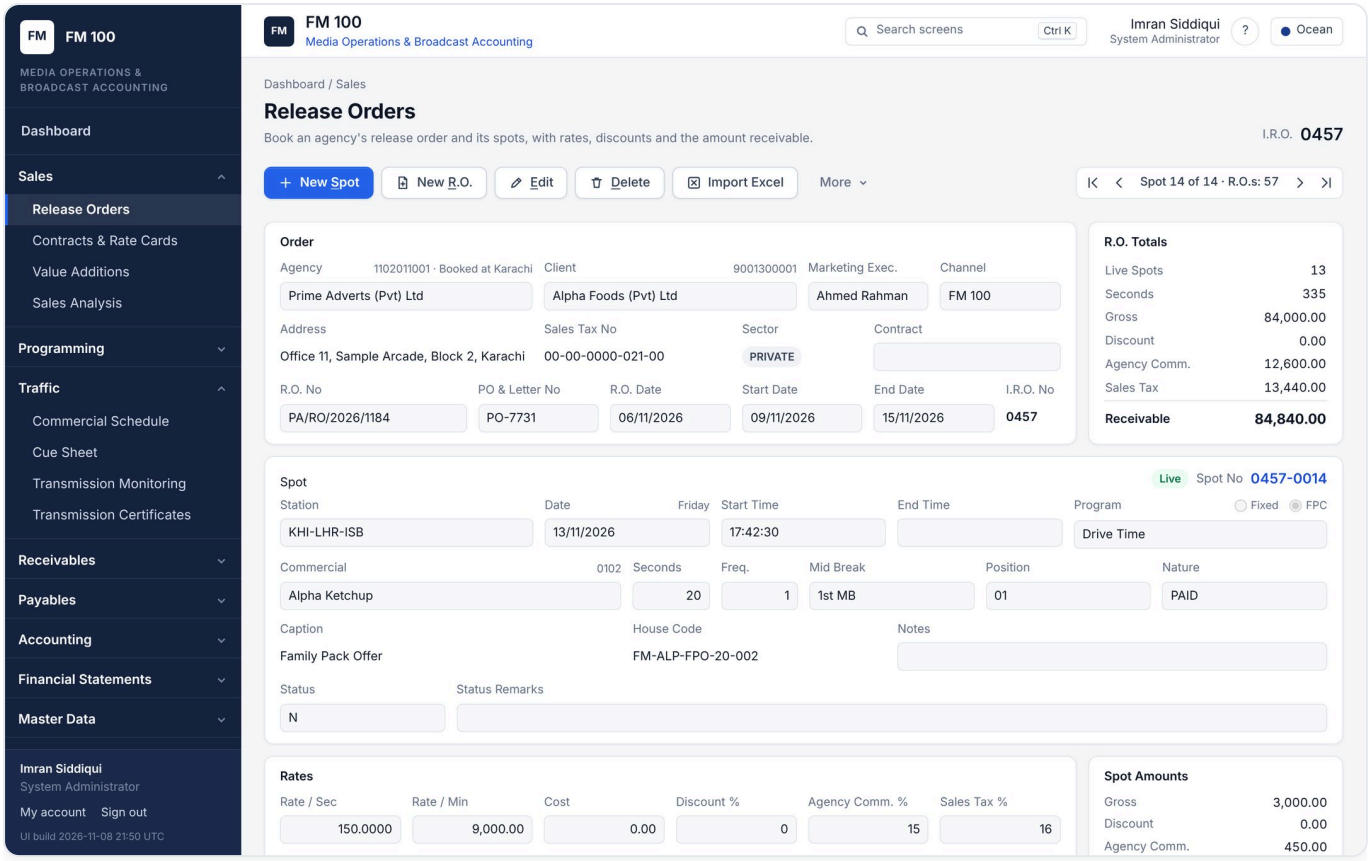
On the **Bulk Discounts** tab, pick the account and add slabs with **From Amount**, **To Amount** (blank means no limit), **From Date**, **To Date** (blank means open) and **Discount %**. The screen states the rule: the whole receivable of the agency group gets the one slab it falls in, and a slab must cover the full report period. Overlapping slabs are refused.

Overlaps

The **Overlaps** tab lists pairs of rate rows or slabs that cover the same spot. Fix each pair in **Rate Cards** or **Bulk Discounts**, then press **Refresh**.

3.2 Release Orders

An R.O. has a header (**Order**) and spots. Each spot is one commercial on one date and time, with a frequency.



The Release Orders screen with the spot list below

The toolbar on this screen has its own actions. While viewing: **New Spot** (blue), **New R.O.**, **Edit**, **Delete** (deletes the current spot), **Import Excel** and **More**. While editing: **Post** and **Cancel**. Right-click anywhere on the screen for status changes, rate updates, lock and copy.

Create an R.O. header

1. Open **Release Orders**.
2. Press **New R.O.** (Alt+R).
3. Choose the **Agency**. The hint shows the booking station of the agency, for example "Booked at Karachi".
4. Choose the **Client** and the **Marketing Exec.**
5. Check the **Channel**. It can only be set on a new R.O.
6. Pick a **Contract** if the R.O. belongs to a deal.
7. Enter the agency's **R.O. No** and the **PO & Letter No**.
8. Enter the **R.O. Date**, **Start Date** and **End Date**.
9. Press **Post** (Ctrl+S or F10).

The **I.R.O. No** is assigned on posting. **Address**, **Sales Tax No** and **Sector** come from the agency and client records.

> **Tip** You can fill the first spot in the same step. If the **Commercial** and **Start Time** are filled when you post a new R.O., that spot is posted with it.

> **Note** Agency, client and marketing executive are required. Changing the client clears the commercial, because only the client's own commercials can be booked.

Add a spot

1. Open the R.O.
2. Press **New Spot** (Alt+S or Insert). The new spot starts as a copy of the current spot, with discount, end time and remarks cleared and frequency 1.
3. Choose the **Station**: a single station, a network package or Network. A spot on a package airs on each member station.
4. Enter the **Date** and **Start Time**. Enter an **End Time** only for a time slot.
5. Choose **Fixed** or **FPC** next to **Program**. With **FPC**, the programme is taken from the Fixed Point Chart for that date and time. With **Fixed**, pick the programme yourself.
6. Choose the **Commercial**. **Seconds** fills from the commercial.
7. Enter **Freq.** (number of airings).
8. Leave **Mid Break** blank to set it from the start time, or pick a break position.
9. Enter **Position** (position in break, 2 characters) if the agency asked for one.
10. Choose the **Nature**: PAID, F.O.C., G.M.T, BARTER or PACKAGE.
11. Enter the rate (see below) and any **Discount %** and **Discount Type**.
12. Press **Post**.

Frequency splitting across a time slot

Under **Options**, **Split frequency into separate spots** is ticked by default. With it ticked, a spot posted with **Freq.** above 1 becomes that many spots of frequency 1:

- The first spot keeps its start time.
- With an **End Time**, the other spots are spread across the slot. The gap is (end time minus start time minus 2 minutes) divided by the frequency. Each copy's **Mid Break** is set from its own time.
- Without an **End Time**, the copies rotate through the breaks of the same hour: 2nd MB at :15, 3rd MB at :30, 4th MB at :45, then 1st MB at the original time.

If you untick the box, the spot is saved once with its frequency. The commercial schedule then places all airings at the start time, except commercials of category SONG or TIME CHECK, which are spread between start and end time and rounded to the quarter hour.

Generate spots by time slots or by dates

The **Auto Insertion** box copies the current spot into a series. Select the spot to copy first.

By time slots, on the same date:

1. Enter **From Time** and **To Time**.
2. Enter **Every** in minutes.
3. Press **Insert Slots**.

A copy is made at From Time and at every interval up to and including To Time.

By dates, at the same time:

1. Enter **From Date** and **To Date**.
2. Enter **Every** in days (7 for weekly).
3. Press **Insert Dates**.

> **Note** **From Date** must be after the date of the spot you copy. When the programme is set to **FPC**, a date with no F.P.C. programme at that time is skipped. One action makes at most 5000 spots. Every copy is Live with frequency 1.

Rates, discounts, agency commission and sales tax

- **Rate / Sec** is the rate per second. **Rate / Min** is the rate per minute; typing it sets Rate / Sec to Rate / Min divided by 60.
- **Cost** is a lump sum. If no rate is given, the rate is worked back from the cost, frequency and seconds. Cost is not added to the net.
- **Agency Comm. %** and **Sales Tax %** are filled in by the system. Only users with the right to change commission and tax can type them; for others the fields are read only.

The amounts in **Spot Amounts** are worked out on posting:

Amount	How it is worked out
Gross	Rate / Sec x seconds x frequency
Discount	Gross x Discount %
Agency Comm.	(Gross minus Discount) x Agency Comm. %
Sales Tax	(Gross minus Discount) x Sales Tax %
Net	Gross minus Discount minus Agency Comm. plus Sales Tax

Special cases:

- F.O.C. and G.M.T spots carry no money: rate, rate per minute and cost are set to zero. BARTER and PACKAGE keep their rate.
- A negative **Discount %** is a markup: the rate goes up by that percentage and the discount becomes zero.
- With **Discount Type** "Cash Discount 5%", commission is taken on gross first and the discount on gross less commission.
- Sales tax is on the full gross when the discount type is "Agency Commission Discount 15%" or "Cash Discount 5%", or when the discount is 100%.

R.O. Totals shows **Live Spots**, **Seconds**, **Gross**, **Discount**, **Agency Comm.**, **Sales Tax** and **Receivable**, counting live spots only.

To set one rate for a whole R.O., enter the total in **R.O. Amount** and press **Apply Rate**. Rate / Sec is set on all live, uncertified PAID spots so that their gross adds up to that amount. The right-click menu also has **Recalculate amounts (stored rates)** (Ctrl+U), **Update rates from agency rate card** and **Update rates from client rate card** (Ctrl+R). These need the override right and skip certified spots.

Edit spots

1. Select the spot in the list (or use PgUp and PgDn).
2. Press **Edit** (F2).
3. Change the fields and press **Post**.

What you can change depends on how far the spot has gone:

- On a C.T.S.: date, time, station, commercial and other scheduling fields are read only. Money fields can change.
- On a T.C. but not invoiced: only money fields can change.
- On a T.C. and invoiced: nothing on the spot can change.

> **Note** A spot cannot be deleted once it is on a C.T.S. or a T.C.

Change the status of a spot

A spot is **N - Live**, **C - Cancelled**, **D - Dropped** or **S - Suspended**. Only live spots count in the totals, go onto a commercial schedule or can be certified.

1. Select the spot.
2. Right-click and choose **Cancel this spot...** or **Suspend this spot...**
3. Enter a reason of at least 10 characters, or one shorthand letter.
4. Press **Cancel Spot** or **Suspend Spot**.

The shorthand letters expand to full reasons: D capping, C client, B breaking, L late closing, P PBA, R late R.O., W wrong prefix, T TX, I rate, M material. The same letters work in **Status Remarks**. You can also change **Status** while editing the spot.

To bring a spot back, right-click and choose **Restore this spot to Live**. This needs the recover right.

> **Note** A spot on a T.C. cannot change status. A spot that is on a C.T.S. and whose date has passed cannot be cancelled. Dropped status is normally set by Traffic (see 5.5).

> **Important** Cancelling or suspending a spot here does not take it off a commercial schedule that already holds it. If the day's C.T.S. exists, drop the spot on **Commercial Schedule** instead (5.1).

Lock, unlock and copy

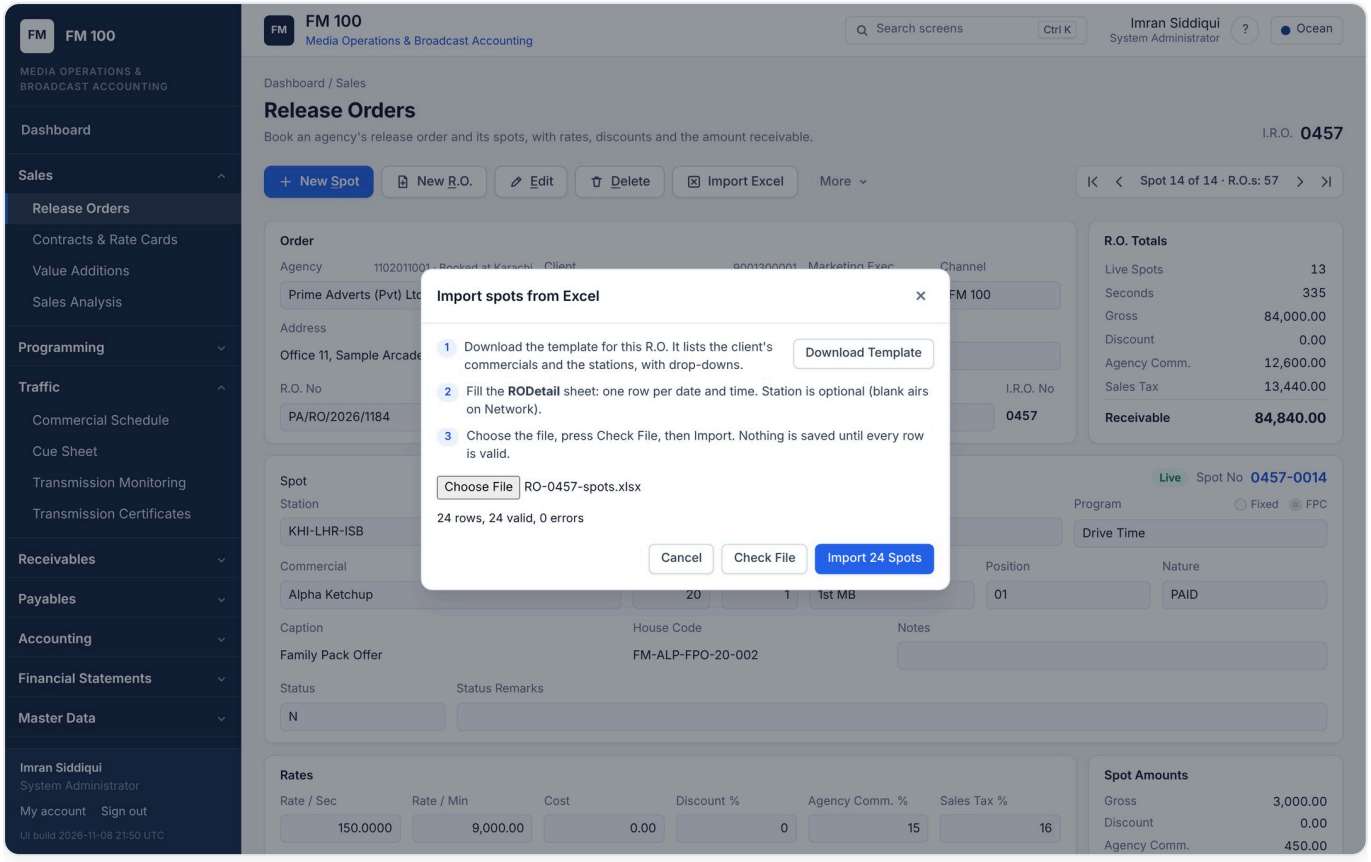
- **Lock release order** / **Unlock release order** (right-click, Ctrl+L) needs the lock right. A locked R.O. shows a red **Locked** badge. Nothing on it can be added, edited, deleted, imported, recalculated or changed in status.
- **Copy release order (+1 day)** (right-click) makes a new R.O. with a new I.R.O. number, today's R.O. date and start and end dates one day later. Every spot is copied one day later as a Live spot, including spots that were cancelled or dropped on the original.

> **Note** Traffic cannot drop spots of a locked R.O. from the commercial schedule. Unlock it first.

Find an R.O.

Type an **I.R.O. No**, **Serial No** (the PO & Letter No), **Spot No** or **R.O. No** in **Find R.O.** and press Enter, or double-click a row on the **R.O. Book** tab.

Import spots from Excel



The Import spots from Excel dialog

1. Open the R.O. (it must not be locked).
2. Press **Import Excel** (Ctrl+I).
3. Press **Download Template**. The file is made for this R.O.: it lists the client's commercials and the stations, with drop-downs.
4. Fill the **RODetail** sheet from row 2, one row per date and time. Do not rename the sheet or move columns.
5. In the dialog, choose the file.
6. Press **Check File**. Each bad row is listed with its row number.
7. Fix the rows and check again until there are no errors.
8. Press **Import** (it shows the number of spots, for example **Import 24 Spots**).

Column	Header	What to enter
A	Time	Air time, for example 08:30:00
B	End Time	Optional, end of the slot for spread spots
C	Position	Optional, position in break (2 characters)

Column	Header	What to enter
D	Nature	PAID, F.O.C., G.M.T, BARTER or PACKAGE; blank is PAID
E	Commercial	Exactly as in the client's library
F	Caption	Exactly as in the library; blank if none
G	Seconds	Must match the library
H	Frequency	Spots on that date; 0 skips the row
I	Date	Air date, for example 15/11/2026
J	Spot No	Optional, the agency's own reference, kept in the spot notes
K	Station	Optional, station, code or network package; blank is Network

The commercial is matched on client, name, caption and seconds, ignoring capitals and extra spaces. Imported spots take their programme from the F.P.C., their mid break from the time, and a frequency above 1 is split as described above.

> **Important** Nothing is saved unless every row is valid. The import then posts all spots in one go.

Reports and previews

More holds **R.O. Contract (PDF)**, **Preview (Live Spots)**, **Preview (All Spots)**, **Monthly Preview**, **Export to Excel** and **R.O. Book List**. The previews ask for an optional date range.

The right-click menu adds **Custom Reports** over all R.O.s for a date range, such as the R.O. registers, R.O.s without invoice and dropped spots data.

3.3 Value Additions

A value addition entry holds free spots given with a deal. They are not booked as R.O. spots. They are placed automatically as F.O.C. rows when the day's MASTER commercial schedule is created.

1. Open **Value Additions** and press **New**.
2. Enter the **Entry Date**. The **Entry No** is assigned on posting.
3. Choose the **Channel**, or leave it blank for all channels.
4. Enter **Ref No** and choose **Agency**, **Client** and **Marketing Exec.**
5. In **Lines**, fill **Start Date**, **End Date**, **Start Time**, **End Time**, **Product** (a commercial of the client), **Seconds**, **Freq.** and **Station**.
6. Press **Add Line** for more lines. Enter on **Notes** also adds a line.
7. Press **Post**.

On the date of the schedule, each valid line puts one spot into each break from the start time up to (not including) the end time, in time order, starting again from the first break until the frequency is used. A line whose window holds no break places nothing. The **Line** column shows how many rows each line has on schedules ("on C.T.S.").

> **Note** The end time must be after the start time. Value additions are placed only when a MASTER C.T.S. is created, not on an ADDITIONAL schedule or by **Merge New Spots**.

Print Preview (Alt+W) in **More** prints the entry.

3.4 Sales Analysis

Sales Analysis is a pivot table of booked spots by air date.

1. Enter **From** and **To**.
2. Choose **Rows**: Agency, Client, Marketing Executive, Programme, Commercial, Station, Channel, Release Order, Booking Station or Nature.
3. Choose **Columns**: None, Day, Weekday, Month, Hour, Week, Quarter or Time Band.
4. Choose the **Measure**: Amount (incl. agency comm., excl. tax), Amount (less agency comm.), Air Time (minutes), Rate per Minute, Gross or Receivable.
5. Choose the **Status** (Live by default).
6. Optionally enter **Top Rows** and choose **Sort**.

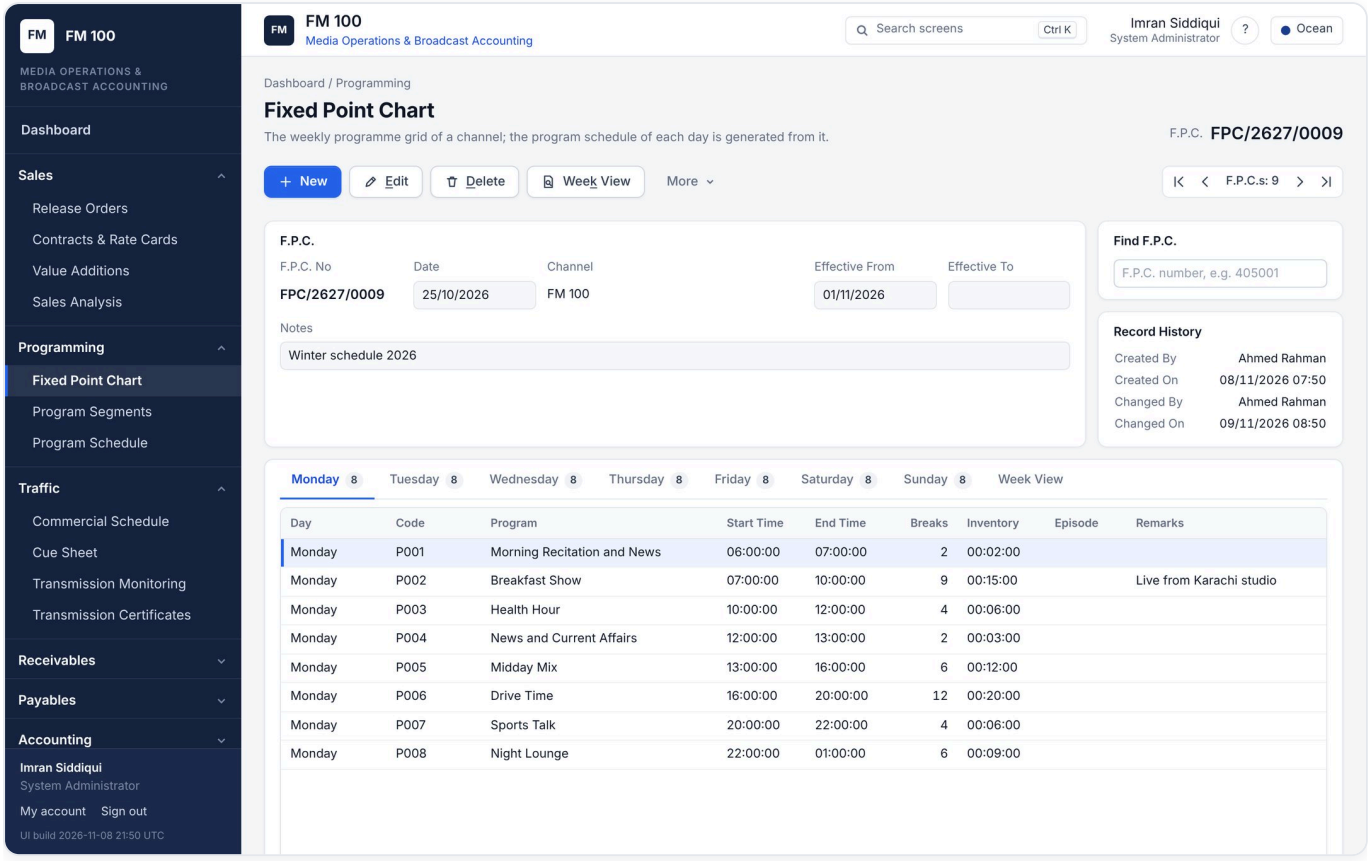
The table updates on each change. A bar chart of the top 15 rows follows.

> **Tip** Choose Air Time (minutes) with Columns set to Hour to see capping. Cells are coloured by how full each hour is against 20 minutes, from grey (under 20%) to red (over 100%).

4 Programming

4.1 Fixed Point Chart

The F.P.C. is the weekly programme grid of a channel. R.O. spots set to **FPC** take their programme from it, the commercial schedule uses it to fill a missing programme and to check capacity, and the program schedule is generated from it.



A Fixed Point Chart with the Monday tab open

Create a chart

1. Open **Fixed Point Chart** and press **New**.
2. Leave **F.P.C. No** blank for the next number of the month, or type one.
3. Enter the **Date** and choose the **Channel**.
4. Enter **Effective From** and, if the chart ends, **Effective To**.
5. Enter **Notes** and press Enter, or press **Post**. The header is saved and the screen goes straight into editing the days.
6. Open a day tab (**Monday** to **Sunday**).
7. Press Insert to add a row. Type or pick the programme **Code**. **End Time**, **Breaks** and **Inventory** fill from the programme.
8. Check the **Start Time**. A new row starts at the end time of the row above.
9. Enter **Episode** and **Remarks** if needed. Enter on **Remarks** adds the next row.
10. Press **Post** when the week is done.

In the grid, Ctrl+Delete deletes a row and Esc undoes changes to it. Changing **Day** moves the row to another day.

> **Tip** Right-click for **Copy from another F.P.C....** and **Generate from the program library...** (both only on an empty chart) and **Copy this day to other days...** These need the override right.

> **Note** Cancel on a chart just created asks whether to **Keep** or **Discard** it. A chart already used by spots cannot be deleted.

Week View (Alt+K) shows **Whole Week**, **Selected Day** or **Press Note**, with a **Print** button.

4.2 Program Segments

A programme is split into parts here. The program schedule turns each F.P.C. programme into one row per part, in the order listed.

1. Open **Program Segments**.
2. Search for the programme by code or name and press Enter, or click it.
3. Press **New Part** (Alt+I).
4. Enter the **Duration** (hh:mm:ss) and **Part No**. Enter on **Part No** adds the next part.
5. Press **Post**.

Parts Total shows **Matches duration**, or how much the parts are over or under the programme duration.

> **Important** A programme with no parts gives no rows in the program schedule. The schedule warns you and leaves it out.

4.3 Program Schedule

The P.T.S. is the programme running order of one broadcast day.

1. Open **Program Schedule** and press **New**.
2. Choose the **Channel**.
3. Leave **P.T.S. No** blank. It becomes the day number (yy/MM/dd-channel), the same number as the commercial schedule of that day.
4. Check **Start Time** (the start of the broadcast day) and enter the **Date**.
5. Read the line under the header. It names the F.P.C. used and the number of programmes on that day.
6. Press **Post**. The rows are generated and the screen goes into editing.
7. Read any warning, for example a programme with no parts.
8. Check the rows and press **Post** again.

Rows run from the start time to 23:59:59 of the date, then from 00:00 to the start time on the next date (marked **Next day**). Each part starts where the part before ended; each programme starts at its own F.P.C. time, so gaps or overlaps between programmes stay visible.

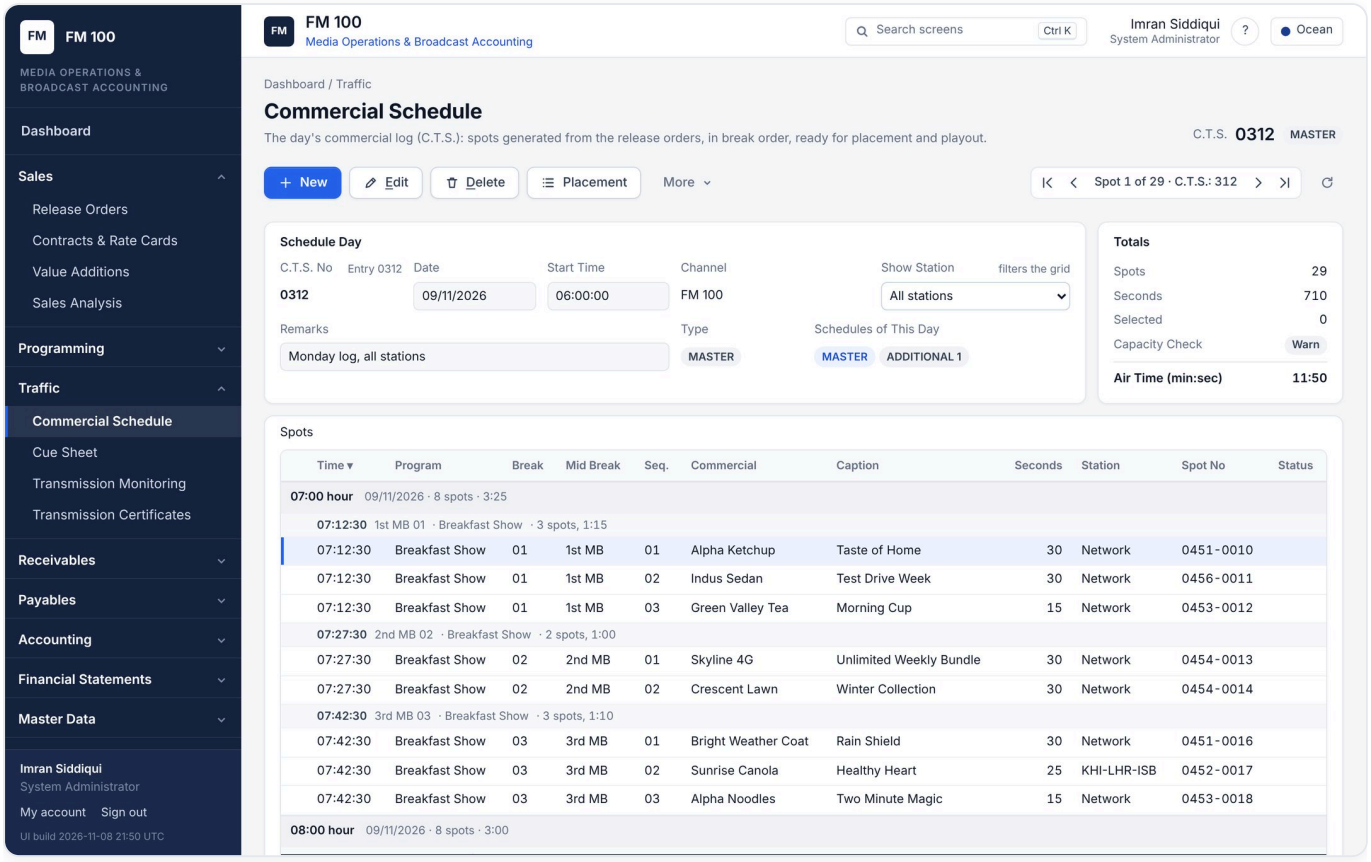
While editing, a programme code adds every part of that programme, and Ctrl+F3 chains the next parts of a programme after a change. **Export to Excel** is in **More**.

> **Note** A program schedule cannot be edited or deleted once a cue sheet exists for its date, or when it is older than 3 days.

5 Traffic

5.1 Commercial Schedule

The C.T.S. is the day's commercial log for a channel. It is built from the live R.O. spots of that broadcast day.



The Commercial Schedule with hour and break rows

Create the day's schedule

1. Open **Commercial Schedule** and press **New**.
2. Enter the **Date**.
3. Check the **Start Time** of the broadcast day.
4. Choose the **Channel** and enter **Remarks** if needed.
5. Press **Post**. The spots are generated and a summary opens.
6. Read the summary and press **OK**.

The first schedule of a day is MASTER. Each further schedule of the same day is ADDITIONAL-1, ADDITIONAL-2 and so on. **Schedules of This Day** shows them as chips; click one to open it.

Posting pulls every spot that is:

- on an R.O. of this channel,
- Live,
- dated on the broadcast date at or after the start time, or on the next date before the start time,

- not already on a schedule for that date,
- not a commercial of category BRANDING.

A spot without a programme gets the F.P.C. programme for its time. If there is none, it is not scheduled. On a MASTER schedule, value additions are placed after the R.O. spots.

The summary shows **R.O. Rows Qualified**, **Spots Scheduled** and **Value-Added F.O.C.**, and lists spots not scheduled because there was no programme or because the programme inventory was full (when **Capacity Check** is set to Block).

Once a spot is on a schedule, its date, time, station and commercial are fixed on the R.O. and the spot cannot be deleted there.

Work in the grid

The grid is grouped by hour and break, each with spot counts and air time. Click **Time**, **Program** or **Commercial** in the header to sort. Below the grid you see the booked mid break, client, house code and nature of the current spot.

To change spots:

1. Press **Edit** (F2).
2. Move to the spot with the arrow keys.
3. Press Enter and change **Time**, **Break**, **Mid Break** or **Seq.**
4. Press Enter to save the row, or Esc to undo it.
5. Press **Post** when done.

While editing you also have:

- **Merge New Spots** (F12): pulls live spots booked since the schedule was made.
- **Update as per R.O.** (Alt+F5): sets the time and programme back from the R.O. where the programme differs.
- **Auto Placement**: see below.
- **Drop Spots...** (Ctrl+D): see 5.5.
- Right-click **Change programme of the spot...** (Ctrl+F2).

Space selects several spots; Shift with the arrow keys selects a run.

> **Note** On this screen **Cancel** saves changes to **Start Time** and **Remarks** anyway. It only abandons a new schedule that is not yet posted.

> **Note** A schedule cannot be edited after monitoring, and cannot be deleted after a cue sheet or monitoring for its date. Deleting a schedule frees its spots for the next schedule of that day.

Placement panel

Placement (Alt+K) opens **Rearrange Spot Positions**, a grid of the Ok spots grouped by break.

- Drag a spot onto another spot or a break header, or press Alt+Up and Alt+Down to move it one row.
- Alt+PgUp and Alt+PgDn move a spot to the top of the previous or next break.

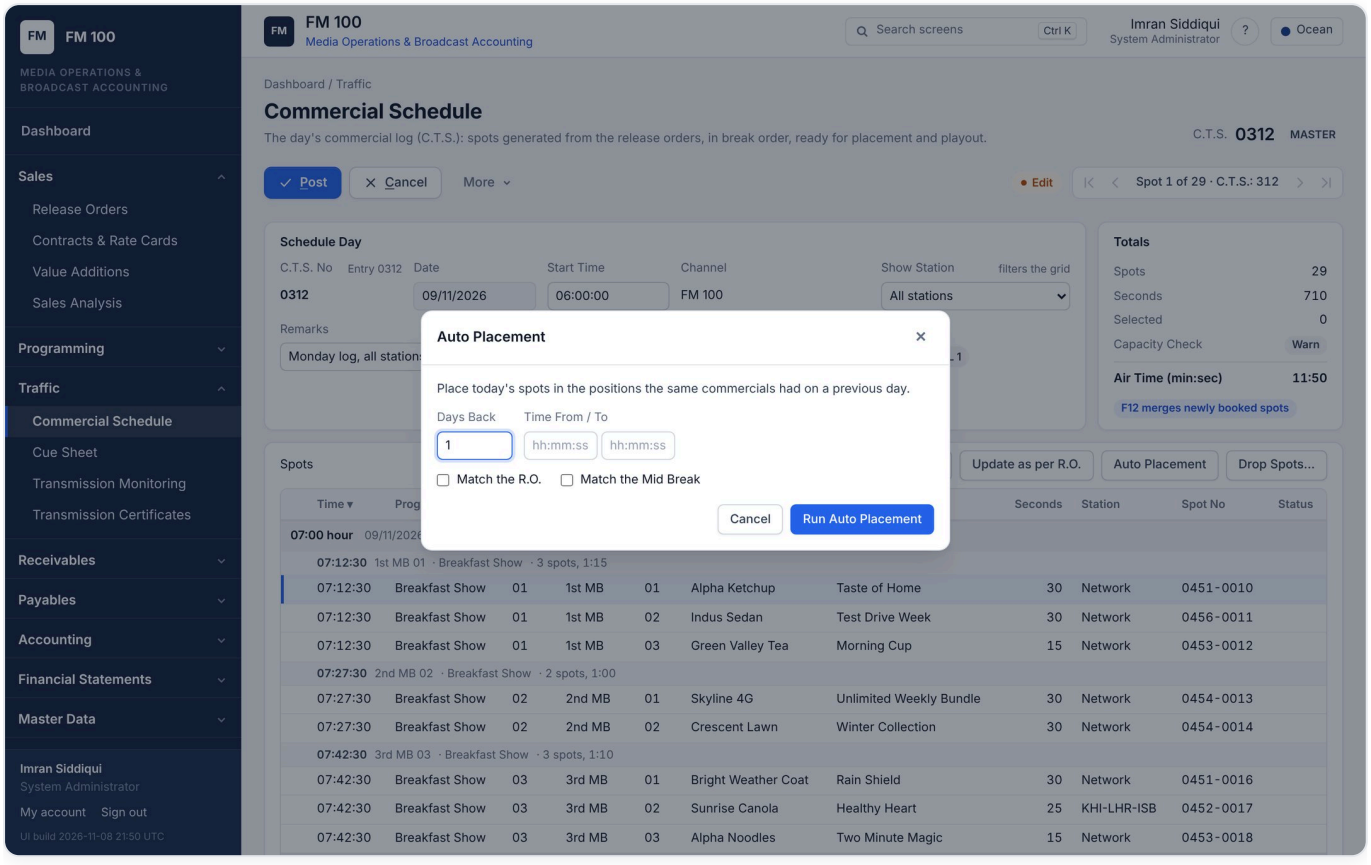
- Space marks spots; Ctrl+M moves all marked spots above the current spot.
- F2 renumbers the sequence 01, 02 and on from the current spot to the end of its break.
- F3 shows break and hour totals.
- F6 or Insert adds a CHANNEL ID after the current spot; F7 or Delete removes one.
- Ctrl+D drops the spot for capping, with the reason "Dropped By CTS, Due To Capping." filled in.

A moved spot takes the time, programme and break number of its new neighbour. It takes the neighbour's mid break only if its own position contains "MB" or "Mid Break".

> **Note** Moving a spot to another hour needs the out-of-hour right. The footer of the panel says whether this check is on.

Press **Close Placement** (Esc) to return. If the panel shows a **Deferred drop** badge, Ctrl+D only marks spots as DDC, and the marked spots are dropped when you close the panel.

Auto placement as per a previous day



The Auto Placement dialog

1. Press **Edit**.
2. Press **Auto Placement**.
3. Enter **Days Back** (1 means yesterday).
4. Enter **Time From / To** to limit the hours, or leave them blank.
5. Tick **Match the R.O.** to prefer spots of the same R.O.
6. Tick **Match the Mid Break** to match by mid break instead of by hour.
7. Press **Run Auto Placement**.

For each spot of the earlier day, the system looks for a spot of the same commercial and station in the same clock hour on this date. It gives that spot the earlier time, break, mid break and sequence, preferring the exact time. Spots it does not place get their booked mid break back. Spots positioned AFTER or BEFORE, and spots without a mid break, are left alone. A message reports how many spots were picked and placed.

Checks

The tabs under the grid check the schedule:

- **Back to Back**: the same commercial twice in a row in the same mid break.
- **Rotation**: spots outside a booked time range.
- **Capacity**: programme inventory against scheduled seconds, with **Over By**.
- **Industry Clash**: two different commercials of the same industry in one break.

Double-click a row (or press Enter) to go to the spot.

Search, unscheduled list and reports

The **Search** tab searches by **Text**, **Client** and **Time From / To**, and **Find R.O. Spot** opens the schedule that holds a spot.

Unscheduled R.O.s (right-click, or on the **Reports** tab) lists the live spots of the broadcast day that are on no schedule. Check it before you close the day.

The **Reports** tab has **Dates Scheduled**, **Time Slot Summary by Date**, **Premium Positions by Client** and **Premium Positions by Product** for a date range, each with **Export to Excel**.

Station filter, log, print and playlist exports

Show Station lists the single stations. Choosing one shows the spots of that station, the Network spots, and spots booked on a network package that includes the station. **Print C.T.S.**, **Export Log to Excel** and the playlists follow the filter, so you can make one log per transmitter.

- **More** holds **Print C.T.S.**, **Print by Transmission Time** and **Export Log to Excel**.
- Right-click for **Products list** (Ctrl+P, with **Export to Excel**), **Flat C.T.S. list (print)** (Ctrl+E) and **Generate M3U playlist files**.
- The **Reports** tab has **Playlist Files (M3U)**: choose **Date**, **Time From / To** and **Station**, press **Show Spots** to see them, or **Playlists for This C.T.S.** to download a zip with one playlist file per break.

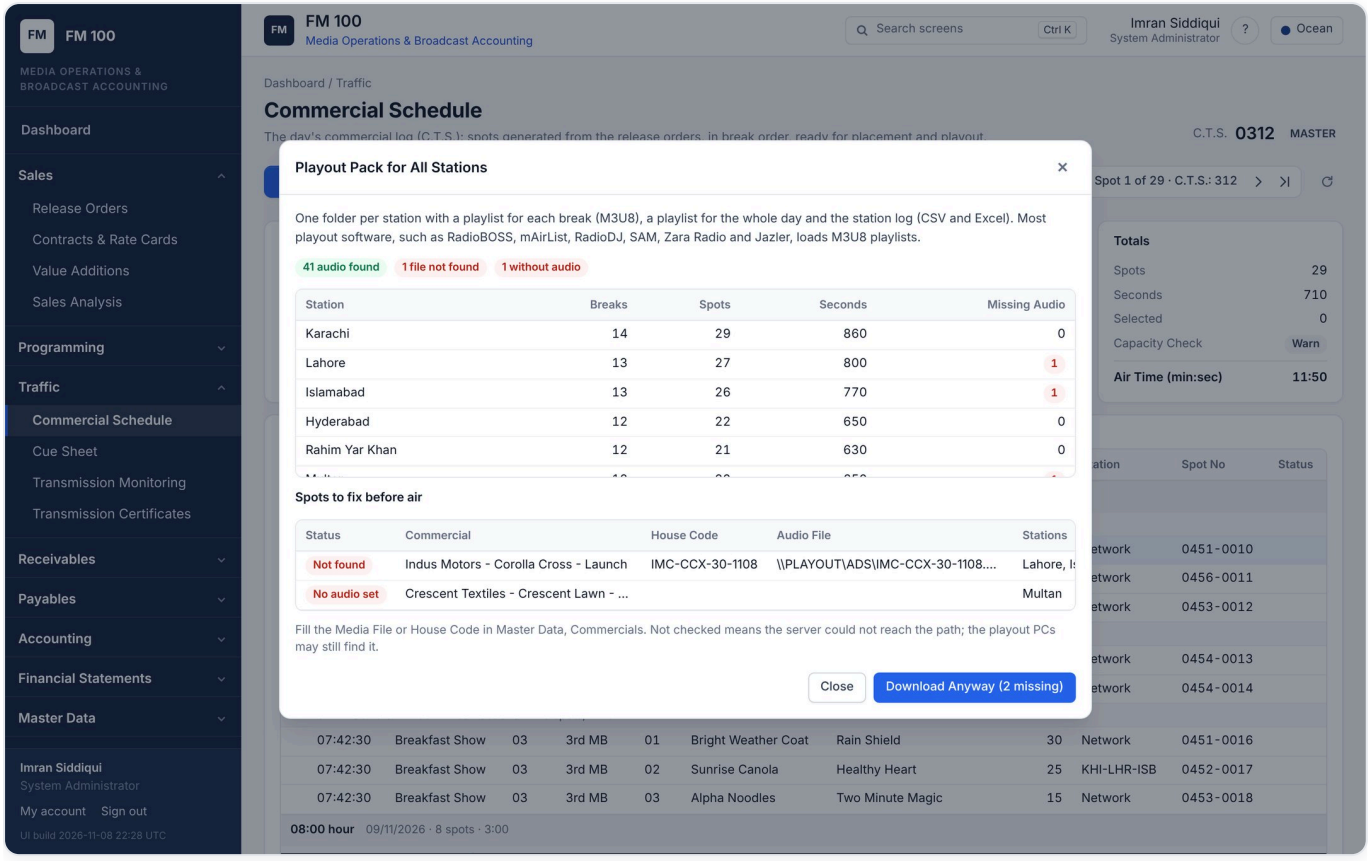
> **Tip** The Excel log carries the spot number in column L and empty columns M and N. Monitoring staff can type Drop and a reason there and import the sheet back (5.3).

Playout pack for all stations

The playout pack gives every station its own commercial playlists for the day in one download, ready to load into the playout software.

1. Open the day's schedule on **Commercial Schedule**.
2. Press **More**, then **Playout Pack (All Stations)**.

3. Read the audio check. For each station it shows the breaks, spots and seconds, and how many spots have no audio. Below it, **Spots to fix before air** lists each commercial whose audio file was not found or that has no audio set.
4. Fix those commercials in **Commercials** (Master Data): fill **Media File** with the full path, or **House Code** if your audio files are named by house code. Then open the pack again.
5. Press **Download Playout Pack**. If audio is still missing, the button reads **Download Anyway** with the number missing.



The playout pack with its audio check

The zip has one folder per station. Each folder holds:

File	What it is for
Breaks\HHMM.m3u8	One playlist per commercial break, named by its time, for example 0915.m3u8. A second break in the same minute is 0915_2.m3u8. Load it from the break event in the playout schedule.
Station-date-Playlist.m3u8	Every break of the day in order, with a comment line before each break.
Station-date-Log.csv and Log.xlsx	The station log: date, break time, mid break, order, spot, client, commercial, caption, seconds, house code, audio file and audio status.

At the top of the zip, **Media-Check.csv** lists the spots to fix and **README.txt** explains the folders.

> **Note** The audio file of a spot is the commercial's **Media File**. When that is empty, it is the **Media Server Prefix** from Company Profile, then the **House Code**, then .mp3. A spot with no audio stays in the playlist as a comment line marked NO AUDIO, so the break order is still visible.

> **Tip** Playlists are standard extended M3U in UTF-8 with the real duration of each spot. RadioBOSS, mAirList, RadioDJ, SAM Broadcaster, Zara Radio, Jazler and most other playout software load them.

5.2 Cue Sheet

The cue sheet is the minute-by-minute running order: the programme parts of the P.T.S. with the commercials of the C.T.S. placed in their breaks.

1. Open **Cue Sheet** and press **New**.
2. Choose the **Channel**.
3. Leave **Cue Sheet No** blank. It becomes the day number, the same as the P.T.S. and C.T.S. of that day.
4. Check **Start Time** and enter the **Date**.
5. Press **Post**. The rows are generated and the screen goes into editing.
6. Read any warning ("No P.T.S." or "No scheduled commercials").
7. Check the rows and press **Post** again.

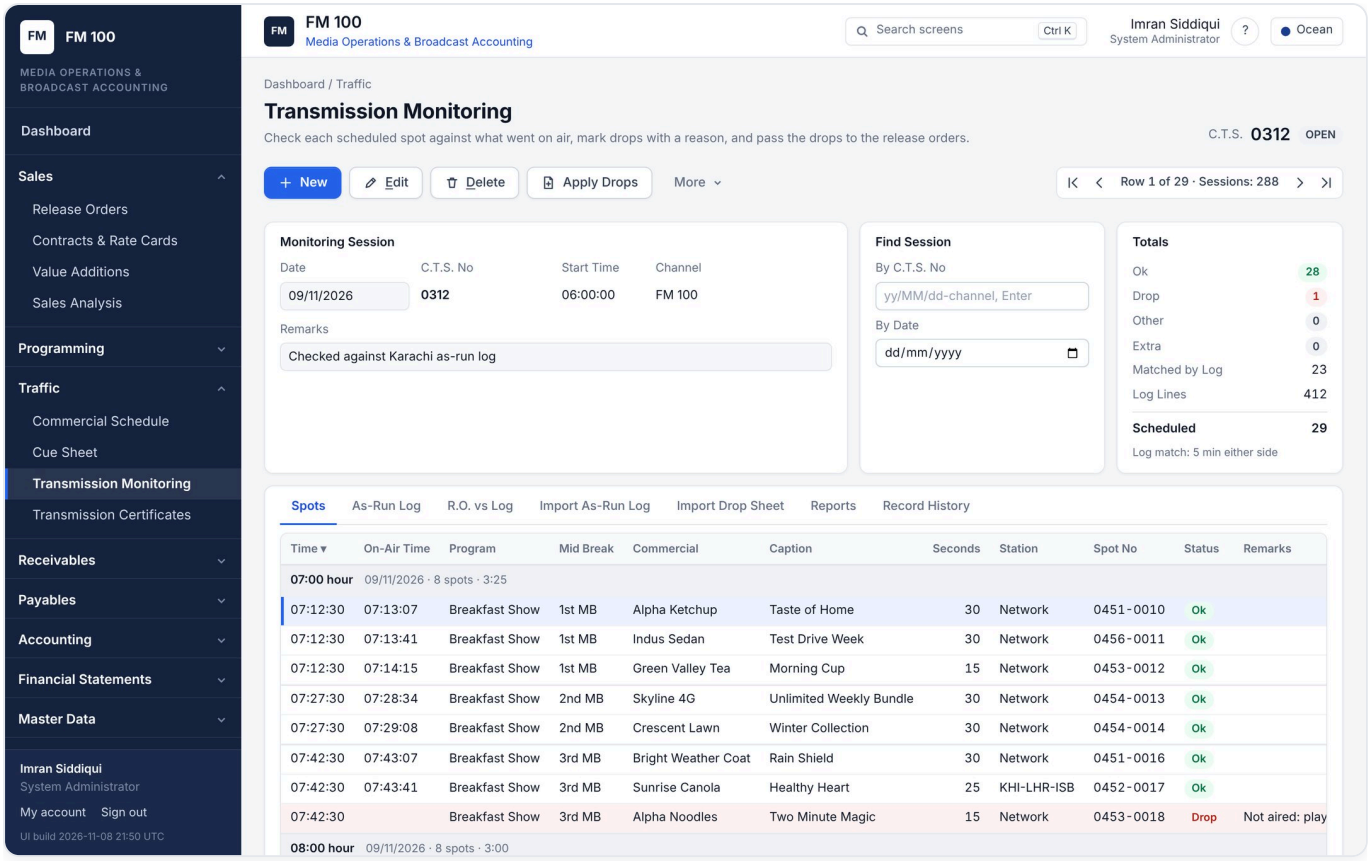
> **Important** The cue sheet finds its P.T.S. and C.T.S. by the day number. Create both before the cue sheet, and do not type a different number.

The tabs below the grid show **Hourly Commercial Time**, **Scheduled Commercials** and **Programme Parts at** the selected time. While editing, Ctrl+F3 re-times the next rows of the hour. **Export to Excel** is in **More**.

> **Note** A cue sheet cannot be edited or deleted once monitoring exists for its date, or when it is older than 3 days.

5.3 Transmission Monitoring

Monitoring checks each scheduled spot against what went on air.



Transmission Monitoring with Ok and Drop rows

Open a session

1. Open **Transmission Monitoring** and press **New**.
2. Enter the **Date**.
3. Choose the **Channel**, or leave it blank for the first schedule of the date.
4. Press **Post**.

Every spot of that day's schedule is listed with status Ok. There is one session per schedule day.

> **Important** Once monitoring exists, the day's commercial schedule and cue sheet can no longer be edited.

Upload the as-run log

1. Open the **Import As-Run Log** tab (Ctrl+I).
2. Choose the playout log file (.log or .txt).
3. Enter **Date (Optional)** if the file name does not carry the date.
4. Keep **Log of** (channel) ticked to tie the log to this channel.
5. Press **Check File**. It shows lines read, commercial airings, house codes without a commercial, and spots per hour.
6. Press **Import** (it shows the number of lines).

A date whose log is already imported is refused. The **Aired** column then shows **Log** for spots matched in the log (by default within the same clock hour) and a tick for spots monitored Ok. The **R.O. vs Log** tab marks each hour where R.O. and log spots differ.

Mark drops with reasons

1. Press **Edit**.
2. Move to the spot and press Enter.
3. Set the status: press O, D, E or T in the status box for **Ok**, **Drop**, **Extra** or **Other**.
4. Type the **Remarks**. Drop and Other need at least 15 characters.
5. Enter the **On-Air Time** or change the station if needed.
6. Press Enter to save the row, then **Post**.

Add Extra Row (Ctrl+Insert) records a spot that aired but was not scheduled. Only extra rows can be deleted (Ctrl+Delete).

To take drops from the Excel log instead, open **Import Drop Sheet** (Ctrl+U), choose the C.T.S. Excel log with Drop in column M and the reason in column N, press **Check File**, then **Import**. Tick **Also apply the drops to the release orders** to drop the R.O. spots at the same time.

Pass the drops to the release orders

1. Post or cancel any changes.
2. Press **Apply Drops** (Alt+U).
3. Confirm.

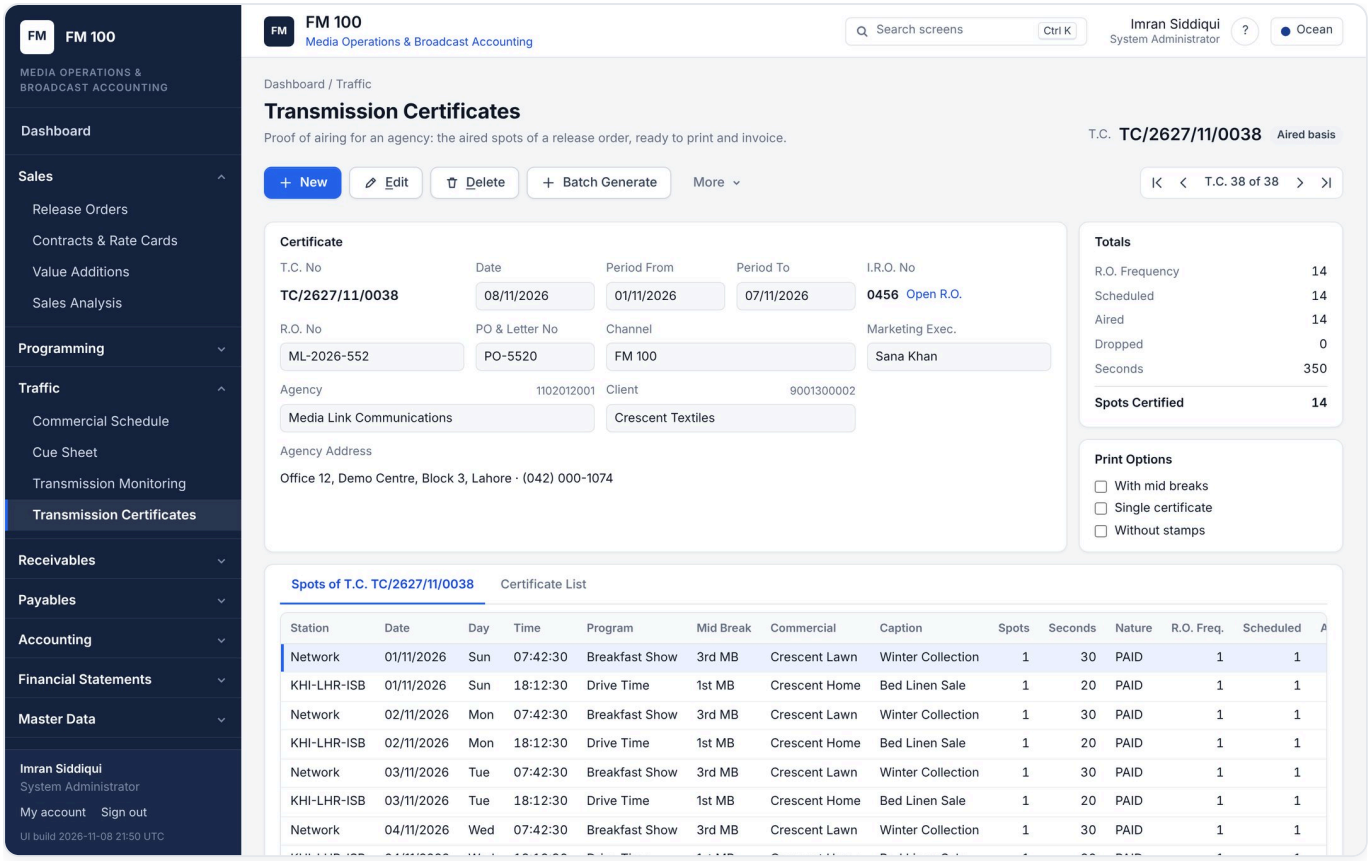
The R.O. spot of every Drop row becomes Dropped, with the row's remarks as reason, and the session shows the status Updated. Spots already on a T.C. are listed as not changed.

To undo a drop, set the row back to Ok, then right-click **Recover the R.O. spot of this row** (Ctrl+F12). Deleting the session deletes extra rows and sets every row back to Ok; it does not change R.O. spots.

The **Reports** tab has **Daily Monitoring Report** and **Monitoring Checking Report**.

5.4 Transmission Certificates

A T.C. is the proof of airing for the agency. It holds the certified spots of one R.O. and is the source for the invoice.



A Transmission Certificate with its spots

What can be certified

A spot goes onto a T.C. only when:

- its date is inside the range you give,
- it is Live,
- it is not on any T.C. yet,
- it has a programme,
- on the aired basis, it has aired.

A spot has aired when its schedule has a monitoring session and its row is still Ok, or when the as-run log has a line with the commercial's house code in the match window. On the aired basis the certified count is the aired count, never more than the booked frequency. The aired basis is the default; the badge on the T.C. shows **Aired basis** or **Booked basis**. F.O.C. spots are certified with zero amounts.

> **Note** Cancelled, dropped and suspended spots are never certified, even if they aired. Run monitoring before you certify.

Generate a single T.C. for an R.O.

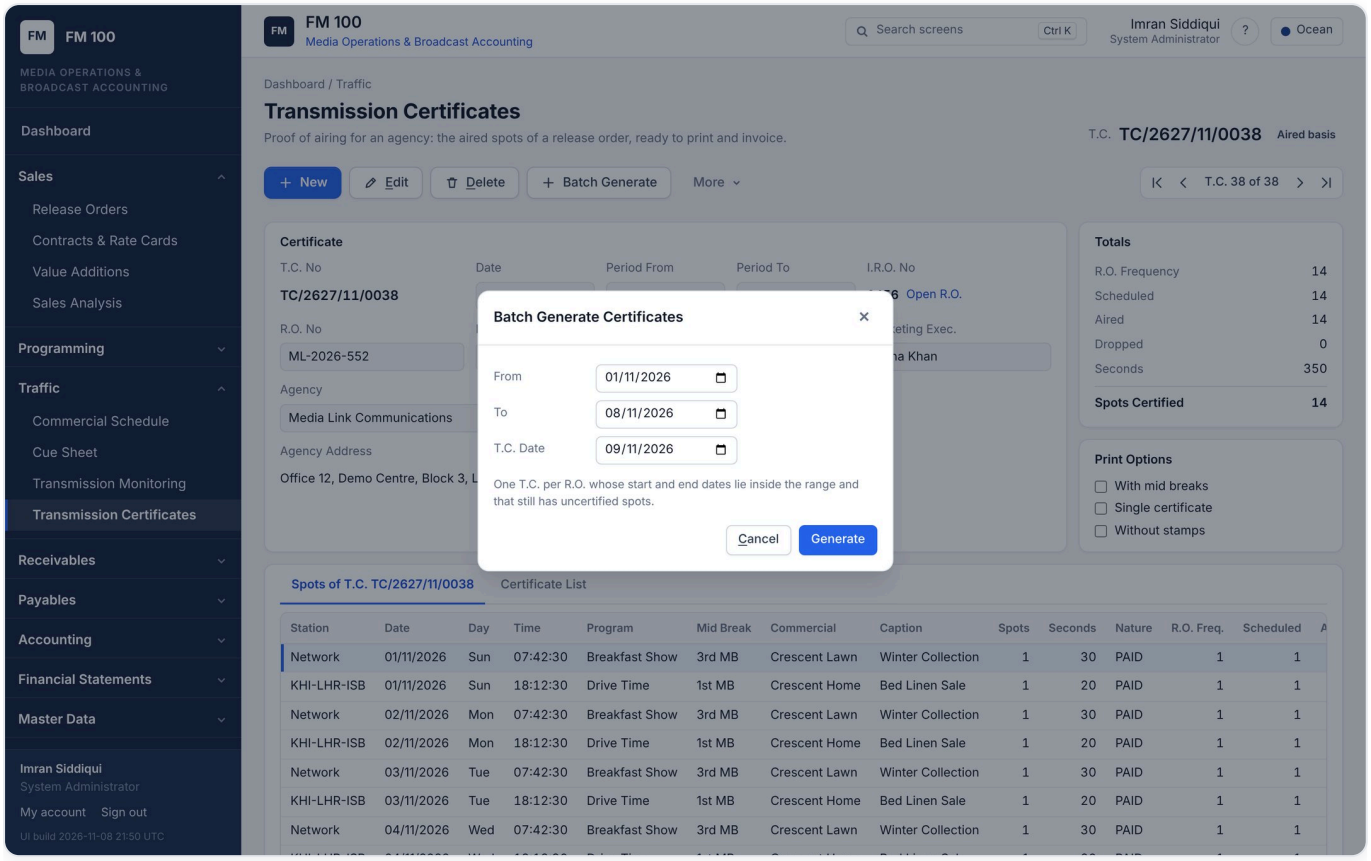
1. Open **Transmission Certificates** and press **New**.
2. Enter **Aired From** and **Aired To**.
3. Enter the **T.C. Date**.
4. Enter the **I.R.O. No** (required).
5. Enter the agency **R.O. No** only to limit to an R.O. with that number.

6. Leave **T.C. No** empty for the next number, type a special prefix (SAN, SAM/F) for the next number in that series, or type an existing T.C. number to add the spots to it.
7. Press **Generate**.

A message reports the spots certified and any spots left out with the reason (no programme, not aired). If no spot qualifies, you see "No Release insertions to generate T.C...!".

The certified spots are stamped with the T.C. number. They can no longer change status or be deleted, and their scheduling fields are fixed. The R.O. itself is not locked.

Batch Generate for matured R.O.s



The Batch Generate Certificates dialog

An R.O. is matured for batch generation when its **Start Date** and **End Date** both lie inside the range, and it still has at least one live spot that is not on a T.C.

1. Press **Batch Generate**.
2. Enter **From** and **To**.
3. Check the **T.C. Date** (today by default).
4. Press **Generate**.

One T.C. is made per matured R.O., in R.O. number order, with the next number for each. Each T.C.'s **Period From** and **Period To** are the first and last dates of the R.O.'s open spots. **Batch Generation Result** lists each R.O. with its T.C. No and spots, or **Skipped** with the reason. Each R.O. is handled on its own, so one failure does not undo the others. Click a generated certificate to open it.

Check, edit and delete

The **Totals** box compares **R.O. Frequency**, **Scheduled**, **Aired**, **Dropped**, **Seconds** and **Spots Certified**. In the spot list, an aired count lower than booked shows in red. **Edit** changes the header (dates, R.O. No, PO & Letter No, channel, agency, client, marketing executive and **Note**); the R.O. cannot change.

> **Important** A T.C. that has an invoice cannot be edited, deleted or extended. Deleting a T.C. frees its spots for a new certificate.

Printing

Set **Print Options** first: **With mid breaks**, **Single certificate** (one certificate for all natures instead of one per nature) and **Without stamps**. Then use **More**:

- **Preview Certificate** (Ctrl+P) and **Print Certificate**.
- **Monthly Preview**: a grid of spots per day of the month.
- **Receiving List**: T.C.s by T.C. date.
- **Print by Number Range** (Ctrl+F11) and **Export PDFs by Number Range** (Ctrl+F12), from one T.C. number to another.

To find a certificate, use **Find Certificate** or the **Certificate List** tab.

5.5 What Happens to Dropped and Cancelled Spots

Where	Action	R.O. spot becomes	Schedule row
Release Orders	**Cancel this spot...**	C - Cancelled	Stays on any existing C.T.S.
Release Orders	**Suspend this spot...**	S - Suspended	Stays on any existing C.T.S.
Commercial Schedule	**Drop Spots...** with reason X (Cancelled by Client)	C - Cancelled	Removed from the schedule
Commercial Schedule	**Drop Spots...** with reason D, W, L or M, or Ctrl+D in Placement	D - Dropped	Removed from the schedule
Transmission Monitoring	Row set to Drop	No change yet	Stays, marked Drop
Transmission Monitoring	**Apply Drops**	D - Dropped	Stays, marked Drop

On the commercial schedule, the drop dialog lets you press D, X, W, L or M to pick the reason. The reason needs at least 10 characters. Only the exact text "Cancelled by Client" cancels; any other text drops.

In every case:

- A spot already on a T.C. keeps its status and stays on the schedule.

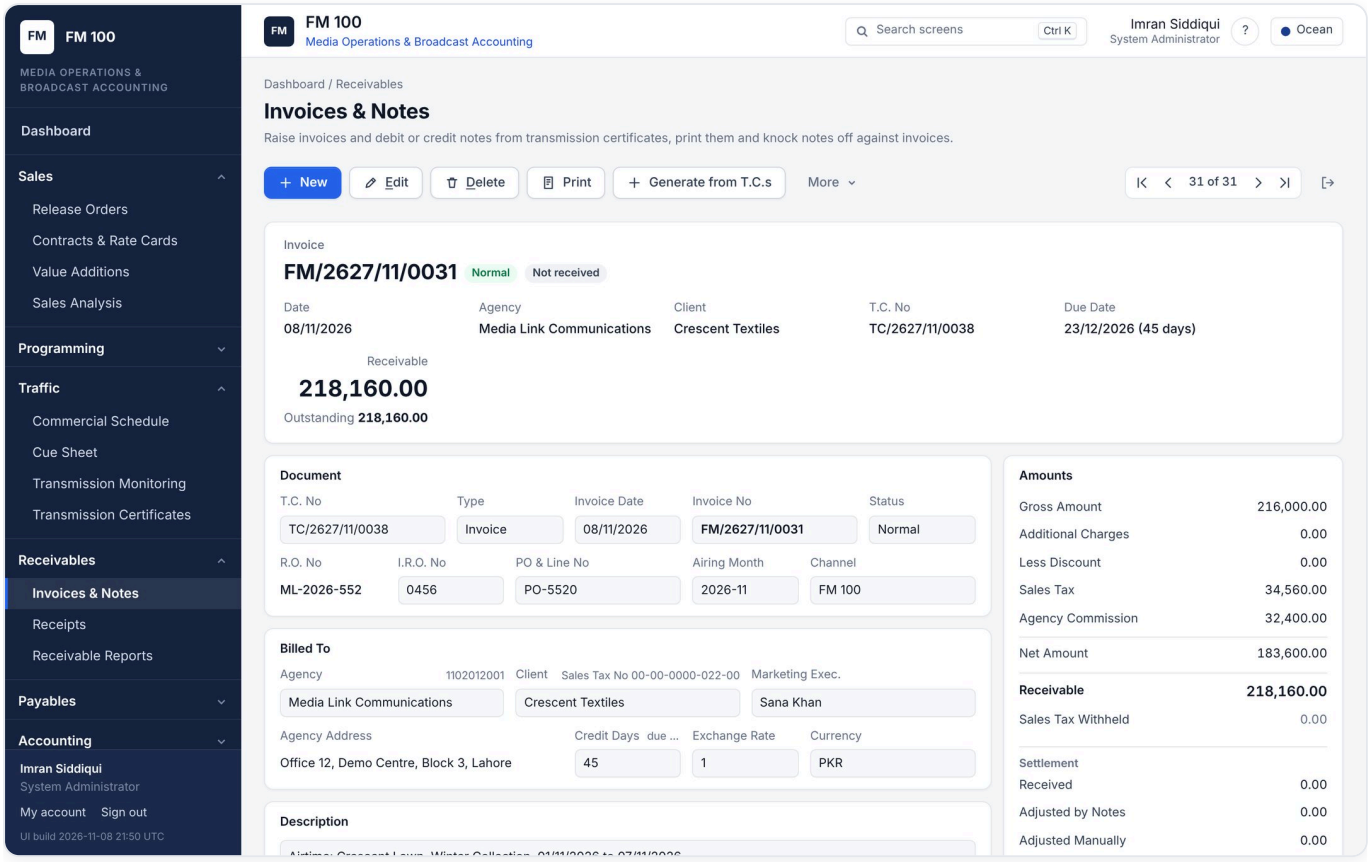
- A spot that is not Live is left out of totals, new schedules and certificates.
- A cancelled or dropped spot can be restored to Live on **Release Orders** (right-click **Restore this spot to Live**) or, after monitoring, with **Recover the R.O. spot of this row**. Both need the recover right.
- A spot dropped on the schedule loses its row there, so once restored it is picked up again by **Merge New Spots** or the next schedule of its day. A spot dropped in monitoring keeps its Drop row.

6 Billing and Receivables

The Receivables group holds three screens: **Invoices & Notes**, **Receipts** and **Receivable Reports**. Billing starts from the Transmission Certificates made in chapter 5. Each T.C. becomes one invoice, or two for a shared client.

6.1 Invoices & Notes

Invoices & Notes holds every receivable document: invoices, debit notes, credit notes, estimates and proformas. The screen opens on the latest document.



The Invoices & Notes screen with a posted invoice

The screen has these parts:

Part	What it shows
Header card	Document type and number, status badges (for example **Normal**, **Partly received**, **Share 20%**, **No T.C.**), date, agency, client, T.C. No, due date, the **Receivable** and the **Outstanding** amount.
Document	**T.C. No**, **Type**, **Invoice Date**, **Invoice No**, **Status**, **R.O. No**, **I.R.O. No**, **PO & Line No**, **Airing Month**, **Channel**.
Billed To	**Agency**, **Client**, **Marketing Exec.**, **Agency Address**, **Credit Days**, **Exchange Rate**, **Currency**.
Description	The text printed under the line items. For a T.C. invoice it lists the airing dates and the total duration.

Part	What it shows
Amounts	**Gross Amount**, **Additional Charges**, **Less Discount**, **Sales Tax**, **Agency Commission**, **Net Amount**, **Receivable**, **Sales Tax Withheld**, then the settlement figures and **Remarks**.
As Printed	The values as printed, with the percentages and **Net Receivable**.
Tabs	**Adjusted Invoices** (knock-off of a note), **SMS**, **Digital**, and **All Documents** (a searchable list).

The toolbar shows **New**, **Edit**, **Delete**, **Print** and **Generate from T.C.s** while you view a document. Less used actions are under **More**: **Preview**, **Manual invoice preview**, **Print a number range...**, **Export a number range to PDF...**, **Payment history**, **Import from Excel...** and **Receivable reports**. Right-click the form for more commands, such as **Open the T.C. of this invoice** and **Invoice Register**.

Raise an invoice from a T.C.

1. Press **New** (or Insert). The cursor goes to **T.C. No**.
2. Type the T.C. number.
3. Press Enter or Tab to leave the box.
4. Read the message "T.C. ... loaded": it shows how many spots were loaded and the billing basis.
5. Check **Invoice Date**. It defaults to today.
6. Leave **Invoice No** blank to take the next number.
7. Check the amounts, the **Description** and the **Airing Month**.
8. Press **Post** (Ctrl S or F10).

When the T.C. is found, the application copies the R.O., agency, client, marketing executive, channel, PO & Line No and I.R.O. No from it. Credit days come from the client. The amounts come from the certified spots on the T.C. F.O.C. spots are not billed. Agency, client, marketing executive and channel stay locked because they belong to the T.C.

> **Note** A T.C. can be billed once. If it already has an invoice, the message "You have already generated the Invoice No. ..." appears and the T.C. No box is cleared.

> **Note** The amounts of an invoice made from a T.C. cannot be changed after posting. Check them before you press **Post**.

The invoice number is built from the channel abbreviation, the fiscal year code, the invoice month and a serial number. Debit notes start with DN, credit notes with CN, estimates with SAN and proformas with SPI. If you type a number yourself, it is used as typed, as long as no other document has it.

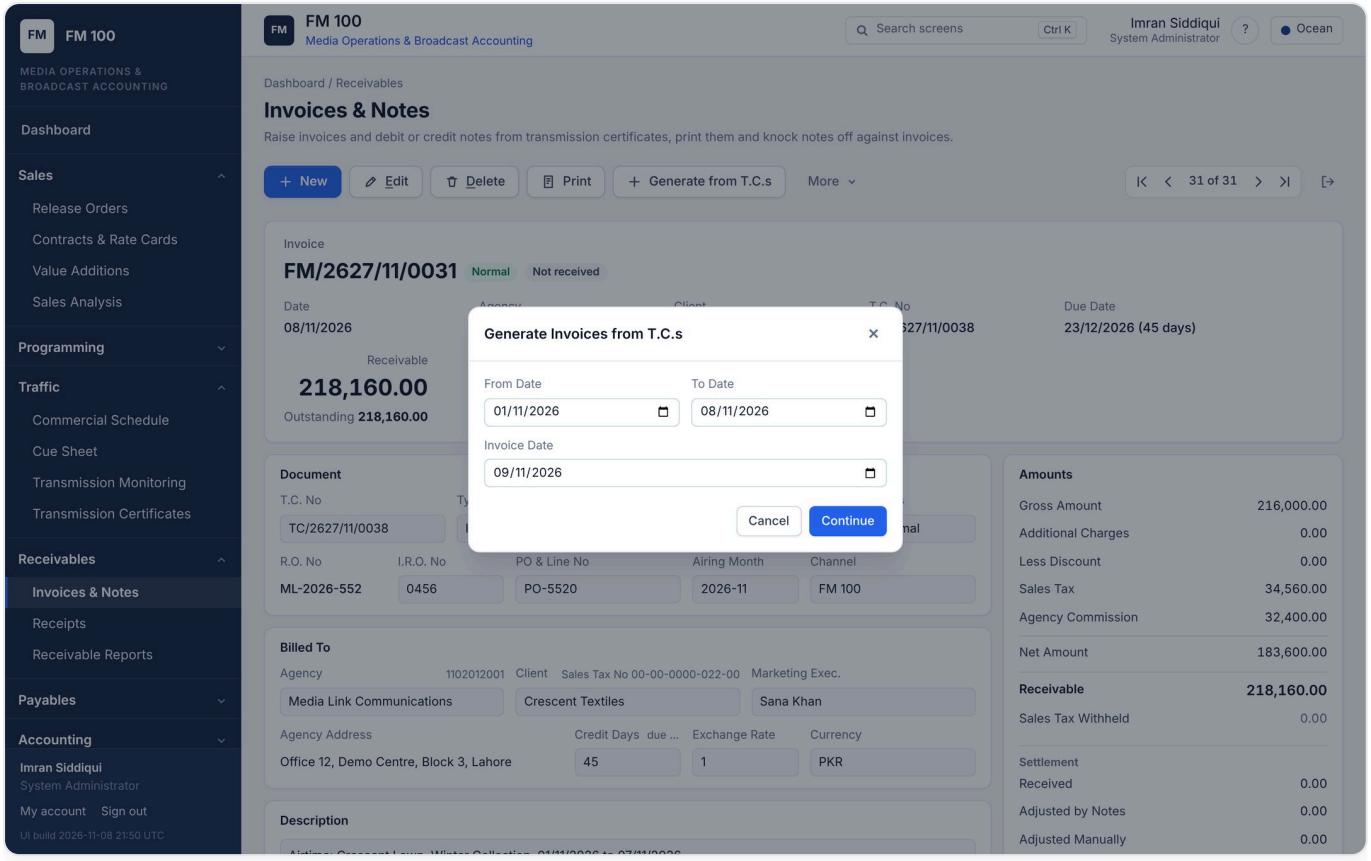
Shared clients

Some clients are set up with a share percentage. When you post a T.C. invoice for such a client, two invoices are made: one for the share percentage and one for the rest. The message on leaving the T.C. No box tells you this before you post, for example "two invoices of 20% and 80% will be generated". Both invoices are numbered and posted together. Each shows a **Share** badge with its percentage.

> **Note** On the 20 percent share part of a shared invoice you can change the **Client** while editing. On any other T.C. invoice the client is locked.

Generate invoices from T.C.s in a date range

Use this at month end to bill every certified T.C. in one go.



Generate Invoices from T.C.s dialog

1. Press **Generate from T.C.s**.
2. Enter **From Date** and **To Date**.
3. Enter the **Invoice Date** for the new invoices.
4. Press **Continue**.
5. Read the **Invoices Generated** box, then press **Done**.

The application picks every T.C. that has no invoice yet and whose R.O. starts on or after the From Date and ends on or before the To Date. Each T.C. is posted on its own, so one problem does not stop the rest. The result box shows how many invoices were made from how many T.C.s, and lists every T.C. that was skipped with the reason.

> **Note** If your company requires client approval before billing, the whole run stops when any client in the range is not approved. The message names those clients. Get them approved, then run it again.

> **Note** The Invoice Date must fall in an open accounting period, or every T.C. is skipped.

Type an invoice by hand

Use this for a bill that has no T.C., for example a sponsorship.

1. Press **New**.
2. Leave **T.C. No** blank and press Enter.
3. Choose the **Type**.
4. Choose the **Channel**, **Agency**, **Client** and **Marketing Exec.**
5. Type **Credit Days** and **PO & Line No** if needed.
6. Type the amounts.
7. Type the **Description**.
8. Press **Post**.

The document shows the **No T.C.** badge and R.O. No XXXX.

> **Note** An invoice needs a channel to be numbered. Debit notes, credit notes, estimates and proformas do not.

> **Tip** Type an existing invoice number in **T.C. No** and press Enter to copy that invoice's header (agency, client, marketing executive, channel, PO & Line No). This is the quick way to start a note against an invoice.

How the amounts work

- **Net Amount** = Gross Amount + Additional Charges - Agency Commission - Less Discount.
- **Receivable** = Net Amount + Sales Tax, rounded to whole rupees.
- A value below 20 in **Agency Commission** or **Sales Tax** is read as a percentage of gross less discount. Type 15 in commission and leave the box: it becomes 15 percent of the amount.
- When you change **Less Discount**, the sales tax and commission are worked out again at the same percentages.
- **Sales Tax Withheld** is the full sales tax when the client has a sales tax registration number. It is zero when **Remarks** is GST or the invoice has SMS lines.
- **Due Date** is the invoice date plus **Credit Days**.

Use the **SMS** tab for SMS lines (price, share percent and count) and the **Digital** tab for digital lines (dates, placement, banner, campaign, impressions and rate). Press **Add Line** to add a line while editing.

Debit and credit notes

A debit note adds to what an agency owes. A credit note reduces it.

1. Press **New**.
2. Type the invoice number the note refers to in **T.C. No** and press Enter.
3. Choose **Debit Note** or **Credit Note** in **Type**.
4. Type the amounts. For a credit note, type them as minus figures.
5. Type the reason in **Description**.
6. Press **Post**.

A credit note prints its amounts as positive figures with the title CREDIT NOTE and "Net Amount Adjustable".

Knock a note off against invoices

After a note is posted, tell the application which invoices it settles.

1. Open the posted note.
2. Open the **Adjusted Invoices** tab.
3. Press **Add Invoice**. The **Outstanding Invoices** list opens.
4. Type part of the invoice number, move with Up and Down, and press Enter to pick.
5. Check the amount. It is the invoice's outstanding, capped so the total does not pass the note amount.
6. Repeat for each invoice.
7. Press **Post Knock-off**.

Under the grid you see **Allocated** and **Still to adjust**. The header badge shows **Not adjusted**, **Partly adjusted** or **Fully adjusted**.

> **Note** If the total knocked off differs from the note, the box **Post with a difference?** shows the difference. Press **Post anyway** only if that is intended.

Edit or delete a document

1. Open the document.
2. Press **Edit** (F2).
3. Change the fields that are open.
4. Press **Post**.

While editing you can change **Status**, **I.R.O. No**, **Airing Month**, **Credit Days**, **Exchange Rate**, **Currency**, **Description**, **Remarks**, **Adjusted Manually** and **Adjusted Previously**. Amounts are open only on documents without a T.C.

> **Note** An invoice that is fully received cannot be edited. Clear its receipts and adjustments first.

> **Important** **Delete** removes the document and its lines, and takes it out of the ledger. This cannot be undone. A document with receipts or adjustments against it cannot be deleted until they are cleared. Deleting a T.C. invoice frees the T.C. so it can be billed again.

Users with the override right can change the PO & Line No of a posted invoice with **Change PO & Line No....** on the right-click menu (Ctrl Shift U), and can unlock **T.C. No** while editing with Ctrl Shift F2.

Print invoices

1. Open the invoice.
2. Press **Print**. The **Print Invoice** box opens.
3. Tick the options you need.
4. Press **Print**, or **Preview** to see it first.

Group	Options
Copy	**Duplicate copy**, **Revised copy**, **System generated tag**
Paper	**Printed on letterhead**, **Without stamps**
Content	**Include F.O.C., barter and package spots**, **Show stations** (only on the station layout), **Manual invoice without details**
Tax	**Without income tax deduction**, **Non-GST invoice**, **Tax exemption** (only for invoices dated up to 30/06/2015)

The options stay set while you work. They also apply to Ctrl P and to number range prints. **Manual Invoice** in the same box previews the manual invoice layout.

To print many invoices, use **More** then **Print a number range...** (Ctrl F11), enter **From No** and **To No** and press **Continue**. **Export a number range to PDF...** (Ctrl F12) saves one PDF file per invoice instead.

More then **Payment history** shows the receipts, notes and journal vouchers that settled the open invoice, with **Receivable**, **Adjusted Manually**, **Knocked Off** and **Balance**.

Find a document

Type in a **Find a Document** box at the bottom and press Enter: **Invoice No**, **T.C. No**, or **I.R.O. or Spot No** (press F3 for the next match). The **All Documents** tab lists every document with its outstanding; click a row to open it.

Import invoices from Excel

More then **Import from Excel...** (Ctrl I) loads invoices from an .xlsx file with a sheet named SHEET1; the dialog lists the columns. Press **Check** first with **Check only (nothing is saved)** ticked, fix any row marked **Refused**, then untick it and press **Import**. Net, Receivable and withheld tax are calculated again, not taken from the sheet.

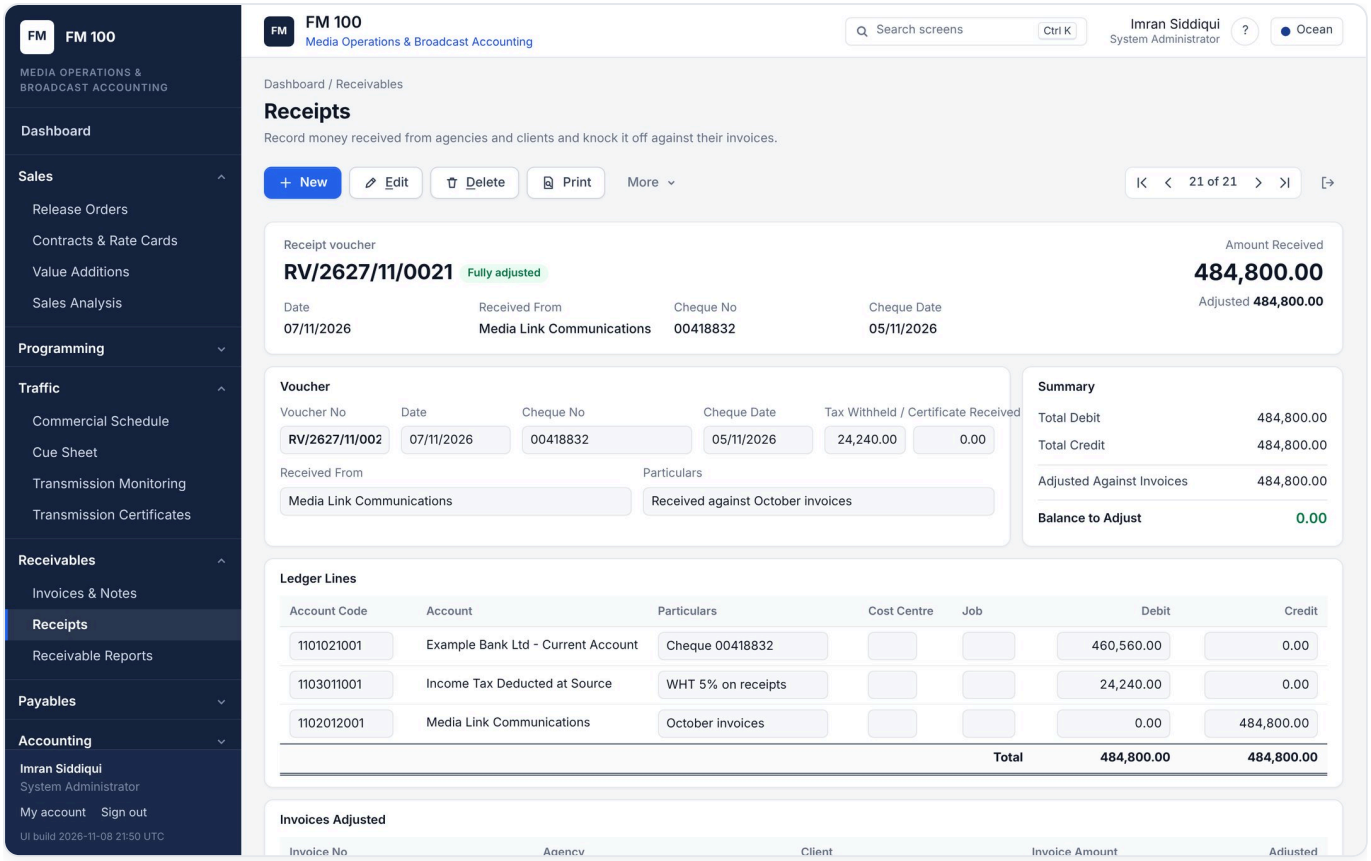
Posting to the ledger

When you post an invoice or note, its ledger entries are written at once. There is no separate posting step. The agency account is debited with the receivable. Sales, additional charges, discount, agency commission and sales tax go to their own accounts, by region. The region comes from digit 7 of the agency code. Editing a document replaces its ledger entries, and deleting it removes them.

> **Note** Documents dated before the fiscal year start in **Company Profile** are not posted to the ledger, because they belong to the opening balances.

6.2 Receipts

Receipts records money received from agencies and clients, and knocks it off against their invoices. Each receipt is a voucher with its own ledger lines.



The Receipts screen with ledger lines and invoices adjusted

Record a receipt

1. Press **New**.
2. Check **Date**. **Cheque Date** follows it until you change it.
3. Type **Cheque No** and **Cheque Date**.
4. Type **Received From** and **Particulars**.
5. Type the tax in **Tax Withheld / Certificate Received** if any (see below).
6. In **Ledger Lines**, type the bank account code in **Account Code** and press Enter. The account name appears. Press F2 to pick from the account list instead.
7. Type the **Debit** amount.
8. On the next line, type the agency account code and its **Credit** amount.
9. Press **Post**.

The voucher number is given on posting. It is the last digit of the year, the month and a serial, for example 611004.

> **Tip** Leave both **Debit** and **Credit** empty on the last line and it takes the amount that balances the voucher.

> **Note** The total debit must equal the total credit. The header shows **Not balanced** and the **Summary** shows the **Difference** until they match.

Adjust a receipt against invoices

1. While the receipt is being entered, press **Add Invoice** under **Invoices Adjusted**.
2. Pick the invoice from **Outstanding Invoices**. Once an agency account is on the ledger lines, the list shows only that agency's open invoices.
3. Check the **Adjusted** amount. It is the invoice outstanding, capped at the part of the receipt not yet adjusted.
4. Repeat for each invoice.
5. Press **Post**.

The **Summary** shows **Adjusted Against Invoices** and **Balance to Adjust**. After posting, the badge shows **Not adjusted**, **Partly adjusted** or **Fully adjusted**.

> **Note** If the invoices adjusted do not add up to the receipt, the box **Post with a difference?** appears. Post anyway only for a true part payment or advance. The leftover shows in the un-adjusted receipts reports.

Withholding tax and advance tax

Tax Withheld / Certificate Received has two boxes. Type the income tax the agency deducted in the first. Type the amount covered by tax certificates received in the second. When you move into the second box while it is zero, it takes the withheld amount.

> **Note** These two boxes feed the **Advance Tax Report** only. They do not create ledger lines. Put the tax on its own debit line in **Ledger Lines** so the voucher balances.

The **Advance Tax Report** (in **Receivable Reports**, **Receipts** tab, or on the right-click menu) lists each receipt with **Tax Withheld**, **Certificate Received** and **Pending**.

An invoice counts as fully received when the receipts against it equal its receivable, or its receivable less the sales tax withheld.

Edit, delete, copy and print

- **Edit** changes the voucher. The voucher number stays the same.
- **Delete** removes the voucher, its ledger lines and its knock-off.
- **More** then **Copy to a new receipt** makes a new voucher dated today with the same lines. The cheque number gets a C at the end. Invoices are not copied.
- **Print** (Ctrl P) previews the receipt voucher. **More** then **Print knock-off page** prints the invoices it adjusted, and **Print a voucher range...** (F5) prints several.
- **More** then **Receipts list and Excel...** (Ctrl E) lists receipts between two dates and exports them.

Right-click the screen for the receipt reports, such as **Recovery Detailed Status (Agency-Wise)** and **Sales Summary Statement Under Section 26(5)**. Use the **Find a Receipt** boxes to search by **Voucher No**, **Particulars**, **Cheque No** or **Invoice No**.

6.3 Receivable Reports

Receivable Reports has one tab per report. Set the filters and press **Show Report**, or press Enter in any filter.

Tab	What it shows
Invoice List	Invoices with gross, discount, commission, sales tax, tax withheld, receivable, received, outstanding and days due.
Ageing	Outstanding split into age columns. Choose the **Scheme**, **Group by** (invoice, agency, client or marketing executive) and **As of** date.
Statement of Receivable	Agencywise or clientwise statement of receivable.
Monthly Summary	Billing, received and outstanding by month.
Billing Day Book	Invoices with the receipts, vouchers and notes under each one.
Invoice Register	Revenue by nature, client and agency, month by month, with year to date.
Invoice History	Every settlement of one invoice. Type the **Invoice No**.
Receipts	**Total Un-Adjusted Receipts Summary**, **Partial Un-Adjusted Receipts Summary** and **Advance Tax Report**.

Tick **All except this agency** beside **Agency** to leave one agency out. On **Invoice List**, **Balance** chooses **Dated in range**, **Outstanding** or **Settled**; the last two ignore the dates.

Excel exports the same selection. On **Statement of Receivable**, **Billing Day Book** and **Invoice Register**, **Excel** and **PDF** need the export right. **Print Screen** prints what is on screen.

7 Payables

The Payables group holds **Supplier Bills**, **Supplier Payments** and **Petty Cash**. These three screens and **Journal Vouchers** share one layout, so learn it once.

7.1 The Voucher Screen

Every voucher screen has a header with **Voucher No.**, **Date** and the fields of that book, then **Entries** (**Account**, **Account Name**, **Particulars**, **Cost Centre**, **Job**, **Debit**, **Credit**, **Running Balance**), then the knock-off grid. On the right are **Summary** and **Find Voucher**. Badges show **Posted** or **Not posted**, and **Balanced** or **Out of balance by** an amount. The **Book List** tab lists the vouchers between two dates, with **Excel**.

Keys in the entries grid:

Key	Action
Enter on **Account**	Looks up the code. If not found, **Select Account** opens.
Enter on **Cost Centre** or **Job**	Checks the code. If not found, the pick list opens. Blank means 00 and 000.
Enter on **Credit**	Adds a new line.
Esc	Moves to the knock-off grid, and back.
Ctrl Delete	Removes the line.

> **Tip** A line left with no amount takes the figure that balances the lines above it.

Every voucher is posted to the ledger when you press **Post**. Its number is the last digit of the year, the month and a serial, shown with the book code, for example PV#611015. A date outside the fiscal year in **Company Profile** shows a warning but is allowed.

Print (Ctrl P) gives the voucher PDF. **More** has **Print Voucher Range...** (F5), **Copy to New Voucher** and **Book List**. A copy is dated today, keeps the lines and drops the knock-off.

> **Important** **Delete** removes the voucher, its ledger lines and its knock-off rows. This cannot be undone.

7.2 Supplier Bills

Supplier Bills books supplier invoices, and debit or credit notes against earlier bills.

1. Press **New**.
2. Choose the **Type**: **Invoice**, **Debit Note** or **Credit Note**.
3. Type **Purchase Order No.**, **Invoice / Cash Memo No.** and **Invoice Date**.
4. Type **Notes**.
5. Enter the expense lines as debits.

6. Enter the supplier account as a credit.
7. Press **Post**.

> **Note** **Invoice / Cash Memo No.** is required. A number already booked on another bill is refused with "This invoice is already booked, please check it...!".

> **Tip** On an account starting 35032, a **Debit** under 20 is read as a tax percentage of the debits above it.

For a note against earlier bills, pick the bills in **Bills Adjusted**. Press Enter on **Invoice No.** to list the open bills of the selected entry's account. Once posted, the **Summary** also shows **Paid**, **Adjusted** and **Outstanding** for the bill.

> **Note** A bill that is paid or adjusted by other vouchers cannot be deleted. Remove those vouchers first.

7.3 Supplier Payments

Supplier Payments pays suppliers by cheque or transfer and settles their bills.

1. Press **New**. **Cheque No.** continues from the voucher on screen.
2. Check **Cheque No.**, **Cheque Date** and **Payee**.
3. Type **Particulars**.
4. In **Bills Paid**, press Enter on **Invoice No.** and pick the bills being paid.
5. Enter the supplier account as a debit. With one line and a knock-off total, the line takes that total when you move into the entries.
6. Enter the bank account as a credit.
7. Press **Post**.

> **Tip** A **Credit** under 10 is read as a percentage of the debits above it. Use this for withholding tax: type 4.5 on the tax account line and the amount and particulars are filled in.

> **Note** **Cheque Date** must be within six months either side of the voucher date.

More then **Print Cheque** prints the cheque for the bank lines. On the right-click menu, **Mark Withholding Tax Paid** (F4) and **Clear Withholding Tax Paid** (F3) flag whether the tax on the payment has been paid; the voucher then shows **Withholding Tax Paid**. The same menu holds the payment reports, including **Withholding Tax Report**.

7.4 Petty Cash

Petty Cash records cash paid out of petty cash.

1. Press **New**.
2. Type **Payee** and **Particulars**.
3. Enter the expense accounts as debits.
4. Enter the petty cash account as a credit.

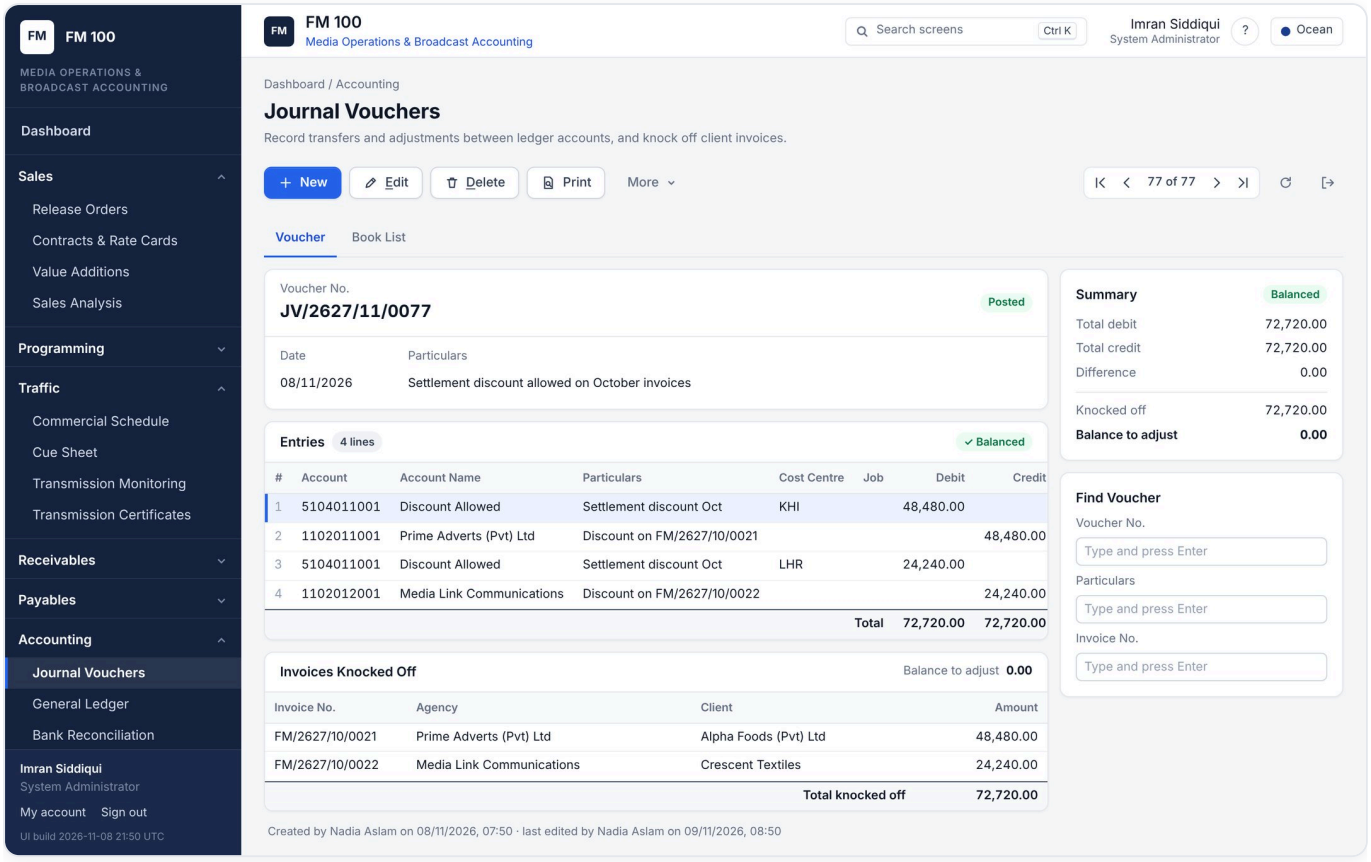
5. Press **Post**.

> **Note** A petty cash voucher with zero debit and zero credit is refused.

8 Accounting

8.1 Journal Vouchers

Journal Vouchers records transfers and adjustments between ledger accounts. It can also knock off client invoices, for example to write off a small balance.



The Journal Vouchers screen

1. Press **New**.
2. Check **Date** and type **Particulars**.
3. Enter the lines. Each needs an account and a debit or credit.
4. To settle invoices, select the agency line, press Esc, then press Enter on **Invoice No.** in **Invoices Knocked Off** and pick the invoice.
5. Press **Post**.

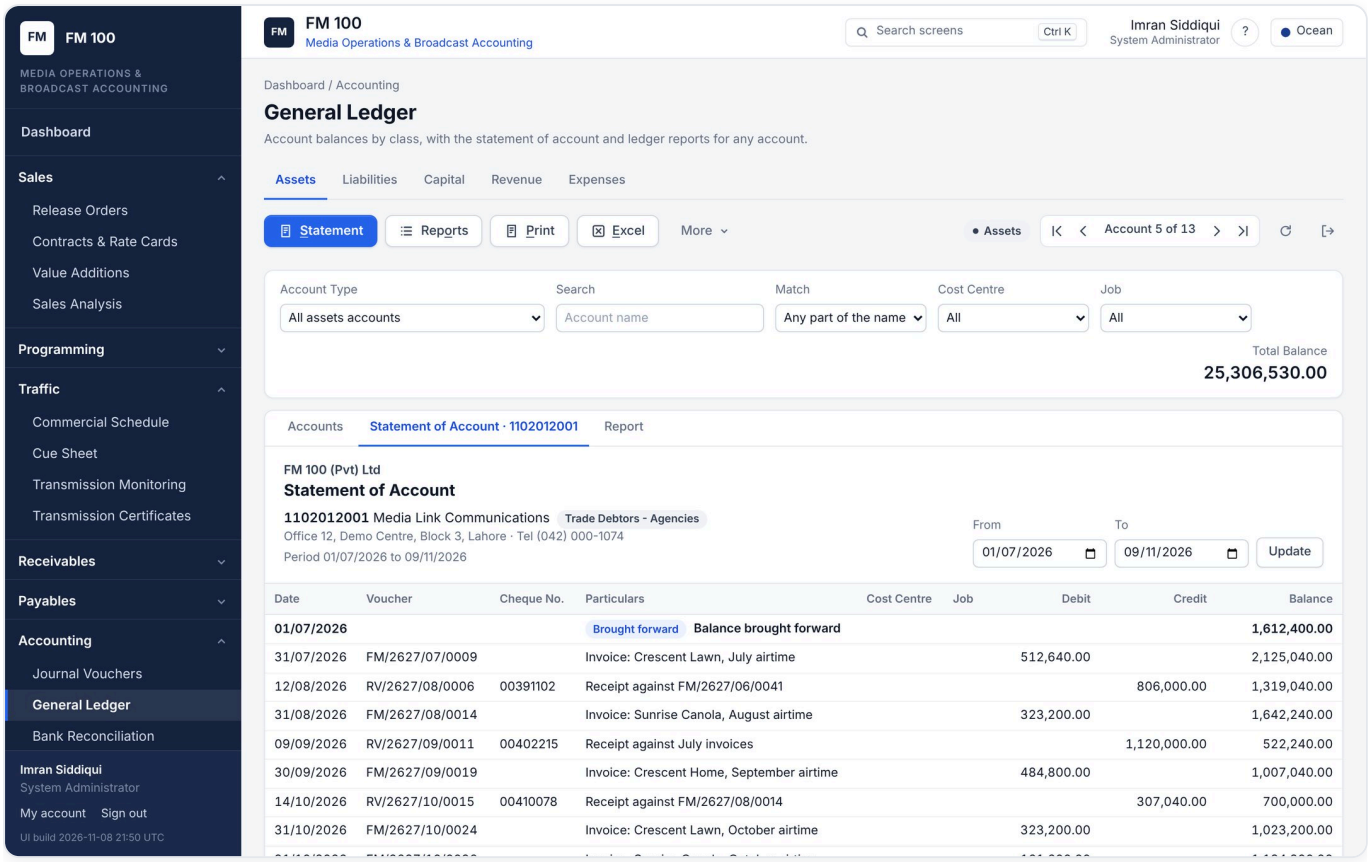
> **Note** When invoices are knocked off, their total should equal the voucher's debits. If not, the box **Knock-off does not match the voucher** asks you to confirm.

> **Note** Accounts starting with 9 are memorandum accounts and cannot be used on any voucher. Inactive accounts are refused on new lines.

The right-click menu holds the JV reports, including **PDC From Agencies**.

8.2 General Ledger

General Ledger shows the accounts of one class with their balances, and the statement of account for any account.



The General Ledger with the statement of account

The tabs at the top choose the class: **Assets**, **Liabilities**, **Capital**, **Revenue** or **Expenses**. A tab is greyed out when you do not have access to that class. Narrow the list with **Account Type**, **Search** and **Match**, and with **Cost Centre** and **Job**. **Total Balance** shows the sum of the listed accounts.

See a statement of account

1. Choose the class tab.
2. Find the account in the list. Move with Up and Down.
3. Press Enter, double-click it, or press **Statement**.
4. Enter **From** and **To** and press **View**.

The statement shows each entry with **Date**, **Voucher**, **Cheque No.**, **Particulars**, **Cost Centre**, **Job**, **Debit**, **Credit** and a running **Balance**. The opening line is marked **Brought forward**. Change the dates above the statement and press **Update** to see another period. Press Esc to go back to the list.

Print (Ctrl P), **Excel** (Ctrl E) and **More** then **PDF Preview** work on the open statement or report. They need the export right.

Ledger reports

Right-click the list, or press **Reports**, for the ledger reports. They are grouped as statements (including **Statements of All Listed Accounts to Excel**), summaries (such as **Ledger Summary** and **Monthly**

Ledger Summary), cash and bank (**Bank Reconciliation** on a bank account, **Cash Flow**) and outstanding (such as **Invoices Outstanding** and **Payables Outstanding, Summary**). Press F1 for the keyboard list.

8.3 Bank Reconciliation

Bank Reconciliation matches the bank ledger with the bank statement. You type the date each entry cleared the bank. Bank accounts are the GL accounts under head 110102.

1. Choose the **Bank Account**.
2. Enter **From** and **To**.
3. Under **Show**, choose **All**.
4. For each entry on the bank statement, type its date in **Cleared On**. Changed lines are highlighted.
5. Press **Update** (Ctrl Shift U) and confirm.
6. Check the **Reconciliation** box.

The **Reconciliation** box shows **Balance as per ledger**, **Less: deposits not yet cleared**, **Add: cheques not yet presented** and **Balance as per bank**. The last figure should match the bank statement.

> **Tip** Press Ctrl C on a line to copy its clearing date and Ctrl V on another line to paste it. Shift Delete clears a date.

Choose **Pending** or **Cleared** to review lines without editing. **Cancel** discards typed dates. **Print** gives the reconciliation statement with the lists of uncleared deposits and unpresented cheques.

> **Note** Editing clearing dates needs the reconcile right. A clearing date cannot be added or removed in a closed period.

8.4 Fixed Assets

Fixed Assets is the register of the company's fixed assets.

1. Press **New**.
2. Type **Tag No.**, **Name**, **Model No.**, **Category**, **Sub-Category**, **Location** and **User**. Earlier values are offered as you type.
3. Type **Invoice No.** and **Purchase Date**.
4. Choose the **Debit Account**, **Credit Account** and **Cost Centre**.
5. Type **Cost** and **Depreciation Rate (%)**.
6. Press **Calculate** (F9) for a suggested **Accumulated Depreciation** and **Written Down Value**, or type them yourself.
7. Press **Save**.

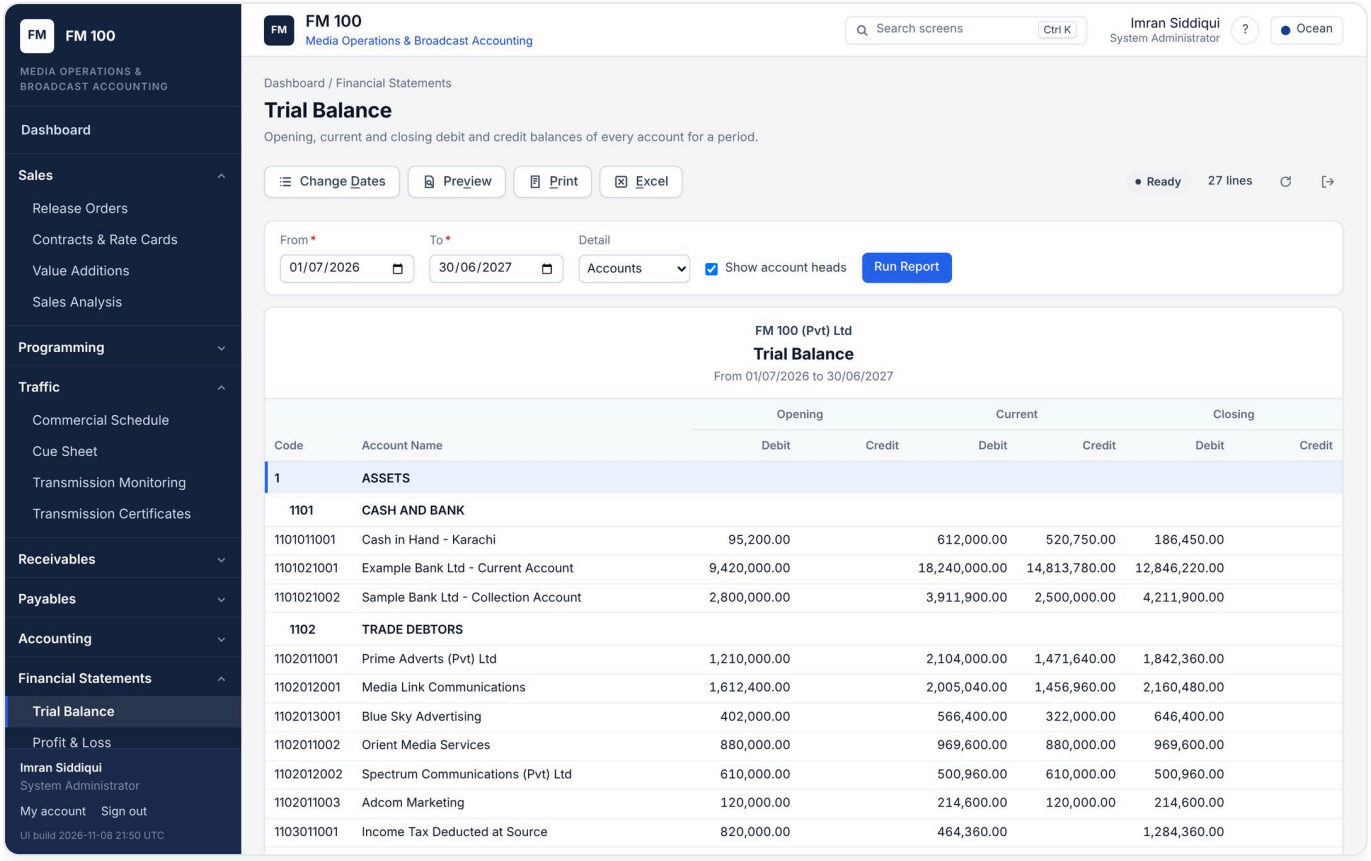
Calculate uses the reducing balance for the full years since purchase. A blank **Written Down Value** or **Gain / Loss on Disposal** is worked out on saving. Leaving the **Gain / Loss on Disposal** box saves the asset.

> **Note** Nothing is posted to the ledger from this register. Book purchases, depreciation and disposals with vouchers.

Asset List shows the register, with **Print** and **Excel**. **More** then **Capitalization Preview** gives the capitalization report of one asset.

9 Financial Statements

The Financial Statements group holds **Trial Balance**, **Profit & Loss**, **Balance Sheet**, **Monthly Trial Balance** and **Monthly Profit & Loss**. All five work the same way.



The Trial Balance

1. Open the report. It runs at once for the default period.
2. Change **From** and **To** (or **As On** for the balance sheet). Press **Change Dates** (F5) to jump there.
3. Press **Run Report**.
4. Press **Preview**, **Print** (Ctrl P) or **Excel** (Ctrl E).

Preview, Print and Excel need the export right. On any report line that is an account, press Enter or double-click to open its statement in **General Ledger** for the same period.

9.1 Trial Balance

Trial Balance shows opening, current and closing debit and credit for every account. It opens on the whole fiscal year.

- **Detail** shows **Accounts**, or heads rolled up to **Heads, level 1** to **Heads, level 5**.
- **Show account heads** puts the chart of accounts heads between the accounts.

When **From** is the fiscal year start, the opening columns show the opening balances only. For any other From date, they show everything posted before it.

> **Note** The Excel file of the account-level trial balance leaves out the head rows.

9.2 Profit & Loss

Profit & Loss shows revenue, expenses and the net profit or loss for a period, from the fiscal year start to today by default. It lists **Revenue**, **Total Revenue**, **Gross Profit / (Loss)**, **Less Expenses**, **Total Expenditures** and **Net Profit / (Loss)**. Only account types with a balance are shown. There is no cost of sales line, so gross profit equals total revenue.

9.3 Balance Sheet

Balance Sheet shows capital, liabilities and assets on one **As On** date. The profit or loss line is taken from the fiscal year start to that date. Fixed assets are the types starting 12, current assets those starting 11. Asset types starting 13 to 19 are not shown.

9.4 Monthly Versions

Monthly Trial Balance and **Monthly Profit & Loss** show each account month by month, in fiscal year order, with a total. Use them to spot a month with a missing or doubled entry.

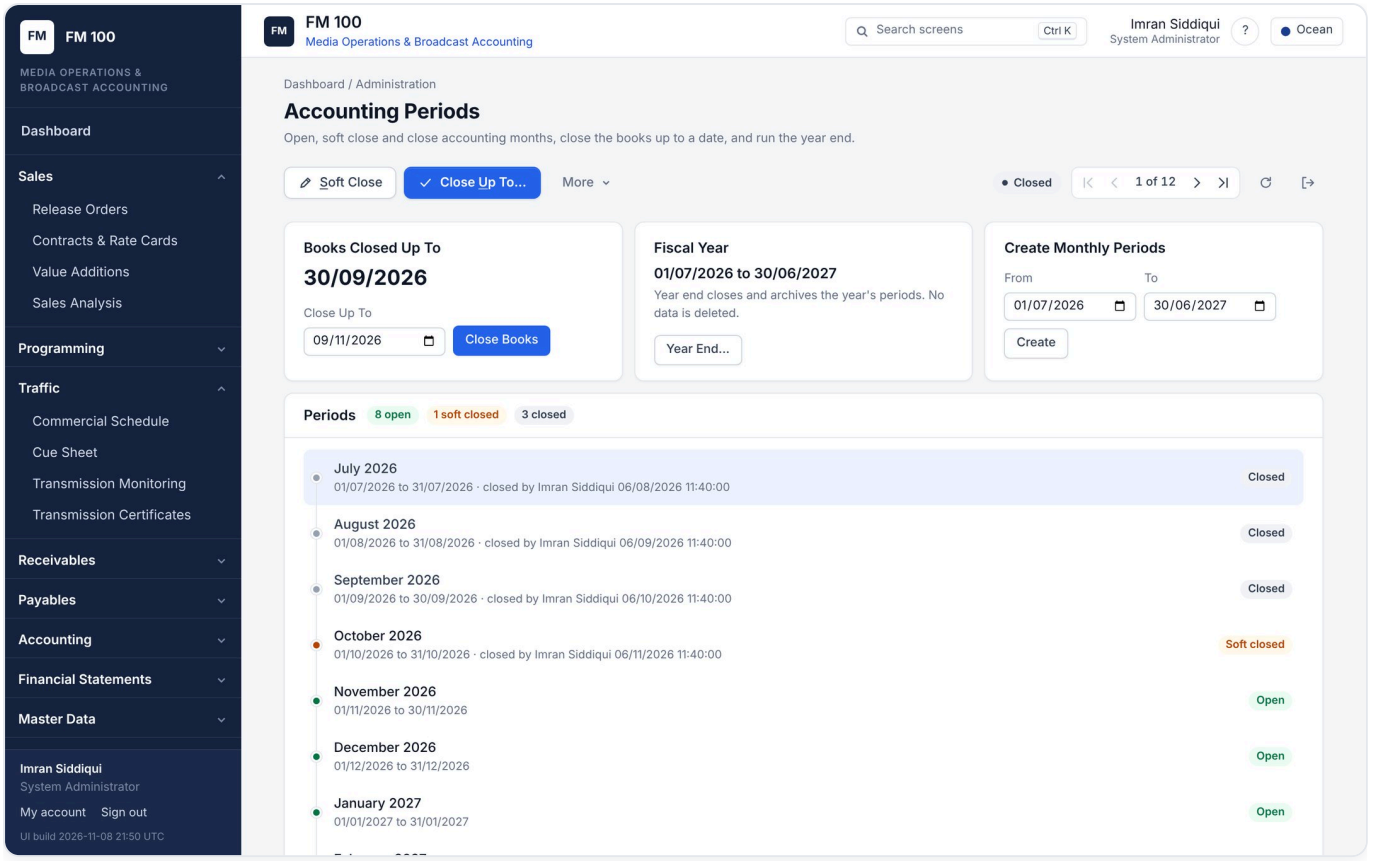
10 Month End and Year End

Work through the month end in this order. Each step depends on the one before.

Step	Screen	What to do	Check
1	Transmission Certificates	Make the T.C.s for every R.O. aired in the month.	No aired R.O. is left without a T.C.
2	Invoices & Notes	Press **Generate from T.C.s** for the month. Raise manual invoices and notes. Print and send.	The result box shows no unexpected skipped T.C.s.
3	Receipts	Post every receipt of the month and adjust it against invoices.	**Total Un-Adjusted Receipts Summary** and **Partial Un-Adjusted Receipts Summary** in **Receivable Reports**.
4	Supplier Bills, Supplier Payments, Petty Cash, Journal Vouchers	Post all bills, payments, cash and adjustments.	Every voucher shows **Posted** and **Balanced**.
5	Bank Reconciliation	Enter clearing dates for each bank account.	**Balance as per bank** equals the bank statement.
6	Trial Balance	Run it for the month and for the year to date.	Total debits equal total credits. Use **Receivables Ageing vs Ledger Balances** in **General Ledger** to compare the ageing with the ledger.
7	Accounting Periods	Close the month.	The month shows **Closed**.

10.1 Accounting Periods

Accounting Periods (Administration group) controls which dates can still be changed. Only users with the period close right can open it.



The Accounting Periods screen

The screen shows **Books Closed Up To**, the **Fiscal Year**, **Create Monthly Periods** and the list of **Periods** with their status.

Status	Who can post
Open	Everyone with the right to post.
Soft closed	Only period administrators.
Closed	Nobody.

If no periods exist, every date is open.

Create the months of the year

1. Enter **From** and **To** under **Create Monthly Periods**. They default to the fiscal year.
2. Press **Create**.

> **Note** Periods cannot overlap. Months that already exist are refused.

Close a month

1. Select the month in the list.
2. Press **Close** (Alt E).

To reopen it, select it, press **Open** and give a reason. **Soft Close** also asks for a reason. Use soft close while the accountant finishes the last corrections.

Close the books up to a date

1. Type the date in **Close Up To**.
2. Press **Close Books**.
3. Confirm.

Every day up to and including that date is closed. A period that runs past the date is split.

Year end

1. Press **Year End...**.
2. Check **From** and **To**. They default to the fiscal year.
3. Tick **Move the company fiscal year on by one year** if the new year should start now.
4. Type a **Reason**.
5. Press **Close and Archive**.

Every period of the year is closed and archived. No data is deleted and opening balances are not recomputed. The fiscal year moves on only when the dates match the fiscal year in **Company Profile**.

> **Note** An archived period stays closed. To change it, select it, choose **More** then **Unarchive period** and give a reason, then open it.

10.2 What Closing Blocks

A closed period refuses any new, changed or deleted record dated inside it. That covers invoices and notes (including knock-offs, SMS and digital lines, generation from T.C.s and Excel import), receipts, all four voucher books, bank clearing dates, fixed assets (by purchase and disposal date) and opening balances. Release orders, schedules, monitoring and T.C.s check the same periods. Reports, statements, prints and exports are never blocked.

> **Important** Closing is the control that keeps the accounts you reported unchanged. Reopen a closed month only with the accountant's agreement, and always give a clear reason.

11 Troubleshooting and FAQ

Errors show as a red box that says what went wrong and, where it can, what to do. For unexpected failures the box ends with a Reference code. The tables below list the messages you will meet most often in billing and accounts.

11.1 Closed Periods

Message	Meaning	What to do
Date ... falls in a closed period	The date of the invoice, receipt, clearing date or asset is in a closed or soft closed month.	Use a date in an open month, or ask the administrator to reopen the month.
You can not insert old data closed by administrator...!	A voucher dated in a closed month. The same message says "chage" for edits and "delete" for deletes.	As above.

11.2 Invoices & Notes

Message	Meaning	What to do
You have already generated the Invoice No. ...	The T.C. is already billed.	Open that invoice from **Find a Document**. Delete it first if it must be made again.
This invoice is fully received. Clear its receipts and adjustments first, then edit it.	Receipts cover the whole invoice.	Edit or delete the receipts first, or raise a note instead.
This document has receipts or adjustments. Clear them first, then delete it.	Something is knocked off against it.	Use **Payment history** to see what, and clear those first.
Amounts of an invoice made from a T.C. are read only	You tried to change T.C. amounts.	Raise a debit or credit note for the difference.
The client can only change on the 20 percent share part of a T.C. invoice	The client is locked on this invoice.	Correct the client on the R.O. and T.C., then bill again.
Please first get Approval for this Client before generating Invoice...!	Your company requires client approval.	Ask one of the client approvers to review and save the client in **Clients**.
... Cleints are not Approved....Process Aborted!	Batch generation stopped.	Approve the named clients, then run **Generate from T.C.s** again.
Invoice ... already exists	The typed invoice number is taken.	Leave **Invoice No** blank for the next number.
Please check: channelId: a channel is needed to number an invoice	No channel on a manual invoice.	Choose the **Channel**.

Message	Meaning	What to do
Amount Of Debit/Credit Note and Invoices are mismatched by Amount: ...	The knock-off differs from the note.	Correct the amounts, or press **Post anyway**.

11.3 Receipts and Vouchers

Message	Meaning	What to do
You can not enter a blank voucher....!	No line has an account.	Enter the lines.
Sum Of Debit and Credit are mismatched by Amount: ...	Debits and credits differ by that amount.	Correct a line, or leave one line empty to take the balance.
Sum Of Receipts and Invoices are mismatched by Amount: ...	Invoices adjusted do not equal the receipt.	Correct the amounts, or press **Post anyway** for a part payment.
... is not an active ledger account / Account ... is not active	The account is closed or the code is wrong.	Press F2 and pick the account.
Cost centre ... not found / Job ... not found	The code does not exist.	Pick it from the list, or leave it blank.
Cheque Date can not be 6 months lesser/greater than voucher date...!	Supplier payment cheque date too far from the voucher date.	Correct the date.
This invoice is already booked, please check it...!	That supplier invoice is on another bill.	Find the earlier bill with **Find Voucher**.
This booking is knocked off by payment or adjustment vouchers; remove those first	The bill is paid or adjusted.	Change those vouchers first.
You are going to enter DATA out of FISCAL PERIOD...	Warning only: the voucher was posted with a date outside the fiscal year.	Check the date. Edit it if it was a mistake.
Sum Of Voucher Amount and Invoices Amount are mismatched by Amount: ...	Warning on a journal voucher: the invoices knocked off differ from its debits.	Check the knock-off.
... changed by another user ...	Someone saved the invoice, receipt or voucher while you were editing.	Press **Cancel**, reopen it and make the change again.

11.4 Ledger, Reports and Access

Message	Meaning	What to do
To date is before From date	The dates are the wrong way round.	Swap them.

Message	Meaning	What to do
Nothing to View...	The report has no data for the choice.	Widen the dates or filters.
No access / You do not have access to ...	Your role does not include this screen or class.	Ask the administrator for the right.
Missing permission: ...	The server refused an action your role does not allow.	Ask the administrator. Quote the permission name.

11.5 Connection and Server Messages

Message	What to do
Cannot reach the server.	Check your network connection and try again.
The application server is not responding.	Wait a minute and try again. If it continues, call the administrator.
This function is not available on the server.	The server may be on an older version. Call the administrator.
The database was busy with another user's change.	Nothing was saved. Try again.
The company database cannot be reached right now.	Call the administrator.
The database is missing a column / table / procedure the application needs.	Call the administrator: the database update has not been run.
The server could not complete this request.	Nothing was saved. Call the administrator with the Reference code.

11.6 When to Call the Administrator

Call the administrator when the message ends with "(Reference: ...)", when it says the database is missing something or cannot be reached, when the server does not respond for several minutes, when an invoice shows "does not balance" or "configured for invoice posting does not exist", or when you need a month reopened or a permission added.

Send this:

1. The Reference code, exactly as shown. The full details are in the server log under that code.
2. The screen name and the document or voucher number.
3. What you pressed, and the time.
4. A screenshot of the red box.

11.7 Frequently Asked Questions

Why does a T.C. not appear in Generate from T.C.s? It is picked only when its whole R.O. runs inside the From and To dates and it has no invoice yet. Widen the dates, or raise that invoice on its own from

the T.C. No box.

I posted an invoice with the wrong amount. What now? For a T.C. invoice, raise a debit or credit note for the difference. If nothing has been received against it, you can delete it and post it again.

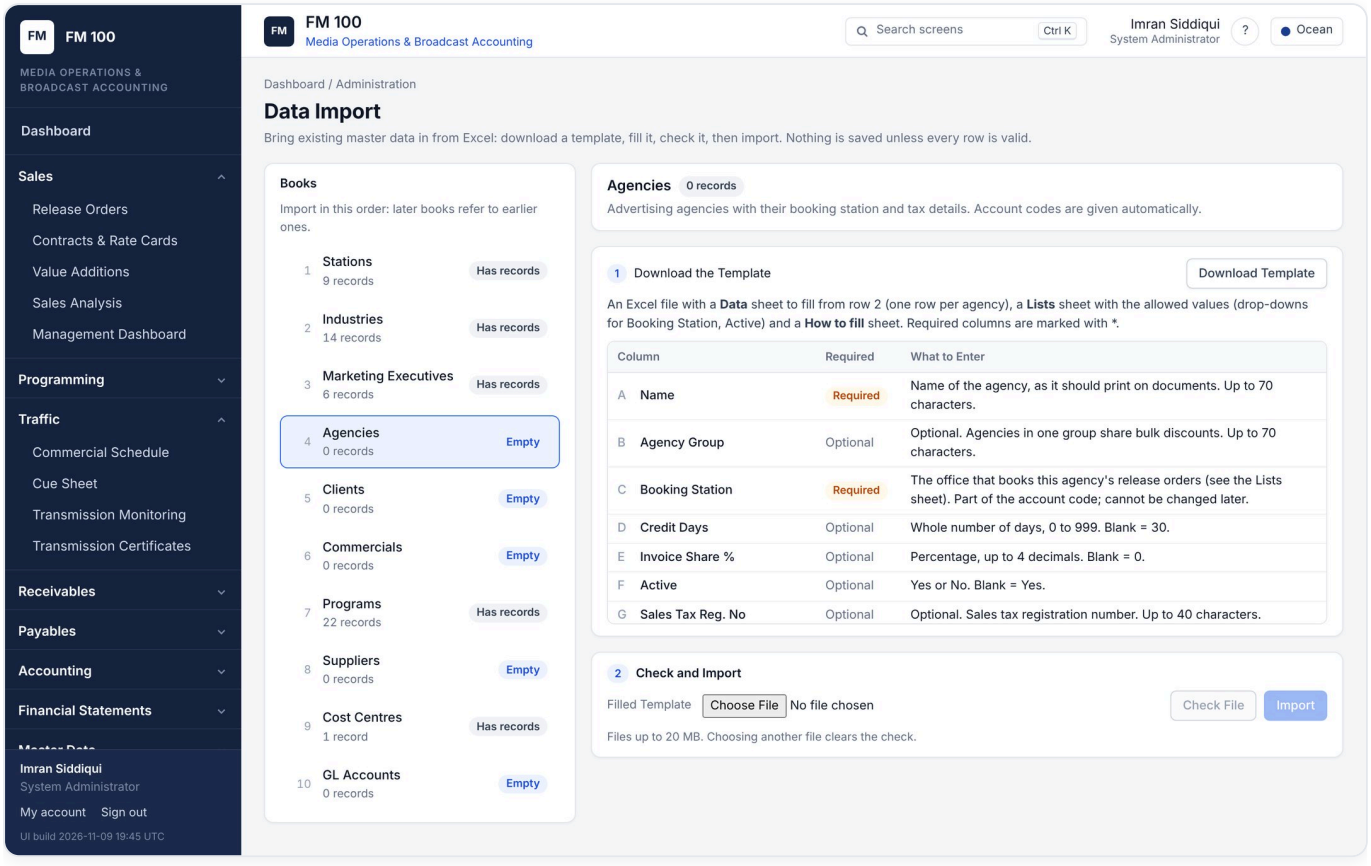
Do I need to post to the ledger separately? No. Invoices, notes, receipts and vouchers reach the ledger when you press **Post**.

12 Data Tools and Management Reporting

12.1 Data Import

Data Import (Administration) brings existing master data in from Excel, one book at a time. Import the books in the order the list shows, because later books refer to earlier ones: Stations, Industries, Marketing Executives, Agencies, Clients, Commercials, Programs, Suppliers, Cost Centres and GL Accounts.

1. Choose a book in the list on the left. The right side shows every column, whether it is required, and what to enter.
2. Press **Download Template**. The Excel file has a **Data** sheet to fill from row 2, a **Lists** sheet with the allowed values behind the drop-downs, and a **How to fill** sheet.
3. Fill the **Data** sheet. Keep the column order and the sheet name.
4. Under **Check and Import**, choose the filled file and press **Check File**. Every problem is listed by row and column, with a preview of the first rows.
5. Fix the file and check again until it shows no errors, then press **Import**.



The Data Import screen with the Agencies book selected

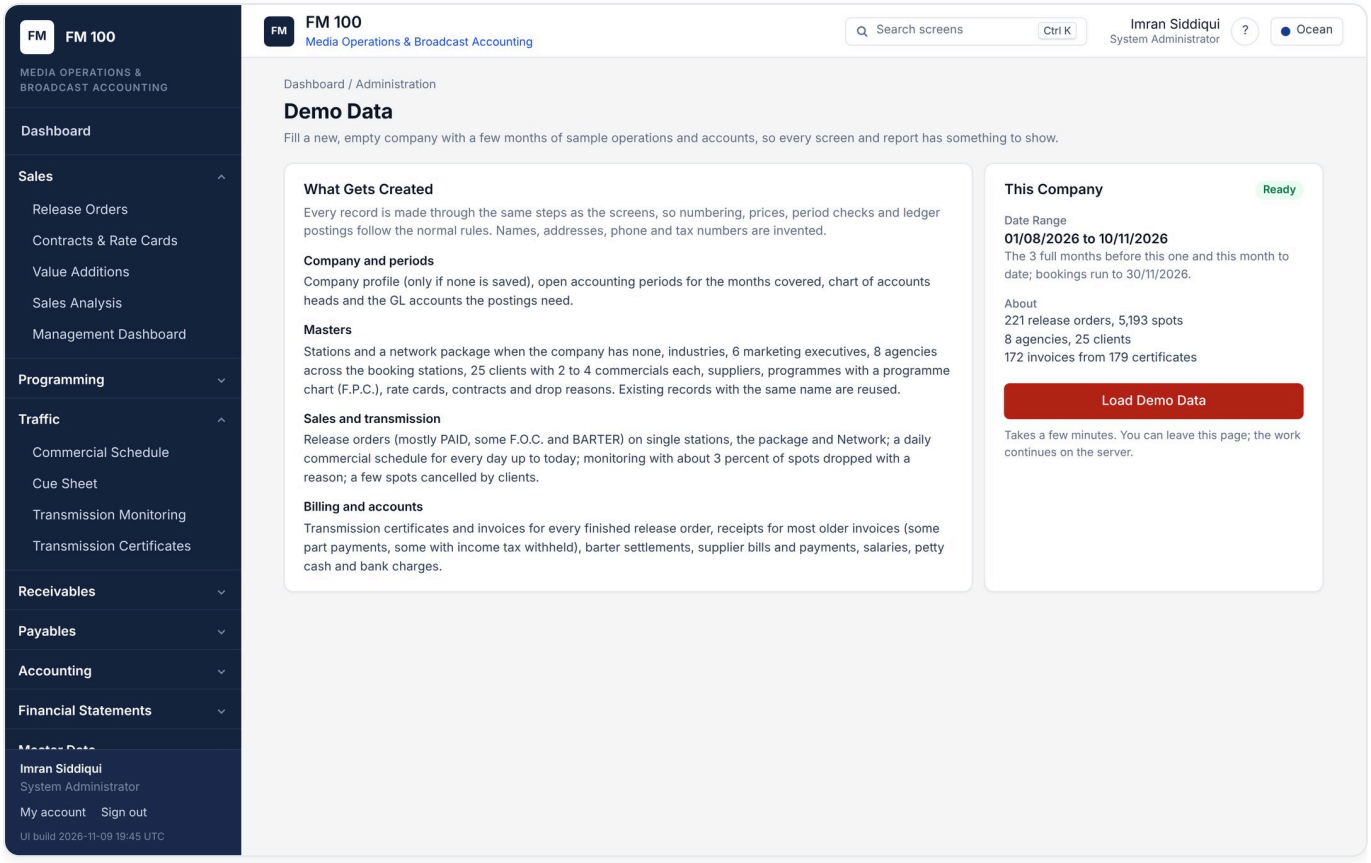
> **Note** Nothing is saved unless every row is valid. Each row is created through the same rules as its own screen, so codes, booking stations, duplicate checks and periods behave exactly as when typed by hand.

> **Important** An agency's **Booking Station** becomes part of its account code and cannot be changed later. Set up the booking stations in **Stations** before importing agencies.

12.2 Demo Data

Demo Data (Administration) fills a new, empty company with a few months of sample operations and accounts, so every screen and report has something to show for training or a demonstration.

1. Create a separate demo company (a new tenant, for example demo.mediaopshub.app).
2. Sign in to it and open **Demo Data**. The right side shows the date range and roughly how many release orders, spots, certificates and invoices will be made.
3. Press **Load Demo Data** and confirm. The work continues on the server; you can leave the page and come back to see the progress.



The Demo Data screen for an empty company

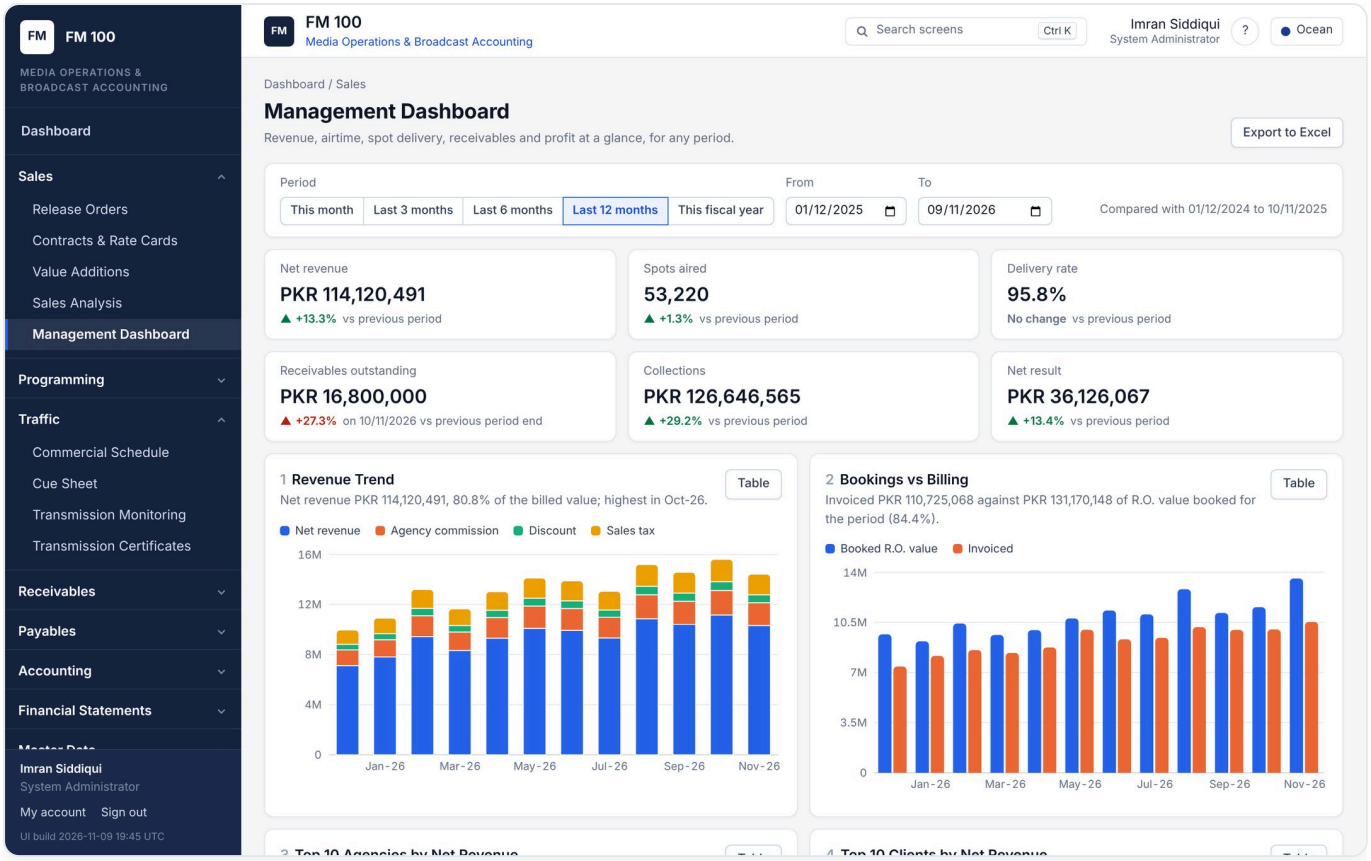
> **Important** Demo Data refuses to run on a company that already has release orders, schedules, certificates, invoices, receipts, vouchers or ledger entries. Never use a live company for training data.

12.3 Management Dashboard

Management Dashboard (Sales) shows the business at a glance for any period: net revenue, spots aired, delivery rate, receivables, collections and net result, each compared with the previous period, followed by ten reports.

No.	Report	What it answers
1	Revenue Trend	Gross, discount, agency commission, net and sales tax by month
2	Bookings vs Billing	Value booked on R.O.s against value invoiced
3	Top 10 Agencies	Who brings the most net revenue, with share of total
4	Top 10 Clients	The largest advertisers
5	Revenue by Industry	Which sectors spend most
6	Revenue and Airtime by Station	Revenue by booking station; minutes aired by station or package
7	Airtime Utilisation	Share of commercial capacity used by month, and a weekday by hour heat map
8	Spot Delivery	Aired, not confirmed and dropped spots, top drop reasons, PAID vs F.O.C.
9	Receivables Ageing, Collections vs Invoicing	Who owes what by age; collections against invoicing and days sales outstanding
10	Profit and Loss Summary	Revenue, expenses by head and net result by month

1. Choose a period: **This month**, **Last 3 months**, **Last 6 months**, **Last 12 months**, **This fiscal year**, or your own **From** and **To**.
2. Read the one-line takeaway under each report title. Press **Table** on a report to see its figures.
3. Press **Export to Excel** for a workbook with one sheet per report.



The Management Dashboard: headline figures and the first reports

> **Tip** The same ten reports are available to Power BI through read-only reporting views in each company database. The separate Power BI guide explains the read-only login, the connection and the suggested visuals.

13 HR and Payroll

The **HR** menu group (Alt+H) keeps staff records, attendance, leave, staff loans, the monthly payroll, salary payments, final settlements, HR letters and company assets issued to staff. Approved payroll, loans and settlements post to the general ledger on their own, so the accounts stay in step without journal vouchers.

13.1 Who Can Do What

Right	Allows
HR: view (hr.view)	Open every HR screen, print payslips, letters and clearance sheets, export lists
HR: insert (hr.insert)	Add staff, leave requests, loans, payroll runs, settlements, letters and asset issues; submit them for approval; make salary payments
HR: edit (hr.edit)	Change drafts, mark attendance, lock and unlock a month, record loan recoveries and asset returns, upload documents
HR: delete (hr.delete)	Delete drafts, cancel documents and payments
Approve HR documents (hr.approve)	Approve, return or reject leave, staff loans, payroll runs and final settlements
HR setup: insert, edit, delete	Maintain HR Setup: settings, departments, designations, leave types, allowances and deductions, tax slabs, loan types, holidays and letter templates

Give the rights on **Users & Roles** (section 2.4). In **Pick by Grid** the HR screens appear under the **HR** module.

> **Important** The person who prepared a leave request, loan, payroll run or final settlement cannot approve it. Another user with **Approve HR documents** must do it. The Approve button shows the reason when it is not available to you. Administrators (full access) are not held by this rule.

13.2 Before the First Payroll: HR Setup

Open **HR Setup** and work through the tabs once.

1. **Settings**
   - Choose the daily rate basis: salary / 30, salary / 26 working days, or salary / days in the month.
   - Set the weekly off days, the pay day, what a half day counts as, the hours in a working day and the overtime rate.
2. **GL accounts** (on the Settings tab). Choose the four accounts: Salaries expense, Staff loans and advances, Payroll payable and Income tax payable. Payroll, loans and settlements cannot be approved until all four are set.
3. **Departments** and **Designations**. Add the lists the staff records pick from.
4. **Leave types**. Annual, Sick, Casual and Unpaid are supplied. For each type set:

- the days a year;
- whether it is paid;
- whether unused days carry forward;
- whether unused days are paid out on leaving.

5. **Allowances and deductions**.
   - EOBI and Provident Fund are supplied. Add house rent, conveyance, utilities and so on.
   - A fixed item uses the amount on each staff record. A percent item is worked out on the basic salary.
   - Give each item its GL account. An item with an employer share also needs the employer expense and liability accounts.
6. **Tax slabs**. The Finance Act 2025 salary slabs are supplied. Check them every July when the new Finance Act takes effect.
7. **Loan types** and **Holidays**. Add the public holidays for the year. Holidays are paid and are not working days.
8. **Letter templates**.
   - Five templates are supplied: appointment letter, experience certificate, salary certificate, no objection certificate and warning letter.
   - Words in double braces, such as `{{name}}` or `{{salary_words}}`, are filled from the staff record. The list of these words is shown under the letter text.

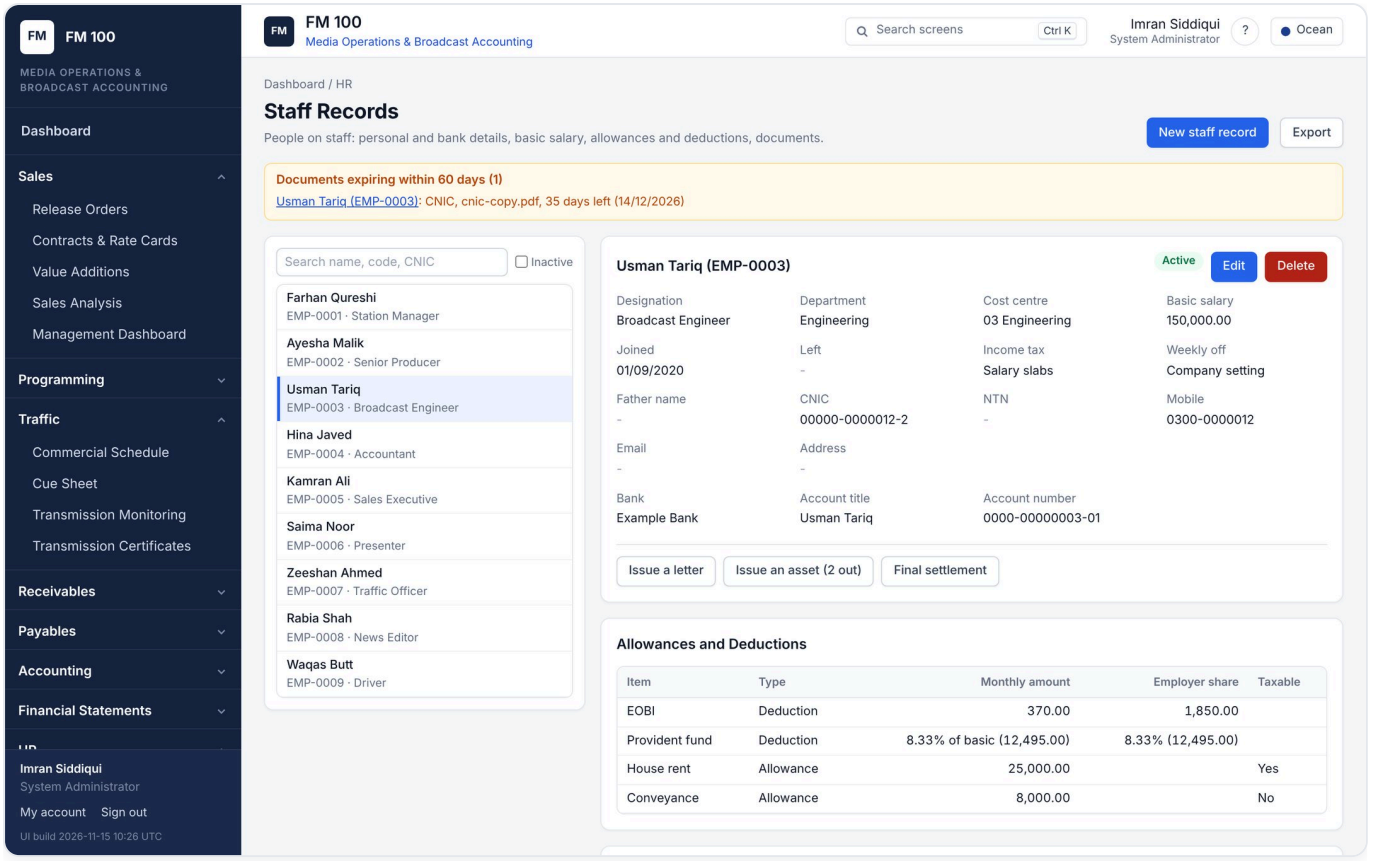
> **Tip** A list item that is already used cannot be deleted. Untick **Active** instead; it stays on old records but is no longer offered.

13.3 Staff Records

Staff Records holds one record per person: personal details, CNIC, bank account, department, designation, cost centre, joining date, basic salary, tax method and any weekly off days that differ from the company's.

1. Press **New staff record**. The employee code (EMP-0001, ...) is given on saving.
2. Under **Allowances and deductions**, add the items this person gets, with the amount for fixed items.
3. Save. Under **Documents**, upload the CNIC copy, contract, degrees and so on, with an expiry date where there is one.

The card at the top lists documents that expire in the next 60 days. From a staff record you can go straight to its letters, assets and final settlement.



A staff record with the document expiry warning, details and allowances

> **Note** A staff record with attendance, payroll or other HR documents cannot be deleted. When someone leaves, prepare a final settlement; its approval makes the record inactive.

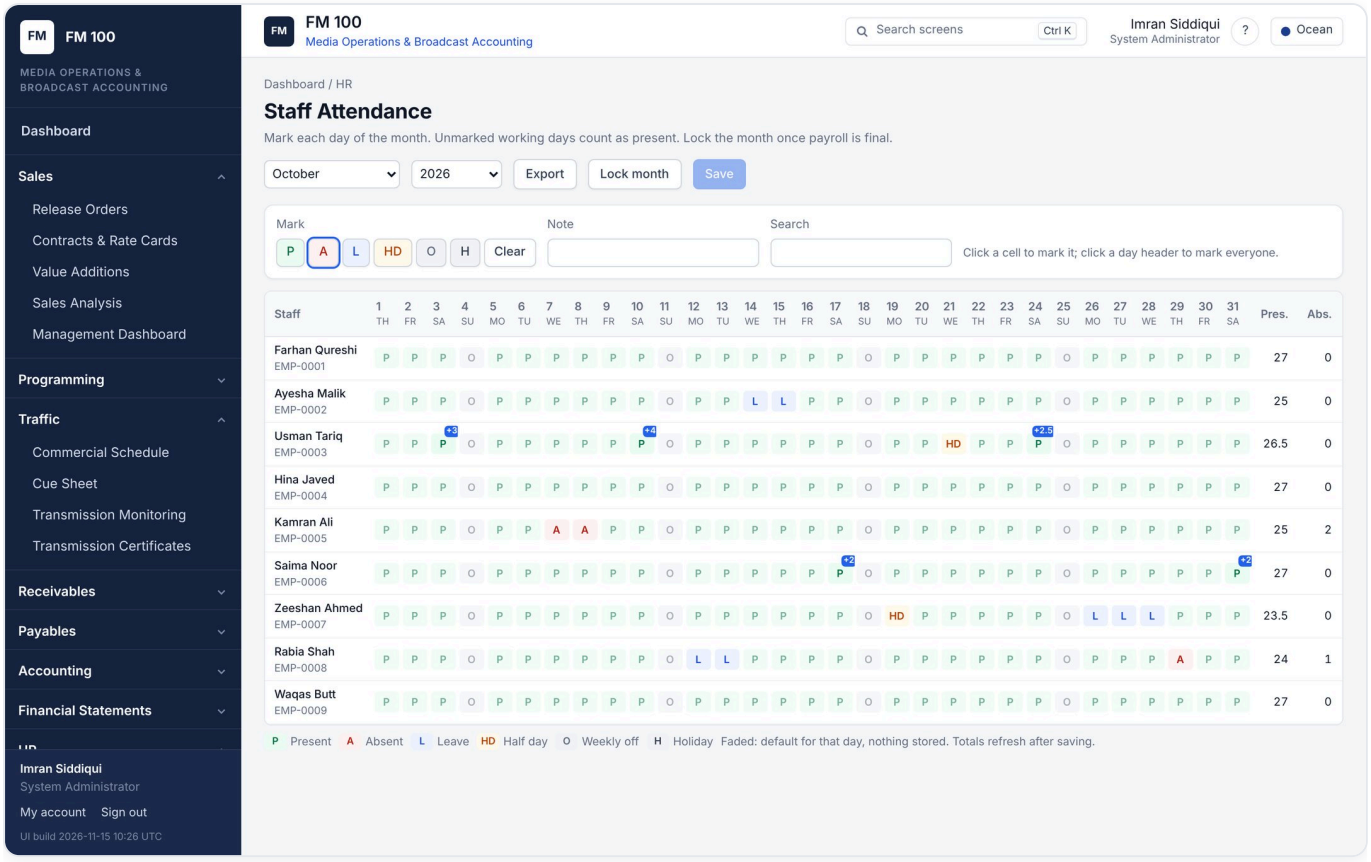
13.4 Staff Attendance

Staff Attendance shows one month as a grid: a row per person, a column per day.

Mark	Meaning	Pay
P	Present	Paid
A	Absent	Unpaid: one day's rate is deducted
L	On leave (with the leave type)	Paid or unpaid as the leave type says
HD	Half day	The unpaid part of the day is deducted (half a day with the default setting of 0.5)
O	Weekly off	Paid
H	Public holiday	Paid

1. Choose the month. Weekly off days and holidays are filled in for you; a blank working day counts as present.
2. Pick a mark button, then click the cells to mark. Enter overtime hours in quarter hours (0.25, 0.5, ...).

3. Press **Save**.
4. When the month is final, press **Lock month**. A locked month cannot be marked or changed.



The attendance grid for October: leave, absences, half days and overtime (+hours)

Approving a payroll run locks its month. Once the run is approved the month cannot be unlocked; differences found later go into the next month's run as adjustments.

13.5 Leave and Off Days

Leave & Off Days has two tabs: **Requests** and **Balances**.

1. Press **New leave request**, choose the person, the leave type and the dates. The working days are counted for you; weekly off days and holidays are not counted.
2. Press **Submit**. An approver presses **Approve**, **Return** (back to the requester for changes) or **Reject**.
3. On approval the working days are marked **L** on Staff Attendance. A day already marked after the request was submitted is not overwritten.

Balances shows, for each person and leave type, the days for the year, days carried forward, days used, days waiting for approval and days available. In the joining year the days are worked out for the months on staff, rounded to the half day.

> **Note** Leave cannot be approved or cancelled for a locked month.

13.6 Advance and Loan Vouchers

Advance & Loan Voucher records salary advances and staff loans.

1. Press **New loan or advance**. Choose the person, the loan type, the amount, the number of monthly instalments and the month recovery starts.
2. Submit; an approver approves it. Approval posts Dr Staff loans, Cr Payroll payable and puts the amount in **Salary Payments** to pay out.
3. After it is paid, each payroll run takes the instalment from the person's pay. When less than one rupee would be left, the last instalment takes the whole balance.
4. A cash or bank repayment is recorded with **Record recovery**. It posts Dr the cash or bank account, Cr Staff loans.

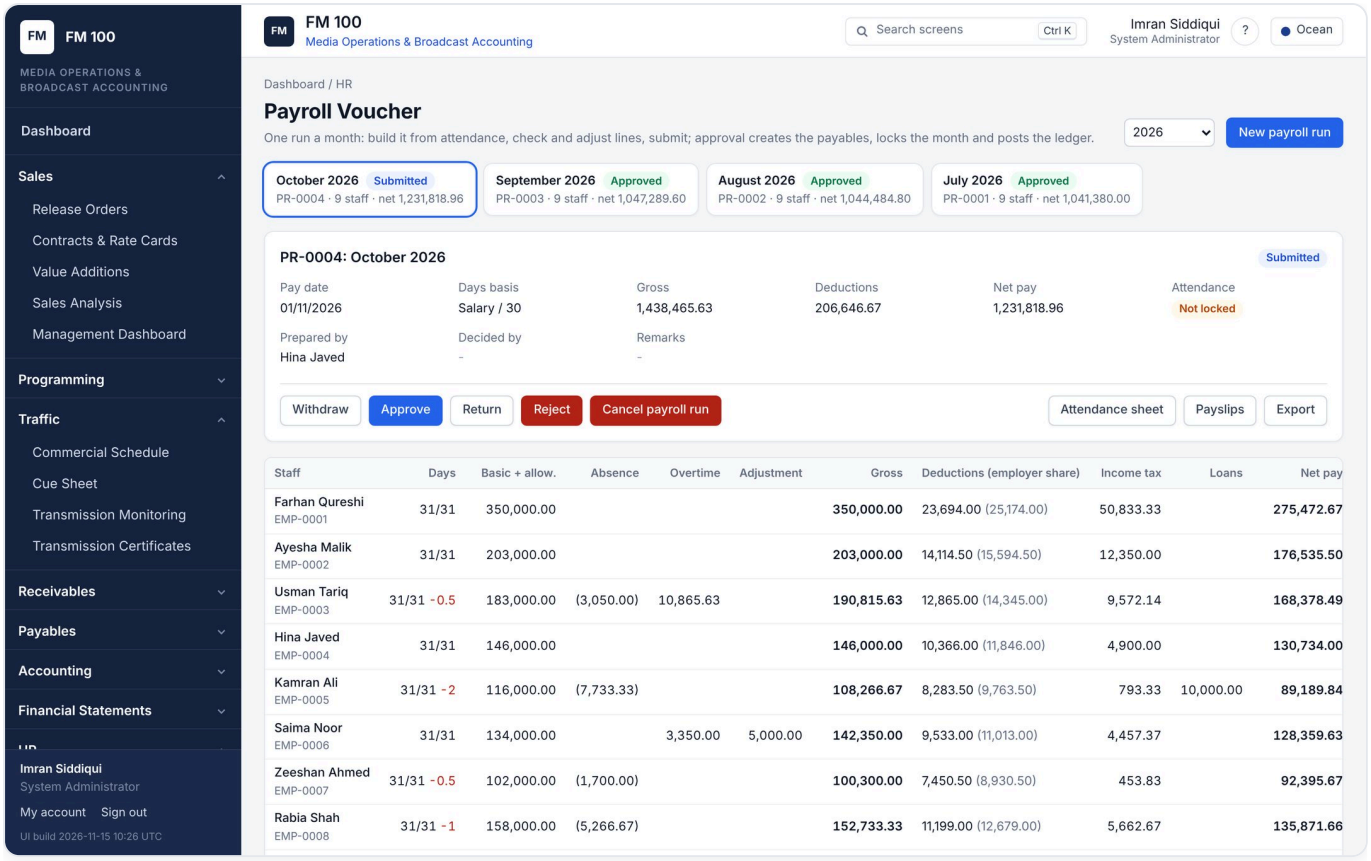
When the balance reaches zero the loan closes. A payroll or settlement recovery cannot be cancelled by hand; a cash or bank recovery can.

13.7 The Monthly Payroll Run

Payroll Voucher builds, checks and approves the month's salaries.

1. Press **New payroll run** and choose the month. The run is worked out from the staff records, attendance, leave and loans. A warning reminds you when the month's attendance is not locked yet: the lines change if attendance changes, so recalculate before you submit.
2. Check the lines. For each person the run shows:
   - basic salary and allowances;
   - pro rata for part of the month on staff;
   - absence deduction and overtime;
   - gross, deductions, income tax, loan instalments and net pay.

   Point at the days, overtime or deductions figure of a line for the detail; the employer share is shown in brackets.
3. Use **Adjust** on a line for a one-off addition or deduction, with a reason. Adjustments are kept when the run is recalculated.
4. Press **Recalculate** after changing attendance, leave or staff records.
5. Press **Submit**. The run is rebuilt once more, then waits for approval.
6. The approver checks the totals and presses **Approve**. Approval does the following:
   - puts one payable per person in **Salary Payments**;
   - records the loan instalments;
   - locks the month's attendance;
   - posts the payroll to the ledger: Dr Salaries and the employer shares; Cr deductions, income tax, staff loans and payroll payable.



A submitted payroll run waiting for approval

Figure	How it is worked out
Daily rate	(basic + fixed allowances) / the days of the chosen basis
Absence deduction	daily rate x unpaid days (absent days, unpaid leave and the unpaid part of half days)
Overtime	hours x (daily rate / hours in a day) x overtime rate
Income tax	gross pay less non-taxable allowances, x 12, through the slabs, / 12

> **Note** If deductions would take pay below zero, the fixed deductions are cut down to fit and the line says so. Only one live run is allowed per month: cancel a draft to build again. An approved run cannot be cancelled.

After approval:

- **Payslips** prints one payslip per page for the whole run, or for one person.
- **Bank advice** downloads the Excel list for the bank, with account titles, numbers and net pay.
- **Export** downloads every line of the run.

13.8 Salary Payments

Salary Payments is the queue of everything HR owes staff: payroll net pay, loans to pay out and final settlements.

1. On **To pay**, tick the payables to pay. The total is shown as you tick.

2. Press **Pay selected**. Choose the date, bank or cash, the account paid from and the cheque or transfer reference, then **Post payment**.
3. The payment posts Dr Payroll payable, Cr the bank or cash account, and the payables move to **Paid**.

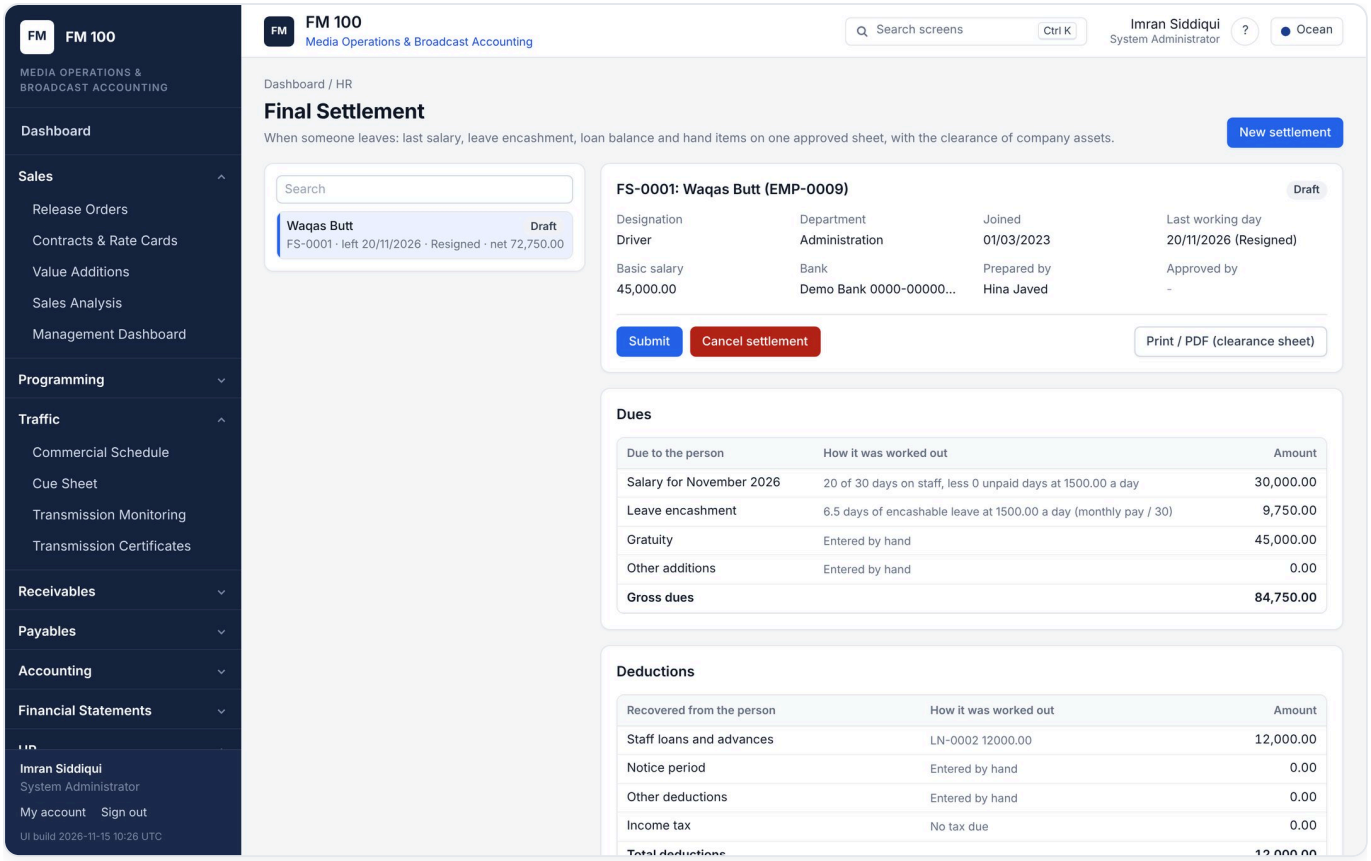
A posted payment can be cancelled from the **Payments** tab; its payables go back to **To pay**. A payment that paid out a loan cannot be cancelled once recovery of that loan has started.

13.9 When Someone Leaves: Final Settlement and Clearance

Final Settlement puts everything due to and from a leaving person on one approved sheet.

1. Press **New settlement**. Choose the person, the last working day and the reason, then **Prepare**. The leaving date is written on the staff record.
2. The **Dues** table shows how each figure was worked out:
   - salary for the last month up to the last working day (unless that month's payroll is already approved);
   - leave encashment for unused days of leave types that are paid out on leaving;
   - gratuity and other additions.
3. The **Deductions** table shows:
   - the loan balance;
   - notice period deduction;
   - other deductions;
   - income tax (slab tax unless you type an amount).
4. Enter gratuity, notice period and other items under **Hand Entries**, then **Save and recalculate**.
5. Check **Company Assets**. Every item issued must be returned on **Staff Assets** before approval.
6. Press **Submit**. The approver presses **Approve**. Approval does the following:
   - creates the payable in Salary Payments;
   - clears the loan balance;
   - makes the staff record inactive;
   - posts the ledger.

Print / PDF gives the clearance sheet with the dues, deductions, net payable, company assets and signature boxes. Attach the resignation letter and signed clearance under **Attachments**.



A draft final settlement: dues and deductions with how each was worked out

> **Important** Approval is refused while deductions are more than the dues. Reduce the deductions, or record part of the loan as a cash recovery, first. Cancelling a settlement that is not yet approved clears the leaving date again.

13.10 HR Letters

HR Letters prints experience letters, salary certificates and other letters on the company letterhead.

1. Press **New letter**. Choose the template and the person, and enter the date, who it is addressed to and the purpose (for example a visa application).
2. Press **Fill the letter**. The text appears with the staff details in place; change the wording if needed.
3. Press **Issue letter**. The letter gets a number (HRL-0001, ...) and is kept in the register.
4. Press **Print / PDF**.

13.11 Staff Assets

Staff Assets records laptops, phones, cameras, cards and other company property issued to staff.

1. Press **Issue asset**. Choose the person, then enter the item, tag or serial number, category, date, value and condition.
2. When it comes back, press **Return** and enter the date and its condition.

The **With staff** tab lists what is still out. **Reopen** clears a return entered by mistake; it is refused once the person's final settlement is approved.

13.12 Document Numbers

Document	Number
Staff record	EMP-0001
Leave request	LV-
Staff loan or advance	LN-
Payroll run	PR-
Final settlement	FS-
HR letter	HRL-
HR payable	HPY-
Salary payment	HRP-

Every save, approval, payment and cancellation is written to the audit log with the user and the time.

Keyboard Shortcuts

ANYWHERE

Ctrl K	Go to a screen by name
Alt + group letter	Open a menu group: S Sales, G Programming, T Traffic, R Receivables, P Payables, A Accounting, F Statements, M Master Data, H HR, D Administration
?	List of shortcuts

RECORD SCREENS

Insert	New record or spot
F2	Edit
Ctrl S or F10	Save / Post
Esc	Cancel
PgUp / PgDn	Previous / next record
Ctrl Home / Ctrl End	First / last record
Enter	Next field
Alt + underlined letter	Toolbar button
Right click	More actions where offered

PICKERS

Type	Search
Down or F2	Open the list
Enter	Pick
Esc	Close