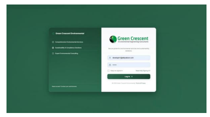

GREEN CRESCENT ENVIRONMENTAL

Environmental Engineering Consultants

Marketing Team

Software User Manual

Version 1.0 | March 2026

Powered by Altayaboon Technology

Table of Contents

1. Introduction

This user manual is designed to guide the Marketing Team at Green Crescent Environmental through the use of the Green Crescent Marketing & Accounting Software. The system is a comprehensive portal that enables marketing executives to manage clients, sites, proposals, and reports in one centralized platform.

This manual covers all modules relevant to the marketing team:

- Client Module — manage and track client accounts
- Sites Module — manage client project sites
- Proposal Module — create, track and manage proposals
- Analytics & Reports — monitor performance and export data

> **Note:**
> This software is a secure internal portal. Access is granted by your system administrator. If you need access or encounter login issues, contact your administrator.

2. Getting Started — Login

To access the Green Crescent portal, open your web browser and navigate to the system URL provided by your administrator. You will be presented with the login screen.

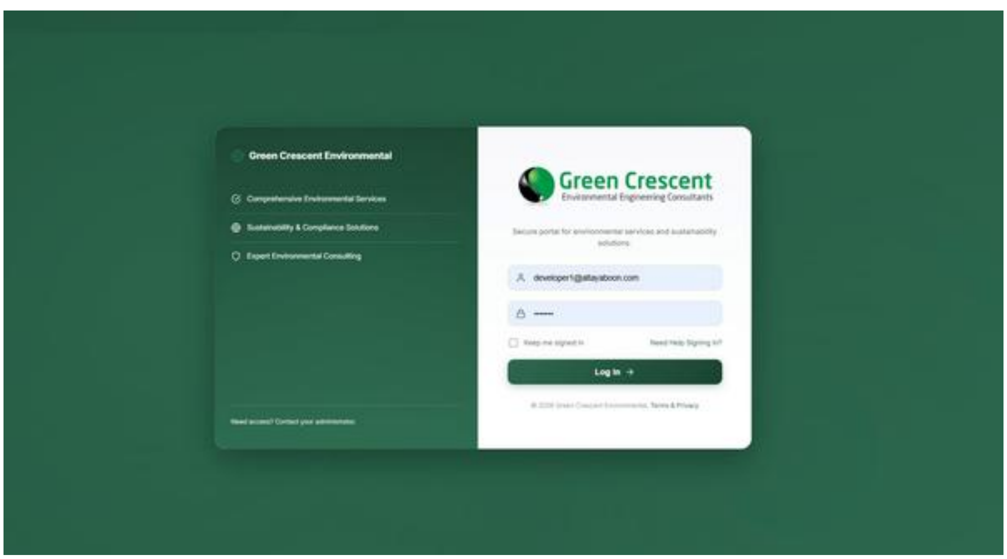

Figure 1 — Login Screen

Steps to Log In

1. Enter your registered email address in the Email field.
2. Enter your password in the Password field.
3. Optionally, tick "Keep me signed in" to remain logged in on your device.
4. Click the green "Log In" button to access the system.

Forgot your password?
Click the "Need Help Signing In?" link on the login screen and follow the instructions, or contact your system administrator.

3. Accounting Dashboard

After logging in, you will be taken to the Accounting Dashboard. This is your main overview screen, showing the financial performance and key metrics of the business at a glance.

Figure 2 — Accounting Dashboard

Dashboard Summary Cards

The top of the dashboard displays six key performance indicators:

Field	Description

Total Clients	The total number of active clients in the system.
Total Proposals	The total number of proposals created.
Total Invoiced	The total value of all invoices raised (AED).
Total Collected	The total amount of payments received (AED).
Outstanding	The total amount yet to be collected (AED).
Collection Rate	The percentage of invoiced amounts successfully collected.

Dashboard Charts

- Sell & Collection Overview — monthly bar chart comparing sales and collections.
- Invoice Status — donut chart showing Paid vs. Sent invoices.
- Payment Methods — breakdown of Bank Transfer vs. Cheque payments.
- Aging Analysis — overdue invoice analysis by time bucket (Current, 1–30 days, etc.).
- Top Clients by Outstanding — bar chart ranking clients with highest outstanding balances.
- Overdue Summary — total overdue amount, overdue invoices count, average days overdue.
- Account Overview — full-year bar chart comparing income and expenses monthly.

4. Client Module

The Client Module allows the marketing team to manage all client accounts. To access it, click "Client" in the left navigation menu.

4.1 Client List Overview

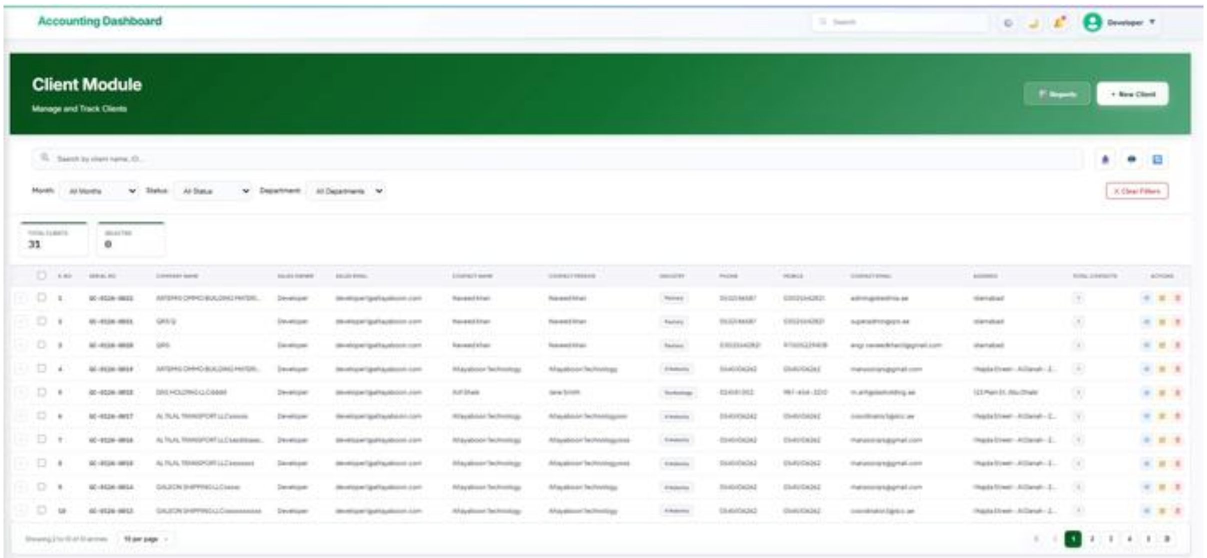

Figure 3 — Client Module List

The client list displays all registered clients in a searchable, filterable table. The following features are available:

- Search bar — search by client name or client ID.
- Filters — filter by Month, Status, and Department.
- Export — download the client list as Excel, PDF, or CSV using the icons at the top right.
- Total Clients counter — shows the total number of clients in the current view.

The table includes the following columns:

Field	Description
Serial No	Unique system-generated client reference number (e.g. GC-0126-0022).
Company Name	The name of the client's company.
Sales Owner	The team member responsible for this client.
Sales Email	The sales owner's email address.
Contact Name	Primary contact name for the client.
Contact Person	The person of contact at the client company.

Industry	Industry type (e.g. Factory, IT Industry, Technology).
Phone / Mobile	Contact phone numbers.
Contact Email	Client contact email address.
Address	Client's physical address.
Total Contacts	Number of contacts registered for this client.
Actions	View (eye icon), Edit (pencil icon), Delete (trash icon).

4.2 Adding a New Client

To add a new client, click the "+ New Client" button at the top right of the Client Module.

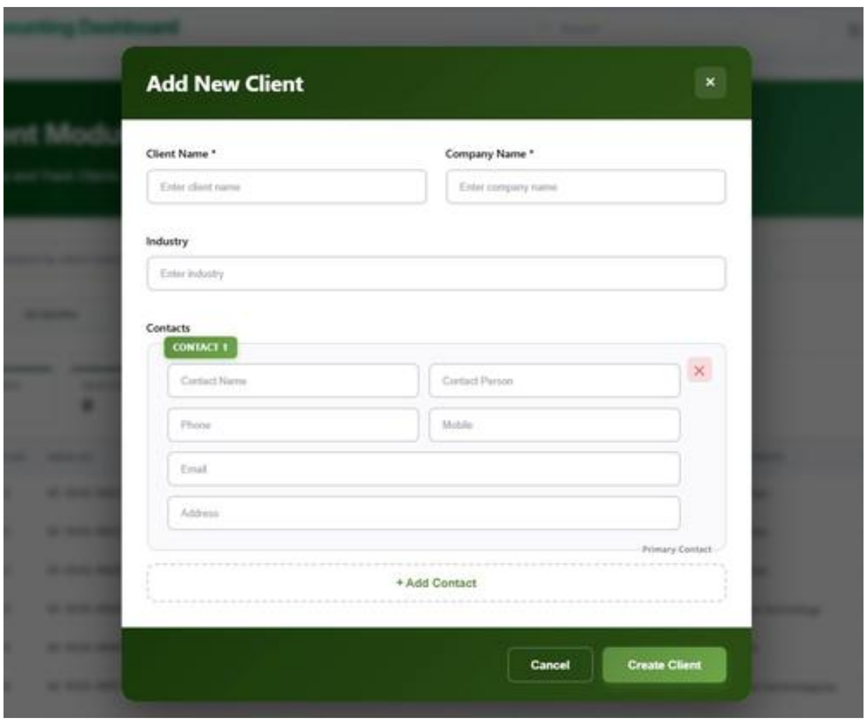

Figure 4 — Add New Client Form

Fill in the following fields in the Add New Client form:

Field	Description
Client Name *	Full name of the client contact.
Company Name *	The company or organisation name.
Industry	The industry sector of the client (optional).
Contact Name	Name for the primary contact (Contact 1).

Contact Person	The designated contact person at the company.
Phone	Office phone number.
Mobile	Mobile phone number.
Email	Contact email address.
Address	Physical address of the client.

Adding Multiple Contacts:
Click the "+ Add Contact" button to add additional contacts for the same client. Each contact card can be removed individually using the red X button. The first contact is automatically set as the Primary Contact.

5. Fill in all required fields (marked with *).
6. Add additional contacts if needed using the + Add Contact button.
7. Click "Create Client" to save, or "Cancel" to discard.

4.3 Viewing Client Details

To view the full details of a client, click the eye (view) icon in the Actions column next to the client row.

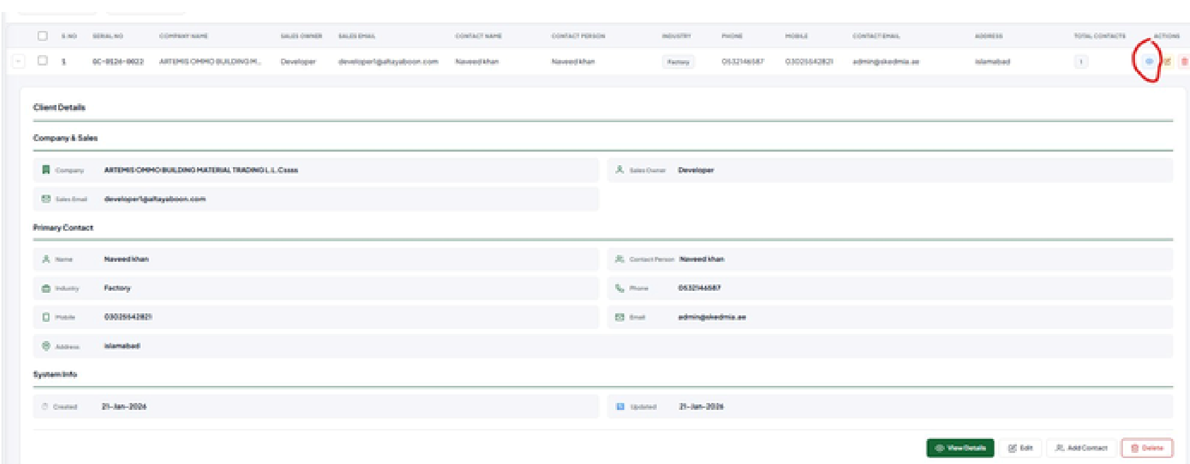

Figure 5 — Client Details View

The Client Details panel expands below the client row and displays:

- Company & Sales — company name, sales owner, and sales email.
- Primary Contact — name, contact person, industry, phone, mobile, email, and address.
- System Info — record creation date and last updated date.

From this view you can also:

- "View Details" (green button) — opens the full client details page.
- "Edit" — opens the edit form for this client.
- "Add Contact" — adds a new contact to this client.
- "Delete" (red button) — permanently removes this client.

4.4 Editing and Deleting Clients

To edit a client, click the pencil (edit) icon in the Actions column. The edit form is identical to the Add New Client form but pre-filled with the existing client data. Make your changes and click Update Client to save.

Important:
Deleting a client is permanent and cannot be undone. Only delete a client if you are certain the record is no longer needed. If in doubt, contact your system administrator.

5. Sites Module

The Sites Module allows you to manage client project sites. Each client can have multiple sites associated with their account. To access it, click "Sites" in the left navigation menu.

5.1 Sites List Overview

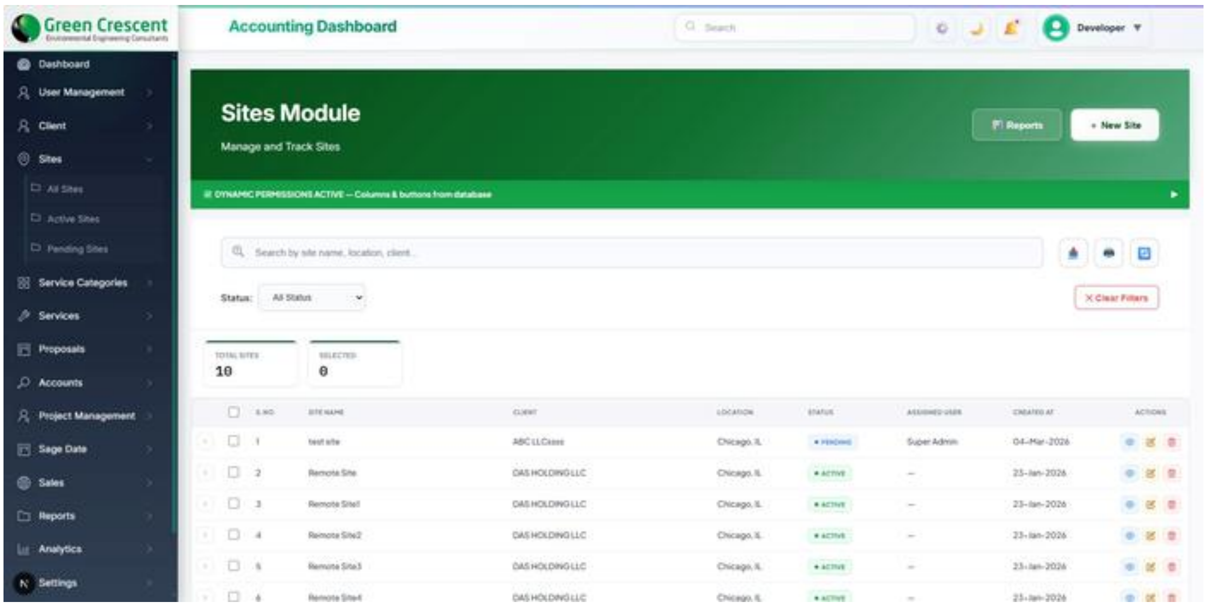

Figure 6 — Sites Module List

The Sites list shows all registered sites with the following features:

- Search — search by site name, location, or client name.
- Status Filter — filter by All, Active, or Pending sites.
- Sub-menu — quick access to All Sites, Active Sites, and Pending Sites from the left sidebar.
- Export — download as Excel, PDF, or CSV.

The table includes the following columns:

Field	Description
Site Name	The name of the project site.
Client	The client company this site belongs to.
Location	Physical location of the site.
Status	Current status of the site: Active (green) or Pending (blue).
Assigned User	The team member assigned to manage this site.
Created At	The date this site record was created.

Actions	View, Edit, and Delete icons.

5.2 Adding a New Site

Click the "+ New Site" button at the top right to add a new site.

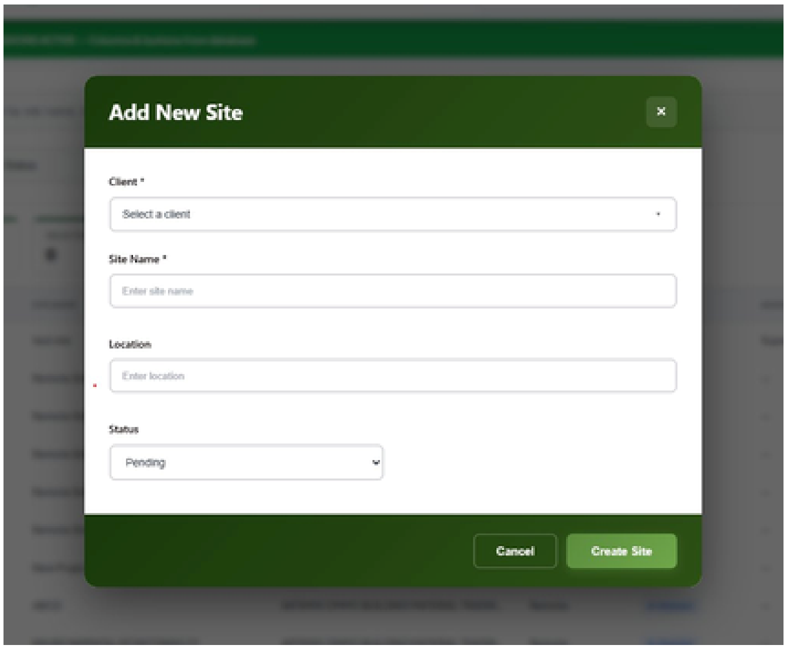

Figure 7 — Add New Site Form

Field	Description
Client *	Select the client this site belongs to from the dropdown.
Site Name *	Enter the name of the project site.
Location	Enter the physical location or address of the site.
Status	Set the initial status. Defaults to "Pending".

8. Select the client from the dropdown.
9. Enter the site name.
10. Enter the location (optional).
11. Set the status (Pending or Active).
12. Click "Create Site" to save.

5.3 Editing a Site

To edit a site, click the pencil (edit) icon in the Actions column.

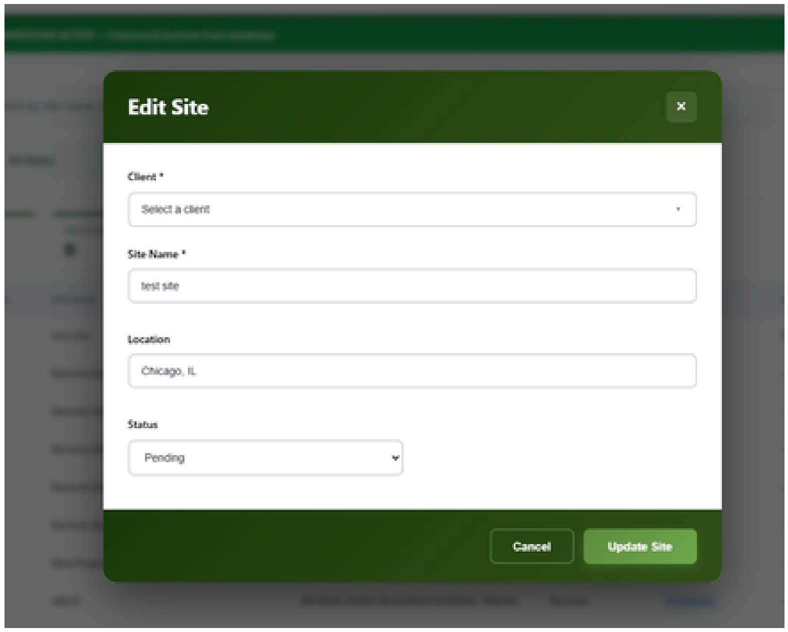

Figure 8 — Edit Site Form

The Edit Site form is identical to the Add New Site form but pre-populated with the existing data. Update any fields as needed and click Update Site to save your changes.

5.4 Viewing Site Details

Click the eye (view) icon in the Actions column to view the full details of a site.

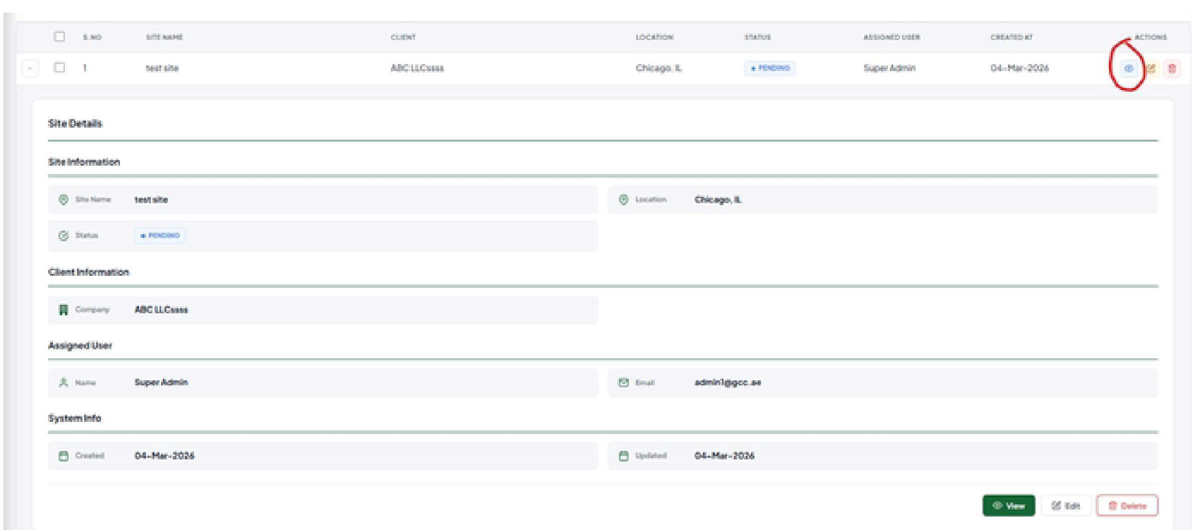

Figure 9 — Site Details View

The Site Details panel displays:

- Site Information — site name, location, and status.
- Client Information — the associated client company name.
- Assigned User — the name and email of the assigned team member.
- System Info — date created and last updated.

6. Proposal Module

The Proposal Module is the core module for the marketing team. It enables you to create, track, and manage all client proposals throughout their lifecycle — from Draft to Signed. To access it, click "Proposals" in the left navigation menu.

6.1 Proposals List Overview

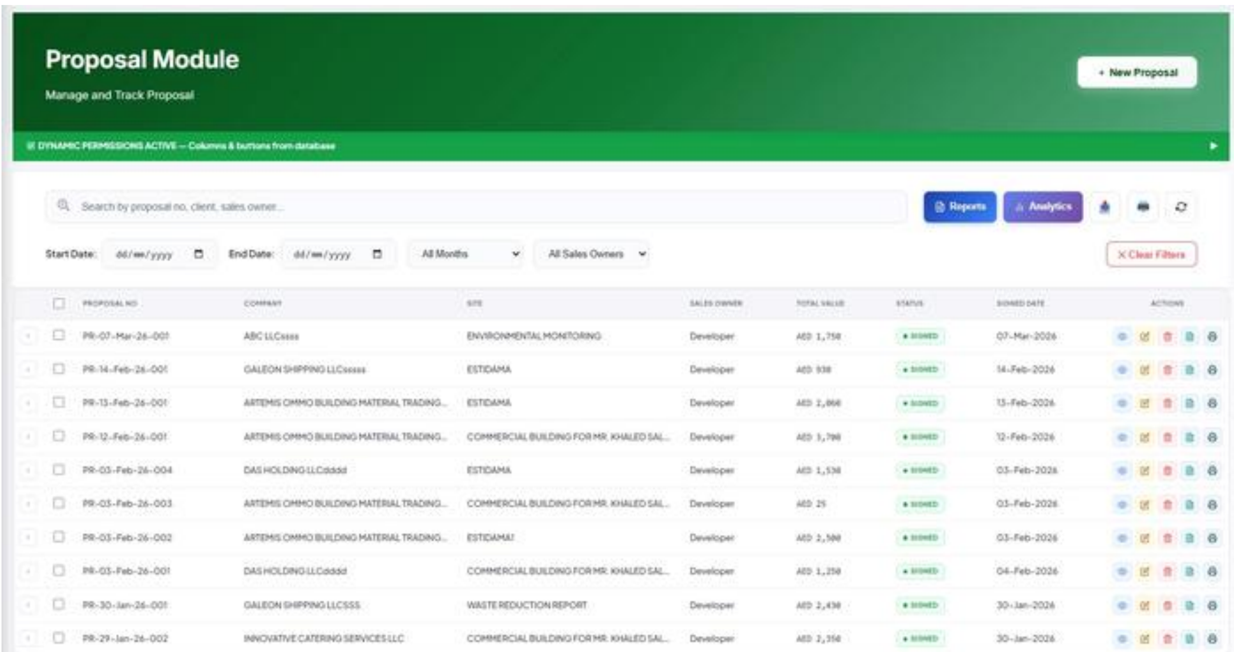

Figure 10 — Proposals Module List

The proposals list shows all proposals with the following features:

- Search — search by proposal number, client, or sales owner.
- Date Filters — filter by Start Date, End Date, Month, and Sales Owner.
- Reports button — view detailed proposal reports.
- Analytics button — toggle the analytics dashboard on/off.
- Export — download the list as Excel or CSV, or print it.

The table includes the following columns:

Field	Description
Proposal No	Auto-generated reference (e.g. PR-07-Mar-26-001).
Company	The client company the proposal is for.
Site	The project site this proposal relates to.
Sales Owner	The marketing executive who created the proposal.

Total Value	The total value of the proposal in AED.
Status	Current status: Draft, Pending, Approved, or Signed.
Signed Date	The date the proposal was signed by the client.
Actions	View, Edit, Delete, View Signed PDF, and Print/Intercom icons.

6.2 Creating a New Proposal

Click the "+ New Proposal" button at the top right to create a new proposal.

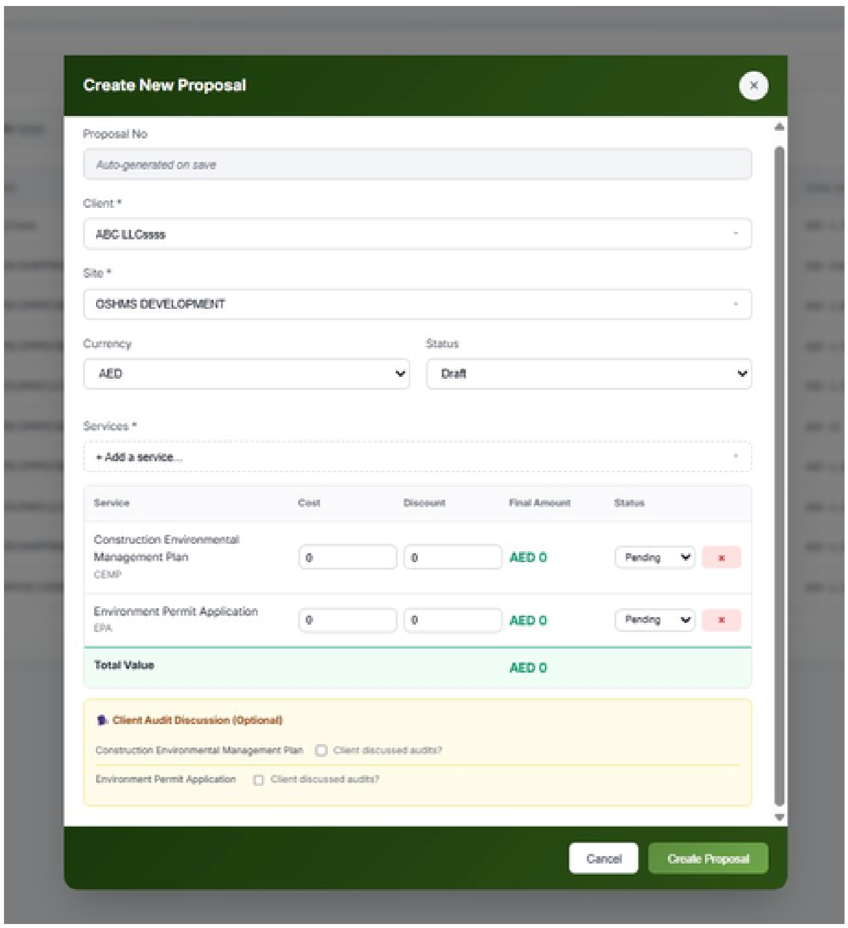

Figure 11 — Create New Proposal Form

Field	Description
Proposal No	Auto-generated by the system when saved. Cannot be edited.
Client *	Select the client from the dropdown.
Site *	Select the project site from the dropdown.

Currency	Select the currency (default: AED).
Status	Set the proposal status. Defaults to "Draft".
Services *	Add one or more services to the proposal.

Adding Services to a Proposal

13. Click "+ Add a service..." and select a service from the dropdown.
14. Enter the Cost for the service.
15. Enter a Discount amount if applicable.
16. The Final Amount is automatically calculated.
17. Set the per-service Status (Pending or Active).
18. The Total Value at the bottom is auto-calculated from all services.
19. Repeat to add multiple services.

Client Audit Discussion (Optional):
At the bottom of the form, you can tick checkboxes for each service to indicate whether the client has discussed audits. You can also add audit notes (e.g. 'Quarterly 8 audits').

20. Once all details are entered, click "Create Proposal" to save.

6.3 Editing a Proposal

To edit an existing proposal, click the pencil (edit) icon in the Actions column.

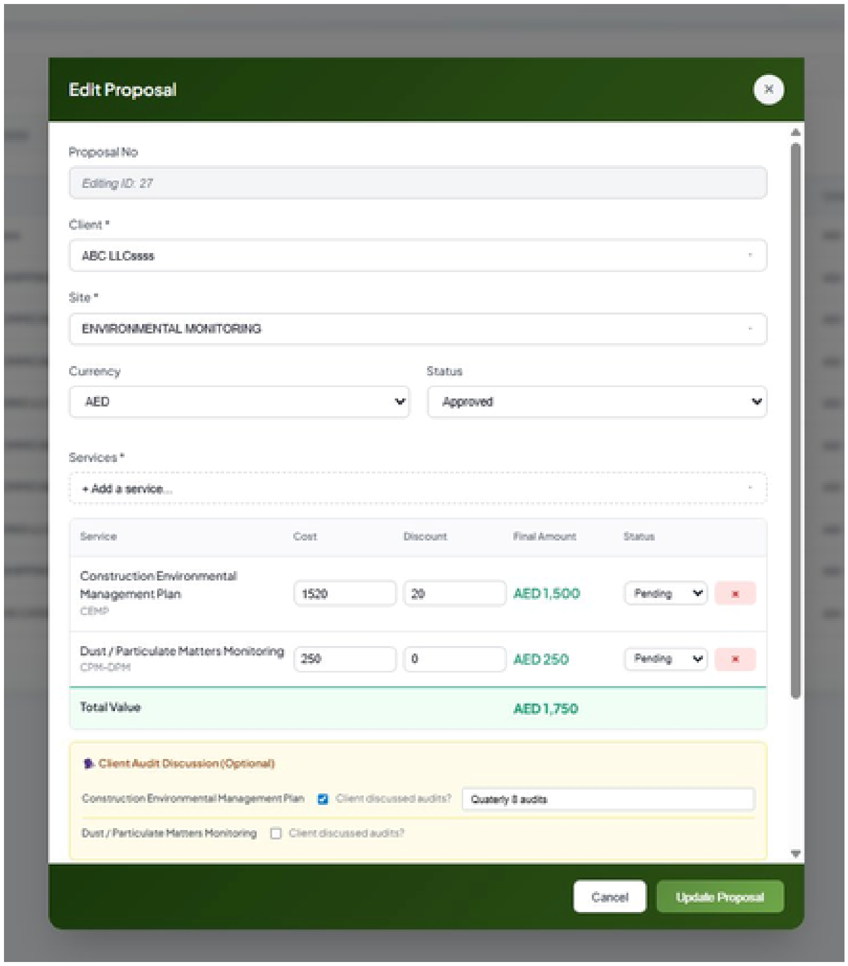

Figure 12 — Edit Proposal Form

The Edit Proposal form is identical to the Create Proposal form but pre-filled with existing data. The Proposal No field shows the current editing ID for reference. After making your changes, click Update Proposal to save.

You can update any of the following from the Edit form:

- Change the client or site assignment.
- Add or remove services, or update costs and discounts.
- Change the proposal status (Draft, Pending, Approved, Signed).
- Update or add client audit discussion notes.

6.4 Viewing Proposal Details

Click the eye (view) icon to expand the full proposal details below the row.

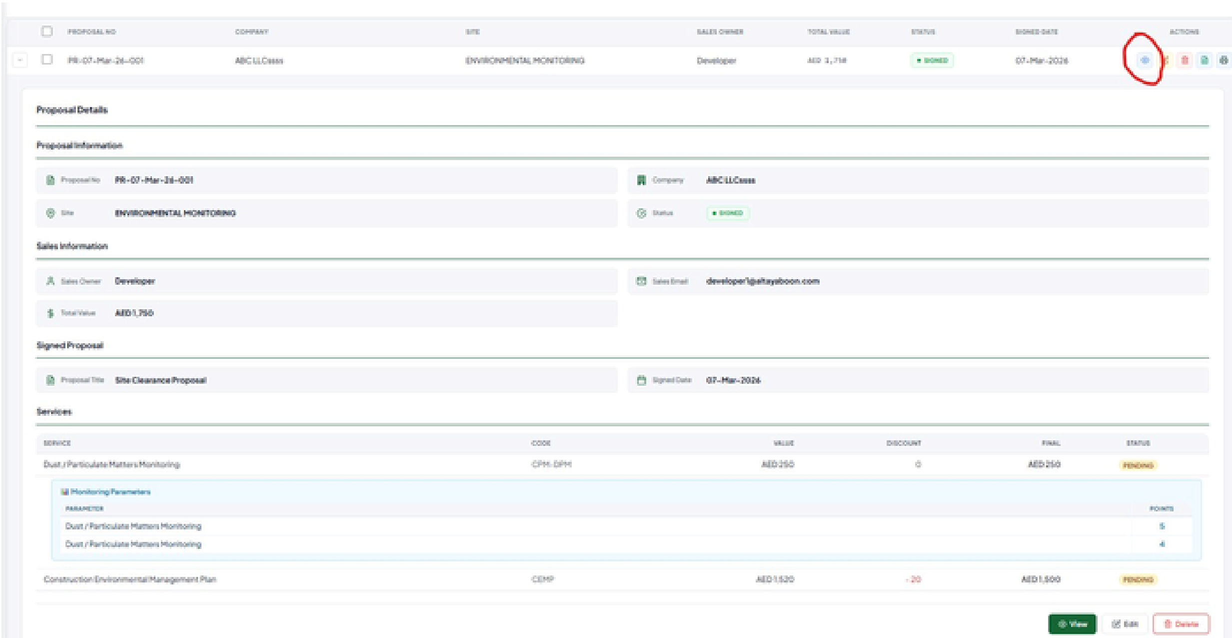

Figure 13 — Proposal Details View

The Proposal Details panel displays the following sections:

- Proposal Information — Proposal No, Company, Site, and Status.
- Sales Information — Sales Owner, Sales Email, and Total Value.
- Signed Proposal — Proposal Title and Signed Date (once signed).
- Services Table — lists each service with its Code, Value, Discount, Final amount, and Status. Monitoring Parameters sub-table is displayed where applicable.

6.5 Marking a Proposal as Signed

When a client signs a proposal, the marketing executive must update the system to record the signed status and upload the signed document. This is one of the most important steps in the proposal workflow.

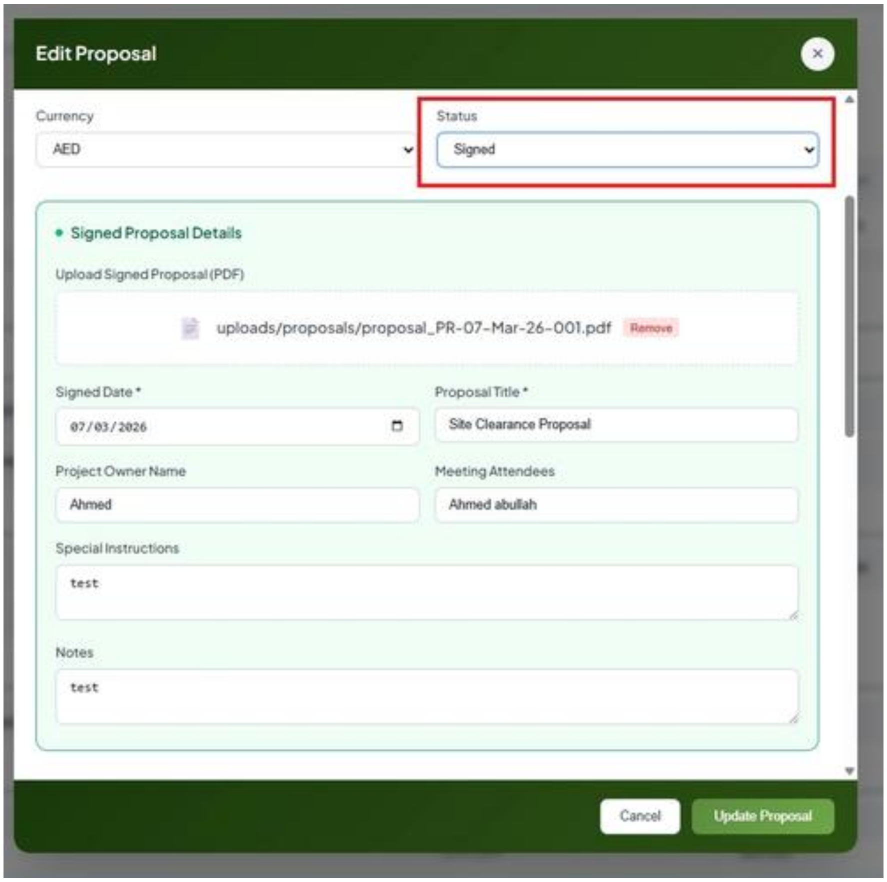

Figure 14 — Signed Proposal Details Form

Steps to Mark a Proposal as Signed

21. Open the Edit Proposal form by clicking the pencil icon.
22. Change the Status dropdown to "Signed".
23. A green Signed Proposal Details section will appear.
24. Upload the signed PDF document using the Upload Signed Proposal (PDF) field.
25. Enter the Signed Date.
26. Enter the Proposal Title.
27. Fill in the Project Owner Name (optional).
28. Fill in the Meeting Attendees (optional).
29. Add any Special Instructions (optional).
30. Add any Notes (optional).
31. Click "Update Proposal" to save all changes.

Important:

Always upload the signed PDF document when marking a proposal as Signed. This ensures a complete audit trail and allows the signed document to be accessed at any time from the proposals list.

6.6 Viewing the Signed Proposal PDF

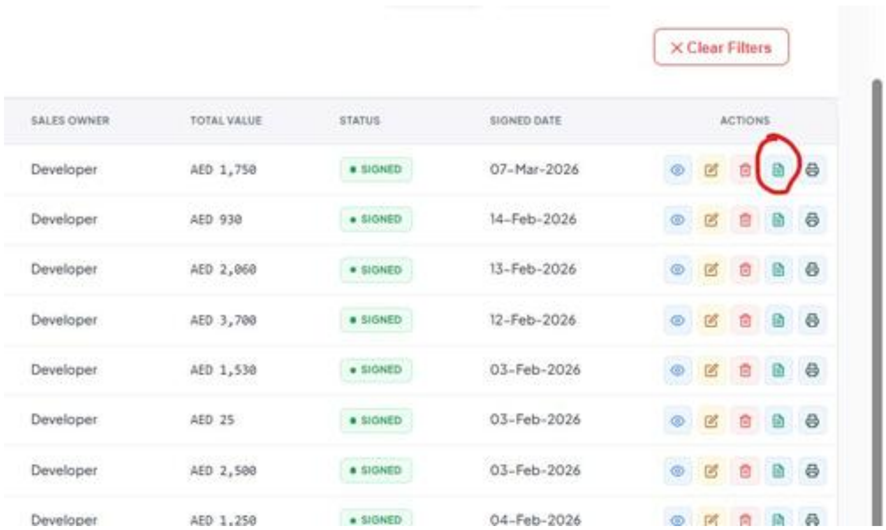

Figure 15 — View Signed PDF Button (document icon)

Once a proposal has been marked as Signed and the PDF uploaded, you can view or download the signed document directly from the proposals list without opening the proposal details.

32. Locate the signed proposal in the list.
33. Click the document icon (fourth icon) in the Actions column.
34. The signed PDF will open or download for viewing.

6.7 Generating the Intercom Document

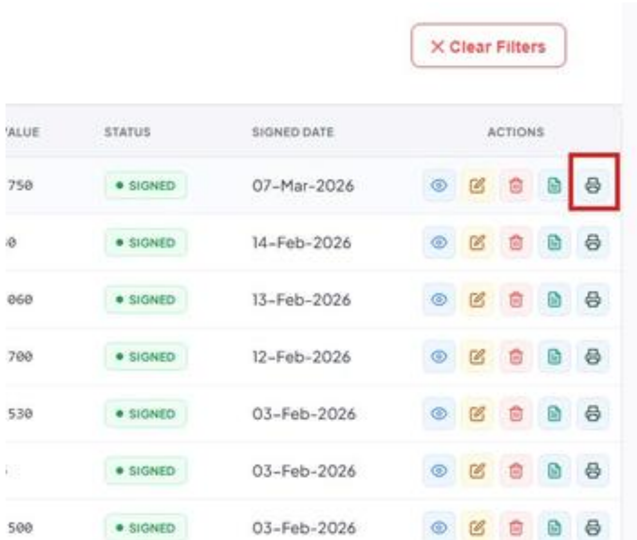

Figure 16 — Intercom / Print Button (printer icon)

When a proposal status is changed to Signed, the system automatically generates an Intercom document. This document can be accessed and printed directly from the proposals list.

35. Locate the signed proposal in the list.
36. Click the printer icon (fifth icon) in the Actions column.
37. The system-generated Intercom document will open for viewing and printing.

Note:
The Intercom document is auto-generated by the system upon signing. No manual creation is required. It becomes available immediately after the proposal status is updated to Signed.

6.8 Proposal Analytics

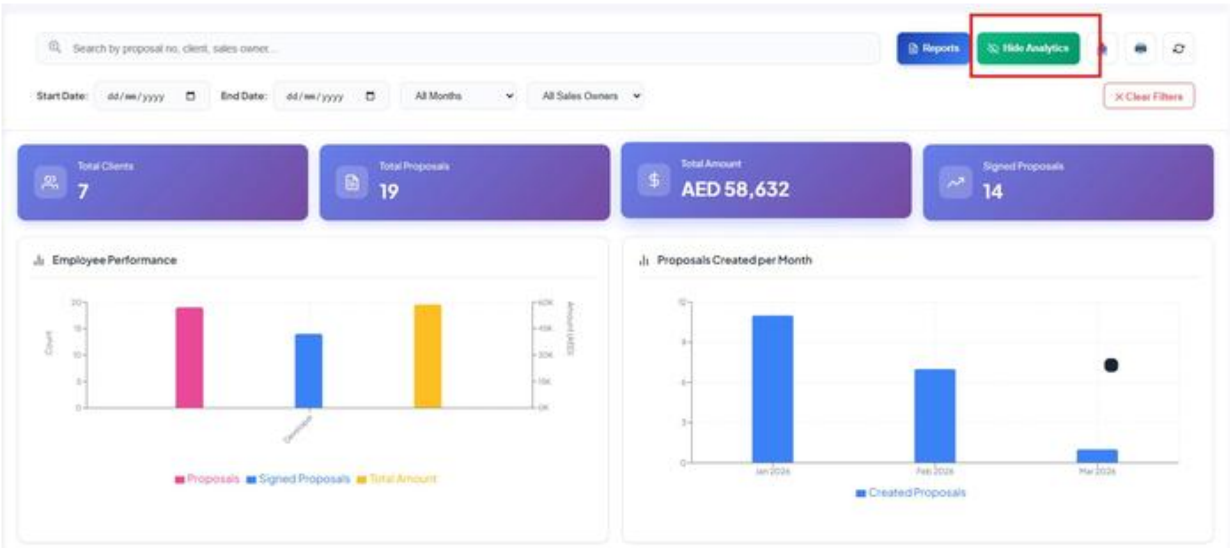

Figure 17 — Proposal Analytics Panel

Click the "Analytics" button at the top of the Proposals page to toggle the analytics panel on or off. The button turns green and shows "Hide Analytics" when the panel is active.

The analytics panel provides:

Field	Description
Total Clients	Number of clients with proposals in the current filter period.
Total Proposals	Total number of proposals created.
Total Amount	Combined value of all proposals (AED).
Signed Proposals	Number of proposals successfully signed.
Employee Performance Chart	Bar chart showing each sales executive's proposal count, signed proposals, and total value.
Proposals Created per Month	Bar chart showing monthly proposal creation trends.

Use the date and owner filters at the top to refine the analytics view by time period or sales team member.

6.9 Proposal Reports

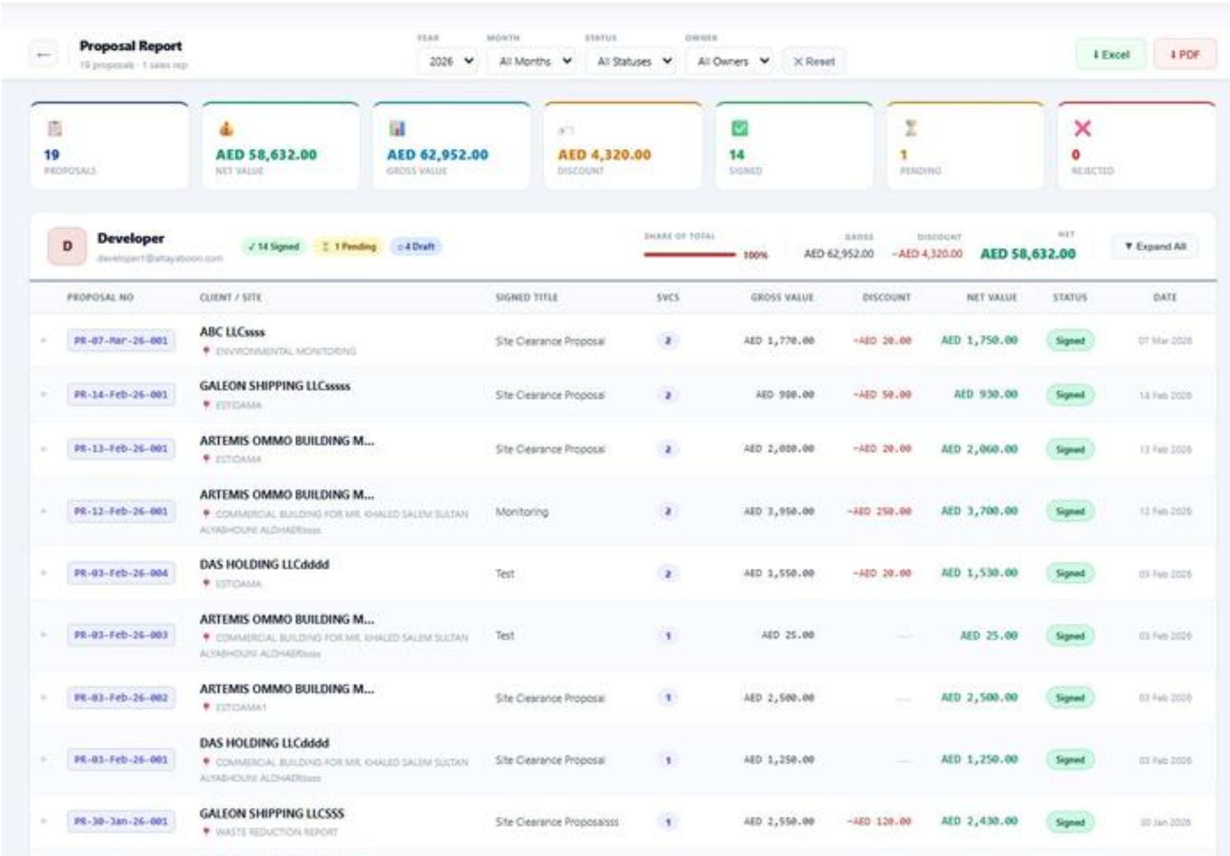

Figure 18 — Proposal Report

Click the "Reports" button at the top of the Proposals page to open the Proposal Report. This report provides a comprehensive breakdown of all proposal activity.

The report includes:

- Summary KPI cards — Proposals, Net Value, Gross Value, Discount, Signed, Pending, Rejected.
- Sales Representative Summary — per-rep breakdown with Signed, Pending, and Draft counts, plus their share of total revenue.
- Detailed Proposals Table — listing each proposal with Proposal No, Client/Site, Signed Title, Services count, Gross Value, Discount, Net Value, Status, and Date.

Available filters for the report:

- Year — select the report year.
- Month — filter by a specific month or view all months.
- Status — filter by All Statuses, Signed, Pending, Draft, or Rejected.
- Owner — filter by a specific sales representative or all owners.

Export options:

- Excel — downloads the report as an Excel spreadsheet.
- PDF — downloads the report as a PDF document.

7. Tips & Best Practices

General Tips

- Always use the Search and Filter options to quickly locate clients, sites, or proposals rather than scrolling through the full list.
- Export reports to Excel or PDF regularly for record-keeping and performance reviews.
- Keep client contact information up to date to ensure smooth communication.
- Use the "Clear Filters" button to reset all active filters and return to the full list view.

Proposal Workflow Tips

- Always save a proposal as Draft first before sharing with the client, so you can review it.
- When a proposal is approved by the client verbally, update the status to Approved so the team is aware.
- Upload the signed PDF as soon as the client signs — do not delay, as this triggers the Intercom document generation.
- Use the Client Audit Discussion field to record any audit commitments made during client meetings.
- Check the Proposal Analytics panel regularly to monitor your team's performance against targets.

Navigating the System

- The left sidebar provides quick access to all modules. Click on any module name to navigate to it.
- The top search bar allows you to search across the entire system.
- The bell icon in the top bar shows system notifications and alerts.
- Click your name/avatar in the top right corner to access your profile or log out.

End of Marketing Team User Manual

7. Project Schedule Module

The Project Schedule Module manages and tracks engineer assignments from approved proposals. Click "Project Schedule" in the left navigation menu.

7.1 Project Schedule List Overview

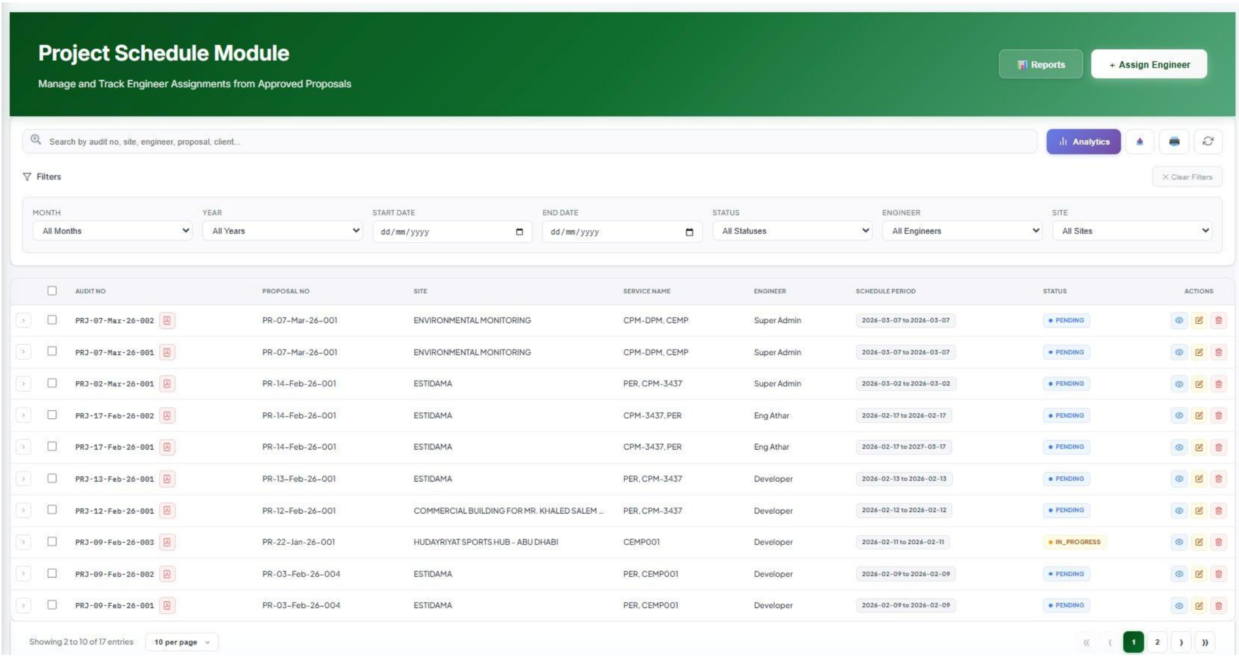

Figure 7 — Project Schedule Module List

The list displays all engineer assignments. Search by audit no, site, engineer, proposal, or client. Filters include: Month, Year, Start Date, End Date, Status, Engineer, and Site.

Column	Description	Example
Audit No	Unique schedule identifier	PRJ-07-Mar-26-002
Proposal No	The linked signed proposal	PR-07-Mar-26-001
Site	The project site name	Environmental Monitoring
Service Name	Service codes assigned	CPM-DPM, CEMP
Engineer	Assigned engineer name	Super Admin
Schedule Period	Start and end dates	2026-03-07 to 2026-03-07
Status	Current status	PENDING / IN_PROGRESS

7.2 Creating a New Project Schedule

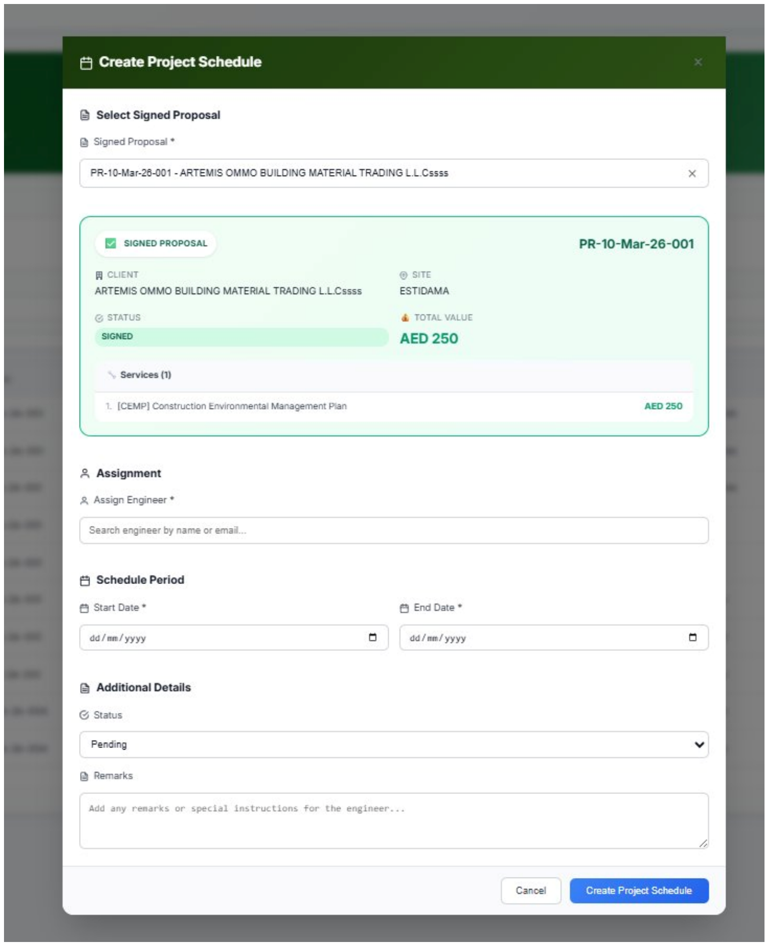

Figure 8 — Create Project Schedule Form

Click "+ Assign Engineer" at the top right to open the Create Project Schedule form.

38. Select Signed Proposal — the preview card shows client, site, status, total value, and services.
39. Assignment — search for an engineer by name or email.
40. Schedule Period — set Start Date and End Date.
41. Additional Details — set Status (default: Pending) and add Remarks.
42. Click "Create Project Schedule" to save.

7.3 Editing a Project Schedule

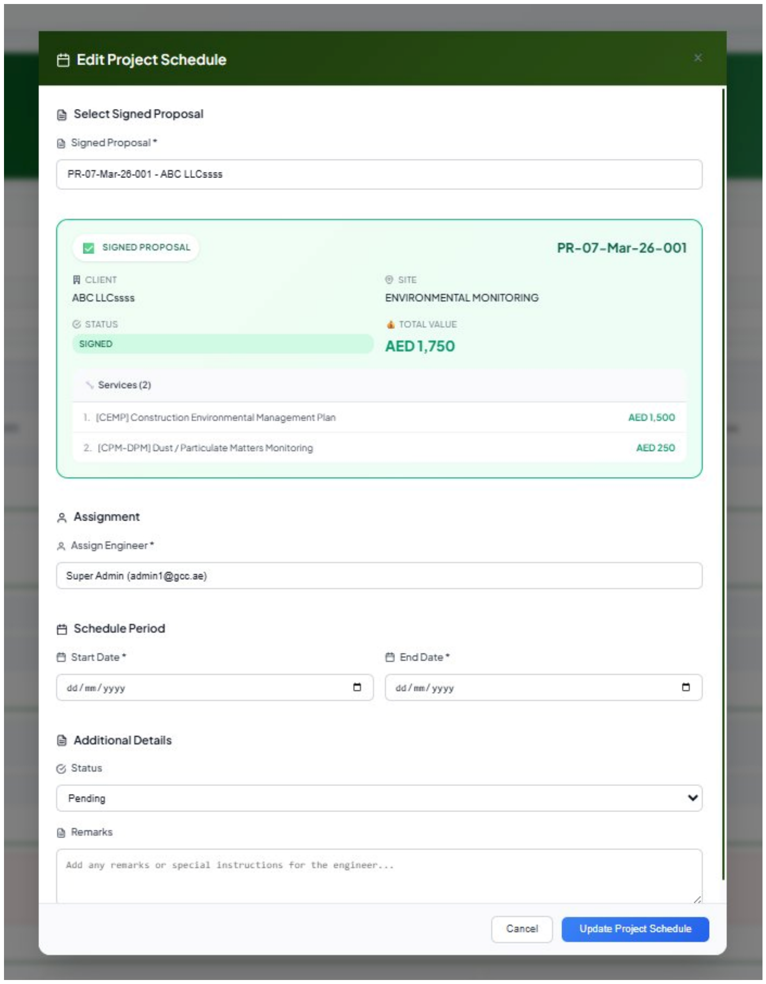

Figure 9 — Edit Project Schedule Form

Click the pencil (edit) icon. The Edit form is identical to the Create form but pre-filled with existing data. Update any fields and click "Update Project Schedule" to save.

7.4 Viewing Project Schedule Details

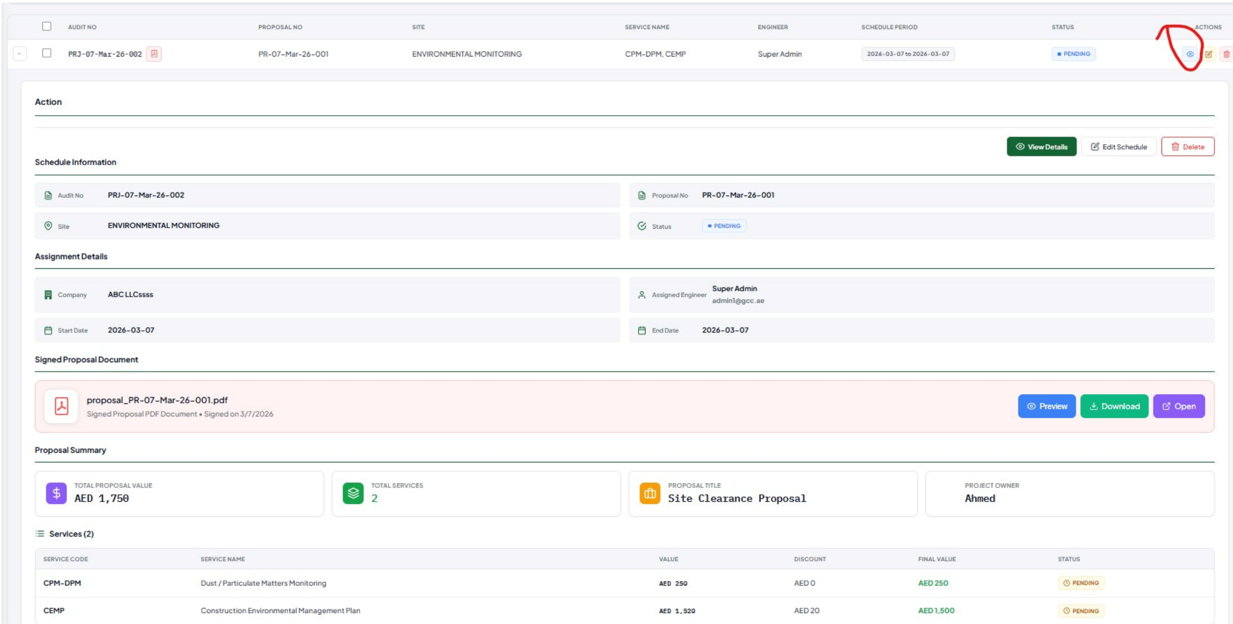

Figure 10 — Project Schedule Details View

Click the eye icon to expand the full details panel showing: Schedule Information, Assignment Details (company, engineer, dates), Signed Proposal Document (with Preview, Download, Open buttons), and Proposal Summary with the full services table. Action buttons: View Details, Edit Schedule, Delete.

7.5 Project Schedule Analytics

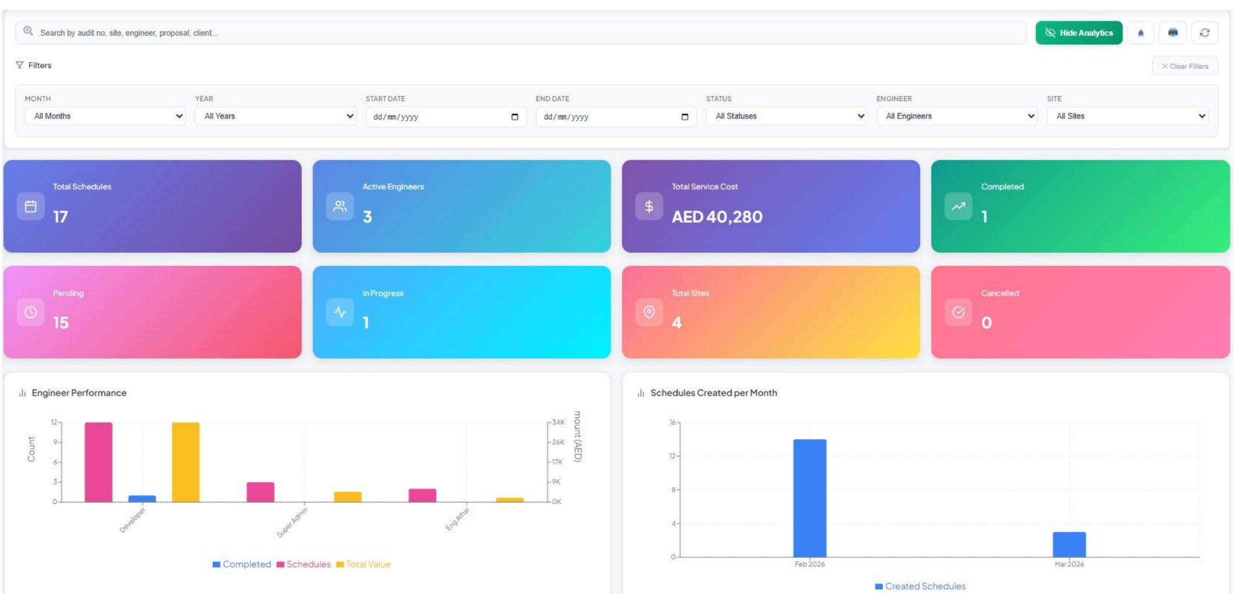

Figure 11 — Project Schedule Analytics Panel

Click "Analytics" to toggle the panel. KPI cards: Total Schedules, Active Engineers, Total Service Cost (AED), Completed, Pending, In Progress, Total Sites, and Cancelled. Charts: Engineer Performance (per-engineer breakdown) and Schedules Created per Month.

8. Planning Module

The Planning Module lets you plan and configure services for project schedules, including audit frequency settings and deliverable uploads. Click "Planning" in the left navigation menu.

8.1 Planning List Overview

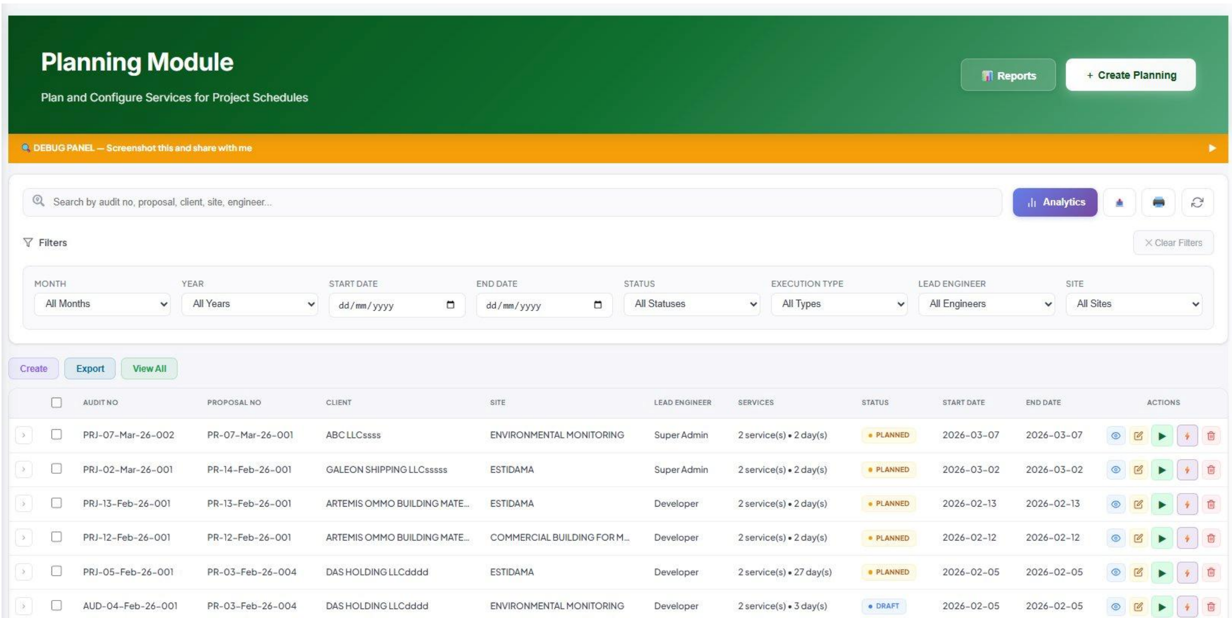

Figure 12 — Planning Module List

Filters: Month, Year, Start Date, End Date, Status, Execution Type, Lead Engineer, and Site. Buttons: Create, Export, View All. The table shows: Audit No, Proposal No, Client, Site, Lead Engineer, Services (count + est. days), Status, Start/End Date, and Actions. Statuses: PLANNED and DRAFT.

8.2 Creating a New Planning

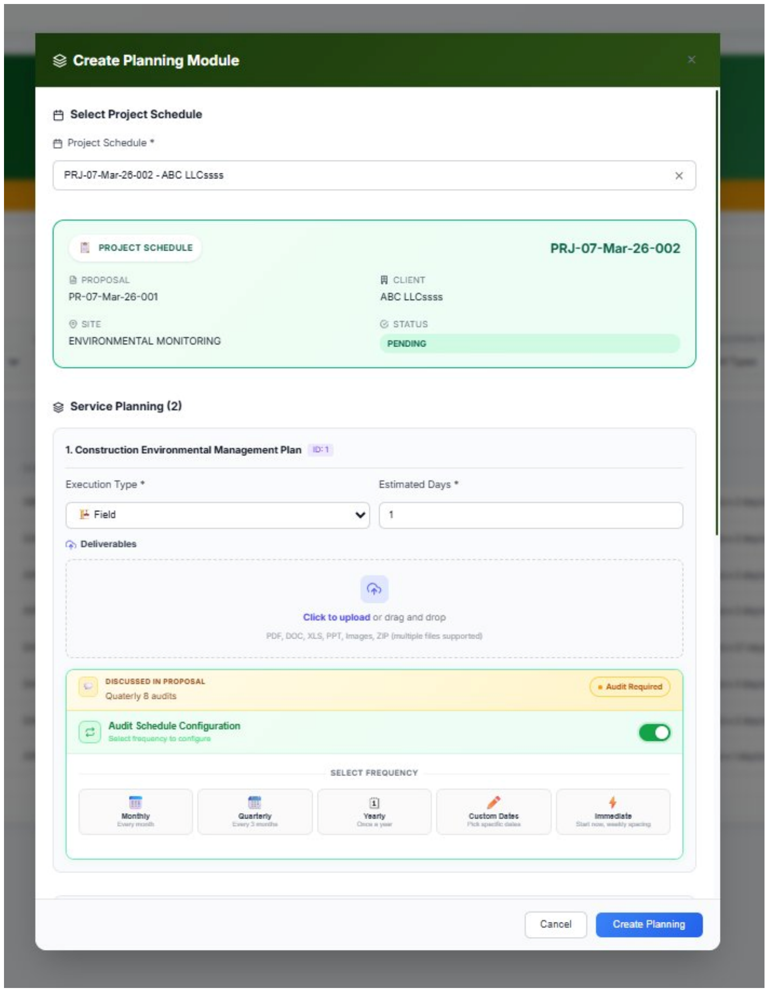

Figure 13 — Create Planning Module Form

Click "+ Create Planning". In the Create Planning Module form:

43. Select Project Schedule — the preview card shows Proposal No, Client, Site, and Status.
44. Service Planning — for each service, set Execution Type, Estimated Days, and upload Deliverables.
45. Audit Schedule Configuration — review the yellow banner showing what was discussed in the proposal (e.g., "Quarterly 8 audits"). Toggle the configuration on and select the frequency:

Frequency	Description	Frequency	Description
Monthly	Every month	Yearly	Once a year
Quarterly	Every 3 months	Custom Dates	Pick specific dates
Immediate	Start now, weekly spacing		

46. Set Total Audits, Start Date, and Optional Override Reason. The Execution Plan banner confirms the auto-calculated schedule.

47. Click "Create Planning" to save.

8.3 Editing a Planning

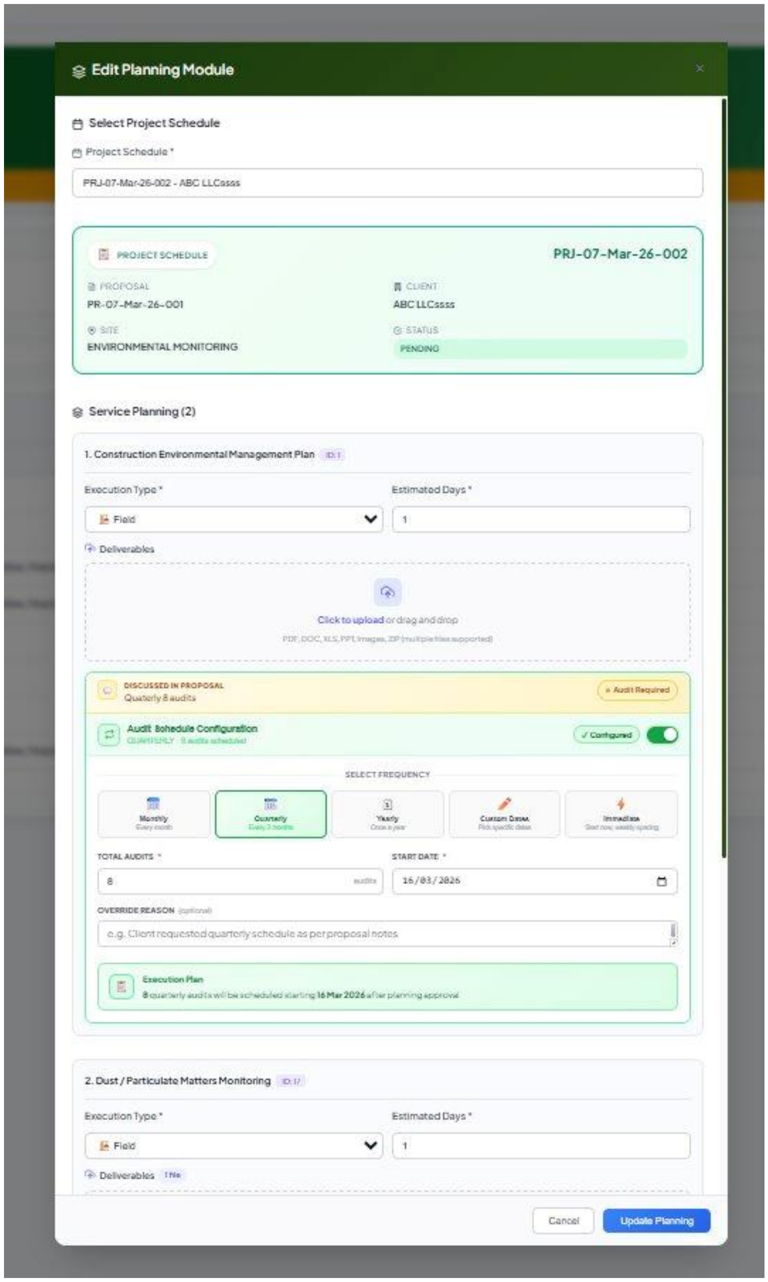

Figure 14 — Edit Planning Module Form

Click the pencil icon. All fields are pre-filled including the configured audit schedule with Execution Plan confirmation. Click "Update Planning" to save.

8.4 Viewing Planning Details

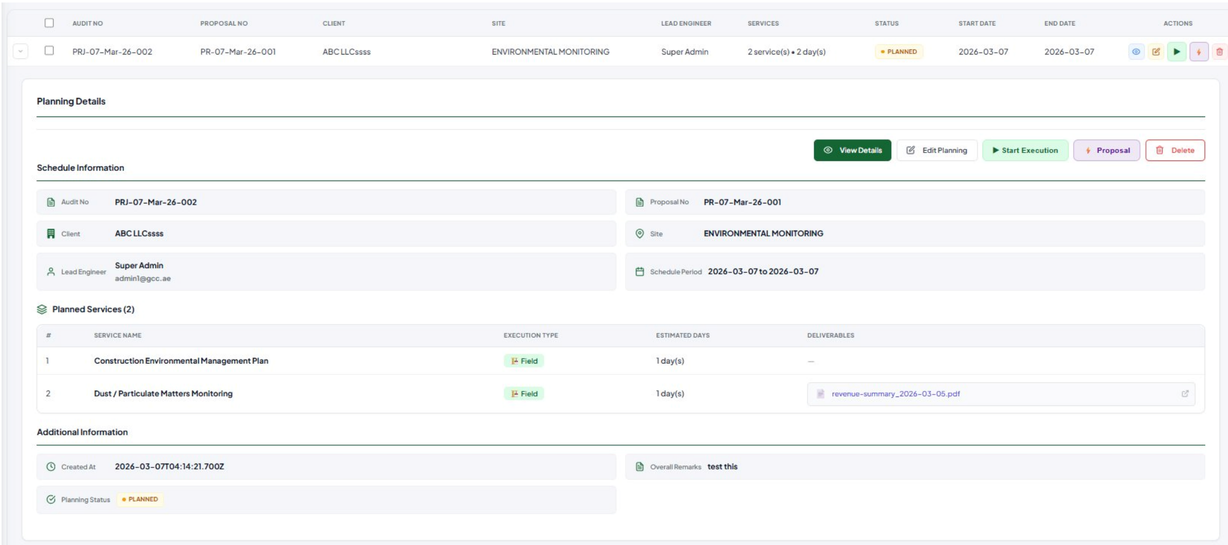

Figure 15 — Planning Details View

Click the eye icon to view: Schedule Information, Planned Services table (Service Name, Execution Type, Estimated Days, Deliverables), and Additional Information (Created At, Overall Remarks, Planning Status). Actions: View Details, Edit Planning, Start Execution, Proposal link, Delete.

8.5 Starting Service Execution

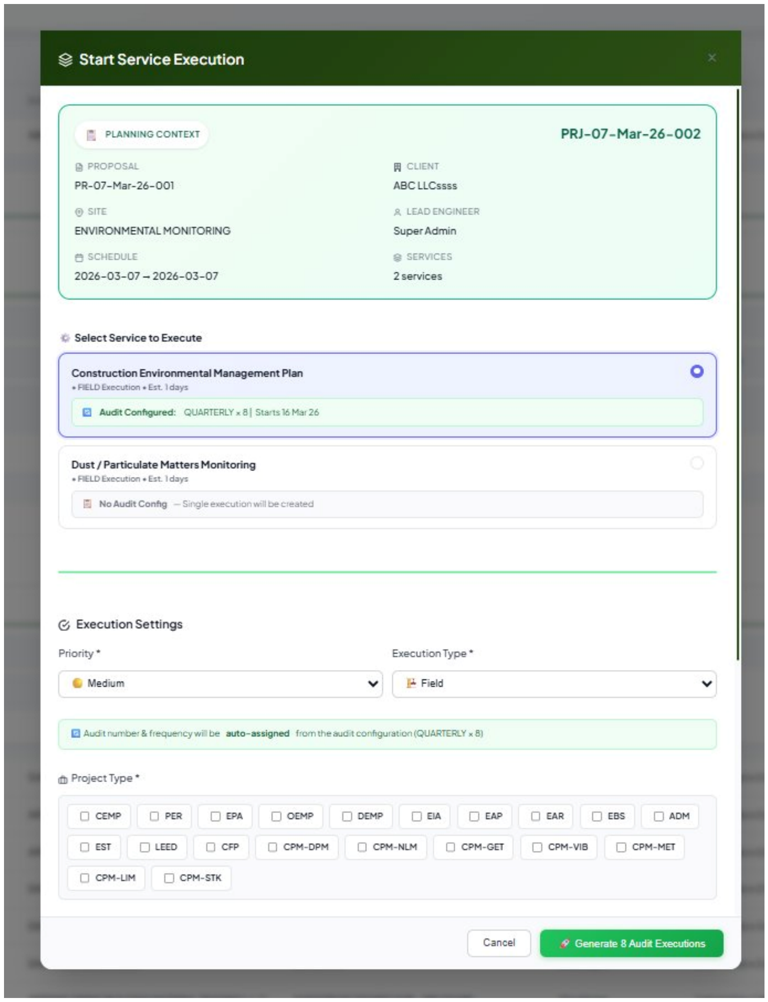

Figure 16 — Start Service Execution Modal

Click "Start Execution" to open the Start Service Execution modal.

48. Review the Planning Context Card (read-only reference information).
49. Select Service to Execute — services show audit configuration status.
50. Set Execution Settings: Priority, Execution Type, and Project Type (checkboxes: CEMP, PER, EPA, OEMP, DEMP, EIA, CPM-DPM, etc.).
51. A blue info banner confirms audit number and frequency will be auto-assigned.
52. Click "Generate [N] Audit Executions" to create all execution records.

Important

Once you click Generate Audit Executions, the system automatically creates all audit execution records for the configured frequency and count. These will appear in the Service Execution Module.

8.6 Planning Analytics

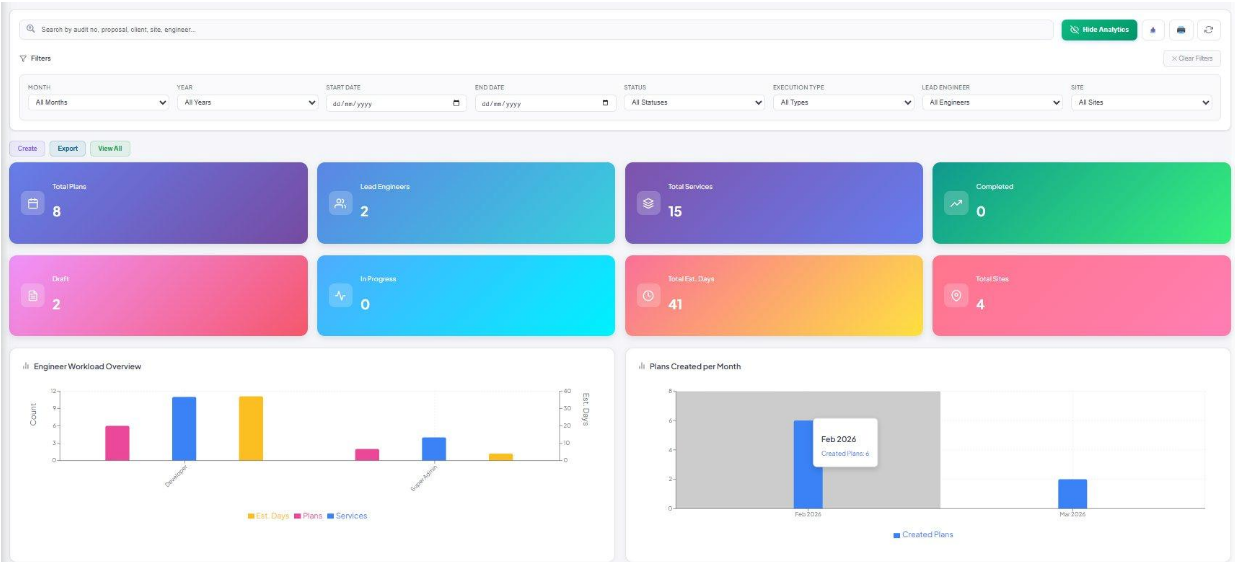

Figure 17 — Planning Analytics Panel

Click "Analytics" to toggle. KPI cards: Total Plans, Lead Engineers, Total Services, Completed, Draft, In Progress, Total Estimated Days, and Total Sites. Charts: Engineer Workload Overview and Plans Created per Month.

9. Service Execution Module

The Service Execution Module tracks and manages service delivery. Each record corresponds to a specific audit or service execution. Click "Service Execution" in the left navigation menu.

9.1 Service Execution List Overview

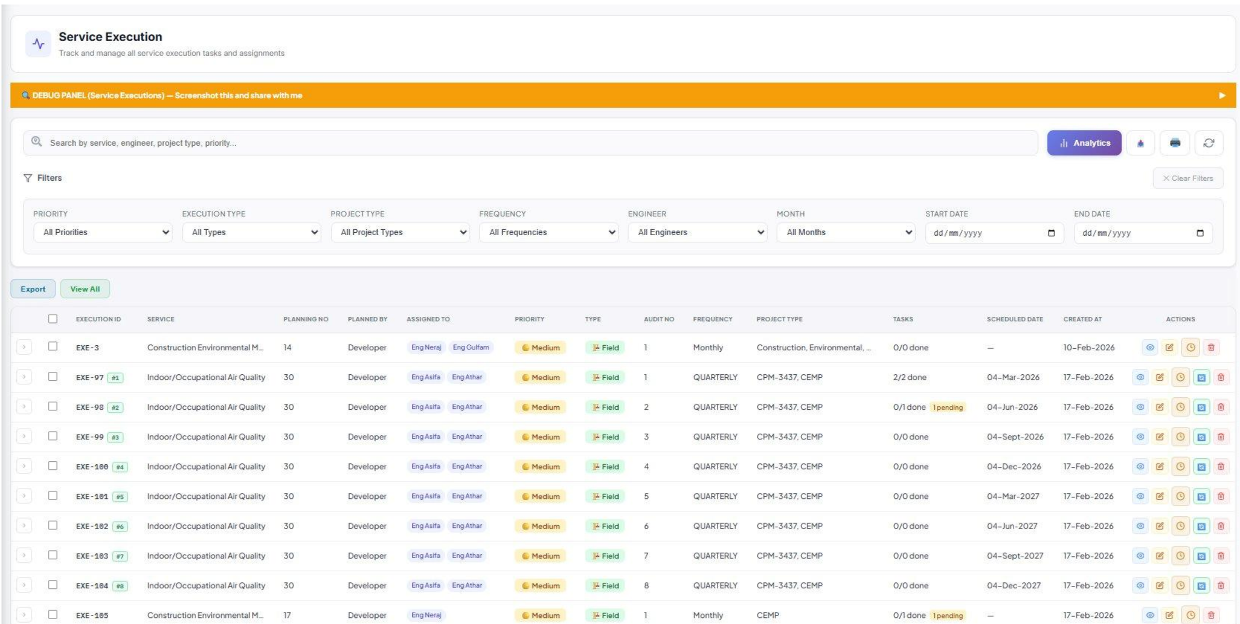

Figure 18 — Service Execution Module List

Filters: Priority, Execution Type, Project Type, Frequency, Engineer, Month, Start Date, End Date. The table includes:

Column	Description	Example
Execution ID	Unique execution identifier	EXE-97
Service	Service being executed	Indoor/Occupational Air Quality
Planning No	Linked planning record	30
Planned By	Team member who created the plan	Developer
Assigned To	Engineer(s) executing this	Eng Neraj, Eng Gulfam
Priority	Execution priority level	Medium
Audit No	Sequential audit number	1 of 8
Frequency	How often this audit recurs	Quarterly / Monthly
Project Type	Applicable service codes	CPM-3437, CEMP
Tasks	Task completion progress	2/2 done / 0/1 done 1 pending

Column	Description	Example
Scheduled Date	When this execution is due	04-Mar-2026

9.2 Viewing Execution Details

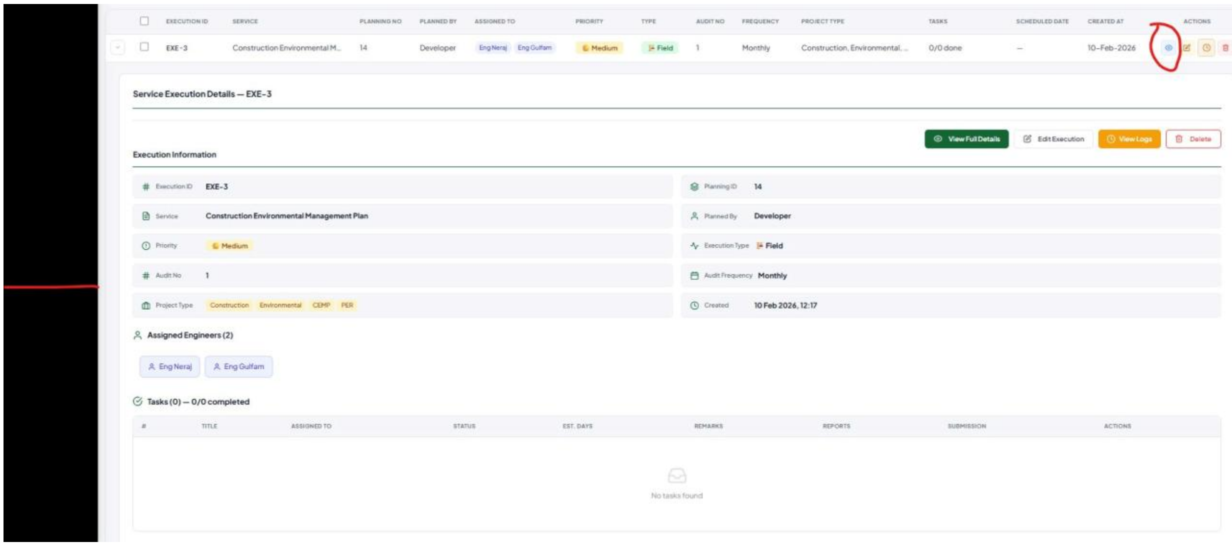

Figure 19 — Service Execution Details View

Click the eye icon to expand the Service Execution Details panel showing: Execution Information (ID, Service, Priority, Audit No, Project Type tags, Planning ID, Execution Type, Frequency, Created date), Assigned Engineers list, and Tasks table (Title, Assigned To, Status, Est. Days, Remarks, Reports, Submission, Actions). Action buttons: View Full Details, Edit Execution, View Logs, Delete.

9.3 Activity Logs

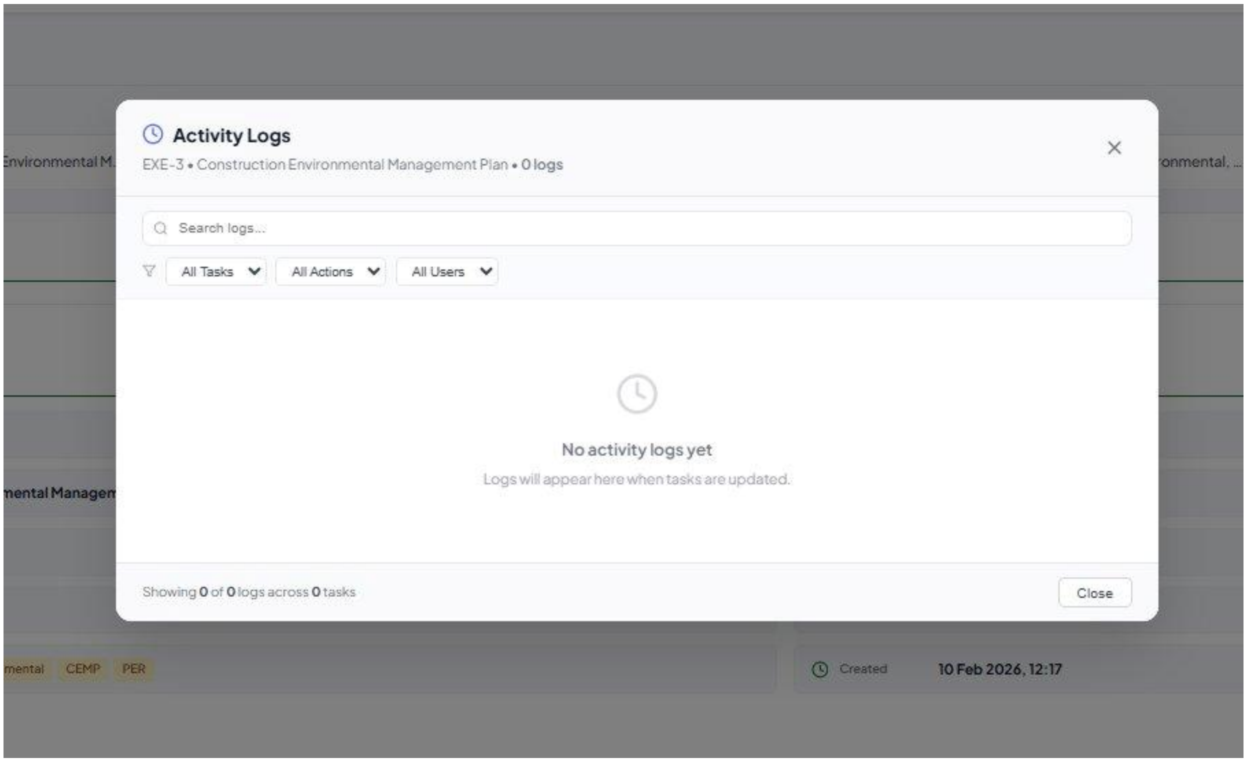

Figure 20 — Activity Logs Modal

Click "View Logs" to open the Activity Logs modal. Filters: All Tasks, All Actions, All Users. The log provides a full audit trail of all task updates and status changes per execution. The log is automatically populated as tasks are created and updated.

9.4 Audit Tracking

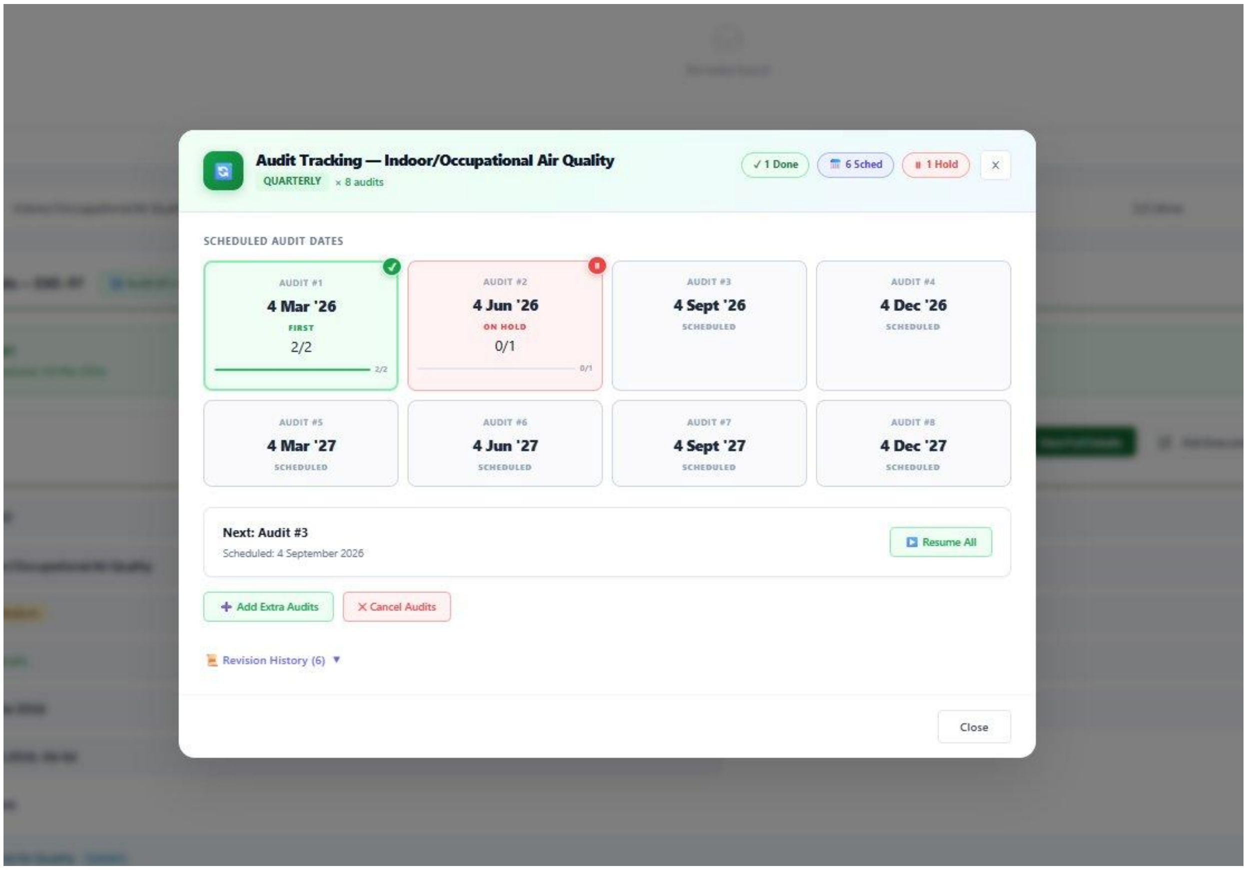

Figure 21 — Audit Tracking Modal

Click the timeline icon in the Actions column to open the Audit Tracking modal. This displays:

- Service name, frequency, and total audit count.
- Status badges — Done, Scheduled, and On Hold counts.
- Scheduled Audit Dates grid — a card per audit showing date, status, and task progress.
- Next Audit information — upcoming audit number and date.

Management actions:

- Resume All — resumes all audits currently on hold.
- Add Extra Audits — adds audits beyond the original configured count.
- Cancel Audits — cancels all remaining scheduled audits.
- Revision History — expandable log of all changes to the audit schedule.

10. Payment Module

The Payment Module manages and tracks payment terms for signed proposals, defining how and when clients will be billed for each service. Click "Payment" in the left navigation menu.

10.1 Payment Terms List Overview

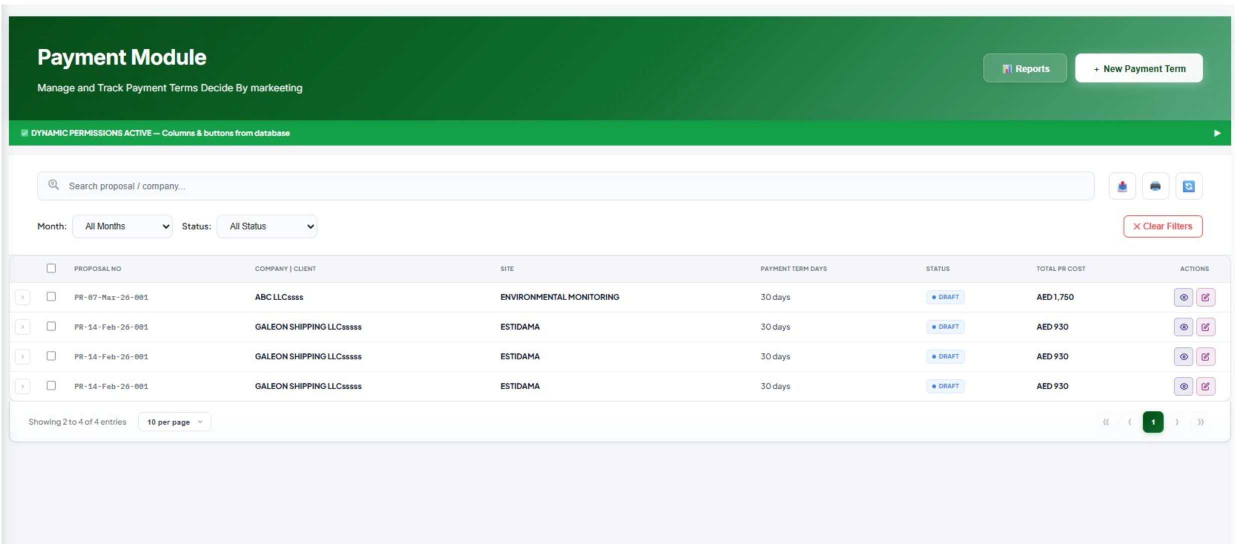

Figure 22 — Payment Module List

The list shows all payment records. Features: Search by proposal or company, Filters (Month, Status), and Export. The table shows: Proposal No, Company/Client, Site, Payment Term Days, Status, Total PR Cost, and Actions.

10.2 Creating Payment Terms

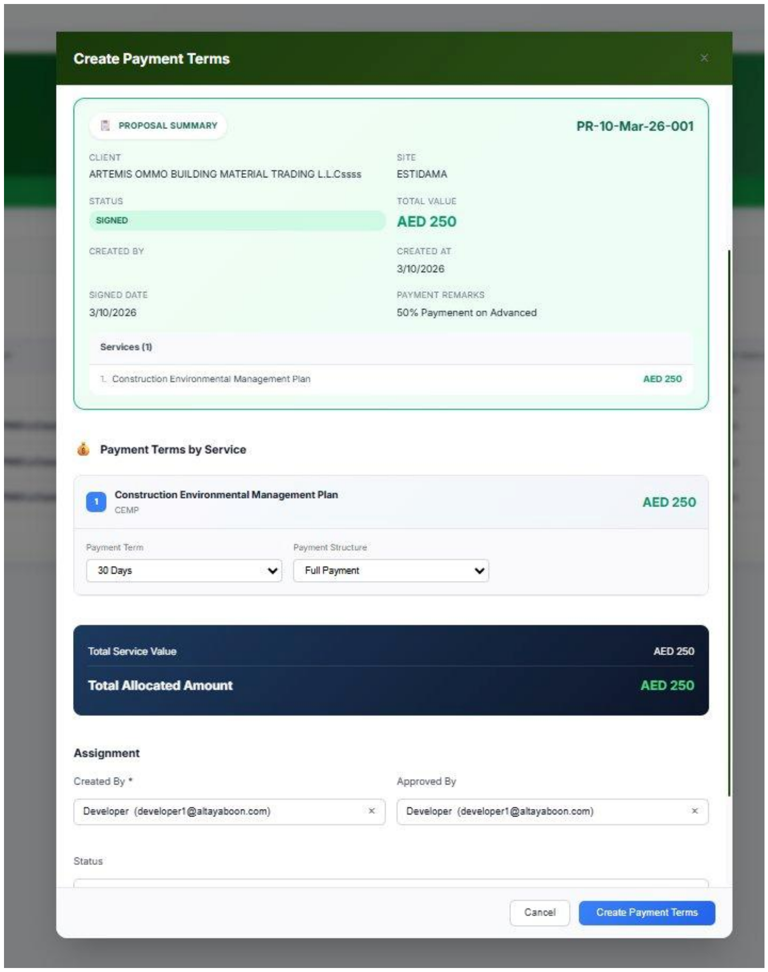

Figure 23 — Create Payment Terms Form

Click "+ New Payment Term". In the Create Payment Terms form:

53. Select the signed proposal. The preview card shows Client, Site, Status (SIGNED), Total Value, Created date, Signed Date, Payment Remarks, and services.
54. Payment Terms by Service — for each service configure: Payment Term (e.g., 30 Days) and Payment Structure (e.g., Full Payment).
55. Total Service Value and Total Allocated Amount are auto-calculated.
56. Set Created By, Approved By, and Status.
57. Click "Create Payment Terms" to save.

10.3 Editing Payment Terms

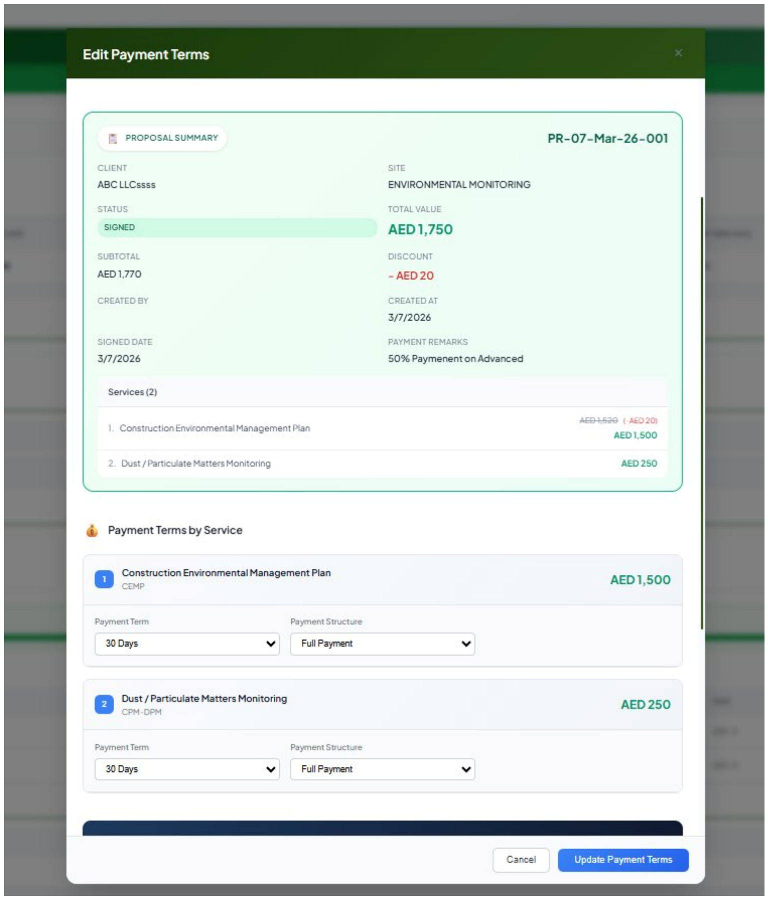

Figure 24 — Edit Payment Terms Form

Click the pencil icon. The Edit form is pre-filled and also shows the full financial breakdown including Subtotal and Discount per service. Update fields and click "Update Payment Terms" to save.

10.4 Viewing Payment Terms Details

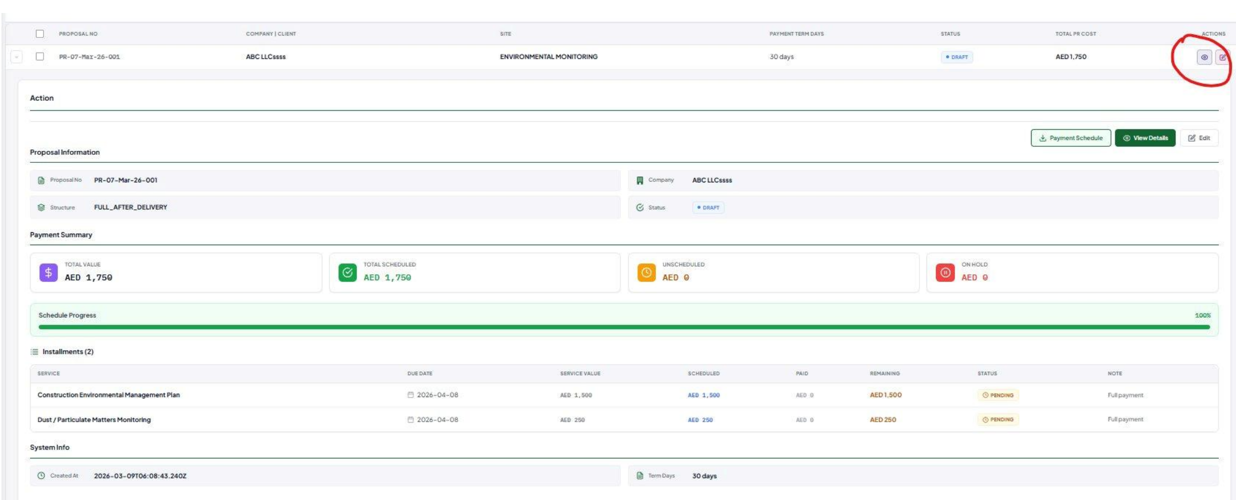

Figure 25 — Payment Terms Details View

Click the eye icon to view: Proposal Information (Proposal No, Company, Payment Structure, Status), Payment Summary KPIs (Total Value, Total Scheduled, Unscheduled, On Hold), Schedule Progress bar (%), and Installments table (Service, Due Date, Service Value, Scheduled, Paid, Remaining, Status, Note). System Info shows Created At and Term Days.

11. Invoices Module

The Invoices Module is used to generate invoices from payment statements, record payments, and preview invoice PDFs. Click "Invoices" in the left navigation menu.

11.1 Invoices List Overview

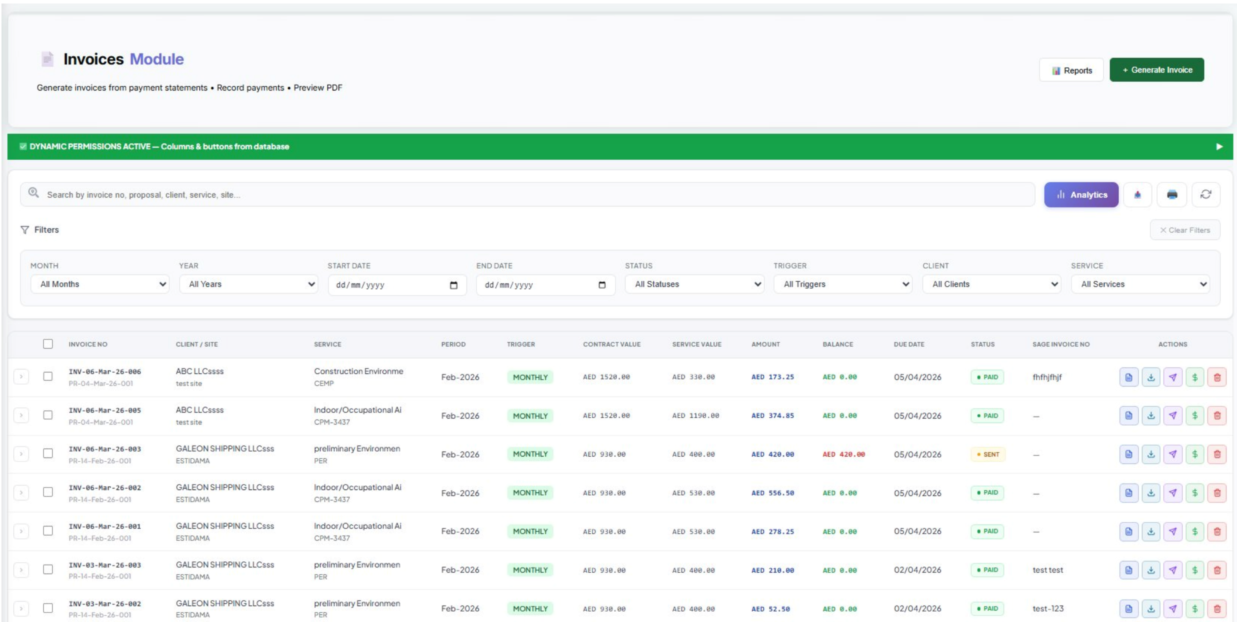

Figure 26 — Invoices Module List

Filters: Month, Year, Start Date, End Date, Status, Trigger, Client, and Service. The table includes Invoice No, Client/Site, Service, Period, Trigger, Contract Value, Service Value, Amount, Balance, Due Date, Status, Sage Invoice No, and Actions. Invoice statuses: DRAFT, SENT, PAID, OVERDUE.

11.2 Generating an Invoice

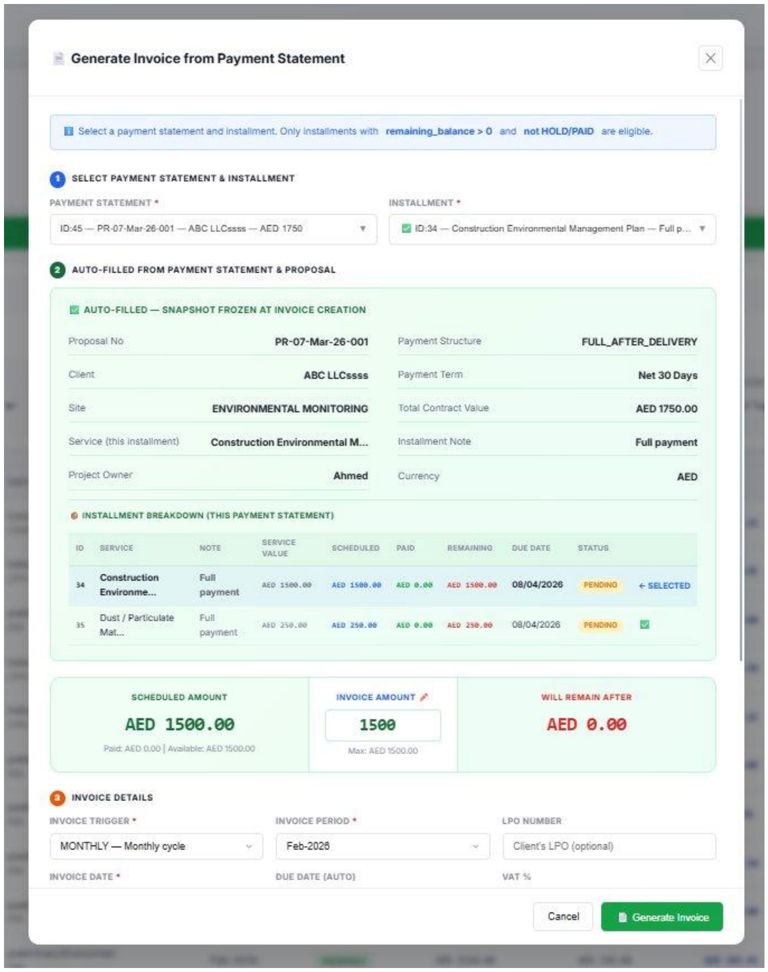

Figure 27 — Generate Invoice Form

Click "+ Generate Invoice" to open the form. Only installments with a remaining balance > 0 and not on Hold/Paid are eligible.

58. Select Payment Statement and Installment from the dropdowns.
59. Review the Auto-Filled section (read-only snapshot: Proposal, Client, Site, Service, Payment Structure, Payment Term, Total Contract Value, Currency).
60. Review the Installment Breakdown table and confirm the selected installment.
61. Set Invoice Amount (editable for partial invoicing). "Will Remain After" updates in real time.
62. Set Invoice Details: Invoice Trigger, Invoice Period, LPO Number (optional), Invoice Date, and VAT %.
63. Click "Generate Invoice" to create.

11.3 Recording a Payment

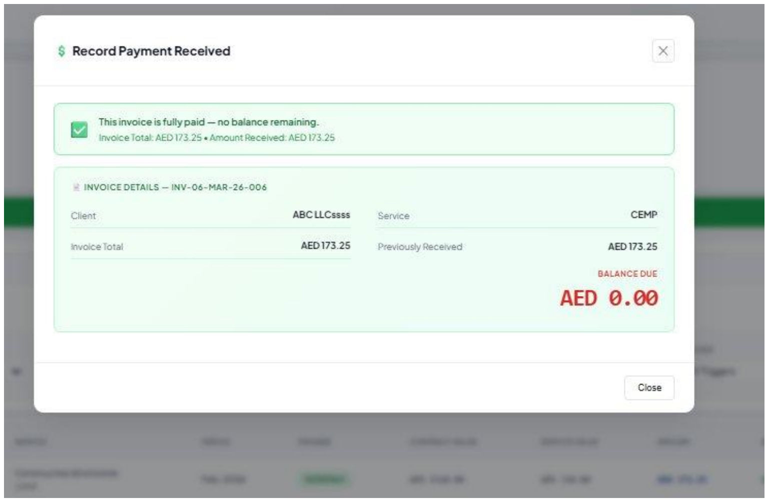

Figure 28 — Record Payment Received Modal

Click the dollar sign icon on any invoice row to open the Record Payment Received modal. If the invoice has an outstanding balance, record the payment. If already fully paid, the modal shows a confirmation with Invoice Total, Amount Received, and Balance Due of AED 0.00.

11.4 Invoice Actions

- View PDF — preview the invoice document.
- Download — download the invoice as a PDF.
- Send — email the invoice directly to the client.
- Record Payment — log a received payment against this invoice.
- Delete — remove the invoice.

11.5 Invoices Analytics

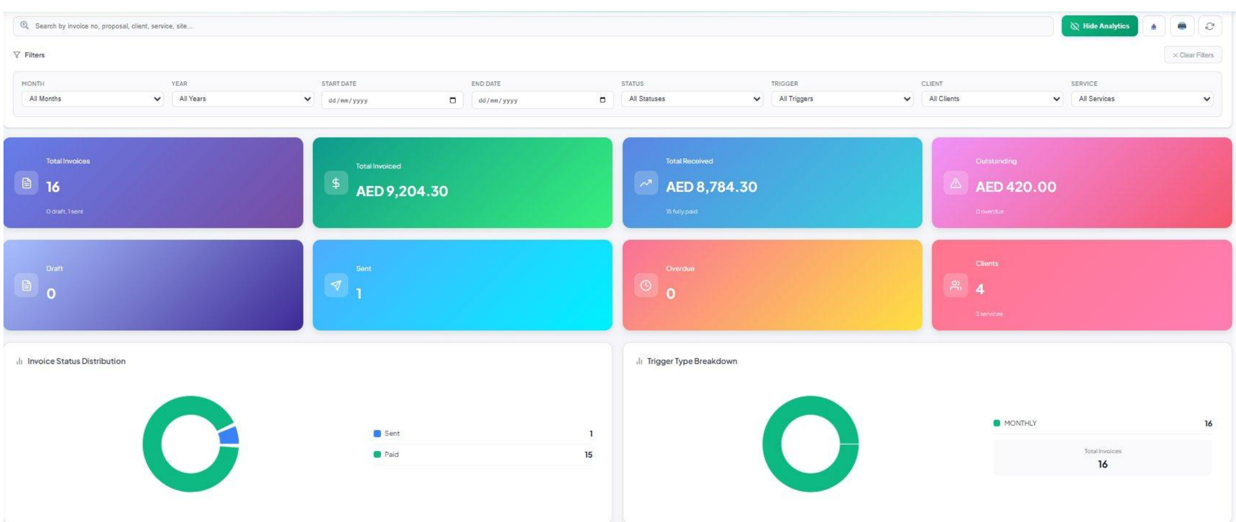

Figure 29 — Invoices Analytics Panel

Click "Analytics" to toggle. KPI cards: Total Invoices, Total Invoiced (AED), Total Received (AED), Outstanding (AED), Draft, Sent, Overdue, and Clients count. Charts: Invoice Status Distribution (donut) and Trigger Type Breakdown (donut).

12. Payments Module

The Payments Module tracks all received payments, provides access to payment receipts, and monitors collection performance. Click "Payments" in the left navigation menu.

12.1 Payments List Overview

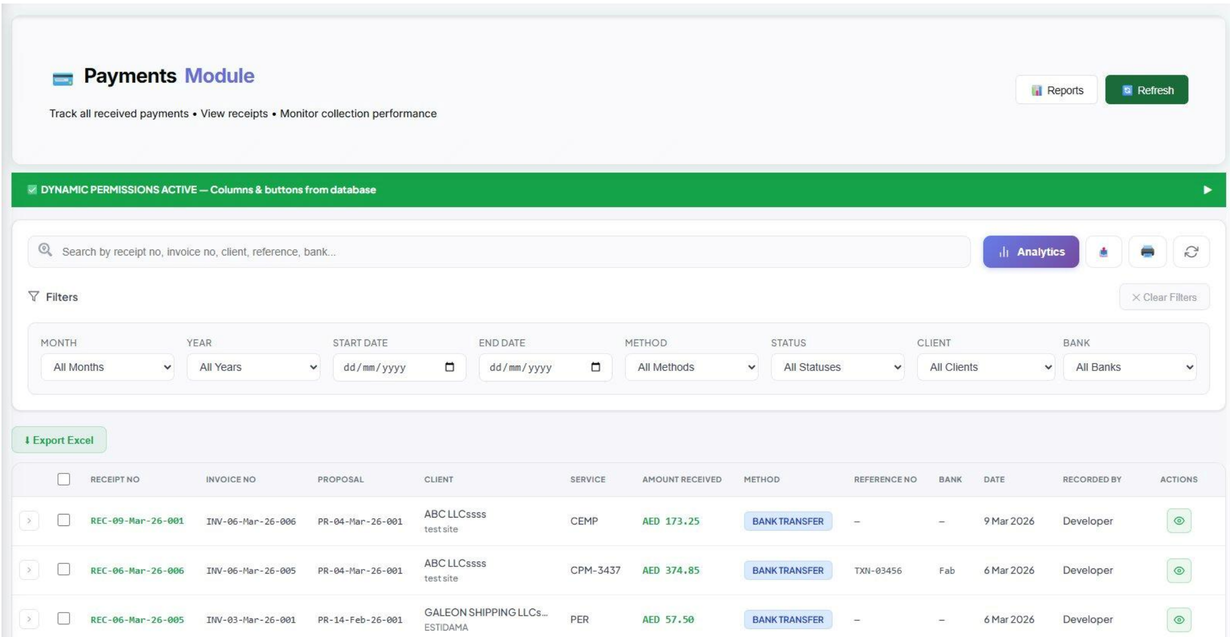

Figure 30 — Payments Module List

Filters: Month, Year, Start Date, End Date, Method, Status, Client, and Bank. Export Excel button available. The table shows: Receipt No, Invoice No, Proposal, Client, Service, Amount Received, Method, Reference No, Bank, Date, Recorded By, and Actions (View only).

12.2 Viewing a Payment Receipt

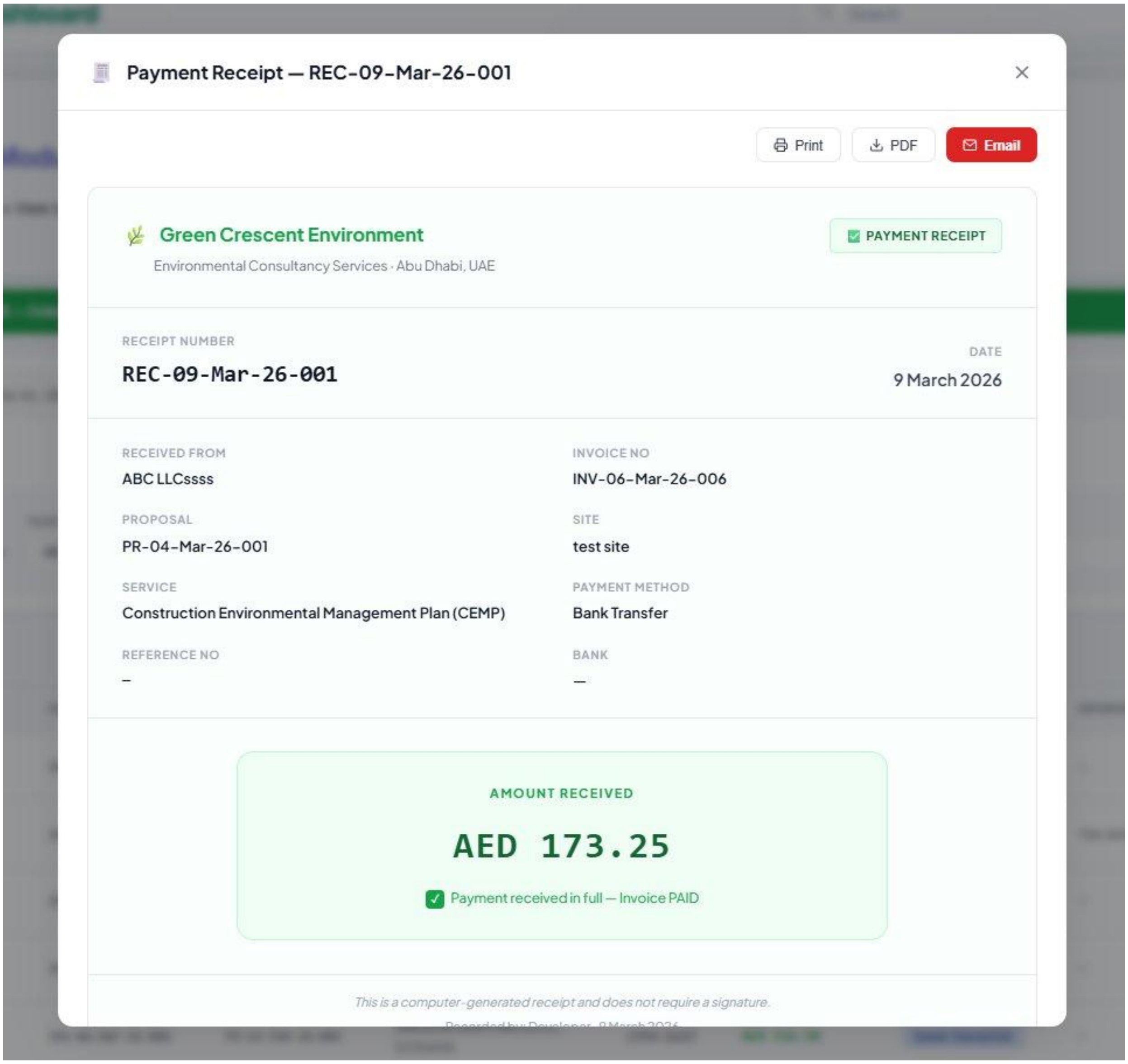

Figure 31 — Payment Receipt Modal

Click the eye icon to open the Payment Receipt modal — a formal, printable receipt showing:

- Company header — Green Crescent Environment, Abu Dhabi, UAE.
- Receipt details — Receipt Number, Date, Received From, Invoice No, Proposal, Site, Service, Payment Method, Reference No, Bank.
- Amount Received — prominently displayed in green with full payment confirmation.
- Footer — computer-generated notice and Recorded By information.

The receipt can be Printed, downloaded as PDF, or Emailed directly to the client.

12.3 Payments Analytics

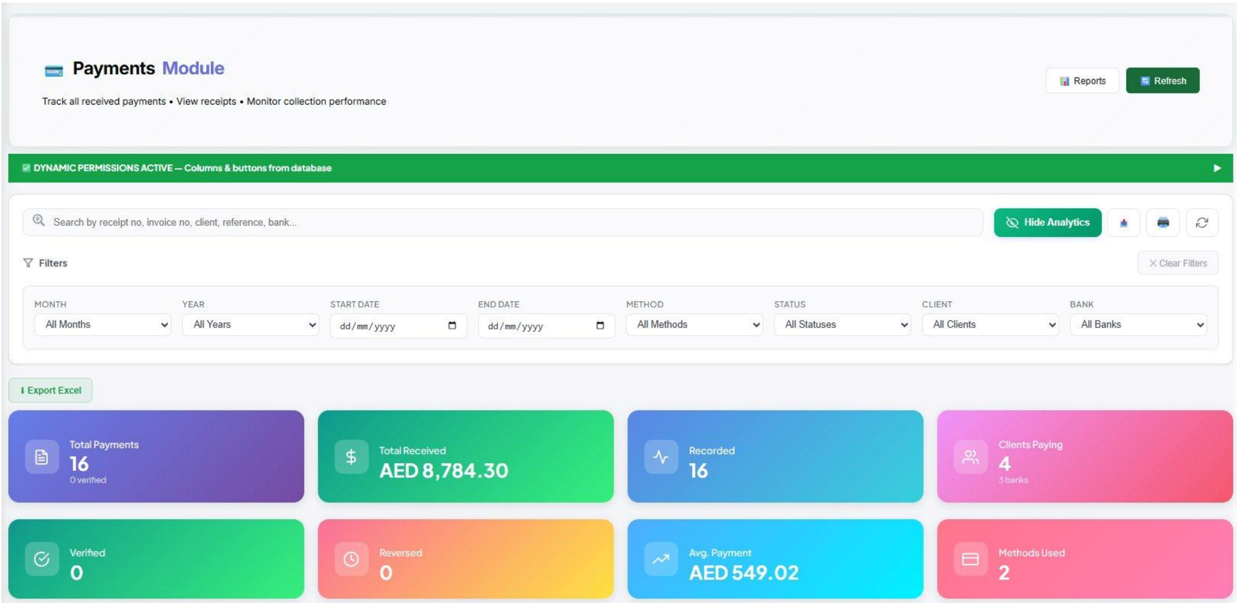

Figure 32 — Payments Analytics Panel

Click "Analytics" to toggle. KPI cards: Total Payments, Total Received (AED), Recorded, Clients Paying, Verified, Reversed, Average Payment (AED), and Methods Used.

13. Client Ledger Module

The Client Ledger Module provides a consolidated financial view per client — account statements, transaction history, aging analysis, and collection tracking. Click "Client Ledger" in the left navigation menu.

13.1 Client Ledger List Overview

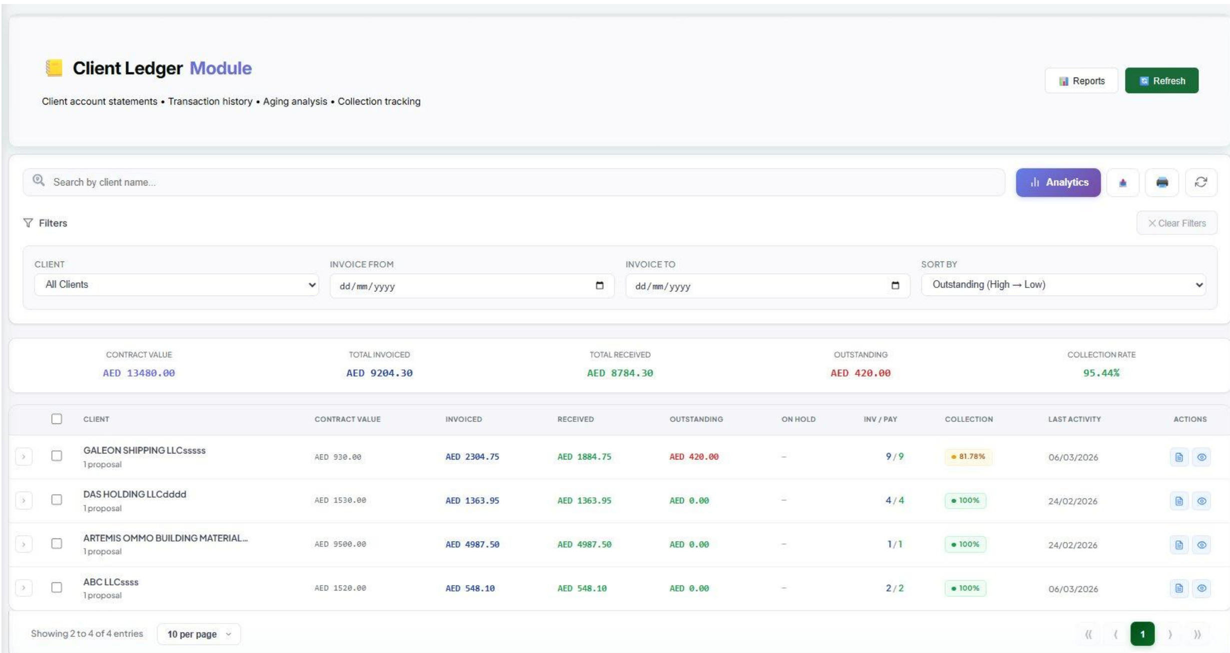

Figure 33 — Client Ledger Module List

Filters: Client, Invoice From, Invoice To, Sort By (e.g., Outstanding High to Low). The summary bar at the top shows overall totals across all clients:

Contract Value	Total value of all contracts across all clients
Total Invoiced	Total amount invoiced to all clients
Total Received	Total payments received from all clients
Outstanding	Total balance still owed (shown in red)
Collection Rate	Percentage of invoiced amount successfully collected

The per-client table shows: Client name, Contract Value, Invoiced, Received, Outstanding, On Hold, INV/PAY ratio, Collection %, Last Activity date, and Actions (Statement, View).

13.2 Client Ledger Analytics

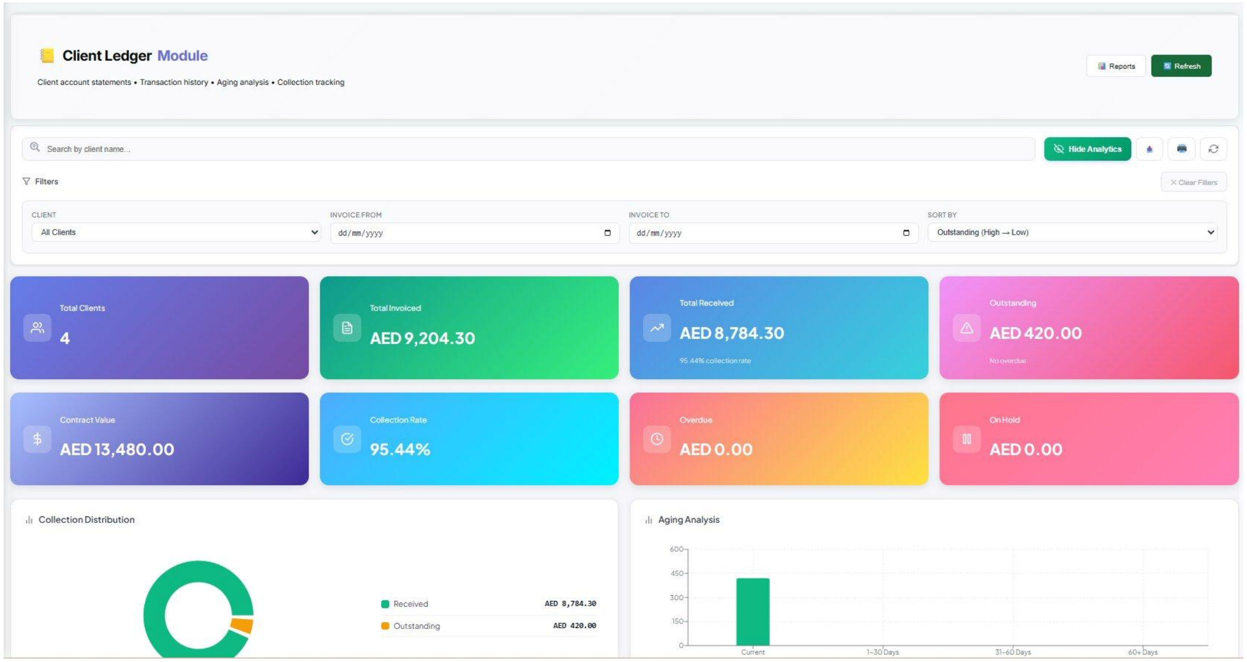

Figure 34 — Client Ledger Analytics Panel

Click "Analytics" to toggle. KPI cards: Total Clients, Total Invoiced, Total Received (with collection rate), Outstanding (with overdue note), Contract Value, Collection Rate, Overdue, and On Hold. Charts: Collection Distribution (donut — Received vs Outstanding) and Aging Analysis (bar — Current, 1–30 Days, 31–60 Days, 60+ Days).

14. Financial Reports Module

The Financial Reports Module provides configurable management reports for in-depth financial analysis. Click "Financial Reports" in the left navigation menu.

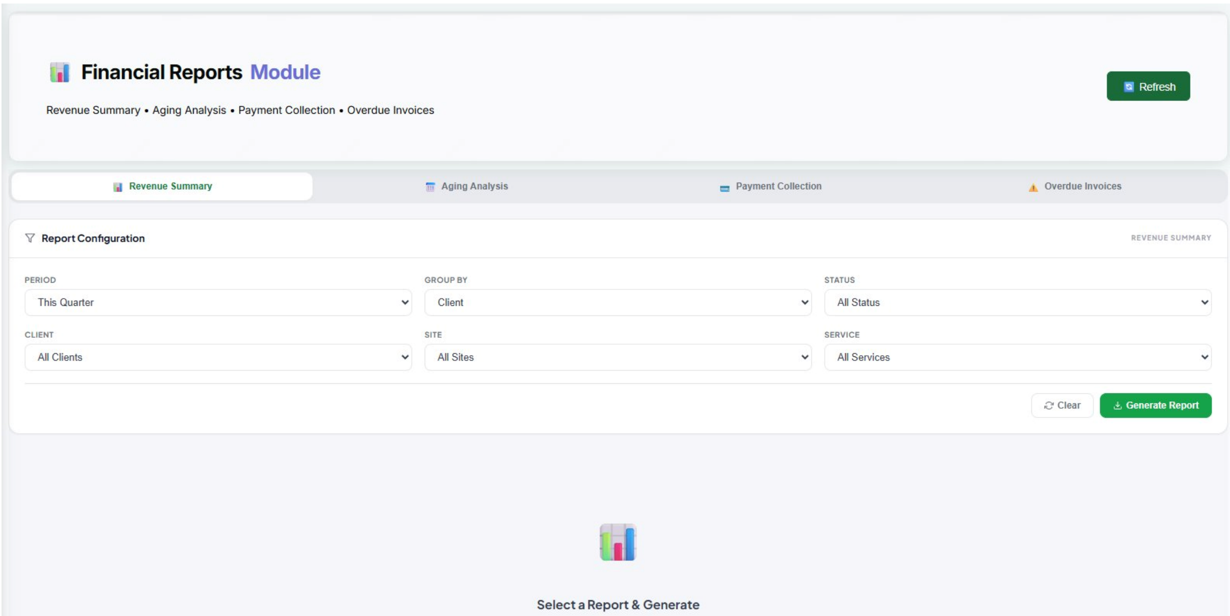

Figure 35 — Financial Reports Module

14.1 Report Types

Revenue Summary	Revenue breakdown by client, site, or service for a selected period.
Aging Analysis	Outstanding invoices grouped by age: Current, 1–30, 31–60, and 60+ days.
Payment Collection	Payments received vs. invoiced amounts and collection rates.
Overdue Invoices	All invoices past their due date with client details and amounts.

14.2 Report Configuration & Generation

Select the report tab, then configure the available filters:

Period	Select a date range (e.g., This Quarter, This Year, Custom)
Group By	How to group results (e.g., by Client, Site, or Service)
Status	Filter by invoice status (All, Paid, Sent, etc.)
Client	Filter to a specific client or all clients
Site	Filter to a specific site or all sites

Service	Filter to a specific service or all services

64. Select the desired report tab.
65. Configure the filters as required.
66. Click "Generate Report" to produce the report.
67. Export as Excel or PDF for distribution and record-keeping.
68. Click "Clear" to reset all filters.

15. Tips & Best Practices

General Navigation

- Use the left sidebar to navigate between modules; click any module name to go directly to it.
- The top search bar searches across the entire system.
- Always use Search and Filter options to locate records quickly rather than scrolling.
- Use "Clear Filters" to reset all active filters and return to the full list view.
- Export reports to Excel or PDF regularly for record-keeping and performance reviews.

Proposal Workflow

- Save proposals as Draft first before sharing with the client.
- Update status to Approved as soon as the client verbally approves.
- Upload the signed PDF immediately — do not delay as it triggers the Intercom document and all downstream workflow steps.
- Use the Client Audit Discussion field to record audit commitments made during client meetings.
- Check Proposal Analytics regularly to monitor team performance against targets.

Project Schedule & Planning

- Always create a Project Schedule before creating a Planning record.
- Verify the audit frequency configuration against what was discussed in the proposal before generating executions.
- Use the Override Reason field when the audit frequency differs from the proposal agreement.
- Monitor the Audit Tracking modal regularly to ensure no audits are left on hold unnecessarily.

Financial Workflow

- Create Payment Terms immediately after a proposal is marked as Signed.
- Verify the Payment Remarks on the signed proposal before configuring payment terms.
- Generate invoices promptly at each billing period end — delayed invoicing affects cash flow.
- Record payments as soon as they are received to keep the Client Ledger and outstanding balances accurate.
- Use the Sage Invoice No field when creating invoices to maintain synchronisation with the accounting system.
- Check the Client Ledger Aging Analysis regularly to identify emerging overdue balances early.

End-to-End Workflow Summary

Step	Module	Action
1	Client Module	Create the client account
2	Sites Module	Add the client's project site
3	Proposal Module	Create and send the proposal to the client
4	Proposal Module	Mark proposal as Signed and upload signed PDF
5	Project Schedule Module	Assign an engineer to the signed proposal
6	Planning Module	Configure service execution plan and audit frequency
7	Planning Module	Click Start Execution to generate all audit executions
8	Service Execution Module	Track and manage audit tasks and deliverables
9	Payment Module	Create payment terms for the signed proposal
10	Invoices Module	Generate invoices at each billing period
11	Payments Module	Record payments as they are received
12	Client Ledger Module	Monitor client account balance and collection rate
13	Financial Reports Module	Generate management reports for review

End of Marketing Team User Manual