AVNS Technosoft

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7. Support and Troubleshooting

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1. Introduction

This ERP system simplifies operations for AVNS Technosoft's stakeholders by integrating product management, invoicing, subscriptions, and customer interactions in a centralized platform. This manual focuses on the **Customer** and **Distributor** modules, providing a step-by-step guide for efficient system use.

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2. Getting Started

Logging In

1. Navigate to the ERP system login page: [Insert URL].

2. Enter your username and password.

3. Click **Login** to access your module.

Navigating the Dashboard

•   After logging in, the dashboard provides an overview of features relevant to your role.

•   Use the menu to access specific functionalities, such as quotations, invoices, and tickets.

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3. Customer Module

3.1 Viewing Products

1. Log in to the system and navigate to the **Products** section on the dashboard.

2. Browse the available products. Click on a product for more details.

3.2 Sending Quotations

1. On the dashboard, click **Quotations** > **Create Quotation**.

2. Fill in the product details and required quantities.

3. Review the quotation and click **Send** to submit it to the Admin.

3.3 Managing Invoices

1. Navigate to the **Invoices** section to view your invoices.

2. Click on an invoice to see details, including payment status and due date.

3.4 Subscriptions

1. Click **Subscriptions** to view available plans.

2. Select a subscription and follow the prompts to purchase.

3. Monitor your subscription details, including expiry and benefits, on the dashboard.

3.5 Raising Tickets

1. Go to the **Tickets** section and click **Raise Ticket**.

2. Describe the issue, attach any relevant documents (if needed), and click **Submit**.

3. Track ticket status and updates in the **Tickets** section.

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4. Distributor Module

4.1 Viewing Quotations

1. Log in and navigate to the **Quotations** section.

2. View received quotations. Use the filters to sort by status or date.

4.2 Accepting/Resending Quotations

1. Select a quotation from the list.

2. Review the details and either:

    o   Click **Accept** to confirm.

    o   Click **Resend** to suggest corrections or modifications.

3. Add comments if resending and click **Submit**.

4.3 Creating and Uploading Invoices

1. Navigate to the **Invoices** section and click **Create Invoice**.

2. Fill in the invoice details, including the customer and product information.

3. Save or upload the invoice for Admin review.

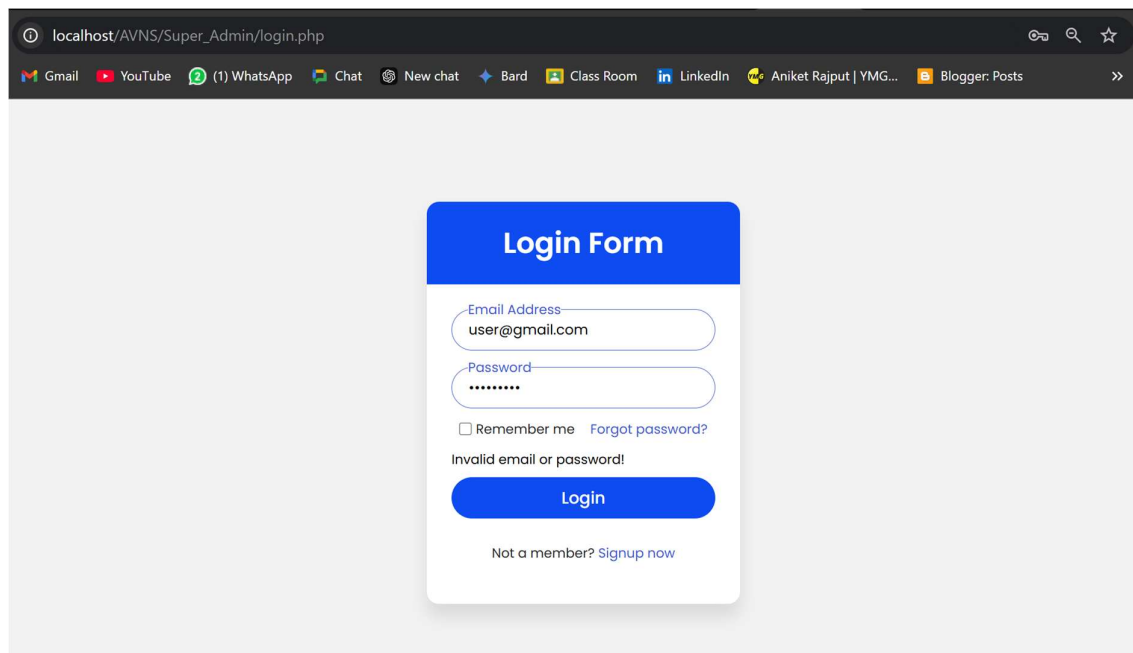4. View the status of submitted invoices under the **Invoices** tab.

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5. Super Admin Module

5.1 Logging In

1. Navigate to the ERP system login page: [Insert URL].
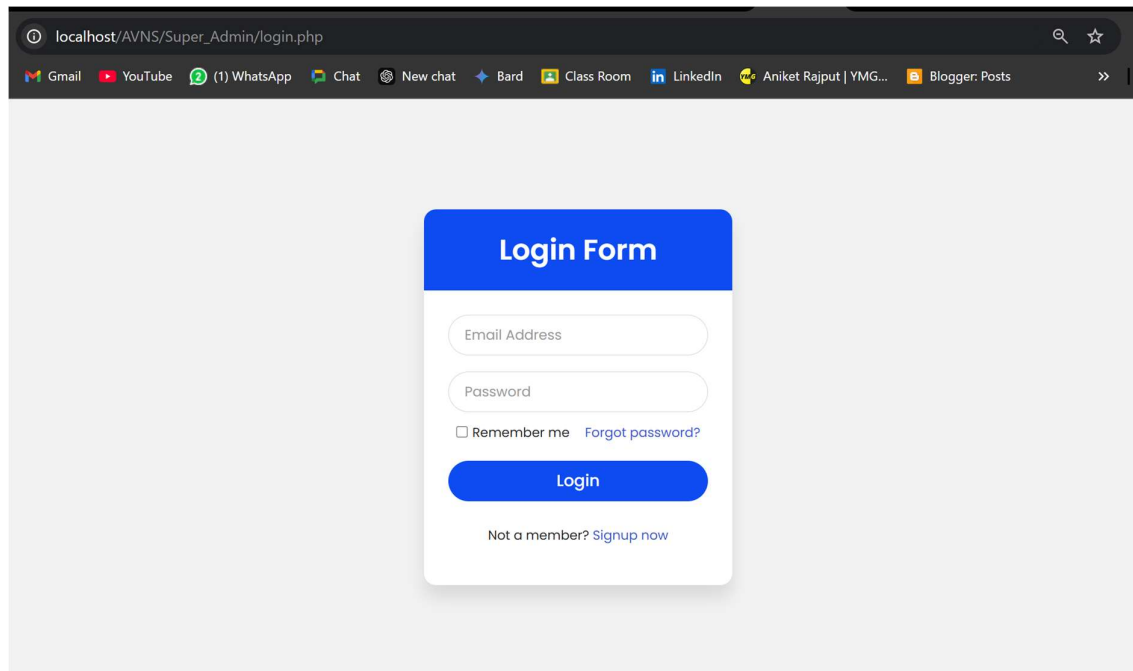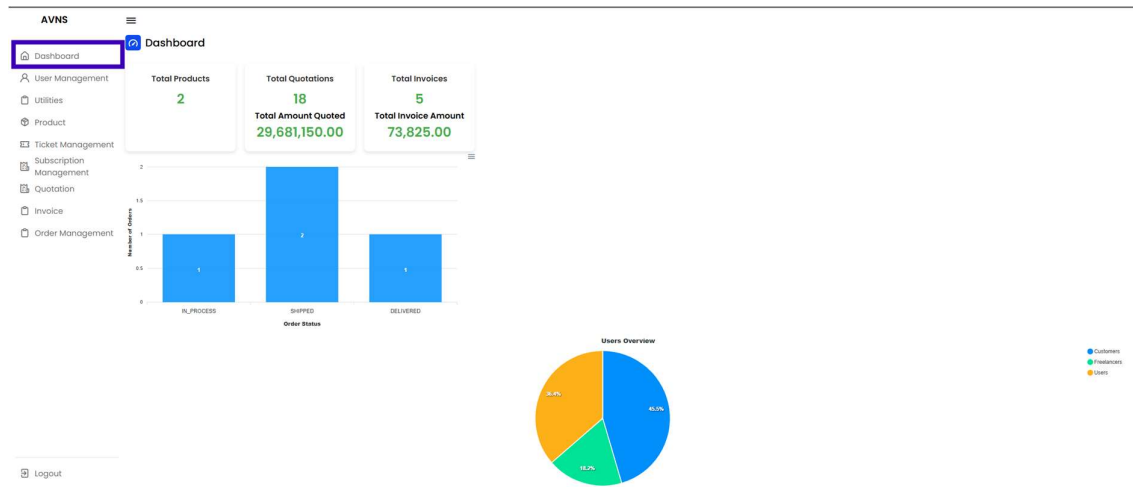
2. Enter your username and password.

3. Click Login to access the Super Admin module.

5.2 Dashboard Overview

The dashboard displays:

- Stats: Total products, quotations, invoices, their total amounts, orders, and their statuses.

- User Percentage: A breakdown of user types (freelancers, customers, distributors).

5.3 User Management

1. Access User Management from the menu.

2. View details for all user roles: Admin, Sub Admin, Customer, Freelancer, and Distributor.

3. Export the user list in CSV format using the Export option and also import user using csv file.

5.4 Utilities

- Add Taxes: Define tax names and rates.

- Add Category: Add categories for products.

- Add OEM Name: Add OEM names to the database.

- Add Skill: Add skills to the database.

5.5 Products

- Add Product: Add new products with details and images.

- Manage Products: Edit or delete product details.

5.6 Ticket Management

1. View all ticket details, including Customer ID, Freelancer ID, and issue description.

2. Edit ticket remarks as needed.

Ticket Details

Ticket ID	Customer ID	Freelancer ID	Description	Remark	Action
7	2	2	The CCTV camera located at [Location/Area] is not functioning properly. The live feed is either not displaying or shows a frozen image. There is also no response from the camera when attempting to access it remotely. Problem Details: Camera Model: [Model Name/Number] Camera Serial Number: [Serial Number] Date and Time of Issue: [Insert Date and Time] Symptoms: No live feed or image is frozen. Remote access is unresponsive. The camera is not recording any footage or not showing up in the CCTV monitoring system. Possible power issues or cable connection faults. Error message or blinking indicator on the camera (if applicable). Troubleshooting Steps Taken (if any): Rebooted the CCTV system, but the issue persists. Checked the camera connection and cables. Verified the power source to the camera. Expected Outcome: The CCTV camera should be fully operational with clear live feed and remote access. The system should record footage as usual. Priority Level: [High/Medium/Low] Urgency: [Immediate/Within 24 hours/No urgency]	The CCTV camera located at [Location/Area] is experiencing significant issues, as the live feed is either not displaying or is showing a frozen image. Remote access to the camera is unresponsive, and the camera is not recording any footage or appearing in the CCTV monitoring system. Possible causes may include power issues or faults in the cable connections. Actions Taken: Rebooted the CCTV system, but the issue persists. Checked camera connections and cables. Verified the power source to the camera. Expected Outcome: The CCTV camera should be fully operational, displaying a clear live feed, and accessible remotely. The system should also record footage as usual.	**Edit**

AVNS

- Dashboard
- User Management
- Utilities
- Product
- Ticket Management
- Subscription Management
- Quotation
- Invoice
- Order Management

- Logout

Edit Remark for Ticket ID: 7

Remark

The CCTV camera located at [Location/Area] is experiencing significant issues, as the live feed is either not displaying or is showing a frozen image. Remote access to the camera is unresponsive, and the camera is not recording any footage or appearing in the CCTV monitoring system. Possible causes may include power issues or faults in the cable connections.

Update Remark

5.7 Subscription Management

- Create Subscription: Create subscription plans.

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Create Subscription Plan

Plan Name

Base Price (₹)

Max Support Calls

Rewards Points

☐ Most Popular

Select Sector

Select Sector ▾

Create Subscription Plan

- Manage Subscriptions: Edit or manage subscription details.

- Manage Customer Plans: Approve or reject customer subscription plans based on payment proofs.

Subscription Details

Subscription ID	Plan Name	Transaction ID	QR Code	Approval Status	Actions
62	Gold	887766554536	QR Code	approved	No actions available
61	Diamond	537671682393	QR Code	approved	No actions available
60	Diamond	1234567890	QR Code	approved	No actions available
60	Diamond	887766554433	QR Code	approved	No actions available
57	Diamond	122434657689675		approved	No actions available
53	Diamond	1234567890	QR Code	rejected	Approve Reject

5.8 Quotation Management

- Send Quotation: Send quotations to distributors or delete them.

- My Quotations: View all sent quotations.

- View Quotations: Approve or reject customer quotations.

5.9 Invoice Management

- Add Invoice: Create and send new invoices to customers.
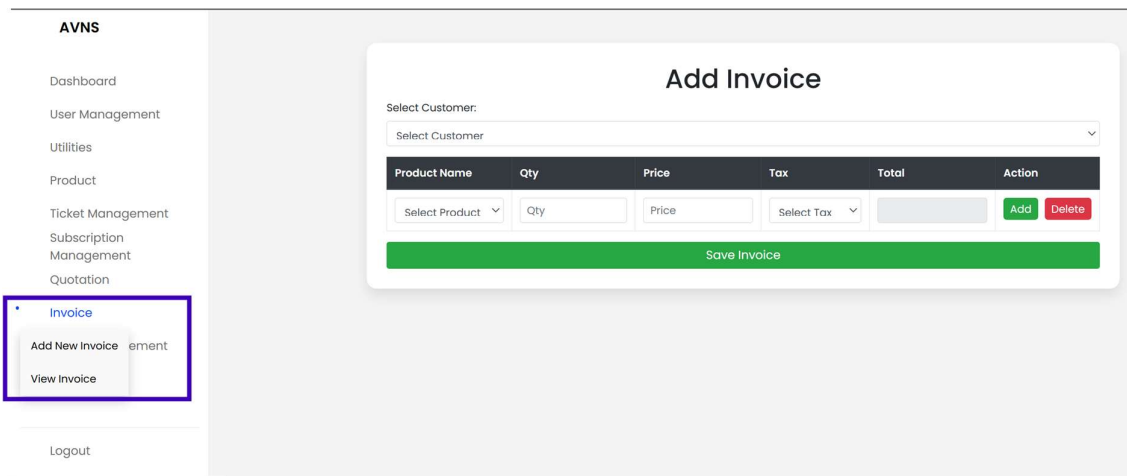
- View Invoice: View all invoices and download them as PDFs.
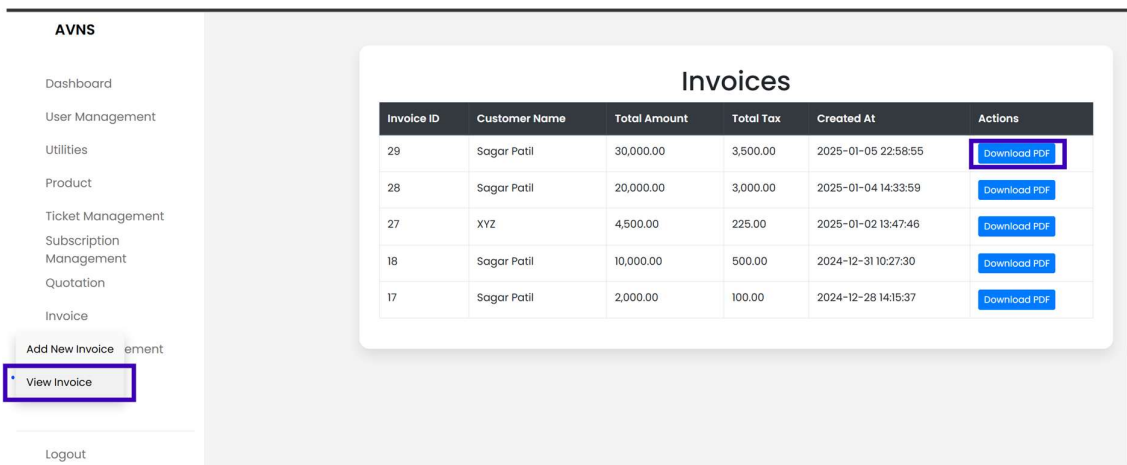
5.10 Order Management

- Add New Order: Create orders for customers and update statuses (Pending, Shipped, Delivered).
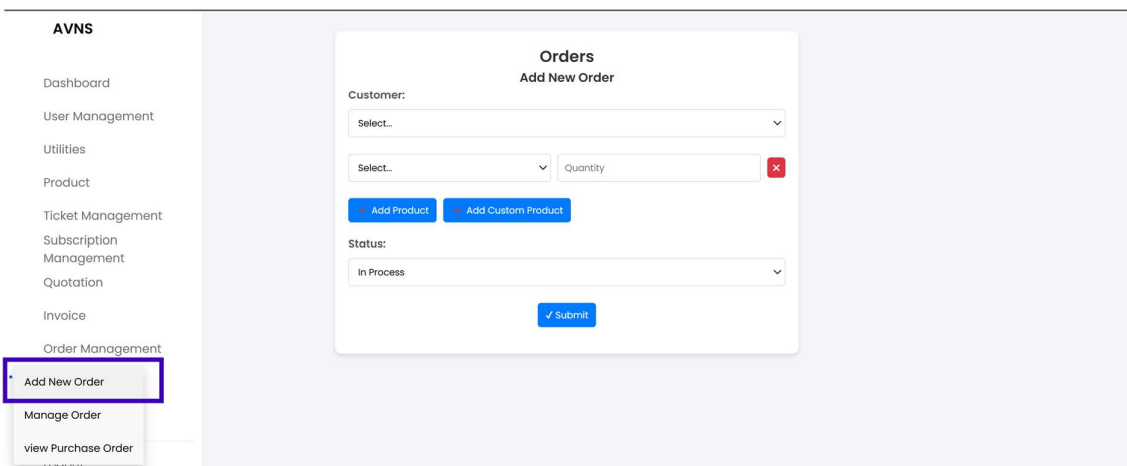
- Manage Orders: View, edit, or delete orders.

- View Purchased Orders: Track orders purchased from distributors.

6. Sub Admin Module

6.1 Dashboard Overview

After logging in, the Sub Admin dashboard provides the following key statistics:

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⊘ Dashboard

Total Products	Total Quotations	Total Invoices
2	**18**	**5**
	Total Amount Quoted	**Total Invoice Amount**
	29,681,150.00	**73,825.00**
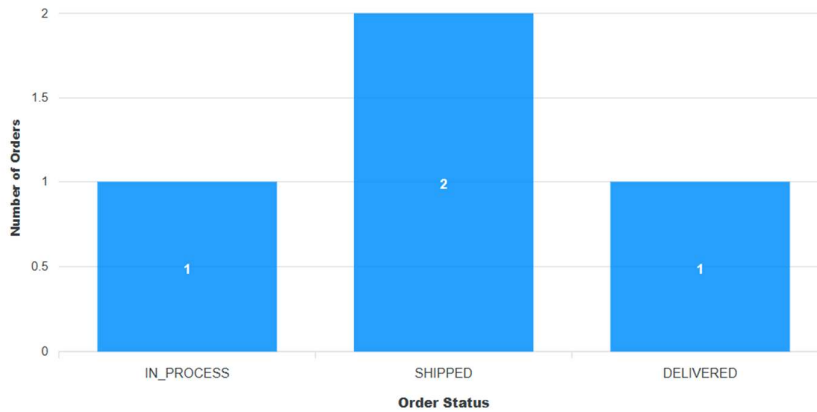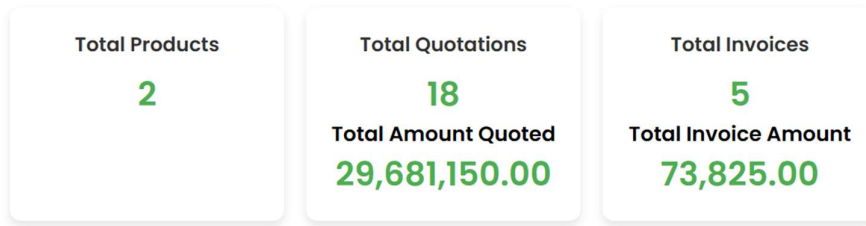
- **Total Products: Number of products currently listed.**

- **Orders: Total number of orders with their statuses (Pending, Shipped, Delivered).**

- **Quotations and Invoices: Count and total amounts.**

- **User Distribution: Percentage breakdown of Freelancers, Customers, and Distributors.**

6.2 User Management

1. **Access User Management from the menu.**

2. **View and manage user details for the following roles: Sub Admin, Customer, Freelancer, and Distributor.**

3. **Use the Export option to download the user list in CSV format.**

4. **Add or update user details if necessary.**

User Management for Super Admin

Super Admin ⌄

[Export to CSV] [Choose File] No file chosen [Import from CSV]

Id	Name	Email	MobileNo	Created_at
1	Sagar patil	sagarpatil062002@gmail.com	9096471633	2024-09-24 11:08:42
2	John Doe	johndoe@example.com	9876543210	0000-00-00 00:00:00
3	Jane Smith	kkhaple9@gmail.com	9123456789	0000-00-00 00:00:00
4	Alice Johnson	krishnakhaple@gmail.com	8901234567	0000-00-00 00:00:00

6.3 Product Management

1. **Access Product Management from the menu.**

2. **Add Product:**

   o **Fill in product details, such as name, description, OEM, category, and images.**

   o **Save the product to make it available for stakeholders.**

Add New Product

Product Name

Description

OEM

| Sony | ⌄ |

Category

| Electronics | ⌄ |

Subcategories (comma-separated)

Part Number

Model

HSN Number

Images

| Choose Files | No file chosen |

No file selected

Datasheet

| Choose File | No file chosen |

Add Product

3. **Manage Products:**

   o **Edit product details, including price, category, and images.**

   o **Delete products that are no longer required.**

Manage Products   Add New Product

Name	OEM	Category	Actions
Toyota Corolla	Toyota	Automobile	Edit Delete
Sophos XGS 87	Sony	Electronics	Edit Delete

6.4 Order Management

1. **Navigate to Order Management from the menu.**

2. **Add New Order:**

   o **Create new orders by selecting the customer, product, and delivery details.**

   o **Set the order status to Pending, Shipped, or Delivered as needed.**

3. **Manage Orders:**

   o **View all orders, edit details, or delete orders.**

4. **View Purchased Orders:**

   o **Track orders purchased from distributors, including the products and order status.**

6.5 Invoice Management

1. **Navigate to Invoice Management from the menu.**

2. **Create Invoice:**
   o **Generate new invoices by filling in customer and product details.**
   o **Save and send invoices to customers.**

3. **View Invoices:**
   o **View all issued invoices with details like transaction ID, payment status, and amounts.**
   o **Download invoices as PDFs for record-keeping or sharing.**

7. Support and Troubleshooting

Common Issues

- **Forgot Password:** Click the **Forgot Password** link on the login page and follow the steps to reset.

- **Dashboard Errors:** Ensure you are using an updated browser. Clear cache and try again.

- **Unresponsive Pages:** Contact the system administrator or email support ([Insert Support Email]).

Contact Support

For further assistance:

- **Phone:** +91 9922127888 / +91 8237165766
- **Email:** nikhil.g@avnstechnosoft.com