

# Self Auditing AI - Complete User Manual



**Version:** 1.2

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**For:** License Holders & End Users

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## 1. Welcome to Self Auditing AI

### What is Self Auditing AI?

Self Auditing AI is a comprehensive financial management platform designed specifically for UAE businesses. It helps you:

- **Track Expenses:** Record and manage all business expenses with receipt scanning
- **Manage Invoices:** Create, send, and track customer invoices
- **Record Payments:** Track payments received from customers
- **Handle Credit Notes:** Issue and apply credit notes to invoices
- **VAT Compliance:** Automatic VAT calculations for UAE FTA compliance
- **Bank Reconciliation:** Match expenses with bank statements
- **Multi-Currency:** Handle multiple currencies with automatic conversion
- **Reports:** Generate financial reports and VAT summaries

### Who Should Use This Manual?

This manual is for:

- **Organization Administrators:** Setting up and managing the organization
  - **Accountants:** Managing invoices, payments, and financial records
  - **Employees:** Recording expenses and viewing invoices
  - **License Holders:** Understanding all available features
- 

## 2. Getting Started

### 2.1 First-Time Access

**Step 1:** You will receive login credentials from your organization administrator or license provider.

**Step 2:** Check your email inbox for a **Welcome Email** from SmartExpense UAE. This email will be automatically sent to you when:

- You register a new organization (if you're the admin)
- An administrator adds you as a new user to their organization

**Step 3:** The welcome email includes:

- A personalized welcome message
- Your organization name (if applicable)
- **A complete User Manual PDF attachment** - This comprehensive guide covers all features and workflows in the system

**Step 4:** Download and save the User Manual PDF for future reference. It contains detailed instructions for:

- Getting started with the platform
- Creating and managing expenses
- Understanding roles and permissions
- Using advanced features
- And much more!

**Step 5:** Access the application URL (provided by your administrator).

**Step 6:** Enter your email and password on the login page.

**Step 7:** Click "Login" to access your dashboard.

**Note:** If you don't have credentials, contact your organization administrator.

**Note:** If you didn't receive the welcome email, check your spam/junk folder. The email may take a few minutes to arrive. If you still don't receive it, you can request a copy from your administrator.

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### 2.2 Resetting Your Password

If you've forgotten your password, you can reset it using the forgot password feature.

#### How to Reset Your Password

**Step 1:** On the login page, click the "Forgot password?" link below the password field.

**Step 2:** Enter your registered email address in the password reset form.

**Step 3:** Click "Send Reset Link". You will see a confirmation message that an email has been sent (if an account exists with that email address).

**Step 4:** Check your email inbox for a password reset email from SmartExpense. The email will contain a secure link to reset your password.

**Step 5:** Click the "Reset Password" button in the email, or copy and paste the link into your web browser.

**Step 6:** On the reset password page, enter your new password and confirm it.

**Step 7:** Click "Reset Password" to complete the process.

**Step 8:** After successful password reset, you will be automatically redirected to the login page where you can log in with your new password.

#### **Important Notes**

- **Password reset links expire after 1 hour** for security reasons. If your link has expired, you'll need to request a new one.
- **For security, password reset links can only be used once**. After using a link to reset your password, it will no longer work.
- **Check your spam/junk folder** if you don't see the password reset email in your inbox.
- **Password requirements:** Your new password must be at least 8 characters long.
- If you did not request a password reset, you can safely ignore the email. Your current password will remain unchanged.

#### **If You Don't Receive the Email**

1. Verify that you entered the correct email address (the one associated with your account).
2. Check your spam/junk mail folder.
3. Wait a few minutes, as email delivery can sometimes be delayed.
4. If you still don't receive the email after several minutes, contact your organization administrator for assistance.

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## **2.3 Understanding User Roles**

Your access level depends on your role:

#### **Admin**

- Full access to all features
- Manage users and organization settings
- Approve expenses
- Create and manage invoices
- Record payments
- Generate reports

#### **Accountant**

- Create and manage invoices
- Record payments
- Approve expenses
- Generate reports
- Cannot manage organization settings
- Cannot manage users

#### **Employee**

- Create expenses
- View invoices (read-only)
- View own expenses
- Cannot approve expenses
- Cannot create invoices
- Cannot record payments

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## **2.4 Navigation Overview**

**Main Menu (Left Sidebar):**

#### **For Admins & Accountants:**

- **Dashboard** - Overview of financial metrics
- **Sales** - Invoices, Payments, Credit Notes, Customers
- **Expenses** - Expense management and approvals

-  **Bank Reconciliation** - Match expenses with bank statements
-  **Reports** - Financial reports and exports
-  **Users** - User management (Admin only)
-  **Settings** - Organization settings, Invoice Templates, Tax Settings, Currency & Exchange Rates, Numbering Sequences (Admin only)

#### For Employees:

-  **Upload Expense** - Quick expense upload
-  **My Expenses** - View your expenses
-  **Reminders** - Accrual reminders

#### Top Bar:

- Organization name
- User profile menu
- Notifications bell
- Logout button

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## 3. Understanding Your Dashboard

### 3.1 Dashboard Overview

The dashboard provides a quick overview of your organization's financial health.

#### Key Metrics Cards:

##### 1. Net Profit

- Shows: Total Revenue - Total Expenses
- Click to see detailed breakdown
- Updates automatically based on invoices and expenses

##### 2. VAT Payable

- Shows: Output VAT (from invoices) - Input VAT (from expenses)
- Important for UAE VAT compliance
- Click to see VAT breakdown

##### 3. Total Expenses

- Shows: Count and total amount of expenses
- Displays average expense amount
- Filtered by current month by default

##### 4. Pending Items

- **Pending Accruals:** Expenses expected but not yet paid
- **Pending Approvals:** Expenses awaiting approval
- Click to view details

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### 3.2 Expense Distribution Table

Shows expenses grouped by category and type:

- Category name
- Expense type
- Amount, VAT, and Total
- Sorted by total amount (highest first)

#### How to Use:

- Review to understand spending patterns
  - Identify high-spending categories
  - Plan budget allocations
- 

### 3.3 Recent Expenses

Displays the latest pending expenses:

- Vendor name
  - Amount and date
  - Category
  - Status badge
  - Click to view or approve
- 

## 4. Managing Expenses

### 4.1 Creating an Expense

#### Method 1: Manual Entry

**Step 1:** Navigate to **Expenses** → Click "**Add Expense**" button

**Step 2:** Fill in the expense form:

- **Expense Type:** Select from dropdown (Expense, Accrual, Credit)
- **Category:** Select appropriate category
- **Amount:** Enter expense amount
- **VAT Amount:** Enter VAT (usually 5% for UAE)
- **Expense Date:** Select date
- **Vendor:** Enter vendor name or select from list
- **Vendor TRN:** Enter vendor TRN (if available)
- **Description:** Add description
- **Currency:** Select currency (default: AED)

**Step 3:** (Optional) Upload receipt:

- Click "**Upload Receipt**"
- Select image or PDF file
- File will be attached to expense

**Step 4:** Click "**Save**" to create expense

**Status:** Expense will be created with status **PENDING** (awaiting approval)

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#### Method 2: OCR Receipt Scanning

**Step 1:** Navigate to **Expenses** → Click "**Upload Receipt**" button

**Step 2:** Upload receipt image (JPG, PNG, or PDF)

**Step 3:** System automatically extracts:

- Vendor name
- Amount
- VAT amount
- Date
- Suggests category

**Step 4:** Review extracted data:

- Verify all information is correct

- Edit any incorrect fields
- Select category if not auto-detected

**Step 5:** Click "**Save**" to create expense

**Note:** OCR accuracy depends on receipt quality. Always review extracted data.

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## 4.2 Viewing Expenses

**Step 1:** Navigate to **Expenses**

**Step 2:** Use filters to find expenses:

- **Date Range:** Filter by expense date
- **Status:** PENDING, APPROVED, PAID, REJECTED, SETTLED
- **Category:** Filter by category
- **Vendor:** Filter by vendor name
- **Type:** Filter by expense type
- **Currency:** Filter by currency

**Step 3:** Click on any expense to view details:

- Full expense information
  - Attached receipts
  - Approval history
  - Linked accrual (if any)
- 

## 4.3 Approving Expenses

**Who Can Approve:** Admin and Accountant roles

**Step 1:** Navigate to **Expenses**

**Step 2:** Find expense with status **PENDING**

**Step 3:** Click on the expense to open details

**Step 4:** Review:

- Amount and VAT are correct
- Receipt is attached (if required)
- Category is appropriate
- Vendor information is correct

**Step 5:** Click "**Approve**" button

**Result:**

- Status changes to **APPROVED**
- Expense is ready for payment tracking
- Audit log entry created

**To Reject:**

- Click "**Reject**" button
  - Add rejection reason (optional)
  - Status changes to **REJECTED**
- 

## 4.4 Editing Expenses

**Step 1:** Navigate to **Expenses**

**Step 2:** Find the expense you want to edit

**Step 3:** Click on the expense → Click "**Edit**" button

**Step 4:** Modify fields as needed

**Step 5:** Click "**Save**"

**Note:**

- Only **PENDING** expenses can be edited
  - **APPROVED** or **PAID** expenses cannot be edited
  - Editing creates an audit log entry
- 

#### 4.5 Deleting Expenses

**Step 1:** Navigate to **Expenses**

**Step 2:** Find the expense

**Step 3:** Click on the expense → Click "**Delete**" button

**Step 4:** Confirm deletion

**Note:**

- Only **PENDING** expenses can be deleted
  - **APPROVED** or **PAID** expenses cannot be deleted
  - Deletion is soft delete (can be recovered if needed)
- 

#### 4.6 Understanding Expense Status

- **PENDING:** New expense, awaiting approval
  - **APPROVED:** Approved by admin/accountant, ready for payment
  - **PAID:** Payment has been recorded
  - **REJECTED:** Rejected by approver
  - **SETTLED:** Linked to accrual and settled
- 

### 5. Managing Sales Invoices

#### 5.1 Creating a Sales Invoice

**Step 1:** Navigate to **Sales** → **Invoices** → Click "**Create Invoice**" button

**Step 2:** Select or Enter Customer:

- **Option A:** Select existing customer from dropdown
  - Customer details auto-populate
  - Payment terms auto-calculate due date
- **Option B:** Enter customer manually
  - Customer Name (required)
  - Customer TRN (optional)
  - Email (for sending invoice)

**Step 3:** Enter Invoice Details:

- **Invoice Date:** Date of invoice (default: today)
- **Due Date:** Auto-calculated from customer payment terms (or enter manually)
- **Currency:** Select currency (default: AED)
- **Description:** Invoice description

- **Notes:** Internal notes (not shown to customer)

**Step 4:** Enter Invoice Amount:

**Option A: Simple Invoice (Single Amount)**

- **Amount:** Enter base amount
- **VAT Amount:** Enter VAT amount (usually 5% of amount)
- Total is calculated automatically

**Option B: Line Items (Recommended)**

- Click "**Add Line Item**"
- For each line item:
  - **Item Name:** Product/service name
  - **Description:** Item description
  - **Quantity:** Number of units
  - **Unit Price:** Price per unit
  - **Unit of Measure:** hour, day, unit, kg, etc.
  - **VAT Rate:** VAT percentage (default: 5%)
  - **VAT Tax Type:** STANDARD, ZERO\_RATED, EXEMPT, or REVERSE\_CHARGE
- Click "**Add**" to add more line items
- Total is calculated automatically from all line items

**Step 5:** (Optional) Preview Next Invoice Number:

- Click "**Preview Next Number**" to see what invoice number will be assigned
- Format: INV-YYYY-NNN (e.g., INV-2024-001 )

**Step 6:** Click "**Save**" to create invoice

**Result:**

- Invoice created with status **DRAFT**
- Invoice number assigned automatically
- Public viewing token generated
- Ready to send to customer

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## 5.2 Viewing Invoices

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Use filters to find invoices:

- **Date Range:** Filter by invoice date
- **Status:** DRAFT, SENT, PAID, OVERDUE, CANCELLED
- **Payment Status:** UNPAID, PARTIAL, PAID
- **Customer:** Filter by customer
- **Invoice Number:** Search by invoice number
- **Currency:** Filter by currency

**Step 3:** Click on any invoice to view details:

- Full invoice information
- Customer details
- Line items (if any)
- Payment history
- Applied credit notes
- Outstanding balance
- Attachments

### **5.3 Sending Invoice to Customer**

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Find the invoice (status: DRAFT or SENT)

**Step 3:** Click on the invoice → Click "**Send Email**" button

**Step 4:** Enter email details:

- **Recipient Email:** Customer email address
- **Subject:** Email subject (default: Invoice number)
- **Message:** Custom message (optional)

**Step 5:** Click "**Send**"

**Result:**

- Email sent with PDF invoice attachment
- Invoice status changes to **SENT** (if was DRAFT)
- Customer receives invoice via email
- Audit log entry created

**Note:**

- Customer email must be configured
- SMTP settings must be configured by administrator
- PDF is generated automatically

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### **5.4 Updating Invoice Status**

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Find the invoice

**Step 3:** Click on the invoice → Click "**Update Status**" button

**Step 4:** Select new status:

- **DRAFT:** Invoice not yet sent
- **SENT:** Invoice sent to customer
- **PAID:** Invoice fully paid (usually automatic)
- **OVERDUE:** Invoice past due date (usually automatic)
- **CANCELLED:** Invoice voided/cancelled

**Step 5:** Click "**Save**"

**Note:**

- Cannot change status of **PAID** invoices
- Cannot change status of **CANCELLED** invoices
- Status updates automatically when:
  - Sending email (DRAFT → SENT)
  - Recording full payment (SENT → PAID)
  - Due date passes (SENT → OVERDUE)

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### **5.5 Editing an Invoice**

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Find the invoice (must be DRAFT or SENT status)

**Step 3:** Click on the invoice → Click "**Edit**" button

**Step 4:** Modify fields:

- Customer information
- Invoice date and due date
- Amounts or line items
- Description and notes

**Step 5:** Click "**Save**"

**Note:**

- **PAID** invoices cannot be edited
- **CANCELLED** invoices cannot be edited
- Editing line items replaces all existing line items
- Changes are logged in audit trail

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## 5.6 Deleting an Invoice

**Step 1:** Navigate to **Sales** → **Invoices**

**Step 2:** Find the invoice

**Step 3:** Click on the invoice → Click "**Delete**" button

**Step 4:** Confirm deletion

**Note:**

- **PAID** invoices cannot be deleted
- **CANCELLED** invoices can be deleted
- Deletion is soft delete (can be recovered if needed)
- All related payments and credit note applications remain

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## 5.7 Invoice Preview

**Step 1:** Navigate to **Sales** → **Invoices**

**Step 2:** Find the invoice

**Step 3:** Click on the invoice → Click "**Preview**" button

**Result:**

- Shows formatted invoice preview
- Displays outstanding balance
- Shows applied credit notes
- Provides public viewing link

**Use Cases:**

- Review invoice before sending
- Check calculations
- Verify customer information

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## 5.8 Public Invoice View

Each invoice has a unique public viewing link that customers can access without logging in.

**How to Share:**

1. Open invoice details
2. Click "**Copy Public Link**" button
3. Share link with customer via email, WhatsApp, etc.

#### **What Customers See:**

- Full invoice details
- Line items
- Payment history
- Outstanding balance
- Download PDF option

#### **Security:**

- Link uses secure token (64-character hex)
- No login required
- Only accessible with the exact link
- Cannot be guessed

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## **6. Recording Payments**

### **6.1 Recording a Payment**

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Find the invoice you want to record payment for

**Step 3:** Click on the invoice → Click "**Record Payment**" button

**Step 4:** Enter payment details:

- **Payment Amount:** Amount received
- **Payment Date:** Date payment was received
- **Payment Method:**
  - Bank Transfer
  - Cash
  - Cheque
  - Credit Card
  - Other
- **Reference Number:** Transaction ID, cheque number, etc. (optional)
- **Notes:** Additional notes (optional)

**Step 5:** Click "**Save**"

#### **Result:**

- Payment record created
- `Invoice paidAmount updated`
- Payment status updated automatically:
  - **UNPAID → PARTIAL** (if partial payment)
  - **PARTIAL → PAID** (if full payment)
- Invoice status updated to **PAID** (if fully paid)
- `paidDate set` (if fully paid)
- Outstanding balance recalculated
- Audit log entry created

#### **Validation:**

- Payment amount cannot exceed outstanding balance
- Payment amount must be greater than 0

- Cannot record payment on **CANCELLED** invoices
- 

## 6.2 Viewing Payment History

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Find the invoice

**Step 3:** Click on the invoice → View "**Payments**" section

**Payment History Shows:**

- All payments recorded for the invoice
  - Payment date and amount
  - Payment method
  - Reference number
  - Notes
  - Sorted by date (newest first)
- 

## 6.3 Recording Multiple Payments

You can record multiple payments for the same invoice:

**Example:**

- Invoice Total: AED 30,000
- Payment 1: AED 10,000 (Status: PARTIAL)
- Payment 2: AED 15,000 (Status: PARTIAL)
- Payment 3: AED 5,000 (Status: PAID)

**How to Record:**

1. Record first payment (AED 10,000)
2. Record second payment (AED 15,000)
3. Record final payment (AED 5,000)

**System Automatically:**

- Tracks all payments
  - Updates `paidAmount` cumulatively
  - Updates payment status after each payment
  - Updates invoice status when fully paid
- 

## 6.4 Deleting a Payment

**Step 1:** Navigate to **Sales → Invoices**

**Step 2:** Find the invoice

**Step 3:** Click on the invoice → View "**Payments**" section

**Step 4:** Find the payment to delete → Click "**Delete**" button

**Step 5:** Confirm deletion

**Result:**

- Payment record deleted
- Invoice `paidAmount` recalculated from remaining payments
- Payment status updated automatically
- Invoice status updated if needed:

- **PAID → SENT** (if outstanding balance > 0)
- Outstanding balance recalculated
- Audit log entry created

**Note:** Deleting a payment does not affect other payments or credit note applications.

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## 6.5 Understanding Payment Status

**Payment Status Values:**

- **UNPAID:** No payments recorded ( `paidAmount = 0` )
- **PARTIAL:** Some payment received, balance outstanding
- **PAID:** Full payment received (outstanding balance  $\leq 0$ )

**How It's Calculated:**

Outstanding Balance = Total Amount – Paid Amount – Applied Credit Notes

Payment Status:

- **PAID:** Outstanding  $\leq 0$
- **PARTIAL:** Outstanding  $> 0$  AND Paid Amount  $> 0$
- **UNPAID:** Outstanding  $> 0$  AND Paid Amount = 0

**Important:** Payment status updates automatically when:

- Recording a payment
- Deleting a payment
- Applying a credit note
- Removing a credit note application

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## 7. Managing Credit Notes

### 7.1 Creating a Credit Note

**Step 1:** Navigate to **Sales** → **Credit Notes** → Click "**Create Credit Note**" button

**Step 2:** Select or Enter Customer:

- **Option A:** Link to invoice
  - Select invoice from dropdown
  - Customer auto-populated from invoice
- **Option B:** Select customer directly
  - Select customer from dropdown
- **Option C:** Enter customer manually
  - Customer Name (required)
  - Customer TRN (optional)

**Step 3:** Enter Credit Note Details:

- **Credit Note Date:** Date of credit note (default: today)
- **Reason:**
  - RETURN: Customer returned products/services
  - REFUND: Refund to customer
  - CORRECTION: Correction to previous invoice
  - DISCOUNT: Post-invoice discount
  - OTHER: Other reasons
- **Amount:** Base amount
- **VAT Amount:** VAT amount (usually 5% of amount)

- **Currency:** Select currency (default: AED)
- **Description:** Credit note description
- **Notes:** Internal notes

**Step 4:** (Optional) Preview Next Credit Note Number:

- Click "**Preview Next Number**" to see what number will be assigned
- Format: CN-YYYY-NNN (e.g., CN-2024-001 )

**Step 5:** Click "**Save**" to create credit note

**Result:**

- Credit note created with status **DRAFT**
- Credit note number assigned automatically
- Ready to issue and apply to invoices

## 7.2 Issuing a Credit Note

Before applying a credit note to an invoice, you must issue it:

**Step 1:** Navigate to **Sales → Credit Notes**

**Step 2:** Find the credit note (status: DRAFT)

**Step 3:** Click on the credit note → Click "**Update Status**" button

**Step 4:** Select status: **ISSUED**

**Step 5:** Click "**Save**"

**Result:**

- Status changes to **ISSUED**
- Credit note is now ready to apply to invoices
- Can be applied to one or more invoices

## 7.3 Applying Credit Note to Invoice

**Step 1:** Navigate to **Sales → Credit Notes**

**Step 2:** Find the credit note (status must be **ISSUED**)

**Step 3:** Click on the credit note → Click "**Apply to Invoice**" button

**Step 4:** Select invoice from dropdown

**Step 5:** Enter **Apply Amount**:

- Can apply full credit note amount
- Can apply partial amount (remaining can be applied to other invoices)
- Cannot exceed credit note total
- Cannot exceed invoice outstanding balance

**Step 6:** Click "**Apply**"

**Result:**

- Credit note application record created
- Invoice outstanding balance reduced
- Credit note `appliedAmount` updated
- Credit note status changes to **APPLIED** (if fully applied)
- Invoice payment status updated automatically

- Invoice status may change (PAID → SENT if outstanding > 0)
- Audit log entry created

**Important:**

- Credit notes do NOT reduce invoice paidAmount
- Credit notes reduce the effective invoice amount (outstanding balance)
- paidAmount only reflects actual money received

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## 7.4 Viewing Credit Notes

**Step 1:** Navigate to **Sales → Credit Notes**

**Step 2:** View list of all credit notes

**Step 3:** Click on any credit note to view details:

- Full credit note information
- Customer details
- Linked invoice (if any)
- Application history (which invoices it was applied to)
- Remaining amount (if partially applied)
- Status

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## 7.5 Editing a Credit Note

**Step 1:** Navigate to **Sales → Credit Notes**

**Step 2:** Find the credit note (must be DRAFT or ISSUED status)

**Step 3:** Click on the credit note → Click "**Edit**" button

**Step 4:** Modify fields as needed

**Step 5:** Click "**Save**"

**Note:**

- **APPLIED** credit notes cannot be edited
- **CANCELLED** credit notes cannot be edited
- Editing creates audit log entry

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## 7.6 Cancelling a Credit Note

**Step 1:** Navigate to **Sales → Credit Notes**

**Step 2:** Find the credit note

**Step 3:** Click on the credit note → Click "**Update Status**" button

**Step 4:** Select status: **CANCELLED**

**Step 5:** Click "**Save**"

**Note:**

- **APPLIED** credit notes cannot be cancelled
- Cancelled credit notes cannot be applied to invoices
- Can be used for record-keeping purposes

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## 7.7 Understanding Credit Note Status

- **DRAFT:** Credit note created, not yet issued
- **ISSUED:** Credit note issued, ready to apply to invoices
- **APPLIED:** Credit note fully applied to invoice(s)
- **CANCELLED:** Credit note cancelled/voided

#### Status Flow:

```
DRAFT → ISSUED → APPLIED
      ↓
      CANCELLED
```

## 8. Managing Customers

### 8.1 Creating a Customer

**Step 1:** Navigate to **Sales** → **Customers** → Click "**Add Customer**" button

**Step 2:** Fill in customer information:

- **Name:** Customer company name (required)
- **Display Name:** Alternative name (optional)
- **Customer TRN:** UAE Tax Registration Number (optional)
- **Email:** Customer email address
- **Phone:** Contact phone number
- **Address:** Street address
- **City:** City name
- **Country:** Country (default: UAE)
- **Contact Person:** Primary contact name
- **Payment Terms:** Days until payment due (e.g., 30 for net 30)
- **Preferred Currency:** Default currency for invoices
- **Notes:** Internal notes

**Step 3:** Click "**Save**"

#### Result:

- Customer created
- Available for invoice creation
- Usage timestamps tracked (firstUsedAt, lastUsedAt)

### 8.2 Viewing Customers

**Step 1:** Navigate to **Sales** → **Customers**

**Step 2:** View list of all customers

**Step 3:** Use search to find specific customer:

- Search by name, email, or display name
- Filter by active/inactive status

**Step 4:** Click on customer to view details:

- Full customer information
- Invoice history
- Payment history
- Credit note history

## 8.3 Editing a Customer

**Step 1:** Navigate to **Sales → Customers**

**Step 2:** Find the customer

**Step 3:** Click on the customer → Click "**Edit**" button

**Step 4:** Modify fields as needed

**Step 5:** Click "**Save**"

**Note:**

- Customer name must be unique per organization
- Changes affect future invoices (not existing ones)
- Editing updates `lastUsedAt` timestamp

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## 8.4 Deactivating a Customer

**Step 1:** Navigate to **Sales → Customers**

**Step 2:** Find the customer

**Step 3:** Click on the customer → Click "**Deactivate**" button

**Result:**

- Customer marked as inactive
- Still visible in system
- Cannot be selected for new invoices
- Existing invoices remain unchanged

**To Reactivate:**

- Click on customer → Click "**Activate**" button

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## 8.5 Deleting a Customer

**Step 1:** Navigate to **Sales → Customers**

**Step 2:** Find the customer

**Step 3:** Click on the customer → Click "**Delete**" button

**Step 4:** Confirm deletion

**Note:**

- Deletion is soft delete (can be recovered)
- Customer remains linked to existing invoices
- Cannot be used for new invoices

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## 9. Managing Vendors

Vendors are suppliers or service providers from whom your organization purchases goods or services. Managing vendors helps track expenses, maintain vendor information, and streamline expense recording.

### 9.1 Creating a Vendor

**Step 1:** Navigate to **Expenses → Vendors** → Click "**Add Vendor**" button

**Step 2:** Fill in vendor information:

- **Name:** Vendor company name (required)
- **Vendor TRN:** UAE Tax Registration Number (optional)
- **Category:** Vendor category/type (optional)
- **Email:** Vendor email address
- **Phone:** Contact phone number
- **Address:** Street address
- **City:** City name
- **Country:** Country (default: UAE)
- **Payment Terms:** Default payment terms (e.g., Net 30)
- **Notes:** Internal notes about the vendor
- **Active:** Toggle to enable/disable the vendor

**Step 3:** Click "Save"

**Result:**

- Vendor created
- Available for expense creation
- Can be selected when recording expenses

## 9.2 Viewing Vendors

**Step 1:** Navigate to **Expenses** → **Vendors**

**Step 2:** View list of all vendors

**Step 3:** Use search to find specific vendor:

- Search by name, email, or TRN
- Filter by active/inactive status using "**Show Active Only**" toggle

**Step 4:** View vendor details:

- Click on vendor to see full information
- View expense history linked to vendor
- See payment history and accruals

## 9.3 Editing a Vendor

**Step 1:** Navigate to **Expenses** → **Vendors**

**Step 2:** Find the vendor

**Step 3:** Click on the vendor → Click "**Edit**" button

**Step 4:** Modify fields as needed:

- Update contact information
- Change payment terms
- Modify category or notes

**Step 5:** Click "Save"

**Note:**

- Changes affect future expenses (not existing ones)
- Vendor name should remain consistent for reporting

## 9.4 Deactivating a Vendor

**Step 1:** Navigate to **Expenses** → **Vendors**

**Step 2:** Find the vendor

**Step 3:** Click on the vendor → Click "**Deactivate**" button (or use toggle switch)

**Result:**

- Vendor marked as inactive
- Still visible in system for historical records
- Cannot be selected for new expenses
- Existing expenses remain unchanged

**To Reactivate:**

- Click on vendor → Toggle "**Active**" switch to ON

## 9.5 Deleting a Vendor

**Step 1:** Navigate to **Expenses** → **Vendors**

**Step 2:** Find the vendor

**Step 3:** Click on the vendor → Click "**Delete**" button

**Step 4:** Confirm deletion

**Note:**

- Deletion is soft delete (can be recovered)
- Vendor remains linked to existing expenses
- Cannot be used for new expenses
- Use deactivation instead of deletion when possible

## 9.6 Using Vendors in Expenses

**When Creating Expenses:**

- Select vendor from dropdown when recording expenses
- Vendor TRN automatically populated if available
- Vendor information helps categorize and track expenses

**Benefits:**

- Consistent vendor information across expenses
- Easy filtering and reporting by vendor
- Better expense tracking and analysis
- Simplified accrual management

**Tips:**

- Create vendors before recording expenses for consistency
- Keep vendor information up to date
- Use vendor categories for better organization
- Maintain accurate TRN information for VAT compliance

## 10. Reports & Analytics

The Reports section is organized into categories for easy navigation, similar to Xero and Zoho. Each category contains related reports with clear descriptions and visual indicators.

## 9.1 Understanding Report Categories

Reports are organized into four main categories:

### Expenses Category (Blue)

- **Expense Summary:** Overview of expenses by category and period
- **Expense Detail:** Detailed line-by-line expense records
- **Employee Expenses:** Expenses grouped by employee
- **Vendor Analysis:** Expenses by vendor and payment trends

### Financial Category (Green)

- **Trial Balance:** Account balances and financial position
- **Bank Reconciliation:** Reconcile bank statements with expenses
- **Accrual Report:** Pending and settled accruals

### VAT & Tax Category (Orange)

- **VAT Report:** VAT input, output, and payable calculations

### Operations Category (Purple)

- **Monthly Trends:** Expense trends and patterns over time
- **Audit Trail:** Complete audit log of all transactions
- **Attachments Report:** Report of all expense attachments

---

## 9.2 Navigating the Reports Section

**Step 1:** Navigate to **Reports** from the main menu

**Step 2:** You'll see the report categories in the left sidebar:

- Click on any category to view available reports
- Each category shows the number of reports available

**Step 3:** Browse report cards in the main area:

- Each report card shows:
  - **Icon:** Visual identifier for the report type
  - **Title:** Report name
  - **Description:** What the report shows
  - **Generate Button:** Click to configure and generate

**Step 4:** Click on a report card or "Generate Report" button

**Step 5:** Configure the report (see section 9.3)

**Step 6:** Click "**Generate Report**" to create the report

---

## 9.3 Generating a Report

Once you've selected a report type:

**Step 1:** Use **Quick Reports** buttons (if available):

- **Last Month Summary:** Quick report for previous month
- **VAT This Quarter:** VAT report for current quarter
- **Year to Date:** Report from January 1 to today

**Step 2:** Configure report settings:

**Basic Configuration:**

- **Report Type:** Pre-selected based on your choice
- **Export Format:** PDF, Excel, or CSV

#### Date Range:

- **Date Range Preset:** Select from common periods:
  - This Month
  - Last Month
  - This Quarter
  - Last Quarter
  - This Year
  - Last Year
  - Financial Year
  - Custom Range
- **Start Date:** Beginning of report period
- **End Date:** End of report period

#### Amount Filters (optional):

- **Min Amount:** Minimum expense amount to include
- **Max Amount:** Maximum expense amount to include

#### Advanced Filters (optional):

- **Category:** Select one or more categories
- **Vendor:** Filter by vendor name
- **Status:** Filter by expense status (pending, approved, settled)
- **Expense Type:** Filter by expense type
- **Employee:** Filter by employee

#### Step 3: Click "Generate Report"

#### Step 4: View the report preview:

- Charts and visualizations (for trend and summary reports)
- Summary cards (for VAT, trial balance, etc.)
- Data tables (for detail reports)

#### Step 5: Download in your preferred format:

- Click **PDF, Excel, or CSV** button
- Report will download to your computer

---

## 9.4 Report Types Explained

### Expense Summary Report

Shows:

- Expenses grouped by category
- Expenses grouped by type
- Total amounts, VAT, and totals
- Count of expenses
- Date range summary
- Visual charts (pie chart by category, bar chart by month)

### Use Cases:

- Monthly expense review
- Category-wise spending analysis
- Budget planning

- Tax preparation

### **Expense Detail Report**

Shows:

- Complete line-by-line expense records
- All expense fields (date, vendor, amount, VAT, status)
- Sortable and filterable columns

Use Cases:

- Detailed expense audit
- Transaction-level analysis
- Export for accounting software

### **VAT Report**

Shows:

- **Taxable Supplies:** Total taxable amount
- **Output VAT:** VAT collected on invoices
- **Input VAT:** VAT paid on expenses
- **Net VAT Payable:** Output VAT - Input VAT
- Breakdown by category
- Organization information
- Category-wise breakdown table

Use Cases:

- VAT return preparation
- FTA compliance
- Tax planning
- Quarterly VAT review

### **Trial Balance Report**

Shows:

- Account balances
- Debit and credit totals
- Total balance
- Account-wise breakdown

Use Cases:

- Financial statement preparation
- Account reconciliation
- Audit preparation

### **Bank Reconciliation Report**

Shows:

- Reconciliation ID
- Date range
- Total transactions
- Matched vs unmatched counts
- Variance amount
- Transaction details table

Use Cases:

- Bank statement reconciliation

- Transaction matching verification
- Audit trail for reconciliation

### **Accrual Report**

Shows:

- Pending accruals
- Settled accruals
- Expected payment dates
- Settlement status

**Use Cases:**

- Accrual tracking
- Payment planning
- Financial forecasting

### **Monthly Trends Report**

Shows:

- Expense trends over time
- Monthly comparison charts
- Pattern analysis

**Use Cases:**

- Trend analysis
- Budget variance tracking
- Seasonal pattern identification

### **Audit Trail Report**

Shows:

- Complete audit log
- All system changes
- User actions
- Timestamps

**Use Cases:**

- Compliance verification
- Change tracking
- Security auditing

---

## **9.5 Scheduling Reports**

You can schedule reports to be automatically generated and emailed:

**Step 1:** Navigate to **Reports** → Click "**Schedule**" tab

**Step 2:** Configure scheduled report:

- **Report Type:** Select report to schedule
- **Export Format:** PDF, Excel, or CSV
- **Schedule Frequency:** Daily, Weekly, or Monthly
- **Next Run Date:** When to start the schedule
- **Recipient Email:** Email address to receive reports
- **Date Range:** Start and end dates for report period
- **Filters:** Apply same filters as manual reports

**Step 3:** Click "**Schedule Report**"

**Result:**

- Report will be generated automatically at scheduled times
  - Report will be emailed to recipient
  - Report history will be maintained
- 

## 9.6 Report History

View all previously generated reports:

**Step 1:** Navigate to **Reports** → Click "**History**" tab

**Step 2:** View list of all reports:

- **Type:** Report type
- **Filters:** Date range and filters used
- **Generated:** Date and time of generation
- **Download:** PDF, Excel, CSV download buttons

**Step 3:** Filter by type:

- Use dropdown to filter by specific report type
- Or view all reports

**Step 4:** Download any previous report:

- Click PDF, Excel, or CSV icon
  - Report downloads immediately
- 

## 9.7 Comparing Reports

Compare reports from two different time periods:

**Step 1:** Navigate to **Reports** → Click "**Compare**" tab

**Step 2:** Select report type to compare

**Step 3:** Set Period 1:

- Start date
- End date

**Step 4:** Set Period 2:

- Start date
- End date

**Step 5:** Click "**Compare Reports**"

**Result:**

- Side-by-side comparison of both periods
- Summary showing:
  - Period 1 total
  - Period 2 total
  - Difference (amount and percentage)
  - Increase/decrease indicator
- Both reports displayed for detailed comparison

**Use Cases:**

- Month-over-month comparison
- Year-over-year analysis

- Period performance evaluation
- 

## 11. Automatic Email Reminders

The system automatically sends email reminders for important events, similar to Xero and Zoho. These reminders help you stay on top of invoices, expenses, and accruals without manual tracking.

### 10.1 Understanding Automatic Reminders

The system sends automatic email reminders for:

#### **Invoice Reminders**

- **Invoice Due in 3 Days:** Sent 3 days before invoice due date
- **Invoice Overdue:** Sent daily for invoices past their due date
- **Recipients:** Invoice creator, customer email (if available), and admins/accountants

#### **Expense Approval Reminders**

- **Pending Approvals:** Sent daily when expenses are waiting for approval
- **Recipients:** Admins and accountants who can approve expenses
- **Content:** Shows number of pending expenses and total amount

#### **Accrual Payment Reminders**

- **Payment Due:** Sent based on accrual payment date (configurable, default: 2 days before)
- **Recipients:** Expense creator and admins/accountants
- **Content:** Includes vendor name, amount, and due date

### 10.2 How Reminders Work

**Automatic Scheduling:**

- Reminders are sent automatically by the system
- No manual action required
- Runs daily at scheduled times (9 AM for invoices/accruals, 10 AM for expenses)

**Smart Duplicate Prevention:**

- System tracks which invoices/expenses have received reminders
- Prevents duplicate reminders for the same item
- Only sends new reminders when status changes

**Status-Aware:**

- **Invoices:** Stops sending reminders when invoice is paid
- **Expenses:** Stops sending reminders when expense is approved
- **Accruals:** Stops sending reminders when accrual is settled

**Customer Email Support:**

- Invoice reminders sent to customer email if available
- Falls back to internal users if customer email not set
- Professional customer-facing emails

### 10.3 Email Notification Settings

**Email Configuration (System Admin):**

- SMTP settings must be configured for reminders to work
- Contact your system administrator to configure email settings
- Settings include: SMTP host, port, username, password

**Who Receives Reminders:**

- **Invoice Reminders:** Invoice creator + customer (if email exists) + all admins/accountants
- **Expense Approval:** All admins and accountants in the organization
- **Accrual Reminders:** Expense creator + all admins/accountants

#### **Reminder Frequency:**

- **Invoice Due Soon:** Once per invoice (3 days before due date)
- **Invoice Overdue:** Once per day until paid
- **Expense Approval:** Once per day until approved
- **Accrual Reminders:** Once per accrual (configurable days before due date)

## **10.4 Viewing Reminders in the App**

**Step 1:** Navigate to **Notifications** (reminder icon in header)

**Step 2:** View all reminders:

- **Type:** Invoice due, overdue, expense approval, accrual reminder
- **Title:** Reminder title
- **Message:** Detailed reminder message
- **Date:** When reminder was created
- **Status:** Read or unread

**Step 3:** Click on reminder to view details

**Step 4:** Mark as read:

- Click on reminder
- Reminder is automatically marked as read

## **10.5 Custom Email Templates (Enterprise Feature)**

Organizations can customize email reminder templates:

#### **Available Template Variables:**

- {{invoiceNumber}} : Invoice number
- {{customerName}} : Customer name
- {{currency}} : Currency code
- {{totalAmount}} : Total amount
- {{dueDate}} : Due date
- {{daysOverdue}} : Days overdue (for overdue reminders)
- {{expenseCount}} : Number of pending expenses
- {{vendorName}} : Vendor name (for accruals)
- {{amount}} : Accrual amount

#### **Template Types:**

- Invoice Due in 3 Days
- Invoice Overdue
- Expense Approval Pending
- Accrual Payment Reminder

#### **Using Default Templates:**

- System includes professional default templates
- No configuration needed
- Templates are automatically used

## **10.6 Troubleshooting Reminders**

#### **Not Receiving Reminders?**

- Check SMTP configuration is set up
- Verify email address is correct in user/customer profile
- Check spam/junk folder
- Contact system administrator

#### **Too Many Reminders?**

- System prevents duplicate reminders automatically
- Reminders stop when item is resolved (paid/approved/settled)
- Each invoice/expense receives one reminder per type

#### **Wrong Recipients?**

- Verify user email addresses in user management
- Check customer email addresses in customer profiles
- Admins/accountants receive reminders for oversight

---

## **12. Bank Reconciliation**

### **11.1 Uploading Bank Statement**

**Step 1:** Navigate to **Bank Reconciliation** → **Upload Statement**

**Step 2:** Select bank statement file:

- Supported formats: CSV, Excel, PDF
- Statement should contain: Date, Description, Amount, Balance

**Step 3:** Click "**Upload**"

**Step 4:** System parses statement and extracts transactions

**Step 5:** Review parsed transactions:

- Verify dates and amounts
- Check descriptions
- Edit if needed

**Step 6:** Click "**Import**" to add transactions

---

### **11.2 Matching Transactions**

**Step 1:** Navigate to **Bank Reconciliation** → **Reconcile**

**Step 2:** View unmatched transactions:

- Bank transactions (from statement)
- Expenses (from system)

**Step 3:** Match transactions:

- **Auto-Match:** System suggests matches based on:
  - Amount (within tolerance)
  - Date (within range)
  - Vendor name
- **Manual Match:** Select expense and bank transaction manually

**Step 4:** Review matches:

- Verify matched pairs
- Unmatch if incorrect

- Add notes if needed

**Step 5:** Click "Save Reconciliation"

---

### 11.3 Reconciliation Reports

**Step 1:** Navigate to **Bank Reconciliation** → **Reports**

**Step 2:** View reconciliation summary:

- Matched transactions
- Unmatched transactions
- Reconciliation status
- Date range

**Step 3:** Export report:

- PDF format
  - Excel format
  - CSV format
- 

## 13. User Management

**Note:** Only **Admin** role can manage users.

### 11.1 Adding a User

**Step 1:** Navigate to **Users** → Click "**Add User**" button

**Step 2:** Fill in user information:

- **Name:** Full name
- **Email:** Email address (used for login)
- **Password:** Initial password (user should change on first login)
- **Phone:** Phone number (optional)
- **Role:** Admin, Accountant, or Employee

**Step 3:** Click "**Save**"

**Result:**

- User account created
- **Welcome email automatically sent** to the new user's email address containing:
  - Personalized welcome message
  - Organization name
  - **Complete User Manual PDF attachment** - A comprehensive guide covering all system features and workflows
- User can log in immediately with the provided credentials
- **Note:** If a user forgets their password, they can reset it themselves using the "Forgot password?" link on the login page (see [Section 2.2: Resetting Your Password](#))

### Welcome Email Details

When you add a new user, the system automatically:

1.  Sends a welcome email to the new user's email address
2.  Attaches the complete User Manual PDF (USER-MANUAL.pdf)
3.  Includes personalized greeting with the user's name and organization name
4.  Provides information about getting started with the platform

### Important Notes:

- The welcome email is sent automatically - no additional action required
  - If email delivery fails (e.g., invalid email address), the user account is still created successfully
  - Users should check their spam/junk folder if they don't see the welcome email
  - The User Manual PDF attachment helps new users get started quickly without needing to search for documentation
- 

## 11.2 Managing Users

**View Users:**

- Navigate to **Users**
- View list of all users
- See user role and status

**Edit User:**

- Click on user → Click "**Edit**"
- Modify name, email, phone, or role
- Click "**Save**"

**Deactivate User:**

- Click on user → Click "**Deactivate**"
- User cannot log in
- User data remains in system

**Activate User:**

- Click on deactivated user → Click "**Activate**"
- User can log in again

**Delete User:**

- Click on user → Click "**Delete**"
  - Soft delete (can be recovered)
  - User data remains linked to records
- 

## 14. Settings & Configuration

**Note:** Only **Admin** role can access settings.

### 14.1 Organization Settings

**Step 1:** Navigate to **Settings** → **Organization**

**Step 2:** View/Edit organization information:

- Organization name
- VAT Number
- Address
- Contact information
- Base currency
- Fiscal year start date

**Step 3:** Click "**Save**" to update

---

### 14.2 Category Management

**Step 1:** Navigate to **Settings** → **Categories**

**Step 2:** View existing categories

**Step 3:** Add new category:

- Click "**Add Category**"
- Enter category name
- Select expense type
- Click "**Save**"

**Step 4:** Edit category:

- Click on category → Click "**Edit**"
- Modify name or type
- Click "**Save**"

**Step 5:** Delete category:

- Click on category → Click "**Delete**"
  - Only if no expenses use this category
- 

## 14.3 Expense Type Management

**Step 1:** Navigate to **Settings** → **Expense Types**

**Step 2:** View existing expense types

**Step 3:** Add new expense type:

- Click "**Add Expense Type**"
- Enter type name
- Enter description
- Click "**Save**"

**Step 4:** Edit or delete expense types as needed

---

## 14.4 Chart of Accounts

The Chart of Accounts is a comprehensive list of all accounts used in your organization's accounting system. It organizes accounts by type and provides a structured way to track financial transactions.

**Step 1:** Navigate to **Settings** → **Chart of Accounts**

**Step 2:** View Accounts:

- Accounts are displayed in a table format
- You can switch between **List View** and **Tree View**
- List View shows all accounts in a flat structure
- Tree View shows accounts organized hierarchically

**Step 3:** Filter and Search:

- Use the search box to find accounts by name or code
- Filter by **Account Type** (Asset, Liability, Equity, Revenue, Expense)
- Toggle "**Show Active Only**" to hide inactive accounts

**Step 4:** Add New Account:

- Click "**Add Account**" button
- Fill in the form:
  - **Account Code:** Unique code for the account (e.g., "1000", "4000")
  - **Account Name:** Descriptive name (e.g., "Cash", "Sales Revenue")
  - **Account Type:** Select from dropdown (Asset, Liability, Equity, Revenue, Expense)
  - **Account Sub-Type:** More specific classification (optional)
  - **Current Balance:** Initial balance (default: 0)

- **Active:** Toggle to enable/disable the account
- Click "**Create**" to save

**Step 5:** Edit Account:

- Click the **edit icon** on an account row
- Modify any fields in the dialog
- Click "**Update**" to save changes

**Step 6:** Deactivate/Activate Account:

- Click the toggle switch in the **Active** column
- Inactive accounts won't appear in dropdowns but remain in system for historical records

**Step 7:** View Account Details:

- Click on an account to view detailed information
- See transaction history linked to the account
- View current balance and balance changes over time

**Account Types:**

- **Asset:** Resources owned by the organization (Cash, Inventory, Equipment)
- **Liability:** Obligations and debts (Accounts Payable, Loans)
- **Equity:** Owner's interest in the organization (Capital, Retained Earnings)
- **Revenue:** Income from business operations (Sales, Service Revenue)
- **Expense:** Costs incurred in operations (Rent, Salaries, Utilities)

**Tips:**

- Use consistent numbering schemes (e.g., 1000s for Assets, 2000s for Liabilities)
- Keep account codes short and memorable
- Organize accounts hierarchically for better reporting
- Deactivate unused accounts instead of deleting them
- Review account structure periodically for accuracy

## 14.5 Invoice Template Settings

Customize how your invoices appear to customers, including branding, content, and email templates.

**Step 1:** Navigate to **Settings** → **Invoice Template**

**Step 2:** Configure Branding:

- **Upload Logo:** Click "Upload Logo" to add your company logo (supports JPG, PNG, SVG)
- **Color Scheme:** Choose from predefined color schemes (Blue, Green, Purple, Orange, Red) or select "Custom"
- **Custom Color:** If using custom scheme, select your brand color using the color picker
- **Invoice Title:** Set the title displayed on invoices (default: "TAX INVOICE")
- **Header Text:** Add custom text to appear at the top of invoices

**Step 3:** Configure Content Display: Toggle the following options to show/hide sections on invoices:

- **Show Company Details:** Display your organization information
- **Show VAT Details:** Display VAT registration number and details
- **Show Payment Terms:** Display payment terms and due dates
- **Show Payment Methods:** Display accepted payment methods
- **Show Bank Details:** Display bank account information
- **Show Terms & Conditions:** Display terms and conditions section
- **Show Footer:** Display footer text at bottom of invoice
- **Show Item Description:** Display item descriptions in line items
- **Show Item Quantity:** Display quantities for line items

- **Show Item Unit Price:** Display unit prices for line items
- **Show Item Total:** Display line item totals

**Step 4:** Configure Defaults:

- **Default Payment Terms:** Select default payment terms (Net 15, Net 30, Net 60, etc.)
- **Custom Payment Terms:** Enter custom payment terms text (if applicable)
- **Default Notes:** Add default notes that appear on all invoices
- **Terms & Conditions:** Enter your standard terms and conditions
- **Footer Text:** Add custom footer text

**Step 5:** Configure Email Template: When sending invoices via email, customize:

- **Email Subject:** Template for email subject line
  - Use placeholders: {{invoiceNumber}}, {{companyName}}, {{totalAmount}}, {{currency}}
  - Example: "Invoice {{invoiceNumber}} from {{companyName}}"
- **Email Message:** Template for email body
  - Use same placeholders as subject
  - Example: "Please find attached invoice {{invoiceNumber}} for {{totalAmount}} {{currency}}."

**Step 6:** Click "**Save Changes**" to apply all settings

**Tips:**

- Logo should be high resolution (recommended: 300x100px or larger)
- Test email templates by sending a test invoice
- Preview invoice appearance before sending to customers
- Custom colors help maintain brand consistency

---

## 14.6 Tax Settings

Configure tax calculation methods, rates, and VAT compliance settings for your organization.

**Step 1:** Navigate to **Settings** → **Tax Settings**

**Step 2:** Configure Tax Registration:

- **VAT Number:** Enter your UAE VAT registration number (TRN)
- **Registration Date:** Select your VAT registration date
- **Tax Authority:** Enter tax authority name (default: "Federal Tax Authority")

**Step 3:** Configure Tax Calculation:

- **Tax Calculation Method:**
  - **Inclusive:** Tax is included in the price (e.g., 100 AED includes 5 AED tax)
  - **Exclusive:** Tax is added to the price (e.g., 100 AED + 5 AED tax = 105 AED)
- **Default Tax Rate:** Set default tax rate percentage (e.g., 5% for UAE)
- **Rounding Method:**
  - **Standard:** Round to nearest currency unit
  - **Up:** Always round up
  - **Down:** Always round down
- **Default Tax Code:** Enter default tax code for invoices

**Step 4:** Configure Tax Reporting:

- **Tax Reporting Period:** Select reporting frequency (Monthly, Quarterly, Annually)
- **Tax Year End:** Select your fiscal year end date

**Step 5:** Configure Reverse Charge:

- **Enable Reverse Charge:** Toggle to enable reverse charge mechanism

- **Reverse Charge Rate:** Set reverse charge rate percentage (if applicable)

**Step 6:** Configure Tax Application:

- **Calculate Tax on Shipping:** Toggle to include shipping in tax calculation
- **Calculate Tax on Discounts:** Toggle to calculate tax before or after discounts
- **Show Tax on Invoices:** Toggle to display tax breakdown on invoices
- **Show Tax Breakdown:** Toggle to show detailed tax breakdown

**Step 7:** Manage Tax Rates:

- **View Tax Rates:** See all configured tax rates in the table
- **Add Tax Rate:**
  - Click the "+" icon
  - Fill in the form:
    - **Code:** Tax rate code (e.g., "VAT5", "VAT0")
    - **Name:** Tax rate name (e.g., "Standard VAT", "Zero Rated")
    - **Rate (%):** Tax percentage (0-100)
    - **Type:** Select type (Standard Rate, Reduced Rate, Zero Rated, Exempt)
    - **Description:** Optional description
    - **Active:** Toggle to enable/disable
  - Click "**Create**"
- **Edit Tax Rate:**
  - Click the **edit icon** on a tax rate
  - Modify fields in the dialog
  - Click "**Update**"
- **Toggle Active/Inactive:**
  - Click the toggle switch to activate/deactivate a rate
  - Inactive rates won't appear in dropdowns but remain in system
- **Delete Tax Rate:**
  - Click the **delete icon** on a tax rate
  - Confirm deletion
  - Note: Cannot delete if used in existing invoices

**Step 8:** Click "**Save Changes**" to apply all settings

**Tips:**

- Create tax rates for all rates you use (5%, 0%, exempt, etc.)
- Use descriptive codes for easy identification
- Keep inactive rates for historical records
- Ensure tax calculation method matches your business practices

## 14.7 Currency & Exchange Rates

Configure multi-currency support, exchange rates, and currency display settings.

**Step 1:** Navigate to **Settings → Currency & Exchange Rates**

**Step 2:** Configure Base Currency:

- **Current Base Currency:** View your organization's base currency
- **Change Base Currency:**
  - Click the **star icon** (★) next to any active currency
  - Confirm change
  - Note: Changing base currency affects all existing records

**Step 3:** Manage Active Currencies:

- **View Currencies:** See all active currencies in the list
- **Add Currency:**
  - Click "**Add Currency**" button
  - System adds from common currencies list (AED, USD, EUR, GBP, etc.)
  - Currency appears in list with active status
- **Toggle Active/Inactive:**
  - Click toggle switch to activate/deactivate currency
  - Inactive currencies won't appear in dropdowns
- **Set as Base:** Click star icon to set as base currency

**Step 4:** Configure Exchange Rate Settings:

- **Exchange Rate Source:**
  - **API:** Automatically fetch rates from external API
  - **Manual:** Enter rates manually
  - **Auto:** System automatically updates rates
- **Auto-Update Rates:** Toggle to automatically update exchange rates
- **Update Frequency:** Select how often to update (Daily, Weekly, Monthly)
- **Track FX Gain/Loss:** Toggle to track foreign exchange gains/losses
- **FX Gain/Loss Account:** Select account for FX tracking (if applicable)
- **Currency Display Format:**
  - **Symbol:** Show currency symbol (e.g., \$, €, £)
  - **Code:** Show currency code (e.g., USD, EUR, GBP)
  - **Both:** Show both symbol and code
- **Currency Rounding:** Set decimal places for currency display (default: 2)
- **Rounding Method:** Select rounding method (Standard, Up, Down)
- **Show Currency on Invoices:** Toggle to display currency on invoices
- **Show Exchange Rate on Invoices:** Toggle to display exchange rate used

**Step 5:** Manage Exchange Rates:

- **View Exchange Rates:** See all configured exchange rates in the table
- **Add Exchange Rate:**
  - Click the "+" icon
  - Fill in the form:
    - **From Currency:** Enter 3-letter currency code (e.g., AED)
    - **To Currency:** Enter 3-letter currency code (e.g., USD)
    - **Exchange Rate:** Enter conversion rate (e.g., 0.2723 for AED to USD)
    - **Date:** Select date for this rate
    - **Source:** Select source (Manual, API, Auto)
  - Click "**Create**"
- **Edit Exchange Rate:**
  - Click the **edit icon** on an exchange rate
  - Modify rate or date in the dialog
  - Click "**Update**"
- **Delete Exchange Rate:**
  - Click the **delete icon** on an exchange rate
  - Confirm deletion
- **Update Rates from API:**
  - Click "**Update Rates from API**" button
  - System fetches latest rates from configured API
  - Updates all active exchange rates
  - Note: Requires API configuration in system settings

**Step 6:** Click "**Save Changes**" to apply all settings

**Tips:**

- Keep exchange rates updated for accurate multi-currency reporting
- Use API updates for real-time rates
- Set historical rates for past invoices
- Base currency should match your primary business currency
- Track FX gains/losses for accurate financial reporting

## 14.8 Numbering Sequences

Configure automatic numbering for invoices, credit notes, quotes, purchase orders, and other documents.

**Step 1:** Navigate to **Settings** → **Numbering Sequences**

**Step 2:** Configure Global Settings:

- **Use Sequential Numbering:** Toggle to enable automatic sequential numbering
- **Allow Manual Number Entry:** Toggle to allow manual invoice/document numbers
- **Warn on Duplicate Numbers:** Toggle to show warning if duplicate number is entered

**Step 3:** Configure Document Sequences:

For each document type (Invoice, Credit Note, Quote, Purchase Order, Payment Receipt, Expense), you can configure:

- **Prefix:** Text to appear before the number (e.g., "INV", "CN", "Q")
- **Suffix:** Text to appear after the number (e.g., "-UAE", "/2024")
- **Number Length:** Number of digits for the sequence number (e.g., 5 = 00001, 00002, etc.)
- **Next Number:** Current next number in sequence
- **Reset Period:** When to reset numbering:
  - **Never:** Numbers continue indefinitely
  - **Yearly:** Reset to 1 on January 1st
  - **Quarterly:** Reset to 1 at start of each quarter
  - **Monthly:** Reset to 1 at start of each month
- **Format:** Custom format string using placeholders:
  - {YYYY} : 4-digit year
  - {YY} : 2-digit year
  - {MM} : 2-digit month
  - {DD} : 2-digit day
  - {NNNNN} : Sequence number with padding
  - Example: "INV-{YYYY}-{NNNNN}" produces "INV-2024-00001"
- **Active:** Toggle to enable/disable this sequence

**Step 4:** Update a Sequence:

- Expand the sequence section for the document type
- Modify any fields (prefix, suffix, number length, next number, reset period, format)
- Click "**Save**" on that sequence
- Preview shows example of next number format

**Step 5:** Reset a Sequence:

- Click "**Reset to 1**" button on a sequence
- Confirm reset
- Next number becomes 1
- Sequence continues from 1

**Step 6:** Toggle Sequence Active/Inactive:

- Click the toggle switch to activate/deactivate a sequence
- Inactive sequences won't be used for new documents

**Step 7:** Click "**Save All Changes**" to apply global settings

**Format Examples:**

- INV-{YYYY}-{NNNNN} → INV-2024-00001, INV-2024-00002
- CN{YY}{MM}{NNNNN} → CN240100001, CN240100002
- Q-{YYYY}-{NNNNN} → Q-2024-00001, Q-2024-00002
- PO/{YYYY}/{NNNNN} → PO/2024/00001, PO/2024/00002

**Tips:**

- Use prefixes to identify document types quickly
- Include year in format for easy organization
- Set appropriate number length to avoid running out
- Reset periods help organize documents by time period
- Test format preview before saving
- Keep sequences active only for document types you use

---

## 15. Common Workflows

### 15.1 Complete Invoice-to-Payment Flow

**Scenario:** Create invoice, send to customer, record payment

**Step 1:** Create Customer (if new)

- Navigate to **Sales** → **Customers** → **Add Customer**
- Enter customer details
- Save

**Step 2:** Create Invoice

- Navigate to **Sales** → **Invoices** → **Create Invoice**
- Select customer
- Enter invoice details and amounts
- Save (status: DRAFT)

**Step 3:** Send Invoice

- Open invoice → Click "**Send Email**"
- Enter recipient email
- Send (status: DRAFT → SENT)

**Step 4:** Record Payment (when received)

- Open invoice → Click "**Record Payment**"
- Enter payment amount and details
- Save (status: SENT → PAID if fully paid)

**Step 5:** View Payment History

- Open invoice → View "**Payments**" section
- See all payments recorded

---

### 15.2 Expense Approval Workflow

**Scenario:** Employee creates expense, Admin approves

**Step 1:** Employee Creates Expense

- Navigate to **Upload Expense**
- Enter expense details or upload receipt
- Save (status: PENDING)

#### **Step 2:** Admin Reviews Expense

- Navigate to **Expenses**
- Find pending expenses
- Review details and receipt

#### **Step 3:** Admin Approves/Rejects

- Click "**Approve**" or "**Reject**"
- Add notes if needed
- Status updates automatically

#### **Step 4:** Employee Views Status

- Navigate to **My Expenses**
- See approval status
- View any rejection notes

---

## **15.3 Credit Note Application Flow**

**Scenario:** Issue credit note and apply to invoice

#### **Step 1:** Create Credit Note

- Navigate to **Sales → Credit Notes → Create Credit Note**
- Select customer or invoice
- Enter credit note details
- Save (status: DRAFT)

#### **Step 2:** Issue Credit Note

- Open credit note → Click "**Update Status**"
- Select **ISSUED**
- Save (status: ISSUED)

#### **Step 3:** Apply to Invoice

- Open credit note → Click "**Apply to Invoice**"
- Select invoice
- Enter apply amount
- Apply

#### **Step 4:** Verify Application

- Open invoice → View "**Applied Credit Notes**" section
- See credit note application
- Outstanding balance reduced

---

## **15.4 Multi-Currency Invoice Flow**

**Scenario:** Create invoice in different currency

#### **Step 1:** Configure Currency Settings

- Navigate to **Settings → Currency & Exchange Rates**
- Ensure base currency is set correctly
- Add exchange rates for currencies you use
- Enable "Show Exchange Rate on Invoices" if desired

#### **Step 2:** Create Invoice

- Navigate to **Sales → Invoices → Create Invoice**
- Select currency (e.g., USD, EUR)
- Enter amounts in selected currency

#### **Step 3:** System Automatically:

- Fetches exchange rate for invoice date
- Calculates base amount in organization currency
- Stores exchange rate for reporting

#### **Step 4:** View Invoice

- Amounts shown in invoice currency
- Base amounts shown in organization currency
- Exchange rate displayed (if enabled in settings)

#### **Step 5:** Record Payment

- Record payment in invoice currency
  - System converts to base currency for reporting
- 

## **15.5 Initial Setup Workflow**

**Scenario:** Setting up organization for first time

#### **Step 1:** Organization Settings

- Navigate to **Settings → Organization**
- Enter organization name, VAT number, address
- Set base currency
- Configure fiscal year

#### **Step 2:** Invoice Template Setup

- Navigate to **Settings → Invoice Template**
- Upload company logo
- Set color scheme and branding
- Configure content display options
- Set default payment terms
- Customize email templates

#### **Step 3:** Tax Settings Setup

- Navigate to **Settings → Tax Settings**
- Enter VAT registration details
- Set tax calculation method
- Configure default tax rate
- Add all tax rates you use (5%, 0%, exempt, etc.)

#### **Step 4:** Currency Setup

- Navigate to **Settings → Currency & Exchange Rates**
- Verify base currency
- Add currencies you accept
- Configure exchange rate source
- Add initial exchange rates

#### **Step 5:** Numbering Sequences Setup

- Navigate to **Settings → Numbering Sequences**

- Configure invoice numbering format
- Configure credit note numbering format
- Set reset periods
- Test format previews

#### **Step 6:** Categories & Expense Types

- Navigate to **Settings → Categories**
- Add expense categories
- Navigate to **Settings → Expense Types**
- Add expense types

#### **Step 7:** Test Configuration

- Create a test invoice
- Verify numbering format
- Verify tax calculation
- Verify template appearance
- Send test email

---

## 16. Tips & Best Practices

### 16.1 Expense Management

#### **Best Practices:**

- Always attach receipts to expenses
- Use OCR for faster data entry
- Review OCR-extracted data before saving
- Categorize expenses correctly for better reporting
- Approve expenses promptly to maintain accurate records

#### **Avoid:**

- Creating duplicate expenses
- Forgetting to attach receipts
- Using incorrect categories
- Approving expenses without reviewing

---

### 16.2 Invoice Management

#### **Best Practices:**

- Use line items for detailed invoices
- Set appropriate payment terms
- Send invoices promptly after creation
- Follow up on overdue invoices
- Record payments immediately when received
- Use public invoice links for easy customer access

#### **Avoid:**

- Creating invoices without customer information
- Forgetting to send invoices to customers
- Not recording payments promptly
- Cancelling invoices that have payments

---

### 16.3 Payment Tracking

**Best Practices:**

- Record payments as soon as received
- Include reference numbers for traceability
- Record partial payments accurately
- Review payment history regularly
- Match payments with bank statements

**Avoid:**

- Recording payments without verifying amounts
- Forgetting to record partial payments
- Recording payments on wrong invoices
- Deleting payments without proper authorization

---

## 16.4 Credit Note Management

**Best Practices:**

- Issue credit notes promptly
- Link credit notes to original invoices when possible
- Apply credit notes accurately
- Keep track of remaining credit note amounts
- Document reasons for credit notes

**Avoid:**

- Applying credit notes without issuing them first
- Applying more than outstanding balance
- Forgetting to apply credit notes
- Cancelling applied credit notes

---

## 16.5 Data Accuracy

**Best Practices:**

- Double-check amounts before saving
- Verify VAT calculations
- Review totals before sending invoices
- Keep customer information up to date
- Regular reconciliation with bank statements

**Avoid:**

- Entering incorrect amounts
- Using wrong VAT rates
- Not verifying calculations
- Outdated customer information

---

## 16.6 Settings Management

**Best Practices:**

- Configure invoice templates before creating invoices
- Set up tax rates matching your business needs
- Keep exchange rates updated for accurate multi-currency reporting
- Test numbering sequences before going live
- Review settings periodically to ensure they match current business practices
- Use descriptive tax rate codes for easy identification

- Set appropriate reset periods for numbering sequences
- Keep logo and branding consistent across all invoices
- Test email templates before sending to customers

**✖ Avoid:**

- Changing base currency after creating invoices
  - Deleting tax rates that are used in existing invoices
  - Using duplicate numbering sequences
  - Forgetting to update exchange rates regularly
  - Changing numbering format mid-year without planning
  - Using generic email templates without customization
- 

## 17. Troubleshooting

### 15.1 Common Issues

#### Issue: Cannot Log In

##### Possible Causes:

- Incorrect email or password
- Organization is inactive
- Account is deactivated
- Forgotten password

##### Solutions:

1. **If you've forgotten your password:** Use the "Forgot password?" link on the login page to reset it. See [Section 2.2: Resetting Your Password](#) for detailed instructions.
  2. **If you remember your password:** Verify email and password are correct (check for typos, caps lock, etc.)
  3. **Organization inactive:** Contact your administrator if your organization is inactive
  4. **Account deactivated:** Contact your administrator to reactivate your account
  5. **Still having issues:** Contact your organization administrator for assistance
- 

#### Issue: Cannot Create Invoice

##### Possible Causes:

- Insufficient permissions (Employee role)
- Missing customer information
- Invalid data entered

##### Solutions:

1. Check your user role (must be Admin or Accountant)
  2. Ensure customer is selected or customer name is entered
  3. Verify all required fields are filled
  4. Check for validation errors
- 

#### Issue: Cannot Record Payment

##### Possible Causes:

- Invoice is cancelled
- Payment amount exceeds outstanding balance
- Insufficient permissions

##### Solutions:

1. Check invoice status (cannot record on cancelled invoices)

2. Verify payment amount doesn't exceed outstanding balance
  3. Check your user role (must be Admin or Accountant)
  4. Review invoice to see current outstanding balance
- 

#### **Issue: Credit Note Cannot Be Applied**

##### **Possible Causes:**

- Credit note status is not ISSUED
- Invoice is cancelled
- Apply amount exceeds limits

##### **Solutions:**

1. Issue credit note first (DRAFT → ISSUED)
  2. Check invoice status (cannot apply to cancelled invoices)
  3. Verify apply amount:
    - Does not exceed credit note total
    - Does not exceed invoice outstanding balance
    - Does not exceed remaining credit note amount
- 

#### **Issue: Invoice Number Not Sequential**

##### **Possible Causes:**

- Numbering sequence settings not configured
- Manual numbering enabled
- Sequence reset period reached
- Sequence format changed

##### **Solutions:**

1. Check Settings → Numbering Sequences
  2. Verify "Use Sequential Numbering" is enabled
  3. Check sequence format and next number
  4. Review reset period settings (yearly, quarterly, monthly)
  5. Reset sequence if needed
  6. Ensure sequence is active for document type
- 

#### **Issue: Outstanding Balance Incorrect**

##### **Possible Causes:**

- Payments not recorded
- Credit notes not applied
- Calculation includes credit notes

##### **Solutions:**

1. Verify all payments are recorded
2. Check if credit notes are applied
3. Understand formula:

$$\text{Outstanding} = \text{Total Amount} - \text{Paid Amount} - \text{Applied Credit Notes}$$

4. Review payment and credit note history
- 

## **15.2 Getting Help**

### **Contact Support:**

- Email: [support@selfauditing.ai](mailto:support@selfauditing.ai) (example)
- Phone: +971 X XXX XXXX (example)
- In-app: Use contact form in settings

#### Before Contacting Support:

1. Check this manual for solution
2. Review error messages carefully
3. Note down steps to reproduce issue
4. Take screenshots if possible

---

## 18. Super Admin Features

This section covers features available exclusively to Super Administrators who manage the platform and create license keys for new organizations.

### 17.1 Overview

Super Administrators have access to:

- **License Key Management:** Generate and manage license keys for new client organizations
- **Client Organization Management:** Create and manage client organizations
- **Subscription Plans:** Configure and manage subscription plans
- **Platform Analytics:** View usage statistics across all organizations
- **Audit Logs:** Monitor system-wide activity

---

### 18.2 License Key Management

License keys are unique codes that allow new organizations to register and access the platform. Each license key is associated with a specific plan type, validity period, and resource limits.

#### Accessing License Key Management

**Step 1:** Log in as a Super Administrator

**Step 2:** Navigate to **System Configuration → License Keys** in the left navigation menu

**Step 3:** You will see a list of all generated license keys with their details

---

### 18.3 Creating a License Key

When creating a license key, you must provide an email address where the license key will be automatically sent.

#### How to Create a License Key

**Step 1:** Navigate to **System Configuration → License Keys**

**Step 2:** Click the "New License" button in the top right corner

**Step 3:** Fill in the license key details:

- **Plan Type** (Required): Select the subscription plan
  - **Free:** Basic features with limited resources
  - **Standard:** Standard features with moderate resources
  - **Enterprise:** Full features with unlimited resources
- **Max Users** (Optional): Maximum number of users allowed for this license
  - Leave empty for unlimited users (Enterprise plan)
- **Storage Quota (MB)** (Optional): Maximum storage space in megabytes

- Leave empty for unlimited storage (Enterprise plan)
- **Validity (days)** (Required): Number of days the license is valid
  - Default: 365 days (1 year)
  - Minimum: 1 day
- **Notes** (Optional): Internal notes about this license key
  - Useful for tracking which client or purpose this license is for
- **Email** (Required): Email address where the license key will be sent
  - Must be a valid email address format
  - The license key will be automatically emailed to this address upon creation
  - This email is stored and displayed in the license key list

**Step 4:** Click "**Generate**" to create the license key

**Step 5:** The system will:

- Generate a unique license key
- Save the license key to the database
- Automatically send an email to the specified address containing:
  - The license key
  - Plan type details
  - Validity period
  - Expiration date
  - Resource limits (if specified)
  - Any notes you added

**Step 6:** A success message will appear, and the license key will appear in the list

---

### **License Key Email**

When a license key is created, an automated email is sent to the specified email address. The email includes:

- License Key:** The unique license key code (displayed prominently)
- Plan Type:** The subscription plan associated with the key
- Validity Period:** How long the license is valid (e.g., "1 year" or "365 days")
- Expiration Date:** The exact date when the license expires
- Resource Limits:**
  - Maximum users (if specified)
  - Storage quota (if specified)
- Notes:** Any internal notes you added (visible to the recipient)
- Instructions:** Guidance on how to use the license key during registration

### **Important Notes:**

- The email is sent automatically - no manual action required
- If email sending fails, the license key is still created successfully
- The email address is stored with the license key for reference
- Recipients should check their spam/junk folder if they don't receive the email

---

## **18.4 Viewing License Keys**

The license key management page displays all license keys in a table format with the following information:

**License Key:** The unique key code and creation timestamp

**Plan:** Plan type and resource limits (max users, storage quota)

**Status:** Current status of the license key

- **Active:** Available for use
- **Consumed:** Already used by an organization
- **Expired:** Past its expiration date
- **Revoked:** Manually revoked by Super Admin

**Email:** The email address where the license key was sent

**Expires:** Expiration date of the license key

**Created:** Date when the license key was created

**Actions:** Menu with options to renew or revoke the license key

---

## 18.5 Renewing a License Key

You can extend the validity period of an existing license key.

### How to Renew a License Key

**Step 1:** Navigate to **System Configuration** → **License Keys**

**Step 2:** Find the license key you want to renew

**Step 3:** Click the **three-dot menu** (:) in the Actions column

**Step 4:** Select "**Renew**" from the menu

**Step 5:** Choose renewal option:

- **Extend by Days:** Add a specific number of days to the current expiration date
- **Set New Expiry Date:** Set a specific new expiration date

**Step 6:** Click "**Renew**" to confirm

**Note:** Revoked license keys cannot be renewed.

---

## 18.6 Revoking a License Key

You can revoke a license key to prevent it from being used.

### How to Revoke a License Key

**Step 1:** Navigate to **System Configuration** → **License Keys**

**Step 2:** Find the license key you want to revoke

**Step 3:** Click the **three-dot menu** (:) in the Actions column

**Step 4:** Select "**Revoke**" from the menu

**Step 5:** Confirm the revocation

#### Important:

- Revoked license keys cannot be used for registration
- Revoked license keys cannot be renewed

- This action cannot be undone
- 

## 18.7 Best Practices for License Key Management

### Best Practices:

- Always provide a valid email address when creating license keys
- Use descriptive notes to track which client or purpose each license is for
- Set appropriate validity periods based on client needs
- Monitor license key status regularly
- Revoke unused or compromised license keys promptly
- Keep track of which license keys have been consumed

### Avoid:

- Creating license keys without email addresses
  - Using invalid email addresses
  - Forgetting to set appropriate validity periods
  - Leaving license keys active after they're no longer needed
  - Sharing license keys through insecure channels (they're automatically emailed)
- 

## 18.8 License Key Status

License keys can have the following statuses:

### Active:

- Available for use
- Not yet consumed
- Not expired
- Can be used for organization registration

### Consumed:

- Already used by an organization
- Cannot be reused
- Shows which organization and user consumed it
- Shows consumption date

### Expired:

- Past its expiration date
- Cannot be used for registration
- Can be renewed to become active again (if not consumed)

### Revoked:

- Manually revoked by Super Admin
  - Cannot be used for registration
  - Cannot be renewed
  - Permanent status
- 

## 18.9 Troubleshooting License Keys

### Issue: License Key Email Not Received

#### Possible Causes:

- Invalid email address entered
- Email sent to spam/junk folder
- Email server configuration issues

- Network connectivity issues

#### Solutions:

1. Verify the email address is correct in the license key list
2. Ask recipient to check spam/junk folder
3. Check email server logs (if accessible)
4. Verify SMTP configuration in system settings
5. Manually copy the license key from the list and send it securely

#### Issue: License Key Already Used

##### Possible Causes:

- License key was already consumed by another organization
- License key was used during registration

#### Solutions:

1. Check license key status in the list
2. Verify which organization consumed the license key
3. Create a new license key if needed
4. Contact the organization that consumed the key if it was an error

#### Issue: License Key Expired

##### Possible Causes:

- Validity period has passed
- License key was created with short validity period

#### Solutions:

1. Check expiration date in license key list
2. Renew the license key if it hasn't been consumed
3. Create a new license key if the old one was consumed
4. Set longer validity periods for future license keys

---

## Appendix A: Keyboard Shortcuts

- **Ctrl/Cmd + K:** Quick search
- **Ctrl/Cmd + N:** New expense/invoice (context-dependent)
- **Esc:** Close dialog/modal
- **Enter:** Submit form (when focused)

---

## Appendix B: Glossary

**Accrual:** An expense that is expected but not yet paid

**Credit Note:** A document that reduces the amount owed on an invoice

**Draft:** Initial state of invoice/credit note, not yet sent

**Outstanding Balance:** Remaining amount due on an invoice (Total - Paid - Credit Notes)

**Payment Status:** Current payment state (UNPAID, PARTIAL, PAID)

**Public Token:** Secure token for public invoice viewing without login

**TRN:** Tax Registration Number (UAE VAT number)

**VAT:** Value Added Tax (5% standard rate in UAE)

**Exchange Rate:** Conversion rate between two currencies

**Base Currency:** Primary currency used by organization for reporting

**Numbering Sequence:** Automatic numbering system for documents (invoices, credit notes, etc.)

**Tax Rate:** Percentage used to calculate tax on transactions

---

## Appendix C: Feature Checklist

Use this checklist to ensure you're using all features:

### Expense Management:

- Create expense manually
- Upload receipt with OCR
- Approve/reject expenses
- View expense history
- Link expense to accrual

### Invoice Management:

- Create invoice with line items
- Send invoice via email
- Record payment
- View payment history
- Update invoice status
- Use public invoice link

### Credit Note Management:

- Create credit note
- Issue credit note
- Apply credit note to invoice
- View application history

### Customer Management:

- Create customer
- Edit customer details
- View customer history

### Vendor Management:

- Create vendor
- Edit vendor details
- View vendor history
- Use vendors in expenses

### Chart of Accounts:

- Create account
- Organize accounts by type
- View account balances
- Manage account hierarchy

### Reports:

- Generate expense report
  - Generate VAT report
  - Export reports (PDF/Excel/CSV)
- 

**Document Version:** 1.2

**Last Updated:** 2024

**For Support:** Contact your organization administrator or license provider

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**Thank you for using Self Auditing AI!**

This manual covers all major features. For additional assistance, please refer to the technical documentation or contact support.