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# PNG GREEN FEES SYSTEM

## USER GUIDE & MANUAL

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## SYSTEM OVERVIEW

### What is PNG Green Fees System?

The PNG Green Fees System is a comprehensive digital platform designed to streamline the processing of Papua New Guinea Green Fees for international travelers. The system automates the entire workflow from passport registration to payment processing, providing a seamless experience for both staff and customers.

### Key Features

* **Digital Passport Management:** Register and manage traveler passports electronically
* **Automated Payment Processing:** Handle individual and corporate payments efficiently
* **Quotation System:** Generate professional quotations for corporate clients
* **Cash Reconciliation:** Automated end-of-day cash reconciliation with approval workflows
* **Comprehensive Reporting:** Real-time analytics and detailed reports
* **Multi-User Support:** Role-based access control for different staff levels
* **Email Integration:** Automated email notifications and document delivery

### System Benefits

* **Increased Efficiency:** Reduce processing time by up to 70%
* **Improved Accuracy:** Eliminate manual data entry errors
* **Better Customer Service:** Faster processing and professional documentation
* **Enhanced Security:** Secure data handling and audit trails
* **Real-Time Insights:** Live dashboards and comprehensive reporting

## GETTING STARTED

### System Requirements

**Web Browser Compatibility:** - Google Chrome (Recommended) - Mozilla Firefox - Safari - Microsoft Edge

**Internet Connection:** - Stable broadband connection required - Minimum 1 Mbps recommended

**Screen Resolution:** - Minimum 1024x768 pixels - Recommended 1366x768 or higher

### Accessing the System

**System URL:** https://eywademo.cloud

**Initial Login Credentials:** - Username: admin@example.com - Password: password123

**Important:** Change your password immediately after first login for security purposes.

## USER ROLES & PERMISSIONS

### Admin

**Full System Access** - Manage all system functions - Create and manage user accounts - Configure system settings - Access all reports and analytics - Override approvals when necessary

### Finance Manager

**Financial Operations** - Approve cash reconciliations - Review financial reports - Manage quotation approvals - Access revenue analytics - Oversee corporate transactions

### Counter Agent

**Daily Operations** - Process individual payments - Register new passports - Handle customer inquiries - Perform cash reconciliation - Generate basic reports

### Read-Only User

**View-Only Access** - View reports and dashboards - Access system information - No modification permissions

## AUTHENTICATION & LOGIN

### Logging In

1. **Open your web browser**
2. **Navigate to:** https://eywademo.cloud
3. **Enter your credentials:**
   * Email Address: Your assigned email
   * Password: Your secure password
4. **Click “Sign In”**

### Password Security

**Password Requirements:** - Minimum 8 characters - Must include uppercase and lowercase letters - Must include at least one number - Must include at least one special character

**Best Practices:** - Use a unique password not used elsewhere - Change password every 90 days - Never share your password with others - Log out when finished

### Troubleshooting Login Issues

**Forgotten Password:** 1. Click “Forgot Password” on login page 2. Enter your email address 3. Check your email for reset instructions 4. Follow the link to create new password

**Account Locked:** - Contact your system administrator - Wait 15 minutes before retrying - Ensure correct email format

## DASHBOARD

### Overview

The Dashboard provides a real-time overview of system activity and key performance indicators.

### Dashboard Components

**Revenue Summary** - Daily, weekly, monthly revenue totals - Comparison with previous periods - Revenue trends and forecasts

**Activity Summary** - Recent transactions - System activity logs - User activity overview

**Quick Actions** - Direct access to common functions - One-click navigation to key features - Shortcut buttons for frequent tasks

**System Status** - Current system health - Active user count - Performance indicators

### Navigation Menu

**Main Menu Items:** - **Dashboard:** Overview and quick actions - **Users:** User account management - **Passports:** Passport registration and management - **Purchases:** Payment processing - **Cash Reconciliation:** End-of-day reconciliation - **Quotations:** Corporate quotation management - **Reports:** Analytics and reporting - **Settings:** System configuration

## PASSPORT MANAGEMENT

### Individual Passport Registration

**Step-by-Step Process:**

1. **Navigate to Passports → Add New Passport**
2. **Fill in Required Information:**
   * **Passport Number:** Enter the complete passport number
   * **Surname:** Traveler’s last name
   * **Given Name:** Traveler’s first name
   * **Nationality:** Select from dropdown list
   * **Date of Birth:** Use date picker or enter MM/DD/YYYY
   * **Gender:** Select Male or Female
3. **Optional Information:**
   * Place of Birth
   * Date of Issue
   * Place of Issue
   * File Number
   * Contact Email
   * Phone Number
4. **Review Information**
   * Verify all data is correct
   * Check for typos or errors
5. **Save Passport**
   * Click “Save” to register the passport
   * System will display confirmation message
   * Passport will be added to the database

### Bulk Passport Upload

**CSV File Format:**

Create a CSV file with the following columns:

passport\_number,surname,given\_name,nationality,date\_of\_birth,gender  
P123456,Smith,John,Papua New Guinea,1990-01-15,Male  
P789012,Johnson,Jane,Australia,1985-05-20,Female

**Upload Process:**

1. **Navigate to Passports → Bulk Upload**
2. **Prepare CSV File:**
   * Ensure proper column headers
   * Use correct date format (YYYY-MM-DD)
   * Save as CSV format
3. **Upload File:**
   * Click “Choose File” or drag and drop
   * Select your CSV file
   * Click “Upload and Process”
4. **Review Results:**
   * Check processing summary
   * Review any errors or warnings
   * Download error report if needed

**Common Upload Issues:** - **Invalid Date Format:** Use YYYY-MM-DD format - **Missing Required Fields:** Ensure all mandatory columns are present - **Duplicate Passport Numbers:** Check for existing passports - **Invalid Nationality:** Use exact country names from dropdown

### Passport Search & Management

**Search Options:** - **By Passport Number:** Exact match search - **By Name:** Partial match on surname or given name - **By Nationality:** Filter by country - **By Date Range:** Search passports registered within date range

**Advanced Filters:** - Registration date - Created by user - Status (Active/Inactive) - Payment status

**Passport Actions:** - **View Details:** Complete passport information - **Edit:** Modify passport data - **View History:** Transaction history for passport - **Generate Report:** Individual passport report

## PURCHASE PROCESSING

### Individual Purchase

**Processing Steps:**

1. **Navigate to Purchases → New Purchase**
2. **Customer Information:**
   * **Customer Name:** Enter customer’s full name
   * **Contact Information:** Phone or email (optional)
   * **Passport:** Select from registered passports
3. **Service Selection:**
   * **Service Type:** Green Fee (standard)
   * **Amount:** System calculates automatically
   * **Quantity:** Number of services
4. **Payment Details:**
   * **Payment Method:** Cash, Card, Bank Transfer
   * **Amount Paid:** Enter amount received
   * **Change Due:** System calculates automatically
5. **Complete Transaction:**
   * Review all details
   * Click “Process Payment”
   * System generates receipt
   * Print or email receipt to customer

### Corporate Purchase

**Corporate Processing:**

1. **Navigate to Purchases → Corporate Purchase**
2. **Company Information:**
   * **Company Name:** Official company name
   * **Contact Person:** Responsible individual
   * **Email:** Corporate email address
   * **Phone:** Contact number
3. **Purchase Details:**
   * **Number of Vouchers:** Quantity required
   * **Service Type:** Green Fee vouchers
   * **Total Amount:** Calculated automatically
4. **Payment Processing:**
   * **Payment Method:** Corporate payment method
   * **Payment Reference:** Invoice or payment reference
   * **Payment Confirmation:** Upload receipt if required
5. **Voucher Generation:**
   * Click “Generate Corporate Vouchers”
   * System creates individual vouchers
   * Download ZIP file with all vouchers
   * Email vouchers to company contact

### Payment Methods

**Available Payment Methods:** - **Cash:** Physical cash payment - **Credit Card:** Visa, MasterCard, American Express - **Debit Card:** Local bank cards - **Bank Transfer:** Electronic transfer - **Mobile Money:** Mobile payment platforms

**Payment Processing:** - Automatic amount calculation - Change calculation for cash payments - Payment confirmation and receipt generation - Transaction logging and audit trail

## QUOTATION SYSTEM

### Creating Quotations

**Quotation Process:**

1. **Navigate to Quotations → New Quotation**
2. **Customer Details:**
   * **Company Name:** Corporate client name
   * **Contact Person:** Responsible individual
   * **Email Address:** For quotation delivery
   * **Phone Number:** Contact information
   * **Address:** Company address (optional)
3. **Service Selection:**
   * **Add Services:** Click “Add Service”
   * **Service Type:** Select from available services
   * **Quantity:** Number of services required
   * **Unit Price:** Service price per unit
   * **Total:** Calculated automatically
4. **Quotation Details:**
   * **Valid Until:** Quotation expiration date
   * **Terms & Conditions:** Standard terms
   * **Special Instructions:** Any specific requirements
5. **Generate Quotation:**
   * Click “Generate Quotation”
   * System creates unique quotation number
   * Professional PDF quotation generated
   * Quotation saved to system

### Sending Quotations

**Email Delivery:**

1. **Find Quotation:**
   * Navigate to Quotations → View All
   * Locate the quotation to send
   * Click “Send” button
2. **Email Configuration:**
   * **Recipient Email:** Customer’s email address
   * **Subject:** Auto-generated or custom
   * **Message:** Optional personalized message
3. **Send Quotation:**
   * Click “Send Quotation”
   * System emails PDF quotation
   * Status updated to “Sent”
   * Email delivery confirmation

### Quotation Approval Workflow

**Approval Process:**

1. **Finance Manager Review:**
   * Navigate to Quotations → Pending Approvals
   * Review quotation details
   * Check pricing and terms
   * Add approval notes if required
2. **Approval Decision:**
   * **Approve:** Click “Approve Quotation”
   * **Reject:** Click “Reject” with reason
   * **Request Changes:** Send back for modification
3. **Approval Actions:**
   * Add approval comments
   * Set approval conditions
   * Update quotation status
   * Notify customer of decision

### Converting to Purchase

**Conversion Process:**

1. **Find Approved Quotation:**
   * Navigate to Quotations → Approved
   * Select quotation to convert
2. **Conversion Setup:**
   * Review original quotation details
   * Confirm customer information
   * Verify payment method
3. **Create Purchase:**
   * Click “Convert to Purchase”
   * System creates purchase record
   * Generates payment receipt
   * Updates quotation status to “Converted”

## CASH RECONCILIATION

### End-of-Day Process

**Daily Reconciliation Steps:**

1. **Navigate to Cash Reconciliation → Start New**
2. **Opening Information:**
   * **Date:** Current business date
   * **Opening Float:** Cash amount at start of day
   * **Expected Cash:** Calculated based on transactions
3. **Cash Count:**
   * **100 Kina Notes:** Count and enter quantity
   * **50 Kina Notes:** Count and enter quantity
   * **20 Kina Notes:** Count and enter quantity
   * **10 Kina Notes:** Count and enter quantity
   * **5 Kina Notes:** Count and enter quantity
   * **2 Kina Notes:** Count and enter quantity
   * **1 Kina Notes:** Count and enter quantity
   * **Coins:** Enter total coin value
4. **System Calculation:**
   * **Actual Cash:** Total of counted money
   * **Expected Cash:** System calculated amount
   * **Variance:** Difference between actual and expected
5. **Complete Reconciliation:**
   * Review variance amount
   * Add notes if variance exists
   * Click “Complete Reconciliation”
   * Submit for approval

### Approval Process

**Finance Manager Approval:**

1. **Navigate to Cash Reconciliation → Pending Approvals**
2. **Review Reconciliation:**
   * Check opening float amount
   * Verify cash count accuracy
   * Review variance explanation
   * Check supporting documentation
3. **Approval Decision:**
   * **Approve:** Click “Approve Reconciliation”
   * **Reject:** Click “Reject” with reason
   * **Request Clarification:** Send back for more information
4. **Approval Actions:**
   * Add approval comments
   * Set variance tolerance limits
   * Update reconciliation status
   * Generate approval report

### Variance Handling

**Acceptable Variances:** - Small differences due to rounding - Minor counting errors within tolerance - Expected operational variances

**Unacceptable Variances:** - Significant discrepancies - Missing or excess cash - Unexplained differences - Repeated variances

**Variance Resolution:** - Investigate cause of variance - Document explanation - Implement corrective measures - Monitor for recurring issues

## REPORTS & ANALYTICS

### Revenue Reports

**Daily Revenue Report:** 1. **Navigate to Reports → Revenue Generated** 2. **Select Date Range:** Choose specific date or period 3. **Apply Filters:** Payment method, service type, etc. 4. **Generate Report:** Click “Generate Report” 5. **Export Options:** Excel, PDF, or CSV format

**Report Components:** - **Total Revenue:** Sum of all payments - **Payment Method Breakdown:** Cash, card, transfer - **Service Type Analysis:** Different service revenues - **Daily Comparison:** Current vs previous periods - **Trend Analysis:** Revenue patterns over time

### Passport Reports

**Passport Registration Report:** 1. **Navigate to Reports → Passport Reports** 2. **Select Filters:** - Date range - Nationality - Registration status - User who registered 3. **Generate Report** 4. **Export in preferred format**

**Report Data:** - **Total Registrations:** Count of new passports - **Nationality Breakdown:** Registration by country - **Registration Trends:** Daily/weekly/monthly patterns - **User Activity:** Registration by staff member - **Status Analysis:** Active vs inactive passports

### Bulk Upload Reports

**Upload Performance Report:** 1. **Navigate to Reports → Bulk Upload Reports** 2. **Select Time Period:** Date range for analysis 3. **Review Metrics:** - Total uploads attempted - Success rate percentage - Processing time averages - Error analysis 4. **Export Report**

**Key Metrics:** - **Success Rate:** Percentage of successful uploads - **Processing Time:** Average time per upload - **Error Analysis:** Common upload errors - **Volume Trends:** Upload activity patterns

### Quotation Reports

**Quotation Performance Report:** 1. **Navigate to Reports → Quotation Reports** 2. **Select Filters:** - Date range - Quotation status - Customer type - Service category 3. **Generate Report**

**Report Metrics:** - **Total Quotations:** Count of generated quotations - **Conversion Rate:** Percentage converted to sales - **Revenue from Quotations:** Financial impact - **Average Processing Time:** Time from creation to decision - **Status Breakdown:** Sent, approved, rejected, converted

### Export Options

**Available Formats:** - **Excel (.xlsx):** For detailed analysis and manipulation - **PDF (.pdf):** For printing and sharing - **CSV (.csv):** For data import into other systems - **JSON (.json):** For system integration

**Export Features:** - **Custom Date Ranges:** Flexible period selection - **Filtered Data:** Export only relevant information - **Formatted Reports:** Professional presentation - **Bulk Export:** Multiple reports simultaneously

## CORPORATE BATCH MANAGEMENT

### Batch History

**Viewing Batch History:** 1. **Navigate to Passports → Batch History** 2. **Review Batch List:** - Batch ID and creation date - Company name and contact - Number of vouchers generated - Total amount and status - Created by user information

**Batch Information:** - **Batch ID:** Unique identifier for tracking - **Company Details:** Corporate client information - **Voucher Count:** Number of vouchers in batch - **Total Value:** Financial amount of batch - **Creation Date:** When batch was generated - **Status:** Active, completed, or archived

### Batch Details

**Detailed Batch View:** 1. **Select Batch:** Click on batch ID or “View Details” 2. **Review Information:** - Complete company details - Individual voucher list - Payment information - Creation and modification history

**Voucher Information:** - **Voucher Code:** Unique voucher identifier - **Service Type:** Green Fee voucher - **Value:** Monetary value of voucher - **Status:** Valid, used, or expired - **Usage Date:** When voucher was redeemed

### Email Batch

**Sending Batch via Email:** 1. **Open Batch Details** 2. **Click “Email Batch”** 3. **Configure Email:** - **Recipient Email:** Corporate contact email - **Subject:** Professional subject line - **Message:** Optional personalized message 4. **Send Email:** - Click “Send Email” - System emails ZIP file with vouchers - Delivery confirmation provided

**Email Features:** - **Professional Templates:** Branded email format - **Attachment Handling:** ZIP file with all vouchers - **Delivery Tracking:** Confirmation of email delivery - **Resend Capability:** Send again if needed

### Download ZIP

**Downloading Voucher Files:** 1. **Open Batch Details** 2. **Click “Download ZIP”** 3. **File Contents:** - Individual voucher PDFs - Batch summary document - Payment receipt - Terms and conditions

**ZIP File Structure:** - **Vouchers Folder:** Individual voucher files - **Summary Document:** Batch overview - **Receipt:** Payment confirmation - **Instructions:** Usage guidelines

## USER MANAGEMENT

### Creating New Users

**User Creation Process:** 1. **Navigate to Users → Add User** 2. **User Information:** - **Email Address:** Unique system identifier - **Full Name:** Complete user name - **Phone Number:** Contact information - **Department:** User’s department/division

1. **Access Configuration:**
   * **Role Assignment:** Select appropriate role
   * **Permissions:** System-defined based on role
   * **Access Level:** Full, limited, or read-only
2. **Security Settings:**
   * **Temporary Password:** Initial login password
   * **Password Requirements:** System enforced
   * **Account Status:** Active or inactive
3. **Create User:**
   * Click “Create User”
   * System sends welcome email
   * User account activated

### Managing Existing Users

**User Management Options:** 1. **Navigate to Users → View All** 2. **User List Display:** - User name and email - Role and permissions - Last login date - Account status

**Available Actions:** - **Edit User:** Modify user information - **Change Role:** Update user permissions - **Reset Password:** Generate new temporary password - **Deactivate:** Temporarily disable account - **Delete:** Permanently remove user

### Role Management

**Available Roles:** - **Admin:** Full system access - **Finance Manager:** Financial operations - **Counter Agent:** Daily operations - **Read-Only User:** View-only access

**Role Permissions:** - **Data Access:** What information user can view - **Actions:** What operations user can perform - **Reports:** Which reports user can generate - **Settings:** What configurations user can modify

### Security Features

**Account Security:** - **Password Policies:** Enforced complexity requirements - **Session Management:** Automatic timeout for inactivity - **Login Monitoring:** Track successful and failed attempts - **Access Logging:** Record all user activities

**Best Practices:** - **Regular Password Changes:** Every 90 days - **Unique Passwords:** Not reused across systems - **Secure Access:** Use trusted devices only - **Immediate Reporting:** Report suspicious activity

## SETTINGS & CONFIGURATION

### Email Templates

**Managing Email Templates:** 1. **Navigate to Settings → Email Templates** 2. **Available Templates:** - **Quotation Email:** Corporate quotation delivery - **Batch Email:** Corporate voucher delivery - **Welcome Email:** New user notifications - **Password Reset:** Account recovery emails

**Template Customization:** - **Subject Lines:** Professional email subjects - **Message Content:** Customizable email body - **Branding:** Company logo and colors - **Variables:** Dynamic content insertion

**Template Features:** - **Preview Mode:** See how email will appear - **Test Sending:** Send test emails to verify - **Version Control:** Track template changes - **Backup/Restore:** Save and restore templates

### Payment Modes

**Payment Method Configuration:** 1. **Navigate to Settings → Payment Modes** 2. **Available Methods:** - **Cash:** Physical cash payments - **Credit Card:** Visa, MasterCard, AmEx - **Debit Card:** Local bank cards - **Bank Transfer:** Electronic transfers - **Mobile Money:** Mobile payment platforms

**Payment Settings:** - **Enable/Disable:** Activate or deactivate methods - **Processing Fees:** Additional charges if applicable - **Minimum Amounts:** Minimum payment thresholds - **Receipt Templates:** Custom receipt formats

### System Settings

**General Configuration:** 1. **Navigate to Settings → System Settings** 2. **Company Information:** - **Company Name:** Official business name - **Address:** Physical location - **Contact Information:** Phone, email, website - **Tax Information:** Business registration details

1. **Operational Settings:**
   * **Business Hours:** Operating schedule
   * **Currency Settings:** Local currency configuration
   * **Date Formats:** Display preferences
   * **Language Settings:** System language
2. **Security Settings:**
   * **Session Timeout:** Automatic logout time
   * **Password Policy:** Complexity requirements
   * **Login Attempts:** Failed login limits
   * **Audit Logging:** Activity tracking level

### Backup & Maintenance

**System Maintenance:** - **Regular Backups:** Automated daily backups - **Data Retention:** Policy for old data - **System Updates:** Software version management - **Performance Monitoring:** System health checks

**Maintenance Tasks:** - **Database Cleanup:** Remove old temporary data - **Log Rotation:** Manage system log files - **Cache Management:** Clear temporary files - **Security Updates:** Apply latest patches

## TROUBLESHOOTING

### Common Issues

**Login Problems:** - **Invalid Credentials:** Verify email and password - **Account Locked:** Contact administrator - **Browser Issues:** Clear cache and cookies - **Network Problems:** Check internet connection

**Performance Issues:** - **Slow Loading:** Check internet speed - **Browser Compatibility:** Use recommended browser - **System Overload:** Avoid peak usage times - **Cache Issues:** Clear browser cache

**Data Issues:** - **Missing Information:** Check required fields - **Upload Failures:** Verify file format - **Report Errors:** Ensure data exists for date range - **Sync Problems:** Refresh page or restart browser

### Error Messages

**Common Error Messages:**

**“Invalid Login Credentials”** - Check email spelling - Verify password case sensitivity - Ensure Caps Lock is off - Try password reset

**“Session Expired”** - Log in again - Check system clock - Clear browser cache - Contact administrator if persistent

**“File Upload Failed”** - Check file format (CSV required) - Verify file size limits - Ensure proper column headers - Check internet connection

**“Report Generation Failed”** - Verify date range selection - Check if data exists for period - Ensure proper permissions - Try smaller date range

### Getting Help

**Self-Help Resources:** - **User Guide:** This comprehensive manual - **Video Tutorials:** Step-by-step guides - **FAQ Section:** Common questions and answers - **System Help:** Built-in help tooltips

**Contact Support:** - **Email Support:** support@pnggreenfees.com - **Phone Support:** [Support Number] - **Online Chat:** Available during business hours - **Ticketing System:** Submit detailed issue reports

## FAQs

### General Questions

**Q: What browsers are supported?** A: The system works best with Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge. Internet Explorer is not recommended.

**Q: Can I access the system from mobile devices?** A: Yes, the system is mobile-responsive and works on tablets and smartphones, though some features are optimized for desktop use.

**Q: Is my data secure?** A: Yes, the system uses industry-standard encryption and security measures to protect all data. Regular backups ensure data safety.

**Q: Can I work offline?** A: No, the system requires an active internet connection to function properly as it’s a cloud-based application.

### Technical Questions

**Q: What if I forget my password?** A: Click “Forgot Password” on the login page, enter your email, and follow the instructions sent to your email address.

**Q: How often should I change my password?** A: The system requires password changes every 90 days, but you can change it more frequently for additional security.

**Q: Can multiple users work simultaneously?** A: Yes, the system supports multiple concurrent users with proper role-based access controls.

**Q: What happens if the system goes down?** A: Contact your system administrator immediately. Regular backups ensure minimal data loss, and the system is designed for high availability.

### Operational Questions

**Q: How do I handle refunds?** A: Contact your Finance Manager or system administrator. Refunds require proper authorization and documentation.

**Q: Can I modify completed transactions?** A: Most transactions can be modified within 24 hours by authorized users. After that, contact your administrator.

**Q: How do I process bulk payments?** A: Use the Corporate Purchase feature for bulk transactions, or contact your Finance Manager for large volume processing.

**Q: What reports are available?** A: The system provides comprehensive reports including revenue, passport registration, quotation performance, and operational metrics.

### Security Questions

**Q: Who can see my transactions?** A: Access is role-based. Admins can see all transactions, Finance Managers can see financial data, and Counter Agents can see their own transactions.

**Q: Is my personal information protected?** A: Yes, all personal information is encrypted and protected according to data protection regulations.

**Q: Can I export my data?** A: Yes, you can export data through the Reports section, subject to your role permissions and data export policies.

## SUPPORT & CONTACT

### Technical Support

**Email Support:** - **Primary:** support@pnggreenfees.com - **Emergency:** emergency@pnggreenfees.com - **Response Time:** Within 4 hours during business hours

**Phone Support:** - **General Support:** [Phone Number] - **Emergency Line:** [Emergency Number] - **Hours:** Monday-Friday, 8 AM - 6 PM

**Online Support:** - **Live Chat:** Available on system dashboard - **Ticketing System:** Submit detailed issue reports - **Knowledge Base:** Searchable help articles

### Training & Resources

**User Training:** - **New User Orientation:** Comprehensive system introduction - **Role-Specific Training:** Tailored to job functions - **Advanced Features:** Power user training sessions - **Refresher Training:** Regular updates and new features

**Documentation:** - **User Manual:** This comprehensive guide - **Video Tutorials:** Step-by-step demonstrations - **Quick Reference Cards:** Common tasks at a glance - **FAQ Database:** Searchable question and answer system

### System Administration

**Administrative Support:** - **User Management:** Account creation and permissions - **System Configuration:** Settings and customization - **Data Management:** Backup and recovery - **Security Management:** Access control and monitoring

**Emergency Procedures:** - **System Outage:** Emergency contact procedures - **Data Recovery:** Backup restoration processes - **Security Incidents:** Incident response protocols - **Business Continuity:** Alternative processing methods

### Feedback & Improvement

**User Feedback:** - **Feature Requests:** Suggest new functionality - **Bug Reports:** Report system issues - **Usability Feedback:** Improve user experience - **Training Needs:** Request additional training

**System Updates:** - **Regular Updates:** Monthly system improvements - **Feature Releases:** Quarterly major updates - **Security Patches:** As needed for security - **Maintenance Windows:** Scheduled downtime notifications

**END OF DOCUMENT**

*This user guide is designed to provide comprehensive information about the PNG Green Fees System. For the most up-to-date information and additional support, please contact the system administrator or visit the online help center.*

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