# PNG GREEN FEES SYSTEM - QUICK REFERENCE CARD

## 📋 **FOR MICROSOFT WORD FORMATTING**

### **Document Setup:**

* **Size:** A4, 2 columns
* **Font:** Calibri, 9pt
* **Margins:** 1.5cm all sides
* **Colors:** Blue headers, black text

## SYSTEM ACCESS

**URL:** https://eywademo.cloud  
**Login:** admin@example.com / password123

## EMERGENCY CONTACTS

**Support:** support@pnggreenfees.com  
**Phone:** [Phone Number]  
**Hours:** Mon-Fri, 8AM-6PM

## QUICK ACTIONS

### LOGIN PROCESS

1. Open browser → https://eywademo.cloud
2. Enter email and password
3. Click “Sign In”
4. **Change password on first login**

### ADD PASSPORT

1. Passports → Add New Passport
2. Fill required fields: • Passport Number • Surname & Given Name • Nationality • Date of Birth • Gender
3. Click “Save”

### PROCESS PAYMENT

1. Purchases → New Purchase
2. Select customer and passport
3. Choose service and payment method
4. Click “Process Payment”
5. Print receipt

### CREATE QUOTATION

1. Quotations → New Quotation
2. Enter company details
3. Add services and quantities
4. Click “Generate Quotation”
5. Click “Send” to email

### CASH RECONCILIATION

1. Cash Reconciliation → Start New
2. Enter opening float
3. Count all denominations
4. Click “Complete Reconciliation”
5. Submit for approval

## USER ROLES

| ROLE | PERMISSIONS |
| --- | --- |
| **Admin** | Full system access, user management |
| **Finance Manager** | Approve reconciliations, financial reports |
| **Counter Agent** | Daily operations, payments, passports |
| **Read-Only** | View reports and data only |

## COMMON TASKS

### BULK UPLOAD

1. Prepare CSV with columns: passport\_number,surname,given\_name,nationality,date\_of\_birth,gender
2. Passports → Bulk Upload
3. Select file → Upload and Process
4. Review results

### CORPORATE PURCHASE

1. Purchases → Corporate Purchase
2. Enter company details
3. Specify voucher quantity
4. Process payment
5. Download ZIP file

### EMAIL BATCH

1. Passports → Batch History
2. Select batch → View Details
3. Click “Email Batch”
4. Enter recipient email
5. Send

### GENERATE REPORT

1. Reports → [Report Type]
2. Select date range
3. Apply filters
4. Click “Generate Report”
5. Export (Excel/PDF)

## TROUBLESHOOTING

### LOGIN ISSUES

• **Wrong Password:** Click “Forgot Password” • **Account Locked:** Contact admin • **Browser Issues:** Clear cache/cookies

### UPLOAD PROBLEMS

• **File Format:** Must be CSV • **Date Format:** Use YYYY-MM-DD • **Headers:** Match exactly • **Size:** Under 10MB

### PERFORMANCE

• **Slow Loading:** Check internet • **Errors:** Refresh page • **Timeout:** Log in again

## KEYBOARD SHORTCUTS

| SHORTCUT | ACTION |
| --- | --- |
| Ctrl + S | Save |
| Ctrl + P | Print |
| Ctrl + Z | Undo |
| F5 | Refresh |
| Tab | Next field |
| Enter | Submit form |

## SECURITY REMINDERS

### PASSWORD POLICY

• Minimum 8 characters • Mix of letters, numbers, symbols • Change every 90 days • Don’t share with others

### DATA PROTECTION

• Log out when finished • Use secure networks only • Report suspicious activity • Keep data confidential

## ERROR CODES

| ERROR | SOLUTION |
| --- | --- |
| **Invalid Login** | Check credentials, try reset |
| **Session Expired** | Log in again |
| **Upload Failed** | Check file format |
| **Report Failed** | Verify date range |

## CONTACT INFORMATION

### SUPPORT TEAM

**Email:** support@pnggreenfees.com  
**Phone:** [Phone Number]  
**Hours:** Mon-Fri, 8AM-6PM

### ADMINISTRATOR

**Email:** admin@pnggreenfees.com  
**Phone:** [Admin Phone]  
**Emergency:** [Emergency Number]

## SYSTEM REQUIREMENTS

### BROWSERS

• Chrome (Recommended) • Firefox • Safari • Edge

### CONNECTION

• Stable internet required • Minimum 1 Mbps speed

### SCREEN

• Minimum 1024x768 • Recommended 1366x768+

**📞 Need Help? Contact Support: support@pnggreenfees.com**

## WORD FORMATTING NOTES

### **For Word Document:**

1. **Copy this content into Word**
2. **Set up 2-column layout**
3. **Apply styles:**
   * Headers: Blue, Bold
   * Tables: Auto-format
   * Text: Calibri 9pt
4. **Add borders around sections**
5. **Print on card stock**
6. **Laminate for durability**

### **Final Size:**

* **A4 folded to A5** (half page)
* **Double-sided printing**
* **Pocket-sized reference**

**🎯 Perfect for desk reference and new user orientation!**