PNG GREEN FEES SYSTEM USER GUIDE

Version 2.0 October 2025

A Comprehensive Government Application for Managing Passport-Based Green Fee Vouchers and Payments in Papua New Guinea

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11. SYSTEM OVERVIEW

1.1 Introduction

The PNG Green Fees System is a comprehensive web-based application designed specifically for the Papua New Guinea government to manage passport-based green fee vouchers and payments. The system streamlines the process of issuing exit passes to travelers while ensuring proper financial tracking and compliance with government regulations.

1.2 Purpose and Scope

The system serves multiple stakeholders: - Government officials managing green fee collection - Counter agents processing traveler applications - Finance managers overseeing revenue tracking - IT support staff maintaining system operations

**Key objectives:** - Digitize the green fee collection process - Ensure accurate financial reconciliation - Provide real-time reporting capabilities - Maintain audit trails for compliance - Support offline operations in areas with unreliable internet

1.3 Key Features

**Core Features:** - Passport data management and validation - Individual and corporate voucher creation - Multiple payment method support - Real-time cash reconciliation - Comprehensive reporting system - Role-based access control - QR code generation and validation

**Advanced Features:** - Offline mode for unreliable connectivity - SMS notifications for voucher delivery - Bulk data upload capabilities - Progressive Web App (PWA) support - Mobile-responsive design - Multi-language support preparation

1.4 System Architecture

**Technology Stack:** - Frontend: React 18 with Vite build system - Backend: Supabase (PostgreSQL database) - Authentication: Supabase Auth - Styling: Tailwind CSS with shadcn/ui components - State Management: React Context API - Routing: React Router v6

**Deployment:** - Production: VPS with Nginx reverse proxy - SSL: Let’s Encrypt certificates - Process Management: PM2 - Domain: eywademo.cloud

1.5 Browser Requirements

**Supported Browsers:** - Chrome 90+ (Recommended) - Firefox 88+ - Safari 14+ - Edge 90+

**Minimum Requirements:** - JavaScript enabled - Local storage support - Camera access (for QR scanning) - Internet connection (with offline fallback)

GETTING STARTED

2.1 System Access

The PNG Green Fees System is accessible via web browser at: - Production URL: https://eywademo.cloud - Alternative: https://www.eywademo.cloud

2.2 User Authentication

**Login Process:** 1. Navigate to the system URL 2. Enter your email address 3. Enter your password 4. Click “Sign In”

**Security Features:** - Session management with automatic timeout - Password complexity requirements - Secure password reset functionality - Role-based access control

2.3 User Roles and Permissions

The system supports four distinct user roles:

**Flex\_Admin:** - Full system access - User management - System configuration - All reporting capabilities - Administrative functions

**Counter\_Agent:** - Passport management - Individual voucher creation - Bulk upload operations - Payment processing - Cash reconciliation - QR code scanning

**Finance\_Manager:** - View-only passport access - Corporate voucher management - Quotation creation and management - All reporting capabilities - Cash reconciliation approval - Revenue tracking

**IT\_Support:** - User management - System monitoring - Report generation - QR code validation - Support ticket management

2.4 First Login Process

**Initial Setup:**

1. Receive login credentials from system administrator

2. Access the system URL

3. Enter provided email and temporary password

4. Change password on first login

5. Familiarize yourself with the dashboard

6. Review role-specific features

**Password Requirements:** - Minimum 8 characters - At least one uppercase letter - At least one lowercase letter - At least one number - At least one special character

2.5 Password Management

Changing Password: 1. Click on your profile icon (top-right corner) 2. Select “Change Password” 3. Enter current password 4. Enter new password (twice for confirmation) 5. Click “Update Password”

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

1. USER INTERFACE OVERVIEW

3.1 Main Dashboard

The dashboard provides a comprehensive overview of system activity:

Key Metrics Display: - Today’s transactions count - Revenue generated today - Active vouchers - Pending reconciliations - System status indicators

Quick Actions: - Create new exit pass - Process payment - Generate report - Access cash reconciliation

Recent Activity: - Latest transactions - Recent passport entries - System notifications - Pending approvals

3.1.1 Agent Landing Page

Counter agents have a specialized landing page accessible via /agent route that provides:

Streamlined Workflow: - Step-by-step process guidance - Quick access to common tasks - Visual workflow indicators - One-click actions for frequent operations

Key Features: - Individual exit pass creation - Bulk upload processing - Payment processing - Cash reconciliation - QR code scanning - Support ticket creation

3.1.2 Alternative Ticket Interface

The system includes a simplified ticket interface (SimpleTicketsPage.jsx) accessible via /tickets/simple that provides:

Simplified View: - Dashboard-style ticket overview - Quick filtering options - Streamlined ticket management - Mobile-optimized interface

Features: - View all tickets in dashboard format - Filter by status, priority, and category - Quick actions (view, delete) - Search functionality - Date range filtering

3.2 Navigation Menu

The navigation menu adapts based on user role:

Common Menu Items: - Dashboard (all roles) - Passports (view/create) - Purchases (Counter\_Agent, Flex\_Admin) - Reports (Finance\_Manager, IT\_Support, Flex\_Admin) - Settings (role-dependent)

Role-Specific Menus: - Users (Flex\_Admin, IT\_Support) - Quotations (Finance\_Manager, Flex\_Admin) - Cash Reconciliation (Counter\_Agent, Finance\_Manager, Flex\_Admin) - Admin Settings (Flex\_Admin only)

3.3 Header Components

Top Navigation Bar: - System logo and branding - Main navigation menu - User profile dropdown - Offline/online status indicator - Mobile menu toggle

Profile Dropdown: - User email display - Change password option - Logout functionality - Role indicator

3.4 Mobile Interface

Responsive Design: - Optimized for tablets and smartphones - Touch-friendly interface elements - Collapsible navigation menu - Swipe gestures support

Mobile-Specific Features: - Camera integration for QR scanning - Offline mode optimization - Reduced data usage - Progressive Web App installation

3.5 Offline Mode Indicator

The OfflineIndicator component provides real-time connectivity status:

Visual Indicators: - Green badge: Online and synced - Red badge: Offline mode active - Yellow badge: Syncing in progress - Number badge: Pending items count

Offline Capabilities: - View recently loaded data - Create new transactions - Process payments - Generate vouchers - Automatic sync when reconnected

3.6 Progressive Web App (PWA) Features

The system functions as a Progressive Web App with:

Installation: - Installable on mobile devices and desktops - Works like a native application - Offline functionality when installed - Automatic updates

PWA Components: - Service Worker for offline caching - Web App Manifest for installation - Offline page for connectivity issues - Background sync capabilities

Installation Process: 1. Visit the system URL on mobile device 2. Browser will show “Add to Home Screen” prompt 3. Tap “Add” to install the app 4. App icon appears on home screen 5. Launch like any other app

3.7 Additional Interface Components

3.7.1 Voucher Management - Vouchers page redirects to scan functionality - QR code generation and validation - Print voucher capabilities - Email/SMS delivery options

3.7.2 Standalone Passport Creation - CreatePassport component for direct passport entry - Form validation and error handling - Photo upload capability - Integration with main passport system

3.7.3 Admin Password Reset - AdminPasswordResetModal for user management - Secure password reset functionality - Role-based access control - Audit trail for password changes

1. CORE FUNCTIONALITIES

4.1 Passport Management

Passport Database: - Comprehensive passport information storage - Photo upload capability - Expiry date tracking - Nationality and personal details - Search and filter functionality

Passport Creation: 1. Navigate to “Passports” menu 2. Click “Add New Passport” 3. Enter passport details: - Passport number - Full name - Date of birth - Nationality - Expiry date - Photo (optional) 4. Validate information 5. Save passport record

Passport Validation: - Duplicate detection - Expiry date verification - Format validation - Required field checking

4.2 Individual Exit Pass Creation

Process Overview: 1. Select passport from database 2. Choose payment method 3. Calculate fees 4. Generate voucher code 5. Process payment 6. Print/display voucher

Step-by-Step Process:

Step 1: Passport Selection - Search by passport number or name - Verify passport details - Check for existing active vouchers - Confirm passport validity

Step 2: Payment Configuration - Select payment method (Cash, Card, etc.) - Enter amount (if different from standard) - Add any additional fees - Calculate total amount

Step 3: Voucher Generation - System generates unique voucher code - QR code automatically created - Voucher validity period set - SMS notification sent (if configured)

Step 4: Payment Processing - Process payment according to method - Record transaction details - Update passport status - Generate receipt

4.3 Corporate Voucher Management

Corporate Client Setup: 1. Navigate to “Corporate Exit Pass” 2. Enter company details 3. Set voucher parameters: - Quantity needed - Validity period - Special pricing (if applicable) 4. Generate bulk vouchers 5. Send to corporate client

Voucher Distribution: - Email delivery option - SMS notification - Physical voucher printing - Digital download

4.4 Bulk Passport Upload

CSV Upload Process: 1. Prepare CSV file with required columns: - Passport Number - Full Name - Date of Birth - Nationality - Expiry Date 2. Navigate to “Bulk Upload” 3. Select CSV file 4. Preview data for accuracy 5. Process upload 6. Review results and errors

File Format Requirements: - CSV format only - UTF-8 encoding - Headers in first row - Required columns present - Data validation rules applied

Error Handling: - Invalid data flagged - Duplicate entries identified - Missing required fields highlighted - Partial upload success reporting

4.5 Payment Processing

Supported Payment Methods: - Cash - Credit Card - Debit Card - Bank Transfer - EFTPOS

Payment Workflow: 1. Select payment method 2. Enter amount 3. Process payment 4. Record transaction 5. Generate receipt 6. Update voucher status

Cash Payment Special Features: - Denomination tracking - Change calculation - Receipt printing - Cash reconciliation integration

4.6 Quotation Management

Quotation Creation: 1. Navigate to “Quotations” 2. Click “Create New Quotation” 3. Enter client details 4. Add line items: - Voucher quantities - Unit prices - Discounts (if applicable) - Tax calculations 5. Set validity period 6. Generate quotation number 7. Send to client

Quotation Status Tracking: - Draft - Sent - Approved - Rejected - Expired

1. ADVANCED FEATURES

5.1 Cash Reconciliation Module

Purpose: The cash reconciliation module ensures accurate tracking of daily cash transactions and helps prevent discrepancies in cash handling.

Daily Reconciliation Process:

Step 1: Start New Reconciliation 1. Navigate to “Cash Reconciliation” 2. Click “New Reconciliation” 3. Select date and shift 4. Enter opening float amount

Step 2: Enter Cash Counts Count physical cash by denomination: - K100 notes - K50 notes - K20 notes - K10 notes - K5 notes - K2 notes - K1 coins - 50 toea coins - 20 toea coins - 10 toea coins - 5 toea coins

Step 3: System Calculations - Expected cash = Opening float + Cash transactions - Actual cash = Sum of denomination counts - Variance = Actual - Expected

Step 4: Variance Analysis Color-coded warnings: - Green: Perfect match (K0 variance) - Yellow: Small variance (K1-K50) - Orange: Medium variance (K51-K100) - Red: Large variance (K100+)

Step 5: Approval Workflow - Submit for manager review - Manager approves or flags - Resolution of flagged items - Final approval and closure

5.2 Offline Mode Operations

Offline Capabilities: - Continue working without internet - Create new transactions - Process payments - Generate vouchers - View cached data

Offline Data Storage: - IndexedDB for local storage - Automatic sync when reconnected - Conflict resolution - Data integrity checks

Offline Indicators: - Visual status indicators - Pending sync counter - Manual sync option - Sync progress display

5.3 SMS Notifications

Configuration (Admin Only): 1. Navigate to “Settings” > “SMS Notifications” 2. Select SMS provider: - bmobile PNG (recommended) - Digicel PNG - Twilio (international) 3. Enter API credentials 4. Configure sender ID 5. Test configuration

SMS Templates: - Voucher created notification - Payment confirmation - Reconciliation approval - Password reset codes

Template Variables: - {{voucher\_code}} - {{amount}} - {{expiry\_date}} - {{company\_name}} - {{transaction\_id}}

5.4 QR Code Scanning and Validation

QR Code Generation: - Automatic generation for vouchers - Unique codes per transaction - Expiry date encoding - Security features

QR Code Scanning: 1. Navigate to “Scan & Validate” 2. Allow camera access 3. Point camera at QR code 4. System validates voucher 5. Display voucher details 6. Update usage status

Validation Features: - Real-time validation - Duplicate usage detection - Expiry date checking - Fraud prevention

5.5 Support Ticket System

Creating Support Tickets: 1. Navigate to “Support Desk” 2. Click “Create New Ticket” 3. Select ticket category 4. Describe the issue 5. Attach files if needed 6. Submit ticket

Ticket Management: - Track ticket status - Add comments - Assign to support staff - Escalate if needed - Close resolved tickets

Ticket Categories: - Technical Issues - User Access Problems - Payment Processing - System Errors - Feature Requests

1. REPORTING AND ANALYTICS

6.1 Report Types

Available Reports: 1. Passport Reports - All passports in system - Expired passports - Passport statistics - Nationality breakdown

1. Individual Purchase Reports
   * Daily transaction summary
   * Revenue by payment method
   * Agent performance
   * Voucher usage statistics
2. Corporate Voucher Reports
   * Corporate client activity
   * Bulk voucher usage
   * Revenue from corporate sales
   * Client performance metrics
3. Revenue Generated Reports
   * Daily revenue summary
   * Monthly revenue trends
   * Payment method analysis
   * Revenue by agent
4. Bulk Upload Reports
   * Upload success rates
   * Error analysis
   * Processing times
   * Data quality metrics
5. Quotation Reports
   * Quotation status tracking
   * Conversion rates
   * Client activity
   * Revenue forecasting

6.2 Generating Reports

Report Generation Process: 1. Navigate to “Reports” menu 2. Select desired report type 3. Set date range 4. Apply filters (if available) 5. Click “Generate Report” 6. Review results 7. Export if needed

Filter Options: - Date range selection - User/agent filtering - Payment method filtering - Status filtering - Custom criteria

6.3 Export Options

Export Formats: - PDF (for printing) - Excel (for analysis) - CSV (for data processing) - JSON (for integration)

Export Features: - Custom date ranges - Filtered data - Formatted layouts - Branded headers - Automatic file naming

6.4 Dashboard Analytics

Real-Time Metrics: - Today’s transactions - Current revenue - Active users - System performance

Visual Charts: - Revenue trends - Transaction volume - Payment method distribution - User activity patterns

Key Performance Indicators: - Transaction processing time - Error rates - User satisfaction - System uptime

1. ADMINISTRATIVE FUNCTIONS

7.1 User Management

Creating New Users: 1. Navigate to “Users” (Admin/IT Support only) 2. Click “Add New User” 3. Enter user details: - Email address - Full name - Role assignment - Department 4. Set initial password 5. Send login credentials

User Role Management: - Assign appropriate roles - Modify permissions - Deactivate users - Reset passwords - Audit user activity

7.2 Payment Mode Configuration

Adding Payment Methods: 1. Navigate to “Settings” > “Payment Modes” 2. Click “Add Payment Method” 3. Enter method details: - Method name - Description - Processing fees (if any) - Active status 4. Save configuration

Payment Method Settings: - Enable/disable methods - Set processing fees - Configure validation rules - Set display order

7.3 Email Template Management

Template Configuration: 1. Navigate to “Settings” > “Email Templates” 2. Select template type 3. Edit template content 4. Add variables as needed 5. Test template 6. Save changes

Available Templates: - Voucher notifications - Payment confirmations - Password reset - System alerts - Custom messages

7.4 SMS Settings Configuration

SMS Provider Setup: 1. Navigate to “Settings” > “SMS Notifications” 2. Select provider 3. Enter API credentials 4. Configure sender ID 5. Test configuration 6. Enable SMS sending

Provider Options: - bmobile PNG (local, recommended) - Digicel PNG (local) - Twilio (international)

7.5 System Settings

General Settings: - System name and branding - Default currency - Date formats - Time zones - Language preferences

Security Settings: - Session timeout - Password requirements - Login attempt limits - IP restrictions

1. TROUBLESHOOTING

8.1 Common Issues

Login Problems: - Verify email and password - Check internet connection - Clear browser cache - Try different browser - Contact administrator

Performance Issues: - Check internet speed - Close unnecessary browser tabs - Clear browser cache - Restart browser - Check system status

Data Not Loading: - Refresh the page - Check internet connection - Clear browser cache - Try offline mode - Contact support

8.2 Error Messages

Common Error Messages: - “Invalid login credentials” - Check username/password - “Session expired” - Log in again - “Network error” - Check internet connection - “Permission denied” - Contact administrator - “Data not found” - Verify search criteria

8.3 Performance Issues

Slow Loading: - Check internet connection - Close other applications - Clear browser cache - Use offline mode if available - Contact IT support

System Timeout: - Save work frequently - Use shorter sessions - Contact administrator - Check system status

8.4 Contact Support

Support Channels: - Internal support tickets - Email: support@pnggreenfees.gov.pg - Phone: [IT Helpdesk Number] - In-person: IT Support Office

When Reporting Issues: - Describe the problem clearly - Include error messages - Specify steps to reproduce - Provide screenshots if possible - Include your user role and system details

1. BEST PRACTICES

9.1 Security Guidelines

Password Security: - Use strong, unique passwords - Change passwords regularly - Don’t share login credentials - Log out when finished - Use secure networks

Data Protection: - Don’t leave system unattended - Lock screen when away - Report suspicious activity - Follow data handling procedures - Respect privacy regulations

9.2 Data Entry Standards

Accuracy Requirements: - Double-check all information - Verify passport details - Confirm payment amounts - Validate customer information - Review before saving

Data Quality: - Use consistent formatting - Complete all required fields - Follow naming conventions - Maintain data integrity - Regular data validation

9.3 Cash Handling Procedures

Daily Procedures: - Count opening float - Process transactions accurately - Maintain cash security - Complete reconciliation - Report discrepancies

Security Measures: - Keep cash secure - Don’t leave cash unattended - Use proper counting procedures - Document all transactions - Follow audit requirements

9.4 Backup and Recovery

Data Backup: - System automatically backs up data - Export important reports - Keep local copies of critical data - Regular backup verification - Test recovery procedures

Recovery Procedures: - Contact IT support immediately - Provide detailed information - Follow recovery instructions - Verify data integrity - Document recovery process

1. APPENDICES

10.1 Quick Reference Cards

Counter Agent Quick Reference: 1. Login to system 2. Navigate to “Individual Exit Pass” 3. Search for passport 4. Select payment method 5. Process payment 6. Generate voucher 7. Complete reconciliation

Finance Manager Quick Reference: 1. Review daily reports 2. Check cash reconciliations 3. Approve flagged items 4. Generate revenue reports 5. Monitor system performance

Admin Quick Reference: 1. Manage users 2. Configure settings 3. Monitor system health 4. Generate comprehensive reports 5. Handle support requests

10.2 Keyboard Shortcuts

General Shortcuts: - Ctrl + S: Save current form - Ctrl + N: New record - Ctrl + F: Search/Find - Ctrl + P: Print current page - F5: Refresh page - Esc: Cancel current action

Navigation Shortcuts: - Alt + D: Go to Dashboard - Alt + P: Go to Passports - Alt + R: Go to Reports - Alt + S: Go to Settings - Alt + U: Go to Users (Admin only)

10.2 Error Code Reference

System Error Codes: - ERR001: Authentication failed - ERR002: Permission denied - ERR003: Data validation error - ERR004: Network connection error - ERR005: Database error - ERR006: File upload error - ERR007: Payment processing error - ERR008: SMS sending error

10.3 Glossary of Terms

Key Terms: - Exit Pass: Official document allowing departure from PNG - Green Fee: Environmental fee charged to departing travelers - Voucher: Digital or printed proof of payment - QR Code: Quick Response code for validation - Reconciliation: Process of matching cash with records - Supabase: Database and authentication service - PWA: Progressive Web Application - RLS: Row Level Security

10.4 Quick Reference Cards

Counter Agent Quick Reference: 1. Login to system 2. Navigate to “Individual Exit Pass” 3. Search for passport 4. Select payment method 5. Process payment 6. Generate voucher 7. Complete reconciliation

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SYSTEM INFORMATION

Version: 2.0 Last Updated: October 2025 Supported Browsers: Chrome 90+, Firefox 88+, Safari 14+, Edge 90+ System URL: https://eywademo.cloud Support Email: support@pnggreenfees.gov.pg

This user guide is designed to help all users effectively utilize the PNG Green Fees System. For additional support or questions not covered in this guide, please contact the IT Support team.

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