Business Line
IT Solutions

USER GUIDE AND MANAGEMENT MANUAL

CONTENTS

1. Introduction

Welcome to the Business Line, the comprehensive web application developed by Business Line IT Solutions to meet the unique needs of typing centers and goverment transaction centers in the UAE. Business Line 1.0.1 is the result of over twenty years of expertise from professionals in this industry, designed to streamline operations and enhance customer satisfaction.

2. Key Features

1. Dashboard

Comprehensive overview of center operations based on user privileges.

2. Transactions

Efficient transaction management with unique file numbers and advanced filtering.

3. Documents

Track client documents with an advanced filter system.

4. Clients

Manage establishment and walking customer profiles, documents, and accounts.

5. Accounts

Comprehensive management of estimates, billing, payments, expenses, and more.

6. Reports

Generate detailed reports to track financial and operational performance.

7. Assets

Manage center assets with status and history tracking.

8. Minutes

Save and use minutes for effective communication and maintenance.

9. Sustainability

AI-based business forecasting and performance insights.

10. WhatsApp Messenger

Integrated messaging for client relationship management.

11. Email

Email integration for transaction updates and client communication.

12. Attendance

Manage employee attendance, schedules, and timesheets.

13. Payroll

Manage salaries, additions, and deductions.

14. Employee Timesheet

Track employee work hours, breaks, and free time.

15. Announcements

Communicate with clients and employees via email and in-app messaging.

16. Bookmarks

Quick access to commonly used websites.

17. Configuration

Customize application settings and policies.

18. Activity Log

Track user activities within the application.

19. Email History

Review all sent emails from the application.
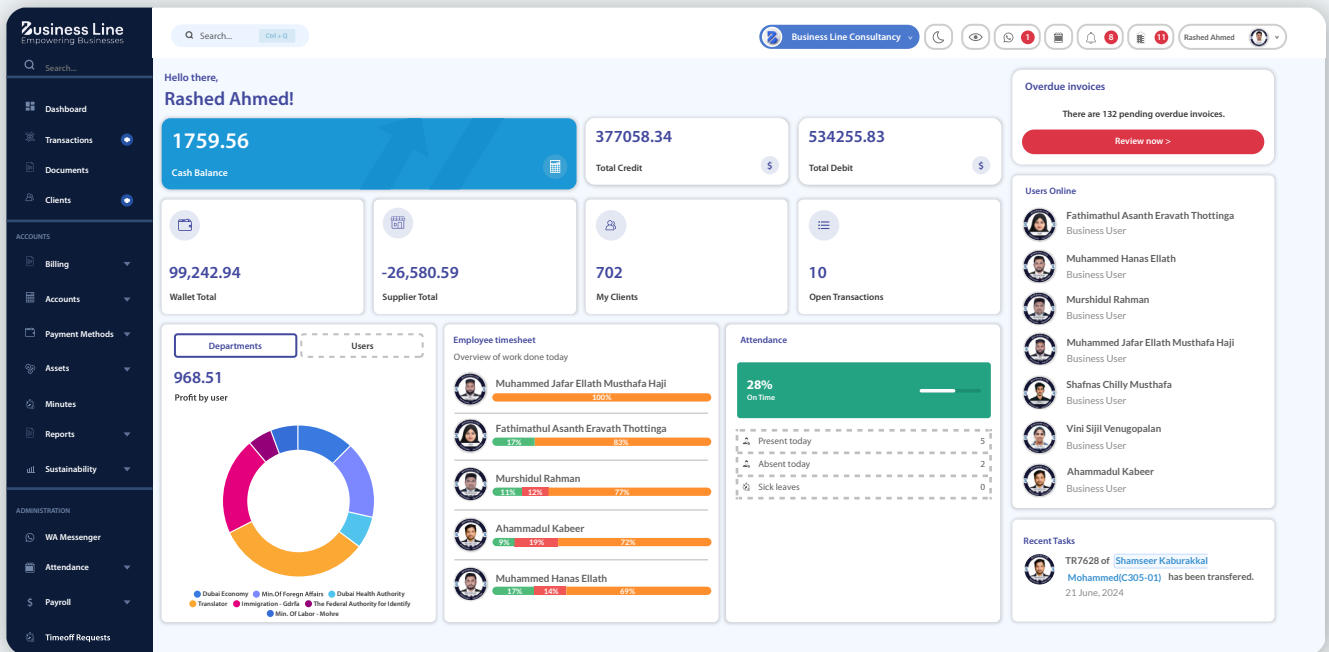
20. Export Facility

GDPR-compliant data export for client registrations and profiles, minutes, transaction files, estimates, and invoices.

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3.Module Details

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3.1. Dashboard

The Dashboard provides a comprehensive overview of center operations:

- ✦ Current cash balance
- ✦ Total debit and credit status
- ✦ Wallet balances
- ✦ Supplier dues
- ✦ Client and transaction assignments
- ✦ Overdue invoices
- ✦ Online user status

- ✦ Recent tasks

- ✦ Profit and attendance status

- ✦ Employee timesheets

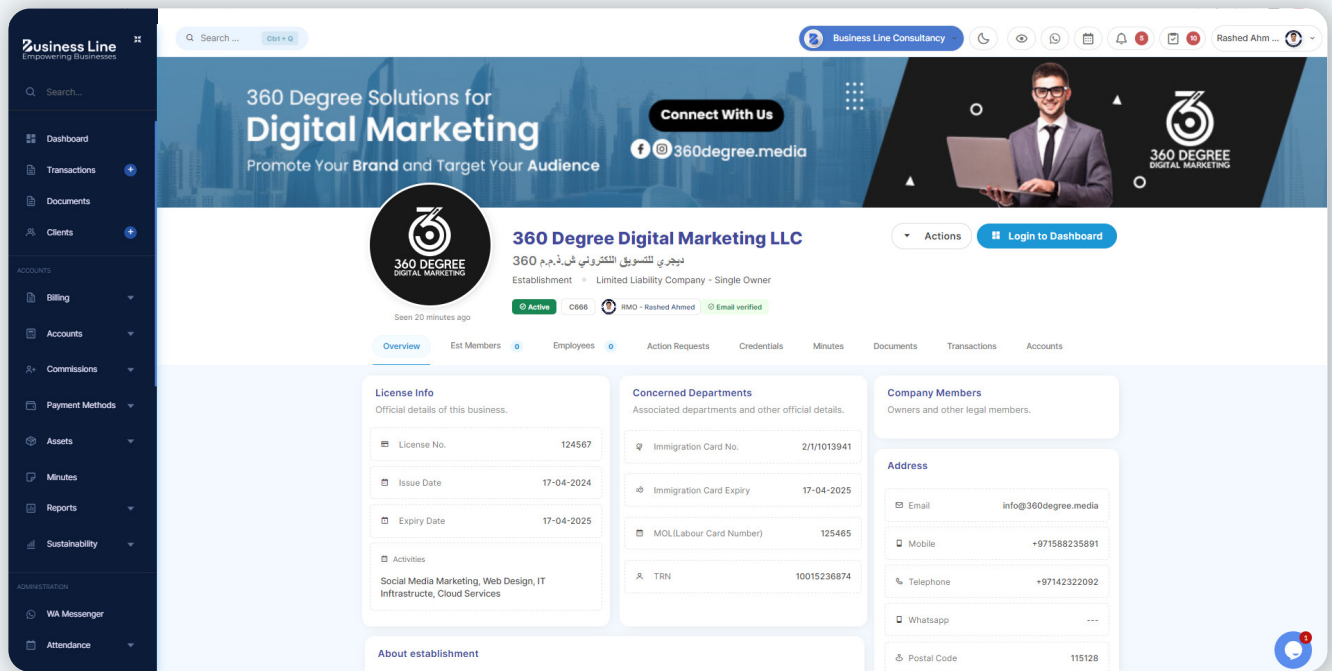- ✦ Notifications and tasks

3.2. Transactions

Manage transactions efficiently:

- ✦ Unique transaction file numbers

- ✦ Transaction details and status tracking

- ✦ Advanced search and filter options

- ✦ Responsible typist assignment

- ✦ Admin transfer capabilities

3.3. Documents

Track client documents with advanced filtering by expiry and validity.

3.4. Clients

Register and manage profiles for establishments and walking customers, including:

- ✦ Owners and employees
- ✦ Separate profile management
- ✦ Document tracking
- ✦ User credentials and accounts

3.5. Accounts

1.Billing

Manage estimates and invoices for each client.

2. Credit & Debit

Create and list credit and debit entries for each client.

3. Wallets

Manage payment methods and typist usage for transactions.

4. Supplier Management

Track balances and dues to suppliers.

5. Refunds

Process and list customer refunds.

6. Expense Analysis

Dashboard for managing expenses by category.

7. Dividends

Manage payable amounts to owners periodically.

8. Commissions

Manage commissions for typists and salespersons.

9. VAT Payments

Track and manage VAT dues and transaction sources.

10. Reports

Generate various detailed reports:

- ✦ Payment Summary Report
- ✦ Clients Statement
- ✦ Invoice Profit
- ✦ Staff Report
- ✦ VAT Repor
- ✦ Cashbook

- ✦ Wallets Report
- ✦ Transaction Profit Report
- ✦ Service Report

3.6. Assets

Track client documents with advanced filtering by expiry and validity.

3.7. Minutes

Save and use minutes for effective business maintenance and communication.

3.8. Sustainability

AI-based insights for business forecasting and performance evaluation.

3.9. WhatsApp Messenger

Integrated for client relationship management and transaction updates.

3.10. Email

Integrated email for transaction updates and client communication. v

3.11. Attendance

Manage employee attendance, schedules, breaks, and timesheets. v

3.12. Payroll

Comprehensive salary management with additions and deductions.

3.13. Employee Timesheet

Track employee work hours, breaks, and free time.

3.14. Announcements

Communicate with clients and employees via email and in-app messaging.

3.15. Bookmarks

Quick access to commonly used websites.

3.16. Configuration

Customize application settings, including company information, privacy, security and appearance.

3.17. Activity Log

Track user activities for reference and confirmation.

3.18. Email History

Review all sent emails from the application.

3.19. Export Facility

GDPR-compliant export facility for data retrieval, including:

- Client profiles
- Documents
- User credentials
- Accounts

- ✦ Minutes

- ✦ Transaction files

- ✦ Estimates

- ✦ Invoices

4. Troubleshooting and Support

Common Issues and Solutions

1. Login Problems:

   - ✦ Ensure your internet connection is stable.

   - ✦ Check your credentials for accuracy.

   - ✦ Reset your password if necessary

2. Transaction Errors:

   - ✦ Verify all required fields are filled out correctly.

   - ✦ Ensure you have the necessary permissions to perform the action.

   - ✦ Contact support if the issue persis

3. Document Upload Failures:

   - ✦ Check the file format and size.

   - ✦ Ensure your internet connection is stable.

   - ✦ Try uploading the document agai

Support Contact Information

- Email: support@businessline.ae

- Phone: +971 4 23 22 092

- WhatApp: +971 58 663 7861

- Website: www.businessline.ae/support

5. FAQs

Q1: How do I reset my password?
A1: Click on the "Forgot Password" link on the login page and follow the instructions.

Q2: Can I customize the application settings?
A2: Yes, you can customize settings under the "Configuration" module.

Q3: How do I export client data?
A3: Go to the "Export Facility" module and select the data you wish to export. ---

6. Glossary

- EStablishment: A business or organization that has registered with the center.

- Walking Customer: An individual client who avails services without a

   long-term contract.

- Typist: An employee responsible for processing transactions.

- Transaction File Number: A unique identifier for each transaction.

- Wallet: A payment method used for government transactions.

- GDPR: General Data Protection Regulation, ensuring data protection and privacy.

THANK YOU!