FZBMS | BUSINESS MANAGEMENT SYSTEM

OPERATIONS GUIDE

User Manual

Step-by-step operating guidance for the completed FZBMS modules.

For organization administrators and day-to-day users in retail/shop, education, hospital, and Super Admin portals.

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Scope: This guide documents the implemented FZBMS workflows represented in the supplied source snapshot. What a user can see and do depends on the organization type, subscription plan, branch assignment, role permissions, and enabled modules.

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Start here

FZBMS separates platform administration from organization work. Super Admin configures the platform, organizations, plans, and global announcements. Organization users sign in to their own portal and work only within enabled modules and assigned permissions.

Before you begin	What to check
Correct portal	Use the organization portal for business/school/hospital operations and the Super Admin portal for platform-wide tasks.
Access	Confirm your account is active, your role is correct, and your branch or department assignment matches your job.
Organization setup	Check organization name, logo, address, phone, email, currency, language, and operating locations.
Safe entry	Before saving, confirm the branch, customer/supplier/patient/student, transaction date, amounts, and status.
Print	Run a test print and confirm organization branding and paper size before bulk printing.

Sign-in and navigation

- Use the menu to open a module; a missing menu item usually means the module is disabled, outside the active plan, or not permitted for your role.
- Use search and filters in list pages to find records by number, name, date, branch, status, or other available fields.
- Open a record’s View page to review its details before taking a management action.
- Use the portal’s own back link when returning to a list so you remain in the main content frame.
- Sign out from the user menu when you finish on a shared device.

Correction rule: Choose the safest available correction for the record’s state. Use edit for a permitted draft or open record, cancellation/return/refund for completed transactions when provided, and ask an administrator if an action is unavailable.

1. Set up an organization

Organization administrators should complete core setup before staff create live records.

Organization identity and branches

Open Organization Details and verify the display name, address, contact number, email, logo, and any available regional settings. These details can appear in invoices, receipts, stock reports, and other print views. Add or review branches with their location and contact details. Set a clear default branch and ensure each user is assigned only to the location they need.

Departments, users, and roles

Create departments for teams or functions. Add a user with their name and contact details, assign a branch, then grant a role. Review the permission list for view, create, edit, delete, and manage actions. Test a staff account after setup so its menu and record access match the intended job.

Setup task	Recommended check
Organization profile	Use the business name customers recognize; verify phone and address spelling.
Branches	Use unique, recognizable names; check city/country and contact fields.
Users	Use an individual account per staff member; avoid shared credentials.
Permissions	Grant only the module and action access required for the person’s job.
Print branding	Upload the organization logo and test receipts, invoices, and reports.

Plans and module access

An administrator can check billing/subscription information and the enabled modules. Core and optional modules can be controlled by plan and organization settings. A user’s role can still hide a module even when the plan includes it.

2. Products, suppliers, and stock

Create catalog records before purchasing or selling. The product catalog is organization-wide while stock is tracked by branch.

Create or update products

- Open Products & Services and add a product or service with a clear name, category, unit, SKU/barcode, cost, selling price, and tax settings where available.
- Use a unique SKU or barcode that staff can scan or type at POS. Confirm unit and price precision before saving.
- Review active status and category so the item is easy to find in search and reports.
- Use edit only when permitted; assess the effect of changing an existing item’s price or identity on future transactions.

Receive stock through purchasing

Create or select the supplier, start a purchase, choose the receiving branch, add the items and quantities, then verify unit cost, total, payment, and any supplier balance before saving. Review the purchase record after save and check branch inventory movements.

Counts, adjustments, and reorder planning

Use inventory count pages for a physical count. Select the correct branch, enter counted quantities carefully, and review differences before committing an adjustment. Stock movements provide an audit trail. Configure reorder quantities for important products and check the Reorder Stock page when planning replenishment. A printable physical count sheet can be used for offline counting where available.

Suppliers and supplier balances

Keep supplier names and contacts current. Review purchase history, payments, and payable balance on the supplier record or supplier report. Record supplier payments against the correct supplier and purchase where supported.

> **Stock check:** Before troubleshooting quantity differences, confirm the branch, unit of measure, opening stock, recent purchases, sales, returns, and adjustments.

3. Create a sale in POS

POS supports barcode/SKU entry and manual product selection. Use it for walk-in or registered customers.

Sale workflow

Step	Action
1. Open POS	Choose Sales / POS and confirm the current branch shown in the page context.
2. Select customer	Choose Walk-in Customer or select the customer account. Verify the customer before applying a balance sale.
3. Add items	Scan a barcode/SKU and press Enter, or use the manual product/service selector. Search by product name, SKU, or barcode if needed. Add the item and review the quantity.
4. Review pricing	Check item price and line totals. Enter a permitted discount or tax amount/rate and confirm the grand total.
5. Record payment	Select payment method and enter the amount paid. Full payment is normally prefilled; reduce it only for an authorized partial payment/credit sale.
6. Complete	Add notes if needed, confirm the sale, and use the receipt/print action. Verify the sale appears in Sales History.

Manual item entry

If barcode scanning is unavailable, use the manual selector under “Add manually.” Search the catalog or choose an item, press Add item, then verify it appears in the Items table. Do not create a free-text substitute if the catalog item should be tracked in stock; ask an administrator to add the product first.

Receipt printing

Use the thermal receipt print view for a small receipt printer. Keep the heading compact, use the organization name and contact details configured in Organization Details, and test on the printer width. Sale receipts can omit the FZBMS product logo when the organization prefers a compact customer receipt. Check that long item names wrap without covering quantities or totals.

Sales History and safe corrections

Search by sale number, reference, or customer; filter by status and payment. Open View to check the sale and use Edit/Delete/Cancel only when shown and permitted. For a completed sale that must be reversed, use Returns & Refunds when available so stock and money movement remain understandable. Deletion is state- and permission-dependent.

4. Customers, quotations, invoices, and returns

Use customer accounts for business sales, balances, and statements.

Customer records and rate list

Add a customer with a clear display name and verified contact information. Review opening balance and credit settings carefully. Customer statements show activity and receivables where available. The Customer Rate List provides a quick view of product rates for staff or customers; verify its branch, tax, currency, and print output before sharing.

Quotations

Create a quotation for the customer, add catalog items, confirm quantities, rates, tax, discount, validity, and notes, then print or share the quotation. A quotation is a proposed price; check its status before turning it into another transaction if your deployment offers conversion.

Invoices and payments

- Create an invoice with customer, invoice date, due date, line items, quantities, rates, and tax. Confirm totals and issue status.
- Print the invoice and verify organization logo, heading, address, contacts, customer details, and page fit. Use compact print settings to reduce unused paper where practical.
- Record a payment with amount, date, method, and reference. Check outstanding balance after save.
- Use invoice detail/payment history to reconcile the remaining balance; do not record a second payment for a receipt already entered.

Returns and refunds

Open Returns & Refunds, locate the original sale, select eligible quantities, and choose the appropriate refund or exchange outcome. Confirm whether stock is being returned to saleable inventory, and verify the refund method and amount. Review the return record and the original sale after saving.

> **Reconcile:** A customer’s balance should agree with opening balance + completed sales – payments – credits/returns. Review the individual transactions when totals differ.

5. Cashier closeout, expenses, and accounting

Closeout compares recorded tenders with the physical drawer. Accounting views summarize financial activity.

Cashier closeout

- Select the branch and business date, then load system totals.
- Compare cash received and card/bank/other totals with the amounts physically counted.
- Enter the counted amounts and notes. Review any difference before submitting the closeout.
- Print or retain the closeout record according to the shop’s daily procedure.

Expenses

Create expense categories first if required. Record the expense date, category, amount, payment method, branch, and reference/notes. Verify the amount and supporting detail before save. Use expense reports and print pages for review.

Accounting and financial reports

The accounting area includes accounts, journal, ledger, cash book, trial balance, profit and loss, balance sheet, and integration views in the current implementation. Review the organization’s account configuration and posting integration before relying on an accounting report for statutory or tax filing. Use reports for operational review and reconcile totals to source records.

If you see…	Check…
Cash difference	Correct business date/branch, payment method, partial payments, refunds, and duplicate or missing entries.
Unexpected receivable	Invoice due, payment allocation, customer opening balance, cancelled sale, or refund/credit.
Stock mismatch	Branch, units, purchase receipt, completed sale, return disposition, and inventory adjustment.
Report mismatch	Date range, status filter, branch scope, and whether the report uses invoice date or payment date.

6. School and education workflows

The exact sequence depends on how the school has configured its academic calendar and enabled education tools.

Set the academic structure

Open Academic Setup and establish the academic session and school settings. Add classes, sections, and subjects, then check that the active session is selected before entering admissions, attendance, exams, or fees.

Admissions, students, and guardians

Create an admission/student record with accurate identity and guardian details. Review the student profile for class/section placement and contact information. Use promotion tools for the next academic stage rather than changing historical records casually. Print admission documents or student profiles as needed.

Attendance

Select the date, class/section, and session; mark each student or staff member using the school's attendance statuses; review absences and the total before saving. Use attendance reports and print views to check the saved record.

Fees and payments

Set fee structures and due dates, generate vouchers, and confirm each student's session/class before issuing. Record payments against the correct voucher and method, then verify paid and remaining balances. Use finance reports and print views to reconcile collections.

Exams, marks, results, timetable

Set up the relevant exam or assessment, assign subjects and students, enter marks through the authorized teacher or results workflow, and review calculations before publishing/printing. Build the timetable and date sheet against the correct class, subject, teacher, and date.

Certificates, ID cards, parents, and notices

Use certificate and ID-card workflows after checking names, dates, class, and identifiers. Parent access should be tied to the correct guardian/student and protected credentials. Publish notices with the intended audience and review the parent-facing wording before sending/showing.

7. School staff, departments, payroll, and resources

Education staff workspaces can provide focused access for teachers and department teams.

Teacher and department workspaces

Assign teachers to the relevant classes/subjects and use Teacher Workspace for assigned teaching tasks, including mark entry where permitted. Department Workspaces group staff work by function such as administration, HR, accounts, and academics. Some protected sections require a department PIN; follow the organization’s secure PIN process and do not share it broadly.

Payroll and payslips

Review staff identity, pay period, compensation inputs, deductions, and status before processing payroll. Print payslips only after verifying employee, period, gross pay, deductions, and net pay. Keep payslips confidential.

School resources

Where enabled, use school resource tools for transport/library or related operational records. Confirm student/staff associations and resource status before saving. Resource modules are distinct from shop stock inventory.

Backup and system checks

Run available backup and system-check tools according to the school’s routine. Store backup copies under the organization’s approved retention policy and test restoration procedures with an administrator. Review check results and resolve issues before a critical term or reporting period.

> **School privacy:** Student, guardian, attendance, fee, payroll, and parent-access data should be limited to staff who need it. Check the selected session and student before saving or printing.

8. Hospital workflows

The hospital module supports patient and operational workflows. It is not a substitute for local clinical policies or professional judgment.

Patients, appointments, and doctors

Use the patient area to register or find the correct patient and review the patient journey before adding a new record. Add appointment information with the correct patient, doctor, date, and status. Maintain doctor records and availability using the hospital setup controls available in your deployment.

Consultations and operations

Open the relevant patient and visit/consultation workflow, confirm patient identity, date, and assigned clinician, then enter the information required by the hospital's process. Review the record before saving. Use operations pages to track the configured operational events and review the patient journey for continuity.

Billing, reports, and print views

Create or review billing against the correct patient and service. Check amounts, payment status, and outstanding balance before printing. Use hospital reports for operational review. Patient journey and operations print views can support paper records; confirm privacy and recipient before printing.

> **Privacy and clinical safety:** Verify the patient identity and access rights before viewing, changing, or printing sensitive information. Follow the organization's clinical, privacy, and records-retention rules.

9. Super Admin control center

Super Admin work is platform-wide. Organization staff should not use platform actions to manage their day-to-day sales, school, or patient records.

Area	Typical procedure
Organizations and business types	Create or review an organization, assign the correct business type, and verify its status and primary details.
Plans and subscriptions	Set plans and entitlements, review organization subscription status, and confirm which modules are available.
Payments and verification	Review payment records and evidence, then set verification status according to platform policy.
Modules	Enable or manage platform module availability. Confirm tenant-level entitlement and role access separately.
Announcements	Create an announcement with title/message, style, moving/static display, speed, status, and schedule. Preview wording; activate it to show in organization portals; pause or delete it when no longer applicable.
Platform users, roles, settings	Maintain Super Admin access and global platform settings using least privilege.

Global announcements

Announcements are controlled by Super Admin and can appear in organization portals while active and within their schedule. Confirm the start/end times and active status. For urgent notices, choose a clear visual style and concise message, then verify appearance from an organization portal after activation.

10. Printing, troubleshooting, and daily checklist

Print documents only after verifying identity, organization details, and the selected record.

Print quality and paper use

- Keep Organization Details accurate because supported print layouts use those fields for branding and contact information.
- Upload the organization logo, then test representative receipts and reports; layouts may use organization branding differently by document type.
- Choose thermal receipt output for small printers and full-page layouts for invoices/reports as appropriate.
- For long invoices and reports, use compact print scaling and margins, confirm page breaks, and review all rows before printing.
- Check print preview first to avoid wasted copies.

Troubleshooting

Problem	Recommended checks
A menu/module is missing	Confirm organization type, subscription/entitlement, organization override, user role, branch assignment, and portal.
Save is rejected	Check required fields, selected branch/session/patient/customer, permissions, and any duplicate identifier.
Wrong totals	Recheck quantity, price, discount/tax, payment method, date range, and status filter; inspect source lines.
Receipt or report has wrong branding	Review Organization Details and uploaded logo; refresh print preview; confirm document type and organization.
Notice does not appear	Check Super Admin status, schedule/timezone, active period, and that the organization portal has reloaded.
Stock differs from shelf	Check branch and unit, recent purchases/sales/returns/adjustments, and inventory movements.

Daily shop close checklist

- Confirm each completed sale has the correct customer, items, payment, and receipt.
- Review returns and refunds against the original sales.
- Count cash and non-cash tenders; complete cashier closeout for the correct branch/date.
- Check reorder items and stock exceptions.
- Review and secure any printed customer, school, payroll, or patient records.

Help and escalation

If a workflow is missing or a record cannot be corrected, contact the organization administrator with the module name, record number, branch/session, and the exact message shown. Super Admin support is appropriate for platform plans, organization access, payment verification, global modules, and announcements.

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