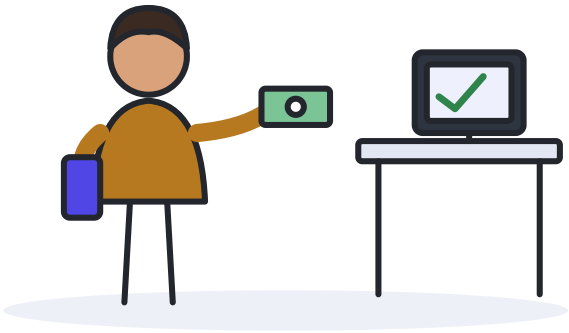
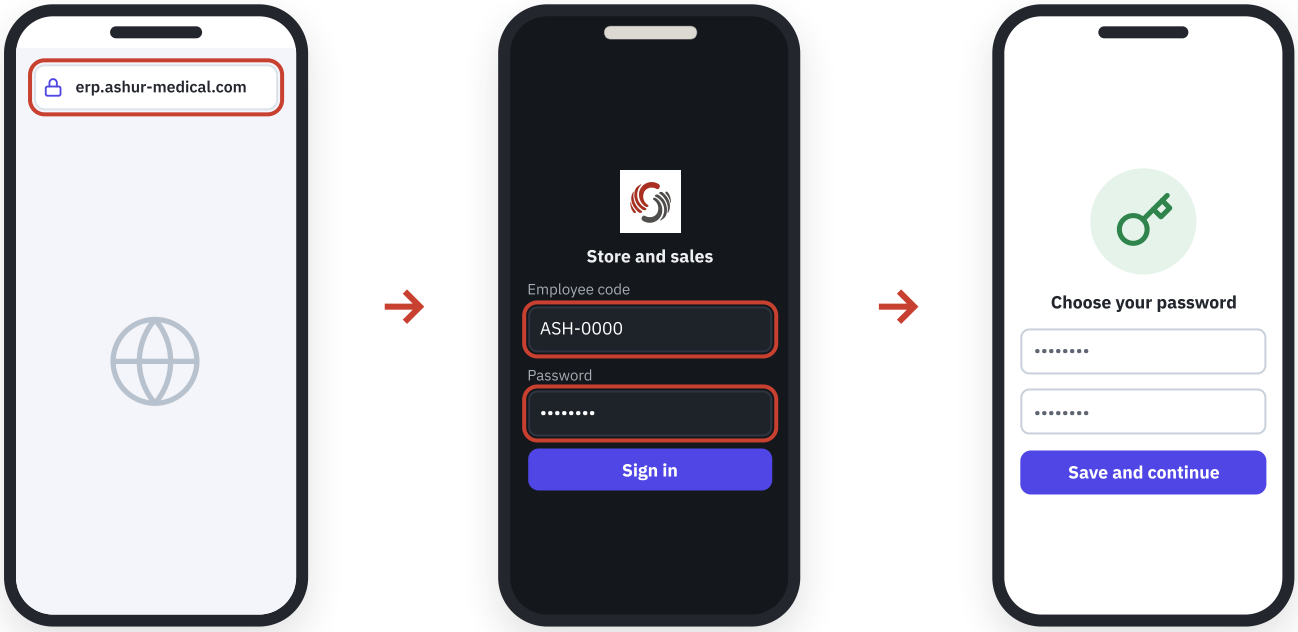
Every dinar
all the way to Finance

Know who owes and since when, collect and give the customer a receipt, follow their promises up — then hand the money to Finance.



Sign in, in three steps



1 Open the browser and type the address

2 Your code + the temporary password from the admin

3 Choose a password only you know

You are in the **Collection department**: you do not write or change invoices — **you collect them**. You see your office's invoices and customers.

Add the site to your phone's **home screen** , and turn on notifications from the **Bell**.

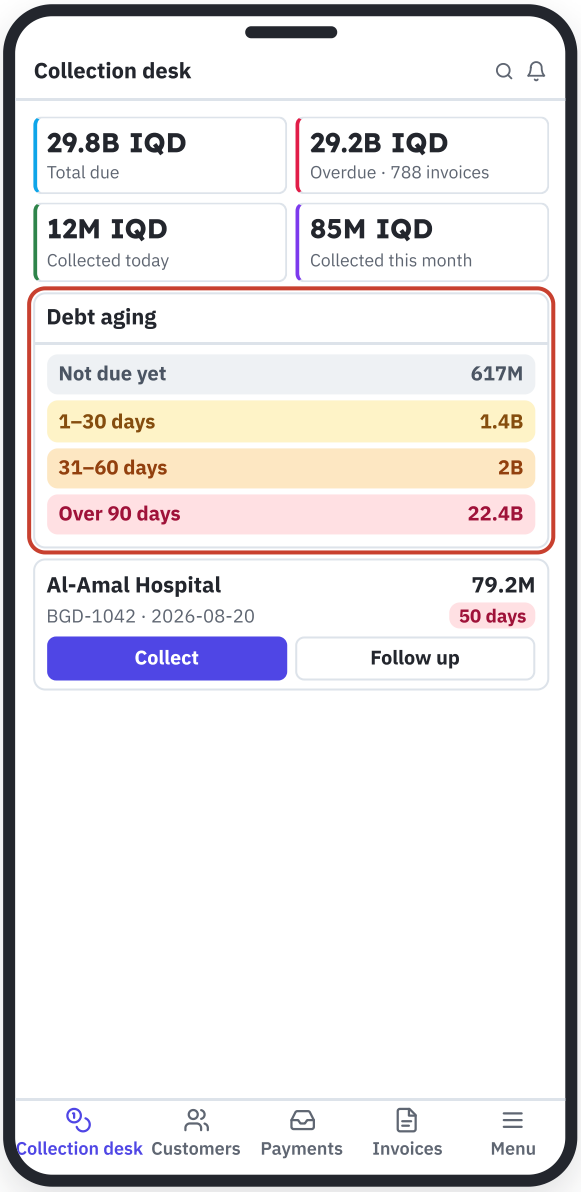
Collection desk on your phone

The first thing you see: what customers owe, how much is late, what you collected — and the list of who to chase.

Total due
All your office's customers owe

Overdue
Past its due date

Debt aging
Press an age to see only its invoices



The + button
"Collect a payment from a customer" or "Request leave"

Payments
What you hold, and sending it to Finance

Menu
Receipts, Fund transfers, Contracts, Leave

PDF and **Share** at the top of the desk make the **"Collection statement"** on the letterhead: the figures, the debt aging and every invoice listed.

Who do you chase today?

“Invoices to follow up”: the longest overdue first. Search, filter, and choose: by invoice or by customer.

All

Every unpaid invoice of your office.

Overdue

Past its due date — with the number of days late.

Follow-ups today

A promise to pay or a follow-up date that is today or past.

By invoice

Al-Amal Hospital **79,200,000 IQD**
BGD-1042 · 2026-08-20 **50 days**
Promise to pay 2026-10-15 · Next follow-up 2026-10-12
Collect | **Follow up**

A card per invoice: the amount first, then how late it is, then the last promise and the follow-up date.

By customer

Al-Amal Hospital **142M IQD**
4 invoices · oldest late by 50 days
Collect | **Invoices**

A line per customer: all they owe. **“Collect”** starts on the oldest invoice; tick the others in the same form.

Search

By customer name or invoice number.

Debt aging

Press “Over 90 days” to see only the oldest debts, and “All ages” to go back.

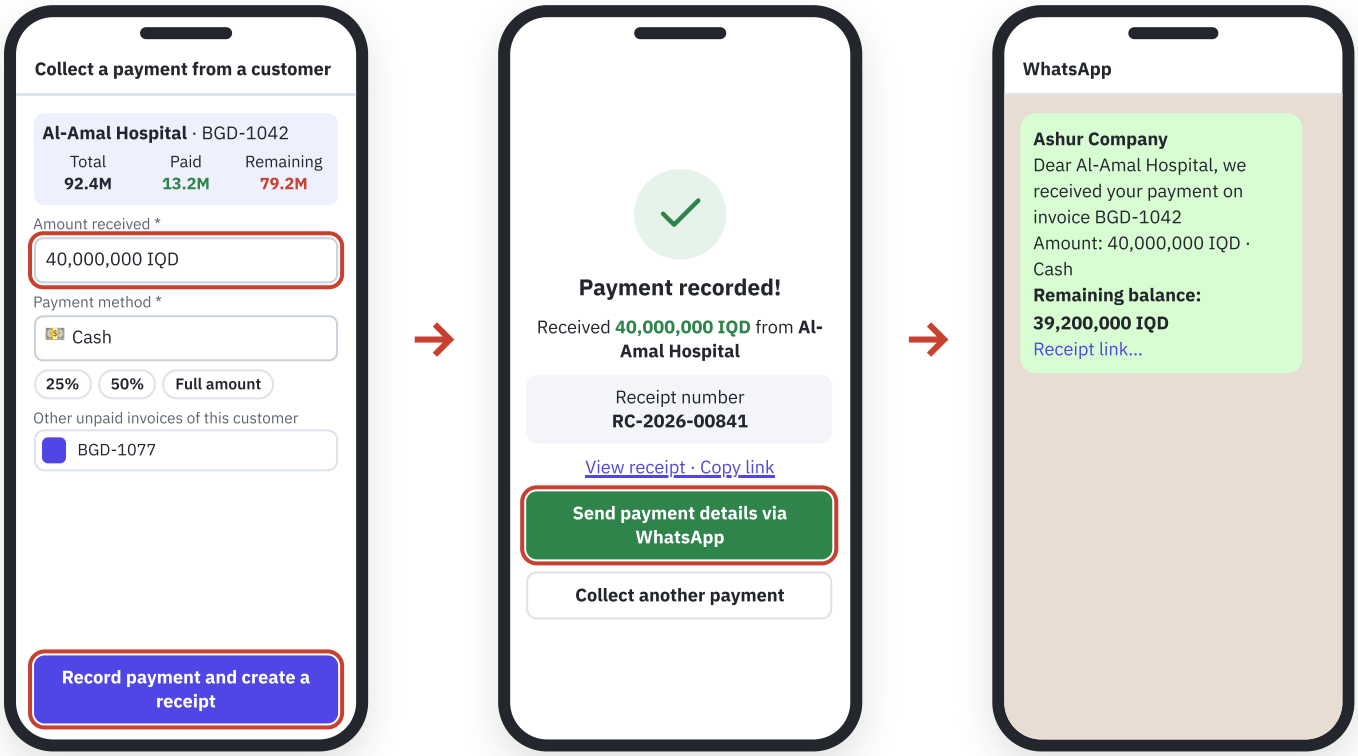
Show more

The list shows a page at a time.

Start your day with **“Follow-ups today”**, then **“Overdue”** oldest first.

Collecting and the receipt

"Collect" opens the form on that very invoice. The receipt is made by itself, and goes to the customer by WhatsApp.



1

The amount and the method then "Record payment and create a receipt"

2

Receipt number and WhatsApp ready for the customer

3

The customer gets the receipt and the balance still owed

Payment method

Cash · Bank transfer · Mastercard QI · Cheque. Anything but cash needs the **cheque number** or **transfer number / reference** — it will not save without it.

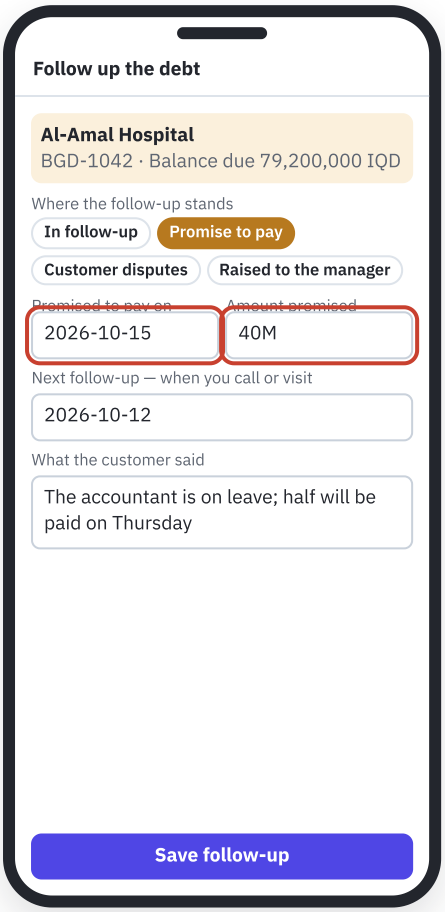
A customer with several invoices?

Tick them in "Other unpaid invoices of this customer" and write each invoice's amount: **each invoice gets its receipt**, in one go.

+ Collect from three places: the **Collect** button on the desk, the **+** → "Collect a payment from a customer", or **"+ Record payment"** on the invoice.

No payment today? Log the follow-up

"Follow up" keeps what the customer said, their promise and the next date — and brings it back to you in "Follow-ups today".



Where the follow-up stands

In follow-up

You called or visited; no promise yet.

Promise to pay

Write the **date** and **amount** they promised — the promise shows on the invoice on the desk.

Customer disputes

About the amount or the invoice itself — write the reason.

Raised to the manager

Needs management or sales to step in.

Next follow-up — pick a day, and the invoice comes back to you in **"Follow-ups today"**.

The same follow-up shows in **Finance** on the collection board — no need to phone anyone.

Hand the money to Finance

Every payment you record stays “With employee” until you send it. The Baghdad office accountant takes it and confirms.

You collect
“With employee”

→

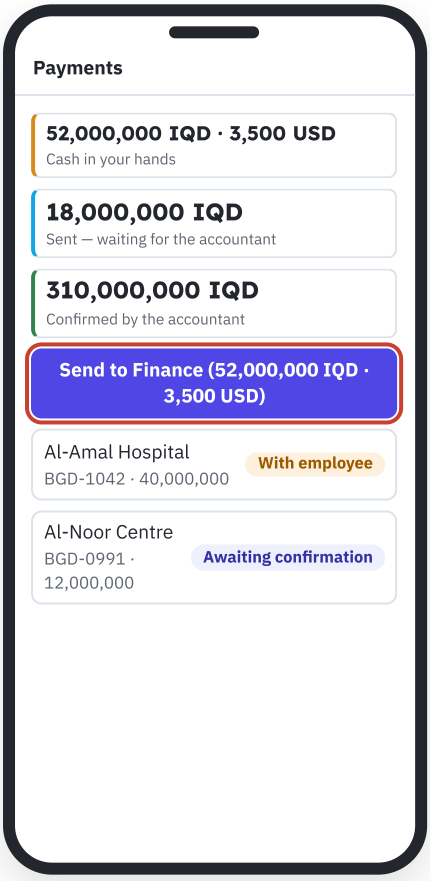
Send to Finance
You pick the payments

→

The accountant
gets a “Cash from collectors” notice

→

Confirmed by the accountant
once they have the money from you



1. **“Payments” → “Send to Finance (...)”**
2. Tick the payments you are handing in (or **“Select all”**) and check the **“Amount to transfer”**
3. **“Send to Finance”** — then hand the money over in person

With employee → Awaiting confirmation →

Confirmed by the accountant

“Fund transfers”

From the menu: everything you handed in, who took it, and the entry number — “Awaiting confirmation” or “Confirmed”.

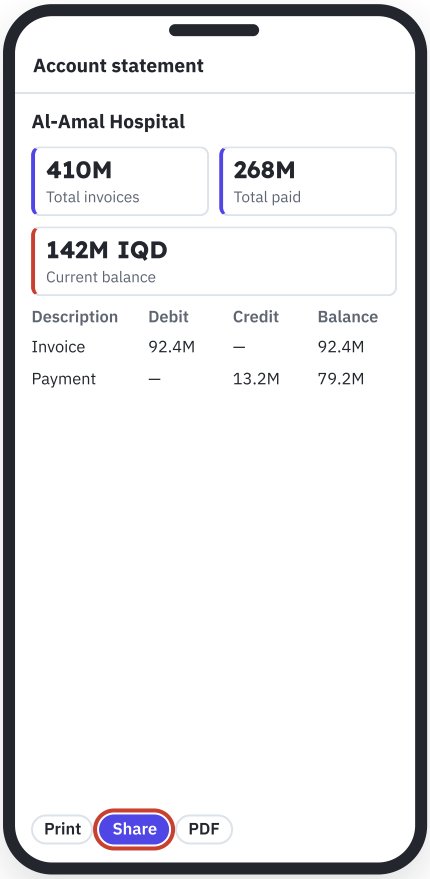
Dinars and dollars

Never added together: each currency shows its own figure side by side, and you hand each currency in as you took it.

Do not keep money for days. Hand it in the same day or the next — and watch “Cash in your hands” go to zero.

The customer and their statement

Before you visit: open the statement. After you visit: send it to them.



Customers

1. **“Customers”** → filter **“Balance”**: **“With an open balance”** or **“Overdue on payment”**
2. Sort by **“Remaining balance”** — largest first
3. On the customer: **“Account statement”** — pick the period; it reads every entry, however many
4. **“Share”** on a phone → WhatsApp, or **“Print”** to hand it over on paper

“Statement page”

In the customer’s profile: a page with a QR code and a link — the customer scans it and sees the live statement; and “Share on WhatsApp”.

Invoices

Status tabs

All · Unpaid · Partial · Paid · Overdue

View

The whole invoice: print, download PDF, WhatsApp the invoice.

Notes

Write on the invoice what helps your colleagues.

The customer’s phone number fills WhatsApp messages by itself. Found a right number? Give it to sales to add to the customer’s profile.

Receipts and contracts

Every receipt you issued is kept, and every payment on a signed contract is collected where it belongs.

Receipts

Filter
Last 7 days · This month · Last month — the method: cash, transfer, Mastercard QI, cheque — and the invoice: paid or part-paid

On every receipt
“View” and “WhatsApp”

Inside the receipt
Print · Download PDF · Share with the customer (WhatsApp, email, copy link)

The message states
the amount, the method, and the **remaining balance** after the payment.

Signed contracts

Receive a payment
On the contract itself: a down payment or an instalment, by the contract’s schedule.

Payment rules
In the contract’s currency, from 0.01 and no more than the outstanding balance. Its date is not in the future or before signing. A USD payment goes to a USD account — otherwise it is refused, with the reason.

Items
What the contract covers, to read.

In Payments
It shows as “Payment on a contract”, and is handed to Finance like any other.

Leave
Ask for leave and follow your balance — or from the **+** button, “Request leave”.

Bell
Every notice that concerns you — nothing missed, even with the app closed.

The Feedback button
Something broken? Tap it and say what happened.

English / عربي
The language button at the top.

You see only what your work needs: **no stock, no cost prices, no invoice editing**. A page that is not yours takes you back to the Collection desk.

Simple rules

Money you collect counts for the customer the moment you record it — so record it the moment you take it.

- **Record the payment at the customer's**, not at the office in the evening — and the receipt reaches them at once.
- **Every payment has a receipt.** Never write a paper receipt by hand.
- **Cheques and transfers with their number** — the system will not take them without it.
- **Every call or visit with no payment = a follow-up**: what they said, and when you come back.
- **Hand money in the same day** with "Send to Finance", then in person to the accountant.
- **Never change an invoice or promise a discount.** A disagreement on the amount? "Customer disputes" and write the reason.
- **Never share your password.** Every payment carries your name.
- **Never record a return.** Send the customer or the goods to the store — its store keeper or store manager records it.

Common questions

The customer paid several invoices?
One payment; tick the other invoices in the same form — each gets its receipt.

A wrong payment amount?
Tell the office accountant before they confirm — only they can delete the payment and restore the invoice.

Cannot see an invoice the customer says they owe?
It may belong to another office, or not be issued yet — ask sales or Finance.

The customer promised and did not pay?
"Follow up" again: a new date, and if it keeps happening, "Raised to the manager".

The customer paid at Finance directly?
Their payment shows here too, in "Payments" and "Receipts" — do not record it again.

The customer wants to return goods?
Not yours to record: only that store's keeper or store manager (or an ERP admin) records the return.

Your first week

- [ ] Sign in and choose your password
- [ ] Open "Follow-ups today" every morning
- [ ] Log a follow-up for a customer who did not pay
- [ ] Turn on notifications from the bell
- [ ] Collect a payment and send its receipt by WhatsApp
- [ ] Send what you hold to Finance