

User Manual

Billing & Service Contract Management System

This manual walks through every screen and action in the system, step by step, using the exact field and button labels you will see on screen.

1. Getting Started

1.1 Logging In

1. Open the application URL in your browser (ask your administrator for the address — e.g. `http://localhost/Bill_management/`). You will land on the **Billing Management** login page.
2. Enter your **Username** and **Password**.
3. Click **Login**.
4. On success you land on the **Dashboard**, showing Total Concerns, Total Bills, Total Outstanding, and your 10 most recent bills.

If your username/password is wrong, you'll see "Invalid username or password." — try again or ask an administrator to reset your account.

1.2 Navigation

The left sidebar is available on every page:

- **Dashboard** — summary tiles and recent bills.
- **Concerns** — customer records.
- **Contracts** — AMC/MMC recurring billing setup.
- **Bills** — every bill (License, Service, AMC, MMC).
- **Run Recurring Billing** — manually trigger AMC/MMC bill generation.
- **Reports** — the six standard reports.

Your name and role appear top-right, with a **Logout** button.

1.3 Roles — what you can and cannot do

Role	Can do
Billing User	Create concerns, create/split bills, record payments, view everything
Billing Manager	Everything above, plus apply bonuses, create/edit contracts
Accounts User	View-only across concerns, bills, contracts, reports
Administrator	Everything

If a button for an action you're not allowed to do isn't visible, that's expected — it's hidden for your role. If you reach a page you're not allowed to use directly, you'll see "You do not have permission to perform this action."

2. Managing Concerns (Customers)

2.1 Create a Concern

1. Click **Concerns** in the sidebar, then **+ New Concern**.
2. Fill in: - **Concern Name** (required) - **Nature** — Work Order, Proposal, or Others (required) - **Address** (required) - **Proposed Date / Kick-off Date** (optional) - **Contact Person** (required) / **Contact Number** (required) / **Designation** (optional) - **Attachments** — pick one or more files if you have supporting documents (proposal, work order, etc.)
3. Click **Save Concern**.
4. You'll land on the Concern's detail page, showing everything you just entered plus a **Bills** section (empty for a brand-new concern).

2.2 Find a Concern

1. Click **Concerns**.
2. Type part of the name into the search box and click **Search**.
3. Click **View** on any row to see full details, or **Edit** to change its information or add more attachments.

2.3 Edit a Concern / Add More Attachments

1. From the Concern's detail page, click **Edit**.
 2. Change any field, or choose more files under **Add Attachments** — this *adds* to existing attachments, it never removes or replaces them.
 3. Click **Save Changes**.
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3. Creating a One-Time Bill (License or Service)

Use this for a License fee or a one-off Service/Other charge (e.g. installation) that does not repeat on a schedule.

1. From a Concern's page, click **+ New Bill** (or go to **Bills** → **+ New Bill** and pick the concern there).
2. Choose **Bill Type**: **License** or **Service / Other**. - If you pick Service / Other, the date field becomes **Service Date** and the remarks field becomes **Service Type / Remarks**.
3. Fill in: - **Effective Date** (or **Service Date**) — required - **Bill Amount (Tk.)** — required, must be greater than 0 - **Reference / Remarks** (or **Service Type / Remarks**) — optional - **Attachment** — optional
4. Click **Save Bill**.

5. You land on the bill's detail page. Note the **Bill No** (e.g. BILL-2026-000001) — this is now the record you'll split, collect payment against, or bonus-close.

4. Setting Up a Recurring Contract (AMC or MMC)

Use this for ongoing arrangements that bill automatically on a schedule — **AMC** (yearly) or **MMC** (monthly). *Requires Billing Manager or Administrator.*

1. From a Concern's page, click + **New Contract** (or go to **Contracts** → + **New Contract**).
2. Choose **Bill Type: AMC (Yearly)** or **MMC (Monthly)**.
3. Fill in: - **Effective From** — when the contract starts (required) - **Effective To** — when it ends (required; must not be before Effective From) - **Billing Day** — only for MMC, the day of month bills are generated on (1-31; if a month is shorter, the last day of that month is used instead) - **Billing Amount (Tk.)** — the amount billed each cycle - **Remarks** — optional
4. Click **Save Contract**.
5. You land on the contract's detail page, showing a **Contract No** (e.g. CON-2026-000001), its status (starts as **Active**), and a **Next Due Period** indicator. No bills exist yet — they appear after you run recurring generation (Section 5).

4.1 Extending a Contract or Changing Its Billing Day

Requires Billing Manager or Administrator.

1. From the contract's detail page, click **Edit / Extend**.
2. To renew the contract, update **Effective To** to the new end date.
3. To correct the billing cycle, update **Billing Day** (MMC only).
4. You may also change **Status** (Active / Suspended / Cancelled / Completed) and **Remarks**.
5. Click **Save Changes**.

Already-generated bills are never changed by this — only bills generated *after* you save will reflect the new date range or billing day. If you extended the date, the old and new Effective To values are recorded and shown under **Effective-To Change History** on the contract page.

4.2 Contract Status

A contract's status updates itself to **Expired** automatically, as soon as its Effective To date has passed — you don't need to do anything for that. To **Suspend**, **Cancel**, or mark **Completed**, use Edit / Extend as above.

5. Running Recurring Bill Generation

This is what actually creates AMC/MMC bills for all due periods.

1. Click **Run Recurring Billing** in the sidebar.
2. You'll see how many contracts are currently Active.

3. Click **Run Generation Now**.
4. A green confirmation shows how many bills were created and their Bill Numbers (it will say "Generated 0 bill(s)" if nothing is due yet — that is normal, not an error).

Running this again is always safe — periods that were already billed are automatically skipped, so you cannot create duplicate bills by running it more than once.

For automation: ask your administrator to schedule `php bill/generate_recurring.php` via Windows Task Scheduler (e.g. once a day) so you never have to click the button manually.

6. Splitting a Bill

Use this when a customer wants to pay a bill in parts.

1. Open the bill (**Bills** → find it → **View**, or from the Concern page).
2. If the bill has an unallocated remaining balance, you'll see a **Split** button — click it.
3. The page shows **Master Bill Amount**, **Already Allocated to Children**, and **Remaining Unallocated**.
4. Enter **Split Amount (Tk.)** — must be more than 0 and no more than the Remaining Unallocated figure shown.
5. Click **Create Child Bill**.
6. You're returned to the master bill's page, which now lists the new child bill under **Bill Split History**, along with the amount still remaining.

Repeat as needed — e.g. split a 10,000 Tk. bill into 5,000 / 3,000 / 2,000. Once fully allocated, the master bill's status becomes **Fully Split** and the Split button disappears (there is nothing left to split).

Each child bill is handled independently from here on — view, pay, or bonus-close a child bill exactly like any other bill. A child bill cannot itself be split again.

7. Recording a Payment

1. Open the bill you're collecting against, and click **Payment**.
2. The page shows **Bill Amount**, **Previously Paid**, and **Outstanding** so you can see exactly what's left to collect.
3. Fill in: - **Receipt Date** (required) - **Collection Amount (Tk.)** (required; cannot exceed Outstanding) - **Payment Account** — Cash or Bank (required) - **Reference / Remarks** — optional
4. Click **Save Receipt**.
5. You're returned to the bill's page. **Payment History** now lists this receipt, and Outstanding/Status update immediately: - Outstanding reaches 0 and some amount was paid → status **Paid**. - Outstanding is above 0 but less than the full amount → status **Partially Paid**.

If you try to collect more than the Outstanding figure, the system blocks it and tells you the exact outstanding amount — simply re-enter a smaller amount.

8. Applying a Bonus / Waiver

Requires Billing Manager or Administrator. Use this to close a bill (or part of it) without any cash changing hands — e.g. a goodwill waiver.

1. Open the bill, and click **Bonus / Waiver**.
2. Fill in: - **Adjustment Type** — Bonus, Discount, Waiver, or Other - **Adjustment Amount (Tk.)** — cannot exceed the bill's current Outstanding - **Reason** — required; write a clear note for the audit trail
3. Click **Apply Adjustment**.
4. You're returned to the bill's page. **Bonus / Adjustment History** now shows this entry. If the adjustment brought Outstanding to 0 with no cash payment at all, the bill's status becomes **Bonus Closed** (kept visibly distinct from "Paid" so collection figures are never overstated).

If you are logged in as a Billing User (not Manager/Admin), you will not see the Bonus / Waiver button at all.

9. Reading a Bill's Detail Page

Every bill's page shows, top to bottom:

- **Concern, Bill Type, Effective Date**, and (if applicable) **Master Bill** link or **Contract** link + billing period.
- **Bill Amount, Allocated to Children, Collected, Bonus / Adjustment, Outstanding, Status, Remarks**, and any **Attachment** link.
- **Bill Split History** (only if this bill has children) — each child's amount, paid, outstanding, and status, with a running total of allocated vs. remaining.
- **Payment History** — every receipt against this specific bill.
- **Bonus / Adjustment History** — every adjustment against this specific bill.

Action buttons (Split / Payment / Bonus-Waiver) only appear when that action is actually valid for the bill's current state and your role.

10. Reports

Click **Reports** in the sidebar to see all six, or go directly:

10.1 Bill Register

All bills with Amount, Paid, Adjustment, Outstanding, Status. Filter by Concern, Bill Type, Status, or a date range. A total row sums every column.

10.2 Outstanding Bill Report

Only bills that still have a balance owing, with an **Age (days)** column (days since the bill's effective date). Use **Min age (days)** to find only old overdue bills (e.g. enter `60` to see anything over 60 days old).

10.3 Concern-wise Statement

1. Search and select a **Concern**.
2. Optionally set **From / To** dates.
3. Click **Go**.

You'll see **Opening Balance** (everything before your From date, if set), every bill/payment/adjustment in date order with a running **Balance** column, and the **Closing Balance**. This answers "how much does this customer owe right now" at a glance.

10.4 Collection Report

Every payment received, filterable by Concern, Payment Account, or date range, with a total.

10.5 Bonus / Adjustment Report

Every bonus/discount/waiver applied, with the original bill amount, reason, and who approved it.

10.6 Recurring Billing Report

Every AMC/MMC contract with its billing cycle, the last period actually billed, the next period due, and current contract status — useful for spotting a contract that isn't generating bills as expected.

11. Frequently Asked Questions

Q: I ran "Run Generation Now" and it said "Generated 0 bill(s)" — is something broken? No — it means nothing is due yet for any Active contract. This is the normal, expected result most days.

Q: Can I undo a payment or bonus? Not from the UI in this version — payments and adjustments are permanent once saved (by design, for audit integrity). Double-check the amount before clicking Save.

Q: I can't see the "Bonus / Waiver" or "+ New Contract" button. Those require the Billing Manager or Administrator role. Ask your administrator if you believe your role is incorrect.

Q: Why does a fully-split bill show "Fully Split" instead of "Paid"? Because no money has actually been collected against that bill directly — its amount was only redistributed to child bills. Check the child bills' own statuses for actual payment progress.

Q: Where do I change my password? Account management is handled by your Administrator directly in the database in this version — ask them to update it for you.

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