questico.site

# GST Billing & Invoicing

User manual

*Inside your tool it is called “Bahi”.*

A GST billing tool for traders that makes numbered tax invoices, records payments, tracks who owes what and prepares the month's GST summaries for the CA.

# 1. Your tool at a glance

Bahi lets a trader or shop selling on credit make a proper GST tax invoice in a minute, with CGST and SGST or IGST worked out from the place of supply. It records full and part payments, shows dues by customer, sends bills and reminders on WhatsApp, and gives the month's sales register, GST summary and HSN summary to take to the CA.

**Made for:** Traders, wholesalers and shops that sell goods on credit and bill under one GSTIN. The sample business is an electrical goods wholesaler in Jaipur.

## Who can do what

Your tool has 3 role profiles. Everyone signs in with their own email address and sees only what their role allows.

| Role | Usually | Can | Cannot |
|---|---|---|---|
| **Owner** | The proprietor or partner | • Do everything a manager can; the owner and manager have the same rights in this tool | • Invite people from inside the tool; team members are added from the Questico console |
| **Manager** | An accountant, office manager or senior billing person | • Do everything counter staff can<br>• Edit any bill that is not cancelled<br>• Cancel invoices and remove payments<br>• Add, edit and delete items in the price list<br>• Enter customers' old balances and delete customers<br>• Open Reports<br>• Change bank details and the next invoice number in Settings | • Edit a bill so its total falls below payments already received, or move it to another financial year |
| **Counter staff** | Billing staff at the counter | • Make invoices and duplicate bills<br>• Record payments<br>• Add and edit customers<br>• Print bills and send them and reminders on WhatsApp<br>• Edit their own bill on the same day, before any payment is recorded | • Change the price list<br>• Enter old balances or delete customers<br>• Cancel bills or remove payments<br>• See Reports or Settings |

## What staff can do in each list

*These rules are kept by Questico's database, not only by the screens: a staff member who finds a way past a screen is still refused. They are for staff: owners and managers are not held to them.*

### Invoices

- Staff see every entry.
- Staff can add entries in their own name.
- Staff can change only their own entries.
- Staff can delete only their own entries.
- An entry is a staff member's own when they made it.
- Staff can change or delete an entry only while it is dated today, no payment has been recorded against it and it is not cancelled.
- Once saved, staff can never change the person who made it, the invoice number, its place in the series and the financial year.
- Staff may add to the payments received, never rewrite or remove what is there.

### Invoice numbering

- Staff see every entry.

- Staff can add entries.
- Staff can't change entries.
- Staff can't delete entries.
- Staff may only increase the next invoice number.

### Customers

- Staff see every entry.
- Staff can add entries.
- Staff can change any entry.
- Staff can't delete entries.
- Once saved, staff can never change the opening balance.

### Items and rates

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

### Bank and print details

- Staff see every entry.
- Staff can't add entries.
- Staff can't change entries.
- Staff can't delete entries.

# 2. Getting started

## Ready when you buy

- Your business name (and its short form) is set from checkout, and your contact details replace the demo's.
- The demo business is gone: its people, customers, vendors and figures are not in your copy. City and address start empty for you to fill in.
- Lists such as departments start with a common set; change them to match your business in the admin panel.
- Your state and GSTIN from checkout are already on your invoices, so GST splits into CGST and SGST or IGST correctly.

## Where your tool lives

- Your tool has its own address, such as yourbusiness.questico.site. Open it on a phone or a computer.
- You can also open it from your Questico account: Your space → Paid, or your console, where the tool shows three buttons: Open the tool, Edit website (the admin panel) and Team.

## Signing in: there are no passwords

- Everyone opens your tool’s address and presses Sign in, then signs in with the email you added for them, in one of two ways.
- With Google: press “Continue with Google”. For a Gmail address, or a work email that is a Google account (Google Workspace). Google looks after the password and security.

- With any other email (Outlook, Zoho, your company's own mail): under "No Google account? Use any email", type the address and press "Email me a code". Questico emails a 6-digit code; type it in and you are in. The code works once and expires soon.
- Someone who signs in but has not been added sees "You're signed in, but not invited yet" until you add their address.

## Adding your team

1. One person at a time: in your Questico console, open the tool's Team section, type their email address and choose "Can use it" (Counter staff) or "Can manage it" (Manager).
2. Everyone at once: in the same Team section → Add many from Excel. Download the template, fill one row per person (name, email and access), and upload it. You see every row checked before anything is added.
3. Your whole company, for all your tools: Your space → Your company team. Upload your staff sheet once (name, email, employee ID, department, designation, function, mobile, joining date, access, and Active or Left), then press Apply beside each business tool. New people get access and appear on the tool's own lists. Applying never changes the access someone already has in a tool. To take someone off, mark them Left: the next Apply removes their access, and their past records stay. Someone simply missing from a new sheet is not treated as having left.

## Partners as owners

- If you run the business with partners, make them owners too: in your console, the tool's overview has an Owners card. Type a partner's email and press Add an owner. Up to five owners in all.
- They become owners the next time they sign in to Questico with that email, and can then do everything you can: the admin panel, the team, and asking for changes. The tool shows in their own Your space under Sites you co-own.
- Any owner can remove a co-owner, and a co-owner can leave. The person who bought the tool always stays an owner.

## Sending the invitation, and seeing who has joined

- Questico emails each person an invitation as soon as you add them, however you add them: one at a time, from Excel, or from your company team. It tells them your tool's address and how to sign in, with Google or with a code.
- In the console's Team section, "Remind the N not signed in" emails everyone who has not joined yet. Under "Send the invitation" you can also copy the ready message for your team's WhatsApp group.
- The same page counts who has joined and who has not signed in yet, lists everyone with the date they were invited and the date they joined, and downloads the list for Excel.
- To change someone's access or remove them, use the tool's Team screen or the console's Team section. Their past records stay.

## The emails Questico sends your team

Questico tells people when something needs them, by email from notices@questico.site, so nobody has to keep the tool open to find out.

### Every morning at 8

- Owners and managers: "N invoices past their due date with no payment yet"

*Several things at once come as one email, never a flood. Each email says what happened and links to your tool. Anyone can stop them: the link at the foot of each email stops that business's notices for that person, and the same link turns them back on. Invitations and sign-in codes still arrive.*

### Changing your settings

In your console, press Edit website to open your tool’s admin panel. Change the name, logo, colours, words, pictures, lists and rules; every change shows in a live preview first. Records (the day-to-day entries) are made inside the tool itself.

### Everyday features

- On a phone the menu moves to a bar at the bottom, and tables turn into cards.
- Anything printable opens your browser’s print window, where you can also choose “Save as PDF”.
- Lists and reports download as CSV files that open in Excel.
- WhatsApp messages open ready-written; you press send. Nothing is sent automatically.

## 3. Your first day

1. Try the demo first, switching View as between owner, manager and counter staff
2. Open the admin panel from Edit website in the Questico console
3. Enter the legal name and address
4. Enter the GSTIN and state
5. Set the GST rates and the default rate
6. Choose the bill number format: prefix, financial year, separator and digits
7. Choose whether rates include GST, and set discount and round-off
8. Set the invoice title, copy label, terms and signatory
9. Set default credit days and payment modes
10. Edit the WhatsApp bill and reminder messages
11. Set item categories and units with their GST unit codes
12. In the console's Team section, add each counter person's email address with 'Can use it' and each manager's with 'Can manage it', and ask them to sign in with that email address (with Google, or a code Questico emails them)
13. Inside Bahi, follow the 'Finish setting up' checklist: in Settings enter bank and UPI details, and set the next invoice number if moving from a paper bill book mid-year
14. Add the price list under Items with HSN, unit, rate and GST
15. Add customers with GSTIN, state, credit days and any old balance

## 4. Everything it does

### Today (owner and manager)

- Show bills and amount this month and the overdue amount, with buttons for a new invoice and the overdue list
- Show billed this month (with a 6-month trend), GST this month (IGST against CGST + SGST), amount to collect (customers, received this month) and overdue
- Chart billing for 6 months (taxable value and GST) and list the latest invoices
- List overdue customers to follow up, with a WhatsApp Remind button for each
- Chart what sold in the last 30 days by category
- Show a 'Finish setting up' checklist: GSTIN and state, bank and UPI details, items, customers

## Today (counter staff)

- Show bills made today, with buttons for a new invoice and recording a payment
- Show your bills today, what you billed this month, received today (whole team) and customers overdue
- List your latest bills and overdue customers with Remind
- Remind staff that a bill can be corrected by its maker on the same day, until a payment is recorded

## Invoices

- Move between months and search by number, customer or order reference
- Filter by All, Unpaid, Overdue, Paid or Cancelled
- List amount, balance, due date and status, with totals
- Download the month's invoices as a spreadsheet (sales register columns)
- Start a new invoice

## New invoice, edit or duplicate

- Pick a customer or add a new one on the spot; their GSTIN, state and credit days are shown
- Set the invoice date; the due date fills in from the customer's credit days
- Fill the place of supply from the customer's state, which decides CGST + SGST or IGST
- Add an order reference and how the goods were dispatched
- Pick items from the price list (HSN, unit, rate and GST fill in) or type any item
- Enter HSN (4, 6 or 8 digits), quantity, unit, rate (or rate including GST), discount %, GST rate; see the line amount; remove a line
- Add lines and apply the same discount to all lines
- See live totals: taxable value, CGST and SGST or IGST per rate, round-off, total, amount in words and the tax type
- Add a note on the bill
- Save, or save and print; the number the bill will get is shown before saving
- Stop an edit from changing the financial year or bringing the total below payments already received

## Invoice page

- Show the tax invoice as it will print on A4
- Print the invoice
- Send it on WhatsApp using the bill message template
- Record a payment: amount (up to the balance), date, mode and reference
- Edit when allowed
- Show payment progress and the list of payments; managers can remove a payment
- Show the customer's GSTIN, place of supply, tax type and phone
- Show who made the bill, who last changed it and any cancellation reason
- Duplicate it as a new bill
- Cancel the invoice (managers only; payments must be removed first and a reason is required); the number stays in the register marked cancelled

## Payments

- To collect: show amount to collect, overdue, falling due in 7 days and received this month
- List customers by oldest due, with open bills, days late, overdue amount and balance
- Send a WhatsApp reminder or record money received from the list
- Received: list the month's payments with the bill, mode and reference, chart them by mode, and download them

- Record a payment against a customer: it settles the oldest bills first, shows how it will be split, and refuses more than is owed
- Show managers a badge with the number of overdue bills

## Customers

- Filter by Active, With dues, Overdue or Inactive; search by name, city, phone or GSTIN
- List GSTIN (or Unregistered), state, credit days, balance and overdue
- Download the customer list
- Add or edit a customer: name, contact person, mobile (for WhatsApp), GSTIN (checked for errors; fills the state, which must match), state, address, city, email, credit days, active
- Enter an old balance to collect and its date (managers only); it ages and takes payments but never appears in GST reports
- Delete a customer who has no bills (managers only)
- Open a customer page by financial year: billed, received, balance due and overdue
- See the customer ledger with bills, payments, running balance, opening and closing balance, and open bills
- Start a new invoice, record a payment, print a statement of account for the year, send a reminder or edit, from the customer page

## Items (price list)

- Search and filter by category
- List HSN, rate per unit, GST % and quantity and value sold in the last 90 days
- Download the price list, including GST unit codes
- Add, edit or delete items (managers only): name, category, HSN, unit, rate before or including GST, GST rate, and whether it shows on new bills
- Let counter staff view the price list without changing it

## Reports (owner and manager)

- Pick a month; each report downloads as a spreadsheet; a note shows the GSTR-1 due date
- Sales register: every invoice with taxable value, CGST, SGST, IGST and total, with cancelled bills marked
- GST summary: taxable, CGST, SGST and IGST totals; a table by GST rate; registered (B2B) against unregistered (B2C) buyers
- GST summary: unregistered sales by place of supply and rate, in the shape of the B2C table in GSTR-1
- GST summary: documents issued, with number range, issued, cancelled and net
- HSN summary: HSN, description, unit code, quantity, rate, taxable value, IGST, CGST and SGST
- Dues by age: each customer's dues in 0–30, 31–60, 61–90 and 90+ day buckets from the bill date, with a chart

## Settings inside the tool (owner and manager)

- Enter the bank details printed on bills: bank, branch, account name, account number (9 to 18 digits), IFSC and UPI ID; kept private, with a printable copy so staff prints carry them
- Set the next invoice number for this financial year (it must be above the highest used), for example when moving from a paper bill book
- See what is printed on every bill, with a GSTIN validity check

# 5. Reports, prints and downloads

### Prints

- Tax invoice: letterhead with legal name, address, phone, email, GSTIN and state; title and copy label; bill-to with GSTIN, state and phone; invoice number, date, due date, place of supply, reverse charge 'No', order reference and dispatch; item lines with HSN and discount; totals; amount and GST in words; HSN-wise tax summary; 'Pay to' bank and UPI box; numbered terms; signature block; footer
- Statement of account for a customer for the financial year

### Downloads

- Invoices for the month
- Payments received for the month
- Customer list
- Price list
- Sales register
- GST summary
- HSN summary
- Dues by age

### WhatsApp

- Send a bill using the owner's 'Sending a bill' template, which can fill in name, bill number, date, amount, due date and business
- Remind about dues using the owner's 'Reminding about dues' template, which can fill in name, amount, number of bills, days and business

### Worked out for you

- Works out each line: quantity × rate, less discount %, to the taxable value (worked back from GST-inclusive rates when that setting is on)
- Splits tax into CGST and SGST at half the rate each for the same state, or IGST for another state
- Totals tax per rate and per HSN, and rounds to the nearest rupee with a round-off line
- Numbers invoices as prefix / financial year / running number; restarts each financial year; never reuses a number; cancelled numbers stay
- Checks GSTINs for errors
- Sets each bill's status: paid, part paid, unpaid, overdue or cancelled
- Applies customer payments to the oldest bills first
- Sorts dues into age buckets and keeps a running ledger balance with the year's opening balance
- Writes the amount and GST in words

# 6. What you can change in the admin panel

*No coding: every change shows in a live preview, and saving updates your live tool.*

### Business & look

- Change the business name, legal name on bills, short name and city
- Enter the address printed on bills
- Upload the logo

- Choose the main colour, sidebar style, typeface (also used on printed bills) and corner style

## GST details

- Enter your GSTIN and choose your state
- Set the GST rates offered (default 0, 5, 18 and 40) and the default rate for a new line

## Numbering & billing

- Set the bill number prefix, whether to include the financial year, the separator (/ or -) and the digits in the running number (1 to 8)
- Choose whether rates you type include GST
- Allow or hide line discount %
- Round the total to the nearest rupee

## Printed bill

- Change the title (for example Tax Invoice)
- Turn the copy label on or off and change its text
- Turn the HSN-wise summary on or off
- Turn the bank and UPI box on or off
- Write the terms (one per line), the signature line and the footer small print

## Payments & reminders

- Set the default credit days for new customers
- List payment modes; the first is the default
- Write the WhatsApp 'Sending a bill' and 'Reminding about dues' messages

## Price list

- Edit item categories
- Edit units, each with its GST unit code (19 options)

## Words & pictures

- Write the owner/manager line and the counter staff line
- Write the sign-in heading, text and quote
- Change the three pictures

## Contact

- Enter the email and the phone/WhatsApp number printed on bills

## Checks the panel makes

- Check the GSTIN for errors and that its state code matches the chosen state
- Make sure GST rates are numbers and include the default rate
- Keep the sample bill number to 16 characters or fewer
- Refuse two units with the same name
- Make sure the reminder message includes the amount

## 7. Good to know

- It does not make e-invoices (IRN/QR) or e-way bills
- It has no credit notes, debit notes or sales returns; a bill can only be cancelled
- It does not record purchase bills or input tax credit
- It does not track stock; items are a price list only
- It does not file GSTR returns or upload to the GST portal; it gives summaries and spreadsheets for the CA
- Reverse charge always prints as 'No'
- It does not handle TCS or TDS on invoices
- It supports one GSTIN and state per business; no branches
- There is no payment gateway or UPI QR code; only the UPI ID is printed
- Reminders are sent by hand through WhatsApp, not automatically
- There is no team or user screen inside the tool; people are added from the Questico console
- It loads the last 18 months of invoices for dues and ledgers

## Need help?

Write to contact@questico.site with your tool’s address and what you need.