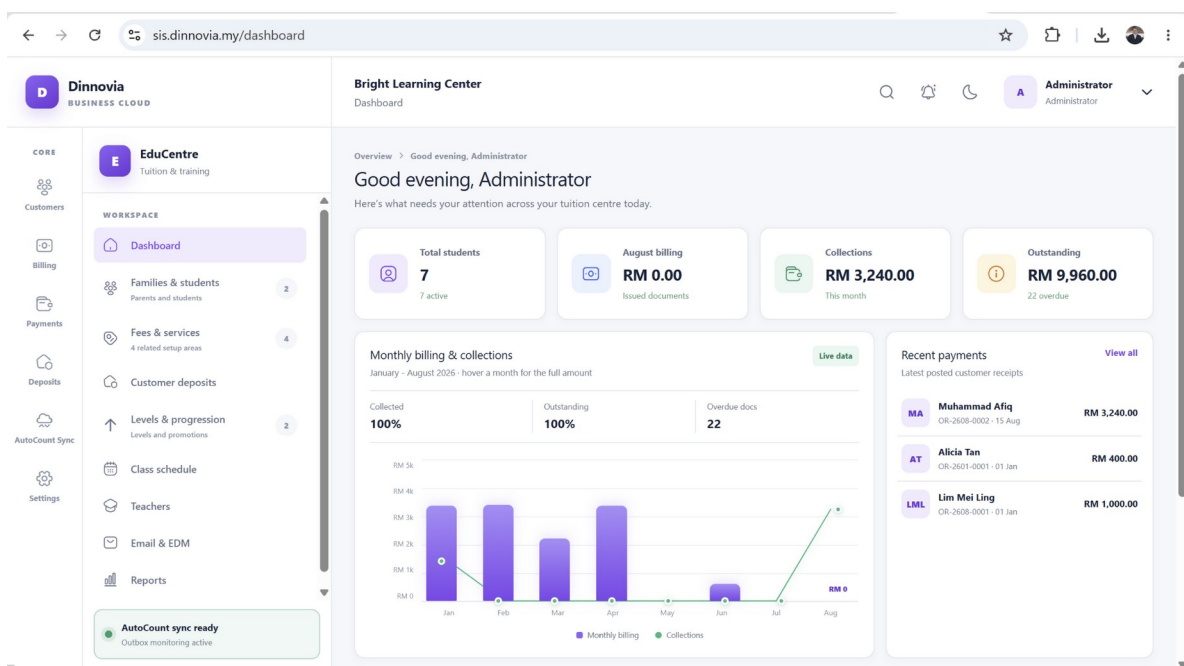


User Manual

A practical guide for administrators of Malaysian tuition centres

EDITION: Version 1.0 | August 2026 | Administrator edition



S-Dinnovia brings student administration, billing, payments and schedules into one workspace.

Prepared by PC Mart Sdn Bhd | WhatsApp 012-203 7670

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How to use this manual

This manual is written for centre owners, administrators and finance staff who operate S-Dinnovia each day.

Scope and conventions

- Button names and menu labels are shown in bold in the instructions.
- Screenshots use a demonstration tenant. Your centre name, students, amounts and dates will differ.
- The three-dot menu at the right of a record opens record-specific actions such as view or edit.
- Available actions may differ by user permission and enabled integration.

IMPORTANT: Confirm customer, fee, billing and payment information before saving. Financial documents may also be queued for accounting synchronisation.

Recommended operating sequence

Stage	Primary task	Module
1	Create levels, subjects, packages, other charges and transport routes.	Fees & services / Levels & progression
2	Create teachers and class schedules.	Teachers / Class schedule
3	Register parents, guardians and students.	Families & students
4	Generate monthly billing and exceptional charges.	Billing
5	Post receipts and allocate payments.	Payments
6	Review dashboard, reports and accounting sync status.	Dashboard / Reports / AutoCount Sync

Getting started

Sign in with the account issued for your tuition centre. The visible modules and actions depend on the role assigned to your user.

Sign in safely

1. Open your centre's S-Dinnovia web address in a supported browser.
2. Enter your assigned username or email and password.
3. Confirm that the centre name displayed at the top of the workspace is correct.
4. Use the profile menu at the top right to sign out when using a shared computer.

Understand the navigation

Area	What it does
Core rail	Fast access to Customers, Billing, Payments, Deposits, AutoCount Sync and Settings.
Workspace menu	Detailed tuition-centre modules such as students, fees, levels, classes, teachers, email and reports.
Top bar	Search, notifications, display mode and the signed-in user profile.
Page toolbar	Module-specific actions such as Add student, Generate monthly, Add payment or Export CSV.
Filters and search	Reduce the current list by status, month, year, subject, level, teacher or other available criteria.

SECURITY: Do not share administrator credentials. Give each staff member an individual account with only the permissions required for their work.

Dashboard

The dashboard is the operational starting point. It summarises active students, current billing, collections, outstanding balances and recent payments.

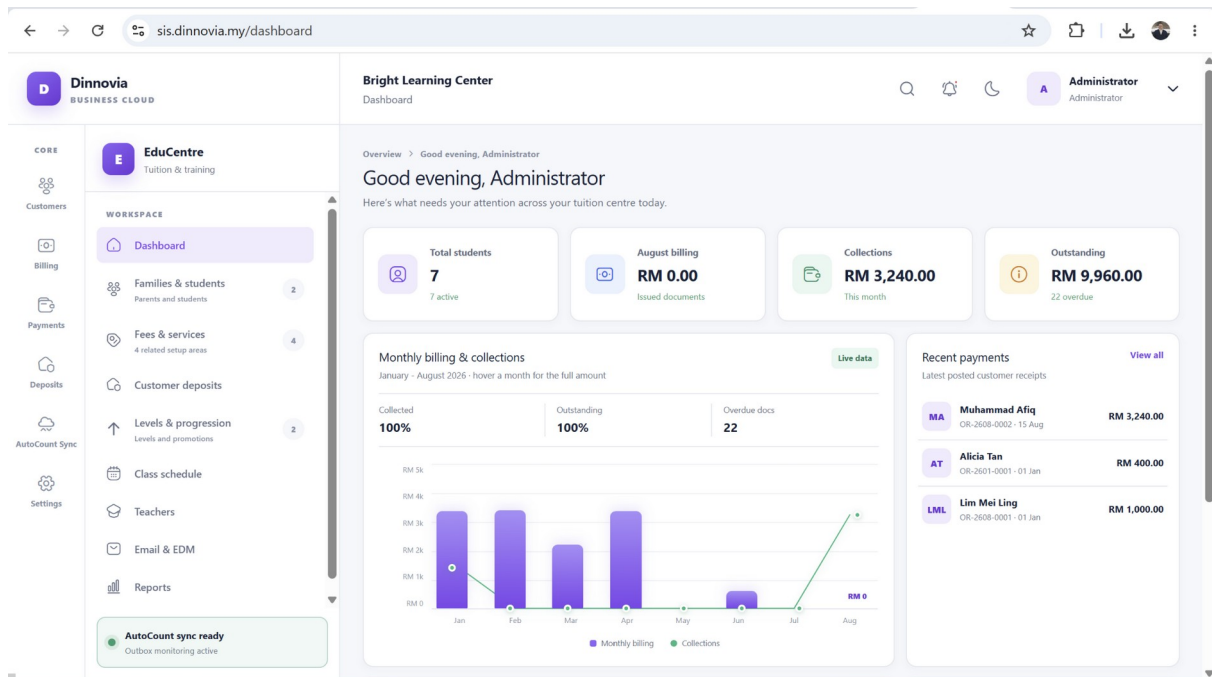


Figure 1. Dashboard overview and recent payment activity.

Review the dashboard

1. Check Total students and confirm the active count is reasonable.
2. Review the current month's billing and collection totals.
3. Investigate the Outstanding card and any overdue document count.
4. Scan Recent payments for unexpected amounts or duplicate receipts.
5. Review the monthly chart for missing billing or unusual collection patterns.

GOOD PRACTICE: Review the dashboard at the start and end of each working day. Treat unusual totals as a prompt to inspect the underlying billing or payment records.

Families and students

Family records connect parents or guardians to one or more students. This relationship supports accurate billing, receipt allocation and communication.

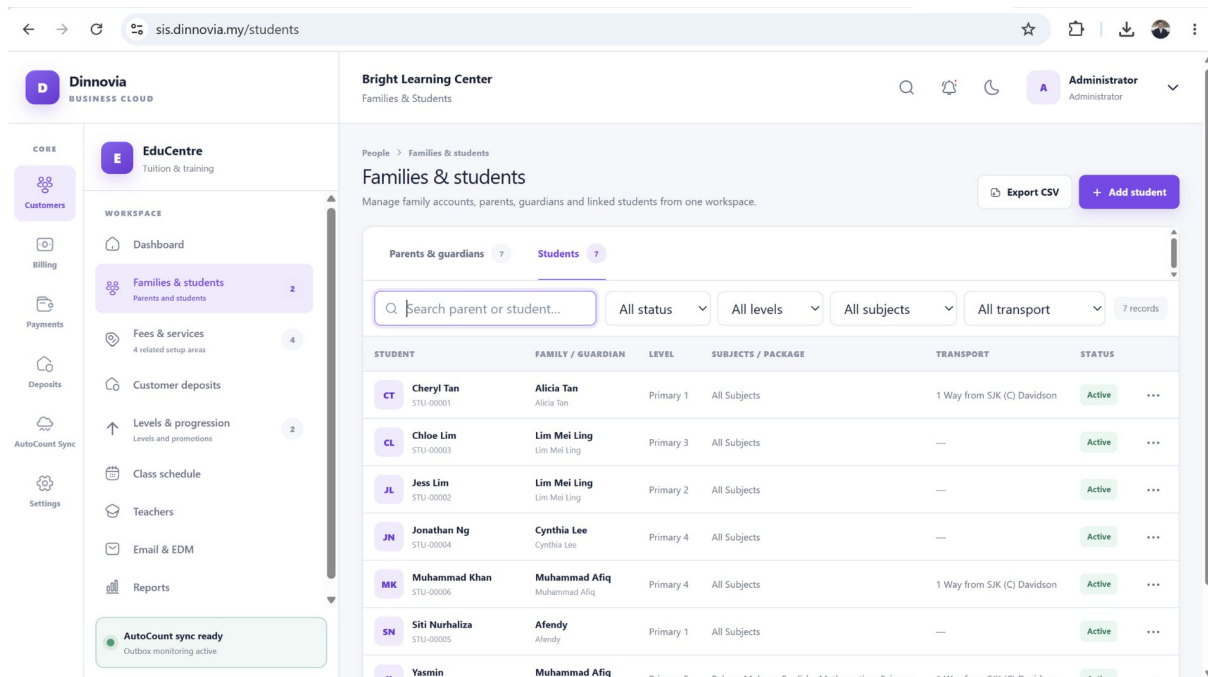


Figure 2. Families & students workspace with student filters and linked guardians.

Find an existing record

1. Open Families & students from the workspace menu.
2. Select Parents & guardians or Students.
3. Use the search box to find a parent or student by name.
4. Use status, level, subject and transport filters to narrow the list.
5. Open the three-dot menu on the required record to view the available actions.

Add a student

1. Select Add student.
2. Enter the student's identity and contact information carefully.
3. Link the correct parent or guardian; create the guardian first if required.
4. Assign the applicable level, subjects or package, and transport arrangement.
5. Review the effective date and status, then save.
6. Return to the list and confirm the student appears under the correct guardian.

DATA QUALITY: Avoid creating a second guardian for the same family. Search first, then link the new student to the existing family record.

Fees and services

Set up chargeable items before registering students or generating billing. S-Dinnovia separates subjects, packages, other charges and transport routes.

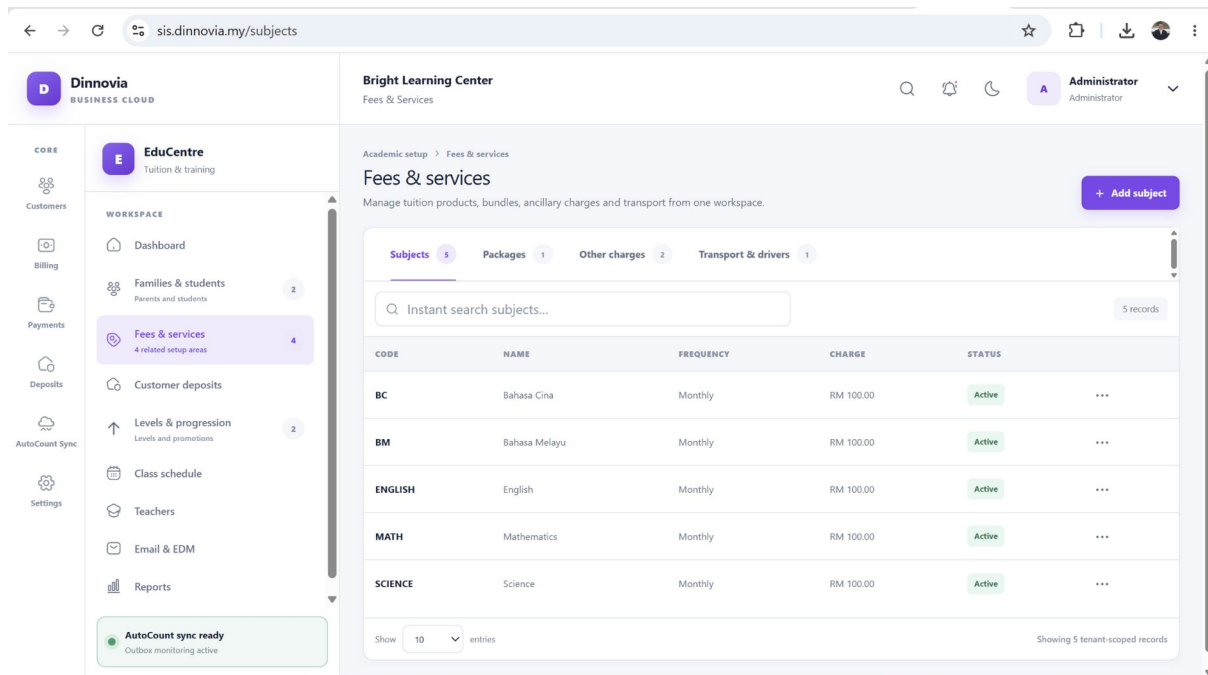


Figure 3. Subject setup with code, frequency, charge and active status.

Create a subject

1. Open Fees & services and select the Subjects tab.
2. Select Add subject.
3. Enter a short, unique code and a clear subject name.
4. Choose the billing frequency and enter the standard charge.
5. Set the subject to Active only when it is ready for use, then save.

NAMING: Use stable codes because they may appear in exports and accounting records. Avoid changing a code after billing has begun.

Packages, other charges and transport

Packages bundle subjects into one offer. Other charges cover items such as day care or materials, while transport records hold routes and driver information.

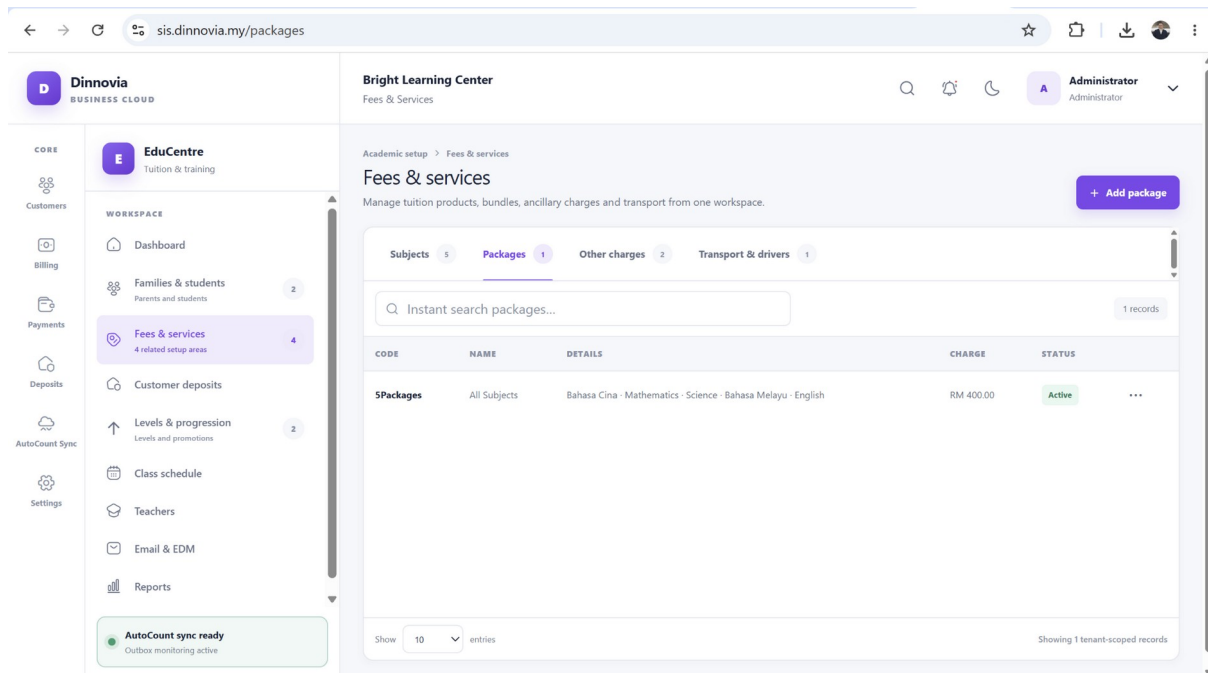


Figure 4. A package containing multiple subjects with a single charge.

Create a package

1. Open Fees & services and select Packages.
2. Select Add package and enter a unique code and package name.
3. Choose the subjects included in the package.
4. Enter the package charge and review the effective status.
5. Save, then verify the details in the package listing.

Bright Learning Center
Fees & Services

Academic setup > Fees & services

Fees & services

Manage tuition products, bundles, ancillary charges and transport from one workspace.

[+ Add other charge](#)

Subjects 5 Packages 1 **Other charges 2** Transport & drivers 1

Instant search other charges...

CODE	NAME	DETAILS	CHARGE	STATUS	
DayCare	DayCare	Monthly	RM 500.00	Active	...
Mat	Material	Monthly	RM 80.00	Active	...

Show 10 entries

Showing 2 tenant-scoped records

Figure 5. Other charges can be used for recurring day care, materials and similar services.

Bright Learning Center
Fees & Services

Academic setup > Fees & services

Fees & services

Manage tuition products, bundles, ancillary charges and transport from one workspace.

[+ Add route](#)

Subjects 5 Packages 1 Other charges 2 **Transport & drivers 1**

Instant search transport & drivers...

CODE	NAME	DETAILS	CHARGE	STATUS	
1Way	1 Way from SJK (C) Davidson	Madam Tan	RM 200.00	Active	...

Show 10 entries

Showing 1 tenant-scoped records

Figure 6. Transport & drivers stores route details, charge, responsible driver and status.

BILLING CONTROL: Before monthly billing, confirm every recurring charge has the intended frequency and amount. Incorrect setup can affect many students in one batch.

Teachers

Teacher records support class scheduling and make it easier to see subjects, levels, contact details and employment status.

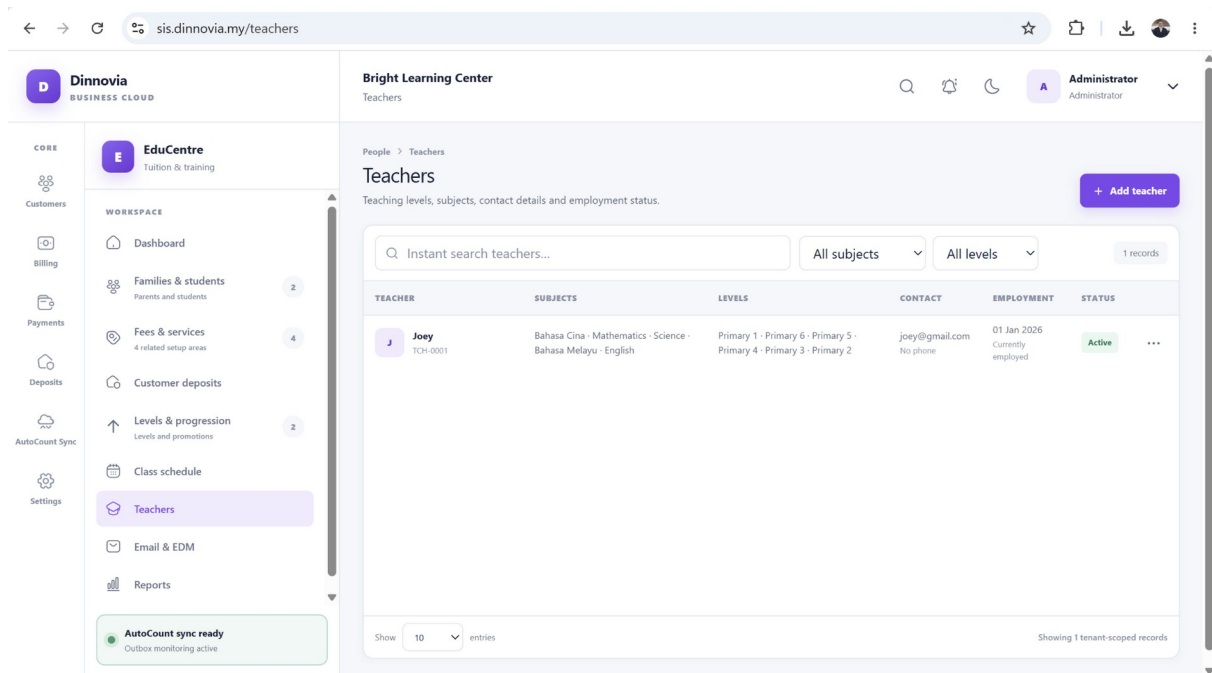


Figure 7. Teacher listing with subjects, levels and employment information.

Add or maintain a teacher

1. Open Teachers and select Add teacher.
2. Enter the teacher's name and contact information.
3. Assign the subjects and levels the teacher can handle.
4. Enter the employment date or status information required by your centre.
5. Save and confirm that the teacher appears in the list.

BEFORE SCHEDULING: Keep teacher subject and level assignments current so administrators can make accurate class allocations.

Class schedule

The class schedule coordinates subjects, levels, teachers, locations, time slots and student capacity.

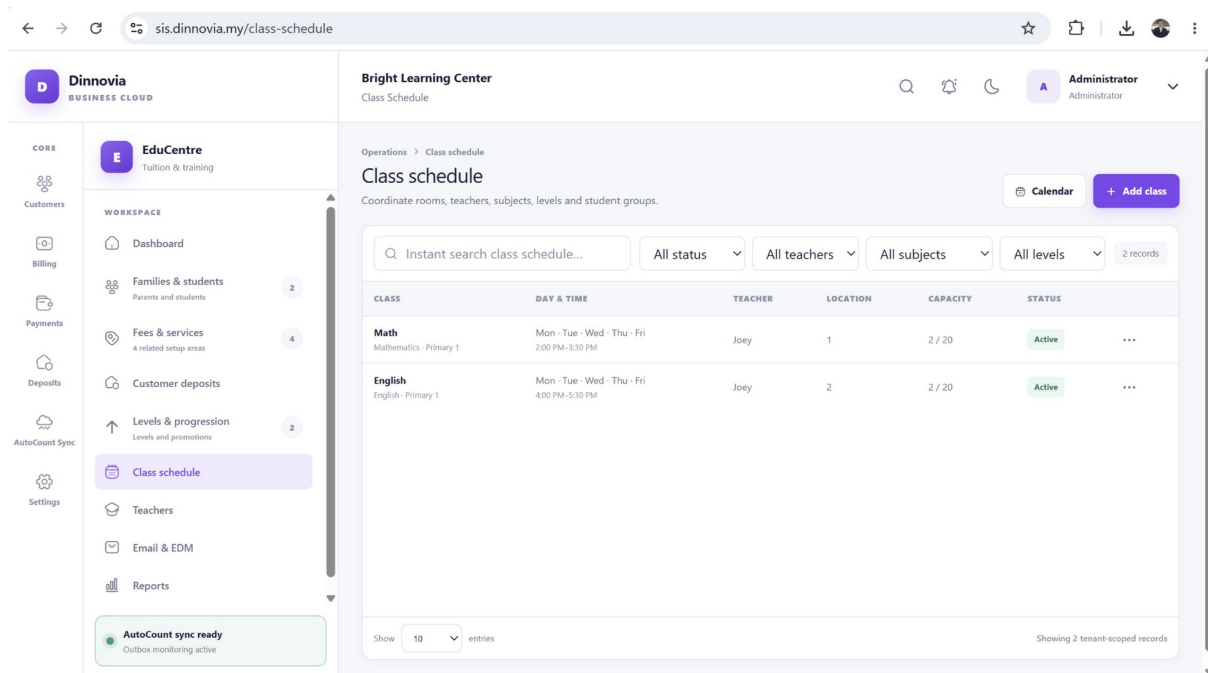


Figure 8. Listing view with class time, teacher, location, capacity and status.

Create a class

1. Open Class schedule and select Add class.
2. Enter a clear class name and select the subject and level.
3. Assign the teacher, location, days and start/end time.
4. Set an appropriate capacity and active status.
5. Save, then review the class in Listing and Calendar views.

The screenshot shows the 'Class schedule' page in the Dinnovia Business Cloud. The sidebar on the left contains a 'CORE' section with 'EduCentre' (Tuition & training) and a 'WORKSPACE' section with various management tools. The main content area is titled 'Bright Learning Center Class Schedule' and includes a search bar, filters, and a calendar view for August 2026. The calendar displays class slots for Math and English at 2:00 PM and 4:00 PM. The view can be switched between Month, Week, and Day.

Figure 9. Calendar view can be switched between Month, Week and Day.

CHECK CONFLICTS: Before saving, check that the teacher and room are not already assigned to another class at the same time.

Billing documents

Billing documents include invoices, adjustments, recurring monthly generation and exceptional charges. Generate billing only after academic and student assignments are complete.

The screenshot shows the 'Billing documents' page in the Dinnovia Business Cloud system. The page title is 'Bright Learning Center Billing Documents'. The sidebar on the left lists various modules under 'CORE' and 'WORKSPACE'. The main content area shows a table of billing documents with the following data:

DOCUMENT	CUSTOMER / STUDENT	DATE / DUE	TOTAL	OUTSTANDING	STATUS
INV-2606-0001 Invoice	Muhammad Afiq Yasmin	01 Jun 2026 Due 01 Jul 2026	RM 600.00	RM 600.00	Issued
INV-2604-0013 Invoice	Muhammad Afiq Yasmin	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 80.00	Issued
INV-2604-0012 Invoice	Afendy Siti Nurhaliza	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 80.00	Issued
INV-2604-0011 Invoice	Muhammad Afiq Muhammad Khan	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 0.00	Paid
INV-2604-0010 Invoice	Cynthia Lee Jonathan Ng	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 80.00	Issued
INV-2604-0009 Invoice	Lim Mei Ling Jess Lim	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 80.00	Issued
INV-2604-0008 Invoice	Lim Mei Ling Chloe Lim	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 80.00	Issued
INV-2604-0007 Invoice	Alicia Tan Phua Jit Kuan 1976	01 Apr 2026 Due 01 May 2026	RM 80.00	RM 80.00	Issued

Figure 10. Billing documents with Generate monthly, Generate other charges and Add invoice actions.

Pre-billing checklist

- ☐ All new students are active and linked to the correct guardian.
- ☐ Levels, subjects, packages, other charges and transport are correct.
- ☐ Students who left the centre are inactive from the correct date.
- ☐ Any special discount or one-off adjustment has been approved.
- ☐ The billing month and due date have been confirmed.

Generate monthly billing

1. Open Billing and select Generate monthly.
2. Choose the intended billing month and review the generation scope.
3. Preview or review the listed students and charges when the option is available.
4. Generate the documents once. Do not repeat the process unless you have confirmed that the first batch failed.
5. Filter the billing list by month, year and status to confirm the documents were created.
6. Open a sample invoice and verify the customer, student, charge lines, total and due date.

DUPLICATE PREVENTION: Before generating again, search the billing month and confirm whether documents already exist. Repeating a successful batch may create duplicate charges.

Post-generation verification

- ☐ The expected number of documents was created for the selected month.
- ☐ A sample invoice shows the correct student, fees, due date and total.
- ☐ Inactive students and excluded services were not billed.
- ☐ Any exception has been recorded for correction before invoices are sent.

Individual invoices and billing follow-up

Use individual invoice and other-charge actions for approved exceptions. The billing list is also the main place to review paid and outstanding documents.

Create an individual invoice

1. Select Add invoice from the Billing page.
2. Choose the correct customer and student.
3. Enter the document date and due date.
4. Add the approved charge items and verify the total.
5. Save and review the newly created document in the billing list.

Interpret billing status

Status	Meaning	Recommended action
Issued	The document has been created and still has an amount outstanding.	Send or follow up with the parent as required.
Paid	The outstanding amount is zero after allocation.	No collection follow-up is normally required.
Overdue	The due date has passed with an amount remaining.	Contact the parent and review any unallocated payment.
Draft / Pending	The document is not yet final, if enabled for your tenant.	Review and complete before communicating it as final.

EXPORT: Use Export CSV when a spreadsheet is needed for review or reconciliation. Treat exported customer and financial data as confidential.

Customer payments and receipts

Post a customer payment when funds are received. Allocation applies the receipt against one or more outstanding billing documents.

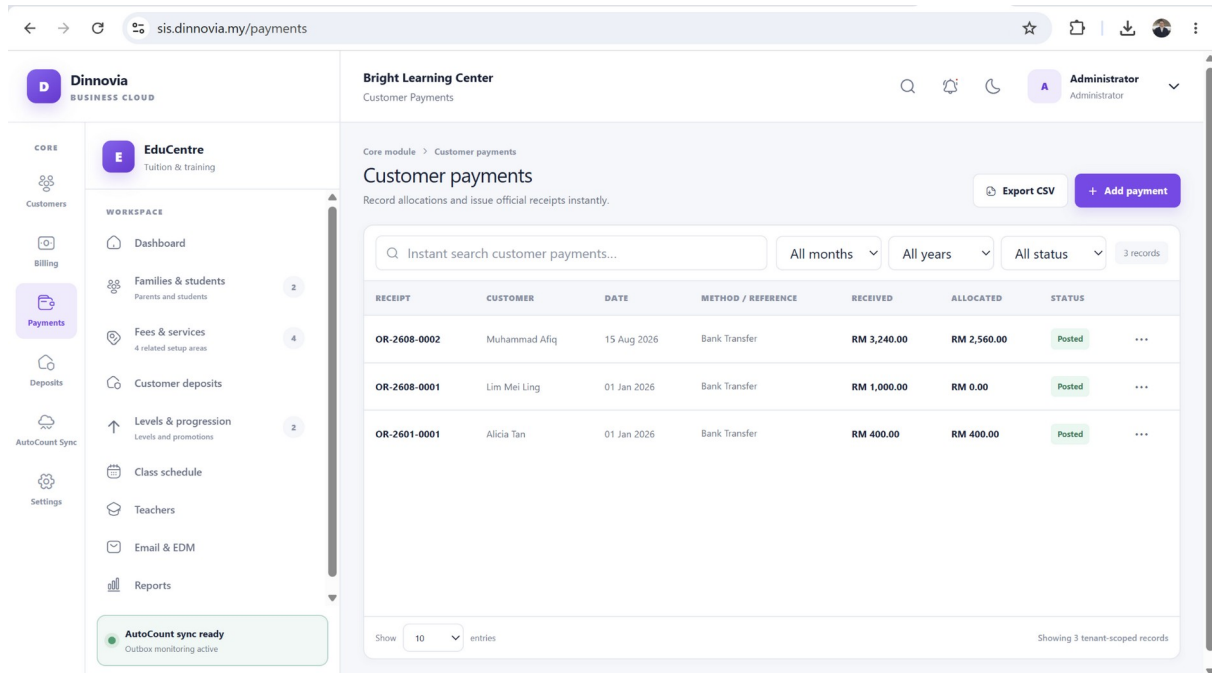


Figure 11. Customer payments showing received, allocated and posted status.

Add a payment

1. Open Payments and select Add payment.
2. Choose the correct customer and confirm the receipt date.
3. Select the payment method and enter the bank or transaction reference where applicable.
4. Enter the amount received.
5. Allocate the payment to the intended outstanding documents.
6. Confirm that the allocated total does not exceed the amount received.
7. Post the payment and review the official receipt number.

UNALLOCATED AMOUNT: Received may be greater than Allocated when part of a payment remains unapplied. Review whether the balance should remain as credit, be allocated later or be recorded as a customer deposit according to your centre policy.

Receipt control

- Check the customer, date, method, reference and amount before posting.
- Do not post a second receipt merely because an email was not received; first inspect the existing payment record.
- Use the three-dot action menu to view the available receipt actions.
- Reconcile posted receipts with the bank statement or cash collection record daily.

Daily reconciliation

- ☐ Receipt totals agree with online banking, card settlement and cash records.
- ☐ Every receipt has the correct customer and payment reference.
- ☐ Unallocated balances have a documented reason and follow-up owner.
- ☐ Failed or duplicate postings are reported before the daily close.

Customer deposits

Customer deposits hold money received in advance when it should not yet be allocated to a specific invoice.

Recommended deposit workflow

1. Open Customer deposits from the workspace menu.
2. Select the correct customer and enter the deposit date, method, reference and amount.
3. Save the deposit and retain the source payment evidence.
4. When an invoice becomes available, apply or transfer the deposit using the action offered by your tenant.
5. Verify that the customer's remaining deposit balance is correct after application.

ACCOUNTING POLICY: Decide internally whether advance collections are treated as deposits or payments. Apply the same policy consistently and consult your accountant when uncertain.

Email and EDM

Email templates provide reusable wording for invoices and official receipts. Campaigns can be used for centre events and notifications when enabled.

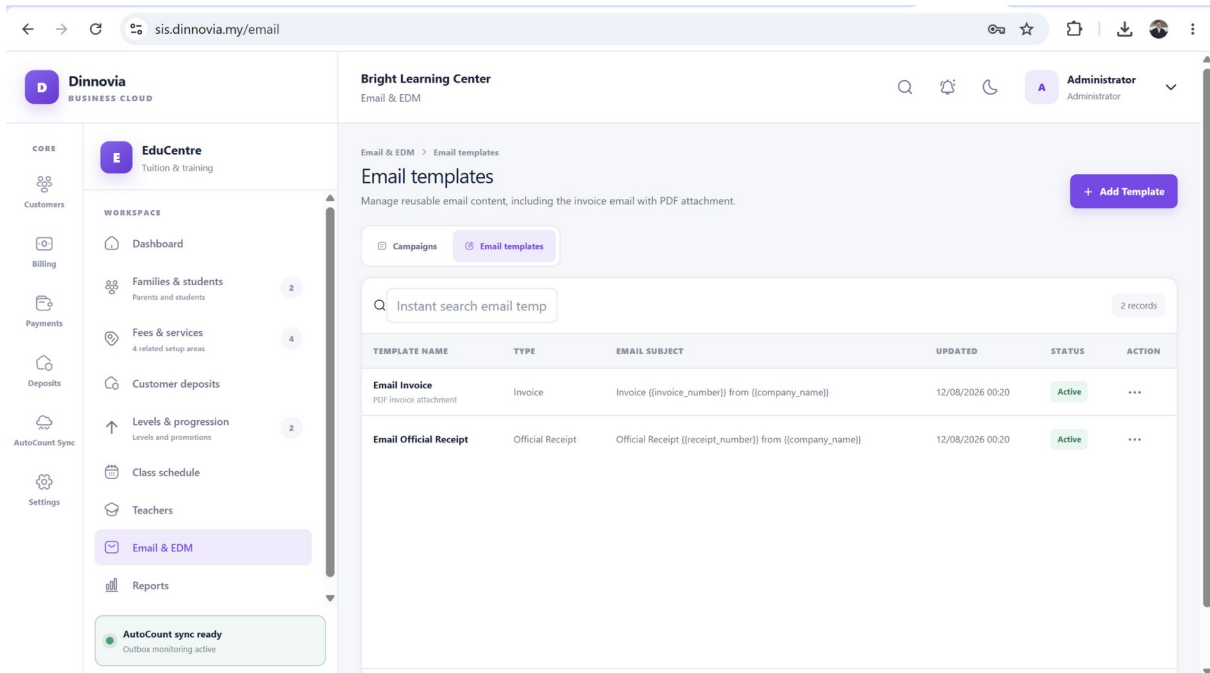


Figure 12. Email templates for PDF invoices and official receipts.

Maintain an email template

1. Open Email & EDM and select Email templates.
2. Select Add Template or open the action menu for an existing template.
3. Choose the correct template type, such as Invoice or Official Receipt.
4. Enter a clear template name and email subject.
5. Use only the supported placeholders shown by the system.
6. Save the template, then test it with an internal email address before using it for parents.

TEST FIRST: Check the sender name, subject, PDF attachment, amounts and placeholder replacement before sending a large campaign.

AutoCount Sync

AutoCount Sync sends queued customers, invoices, deposits and payments to AutoCount. The page records the event, destination, attempts, status and external document ID or error.

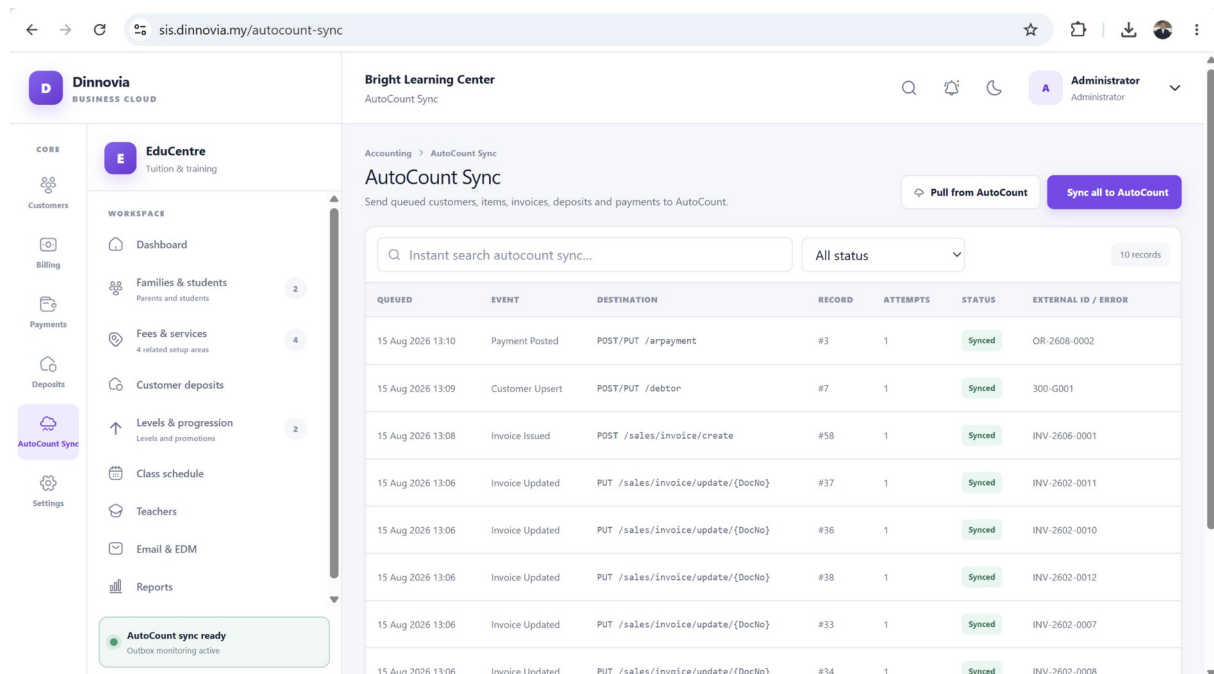


Figure 13. Successful sync queue entries for a customer, invoices and payment.

Monitor synchronisation

1. Open AutoCount Sync and check the status indicator in the lower-left workspace panel.
2. Filter the queue by status and review any failed or pending records.
3. Use Sync all to AutoCount only when the connection is ready and the queued data has been reviewed.
4. Use Pull from AutoCount only according to the agreed integration workflow.
5. Confirm that successful records display Synced and an external ID.
6. For errors, record the event, record number and error message before retrying or requesting support.

DO NOT REPEATEDLY RETRY: Repeated retries can create confusion and may duplicate an external transaction if the first request succeeded but the response was interrupted. Check AutoCount and the external ID before retrying.

Reports and exports

Reports and CSV exports support operational review, reconciliation and management analysis. Available reports may vary by subscription and user permission.

Recommended reporting routine

- Daily: posted payments, unallocated receipts and integration failures.
- Weekly: new or inactive students, overdue billing and class capacity.
- Monthly: billing generated, collections, outstanding balances, deposits and accounting reconciliation.
- Before exporting: apply the correct month, year, status and other relevant filters.

PRIVACY: CSV exports may contain personal and financial information. Store them in an approved location, limit access and delete temporary copies when no longer required.

Daily and monthly operating checklists

Consistent routines reduce duplicate billing, unallocated receipts and accounting differences.

Daily checklist

- ☐ Review dashboard totals and recent payments.
- ☐ Post and allocate all confirmed collections.
- ☐ Check unallocated receipt amounts and customer deposits.
- ☐ Review schedule changes for the next working day.
- ☐ Check AutoCount Sync for pending or failed items.
- ☐ Sign out from shared computers.

Monthly billing checklist

- ☐ Complete new registrations and withdrawals.
- ☐ Confirm subject, package, other-charge and transport rates.
- ☐ Review student assignments and approved exceptions.
- ☐ Generate monthly billing once and verify a sample.
- ☐ Send approved invoices to parents.
- ☐ Reconcile payments, deposits and outstanding balances.
- ☐ Confirm successful accounting synchronisation.
- ☐ Save required reports and close the month according to centre policy.

Troubleshooting

Start with the checks below. If the issue remains, capture the page, record number, time and exact error message for support.

Issue	Checks and corrective action
Cannot sign in	Confirm the correct centre URL and username. Check Caps Lock. Use the approved password-reset process or contact an administrator.
Student missing from billing	Confirm the student is active, has the correct effective date and is assigned to an active subject/package or recurring service.
Possible duplicate invoice	Search the customer and billing month before generating again. Compare document numbers and line items.
Payment not fully allocated	Compare Received and Allocated. Review outstanding documents and any intended customer credit or deposit.
Email not received	Confirm the parent email, template status and attachment. Check spam/junk folders. Do not create a duplicate transaction.
AutoCount sync failed	Record the event and error. Confirm the connection indicator, external system availability and whether an external ID already exists.
Display looks outdated	Refresh the page, sign in again, or clear the browser cache. Report the browser and screenshot if the issue persists.

SUPPORT INFORMATION: Provide your centre name, module, record/document number, date and time, screenshot and the steps taken before the issue occurred. Do not send passwords.

Quick index

Use this alphabetical index to locate the main chapter for a task. The contents page provides the corresponding page numbers.

Term	Refer to
Accounting integration	AutoCount Sync
Add class	Class schedule
Add invoice	Billing documents
Add payment	Customer payments and receipts
Add student	Families and students
Add teacher	Teachers
Billing status	Individual invoices and billing follow-up
CSV export	Reports and exports
Customer deposit	Customer deposits
Dashboard totals	Dashboard
Day care charge	Packages, other charges and transport
Email invoice	Email and EDM
Generate monthly billing	Billing documents
Official receipt	Customer payments and receipts
Outstanding balance	Dashboard / Billing documents
Package	Packages, other charges and transport
Parent or guardian	Families and students
Reports	Reports and exports
Subject fee	Fees and services
Transport route	Packages, other charges and transport
Troubleshooting	Troubleshooting

Support and document control

For product demonstrations, onboarding or support, contact PC Mart Sdn Bhd.

Item	Details
Company	PC Mart Sdn Bhd
Email	sales@pcmart.com.my
WhatsApp	012-203 7670
Kuala Lumpur	62-2 Jalan Tasik Utama 7, Medan Niaga Tasik Damai, Sungai Besi, 57000 Kuala Lumpur
Batu Pahat	4A Jalan Maju, Taman Maju, 83000 Batu Pahat, Johor
Manual version	Version 1.0 - August 2026

DOCUMENT NOTE: The interface may evolve. Use the current on-screen labels as the final reference and update this manual when processes or enabled modules change.