Balaaji web app

Balaaji User Guide

This guide walks you through Balaaji screen by screen, for auditors, tax consultants and CA firms.

Each part covers one menu. It says what the menu is for, then gives the steps for common tasks. Most steps have a screenshot of the screen you will see. Click a screenshot to see it full size. In the viewer you can zoom with the mouse wheel or the + and - buttons, drag to move around, and press Esc to close.

Words in **bold** are the exact button, tab or field names on screen. A path such as Client > Linked means: open the Client menu, then click Linked.

The screenshots come from a demo firm, Laxmi Tax Consultants, with demo clients. Some names and details are hidden.

Quick tasks

Add a new client
See a client's transactions
See a client's profit and loss
Create a filing task
Watch the task board
Send a client its licence key
Check a client's GST return figures
Open a client's balance sheet
Add an operator

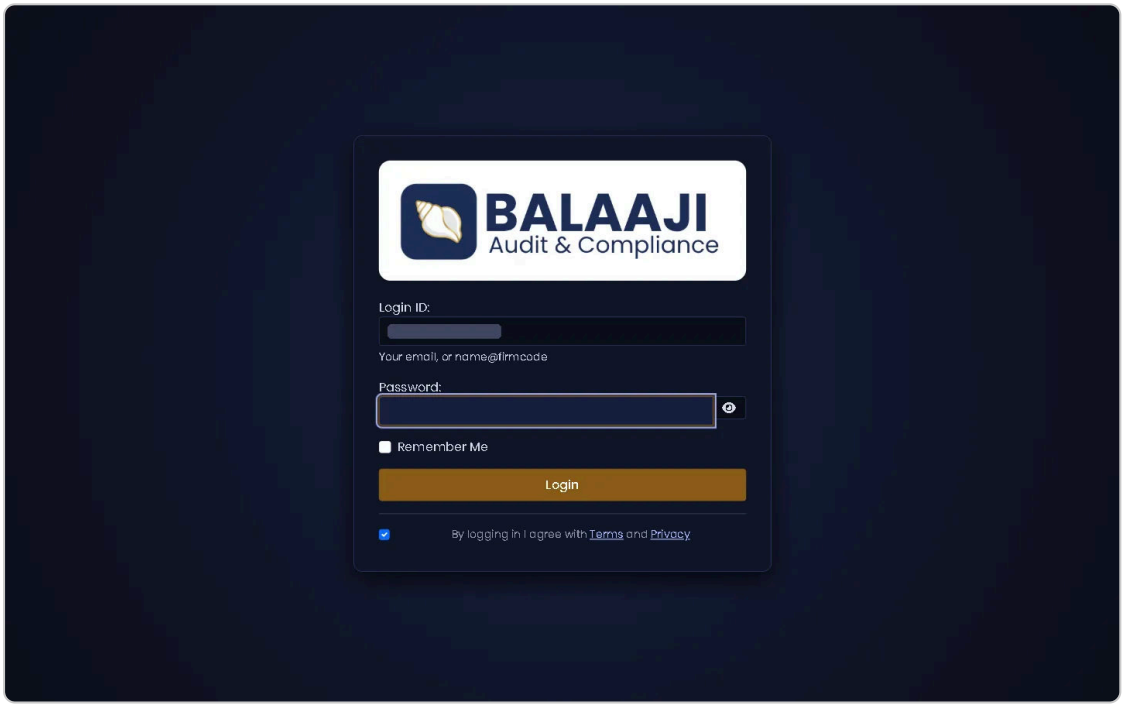
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Getting started

Balaaji runs in your browser at app.balaaji.ca. Your firm signs in once, and every client business you add is reached from the same account.

Sign in

1. Open app.balaaji.ca. Type your **Login ID** (your email, or name@firmcode) and your **Password**, and click **Login**. Tick **Remember Me** to stay signed in on this computer.
2. If your login belongs to more than one business, pick your firm in the list.
3. Balaaji opens on the **Dashboard**. The first time in a session, a welcome box shows the support email. Click **Sure** to close it.



The Balaaji sign-in page at app.balaaji.ca.

Find your way around

The menu on the left holds **Dashboard**, **Client**, **Connect**, **Tasks**, **Accounting**, **Reports**, **Billing** and **Settings**. Click a menu to open its pages. The button at the top left hides or shows the menu.

The top bar shows your firm's name, the display currency, the language, the transaction bell, full screen, notifications, contact support and log out. See Top bar.

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The menu on the left, with the Client pages open.

Who sees what

Each user has a role. The role decides which menu pages they see.

Role	Pages they do not see	Opens on
Auditor	None	Dashboard
Administrator	None	Dashboard
Operator	Provision, Task Manager, all Connect pages, Users, Payment, Invoices, Package and Config	Linked clients
Viewer	Provision, all Connect pages, Payment, Invoices, Package and Config	Dashboard

Only administrators can change the display currency, turn sending to Tally on or off, and push vouchers to Tally.

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Dashboard

The Dashboard shows your whole firm at a glance: clients, their transactions today, open tasks and who is working.

Key figures

The tiles at the top show **Total clients**, **Connected clients**, **Transactions today**, **Amount today** in your firm's currency, **Open tasks** and **Overdue items**. Click **Task board** at the top right to open the live task board.

The three dashboard pages

Below the tiles, the Dashboard turns between three pages every 15 seconds: **Transactions**, **Tasks** and **People and places**. It stops turning while your mouse is over it. Use the arrows, or the left and right arrow keys, to change page yourself.

- **Transactions** ranks your clients by the number of transactions for **Today**, **7 days** or **30 days**. Each bar is split by voucher type. Next to it, the live feed shows each new transaction as it arrives.
- **Tasks** shows how much of the work is done, by client, and the tasks in progress on a timeline or as a list. Click a task to open it in Task Manager.
- **People and places** shows which users are working or idle, and a map of where your clients do business.

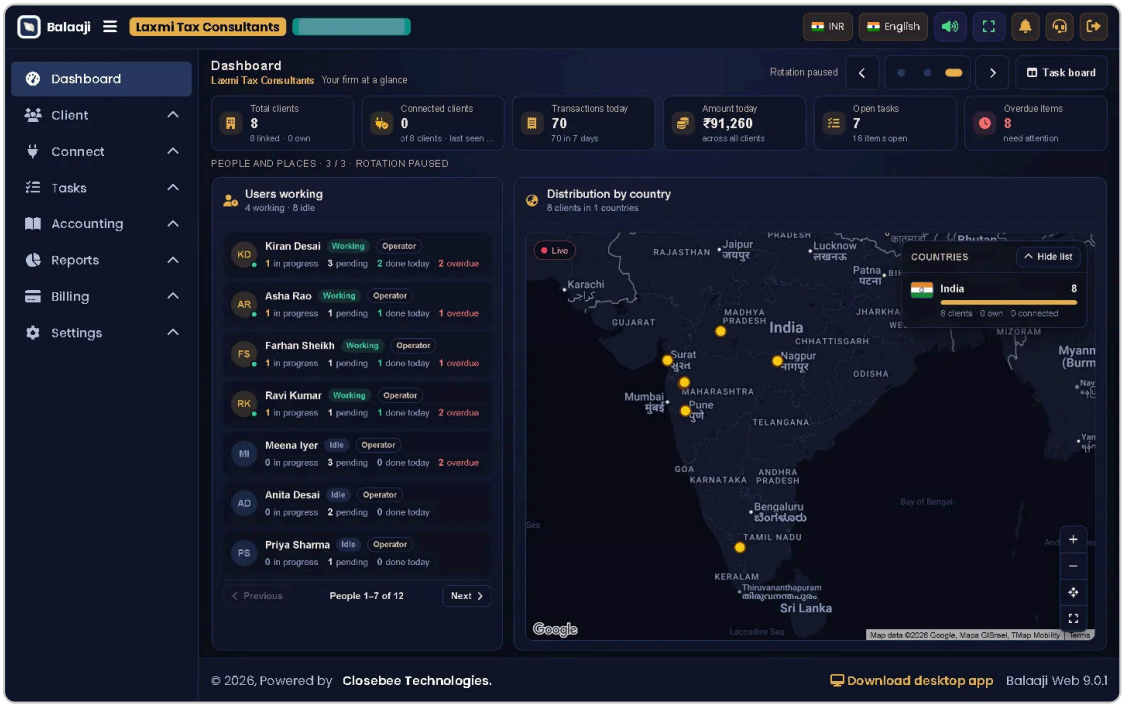


Key figures, transactions by client split by voucher type, and the live feed.

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How much of the work is done by client, and the tasks in progress on a timeline.



Who is working or idle, and a map of where your clients do business.

Operators see their own work: the tile reads **My open items**, and the people panel is hidden.

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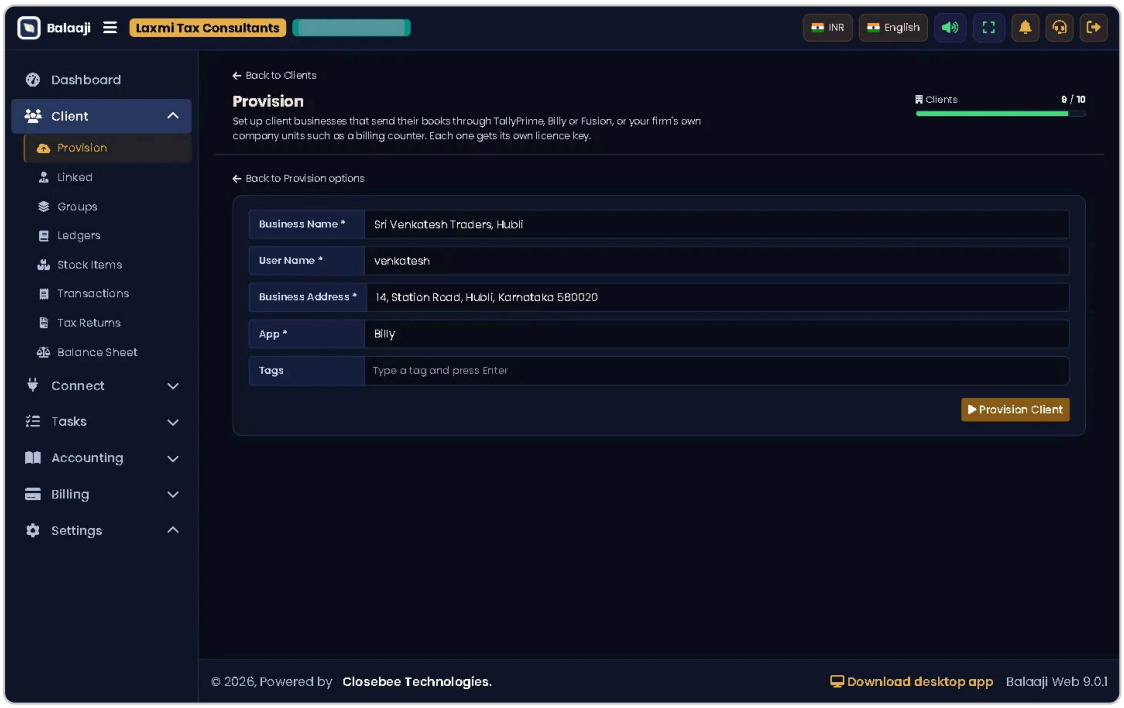
Clients

The Client menu is where you add client businesses, see whether they are connected, group them, and read their books.

Add a new client

Each client you add gets its own licence key. The client uses the key in TallyPrime (through TallyPlug), Billy or Fusion to send its books to you.

1. Open Client > Provision. The bar at the top shows how many clients you have and how many your package allows.
2. In **Add New Manually**, fill in **Business Name**, **User Name**, **Business Address** and **App** (TallyPrime, Billy or Fusion). Add **Tags** if you like.
3. Click **Provision Client**. Balaaji checks the address and finds the city and country, then creates the client.
4. When you see **Provisioned Successfully**, click **View clients** to find the new client and its licence key, or **Add another**.

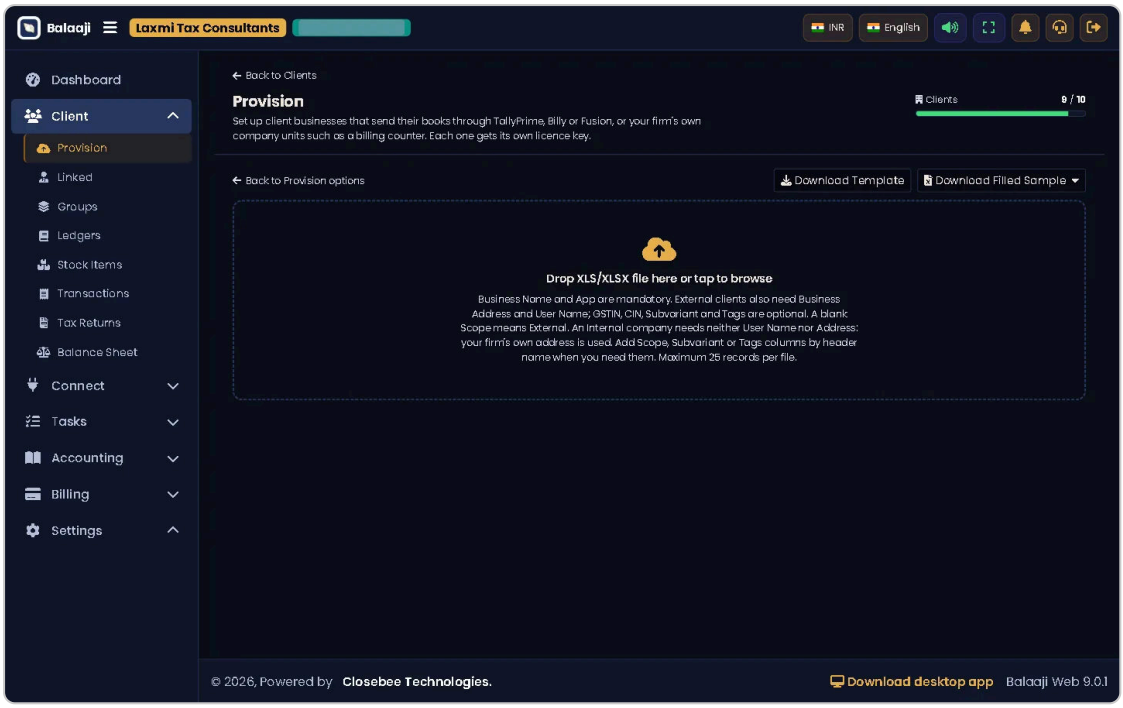


Provision a client by hand: name, user, address and app. Each client gets its own licence key.

Add many clients from a spreadsheet

1. In Client > Provision, open **Provision by XLS**.
2. Click **Download Template**, or **Download Filled Sample** to see an example. Fill in up to 25 clients, one per row.
3. Drop the file on the page. Each row is checked and gets a badge: **Ready**, **Needs attention** or **Already set up**.
4. Click **Provision**. The rows are created one by one. If some fail, click **Retry failed**.

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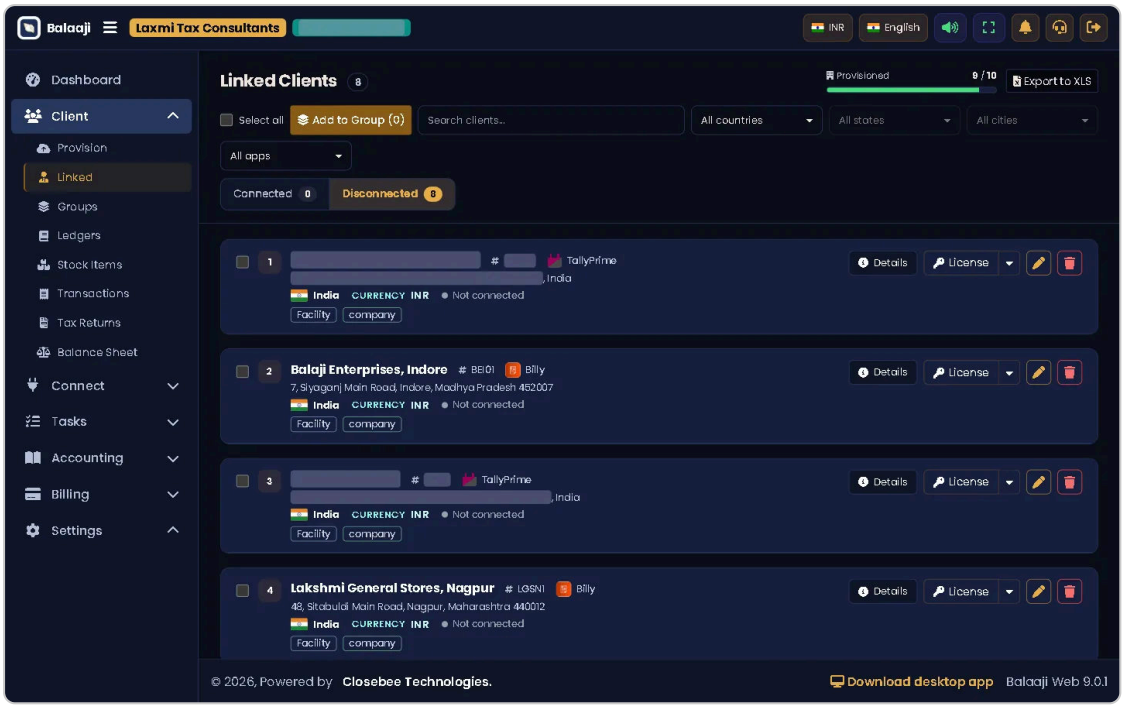
Provision up to 25 clients at once from the XLS template.

See your linked clients

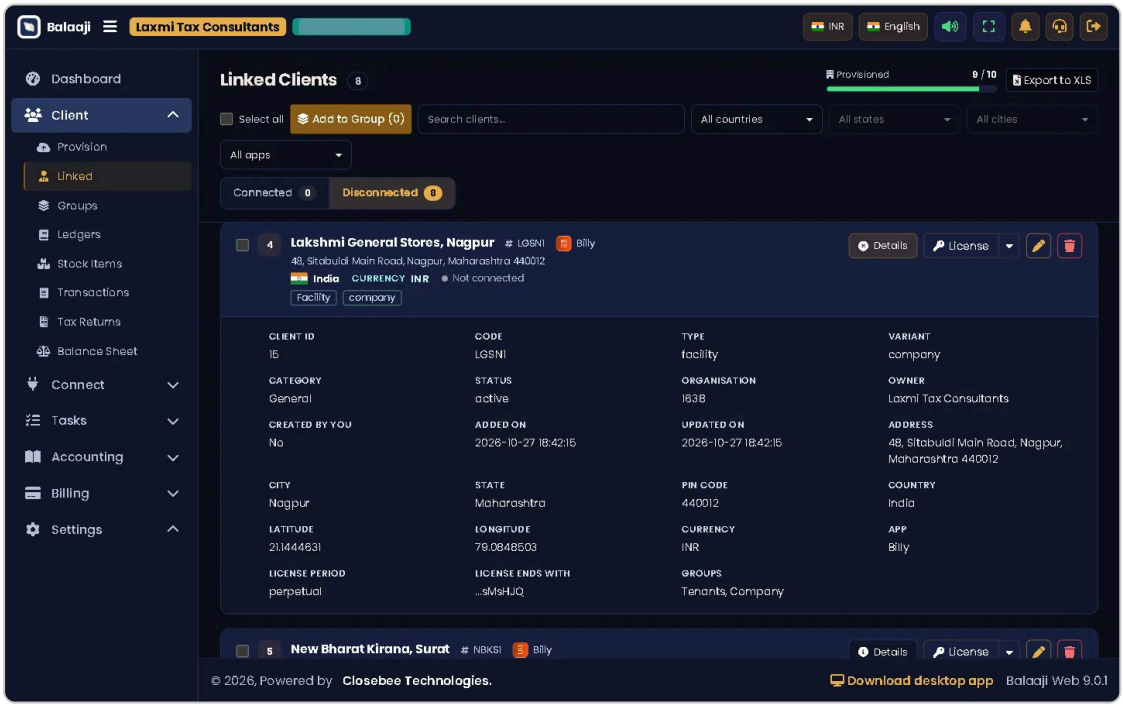
Client > Linked lists every client with its code, app, address, country, currency, connection status and groups.

- Use the **Connected** and **Disconnected** tabs to see which clients are sending their books right now.
- Narrow the list by country, state, city and app, or type in **Search clients**. Click **Clear filters** to show everyone again.
- Click **Details** on a card to see the client's IDs, owner, dates, address, licence period and tags.
- Click **Export to XLS** to download the clients you ticked, or all of them if none is ticked.

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Every client with its app, address, currency, status and groups, with filters and search.

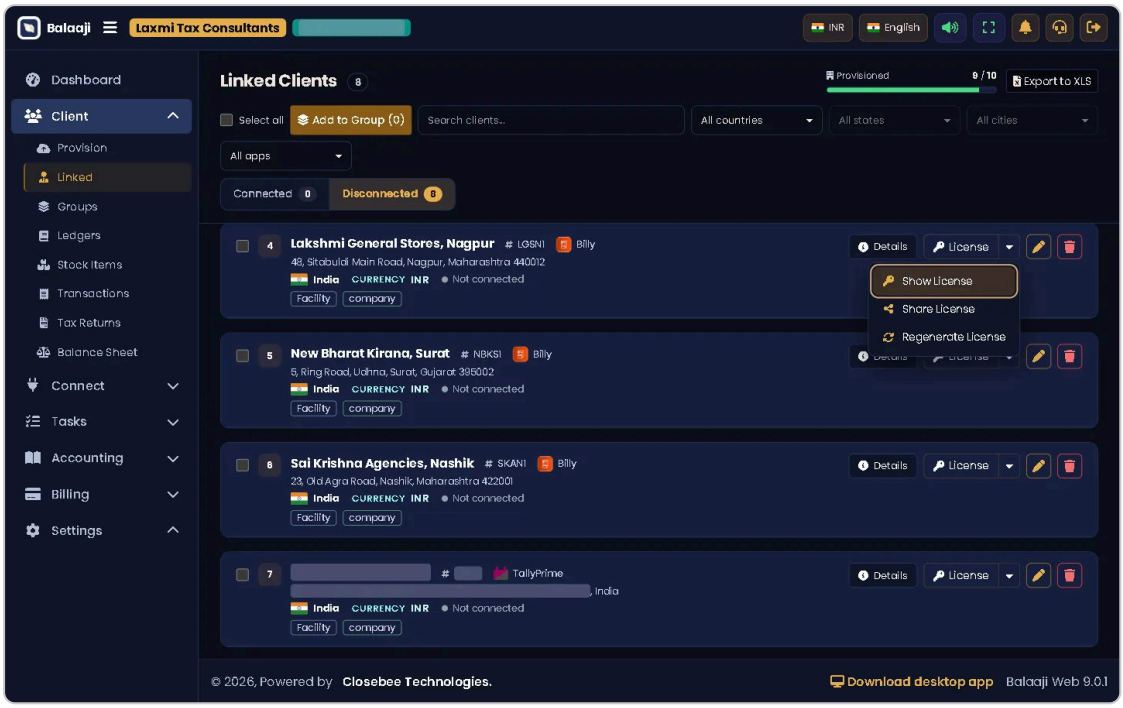


IDs, owner, dates, location, licence period and tags for one client.

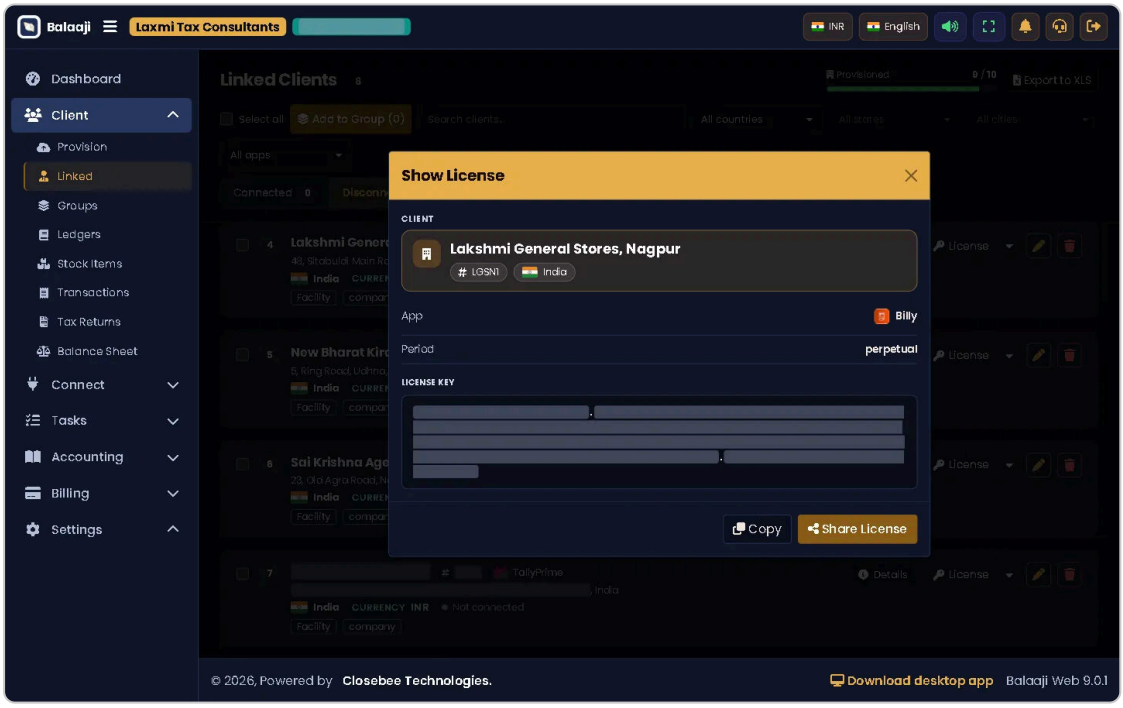
Send a client its licence key

1. On the client's card in Client > Linked, click the arrow next to **License** to see the licence options.
2. Click **Show License** to see the app, the licence period and the key, with a **Copy** button.
3. Or click **Share License** to get a link and a code for the client, with **Copy link**, **Copy key**, **Copy message** and **WhatsApp**. The link works for a set number of days. Sharing again makes a new link.

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Show, share or regenerate a client's licence key from its card.



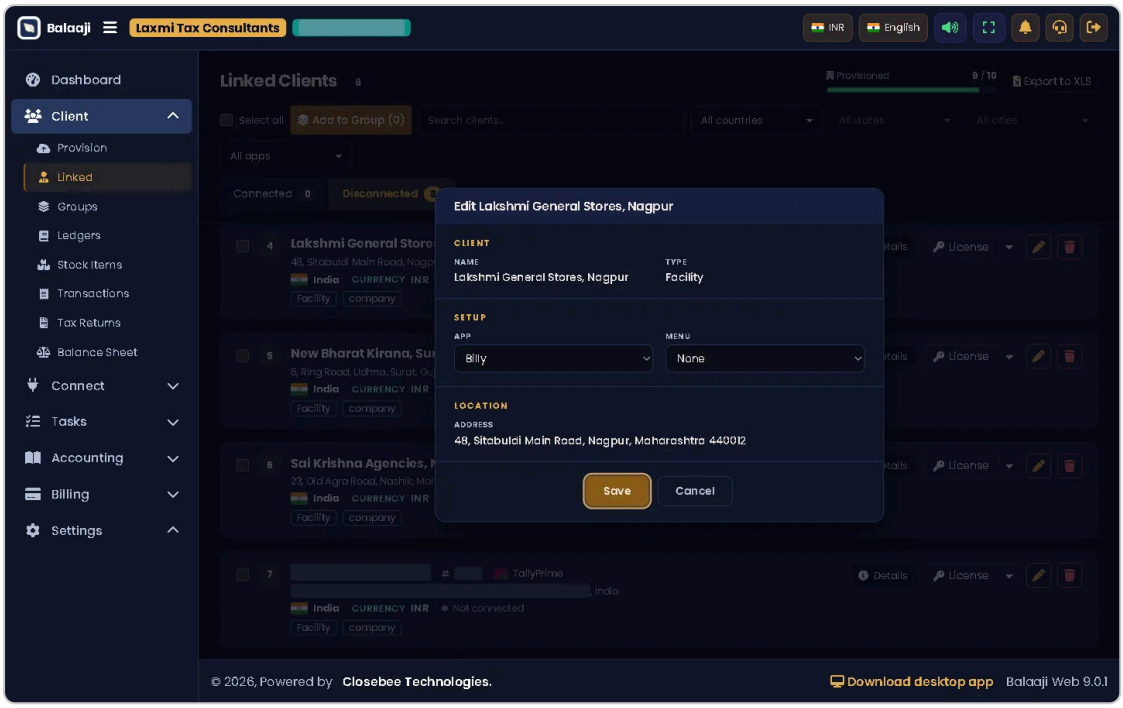
Show, share or regenerate the licence key the client uses to connect.

> **Tip: Regenerate License** makes a new key, and the old key stops working. Use it only if a key has been shared with the wrong person.

Edit a client

Click **Edit** on a card to change the client's details in three parts: **Client**, **Setup** and **Location**. Some fields are locked once the client has a licence. Changing the app gives the client a new licence key.

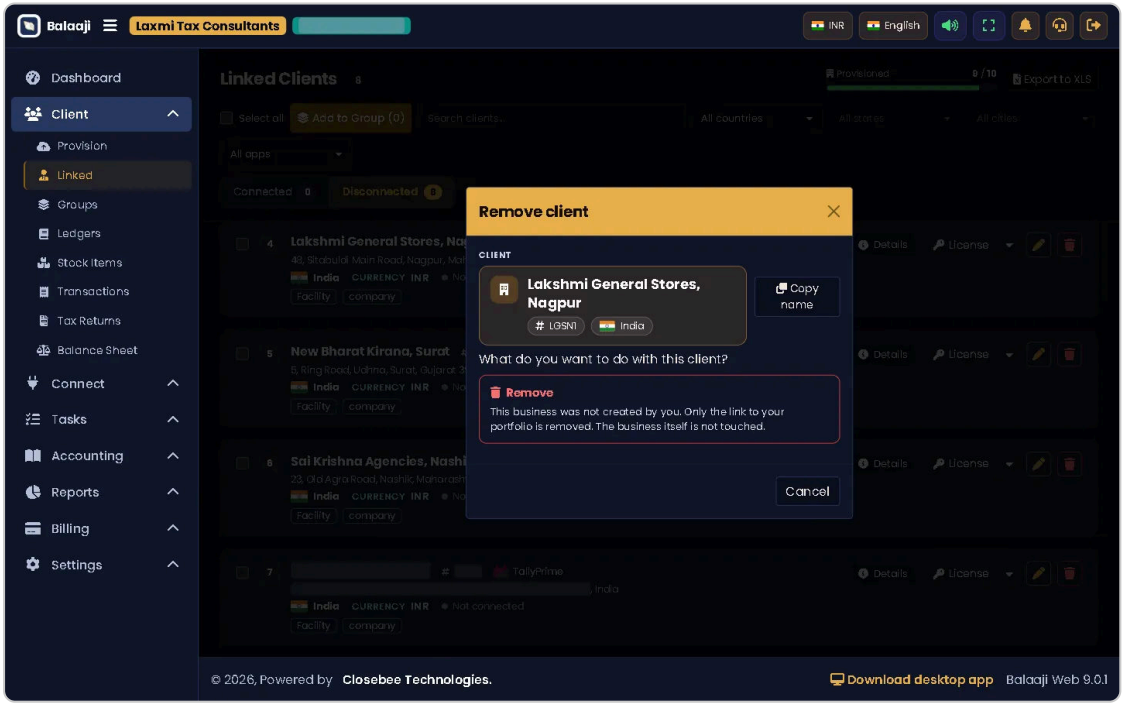
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Change the client, setup and location details.

Remove a client

1. Click **Remove** on the card. Balaaji first explains what will happen to the link and the client's data.
2. Type the client's name to confirm. If the client's business will be deleted for good, you also tick **I understand this cannot be undone** and click **Delete permanently**.

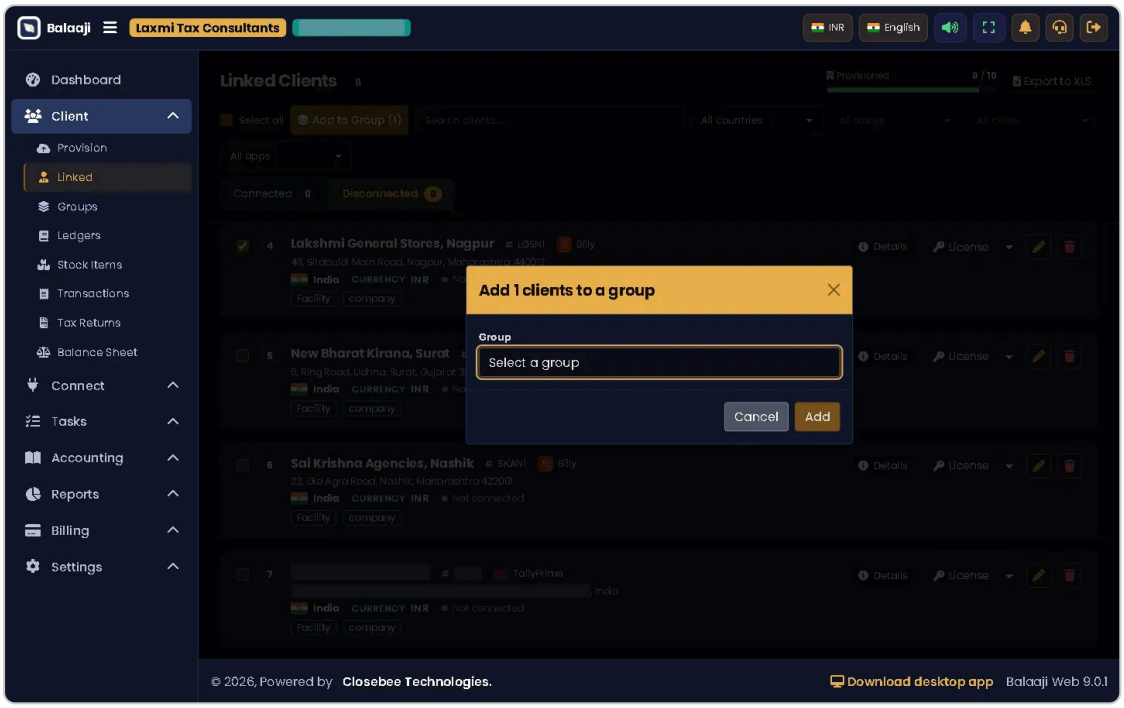


Balaaji explains what will happen, then asks you to type the client name.

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Put clients in a group

Tick one or more cards (or **Select all**), click **Add to Group**, pick the group and click **Add**. Groups are made under Client > Groups.



Tick clients and add them to a group in one step.

What the connection status means

You see	It means
Connected	The client's app is online and sending its books. Hover to see since when.
Not connected	The client's app is not online right now. Its last synced data is still there to read.
Deactivated	The client has been deactivated. Such clients are listed after the others, with **Reactivate**.

The Dashboard also counts a client as connected if a transaction arrived in the last 15 minutes, so its count can be higher than the Connected tab.

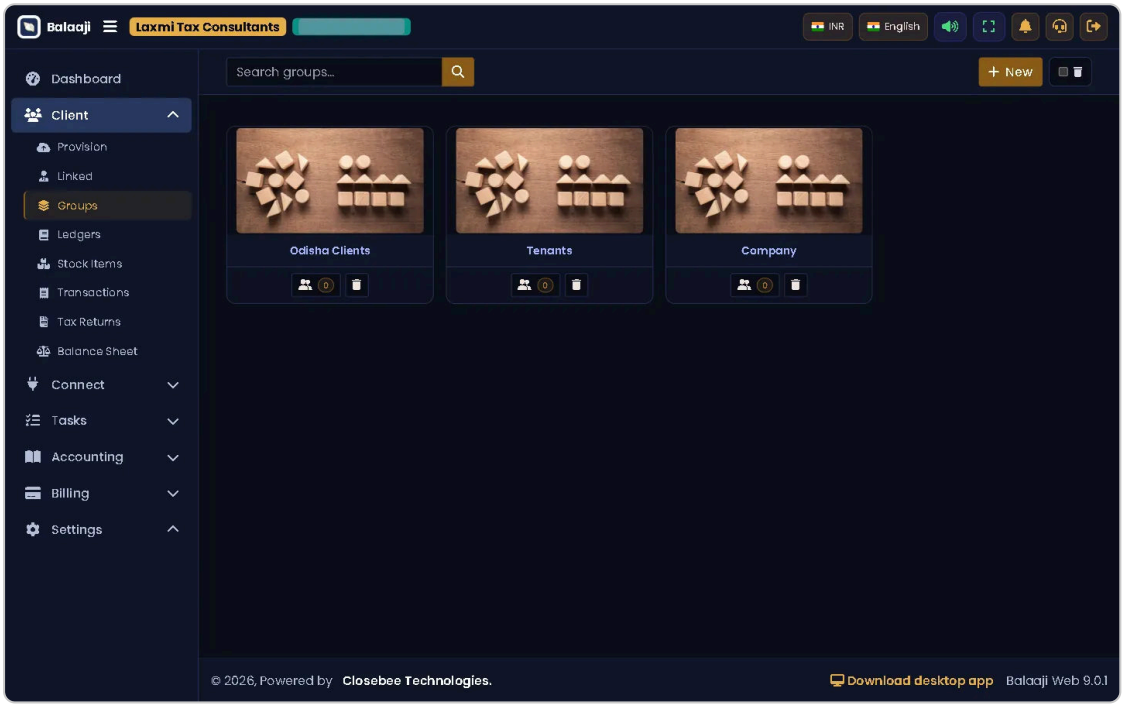
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Client groups

Groups let you sort clients, for example by city, industry or the partner in charge. You can add a whole group to a task at once.

Groups list

Client > Groups shows each group with its picture, its name and the number of clients in it. Use **Search groups** to find one.

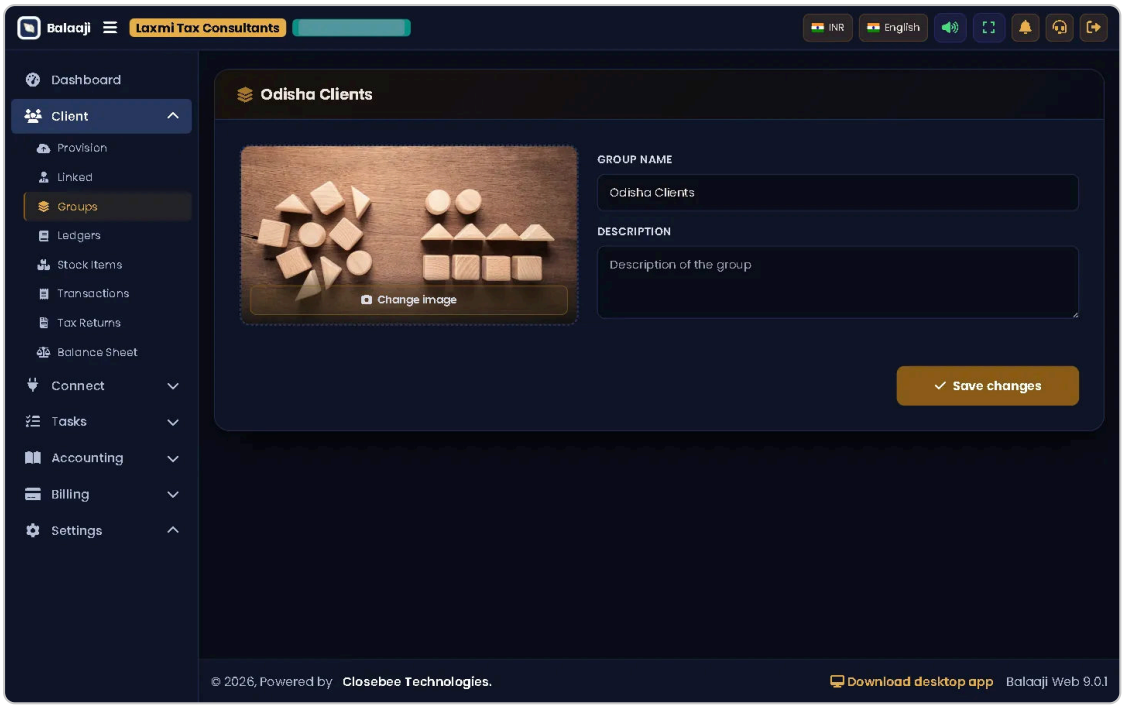


Your client groups with their pictures and client counts.

Make or edit a group

1. Click **New**, or click a group's name to edit it.
2. Fill in **Group name** and **Description**, and pick a picture with **Change image**.
3. Click **Create group** or **Save changes**.

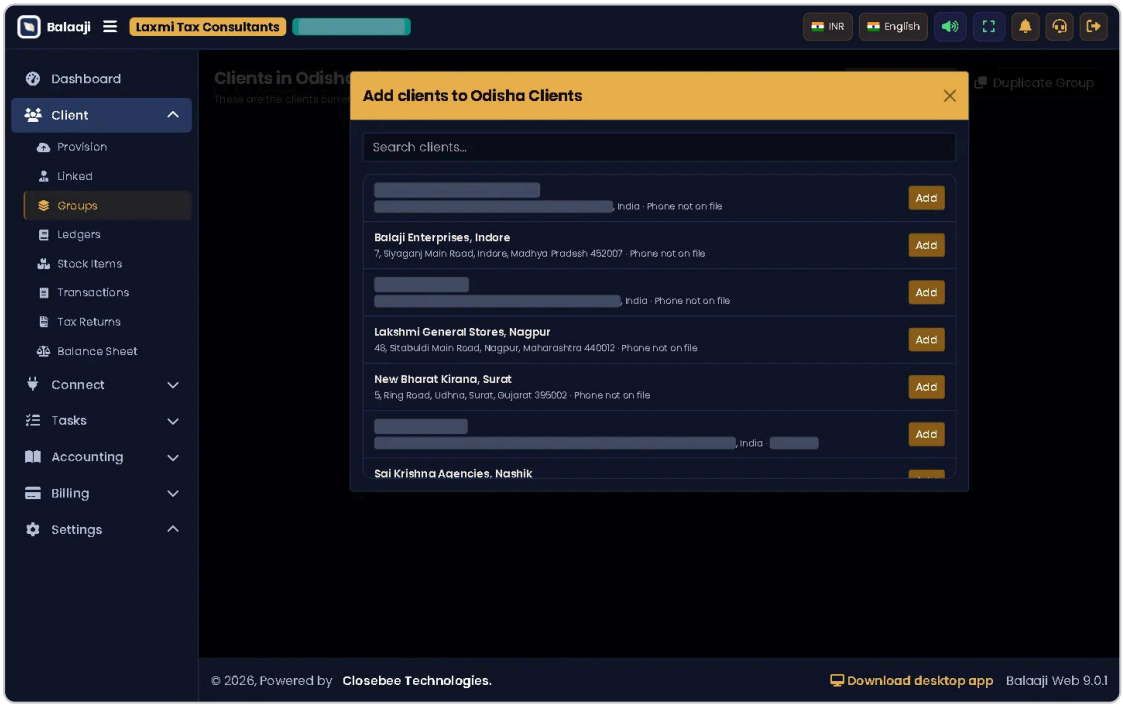
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Name, description and picture.

Clients in a group

Click the client count on a group to see its members, with each client's address, phone and balances. Click **Add Clients** to add more, or the cross on a card to take a client out. **Duplicate Group** makes a copy with the same members.



Pick the clients to add to a group, with their address and phone.

Deleting a group only removes the tag: the clients keep their data, and you can restore the group later.

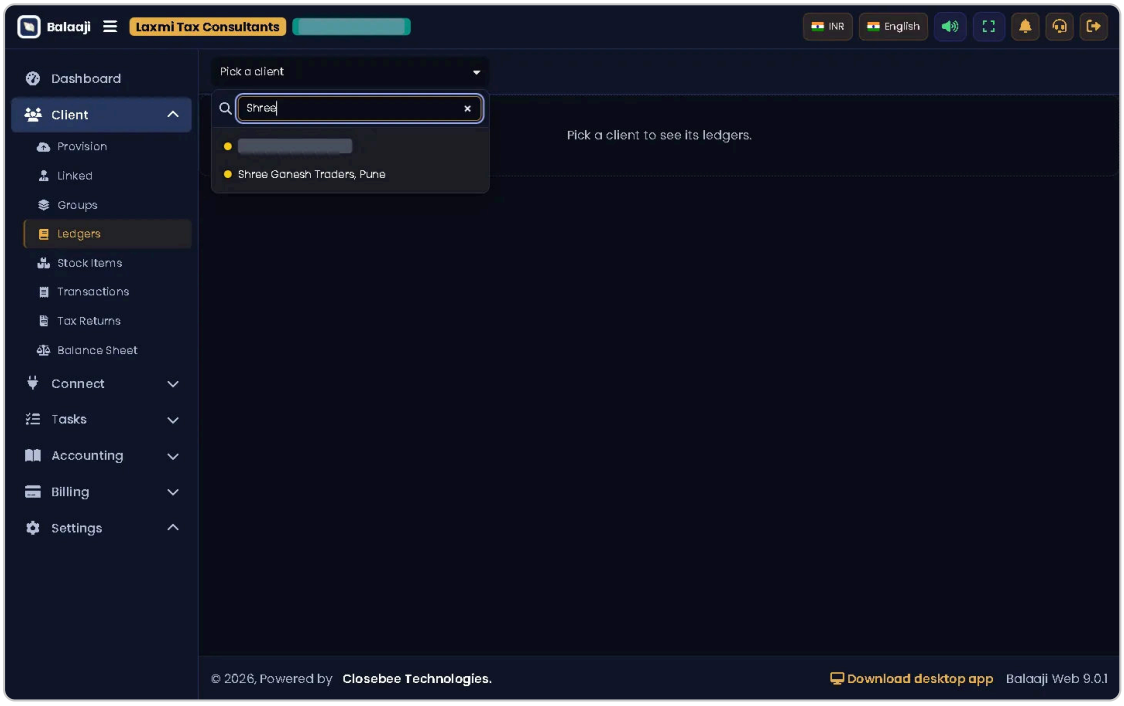
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Client books

Client > Ledgers, Stock Items, Transactions, Tax Returns, Profit & Loss and Balance Sheet show one client's books, read only, as synced from the client's own app.

Pick a client

Each of these pages starts with **Pick a client**. Click it, type part of the name in **Search clients** and click the client. A dot shows whether the client is connected. The client you pick stays picked as you move between these pages.

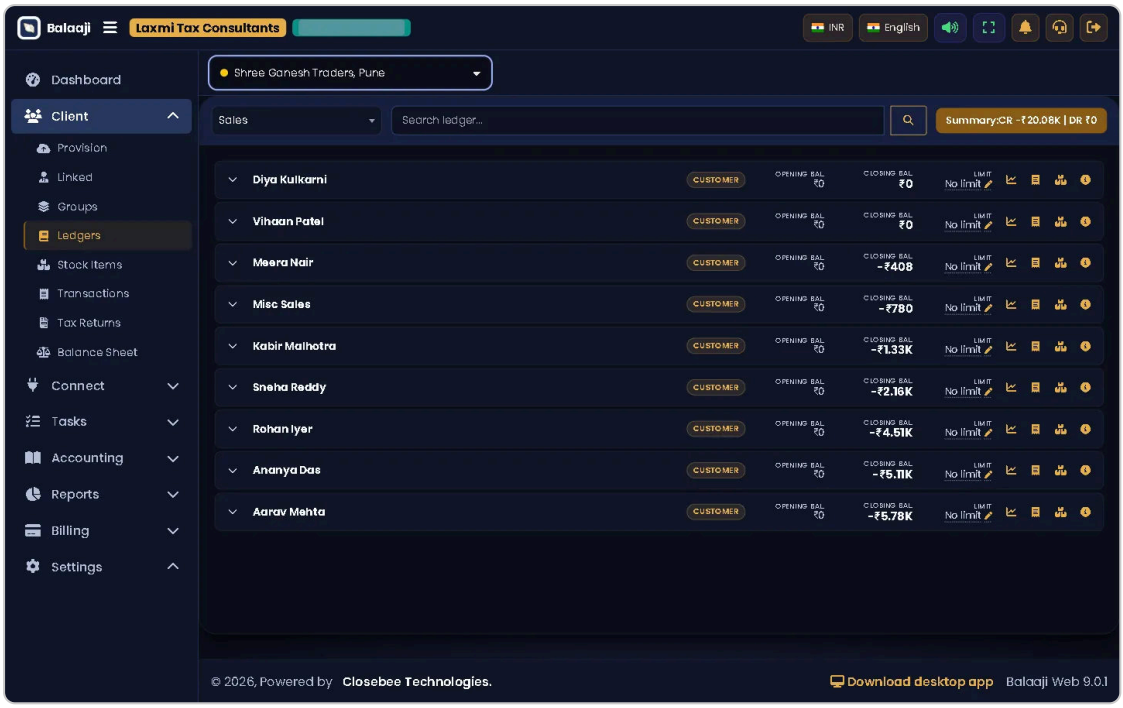


Search and pick the client whose books you want to read.

Ledgers

Client > Ledgers lists the client's ledger accounts with opening and closing balances. You can read them but not change them.

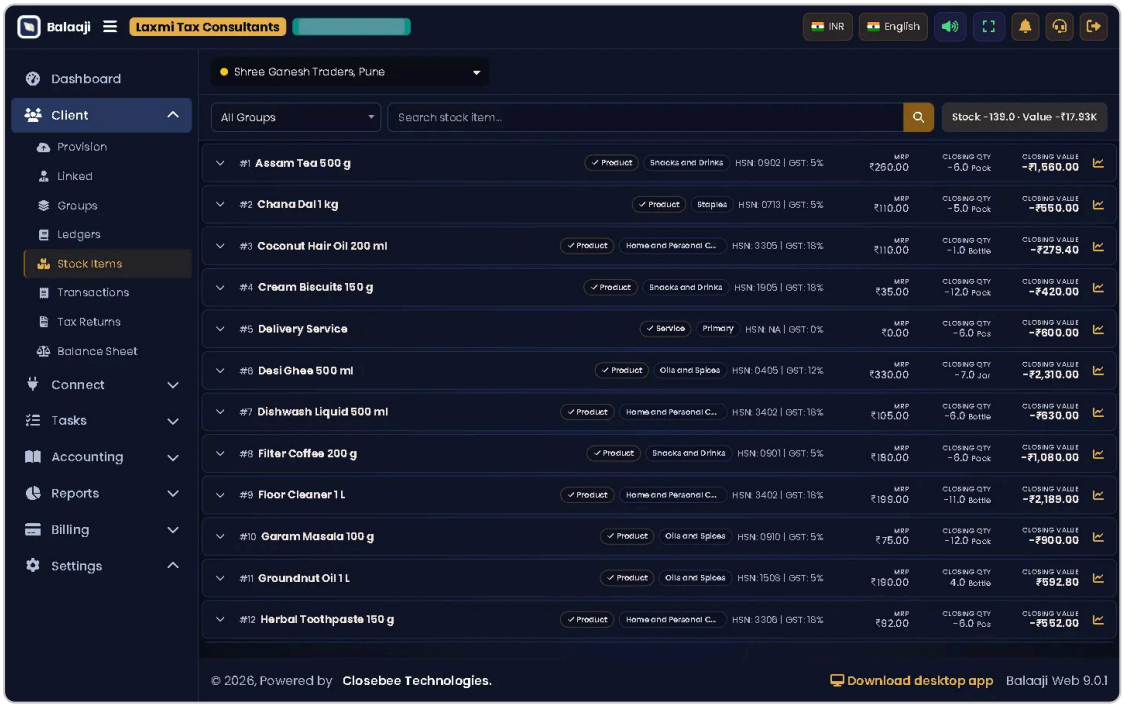
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The client's ledger accounts with balances, read only.

Stock Items

Client > Stock Items lists the client's stock items as they are in its books.



The client's stock items as they are in its books.

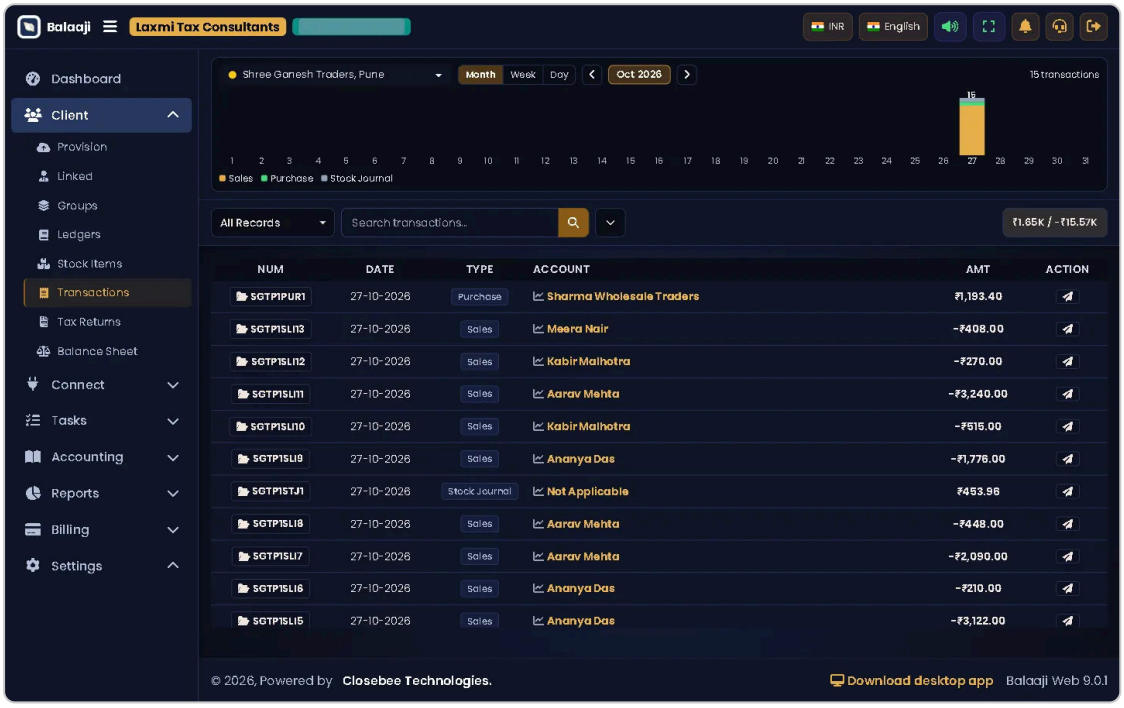
Transactions and the activity chart

Client > Transactions shows a chart of the client's activity above the list of its vouchers. The chart and the list always show the same period.

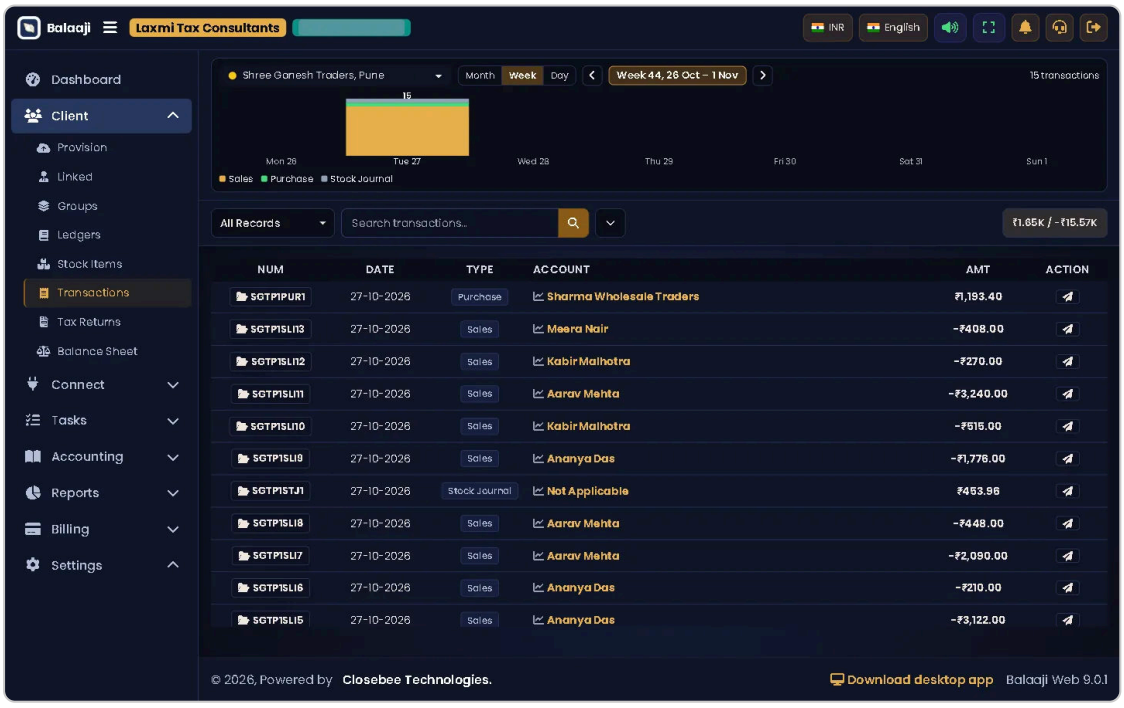
1. Choose **Month**, **Week** or **Day** at the top of the chart. Use the arrows next to the period name to go back or forward.

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2. In Month and Week, each bar is one day, split by voucher type (Sales, Purchase, Receipt, Payment, Journal and the rest), with the count on top. Click a bar to see that day's transactions. The chart switches to Day.
3. In Day, each bar is one voucher type.
4. Click the period name to go back to the whole month or week. The bar and period that match the list are shown in gold.

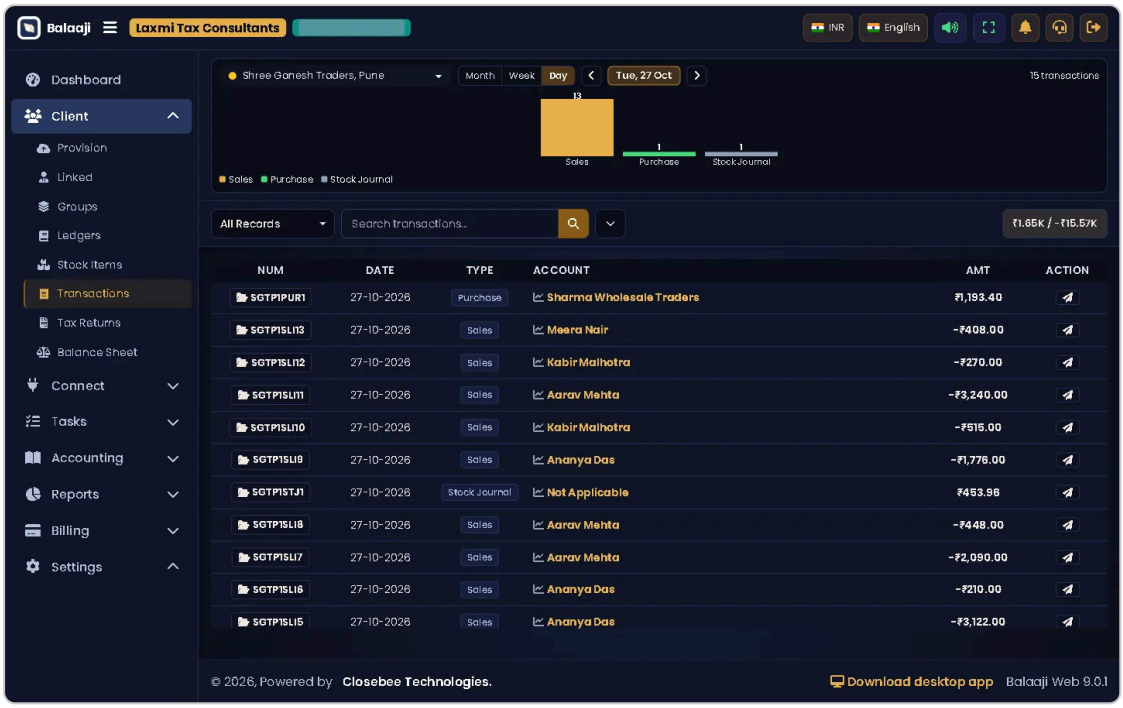


One bar per day, split by voucher type; the list below shows the same month.



Switch to Week to see Monday to Sunday.

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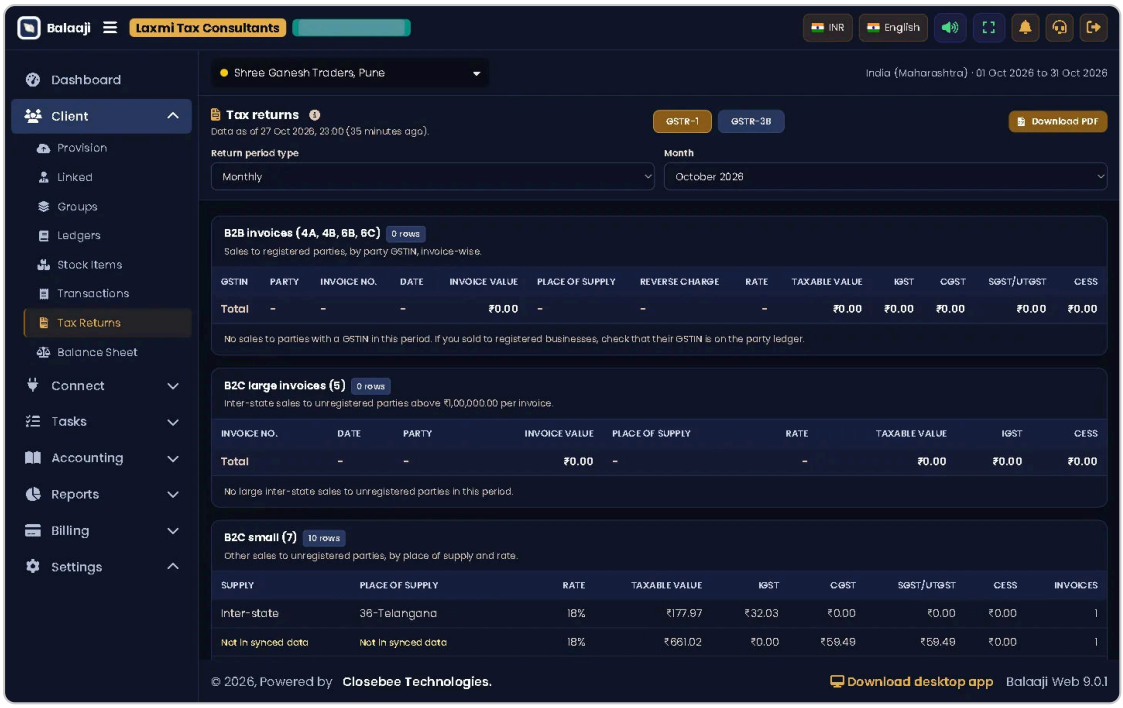
Click a day to see its transactions by voucher type.

The list shows **Num**, **Date**, **Type**, **Account** and **Amt**. Click a number to open the voucher. The Type column also shows whether the voucher was sent to the client's Tally.

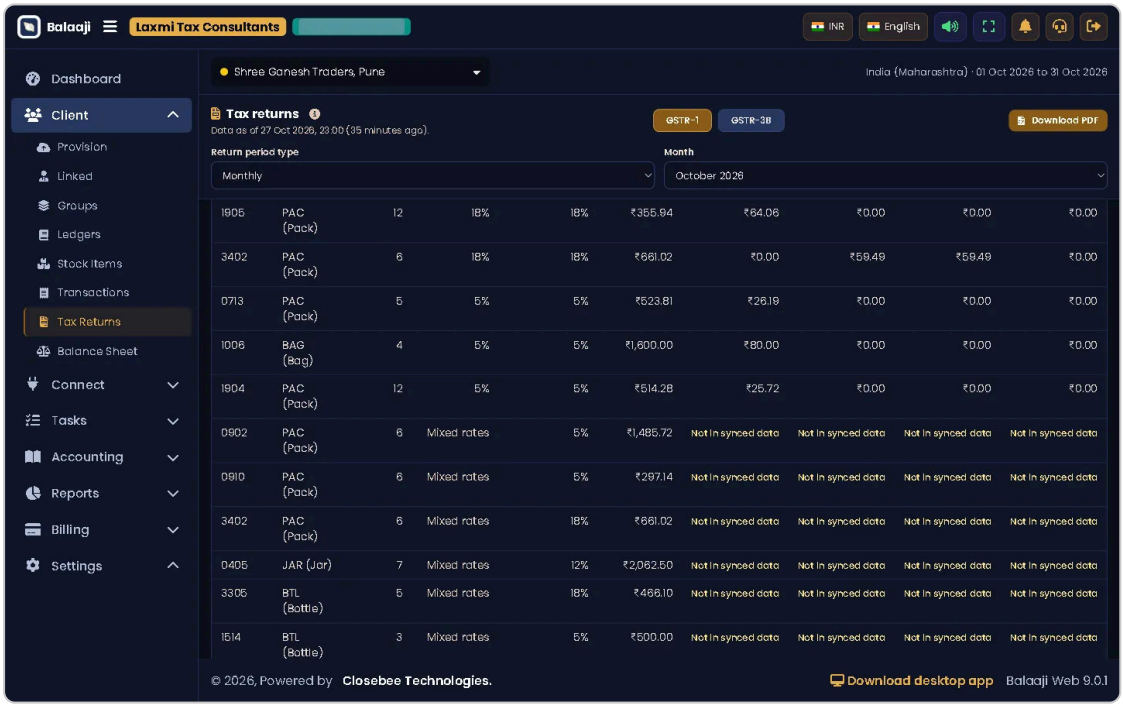
Tax Returns

1. Open Client > Tax Returns and pick a client.
2. Choose the **Return period type** (monthly or quarterly) and the month or quarter.
3. For an Indian client, use the **GSTR-1** and **GSTR-3B** tabs. GSTR-1 shows B2B invoices, B2C large and small, credit and debit notes, exports, the HSN summary and documents issued. GSTR-3B shows the outward supplies, eligible ITC, exempt supplies and the tax payable.
4. Click **Download PDF** to save the figures. The PDF says it is prepared from the books and is not an official filing format.

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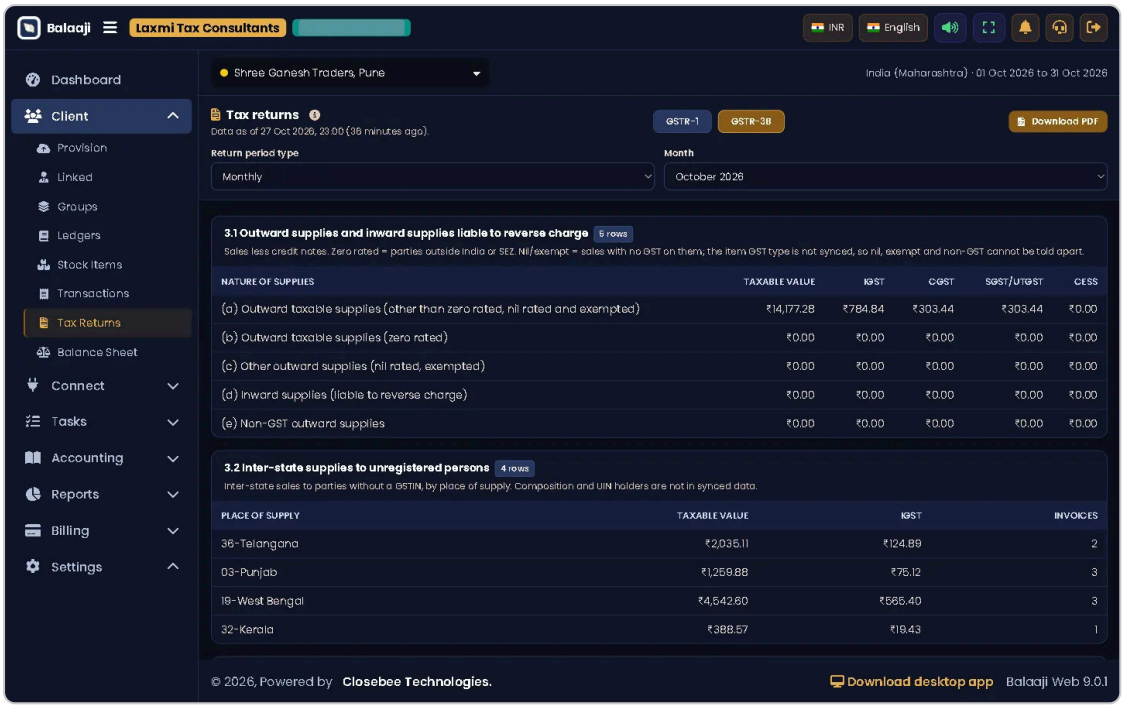


B2B, B2C, notes, exports, HSN summary and documents issued, from the client's books.



The HSN summary of the GSTR-1, with quantity, value and tax by HSN code.

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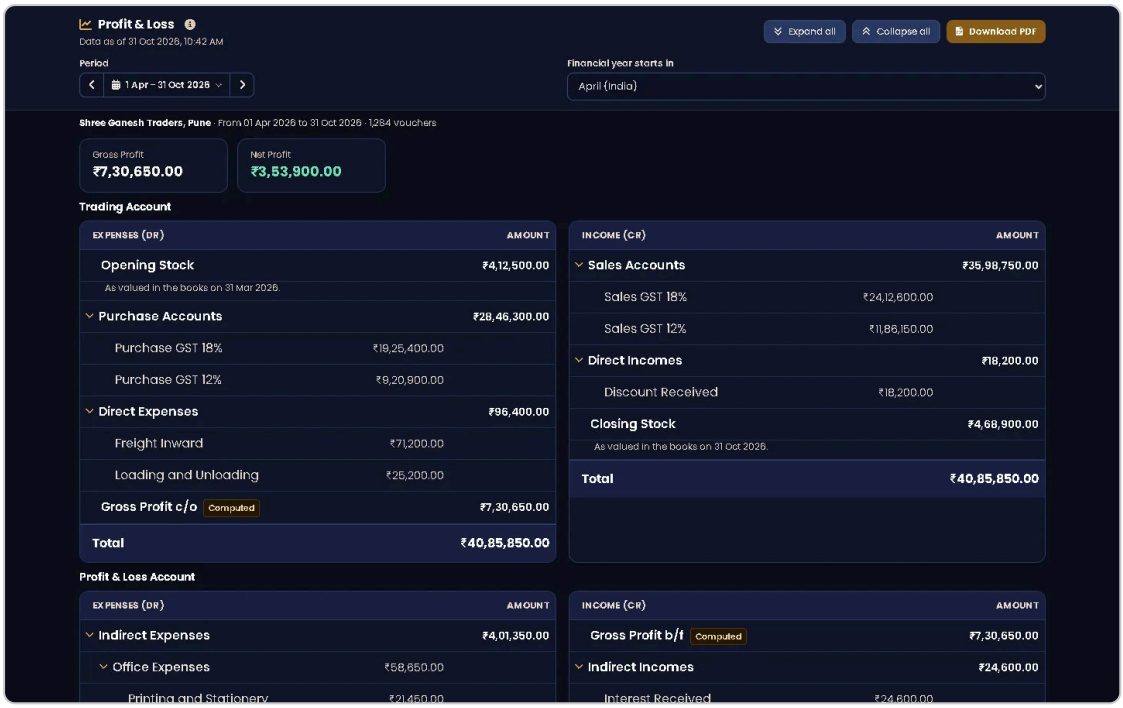
Outward supplies, eligible ITC and tax payable for the period.

A value Balaaji cannot work out from the synced data shows as **Not in synced data**. For clients in other countries, the page shows output, input and net tax, by rate and by ledger.

Profit & Loss

1. Open Client > Profit & Loss and pick a client.
2. Choose the **Period**. It starts at the beginning of the financial year and runs to today; use the arrows or the calendar to pick another month, quarter, year or any From and To dates.
3. Read **Gross Profit** and **Net Profit** at the top, then the **Trading Account** and the **Profit & Loss Account**, each with Expenses (Dr) on the left and Income (Cr) on the right, as in Tally.
4. Click a group to see its sub-groups and ledgers, or use **Expand all** and **Collapse all**. Click **Download PDF** to save it.

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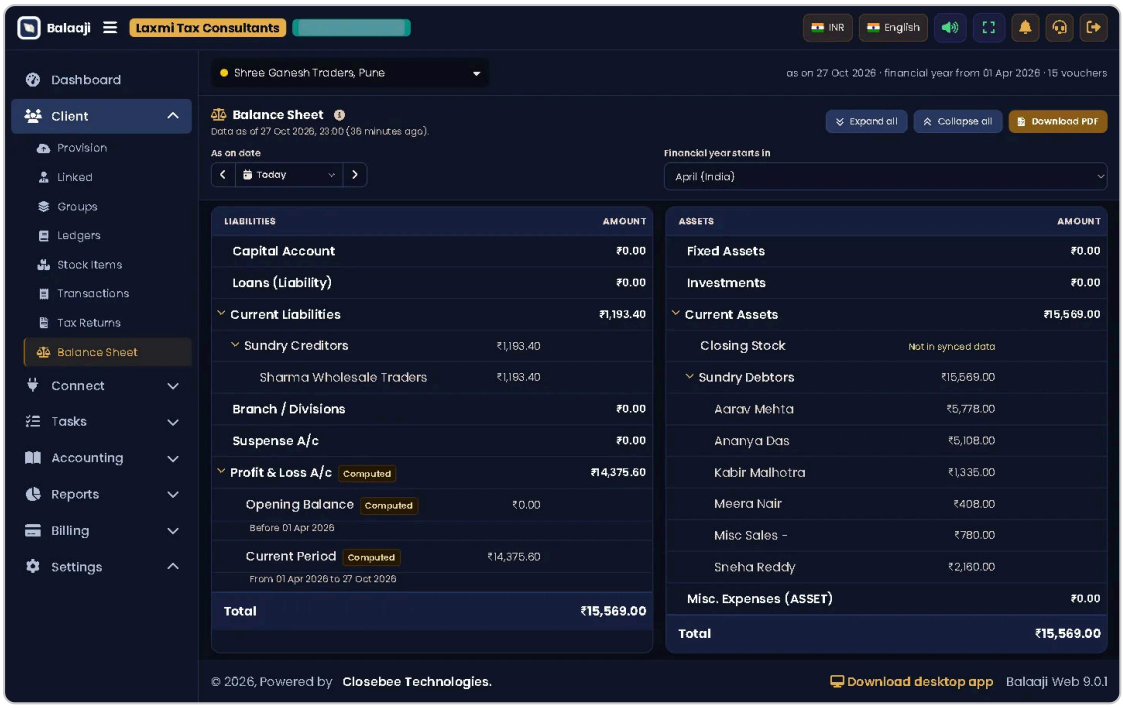
Trading and Profit & Loss accounts for any period, with gross and net profit.

Opening and closing stock are taken from the stock valuations in the client's own books, with the date they were valued on. If no valuation is on record for the period, the stock line shows **Not in synced data** and the profit is worked out from the ledgers only. The same report is in Reports > Profit & Loss for the client you picked.

Balance Sheet

1. Open Client > Balance Sheet and pick a client.
2. Set **As on date** and the month the financial year starts in.
3. Read Liabilities and Assets side by side. Click a group to open it, or use **Expand all** and **Collapse all**.

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Liabilities and assets as on any date, group by group.

If the two sides do not match, Balaaji tells you by how much. Groups it could not place are marked **Needs sync fix**. Click **Download PDF** to save it.

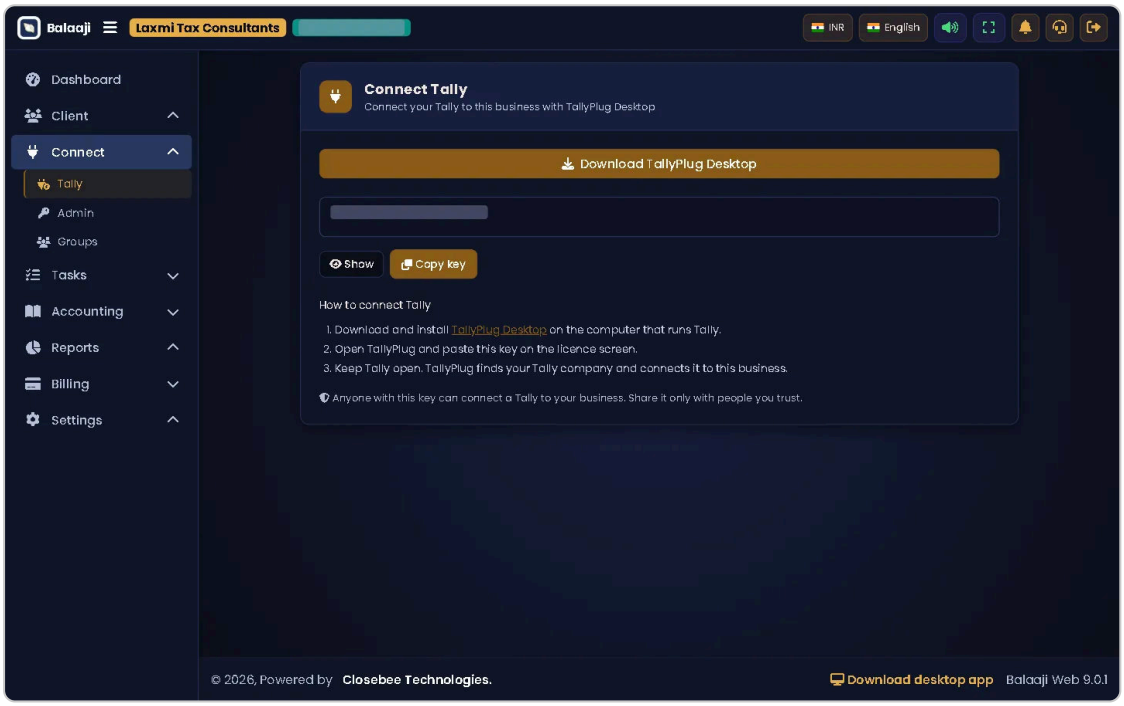
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Connect

Connect holds the keys that link Tally and the Balaaji apps to your firm.

Connect your own Tally

1. Open Connect > Tally and click **Download TallyPlug Desktop**.
2. Install it on the computer that runs Tally.
3. Click **Show** and **Copy key**, and paste the key on TallyPlug's licence screen. Keep Tally open.



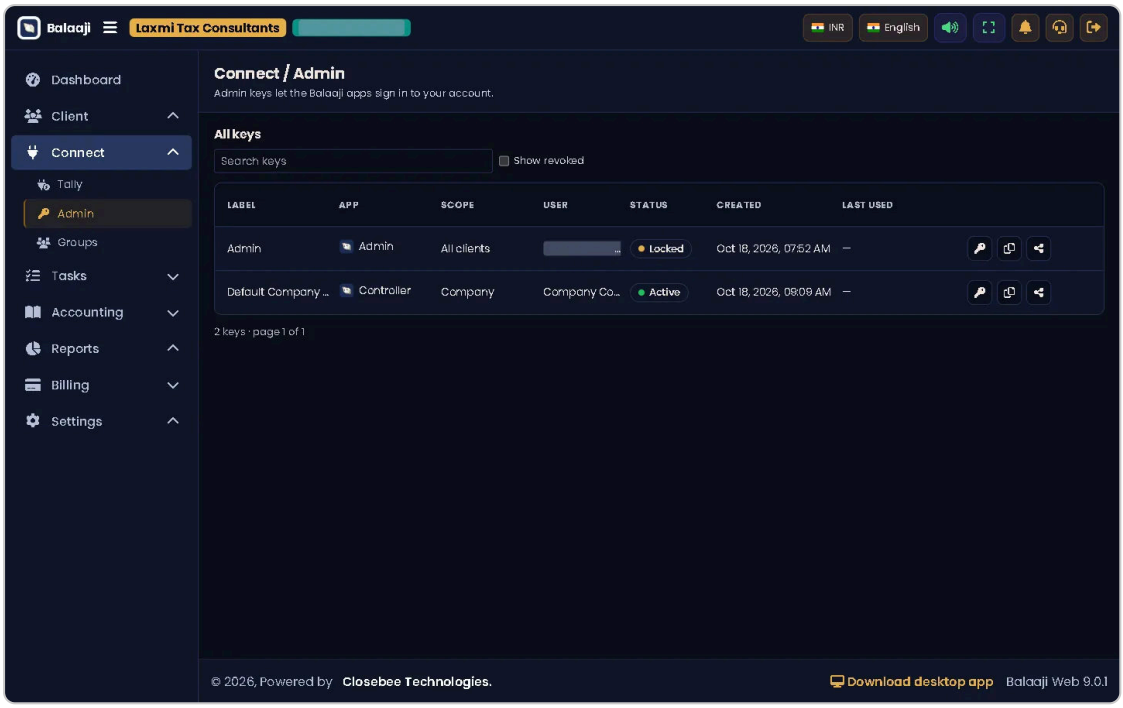
Download TallyPlug Desktop and connect your own Tally with the key.

> **Keep the key private.** Anyone with it can connect a Tally to your firm.

Admin keys

Connect > Admin lists the keys the Balaaji apps use to sign in to your account, with the app, scope, user, status, and when each was created and last used. You can **Show**, **Copy** or **Share** a key, and **Revoke** one you no longer need. Revoking first tells you how many apps will be signed out.

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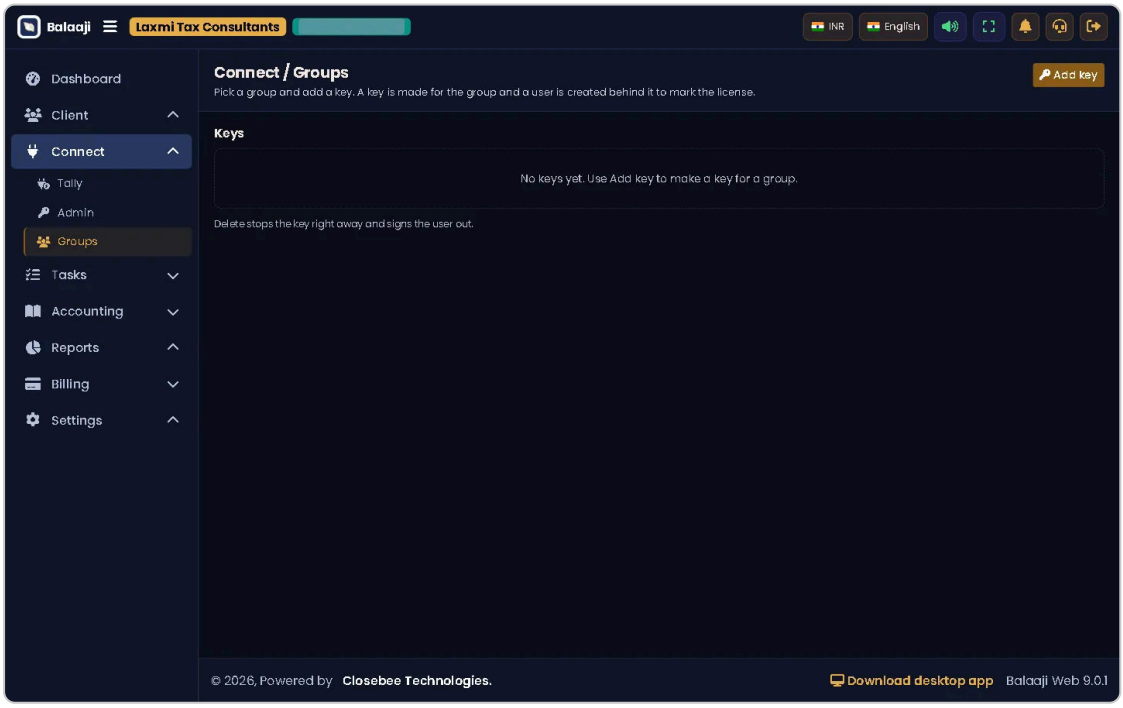


The keys the Balaaji apps use to sign in, with status and last use.

Keys for a group

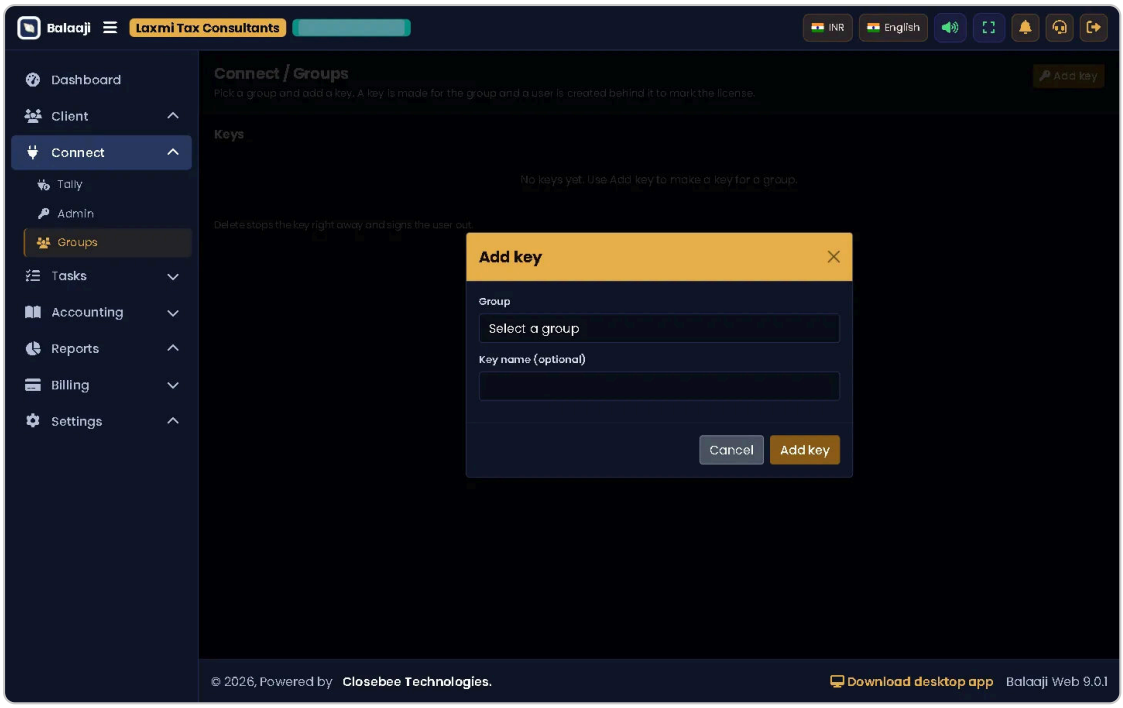
Connect > Groups makes access codes for the Balaaji Controller app, each for one client group or for all clients.

1. Click **Add key**, pick the **Group** (or All groups) and give the key a name if you like.
2. Balaaji makes the key and a user behind it, then shows **Send access** with Copy and WhatsApp.
3. The person opens Balaaji Controller and chooses **Sign in with access code**.



Access codes for Balaaji Controller, one per client group.

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Pick a group and name the key.

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Tasks

Tasks track filing work across clients: what is due, who is doing it and what is late.

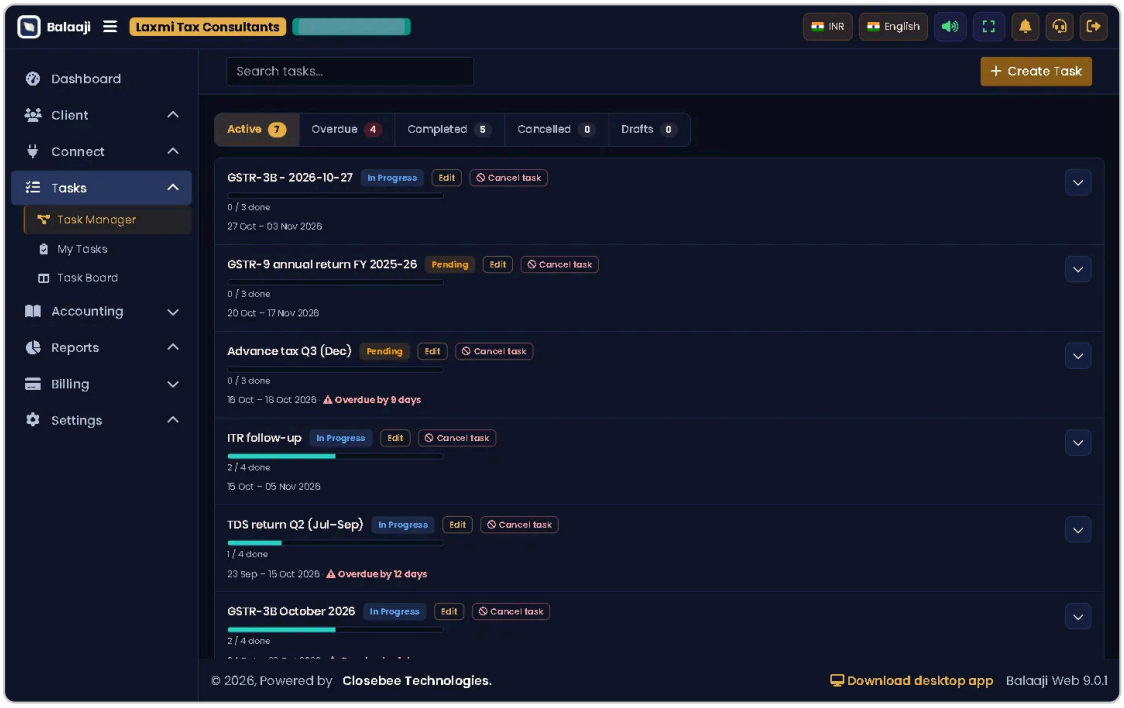
Operators

Tasks are done by operators: users with the Operator role. Only operators can be made responsible for a task or a client item. Add them in Settings > Users. In the users list they are marked **Task-eligible**.

A task has one responsible operator overall, and one item per client. Each item can go to a different operator. A task is **Draft**, **Pending**, **In progress**, **Completed** or **Cancelled**. Its due date is its End Date.

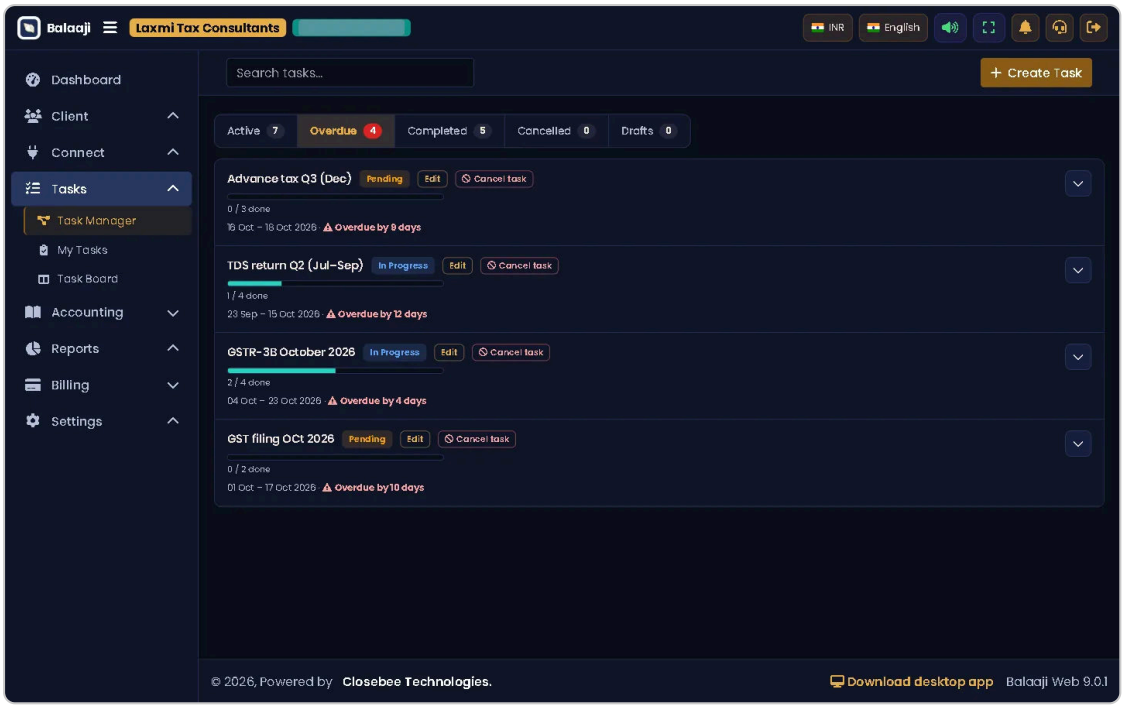
Task Manager

Tasks > Task Manager lists your tasks in tabs: **Active**, **Overdue**, **Completed**, **Cancelled** and **Drafts**. Each row shows the status, how many items are done, the period, and how many days it is overdue.



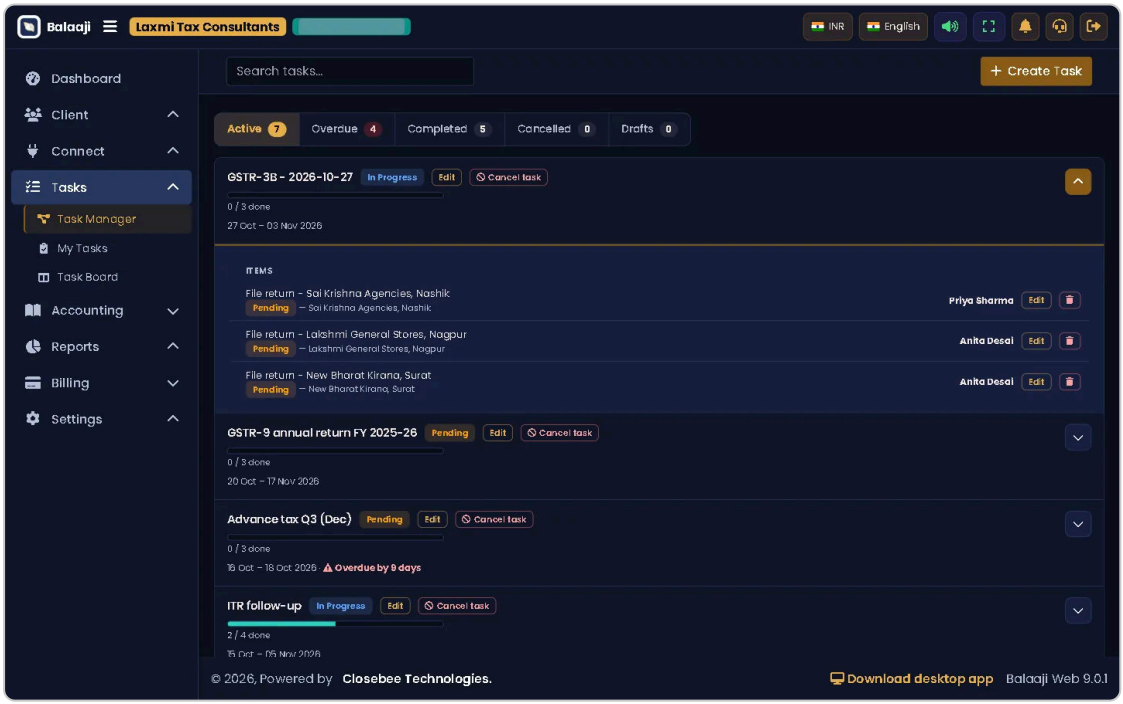
Active, overdue, completed, cancelled and draft tasks, with progress and due dates.

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The Overdue tab lists active tasks past their end date, with how many days late.

Click a task to see its client items and who has each one. Use **Edit** on an item to change its status or operator. **Cancel task** stops a task and cancels every unfinished item in it.



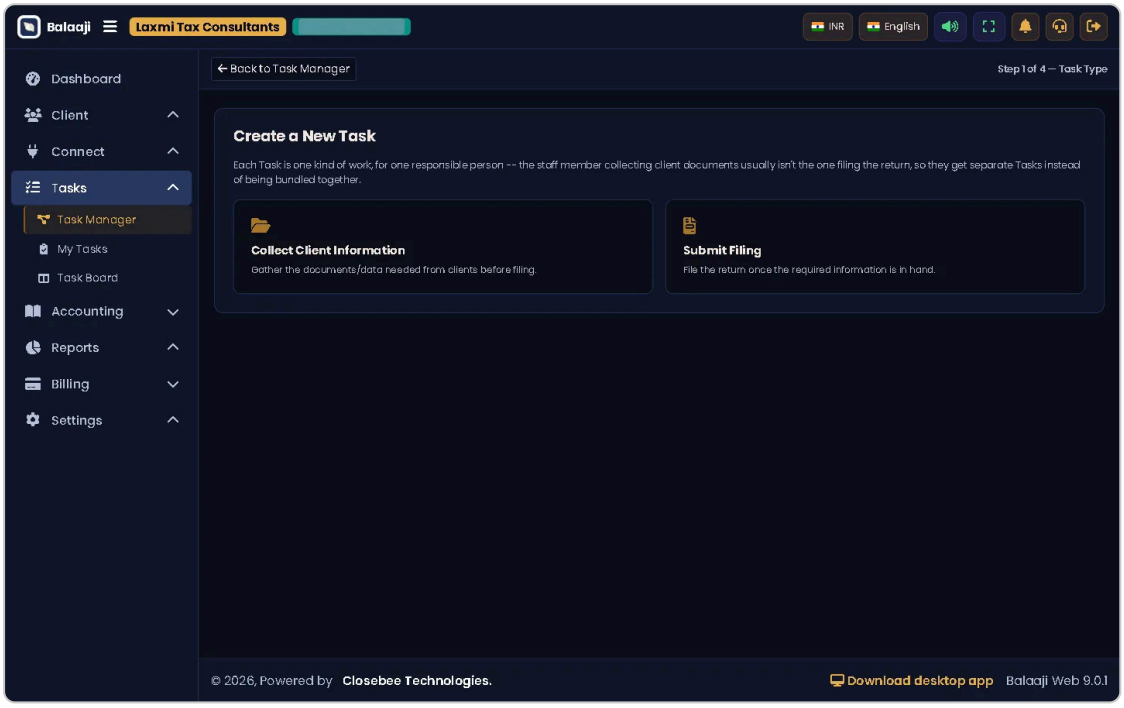
Open a task to see each client item and its operator.

Create a task

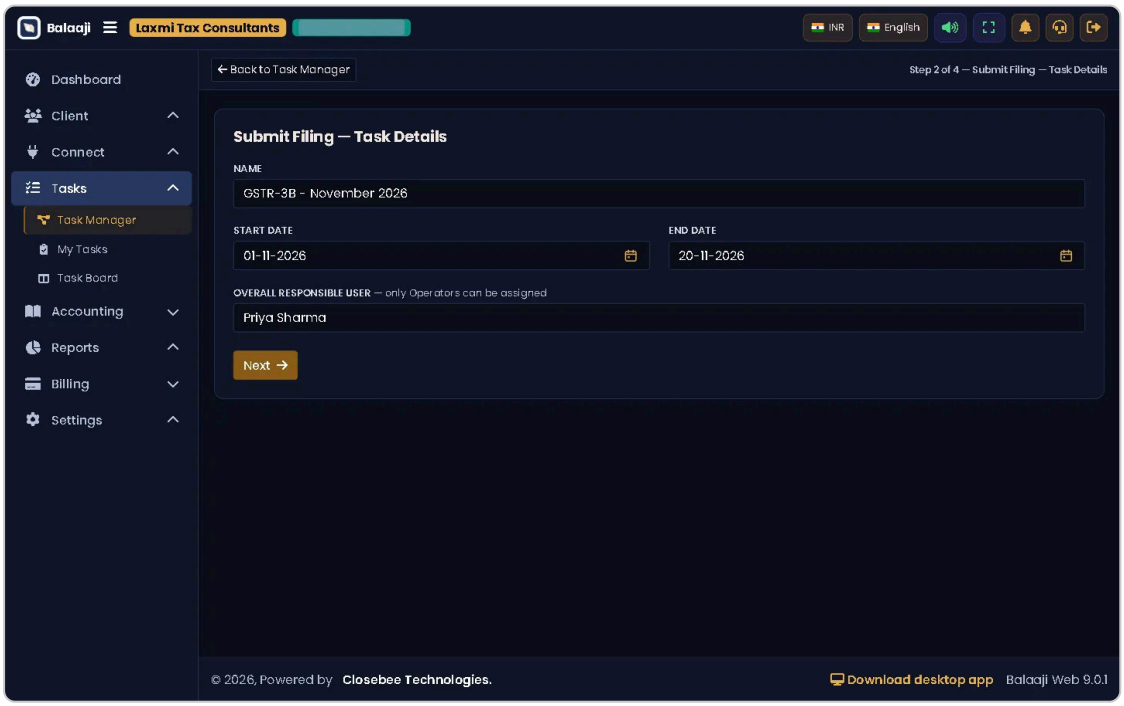
1. In Task Manager, click **Create Task**.
2. **Task Type**: choose **Collect Client Information** to gather documents and data from clients, or **Submit Filing** to file the return once you have them.

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3. **Task Details**: type a **Name** such as GST Filing - September 2026, set the **Start Date** and **End Date**, and pick the **Overall Responsible User**. Click **Next**. The task is saved as a draft.
4. **Task Items**: pick a client and click **Add task item**, or pick a group and click **Add group** to add all its clients. Choose the operator for each item in its **Choose staff** list. Click **Next**.
5. **Ready to Go**: click **Put Task In Motion** to start it, or **Leave as Draft** to finish later.

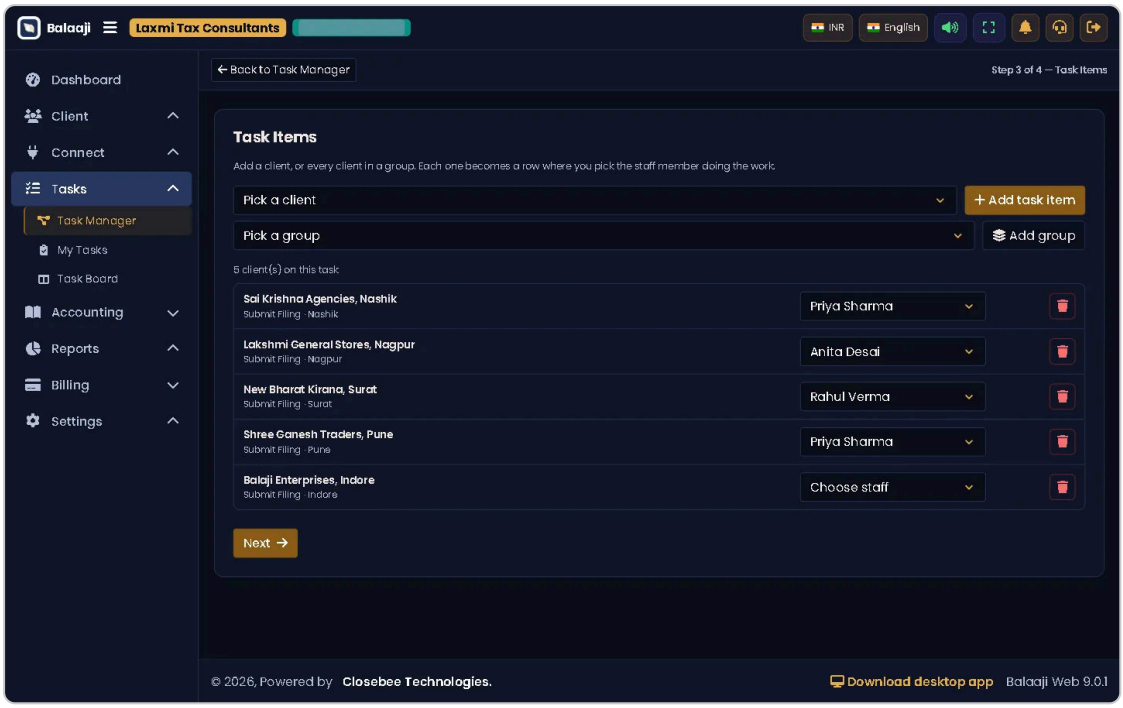


Collect client information, or submit a filing.

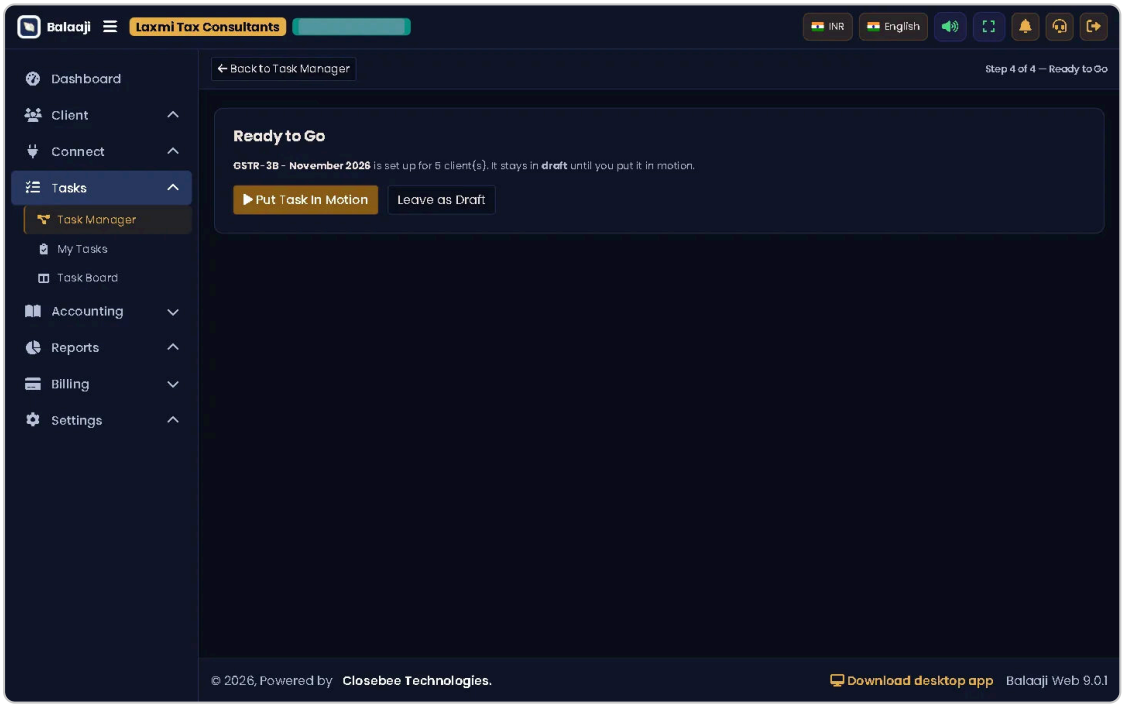


Name, dates and the responsible operator.

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Add clients one by one or a whole group, and pick the operator for each.



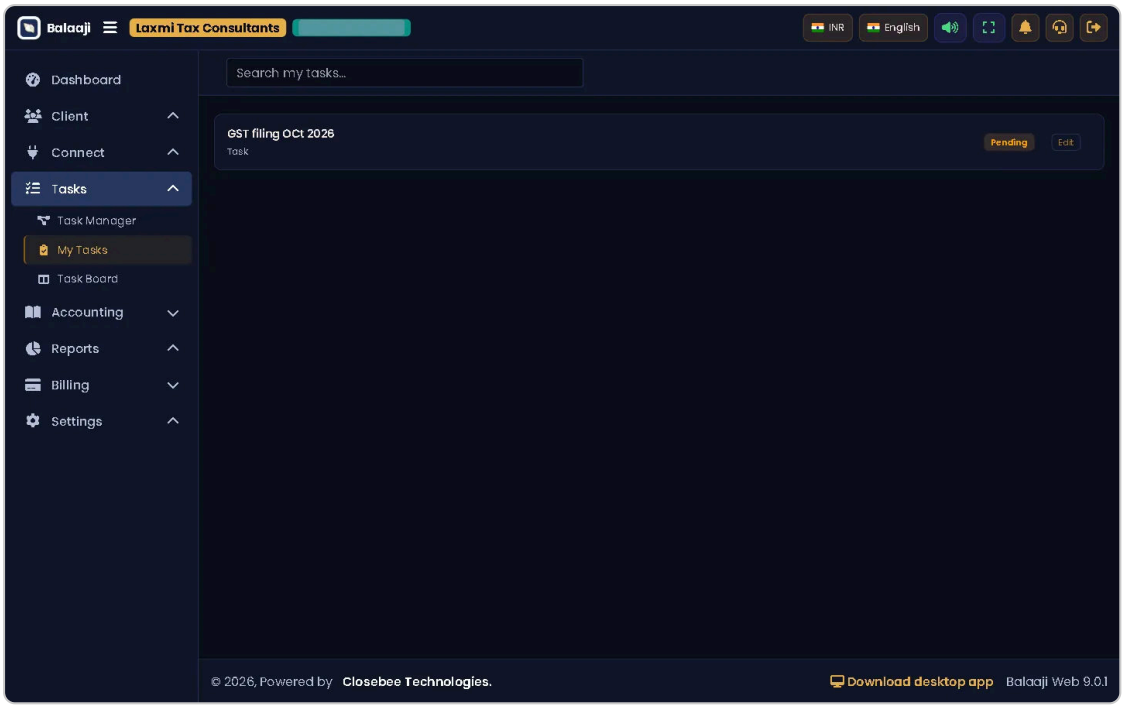
Put the task in motion or leave it as a draft.

> **Tip:** from the Task Items step on, your work is saved as you go. A draft you started can be picked up again with **Resume** in the Drafts tab.

My Tasks

Tasks > My Tasks shows everything assigned to you, with the task, the client and the status. Click **Edit**, choose the new status and click **Save** as you work.

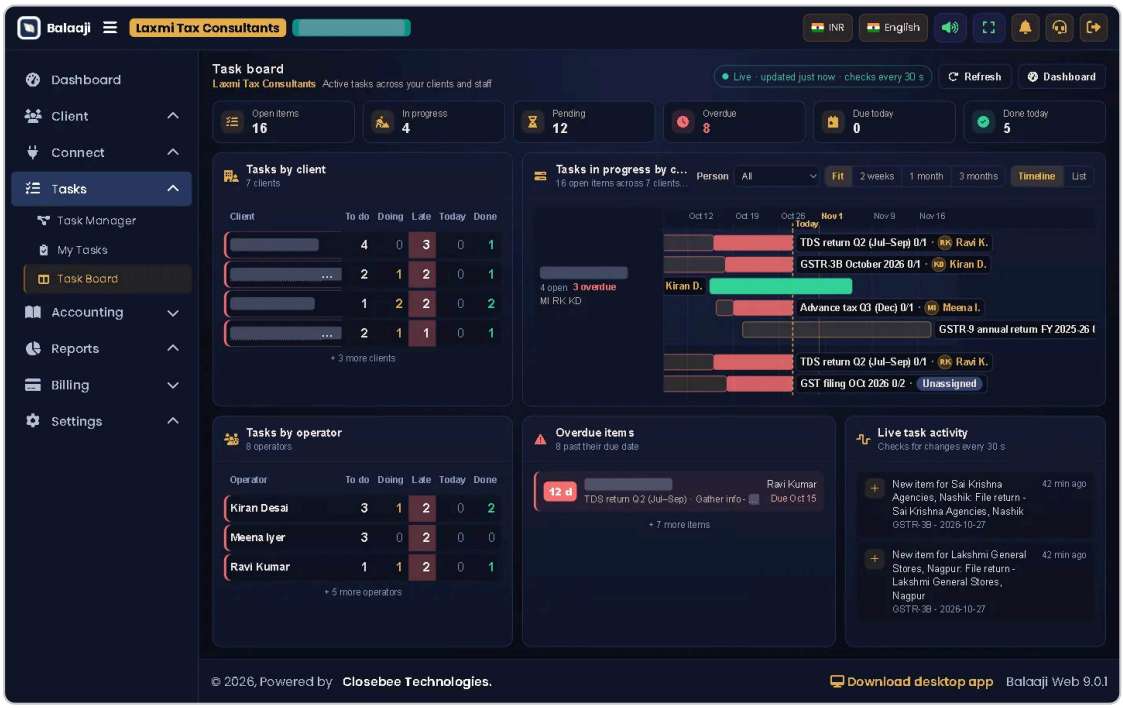
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Everything assigned to you, with its status.

Task Board

Tasks > Task Board is a live board for the office screen. It checks for changes every 30 seconds. It shows open, in progress, pending, overdue, due today and done today, then tasks by client and by operator, the timeline, the overdue items and the last 48 hours of activity. Operators see only their own items.



A live board for the office screen: due today, overdue, by client and by operator.

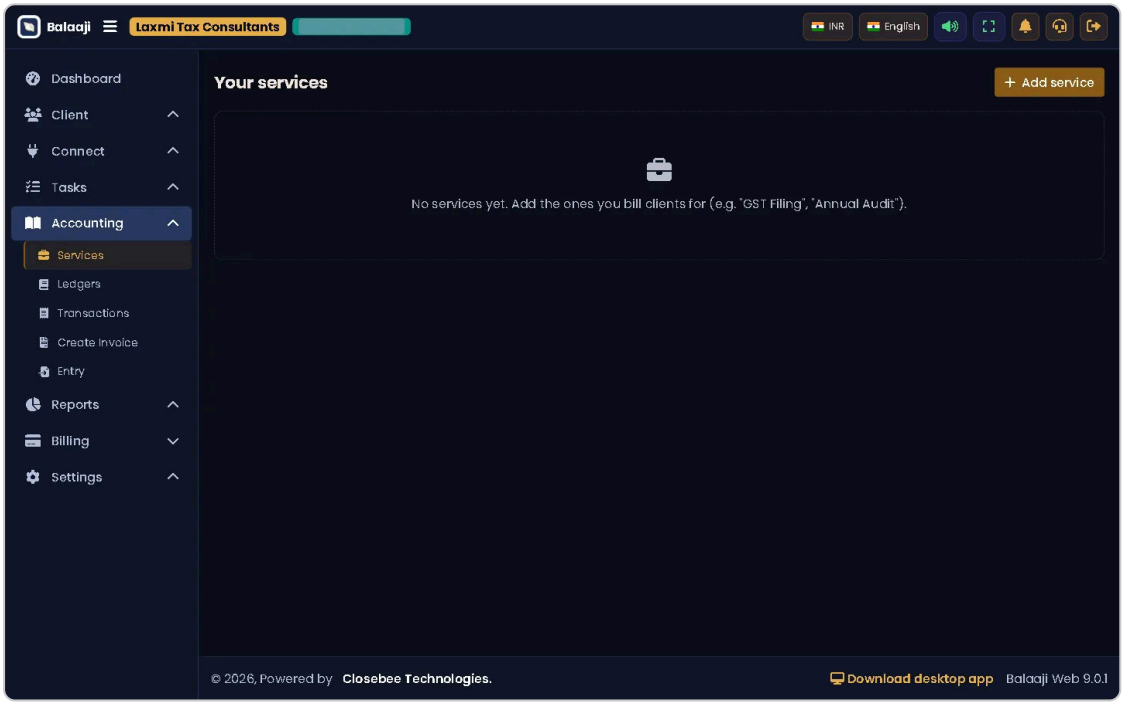
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Accounting

Accounting is for your firm's own books: the services you bill, your ledgers, your vouchers and your invoices to clients. Your clients' books are under the Client menu.

Services

Accounting > Services lists what you bill clients for, with a name, description and rate. Click **Add service** to add one. Deleting a service takes it off new invoices; invoices that already use it keep it.

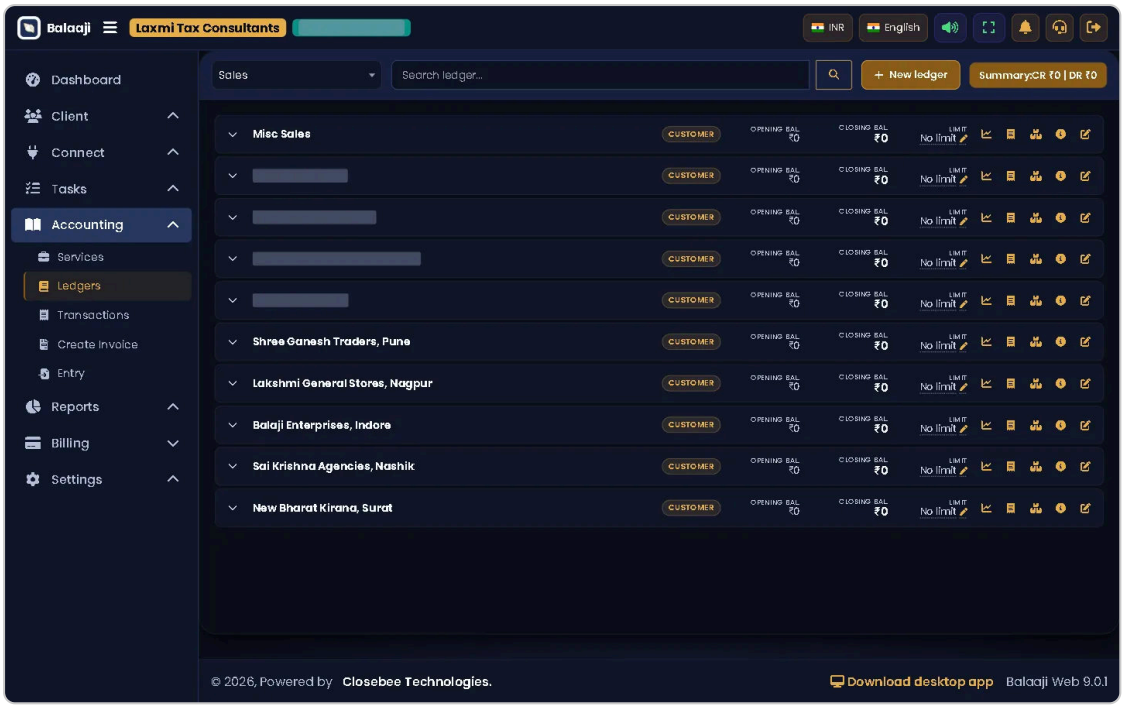


The services you bill clients for, with rates.

Ledgers

Accounting > Ledgers shows your ledger accounts with opening balance, limit and closing balance. Pick a category or search by name. On a card you can open its latest transactions, a timeline, its items and its details. Click **New ledger** to add one.

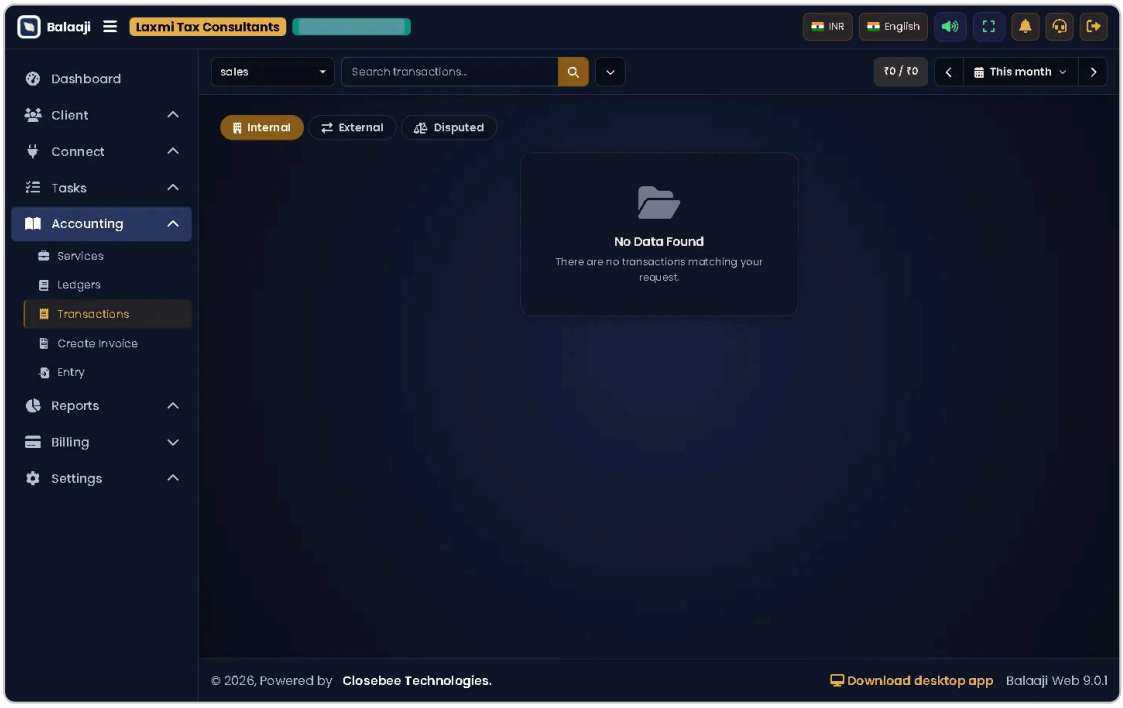
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Your own ledger accounts with balances and limits.

Transactions

Accounting > Transactions lists your own vouchers. Filter by type (Sales, Purchase, Receipt, Payment, Journal and more), search, and pick a date or a range. Click a number to see the voucher.



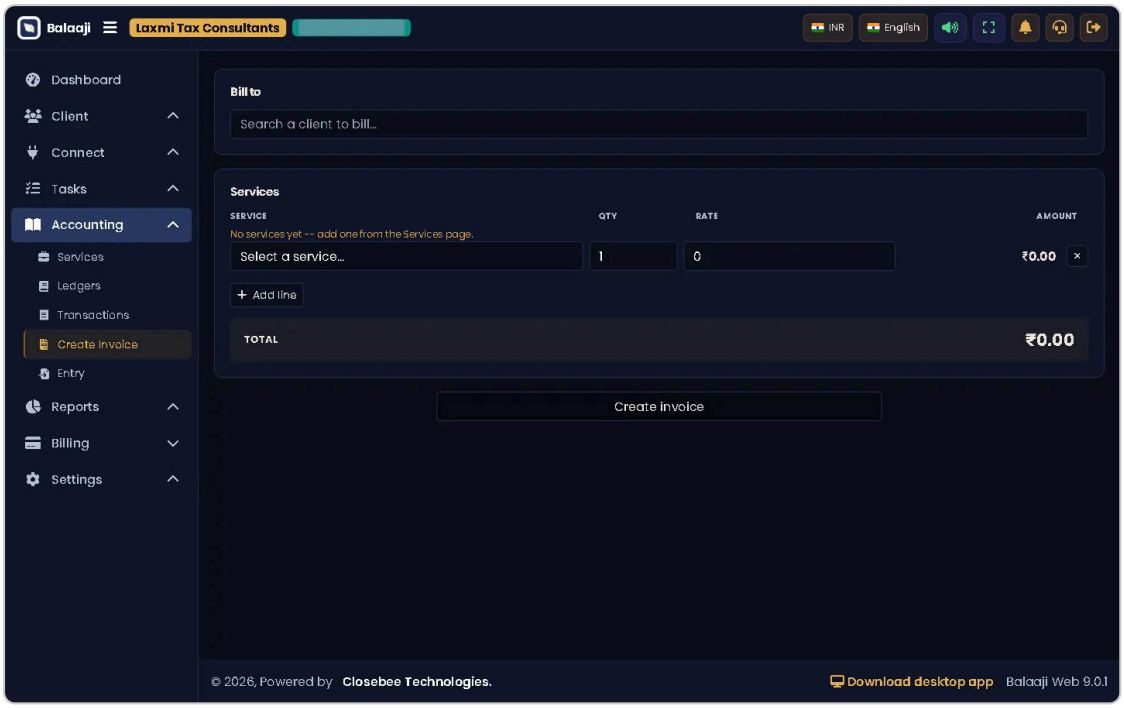
Your own vouchers, by type and date.

Create an invoice for a client

1. Open Accounting > Create Invoice.
2. In **Bill to**, search for the client and pick it. Its address, phone and balance show below.

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3. Add the **Services**, with quantity and rate. Click **Add line** for more.
4. Click **Create invoice**. The invoice is saved as a sales voucher, and you can see it in Transactions.

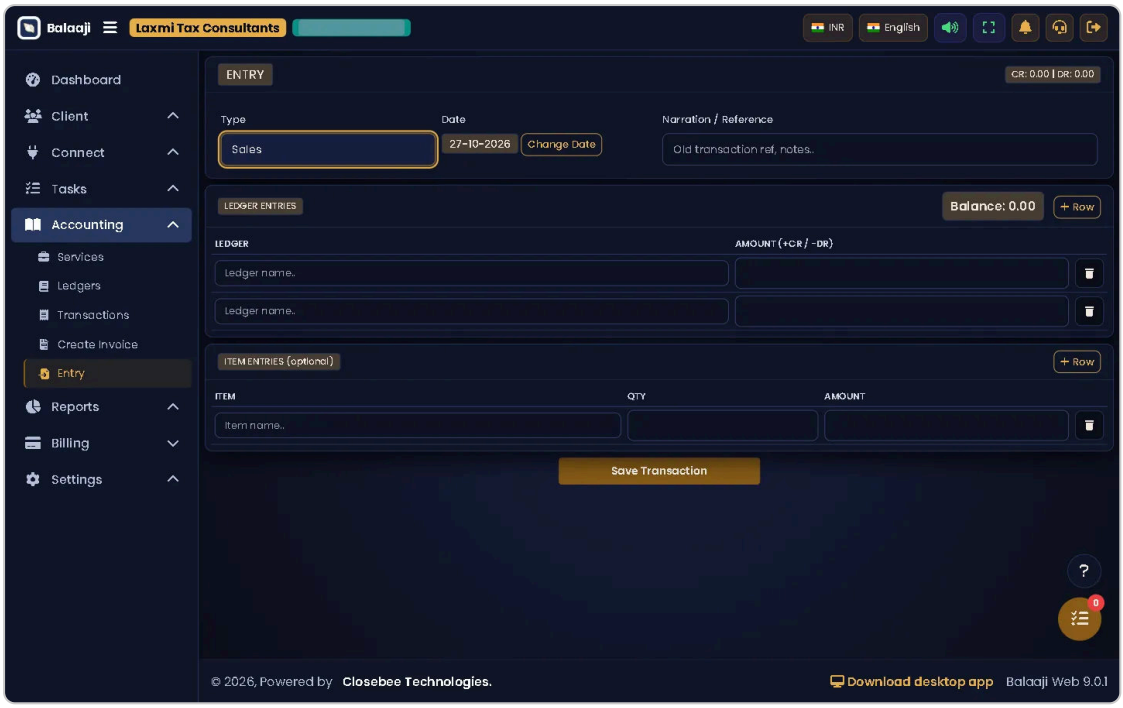


Bill a client for your services.

Enter a voucher

Accounting > Entry is a voucher entry form. Choose the type and date, add a narration, and enter the ledger lines with amounts (+ for credit, - for debit) until the balance is zero. For sales, purchases and notes you can add items. Click **Save Transaction**. Linked Tally companies receive the voucher through TallyPlug.

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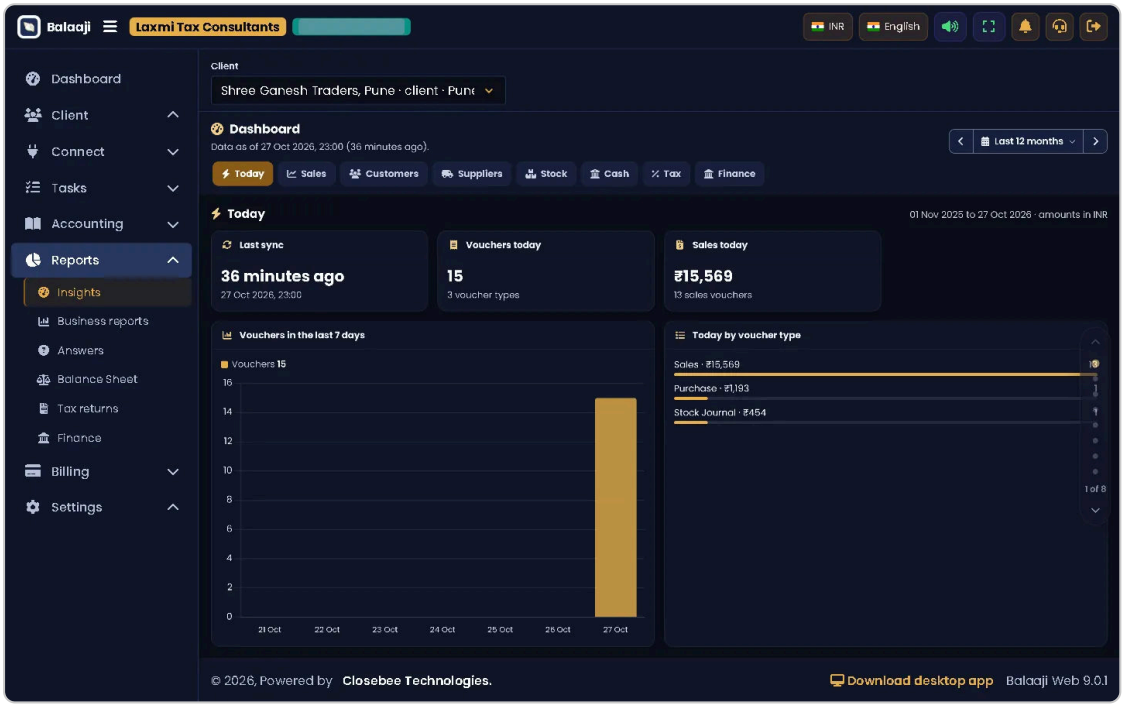
Enter a voucher with ledger and item lines.

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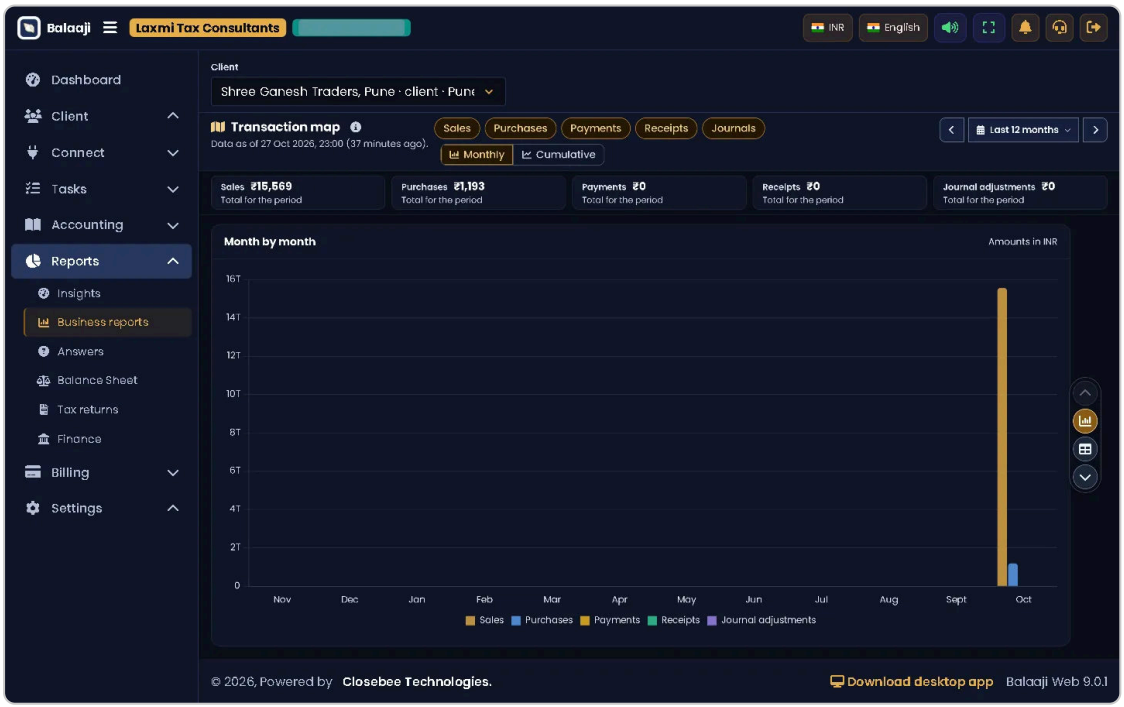
Reports and Insights

The Reports menu shows deeper reports for the client you picked: Insights, Business reports, Answers, Balance Sheet, Tax returns, Profit & Loss and Finance.

The menu only shows the reports that are turned on for that client, and it is hidden until you pick a client on one of the Client pages. Each report has a **Client** list at the top to switch to another client.

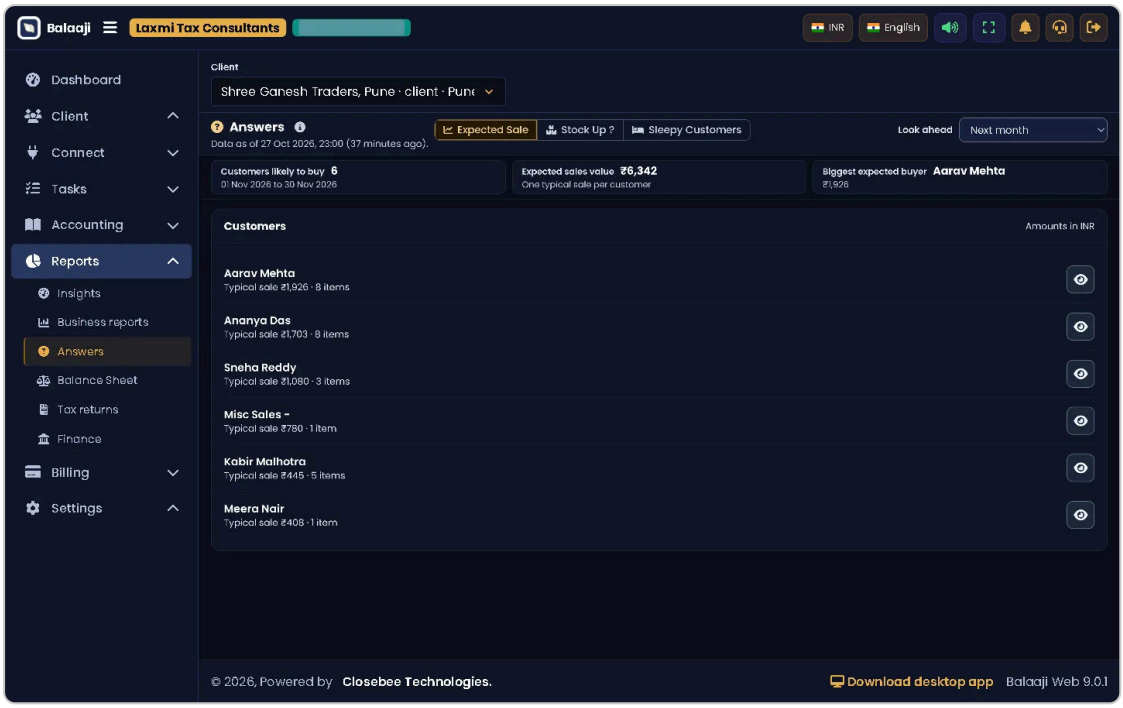


Today, sales, customers, suppliers, stock, cash, tax and finance for the picked client.



Ready-made reports such as the transaction map, month by month.

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Quick answers about the client, such as top customers and who has gone quiet.

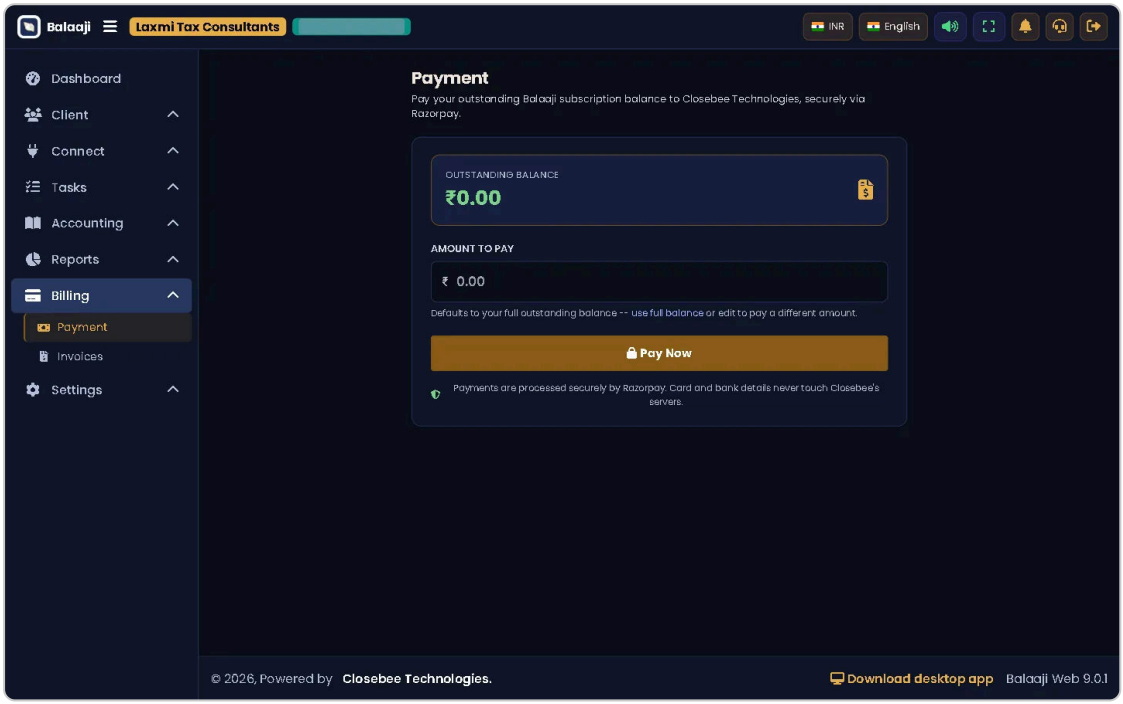
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Billing

Billing is your firm's own account with Balaaji.

Pay your balance

Billing > Payment shows your **Outstanding Balance**. Enter the **Amount to Pay** (the full balance is filled in) and click **Pay Now** to pay securely through Razorpay.

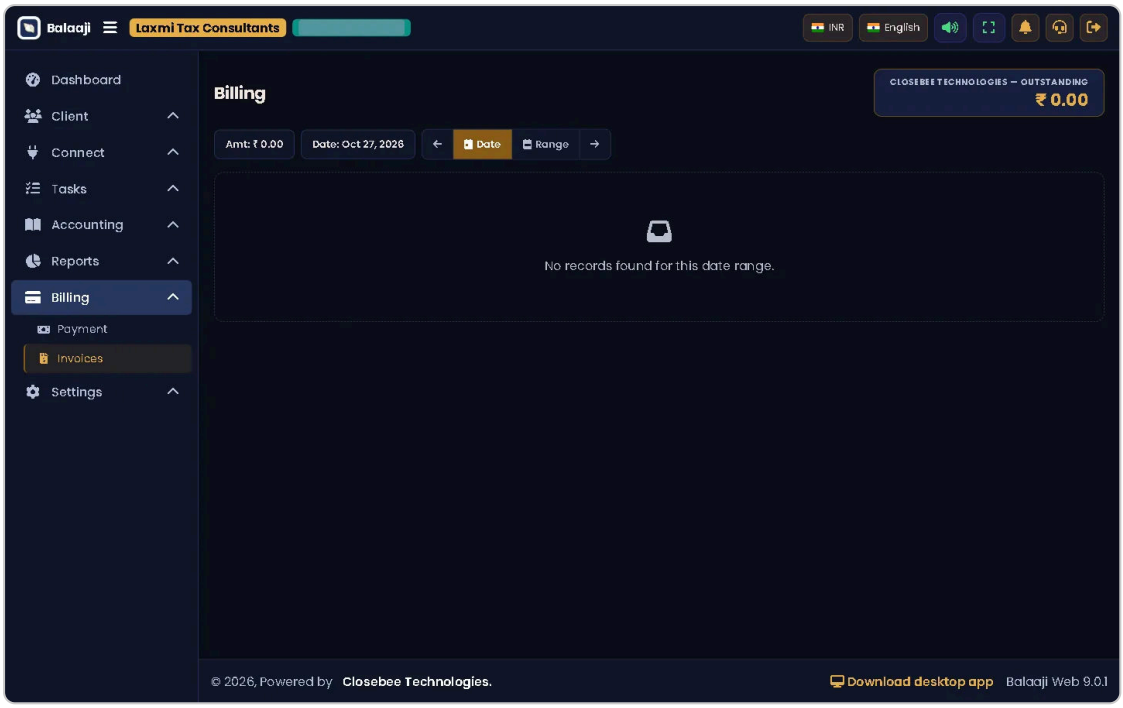


Your outstanding balance, paid through Razorpay.

Invoices

Billing > Invoices lists the invoices and payments on your Balaaji account for a date or a range, with the outstanding balance at the top. Click a row to see the details.

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Invoices and payments on your Balaaji account.

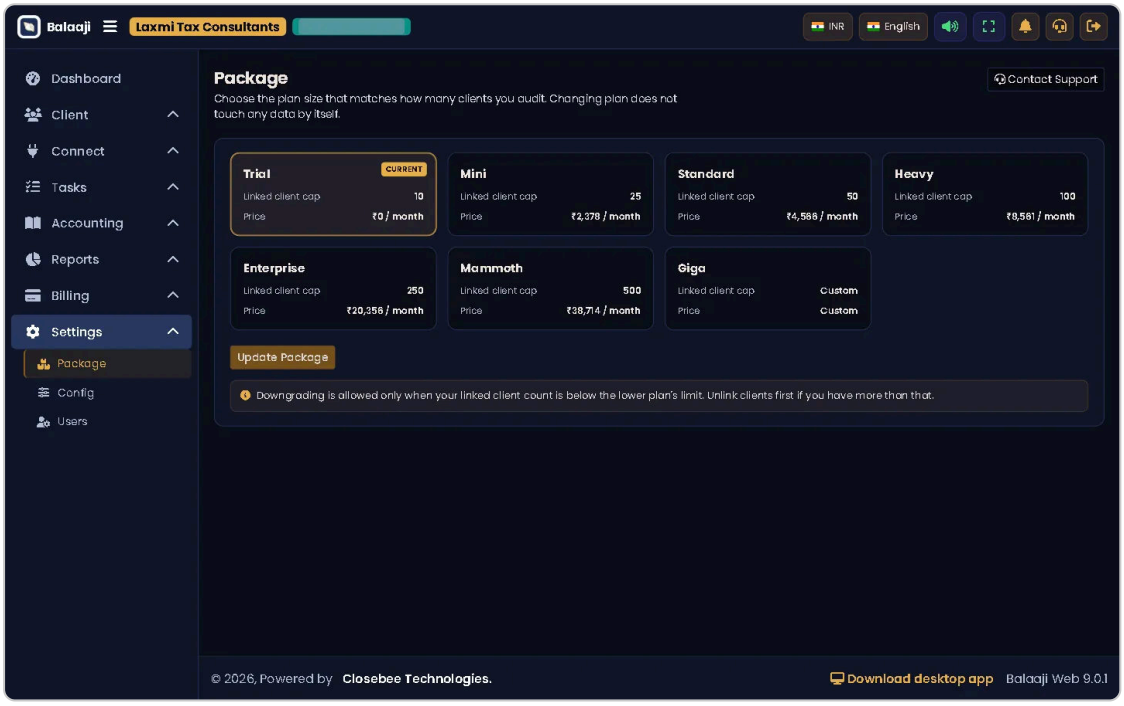
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Settings and users

Settings holds your package, your currency and Tally settings, and your users.

Package

Settings > Package shows each plan with the number of clients it allows and the price per month, and marks your current plan. Click **Upgrade** to move up (you pay through Razorpay), or **Downgrade** if you have few enough clients for the smaller plan. For the largest plans, Balaaji opens the contact form.



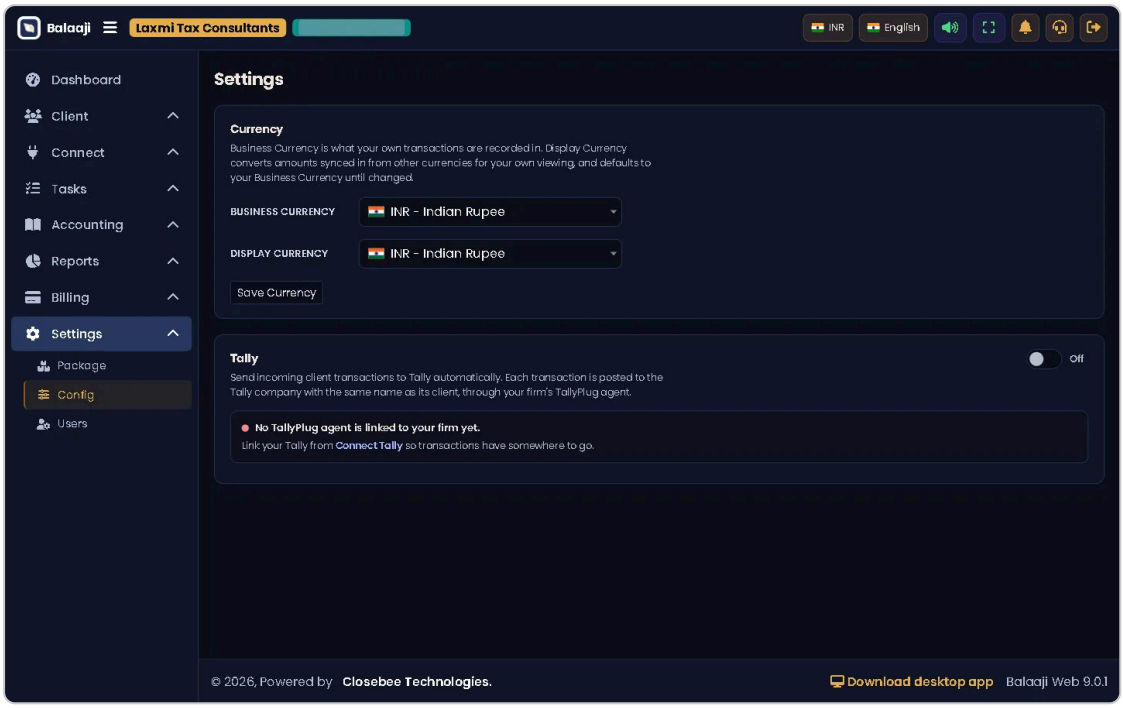
Plans by number of clients, with your current plan.

Config

Settings > Config sets your **Business Currency**, the one your own books are kept in, and the **Display Currency** that amounts from clients are shown in. Click **Save Currency**.

The Tally part turns on sending incoming client transactions to your Tally, shows whether your TallyPlug agent is connected and which Tally companies it sees, and has **Send pending to Tally**. Only administrators can change these.

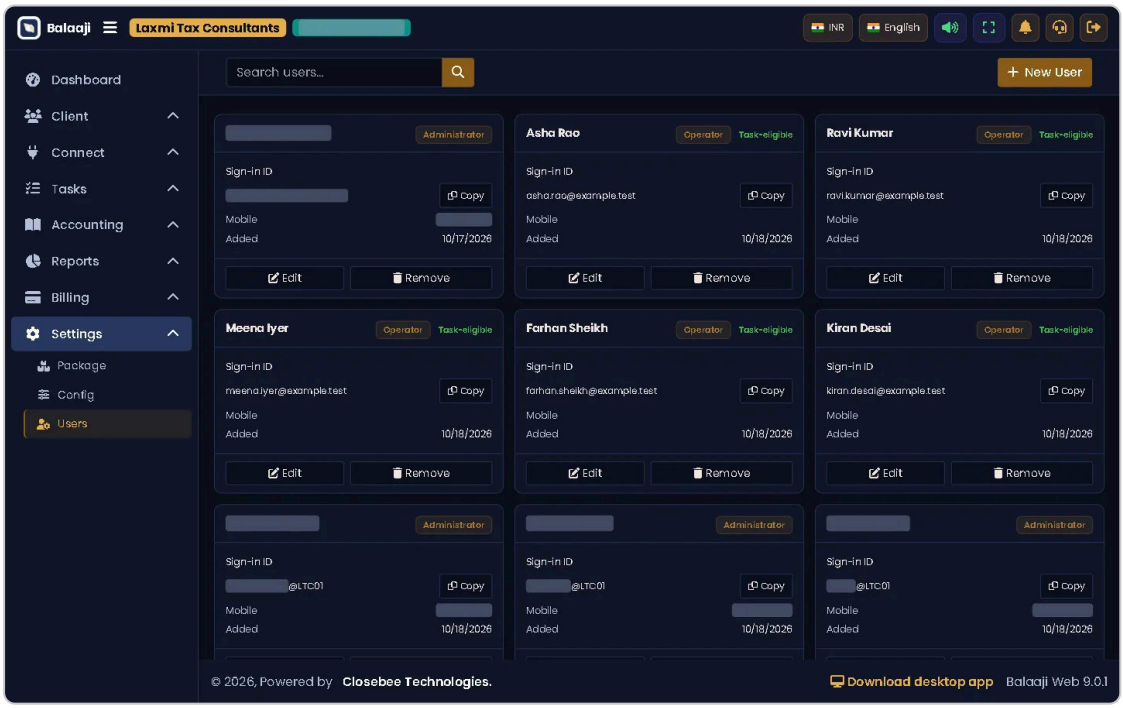
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Business and display currency, and sending to Tally.

Users

Settings > Users lists your users with their role and their sign-in ID. Use **Copy** to copy a sign-in ID, and **Remove** to take away a user's access at once.



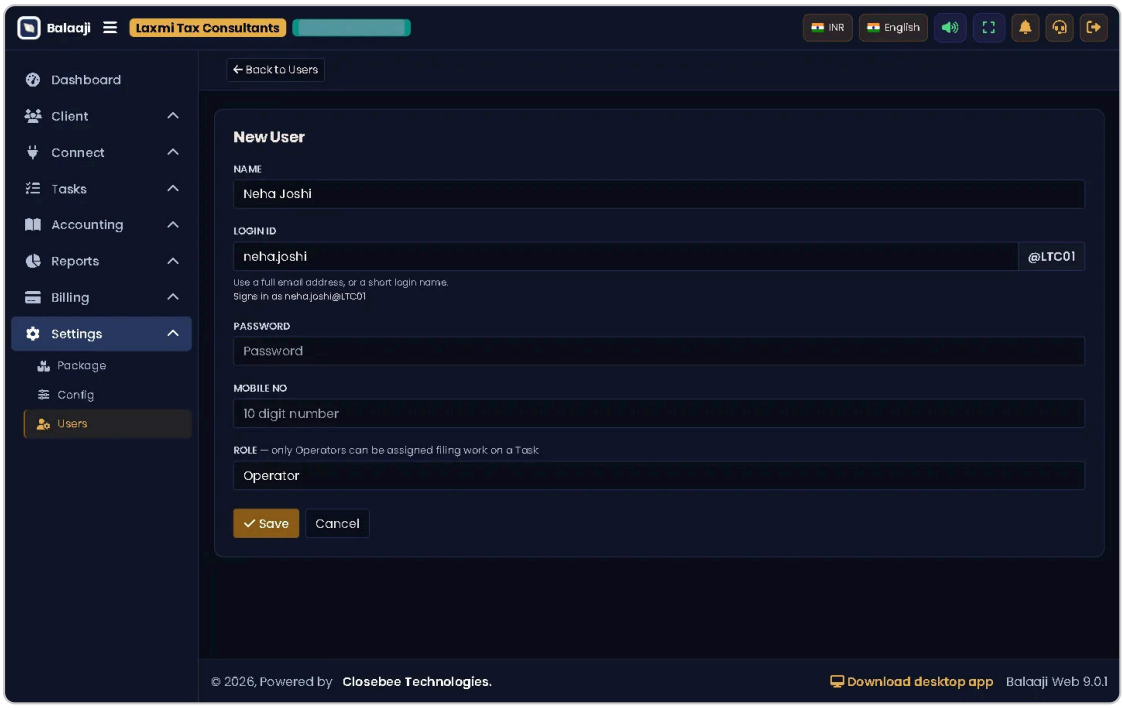
Your team with roles and sign-in IDs.

Add a user

1. In Settings > Users, click **New User**.
2. Fill in **Name**, **Login ID** (a full email address or a short login name), **Password** and **Mobile No.**

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3. Choose the **Role**: Auditor, Operator, Administrator or Viewer. Choose Operator for staff who will do filing tasks.
4. Click **Save**. The user signs in with the sign-in ID shown on their card.



Name, login, password, mobile and role.

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Top bar

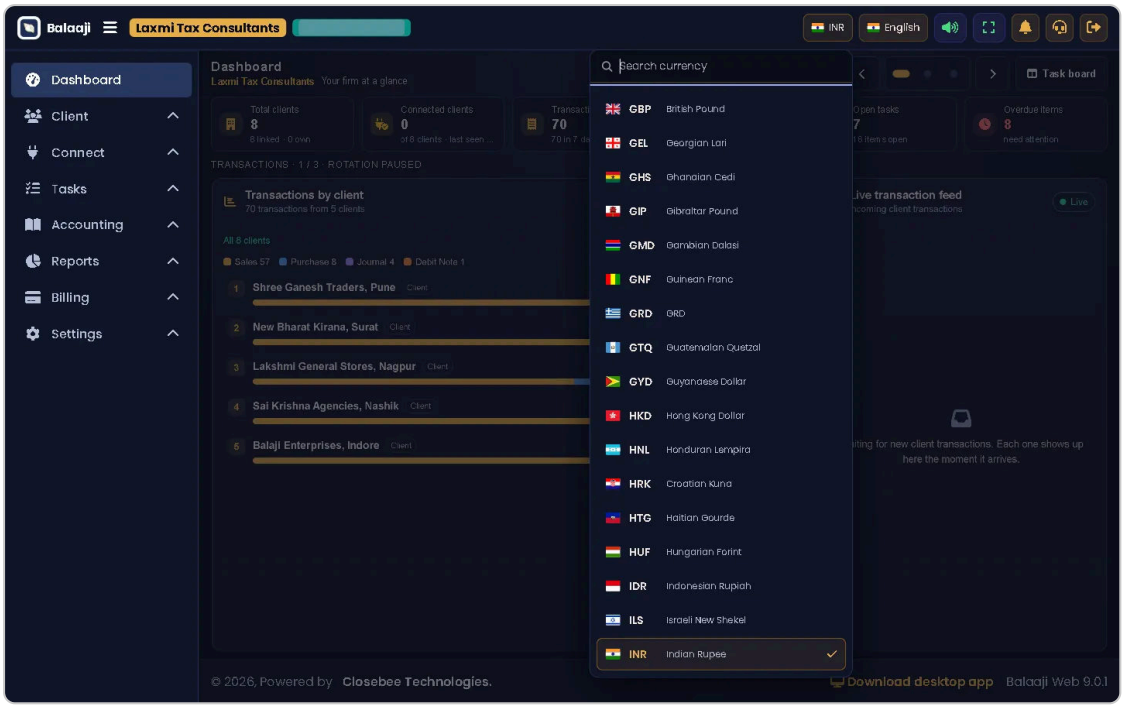
The bar at the top of every page.

- **Firm name**: if your login has more than one business, click it to switch.
- **Display currency**: the currency amounts are shown in. Only an administrator can change it.
- **Language**: changes the language on this device.
- **Transaction bell**: rings when a new client transaction arrives. When it is off, new transactions still show in the bar.
- **Full screen**: shows the page on the whole screen.
- **Notifications**: updates from your clients and tasks. Tick one to mark it read, or click **Clear All**.
- **Contact support**: send a message to the Closebee team, with up to 5 files attached.
- **Log out**: signs you out on this device.

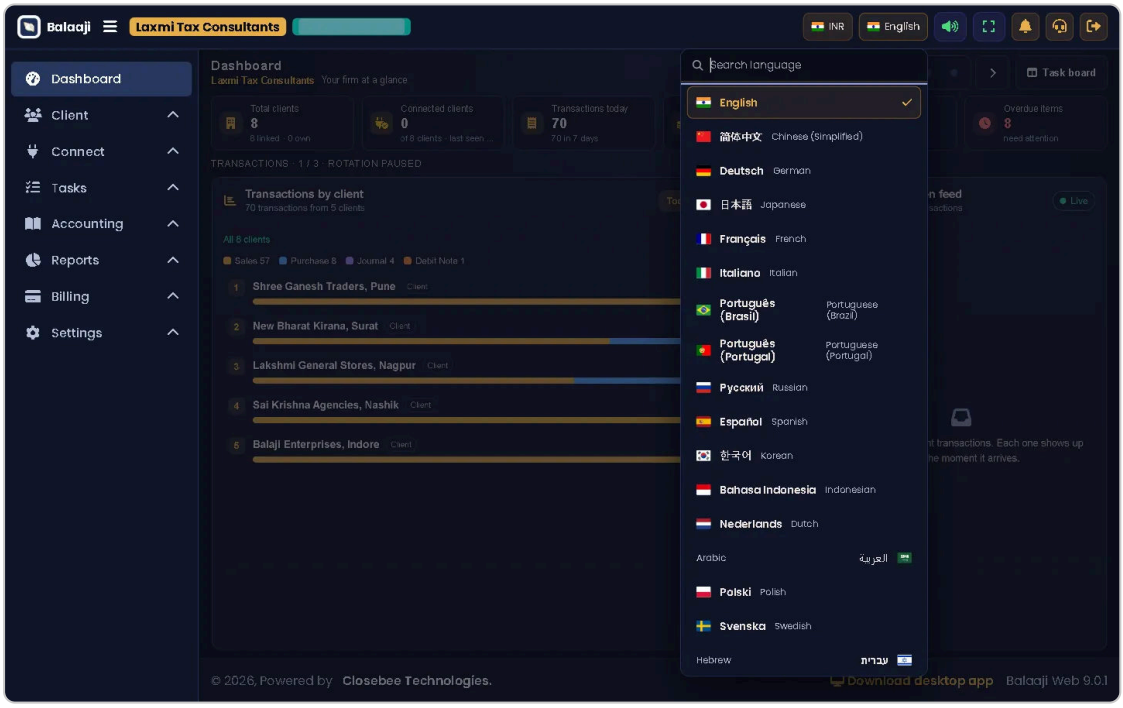


Updates from your clients and tasks.

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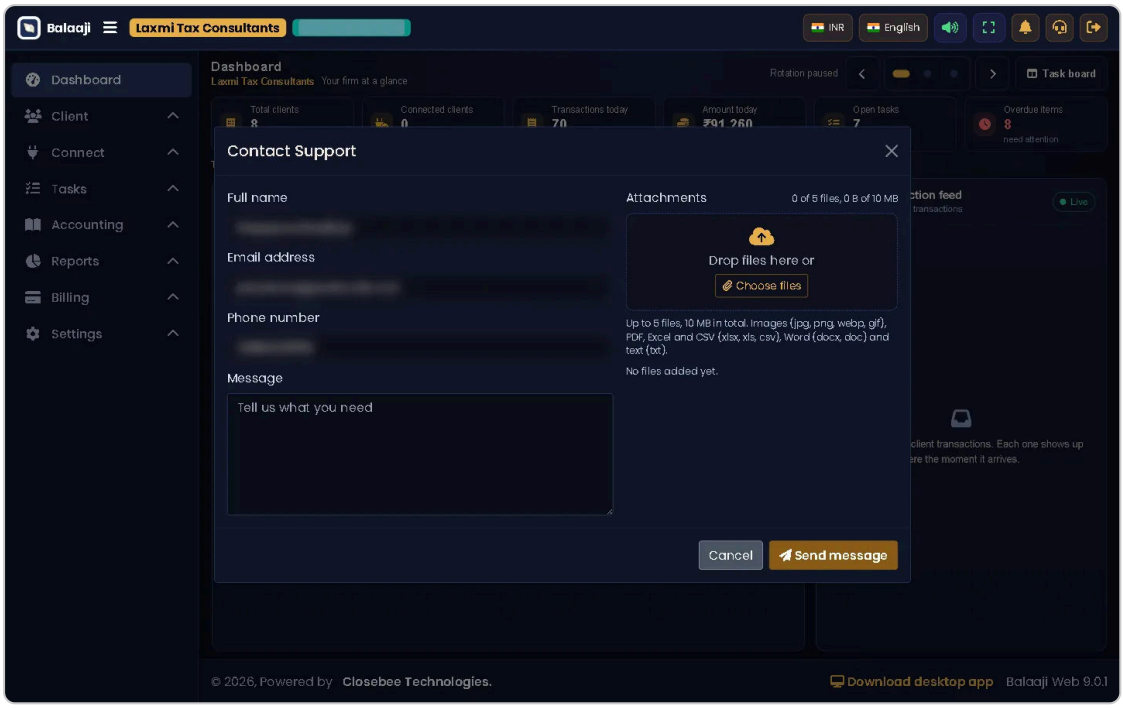


The currency amounts are shown in.



Balaaji in 20 languages.

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Send a message to the Closebee team, with files.

Need more help? Write to us from Contact, or see the screens in the Gallery.

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