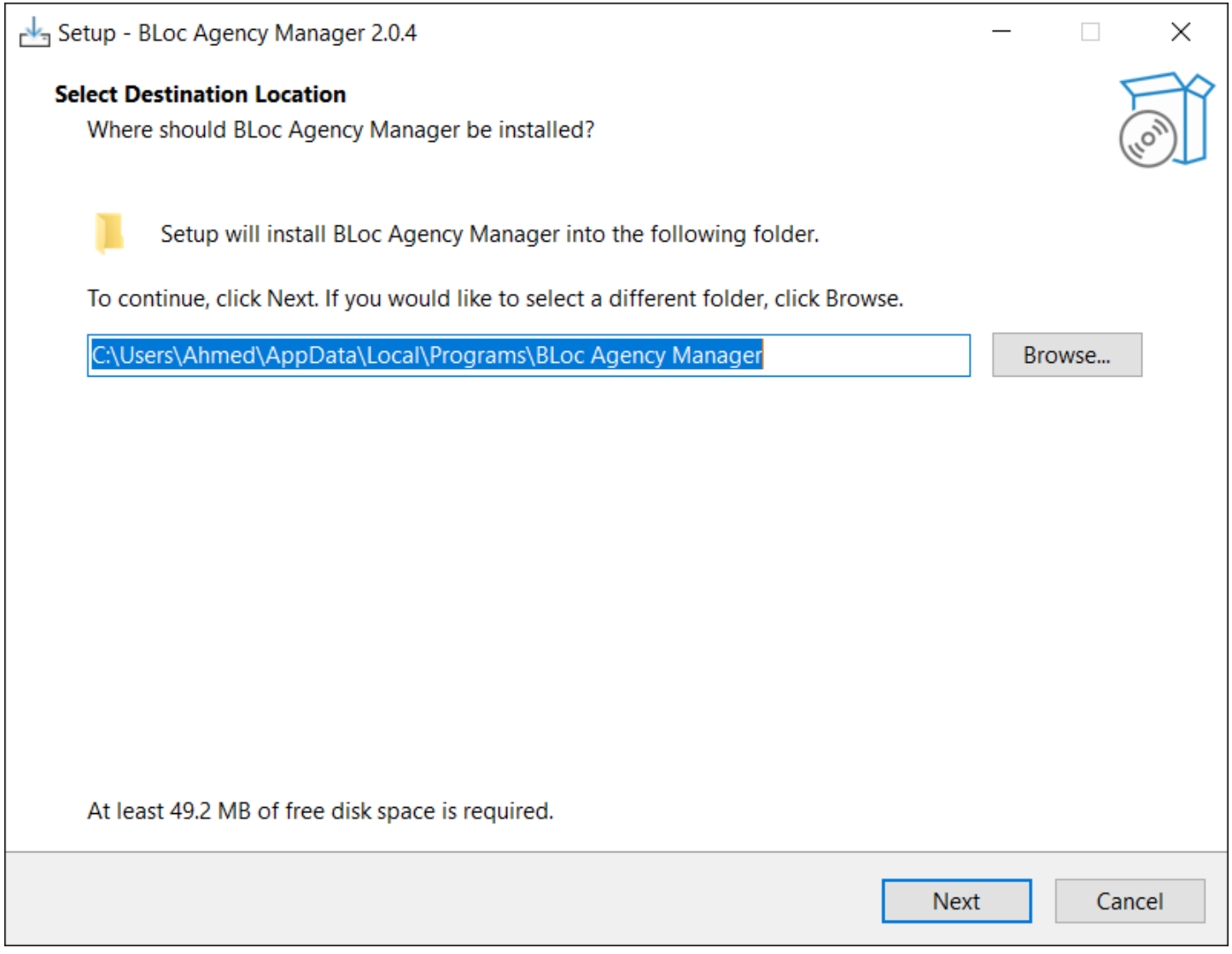
# BLoc Agency Manager workflow and screen guide

For BLoc Agency Manager 2.0.4. Follow a fictional translation job from request to receipt: client request, capacity check, vendor assignment, delivery, invoice, receipt and commission. The last three sections show client import, encrypted backup and restore, and receipt reversal. The pictures use fictional Northstar sample files; the files are in the Samples folder that comes with these guides. All amounts are sample data; no email, billing or payment service is used.

# Start the program

Open the downloaded ZIP (BLoc Agency Manager 2.0.4.zip) and double-click BLoc Agency Manager Setup 2.0.4.exe. It installs the program for your Windows user only and does not ask for administrator rights. Click Next (keep the suggested folder), choose Create a desktop shortcut if you want one, then Install and Finish. If Windows shows Windows protected your PC, click More info, then Run anyway; the setup is not code-signed yet. Start BLoc Agency Manager from the Start menu or the desktop shortcut. To update later, run the setup of the new version: your activation and settings stay. To remove the program, use Windows Settings > Apps > Installed apps, or Uninstall BLoc Agency Manager in the Start menu.

# Start the program screen detail




Setup 2.0.4: the first window (Select Destination Location) - Original capture.

The browser opens the local address of the program. The customer edition needs an active license: open License setup and activate first (see Activate the program), then create the first owner on the local setup page and enter your real company identity in Account before you issue documents.

Agency staff and clients use different roles over the same records: owner, finance, PM, sales and client. Use one account per person. A license does not replace sign-in or the permissions of each organization.

# The working order in short

1. Set up clients, vendors, rates and service plans. Check service, language pair, unit, currency and validity dates before you accept work.

2. The client creates a service request and uploads source files. The owner reviews and accepts it; acceptance creates the linked job and reserves subscription usage.

3. Assign the job to a vendor. Review the vendor cost and the purchase order, then issue the PO when appropriate. Upload the delivery and approve it before the client downloads it.

4. Draft and review the invoice, including tax decisions, then issue it. Record payments with unique references and reconcile partial receipts. Use a reversal to correct a receipt.

Requests, quotes, jobs, vendor costs, delivery approval and invoices stay linked: check the linked record before you change a status. Acceptance reserves usage and approved delivery consumes it; when a request is cancelled or changed, check the reconciliation instead of adjusting totals by hand. Manual payment records are evidence entered by staff, not proof of a bank transaction. Profitability keeps currencies separate until you add an exchange rate.

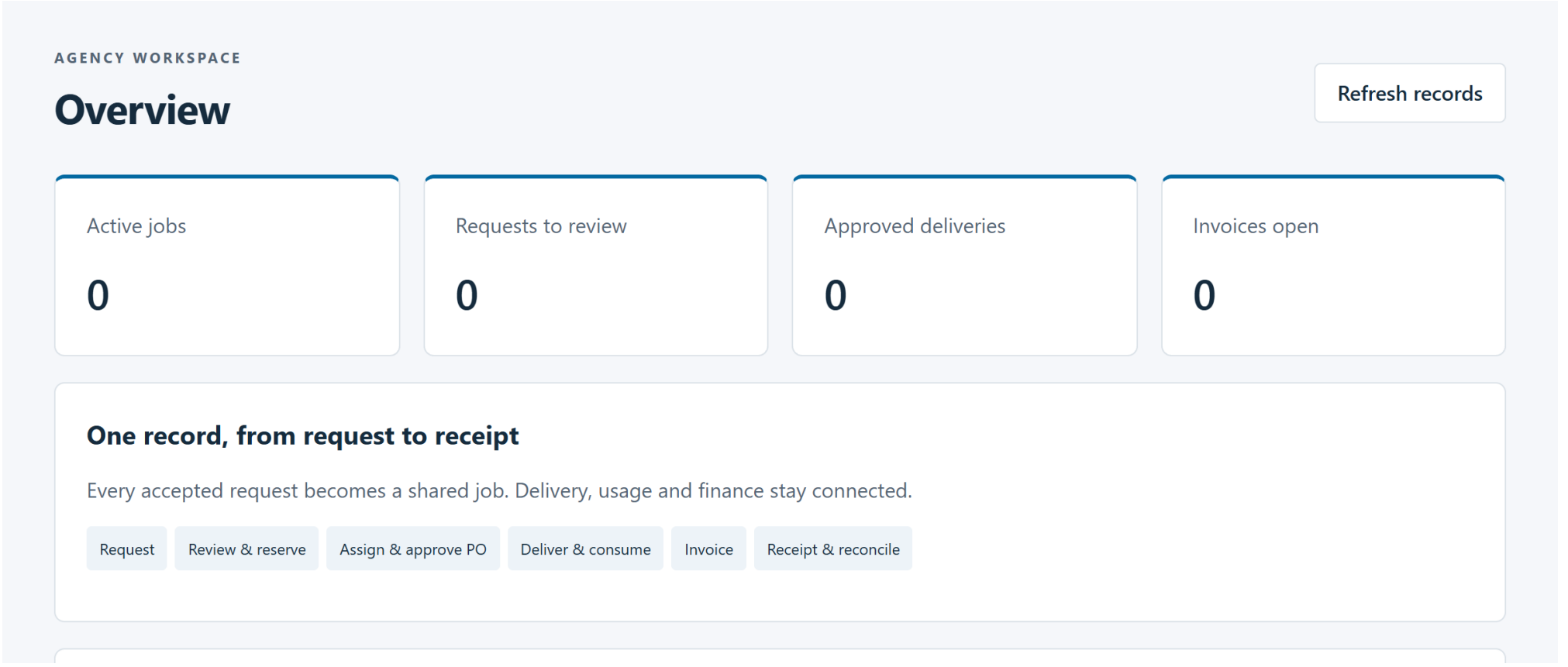
# Understand the example and navigation

The sample demonstrates an 800-word instructor quick-start request. The request belongs to seeded Demo Cedar; Northstar is the project name. A separate Northstar Academy directory record demonstrates client configuration. The quoted job is USD 80, approved vendor cost is USD 32 and reported margin is USD 48 before commissions, overhead and tax. The sales accrual is USD 4.

- Overview summarizes work, deadlines, capacity, balances, vendor costs and approvals.
- Requests contains quotes and orders awaiting review. Jobs contains accepted work and delivery actions.
- Vendors & POs contains vendor commitments and their approval states. Invoices contains client balances and receipt allocations.
- Commissions contains accrual review. Profitability separates revenue and approved vendor costs.
- Files lists project attachments. Configuration maintains commercial and directory records. Imports stages external data. Audit records activity.
- Refresh records reloads the current data. Export permitted records exports data allowed for the current role. Sign out ends the session.
- Client accounts see a narrower menu, including Subscription. Visibility and allowed actions depend on role.

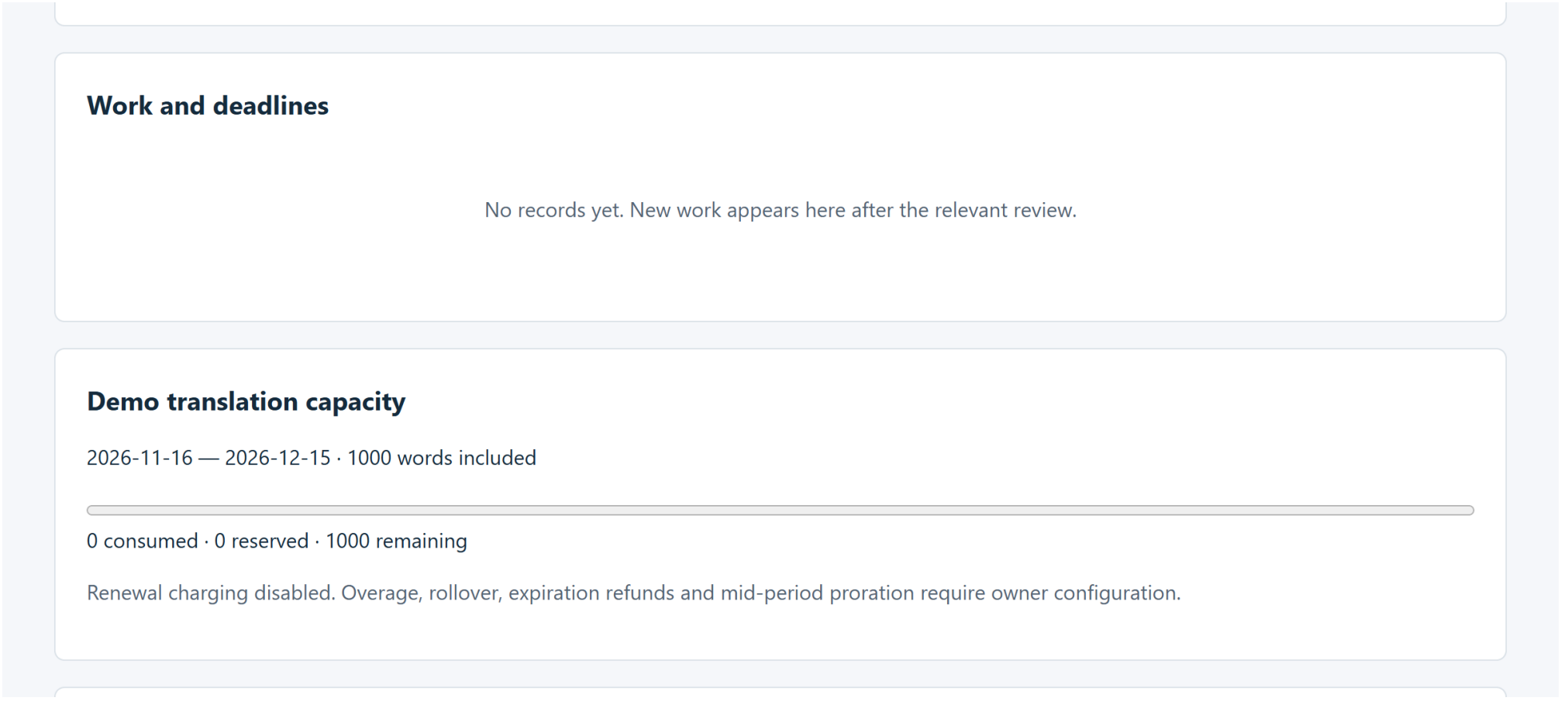
Sandbox sign-in uses separately generated local demo credentials. Do not use demo credentials in production.

# Understand the example and navigation screen detail



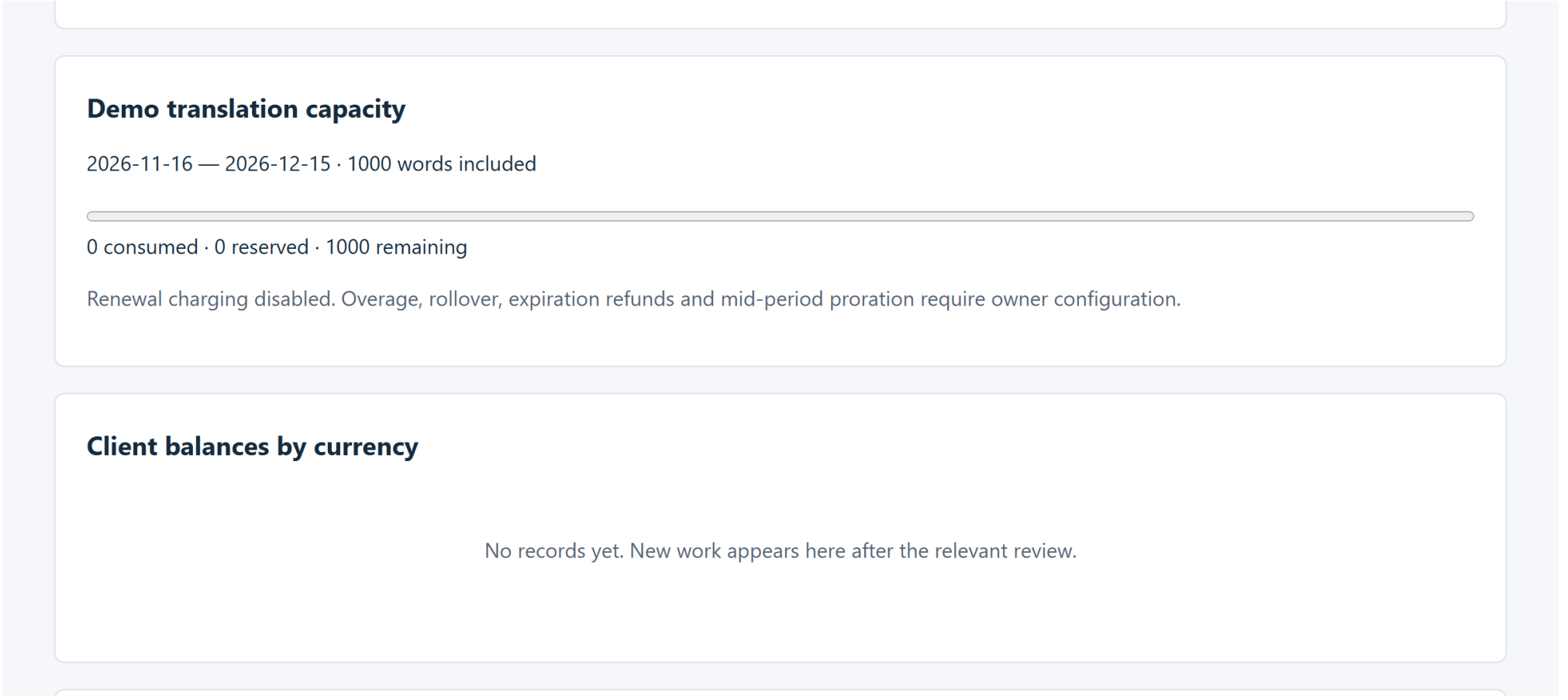

Understand the example and navigation - Original capture.

# Understand the example and navigation screen detail



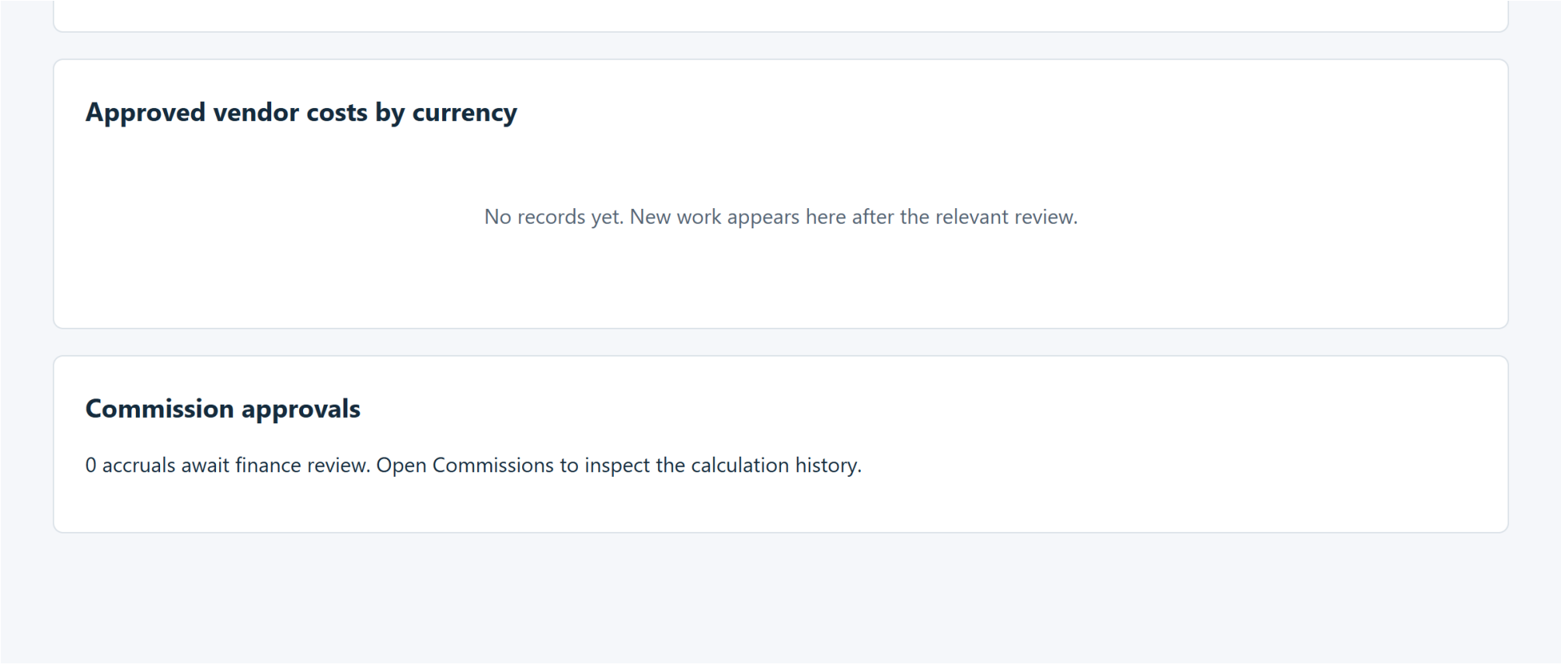

Understand the example and navigation - Original capture.

# Understand the example and navigation screen detail




Understand the example and navigation - Original capture.

# Understand the example and navigation screen detail




Understand the example and navigation - Original capture.

# Enter client configuration

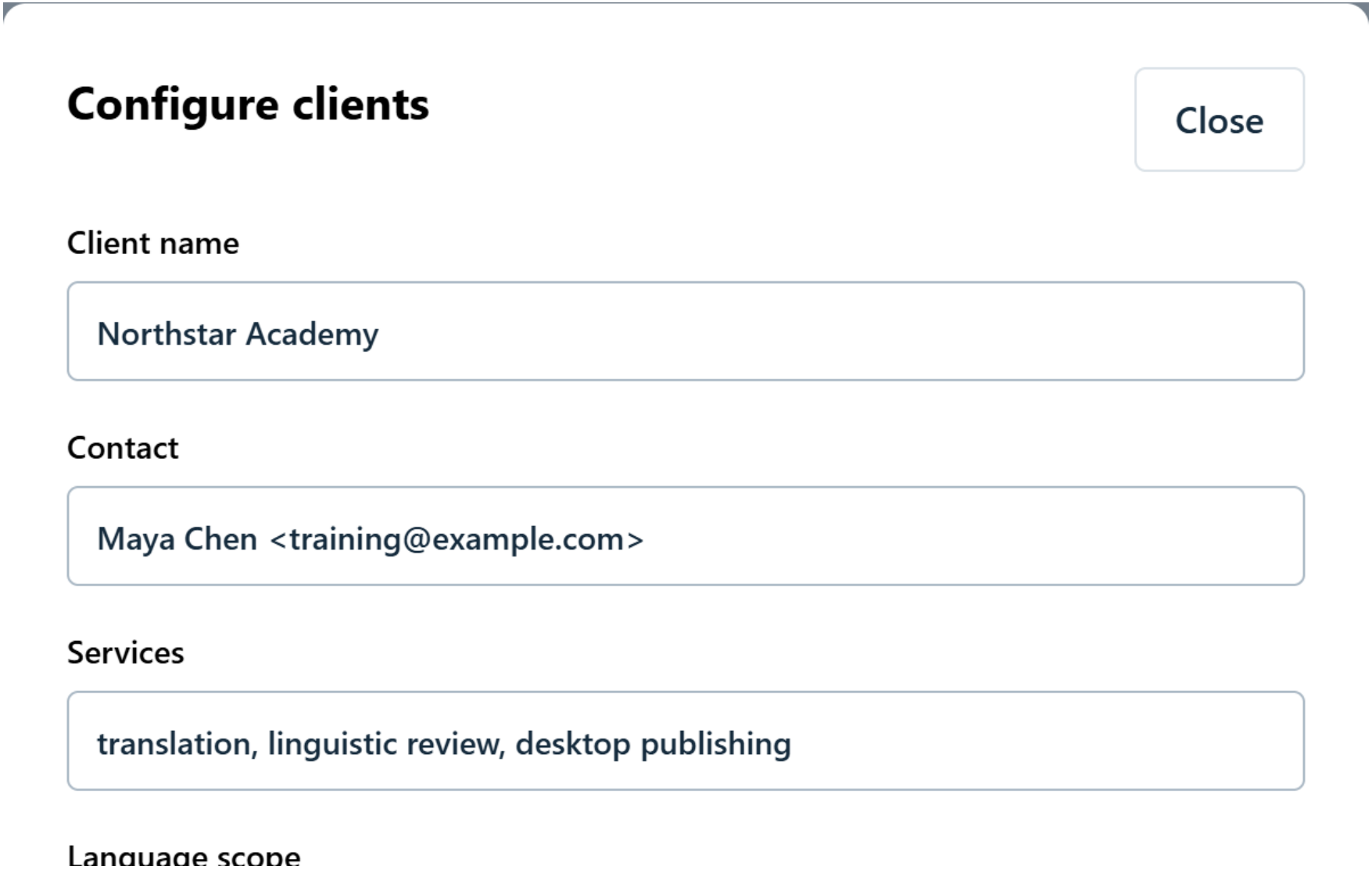
Configuration contains Add client, Add vendor, Add rate, Add client_rate, Add plan, Add rule, Add subscription and Add fx. Each one creates a different type of record. Edit contact / status updates directory information. Account access links to account and backup management.

The demonstrated Add client dialog creates Northstar Academy.

- Client name is the displayed organization name. Contact records a person and address.
- Services describes the scope offered. Language scope records language pairs. Currency identifies the commercial currency.
- Agreed payment terms records the reviewed terms; the sample explicitly says fictional net 30.
- Save configuration commits the record. Close abandons the dialog without saving.

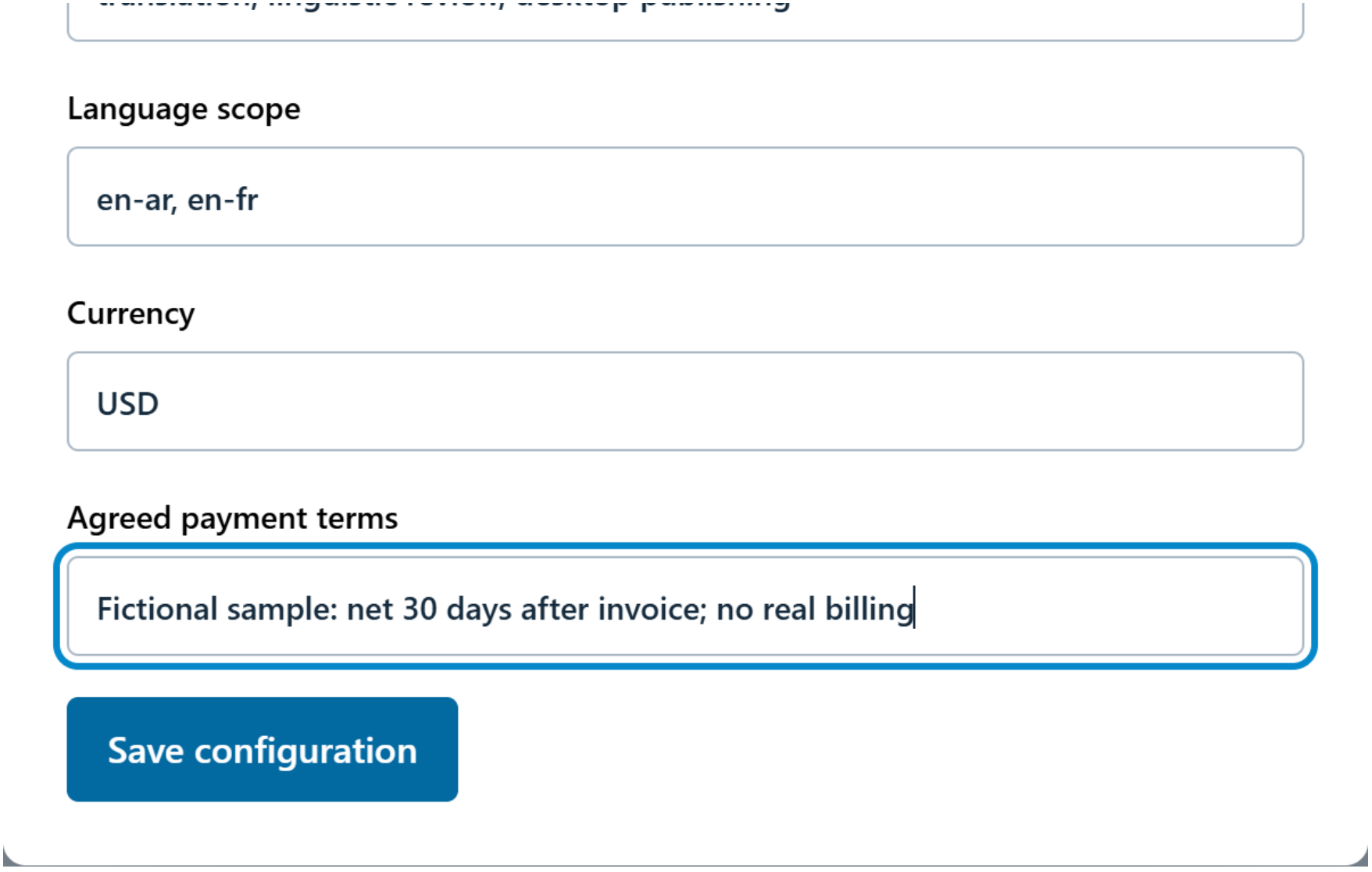
Creating a directory record does not automatically move existing requests to it or create a login for it.

# Enter client configuration screen detail




Enter client configuration - Original capture.

# Enter client configuration screen detail




Enter client configuration - Original capture.

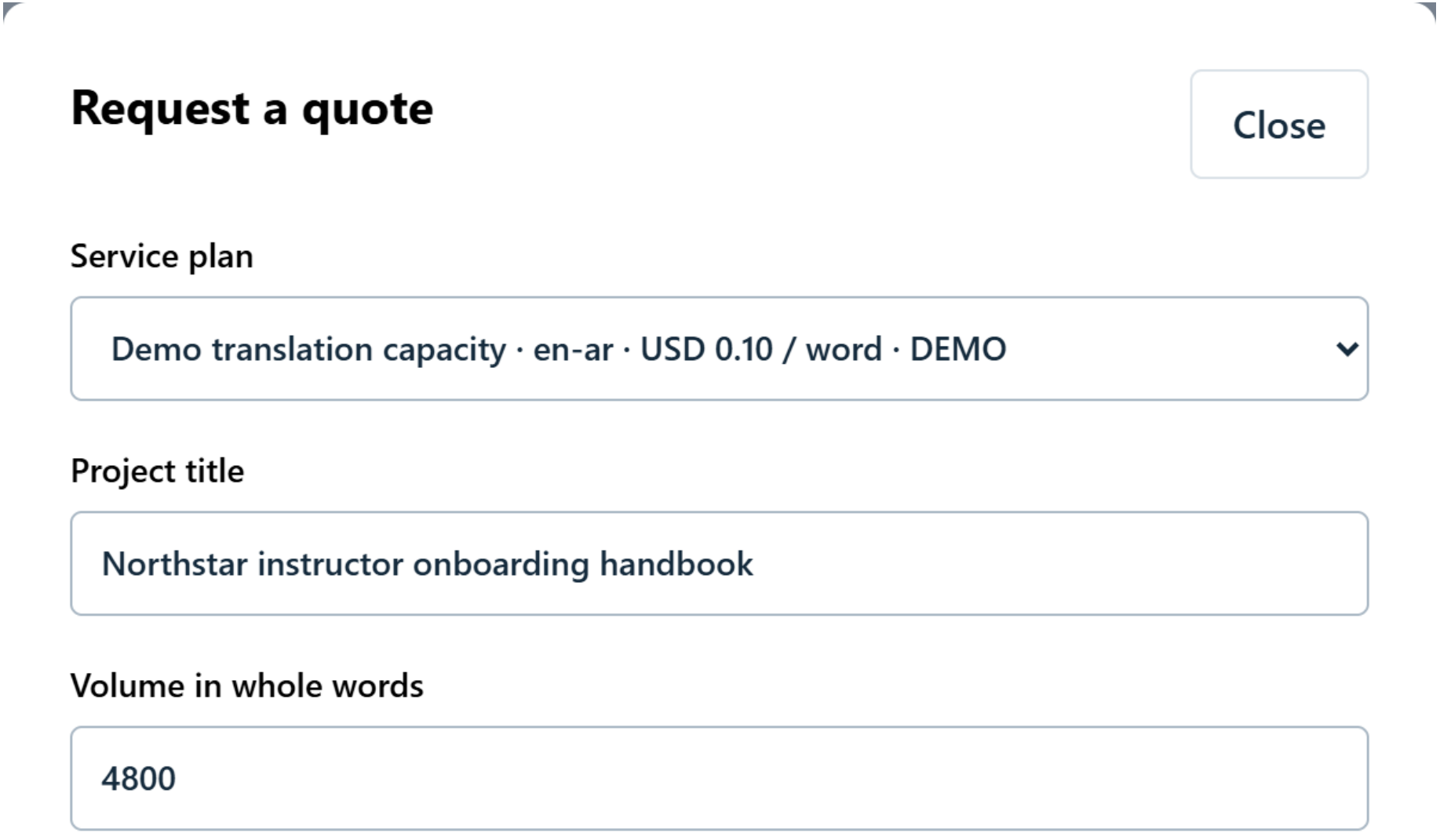
# Submit a service request as a client

Choose Requests and New service request in the client portal.

- Service plan selects the available service, language pair, currency, unit price and unit.
- Project title identifies the work. Volume in whole words supplies the quantity used for the quote.
- Requested deadline uses the date control or date picker.
- Instructions records requirements such as terminology, placeholders, editable deliverables and review expectations.
- Submit for review creates a request for staff review. Close leaves the dialog.

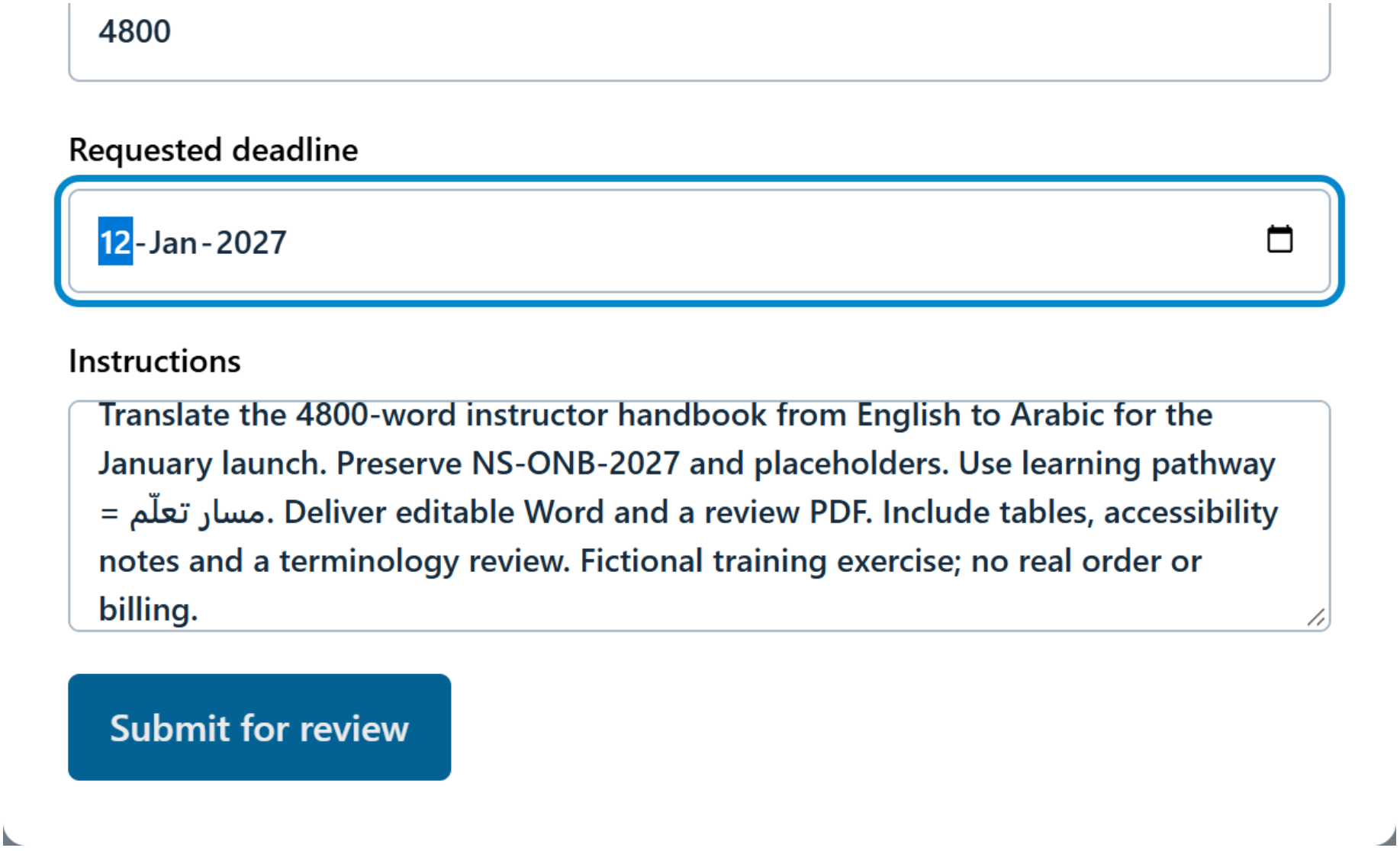
The first sample requested 4800 words at USD 0.10 per word, producing a USD 480 quote. The second requested 800 words at the same rate, producing USD 80. Both requested 12 January 2027. The listed volume is a quotation input, not an automatic count of the attached file.

# Submit a service request as a client screen detail



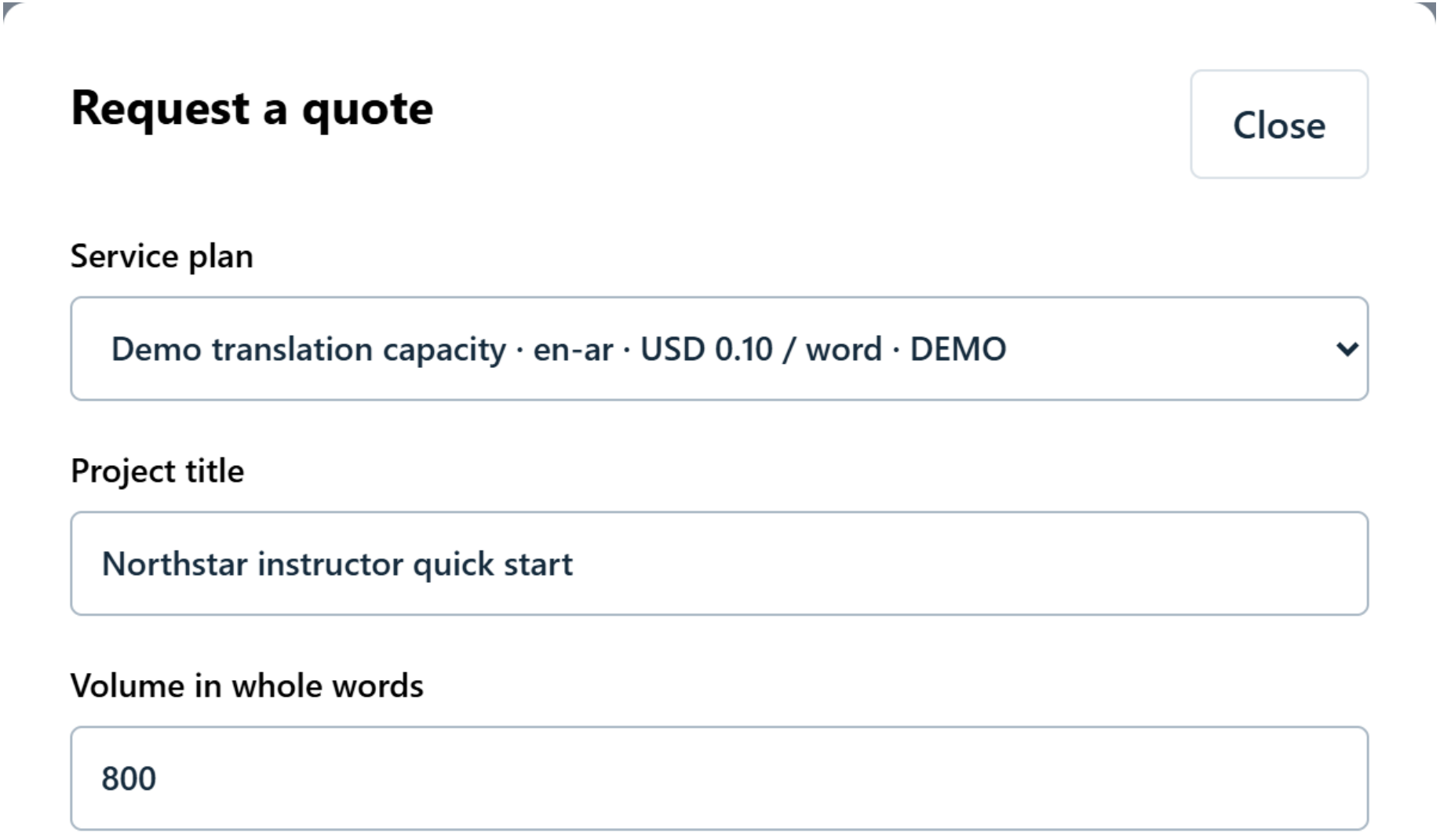

Submit a service request as a client - Original capture.

# Submit a service request as a client screen detail



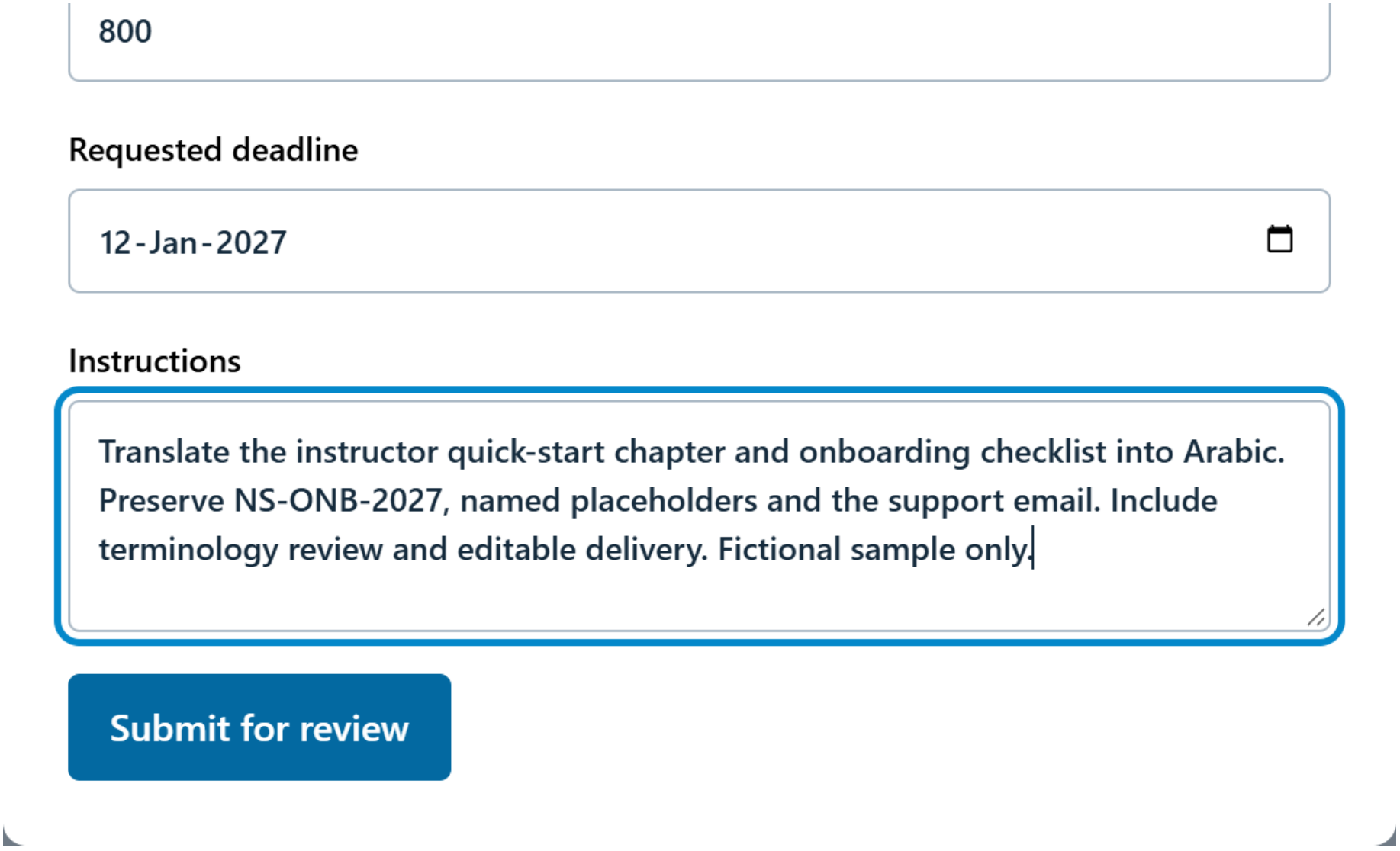

Submit a service request as a client - Original capture.

# Submit a service request as a client screen detail




Submit a service request as a client - Original capture.

# Submit a service request as a client screen detail




Submit a service request as a client - Original capture.

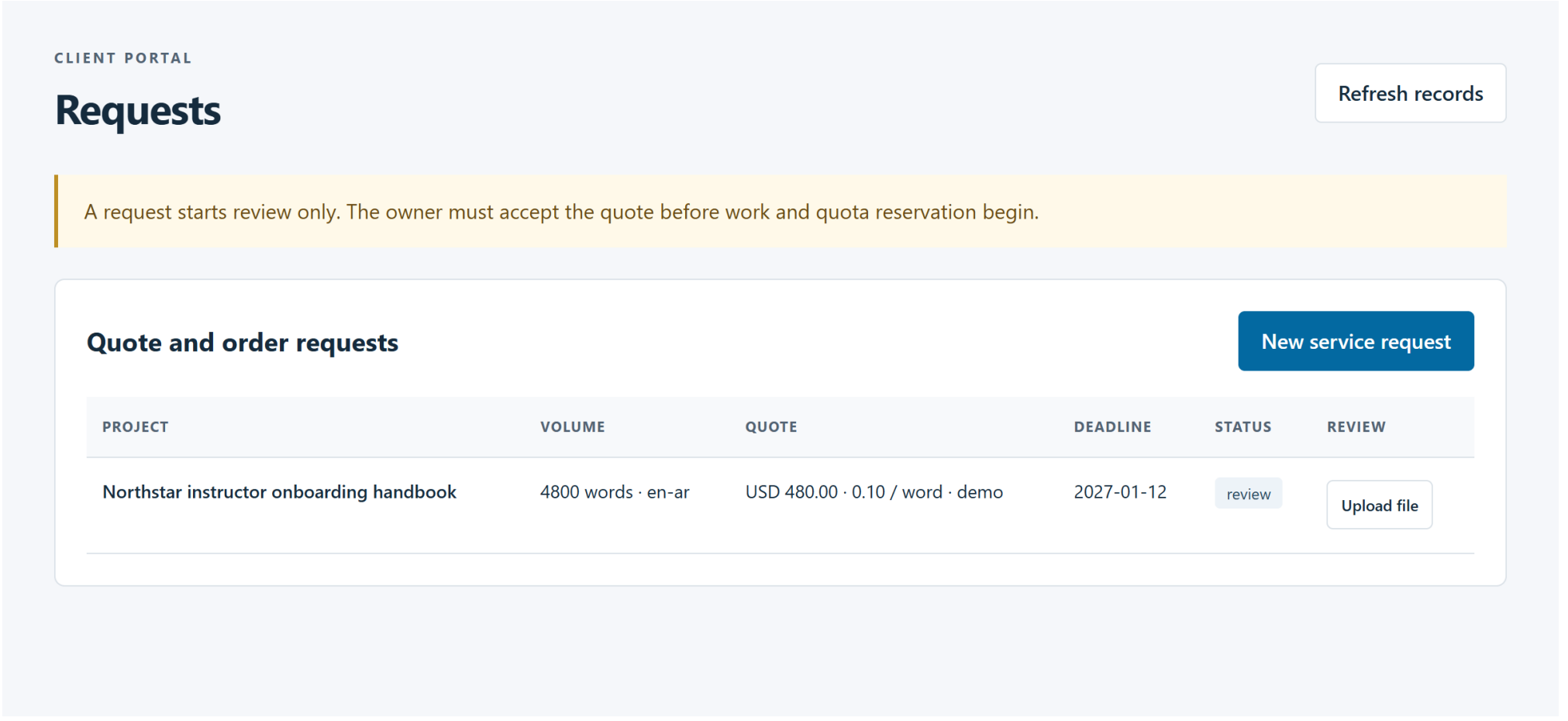
# Review a request and reserve capacity

Requests shows project, volume, quote, deadline, status and review actions. Upload file attaches supporting material. Staff select Review & accept to assign responsibility and create a shared job.

- PM username identifies the project manager. Sales username identifies sales ownership.
- Accept and create shared job attempts acceptance and reserves the included capacity.
- Close returns without accepting.

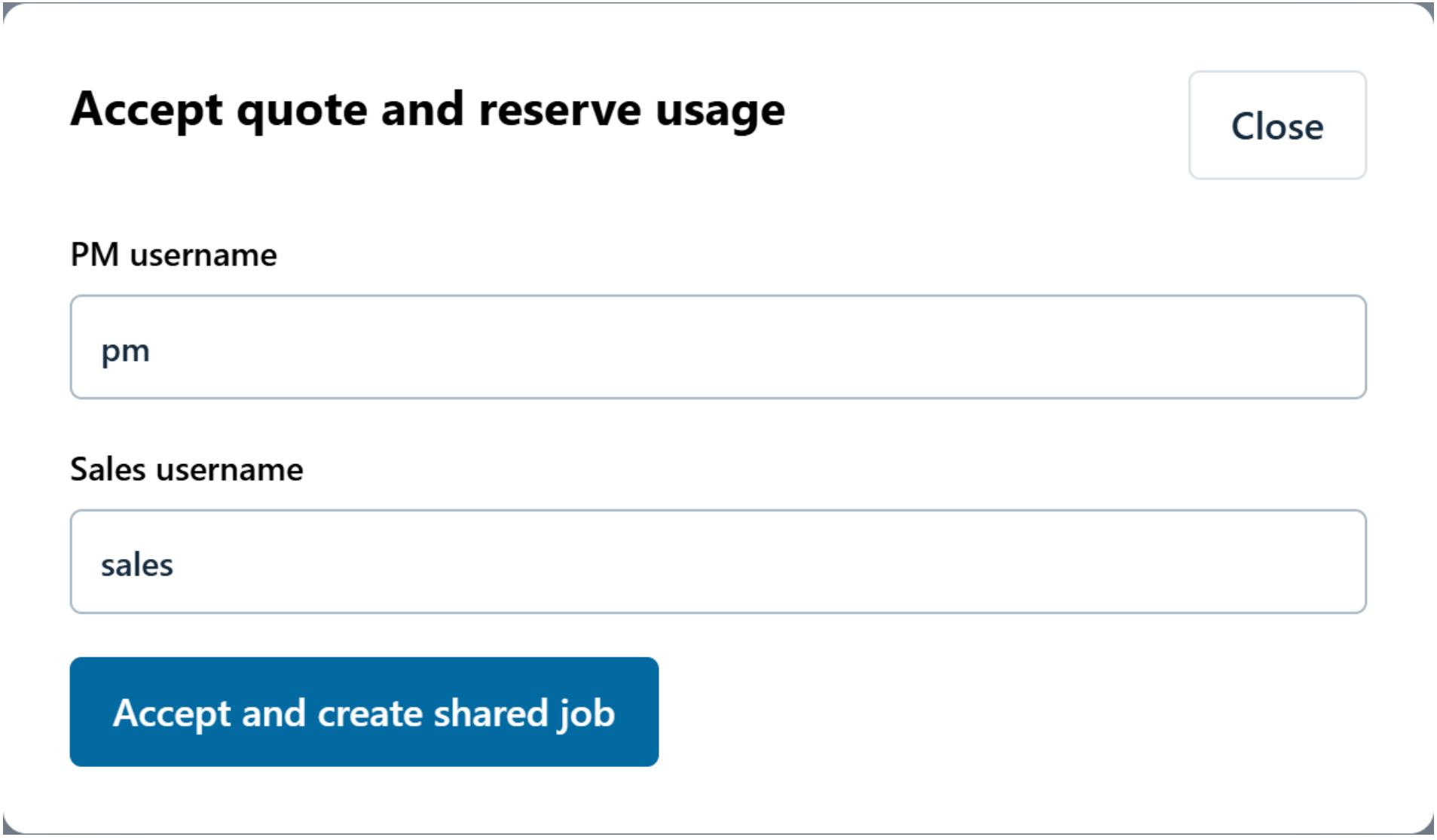
The 4800-word request failed with Included quota exceeded; overage policy pending because the seeded demo plan includes 1000 words. It remained in review. The separate 800-word quick-start request succeeded. The example does not invent an overage policy or silently change the original request.

# Review a request and reserve capacity screen detail



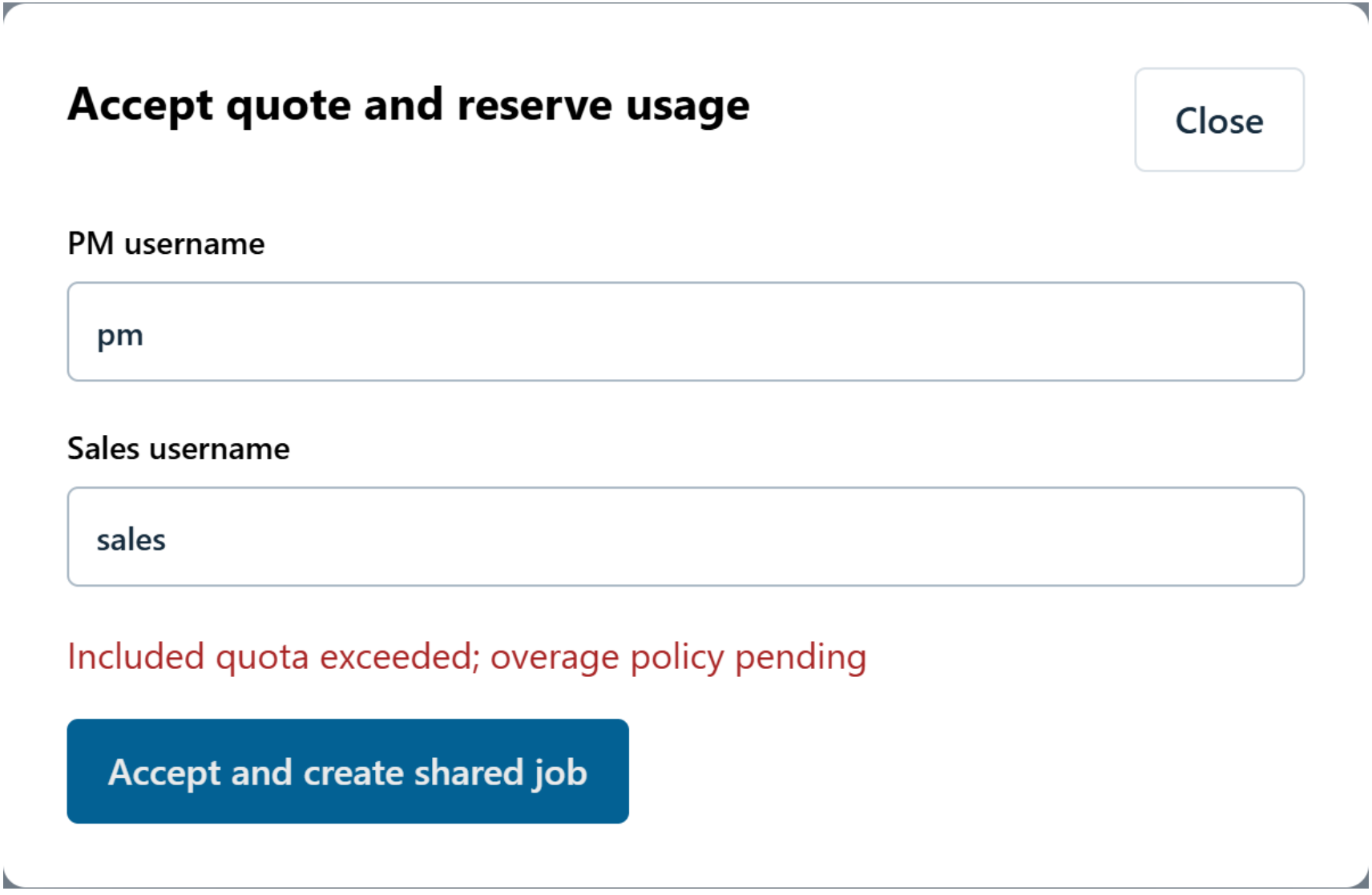

Review a request and reserve capacity - Original capture.

# Review a request and reserve capacity screen detail




Review a request and reserve capacity - Original capture.

# Review a request and reserve capacity screen detail




Review a request and reserve capacity - Original capture.

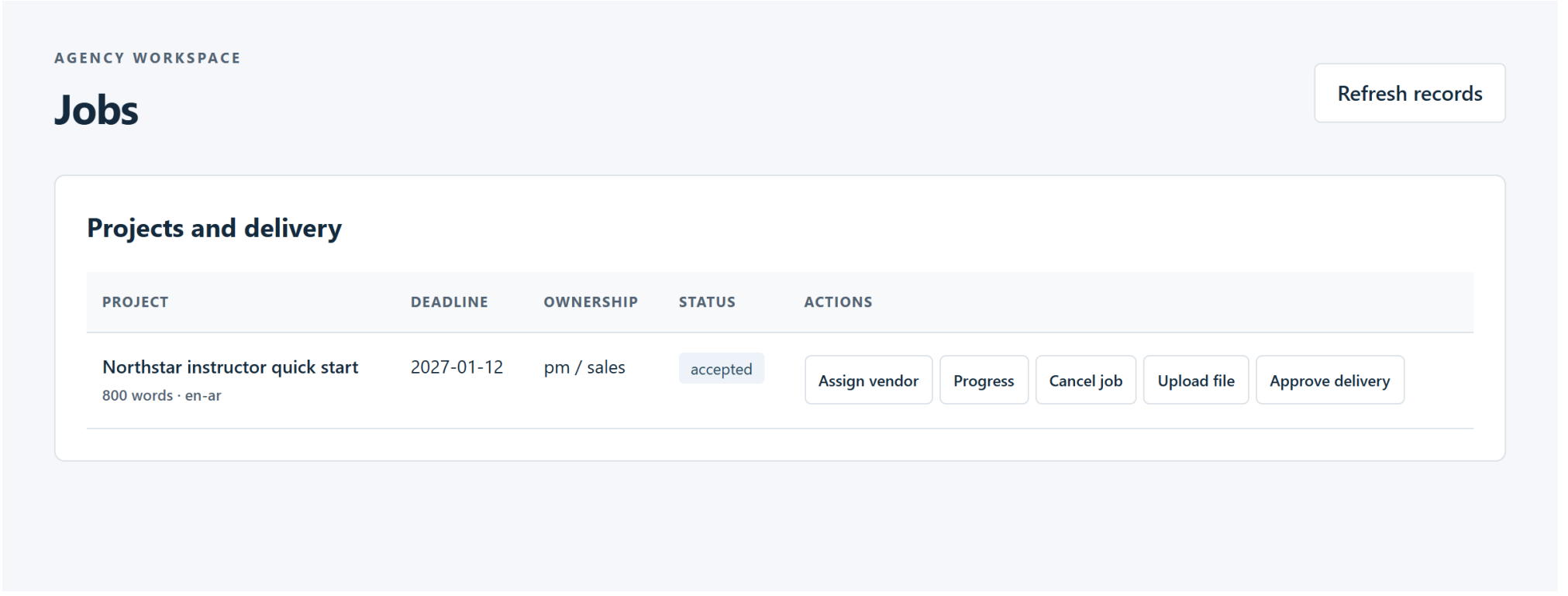
# Assign a vendor and approve its cost

Jobs shows the accepted project, deadline, PM and sales ownership, status and available actions. Assign vendor creates a draft PO.

- Vendor chooses the linguist or supplier. Rate version chooses the applicable currency, rate, language pair and effective date.
- Save for review creates the draft purchase order. Close cancels the dialog.
- Vendors & POs lists the vendor, job reference, cost, state and actions. Review document opens the generated PO. Approve cost opens a confirmation, then Approve cost commits approval.

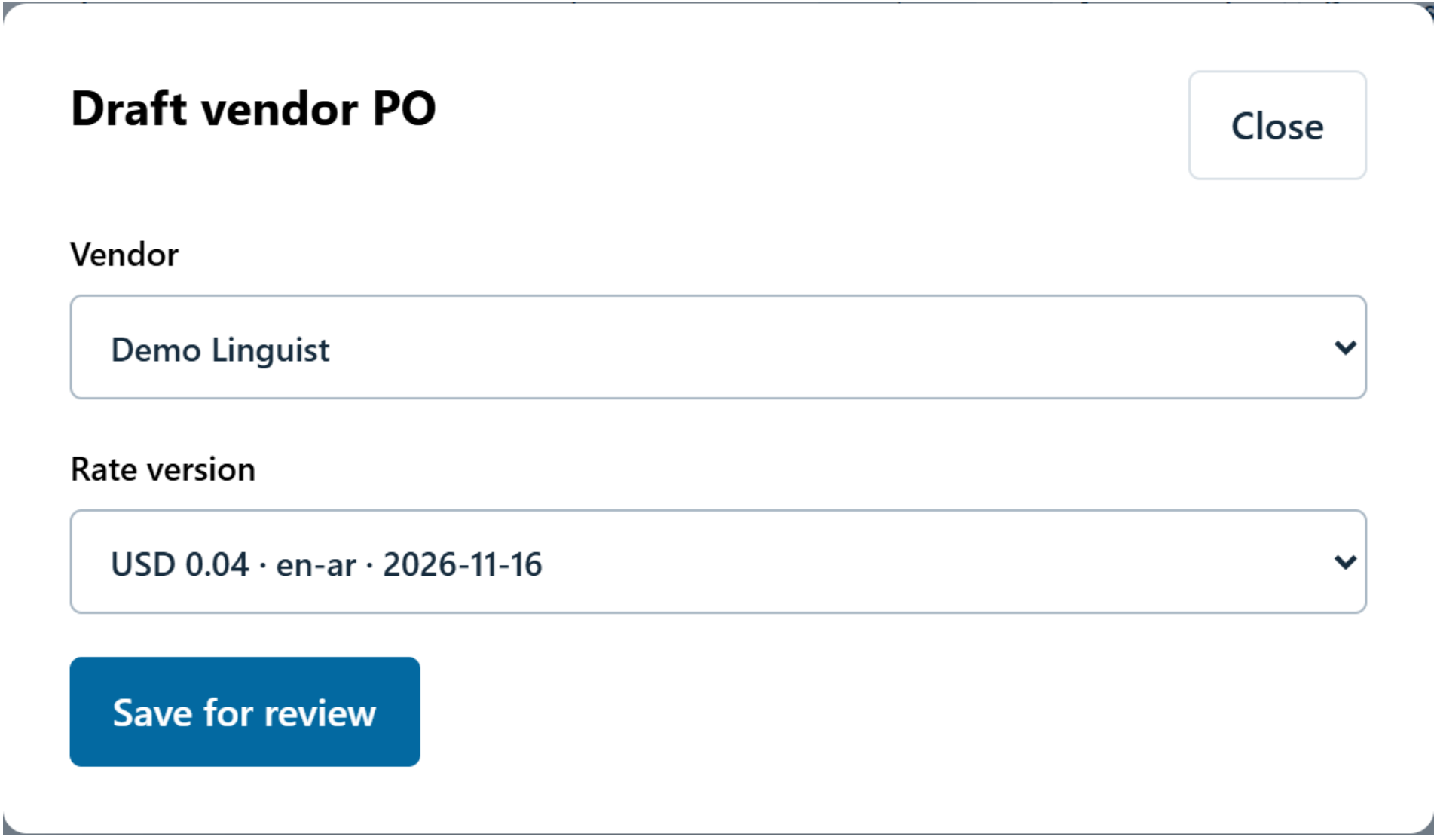
For 800 words at USD 0.04, the actual sample PO cost is USD 32. The exported PO HTML is a local generated document. It was not sent to the vendor.

# Assign a vendor and approve its cost screen detail



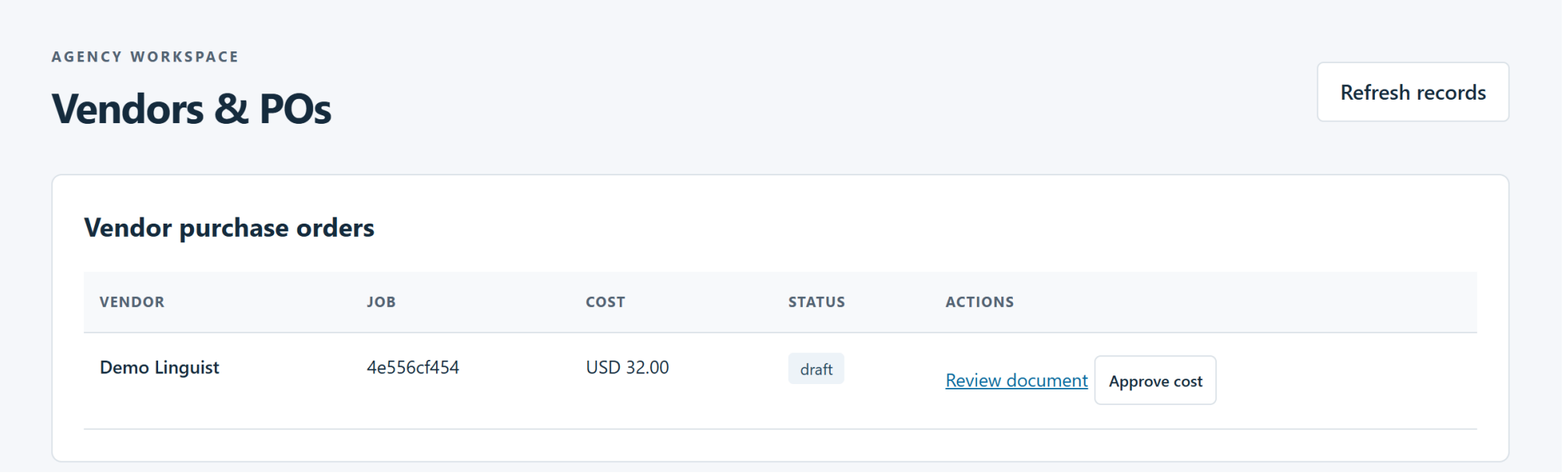

Assign a vendor and approve its cost - Original capture.

# Assign a vendor and approve its cost screen detail



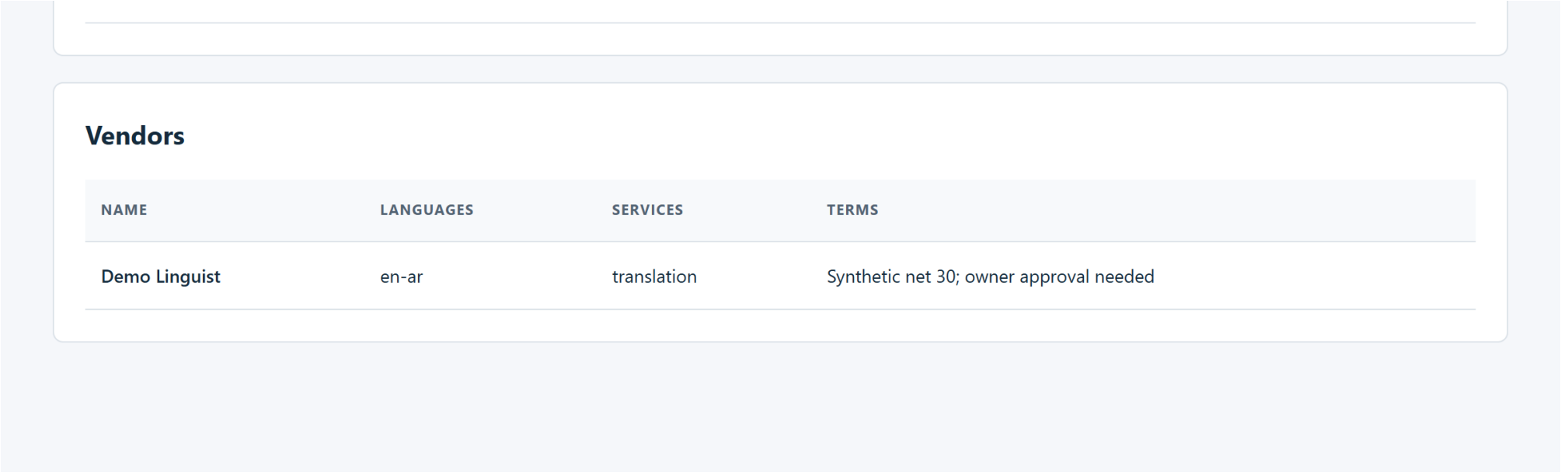

Assign a vendor and approve its cost - Original capture.

# Assign a vendor and approve its cost screen detail




Assign a vendor and approve its cost - Original capture.

# Assign a vendor and approve its cost screen detail




Assign a vendor and approve its cost - Original capture.

# Assign a vendor and approve its cost screen detail




Assign a vendor and approve its cost - Original capture.

# Record progress and attach delivery evidence

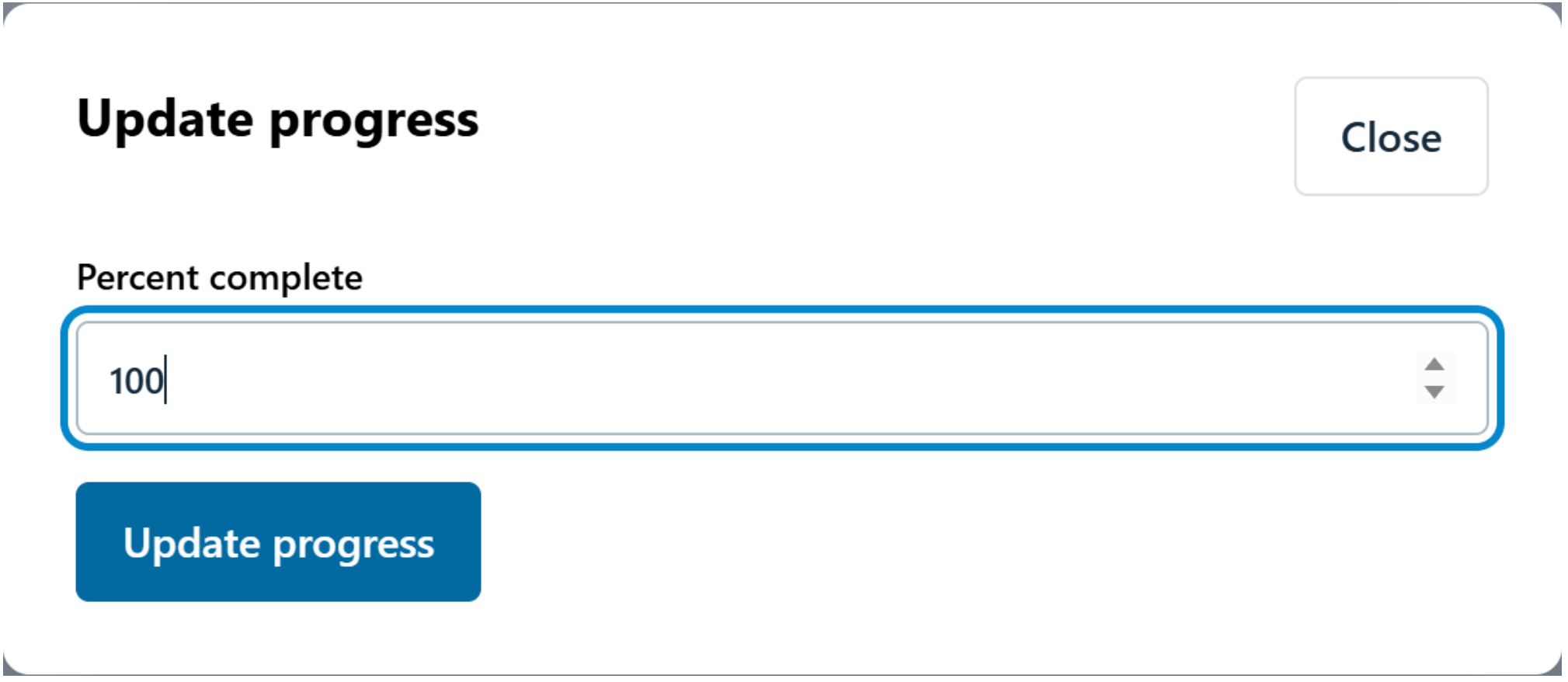
Progress opens Percent complete. Enter a whole percentage appropriate to the actual work and choose Update progress. A progress value alone is not delivery approval.

Upload file opens a file selector accepting UTF-8 TXT/CSV or passive PDF up to 5 MB. Choose the file, then Upload file. The supplied Northstar_delivery_notes.txt is a fictional workflow fixture and explicitly says it is not an 800-word translation.

Approve delivery opens Publish delivery and consume usage. Choose the uploaded Delivery file, then Approve delivery. The actual sample job became delivered and its 800 words moved into consumed usage.

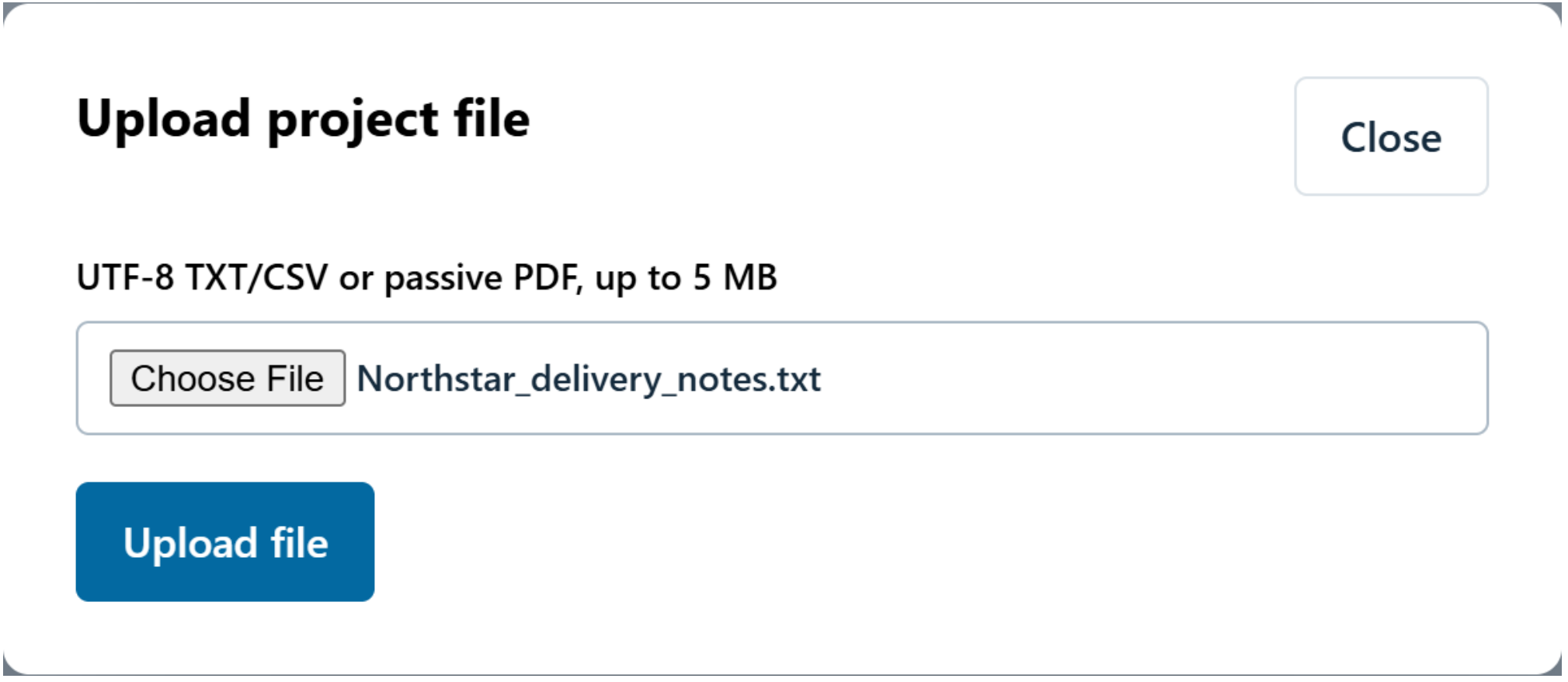
Cancel job is available before delivery in the observed job screen. Its cancellation and capacity-release behaviour was not exercised in this walkthrough.

# Record progress and attach delivery evidence screen detail



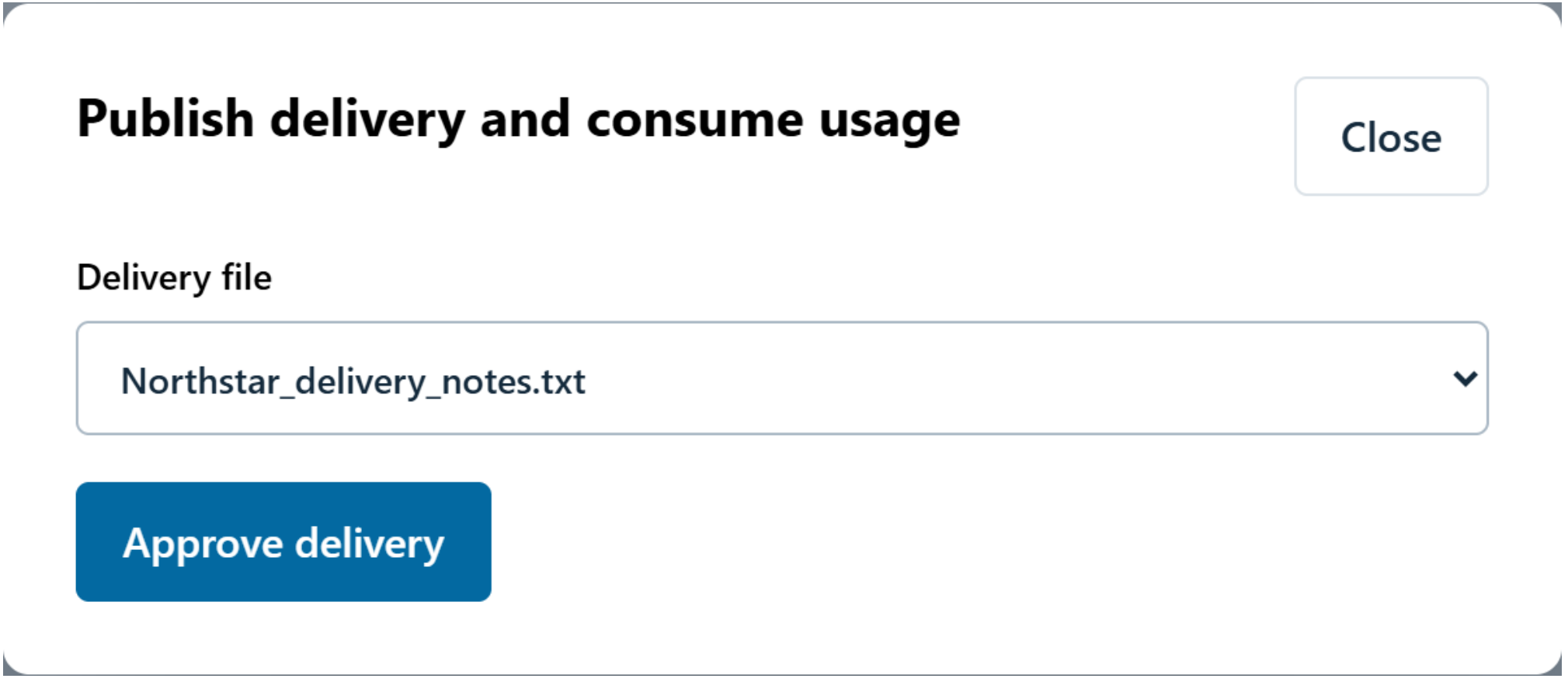

Record progress and attach delivery evidence - Original capture.

# Record progress and attach delivery evidence screen detail




Record progress and attach delivery evidence - Original capture.

# Record progress and attach delivery evidence screen detail




Record progress and attach delivery evidence - Original capture.

# Draft and issue the invoice

After delivery, Draft invoice becomes available on the job. Set the due date and choose Save for review. The sample due date is 11 February 2027.

Invoices lists project, total, balance, due date, status and actions. Review document opens the generated invoice. Issue invoice opens a confirmation; the confirmation commits issuance within the application.

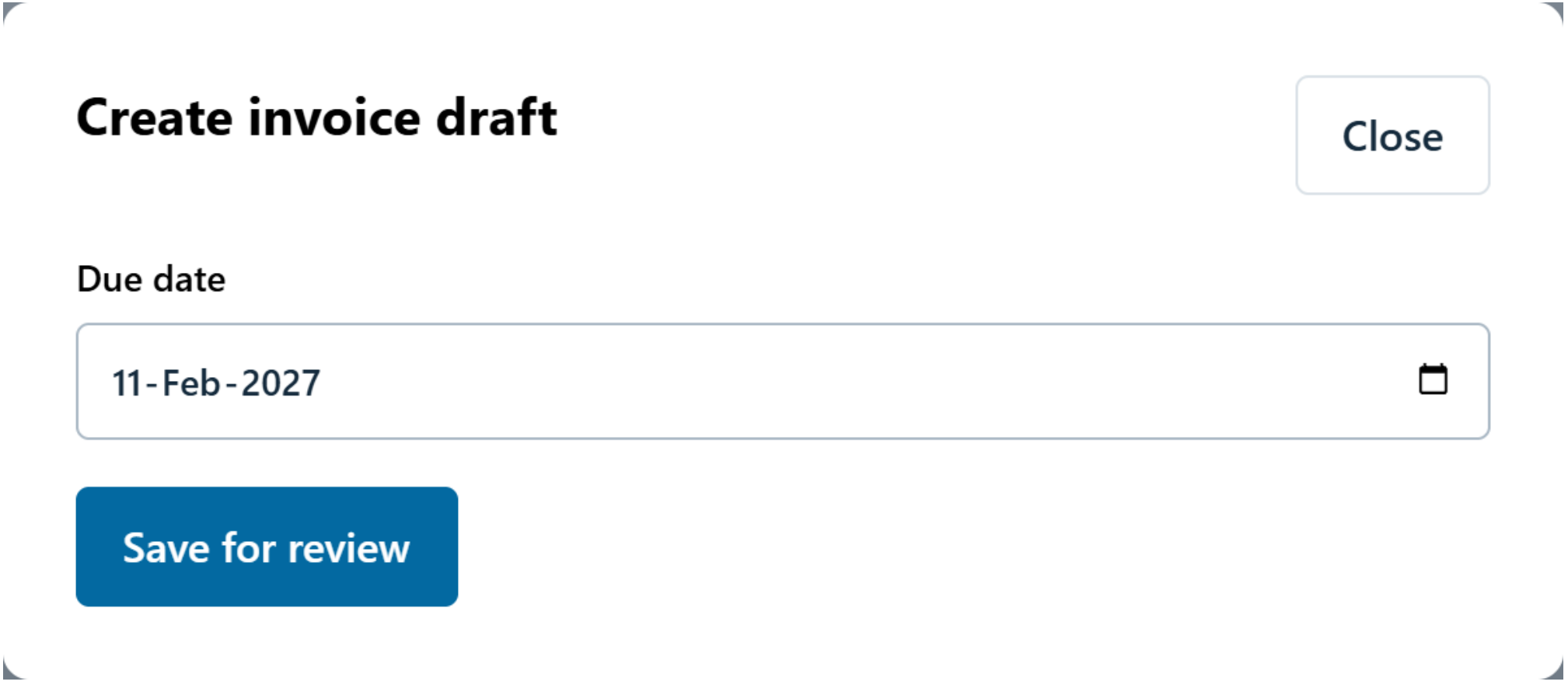
The sample moved from draft to unpaid with total and balance both USD 80. The HTML invoice in the sample outputs is the actual local document response. No invoice was emailed and no external payment request was created.

Cancel invoice appears on the unpaid screen. Use it only to cancel an invoice that should not be paid; it is not part of the normal payment steps. It opens a short window with one Cancel invoice button; Close leaves the invoice as it is.



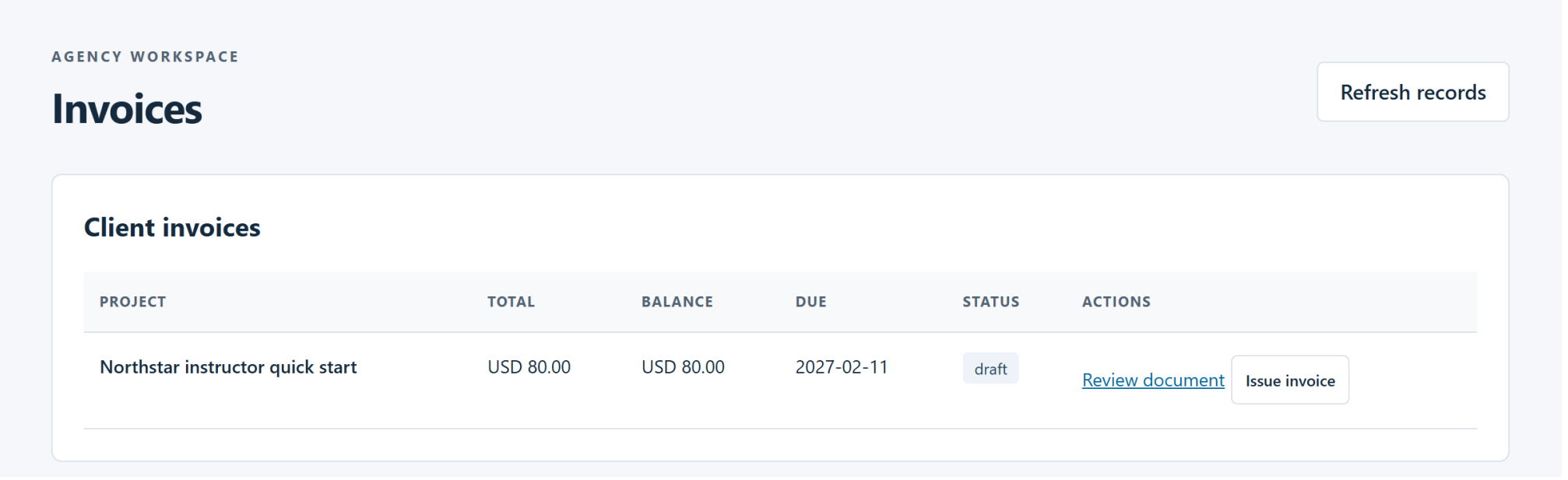

Cancel invoice window - Original capture.

# Draft and issue the invoice screen detail



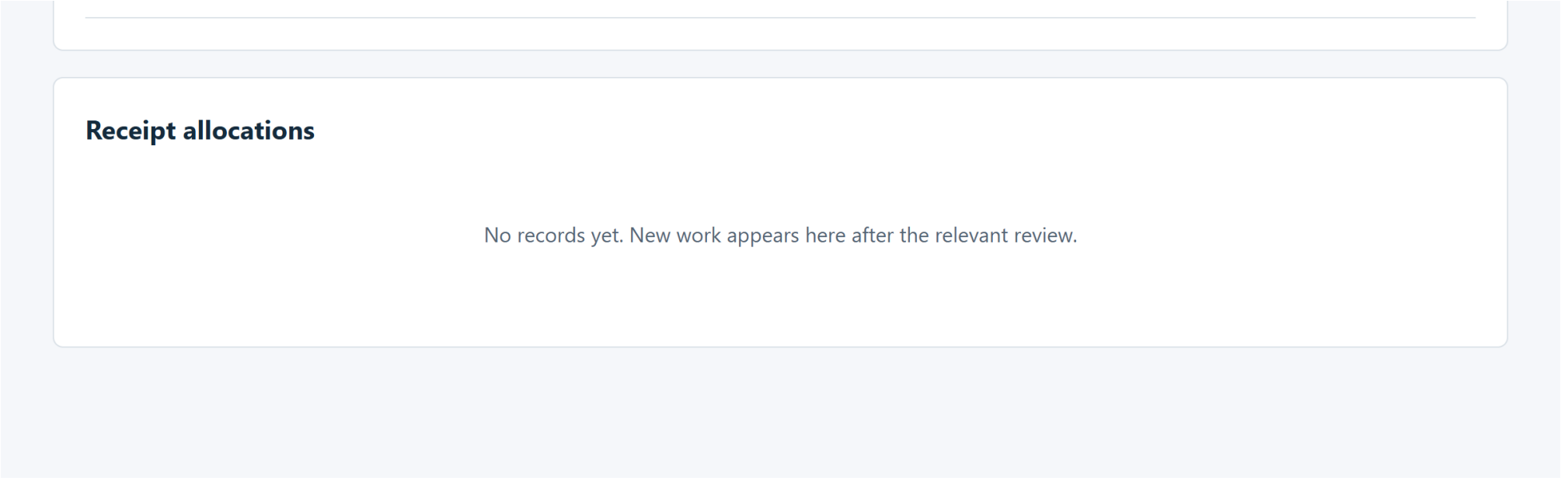

Draft and issue the invoice - Original capture.

# Draft and issue the invoice screen detail




Draft and issue the invoice - Original capture.

# Draft and issue the invoice screen detail




Draft and issue the invoice - Original capture.

# Draft and issue the invoice screen detail




Draft and issue the invoice - Original capture.

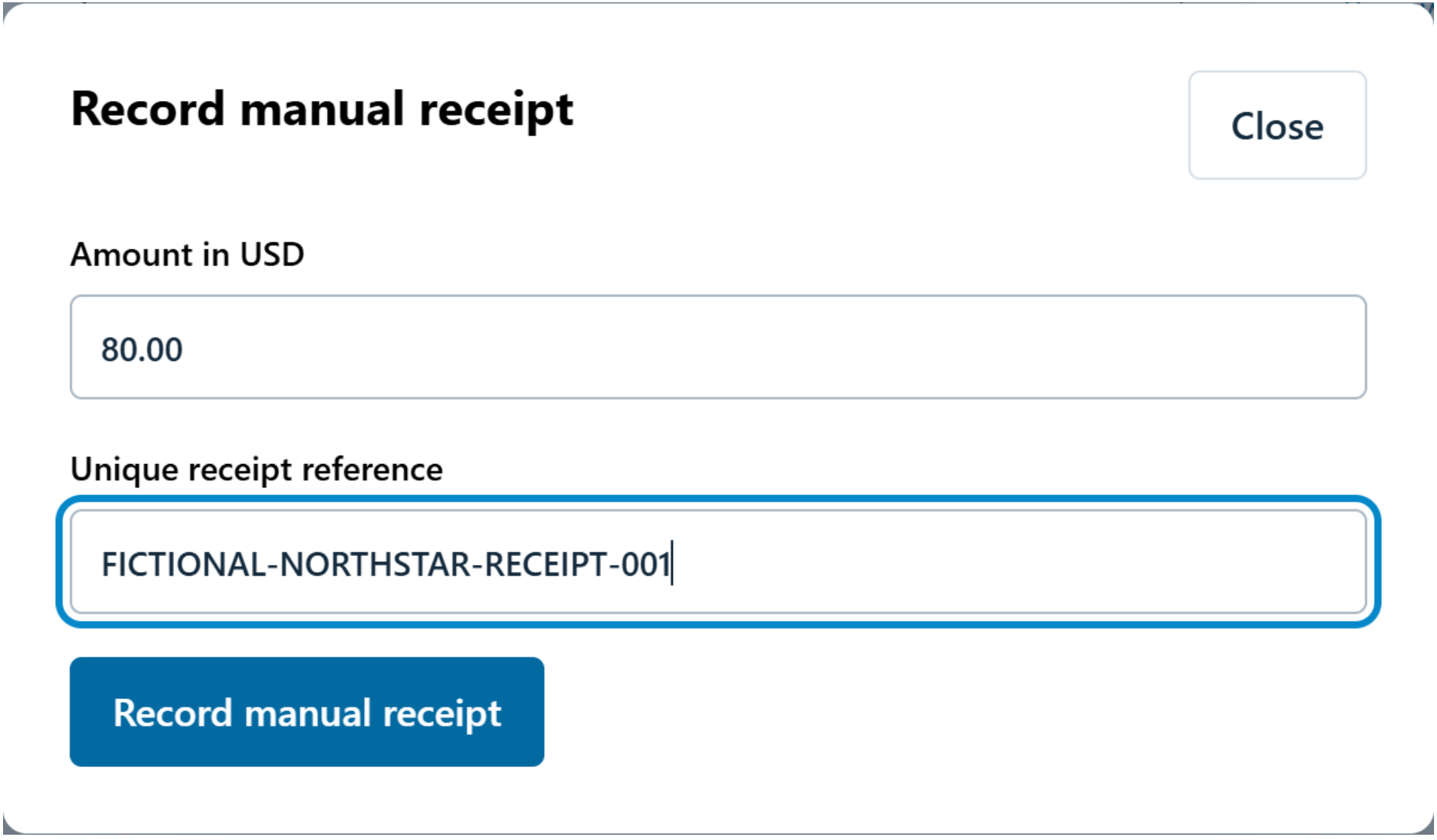
# Record a receipt and check the balance

Record receipt opens the manual receipt dialog.

- Amount in USD supplies the amount to allocate in the invoice currency.
- Unique receipt reference identifies the payment evidence and helps distinguish receipts.
- Record manual receipt saves the allocation. Close returns without recording it.

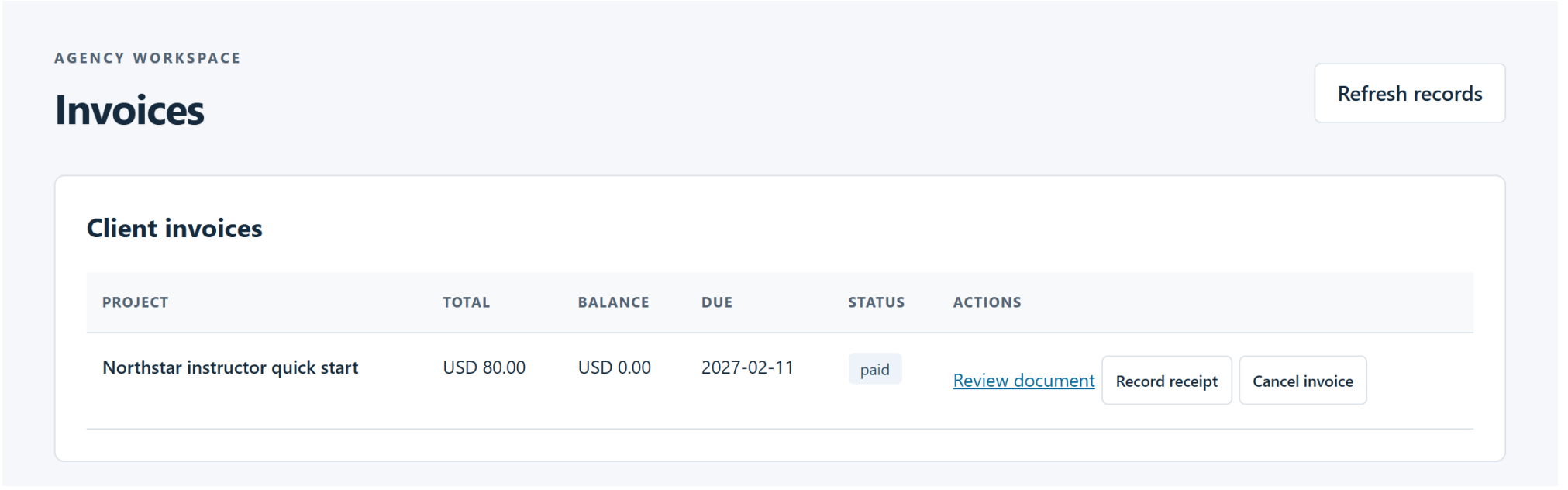
The exercise recorded USD 80 with reference FICTIONAL-NORTHSTAR-RECEIPT-001. It is explicitly fictional. This records a local ledger entry; it does not transfer money or verify a bank statement. Check the resulting balance and the Receipt allocations table.

# Record a receipt and check the balance screen detail



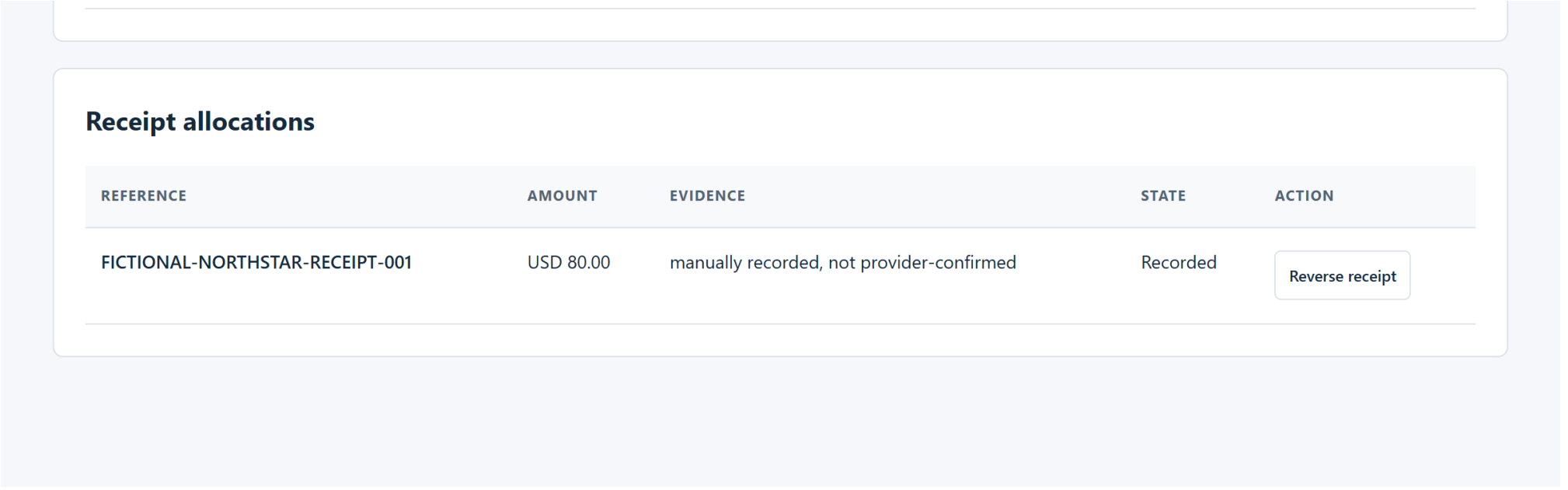

Record a receipt and check the balance - Original capture.

# Record a receipt and check the balance screen detail




Record a receipt and check the balance - Original capture.

# Record a receipt and check the balance screen detail

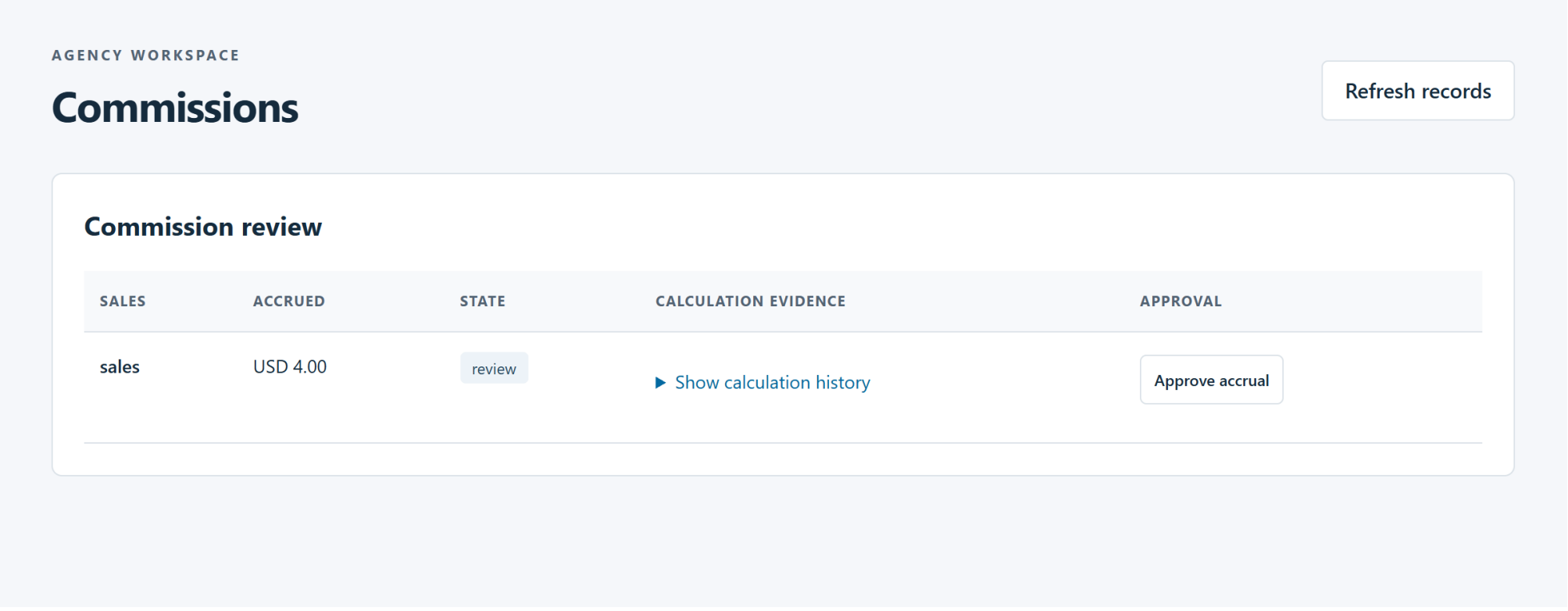



Record a receipt and check the balance - Original capture.

# Review commission and profitability

Commissions shows the salesperson, accrued amount, review state, calculation evidence and approval action. Show calculation history expands the evidence. Approve accrual opens a confirmation and commits the reviewed accrual.

The sample accrued USD 4 under the seeded rule and was approved. Approval is not a bank payment. Profitability showed revenue USD 80 less approved vendor cost USD 32, yielding USD 48. The on-screen assumption explicitly excludes commissions, overhead and tax from that margin. Do not present USD 48 as final net profit.



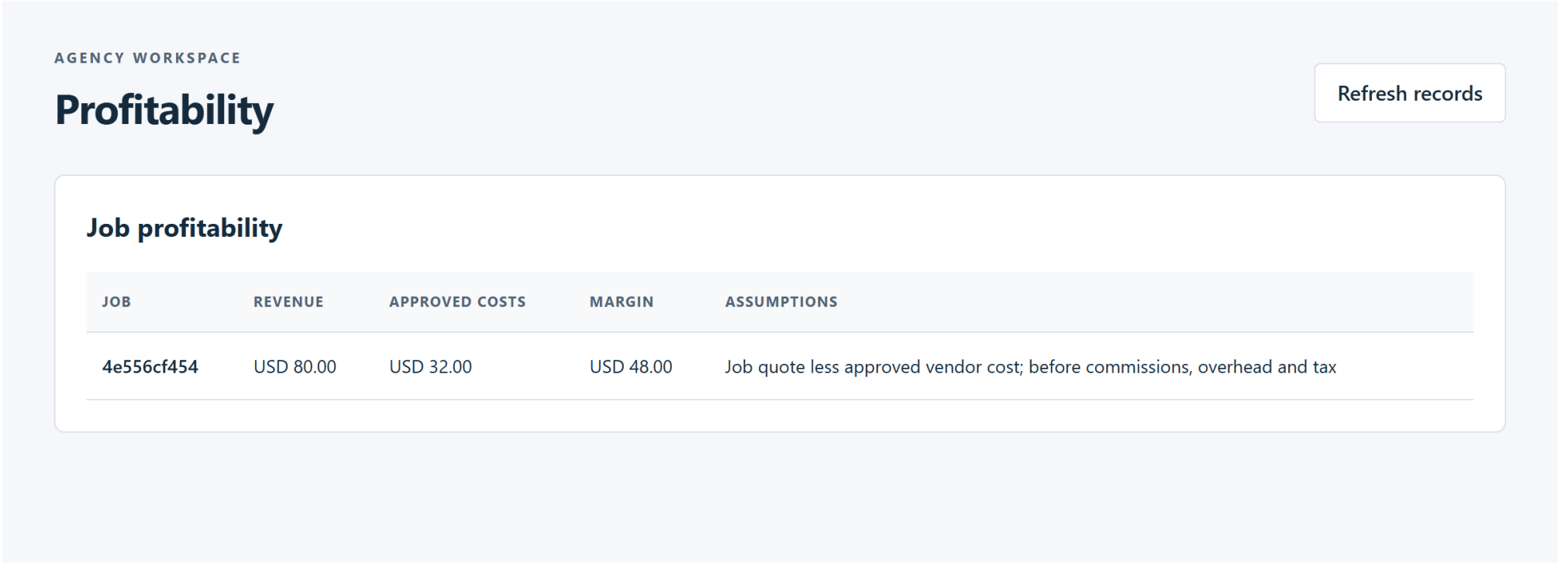

Review commission and profitability - Original capture.

# Review commission and profitability screen detail




Review commission and profitability - Original capture.

# Review commission and profitability screen detail



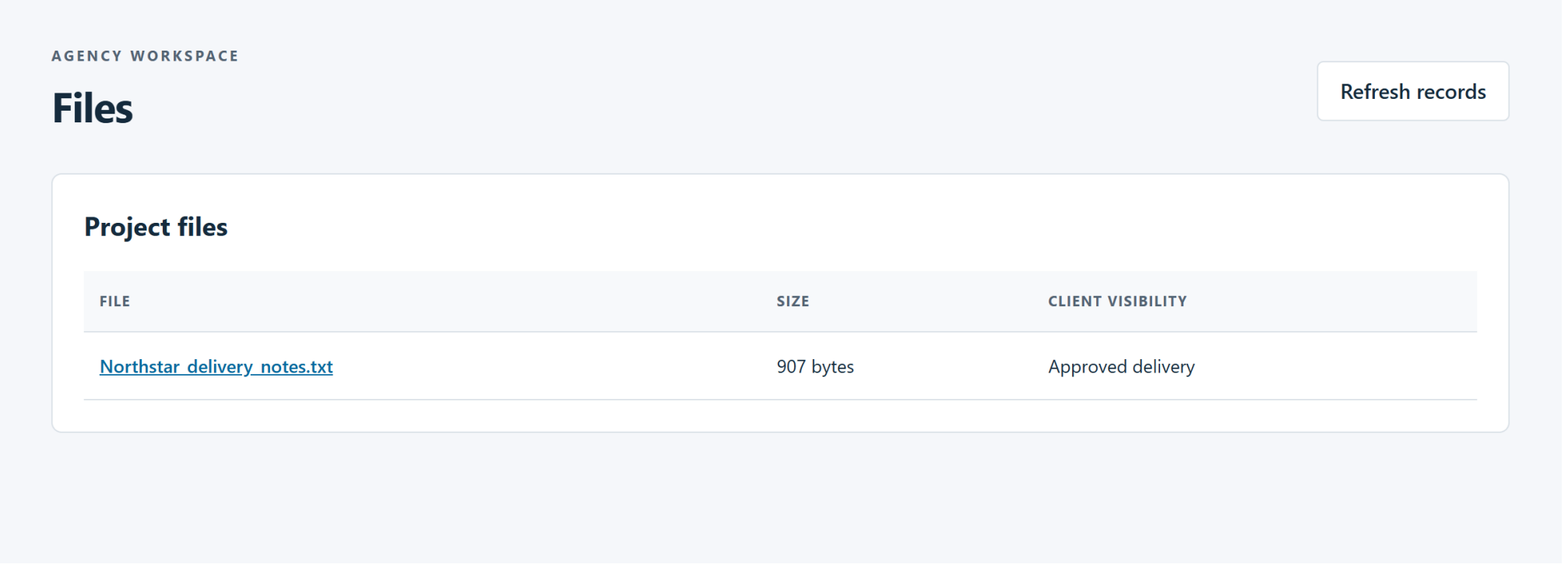

Review commission and profitability - Original capture.

# Locate files and audit evidence

Files lists the uploaded project evidence. Use the displayed association to confirm that a document belongs to the intended request or job. Audit provides the application activity trail. Review it alongside the business records when checking a workflow.

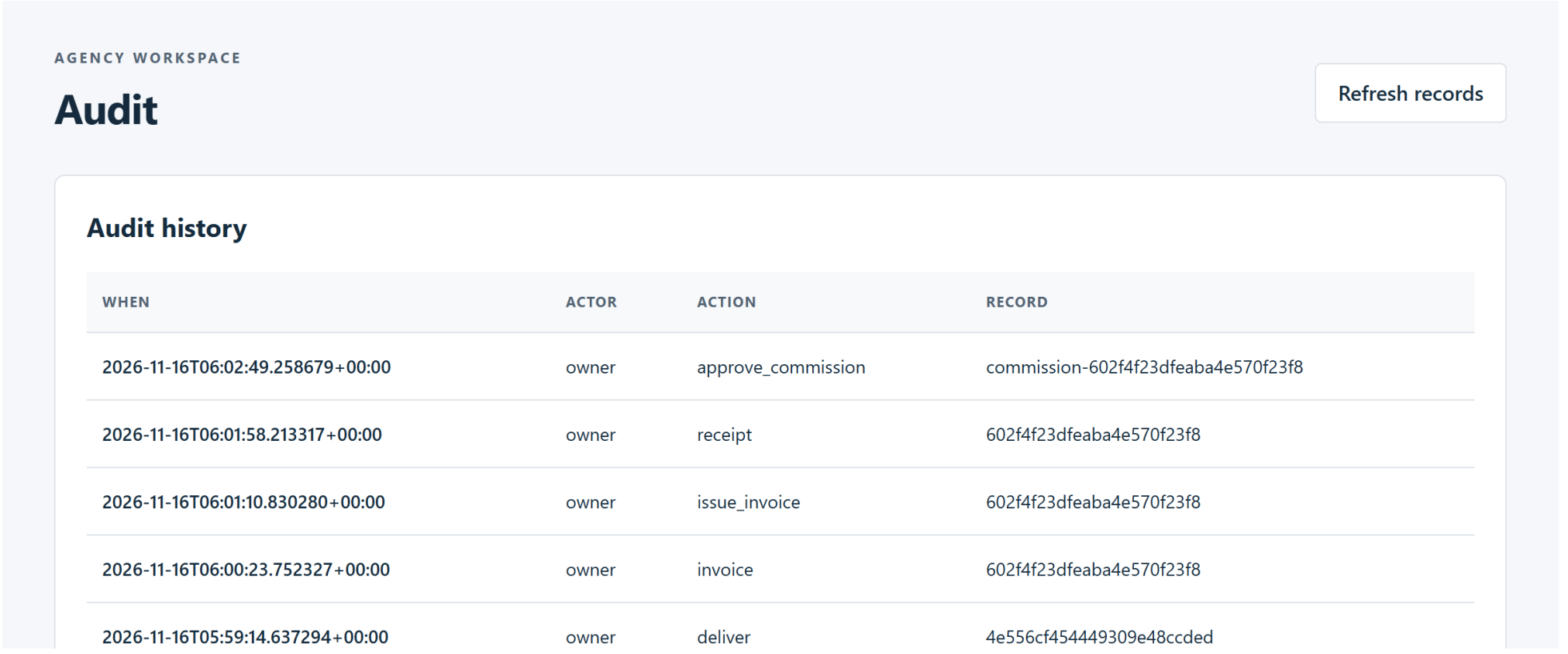
The supplied outputs/Northstar_Agency_Records.json was exported with Export permitted records after the workflow. It includes the actual requests, job, PO, invoice, receipt, commission, usage and audit records visible to the owner role. Credentials and runtime account files are excluded from the sample pack.

Imports displays Preview client import. See Commit and roll back a fictional client import below.




Locate files and audit evidence - Original capture.

# Locate files and audit evidence screen detail




Locate files and audit evidence - Original capture.

# Locate files and audit evidence screen detail

| | | | |
|---|---|---|---|
| 2026-11-16T05:59:14.637294+00:00 | owner | deliver | 4e556cf454449309e48ccded |
| 2026-11-16T05:58:41.280616+00:00 | owner | upload | 5beb442d720e6609d96839de |
| 2026-11-16T05:58:10.698732+00:00 | owner | progress | 4e556cf454449309e48ccded |
| 2026-11-16T05:57:24.344052+00:00 | owner | approve_po | 231625725a090d363a3ef426 |
| 2026-11-16T05:56:30.731104+00:00 | owner | assign | 231625725a090d363a3ef426 |
| 2026-11-16T05:55:58.512889+00:00 | owner | login | owner |
| 2026-11-16T05:54:50.536248+00:00 | owner | accept | 4e556cf454449309e48ccded |
| 2026-11-16T05:54:24.559868+00:00 | owner | login | owner |
| 2026-11-16T01:35:05.624457+00:00 | owner | login | owner |
| 2026-11-16T01:34:49.168689+00:00 | client-a | request | c8f8a914e73145b9802e618d |

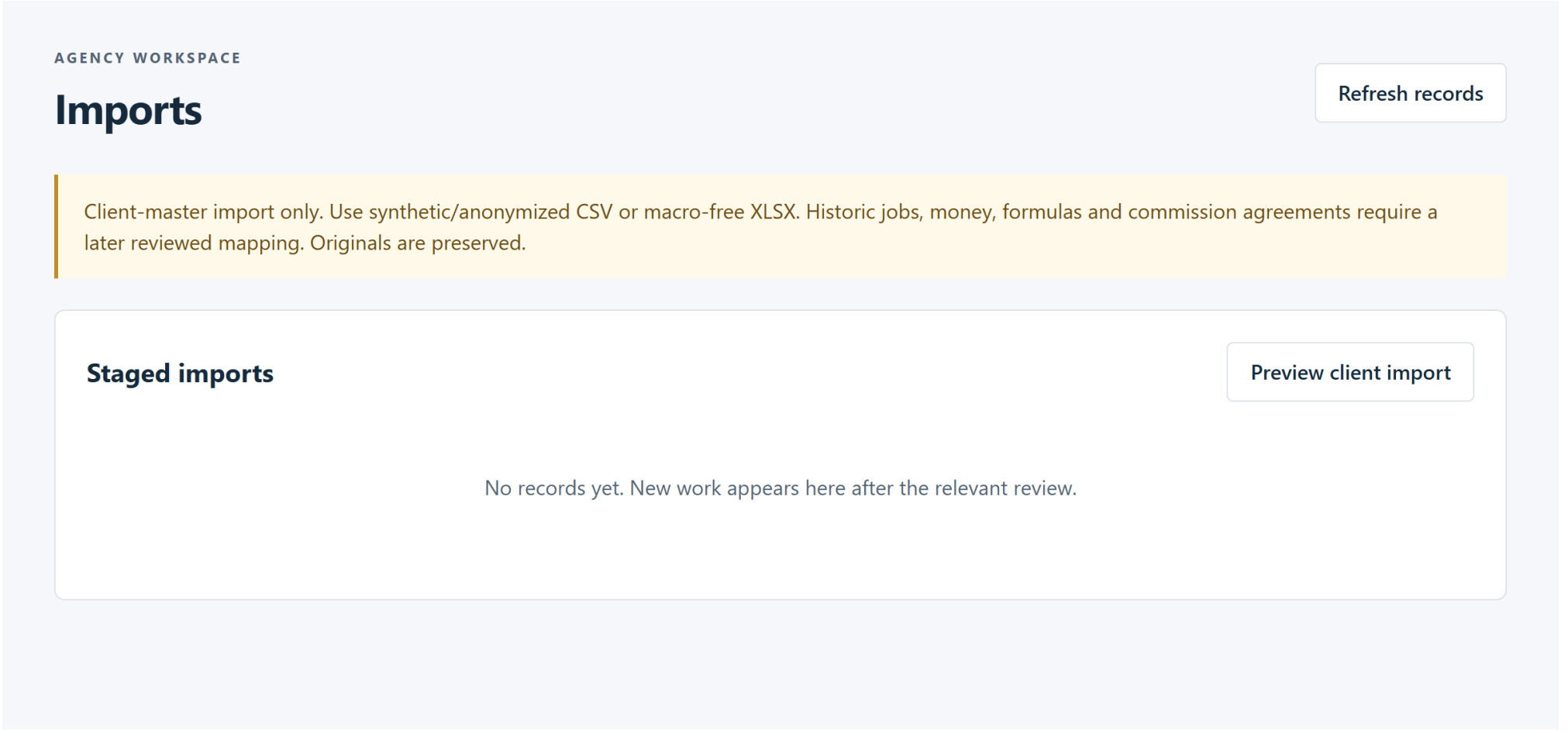
Locate files and audit evidence - Original capture.

# Locate files and audit evidence screen detail

| | | | |
|---|---|---|---|
| 2026-11-16T01:34:49.168689+00:00 | client-a | request | c8f8a914e73145b9802e618d |
| 2026-11-16T01:34:32.601132+00:00 | client-a | login | client-a |
| 2026-11-16T01:31:59.870800+00:00 | owner | login | owner |
| 2026-11-16T01:31:33.081398+00:00 | client-a | request | 4ade1833f8a8fe4eea85e98f |
| 2026-11-16T01:29:11.050885+00:00 | client-a | login | client-a |
| 2026-11-16T01:28:09.899554+00:00 | owner | configure | 237c4e5c0ccf83f3df9bdb14 |
| 2026-11-16T01:25:56.401312+00:00 | owner | login | owner |

Locate files and audit evidence - Original capture.

# Locate files and audit evidence screen detail




Locate files and audit evidence - Original capture.

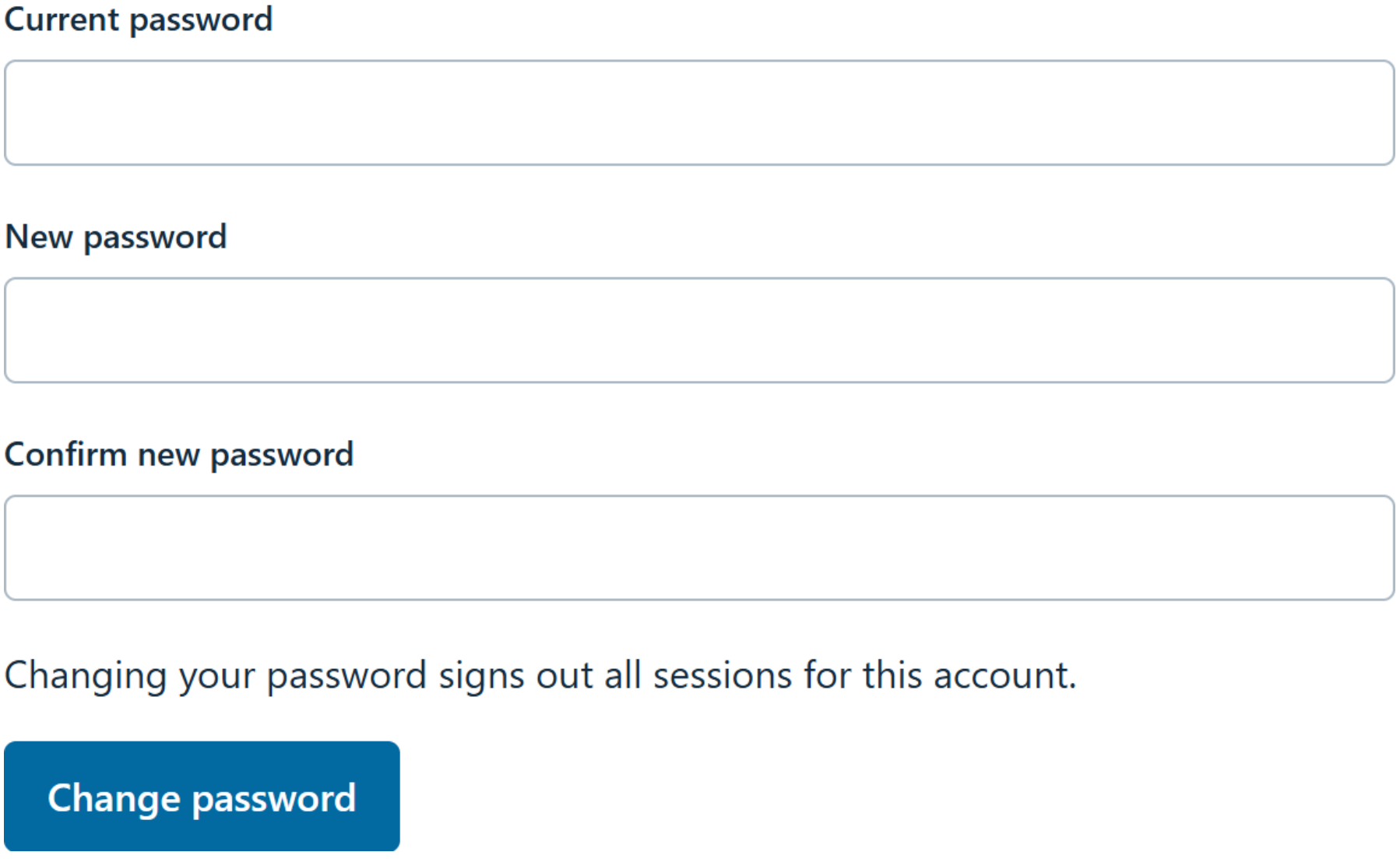
# Manage accounts and backups

Account & backup opens a separate page. The observed controls are described here; passwords, roles and backups were not changed during the capture.

- Current password, New password and Confirm new password support Change password.
- Business / legal name, Business address, Contact email and Tax registration reference support Save company identity.
- Each account row offers Role, Organization, an optional new password, Save changes and Disable. Assign client accounts only to the intended organization.
- Create an account asks for Username, Role, Client organization and Initial password. Create account commits it.
- Backup passphrase and Confirm passphrase protect Create and download encrypted backup. Preserve the passphrase separately from the backup.
- Return to workspace returns to the main application.

To restore a backup, see Restore an encrypted backup safely below.

# Manage accounts and backups screen detail




Manage accounts and backups - Original capture.

# Manage accounts and backups screen detail

Business / legal name

Business address

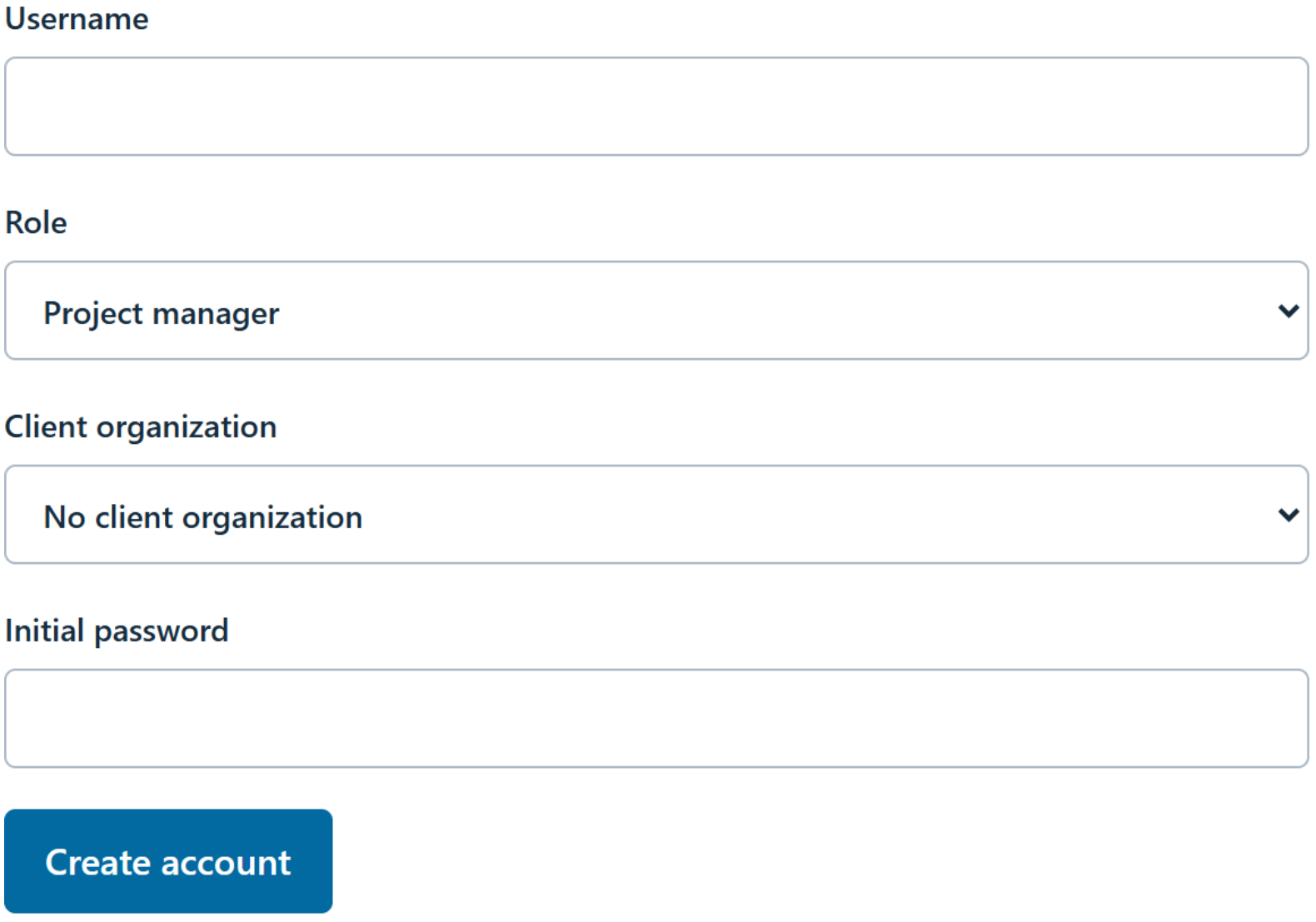
Contact email

Tax registration reference, if applicable

Save company identity

Manage accounts and backups - Original capture.

# Manage accounts and backups screen detail




Manage accounts and backups - Original capture.

# Manage accounts and backups screen detail

## Backup passphrase

## Confirm passphrase

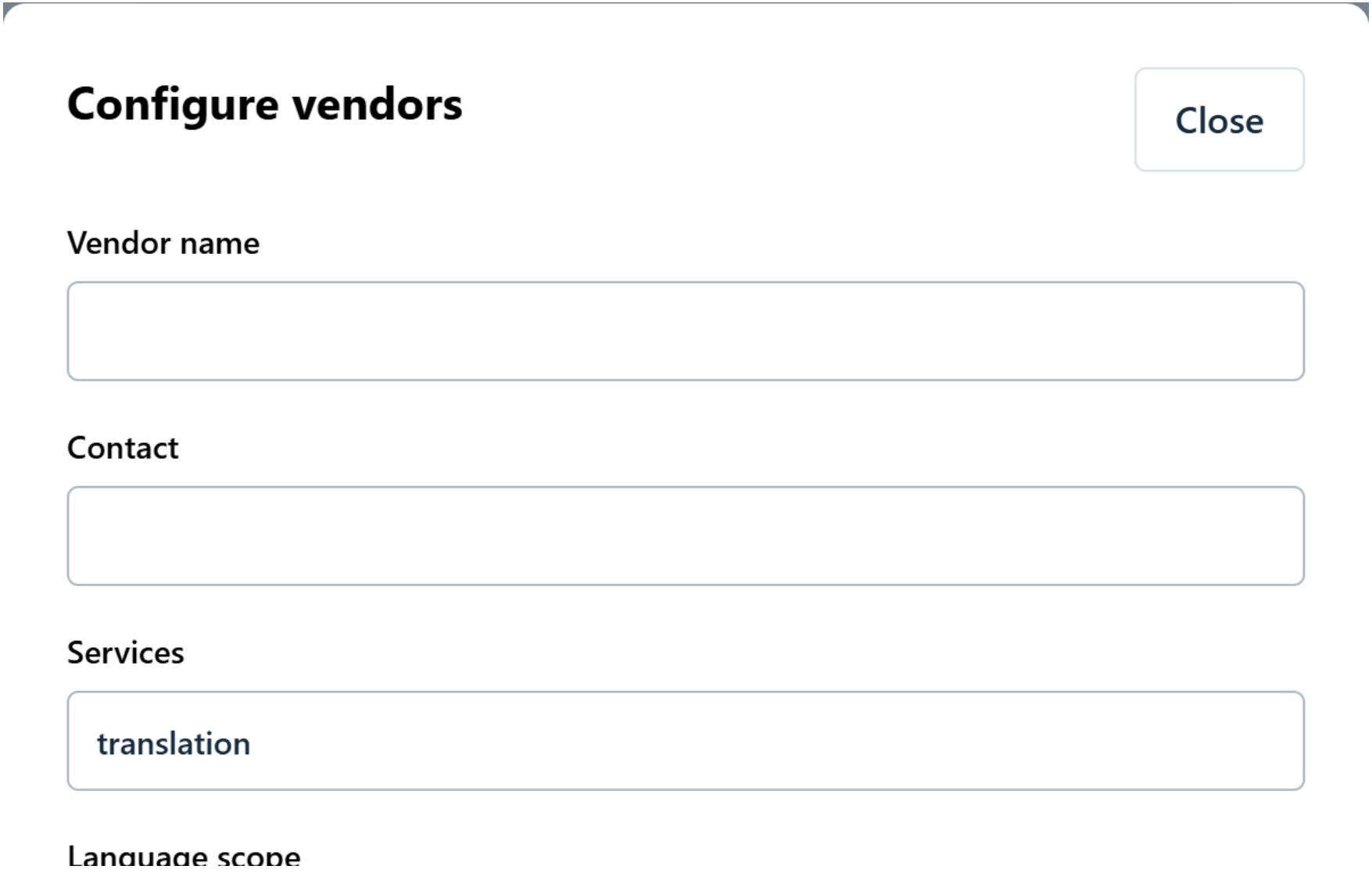
Create and download encrypted backup

Manage accounts and backups - Original capture.

# Configure vendor and client rates

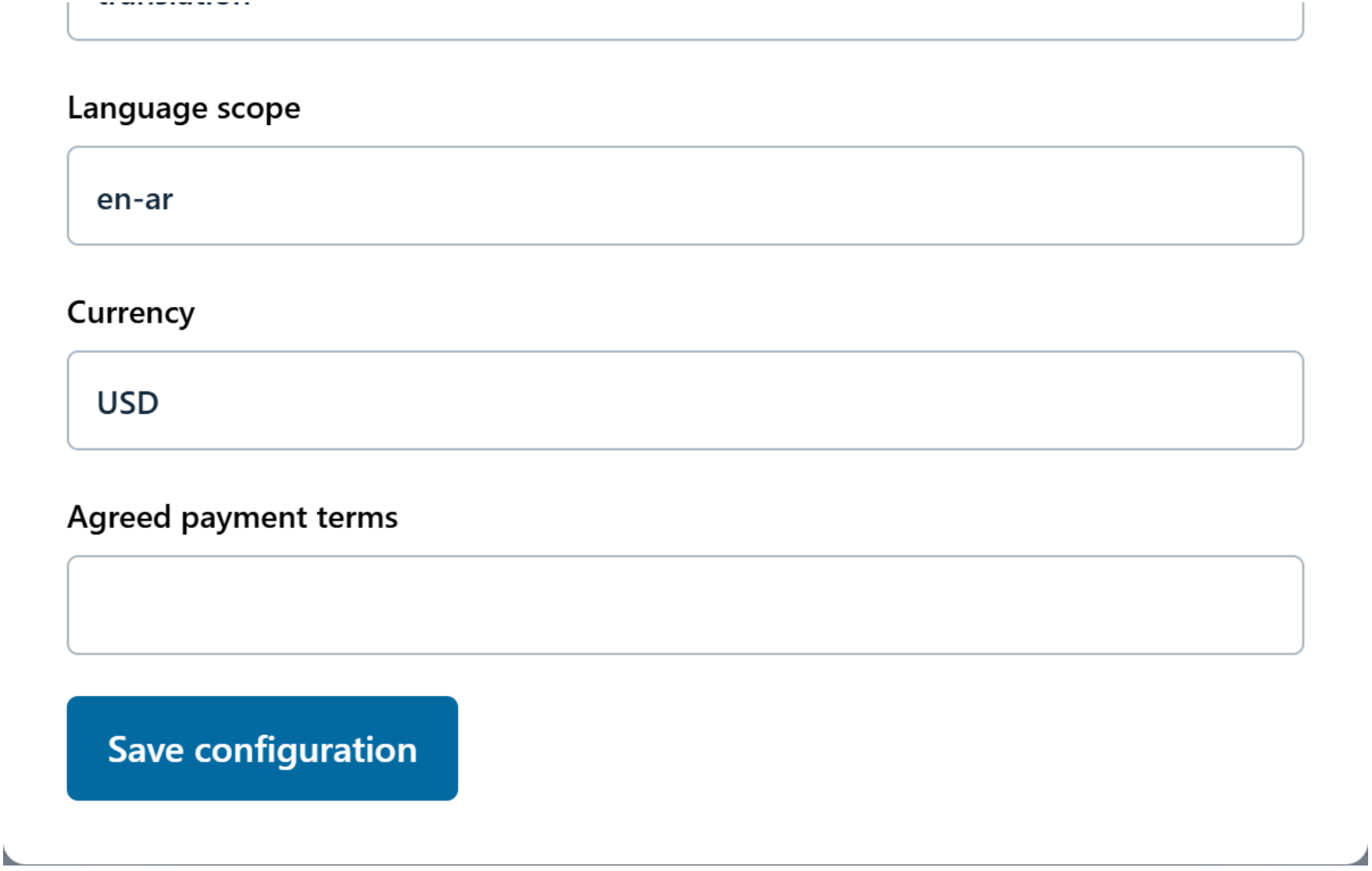
Vendor configuration uses Vendor name, Contact, Services, Language scope, Currency and Agreed payment terms. Save configuration commits the directory record. Vendor rate configuration chooses Vendor, Service, Language pair, Unit, Currency, Rate per unit, an effective date and Agreement source. Client rate configuration instead chooses Client and Agreed quote rate per unit, with the same scope, date and evidence fields. Keep vendor cost separate from the client selling rate. Close discards the current dialog. The screenshots show default examples, not newly approved agreements.

# Configure vendor and client rates screen detail



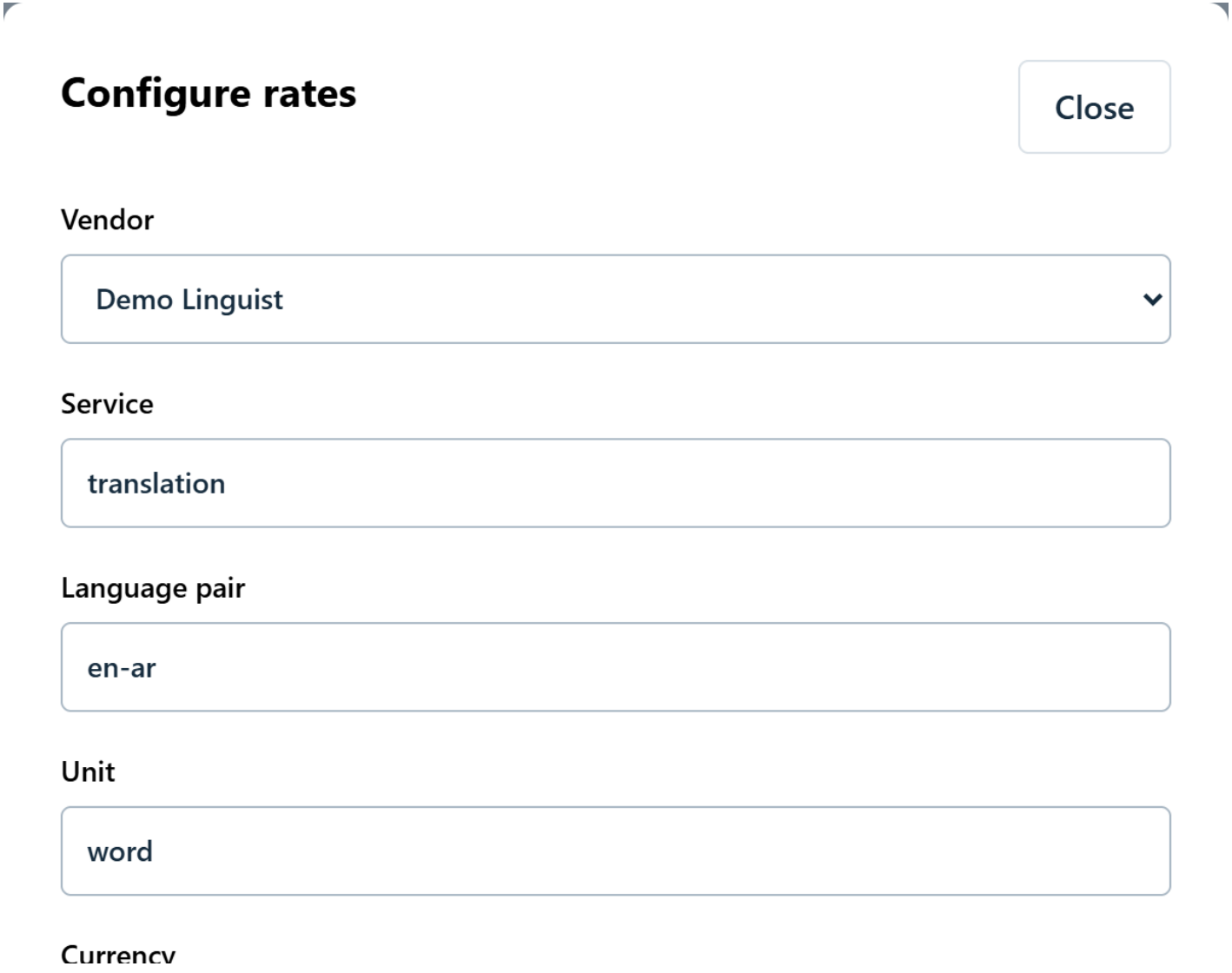

Configure vendor and client rates - Original capture.

# Configure vendor and client rates screen detail



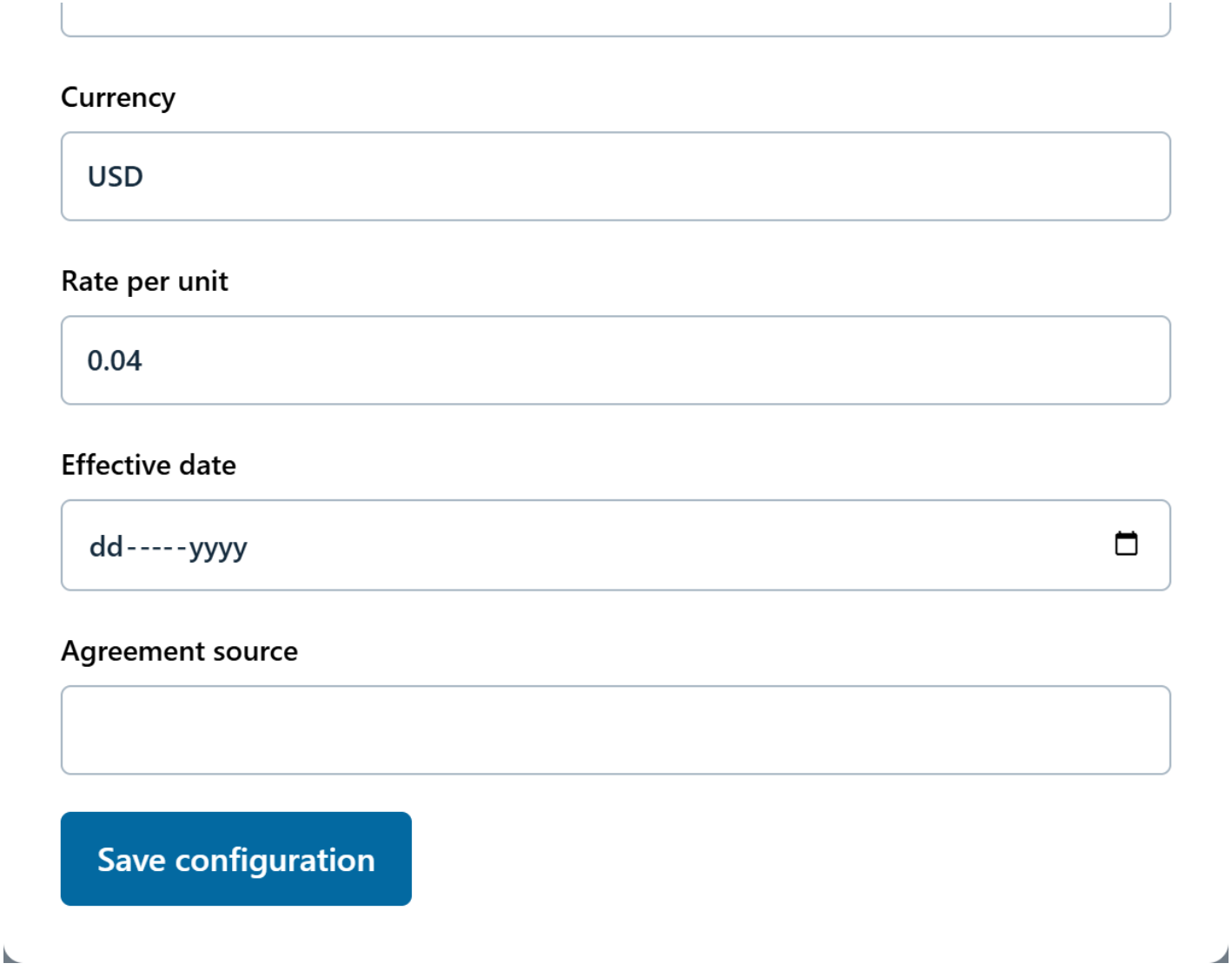

Configure vendor and client rates - Original capture.

# Configure vendor and client rates screen detail




Configure vendor and client rates - Original capture.

# Configure vendor and client rates screen detail



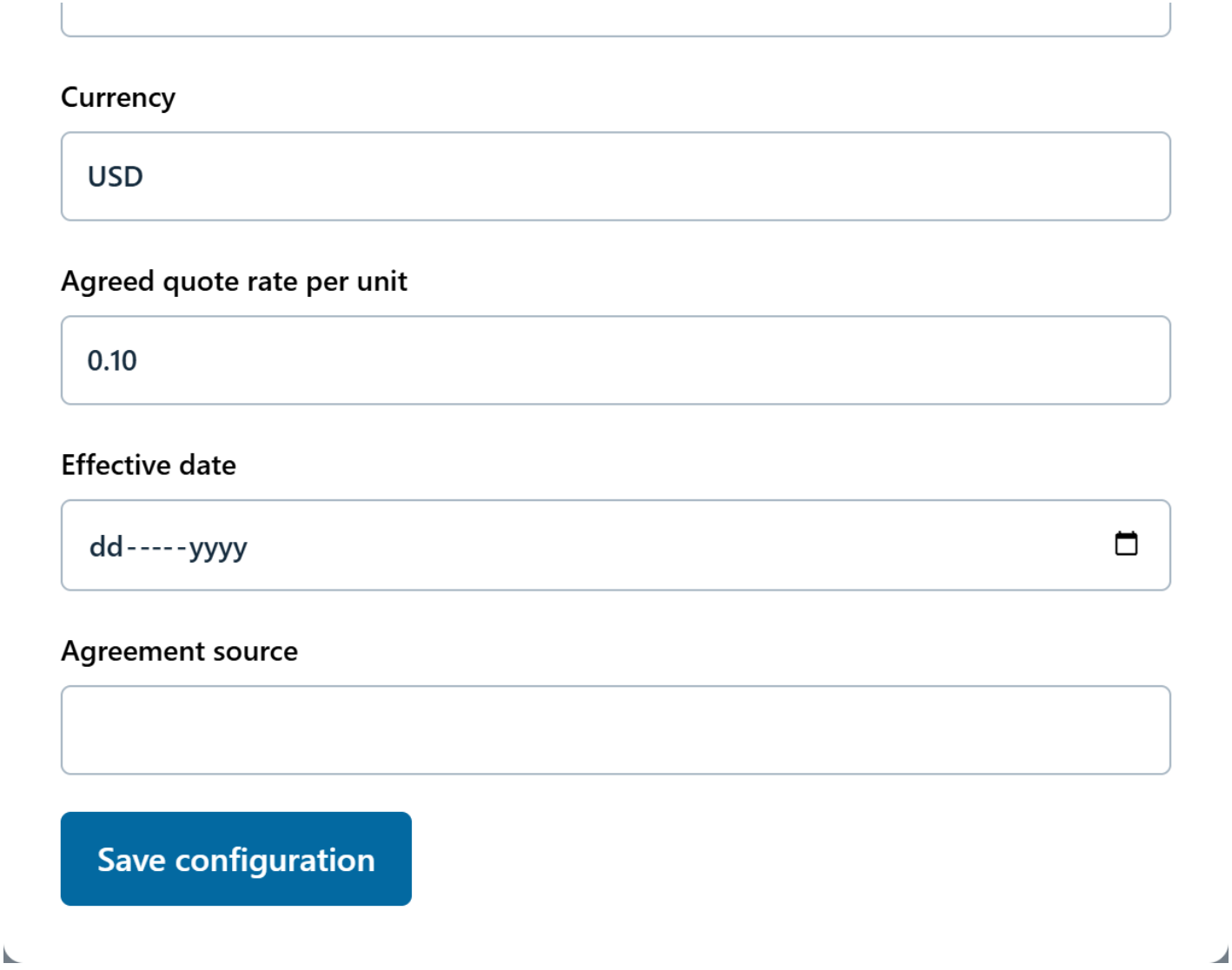

Configure vendor and client rates - Original capture.

# Configure vendor and client rates screen detail




Configure vendor and client rates - Original capture.

# Configure vendor and client rates screen detail



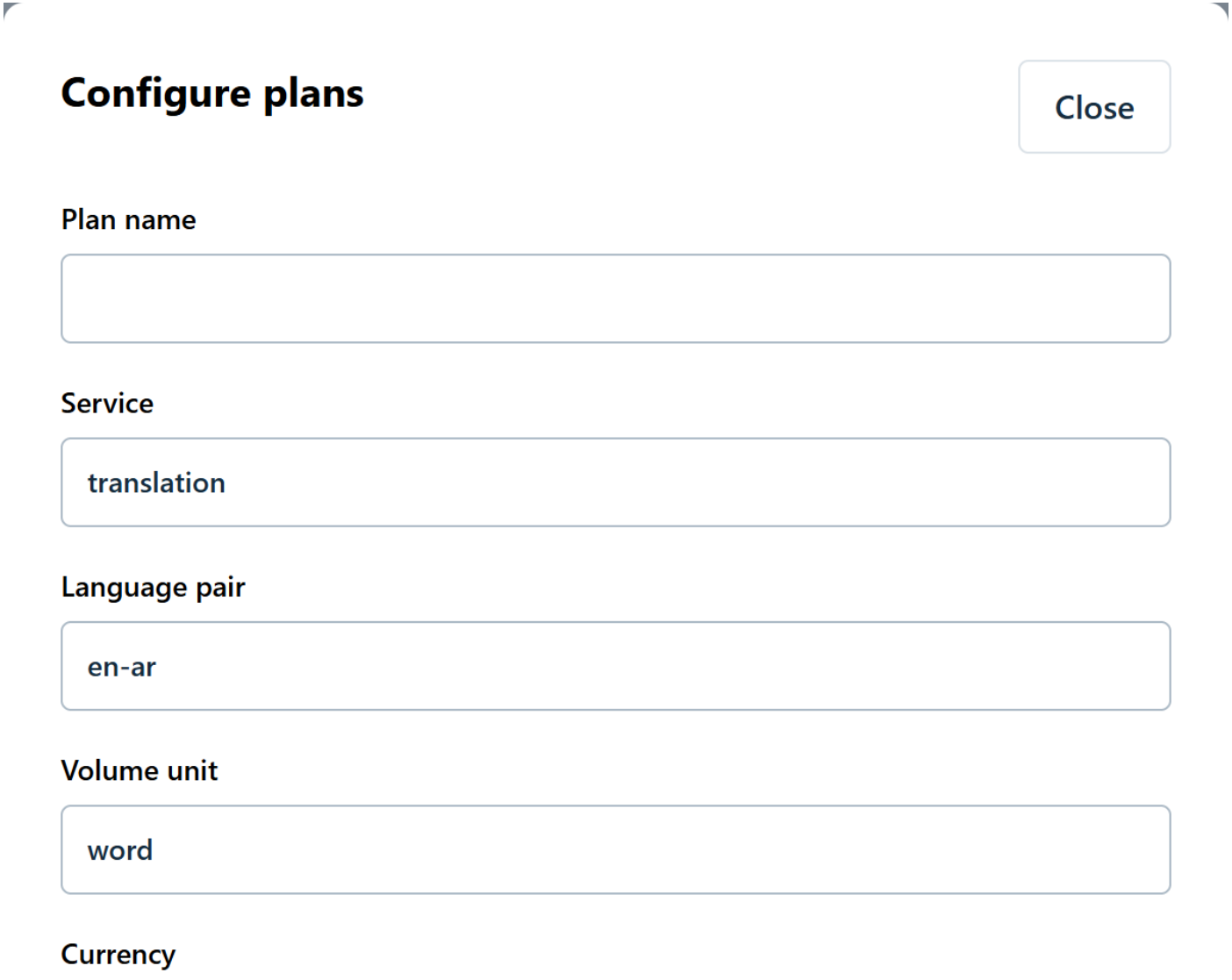

Configure vendor and client rates - Original capture.

# Configure plans and commission rules

Plan name identifies a price version. Service, Language pair and Volume unit define its scope. Currency and Approved quote price per unit define quotation values. Included capacity controls the allowance; Duration in days controls the period. Supply the effective date before choosing Approve demo price version. The sample defaults are 1000 words over 30 days at USD 0.10 per word. Capacity is not prepaid billing.

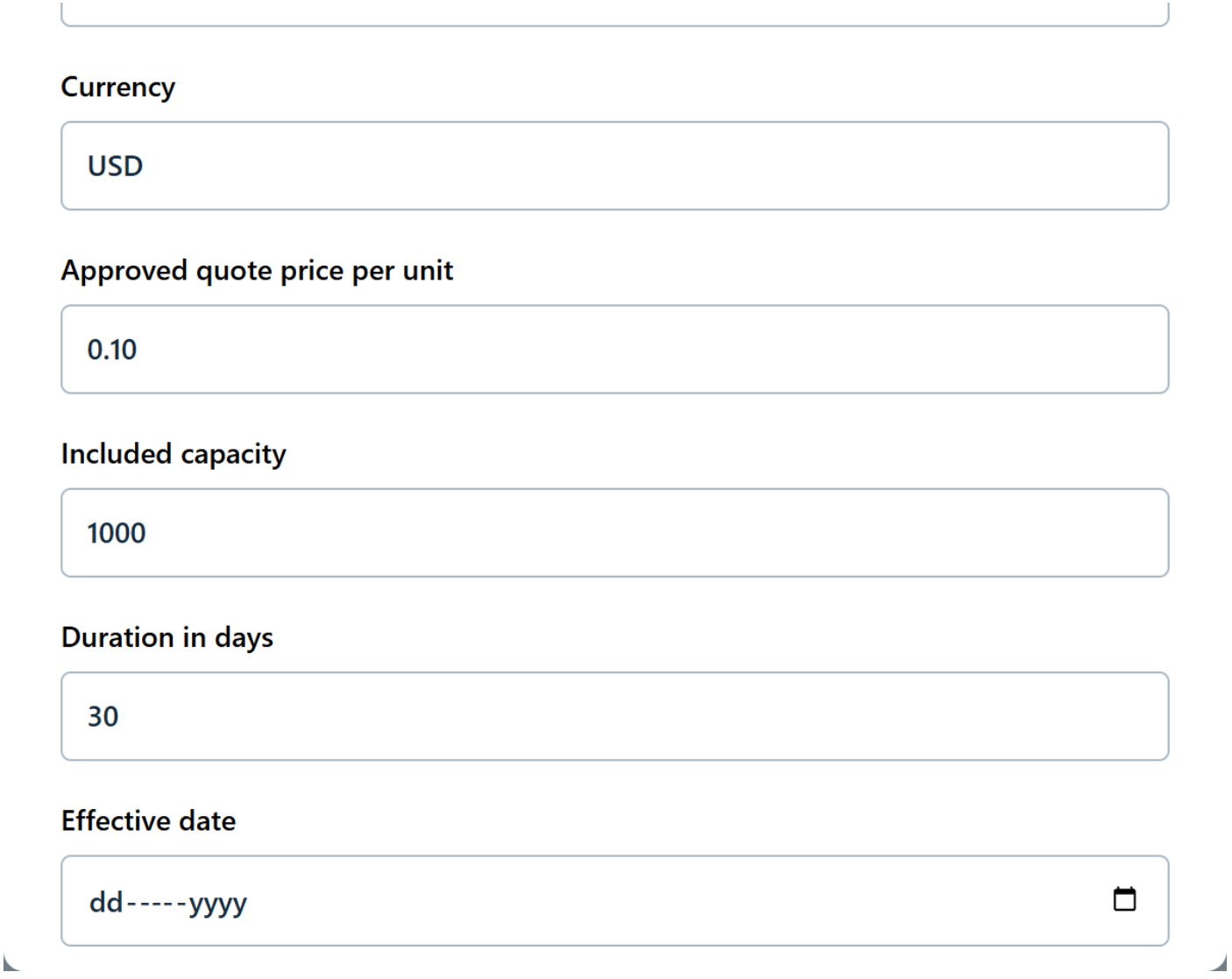
Commission rules choose Client, Sales username, Commission basis, Percent, effective date and Approved agreement source. The available bases are Received payment, Issued invoice and Approved PO. Save configuration records the rule. The demonstrated received-payment rule generated USD 4 from the USD 80 receipt at 5 percent. Other bases were displayed but not exercised.

# Configure plans and commission rules screen detail



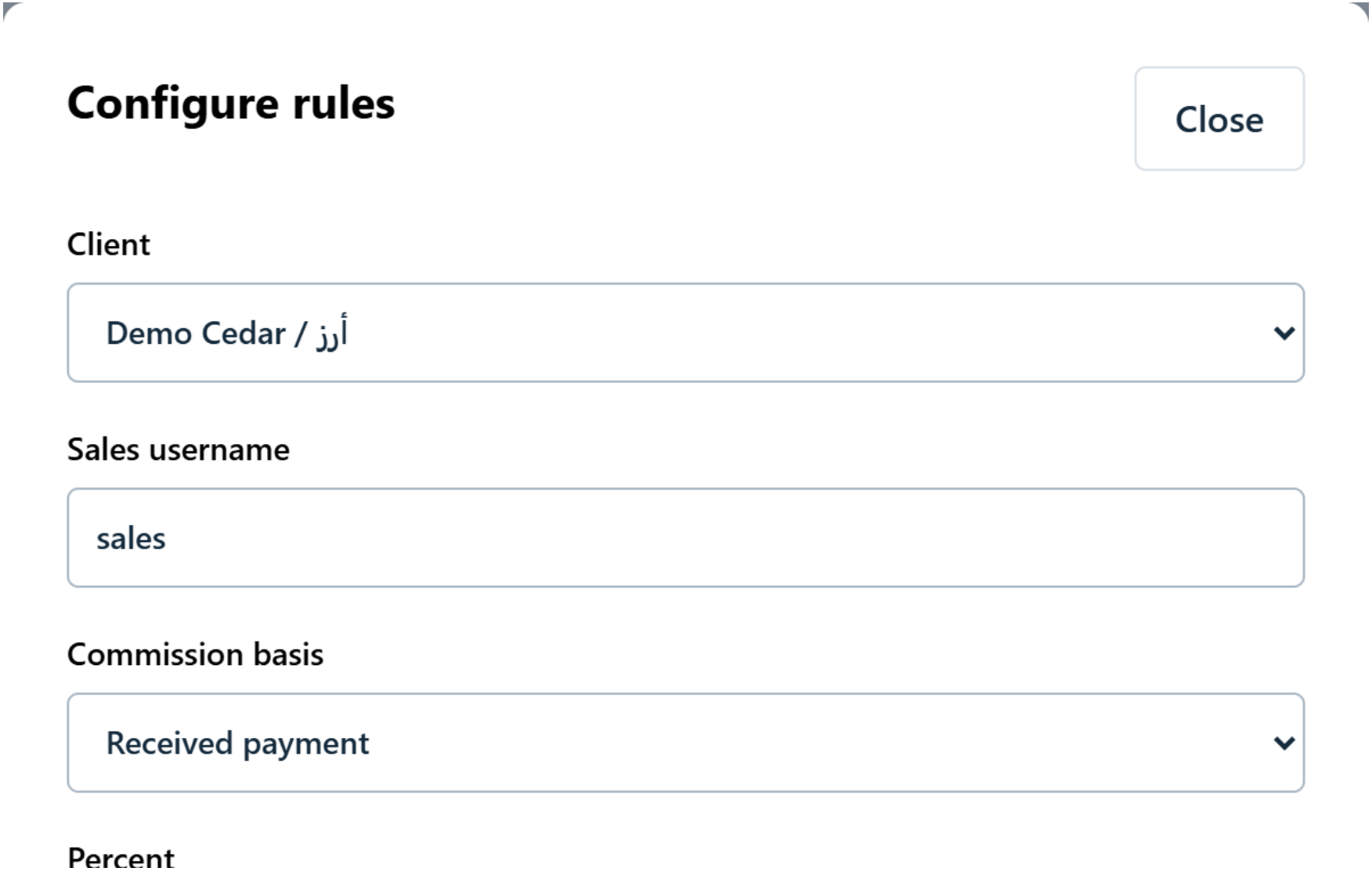

Configure plans and commission rules - Original capture.

# Configure plans and commission rules screen detail



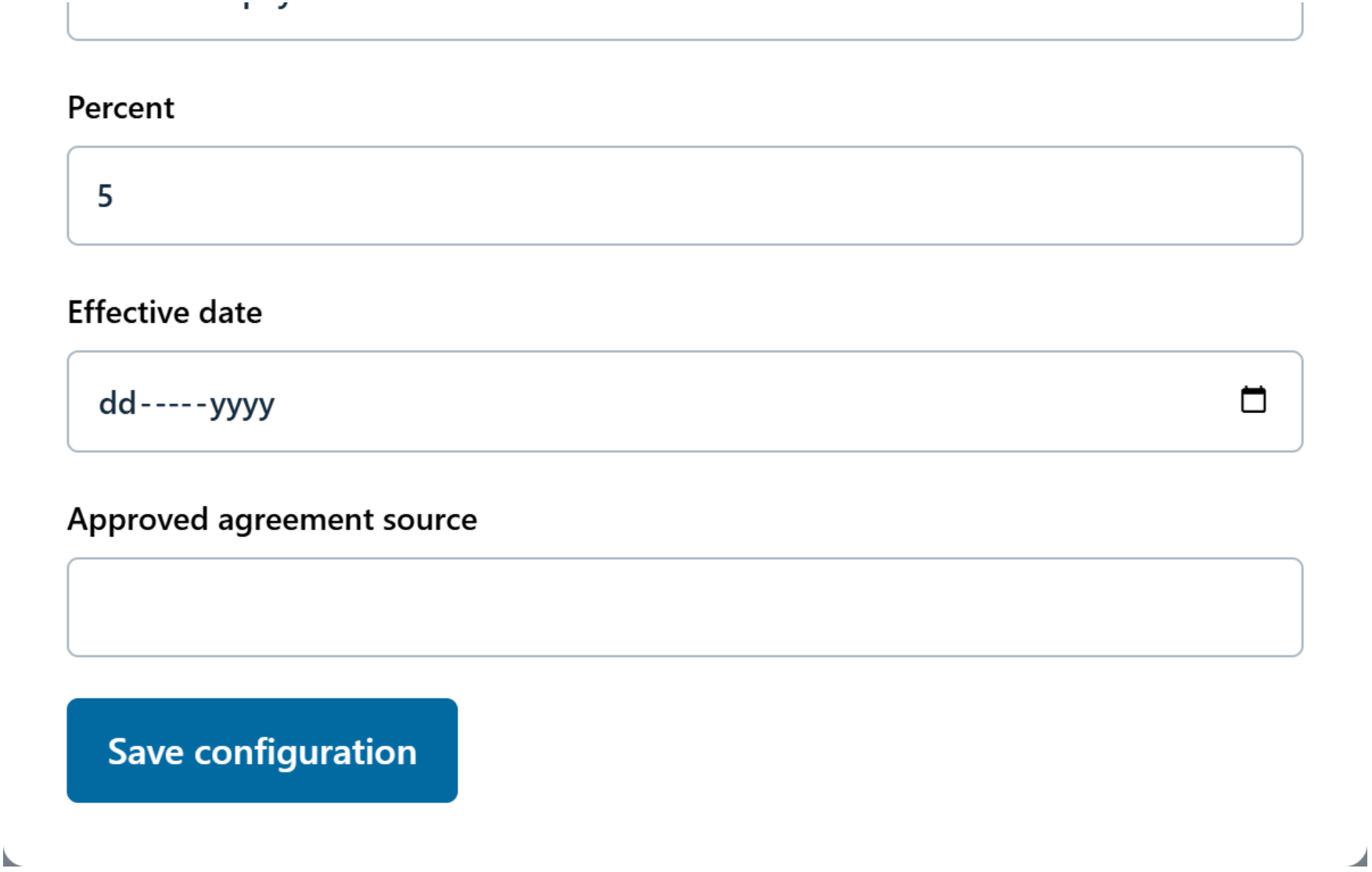

Configure plans and commission rules - Original capture.

# Configure plans and commission rules screen detail




Configure plans and commission rules - Original capture.

# Configure plans and commission rules screen detail



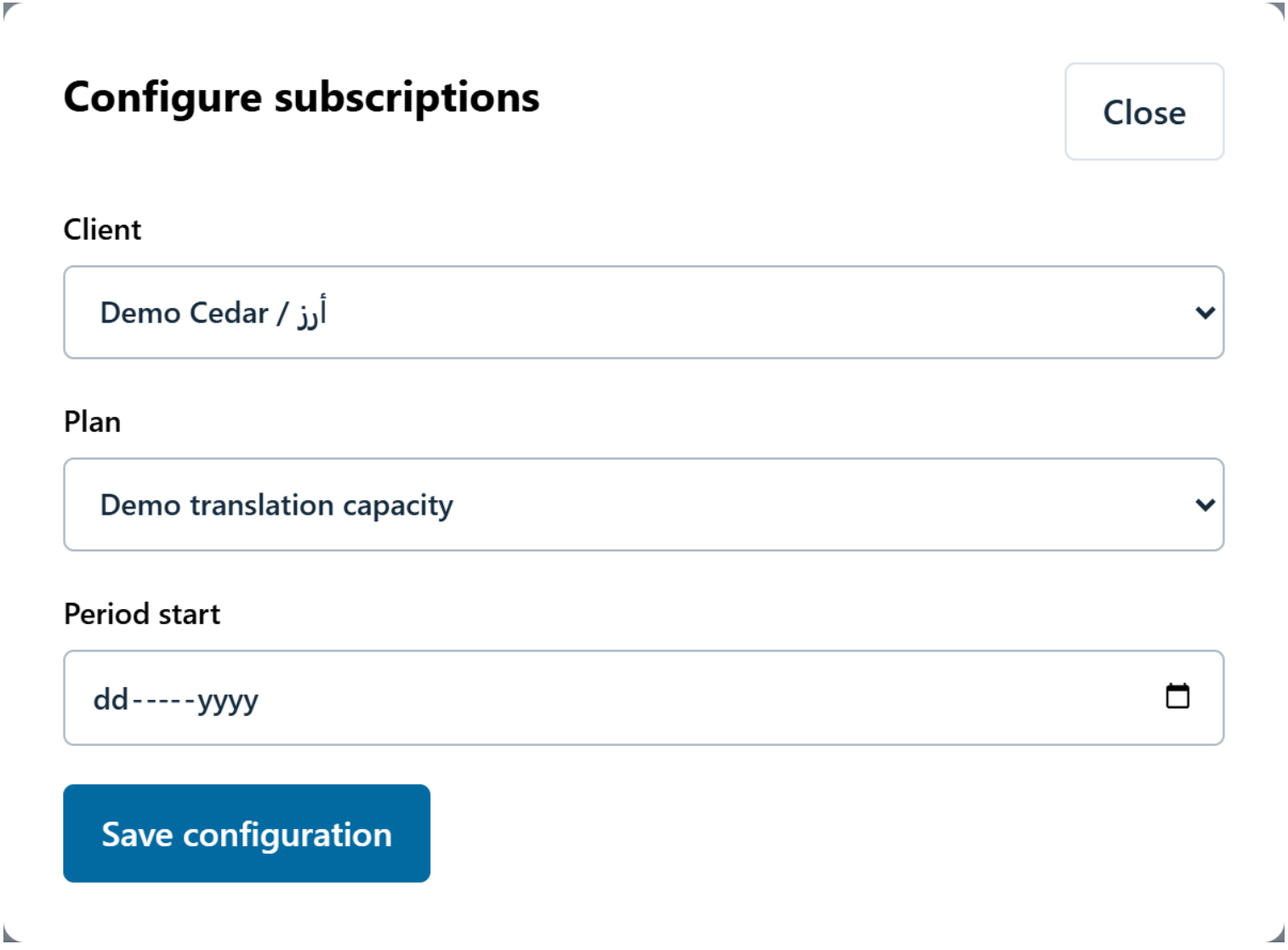

Configure plans and commission rules - Original capture.

# Configure subscriptions and exchange rates

Subscription configuration chooses Client and Plan and supplies its start date. Save configuration records the subscription. Verify that client, plan and dates match the intended commercial arrangement.

FX configuration asks for From currency, To currency, Explicit exchange rate, date and Rate source. Record the direction and evidence of a reviewed rate. Save configuration commits it; Close abandons the dialog. The screen defaults from EUR to USD, but no conversion was created in the sample.

# Configure subscriptions and exchange rates screen detail



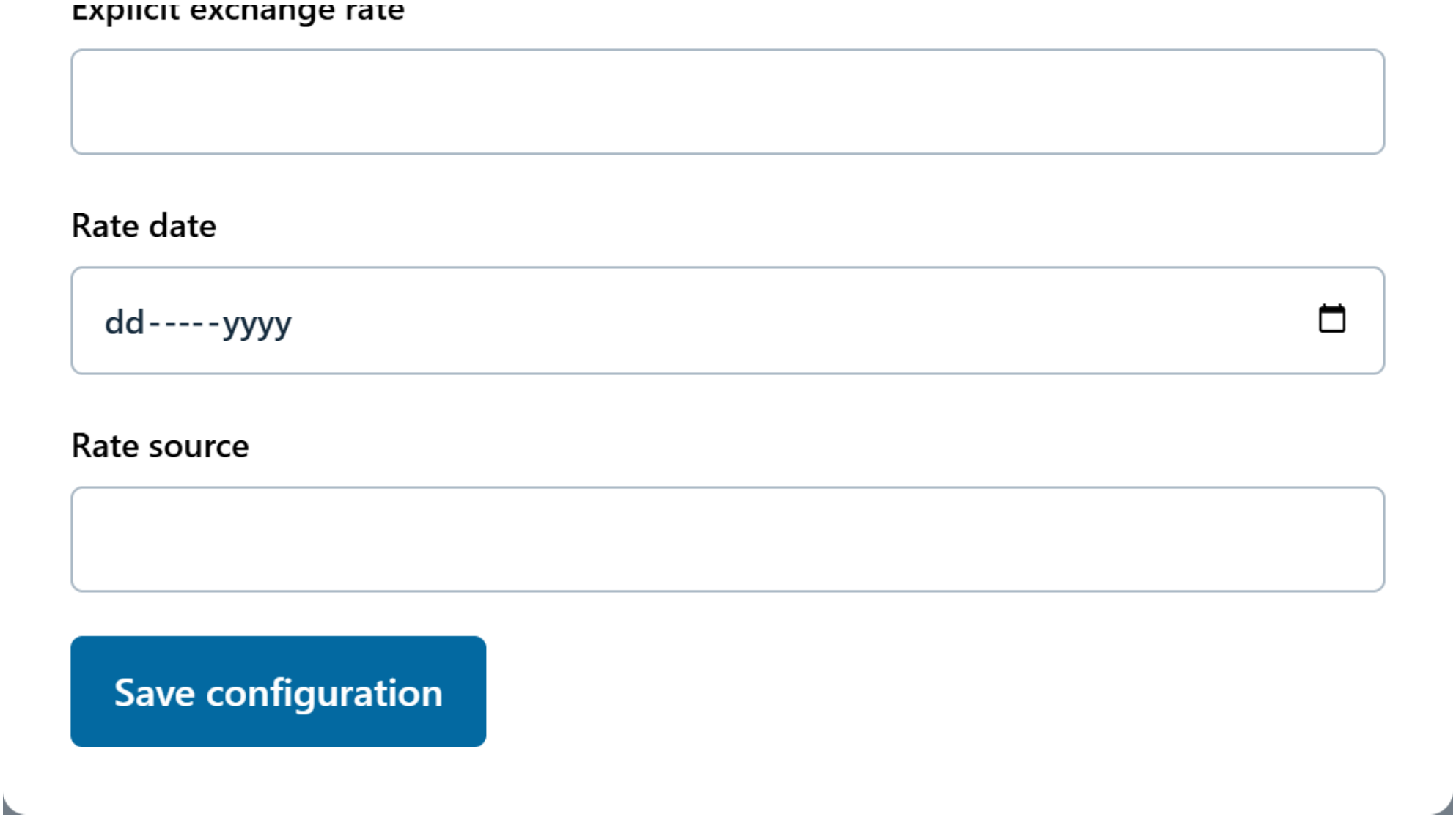

Configure subscriptions and exchange rates - Original capture.

# Configure subscriptions and exchange rates screen detail




Configure subscriptions and exchange rates - Original capture.

# Configure subscriptions and exchange rates screen detail

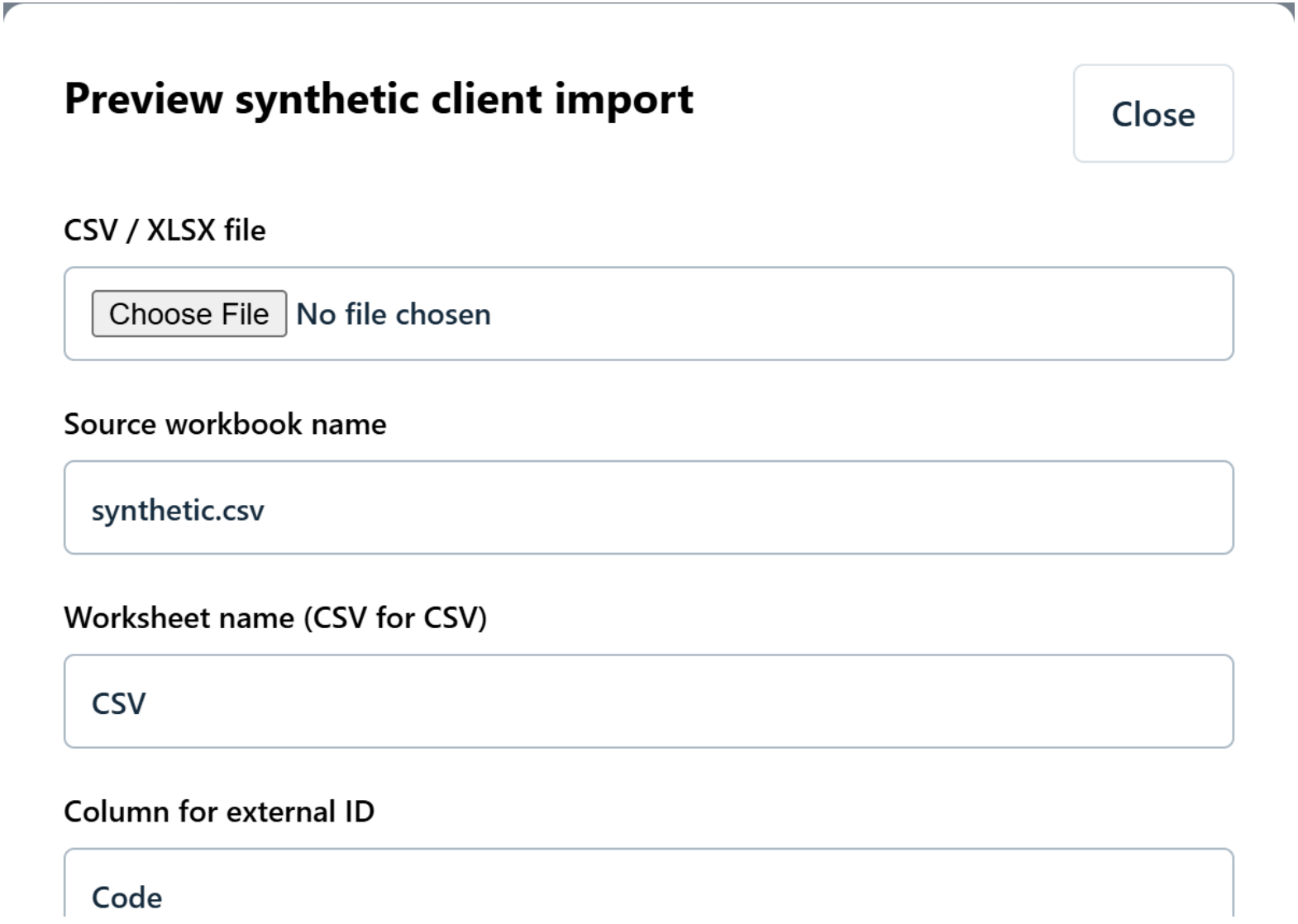



Configure subscriptions and exchange rates - Original capture.

# Map a client import before staging

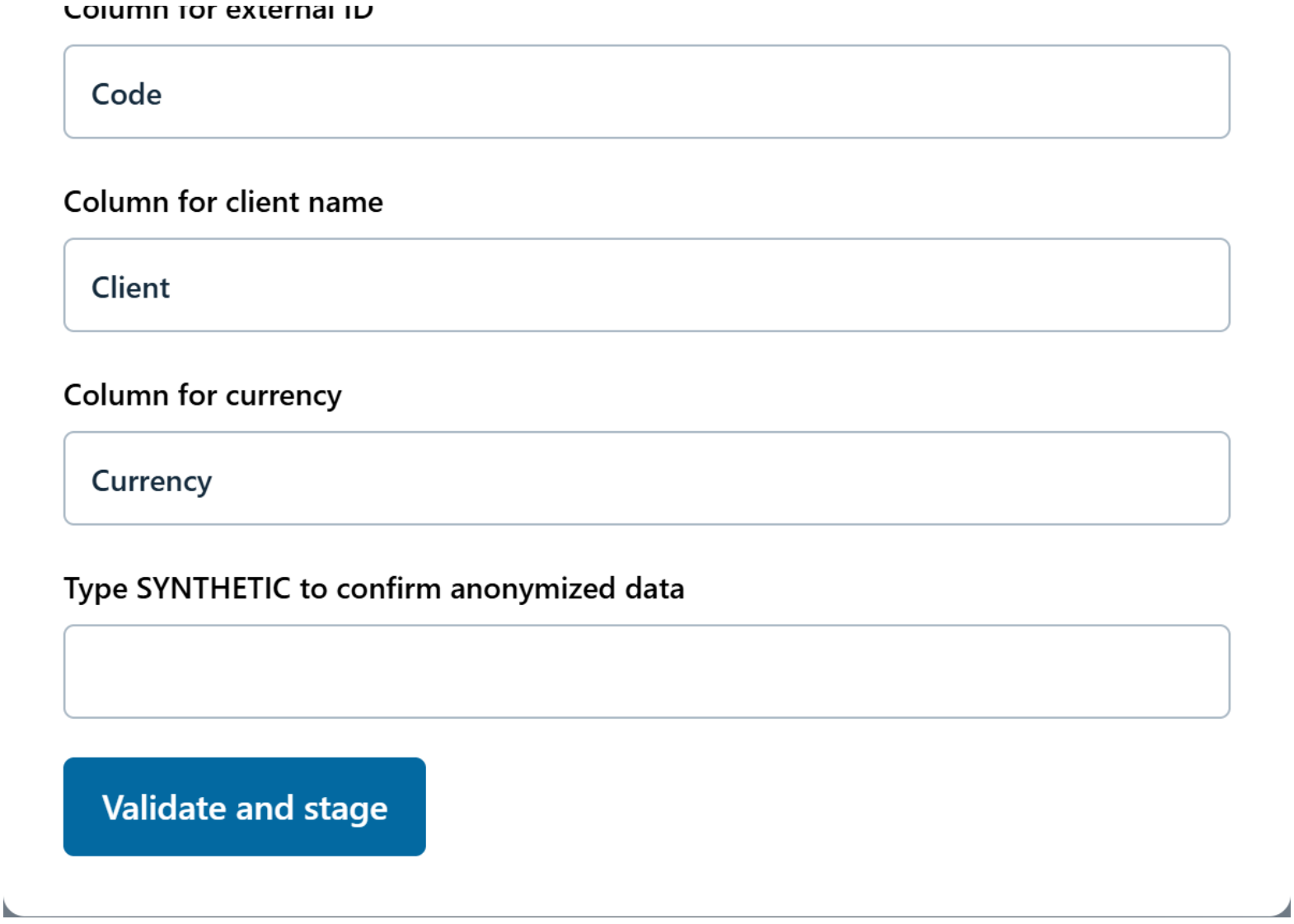
Preview client import opens a staging dialog for anonymized data. CSV / XLSX file selects the source. Source workbook name and Worksheet name identify provenance; use CSV as the worksheet name for a CSV file. Column for external ID, Column for client name and Column for currency map the source headers. The displayed defaults are Code, Client and Currency. Type SYNTHETIC to confirm anonymized data is the explicit confirmation field. Validate and stage starts validation and staging; Close abandons the dialog. No import was committed from this dialog while it was captured; the separate commit and rollback exercise is described in Commit and roll back a fictional client import. Do not assume that a preview has changed the live directory.

# Map a client import before staging screen detail




Map a client import before staging - Original capture.

# Map a client import before staging screen detail




Map a client import before staging - Original capture.

# Activate the program

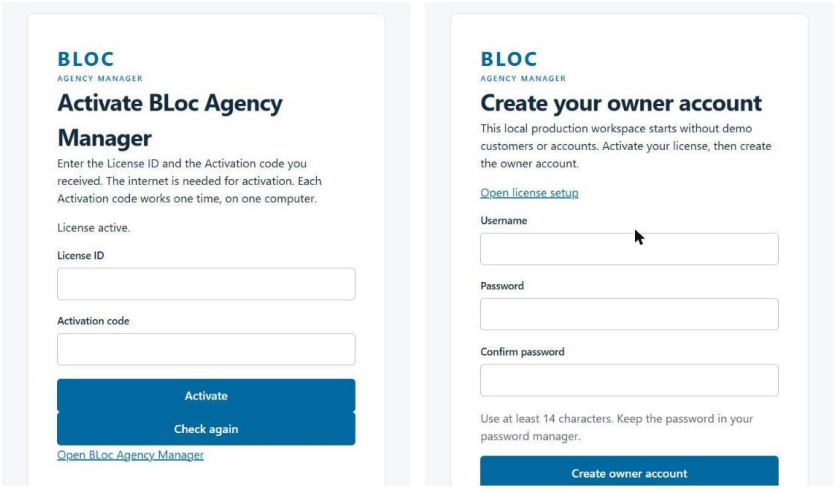
License setup opens the activation screen. License ID and Activation code are entered separately. Activate attempts activation, Check again refreshes license status, and Open BLoc Agency Manager returns to the tool.

After Activate, the screen shows License active. On the first start you create the owner account; the program then opens an empty workspace with the LOCAL PRODUCTION banner and no demo records. The other pictures in this guide come from a training copy with fictional records.

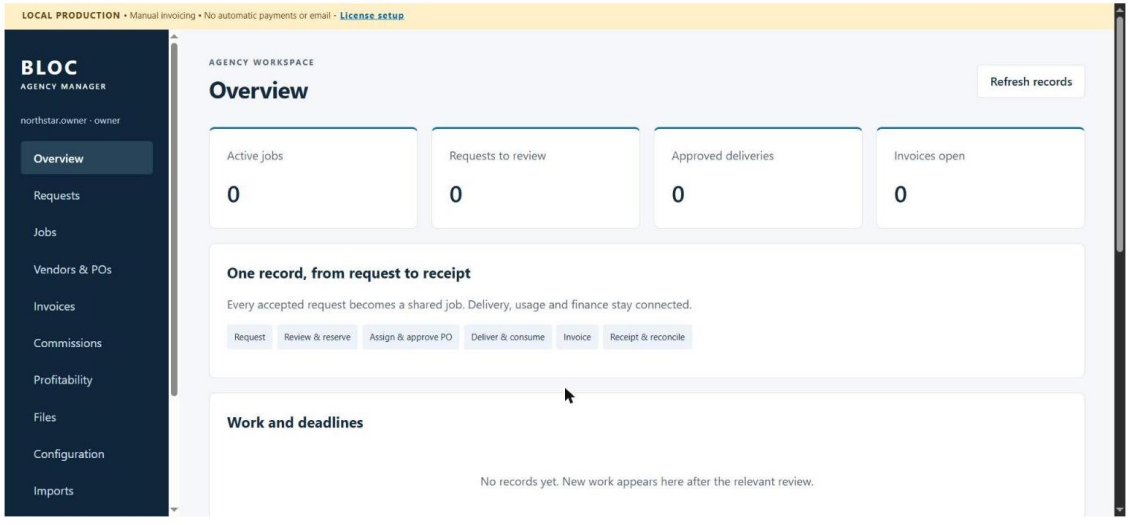
# Activate the program screen detail

**1 License setup: License active**

**2 Create the owner account**

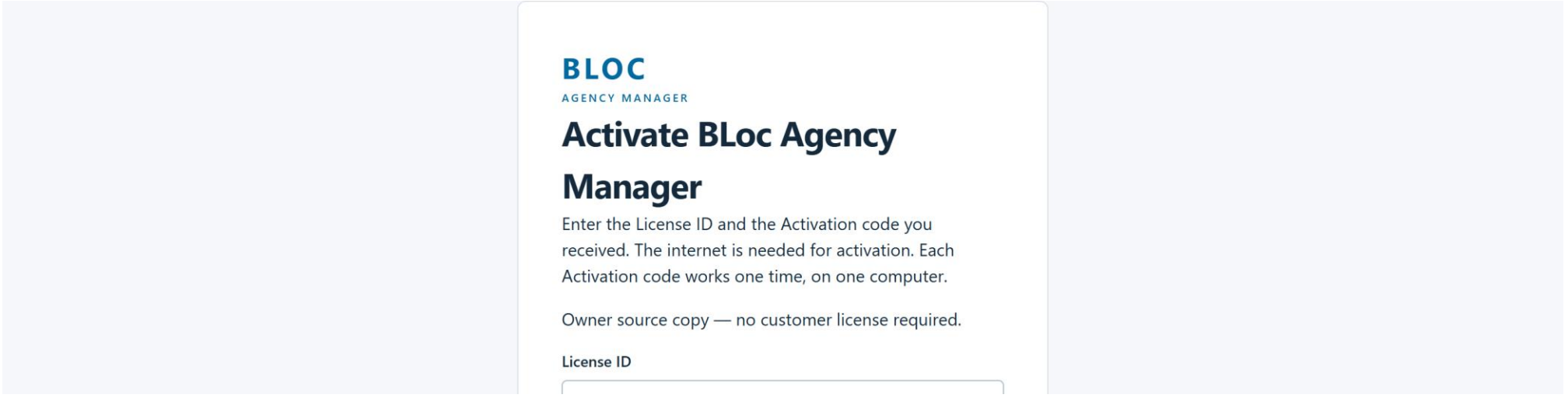



**3 Signed in: Overview of the new, empty production workspace**



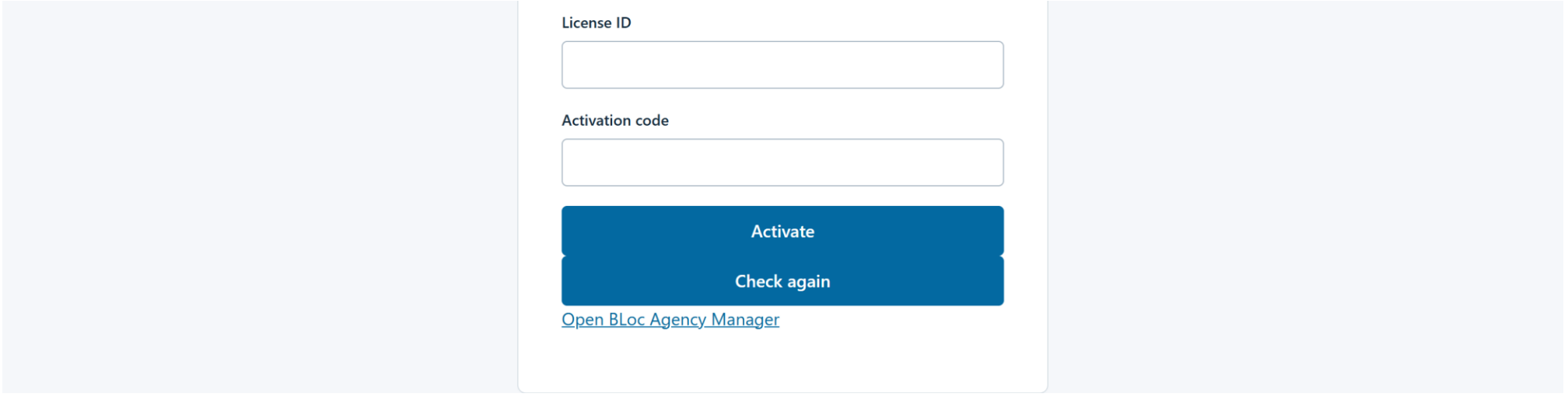

**License active, owner account setup and first Overview - Original capture.**

# Activate the program screen detail




License screen - Original capture.

# Activate the program screen detail



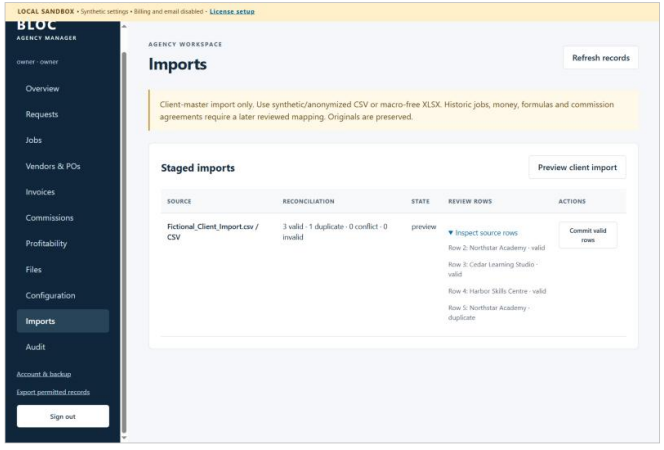

License screen - Original capture.

# Commit and roll back a fictional client import

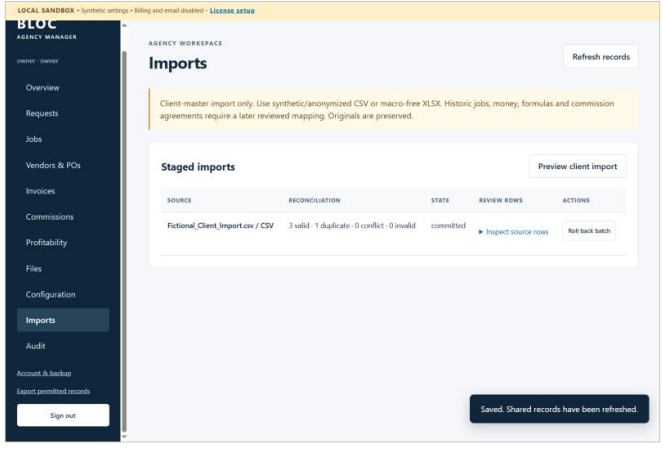
Fictional_Client_Import.csv contains three distinct clients plus one exact duplicate. Map Client ID to external_id, Client name to name and Currency to currency; attest that the file is fictional/anonymized. Preview classifies valid, duplicate, conflicting and invalid rows. The actual command exercise produced three valid rows and one duplicate. Commit created three clients and skipped the duplicate. A repeated or stale preview must not be treated as permission to insert changed records.

Rollback is limited to clients created by that batch and is refused if they acquired dependencies or were edited. In the isolated exercise, rollback removed the three unused training clients, leaving zero clients in that separate database. The existing demonstration workspace was untouched. The PM role was denied import preview; owner authorization is required. Evidence: Samples/Agency_Manager/outputs/client-import-verification.json.

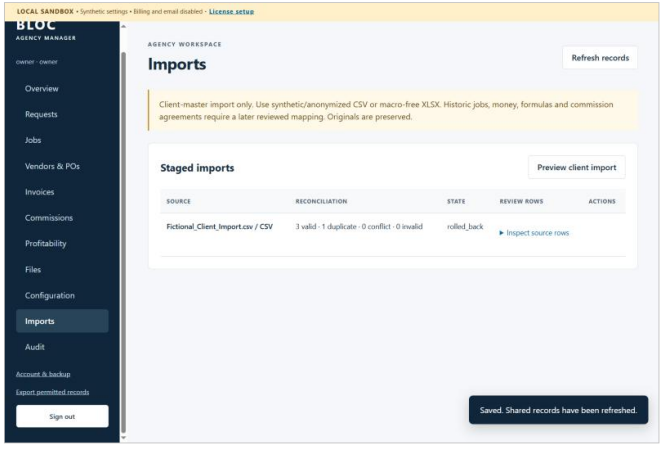
**1. Preview: 3 valid, 1 duplicate**




**2. Committed**



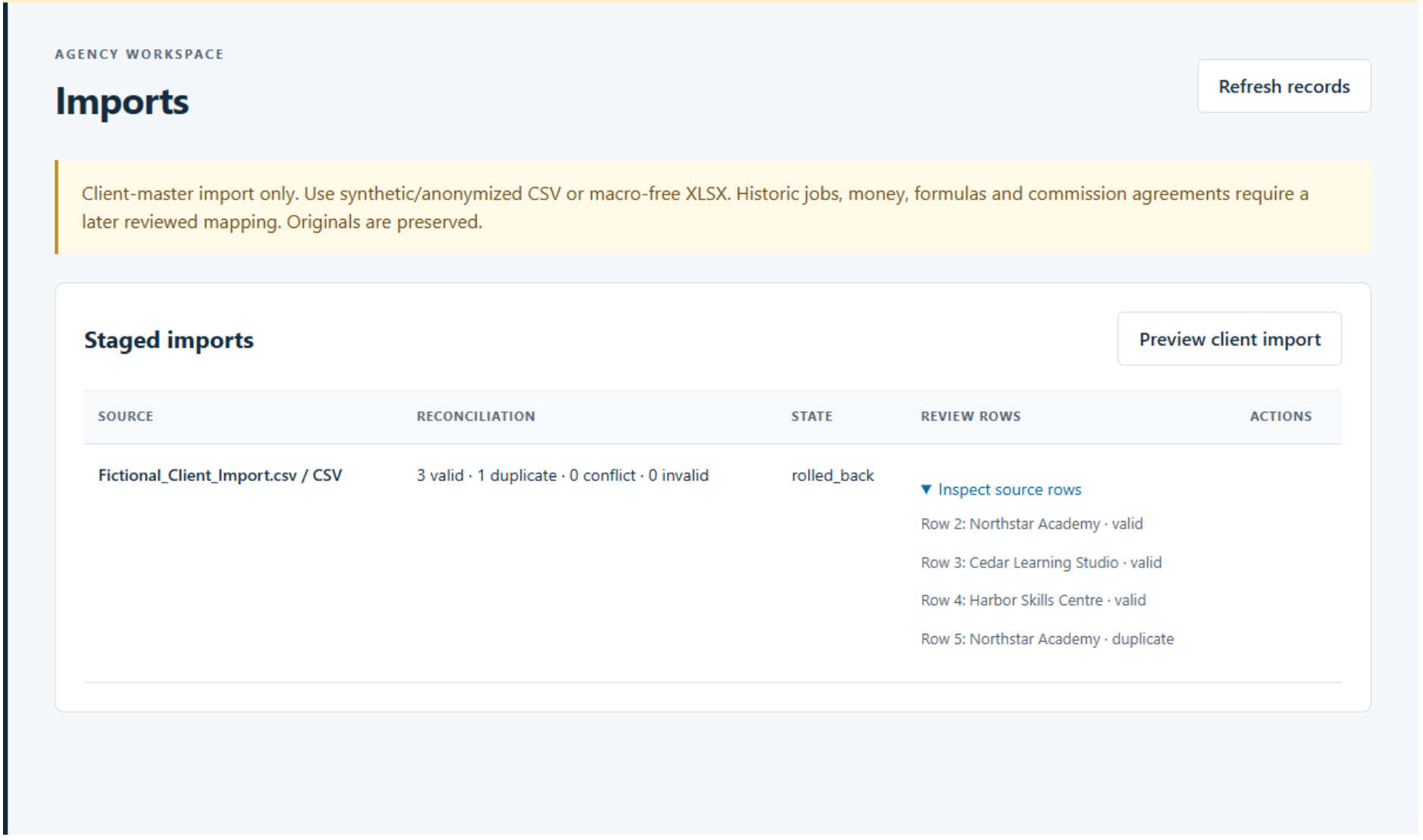

**3. Rolled back**




**Fictional client import: preview with 3 valid and 1 duplicate, committed, then rolled back - Original capture.**

On the Imports page, Inspect source rows lists each row of a staged file with its result (valid or duplicate).

# Commit and roll back a fictional client import screen detail




Imports page with the source rows of the fictional import - Original capture.

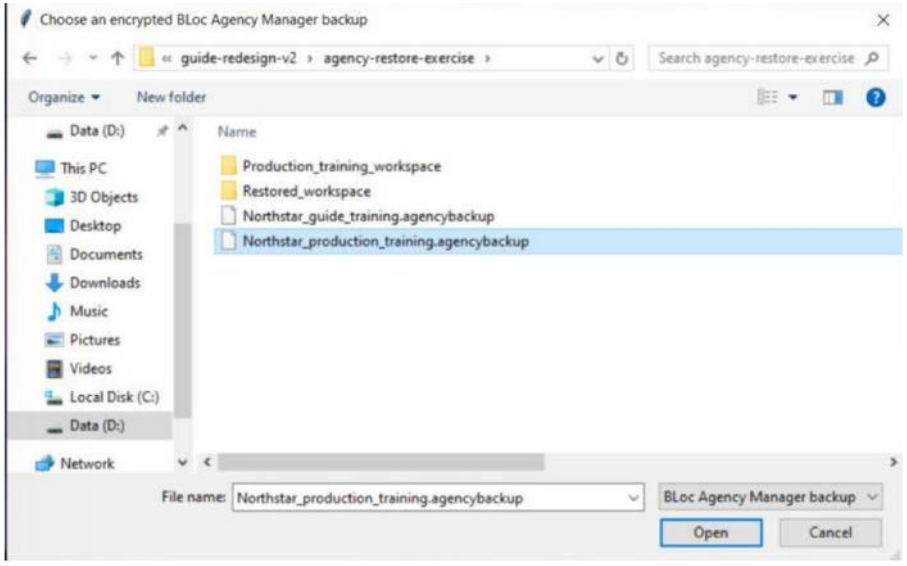
# Restore an encrypted backup safely

Open the restore utility from the Start menu: BLoc Agency Manager > Restore Agency Manager. The restore utility asks for a .agencybackup file, a new empty destination folder and its backup passphrase. It restores into a separate workspace rather than overwriting the current one. Existing sessions are removed; sign in with the restored account password. A packaged restore can create Open Restored BLoc Agency Manager.vbs in that destination. If verification fails, check the archive, passphrase and empty destination.

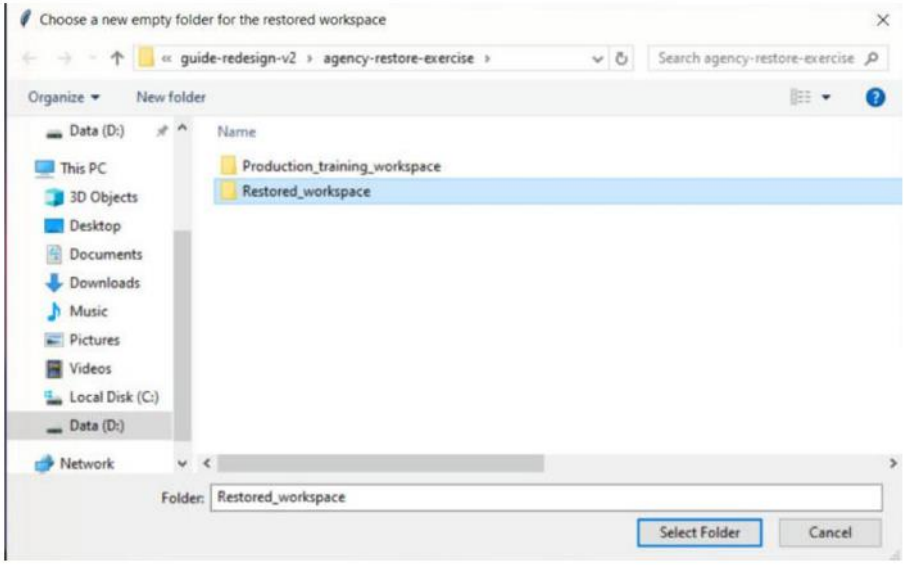
Verified example: the application's own initialize, backup, encrypt_backup and restore_encrypted functions were run in an isolated training workspace. One fictional client was restored and no saved sessions were carried over. A wrong passphrase was refused. Restoring into a folder that was not empty was refused and the folder contents were left unchanged. The existing workspace was untouched. The native restore window itself has not yet been captured, and no production backup was used. Evidence: Samples/Agency_Manager/outputs/encrypted-backup-verification.json.

# Restore an encrypted backup safely screen detail

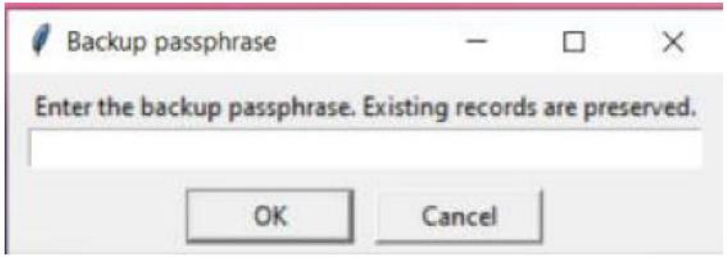
## 1 Choose the encrypted backup



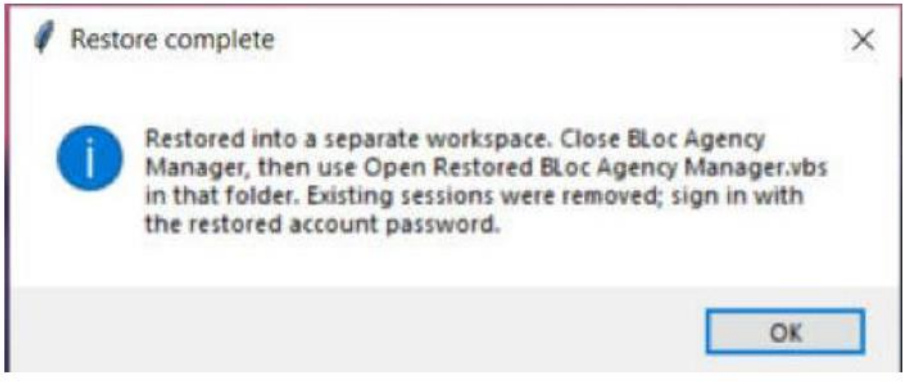

## 2 Choose a new empty folder




## 3 Enter the backup passphrase




## 4 Restore complete




Restore utility: choose the backup, choose a new empty folder, enter the passphrase (hidden), Restore complete - Original capture.

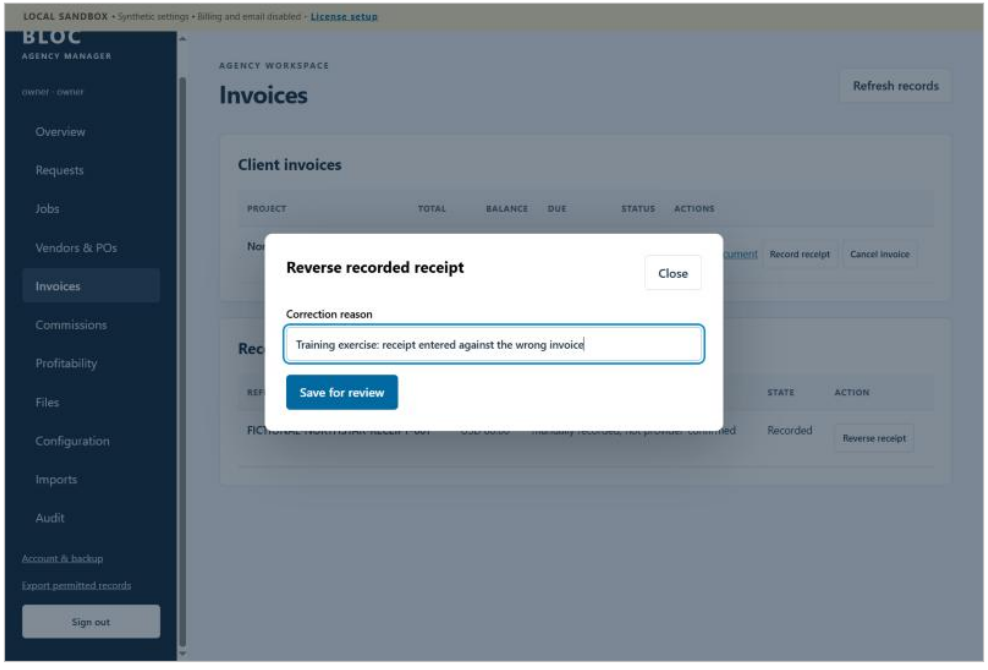
The pictures (18 November 2026) use a fictional production training backup (Northstar_production_training.agencybackup with one fictional client) restored into an empty Restored_workspace folder. A backup made from the sandbox edition is refused by design.

# Roles and financial reversals

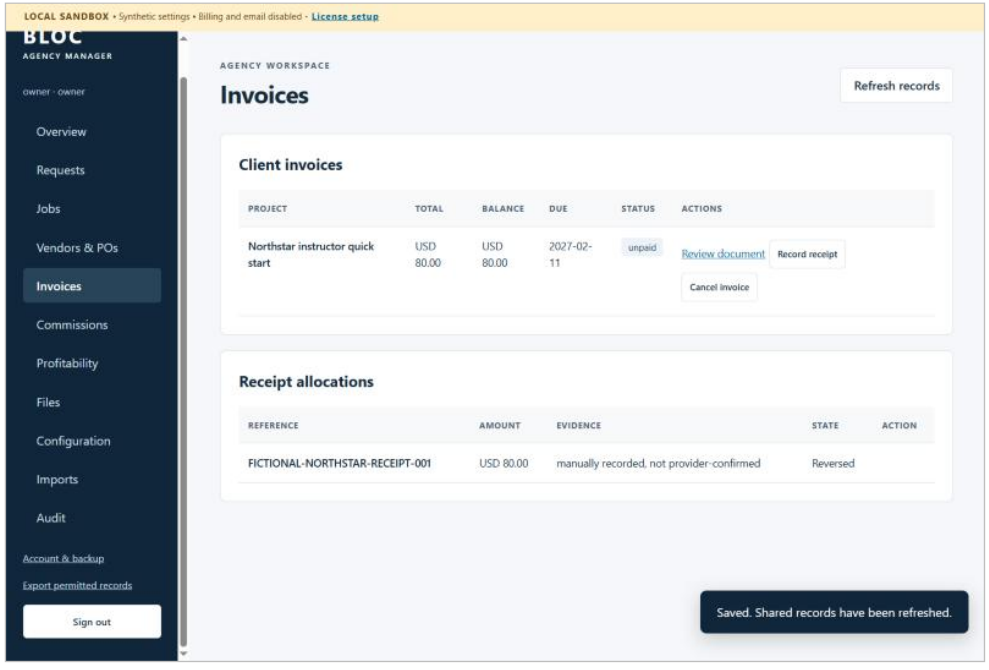
Owner controls configuration, accounts and imports. Project-management and finance permissions differ; client records are scoped to the assigned organization. Invoice issue, receipts, receipt reversal and invoice cancellation require owner or finance authorization. Reverse receipt records a reason and marks the existing receipt reversed; it does not represent a bank refund. Review the recalculated invoice balance and audit record afterward. Do not infer provider-confirmed payment from a manually recorded receipt.

Verified example: in a copy of the fictional guide database, the application's own reverse_receipt function reversed the USD 80 training receipt. The amount allocated to the invoice changed from 80 to 0, the receipt record was kept and marked reversed, and the reason was recorded. No bank refund took place and the original sandbox was untouched. Evidence: Samples/Agency_Manager/outputs/receipt-reversal-verification.json.

**1. Reverse receipt with a reason**




**2. Receipt reversed, balance USD 80.00**




**Receipt reversal reason, then the receipt marked Reversed and the balance back to USD 80.00 - Original capture.**

The guide database was restored afterwards, so the training receipt shows as recorded again.

# Limits, troubleshooting and support

- This is a local program. It does not host a public site, send email, take payments through a payment service or migrate live data.
- Issuing a document does not email it. Review invoices and POs before you share them, and check the recipient and organization before you share an exported file.
- Uploaded PDF checking is not an antivirus service.
- Connection refused: start AgencyManager.exe again, then reopen the browser address.
- Cannot sign in: check that the account is active and belongs to the right organization.
- Financial totals differ: check currency, unique payment references, reversals and subscription reservations before you edit records.
- License: the program checks the license online from time to time and keeps working without internet for a while; when it asks, connect and choose Check again. Each Activation code works once, on one computer; a new computer needs a new code.
- For support, note the exact step, the visible message and whether a small non-confidential example shows the same problem. Keep the original files and do not repeat a failing step many times.