INVENTORY & STOCK MANAGEMENT SYSTEM

FMCO

End-to-End User Manual

From supplier delivery to POS serve: every module, one journey

PREPARED FOR	PREPARED BY	VERSION
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Introduction

Welcome to the FMCO Inventory Management System (IMS). This manual is for FMCO staff and managers who use the system day to day: administrators who set it up, warehouse teams, drivers, food safety officers, branch staff and approvers.

How This Manual Is Different

Instead of describing each screen on its own, this manual follows **one item on its whole journey** through the system. Every chapter uses the same example records, so you can see how each screen feeds the next one: a litre of milk is set up, received from a supplier, requested by a café, approved, packed, inspected, delivered, received and finally used on the POS.

The manual has three parts:

- **Part A — Set Up the System** (Modules 01–14): the master data that must exist before any stock can move.
- **Part B — Run the Journey** (Modules 15–24): the day-to-day flow from supplier delivery to the POS serve, step by step and role by role.
- **Part C — Control Stock and Report** (Modules 25–33): warehouse and branch stock, counting, second-person approvals, stock exceptions, reports, feedback, notifications and the audit log.

> **NOTE** **Note on Language**
>
> The system supports English and Arabic. Use the EN / عربي toggle in the top bar to switch. Arabic switches the whole screen to right-to-left.

> **NOTE** **What You See Depends on Your Role**
>
> The left-hand menu only shows the sections your role can access, and some buttons only appear with the right permission. Each module lists the role that performs it. If a button is missing on your screen, ask your administrator for access.

System Overview and the Example Journey

The FMCO IMS connects four places: the **supplier** who delivers goods, the **warehouse** that holds them, the **branch** (café) that uses them, and the **POS** where products are served. Every stock movement between them is recorded in the stock ledger.

How Stock Is Organised

- **Inventory items:** the physical goods you stock (e.g. Fresh Milk), counted in their stock unit (e.g. litres).
- **Products:** what the POS serves (e.g. a drink). A product's recipe says which items, and how much of each, are used per serve.
- **Warehouses:** central holding facilities that supply branches. Stock inside a warehouse sits in **bins** (shelf positions) as **lots** with expiry dates.
- **Branches:** the physical locations where FMCO operates. Each branch owns its storages, kitchens and menus.
- **Main storage:** every branch has exactly one. It receives every delivery and is where POS sales are deducted from.
- **Kitchens:** the POS registers of a branch. A kitchen shows a menu and sells from the branch's Main storage.

The Example Used in This Manual

All screenshots use the following test records. The names start with "QA" because they were created on the test system for this manual.

RECORD	EXAMPLE USED
Inventory item	QA Fresh Milk (QA-MILK-001), stock unit LTR (litre)
POS product	QA Milk Training Drink (QA-DRINK-001); recipe: 0.2 LTR QA Fresh Milk per serve
Supplier	QA Demo Dairy Supplier (QA-SUP-DEMO)
Warehouse and bin	QA Demo Warehouse (QA-WH-DEMO), bin A-01-01 "QA Dairy chiller"
Branch and Main storage	QA Demo Cafe (QA-DEMO-01), Main storage QA-DEMO-01-MAIN
Kitchen (POS register) and menu	QA Demo Cafe POS (QA-POS-DEMO), menu QA Demo Menu
Vehicle	QA Demo Van, plate QA-0001

The milk is a simplified example: a real latte also uses coffee beans and a cup, which you would add to the recipe in exactly the same way.

The Journey at a Glance

Supplier delivers 20 LTR → Goods-in (warehouse) → Supply request 5 LTR → PM approval → Client approval → Reserve, pick & pack → Quality check → Dispatch → Driver delivery → FSO inspection → Branch receipt → POS serve (−0.2 LTR)

Who Does What

ROLE	MAIN TASKS IN THE JOURNEY
Super Admin / Administrator	Set up master data, users, roles and settings (Part A).
Warehouse Staff	Record goods-in, prepare, pick and pack orders, create dispatches.
Warehouse Manager	Post goods receipts and release dispatches; oversee warehouse stock.
Barista	Raise supply requests for the branch, receive deliveries, count branch stock.
Project Manager	First approval of supply requests.
Client Representative	Final approval of supply requests.
Quality Inspector	Inspect packed orders before dispatch.
Driver	Collect, transport and hand over deliveries.
Food Safety Officer (FSO)	Inspect deliveries at the branch before they are received.
POS Operator	Serve products on the POS.

IMPORTANT **Two People for Key Steps**

Some steps must be completed by a different person from the one who started them (for example, posting a goods receipt or approving a large stock change). Plan your team so that two authorised users are available.

Getting Started

Signing In

Open the FMCO IMS address in your browser. The sign-in page has an English / Arabic switch at the top right.

1. Enter your work **Email** * and **Password** *.
2. Click **Sign in**. The screen your role starts on opens (see "What Each Role Sees" below).

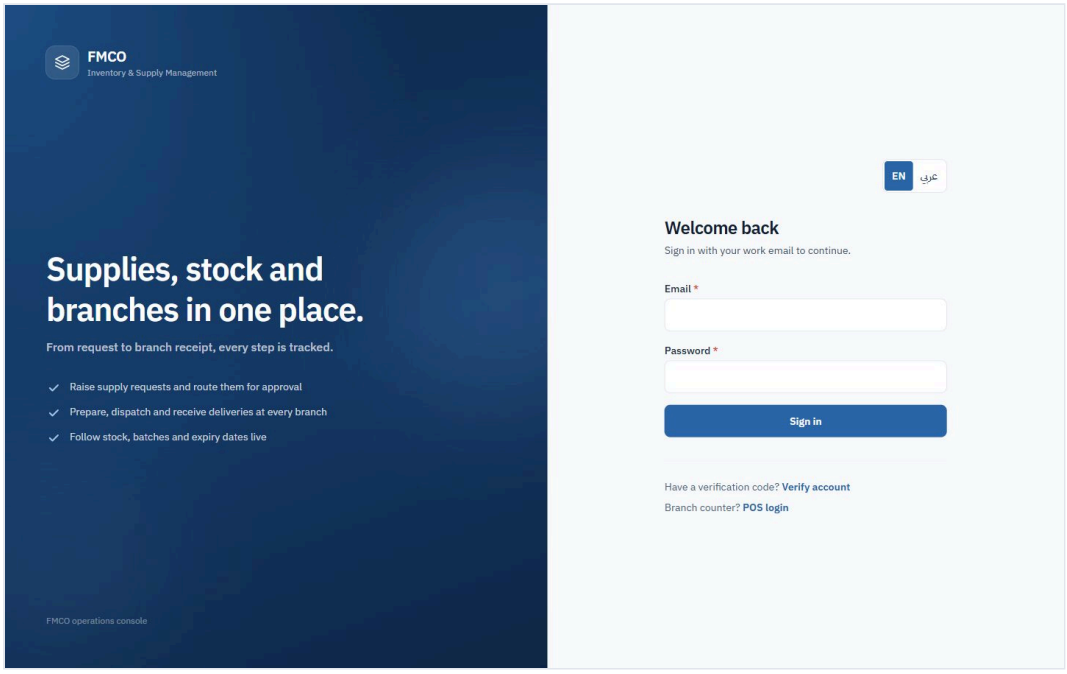


Fig G.1 — Sign-in screen (English)

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
EN / عربي	Switch the whole application between English and Arabic (right-to-left). Available on every screen.
Email * / Password *	Your work email and password, given to you by your administrator.
Verify account	For a new account. Enter your email, password and the 6-digit code sent to your email, then click **Verify and sign in**.
POS login	The counter login for branch POS staff (see below).

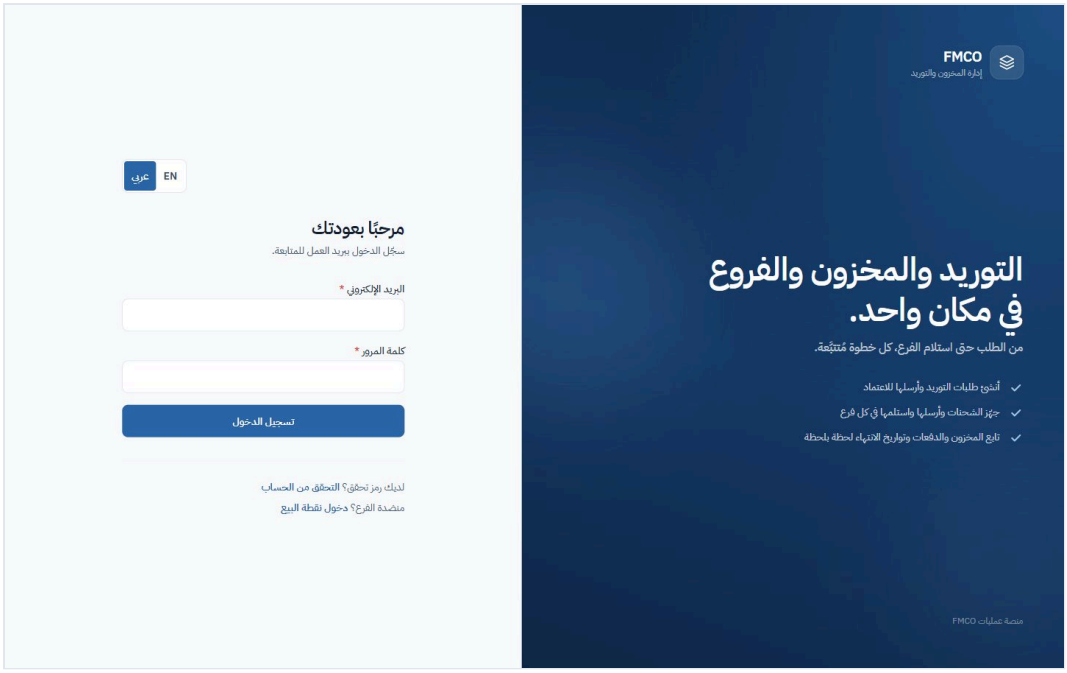


Fig G.2 — Sign-in screen in Arabic

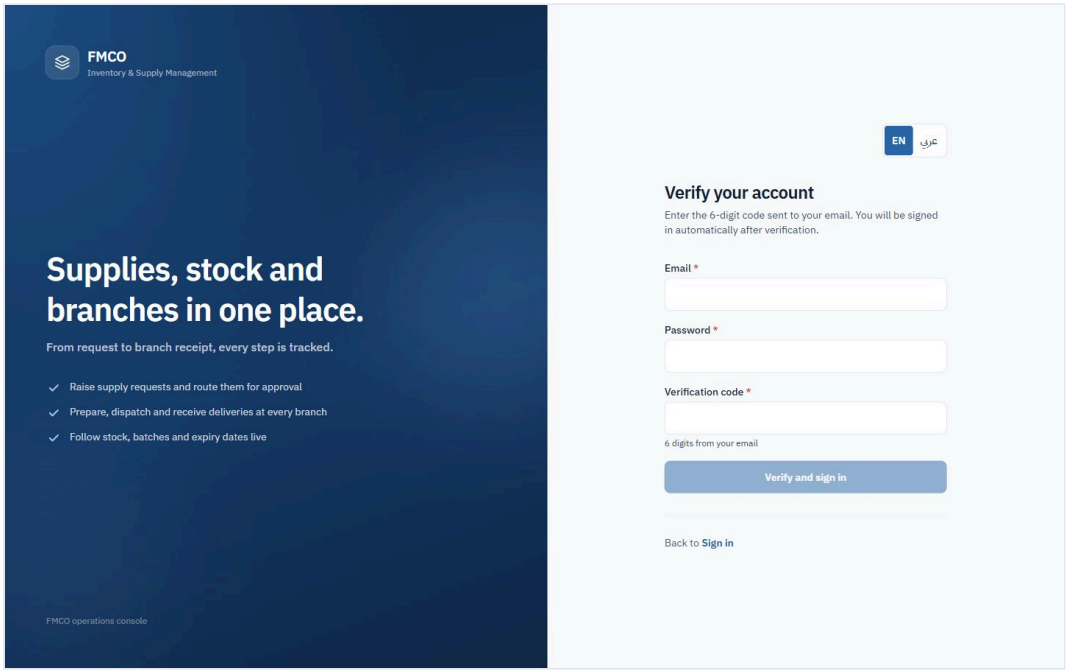


Fig G.3 — "Verify your account"

POS Login (Branch Counter)

POS operators click **POS login** on the sign-in page. The **FMCO POS** page says: "Counter login for branch staff. No prices — this records stock only." Enter Email and Password and click **Open POS counter**. "Staff login" returns to the normal sign-in page.

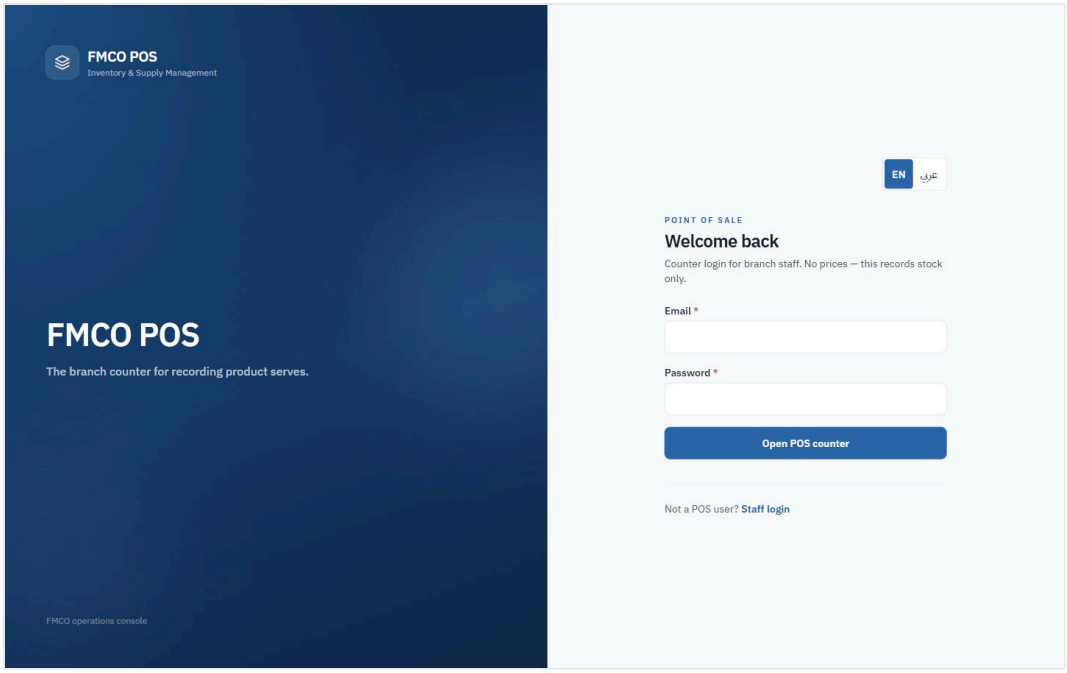


Fig G.4 — POS counter login

> **NOTE** **Forgotten Password**
>
> Ask your administrator. They can set a new password for you in Admin → Users (Module 12).

The Top Bar and Your Account

- **Language** — EN / عربي.
- **Bell** — your alerts, live, with the number unread. "Mark all read" clears them; "View all notifications" opens the Notifications page (Module 32).
- **Account menu** (your name and role) — your email and role, **Notifications**, **Alert preferences** (choose which alerts you receive in-app and by email) and **Sign out**.
- On small screens the left menu opens from the menu button at the top left. **Sign out** is also at the bottom of the left menu.

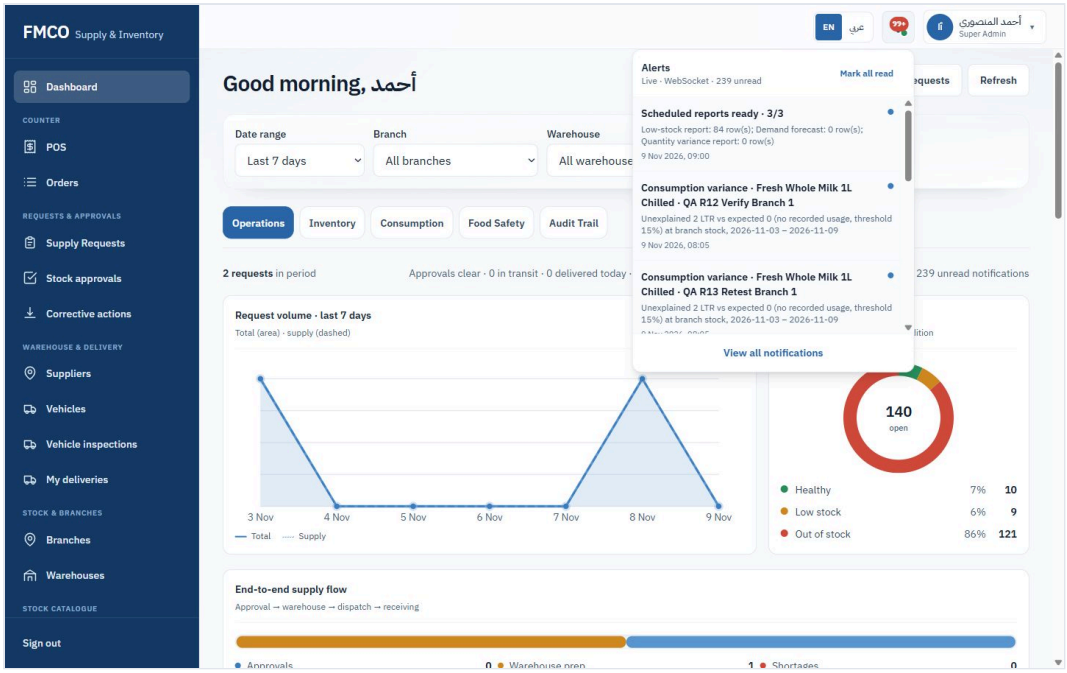


Fig G.5 — Alerts under the bell

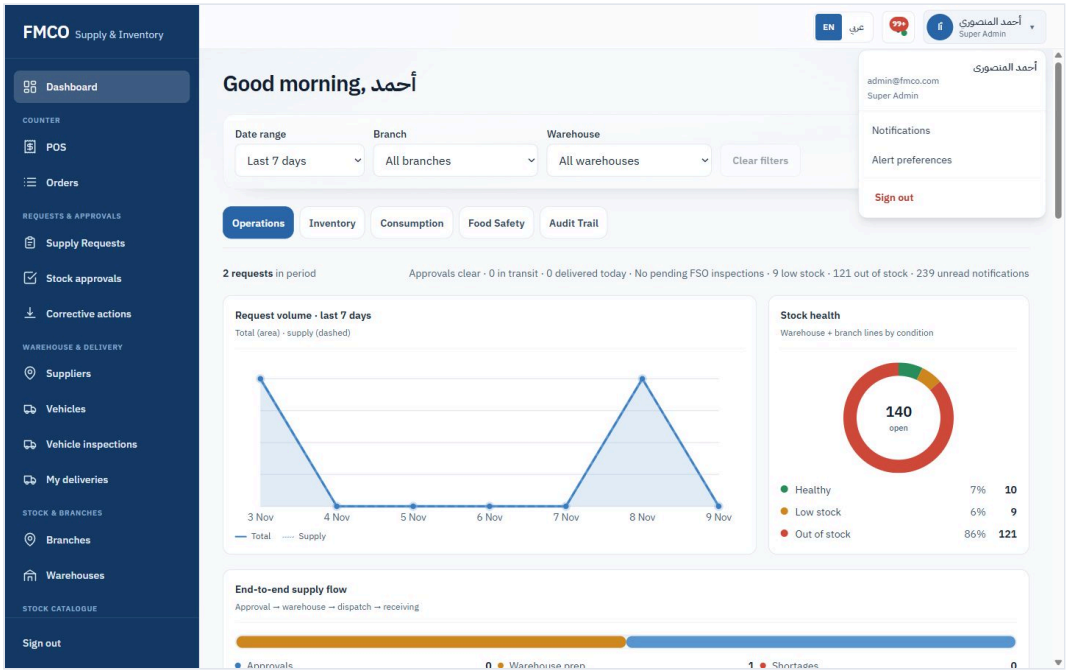


Fig G.6 — Account menu

The Dashboard

Left menu → **Dashboard**. It gives managers a live picture of requests, stock and deliveries. Use the filters **Date range** (Today, Last 7 / 14 / 30 days), **Branch** and **Warehouse**; **Clear filters** resets them. **Open requests** and **Refresh** are at the top.

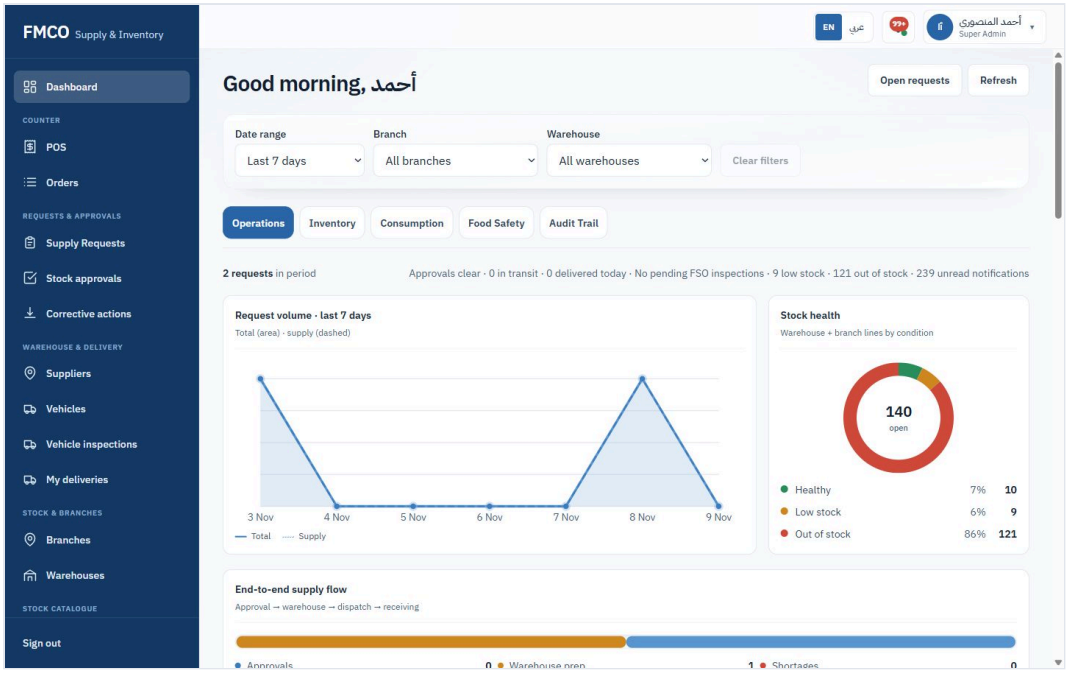


Fig G.7 — Dashboard — Operations tab

TAB	WHAT IT SHOWS
Operations	Request volume, stock health, the end-to-end supply flow (approvals → warehouse → dispatch → receiving), requests by branch, shortages, delivery performance, dispatch status, attention priorities, expiry window, cycle time, inspections, queue depths, critical low stock, stock alerts and quarantine holds. Lower down: the **Open requests** table (Export Excel, View all), **System alerts** and **Quick actions**.
Inventory	On hand, reserved, in transit, quarantined, damaged and expiring stock, with links to warehouse stock, branch stock, lots, quarantine and low stock.
Consumption	Usage by item and product, POS serves, waste and adjustments, with links to the consumption reports.
Food Safety	Inspections and their results, rejections, corrective actions (open and overdue) and quarantine.
Audit Trail	User actions and stock movements in the period, with links to the audit log and transaction reports.

Many cards can be clicked ("Tap a bar to open that queue"). The **Quick actions** at the bottom open the most used screens directly: Create daily order, Approvals queue, Warehouse queue, Ready for dispatch, In transit, My deliveries, FSO inspections, Branch receiving, Reports and Notifications.

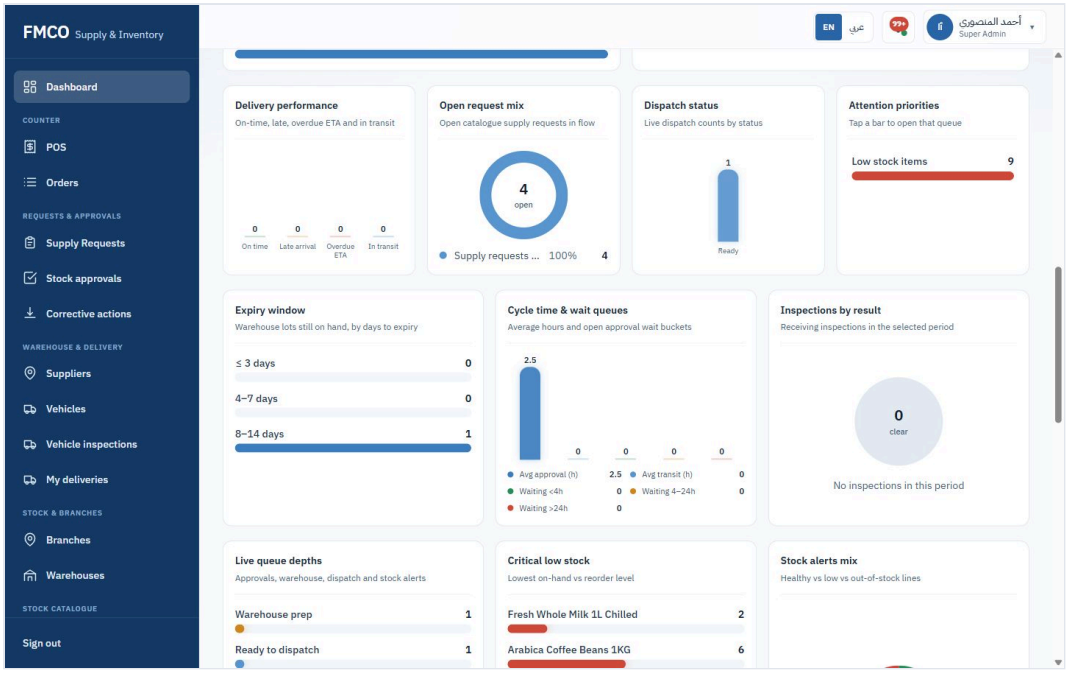


Fig G.8 — Dashboard — more Operations cards

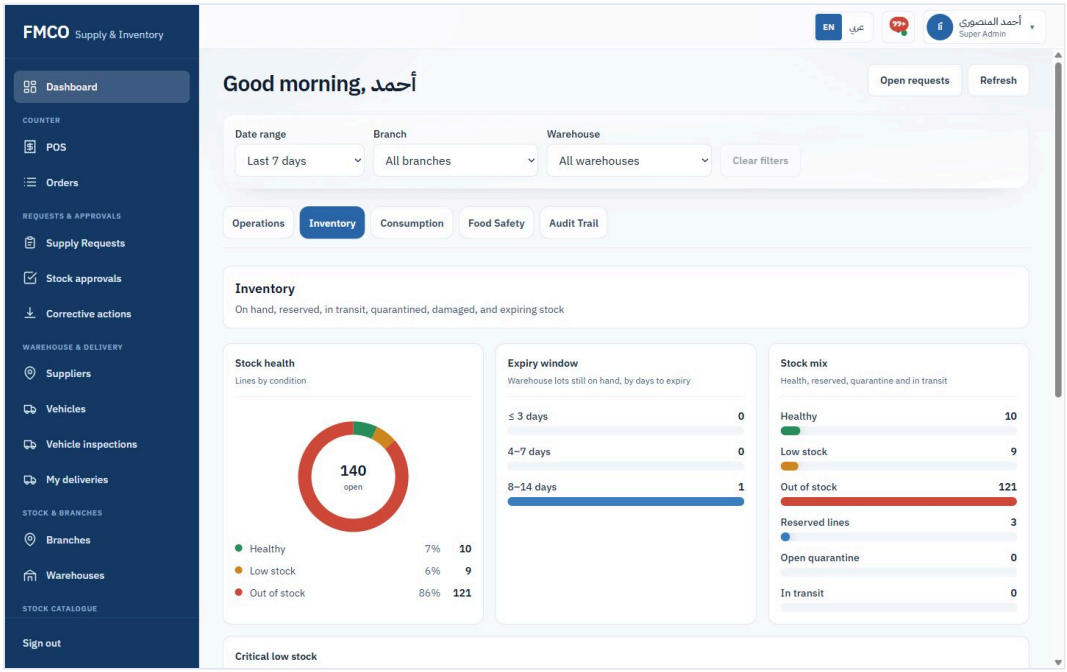


Fig G.9 — Dashboard — Inventory tab

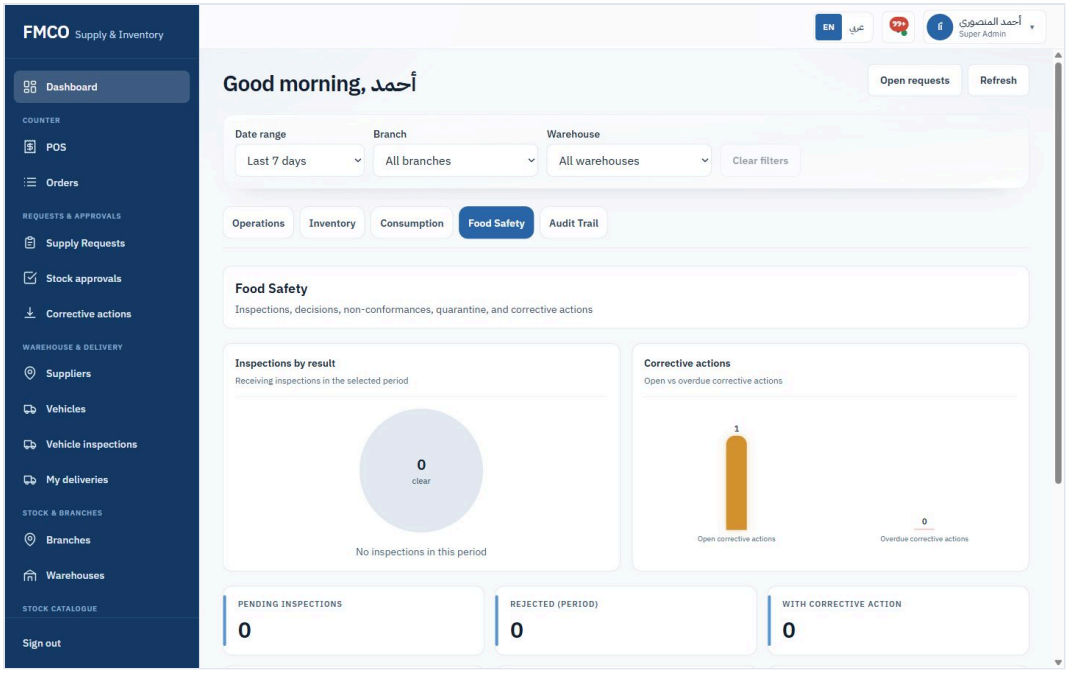


Fig G.10 — Dashboard — Food Safety tab

What Each Role Sees

Each role sees only the menu items it needs and starts on the screen it uses most.

ROLE	STARTS ON	LEFT MENU
Super Admin / Administrator	Dashboard	All menus: Counter, Requests & approvals, Warehouse & delivery, Stock & branches, Stock catalogue, Menu & POS, Insights, Admin.
Warehouse Manager	Supply Requests	Dashboard; Supply Requests, Stock approvals, Corrective actions; Suppliers, Vehicle inspections; Warehouses; Item categories, Units of measure; Reports, Notifications; Devices, Stock exceptions.
Warehouse Staff	Supply Requests	Dashboard; Supply Requests; Suppliers, Vehicle inspections, Warehouse stock; Notifications.
Quality Inspector	Supply Requests ready for quality check	Supply Requests, Corrective actions; Notifications.
Driver	My deliveries (handheld screen)	No left menu — a phone-sized screen.
Food Safety Officer	Dashboard (Operations, Food Safety, Audit Trail)	Dashboard; Supply Requests, Stock approvals, Corrective actions; Notifications.
Barista	Branch home	Dashboard; POS, Orders; Supply Requests; Branch stock; Notifications.

ROLE	STARTS ON	LEFT MENU
POS Operator	POS counter (full screen)	No left menu.
Project Manager	Supply Requests waiting for their approval	Dashboard; Supply Requests; Feedback, Notifications; Users.
Client Representative	Supply Requests waiting for their approval	Dashboard; Supply Requests; Feedback, Notifications.

Barista: Branch Home

Baristas start on **Branch home**: today at a glance (orders today, returned orders, deliveries on the way, pending receipts, low stock) and large tiles for their daily tasks — **Auto-draft today's order** (fills a draft from low stock and yesterday's serves), **POS counter**, **Create today's order**, **Receive a delivery** and **Satisfaction Feedback**. "Needs your attention" lists returned orders and pending receipts.

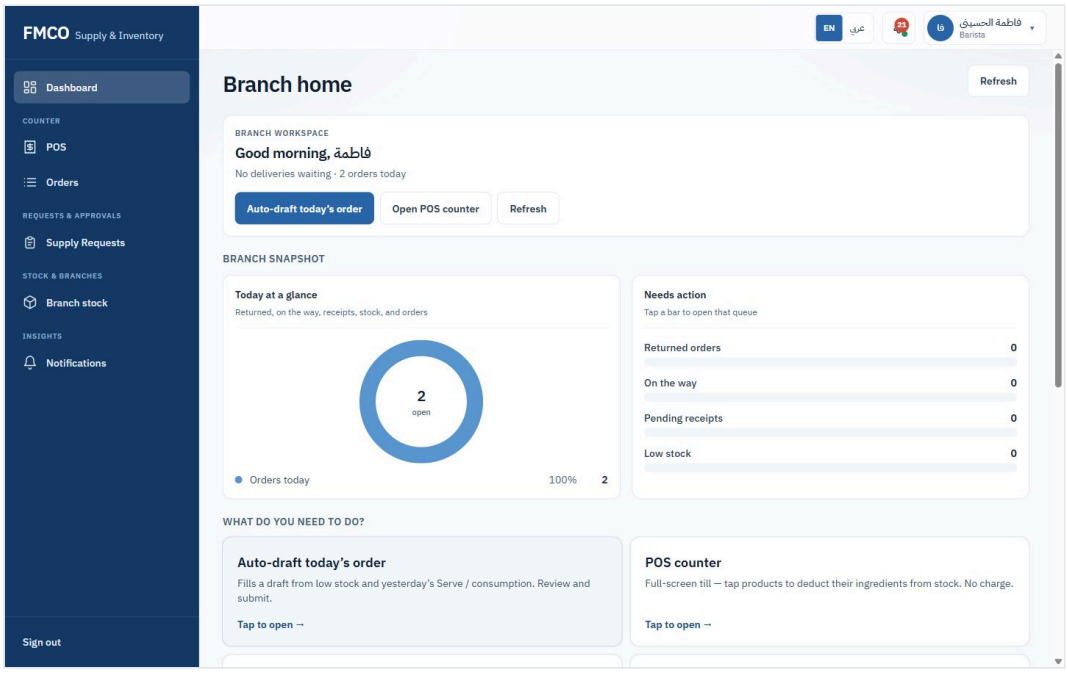


Fig G.11 — Branch home (Barista)

Warehouse Roles: the Supply Requests Queue

Warehouse managers and staff start on the Supply Requests list. The chips at the top count requests by the step they are waiting on (e.g. Pick items, Temperatures, Inspect vehicle); click a chip to filter, and **Open** to work on a request.

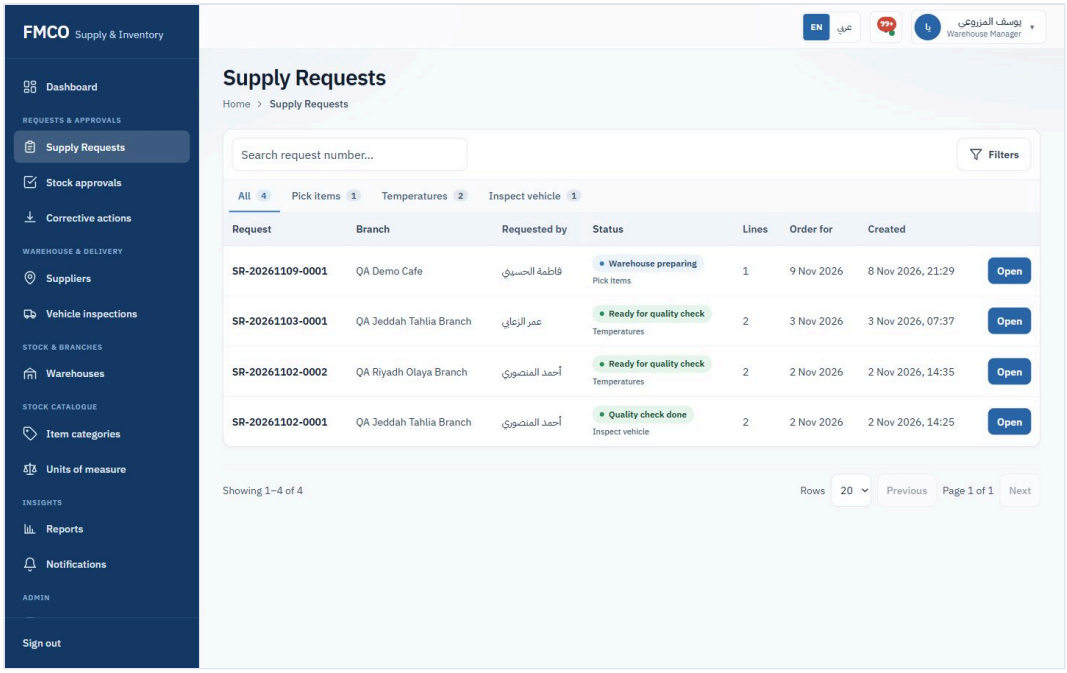


Fig G.12 — Warehouse Manager start screen

PART A

Set Up the System

Before any stock can move, the system needs to know what you stock, where you keep it, who supplies it, what you sell and who does the work. Complete these modules in order: each one uses records created in the modules before it. All of Part A is done by a Super Admin or Administrator.

MODULE

01

Units of Measure & Conversions

Tell the system how quantities are measured

Purpose

Every inventory item is counted in one **stock unit** (litre, kilogram, piece, box…). Conversions let people enter quantities in a different unit — a recipe may use millilitres while stock is kept in litres. The system converts automatically and always stores quantities in the item's stock unit.

Who: Super Admin / Administrator

How to Open It

Left menu → Stock catalogue → **Units of measure**. The page lists all units (Code, Name, Description, Status, Actions). The **Conversions** section is at the bottom of the same page.

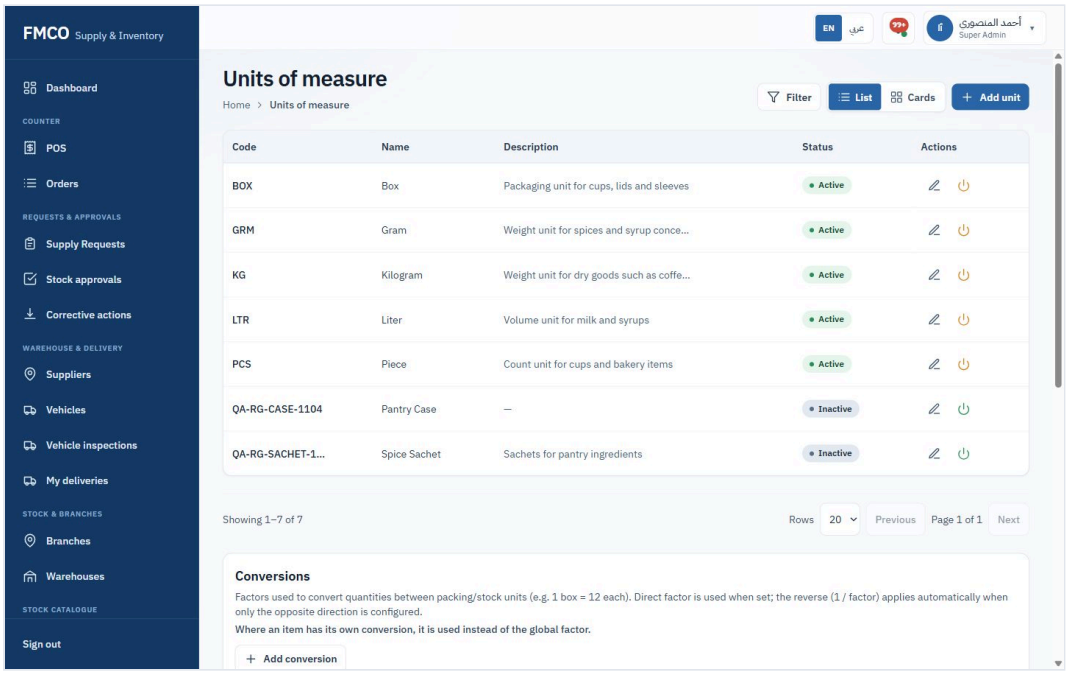


Fig 1.1 — Units of measure — list of units

Example: Adding the Millilitre Unit

The system already has LTR (Liter). For our milk example we add ML (Millilitre).

1. Click **Add unit**. The "Create unit" form opens.
2. Enter Code `ML` and Name `Millilitre`. Optionally add the Arabic name and a description.
3. Click **Save**. ML now appears in the list and in every unit drop-down.

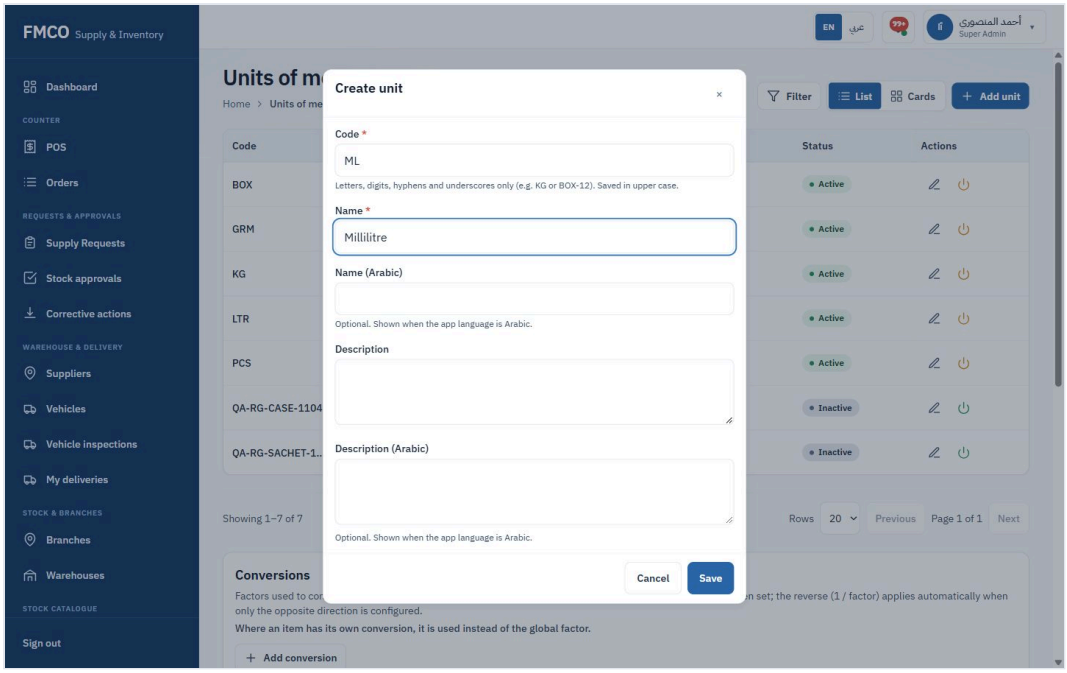


Fig 1.2 — "Create unit" form

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Code *	Short unit code (e.g. KG, BOX-12). Letters, digits, hyphens and underscores only. Saved in upper case.
Name *	The unit name in English (e.g. Millilitre).
Name (Arabic)	Optional. Shown when the app language is Arabic.
Description / Description (Arabic)	Optional notes about the unit.

Example: 1 LTR = 1,000 ML

1. In the Conversions section click **Add conversion**.
2. Applies to: **All items (global)**. From unit **LTR · Liter**, To unit **ML · Millilitre**, Factor **1000**.
3. Optionally add a note, then click **Save**. The row shows "1 LTR = 1,000 ML".

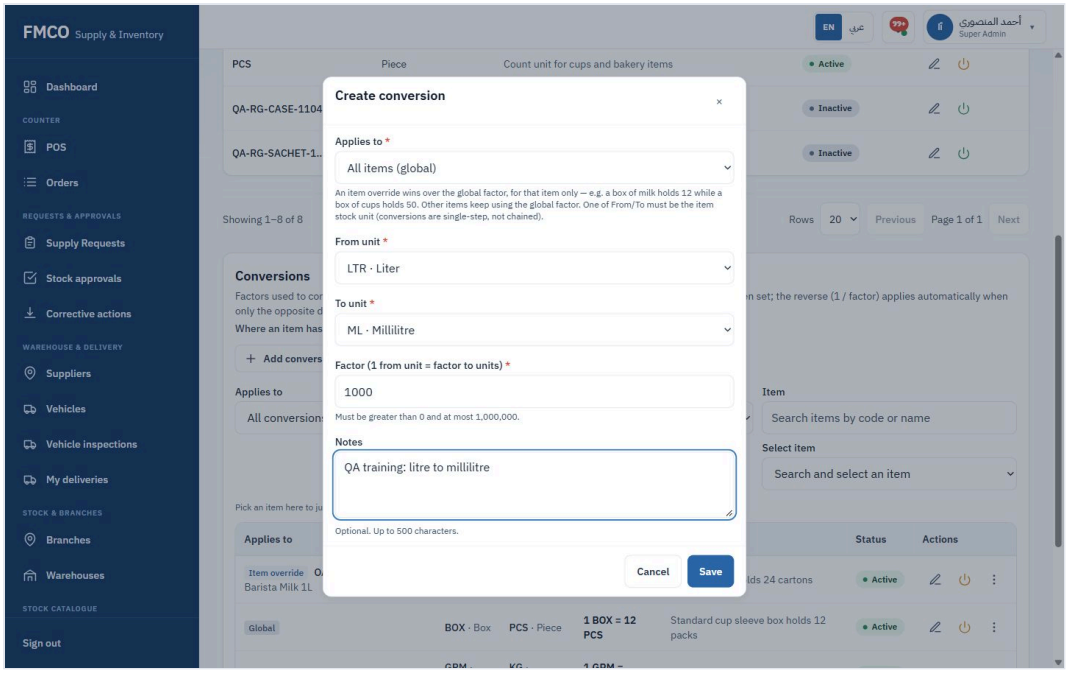


Fig 1.3 — Adding the LTR → ML conversion

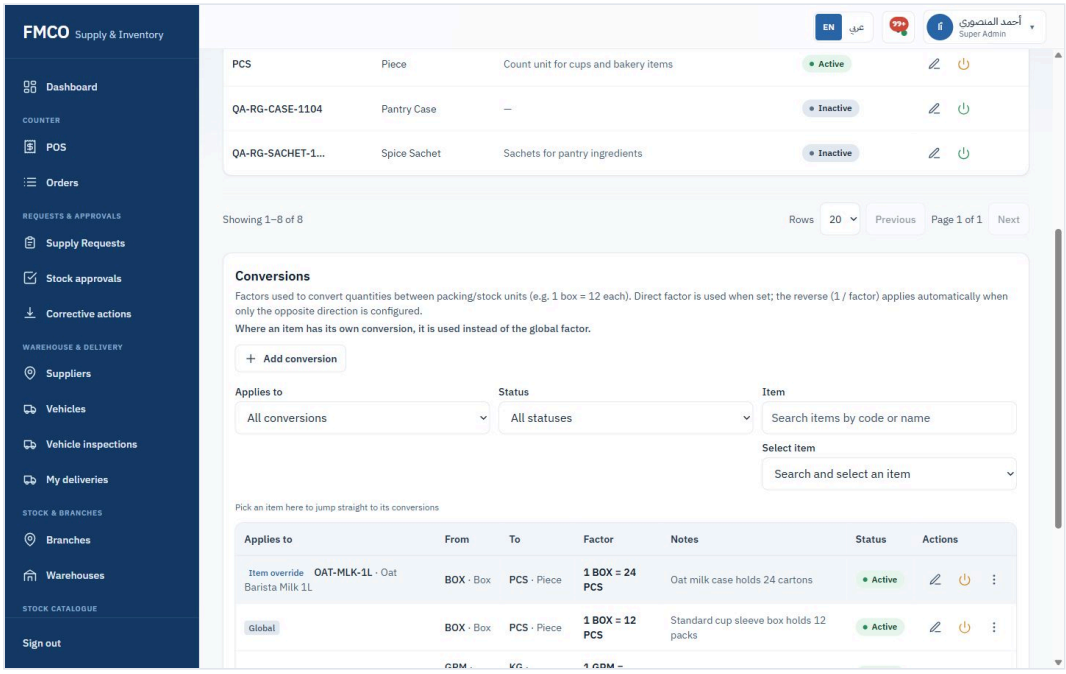


Fig 1.4 — Conversions list after saving

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Applies to *	**All items (global)** or **One item (override)**. An item override wins over the global factor for that item only (e.g. a box of milk holds 12 while a box of cups holds 50). For an override, one of From/To must be the item's stock unit.
From unit * / To unit *	The two units being converted. Conversions are single-step, not chained.

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Factor *	How many "to" units make one "from" unit. Must be greater than 0 and at most 1,000,000. The reverse (1 / factor) applies automatically.
Notes	Optional, up to 500 characters.
Filters	Applies to (All / Global only / Item-specific only), Status, and Item — pick an item to jump to its conversions.

NOTE **Key Takeaway**

Set up units and conversions first. A unit cannot be changed on an item after the item is created.

MODULE

02

Item Categories

Group inventory items so they are easy to find and report on

Purpose

Item categories organise the inventory catalogue (e.g. Beverages › Coffee, Dairy & Chilled). Every inventory item belongs to one category. Categories can have one level of sub-categories.

Who: Super Admin / Administrator

How to Open It

Left menu → Stock catalogue → **Item categories**. The list shows Name, Code, Description, Stock items, Status and Actions. Sub-categories are shown under their parent; use "Collapse all" to fold them.

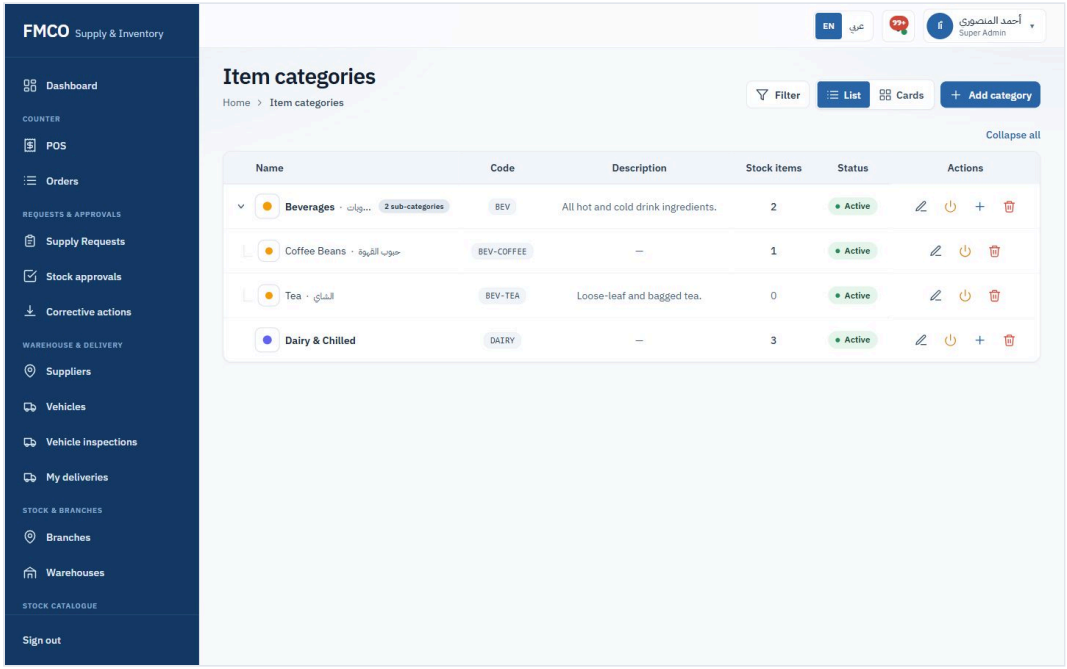


Fig 2.1 — Item categories

Example: Creating "QA Dairy"

1. Click **Add category**.
2. Code `QA-DAIRY`, Parent category **None – top-level category**, Name `QA Dairy`.
3. Optionally add a description and a category photo, then click **Save**.

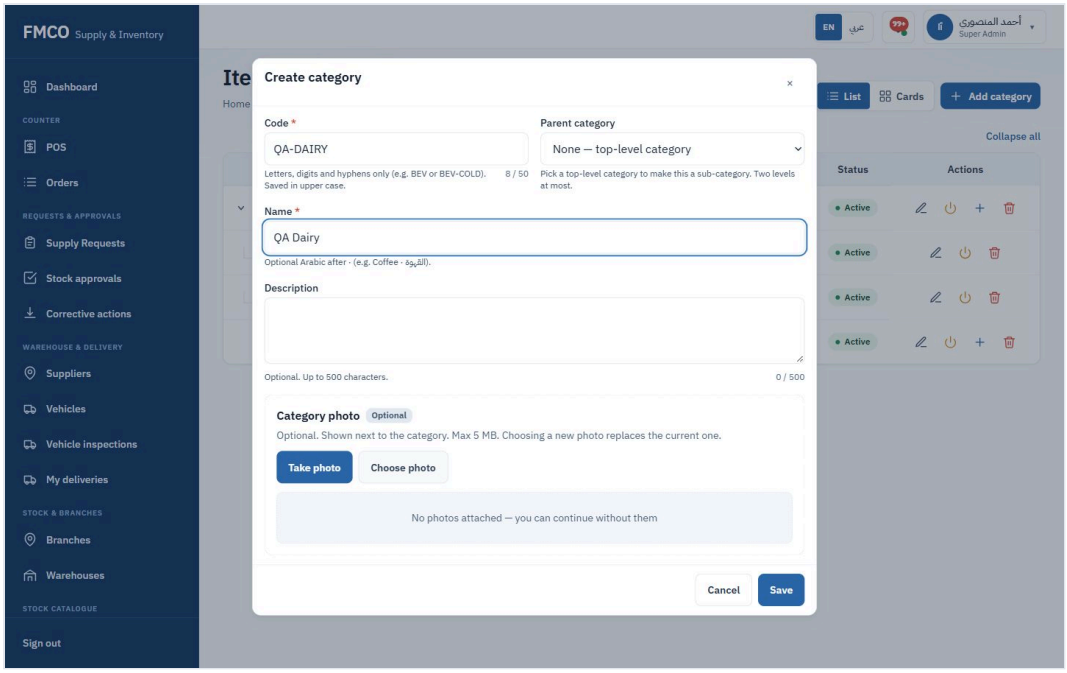


Fig 2.2 — Creating an item category

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Code *	Letters, digits and hyphens only (e.g. BEV or BEV-COLD). Saved in upper case. Up to 50 characters.
Parent category	Leave as "None" for a top-level category, or pick a top-level category to make this a sub-category. Two levels at most.
Name *	The category name. Optional Arabic can be added after a "·" (e.g. Coffee · القهوة).
Description	Optional, up to 500 characters.
Category photo	Optional. Take a photo or choose a file (max 5 MB).

MODULE

03

Inventory Items

Create the physical goods that you store and move

Purpose

An inventory item is a physical good you hold in stock — milk, coffee beans, cups. It is **not** what the POS sells; that is a product (Module 09). The product's recipe links the two. When an item is created its stock is zero everywhere: stock arrives later through goods-in (Module 15).

Who: Super Admin / Administrator

How to Open It

Left menu → Stock catalogue → **Inventory items**. The list shows Item (name, code), Barcode, Category, UoM, Unit cost (SAR), Flags (Catalogue / Temp / Ambient), Status and Actions (Edit, Activate/Deactivate, ⋮ → Remove).

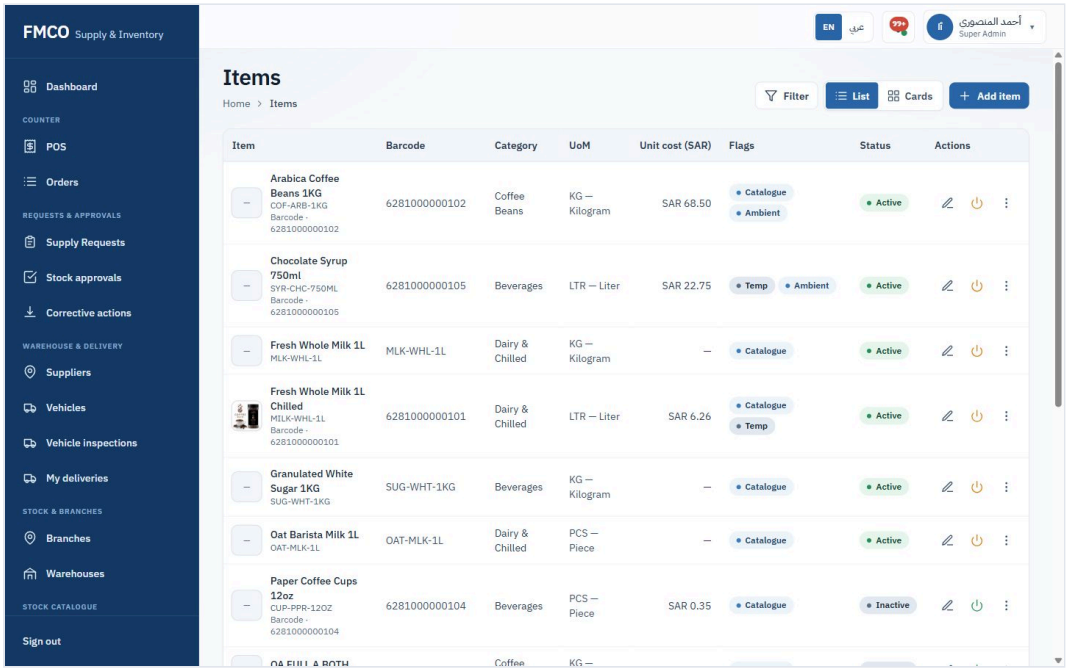


Fig 3.1 — Inventory items list

Example: Creating "QA Fresh Milk"

1. Click **Add item**. The "Create item" form opens.
2. Item details: Item code `QA-MILK-001`, Item name `QA Fresh Milk`, Category **QA-DAIRY**, Unit of measure **LTR – Liter**. Leave Barcode blank to use the item code as the barcode.
3. Stock & cost: Unit cost `6.00`.

4. Handling: keep **Active catalogue item** ticked, tick **Requires temperature control** and enter Min °C `0`, Max °C `4` (milk is chilled).
5. Click **Save**. The item appears with the flags Catalogue and Temp.

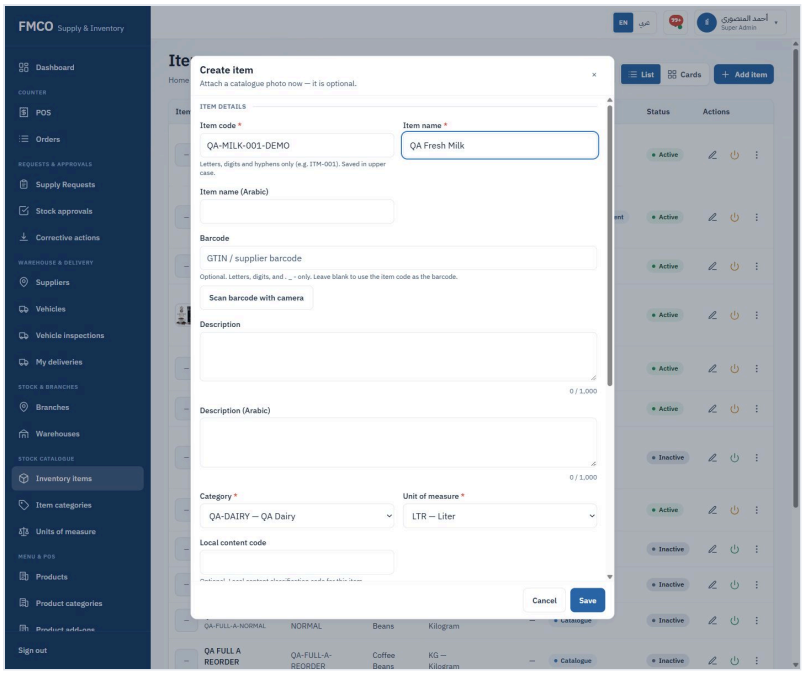


Fig 3.2 — "Create item" — item details

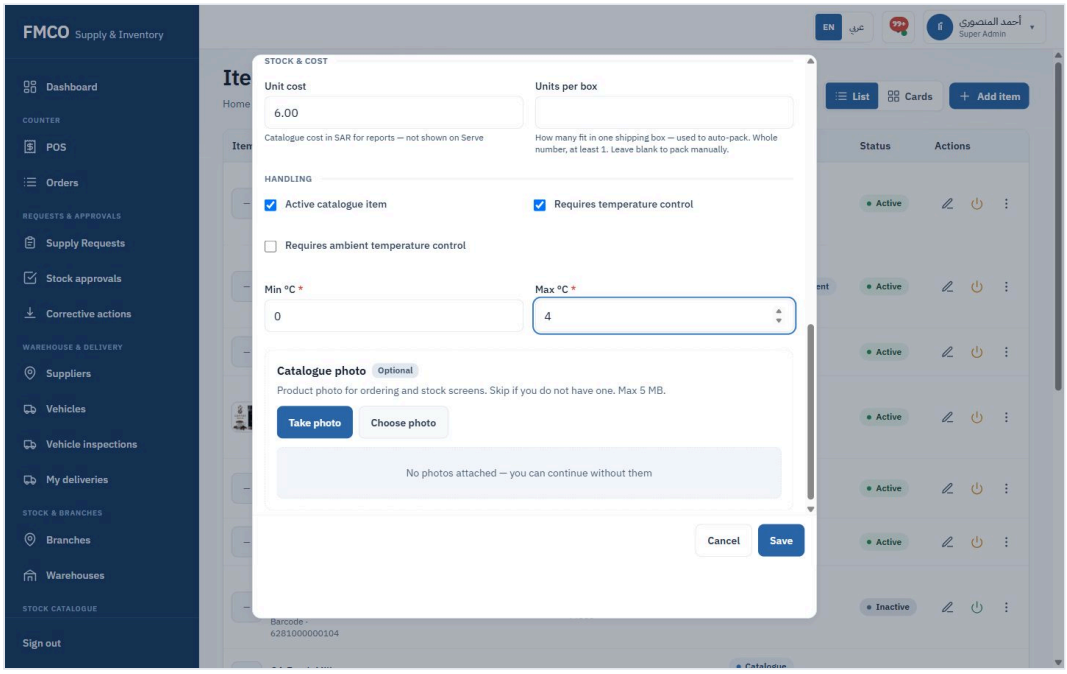


Fig 3.3 — "Create item" — stock & cost and handling

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Item code *	Letters, digits and hyphens only (e.g. ITM-001). Saved in upper case.
Item name * / Item name (Arabic)	The name shown on every stock screen.

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Barcode	GTIN or supplier barcode. Optional — letters, digits and . _ - only. Leave blank to use the item code as the barcode. "Scan barcode with camera" fills it from the device camera.
Description / Description (Arabic)	Optional, up to 1,000 characters.
Category *	The item category (Module 02).
Unit of measure *	The stock unit. **Locked after create** — stock quantities and costs use this unit.
Local content code	Optional local content classification code.
Unit cost	Catalogue cost in SAR for reports — not shown on Serve.
Units per box	How many fit in one shipping box — used to auto-pack orders. Whole number, at least 1. Leave blank to pack manually.
Active catalogue item	Only active items can be ordered, received and counted.
Requires temperature control / ambient temperature control	Marks chilled/frozen or ambient goods. Temperature control asks for Min °C * and Max °C *, used during inspections.
Catalogue photo	Optional product photo for ordering and stock screens (max 5 MB).

Order and Issue Units

Open an existing item with the pencil icon to see **Order and issue units**: the units the item can be entered in. QA Fresh Milk shows LTR (Stock unit) and "1 ML = 0.001 LTR · Global" from the conversion set up in Module 01.

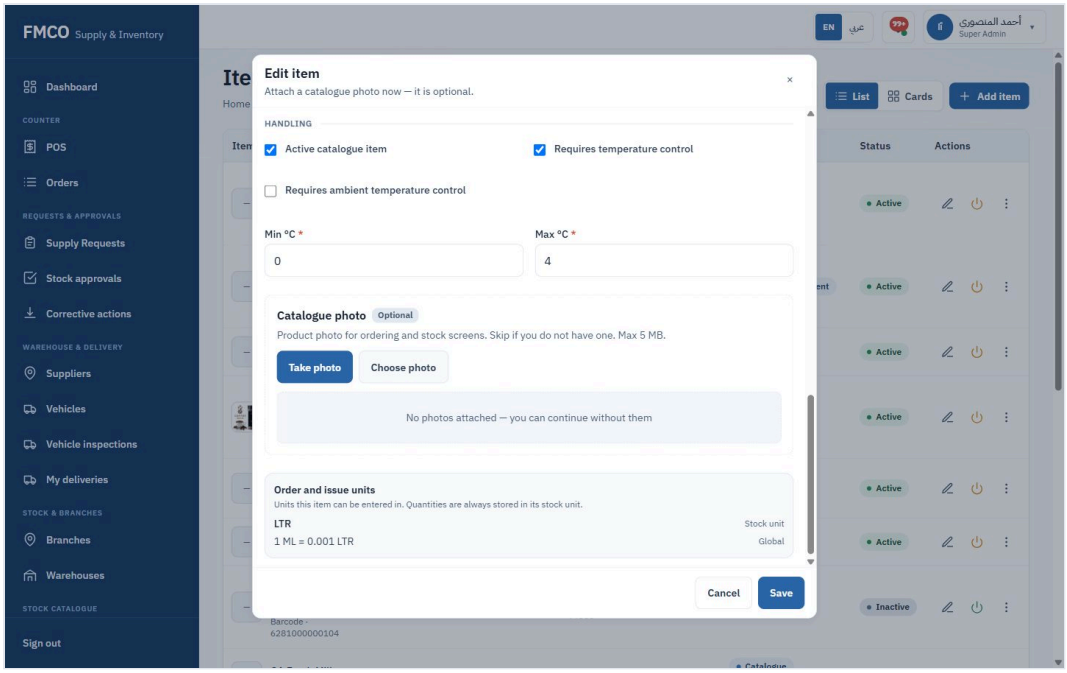


Fig 3.4 — Edit item — order and issue units

> **NOTE** **Key Takeaway**
>
> QA Fresh Milk is now known to the system, but its stock is 0 LTR everywhere. Nothing has been received yet.

MODULE

04

Stock Location Types & Kitchen Types

Labels for branch storages and POS registers

Purpose

Stock location types describe the storage areas inside a branch (general storage, chiller, bar…). Every storage must have one. **Kitchen types** categorise the POS registers of a branch (main register, kiosk, drive-thru…). Every kitchen must have one. Neither type affects how stock is deducted: POS sales always come from the branch's Main storage.

Who: Super Admin / Administrator

How to Open It

Left menu → Stock & branches → **Branches**, then click **Stock location types** or **Kitchen types** at the top of the page. Both screens list Code, Name, Status and Actions and offer Filter, List / Cards and **Add type**.

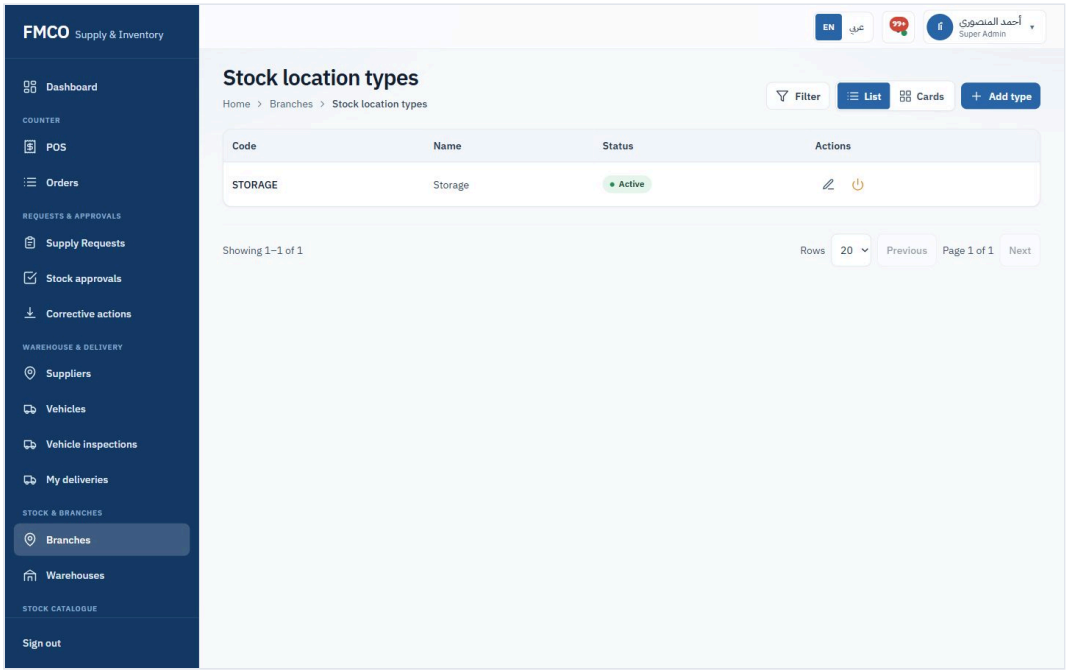


Fig 4.1 — Stock location types — STORAGE is used automatically for every branch's Main storage

Example: Creating the Kitchen Type "QA Main register"

A kitchen cannot be created until at least one active kitchen type exists. If the Kitchen types screen shows "No types yet", add one first:

1. Open **Kitchen types** and click **Add type**. The "Create type" form opens.

2. Enter Code `QA-MAIN` and Name `QA Main register` (optionally the Arabic name).
3. Click **Save**. The type is created as Active.

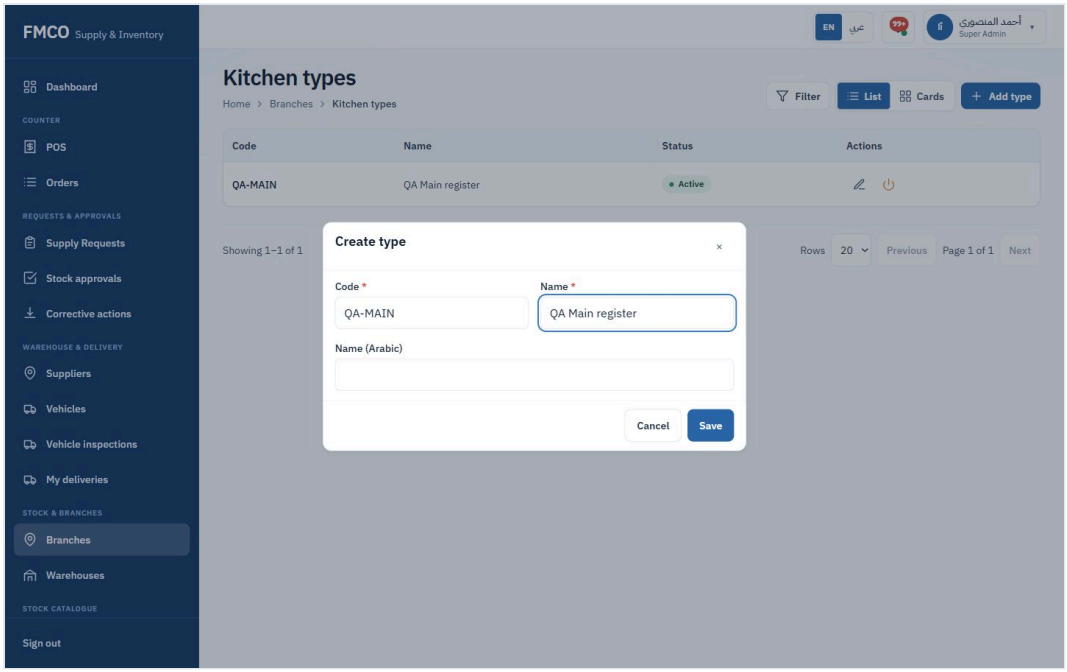


Fig 4.2 — "Create type" form for a kitchen type

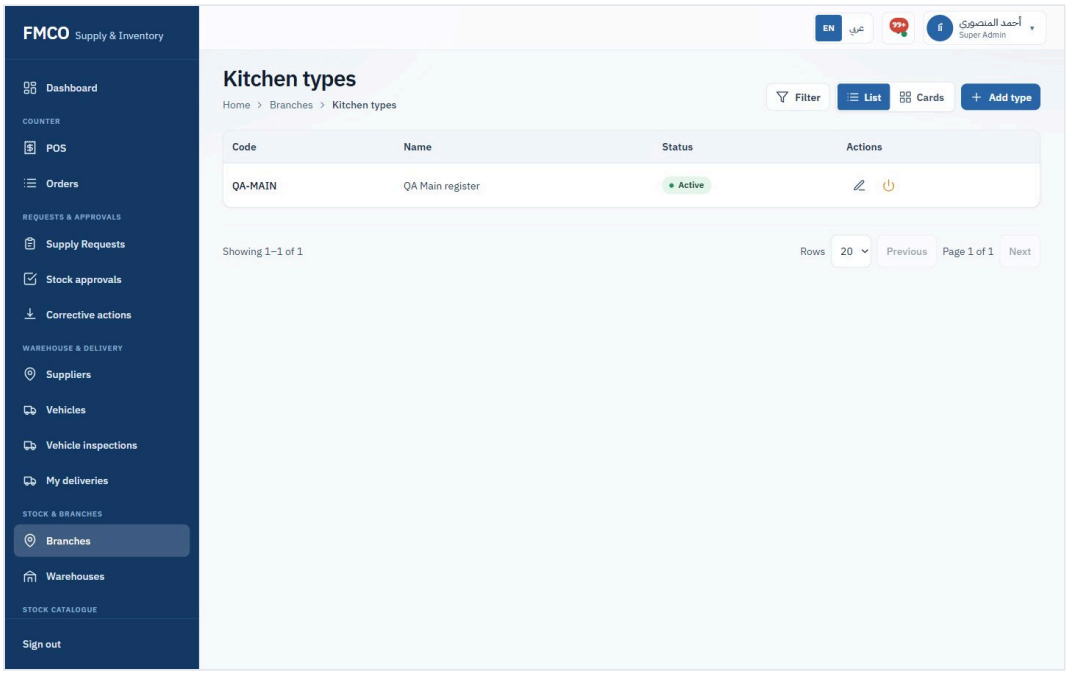


Fig 4.3 — Kitchen types after saving

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Code *	A short unique code (e.g. MAIN, KIOSK, CHILLED). Letters, digits, hyphens and underscores; saved in upper case. Cannot be changed after creation.
Name *	The readable name in English. Must be unique.

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Name (Arabic)	Optional but recommended — shown when the app is in Arabic.
Edit (pencil icon)	Change the Name or Arabic name. The Code is fixed.
Deactivate / Activate (power icon)	Blocked while active storages (or kitchens) still use the type. Inactive types cannot be chosen for new records.
Filter / List / Cards	Search by code or name, filter by status, switch the view.

MODULE

05

Branches

Set up the cafés and sites where FMCO operates

Purpose

A branch is a physical location where FMCO serves customers. Everything at that location belongs to its branch: storages, kitchens, menus and their transactions. Supply requests are raised for a branch and deliveries are received into it.

Who: Super Admin / Administrator

How It Works

Left menu → Stock & branches → **Branches**. Each card shows the branch name, code, status, city, a **Stock health** bar (items tracked, healthy, low, out of stock) and counts of Kitchens, Menus and Stock locations.

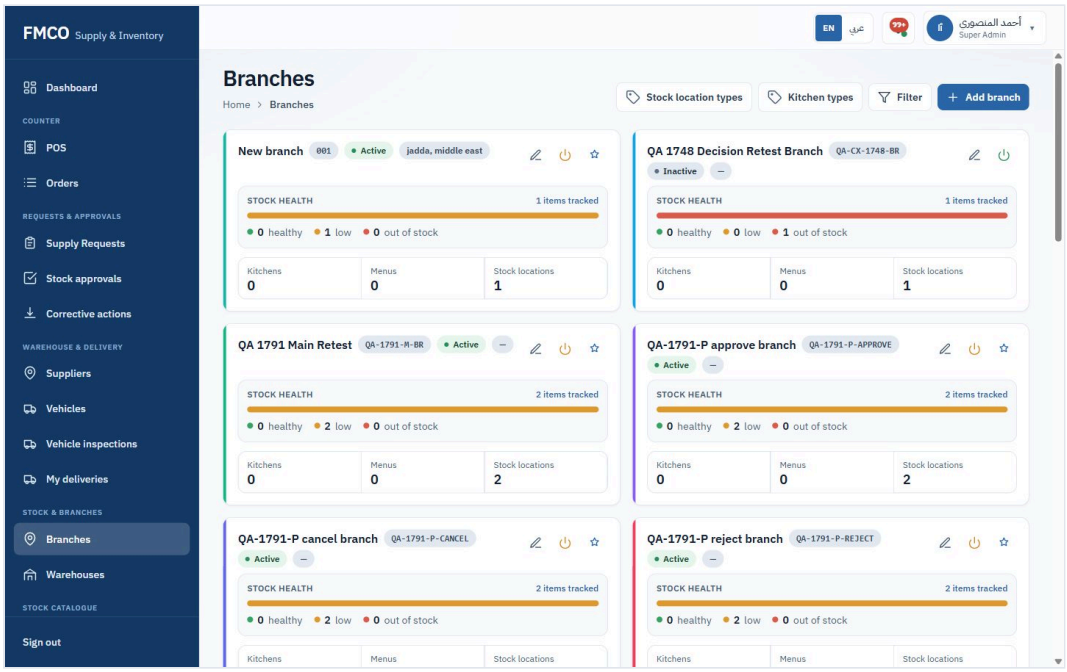


Fig 5.1 — Branches — branch cards

Example: Creating "QA Demo Cafe"

1. Click **Add branch**.
2. Code `QA-DEMO-01`, Name `QA Demo Cafe`, City `Riyadh`, Region `Riyadh Province`.
3. Click **Save**. The branch appears as Active.
4. The system automatically creates the branch's **Main storage** `QA-DEMO-01-MAIN`, named "QA Demo Cafe · main".

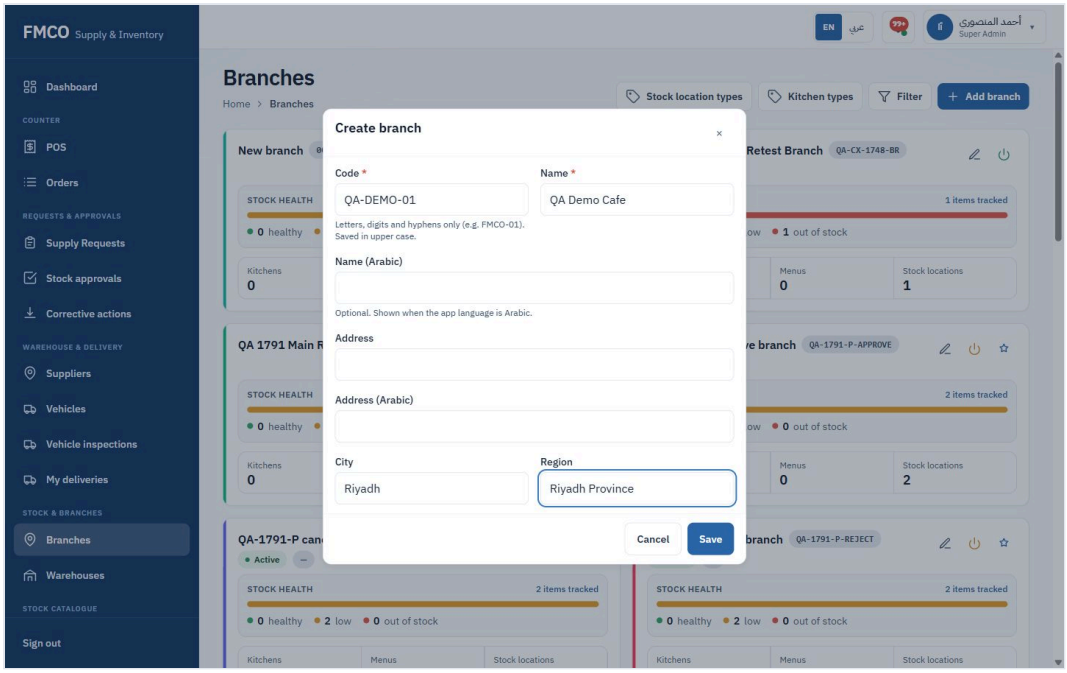


Fig 5.2 — "Create branch" form

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Code *	Letters, digits and hyphens only (e.g. FMCO-01). Saved in upper case. Cannot be changed after creation.
Name * / Name (Arabic)	The branch name; must be unique. Arabic is shown when the app language is Arabic.
Address / Address (Arabic), City, Region	Where the branch is. City and Region can be used to filter the list.
Edit (pencil icon)	Change the details. The Code stays fixed.
Deactivate / Activate (power icon)	An inactive branch cannot be used for operations. Deactivate only after its kitchens are deactivated and storages are empty.

The Branch Page — Tabs

Click the branch name to open it. The header shows Items in stock, On hand and Low stock. The tabs are:

- **Kitchens** — the POS registers of the branch (Module 11).
- **Menus** — the menus offered at the branch (Module 10).
- **Stock** — storages and their contents, with Add storage and Count stock (Modules 06 and 26).
- **Consumption** — servings sold, items used, items wasted, stock-count losses and items running out for Today / 7 days / 30 days / Custom.
- **History** — daily stock history per item (opening, received, outbound, adjust, closing).

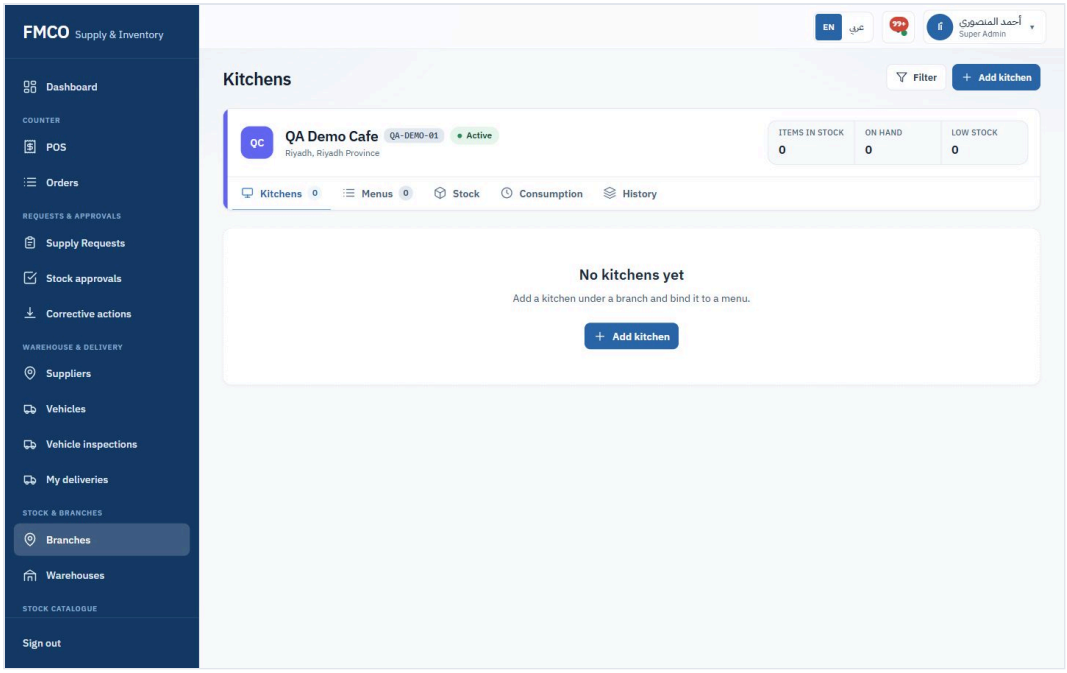


Fig 5.3 — New branch page — Kitchens tab (empty until Module 11)

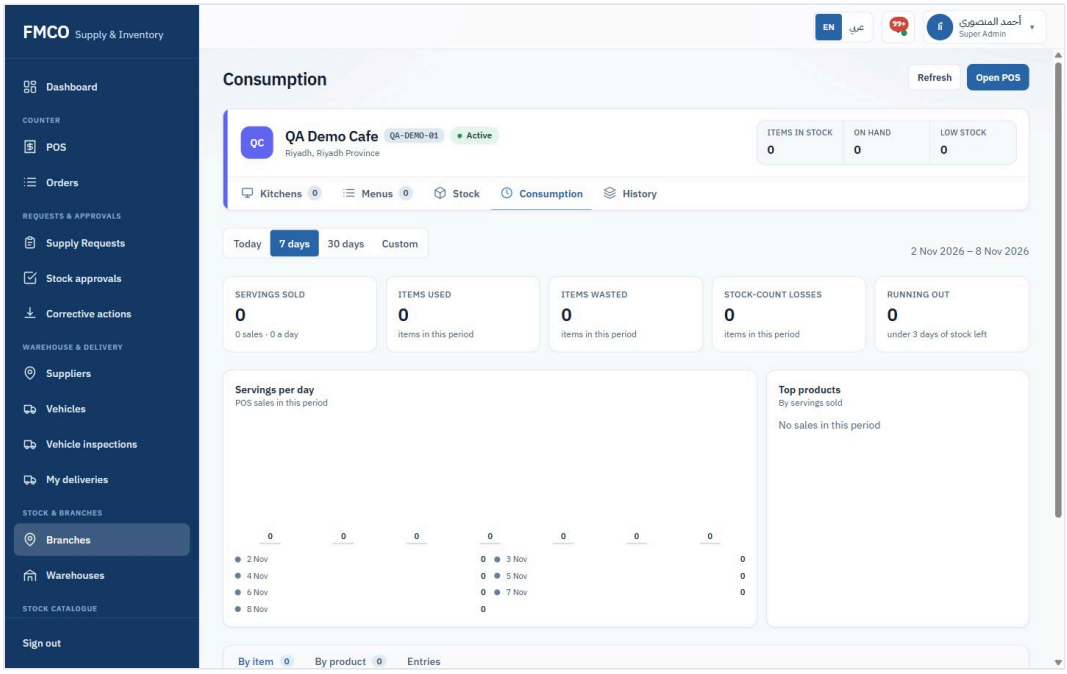


Fig 5.4 — Branch page — Consumption tab

> **NOTE** **Consumption Formula**
>
> Net use = sold + recorded + waste + count losses − count gains. Days of cover = branch stock ÷ average daily use.

MODULE

06

Stock Locations (Branch Storages)

The places inside a branch where stock is kept

Purpose

Storages are the stock places inside a branch: main store, chiller, bar. The branch total is the sum of all its storages. Exactly one storage per branch is the **Main storage** (marked ★).

Who: Super Admin / Administrator

Where to Find It

Open the branch and click the **Stock** tab. The left panel lists Storages ("1 active of 1", an "All storages / Whole branch" row and one row per storage). The right panel lists the selected storage's items with All items / Low stock views and a search box.

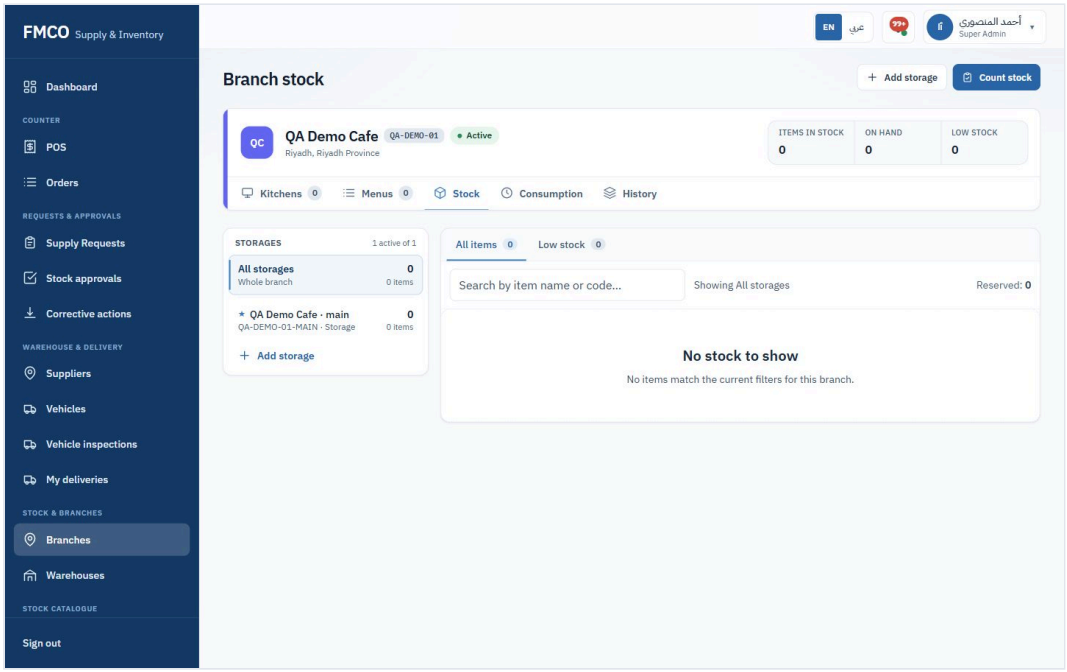


Fig 6.1 — QA Demo Cafe — Stock tab with the automatically created Main storage

IMPORTANT **One Main Storage per Branch**

The Main storage receives every delivery to the branch, and every POS sale and POS waste is deducted from it. It cannot be deactivated. If a branch has no active Main storage, receiving and POS sales for that branch stop with an error.

How to Add a Storage (Optional)

Our example only needs the Main storage. To add a chiller or bar:

1. Click **Add storage**. The "Create stock location" form opens with the branch filled in.
2. Choose the Type, enter a Code and Name (and optionally the Arabic name and Notes).
3. Switch on **Main location** only if this storage should become the branch's Main.
4. Click **Save**.

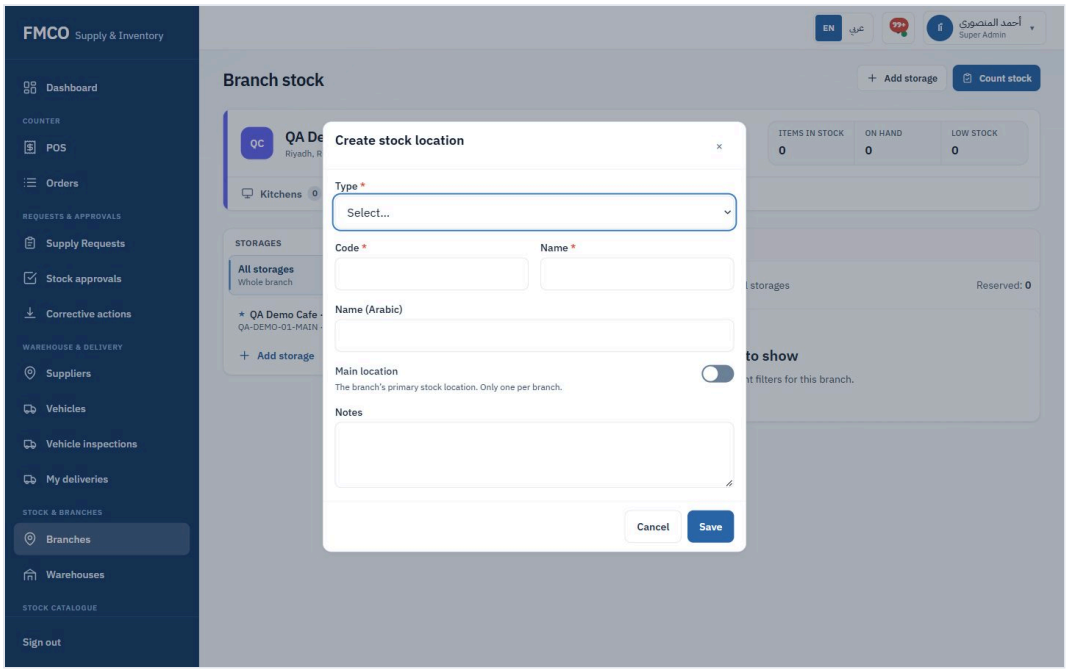


Fig 6.2 — "Create stock location" form

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Type *	The stock location type (Module 04). Only active types are listed.
Code * / Name * / Name (Arabic)	Code is unique within the branch, saved in upper case and cannot be changed later.
Main location (switch)	"The branch's primary stock location. Only one per branch." Switching it on for a new storage moves Main away from the previous one.
Notes	Any extra information about the storage.
Deactivate / Activate	A storage can only be deactivated when it holds no stock and is not the Main.

MODULE

07

Warehouses & Warehouse Bins

The supply facilities that stock your branches

Purpose

A warehouse holds large quantities of stock before it is sent to branches. Inside a warehouse, **bins** are the exact shelf positions (aisle, rack, shelf) where lots are placed and picked.

Who: Super Admin / Administrator, Warehouse Manager

How It Works

Left menu → Stock & branches → **Warehouses**. Each card shows name, code, status, a "Central" badge if applicable, location, Stock health and three figures: Warehouse bins, Lots with stock and Quarantine holds.

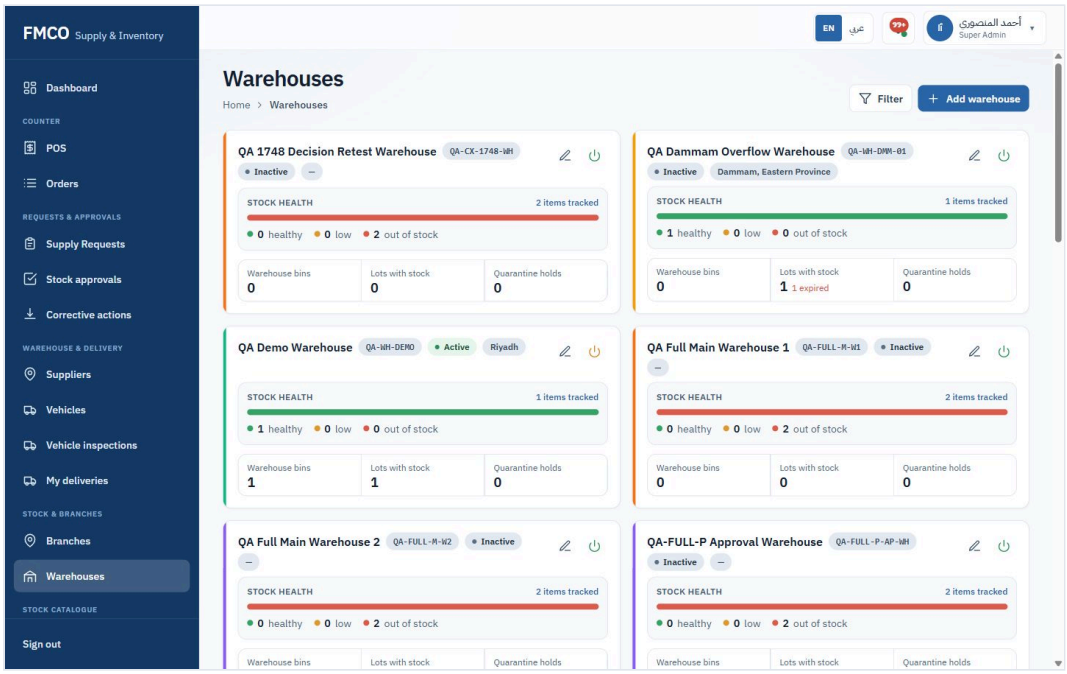


Fig 7.1 — Warehouses — warehouse cards

Example: Creating "QA Demo Warehouse"

1. Click **Add warehouse**.
2. Code `QA-WH-DEMO`, Name `QA Demo Warehouse`, City `Riyadh`.
3. Switch on **Central warehouse** only if this is the main supply hub (see note).
4. Click **Save**. The warehouse is created as Active.

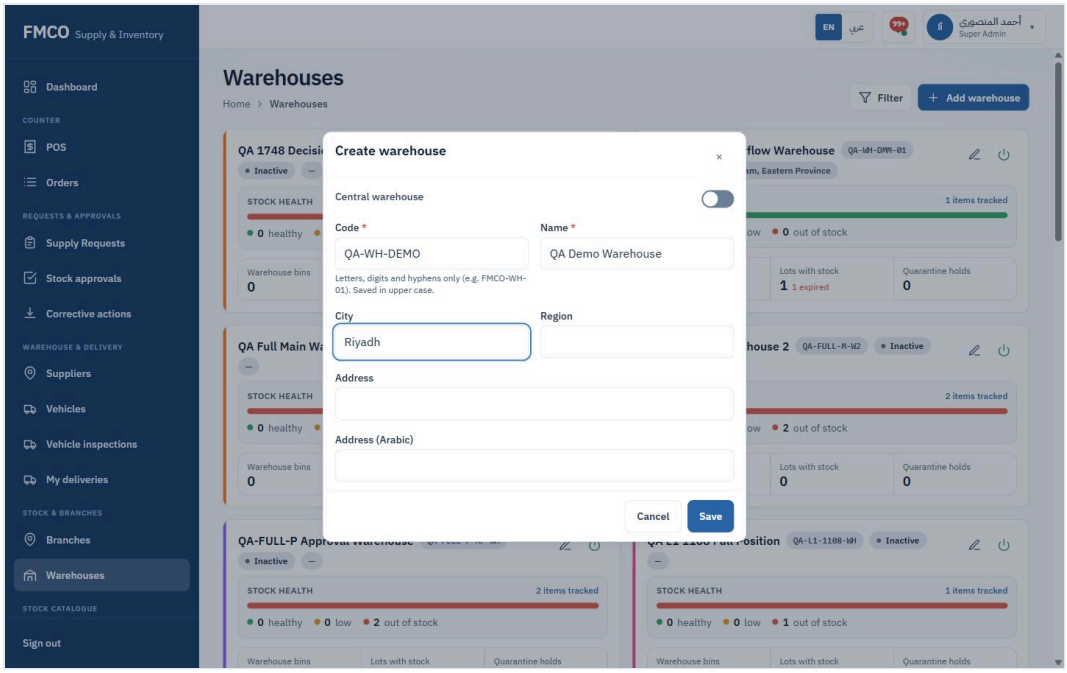


Fig 7.2 — "Create warehouse" form

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Central warehouse (switch)	Makes this the system's main supply hub. Only one warehouse can be central.
Code *	Letters, digits and hyphens only (e.g. FMCO-WH-01). Saved in upper case. Cannot be changed after creation.
Name *	Required and unique.
City, Region, Address, Address (Arabic)	The warehouse location.

> **NOTE** **Central Warehouse — The Main Supply Hub**
> Supply requests are fulfilled from the Central warehouse by default. Marking another warehouse as Central removes the badge from the previous one.

The Warehouse Page — Tabs

Click the warehouse name to open it. The header shows Items in stock, Low stock and Expiring (7 days). The tabs are:

TAB	WHAT IT SHOWS
Warehouse stock	Live On hand / Reserved / Available per item, plus the Bins panel (Module 25).
Goods-in	Deliveries from suppliers: draft, check and post goods receipts (Module 15).

TAB	WHAT IT SHOWS
Lots & expiry	Every lot with its expiry. Lot quantities guide FEFO (first-expiry-first-out) pick suggestions. Filter: All lots / Expiring ≤ 7 days / ≤ 30 days.
Quarantine	Stock on hold (Open, Partly resolved, Released, Destroyed, Resolved) and "Place on hold".
Reorder alerts	Suggested reorders for items at or below their reorder level.
Transactions	The warehouse stock ledger, filterable by type (Receipt, Dispatch, Adjustment, Reservation, Into/Out of transit…), reason, device and dates.
History	Daily stock snapshots.

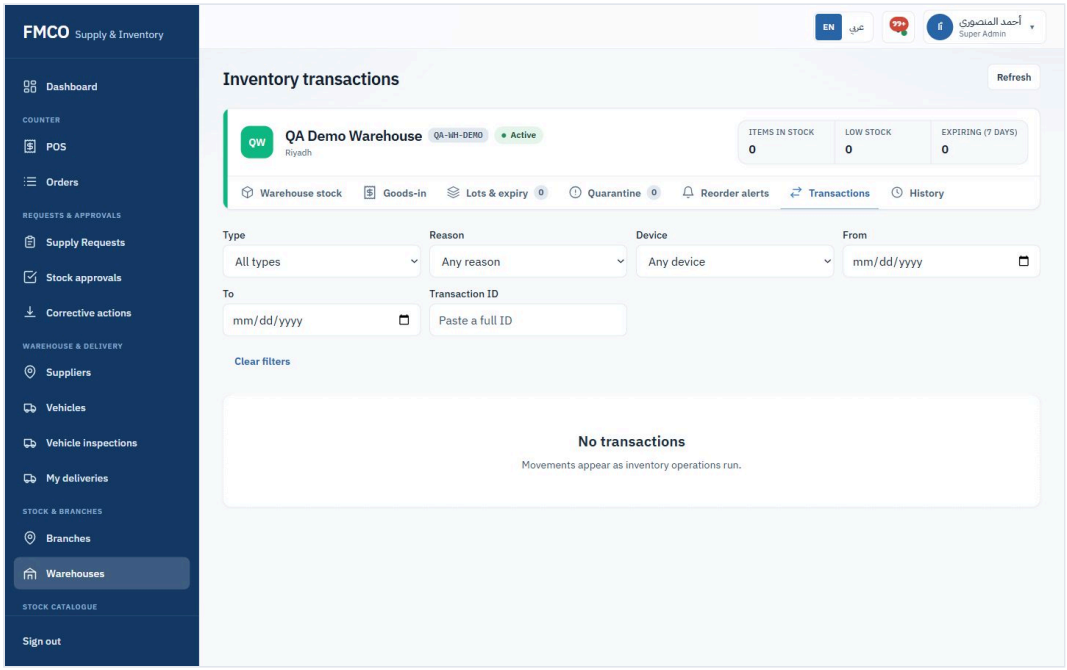


Fig 7.3 — Warehouse page — Transactions tab

Example: Adding Bin A-01-01

1. Open QA Demo Warehouse → Warehouse stock tab and click **Add bin**. The warehouse is filled in.
2. Code `A-01-01`, Name `QA Dairy chiller`, Aisle `A`, Rack `01`, Shelf `01`.
3. Click **Save bin**. The Bins panel shows "QA Dairy chiller · A-01-01 · A / 01 / 01".

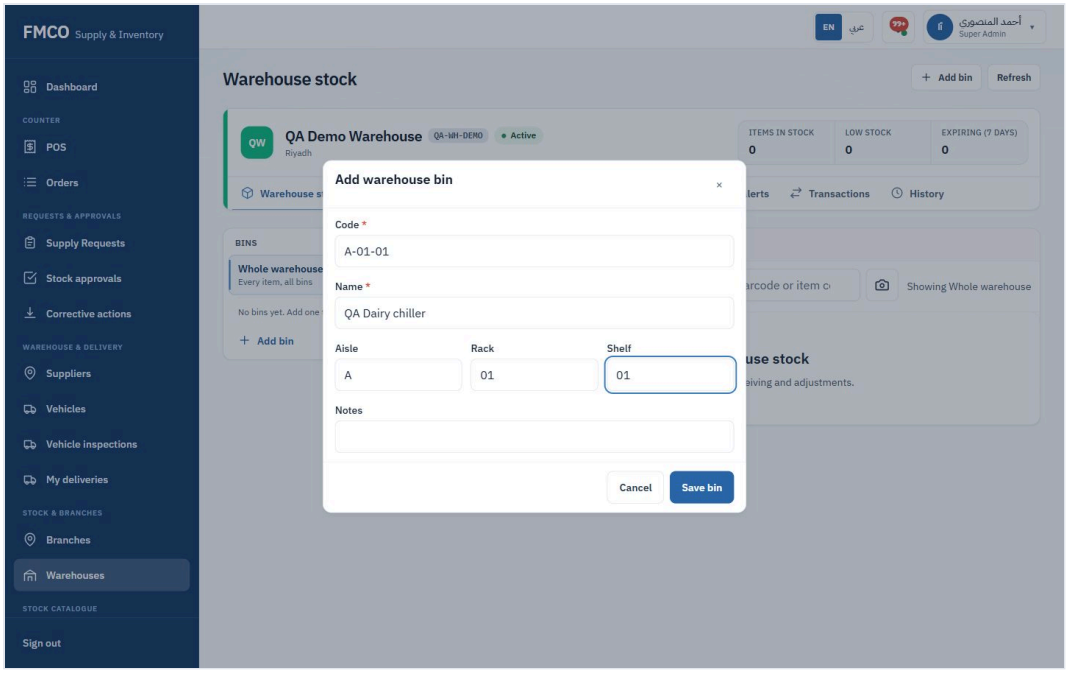


Fig 7.4 — "Add warehouse bin" form

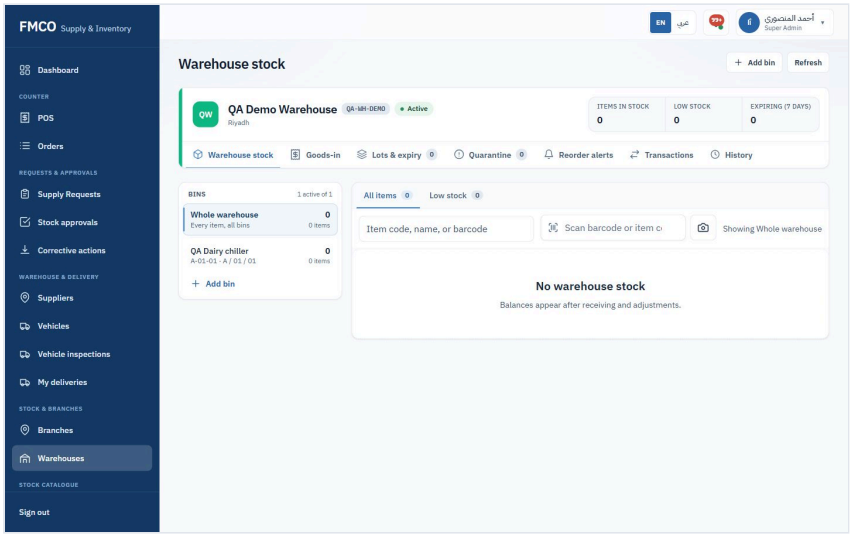


Fig 7.5 — Warehouse stock tab with the new bin

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Code *	The bin identifier, unique within the warehouse, saved in upper case. Use the [Aisle]-[Rack]-[Shelf] format and label shelves to match.
Name *	What staff see when looking up bins (e.g. "Dairy chiller").
Aisle, Rack, Shelf, Notes	Optional position details and notes (weight limits, item type…).
Delete (bin icon)	A bin that still holds lots with stock cannot be deleted — move the lots first.

MODULE

08

Suppliers

The companies that deliver goods to your warehouses

Purpose

A supplier delivers goods to a warehouse. Each goods receipt (Module 15) names its supplier, so deliveries can be traced back. Branches never order from suppliers directly — they request stock from the warehouse.

Who: Super Admin / Administrator, Warehouse Manager

Example: Creating "QA Demo Dairy Supplier"

1. Left menu → Warehouse & delivery → **Suppliers** → **Add supplier**.
2. Code `QA-SUP-DEMO`, Name `QA Demo Dairy Supplier`. Add the contact person, phone and email if known.
3. Click **Save**. The supplier is Active.

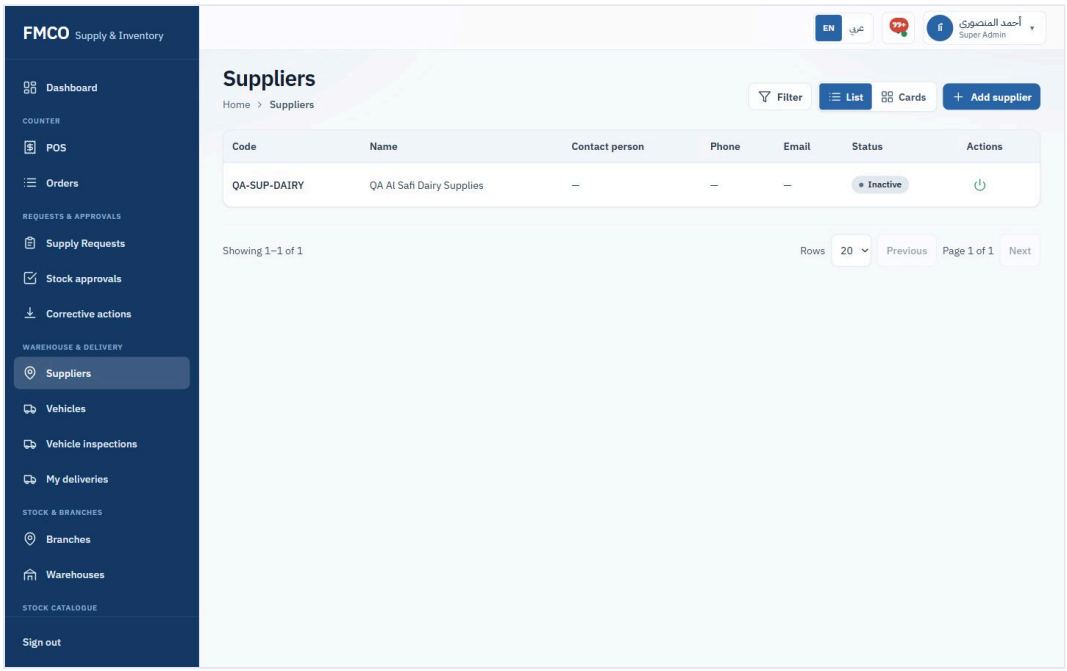


Fig 8.1 — Suppliers list

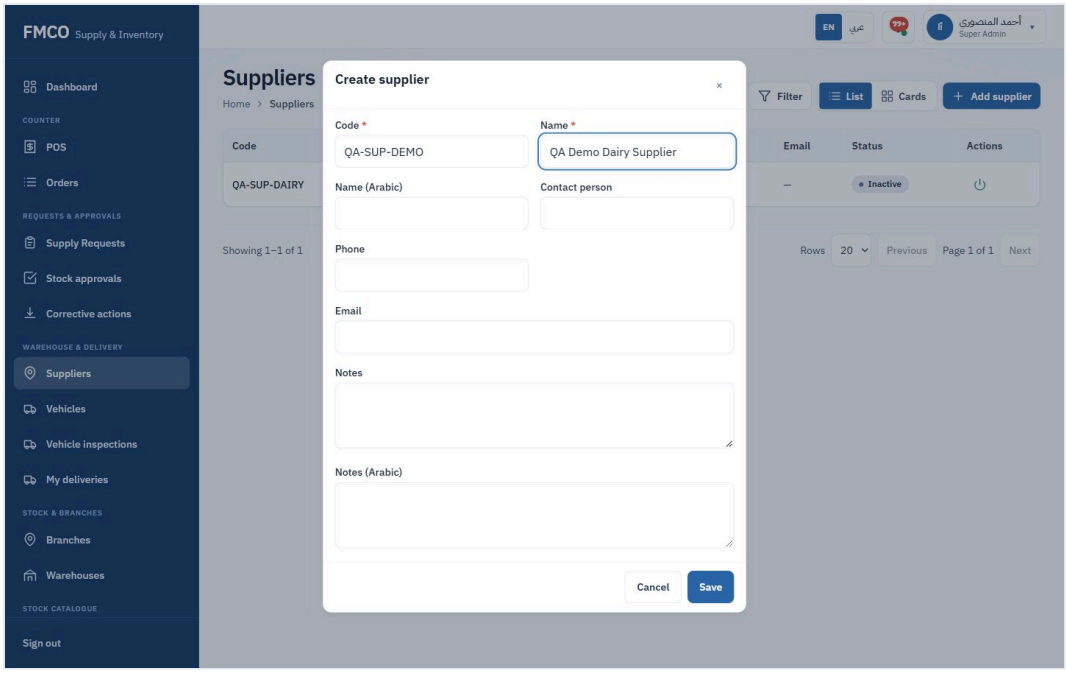


Fig 8.2 — Creating a supplier

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Code * / Name * / Name (Arabic)	Identify the supplier on goods receipts and reports.
Contact person, Phone, Email	Who to call about a delivery.
Notes / Notes (Arabic)	Any extra information (delivery days, terms…).

MODULE

09

Products, Recipes & Add-ons

What the POS serves, and which stock each serve uses

Purpose

A **product** is what the POS serves — a drink or a pastry. Its **recipe** (ingredients) lists the inventory items used for one serve. When a product is served, the system deducts those ingredients from the branch's Main storage automatically. Products are grouped into **product categories**, which become the tabs on the POS.

Who: Super Admin / Administrator

Step 1 — Create the Product Category

1. Left menu → Menu & POS → **Product categories** → **Add category**.
2. Code `QA-TRAINING`, Name `QA Training Drinks`. Optionally set the Display order (lower numbers are listed first) and a photo shown on the POS category tab.
3. Click **Save**.

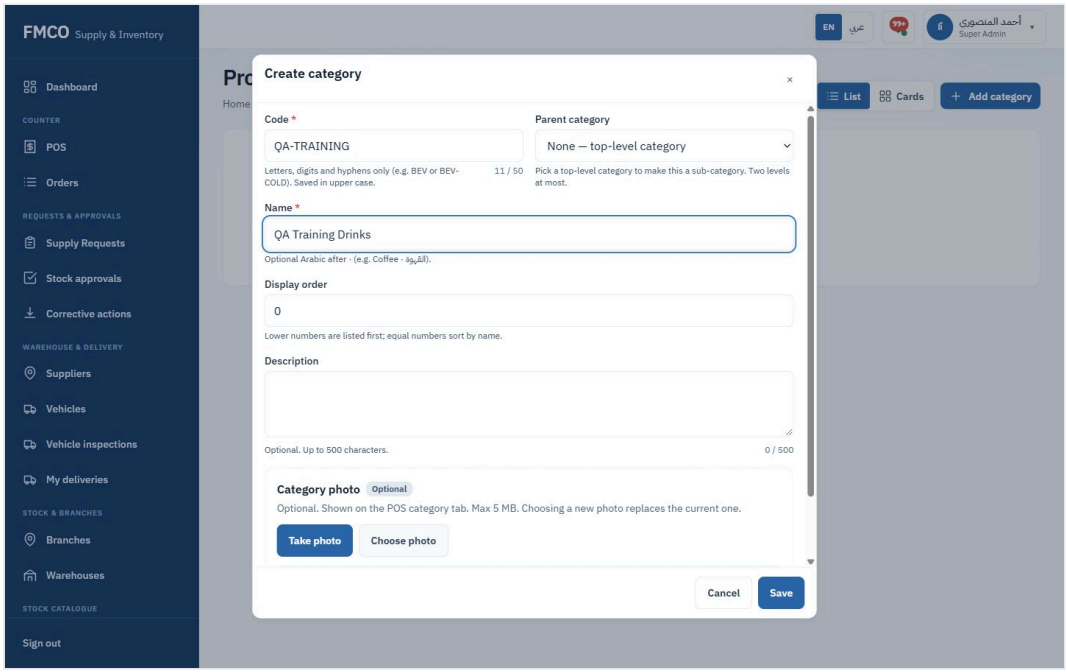


Fig 9.1 — Creating a product category

Step 2 — Create the Product and Its Recipe

1. Left menu → Menu & POS → **Products** → **New product**.

2. Basics: Code `QA-DRINK-001`, Category **QA-TRAINING · QA Training Drinks**, Status **Active**, Name `QA Milk Training Drink`.
3. Under **Ingredients** click **Add**, keep **Item** selected, choose **QA-MILK-001 · QA Fresh Milk (LTR)** and enter Qty `0.2` (litres per serve). Leave Wastage % at 0.
4. Click **Create product**. The product card shows "1 ingredient(s) · QA Fresh Milk 0.2 LTR".

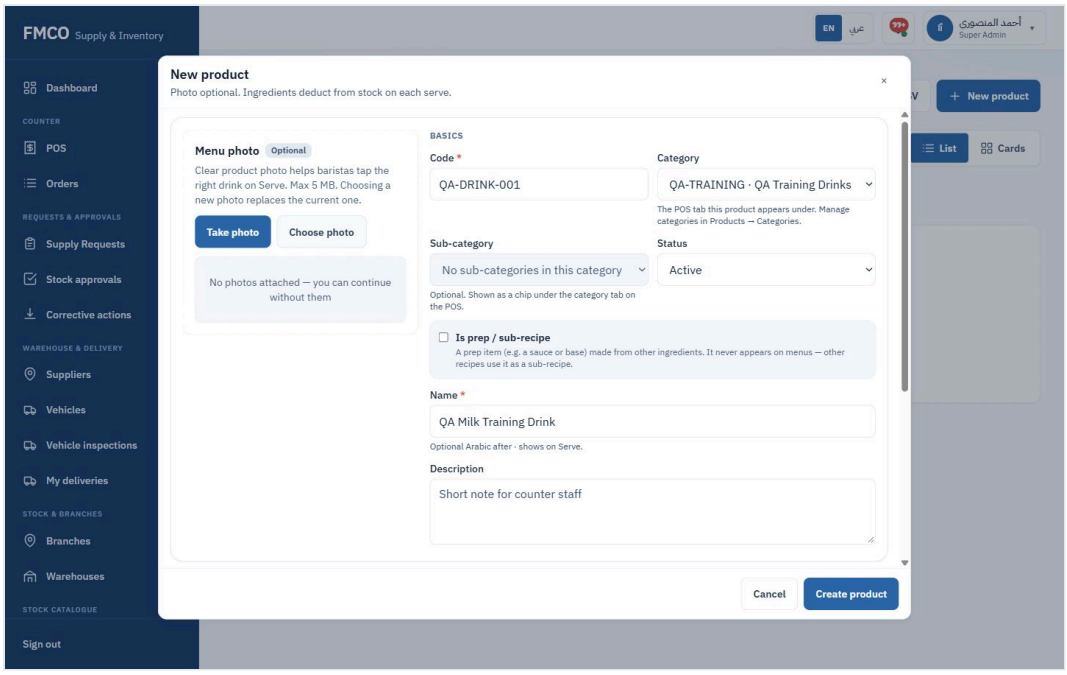


Fig 9.2 — "New product" — basics

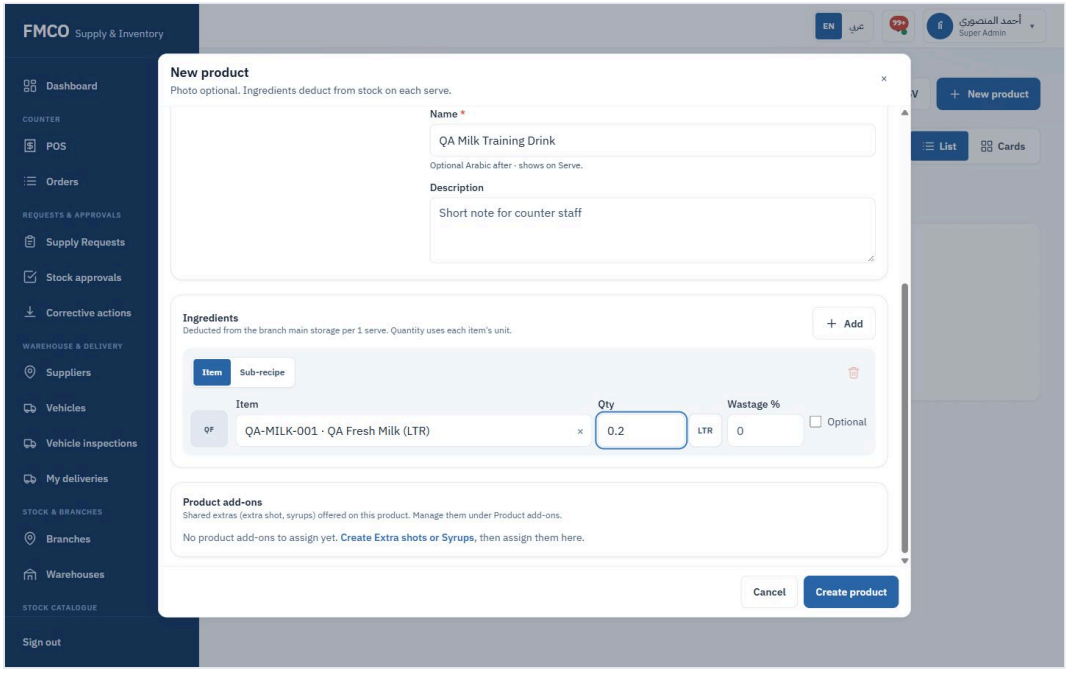


Fig 9.3 — "New product" — ingredients (recipe) and add-ons

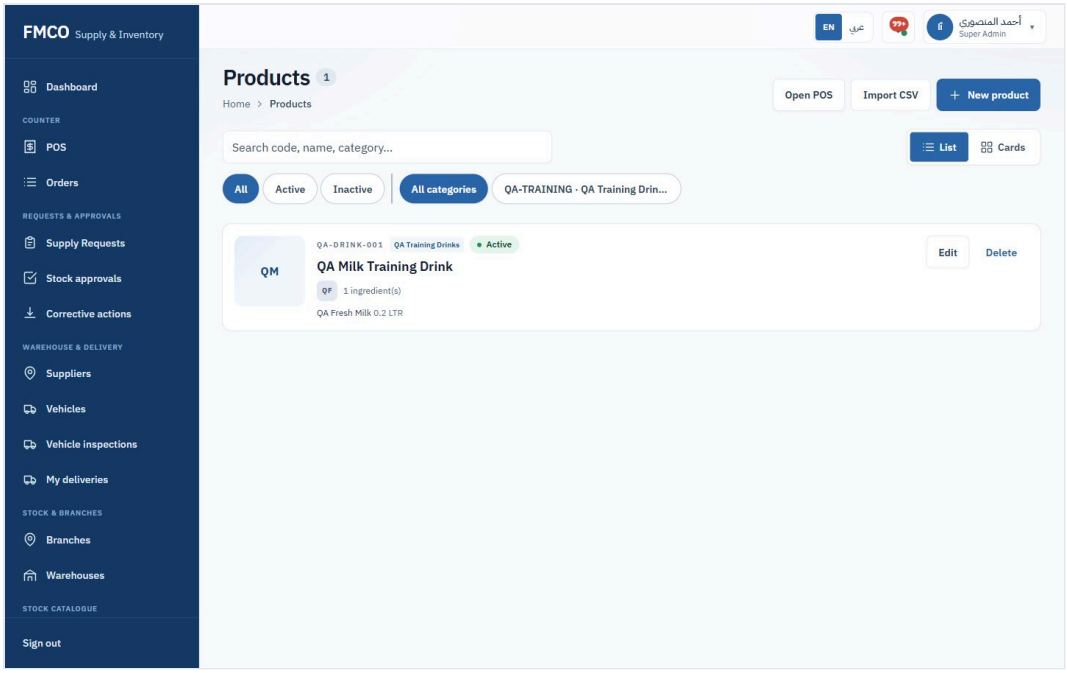


Fig 9.4 — Products list with the new product and its recipe

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Menu photo	Optional. A clear photo helps baristas tap the right drink on Serve (max 5 MB).
Code *	Unique product code (e.g. RCP-CAPPUCCINO).
Category	The POS tab the product appears under. Products with no category are shown under "Other".
Sub-category	Optional. Shown as a chip under the category tab on the POS.
Status	Active or Inactive. Only active products appear on the POS.
Is prep / sub-recipe	For a prep item (a sauce or base) made from other ingredients. It never appears on menus — other recipes use it as a sub-recipe.
Name * / Description	Optional Arabic can be added after a "·"; it shows on Serve.
Ingredients → Item / Sub-recipe	Each line is an inventory item or a sub-recipe, deducted from the branch Main storage per 1 serve.
Qty	Quantity per serve, in the item's stock unit (shown next to the field, e.g. LTR).
Wastage %	Extra quantity allowed for normal preparation loss.
Optional	The ingredient can be left out when serving.

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Product add-ons	Shared extras (extra shot, syrups) offered on this product. Manage them under Product add-ons.
Import CSV / Open POS	Import many products at once, or jump to the POS.

> **NOTE** **Item vs Product**
>
> QA Fresh Milk is an **inventory item** (it is stored and moved). QA Milk Training Drink is a **product** (it is served). The recipe connects them: 1 serve = 0.2 LTR milk. Products have no selling price in the IMS.

Product Add-ons

Left menu → Menu & POS → **Product add-ons**. Create shared extras once (e.g. Extra shot, Syrups) with **New add-on**, then offer them on the products that need them — or on all products. Our example does not use add-ons.

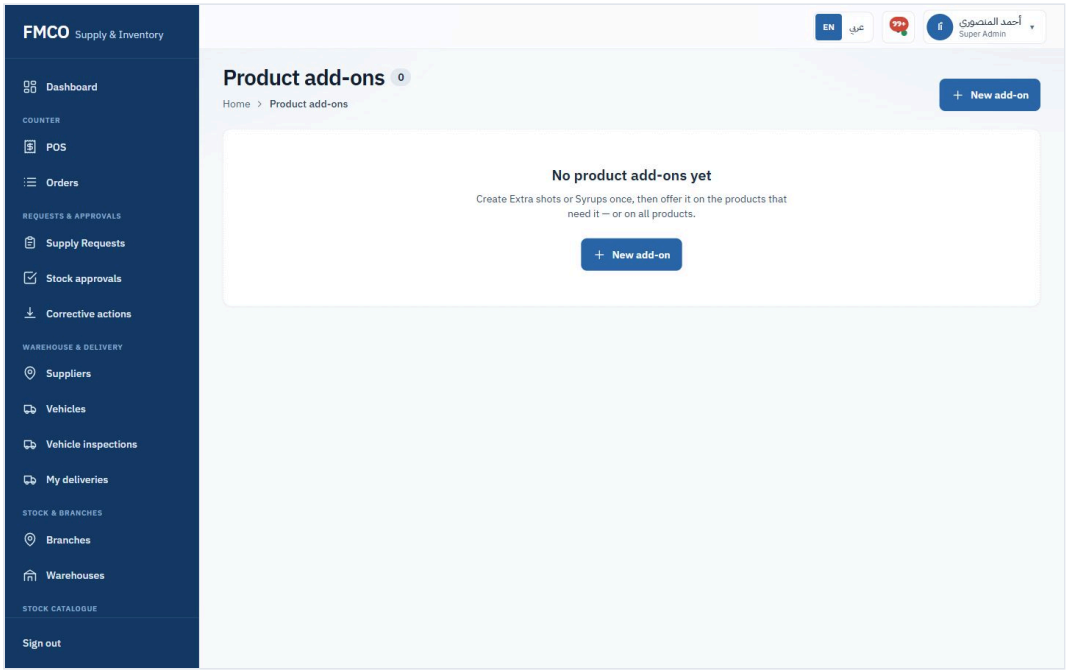


Fig 9.5 — Product add-ons

MODULE

10

Menus

Choose what each branch's POS shows for sale

Purpose

A menu is a set of product categories offered at one or more branches. Products in those categories appear on the POS automatically — only active, non-prep products in active categories.

Who: Super Admin / Administrator

Example: Creating "QA Demo Menu"

1. Left menu → Menu & POS → **Menus** → **Create menu**.
2. Menu details: Name `QA Demo Menu`, Code `QA-MENU-DEMO` (optional — generated if left blank), Status **Active**. Leave **Default menu** off.
3. Branches: select **QA-DEMO-01 · QA Demo Cafe**.
4. Categories on this menu: tick **QA Training Drinks**. Use "View products" to preview its products.
5. Check the footer ("1 categories · 1 products · 1 branches") and click **Save menu**.

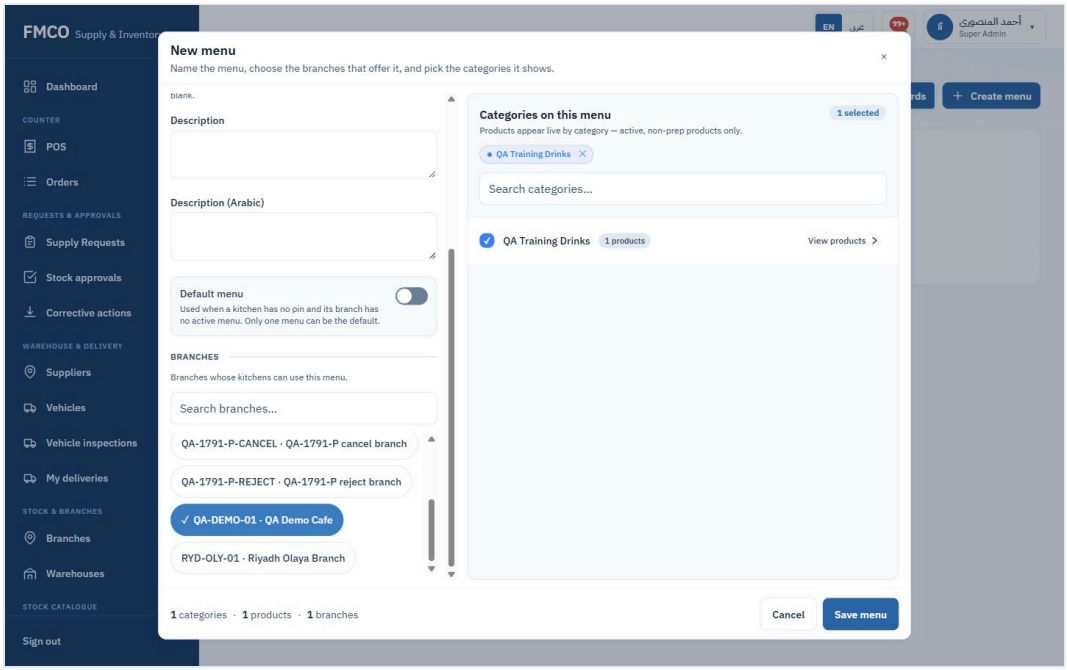


Fig 10.1 — "New menu" form

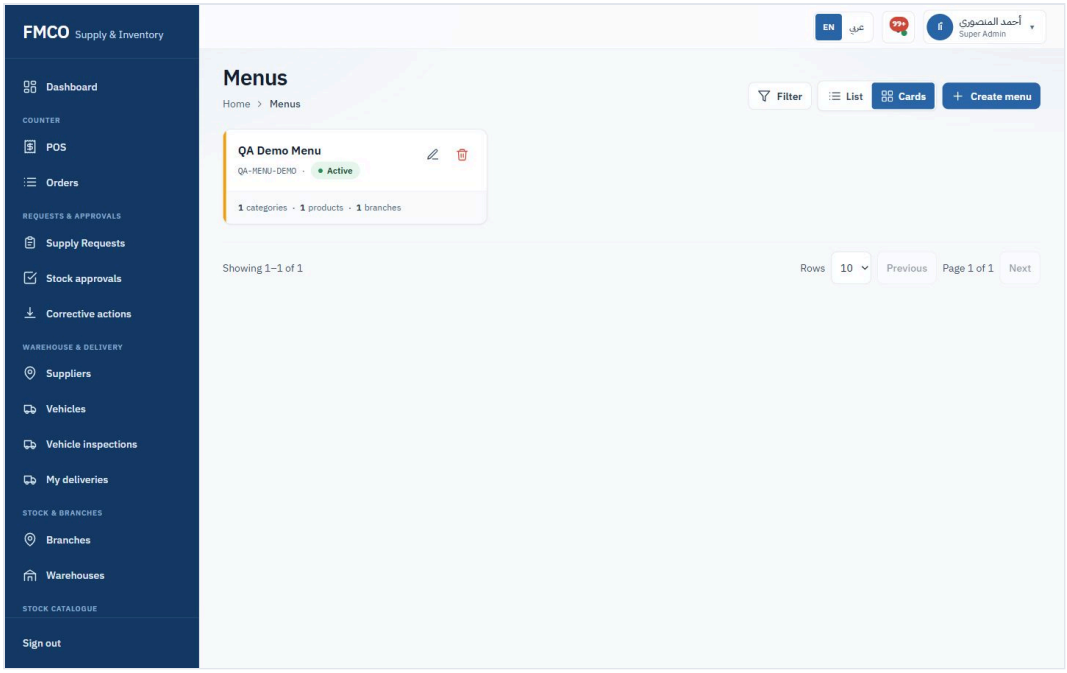


Fig 10.2 — Menus list with QA Demo Menu

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Name * / Name (Arabic)	The menu name.
Code	Optional — generated if left blank. Must be unique.
Status	Active or Inactive. An inactive menu is removed from every kitchen that had it.
Description / Description (Arabic)	Shown on the menu card.
Default menu (switch)	Used when a kitchen has no menu set and its branch has no active menu. Only one menu can be the default.
Branches	Branches whose kitchens can use this menu.
Categories on this menu	The product categories shown on the POS. Products appear live by category.

NOTE **Which Menu Does a Kitchen Show?**

1. The menu set on the kitchen itself (Module 11), if active. 2. Otherwise an active menu offered at the kitchen's branch. 3. Otherwise the company Default menu. 4. Otherwise no menu — the POS shows no products.

MODULE

11

Kitchens & POS Devices

Set up the POS registers of a branch

Purpose

A kitchen is a POS register of a branch — a counter, kiosk or drive-thru window. It is where serves are recorded. A kitchen is **not** a stock location: its sales are deducted from the branch's Main storage.

Who: Super Admin / Administrator

Dependencies

- An active branch (Module 05) and an active kitchen type (Module 04).
- Recommended: a menu offered at the branch (Module 10).

Example: Creating "QA Demo Cafe POS"

1. Open the branch QA Demo Cafe → **Kitchens** tab → **Add kitchen**. The branch is filled in.
2. Type **QA-MAIN · QA Main register**, Menu **QA-MENU-DEMO · QA Demo Menu**, Device **No device**.
3. Code `QA-POS-DEMO`, Name `QA Demo Cafe POS`.
4. Click **Save**. The kitchen is listed as Active with its menu.

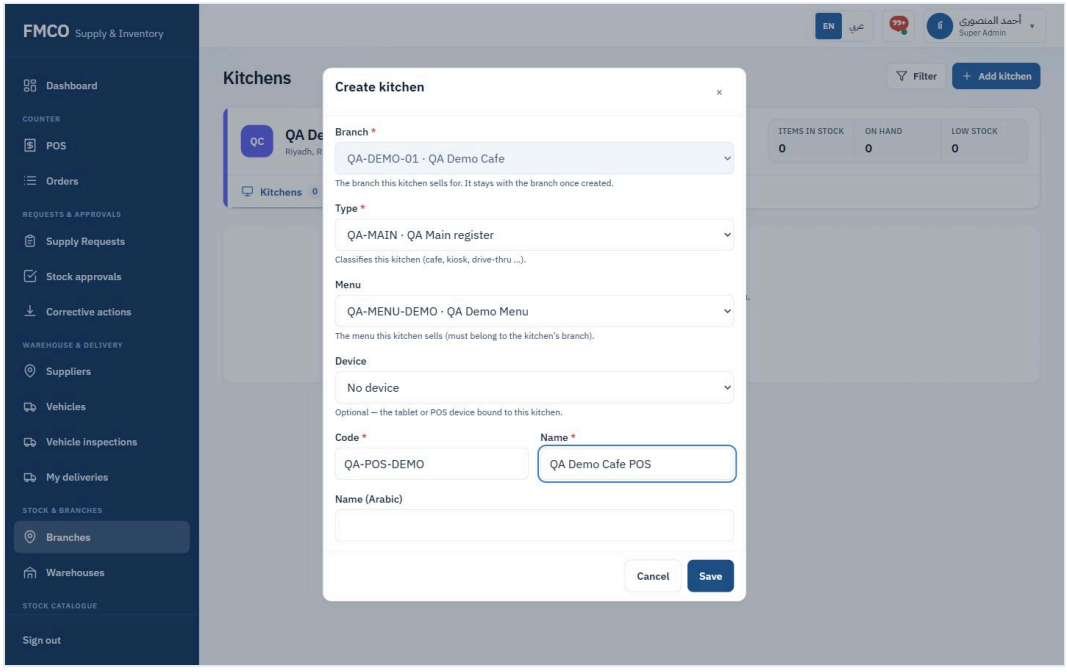


Fig 11.1 — "Create kitchen" form opened from the branch

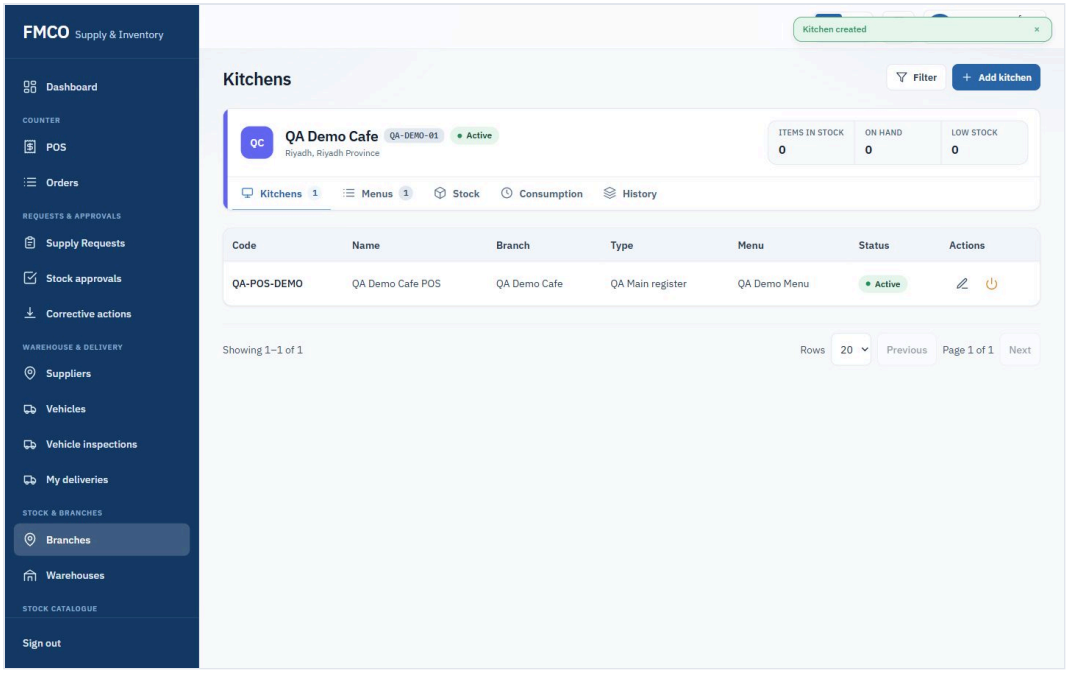


Fig 11.2 — Kitchens tab with QA Demo Cafe POS

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Branch *	The branch this kitchen sells for. Fixed once created.
Type *	The kitchen type (Module 04). Required.
Menu	The menu this kitchen sells. Optional; only menus offered at this branch are listed.
Device	Optional — the tablet or POS device bound to this kitchen. A device can be bound to only one kitchen.
Code * / Name * / Name (Arabic)	Code is unique, saved in upper case and cannot be changed after creation.
Deactivate / Activate	Only active kitchens can sell.

Registering a Device (Optional)

Left menu → Admin → **Devices** → **Add device**. Enter Code and Name, choose the Device type (Warehouse, Driver, FSO, Branch, POS, Other) and the fields that type needs, then Save. Bind a POS device to a kitchen with the kitchen's Device field. Our example uses no device.

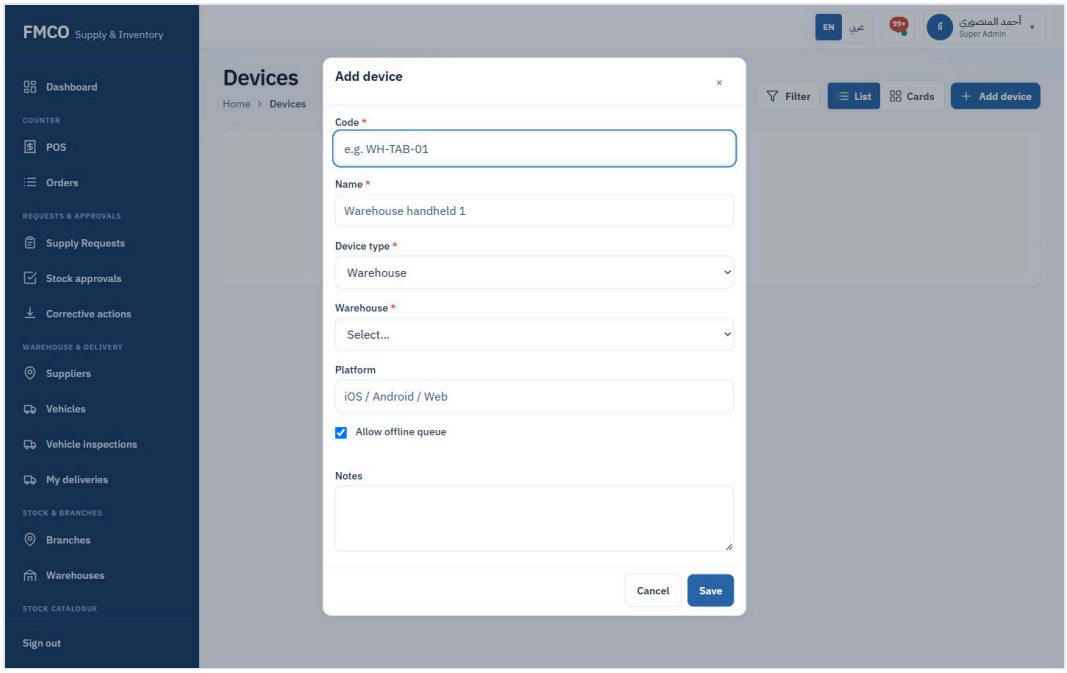


Fig 11.3 — "Add device" form

MODULE

12

Users & Roles

Give each person the access their job needs

Purpose

Every person who uses the system has a user account with one **role**. The role decides which menus and buttons they see. Branch staff and project managers are also linked to the branches they work for.

Who: Super Admin / Administrator

Users

Left menu → Admin → **Users**. The list shows Name/email, Role, Branches, Status, Verified and Actions.

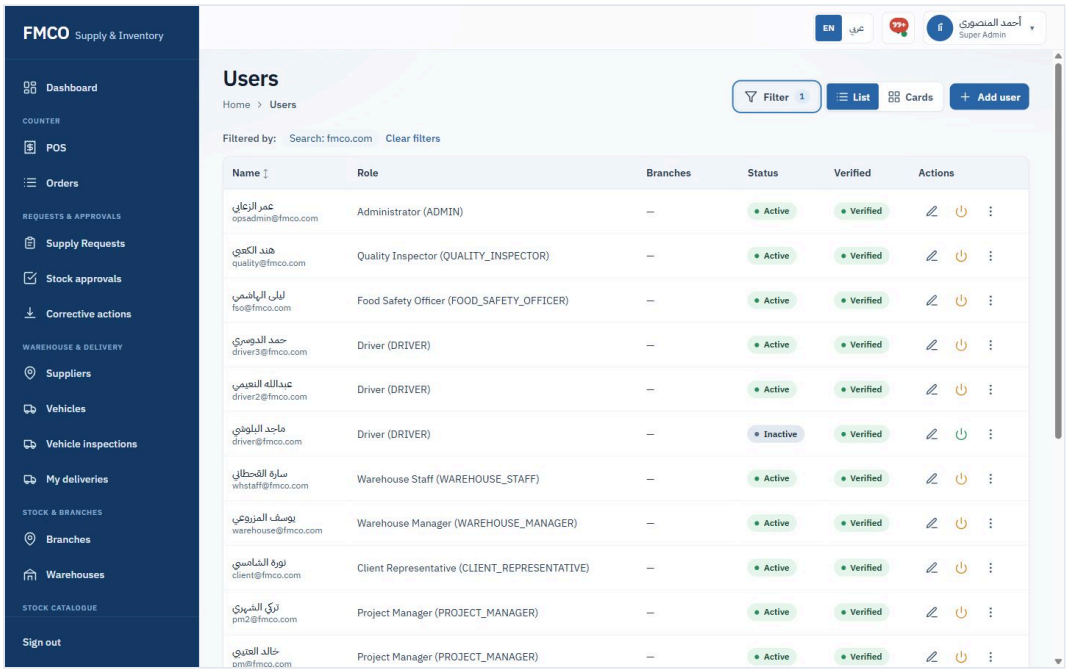


Fig 12.1 — Users list

How to Create a User

1. Click **Create user**.
2. Sign-in: Email * and Password * (at least 10 characters, with a letter and a digit).
3. Profile: First name *, Last name *, Phone.
4. Access: choose the Role * and, for baristas and project managers, the Assigned branches.
5. Click **Save**. The user receives a verification email; an administrator can also verify the account from the row's "More actions" menu.

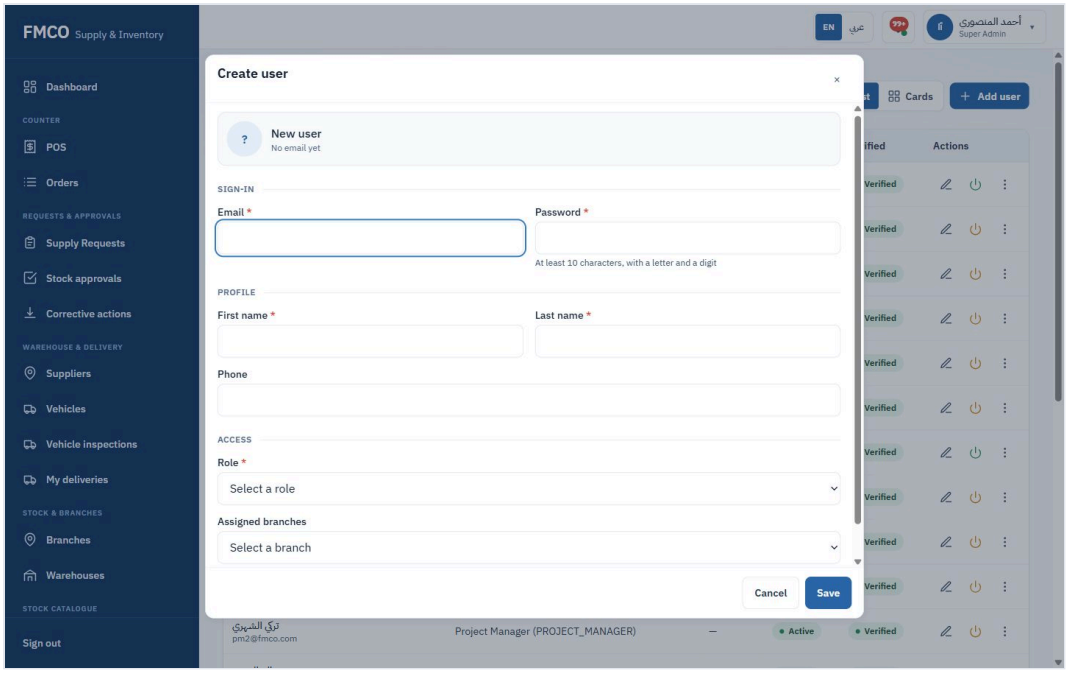


Fig 12.2 — "Create user" form

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Role *	One of the 11 roles (see below).
Assigned branches	Required for baristas (order, receive and count stock for the selected branches) and for project managers who should only approve those branches. Leave empty for a project manager to cover every branch. Admins always see all branches.
POS kitchens	"All kitchens in their branches" or "Specific kitchens". Decides where the user can sell; ordering, receiving and stock cover the assigned branches either way.
New password (edit only)	Leave blank to keep the current password.

Example: Linking Staff to QA Demo Cafe

For the journey, the existing barista, project manager and POS operator accounts were given access to QA Demo Cafe by adding it to their **Assigned branches**, keeping their other branches.

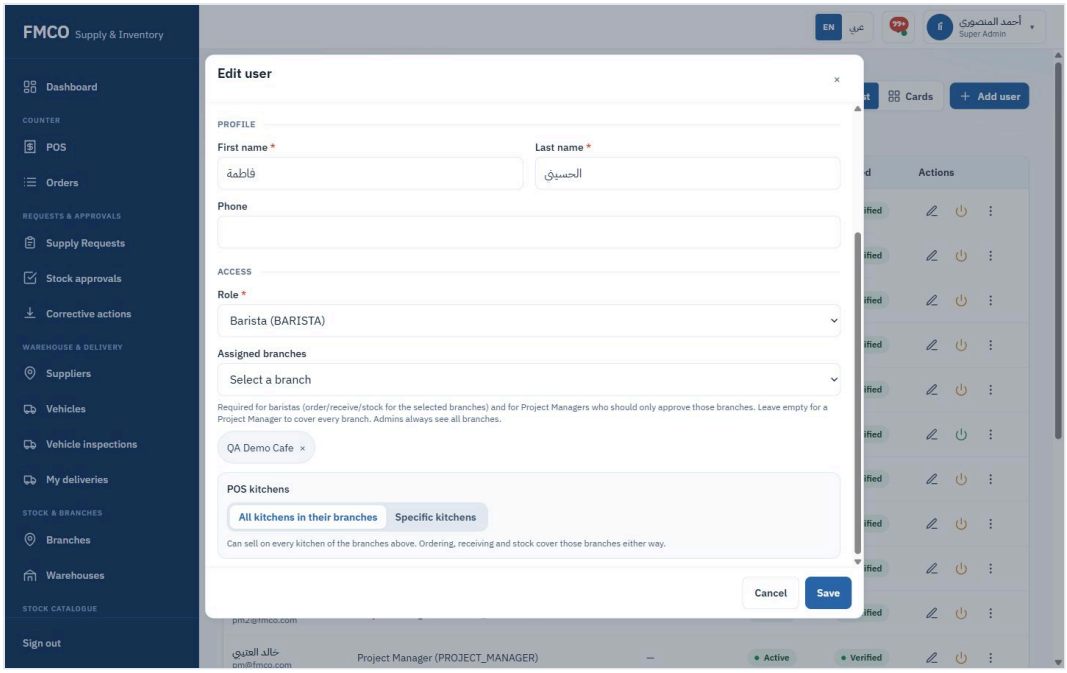


Fig 12.3 — Edit user — adding QA Demo Cafe to a barista's Assigned branches

A **POS Operator** (cashier) is linked to kitchens instead of branches: in **Assigned kitchens** pick the kitchen (e.g. QA-POS-DEMO · QA Demo Cafe). Cashiers sell only on the kitchens assigned here; their branch follows from each kitchen. Assign at least one kitchen for a cashier.

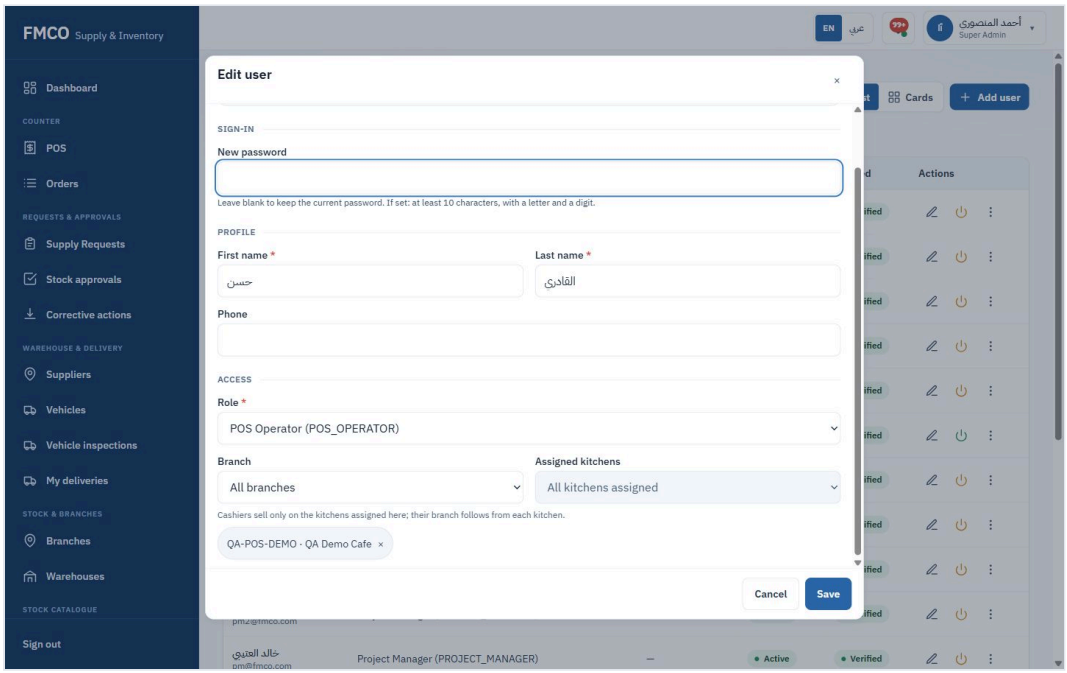


Fig 12.4 — Edit user — assigning a kitchen to a POS operator

Roles & Permissions

Left menu → Admin → **Roles**. Each role shows its number of permissions and users. Click **Permissions** to see the permission groups (Approvals, Branch receipt, Branches, Corrective actions, Dashboard…) with each permission's name, description and key.

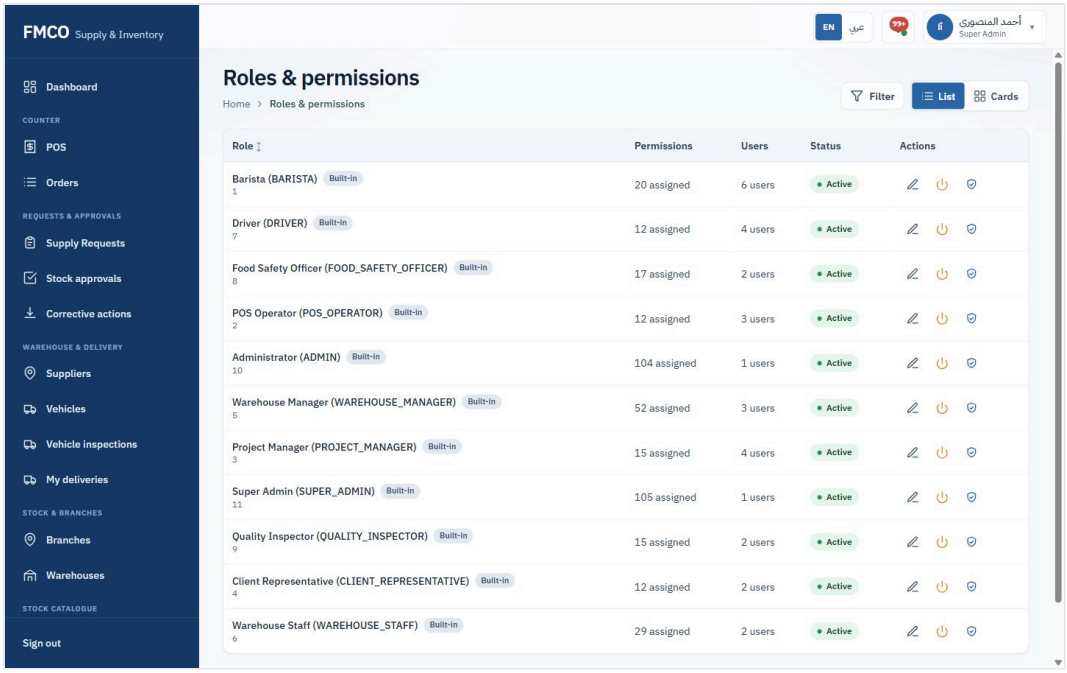


Fig 12.5 — Roles & permissions

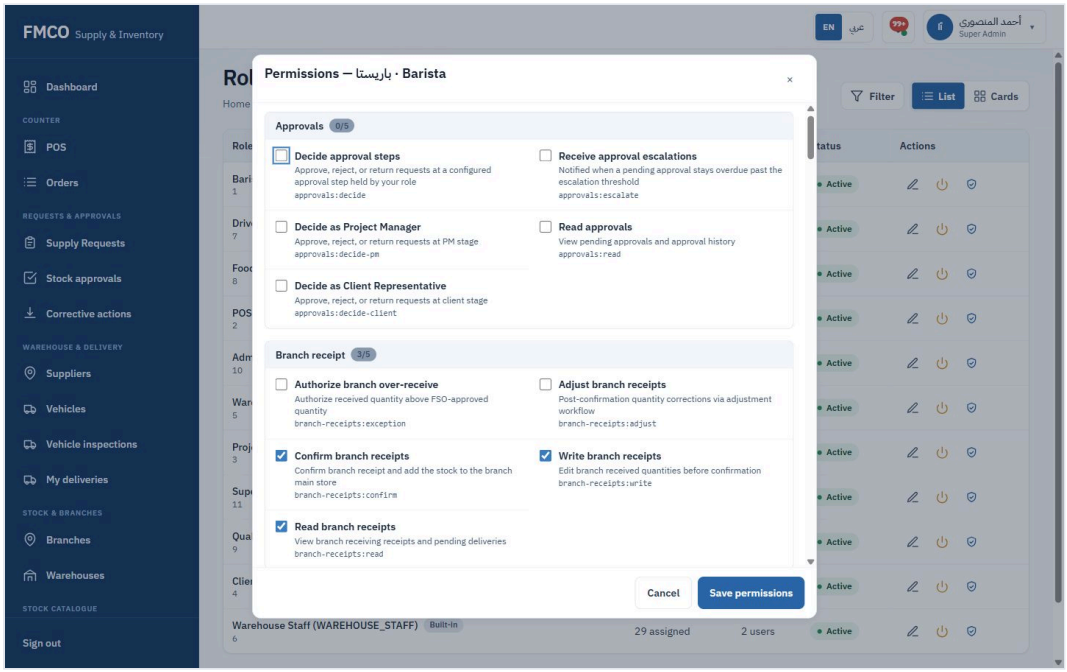


Fig 12.6 — Permissions of the Barista role

Row actions on a role: **Edit** (change its Name * and Description), **Deactivate** and **Permissions**.

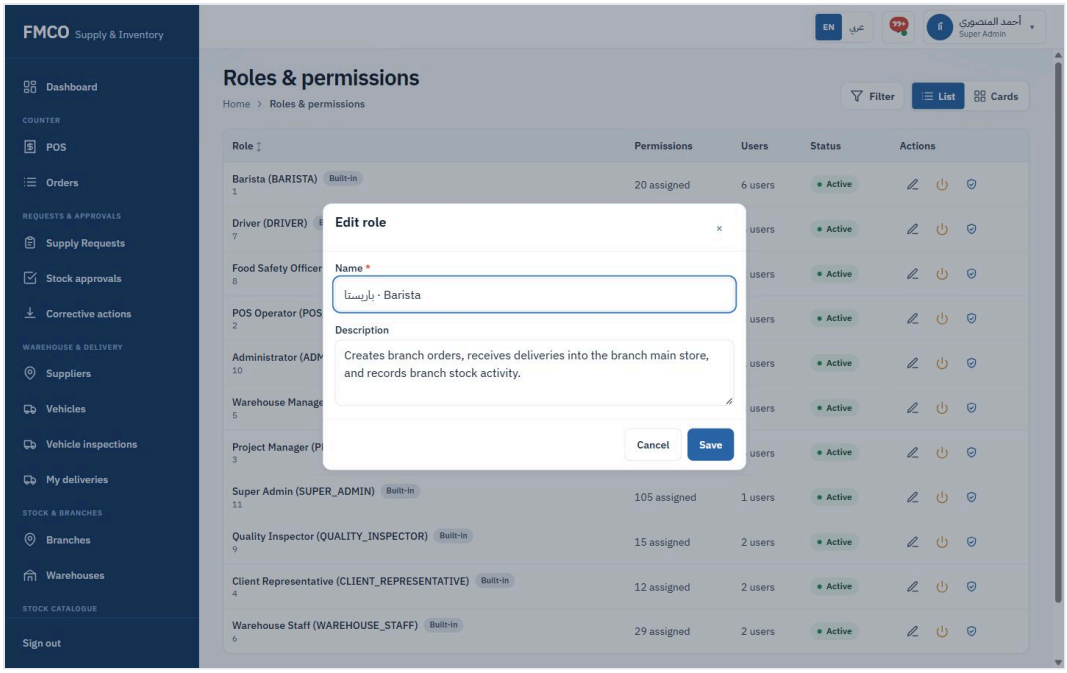


Fig 12.7 — "Edit role"

> **IMPORTANT** **Least Access**
>
> Give each person the role that matches their job. Approval and posting steps check the role and, in several cases, that the approver is a different person from the requester.

MODULE

13

Settings

Daily schedule, approvals and checklists for the whole system

Purpose

Settings control rules that apply everywhere: the daily cut-off times, who approves supply requests, the stock adjustment approval limit and the checklists used in inspections. Change them only after agreeing with FMCO management.

Who: Super Admin (some settings: Administrator)

How to Open It

Left menu → Admin → **Settings**. Tabs: Daily schedule, Approvals, Approval ladder, Checklists, Import data, Advanced.

Daily Schedule

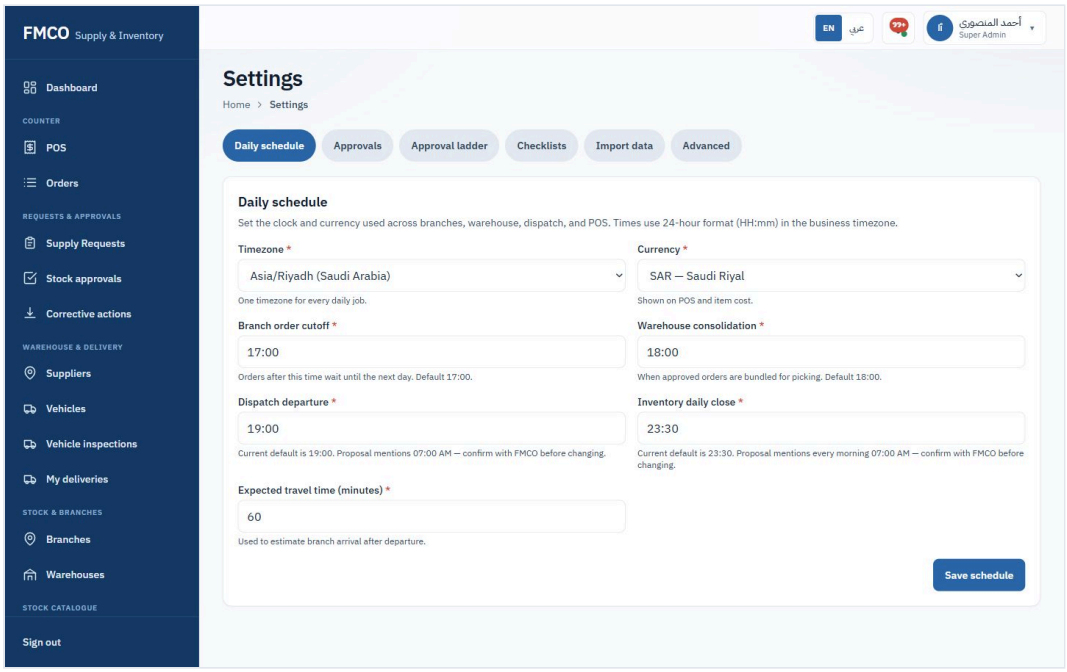


Fig 13.1 — Settings — Daily schedule

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Timezone * / Currency *	The business timezone (e.g. Asia/Riyadh) and currency (e.g. SAR).
Branch order cutoff *	Daily time by which branches must submit supply requests for the next operational day. Default 17:00.

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Warehouse consolidation *	Time the warehouse consolidates the day's approved requests. Default 18:00.
Dispatch departure *	Planned dispatch time. Default 19:00.
Inventory daily close *	Time of the daily stock close/rollup. Default 23:30.
Expected travel time (minutes) *	Used to plan deliveries.

Approvals and the Approval Ladder

The **Approvals** tab holds the approval timing ("Overdue after (hours)") and the **Stock adjustment approval limit**: changes above this quantity wait for a second person (Module 28). 0 means a second person is never required; the default is 20; only a Super Admin can change it.

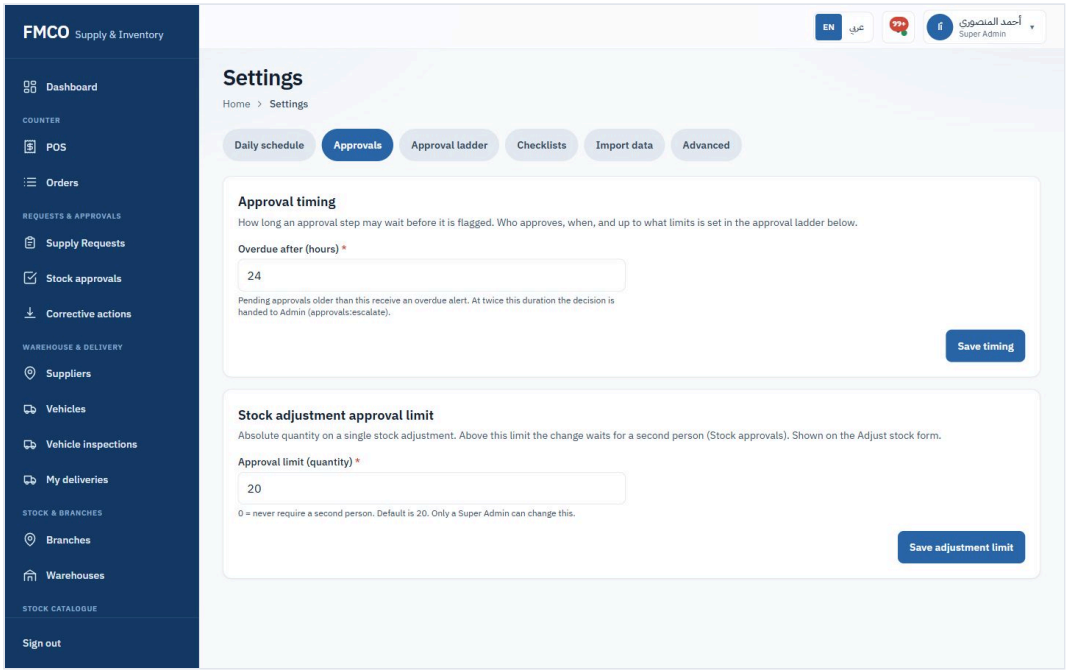


Fig 13.2 — Settings — Approvals

The **Approval ladder** tab defines the steps a supply request goes through. The standard ladder is step 1 **Project Manager**, step 2 **Client**. Each step has a Step name, Decided by, Applies (Always / Only when a condition is met) and its scope and limits.

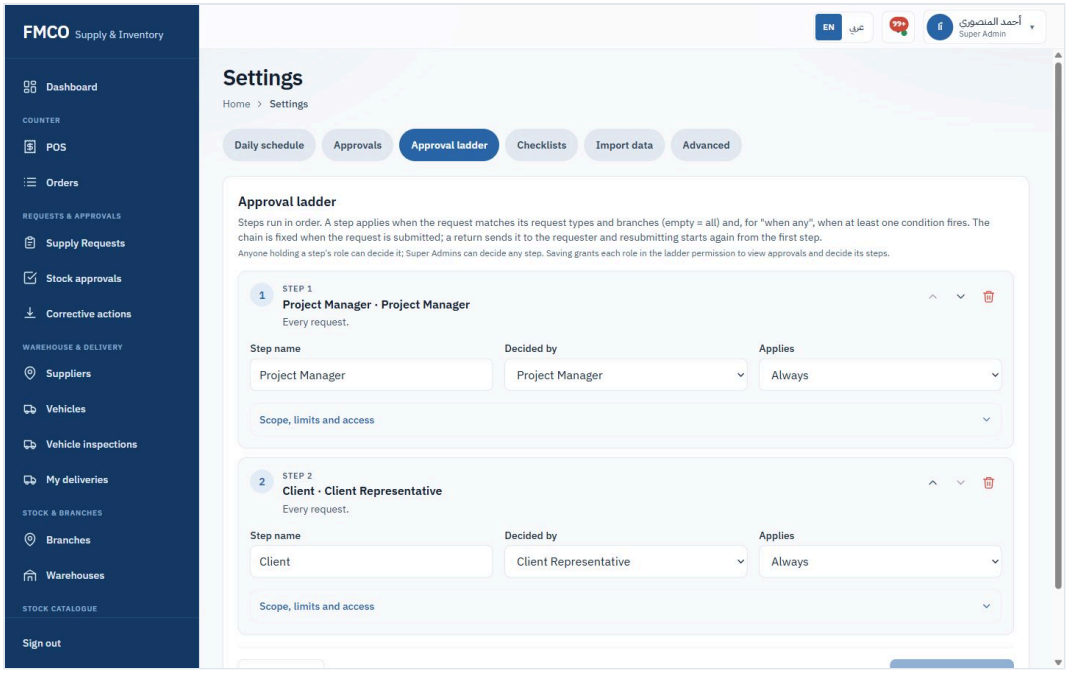


Fig 13.3 — Settings — Approval ladder (Project Manager, then Client)

Checklists

The **Checklists** tab holds the questions asked during the three inspections of the journey: **Warehouse quality** (Module 19), **Vehicle inspection** (Module 20) and **Food Safety receiving** (Module 22). Each item can be marked "Required to pass".

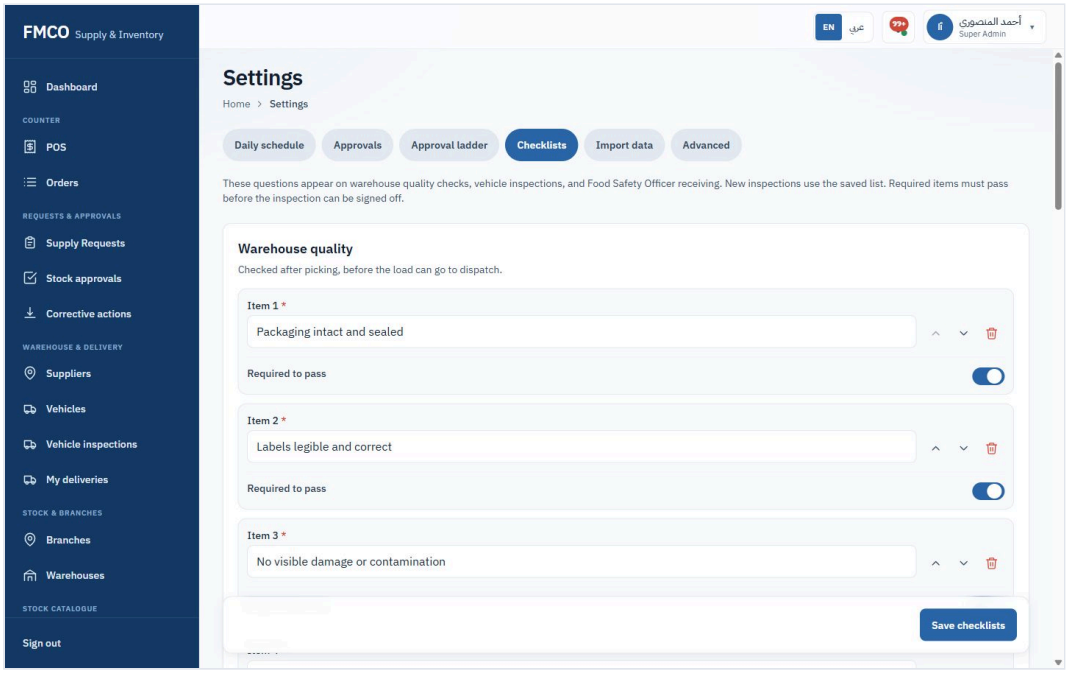


Fig 13.4 — Settings — Checklists

Import Data and Advanced

Import data loads initial master data from an Excel workbook: download the template, fill it, choose the file and click "Import workbook" (switch on "Update rows that already exist" to update). **Advanced** lists every system setting with its area, value and last update.

MODULE

14

Vehicles

The vans that carry deliveries to branches

Purpose

Every dispatch is carried by a vehicle, and every vehicle must pass an inspection before it leaves (Module 20).

Who: Super Admin / Administrator, Warehouse Manager

Example: Adding the QA Demo Van

1. Left menu → Warehouse & delivery → **Vehicles** → **Add vehicle**.
2. Plate number `QA-0001`, Make `QA Make`, Model `QA Demo Van`, Capacity notes (e.g. "refrigerated, 20 crates").
3. Click **Save**. The vehicle is Active.

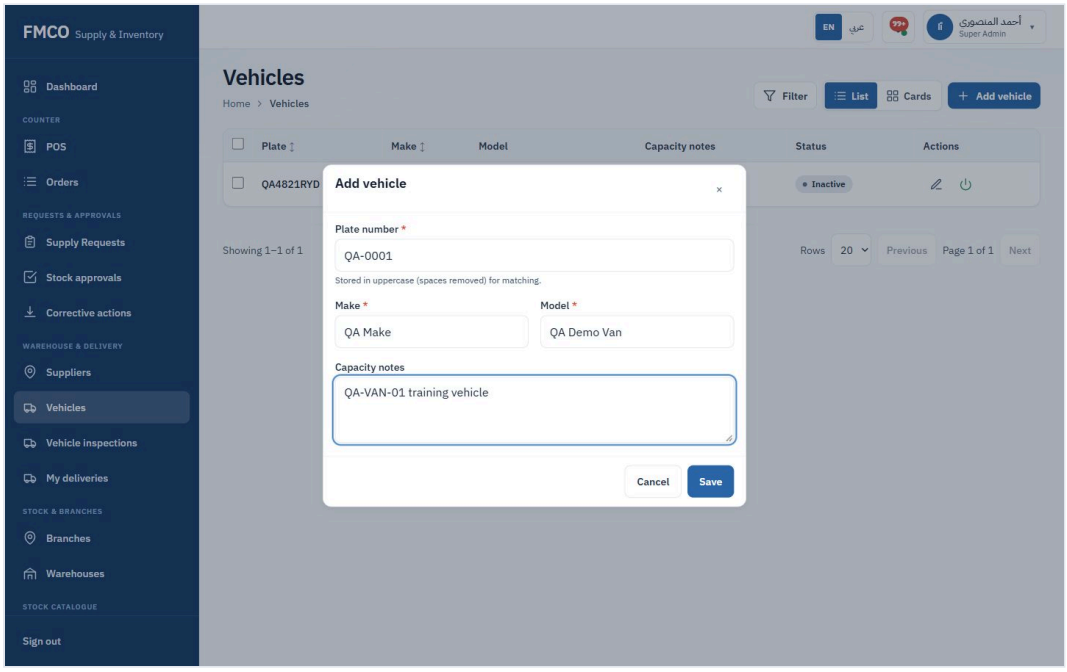


Fig 14.1 — "Add vehicle" form

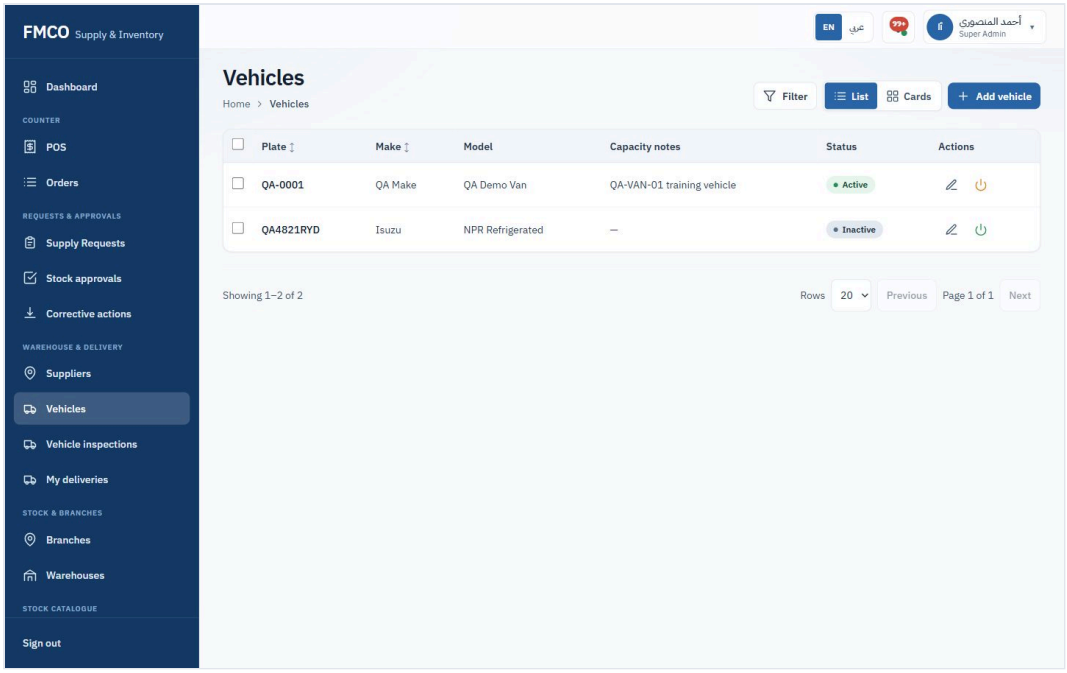


Fig 14.2 — Vehicles list

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Plate number *	Stored in upper case with spaces removed, for matching.
Make * / Model *	Vehicle make and model.
Capacity notes	Free text: size, refrigeration, crate capacity.

> **NOTE** **Set-Up Complete**
>
> The system now knows the item, where it will be stored, who supplies it, what it is used for and who does the work. Stock is still zero everywhere: Part B brings the milk in.

PART B

Move the Stock: From Supplier to Customer

Part B follows one delivery of milk through the whole system: received from the supplier into the warehouse, ordered by the branch, approved, prepared, checked, delivered, inspected, received at the branch and finally served on the POS. Each module shows who does the step and what the system records.

MODULE

15

Goods-In

Receive stock from a supplier into the warehouse

Purpose

Goods-in records a delivery from a supplier. It is the only way new stock enters the system. Warehouse staff record the delivery as a **draft**, checking lots, expiry dates and temperatures. A warehouse manager then **posts** it, and the quantity is added to warehouse stock.

Record: Warehouse Staff **Post: Warehouse Manager**

WAREHOUSE	IN TRANSIT	BRANCH	USED
0 LTR	0 LTR	0 LTR	0 LTR

How to Open It

Left menu → Stock & branches → **Warehouses** → open the warehouse (e.g. QA Demo Warehouse) → **Goods-in** tab. The tab lists every goods receipt with filters for Search, Supplier, Status (Draft / Posted / Cancelled) and a From / To date.

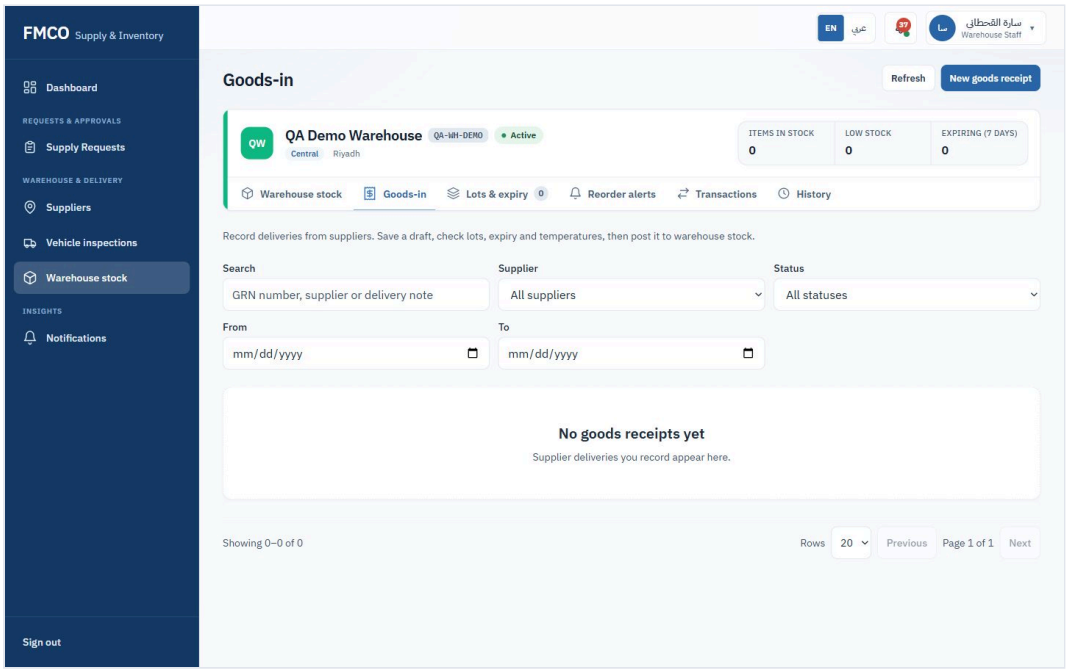


Fig 15.1 — Goods-in tab of the warehouse

Step 1 — Record the Delivery (Warehouse Staff)

1. On the Goods-in tab click **New goods receipt**. The warehouse is already filled in.

2. Supplier **QA Demo Dairy Supplier**, Supplier reference `QA-DN-0001` (the supplier's delivery note number). Received at defaults to now.
3. Under **Add items** click **Find item** (or **Scan barcode**) and add **QA Fresh Milk**.
4. On the line enter Quantity `20`, Unit **LTR – stock unit**, Bin **A-01-01 – QA Dairy chiller**, Lot number `QA-MILK-LOT-01`, Expiry date, and Temperature on arrival `4` °C.
5. Optionally add photos of the delivery note under **Delivery note & photos**.
6. Click **Save draft**. The receipt gets its number (e.g. GRN-20261108-0001) and the status **Draft**.

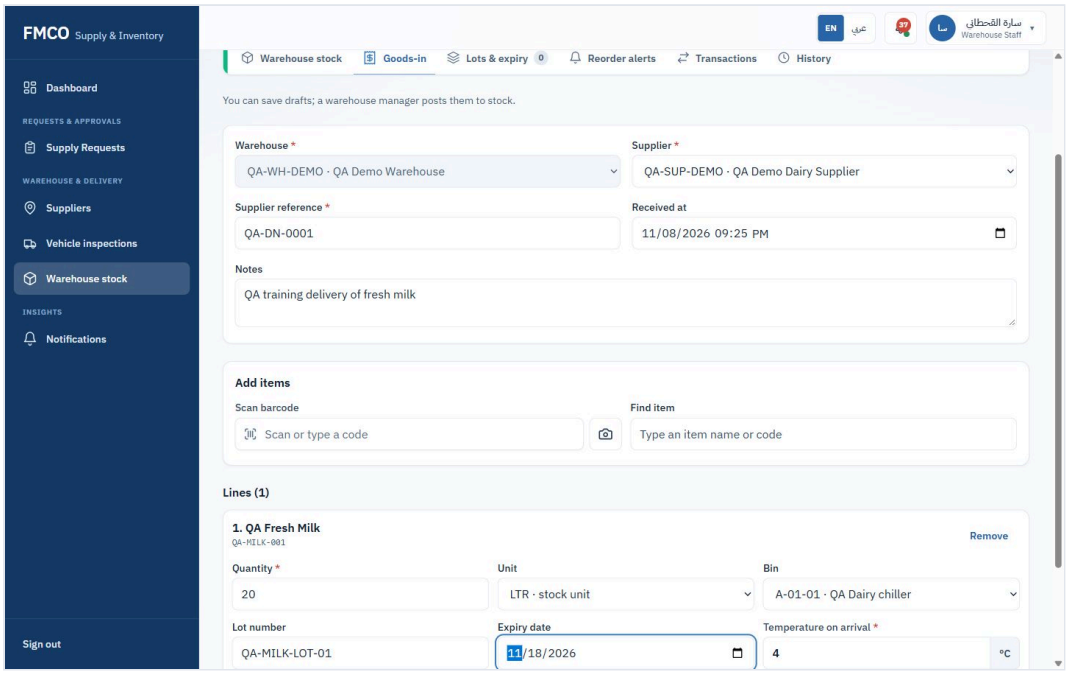


Fig 15.2 — "New goods receipt" with one line

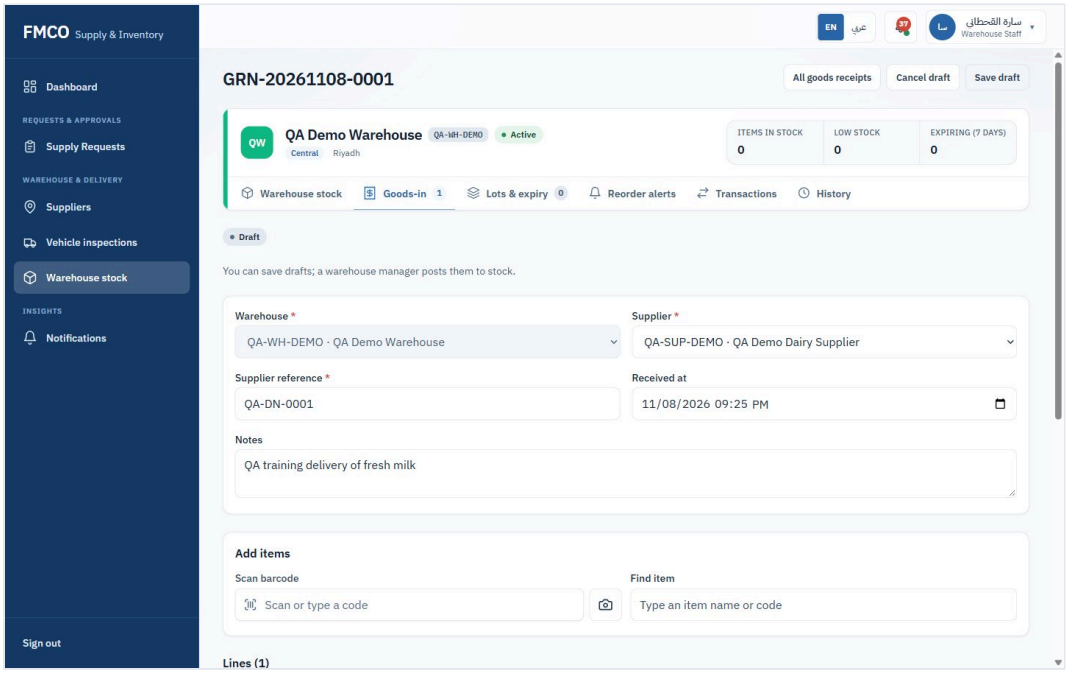


Fig 15.3 — Goods receipt saved as a draft

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Warehouse *	The warehouse receiving the goods. Filled in when you start from the warehouse page.
Supplier *	The supplier delivering the goods (Module 08).
Supplier reference *	The supplier's delivery note or invoice number, for matching.
Received at	Date and time the goods arrived. Defaults to now.
Scan barcode / Find item	Add an item to the receipt by scanning its barcode or searching for it.
Quantity * / Unit	Quantity received. You can enter it in the stock unit or any unit set up in Module 01 (e.g. ML); it is stored in the stock unit.
Bin	The shelf the goods are put on (Module 07).
Lot number / Expiry date	The batch and its expiry. Lots guide FEFO (first-expiry, first-out) picking later.
Temperature on arrival *	Required for temperature-controlled items. The allowed range comes from the item (here 0 to 4 °C).
Delivery note & photos	Optional photos or video. Take photo, Record video or Choose files.
Save draft / Cancel draft	Keep working on the receipt, or cancel it. A draft does not change stock.

Step 2 — Post to Stock (Warehouse Manager)

1. The warehouse manager opens the Goods-in tab. The draft is listed with its supplier, lines, quantity and status **Draft**.
2. Open it, check the lines, and click **Post to stock**.
3. Confirm: "1 line(s) will be added to warehouse stock. Posted receipts cannot be edited." → **Post to stock**.

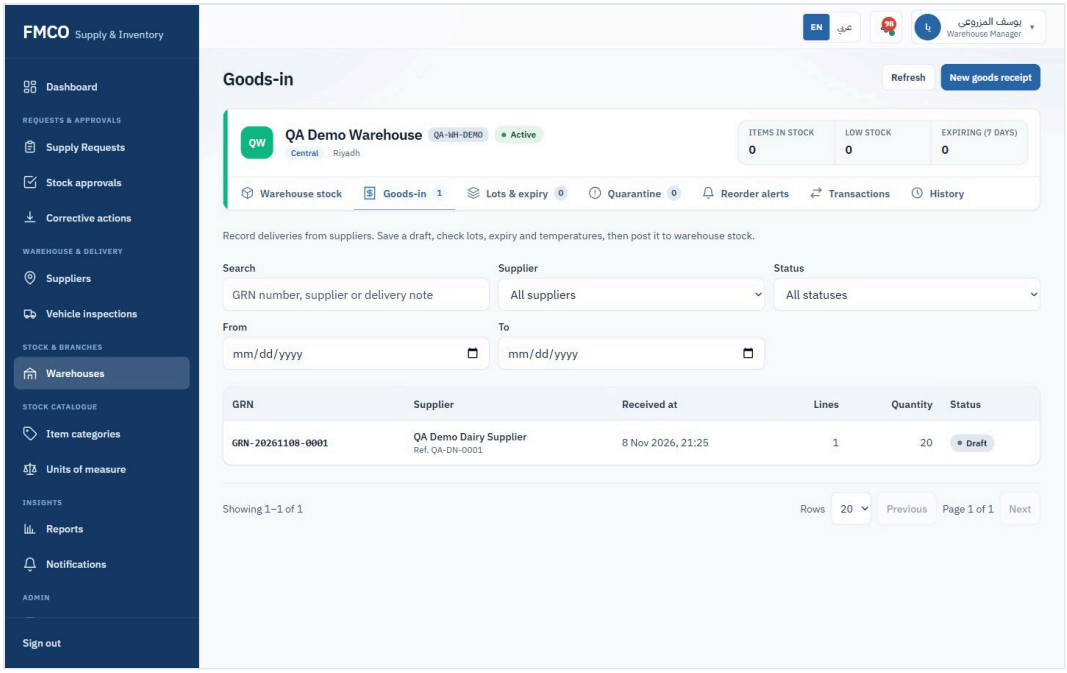


Fig 15.4 — The draft waiting for the manager

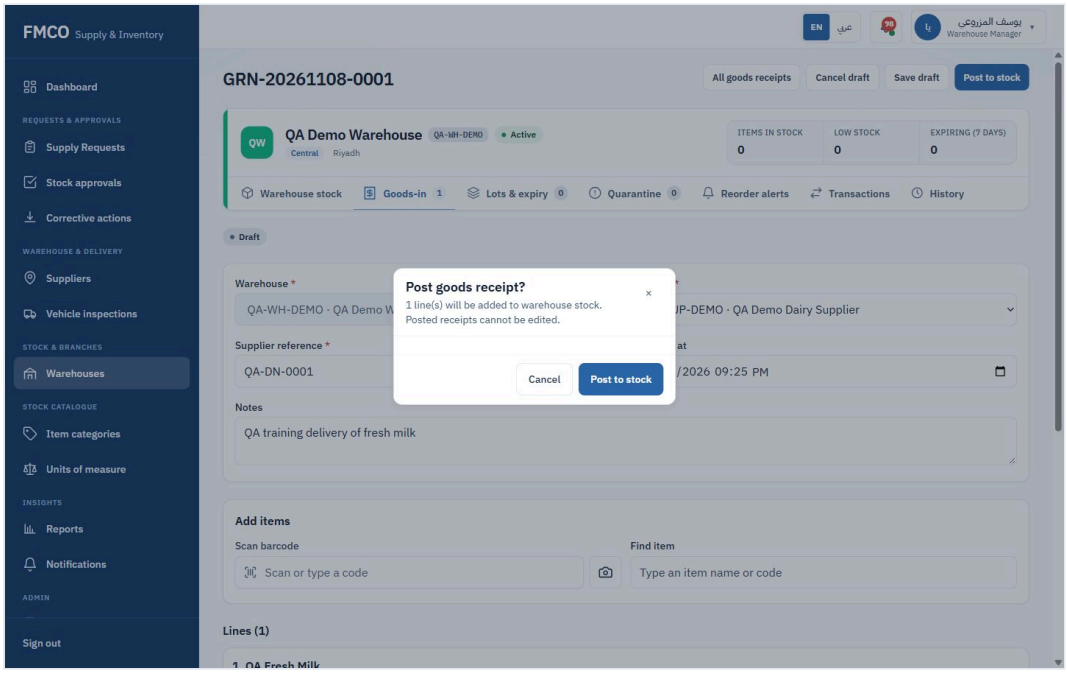


Fig 15.5 — "Post goods receipt?" confirmation

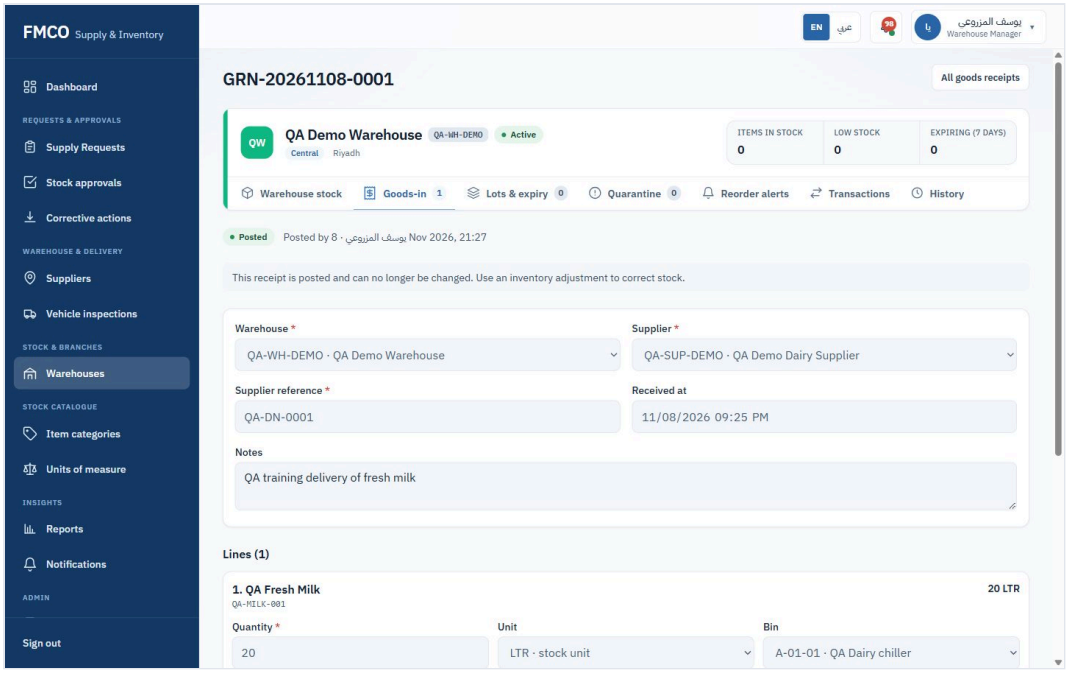


Fig 15.6 — Posted goods receipt

> **IMPORTANT** **Posted Means Final**
>
> A posted receipt can no longer be changed. To correct stock afterwards, use a stock adjustment (Module 25).

Result: Stock in the Warehouse

The warehouse's **Warehouse stock** tab now shows QA Fresh Milk: On hand 20 LTR, Reserved 0 LTR, Available 20 LTR, in bin A-01-01. The **Lots & expiry** tab shows lot QA-MILK-LOT-01 with its expiry date and "Received on GRN-20261108-0001".

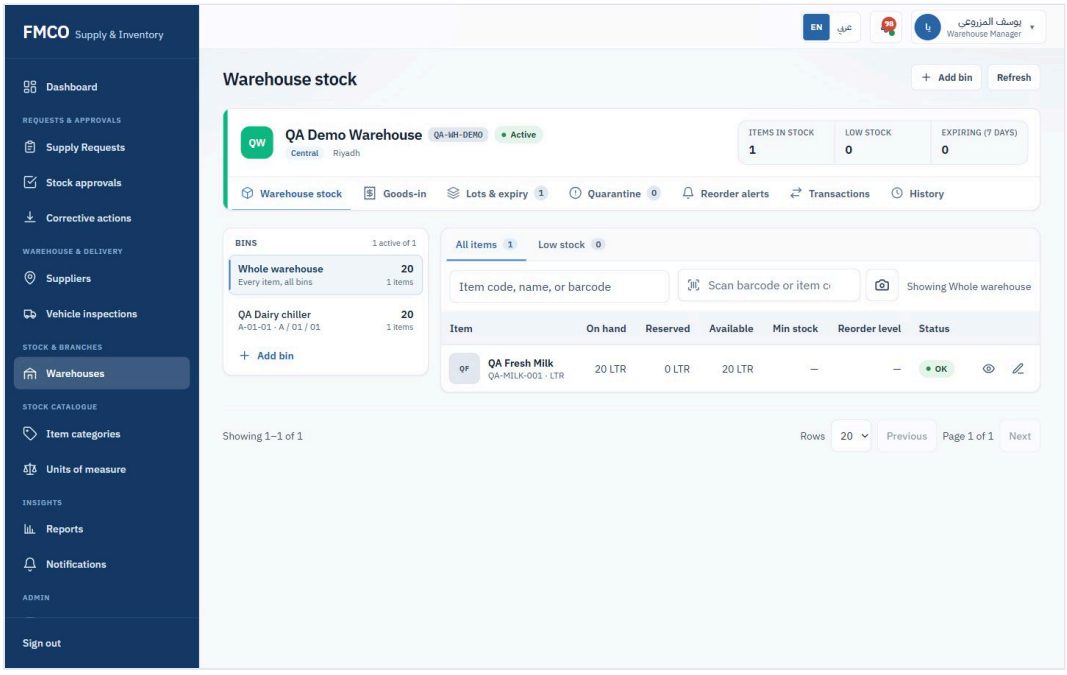


Fig 15.7 — Warehouse stock after posting

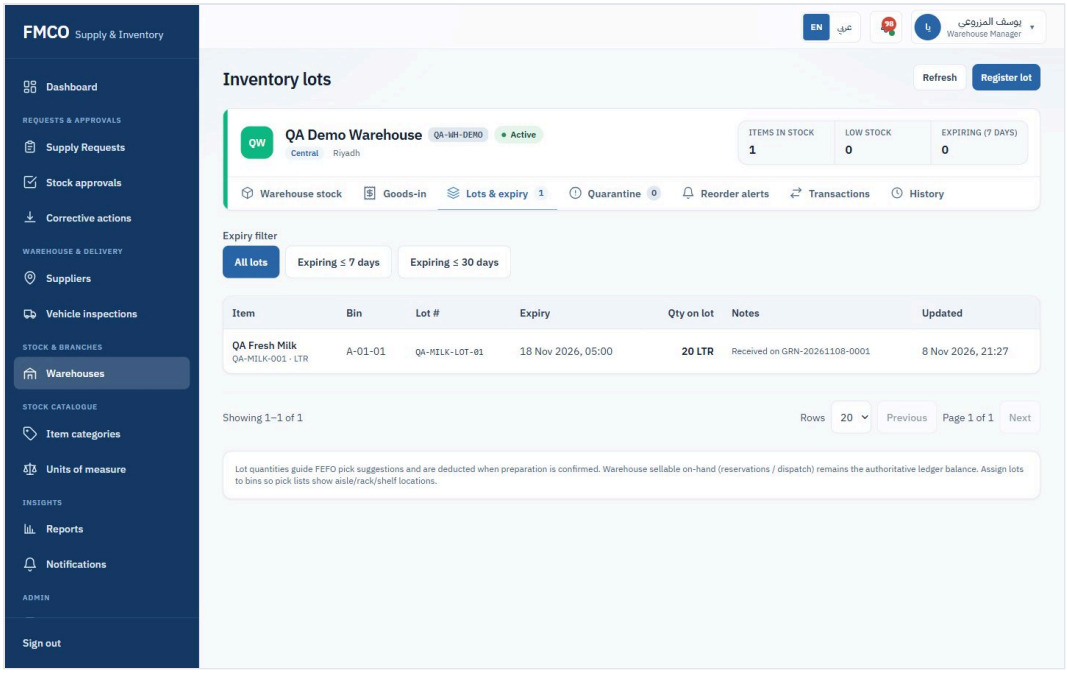


Fig 15.8 — Lots & expiry

WAREHOUSE	IN TRANSIT	BRANCH	USED
20 LTR	**0 LTR**	**0 LTR**	**0 LTR**

MODULE

16

Supply Requests

A branch orders stock from the warehouse

Purpose

A supply request is a branch's order for an operational day. The barista chooses the items and quantities, adds a short reason and sends it for approval. The request then moves through the approval ladder (Module 17), warehouse preparation, quality check and delivery, and its page shows every step.

Who: Barista (for their assigned branches)

How to Open It

Left menu → Requests & approvals → **Supply Requests**. The list shows Request, Branch, Requested by, Status, Lines, Order for, Created and Actions, with a chip per status (All, Manager approval, …).

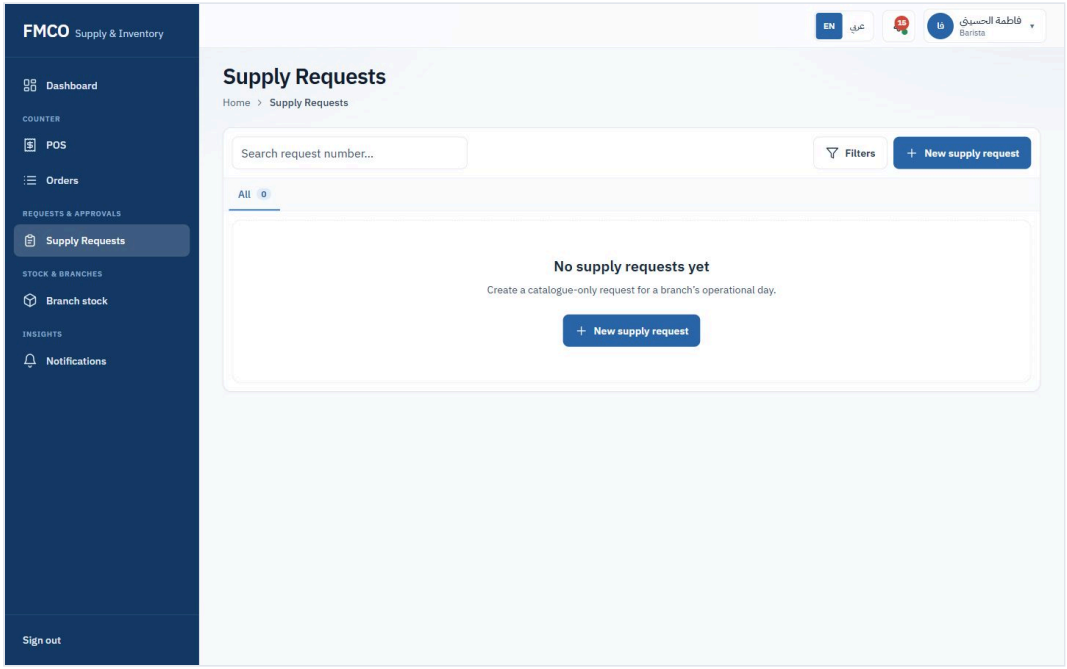


Fig 16.1 — Supply Requests list (barista)

Example: Ordering 5 LTR of Milk

1. Click **New supply request**.
2. **Where and when:** Branch **QA Demo Cafe**, Order for the day of **the next operational day**, Warehouse **QA Demo Warehouse (central)**.
3. **Choose your items:** find QA Fresh Milk and set the quantity to `5` LTR with the + / − buttons or by typing. Leave the other items at zero.
4. **Why do you need it?** Enter the Business justification, e.g. "Milk for training drinks".

5. Click **Send for approval** and confirm with **Yes, send it**. (Use **Save for later** to keep it as a draft.)

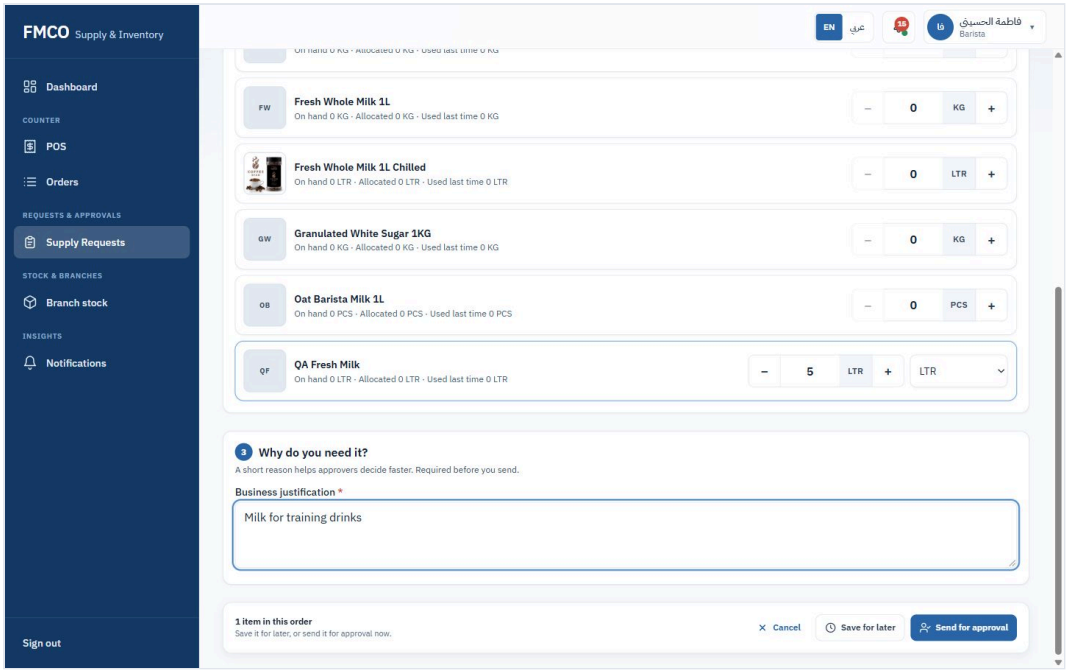


Fig 16.2 — New supply request — items and justification

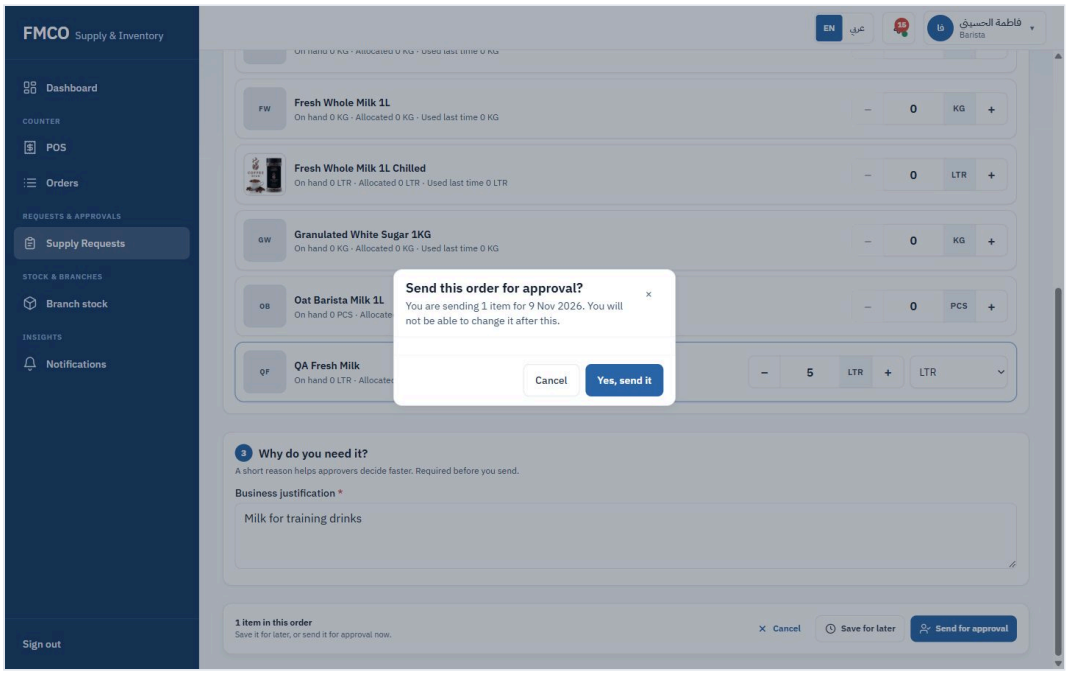


Fig 16.3 — "Send this order for approval?"

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Branch *	The branch that is ordering (for a barista, the branch they are assigned to).
Order for the day of	The operational day the stock is needed for.

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Warehouse *	The warehouse that sends this order. Stock shown is from this warehouse.
Use all suggestions / Clear	Fill in the suggested quantities for all items, or set every quantity back to zero.
Search / Scan barcode	Find an item by name or by scanning it.
All / Added / Running low	Show all items, only the items in this order, or only items running low at the branch.
Item card	Shows On hand at the branch, Allocated and Used last time, with − / + and the unit (e.g. LTR or ML).
Business justification *	A short reason. Required before sending; it helps approvers decide faster.
Save for later / Send for approval	Keep the order as a draft, or send it. After sending, it cannot be changed.

NOTE **Ordering Cut-off**

Orders for a day must be sent before the **Branch order cutoff** (Module 13, default 17:00). After the cut-off the screen says that new submissions for that date are blocked: choose the next operational day instead.

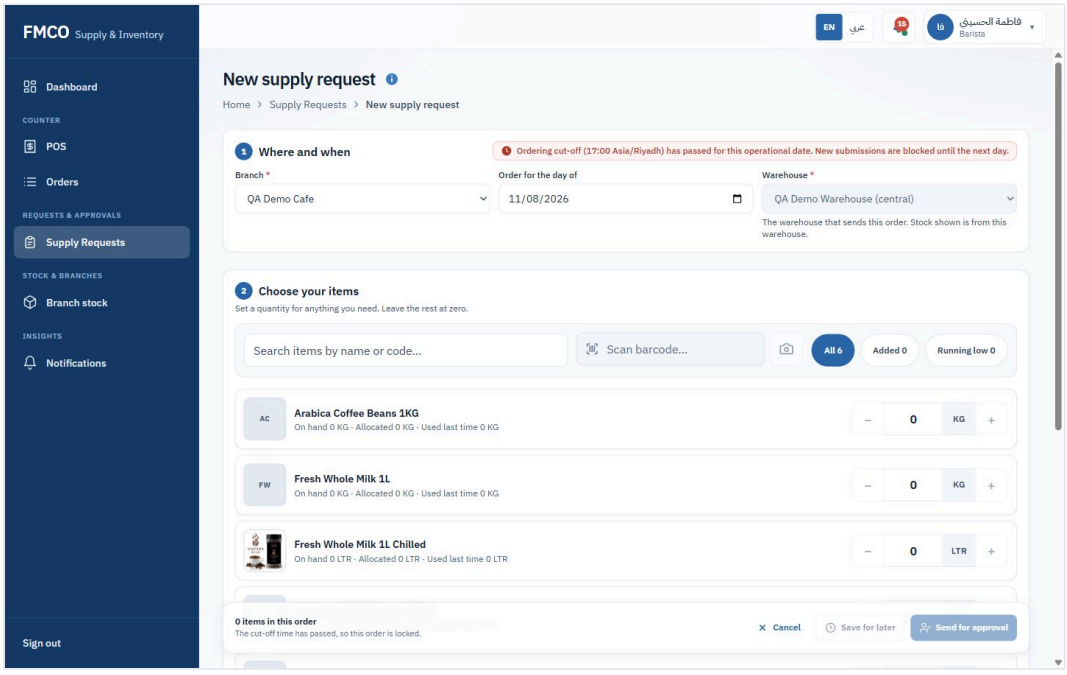


Fig 16.4 — Cut-off message for a date that has passed its cut-off

Following the Request

The request appears in the list with the status **Manager approval**. Click **Open** to see its page: the progress bar shows every stage — Draft, Submitted, Manager approval, Client approved, Warehouse prep, Quality check, Delivery, Completed — with the steps inside each stage. The side panel shows the branch, operational date, lines, estimated value and the justification; each item shows what was requested, what is allocated and how much the warehouse has.

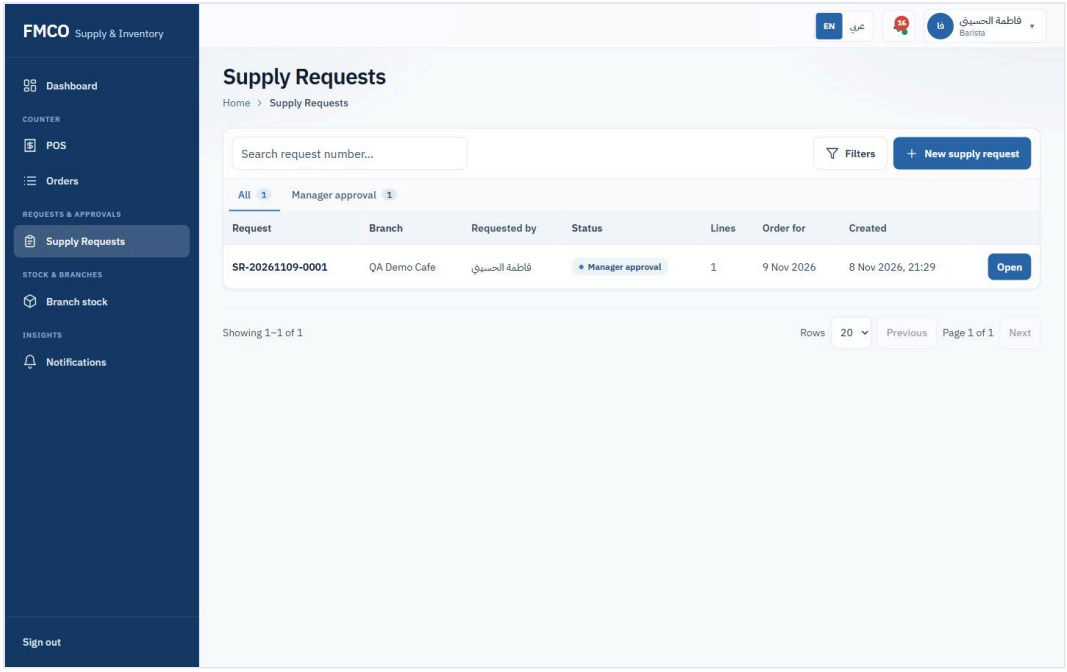


Fig 16.5 — The sent request in the list

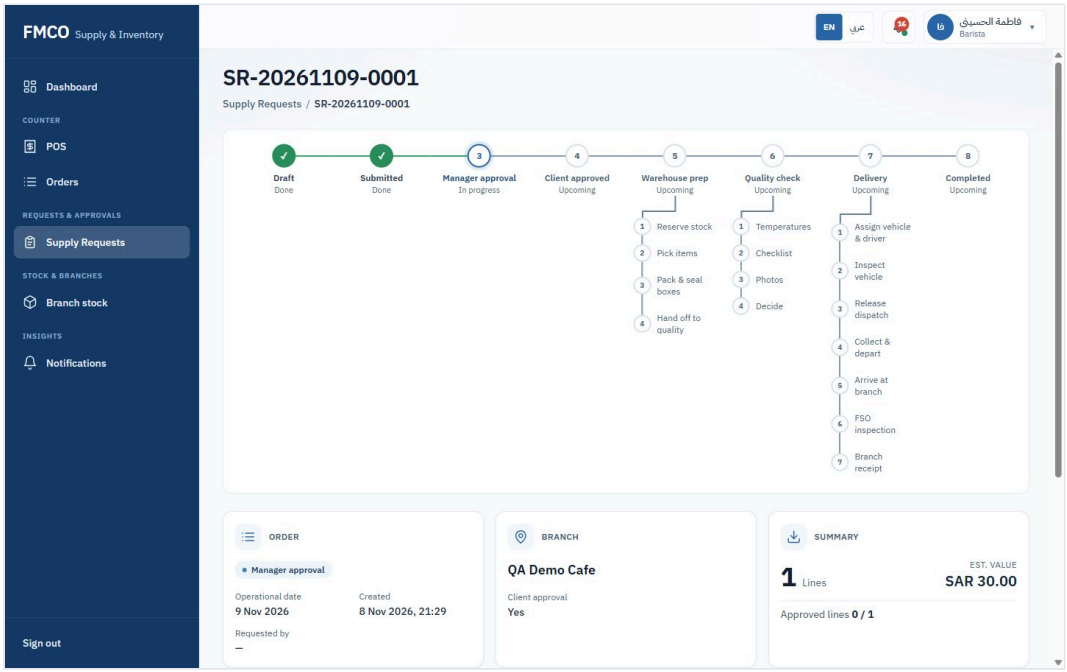


Fig 16.6 — Supply request page with its progress bar

MODULE

17

Approving a Supply Request

The Project Manager and then the Client decide

Purpose

Every supply request goes through the **approval ladder** set in Settings (Module 13): first the **Project Manager**, then the **Client**. Each approver can approve, send the request back for changes, or reject it. Only after the last approval does the warehouse start preparing.

Step 1: Project Manager Step 2: Client Representative

Step 1 — Project Manager Approval

1. The project manager receives an alert ("PM approval required") and opens Left menu → **Supply Requests**. The **Manager approval** chip shows the requests waiting.
2. Click **Open** on SR-20261109-0001. The top of the page shows the status, the current step ("Step: Project Manager"), the operational date, branch, warehouse, requester, approved lines, estimated value (SAR 30.00) and the time allowed.
3. Check the items and the justification further down the page.
4. In **Your decision · Project Manager step** click **Approve**. "If you approve, the Client step reviews it next."
5. Optionally add a comment ("This goes to the Client step next") and click **Approve**.

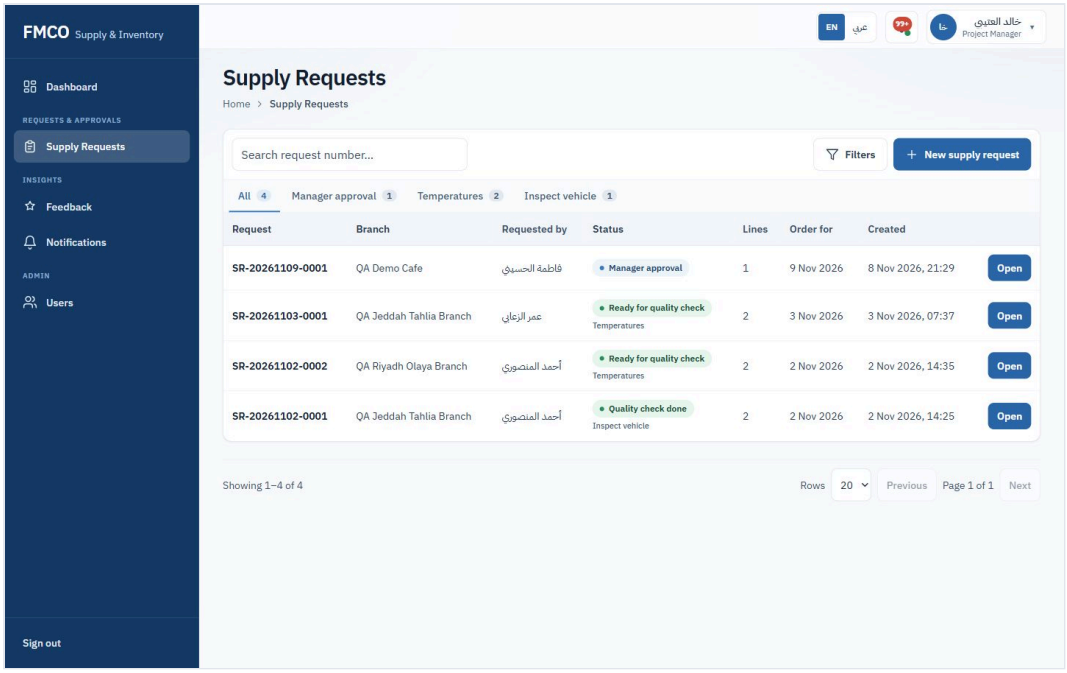


Fig 17.1 — Supply Requests as seen by the Project Manager

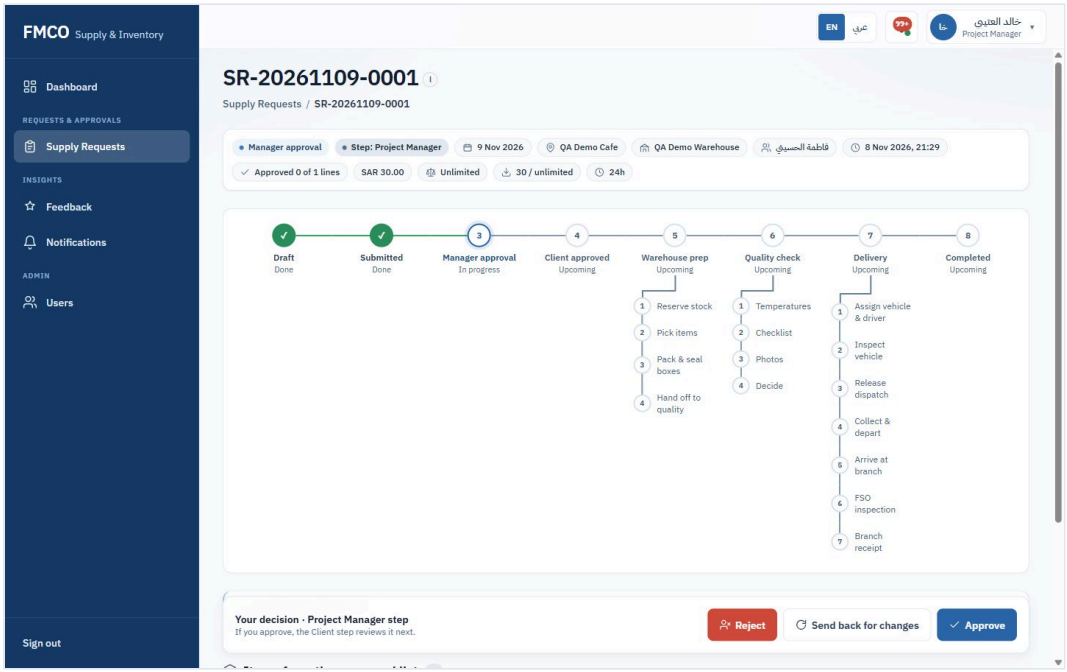


Fig 17.2 — The request page with the Project Manager's decision bar

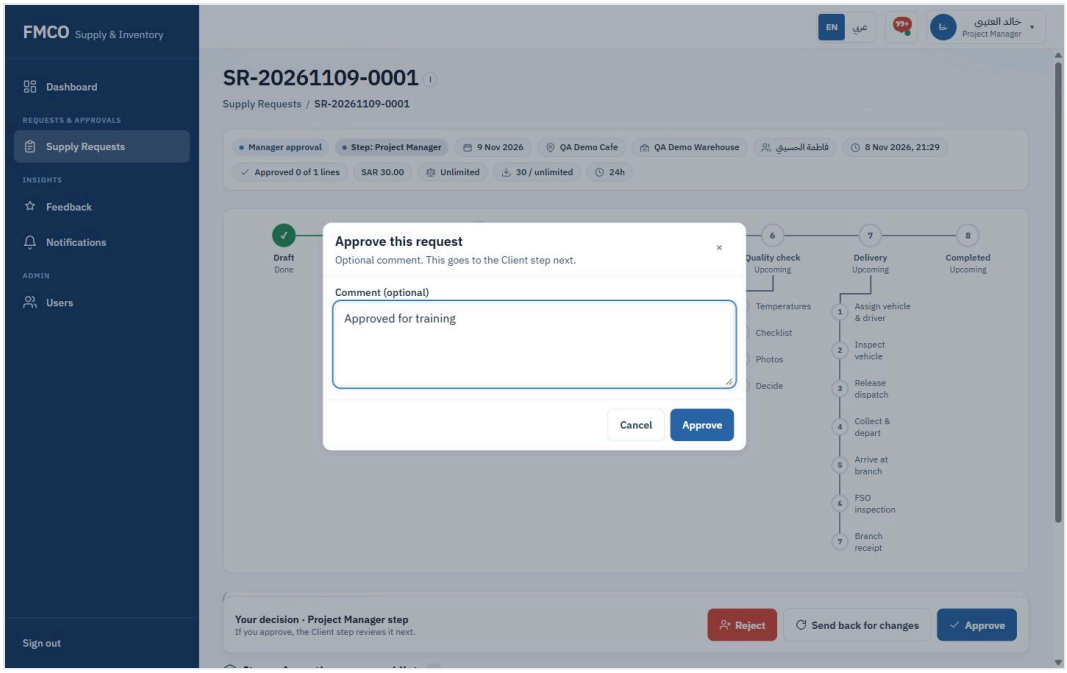


Fig 17.3 — "Approve this request"

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Approve	Accept the request. It moves to the next step of the ladder.
Send back for changes	Return the request to the barista with a comment. The barista corrects it and sends it again.
Reject	Stop the request. It will not be prepared.
Comment	Optional when approving; explains the decision to the next step and the requester.

Step 2 — Client Approval

1. The client representative opens Left menu → **Supply Requests** and opens the request. Its status is **Waiting for client**, "Step: Client", and the progress bar shows "PM approved" with the date and time.
2. In **Your decision · Client step** click **Approve** ("If you approve, the warehouse starts preparing it") and confirm.

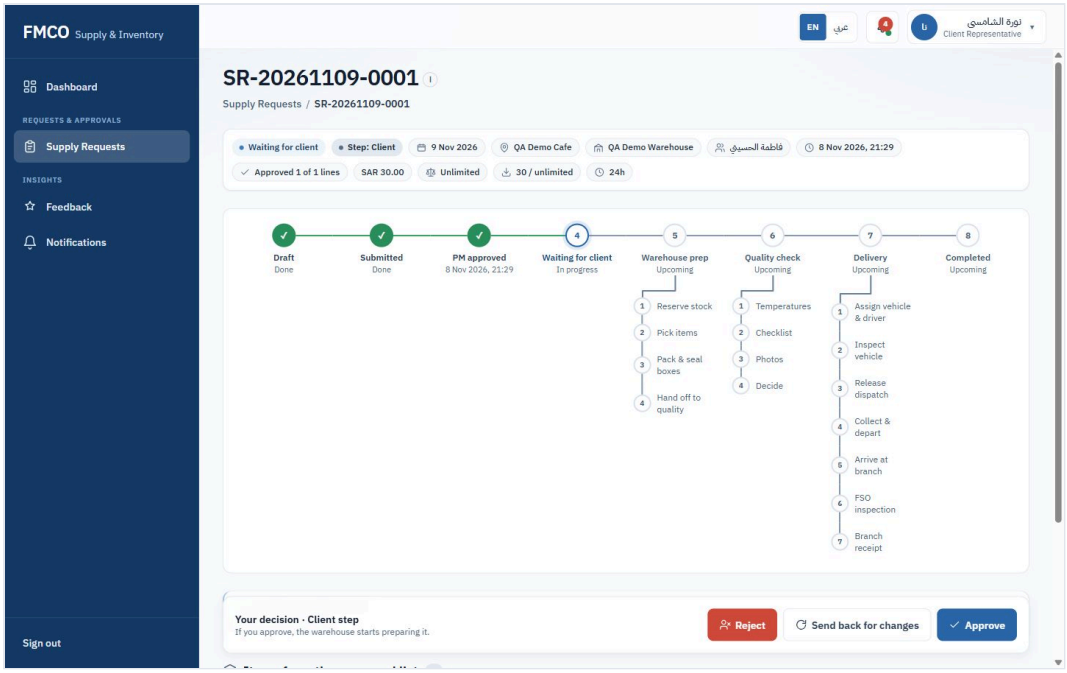


Fig 17.4 — The Client's decision bar

> **NOTE** **Approval Time**
>
> Each step has a time limit ("Overdue after (hours)" in Settings → Approvals). Requests not decided in time are flagged as overdue and the approver is reminded.

MODULE

18

Warehouse Preparation

Reserve, pick, pack and seal the order

Purpose

Once the request is approved, the warehouse prepares it in four steps shown on the request page: **Reserve stock**, **Pick items**, **Pack & seal boxes** and **Hand off to quality**. The bottom panel always shows the next step and its button: "Take the next warehouse step for this order."

Who: Warehouse Staff / Warehouse Manager

Step 1 — Reserve Stock

Open the request (status **Warehouse preparing**) and click **Reserve stock**. The 5 LTR is set aside for this order so it cannot be given to another one. In Warehouse stock the milk now shows On hand 20 LTR, **Reserved 5 LTR**, Available 15 LTR.

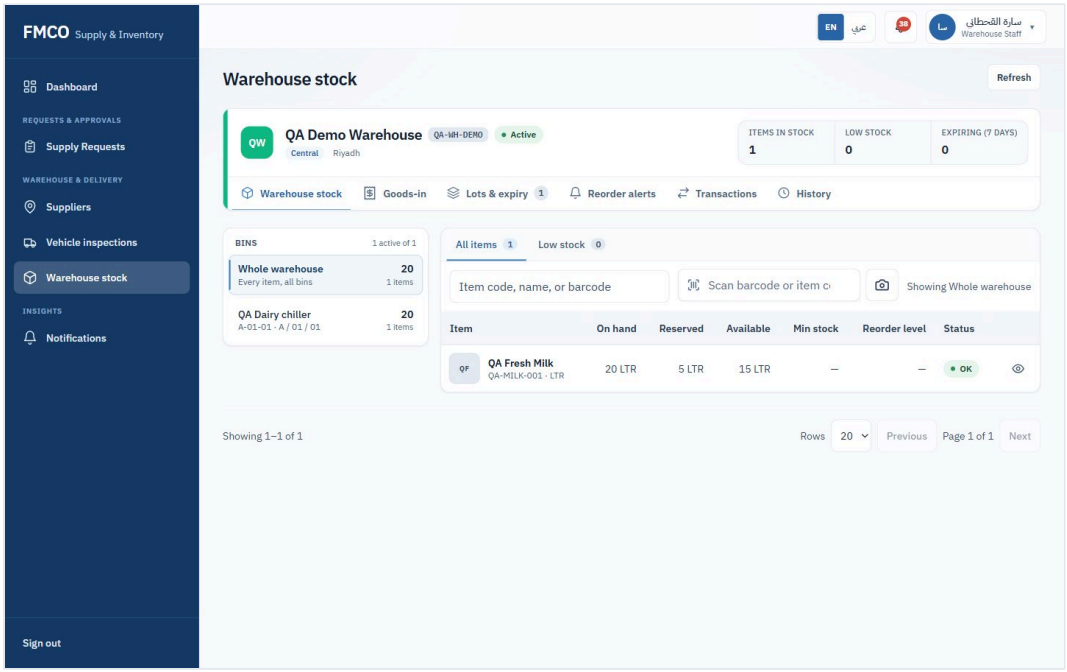


Fig 18.1 — Warehouse stock after reserving

Step 2 — Pick Items

The panel now says "Record each line, then send the order to quality" and lists each line with the quantity, lot and bin to pick from (here: Pick 5 · Lot QA-MILK-LOT-01 · Bin A-01-01). The system suggests the lot that expires first (FEFO). Take the goods from the shelf and click **Record pick** on each line. The counter shows "1/1 picked" and the line is marked **Picked**.

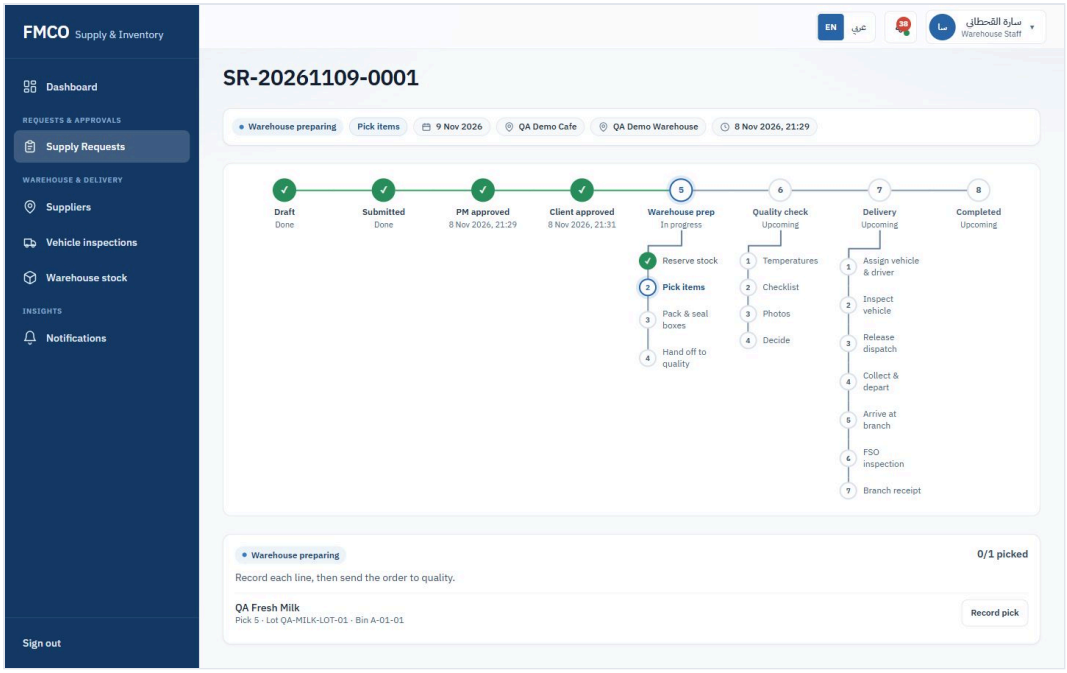


Fig 18.2 — Pick list with the lot and bin to pick from

Step 3 — Pack the Boxes

1. Under **Pack boxes**, either click **Auto-pack boxes** (creates boxes from each item's "Units per box"), or build a box yourself:
2. In **New box**, scan the item (Scan barcode or item code, or the camera button). The line shows the lot, expiry, picked quantity and "5 LTR to pack"; set the quantity with − / +.
3. Optionally add Box notes and click **Create box**.

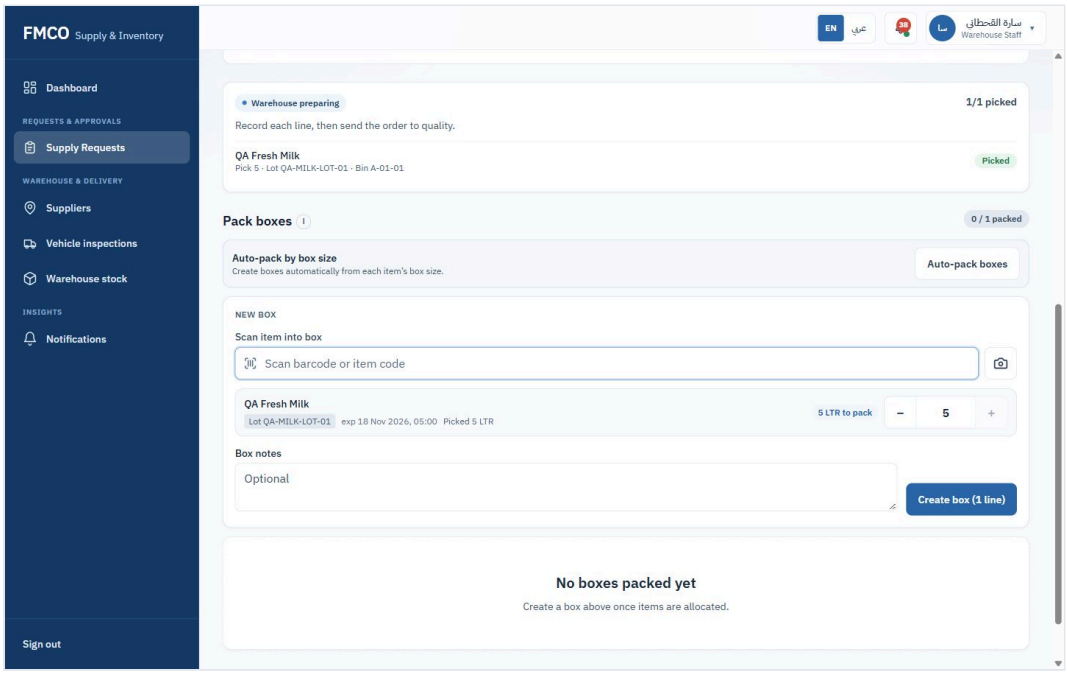


Fig 18.3 — Pack boxes — building a new box

The box gets a number (e.g. BOX-20261108-0001) with status **Open**, and the order shows **Fully packed**: "Everything is packed — seal the boxes below to hand off to quality." Each box has **Print label**, **History**, **Seal** and **Remove**.

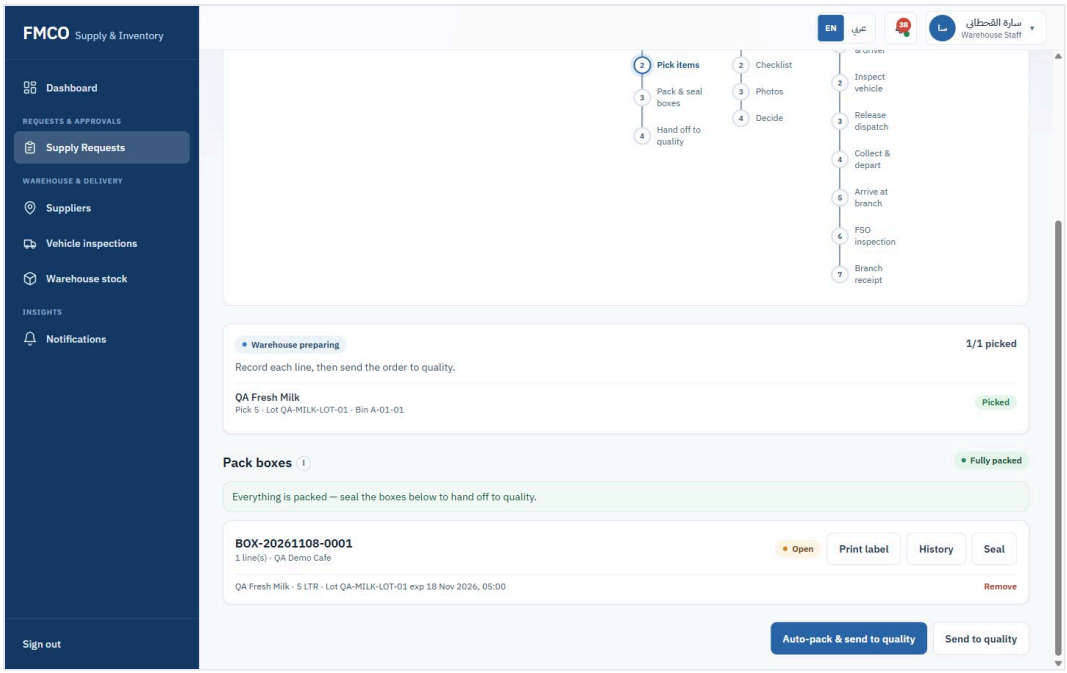


Fig 18.4 — The packed box, ready to label and seal

Step 4 — Seal and Hand Off to Quality

1. Click **Print label** to print the box label and stick it on the box.
2. Click **Seal**. The box status changes to **Sealed** ("Sealed BOX-20261108-0001"); a sealed box can no longer be changed.
3. Click **Send to quality** (or **Auto-pack & send to quality** to pack and send in one step).

The request becomes **Ready for quality check** and the panel says "Waiting for the quality inspector to check this order." The quality inspector is alerted.

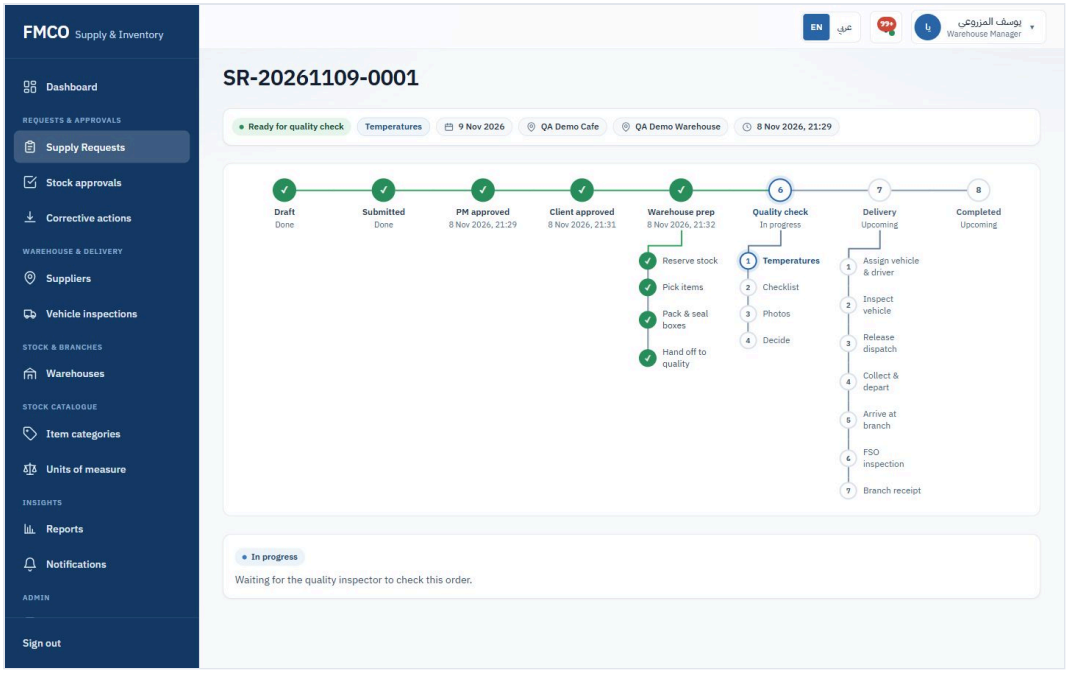


Fig 18.5 — Order handed off to quality

MODULE

19

Quality Check

Inspect the packed order before it leaves the warehouse

Purpose

Before dispatch, a quality inspector checks the packed order: temperatures, a checklist, optional photos, and a decision on each item. Only an order that passes can be dispatched.

Who: Quality Inspector

How to Inspect an Order

1. The inspector starts on Supply Requests, showing the orders that are **Ready for quality check**. Open SR-20261109-0001. A quality inspection card (e.g. QI-20261109-0001) has four steps.
2. **Temperatures** — enter the Ambient °C and Product °C (the allowed product range is shown, here 0 … 4 °C) and any notes. Click **Next**.
3. **Checklist** — mark each item Pass or Fail: Packaging intact and sealed, Labels legible and correct, No visible damage or contamination, Quantities match pick list, Temperature within acceptable range. Click **Next**.
4. **Photos** — optionally attach photos of packing, seals or temperature readings (Take photo / Choose photo). Click **Next**.
5. **Decide** — check the Accepted and Rejected quantity of each item. When everything passed the screen says "Ready to approve — All checks passed". Click **Confirm pass**.

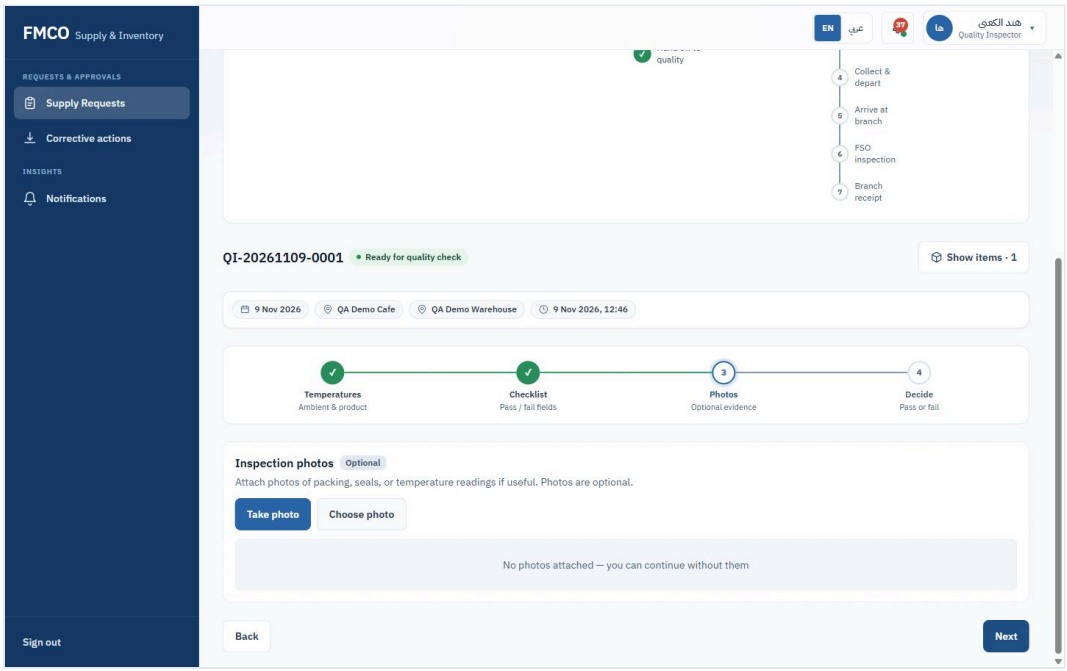


Fig 19.1 — Quality inspection card with its four steps (Photos step shown)

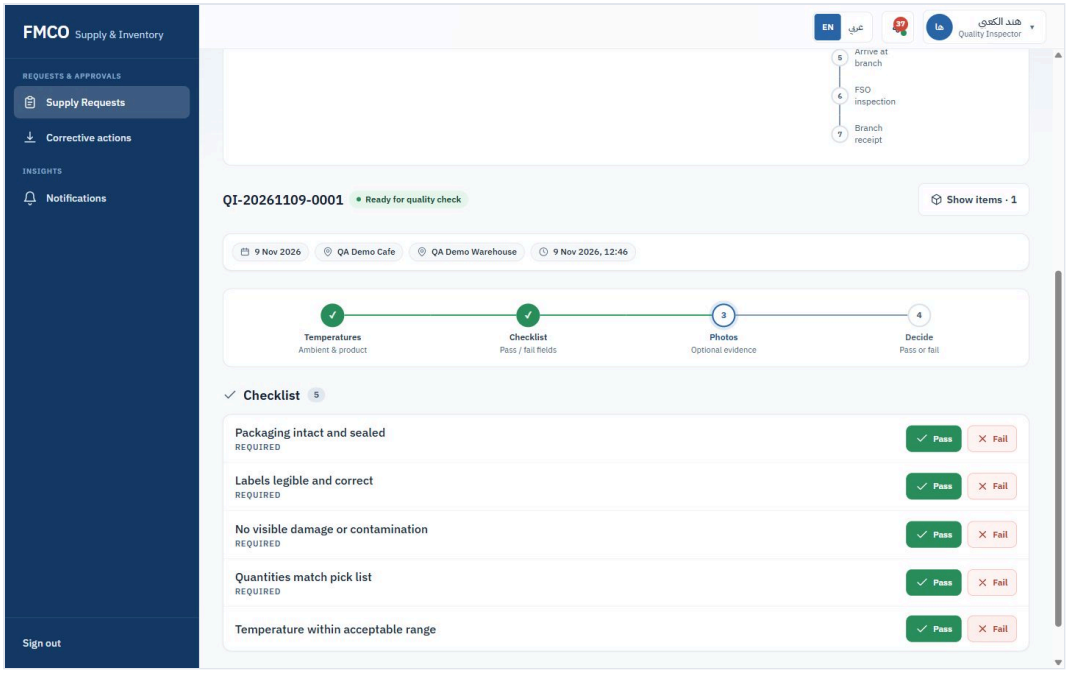


Fig 19.2 — Quality check — checklist

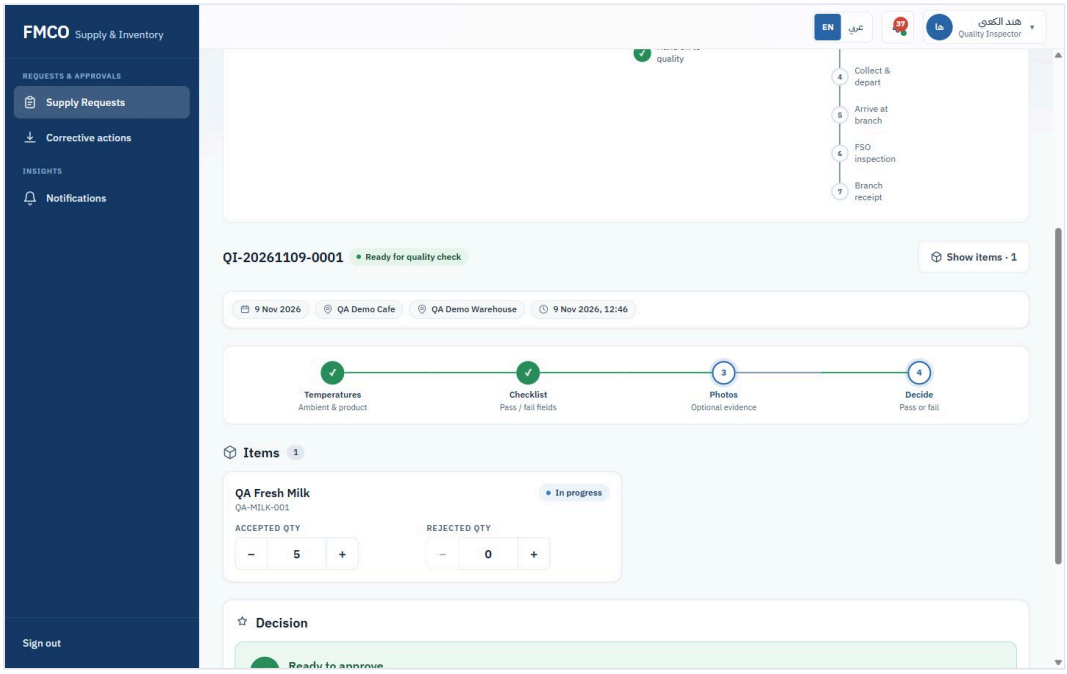


Fig 19.3 — Quality check — decision

The message "QI-20261109-0001 passed · Next: Warehouse dispatch" confirms it. The request becomes **Quality check done**, waiting on "Assign vehicle & driver".

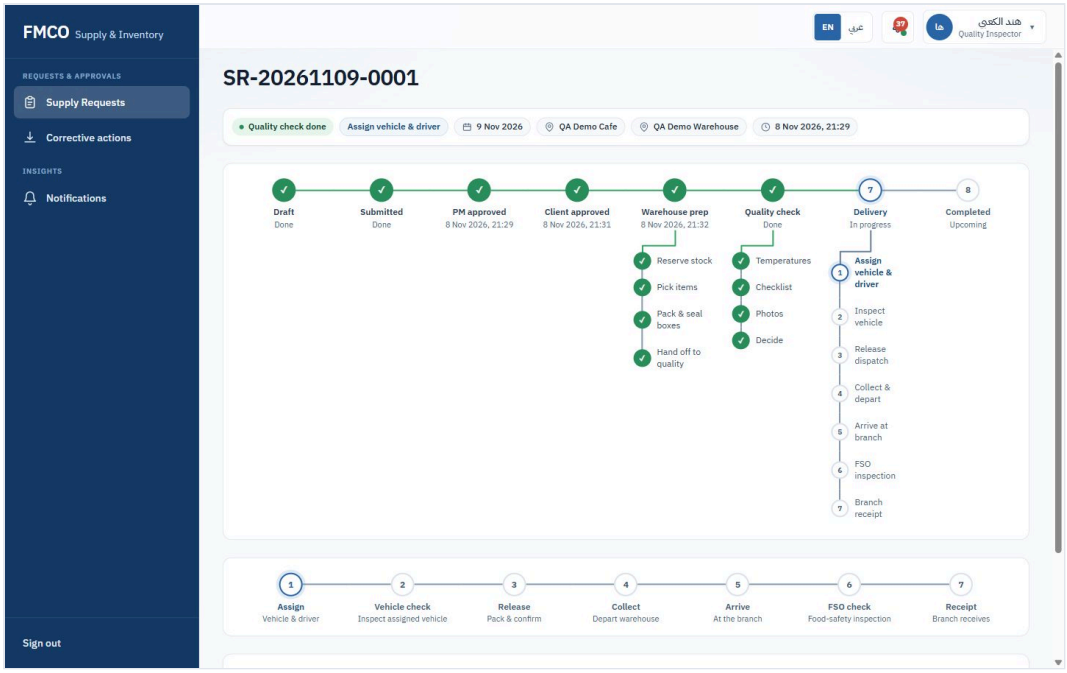


Fig 19.4 — Quality check passed

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Ambient °C / Product °C	Room and product temperatures. The product temperature must be inside the item's range.
Checklist items	Set in Settings → Checklists → Warehouse quality (Module 13). Items marked Required must pass.
Accepted qty / Rejected qty	How much of each item passes. Rejected stock does not leave the warehouse.
Confirm pass / Reject instead	Approve the order for dispatch, or reject it.

MODULE

20

Dispatch & Vehicle Inspection

Assign the van and driver, inspect the van and release the load

Purpose

After the quality check the warehouse creates a **dispatch**: it assigns a vehicle and a driver, inspects the vehicle, and releases the sealed boxes for collection. The delivery steps are shown on the request page: Assign, Vehicle check, Release, Collect, Arrive, FSO check, Receipt.

Who: Warehouse Manager / Administrator

Step 1 — Assign Vehicle and Driver

1. Open the request (status **Quality check done**). "Assign a vehicle and driver, then inspect the assigned vehicle in the next step."
2. Choose Vehicle **QA-0001 · QA Make · QA Demo Van** and the Driver.
3. Click **Create dispatch**.

> NOTE **Driver Licence**
>
> A driver can be assigned only after their driving licence number is on file. Drivers add it themselves the first time they open My deliveries (Module 21).

Step 2 — Inspect the Vehicle

1. The vehicle inspection card opens (e.g. VI-20261108-0001 · QA-0001).
2. **Details** — Odometer, Seal number (filled automatically; change it only if the physical seal is different), Cabin °C, Cargo °C and Notes.
3. **Checklist** — Pass or Fail for each item: Tires in safe condition, Lights and indicators working, Coolant / refrigerant level adequate, Cargo compartment clean, Refrigeration unit operating within range, Registration and permits present.
4. **Photos** — optional photos of the vehicle, cargo area or seal.
5. **Decide** — "Vehicle passed — All checks passed — this vehicle can be certified." Click **Confirm pass** (or **Fail instead**).

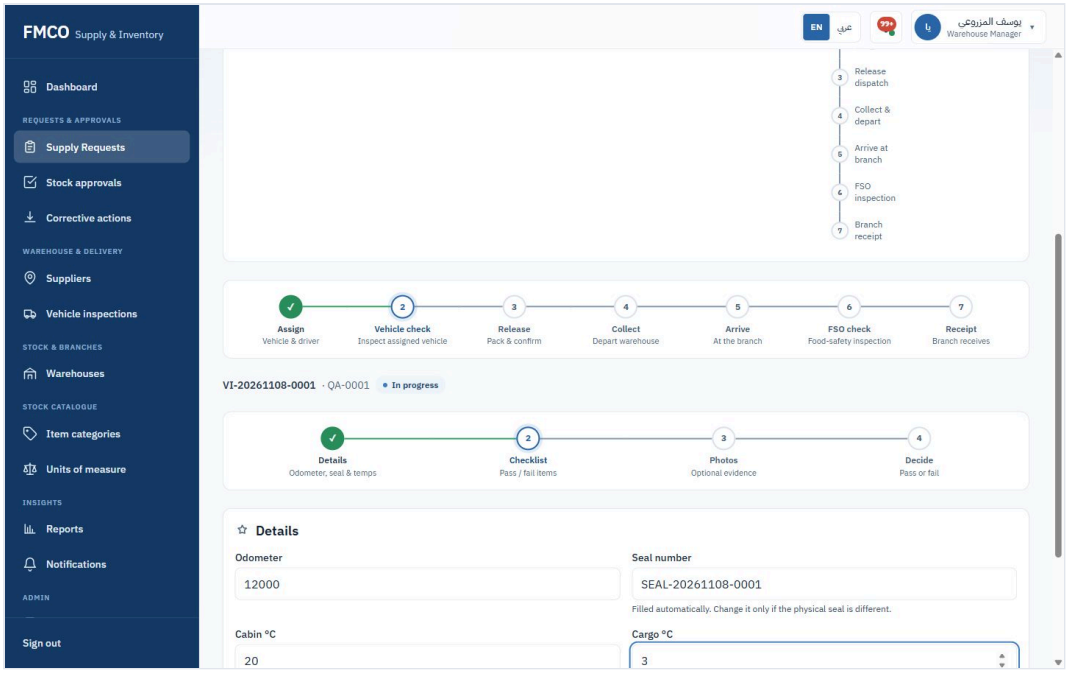


Fig 20.1 — Vehicle inspection — details

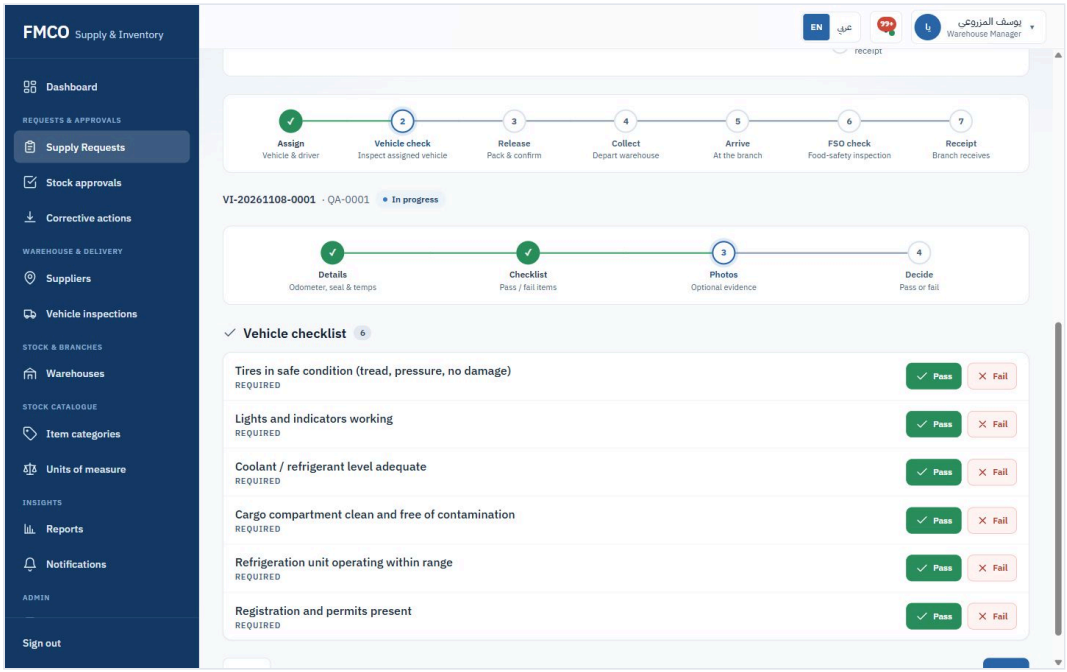


Fig 20.2 — Vehicle inspection — checklist

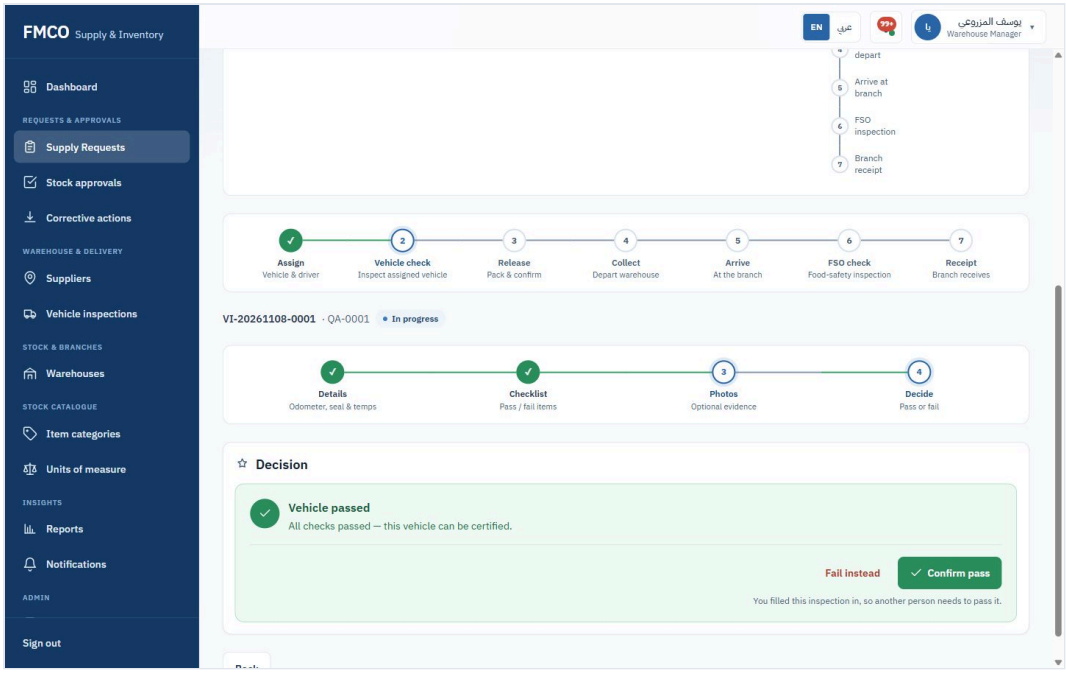


Fig 20.3 — Vehicle inspection — decision

> **IMPORTANT** **Two People**
>
> The person who filled in the vehicle inspection cannot pass it: "You filled this inspection in, so another person needs to pass it." A second authorised user confirms the pass.

All inspections are listed under Left menu → Warehouse & delivery → **Vehicle inspections**, filtered by Day and result (All, Passed…). **New inspection** starts an inspection for a chosen vehicle outside a dispatch. A failed inspection raises a corrective action (Module 22).

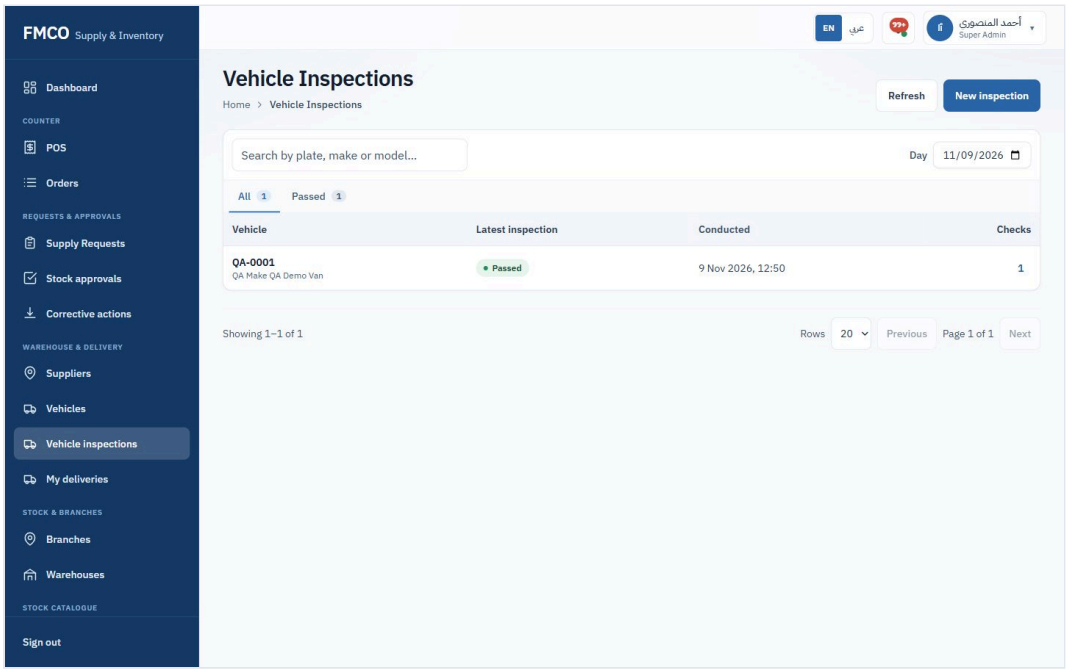


Fig 20.4 — Vehicle inspections

Step 3 — Release the Dispatch

1. Under **Packed boxes** check that the box BOX-20261108-0001 is selected ("Pack the boxes, then release the dispatch for collection").
2. Click **Release dispatch**. The request becomes **Ready to send** — "Collect & depart" — and the driver sees the load on their phone.



Fig 20.5 — Dispatch released — "Ready to send", waiting for the driver

WAREHOUSE	IN TRANSIT	BRANCH	USED
15 LTR	5 LTR	0 LTR	0 LTR

MODULE

21

Driver Delivery

Collect, drive and arrive — on the driver's phone

Purpose

Drivers use **My deliveries**, a phone-sized screen. Each delivery has three steps: **Collect** at the warehouse, **Drive**, and **Arrive** at the branch. The driver does not receive stock: food safety inspects next.

Who: Driver

First Time: Add Your Driving Licence

On the first sign-in the screen asks "Add your driving licence — Warehouse cannot assign a load until your licence number is on file." Enter the Licence number * and optionally a Phone, then tap **Save licence**.

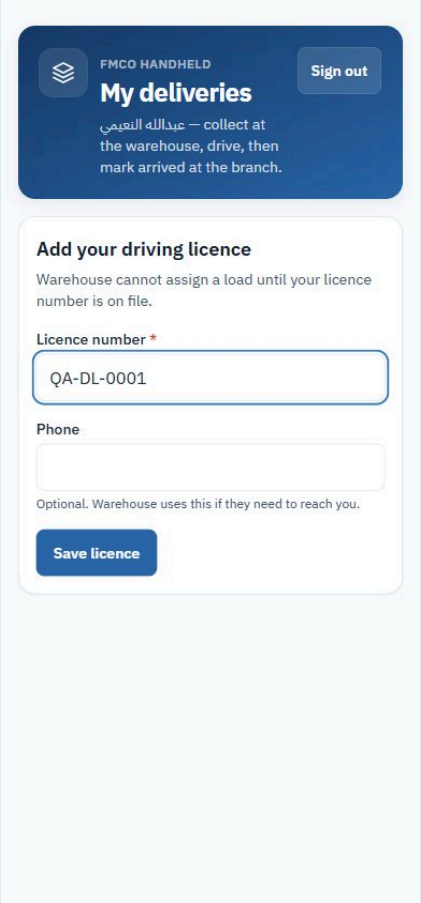


Fig 21.1 — Adding the driving licence

Step 1 — Collect at the Warehouse

1. The delivery appears under "Collect at warehouse" (e.g. QA Demo Cafe · DLV-20261109-0001 · Vehicle QA-0001). Tap **Collect from warehouse**. **Delivery note** shows the paperwork.
2. Scan every box (or tap **Load all**) until it shows "All boxes loaded — ready to collect".
3. Tap **Confirm collection**.

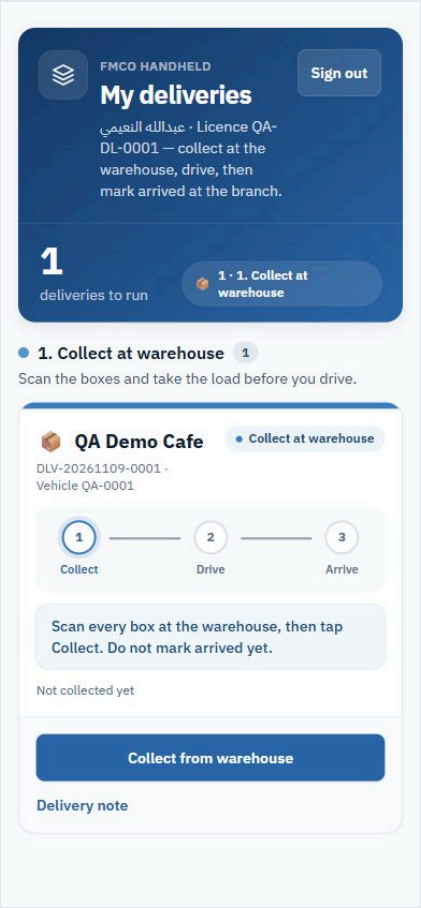


Fig 21.2 — A delivery waiting to be collected

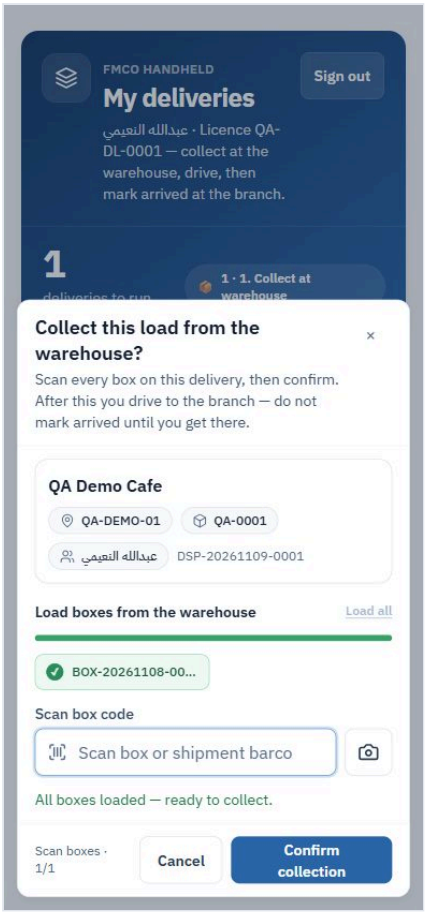


Fig 21.3 — Boxes scanned

Step 2 — Drive

The delivery is now **On the road**: "Drive to QA Demo Cafe. When you are there, tap Arrived so food safety can inspect." If there is a problem, tap **Something wrong with this load**.

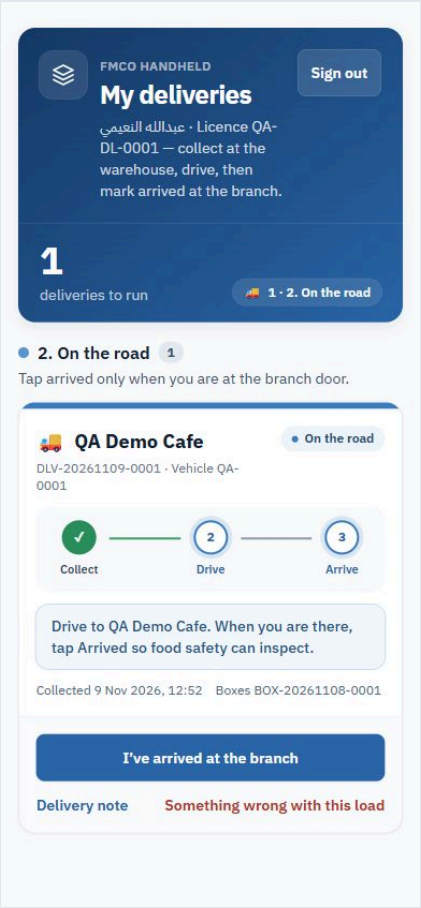


Fig 21.4 — On the road

Step 3 — Arrive at the Branch

1. At the branch door tap **I've arrived at the branch**.
2. Optionally enter the Ambient and Cargo temperatures and notes, then tap **Yes, I have arrived**.

The delivery shows "At branch — food safety next". The driver's work is done.

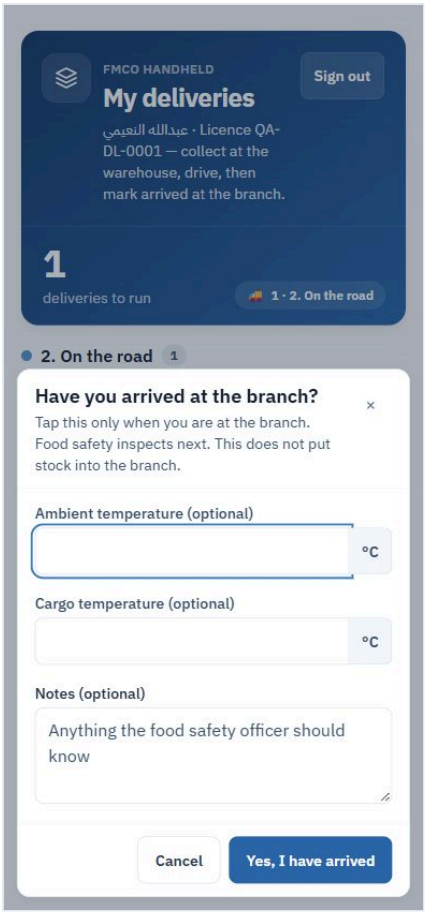


Fig 21.5 — "Have you arrived at the branch?"

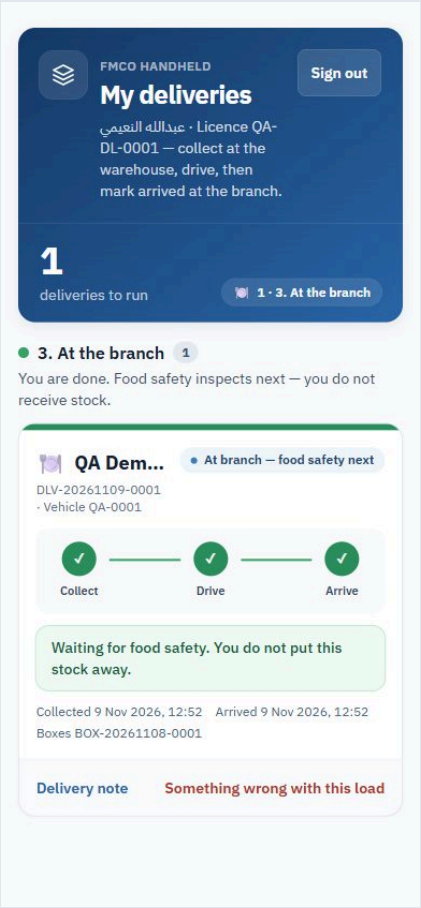


Fig 21.6 — Arrived — waiting for food safety

MODULE

22

Food Safety Inspection & Corrective Actions

Check the delivery at the branch before it is received

Purpose

At the branch, the Food Safety Officer (FSO) inspects the delivered goods: temperatures, a shipment checklist, each item's condition and evidence photos. Accepted items are released for branch receiving; failed items stay in quarantine. Problems are followed up with **corrective actions**.

Who: Food Safety Officer

How to Inspect a Delivery

1. Open the request (status **Waiting for food safety**) and click **Start FSO inspection**.
2. **Temperatures & notes** — Air temperature in the van and Food temperature (optional) and notes about the whole delivery.
3. **Shipment checklist** — Pass or Fail: Packaging intact and sealed, Labels legible and correct, No visible damage or contamination, Expiry dates checked and acceptable, Temperature within acceptable range. Click **Save temperatures, checklist & notes**.
4. **Check each item** — compare Ordered, Sent from warehouse and the Difference; enter how much actually arrived and the item temperature (allowed 0 to 4 °C); rate the packaging and the product (Acceptable / Damaged / Unacceptable); tick "Expiry date checked" and "Labels legible"; choose **Accept**, Accept with notes, Hold in quarantine or Reject; click **Save this item**. The item shows **Passed**.
5. **Evidence** — at least one photo or video is required (Take photo, Record video or Choose files).
6. Click **Sign and release for receiving**, sign with finger, stylus or mouse, and click **Sign and release**.

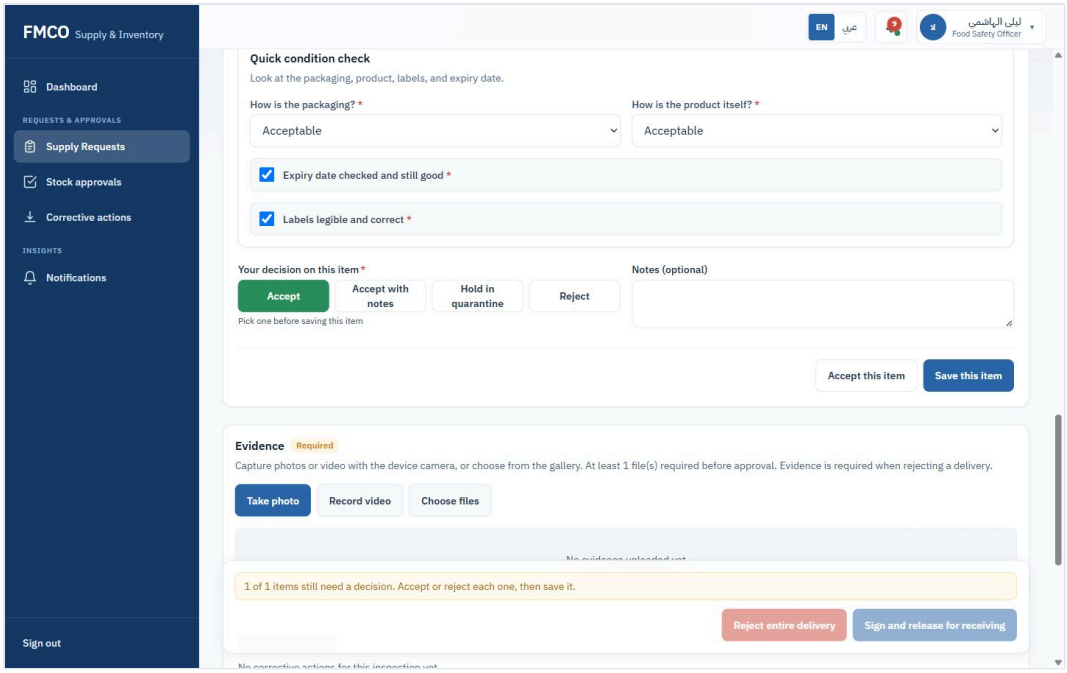


Fig 22.1 — FSO inspection — checking an item

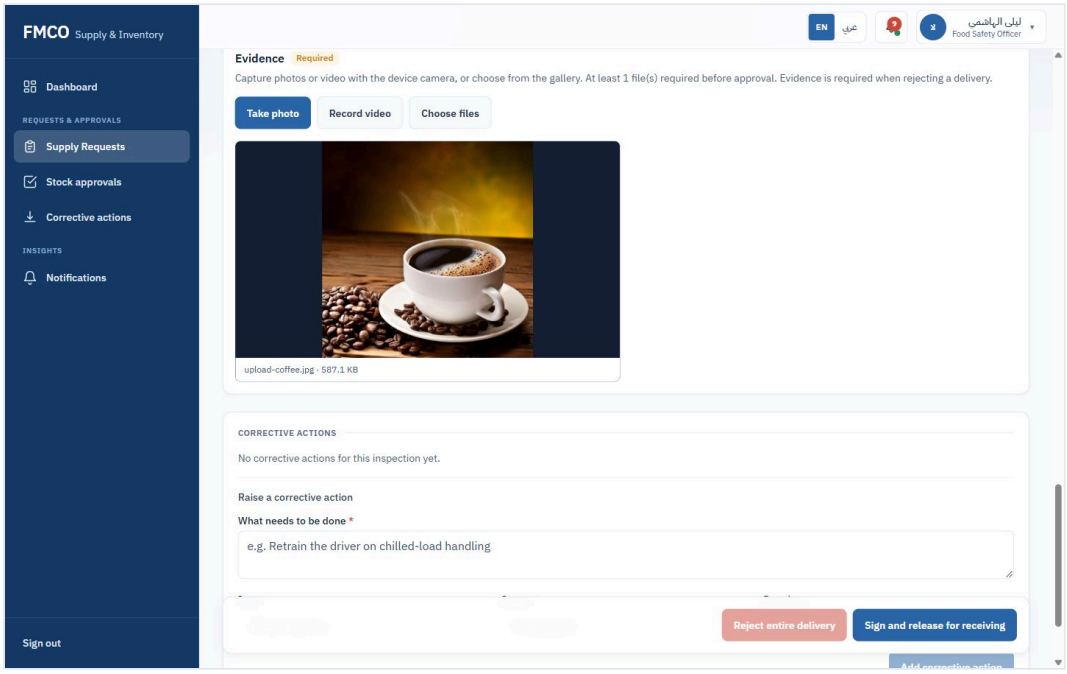


Fig 22.2 — Evidence and corrective actions

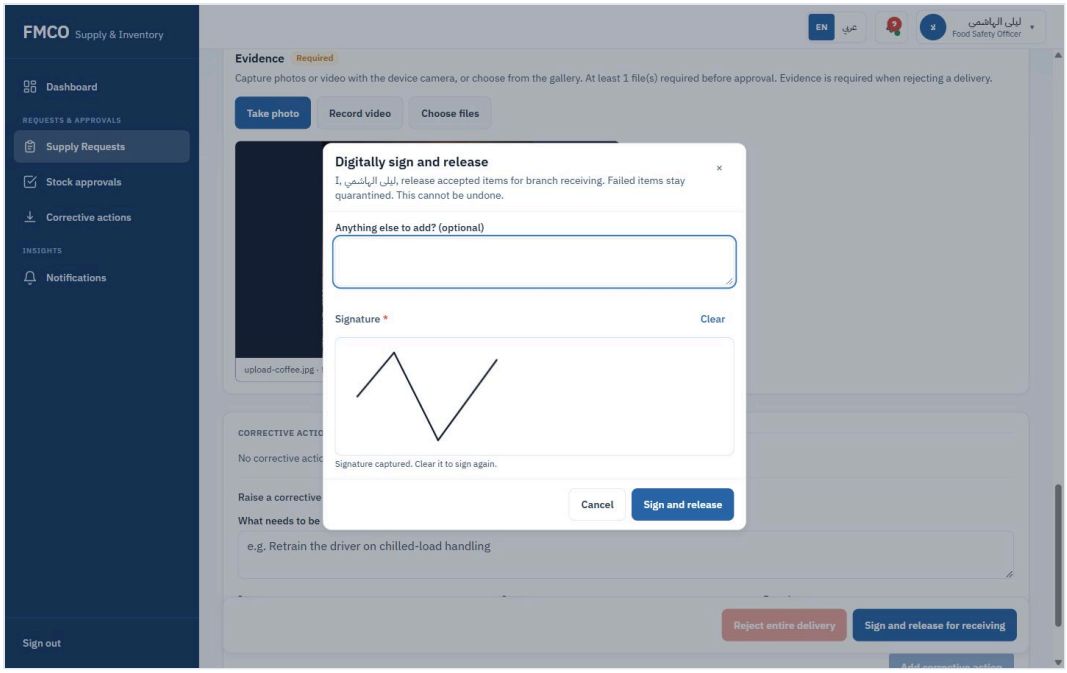


Fig 22.3 — "Digitally sign and release"

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Accept / Accept with notes	The item can be received by the branch.
Hold in quarantine	The item is kept apart until a decision is made (Module 25).
Reject / Reject entire delivery	The item (or the whole delivery) is not received. Evidence is required when rejecting.
Raise a corrective action	Record what needs to be done, for which item, by whom (Owner) and by when (Due date).
Sign and release for receiving	"I release accepted items for branch receiving. Failed items stay quarantined. This cannot be undone."

The request moves to **Waiting for branch — Branch receipt**.

Corrective Actions

Left menu → Requests & approvals → **Corrective actions** lists every corrective action raised from FSO or vehicle inspections, with its status (Open, In progress, Closed), owner and due date. Filter by Status or "Overdue only". **Edit** sets What needs to be done *, Owner, Due date and Status; **Close** closes it when done.

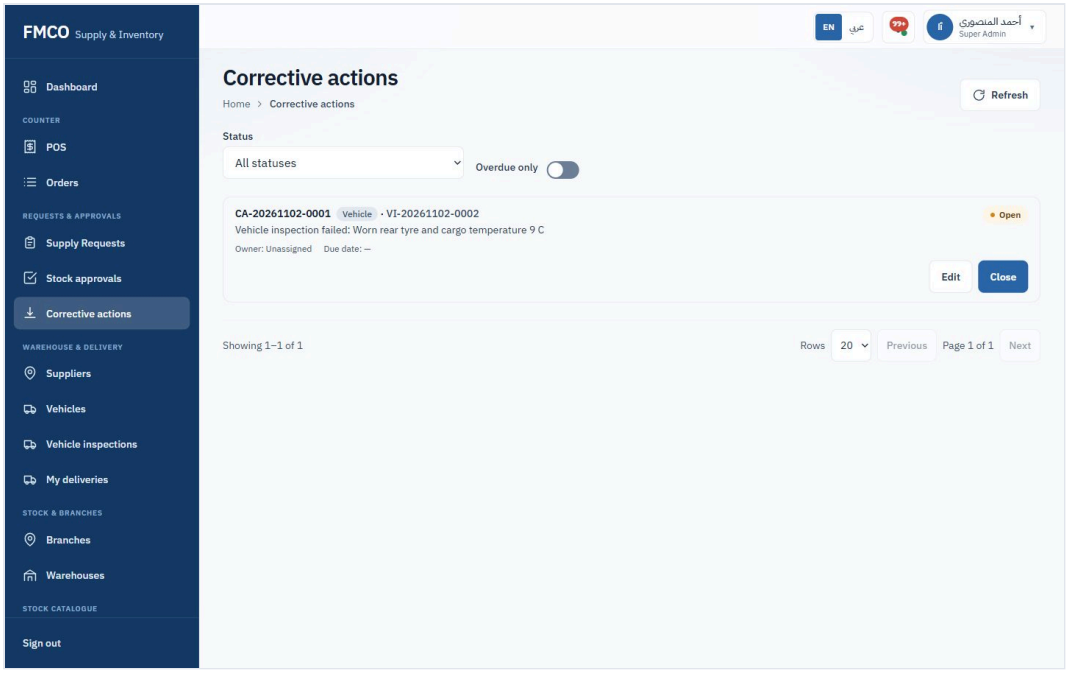


Fig 22.4 — Corrective actions

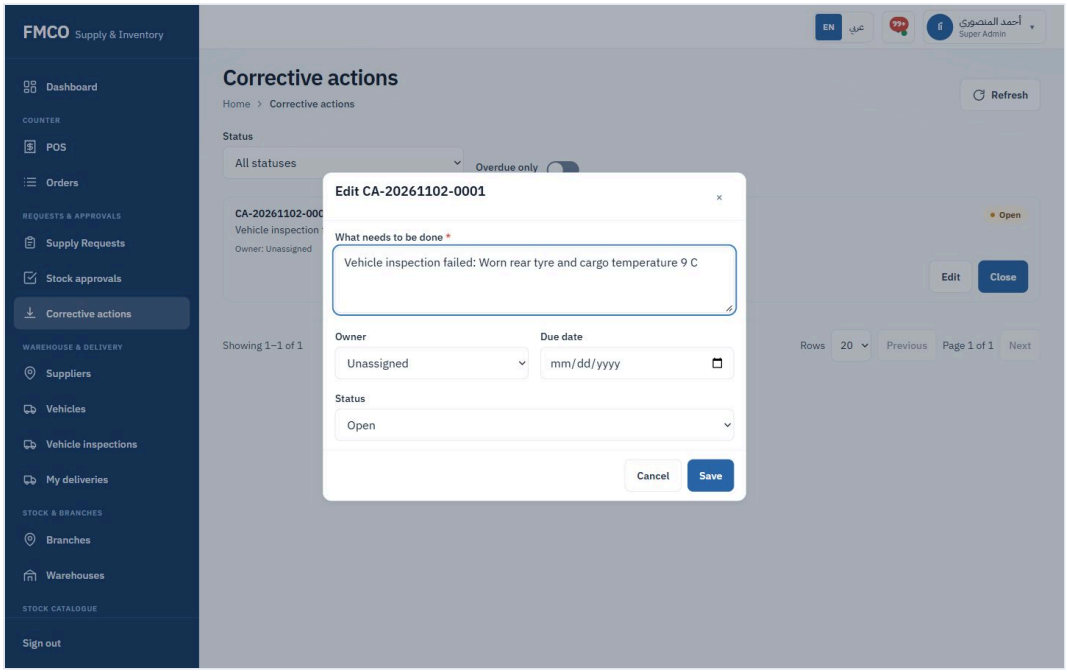


Fig 22.5 — Editing a corrective action

MODULE

23

Branch Receiving

Confirm the delivery into branch stock

Purpose

The barista confirms what arrived. The receipt compares what was requested, approved, dispatched and received (the **three-way match**) and posts the FSO-approved quantity into the branch's Main storage. This completes the supply request.

Who: Barista

How to Receive a Delivery

1. On Branch home tap **Receive a delivery**, or open the request. The branch receipt card (e.g. BR-20261109-0001) says "Scan boxes and confirm quantities into the branch main storage."
2. Scan each box (Scan box code) until it shows "1/1 boxes scanned".
3. Check the **Three-way match**: Requested 5, Approved 5, Dispatched 5, Received 5. Amber or red values mark a variance.
4. In **Receipt lines** confirm "How much arrived?" (optionally the batch and expiry) and click **Save this item**. With no variance: "No variances — one tap confirms FSO-approved quantities into branch stock." Add variance photos if quantities differ.
5. Click **Confirm as delivered** → **Confirm receipt**.

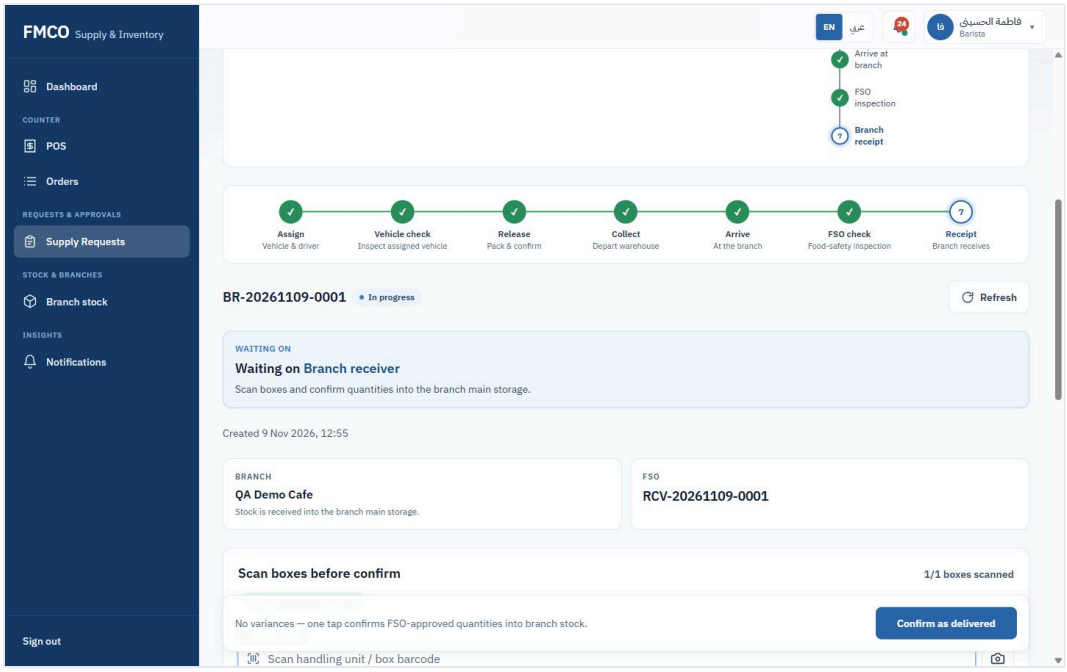


Fig 23.1 — Branch receipt — boxes scanned

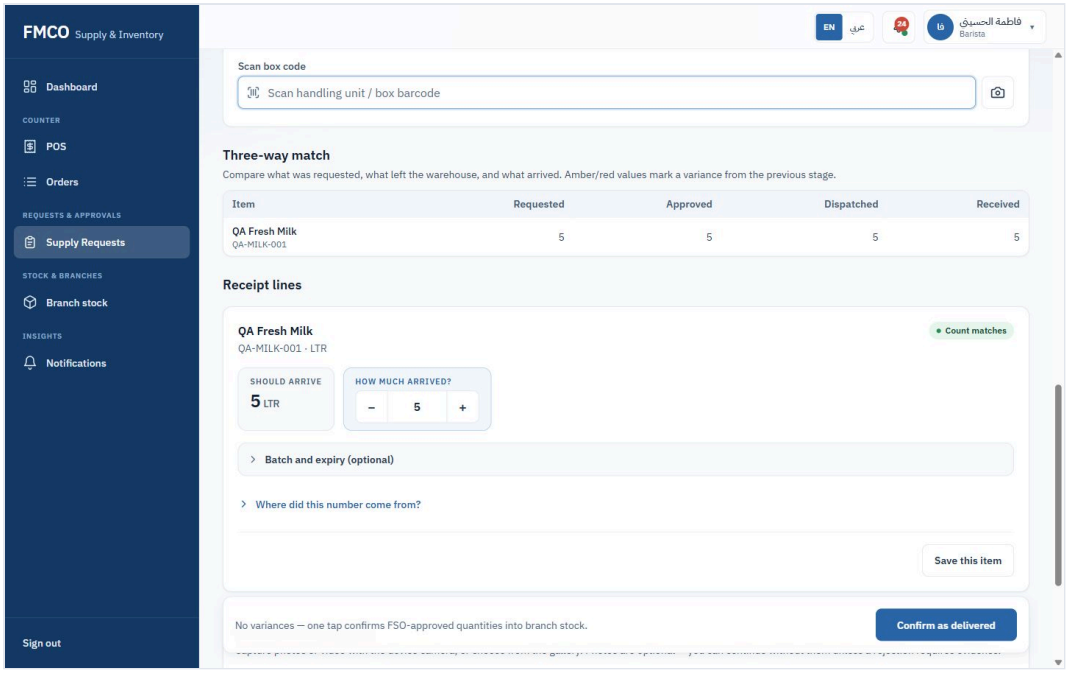


Fig 23.2 — Branch receipt — three-way match and receipt lines

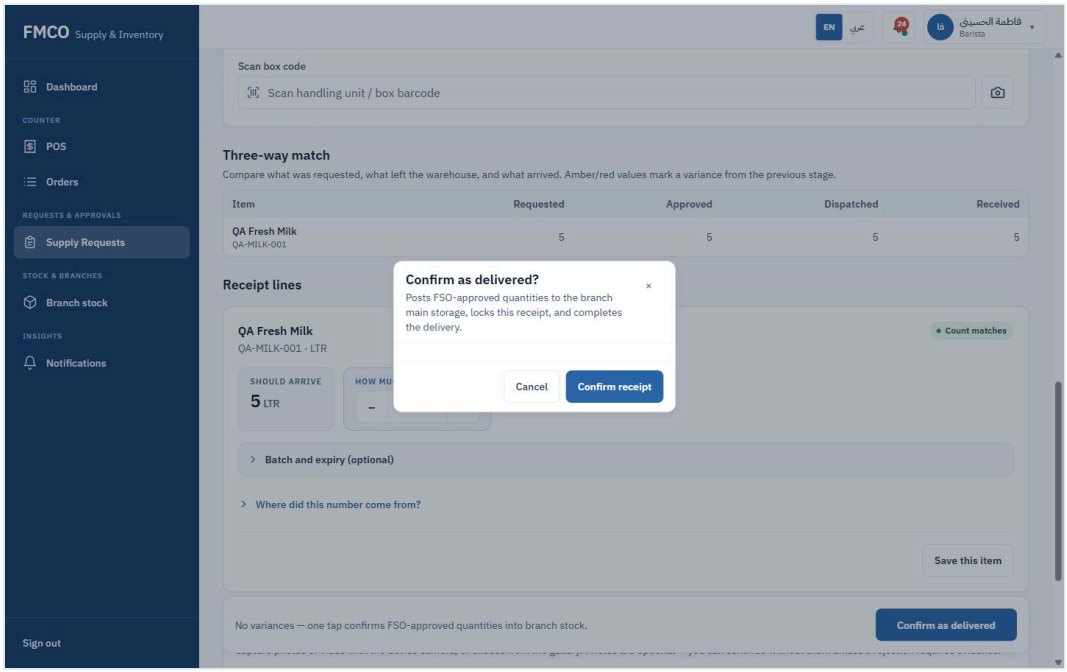


Fig 23.3 — "Confirm as delivered?"

The request is **Completed**: "This order is complete — 1 line(s) received." Branch stock shows QA Fresh Milk 5 LTR in Main storage.



Fig 23.4 — The completed supply request

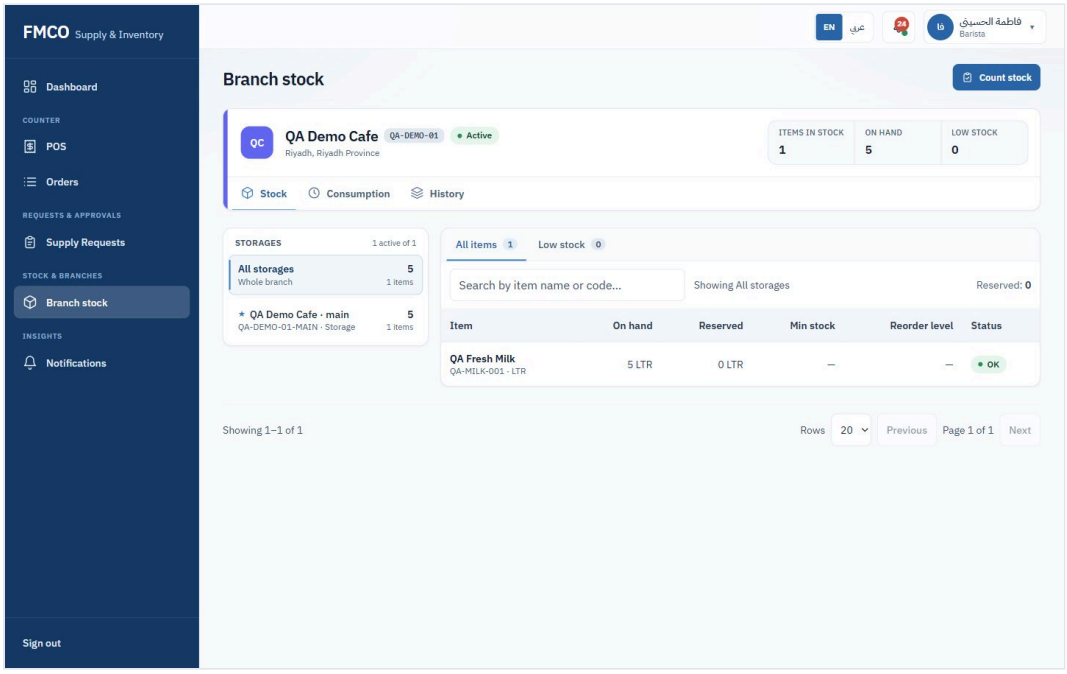


Fig 23.5 — Branch stock after receiving

WAREHOUSE	IN TRANSIT	BRANCH	USED
15 LTR	**0 LTR**	**5 LTR**	**0 LTR**

MODULE

24

POS: Serving a Product

Record serves and deduct their ingredients automatically

Purpose

The POS counter records what is served. There are no prices: "No charge — stock deduction only". Each serve deducts the product's recipe ingredients from the branch Main storage.

Who: POS Operator, Barista

How to Serve

1. Sign in with **POS login** (Getting Started). On the first sign-in, set a 4–8 digit POS PIN so the till can unlock offline.
2. The counter shows the kitchen (KITCHEN QA-POS-DEMO · QA Demo Cafe POS), category tabs (All, QA Training Drinks) and the product tiles.
3. Tap **QA Milk Training Drink**. The ticket shows "QA Milk Training Drink ×1"; use − / + to change the quantity or **Clear**.
4. Tap **Confirm serve**. The ticket clears and SERVED TODAY becomes 1.

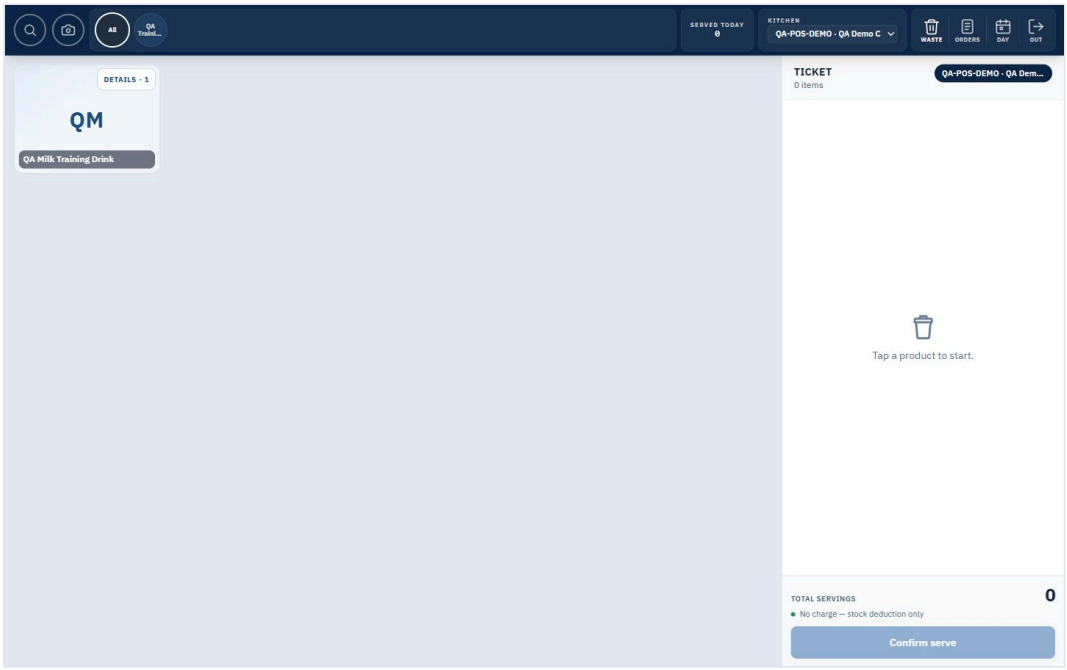


Fig 24.1 — POS counter

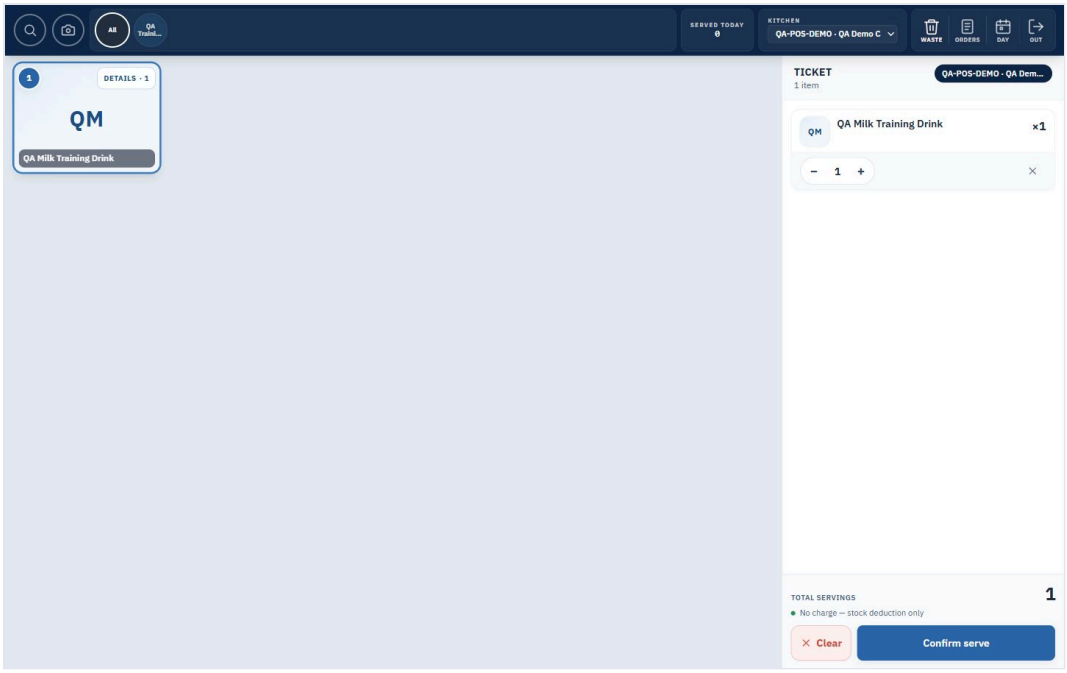


Fig 24.2 — A ticket ready to confirm

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Category tabs	The product categories on the kitchen's menu (Module 10).
Product tile / DETAILS	Tap to add one serve; DETAILS shows the product.
Confirm serve	Records the ticket and deducts the ingredients from stock.
WASTE	Record waste: scan items, set a reason on each line, then **Waste all**. Waste may need approval (Module 28).
ORDERS	Tickets rung up on this till; tap one to see its lines.
DAY	Day report: tickets, servings and servings by product for the business day.
OUT	Sign out of the counter.

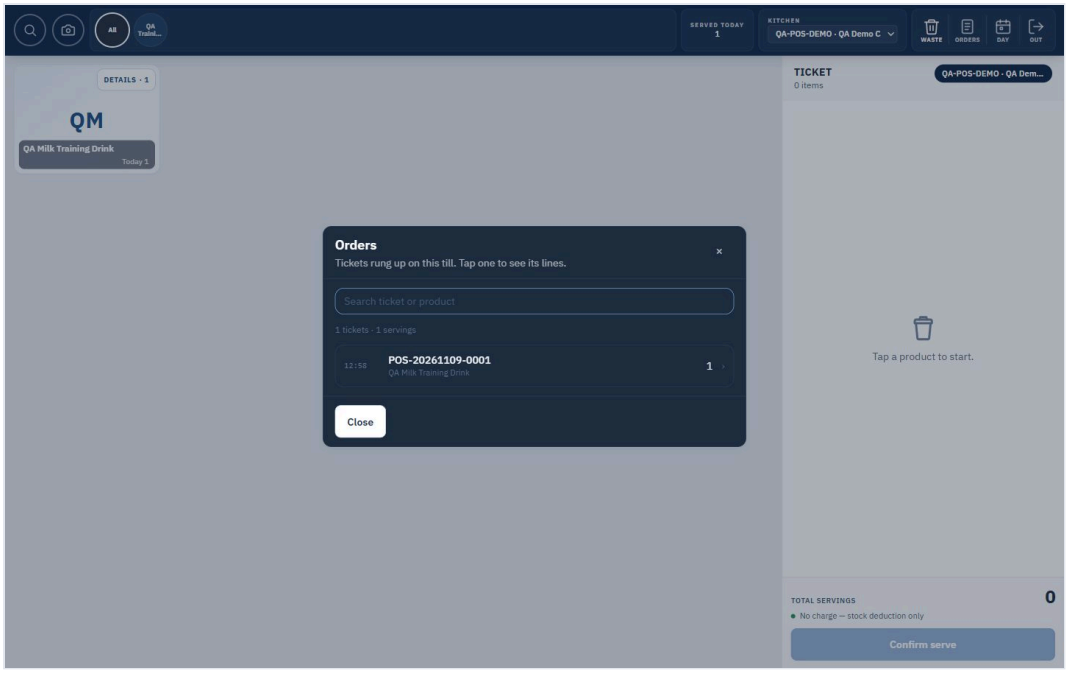


Fig 24.3 — ORDERS panel

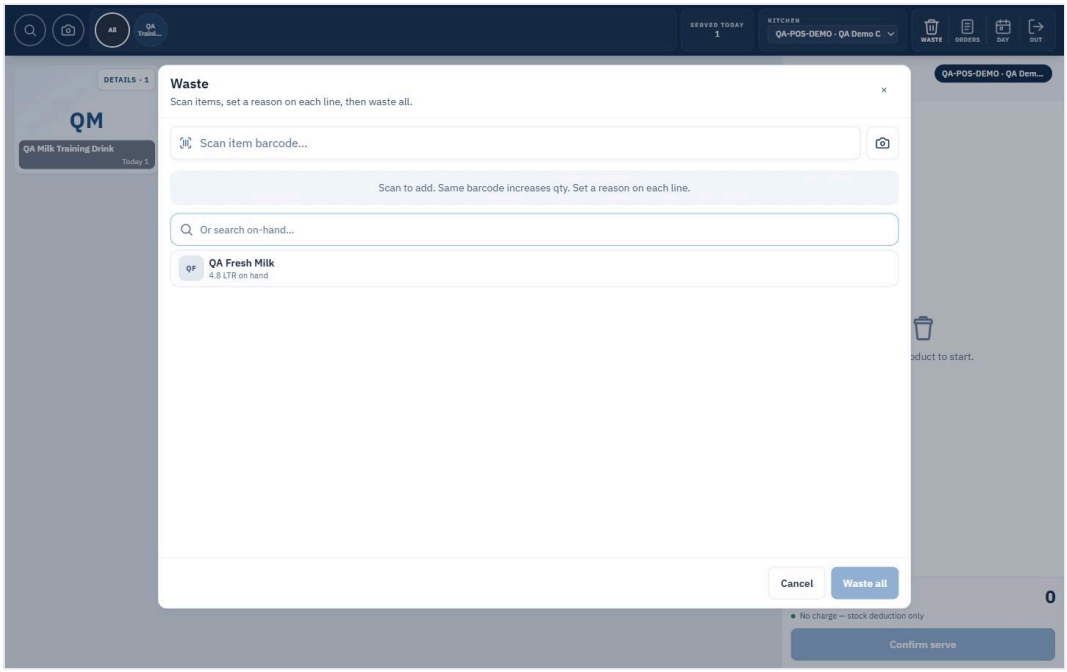


Fig 24.4 — WASTE panel

POS Orders (Back Office)

Left menu → Counter → **Orders** lists every POS ticket with Products, Items, Kitchen, Branch and Served by. Filter by From / To and click **Open** to see a ticket.

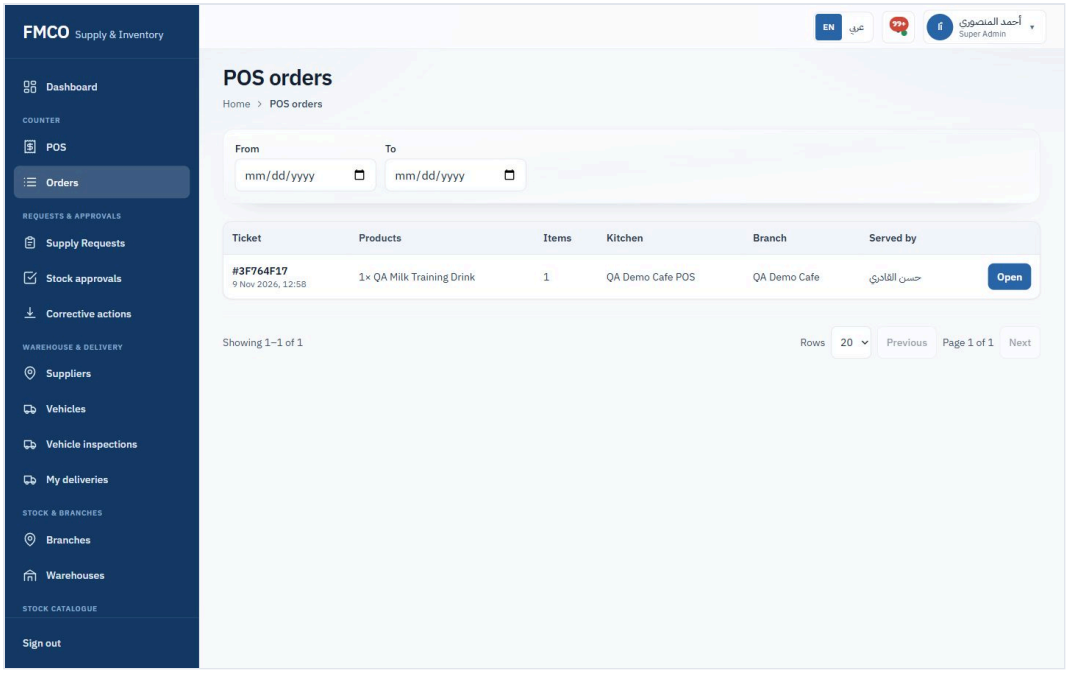


Fig 24.5 — POS orders

Result

One serve used 0.2 LTR of milk. Branch stock is now 4.8 LTR.

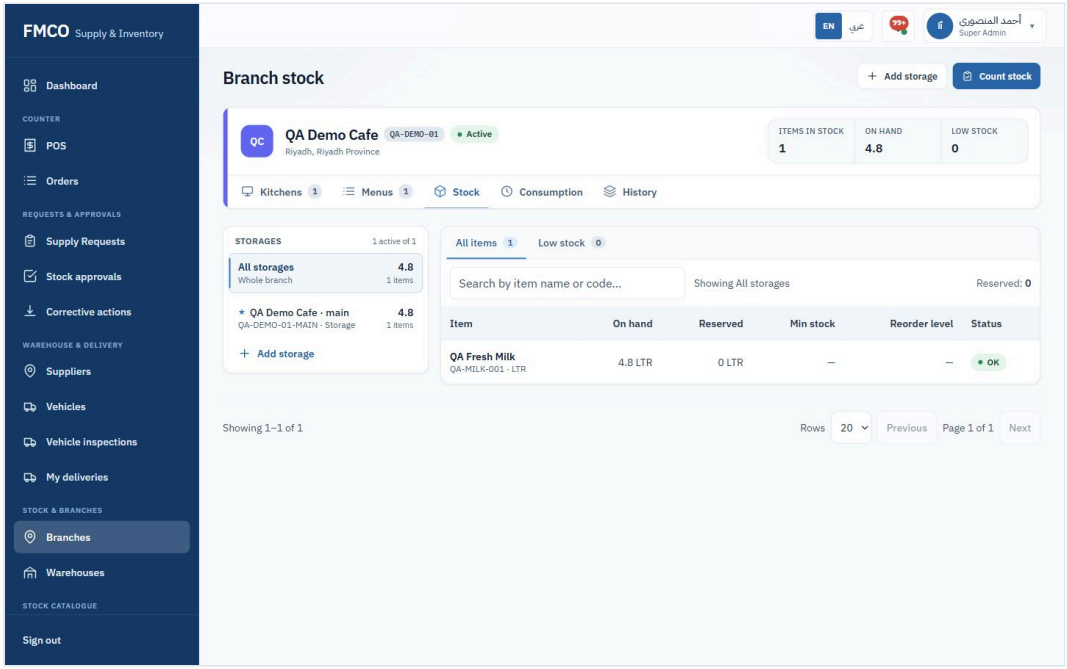


Fig 24.6 — Branch stock after one serve

WAREHOUSE	IN TRANSIT	BRANCH	USED
15 LTR	0 LTR	4.8 LTR	0.2 LTR

PART C

Control Stock and Report

Part C shows how to watch and correct stock in warehouses and branches, count it, approve changes, and use the reports, feedback, alerts and audit tools that sit across the whole system.

MODULE

25

Warehouse Stock, Lots, Quarantine & Transactions

See and manage everything held in a warehouse

Purpose

The warehouse page shows what is held, where, in which lot, and every movement in and out. From here the warehouse adjusts stock, places stock on hold and sees reorder suggestions.

Who: Warehouse Manager (view: Warehouse Staff, Administrator)

Warehouse Stock

Left menu → Stock & branches → **Warehouses** → open the warehouse (Warehouse staff: Left menu → **Warehouse stock**). The top shows Items in stock, Low stock and Expiring (7 days). The **Bins** panel lists the whole warehouse and each bin; the table shows each item's On hand, Reserved, Available, Min stock, Reorder level and Status. Filter by All items / Low stock, search, or scan a barcode.

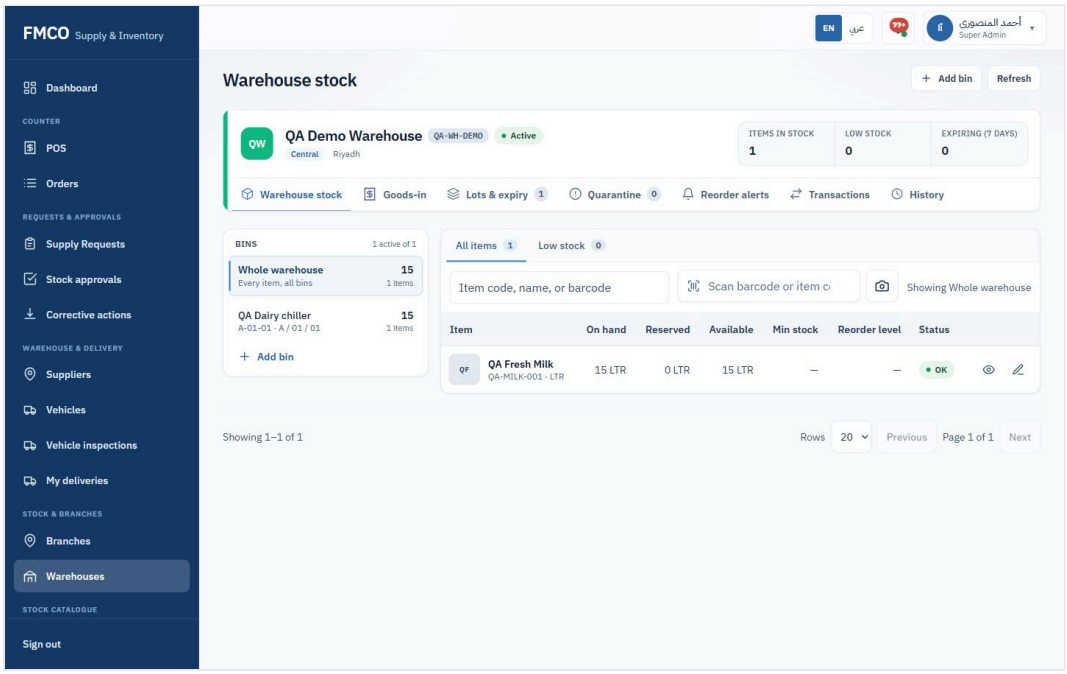


Fig 25.1 — Warehouse stock after the dispatch: 15 LTR

Adjusting Stock

Use an adjustment to correct stock outside the normal flow (spillage, damage, a counting error). On the item's row click the **Adjust** icon (the **Full position** icon opens the item's full stock position).

1. Enter **Delta qty**: a plus figure adds stock, a minus figure removes it.
2. Optionally set this warehouse's **Min stock** and **Reorder level** for the item ("Per warehouse — not the item catalogue").
3. Enter the Reason / notes and click **Post adjustment**.

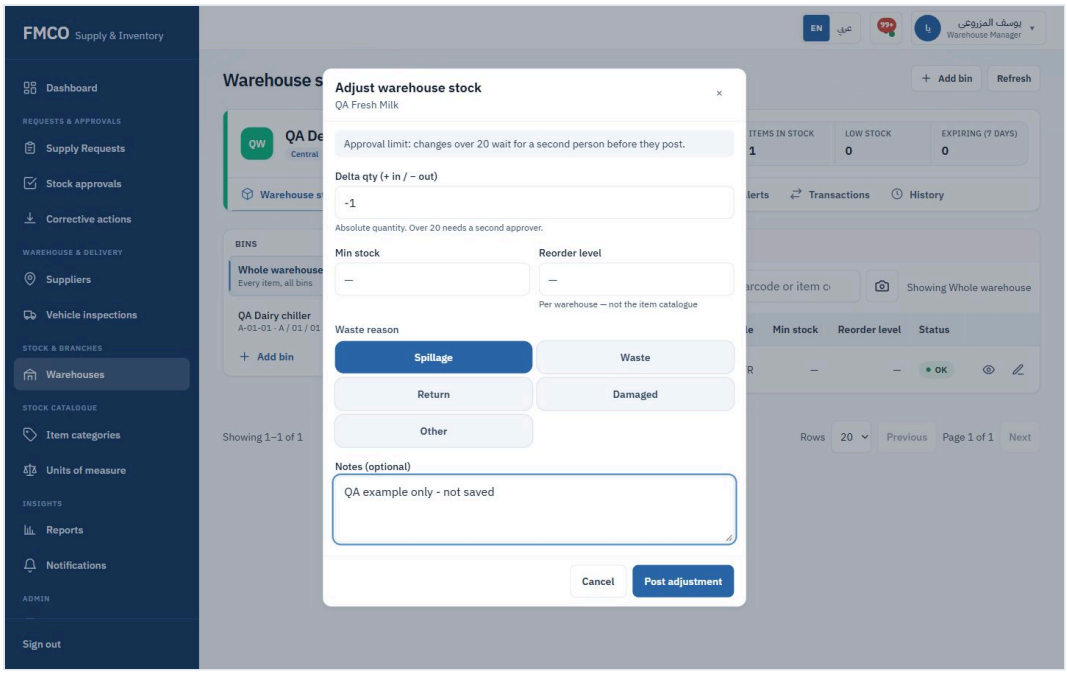


Fig 25.2 — "Adjust warehouse stock"

> **IMPORTANT** **Approval Limit**
>
> Changes over the approval limit (default 20, Module 13) wait for a second person before they post (Module 28).

Lots & Expiry

The **Lots & expiry** tab lists each lot with its bin, expiry and quantity. Filter All lots, Expiring ≤ 7 days or Expiring ≤ 30 days. Lot quantities guide first-expiry-first-out picking. **Register lot** adds a lot record.

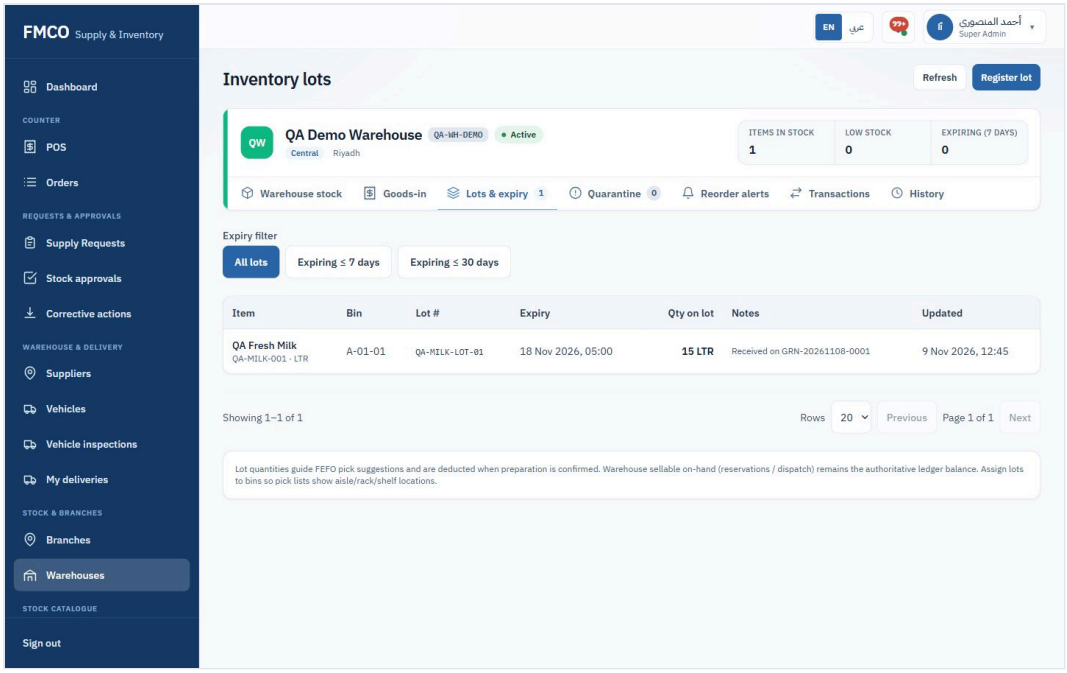


Fig 25.3 — Lots & expiry: QA-MILK-LOT-01 now holds 15 LTR

Quarantine

Stock on hold is taken out of sellable stock until a decision is made. Rejected receiving inspections create holds automatically; you can also place stock on hold yourself.

1. Quarantine tab → **Place on hold**.
2. Location type * (Warehouse or Branch), the Warehouse or Branch, Item *, Quantity *, Reason * and Notes.
3. Click **Create hold**. "The quantity is taken out of that location's sellable stock and held in its quarantine."

Each hold is listed with its status (Open, Partly resolved, Released, Destroyed, Resolved). Releasing or destroying held stock is a **Quarantine disposition** and goes through Stock approvals.

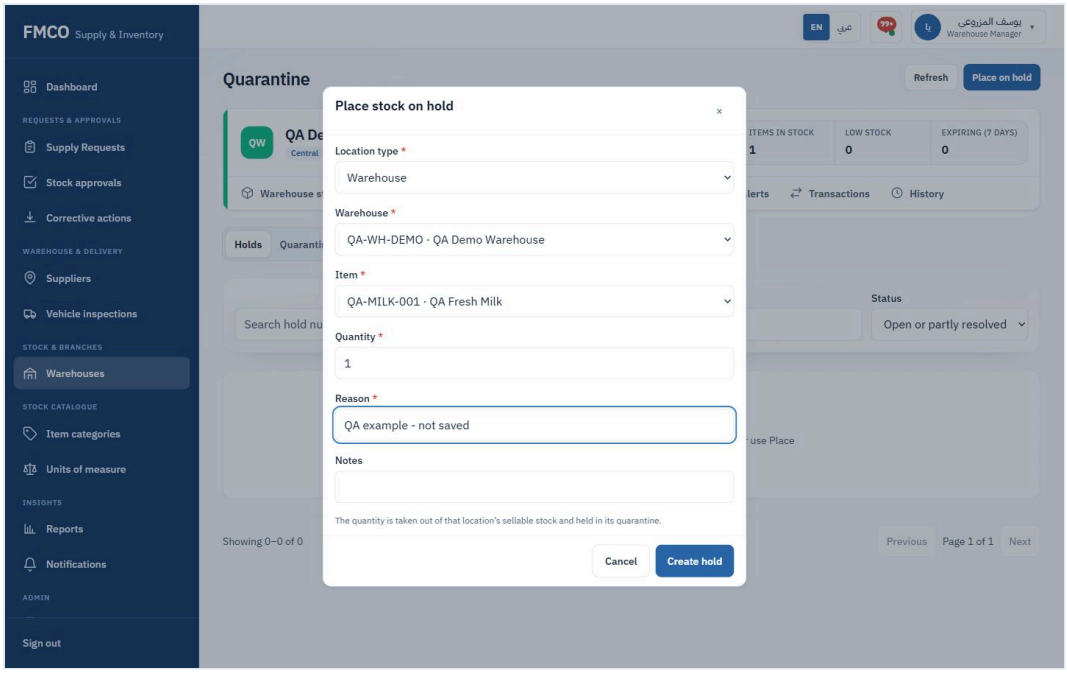


Fig 25.4 — "Place stock on hold"

Reorder Alerts

The **Reorder alerts** tab lists items whose available stock is at or below the reorder level, and **Suggested reorders** sized by the larger of the reorder-level gap or a 14-day demand forecast.

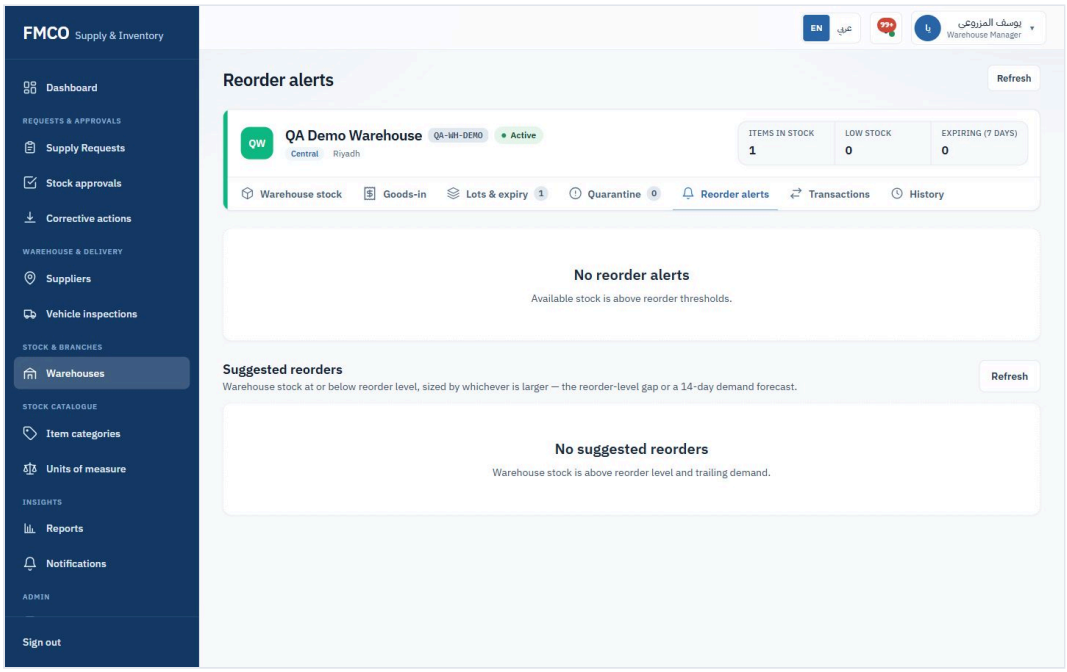


Fig 25.5 — Reorder alerts

Transactions and History

The **Transactions** tab is the full ledger of the warehouse: When, Type, Item, Location, By, Qty and Balance. Filter by Type (Receipt, Dispatch, Reservation, Adjustment in/out, Stock take, Quarantine in/out, Into/Out of transit, Opening balance…), Reason, Device, dates or Transaction ID. Our milk shows three entries: Receipt 0 → 20, Reservation, and Dispatch 20 → 15.

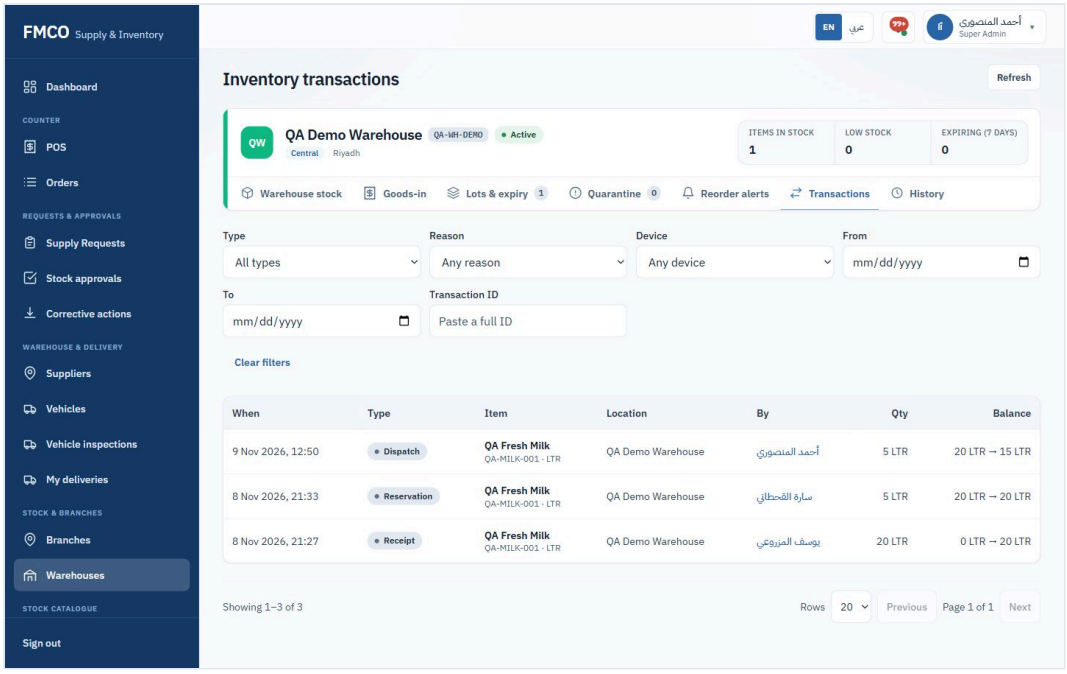


Fig 25.6 — Warehouse transactions for QA Fresh Milk

The **History** tab shows the daily stock snapshot for a chosen date, produced by the daily close (Settings → Inventory daily close).

MODULE

26

Branch Stock, Consumption & History

What a branch holds and how fast it uses it

Purpose

Each branch page shows the stock in its storages, how much it uses, and its daily history. Baristas open it from Left menu → **Branch stock**; administrators from Branches → the branch.

Who: Barista (own branches), Administrator

Stock Tab

Shows Items in stock, On hand and Low stock, each storage (the star marks the Main storage), and each item's On hand, Reserved, Min stock, Reorder level and Status. Buttons: **Add storage** (Module 06) and **Count stock** (Module 27).

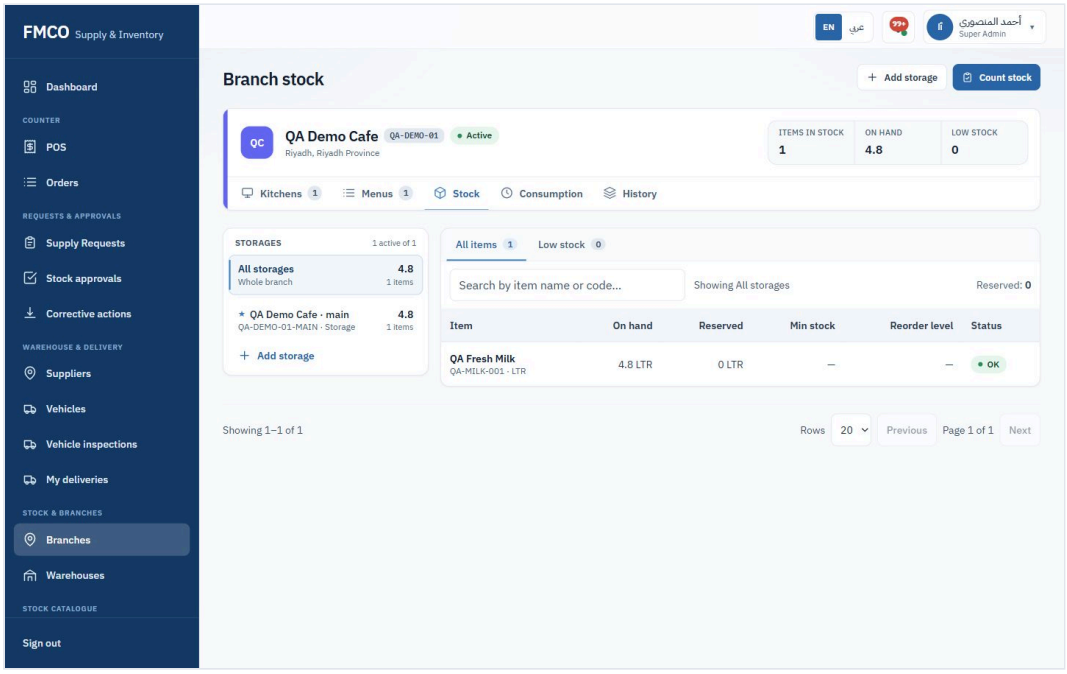


Fig 26.1 — Branch stock: 4.8 LTR in Main storage

Consumption Tab

Choose Today, 7 days, 30 days or Custom. The cards show Servings sold, Items used, Items wasted, Stock-count losses and items Running out (under 3 days of stock). The table shows per item: Sold, Recorded, Waste, Count loss, Net use, Per day, On hand and Cover (days). "Net use = sold + recorded + waste + count

losses – count gains. Days of cover = branch stock ÷ average daily use." Switch between **By item** and **By product**.

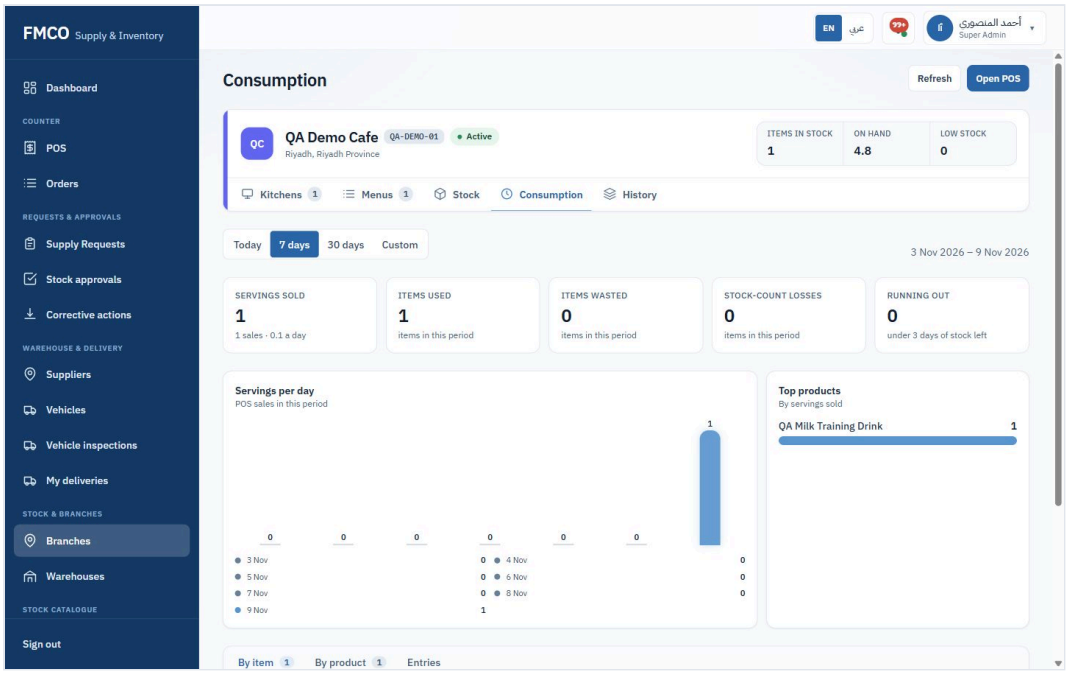


Fig 26.2 — Consumption: 1 serve used 0.2 LTR

History Tab

Daily stock history shows the stock snapshot for a chosen date. Snapshots are made by the daily inventory rollup at the daily close time; **Run rollup** makes one now and **Schedule** shows its schedule.

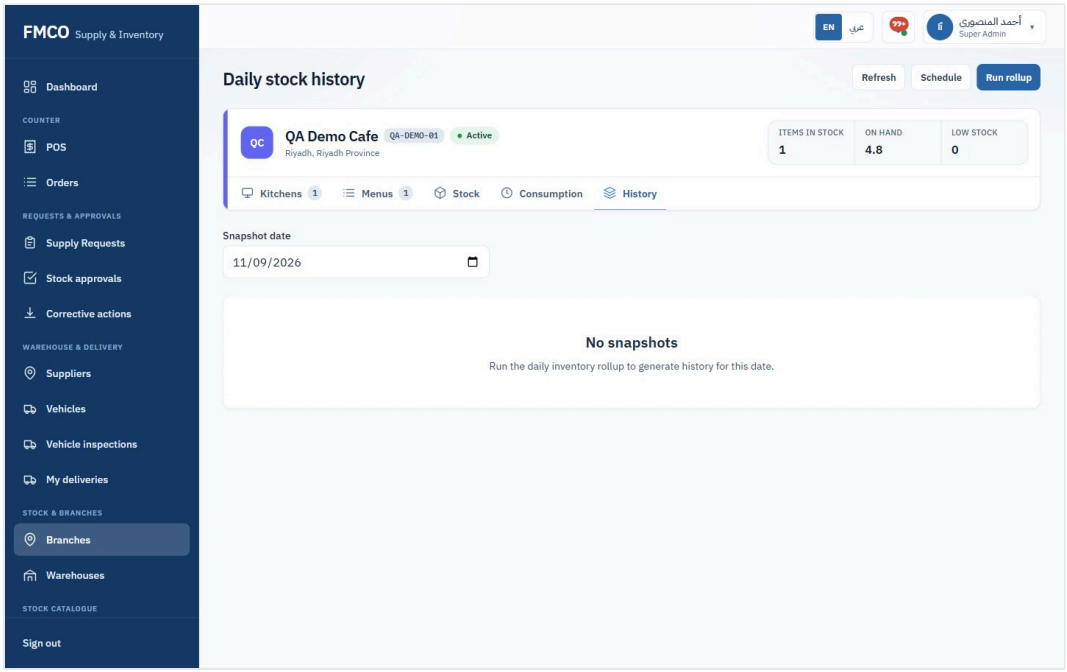


Fig 26.3 — Daily stock history

MODULE

27

Counting Stock

Match the system to what is on the shelf

Purpose

A stock count records what is physically on the shelf. The system posts the difference between the count and what it shows. The first stock of an item at a location is recorded as opening stock; later differences as count corrections.

Who: Barista (branch), Warehouse Manager / Staff (warehouse)

How to Count

1. On the branch Stock tab click **Count stock**.
2. Choose the Stock location * (e.g. QA-DEMO-01-MAIN · QA Demo Cafe · main). Its count sheet loads with each item's System quantity.
3. Type the **Counted** quantity of each item. "Fill blanks with system figures" marks every item you have not typed as matching. "Add an item that is not listed" adds a new item to the sheet.
4. Check the tiles: Counted, To update (items with a difference) and Approval (needed or not). Lines left blank are not counted.
5. Add notes and click **Post count**.

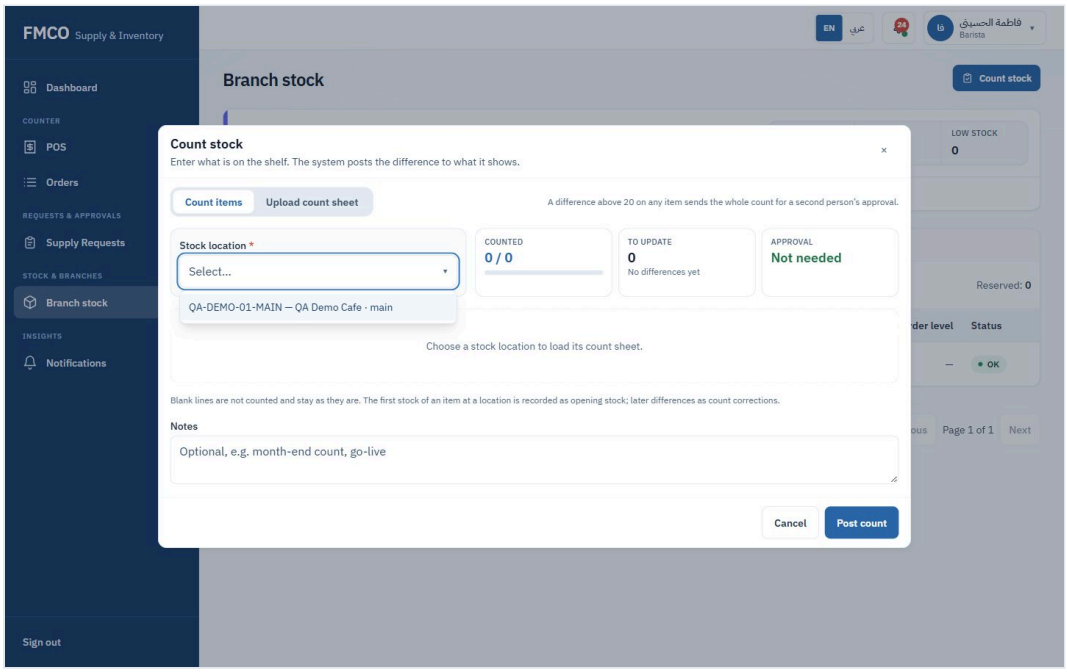


Fig 27.1 — "Count stock"

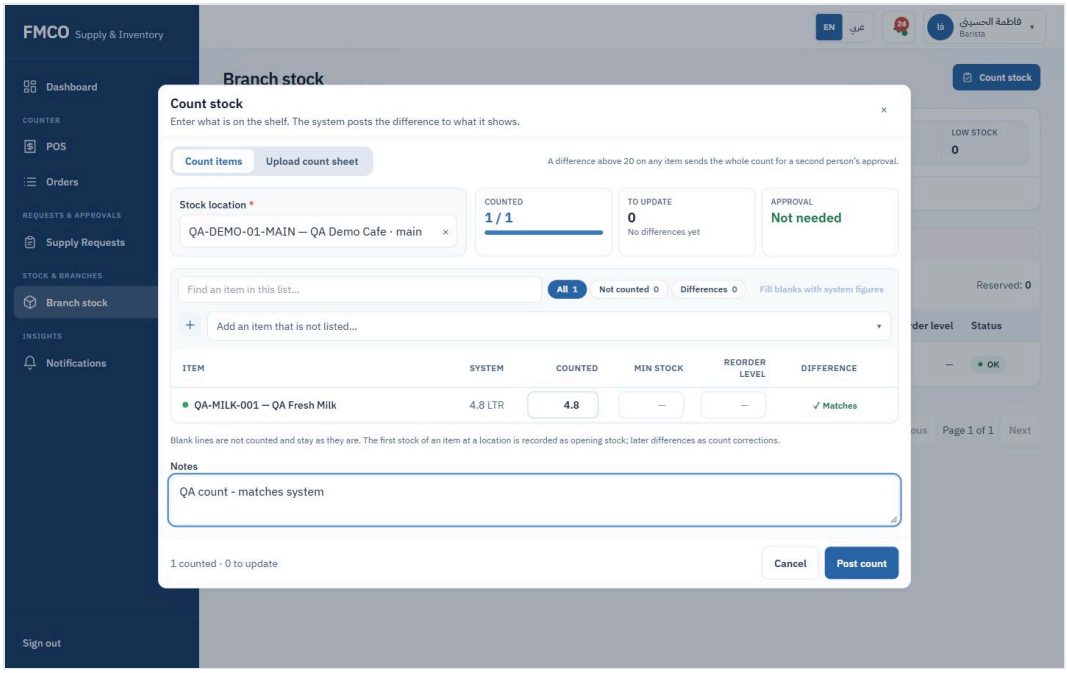


Fig 27.2 — Count sheet: the counted quantity matches the system

Instead of typing, the **Upload count sheet** tab loads a whole count from a file.

> **IMPORTANT** **Large Differences**
>
> "A difference above 20 on any item sends the whole count for a second person's approval." (Module 28)

MODULE

28

Stock Approvals

A second person approves large stock changes

Purpose

Stock changes above the approval limit, and some special changes, wait for a second person before they post. Types: Stock adjustment, POS waste, Stock count, Quarantine disposition and Opening stock.

Who: users with the Stock approvals menu (Warehouse Manager, Food Safety Officer, Administrator, Barista for their own requests)

How to Approve

1. Left menu → Requests & approvals → **Stock approvals** → **To approve** tab. Filter by Type, Branch and status (Waiting for approval, Approved, Rejected, Cancelled, Failed to apply).
2. Click a row. The detail shows who requested it, when, the location, reference, reason, notes and the items (System, Counted, Variance).
3. Decide on it. A change waits for a **second person**: the person who made the request cannot approve it themselves, but while it is pending they can **Cancel request**.

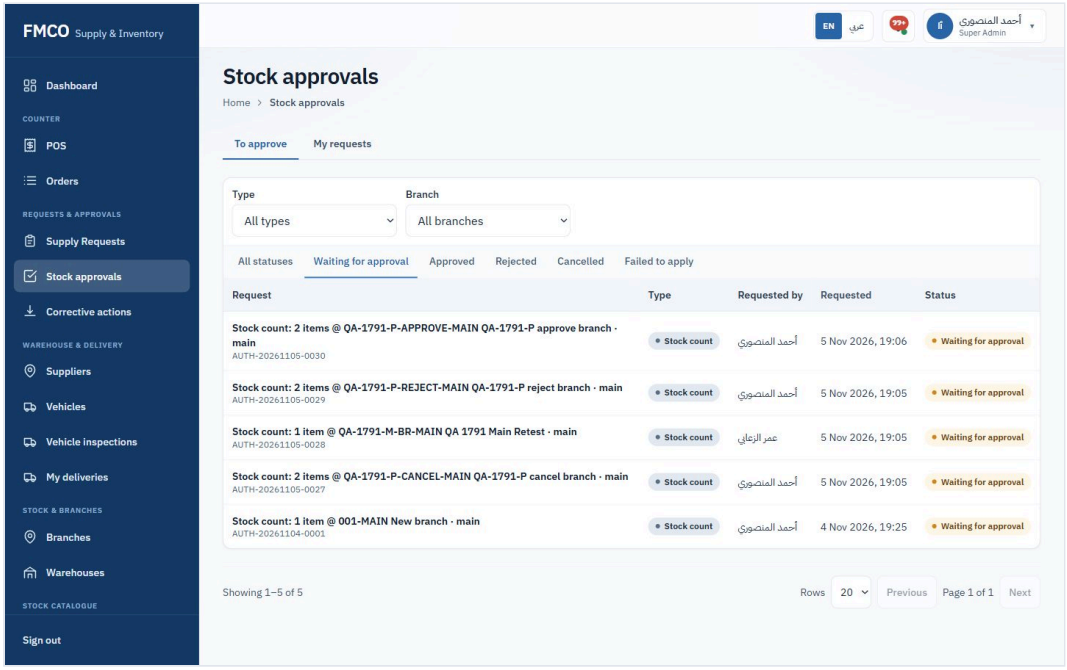


Fig 28.1 — Stock approvals — To approve

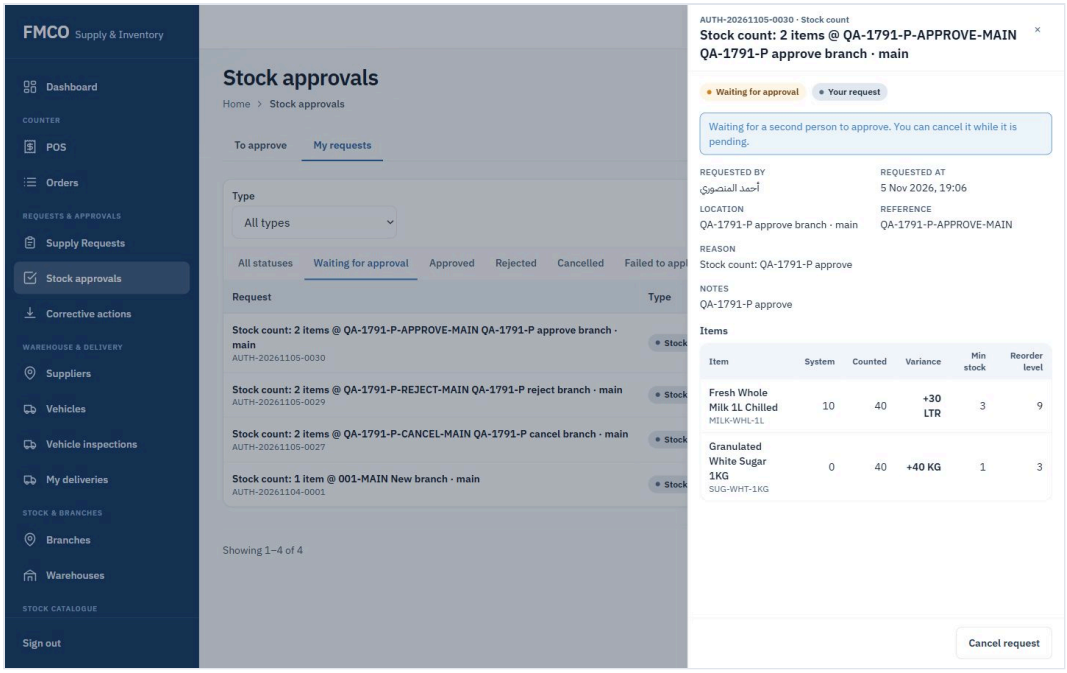


Fig 28.2 — A stock count waiting for approval

The **My requests** tab lists the changes you made that need approval and their status.

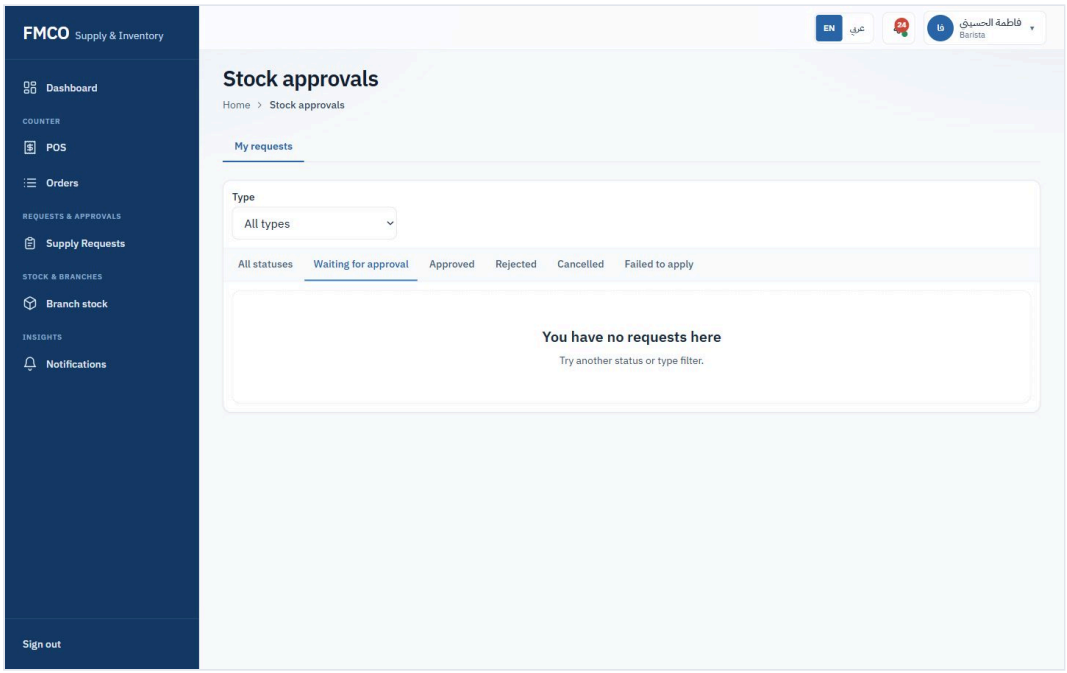


Fig 28.3 — Stock approvals — My requests

MODULE

29

Stock Exceptions & Sync Console

Follow up stock problems from devices and offline use

Purpose

Devices such as POS tablets can keep working when the connection drops and send their records later. The **Sync console** shows what each device has sent. **Stock exceptions** lists cases where stock needs a person to look at it — for example stock that went negative when an offline sale arrived, or a delivery count that differs.

Who: Super Admin / Administrator (Stock exceptions also: Warehouse Manager)

Sync Console

Left menu → Admin → **Sync console**. A tile shows the number of terminals and when they last synced. Click **Filter** to filter by Search, Status (Pending, Applied, Failed, Quarantined, Skipped / dismissed) and Event (e.g. sale.completed). **Clear filters** removes all filters.

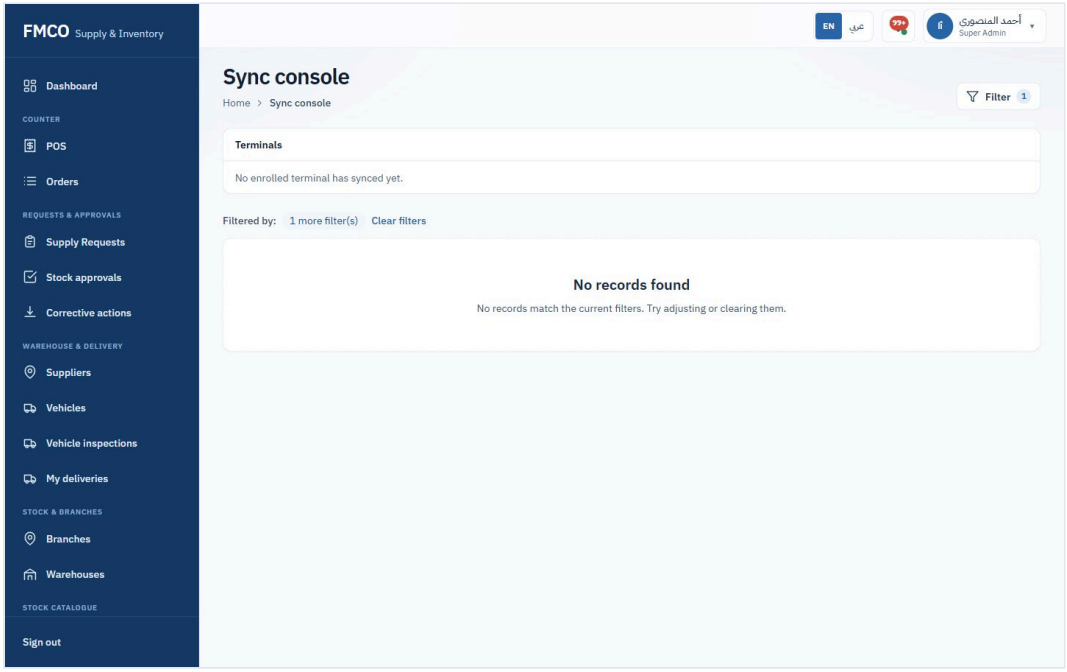


Fig 29.1 — Sync console

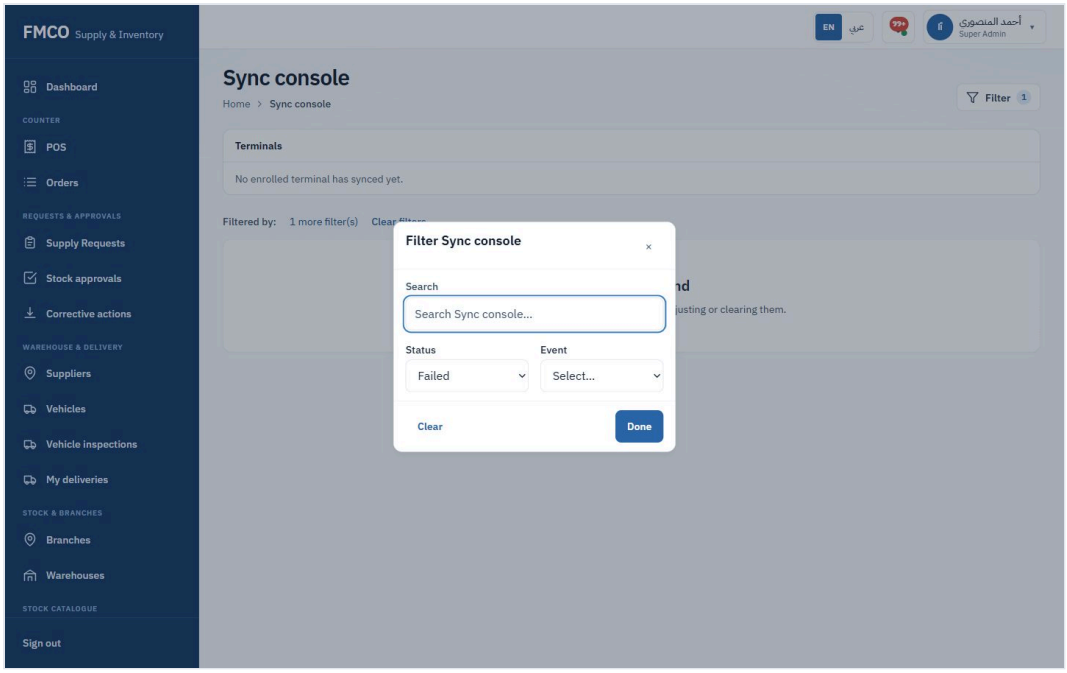


Fig 29.2 — Sync console filters

Stock Exceptions

Left menu → Admin → **Stock exceptions**. Click **Filter** to choose the Status (Open, Resolved) and the Reason:

REASON	WHAT IT MEANS
Went negative on sync	Records sent later by a device took stock below zero.
Offline oversell	More was sold offline than the stock on hand.
Sold while inactive	A sale arrived for an item, product or kitchen that was inactive.
Delivery count differs	The quantity counted on delivery differs from what was sent.

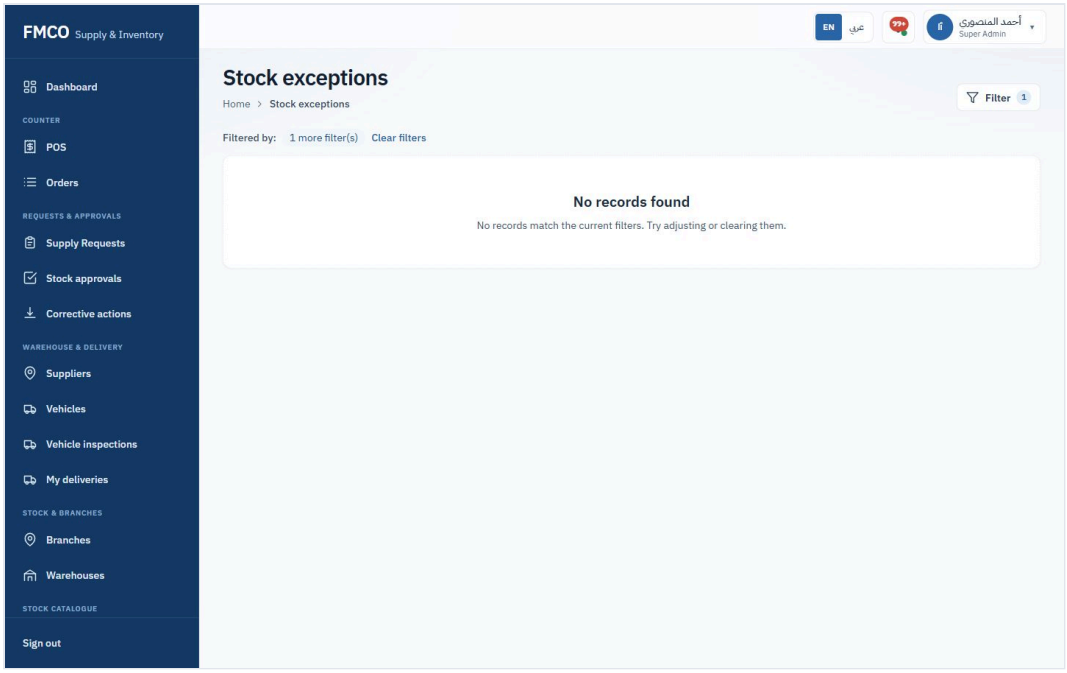


Fig 29.3 — Stock exceptions

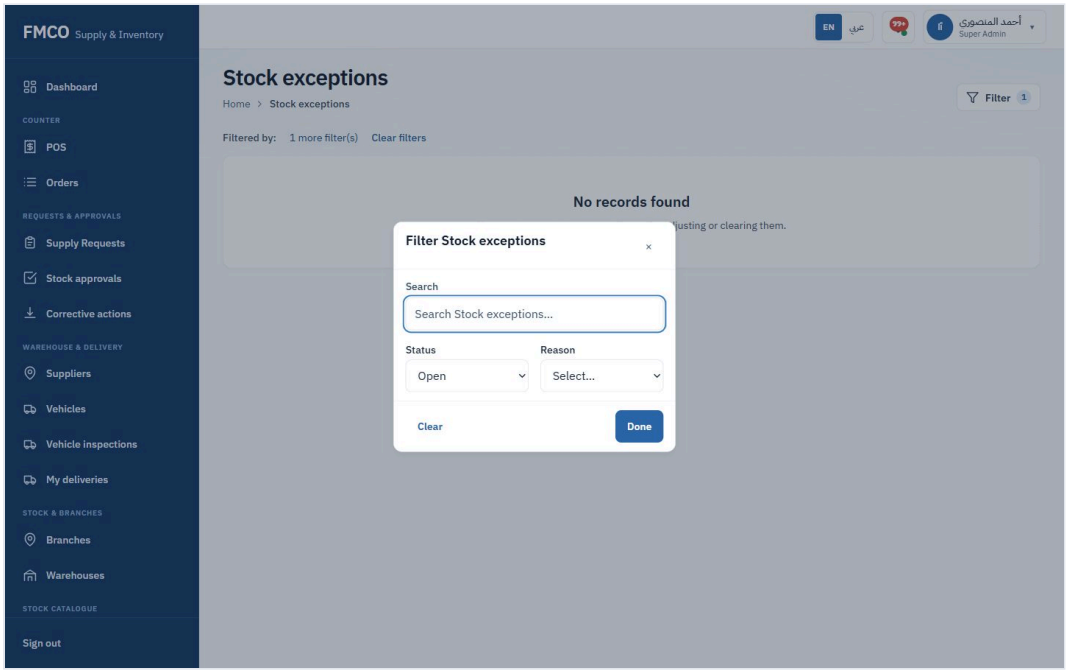


Fig 29.4 — Stock exceptions filters

MODULE

30

Reports & Report Schedules

Run, export and schedule the system's 24 reports

Purpose

Reports turn everything recorded in the journey into lists and charts: requests, approvals, warehouse shortages, stock, consumption, deliveries, quality and user activity. Any report can be exported, and reports can be emailed on a schedule.

Who: Super Admin / Administrator, Warehouse Manager

How to Run a Report

1. Left menu → Insights → **Reports**.
2. Choose a category at the top (Requests, Approvals, Warehouse, Inventory, Logistics, Quality, Analytics, System, Feedback), then a report from the list.
3. Set the **Filters**: a quick range (Today, Last 7 days, Last 30 days, This month) or From / To, Search, Branch or Warehouse, and **More filters** for the rest.
4. Read the result: key figures, a chart ("Charts cover all rows matching the filters") and the **Report data** table. Use **Columns** to show or hide columns.
5. Export with **CSV**, **Excel (.xlsx)** or **PDF**. **Extract** downloads the matching rows as a CSV file straight away.

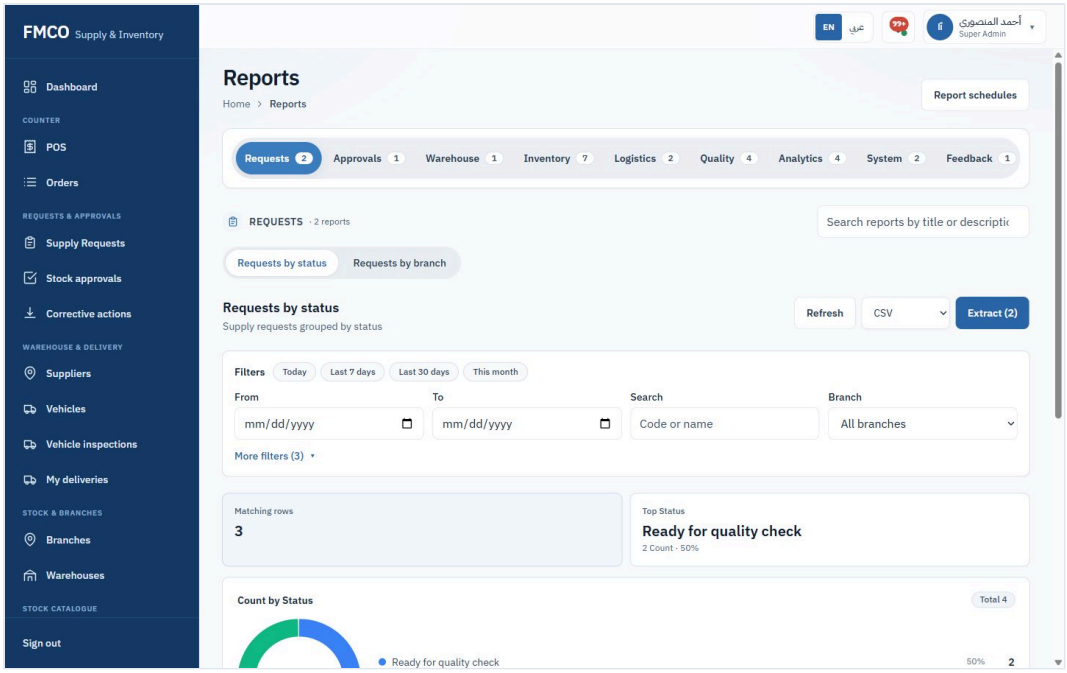


Fig 30.1 — Reports — "Requests by status"

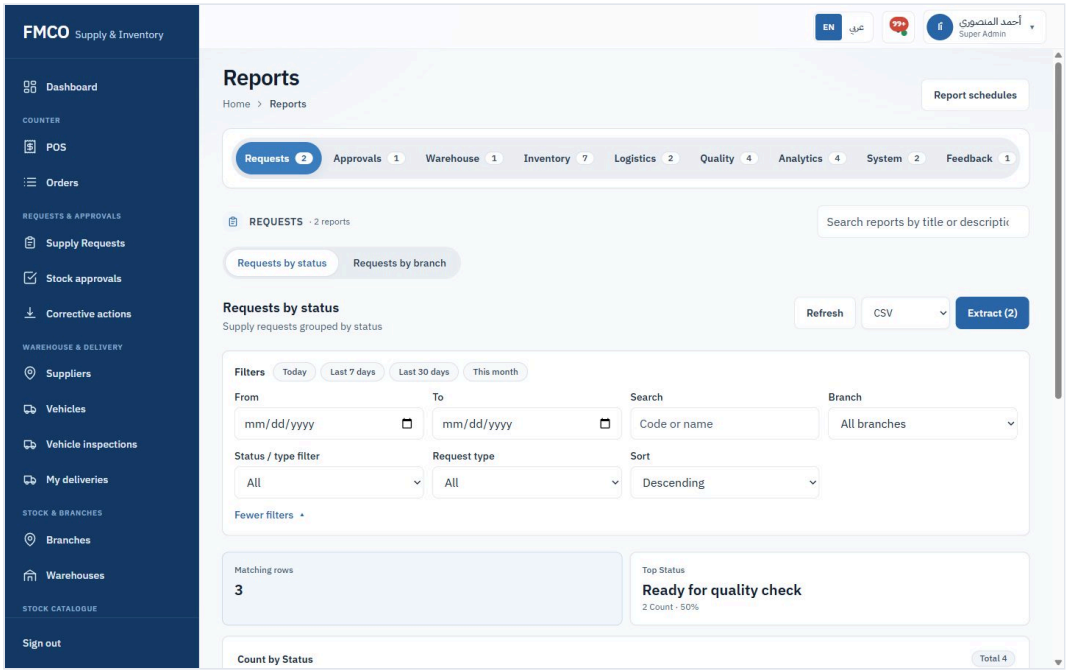


Fig 30.2 — More filters

The Reports

CATEGORY	REPORTS
Requests	Requests by status · Requests by branch
Approvals	Approval turnaround time (time from approval creation to decision)
Warehouse	Warehouse shortages (requisition lines with unmet demand)

CATEGORY	REPORTS
Inventory	Item consumption · Branch inventory · Warehouse inventory · Inventory transaction history · Low-stock report · Reorder report · Product serve consumption
Logistics	Dispatch report · Delivery report
Quality	Quality inspection report (FSO receiving inspections) · Rejection report · Quantity variance report · Food safety report
Analytics	Demand forecast (moving average over 7 / 14 / 30 days) · Operations cycle time · Consumption trend · Consumption variance
System	User activity report (audit actions by user) · Audit log report
Feedback	Branch satisfaction feedback

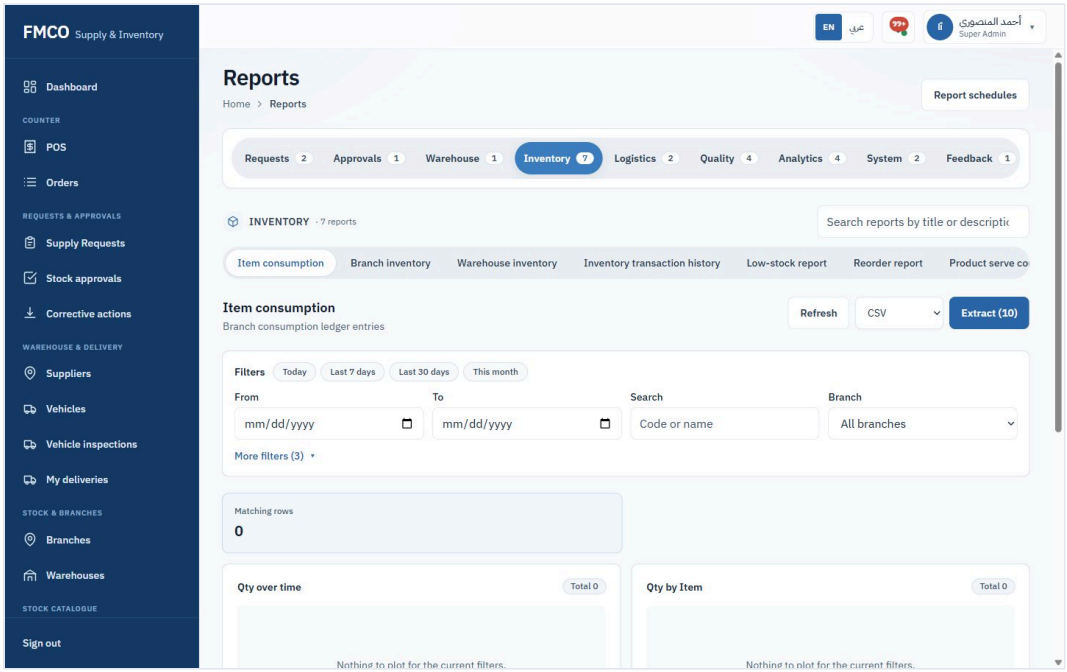


Fig 30.3 — Inventory reports

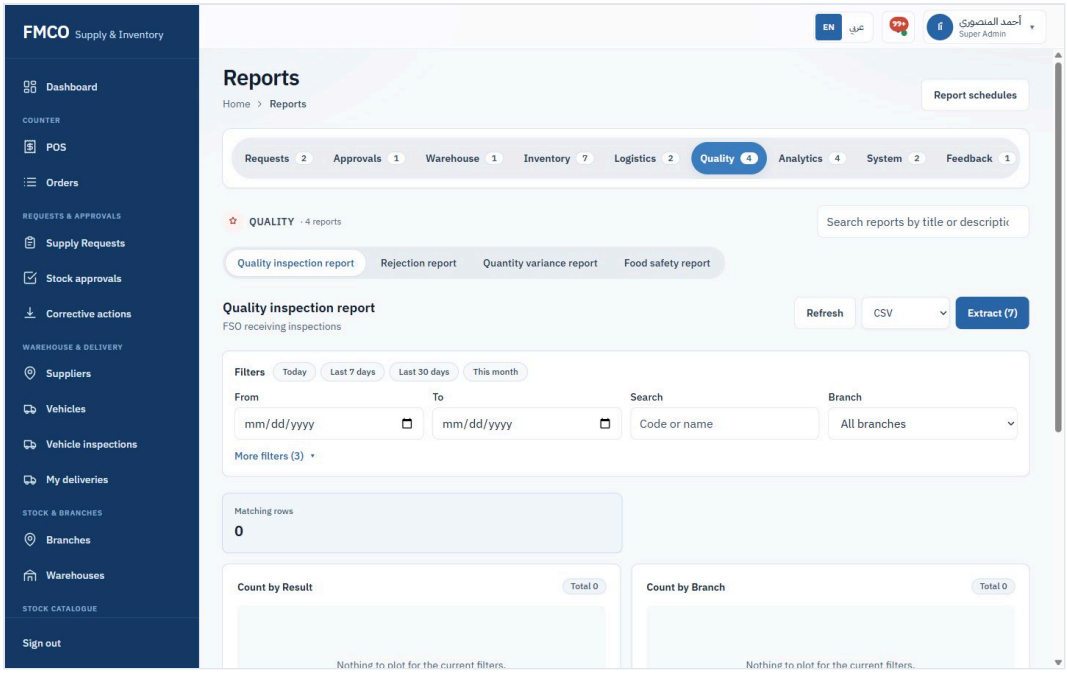


Fig 30.4 — Quality reports

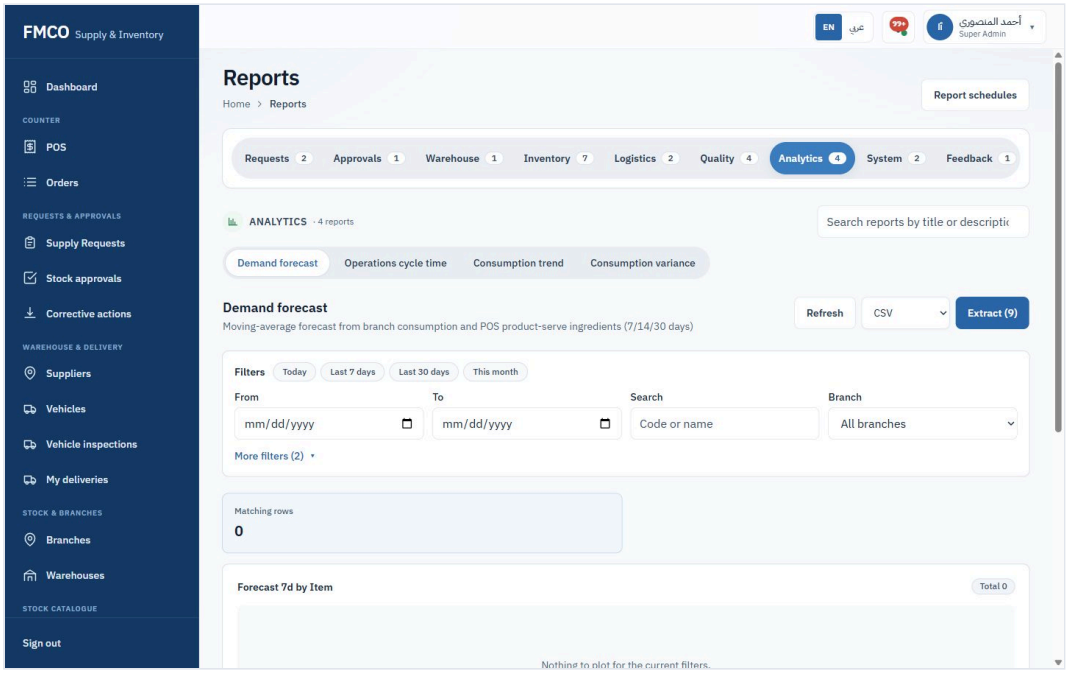


Fig 30.5 — Analytics reports

> **NOTE** **Following Our Milk**
>
> To see the example journey in reports: **Inventory transaction history** shows the goods-in, reservation, dispatch, branch receipt and POS serve of QA Fresh Milk; **Product serve consumption** shows the 0.2 LTR used by the serve; **Dispatch report** and **Delivery report** show the delivery.

Report Schedules

On the Reports page click **Report schedules**. The list shows each Schedule with its Format, When, Recipients, State, Next run and Last run. Row actions: **Run now** and **Disable** / Enable.

1. Click **New schedule**.
2. Enter Name *, choose the Report *, the File format (Excel, PDF or CSV) and the Frequency (Daily, Weekly, Monthly) with the Time of day and Business timezone.
3. Optionally limit it to a Branch or Item and set a Rolling window (days) — "Include the last N days; leave empty for no date filter".
4. Add Recipient emails and/or Recipient users, keep **Enabled** on, and click **Save**.

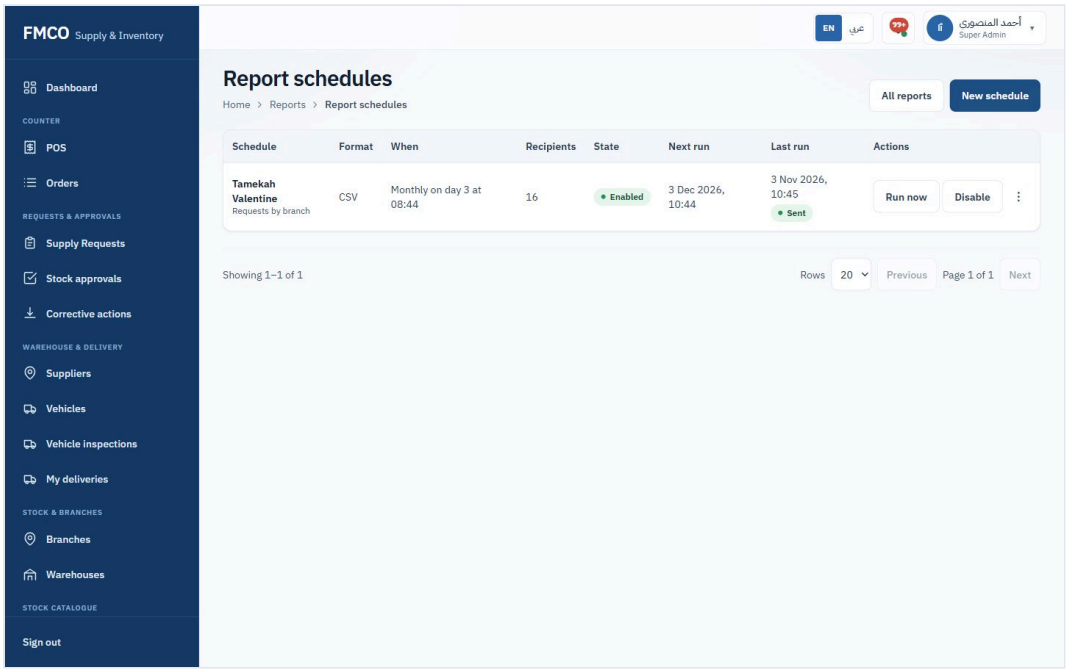


Fig 30.6 — Report schedules

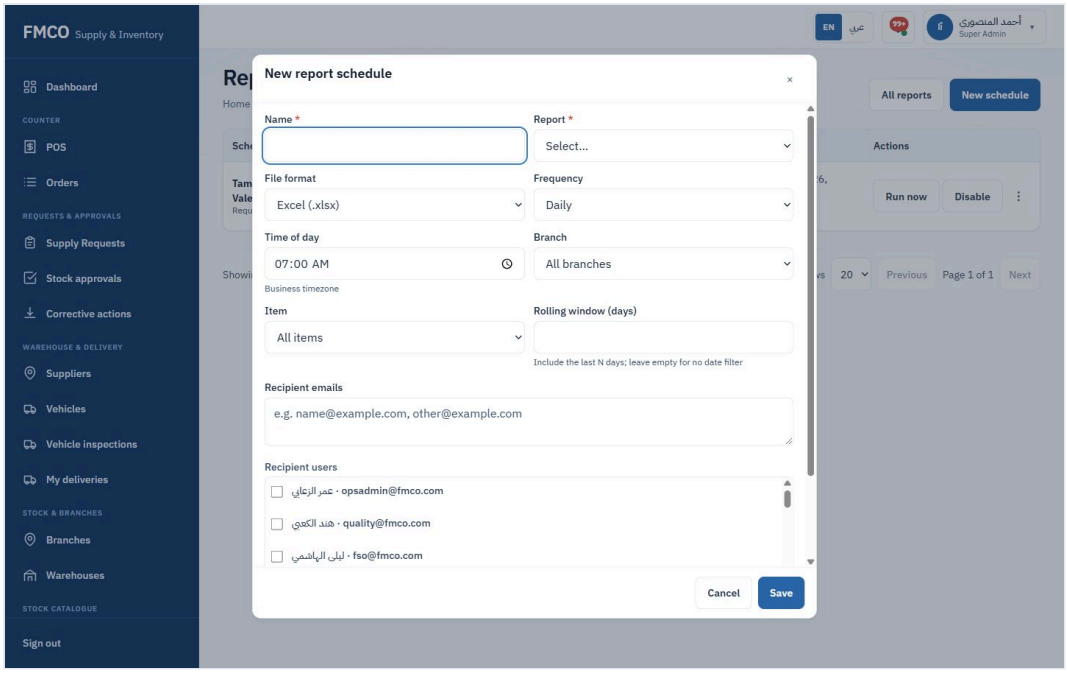


Fig 30.7 — "New report schedule"

MODULE

31

Branch Satisfaction Feedback

Branches rate the service they receive

Purpose

Branches rate the supply service — overall service, quality of materials, delivery, order accuracy and warehouse service. Managers see the scores per branch and act on low scores.

Give feedback: Barista **Review: Super Admin / Administrator, Project Manager, Client Representative**

Giving Feedback (Barista)

1. On Branch home click **Satisfaction Feedback** (or Feedback → **Give feedback**).
2. Choose the Branch.
3. For each question tap one of the five faces: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied.
4. Optionally add Additional Comments and click **Submit feedback**.

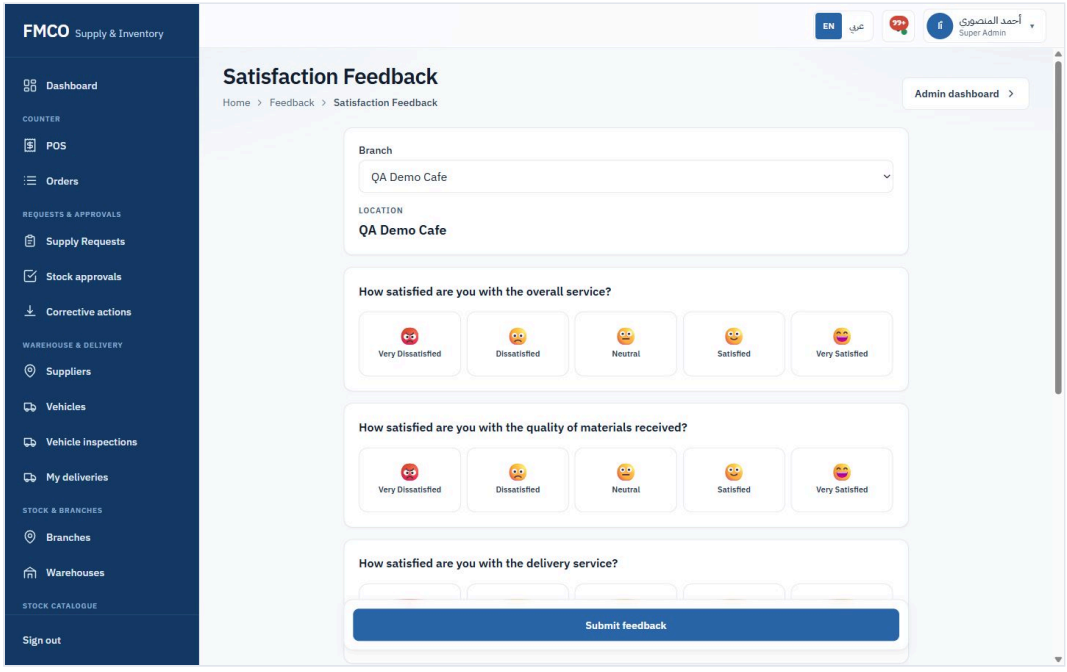


Fig 31.1 — Satisfaction Feedback form

Feedback Overview

Left menu → Insights → **Feedback**. The cards show the Overall score (average of all ratings), Satisfaction % (ratings 4–5), Total responses and Pending today. **Branch comparison** ranks branches (Lowest satisfaction, Highest satisfaction, Most feedback, Most dissatisfied); **Trend** and **Needs attention** follow. **Export report** downloads the feedback.

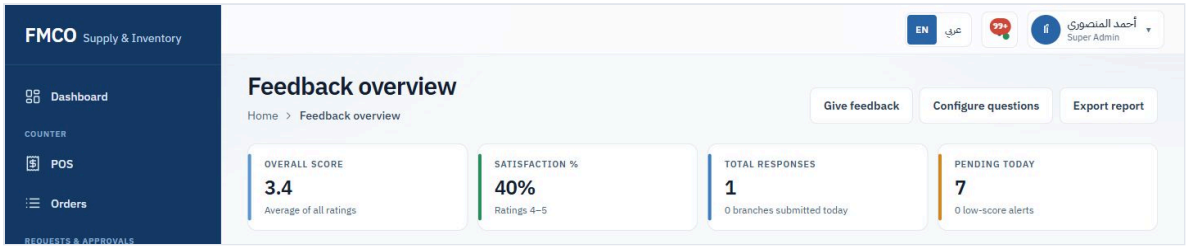


Fig 31.2 — Feedback overview — score cards

Configuring the Questions

Click **Configure questions**. The list shows Order, Code, Question, Category, Flags and Status. Click **Add question**:

FIELD / BUTTON	WHAT IT MEANS & HOW TO USE IT
Question text *	The question shown to branches.
Code (optional)	Leave blank to auto-generate. Used in reports and export.
Category *	Overall, Material quality, Delivery, Order accuracy or Warehouse.
Display order	Lower numbers appear first on the form.
Required on the form / Active	Whether the question must be answered, and whether it is shown to branches.
Use as overall satisfaction score	This question's rating becomes the submission's overall score.

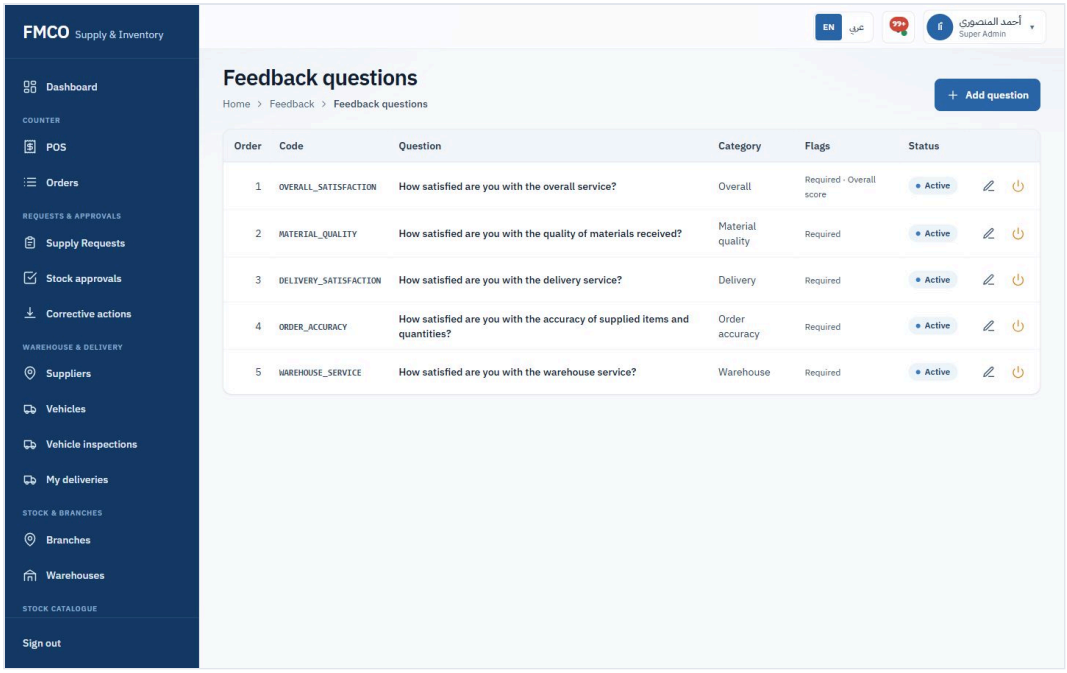


Fig 31.3 — Feedback questions

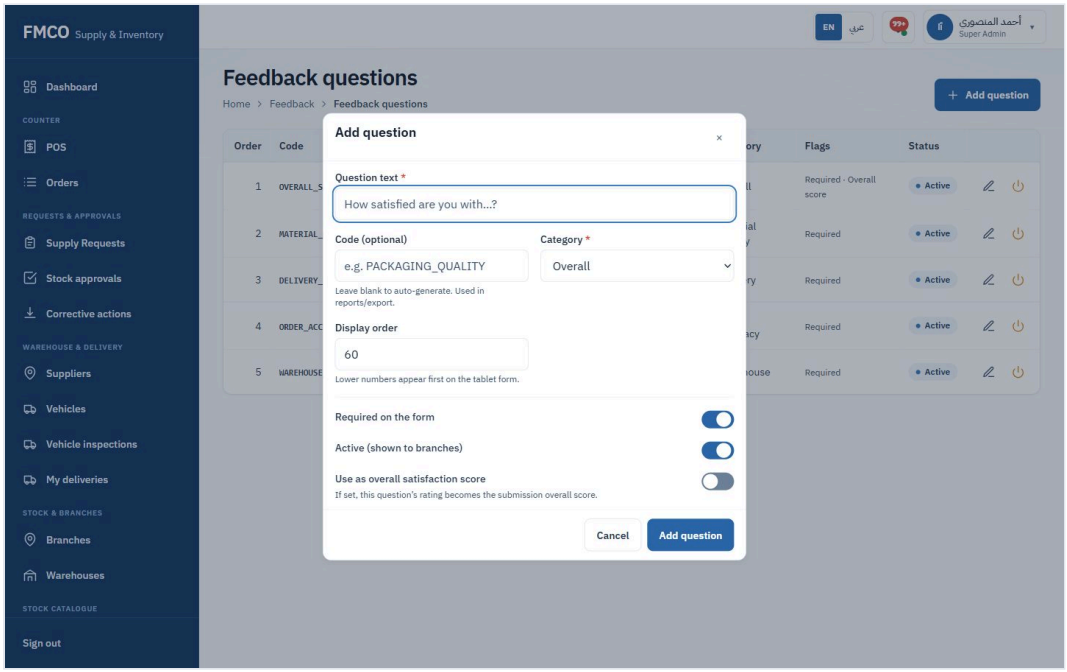


Fig 31.4 — "Add question"

MODULE

32

Notifications & Alert Preferences

Know when something needs you

Purpose

The system sends an alert at every step that needs someone: a request waiting for approval, a delivery ready for collection, a branch receipt to confirm, low stock, expiring stock, a temperature out of range and more. Alerts appear under the bell and, if chosen, by email.

Who: every user

The Notifications Page

Left menu → Insights → **Notifications** (or "View all notifications" under the bell). The list shows When, Event, Message and Status. Use **Filter** (All, Unread, Read, Archived), the row actions **Mark read** and **Archive**, and **Mark all read**.

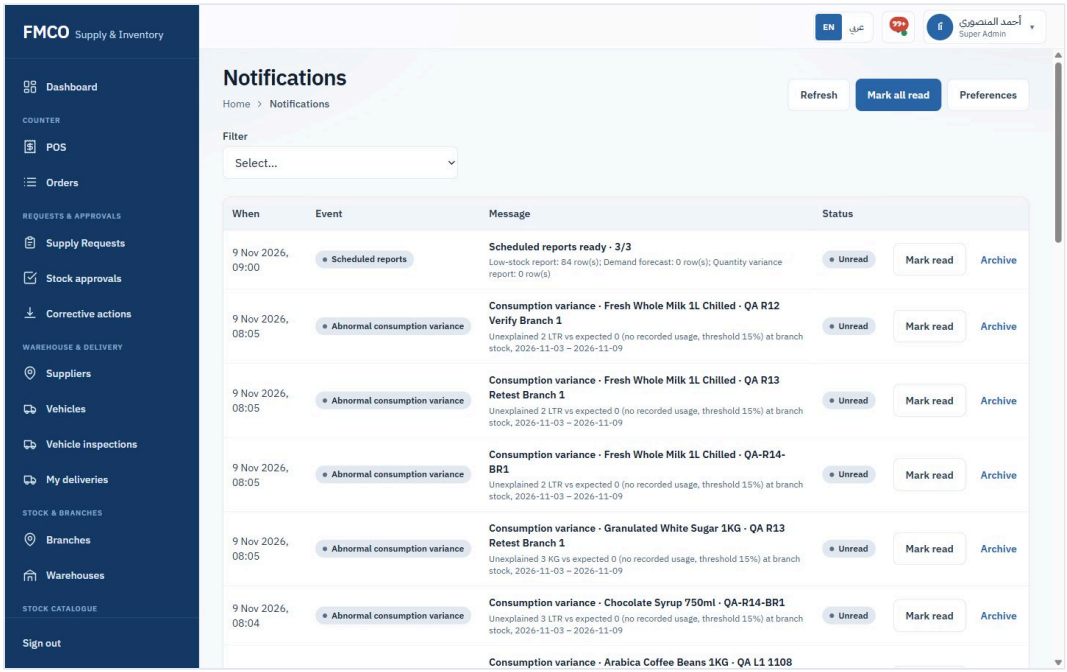


Fig 32.1 — Notifications

Choosing Your Alerts

1. Click **Preferences** (or Account menu → **Alert preferences**).
2. For each event tick **In-app** and/or **Email**. "Enable all email" and "Enable all notifications" switch everything on at once.
3. Click **Save preferences**.

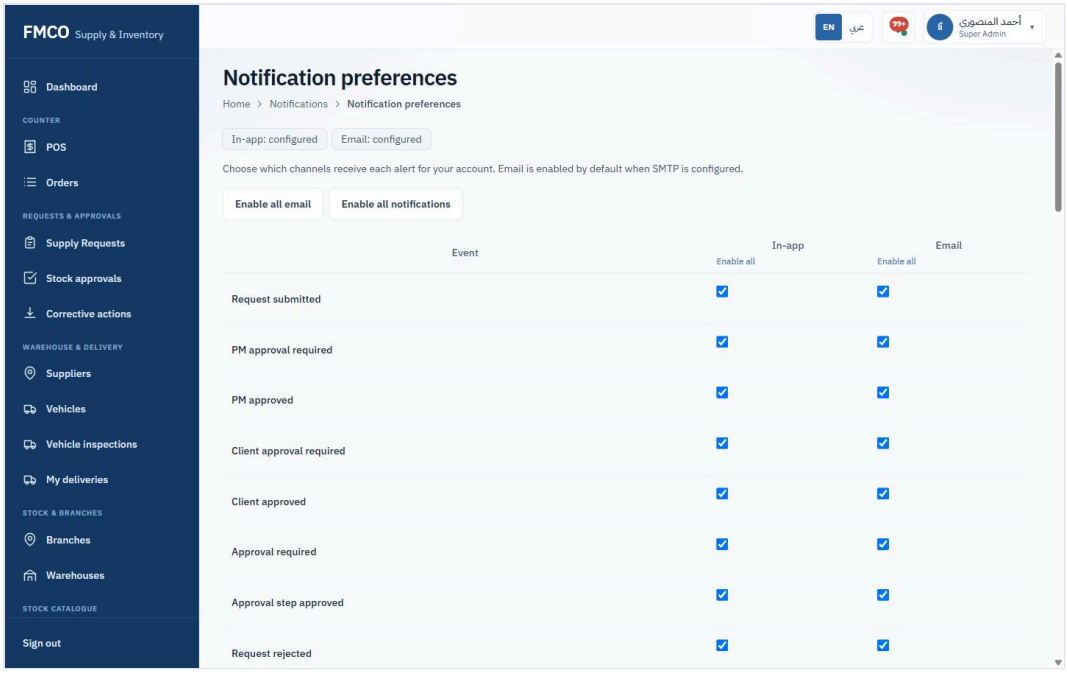


Fig 32.2 — Notification preferences

Events include: Request submitted, PM / Client approval required and approved, Request rejected or returned, Warehouse preparation, Shortage identified, Quality check required, Quality approved / rejected, Dispatch completed, Ready for collection, Delivery in transit / collected / arrived, FSO inspection required, Branch receipt, Low stock, Reorder required, Approval overdue / escalated, Stock expiry alert, Variance detected, Stock approval needed / decided, Goods receipt posted, Corrective action assigned / overdue, Temperature out of range, Low satisfaction feedback and Scheduled reports.

MODULE

33

Audit Log

Who did what, and when

Purpose

Every important action — sign-ins, creating and changing records, approvals, postings and stock movements — is written to the audit log with the time, the person and the device. Use it to answer "who changed this?".

Who: Super Admin / Administrator

How to Use It

1. Left menu → Admin → **Audit log**. The list shows When, Action, Entity, Actor and Correlation / device.
2. Click **Filter** to search, or filter by Action, Entity type and a From / To date.
3. Click the **View details** icon on a row to see the full entry, including a **Changes** table of the fields that changed.

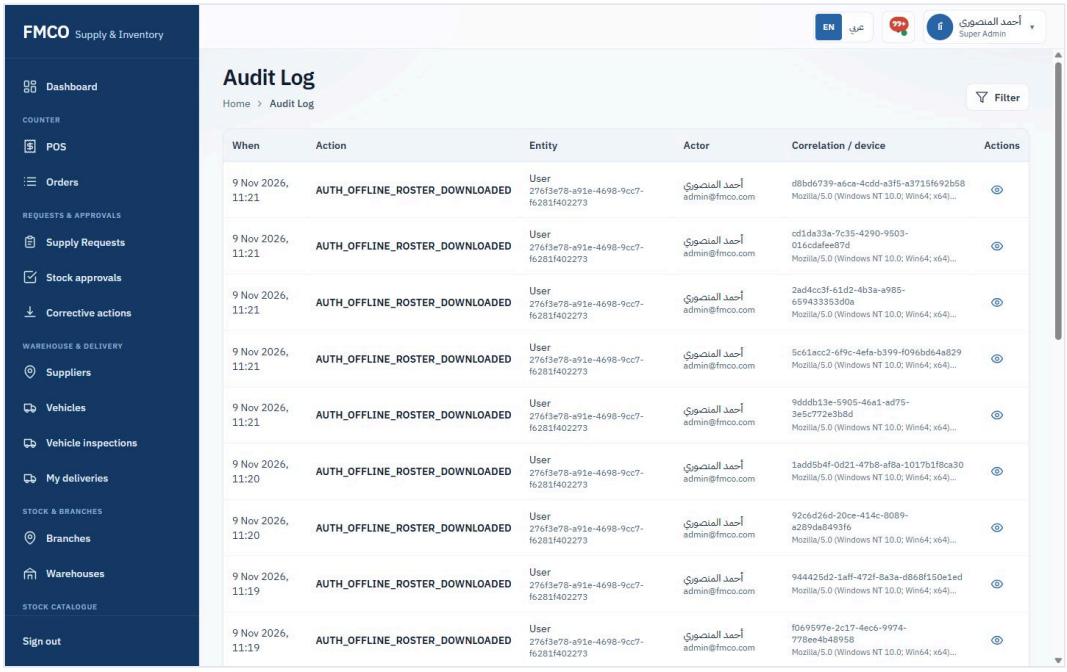


Fig 33.1 — Audit log

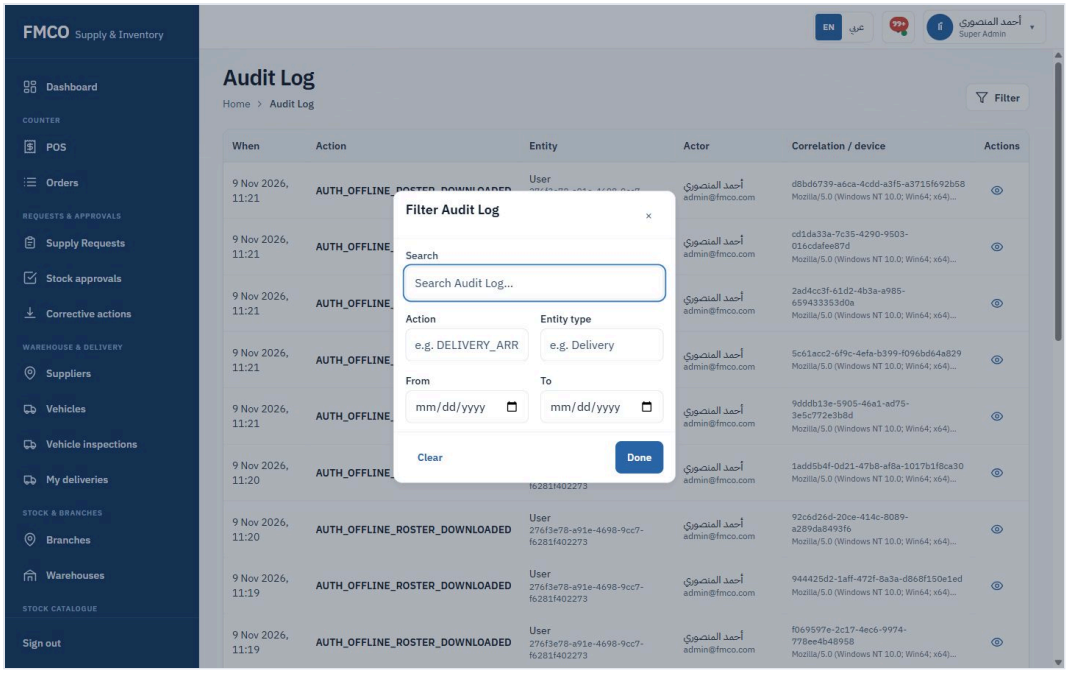


Fig 33.2 — Audit log filters

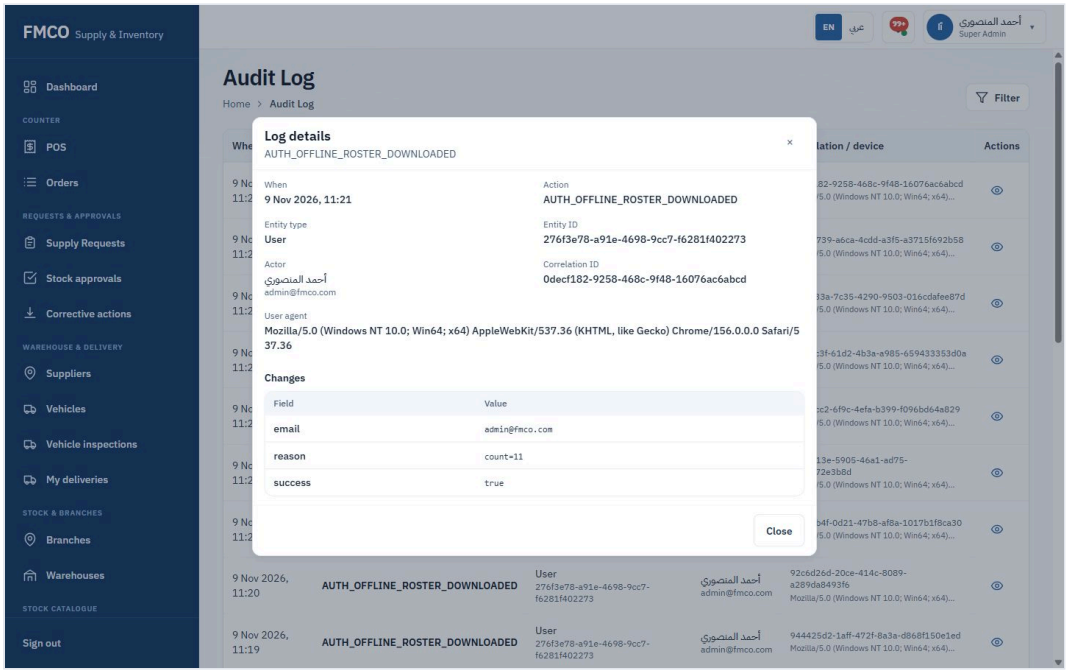


Fig 33.3 — Log details

> **NOTE** **Audit Reports**
>
> For a summary by person, use the **User activity report** and **Audit log report** in Reports → System (Module 30), or the **Audit Trail** tab of the Dashboard.

End-to-End Stock Reconciliation

Every litre of the milk delivered by the supplier can be traced. At the end of the journey:

WHERE	QUANTITY	RECORDED BY	WHERE TO SEE IT
Received from the supplier	**20 LTR**	Goods receipt GRN-20261108-0001 (Module 15)	Warehouse → Goods-in; Transactions "Receipt"
Still in the warehouse	**15 LTR**	Lot QA-MILK-LOT-01, bin A-01-01	Warehouse stock; Lots & expiry
Delivered to QA Demo Cafe	**5 LTR**	Dispatch and branch receipt BR-20261109-0001 (Modules 20–23)	Transactions "Dispatch"; branch receipt
Still at the branch	**4.8 LTR**	Main storage QA-DEMO-01-MAIN	Branch stock
Used by 1 serve	**0.2 LTR**	POS ticket POS-20261109-0001 (Module 24)	Branch Consumption; POS orders

RECEIVED	WAREHOUSE	BRANCH	USED
20 LTR	15 LTR	4.8 LTR	0.2 LTR

20 LTR = 15 LTR + 4.8 LTR + 0.2 LTR

The Journey in One Line

Goods-in 20 → Request 5 → PM ✓ → Client ✓ → Reserve · Pick · Pack · Seal → QC ✓ → Vehicle ✓ · Dispatch → Driver → FSO ✓ → Branch receipt 5 → Serve −0.2

Checking It Yourself

- **Reports → Inventory → Inventory transaction history** — every movement of the item.
- **Reports → Inventory → Warehouse inventory / Branch inventory** — stock at each location.
- **Reports → Inventory → Product serve consumption** — ingredients used by serves.
- **Reports → Logistics → Dispatch report / Delivery report** — the delivery.
- **Admin → Audit log** — who did each step and when.

> NOTE **Daily Routine**
> Goods-in as deliveries arrive · branches order before the cut-off · approvers decide within the time limit · the warehouse prepares, checks and dispatches · drivers deliver · FSO inspects · branches receive · the POS records every serve · counts and reports close the day.