



A PRACTICAL BUSINESS-SCHOOL HANDBOOK

Stockroom Business App by S. B. Ibhadode

A practical business-school guide to choosing, setting up, and operating a business in Stockroom

Written by **S. B. Ibhadode** · Reader edition

♦ 22 chapters ♦ 43 task guides ♦ Free to read

How to use this book

This is a hands-on course book. Read Chapters 1–5 first, then follow the setup chapters in order. After setup, study the chapter for each workspace your business enables. A teacher can use the practice exercises at the end of a chapter as a lab; learners should work in a training business or clearly identified practice records.

Button names below follow the source-reviewed interface. Stockroom is updated over time, and owners can customise catalogue wording. A control may be hidden by role, device, workspace, subscription, or configuration. On phones, open the navigation menu before choosing a destination. In focused settings screens, use the task search/picker to jump to a task; selecting a task does not itself save a setting.

Chapter 1: What Stockroom is for

Stockroom Business App helps a business record sales and payments, manage stocked items, and coordinate selected operational work. Depending on enabled workspaces, it can support product checkout, measured oil sales, manual payment receipts, food orders and preparation, table bills, and hotel or nightlife operations. It also includes management tools such as customers, staff access, purchasing and receiving, cash register, reports, and device configuration.

The app is useful when a business needs a repeatable record of what was sold or paid, by whom, at which branch, for what amount, and—where stock is involved—how the transaction changes inventory. It can reduce reliance on memory and loose paper by giving staff one guided transaction flow and owners a searchable record.

Stockroom is designed for offline-first day-to-day use in supported workflows. Initial registration, connecting devices, subscription checks, remote ordering, and some online services need connectivity. Businesses should synchronize when they need changes shared across devices and review the sync status before depending on cross-device updates.

Hotel and Nightlife workspaces support room reception, housekeeping readiness, event admissions, QR check-in, guest charges and venue sales. Chapter 29 teaches hotel, bed & breakfast and nightclub teams how to set up rooms and events and use these workflows through a normal trading day.

Why use it?

- **A consistent sale record:** products, quantities, payment method, customer details when supplied, and receipt are captured in a controlled flow.
- **Stock visibility:** supported product sales, receiving, adjustments, and returns can be reflected in stock records.
- **Workflows that fit different trading patterns:** a walk-in checkout is different from an unpaid food order, an open table bill, or a room stay. Stockroom gives these work types distinct screens.
- **Business-specific language:** owners can select templates and customise many labels and catalogue choices to fit their goods and staff vocabulary.
- **Accountability:** roles and permissions can separate owner configuration from cashier work; reports and histories help review recorded activity.
- **A path from simple to more organised:** begin with one workspace and add others as the business is ready.

A useful way to start

Begin with the work your team handles each day. Set up the matching workspace, enter your real products or rooms, train the people who use it, and add more workflows as your business grows. Stockroom connects sales, stock, customers, staff and operational records in one business app.

Chapter 2: Business type, workspace, and catalogue: three separate choices

These three terms answer different questions:

CHOICE	QUESTION ANSWERED	EXAMPLE
Business type	What kind of business is this, and what defaults or starter names may help?	Bakery and confectionery
Workspace	What kind of operational screen should the staff use?	Order counter for counter service; Product sales for stocked retail
Catalogue	What actual items, services, ingredients, units, categories, prices, and stock does this business use?	Agege bread, 1 loaf, price ₦X, opening stock Y

Business type helps owners find useful starting choices. After choosing Hotel and bed & breakfast, turn on Hotel operations in Business settings > Available workspaces, then create the rooms and rates the reception team uses. A bakery can similarly enable Order counter and set up its recipes; a wholesaler can configure the units and prices it sells.

First-run starter selection

During new-business setup, choose the business type and selling workspace separately. Search the suggested names, tick only relevant entries, review the selection, and choose **Save and confirm workspace**. You can go back to selection, skip starters, or add/edit later. The saved names are drafts: stock products begin at zero stock/cost/price and no barcode, service descriptions at zero price, and menu items at zero price and unavailable. They are not ready to sell until real business data is entered.

Editable wording and workspace-specific lists

In Business settings, workspace catalogue controls let an owner choose the workspace whose category and unit suggestions are being edited. Those category/unit lists are stored separately for stock-selling workspaces. **Other (please specify)** lets the owner enter a missing category or unit. Saved new choices can appear in the same workspace's dropdown later. Product form custom fields are a separate configuration from business type and workspace selection.

Chapter 3: Which businesses can use Stockroom

The app supports operational patterns, not a rigid list of approved industries. Match your business to one or more workflows:

BUSINESS PATTERN	SUGGESTED BUSINESS TYPE	LIKELY WORKSPACE(S)	WHAT THE OPERATOR CONFIGURES
Retail shop, minimart, supermarket	Supermarket and convenience store; grocery; general purpose	Product sales; optional Oil sales or Payments & receipts	Products, units, categories, prices, opening quantities, taxes, payment methods, scanner/printer
Wholesale/distributor	Wholesale and distribution	Product sales; optional Oil sales	Pack/carton units, customer/bulk prices where applicable, receiving and stock controls
Edible-oil retailer	Wholesale and retail oil shop	Oil sales; optional Product sales	Oil items, units, container options, bulk thresholds and customer pricing
Restaurant/café/bar	Restaurant, fast food, and catering; drinks	Tables & tabs; optional Order counter and Product sales	Menu, recipes/stock links, tables, payment rules and preparation
Fast-food/takeaway counter	Restaurant, fast food, and catering	Order counter; optional Product sales	Menu, variants/extras, prices, availability, recipes and preparation flow
Bakery	Bakery and confectionery	Order counter; Product sales; optional Tables & tabs	Baked goods and ingredients, menu, recipes and actual batch yields/costs when used
Printing/copy shop	Printing and copy shop	Payments & receipts; optional Product sales	Service descriptions, prices, paper/ink stock if tracked, jobs and invoices
Freelance/service business	Services and non-stock items	Payments & receipts	Reusable service descriptions, prices, customer details, invoices/jobs where needed
Church office	Services and non-stock items or general purpose	Payments & receipts > Church collections	Funds, donor records, pledge/contribution rules and receipt details
Hotel	Hotel	Hospitality operations > Hotel operations; optional Product sales and Payments & receipts	Rooms, availability, stays, staff/housekeeping and additional charges
Nightclub/event venue	Nightclub or hospitality and event supplies	Hospitality operations > Nightlife operations; optional Tables & tabs and Payments & receipts	Events, capacity, guest list, admission, check-in, reservations/tabs

BUSINESS PATTERN	SUGGESTED BUSINESS TYPE	LIKELY WORKSPACE(S)	WHAT THE OPERATOR CONFIGURES
Pharmacy stock shop	Pharmacy stock and medical supplies	Product sales	Stock catalogue, package/unit discipline, batches/expiry where configured
Clothing/electronics/building/farm shop	Matching business type	Product sales; optional Payments & receipts for separately recorded services	Actual variants, units, categories, stock, and service/job descriptions

Several workspaces can be enabled together. For example, a hotel may take stocked-item sales in Product sales, room bookings in Hospitality, and other manual payments in Payments & receipts. The workspace should reflect what staff are doing at that moment.

Chapter 4: Plan the business before opening the app

Write down the following before setup:

1. **Trading identity:** public business name, owner email, country, currency, address, branches, and contact details.
2. **Business type:** the closest useful suggestion template. If none is exact, use General purpose or a related type and customise the catalogue.
3. **Workflows:** list each way money or stock moves. A product checkout, service payment, table tab, and room stay are distinct examples.
4. **Catalogue source:** product/service/menu names, categories, units, SKU/barcode if used, cost, selling price, opening stock, reorder/expiry details where applicable.
5. **Payments:** cash, bank transfer, POS provider(s), any allowed customer extras/credit and the receipt wording your business needs.
6. **People:** owner, managers/admins, cashiers, cooks/servers, receptionists, and what each role must be allowed to do.
7. **Devices:** phone/tablet/computer, scanner, receipt printer, POS terminal, customer display, and internet availability for first connection and synchronization.
8. **Training transaction:** a clear practice sale, its receipt, stock effect, and the permitted correction/return path.

For classroom work, use fictional details and a training business. A saved transaction is a real record, even when used in a lesson.

Chapter 5: Register, sign in, and complete first-time setup

New business

1. Open the Stockroom welcome/sign-in journey and choose the registration request for a new business. Enter business details and the owner email; retrieve the registration key sent to that email and note its expiry.
2. Choose **New business with a key**. Enter the issued key and matching owner email, then create the owner password and complete registration while connected.
3. At workspace setup, choose **Business type** using its searchable picker. Type a word such as “bakery” and select the matching result.
4. Choose **Selling workspace** from its dropdown. This is a distinct choice: Product sales, Oil sales, Payments & receipts, Order counter, or Tables & tabs.
5. Choose the currency from the currency dropdown. The initial list includes the current currency and common options; use the one in which the business records prices.
6. If adding a POS payment method, tick **Add a POS payment method** and enter the bank/provider name in the revealed input. Leave it unticked if not needed; owner settings can be revisited later.
7. Search starter names, select suitable entries using their checkboxes, and review the category/unit shown with each name. Choose **Continue** to review; use **Back to selection** to change the list.
8. Read the confirmation note. Choose **Save and confirm workspace**. Then edit every starter to enter accurate business data before selling.

Existing business on another device

Choose **Existing business**, enter the existing owner email/password, give the device a recognisable label such as “Front counter tablet”, and choose **Connect this device**. Do not register a second business to add a device. A new device needs connectivity to download the business data.

Passwords and access

Keep the owner password private. Create staff accounts after the owner configuration is saved, then grant each employee only the workspaces and actions required for their job.

Chapter 6: Navigate the app and understand roles

The navigation is grouped around the work:

- **Daily work:** Overview, enabled selling workspaces, and Cash register.
- **Records and management:** inventory/catalogue, sales history, customers, reports, staff, settings, and other tools shown for that business and role.
- **Business settings:** focused configuration tasks. Use the searchable task selector to jump to a task such as Business identity, Payment methods, Branches, Available workspaces, Workspace catalogues, Product form, Receipts, or Devices.
- **Help:** contextual guidance beside features and the searchable, downloadable in-app guide.

Before a sale, check the selected branch in the top branch selector. On a small screen, open the navigation menu (menu icon) to reveal the same destinations. In a searchable picker, type part of the label, choose the result, and confirm the selected value is displayed. A task picker navigates; a separate **Save** button commits changes.

Owners manage the business and subscriptions. Admins can configure what their permissions allow. Cashiers work in permitted selling screens. Some settings and actions may be hidden if the account does not have the relevant role or workspace.

Chapter 7: Set the business identity, branches, and payment methods

1. Open **Business settings** and use the task selector to choose **Business** or **Business identity**.
2. Enter the business/app name and choose the currency. Review the displayed currency before entering catalogue prices.
3. Under payment methods, select the banks/POS providers staff will use. If your provider is absent, use the add-provider control, type its name, and save. Staff choose from the owner-enabled options at payment time. Provider order affects the default selection.
4. Upload the logo if wanted. Review the app's derived theme and use the appearance toggle for light/dark display if needed.
5. In **Shop branches**, enter the branch name and optional address, then add/save. For an existing branch use **Edit details** or **Staff access** as needed. Use the top branch selector to switch the active branch before trading.
6. Save business settings. Use **Sync now** when the configuration should be shared with connected devices.
7. Read the expandable help before turning on customer credit or retained-extra-payment rules. These options change payment expectations and should be explained to staff.

Payment method picker at checkout

Cashiers select a method from the configured choices, such as Cash, POS Terminal, or Bank Transfer. Manual POS records retain provider/reference and evidence controls where shown. A connected terminal has its own send/verification controls. A payment-method selection is not a subscription payment: the former is what your customer pays your business; the latter pays for Stockroom access.

Chapter 8: Choose and save workspaces

1. Open **Business settings** and select **Available workspaces** from the task search/picker.
2. Tick each required option: **Product sales**, **Oil sales**, **Payments & receipts**, **Order counter**, **Tables & tabs**, **Hotel operations**, and/or **Nightlife operations**.
3. Read the helper text for the selected controls. Hotel and Nightlife are separate switches under one Hospitality entitlement and open the Hospitality destination. Tables & tabs remains a different workflow for table bills.
4. Choose **Save workspaces**. If subscription enforcement reports that access must be added, follow the displayed plan/checkout prompts, return to Available workspaces after payment, and save the selection. Payment alone does not enable the pending workspace.
5. Confirm the enabled workspace cards appear on Overview and that a staff test account has the required permission.

Payments & receipts is the free workspace. The app’s displayed plan and access status are the source for current prices, trials, and entitlement. Changing the business type is a separate action and does not silently enable or disable workspaces. Existing records remain when a workspace is turned off.

Selection decision guide

IF THE TRANSACTION IS...	OPEN...
Selling an item that reduces on-hand stock	Product sales or Oil sales, according to the item and pricing workflow
Recording a payment for a typed description without stock deduction	Payments & receipts
Creating an order that may be prepared/collected later	Order counter
Adding another round to a customer’s open table bill	Tables & tabs
Booking/recording a hotel stay or nightlife event entry	Hospitality operations

Chapter 9: Configure sales, receipts, tax, and customer payment rules

Open Business settings, then use the focused task selector to choose **Sales**, **Receipts**, or the relevant task. Labels can differ with owner customisation.

Sales and pricing defaults

Review the sale/tax controls and set only rules the business understands. If tax calculation is enabled, enter its label and rate and choose whether displayed prices include tax or tax is added. Set product-specific rates when needed. Confirm price, discount, extra charges, and payment totals using an example before live trading.

Receipt identity

In **Receipts**, fill the business-facing receipt name and details offered by the screen. Configure the footer or receipt note if present. Save, then print/share a test receipt and check the business identity, date, items/descriptions, quantities, amounts, payment method, and total.

Customer extras, credit, and delivery

Use the explicit payment-rule settings and read their help before enabling a retained extra payment or credit. For takeaway delivery, configure the delivery option and fixed charge in Business settings if the business uses it. Test the customer-facing amount and receipt. Do not enable a rule merely because a screen offers it.

Chapter 10: Add and organise products, ingredients, services, and menus

Product entry and catalogue

Open product management (its name may be **Inventory**, **Menu and stock**, or an owner-defined label). Choose **Add product** or the equivalent. Complete the visible fields for name, category, unit, barcode/SKU, cost, selling price, opening quantity and any product-specific fields. Required fields are marked by the form. Use the category/unit dropdowns for saved choices; choose **Other (please specify)** and type a new value when the right one is missing. Review the workspace label so that you are editing the intended workspace's list.

Use a real barcode from the package if applicable. An automatically generated SKU is an internal identifier, not a manufacturer barcode. Enter actual opening stock and cost; do not mistake starter placeholders for inventory. Save and inspect the product row/details before receiving stock or selling.

Variants and extras

Where a product needs sizes/colours or optional add-ons, open product variants/options and select the product, group/variant label, option names, and any additional prices. Save and check that the selling screen presents the correct options. Business type alone does not create sizes, colours, extras, or serial-number handling.

Purchasing and receiving

Record purchases through the purchasing/receiving workflow. Search for the item or supplier as the screen allows, enter the quantities/costs and any batch/expiry details used by the business, review the receive action, and save. Use stock count/adjustment for a verified count difference; use wastage/expiry controls for the relevant loss record. Check the resulting stock ledger/history.

Menu and recipes

Order counter and Tables & tabs have separately configured menus/catalogues. Open the matching menu task, add/edit a menu item, set a real price, and mark it available only when it can be offered. Link stock items and recipe quantities where the screen offers them. Save, then open the actual selling workspace and verify the item appears. If using a production batch, check the

ingredient/material deductions and actual yield; the feature is single-output batch tracking, not a production scheduler.

Chapter 11: Choose the right business type: practical setup recipes

Business types are searchable in first-run setup and in the Business type task. Select a suggestion, inspect its note/default unit, and adapt units per item. Use the following recipes to decide what to select and what work remains.

BUSINESS TYPE SHOWN IN THE APP	USEFUL STARTING DEFAULT	SETUP RECIPE AND PRACTICAL BOUNDARY
Printing and copy shop	copy	Use Payments & receipts for printed jobs/services; add paper/ink as stocked products if needed. Use Jobs & invoices for work in progress. No automatic machine metering.
General purpose	item	For mixed goods. Choose Product sales, create categories and units that distinguish each item.
Grocery and provisions	pack	Set each actual unit (kg, bottle, carton, piece, etc.); use Product sales and accurate opening quantities.
Supermarket and convenience store	piece	Use Product sales, categories, scanner/printer and stock receiving; configure weighted goods only for supported input/label modes.
Wholesale and distribution	carton	Record the unit actually sold; configure pricing rules if available. Do not assume pack-to-each conversions.
Wholesale and retail oil shop	litre	Enable Oil sales and set measured/container products and applicable customer/bulk rates. No pump/meter integration.
Restaurant, fast food, and catering	portion	Use Order counter for counter orders or Tables & tabs for table bills; configure menu, recipes, and stock links.
Food ingredients and finished goods	kg	Use Product sales for stock; Order counter can record optional single-output batches. No production schedule/multi-output manufacturing.
Bakery and confectionery	piece	Product sales for packaged goods; Order counter for made-to-order selling; configure ingredients, menu/recipes and yield carefully.
Drinks and beverage business	bottle	Product sales for bottles/cans; Tables & tabs for bar tabs where customers run bills.
Hotel and bed & breakfast	room	Enable Hotel operations for the reception desk: set up rooms, manage stays, prepare rooms, check guests in and out, and record room charges.
Nightclub	bottle	Enable Nightlife operations; optionally enable Tables & tabs for bar bills. Configure events/admission and check-in.
Pharmacy stock and medical supplies	pack	Product sales for stock checkout and supported batch/expiry work. No prescriptions or dispensing.

BUSINESS TYPE SHOWN IN THE APP	USEFUL STARTING DEFAULT	SETUP RECIPE AND PRACTICAL BOUNDARY
Beauty, cosmetics, and personal care	piece	Product sales; create actual sizes/variants if required.
Clothing, footwear, and accessories	piece	Product sales; configure size/colour options explicitly.
Electronics, phones, and appliances	piece	Product sales; specialist serial history, warranty, and repair work are not implied.
Building and construction materials	piece	Set each item to the true unit (bag, metre, length, piece); use Product sales.
Cement, aggregates, and building supplies	bag	Product sales; carefully choose units per product.
Automotive goods and spare parts	piece	Product sales; vehicle history and warranty functions are outside the catalogue template.
Agriculture, farm, and animal care	kg	Product sales for produce/feed/inputs; no crop or livestock management.
Furniture and home furnishings	piece	Product sales for catalogue and stock; use services/jobs separately when needed.
Office, school, and stationery supplies	piece	Product sales; create categories and barcode data from real packaging.
Books, media, and learning materials	piece	Product sales; ISBN/barcode entry remains actual catalogue data.
Hardware, tools, and equipment	piece	Product sales; no rental/asset history merely from this type.
Hospitality and event supplies	piece	Product sales for goods; use Hospitality only for supported hotel/nightlife guest workflows. No equipment rental system.
Bulk or measured goods	kg	Product sales for supported decimal quantities; confirm unit and precision in a practice sale.
Services and non-stock items	service	Payments & receipts for manually entered descriptions; use reusable prices/jobs as suitable. No inventory deduction.

Custom business: direct selection or adaptation

If your exact business is absent, choose **General purpose** for mixed goods, **Services and non-stock items** for service descriptions, or the closest operational type. Then customise the category, unit, item labels, product-form fields, menus, and enabled workspaces. For example, a phone repair shop can use Product sales for accessories and spare parts and Payments & receipts > Jobs & invoices for repair work. The label does not create a device repair database or warranty history.

Chapter 12: Product sales: retail, wholesale, supermarket, pharmacy, and general goods

1. Select the correct branch and open **Product sales**.
2. Find the item by scrolling/searching or scan its barcode. Confirm the exact product name and price before adding.
3. Tap/click the product to add it to the basket. Adjust quantity in the basket; verify the unit and available stock.
4. Use the optional customer/discount/note section only when applicable. Search/select an existing customer or enter the requested new customer details. Review discount and notes.
5. Choose **Take payment**. Check the amount, select payment method, and complete any provider/reference/receipt evidence controls shown for that method.
6. Choose **Complete sale**. Wait for the saved confirmation/receipt, then print/share if offered.
7. Confirm the receipt in Sales history and the stock change in inventory for a stock-controlled item.

If the wrong item or amount appears, stop before completing payment and correct the basket. For a saved sale, use the authorised return/refund/correction workflow; do not simply change the current product price expecting an old receipt to change.

Weighted goods

Supported weighing uses keyboard-output scale readings or a specified weight-label format. Products must use kg stock and price per kg. Configure the device and product mapping, then test stable readings, tare, label checksum, quantity precision, stock shortage, receipt, and return with the actual hardware. Stockroom does not control tare/stability and does not support every scale serial protocol.

Chapter 13: Oil sales: measured quantity, containers, and customer rates

Enable **Oil sales** separately from the oil business type. Add oil products with the real base unit, container/handling supplies where sold, and correct stock. In the Oil sales workspace, search or scan the oil product, enter measured quantity or choose a configured container, and verify the displayed quantity and rate label. Customer-specific or bulk threshold pricing may apply; compare the rate and total shown before taking payment. Finish payment and save the receipt. Review the stock ledger afterward.

Configure and test rate thresholds, customer precedence, manual overrides, decimal precision, refunds, and container charges using non-live practice records before launch. This workflow handles sales quantities and configured prices; it does not connect to a pump or meter.

Chapter 14: Payments & receipts: services, church collections, jobs, and invoices

Record a manual payment

Open **Payments & receipts** and choose the receipt/payment entry. Add an item description, quantity, and unit price. Use **Add another item** for each separate line. Optionally open **Customer and receipt details** to enter customer name, phone, or transaction type. Choose the payment method, review total and receipt details, then save. Print or share the saved receipt and use payment history to find it later.

This workflow records described value and does not deduct stock. If stock was sold, use a stock-selling workspace.

Jobs & invoices

Use the Jobs & invoices task for estimates, work progress, invoices, deposits, and balance payments. Search/select the customer where appropriate, enter job description and agreed amounts, save the estimate/job, and update its status as work progresses. Record each payment against the correct job and inspect the balance before issuing a final receipt/statement. Record materials and costs when the tool offers them; issuing a receipt by itself does not automatically consume materials.

Church collections

Open Church collections, configure the funds and collection categories actually used, and select/create donor records according to the screen. Record the received contribution, date, fund, amount, and payment detail; save and confirm its receipt/statement. Use the relevant recorded refund or correction path for mistakes. The tool covers funds, donors, pledges and received contributions; it is not a full general ledger or fund-spending system.

Chapter 15: Order counter: fast food, bakery, catering, and food batches

New order

1. Open **Order counter** and select menu items; search if the menu is long.
2. Set quantity and choose any configured variant or extras. Add each item to the order and verify prices and notes.
3. Open optional customer/order details to enter the customer/account and preparation note.
4. Choose **Send and take payment** to save and proceed to payment, or **Send for preparation** when payment will occur later.
5. Choose a configured payment method, confirm the amount, and complete payment when due.
The saved order can be followed in Orders and Preparation.

Preparation, collection, and corrections

Use **Preparation** to review order progress; use **Orders** for payment and handover. Update statuses as staff prepare and serve the order. When the payment form is open, order entry is hidden to reduce accidental changes; use **Close payment** to return to the queue. Use **Order actions** for permitted corrections, cancellation, and refunds. Existing reasons, roles, and consumed-stock safeguards apply.

Optional food batch

Configure ingredients and a recipe, then use the supported single-output batch tool to record the actual quantities consumed and actual output yield/cost. Review stock before and after. It does not schedule production or calculate multiple co-products automatically.

Chapter 16: Tables & tabs: restaurants, bars, and nightlife bills

Configure this workspace's menu and table list separately. Open **Tables & tabs**, choose a table or open a named tab, and add menu items/rounds to its bill. Verify the item lines and total; use bill actions to move or merge where authorised. To settle, choose **Take payment**. Whole-bill payment is the starting choice; use seat, item, or shared-payment choices if needed. Select a payment method and save. Print the receipt.

Choose **Close bill and free table** only after payment and after all items are served or cancelled. The button's eligibility follows those conditions. History contains prior bills; use the authorised refund or bill correction flow if necessary. During payment, new-order entry is hidden; close payment to return to the table workflow.

This is appropriate for repeated rounds and open customer tabs. Hotel/nightlife event reservations may link to these tabs when both workflows are enabled, but event admission and table settlement remain distinct records.

Chapter 17: Hospitality operations: hotel and nightlife

In Available workspaces, turn on **Hotel operations**, **Nightlife operations**, or both. They open Hospitality operations and share one entitlement. Overview and the destination reflect which option(s) are enabled.

Hotel operations

Configure each room with its own room type, bed configuration, maximum guest count, amenities and base rate. These labels are customizable for the property. Check the availability calendar, choose the room and enter a guest count within its limit before saving the stay. The customer portal shows the room details and applies the same guest limit. Update the stay as the guest checks in/out. Assign housekeeping staff or schedule where the workflow offers it; record readiness. Add supported folio/extra charges or stocked product charges to the appropriate stay/invoice, then review and settle the invoice. Use customer booking/QR check-in where configured.

Hotel operations includes configurable rooms, date-bounded special rates, date-based booking quotes, a housekeeping board and room-linked maintenance orders. Each room can optionally connect to a partner calendar, or share its Stockroom availability link with a compatible channel. Imported dates appear in room availability for reception planning. See Chapter 29 for the setup steps and the hotel, B&B and nightclub daily workflows.

Nightlife operations

Create an event with its date, total capacity, guest-facing description and operations plan. Set a General price and optional VIP price and limit. The operations plan can hold the run of show, setup steps and staff handoffs. Add guests with a General, VIP, Promoter or Regular guest category and select the ticket type. When admission or ticket-type capacity is full, staff or customers can join the waitlist; staff promote a guest when space opens, after which the admission invoice and QR check-in flow applies. If Tables & tabs is also enabled, configure tables/menu/bills there and connect event reservations/tabs to the event. Admission remains separate from food/drink table billing.

Nightlife teams can set General and VIP prices and limits, manage the admission list and waitlist, assign event staff, plan the run of show, and check in guests by QR. Private event inquiries become proposals, estimates and invoices. With Tables & tabs enabled, event teams can also coordinate venue reservations and guest tabs. Linked customers can pay eligible invoices online when hosted Paystack is configured.

Chapter 18: Devices, staff, branches, and day-to-day controls

Device setup

Open **Business settings** > **Devices** or the Devices task. Configure only hardware actually in use: barcode scanner, POS terminal/provider, receipt printer, customer display, camera scanning, or weighed-goods method. Follow the on-screen connection/pairing instructions for that device and complete a small test. Device setup does not automatically add a POS provider to the permitted payment list; the owner configures providers separately under Business.

Staff and access

Create a staff account in Staff & access using the available name/login/role inputs. Open Access permissions, select the staff member, tick the required workspace/actions, and save with the owner password where requested. Have the staff member sign in and verify that they see the correct screens. New staff may need permissions before they can operate. Synchronize so other devices receive access changes.

Cash register

Open Cash register at the start of the trading period. Enter opening cash, save, record each cash movement with its description/category/amount, and at close enter counted cash. Review the expected-versus-counted difference and save the close. Cash register entries support cash accountability; they do not replace bank reconciliation or full accounting.

Sync and backups

Use **Sync now** to upload pending work and download updates. A refresh that only downloads should not be mistaken for a full sync. Review Sync status/issues and resolve conflicts against the affected record. On Windows, Business backup/restore offers encrypted backups and optional scheduled backups; restoring requires file password, owner password, and the explicit RESTORE confirmation. Treat backups as a recovery copy and keep credentials safe.

Chapter 19: Trading day: opening, selling, closing, and correcting records

Opening checklist

- Confirm the branch selector, staff login, and allowed workspace.
- Confirm the device's scanner/printer/payment configuration and connectivity state.
- For cash trading, open the cash register and record opening float.
- Review menu availability or product stock for items that will be offered.
- Confirm that the receipt displays the correct business identity and currency.

Close and review

- Finish or hand over open orders, table bills, stays, and admissions according to their workflow.
- Count and close the cash register; explain differences using the app's records and approved business procedure.
- Review sales history, payment history, stock movement, and any relevant report.
- Synchronize connected devices and check unresolved sync issues.

Correcting errors

Before saving, correct a wrong item, quantity, customer, or payment method in the draft. After a saved transaction, use the appropriate authorised void, return, refund, cancellation, or adjustment flow. Preserve the original record and reason. A refund should follow the transaction's saved amounts; changing current prices is not a correction to historical sales.

Chapter 20: Business-school labs and readiness checklist

Lab A: Mini-market

Choose Supermarket and convenience store; enable Product sales and Payments & receipts if the shop also records non-stock fees. Add three products with realistic units, cost, selling price, and opening stock. Complete a cash sale, inspect the receipt and stock ledger, then record one counted stock adjustment.

Lab B: Oil retailer

Choose Wholesale and retail oil shop; enable Oil sales. Create a measured oil product, configure a bulk threshold and customer rate if applicable, then compare two quantities and verify the rate labels before completing a practice transaction.

Lab C: Bakery counter

Choose Bakery and confectionery; enable Order counter and Product sales. Configure a menu item and ingredient recipe. Create one counter order, send it for preparation, update progress, take payment, and inspect the stock effect. If using batch tracking, record a single-output batch with observed yield.

Lab D: Copy and print shop

Choose Printing and copy shop; enable Payments & receipts. Create service descriptions for black-and-white copy, colour print and binding with actual prices. Record a customer payment, then create an estimate/job and add a deposit in Jobs & invoices.

Lab E: Hotel and event venue

Enable Hotel operations and Nightlife operations. Create a room stay and a separate event guest admission. If food/drink is sold to an open table bill, also enable Tables & tabs and demonstrate that admission, stay charges, and bar bill are different records.

Readiness checklist before real trading

- Correct business name, currency, branch and business type saved.
- Required workspaces enabled and subscription access confirmed in the app.
- Actual products/services/menu items configured; starter placeholders corrected.
- Opening stock, costs, selling prices, tax and discounts checked.
- Payment providers configured by the owner and staff can choose permitted methods.
- Receipt printed/shared and reviewed.
- Staff accounts and workspace permissions tested.
- Devices tested with the actual printer, scanner, POS or scale model.
- One practice transaction completed and checked in history and stock.
- Return/correction, cash close, backup and sync process understood.
- Any specialist function outside the app's stated scope assigned to another suitable tool/process.

Chapter 21: Feature-by-feature operator reference

The following chapters expand the operator instructions included in the in-app Help guide. Use them as a task lookup; the relevant business-specific examples appear in Chapters 11–20.

In-app Help chapters

These entries are an operational reference transcribed from the current in-app guide and lightly formatted for classroom reading. Exact button visibility depends on the current role, enabled workspace, device, and build. Follow the button labels in your installed app when they differ.

1. Start here: install, register and sign in

- Open Download / install Stockroom from the app or its welcome page. Choose the available Windows, Android or browser installation option for your device. A disabled download means that release is not available yet.
- For a new business, use the registration request on the welcome/sign-in journey. Enter your business details and owner email. Check that email for the registration key and its expiry instructions.
- Choose New business with a key. Use the issued key and matching owner email, create your owner password, and complete registration while connected to the internet. In workspace setup, choose a business type and selling workspace separately. Then select, review and confirm the starter products, services or menu items that match what you sell. Product starters begin with zero price, cost and stock; menu items begin unavailable. Set actual details before selling. You can skip the starter list and edit entries later.
- For a business already registered, choose Existing business and enter the existing owner email and password. Give the device a recognisable label. Do not create a second business just to add a device.
- Sign in. The owner configures the business; cashiers use the sales screens. Keep your owner password private.
- Owners can open How to use the app > Set up your business for a saved checklist linking to workspace, catalogue, staff and device tools. Contact support to arrange setup, stock entry, training or troubleshooting; availability and any charge are confirmed by support.

Scope note: The developer installation tools are a separate legacy installation route, not the normal owner setup. Initial registration and device connection need the existing online service.

2. Subscription: activate and renew access

- Sign in as the owner and open Subscription, or use Subscribe in the sidebar. Use the task selector to switch between Plan and renewal, Referral rewards, and Export or close business.
- Review the current access status, saved selling workspaces, and the plans and prices displayed. One paid plan covers the enabled selling workspaces; Payments & receipts is free. The displayed quote is based on saved workspace choices, not an unsaved selection in Available workspaces.
- Choose a paid plan and renewal option, then complete checkout. Play Store subscriptions use the purchase flow in that build. Return to Stockroom and refresh if the access status does not update.
- To use only the free workspace, choose Free plan and confirm. This turns off paid selling workspaces in the saved workspace setup, while keeping their records. It does not cancel or refund a current paid subscription.
- To stop future renewal, use Manage or cancel subscription on the Plan and renewal task. On Android, manage it in the app store where you subscribed. Cancelling renewal does not end already-paid access immediately; the displayed expiry and any configured grace period still apply.

Scope note: Add to subscription carries the pending workspace count into the quote and retains your selection across checkout. After payment is confirmed, return to Available workspaces and select Save workspaces; payment does not enable the workspace by itself. The configured free-trial duration, plan prices and grace periods are shown by the app. A free trial ends at its expiry; it does not receive paid-plan grace. Paid-plan access continues through its configured grace period. After access is blocked, Stockroom returns sales work to Payments & receipts and asks for a plan when a paid workspace is selected; saved workspace choices and records are retained. Subscription payment is different from a customer paying your business. Reconnect to refresh renewal status on an offline device.

3. Your first working setup

- Open Business settings and use the task selector to choose Business identity, Payment methods, Branches, Available workspaces, or the other task you need. Each task has its own focused screen.

- In Available workspaces, turn on the selling screens or Hotel/Nightlife operations this business needs and select Save workspaces. Business type supplies relevant suggestions; it does not choose or enable workspaces. Existing products, menus and receipts are kept when workspace availability changes.
- For Product sales, add products and opening stock in product management. For Order counter, configure a menu. For Tables & tabs, configure its own menu and tables. For Hospitality, follow the Hotel and nightlife topic in this guide.
- Open Devices and configure only the scanner, POS, printer and customer display you actually use. Run a test where supported.
- Create staff accounts in Staff & access, then practice one transaction in each enabled workspace. Confirm the receipt, stock effect and payment amount.

Scope note: Use a clearly identified trial transaction and the appropriate authorised return/correction process. A completed transaction is a real saved record, not a preview.

4. Navigation and roles

- Use Daily work to open Overview, an enabled workspace or Cash register. On a small screen, open the navigation menu first.
- Use the branch selector at the top before starting work. Stock and transactions follow that branch.
- Use Records and management to review history, stock and reports. Some links appear only for the enabled workflow or your role.
- In complex areas such as Settings, Inventory, Staff & access and Subscription, use the searchable task selector near the top to jump to one focused task. On phone, the selector can filter tasks by typing. The selector changes the task shown; it does not itself enable a workspace or save a setting.
- Open Help beside a feature when you need an explanation. Optional sections expand without leaving the current transaction.
- Owners see business configuration and subscriptions. Admins see the configuration their existing permissions allow. Cashiers do not see owner configuration.

Scope note: Names may vary with a customised product form. Product management may be labelled Inventory, Menu and stock or another owner-defined catalogue name.

5. Overview

- Open Overview to see the enabled workspaces and examples of businesses they fit.
- Review Received today and receipt counts. Order counter also shows active/unpaid orders; Tables & tabs shows open bills and amounts outstanding.
- Choose Start a sale, Record a payment, Take a new order or Open tables and tabs to begin work.
- For stock-enabled businesses, review the additional stock and business metrics below the workspace cards.

Scope note: Business examples are guidance, not restrictions. Overview is a starting point; payment is completed in the chosen workspace.

6. Business settings > Business

- Open Business settings and select Business. Enter the business/app name and currency, then review wallet and extra-payment rules.
- Select the banks or POS providers staff use. Add a provider if yours is missing. Save business settings after changing these options.
- Upload a business logo if wanted. The app derives its main theme from a usable logo colour; workspace icons and status colours remain visual markers. Use the appearance toggle to switch between light and dark themes.
- Under Shop branches, add a branch name and optional address. Use Edit details or Staff access for an existing branch. Change the active branch using the top selector.
- Use the password form where available to change your password. In the browser build, use the sign-in password-recovery journey when directed.

Scope note: Business identity, currency and branch configuration are owner-only. Read expandable Help before enabling credit or retained-extra-payment rules. Owners can publish QR bank details and enable takeaway delivery with a fixed charge in

Business settings. Save and synchronize. On Windows, Business backup and restore downloads encrypted backups or schedules daily backups to a chosen folder; restore requires the file password, owner password and RESTORE confirmation, and preserves current staff access.

7. Business settings > Workspaces

- Open Business settings and select Available workspaces from the task selector.
- Turn on the needed options: Product sales, Oil sales, Payments & receipts, Order counter, Tables & tabs, and Hotel operations and/or Nightlife operations. Hotel and Nightlife are separate switches, but share one Hospitality destination and one subscription entitlement. Business type and workspace selection are separate settings.
- Select Save workspaces. When subscription enforcement is on and the selection exceeds the current entitlement, the app explains the mismatch. Cancel closes the message; Return to Overview restores the currently available choices; Add to subscription opens Subscription with a quote for the pending workspace count. After payment, return here and save the selection. When developer enforcement is off, extra workspaces can be saved without the entitlement prompt.
- Check Overview for the resulting destination. Workspace changes do not delete products, menus, payments or records already saved.
- Use Business type to change type-based suggestions without changing workspace selection. Use Workspace catalogues to choose a workspace; the highlighted workspace name identifies which category and unit dropdowns you are editing.
- Use Product form for templates and custom product fields where that task is available. This changes product-entry fields, not the business type or enabled workspaces.
- Choose a city from the Reporting timezone dropdown, grouped by continent, such as Africa â†’ Lagos. Check the UTC and local-time previews below the dropdown. Select Save reporting timezone, then Sync now. Existing saved timezones are retained until changed; businesses without a saved timezone default to UTC.

Scope note: Catalogue templates supply product labels, categories and units; hotel and nightlife operations are enabled separately in Available workspaces. Loading a template changes the draft. Hidden optional fields retain saved data. The preview is not a saved product. Use Sync now to share saved configuration with other connected devices.

8. Business settings > Sales

- Open Sales settings. Leave tax and customer rewards disabled if the business does not use them.
- For tax, enable calculation, enter its label and rate, and choose whether prices include tax or tax is added. Set individual product rates where needed.
- For rewards, enable earning/spending and set the reward percentage. Select the customer during a sale to use their balance.
- For multiple offline tills, read the stock-allocation help and assign each till to an active stock location. Synchronize tills before enabling or changing assignments.
- Select Save POS settings. Return to Product sales and check how the saved rules appear in totals and customer controls.

Scope note: Sales settings are owner-only. Offline stock allocation is an optional advanced setup; single-till businesses can leave it disabled. These settings do not file tax returns.

9. Business settings > Receipts

- In Business settings, move to the Receipt details task and select Customize receipt.
- Enter the receipt business name, address, phone and email as needed.
- Write your thank-you message and return/payment policy in Receipt footer.
- Enable optional receipt tax only if needed, and review the rate and included/added treatment.
- Save receipt settings. Make a new payment and preview its printed receipt.

Scope note: The manually entered payment workspace uses these receipt details; consolidated table payments also capture the saved profile. Existing receipts keep their saved details. This does not replace the separate stock-checkout tax settings.

10. Business settings > Devices

- Open Devices and select the device: Receipt printer, A4 printer, Cash drawer, Paper cutter, POS, Barcode scanner or Customer display.

- Enter the actual model and choose the supported connection. Continue to configuration.
- Save the device-specific options. For a printer, choose the installed queue or supported print method and paper size. For a keyboard scanner, match its terminator. Choose each document action to use the same receipt printer for receipts, order reviews, preparation tickets, bills and job documents.
- Run the offered test, observe the result and confirm it only when it is correct.
- Finish the wizard. Reopen the device later to adjust or retest it.

Scope note: Saved device details do not install a driver or prove hardware works. Windows printer drivers and scanner pairing are operating-system tasks. Unsupported connections remain unavailable; an ordinary manual POS receipt workflow does not require an automatic bank integration. For shared kitchen/bar printing, the owner designates a Windows checkout as the branch printer. Configure its installed station printers, keep the app signed in, connected and on that branch, and synchronize sending devices. Review interrupted tickets before retrying because paper may already have printed.

11. Devices > POS and receipt scanning

- Select POS and save the provider/model/device reference in the supported manual profile.
- At Product sales payment, choose POS. Keep Use connected Paystack POS off for manually confirmed payments.
- Enter the provider and approved receipt reference, or select Scan payment reference to scan its barcode/QR.
- Use the receipt-photo control when offered, review the suggested reference and confirm it against the actual approved receipt.
- Check amount, currency and approval before completing the sale. Use the connected Paystack POS control only if that business integration is already configured.

Scope note: A scan or photo extracts a reference; it does not verify that money arrived. Manually recording POS payment does not charge the customer again.

12. Devices and Product sales > Weighed goods

- Owners/admins open Business settings > Devices > Weighed goods hardware. Enable keyboard-output readings or weight labels on this checkout device. Products must use kg stock and a price per kg.
- For a paired keyboard-output scale, set the bare reading unit. Select Weighed product in Product sales, focus Scale reading and send a stable reading such as 1.250 kg or 1250 g. Select Review measured weight.
- For labels, configure the scale with a two-digit prefix from 20 to 29, five-digit product code, five-digit weight in grams and EAN check digit. Map product codes in Devices. Scan the label using the existing product scanner or camera.
- Review the product and net kg, confirm that you checked the stable reading or printed label, then Add measured quantity. Cancel measured item changes neither basket nor stock. The app rejects invalid checksums, unmapped codes, zero/negative/unsupported precision and stock shortages.
- Take payment through normal checkout. Receipt quantity and stock deduction use the measured kg. Multiple confirmed parcels accumulate; refunds use the saved receipt quantities and prices.
- Test a real scale with reference weights, tare, stability, disconnects, barcode errors, a receipt and a return. This implementation supports keyboard output and the specified label format; serial protocols and live polling need model-specific adapters.

Scope note: No scale model has been physically verified here. Device settings are local. The app does not control tare or stability. A price-encoded label cannot be treated as a weight label; configure the exact supported layout.

13. Business settings > Food menu & recipes / Restaurant menu & tables

- Open the enabled configuration tab for Order counter or Tables & tabs. Each has its own menu.
- In Menu, add a named item, price, availability and prepared/stock-linked type. Configure extras/options and preparation station where offered.
- For packaged goods, link the appropriate stock product. For prepared goods, configure its recipe when ingredient consumption is required.
- Save the menu, then open the transaction workspace to confirm the items appear.

- In Restaurant menu & tables, choose Set up tables and seats, add table names and capacities, then Save tables.

Scope note: Menus and table configuration stay out of cashier transaction entry. Keeping an item unavailable hides it from new orders without changing already-saved orders.

14. Menu settings > Recipes

- Open Recipes and choose the prepared menu item.
- Add or select each ingredient product. Enter the quantity consumed per portion in that product's selling unit.
- Enter a usable unit cost and opening ingredient stock, or replenish existing ingredient stock through the offered stock controls.
- Save the recipe and test a clearly identified preparation order.
- When preparation starts, check the ingredient reduction and recorded cost. Review the recipe if quantities or units are wrong.

Scope note: Ingredients are consumed when preparation starts, once per saved order. Payment must not consume them again. Cancelling/refunding prepared food does not automatically restore ingredients already used.

15. Menu settings > Packaged stock

- Open Packaged stock and enter product name, selling price, purchase cost and opening quantity.
- Add the product. For an existing packaged product, use Add stock and Restock when receiving more.
- Open Menu and link the item to that packaged product, then save.
- Return to the order screen and verify its available quantity before selling.

Scope note: Prepared recipes use ingredient stock. Packaged-stock controls are not

the manual Payments & receipts workflow.

16. Product management: catalogue and opening stock

- Open the catalogue link, commonly Inventory. Search for the product before creating a duplicate.
- Add or edit its name, SKU/barcode, category, selling unit, price, cost, current stock and reorder level as appropriate.
- Use the Starter products task for editable product-name suggestions, or Import products for a file. Barcode lookup, saved barcode references and product-photo/list reading each have their own task. Starter names are not supplier data; enter actual prices, costs and stock before selling.
- Configure Product variants and extras here when required: choose the product, group/variant labels and extra names/prices, then save product options.
- Return to Product sales and confirm scanning, item selection and price.

Scope note: A barcode is not the same as a payment reference. Custom form labels do not change stock-calculation rules.

17. Product management: purchasing, receiving, batches and wastage

- Open Purchasing and receiving in product management. Add the supplier and product-specific pack conversion if required.
- Record a purchase order when you need one. Receive the actual delivered quantities and costs; review paid/unpaid supplier amounts.
- Use supplier balances/payments to settle what is owed. Record a supplier return or wastage through its specific action, with a reason.
- Use Stock costs and expiry for optional batch labels/expiry dates and supported price, cost or barcode corrections.
- Review the resulting stock and supplier history.

Scope note: Do not count the same ingredient/product purchase again as a running expense. Pack conversions belong to a specific product and selling unit.

18. Product sales: basket to receipt

- Open Product sales. Scan a product barcode or tap a product tile to add it to the basket.
- Use basket quantity controls to correct the quantity. Review each line and Total due.
- Expand Customer, discount and note (optional) only when needed. Select the customer for rewards; permitted staff can apply a discount. Applied amounts remain in the totals.
- Select Take payment. Choose the owner-enabled method. For cash, enter cash received and check change. For POS/transfer, enter the required approved provider/reference.
- For split payment, enter the portions so they match the total. Review any overpayment handling required by the owner policy.
- Select Complete sale once payment is confirmed. Print the receipt or use Print last receipt.

Scope note: Use Back to products to change the unpaid basket. Hold sale saves a basket for later; Resume sale restores it. Clear basket clears an unpaid draft. A connected POS request must be resolved before altering its locked basket.

19. Product and oil sales: retail, bulk and customer prices

- Use Product sales for ordinary stocked goods, or the wholesale/retail oil setup for measured oils. Add each product in a consistent base unit with its retail selling price and purchase cost.
- Open Purchasing and receiving > Pack / receiving conversions, add a named pack and its base-unit factor, enable its checkout offering and enter its selling price. Selling packs work in Product sales and containers work in Oil sales. Loose-unit tiers do not require packs.
- Owners/admins open Inventory > Product price tiers (Oil price tiers for oil businesses), choose a product, and add bulk minimum quantities and prices per base stock unit. The highest qualifying threshold applies to the combined quantity of that product in Product sales or Oil sales; configured selling packs and oil containers contribute their base-unit quantity.
- Add customer rates by selecting existing customer accounts. Select that customer in the checkout basket to apply its rate. Customer rate takes priority over bulk; otherwise retail/product or retail/container prices apply. Explicit manual prices and custom extra lines retain their separate prices.
- Review rate labels, quantities and total before taking payment. Quantity or customer changes can change the applicable price. Saved receipts retain the selected price and label; refunds use those

saved amounts.

- Example: retail 10 per litre, bulk 8 from 20 litres and 7 from 100 litres, customer rate 6. One 25-litre can costs 200 under bulk pricing; one can plus 75 loose litres costs 700, or 600 with that customer selected. Stock consumption is 100 litres.
- Save tiers with the existing sync workflow and update participating apps. Refresh before shared checkout to load changed rates. A stale settings save requires review; drafts preserve command IDs for retrying interrupted saves. Old app versions do not calculate these rates.

Scope note: Rates are per base stock unit, not per container. Bulk rates apply to the entire qualifying quantity, not only units above the threshold. Different products do not combine. The same saved product rules apply in Product sales and Oil sales. Service descriptions and prepared-food menus retain their own prices; these rules do not reprice those workflows.

20. Payments & receipts: manually entered payment

- Open Payments & receipts > New payment. Enter Payment for, quantity and unit price.
- Select Add another item for each additional description. Review each line total and the grand total.
- Expand Customer and receipt details (optional) to add customer name/phone or transaction type.
- Choose Cash, Bank Transfer, POS Terminal or Split payment. Split parts must equal the total; enter provider and reference for external parts. Owner-enabled Customer wallet requires a customer account; only the owner can approve enabled credit.
- Save the payment and print or share its receipt. Open Payment history to find a previous payment.
- For work that needs a deposit or later payment, open Jobs & invoices; New payment stays the simple full-payment form.
- Owners/admins use Payment history > Refund payment when money must be returned. The original receipt remains saved.
- Save reusable service names and prices in Business settings > Service catalogue. Add saved service copies the current price into the draft.

Scope note: These descriptions are non-stock receipt lines: no product deduction or ingredient consumption. Confirm externally received payment before saving a manual POS/transfer entry.

21. Payments & receipts > Jobs & invoices

- Select New job / estimate. Enter the work description, customer, item descriptions, quantities and prices. Add an optional due date or instructions.
- Save as a job, or start as an estimate. Select Accept estimate / issue invoice before collecting money for an estimate.
- Choose Take payment and enter a deposit or full balance. Select Cash, POS Terminal, Bank Transfer or Split payment; confirm external payments and their references before saving. Owner-enabled Customer wallet is available for jobs linked to a customer account with sufficient wallet funds.
- Print the saved payment receipt. It shows the amount received and remaining invoice balance. For a 100 invoice paid 30 then 70, there are two receipts and a zero balance.
- Use Job details and actions to mark In progress and Ready. Collect the balance before marking Completed.
- Choose Print estimate, Print job ticket or Print invoice for the document needed. These use the existing receipt printer. An invoice shows what is owed; a job ticket shows work instructions.
- Owners/admins can open the job payment history and refund a payment by money amount. Refund retained payments before cancelling; history is kept.
- Reopen the same job for later payments or receipt reprints. Jobs and payment drafts survive offline reload. Use its original till; Sync now shares saved work with other devices.
- Search jobs and filter unpaid invoices or overdue unfinished work using the business reporting timezone. Choose an existing customer account on a new job for reliable invoice linking.
- Owners/admins can print invoice customer statements for this branch. Currencies remain separate; net paid includes refunds. Statements exclude estimates, cancelled jobs, separate walk-in receipts and wallet balances.
- Owners/admins use Job materials and costs on the original till to record paper, ink or other stock actually used. Review stock changes, then Cancel or use the red Confirm stock changes button.

Saved costs and quantities remain after refunds or cancellation.

- Use Purchasing and wastage inside the material screen for supply deliveries, batch costs and spoilage, even without Product sales. Material use reduces profit when recorded; do not expense the same purchases again. Labour and overheads belong in Expenses.

Scope note: Saved job details and prices are snapshots. Correct an issued job by refunding retained payments, cancelling and creating its replacement. Reports count payments and refunds; creating an estimate or invoice does not record revenue.

22. Payments & receipts > Church collections

- Owners/admins use Add fund and Add donor to create branch records. Donor identities remain separate even when names match. Archive records with confirmation to prevent new commitments without deleting history.
- Choose New pledge / donation, select the fund and donor, enter the purpose and amount, then Save commitment. Pledges require a registered donor and can have a due date. One-off donations may be anonymous. Saving a commitment does not record received money.
- Open the commitment, choose Receive contribution and save a partial or full amount using cash, externally confirmed transfer/terminal payment or split payments. One payment creates one receipt, with no stock deduction or sales tax.
- Owners/admins use Refund contribution for a monetary refund. Refunds reduce fund and donor totals and reopen the pledge balance. Refund retained payments before cancelling a commitment; history remains.
- Owners/admins filter Fund contribution totals and donor statements by donor, fund and business-timezone date range. Print the statement or export received contributions/refunds as CSV. Current outstanding pledges are shown separately; currencies remain separate.
- Keep payment management on the original till. Reload preserves draft/payment identifiers. Retry an interrupted payment using the same entry; review current balances before starting a new payment. Sync now shares records with compatible updated devices.

Scope note: Fund totals show net contributions, not bank balances or fund spending. Statements cover structured church records in this branch, exclude legacy unassigned

receipts, and are not tax certificates. Sharing requires church-collections-v1 and service-jobs-v1 support in the existing sync backend.

23. Order counter > New order

- Choose a menu item, quantity and any extras, then select Add to order. Repeat for the complete order.
- Review the order lines and total. Remove an incorrect line before submitting.
- Expand Customer and order details (optional) to add a customer/account or preparation note. Use Discount only when permitted. Choose Takeaway, Dine in or Delivery when needed; Takeaway is the default.
- Select Send and take payment to save the order and open payment immediately. Choose method, record tender/reference and Save order payment. Split payment accepts cash/POS Terminal/Bank Transfer parts that add up to the order total.
- Alternatively select Send for preparation and collect payment later through Orders > Take payment.

Scope note: Submitted orders retain their saved prices. Pay on the till that created the order. Payment entry temporarily hides the order queue; Close payment returns to it.

24. Order counter > Orders and Preparation

- Open Preparation to see accepted queued work. Filter by All stations, Kitchen or Bar. Select Start preparing, then Mark ready when the order is ready.
- Print the preparation ticket when needed. Read the preparation note and selected extras. Preparation tickets omit payment prices and totals.
- Open Orders to collect any unpaid amount. Save the payment and print its receipt.
- Use Hand over once the order is ready and paid. Collected orders move into their separate history section.
- For QR/customer orders, review the order in Orders and select Accept on this till while connected. Synchronize before preparing or taking payment. Customers can enter their pickup

name as guests; wallet sign-in is optional. Use Sync orders to share updates.

- Owners/admins open Batch production to record ingredients actually used, expected yield, actual usable finished stock and optional expiry. Review stock changes, then Cancel or confirm. Use for new batch copies an earlier batch into a new draft.
- Link produced stock in Menu as Stocked goods - deduct stock, or use it as a recipe ingredient. Input cost becomes finished-stock cost; do not also consume its raw recipe for the same portion. Use Purchasing and wastage for spoilage or a completely failed batch. Sharing these records requires updated app/server support for stock-work-v1.

Scope note: Preparation consumes configured recipes once. Pay and start recipe preparation on the original till, or the accepting till for online orders. Verify transfer funds before saving payment. Windows supports automatic kitchen/bar ticket routing with visible retry failures. The owner can recover the original checkout identity on a synchronized replacement under Device settings after stopping the source and reconciling unsynchronized activity.

25. Order counter > Order actions

- Open Orders and expand Order actions on the relevant order.
- Use Correct order only for an eligible unpaid queued order; enter the reason, adjust the draft and Save correction.
- For cancellation, enter a reason and confirm. Review the saved status afterwards.
- For an eligible paid order, use Refund order, select quantities and the refund method/reference, confirm the actual refund and save.
- Reprint a receipt from the completed-order area when needed.

Scope note: Availability depends on order stage, original till and permissions. A paid unserved order must be fully refunded before cancellation. Prepared ingredients are not automatically restored.

26. Tables & tabs > Tables and tabs

- Choose a free table or Open bar tab for a named running tab.

- Enter the bill/tab name and guest count, then Open bill.
- Choose a seat or shared items, add menu items and send the order. Add more rounds to the same bill as required.
- Review the itemized bill and outstanding total. Use Print itemized bill for a customer review before payment.
- Open Orders/Preparation to progress service. Kitchen/bar tickets contain the relevant station lines. Mark served when delivered.
- Owners/admins can open Orders / Preparation > Batch production for food made in advance. Record actual ingredients and usable yield, then confirm. Link finished stock in Menu or recipes; preparation consumes it at its captured batch cost.
- Open Reservations > New reservation for advance bookings. Enter guest details, party size, table and arrival/departure in the business reporting timezone. Unassigned requests hold no table; assigned bookings check capacity and overlap.
- Mark arrived, then Open reservation bill from 30 minutes before arrival until departure. Mark seated links that bill. Mark visit completed does not settle or close it; use the normal bill payment and closing controls.
- Cancel reservation or Mark no-show requires confirmation and a reason. Owners/admins can Archive finished reservations without deleting history, or Export reservation history as CSV summaries. Reservations do not collect deposits or record sales.

Scope note: A printed unpaid bill is not a payment receipt. Synchronize devices before sharing table occupancy; use one till to manage each open bill. Shared reservations require updated apps and a sync backend supporting restaurant-reservations-v1. Synchronize before confirming a table; review offline calendar conflicts in Sync issues.

27. Tables & tabs > Take payment and close a bill

- Open the bill and select Take payment. New-order entry is hidden while payment is open.
- Use the default whole remaining bill, or choose the offered seat, item/quantity or equal-share selection.

- Choose cash, POS, transfer or mixed payment. Enter tender, provider/reference and payment parts as required.
- Save bill payment. Print the saved receipt. Remaining unpaid quantities stay on the bill for later settlement.
- Once the bill is fully paid and every order is served or cancelled, select Close bill and free table.

Scope note: If the bill changed during payment entry, review it and use Refresh payment entry. Retrying the same saved payment must not create another charge. Close payment entry returns to adding orders.

28. Tables & tabs > Bill actions, History and refunds

- Expand Bill actions on an open bill to move it to another free table or merge an eligible unpaid bill into another.
- Choose the destination and confirm. Verify table occupancy and the combined bill afterwards.
- Open History to find Restaurant payment receipts and Closed bills.
- Reprint the payment receipt or closed bill. For an authorised refund, choose returned quantities and the actual refund method/reference.
- Review the remaining bill/return history after saving.

Scope note: Move/merge operations retain original orders and prices. Merge is restricted to compatible unpaid bills on the original till/currency. Refunds do not automatically restock prepared items.

29. Hospitality operations: hotel reception and nightlife

Stockroom Hospitality helps hotel and bed & breakfast reception teams organise rooms, guest stays, room readiness, check-in and guest charges. Nightlife teams use the same destination for events, admission, guest lists and door check-in. Turn on **Hotel operations**, **Nightlife operations**, or both in **Business settings > Available workspaces**.

Hotel and bed & breakfast reception

1. In **Room register**, enter a **Room name or number**, **Room type**, **Bed setup**, **Maximum guests**, **Nightly rate** and **Amenities**, then choose **Add room**. For a B&B, describe included breakfast and comforts in Amenities. Set up one record for each bookable room.
2. To add seasonal pricing, use the room's **Seasonal and special rates** form. Enter a **Rate name**, **First night**, **Last night** and **Rate per night**, then choose **Add rate period**. The room calendar and stay quote use the saved rates for the selected dates.
3. In **Book a stay**, select a room; enter **Guest name**, **Number of guests**, **Phone**, optional **Email for confirmation and reminder**, **Check in**, **Check out** and any **Notes**; choose a **Stay manager** if assigned; then select **Save booking**. The monthly **Room availability** calendar shows room stays for reception planning.
4. Prepare arrivals from the **Housekeeping board**. Assign housekeeping staff and a cleaning time on the room. In **Room cleaning checklists**, write the turnover steps that fit the property. Staff mark each task complete; the room becomes ready when its checklist is finished.
5. On arrival, choose **Check in** from the stay. If the guest has a portal pass, select **Scan guest QR**. Create the stay invoice, record a deposit or payment in **Payments & receipts > Jobs & invoices**, and issue the receipt.
6. During the stay, use the folio to add a priced extra or a stocked product. Stocked-product charges use the saved product price and reduce branch stock. At departure, settle the stay and folio invoices, select **Check out**, then send housekeeping the room's fresh turnover checklist.
7. Share the Hotel customer portal link or QR with guests so they can view rooms, dates and booking quotes. Guests can view linked invoices and pay through hosted Paystack when the business has configured it.
8. For an Airbnb listing, calendar sync is optional for the business and each room. Copy Airbnb's calendar link in **Calendar > Availability > Connect calendars**. In Stockroom, open **Booking-channel calendars** for the matching room, name the source **Airbnb**, enter the link and select **Connect and sync**. To send Stockroom dates back, create and copy the Stockroom room link and add it to Airbnb using **Connect to another website**. Stockroom checks for dates about every 15 minutes; Airbnb says its calendar refreshes about every three hours and also provides manual refresh.
9. Other iCalendar-compatible services can use the same room links. Imported dates appear in the monthly calendar and room availability; Stockroom's exported room calendar shares reserved dates. The business can continue using Stockroom's own booking and reception workflow without connecting any partner.
10. Use **Hospitality performance** at the top of the screen to choose a report month. The hotel report counts occupied room nights (including connected calendar dates), shows occupancy against active room capacity, groups stays by source and totals linked accommodation invoices as billed, paid and due. Use it to review reception activity and follow up balances.

Nightclub event and reception workflow

1. In **Create an event**, enter the event name, guest-facing description, run of show, start time, total capacity and admission price. Add an optional VIP ticket name, price and limit. Select the event host and door staff lead, then choose **Create event**.
2. From the event guest list, enter a guest's name and phone, optional email, choose a guest category and ticket type, and select **Add guest or waitlist**. The event view keeps expected guests, checked-in guests and the waitlist together.
3. A paid admission reserved through the guest portal creates its linked invoice and opens hosted Paystack checkout when online collection is configured. Staff can create an admission invoice from an event guest row for an in-person booking. At the door, choose **Scan admission QR** or **Check in**. After the event starts, staff can mark an expected guest as a no-show. When a place opens, choose **Promote from waitlist**; the guest receives a waitlist email when cloud email is configured and a paid admission invoice is prepared.
4. Handle birthdays, celebrations and venue-hire requests in **Private event inquiries**. Review the date, guest count and contact details; write proposal terms and a quote; choose **Create estimate for customer**; then convert an accepted estimate to an invoice to record a deposit and balance.
5. With **Tables & tabs** enabled, connect event table reservations and venue tabs to the event. Use that workspace for food, drinks and table bills while Hospitality manages event admission and guest entry.
6. Share the Nightlife customer portal link so guests can request event places or send a private-event inquiry. Guests can pay issued invoices through hosted Paystack when configured for the business.
7. In **Hospitality performance**, choose the month to review event count, reserved admissions, door check-ins and linked admission invoices. The event rows show paid admission totals so managers can compare attendance and collected payments.

Guest messages, ticket offers, forms and bottle-service packages

1. In the event setup form, enter a main **Promo code**, **Discount percentage** and **Maximum uses**. Add more codes in **More promotions**, one per line as `CODE|discount percent|maximum uses|ticket type ID` ; leave the ticket type blank to allow every ticket. Add a ticket type ID such as `vip` to limit a code to that ticket. A maximum of `0` means unlimited. Give the codes to the guests you want to reward. In the customer portal, guests enter a code before reserving admission; Stockroom checks it and its remaining uses, then applies the discount to that ticket's invoice amount.
2. Add attendee questions one per line. Write the question followed by `[text]` , `[email]` or `[number]` ; add `*` to require an answer. For example, `Dietary requirements [text] *` and `Contact email [email]` . Guests complete these fields in the event booking form, and Stockroom checks required answers and answer types before saving the booking.
3. Set **Free cancellation until (hours before event)**, **Cancellation policy** and **No-show policy** during event setup. Open the event's **Save event plan and policies** form to update

those terms while the event is scheduled. Guests see the policy in the portal, and cancellation requests after the stated cutoff are declined by the booking workflow.

4. For table service, enter the main **Package name**, **Package details**, **Minimum spend** and **Maximum package reservations** during event setup. Add more packages in **More packages**, one per line as `package name|description|minimum spend|maximum reservations|optional included items`. For the main package, choose its included stocked bar menu items and quantities. For additional packages, list exact stocked bar menu names and quantities in the fifth field, such as `Premium Vodka=1;Tonic=4`. Guests can select a package when reserving a table; Stockroom carries the description, package contents and minimum spend onto its linked Tables & tabs bill.
5. Staff open the linked reservation in **Tables & tabs** and choose **Add included bottles to bar order**. Review and submit the package items as a normal bar order, then prepare and serve them through the usual bar workflow. Stockroom deducts the linked stock when preparation starts. Add any additional food and drink orders to the same bill. The app prevents closing the package bill below its minimum spend.
6. Guests with an email address on a saved stay, event admission or event table can receive a booking confirmation and a reminder within 24 hours. Status emails cover cancellations, hotel/event no-shows and waitlist promotions. The Stockroom cloud service must have Gmail delivery credentials configured. Portal guests enter their email in the booking form; staff can enter it on hotel stays and event guest entries.

Connect Paystack and customise guest email

The business owner can manage both connections in **Settings > Business settings > Paystack and guest email**. This is a business-specific setup; each business connects its own Paystack merchant account.

1. In the business's Paystack dashboard, copy its secret key. In Stockroom, paste it into **Paystack secret key**. Start with a test key while checking the setup.
2. For hosted hotel or nightlife invoice checkout, leave **Paystack terminal ID** and **Walk-in customer code** blank. For a physical Paystack POS terminal, enter both values; Stockroom requires them as a pair.
3. Enter the owner password and select **Connect Paystack**. Stockroom checks the key with Paystack, then stores it encrypted for that business. The key is not shown again. Use **Replace Paystack connection** to rotate it or **Disconnect Paystack** to remove it.
4. For hosted hospitality invoice payments, add the Stockroom cloud API webhook address ending in `/v1/customer-portal/hospitality/paystack-webhook` to this business's Paystack dashboard. Use the API host provided for the Stockroom deployment. Paystack sends payment events to that address; Stockroom verifies the signature with the matching business key before applying a payment to an invoice. Do not paste a business key into Render or send it to Stockroom staff for manual entry.

5. In **Guest email identity and templates**, enter the business display name and reply-to address/name. Edit the confirmation, reminder, cancellation, no-show and waitlist-offer messages. The `{guestName}` and `{businessName}` placeholders are filled in when Stockroom prepares a message. Enter the owner password and select **Save email settings**.
6. Review **Guest email activity** for the saved message text, recipient, reply-to and status. **Accepted** means Gmail accepted Stockroom's send request; it does not confirm delivery or reading. Failed and uncertain sends show an error or support instruction. Stockroom's Gmail API sender must be configured for messages to send, but businesses do not need to provide their Gmail credentials.

For a hotel, enter **Free cancellation until (hours before check-in)**, the cancellation terms and the no-show terms in each room's add/edit form. The customer portal displays these room terms when a guest selects that room. Portal reservations supply the guest email used by scheduled messages.

These reception and venue workflows connect guest service with the business's existing products, stock, payments, staff and receipts. Each business owner connects its Paystack account in Stockroom, then adds the shared Stockroom webhook address to that business's Paystack dashboard. Stockroom keeps each merchant key encrypted and associated with the correct business.

Learning from hotel and event platforms

Hotel products such as [Cloudbeds](#) and [Little Hotelier](#) show how operators can grow from room setup and front-desk work into channel distribution, guest communication and operational reporting. Stockroom gives reception teams a connected place for rooms, stays, housekeeping, maintenance, guest invoices and stocked-product charges. Optional calendar links coordinate availability dates with external listings. Direct reservation and rate synchronization uses the booking provider's approved API. Booking.com requires a connected provider/property relationship and enabled API access; see the [Connectivity API guide](#) and [property connection requirements](#). Stockroom must first receive partner access and the property must be connected.

Nightlife platforms such as [SevenRooms](#) and event services such as [Eventbrite](#) show ways to build a guest journey around reservations, ticket sales, VIP packages, communications and event reporting. Stockroom brings event setup, ticket tiers, guest lists, capacity, waitlists, private-event quotes, payment records, QR entry and venue tabs into the business workflow.

Owners get the best from Stockroom by setting up each room or event carefully, training staff on arrival and door procedures, and recording each guest charge. As the business grows, new tools can build on that reception and venue foundation.

30. Cash register

- Open Cash register at the start of the shift. Enter Starting cash and Open register.

- Record only separate cash-in/cash-out movements, entering amount and reason.
- Cash sales, cash refunds and supported supplier cash transactions recorded during the session are counted automatically.
- At shift end, count physical cash, enter Cash counted at closing and explain a difference when required.
- Select Close register and review expected cash, counted cash and the difference.
- If an entry is interrupted, retry with its original values. After reloading, use Refresh and recover register entries to check whether it was saved.
- For staff handover, close and count the outgoing shift on its original till before the next staff member opens a shift. Owners/admins can use Review staff shift on this till to close an outgoing staff shift.

Scope note: Do not record a cash sale again as a manual cash movement. The cash register is daily work, not configuration.

31. Sales history: receipts, voids and customer history

- Open Sales history and use its section links to find Receipt history or Voided items.
- Choose the saved receipt and reprint it. Use digital receipt controls where offered.
- Use Return items from a completed receipt for authorised returns: choose quantities, stock restoration only for resellable goods, method and reason.
- Review customer history and balances for the selected customer.
- Use Payment evidence and Match payments to review provider/reference records or reconcile an imported provider report.

Scope note: A payment reference, OCR suggestion or imported report needs review; it is not a new payment. Preserve original receipts and use the return process instead of rewriting history.

32. Stock count and Stock movements

- Open Stock count, start/select a count and enter the quantities physically found.
- Review the difference from recorded stock. Submit/review approval using the available authorised controls.
- Open Stock movements to trace recorded stock changes and reasons.
- For an incorrect quantity, use the appropriate stock adjustment, count, receipt or transfer action rather than altering a historical sale.

Scope note: Permissions determine who may approve corrections. Approved losses affect stock/cost reporting; do not duplicate them as unrelated expenses.

33. Customer display

- On a supported desktop, open Customer display or its device setup.
- For a second monitor, extend the desktop and use Open customer display on second monitor.
- For a browser customer device, connect it to the same private shop Wi-Fi and create a customer share link.
- Open the link on the intended customer device while the pairing link is valid.
- Add products in Product sales and confirm the live basket, total and completed-sale confirmation on the customer screen.

Scope note: The display is read-only. Current native/mobile-browser builds do not offer the same desktop display integration. Pairing/session expiry instructions are shown in the app.

34. Customer accounts

- Open Customer accounts and select or add the customer with their name and contact details.
- Review their balance and recorded account activity.
- Use the available account controls to record funds or repayments with the correct amount and reference.

- When wallet payments are enabled, choose the customer wallet during checkout and review the available balance.
- Only the owner may approve a purchase that creates debt when credit is enabled.
- Open Birthday reminder on a customer account, enter MM-DD and enable the reminder. Save locally, then sync to receive cloud notifications. Staff with Customer accounts access receive a reminder once per customer/date in the business timezone; greetings are sent manually.

Scope note: Customer balances are separate from owner referral rewards. Account entries record business transactions; they are not a bank transfer initiated by the app.

35. Overview and Reports

- On Overview, expand Business performance for synced sales and stock metrics without adding cards to the daily work view.
- Open Reports to review sales, stock valuation, estimated profit and low-stock items.
- Record actual running expenses with category, description, amount and date.
- Use the offered report export/print action for the current data.
- Review missing costs before relying on the profit estimate.

Scope note: Reports use saved records. Prepared items without recipes have untracked ingredient costs. The performance view is platform-dependent; do not enter purchased stock again as a running expense. Reports use the saved business reporting timezone shown on the report; date-only expenses keep their entered business date. Synchronize settings and records before comparing devices. If Profit estimate has incomplete costs appears, review the named prepared items, saved recipes and purchase costs before trusting profit. Delivery charges are excluded from recipe warnings. Enter running expenses separately.

36. Staff & access and Staff activity

- Use the Staff & access task selector to move between Team members, Access permissions, Add staff, Sign-in links, and Reset staff password when available. These are separate tasks; Team members and Access permissions are not duplicate views.

- As owner, open Access permissions, select a staff member and tick the workspaces and operations they need. Save using your owner password. New staff cannot operate until access is granted. Existing access remains until you save a selection; offline devices receive changes on their next sync.
- Open Add staff, enter the requested details and temporary password, then confirm the username and owner credentials when prompted. Give the staff member their username and temporary password securely.
- Use Reset staff password for recovery. To revoke access, use Remove staff beside an admin or cashier in Team members, read the warning, and enter your owner password. Cancel makes no change; the red Confirm staff removal button submits the request. Synchronize other devices afterward.
- Open Staff activity to select branch/person/date range and review recorded sales, expenses and voids.

Scope note: Staff creation/recovery requires the appropriate online owner verification. Cashiers use their staff username; the owner uses the registered email. Only owners can remove staff. Removal preserves sales and activity history, blocks cloud access immediately, and reaches offline devices when they reconnect and sync. Removed usernames remain reserved for historical identity. Admin access does not automatically grant every owner setting.

37. Sync now and Sync issues

- Connect to the internet and check the displayed sync readiness for this device.
- Press Sync now to share queued changes and receive accepted updates.
- If changes need review, open Sync issues, select the affected record and inspect both saved versions. Check current records and use Stock count, Sales history or the relevant workspace to correct the discrepancy.
- Use the available authorised resolution/retry control, then synchronize again.
- Check the relevant workspace/history after synchronization before continuing shared-device work.

Scope note: Local saving is separate from synchronization. A disabled sync control or incompatible-server message cannot be solved by repeatedly creating transactions. Do not switch stock allocations while tills remain offline.

38. Close your account, exports and referrals

- Open Subscription for owner referral links, rewards and payout controls where available. Customer accounts are a different balance system.
- Before leaving, use the offered export controls and check that you can open the downloaded files.
- Only owners can open Close business account. Choose Delete business account to read the warning screen. Choose Cancel to leave without submitting, or type DELETE and use the red Confirm account deletion button when ready. Staff cannot close their accounts.
- To stop future subscription renewal, use Manage or cancel subscription on the Subscription screen or the app-store subscription settings for an Android purchase. Closing a business account and cancelling renewal are separate actions.

Scope note: Closure deactivates cloud access immediately and schedules deletion after the displayed waiting period (14 days by default). Cancel before the deadline to restore access. Export necessary records and manage recurring subscriptions separately. Offline device copies are not remotely erased.

39. End-of-day checklist and when help is needed

- Finish or identify outstanding payments. Review open orders and open table bills. Check Jobs & invoices for outstanding service balances.
- Print/reprint any required receipts. Confirm returns and separate cash movements are recorded once.
- Count and close the cash register. Review differences and the day's sales.
- Synchronize when connected and review unresolved sync issues. Log out when handing the device to another user.
- Contact the app provider for unavailable release downloads, failed registration delivery, unavailable provider integration or persistent service problems. Contact the device supplier for printer-driver or hardware issues.

- For the first supervised pilot, use a separate practice business first. Record opening stock, purchase costs, recipes and an opening cash float. Agree who will check the cash, bank evidence and physical stock.
- Run cash, bank transfer, split payment, a correction and a refund. For food businesses, submit a QR pickup and a delivery order, verify the bank details and fee, and check kitchen/bar tickets from a second device.
- Disconnect the internet, record an ordinary local sale, reconnect and synchronize. Confirm one receipt, one stock deduction and no duplicate ticket. QR submissions and shared printing require connectivity.
- Close and count the register. Compare cash expected, counted cash, transfers, refunds, stock usage and estimated profit with an independent paper tally. Investigate every unexplained difference.
- Download an encrypted backup and check the scheduled backup folder. In the practice business, test restore and an enrolled replacement till recovery. Do not replace live records for a rehearsal. Begin the real-business pilot only after these checks pass, with someone available to help staff.

Scope note: Ordinary sales, menus, tables, receipt settings and renewals have in-app controls. Hosting, release publishing, mail delivery and payment-provider provisioning remain service-operator tasks, not instructions for a shop owner to edit code.

40. Support, reconciliation and recovery updates

- Find support email, information email and WhatsApp links in How to use the app. Report the device and error; keep passwords and payment-card details private.
- In Sync issues, inspect both versions and verify current records after synchronization. Correct discrepancies through normal stock/payment/configuration tools; select an outcome, provide an explanation and confirm the check before Record review outcome. Local outcome history does not rewrite business records or synchronize to other devices.
- In sales reconciliation, select External POS or Bank transfer, map statement columns, select currency and covered UTC sale dates. Split portions are compared individually. Export the comparison and investigate absent, duplicate, unsuccessful or mismatched payments. Synchronize and load relevant receipts first.
- New Windows backups support compatible additive database updates. Older archives without schema metadata can be upgraded automatically for recognised field additions when their

original structure can be verified.

Scope note: Statement matches are not live bank verification. Compare gross payments; fees and refunds are not netted. Contact support before attempting an unsupported backup migration.

41. Copy takeaway and restaurant menus

- Owners/admins open the destination menu in Business settings. Enable both workspaces and synchronize before loading the source.
- Open Copy menu items from restaurant/takeaway, preview the source and select items. Review prices, ingredient quantities and extras.
- Choose Add selected items to menu draft, review stock links, availability and stations, then Save menu. Cancel preview changes no menu; Discard menu changes removes unsaved additions.

Scope note: Existing items stay unchanged. Same-name and previously copied source items are blocked. Copies have fresh identities and independent future edits; submitted orders retain their snapshots.

42. Online retail ordering and delivery

- As owner, open Business settings > Business. Enable online retail ordering and choose the products to publish. Save business settings and synchronize. Only selected products with positive selling prices are published; costs and stock counts stay private.
- Share the retail customer link under Business sign-in links, or its QR code. Mixed food/retail businesses use the retail link for stock products and the existing food link for menus.
- Configure published bank details and optional fixed delivery charge or delivery-area prices. Customers can order as guests, request delivery and submit transfer references without Paystack verification. A transfer reference is a claim; staff must verify receipt of money.
- Open Online retail orders on the fulfilment branch (currently Main branch). Sign in as staff granted Product sales access, or Oil sales for an oil order. Accept the order while connected and sync it to this till.
- Use the Picking queue to start picking and mark ready. Take payment on the accepted till. For delivery, assign an agent, mark ready, Dispatch delivery, then Complete delivery on arrival.

Pickup orders use Hand over. Payment uses existing cash, transfer, terminal, split and owner-enabled wallet controls; stock is deducted once when payment is recorded.

- After acceptance and sync, picking and payment save locally through an outage. Sync when connected to update customer tracking. Online requests do not reserve stock; check actual availability before confirming payment.

Scope note: Retail online prices are the published product retail prices in base units. Walk-in pack, bulk and customer pricing remain in the selling workspaces. Online ordering and remote notifications need an internet connection; ordinary checkout remains offline first.

43. Contact support through Gmail

- Open How to use the app > Contact Stockroom support > Send a support request. Enter your name, contact email, subject and what happened.
- Drafts are saved on this device while offline. Press Send support request when connected. Keep the displayed reference.
- If sending is interrupted, use Retry saved request. It retains the same reference. Support replies to your contact email; email and WhatsApp links remain available.

Scope note: The form requires an enrolled device and internet to send. It does not read your Gmail inbox. Do not include passwords or payment-card details.

Chapter 22: Sources and evidence notes

The practical instructions in this book were checked against the Stockroom application implementation and its in-app guide on 16 October 2026. Publisher and product context was checked against [S. B. Ibadode Technologies](#) and the [Stockroom Business App site](#). Feature availability and subscription access should be confirmed in the installed build, because these may change by release, role, device, and business configuration.

The examples explain how the implemented workflows can be configured for different businesses. They do not claim that every industry-specific requirement is covered. Confirm the functions your business depends on in the installed app before adopting a workflow.