Introduction

This guide walks new and returning users through the core workflows of your ERP: tracking and updating tasks, configuring company-wide settings, managing people and documents, keeping inventory and products tidy, moving from quotes to sales orders, purchasing and allocating parts, and handling returns. Each section is written as “how it works” + “what you can do,” so you can skim for context or jump straight to the exact screen you’re using. Subsections mirror the left-hand navigation in the app for easy cross-reference.

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Tasks

Getting your bearings

- The page opens with a “Task overview” card that shows how many tasks you have, highlights anything that’s yours or overdue, and gives you a Refresh button if you want to manually pull the latest numbers.
- Right underneath is a calendar that dots every day with due work. Click a highlighted date to see the tasks for that day and jump straight into one by clicking its card.

Adding or updating work

- Use the “New task” button near the top right to open a simple form. Give the task a title, optional description, due date, pick who should help, and (if you’re creating something new) you can leave an initial note for the team before saving.
- To edit something that already exists, click the task in the list or calendar, choose “Edit task,” and the same form appears pre-filled for quick changes.

Keeping the list tidy

- The filters panel lets you narrow the view by status, teammate, search text, or due-date range. You can also flip switches to include completed or archived work and reset everything with one tap.
- Each task card shows its status, due date, note count, last update, and who’s assigned. You can mark it complete, edit it, or delete it right from the card—no need to open a separate screen.

Working with task details

- Clicking any task opens a side window with the full description, key dates, assigned teammates, and the note history. You can add a fresh note, toggle completion, or jump into editing from here.
- When you finish or reopen a task, the list and the numbers at the top update so you always see the latest state without refreshing the whole page yourself.

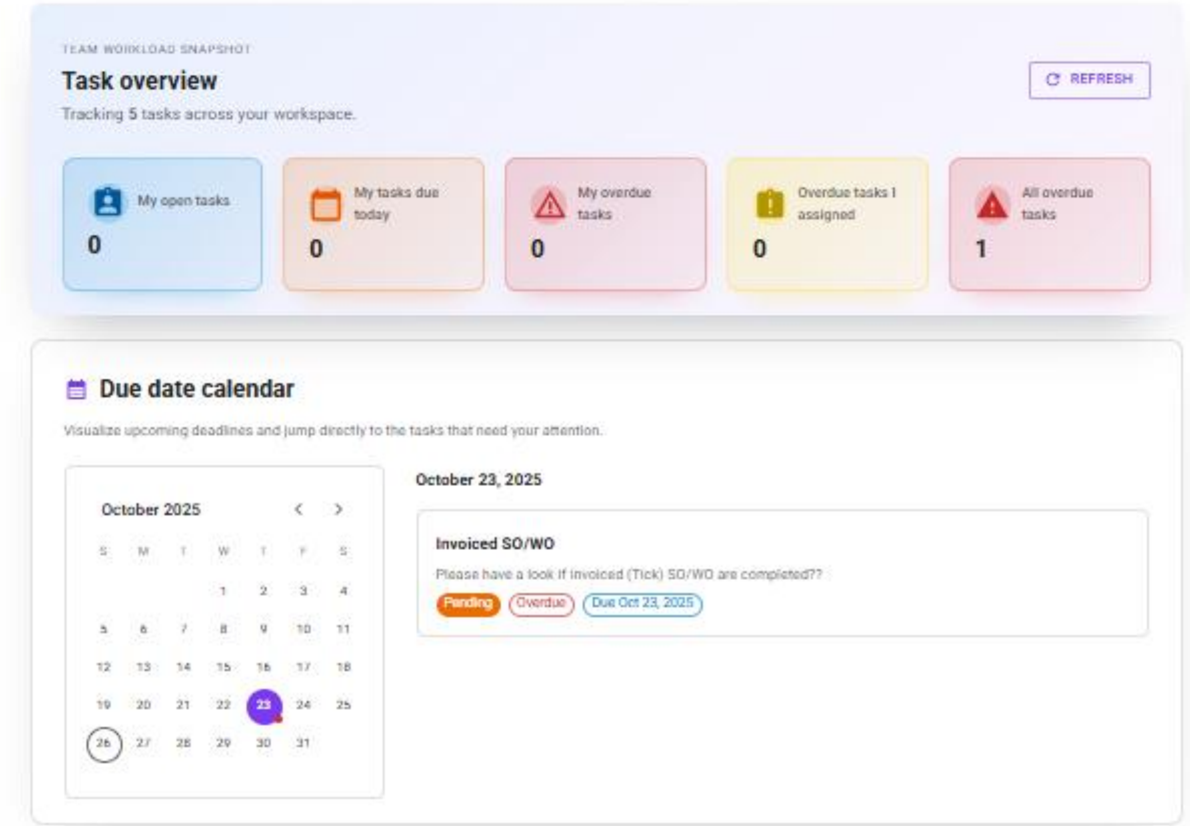


Figure 1: Tasks page

Settings

<u>Business Profile</u> (Located under “Settings” in the navigation bar on the left). Contains basic information regarding the business as listed below:

- Business Logo: Used in the top header of downloaded PDFs for Quotes, Purchase Orders, Return Orders and Sales Orders.
    - Accepted file formats include: **JPEG, PNG, or GIF**
- Business Name: Used in the top header of downloaded PDFs for Quotes, Purchase Orders, Return Orders and Sales Orders.
- Business Number/GST-HST Registration Number: Appears at the bottom of the Sales Order/Invoice PDF.
- Address: Has 5 sub fields (Street Address, City, Province, Country, and Postal Code). Appears on PDFs for Quotes, Purchase Orders, Return Orders and Sales Orders under the “Company Information” section. The City, Province, and Country fields set in Business Profile auto fill when creating a new “Vendor” or “Customer” (See “Vendor” and “Customer” sections for more details).
- Email: Is meant to be your company’s primary contact email address. Appears under “Company Information” on Quotes, Purchase Orders, Return Orders and Sales Orders.
- Telephone: Is meant to be your company’s primary contact phone number. Appears under “Company Information” on Quotes, Purchase Orders, Return Orders and Sales Orders.
- Website: Primary website for your company.

Information on the Business Profile page can be set and updated by clicking the Edit Profile button on the top right and then making changes as needed and clicking “Save” at the end.

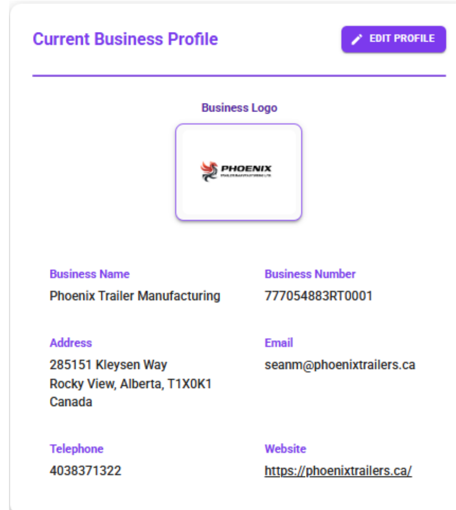


Figure 2: Business Profile page

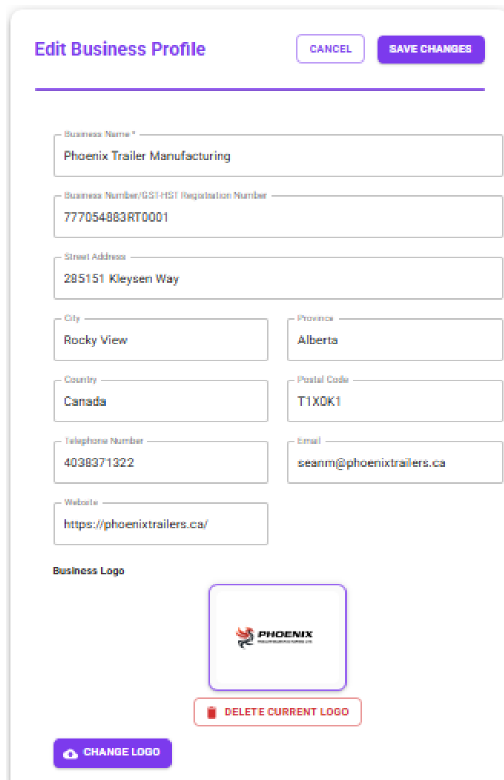


Figure 3: Edit Business Profile page

Global Variables (Located under "Settings" in the navigation bar on the left). Used to set variables as listed below that impact calculations across the system.

- Margin Factor: This is meant to be used if you are treating the Sales Order to create an invoice. It allows users to define cost bands and associated margin factors so pricing logic can automatically apply on sales orders. Therefore, if you have a margin factor of 1.25 (representing a 25% margin) with lower bound of $0 and an upper bound of $100, then a part with a last unit cost (stored in the Inventory table) of $10 will appear to have a unit price on Sales Orders as $12.5. Note different ranges of last unit costs can be set to have different margin factors. Margin factor is set as a multiplier, so if you want a 50% margin, you will enter 1.5 into the field. Note if Sales Orders are only used for internal cost tracking purposes, do not set margins.
- Labour Hourly Rate (Note a line item for Labour is automatically created in sales orders with the quantity set as the number of labour hours recorded on the Sales Order through Time Tracking. Labour rate represents the cost charged per hour of work performed, but it goes beyond just the employee's hourly wage, accounting for some of the factors listed below:
    - Direct wages: the actual hourly pay of the technician or worker.
    - Benefits and payroll expenses: such as vacation pay, health benefits, and employer contributions.
    - Profit margin: a built-in markup to ensure the business covers costs and earns profit.
- Overhead Hourly Rate (Note a line item for Overhead is automatically added to Sales Orders). Overhead on Sales Orders has the same number of units as Labour Hours, however, a different rate can be set to account for Overhead expenses. The way to determine Overhead rate is to calculate the total monthly overhead expenses and divide that by the total amount of Labour Hours. Note this field can be left blank and overhead can be accounted for in the Labour Rate variable itself for smaller companies.
- Supply Percentage (Note a line item for Supply is automatically added to Sales Order). Supplies are parts and other expenses that are too small and inconvenient to track. Each company must decide what they consider as a supply item, which is not tracked, versus a stock item, which is tracked as individual line items on Sales Orders and for which a live inventory quantity on hand is kept. A good example of a Supply item is a singe screw costing $1.00. There are too many screws being used on each Sales Order and tracking each is not worth it due to the small price, therefore, a line item called Supply is added to Sales Orders to estimate all the small, untracked expenses on each Sales Order. The Supply line item is a set percentage of the Labour Line item, and this Supply Percentage is

set via the Global Variables page. Supply percentage can be calculated by summing the estimated total of all supply items in a month and dividing by total cost of labour in a month. Note this field can be left blank and supply can be accounted for in the Labour line item for small companies.

- Daily Break: Users can set a time when Attendance and Time Tracking clocks stop. This is meant for the daily unpaid portion of the Lunch Break, for which no labour should be done by the employees. For example, if the daily break is set from 12pm to 12:30pm, and if someone if someone clocked in at 7:00am to 3:30pm, then instead of counting this as 8.5 hours, it will subtract the time from 12pm to 12:30pm and count this as 8 hours.

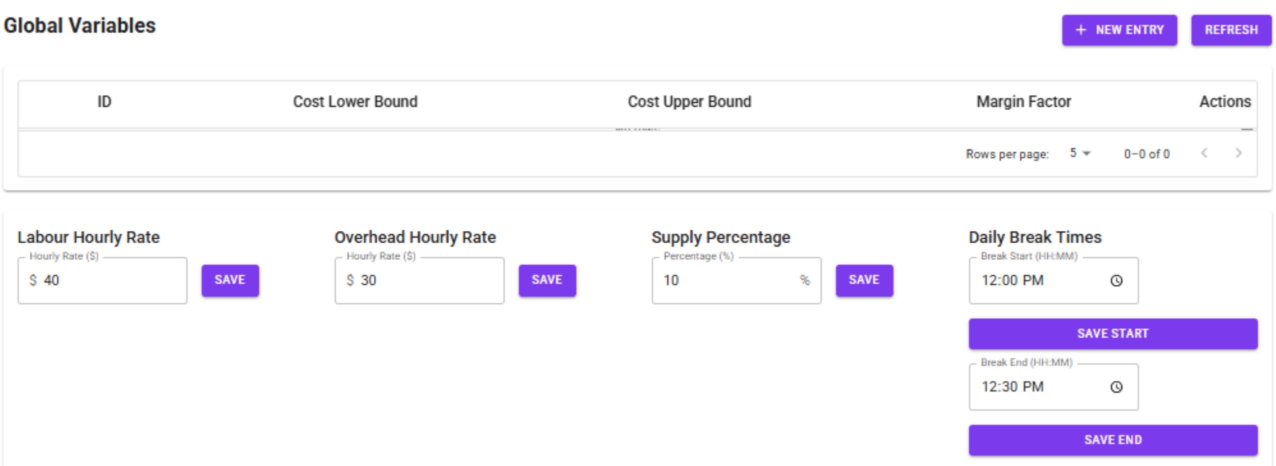


Figure 4: Global Variables page

<u>Email Settings</u> (Located under “Settings” in the navigation bar on the left). Used to connect the users email to the app. This will allow the user to send emails to recipients directly from the app for things like Quotes and Purchase Orders.

To connect your email, select your provided (including Gmail, Outlook, Titan, and Custom). Turn on SSL/TLS if your provider requires it (note most do). Enter your email address and then enter your password under App Password. However, if you are using Gmail or Outlook, you will need to create and enter an App Password to connect, further information on App Passwords can be found in Google’s documentation (Note: if you are using a custom domain, please verify with your provider which provider your email is using). The “From Name” field is optional and is the email address the recipient will see, if left blank your actual email address will be shown. To test if a connection has been established, used the “Test Connection” button on the right of the page.

Email Templates can be set from the bottom right of the Email Settings Page. Email templates save you from rewriting the same subject lines and message bodies, especially for quotes and purchase orders.

- **What You Can Do**
  - **Create, edit, or delete templates** for each type (Quote, Purchase Order, or Custom).
  - **Mark a template as the default** for its type so the Email modal pre-fills it automatically.
  - **Provide both HTML and plain-text versions**—HTML for rich formatting, plain text for older email clients.
- **Why Use Templates?**
  - **Consistency**: Everyone sends the same polished message every time.
  - **Speed**: Defaults auto-load in the Email modal when you send documents, so you only fill in the recipient and any custom note.
  - **Flexibility**: You can still tweak the message or choose a different template before sending.

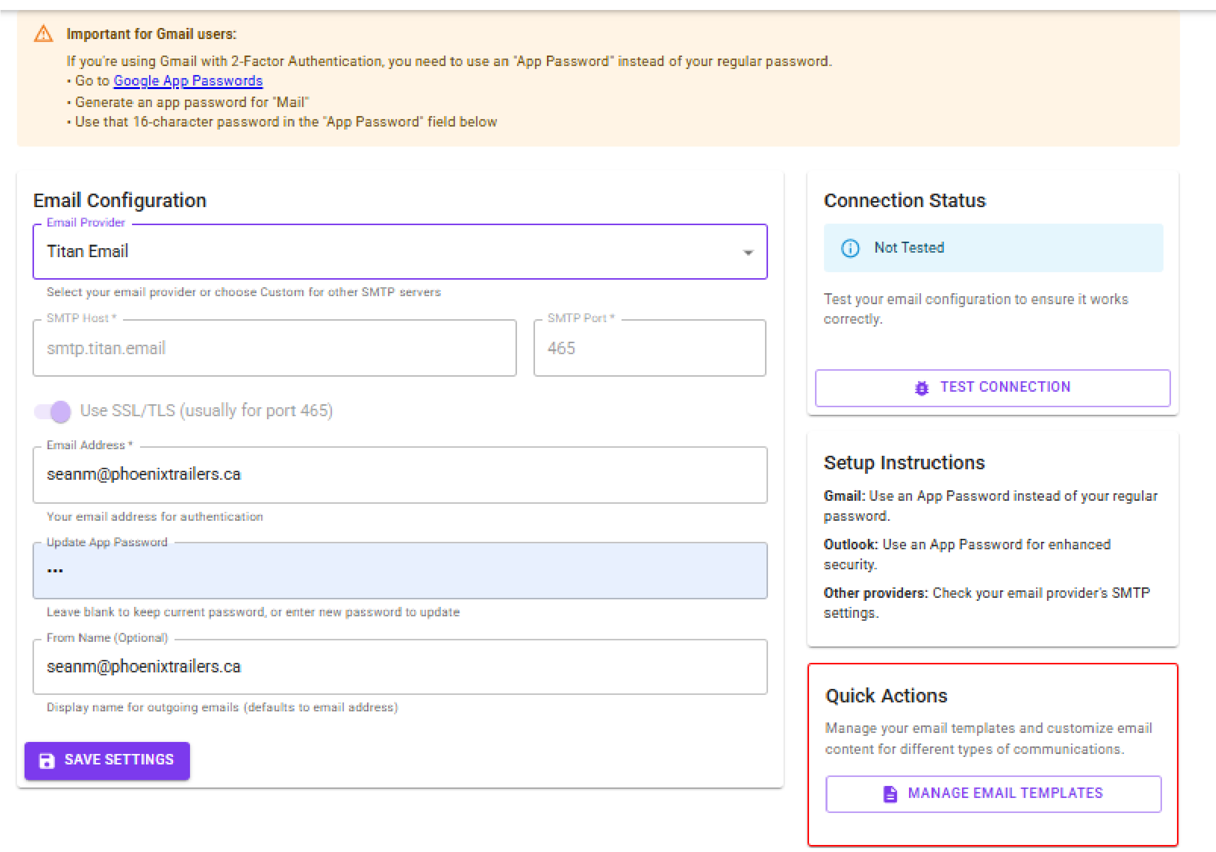


Figure 5: Email Settings page

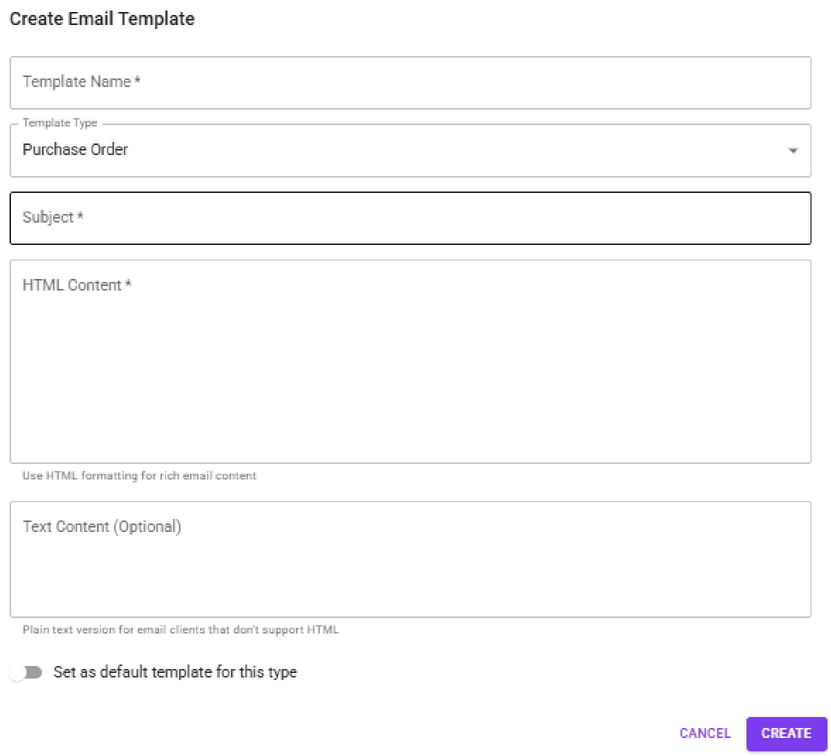


Figure 6: Email Templates page

Human Resources

Employees (Found under the Human Resources section of the left navigation bar). Users can create new employees within the system who can access the system. Existing employee information can also be edited. To create a new employee users must enter a unique Username, email address, a password, confirm that password, and assign an access role.

Access roles are as follows:

- Admins have full access
- Sales and Purchase can access open and closed Purchase Orders and only open Sales Orders (note certain information like quoted price is hidden on the Sales Orders for users with this access). Can access Stock, Supply, and Services page, and edit existing parts/services except quantity on hand. Can access tasks, messages, and dashboard.
- Time Tracking: A general account meant to be accessed by all employees to clock in and out of attendance and jobs. Can access only the Attendance and Time Tracking Pages.

- Mobile Time Tracking: only meant for accessing the mobile app (Note: Time Tracking and Attendance are done using profiles, which are different from users created through employees, although users/employees can be assigned profiles through the Mobile User Access Page). In order for a user assigned Mobile Time Tracking role to clock in and out, they must be assigned a profile.

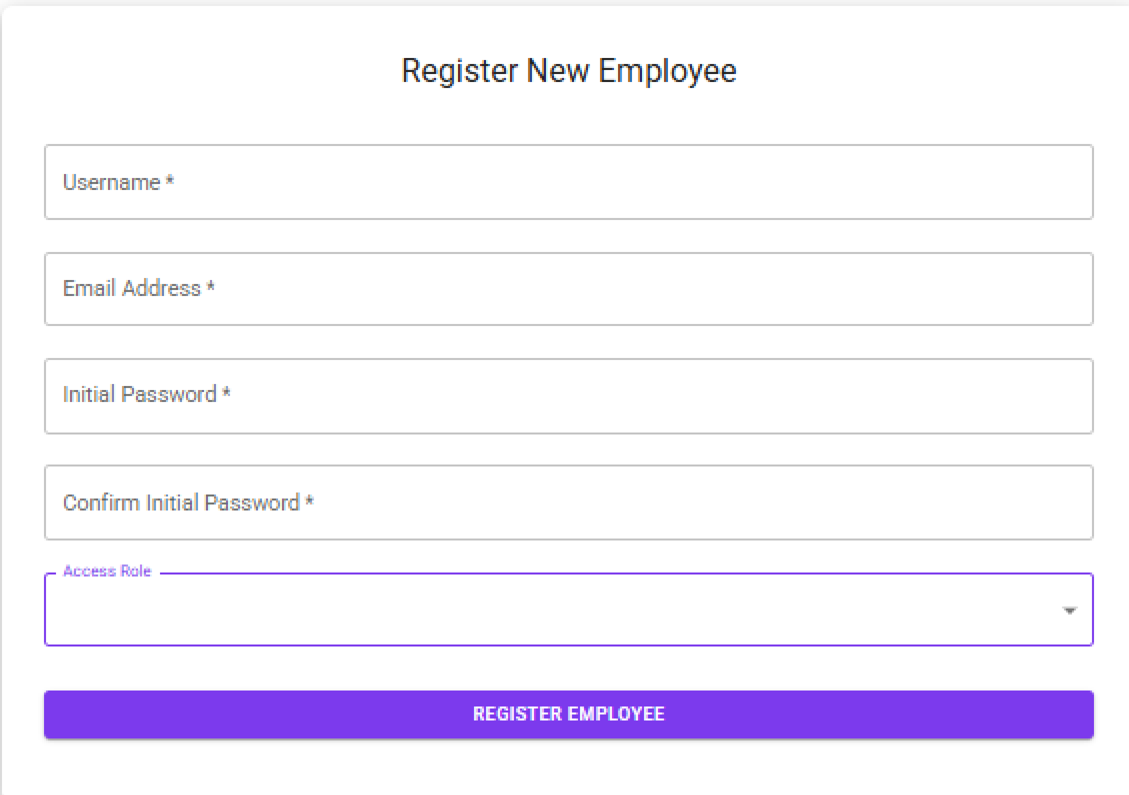


Figure 7: Employees page

Mobile User Access (Found under the Human Resources section). People clock in and out based on Profile, so when you create an employee and create an account, you still need to create a profile associated with that account, or a stand-alone profile, for the employee to clock in and out using. The profile can be created through the “Attendance” page. Once a profile is created, then you can go on the Mobile User Access page, click Grant Access, select the Mobile Time Tracking user account, and then pick the profile you want to grant access to them.

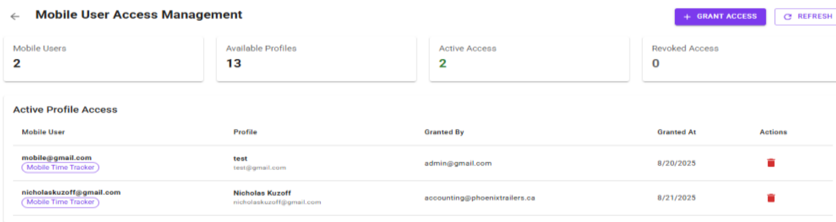


Figure 8: Mobile User Access page

Profile Documents (Found under the Human Resources section). The Profile Documents page is the hub for managing files that are shared with employee profiles. It loads the list of profiles, fetches all related documents, and keeps track of who can view each file and whether they have marked it as read.

At the top you'll find the "Profile Documents Management" heading with a view-mode selector. You can flip between an Admin view (see everything across the company) and a Profile view (focus on one employee at a time). There's also an **Upload Document** button, which becomes active once you pick a profile in Profile view.

- When you switch to Profile view, a card appears on the left that lets you pick which employee you want to see. Selecting a name also shows their email so you know you've picked the right person.

The main card on the right shows how many documents are available and displays a table of them. Depending on what's going on, you'll see friendly messages prompting you to choose a profile, a loading spinner while data comes in, or a "no documents" alert if nothing is there yet.

Each document row shows the file name, size, file type, who can see it, and whether those people have marked it as read. In Admin view you can see every profile tag and their read status, while Profile view simply shows the current profile's read chip. Every row also includes buttons to open read statistics, download the file, or delete it (with a confirmation prompt).

Uploading a Document

Clicking **Upload Document** opens a dialog where you can tick the profiles who should receive the file, optionally rename it, and pick the file from your computer. The page shows the chosen file size and only enables the Upload button when all requirements are met.

Viewing Read Statistics

The **View Statistics** action opens another dialog that lists every profile who can see the document, their email, whether they've read it, and the timestamp of their acknowledgment (if available). This makes it easy to confirm who has reviewed important documents.

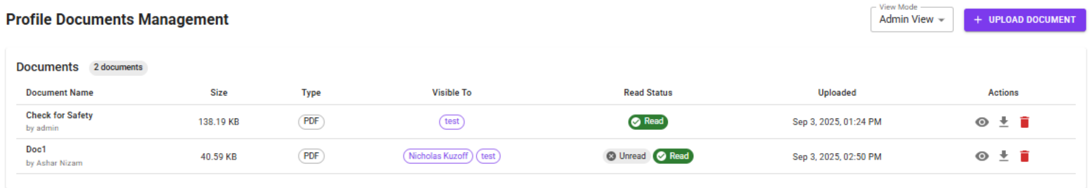


Figure 9: Profile Documents page

Leave Management (Found

Leave Management area with three routes: the main management dashboard, the historical reporting screen, and the vacation-days settings console.

Leave Management dashboard

- Who can use it: Data is fetched only when the signed-in user has the "Admin" or "Time Tracking" role, and anyone without those permissions sees an access-denied notice.
- At-a-glance summary: A short sentence summarizes who is out this month by grouping approved absences per employee (or notes that no one is out).
- Weekly schedule: A calendar-style table shows the current week, highlights today, and marks each day an employee is off. Navigation buttons let you move to previous/next weeks or jump back to today.
- Leave requests table: A second table lists every request with columns for employee, type, dates, length, status, employee reason, and any admin notes. A toggle switches between "Pending" requests and the full list so you can focus on what needs action.
- Admin tools: From each pending row, administrators can approve, deny, or propose new dates. Those actions open a modal where admins can supply optional date adjustments and notes before saving.
- Quick links: Buttons in the header jump directly to the Leave History and Vacation Days subpages.
- Behind the scenes: All dashboard data comes from a dedicated service that supports submitting requests, fetching everyone's requests, approving/denying/proposing updates, viewing history, managing vacation-day allocations, and pulling summary statistics.

Leave History subpage

- Purpose: Offers a read-only look at the last 12 months of approved leave for every employee, available to Admin and Time Tracking roles.
- What you see: At the top, three cards summarize how many people are out this month, total days away this month, and the 12-month total. Below that, each employee appears in an accordion with a month-by-month breakdown of vacation, sick, personal, and bereavement days (only months with activity are shown).

Vacation Days Management subpage

- Who can change things: Admins only; other users are blocked.
- Top-level metrics: Summary cards call out how many employees you track, how many vacation days are allocated in total, how many have been used, and the current reset date shared across the company.
- Employee table: Lets admins review each person's total allocation, usage, remaining balance, and individual reset date. Editing a row enables fields and save/cancel icons so you can adjust totals safely.
- Global controls: Buttons open a dialog to set the annual reset date (with a reminder of how the reset works) or trigger a full reset of everyone's balances—both guarded by confirmation and processing states.

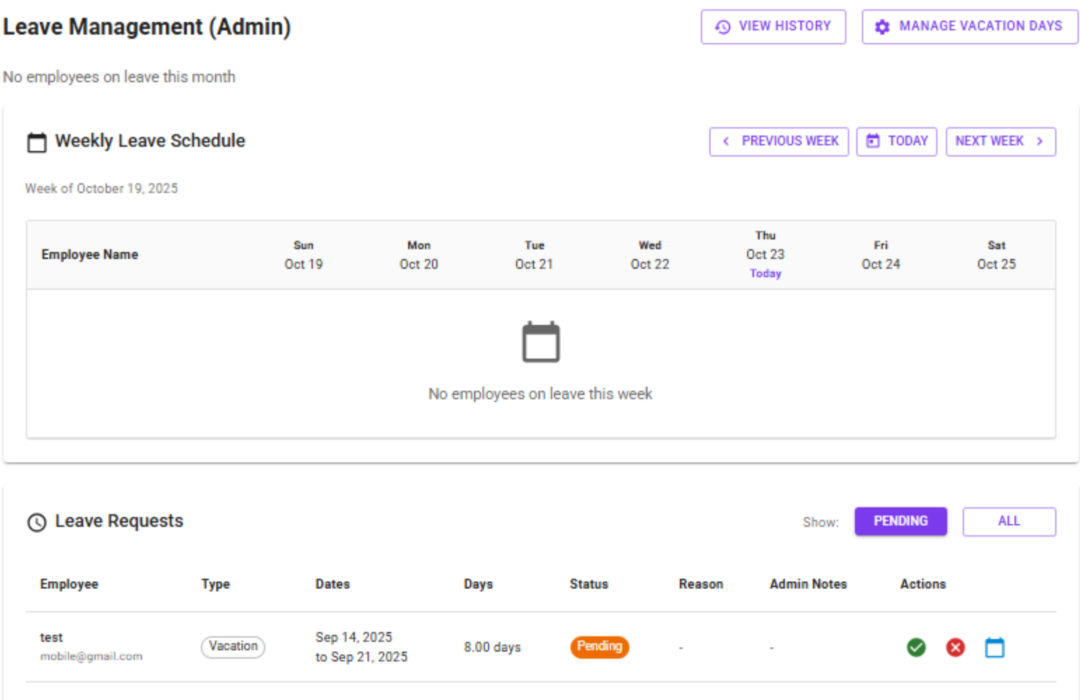


Figure 10: Leave Management Dashboard

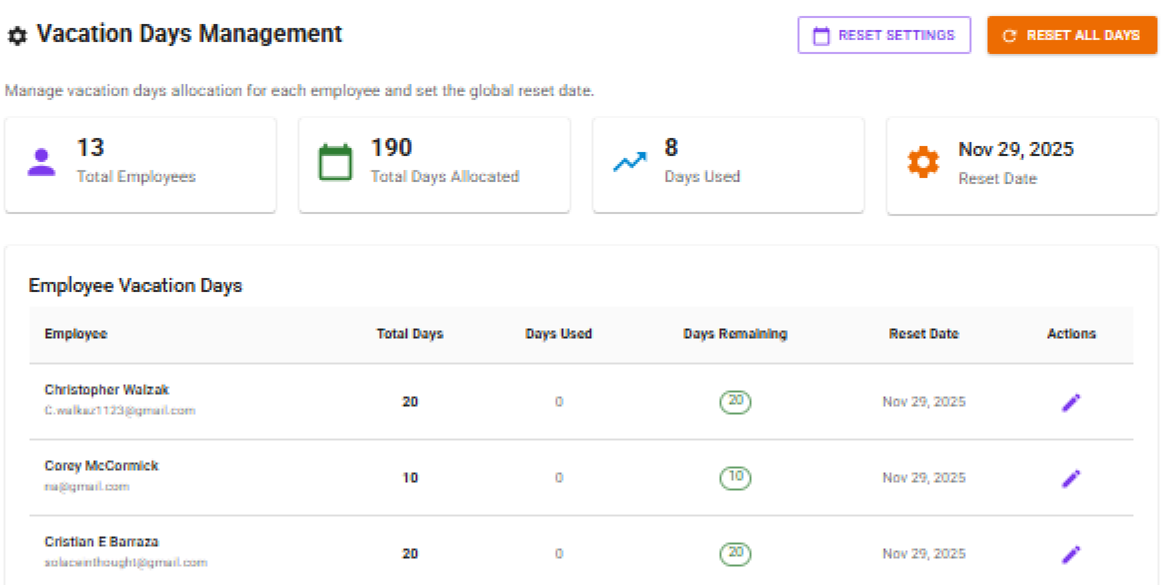


Figure 11: Vacations Days Management

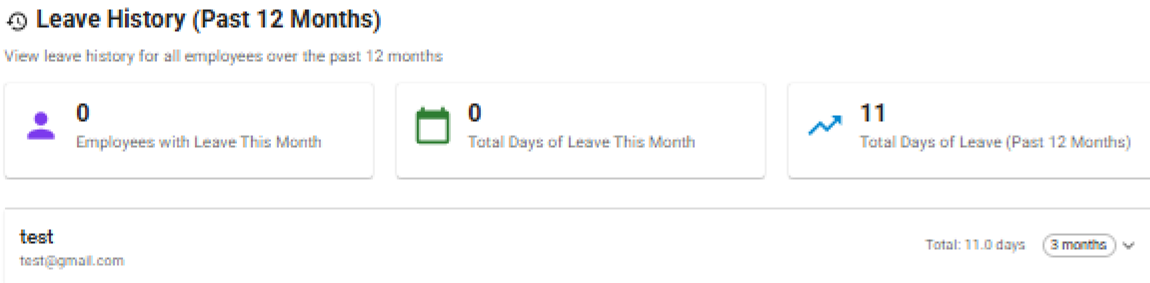


Figure 12: Leave History

Products & Inventory

Products: Has a table view of all products stored in the system. Can use the "+ New Product" to add a new product. Can export a CSV file with all products in the table. Products only require a Product name field. Product name is a field that is on Quotes and Sales Orders.

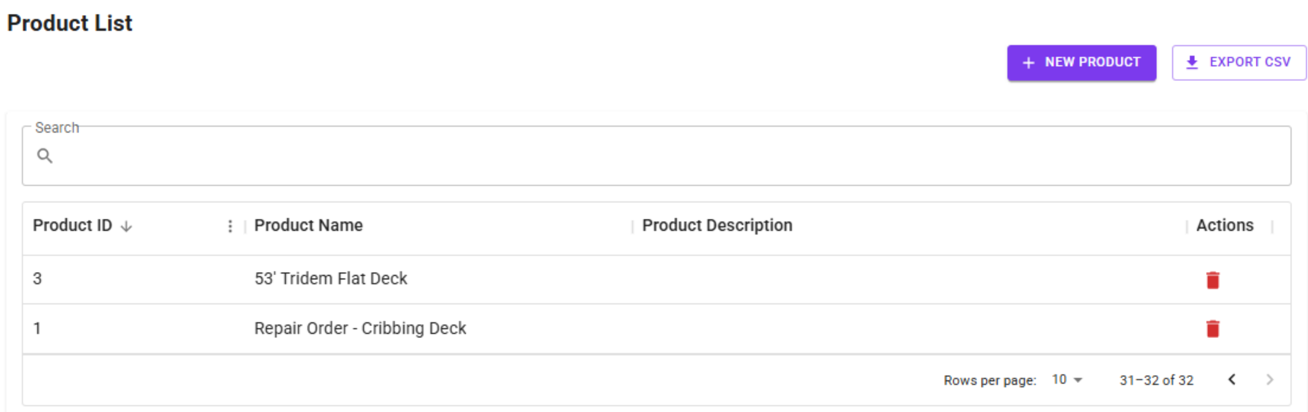


Figure 13: Product page

Stock: Parts categorized as "Stock" are meant to be those that the company wants to track from purchase to sale. Therefore, parts categorized as stock should be worth tracking, in that they should cost enough to justify the effort to track where every little part is going. Because we track the parts, you can view live inventory counts for Stock items through the stock page and add stock items to Sales Orders as line items.

What you see on the screen

- A tall table lists each part number, its description, the unit it's counted in, how many you have, the last price you paid, the reorder point, and the system-calculated total value for that line.

Adding or editing a part (the pop-up subpage)

- Click **New Part** (or click a row) to open a pop-up form dedicated to that single part. This mini-page is where you enter or correct the part number, description, units, cost, on-hand quantity, reorder point, and category.
- The form guides you: it automatically uppercases part numbers, reminds you if you leave a required box empty, and checks that numbers are valid. If you flip a part to "supply" or "service," the quantity field switches to "N/A," so you don't have to worry about stock counts for those types.
- When editing an existing item, you can also manage vendor links inside the same dialog—handy for tracking which suppliers offer that part and their vendor part numbers.

The Clean button (data tidy-up assistant)

- Press **Clean** when part numbers look messy (extra spaces, lowercase letters, punctuation, duplicates). The app scans the list, shows a preview of suggested fixes and warnings, and lets you drill into each flagged part via the same edit pop-up before changes go live.
- After reviewing, choose **Apply** to merge duplicates and tidy numbers automatically, with a results dialog letting you know what changed.

Bringing data in and out with CSV

- **Export CSV** instantly downloads the current table (including calculated value) so you can share it or analyze it in Excel/Sheets.
- **Upload CSV** lets you import many parts at once. Choose your file, watch the built-in progress bar, and get a detailed report showing totals, new vs. updated parts, and any errors or warnings that need attention. You can also grab a ready-made template to start from.
- If the upload finds problems (like a row with missing data), the result dialog lists them clearly so you know exactly what to fix.

Supply: Items categorized as supply appear under the Supply page. Supply items, as compared to stock items, are not worth tracking for a company. This would include something like a screw that costs $1. Tracking something so small would not have a meaningful impact and would require too many resources. Therefore, Supply parts are not tracked, no live quantity on hand can be seen, and they cannot be added as line items on Sales Orders (note the Supply line item on Sales Order is an estimate of all the parts categorized as Supply used). Supply items can still be bought through Purchase Orders.

Everything else in terms of UI is the same as above for stock.

Service: Service items, as compared to stock and supply items, are not parts and are instead sub-contracted services purchased from other businesses. Service items, due to their nature of not being a physical commodity, cannot be stored, so no quantity on hand is shown. Instead they must be directly allocated from Purchase Orders to Sales Orders, as it only makes sense for a service to be done for a specific Sales Order.

Everything else in terms of UI is the same as above for stock.

Quotes & Sales

Quotes: The table view for Quotes page shows all Open, Approved, or Rejected quotes. A CSV with all quotes can be exported using the Export CSV button at the top. Users can see the details of the quotes by clicking on individual rows. A new quote can be created by clicking the "+ New Quote" button in the top right corner. When a new quote is created, a new quote number will automatically be generated. Quote number follows the following sequence: QO-YYYY-NNNNN (so QO-Year-the number of quotes generated this year). Therefore, the first quote generated in 2025 will have a quote number QO-2025-00001.

If the user wants to find a specific quote, they can find it by using the search bar. For example, if the customer wants to find a specific quote they gave to a customer, they can search using the Customer name.

Quotes Detail View: This is the quotes form containing all the relevant information for the quote and what is sent to prospective customers. The detailed view contains the following fields

- Customer: is the name of the customer. If the customer already exists in the system, it will come up as a user begins to type the name, and they can select it from the drop down list. If the customer is not in the system, users can click the Add New Customer option at the bottom of the drop down. A pop up will appear where users can create a new customer (more information on this pop up in the Customer section)
- Customer PO#: Is the PO# provided by the customer for the job they have requested a quote for.
- Quote Date: Auto fills in to the date the quote was created.
- Valid Until: Is the date the quote is valid until.
- Optional fields can be requested by a user of the software to include things like Make, Model, Vin# (the user must request the Aiven ERP team to add or remove such fields based on their needs).
- Product Name: Uses can begin to type in the product name and select from the dropdown an existing product or click Add New Product to add a new product. A pop up will appear where users can enter the new Product Name and click save. This is connected to the Products page.
- Product Description: Is a blank space for users to describe the product that has been requested by the customer.
    - Users can create templates for descriptions that can autofill the Product Description field automatically when selected from the templates page.
- Estimated Price: Is the amount the user is quoting for.
- Terms and Conditions: The user can add the Terms and Conditions of the quote they have provided, such as the amount the actual price may vary from the quoted price.

The quote once complete can be downloaded using the Download button in the top right corner. The quote can also be sent directly to customers using the Email button. When the email button is clicked a pop up will appear that has the customer email auto filled using the email provided in the Customer information page, if the users want, they can change the email address they are sending to.

Once a decision has been made by the customer regarding the quote, it can either be rejected or Converted to a Sales Order using the Convert to SO button in the top right. When the quote is converted to a Sales Order, all information is transferred to the Sales Order, and when the quote is moved to the approved category. If a quote is rejected, it is moved to the rejected category. Regardless, quotes are saved.

Sales Orders: The table view for Sales Order page shows all Open or Closed Sales Orders. A CSV with all Sales Orders can be exported using the Export CSV button at the top. Users can see the details of the Sales Orders by clicking on individual rows. A new Sales Order can be created by clicking the "+ New SO" button in the top right corner. When a new Sales Order is created, a new Sales Order number will automatically be generated. Sales number follows the following sequence: SO-YYYY-NNNNN (so SO-Year-the number of quotes generated this year). Therefore, the first Sales Order generated in 2025 will have a sales order number SO-2025-00001.

If the user wants to find a specific Sales Order, they can find it by using the search bar. For example, if the customer wants to find a specific Sales Order they gave to a customer, they can search using the Customer name.

At the top you can also see Work In Process, this is the sub of sub-totals for all open Sales Orders.

The list view shows open or closed orders with customer, product, totals, status, and QuickBooks export state. From here you can search, filter, close/reopen, export, or delete orders, and clicking a row opens the appropriate editor (full or worker) based on your role.

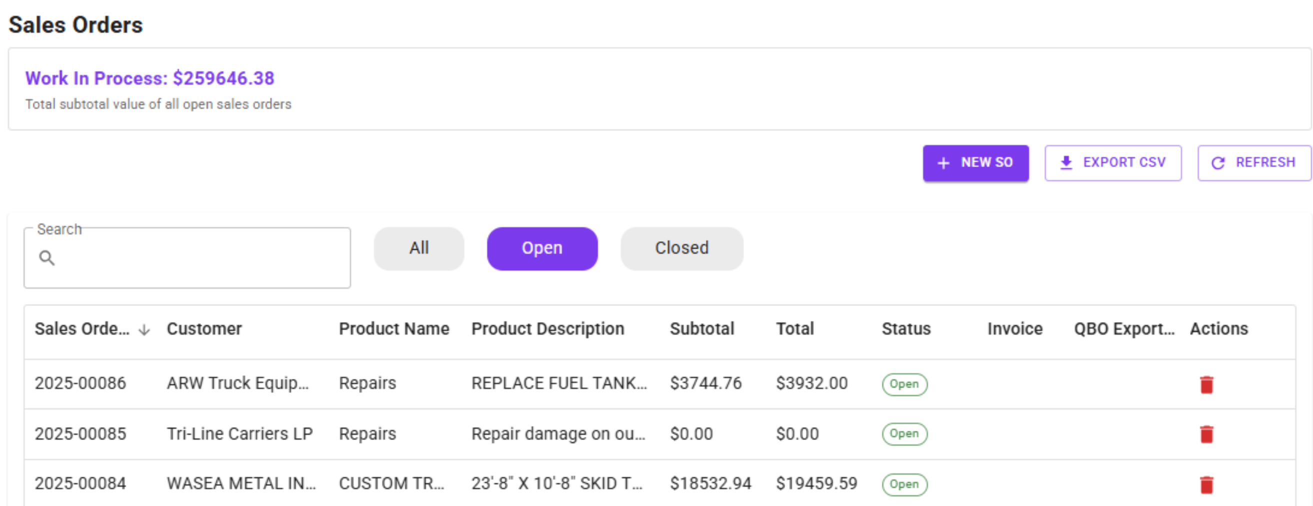


Figure 14: Sales Order Table View page

<u>Sales Order Detail View</u>: Is the form that shows all the information regarding the Sales Order.

Open Sales Orders: Sales Order Detail Page (full editor)

Getting Started

1. From the Sales Orders list, click an order (or "New Sales Order") to open the full editor.
2. Unsaved changes are guarded—if you try to leave with edits on the page, you'll be prompted to save or discard them.

Header & Customer Information

- Use the "Import Line Items" button to pull items from an existing order if you're creating a similar job.
- Pick or add a customer, enter optional customer PO, quoted price, and source quote number, then choose or add the product name. VIN, make, model, invoice status toggle, sales date, product description, and terms live in this same card. VINs must be 17 characters if provided.

Line Items (what the customer sees)

- Each row holds the part number, description, quantity, unit, unit price, and auto-calculated line amount. Duplicate part numbers are blocked here—edit the existing line instead of adding a second copy.
- Labour/overhead lines have special handling; save is allowed with zero quantities, but closing the order will later enforce that non-special lines have real quantities.

Parts to Order (internal tracking)

- In edit mode you'll see a gold-bordered section where you list parts the team still needs to purchase. Part numbers must exist in inventory; quantities and pricing are filled automatically where possible, and you can remove items once they're ordered.
- These items are for internal use only—they don't appear on the customer invoice or affect totals.

Totals, Status, and Actions

- The running subtotal, GST, and total sit beneath the items. When an order is open you can save, close, download a PDF (automatically saving first), or export to QuickBooks. Closing is blocked if any non-special line has zero quantity or if parts-to-order still carry positive quantities; exporting is blocked until parts-to-order is empty as well.
- If QuickBooks reports the customer is missing, the export flow asks if it should create the customer first, then retries the export automatically.
- Business rules also require valid part numbers, non-supply stock items, and no duplicate lines; the system surfaces clear validation messages when something is wrong.

Closed Orders

- Once an order is closed, the page switches to a read-only layout showing header details, items, totals, and export buttons. You can still reopen the order (unless your role is restricted) or export/download paperwork.
- Users with the “Sales and Purchase” role can’t view closed orders in the full editor; they’re directed back to the list.

Parts to Order Hub

- Use the standalone Parts to Order page to see every outstanding part across all sales orders, which helps the purchasing team plan buys. Resolving items there (by ordering or adjusting quantities) allows the related sales orders to be closed or exported.

Negative Availability Handling on Sales Orders

When the Warning Appears

- While editing a sales order, the system continually compares each line item’s requested quantity to current inventory. If the calculated availability for a part number drops below zero, an alert banner appears for that specific line item. The banner calls out the shortage and exposes an action button so you can deal with the deficit immediately.

Using “Transfer to Parts to Order”

1. **Locate the Banner**
   Stay on the detail editor (or the worker page); the negative-availability banner will be pinned near the top of the page so it’s hard to miss, even if you’re working through a long list of lines.
2. **Click the Transfer Button**
   In the banner, choose the “Transfer to Parts to Order” action. This moves the shortfall quantity (the amount by which the availability is negative) into the dedicated “Parts to Order” list for the order.
3. **Review the Parts-to-Order Section**
   Scroll to the gold-bordered Parts to Order card to confirm the item has been added. From here you can track purchasing, edit the requested quantity if needed, or remove the entry after the part has been sourced.
4. **Continue Editing or Save**
   Once the shortage is tracked in Parts to Order, the negative banner clears because the system now expects that part to be bought before the order can be closed or exported. You can proceed with other edits, save, or continue resolving remaining shortages.

Why This Matters

- Orders cannot be closed or exported while shortages remain, so transferring the missing quantity is a key step in moving the job forward.
- Keeping the Parts to Order list accurate ensures the purchasing team knows exactly what still needs to be acquired, preventing the order from stalling at the final approval stage.

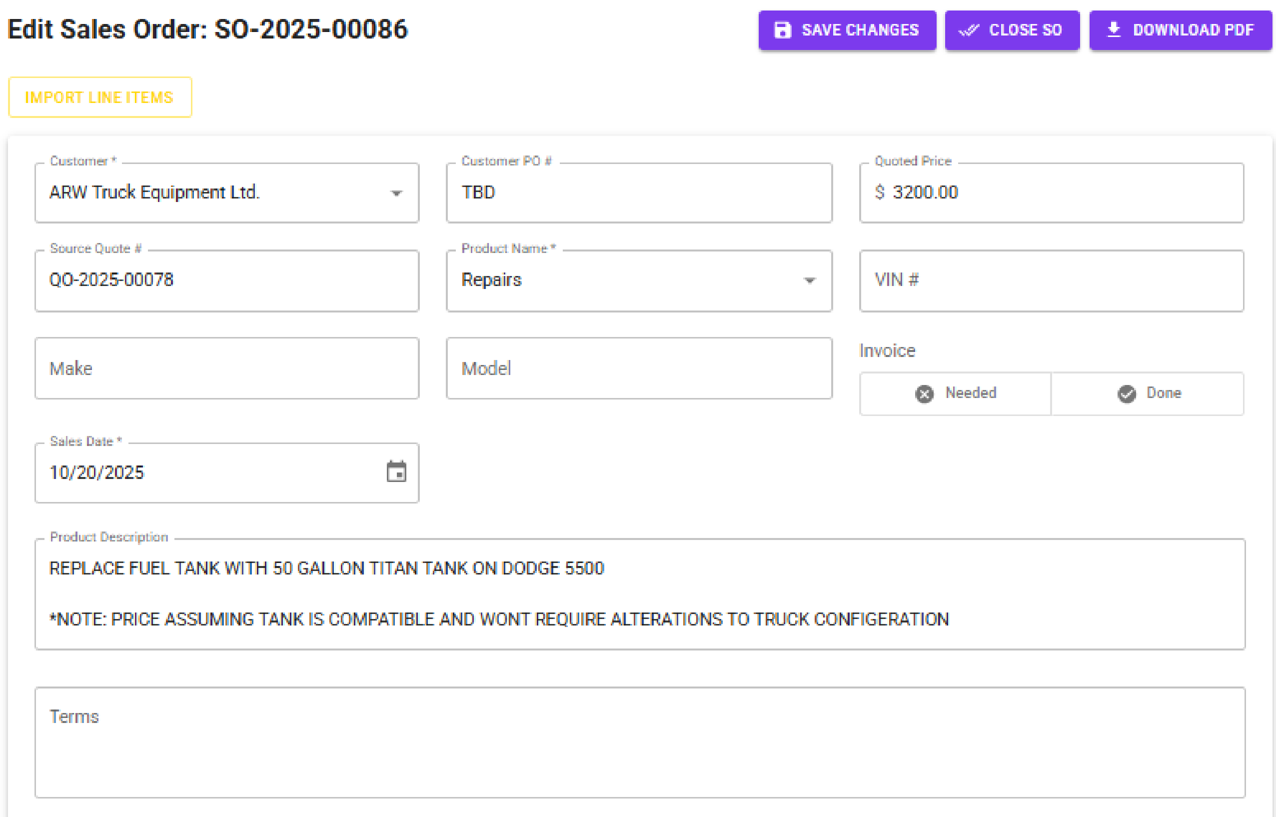


Figure 15: Sales Order Detail View Header

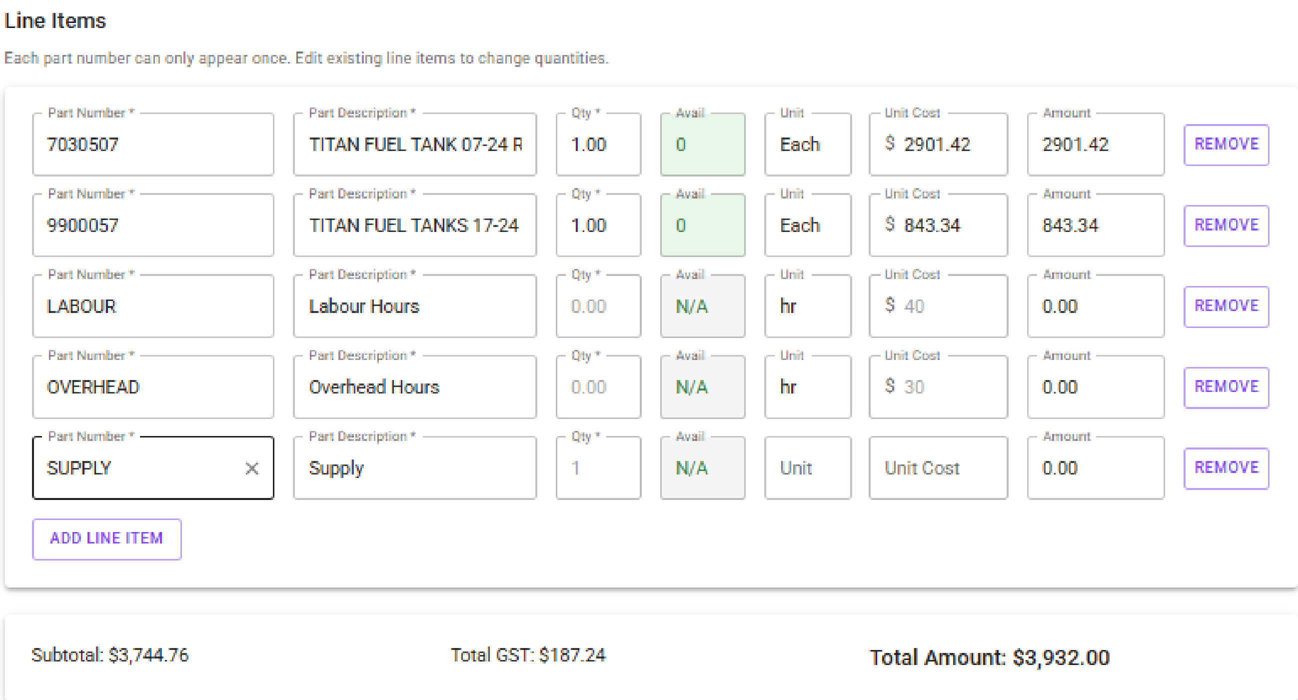


Figure 16: Sales Order Detail View Line Items

<u>Closed Sales Orders:</u> A non-editable form opens, can be re-opened if needed and Export to Quickbooks.

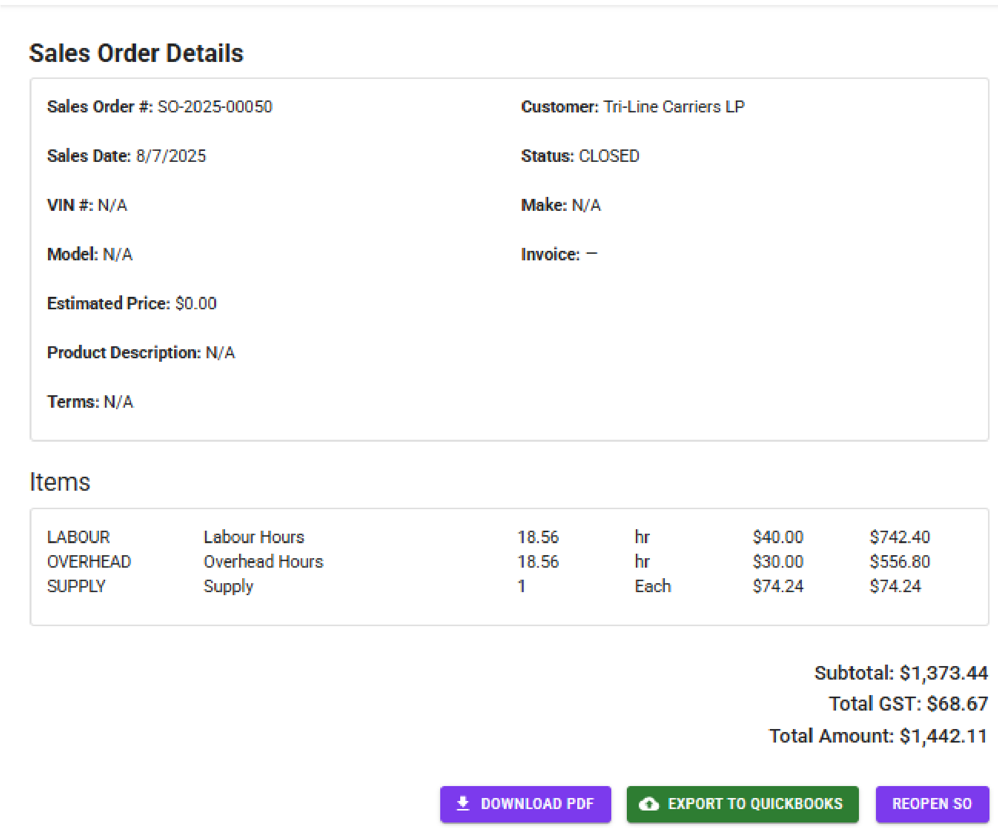


Figure 17: Closed Sales Order Detail View

Customer: The Customer area helps you keep track of every company you work with. It starts with a searchable list and opens into a single, reusable form for creating or updating customer records, complete with tools for managing their contact people, emails, and phone numbers.

Customer List Page

- **Searchable directory:** The main table shows each customer's name, primary contact, email, and phone number. A search bar filters the list instantly by name, contact details, or address so you can find someone quickly.
- **Quick actions:** Buttons above the table let you add a new customer, download the current view as a CSV file, or (via the "Actions" column) delete a record. Clicking any row opens the customer form for review or editing.
- **Automatic refreshing:** The page fetches the latest customers when it loads and updates the table after you create, edit, or delete someone, so you always see current information.

Customer Detail & Add/Edit Dialog

- **Single form experience:** Whether you open a customer from the list or click “New Customer,” you land in the same dialog-based form. It gathers name, primary contact, address, website, and any notes in one place. Required fields and inline error messages guide you to complete the essentials.
- **Create or update:** Saving the form either creates a brand-new customer or updates the existing one, then returns you to the list with a success message. Cancelling simply closes the dialog and navigates back without changes.
- **Smart helpers:** When adding someone new, the form can prefill location details from your business profile, and it checks for duplicate names or invalid email formats to prevent mistakes.

Managing Contact Details (Sub-sections within the dialog)

- **Contact people:** For existing customers, the dialog reveals sub-sections where you can list individual contacts, mark one as preferred, or remove outdated entries.
- **Email addresses:** Track multiple email addresses, choose a preferred one, and remove old ones—all without leaving the customer form.
- **Phone numbers:** Add several phone numbers, label them (e.g., “office,” “mobile”), set a primary number, or delete unused ones directly from the same panel.
- **Reuse existing records:** If the system spots a similar customer name, it warns you and can redirect you to the already-existing record instead of creating a duplicate.

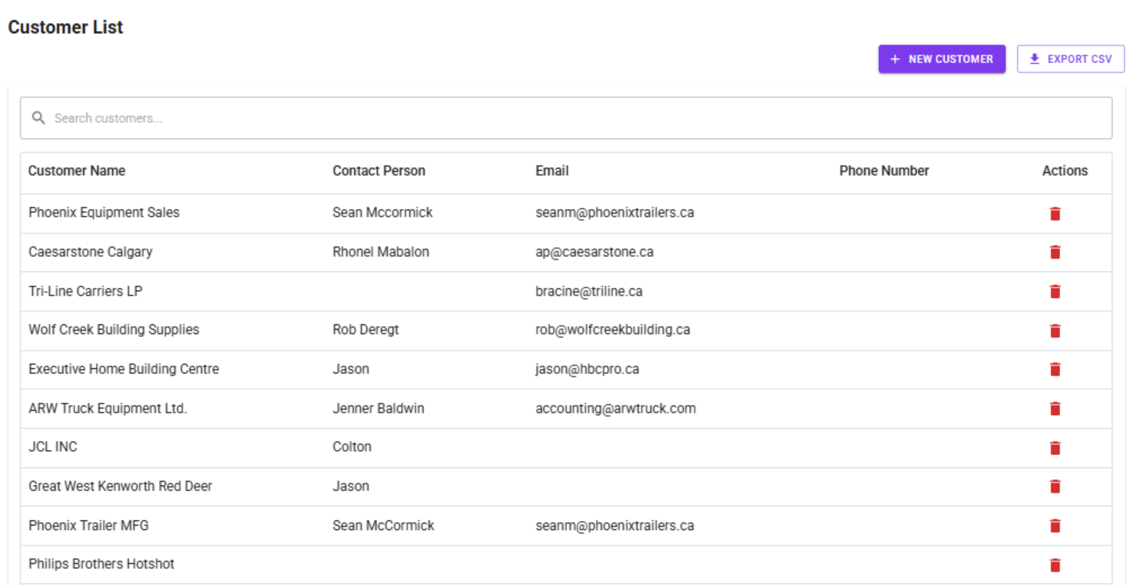


Figure 18: Customer page

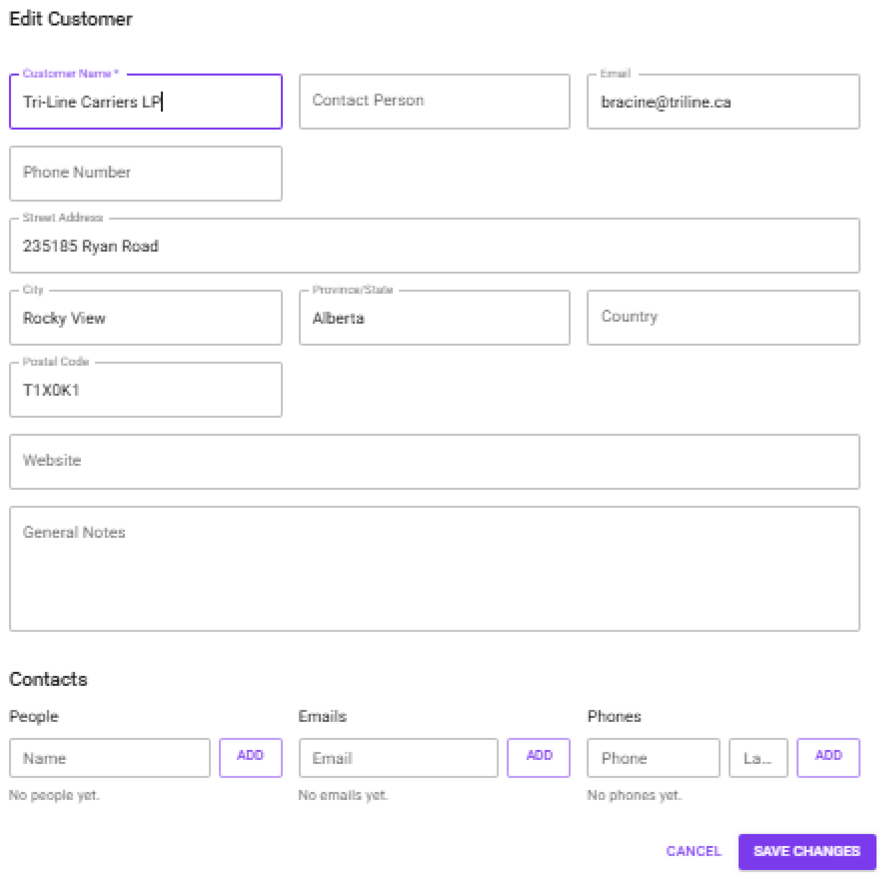


Figure 19: Figure 19: Add/Edit Customer Profiles Pop Up

Purchasing

The Purchase Order table page is the hub where you can see every purchase order at a glance. It automatically pulls the latest records from the server, keeps them sorted so the newest numbers appear first, and updates whenever you change filters or the search box.

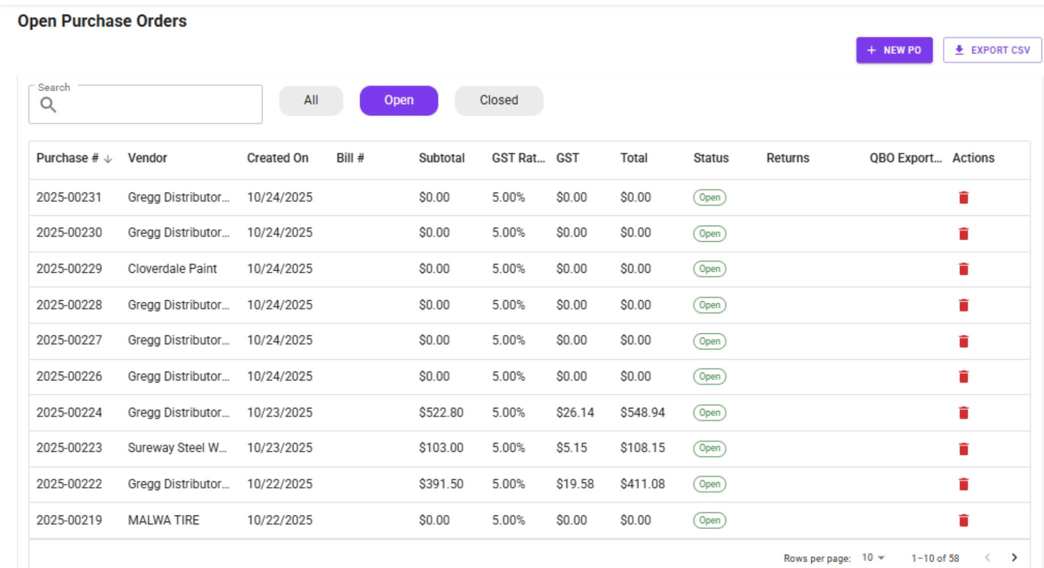
What you'll see on the page

- **Title & quick actions** – A headline tells you whether you're looking at open orders, closed history, or everything, with buttons to create a brand-new PO or export what you're viewing to CSV.
- **Search & status chips** – A large search field lets you type part of a PO number, vendor, or bill number, and chips toggle between "All," "Open," and "Closed" results.

- **Data grid columns** – Each row shows the PO number (without the “PO-” prefix), vendor, creation date, vendor bill number, subtotal, GST rate and amount, total, status, any returns, QuickBooks export state, and available actions.
    - The status chip is color-coded (green for open, red for closed).
    - The returns column flags requested or completed return counts with chips, or “None” when nothing has been returned.
    - QuickBooks icons show whether an order was exported successfully, hit an error, or still needs exporting once closed.
    - An action column shows a trash icon so you can delete open orders directly from the list (after confirming).
- **Table styling & paging** – Rows use large fonts, hover highlighting, and pagination controls (10, 25, or 50 rows at a time) for easy scanning.

What you can do

- **Search and filter** to narrow the list instantly; the page refetches data whenever the search term or status chips change.
- **Open a purchase order** by clicking its row; open orders jump into the editable detail screen, while closed ones open a read-only history view.
- **Add a new order** with the “New PO” button, which routes you to the creation form.
- **Export the current view** to a CSV file (filters respected) for sharing or analysis.
- **Remove an unwanted open PO** using the trash icon; the page reloads to reflect the deletion.
- **Review QuickBooks status** at a glance so you know which orders still need to be exported or fixed.



Open Purchase Orders

+ NEW PO | EXPORT CSV

Search | All | Open | Closed

Purchase #	Vendor	Created On	Bill #	Subtotal	GST Rat...	GST	Total	Status	Returns	QBO Export...	Actions
2025-00231	Gregg Distributor...	10/24/2025		$0.00	5.00%	$0.00	$0.00	Open			
2025-00230	Gregg Distributor...	10/24/2025		$0.00	5.00%	$0.00	$0.00	Open			
2025-00229	Cloverdale Paint	10/24/2025		$0.00	5.00%	$0.00	$0.00	Open			
2025-00228	Gregg Distributor...	10/24/2025		$0.00	5.00%	$0.00	$0.00	Open			
2025-00227	Gregg Distributor...	10/24/2025		$0.00	5.00%	$0.00	$0.00	Open			
2025-00226	Gregg Distributor...	10/24/2025		$0.00	5.00%	$0.00	$0.00	Open			
2025-00224	Gregg Distributor...	10/23/2025		$522.80	5.00%	$26.14	$548.94	Open			
2025-00223	Sureway Steel W...	10/23/2025		$103.00	5.00%	$5.15	$108.15	Open			
2025-00222	Gregg Distributor...	10/22/2025		$391.50	5.00%	$19.58	$411.08	Open			
2025-00219	MALWA TIRE	10/22/2025		$0.00	5.00%	$0.00	$0.00	Open			

Rows per page: 10 | 1–10 of 58

Figure 20: Purchase Order Table View

<u>Purchase Order Detail page</u>

This page shows all information regarding the Purchase Order, and allows you to download a PDF or send vendors the Purchase Order directly from the system via email.

Bill Number: Also called Order Number or Invoice Number, is a unique identifier for each invoice sent by a vendor. If a bill number is entered that is the same as an existing bill number, a warning flag is given to the user.

Choosing and managing vendors

- The vendor field is an autocomplete dropdown that searches the vendor directory as you type. You can pick an existing vendor or trigger the “Add Vendor” dialog when nothing matches your entry.
- Behind the scenes the page re-maps part numbers to any preferred vendor-specific part numbers when you change vendors, so each supplier sees the identifiers they expect.
- Saving a brand-new vendor from the dialog immediately adds it to the dropdown list and sets it on the order—no need to leave the page.

Working with line items

- Each line uses a part-number autocomplete. Selecting a part auto-fills its description, unit of measure, and default cost so totals are calculated for you.
- If the item does not exist yet, choose the “Add New Part” option. The Unified Part dialog lets you create it on the spot and automatically drops it into the order once saved.

- The description and unit fields are intentionally read-only in this view; they mirror whatever is stored with the part. To change those details (or the canonical part number itself), go to the dedicated inventory pages:
    - **Stock items** (/inventory) for quantity-tracked parts.
    - **Service items** (/service) for labor-style parts.
    - **Supply items** (/supply) for consumables.
      These pages are where you can edit units, descriptions, costs, reorder points, and more.

"Allocation"

Allocation is all about making sure the parts you just bought actually get earmarked for the customer jobs that need them.
When parts on the purchase order arrive, you open the **Allocate** tool. The system shows you which open sales orders are waiting for each part, how many units they still need, and how much you just received. This keeps inventory accurate and prevents parts from being forgotten on the shelf while a customer is waiting.

How the Allocation Tool Works

1. **Open the modal** from the purchase order detail page when the order is ready to distribute.
2. **Review smart suggestions**—the system looks at sales orders, current inventory, and the quantities on this purchase order to recommend where each unit should go.
3. **Adjust as needed**—you can type in your own quantities if you want to override the suggestions, and the interface keeps a running check so you never allocate more than you received.
4. **Save your work—**choose whether to simply save the allocation (maybe you're still waiting on other parts) or save and close the purchase order if everything is spoken for.

Why It Exists

The allocation flow bridges purchasing and fulfillment. It ensures:

- **Customers get their parts faster** because the oldest or most urgent sales orders are suggested first.
- **Supply items stay out of the way** (they're not tracked by quantity, so the tool ignores them automatically).

- **Inventory stays balanced**—surplus after allocations simply remains in stock for future use, and every allocation is validated before saving.

The Allocation modal is built to let you assign the parts you just received to the sales orders that still need them, while keeping everything within the limits of what was purchased. The interface lists every purchased part, shows which sales orders still require it, and enforces the rules around stock-only items, quantity caps, and the ability to split one part across more than one order.

Bulk allocation: one sales order for many parts

When you want to drop several parts onto the same sales order in a single step, use the part selectors along the left side of the modal. Selecting individual rows (or using "select all") fills a selectedParts set, and the bulk allocation action pushes each chosen part to the sales order you pick from the dropdown. Under the hood, the handler walks through every selected part, sets that order's allocation equal to the quantity received, zeros out the rest, and recalculates any leftover surplus before confirming the bulk move with a success toast.

Individual allocations: tailor each part per order

If you prefer to fine-tune things, each cell in the allocation grid accepts manual edits. Typing a quantity for a specific part/sales-order pair triggers validation that stops you from over-allocating, warns when you underfill an open need, and constantly recomputes how many units remain unassigned. This lets you spread a single receipt across multiple sales orders in whatever mix you need, while still respecting the purchase order totals.

Practical tips

- Start with bulk allocation when a whole shipment belongs to the same job; it saves time by filling everything in one click.
- Switch to manual edits to tweak the distribution or split quantities across several sales orders; every change updates surplus tracking automatically so you always know what's left to assign.
- The system's rules (stock-only, quantity limits, multi-order support) stay active in both workflows, so you don't need to worry about violating the purchase order constraints while you allocate.

OCR: Use the Invoice / Packing Slip OCR Prefill panel to upload a PDF or image of a supplier document. On-server OCR (and optionally Gemini AI) extracts vendor info, bill numbers, dates, and line items so you can apply them directly to the form and just verify before saving.

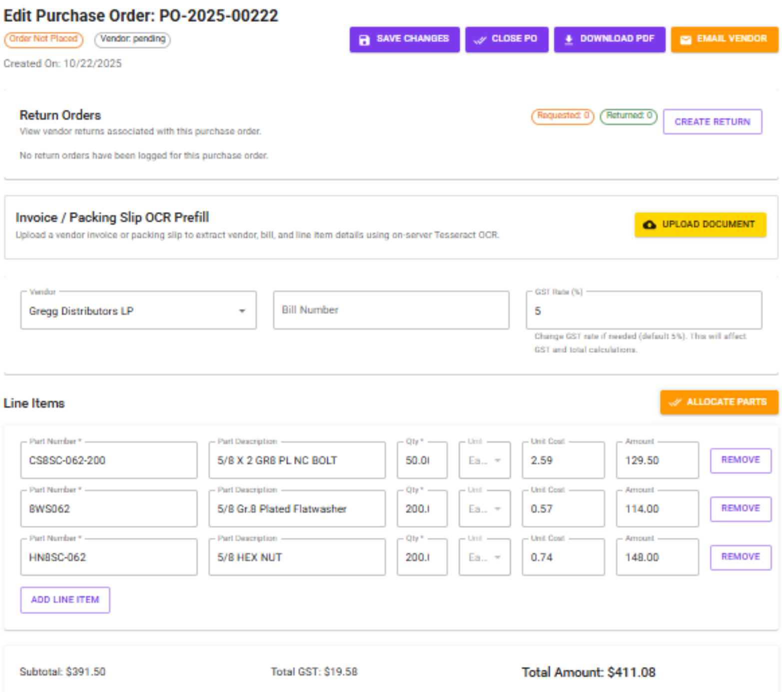


Figure 21: Purchase Order Detail page

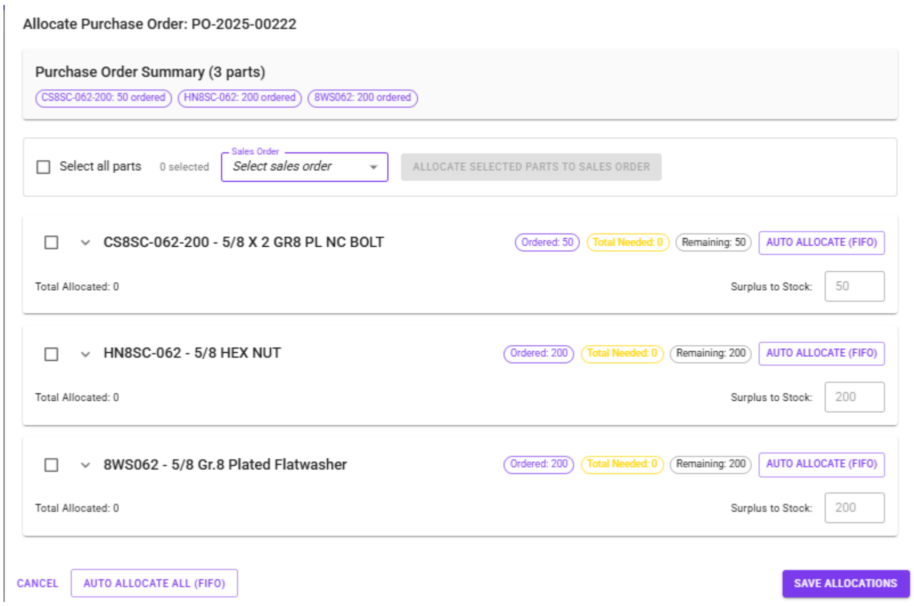


Figure 22: Allocation Pop Up

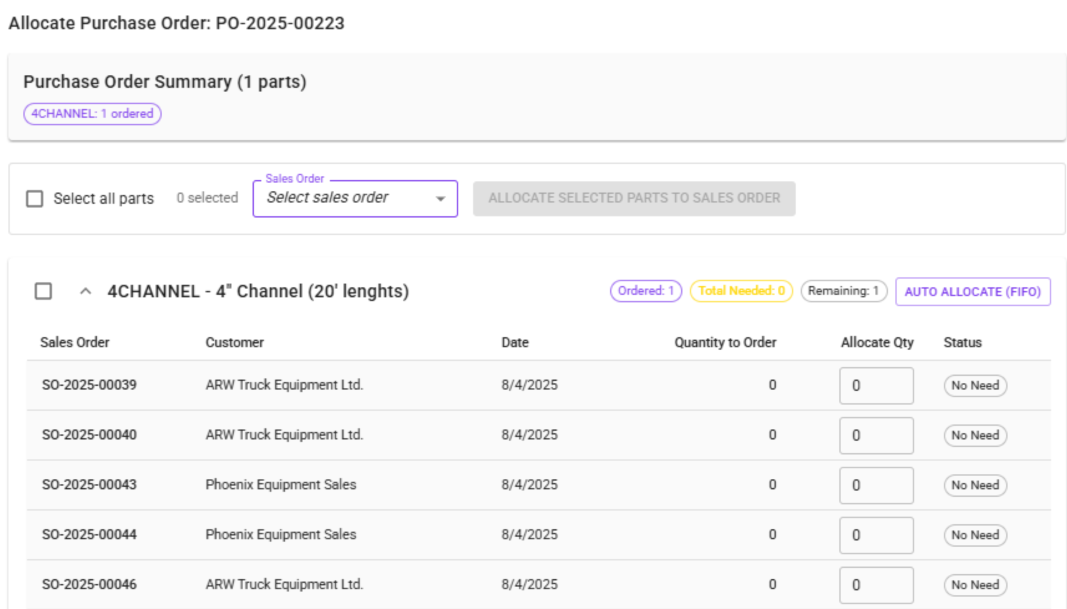


Figure 23: Individual Allocation Drop Down

Closed Purchase Order: The closed Purchase Order detail page is a read-only screen that lets you review everything about a purchase order after it's been finished. It's meant for reference, record-keeping, and exporting information—so you get the full story of the order without risking accidental edits.

How do you get there?

From the Purchase Orders list, clicking on any row whose status is “Closed” automatically opens this read-only view instead of the editable editor that open orders use. It’s the same destination for all user roles, ensuring closed orders can be inspected safely.

What do you see?

The page lays out the entire order at a glance:

- **Header summary** – purchase order number, vendor, bill number, purchase/creation dates, status, GST rate, and QuickBooks export status.
- **Line items** – every part on the order, with quantity, units, cost, and line totals.
- **Totals** – subtotal, GST, and grand total.
- **Linked returns** – any return orders tied to this PO, with quick navigation to view them.
  This structured layout makes it easy to answer “what was ordered, from whom, and for how much?” without digging through multiple screens.

What can you do from it?

Even though the page is read-only, it still provides key actions for closed orders:

- **Download a PDF** of the purchase order.
- **Export to QuickBooks Online** (admin-only, and only if it hasn’t been exported yet).
- **Reopen for editing** (admin or “Sales and Purchase” roles) if something needs to be changed.
- **View allocation history**, showing how received parts were distributed to sales orders.
  These tools are there to support accounting handoffs, audits, or the occasional follow-up adjustment while keeping the default experience locked down for safety.

Why is it designed this way?

The intent is to give team members a clear, risk-free snapshot of completed purchasing work. By separating closed orders into a dedicated, non-editable view, the app prevents accidental changes, keeps historical data trustworthy, and still gives finance or operations staff the exports and documentation they need.

Getting into edit mode on a closed PO

- Closed purchase orders open in read-only mode. Admins and “Sales and Purchase” users see an **Edit** button that flips the page into the editable form while keeping the rest of the screen unchanged.
- While you’re editing a closed PO the toolbar shows **Save Closed PO Edits** and a **Cancel Edit** option so you can back out and reload the frozen data if needed.

What the system checks when you save

- Saving sends the current line items, totals, and status back to the API; if you were editing a closed order, the UI immediately reloads the latest data so the read-only snapshot matches the database again.
- If the backend rejects the change (for example because of an inventory conflict), the screen surfaces the exact error message so you know which guard rail you hit.

Guard rails that block negative stock

1. **Return-order locks** – The server refuses to delete or shrink a PO line below the quantity already tied to return orders, and it won’t let you swap the part number if a return references it.
2. **Inventory delta tracking** – While you edit a closed PO, every change in quantity (including adding/removing lines) is translated into an inventory adjustment so stock levels stay in sync.
3. **Apply adjustments atomically** – After it finishes updating the PO rows, the API replays each adjustment against the inventory table. If any adjustment would push a stock item below zero, the entire save is rolled back and you get an “insufficient quantity” error.
4. **Inventory service hard stop** – The adjustment helper locks the inventory row, adds the delta, and throws an error if the new on-hand value would be negative, which is what drives the guard-rail message you see in the UI.

How to work within those guard rails

- **Need to reduce a quantity?** First make sure the part is back on the shelf. That means reversing any allocations on the related job (sales order) or logging a return so the quantity is restored. Once the stock is available, you can reopen the closed PO and reduce the line; the adjustment will succeed because the underlying on-hand total stays non-negative.
- **Trying to delete or swap a line with returns attached?** You’ll need to clean up the return order first (update or remove it) so the system isn’t protecting that quantity. Only after the return quantity is cleared will the PO edit go through.

- **Still stuck?** Use **Cancel Edit** to roll back your local changes, fix the allocations/returns, and then try again—the save will only succeed once every adjustment keeps inventory at zero or above.

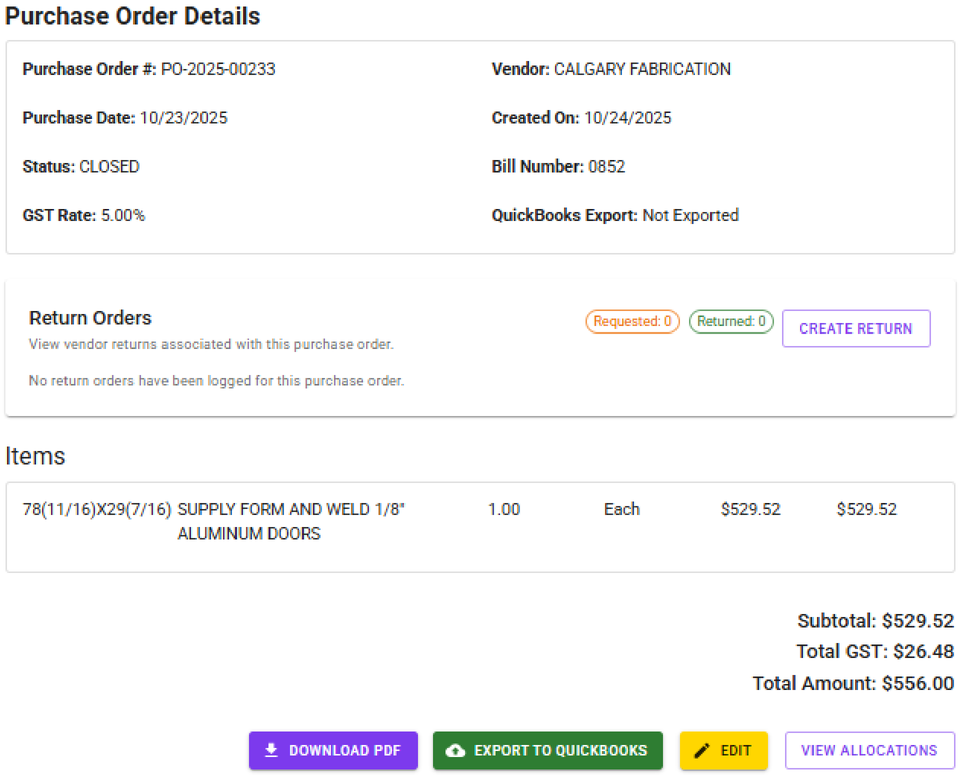


Figure 24: Closed Purchase Order Detail page

<u>**Return Orders**</u>:

What is a return order?

A return order is the record you create when you need to send parts back to the vendor for a purchase order. Each return order is tied to one purchase order so everyone knows which delivery the parts came from.

The **Status** field has too options, requested (which means you have asked for a return but have not yet received the money back), and Returned (where you have now received the money back. The **Requested By** field is meant to show who requested the return.

Why do we have guardrails?

The app keeps a close watch on return orders so stock counts stay accurate and no one sends back more than was received. If something would throw off the numbers, the save is stopped and you see a friendly error message that tells you what went wrong.

Guardrails you will notice

- **Pick the right purchase order line.** You can only return parts that were actually on the original purchase order. If you pick the wrong part, the save will fail until you choose one that exists.

- **Stay within the returnable quantity.** You cannot return more than you bought. The screen shows how many units were purchased, how many are already on other returns, and how many are still available to send back. Trying to go over that amount stops the save.

- **Mark as "Returned" only when the items have left the shelf.** Changing the status to Returned lowers the on-hand stock right away. If the items are still in your building, leave the status as Requested so you do not accidentally create negative stock.

- **Finished returns are locked.** Once a return order is marked Returned it becomes read-only. If you delete it later, the system automatically puts the quantity back into inventory so you can start again if needed.

What to do when you hit a guardrail

1. **"Line item not found"** – Make sure you selected the purchase order line that matches the part you are returning. Pick the correct line and save again.

2. **"Quantity exceeds what was purchased"** – Lower the quantity to match what the screen shows as returnable. If other returns are using the quantity, reduce those first or delete them.

3. **"Insufficient stock"** – Check the inventory count for the part. If the stock is low because it was given to a job or sale, put it back into inventory first. Once the on-hand number is high enough, you can save the return.

Tips for smooth returns

- Start the return only after the purchase order looks correct.

- Coordinate with the team handling allocations so parts are freed up before you mark the return as Returned.

- If you make a mistake, delete the return order to restore the stock and create a fresh one with the right details.

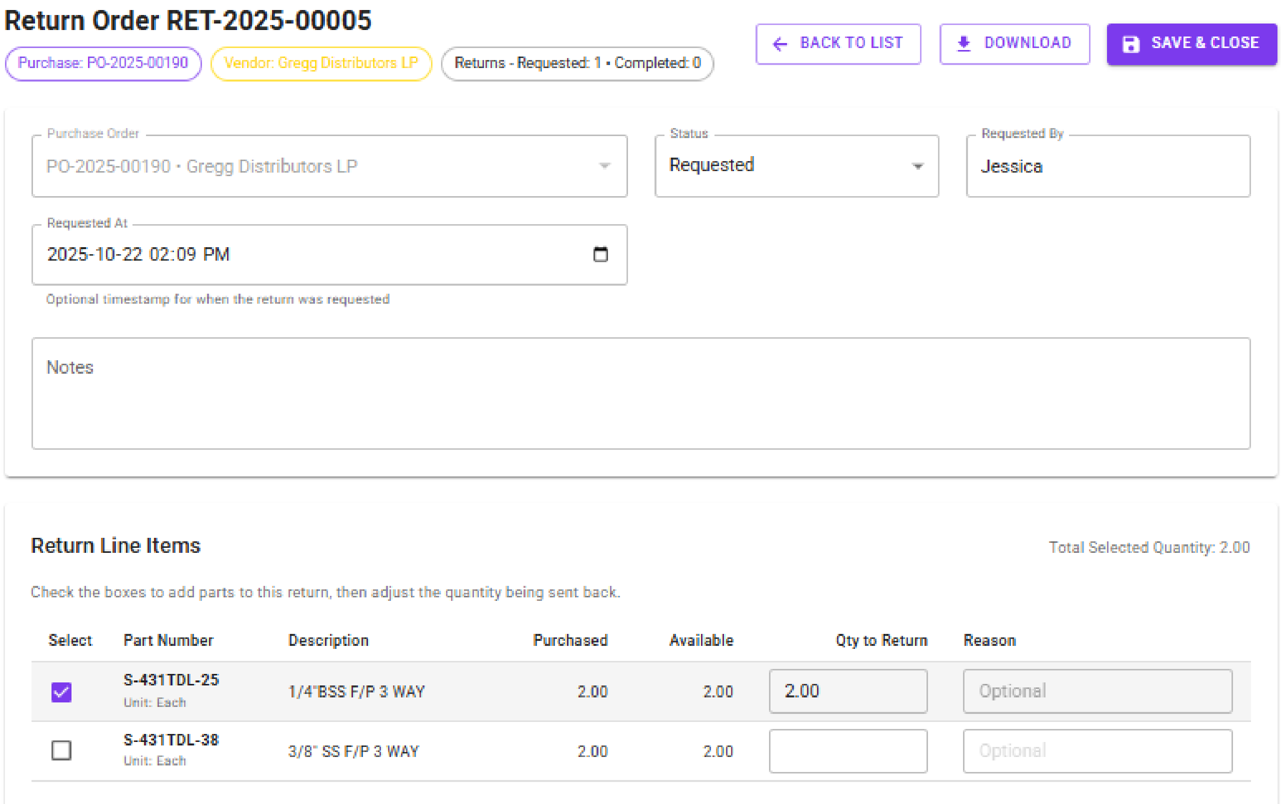


Figure 25: Return Order Detail View

<u>Vendors:</u> Refer to Customer Page as Vendor page is identical.

<u>Time Tracking</u>

<u>Attendance</u>: Attendance Page Overview

- The Attendance page loads available time-tracking profiles when you arrive, shows a spinner while it loads, and tracks any data-fetch errors so you know if something goes wrong during loading.
- Selecting a profile triggers a fetch of that person's recent shifts; if the system finds an older shift that was never clocked out, it highlights that with a warning banner so you can resolve it before starting a new shift.

Profile Area

- Profiles represent the individual workers whose attendance you manage; each carries an ID, name, and email, exactly as defined by the time-tracking service layer.
- The profile dropdown lists everyone returned from the service. Admins see a delete icon beside each name, allowing them to remove a profile (with confirmation). If you delete the profile that's currently selected, the page clears the selection so you don't act on stale data.
- The "Add Profile" button opens a dialog where you capture the person's name and email. Submitting the dialog calls the profile-creation service, closes the dialog on success, and immediately adds the new person to the dropdown for further use.
- Users with the dedicated "Time Tracking" access role do not see the Add Profile button; this keeps profile management restricted to broader-access roles. The role information comes from the authentication context, which provides each signed-in user's access_role for UI decisions.

Clock Controls

- Once you select a profile, the page checks whether that person is already clocked in; if they're not, you see a green "Clock In" button. Clicking it starts a new shift via the attendance service and confirms success with a dialog, then clears the selection so you intentionally re-choose the worker before making the next move.
- If the selected person already has an open shift, the clock-in button stays hidden to prevent overlapping records. Attempting to clock in without a profile selection or while a shift is still open yields a clear error message at the top of the page.

Shift History Table

- Selecting a profile also reveals a detailed table listing that person's shifts: clock-in time, clock-out time, and total hours (already calculated on the server, including any break adjustments).
- Any row with an active shift (no clock-out yet) shows a red "Clock Out" button; tapping it finishes the shift via the attendance service, displays a success dialog, and again clears the profile selection so you consciously pick the next action.
- Behind the scenes, all clock-in/out actions talk to the attendance API, and there are offline fallbacks (pending events) in case the network call fails—those details are transparent to you but ensure the interface stays responsive.

Notifications and Feedback

- A dedicated success dialog appears for a couple of seconds after every successful clock-in or clock-out, giving you immediate feedback that the action worked; the component auto-clears the message afterward so it doesn't linger.
- Any errors (failed fetches, invalid actions) are surfaced in the red alert banner at the top, and the unclosed-shift warning appears in amber so you can quickly differentiate problems vs. reminders.

How Profiles Are Created and Used

- The profile records originate from the /api/time-tracking/profiles endpoint: loading pulls them into the dropdown, creating a new one posts the name and email you enter, and deleting removes them with immediate UI feedback. This is all controlled directly from the Attendance page controls described above, so you never need to manage profiles elsewhere to use the page effectively.

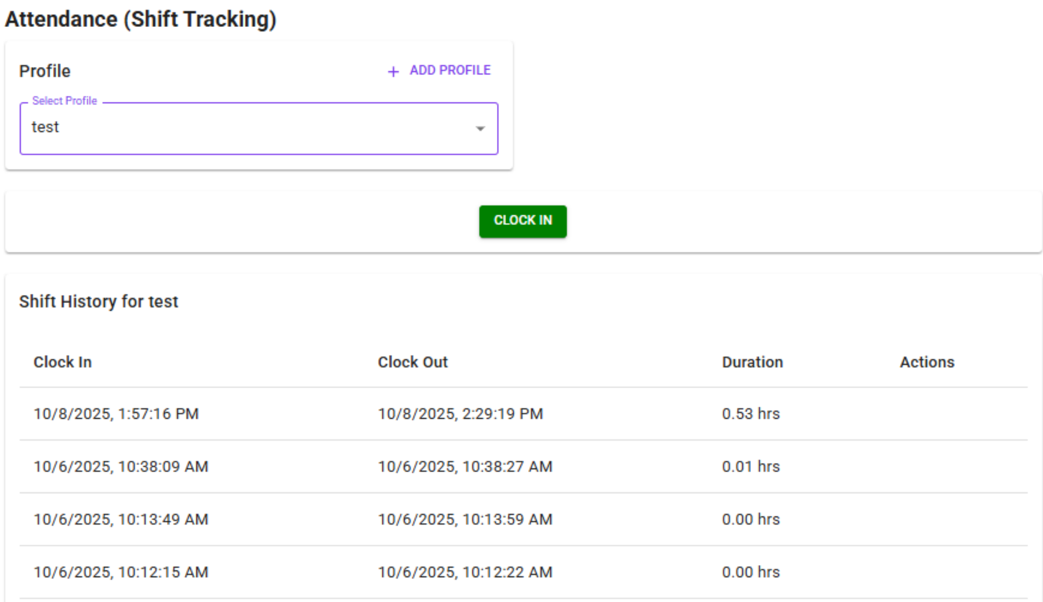


Figure 26: Attendance page

Time Tracking

The Time Tracking page is designed to let staff log billable work against specific sales orders while automatically keeping labour and overhead costs in sync with the order records. It pulls in the profiles users are allowed to work under, lists open sales orders, and shows the user's entries for the current day with live-updating durations so you always know what is actively running.

Page Layout and Key Controls

- **Profile selector** – Start by choosing the employee profile you're clocking time for. The dropdown is populated from the backend and sized for quick scanning.
- **Sales order selector** – After a profile is chosen, a second dropdown appears listing the sales orders that can accept time. Entries already in progress for that profile are disabled and clearly marked so you don't accidentally double-clock an order.
- **Clock controls** – When both selectors have values, a green **Clock In** button becomes available. Active rows render a red **Clock Out** button so you can finish the entry right from the table.

- **Live table** – The table summarizes the day's entries (including any still open) with formatted times and a three-decimal duration that updates every second for active rows, thanks to the interval effect registered when the page mounts.

Behind the scenes the page fetches profiles and sales orders in parallel and merges "today" entries with any still-open ones so no active work is lost if it spans midnight.

Typical Workflow (What & Why)

1. **Pick a profile** – Establish whose labour is being recorded; permissions control which profiles appear so that people can only log for themselves or the teams they manage.
2. **Pick a sales order** – Ties the labour back to revenue; this drives automatic LABOUR and OVERHEAD line-item updates when you clock out, ensuring costing stays accurate without manual edits.
3. **Clock in/out** – While clocked in, the system keeps a running duration. Clocking out triggers backend recalculation of the related sales order's labour and overhead totals, so financial reporting stays correct.
4. **Review entries** – Use the table to confirm timestamps or close lingering entries. Errors surface prominently at the top if validations fail, and short-lived success dialogs confirm your actions.

How It Differs from the Attendance Page

Aspect	**Time Tracking**	**Attendance**
Primary goal	Record billable time against sales orders (ties into costing/billing).	Maintain shift-level attendance so you know when staff started/ended workdays.
Required inputs	Profile + sales order.	Profile only.
Output	Sales-order-linked time entries with live durations and cost recalculations.	Shift records with durations that factor in daily break deductions and warn about unfinished prior-day shifts.

Aspect	Time Tracking	Attendance
Extras	Automatically updates LABOUR/OVERHEAD order lines when entries close.	Supports profile creation/deletion, highlights unclosed shifts, and deducts scheduled breaks from duration for payroll accuracy.

Practically, attendance establishes the workday (who is on the clock), while time tracking subdivides that day into chargeable tasks. Reports combine both so idle time or overtime is easy to spot.

Guardrails and How to Handle Them

- **Must choose both dropdowns** – The page blocks clock-in if either the profile or sales order is missing, preventing orphaned records. Select the missing value and try again.
- **One active sales order per profile** – The frontend and backend both check for an open entry before allowing another, keeping durations accurate. If you see this error, clock out of the current order first.
- **Attendance prerequisite** – Clocking into time tracking requires an active attendance shift. If you get the "Attendance Required" message, head to the Attendance page, clock in there, then return.
- **Attendance multiple-shift protection** – The Attendance page prevents starting a new shift while another is open and shows a warning if yesterday's shift is still running. Clock out the old shift (and optionally adjust times) before starting fresh.
- **Break deductions and automatic clean-up** – When you clock out of attendance, the backend deducts scheduled breaks and also auto-closes any lingering time-tracking entry for that profile, recalculating costs so nothing stays in a half-finished state. If a time entry is force-closed this way, review the order to ensure durations look right.
- **Validation errors (bad timestamps, overlaps, missing data)** – Both attendance and time tracking endpoints reject invalid or overlapping times so data stays consistent. If you run into these, correct the timestamps and resubmit

Note hours counted on a Sales Order on this page automatically add to the LABOUR line item on Sales Order.

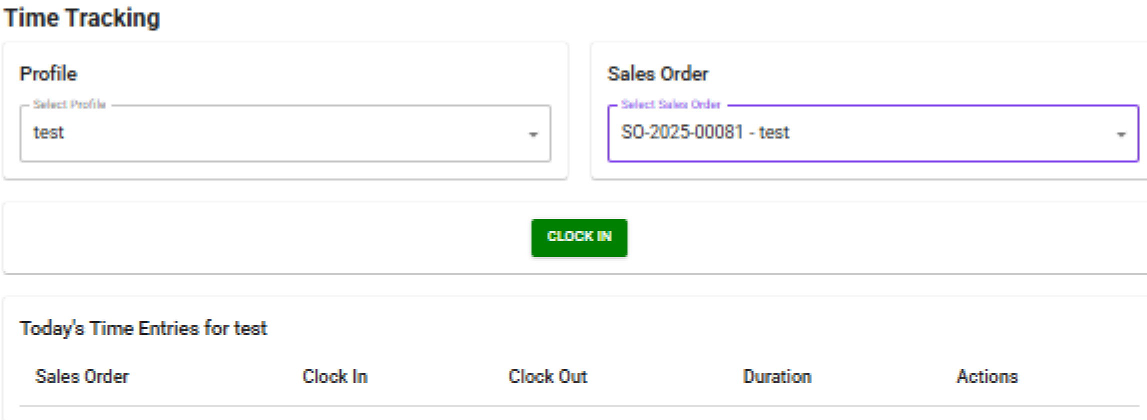


Figure 27: Time Tracking page

Time Tracking Reports page:

Time Tracking Reports Page Overview

- The page loads profiles, sales orders, and report data, defaulting to a 14-day window ending yesterday, and tracks UI state for filters, editing, shift management, and error handling.
- Reports are generated by fetching aggregated entries for the chosen date span, optionally filtered by profile and sales order; when no specific sales order is set, the page also loads attendance shifts and maps daily entries into those shifts to highlight scheduled versus unscheduled work.

Filters, Actions, and Layout

- Filter controls let you scope results by profile, sales order, and from/to dates, with quick actions to add a shift, run the report, or export the results as CSV/PDF.
- When a sales order is selected, the page switches to a focused view showing total hours by profile plus a detailed table of that order's entries with edit buttons for completed rows.
- Without a sales order filter, you see shift summary cards (with optional per-entry breakdowns and idle-hour calculations), unscheduled entries, and a stats table of total/idle/regular/overtime hours per profile.

Editing and Data Management

- Add Time Entry: Launch from a shift card, pre-filling shift times, then choose the sales order and adjust clock-in/out. The Save button only enables when both timestamps are present and the clock-out is later than clock-in.
- Edit Time Entry: Accessible for completed entries; updates are converted between local and UTC before sending to the backend, and any error returned (for example, validation failures) is surfaced both in the dialog and at the page level.
- Delete Time Entry: The delete dialog confirms the target entry and propagates server errors if deletion is blocked.
- Shift Maintenance: You can create, edit, and delete shifts from the toolbar or cards. Creating and editing requires valid timestamps, and deleting warns that associated time entries must be cleared first.
- Shift cards offer quick entry breakdown toggles, Add Entry shortcuts, and edit/delete actions while computing booked vs. idle hours per shift.

Guardrails and What They Mean

- Front-end protections stop you from saving entries or shifts with missing timestamps or with clock-out earlier than clock-in, preventing obvious data quality issues before the request leaves the browser.
- Back-end validations confirm the targeted shift exists, enforce that clock-out is after clock-in, and reject any manual or edited entry that falls outside an attendance shift or overlaps another time entry for the same profile.
- Overlap Detection Details: The server checks interval collisions using PostgreSQL tstzrange with [) bounds, meaning the start is inclusive and the end is exclusive. Any shared second—including matching clock-out/clock-in seconds between entries—triggers an “Overlapping Time Entry” error. When you see this message, scrutinize the exact second values of clock-in and clock-out and adjust them so the new entry starts strictly after the previous one ends.
- Broader system documentation echoes these safeguards: manual backdated entries are allowed only when they do not overlap existing records, and troubleshooting guidance points to overlapping time ranges as a common cause for rejected edits.

Troubleshooting Tips for New Users

1. **Report generation fails** – Ensure the date range is set and try again; server errors are surfaced at the top of the page for quick review.
2. **Manual entry/shift creation rejected** – Double-check that the shift exists, the user was scheduled during those times, and that clock-out is later than clock-in. Watch for overlaps at the second level, adjusting timestamps to remove conflicts.
3. **Edit dialog shows an error** – The error banner reflects the backend's message; look for overlapping times, invalid timestamps, or shifts that don't cover the proposed range, then update the values and retry.

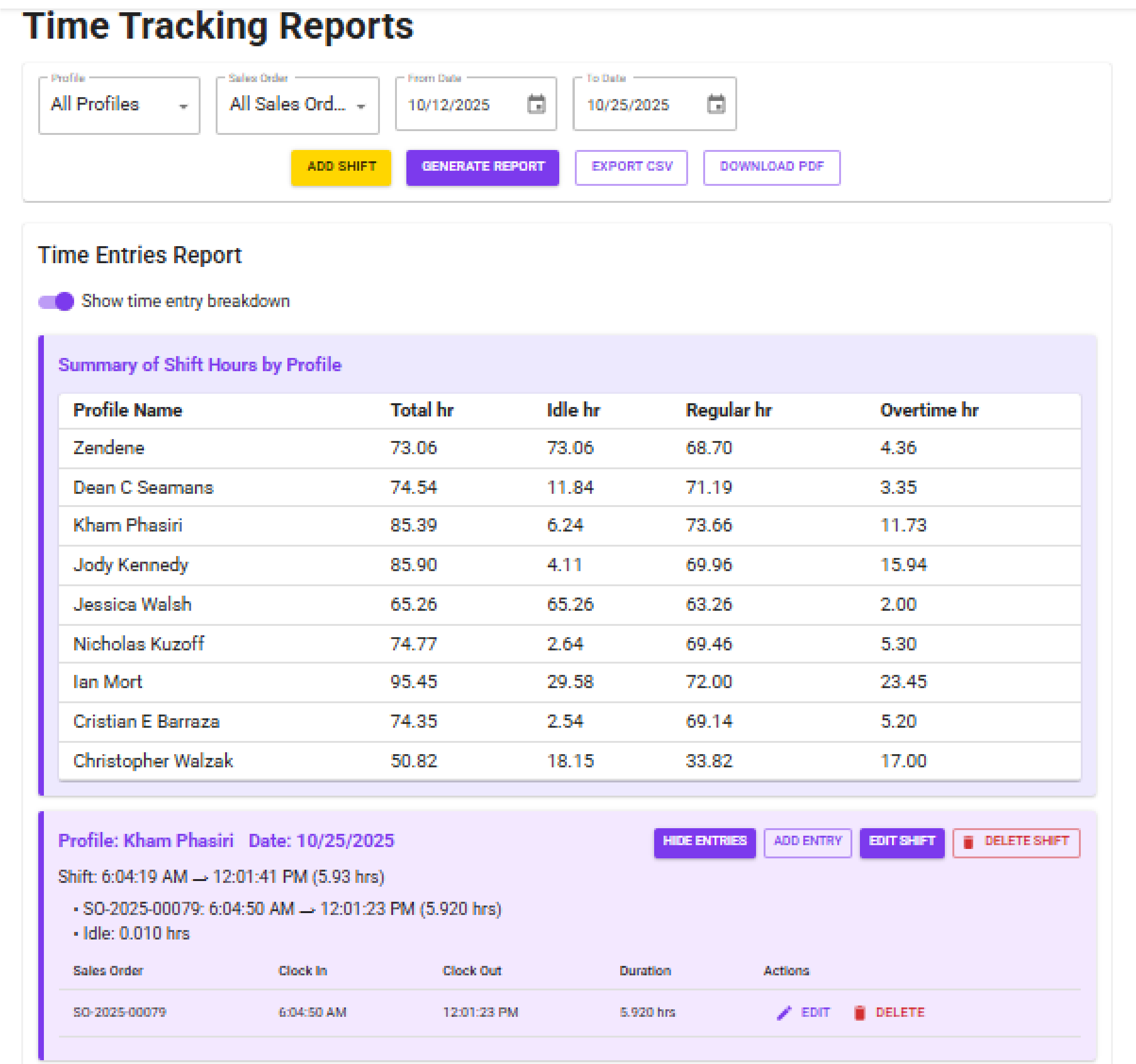


Figure 28: Time Tracking Reports page