

IT SOLVERS LIMITED

Commerce Platform

Desktop Web App and Staff Mobile PWA

Document	Details
Purpose	Daily staff, supervisor and administrator usage
Applies to	Desktop /app/ and Mobile /mobile/
Release	Phase 85.19 - Product status and transfer controls
Prepared	Updated 6 September 2026
Owner	IT Solvers Limited

Scope: Screens and actions are permission-aware. A user may not see every option described in this manual.

Contents and quick start

Section	Use it for
1–3	Access, navigation, security and branch selection
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14–17	Administration, settings, mobile/offline work and troubleshooting
Appendix	Daily controls, document status and support information

Five-minute quick start

1. Open the application URL supplied by the system administrator.
2. Sign in with your organization code, username and password.
3. Select the correct active branch before recording a transaction.
4. Open the required module from the menu; unavailable modules are controlled by your role.
5. Review totals and selected branch before submitting, then print or share the resulting document.

Important: Never share passwords, reuse another staff member's account, or leave the application open on an unattended device.

1. Accessing the platform

Desktop web app

- Open the address supplied by your administrator, normally <https://app.itsolversgh.com/app/>.
- Use a current version of Microsoft Edge, Google Chrome, Firefox or Safari.

Staff mobile app

- Open <https://app.itsolversgh.com/mobile/> on the phone.
- Use the browser menu and choose Add to Home Screen or Install App.
- HTTPS is required for reliable installation and offline features.

Signing in and out

6. Enter organization code ITS unless your administrator provides another code.
7. Enter your own username and password.

8. Tap or click Sign in securely.
9. When finished, use Sign out; do not only close the browser.

Locked out: Contact an administrator to reset your account. Do not keep guessing passwords.

2. Navigation, branches and permissions

The desktop menu appears on the left. Mobile uses quick-action cards and bottom navigation. Both clients use the same database, branch access and permissions.

Control	Meaning
Active branch	The branch used for stock, sales, cash and reports.
Refresh	Reloads current data from the server.
Notifications	Shows alerts visible to your user and permitted branches.
Permission-hidden action	Your role does not authorize that module or action.
Offline indicator	Mobile is temporarily using its cached shell or saved draft.

Branch control: Always check the active branch before making a sale, receiving stock, transferring stock or entering cash.

3. Dashboard and notifications

- Dashboard shows catalogue size, available stock, customers, sales documents and low-stock items.
- Notifications may include low stock, overdue debts, repair deadlines or operational warnings.

10. Open Notifications or Alerts.
11. Select an alert to read its details.
12. Use Mark read when reviewed, Dismiss when no longer needed, or Read all for the current list.
13. Act on critical alerts promptly and escalate anything you cannot resolve.

4. Products and serial-number labels

Register a product

14. Open Products and click Register product.
15. Select product type, category, brand, unit, condition and tracking method.
16. Enter SKU, barcode, name, model, descriptions, cost and selling price.

17. Set warranty, reorder level and online visibility where applicable.
18. Save and confirm the product appears in the catalogue.

Make a product obsolete or reactivate it

19. Open Products and search for the product by name, SKU, barcode or model.
20. Use the product-status filter to choose Active products, Inactive / obsolete, or All statuses.
21. Before deactivation, clear, sell, adjust or transfer any remaining stock. A Super Admin may use the explicit override only after verifying the physical stock position.
22. Click Make obsolete and confirm the action.
23. Verify that the product no longer appears in Point of Sale, active product searches, featured products or the online shop.
24. To restore the product, select Inactive / obsolete, click Reactivate, and separately review whether it should be published online again.

Record retention: Making a product obsolete does not delete it. Earlier sales, purchases, inventory movements, stock audits and serial-number history remain available.

Serial generation

25. Open Company Settings.
26. Choose Serial number generation.
27. Select product and branch, then enter the required quantity.
28. Generate internal serial numbers and barcode labels.
29. Print selected labels and attach the correct label to each physical unit.

Traceability: Never reuse a serial number or attach one unit's label to another product.

5. Inventory and stock maintenance

Action	When to use it
Opening stock	First controlled balance when bringing a branch into the system.
Supplier receipt	Goods physically received from a supplier.
Adjustment	Authorized correction for verified variance, damage or other approved reason.
Transfer	Movement between branches through request, approval, dispatch and receipt.
Quarantine/damaged	Units not available for normal sale.

Check stock

30. Select the branch.
31. Open Inventory and search by SKU, barcode or name.
32. Check On hand, Reserved, Available, Quarantine and Damaged.
33. Open movement history before correcting an unexpected balance.

Control: Do not use an adjustment to replace a supplier receipt, sale, return or transfer. Use the transaction that explains the real movement.

6. Sales, invoices, quotations and proformas

Create a sale document

34. Open Point of Sale or New Sale.
35. Confirm branch and select Direct Sale, Invoice, Quotation or Proforma.
36. Select the customer or use the approved walk-in option.
37. Select the customer source.
38. Search products, add quantity and capture required serial numbers.
39. Enter line discount where authorized; select VAT 0% or 20% and verify totals.
40. Add notes, submit, and print the document.

Document	Purpose	Stock effect
Quotation	Commercial offer; normally valid for a limited period.	No deduction
Proforma	Pre-sale request/offer used before a tax invoice.	No deduction
Invoice	Amount owed by the customer.	Reserved/fulfilled according to workflow
Direct sale	Immediate completed transaction.	Deducted on completion

Discounts: Use only approved discounts. Confirm line discount, customer-source discount, tax, shipping and final amount before submission.

7. Customers, debtors and statements

Register a customer

41. Open Customers and choose New customer.
42. Enter name, customer type, phone, email, tax details and address.
43. Set approved credit limit and payment terms.
44. Save and confirm the customer number.

Manage debtors

- Use Debtors or ageing report to review current, 1–30, 31–60, 61–90 and over-90-day balances.
- Open a customer to view invoices, receipts and outstanding balances.
- Generate and print the customer statement when required.

8. Customer payments and receipts

45. Open Payments and select the customer.
46. Load and select the outstanding invoice.
47. Enter the amount received; it must not exceed the permitted balance.
48. Select payment method and cash/bank account.
49. Enter reference details for bank, MoMo, card, cheque or online payment.
50. Submit, confirm the new balance/status and print the receipt.

Partial payments: A partial payment changes the invoice to Partially Paid. The final valid payment changes it to Paid.

Correction: Do not delete or hide a genuine payment. Use the approved reversal/refund procedure and preserve the audit trail.

9. Stock transfers

51. Create a transfer request using the source and destination branches.
52. Add products and quantities, then submit.
53. An authorized user approves or rejects the request.
54. Source branch dispatches only the units physically sent.
55. Destination branch checks goods and confirms receipt.
56. Verify stock reduced at source and increased at destination.

Status	Meaning
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Requested	Awaiting decision
Approved	Authorized for dispatch
Rejected	Not authorized
Dispatched	Left the source branch
Received	Accepted by destination; movement completed

Identify and receive transferred products

57. Review every product line displayed on the transfer. Each line shows the product name, SKU and requested quantity.
58. On the desktop app, hover over a product line to view its product description.
59. The receiving-shop user must select the destination branch in the branch selector.
60. Only the destination branch will see Confirm receipt while the transfer is In Transit. The source branch will see that confirmation is awaiting the destination shop.
61. Physically inspect the products and quantities. For serial-tracked products, rescan the exact serial numbers received.
62. Click Confirm receipt. Stock is added to the destination only after the server accepts the confirmation.

If Confirm receipt is not visible, verify that the transfer is In Transit, the destination shop is selected, and the user has transfer permission and access to that shop.

Separation of duties: Where staffing allows, the requester, approver, dispatcher and receiver should not all be the same person.

10. Purchasing and suppliers

63. Register or select the supplier.
 64. Create a requisition when internal approval is required.
 65. Create and approve the purchase order.
 66. Record the supplier receipt only after physical inspection.
 67. Capture supplier invoice and due date.
 68. Allocate supplier payments to the correct invoice and account.
- Use landed-cost allocation where freight, duty or related costs must be added to inventory cost.
 - Use withholding certificates only with correct tax details and authorization.

11. Service centre and repairs

Register a repair

69. Open Service Centre or Repairs and choose New repair.
70. Select customer and capture device, serial/IMEI, accessories and physical condition.
71. Select one or more reported faults and take any required deposit.
72. Assign technician, priority and promised date.
73. Print the job card or receipt and give the customer the reference.

Process and collect

74. Record diagnosis, actions, parts and charges.
75. Update status honestly as work progresses.
76. Record partial or full repair payment and print receipt.
77. Move completed work to Ready for Collection.
78. At collection, verify payment and record collector name and phone.
79. Confirm collection to change status to Collected.

Device custody: Record all accessories and visible damage at intake. Do not release a device without identity/reference and collection confirmation.

12. Income, expenditure and cash book

80. Open Income & Cash Book or Income / Expense.
81. Select Income or Expense.
82. Choose the item automatically loaded from Settings.
83. Select the correct cash/bank account and payment method.
84. Enter amount, date, description and reference.
85. Submit and confirm the entry appears in the cash book.

Settings: Administrators manage Income and expenditure items under Company Settings. Deactivated items stop appearing in new forms but remain in historical records.

- Use Daily Cash Book or My Cash Book to reconcile opening balance, receipts, payments and closing balance.
- Attach or retain supporting documents according to company policy.

13. Reports, printing and reprinting

- My Sales shows transactions created by the logged-in user.

- Branch/Supervisor Sales requires report permission and shows the selected branch scope.
- Cash book, debtor ageing, payables, inventory and accounting reports use date and branch filters.
- Receipts can reprint earlier customer-payment and repair-payment receipts.

86. Choose the correct branch and date range.
87. Run the report and review totals.
88. Apply any user/status filters.
89. Print or export only when the displayed scope is correct.

14. Administration and company settings

Area	Administrator responsibility
Users	Create accounts, activate/deactivate users and assign branches.
Roles & permissions	Grant the minimum access required for each job.
Company & branches	Maintain legal, contact, currency and location information.
Sequences	Set prefixes and next numbers for invoices, quotations, proformas, receipts and repairs.
Finance items	Maintain income and expenditure choices linked to accounts.
Serial generation	Generate and print controlled internal labels.
Audit log	Review user actions, failures, device and request information.
Backup & export	Create, download, validate and monitor controlled data protection operations.

Least privilege: Do not grant Administrator or supervisor permissions merely to solve a temporary access problem.

15. Mobile installation, offline drafts and synchronization

90. Open the mobile URL over HTTPS.
91. Use Add to Home Screen or Install App.
92. Allow the first page to finish loading before going offline.
93. For an unfinished sale, leave it as a saved offline draft.

94. When connection returns, reopen the draft, recheck branch, stock, prices and customer, then submit.

Offline limitation: Offline drafts are not completed transactions. Stock is deducted only after the server accepts the submission. Never promise stock solely from an offline draft.

- If the application was updated, refresh online before continuing work.
- Do not clear browser data while important offline drafts remain unsent.

16. Daily opening and closing controls

Opening checklist

- Confirm internet, printer and barcode equipment.
- Sign in with your own account and select the correct branch.
- Review notifications and low-stock alerts.
- Confirm cash opening balance where applicable.
- Test one product search and verify current stock.

Closing checklist

- Complete or save all drafts appropriately.
- Reconcile cash, MoMo, card and bank receipts against the system.
- Review unpaid/partially paid transactions and unresolved transfers.
- Confirm repair devices and collected jobs.
- Sign out and secure printed documents and devices.

17. Troubleshooting and support

Problem	What to do
Cannot sign in	Check organization code and internet; then request an account reset.
Module missing	Ask the administrator to verify role and branch permissions.
Wrong stock	Confirm branch, refresh, inspect movements, then report variance—do not guess-adjust.
Payment not reflected	Do not submit repeatedly. Check receipts and invoice status, then escalate with reference.
Mobile draft missing	Confirm same browser/device and that browser data was

	not cleared.
Print layout problem	Use current browser, correct paper size and 100% scale.
Application unavailable	Record the time and error, then contact the system administrator.
Data entry mistake	Stop further processing and use the approved reversal/correction workflow.

Support details to provide: Username, branch, module, transaction/reference number, date/time, exact error and a screenshot without passwords or secrets.

Appendix A. Document status guide

Status	Operational meaning
DRAFT	Not yet finalized
SENT	Quotation/proforma issued
UNPAID	Confirmed invoice with no allocated payment
PARTIALLY PAID	Some amount received; balance remains
PAID	Invoice fully paid
COMPLETED	Direct sale or workflow completed
CANCELLED	Stopped through an authorized cancellation process
READY FOR COLLECTION	Repair completed and awaiting customer
COLLECTED	Repair released with collection details

Appendix B. Security rules

- Use individual accounts only.
- Keep passwords private and change temporary passwords.
- Never send passwords, JWT secrets or database credentials by chat or email.
- Lock or sign out when leaving the device.
- Verify branch, customer, amount, tax and payment method before submission.
- Report suspicious access, unexpected exports or altered information immediately.
- Administrators must keep the application, Java, MySQL and Windows Server patched.
- Backups must include an encrypted off-server copy and periodic restore test.

Appendix C. Training sign-off

Use this page when onboarding staff. The trainer should confirm only the modules required for the user's role.

Competency	Completed
Login, branch selection and sign-out	☐
Product and stock lookup	☐
Sale/invoice and receipt printing	☐
Customer and payment workflow	☐
Transfer workflow	☐
Repair workflow	☐
Income/expense and cash book	☐
Reports and notifications	☐
Mobile installation/offline draft	☐
Security and escalation rules	☐

Staff name: _____ Date: _____

Trainer: _____ Signature: _____

Appendix D. International product condition standards

Product condition, cosmetic grade and functional status are recorded separately.
This avoids duplicate labels and keeps online catalogue exports internationally compatible.

CONDITION CODE	WHEN TO USE
NEW	New and unused in original condition.
OPEN_BOX	Packaging opened; product inspected and complete.
REFURBISHED	Professionally restored, tested and ready for resale.
USED	Previously owned. Select Grade A, B, C or Ungraded separately.
FOR_PARTS	Incomplete or non-working; for parts, repair or salvage. Not sent to Google/Meta feeds.

Quality grade

GRADE_A: minimal wear | GRADE_B: normal visible wear | GRADE_C: heavy wear | UNGRADED: not assessed

Functional status

TESTED_WORKING | PARTIALLY_WORKING | UNTESTED | NOT_WORKING

Legacy conversion: GRADE_A/B/C becomes USED plus its matching grade. PULL_OUT becomes USED, UNGRADED, UNTESTED.
Excel imports accept the new columns Quality Grade and Functional Status; older templates are converted automatically.

Appendix E. Duplicate Review Centre

Use this tool to identify and safely consolidate duplicate master records without losing compatible transaction links.

Where to find it

Open **Products** and select **Check duplicates**. The button is visible only to an administrator with the **admin:manage** permission.

Records checked

Customers and parties	Customers, suppliers and dealers by name, Ghana-normalized phone, email and tax identification number
Products	Name, barcode / GTIN, model and manufacturer part number
Master data	Categories, brands, units, product conditions and tax rates

How to review and act

1. Choose a record type and select **Run duplicate check**.
2. Read the match reason and confidence. Similarity is a warning, not proof; compare the code, name, details and linked-record count.
3. Decide which record is the correct permanent record. Select **Keep this & merge other** on that side.
4. Read the confirmation carefully and approve only when the retained code and name are correct.
5. Run the check again after each action. Refresh the affected catalogue or customer list before continuing work.

Merge

Merge retains the selected record and transactionally redirects compatible links from the other record. Customer history, sales, stock, serial, transfer, purchasing, repair and related references remain attached to the retained identity where database rules permit.

For products, product type, tracking type, unit and condition must match. Where both products have a balance at the same branch, quantities are consolidated and average cost is recalculated. If both records occupy the same protected unique transaction line, the complete merge is rolled back. Resolve that collision before retrying.

Drop if unused

Drop permanently removes the selected record and is enabled only when the scan finds no linked business history. The server checks again at confirmation time. If another user creates a link after the scan, deletion is rejected.

Important safeguards

- Never choose the record to retain based only on spelling.
- For products, compare SKU, barcode, model, prices, serial tracking, condition and stock before merging.
- For customers, compare phone, email, TIN, address and legal identity.
- Do not use Drop to correct a record that has history; merge it instead.
- Every merge and drop request is recorded in the audit log.

Appendix F. Multi-Shop Stock Distribution

Use this workflow after bulk goods are received into one source branch, normally Warehouse. A single distribution can contain several products for several destination shops.

Create the distribution

1	Open Inventory and select New transfer .
2	Confirm the From branch and enter a distribution reference.
3	Choose the first destination shop, select a product and enter the quantity for that shop.
4	Use Add another product for more products going to the same shop.
5	Use Add destination shop for each additional branch and enter its product quantities.
6	Review the available-at-source figures, enter common notes, and select Create transfer requests .

What the system creates

The system creates one separately numbered transfer per destination. For example, distribution **DST-12345678** creates **DST-12345678-01**, **-02** and so on. Each destination can therefore receive, reject or resolve its own consignment without affecting another shop.

Approval, dispatch and receipt

Each generated transfer remains a request. Approve it, then switch to the source shop and select **Dispatch**. Serial-tracked products require the exact serials leaving the source. The destination shop sees **Confirm receipt** only after dispatch and must rescan serialized units before stock is posted.

Controls and checks

- A destination shop can appear only once in a distribution.
- A product can appear only once under the same destination.
- The combined quantity sent to all shops cannot exceed available source stock.
- Serial-tracked quantities must be whole numbers.
- If any line fails validation, no transfer requests are created.
- A source computer may select active destination shops without being allowed to switch into them.

Important

Destination inventory changes only after that destination confirms receipt. Goods dispatched but not yet received remain In Transit.