CP

Car Parts Management System

The Complete User Manual

Written so that anyone can follow it
No computer experience needed

What this book is for

This is the shop's new way of writing down every sale, every payment, every battery that comes in and every cedi of profit. It replaces the exercise books and the spreadsheets. This manual shows you how to use it, one job at a time.

Batteries • Fanbelts • Alternators • Starters • Auto Parts

Version 1.0

Contents

How to use this book

You do not need to read this book from front to back. Nobody does that.

Find the job you want to do in the contents page, turn to it, and follow the numbered steps. Each job stands on its own.

Four kinds of box appear in this book:

Do this

Numbered steps to follow. When you see this box, you are being shown exactly what to press, in order.

Good to know

A useful extra. Not essential, but it will save you time or trouble.

In plain words

A word or an idea explained in ordinary language, with no accounting talk.

Careful

Something that could cause real trouble if you get it wrong. Slow down and read these twice.

How things are written:

- **Blue bold** is a button you press on the screen.
- **Bold black** is a menu item on the left-hand side.
- **Stock** → **Stock Take** means: press **Stock** on the left, then press **Stock Take**.
- *Slanted writing* is the name of a box you type into.

PART 1

Starting Off

1.1 What this system does

Think of the old exercise book where you wrote down who bought a battery and who still owes you. Then think of the spreadsheet with the prices in it. Then the other book where you counted what was left on the shelf.

This system is all of those books, joined together, in one place.

The important difference is this: **you write something down once, and everything else works itself out.**

When you record that Mr Kwame bought a Bosch battery for GHS 2,200 and paid nothing, the system does all of this by itself:

- takes one Bosch battery off the shelf count;
- adds GHS 2,200 to what Mr Kwame owes;
- adds GHS 2,200 to today's sales;
- works out the profit on that battery;
- adds it to this month's profit and this year's profit;
- puts it on Mr Kwame's statement, ready to print.

You did one thing. The system did six.

In plain words

There is no magic here. The system is just very good at remembering and at adding up. It never forgets a sale and it never makes a mistake in arithmetic. What it cannot do is know something you did not tell it.

1.2 Who can do what

Not everyone in the shop should be able to do everything. Three kinds of person can sign in:

Kind	What they can do
Administrator	Everything. Sell, take money, buy stock, change prices, add people, see what things cost, see the profit, change settings, take backups.
Sales	Sell things, take money from customers, book in new stock, add customers. **They cannot see what anything cost the shop, and they cannot see the profit.**
Viewer	Can look at everything and change nothing. Useful for an accountant or the shop owner's family member who only wants to see the figures.

Good to know

The Sales role hiding cost prices is deliberate. An attendant needs to know a battery sells for GHS 2,200. They do not need to know it cost the shop GHS 1,800, and that information has a way of travelling.

1.3 Signing in

Do this

1. Open the internet browser on the shop computer (Chrome, Edge or Firefox).
2. In the address bar at the top, type `localhost/carparts` and press Enter.
3. Type your *Username*.
4. Type your *Password*. If you want to check what you typed, press the small eye at the end of the box.
5. Press **Sign in**.

The very first time anybody signs in, the system will insist on a new password. This is on purpose. The passwords the system was set up with are written in the installation notes, so everyone who has seen those notes knows them.

Choosing your new password

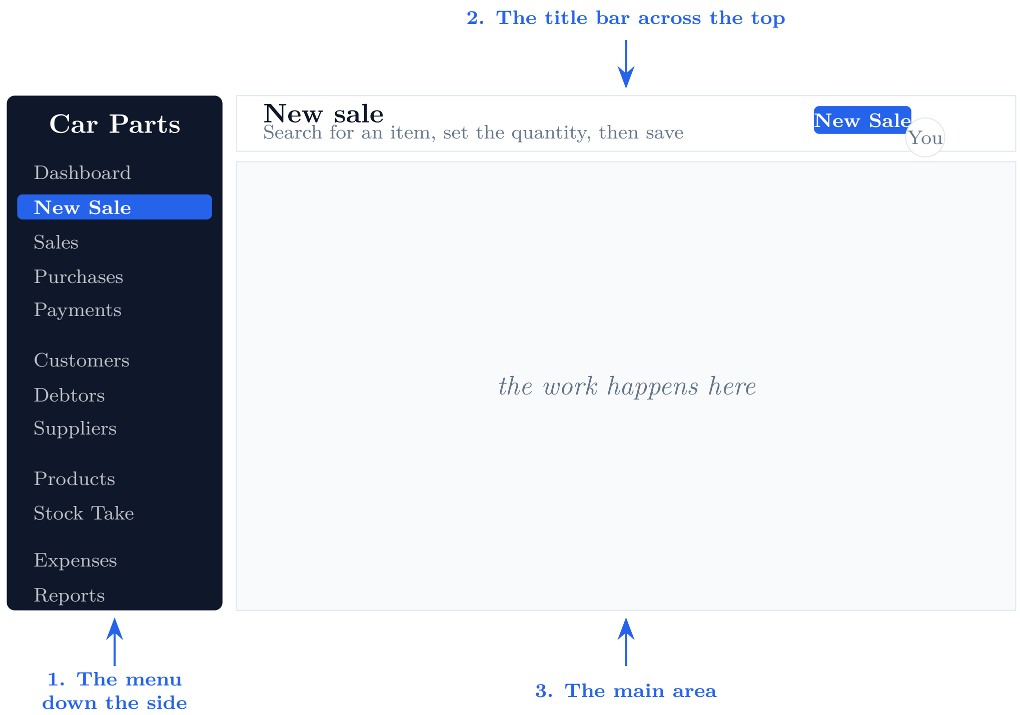
1. Type your new password twice, so a typing mistake cannot lock you out.
2. Use at least eight letters or numbers.
3. Do not use the shop name, and do not use `1234`.
4. Press **Change it**.

Careful

Never share your sign-in with anyone else, even for five minutes. Everything done in the system is recorded against the name of whoever was signed in. If you lend your sign-in to someone and they make a mistake, the system will say that *you* made it.

1.4 Finding your way around the screen

Every page looks the same. Once you know these three areas, you know the whole system.



1. **The menu down the left.** Every part of the system is here, gathered into groups: Daily work, People, Stock, Money, Administration. Press any of them to go there. Whatever you are looking at now is highlighted in blue.
2. **The title bar across the top.** Tells you which page you are on. On the right is the **New Sale** button, which works from anywhere, and your own name. Press your name to change your password or sign out.
3. **The main area.** The actual work.

Good to know

On a phone or a small tablet the menu is hidden to save room. Press the three lines ≡ at the top left to slide it out.

1.5 The Dashboard

The Dashboard is the page you land on. It answers the questions a shop owner asks first thing in the morning.

What it shows	What it means
Sales today	How much you have sold since this morning.
This month	How much you have sold since the first of the month.
Owed by debtors	Money that is out there, in other people's pockets.
Stock on hand	What is sitting on your shelves, and how many items need reordering.
Last 30 days	A picture of whether business is going up or down.
Latest sales	The last few sales, so you can check one quickly.
Biggest debtors	Who to telephone first.
Needs reordering	What to buy before you run out.

Good to know

If you are signed in as Sales, the money-and-profit tiles are not shown to you. That is not a fault.

PART 2

The Jobs You Do Every Day

This part covers the five things you will do again and again. Learn these and you can run the shop.

2.1 Selling something

This is the one you will use most. A customer wants a battery. Here is how you write it down.

Do this

1. Press **New Sale** on the left, or the blue **New Sale** button at the top right.
2. In the box marked *Find an item*, start typing. You can type part of the name, the item code, or the size. Typing `bosch 17` is enough to find the Bosch 17-plate battery.
3. A list drops down. Press the item you want with the mouse, or use the **down arrow** key and then **Enter**.
4. The item appears in the list below, with a quantity of 1.
5. If they are buying more than one, press the + button next to the quantity, or type the number in.
6. Check the *Unit price*. The system fills in the normal price by itself. If you agreed a different price, type over it.
7. Add more items the same way, if they are buying more than one thing.

Now say who is buying and how they are paying.

Then

8. On the right, under *Sold to*: if it is a passer-by paying cash, leave it on **CASH**. If it is somebody you know, press the box and start typing their name.
9. Fill in *Vehicle no.* if you know it. It is worth the two seconds — when somebody comes back about a battery six months later, the vehicle number is how you find the sale.
10. Look at *Amount paid now*:
    - Paying the whole amount? Press **Paid in full**.
    - Paying nothing today? Press **On credit**.
    - Paying part of it? Type what they handed you.
11. Choose how they paid under *Paid by* — Cash, Mobile Money, Bank transfer or Cheque.
12. Check the coloured box. Green means nothing is owed. Orange tells you exactly how much they will owe.
13. Press **Save sale**.

The sale is now recorded, the stock has come down, and if they owe anything it is already on their account. Press **Print** if the customer wants a paper copy.

2.1.1 When the price shows 0.00

Some items in the price list do not have a price yet. When you add one, the price box turns red and the line says **no price set**.

Do this

1. Type what the customer is actually paying.
2. A small tick box appears saying **set as list price**.
3. Tick it if this is the price the item should sell for from now on.
4. Carry on and save the sale as normal.

Next time anyone sells that item, the price will already be there. Do this whenever it comes up and the price list fills itself in as you trade, without anyone having to sit down and type in hundreds of prices.

Careful

The system will not let you save a sale with an item priced at zero. This is on purpose. A sale recorded at nothing makes the day's takings wrong and the month's profit wrong, and nobody ever notices until the figures are needed.

2.1.2 If you make a mistake

Everybody does. What to do depends on whether you have saved it yet.

The mistake	What to do
Wrong item added, not saved yet	Press the red × at the end of the line.
Wrong quantity or price, not saved yet	Type over it. Nothing is saved until you press **Save sale**.
Whole sale is wrong, already saved	Ask the administrator to **void** it.
They paid you more later	Do not touch the sale. Record a payment instead (Section 2.2).

In plain words: what is "voiding"?

Voiding is crossing something out rather than tearing the page out. The sale stays on record, marked as cancelled, so anyone looking later can see that it happened and that it was undone. The stock goes back on the shelf and the debt disappears. Only an administrator can do it, and they must give a reason.

2.2 Taking money from someone who owes

A customer comes in to settle all or part of their bill.

Do this

1. Press **Debtors** on the left. This is the list of everyone who owes the shop money.
2. Find the person. Press the green **Take payment** button on their row.
3. Check the amount they owe, shown at the top.
4. Type what they are handing you in *Amount received*. If they are clearing the lot, press the button that fills in the full amount.
5. Choose *Paid by*. If it is Mobile Money or a cheque, put the reference number in the *Reference* box.
6. Press **Record the payment**.

What happens to the money

If somebody owes on three different invoices and pays you part of it, the system puts the money against the **oldest** bill first, then the next one, and so on. That is what a bookkeeper would do, and it means the oldest debt is always the one clearing.
If you want the money to go against one particular invoice instead, choose that invoice from the list before you save.

2.3 Booking in new stock

A delivery arrives. This is how it goes onto the shelf in the system.

There are two ways. Use the quick one when a single item arrives.

One item — the quick way

1. Press **Products** on the left and find the item.
2. Press its name to open it.
3. Press the green **Add stock** button.
4. Fill in *How many came in* and *Cost each* — that is what you paid the supplier for one, not what you sell it for.
5. Choose the supplier if you know it, and put in their invoice number.
6. If the price is going up, put the new price in *New selling price*. Leave it blank to keep the old one.
7. Leave *Paid the supplier in full* ticked if you have paid them. Untick it to record what you still owe.
8. Press **Add the stock**.

A whole delivery — several items at once

1. Press **Purchases** on the left, then **Record stock in**.
2. Search for each item and add it, exactly like making a sale.
3. Put in the quantity and what each one cost.
4. Fill in the supplier, the date and their invoice number.
5. Add any transport or clearing charges in *Transport / clearing*.
6. Say how much you paid them.
7. Press **Save purchase**.

Always put in the cost

It is tempting to leave the cost at zero when you are in a hurry. Do not.
The cost is the only way the system can work out your profit. Stock booked in at zero cost looks like it was free, so when you sell it the system thinks you made pure profit. Your monthly profit figure will be far too high, and you will be paying tax or making decisions on a number that is not true.

Why the cost changes when you book stock in

Say you have 30 batteries on the shelf that cost you GHS 1,800 each. A new delivery of 10 arrives, and this time they only cost GHS 900 each.

What did a battery cost you now? Not GHS 1,800, and not GHS 900. You have 40 batteries and you paid GHS 63,000 for them altogether, so each one has cost you GHS 1,575 on average.
The system works this out for you every time stock comes in. It is called the **average cost**, and it is what the profit figures use. It matters: if the system simply forgot the old price and used GHS 900, it would claim you made GHS 900 too much profit on every one of those 30 older batteries.

2.4 Adding a new customer

Do this

1. Press **Customers** on the left, then **New customer**.
2. Put in their *Name*. Write it the way the shop says it, so everyone recognises it.
3. Put in their *Phone*. Do take the trouble — see the warning below.
4. Leave *Customer type* as **Credit customer** if they will ever buy on credit.
5. Press **Add customer**.

The phone number is the important one

A customer with no phone number who owes you money is very hard to chase. You cannot ring them and you cannot send them a message. Ask for the number while they are standing in front of you, because afterwards is too late.

Good to know

Before adding somebody, type a bit of their name in the search box first. The same person written three different ways — `AECL`, `AECL (MR KENNETH)`, `Aecl Damang` — looks like three customers who each owe you a third of the money, and the true total is hidden.

2.5 Writing down an expense

Rent, electricity, transport, wages, the boy who sweeps the shop. Every cedi that goes out and is not stock.

Do this

1. Press **Expenses** on the left, then **Record an expense**.
2. Choose the *Date* and the *Category*.
3. In *What was it for*, write something a stranger would understand in a year's time. "Shop rent for August" — not "rent".
4. Put in the *Amount* and how it was paid.
5. Press **Save**.

Why bother?

Because without expenses, the profit figure is only half true.
Suppose you sold GHS 20,000 of batteries this month and they cost you GHS 14,000. The system says you made GHS 6,000. But if the rent was GHS 1,500 and the electricity was

GHS 300, you actually made GHS 4,200.
The first number is called **gross profit**. The second is **net profit**, and it is the one that is really yours. The system can only work out the second if you tell it about the rent.

PART 3

Finding Things Out

3.1 Who owes me money?

Do this

Press **Debtors** on the left.

Everyone who owes you, biggest first, with their phone number and how old the oldest bill is. The number of days is coloured:

Grey	Under 60 days. Normal trading.
Orange	Over 60 days. Worth a phone call.
Red	Over 120 days. Go and see them.

3.1.1 Reminding people, without writing the message yourself

Do this

1. Press **All Reports**, then **Debtor reminders**.
2. Every debtor is listed with a polite message already written for them, with their name and the amount filled in.
3. Press the green **WhatsApp** button to open the chat with the message ready to send, or the blue button for a text message.
4. Or press **Copy** and paste it wherever you like.

3.2 What am I running out of?

Do this

Press **Reorder List** on the left.

Everything at or below its reorder level, with a suggested quantity to buy. The red number beside **Reorder List** in the menu is how many items are on that list right now.

What is a "reorder level"?

It is the point at which you want to be reminded, not the point at which you have run out. If you set the reorder level for Bosch 17-plate batteries to 3, the system starts warning you when you are down to 3 — while you still have three to sell and time to order more. Set it by how fast the item sells and how long your supplier takes.

3.3 How much did we make?

For one month

Press **Monthly Profit** on the left. Choose the year at the top.

A row for each month of the year: what you sold, what those goods cost, the profit, and the profit after expenses. There is a picture above the table showing the same thing.

For the whole year

Press **Annual Profit** on the left.

One row per year, so you can see this year against last year.

The two kinds of profit

Gross profit is what you sold, less what those goods cost you.
Net profit is gross profit less the rent, the lights, the wages and everything else. This is the money that is actually yours.
A shop can have a healthy gross profit and still be losing money, if the expenses are bigger than the gap. That is why both are shown.

If you see a yellow warning on the profit page

It will say something like *"100% of the sales in this period were for items with no cost price on record."*
It means the profit figure is too high — much too high. The system does not know what those goods cost, so it is treating them as though they were free.
The fix is to fill in the cost prices. Press the yellow button on that warning, or go to **All Reports** → **Data review**. Once the costs are in, every profit figure — including for sales already made — corrects itself.

3.4 Which items actually make money?

Do this

Press **All Reports**, then **Profit by product**.

Every item you sold in the period, how many went, what came in, what it cost, and the profit. Press a column heading to sort by it. Sorting by profit tells you what is really earning its shelf space.

The "index"

The **index** is the selling price less the cost price — what you make on one unit, in cedis. It is the figure the fanbelt statement has always been kept in.
A fanbelt that costs GHS 25 and sells for GHS 50 has an index of GHS 25.
The system works the index out every time rather than storing it, so it can never disagree with the prices. It is shown on the product list, on each product's page, on the price list and on every sale.

3.5 All the other reports

Do this

Press **All Reports** on the left.

Report	Answers the question
Monthly profit	How did each month of this year go?
Annual profit	Are we doing better than last year?
Profit & loss	A proper statement for any dates — for the bank or the accountant.
Daily sales	What did we take each day? How much of it was cash?
Profit by product	Which items earn their shelf space?
Profit by brand	Bosch or Anyan? Batteries or fanbelts?
Sales by customer	Who are our best customers?
Debtor aging	How old is the money owed to us?
Debtor reminders	Ready-made messages for people who owe.
Sales by staff	How much did each person sell?
Stock valuation	What is the stock on our shelves worth?
Slow-moving stock	What is sitting there not selling?
Stock movements	Every single thing that came in or went out.
Data review	What still needs tidying up?

Good to know

Nearly every report has an **Excel / CSV** button. Press it and the report downloads as a file you can open in Excel and do whatever you like with.

PART 4

Printing and Sending

4.1 An invoice or a receipt

Do this

1. Press **Sales** on the left and find the sale.
2. Press the little printer picture on its row.
3. The document opens with the shop's name and address at the top.
4. Press **Print**.

If the sale is fully paid it prints as a **Receipt**. If money is still owed it prints as an **Invoice** showing the balance due. You do not have to choose — the system knows.

4.2 A customer's statement

This is the one customers ask for most: a full list of everything they have bought and everything they have paid, with the balance at the bottom.

Do this

1. Press **Customers** on the left and find them.
2. Press the document picture on their row (or open them and press **Statement**).
3. To show only part of the year, put dates in *From* and *To*.
4. Press **Print**.

Sending it by WhatsApp or email

In the print window, instead of choosing your printer, choose **Save as PDF**. You now have a file you can attach to a WhatsApp message or an email.
This works for every printable page in the system — invoices, statements, price lists, reports.

4.3 A price list

Do this

1. Press **Products** on the left.
2. Press **Price list**.
3. To print only one kind, choose it in *Category* first.
4. Press **Print**.

Careful

If you are signed in as an administrator, the price list you print includes the **cost** and the **index**. Do not hand that copy to a customer.
Print it while signed in as Sales, or as a viewer, and those columns are not there at all.

PART 5

Keeping It Tidy

Ten minutes of this each week is worth more than a whole day of untangling later.

5.1 Counting the shelf (stock take)

However careful everyone is, what the system thinks is on the shelf and what is actually there will drift apart. Breakages, a battery handed over in a hurry, an honest miscount. A stock take puts it right.

Do this

1. Press **Stock Take** on the left.
2. Choose a *Category* — do one at a time, batteries today, fanbelts tomorrow.
3. Press **Load the list**.
4. Press **Print a count sheet** and walk the shelf with it, writing down what you actually count.
5. Come back to the computer and type each count into the *You counted* column.
6. As you type, the last column shows the difference: green if it matches, blue if there is more than expected, red if less.
7. Press **Apply the count**.

The system corrects every item that differs and writes down what the difference was, so there is always a record of the correction.

Good to know

Do one category a week and the whole shop gets counted every month or so without anyone ever losing a day to it.

5.2 The Data Review page

Do this

Press **All Reports** on the left, then **Data review**.

This is a list of everything in the system that still needs a human decision. Work down it when the shop is quiet.

What it says	What to do
Items with no cost price	Type the cost straight into the box on the page. It saves as you go. This is the most important one — it is what makes the profit figures true.
Items with no selling price	Same, in the other column.
Negative stock	The system thinks you sold more than you had. Count the shelf and fix it in Stock Take.
Sales needing a check	Sales brought in from the old spreadsheets where the sheet was unclear. Open each one and confirm it.
Possible duplicate names	The same person entered twice. An administrator can join them together.
Debtors with no phone number	Ring round or ask next time they come in.

5.3 Joining up duplicate customers

Administrator only

1. Press **Customers**, then **Find duplicate names**.
2. Each pair that looks like the same person is listed, with the reason.
3. Decide which spelling to keep.
4. Press **A → B** to move everything from the first onto the second, or **B → A** for the other way round.

Every invoice and every payment moves across, so the balance is right afterwards. It cannot be undone, so read the two names before you press.

5.4 Backing up

This is the most important page in the book

A backup is a copy of everything — every sale, every customer, every price. If the computer is stolen, catches a virus, or simply dies, the backup is the difference between carrying on tomorrow and starting again from nothing.

Every Friday

1. Press **Backup** on the left.
2. Press **Back up now**.
3. A file downloads. **Copy it onto a flash drive, or email it to yourself, or put it in Google Drive.**

A backup on the same computer is not a backup

If the only copy is on the shop computer, and the shop computer is what fails, you have nothing. The copy must live somewhere else.

The system keeps the last ten backups on the computer and quietly removes older ones, so the disk does not fill up.

5.5 Adding a new category or brand

When the shop starts selling something new, or a new battery make arrives.

Do this

1. Press **Categories & Brands** on the left.
2. Type the name in *New category* or *New brand*.
3. Press **Add**.

The number beside each one is how many products use it. Press that number to see them. You cannot delete a category or brand while products are still filed under it — move those products first.

PART 6

For the Administrator

6.1 Company details, prices and rules

Do this

Press **Settings** on the left.

Section	What it controls
Company details	The name, address and phone number printed on every invoice and statement. Set this before you print anything for a customer.
Document numbering	The letters in front of invoice numbers. `INV` gives `INV-2026-0001`.
Money and tax	The currency symbol, how dates are shown, and whether tax is added to sales.
Shop rules	The default reorder level, how many rows a page shows, and whether staff may sell more than the recorded stock.

One setting worth revisiting

Allow selling more than the recorded stock starts switched on, because the opening stock figures still need tidying.
Once you have done a full stock take and you trust the numbers, switch it off. The system will then refuse a sale it cannot cover, which catches mistakes at the counter instead of at the month end.

6.2 Adding a member of staff

Do this

1. Press **Users** on the left, then **New user**.
2. Put in their full name and a username they will remember.
3. Choose the *Role* — see the table in Part 1.
4. Give them a starting password and leave **Make them choose their own password** ticked.
5. Press **Save**.

When somebody leaves, do not delete them — their sales are on record. Open them and untick **Allowed to sign in**. The system does this for you anyway if it finds sales in their name.

6.3 Seeing who did what

Do this

Press **Activity Log** on the left.

Every sale, every price change, every deletion, with the name of who did it and when. Useful when something looks wrong and nobody remembers touching it.

6.4 Starting a new set of books

When the testing is over and you want to trade for real, this clears the practice data.

Careful

This permanently removes every sale, payment, purchase and stock movement. It cannot be undone from inside the system. Read this whole section first.

Do this

1. First: if anybody owes you money, press **Debtors** and **print the list**. You will need it afterwards.
2. Press **Start New Books** on the left.
3. Read what will be removed. The amount currently owed is shown — check it against your printout.
4. Tick what you want to **keep**. Normally: products, customers, suppliers, categories and expense categories.
5. Type `START NEW BOOKS` in the box. Capital letters do not matter.
6. Type your own password.
7. Tick the box to confirm.
8. The three steps above turn green as you finish them, and only then does the red button come alive. Press **Clear the books**.

A full backup is taken automatically before anything is touched. If that backup cannot be written, the whole thing stops.

Afterwards

1. Invoice numbers start again at 0001.
2. Count every shelf and enter it under **Stock Take**.
3. Re-enter any real debt as each customer's *Balance brought forward* (open the customer, press **Edit**).
4. Carry on trading as normal.

PART 7

When Something Looks Wrong

Work down this list. Most things are one of these.

7.1 I cannot sign in

What you see	What to do
"That username or password is not correct"	Check the Caps Lock key. Type the password into the username box first so you can see it, then move it across.
"Too many failed attempts"	Wait ten minutes. The system locks after five wrong tries, to stop somebody guessing.
"That account has been disabled"	An administrator has switched it off. Ask them.
You have forgotten it completely	An administrator can set a new one under **Users**. Nobody can read your old one — not even the administrator.

7.2 The page will not load at all

Check these in order

1. Is the **XAMPP** program running? Open it and check that **Apache** and **MySQL** both say *Running* in green. If not, press **Start** beside each.
2. Is the address right? It should be `localhost/carparts`.
3. Restart the computer and try again.

7.3 The stock number looks wrong

Check these in order

1. Open the product and look at **Stock movements** at the bottom. Every in and out is listed with a running balance. Usually the answer is visible there — a sale nobody mentioned, or a delivery booked in twice.
2. If the list looks right but the total does not, ask the administrator to press **Settings** → **Rebuild stock & balances**. That recalculates every total from the movements. It is safe to run at any time.
3. If the list is right and the shelf disagrees, the shelf wins. Do a stock take.

7.4 A customer's balance looks wrong

Check these in order

1. Print their statement. Every invoice and every payment is on it, in order, with the running balance. Read down it with the customer.
2. Is the same person in the system twice? Check **Customers** → **Find duplicate names**. Half their payments may be sitting on the other spelling.
3. Was a payment recorded against the wrong person? Look in **Payments** for that day.

7.5 The profit figure looks far too high

Almost always the cost prices are missing. See the yellow warning at the top of the profit page, and Part 3, Section 3.3.

7.6 A chart is not showing

If a chart is missing, the page will now say why in the space where it should be. The figures in the table underneath are never affected — the chart only ever draws the numbers that are already there, so you can carry on working and report it later.

7.7 The screen looks squashed on a phone

That is normal — the system rearranges itself for small screens. The menu hides behind the three lines at the top left, and on the sales screen each item becomes its own little card instead of a wide table. Everything is still there.

PART 8

Words Explained

Every term in this book, in ordinary language.

Word	What it means
Average cost	What one unit has cost you on average, across all the deliveries you have had. If you bought 30 at GHS 1,800 and 10 at GHS 900, the average cost is GHS 1,575. This is the figure the profit reports use.
Backup	A copy of everything in the system, saved as one file. Keep it somewhere other than the shop computer.
Balance	What is still owed. Total less what has been paid.
Balance brought forward	Money a customer owed you from before the system started.
Cash sale	The customer pays the whole amount there and then.
Cost of goods sold	What the things you sold had cost you. Not what you sold them for.
Cost price	What you pay the supplier for one unit.
Credit sale	The customer takes the goods and pays later, in full or in part.
Debtor	Somebody who owes the shop money.
Debtor aging	Splitting what is owed by how old it is — under 30 days, 30 to 60, and so on. Old debt is harder to collect, so it needs to be visible.
Gross profit	Sales less what those goods cost you. Before rent, lights and wages.
Index	Selling price less cost price. What you make on one unit, in cedis. A fanbelt costing GHS 25 and selling for GHS 50 has an index of GHS 25.
Invoice	The paper given to a customer listing what they bought and what they owe.
Margin	The index shown as a percentage of the selling price. An index of GHS 25 on a GHS 50 belt is a 50% margin.
Net profit	Gross profit less all your expenses. The money that is actually yours.
Purchase	Stock coming in from a supplier.
Receipt	The paper given to a customer confirming money received.
Reorder level	The stock figure at which the system starts warning you to buy more.
Statement	A customer's full history — everything bought, everything paid, and the balance.
Stock movement	Any single change to the stock: a sale, a delivery, a correction.
Stock take	Counting what is really on the shelf and telling the system, so it can correct itself.
Supplier	A business you buy stock from.

Word	What it means
Void	To cancel a sale that was recorded by mistake. The record stays, marked cancelled; the stock goes back and the debt disappears.

The One-Page Wall Chart

Print this page and put it by the counter

To sell something

1. **New Sale**
2. Type part of the item name → press **Enter**
3. Set the quantity with − and +
4. Choose the customer, or leave it on **CASH**
5. Press **Paid in full** or **On credit**
6. **Save sale**

To take money from someone who owes

1. **Debtors**
2. Find them → press **Take payment**
3. Type the amount → choose how they paid
4. **Record the payment**

To book in a delivery

1. **Products** → open the item → **Add stock**
2. How many, and **what it cost you** — never leave the cost at zero
3. **Add the stock**

Every Friday, without fail

1. **Backup** → **Back up now**
2. **Copy the file onto a flash drive or email it to yourself**

A backup left on the shop computer is not a backup.

The three rules	
1.	Always put in the cost when stock comes in.
2.	Always take the customer's phone number.
3.	Always back up on Friday.

If you are stuck, look up the job in the contents page at the front.