DAVSUITE

DavSuite ERP

COMPREHENSIVE USER HANDBOOK

For Customer Use

Powered by Davors Technologies

Version 3.5 | 26 October 2026

Covers: Getting Started · Bulk Import · User Roles (incl. Director) · Business Units · Finance (incl. Year-end Carry-forward, Budget, Tax Settings, Client Receipts, Staff Welfare Fund) · Sales & CRM (Pipeline, Product Quotes, Client Quotations, Returns & Credit Notes, Discounts & Loyalty, Targets & Commissions) · Point of Sale · Email & Promotions · HR Management · Operations (incl. Duty Roster Approvals) · Inventory (Production & Purchasing, Stock Adjustments, Barcode Scanning) · Real Estate (Davors platform) · Reports · Directors Board (Scorecard, Dividends, Shareholders) · Attendance Scanners, Shifts & Remote Work · Overtime · Leave Types, Half-Paid & Unpaid Leave · Payslips · Administration · Your Subscription

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Section 1 — Welcome

Welcome to DavSuite — a single system for managing your finances, people, operations, sales, and inventory. This handbook walks you through every part of your workspace, from your first login to running reports at month end, and explains the business logic behind the numbers so you always understand what you are looking at.

Your workspace is private to your organization. Everything you enter — employees, customers, transactions, and settings — is visible only to your own team, never to any other company using the platform.

Note
This handbook covers the features available in your workspace today. New modules are added periodically — check with your account administrator if you are looking for something not covered here.

Section 2 — Getting Started

2.1 Signing Up

New organizations sign up at the DavSuite landing page by selecting "Sign up for free." You will be asked for your company name and an administrator email and password. Once submitted, your workspace is created immediately with a 90-day free trial giving full access to your workspace's available features.

2.2 Logging In and Your First Session

Step	What to do
1	Go to your workspace's login page and enter your email and password.
2	If you have forgotten your password, ask your workspace administrator to reset it for you from Administration → User Accounts.
3	New accounts must confirm their email address before their first login — check your inbox for a confirmation link after signing up.
4	After logging in you will land on your Dashboard. The left-hand sidebar gives you access to every module you have permission to use.

Tip
Which modules you see in the sidebar depends on your assigned role — see Section 3.

2.3 Getting Your Data In — Two Ways to Start

Every new workspace starts empty. There are two ways to fill it, and you are not locked into either one — most workspaces end up using both.

- **Starting fresh.** build up your Customers, Employees, and Products one at a time as you actually need them — the natural approach if you are new to running things digitally, or your records were never that organized to begin with.

- **Migrating from another platform.** if you already track this information in Excel or another system, use Bulk Import (Section 2.4) to bring your existing spreadsheets in at once, instead of retyping everything by hand.

Tip

You can mix both approaches freely — bulk import your existing customer list on day one, then keep adding new customers one at a time as they come in.

2.4 Bulk Importing Your Existing Data

If you are migrating from Excel, another system, or paper records, Bulk Import lets you upload a spreadsheet and load many records at once, instead of typing each one in by hand. Look for a Bulk Import button on the list page of any of the following:

- **Finished Products.** Finished Products — Inventory.
- **Services.** Services — Sales & CRM.
- **Employees.** Employee Directory — HR Management.
- **Customers.** Customer List — Sales & CRM.
- **Expenses.** Expense Register — Finance.
- **Fixed Assets.** Fixed Assets — Finance.

Every **central** Bulk Import (from the **Bulk Import** button on the list pages above) follows the same four-step wizard:

- **1. Upload.** Choose the import type and upload your spreadsheet (**.csv**, **.xls**, or **.xlsx**, up to **20 MB** and **10,000 data rows**). Use **View expected columns** for the exact field list (required vs optional and example values), and **Download template** for a starter CSV. If the workbook has more than one sheet, pick **Which sheet should we import?** (names and row counts are shown; the first sheet with data is selected by default). Large files are read in your browser; row data is sent to the server in small batches so uploads stay reliable.
- **2. Map columns.** Match each column in your file to the correct field. Header names and column order do not need to match the template — the wizard **auto-matches** obvious names where it can. Mark a column **Ignore** if it should not be imported.
- **3. Review.** The system validates every row on the server. Errors are grouped by message so you can fix patterns once; open **Show all errors** or **Download error report** (CSV) for the full list. You cannot import until **zero error rows** remain (valid rows only).

- **4. Import. Import** writes every valid row in one commit and links you to the destination list (for example Expense Register). If the same file was committed before, the wizard warns you about a possible re-upload before it sends rows.

Note — other bulk imports

Attendance, CRM Products, and Product Sales use their own **Bulk Import** panels on those screens (preview then confirm). They use the same file types and **20 MB / 10,000-row** limits and the same multi-sheet picker when needed, but they do not use the four-step map/review wizard.

Tip

Some fields — like a product's Supplier, or an employee's | Department or Position — are matched by name, not by any internal code. If a name in your file does not already exist in your workspace, most of these are created automatically so your import is not blocked; a few, like Payment Method, must already exist in your settings first, and the Expected Columns panel tells you which is which.

Note

ID numbers such as an Employee ID, Client ID, or Asset ID are always generated by the system, not read from your file — leave these columns out of your spreadsheet entirely.

Warning

If you accidentally upload and commit the same file twice, the system recognizes the repeat and warns you before proceeding — but always check your list screen after an import to confirm the count of new records matches what you expected.

2.5 Clickable warning icons (⚠)

Some screens show a small ⚠ icon next to a label or total when something needs attention (for example leave that exceeds balance, or overdue supplier payables). **Click or tap the icon** to open a short explanation — no technical error text is shown in the main form.

2.6 Times, pickers and list panels

- **Times** are shown and entered in **12-hour** format (AM/PM) everywhere in DavSuite.
- Use the **standard time picker** on time fields: choose hour, minute and AM/PM, then **OK** (or **Cancel** / **Clear**). You can also type a time such as "4:30 am".

- Long **list panels** (explanations, setup cards, secondary detail) are **collapsible** and start **collapsed by default** so the main work stays clear — expand when you need the detail.

Section 3 — Understanding User Roles

Every user in your workspace is assigned exactly one role. Your role determines which modules and actions you can see and use. Roles are set by your workspace administrator under Administration → User Accounts.

Role	Typical use	Access level
Admin (super_admin)	Business owner / manager	Full access to all modules and settings in your workspace
Director	Senior manager	Finance, HR Management, Operations, Real Estate (Davors Technologies only), Reports
Finance	Accountant / bookkeeper	Finance, Sales & CRM, Reports
HR	HR / payroll officer	HR Management, Sales & CRM, Reports
Operations Manager	Site / operations lead	Operations, Inventory, Reports; **Finance → Suppliers** only (Supplier 360 purchasing view)
Supervisor	Site supervisor	Operations at assigned sites, limited HR
Sales Rep	Sales / till staff	Sales & CRM (Customer List, Point of Sale, Sales register, Credit Notes, Quotations); **Finance → Suppliers** only (Supplier 360 purchasing view); own sales and assigned quotations on the Dashboard
Employee	General staff	**Self-Service** when your user account is **linked to an employee record** (see Section 11)
Client	Your own customer	Their own invoices/statements only, via Customer Portal

Note | | Only Davors Technologies platform administrators can access Platform Settings and Monitoring & Support — these are not part of a | customer workspace. |

Section 4 — How Everything Fits Together

Before diving into each module, it helps to see the whole picture. Your Dashboard sits at the centre — every other module feeds it live figures, and every module is reachable from the sidebar based on your role.

Fig. 1 — Every module ultimately reports back to your Dashboard.

A quick orientation to each module, with the section that covers it in full:

- Finance (Section 6) — your money: income, expenses, budget, statements, invoices
- Sales & CRM + POS (Section 7) — your customers and how you sell to them
- HR Management (Section 8) — your people and payroll
- Operations (Section 9) — your sites, work orders, and inspections
- Inventory (Section 10) — your stock, whether made or bought, by business unit where you use more than one
- Real Estate (Section 10A) — landlords, properties, leases, and rent (Davors Technologies staff only)
- Self-Service (Section 11) — what every individual staff user sees for themselves
- Reports (Section 12) — exportable views across every module above
- Administration (Section 13) — how the workspace itself is configured, including Business Units and billing

Many workspaces also use **Business Units** (Section 10.0 and Section 13) so one company can keep several businesses — for example Davors Facilities and Davors Logistics — under the same login, with stock and costs kept separate per business.

Section 5 — The Dashboard

The Dashboard is your home screen and gives an at-a-glance summary calculated live from your registers. Use the "Summary Month" selector at the top right to view any past month.

What you'll see

- Net Profit (Year to Date) and Net Profit for the selected month
- Total Revenue and Total Expenses for the selected month
- Total Purchases (Month) and Total Purchases (Year to Date) — broken down into Raw Material Purchases, Product Purchases, and a Combined Total

- Cash Position as of the selected month
- Balance Sheet Check — confirms your books are balanced
- Revenue, Expenses & Net Profit chart for the last 6 months
- Cash and Cash Equivalents chart for the last 6 months
- Payroll Status and other operational summaries, depending on your role
- **Top Spending / Earning Analysis** — pick Month or Year, then toggle between By Category and By Individual Item, to see your top 10 expenses and top 10 income sources for that period, ranked highest to lowest.
- **Top Sales Analysis** — the same Month/Year view for your sales activity, toggled between By Product and By Customer, showing your top 10 for the period.

Note

Total Purchases is purely informational — it shows how much you have spent buying stock, but it does not feed into Total Expenses or Net Profit. Buying stock is not itself an expense; see Section 10 for the full explanation of why.

Note

Figures shown are calculated live from your Finance, Sales, and HR registers — there is nothing separate to update.

Business Unit switcher

If your workspace uses more than one business unit, the switcher at the top of the app controls which business the Dashboard (and most other screens) is summarizing. Pick a specific business to see that business's figures only. Choose **All Businesses** to see a combined view across every business unit. You cannot create or stamp new records while All Businesses is selected — switch to a specific business first. See Section 10.0 for the full explanation.

Sales Rep dashboard

If you have the Sales Rep role, the Dashboard shows three performance cards instead of tenant-wide totals:

- **POS** — your own point-of-sale revenue for the selected period.
- **Sales** — product sales credited to you.

- **Quotations** — client quotations assigned to you.

Each card reflects only activity attributed or assigned to you, not the whole business. Managers and other roles still see the full Dashboard summaries described above.

Section 6 — Finance

The Finance module is the financial heart of your workspace. All figures are reconciled monthly and feed directly into your Dashboard and Reports.

6.0 Finance module tabs

Open **Finance** in the sidebar to see a horizontal tab strip (full Finance roles). Tabs appear in this order:

Income Register → Customer Invoices → Customer Receipts → Credit Notes → Service Contracts → Expense Register → Accounts Payable → Supplier Contracts → **Suppliers** → Fixed Assets → Statutory Ledger → Staff Welfare Fund → Manual Financial Entries → Budget → Profit & Loss → Balance Sheet → Cash Flow.

Operations Manager and **Sales Rep** users who have Finance access see **Suppliers** only — the shared supplier directory and Supplier 360 (Section 6.4c), not the rest of the Finance tabs.

6.1 Income Register

Records all income, whether service-based (e.g. contract billing to a client) or product sales made through the Sales register (Add Sale) or POS. Entries made through either path automatically appear here.

Rows created by the system for a **customer refund** or a **sale return** show as locked — you cannot edit or delete them here. Refunding cash to a customer reduces your cash balance but is **not** treated as an operating expense.

Click the filter icon on the Service Category or Description column header to search and select one or more values, narrowing the list to just those entries — the total shown below the table updates to match whatever is currently visible.

Entries synced in automatically from a Client Invoice, Platform Billing, or a system payroll adjustment show an “(auto-posted)” label and cannot be edited or deleted from this screen — Edit and Delete are shown disabled, with a note pointing you to the source (for example, “Cancel or delete the Client Invoice instead”). This keeps the register in step with its source instead of drifting out of sync. Entries you add yourself here, through Add Entry, keep full Edit and Delete as normal.

6.2 Expense Register

Records **running costs** (operating expenses) by category — not capital asset purchases. Company-bought equipment and property belong in **Fixed Assets** only (Section 6.4a). Use Finance Settings to manage your list of expense categories. Cost of Goods Sold (COGS) is posted here automatically whenever you sell stock — see Section 10 for how this is calculated.

When you **create** a new expense, **Fixed Assets** is **not** offered in the Expense Category dropdown (the form shows a short note pointing you to **Finance → Fixed Assets** instead). If an older row still has category Fixed Assets, you can **edit** it to reclassify to an operating category such as Direct Operational.

You can bulk import existing expenses from a spreadsheet using the Bulk Import button on this page — see Section 2.4. Bulk import accepts **Paid** only for payment status — use **Accounts Payable** for amounts still owed.

Manual expenses can only be recorded as **Paid** (money has already left the business). Unpaid bills must be recorded in **Accounts Payable** (Section 6.3) so the amount owed is tracked. Older entries that still show another payment status can be edited, but you can only change that status to **Paid**.

Click the filter icon on the Expense Category, Sub-Category, or Description column header to search and select one or more values — combine filters across columns to narrow further. The total shown below the table always reflects only the rows currently visible.

Rows tied to a **sale return** or **customer refund** are system-created and locked — adjust returns from the Sales register or Credit Notes, not by editing here. Cash refunds reduce cash; they are **not** posted as a new operating expense.

When you **add** or **edit** an expense, choose an **Expense Category** first; the **Sub-Category** list then shows only sub-categories that belong to that category. Categories or sub-categories you have **hidden from new entries** (Section 13.2a) do not appear when creating a new expense, but they still display on older rows that already used them.

Tip — reclassifying an expense

To move a cost to a different category, **edit** the expense and change its category and sub-category. Do **not** delete the expense and re-enter it — that loses the audit trail and can distort month-end totals.

6.3 Accounts Payable

Tracks amounts your business owes to suppliers or vendors, and their payment status. **Unpaid supplier bills and unpaid GRA penalties** belong here; when you pay, record the payment **against the payable** (**Record Payment**). Whether a purchase creates an Accounts Payable entry at all depends on how it was paid — see Section 10.3 for Cash vs. Credit purchases.

- **Detail drawer —** click the **supplier name** on a row (or follow a deep link to that payable) to open **Accounts payable** in the side drawer. Sections include **Invoice**, **Amounts & status**, **Related records** (links to the supplier contract, fixed asset, or **GRA penalty — Statutory Ledger** when applicable), **Notes**, **Payment history** (each payment with date, amount, payment source, and notes), and **Business unit**.
- **Payment history —** every **Record Payment** against that AP line appears in the drawer; if none exist yet, the drawer says **No payments recorded**.

6.4 Fixed Assets

Maintains your register of fixed assets and their depreciation over time, using the depreciation methods configured in Finance Settings. Fixed Assets are equipment, vehicles, and property you keep long-term — this is a different concept from Inventory; see Section 10.5 for the distinction.

You can bulk import your existing asset register from a spreadsheet using the Bulk Import button on this page — see Section 2.4.

Use the **filter icon** on column headers to narrow the list: **Asset Name**, **Category**, **Purchase Date** (date range), **Depreciation Method**, and **Location**.

6.4a Recording asset purchases (company equipment & property)

Use **Finance → Fixed Assets** for equipment, vehicles, and other long-term property the company buys. **Do not** also add a row in the Expense Register with category **Fixed Assets** for the same purchase — that double-counts cash and wrongly hits Profit & Loss (Fixed Assets category expenses roll into **Other Expenses** on the P&L). New Expense Register entries cannot select Fixed Assets; use the Fixed Assets module only.

Cash purchase (company paid immediately). Record **only** in Fixed Assets. Choose the **actual payment method** (Cash, Mobile Money, Bank Transfer, POS/VISA, etc.). The system records the cash outflow from that Fixed Asset row for Balance Sheet cash and Cash Flow.

Credit purchase (supplier credit / pay later). Record in Fixed Assets with payment method **Credit** (or Supplier Credit). The system creates the linked **Accounts Payable** invoice automatically. Record supplier payments on **Finance → Accounts Payable → Record Payment** when cash leaves the business — not as a separate Paid expense for the asset.

Repairs and maintenance (e.g. replacing a mirror, servicing a machine) are **running costs**, not new capital assets. Record those in **Expense Register** under an operating category such as **Direct Operational** (e.g. Equipment / Equipment Repairs) — **never** under Fixed Assets and never in the Fixed Assets module.

Why double recording is wrong | | Fixed Assets already capitalises the cost on the Balance Sheet and | (for cash methods) reduces Cash. A Paid Expense Register row for the | same amount reduces Cash again and reduces retained earnings via P&L. | Credit assets need AP on

the Balance Sheet until paid — not a duplicate Paid expense on purchase date. |

6.4b Supplier Contracts

Finance → Supplier Contracts tracks recurring supplier agreements (written or verbal) that bill on a **monthly** cycle.

- **List & detail.** Open a contract to see a **summary card** (status badge, supplier, contract number, agreement type, start/end dates, auto-renew, category/sub-category, WHT rate, business unit, mid-month reminder, next billing date, current monthly amount, and a document link when uploaded).
- **Create.** Pick supplier, agreement type, business unit (when your workspace uses business units), dates, category, and initial monthly amount. **Written** agreements require an uploaded document (PDF or image); the contract is saved as **Draft** until you **Activate** it from the detail page (confirm dialog). **Verbal** agreements can be activated without a document.
- **Edit contract** (not available for **Terminated** contracts). Update end date, auto-renew, mid-month reminder, notes, business unit (only while no monthly bills exist yet), and replace the agreement document. **Monthly amount** changes use **Change Amount** only.
- **Monthly bills (Accounts Payable).** The detail page lists each generated bill (month, invoice number, amount, paid, balance, status) with a link to the AP entry. If none exist yet, the empty state explains that the **first bill is created automatically on the 1st of the contract's start month**. A nightly job creates AP for active contracts (invoice pattern {contract_number}-{YYYY-MM}); amount comes from the latest **Change Amount** amendment effective on or before that month.
- **Mid-month payments.** Pay through **Accounts Payable → Record Payment** like any other AP.
- **Record replacement payment.** When a stand-in covers a service, record service date, replacement name, amount, **payment method** (same options as Expense Register), and optional **notes**. This reduces that month's generated AP; unused amounts can **carry forward** on the contract **credit balance** (shown before **Terminate** if credit remains).
- **Change Amount.** Amendment with effective date, new monthly amount, reason, and optional amendment document (PDF or image).
- **Renewal & termination. Auto-renew** extends the term. **Terminate** stops future billing; generated AP stays as real obligations.

Supplier contract APs follow normal operating AP accrual rules (not Fixed Asset credit APs).

- **Pro-rated first and last month —** if the contract does not run for every day of a calendar month (starts mid-month or ends mid-month), the generated AP amount is **monthly**

amount × (billable days ÷ days in that month). The AP description includes a suffix such as **Pro-rated 15 Jan 2026–31 Jan 2026 (17 of 31 days)**.

- **Billing on the 1st —** the scheduled job creates each month's bill on the **1st** of that month. The **first** bill for the contract's start month is created on the **1st of the start month** (pro-rated when the start date is after the 1st).
- **Activate after the 1st —** if you **Activate** a contract **after** the 1st of its start month has already passed, the system **creates that month's bill immediately** (still pro-rated from the contract start date through month-end) so you are not waiting until next month.
- **Current vs upcoming amount —** the list and summary show **Current monthly amount**. When a **Change Amount** amendment is saved but not yet effective, the label can show the **new amount from {date}** until that date arrives.

6.4c Suppliers and Supplier 360

Finance → Suppliers is the workspace-wide supplier directory (shared across business units). The same supplier picker appears on Expense Register, Accounts Payable, Fixed Assets, purchase forms, and elsewhere: choose a saved supplier, or **Other (one-time supplier)** and type a one-time name.

Open a supplier to see **Supplier 360**:

- **Summary cards (full Finance access) — Total Spent ({year})**, **Outstanding**, **Overdue** (tap ⚠ on Overdue for an explanation), and **Last Activity**.
- **Tabs (full Finance access) — Purchases**, **Purchase Orders**, **Accounts Payable**, **Expenses**, **Supplier Contracts**, **Fixed Assets**. Each row can include a **View** link that opens the source record (often with a query such as `?apId=` for payables).
- **Sales Rep / Operations Manager —** Finance shows **Suppliers** only. Supplier 360 is limited to purchasing: cards **Total Purchased** and **Last Activity**, tabs **Purchases** and **Purchase Orders** only — no AP balances, expenses, contracts, or fixed assets. They can still use the supplier dropdown on forms they are allowed to complete.
- **Edit Supplier —** roles with inventory edit rights (not Sales Rep suppliers-only access) can update directory details from Supplier 360.

6.5 Manual Financial Entries

Finance → Manual Financial Entries is where you record balance-sheet and cash-flow adjustments that are not ordinary Income or Expense register rows (for example bank loan balances, other long-term liabilities, opening cash, and other cash inflows).

Director's Loan ledger

Director's Loan movements are **not** entered as a monthly stock figure any more. Each movement is its own **dated line** on the **Director's Loan** ledger (same screen, below the monthly table). For each entry you set:

- **Date** — when the movement happened
- **Type** — one of four choices (plain language below)
- **Amount**
- **Business unit** — when you work in a single unit; stamped from the switcher when you create the row
- **Description** and **Notes** (optional)
- **Linked expense** (optional) — tie the row to an Expense Register line when relevant

The four types and what they mean

Type (plain language)	Cash effect	Who owes whom
I lent the company money	Cash **into** the business	Company owes the director more
Company repaid me	Cash **out** of the business	Company owes the director less
Company paid for my personal expense	Cash **out** of the business	Director owes the company more
I repaid the company	Cash **into** the business	Director owes the company less

The ledger shows a **position line** at the top, for example **Company owes director** or **Director owes company**, with the net amount in GHS.

On the **Balance Sheet**, when the director owes the company, **Due from Director** appears under **Assets** (money the business should recover from the director). When the company owes the director, the liability appears on the **Director's Loan** line under liabilities.

Corrections — Edit or Reverse, never Delete

Wrong amount, date, or type? Use **Edit** on the ledger row, or **Reverse** (you must give a reason). Reversed rows stay in the audit trail; they no longer affect cash or the balance sheet. Do **not** delete ledger rows.

Personal expenses paid with company money

If the company paid for the director's **personal** spending, do **not** post it in the **Expense Register** as a normal business expense. Record **Company paid for my personal expense** on the Director's Loan ledger instead (cash out; director owes the company).

Monthly manual row (Bank Loans, Other LTL, cash fields)

Bank Loans and **Other Long-Term Liabilities** still use the monthly table and guided actions (**Money received**, **Money repaid**, **Non-cash adjustment**) on that month row. **Loan Proceeds** and **Loan Repayments** on the monthly row are for **bank / other long-term loan cash only** — not Director's Loan (Director's Loan cash is only on the ledger).

Delete on a monthly row removes the **whole month row** for that business unit. If more than one field is non-zero, the confirmation warns you that deleting removes **all** of them (bank loans, LTL, loan proceeds, opening cash, etc.) — use guided actions or edit to change a single field instead.

6.5a Budget

Finance → Budget is where you plan spending by expense category for a period (for example Monthly Pro-rated), optionally scoped to a project or contract, and compare that plan to what you have actually spent.

Use it to see budgeted, actual, variance, and status per category — the same figures that appear on the Budget vs Actual report. Pick the month and year you care about; leave project blank for the company-wide view.

6.6 Financial Statements

Profit & Loss, Cash Flow, and Balance Sheet statements are generated automatically from your registers and can be viewed by month or exported from Reports.

Balance Sheet — Accounts Payable at month-end. The **Accounts Payable** line on the Balance Sheet shows **outstanding** supplier liability **as at each month-end**. Payments dated **after** that month-end do **not** reduce Accounts Payable shown for **earlier** months (historical months stay consistent with what was still owed then).

Balance Sheet integrity check. A **nightly** job audits Balance Sheet balance for **every business** on the platform and **each business unit** separately. Out-of-balance results are logged (Administration → System Event Log); alert email may be sent when configured.

Balance Sheet — Customer credits. The **Customer credits** line is the liability for **store credit** you owe customers — credit notes kept as store credit that have not yet been used at POS or refunded in cash. It increases when you choose **Keep as store credit** on a return and decreases when credit is applied at checkout or when you **Record Refund**.

Under Finance → Balance Sheet you can also open **Capital Contributions**, which tracks owner or investor capital injected into the business (separate from day-to-day income). The Capital Contributions Summary report rolls the same information up for export.

Balance Sheet — Accrued Wages

Accrued wages on the Balance Sheet are the **Accrued Wages Payable** liability for salaries earned but not yet paid. The figure follows the Balance Sheet **as-of** date you choose (Finance → Balance Sheet). A mid-month **as-of** date shows wages accrued up to that date for the open month; completed months use the month-end position. Change the **as-of** date to see how accrued wages move with time. Example: for Head Office, pick an **as-of** date of the 15th to see open-month accrual for staff such as EMP001; month-end shows the closed position.

Fig. 2 — Your registers feed all three financial statements automatically.

6.6a Staff Welfare Fund

The Staff Welfare Fund tracks employee welfare deductions separately from other payroll items. It replaces the old practice of posting welfare deductions to DEDSAV Other Income.

- **Where to find it:** Finance → Staff Welfare Fund (also reflected on the Balance Sheet as **Staff Welfare Payable**).
- **How deductions work:** Each employee can have a **Welfare Deduction Rate** (a percentage of that period's gross pay). Set a workspace default under HR → Salary Settings, and override per employee on the Employee Directory when needed. During Payroll Processing the **Welfare Deduction** column shows the calculated amount for each staff member.
- **Accrual on payroll lock:** When you lock a payroll period, the total welfare deductions for that period are accrued to the Staff Welfare Fund ledger (they are **not** posted as DEDSAV income).
- **Fund balance:** The current balance is open accruals and adjustments minus disbursements. Use Finance → Staff Welfare Fund to review the ledger and record disbursements to staff (for example welfare claims or payouts). Disbursements reduce the payable balance; they are excluded from the Profit & Loss statement.
- **Statutory payroll liabilities:** Open PAYE and SSNIT on the Statutory Ledger are separate from Staff Welfare Payable — check both when reviewing total amounts owed from payroll.

6.7 Client Invoices

Generate professional, contract-based invoices for your own service clients (for example, monthly cleaning-contract billing) directly from the ERP, matching your standard invoice format.

- Each invoice supports site-based or manually entered line items, grouped by category, with Service and Material amounts, discounts, and line totals. Use **Add site line…** to pull a line from the customer's **sites**; when a **service contract** is linked, rates come from that contract's **rate card** (category, service/material split, and discounts). Group lines that share the same category label.
- VAT/NHIL/GETFund (20%) is calculated on the Service amount and added to the invoice total. Withholding Tax (WHT, 7.5%) is shown for your records only and is not subtracted from the amount due.
- Choose which of your saved Payment Accounts (bank and/or mobile money) appear on the invoice.

- Authorized By — select who is signing off the invoice from a dropdown of your active users, or type a name and title manually. The invoice prints a signature line with the name and title beneath it.
- Invoices can be viewed on-screen, printed, or downloaded as a PDF.
- Status: every new invoice starts as Draft (there is no status field to set when creating one). From the Client Invoices list, one-click buttons move it forward — Send, then Mark as Paid — without needing to open Edit; Record Payment (Section 6.11) is still used for partial payments. Sent, Partial, and Paid invoices automatically appear in your Income Register, with the outstanding balance kept in sync as the status changes. An invoice generated automatically from a Service Contract (Section 6.12) shows a "From Contract SC-00XX" badge linking back to it.
- Cancel invoice — once an invoice has been sent, Delete is replaced with Cancel invoice, so a document your customer has already seen is never silently removed. A cancelled invoice is clearly marked Cancelled, drops out of your outstanding totals, and stays in your records for reference. Only Draft invoices can still be deleted outright.
- Customer Portal — your customer can view, print, and download any invoice you've sent them, at any status (Pending, Overdue, Partial, or Paid). Draft invoices, since they haven't been sent yet, are not shown to them. Customers use the **Customer Portal** module for this — not Self-Service (which is for your own staff).

Manage your saved payment profiles under Administration → Payment Accounts (see Section 13.3).

6.8 Statutory Ledger

The Statutory Ledger keeps a running record of everything you owe to, or are owed by, GRA and SSNIT — so filing season is never a guessing game.

- **GRA Tax** — tracks Withholding Tax (WHT) your clients withhold on your invoices (an amount owed to you by GRA), and VAT/NHIL/GETFund or VFRS you collect and owe to GRA.
- **PAYE and SSNIT** — automatically posted here each time you lock a payroll period, split into Employee SSNIT, Employer SSNIT (Tier 1), and Tier 2 pension contributions, so each obligation is tracked separately.
- **Due-date rules (per tax type)** — under Finance → Statutory Ledger → **Settings**, configure how each obligation's due date is calculated **for every period month**, not just a single calendar day on the calendar:
  - **Which month:** same month as the period, or the **following** month.
  - **Which day:** a specific day number (for example 15), the **last day** of that month, or the **last working day** (Monday–Friday).

  - A **preview** shows how a sample period translates to a due date so you can confirm the rule before saving.

Defaults when you first open Settings:

Tax type	Month rule	Day rule
VAT	Same month as period	Last day of month
WHT	Following month	Day 15
PAYE	Following month	Day 15
SSNIT Tier 1	Following month	Day 14
Tier 2 pension	Following month	Day 14

- **Overdue by tax and period** — for each tax type and each period month that still has **unremitted** open ledger amounts, the ledger shows the calculated due date and highlights when that due date has passed. This matches what you see on the Statutory Ledger overview and on your Dashboard reminders.

- **Automatic statutory reminders —** when **Reminder Enabled** is on for a tax type in Statutory Ledger → **Settings**, a daily job (08:00 Ghana time) notifies active **Super Admins, Finance users, and Directors** for each **unremitted** obligation that hits a milestone: **3, 2, and 1 days before** the calculated due date, **on the due date**, and **one day after** if still unremitted. Each milestone fires at most once per person per channel (**in-app notification** and **SMS** where the user has a valid phone and SMS credits apply). Messages respect **business unit** when your workspace has more than one unit. Turn reminders off by clearing **Reminder Enabled** for that tax type in Settings. Due dates use the same per-period rules as the ledger. After you **Mark Period as Remitted**, reminders stop for that period. The Statutory Ledger overview also shows an **Upcoming statutory filings** banner while reminders are enabled.

- **Mark Period as Remitted** — once you have actually paid GRA or SSNIT for a period, mark it as remitted; the ledger clears that balance for that period. If you need to reverse a remittance, use **Undo Remit**; any **penalty or interest expenses** you already recorded for that period **stay in the Expense Register** — undo does not delete them (the app explains this before you confirm).

- **GRA portal reconciliation (VAT, WHT, PAYE)** — for each period month, enter the **amount shown on the GRA portal** for that tax. The screen compares your **ledger total**, the **GRA figure**, and the **difference**, and shows whether the period is already marked remitted.

  - **Record difference as expense** — when the difference is a penalty or interest you accept, the dialog first asks **Has this penalty been paid?** (**Yes, paid** / **Not yet**). The default is **Yes, paid** when that period and tax type already has remitted ledger activity; otherwise **Not yet**. **Yes, paid** records a **Paid** expense (payment date, payment method, approved by) — default date is the **remittance date**

when remitted, otherwise **today**. **Not yet** records a **payable to GRA** in **Accounts Payable** (default date **the day after the due date**), which posts both the cost and the amount owed; pay later from **Accounts Payable → Record Payment**. You can switch the choice before saving; the app only resets field defaults you have not edited yourself. Pending is never offered. If a penalty expense was already recorded for that period, the app warns you about a duplicate. You can record **more than one** penalty for the same period and use **Record remaining** until the full difference is covered.

6.9 VAT/WHT Calculation Basis

For Client Invoices and Quotations, choose whether VAT and Withholding Tax are calculated on the service portion only, or on the full line total.

- **Service Cost Only (default):** tax is calculated on the labour/service cost only, not on materials — this matches how Davors' own invoices have always worked.
- **Total Cost:** tax is calculated on the full line total (service plus materials).

Change this under Administration → Finance Settings → Sales Tax Basis. Documents already issued keep the basis they were created with; the new setting applies to new documents, and to any existing one you re-save.

6.10 Product Sales Tax Rate

Choose whether Sales register (Add Sale) and Point of Sale transactions charge VAT (VFRS) or not.

- **0% — No VAT (default):** no VAT is added; the price you set is the full price your customer pays.
- **3% VFRS:** VAT is included in the price you set (tax-inclusive) and tracked in your Statutory Ledger like any other VAT, ready to remit to GRA.

Change this under Finance → Statutory Ledger → Settings → Product Sales Tax Rate. The setting applies to sales recorded from that point forward.

Fig. 6 — How the Product Sales Tax Rate setting affects what a sale records.

6.11 Client Receipts & Record Payment

When a service customer pays a Client Invoice — in full or in part — record the payment and a receipt is issued automatically.

- **Record Payment:** on any Sent or Partial invoice, log the amount, date, and payment method received. The invoice's Amount Received and status (Partial/Paid) update automatically from the real total of all payments — you never edit these fields directly once a payment exists.

- **Receipts:** every recorded payment issues its own numbered receipt (for example DF-RCPT-0001) under Finance → Client Receipts. A partial payment produces its own receipt — an invoice paid in three instalments has three receipts.
- **Your signature:** upload a signature image once under Workspace Settings; it is applied automatically to every receipt and Client Invoice from then on.
- **Customer access:** your customer can view and download their own receipts from the Customer Portal, alongside their invoices.

Fig. 7 — From Client Invoice to a receipt in the customer's hands.

6.12 Service Contracts

Set up a recurring billing agreement with a service client so their invoices are generated for you automatically each period, instead of being created by hand every time — for example, Client A's monthly cleaning-contract billing.

- **Two ways to start a contract:** create one directly under Finance → Service Contracts, or — the more common path — open an Accepted Client Quotation (Section 7.8) and click Raise Contract. This opens a new Draft contract already filled in with that client, their line items, and tax settings, so you just confirm the term and billing details.
- **Contract details:** customer, contract number (for example SC-0001), start and end date, Auto-Renew, and Billing Frequency, which sets how often a new invoice is generated (for example monthly).
- **Line items and rate card:** a contract holds the same category / Service & Material / discount line items as a Client Invoice or Quotation — this is the rate card each generated invoice will use. Editing a contract's rates later only affects future invoices; anything already generated keeps the amounts it was created with.
- **Automatic invoice generation:** each day, every Active contract whose next billing date has arrived gets a new Draft Client Invoice created automatically, carrying over the contract's line items, tax basis, and a "From Contract SC-00XX" badge so it's easy to trace back. The contract's next billing date then advances to the following period. You (and your Admins/Directors) get notified when a new contract invoice is generated, the same way you're notified for other new invoices.
- **Status:** a contract moves through Draft → Active, then shows Renewal Due once it's within 30 days of its end date, and finally Expired (if it passes its end date without Auto-Renew) or Terminated (if you end it manually). A contract only generates invoices while Active.
- **Generated Invoices:** open any contract to see every Client Invoice it has produced, in one place — useful for checking a client's billing history without hunting through the full Client Invoices list.

Section 7 — Sales & CRM (including Point of Sale)

Sales & CRM is where you manage your customers and record every sale — whether it is a credit sale to a contract client or a walk-in cash sale rung up at the till.

The tabs are ordered with the most-used screens first: Customer List, Point of Sale, Sales, Credit Notes, Quotations, and Sales Pipeline appear before catalog, settings, and administration tabs. Sales Reps see a shorter subset (Customer List, POS, Sales, Credit Notes, and Quotations).

7.1 Customer List

Your directory of customers/clients. Each customer can be linked to a Client-role user account so they can view their own invoices via the Customer Portal.

You can bulk import your existing customer list from a spreadsheet using the Bulk Import button on this page — see Section 2.4.

7.1a Services

Sales & CRM → Services holds your catalogue of service offerings (for example cleaning packages or facility services) that you sell or quote to customers — separate from Finished Products in Inventory.

You can bulk import Services from a spreadsheet using the Bulk Import button on this page — see Section 2.4.

7.1b Product Catalog (Davors Technologies only)

On the Davors Technologies platform tenant only, Sales & CRM includes a **Product Catalog** tab for platform product listings used in billing and related flows. Other customer workspaces do not see this tab.

7.2 Sales register

Sales & CRM → Sales is the single place to review and manage product sales activity — POS receipts, manual sales, returns, and (when you are on **All Businesses**) digital webhook sales.

What you see
One row per receipt or sale event. Use the filter icon on **Source**,
Type, **Status**, **Payment status**, date columns, **Customer**,
or **Sales rep** to narrow the list. The footer shows **Gross**,
Returns, and **Net** for whatever is currently visible.

Detail drawer
Click a row to open the drawer: line items, payments, linked returns,

Detail drawer
and related actions.

Row actions
Print, **Record payment** (when money is still owed), **Check payment** (when a Paystack payment is awaited), **Return**, and **Cancel sale** (when the sale was entered by mistake — see Section 7.10).

Add Sale
Opens the manual sale form for credit or partial-payment sales (one product line at a time). **Bulk Import** loads many historical sales from a spreadsheet — see Section 2.4.

Digital (webhook) sales
Shown only when the business switcher is on **All Businesses**. They are hidden while a specific business unit is selected.

All Businesses is view-only
You cannot add, cancel sales, return, or import while **All Businesses** is selected — switch to your workspace default or a named business unit first.

Completed POS checkouts and Add Sale entries both flow into the Income Register automatically.

Sales register tabs

The register is split into tabs so each kind of sale is easy to find. The number on each tab is how many records it holds.

Tab	What it shows
Manual sales	Sales entered with **Add sale** — usually credit, part-payment or institutional sales.
POS sales log	Every till checkout from Point of Sale.
Returns and credit	Returns and the credit notes they created (Section 7.10).

Tab	What it shows
notes	
Digital	Online (webhook) sales — visible on **All Businesses**.
All	Everything together, with **Source**, **Status** and **Date range** filters.

Recording a later payment

When a customer pays part of a balance, click **Record payment** on the row, enter the amount, date and method, and save. The outstanding balance and status (**Part-paid** or **Paid**) update straight away.

Receipts that list every payment

Product-sale and POS receipts now show a **Payments** section with one line per payment — the payment taken when the sale was made, then each later payment — for example "20 Oct · Mobile Money · GHS 20.00 · ref …" and "21 Oct · Cash · GHS 5.00". Below it you will always see **Total paid** and **Balance due** (GHS 0.00 when fully paid). The payment lines always add up to Total paid. The same layout is used on screen and on 80 mm thermal paper.

Mobile Money on manual sales (Paystack)

On **Add sale**, choosing **Mobile Money** opens the Paystack payment popup. You can collect the full amount or part of it now (for example GHS 5 of an 8.50 sale); the rest stays outstanding with its due date. Before the popup opens, DavSuite re-checks stock, so a customer is never charged for an item that has run out. Every manual sale gets a real **PSI** invoice number when the payment is set up.

If no Mobile Money account is connected yet, the **Mobile Money** option on Add sale shows **(not set up)** and cannot be chosen — see Section 7.3.

After the customer pays, DavSuite confirms the payment with Paystack itself and records it once — even if Paystack also sends its own notice later, the payment is never recorded twice.

Check payment

If a sale still shows **Awaiting payment** after the customer has paid (for example the internet dropped while the popup was open), click **Check payment** on the row. DavSuite asks Paystack directly and, if the money arrived, records it and updates the sale. A nightly check also picks up any payment that was missed.

Payments needing attention

Occasionally a customer pays but the sale cannot be recorded — most often because the item sold out while they were paying, or the customer paid more than was owed. The money is never lost: the payment appears under **Payments needing attention** in Sales, and Administrators, Directors and Finance & Admin Officers receive a notification. Choose one of:

- **Record as customer credit** — turns the payment into store credit the customer can use later (needs a contract customer).
- **Mark refunded** — once you have refunded the customer in Paystack.

A sale is never recorded against stock you do not have, so stock and cost figures stay accurate.

7.3 Point of Sale (POS)

POS provides a cart-based checkout for in-person product sales, and lives as a tab within Sales & CRM alongside Sales.

Step	What happens
1	Add products to the cart from your Finished Products inventory.
2	Adjust quantities as needed.
3	Complete the sale — a single invoice number is generated for the whole cart.
4	A printable receipt is produced automatically.

Each line in the cart is recorded against one shared receipt number in the Sales register and Income Register. If any line fails (for example, insufficient stock), the checkout stops and reports the issue before completing the rest of the sale.

For Mobile Money sales, Complete Sale opens Paystack's secure payment popup right in the browser — the customer confirms on their own phone, and the sale is only recorded once payment is verified; nothing is deducted from stock until then. If a customer would rather pay from their own device, Request Payment sends them a secure payment link by email or SMS instead, with the same protection — stock and the sale record are only created once they actually pay. Card payment is not yet available until in-person card-tap terminal hardware is set up.

Cash payment and Mobile Money. The payment block sits under the cart. **Cash payment** is the large navy card on the right — most sales are cash — and **Mobile Money** is the smaller card on the left. On a phone, Cash payment sits on top.

When Mobile Money is not set up. Mobile Money payments need a Mobile Money account connected and confirmed by Paystack. Until it is (or if Paystack reports a problem with it), the Mobile Money card is greyed out and shows **Not set up**. Clicking it shows "Mobile Money isn't set up yet — Payments can't be received by Mobile Money until a Mobile Money account is connected. Use Cash payment for now." Administrators and Directors also see where to connect it: **Administration → Finance Settings → Online Payments**. The same applies to Mobile Money on **Add sale** and payment links. Recording a Mobile Money payment that was received outside DavSuite, with Record payment, is still allowed.

Cash received and Change due. For a cash sale, type the cash the customer handed over in **Cash received**, or use the quick buttons **Exact**, **+5**, **+10**, **+20**, **+50**, **+100**, **+200** and **Clear**. **Change**

due is calculated live. The sale and the ledger still record the sale total, not the cash handed over.

Customer-facing display. Click **Open Customer Display** on POS checkout to open a second-screen view for dual-monitor setups (or a separate browser window). It shows your business branding, the customer name (defaults to **Walk-in Customer** when none is selected), cart lines, totals, and — for cash sales — Cash received and Change due updating live as you type. **Served by** shows the sales rep selected on the checkout.

Store credit at checkout. Enter a credit note number in the Store credit box, or open POS from **Credit Notes** using **Apply at POS** or **Load returned items**. The system applies available balance to the cart; any remainder can be paid in **Cash** with **Cash received** and **Change Due** calculated as usual. **Mobile Money cannot be combined** with store credit — use Cash (or pay the full balance on MoMo without store credit). Store credit checkout requires an **online** connection; it is blocked offline.

Hold and Held carts. Hold saves the current cart (optional label, for example a customer name) and clears the till — requires online. **Held carts** lists parked carts for your business unit; **Recall** restores a cart after re-checking **price and stock** (you must accept any warnings). **Store credit on a held cart is re-validated** on recall. Stock is **not reserved** while a cart is held. Held carts older than seven days show as **Old** in the list.

Button colours (POS). Complete Sale is green; **Add to Cart** is navy; **Hold**, **Return**, and **Cancel sale** are amber; **Remove line** and **Clear cart** are red-outline; **Held carts**, **Print**, **Open Customer Display**, and **Apply** (promo or store credit) are grey secondary. **Request Payment (link)** keeps the emerald payment-link style.

Full-screen checkout. Use **Full screen** to hide the rest of the app for till work (uses the browser full-screen API when available). Press **Esc** to exit full screen — unless a modal or drawer is open (for example **Return**, payment popup, or **Held carts**), in which case Esc closes that layer first. **Exit full screen** is also on the checkout toolbar.

More options and the option chips

More options holds the less-used fields: Promo code, Store credit, Customer, Sales rep, Payer email and phone, Notes and Due date. The panel always fits on screen, scrolls inside itself, and keeps **Done** at the bottom. It opens only when you click it — never while you are typing an amount.

After you click **Done**, small chips next to More options show what you set — for example **Caanta Market**, **Due 24 Oct** or **Note** — beside the **Sales rep** chip. Click a chip to jump straight to that field. Chips clear when the sale completes or the cart is cleared.

When the customer is short of cash — Continue as manual sale

The till only takes full payment. If **Cash received** is less than the amount due, an amber line shows how much is short, and **Complete Sale** stays unavailable.

- If a customer is selected, the line offers **Continue as manual sale**. It opens **Add sale** already filled in with the cart items, customer, due date, note, sales rep, payment method and the cash received now. Check it and save — the balance becomes outstanding with its due date.
- If no customer is selected, the line asks you to **choose a customer** first — a part payment must know who owes the balance.
- The POS cart is cleared only after the manual sale is saved. If you cancel, you return to POS with the cart exactly as you left it.

After saving you will see, for example, "Saved as DF-PSI-0010 — balance GHS 5.00 due 24 Oct 2026".

Sales register (Add Sale) vs. Point of Sale — which do I use?

These record the same kind of transaction — a sale of stock — but suit different situations:

	Add Sale (Sales register)	Point of Sale (POS)
Style	Form-based, one product at a time	Cart-based, several products at once
Payment	Supports credit — Paid, Partial, Pending, Overdue with due dates	Paid immediately — cash, MoMo (store credit + cash when using store credit)
Best for	Contract or institutional clients who pay later	Walk-in customers buying several things at once
Receipt	Not always needed on the spot	Printed immediately at checkout

Fig. 3 — Both paths reduce the same stock and calculate your cost of goods sold automatically.

Tip
You are not choosing one or the other for your whole business — use each for what it suits. Log a credit sale with **Add Sale**, and ring up a walk-in customer through POS, on the same day.

7.4 Offline Sale Conflicts

When POS or related sales were recorded while a device was offline, Sales & CRM → Offline sale conflicts is where you review and resolve any sync conflicts before they leave your registers inconsistent. Open each conflict, confirm the correct outcome, and clear it so online and offline records agree.

7.5 Email & Promotions

Email & Promotions lets you communicate with your own customers directly from the platform, in two distinct ways: marketing campaigns you send yourself, and transactional notifications the platform sends automatically when something happens (a sale, a payment, an invoice).

Templates. Reusable Marketing or Transactional messages, for Email, SMS, or both. Click-to-insert placeholders include {{first_name}}, {{full_name}}, {{company_name}}, {{email}}, {{phone}}, and {{business_name}} (your sending workspace name). Legacy placeholders such as {{customer_name}} and {{client_name}} still work in saved templates.

Marketing Campaigns. Create a draft, choose **Use template** or **Ad-hoc message** (subject + body when writing one-off copy), tick **Email** and/or **SMS** (at least one), pick an audience (all customers or a customer type), and send. Templates may suggest a default channel, but you can change it on the campaign. Before sending, a confirmation dialog shows customers in the audience, eligible email and SMS deliveries, and skips (no email, no valid phone, opted out). SMS uses your SMS credit wallet; recipients without credits are logged as skipped. Every marketing email and SMS includes opt-out handling — customers who unsubscribe are not contacted for marketing on either channel, though they still receive transactional notifications below.

Transactional Notifications. Configure once, under the Notification Rules tab, and the platform sends automatically:

Event	Sent when
Sale Completed	A product sale or POS sale finishes successfully.
Payment Received	A Mobile Money or card payment is confirmed for a sale.
Invoice Created	A new client invoice is generated.

Transactional notifications are service messages, not marketing — they are sent even to customers who have unsubscribed from campaigns, the same way a receipt or a bank alert is not something you can opt out of while still using the service.

Worked Example — A Real Campaign, Confirmed Live | | Template: Marketing / Email — Subject “Test Campaign”, Body “Hi | {{first_name}}, this is a test.” | | Campaign: “Test Campaign 1”, Audience: All Customers, reference code | CAN-CAMP-0006. | | What the customer received (this exact email was sent and confirmed | delivered): | | *Subject: Test Campaign* | | *“Hi Client A, this is a test.”* | | *Unsubscribe: | https://portal.davorstechnologies.com/unsubscribe/[your-link]*

Choosing the Right Audience

The “By Customer Type” audience option filters to one specific customer classification, not a broad category:

Audience option	Who it reaches
All Customers	Every active customer, regardless of type. Use this for a general announcement.
By Customer Type: Service Customer	Only customers tagged specifically as a Service Customer.

Audience option	Who it reaches
By Customer Type: Digital Subscriber	Only customers tagged specifically as a Digital Subscriber.
By Customer Type: Both	Only customers tagged as BOTH a Service Customer and a Digital Subscriber at once — a narrow group, not "both of the above combined."

Tip
If a campaign shows an unexpectedly small or zero audience, check the audience selection first — "By Customer Type: Both" is the most common cause, not a system fault.

Transactional Notification Placeholders

Each Notification Rule is tied to one event — Sale Completed, Payment Received, or Invoice Created — and the placeholders available depend on which event a template is used for. The same placeholder name is sometimes reused with a different meaning on a different event, so a template built for one event should not be reused on another without checking this list first. {{customer_name}} is the one placeholder safe to use everywhere — on all three transactional events and on Marketing Campaign templates.

Event Available What they mean**
placeholders**

Sale Completed {{invoice_no}} Sale invoice number • Sale total {{amount}} • List of products sold {{product_summary}}

Payment {{amount}} Amount paid • Payment reference Received {{payment_reference}} • Related sale invoice number {{invoice_no}}

Invoice Created {{invoice_number}} Client invoice number (note: a {{amount}} {{due_date}} different placeholder name from {{invoice_no}} above) • Total amount due • Due date ————————————————————————

Tip
A placeholder that isn't valid for the event it's attached to is not blocked or blanked out — it is sent to the customer exactly as typed, e.g. literally "{{due_date}}". Always check this list before saving a new transactional template.

Status. Email & Promotions is fully live — marketing campaigns and all three transactional notification types have been confirmed working end-to-end, including real email delivery.

- SMS marketing uses the same Hubtel routing and credit wallet as other non-OTP SMS (subject to NON_OTP_SMS_ENABLED and your balance).
- There is no audience targeting beyond “All Customers” and “By Customer Type” yet.
- Large audiences send in batches and may need you to click “Continue Sending” more than once.
- Unsubscribing opts a customer out of all marketing channels at once; there is no separate email/SMS preference yet.

7.6 Sales Pipeline

Track a potential deal from first contact through to won or lost, so nothing falls through the cracks before it becomes a sale.

- **Stages:** New, Contacted, Qualified, Proposal Sent, Negotiation, Won, or Lost. Move a deal forward using the dropdown on its card; marking one Lost asks for a short reason.
- **Follow-ups:** each opportunity can have its own list of calls, tasks, or notes with due dates, so you always know who to contact next.
- **New leads:** add an opportunity for an existing customer, or create a brand-new lead customer inline without leaving the form.
- **Editing & deleting:** click an opportunity’s title or the pencil icon to edit its details; the trash icon deletes it after a confirmation, but only if it has no linked quotes or quotations — convert or remove those first.

Tip

Marking an opportunity Won automatically switches that customer’s | status from Lead to Active — you do not need to update it yourself.

7.7 Product Quotes

Before a sale is finalised, send a customer a quick product estimate they can review and accept — line items are drawn from your Finished Products, with quantity and unit price, just like Point of Sale.

- **Status:** a quote moves through Draft, Sent, and then Accepted, Rejected, or Expired.

Once a quote is Accepted, a Convert button appears:

- Convert to Sale opens Point of Sale with the cart already filled in — you still complete checkout and take payment as normal.

Tip

Tip

Converting a quote never skips your normal checks — stock availability is still validated and tax is still calculated exactly the way it always is.

7.8 Client Quotations & Pro-forma Invoices

Send a customer a formal, branded quotation or pro-forma invoice, with your company logo, address, and payment details already on the document.

- **Document Type:** choose Quotation or Pro-forma Invoice — this only changes the title printed at the top of the document, everything else works the same.
- **Line items:** site-based or manually entered, grouped by category, with Service and Material amounts, discounts, and line totals — the same structure as a Client Invoice.
- **Tax:** VAT/NHIL/GETFund (20%) and Withholding Tax (WHT, 7.5%) are calculated the same way as on Client Invoices.
- **Valid Until:** defaults to 30 days from the issue date, and can be changed.
- **Payment Accounts:** choose which of your saved bank or mobile money accounts appear on the document.
- **Authorized By:** required on every quotation — select who is signing off from a dropdown of your active users, or type a name and title manually. If your workspace has a stored signature image set up (Workspace Settings), it prints automatically alongside the name and title; otherwise a blank signature line is shown.
- **Assigned to:** choose which sales rep owns this quotation (defaults to whoever created it when they are linked to an employee record); reassignable when editing. Sales reps see only quotations assigned to them on their Dashboard.
- **Status:** every new quotation starts as Draft (there is no status field to set when creating one). From the Quotations list, one-click buttons move it forward — Send, then Accept or Decline — without needing to open Edit.

Once a quotation is Accepted, two buttons become available on the list: Convert to Invoice creates a real Client Invoice with the next invoice number, carrying over the client, line items, and payment accounts — you still review and save it yourself; and Raise Contract opens a new Draft Service Contract (Section 6.12) pre-filled from the quotation, for clients you bill on a recurring basis rather than a one-off invoice. Once a contract is raised, the quotation shows a "Contract Raised → SC-00XX" badge linking back to it.

Quotations can be viewed on-screen, printed, or downloaded as a PDF.

Tip

Tip
Product Quotes (Section 7.7) is for a quick product estimate that converts straight into a Point of Sale sale. Client Quotations is for the formal, branded document you send a client for contract or service work, complete with tax and payment details.

7.9 Customer 360

Click any customer's name in the Customer List to open their full profile in one place.

- **Summary numbers:** Total Product Sales, Total Invoiced, Total Received, and Days Since Last Activity.
- **Tabs:** Opportunities, Quotes, Invoices, Product Sales, and Activities — everything about that one customer, without running separate reports.

7.10 Returns, Credit Notes & Refunds

Handle a customer return or an adjustment to an invoice without rewriting the original sale record.

Return vs. Cancel sale

- **Cancel sale** — the sale was **entered by mistake** and should never have happened. Use **Cancel sale** on the Sales register row (or the equivalent flow for a manual sale). This is not a customer bringing goods back.
- **Return** — the customer **brings goods back** after a real sale. Use **Return** on a completed sale in the **Sales register**, or **Return** on the **POS receipt** after checkout.

Starting a return

Step	What to do
1	Open the original sale from **Sales & CRM → Sales**, or use **Return** on the POS receipt.
2	Enter the **quantity** returned for each line and choose **Restock** or **Damaged / write-off** per line.
3	Choose the outcome (below). The return is **dated on the return date**, not the original sale date.

Disposition	Stock	Cost
Restock	Back on sellable stock	Original COGS reversed
	immediately.	for those units.

Damaged / Write-off Stays out of sellable stock. Original cost remains (goods are gone). ———————————————————————————

Three outcomes after a product return

Outcome	What it means
Refund now	Cash (or chosen payment method) goes back to the customer now.
Keep as store credit	Balance stays on a **credit note** for use at POS or a future sale.
Exchange	Store credit toward replacement goods (same idea as store credit with exchange intent).

Walk-in customers (no client record) still receive a **credit note number** — that number is their voucher at POS (enter it under Store credit or use **Apply at POS** from Credit Notes).

Credit Notes page (Sales & CRM → Credit Notes)

- Lists store-credit and exchange-hold notes with usage status: **Available**, **Partly used**, **Used**, or **Refunded**.
- **Apply at POS** opens checkout with that note selected.
- **Load returned items** opens POS and loads the returned product lines into the cart (for exchanges or re-sale of credited goods).
- **Record Refund** (cash actually returned) is limited to **finance roles** — Sales Reps can apply credit at POS but not record refunds.

Invoice credit notes: from a Client Invoice, use **Issue Credit Note** to offset what is owed, without changing the original invoice.

Commissions and loyalty tied to the original sale **adjust automatically** when you process a return (including points earned or redeemed on that sale, where applicable).

Tip
A credit note by itself does not mean cash left the till. Use Record Refund only when cash (or bank) actually goes back to the customer.

7.11 Discounts & Loyalty Points

Run promotions and reward repeat customers, on Point of Sale, Quotes, and Client Invoices alike.

- **Discount codes:** create a code under Discounts — percentage or fixed amount off, optionally limited by minimum order, a date range, a total usage cap, or uses per customer. Apply a code from the Promo Code box at checkout, on a Quote, or on a Client Invoice.

- **Loyalty points:** customers earn points automatically as they spend, and can redeem them for a discount on a future purchase using Redeem Points at checkout.
- **Your rates, your control:** how many points are earned per amount spent, and what each point is worth when redeemed, are both set under Loyalty Settings — you can change either rate at any time.

A customer's points balance and full history are always visible on their Customer 360 profile, under the Loyalty tab.

7.12 Sales Targets, Commissions & Forecasting

Every sale can be credited to a Sales Rep, which is what targets, commissions, and forecasting are built on.

- **Sales Rep:** shown at checkout on Point of Sale, on **Add Sale** in the Sales register, and on Client Invoices, defaulting to whoever is logged in, but changeable to any employee. Client Quotations have an **Assigned to** field (Section 7.8) for the same purpose.
- **Sales Targets:** set a revenue target, a unit or deal-count target, or both, for an employee over a monthly, quarterly, or yearly period.
- **Commission Rules:** set a commission rate for a specific employee, or for a whole position as a fallback when no employee-specific rate is set. A rule can be deleted once no longer needed (existing calculated commissions are unaffected); to keep the history but stop it applying, edit the rule and uncheck Active instead.
- **Commissions:** pick an employee and a period and calculate their commission with one click — it totals their attributed sales for that period and applies the right rate. Approve and Mark Paid track the payout from there; a Pending calculation can also be Cancelled if it was raised in error, removing it from the approval queue.
- **Sales Forecast:** see a pipeline-weighted forecast (each open opportunity's value multiplied by its likelihood of closing) side by side with actual revenue and your targets, month by month.

Section 8 — HR Management

HR Management is organised into groups: Employees, Payroll, HR Operations, and Employee Announcements. Leave and attendance approval inboxes live under Self-Service → Approvals when you are an assigned approver (or a director / super admin for attendance).

8.1 Employees

Maintains employee records, employment history, and staff ID cards.

Every employee has an Employment Type — Casual, Part-Time, Full-Time, or Contract. Contract employees are treated the same as Full-Time/Part-Time staff for tax purposes: standard PAYE and SSNIT both apply. Casual staff use a separate flat-rate tax calculation with no SSNIT — see Section 8.2 for how this affects payroll.

You can bulk import your existing staff list from a spreadsheet using the Bulk Import button on the Employee Directory — see Section 2.4.

Opening an employee record. When you open an employee to **View**, **Edit** or **Add**, the page stays short:

- **Employment History** is collapsed by default. Its header shows the number of changes and the latest one (date, status and who made it). Click the header to see the full history.
- **Remote Work Arrangements** is collapsed when the employee has none and open when they have at least one.
- The **employee list** below the form shrinks to a single bar showing the number of employees. Click **Show** to see it while the form is open. It comes back on its own when you save, cancel or close the form. Your filters, search and sorting are kept.

DavSuite remembers whether you prefer each section open or closed.

8.2 Payroll

- Payroll Processing — runs monthly payroll based on your salary rate structures and **platform statutory rates** (Section 8.2a)
- Payroll History — past periods and what was processed
- Payslips — generated per employee per pay period (see **Reading a payslip** below)
- **Payroll lock** — when statutory rates for the period are missing, Payroll Processing shows a **red banner** and **Lock** is blocked until PAYE bands, SSNIT, and (if needed) casual tax rates for the tenant's **country** exist for that period's end date
- Salary Settings — set default **Basic Salary** (by Position, Employment Type, Shift and effective date) and **Allowance Matrix** allowances (Housing, Transport, Night Differential, and any others you add). Monthly pay uses **Salary Settings basic + Allowance Matrix allowances**. Saving a Salary Settings rate also updates matching active employee records so their stored basic stays aligned. Unlocked open payroll months **refresh** basic from Salary Settings when you open Payroll Processing — locked months keep the snapshot they were locked with.
- **SSNIT** — calculated on **basic salary** (not on allowances or overtime). Casual staff use the flat casual tax path with no SSNIT (see Section 8.2a).

- **Welfare Deduction Rate** — set a default percentage under Salary Settings. Override per employee on the Employee Directory if needed. Welfare is a **percentage of gross** built from **basic + allowances**. Overtime is **excluded** from that welfare base unless the business unit setting **Include overtime in welfare deduction** is ticked. From October 2026 payroll, welfare uses **earned** gross (after any unpaid absence). Locked payroll accrues the total to the Staff Welfare Fund (see Section 6.6a) — welfare no longer feeds DEDSAV Other Income.

- **Has loan repayment** — on Payroll Processing, use the **Has loan repayment** filter chip to show only staff with a loan deduction in that period.

- **Locking payroll** — **Partial Lock**, **Full Lock** (marks salaries as paid and posts the cash), **Release** and **Reopen** are available only to the Admin, Director and HR roles. The Finance role can prepare payroll but cannot lock or release it, so pay is always approved by someone else.

- **Salary advances** — record advances under HR Operations → Loans while the month is open. They are deducted automatically from the employee's pay when payroll is locked.

- **Overtime tax** — for countries that have an overtime final-tax rule (Ghana / GH from the statutory effective date, currently October 2026), **approved** overtime follows that rule: for qualifying **junior** staff, **5% final tax** on overtime up to **50% of monthly basic** and **10%** on the amount above that; **casual** workers pay **5%** on overtime. There is **no SSNIT on overtime**. If the tenant's country has **no** overtime final-tax row, overtime is taxed through **normal PAYE**. Only **Approved** overtime entries are paid and taxed. A per-business-unit setting, **Include overtime in welfare deduction**, decides whether overtime counts towards the welfare base (unticked = overtime excluded from welfare).

- **Unpaid absence, half-paid leave and unpaid leave come off before tax** — when the business unit setting **Absence and half-paid leave reduce taxable pay from** applies (Salary Settings), unpaid absence days, half-paid leave and unpaid leave reduce **gross** pay first, and SSNIT and PAYE are worked out on what the employee actually earned. Welfare is taken after tax. **Blank date = always** (new workspaces). A specific date keeps older open months on the previous after-tax treatment until that cutover. Example: one half day deducts basic ÷ working days to pay × 0.5 from gross.

- **Half-Paid Leave** — a leave type you can entitle under **Leave Settings**. For each approved half-paid **working day**, pay is reduced by **half of daily pay**, where daily pay is **(basic + allowances) ÷ period working days**. A **full month** on half-paid leave therefore pays exactly **half of (basic + allowances)**. The deduction reduces taxable pay **before** SSNIT and PAYE; **SSNIT** falls only by the **basic** portion of that half-pay (allowances are not in the SSNIT base). Half-Paid Leave is **not** for maternity — use a maternity leave type set to full pay (in Ghana, maternity is full pay by law — see Leave Types helper text).

- **Unpaid leave deduction** — any leave type with payroll treatment **Unpaid** (flag-driven, not the English name) deducts **full daily pay** per approved **working day** in the month:

daily pay = **(basic + allowances) ÷ period working days**, capped so a full month cannot exceed **basic + allowances**. Example: EMP001 at Head Office of Client A with basic 1,000, allowances 300, 22 working days and 2 approved unpaid days is reduced by 118.18 before tax. The deduction reduces taxable pay **before** SSNIT and PAYE the same way as half-paid leave; **SSNIT** falls by the **basic** portion only. Approved unpaid (and half-pay) leave days are **always excluded** from attendance absence deduction — they cannot be deducted twice. The Leave Types **Exclude from absence deduction** checkbox is therefore locked on for Half pay and Unpaid rows.

- **Working days for pay calculations** — under Salary Settings, each **business unit** chooses which weekdays count (Mon–Sun checkboxes). **New** business units default to **Mon–Fri**. A **contract/project** may optionally override the business unit week. **Public holidays** from Roster & Shift Settings **never** count as working days. The same working-day count is the divisor for daily rate, unpaid absence, half-paid leave, unpaid leave, and mid-month hire/exit proration. Payroll Processing and payslips show a line such as **Working days: 22 (Mon–Fri)**.

- **Absence from attendance decisions** — each **Absent** decision counts as one day and each **Half day** as half a day (never both for the same day), and only on days that are working days under the employee's working week. Lateness on its own does not reduce pay — only the decision you make on the attendance exception does (Section 8.5).

- **Lock Period checks** — Lock Period always tells you why it cannot lock: before the last day of the month you see "Permanent lock is available on or after {date}", and while any attendance exception for the month is still **pending** you see "Attendance exceptions still pending" with a link to review them. Partial Lock applies the same pending-exceptions check.

Reading a payslip

A payslip shows only the lines that have an amount for that employee and month, so it stays short. These lines always appear, even when they are zero: **Basic**, **Gross Pay**, **Employee SSNIT**, **PAYE Tax**, **Total Deductions**, **Net Pay**, and the **Employer Contributions** box (Tier 1 and Tier 2).

- **Basic** shows the basic actually paid for the month, worked out as **daily rate × days to pay**. For a part-month (a new starter, a leaver or proration), the payslip also shows **Monthly basic** so the employee can see the full figure.

- **Absence and leave deductions.** From the date the business unit setting **Absence and half-paid leave reduce gross** takes effect, absence, half-paid leave and unpaid leave are taken off under **Earnings** as **Less: Absence (n days)**, **Less: Half-paid leave (n days)** and **Less: Unpaid leave (n days)**, before **Gross Pay**. They are **not** repeated under Deductions. For months before that date, they appear under **Deductions** as before.

- The earnings lines always add up to **Gross Pay**, and **Gross Pay − Total Deductions = Net Pay**.

- Locked periods keep the daily rate, days to pay, overtime tax, and half-paid and unpaid leave lines exactly as they were when the period was locked.

Example
Head Office, EMP001, 27 working days, basic 590.00, allowances 522.15, overtime 10.98, one day absent and one half-paid leave day: Basic 590.00 (21.85 × 27), allowances 522.15, overtime 10.98, Less: Absence (1 day) −21.85, Less: Half-paid leave (1 day) −20.60, Gross Pay 1,080.68. SSNIT, PAYE, overtime tax and welfare are then worked out on the reduced pay.

8.2a Statutory payroll rates (by country)

PAYE monthly bands, SSNIT percentages, casual-worker flat tax, and country overtime final-tax rules come from **platform-wide statutory tables maintained by Davors Technologies** (with **effective dates**), keyed by the workspace **country** on the tenant record (default **GH**). They are **not** typed in under HR Settings per company. Payroll Processing loads the ladder and rates for **your tenant's country** that apply to the **period end date**. If the country has **no** overtime final-tax rule, overtime stays in normal PAYE instead.

Ghana (country code GH) — PAYE Income Tax (Amendment) Act 2026 (Act 1178). For payroll periods ending **on or after 1 September 2026**, monthly taxable income uses these bands (GHS): first **588** at **0%**; next **80** at **5%**; next **100** at **10%**; next **2,900** at **17.5%**; next **16,000** at **25%**; next **30,332** at **30%**; exceeding **50,000** at **35%**. For periods ending **before** September 2026, the **previous** monthly bands apply (also loaded from the statutory tables by effective date).

For **GH**, SSNIT employee/employer rates, casual tax, and the GRA junior overtime final-tax rule (effective from the date stored on the country's overtime statutory row, currently **1 October 2026**) likewise follow the latest statutory row on or before the period end date. If any required row is missing, PAYE/SSNIT may calculate as zero and **payroll lock is blocked** until rates are available. Other countries use their own country pack when loaded; maternity helper wording that says **full pay by law** appears for **GH** tenants only.

8.3 HR Operations

- Attendance — the attendance register, scanner punches and the **Attendance exceptions** panel (see Section 8.5)
- **Remote Work** — remote work arrangements for staff who work away from site on set days (see Section 8.5)
- Leave — requests and day-to-day leave handling. When a **new company workspace** is created, standard leave types (including **Annual Leave**, **Sick Leave**, **Unpaid Leave**, **Half-Paid Leave**, **Maternity Leave**, and **Compassionate Leave**) are added automatically if missing. Default entitlement days can be set per Position and Employment Type under **Administration → HR Settings → Leave Settings → Leave Entitlements** (plus a **Default (all positions)** row); new hires pick up entitlements from that grid; individual balances can still be adjusted on **Leave Balances**.

- **Leave Types** (Leave Settings tab) — for each leave type, set **Payroll treatment**: **Full pay**, **Half pay**, or **Unpaid**, and whether the type **Exclude from absence deduction** (approved leave of that type does not also take unpaid absence for the same days). **Half pay** and **Unpaid** always exclude absence (they have their own deduction lines); the checkbox stays ticked and disabled for those rows. Payroll uses these **flags**, not the English type name — so **renaming** a type (for example renaming Maternity Leave) keeps its treatment and absence behaviour.
- Leave Balances — see and adjust remaining leave days per employee
- **Leave days (Days Requested / Days Approved)** — counted as **working days** for the employee (same working week as payroll: contract override → business unit → tenant default; public holidays from Roster & Shift Settings never count). Example: Unpaid Leave 18–31 Oct on a Mon–Sat week is **12** days, not 14 calendar days. On approval, **Days Approved** defaults to the working days requested for every leave type; **Balance Remaining** is **entitled − days used** from Leave Balances for that employee, type and year. Half days are kept (for example 2.5). If approved leave is more than the entitlement, **Balance Remaining** shows a **negative** figure in **red**, with the note **Approved leave exceeds entitlement**, so you can see it and decide what to do.
- Overtime — policy, requests, entries and approvals (see Section 8.3b)
- Loans — staff loan register
- Disciplinary — disciplinary records
- Exit Management — resignations, terminations, and exit processing
- Equipment Register — equipment issued to or held by staff
- Staff Kit Register — kits and related assets issued to staff
- Staff ID Cards — generate and manage staff ID cards

8.3a Leave Approvals

If you are set up as a leave approver, Self-Service → Approvals → Leave is your inbox for leave requests waiting on you. The table shows each **Employee** by name (staff ID and name). Approve or reject from there — this is separate from Self-Service, which only shows your own leave.

When a request **exceeds remaining balance**, the employee sees an amber warning on **My Leave** (and a ⚠ hint); approvers still see the request and can use their judgment.

The leave approver for your workspace is chosen by an **Administrator** only, from the list of active staff who have a login (**Administration → HR Settings → Leave Settings**). Other roles can see who the approver is but cannot change it.

8.3b Overtime

Overtime is managed under **HR Management → Overtime**. Policy for each business unit is set under **Salary Settings → Overtime Policy**.

Overtime Policy

Configure:

- **Default overtime rate** and **rate multiplier** (effective policy rate = default rate × multiplier)
- **National daily minimum wage** and **standard hours per day** (used to work out a minimum hourly floor)
- **Standard monthly hours** (used with basic salary for the employee hourly floor)
- **Caps** for overtime hours per **day**, **week** and **month**
- **Require pre-approval** — when on, staff must have an approved Overtime Request before an Overtime Entry can be saved against that plan

How the hourly rate is worked out

Each employee's overtime **floor** is:

max(policy rate × multiplier, minimum hourly rate, basic ÷ standard monthly hours)

- **Basic** comes from **Salary Settings** for that employee's Position × Employment Type × Shift on the **work date** (same source as payroll). Overtime uses **basic only** — never allowances.
- You may enter a rate **at or above** the floor; the system will not accept a rate below it.
- If no Salary Settings row matches, the rate falls back to the policy minimum and a soft warning is shown; saving is still allowed.

Shift-based overtime hours

Counted overtime starts at each employee's **own shift end** from **Administration → Roster & Shift Settings** (weekday vs weekend/holiday times; rotating staff follow the **duty roster**).

- Hours inside the normal shift are **not** counted as overtime.
- On an **unscheduled** day or **rest day** (no scheduled shift), **all** hours in the entry count as overtime.
- If shift times are **missing** for that day, the entry is **blocked** until times are set in Roster & Shift Settings.

New Request vs Add Entry

- **New Request** — planned overtime **before** the work (planned start/end and reason). Used when **Require pre-approval** is on, or whenever you want a plan first.
- **Add Entry** — hours **actually worked after** the work. When pre-approval is required, the entry must link to an **approved** request and cannot exceed that request's **planned hours**. The screen shows **approved hours used** and **left**.

Statuses for both requests and entries: **Pending**, **Approved**, **Rejected**. Only **Approved** entries are paid. The person who **created** a request or entry **cannot approve their own**. Rejecting requires a **reason**.

New Overtime Entry form

- One **row per employee**, each with their own start and end times (start **defaults to that employee's shift end**) and their own rate (never below their floor).
- **Same times for all** copies times across selected staff when helpful.
- Live preview shows **counted** hours, **not counted** hours, amount, rate source, and any **cap** notes.

Attendance check and override

Overtime attendance clock-out override. When an approver reviews overtime, DavSuite checks the **Attendance Register clock-out** time against the claimed overtime end time. If they do not match, the row is flagged and the approver must enter an **override** note before the overtime can be approved. That **override** note is stored on the overtime record and shown under **Decided by** (who decided the mismatch was acceptable and why). Without the **override** note, approval is blocked. Example: EMP001's overtime end is later than their attendance clock-out — the approver adds an override note; it appears under **Decided by** on that entry.

Exempt staff (directors / management)

Employees marked **Exempt from overtime and attendance flags**:

- Attendance is still recorded but **never flagged** late/early/absent
- **No overtime** request or entry can be recorded for them
- The **missing Salary Settings** warning is hidden for them on payroll

Approvals inbox

Approve or reject under **Self-Service → Approvals → Overtime**. Requests and entries are labelled clearly (**Request** vs **Entry**). Badges and notifications show what is waiting; the list refreshes live. Leave and Attendance approvals sit on their own tabs in the same Approvals area (see Section 11).

8.4 Employee Announcements

Employee Announcements lets you message your own staff directly from the platform — by email, SMS, or an in-app notification — separate from Email & Promotions in Section 7.5, which is for your customers.

The module has two tabs:

- **Templates** — reusable message templates (or write a one-off notice). Templates support click-to-insert placeholders such as {{first_name}}, {{full_name}}, {{staff_id}}, and {{position}} that are filled in automatically for each recipient.
- **Campaigns** — the actual sends. Create a draft, choose **Use template** or **Ad-hoc message**, pick channels (email, SMS, and/or in-app), pick your audience, and send.

Sending an Announcement. Delivery happens per employee, on whichever channels they can actually be reached on: email if one is on file, SMS if they have a phone number, and an in-app notification if they have a login. An employee who qualifies for more than one channel receives all of them, not just one.

Choosing an Audience. A single announcement can combine several ways of reaching people at once:

- All Employees
- One or more Positions
- One or more Shifts
- One or more Employment Types
- Specific named employees, picked individually

These combine into one list — anyone matching at least one of your choices receives the announcement once, even if they match more than one way.

Viewing a Sent Announcement. Open any announcement from the list to see exactly who received it — name, channel, and delivery status — along with the exact message they were sent, placeholders already filled in.

The Notification Bell. Every logged-in user has a bell icon showing unread announcements. Clicking one marks it read; “Mark All As Read” clears everything at once. Each person only ever sees their own notifications, never anyone else’s.

Worked Example — Reaching a Mixed Group in One Send
Template: Payroll Notice (SMS) — “Hi {{first_name}}, your payslip for the period is ready to view.”

Worked Example — Reaching a Mixed Group in One Send

Audience: Position “Chief Executive Officer” plus two named individuals added directly — the announcement reaches everyone matched by the position AND the two named staff, once each, with no duplicates.

Status. Templates, Campaigns, sending across all three channels, the recipient/message view, mixed-audience targeting, and the notification bell are all live.

Note

Payroll periods can be locked, released, reopened, or repaired by an Admin — talk to your administrator if a payroll period needs correction after processing.

8.5 Attendance, Shifts, Fingerprint Scanners & Remote Work

DavSuite records attendance from fingerprint scanners, from remote clock-ins, and from manual entries, checks each day against the employee’s shift, and flags late arrivals and early leaving for a manager to decide. Only those decisions affect pay. Employees marked **Exempt from overtime and attendance flags** (typically directors and management) still have punches and manual entries saved and shown, but are never flagged late, early or absent, and do not appear in attendance exception counts or approvals.

Shift times

Set shift times per contract under **Administration → Roster & Shift Settings → Shift times**. Each contract has two tabs: **Weekdays (Mon–Fri)** and **Weekend & holidays (Sat, Sun, public holidays)**. For each shift (Full Day, Morning, Afternoon, Night, Supervisor) enter a start and end time; an end earlier than the start means the shift crosses midnight. Leave a shift blank if the contract does not use it, and leave the Weekend tab blank if the contract does not work weekends — attendance is still recorded but not flagged. **Copy weekday times** fills the weekend tab as a starting point.

Times across DavSuite use **12-hour** clock format. Pick them with the standard time picker: click the field, choose hour, minute and AM/PM, then **OK** (or **Cancel** / **Clear**). You can also type a time such as "4:30 am".

Public holidays are added on the same page; a public holiday uses the weekend shift times even when it falls on a weekday.

Grace periods

Each shift has a **Late grace** and an **Early-leave grace** in minutes. Leave the box blank to use the company default (30 minutes each). A longer early-leave grace suits flexible finishes — for example a weekend shift of 04:30–10:00 with a 120-minute early-leave grace lets staff finish any time from 08:00 without being flagged.

Which shift applies: rotating staff follow the duty roster for that day; other staff use the shift on their employee record; supervisors use the Supervisor row. Weekend and holiday times apply on Saturdays, Sundays and public holidays.

Attendance exceptions — Full day, Half day or Absent

When someone arrives later than their start time plus late grace, or leaves earlier than their end time minus early-leave grace, the day appears in the **Attendance exceptions** panel at the top of **HR Management → Attendance** (filter **Pending**, **Decided** or **All**). Lateness stays on the record but does **not** reduce pay until you decide:

Decision	Effect on pay
Full day	Paid as a normal day.
Half day	Half a day's pay is deducted (basic ÷ days to pay × 0.5).
Absent	A full day's pay is deducted.

The deduction reduces gross pay before PAYE and SSNIT (from October 2026 payroll) — see 8.2.

Add a short note with the decision. **Change decision** lets you correct it later; pay is recalculated and a day is never counted twice. Any exception still **pending** blocks the payroll lock for that month.

Fingerprint scanners (Scanners & Devices)

Scanners & Devices (sidebar) has three tabs: **Barcode Scanners**, **Attendance Devices** and **Printers**. Supported attendance brands:

- **ZKTeco**, **eSSL** and **Anviz** — **ADMS** cloud push over the internet (no PC software needed)
- **Hikvision** — **ISAPI** over **HTTPS** (port **443** by default). The Hikvision setup card shows host, URL path and link details; use **Regenerate link** if you need a new push URL/token
- **Add device** — register by serial (ADMS) or complete the Hikvision setup, give a name and location, and choose which staff group it serves. A scanner that contacts DavSuite before it is registered appears under **Unclaimed devices**.
- **Employee PIN mapping** — the device **Employee No** must equal the employee's **PIN** in DavSuite. Use **Auto-assign PINs from staff IDs** to fill empty PINs from staff IDs (existing PINs are skipped; conflicts are listed so you can fix them manually). Enrol fingerprints on the device under that PIN.
- **Live status** — each scanner shows **Online** or **Offline** and when it last checked in. You are alerted if a scanner goes offline.
- **Needs review** — punches that cannot be matched (for example an unknown PIN) wait here for you to map or dismiss.

- **Outage attendance** — if a scanner is down, record that day's attendance with a reason so nobody is marked absent unfairly.

How punches become attendance: the first punch of a working session is the clock-in and the last is the clock-out, whatever order they arrive in — so a scanner that uploads a backlog after being offline still produces the right day. Repeat punches within two minutes are ignored, re-sent punches are never counted twice, and punch times are kept exactly as the scanner reports them. If a scanner's clock is 5 minutes or more off, the punch is kept and flagged "Scanner clock is X minutes off; check the scanner time".

Attendance modes

Not everyone needs to clock in the same way. Each employee has an **Attendance mode** on their record; **Role default** uses their role:

Mode	Who by default	What it means
Exempt	Administrators, Directors	Attendance is not required — never flagged late or absent, and attendance never reduces their pay. They may still clock in.
Quick remote	HR, Finance, Operations, Finance & Admin	Can clock in and out remotely in one step; automatically approved and recorded with a location.
Standard	Everyone else	Clocks in on site. Remote clock-ins need approval unless covered by a remote work arrangement.

Administrators, Directors and HR can change an employee's mode on the Employee Directory record.

Remote attendance

Staff allowed to work remotely use **Self-Service → My Attendance** (or **Remote attendance**) to clock in and out. They choose a location — Working from home, Head office, Client site / contract site, Client or supplier meeting, Field visit / inspection, Travelling, or Other (type it in) — and may add an optional reason. Requests that need approval go to **Self-Service → Approvals → Attendance**, where the approver gets an in-app badge and a push notification.

Remote work arrangements

For staff who regularly work away on set days, add an arrangement under **HR Management → Remote Work → Add arrangement**: choose the staff member, the weekdays, a start date and optional end date, the location, an optional reason, and whether remote clock-ins on those days are **auto-approved**. Arrangements can be edited or deactivated. Two active arrangements for the same person cannot cover the same weekday and dates — DavSuite tells you which one overlaps.

Testing scanners

On test (staging) workspaces only, a **Simulate scanner** panel sends sample punches so the whole flow can be checked without a real device. It never appears in live workspaces. Ask DavSuite must not mention this simulator when helping users on live workspaces.

Section 9 — Operations

Operations is where you run sites day to day — rostering, work, inspections, and issues. Tabs include:

- Duty Roster — assigns staff to sites and shifts (see Section 9.1)
- Roster History — review past roster rotations without opening the live Duty Roster editor
- Sites — your register of managed locations
- Consumables — site consumables tracking
- Work Orders — track maintenance and service jobs
- Inspection Summary — overview of inspection results by site
- Failed Inspections — inspections that failed and need follow-up
- Corrective Actions — actions raised to fix failed inspections or related findings
- Complaint Register — customer or site complaints
- Incident Register — operational incidents

Supervisors who only have Customer List access also see Customer List as a tab here; full Sales & CRM remains separate for roles that have it.

9.1 Duty Roster — Reviewing Past Rotations & Approvals

Beyond assigning staff to sites and shifts, Duty Roster lets you review history and formally approve a rotation.

- **Rotation selector:** switch between the current rotation and any past one for the selected customer using the dropdown at the top of the page. A past rotation opens read-only, showing the full facility, shift, and staffing detail exactly as it was — not just a flat change log.
- **Staffing-gap indicator:** any facility where Actual staff falls short of Required staff is highlighted amber with a “Short staffed” badge, and the totals row is flagged too if the shortfall is overall — so a gap is never buried in the numbers.

- **Approval:** once a rotation is reviewed, Approve records who approved it and when; an approved rotation locks (read-only) and shows your saved signature on its printout, the same signature used on receipts and invoices.
- **Download PDF:** saves a real PDF file of the roster, separate from Print, which opens your browser's print dialog.

Fig. 8 — Duty Roster: rotation review and approval.

Business unit visibility — roster data (config, projects, staff assignments, rotation metadata) follows the **Business Unit switcher**. Customers and sites can span units; printed roster letterhead shows a business unit name only when **every staffed site** for that client shares the same unit on its projects — otherwise the letterhead stays neutral.

Section 10 — Inventory (Production & Purchasing)

Every item you sell lives in one place: Finished Products. It does not matter whether you made it yourself or bought it from a supplier — once it is stock, it is stock. What differs is only how it got there, and that is reflected in how the Inventory sidebar is organised: Finished Products sits on its own, with two groups underneath it — Production and Purchasing.

Fig. 4 — Two roads in, one shared stock list.

10.0 Business Units (multiple businesses under one workspace)

Some workspaces run more than one business under the same company login — for example Davors Facilities, Davors Logistics, and Davors Enterprise. Each of those is a **Business Unit**.

- Admins create and name business units under Administration → Workspace Settings → Business Units (Section 13). Each unit has its own contact details, GRA TIN, logo, invoice address, and linked payment accounts (Section 13.2).
- Use the **Business Unit switcher** at the top of the app to choose which business you are working in.
- **A specific business** — lists, stock quantities, costs, and most new records are scoped to that business only. Inventory stock and weighted average cost are kept **per business unit**, so Logistics stock does not appear as Facilities stock.
- **All Businesses** — a combined read-only style view across every business unit. You can review totals, but you **cannot create or stamp** new purchases, production, stock adjustments, or similar records while All Businesses is selected. Switch to a specific business first; the system will refuse All Businesses create attempts with a clear message.

- The workspace **default** business (often shown without a named unit, or as your primary facilities business) uses the same rules: pick it explicitly when you need to post stock there.

Suppliers are shared directory data for the whole workspace (every business unit can use the same supplier list). Purchases, purchase orders, production, balances, and stock adjustments are scoped to the business unit they were recorded under.

10.1 Finished Products

Your master list of sellable items. Each product is tagged with a Sourcing type:

Each product can also have a photo, shown as a thumbnail here and wherever staff select the product at Point of Sale or Add Sale in the Sales register — useful when a name alone is not enough to recognize what is being sold.

- Manufactured — produced in-house through a Production Batch
- Purchased — bought from a supplier for resale

Tip — cost on Finished Products

On the product master itself you do not type a standing unit cost. Day-to-day cost per unit is calculated as a weighted average for the **active business unit**, from production batches, product purchases, less sale COGS and internal consumption, plus manual stock adjustments (Section 10.6). When you use **Record Stock Adjustment** with Opening Balance or Found Stock, you **do** enter Cost per Unit for that adjustment — that is how opening or found stock joins the average-cost calculation.

You can bulk import your existing product list from a spreadsheet using the Bulk Import button on this page — see Section 2.4. The product list for pickers (for example Record Stock Adjustment) shows the full catalogue so a business unit can select a product even before it has stock there; the on-hand list for a named business only shows products that already have a stock balance in that business.

10.2 Production

Covers Raw Materials, Production Batches, and Internal Consumption — everything involved in making your own stock.

- Raw Materials — materials bought to be used in production; stock and weighted average cost update automatically as you record purchases (and stock adjustments), **per business unit**
- Production Batches — record what you produced, from which raw materials, and the batch cost feeds into the finished product's average cost for that business

- Internal Consumption — stock used up internally (e.g. cleaning supplies) rather than sold; posted as an expense immediately since it is not becoming resale inventory, and it reduces the weighted average cost pool for that product/business

10.3 Purchasing

Covers Purchase Orders and Purchases — everything involved in buying stock from outside your business. **Suppliers** (your directory of who you buy from, shared across business units) lives under **Finance → Suppliers**.

- Purchase Orders — an optional planning step; a Purchase Order records what you intend to buy and from whom, before anything has arrived, stamped to the active business unit
- Purchases — the actual event; recording a Purchase increases stock for that business unit and, if bought on credit, creates an Accounts Payable entry

Purchase Order vs. Purchase — what's the difference?

Purchase Order (PO)	Purchase
A plan / promise: "I intend to buy X units from Supplier Y at price Z."	The actual event: goods arrived, money is now owed.
Nothing has happened yet — no money owed, no stock received	This is what actually moves stock and creates the payable

A Purchase Order is entirely optional. Skip it and record a Purchase directly for the simple, everyday flow. Use a Purchase Order when you want to formally commit to an order before goods arrive, or check a delivery against what was expected — when you record the Purchase against that PO, its "received" quantity and status update automatically.

The Price Variance Warning

When recording a Purchase against a Purchase Order line, if the actual cost per unit differs from the agreed price, you will see a warning such as:

Example
"This is 150% higher than the PO price of GHS 20.00."

This never blocks the purchase from being recorded — the real invoice price is always what is used for your stock cost and payables. The warning simply makes sure a supplier's price change does not go unnoticed.

Cash vs. Credit Purchases

Whether a Purchase creates an Accounts Payable entry depends on the payment method you select:

How it works
Any payment method whose name contains "credit", "on account", "accounts payable", or "supplier credit" is treated as Credit — it creates a payable, marked Outstanding. Everything else — Cash, POS, MoMo, Bank Transfer — is treated as immediate: no payable is created, since nothing is owed.

10.4 Correcting a Mistake

Purchases and Purchase Orders are not directly editable once recorded, to protect your financial records from accidental drift. Instead:

- Delete a Purchase to reverse its stock increase and remove its linked payable — only allowed if none of that stock has already been sold or the payable already paid
- Delete a Purchase Order — only allowed if nothing has been received against it yet; otherwise, use it as a historical record

For quantity or cost mistakes that are not a simple delete — missing opening stock, found stock, write-offs, or quantity corrections — use **Record Stock Adjustment** on Raw Materials or Finished Products (Section 10.6) under the correct business unit. Do not invent a fake purchase or production batch just to move the number.

10.5 Fixed Assets vs. Inventory

Two completely separate concepts, tracked in separate modules — it is easy to mix these up, so here is the distinction in one place.

Inventory	Fixed Assets
Raw Materials, Finished Products — bought to be used up or resold	Equipment, vehicles, furniture, buildings — bought to be kept and used long-term
Turns into revenue (sold) or gets consumed	Not sold; slowly loses value over time (depreciation)
Never depreciated	Tracked on the Fixed Asset & Depreciation Schedule report (Section 6.4)

Note
A raw material or product purchase correctly never appears on the Fixed Asset report — that is expected, not a fault. Only real long-term equipment or property purchases belong there.

Note — who can edit Inventory

Note — who can edit Inventory
Viewing inventory is available to Admin, Operations Manager, Director, Finance, and Sales Rep roles (subject to your plan). **Editing** — adding products, recording purchases, production, and stock adjustments — is restricted to Admin, Operations Manager, and Director. Finance can view stock but does not edit inventory records.

10.6 Record Stock Adjustment (Raw Materials and Finished Products)

Both **Raw Materials** and **Finished Products** include a **Record Stock Adjustment** section. Use it when stock must move without a normal purchase, production batch, sale, or internal consumption — for example opening balances when you go live, stock found in the store, a quantity correction, or a write-off.

You must be on a **specific business unit** (not All Businesses). The adjustment is stamped to that business, and the Stock Adjustments history table below the form shows only adjustments for the business you are viewing.

Adjustment types

Type	Quantity	Cost per Unit
Opening Balance Found Stock Write-off	Quantity to add (positive) Quantity to add (positive) Quantity to remove (entered as a positive amount to remove; saved as negative) Direction Increase or Decrease, then a positive quantity	Required — you enter it Required — you enter it Not entered — the system captures the current business-unit average cost Not entered — the system captures the current business-unit average cost

- Opening Balance and Found Stock update quantity **and** join the weighted average cost calculation using the cost you enter.
- Correction and Write-off change quantity only for costing purposes in the sense that they reuse the current average cost automatically — the system will reject a manually typed cost for those two types.
- Reason is always required; Notes are optional.

Weighted average cost (per business unit). For finished products, average cost for a business unit is built from production batch costs + product purchases − sale COGS − internal consumption value + manual stock adjustments (quantity × cost on each adjustment row), divided by current stock for that business. Raw materials follow the same idea through their purchase and adjustment helpers. Always switch to the business unit whose stock you mean before adjusting.

10.7 Barcode Scanning

Every finished product in your workspace has a **barcode** (assigned automatically when the product is created). Every **production batch** has a **batch number**, and every **purchased-product lot** recorded under Inventory → Purchases has a **lot code** (plot number). Together, these identify a specific item and the exact lot on your shelf.

When you print a **batch label**, the system encodes all of this as a single **Code128** barcode in the form:

Example label payload
DF-BC-0001|DF-BATCH-0003|2026-12-31 |
product barcode | batch or lot number | expiration date (if set)

Scanning that label (or typing the same payload into the manual entry field) lets staff select the right product or lot without searching long dropdown lists.

Where scanning works

Screen	What a scan does
Point of Sale checkout / Add Sale (Sales register)	Adds the scanned product (or batch label) to the cart
Raw Materials → Record Purchase	Selects the material in the purchase form (matches material code)
Production Batches	Scan finished product — selects the product on the batch form; scan raw material — fills the focused material line
Inventory → Purchases	Selects the purchased finished product on the Record Purchase form (matches barcode, then product code)

At each scan point, focus the relevant field or open the form first so the scanner knows what you are trying to fill in (for example, focus a material line before scanning a raw material on Production Batches).

Printing batch labels

1. Go to **Inventory → Production Batches**.
2. On the batch row you want to label, click **Print Batch Label**.
3. Set **Quantity to print** (how many identical labels you need — for example, one label per unit produced).
4. Use your browser's print dialog to print the label sheet. Each label shows the product name, batch number, expiration date (if recorded), and the scannable Code128 barcode described above.

Print labels after recording a production batch so warehouse and POS staff can scan the exact lot at checkout or when moving stock.

Enter code manually (permanent fallback)

Every scan point also shows an **Enter code manually** field. Use this when the physical wedge scanner is unavailable or malfunctioning: type the barcode, product code, material code, or full batch-label payload, then press **Enter** or **Submit**. The system runs the **same lookup** as a hardware scan — there is no separate "test mode."

When a code is not found

If the scanned or typed code does not match anything in your workspace, the form shows a clear message such as **Product not found** or **Material not found**. Nothing is selected silently — fix the code or choose the item from the dropdown instead.

Tip
Batch labels encode the product barcode and batch number together. At POS, scanning a printed batch label adds the correct product to the cart using the barcode segment of the label.

Section 10A — Real Estate (Davors Technologies only)

Real Estate appears in the sidebar only for Davors Technologies platform staff with Admin or Director access on the Davors Technologies tenant. Ordinary customer workspaces do not see this module.

Use it to run the managed property portfolio:

- Landlords — landlord directory
- Properties — buildings and sites under management
- Applications — tenancy applications
- Tenants — lessees / tenants
- Leases — active and historical leases
- Rent Ledger — rent charges and balances
- Payouts — landlord payouts
- Maintenance — maintenance jobs
- Complaints — property complaints
- Inspections — property inspections

- Expenses — property-related expenses
- Announcements — Templates and Campaigns for landlord/tenant messaging (separate from Sales Email & Promotions and HR Employee Announcements)

Related Real Estate reports (Vacancy Rate, Occupancy, Arrears Aging, Income by Property) appear under Reports when you have this access.

Section 11 — Self-Service

Self-Service is for **your own staff**, not customers (customers use the **Customer Portal**). The sidebar shows **Self-Service** only when your user account is **linked to an employee record** — any role with that link (Admin, Finance, HR, Operations, Sales Rep, etc.) can use it, not only the Employee role.

The personal tabs are:

- **My Payslip** — your payslips
- **My Attendance** — your attendance days, any exceptions and decisions, and (if you may work remotely) **clock in / clock out** with a location. If your role is exempt you will see "Attendance not required for your role."
- **My Leave** — **Request Leave** at the top (show/hide the form), then **Leave Balance ({year})** with **Entitled**, **Used**, and **Remaining** per leave type (**your balances only**), then **My Leave Requests**. If dates you enter exceed **Remaining**, an amber warning appears (tap ⚠ for detail); you can still submit and your approver decides.
- **My Roster** — your duty roster assignments

11.1 Approvals (Leave, Attendance, Overtime)

If you approve for others, open **Self-Service → Approvals**. There are three tabs:

- **Leave** — leave requests waiting on you (Section 8.3a)
- **Attendance** — remote attendance and related attendance decisions
- **Overtime** — overtime **Requests** and **Entries**, labelled so you can tell planned requests from worked entries (Section 8.3b)

Each tab shows **badges** for pending counts. Approvers get **in-app notifications** (and push where enabled). Lists **refresh live** as items are decided. You cannot approve an overtime request or entry you created yourself; reject needs a reason.

Leave requests that need **your approval as a manager** appear under Self-Service → Approvals → Leave, not under My Leave.

Section 12 — Reports

Reports are organized into up to **eight** categories, depending on your role and whether Real Estate is available:

1. Finance — Monthly P&L Statement; Cash Flow Statement; Monthly Balance Sheet; Accounts Receivable Aging; Expense Report; Budget vs Actual; Fixed Asset & Depreciation Schedule; Statutory Liabilities Report; Capital Contributions Summary
2. HR & Payroll — Monthly Payroll Summary; Attendance Summary; Leave Balance; Loan Register Summary; Overtime Summary; Headcount & Contract Expiry
3. Operations — Quality KPI Summary; Site Performance Report; Corrective Action Status
4. Inventory — Stock on Hand; Production History; Internal Consumption
5. Sales — Product Catalog; Sales register
6. Customer-Facing — Monthly Customer Service Report
7. Incidents — Individual Incident Report; Monthly Incident Summary; Escalated Incidents Report; Recurring Issue / Trend Report
8. Real Estate (Davors Technologies staff only) — Vacancy Rate; Occupancy; Arrears Aging; Income by Property

Every report can be exported to CSV or sent to print directly from the browser.

- Stock On Hand — values every item using the same combined production-and-purchase (and adjustment) cost basis as the Balance Sheet for the business unit you are viewing, so the two stay aligned

Note

PDF export is not currently available — use your browser's "Save | as PDF" option from the print dialog if you need a PDF copy.

Section 12A — Directors Board

The Directors Board is where the company's directors check whether the business is ready to pay its owners, declare and pay dividends, and keep the shareholder register. It appears in the sidebar just above Administration, and only users with the **Admin** or **Director** role can see it. Other roles, including Finance, cannot open it.

12A.1 Scorecard

The Scorecard checks, in one place, whether it is safe to pay a dividend. It looks at whether the Balance Sheet balances, whether statutory taxes (PAYE, SSNIT, VAT and withholding tax) are up

to date with no arrears, whether a tax reserve has been set aside, and whether there is enough cash and enough retained earnings. Each check shows whether it passes. A short version appears as the Director's summary card on the Dashboard.

12A.2 Shareholders

The shareholder register lists each owner with their shareholding and payment details. A person can be registered only once — DavSuite tells you if you try to add the same shareholder twice. When someone stops being a shareholder, deactivate them rather than deleting them, so past dividend records stay complete.

12A.3 Dividends

Dividends are declared for the business selected in the business unit switcher. Choose a specific business first.

- **Declare** — enter the declaration month and the details of the dividend. DavSuite refuses a declaration if the books do not balance or if there are not enough retained earnings to cover it, and explains why.
- **Declared** — the dividend is now owed to the shareholders. It reduces retained earnings and shows as Dividends Payable on the Balance Sheet.
- **Pay** — record each shareholder's payment when the money is sent. Cash goes down and Dividends Payable is cleared.
- **Withholding tax** — 8% dividend withholding tax is deducted from each payment. It appears in the Statutory Ledger as owed to GRA until you remit it.
- **Cancel** — a declaration made in error is cancelled, not deleted. Cancelling reverses its effect on the Balance Sheet and keeps it in the history for audit.

Note

A dividend must first be agreed by the directors and recorded in the minutes of a directors' meeting. Declare it in DavSuite only after that decision.

12A.4 Settings

Directors Board Settings is where Admin and Director users set the targets the Scorecard checks against, such as the tax reserve and minimum cash to keep in the business.

Section 13 — Administration

Administration is where Admin-role users configure the workspace. It is organized into the following groups:

Group	What it controls
Finance Settings	Expense Categories; Expense Sub-Categories; Payment Methods; Payment Accounts; VAT/WHT Calculation Basis (Sales Tax Basis — see also Section 6.9); Asset Categories; Depreciation Methods; Online Payments; Inventory Go-Live; Approvers
HR Settings	Salary Settings (default pay and allowances by Position/Employment Type; **Working days for pay calculations**; **Absence and half-paid leave reduce taxable pay from**; overtime / welfare options), Leave Settings (approver, Leave Entitlements, **Leave Types** payroll treatment), Manage Positions, roster configuration. PAYE/SSNIT/casual and country overtime tax rates are platform-wide by **tenant country** (Section 8.2a), not typed in here.
Operations Settings	Service Categories, Contract Assignments, Site Assignments, Roster & Shift Settings (shift times, grace and public holidays)
User Accounts	Create, edit, deactivate, reset passwords for, or delete users in your workspace
Workspace Settings	Business Units; Workspace Settings (name, logo, address, signature); Billing Settings (DavSuite subscription, invoices and SMS credits); Report a Problem
Platform Settings	Tenant Management; Tier Pricing; Platform Unit Pricing — Davors Technologies super admin only
Monitoring & Support	System Event Log; User Activity Log; Support Tickets; Platform SMS Usage — Davors Technologies super admin only

13.1 Managing User Accounts

From Administration → User Accounts, an Admin can:

- Create a new user and assign their role
- Edit an existing user's role, linked employee/client, or supervised sites
- Reset a user's password
- Deactivate a user (they can no longer log in, but their historical records are preserved)
- Delete a user entirely (only possible once their leave-approver and other dependencies are cleared)

Note
You will only ever see and manage users within your own workspace — this list never includes staff from any other company on the platform.

13.2 Workspace Settings and Business Units

Workspace Settings — set your workspace name, business address, phone, and email, and upload your own logo and signature. These appear in your sidebar and on printed documents such as payslips, reports, and client invoices. Your login and signup pages remain generically branded as Davors Technologies.

Business Units — create and manage the named businesses under your workspace (Section 10.0). Open a unit from the list to edit it in a **drawer** where you can set:

- **Contact and registration** — business phone, alternative phone, website, business registration number, and **GRA TIN** for that unit.
- **Payment accounts** — link one or more saved payment profiles so they are available on Client Invoices for this unit. Payment accounts can be shared with **all** business units or restricted to **selected** units only (configure availability under Administration → Finance Settings → Payment Accounts).
- **Documents** — when a business unit is active, printed and PDF documents (for example client invoices) use that unit's phone and TIN where you have filled them in; otherwise the workspace defaults from Workspace Settings apply.

Each unit can be selected from the Business Unit switcher. Removing or renaming a unit does not delete historical stock or finance rows already stamped to it.

13.2a Finance Settings — Expense and Asset Categories

Under **Administration → Finance Settings** (sidebar group **Finance Settings**):

Expense Categories and Sub-Categories (**Expense Categories**)

- Every **sub-category belongs to one expense category**. When you add or edit a sub-category, you choose its parent category.
- For each category or sub-category you can **Edit** the name, **Delete** it, **Hide from new entries**, or **Show again** so it reappears in pickers for new records.
- **Delete** is refused when the item is already used on expenses (or related records). In that case, **Hide from new entries** instead — past rows keep the name for history.
- **Unlinked sub-categories** — if sub-categories exist without a parent category, they appear in a separate list where you can **Link** each one to the correct category, or remove **duplicates** when the same name already exists under that category.

Asset Categories

- The same **Edit**, **Delete**, **Hide from new entries**, and **Show again** rules apply. Delete is blocked when a category is in use on fixed assets; hide it instead.

Note

Editing a category name does not rename categories stored on old expense or asset rows — those keep the label they had when posted.

Billing Settings — also listed under Workspace Settings in the sidebar; see Section 14.1 for what you can change there.

Report a Problem — send a support issue to Davors Technologies from inside the app when something is wrong.

13.3 Payment Accounts

Your company's bank and Mobile Money accounts, kept under **Administration → Finance Settings → Payment Accounts**.

What they're for

- **On invoices and quotations** — your customer sees where to pay, for example "Pay to: Republic Bank, 0410648591101" or "MTN MoMo merchant 0547346731".
- **In your records** — when you record money coming in or going out (a sale, an expense, a salary advance), you pick which account it went through, so you always know where your money is.

What they're not for

- Taking Mobile Money at POS or in Sales. DavSuite can't see money arriving in these accounts. For that, use **Online Payments** (Section 13.3a).

An account that is already linked to records cannot be deleted — deactivate it instead, so it is no longer offered but past records stay intact.

13.3a Online Payments

Administration → Finance Settings → Online Payments is where you connect the account that receives Mobile Money payments made through DavSuite (POS, Add sale and payment links). Money from those payments settles directly to your own bank or Mobile Money account, not to Davors.

The page shows one of three statuses:

- **Connected** — Paystack has confirmed the account; Mobile Money works everywhere.
- **Not connected** — no account yet; Mobile Money shows **Not set up** and staff take Cash payment.

- **Needs attention** — Paystack cannot find or use the account. Mobile Money is paused until you update the settlement account. Administrators and Directors receive a notification when this happens.

DavSuite re-checks the connection every night and whenever this page is opened or saved.

Which money setting is which? Payment Methods — how customers and suppliers pay you (cash, Mobile Money, bank). **Payment Accounts** — your company accounts, used to record where money goes. **Online Payments** — the Paystack connection for Mobile Money collected through DavSuite. **Billing Settings** (under Workspace Settings) — only your DavSuite subscription, invoices and SMS credits.

13.4 Inventory Go-Live

Set the date your Inventory tracking goes live, and your opening inventory value, from Administration → Finance Settings → Inventory Go-Live. Purchases and stock movements from before this date are not posted to your financial statements — this lets you start using Inventory mid-year without distorting your historical books. For quantity opening balances **per business unit** after go-live, use Record Stock Adjustment → Opening Balance (Section 10.6).

13.5 Platform Settings and Monitoring (Davors Technologies only)

These groups appear only for Davors Technologies platform super Admins:

- Tenant Management — customer workspaces on the platform. Click a **company name** (or ⋯ at the end of the row) to open its details drawer: workspace name, contact email, phone, address, country, created date, trial end, billing waiver, current tier, custom price, and the number of business units, active users and employees. All actions are in the drawer: **Suspend / Reactivate**, **Change Tier**, **Custom Price**, **Waive Billing / Remove waiver** and **Manage login**.
- Tier Pricing — DavSuite ERP plan prices and Paystack plan linkage
- Platform Unit Pricing — unit-based platform billing configuration
- System Event Log — platform system events
- User Activity Log — high-level activity monitoring
- Support Tickets — inbound support
- Platform SMS Usage — SMS credit usage across the platform

Section 14 — Your Subscription

New workspaces receive 90 days of full free access (trial = every feature unlocked). After trial, four subscription tiers — Starter, Professional, Business, and Enterprise — gate modules as below. Billing is per company account, not per user seat.

Verified against the live tier entitlement map (tier_features):

Tier	Includes
Starter (base)	Always included (not feature-gated): Finance (Income Register, Expense Register, Accounts Payable, Fixed Assets, Manual Financial Entries, Budget, Profit & Loss, Cash Flow, Balance Sheet, invoices, receipts, statutory ledger, and related Finance reports); HR & Payroll (Employees, Payroll Processing & History, Attendance, Leave, Loans, Overtime, Disciplinary, Exit, Equipment, Staff Kit, ID Cards, announcements); Self-Service; Administration for your workspace.
Professional	Everything in Starter, plus: Operations (Duty Roster, Roster History, Sites, Consumables, Work Orders, inspections, Corrective Actions, Complaint & Incident registers, Operations and Incidents and Customer-Facing reports); Sales & CRM core (Customer List, Services, Product Sales register, Credit Notes, pipeline/quotes/targets as available, Sales reports).
Business	Everything in Professional, plus: POS; Inventory (Finished Products, Raw Materials, Production, Internal Consumption, Purchasing / POs / Suppliers, stock adjustments, Inventory reports).
Enterprise	Everything in Business, plus: Email & Promotions (Templates, Campaigns, Notification Rules). Multi-business **Business Units** under one workspace are available as a workspace capability (Section 10.0), not a separate paid add-on. External API access for third-party integrations remains planned, not yet generally available.

Your subscription tier is currently set up on your behalf by the Davors Facilities team — contact support if you would like to select or change your tier ahead of your trial ending. Current GHS list prices for DavSuite ERP plans are maintained under Administration → Platform Settings → Tier Pricing (Davors Technologies admins); customer Billing Settings shows the plan on your own account.

14.1 Billing Settings

View and manage your subscription from Administration → Billing Settings:

- Subscription Plan — see your current tier and request a plan change; your Davors Technologies contact confirms and applies it.
- Email Recipient — set which email address receives billing-related notices.

- Billing Address & Tax ID — save your registered business address and tax identification number for use on billing documents.
- Past Invoices, Payment Methods, and Credit Balance show your real billing history and payment activity, synced automatically from your online payments.

14.2 Cancelling Your Subscription

If you need to cancel, scroll to the bottom of Billing Settings, where a clearly marked cancellation section sits apart from the rest of the page.

- You will be asked for a reason for cancelling, and asked to type your workspace name to confirm - this is a deliberate extra step to make sure cancellation is not accidental.
- Cancelling does not end your access immediately - you keep full access through the end of your current paid billing period, shown on screen before you confirm.
- None of your data is deleted when you cancel - all your records stay exactly as they are and are fully available again the moment you resubscribe.

To come back after cancelling, use Change Plan on the Billing Settings page at any time (even before your access period ends) to start a fresh subscription.

Section 15 — Data Security & Privacy

Your workspace's data is fully isolated from every other organization on the platform:

- Your employees, customers, financial records, and settings are visible only to users within your own workspace.
- Even Davors Technologies' own platform administrators cannot see your workspace's day-to-day data through the application — platform administration is limited to account-level actions such as activating your subscription.
- Every user must log in with their own email and password; there is no shared or generic login. Users who enable multi-factor authentication (MFA) under My Account confirm a second factor at login when their account requires it.

Note
If you ever notice information in your workspace that does not belong to your organization, stop using that screen and contact support immediately.

Section 16 — Getting Help

If you run into an issue or have a question not covered in this handbook:

Step	What to do
1	First, check with your own workspace Admin — many day-to-day questions (password resets, new user setup, role changes) can be resolved directly by them.
2	For anything else, use Administration → Report a Problem if you are an Admin, or contact Davors Technologies support at admin@davorstechnologies.com or your usual Davors contact.

When reporting an issue, it helps to include: your workspace name, the page you were on, what you expected to happen, and what happened instead.

Section 17 — Worked Example: A Day in Your Business

To bring everything together, here is a complete example: a wholesale-to-retail business that buys assorted drinks and biscuits at a warehouse, and sells them retail, while tracking fuel, packaging, and worker costs.

Fig. 5 — The full loop, from purchase to profit.

Step 1 — Set up once

- Finance → Suppliers: add the warehouse(s) you buy from
- Inventory → Finished Products: create each item, mark Sourcing as Purchased, set your selling price — do not enter a standing master cost here; cost comes from purchases and adjustments for the business unit you are working in

Step 2 — Buying stock at the warehouse

Inventory → Purchases → Record Purchase: product, supplier, quantity, actual cost paid, payment method (on the correct business unit). This increases stock and, for a cash purchase, reduces your cash position with no debt created.

Step 3 — Running costs (fuel, packaging, workers)

These are not inventory — they are operating expenses. Finance → Expense Register for fuel and packaging. Formal wages run through HR Management → Payroll; informal day labour can be logged as an expense too.

Step 4 — Selling at the end of the day

Walk-in retail: Sales & CRM → POS: add items to a cart, checkout, print a receipt.

Credit client (pays later): Sales & CRM → Sales → **Add Sale**, set Payment status and due date.

Stock and Cost of Goods Sold are calculated automatically using the real price you paid at the warehouse. If a customer returns goods, use **Return** on the Sales register (Section 7.10) — commissions and loyalty adjust automatically.

Step 5 — Seeing your actual profit

- Dashboard: quick daily/monthly Net Profit, Revenue, Expenses, and Total Purchases at a glance
- Finance → Profit & Loss: Revenue minus auto-calculated COGS minus operating expenses = actual profit
- Finance → Cash Flow Statement: real cash in vs. cash out, separate from the accrual-based P&L

Section 18 — Glossary of Terms

Term	Meaning
Workspace / Tenant	Your organization's private area within DavSuite
Admin	The role with full access to your workspace, including Administration
POS	Point of Sale — the in-person, cart-based checkout screen for product sales
Purchase Order (PO)	An optional plan to buy stock from a supplier, before it has arrived
Purchase	The actual recorded event of stock arriving and (if on credit) money being owed
Sourcing Type	Whether a Finished Product is Manufactured (made in-house) or Purchased (bought for resale)
COGS	Cost of Goods Sold — the cost of stock automatically expensed at the moment it is sold
Weighted Average Cost	The automatically calculated cost per unit for a product or material in a business unit, blended from production and/or purchases, reduced by sale COGS and internal consumption, and including manual stock adjustments
Business Unit	A named business under one workspace (for example Logistics vs Facilities), selected from the switcher; stock and many records are kept per unit
All Businesses	Switcher mode that shows combined data across every business unit; you cannot create or stamp new records in this mode
Stock Adjustment	Manual quantity change (Opening Balance, Found Stock, Correction, Write-off) on Raw Materials or Finished Products for the active business unit
Fixed Asset	Equipment, vehicles, or property kept and used long-term, tracked separately from Inventory
Director's Loan	Money moving between the director and the company, recorded as dated lines on Finance → Manual Financial Entries (Director's Loan

Term	Meaning
	ledger): lent, repaid, company paid for personal expense, or director repaid the company
Due from Director	Balance Sheet asset when the director owes the company (for example after "Company paid for my personal expense" entries); shown from the Director's Loan ledger net position
PAYE	Pay As You Earn — statutory income tax deducted from payroll; Ghana monthly bands are platform-wide by effective date (Act 1178 from Sept 2026 — Section 8.2a)
SSNIT	Social Security and National Insurance Trust contributions
Trial	The 90-day period of free full access given to a new workspace
Tier	A subscription plan (Starter, Professional, Business, Enterprise) determining which modules are unlocked
Client Invoice	A contract-based invoice you issue to your own customer, generated and tracked from Finance → Client Invoices
Authorized By	The named signer and title printed on a Client Invoice's signature line
Payment Account	A saved bank or mobile money profile that can be selected to appear on your Client Invoices
VAT/NHIL/GETFund	Combined statutory tax (20%) applied to service income on Client Invoices
WHT	Withholding Tax (7.5%) — shown for disclosure on Client Invoices, not subtracted from the amount due
Campaign	A one-time or scheduled marketing message sent to a chosen group of your customers, from Email & Promotions
Notification Rule	An automatic customer-facing message triggered by a real event (a sale, a payment, an invoice), configured under the Notification Rules tab
Customer Portal	The login area for your Client-role customers to see their invoices, receipts, and related documents
Credit note	A numbered document created when you refund, keep store credit, or exchange after a return (or issue credit on a Client Invoice). Tracked under Sales & CRM → Credit Notes
Store credit	Customer balance from a return outcome **Keep as store credit** (or exchange), applied at POS checkout until used or refunded
Customer credits	Balance Sheet liability for unused store credit owed to customers (see Section 6.6)
Directors Board	The area, visible only to Admin and Director users, for the Scorecard, Dividends, Shareholders and their Settings (Section 12A)

Term	Meaning
Dividend	A share of after-tax profit paid to the owners (shareholders), declared by the directors and paid from retained earnings
Dividend withholding tax	The 8% tax deducted from each dividend payment and paid to GRA; shown in the Statutory Ledger until remitted
Retained earnings	All profits the business has made since it started, less dividends declared. Carried into each new financial year automatically
Shareholder register	The list of the company's owners and their shareholdings, kept on the Directors Board
Attendance exception	A late arrival or early leave flagged for a manager to decide Full day, Half day, or Absent
Grace period	Minutes after start (late) or before end (early-leave) before an attendance exception is raised
Attendance mode	How an employee clocks in: Exempt, Quick remote, or Standard (role default or override on the employee record)
Remote work arrangement	Planned remote weekdays for a staff member, with optional auto-approve of remote clock-ins
Earned gross	Gross pay after unpaid absence is taken off, before SSNIT and PAYE (from October 2026 payroll)
Check payment	Sales register action that asks Paystack whether a payment already arrived for an awaiting sale
Payments needing attention	Paystack payments that arrived but could not be recorded as a sale (for example stock ran out)

Section 19 — AI Assistant (Ask DavSuite)

A built-in chat assistant (**Ask DavSuite**, floating button on DavSuite ERP screens) is available for questions about your own data or how to do something in the system.

Ask it things like "what's my outstanding balance for Central University" or "how do I raise a purchase order" — it can look up your own workspace data and explain how a feature works.

It answers from two sources: this handbook (retrieved by topic) and live read-only tools that pull figures from your workspace. It only ever sees data your own account already has access to — the same role-based access that applies to the rest of DavSuite applies to what it can answer.

It answers questions and points you to the right screen — it does not create, edit, or delete records on your behalf. Any change still has to be made by you, the normal way.

It can also help with attendance and shifts, overtime policy and approvals, scanners (ZKTeco / eSSL / Anviz ADMS and Hikvision ISAPI), Salary Settings vs payroll basic, Self-Service Approvals

tabs, remote work, Paystack payments awaiting confirmation, and the POS and payroll rules described in this handbook.