

WorkshopLedger Pro

Training Manual

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Hands-on training for every role in the workshop — front desk, owner/manager, and technician — as exercises performed on the live application with practice records. Each exercise states exactly what the trainee should see, and each track ends with a sign-off checklist.

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Before Training — Notes for the Trainer

- Training happens on the **live application** with clearly-named practice records — create a customer called **TRAINING Customer** with a vehicle plate you will recognise. WorkshopLedger Pro's own controls (voiding with reasons, the audit trail) make practice records safe to clean up afterwards: void the practice payments and invoices when done.
- Create each trainee's **own login** before their session, with the role they will actually hold — training on a shared or over-privileged account teaches the wrong screen. Trainees change their password at first login.
- Have the **receipt printer** loaded and configured, and blank paper in the A4 printer — the printed outputs are part of the training, not an optional extra.
- Each track below is one session of roughly 60–90 minutes. Front desk is the foundation — an owner/manager trainee should complete Track A before Track B.
- The exercise steps say *what* to do; the **User Guide** (Documentation tile) is the reference for every screen — keep it open on a second device or printed.

Track A — Front Desk

The counter role: customers, vehicles, jobs, estimates, invoicing, payments, receipts, and the daily money. By the end of this track the trainee has taken one vehicle from arrival to a paid, receipted invoice — twice, the second time without help.

Exercise A1 — Customer and vehicle

1. Create the practice customer (**TRAINING Customer**) with a real-format phone number.
2. Add a vehicle with a practice plate in Nigerian format.
3. Now try to add the *same plate* on a second vehicle.

***What you should see:** The application refuses the duplicate plate and shows the clash — the trainee should be able to say why plates are unique (one vehicle, one history).*

Exercise A2 — Open a job card

1. Create a job card for the practice customer and vehicle; note its WLP-JC number on paper — numbers are how the workshop talks about work.
2. Add two segments — e.g. “Engine service” and “Electrical” — with different technicians.

***What you should see:** A job card with two segments, each carrying its own technician, and a WIP figure of zero — nothing has been spent on it yet.*

Exercise A3 — Estimate: print, sign, approve

1. Create an estimate for the job: at least one parts line and one labour line.
2. **Print it.** Read the printed page as the customer would: workshop details, the lines, the total, the “Valid for N days” line, and the signature block.
3. Play the customer: sign and date the printed page.
4. Record the approval on the estimate.
5. Try to edit a line on the approved estimate.

What you should see: The approved estimate is locked — figures cannot drift after the customer has agreed. The trainee keeps the signed page; that pairing of signed paper and locked record is the workshop's protection in a dispute.

Exercise A4 — Supersede: the scope changes

1. Imagine more work found: **supersede** the approved estimate and add a new line to the new revision.
2. Find both revisions in the estimates list using the **search box** (customer name or plate).
3. Reprint the *old* revision.

What you should see: Two revisions visible, distinguished by status; the old one's reprint carries the **SUPERSEDED** watermark. Approve the new revision (print → sign → record) before moving on.

Exercise A5 — Issue parts to the job

1. Issue the estimated parts from inventory to the job card; print the issue slip.
2. Try to issue more of an item than is on the shelf.
3. Open the job card and look at WIP.

What you should see: The slip has a collector line to sign; the over-issue is refused; and the job's WIP now shows the cost of the issued parts — the trainee should say in one sentence what WIP means (what the job has cost us so far).

Exercise A6 — Invoice and split payment

1. Convert the approved estimate to an invoice; check the totals match the estimate exactly and note the WLP-INV number.
2. Choose **Take Payment**. Take part of the total in **Cash**, and part by **Transfer** with a reference — but deliberately leave a small balance unpaid.
3. Print the receipt for each payment on the thermal printer.
4. Try to pay *more* than the remaining balance.

What you should see: Paid-so-far and Balance update at each step; the invoice shows Part-Paid; the overpayment is refused; the receipts show ₦ amounts, a bold **BALANCE** line, and the trainee's own name as served-by.

Exercise A7 — Settle, and reprint a receipt

1. Take the exact remaining balance.
2. The invoice is now Paid — the payment button now reads **Receipts**. Open it and reprint the first receipt.

What you should see: Status flipped to Paid on its own; the reprint prints — and the trainee should know the reprint was recorded in the audit log: re-issuing paper for a customer is fine, invisible reprints are not.

Exercise A8 — Debtors and the WhatsApp reminder

1. Open **Debtors**. (If the practice invoice is fully paid, part-pay a second small practice invoice first so a debt exists.)
2. Find the practice customer using the search box and open the prepared WhatsApp reminder from their row — read it, and close it *without sending*.

What you should see: The debtor appears with an aged balance; the reminder opens pre-written with the right name and amount; and the trainee understands the rule — the application prepares, a person sends.

Exercise A9 — An expense, and closing the day

1. Record a practice expense (e.g. “Fuel”, Cash) and note its WLP-EXP number.
2. Record a second expense *linked to the practice job* (e.g. outsourced machining), then look at the job’s WIP again.
3. Open the **Cash Book** for today. Walk the entries: the cash payments in, the expenses out, the expected-in-drawer figure.

What you should see: The job-linked expense raised the job’s WIP; every cash book line carries a document number; and the trainee can explain how the drawer is counted against expected-in-drawer at close.

Track A sign-off

The trainee, unaided, can:	Done
Create a customer and vehicle, and explain why plates are unique	☐
Open a job card with segments and read its WIP figure	☐
Produce a printed estimate, obtain the signature, and record approval	☐
Supersede an estimate and explain the SUPERSEDED watermark	☐
Issue parts with a slip, and explain why over-issue is refused	☐
Convert an approved estimate to an invoice	☐
Take a split payment, print receipts, and settle to Paid	☐
Reprint a receipt from a paid invoice and state that reprints are audited	☐
Find a debtor and open (without sending) the WhatsApp reminder	☐
Record plain and job-linked expenses and read the Cash Book	☐

Track B — Owner / Manager

Everything the front desk cannot do: users and permissions, the destructive powers (voids, stock adjustments) and their audit trail, the management views, settings, backups, and the licence. Complete Track A first.

Exercise B1 — Users, roles, and what they see

1. Create a practice front-desk user and a practice technician user.
2. Log in as each (changing the password when prompted) and compare the home screen tiles with the owner’s.
3. As the front-desk user, attempt a stock adjustment and a payment void.

What you should see: Each role sees a different home screen — the technician’s is the narrowest; the front-desk account is refused the adjustment and the void. The Documentation tile is available to everyone.

Exercise B2 — Voiding, and what it leaves behind

1. As the owner, void one of Track A’s practice payments, giving a reason.

2. Open the invoice: watch Paid-so-far and status re-derive. Reprint the voided payment's receipt.
3. Void a practice invoice created from the job, then open the job card and look at WIP.
4. Find the voids in the audit log.

***What you should see:** The voided receipt prints with a prominent VOIDED marking; the voided invoice restored the job's WIP by the relieved amount; and both voids sit in the audit log with who, when, and the reason. Corrections are loud, never silent — and never deletions.*

Exercise B3 — Stock truth: adjustment and low stock

1. As the owner, adjust a practice item's quantity down by 1 with a reason ("physical count").
2. Set a reorder level above an item's quantity on hand and open the **Low Stock** view.

***What you should see:** The adjustment required a reason and appears in the audit log; the item appears in Low Stock and disappears when restocked — the owner's buying list maintains itself.*

Exercise B4 — The management views

1. Open **WIP aging**. Read the bands: 0-30, 31-60, 61-180, 180+ days.
2. Open a customer **statement** for the practice customer and read it line by line: invoices, payments, running balance — and confirm the voided practice invoice does not appear.

***What you should see:** The trainee can say what money in the 61+ bands means (cost tied up in vehicles on the floor) and why statements show only live documents.*

Exercise B5 — Settings that shape the paper

1. Open Settings: workshop profile, **Printers ► Receipt printer** and width, estimate validity days, expense categories, email (SMTP) details.
2. Change the estimate validity (e.g. to 30), print a practice estimate, then set it back.

***What you should see:** The printed validity line follows the setting immediately — settings changes take effect without a restart.*

Exercise B6 — Backup, and the Recovery Key conversation

1. Run a backup. Run a second one immediately.
2. Copy the newest backup to an external drive or another machine.
3. Locate the workshop's printed **Recovery Key** document — physically — and confirm who knows where it is.

***What you should see:** Two backups exist — the second did not overwrite the first. The trainee can state the two sentences that matter: backups that live only on this PC do not protect against losing this PC; and without the Recovery Key, an encrypted database cannot be opened by anyone — including support.*

Exercise B7 — The licence

1. Open **Administration ► Licence Info** and read what is shown: the licence and this machine's activation.

2. *Do not deactivate.* Instead, say aloud the two-step move to a new PC, and what to do if the old PC is dead.

What you should see: *Deactivate on the old PC (internet required) → activate on the new one; dead or stolen PC → support releases the slot. On networked (SQL Server) installations, the administrator releases licences with support.*

Track B sign-off

The trainee, unaided, can:	Done
Create users with correct roles and verify what each role sees	☐
Void a payment and an invoice with reasons, and find both in the audit log	☐
Explain VOIDED reprints and the WIP restore on invoice void	☐
Perform an audited stock adjustment and use the Low Stock view	☐
Read WIP aging and act on the old bands	☐
Maintain settings, and demonstrate the validity setting on a printed estimate	☐
Run backups, keep an off-machine copy, and state the Recovery Key rule	☐
Explain the licence move procedure, including the dead-PC and networked cases	☐

Track C — Technician

A short session — the technician's view is deliberately narrow, and that narrowness is the lesson.

Exercise C1 — Your day

1. Log in with the technician account (set at first login by changing the given password).
2. Open the day's jobs and find a job with your segment on it.
3. Note the job's WLP-JC number — it is how you refer to the work at the desk, on parts slips, and on any paperwork.

What you should see: *The technician sees their work — not billing, not money. Parts arrive against the job via signed issue slips from the store; anything commercial (pricing, payment, estimates) is the front desk's screen, and the signature on the issue slip is the technician's paper trail.*

Track C sign-off

The trainee, unaided, can:	Done
Log in with their own account and keep their password private	☐
Find their jobs and segments for the day	☐
Quote a WLP-JC number when collecting parts or reporting at the desk	☐
Sign an issue slip and say why the signature matters	☐

After Training

- **Clean up:** void the practice payments and invoices (with "training" as the reason) and close out the practice job. The audit log will show the practice honestly — that is the system working, not a mess to hide.

- **Keep the signed practice estimate** pinned at the desk for a week — it is the whole workflow on one page.
- Questions that survive training go to **support@cabsystemsapp.com** with the document number involved; the **User Guide** on the Documentation tile answers the screen-by-screen questions.