WorkshopLedger Pro

User Guide

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The complete reference for WorkshopLedger Pro: every module, screen by screen — customers and vehicles, job cards and work-in-progress, estimates, inventory, invoicing and payments, debtors, expenses and the cash book, users and permissions, printing, backups, and licensing.

Computer Aided Business Systems, LLC
Support: support@cabsystemsapp.com

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1. Getting Around

1.1 Logging in

Every person using WorkshopLedger Pro has their own login. Who did what — who took a payment, who served a customer, who voided a document — is attributed by login, so accounts are personal: one account per person, no shared logins.

1.2 The home screen

After login you land on the home screen: a tile for each main area, plus a **Documentation** tile that opens the five guides (including this one). Which tiles you see depends on your role — the owner sees everything; a technician may see only their day's jobs and the documentation. The main areas are also reachable from the application's navigation menus at all times.

1.3 Document numbers

Every important record receives a permanent number with a recognisable prefix: **WLP-JC** job cards, **WLP-EST** estimates, **WLP-INV** invoices, **WLP-EXP** expenses. These numbers appear on printed documents and never change or get reused — quote them on the phone, write them on paperwork, and give them to support when reporting a problem.

1.4 Dates

Dates are shown in a friendly, unambiguous format throughout, so 03/04 can never be misread — what you see is what is meant.

2. Users, Roles, and Permissions

2.1 Roles

Each user account carries a role, and the role decides what its holder can see and do. Role presets cover the usual workshop staffing — owner, front desk, technician — and permissions can be tightened or widened per role, down to individual reports and sensitive actions such as voiding.

- **Owner**: everything, including user management, settings, licensing, voids, and stock adjustments.
- **Front desk**: the daily counter work — customers, jobs, estimates, invoicing, payments, receipts — without the destructive powers (voiding, adjustments) unless granted.
- **Technician**: a deliberately narrow view centred on the day's jobs.

2.2 Managing users

The owner creates accounts, assigns roles, and deactivates accounts when staff leave — deactivating keeps the person's history attributed to them while ending their access. New accounts are prompted to change their password on first login; anyone can change their own password at any time.

2.3 What is audited

Sensitive actions are written to the audit log with who, what, and when: voiding payments, invoices, and expenses; stock adjustments; receipt reprints. The audit trail is how a cancelled or corrected record stays explainable months later.

3. Customers and Vehicles

3.1 Customers

A customer record needs a name and a phone number; the phone number also powers the WhatsApp payment reminders (section 8.4). Everything the customer does — vehicles, jobs, estimates, invoices, payments, balances — hangs off this one record, so search for an existing customer before creating a new one.

3.2 Vehicles and plates

Each vehicle belongs to a customer and is identified by its registration plate, entered in the Nigerian format. The plate is the fastest handle in the whole application — the search boxes understand it everywhere.

Plates are unique: if a plate you enter already exists on another vehicle, WorkshopLedger Pro stops and shows you the clash — usually it means the vehicle is already on file (perhaps under a previous owner) or a typing slip. Resolve it there rather than forcing a duplicate; a re-registered vehicle's history is worth keeping.

4. Job Cards and Work in Progress

4.1 The job card

The job card (WLP-JC number) is the vehicle's file for one visit. It ties together the customer, the vehicle, the work requested, the technicians doing it, the parts and expenses consumed, and eventually the invoice.

4.2 Segments — several technicians, one job

Real jobs are rarely one operation. Segments split a job into its operations — engine, electrical, bodywork — each with its own technician, so a busy job can run in parallel and each technician's work is visible separately. An estimate for the job can mirror the same segment structure, and a line can also apply to the whole job.

4.3 Work in progress (WIP)

From the moment a job opens, its true cost accumulates on the card:

- **Parts** issued from the store, at their moving-average cost at the time of issue.
- **Job-linked expenses** — outsourced machining, a part bought outside, transport.
- **Labour** for the work performed.

The running WIP figure is what the job has cost *you* — read it before pricing, and compare it with the invoice after. Returned parts and voided expenses reduce WIP automatically.

4.4 The job lifecycle

A job moves through a controlled lifecycle from the vehicle's delivery into the workshop, through completion of the work, to invoicing and finally closure. The application enforces the legal moves — you cannot, for example, close a job that has not been invoiced, and once a job is invoiced its charges are sealed: new parts or expenses can no longer land on it silently. If more work is genuinely needed after invoicing, that is a new agreement with the customer — handle it as a revised estimate or a fresh job, not a quiet edit.

4.5 WIP aging — finding the stuck jobs

The WIP aging view groups every open job by how long it has been open: 0–30, 31–60, 61–180, and 180+ days. Money sitting in the right-hand bands is capital tied up in vehicles occupying your floor — review it weekly and chase the stalled jobs: waiting on parts, waiting on customer approval, or simply forgotten.

5. Estimates

5.1 Creating an estimate

An estimate prices a job before the customer commits: parts lines and labour/service lines, per segment or for the whole job. It receives a WLP-EST number. The estimates list has a search box — estimate number, customer name, or plate.

5.2 Print, signature, validity

Print the estimate and hand the customer the page. Every printed estimate carries:

- Your workshop's name, address, and phone number as entered in Settings.
- A **customer signature block** — name, signature line, and date — because in practice the signed page *is* the approval.
- A **"Valid for N days"** line. N is a per-workshop setting (14 days out of the box) — set it to match how fast your parts prices move.

The estimate can also be emailed to the customer as a PDF attachment: the application prepares the message, you read it and send it. Nothing is ever emailed automatically.

5.3 Approval locks the figures

When the customer agrees, record the approval. An approved estimate is locked — its figures can no longer be edited — and a printed approved estimate shows its approval date. Conversion to an invoice (section 7.1) is only offered from an approved estimate, and the totals carry over exactly.

5.4 Supersede — when the scope changes

More work discovered once the engine is open? **Supersede** the estimate. A new revision is created for the customer to consider and approve; the old revision stays on record, and any reprint of it carries a large **SUPERSEDED** watermark so an out-of-date paper can never be mistaken for the live agreement. Both revisions remain visible in the estimates list, distinguished by status.

6. Inventory

6.1 Items and moving-average cost

Each stock item carries a quantity on hand and a cost. The cost is a **moving average**: every receipt of new stock at a new price recalculates it, so the value of what is on the shelf tracks what it actually cost you across purchases. The selling price is yours to set per item.

6.2 Receiving stock

Record stock in with quantity and unit cost. The quantity on hand rises and the moving-average cost updates.

6.3 Issuing to a job — with a slip

Parts leave the store by being issued to a job card. The printed **issue slip** carries the collector's name and a signature line — the person carrying parts to the floor signs for them. On issue, stock drops and the job's WIP rises by quantity × cost at the moment of issue.

Issuing more than the quantity on hand is refused — stock cannot go negative. If the shelf disagrees with the screen, the answer is an audited adjustment (6.5), not a forced issue.

6.4 Returns and defective parts

Unused parts return to stock against the original issue; a part that came back defective is marked as such. Returns restock correctly, the job's WIP falls by the returned cost, and returning more than was issued is refused.

6.5 Adjustments — audited, owner-level

Physical count found a discrepancy? An adjustment corrects the quantity on hand — it requires a reason, is restricted to owner-level rights, and lands in the audit log. Front-desk accounts cannot adjust stock.

6.6 Customer-supplied parts

A part the customer brought is entered on the estimate or job as customer-supplied: zero cost, zero price, clearly labelled on printed documents, and no effect on your stock or the job's WIP.

6.7 Low stock

Give fast-moving items a reorder level and the Low Stock view becomes your buying list: an item appears when its quantity on hand falls to the level, and disappears when restocked. The inventory list also has a search box.

7. Invoices, Payments, and Receipts

7.1 From estimate to invoice

Convert the approved estimate to an invoice in one click. The totals match the approved estimate exactly, the invoice receives its WLP-INV number, and the job's accumulated WIP is relieved onto it.

7.2 Parts sales without a job

For a walk-in buying parts over the counter, create a **parts sale** invoice directly — stock is decremented, no job card or WIP is involved.

7.3 Taking payment — including split payment

Open the invoice and choose **Take Payment**. Record exactly what the customer gives you:

- Part **Cash**, part **Transfer** — each with its own receipt, and the transfer with its reference.
- **Paid-so-far** and **Balance** update at every step; the invoice shows **Part-Paid** until the balance reaches zero, then derives to **Paid** on its own.
- Paying more than the balance is refused — overpayment cannot happen by mistake.

7.4 Thermal receipts

Receipts print on your 58 mm or 80 mm thermal printer: ₦ amounts, a bold **BALANCE** line, and who served the customer. On a paid invoice the payment button becomes **Receipts** — open it to reprint any receipt. Every reprint is recorded in the audit log, so a receipt can be re-issued for the customer without the reprint being invisible.

7.5 Customer statements

A customer statement on A4 lists invoices, payments, and a running balance — the document you hand or email to a customer reconciling their account. Voided documents do not appear on statements; a statement is the live account position.

7.6 Voiding — loud, never silent

Mistakes are corrected by **voiding**, never by deleting:

- **Void a payment**: requires a reason and owner-level rights; the invoice's paid amount and status re-derive, and the receipt is marked.
- **Void an invoice**: the invoice is marked Voided and the job's WIP is restored by the amount the invoice had relieved — the job can be re-invoiced correctly.
- Every void lands in the audit log, and any reprint of a voided receipt or invoice carries a prominent **VOIDED** marking — a cancelled paper can never pass as a live one.

8. Debtors

8.1 The debtors view

Every customer owing money appears in Debtors with their balance aged, oldest debts highlighted in dark red. The view has a search box — name or plate.

8.2 Chasing a debt on WhatsApp

From a debtor's row, one click opens WhatsApp with a prepared payment-reminder message for that customer and amount. You read it, adjust it if you like, and press send yourself — the application never messages a customer on its own.

8.3 Statements for debtors

For a formal reckoning, print the customer's statement (7.5) — aged balance conversations go better with the running balance on paper.

9. Expenses and the Cash Book

9.1 Recording an expense

Money going out — fuel, generator diesel, outsourced machining, a part bought urgently outside — is recorded as an expense with a category, who was paid, and how. It receives a WLP-EXP number. Expense categories are yours to manage under Settings.

9.2 Job-linked expenses

An expense linked to a job card lands on that job's WIP — outsourced work is costed into the job like a part. Voiding a job-linked expense reduces the WIP again.

9.3 Other income

Income that is not an invoice — scrap sales, sundry receipts — is recorded as other income so the cash book stays complete.

9.4 The cash book and the drawer

The Cash Book brings the day together: cash takings from payments, cash expenses, and other income, resolving to an **expected-in-drawer** figure. Count the physical drawer against it at close. A disagreement is traced through the day’s entries — every line carries its document number. The cash book can be viewed for any date range.

10. Printing and Documents

10.1 A4 documents

Estimates, invoices, statements, and reports are produced as PDF files and open in your PDF viewer for printing on any A4 printer. The files are saved under the application's data folder in dated folders, so any document can be found again later by date.

10.2 Receipts and slips

Receipts print directly to the configured thermal printer at the configured width (Settings ▸ Printers). If no receipt printer is configured, or the printer is off or unplugged, the application says so plainly and the transaction itself is unaffected — fix the printer and reprint.

10.3 Trust marks on paper

Printed documents carry their status honestly: voided receipts and invoices print with a **VOIDED** marking, superseded estimates with a **SUPERSEDED** watermark, and approved estimates with their approval date. What the paper says always matches what the record is.

11. Settings

- **Workshop profile**: name, address, phone — printed on every document, so keep it exact.
- **Printers**: the receipt printer and its paper width (58 mm / 80 mm). Changes apply immediately; no restart is needed.
- **Estimate validity**: the N in “Valid for N days” on printed estimates.
- **Expense categories**: the category list the cash book reports by.
- **Email (SMTP)**: your outgoing email details, used when emailing estimates and statements. A test send proves the details without writing anything to a customer’s record.

12. Backups, Encryption, and Your Recovery Key

12.1 Encryption at rest

Your database is encrypted on disk. A stolen or copied database file is unreadable without the key — your business records do not walk out of the workshop on a USB stick.

12.2 The Recovery Key document

At setup, the application produced a one-page printed **Recovery Key**. Keep it somewhere safe and private — like the key to a locked drawer. **Without it, an encrypted database cannot be opened by anyone**, including CABS support. If the printed page is lost while the application still opens, contact support about re-securing before anything goes wrong.

12.3 Backups

Back up regularly from inside the application. A new backup never overwrites the previous one. Copy backups off the machine — an external drive, another PC — on a rhythm you can keep; a backup living only on the same PC as the database does not survive that PC being lost. Backups are encrypted like the database, so the Recovery Key discipline applies to them too.

13. Licensing

13.1 How the licence works

WorkshopLedger Pro runs under a perpetual per-PC licence, activated once against the CABS licensing server. The internet is needed only at activation and deactivation — daily work is fully offline. **Administration ▸ Licence Info** shows your licence and this machine's activation.

13.2 Moving to a new PC

Deactivate on the old PC from Administration ▸ Licence Info (internet required) — this frees your machine slot — then install and activate on the new PC. If the old PC is dead or stolen, support releases the slot for you. If deactivation reports the activation was *already released*, that is not an error: the slot had been freed (for example by support) and the PC simply finishes deactivating locally.

13.3 Networked workshops

On SQL Server (multi-workstation) installations, licence release is handled by your administrator with CABS support rather than from inside the application.

14. Getting Help

Support: **support@cabsystemsapp.com**. Include your licence number, what you were doing, the exact message on screen, and the document number involved (WLP-JC / WLP-EST / WLP-INV / WLP-EXP) — with a document number we can see precisely the record you are looking at. The **Quick Start Guide** walks one vehicle through the whole system; the **Training Manual** trains each role with exercises; the **Installation Guide** covers setup, printers, backups, and licence moves.