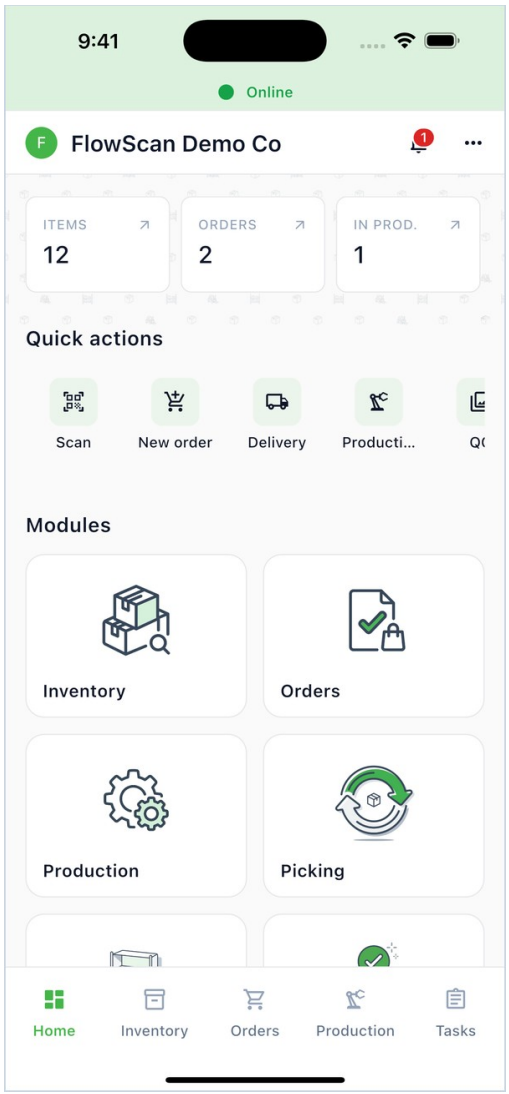
FlowScan

User Guide

How to use every part of the app, step by step, with pictures.



App version 1.0.6 · October 2026

How to use this guide

Each page shows a real screen from the app. The red boxes with numbers show what to tap. The numbered steps next to the picture tell you what each one does, in the same order.

The green box under each heading tells you how to get to that screen. For example "Inventory tab > New item" means: tap Inventory at the bottom of the screen, then tap New item.

Words in the steps, such as Save or Stock in, are written exactly as they appear on the buttons.

The pictures come from an iPhone. On Android phones the screens look the same, apart from the top of the phone.

> **Good to know:** Your company may not use every part of FlowScan. If something in this guide is missing in your app, your admin has probably switched it off, or your role does not include it.

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1. Getting to know FlowScan

FlowScan keeps track of everything in your warehouse from your phone: what you have, where it is, what is coming in and what is going out. You scan a label, type a number, tap a button, and the stock is updated for everyone on your team.

Words you will see in the app

Word	What it means
Item	Anything you keep in stock: a product, a raw material, a part or a consumable.
Stock	How many of an item you have right now.
Barcode / SKU	The code printed on the item label. Scanning it opens the item.
Reorder level	The lowest amount you want to keep. When stock drops to this number, the item shows as low stock.
Purchase order	An order you send to a supplier to buy goods.
Sales order	An order from a customer who is buying from you.
Pick list	The list a picker follows to collect the goods for a sales order from the shelves.
Delivery	A trip that takes goods out (or brings them in), with a driver, vehicle and address.
Warehouse and zone	A warehouse is a building. Zones are the areas inside it, such as A, B, Receiving or Dispatch.
Production order	A job to make a finished product from materials.
BOM	Bill of Materials. The recipe: which materials, and how many, go into one finished product.
Timeline	A list of steps a job goes through, such as Cutting, Welding, Painting, Packing.
Sync	Sending the work saved on your phone to the server, so your team can see it.

Who can do what

Every person in your company has a role. Your admin sets it. If a button is missing for you, your role may not allow it.

Role	What they can do
Admin	Everything, including team members, settings and invoices.

Role	What they can do
Manager	Everything a Staff member can do, plus approve orders, change prices, approve stock counts, manage warehouses and send invoices.
Staff	Day-to-day work: stock in and out, orders, picking, receiving, counting, deliveries, production and tasks.
Viewer	Can look at everything but cannot change anything.

The bar at the very top

A thin bar at the top of every screen tells you whether your phone is connected and whether any work is still waiting to be sent.

What it says	What it means
Online (green)	You are connected. Everything you do is sent straight away.
Offline	No connection. You can keep working on stock in, stock out, receiving and counting. The work is saved on the phone.
Offline · 3 waiting to sync	No connection, and 3 pieces of work are saved on the phone, waiting to be sent.
Syncing 3…	The connection is back and the phone is sending the saved work.
1 conflict needs review (red)	Something you did offline no longer matches the server. Tap the bar to decide what to do. See the chapter "Working without internet".

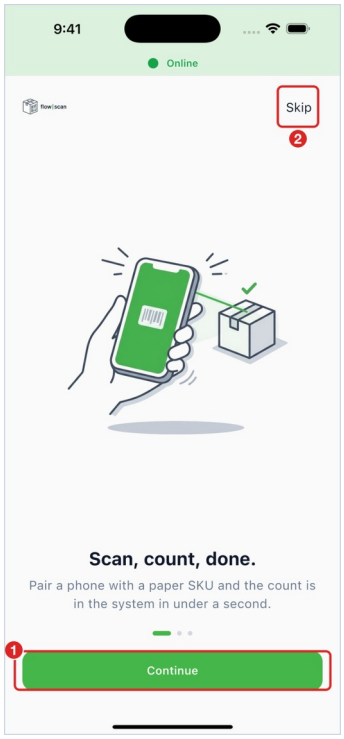
Quick finder: I want to…

I want to…	Go to
Look up an item	Inventory tab, or Home > Scan
Add a new item	Inventory tab > New item
Put stock in or take stock out	Open the item > Stock in or Stock out
Print labels	Inventory tab > label icon at the top right
Order goods from a supplier	Orders tab > Purchase > New order
Enter a customer order	Orders tab > Sales > New order
Receive a delivery at the dock	Home > Receiving
Pick goods for a customer	Home > Picking
Count the shelves	Home > Counts > New count
Send goods out	Home > Shipping > New delivery
Make a product	Production tab > New order
Give someone a job to do	Tasks tab > New Task
Add a supplier or customer	Home > Contacts > New contact
See totals and reports	Home > Reports
Invite a new team member	Home > ⋯ (top right) > Organization settings

2. Signing in

Opening the app for the first time

The first time you open FlowScan you see three short welcome pages.



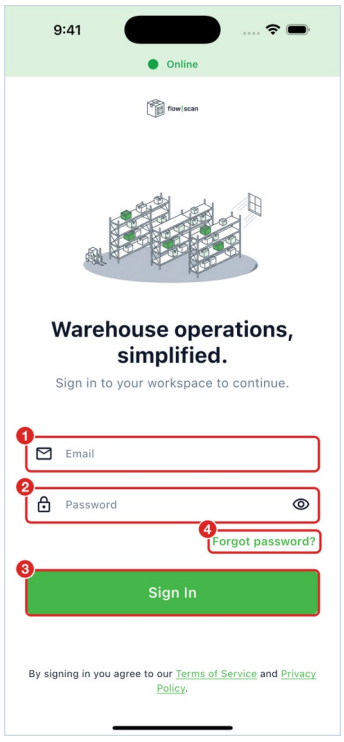
Steps (the red numbers match the picture)

1. Tap Continue to read the next page. On the last page, the button says Get started.
2. Or tap Skip to go straight to the sign-in screen.

Tips

- These pages only show once.

Signing in



Steps (the red numbers match the picture)

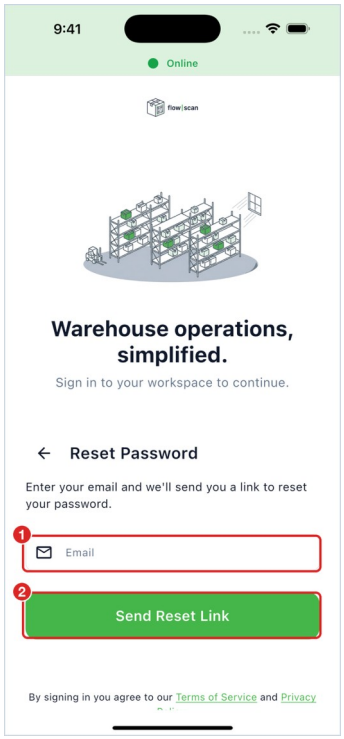
1. Type the email address your company gave you.
2. Type your password. Tap the eye to see what you typed.
3. Tap Sign In.
4. Forgot your password? Tap Forgot password? (see the next page).

Tips

- FlowScan accounts are set up by your company. If you do not have a login yet, ask your manager or admin for one, or for an invite code.

Forgot your password

Where to find it: Sign-in screen > Forgot password?



Steps (the red numbers match the picture)

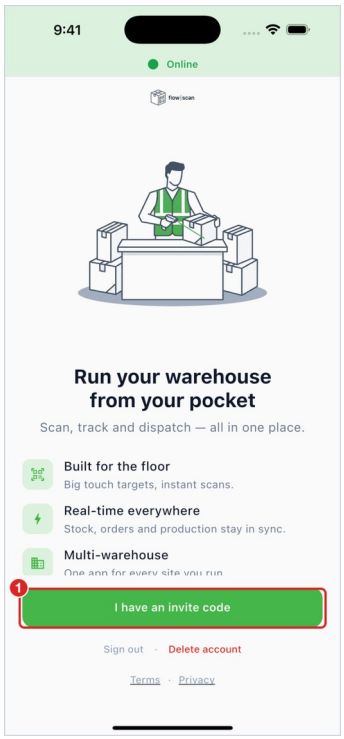
1. Type your email address.
2. Tap Send Reset Link.

Tips

- Open the email from FlowScan on your phone and tap the link. The app opens on "Choose a new password".
- Type the new password twice (at least 8 characters) and tap Update password. Then sign in with the new password.
- No email after a few minutes? Check your spam or junk folder.

Joining your company with an invite code

If you signed in but you are not part of a company yet, you see this screen.



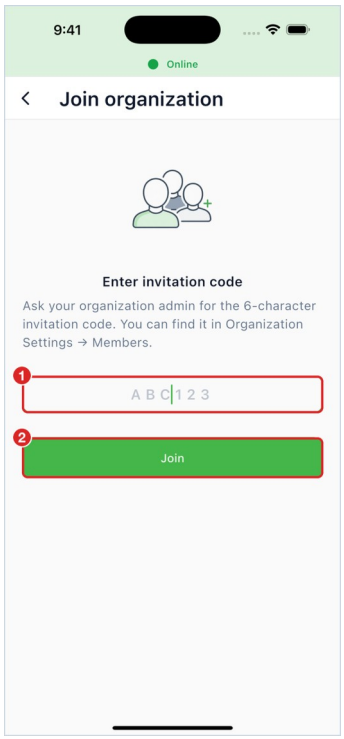
What to tap

1. Tap I have an invite code.

Tips

- Ask your admin for the code. They find it under Organization settings, in the "Invite teammates" box.

Typing the invite code



Steps (the red numbers match the picture)

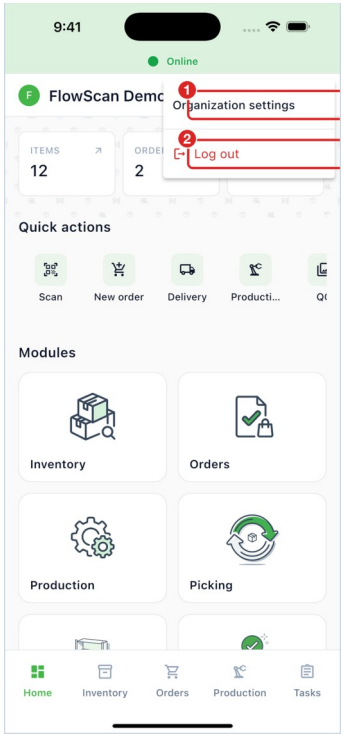
1. Type the 6-letter code your admin gave you.
2. Tap Join. You will see "Joined" with your company name, and the Home screen opens.

Tips

- "That code does not match any workspace": check the code with your admin and type it again.
- "This workspace cannot take new members right now": your company has no free places. Ask your admin.

Signing out

Where to find it: Home > ⋯ (three dots, top right)



Steps (the red numbers match the picture)

1. Organization settings opens the company settings.
2. Tap Log out to sign out of FlowScan.

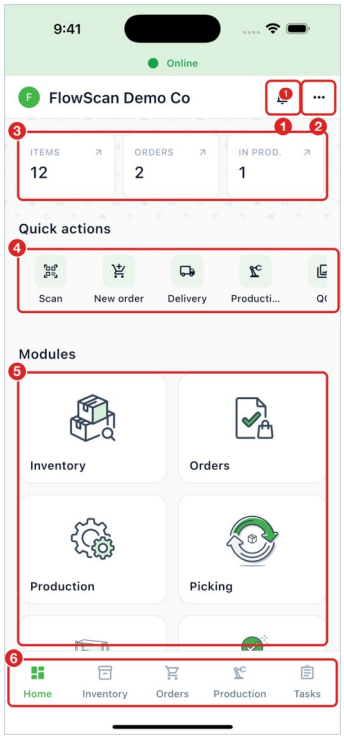
Tips

- Sign out if you share the phone with someone else at the end of your shift.

3. Finding your way around

The Home screen

Home is where you start. Everything in the app can be reached from here.



Steps (the red numbers match the picture)

1. Bell: your notifications. A red number means you have new ones.
2. Three dots: Organization settings and Log out.
3. Numbers at the top: how many items, open orders and jobs in production you have. Tap a number to open that list. Swipe left to see Stock value and Deliveries.
4. Quick actions: shortcuts such as Scan, New order, Delivery and Production. Swipe left to see more (QC, Contact, Invoice, BOM, Locations, Tasks).
5. Modules: big buttons for every part of the app. Scroll down to see them all.
6. Bottom tabs: tap to jump between the main screens.

Tips

- Scroll to the bottom of Home to see Pending approvals (orders waiting for a manager) and Low stock alerts (items running out). Tap View all to see the full list.
- Pull the screen down to refresh the numbers.

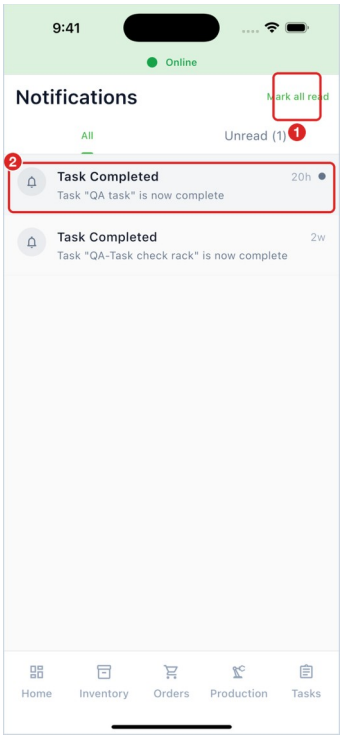
The tabs at the bottom

Tab	What you find there
Home	The start screen.
Inventory	All your items and their stock.
Orders	Purchase orders and sales orders.
Production	Production orders, BOMs and timelines. Only shown if your company uses production.
Tasks	Jobs given to you and your team.
More	Reports. Shown in place of Production when production is switched off. Otherwise open Reports from the Home screen.

Good to know: Pressing your phone's Back button on any tab takes you to Home. On Home it closes the app.

Notifications

Where to find it: Home > bell (top right)



Steps (the red numbers match the picture)

1. Tap Mark all read to clear the red number.
2. Tap a notification to open the order, task or item it is about.

Tips

- Swipe a notification to the left to delete it.
- Unread shows only the ones you have not opened yet.

Good to know: Cannot find a screen this guide shows? Your admin may have switched that part of the app off in Settings > Feature Modules, or your role may not allow it. Ask your admin.

4. Scanning

Scanning a label

Where to find it: Home > Quick actions > Scan



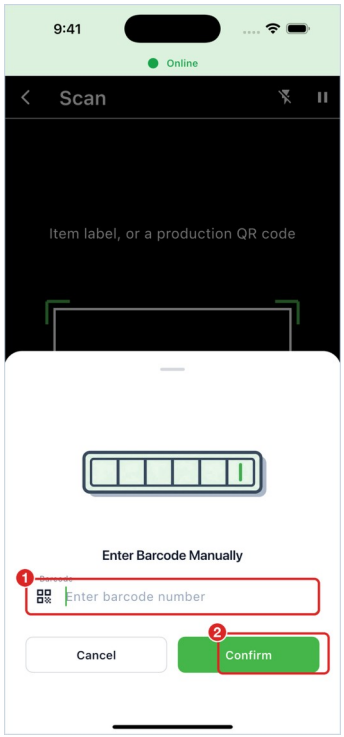
Steps (the red numbers match the picture)

1. Point the camera at the barcode or QR code so it sits inside the frame. Hold still. The phone vibrates when it reads the code.
2. Label torn or hard to read? Tap Enter Manually and type the code.
3. Too dark? Tap the torch icon to turn on the light. The pause icon next to it stops the camera.

Tips

- An item label opens that item's page. A production QR code opens that production order.
- Looking up an item label works even with no internet.
- "No item on this workspace carries…" means no item in your company has that code. Check the label, or add the code to the item.
- The first time, the phone asks to use the camera. Tap Allow. If you said no by mistake, turn the camera on for FlowScan in your phone's Settings.

Typing a code by hand



Steps (the red numbers match the picture)

1. Type the numbers or letters printed under the barcode.
2. Tap Confirm.

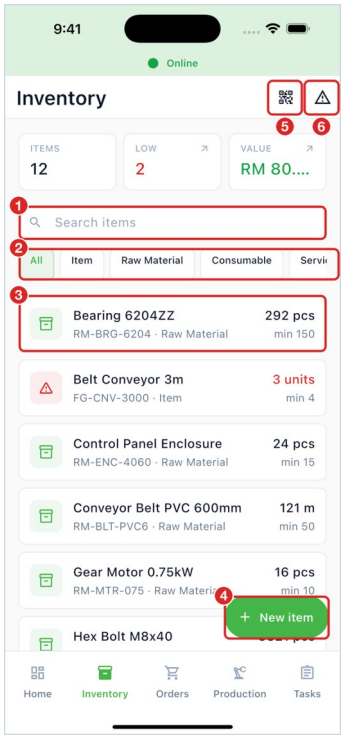
Tips

- The green Scan buttons inside forms (Stock in, New BOM, New production order and others) work the same way.

5. Inventory: your items

Finding an item

Where to find it: Inventory tab



Steps (the red numbers match the picture)

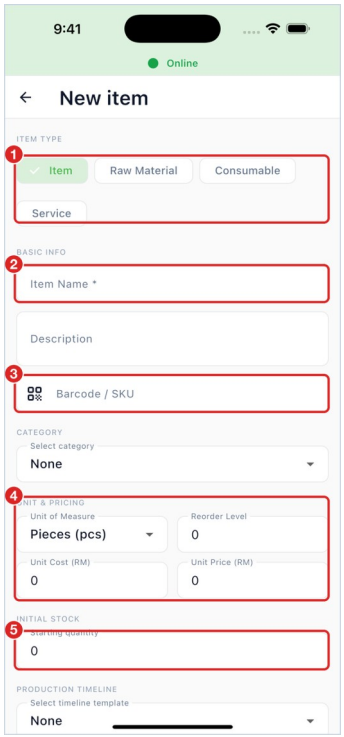
1. Type part of the name or code in Search items.
2. Tap a type (Item, Raw Material, Consumable…) to show only that type. Tap All to show everything.
3. Tap an item to open its page. The number on the right is the stock. Red means low stock.
4. Tap New item to add an item.
5. Label icon: choose items and print labels for them.
6. Warning icon: show only items that are running low.

Tips

- Tap the Low number at the top to see low-stock items. Tap Value to open the Stock overview.

Adding a new item

Where to find it: Inventory tab > New item



Steps (the red numbers match the picture)

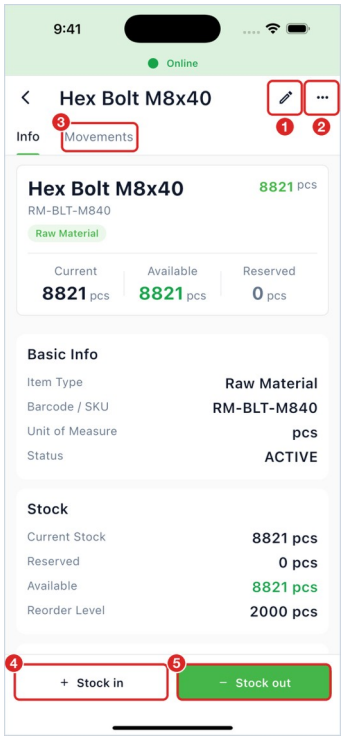
1. Choose the type of item.
2. Type the item name. This is the only box you must fill in.
3. Type or scan the barcode / SKU. Tap the small code icon to scan it with the camera.
4. Choose the unit (pieces, kg, metres…). Type the Reorder Level, the Unit Cost (what you pay) and the Unit Price (what you sell for).
5. If you already have some, type how many in Starting quantity.

Tips

- Scroll down and tap Create item to save.
- Set the Reorder Level. FlowScan then warns you on the Home screen when the item is running low.

The item page

Where to find it: Inventory tab > tap an item



Steps (the red numbers match the picture)

1. Pencil: change the item's name, code, prices and other details. Tap Update item to save.
2. Three dots: Stock in, Stock out, Print label and Delete.
3. Movements: every time stock went in or out, with the date and the new total.
4. Stock in: add stock to this item.
5. Stock out: take stock away from this item.

Tips

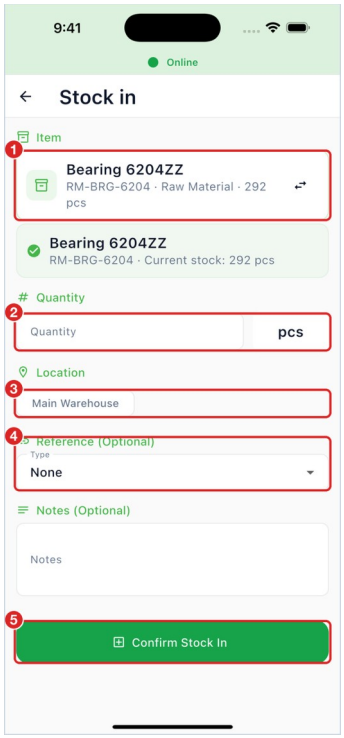
- Current is what is on the shelf. Reserved is already promised to an order. Available is what you can still use.
- Only an admin or manager can change prices.
- Delete asks you to confirm. A deleted item cannot be brought back.

6. Stock in and stock out

Putting stock in

Use this when goods arrive without an order, when something comes back, or when you find extra stock.

Where to find it: Open the item > Stock in



Steps (the red numbers match the picture)

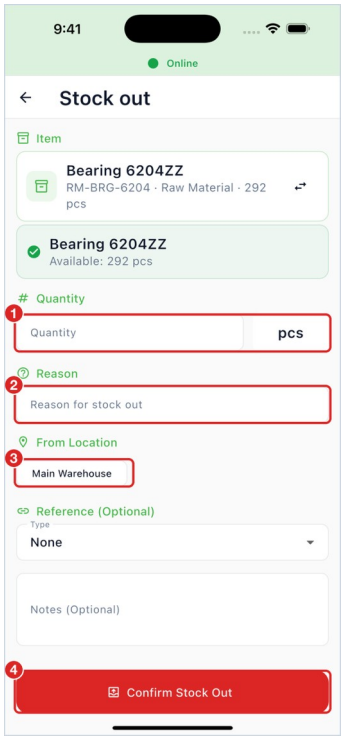
1. Check the item. If you started from the item page it is already filled in. Otherwise tap Search Item or Scan. Tap the arrows to choose a different item.
2. Type how many came in.
3. Tap the warehouse or zone where you put it.
4. If you like, choose what it is for (Order, Delivery, Return…) and type a reference number.
5. Tap Confirm Stock In.

Tips

- This works with no internet. It is saved on the phone and sent when you are back online.
- For goods ordered from a supplier, use Receiving or Mark received on the purchase order instead, so the order is updated too.

Taking stock out

Where to find it: Open the item > Stock out



Steps (the red numbers match the picture)

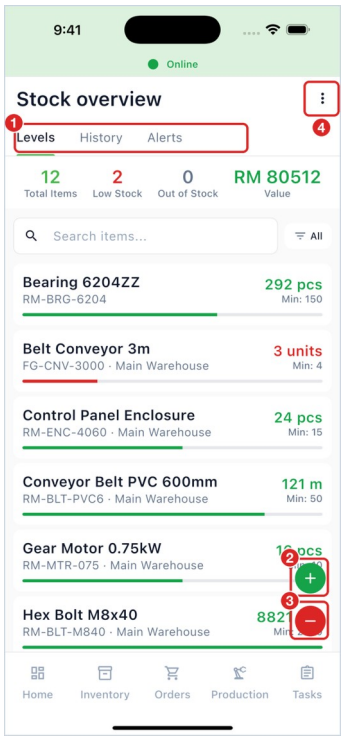
1. Type how many you are taking. You cannot take more than the Available number shown above.
2. Type why (for example "used in workshop" or "damaged"). This must be filled in.
3. Tap the place you are taking it from.
4. Tap Confirm Stock Out.

Tips

- This also works with no internet.
- Stock out is greyed out on the item page when there is nothing available.

Stock overview

Where to find it: Home > tap the Stock value number, or Inventory > tap Value



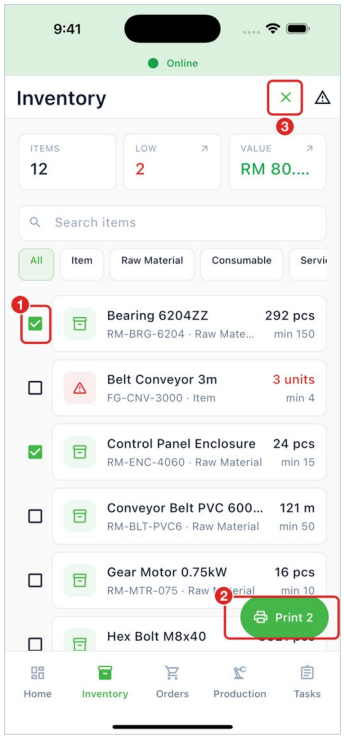
Steps (the red numbers match the picture)

1. Levels shows every item with a bar. History shows every stock movement. Alerts shows low, expired and nearly expired stock.
2. Green + : stock in.
3. Red − : stock out.
4. Three dots: Stocktake (opens Counts) and Export (downloads an Excel file of your stock).

7. Printing labels

Choosing items to print

Where to find it: Inventory tab > label icon (top right)



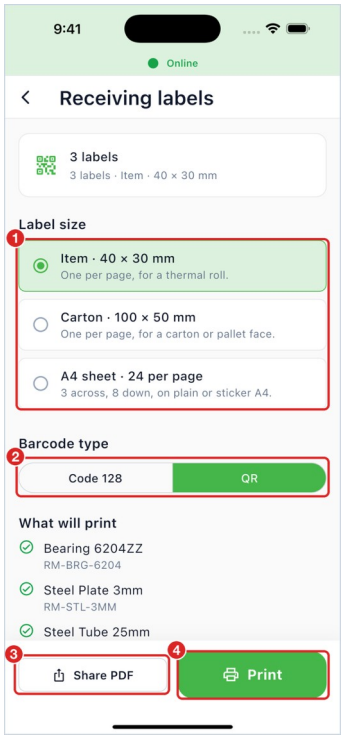
Steps (the red numbers match the picture)

1. Tap the box next to each item you want a label for.
2. Tap Print and the number of items.
3. Tap the X to stop choosing.

Tips

- For one item: open the item > three dots > Print label.
- For goods arriving on an order: open the purchase order > Print receiving labels. You get one label for each line.

Choosing the size and printing



Steps (the red numbers match the picture)

1. Choose the label size: small item label (40 × 30 mm), carton label (100 × 50 mm), or an A4 sheet with 24 labels.
2. Choose the code type: Code 128 (a normal barcode) or QR.
3. Share PDF: send the labels as a file, for example to a computer next to the printer.
4. Print: opens your phone's print screen. Choose your printer and print.

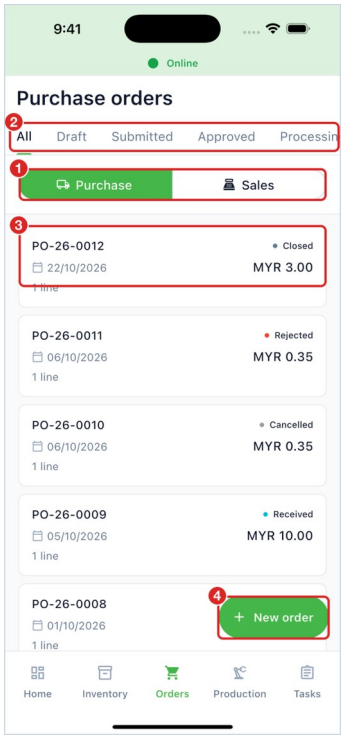
Tips

- "What will print" lists every label before you print, so you can check it.

8. Orders

The orders list

Where to find it: Orders tab

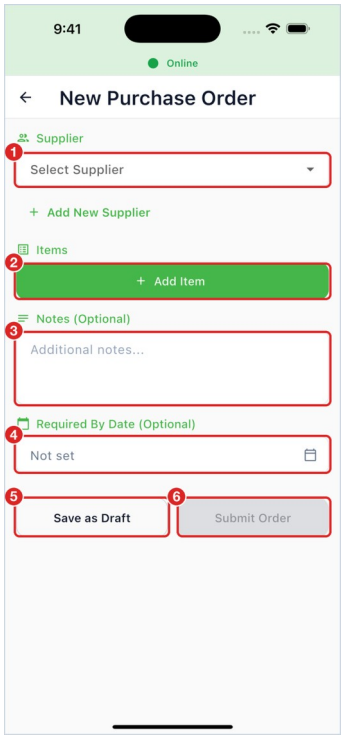


Steps (the red numbers match the picture)

1. Purchase = orders to your suppliers. Sales = orders from your customers.
2. Tap a status (Draft, Submitted, Approved…) to show only those orders.
3. Tap an order to open it.
4. Tap New order to make a new one.

Making a purchase order

Where to find it: Orders tab > Purchase > New order, or Home > Quick actions > New order



Steps (the red numbers match the picture)

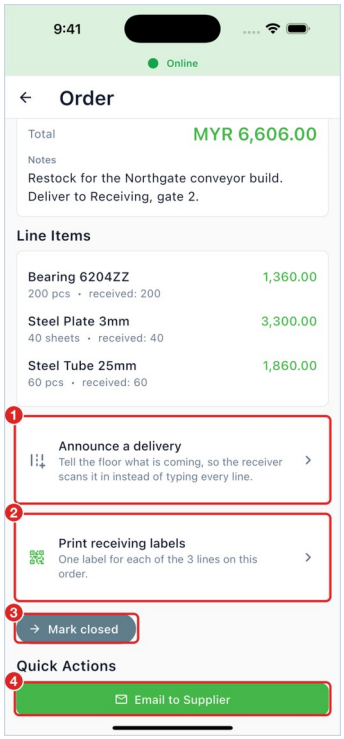
1. Tap Select Supplier and choose one. New supplier? Tap Add New Supplier.
2. Tap Add Item and choose an item. Type the quantity (Qty) and the price. Repeat for each item.
3. Add a note if you need to.
4. Choose the date you need the goods by, if there is one.
5. Save as Draft keeps it so you can finish later.
6. Submit Order sends it for approval.

Tips

- You must add at least one item before you can submit.

Working on a purchase order

Where to find it: Orders tab > tap the order (scroll down)



Steps (the red numbers match the picture)

1. Announce a delivery: tell the warehouse the goods are on the way, so the receiver can scan them in at the dock (see Receiving).
2. Print receiving labels: one label for each line on the order.
3. Status button: moves the order to the next step. The words change with the order, for example Approve, Mark received or Mark closed.
4. Email to Supplier: type the supplier's email and tap Send. They get the order as a PDF.

Tips

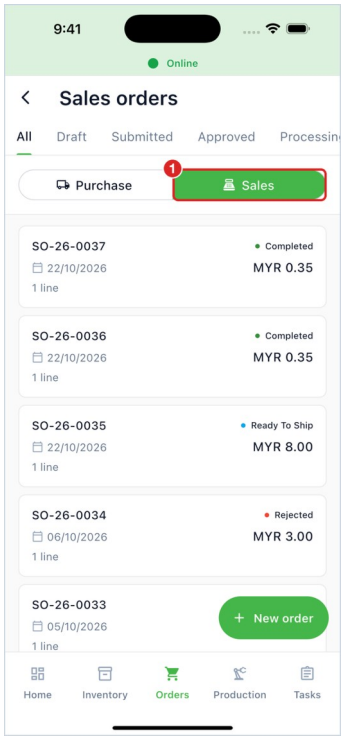
- Approve can only be done by a manager or admin.
- Reject and Cancel order ask you to type a short reason.
- Mark received books every item on the order into stock in one go. It works offline too.
- If a delivery was announced for this order, finish it in Receiving instead. The app tells you which delivery.

Approving orders (managers)

Orders waiting for you are listed under Pending approvals on the Home screen. Tap an order to open it, check it, then tap Approve, or Reject and type the reason. Tap View all to see every order waiting.

Sales orders

Where to find it: Orders tab > Sales

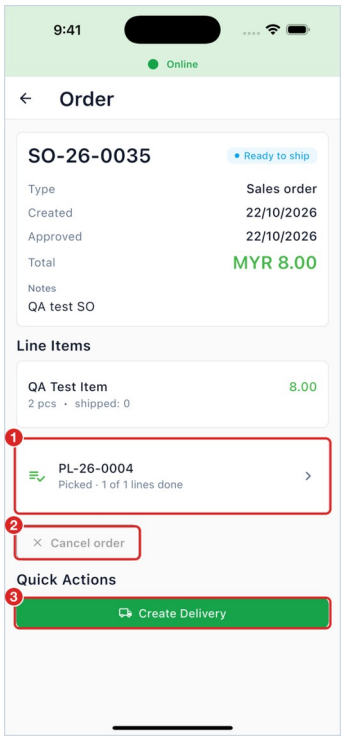


What to tap

1. Tap Sales to see customer orders. Tap New order to make one. It works like a purchase order, but you choose a customer instead of a supplier.

Working on a sales order

Where to find it: Orders tab > Sales > tap the order



Steps (the red numbers match the picture)

1. Pick list: tap Create pick list to send the order to the pickers. Once a list exists, this card opens it and shows how far picking has got.
2. Cancel order: asks for a reason.
3. Create Delivery: book the goods onto a delivery.

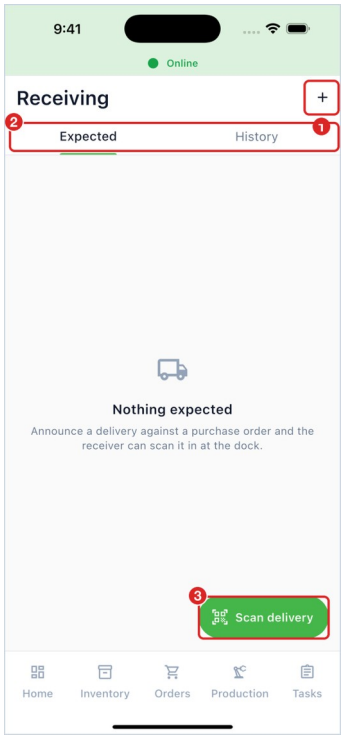
A customer order from start to finish

1. Make the sales order and tap Submit Order.
2. A manager opens it and taps Approve.
3. Tap Create pick list. A picker collects the goods (see Picking). When the list is done, the order shows Ready to ship.
4. Tap Create Delivery and fill in the driver and address.
5. When the goods leave, mark the delivery In Transit. The stock is taken out at this point (unless picking already took it out).
6. When the customer gets the goods, tap Delivered. The sales order is completed.

9. Receiving deliveries

The receiving screen

Where to find it: Home > Receiving



Steps (the red numbers match the picture)

1. \+ : announce a delivery that is on its way.
2. Expected shows deliveries still to arrive. History shows finished ones.
3. Scan delivery: when the truck arrives, scan the delivery note. Our number or the supplier's number both work.

Announcing a delivery

Do this when the supplier tells you the goods are coming. You can also start it from the purchase order, with Announce a delivery.

1. Tap + on the Receiving screen.
2. Choose the purchase order.
3. Type the supplier's delivery note number, the carrier and the vehicle if you have them.
4. Choose the expected date.
5. Tap Announce delivery. You need internet for this step.

Receiving the goods at the dock

1. Tap Scan delivery and scan the delivery note. Or tap the delivery in the Expected list. (No note to scan? Tap Skip scan, then Open anyway.)
2. For each line, tap Scan item and scan the goods. If the item has no barcode, tap Confirm by eye.
3. Type how many arrived and tap Receive.
4. Something missing? Tap Not on the truck. Nothing is booked in for that line.
5. Something broken? Tap Report damage, type how many came off the truck and how many are damaged, and say what was wrong.
6. When everything is unloaded, tap Finish receiving.

> **Good to know:** Each line you receive is saved on the phone even with no signal at the dock. Announcing a delivery and Finish receiving need internet.

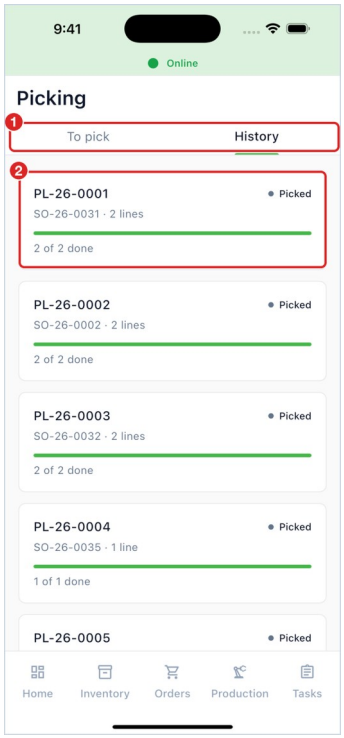
Batches and expiry dates

If your company tracks batches, FlowScan asks "Which batch?" for each line. Type the batch number from the box and the expiry date, then tap Book in. Creating a new batch needs internet. With no signal, the line is not booked in. Receive it again when you are back online.

10. Picking

The picking screen

Where to find it: Home > Picking



Steps (the red numbers match the picture)

1. To pick shows the lists waiting for you. History shows finished lists.
2. Tap a list to open it.

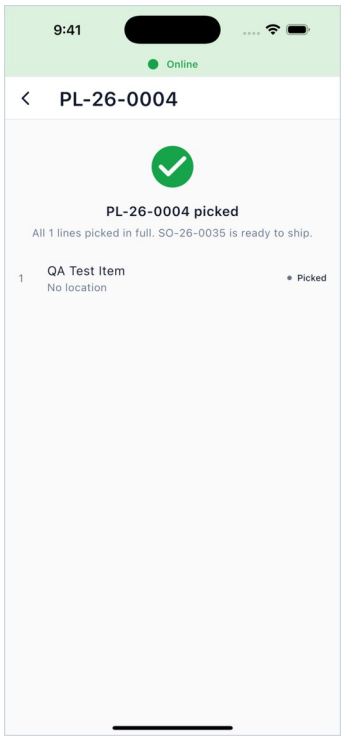
Tips

- Pick lists are made from a sales order. Open the order and tap Create pick list.

Picking a list

1. Open the list. If it says Not released yet, tap Release for picking.
2. The screen says "Go to" and a zone. Walk there and tap Scan location.
3. Tap Scan item and scan the goods. No barcode? Tap Confirm by eye.
4. Type how many you took and tap Confirm pick.
5. Took fewer than asked? Tap Record short, type how many you really took, choose why (Out of stock, Damaged, Not found) and tap Record.
6. Do the same for every line. When the last line is done, you see a green tick and the sales order becomes Ready to ship.

A finished pick list



Tips

- Picking needs internet for every line. With no signal the app tells you it cannot pick, so no stock is moved by mistake.
- Picking is in whole units only.
- Made a list by mistake? Tap the X at the top and choose Cancel list.

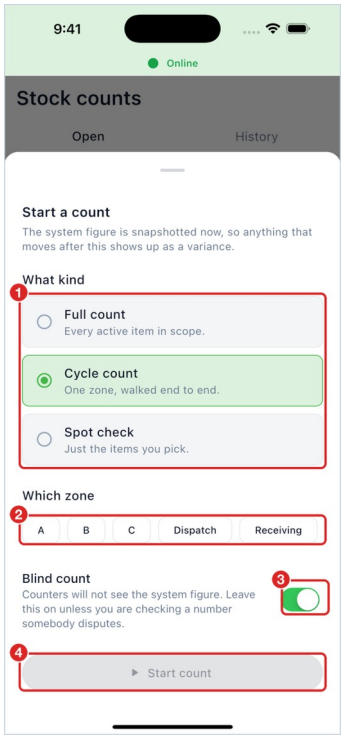
Batches when picking

If your company tracks batches, the batch that expires first is already chosen for you. Tap Take from that batch. If you take a different batch, the app asks you why. Expired stock cannot be picked.

11. Stock counts

Starting a count

Where to find it: Home > Counts > New count



Steps (the red numbers match the picture)

1. Choose what to count: Full count (everything), Cycle count (one zone) or Spot check (only the items you choose).
2. For a cycle count, tap the zone. For a spot check, tap Choose items.
3. Blind count hides the system number from the counter, so nobody just copies it. Leave it on.
4. Tap Start count. You need internet for this step.

Counting the shelves

1. Open the count. Tap Scan location at each shelf.
2. Tap Scan item, or Confirm by eye if the item has no barcode.
3. Count what is there, type the number and tap Record.
4. Cannot count a line now? Tap Skip line.
5. When it says Walk finished, tap Submit count.

Good to know: Counts are saved on the phone, so you can count in places with no signal.

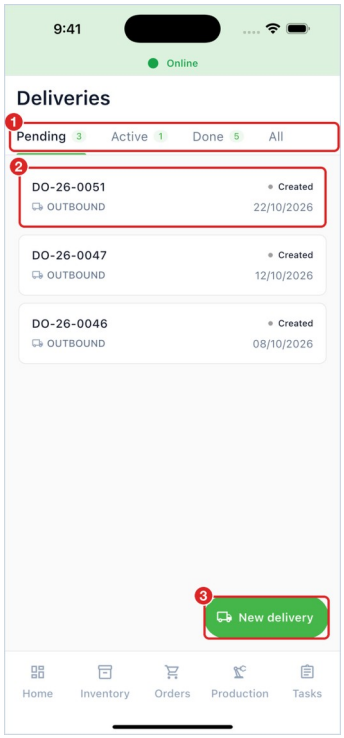
Checking and approving a count (managers)

After the count is sent, open it again from Counts. You see every line where the shelf did not match the system. If it looks right, tap Approve and correct, then Approve. FlowScan changes the stock to what was counted. This needs internet. Staff see "Needs a manager" instead.

12. Deliveries

The deliveries list

Where to find it: Home > Shipping

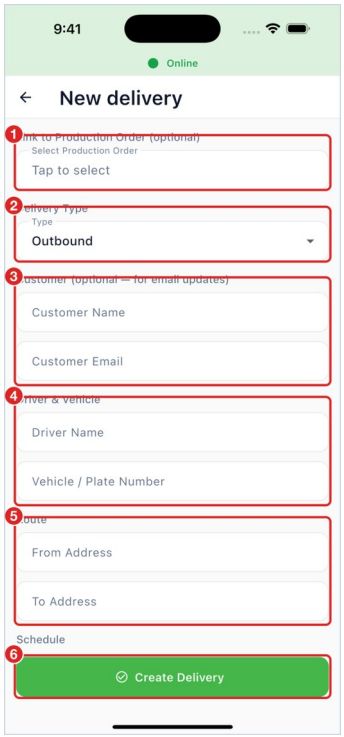


Steps (the red numbers match the picture)

1. Pending, Active and Done sort the deliveries. All shows everything.
2. Tap a delivery to open it.
3. Tap New delivery to make one.

Making a delivery

Where to find it: Home > Shipping > New delivery, or a sales order > Create Delivery

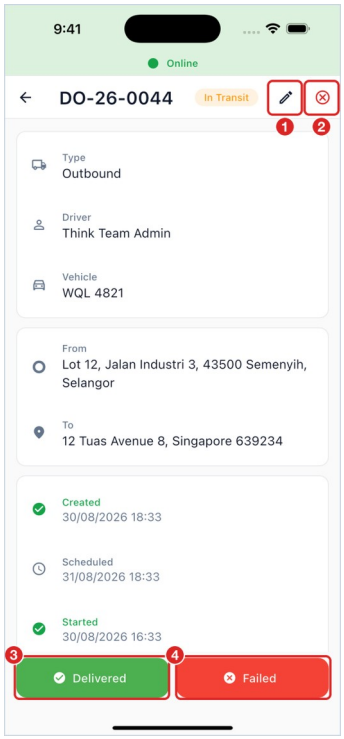


Steps (the red numbers match the picture)

1. Link it to a production order if the goods come from one (you can skip this).
2. Choose the type: Outbound (going out), Inbound, Transfer or Return.
3. Type the customer's name and email. The customer then gets emails when the goods are on the way and when they arrive.
4. Type the driver's name and the vehicle plate number.
5. Type the From and To addresses.
6. Scroll down, choose a date if you like, and tap Create Delivery.

Updating a delivery

Where to find it: Home > Shipping > tap the delivery



Steps (the red numbers match the picture)

1. Pencil: change the details.
2. X: cancel the delivery.
3. The button at the bottom moves the delivery to its next step, for example Assigned, Picked Up, In Transit, then Delivered.
4. Failed: the delivery did not work out. You are asked for the reason.

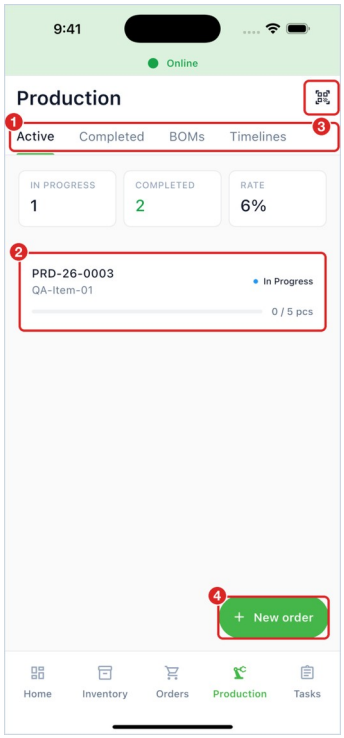
Tips

- When you mark In Transit, the goods are taken out of stock.
- When you mark Delivered, the sales order linked to it is completed.
- The customer gets an email at In Transit, Delivered and Failed, if you typed their email.

13. Production

The production screen

Where to find it: Production tab

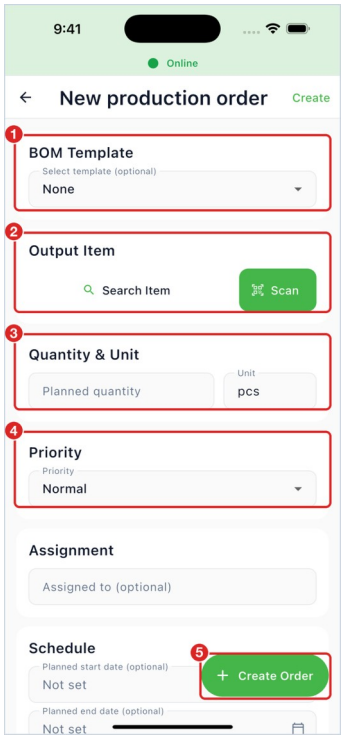


Steps (the red numbers match the picture)

1. Active jobs, Completed jobs, BOMs (recipes) and Timelines (step lists).
2. Tap a job to open it.
3. QR icon: scan the QR code printed for a job to open it.
4. New order: start a new job. On the BOMs and Timelines tabs the button makes a new BOM or timeline.

Starting a production order

Where to find it: Production tab > New order



Steps (the red numbers match the picture)

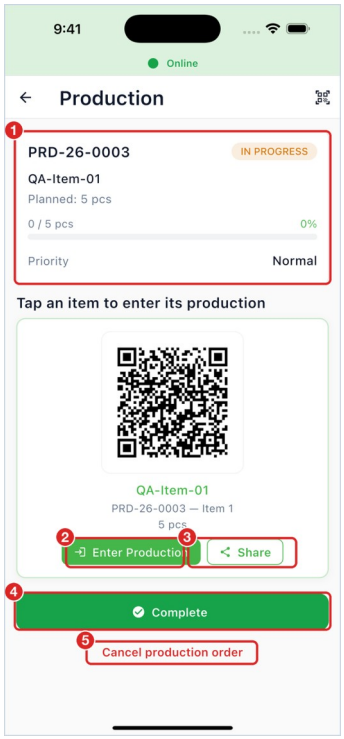
1. Choose a BOM if you have one. It fills in the materials for you.
2. Choose the product you are making (Search Item or Scan).
3. Type how many you plan to make.
4. Choose the priority: Low, Normal, High or Urgent.
5. Tap Create Order.

Tips

- Further down you can assign the job to someone, set the dates and add steps. Choose a timeline, or tap Add Step to make your own. A step can ask for a QC photo.

Running a production order

Where to find it: Production tab > tap the job



Steps (the red numbers match the picture)

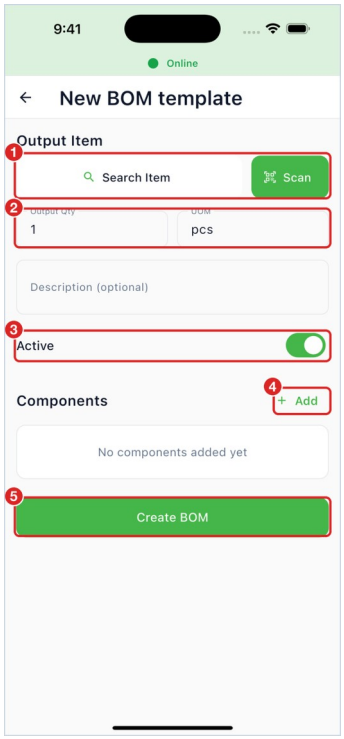
1. The job, its status and how many are done.
2. Enter Production: open the steps for this product. Start, Complete or Skip each step.
3. Share: send or print the QR code. Stick it on the job so anyone can scan it.
4. Complete: finish the job. Check the numbers and tap Confirm & Complete. The materials are taken out of stock and the finished products are put in.
5. Cancel production order: stop the job.

Tips

- A new job shows Start Production. FlowScan first checks you have enough materials. If you are short, the button says Start Anyway.
- A step that needs a photo asks you to Take Photo or Choose from Gallery.
- Used more material than planned? Tap Record next to it under Bill of Materials.
- After Complete, FlowScan offers to make a delivery for the finished goods.

Making a BOM (recipe)

Where to find it: Production tab > BOMs > New BOM, or Home > Quick actions > BOM

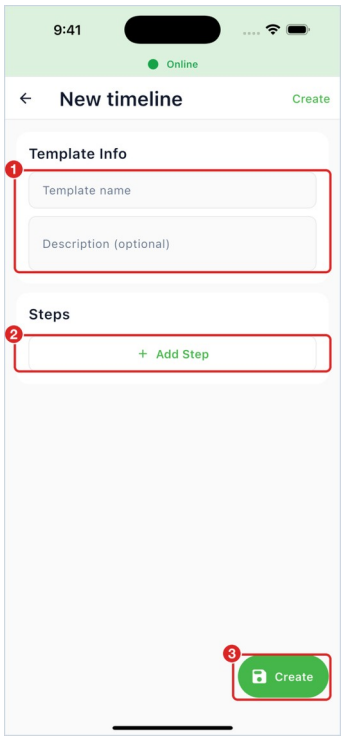


Steps (the red numbers match the picture)

1. Choose the finished product.
2. Type how many one batch makes, and the unit.
3. Leave Active on so the BOM can be used.
4. Tap Add for each material, and type how many are needed.
5. Tap Create BOM.

Making a timeline (list of steps)

Where to find it: Production tab > Timelines > New timeline



Steps (the red numbers match the picture)

1. Type a name, for example "Steel frame", and a short description.
2. Tap Add Step for each step, in order.
3. Tap Create.

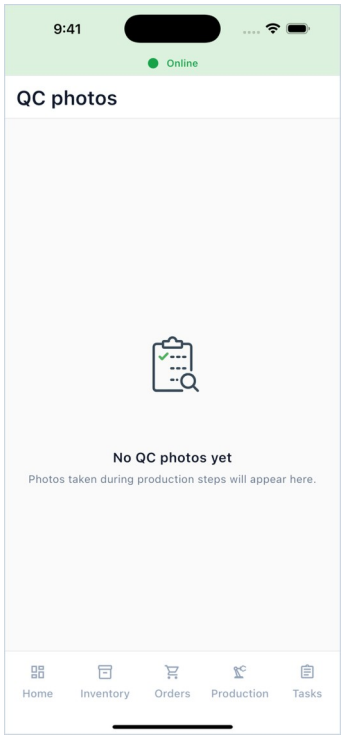
Tips

- You can choose a timeline when you add a new item, so every job for that item uses the same steps.

14. Quality checks

QC photos

Where to find it: Home > Quick actions > QC

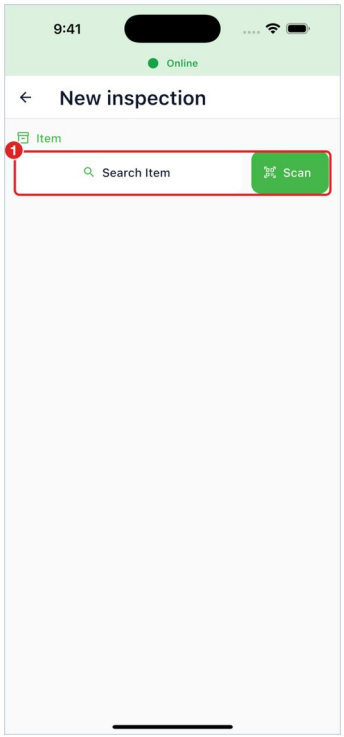


Tips

- Photos taken during production steps are collected here, grouped by job, so you can look back at them.

Recording an inspection

Where to find it: Open an order > Quick Actions > Create QC Inspection



What to tap

1. Choose the item you are checking (Search Item or Scan).

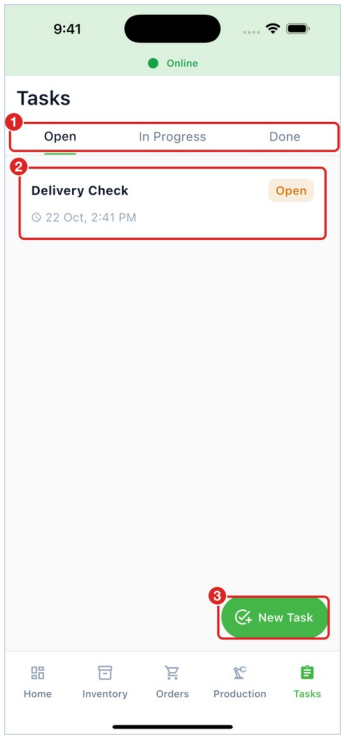
Tips

- Then type the batch if there is one and choose a checklist.
- For each check, tap Pass, Fail or N/A. Add a measurement, a comment or a photo if needed.
- Tap Save Inspection.
- Checklists are made by your admin in Settings > Workflow Configuration > QC templates. If you see "No QC templates configured", ask your admin.
- You can record an inspection offline, but photos only upload when you have internet.

15. Tasks

Your tasks

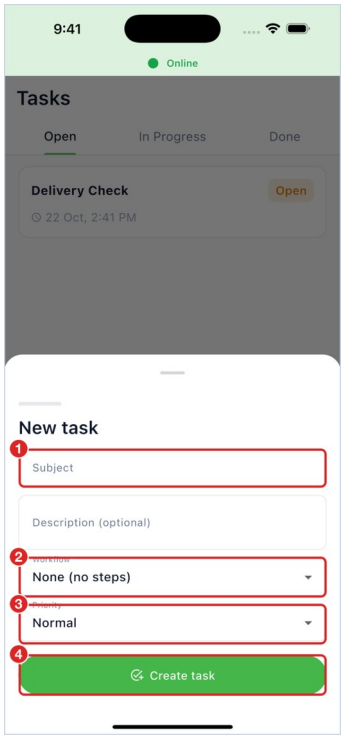
Where to find it: Tasks tab



Steps (the red numbers match the picture)

1. Open, In Progress and Done sort the tasks.
2. Tap a task to open it.
3. Tap New Task to give someone a job.

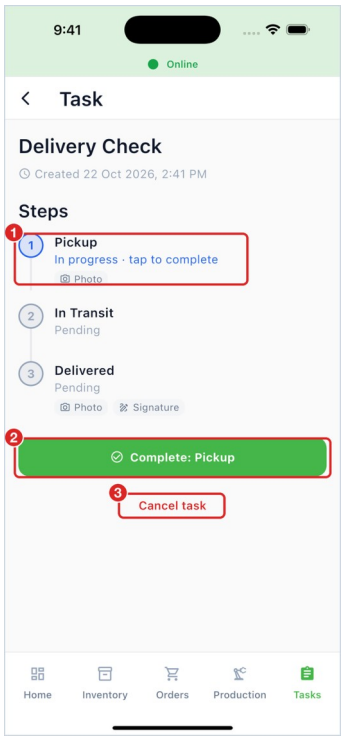
Making a task



Steps (the red numbers match the picture)

1. Type what the job is, for example "Check rack B3". You can add more detail below it.
2. Choose a workflow if the job has fixed steps. Choose None for a simple job.
3. Choose the priority.
4. Tap Create task.

Doing a task



Steps (the red numbers match the picture)

1. The blue step is the one to do now. Some steps need a photo, a signature or a note.
2. Tap Complete and the step name when you have done it.
3. Cancel task if it is no longer needed.

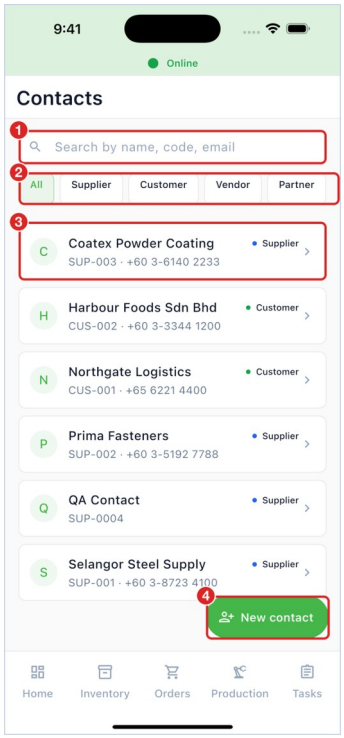
Tips

- A simple task without steps has a Mark as done button.

16. Contacts: suppliers and customers

Finding a contact

Where to find it: Home > Contacts

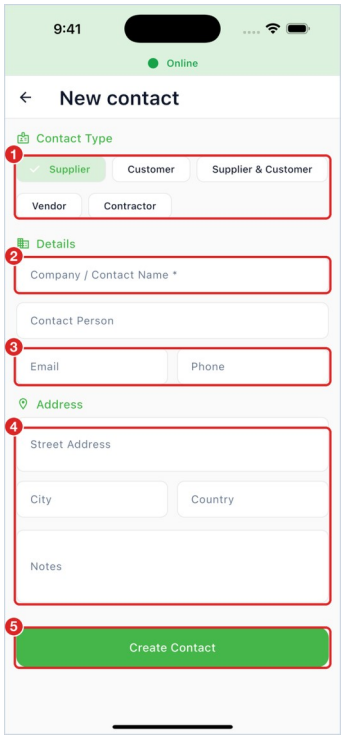


Steps (the red numbers match the picture)

1. Search by name, code or email.
2. Tap a type to show only suppliers, customers and so on.
3. Tap a contact to see their details.
4. Tap New contact to add one.

Adding a contact

Where to find it: Home > Contacts > New contact, or Home > Quick actions > Contact



Steps (the red numbers match the picture)

1. Choose the type: Supplier, Customer, both, and so on.
2. Type the company or person's name. This must be filled in.
3. Type the email and phone number.
4. Type the address and any notes.
5. Tap Create Contact.

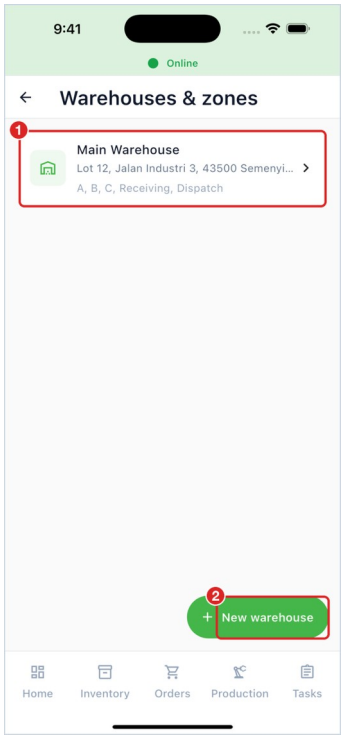
Tips

- To change a contact later, open it and tap the pencil at the top right. Then tap Save Changes.

17. Warehouses and zones

Your warehouses

Where to find it: Home > Locations



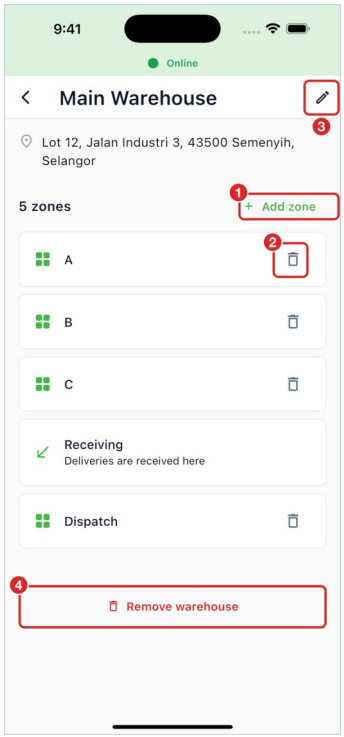
Steps (the red numbers match the picture)

1. Tap a warehouse to see and change its zones.
2. New warehouse: type the name and address, then tap Add warehouse. A Receiving zone is added for you.

Tips

- Only managers and admins can add or change warehouses.

Zones inside a warehouse



Steps (the red numbers match the picture)

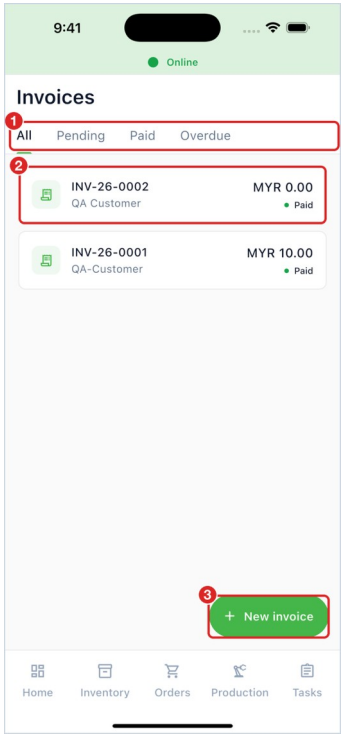
1. Add zone: type a short name such as A1 and save.
2. Bin: remove a zone. Only an empty zone can be removed.
3. Pencil: change the warehouse name or address.
4. Remove warehouse: delete the whole warehouse.

18. Invoices, documents and feedback

These parts are only shown if your company has switched them on. You open them from Reports, in the Features row at the top.

The invoice list

Where to find it: Home > Reports > Features > Invoices



Steps (the red numbers match the picture)

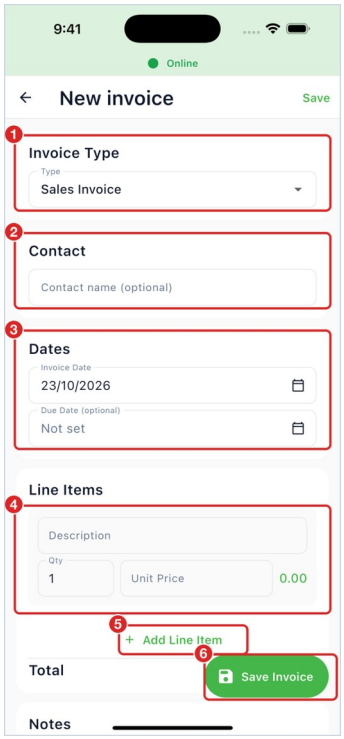
1. All, Pending, Paid and Overdue sort the invoices.
2. Tap an invoice to open it.
3. Tap New invoice to make one.

Tips

- Only managers and admins can make invoices.

Making an invoice

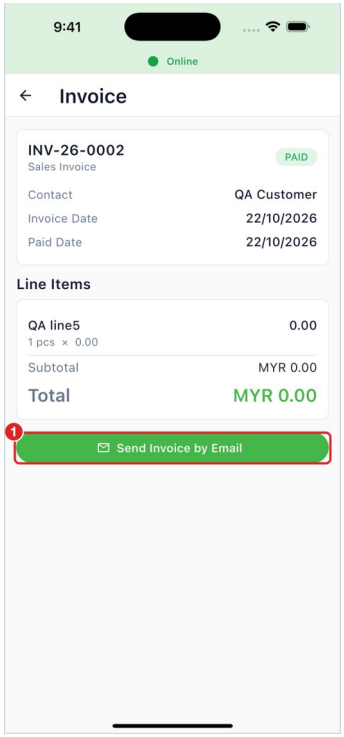
Where to find it: Invoices > New invoice, or Home > Quick actions > Invoice



Steps (the red numbers match the picture)

1. Choose the type, for example Sales Invoice.
2. Type the customer or supplier name.
3. Check the invoice date and add a due date if you want one.
4. Type what you are charging for, how many and the price.
5. Tap Add Line Item for more lines.
6. Tap Save Invoice.

Sending an invoice



What to tap

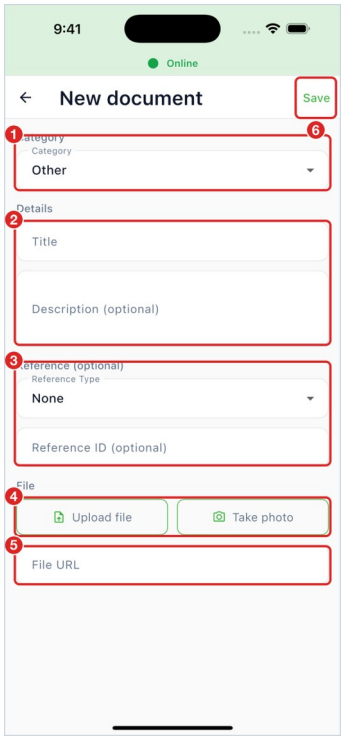
1. Tap Send Invoice by Email, type the email address and tap Send.

Tips

- When the customer pays, open the invoice and tap Mark as Paid. They get a receipt by email.

Saving a document

Where to find it: Home > Reports > Features > Documents > Upload



Steps (the red numbers match the picture)

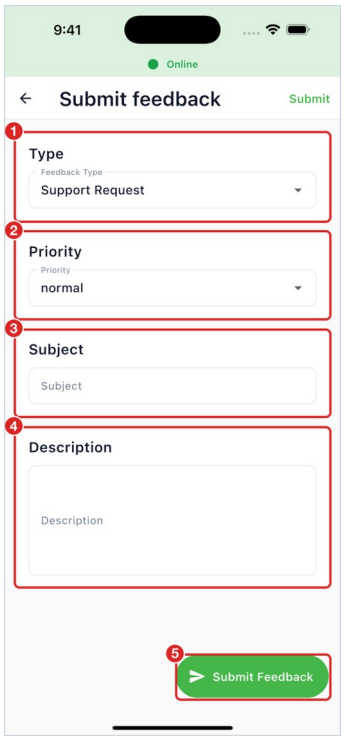
1. Choose what kind of document it is: delivery proof, QC report, invoice, certificate, photo and so on.
2. Type a title and, if you like, a description.
3. Link it to an order or delivery if it belongs to one.
4. Tap Upload file to choose a file, or Take photo to use the camera. Files can be up to 10 MB.
5. The file link is filled in for you after the upload.
6. Tap Save.

Tips

- Uploading needs internet.

Sending feedback

Where to find it: Home > Reports > Features > Feedback > Submit



Steps (the red numbers match the picture)

1. Choose the type: Bug Report, Suggestion, Support Request, Complaint or Other.
2. Choose how urgent it is.
3. Type a short subject.
4. Describe what happened or what you would like.
5. Tap Submit Feedback.

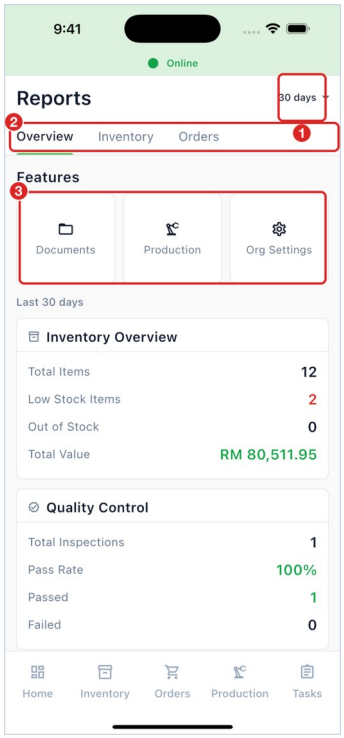
Tips

- The person handling it moves it along with Start Working, then Mark Resolved, then Close.

19. Reports

Looking at your numbers

Where to find it: Home > Reports



Steps (the red numbers match the picture)

1. Choose the period: 7 days, 30 days, 90 days or 1 year.
2. Overview, Inventory and Orders show different reports.
3. Features: shortcuts to Documents, Invoices, Feedback, Production and Org Settings.

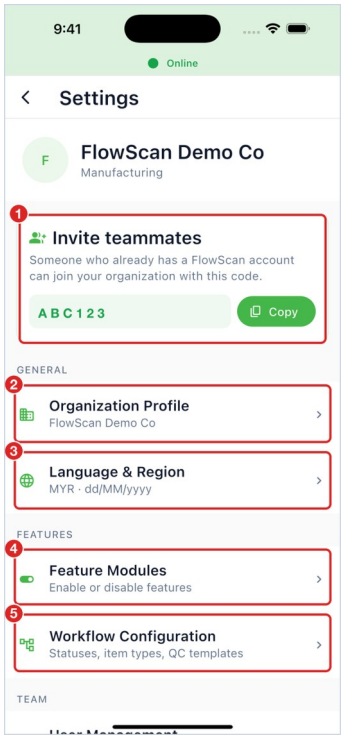
Tips

- Scroll down for stock value, stock alerts, quality results and recent activity.
- Reports need internet.

20. Settings (for admins)

The settings page

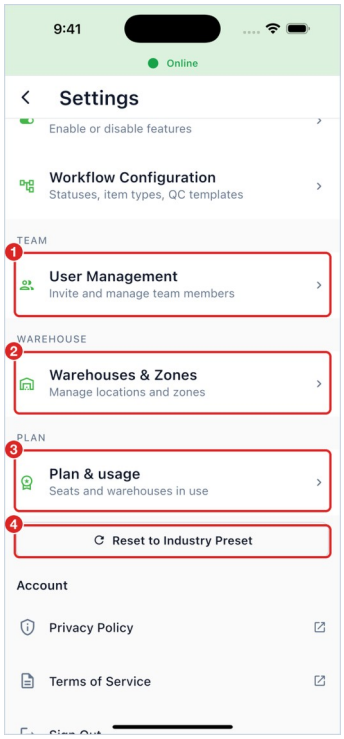
Where to find it: Home > ⋯ (top right) > Organization settings



Steps (the red numbers match the picture)

1. Invite teammates: tap Copy and send the code to a new team member. They type it in the app to join.
2. Organization Profile: your company name, industry and contact email.
3. Language & Region: currency and date format.
4. Feature Modules: switch parts of the app on or off.
5. Workflow Configuration: item types, order statuses, extra fields and QC checklists.

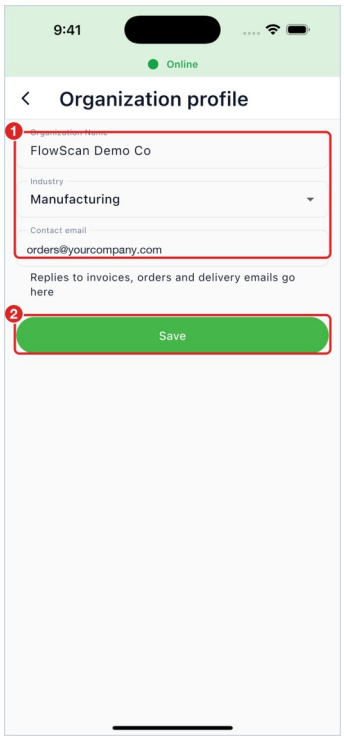
More settings



Steps (the red numbers match the picture)

1. User Management: see your team, change roles, switch people off.
2. Warehouses & Zones: the same as Home > Locations.
3. Plan & usage: your plan and how many places are used.
4. Reset to Industry Preset: put item types and statuses back to the standard ones for your industry. Your extra fields are kept.

Company profile

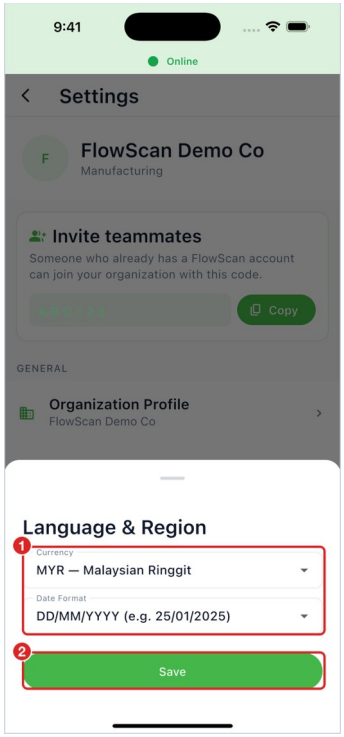


Steps (the red numbers match the picture)

1. Change the company name, industry or contact email. Replies to invoice, order and delivery emails go to this address.
2. Tap Save.

Currency and date format

Where to find it: Settings > Language & Region

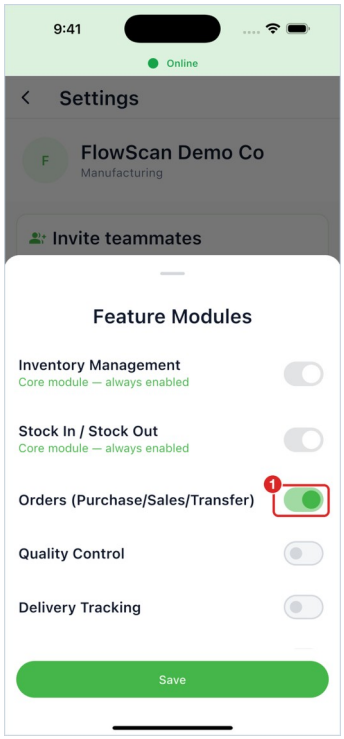


Steps (the red numbers match the picture)

1. Choose your currency and how dates are written.
2. Tap Save.

Switching parts of the app on or off

Where to find it: Settings > Feature Modules



What to tap

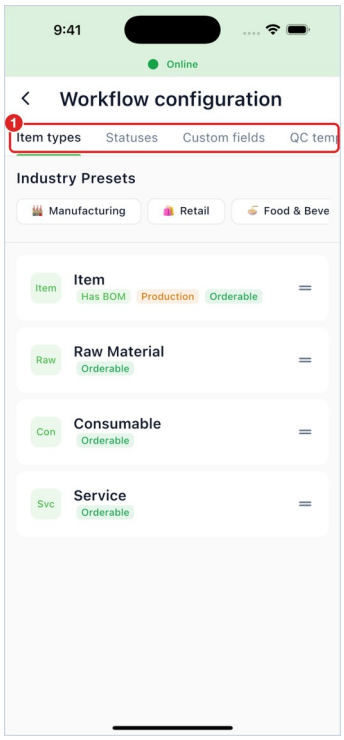
1. Tap a switch to turn that part on or off. Then scroll down and tap Save.

Tips

- Inventory and Stock In / Stock Out are always on.
- A part you switch off disappears from the app for everyone in your company. Nothing is deleted. Switch it back on and it returns.

Workflow configuration

Where to find it: Settings > Workflow Configuration



What to tap

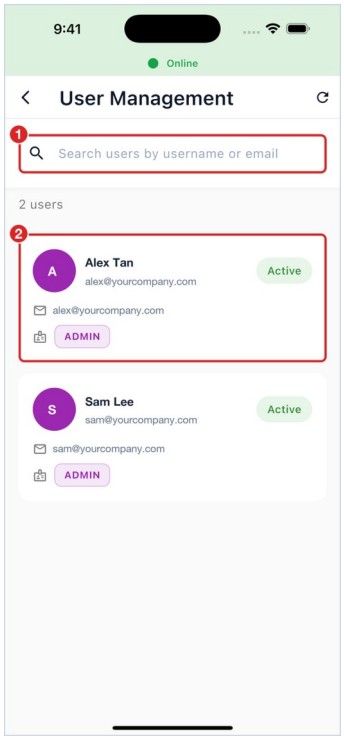
1. Item types: your kinds of items. Statuses: the steps your orders go through. Custom fields: extra boxes on forms. QC templates: checklists for inspections.

Tips

- To add a status, open Statuses and tap Add status. You can mark whether it needs approval or a note.
- To make a QC checklist, open QC templates, tap Add QC Template, add each check and tap Create Template.

Managing your team

Where to find it: Settings > User Management (admins only)



Steps (the red numbers match the picture)

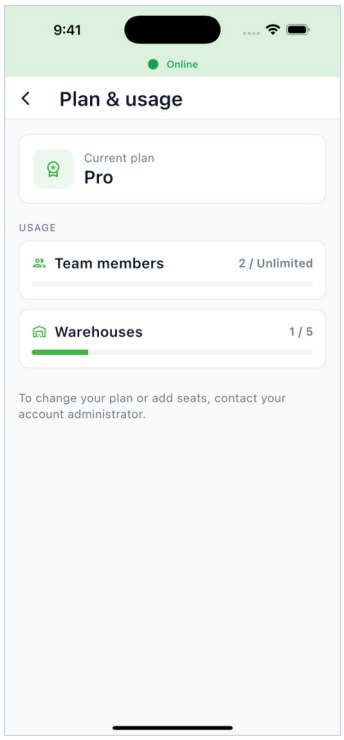
1. Search for a person by name or email.
2. Tap a person to change their role (Admin, Manager, Staff or Viewer) or switch them off with Active User. Tap Save Changes.

Tips

- To add someone, send them the invite code from the settings page.
- The bin at the top of a person's page removes them and frees their place.
- You cannot set a password for someone. They use Forgot password? on the sign-in screen.

Plan and usage

Where to find it: Settings > Plan & usage

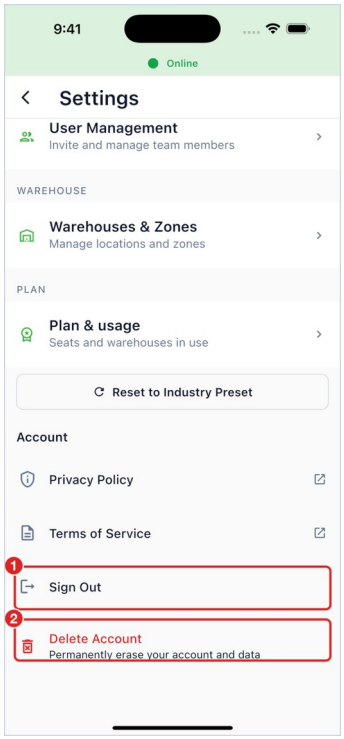


Tips

- Shows your current plan, how many team members and warehouses you use, and your limits. To change your plan or add places, contact your account administrator.

Signing out or deleting your account

Where to find it: Settings, at the very bottom



Steps (the red numbers match the picture)

1. Sign Out: leave the app on this phone.
2. Delete Account: removes your account for good. You must type DELETE to confirm.

21. Working without internet

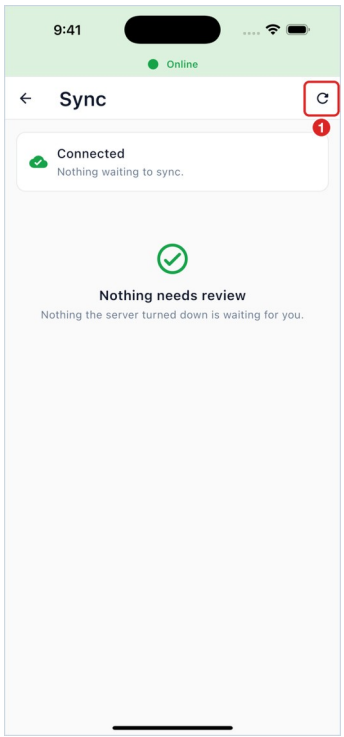
Warehouses often have weak signal. FlowScan saves your work on the phone and sends it when the signal comes back. The bar at the top shows how many things are waiting.

What works with no internet

Works offline	Needs internet
Looking up items and scanning item labels	Picking
Stock in and stock out	Starting or approving a stock count
Receiving each line at the dock	Announcing a delivery and Finish receiving
Counting the shelves	Creating a new batch
Mark received on a purchase order	Reports, invoices, documents and file uploads
Delivery In Transit and Delivered	Making and changing orders, contacts and BOMs
QC inspection answers (not photos)	QC photos

The sync page

Where to find it: Tap the bar at the top when it shows work waiting or a conflict



What to tap

1. Tap the circle arrow to try sending now.

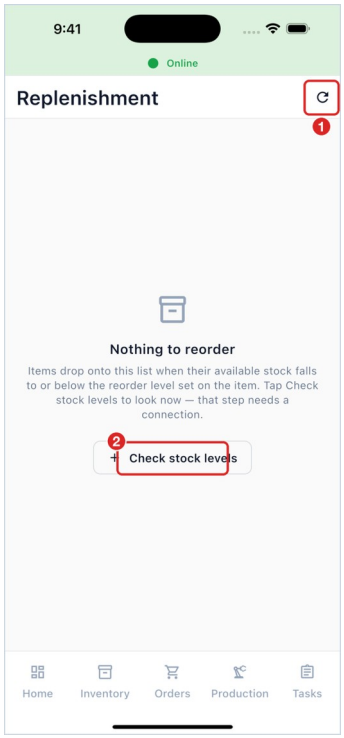
Tips

- "Nothing waiting to sync" means everything is sent.
- A conflict means someone else changed the same stock while you were offline, so your change no longer fits. Nothing has been changed on the server. You choose:
- Apply anyway sends your change again using today's stock. Discard throws your change away.
- If you are not sure, ask your manager before you choose.

22. Extra parts your admin can switch on

Replenishment (reordering)

Where to find it: Home > Replenishment



Steps (the red numbers match the picture)

1. Circle arrow: check stock levels again.
2. Check stock levels: find every item at or below its reorder level.

Tips

- Each item shows how many to order. Tap the X to skip one.
- Tick the items you want and tap Create draft orders. FlowScan makes one draft purchase order for each supplier. Check them in Orders and submit.
- This needs internet.

Batches and expiry dates

When batches are switched on, FlowScan asks for the batch number and expiry date when goods come in, and suggests the batch that expires first when you pick. Expired stock cannot be picked. The Alerts tab in Stock overview lists expired and nearly expired stock.

23. Problems and quick answers

Problem	What to do
I forgot my password.	On the sign-in screen tap Forgot password?, type your email and tap Send Reset Link. Check your spam folder if the email does not come.
I cannot see a button or screen in this guide.	Your role may not allow it, or your admin has switched that part off. Ask your admin.
The scanner does not read the label.	Clean the camera, add light with the torch, hold the phone a little further away. Or tap Enter Manually and type the code.
"No item on this workspace carries…"	No item has that code. Check you scanned the right label, or add the code to the item (item page > pencil > Barcode / SKU).
The top bar says Offline.	Keep working. Stock in, stock out, receiving and counting are saved and sent later. Move closer to Wi-Fi to sync.
The top bar is red: "conflict needs review".	Tap the bar, read the conflict and choose Apply anyway or Discard. Ask your manager if unsure.
I cannot pick. It says no connection.	Picking needs internet. Move to a spot with signal and try again.
Stock out is greyed out.	There is no available stock. Some may be reserved for orders.
I cannot submit my order.	Add at least one item and choose a supplier or customer.
The app says "This workspace is locked".	Your company's plan needs attention. Nothing is lost. Tell your admin. Tap Check again after they fix it.
"Can't reach FlowScan" when the app opens.	Check your internet, close the app fully and open it again.
A new team member cannot join.	Check they typed the 6-letter code correctly. If it says the workspace cannot take new members, your plan has no free places.