



DIGITALSHOP PLATFORM USER MANUAL

(For Shop Owners and Sales Attendants)

1. Introduction

DigitalShop is an online retail management platform designed to help small shop owners manage their business efficiently. It enables:

- Shop registration and setup
- Item and inventory management
- Sales tracking per attendant
- Automated reporting
- Stock monitoring and restocking alerts

The system is divided into two access levels:

- **Admin Portal:**
digitalshop.com.ng/admin (Shop Owners)
- **Member Portal:**
digitalshop.com.ng/member (Shop Attendants)

2. System Overview

2.1 Key Features

- Multi-user access (Owner + Attendants)
- Category-based item auto-loading
- Inventory tracking with alerts
- Sales tracking per attendant
- Automated reports (sales & payments)
- Restocking list generation

3. Shop Owner (Admin) Guide

3.1 Registration Process

Shop owners must provide:

- Business Name
- Location
- Category
- Email Address
- Phone Number
- Address

Note: If the selected category exists, items will be preloaded automatically.

3.2 Admin Dashboard Overview

Upon login, the admin has access to the following menus:

3.3 Menu Functions (Admin Portal)

1. Main

- Entry point to the system

2. Dashboard

- Overview of:
 - Total sales
 - Available stock
 - Staff performance
 - Alerts

3. Admins

- Manage administrative users
- Add or remove admin accounts

4. Sales Staff

- Create and manage shop attendants
- Assign login credentials
- Monitor individual performance

5. Items

- View all available products
- Edit item details (price, name, category)

6. Add Item

- Add new products manually
- Required fields:
 - Item name
 - Price
 - Category

7. Stock

- View current inventory levels
- Track stock movement

8. Add Stock

- Update inventory when new stock arrives
- Enter:
 - Item
 - Quantity
 - Date

9. Report

- General performance reports
- Sales summaries
- Staff activity

10. Payment Report

- Tracks revenue
- Shows daily, weekly, or monthly income

11. Restocking List

- Automatically generated list of:
 - Low-stock items
 - Out-of-stock items
- Helps in procurement planning

12. Settings

- Configure shop details
- Update business information

13. Change Password

- Update login credentials

14. Logout

- Securely exit the system

4. Shop Attendant (Sales Staff) Guide

4.1 Login

- Access via:
digitalshop.com.ng/member
- Use credentials provided by admin

4.2 Member Dashboard Overview

Displays:

- Daily sales
- Items sold
- Personal performance

4.3 Menu Functions (Member Portal)

1. Main

- Landing page

2. Dashboard

- Overview of:
 - Sales summary
 - Activity

3. Retail

- Used for processing sales
- Select item → Enter quantity → Confirm sale

4. Retail Sales History

- View past transactions
- Filter by date or item

5. Sale Record

- Detailed breakdown of all sales made by the attendant

6. Report

- Personal sales performance
- Daily/weekly summaries

7. Change Password

- Update personal login credentials

8. Logout

- Exit the system securely

5. Sales Workflow (Attendant)

1. Login to member portal
2. Go to **Retail**
3. Select item(s)
4. Enter quantity
5. Confirm transaction
6. System automatically updates:
 - Sales record
 - Inventory

6. Inventory Management Workflow (Admin)

1. Monitor stock via **Stock Menu**
2. Receive alerts for low stock
3. Check **Restocking List**
4. Purchase new stock
5. Update using **Add Stock**

7. Reporting and Monitoring

Admin Can:

- Track total business performance

- Monitor each attendant's sales
- Analyze trends

Attendant Can:

- View personal performance
- Track daily sales

8. Best Practices

- Always update stock immediately after purchase
- Regularly review reports for decision-making

- Assign unique login credentials (no sharing)
- Monitor low-stock alerts daily
- Ensure attendants log out after use

9. Security Guidelines

- Keep login credentials confidential
- Change passwords regularly
- Log out after every session
- Restrict admin access to authorized personnel

10. Troubleshooting

Issue	Possible Cause	Solution
Cannot login	Wrong credentials	Reset password
Missing items	Category not preloaded	Add manually
Incorrect stock	Stock not updated	Use "Add Stock"
Sales not recorded	Transaction not completed	Reprocess sale

11. Conclusion

DigitalShop simplifies retail management by integrating sales, inventory, and reporting into one system. Proper use of the platform will improve:

- Accountability
- Efficiency
- Profitability