



User manual

Vault for Windows — orders, stock and money for small shops

Version 0.9.21 · October 2026

Windows edition · automatic updates, the new name Vault, sync for several PCs with photos, the pack list.

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1. What Vault does

Vault is a back office for small shops that sell through Instagram, WhatsApp, Facebook, TikTok, phone and walk-in customers. It keeps your **orders, stock, customers, couriers, suppliers, expenses** and **money** in one place, and has a **point-of-sale** screen for in-store sales.

- **Works offline.** Everything is saved on your computer. No internet or account is needed to use Vault (only for downloading product photos during an import, and for WhatsApp Web).
- **Nothing to calculate by hand.** When you ship, deliver, return or get paid, Vault updates the stock, the money and the profit for you, all at once. Either everything is saved or nothing is — a change is never half-done.
- **History is never lost.** Things that involve money are never deleted, only cancelled or "voided" so you can always see what happened (see chapter 23).

2. Installing Vault on Windows

1. Double-click the setup file (**Vault_..._x64-setup.exe**).
2. If Windows shows "**Windows protected your PC**" (Microsoft Defender SmartScreen), click **More info**, then **Run anyway**. Windows shows this for new apps that are not yet digitally signed; it goes away once Vault is signed (planned before the paid release).
3. Follow the steps. Vault installs for your Windows user only, so it does not ask for an administrator password. You can choose to add a desktop shortcut on the last page.
4. If the computer is missing Microsoft's "WebView2" component (very old Windows 10 PCs only), the setup installs it for you. This needs internet once.

Where your data is

Your shop is saved in a database file on this computer, in **%APPDATA%\com.vaultapp.desktop\vault-v2.db**. You never need to open it; use backups (chapter 19) to keep a copy safe or move to another computer.

Updating and uninstalling

Updates come by themselves. About a minute after Vault opens, and then once a day, it checks for a new version. When there is one, a blue bar at the top says **Vault 0.9.3 is ready** (for example): **What's new** lists the changes, **Install and restart** saves everything, downloads the update, closes Vault for a few seconds and opens it again on the new version with the same shop, and **Later** hides the bar until the next day. Nothing installs without your click. If a sync, backup or restore is running, Vault asks you to let it finish first. **Settings** → **Advanced** → **Updates** has **Check for updates**. Every update is signed: Vault refuses a file that doesn't come from us, and installs nothing. The check only asks our website which version is newest; it sends nothing about your shop. (Versions up to 0.9.2 can't update themselves: install 0.9.21 or later once from the website.)

To update by hand, run the newer setup file: your existing database v2 shop stays. Version 0.9.1 uses a new database format: a shop from the public 0.9.0 release is not transferred automatically. Its original **vault.db** file stays untouched; old-format backups cannot be restored into the new format. Keep the old installer and database if you need to return to that version. To uninstall, use Windows **Settings** → **Apps** → **Installed apps** → **Vault** → **Uninstall**. Your shop data stays on the PC unless you tick **Also delete my shop data on this PC** (off unless you tick it). Uninstalling never deletes your backups in **Documents** › **Vault Backups** or your second backup folder.

Free trial and activation

There is one installer for everyone. A new installation is a **free trial** with two limits: **50 orders** (Point of sale sales included) or **14 days** from the first time it opens, whichever comes first. A bar at the top shows how many orders and how much time are left, with an **Activate** link. Cancelling or deleting an order doesn't give it back, and resetting the shop, loading the sample shop or reinstalling doesn't restart the trial. Setting the computer's clock back doesn't add days; the bar then says the computer's date looks wrong.

To activate, open **Settings** → **Advanced** → **Activation** (or click **Activate** on the bar):

1. Send your **PC code** (10 letters and numbers, like **7KQ2M-X9D4R**) with **Send on WhatsApp** or **Send by email**, and pay (Whish, transfer or cash).
2. You receive an **activation key** (it starts with **SMPL-**). Copy all of it, paste it in the box and click **Activate**. Vault says until when it is activated; the trial limits are gone.

Activation

To activate Vault, send your **PC code** (WhatsApp +961 71 40 80 58 or email tradingcoder45@outlook.com) and pay. You receive an **activation key**: paste it here. Each key works on this computer only; a new computer gets a new key.

Trial — 50 of 50 orders and 14 days left.

Your PC code **RWJC7-6HYWN** Copy Send on WhatsApp Send by email

Activation key

Paste the key you received (it starts with SMPL-)

Activate

Settings → Advanced → Activation

A key works on the computers whose PC codes it lists: normally **this computer only**. A shop that uses **several PCs** (chapter 26) gets **one key for up to 3 PCs**: send every PC's code, and paste the same key on each of them. On a new computer, restore your backup there and send the new PC code — you get a new key. Line breaks from WhatsApp don't matter; a key that was changed, is for another computer or has ended is refused with a clear message.

The PC code comes from the computer's main board, so it stays the same when Windows is **formatted or reinstalled**, and updating Vault or Windows never changes it. Vault also keeps a copy of your key in Windows itself: if Vault is uninstalled (even with its data) and installed again, it is **activated again by itself** and says so. Only a new main board or a new computer needs a new key.

Renewing: 30 days before the end a blue bar reminds you; after the end date you still have **7 days** (orange bar). After that, adding and changing pause (red bar): everything can still be opened, looked at, exported and backed up, and nothing is deleted. Paste the renewal key in the same place and everything works again at once.

3. First start and finding your way

When Vault opens, a small window shows the Vault logo coming together (about a second and a half), a progress bar and whether the computer is connected to the internet. The main window appears as soon as your shop is loaded.

Vault was called Simply before. The first time Vault opens on a computer that had Simply, it copies the shop there by itself: everything opens as it was. The old Simply folders stay untouched as a spare copy.

The first time, Vault shows a **sample shop — FORMA Home**, a small furniture and decor shop with 16 products and their photos, orders, customers, couriers and expenses — so you can try everything safely. The pictures in this manual come from it. When you are ready, go to **Settings → Data & backup → Start with my own data**: enter your shop name, logo, your money accounts (for example Cash, Bank, Whish) with what is in them today, **where you sell** (tick your sales channels — Instagram is ticked to start — and add your own), and optionally your couriers. The sample data is then removed.

Start with your own data

This deletes all orders, products, customers and money records currently in the app. It can't be undone.

Shop name
e.g. Nour & Co. Boutique Add logo

Where your money is today
Each place you keep money, and how much is in it right now.

Cash	Cash	0.00	×
Bank	Bank	0.00	×

Add account

Where do you sell?
Tick your sales channels; you can add your own and change them later in Settings → Orders. **Walk-in** (the customer comes in, a courier delivers) and **Point of sale** (sold in the shop, taken away) are always there.

☒ Instagram ☐ WhatsApp ☐ Facebook ☐ TikTok ☐ Phone ☐ Other

Another channel, e.g. We Add

Couriers (optional)
Add courier

Add products, suppliers and customers afterwards from their pages.

Cancel Delete everything and start

Start with my own data

The screen

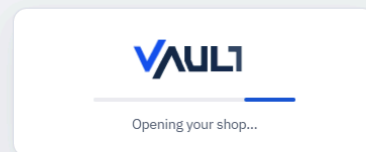
- **Top bar:** Vault logo, the **search box** (press **/** to jump into it — finds orders, customers, phone numbers, products, SKUs and barcodes), and your shop name on the right (click it to open Settings). On a page with a table (Orders, Customers, Couriers — its settlement history —, Products, Inventory, Purchases, Suppliers, Expenses, Money) the results end with **Filter this table**: click it, or press **Ctrl1 + Enter**, to show only the rows that match your words in the table itself. A tag **Matching "..."** × appears above the table; click × (or

Clear) to see everything again. It is also removed when you go to another page. **Enter** alone still opens the first result, as before. The small **barcode** icon in the search box reminds you that a barcode scanner works on every page (chapter 22); click it to put the cursor in the box. On the pages where a scan does something (Point of sale, Orders to pack) the barcode icon sits on the left of the box. A long search is shortened in the **Matching "..."** tag; point at it to read it all.

- **Left side:** the sections — Dashboard; Orders, Orders to pack, Point of sale, Customers, Couriers; Products, Inventory, Purchases, Suppliers; Expenses, Money, Reports; Settings. Small numbers show what needs attention (new orders, orders to pack, low stock, bills due). To make more room, move the mouse over the side bar and click the small ◀ tab on its right edge (or press **Ctrl** + **B**): it shrinks to icons only — point at an icon to see its name; the numbers stay on the icons, and every icon fits on the screen without scrolling. Click ▶ to open it again. Vault remembers your choice.
- **Bottom left:** a short status line: "**Saved • backup today 09:14**" when all is well; in amber when there is something to do ("No backups yet. Set them up", "Last backup 5 days ago", "OneDrive copy failed"); in red if a change couldn't be saved. Click it to open Settings → Data & backup. Under it, in small letters, the version of Vault you are using.

Tip: Long lists show the first 100 rows. Click **Show 100 more** at the bottom to see more. Totals and exports always include every matching row.

4. Dashboard



The Dashboard has two parts: **To do today** (always today) and **How the shop is doing** (follows the date range you pick).

To do today

- **Five cards:** new orders to confirm, orders to pack, ready to ship, out with couriers (and the cash they will collect), returns on their way back. Each has a button — **Confirm**, **Start packing**, **Hand to courier**, **Track**, **Receive** — that opens those orders.
- **Money right now** (left): what's **available now**, split by account, then one row of boxes:
 - **Couriers owe you** (green) or **You owe couriers** (red): all couriers together, with how many orders are not settled yet and a **Settle** link;
 - **Customers owe you:** only when someone took in-store items home and pays later;
 - **Still to pay:** suppliers, unpaid bills, refunds you still have to give after returns, and VAT to pay (when VAT is on) — the small line lists only what applies;
 - **After settlements:** what you would have once all of that is paid in and out.

Below: cash couriers are collecting on orders still out for delivery (not counted yet), customer deposits held and stock at cost.

- **Needs attention** (right), most important first, at most five lines (the rest in one grey "more" line): bills overdue (red) or due within a week with **Confirm paid**; products out of stock; flagged customers with an open order; customers who owe you; orders not fully paid; products running low with **Reorder** (opens a purchase for that product). "Nothing is out of stock" shows in green when that's the case.

How the shop is doing

The **date button** (right of the heading) works like Shopify's: **Today, Yesterday, Last 7 / 30 / 90 days, This month, Last month, This year**, or **Custom dates**. Next to it, **Compare** with the **previous period** (the start), the **same period last year**, or **None**. Vault remembers your choice while it is open and starts on "Last 30 days" compared with the previous period the next time.

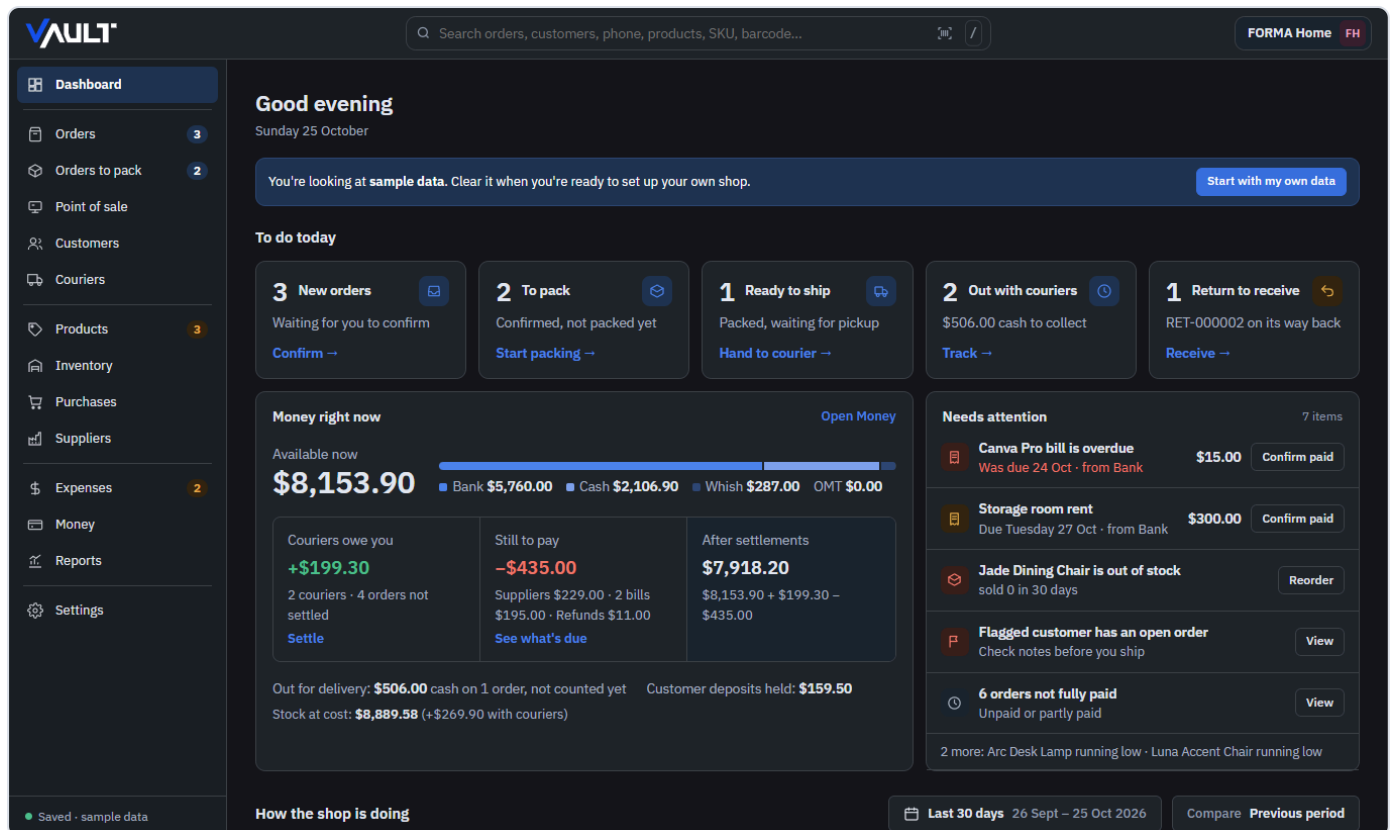
- **Six cards:** net sales, orders, average order, gross profit, net result after expenses, and returns & cancellations, each with a small trend line. A loss shows in **red**; a returns & cancellations rate above 10% shows in **amber**. With a comparison on, each card shows the change (▲ green = better, ▼ red = worse). **Click a card** to show it in the chart.
- **The chart:** the chosen figure as bars, per day (per hour for one day, per week for long periods); a loss is a red bar below the line; the comparison is a dashed grey line. Point at a bar for exact numbers, or switch to **Table**.
- **Sales by channel, Top products** (sold and sales; **See all** opens the product report) and **What happened to the orders** (delivered, still open, returned, cancelled or refused, and the average time from order to delivery).

The side bar's small numbers are coloured too: **blue** = work to do (orders to confirm, to pack), **amber** = a warning (products low on stock, bills due). Point at one to see what it counts.

Sales are counted the way you chose in Settings → Orders (when the order is created, or when it is delivered), exactly like Reports, so the two always show the same numbers.

Light or dark

Settings → Business → **Appearance: Light, Dark** or **Same as Windows** (follows Windows' own light/dark setting). Printed slips, labels and receipts always stay light.



The Dashboard in the dark theme

5. Orders

Orders 17 total

Table Board More Full order **Quick order**

This month Payment: Any Courier: Any + Add filter

Orders 12
12 still open

Order value
\$1,750.80
average \$145.90

Paid
\$317.50
18% of the value

Still to collect
\$1,433.30
on 8 orders

Open 12 New 3 Confirmed 2 Packed 1 Shipped 2 Delivered 7 Returned 1 Cancelled 1

Order	Date	Customer	Channel	Items	Total	Payment	Courier	Status
ORD-000016	Today 11:00	Lara Haddad	Instagram	1 item	\$28.00	Paid	FastBox Delivery	New exchange
ORD-000014	Today 10:00	Omar Aziz	Instagram	1 item	\$53.00	Unpaid	—	New
ORD-000015	Today 10:00	Maya Khoury	WhatsApp	2 items	\$182.00	Unpaid	—	New
ORD-000011	Today 09:00	Nadine Fares	WhatsApp	2 items	\$67.00	Partially paid	FastBox Delivery	Packed
ORD-000012	Today 09:00	Karim Saab	Phone	3 items	\$240.00	Unpaid	—	Confirmed
ORD-000013	Today 09:00	Lara Haddad	Instagram	2 items	\$182.00	Unpaid	—	Confirmed
ORD-000008	24 Oct 15:07	Lea Mansour	TikTok	2 items	\$121.50	Paid	Wassim Express	Shipped
ORD-000010	24 Oct 11:07	Rami Nassar	Instagram	2 items	\$77.00	Unpaid	FastBox Delivery	Delivered
ORD-000009	23 Oct 11:14	Lara Haddad	Instagram	3 items	\$506.00	Unpaid	Hadi (moto)	Shipped
ORD-000005	20 Oct 11:35	Rami Nassar	Facebook	3 items	\$136.30	Partially refunded	FastBox Delivery	Delivered part returned

Orders — table view

The life of an order

Status	What it means	Stock
New	Just taken, not checked yet	Not reserved
Confirmed	You checked it with the customer	Reserved (not available for other orders)
Packed	Ready in a bag	Reserved
Shipped	Given to the courier	Left your shelf ("with couriers")
Delivered	Customer received it; the sale is complete	Sold
Cancelled / Returned	Didn't happen / came back	Released / back in stock

Confirmed or Packed orders can also go straight to **Delivered** (handed over in person). Mistakes can be undone with the **Back to...** buttons in the order panel (for example "Back to Packed", or "Undo delivery"). Vault puts stock and money back exactly as they were.

Tip: In Settings → Orders, **Confirm new orders automatically** is on by default, so new orders start as Confirmed.

Quick order

Press **Alt + Q** (or **Quick order**). It is one window, from the top:

- **Customer: Phone** first, then **Name** and **Address**. While you type (from 3 letters of a name or 3 digits of a phone number), matching customers appear: "Already a customer: Lara Haddad · 03 123 456 · Hamra". Click anywhere on that line (or **Use**) to take that customer; **Change** lets you pick another.
- **Products**: type in **Search or scan a product to add it** and press **Enter** (or click a result), or scan its barcode. The search box stays at the top; the products you add are listed under it. Each product shows its price and how many are available, with **- / +** for the quantity and **x** to remove it.
- **Courier** and **Delivery Charged (Customer)**, then the summary: items, delivery, **Customer pays** and "FastBox collects \$78.90 on delivery · saved as Confirmed".
- **Channel** buttons at the bottom; your default (Settings → Orders) is already chosen and marked "· default".
- **Save order** (**Ctrl** + **Enter**) is greyed until there is a product. **Save and new** (**Ctrl** + **Shift** + **Enter**) saves it and opens an empty Quick order for the next one.

Quick order

Full order page

Press **Alt** + **N** for the full page. Editing an order uses the same page. **Cancel** (or **Esc**) leaves the page without saving; if you typed in the product search, the first **Esc** only clears the search.

Only one order form is open at a time: **Alt** + **Q** on this page (or **Alt** + **N** in Quick order, or **Alt** + **P** from either) switches to the other one. If you already typed something, Vault asks **Discard this order?** first: **Keep editing** keeps everything as it was.

- **Products** (left): search or scan first (**Enter** adds); each line has the quantity, the unit price (you can change it), its total and **+ Discount**. **Add one-off item** adds something not kept in stock; **Create product** opens the same **Add product** window as the Products page (with what you typed in the search) and adds the new product to the order.

- **Price and Payment** (left, below): items, + **Order discount**, + **Extra charge**, the delivery charge, VAT and **Customer pays**; + **Customer already paid something** for a deposit; **The rest is collected by: Courier (COD) / Me**; a blue line saying who collects what; and the estimated profit.
- **Customer** (right): Phone, Name, Address and Email (optional), with matching customers offered as in Quick order.
- **Delivery** (right): courier, tracking, **Delivery Charged (Customer)** (what the customer pays for delivery) and **Delivery Cost (You)** (what the courier charges you), with a line saying what you keep on delivery. Then the instructions for the courier.
- **Notes & tags**, then the **Channel** buttons.
- The bar at the bottom: **Customer pays**, **Save as New / Confirmed**, **Save and new** and **Save order** (Ctrl + Enter).

Vault Search orders, customers, phone, products, SKU, barcode... FORMA Home FH

Dashboard

- Orders 3
- Orders to pack 2
- Point of sale
- Customers
- Couriers
- Products 3
- Inventory
- Purchases
- Suppliers
- Expenses 2
- Money
- Reports
- Settings

New order

Products

Search product, SKU or scan barcode Enter adds

No items yet. Search above, or scan a barcode.

Add one-off item Create product

Price

Items · 0 pieces \$0.00

Delivery Charged (Customer) · set in Delivery \$4.00

+ Order discount + Extra charge

Customer pays \$4.00

Payment

+ Customer already paid something

The rest is collected by Courier (COD) Me

Add a product to see who collects what.

Estimated profit (after item cost and Delivery Cost) \$0.00 · 0%

Customer Optional

Phone Type a phone to find the customer

Name

Address

Email (optional)

Delivery

Courier FastBox Delivery Tracking Optional

Delivery Charged (Customer) 4.00 Delivery Cost (You) 4.00

Delivery breaks even: the customer pays what the courier charges you.

Instructions for courier

Customer pays \$4.00 Add a product to save.

Save as New Confirmed Cancel Esc Save and new Save order Ctrl + Enter

Full order page

Drop-down lists everywhere in Vault look like the Orders page filters: a box with the choice and an arrow, opening a list with ✓ on the current choice. Arrow keys, Enter and Esc work too.

The order panel

Click any order to open its panel on the right.

ORD-000008

Shipped

<

>

Print

×

24 Oct 15:07 · TikTok

LM

Lea Mansour

81 222 919 · Byblos

WhatsApp

History

ITEMS · 2 pieces

Cloud Sleep Pillow

1 × \$39.00

\$39.00

Glow Reading Lamp

1 × \$79.00

\$79.00

Items

\$118.00

Delivery Charged (Customer)

\$3.50

Customer pays

\$121.50

PAYMENT Paid

Paid by Wassim Express in advance · 24 Oct

\$121.50

Left to pay

\$0.00

Settled with Wassim Express at pickup. They paid you \$118.00 on 24 Oct (Cash) and keep \$3.50 as their charge. They collect from the customer at delivery.

> Profit, once delivered

\$74.00 61%

DELIVERY

Courier

Tracking / reference

Delivery Cost (You)

Wassim Express

Optional

3.50

Mark delivered

Courier brought it back

More ^

Order panel

- **Top:** the order number and status, < > to go to the previous / next order of the list behind (with its filters), **Print** (packing slip, delivery label, receipt) and ×. Under it: date · channel and the customer, with **WhatsApp** and **History**.
- **Items** with their totals; **Payment** (with **Record payment** or **Collect payment**, and who collects the rest); **Profit** on one line — click it to see how it is worked out.
- **Delivery** (courier orders only): courier, tracking and **Delivery Cost (You)** save as soon as you change them. **Notes & tags:** the note saves itself as you type ("✓ Saved"); **+ Tag** adds a tag, × removes one.
- **History:** a finished order shows its last step; **Show all steps** opens the rest.
- **Buttons:** the next step is the blue button (Mark packed, Mark shipped...), with **Edit order**. **More** holds skipping a step, going back (Back to..., Undo delivery), **Cancel order** and **Delete**. A delivered order offers **Return / exchange** and **Refund**.
- An order can't be delivered unpaid: either the courier collects the rest, or you record who paid.

The Orders page: filters, status cards and many orders at once

The screenshot shows the 'Orders' page in 'Board' view. The sidebar on the left contains navigation links: Dashboard, Orders (3), Orders to pack (2), Point of sale, Customers, Couriers, Products (3), Inventory, Purchases, Suppliers, Expenses (2), Money, Reports, and Settings. The top of the main area features a search bar and a 'FORMA Home' button. Below the search bar, there are filter buttons for 'This month', 'Payment: Any', 'Courier: Any', and '+ Add filter'. The summary cards at the top show: Orders (12, 12 still open), Order value (\$1,750.80, average \$145.90), Paid (\$317.50, 18% of the value), and Still to collect (\$1,433.30, on 8 orders). The main area is a grid of status cards: New (3), Confirmed (2), Packed (1), Shipped (2), Delivered (7), and Returned (1). Each card displays order details like ID, amount, customer, and items.

Board view — drag a card to change its status

- **The page, from the top:** the filter buttons; four cards — **Orders** (with how many are still open), **Order value** (with the average), **Paid** and **Still to collect**; then the **status cards**.
- **Open ▼**: the first status card. The page opens on **Open**: every order that still needs something — New to Shipped, money still to come in (unpaid, part paid, a customer paying later, or a courier who collected and hasn't settled with you yet), a return waiting for its items, or a refund due. Its ▼ switches to **All orders**. The other cards (New, Confirmed ... Cancelled) show only that status. When a count is large, a long name is shortened (Delivered → Deliv.).
- **Greyed rows**: orders that are finished (not Open) are greyed out in the table.
- **Items** shows how many pieces ("3 items"); point at it to see the names.
- **Filter buttons**: the **date** button (This month by default), **Payment** and **Courier**, each showing its choice, e.g. "Payment: Any". **+ Add filter** adds Channel, Tag, Exchange or Courier money; the × in an added filter takes it off again, and **Clear** resets them all. The date list offers All time, Today, Yesterday, This week, This month, Last month, Last 30 days and **Custom dates**.
- If older open orders are hidden by the date, a yellow note offers **Show them**; its × closes it.
- **Select** orders with the tick boxes (clicking near the box works too; **Shift** +click selects a range; clicking anywhere else on the row opens the order), then use the step buttons, **Mark paid**, Assign courier, **Print slips** or **Print labels** (chapter 22). To export the ticked orders: **More** → **Export selected orders as CSV**.
- **Mark paid**: choose the account the money came into; the window lists each order with what was left to pay, and the total. Orders out with a courier who collects on delivery are pointed out, with the switch **Also mark them delivered** (on by default; off, they stay out and the courier collects nothing). In-store sales paid later are collected. Orders that are cancelled, returned, already paid, or delivered with the courier still holding the money (settle that in Couriers) are left as they are, and the window says why.

Sales channels: Walk-in and Point of sale

- **Settings** → **Orders** → **Sales channels** is your own list of where you sell. **Add channel**, **Rename** (its orders follow), **Remove** (only for a channel no order uses) and **Make default**.
- Two channels are always there (they can be renamed, not removed): **Walk-in** — the customer comes in and a courier delivers the order — and **Point of sale** — bought in the shop and taken away; every Point of sale sale uses it, and it isn't offered on the order forms.
- A Walk-in order from the order forms gets your default courier. With no courier it continues in the Point of sale (chapter 7).
- Point of sale sales show **Completed** instead of Delivered. They are still counted under **Delivered** and in reports like any delivered order.

Website orders

If you have an online shop (chapter 25), orders placed on it come in by themselves as **New** orders in the channel **Website**, a few seconds after Vault opens and then every 2 minutes while it is open and online. A message says "**2 new website orders · View**" (and Windows shows a notification with a sound, chapter 25); **View** opens Orders on the **New** filter. They also show in the Dashboard's new-orders card and the Orders count in the side bar, like any new order.

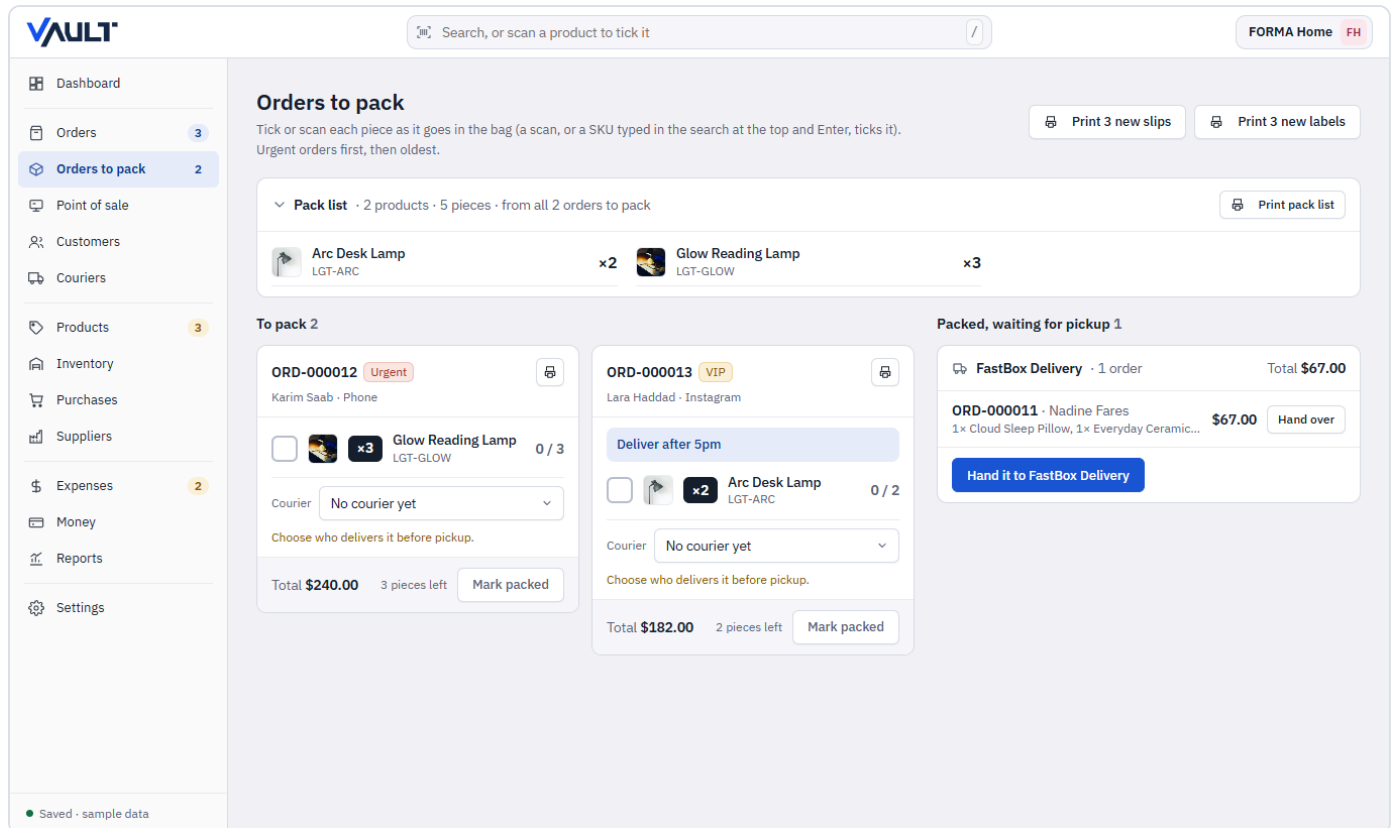
A website order stays in the online inbox until Vault confirms it is saved on this PC. If saving fails, Vault shows an error and can try again without importing the same order twice.

- The customer is found by phone number, or added with the name, phone, email and address they typed. The note says "Website order W-..." and what the customer wrote; your default courier is already chosen.
- Call or WhatsApp the customer, then **Mark confirmed**: only then is the stock reserved. A fake order is vault **Cancelled**; the website gets those pieces back.
- When Vault is closed or offline, website orders wait safely online and come in the next time.

6. Orders to pack

Two columns: **To pack** (Confirmed orders, urgent ones first, then the oldest) and **Packed, waiting for pickup**.

Each column shows its first 100 orders; **Show 100 more** reveals the next batch. Counts and bulk printing or courier handover still cover all matching orders. A scan can find an order beyond the visible cards; Vault tells you which order received the scan.



The pack list

At the top, the **Pack list** shows every product you need to collect for **all** the orders waiting to be packed, with how many of each (**×12**), so you can fetch everything in one walk before packing each order. It counts the whole To pack column, not only the cards on screen; packed orders don't count.

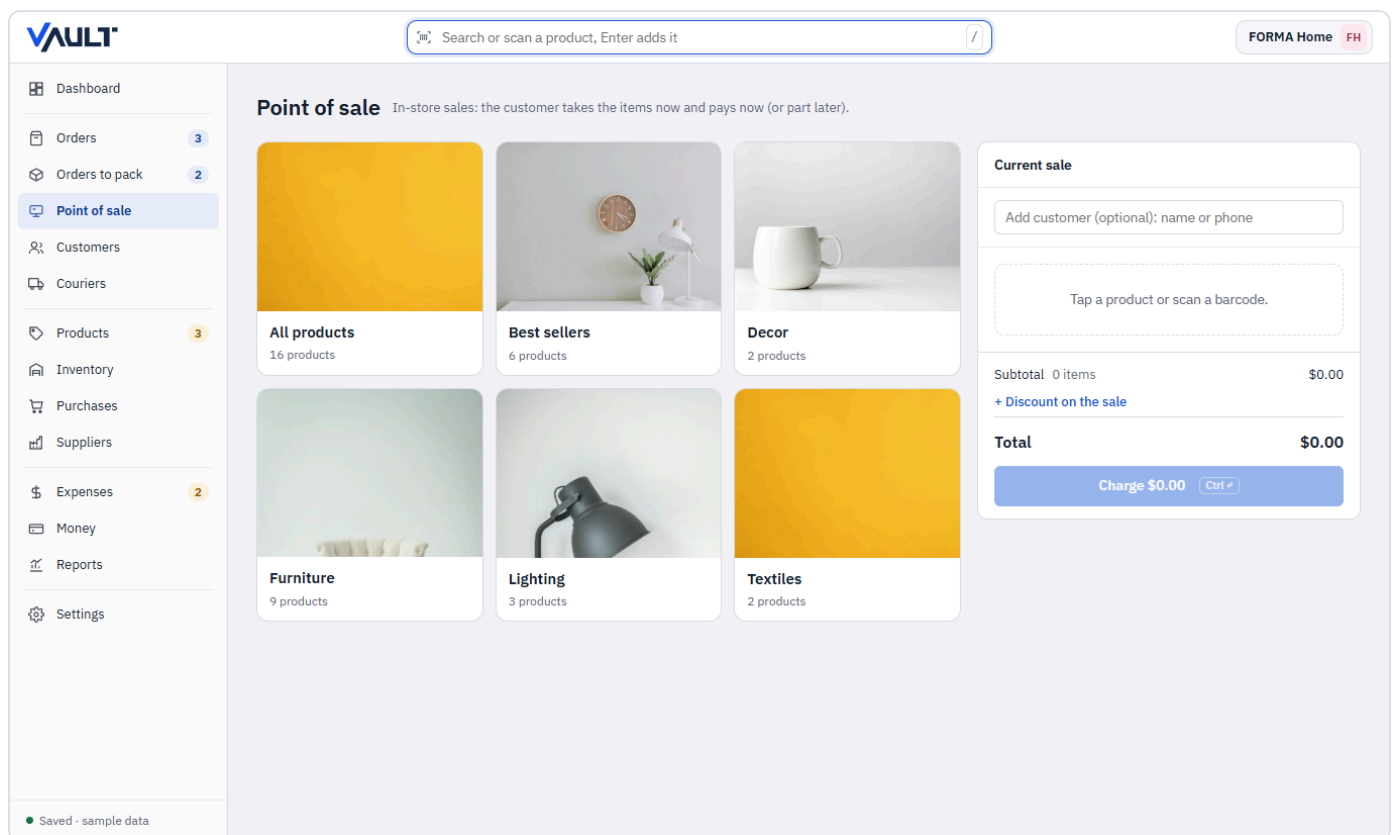
- Each row shows the photo, name, SKU and count, grouped by category. As you tick or scan pieces on the orders, the row shows how many are **Left**, and **✓ All ticked** when none are.
- **Only 3 in stock** in red means you have fewer on hand than the list needs.
- **Print pack list** prints it with a tick box per row, on the packing-slip paper chosen in Settings → Printing. It doesn't mark anything as printed.
- The arrow hides or shows the list; this PC remembers your choice. With nothing to pack, there is no list.
- **Tick each piece** as it goes in the bag: a line of 3 shows a large **×3** and "0 / 3"; each click ticks one more; a full line is crossed out (click it again to clear it). **Scanning** ticks too: scan the item, or type its SKU or barcode in the top search and press **Enter**. A green line says which order it went to; a red line says when no order needs it.
- The order number opens the order. **Fragile** and the delivery instructions show as boxes next to the items. Choose the **Courier** on the card. The bottom line shows the order **Total** and how many pieces are left.

- **Mark packed** moves it to the right column. If some pieces aren't ticked, Vault asks first.
- **Printing:** each card has a print button for its slip, and shows "Slip printed" once it is printed. The top buttons print only what hasn't been printed yet ("Print 2 new slips", "Print 2 new labels").
- **Packed** orders are grouped by courier ("FastBox Delivery · 3 orders · Total \$112.00"). When the courier comes, **Hand all 3 to FastBox** marks them Shipped; **Hand over** does one order.

7. Point of sale (in-store sales)

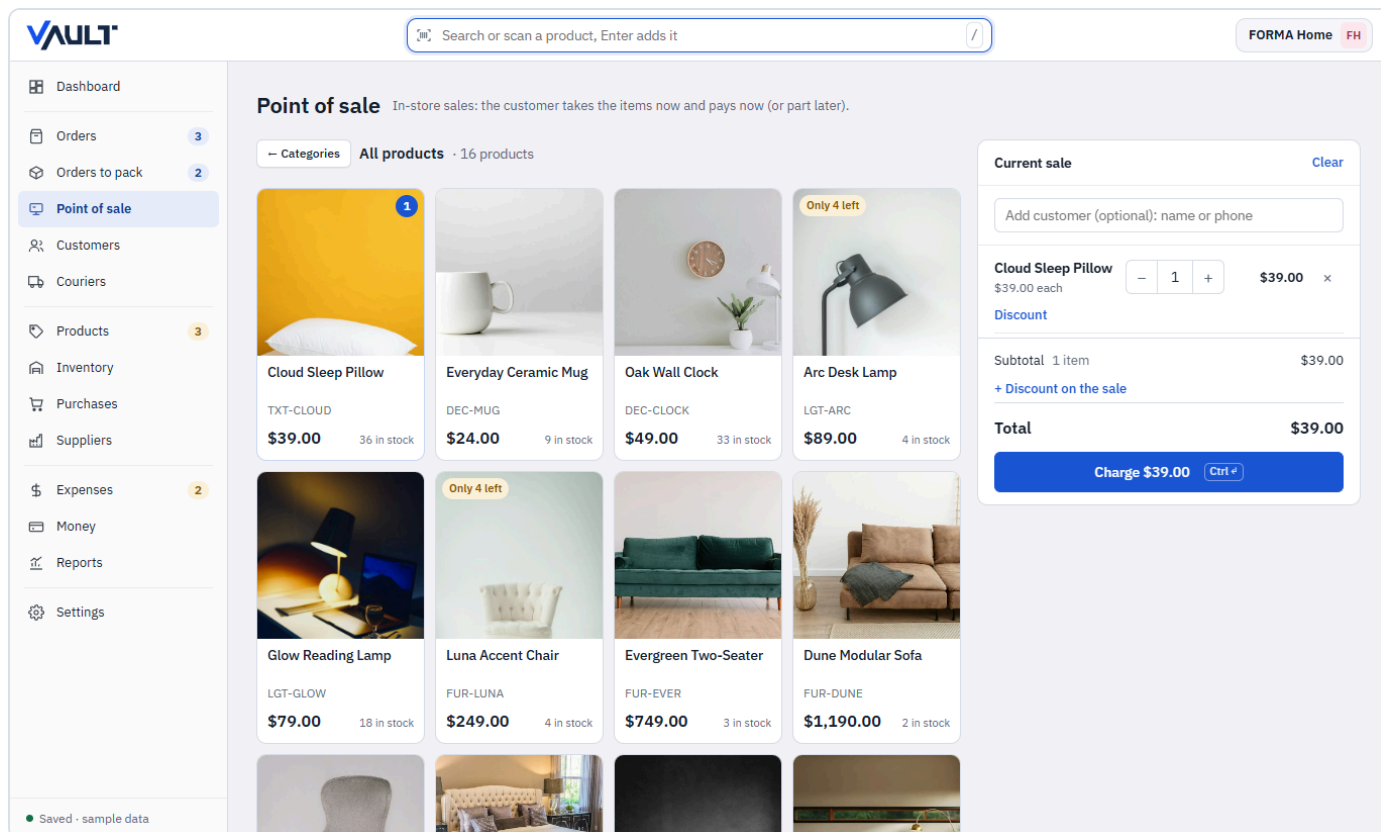
Product lists show the first 100 matching products. Click **Show 100 more** to see the next batch. Search and barcode scans still find products beyond those currently shown.

Open with **Alt + P** or **Point of sale**. It opens on large **category** tiles: **All products**, **Best sellers** (the 20 sold most in the last 30 days), each of your categories (chapter 11, with the category's photo when it has one) and **Other** (products with no category), then one tile per **tag** (for example **#Sale**). Click a tile to see its products; ← **Categories** (or **Esc**) goes back. To find a product, type in the **search box at the top of the screen** (it searches the Point of sale's products while you are on this page): the results show as tiles; **Enter** adds the product when there is only one result, or an exact barcode or SKU; **Esc** clears the search, then goes back to the categories. A barcode scan adds the product straight away.



Point of sale — category tiles

- **Product tiles** show the photo, the name, the SKU, the price (with the old **"was"** price crossed out when the product has one) and the stock: **Last one** or **Only 2 left** when stock is low, **Out of stock** at the end. A product with sizes or colours ("4 sizes") asks which one. A small blue number shows how many are already in the sale.
- **The current sale** (right) stays on screen. Each line has **Discount** (\$ or %), and warns "Only 1 in stock" when the sale would take stock below zero. **+ Discount on the sale** for the whole sale.
- **Customer** (optional): type a name or phone and pick a match, or click **New customer** — the Add customer window opens with what you typed.
- Click **Charge** (**Ctrl + Enter**) and choose how the customer paid. For cash, **Exact** and round amounts (\$20, \$50, \$100...) fill in what was handed over, and Vault shows the change. Click another account to split the payment. Change is given back only in cash: if a bank or wallet transfer is more than what's left, Vault says so and counts only what's needed.



Point of sale — a category's products and the current sale

Paying part now, the rest later

If a customer takes the items but pays only part (or nothing) now, enter what they pay. If no customer is on the sale yet, find or add them right there in the payment window. Then switch on **[name] pays the rest later** and **Complete sale**. The sale is Completed and counted at once; what's left shows as **still owed**:

- on the order: "**... still owes you \$X**" and a **Collect payment** button for when they pay;
- on the customer's page: "**Owes you \$X**" with the orders;
- on the Dashboard, in **Coming in**, and in the Orders summary under "Still to collect".

Returns and refunds on that sale wait until it is fully paid.

After the sale

The **Sale complete** window shows the receipt (the cash handed over and the change only when there is change to give back), with **Print receipt** (80 mm receipt printer, chapter 22), **Send receipt by WhatsApp** (when the customer has a phone number; the receipt is written into the message), **Close** (just close the window) and **New sale**. Returns of in-store sales use the normal return page (chapter 10).

Walk-in orders from the order forms

A new full order (or Quick order) on the **Walk-in** channel with **no courier** becomes a sale in the shop, so its button says **Continue in Point of sale** →: the items, discounts, customer, note and any payment already entered move to the Point of sale, where you take the payment. It is saved on the **Point of sale** channel.

8. Customers

Vault

Search orders, customers, phone, products, SKU, barcode...

FORMA Home

FH

Dashboard

Orders3

Orders to pack2

Point of sale

Customers

Couriers

Products3

Inventory

Purchases

Suppliers

Expenses2

Money

Reports

Settings

Customers7 customers

Customers owe you

\$0.00

Nobody owes you

Repeat customers

57%

4 of 7 ordered more than once

New this month

7

First order this month

Not seen in 60+ days

0

Worth a WhatsApp message

All7

Owe you0

Repeat4

New this month7

Not seen in 60+ days0

Flagged1

Customer	Phone	Orders	Received	Last order	Total spent	Owes you
LH Lara Haddad New	03 123 456	4	100% 1 of 1 received	Today	\$131.00	—
MK Maya Khoury New	76 222 333	2	0% 0 of 1 received	Today	—	—
OA Omar Aziz New	03 777 818	1	— No delivery yet	Today	—	—
KS Karim Saab New	71 555 010	3	100% 2 of 2 received	Today	\$128.50	—
NF Nadine Fares New	70 123 456	1	— No delivery yet	Today	—	—
LM Lea Mansour New	81 222 919	1	— No delivery yet	Yesterday	—	—
RN Rami Nassar New	70 881 442	2	100% 2 of 2 received	Yesterday	\$169.20	—

Showing all 7 customers

Spent \$428.70

More

Add customer

Saved · sample data

At the top, four cards: **Customers owe you** (from in-store sales paid later), **Repeat customers**, **New this month** and **Not seen in 60+ days**. Click a card, or one of the pills under it (All · Owe you · Repeat · New this month · Not seen in 60+ days · Flagged), to show only that group.

Each row shows the name (a red **Δ** for a flagged customer, **New** for a first order this month), the phone with a **WhatsApp** button, orders, **Received** (how many of their deliveries they accepted, for example "83% · 5 of 6 received"), **Last order** (amber after 60 days), total spent and **Owes you**, with a **Record payment** button. Click a header to sort.

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LH

Lara Haddad

Customer since 13 Oct · 4 orders

×

CONTACT

Phone

03 123 456

Email

lara.h@example.com

Address

Hamra, Beirut

Open WhatsApp chat

HISTORY

Orders

4

Received

100%

Returned

0

Spent

\$131.00

ORDERS 4

ORD-000016	25 Oct	\$28.00	Paid	New
ORD-000013	25 Oct	\$182.00	Unpaid	Confirmed
ORD-000009	23 Oct	\$506.00	Unpaid	Shipped
ORD-000001	13 Oct	\$131.00	Paid	Delivered

New order for Lara

Edit

...

- Click a customer to open their panel: contact details and **Open WhatsApp chat**; **Owes you** with each unpaid sale, **Record payment** (one amount clears the oldest sale first) and **Send reminder on WhatsApp**; their history (orders, received %, returned, spent) and orders.
- **New order for ...**, **Edit** (name, phone, email, address, notes) and ...: **Flag customer...** with a reason (for example "refused two deliveries" — it warns you when you make a new order for them), **Remove flag**, **Archive**.
- **Add customer**: type the phone first — if someone already has it, Vault says so and offers **Use**
- **More** → **Import / Export / Archived customers**: see chapter 21.

9. Couriers and settling up

The screenshot displays the VaulT application interface for managing couriers. The left sidebar contains navigation links: Dashboard, Orders (3), Orders to pack (2), Point of sale, Customers, **Couriers**, Products (3), Inventory, Purchases, Suppliers, Expenses (2), Money, Reports, and Settings. The main content area is titled 'Couriers' with a note: 'New orders use FastBox Delivery by default.' and an 'Add courier' button. At the top, four summary cards show: 'Couriers hold for you' (\$202.30), 'You owe couriers' (\$3.00), 'Out for delivery' (2 orders), and 'Last settlement' (6 days ago). Below these are three courier cards: 'FastBox Delivery' (Owes you \$202.30, 75% delivered), 'Hadi (moto)' (You owe them \$3.00, 100% delivered), and 'Wassim Express' (All settled \$0.00, 100% delivered). Each card includes a 'Settle' button and a 'History' link. At the bottom, a 'Settlement history' table shows a single entry for SET-000001.

Settlement	Date	Courier	Orders	Expected	Received / paid	Difference	Account
SET-000001	19 Oct 11:42	FastBox Delivery	2	\$124.00	\$124.00	Matched	Cash

At the top: what couriers hold for you, what you owe couriers, orders out for delivery and the last settlement. Each courier has a card: the balance in colour (green **Owes you**, red **You owe them**, grey **All settled**), a warning when they have held your cash for 5 days or more, and how well they deliver (% delivered in the last 30 days, returned, average days). The ... menu has Edit fees and details (including **Pays in advance**), Use for new orders by default, and Archive.

Settling with a courier

Couriers collect cash on delivery and pay you later, minus their fee. Until you settle, that money is not yours yet: the order's payment stays **Unpaid** (or **Partially paid** if the customer paid part to you), and point at it to see which courier holds how much. It becomes **Paid** when you settle with the courier. Click **Settle** on the card: tick the orders the courier is paying for (search, or "Tick everything up to [date]"), enter what you received and into which account. If the amount doesn't match, choose what the difference is: **extra courier fees** (an expense) or **the courier still owes it** (carried to the next settlement). **History** on a card shows that courier's settlements below.

Settlement · FastBox Delivery

Find on the courier's statement

Tick everything up to

Order	Date	Customer	Tracking	Collected	Fee	Net to you
☒ ORD-000005	20 Oct	Rami Nassar	—	\$136.30	-\$4.00	\$132.30
☒ ORD-000010	25 Oct	Rami Nassar	—	\$77.00	-\$4.00	\$73.00
☒ RET-000002 return shipping · ORD-000001	25 Oct	Lara Haddad		\$0.00	-\$3.00	-\$3.00

Orders ticked
3

Collected
\$213.30

Courier fees
-\$11.00

Courier should pay you
\$202.30

Amount you received
202.30

Account
Cash

Couriers who pay in advance

Choose **In advance** when adding the courier (or turn on **Pays in advance** in Edit) for couriers who pay you when they pick up the parcels. When you mark their orders Shipped, Vault asks what they paid; the order is then Paid and settled. If the parcel comes back, Vault records that you owe the courier that money (pay back now or in the next settlement).

If the customer already paid you before the order ships (nothing for the courier to pay ahead), the courier's fee counts from **Shipped**: it shows at once in their settlement list as money you owe them, and the Orders table shows the \$ courier-money mark. If the parcel comes back, the return fee takes the place of that fee.

Courier brought it back

Use **Courier brought it back** on a shipped order that the customer refused. Items go back to stock (or are marked damaged) and the courier's return fee is recorded.

10. Returns, exchanges and refunds

From a delivered order's panel, click **Return / exchange**. The page has three steps, and a summary on the right.

The screenshot shows the 'Return or exchange' page for order ORD-000001, delivered by FastBox Delivery. The interface is divided into three main steps and a summary section.

- Step 1: What comes back**
 - Cloud Sleep Pillow**: Bought 2 × \$39.00 · 1 already returned · 1 can come back. Quantity: 0. Reason: Choose a reason.
 - Oak Wall Clock**: Bought 1 × \$49.00 · 1 can come back. Quantity: 0. Reason: Choose a reason.
 - Restocking fee**: 0.00. Kept from the credit, for example on opened items.
- Step 2: What goes out instead (optional)**
 - Creates a new order linked to ORD-000001. The returned value pays for it first.
 - Search bar: Choose what comes back first.
- Step 3: How does it come back?**
 - Swap at the door**: Add an item to send instead first.
 - Courier picks it up**: A separate pickup trip (Selected).
 - Customer brings it in**: It is here now, no courier.
- Summary**
 - Coming back**: 0 items. \$0.00.
 - Return fees**: \$0.00.
 - Credit for the customer**: \$0.00.
 - Nothing yet \$0.00**: Choose what comes back first.
- Note**: Only you see this.

At the bottom, there is a 'PICKUP' section with 'Nothing yet \$0.00' and a note 'Choose at least one item to return.' Buttons for 'Cancel' and 'Create return' are at the bottom right.

- 1. What comes back:** the quantity of each item and the reason (choose one for every item coming back). The **Restocking fee** (optional) is kept from the customer's credit, for example for an opened item.
- 2. What goes out instead (optional):** search a product to send instead. It creates a new linked order; the returned value pays for it first.
- 3. How does it come back?**
 - **Swap at the door:** one courier trip brings the new item and takes the old one back (Courier, Delivery Charged (Customer), Delivery Cost (You)).
 - **Courier picks it up:** a pickup trip (Courier, **Return Charged (Customer)** — taken off the customer's credit — and **Return Cost (You)**), plus the delivery of the new item if there is one.
 - **Customer brings it in:** no courier. Choose for each item **Back to stock** or **Damaged**; stock is updated now. A new item is handed over at the counter: its order is completed at once and any difference is paid into the account you choose.

The summary and the bottom bar show the result: **Customer pays the difference, Refund due to customer** or **Even exchange**. The button says what is created: **Create return** or **Create return and exchange**.

When a courier brings the items, the return waits as **Awaiting items**: click **Receive items** and choose back to stock or damaged for each one.

Refund (separate button) gives money back: choose the items, the amount (Vault suggests it, and you can't refund more than was paid) and the account the money comes from.

11. Products, variants and photos

Vault Search orders, customers, phone, products, SKU, barcode... FORMA Home FH

Products 16 products · unit: piece

More Categories Add product

Category: Any

Simple Stock detail

All 16 Low stock 2 Out of stock 1 Negative stock 0 Has damaged 0 No sales in 30 days 9

☐	Product	Price	Margin	Available	Stock value
☐	Cloud Sleep Pillow TXT-CLOUD · Textiles · 6291041500213	\$39.00	62% cost \$15.00	36 37 on hand · 1 reserved · 1 with couriers	\$555.00
☐	Everyday Ceramic Mug DEC-MUG · Decor	\$24.00	63% cost \$9.00	9 10 on hand · 1 reserved	\$90.00
☐	Oak Wall Clock DEC-CLOCK · Decor	\$49.00	62% cost \$18.42	33 33 on hand	\$607.86
☐	Arc Desk Lamp LGT-ARC · Lighting	\$89.00	62% cost \$34.00	4 Low 6 on hand · 2 reserved	\$204.00
☐	Glow Reading Lamp LGT-GLOW · Lighting · 6291041500510	\$79.00	63% cost \$29.00	18 21 on hand · 3 reserved · 1 with couriers	\$609.00
☐	Luna Accent Chair FUR-LUNA · Furniture	\$249.00	55% cost \$112.95	4 Low 4 on hand · 2 with couriers	\$451.80
☐	Evergreen Two-Seater FUR-EVER · Furniture	\$749.00	49% cost \$380.00	3 3 on hand	\$1,140.00
☐	Dune Modular Sofa FUR-DUNE · Furniture	\$1,190.00	48% cost \$620.00	2 2 on hand	\$1,240.00
☐	Milo Dining Chair	\$150.00	59%	12	\$780.00

● Saved · sample data

At the top, **Category**, **Tag** and the **Simple / Stock detail** switch (Stock detail shows separate On hand, Reserved, With couriers and Damaged columns). Under them, the pills: All, Low stock, Out of stock, Negative stock, Has damaged, No sales in 30 days (and Archived). Each row shows the product (with SKU · category · barcode · its tags, like #Sale), price, margin (with the cost), **Available** with a small bar and a Low / Out badge, and the **stock value**. A product with variants is one row with its variants listed under it ("S 4 · M 0 · L 7"); the ► arrow opens them. Click a header to sort: once up, twice down, a third time back to newest first. Every row has the same height: a long name wraps onto two lines (point at it to read it all).

Several products at once: tick their boxes (a product with variants is ticked as a whole), then **Add tag**, **Remove tag** or **Delete**. Products never used are deleted. Products with sales, purchases or stock changes stay in your history; the window offers to archive them instead (**Delete 2, archive 1**), or **Delete 2 only**.



Cloud Sleep Pillow
TXT-CLOUD · Textiles

×

Price

\$39.00

Cost

\$15.00

Margin

62%

STOCK

36

available to sell

Reorder at 10

On hand

37

Reserved

1

With couriers

1

Damaged

0

ADJUST STOCK

Add

Remove

Mark damaged

Pieces

Reason

1

e.g. stock count, broke while packing

On hand 37 → 38

Save adjustment

To add stock you bought, use Purchases so the supplier and cost are recorded.

DETAILS

SKU

TXT-CLOUD

Barcode

6291041500213

Category

Textiles

Reorder level

10

Stock value

\$555.00

RECENT STOCK CHANGES

See all in Inventory

Edit product

Print label

Reorder

Click a product to open its panel: price, cost and margin, the stock, **Adjust stock** (chapter 12), details and the latest stock changes with **See all in Inventory**. The row's icons are **Adjust stock** and ... (Edit, Print label, Archive).

Categories and their photos

Categories

×

The photo is shown on the category tiles of the Point of sale and the online shop. Without one, the first product photo is used.



Decor
 2 products · Showing a product photo

Add photo

Rename



Furniture
 9 products · Showing a product photo

Add photo

Rename



Lighting
 3 products · Showing a product photo

Add photo

Rename



Textiles
 2 products · Showing a product photo

Add photo

Rename

Done

Products → Categories

The **Categories** button (next to More) lists every category with its picture and how many products it has. **Add photo** gives a category its own photo, shown on the category tiles of the Point of sale and of your online shop;

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without one, the first product photo is used (the list says which). **Rename** renames the category on all its products. Renaming it to a category that already exists asks first, then moves the products into that one.

Tags

Product tags

Tags group products across categories (e.g. New, Sale, Summer). Filter by tag in Products, Inventory and Reports; tags also show as tiles on the Point of sale. Give tags when you add or edit a product, or tick products → Add tag.

#New

1 product

RenameDelete

#Sale

3 products

RenameDelete

#Best seller

0 products

RenameDelete

New tag name

Add tag

Done

Products → More → Tags

Tags group products across categories, for example **New**, **Sale** or **Summer**. A product can have several. Give tags in Add product or Edit product (+ **Tag** opens the list; type a new one and press **Enter**), or tick products and use **Add tag** / **Remove tag**. **More** → **Tags** lists every tag with how many products have it: add, rename (into an existing tag merges them) or delete (the products stay). Use tags in the **Tag** filter of Products and Inventory, as tiles on the Point of sale, and in **Reports** → **Sales by tag**.

Adding a product

Add product ×

Name
e.g. Linen tote bag

Category (optional)
e.g. Kitchen

Tags (optional)
No tags [+ Tag](#)

Selling price

Cost per piece

Enter a price to see your margin

Opening stock
0

Alert when at or below
0

[+ SKU, barcode, "was" price](#)

☐ Has variants

Opening stock is valued at cost and recorded as an opening balance.

Enter saves · Esc closes

- Photo, name, **Category** (optional: click the box to see every category and pick one, or type a new name and choose **+ New category** — it groups products on the Point of sale and in the Products filter), selling price and cost (Vault shows the margin as you type), opening stock and **Alert when at or below**. **Tags** (optional). **+ SKU, barcode, "was" price** (and VAT, when VAT is on) shows the rest.
- **Has variants**: up to 3 options (for example Color, Size) and up to 100 variants. Each variant ("Red / M") has its own stock, price, cost, SKU, barcode and optional photo. Untick combinations you don't sell.
- **Save and add another** keeps the window open for the next product.

Changing a product

- **"Was" price** (optional): the old price, shown crossed out on the Point of sale and on your online shop. It must be higher than the selling price. Receipts and orders use the selling price.
- **Edit**: name, category, tags, SKU, barcode, price, "was" price, alert, photo, VAT (a product with options has one category for all its variants, in **Edit product**). A new price applies to new orders only. You can add options or values later, or turn a simple product into one with variants.
- The **average cost** changes only through purchases (as in Shopify); it can't be typed in by hand.
- Stock quantity changes only through **Adjust stock** (chapter 12), purchases and orders.

12. Inventory (stock)

Inventory What you hold, what to reorder, and every stock change. Changes can't be edited away.

Stock value at cost: **\$8,889.58** (168 pieces on hand)

Reserved: **7** for open orders

With couriers: **4** (\$269.90 at cost)

Damaged: **0** kept apart, not for sale

Need reordering: **3** low or out of stock

Stock changes All 33 Sales and shipping 14 Purchases 17 Returns 2 Adjustments 0

Tag: Any ☐ Show reservations and deliveries (27 lines that don't change what's on the shelf)

Time	Product	What happened	Change	On hand after	Source
Today					
11:00	Oak Wall Clock	Delivered (handed over)	-1	33	ORD-000017
11:00	Glow Reading Lamp	Delivered (handed over)	-1	21	ORD-000017
Yesterday					
15:07	Glow Reading Lamp	Shipped (in transit)	-1	22	ORD-000008
15:07	Cloud Sleep Pillow	Shipped (in transit)	-1	37	ORD-000008
11:07	Oak Wall Clock	Shipped (in transit)	-1	34	ORD-000010
11:07	Everyday Ceramic Mug	Shipped (in transit)	-1	10	ORD-000010
23 Oct					
11:14	Luna Accent Chair	Shipped (in transit)	-2	4	ORD-000009
22 Oct					
11:21	Oak Wall Clock	Customer return (back to stock)	+1	35	ORD-000005
10:21	Oak Wall Clock	Shipped (in transit)	-2	34	ORD-000007
20 Oct					

Time to reorder 3

- ☒ Jade Dining Chair 8 Out of stock - reorder at 4 \$640.00
- ☒ Arc Desk Lamp 6 4 left - reorder at 5 \$204.00
- ☒ Luna Accent Chair 4 4 left - reorder at 4 \$451.80

3 products - 18 pieces **\$1,295.80**

[Start a purchase \(3\)](#)

The suggested amount refills to twice the reorder level, at the current cost. You can change it on the purchase.

At the top: your stock value at cost, reserved, with couriers, damaged and how many products need reordering. On the left, every **stock change**, grouped by day, with pills (Sales and shipping, Purchases, Returns, Adjustments), the reason of each adjustment and the **On hand after** count. Reservations and deliveries (which don't change what's on the shelf) are hidden unless you tick **Show reservations and deliveries**. **Tag** shows only the changes of products with that tag.

On the right, **Time to reorder** lists low and out-of-stock products with a suggested amount (enough to reach twice the alert level) and its cost: tick the lines and press **Start a purchase** — the purchase window opens already filled in.

Adjust stock (in a product's panel): choose **Add**, **Remove** or **Mark damaged**, the pieces and a reason; Vault shows the result ("On hand 14 → 11") before you save. Adjustments affect profit as "stock loss & damage", not as cost of sales.

Good to know: goods that are shipped but not yet delivered are counted as "with couriers", not in your shelf stock value.

13. Purchases and suppliers

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FH

- Dashboard
- Orders 3
- Orders to pack 2
- Point of sale
- Customers
- Couriers
- Products 3
- Inventory
- Purchases**
- Suppliers
- Expenses 2
- Money
- Reports
- Settings

Purchases

Stock you bought. Shipping and customs are spread into item cost.

This month

Clear

Bought
\$434.00
1 purchase

Paid
\$250.00
58% of the total

Still to pay
\$184.00
nothing overdue

Pieces received
12
added to your stock

All 1

Paid 0

To pay 1

Void 0

Purchase ↕	Supplier ↕	Items	Total ↕	Payment ↕	Still to pay ↕
PUR-000001 16 Oct 11:03	Beirut Wholesale Co.	10× Oak Wall Clock, 2× Luna Accent Chair 12 pieces	\$434.00	Partially paid Paid \$250.00 of \$434.00	\$184.00 Pay ...

Saved - sample data

The date button, then four cards (Bought, Paid, Still to pay with how many are overdue, Pieces received) and the pills All · Paid · To pay · Void. Each purchase shows "Paid \$100 of \$155" when partly paid and "Overdue since ..." in red when late. **Pay** on a row pays that purchase; Print labels and Void are in ...

Record purchase: choose the supplier, scan or type to add products (each line shows the stock and average cost after the purchase), quantities and unit costs; + **Discount** and + **Shipping and customs** (Vault shows how much shipping adds to each piece); VAT paid (when VAT is on); then **Payment:** Paid, Partially paid or Pay later (with an optional due date) and from which account. Stock and cost go up when you save.

Record purchase

Supplier

Beirut Wholesale Co.

Q
Scan or type a product to add it

Product	Qty	Unit cost	Line
No products yet. Scan a barcode or type a name above.			

+ Discount
+ Shipping and customs

Total

\$0.00

PAYMENT

Paid
Partially paid
Pay later

From account

Bank

Note (optional)

Cancel

Save purchase

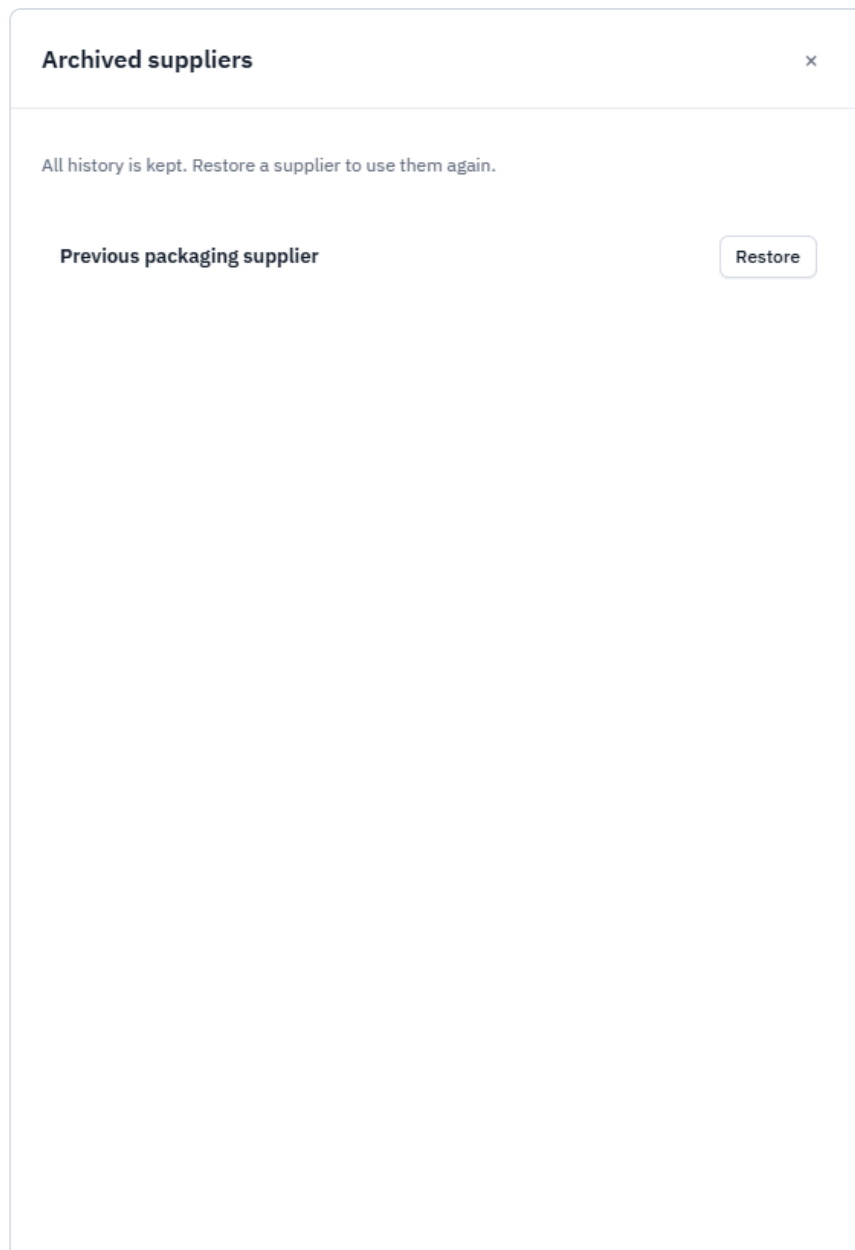
On **Suppliers**, three cards show what you owe suppliers, what is overdue and what is due in the next 14 days; each row explains what you owe ("Purchases", "Bills and opening balance", "\$55 overdue since ...") and the total at the bottom adds up to the rows. **Record payment** pays a supplier (their oldest purchases first, then their bills). A mistaken purchase is **voided** (stock and amount owed are reversed); money already paid is refunded to an account or kept as a credit with that supplier.

To see archived suppliers, click **More** beside **Add supplier**, then **Archived**. They open in a side panel, with **Restore** to bring one back and **Show 100 more** for longer lists.

More Add supplier Record purchase

Due in the next 14 days
\$45.00
Nour Packaging - 4 Nov

Total you owe suppliers (purchases, bills and opening balances)



Archived suppliers in the side panel

14. Expenses and repeating bills

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- [Money](#)
- [Reports](#)
- [Settings](#)

FORMA Home FH

Expenses

Rent, ads, wages and other running costs. Stock you buy is in Purchases.

This month Clear

Spent this month
\$360.00
5 expenses

Still to pay
\$195.00
2 unpaid or part paid · 2 repeating bills due

By category, this month

Salaries \$200.00 Packing \$70.00 Advertising \$60.00 Internet \$30.00

All 5 Paid 3 To pay 2 Void 0

Date ↓	What for ↓	Paid to	Amount ↑	Payment ↓	Still to pay ↓
25 Oct EXP-000004	September wages Salaries	Part-time packer	\$200.00	Partially paid Paid \$50.00 of \$200.00	\$150.00 Due 30 Oct Pay ...
25 Oct EXP-000005	Mailer bags Packing	Nour Packaging	\$45.00	Unpaid	\$45.00 Due 4 Nov Pay ...
21 Oct EXP-000003	Fiber monthly Internet	—	\$30.00	Paid	— ...
15 Oct EXP-000002	Boxes and tissue paper Packing	—	\$25.00	Paid	— ...
12 Oct EXP-000001	Instagram boosted posts Advertising	—	\$60.00	Paid	— ...

Repeating bills

Reminders only: nothing is recorded until you confirm it.

Canva Pro \$15.00
 Subscriptions · 1 day late · from Bank
 Confirm paid Skip this month

Storage room rent \$300.00
 Rent · due 27 Oct · from Bank
 Confirm paid Skip this month

Fiber monthly \$30.00
 Internet · next 21 Nov · from Bank

Saved · sample data

The cards follow the date button: what you spent, what is still to pay (and repeating bills due), and a coloured bar **By category**. The pills show All · Paid · To pay · Void.

Add expense
×

Amount
Date

\$ 12
25/10/2026

Category

Advertising
Packing
Shipping
Salaries
Rent
Electricity
Internet
Subscriptions
Commissions
Customs
Bank Fees
Miscellaneous
+ New

What for

e.g. Instagram ads, week 3

Paid
Part paid
Not paid yet

Paid from
Cash

Paid to optional - a supplier or anyone

e.g. Landlord, Nour Packaging

☐ Repeats every month
Vault reminds you on the 25th of each month. You confirm each time.

Enter saves · Esc closes
Cancel
Add \$12.00 expense

- **Add expense:** amount first, the date (today or an earlier day), the category, what for, paid / part paid / not paid yet (from which account, and when to pay), who you paid (optional), VAT paid (when VAT is on), and **Repeats every month**. The button shows the amount ("Add \$12.00 expense"). Unpaid expenses wait under **To pay**; use **Pay** when you pay them.
- **Repeating bills** (rent, subscriptions, salaries) appear as cards under the table when due: **Confirm paid** or **Skip this month**. **Manage bills** (top) lets you edit or stop them.
- To fix a mistake, ... → **Edit** opens the same window: Vault voids the old one and records the corrected copy on the same date. Or **Void**.
- Purchases of stock are not expenses; they are on the Purchases page.

15. Money accounts

FORMA Home FH

- Dashboard
- Orders 3
- Orders to pack 2
- Point of sale
- Customers
- Couriers
- Products 3
- Inventory
- Purchases
- Suppliers
- Expenses 2
- Money
- Reports
- Settings

Money

Where your money is, and every amount that came in or went out.

More
Add account
Move money

Cash
 Cash
\$2,106.90
+ \$2,326.00 in - \$219.10 out ...

Bank
 Bank
\$5,760.00
+ \$6,100.00 in - \$340.00 out ...

Whish
 E-Wallet
\$287.00
+ \$287.00 in - \$0.00 out this ...

OMT
 E-Wallet
\$0.00
No movement this month

All accounts
\$8,153.90
What you have right now

This month
Clear

All accounts			+\$8,613.00	-\$459.10	\$8,153.90
Time	What	Account	In	Out	Balance after
Today					
11:00	Payment for ORD-000017	Cash	\$128.00		\$8,153.90
11:00	Owner put money in: Cash (Added from personal savings)	Cash	\$200.00		\$8,025.90
11:00	Salaries: September wages	Cash		\$50.00	\$7,825.90
09:00	Payment for ORD-000011	Whish	\$10.00		\$7,875.90
Yesterday					
15:07	Courier paid in advance ORD-000008: Wassim Express	Cash	\$118.00		\$7,865.90
22 Oct					
11:21	Transfer Cash → Bank Between your accounts	Cash		\$100.00	\$7,747.90
11:21	Transfer Cash → Bank Between your accounts	Bank	\$100.00		\$7,847.90
11:21	Refund REF-000001 for ORD-000005	Cash		\$44.10	\$7,747.90
10:21	Courier paid in advance ORD-000007: Wassim Express	Cash	\$98.00		\$7,792.00

Saved · sample data

Each account (Cash, Bank, Whish, OMT...) has a card with its balance and what came in and went out in the chosen dates (moves between your own accounts included). Click a card to see only that account; click **All accounts** to see every account again. The list is grouped by day. Its first line shows the account's name with the money in, out and net for the chosen dates, each above its column (**In, Out, Balance after**). The date button works like the one on Orders. **More** (next to Add account) has **Add money**, **Take money out** and **Archive** (click an account card first to archive it). With all accounts showing, the Total In and Out don't count moves between your own accounts.

Move money

×

From

To

Cash

↔

Bank

Amount

Fee (optional)

100

0.00

A fee comes out of the From account and is saved as a Bank fees expense.

Note (optional)

e.g. Deposit today's cash

Cash **\$2,106.90 → \$2,006.90**

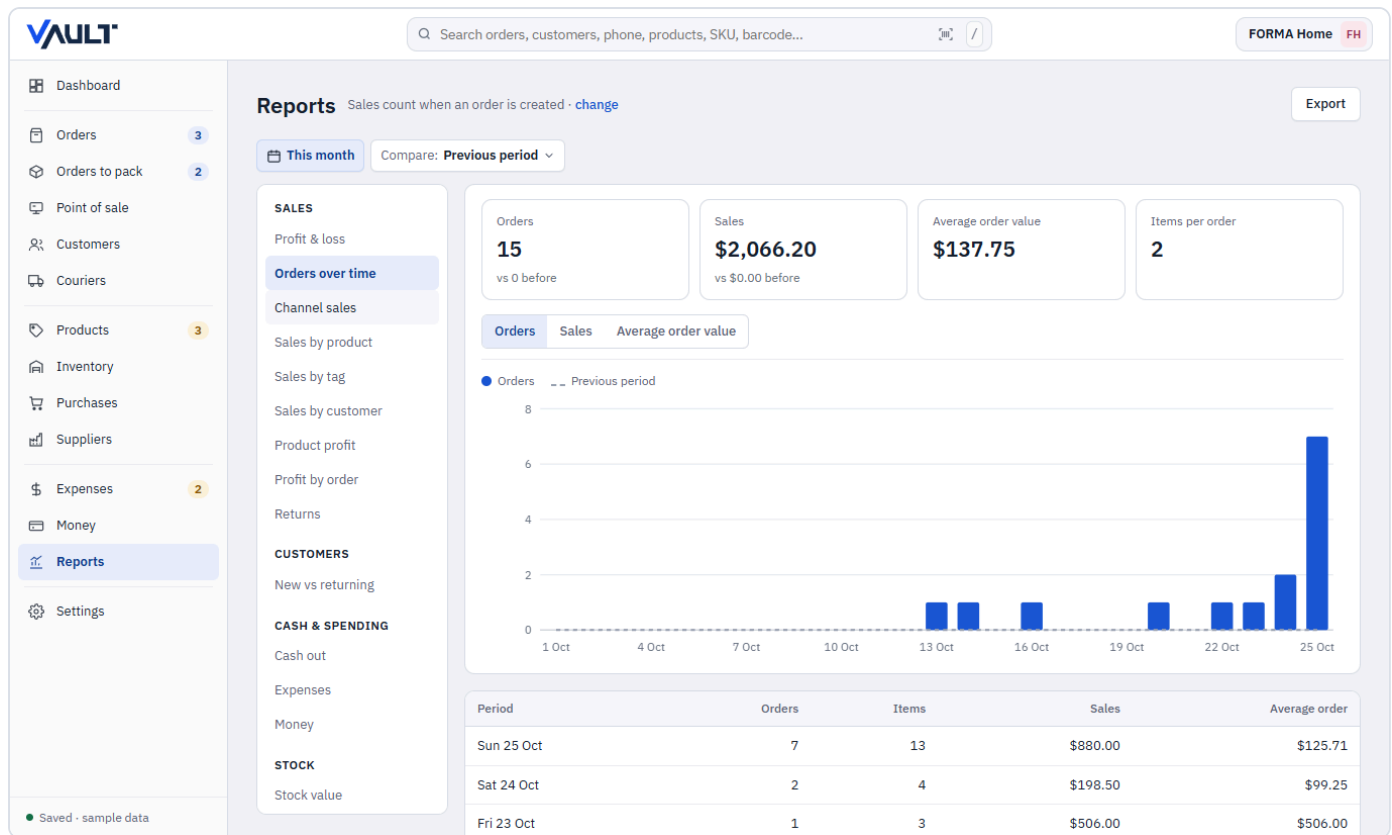
Bank **\$5,760.00 → \$5,860.00**

Cancel

Move \$100.00

Move money transfers between accounts: ⇄ swaps them, an optional **fee** comes out of the From account as a "Bank fees" expense, and Vault shows both balances before you save — it won't move more than the account holds. **Add money** / **Take out** are for your own money (no effect on profit) or a **balance correction** when the real amount differs.

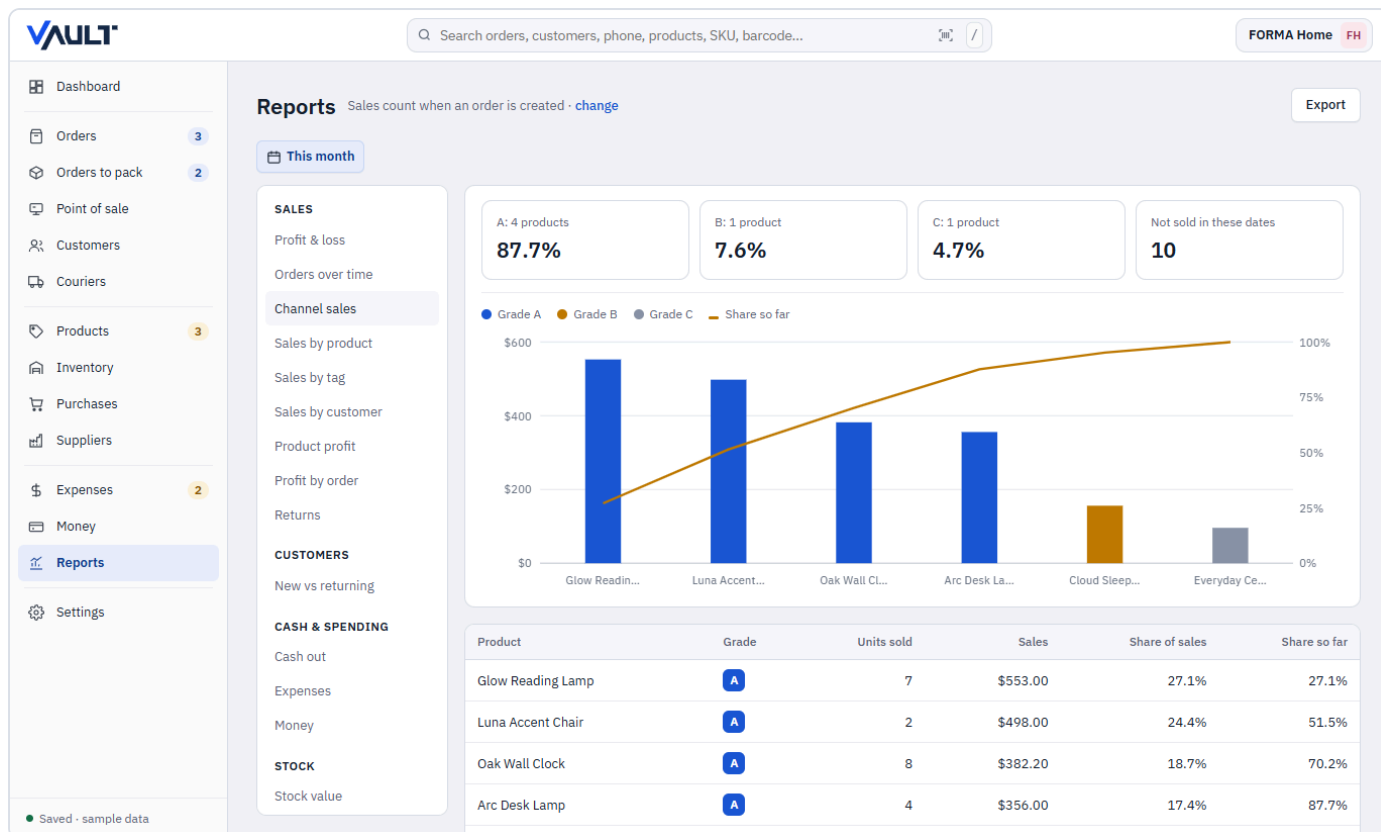
16. Reports



Choose a report on the left (the list scrolls on its own):

- **Sales:** Profit & loss, **Orders over time** (orders, sales, average order value, items per order), Channel sales, **Sales by product** (with **Supplier**, **Channel** and **Tag** filters), **Sales by tag** (sales and profit of the products with each tag; a product with two tags counts under both), **Sales by customer**, Product profit, **Profit by order**, Returns.
- **Customers:** **New vs returning** (a customer's first order ever, or they ordered before).
- **Cash & spending:** Cash out, Expenses, Money.
- **Stock:** Stock value, **Days of stock left** (at the speed each product sold in the chosen dates, and how much of the stock sold), **ABC analysis** (A = the products making your first 80% of sales, B the next 15%, C the last 5%).
- **Operations:** Suppliers, Couriers, **Delivery performance** (days from order and from pickup to delivery, delivered rate, parcels brought back, for each courier).
- **Compliance:** Tax.

The date button works like the one on Orders (This month by default). The newer reports start with key numbers and how they changed compared with the **previous period** of the same length (▲ / ▼; choose **Compare: No comparison** to hide it), then a chart: point at it to see the values for that day, week or month, with the previous period as a dashed line. **Export** (top right) saves the table as a CSV file (Excel opens it) in your **Downloads** folder.

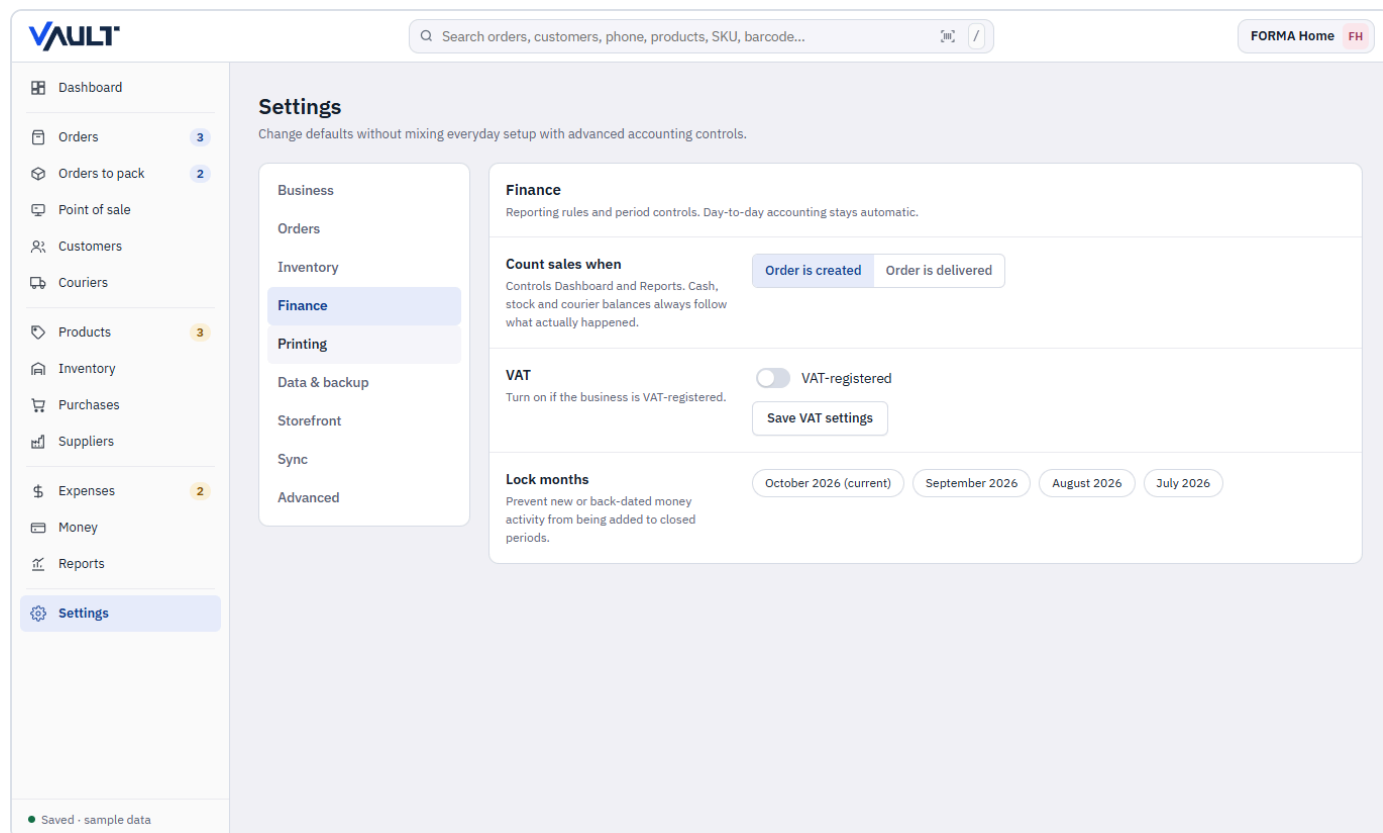


ABC analysis: bars by grade and the running share of sales

When is a sale counted? By default on the day the order is created (like Shopify). Settings → Finance → **Count sales when** can change it to the day it's delivered. Your money, stock and courier balances always follow what actually happened.

17. VAT

Turn VAT on in **Settings** → **Finance** → **VAT** if your shop is registered.



- **Rate:** one standard rate (11% to start), which you can change.
- **Prices include VAT** or **VAT added on top** of your prices.
- **VAT on delivery charges:** on or off.
- **VAT number:** printed on receipts.
- Products without VAT: untick **Charge VAT** on the product.
- Every order keeps the VAT settings it was made with — changing Settings later doesn't change old orders. Refunds and cancellations give back the VAT inside them.
- Record **VAT paid** on purchases and expenses so it can be claimed back.

Quarterly VAT

Reports → **Tax** shows each quarter: VAT collected, VAT paid, and the amount **to pay** or **to reclaim**. When you have paid the tax office (or received a refund), click **Record payment** and choose the account; the quarter is marked as done.

This month

Stock value

[Open Settings](#)

18. Settings

Category	What's there
Business	Shop logo, business name, currency (USD or LBP — changing it only relabels amounts, it doesn't convert them).
Orders	Sales channels (see below), confirm new orders automatically, order tags (add, rename, colour, delete).
Inventory	Selling without stock (warn or block), stock costing (weighted average or FIFO — chosen once, before stock moves).
Printing	Shop details on prints (phone, address, website, Instagram, WhatsApp, receipt footer), 80 mm or A4 packing slips, templates with Edit and Test print (chapter 22).
Finance	Count sales when (created / delivered), lock months, VAT.
Data & backup	Start with my own data, sample data, import, backups, restore, app lock (PIN), and the danger zone (reset all data — you must type RESET).
Storefront	Your online shop: connect your free Cloudflare account, Publish shop , design (Simple, Studio or Showroom), message bar, description, delivery fee, colour and what happens to out-of-stock products (chapter 25).
Sync	Use this shop on more than one PC (chapter 26).
Advanced	Activation (PC code, activation key, chapter 2). Advanced accounting: shows an Accounting section (trial balance, journal, audit history) for your accountant. Rebuild summaries : recalculates saved totals and search lists from your records, if a number ever looks out of step (a large shop can take several minutes; changes and sync pause meanwhile, keep Vault open). About Vault : the version you have, and Open-source licences — the list of open-source parts Vault is built with, with their licences.

Lock months

Once a month is closed (for example after your accountant has checked it), lock it: nothing new or back-dated can be added to it. Unlocking is possible and is recorded.

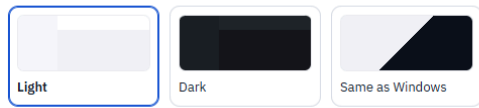
Change defaults without mixing everyday setup with advanced accounting controls.

- Business
- Orders
- Inventory
- Finance
- Printing
- Data & backup
- Storefront
- Sync
- Advanced

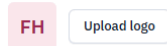
Your business name, logo and currency, and how Vault looks.

Appearance

Light or dark screens. "Same as Windows" follows the Windows setting (Settings → Personalisation → Colours). Prints always stay light.



Shown in the header and merchant switcher. Square images look best.



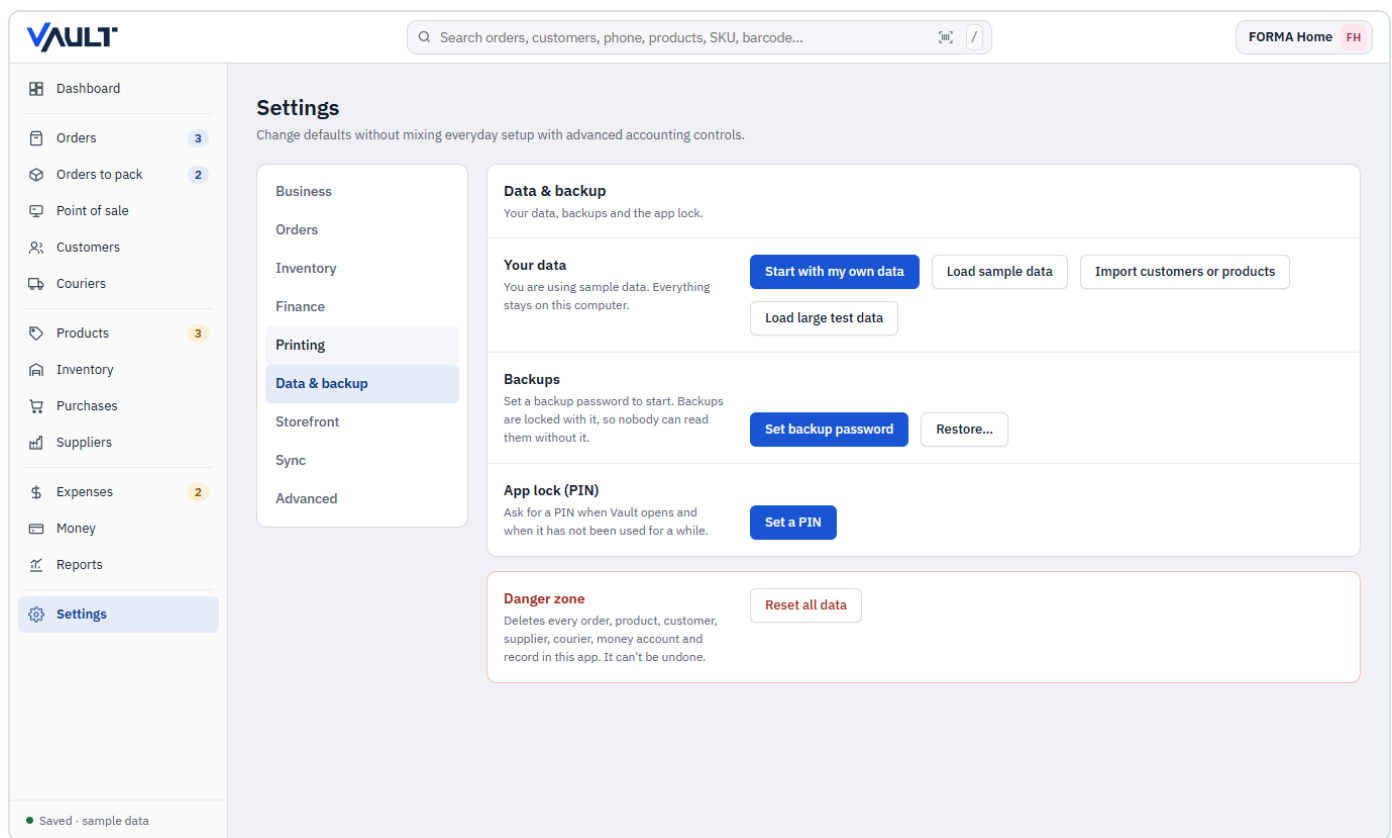
One business per database.

Business name

Currency

FORMA Home US dollar (\$) Save

19. Backups and restoring



1. In **Settings** → **Data & backup**, click **Set backup password** (at least 8 characters). **Write it down** — without it, nobody (including you) can open a backup.
2. Vault then makes a backup **automatically once a day** when it opens and keeps the newest 14. **Back up now** makes one any time (these are never deleted automatically).
3. Backups are saved in **Documents** > **Vault Backups** as **.vaultbackup** files: one locked file with everything, including product photos.
4. Backups made when Vault was still called Simply stay in **Documents** > **Simply Backups** (**.simplybackup** files). Vault restores them too: in **Restore**, choose the file.

A second backup folder (OneDrive, Google Drive...)

Under **Backup folder**, click **Use OneDrive** or **Use Google Drive** (shown when Vault finds them on the PC), or **Choose folder...** for any other folder (Dropbox, a USB stick...). Vault makes a **Vault Backups** folder inside it and from then on saves **every backup in both places**: on this PC and in that folder. The OneDrive or Google Drive app then uploads it to the cloud. The files stay locked with your backup password, so the cloud company can't read them.

- If the folder can't be reached (Google Drive or OneDrive not running or signed out, USB stick unplugged), the backup is still saved on this PC and Vault tells you; Settings shows when the last copy failed. The next backup tries again.
- Vault can't see whether the cloud app actually uploaded the file. **Check now and then** that new backups appear in your Drive (for example on drive.google.com or onedrive.com).
- **Stop using it** goes back to this PC only; the backups already in that folder stay there.

Backup folder

Backups are saved on this PC and in OneDrive.

This PC: Today 20:21

OneDrive: Today 20:21

Switch to Google Drive

Choose another folder...

Stop using it

Backups also saved in OneDrive

Restoring

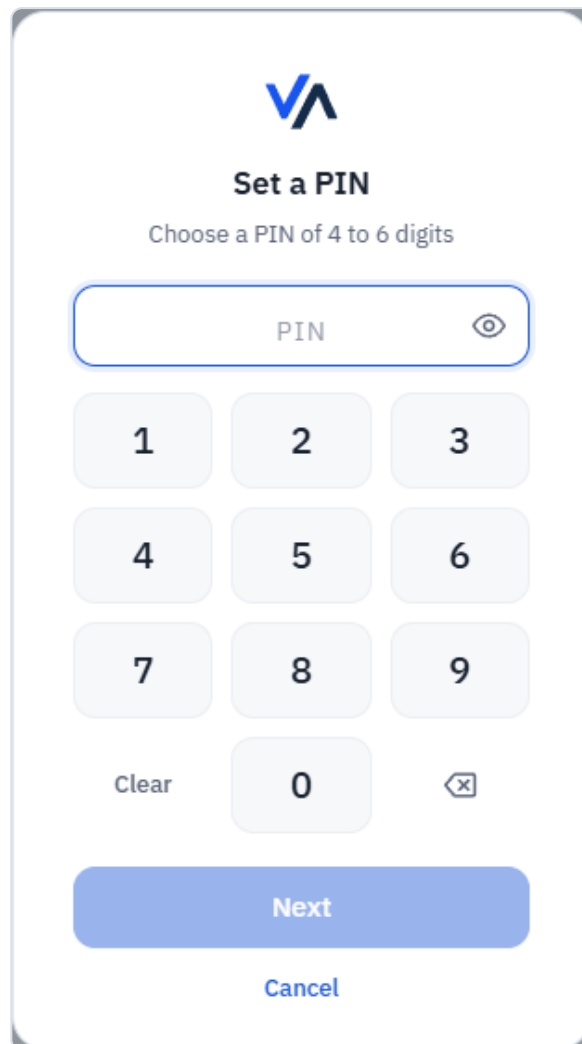
Restore... lets you pick a backup from the backup folders (marked "This PC" and, if you use one, the name of the second folder), any backup file (for example from another computer — you'll need its password), or one of the automatic safety copies Vault keeps inside its app folder (every 30 minutes while changes are made, newest 10). Vault shows what's in it first. Before replacing anything, Vault **checks the backup**: the file itself, stock, money and saved summaries (a large shop can take several minutes; your current shop stays unchanged meanwhile). Only a backup that passes can replace your shop, and you confirm first. Vault also keeps **The shop before the last restore**, so a restore can be undone.

Backups contain the database and product photos in one compressed, password-protected file. Only the current backup format is supported. If a change cannot be saved, backup or restore stops with an error instead of announcing success. Keep the app open and read the save error before continuing.

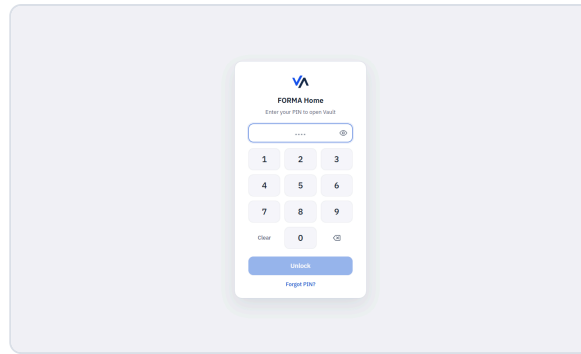
20. App lock (PIN)

A PIN keeps other people away from your shop's screen. Set it in **Settings** → **Data & backup** → **App lock (PIN)** → **Set a PIN**:

1. Choose a PIN of 4 to 6 digits (type it or use the keypad; the eye button shows the digits) and click **Next**.
2. Type the same PIN again.
3. Write down the **recovery code** shown, tick "I've written the recovery code down" and click **Save PIN**.



Vault then asks for the PIN when it opens and after 10 minutes without use (you can choose 5, 10, 30 minutes, or only when Vault opens). **Lock now** locks immediately. After 5 wrong tries you must wait 30 seconds (longer each time).



The lock screen: it unlocks as soon as the right PIN is typed

Forgot the PIN? Click **Forgot PIN?** and type your recovery code: the lock is turned off and you can set a new PIN. The PIN protects the screen; your backup files are protected separately by the backup password.

21. Importing and exporting

Import

On **Customers**, **Products** or in **Settings** → **Data & backup**, click **Import** and choose a CSV file: a Shopify customers, products or inventory export, or Vault's own template (download it from the same dialog). Vault shows a **preview** first: how many will be added, how many already exist (skipped) and which rows have problems. Nothing is saved until you click **Import**. Importing the same file twice adds nothing. A customer or product listed twice in the same file is added once; the second row shows "appears twice in the file".

- Shopify products with options become products with variants. Shopify's **Type** becomes the product's category; in Vault's template it is the **Category** column. When the file has categories, the switch **Import categories** is on; turn it off to bring the products in with no category.
- When the file has stock quantities, the switch **Import stock quantities (on hand)** is on: the quantities become your opening stock. Turn it off to bring the products in with 0 in stock and add stock later with **Adjust stock** or a purchase.
- Newer Shopify product exports have no stock quantities — import Shopify's **inventory** export afterwards to set the opening stock.
- Product photos named in the file can be downloaded right after the import (needs internet). If the photo server gets busy, Vault waits and tries again, so a large import can take a few minutes. A photo that still can't be downloaded can be added later from **Edit**.

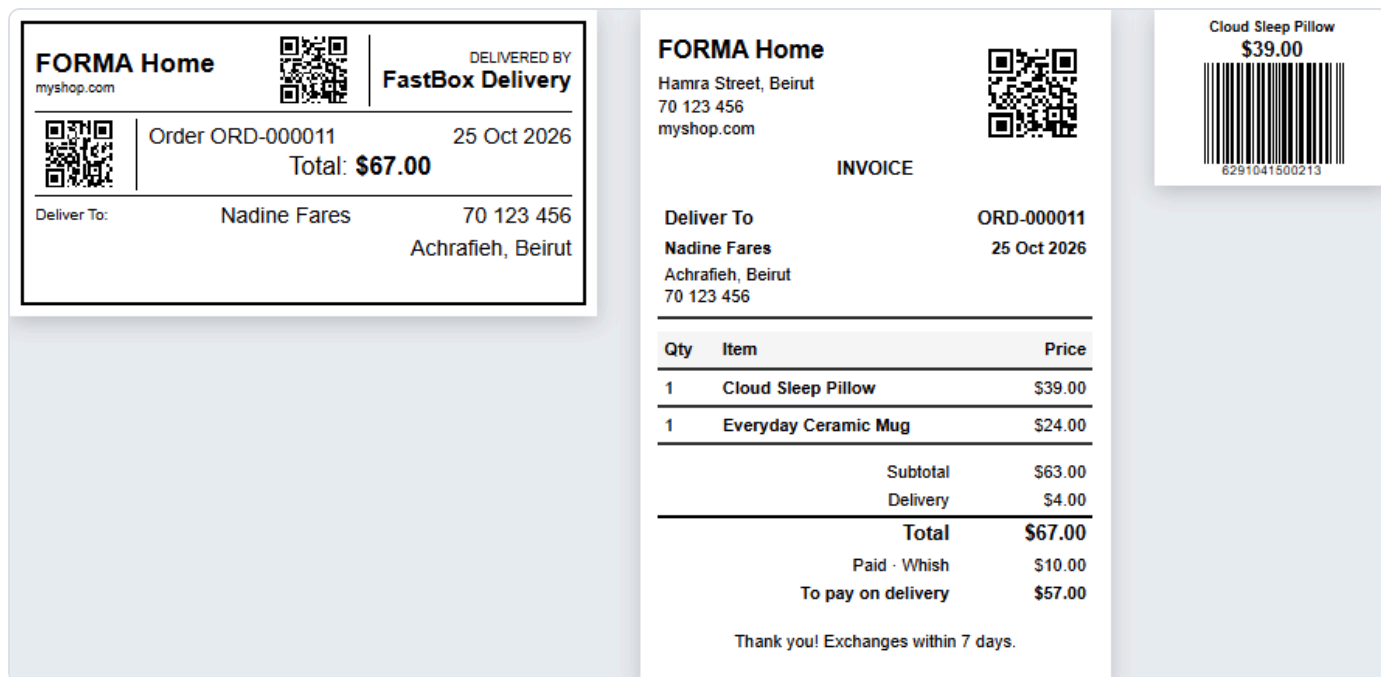
Export

Export on Products and Customers saves **exported_products.csv** / **exported_customers.csv** in the same format as the import template, so you can edit them in Excel and import them again. Orders (More → Export) and every report (Export) can also be exported. Files go to your **Downloads** folder.

22. Printing: slips, labels, receipts

Every print opens the normal Windows print window. Choose your printer there — or **Microsoft Print to PDF** to save the page as a PDF (for example to send on WhatsApp). Set your printer's paper to the same size as Vault's (below) the first time.

What	Paper	Where to print it
Packing slip (80 mm, the standard): shop, QR code, customer, order number and date, courier, items with photos and quantities (no prices), delivery instructions	80 mm receipt roll	Order panel → Print → Packing slip ; Orders → select orders → Print slips ; Orders to pack → the print button on a card, or Print new slips (only those not printed yet). Settings → Printing → Packing slips chooses 80 mm or A4.
Packing slip (A4): shop, order number and barcode, customer, courier, delivery instructions, items with tick boxes and SKU, and in large letters what the courier collects (or PAID)	A4, one order per page	
Delivery label : shop name and website, QR code, "Delivered by" courier, a second QR code (your WhatsApp), order number and date, order total, customer name, phone and address (right-to-left for Arabic) with delivery instructions	100 × 52 mm label	Order panel → Print → Delivery label ; Orders → select → Print labels ; Orders to pack → Print labels
Receipt ("Invoice"): logo, shop name, address, phone, website, VAT number (if VAT is on), QR code, customer, items (price before a discount crossed out), subtotal, discount, delivery, VAT, total, payments, change, what's still to pay, your footer text	80 mm receipt roll	Point of sale → after the sale, Print receipt ; any order panel → Print → Receipt
Product label : name, price and barcode	40 × 30 mm label	Products → Print labels ; Purchases → Labels on a purchase (its items and quantities filled in)



A delivery label, a receipt and a product label as they print

Product labels

In **Print labels**, search or scan products and set how many labels each needs (**Use stock on hand** fills in how many you have). A product without a barcode shows **No barcode — Generate**: one click gives it a new barcode, saved on the product, so it can be scanned at the point of sale. Without a barcode the label shows name and price only.

Print product labels

Labels are 40 × 30 mm, one per sticker (change the design in Settings → Printing).

Product	Barcode	Price	Labels
Cloud Sleep Pillow	6291041500213	\$39.00	2
Everyday Ceramic Mug	No barcode <button>Generate</button>	\$24.00	2
Oak Wall Clock	No barcode <button>Generate</button>	\$49.00	2

6 labels. Products without a barcode print with name and price only.

Use stock on hand

Cancel

Print labels

Barcodes for your products

Next to the **Barcode** box when adding or editing a product there is a **Generate** button; products with options have **Generate missing barcodes** for all variants at once. Nothing is generated unless you click. Generated barcodes are 13-digit shop barcodes starting with 2 (the range shops use for their own labels), never the same as another product's.

Using a barcode scanner

Any USB or Bluetooth scanner that works **as a keyboard** (most do, no driver needed) and presses **Enter** after each scan works with Vault. Labels printed by Vault use **EAN-13** (Vault's own 13-digit barcodes) or **Code 128**

(any other code), so choose a scanner that reads both — a "2D" scanner reads these and QR codes too. Keep the Windows keyboard on English while scanning.

- **Orders to pack:** a scan ticks one piece on the first order that still needs it (chapter 6).
- **Point of sale, full order and Quick order:** just scan (the barcode symbol on the left of their search box shows it) — you don't need to click the product search first. The product is added (scan again to add one more). If the cursor was in another box, such as the customer's name, what the scan typed is taken back out of it.
- **Anywhere else** (or in the top search, then): the product opens in Products, with a **Matching "..."** × tag. A code that isn't a product's barcode is put in the top search instead.
- When another window is open (editing a product, for example), a scan types into the box as normal, so you can scan a product's existing barcode into its **Barcode** box.

Settings → Printing

Shop details on prints: phone, address, website, Instagram and WhatsApp number (the QR codes open your website, Instagram or WhatsApp chat), and the receipt footer (e.g. "Thank you! Exchanges within 7 days").

Packing slips: 80 mm roll or A4. **Templates:** every print, with **Edit** and **Test print**.

The screenshot shows the 'Settings' page in the Vault application, specifically the 'Printing' section. The left sidebar contains a navigation menu with options like Dashboard, Orders, Products, and Settings. The main content area is titled 'Settings' and includes a sub-section 'Printing'. Under 'Printing', there are three main sections: 'Shop details on prints', 'Packing slips', and 'Templates'. The 'Shop details on prints' section contains fields for Phone, Address, Website, Instagram, WhatsApp number, and Receipt footer. The 'Packing slips' section has a dropdown for '80 mm roll' and 'A4 sheet'. The 'Templates' section lists four templates: Receipt, Packing slip (80 mm), Packing slip (A4), and Delivery label, each with 'Edit' and 'Test print' buttons. A 'Save' button is located below the 'Shop details on prints' section.

Settings
Change defaults without mixing everyday setup with advanced accounting controls.

Printing
What your packing slips, labels and receipts show. Printing opens the normal Windows print window, where you can also choose "Microsoft Print to PDF".

Shop details on prints
Shown under your shop name on receipts, packing slips and labels. Website, Instagram and WhatsApp are also what the QR codes open. Add a logo in Business to show it on prints.

Phone: 70 123 456
Address: Hamra Street, Beirut
Website: myshop.com
Instagram: @myshop
WhatsApp number: 71 123 456
Receipt footer: Thank you! Exchanges within 7 days.
Save

Packing slips
Which packing slip the Print buttons use.
80 mm roll A4 sheet

Templates
What each print looks like. Edit to choose what's shown, the paper size, your own texts, or change the template's code. Set the same paper size in your printer's settings, then try a test print.

Receipt
80 mm roll **Edit** **Test print**

Packing slip (80 mm)
80 mm roll **Edit** **Test print**

Packing slip (A4)
210 × 297 mm **Edit** **Test print**

Delivery label
100 × 52 mm **Edit** **Test print**

Changing a print (templates)

Edit opens the template with a live preview of your newest order on the right.

- **Simple:** the paper size (height 0 on a roll = as long as the receipt), what is shown (logo, QR codes and where they point, photos, SKU, email, crossed-out prices, "Delivered by", order total or amount to collect, Arabic address right-to-left...), the text size, and your own text at the top and bottom.
- **Code:** the template itself, in HTML with placeholders like Shopify's — `{{ order.number }}`, `{{ customer.phone }}`, `{% if order.note %}...{% endif %}`, `{% for item in items %}...{% endfor %}`.

Placeholders you can use lists them all (click one to insert it). A mistake is shown with its line number and the template isn't saved until it's fixed; a name Vault doesn't know is pointed out. Scripts and pictures from the internet aren't allowed (prints work offline): use `{{ shop.logo }}` and the QR codes.

- **Test print** prints what you see; **Save template** keeps it; **Reset to standard** brings back Vault's own template. Settings shows "changed" or "own code" next to a template you changed.

Edit template · Delivery label

SimpleCode

100 × 52 mm · preview with your newest order

Paper width (mm)

100

Height (mm)

52

Set the same paper size in the printer's settings.

QR code at the top

Website

QR code beside the order

WhatsApp

☒ "Delivered by" courier

Amount shown

Order total

☒ Address right-to-left (Arabic)

☒ Delivery instructions after the address

Text size (px)

14

Reset to standard

Test print

Cancel

Save template

FORMA Home
myshop.com



DELIVERED BY
FastBox Delivery



Order ORD-000016
Total: **\$28.00**

25 Oct 2026

Deliver To:

Lara Haddad

03 123 456
Hamra, Beirut

Editing the delivery label: options on the left, preview on the right

Edit template · Delivery label

SimpleCode

100 × 52 mm · preview with your newest order

HTML with placeholders, like Shopify: `{{ order.number }}`, `{% if order.note %}{% endif %}`, `{% for item in items %}{% endfor %}`. Conditions can use `and`, `or`, `not`, `==`. Scripts and outside pictures are not allowed; use `{{ shop.logo }}` and the QR codes.

```
<style>
.page { padding: 1.8mm; font-family: "Helvetica Neue", Helvetica, Arial, sans-serif; }
.label { height: 100%; padding: 2mm; border: 2px solid #000; display: flex; flex-direction: column; }
.row { display: flex; align-items: center; overflow: hidden; }
.top { height: 12mm; justify-content: space-between; }
.shop { font-weight: bold; font-size: 13pt; white-space: nowrap; overflow: hidden; }
.site { font-size: 9px; }
.right { display: flex; align-items: center; gap: 2mm; height: 100%; margin-left: 2mm; }
.qr { height: 100%; width: auto; max-width: 15mm; }
.vline { width: 1px; background: #000; align-self: stretch; }
.top > div:first-child { min-width: 0; flex: 1; }
.by { text-align: right; font-weight: bold; font-size: 15px; white-space: nowrap; }
.by small { display: block; font-size: 9px; font-weight: normal; }
.divider { border-top: 1px solid #000; }
.order { height: 12mm; }
.order .qr { margin-right: 2mm; }
.info { flex: 1; display: flex; flex-direction: column; justify-content: center; }
.line { display: flex; justify-content: space-between; font-size: 14px; }
.total { text-align: center; font-size: 16px; line-height: 1.5; }
.to { font-size: 14px; line-height: 1.2; }
.to small { font-size: 10px; }
.name { flex: 1; text-align: center; }
.address { margin: 1mm 0 0; font-size: 14px; overflow: hidden; }
.address.rtl { direction: rtl; text-align: right; }
```

► Placeholders you can use

FORMA Home
myshop.com



DELIVERED BY
FastBox Delivery



Order ORD-000016
Total: **\$28.00**

25 Oct 2026

Deliver To:

Lara Haddad

03 123 456
Hamra, Beirut

The same template's code

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23. Delete, archive and void

To keep your records trustworthy, Vault never erases anything that involved money:

If it was...	You can...
Never used (a product never sold or bought, a courier never assigned, a customer with no orders)	Delete it.
Used	Archive it: hidden from lists and pickers, history kept, Restore any time.
A money record (expense, purchase)	Void it: it stays visible, crossed out, and its effect is reversed.
An order	Delete only while New/Confirmed/Packed with no payments; otherwise cancel or return it.

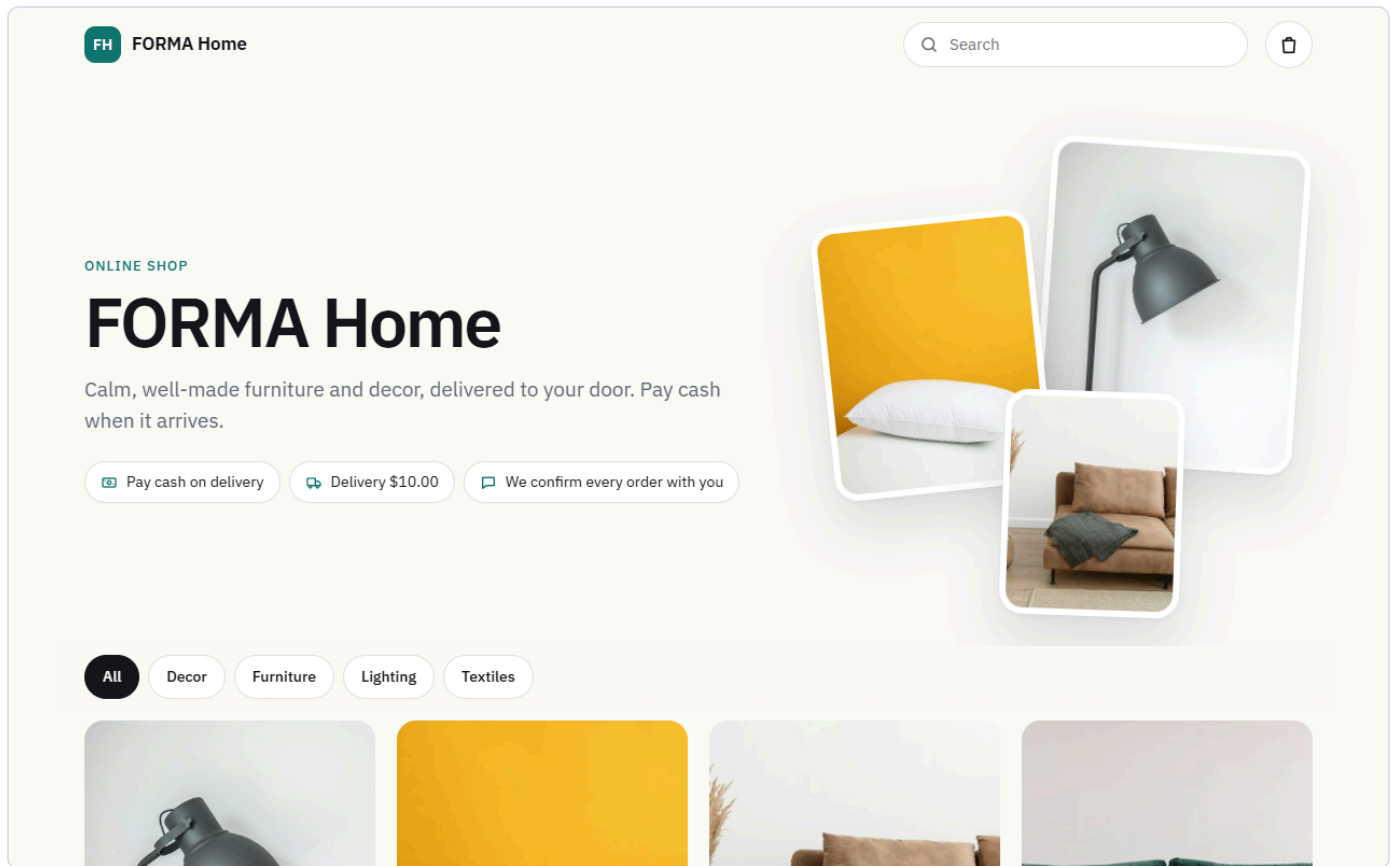
Anything inside a locked month can't be deleted or voided.

24. Keyboard shortcuts

Keys	What it does	Where
Alt + N or Ctrl + N	Full order page	Anywhere
Alt + Q	Quick order	Anywhere
Alt + P	Point of sale	Anywhere
Ctrl + B	Hide or show the side bar	Anywhere
/	Jump to the search at the top	Anywhere (when not typing)
Esc	Close the open window, list or panel; clear the search; leave the full order page	Anywhere
Ctrl + Enter	Save the order	Full order, Quick order
Ctrl + Shift + Enter	Save and start a new order	Quick order
Ctrl + Enter	Charge	Point of sale
Ctrl + Enter	Filter this table by what you typed	Search at the top, on table pages
Alt + L	Jump to the product search	Full order page
Enter	Save	Add and Edit windows
Enter	Pick the first (or highlighted) result, or the exact barcode	Product searches, search at the top
↑ ↓	Move through results and lists	Searches, menus, category box
Esc	Clear the search, then go back to the categories	Point of sale
Shift +click	Select every order between two clicks	Orders table
Barcode scanner	Find the product, add it to the sale, or tick it as packed	Anywhere, Point of sale, Orders to pack

25. Your online shop (Storefront)

Vault can give you your own online shop: customers choose products, put them in a bag and order with **cash on delivery** (no online payment). The shop lives on **your own free Cloudflare account**, so it is yours and costs nothing. Vault publishes your products to it and brings its orders in (chapter 5, Website orders).



The online shop on a computer

Customers search, pick a category, open a product (with its sizes or colours), add it to the bag and check out. They must give their **full name, phone, email and delivery address**; the order can't be placed without them. The website works on phones too.

← Checkout

×

Full name

Lara Haddad

Phone · we call or WhatsApp you to confirm

03 123 456

Email

Delivery address

Note · optional

e.g. call before coming

 You pay **\$99.00** in cash when the order arrives.

Place order

Checkout on a phone

Connecting (once)

Open **Settings** → **Storefront** and follow the 4 steps. The buttons open the right Cloudflare pages.

1. Create a free Cloudflare account and confirm your email.
2. Copy your **Account ID**: in Cloudflare, **Build** → **Compute** → **Workers & Pages**, under **Account details**.
3. Create a **token** (My Profile → API Tokens → Create Token → Custom token) with two permissions: **Account · Workers Scripts · Edit** and **Account · D1 · Edit**. Copy it — Cloudflare shows it only once.
4. Paste both into Vault and click **Connect**. If a permission is missing, Vault tells you which one.

Storefront

Your own online shop with cash on delivery, on your free Cloudflare account. Vault publishes your products and keeps the stock up to date.

Connecting works in the Vault desktop app.

1. A free Cloudflare account

Free. Create one and confirm your email.

Open Cloudflare

2. Your Account ID

In Cloudflare: **Build** → **Compute** → **Workers & Pages** → **Account details** → copy the **Account ID**.

Open Workers & Pages

3. A token for Vault

Lets Vault publish your shop. Cloudflare shows it once: copy it straight away.

1. Open the token page, click **Create Token**, then next to **Custom token** click **Get started**.

2. Token name: **Vault**.

3. Permissions, two lines: **Account · Workers Scripts · Edit** and **Account · D1 · Edit**.

4. Account Resources: **Include** · your account.

5. **Continue to summary** → **Create Token** → copy it.

Open the token page

4. Connect

The token stays in Windows' password store, not in your data or backups.

Account ID

32 letters and numbers

Token

Paste the token

Connect

Settings → Storefront before connecting

The token is kept in Windows' password store on this computer, not in your shop data or your backups. On a new computer (or after restoring a backup there), click **Connect again** and paste it.

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Publishing and settings

Storefront

Your own online shop with cash on delivery, on your free Cloudflare account. Vault publishes your products and keeps the stock up to date.

Your shop

Stock updates by itself. Other changes show after you publish.

[my-shop-1a2b.myshop.workers.dev](#) Open shop Copy link

Published Today 20:21. Your website is up to date.
Website orders: checked Today 20:21. [Check now](#)

Publish shop

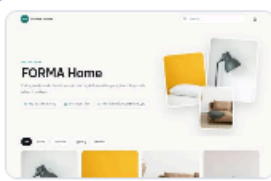
Shop description

The line under your shop name.

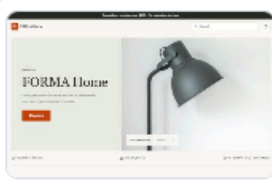
Calm, well-made furniture and decor, delivered to your door.

Design

Checkout and orders work the same in all three.



Simple
Clean and light, follows the phone's dark mode.



Studio
Calm and warm: big photo, category tiles, a "how it works" band.



Showroom
Bright and bold: wide photo banner, round categories, a bottom bar on phones.

Message bar

Optional. One line at the top of the website.

e.g. Free delivery in Beirut on orders over \$50

Delivery fee

Added to every website order.

4.00

Shop colour

Buttons and highlights.

Settings → Storefront once connected

- **Your shop:** its address, **Open shop** and **Copy link** (to put in your Instagram bio or WhatsApp).
- **Publish shop** sends your active products (with options, prices, "was" prices, categories, category photos and photos) to the website. The line above it says when you last published and how many products

changed since then; the button is blue while something is waiting to be published. Archived products never show.

- **Stock** goes to the website by itself while Vault is open and online — no need to publish for that.
- **Design**: how the website looks — **Simple** (clean and light, follows the phone's dark mode), **Studio** (warm colours, a big product photo, category tiles and a "how it works" band) or **Showroom** (a wide banner of product photos, round category pictures, and on phones a bottom bar Shop / Search / Bag). Click one, then **Publish shop**. Checkout and orders work the same in all three.
- **Message bar** (optional): one short line at the top of the website, for example "Free delivery in Beirut". Leave it empty for no bar.
- **Shop description** and **Delivery fee** (one fixed fee per order) save when you leave the box; **Shop colour** sets the website's buttons.
- **Out-of-stock products**: **Hide them**, **Show as "Sold out"**, or **Sell anyway** — the website takes orders whatever the stock (like Inventory → Selling without stock) and shows no stock numbers.
- **Website orders: checked ...** with **Check now** to look for new orders straight away.
- **New website orders: Windows notification with a sound** (on by default) — Windows shows its own notification and plays its sound when website orders arrive, even when Vault is minimised, and Vault's button on the taskbar flashes.
- **Disconnect** stops publishing and removes the token from this computer. The website stays online until you delete it in Cloudflare (Workers & Pages).

The website has a short **Privacy** page (link at the bottom): customer details are used only for the order, and are deleted from the website once Vault has received the order.

26. Using several PCs (Sync)

One shop can be used on **up to 3 PCs** — for example the shop counter and a laptop at home. Each PC works on its own, even without internet; the PCs share their work through **your own free Cloudflare account** (the same one as for the online shop), **scrambled on the PC first**: Cloudflare can't read your shop. Product and category photos travel too.

Turning sync on (the first PC)

Sync

Use this shop on more than one PC. Each PC works on its own, even offline; they share their work through your free Cloudflare account, encrypted on this PC first.

The first PC

Turn sync on here. Your shop is copied to your Cloudflare account (scrambled: Cloudflare can't read it), and you get a code for your other PCs.

The same free Cloudflare account and token as for the online shop (Settings → Storefront, steps 1–3).

Account ID	Token
32 letters and numbers	Paste the token

This PC will be **PC 1 (main)**; the PCs you add later are PC 2 and PC 3.

Turn on sync

Another PC

Already using Vault on another PC with sync on? Join its shop with the code it shows (Settings → Sync → Add another PC).

Join a shop

Settings → Sync before turning it on

1. Open **Settings** → **Sync**. If the online shop is connected, its Cloudflare account is used (the online shop and sync then share its free daily allowance, which is plenty for a small shop); otherwise paste the **Account ID** and **token** (made as in chapter 25, steps 1–3).
2. Click **Turn on sync**. This PC is **PC 1 (main)**; the PCs you add later are **PC 2** and **PC 3**.
3. Vault copies your shop to your Cloudflare account (a big shop takes a few minutes), then shows a **sync code** (it starts with **SYNC-**, also as a QR picture). Keep it private: with it someone could read your shop. Your photos follow over the next minutes.

Adding another PC

1. Install Vault on the other PC. To activate it, ask for a key with both PC codes (one key covers up to 3 PCs, chapter 2).
2. There, click **Join a shop** (Settings → Sync, or on the sample-data note), paste the sync code, choose **PC 2** or **PC 3** and click **Join** (if another PC of the shop already has that name, Vault uses the other one and says so). The PC downloads the shop, checks it and reopens with it. Joining replaces that PC's own data (the window warns you in red when it has some).
3. You can work straight away. The photos arrive afterwards; Settings → Sync shows how far (**Photos received: 1,200 of 8,011**).

A shop has **up to 3 PCs**: a fourth PC is refused before anything on it is replaced. Remove a PC first to add another. Very big shops have a limit: a copy of more than about 650 MB, or more than about 500 MB of photos,

does not fit the free Cloudflare plan; Vault says so plainly.

On the first PC, **Add another PC** shows the code again.

Every day

Sync

Use this shop on more than one PC. Each PC works on its own, even offline; they share their work through your free Cloudflare account, encrypted on this PC first.

This PC

PC 1 (main) · the main PC, order numbers ORD-.... Syncs every 30 seconds and shortly after each change, and waits while a window is open.

Last synced 1 min ago.
[Sync now](#)

PCs sharing this shop

Up to 3 PCs. Each PC must be activated: one key can cover up to 3 PCs of this shop (send every PC's code, Settings → Advanced → Activation). Removing a PC stops its syncing at once and makes a new sync code; its data stays on it.

PC 1 (main) (this PC)

Numbers ORD-... (main PC) · last seen 1 min ago

PC 2

Numbers ORD-B... · last seen 3 min ago

[Remove](#)

[Add another PC](#)

Lost or stolen PC?

Change the sync code: the old code stops working everywhere. Then type the new code once on each of your other PCs (Settings → Sync). Their unsent work is kept.

[Change the sync code](#)

Turn off

Turn off for all PCs deletes the sync inbox from your Cloudflare account; every PC keeps its own copy and works alone. **Stop on this PC:** this PC keeps its data and works alone.

[Turn off for all PCs](#)[Stop on this PC](#)

Settings → Sync while it is on

- Nothing to press: each PC sends its work about every 30 seconds and a few seconds after each change, and picks up the others' work. It waits while a window or form is open, or a sale is in progress. Without internet each PC keeps working and catches up later. **Sync now** does it straight away.
- The line at the bottom of the side bar says **Saved · synced 2 min ago**, **Offline · will sync**, or **Not synced**. **See why**.
- **Order numbers** stay unique: the main PC numbers **ORD-000123**, the second PC **ORD-B000001**, the third **ORD-C000001** (the same for purchases, expenses and the rest).
- **Money and stock are never "last save wins"**: payments, stock movements and history from every PC are all kept, and stock counts and balances are worked out from them — two PCs that each sold one piece take two pieces out of stock.
- **Needs your attention**: if two PCs changed the same order in different ways while apart (for example one marked it Delivered, the other Cancelled), the first to sync stands; the other change is listed in Settings →

Sync with what was taken out, so you can redo it if it's still needed; **Dismiss** hides it.

- **A photo changed on two PCs** while apart: the later change wins on every PC, as for other details.

Removing a PC, a lost laptop, turning off

- **Remove** (in the list of PCs) stops that PC syncing and replaces the shared sync code; it keeps its own data. Copy the new code shown afterwards. Every other trusted PC must use **Type the new code** once. To remove the PC you are using, open another trusted PC.
- **Change the sync code** (on any PC of the shop) if a laptop was lost or stolen: the old code stops working everywhere. On each other PC, use **Type the new code** once; its unsent work is kept.
- **Stop on this PC**: this PC works alone from then on, as a shop of its own; its entry remains in the shared list. To revoke its access, use **Remove** from another PC. **Turn off for all PCs** (first PC) deletes the sync inbox and its photos from Cloudflare; every PC keeps its own copy.
- **Restoring a backup** on a PC that shares its shop is refused: the other PCs would no longer match it. Use **Stop on this PC** first, restore, then turn sync on again (or join the shop again).

27. Questions and problems

Windows says "Windows protected your PC" when installing

Click **More info** → **Run anyway**. See chapter 2.

Can I use Vault on two computers?

Yes, up to 3 PCs with **Sync** (chapter 26). To **move** to a new computer instead: install Vault there, choose the same OneDrive or Google Drive folder under **Backup folder** (or copy a backup file over), and use **Restore...** with your backup password. A phone app is planned.

Vault says it can't read the saved data

Nothing is changed or overwritten in that case. Restore your latest backup (Settings → Data & backup → Restore...) — the automatic safety copies are there too.

A number looks wrong

Open the order, product or account: its history shows every change. Reports explain what they count. With Advanced accounting on, the Accounting section shows every entry. If totals still look out of step with the records, use **Settings** → **Advanced** → **Rebuild summaries**.

"The update could not finish"

Before a future update changes your shop, Vault makes a full backup. If the update stops part way, Vault opens read-only: nothing has been changed, and changes and sync wait. Choose **Try update again** or **Restore backup...**; after two failed tries it stops retrying by itself. **Save report** keeps a small file (no passwords) you can send for help.

WhatsApp doesn't open the app

Vault opens the WhatsApp app when it is installed on the computer (from the Microsoft Store or whatsapp.com); otherwise it opens WhatsApp Web in your browser, where you need to be logged in.