VENO CAR WASH User Guide

A practical visual guide covering the complete workflow–from opening a shift and creating an order to payment, reports, and technical support.

Get started in four steps

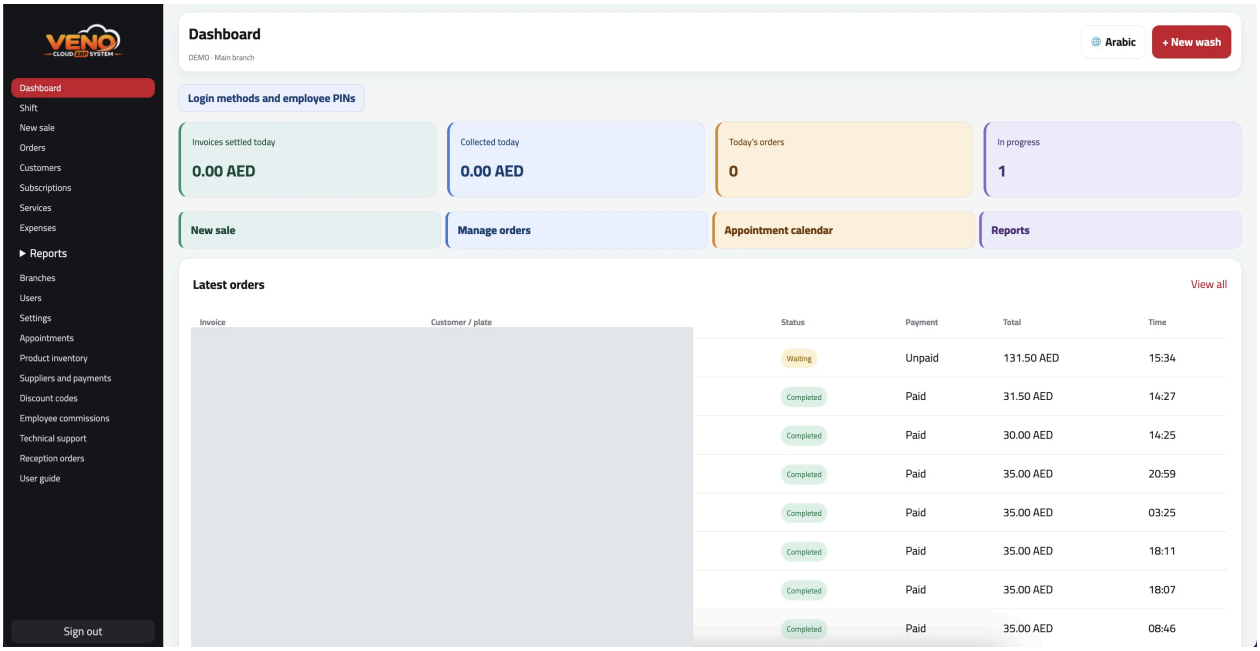
1. Open a shift – Enter the opening cash.
2. Create a wash – Select customer, vehicle, and services.
3. Collect and print – Record payment and print.
4. Close the shift – Reconcile and send the report.

Guide contents

1. Dashboard
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Dashboard

A quick view of the branch's daily performance.

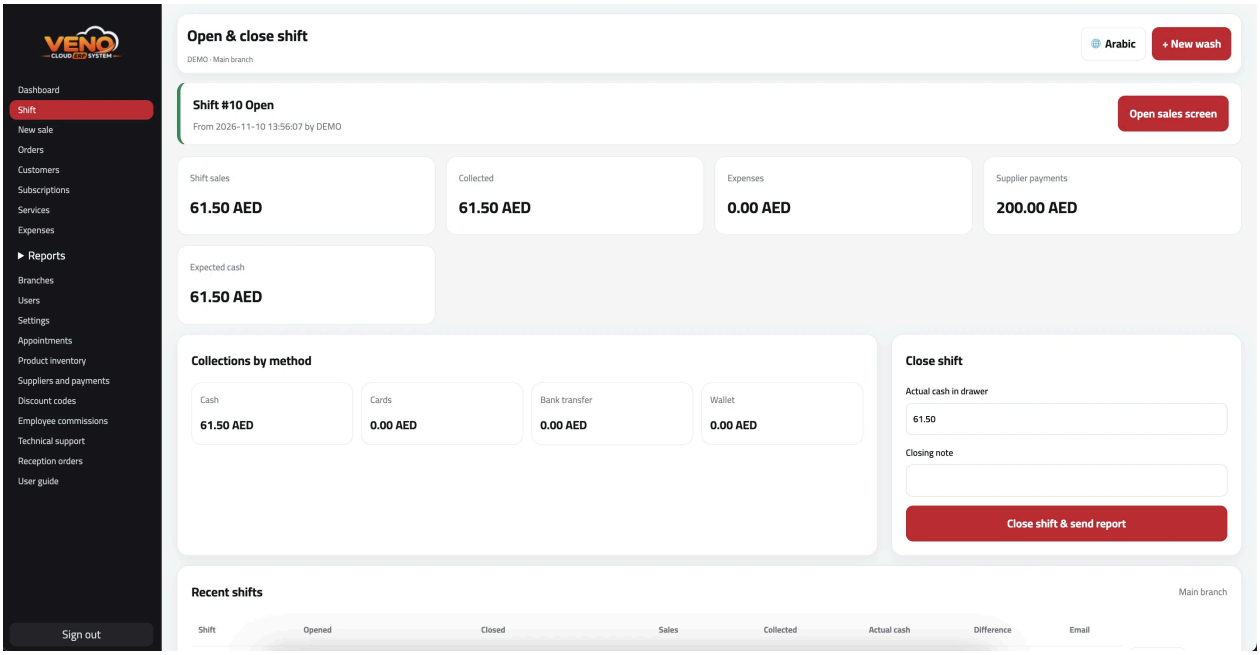


1. Review today's sales, collections, order count, and orders in progress.
2. Use Recent Orders to open an invoice and follow its status.
3. Owners and managers can switch branches when permitted.

Tip: Today's indicators update automatically as orders and payments are recorded.

Open and close shifts

A shift must be open before using the sales screen.



1. Enter the drawer opening cash, then select Open Shift.
2. Track sales, collections, expenses, and expected cash by payment method.
3. Enter actual cash, explain any difference, then close the shift.
4. The closing summary is emailed to the owner's saved address.

Tip: The sales screen remains locked until the branch has an active shift.

Shift closing report – Summary and cash reconciliation

Diamond

الفرع الرئيسي

Shift closing report #9 · FINAL / CLOSED

From 2026-11-03 08:48:10 — To 2026-11-05 21:00:27

Opened by DEMO — Closed by DEMO

Settled invoices by cashier	
DEMO	135.00 AED
cashier	35.00 AED
Total settled invoices	170.00 AED

Settled invoice count: 5

Collections by payment mode	
Cash	170.00 AED
Cards	0.00 AED
Transfer	0.00 AED
Wallet	0.00 AED
Actual collections	170.00 AED
From previous-shift invoices	30.00 AED
From this-shift invoices	140.00 AED

This shift invoices outstanding at close: 0 — 0.00 AED

Invoice value is counted once on final payment. Partial payments belong to their collection shifts. Settled invoice totals can differ from this shift's collections.

VAT and discounts	
VAT on settled invoices	8.11 AED
Discounts on settled invoices	0.00 AED

Cancelled invoices originating in this shift	

Count: 1

Cancelled invoice value	30.00 AED

Services by category		
Category	Qty	Amount
غسيل	5	170.00 AED

Quantities by service		
Service	Qty	Amount
Full Wash	4.00	140.00 AED
Outside Wash	1.00	30.00 AED

Service amounts precede invoice-level discounts and added tax.

Expenses	
Total expenses	0.00 AED

Supplier payments	
Total supplier payments	0.00 AED

Cash drawer reconciliation	
Opening cash	0.00 AED
Cash collections	170.00 AED
Cash expenses	0.00 AED
Cash supplier payments	0.00 AED
Expected cash	170.00 AED
External funding required	0.00 AED
Actual counted cash	170.00 AED
Cash difference	0.00 AED

Payment details

— 35.00 AED

2026-11-04 18:07:58 · Cash

Shift closing report – Payment details continued

— 35.00 AED
2026-11-05 03:25:16 · Cash

— 30.00 AED
2026-11-05 03:29:08 · Cash

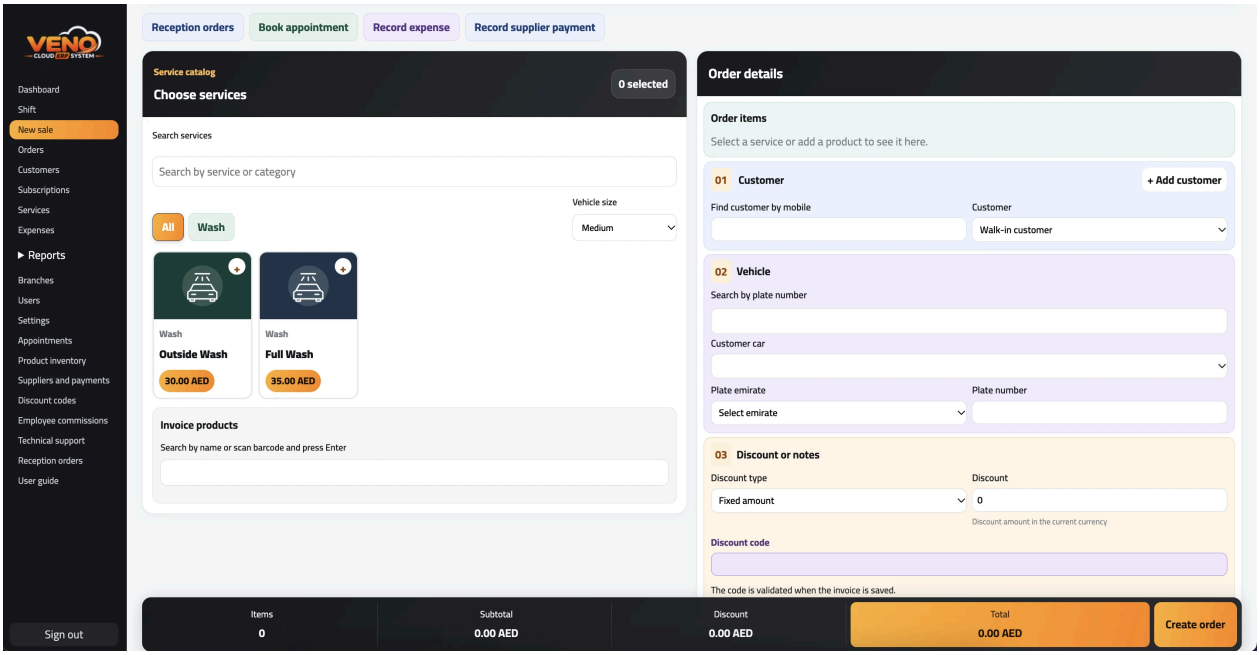
— 35.00 AED
2026-11-05 17:13:48 · Cash

— 35.00 AED
2026-11-05 20:59:34 · Cash

Generated: 2026-11-14 08:22:01

Create a wash order

A fast sales screen designed to reduce cashier steps.

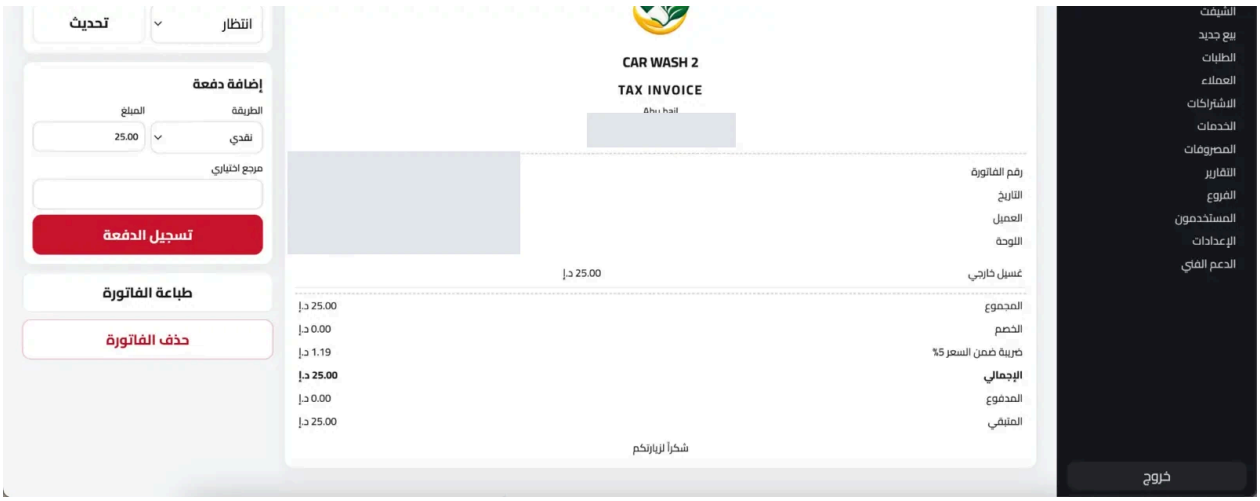


1. Select one or more services.
2. Select the customer and vehicle, or add them on the same screen.
3. Reception sends a ticket to the cashier. The cashier opens Reception Orders, reviews the ticket, and creates the invoice.
4. Choose the plate emirate, number, and vehicle size when needed.
5. Review services, products, quantities, discount, and notes, then create the order.

Tip: Service prices change automatically according to vehicle size.

Invoice and collection

Track the wash and record a single or split payment.



1. Move the order through Waiting, Washing, Ready, and Completed.
2. Choose a payment method and amount; repeat for split payment.
3. Confirm the remaining balance and print. Branch print settings control A4, A5, 80 mm, and 58 mm choices.
4. A cashier needs a manager or owner PIN to edit or delete an existing invoice. The approver is logged.

Tip: TAX INVOICE, branch logo, and tax follow the branch settings.

Printed invoice sample



Diamond
الفرع الرئيسي
TAX INVOICE

Invoice number	
Date	2026-11-10 15:34:11
Customer	
Plate	
Cashier	DEMO
Closed by	cashier

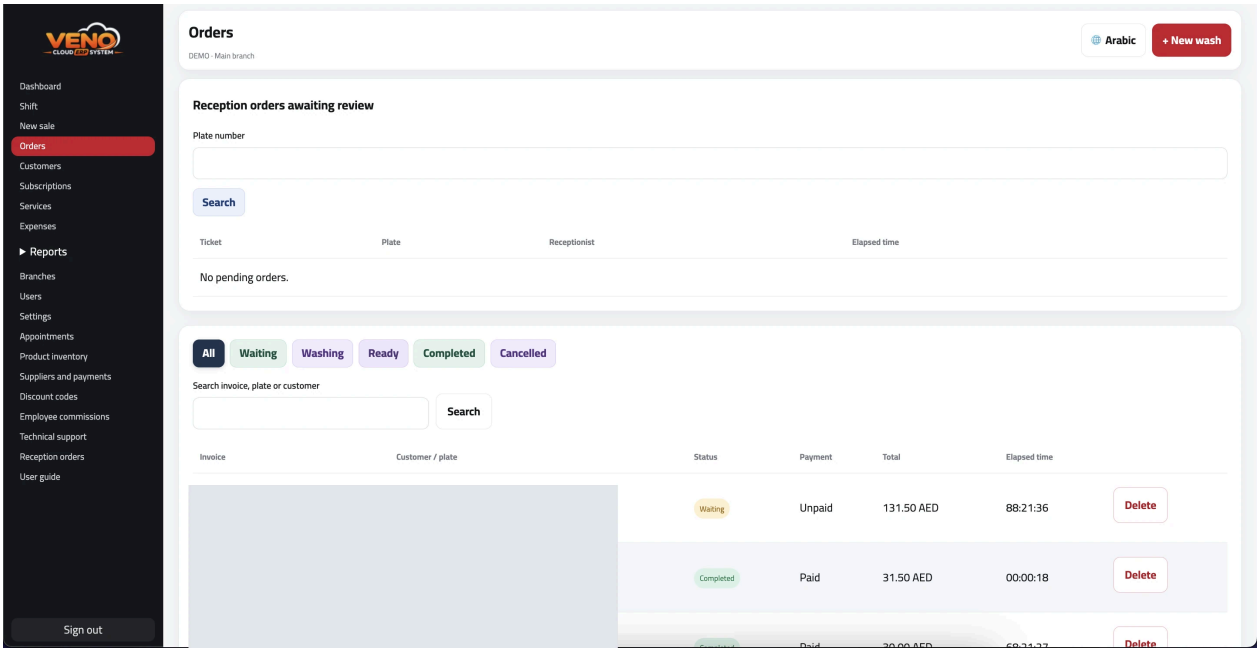
Item	Amount
Full Wash	35.00 AED
Outside Wash	30.00 AED
oil × 3 pc	75.00 AED

Subtotal	140.00 AED
Discount	8.50 AED
Discount code	
VAT included 5%	6.26 AED
Total	**131.50 AED**
Paid	131.50 AED
Balance due	0.00 AED

Thank you for visiting us
powered by VENO ERP SYSTEM

Orders

Follow every invoice and wash status from one place.

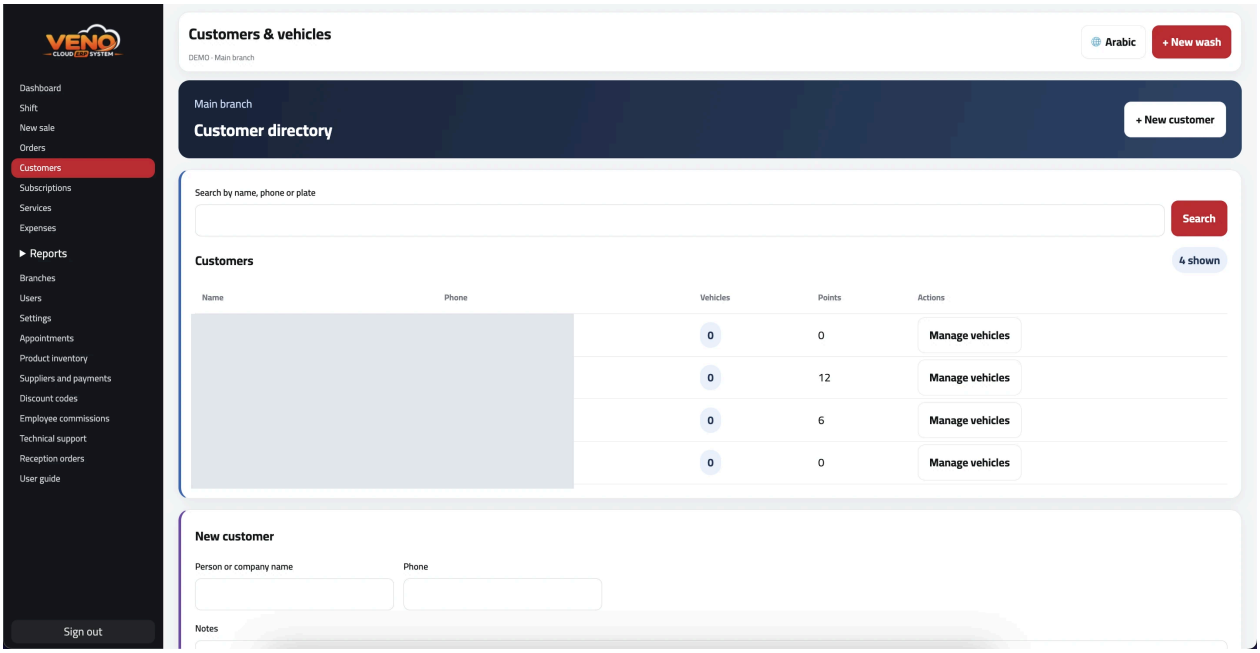


1. Use All, Waiting, Washing, Ready, and Completed filters.
2. Search pending reception tickets by plate or invoices by number, customer, or plate.
3. Watch elapsed time from registration until completion. Refresh the list after status changes on another device.
4. Select an invoice number to open, update, or print it.

Tip: Users see only their company and authorized branch data.

Customers and vehicles

Link multiple vehicles to the same customer.

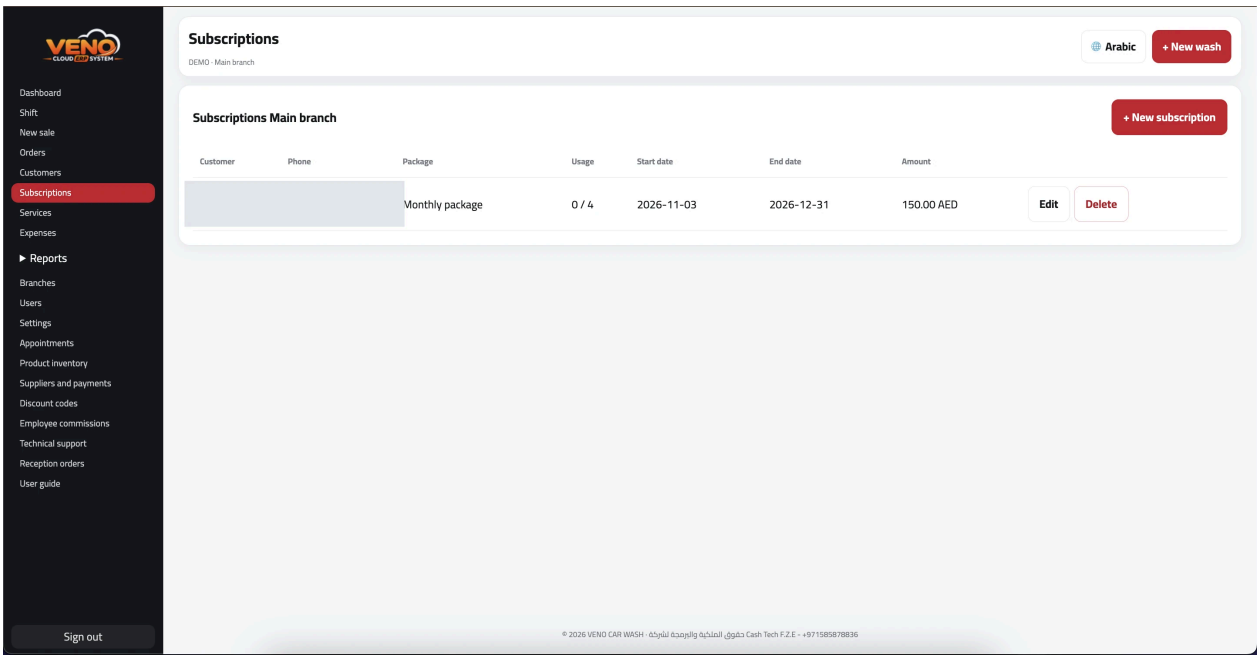


1. Search by name, phone, or plate before adding a customer.
2. Save customer details, then add their vehicles.
3. Save emirate, plate, make, model, and size for each vehicle.
4. Edit or delete data according to permission.

Tip: Selecting a vehicle loads its size and correct service price.

Customer subscriptions

Create and track customer wash packages.

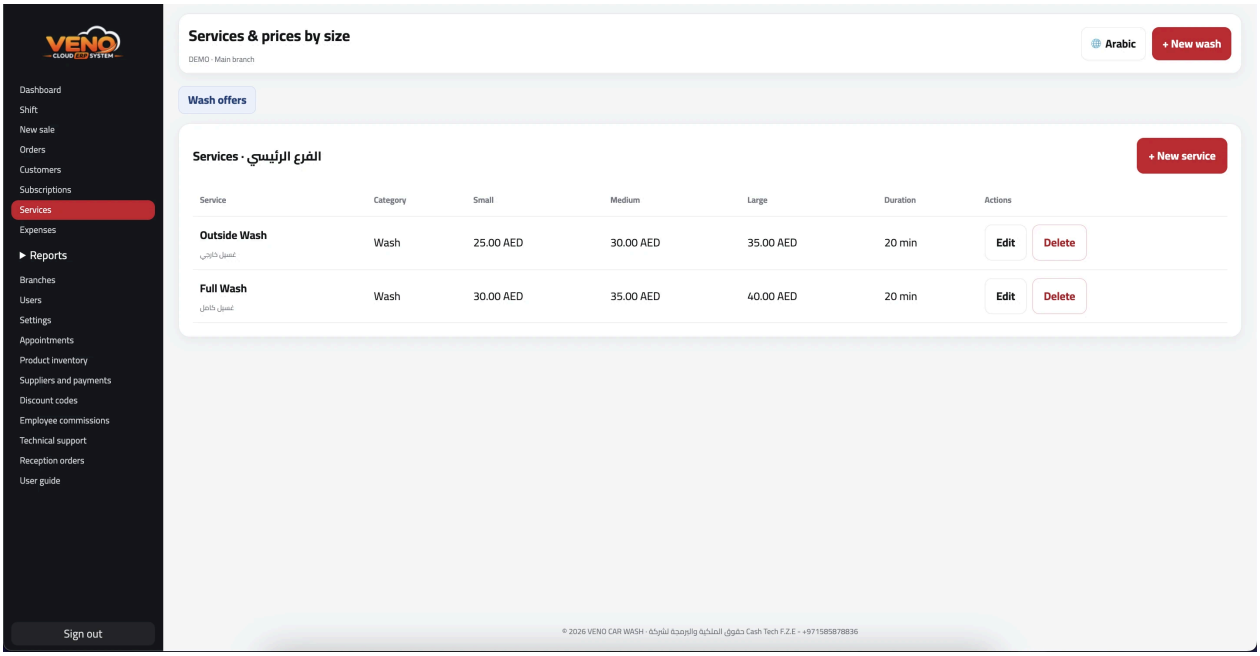


1. Select New Subscription and choose customer, vehicle, and package.
2. Set uses, dates, and subscription value.
3. Track consumed and remaining uses and status.
4. Edit or delete according to permission.

Tip: Confirm the plate before consuming a visit.

Services and prices

Manage bilingual services and vehicle-size pricing.

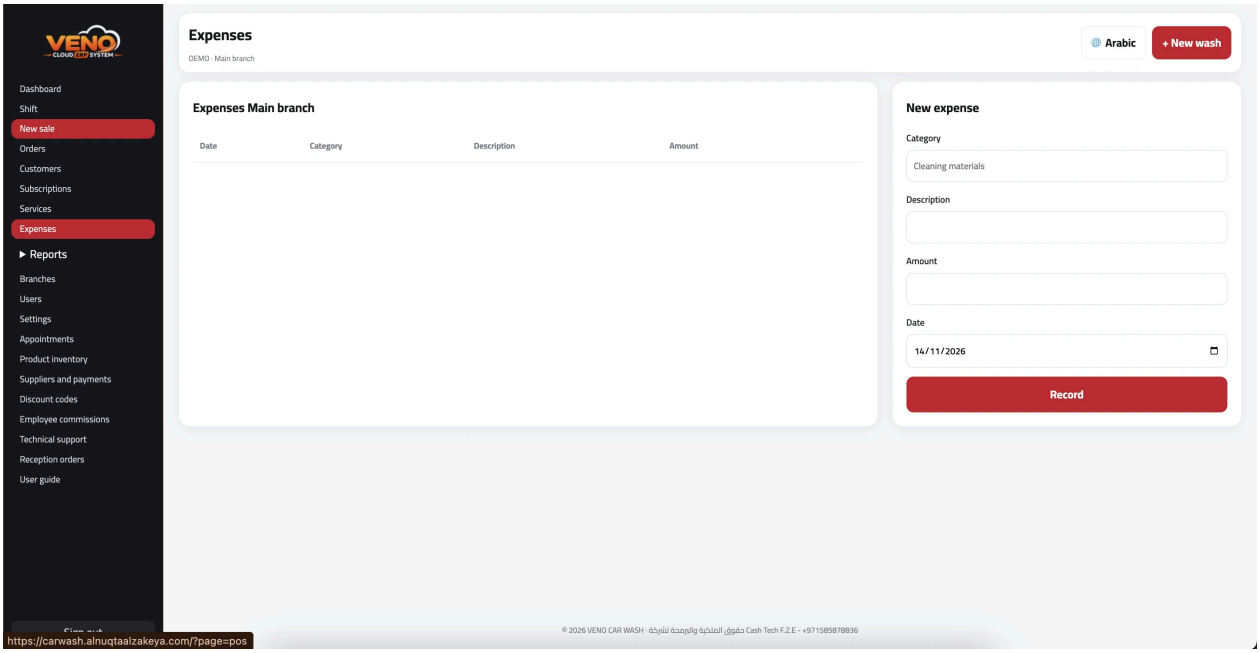


1. Enter Arabic and English names, category, and duration.
2. Set prices for small, medium, and large vehicles.
3. Enable or disable visibility on the sales screen.
4. Use Edit or Delete when permitted.

Tip: Enter both names so the service displays correctly in either language.

Expenses

Record branch expenses for reports and shift reconciliation.

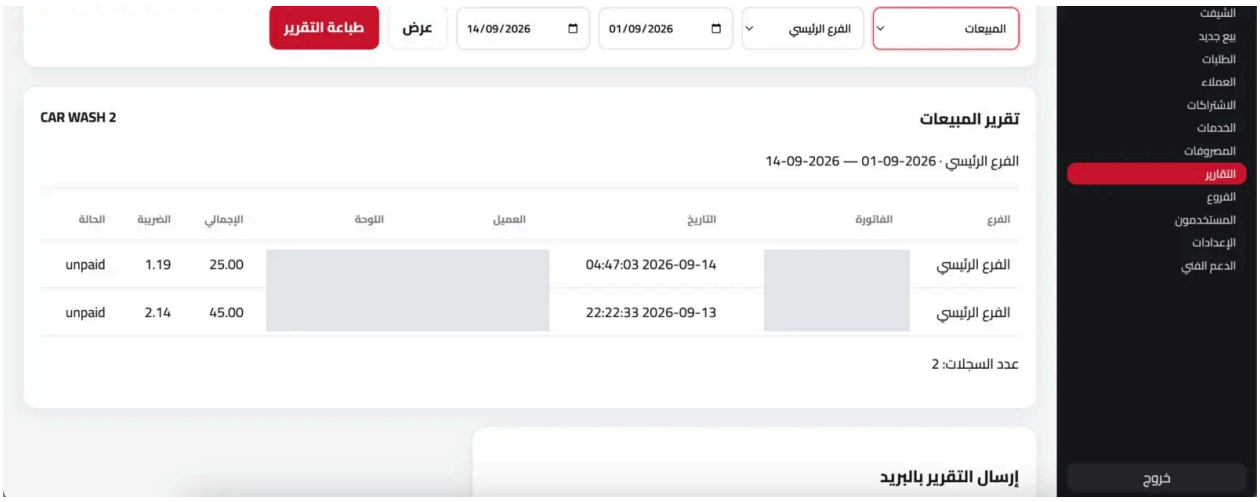


1. Enter category, description, amount, and date, then record.
2. Review expenses for the selected branch.
3. Managers can edit or delete when permitted.

Tip: Record expenses on the day they occur.

Reports

Sales, expense, subscription, and shift reports.

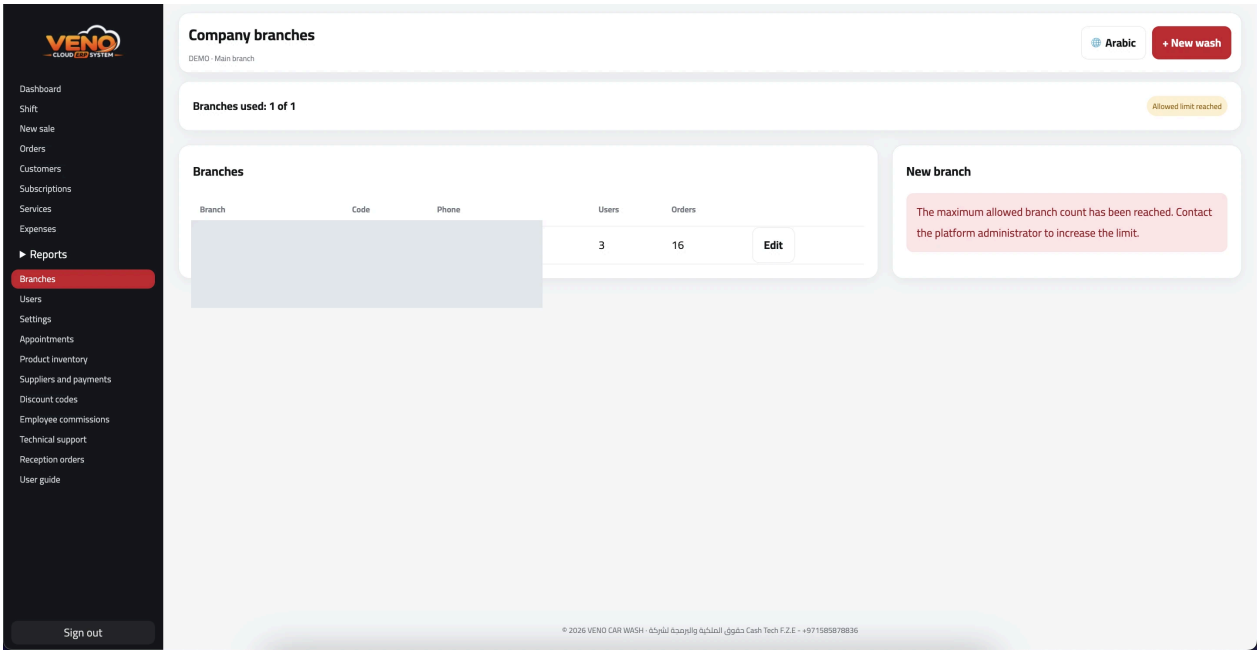


1. Choose report type, branch, and date range.
2. Review totals, payment methods, tax, and net movement.
3. Use Print for paper or PDF output.
4. Use Email to share the report.

Tip: For one full day, use the same From and To date.

Branches

Manage branches with isolated branch data.

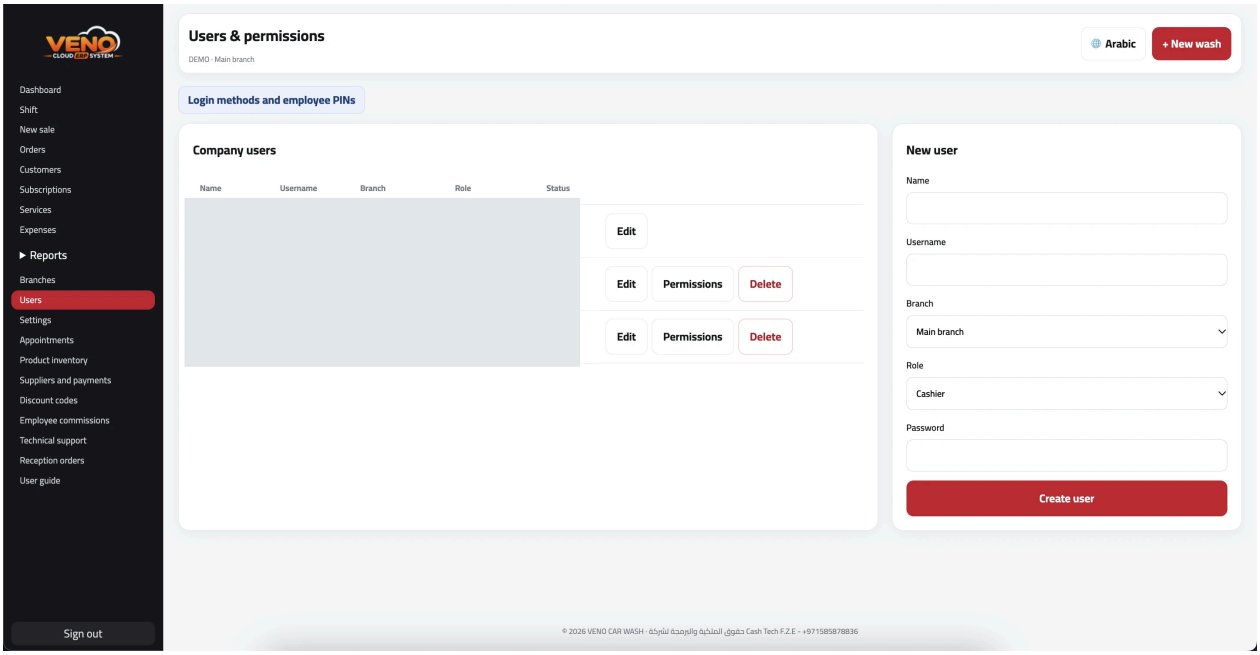


1. Add a branch and enter name, code, address, and phone.
2. Copy current services as an independent starting catalog.
3. Edit branch details or status from the list.
4. The SaaS branch allowance cannot be exceeded.

Tip: Available to the company owner or authorized users.

Users and permissions

Separate accounts and appropriate employee access.

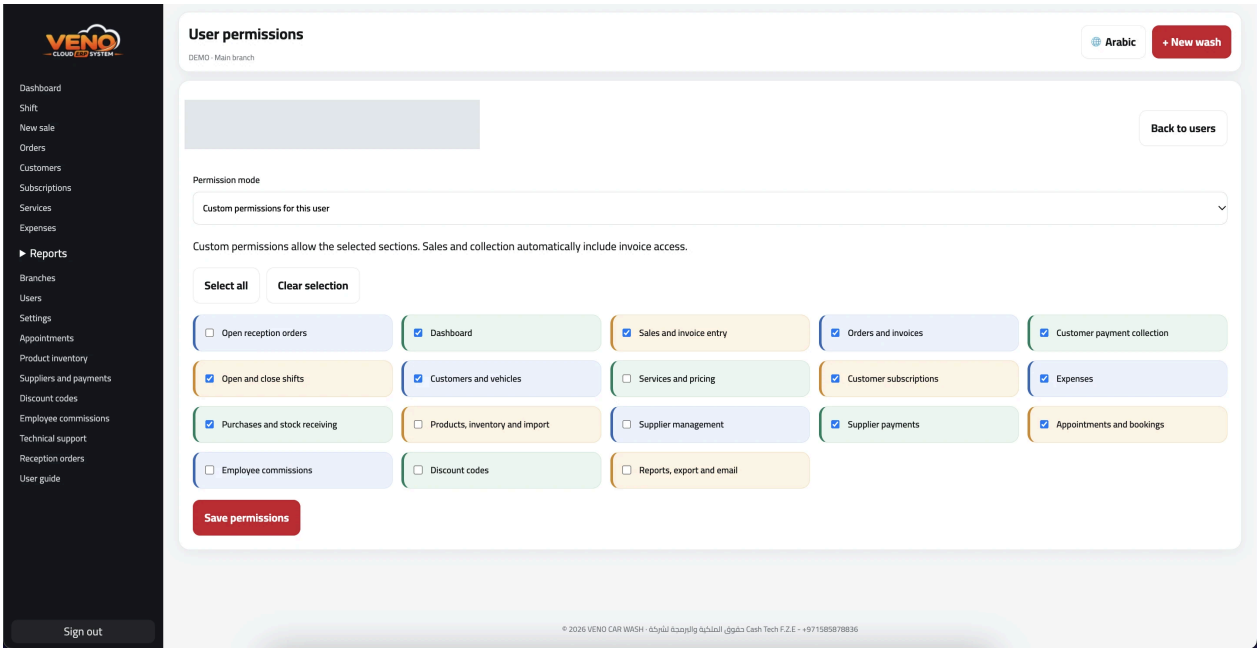


1. Enter name, username, and password.
2. Choose branch and role: receptionist, cashier, manager, or owner.
3. Edit details, password, role, or status.
4. Disable accounts immediately when employment ends.

Tip: Never share the owner account with cashiers.

Employee permissions

Choose which screens and actions an account can access.

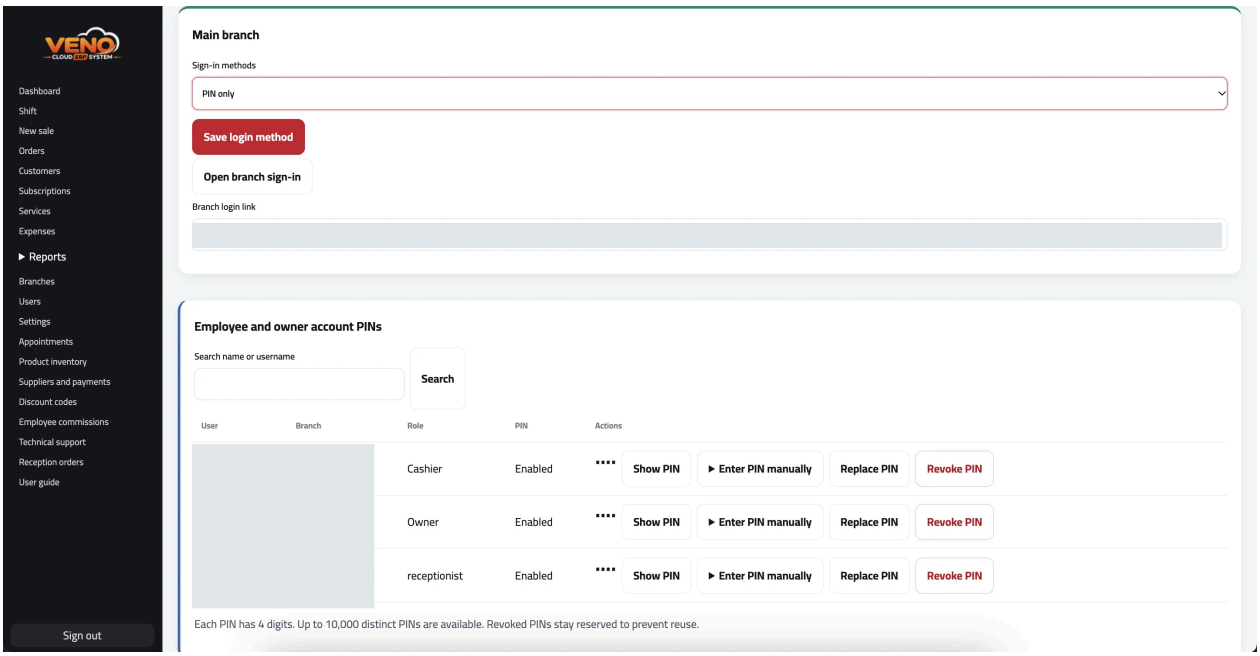


1. In Users, select Permissions next to the employee.
2. Enable the modules required for their job, then save.
3. Review sales, orders, and payment collection separately.

Tip: Check the resulting menu from the employee account.

Sign-in methods and PINs

The owner manages branch sign-in and employee PINs.

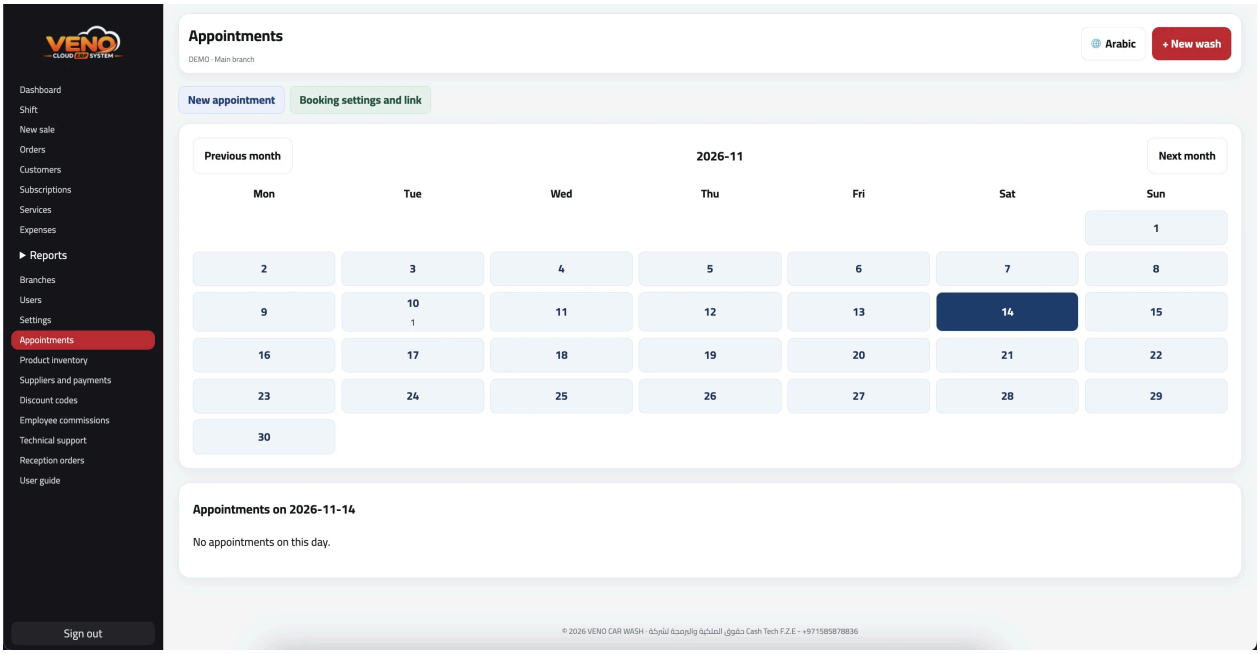


1. Choose PIN, username and password, or both, then save.
2. Assign, replace, or revoke a four-digit PIN from the employee list.
3. For a cashier editing or deleting an existing invoice, the manager enters the approval PIN in that action.

Tip: Use the branch sign-in link when PIN login is enabled.

Appointments and bookings

Review branch bookings in the calendar.

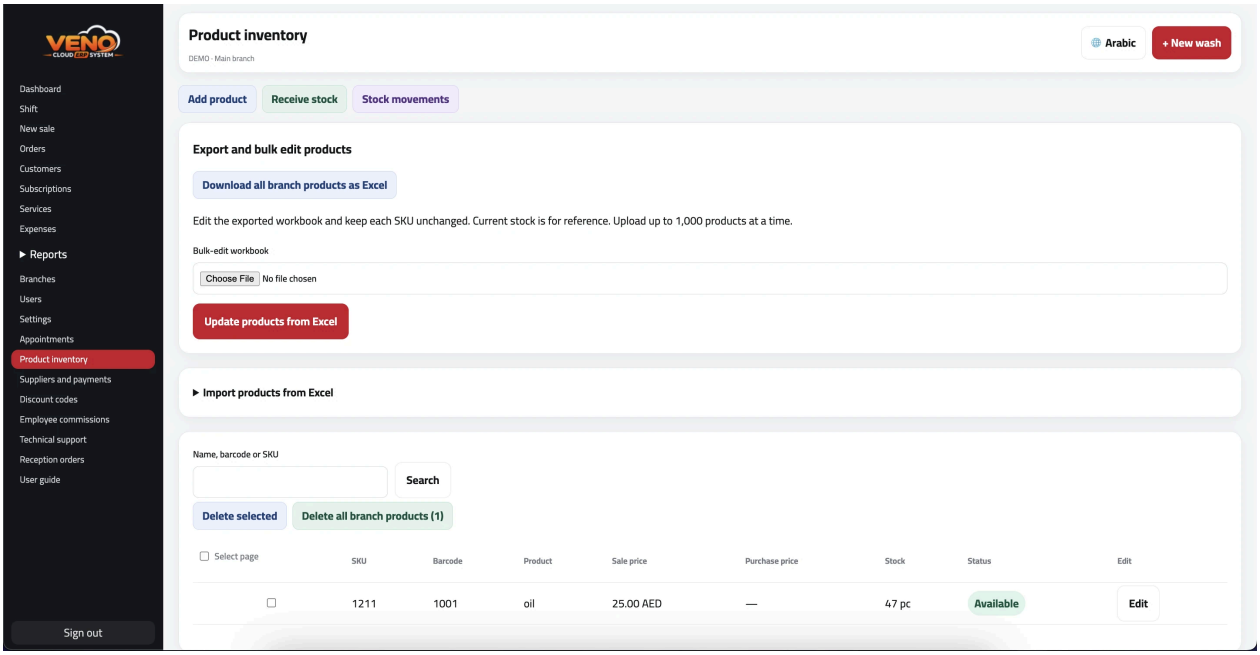


1. Select a date to see its appointments.
2. Select New Appointment and enter the customer, vehicle, service, and time.
3. Use Booking Settings and Link to review branch availability.

Tip: Open the calendar booking when the customer arrives.

Product inventory

Add products and review quantities and stock movements.

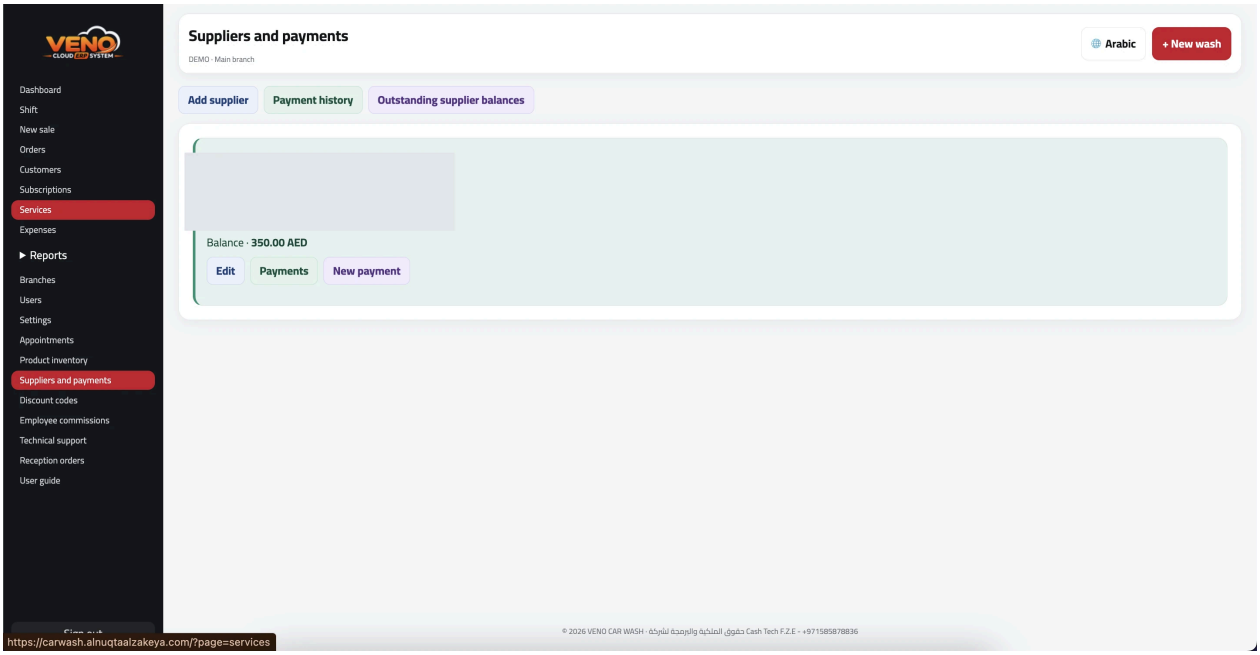


1. Enter the name, barcode, unit, purchase price, sale price, and opening quantity when creating an item.
2. Use Receive Stock to add quantities and Stock Movements to review the log.
3. For bulk creation, download the Excel template, fill it in, and import it.
4. For bulk editing, export the items, edit the workbook, and upload it again. Keep item codes unchanged.

Tip: Search by name or barcode before editing an item.

Suppliers and payments

Track supplier balances and payments.

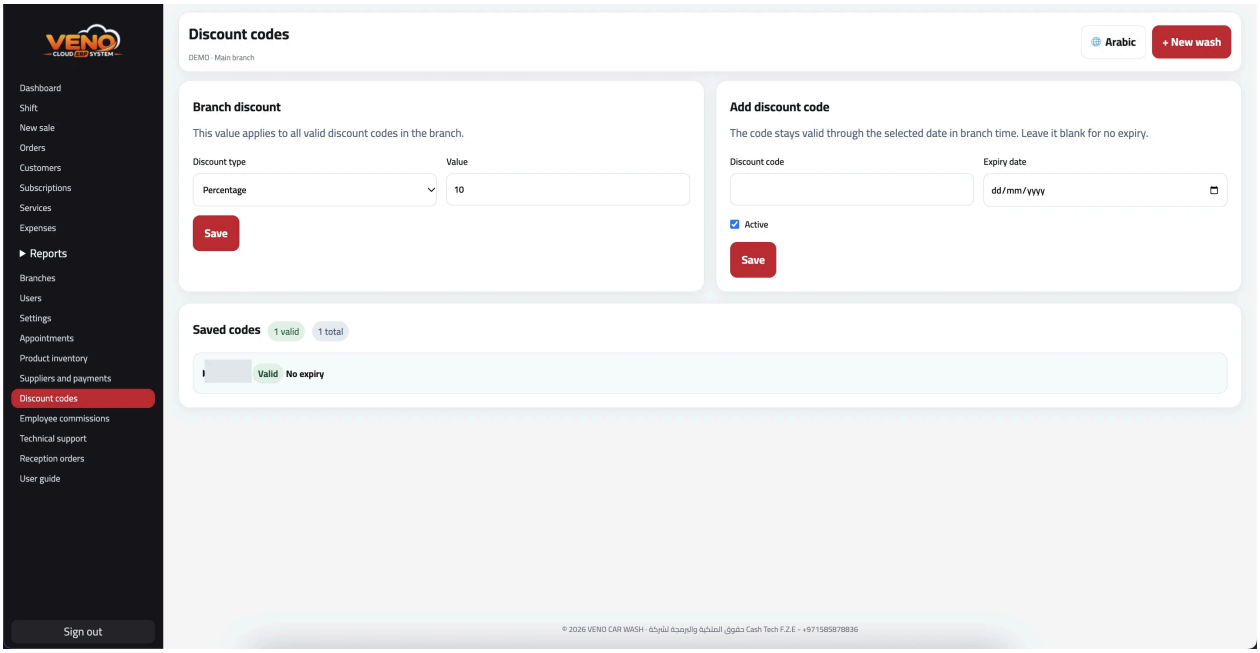


1. Select Add Supplier and enter supplier details.
2. Open the supplier card and review the outstanding balance.
3. Select New Payment and enter the amount, method, and optional reference.
4. Use Payment History or Outstanding Supplier Balances to reconcile.

Tip: Review supplier payments in the shift report.

Discount codes and wash offers

Set a branch discount or a wash reward for registered customers.

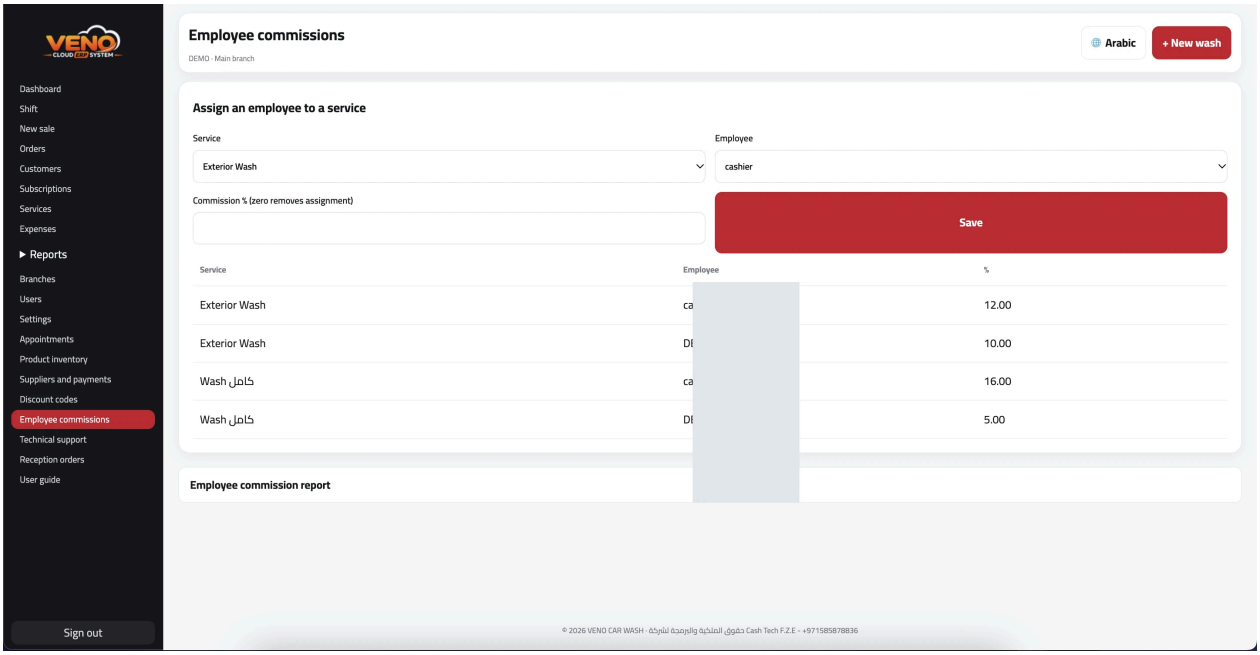


1. Set the branch code discount type and value, then save.
2. Add the code, expiry date, and activation status.
3. Enter the code on the sales screen. The system validates it on save.
4. Under Services → Wash Offers, choose the service, paid and free wash counts, and expiry date.

Tip: Check the offer conditions and selected customer before saving.

Employee commissions

Assign an employee to a service and set the commission rate.

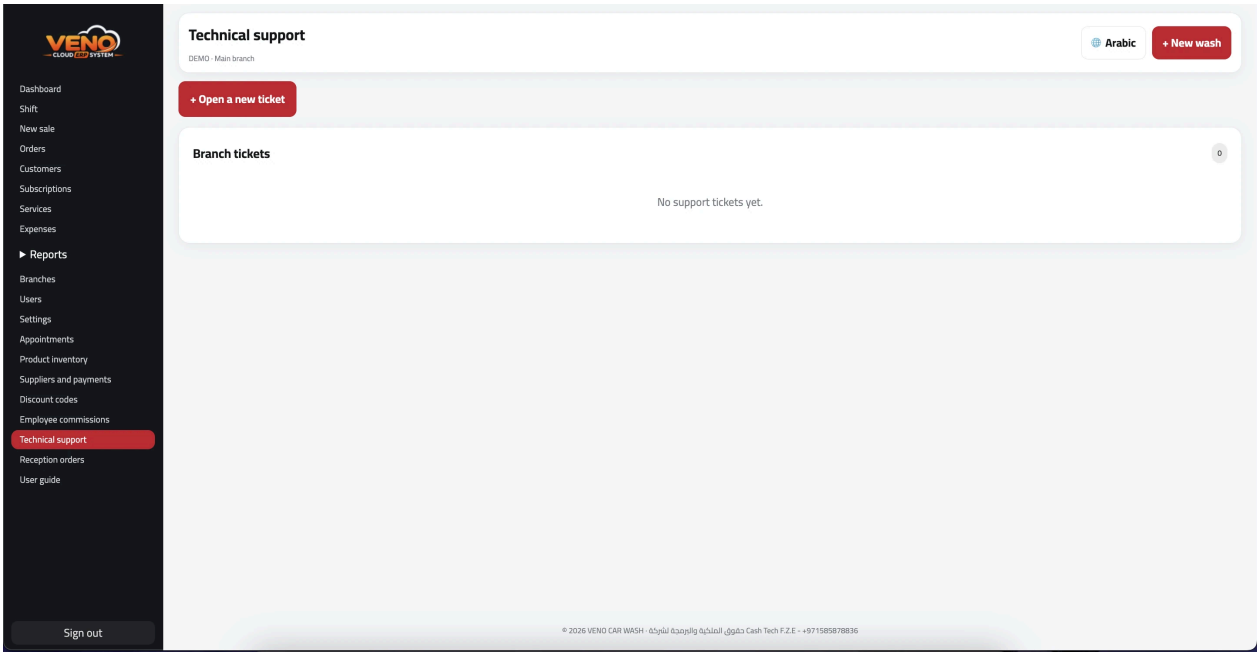


1. Choose the service and employee, enter the percentage, and save.
2. On the sales screen, select the employee who performed the service.
3. Review the commission report for the relevant period.

Tip: Showing the assigned employee on invoices depends on branch settings.

Technical support

Send and follow support requests inside the system.



1. Create a ticket with title, department, priority, and description.
2. Select the ticket number to view messages and reply.
3. Track status and support responses on the same page.
4. A permanently closed ticket cannot reopen; create a new one.

Tip: Include a clear description and affected invoice or branch.