SSR Store

Staff & Packer User Guide

Seven Spikes Relief Foundation

System URL	https://store.ssrprojects.online
Covers	ShipTrack (Staff + Packer) | StockTrack (Staff + Admin)
Version	v1.1 — May 2026
Prepared by	Seven Spikes Relief Foundation — Internal

PART 1 — Getting Started

1. What Is SSR Store?

SSR Store is the internal operations platform for Seven Spikes Relief Foundation. It replaces the previous WhatsApp-based workflow and brings together all operations under one secure login.

The platform has two systems:

- ShipTrack — manages online orders, packing, and shipment tracking
- StockTrack — manages physical inventory, product conversions, offline sales, and audit reports

System	Purpose
ShipTrack	Online orders, packing queue, customers, reports
StockTrack	Inventory, stock-in, conversions, offline sales, gifts, reports

2. Logging In

Open your browser and go to:

https://store.ssrprojects.online

- Enter your Email address and Password
- Click LOGIN
- You will land on the SSR Store home screen

📌 Your login credentials will be provided by your Admin. Contact your Admin if you need a password reset.

📌 Your session will remain active for 2 hours of activity. After 2 hours of inactivity, you will be automatically logged out.

2.1 The Home Screen

After logging in, you will see the SSR Store home screen with cards for each system you can access:

- Shipments — click to open ShipTrack
- Stock — click to open StockTrack
- Users — visible to Super Admin only

📌 Packers are taken directly to the Packing Queue after login. The home screen is not shown to Packers.

3. User Roles

Role	ShipTrack Access	StockTrack Access
Super Admin	Full access + user management	Full access + settings
Admin	All pages. Can create staff/packer users	All pages except Settings
Staff	Dashboard, Shipments, Import, Customers, Reports	Dashboard, Stock In, Conversions, Offline Sales, Gifts
Packer	Packing Queue only	No access

4. Your Profile

Click your name or avatar in the top right corner of any page to access your profile.

- Update your display name
- Change your password (requires your current password)

📌 You cannot change your email address. Contact your Admin if you need to update your email.

PART 2 — ShipTrack: Staff Guide

5. Navigating ShipTrack

Click Shipments on the home screen to open ShipTrack. The left sidebar shows all available pages:

Page	What it does
Dashboard	Overview of shipment stats by year, recent orders, and alerts
Shipments	Full list of all shipments — search, filter by status/carrier/product/year
Import	Bulk import shipments from Gravity Forms CSV export
Customers	Customer records and shipment history (paginated)
Reports	Statistics, Excel export, and analytics

6. Creating a New Shipment

You will create a new shipment after an order comes in from the website.

6.1 Open the New Shipment Form

- Click NEW SHIPMENT button (top right of the Shipments page)

6.2 Customer Section

Search for an existing customer or create a new one.

Search Existing Customer:

- Type the customer's name or email in the search field
- Click the customer from the dropdown results
- The address fields will auto-fill

Create New Customer:

- Click + New Customer
- Fill in: Name (required), Email, Phone, Address
- Use the Postcode Lookup — type the UK postcode and click Lookup to auto-fill City and County

⚠ If a similar customer already exists, a warning will appear. Click the existing customer to avoid creating a duplicate.

6.3 Order Items

- Select the Product (ZamZam Water / Dates / Honey)
- Select the Variant from the dropdown
- Enter the Quantity
- The Unit Price and Row Total will auto-fill
- Click + Add Another Item if the order has multiple products

6.4 Shipping Details

Select the Carrier from the dropdown. The default is Pending Carrier — update it once you have purchased the shipping label.

Carrier	What to fill in
Pending Carrier	Default — update to the correct carrier after purchasing the label
Royal Mail	Enter the Tracking Number from the label
DPD	Enter the Tracking Number from the label
Local Pickup	Enter Pickup Date & Time (optional)
Others	Enter Carrier Name + Tracking Number

6.5 Document Uploads

- Shipping Label (PDF) — printed and attached to the parcel by the Packer
- Purchase Invoice (PDF or image) — proof of label purchase
- Order Screenshot (image or PDF) — screenshot of the order confirmation email

📌 If you do not upload the label now, you can add it later from the Shipment Detail page. The Packer cannot print the label until it is uploaded.

6.6 Save

- Click SAVE SHIPMENT
- The shipment is created with status Pending and assigned a number (SSR-YYYY-NNN)

✅ The shipment number is automatically assigned. You do not need to enter it manually.

7. Managing Documents

You can upload or replace documents at any time from the Shipment Detail page.

- Open the shipment from the Shipments list
- Scroll to the Documents section
- Click UPLOAD LABEL / UPLOAD INVOICE / UPLOAD SCREENSHOT to add a new file
- If a file already exists, click REPLACE to update it

⚠ Uploading a replacement file will permanently delete the previous file. Make sure the new file is correct before replacing.

8. Updating Shipment Status

Status	When to use
Pending	Default status when shipment is created
Shipped	Set automatically when Packer clicks Mark as Packed. Can also be set manually.
Delivered	Customer confirms receipt, or carrier tracking shows delivered
Collected	For Local Pickup only — customer collected from the foundation
Issue	Lost parcel, damaged goods, failed delivery, or customer complaint

9. Filtering & Searching Shipments

The Shipments page has four filters to help you find shipments quickly:

- Status — filter by Pending, Shipped, Delivered, Collected, or Issue
- Carrier — filter by Royal Mail, DPD, Local Pickup, Others, or Pending Carrier
- Product — filter by product type (ZamZam, Dates, Honey)
- Year — filter by year (2024, 2025, 2026, etc.) — auto-updates each year

📌 Use the Year filter to view shipments from a specific year. This is especially useful for generating annual reports.

10. ShipTrack Dashboard

The Dashboard shows an overview of shipment performance for the selected year.

- Use the Year selector (top right) to switch between years — defaults to the current year
- Total Shipments, Pending, Delivered, and Issues are shown for the selected year
- Shipments by Product shows a breakdown by ZamZam, Dates, and Honey
- Recent Shipments shows the latest 10 shipments

📌 The Dashboard refreshes automatically every 5 minutes.

⚠ The attention banner at the top shows shipments missing a label or order screenshot. These must be resolved before the Packer can pack them.

11. Customers

The Customers page shows all customer records with their shipment history.

- Search by name, email, phone, or postcode
- Click any customer row to open their full profile and shipment history
- The list is paginated — 50 customers per page
- Use the pagination controls at the bottom to navigate between pages

📌 Super Admin can bulk-delete customers who have no shipments using the checkboxes.

12. Reports (ShipTrack)

Go to Reports in the sidebar to view statistics and export data.

12.1 Summary Stats

The Reports page shows overall statistics: total shipments, revenue by product, and customer analytics.

12.2 Export to Excel

- Click EXPORT REPORT to open the export dialog
- Select which sheets to include: Summary, Shipments, Issues, Customers
- Set the date range for each sheet
- Click DOWNLOAD EXCEL

📌 The filename automatically includes the date range of the export (e.g. SSR_ShipTrack_Report_2025-01-01_to_2025-12-31.xlsx).

13. Importing Shipments

- Go to Import in the sidebar
- Select the form type: ZamZam, Dates, or Honey
- Upload the CSV exported from Gravity Forms
- Click IMPORT and review the results

📌 Shipments with missing carrier or tracking number will still be imported with a Pending Carrier status. You can edit them later.

14. ShipTrack Quick Reference

Task	How to do it
Create a shipment	Click NEW SHIPMENT button
Find a shipment	Shipments page → search box or filters (Status/Carrier/Product/Year)
Filter by year	Shipments page → Year dropdown
Upload a label	Shipment Detail → Documents → UPLOAD LABEL
Mark as delivered	Shipment Detail → Update Status → Delivered
Track a parcel	Shipment Detail → TRACK WITH ROYAL MAIL/DPD button
Bulk update status	Shipments list → check multiple → action bar → UPDATE STATUS
Export report	Reports → EXPORT REPORT → select sheets → DOWNLOAD EXCEL
Change password	Click your name (top right) → Change Password

PART 3 — ShipTrack: Packer Guide

15. Overview

As a Packer, your role is: see the list of shipments to pack, verify the order, print the label, and mark each shipment as packed.

What Packers can do:

- View the Packing Queue — all shipments ready to pack
- View the Order Screenshot to verify contents
- Print the Shipping Label
- Mark shipments as Packed (Shipped or Collected)
- Search for a specific shipment in the queue
- Update your profile name and password

📌 After logging in, you are taken directly to the Packing Queue. All other pages are not accessible to the Packer role.

16. The Packing Queue

The Packing Queue shows all shipments with status Pending that are ready to be packed. It refreshes automatically every 60 seconds.

Field	What it means
Shipment Number	Unique ID (e.g. SSR-2026-042). Click the copy icon to copy it.
Carrier Badge	Royal Mail, DPD, Local Pickup, Others, or Pending Carrier
Customer	Customer name and delivery address
Product	Product name, variant, and quantity
Documents	PRINT LABEL and VIEW ORDER buttons
Note (amber box)	Special instructions from Staff — read carefully before packing

17. How to Pack a Shipment

Step 1 — Read the Note (if any)

If there is an amber note box on the card, read it carefully before doing anything else.

Step 2 — View the Order Screenshot

- Click VIEW ORDER on the card
- The order screenshot opens in a new browser tab
- Verify the product, variant, and quantity match what you are about to pack

⚠ Always verify the order before packing. Do not skip this step.

Step 3 — Print the Label

For Royal Mail, DPD, and Others shipments:

- Click PRINT LABEL on the card
- The shipping label PDF opens in a new browser tab
- Print the label using your browser's print function (Ctrl+P)
- Attach the printed label securely to the parcel

📌 For Customer Collection shipments, there is no label. Skip this step.

⚠ If the PRINT LABEL button is greyed out, the label has not been uploaded yet. Contact Staff to upload the label before you can proceed.

Step 4 — Pack the Order

- Pack the correct products as shown in the Order Screenshot
- Double-check the quantity
- Attach the label to the parcel (for carrier shipments)

Step 5 — Mark as Packed

- Click MARK AS PACKED on the card
- The card disappears from the queue
- The shipment status is updated to Shipped (or Collected for Local Pickup)

✅ Once you click Mark as Packed, the shipment is removed from your queue. Make sure the parcel is fully packed and labelled before clicking.

18. Searching the Queue

Use the search bar at the top to find a specific shipment. You can search by customer name, postcode, or shipment number. The queue filters in real time as you type.

19. Packer Quick Reference

Task	How to do it
See what needs packing	The Packing Queue loads automatically when you log in
Verify the order	Click VIEW ORDER on the card
Print the label	Click PRINT LABEL → print from browser (Ctrl+P)
Mark as done	Click MARK AS PACKED after packing and labelling
Find a specific shipment	Type in the search bar at the top of the queue
Label not available	Contact Staff — do not pack until label is uploaded
Change password	Click your name (top right) → Change Password

PART 4 — StockTrack: Staff Guide

20. Overview

StockTrack is the inventory management system for Seven Spikes Relief Foundation. It tracks all physical stock — from purchasing raw materials to selling finished products online and at mosque fundraising events.

Page	What it does
Dashboard	Stock levels as at any date — use the date filter to view historical stock
Stock In	Record new deliveries from suppliers
Conversions	Record filling/packaging sessions (e.g. bulk honey → jars)
Offline Sales	Record sales at mosque events and fundraisers
Gifts	Record products distributed as gifts or donations
Products	View and manage the product catalogue (Admin only)
Reports	Closing stock, movements, offline sales, stock-in, online sales, and gifts reports

21. Dashboard

The Dashboard shows stock levels for every active product. It includes an As At Date filter so you can view stock as it was on any historical date.

- As At Date — type a date and click APPLY to view stock levels as at that date
- Click TODAY to return to the current stock levels
- Total Products — number of active products
- Low Stock Items — products with fewer than 5 units (highlighted in red)
- Stock Value — total value of current stock at cost price

📌 A warning alert appears at the top if any products are running low on stock.

📌 Use the As At Date filter to generate a historical snapshot for audit purposes (e.g. set to 31/12/2025 to see year-end stock).

22. Recording Stock In

Use Stock In to record every delivery received from a supplier. You must record stock in before products can be converted or sold.

22.1 How to Record a Delivery

- Go to Stock In in the sidebar
- Fill in Supplier Name, Invoice Number, Invoice Date, and Received Date

- In the Items table, click ADD ITEM and select the product
- Enter the Quantity received and the Unit Cost (£)
- Repeat for each product in the delivery
- Click SAVE STOCK IN

⚠ Always record a Stock In entry for every supplier delivery before the products are used or sold. Without a Stock In record, the system cannot calculate correct stock levels.

✅ After saving, the stock levels on the Dashboard will update immediately.

23. Recording Conversions

A Conversion records the process of turning raw materials into finished products. For example: filling ZamZam 5L gallons into 330ml bottles, or portioning honey buckets into 500g jars.

23.1 How to Record a Conversion

- Go to Conversions in the sidebar
- Enter a description in the Notes field (e.g. "Honey filling session — 14 May")
- In the Raw Materials Consumed panel (left), add each raw material and the quantity consumed
- In the Finished Products Produced panel (right), add each finished product and the quantity produced
- Review the preview to confirm the changes
- Click SAVE CONVERSION

✅ After saving, the raw material stock will decrease and the finished product stock will increase automatically.

24. Recording Offline Sales

Use Offline Sales to record all sales at mosques, fundraising events, or any in-person sale not processed through the website.

24.1 How to Record an Offline Sale

- Go to Offline Sales in the sidebar
- Enter the Sale Date and Location (e.g. "East London Masjid — Jumu'ah")
- In the Items table, select each product sold
- Enter Taken Qty — how many units were taken to the event
- Enter Returned Qty — how many units came back unsold (enter 0 if all were sold)
- Enter Unit Price — the selling price per unit
- The Sold Qty is calculated automatically (Taken − Returned)
- Click SAVE OFFLINE SALE

📌 Only the Sold Qty is deducted from stock — returned items remain in stock.

24.2 Editing an Offline Sale

You can edit an existing Offline Sale record from the history table on the Offline Sales page.

- Click the EDIT button next to the entry in the history table
- Make your changes and click SAVE OFFLINE SALE

⚠ Editing an offline sale will recalculate stock movements automatically.

25. Recording Gifts & Distributions

Use Gifts to record products distributed for free — at Eid events, fundraisers, camps, or any other distribution that is not a sale.

📌 Gifts are deducted from stock but do not generate revenue. They appear separately in the Gifts Report.

25.1 How to Record a Gift Distribution

- Go to Gifts in the sidebar
- Enter the Gift Date
- Enter the Event name (e.g. "Eid Al Fitr 2026", "Summer Camp 2026")
- Enter Notes (optional)
- In the Items table, select each product gifted and the quantity
- The Cost Price auto-fills from the product record
- Click SAVE GIFT

✅ After saving, the gifted quantities are deducted from stock immediately.

26. Reports

Go to Reports in the sidebar to generate stock reports. There are six report tabs:

Tab	What it shows
Closing Stock	Stock levels and values as at any date — used for annual audit
Stock Movements	All stock changes (in/out/conversion/sale/gift) in a date range
Offline Sales Report	Offline sales summary and by-product breakdown
Stock In Report	Supplier deliveries and total cost in a date range
Online Sales	Online shipments synced from ShipTrack — units sold by product
Gifts Report	Gift distributions by event and by product

26.1 Closing Stock Report (Audit)

- Select the "As at date" — the date you want the closing balance for
- Click GENERATE

- The report shows every active product with its quantity and total value
- Products are grouped by category
- The Grand Total shows the total value of all stock

📌 This report is used for the annual audit submission. Generate it with the last day of the financial year as the "As at date" (e.g. 31/12/2025).

26.2 Online Sales Report

The Online Sales tab shows products sold through the website (synced from ShipTrack).

- Total Shipments — number of online orders in the period
- Total Units Sold — total units across all products
- By Product — units sold per product

📌 Online Sales data comes from ShipTrack automatically. You do not need to enter it manually.

26.3 Gifts Report

The Gifts Report shows all gift distributions in a date range.

- Total Gift Events — number of gift entries
- Total Items Gifted — total units across all products
- Total Cost — total cost value of gifted items
- By Product — units gifted per product with cost

26.4 Using Date Presets

All date-range reports have preset buttons:

- This Month — current month to today
- Last Month — full previous month
- This Year — 1 January to today
- Custom — choose your own From and To dates, then click Apply

26.5 Export to Excel

- Click EXPORT TO EXCEL to open the export dialog
- Select which sheets to include and set the date range for each
- Click GENERATE EXCEL

Available sheets in the export (in order):

- Closing Stock — as at a selected date
- Stock In — deliveries in a date range
- Stock Movements — all movements in a date range
- Offline Sales — mosque/event sales in a date range
- Online Sales — website orders synced from ShipTrack
- Gifts — gift distributions in a date range

📌 The filename automatically includes the date range (e.g. SSR_StockTrack_Report_2025-01-01_to_2025-12-31.xlsx).

27. StockTrack Quick Reference

Task	How to do it
Check stock as at a date	Dashboard → set As At Date → APPLY
Check current stock	Dashboard → click TODAY
Record a delivery	Stock In → fill form → SAVE STOCK IN
Record filling/bottling	Conversions → add consumed + produced → SAVE CONVERSION
Record mosque sales	Offline Sales → fill form with taken/returned qty → SAVE
Record a gift distribution	Gifts → fill form → SAVE GIFT
Generate audit report	Reports → Closing Stock → set date → GENERATE
View online sales by product	Reports → Online Sales tab → select period
View gift summary	Reports → Gifts Report tab → select period
Export full audit Excel	Reports → EXPORT TO EXCEL → select all sheets → GENERATE EXCEL
View inactive products	Products → click INACTIVE toggle