

The FuelOps user manual

Your station, step by step.

English edition · 7 October 2026

01 Set up	02 Record	03 Reconcile	04 Review
---------------------	---------------------	------------------------	---------------------

34 chapters · Detailed procedures · Practical examples

The online edition has searchable chapters and language switching. Check it for the latest instructions.
Keep this PDF for training and offline reference.

How to use this manual

Start with your role and the task you want to complete. Each chapter explains preparation, numbered actions, the expected result, an example and common problems. Use the clickable contents to jump to a chapter, or search this PDF for a screen name.

Menus and actions depend on your role, assigned station, plan and current availability. Read a disabled control's message before planning work around it. The examples are illustrative and are not your organization's records. This manual covers customer use, not platform administration or technical installation.

Choose a starting point

Owner / manager

1-7: access, team, equipment and prices. Then 27-31: performance, security and billing.

Pump attendant

8-10: opening, closing and corrections. Then 30: mobile and synchronization.

Stock / purchasing

11-17: checks, stock, suppliers, orders, deliveries and invoices.

Cashier / accountant

18-24: customer credit, cash custody, deposits, expenses and budgets.

Daily reference

33-34: closing checklist, worked example, glossary and help.

Contents

Your first day with FuelOps	5
Create your account, accept an invitation and sign in	7
Find your way around the workspace	9
Team invitations, roles and station assignments	11
Create a station and its tanks	13
Configure pumps, nozzles and meter readings	15
Set and review fuel prices	17
Open a shift on the mobile app	19
Close a shift and reconcile cash	21
Review and correct a closed shift	23
Independent verification and discrepancy review	25
Understand tank levels and record measurements	27
Opening inventory, stock value and adjustments	29
Create and maintain suppliers	31
Plan replenishment, request fuel and follow purchase orders	33
Record a fuel delivery once	35
Check supplier invoices, approve and record payment	37
Create credit clients and set their limits	39
Record credit sales and fleet information	41

Record client repayments and retrieve receipts	43
Prepare a cash handover and acknowledge receipt	45
Record and reconcile bank deposits	47
Create, approve and settle expenses	49
Budgets, categories and recurring expenses	51
Maintenance tickets and meter reset requests	53
Generate reports and export usable files	55
Compare stations and review team performance	57
Organization settings and notifications	59
Protect your account	61
Use the mobile app and handle a poor connection	63
Understand your plan, access and payment receipts	65
Use learning resources and referral information	67
Daily checklist and a worked example	69
Glossary and getting help	71

01 / Getting started

Your first day with FuelOps

FuelOps connects the physical work at a station to a shared record: fuel comes into a tank, leaves through nozzles, is sold during shifts, and is reconciled with payments. This manual covers the customer workspace and mobile app. It does not describe the internal FuelOps operator console.

Who this is for

All users. Owners should complete setup before staff begin live work.

Before you begin

Use the account and organization intended for your business. Example names and figures in this manual are fictional.

1. Follow the setup sequence

- 01 The owner confirms organization access and checks the offer in Billing. An invitation is different from a payment confirmation.
- 02 Create the station, its tanks and opening prices. Then configure pumps and each nozzle's tank, unit, precision and current totalizer.
- 03 Establish and approve opening stock and value where required. A tank capacity is not an opening stock quantity.
- 04 Invite staff using their own email addresses and assign the correct roles and station scope.
- 05 Walk through a supervised first shift using real readings. Record deliveries, credit and cash movements only once. Review the closed shift and its cash handover.

What you should see

The station has a verified starting point and each person knows which actions they perform.

2. Choose your reading path

- 01 Attendants: read navigation, opening a shift, credit sales, closing a shift and mobile/offline use.
- 02 Managers: also read stock, verification, discrepancies, cash handovers and expenses.
- 03 Owners and finance staff: read access, roles, procurement, supplier invoices, reports, settings and billing.
- 04 Use chapter search for a task or screen name. Each chapter shows preparation, ordered steps, a result and recovery advice.

What you should see

You can learn a complete workflow without reading the manual in order.

A practical example

One station with a diesel tank and two nozzles: configure both nozzles against that tank. Their shift volumes reduce the same tank stock, while cash and credit are reconciled separately.

If something goes wrong

A menu in this guide is missing

Menus depend on role, station assignment and available features. Ask your owner to check access; do not create a second account to bypass it.

Is this a training database?

No. The normal workspace contains business records. Do not enter the manual's sample values into live transactions.

[Read this chapter online →](#)

02 / Getting started

Create your account, accept an invitation and sign in

An individual account identifies you; membership gives you access to an organization. Keep those two steps separate. Owners, invited employees and customers onboarded after an office payment may enter through different starting screens.

Who this is for

Owners and invited staff.

Before you begin

Have access to the email address used for the invitation. Use a private password and a trusted device.

1. Accept an invitation

- 01 Open the invitation addressed to your email. Check the organization name before accepting.
- 02 Sign in with that same email, or create your own account if the invitation asks you to do so. Complete any email verification presented.
- 03 Accept the invitation and open the workspace. Check your name, organization and assigned station before entering records.
- 04 If an invitation has expired or was sent to the wrong address, ask the owner to resend or replace it from Users.

What you should see

Your personal account is linked to the intended organization and role.

2. Recover access safely

- 01 Use Forgot password from sign-in and enter your account email. Follow the verification/reset instructions received.
- 02 If a verification code expires, request a fresh one and use the newest message. Respect the resend countdown.
- 03 If two-factor verification is required, use the authenticator or a recovery method you previously saved. A password reset does not mean security checks can be skipped.
- 04 For a wrong organization, disabled membership or access-expiry message, contact the owner or FuelOps support with the exact message. Never send your password or verification codes.

What you should see

You restore your own access without sharing credentials.

A practical example

An owner invites `manager@example.com`. The manager must accept using `manager@example.com`, not a different personal mailbox, even when both addresses belong to the same person.

If something goes wrong

I paid but cannot enter

A payment must be verified and attached to the correct organization. For an office payment, provide your organization and account email to the FuelOps team, then wait for confirmed access.

I see no station

Membership may be pending, the organization may still need setup, or your role may lack an assignment. Ask the owner to inspect Users.

[Read this chapter online →](#)

03 / Getting started

Find your way around the workspace

The dashboard is your starting point, not the complete transaction ledger. The navigation groups station operations, supply, finance and administration. The mobile menu may organize the same work differently.

Who this is for

All users; visible modules depend on permissions.

Before you begin

Check the selected organization, station and date range before interpreting a number.

1. Find the right record

01 Use the sidebar on a wide screen or open the menu on a small screen. Select the relevant module rather than relying only on summary cards.

02 Use workspace search for a known name or record. Open the result and verify its station and date.

03 Apply the page's station, status and period filters. Clear filters if an expected record disappears. Use pagination or Load more to browse older results.

04 Open a row to see the details, supporting references and actions permitted for your role.

What you should see

You are viewing the correct record in its business context.

2. Work through your daily priorities

01 Check the dashboard for open shifts, stock levels and items requiring attention.

02 Open Inbox for actionable work and Notifications for messages. Read the linked record before acting; marking a notification read does not resolve the underlying issue.

03 Use Today's sales for current activity, and Reports for a defined period. Do not compare totals from different filters.

04 Change language or theme using the available controls. Optional action sounds are a preference, not evidence that a transaction succeeded. Look for the saved record or status.

What you should see

You distinguish a notification, a pending task and a completed operation.

A practical example

A total for all stations will normally differ from a table filtered to one station. Compare the same station, period, transaction status and unit before investigating a discrepancy.

If something goes wrong

A number is shortened to K, M or B

Open the detail, tooltip or export for the precise value where available. Keep the displayed unit with the number.

Nothing happens after Save

Check validation messages and connectivity. Inspect the list before submitting again, especially for payments and deliveries.

[Read this chapter online →](#)

04 / Getting started

Team invitations, roles and station assignments

Give each person their own account. A role controls the kind of work they can do; station scope limits where they can do it. An employee record or performance view is not a substitute for an accepted account invitation.

Who this is for

The owner manages membership. Other staff can view only the team information allowed to them.

Before you begin

Prepare the correct email, job responsibility and station. Do not promise access based only on a job title.

1. Invite and check a colleague

01 Open Users, choose Add user/invite, enter the person's name and email, select a role and assign a station when required.

02 Review the email carefully, then send the invitation. The recipient chooses their own account credentials. Do not share a temporary password.

03 Check pending invitations separately from active members. Resend when appropriate or revoke an incorrect invitation.

04 After acceptance, verify the role and assignment on the member row. For bulk invitations, use the provided CSV format, preview rows and review skipped/error rows instead of assuming every invite succeeded.

What you should see

The intended people have accepted membership with appropriate scope.

2. Maintain access

01 Use proprietor for organization ownership; regional/station managers supervise their allowed scope; shift supervisors oversee shifts; inventory managers handle supply; accountants review finance; cashiers and attendants perform their allowed frontline work; technicians handle assigned maintenance.

02 Use Edit member when responsibility or station changes. Check the resulting assignment before the next shift.

03 When someone leaves, remove their access through the member action. Preserve business records and reassign outstanding operational work.

04 Do not assume every manager can invite users, approve every expense or change billing. The owner checks the actual available actions.

What you should see

Access follows responsibility without exposing unrelated stations.

A practical example

An attendant assigned to Station A should not be invited as proprietor merely to make a missing menu appear. Correct the station assignment or ask the appropriate manager to perform the restricted action.

If something goes wrong

Invitation sent but no active member

Sending and acceptance are separate. Confirm mailbox/spam folder and invitation status.

Cannot remove or downgrade an owner

Ownership safeguards may block the operation. Arrange the proper ownership transition with support rather than disabling another person's account.

[Read this chapter online →](#)

05 / Set up your station

Create a station and its tanks

A station contains tanks, pumps and nozzles. Set up the physical layout accurately before the first shift. The station wizard creates the station, tanks and opening prices; pumps are configured afterwards from station details.

Who this is for

Owner or a user whose role exposes station setup.

Before you begin

Gather station name, location, contact number, tank fuel grades and capacities, and the authorized opening selling prices.

1. Complete the station wizard

- 01 Open Stations and choose Add station. Enter the station name and location, with a contact number if used.
- 02 Continue to tanks. Add each tank with the actual fuel grade and capacity in litres. Capacity is its maximum size, not the quantity currently inside.
- 03 Continue to prices. Enter the price per litre for each fuel grade used at the station, in the unit displayed by the form.
- 04 Review every entry and confirm once. Wait for the station detail page and check the tanks and prices before continuing to pump setup.

What you should see

The station, tanks and prices are saved as a consistent setup.

2. Keep station details current

- 01 Open the station to review prices, levels and equipment. Use Edit for contact/location information, including GPS coordinates when appropriate.
- 02 Add or edit a tank only after checking its physical identity, product and existing stock records. Do not repurpose an active tank to hide a stock difference.
- 03 Before deactivating a station or deleting equipment, settle open operations and follow the confirmation shown. Historical records remain important for reporting.
- 04 If the subscription station allowance prevents creation, the owner resolves capacity through Billing or support. Do not reuse another station's records.

What you should see

The digital layout continues to match the actual site.

A practical example

A 30,000 L tank holding 12,000 L is configured with capacity 30,000 L. Establish its opening quantity and value through the opening-stock workflow; do not enter 12,000 as its capacity.

If something goes wrong

Creation fails at the final step

Check every required field, numeric limits shown and station entitlement. Inspect the station list before retrying.

Wrong fuel grade or tank

Stop entering affected operations and have an authorized manager review the equipment mapping and existing records.

[Read this chapter online →](#)

06 / Set up your station

Configure pumps, nozzles and meter readings

Each nozzle must point to the tank that physically supplies it. Meter readings stay in the totalizer's native unit and precision; FuelOps derives litres for operational reporting. A pump brand/model describes the equipment and does not establish an automatic connection.

Who this is for

Authorized station managers/owners setting up equipment.

Before you begin

Inspect the physical totalizer. Record unit, decimal places, whole-digit counter width and current reading for every nozzle.

1. Add a pump correctly

- 01 Open the station detail and choose Add pump. Give it a recognizable label; record brand and model when available.
- 02 For each nozzle, select its supplying tank. Check the fuel grade instead of assuming every nozzle on a pump uses the same tank.
- 03 Choose litres, US liquid gallons or imperial gallons to match the display. Enter the number of decimal places and digits before the decimal point.
- 04 Enter the current initial index exactly as shown. Use the configuration preview and maximum reading to check your choices.
- 05 Confirm that you inspected the meter configuration, save, and compare each saved nozzle with the physical equipment.

What you should see

Nozzle volumes can be calculated using a verified meter configuration.

2. Handle a lower closing index

- 01 First check a typing error, wrong nozzle or wrong unit. Do not automatically treat a decrease as a rollover.
- 02 For a genuine counter wrap, use the declared-rollover workflow and the organization's metering policy. Preserve the evidence and sequence.
- 03 A replaced meter or manual reset requires the maintenance/reset request workflow. Do not change old readings to make the new display fit.

04 The owner can review metering policy at organization or station scope. Follow the explanation shown for the selected policy; it is not permission to omit evidence.

What you should see

Rollover, replacement and ordinary readings remain distinguishable.

A practical example

A display 12345.67 with five digits before the point and two after it is entered as 12345.67, precision 2, width 5. Closing 12845.92 represents 500.25 displayed units, not necessarily litres when the unit is gallons.

If something goes wrong

I cannot confirm the setup

Complete every nozzle's unit, precision, width, tank and index. Ask the equipment technician if the display is unclear.

The wrong tank supplied an old shift

Report the affected shift to a manager. Changing today's mapping does not establish which tank supplied historical fuel.

[Read this chapter online →](#)

07 / Set up your station

Set and review fuel prices

Fuel prices are selling prices per litre, distinct from supplier purchase costs. Use the currency/unit shown on the screen. A country or language selection must not be treated as an automatic currency conversion.

Who this is for

Users with permission to update prices.

Before you begin

Obtain the authorized price and coordinate its effective timing with the station team.

1. Update a price

01 Open Fuel prices or the station's price action. Select the station and fuel grade.

02 Read the current price, enter the new selling price per litre and check the displayed monetary unit.

03 Review the change and confirm once. Reopen the price list and check the saved history/effective information.

04 Inform the operational team according to your internal procedure. Check the price attached to ongoing and subsequent shifts rather than assuming old sales were repriced.

What you should see

The price change has a visible record and the team knows when it applies.

2. Check a revenue difference

01 Open the affected shift and compare its recorded volume and price with the period you are reviewing.

02 Distinguish gross fuel sales from cash received, credit repayments and stock purchase costs.

03 If the price was entered wrongly, record the issue and use the authorized correction process. Avoid changing quantities to compensate for a price error.

What you should see

You identify whether the difference is a price, volume or payment issue.

A practical example

500 L at 800 FCFA/L gives 400,000 FCFA of sales value. A 50,000 FCFA credit sale can make immediate cash lower without changing fuel volume.

If something goes wrong

I need a different currency

Follow the actual unit shown. Several operational screens currently use FCFA. Do not enter NGN or another currency as if automatic conversion existed; confirm supported configuration with FuelOps.

Pricing groups is disabled

That screen is currently unavailable. Update supported station prices individually.

[Read this chapter online →](#)

08 / Run a shift

Open a shift on the mobile app

A shift records one employee's work with a selected pump and its nozzle readings. The opening index is the totalizer reading at the start of work, not zero and not the previous shift's volume sold. Web shift pages are primarily for supervision and review.

Who this is for

Attendants and authorized shift operators, using their assigned station.

Before you begin

Sign in, synchronize while online, verify equipment and prices, and ensure no conflicting shift is already open.

1. Start the shift

01 In the mobile app, open Shifts and choose Start a shift. Select your assigned station, then the correct pump.

02 Review tank availability and the nozzles shown. If the physical nozzle or tank does not match, stop and ask a manager to correct setup.

03 Enter the opening totalizer for every nozzle in its displayed native unit and precision. Check decimal placement carefully.

04 Review any continuity, tank or location warning. A gap from the previous reading needs an explanation or authorized approval; do not invent an index to silence it.

05 Submit once. Read whether the shift started successfully or was saved to the offline queue. Open its summary to confirm the pump and readings.

What you should see

A confirmed open shift is visible, or an explicitly pending offline start awaits synchronization.

2. Recover from a blocked start

01 If another shift is open, check whether it is yours or an unfinished handover. Coordinate with the supervisor before starting again.

02 If stock is empty or setup is missing, have the stock/setup issue resolved through its own workflow.

03 For a location warning, check device location permission and whether you are at the site. Only use an available, authorized exception with its reason.

What you should see

The blocking condition is resolved without falsifying operational data.

A practical example

Previous closing index: 12,345.67. Your opening display: 12,345.67. Enter that full reading. A difference of 500.25 is a volume, not the next opening index.

If something goes wrong

Start appears pending

Keep the app data and reconnect. Verify server confirmation before assuming the shift is shared with the office.

I selected the wrong pump

Do not continue recording sales against it. Notify the supervisor and follow the permitted correction/recovery process.

[Read this chapter online →](#)

09 / Run a shift

Close a shift and reconcile cash

Closing combines physical meter readings with payment information. Fuel sold, sales value and cash counted answer different questions. A closed shift does not by itself prove that head office received the cash.

Who this is for

The shift operator, with supervisor review when required.

Before you begin

Have final totalizers, credit sales, non-cash collections, expenses/remittances relevant to the form, and a physical cash count.

1. Record and submit the close

- 01 Open the active shift in the mobile app and choose End shift. Enter the final reading for every nozzle.
- 02 Check the volume and revenue preview against the pump and selling prices. For a lower index, verify the cause and use the declared-rollover or maintenance process; never force the reading upwards.
- 03 Complete the payment breakdown presented. Separate cash, mobile money/card or other non-cash payments, and credit. Do not add credit sales again as cash.
- 04 Enter the physical cash count. Read the expected amount and variance, then provide the required explanation or confirmation for a difference.
- 05 Review all fields and submit once. If queued offline, reconnect and verify the final server status. Otherwise open the closed summary and check every nozzle, totals and cash variance.

What you should see

The shift is closed with a traceable volume and cash breakdown, or clearly remains pending sync.

2. Hand over the result

- 01 Keep the relevant receipts and record references. Tell the supervisor about unexplained differences.
- 02 Use Cash handovers for the transfer of responsibility and the recipient's acknowledgement. Do not interpret a shift close as a bank deposit.
- 03 Before leaving, check that the next operator can start with the actual closing readings and that pending mobile items are understood.

What you should see

Operational closure and physical cash custody are both accounted for.

A practical example

500.25 L at 800 FCFA/L is 400,200 FCFA of sales. If 50,000 was authorized credit and 100,000 confirmed non-cash collection, those amounts are not physical cash. Follow the close form's complete breakdown and actual cash count.

If something goes wrong

The displayed cash differs from my calculation

Check credit, non-cash collections and recorded cash movements without double counting. Document the difference rather than editing a meter to match cash.

I tapped close twice

Inspect the shift status and queue before another attempt. Do not create a replacement shift just to repeat a close.

[Read this chapter online →](#)

10 / Run a shift

Review and correct a closed shift

A correction changes an operational record and can affect revenue, stock and cash variance. It must explain a real reading error, not make an unexplained shortage disappear. The standard correction window is 48 hours after closure, with additional eligibility checks.

Who this is for

Authorized shift supervisors/managers; availability depends on the record and role.

Before you begin

Obtain the original readings, correct readings and a factual reason before opening the correction form.

1. Review a shift

- 01 Open Shifts, filter the station/date/status and open the specific shift. Check employee, pump, start/end time and nozzle rows.
- 02 Compare native meter units, opening and closing indices, calculated litres, prices and totals. Read the cash section separately.
- 03 Check whether the record was already corrected and whether related discrepancies or a cash handover exist.

What you should see

You know exactly which value needs review and its downstream context.

2. Submit an eligible correction

- 01 Choose Correct shift when available. Enter only the corrected ending readings requested, preserving the right nozzle and precision.
- 02 Write a reason that identifies the error and its evidence. Review the recalculated result before submitting.
- 03 Confirm once, then reopen the record to check the correction marker, updated totals and any related variance.
- 04 If the action is unavailable because of age, prior correction, later operations or uncertain historical tank mapping, escalate with the shift reference. Do not edit another shift as compensation.

What you should see

An eligible correction is recorded with its reason; blocked cases remain traceable for review.

A practical example

An ending index typed as 12854.92 instead of 12845.92 must be corrected from evidence. A cash shortage alone is not evidence that the meter reading is wrong.

If something goes wrong

The 48-hour window has passed

Send the shift reference and evidence to the responsible manager/support. Do not change the device date or create artificial offsetting sales.

Stock cannot be corrected automatically

The original supplying tank or sequence may be uncertain. Leave the record for authorized investigation rather than guessing.

[Read this chapter online →](#)

11 / Run a shift

Independent verification and discrepancy review

Verification records provide an independent reading check. Discrepancies show a difference requiring a decision; accepting or rejecting a discrepancy is not the same as editing the underlying shift or transferring money.

Who this is for

Managers authorized to record verification or resolve discrepancies.

Before you begin

Bring the physical readings, period, station and supporting explanation. Follow site safety procedures when taking readings.

1. Record a verification

01 Open Verifications and Record reading. Select the station and opening or closing reading type.

02 For a closing reading, select the matching opening record rather than an unrelated period.

03 Enter each required nozzle reading in the unit shown. Add notes and provide location information when requested.

04 Save and open the verification detail to compare the paired records and the resulting difference.

What you should see

The comparison uses the correct station and matched observation period.

2. Investigate a discrepancy

01 Open Discrepancies, filter the relevant status and select a record. Read expected/actual values, type, station and linked operation.

02 Check the evidence before deciding: original readings, prices, credit, cash count or stock records as applicable.

03 Use the permitted resolution action and enter a clear explanation. Select the status that reflects the investigation, not the one that makes a dashboard look clean.

04 Review the history after saving. If the source record itself is wrong, use its separate authorized correction procedure.

What you should see

The decision has a reason and remains separate from source-data corrections.

A practical example

A closing verification paired with yesterday's opening instead of this morning's can compare different periods. Correct the comparison process before interpreting the variance as loss.

If something goes wrong

A discrepancy is still visible after reading its notification

Reading the message does not resolve the record. Complete the actual review action.

Can I deduct the difference from an employee?

The screen records an operational finding. It does not authorize payroll deductions; follow your organization's review and applicable requirements.

[Read this chapter online →](#)

12 / Stock & purchasing

Understand tank levels and record measurements

Book stock is the quantity calculated from recorded movements. Measured stock is a physical observation. A tank's capacity is a third, different value. Compare the same tank, fuel grade and time period before interpreting a difference.

Who this is for

Stock operators and authorized station managers.

Before you begin

Know the tank, its calibrated volume reference and the measurement time. The measurement form expects litres, not a dip height.

1. Read the stock workspace

- 01 Open Stock and identify the station and tank. Read current book volume, capacity and any low-stock warning.
- 02 Review the delivery history and relevant shifts. A missing delivery or unclosed/unsynchronized shift can explain why the record is incomplete.
- 03 Use the measurement page for a physical observation rather than editing capacity or recording a fake delivery.

What you should see

You distinguish the stock balance from the tank's size and physical observation.

2. Record a tank measurement

- 01 Open Tank measurements, select the station and the correct tank.
- 02 Obtain the observed volume using the approved site procedure. If you measured a height, convert it with that tank's calibration chart before entering litres.
- 03 Enter the observed volume and save. Read the measured/book difference returned for that tank.
- 04 Investigate timing, deliveries, nozzle mapping and measurement conditions. If an accounting adjustment is justified, submit it through Stock valuation with evidence and approval.

What you should see

A physical measurement is recorded without silently treating it as a new fuel delivery.

A practical example

Book stock 10,800 L and measured stock 10,790 L give a -10 L variance. The calculation identifies a difference; it does not determine theft, leakage or an acceptable-loss threshold.

If something goes wrong

I only have a dip in centimetres

Do not enter centimetres in a litre field. Obtain the tank-specific calibration table.

A leak is suspected

Follow the site's incident and safety procedure immediately. Do not wait for software reconciliation to establish a diagnosis.

[Read this chapter online →](#)

13 / Stock & purchasing

Opening inventory, stock value and adjustments

Opening inventory establishes the quantity and value already present when you begin tracking. Valuation is necessary for meaningful cost and profit reports. A proposal, a confirmed entry and a rejected entry are different states.

Who this is for

Authorized stock proposers and independent approvers.

Before you begin

Gather counted litres, supported inventory value, date/context and an evidence reference. Use the monetary unit shown.

1. Establish opening stock

- 01 Open Stock valuation and select the station and tank. Review whether an opening is already confirmed or awaiting review.
- 02 Enter the opening volume, inventory value, reason and supporting reference requested by the form. Use actual opening inventory, not tank capacity.
- 03 Submit the proposal. Read its status; pending review is not confirmation.
- 04 An eligible reviewer checks volume, value and evidence, then confirms or rejects with the required reason. Verify the resulting state and valuation before relying on profit reports.

What you should see

An approved opening establishes the supported starting quantity and value.

2. Request a later adjustment

- 01 First record and investigate the physical difference. Identify the period and records supporting an adjustment.
- 02 Use the adjustment proposal in Stock valuation. Enter the requested volume/value details and a specific reason/reference.
- 03 Have the designated approver review it. Keep the pending/rejected/confirmed history visible.
- 04 After confirmation, compare the stock and valuation reports. Do not create a delivery, expense or second opening to conceal the adjustment.

What you should see

A stock/value correction is explicit and reviewed rather than hidden in normal trading.

A practical example

Opening quantity 12,000 L valued at 7,200,000 FCFA implies an opening cost basis of 600 FCFA/L. It is a purchase-cost basis, not the selling price charged at the nozzle.

If something goes wrong

Profit report says valuation is incomplete

Resolve missing opening values or relevant cost records through valuation and supplier documents. Missing cost is not zero cost.

I cannot approve my proposal

Approval separation and role checks may apply. Ask another eligible reviewer instead of resubmitting under a second account.

[Read this chapter online →](#)

Create and maintain suppliers

Supplier records identify who provides fuel, parts or other goods. They connect commercial terms, orders, deliveries and invoices. A supplier record does not itself place an order or transfer a payment.

Who this is for

Inventory managers and authorized managers/owners.

Before you begin

Prepare the supplier's legal/trading name, contact, category, terms and known commercial details.

1. Add a supplier

01 Open Suppliers and choose Add supplier. Enter a recognizable name and the appropriate supplier category.

02 Fill contact person, phone/email and address details used by your team. Enter payment terms, delivery lead time and minimum order where relevant.

03 For fuel suppliers, review fuel-price information if the form provides it. Keep supplier purchase prices separate from station selling prices.

04 Save and open the supplier detail. Check contact/terms before referencing it in orders or deliveries.

What you should see

A consistent supplier identity can be reused across the procurement workflow.

2. Review activity and stop new use

01 Search or filter by name, category and active status. Open the supplier to review deliveries and linked activity.

02 Update contact or commercial details through the permitted action. Keep invoice references and historical transactions intact.

03 Deactivate a supplier when it should no longer be used, after reviewing outstanding orders and unpaid invoices.

What you should see

Old transactions remain identifiable while new purchasing uses current suppliers.

A practical example

Use one supplier record for the same business instead of variations such as “Depot A” and “Depot-A Ltd” that split its invoices and delivery history.

If something goes wrong

The name already exists

Search inactive records too. Reuse or review the existing record rather than adding a near-duplicate.

Changing supplier terms did not pay an invoice

Terms describe an agreement. Record and reconcile an actual payment separately on the invoice.

[Read this chapter online →](#)

Plan replenishment, request fuel and follow purchase orders

Reorder suggestions help plan supply; they are not proof that fuel was ordered or received. A purchase request captures a need, while a purchase order tracks a supplier commitment and its receipts.

Who this is for

Stock operators create requests; authorized managers review them and manage purchase orders.

Before you begin

Check current stock, capacity, consumption, delivery timing and existing open requests/orders to avoid duplicate supply.

1. Submit a fuel request

- 01 Open Purchase requests. Select station and tank, choose the supplier when known and enter requested litres, unit cost and notes.
- 02 Save the draft, review it and submit using the available action. A draft has not yet reached approval.
- 03 The authorized reviewer opens the submitted request, checks the figures and confirms or rejects with a reason. Read the resulting status before arranging the next step.
- 04 Use Reorder suggestions as supporting information, then check operational facts before acting.

What you should see

The requested quantity and approval decision are visible.

2. Manage a purchase order

- 01 Open Purchase orders, create or open the appropriate order and verify supplier, station and line items.
- 02 Use Send/status actions only when the corresponding business step has actually happened. A software status does not prove the supplier acknowledged an external conversation.
- 03 At receipt, open the order and record the quantity actually received per line, with its invoice/reference information. Use separate receipts for partial deliveries.
- 04 If over-receipt is permitted, supply the required justification. Cancel an eligible order with a reason rather than pretending it was fulfilled.

What you should see

Ordered, received, remaining and cancelled quantities stay distinguishable.

A practical example

An order for 10,000 L delivered in two loads should show the first actual receipt of 6,000 L, then the remaining 4,000 L. Do not record 10,000 L when only the first truck arrived.

If something goes wrong

A request is approved; is stock already available?

Approval is not physical receipt. Check the resulting records and record actual delivery through the supported workflow.

A suggestion looks too high

Review the period, tank capacity, stock and outstanding supply. Suggestions do not replace the manager's purchasing decision.

[Read this chapter online →](#)

Record a fuel delivery once

A delivery records fuel actually received into a tank. Use the purchase-order receipt flow when the delivery belongs to an order; otherwise use the direct delivery action. Do not record the same truck in both places.

Who this is for

Users permitted to record stock deliveries.

Before you begin

Prepare destination tank, measured/delivered litres, supplier, invoice/reference and total purchase cost when known.

1. Record the receipt

- 01 Open Stock and Record delivery, or the corresponding purchase order's receipt action. Select the actual destination tank.
- 02 Enter litres received, supplier and document reference. Enter the actual cost requested by the form, checking whether it is a total or unit amount.
- 03 Review the before/after tank volume. If capacity is exceeded, verify tank, units and quantities before considering any authorized exception.
- 04 Provide notes and any required capacity/over-receipt justification. Confirm once and wait for success or an explicit offline-pending state.
- 05 Open the delivery detail/history and check quantity, tank, supplier and links to the order/invoice.

What you should see

One receipt updates the appropriate stock history with supporting references.

2. Follow a questionable receipt

- 01 If saving seemed interrupted, search delivery history by tank, time and reference before retrying.
- 02 If the wrong quantity or tank was recorded, report the delivery reference and evidence for authorized review. Do not add a negative or artificial delivery as an informal reversal.
- 03 Link the supplier invoice through the invoice workflow, avoiding a second stock receipt.

What you should see

Stock evidence and supplier accounting refer to the same physical delivery.

A practical example

If a truck delivers 5,000 L for a total cost of 3,000,000 FCFA, check that the total-cost field receives 3,000,000, not the 600 FCFA/L unit cost.

If something goes wrong

The tank would exceed capacity

Check the physical tank and existing book stock. A justified software override is not permission to overfill a tank.

The invoice arrives later

Keep the delivery reference. Create and link the actual invoice later instead of recording the delivery again.

[Read this chapter online →](#)

17 / Stock & purchasing

Check supplier invoices, approve and record payment

Invoice entry, verification, approval and payment are separate steps. A delivery can be linked to its invoice so quantities and costs can be compared without entering stock twice. Recording a payment documents settlement; it does not automatically send money from your bank.

Who this is for

Stock staff create permitted invoices; finance/authorized approvers review and settle them.

Before you begin

Have the supplier document, invoice number/date, line quantities/costs, tax as stated and linked delivery/order references.

1. Create and reconcile an invoice

- 01 Open Supplier invoices and New invoice. Select the supplier and enter the original invoice number and date.
- 02 Choose the related delivery and purchase order when applicable. Add lines, quantities, prices and stated tax; review totals against the document.
- 03 Save, then open invoice details and the comparison/variance information. Check the supplier, quantities and costs before verification.
- 04 Use Verify, Dispute or Approve according to your role and the evidence. If a variance exception is allowed, enter the required explanation.

What you should see

An invoice has a documented review state and its differences are visible.

2. Record a real settlement

- 01 Open the approved/eligible invoice and Record payment. Enter the amount actually paid, method, date, reference and notes.
- 02 For cash, select the actual funding scope/station requested. Do not label a bank transfer as cash or use another station's cash by convenience.
- 03 Save once and confirm payment history and the remaining balance. Partial payments leave a balance outstanding.
- 04 Use aging to prioritize overdue balances and reconciliation to investigate mismatches. Do not clear an overdue status with an invented payment.

What you should see

The invoice's payment history matches supported settlements.

A practical example

An invoice for 3,000,000 FCFA paid 1,000,000 now and 2,000,000 later requires two actual payment records. Approval alone leaves the full amount unpaid.

If something goes wrong

The invoice is disputed

Resolve the supplier/document difference before approval or payment according to your organization's policy.

A payment looks duplicated

Compare references, dates and payment history before entering anything else; escalate the duplicate through the authorized review process.

[Read this chapter online →](#)

Create credit clients and set their limits

A credit client is a person or business allowed to owe money for fuel. A credit limit controls exposure; payment terms determine when debt is due. An advance balance and unpaid debt are different balances.

Who this is for

Managers authorized to create/manage clients; accountants and other authorized users review financial details.

Before you begin

Agree the client identity, station, limit and terms before offering credit.

1. Create the client

01 Open Credit and Add client. Choose individual or enterprise and enter the client name, contact and station assignment.

02 Set the credit limit and payment terms in the form's displayed unit. Add address/email where needed for identification.

03 Review and save. Open the client record to check balance, status and available credit before a first sale.

What you should see

The client has an identifiable account and an agreed credit policy.

2. Maintain the policy

01 Open the client and choose Edit when authorized. Review the limit, unlimited-credit option and limit-action settings exposed for your role.

02 Choose block, alert or approval behavior according to the actual agreement. An unlimited setting is a deliberate risk decision, not a workaround for a failed sale.

03 Review overdue and outstanding balances regularly. Follow the available status/suspension action and communicate restrictions to the station team.

04 Before reducing a limit, inspect current debt. Changing terms or limits does not erase old sales or create a repayment.

What you should see

The credit policy stays aligned with the commercial agreement.

A practical example

A client with a 200,000 FCFA limit and 150,000 outstanding has 50,000 remaining before considering the configured policy and any valid advance. A proposed 80,000 sale needs the system's live authorization decision.

If something goes wrong

Two clients have similar names

Check contact, station and history. Do not record a payment against a name alone.

The account is blocked or overdue

Ask the authorized manager to review the real situation. Do not create a duplicate client to bypass the restriction.

[Read this chapter online →](#)

Record credit sales and fleet information

Credit fuel is still part of the nozzle's total volume. The credit sale identifies the debtor and payment treatment; it is not an extra physical delivery. Credit sales require an online connection for a current authorization check.

Who this is for

Authorized attendants/cashiers and managers involved in credit sales.

Before you begin

Have the correct active shift, client, fuel grade and authorized volume. Verify any vehicle/driver authorization your organization requires.

1. Record a credit sale during a shift

- 01 Open the active shift in the mobile app and choose the credit-sale action. Select the actual client and fuel grade.
- 02 Enter litres and any fleet/vehicle, driver, odometer or authorization information requested by the available form. Use the customer's real reference rather than an invented identifier.
- 03 Review the amount and limit/advance information. Obtain the live system decision before dispensing on credit.
- 04 If blocked, an eligible manager may use a permitted override only with the required justification. Do not work around a block by splitting the sale or choosing another client.
- 05 Confirm once and check the sale on the client/shift history. Reconcile it with the physical volume at shift close without adding it twice.

What you should see

The authorized sale is linked to the correct shift and debtor.

2. Process customer orders

- 01 Open Customer orders if available to your role. Filter by status and inspect client, station, product, quantity and requested date.
- 02 Accept or reject according to the actual agreement; add the required reason/reference where the action asks for it.
- 03 Mark fulfilment only after the physical/customer operation has been completed through the supported workflow. Do not assume an accepted order is already a paid sale.

What you should see

Order status reflects what happened, separately from fuel receipt and payment records.

A practical example

A 100 L credit sale is included in the shift's meter difference. It should not be added as another 100 L on top of the meter-derived shift total.

If something goes wrong

No internet at the moment of credit sale

Credit authorization cannot be queued as permission to dispense. Restore connectivity or follow an independently authorized business alternative.

Fleet fields are not displayed

Availability depends on the workflow and configuration. Do not claim that every pump/POS brand or fleet integration is connected automatically.

[Read this chapter online →](#)

20 / Customers & money

Record client repayments and retrieve receipts

A repayment reduces debt or creates an advance according to the account's allocation rules. It is not a new fuel sale. Payment method and receiving station matter for cash custody.

Who this is for

Cashiers or other users authorized to collect, and managers/accountants reviewing balances.

Before you begin

Verify payer identity, actual amount received, method, reference and receiving station.

1. Record a repayment

01 Open the client detail and choose Record payment. Recheck the client before entering money.

02 Enter the amount actually received and select cash, mobile money, bank transfer or cheque as applicable. Add the payment reference and notes.

03 Choose the receiving station when requested, especially for cash. An office receipt and a station drawer receipt have different custody implications.

04 Review and submit once. Inspect payment history, allocation and the updated balance. Oldest eligible unpaid sales may be settled first; an excess can become an advance.

05 Open the available payment receipt and share/download it through the provided action. Keep the reference with the real supporting evidence.

What you should see

The client balance and receipt reflect a traceable collection.

2. Resolve a balance question

01 Compare sales and payment dates, allocations, advance and any legacy-history section. Do not infer debt from a single transaction amount.

02 For a missing receipt or uncertain submission, search history before entering the same collection again.

03 If a collection appears on the wrong station or client, escalate its reference for authorized review. Do not create a second payment to compensate.

What you should see

Collections remain distinct from sales and from physical cash handover.

A practical example

A client owes 80,000 FCFA and pays 100,000. Inspect the allocation and any 20,000 advance; do not force the entire payment onto an 80,000 debt or treat the difference as fuel sales.

If something goes wrong

Can I issue a receipt before receiving the money?

Record only the actual transaction status and evidence. A bank promise is not a confirmed receipt.

The repayment is missing from expected cash

Check method, station, business date and any custody-review item. Non-cash repayments are not station drawer cash.

[Read this chapter online →](#)

21 / Customers & money

Prepare a cash handover and acknowledge receipt

Cash handovers track custody from the station drawer to head office. Expected cash, counted cash, cash in transit and cash received must not be collapsed into one figure. Drawer funding is an internal transfer, not sales revenue.

Who this is for

Authorized station and finance staff; use separate responsible people for declaration and receipt where required.

Before you begin

Select the station and business date. Finish relevant shift/payment entries and physically count cash.

1. Prepare and confirm a handover

01 Open Cash handovers and select station and reporting period. Read the explanation of the expected amount.

02 If money was genuinely supplied to the drawer, record drawer funding with its source, amount and voucher/reference before preparing the handover. Do not invent funding to remove a shortage.

03 Choose the business date and Calculate expected cash. Review shifts, repayments and drawer payments in the breakdown.

04 Enter the actual declaration/count requested and confirm. A confirmed handover awaiting receipt means the transfer is still in transit, not received at head office.

05 Use the retained-cash carry action only for money actually retained and carried into the next business date.

What you should see

The declared handover freezes a supported cash position and custody state.

2. Record receipt at head office

01 Open the awaiting-receipt entry and compare its reference with the physical delivery of money.

02 Enter the amount actually received and record receipt. If it differs, keep the discrepancy for review instead of typing the declared amount blindly.

03 Use batching to group eligible handovers for handling, without treating a batch as a second collection.

04 Review custody exceptions and any warning that underlying records changed after the handover was frozen. Resolve with evidence, not duplicate handovers.

What you should see

Receipt and any difference are acknowledged explicitly.

A practical example

A station declares 300,000 FCFA but head office counts 299,500. Record 299,500 received and review the 500 difference. Reporting 300,000 would hide the custody discrepancy.

If something goes wrong

Expected cash changed after confirmation

The recorded handover may remain frozen while source records changed. Review the drift warning and related correction.

Money is still retained at the station

Keep it in the correct custody/retained state. Do not mark it received at head office or deposited at a bank.

[Read this chapter online →](#)

22 / Customers & money

Record and reconcile bank deposits

A bank deposit records money placed into a bank account. Reconciliation links it to eligible cash handovers, preventing cash movement from being mistaken for additional revenue. FuelOps does not physically deposit the money for you.

Who this is for

Authorized finance and management users.

Before you begin

Have the deposit slip/statement, bank reference, date, amount and station/source context.

1. Record a deposit

01 Open Bank deposits and the creation action. Enter the actual deposit information and reference required by the screen.

02 Check date and amount against the bank document, then save once.

03 Open the deposit and inspect its total, allocated amount and remaining amount before matching.

What you should see

The bank event exists as a separate supported record.

2. Match the deposit to cash

01 Choose the relevant period/station and inspect eligible handovers.

02 Select the handover and amount genuinely included in the deposit. A deposit can require several justified allocations; do not exceed either available balance.

03 Save and verify allocated and unmatched balances on both sides.

04 If a matching allocation was wrong, use the authorized void/unmatch action with its reason. Distinguish undoing a match from deleting the actual bank deposit.

What you should see

The same cash can be followed from handover to bank without duplication.

A practical example

Two received handovers of 150,000 FCFA can fund one 300,000 deposit. Two allocations of 150,000 explain it; recording two extra deposits would double the bank movement.

If something goes wrong

The handover is not eligible

Check its station, receipt state, date and remaining amount. Complete missing legitimate steps before matching.

The bank amount differs

Keep the unmatched balance and investigate fees, omissions or separate deposits using documents. Do not alter the source handover to force a match.

[Read this chapter online →](#)

23 / Customers & money

Create, approve and settle expenses

An expense documents a business cost. Approval authorizes it; payment records its settlement. Recording a pending expense must not be confused with paying it from a station drawer.

Who this is for

Authorized managers create expenses; designated approvers and finance users handle review and settlement.

Before you begin

Have date, description, category, amount, payee, station/organization scope and supporting reference.

1. Submit an expense

01 Open Expenses and Add expense. Choose the date and a clear description that will make sense to a reviewer.

02 Select category/subcategory, amount, intended payment method and payee information. Assign station or organization scope accurately.

03 Add receipt/reference and explanatory notes. Review the details and submit once.

04 Open the saved expense and check whether it is pending, approved, rejected or paid.

What you should see

The cost exists in the right scope with a reviewable reference.

2. Review and pay correctly

01 The reviewer checks category, amount, scope and evidence, then approves or rejects with the required reason.

02 For rejection, correct the legitimate issue and use the resubmit action if available. Do not create another expense to bypass the rejection.

03 When settlement actually occurs, use Mark paid and select the real method and cash funding scope requested.

04 Use Void only where authorized, with a reason, and inspect the history. Do not treat a void as proof that an external bank transfer was reversed.

What you should see

Approval, payment and reversal history remain separate and traceable.

A practical example

A 20,000 FCFA repair may be approved today and paid tomorrow from Station A's drawer. The settlement should identify that actual drawer, even if an owner approved it elsewhere.

If something goes wrong

The category is missing

An authorized finance user manages categories. Agree the classification rather than choosing an unrelated category to get past validation.

The expense is approved but cash has not moved

That can be correct: approval is not settlement. Record payment only after it occurs.

[Read this chapter online →](#)

24 / Customers & money

Budgets, categories and recurring expenses

Budgets provide a spending reference; recurring rules prepare repeated expense records. A budget alert is not a bank block, and a recurring rule does not prove that a supplier has been paid.

Who this is for

Authorized accountants, regional managers and owners, according to the available action.

Before you begin

Agree categories, period, amounts and recurring schedules with the people responsible for spending.

1. Set a budget and monitor it

01 Open Expense budgets and choose the relevant category/scope and budget period offered by the form.

02 Enter the approved amount, save and review spending/progress against the same period.

03 Inspect the underlying expenses when a threshold is reached. Distinguish pending, approved and paid costs using the screen's definitions.

04 Adjust the budget only with business authorization and keep the reason in your management records.

What you should see

The team can compare actual recorded costs with its agreed limit.

2. Configure a recurring rule

01 Open Recurring expenses and create a rule with description, amount, category, frequency and start date. Set an end date when appropriate.

02 Choose payment method and review the auto-approval option carefully. Automatic approval is not automatic external payment.

03 Save the rule and verify that it is active and scheduled as intended. Review generated expense records on the ordinary expense list.

04 Edit or pause the rule when the agreement changes. Inspect already generated expenses separately; pausing future creation does not erase them.

What you should see

Repeated records follow an explicit schedule and still receive the required financial review.

A practical example

A monthly rent rule creates the expected recurring cost. The bank transfer and its actual settlement still need to be checked and recorded; do not mark every future month paid in advance.

If something goes wrong

A recurring item appeared twice

Compare rule identity, period and manually entered expenses before creating another rule.

The budget number seems inconsistent

Check the period, scope/category and which expense statuses are included before changing the budget.

[Read this chapter online →](#)

25 / Maintenance & reporting

Maintenance tickets and meter reset requests

A maintenance ticket tracks a reported problem, assignment and resolution. A meter reset request controls a change to the counter baseline. Neither is a substitute for following the site's physical safety procedure.

Who this is for

Managers report/assign; technicians handle assigned work; owners review meter resets.

Before you begin

Identify station, pump/nozzle, symptoms and supporting observations. Never continue unsafe equipment operation because a ticket is still open.

1. Report and follow a ticket

- 01 Open Maintenance, create a ticket and select the station and affected equipment as requested. Describe the problem and priority accurately.
- 02 A manager assigns the eligible technician. Check the assignee and current status.
- 03 The technician starts the task and records the outcome when resolved. Include a useful note describing the work and follow-up.
- 04 Managers cancel an eligible ticket only with the required reason. Review the final status rather than assuming an assignment means repair is complete.

What you should see

The issue has a responsible person and a documented outcome.

2. Request a new meter baseline

- 01 The technician uses the mobile meter-reset request workflow, selects the affected equipment and enters the new base reading and reason. Provide location/evidence information as requested.
- 02 Keep a record of the old meter/reading, new meter and physical intervention. A normal rollover is different from replacement/reset.
- 03 The owner opens Meter resets, reviews pending requests and approves or rejects with explanation as required.
- 04 After approval, verify the effective setup before a new shift. Do not manually rewrite historical shifts to match the new meter.

What you should see

The counter change is explicitly authorized and traceable.

A practical example

Replacing a broken totalizer with one reading 0.00 is a reset/replacement case. It is not a normal sale producing a negative meter difference.

If something goes wrong

The technician cannot approve the request

That separation is intentional. The owner reviews it.

Location could not be captured

Use the permitted reason/evidence route when shown. Do not fabricate GPS coordinates.

[Read this chapter online →](#)

Generate reports and export usable files

Reports summarize selected operational records over a defined period. An export is only meaningful when its scope, dates, unit and completeness are understood. The available report types and PDF entitlement depend on the account.

Who this is for

Owners, managers and accountants with report permission.

Before you begin

Choose the question to answer, the station/scope and start/end dates. Allow pending operations to synchronize first.

1. Generate and download a report

- 01 Open Reports and choose a date preset or explicit start/end dates. Check the permitted window for the report type.
- 02 Select the report that matches the question: shifts, revenue, credit/aging, expenses, station summaries/comparison or profit/loss where offered.
- 03 Choose the station or other scope required. Read any completeness or valuation warning before exporting.
- 04 Use Export CSV for data analysis, or Export PDF where enabled. Wait for completion, then open the downloaded file and verify title, dates, units and totals.
- 05 Store or share the file only with people entitled to those business records. A download does not remove the original data from FuelOps.

What you should see

The report is a verified snapshot of the selected period and scope.

2. Interpret and reconcile the report

- 01 Compare totals to the corresponding module with matching filters and statuses. Sales, receipts, repayments and internal transfers are not interchangeable.
- 02 For profit/loss, resolve missing opening inventory and acquisition costs before interpreting margin. Missing valuation is not zero cost.
- 03 If a date window is too large, split it into supported adjacent periods, keeping clear boundaries and avoiding overlap.

04 Custom report templates are currently unavailable on the managed service; upgrading does not make that disabled screen usable. Use the supported built-in exports.

What you should see

The report supports a business decision without hiding missing data.

A practical example

Compare a September station report with September records for the same station. A “last 30 days” card ending today is a different period.

If something goes wrong

PDF is disabled

Check the report entitlement and explanation. CSV may still be available; ask the owner to review the offer.

An export fails

Check range, permission, connection and valuation warnings. Keep the error and selected filters for support instead of assuming an empty result means zero activity.

[Read this chapter online →](#)

Compare stations and review team performance

Analytics and performance views help find patterns. They should be read with operating context: opening hours, fuel availability, station size, reporting period and incomplete shifts can change the apparent result.

Who this is for

Owners and authorized regional/station managers; visibility follows their scope.

Before you begin

Use a consistent period and understand whether the displayed measure is litres, revenue, margin or a discrepancy indicator.

1. Compare stations fairly

- 01 Open Analytics, station comparison or the multi-station workspace available to you. Set the period and station selection.
- 02 Read each metric's label and unit. Do not rank cash collections as if they were fuel sales or compare different date windows.
- 03 Open a station's details to explain changes using stock, prices, shifts and expenses. Check whether pending records are missing from a total.
- 04 Use the corresponding report export when you need a saved comparison for review.

What you should see

The comparison identifies a question to investigate, not an automatic judgement.

2. Review employees

- 01 Open Employees or Performance and choose the relevant person/period. Check assigned station and the work included.
- 02 Review volumes, shifts and accuracy/discrepancy indicators alongside the source records.
- 03 Discuss an unusual result with the responsible manager and preserve the facts. Correct data through the appropriate operational workflow.
- 04 Avoid using a single ranking as payroll evidence or proof of wrongdoing.

What you should see

Team follow-up uses complete records and operational context.

A practical example

A lower-volume station may have had an empty tank for part of the week. Confirm stock availability before interpreting its sales decline as employee underperformance.

If something goes wrong

I cannot see another station

That may be correct for your assignment. Ask the owner to review scope.

A large number is abbreviated

Open its detail/export for precision and keep the unit; an abbreviated card is a summary.

[Read this chapter online →](#)

Organization settings and notifications

Settings affect how your organization works. Some options require the owner, an eligible plan or a feature that is available on your service. A visible but disabled option is not a completed configuration.

Who this is for

Owners configure the organization; each user manages the preferences offered to their account.

Before you begin

Identify whether you are editing personal preferences, one station or the whole organization.

1. Change a setting safely

01 Open Settings from the dashboard. Read the section title and its scope before editing.

02 Review current contact details and the operational preferences actually offered on the page. Keep a copy of a value if you may need to restore it.

03 Change one related group of fields, select Save and wait for confirmation. Navigate back to verify the saved values.

04 Inform affected colleagues through your normal communication channel. A saved setting does not necessarily send them a message.

What you should see

The saved configuration is visible in its correct scope.

2. Follow notifications and activity

01 Open Notifications or the inbox and select an item to inspect its source record. Read the station, date and requested action.

02 Complete the action on the source screen with the appropriate permission. Marking a notification read does not approve or pay the record.

03 Use notification preferences where available to adjust the offered channels. Verify your email address and device permissions for the channels you use.

04 Owners and authorized managers can consult Activity to understand who changed a record. Use the source operation and timestamp when asking for help.

What you should see

Alerts lead to verified actions and activity provides context.

A practical example

Approval delegation, pricing groups, custom report templates and dashboard widgets currently show unavailable controls on the managed service. Do not plan work around them or upgrade solely to activate them; use the working direct approval, fuel-price and standard-report screens.

If something goes wrong

I changed a preference but nothing arrived

Check the selected channel and spam/device permissions. A preference does not create an alert retroactively.

A setting is disabled

Read its availability message. Ask support about availability rather than repeatedly submitting or assuming a paid plan enables it.

[Read this chapter online →](#)

Protect your account

Each colleague should use their own account. Personal credentials and security checks protect both access and the reliability of the activity history.

Who this is for

All users.

Before you begin

Use your own verified email and keep access to it. Do not send passwords or security codes to anyone.

1. Maintain your identity and security

- 01 Open Account and check your name and email details. Use the offered account controls to update them and complete any verification requested.
- 02 Open Security where available. Follow the displayed steps to enable the offered additional protection and confirm setup with the required code.
- 03 Save any recovery information privately before leaving the setup. Do not store it in station notes or a shared screenshot.
- 04 On a shared workstation, sign out when finished. On a phone, use the available device lock and application security options.

What you should see

Your own identity is associated with your actions and the protection you enabled is confirmed.

2. Recover access or report a concern

- 01 Use Forgot password from the sign-in page if you no longer know your password. Open the latest reset email and follow its link.
- 02 If a code fails, check the account, expiry and device time. Use an available recovery method rather than another employee's account.
- 03 If a device is lost or access seems compromised, contact your organization owner promptly so they can review access. Change your credentials using a trusted device.
- 04 Tell support the account email, approximate time and visible error. Never include passwords, recovery codes or customer records unrelated to the problem.

What you should see

Recovery follows your own account and a concern reaches someone able to act.

A practical example

A manager leaves the company. The owner removes their membership and assigns work to another named user; the replacement does not inherit the former manager's password.

If something goes wrong

My personal account works but the organization does not open

Account sign-in and organization access are different. Ask the owner to verify your membership and the organization's access status.

An extra verification screen appears

Complete it with your own method. Do not ask a colleague to share their code.

[Read this chapter online →](#)

Use the mobile app and handle a poor connection

The mobile app supports field work such as meter readings. Selected operations can be saved to a local queue when the account and previously loaded data allow it. Offline capture is not proof that the shared platform has accepted an operation.

Who this is for

Field staff and managers who use the mobile app.

Before you begin

Sign in and open your assigned station while connected before going into an area with poor reception. Keep the app up to date.

1. Prepare and work in the field

- 01 Open the mobile app with your own account and confirm the organization and station. Load the information you need while online.
- 02 Use the relevant task screen, for example Start shift, Close shift or a permitted delivery/expense form. Read required fields and units exactly as on the web.
- 03 If a supported form offers offline saving, wait for its local confirmation and note that it is pending synchronization. Do not enter the same operation again on the web.
- 04 Credit sales require an online authorization check. Restore connectivity and obtain authorization before dispensing on credit; a local note is not approval.
- 05 Keep the device and its local data until pending operations have synchronized. Do not uninstall, clear storage or reset the app to fix a queue problem.

What you should see

You know which records are synchronized and which remain only on the device.

2. Reconnect and resolve pending work

- 01 Restore a stable connection and open the app. Allow synchronization to run with the correct account.
- 02 Open More, then Settings, then the synchronization queue and review failed items. Read the cause, such as changed source data, missing permission or a validation conflict.
- 03 Correct or resolve only through the offered controls with your manager when necessary. If a save outcome is uncertain, first search the shared record history to avoid a duplicate.

04 Confirm the final shift, delivery, expense or payment in its normal list and inspect its amounts. A disappeared warning alone does not prove the accounting result.

05 Escalate unresolved items with operation type, local time and error text. Keep the device data intact until support confirms recovery.

What you should see

Each field operation is accepted once or remains clearly identified for resolution.

A practical example

A closing reading saved during a network outage is still pending. Once connected, verify the shift is actually closed in the shared list before treating its cash as reconciled.

If something goes wrong

I can view a page offline but cannot submit

A cached page does not mean its action supports offline work. Follow the displayed requirement to reconnect.

A pending item fails after reconnection

Permissions or source data may have changed. Inspect the conflict, preserve evidence and avoid recreating the operation blindly.

[Read this chapter online →](#)

Understand your plan, access and payment receipts

Billing shows the organization's offer and access status. A payment record, an active subscription and a team member's permission are separate things. Use the terms shown for your own organization.

Who this is for

Organization owners or the billing contact with access to this page.

Before you begin

Have the organization name and owner email ready. Never create a second organization just to recover access to the first.

1. Review access or arrange an office payment

- 01 Open Billing and read the plan, access status and any end date. Trial, active, overdue, suspended and paid-in-full labels have different meanings.
- 02 If you need a trial, an extension, reinstatement or an office payment, contact the FuelOps team using the contact entry on the website. Provide the owner email and the exact organization.
- 03 For cash or another offline payment, agree the offer, amount, coverage period or one-time terms with the team. Keep the payment evidence and reference.
- 04 The authorized team records the agreement and grants the corresponding access. After their confirmation, refresh Billing and check the plan, dates and access status.
- 05 Invite employees through Users after access is confirmed. Paying does not automatically assign station roles to everyone.

What you should see

Your actual organization has the agreed access and the supporting payment evidence.

2. Review payments and retrieve a receipt

- 01 Open the payment history in Billing. Compare amount, currency, reference, date and status against the payment you actually made.
- 02 Open Receipt for an eligible completed or refunded payment. Read its status and details; a refunded receipt does not prove an active purchase.
- 03 Use the available print/download controls to retain a copy. Check the billing email and spam folder for a sent message; email arrival is not guaranteed by a saved payment.

04 If a receipt or expected email is missing, contact support with the organization, reference and date. Do not pay again only because an email is missing.

05 When an online checkout and a coupon field are available, apply the code and verify the final quoted total before confirming. Never assume a coupon applies to an already completed payment.

What you should see

The receipt and access are checked against the same real payment.

A practical example

Online payments are currently paused. Do not repeatedly attempt checkout or treat an unavailable payment button as a successful purchase. The team can guide an agreed offline onboarding or renewal. One-time access must be explicitly agreed; it is not implied by paying one monthly invoice.

If something goes wrong

I paid but access is still restricted

Provide your payment reference and owner email to the team. Ask them to check the correct organization and access dates.

My employee cannot see Billing

That can be expected for their role. The owner handles organization billing without granting unrelated financial permissions.

[Read this chapter online →](#)

Use learning resources and referral information

The public resource library helps you prepare records and understand calculations. It does not submit transactions into your organization. Referral information, where available, is separate from station sales and customer credit.

Who this is for

All users for resources; authorized organization users for referrals.

Before you begin

Use the manual chapter for the actual operation before copying a result from a worksheet.

1. Use a tool or a printable worksheet

- 01 Open Resources from the public website. Choose a meter-index calculator, stock-reconciliation tool or cash-closing worksheet.
- 02 Select the required unit and enter your own source readings. Read assumptions and warnings; an example is not a recommended setting for your pump.
- 03 Print or retain the worksheet when useful, then enter or verify the real operation in your organization using the appropriate screen.
- 04 Never count a calculator result as a saved shift, approved correction, stock delivery or paid expense.

What you should see

The resource supports your work without creating a duplicate operational record.

2. Review referral activity

- 01 If Referral is available to your account, open it and read the program terms and eligibility displayed.
- 02 Use the referral link/code supplied to you rather than inventing a promotion or guaranteeing a reward.
- 03 Review the recorded referrals and their status. A signup is not necessarily an eligible paid referral or an available reward.
- 04 Use a withdrawal/request control only if it is offered and you meet the displayed conditions. Follow its review status and contact support about discrepancies.

What you should see

You distinguish referral progress from an approved or paid reward.

A practical example

A printed cash-closing sheet helps the cashier count. The official handover still needs to be recorded and confirmed in FuelOps by the authorized people.

If something goes wrong

The public calculator did not change my dashboard

That is expected. Public tools do not write to your organization.

A referral has no payable reward

Check the conditions and review status. Do not subtract an expected reward from a subscription or a customer's debt.

[Read this chapter online →](#)

33 / Daily reference

Daily checklist and a worked example

A reliable day ends with reconciled operations, not merely a balanced-looking dashboard. Use this checklist alongside your organization's responsibilities and local procedures.

Who this is for

Station managers, cashiers, inventory managers and owners.

Before you begin

Complete the relevant detailed chapters first; this checklist does not replace their approvals or safeguards.

1. Before opening and during the day

- 01 Confirm the assigned staff, active nozzles, serving tanks, current prices and opening readings. Resolve any unexplained previous closing gap.
- 02 Check physical stock and available tank capacity before ordering or accepting a delivery. Use the correct fuel and tank on every operation.
- 03 Start shifts with the actual readings. Record credit sales against authorized clients online and keep non-cash payments distinct from cash.
- 04 Record deliveries, expenses and customer repayments once, with their real dates and evidence. Review warnings and pending synchronization throughout the day.

What you should see

The day begins with known equipment, stock, prices and responsibilities.

2. Before handing over and leaving

- 01 Close each completed shift with final readings and the actual money/payment breakdown. Investigate unexplained volume or cash differences.
- 02 Check independent readings and stock reconciliation. Link supplier invoices to the real receipts without recording the delivery twice.
- 03 Count cash, record legitimate drawer movements and complete the handover with the receiver. A declared amount still needs the appropriate confirmation.
- 04 Match any real bank deposit to its eligible handovers. Review open credit balances, unpaid expenses and outstanding supplier amounts.
- 05 Check pending mobile operations and incomplete approvals. Give the next responsible person a list of unresolved items and their references.

What you should see

The next team receives traceable records and an explicit list of outstanding work.

A practical example

Worked example, with no other movements: opening stock 10,000 L + delivery 5,000 L - metered sales 4,000 L = book stock 11,000 L. A physical reading of 10,950 L gives a -50 L difference to investigate, not an automatic loss posting. At 750 FCFA/L, 4,000 L gives 3,000,000 FCFA of fuel sales: 2,400,000 cash + 400,000 electronic payments + 200,000 credit. Add 100,000 cash repayment of an older debt and subtract a documented 50,000 drawer expense: expected drawer cash is 2,450,000 FCFA, before any opening float or other movements. A counted 2,440,000 means a -10,000 cash difference. The old-debt repayment is not new fuel revenue, and the credit sale is not cash.

If something goes wrong

My sales equal neither stock nor cash

They measure different things: litres, revenue, cash collected and debts. Reconcile each with its own unit and source.

One unresolved item remains at close

Preserve its evidence and assign follow-up. Do not invent a delivery, payment or index just to make totals match.

[Read this chapter online →](#)

Glossary and getting help

Use precise terms when discussing a record. Many apparent errors come from comparing different dates, scopes, statuses or units.

Who this is for

All users.

Before you begin

Have the affected organization, station, date range and record reference available.

1. Read the main terms correctly

- 01 Index: cumulative counter on a nozzle, not the quantity sold in one shift. Shift: a working period with opening and closing readings. Nozzle: the dispensing point linked to a serving tank.
- 02 Capacity: the maximum tank space. Book stock: the quantity calculated from recorded movements. Physical stock: the quantity actually measured. Difference: physical minus book stock for the comparison shown.
- 03 Revenue/sales: the value of sales. Cash: physical money. Customer credit: a sale not yet paid. Customer repayment: settlement of a debt, not a second sale.
- 04 Handover: transfer of cash custody. Bank deposit: money actually deposited and recorded. Supplier invoice: a payable document. Approval: permission to proceed. Paid: an actual payment recorded.
- 05 Pending/draft/queued are not completed. A displayed summary may abbreviate a large number; use its detail or export for the exact amount and currency.

What you should see

Your team uses consistent meanings when reconciling work.

2. Diagnose a problem and contact support

- 01 First check organization, station, date filters, timezone/date shown, selected unit and record status. Clear an unintended search filter.
- 02 Check your role and whether the action is available for your plan/service. Refresh after a confirmed change; reconnect if the page requires online data.
- 03 If submission timed out, search the relevant list and reference before retrying. Verify mobile synchronization separately.
- 04 Write down what you attempted, the expected result, the actual error, the time and record reference. Capture the relevant screen with unrelated personal information hidden.

05 Use the contact/help entry on the FuelOps website or your established support channel. For permissions and operational approvals, involve your organization owner or manager first. Never share passwords or security codes.

What you should see

Support receives enough context to investigate without unnecessary sensitive data.

A practical example

“The report is wrong” is hard to investigate. “Station A, 7 October, closed shifts only: report cash 2,450,000 FCFA versus counted 2,440,000; shift reference X; no pending mobile operations” identifies a specific reconciliation problem.

If something goes wrong

A button seems to do nothing

Check required fields and visible validation messages, including those above or below the current scroll position. Avoid repeated submissions.

A feature in this manual is absent

Menus depend on role, station scope, plan and current availability. Ask the owner or support with the chapter name and your visible screen.

[Read this chapter online →](#)