ANVELA

USER MANUAL · EDITION 3.9

Run your whole business in one place.

How to use Anvela, step by step — for Founders, Supervisors and Operators. Short steps. One thing at a time. The words you see on screen, in bold.

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Written from the platform's own on-screen labels

How to read this manual

This manual shows you how to use Anvela, one small step at a time. Every button and word it names is really there in the app.

How the steps work

- A **numbered step** is one thing to do. Do step 1, then step 2, then step 3.
- Words in **bold** are the words you see on the screen. Look for them and tap them.
- **Tap** means touch it on a phone, or click it with the mouse on a computer.
- **Sell → Sales** means: open **Sell** in the menu, then the **Sales** tab.
- A **What each button does** table explains every button in that part of the app.
- Green boxes are good tips. Orange boxes are things to be careful about.

Three words to know

Workspace	Your business on Anvela. Only you and the people you let in can see it.
Area	A big part of the menu, such as **Sell**, **Stock**, **Money** or **Network**.
Role	Your job in the business: Founder, Supervisor, Operator or Viewer. Your role decides what you can see and do.

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1 · Getting started	Make an account, sign in, set up your business, roles, the menu, get the app
2 · Home, Inbox and Tasks	What needs you today, your messages, and work with proof
3 · Sell	Record a sale, how the customer paid, receipts, returns, open orders, money out
4 · The Till	Fast selling with a barcode scanner and the keyboard
5 · Cash count	Count the cash box at the end of the day
6 · Services, bookings, making and job cards	Appointments, made-to-order work and repairs
7 · Deliveries	Send a rider out and prove each delivery
8 · Anvela Market	Your online shop, your own link, getting paid, orders and refunds
9 · Stock	Stores, products, photos, barcodes, pack sizes, receiving and counting
10 · Warehouse floor	Put-away, picking and loading, for businesses with a warehouse
11 · Money	Your books, customers who owe you, tax and stock value
12 · Network	Site visits and surveys for field and telecom teams
13 · Insights, people and settings	Reports, your team, plans, email tips and your data
14 · Ellis, the phone and offline	The assistant, languages, and working with no network
15 · Keyboard shortcuts	Every key that does something, in one table
16 · How Anvela behaves	The simple rules behind every screen
17 · Glossary and help	Word meanings, and how to reach Anvela

01

Getting started

Anvela keeps your whole business in one private place. You can start your own business on it, or join the one you work in.

Make your account and your business

1. Open **https://anvela.ng** or the Anvela app.
2. Tap **Create your workspace**. Or tap **Continue with Google** to use your Google account.
3. Type your name, your business name, your email and a password. A bar shows how strong the password is.
4. Tick the box to agree to where your data is kept.
5. Anvela emails you a **code**. Type it on the **Confirm your email** screen. (Or open the link in the email.)
6. Anvela makes your business. You are its **Founder**. Anvela emails you a welcome and opens **Set up your business**.

Set up your business

Setup has a few short pages. Each page saves when you tap **Next**. Tap **Finish later** any time to go to Home.

1. **Choose your kind of business.** Pick a sector, then your business type. For example, a salon or a supermarket.
2. **What your business does.** Tick what you do: **Sell goods**, **Sell services**, **Make to order**, **Run a warehouse**, **Field or network work**, **Keep the books**. Your menu will show only those areas.
3. **Where your business is.** Type the street, the area and the state. A landmark is optional. You can add a map pin. This address becomes your first store.
4. **What you sell.** Add a few items with their prices. For goods, add how many you have. Or tap **Import a spreadsheet instead**.
5. **Your team.** Tap **Share your team code**, or invite someone who already has an Anvela account.
6. **Ready.** See what is done and what is left. Tap **Go to Home**.

> **Need another area later?** Tap **Show another area anyway** in setup, or change it any time in **Workspace → What your business does**. Nothing is lost when an area is hidden.

Until everything is done, **Getting started** on Home shows the list. A step gets a tick only when the thing really exists, for example a real sale. Tap × to close the list. When every step is done, Anvela emails you.

Sign in

1. Open **https://anvela.ng** or the app.
2. Type your email and password. Or tap **Continue with Google**.
3. If you turned on two-step sign-in, type the 6-digit code from your phone.

On the web, if Google already knows you, Anvela may show **Continue as …** with your name. Tap it.

Forgot your password? Tap **Forgot password?** on the sign-in screen. Anvela emails you a link. Open it and choose a new password.

Join your team

1. Ask your manager for the **team code** (four digits).
2. Tap **Get started**, then **Join your team**.
3. Make your account.
4. Type the team code.
5. Wait. The Founder says yes and chooses your role.

A **task code** is different. It opens one single job, and nothing else.

Roles: who can do what

ROLE	WHAT THEY DO
Founder	The owner. Invites people, sets roles, chooses what each person sees, makes the final check on work, chooses the plan and changes settings.
Supervisor	Runs the day. Gives out work, runs bookings, the online shop, deliveries and problems.
Operator	Does the work. Sells, receives and counts stock, picks orders, checks customers in and adds proof.
Viewer	Can look at what they are allowed to see. Cannot change anything.

Keep your account safe: two-step sign-in

With two-step sign-in, a thief who learns your password still cannot get in. They also need your phone.

1. Put an authenticator app on your phone. (It makes 6-digit codes.)
2. In Anvela, open **Profile → Account**.
3. Tap **Turn on two-step sign-in**.
4. Scan the square code with the authenticator app. Or type the key into the app.
5. Write the key down and keep it safe. It brings your codes back on a new phone.
6. Type the 6-digit code the app shows.
7. Tap **Confirm and turn on**.

The menu

On a computer, the menu is on the left. On the phone, it is the tabs at the bottom and **More**.

MENU ITEM	WHAT IS INSIDE
Home	What needs you today.
Inbox	Your messages and alerts.
Tasks	Work given to people, with proof.
Activity	Everything that happened, and who did it.
Sell	Sales, the till, receipts, cash count, bookings, job cards, deliveries.

MENU ITEM	WHAT IS INSIDE
Marketplace	Your shop on Anvela Market.
Stock	Products, stores, counts, returns, scanning.
Money	Your books. Only for people the Founder lets in.
Network	Sites and surveys for field teams.
Insights	Suggestions and reports.
People	Your team and shifts.
Settings	Your own choices, the business settings, your plan.
Help	This manual, Anvela Support and Status.

> **Can't see an area?** Your role may not use it. Or your business hid it at setup. Or the Founder chose not to show it to you. Nothing in a hidden area is lost.

Each area has **tabs** across the top. Tap a tab to open it. To find anything fast on a computer, press ⌘ **K** (Mac) or **Ctrl K** (Windows). See section 15 for every key.

More than one business

- To switch business, tap the business name at the top of the menu. Choose the other one.
- To start a second business on the phone, tap **Start another business**. For example, a mechanic who is also a barber.

Get the app

1. Open **https://anvela.ng/app** on your phone or computer.
2. Under **Install from your browser**, follow the steps for your phone or computer. Anvela then opens full screen with its own icon.
3. On Android, you can tap **Download for Android** instead. Open the file and tap **Install**.

The App Store and Google Play versions are coming soon.

As your business grows

When your records show you need another area, the Founder sees **Suggested for you** on Home. For example, Money after 20 sales. Each suggestion says why. Tap **Show** to add the area. Tap **Not now** to wait.

Empty pages tell you what to do first. For example, a new sale with no store asks you to add a store, and gives you the button.

02

Home, Inbox and Tasks

Home shows what needs you now. Inbox keeps your messages. Tasks is work given to people, with proof that it was done.

Home

- Home says hello with your name and role.
- At the top: what is waiting for you. For example, work to check or a booking not checked in.
- Below: the numbers from each area you use. Zero means zero. If Anvela does not know a number, it says so. It never shows 0 instead.
- When a free period or a plan is about to end, the Founder sees it here, with **Choose a plan** (section 13).

Your Home buttons on the phone

1. On Home, tap **Edit Home buttons**.
2. Choose up to four quick buttons, such as New sale, Scan or Count.
3. Or tap **Use automatic** to let Anvela choose.

Tips by email

Home asks the Founder and Supervisors once: **Get tips for your business by email?**

BUTTON OR WORD	WHAT IT DOES
Yes, email me tips	Anvela emails you one short tip now and then. At most once a week. Never on Sundays. Each tip fits the work your business does.
No, thanks	No tips are sent.
Stop these tips	A link at the bottom of every tip email. Tap it to stop tips.

You can turn tips on or off any time in **Settings → Email → Tips from Anvela**.

Inbox

Every message for you lands in **Inbox** and on the bell. For example: a task for you, a question on your work, a new paid order, a new booking, a refund to pay, or a plan about to end. Tap a message to open the thing it is about. You choose email and phone alerts in **Settings**.

Tasks: work with proof

A task is a job given to a person. It says what to do, who does it, when, and what proof is needed. Every task goes through four steps:

1. **Assigned.** The Founder or a Supervisor makes the task and gives it to someone.
2. **In progress.** The person starts. If stuck, they post a question or a blocker. A blocked task waits until the blocker is cleared.
3. **Evidence.** They add photos, readings or notes. Then they tap **submit**.
4. **Checked.** The Founder looks at the proof. The Founder says it is done, or sends it back with a note.

> **Submitting is not finishing.** Work is done only when the Founder has checked it. Nobody signs off their own work.

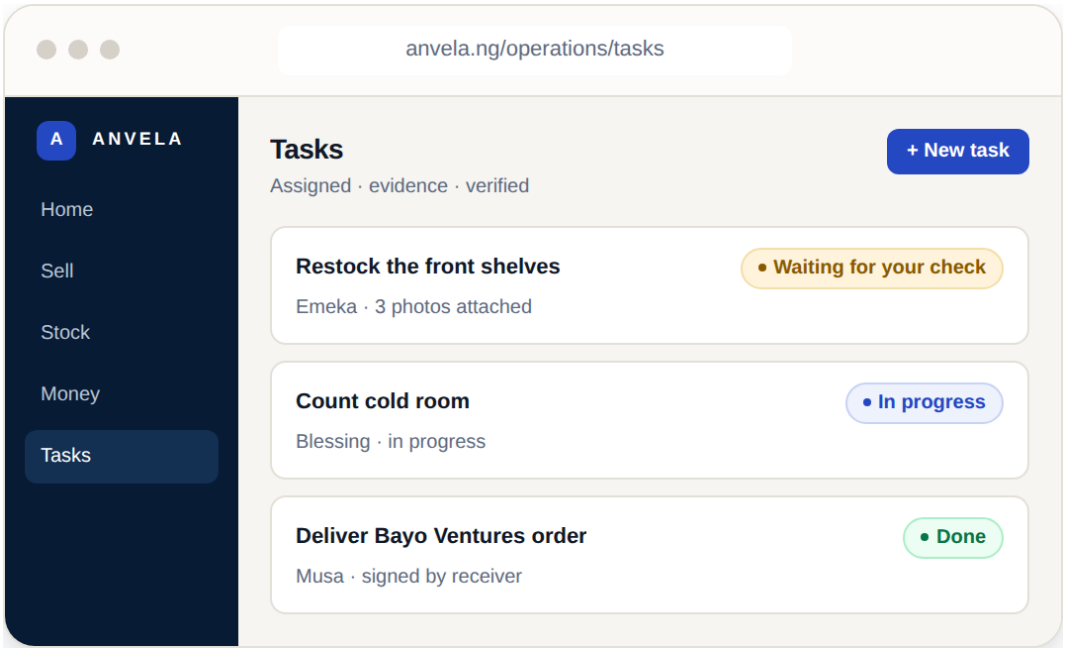


Illustration — Tasks with their evidence and status

Activity is the full history: what happened and who did it. It only grows. A mistake is fixed with a new entry. Old entries are never changed.

03

Sell

Sell is where every sale lives: at the counter, at a table, on account, or from your online shop.

The tabs in Sell

TAB	WHAT IS INSIDE
Overview	Today's sales, goods waiting to be collected and online orders. The Founder and Supervisors also see two charts: **Sales by day** (last 30 days) and **What brings in the money** (your top 5, 10 or 20 products). Tap **Show as a table** to read the numbers.
Sales	Every item sold, newest first. Tap one to open its sale.
Awaiting collection	Sales where the customer has not taken all the goods yet.
Payment receipts	Money received for sales on account, and your receipt design.
Money out	Spending such as rent, fuel and salaries. Also your staff's sales and commission.
Cash count	Count the cash box at the end of the day (section 5).
Fulfilment	How a sale links to the stock and warehouse work behind it.
Making	Items made after they are sold (section 6).
Open orders	Orders for a table or a customer in a restaurant, buka or bar.
Job cards	Items customers leave with you to repair, sew or clean (section 6).
Bookings	Appointments (section 6).
Deliveries	Delivery runs (section 7).

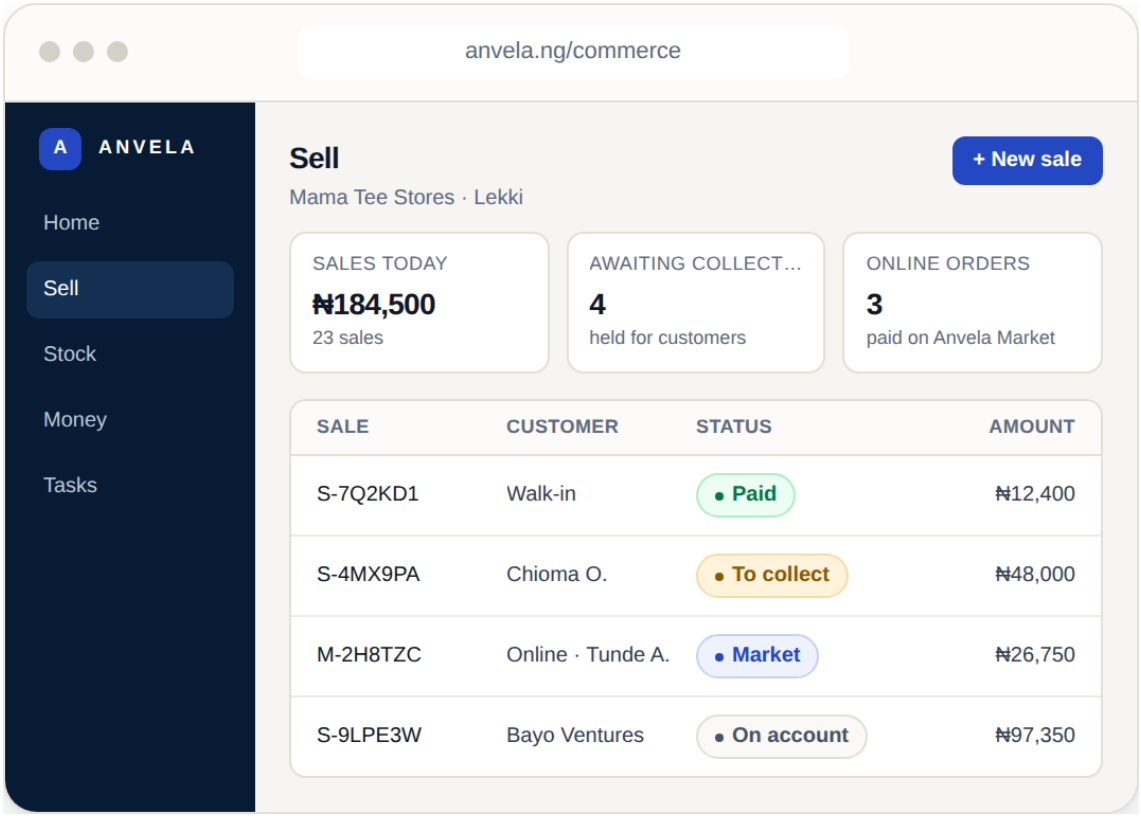


Illustration — The Sell overview: today's sales and the latest sales

What each button does

BUTTON OR WORD	WHAT IT DOES
+ New paid Sale	Opens a new sale on a computer. (On the phone it is **New Sale**.)
Open the till	Opens the Till, for fast selling with a barcode scanner (section 4).
Receipt	Opens the receipt maker. Choose a sale and make its receipt.
Record paid Sale	Saves a sale the customer has paid for.
Record Sale on account	Saves a sale the customer will pay for later.
Scan items	On the phone: opens the camera to scan barcodes, one item after another.
Send PDF on WhatsApp	Makes the receipt as a PDF so you can send it on WhatsApp.
Sign as manager	Lets a Founder or Supervisor sign the receipt.
Record money out	Saves money you spent, such as fuel or rent.

Record a sale (computer)

1. Open **Sell → Sales**.
2. Tap **+ New paid Sale**.
3. Choose the **Selling store**.
4. Find the first item. Type its name or code, or scan it.
5. Set how many, and the price agreed.
6. Add the next item the same way.
7. Choose **Paid now**. (Or choose a customer **on account** if they will pay later.)
8. Under **How did the customer pay?**, tap **Cash**, **Transfer**, **Card (POS)** or **Part cash**.
9. Tap **Record paid Sale**.
10. Send or print the receipt. If the customer gave a phone number, tap **Send receipt on WhatsApp**.

Record a sale (phone)

1. Tap **Sell**, then **New Sale**.
2. Tap an item, or type its name in **Find an item**.
3. Or tap **Scan items**. Point the camera at each barcode in turn. Show the same item again to add one more.
4. Check the quantity and price of each item.
5. Under **How did the customer pay?**, tap how they paid.
6. Tap **Record sale**.
7. Tap **Send PDF receipt**, then choose WhatsApp and the customer's chat. Or tap **Send receipt on WhatsApp** to send it as text.

> **Using a Bluetooth barcode scanner with the phone?** Just scan. New Sale takes each scan as an item and keeps the search box ready for the next one.

Good to know when you sell

- Anvela only lets you sell what is free to sell at that store. If it can't, it says why. For example: sold online, held for a shopper, or not counted yet.
- Prices fill in only from what Anvela already knows: the item's own price, or what it last sold for. The screen says which. If neither exists, you type the price.
- An item sold by measure can be sold in halves, quarters or tenths. A pack size such as **Carton** sells at its own price.
- If staff are set up, choose who served the customer in **Served by**.
- Goods still on their way from a supplier can be sold ahead. The sale waits for the goods and shows the day they are expected.

How the customer paid

CHOICE	WHAT IT MEANS
Cash	All of it was paid in cash. It counts in the cash box.
Transfer	Paid by bank transfer. Not in the cash box.
Card (POS)	Paid with a card on a POS machine. Not in the cash box.
Part cash	Some cash, the rest by transfer or card. Type the cash part.

This matters for the cash count at the end of the day (section 5). A sale's payment way is fixed once its cash has been counted.

Receipts

Every receipt can go to the customer as a PDF. Every receipt ends with two lines: one for the customer to sign and one for the manager.

Send a receipt as a PDF on a computer:

1. Open the sale, or tap **Receipt** on the Sales page and choose the sale.
2. Tap **Send PDF on WhatsApp**.
3. On a phone browser, WhatsApp opens with the PDF. On a computer, tap **Download PDF**, then **Open WhatsApp** and attach the file in the chat.

Sign a receipt as manager (Founder or Supervisor):

1. On the receipt, tap **Sign as manager**.
2. Choose **Draw** and sign with your finger or mouse. Or choose **Type your name**. It prints in a handwriting style.
3. Make or print the receipt. The signature fills the manager's line on this one receipt only. It is not saved.
4. To take it off, tap **Remove signature**.

Your own receipt design

Make Anvela's receipts look like your own receipt book. The Founder or a Supervisor can do this.

1. Open **Sell → Payment receipts**, then **Your receipt design**. (On the phone: the receipt screen, **Use your own receipt design**.)
2. Tap **Upload a photo or PDF of your receipt**. Ellis reads it and copies the layout.
3. Check every line against your paper receipt. Fix anything that is wrong.
4. To add your logo, tick the box to confirm it is your business's own logo. Then tap **Add your logo**.
5. Tap **Use this design**. To go back, tap **Back to Anvela Standard**.

You can also change where the name and address sit, add a coloured band, change the receipt's own word (for example INVOICE), choose the columns, and add closing lines such as "Thank you for your patronage".

> **Tax on receipts.** A tax line (VAT) prints only if your business types its rate in **Settings → Workspace → Tax rate**. Leave it empty if your business does not charge VAT. In Nigeria a small business does not charge VAT. Anvela receipts are not NRS e-invoices, and a receipt that says INVOICE or carries VAT says so.

Hand over, returns and mistakes

- **Collection.** When a customer picks up what they paid for, record a collection. It can be all the goods, or part.
- **Return.** Open the sale and return the goods. Choose: back to stock, damaged, or not restocked. Then refund the money or keep it as the customer's credit.
- **Void.** A sale made by mistake can be voided only before any goods were handed over. The void is kept in the history. Nothing is erased.

Open orders: restaurants, bukas and bars

1. Open **Sell → Open orders**.
2. Tap **Open an order**.
3. Type the **Table or customer**. For example: Table 4, or Mr Ade.
4. Tap **Add** for each thing they order. Add a **Note or add-on** if needed, such as "no pepper".
5. Tap **Send new items to the kitchen**. The kitchen gets a ticket with only the new things.
6. Keep adding through the meal.
7. When they finish, tap **Close and take payment**. The order becomes one paid sale.

> **Keep stock right.** Add dishes cooked to order as a **service**. Add drinks you keep on the shelf as **goods**. Then your stock count stays true.

Money out

1. Open **Sell → Money out**.
2. Tap **Record money out**.
3. Type how much, what it was for and the day.
4. Choose how it was paid. Add a note if you like.
5. Save it.

- The Founder and Supervisors see **Sales less money out**. This is not profit, because the cost of the goods you sold is not taken off.
- A mistake is voided with a reason. It is never edited or removed.
- Money out does not go into the books in Money.

Staff sales and commission

1. Open **Sell → Money out**, then **Staff sales and commission**.
2. Tap **Add a person**. They do not need an Anvela account.
3. Type their **Commission %**.
4. When you sell, choose who served the customer. Anvela adds up each person's sales and commission.

04

The Till

The Till is for a busy counter, like a supermarket. You scan, take payment and print, all from the keyboard. It is on the web.

Open the Till

1. Open **Sell → Sales**.
2. Tap **Open the till**.
3. Under **Store**, choose the store this till sells from.
4. If you have staff set up, choose the **Cashier**.

Sell on the Till

1. Scan the first item with the barcode scanner. It goes on the list.
2. Scan the next item. Scan the same item again to add one more.
3. When everything is scanned, press **Enter**. (Or tap **Take payment**.)
4. Press **1** for Cash, **2** for Transfer, **3** for Card (POS) or **4** for Part cash.
5. For cash, type the **Cash received** if you like. Anvela shows the change to give.
6. Press **Enter** to tap **Payment received — record sale**.
7. Press **Ctrl P** (⌘ P on a Mac) to print the receipt.

Scanning tricks

- **Many of one item:** type **3*** and then scan. Three are added. For a measure, type **2.5***.

- **No barcode?** Type part of the item's name. Press ↓ to choose it, then **Enter**.
- **Two items share one code?** Anvela shows them with numbers. Press the number of the right one. Press **Esc** to cancel.
- **Unknown code?** Anvela says so. It never guesses. Add the code to the item in Stock (**Edit product → Barcodes**).
- A carton's barcode can sell the whole carton at the carton price.

What each button does

BUTTON OR WORD	WHAT IT DOES
Scan or type a code	The big box at the top. The scanner types here. It keeps the focus so you can scan again and again.
Take payment	Moves on to payment. Same as Enter when the box is empty.
Cash · Transfer · Card (POS) · Part cash	How the customer paid. Keys 1, 2, 3 and 4 do the same.
Payment received — record sale	Saves the sale. Same as Enter.
Back to items	Goes back to the list to change it. Same as Esc.
Print receipt	Prints the last sale's receipt. Same as Ctrl P.
Till settings	Choose the **Receipt paper** (80mm or 58mm) and **Print a receipt after every sale**. These settings stay on this computer only.
Remove	Takes one line off the sale.

The Till keys are all in one table in section 15.

> **Cash drawer.** Plug the cash drawer into the receipt printer. Turn on "open drawer when printing" in the printer's own settings. It then opens with every receipt.

> **What the Till does not do.** The Till takes paid sales only. For a sale on account, an item held for an online shopper, or selling goods still on the way, use **+ New paid Sale** instead.

No network? The Till keeps the sale in this browser and sends it by itself when the network is back. Stock is checked then.

05

Cash count

At the end of the day, count the cash in the box. Anvela works out what should be there. If it does not match, you say why.

Count the cash

1. Open **Sell → Cash count**.
2. Choose the **Store**.
3. Tap **Count the cash**.
4. The first time at a store (or after a week with no count), type the **Cash in the box this morning**. That is the change you started with.
5. Count the money in the box. Type it in **Cash in the box**.
6. Type how much is **Left in the box for tomorrow**. The rest goes to the bank or the owner.
7. Tap **Save the count**.

Anvela works out **Should be in the box** from the cash sales, cash payments, cash refunds and cash money out since the last count.

> **A sale that does not say how it was paid?** Anvela shows **Say how these sales were paid first**. Open each sale and choose Cash, Transfer or Card. Then count.

If the cash does not match

1. Tap **Explain the difference**.
2. Under **What happened?**, choose the reason.
3. Choose the sale or money out it is about, or type the amount.
4. Tap **Record the reason**.
5. Do this until **Still to explain** is zero.

REASON	WHEN TO USE IT
Money was spent from the box	Cash was used to buy something. It is recorded in Money out.
A sale was paid by transfer or card	The sale was not really cash. The sale is changed.
A sale was recorded by mistake	Void the sale first, then choose it here.
Cash is missing (write it off)	Nobody knows where it went. The Founder decides.
A sale was not recorded at the time	Record the sale now, then choose it here.
A sale was paid in cash, not transfer or card	The sale is changed to cash.

REASON	WHEN TO USE IT
Money out was recorded but not spent	Void that money out first, then choose it here.
Extra cash (keep it)	For example, a customer left their change. The Founder decides.

What each button does

BUTTON OR WORD	WHAT IT DOES
Count the cash	Starts today's count for the store.
Save the count	Saves what you counted.
Explain the difference	Opens the list of reasons when the cash is short or over.
Record the reason	Saves one reason.
Count again	Counts again. Only today, and only before any reason is recorded.
Accept · Decline	For the Founder: says yes or no to a write-off or extra cash. The decision is final.
Take back	Takes back a reason you sent that is still waiting for the Founder.

- One count per store per day.
- Each sale or money out can explain only one count. Reasons can never add up to more than the difference.
- The Founder can set a reminder time. If a store has not counted by then, the Founder and Supervisors are told.

06

Services, bookings, making and job cards

Not everything you sell sits on a shelf. Anvela also sells your time, things you make, and repairs.

Three kinds of item

KIND	WHAT IT MEANS
Goods	Kept on the shelf at your stores. Sold from what you have.
Service	Never kept on the shelf. Done now, or booked for later. It has a duration, such as 45 minutes.
Made to order	Made after it is sold. Each sale opens a job. It has a lead time and can have a recipe.

You choose the kind when you add the item in **Stock → Products**.

Set up bookings (Founder or Supervisor)

1. Open **Sell → Bookings**.
2. Tap **Booking settings**.
3. Choose where services are done.
4. Set the opening hours for each day.
5. Choose how often times start: every 15, 30 or 60 minutes.
6. Choose how many customers you can see at once.
7. To take bookings online, turn on online bookings. Set the **Notice before a booking**, how far ahead **Shoppers can book up to**, and whether they pay in full or a deposit.
8. Tap **Save booking settings**.

Book a customer

1. In **Sell → Bookings**, tap **Book a customer**.
2. Choose the service.
3. Choose one of the **Free times**, or type **Or another time**.
4. Type the customer's name and phone.
5. Tap **Book the customer**.

A service longer than one day of opening hours, such as a hall or a truck for the day, starts at opening time and takes the whole day, or the days it needs.

Shoppers can also book on your Anvela Market page. They pick a free time. It is held for 30 minutes while they pay a deposit or the full price through Paystack.

When the customer comes

BUTTON OR WORD	WHAT IT DOES
Check in	The customer has arrived. What they paid online is marked as paid. Anything still owed is taken at the counter as a sale.
Did not come	The customer did not come. Only after the time has started. A paid deposit is kept.
Move	Moves the booking to another free time.
Cancel booking	Cancels with a reason. Cancelling a paid booking (Founder or Supervisor) shows the money owed back.
Record refund	Saves that you paid the money back.

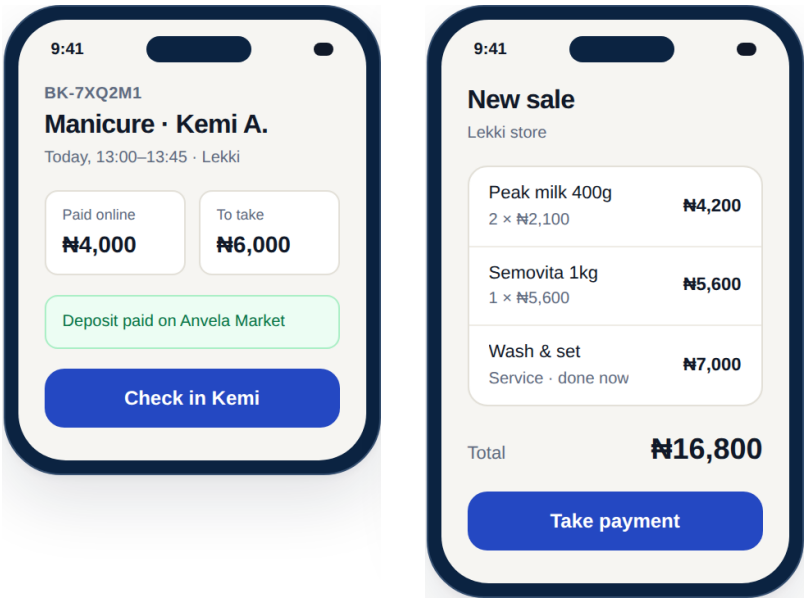


Illustration — Checking a booked customer in, and a sale at the counter, on the phone

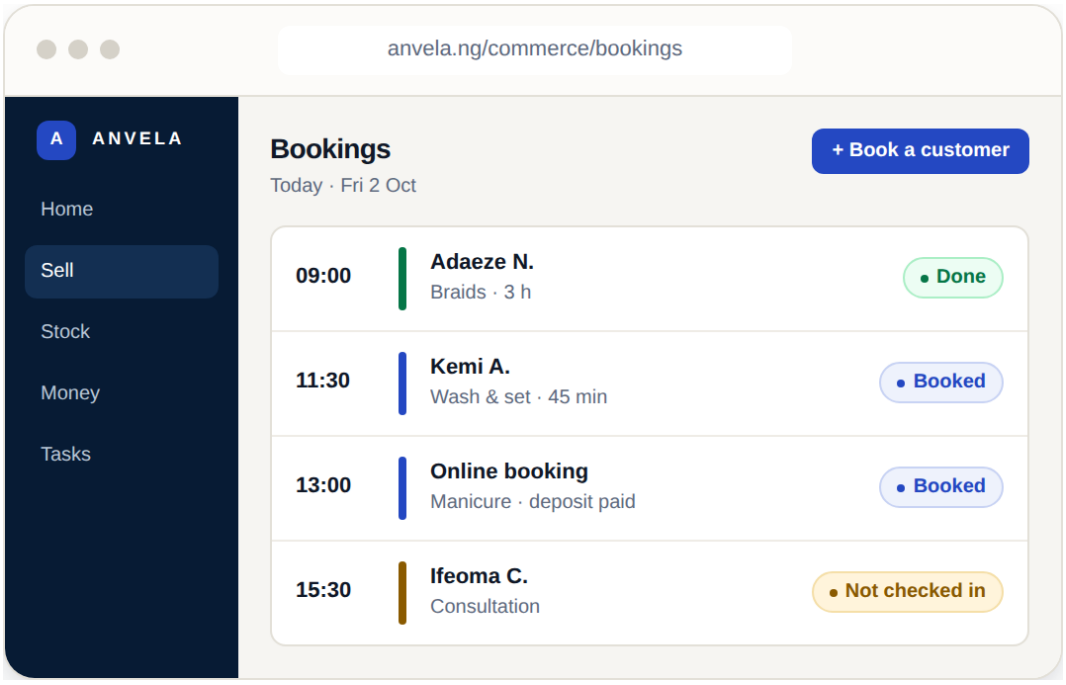


Illustration — Today's bookings

Making: things made after they are sold

- Selling a made-to-order item opens a job in **Sell → Making**.
- The job moves **To make → Making → Made**. It is due after the item's lead time.
- Give the item a **recipe**: the materials one unit uses. When the job is marked made, Anvela takes those materials from stock.
- The item can be handed over only once it is made. Voiding the sale stops its job.

Job cards: repairs, sewing and cleaning

For a mechanic, tailor, shoemaker, laundry or phone repairer. The card keeps the item, the work, the promised day, the price and any deposit.

1. Open **Sell → Job cards**.
2. Tap **New job card**.
3. Type the customer's name and phone.
4. Type the **Customer email (optional)**. Then the customer gets an email when you take the item in and when it is ready, with a page to follow the job.
5. Type **What was brought in**.
6. Type the **Fault, work to do or measurements**.
7. Choose the day you promise. Type the price and any deposit paid now.
8. Tap **Take it in**.

BUTTON OR WORD	WHAT IT DOES
Move to	Moves the card on: **Received**, **In progress**, **Ready**, **Collected** (or **Cancelled**).
Record a payment	Saves money the customer paid. The card shows what is still owed. Payments can never add up to more than the price.
Tell the customer it is ready on WhatsApp	Opens WhatsApp with a message for the customer.

Every change and payment is kept in the card's history. Only the Founder or a Supervisor can cancel a card, with a reason.

> **What can be bought online?** On Anvela Market, shoppers can buy goods and book services. Job cards and made-to-order items are taken at the counter for now.

07

Deliveries

A delivery run is one rider taking several deliveries out. Each one is closed with proof.

1. Open **Sell → Deliveries** (Founder or Supervisor).
2. Tap **Send out a run**.
3. Pick the deliveries. These can be packed online orders, and counter sales with goods still to hand over. Type an address for each counter sale.
4. Type the rider's name, phone and vehicle.
5. Send the run out. Online buyers are told their order is on its way.
6. At each stop, close the delivery. For an online order, type the buyer's **delivery code**. For a counter sale, type who received it.
7. If a delivery could not be made, say what happened.

> **Proof, not trust.** An online order is delivered only with the buyer's code, or a recorded reason. The rider cannot just mark it done.

08

Anvela Market

Your own online shop on Anvela Market at https://anvela.ng/market. In the menu it is called Marketplace. Shoppers pay through Paystack, and every order lands in Sell.

The tabs

TAB	WHAT IS INSIDE
Overview	What needs doing: orders to accept, pack or hand over, money owed back, and anything that stops the shop opening.
Listings	Which products you show, with up to 8 photos, a description, a category, where they ship from, and pickup or delivery.
Orders	Every online order and its steps. You can accept, pack or hand over several orders at once.
Storefront	Your shop's name, link, address, business type, delivery areas and fees, opening hours, return window, look and payout account.
Preview	Your shop exactly as shoppers see it.

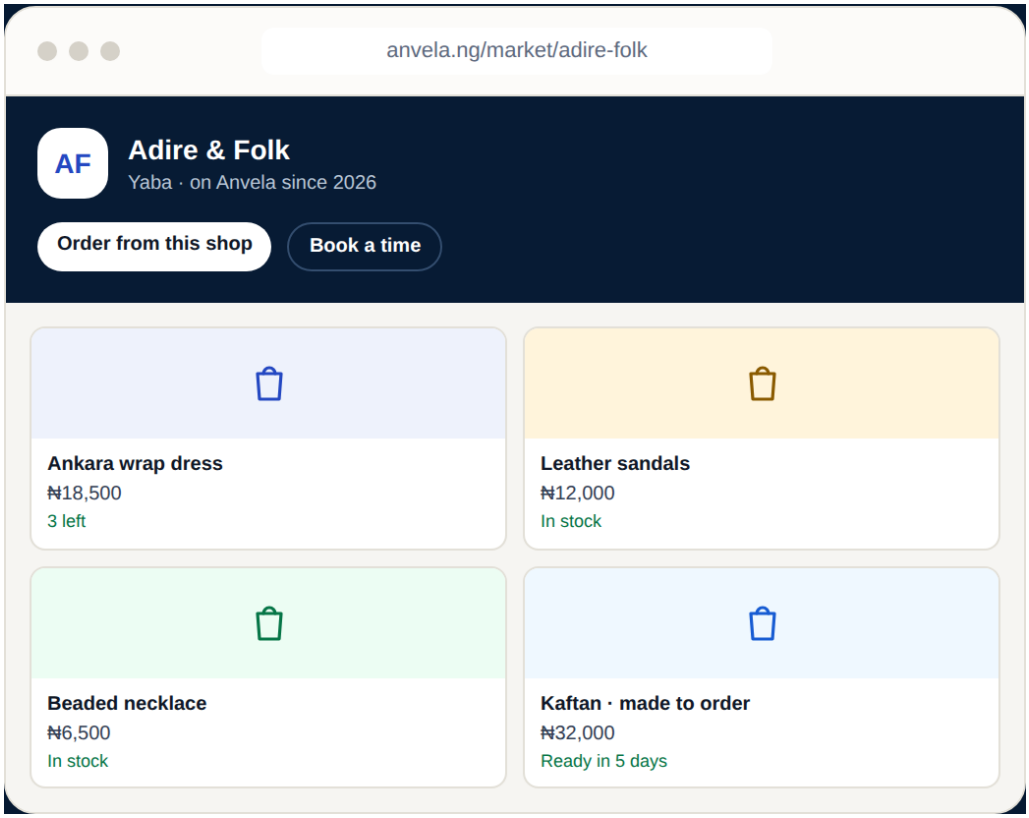


Illustration — A shop on Anvela Market, as shoppers see it

Open your shop

1. Open **Marketplace → Storefront**.
2. Make sure **Where your business is** is filled in. A shop cannot open without an address.
3. Under **What kind of business is this?**, choose the **Sector** and the **Business type**. Tap **Save business type**. Shoppers find you under that sector.
4. Connect your payout account (see **Get paid** below).
5. Add your products in **Listings**.
6. Tap **Open storefront**.

Shoppers see your area and state. They can browse the Market by state under **Shops in**. Your street and map pin show on your shop page only if you choose. A shopper always sees them on a paid pickup order or booking.

What each button does

BUTTON OR WORD	WHAT IT DOES
Open storefront	Opens your shop to shoppers.
Pause storefront	Hides your shop from shoppers for now.
Copy link	Copies your shop's own link, to send to customers.
Show my shop on Anvela Market	On: your shop also appears on the Market, where new customers find it. Off: your shop sells only through your own link.
Connect address	Connects a web address (domain) you bought to your shop.
Check again	Checks if your web address is working yet.
Remove address	Disconnects your web address.
Accept · Decline	Says yes or no to a paid order.
Pack	Says the order is packed. The buyer is emailed.
Hand over	Gives a pickup order to the buyer.
Record refund	Saves that you sent a refund to the shopper.
Share	On your shop or a product page: sends the link through WhatsApp, Instagram or any app.

Your shop's own link

- Your shop has its own link: **https://anvela.ng/s/** and your shop's name. Customers on it see only your shop, with no other shops around it.
- Your shop is also at **https://**your-shop-name**.anvela.ng**.
- After a customer pays, Anvela may show them **More on Anvela Market**: items from other shops.

Use your own web address

1. Buy a web address (domain) from a domain seller.
2. Open **Marketplace → Storefront**, then **Your own web address**.
3. Type the address. Tap **Connect address**.
4. Anvela shows a record (Type, Name, Value). Add it where you bought the domain.
5. Tap **Check again**. It can take up to 48 hours to work everywhere.

You can connect, switch or remove your address at most 5 times in 24 hours. If Anvela says connecting isn't switched on yet, your anvela.ng link still works.

No domain yet? Anvela can buy one for you. Message Anvela on WhatsApp (**+234 814 062 7278**) with the address you want. Anvela buys it at cost, in your business's name, and connects it to your shop, so there is no record for you to add.

Get paid

1. Open **Marketplace → Storefront**, then **Payout account**.
2. Choose your bank.
3. Type your account number.
4. Check the name the bank shows. Confirm it.

- Use an account in your own name or your business's name. Anvela reviews accounts in other names.
- Have more than one business? Under **Use an account you have already verified**, tap **Same account as …**. No typing needed.
- Shoppers pay through Paystack straight to your bank, less Anvela's fee and Paystack's fee. Both fees show in your books as bank charges.
- Paystack pays your share into your bank the **next business day**. A payment on a Friday, weekend or public holiday arrives on the next working day. Anvela never holds your money.
- A shopper sees your phone and WhatsApp only after they have paid.

An order, step by step

1. A shopper orders. The items are held for them for 15 minutes while they pay.
2. You are told in Inbox and by email.
3. Tap **Accept** in time. Or tap **Decline** and give a reason.
4. Tap **Pack**. The buyer is emailed.
5. Tap **Hand over** for pickup. Or send it out on a delivery run (section 7).
6. The buyer's code closes it as delivered.

> **Don't wait too long.** An order not accepted 48 hours after payment is cancelled by Anvela. You are warned 6 hours before. Then you must refund the shopper.

Refunds

1. After a decline or cancel, the shopper types their bank account on their order page. The bank confirms the name.
2. The account shows on your order, with a copy button.
3. Send the full amount by bank transfer.
4. Tap **Record refund**.
5. The shopper confirms when the money arrives.

- When you refund, Anvela gives back its fee on that order. It shows on the Market overview as **Fees Anvela owes back**.
- Anvela takes that much less fee on your next paid order. If you have no paid order within 30 days, Anvela sends it to your bank.
- Returns: if a buyer asks for a return within your window, accept or decline it. When the goods come back, record them and the refund.

> **Money owed back is always shown.** If a payment came for an order that could not go ahead, or was paid twice, the order shows it as owed until you record the refund.

09

Stock

Stock keeps one honest number for what you can sell, at every store.

> **Available to sell** = what is on hand, minus what is sold but not collected, minus what is held, damaged or expired, minus what online shoppers are paying for now. Sell, Stock and the Market all use this same number.

The tabs in Stock

TAB	WHAT IS INSIDE
Overview	What needs attention: items with no count yet, items at zero, stock to refill.
Products	Every item with its photo, kind, code (SKU), price and stock at each store.
Count sessions	Counting the real stock. Differences are checked before they change anything.
Returns	Goods coming back from customers, and what happens to them.
Scanning	Scan a barcode to find or receive a product.
Import stock list	Bring in products from a CSV or Excel file. Anvela checks it before anything is made.

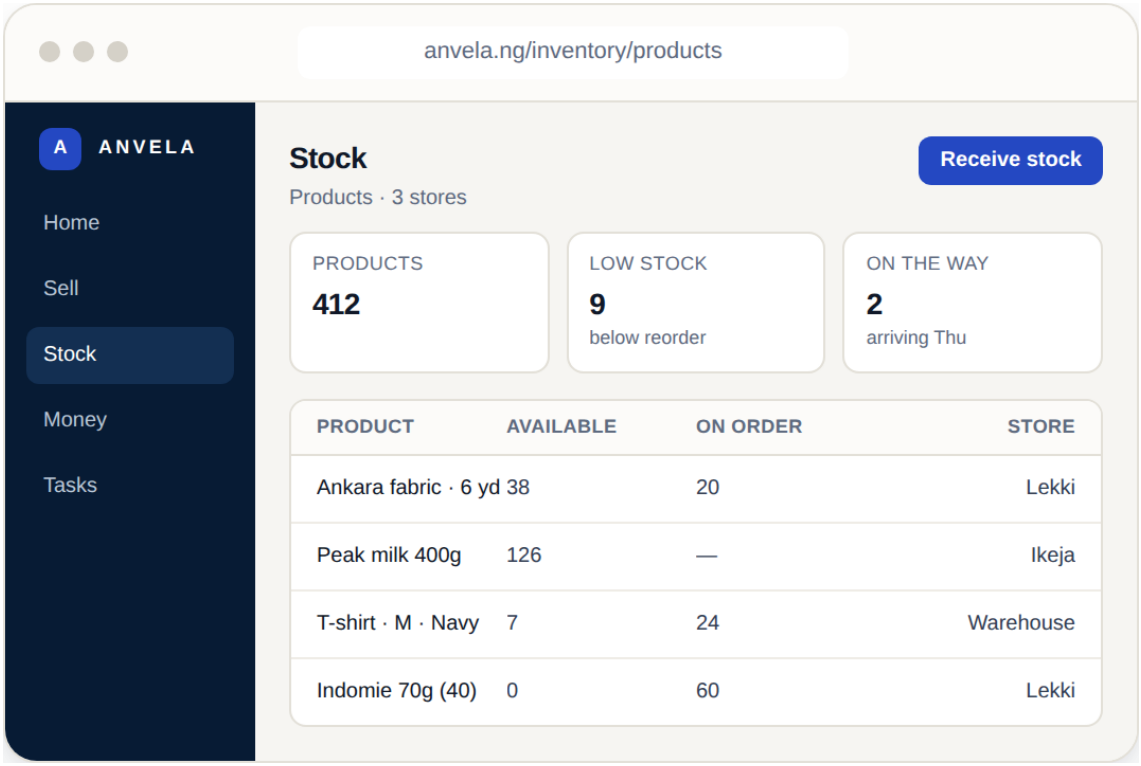


Illustration — Products with what is available and what is on order

Stores, spots and buildings

WORD	WHAT IT MEANS
Store	A place that holds stock: a shop, a stall, a kitchen store or a warehouse. Your plan counts stores.
Spot	A smaller place inside a store: a zone, aisle, rack, level or bin. Not counted on your plan.
Building	The building itself, with its address. It groups the stores and spots inside it. Not counted on your plan.

1. To add a store on a computer: **Stock → Products → Manage stores**. On the phone: **Stock → Manage → Add store**. (Founder or Supervisor.)
2. To add a spot: **Settings → Buildings → Locations → Add a spot inside a store**.

A shop with one store can still add spots, such as Front shelf, Aisle 2 or Back room, so everyone knows where things are kept. A building is optional: it helps when several stores share one address. For a telecom business, client sites count under Network, not as stores.

Products: what each button does

BUTTON OR WORD	WHAT IT DOES
Edit product	Change the photo, the name, the price, the pack sizes and the barcodes. Founder or Supervisor. Old sales keep the old name and price.
Rename product	Gives the product a new name from now on.
Delete product	Removes a product that was never stocked, sold or used. Anything with a history cannot be deleted.
Move to another store	Moves good stock from one store to another. Damaged and expired stock stays.
Rename store	Gives a store a new name.
Manage stores	Add or rename your stores.
… (phone)	On the phone, each store on a product has a round **…** button. It opens **Count stock**, **Receive stock**, **Manage stock condition**, **Move to another store** and **Rename store**.

Barcodes

1. Open the product. Tap **Edit product**.
2. Under **Barcodes**, tap **Add a barcode**.
3. Scan the barcode with your scanner, or type it. On the phone, tap **Scan a barcode** to use the camera.
4. Under **Sells**, choose what this barcode sells: one item, or a pack such as a carton.
5. Save.

An item can have up to 20 barcodes. When an item has no barcode, its code (SKU) still works at the till.

Units and pack sizes

- **Counted in:** pieces, or a measure such as kg, litre, yard or mudu.
- **Smallest amount sold:** a whole, a half, a quarter or a tenth. Set this before the product has stock or sales.
- **Pack sizes:** such as Carton = 24, with its own price. You can sell or receive by the pack.

Sizes and colours

1. When you add a product, choose **It comes in options**.
2. Add up to three options. For example: Size S, M, L and Colour Red, Navy Blue.
3. Anvela makes every mix as a **variant**, with its own stock, code and price. For example TEE-M-NAVYBLUE.

Add a value later and its variants are made. Switch a variant off to stop selling it. On the Market, shoppers pick the option they want.

Receiving stock

- **Receiving → On the way:** record goods coming from a supplier, or moving between your stores, with the day expected. It shows as **On order**.

- **Receiving → Receive stock:** count what arrived against what was expected. This closes the delivery, in full or short.
- A product's first count sets its quantity. Until then, Anvela says **not established**. It never shows zero instead.

10

Warehouse floor

For businesses with a warehouse. It follows goods from the moment they come in to the moment they leave. These tabs appear once your business has a building.

TAB	WHAT IT IS FOR
Goods receipt	Check in goods that arrive. Then they go to put-away.
Put-away	Move the goods that arrived to their home spot.
Replenishment	Refill a shelf that is running low. A picker asks; an operator fills it.
Allocations	Decide who gets what, from where, and to which dock.
Picking	Make a pick list, give it to an operator, scan, pick, confirm the bay, then send it out.
Staging & loading	Where a finished pick waits, the docks it leaves from, and the load log of each vehicle.
Control room	A live picture of the warehouse for the Founder and Supervisors. Read only.

Pick an order (operator)

1. Open **Picking**. Open the pick given to you.
2. Go to the spot it shows.
3. Scan the item.
4. Pick the number it asks for.
5. Confirm the bay.
6. Do the next line.

A pick shows when it started and ended, as plain facts. No scores and no rankings. The operator sees only the steps to do.

11

Money

Money keeps your business's books for you. Every sale, payment, return and stock movement is written in as it happens. You do not need a separate book.

> **Money is private.** Only people the Founder adds in **Finance team** can see it. The Money out page in Sell is separate and is not part of these books.

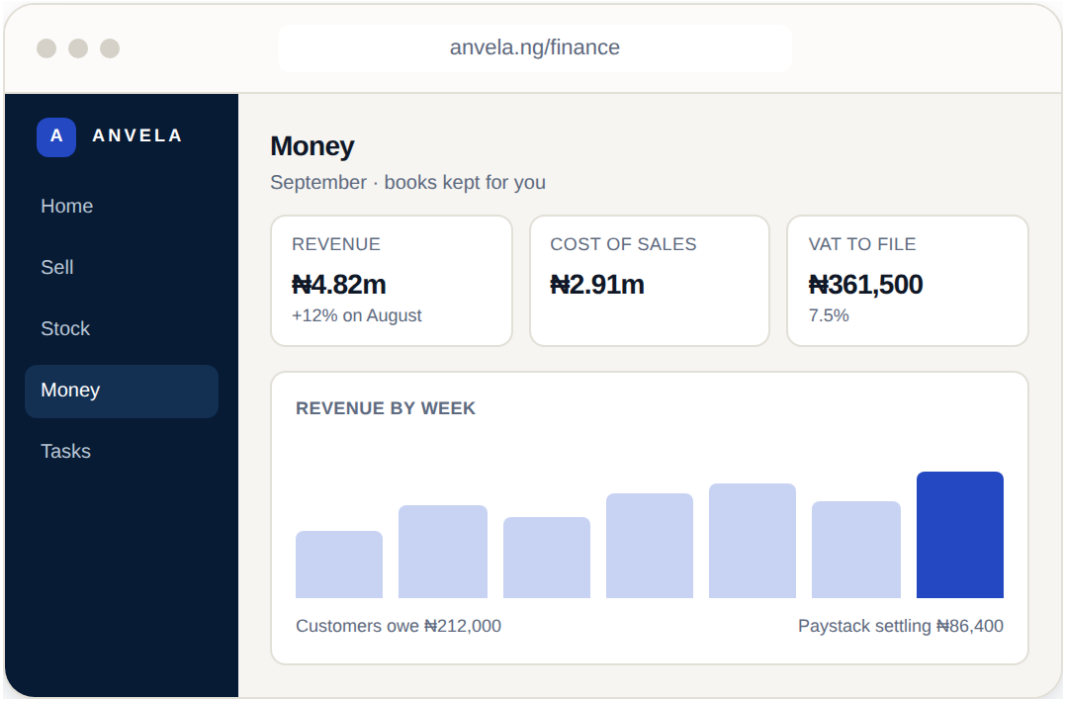


Illustration — The Money overview

The Money overview has a chart of the last 6 months: what you sold, minus what those items cost you. A bar below the line is a loss. Tap a month to see its numbers.

Money words, made simple

WORD	WHAT IT MEANS
Books (ledger)	The full record of money coming in and going out.
Account	A named box the money is sorted into: Cash, Bank, Sales, Stock, What customers owe, and so on.
Chart of accounts	The list of all your boxes.
Entry (journal)	One record that moves money from one box to another. Both sides always match. They are called debit (Dr) and credit (Cr).
Posting	Writing a sale or payment into the books. Anvela does it for you.
Revenue	What you earned from selling. It counts when the goods are handed over or the service is done.
Cost of sales	What the things you sold cost you.
Gross profit	Revenue minus cost of sales. What you made before rent and salaries.
On account	The customer takes the goods now and pays later.
Invoice	A bill telling a customer what they owe and by when.
Credit limit	The most a customer may owe you at once. Without one, they cannot buy on account.
Overdue	Late. Past the day it should have been paid.
Ageing	Unpaid bills grouped by how late they are: not due yet, 1–30 days, 31–60, 61–90, over 90.
Credit note	A paper that lowers what a customer owes, often because goods came back.
Customer credit	Money a customer has with you, not used yet. It can pay a later bill or be refunded.
Refund	Money you pay back to a customer.
Opening balance	What customers owed you, or the stock you had, on the day your books started.
VAT	A tax on sales. Only if your business charges it and types its rate (section 3).
Period	A stretch of time, usually a month. A locked period cannot be changed.
Trial balance	Every box with its balance. The two sides add up the same.
Reversal	How a mistake is fixed. A new entry undoes the wrong one. Nothing is deleted.
Payment processor clearing	Money Paystack has collected for you that is not in your bank yet.

The tabs in Money

TAB	WHAT IS INSIDE
Overview	Your money at a glance: sales, costs, what customers owe, cash and bank, and anything waiting.
Customers	People who buy on account. Inside: **Customers**, **Invoices**, **Payments**, **Ageing**, **Credit notes**, **Refunds**, **Opening**.
Suppliers	The people and businesses you buy from.
Books	The ledger. Inside: **Journals**, **Approvals**, **Accounts**, **Trial balance**, **Periods**, **Posting**, **Integrity**, **Audit**.
Tax	Your tax codes and rates. Anvela does not give tax advice. Type what your accountant tells you.
Stock value	What your stock is worth at what it cost you, and what still needs a cost.
Finance team	Who can see Money, and as what: **Accountant**, **Approver** or **Auditor** (reads only). Founder only.

How everyday work reaches the books

- A sale paid at the counter writes the sale, the money in and, when the goods leave, their cost.
- A sale on account makes an invoice. When the customer pays, apply it in **Customers → Payments**.
- Goods back from a customer make a credit note.
- Market payments wait in **Payment processor clearing** until Paystack pays your bank.
- Anything Anvela cannot write in yet waits in **Books → Posting**. It never stops a sale.

Give your stock a cost

Your **price** is what a customer pays. Your **cost** is what the item cost you. Stock you counted on day one has no cost yet, so **Stock value** says **Incomplete**.

1. Open **Money → Stock value**.
2. Find the product under **Opening stock needing a cost**.
3. Tap **Record cost**.
4. Type what one unit cost you. A careful guess is fine.
5. Save. Stock value fills in, and so does profit.

12

Network

For field and telecom teams: sites, the equipment at them, surveys done on site, and the client's acceptance.

TAB	WHAT IT IS FOR
Overview	Where the work stands across your sites.
Dispatch	Send engineers to sites.

TAB	WHAT IT IS FOR
Review	Check what engineers captured before it goes to the client.
Acceptance	Checklists and the client's yes or no.
Capture	The engineer's screen on site: the survey, photos, readings and drawn signatures.
Evidence	Everything captured, by site and equipment.
Sites & equipment	Your sites (typed or imported), equipment types and the equipment at each site.
Templates	The surveys and their versions.

Do a site survey (engineer, phone)

1. Open the site visit given to you.
2. Tap **Accept**.
3. When you arrive, open the survey.
4. Answer each question.
5. Take the photos it asks for.
6. Ask the person on site to sign, if needed.
7. Tap **Submit** (or **Submit for review**). A pop-up says what happened.

> **Works with no network.** Open your site visits once while you have network. Then the survey opens on site with no network. Answers and photos wait on the phone. They are sent by themselves, in order, when the network is back. The reviewer is told which photos were taken with no network.

- To add equipment, you need a site and an equipment type first. **New asset** tells you what is missing.
- Photos are made smaller before they are sent (about 400 KB). Labels and meters stay readable.

The Network trial

Without a Network & Enterprise agreement, a team can try Network free: up to 25 engineers and 150 site visits a month, for 90 days from its first site visit. Photo checks and the TSS and picture reports are included. After it, new site visits need an agreement. Your sites, visits and reports stay, and downloading them is free.

13

Insights, people and settings

Reports and suggestions, your team, your settings, your plan and your own data.

PAGE	WHAT IT IS FOR
Recommendations	Suggestions waiting for a person. Nothing happens by itself. Each is accepted, put off or declined.
Reports	The numbers for a time, or two times side by side.

PAGE	WHAT IT IS FOR
Oversight	What has really been proven, not just planned.
People → Team	Invite people, set roles, and share your team code.
People → Shifts	Who is working, and when.
Settings	Your own choices: email, phone alerts, language, less motion.
Workspace	Your business details, the areas you use, the **Tax rate**.
Buildings · Hardware	Your buildings, the spots in your stores, and scanners and scales.
Devices & offline	What is waiting to be sent from each phone or computer.
Connected systems	Systems outside Anvela.
Plan & billing	Your plan, what you use, and payments. Only the Founder chooses and pays.

Choose what a person sees (Founder)

1. Open **People → Team**.
2. Tap the person.
3. Tap **What they see**.
4. Turn whole areas, or parts of them, on or off.
5. Save. The person is told.

Hidden things are not sent to them at all. Work you give them always stays open to them.

Email settings

In **Settings → Email** you choose which work emails you get. **Tips from Anvela** is its own switch. Turning work emails off does not turn tips off.

Devices & offline

BUTTON OR WORD	WHAT IT DOES
Send again	On the phone: tries again to send one item that was refused.
Remove from this phone	Takes a refused item off the phone. It asks twice, because the item will not be recorded.
Remove	On the web: takes a refused item out of this browser.

It also shows which app version your phone runs.

Plans

PLAN	WHAT YOU GET
Start — free	1 store, 3 people, 300 items, 20 Ellis questions a month. Selling, receipts, bookings at the counter, made to order, the phone app and an Anvela Market shop (fee 3% of the goods, at most ₦5,000 an order).
Growth	₦9,500 a month, ₦27,000 a quarter or ₦95,000 a year. 5 stores, 10 people, unlimited items, 150 Ellis questions a month. Adds Money, online bookings with deposits, deliveries, sizes and colours. Market fee 2.5%.
Business	₦24,500 a month, ₦70,000 a quarter or ₦245,000 a year. 10 stores, 20 people, unlimited items, 400 Ellis questions a month. Adds the Warehouse floor, supply on the way, shifts, approvals and report exports. Market fee 2%.
Network & Enterprise	For any industry, from ₦75,000 a month on a yearly contract: 25 stores, 60 office people, 1,500 Ellis questions and every area except Network. Market fee 1.5%. Network costs extra: ₦3,000 an engineer and ₦100 an active site a month. Ask from Plan & billing.

- Prices do not include VAT (7.5%).
- Every area is free for the first three months after launch, until 12 January 2027.
- Choose Growth or Business before then for the founding offer: 30% off your first 12 months, paid monthly, quarterly or yearly. It starts when you pay.
- Add-ons: an extra store ₦3,500 or person ₦1,500 a month, and more Ellis questions. During the launch months you can buy them on their own for a month.
- The free plan covers one business for each Founder. A business that joins after the launch starts on Start. If it pays for a plan within 3 days of signing up, it gets a month more, free.

When a free period or a plan ends

- 30, 7 and 1 days before, the Founder is told by the bell, email and phone. Home and Plan & billing show **What you keep** and **What changes**, with **Choose a plan**.
- Afterwards, what is beyond the plan becomes **read-only**. You can see it, but not add to it. Nothing is deleted.
- People and items beyond the plan keep working. Only adding more is stopped. Downloading your data is always free.

Your data and account

In **Settings → Your data and account**, on the web and the phone:

BUTTON OR WORD	WHAT IT DOES
Sign out other devices	Signs you out on every other phone and computer. This one stays signed in.
Download my data (PDF)	A report of everything Anvela keeps about you.
Data file (JSON)	The same, as a file you can move to another service.
Download your business records	Founder only. Every record of your business, as spreadsheet files (CSV).

BUTTON OR WORD	WHAT IT DOES
Delete my account…	Deletes your account at once, and a business you founded. Anvela emails you a summary first. You type a word and your password to confirm. This cannot be undone.

> **Before you delete.** Download what you need first. Deleting cannot be undone.

Anvela's rules are here: **https://anvela.ng/terms**, **https://anvela.ng/privacy**, **https://anvela.ng/refund-policy** and **https://anvela.ng/delivery-policy**.

14

Ellis, the phone and offline

Your assistant, the phone app in your language, and selling with no network.

Ellis, your assistant

Tap **Ask Ellis** and type a question in plain words. For example:

- "What needs me today?"
- "What is low on stock?"
- "What did we sell this morning?"
- "Which bookings are not checked in?"

- Ellis reads the same records as the screens: what you sell, your stores, your shop, your bookings.
- Ellis answers in the language you wrote in. It understands typing slips.
- Ellis can get an action ready for you. It never changes anything by itself. Nothing happens until a person says yes.
- Your plan sets how many questions you get each month.
- On a computer, press **Enter** to send. Press **Shift + Enter** for a new line.

The phone app

The phone app has the same areas and rules as the web. Big buttons, one choice at a time.

1. Open **Settings**.
2. Tap **Language**.
3. Choose English, Hausa, Igbo, Yorùbá or Pidgin.

Your choice follows you to the web too. Words not translated yet stay in English. Hausa, Igbo, Yorùbá and Pidgin are marked **beta** until native speakers have checked them.

Selling with no network

- On the phone **and** on the web, you can record a paid sale with no network.
- The sale is kept on the phone or in the browser. The phone says **Sale saved on this phone**.
- When the network is back, it is sent by itself. Stock is checked then.
- Sell, Stock and Home show what was last loaded, marked offline.
- You always see the state: saved, waiting, sending, sent.

- If a sale is refused (for example, the stock ran out first), it waits for you in **Devices & offline**. Nothing is settled in secret.

15

Keyboard shortcuts

These keys work on a computer. They make Anvela faster. You never need them: every key also has a button.

Anywhere in Anvela

PRESS	WHAT HAPPENS
⌘ K or Ctrl K	Opens the search box. Type a page name, or a sale, customer, product, invoice, task, person or site. Not while you are typing in another box.
↓ and ↑	In the search box: moves down and up the list.
Enter	In the search box: opens the one that is lit up.
Esc	Closes the search box, a pop-up, the bell or a side panel.

On lists (Sales, Products, Bookings and more)

PRESS	WHAT HAPPENS
/	Jumps into the list's search box.
J or ↓	Goes down one row.
K or ↑	Goes up one row.
Enter	Opens the row you picked, or opens and closes its details.
Esc	Closes the side panel.

In boxes that suggest (choosing a product or customer)

PRESS	WHAT HAPPENS
↓ and ↑	Moves through the suggestions.
Enter	Picks the one that is lit up.
Esc	Closes the suggestions.

On the Till: scanning

PRESS	WHAT HAPPENS
Scan, or Enter	Adds the item whose code is in the box. Some scanners send Tab instead; that works too.
3* then a code	Adds three of that item. Any number works, such as 2.5*.
↓ then Enter	Picks an item by its name, after you type part of the name.
1 to 9	When one code fits several items: picks that one.
Esc	Clears the box.

On the Till: with the box empty

PRESS	WHAT HAPPENS
Enter	**Take payment**.
+	One more of the chosen line.
−	One fewer of the chosen line.
Delete	Removes the chosen line.
↑ and ↓	Chooses a line.

On the Till: taking payment

PRESS	WHAT HAPPENS
1	Cash.
2	Transfer.
3	Card (POS).
4	Part cash.
Enter	**Payment received — record sale**.
Esc	Goes back one step (to the payment choices, then to the items).
Ctrl P or ⌘ P	Prints the last sale's receipt, not the page.

Other keys

PRESS	WHAT HAPPENS
Enter	In a quantity or price box on the Till: goes back to the scan box.
Enter	In Ellis: sends your question.
Shift + Enter	In Ellis: starts a new line.
Tab	Moves to the next button or box. Shift + Tab moves back.

> **On the phone.** There are no shortcut keys on the phone. But a Bluetooth barcode scanner works in **New Sale**: each scan adds the item.

16

How Anvela behaves

The same simple rules work under every screen.

- **Give → do → prove → check.** Work is given to someone, done, proven, and checked by someone else.
- **Nothing is rubbed out.** A fix is a new entry with a name on it. The history only grows.
- **Zero is not "don't know".** Anvela always says which one it means.
- **When unsure, it stops and asks.** It does not guess.
- **Nothing is made up.** If a photo, number or price does not exist yet, Anvela says so.
- **People decide.** Ellis and suggestions only suggest. A person says yes.
- **The owner is in charge.** Only the Founder gives access and makes the final check.
- **Nothing is deleted when a plan ends.** It becomes read-only, and your data stays yours to download.

17

Glossary and help

WORD	WHAT IT MEANS
Workspace	Your business on Anvela, private to its Founder and the people they let in.
Area	A big part of the menu: Sell, Stock, Money, Network.
Store	A place that holds stock: a shop, a stall or a warehouse. Plans count stores.
Spot	A zone, aisle, rack, level or bin inside a store.
Building	The building itself, with its address.
Available	What you can sell at a store right now (section 9).
Established	The stock has been counted. Not established means nobody counted it yet.
On order	Stock on its way from a supplier or another store.
On account	A sale the customer pays for later.
Barcode	The striped code on an item. A scanner reads it.
SKU	Your own short code for an item.
Till	The fast selling screen for a barcode scanner and keyboard.
Cash count	Counting the cash box at the end of the day.
Variant	One mix of a product's options, such as Size M in Navy Blue.
Pack size	A set number of items with its own price, such as Carton = 24.

WORD	WHAT IT MEANS
Job	The work to make a made-to-order item.
Job card	An item a customer left with you, what to do to it, and what is still owed.
Open order	A table's or customer's order, added to during the meal.
Money out	Spending recorded in Sell: rent, fuel, transport, salaries.
Booking	A service booked for a time.
Run	A rider's delivery trip with several stops.
Evidence	Proof added to work: photos, readings, notes.
Shop's own link	The link that shows only your shop: https://anvela.ng/s/ and your shop's name.
Read-only	You can see and download it, but not add to it. Nothing is deleted.
Two-step sign-in	Signing in with your password and a 6-digit code from your phone.

Getting help

WHERE	HOW
Inside Anvela	Open **Help**. Ask a question or report a blocker on the work itself. Ask Ellis. Or ask your Founder.
Email	Write to **support@anvela.ng**. Say what you were doing and what you saw. **Help → Email Anvela Support** opens your email app. A person at Anvela checks every reply.
WhatsApp	Chat with Anvela on WhatsApp Business: **+234 814 062 7278**. **Help → Chat on WhatsApp** opens the chat. A person at Anvela replies.
Status	**Help → Status** shows what Anvela has in place.
Tips and news	**https://anvela.ng/blog**

This manual describes Anvela on 22 October 2026. The latest edition is always at https://anvela.ng/anvela-user-manual.pdf.