LabCare OPS Central

Operations Management System

User Manual

LabCare Operations Platform

Version 1.0 | March 2026 | Confidential

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1. Overview

How the System Works

1. **Backend Person** raises a **Quotation** for a hospital (list of products + price).
2. **LabCare Admin** reviews the Quotation — Approves, Rejects, or Raises a Query.
    - If approved and finalized → LabCare Admin assigns it to a **Store** and converts it into an **Order**.
3. **Store Person** receives the Order — Accepts, Rejects, or Raises a Query.
    - If accepted → Store raises a **Product Requisition** to the **Factory**.
4. **Factory** checks if finished products are in stock.
    - If **Yes** → Factory sends products directly to the Store.
    - If **No** → Factory asks Store for **components** (raw parts).
5. **Store** checks if components are in stock.
    - If **Yes** → Store sends components to Factory.
    - If **No** → Store asks **Main Store**.
6. **Main Store** checks stock.
    - If **Yes** → Main Store sends to Store.
    - If **No** → Main Store asks the **Purchase Department**.
7. **Purchase Dept** orders from a **Vendor**. Components flow back: Purchase Department → Main

Store → Store → Factory.

8. Factory creates a unique **Serial Number + QR Code** for each product unit. **Floor Person** assembles by scanning QR codes.

9. Finished products travel: **Factory → Store → LabCare Admin → Hospital**.

Four words you will use every day:
Quotation = A price proposal raised for a hospital's product needs.
Order = A confirmed requirement assigned to a Store for fulfilment.
Inward = Recording that you *received* something into your stock.
Outward = Recording that you *sent* something out of your stock.

3. How to Login

Option A – User Login (for most roles)

Use for: Super Admin, LabCare Admin, Backend, Store Person, Main Store, Purchase Dept, Vendor, Floor Person.

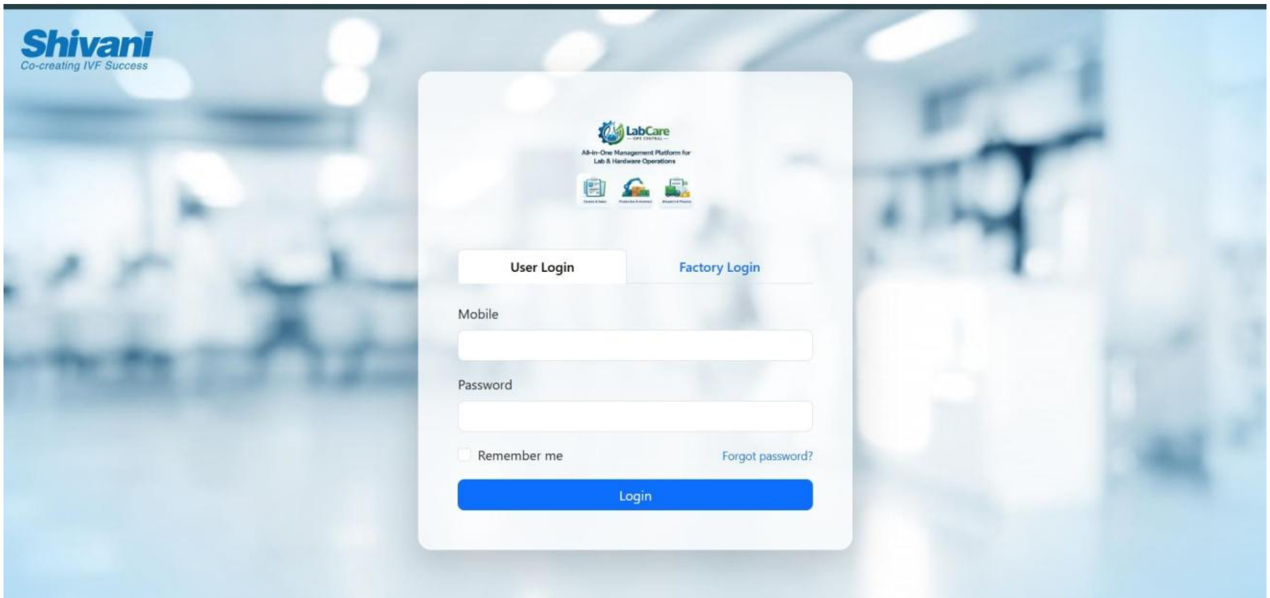
Step 1. Open your web browser (Chrome or Microsoft Edge).

Step 2. Type the OPS Central web address in the browser and press Enter.

Step 3. On the Login page, make sure the **"User Login"** tab is selected.

Step 4. Enter your **Mobile Number** and **Password**.

Step 5. Click **"Login"**. You will be taken to your Dashboard.

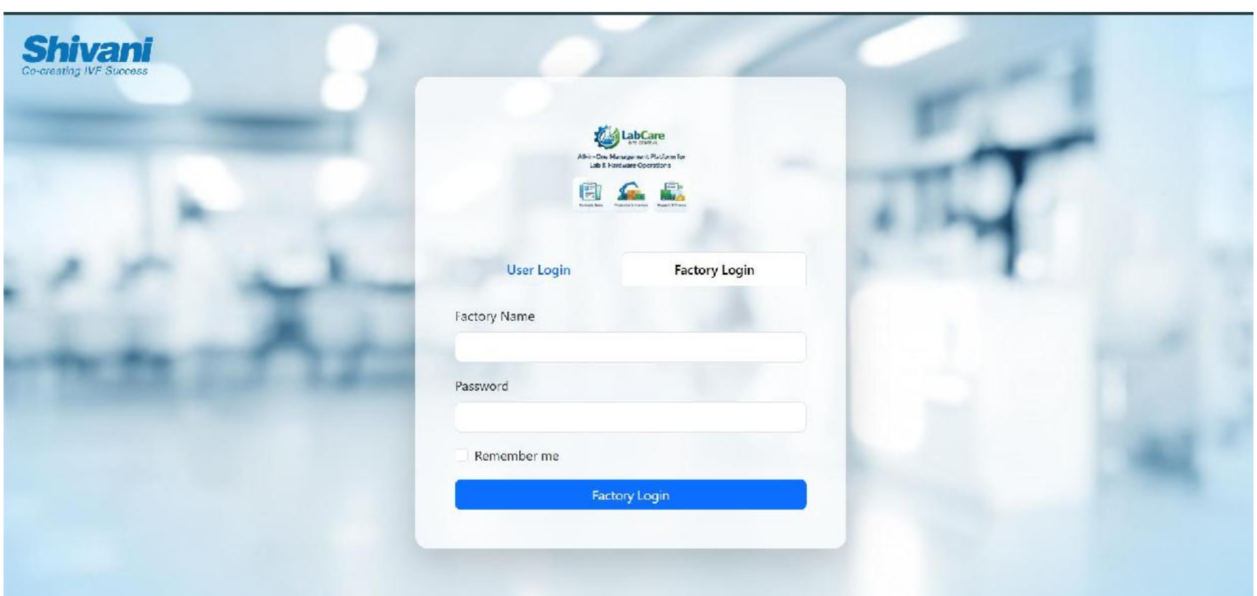


Option B – Factory Login

Step 1. On the Login page, click the "Factory Login" tab.

Step 2. Enter your **Factory Name**.

Step 3. Enter the **Factory Password** and click **"Login"**.



If Your Login Fails

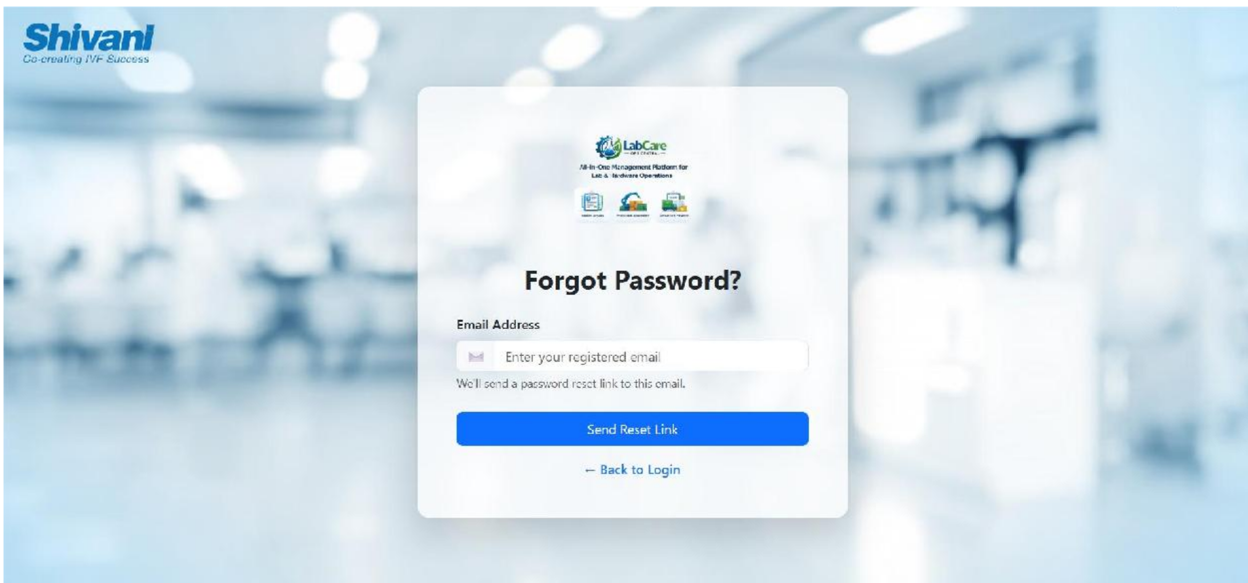
- Make sure **Factory Name and Factory Password** should be correct.
- If you never had a login, contact your Super Admin.

Important: Never share your login details. Every person must have their own account.

4. Forgot Password

Step 1. On the Login page, click **"Forgot Password?"**

Step 2. Enter your registered **Email Address** and click **"Send Reset Link"**.



Step 3. Check your email inbox for a **"Reset Password"** link. (Check Spam/Junk if not in inbox.)

Step 4. Click the link. Set your new password following these rules:

- At least **8 characters**
- At least one **UPPERCASE letter** (A, B, C …)
- At least one **number** (1, 2, 3 …)
- At least one **special character** (@ # ! $ %)
- Good example: **LabCare@2026**

Step 5. Type the password again in **"Confirm Password"**. Click **"Reset Password"**, then **"Go to Login"**.

Warning: The reset link expires after **1 hour**. Maximum **3 requests per hour**. If expired, request a new link from Forgot Password.

4. Backend Person – How to Use the System

As a **Backend Person**, your main job is to raise **Quotations** for hospitals. A Quotation is a list of products and their prices that you prepare for LabCare Admin to review and approve.

4.1 How to Raise a Quotation

Step 1. Log in with your Backend account.

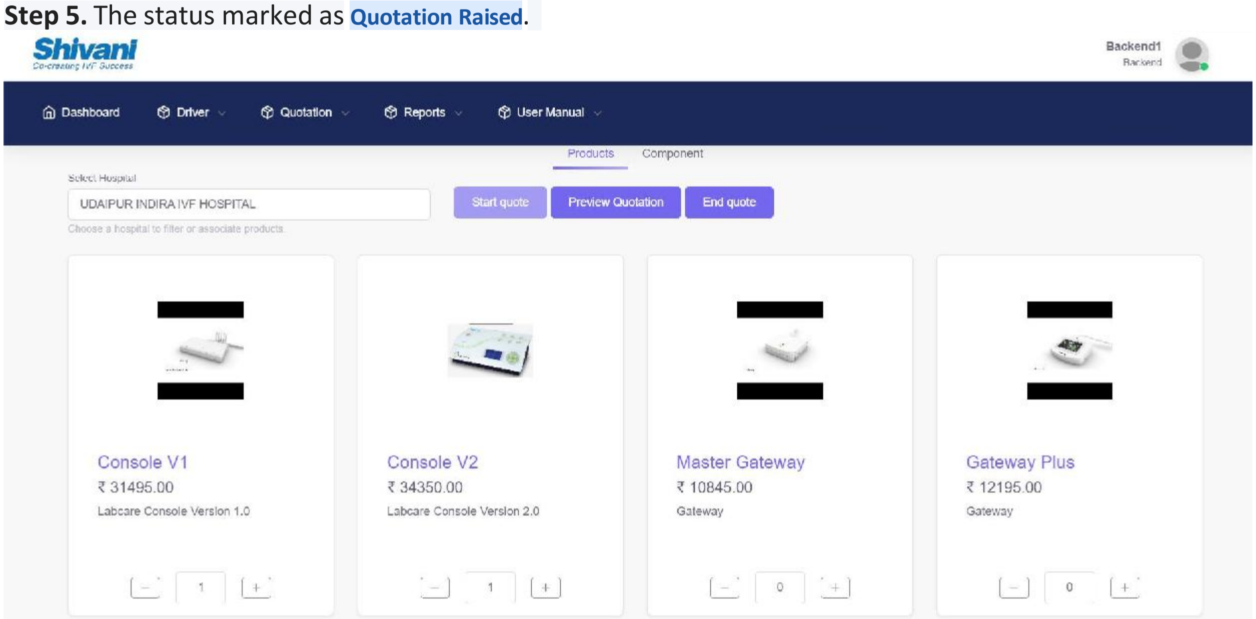
Step 2. In the menu, go to **Quotations → Raise Quotation**.

Step 3. Fill in the quotation details:

- **Hospital:** Select the hospital this quotation is for.
- **Products:** Add products the hospital needs. For each product, using the plus icon adds a **Quantity**.

Step 4. Review everything and click **End Quote**.

Step 5. The status marked as Quotation Raised.

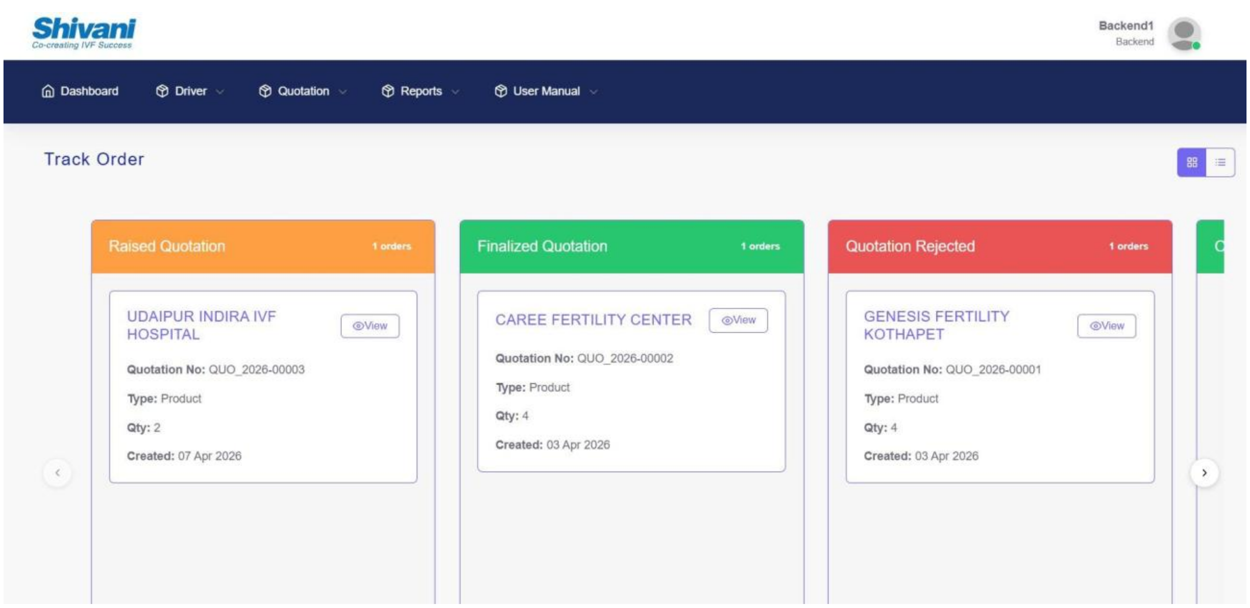


4.2 How to Track Your Quotation

Step 1. Go to **Quotations → Track Order → Raise Quotation List**.

Step 2. You will see all quotations you have raised and their current status.

Step 3. Click on any quotation to see the full details and LabCare Admin's comments.



4.3 What to Do if Your Quotation is Queried or Rejected

Status	What it means	Your action
Query Raised	LabCare Admin has a question about your quotation — maybe a price clarification or product detail.	Read the query, update the quotation to address the concern, and resubmit.
Quotation Rejected	LabCare Admin has rejected this quotation. It will not proceed further.	Read the rejection reason. Create a new revised quotation if the hospital's need still stands.
Finalized Quotation	The Backend Person rechecks the quotation details, if need performs any required	No further action needed from you. Track the quotation status.

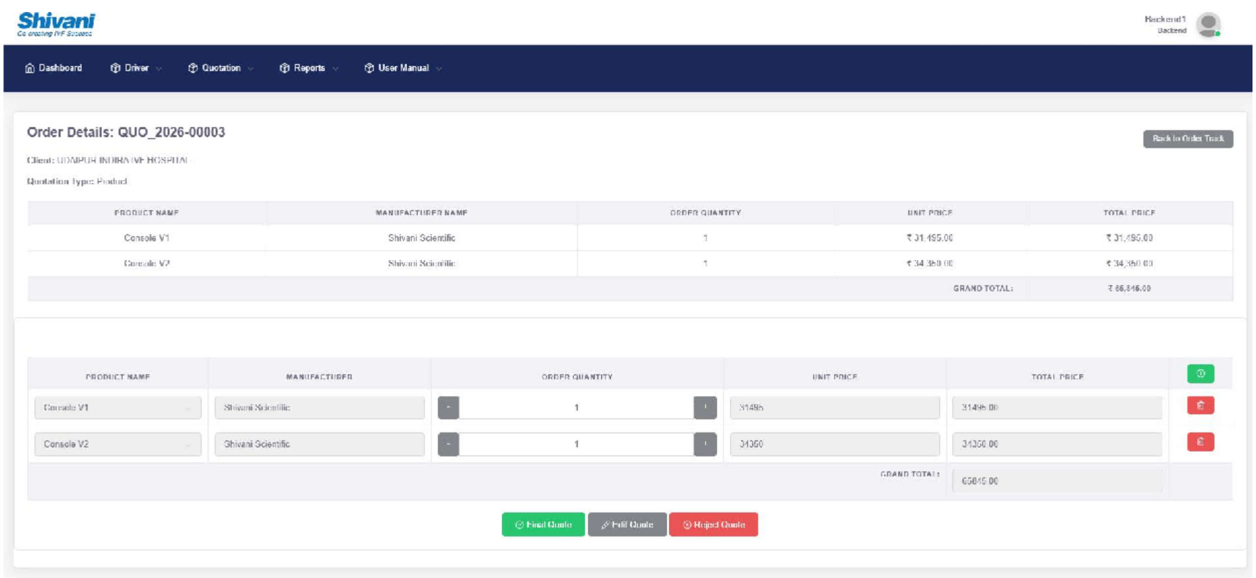
Status	What it means	Your action
	modifications, and finalizes the quotation.	

4.4 Finalized Quotation

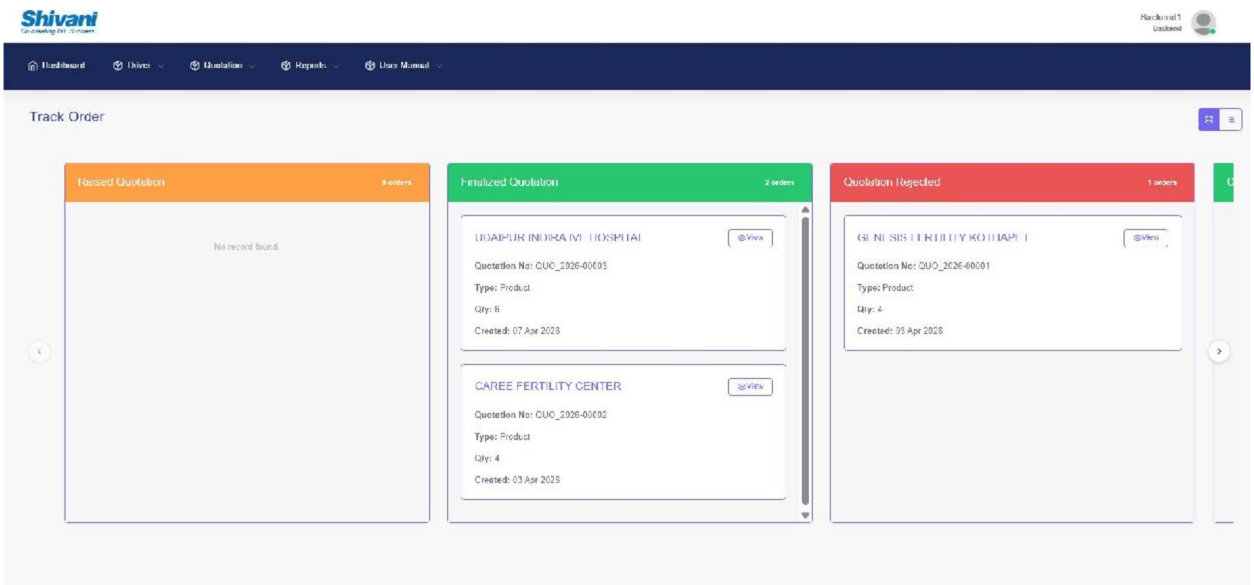
Step 1. Log in and go to **Quotations → Track Order**. You will see all **Raised Quotation**

Step 2. Click on a View button, it navigates order_confirm.php page.

Step 3. Click on Edit Quote if you need to modify the quotation.



Step 4. Click on the Final Quote Button. Then status changed and was marked as Finalized Quotation.



5. LabCare Admin – How to Use the System

As **LabCare Admin**, you are the central decision-maker. You approve quotations, convert them to orders, assign them to stores, respond to store queries, and arrange the final dispatch to hospitals.

5.1 How to Review and Order Confirm

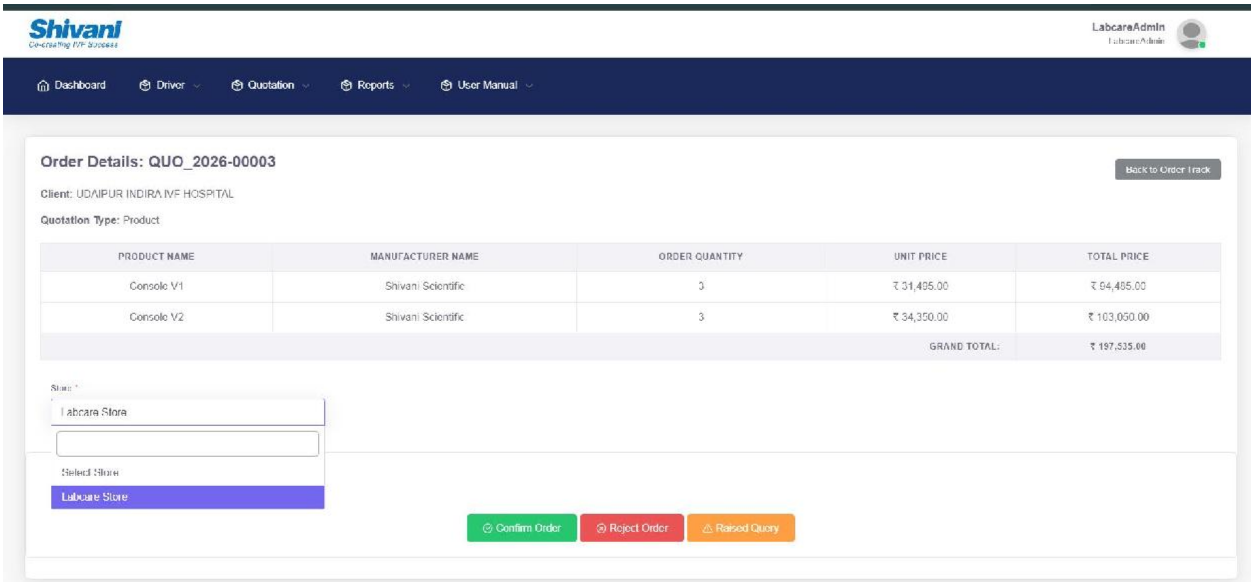
Step 1. Log in and go to **Quotations → Track Order**. You will see all quotations raised by Backend Persons.

Step 2. Click on a View button that shows status **Finalized Quotation** to open it.

Step 3. Review the hospital name, products, quantities, and prices carefully.

Step 4. Choose one of these three actions:

- **Step 1.** Go to **Quotations** and find the quotation with status **Finalized Quotation**.
- **Step 2.** Click **Confirm Order** .
- **Step 3.** Select the **Store** that will be responsible for fulfilling this order.
- **Step 4.** Click **Confirm**. The Order is created Status becomes **Order Confirmed**.



- Click **Reject** — if the quotation is incorrect or cannot be fulfilled. Enter the reason, and the status will be marked as *Quotation Rejected*.
- Click **Raise Query** — if you need clarification from the Backend Person. Enter your question. Status becomes **Query Raised**.

5.2 How to Handle Store's Response to an Order

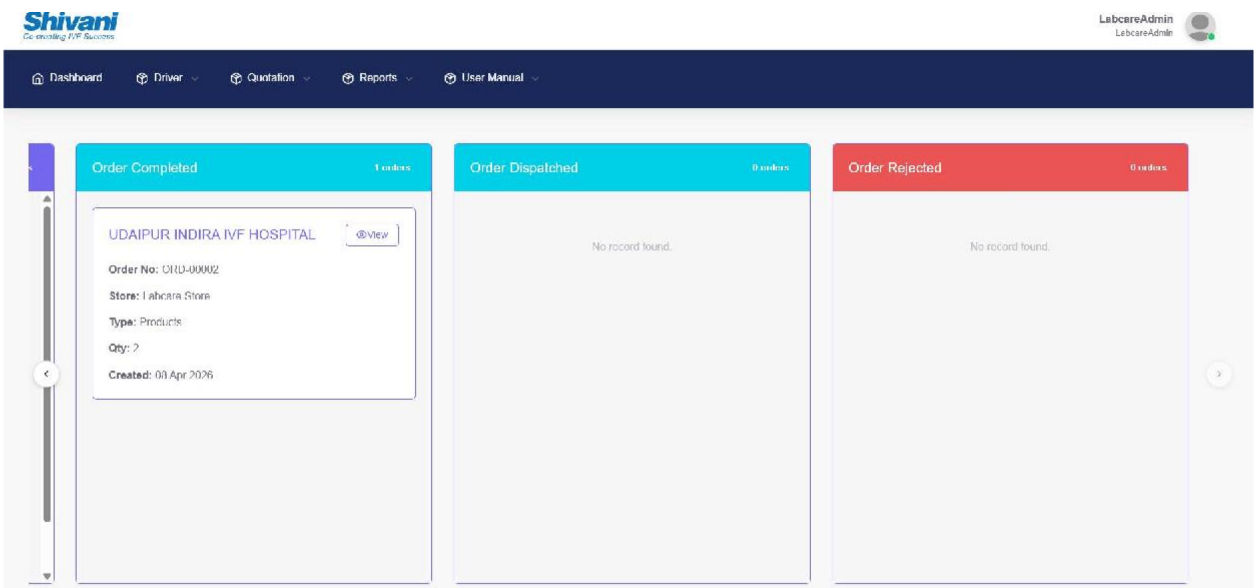
After you assign an Order to a Store, the Store Person will Accept, Reject, or Raise a Query on it.

Store's Response	What Happened	Your Action
Accepted	The store has accepted the order and will start the production process.	No action needed. Monitor the order status as it progresses.
Query Raised	The store has a question or concern about the order (e.g., wrong product, unclear quantity).	Go to the order, read the Store's query, reply with your clarification, and re-confirm the order to the Store.
Rejected	The store has rejected the order (e.g., they cannot handle this product or location).	Go to the order. Read the rejection reason. Reassign the order to a different Store.

5.3 How to Dispatch Products to a Hospital (Final Step)

After the Store sends finished products to you (by creating an Outward), you dispatch them to the hospital.

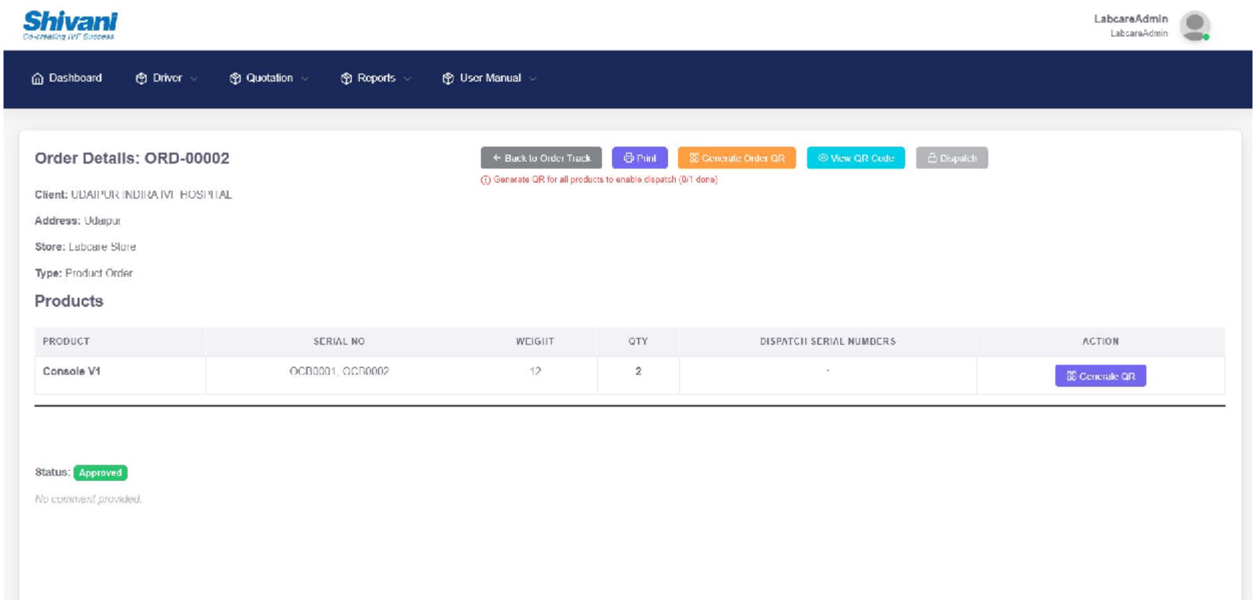
Step 1. Go to **Quotation → Track Orders → Order Completed card**.



Step 2. Click on the view button.

Step 3. To Dispatch the Order

1. **Generate QR for the product**
    - Click the purple **"Generate QR"** button in the Action column



- This will generate QR codes for the **product box** serial numbers OCB0001 and OCB0002

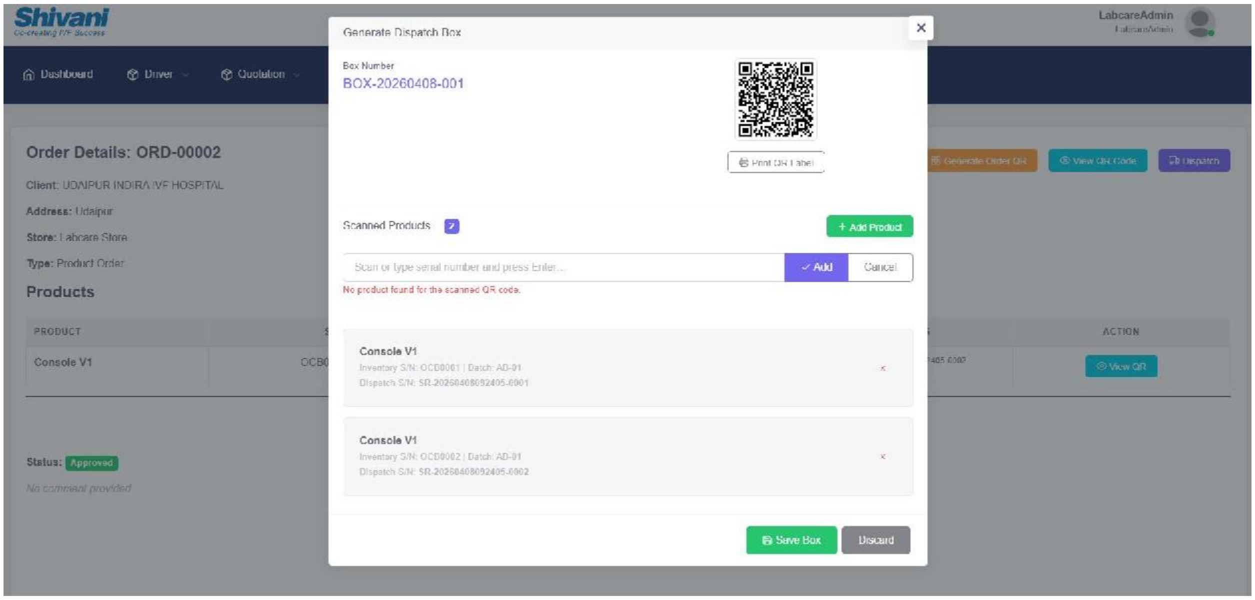
1. Click "Generate Order QR" (orange button)

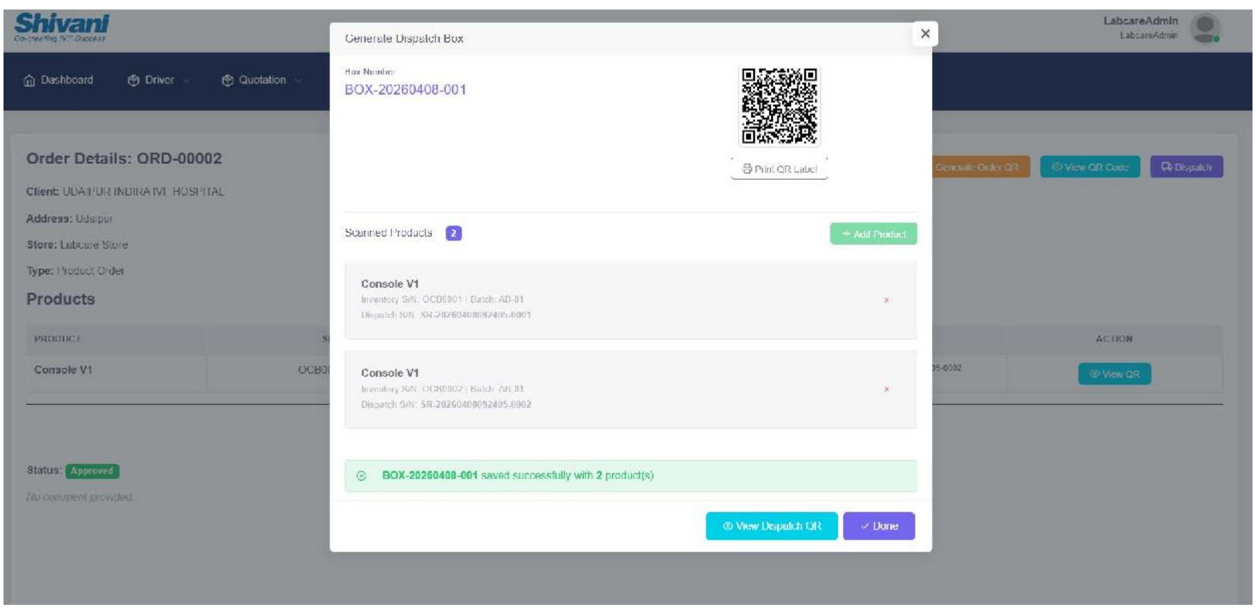
- This generates a single QR for the entire order
- Meaning one master QR for BOX-20260408-001

2. QR Code is Created

- This QR contains:
  - Order ID → ORD-00002

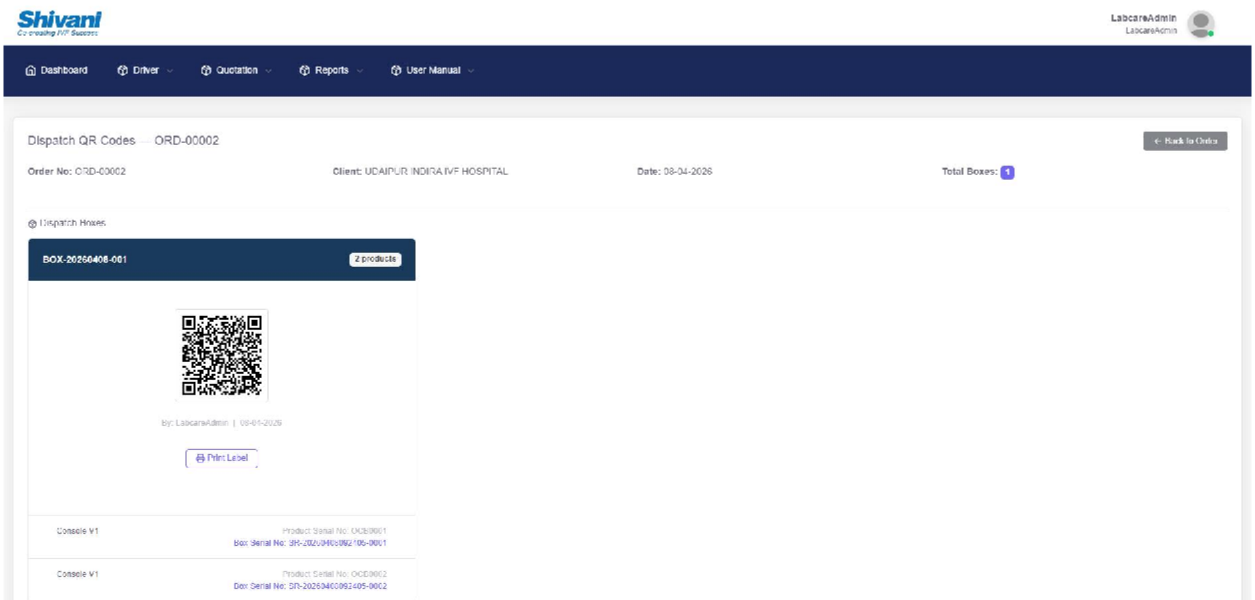
- Client → UDAIPUR INDIRA IVF HOSPITAL
- Address → Udaipur
- Products inside → Console V1 (Qty: 2)
- Serial Numbers → OCB0001, OCB0002
- Click **"Print"** before or after dispatch to get a physical copy of the order



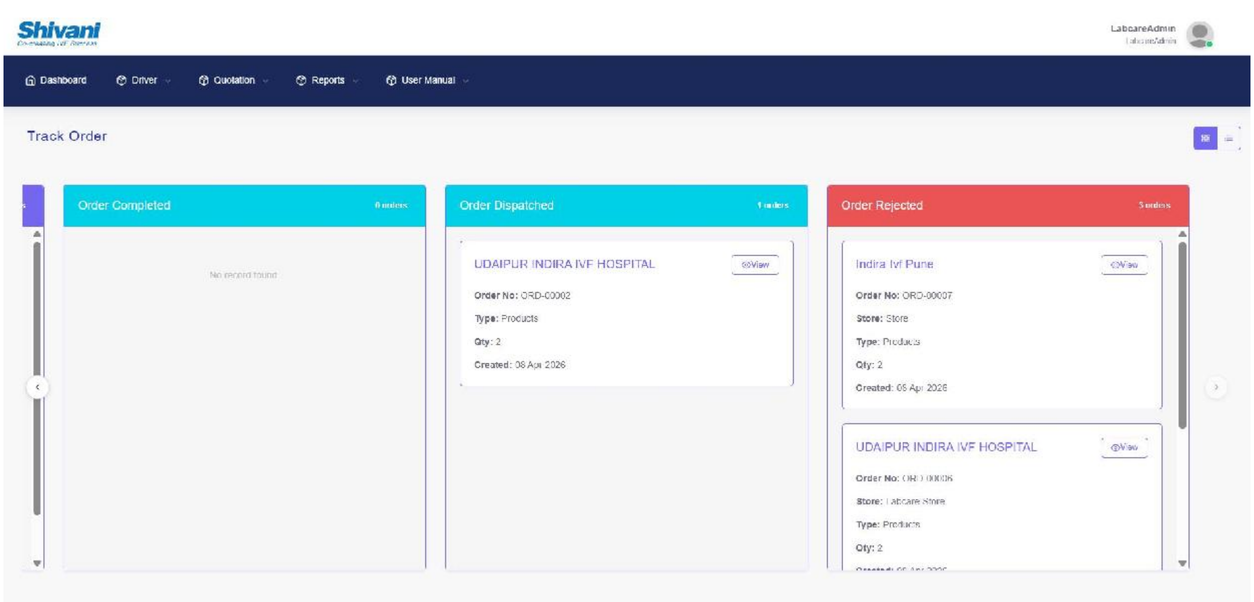


3. Click "View QR Code"

- Click **"View QR Code"** (teal button) to verify/preview the generated QR



2. **Dispatch the Order**
   - Once QR is generated, the **"Dispatch"** button (currently grayed out) will become active
   - Click **"Dispatch"**, confirm the delivery details, and click **Confirm Dispatch**.
   - Order status changes to **Dispatched**. Done!
   - The dispatched order will appear under the Order Dispatch section in **Quotation → Track Order → Order Dispatched.**

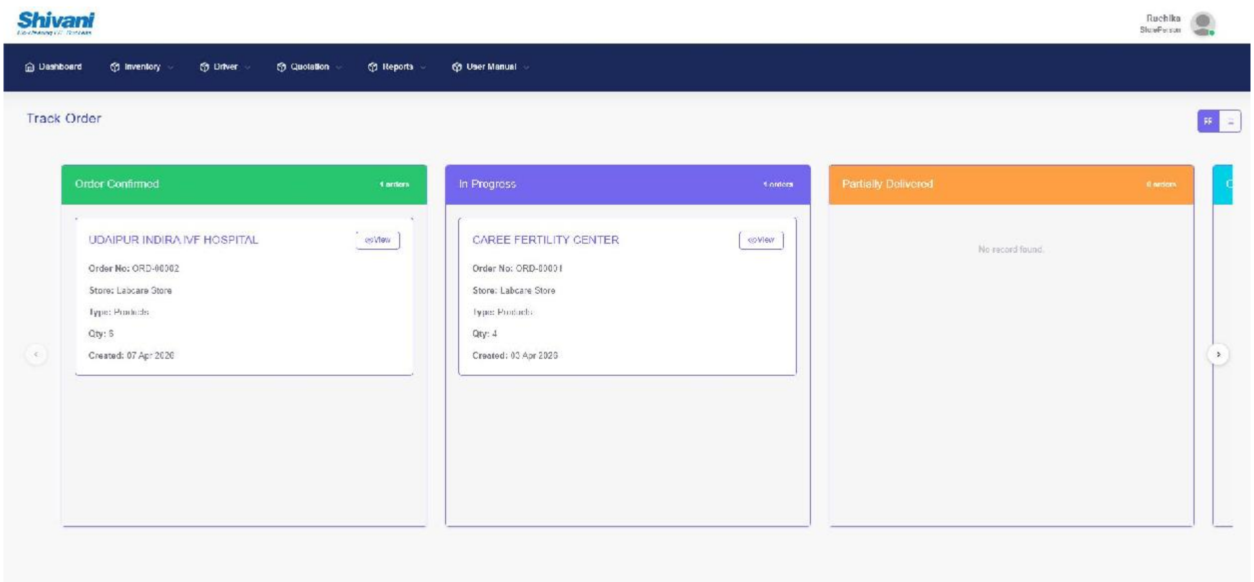


6. Store Person – How to Use the System

As a **Store Person**, you receive orders from LabCare Admin, arrange the required products, manage all component movements, and send finished products back to LabCare Admin for dispatch.

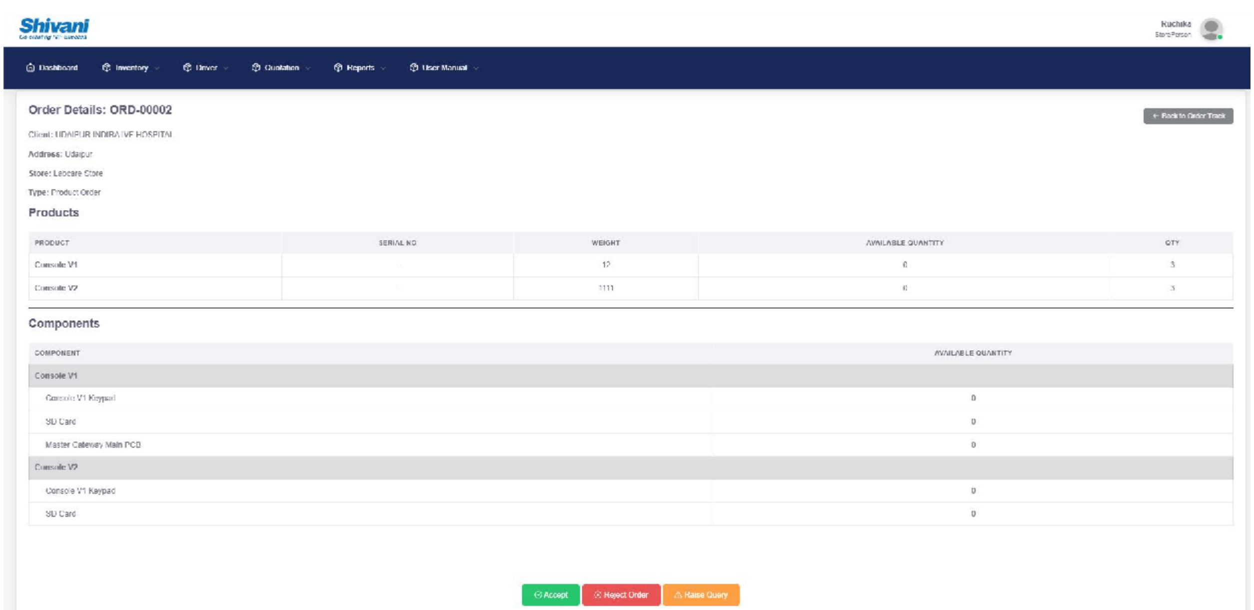
6.1 How to View and Respond to an Order from LabCare Admin

Step 1. The Store Person should Log in and go to **Track Orders**. You will see orders assigned to your store with the Status **Order Confirmed Card**.



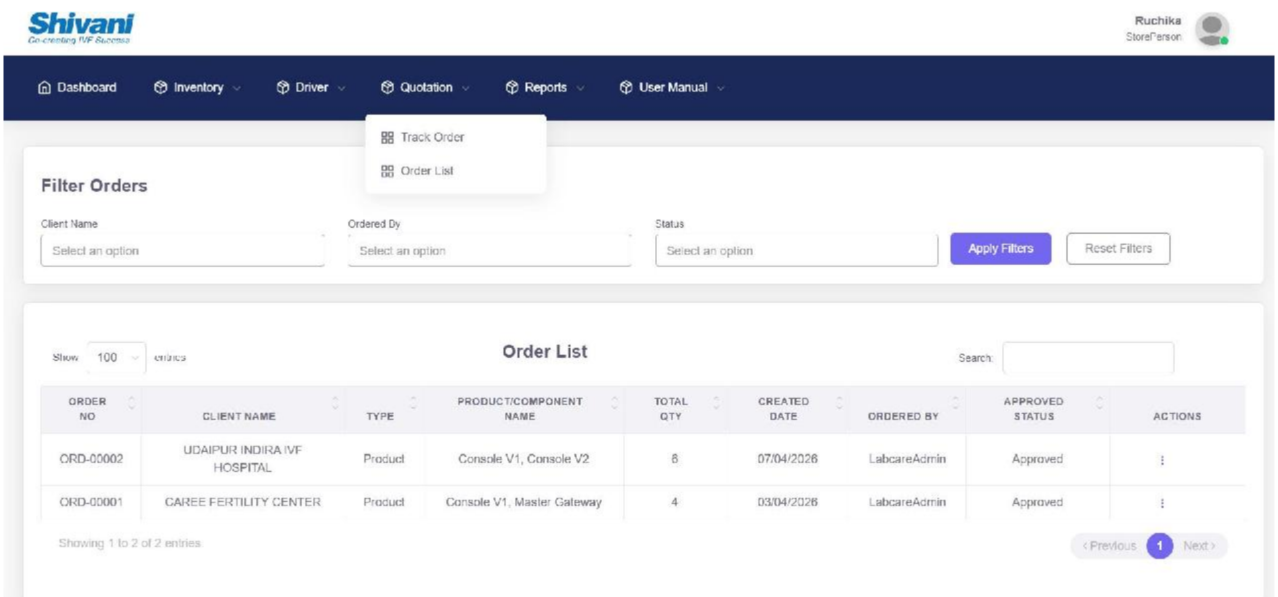
Step 2. Click on the view button to display the products, quantities, and hospital details.

Step 3. Decide what to do:



1. Click **Accept** — if your store can fulfil this order. Status becomes **Accepted**. Then go to Section 9.2.
2. Click **Reject** — if your store cannot handle this order. Provide a reason. Status becomes **Rejected**. LabCare Admin is notified and will reassign.
3. Click **Raise Query** — if you have a question. Enter your question. Status becomes **Query Raised**. LabCare Admin will reply and reconfirm.

4. The Accepted Order is displayed in Order List



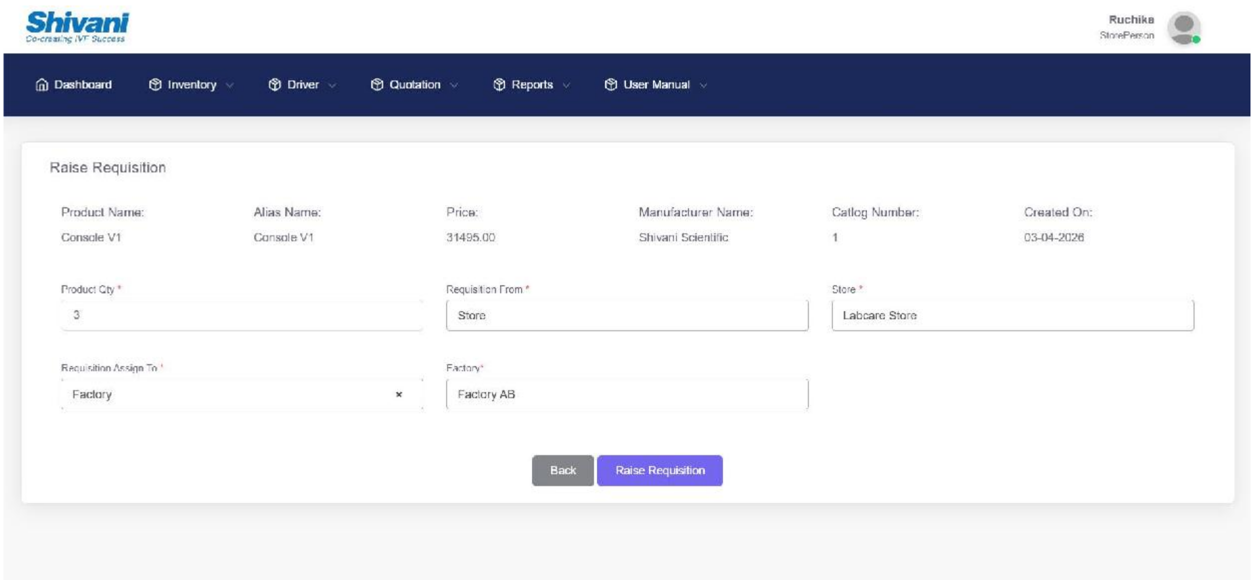
6.2 How to Raise a Product Requisition to Factory (after accepting Order)

Step 1. Go to **Inventory →Products →Requisition → Create Requisition**.

Step 2. Fill in:

- **Requisition Type:** Product
- **Quantity:** As per the Order
- **Assign To:** Factory
- **Select Factory:** Choose the correct Factory

Step 3. Click **Raise Requisition**. Factory's Primary user receives a mail notification.



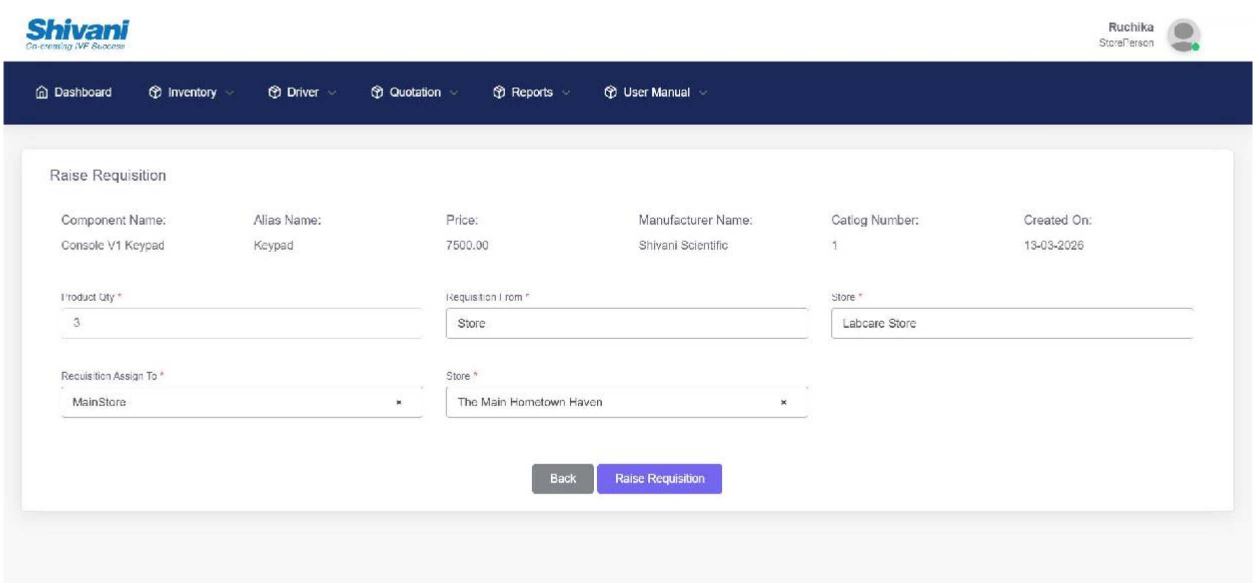
6.3 How to Raise a Component Requisition to Main Store

Do this when the factory asks you for components but you do not have them in your stock.

Step 1. Go to **Inventory → Component → Create Requisition.**

Step 2. Type: Component. Enter quantity. Set **Assign To: Main Store**. **Select Store:** Choose the correct Main Store.

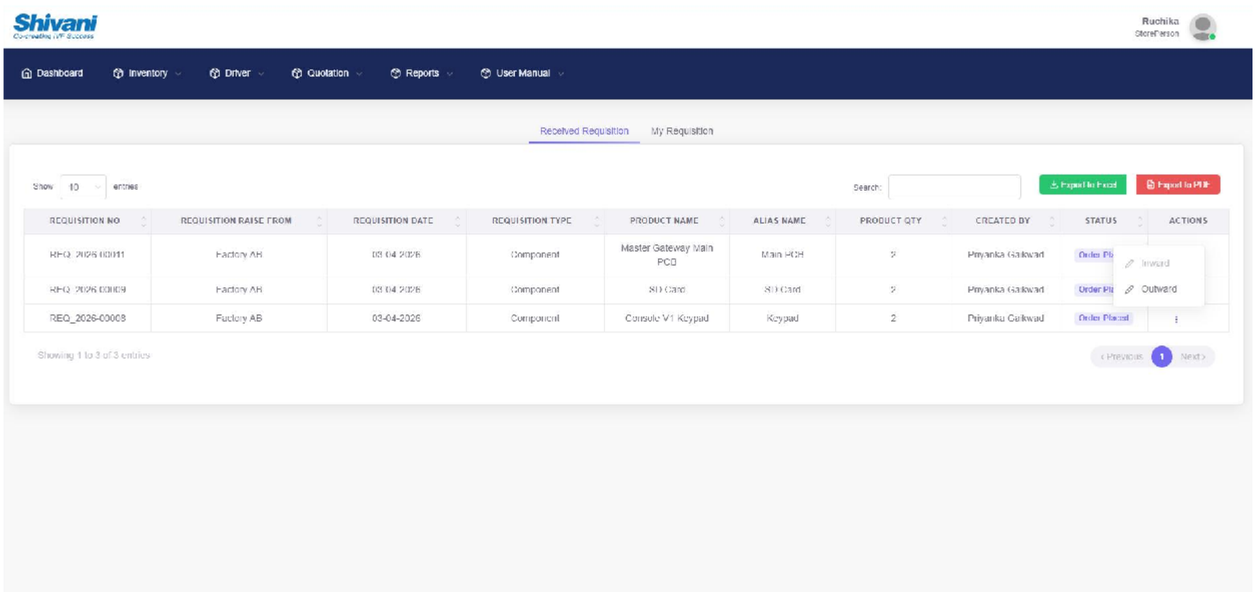
Step 3. Click **Submit**.



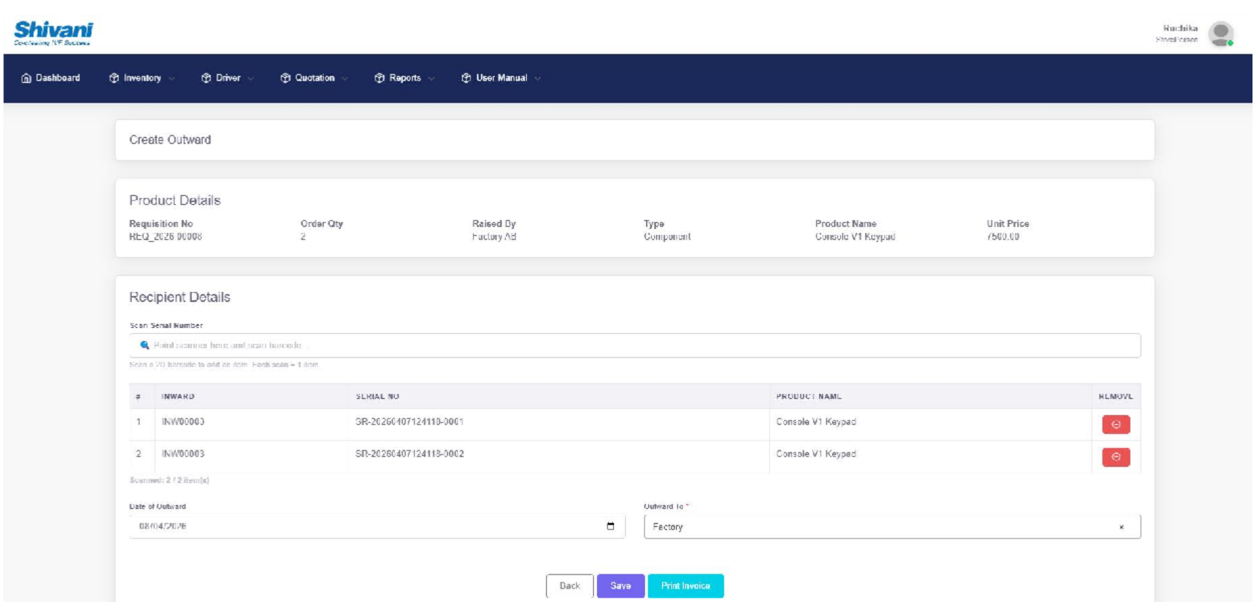
6.4 How to Outward Components to Factory (when you have them in stock)

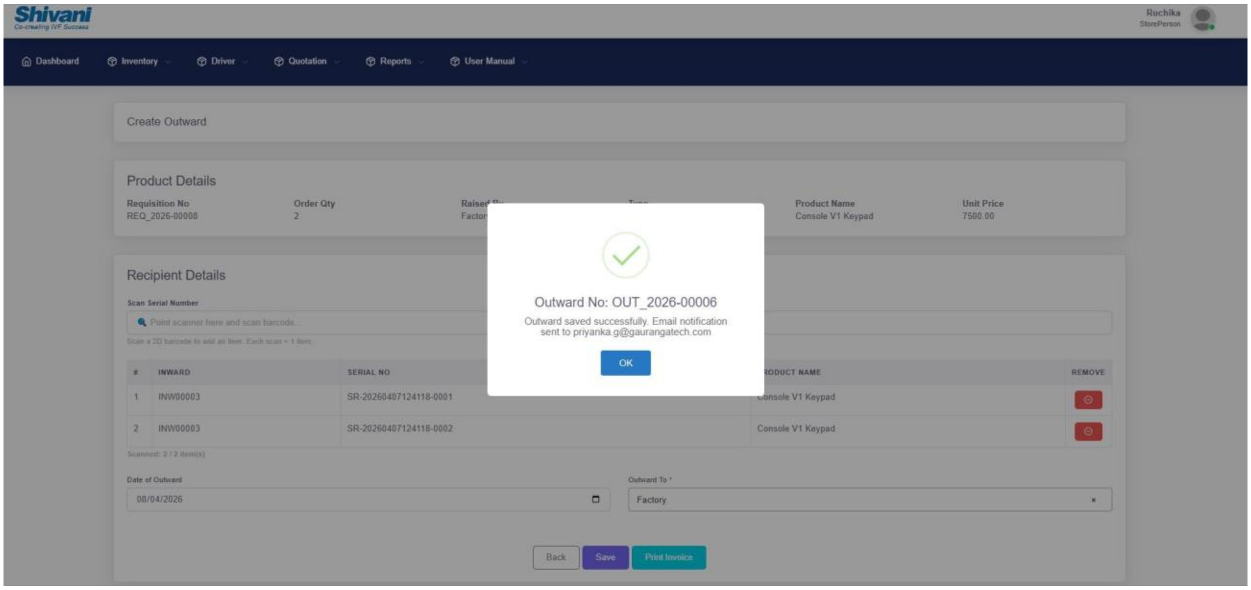
Step 1. Go to **Inventory → Requisition → Action Column : Outward**.

Step 2. Select the Component Requisition that came from the Factory.



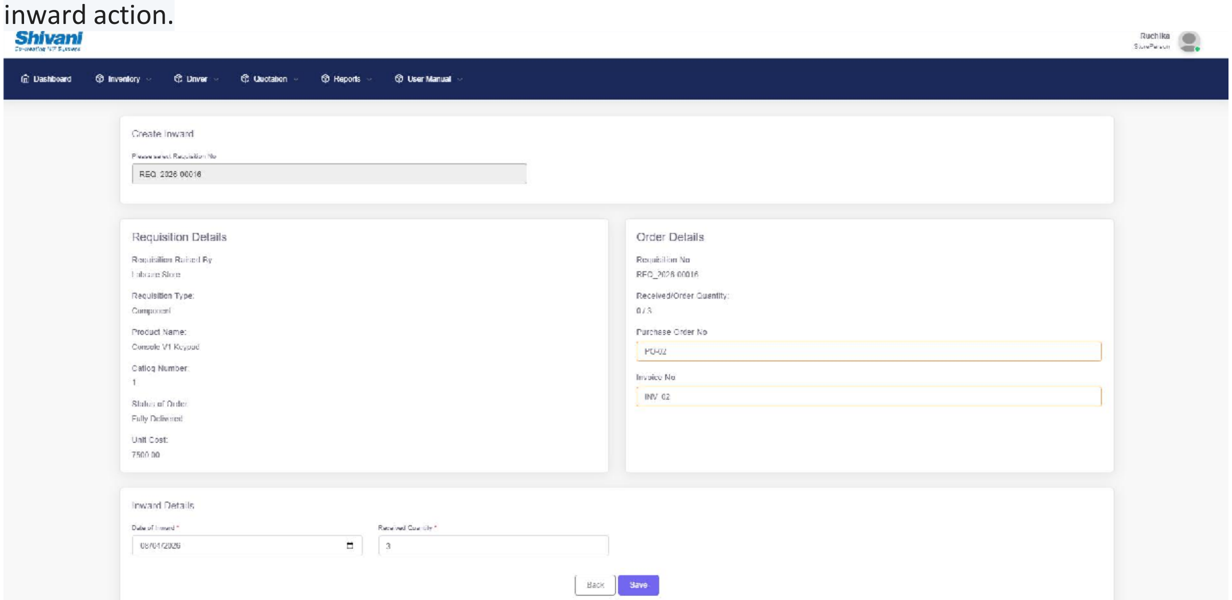
Step 3. Scan the component QR code, or manually input the serial number in the *Scan Serial Number* field. select the outward date, select Outward To dropdown value and click *Save*.

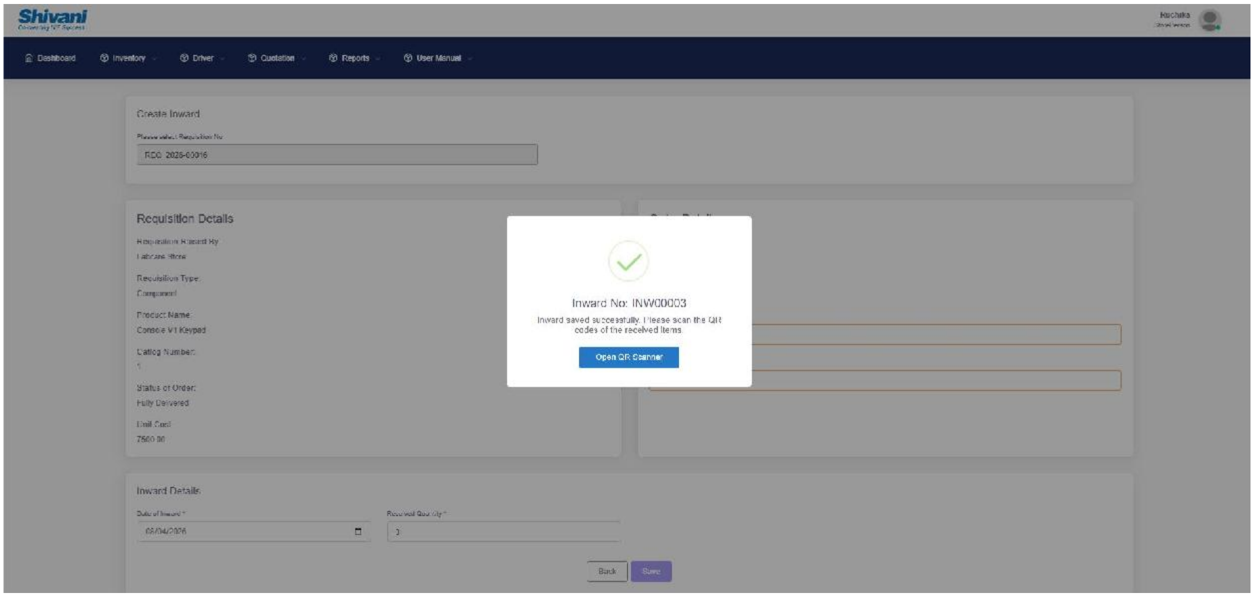




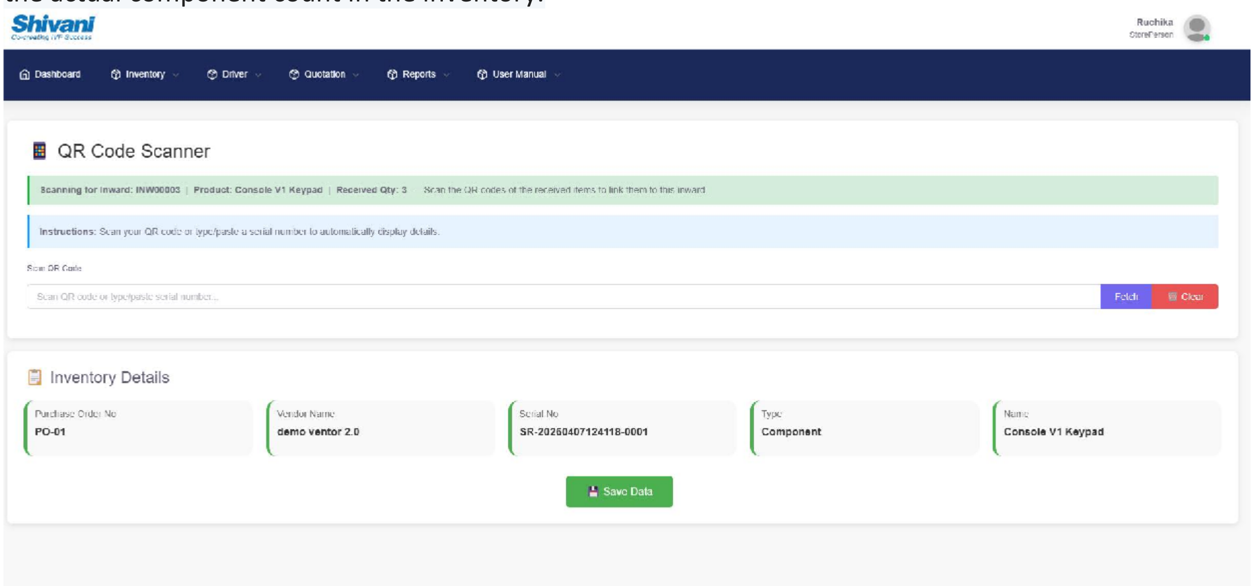
6.5 How to Inward Components from Main Store (when you have out of stock)

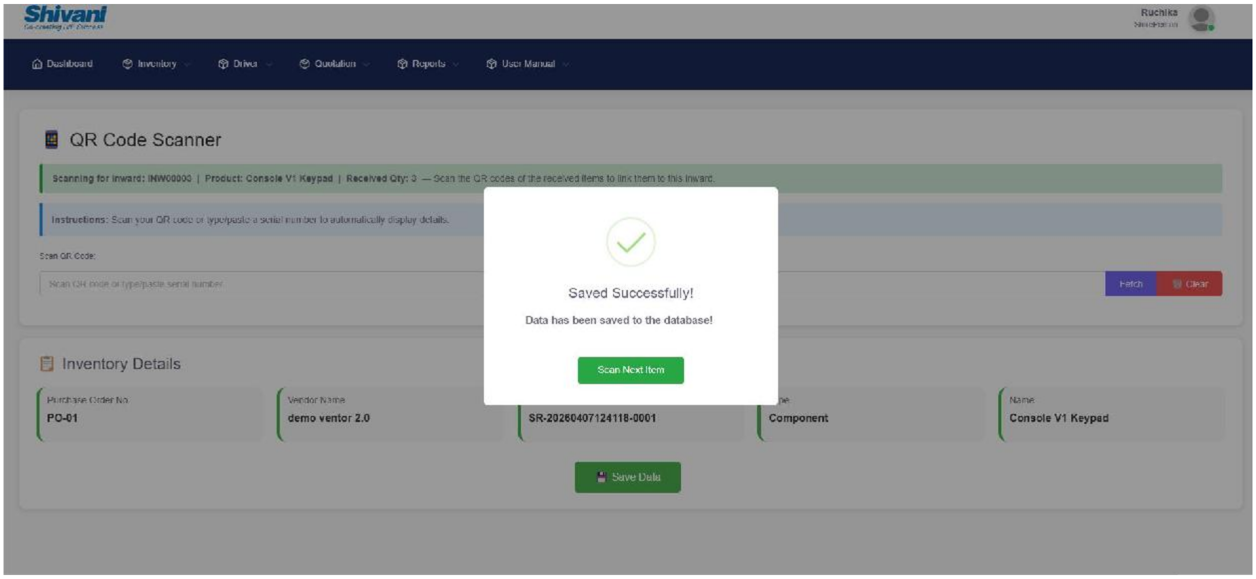
Step 1. Go to **Inventory → Requisition → Action Column : Inward .**
Step 2. Select the requisition raised to the Main Store, specify the Inward Date and Received Quantity, and click *Save*. Upon saving, an email notification is triggered to the user performing the inward action.





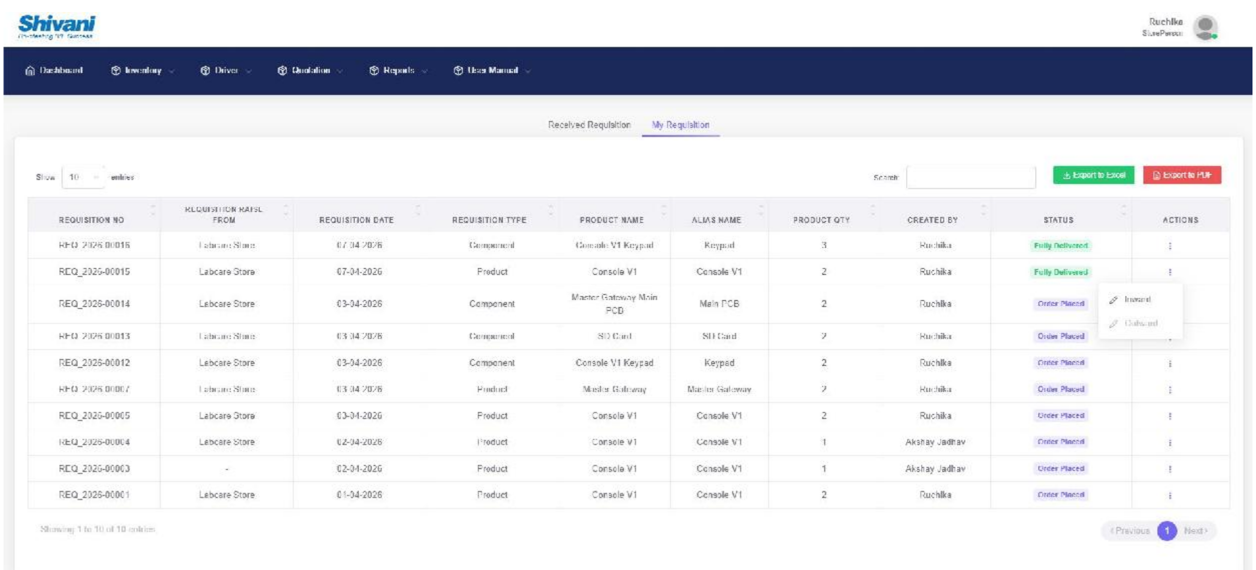
Step 3. Click *Open QR Scanner*, then scan the component QR code on the scanning page to add the actual component count in the inventory.





6.6 How to Inward Finished Products from Factory

Step 1. Go to **Inventory → Requisition → Action Column ⋮ Inward**.

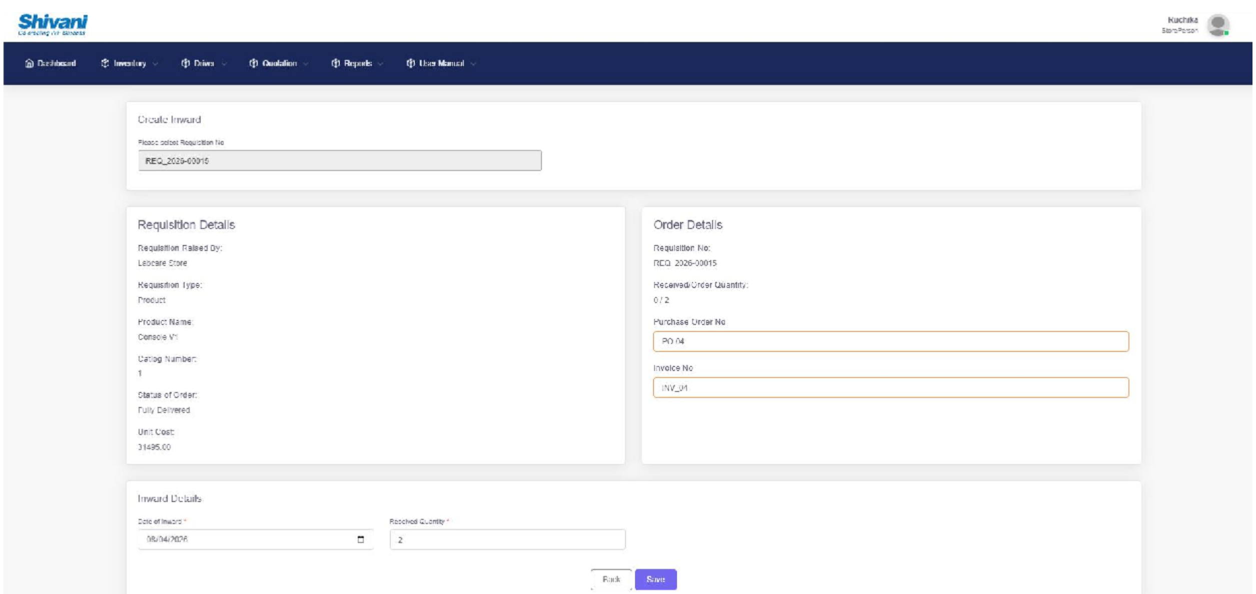


Step 2. Select the Product Requisition you (Store) raised to the Factory.

Step 3: Create Inward Entry

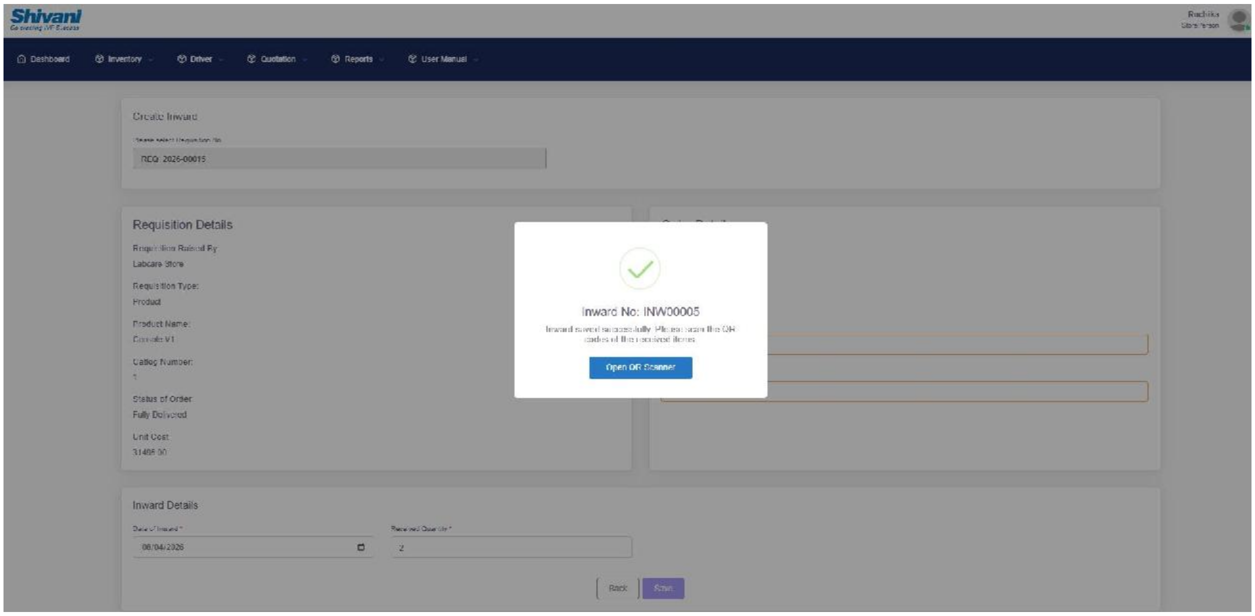
1. Go to **Create Inward** screen.
2. Select or verify **Requisition No**
3. Review **Requisition Details**:
    - Raised By (Store)
    - Product Name
    - Catalog Number

    - Unit Cost
4. Enter **Order Details**:
    - **Purchase Order No** (e.g., PO-04)
    - **Invoice No** (e.g., INV_04)
5. Fill **Inward Details**:
    - Select **Date of Inward**
    - Enter **Received Quantity**
6. Click **Save**.

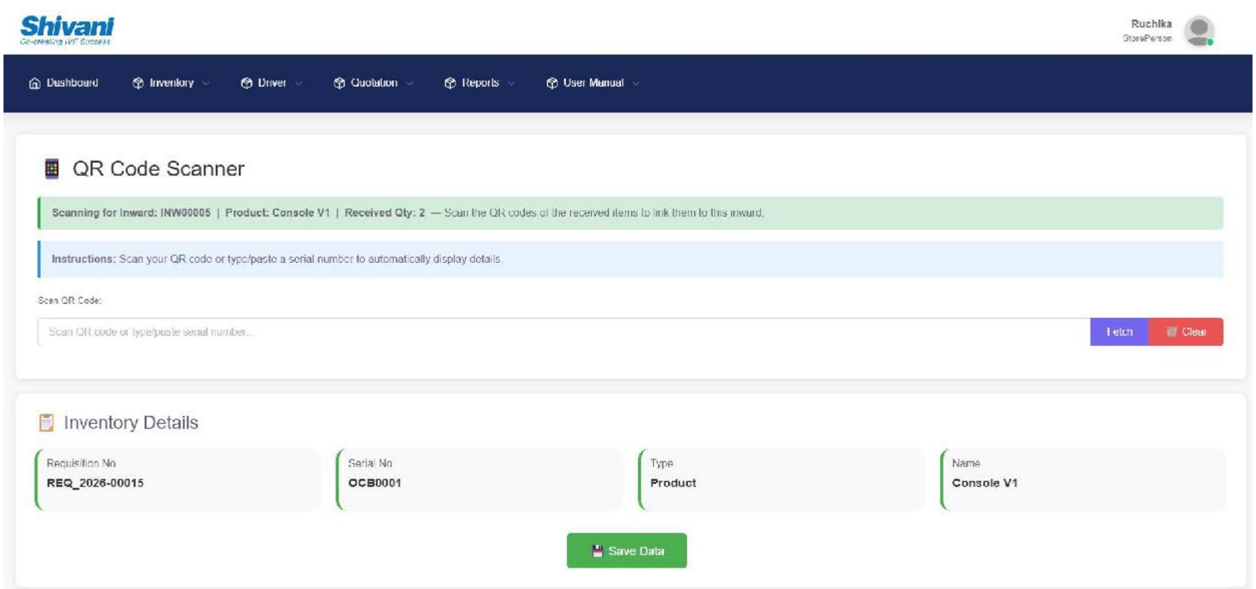


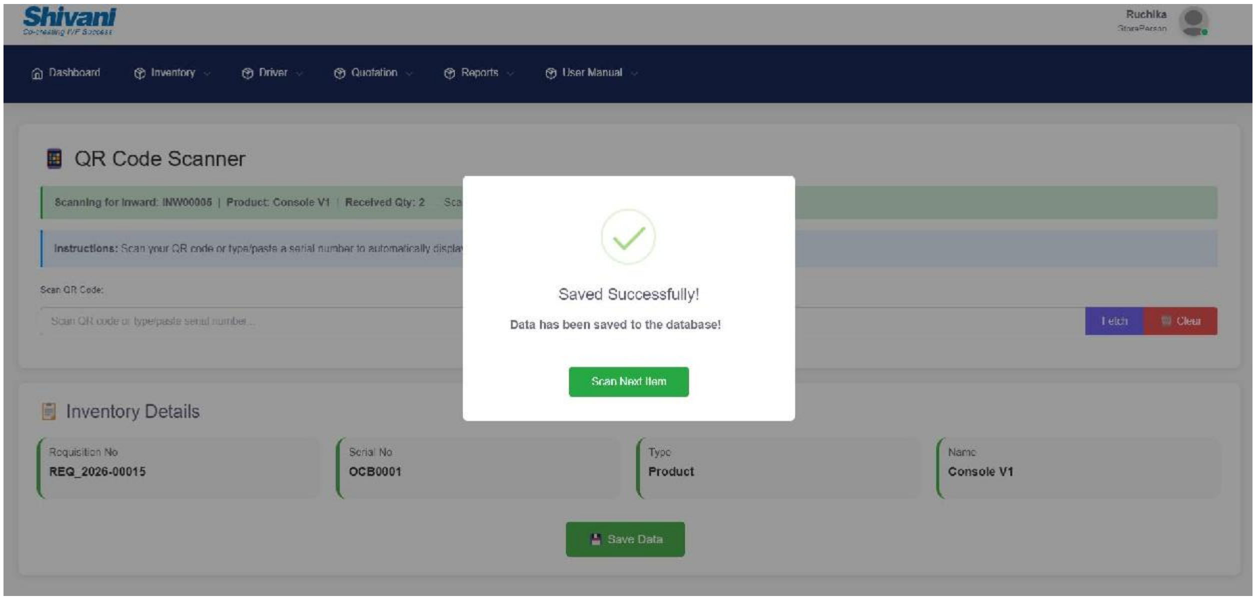
Step 4: Inward Confirmation & QR Scanning

1. After saving, a confirmation popup appears:
    - Displays **Inward No** (e.g., INW00005)
    - Message: *Inward saved successfully*
2. Click **Open QR Scanner**.



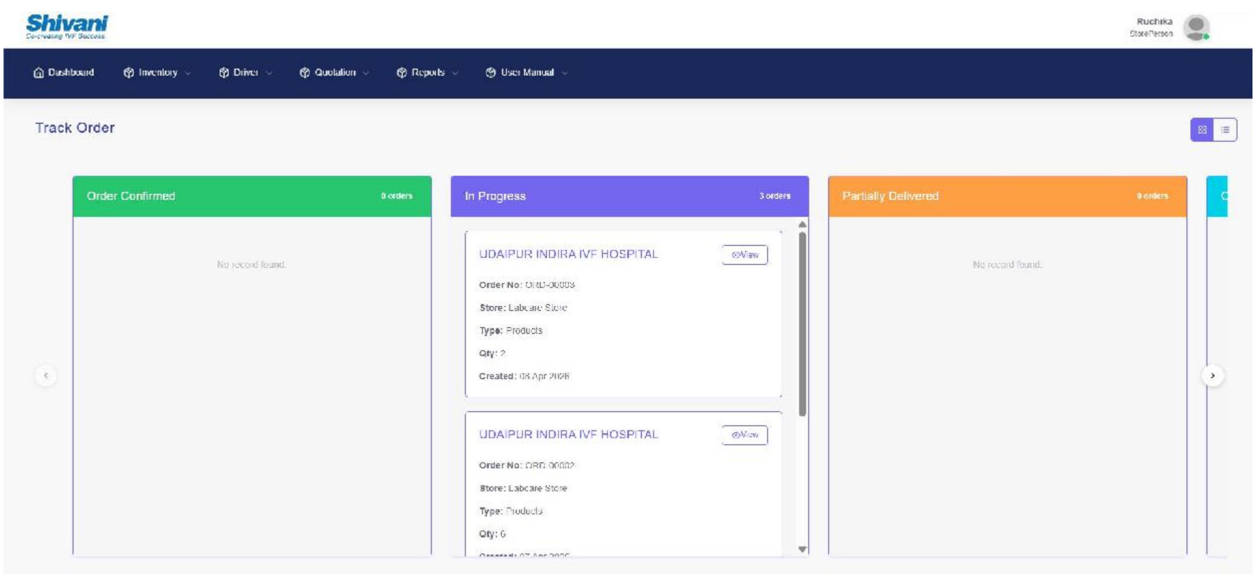
3. Scan each product’s **QR Code**:
    - Each scan records one item, or manually enters the serial button and clicks on the fetch button.
    - Ensures correct inventory tracking
4. Complete scanning for all received items.





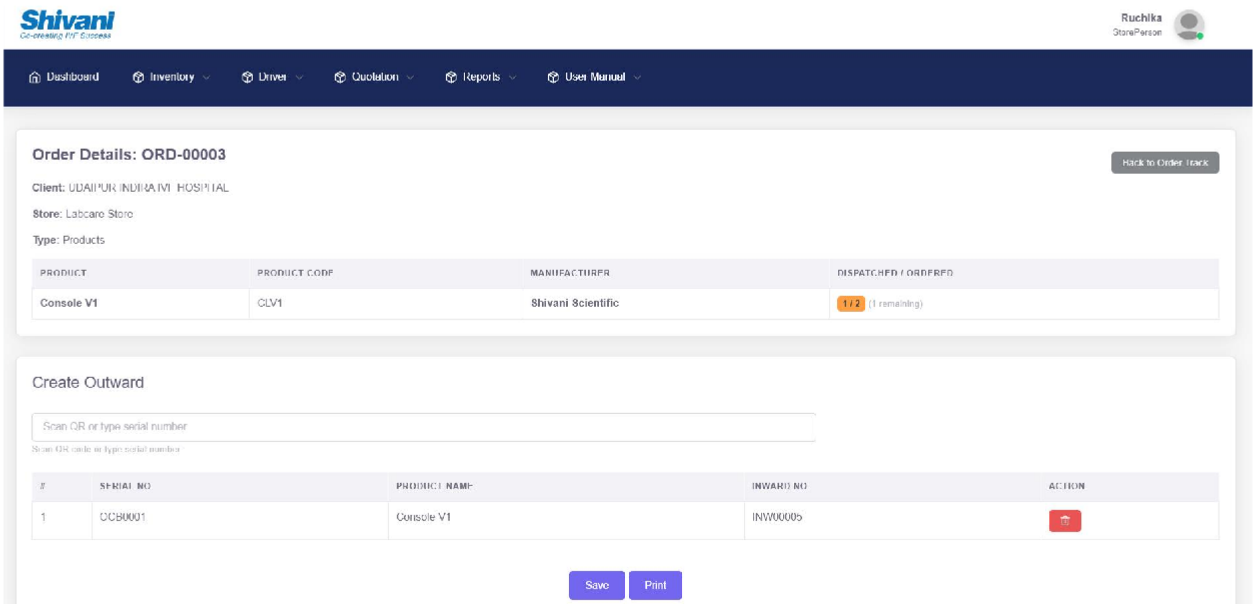
6.7 How to Outward Products to LabCare Admin

Step 1. Go to **Quotation → Track Order → display 'In Progress' records → Click View button**.

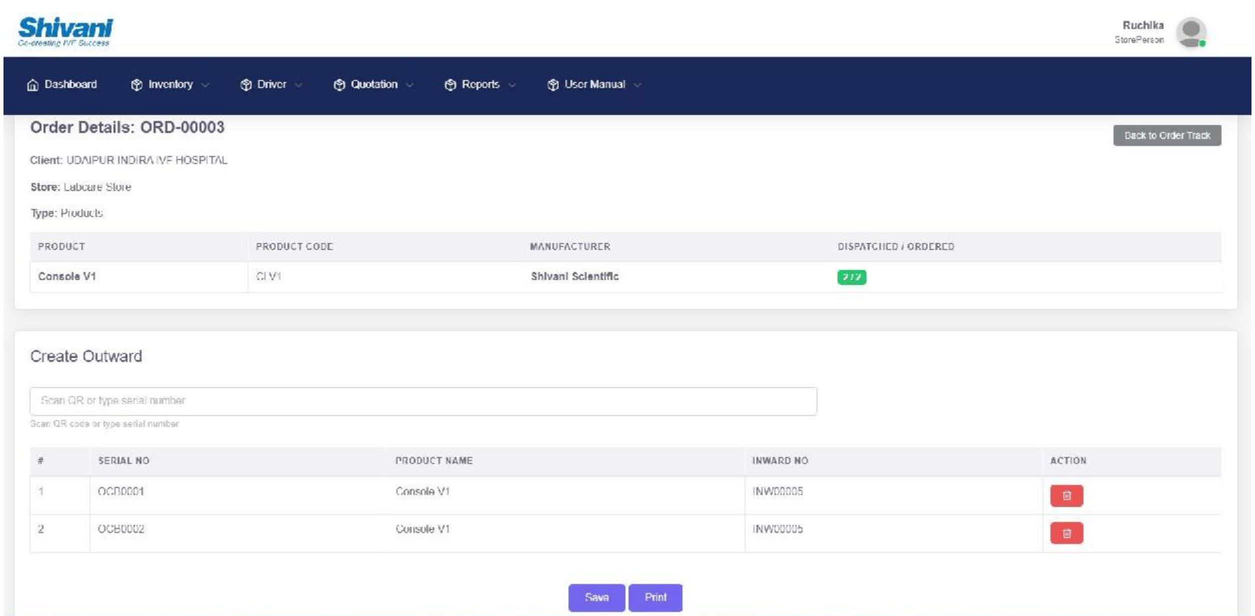


Step 7: Process Order Outward (Dispatch Items)

1. Open the **Order Details** page:
   - Verify **Order No** (e.g., ORD-00003)
   - Check **Client Name**, **Store**, and **Product Details**
2. Review dispatch status:
   - Example: **1 / 2 (1 remaining)** → indicates pending quantity



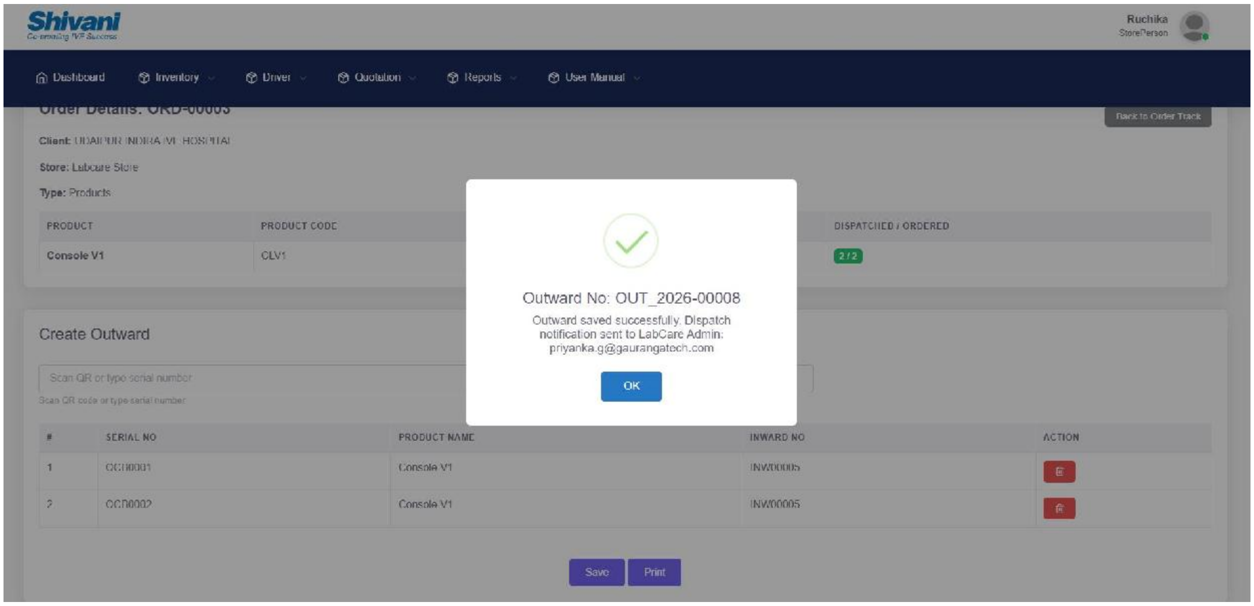
3. Go to the **Create Outward** section.
4. In **Scan QR / Serial Number** field:
    - Scan the product QR code
    - OR manually enter the **Serial Number** (e.g., OCB0001)
5. After scanning:
    - Item appears in the list with:
        - Serial No
        - Product Name
        - Linked **Inward** No
    - Quantity updates automatically



6. (Optional) Remove item:

- Click **Delete icon** if wrong item is added

7. Click **Save**:
    - System records the outward dispatch
8. Click **Print**:
    - Generate and print dispatch document / invoice



Step 3. LabCare Admin receives the products and will dispatch them to the hospital.

7. Factory Manager – How to Use the System

As a **Factory Manager**, you receive product requests from stores, check your stock, arrange components, assign assembly tasks, and dispatch finished products.

7.1 View and Handle an Incoming Requisition

Step 1. Log in and go to **Inventory → Requisition → Received Requisition Tab**.
Step 2. Click on a requisition to see which product is needed and in what quantity.
Step 3. Check your physical stock:

- Product in stock → Section 10.2 (send directly to Store)
- Product not in stock → Section 10.3 (request components from Store)

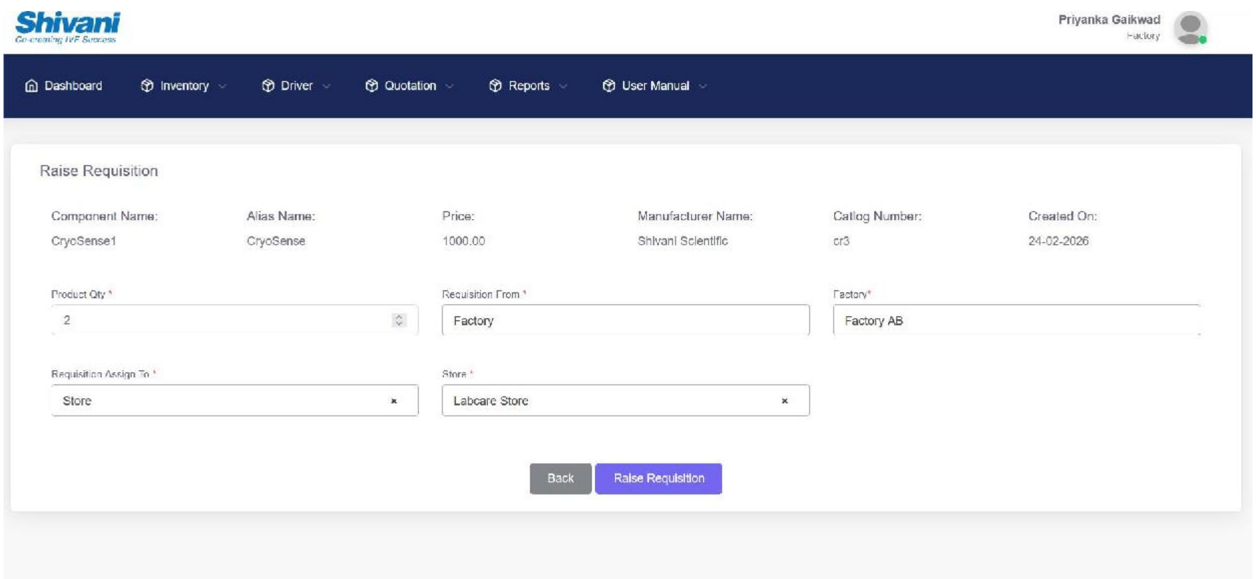
7.2 Outward Products Directly to Store (when stock is available)

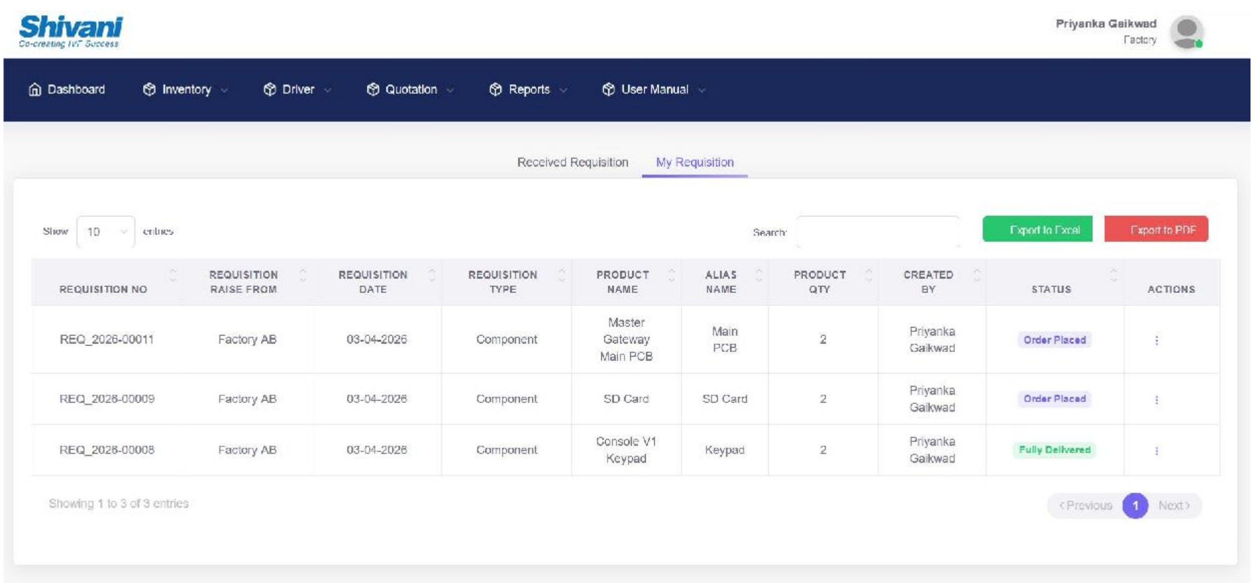
Step 1: Navigate to ***Inventory → Requisition → Action Column: Outward***. Scan the product QR code or manually enter the serial number and date, and click *Save*.

7.3 Raise Component (raw item) Requisition to Store (when stock is not available)

Step 1. Go to **Inventory → Component → Requisition**.

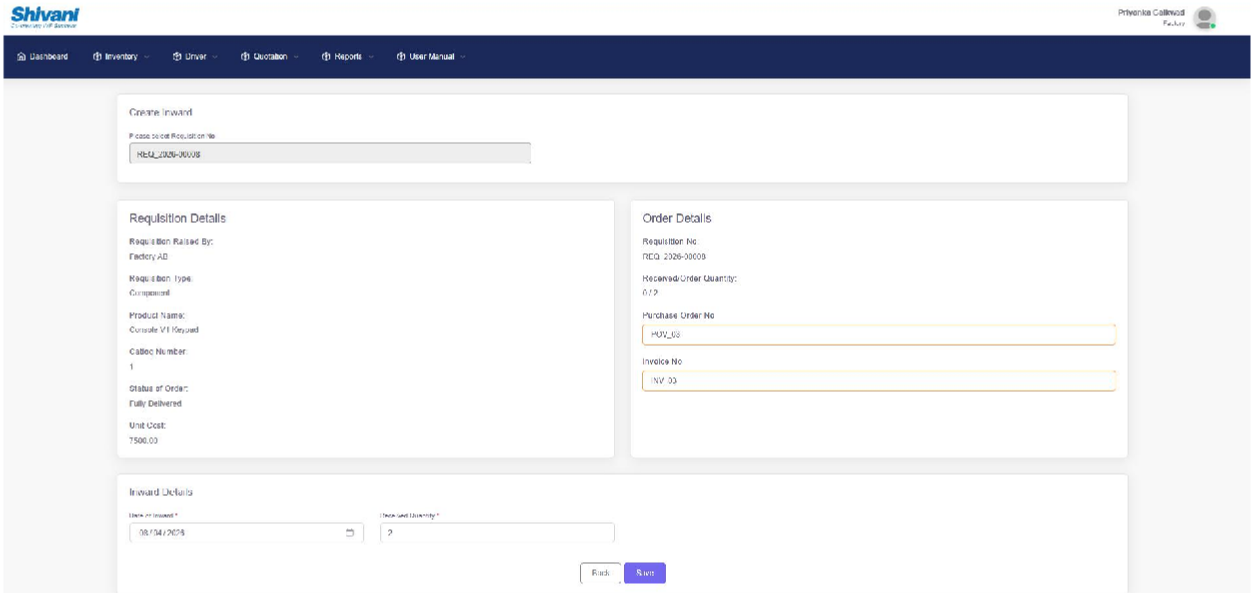
Step 2. Enter Product Qty . Select Requisition From. Select Factory. Select Requisition Assign To Select Assign To: Store. Click **Raise Requisition.**





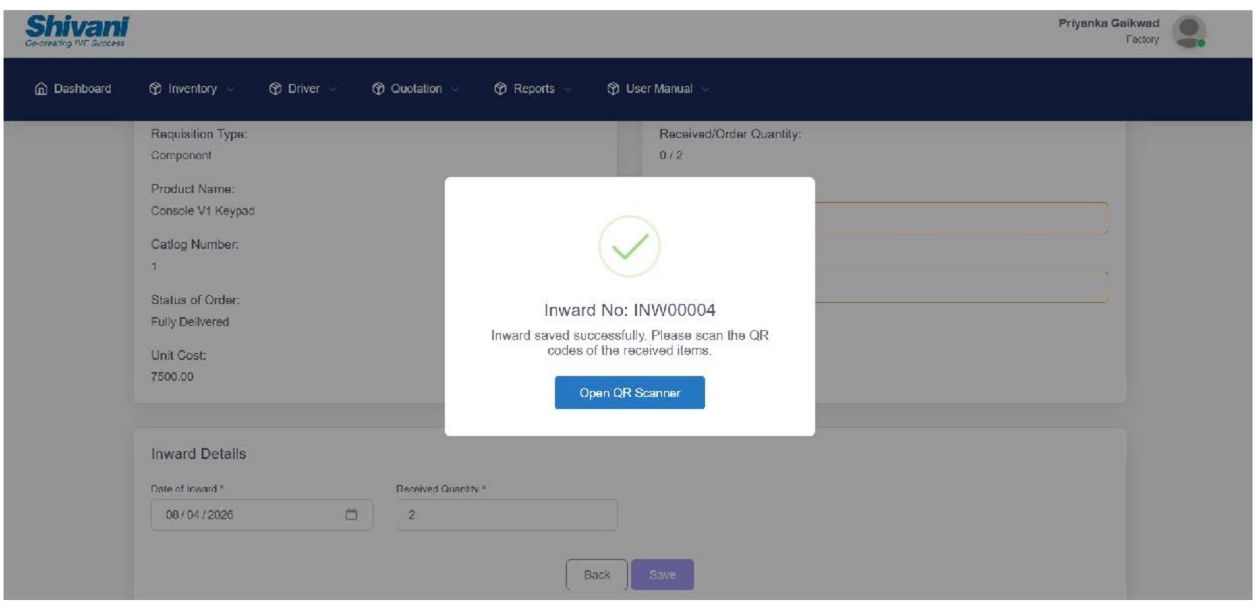
7.4 Inward Components from Store

Step 1. Go to **Inventory → Requisition → My Requisition Tab → Action Column: Inward**. Select the Component Requisition raised to Store. Enter date and received quantity. Click **Save**.



Step 2: Scan Component QR Codes

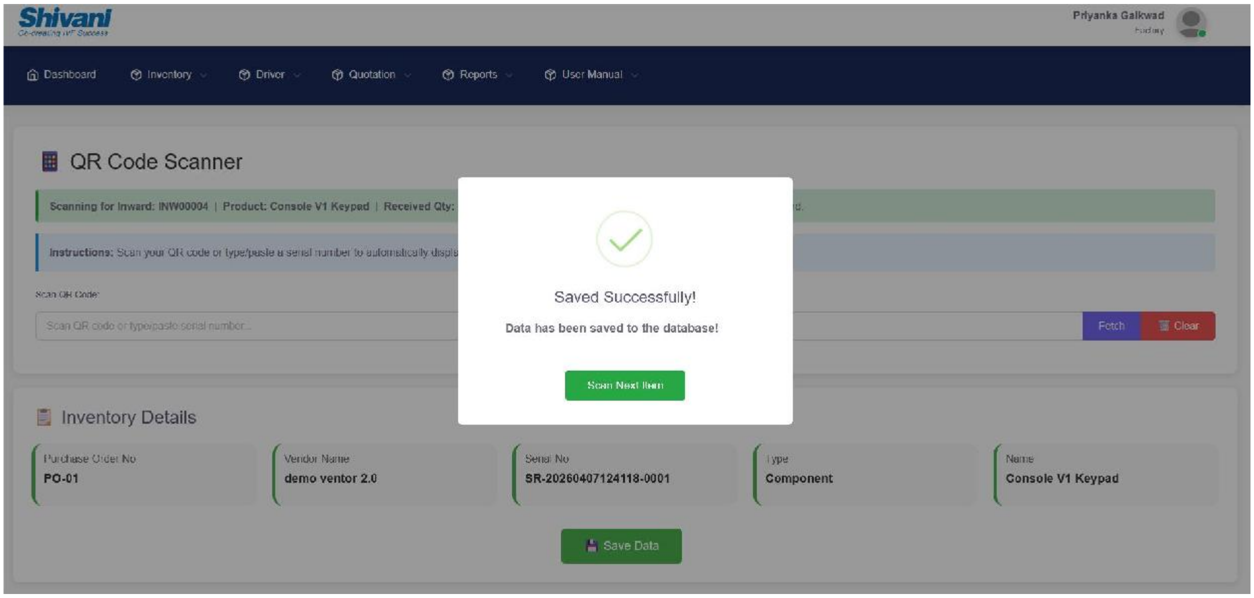
- After clicking *Save*, an **Inward confirmation popup** will appear.
- Click on *Open QR Scanner*.
- Scan the QR codes of the received components to add the actual entries in the inventory.



Step 3: Scan and Save Component Details

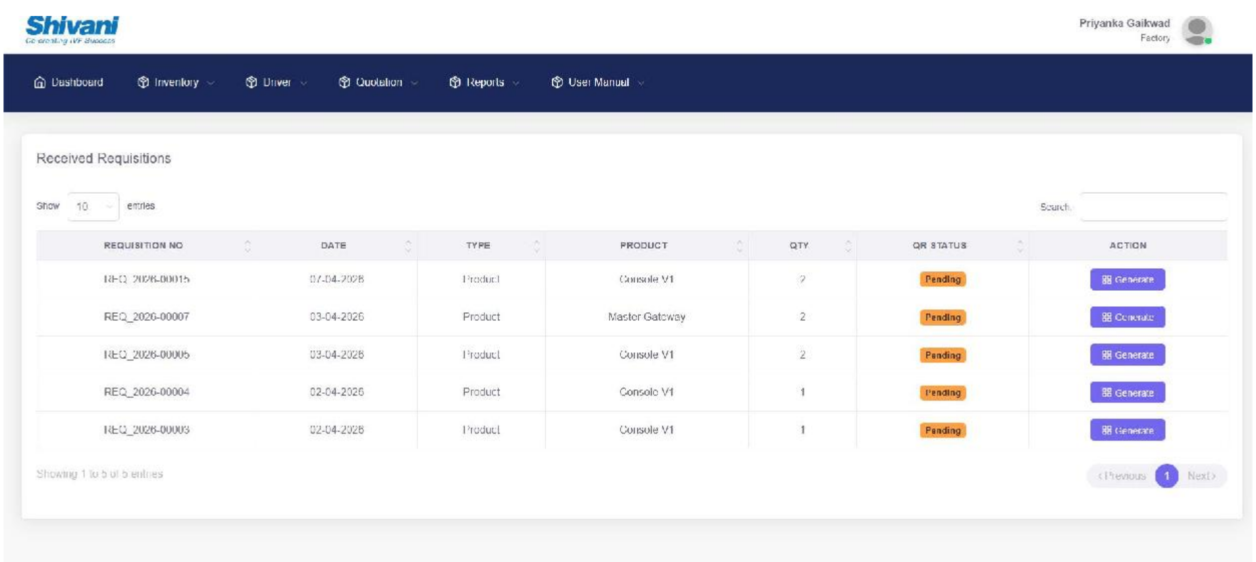
- After clicking *Open QR Scanner*, the QR Code Scanner page opens.
- Scan the QR code of each received component, or manually enter the serial number and click *Fetch*.

- Verify the displayed details (Purchase Order No, Vendor, Serial No, Type, Name).
- Click *Save Data* to record the component in the inventory.



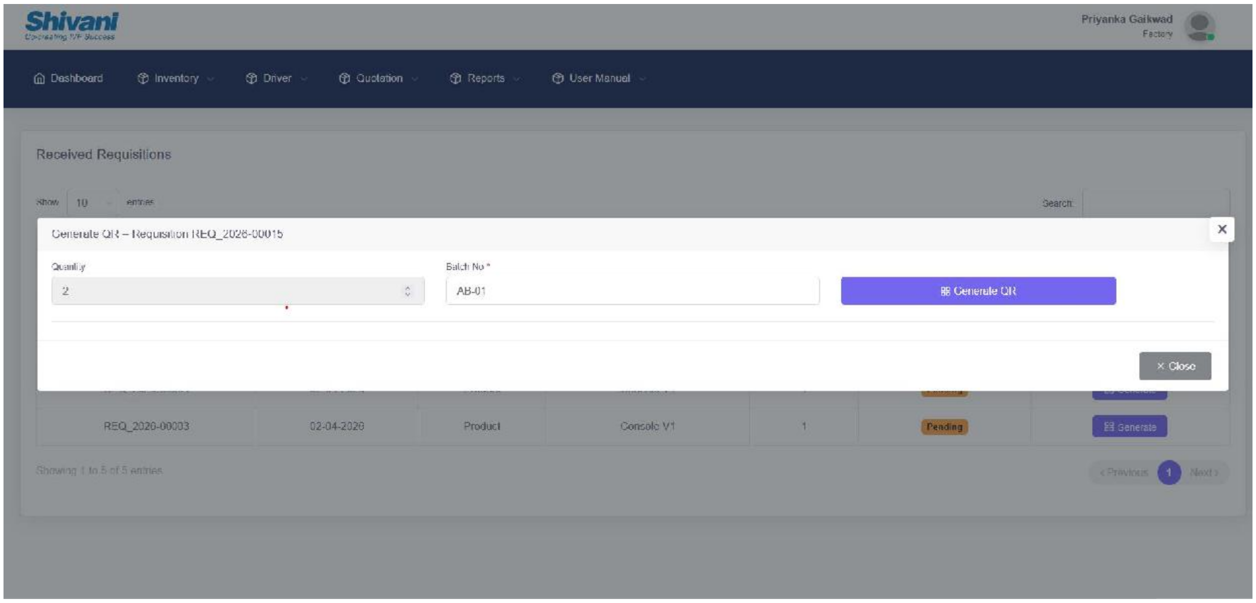
7.5 Generate QR Codes

Step 1. Go to **Inventory → Factory Requisition** in the menu. Select the Product Requisition from the Store.

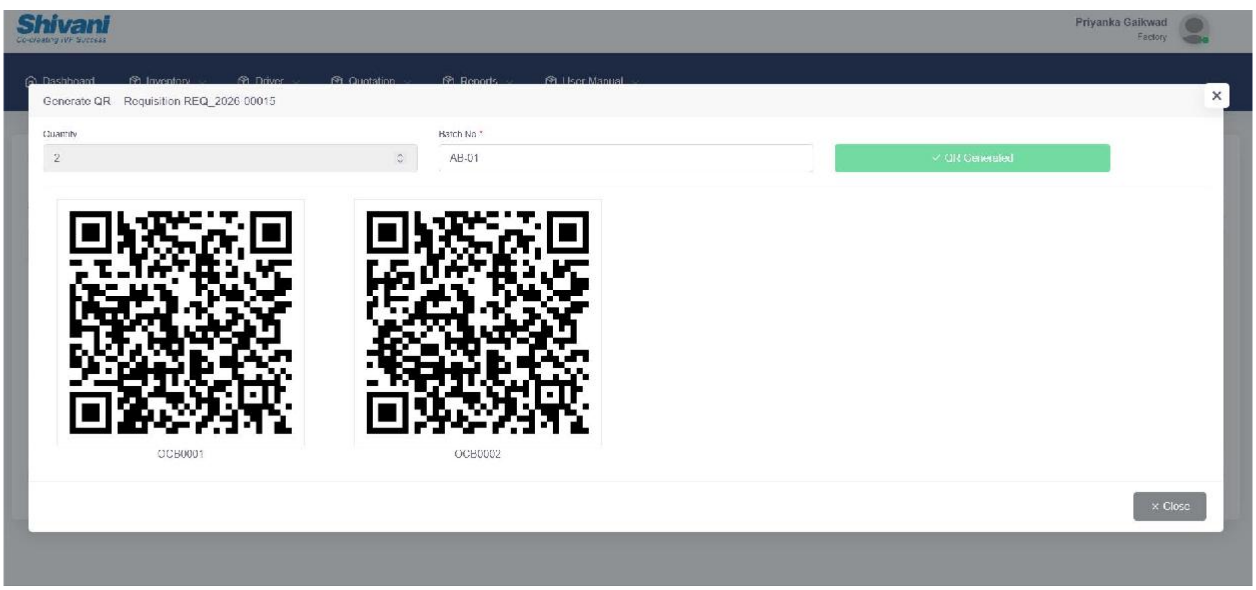


Step 2: Click Generate QR

1. Auto-Render a **Quantity** (number of QR codes required).
2. Enter the **Batch No** (e.g., AB-01).
3. Click on the **Generate QR** button.



4. The system will automatically:
    - Generate a **unique Serial Number** for each unit (e.g., NLH0001, NLH0002, ...).
    - Create a corresponding **QR Code (PNG)** for each serial number.
5. Generated QR codes will be stored and can be used for tracking or printing.

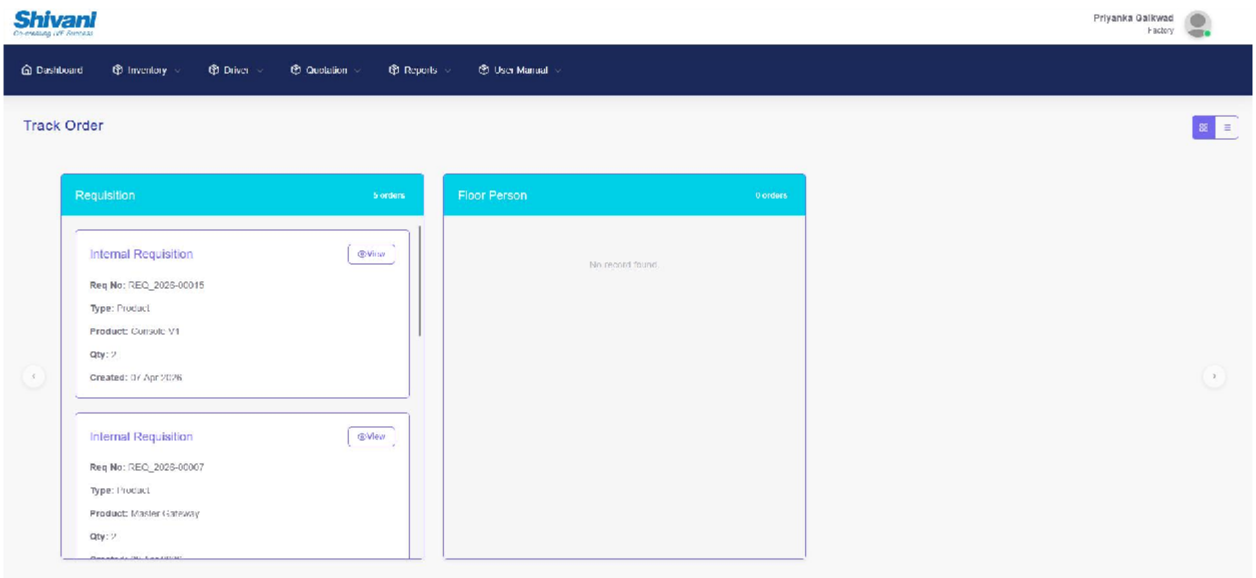


Note: 2 units = 2 separate QR codes. Every product unit gets its own unique identity.

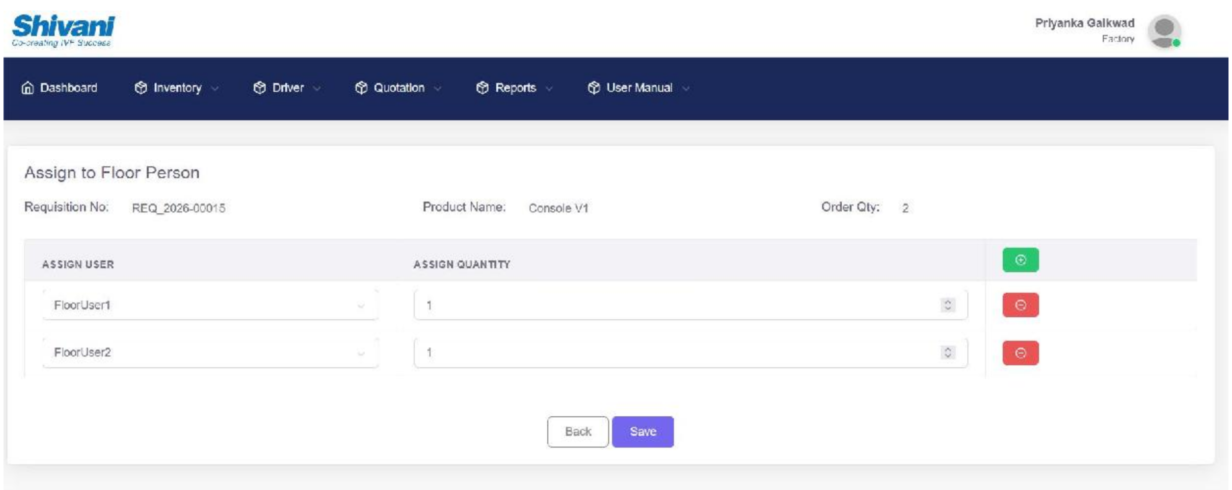
7.6 Assign Floor Persons for Assembly

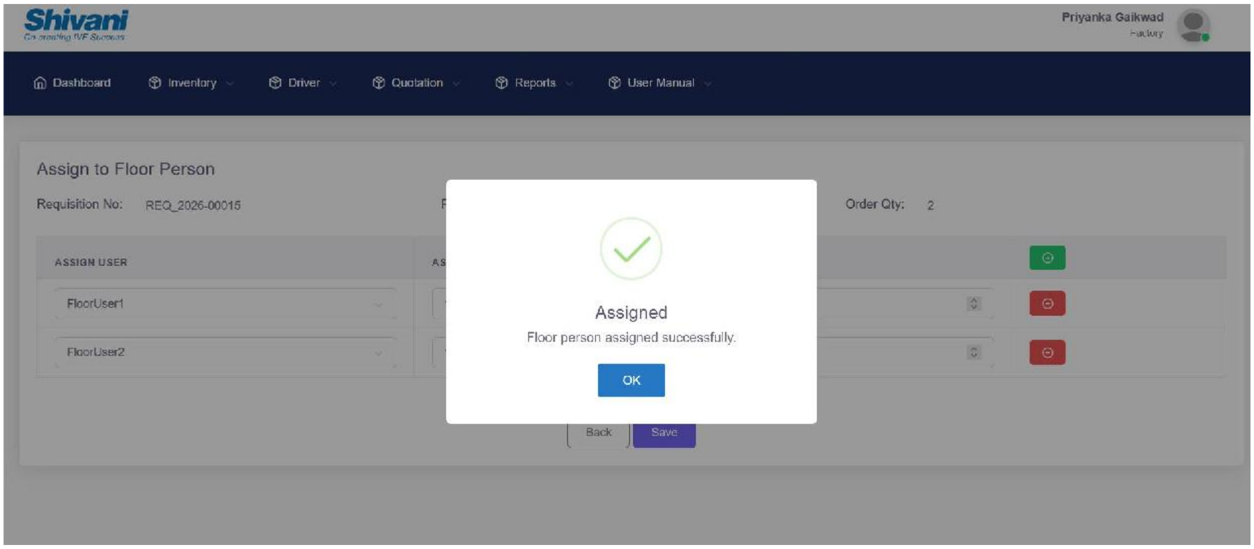
Step 1. Go to ***Quotation*** → ***Track Order*** to display a requisition received from the Store, then click

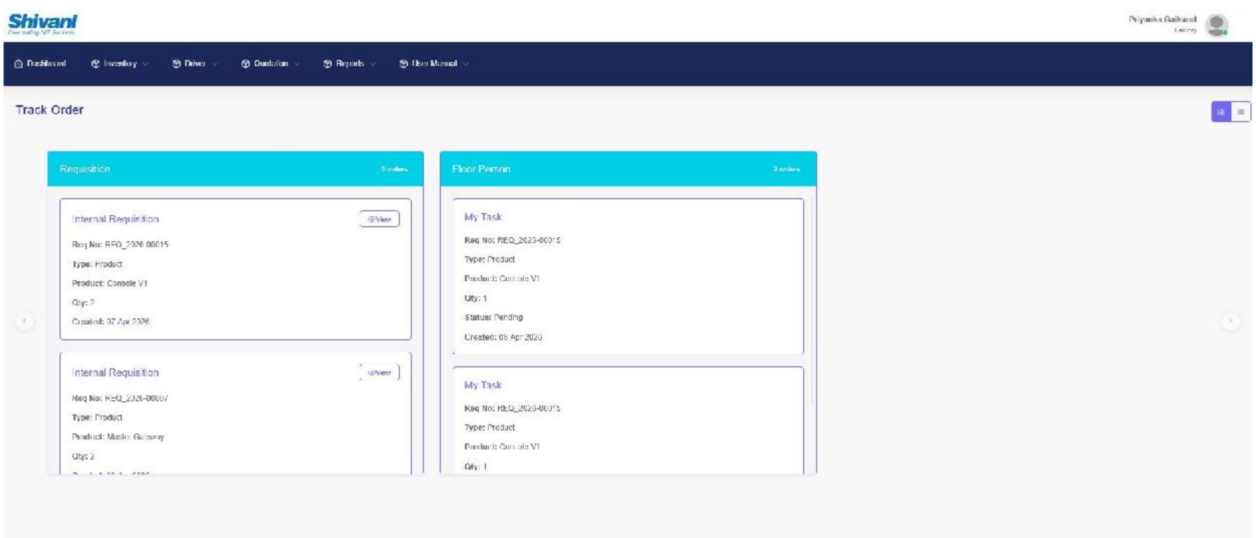
View to open the Assign Floor Person page.



Step 2. Select a Floor Person from the dropdown and enter the quantity assigned to them. Click **Save**.

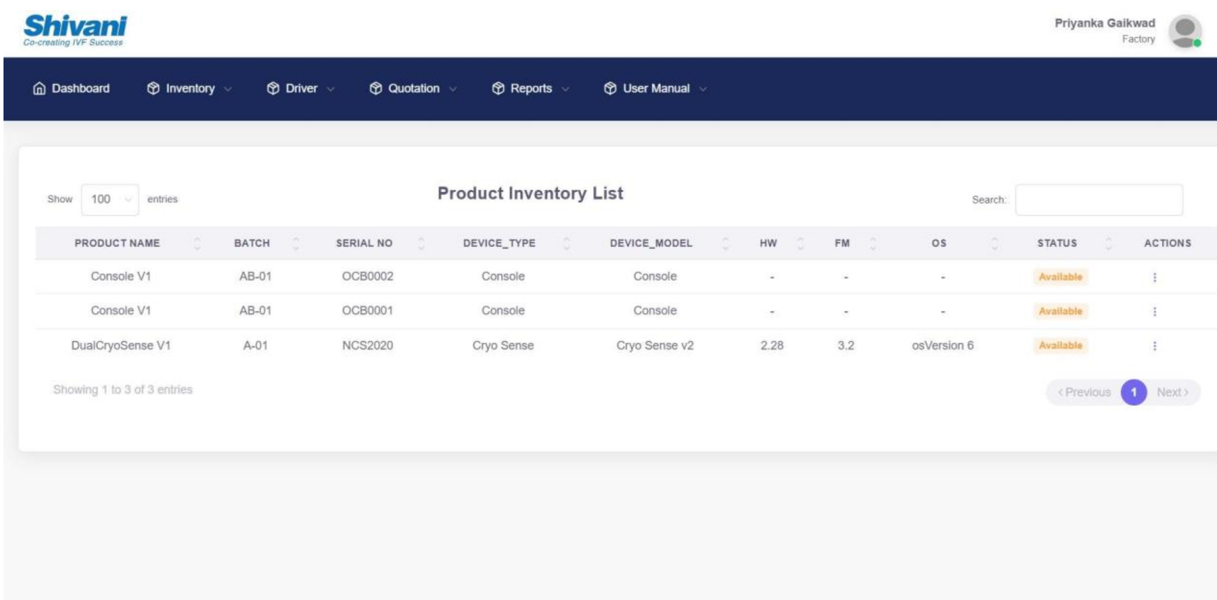




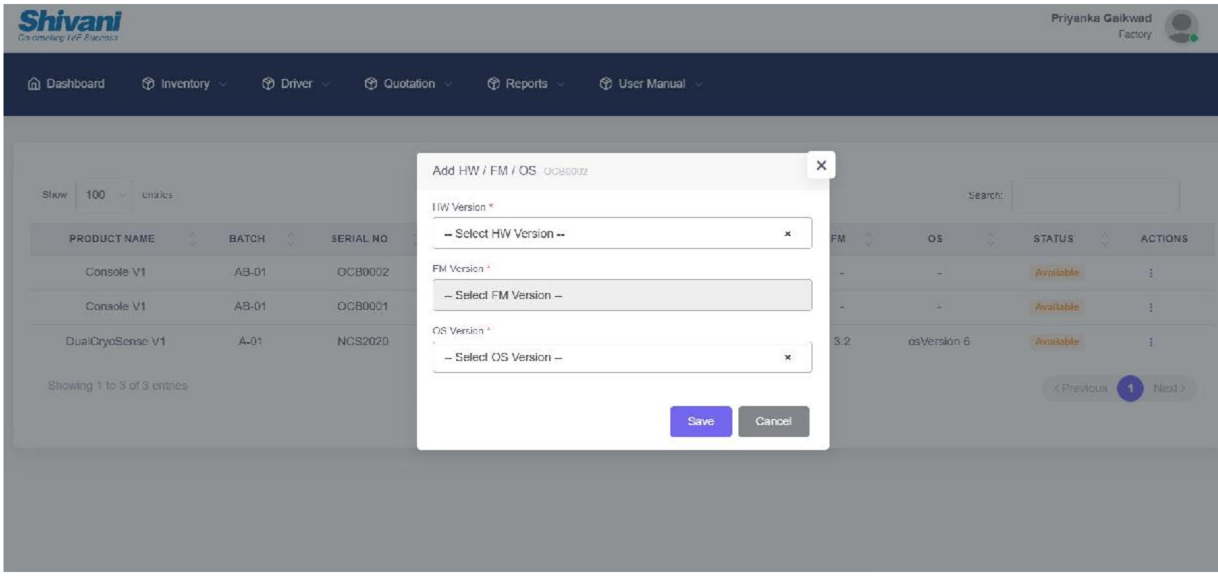


7.7 Ready TO Sell

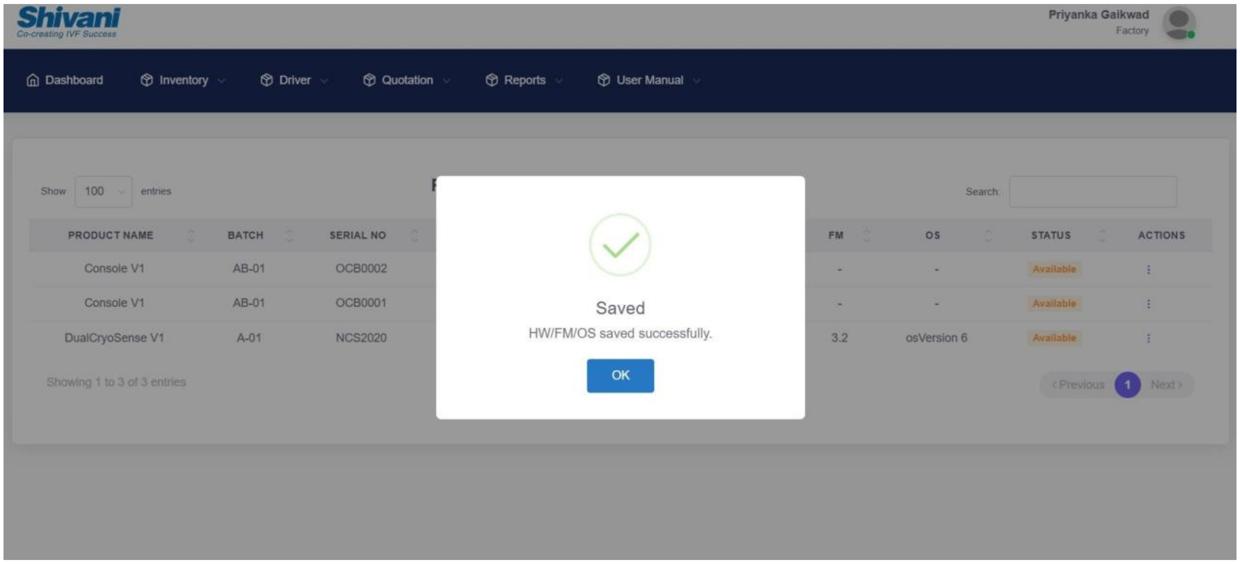
Step 1: Go to Inventory → Ready To Sell menu



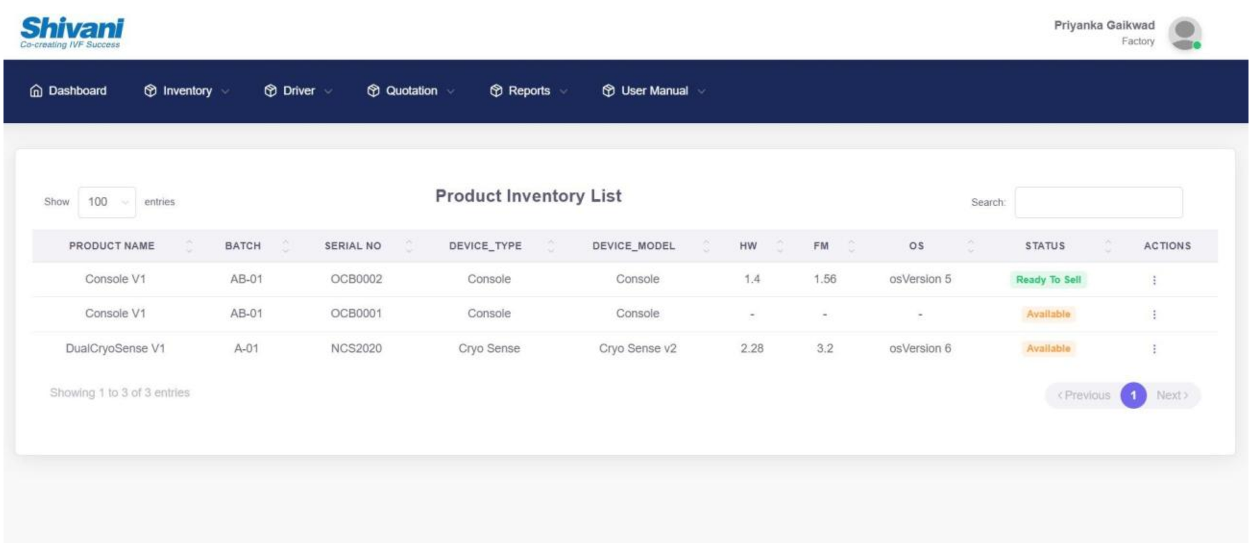
Step 2: Click action column ⋮ *Add HW / FM / OS* pop-up window is open.



Step 3: Select correct Hardware, Firmware, OS version from dropdown and click on Save button.



Step 4: In the listing the status displayed as **Ready To Sell.**



7.7 Outward Finished Products to Store

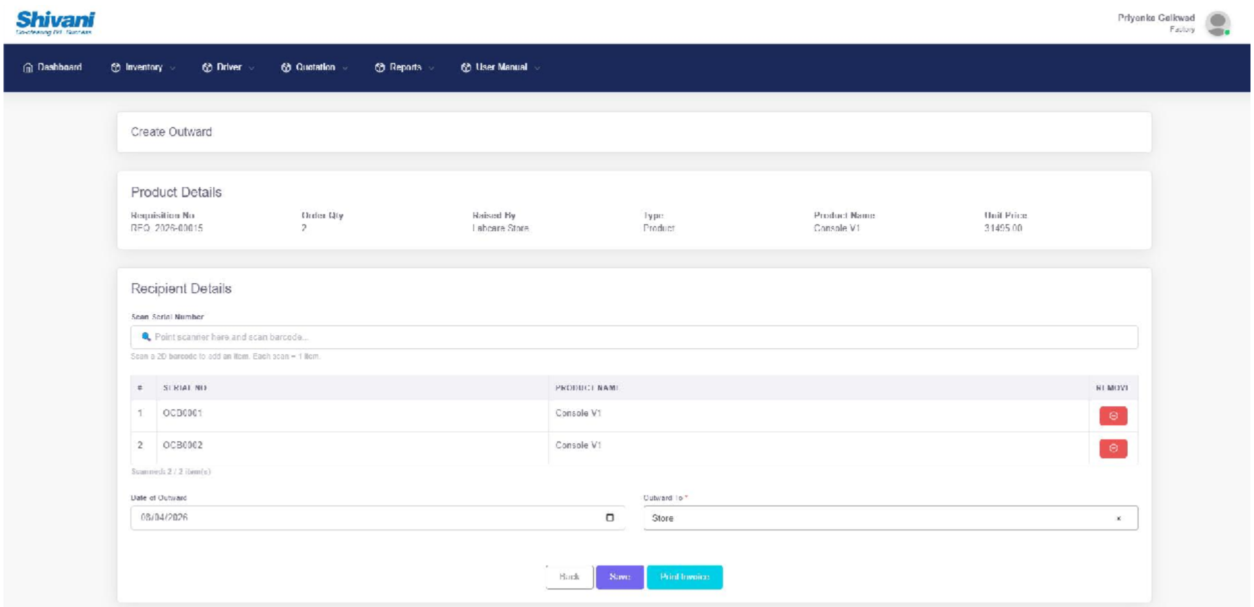
Step 1: After the assembly is completed, navigate to ***Inventory → Requisition → Received Tab → Outward*.**

Step 2: Select the product requisitions raised by stores.

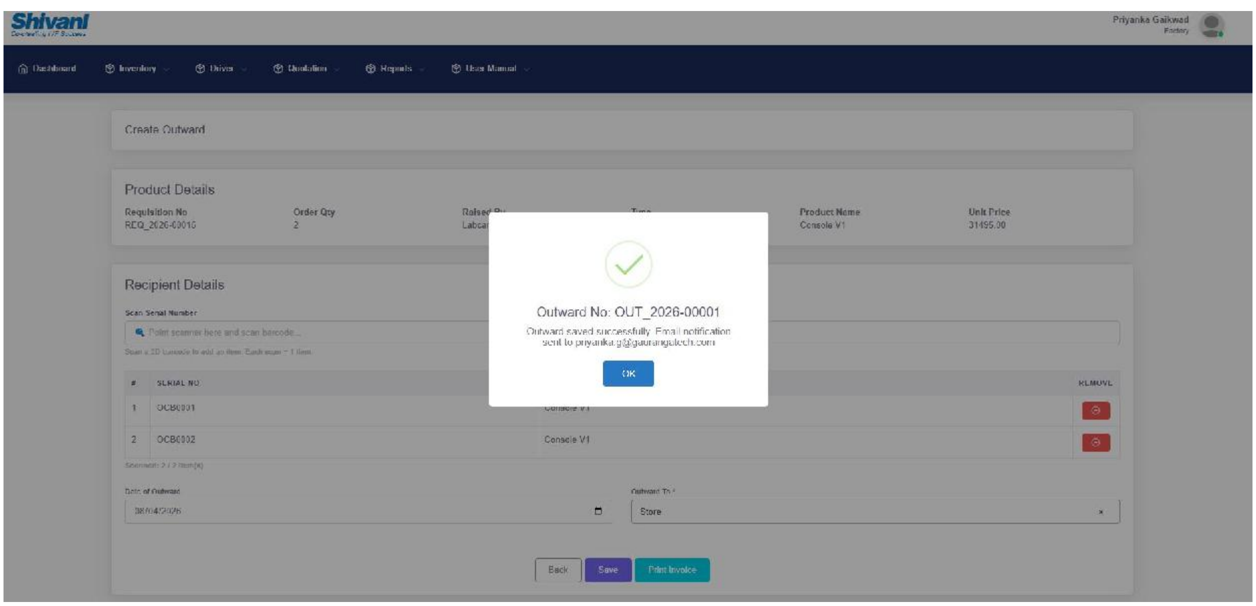
Step 3: Create Outward (Scan & Assign)

1. Open **Create Outward** screen.
2. Verify **Product Details**.
3. In **Scan Serial Number**:
   - Scan QR codes OR enter serial numbers manually.
4. Each scan:

  - Adds item to the list
  - Updates scanned count
5. Review and remove incorrect entries if needed.
6. Select:
   - **Date of Outward**
   - **Outward To** (e.g., Store)

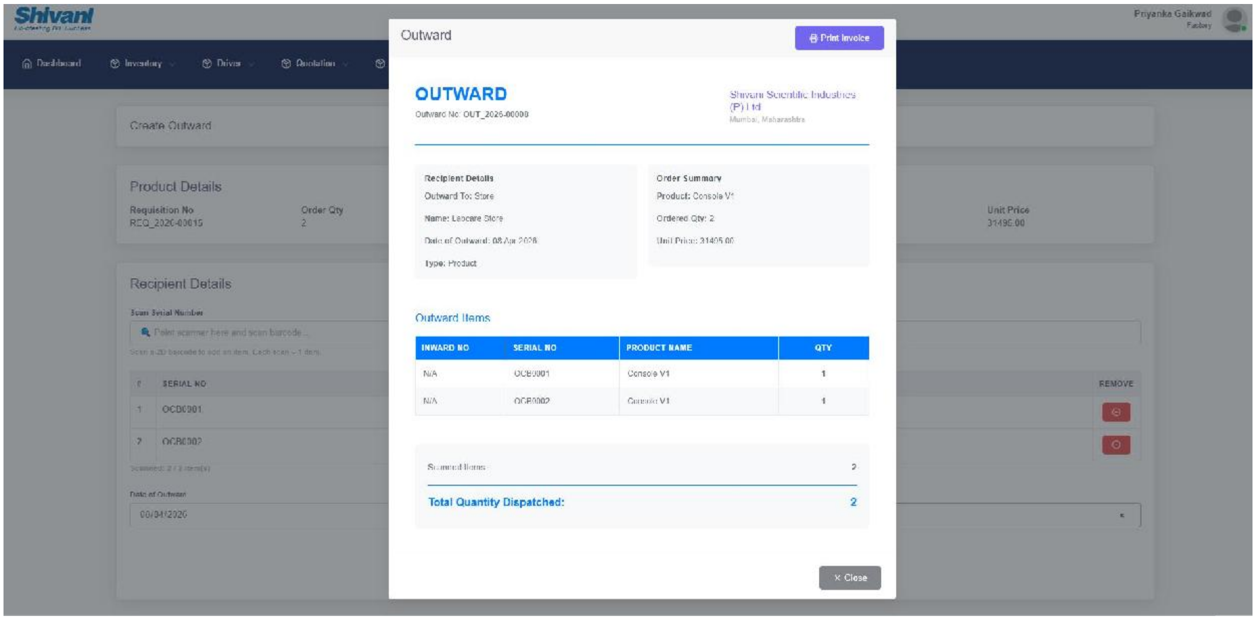


7. Click **Save**.



Step 4: Print Invoice / Complete Process

1. Click **Print Invoice** to generate invoice.
2. Download or print the document.
3. The outward process is now **completed and recorded**.



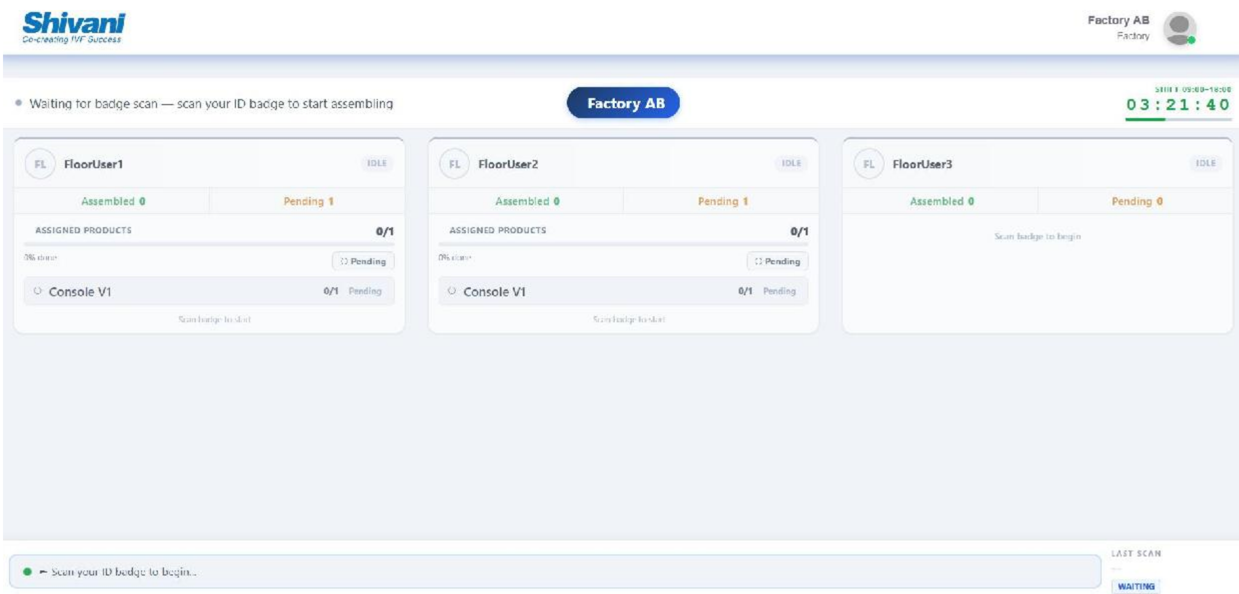
8. Floor Person – How to Use the System

As a **Floor Person**, you assemble products at the factory by scanning QR codes at the **floor person monitor** screen using a USB QR scanner and your personal badge.

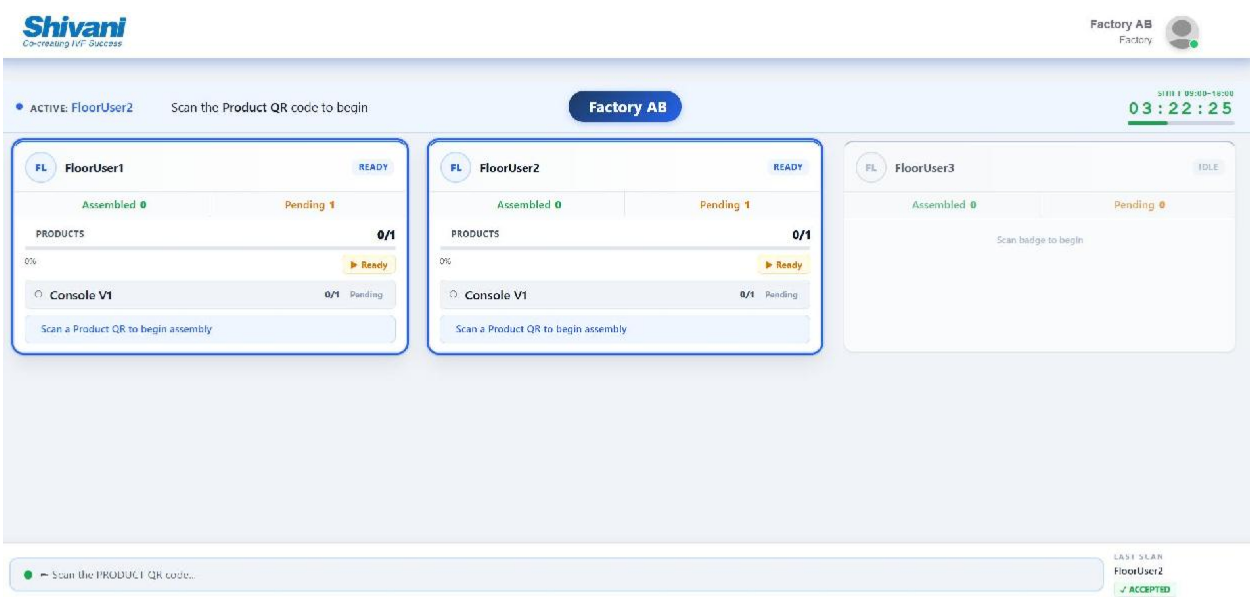
Equipment **needed:** A USB QR/barcode scanner (plugged into the computer) and your personal **badge card** with your unique QR code printed on it.

8.1 Starting Your Work

Step 1. Go to the computer. The OPS Central Floor Person Monitor screen should be open. If not, use Factory Login.



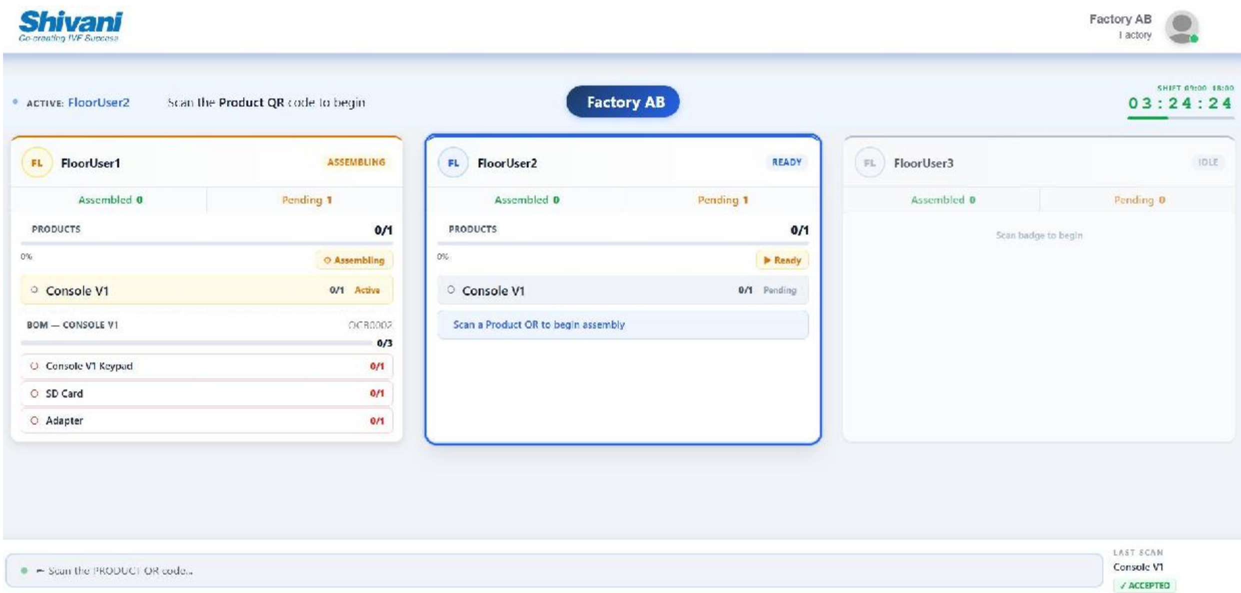
Step 2. Scan your badge QR code. The system identifies you, change the card colour (Blue) after scanning the **badge QR code** and shows your assigned tasks.



8.2 Assembling a Product

Step 1. Select the product unit you want to assemble from your task list.

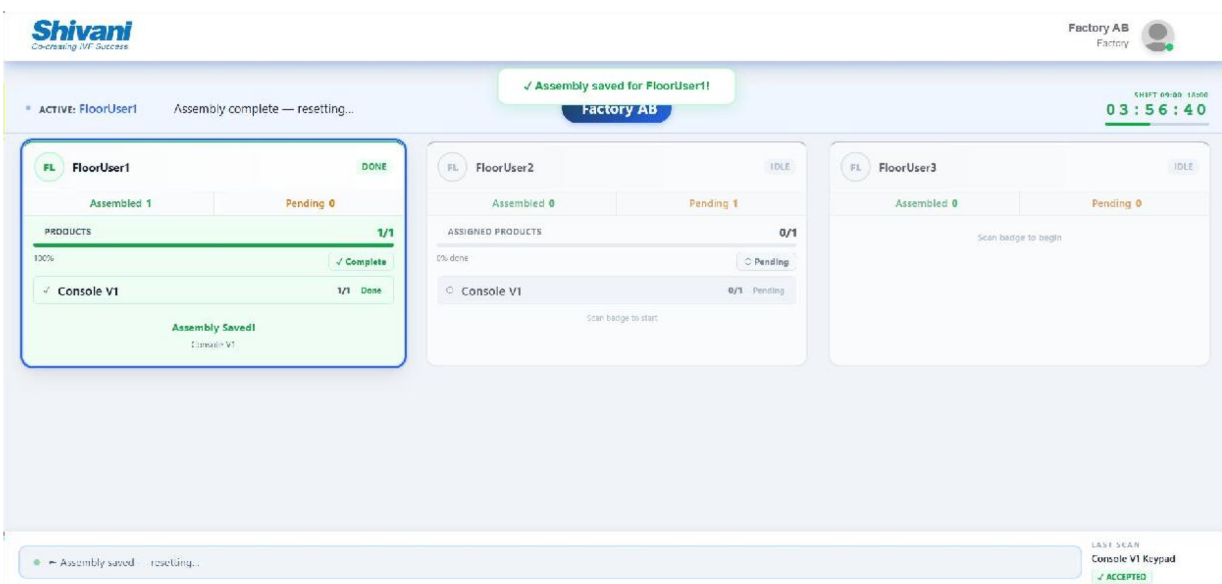
Step 2. Scan the **Product QR Code** shown on screen. This starts the assembly for this specific unit.

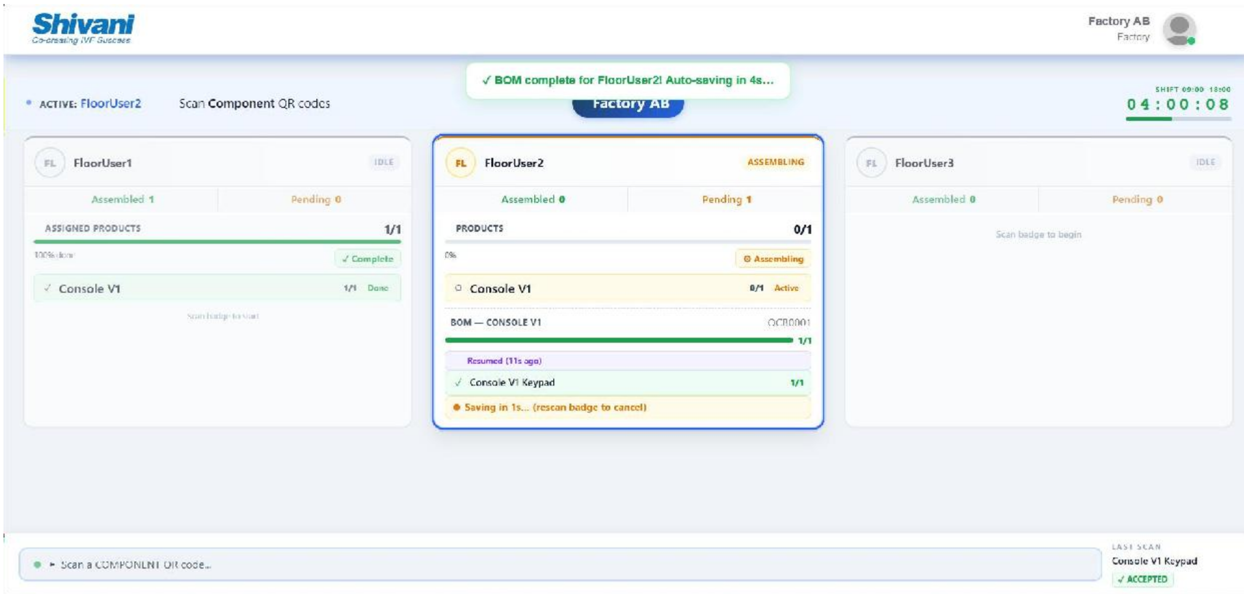


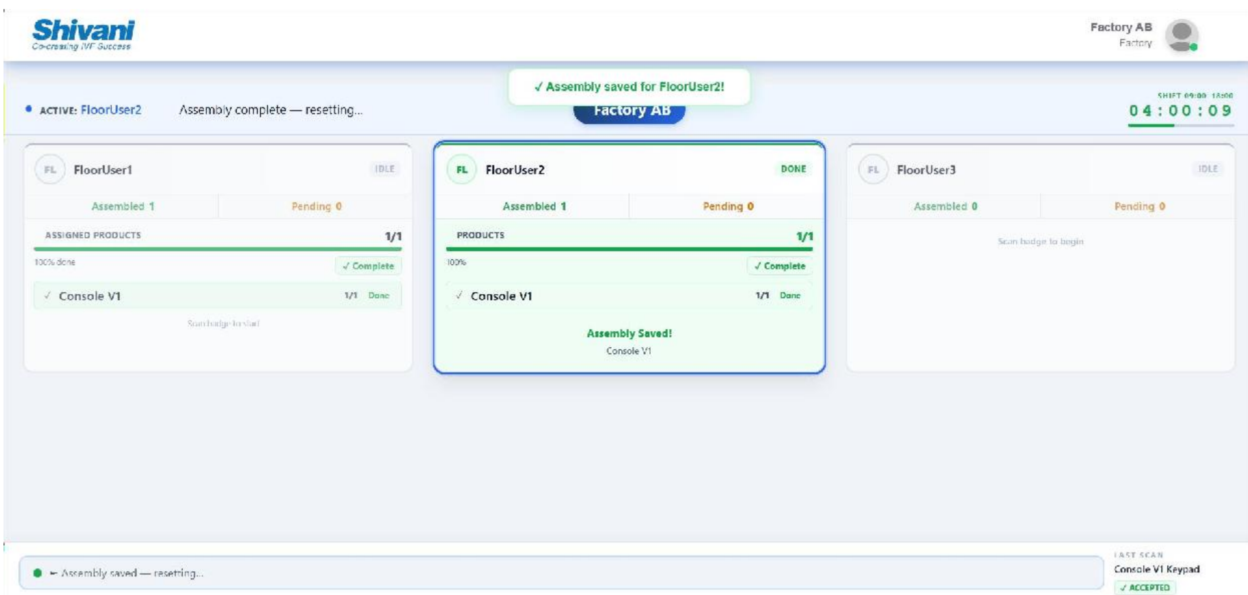
Step 3. Display BOM Component List. Scan each **component QR code** one by one as the screen shows them.

Step 4. When all components are scanned, the screen shows **"Assembly Complete"** for that unit.

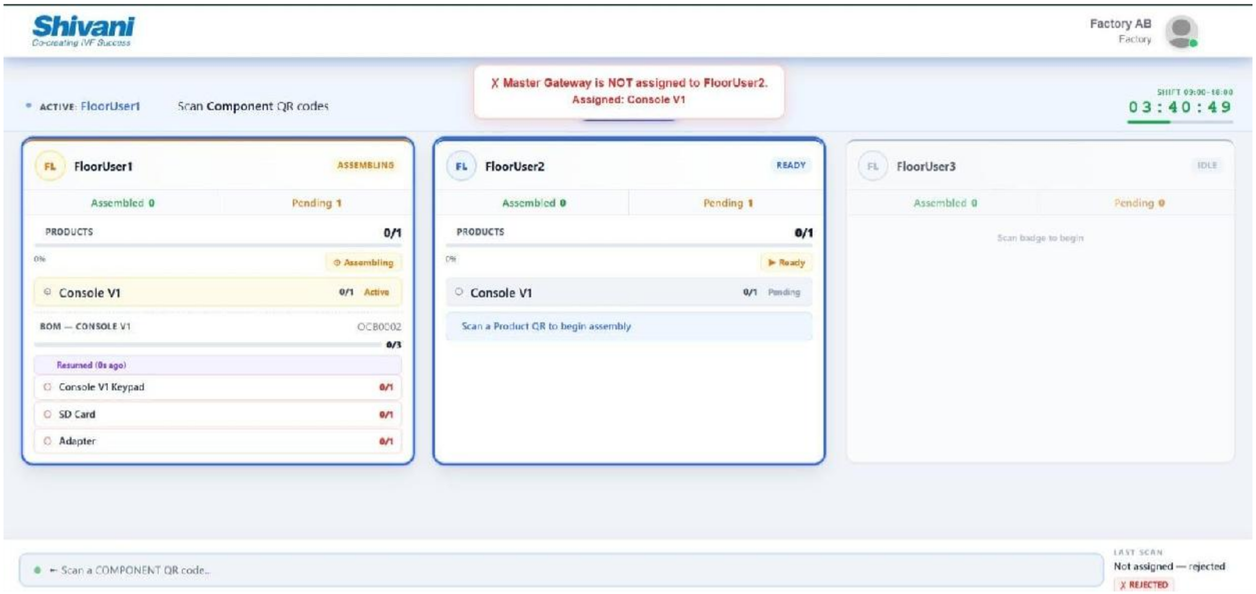
Step 5. Repeat for all units. When all are done, hand the finished products to the **Factory Manager**.



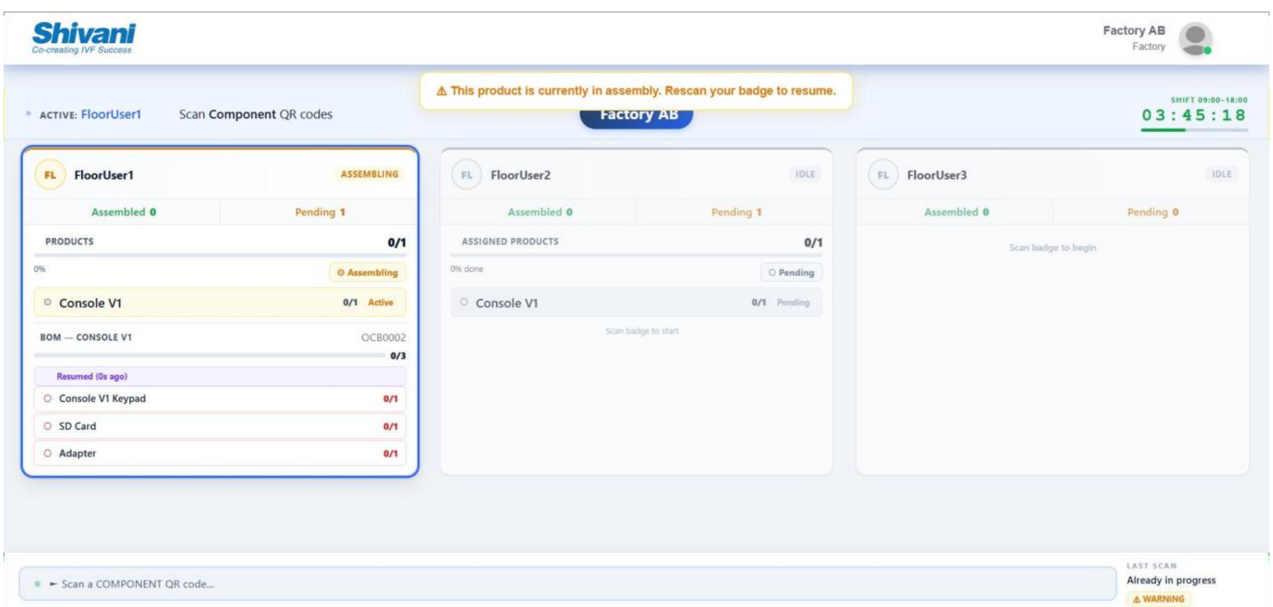




Tip: If you scan a wrong Product QR code, an error appears , Nothing is saved until successful.

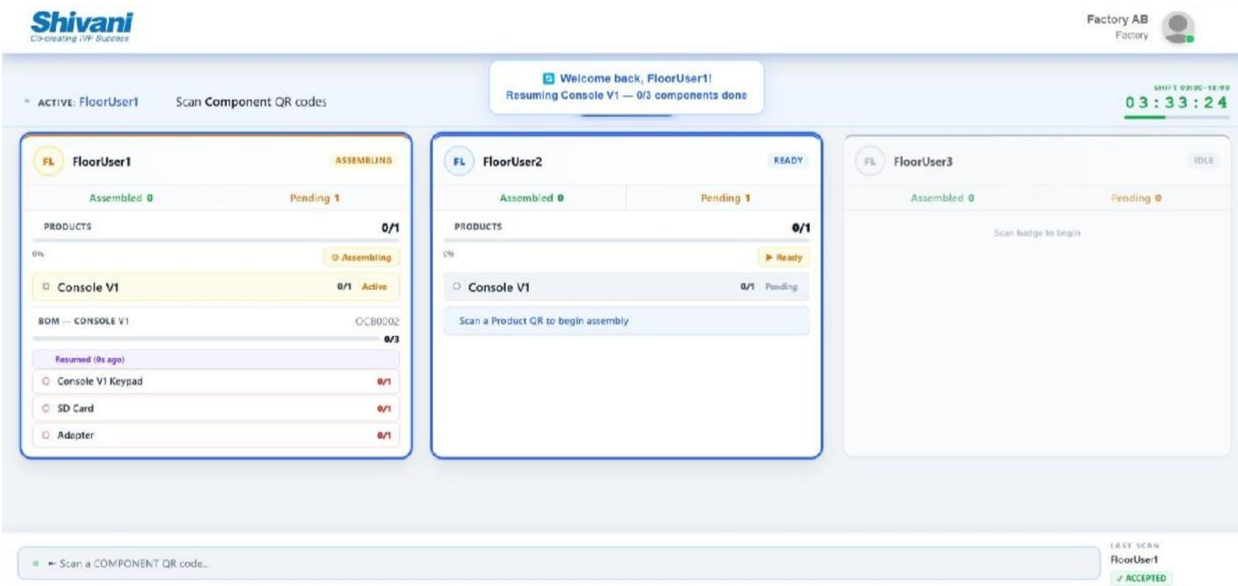


Warning: Each QR code can only be used ONCE. Never scan the same QR code for two products.



8.3 Resuming After a Break

Step 1. Scan your badge again at the kiosk. The system shows your in-progress task exactly where you left off.



9. Purchase Department – How to Use the System

- As **Purchase Dept**, you receive component **Requisition** from the **Main Store**.
- The **Purchase Dept,** cannot login in the system.

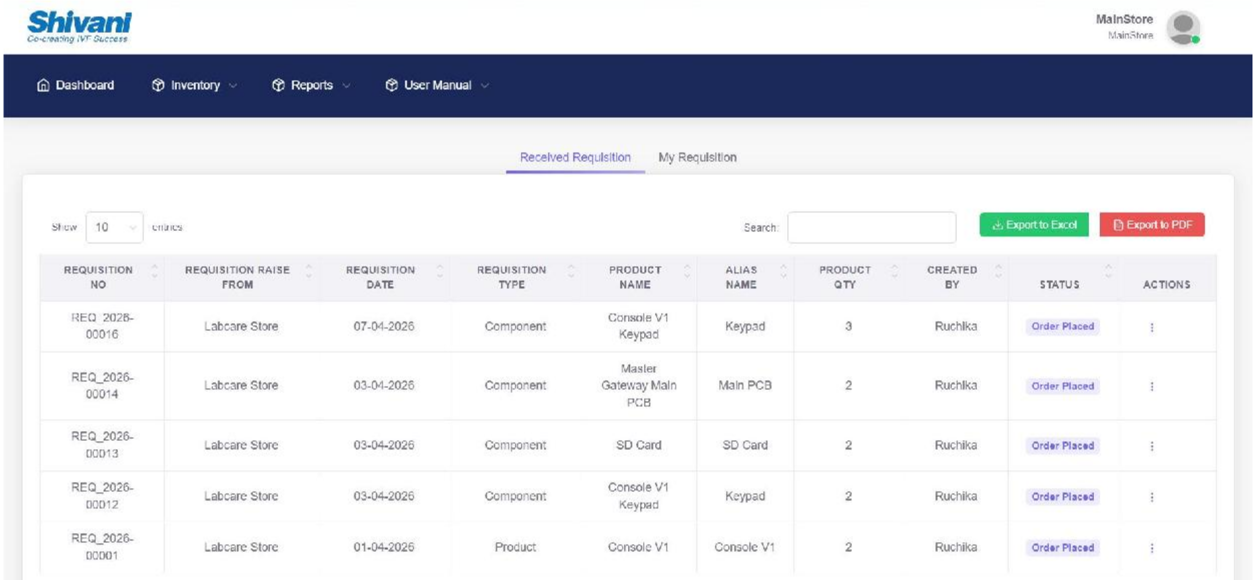
10. Main Store – How to Use the System

As a **Main Store**, you manage the central component warehouse. You receive component requests from stores, check stock, supply them, or raise a request to Purchase Dept.

10.1 View Incoming Component Requests

Step 1. Log in and go to **Inventory → Requisition → Received Requisition**.

Step 2. To see: which component, how many, and which store needs it.

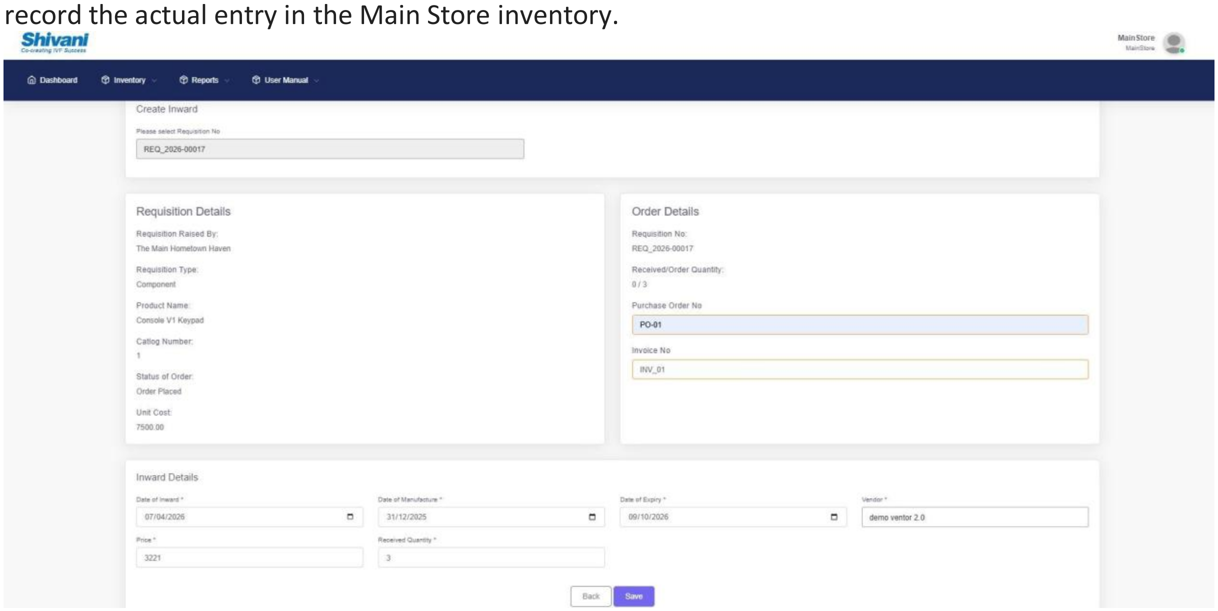


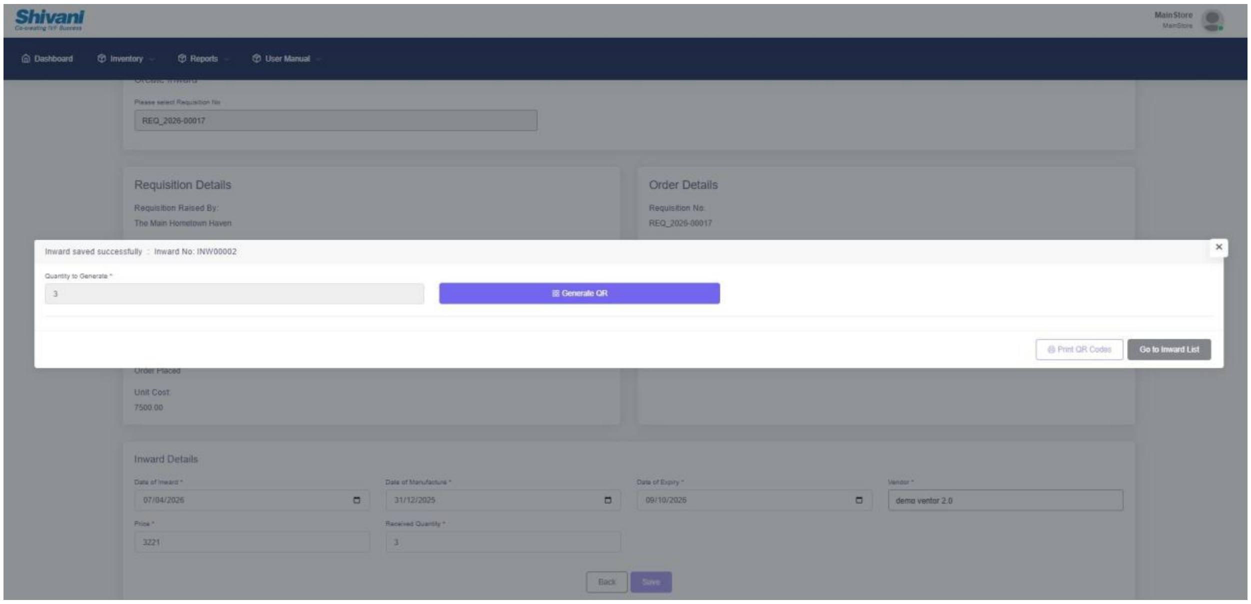
Step 3. Check your stock:

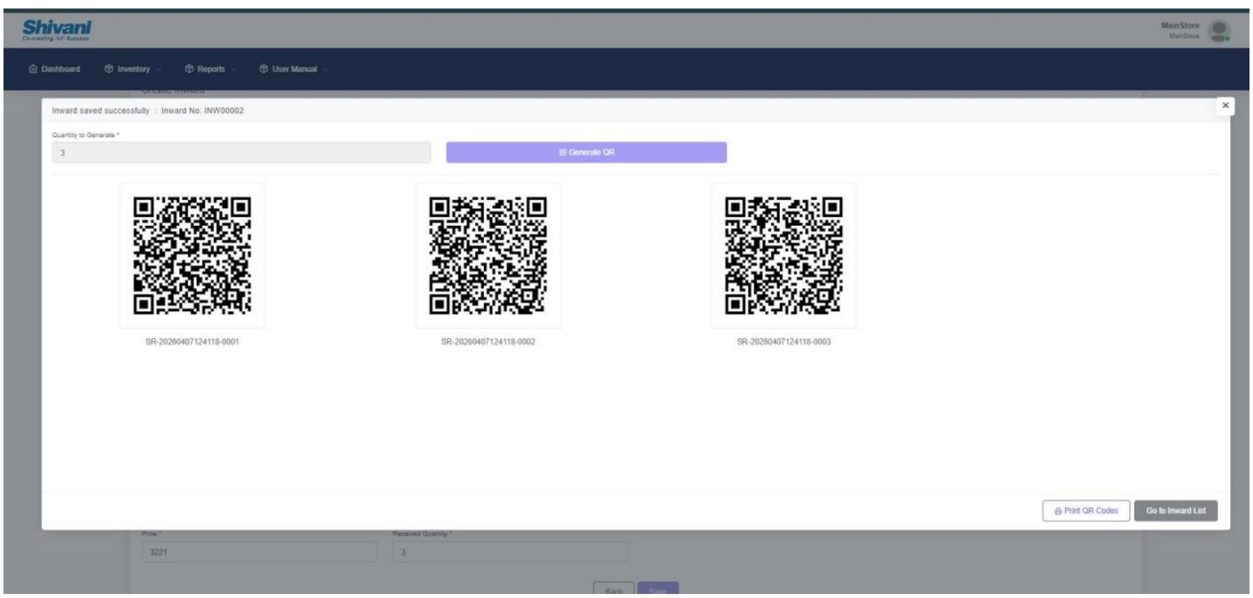
- In stock → Section 12.2
- Not in stock → Section 12.3

10.2 Inward component from purchase dept

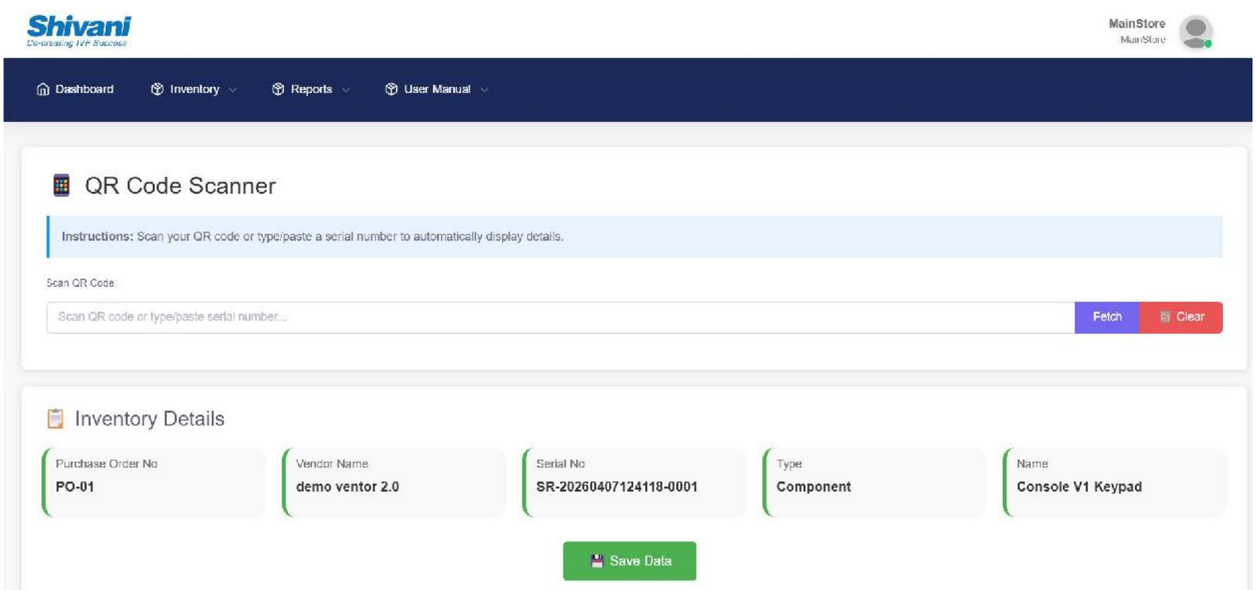
Step 1: The Main Store performs inward of components received from the Purchase Department. After clicking *Save*,
Step 2: QR generates pop-up windows each component QR code must be scanned to record the actual entry in the Main Store inventory.



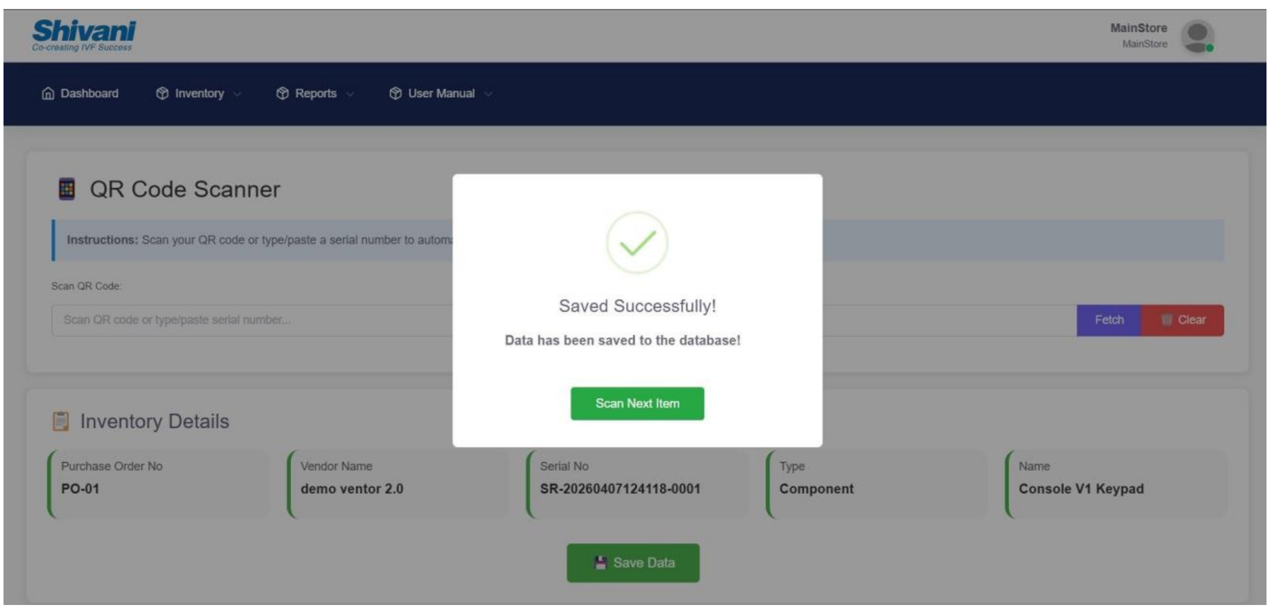




Step 3: Go to *Inventory → QR Code* and scan the QR code attached to the components. Alternatively, you can manually enter the serial number and click *Fetch* to view the corresponding details.



Step 4: Click on Save Data button, the display data saved in your inventory.



10.3 Outward Components to Store (when in stock)

Step 1. Go to **Inventory → Requisition → Action Column: Outward → Create Outward**. Select the Store's Requisition.

Check the **Requisition No**, **Order Quantity**, **Raised By**, **Type**, **Product Name**, and **Unit Price**.

Ensure you are processing the correct requisition before proceeding.

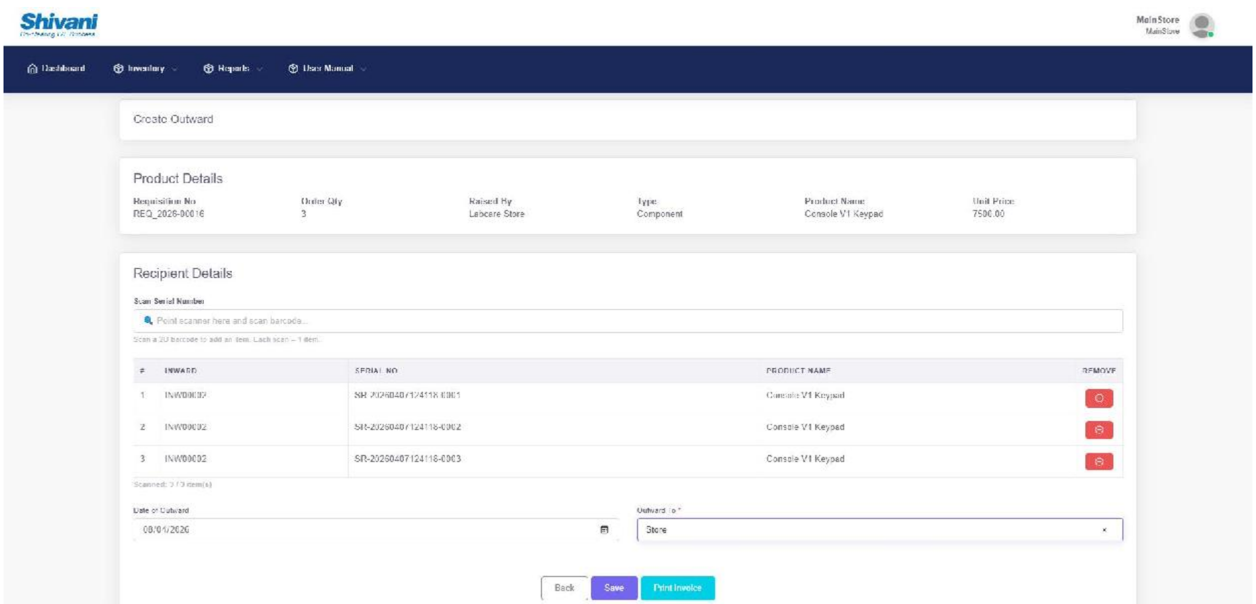
Step 2: Scan Serial Numbers

- In the **Scan Serial Number** field, scan the QR code attached to each product/component.
- Each scan adds one item to the list below.
- The scanned items will appear in the table with:
    - Inward reference
    - Serial Number
    - Product Name

Note: Each QR scan represents one unit.

Step 3: Verify Scanned Items

- Confirm that the number of scanned items matches the **Order Quantity**.
- If needed, remove any (incorrect) entry using the **Remove** option.

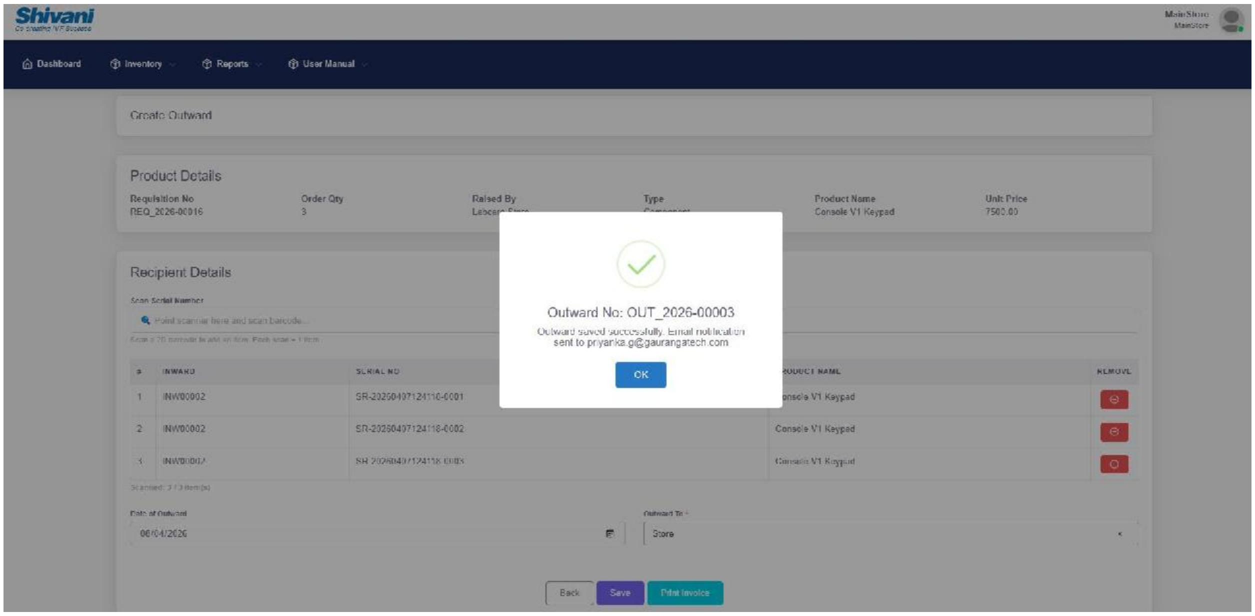


Step 4: Enter Outward Details

- Select the **Date of Outward**.
- Choose **Outward To (Assign To)** — the destination (e.g., Store, Factory, etc.).

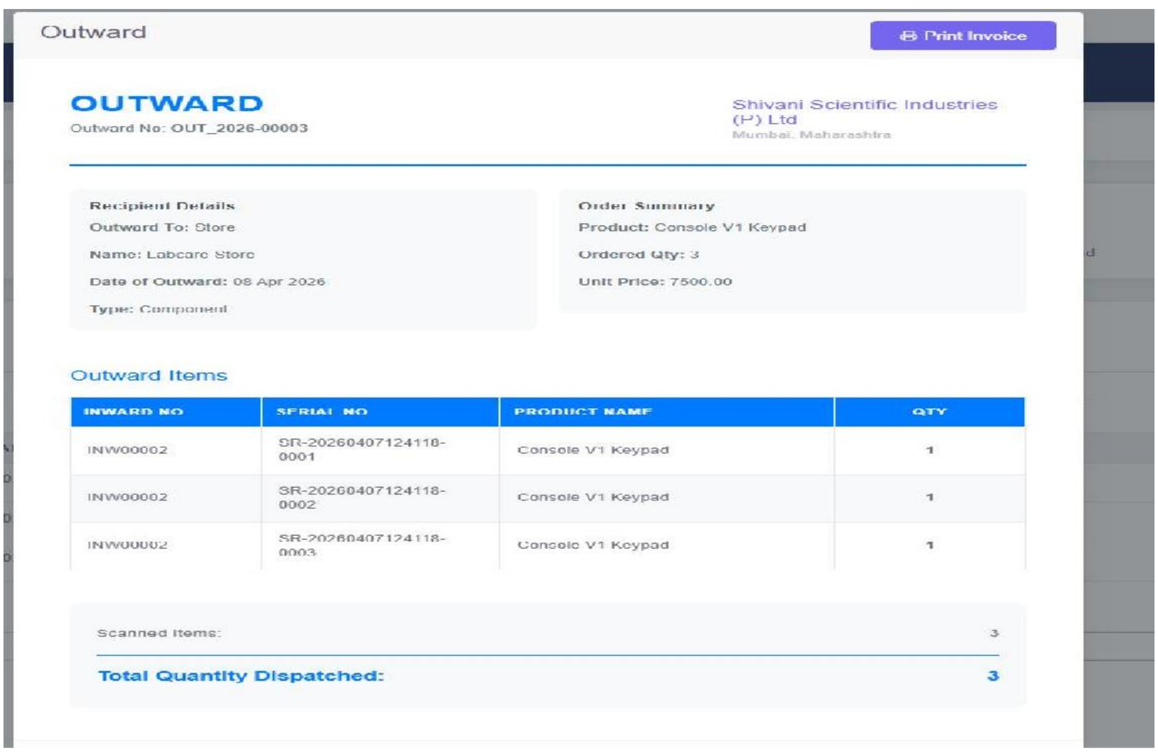
Step 5: Save the Outward

- Click **Save** to confirm the outward entry.
- This updates the inventory and marks the items as Outward.



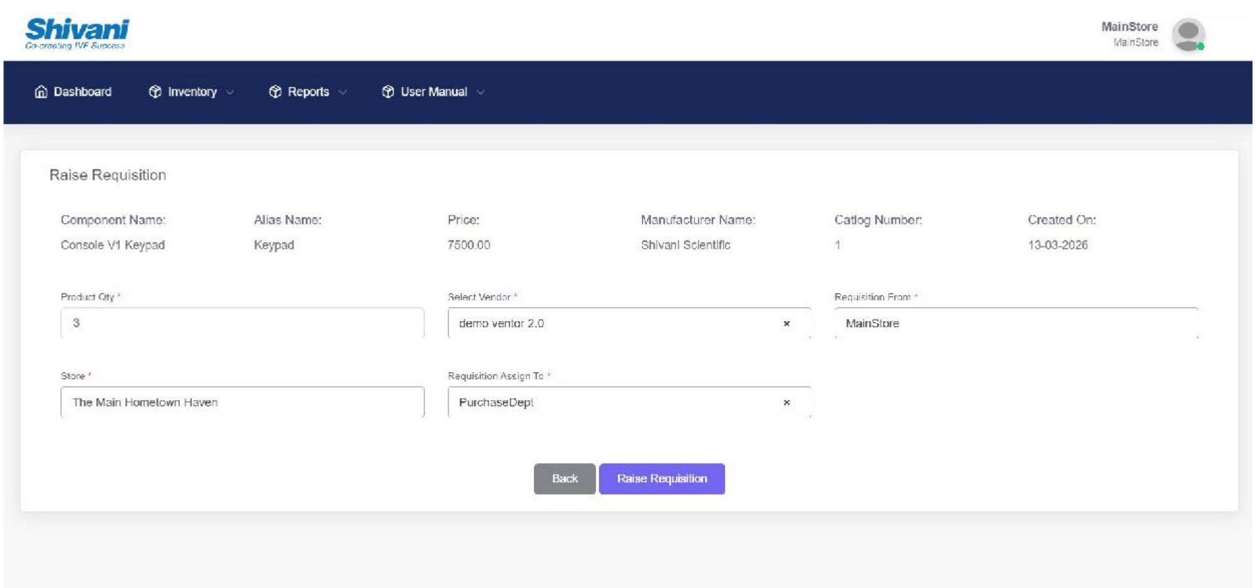
Step 6: Print Invoice (Optional)

- Click **Print Invoice** to generate the outward invoice.



10.3 Raise to Purchase Dept (when not in stock)

Step 1: Go to *Inventory → Component → Requisition → Create Requisition*.
Step 2: Verify the component details (Component Name, Price, Manufacturer, etc.).
Step 3: Enter the required **Product Quantity**.
Step 4: Select the **Vendor**.
Step 5: Ensure **Requisition From** is set (e.g., Main Store).
Step 6: Select the **Store**.
Step 7: Set **Requisition Assign To** as *Purchase Department*.
Step 8: Click *Raise Requisition* to submit.



11. Reports

Use Reports to monitor everything happening in the system — stock, movements, quotations, orders, and production.

Report Name	What It Shows	Who Uses It
Requisition Report	All requisitions, their status, who raised them, what was requested.	All roles
Inward Report	All items received, filterable by product or component.	Store, Factory, Main Store

Report Name	What It Shows	Who Uses It
Outward Report	All items sent out, filterable by product or component.	Store, Factory, Main Store
Product Inventory	Current stock levels for all products in all stores and factories.	All roles
Component Inventory	Current stock levels for all components.	Store, Main Store, Factory
Factory Production Report	Production progress — what is assigned, in progress, and completed.	Factory, Super Admin, LabCare Admin
Floor Person Report	How many units each Floor Person assembled and when.	Factory Manager, Super Admin
Quotation Report	All quotations raised, with status (Raised, Finalized, Rejected, Query).	LabCare Admin, Backend, Super Admin
Order Report	All orders from Confirmed to Dispatched, with full status history.	LabCare Admin, Backend, Super Admin
Dispatch Order List	Orders ready to be dispatched to hospitals.	LabCare Admin
Inventory Movement	All inward and outward movements in one combined view.	All roles

How to Open a Report

Step 1. In the top menu, click **Reports**.

Step 2. Click on the report name you want to view.

Step 3. Use the filter fields — date range, store, factory, product name, status — to narrow down the data. Click **Search**.

Step 4. To download, click **Export** or **Download Excel** if available.

12. Serial Numbers and QR Codes Explained

Every finished product unit gets its own unique **Serial Number** and **QR Code**. This is how the system can track every individual unit — where it was made, who assembled it, and where it was delivered.

How a Serial Number is Built

Part	What It Means	Example
Series Letter	One letter representing the Indian financial year (changes to next letter every 1st April).	N = 2025–26
Product Abbreviation	Short code for the product set by Super Admin (1–5 capital letters).	LH = LabcareHematology
Serial Count	4-digit number counting up from 0001. Resets to 0001 every new financial year.	0001
Complete Serial Number		**NLH0001**

Examples

Serial Number	Meaning
NLH0001	Year 2025–26, LabcareHematology, 1st unit of the year
NLH0002	Year 2025–26, LabcareHematology, 2nd unit

Serial Number	Meaning
NDRY0001	Year 2025–26, DryContact product, 1st unit
PLH0001	Year 2026–27 (new year, letter changed to P), 1st unit

13. Common Problems and Solutions

Problem	Likely Cause	Solution
Cannot log in.	Wrong mobile number or password. CAPS LOCK on.	Check mobile (no spaces). Turn off CAPS LOCK. Use Forgot Password or contact Admin.
Password reset email not received.	Email in Spam. Wrong email entered.	Check Spam/Junk folder. Retype the correct email. Wait 2 minutes and retry.
Reset link says "expired".	Link is valid for 1 hour only.	Go to Forgot Password and request a new link.
Cannot see the required menu.	Wrong role assigned.	Log out, log back in. Contact Super Admin to verify your role.
Order not visible in my list.	Order is not assigned to your Store, or status is wrong.	Check the Order List filter. Verify with LabCare Admin that the order is assigned to your Store.
Quotation dropdown is empty when creating order.	No finalized quotations exist yet.	Backend Person must raise and LabCare Admin must approve a Quotation first before it can

Problem	Likely Cause	Solution
		become an Order.
Requisition dropdown is empty (in Inward/Outward form).	No open requisition assigned to you yet.	The previous step must be completed first. A Requisition must exist before you create an Inward or Outward.
QR code scan not working at kiosk.	USB scanner not connected. Wrong QR.	Check the USB scanner is plugged in. Scan the correct QR code. Contact Factory Manager.
Serial Number not generated / shows error.	Product Abbreviation is missing in the system.	Contact Super Admin to set the Abbreviation (Configuration → Products → Edit).
Submit button is greyed out.	Required field is empty or a validation rule is not met.	Fill all fields marked with a red star (*). Ensure quantities are within allowed limits.
Wrong quantity entered in Inward.	Data entry mistake.	Contact Super Admin immediately to correct or delete and re-enter the record.
Email notifications not received.	Wrong email saved. Email server issue.	Contact Super Admin to verify your email address and check the mail server settings.

Still need help?

Take a screenshot of the error and contact your **Super Admin** or OPS Central support. Always include:

- Your role (e.g., Store Person, LabCare Admin)
- What you were trying to do
- The exact error message on screen

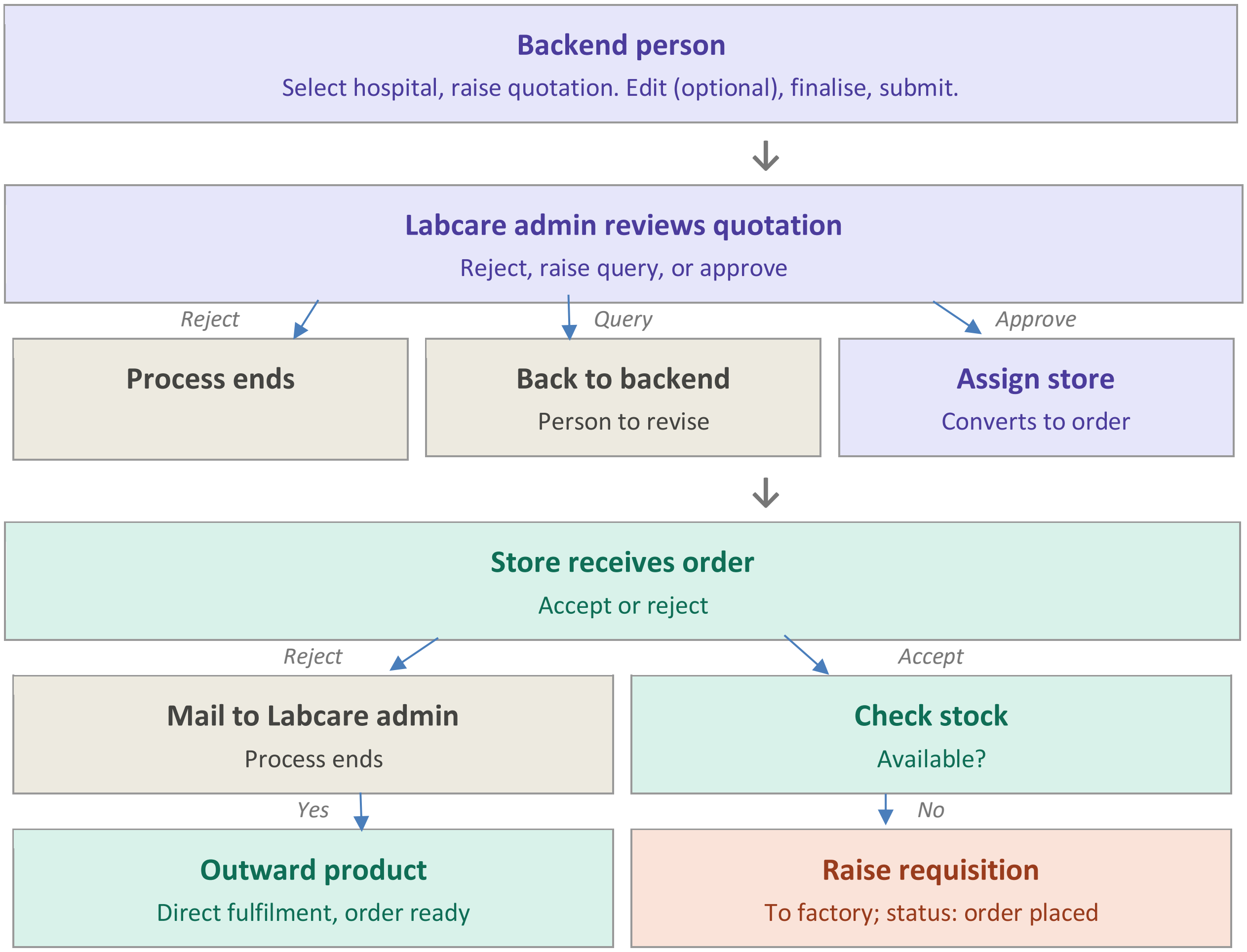
- Date and time it happened

Good Habits for All Users:

- Always create an Inward before an Outward. You cannot send what you have not received.
- Do not skip steps. Every action depends on the previous one being completed.
- Check your email notifications — the system emails you when action is needed from you.
- Log out when you leave your workstation.
- If unsure about a Quotation or Order status, check the relevant list in your menu — the status is always shown.

Workflow

1. Quotation to Order Workflow



Continues in the production-to-dispatch chart below.

2. Production to Dispatch Workflow

Factory receives requisition
Check product & qty in factory inventory

Available

Outward to store
Skip to store delivery below

Not available

Raise component req
To store; status: order placed

↓

Store checks component
Available?

Yes

Outward to factory
Scan QR, auto-render details

No

Raise req to main store
Status: order placed

↓

Main store checks component
Available?

Yes

Outward to store
Scan QR, store inwards component

No

Req to purchase
Mail trigger to **purchase to**
Enter a PO Detail Then Main Store inward

Component reaches factory
Inward, scan & save QR, added to inventory

↓

Floor person assembles product
1. Scan Floor User QR 2. Scan product QR 3. Scan component QR per BOM 4. Product assembled

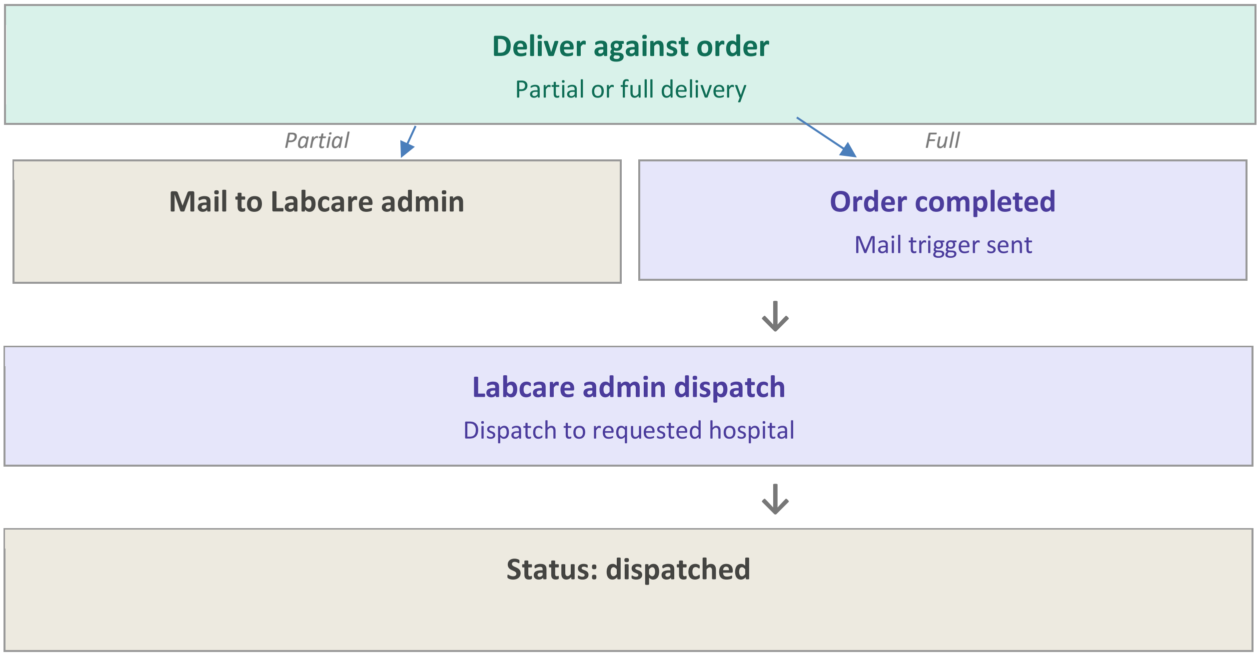
↓

Factory outward to store
Scan QR, requested qty outwarded

↓

Store – product inward
Fill inward form, scan product QR. Added to store inventory, mail trigger.

↓


Deliver against order
Partial or full delivery
Partial
Full
Mail to Labcare admin
Order completed
Mail trigger sent
Labcare admin dispatch
Dispatch to requested hospital
Status: dispatched