

■ WStation

USER MANUAL

Getting Started & Daily Operations

Set up your business, rooms and tax, then run every stay from quotation to receipt.

DOCUMENT NUMBER	WS-UM-001
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VERSION	1.0 · issued 6 October 2026
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APPLIES TO	WStation web application at wstation.app (browser, installed desktop app and phone)
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AUDIENCE	Owners, managers and front-desk staff of guesthouses, lodges, B&Bs, campsites and holiday rentals
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CLASSIFICATION	Public
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Document control

Version	Date	Author	Change
1.0	6 October 2026	Outdoors Commerce cc	First issue.

Related document	Number
Booking.com & Airbnb Calendar Sync — Configuration Guide	WS-CG-002
Booking Page, Enquiries & Quote Links — Guide	WS-UG-003
Quick Reference Card	WS-QR-004

Conventions used in this manual

Button	A button, tab or field label, exactly as it appears on screen.
Menu → Screen	Where to go: open the menu on the left (on a phone, tap More), then the screen named.
text	Something you type or copy exactly, such as a web address.
Note / Tip	Extra information that helps but is not required.
Caution / Important	Something that can cause lost work, double bookings or wrong figures if missed.

Contents

1 Introduction

- 1.1 Purpose of this manual
- 1.2 Who should read it
- 1.3 What WStation is

2 How WStation is organised

- 2.1 One record per stay
- 2.2 The screens
- 2.3 Roles

3 Getting started

- 3.1 Trying WStation without an account
- 3.2 Creating an account
- 3.3 Setting up the first business

4 Setting up the business

4.1 Business details and branding

4.2 Tax

4.3 Rooms, rates and stock

4.4 Your team

5 Daily operations

5.1 The Today screen

5.2 Making a quotation

5.3 Sending the quotation

5.4 From quotation to receipt

5.5 The bookings diary

5.6 Rooms and occupancy

5.7 Till, income and expenses

6 Reports

7 Phones, offline use and installing

7.1 Using WStation on a phone

7.2 Working without signal

7.3 Installing as an app

8 Account and security

8.1 Your account

8.2 Backups

9 Troubleshooting

9.1 Getting help

10 Glossary

01 Introduction

1.1 Purpose of this manual

This manual explains how to set up and use WStation to run the front desk and the books of a small accommodation business. It covers the first sign-in, the business set-up, the rooms, and the daily work of quoting, booking, invoicing and taking payment.

1.2 Who should read it

- **Owners and admins** — read every chapter. Chapter 4 (Setting up) is yours alone.
- **Front-desk staff** — read chapters 2, 3 and 5. Staff accounts cannot change settings or the team.
- **Bookkeepers** — chapter 6 (Reports) and the money sections of chapter 5.

1.3 What WStation is

WStation is a web application. It runs in any modern browser (Chrome, Edge, Safari, Firefox) on a computer, tablet or phone, and can be installed to the home screen or desktop like an app. There is nothing to download to begin: open <https://wstation.app>.

Requirement	Detail
Browser	A current version of Chrome, Edge, Safari or Firefox.
Internet	Needed to sign in and to sync. Work done without signal is kept on the device and sent when the connection returns (section 7.2).
Account	An email address, or a Google account. Free to create.
Screen	Anything from a phone to a desktop monitor. On a phone the main screens sit in a bar at the bottom.

Table 1.1 — System requirements

02 How WStation is organised

2.1 One record per stay

The central idea in WStation is the **stay**. Each guest's stay is a single record that changes its name as it moves forward. You never type the same stay twice: each step is one button that carries the dates, guests, rooms and prices across.

1 • Quotation The guest asked what it costs.	2 • Booking The guest said they are coming. The room is now held.	3 • Invoice The guest has stayed and still owes.	4 • Receipt The guest has paid in full.
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HOW ROOMS ARE HELD

An open quotation shows on the calendar but does not hold the room. A booking, or a stay that has been invoiced, holds its room: WStation refuses any other quote or booking for the same room on the same nights.

2.2 The screens

Menu group	Screen	What it is for
Desk	Today	The opening screen: a calendar of every stay, what is owed, who arrives.
Desk	Enquiries	Requests from your booking page and answers to quotes sent as links (see WS-UG-003).
Desk	Stays	Every stay with the stage it has reached and the next step.
Desk	Bookings diary	Arrivals, check-ins, check-outs and deposits, day by day.
Desk	Rooms & occupancy	Rooms down the side, nights across the top; room status; calendar sync.
Desk	Guests	Every guest with their stays, invoices and contact details.
Money	Quotations, Invoices	The documents themselves, with their totals and status.
Money	Income, Expenses	Every amount received and spent, filed by category.
Money	Till	Counter sales for the bar, the shop or extras.
Stock	Rooms, rates & stock	Your price list: room rates, meals, activities and stock items.
Admin	Team, Reports, Settings	Who has access, the reports, and how the business is set up.

Table 2.1 — Screens and their purpose

Press **Search** (or **Ctrl K** / **⌘ K**) from any screen to jump straight to a guest, a document or a screen by typing part of its name.

2.3 Roles

Role	May do
Owner	Everything, including closing the business. The person who created it.
Admin	Everything staff can, plus settings, tax, branding, the team, the booking page and calendar sync.
Staff	Day-to-day work: quotes, bookings, invoices, payments, the till and expenses.

Table 2.2 — Roles and permissions

03 Getting started

3.1 Trying WStation without an account

Anyone can open wstation.app and use it straight away. Everything works, but the work is kept only in that browser. A note at the top of the screen says so, and documents printed without an account carry a line asking you to sign in.

TIP

Work done before signing in is not lost. After you create an account, a green banner offers to **Bring it across** into your business.

3.2 Creating an account

- 1 Open <https://wstation.app> and choose **Sign in**, then **Create an account**.
- 2 Enter your name, email address and a password — or choose **Continue with Google**.
- 3 Press **Create account**. You are signed in and asked to set up your first business.

Figure 3.1 — The sign-up screen, with what a free account includes

You stay signed in on that device for as long as you keep using it — up to a year. To end every other session (a lost phone, say), use **Sign out everywhere else** under Settings (section 8.1).

3.3 Setting up the first business

Everything you record belongs to a business. One account can run several businesses — each with its own rooms, team, branding and books — and switch between them from the box at the top of the menu.

- 1 Enter the **Registered name** and the name you trade as.
- 2 Choose **What the business does**. For accommodation, choose *Guesthouse or lodge*; WStation suggests the matching income and expense categories.
- 3 Add the business phone, email and address. They print on every document.
- 4 Set the tax (section 4.2) and currency. WStation suggests both from where your browser says you are.
- 5 Press **Create business**.

Set up your first business

Everything you record — customers, invoices, stock, files — belongs to a business. Set one up and you are in.

Registered name

Kalahari Works CC

Trading as

Kalahari Works

Website or domain

kalahariworks.na

What the business does

Guesthouse or lodge

You will start with 35 suggested names for: Guesthouse or lodge

These are the names money gets filed under, offered whenever you record something. You are never made to pick one — type your own and it joins the list. They are worth having because filing the same thing under the same name is what makes a report on it possible.

MONEY OUT

Food and beverage stock

Bar stock

Laundry and linen

Guest amenities

Housekeeping supplies

Booking commission

Security

Garden and pool

+17 more

MONEY IN

Accommodation

Food and beverage

Bar sales

Conference and events

Tours and activities

Airport transfers

Laundry services

Curio shop

+2 more

You can add, rename or drop any of them later in Settings.

Business phone

+264 ...

Business email

Trading address

Figure 3.2 — Setting up the first business

TIP

Want to see a working example first? On the Settings screen, **Load sample records** fills the business with sample guests, rooms and stays. Delete them whenever you like.

WStation · Getting Started & Daily Operations · WS-UM-001 v1.0

Page 8 of 21

04 Setting up the business

This chapter is for owners and admins. It needs doing once; everything after it is daily work.

4.1 Business details and branding

Open **Admin → Settings**. The details here appear on every quotation, invoice and receipt the business issues.

- **Business details** — names, website, phone, email, address. The website is what the QR code on each quotation opens.
- **Banking details** — bank, account number, branch and SWIFT code, printed at the foot of documents with the document number as the payment reference.
- **Logo and document style** — upload a PNG, JPG or WebP logo (a transparent PNG prints best), pick an accent colour, a layout and a typeface. A live preview shows exactly what a guest will receive.
- **Default terms** and the **line printed under every document** (for example your registration number).
- **Modules** — switch off any screen the business does not use, such as the Till.

Figure 4.1 — Settings: business details and tax

4.2 Tax

WStation handles VAT, GST/HST and US-style sales tax. Under **Tax** on the Settings screen:

- 1 Tick **Charge tax**, or leave it clear if the business is not registered.
- 2 Choose **Where the business is registered for tax**. This sets the usual rate and name.
- 3 Enter your VAT (or GST) number to print it on documents.

- 4 Tick **Prices include tax** if the prices you enter already contain the tax, as is usual in Southern Africa.
- 5 If rooms are taxed at a different rate, or carry a levy (a tourism or city tax), tick **Rooms are taxed differently** and add those rates.
- 6 Press **Save tax**.

IMPORTANT

Every document keeps the tax it was issued under. Changing the rate later affects new documents only; old invoices still read the way they did on the day they went out.

4.3 Rooms, rates and stock

Two screens work together:

- **Stock → Rooms, rates & stock** holds the price list — a double room per night, breakfast per person, a game drive per person, firewood per bundle. Each item has a rate basis (*per unit* or *per person*) and a tax class (*standard*, *accommodation* or *exempt*).
- **Desk → Rooms & occupancy → Manage rooms** lists the physical rooms — Room 1, Room 2, the Family chalet — each with a type, how many it sleeps and its nightly rate. Anything sold once a night is a room: a chalet, a campsite, a dorm bed.

- 1 Open **Rooms & occupancy** and press **Add rooms**.
- 2 Give each room a name, type, capacity and rate. Several identical rooms can be added in one go.
- 3 Save. The rooms appear on the occupancy grid and in the free-room search.

4.4 Your team

Open **Admin → Team**. Under **Invite someone**, enter the person's email address, choose *Staff* or *Admin*, and press **Send invitation**.

CAUTION

WStation does not email the invitation. Tell the person to open wstation.app and sign up, or sign in with Google, using exactly that email address. They join the business the moment they do.

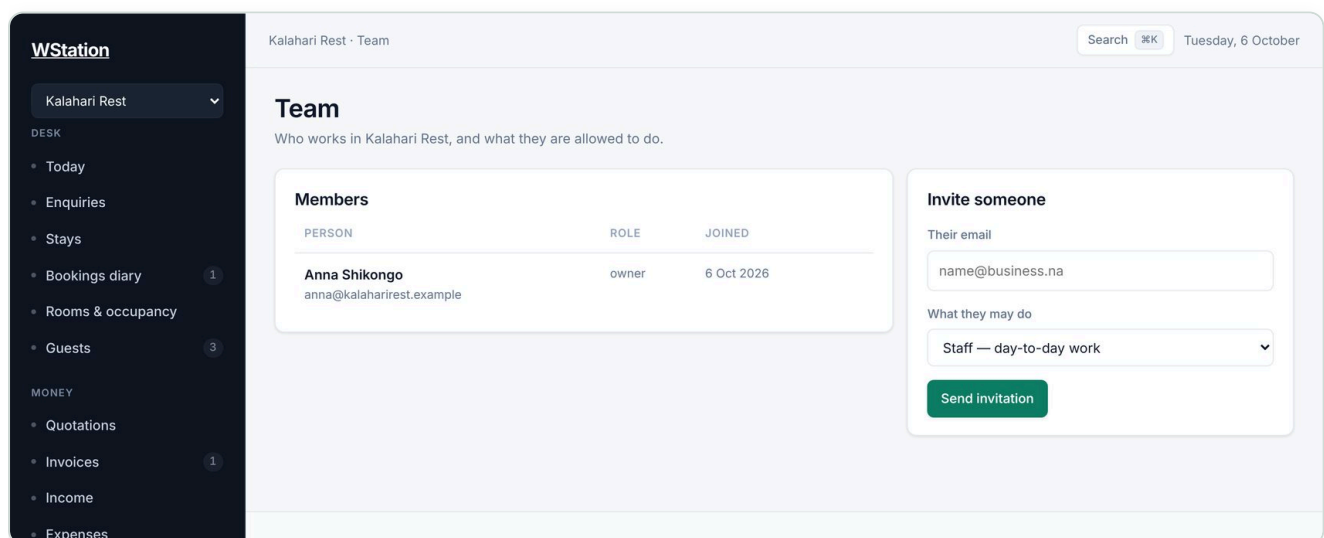


Figure 4.2 — The Team screen

05 Daily operations

5.1 The Today screen

Today opens on a calendar of every stay, coloured by stage: purple quotations, blue bookings, amber invoices still owed, green receipts. Tap a bar to open the stay; tap a day to see who arrives, stays and leaves. Below the calendar are the money owed, the takings, and the arrivals for the next seven days.

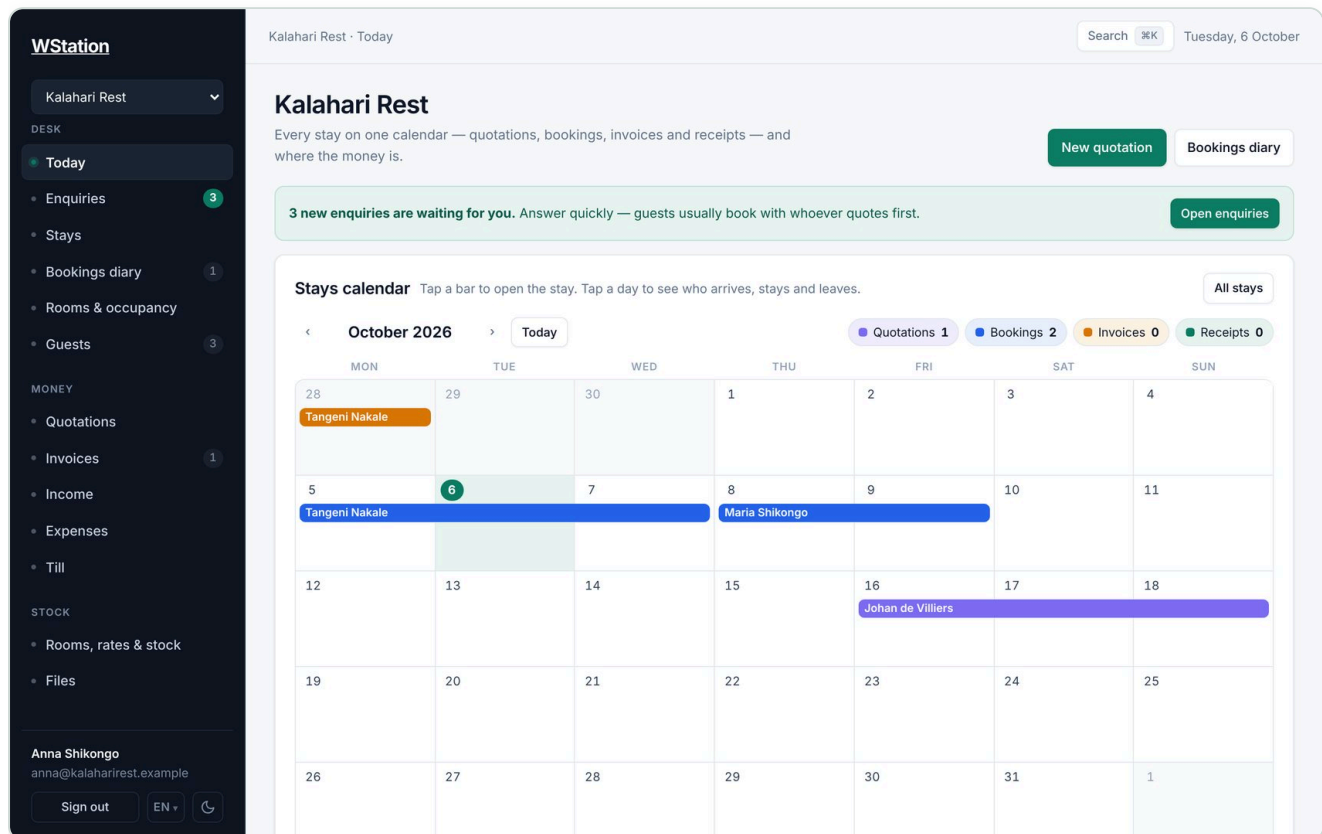


Figure 5.1 — The Today screen with the stays calendar

5.2 Making a quotation

- 1 Press **New quotation** (on Today, Stays or Quotations), or tap an empty night on the occupancy grid to start a quote for that room and date.
- 2 Choose the **Customer**, or pick **+ Someone new...** and type their name, phone and email. New customers are saved with the quote.
- 3 Use **Find a free room**: enter check-in, check-out and the party size. Only rooms free for those nights are listed. Press **Add to quote**.
- 4 Each line is one room with its own dates and guests. Add meals or activities as further lines; per-person items multiply by the people in the room.
- 5 Set how long the quote is valid, who prepared it (the consultant), and any deposit percentage needed to secure the booking.
- 6 Press **Save quotation**.

New quotation Close

Customer
Maria Shikongo

The stay Set check-in and check-out on each line
Each line is a room, with its own dates and guests. Its nights follow its dates, and a per-person rate charges for everyone in it.

Hide free rooms

Find a free room 5 free for 1 night

CHECK-IN	CHECK-OUT	ADULTS	CHILDREN
10/06/2026	→ 10/07/2026	2	0

Room	Rate	Action
Room 1 Double · sleeps 2 · N\$950.00 a night	Free	Add to quote
Room 3 Double · sleeps 2 · N\$950.00 a night	Free	Add to quote
Room 4 Double · sleeps 2 · N\$950.00 a night	Free	Add to quote
Room 5	Free	Add to quote

Figure 5.2 — New quotation with the free-room search

IMPORTANT

A room that is already booked for any of those nights cannot be put on the quote. The warning names the booking that is in the way.

5.3 Sending the quotation

Open the stay to see the document exactly as the guest will. From there:

- **Save as PDF** — prints a one-page A4 document; choose *Save as PDF* in the print window and send it by email or WhatsApp.
- **Send as link** — gives the quote its own web page the guest can open on a phone and **accept online**. See WS-UG-003.
- **Mark as sent** — records that it went out by other means.
- Document language — the quote can be printed in another language from the language picker beside these buttons.

Johan de Villiers · Quotation

Close

Quotation
QUO-1001

Booking
Said they are coming

Invoice
Stayed, still owes

Receipt
Stayed and paid in full

Quotation:

sent

 · 2 adults, 1 child

Quotation

QUO-1001 · issued 5 Oct 2026 · valid until 19 Oct 2026

Kalahari Rest Guesthouse CC

14 Nelson Mandela Ave, Windhoek, Namibia

+264 81 555 0142 · stay@kalaharirest.example

QUOTE NO	DATE	VALID FOR
QUO-1001	5 Oct 2026	14 days

Billed to

Johan de Villiers

Cape Town

+27 82 555 0199

Stay details

Arrival

16 Oct 2026

Departure

19 Oct 2026

Nights

3

Adults

2

Children

1

QTY	DESCRIPTION	NO	PRICE (N\$)	AMOUNT (N\$)
3	Family chalet	1	1,800.00	5,400.00
3	Breakfast	3	120.00	1,080.00
Subtotal				N\$6,480.00
VAT 15%				N\$972.00

Figure 5.3 — A quotation opened from Stays, with the four stages across the top

5.4 From quotation to receipt

Each stay shows one next step as a button. The same steps appear as short buttons on the Stays list.

Button	What happens
Turn into a booking	The guest has said yes. The booking keeps the quote's dates, guests and prices and gets its own number (BKG-...). Choose the room if the quote did not name one. The room is now held.
Guest has stayed — turn into an invoice	Checks the guest out and raises the invoice (INV-...) from the same lines. The room is marked for cleaning.
Paid in full — issue the receipt	Records how it was paid. Once the balance is nil the invoice becomes a receipt (REC-...) and the money is in your income and tax report.

Table 5.1 — The stay's steps

Deposits and part payments can be taken at any point: in the Bookings diary use **Take a deposit** ; on an invoice record each payment with its method (cash, card, EFT or mobile money) and reference. The balance always updates itself.

WStation

Kalahari Rest

DESK

- Today
- Enquiries 3
- Stays**
- Bookings diary 1
- Rooms & occupancy
- Guests 3

MONEY

- Quotations
- Invoices 1
- Income
- Expenses
- Till

STOCK

- Rooms, rates & stock
- Files

Anna Shikongo

anna@kalahari-rest.example

Sign out EN

Kalahari Rest · Stays

Search Tuesday, 6 October

Stays

One record per guest. It starts as a quotation, becomes a booking when they say yes, an invoice once they have stayed, and a receipt when it is paid in full.

New quotation

Quotations

1

Asked for a price

Bookings

2

Said they are coming

Invoices

1

N\$4,446.00 still owed

Receipts

1

Stayed and paid in full

All stays

GUEST	STAY	NOW A	NUMBER	TOTAL	
Johan de Villiers 2 adults, 1 child	Fri, 16 Oct → Mon, 19 Oct 3 nights	Quotation	QUO-1001	N\$7,560.00	Book it
Maria Shikongo 2 adults	Thu, 8 Oct → Sat, 10 Oct 2 nights	Booking	BKG-1001	N\$2,223.00	Invoice it
Tangeni Nakale 2 adults	Mon, 5 Oct → Thu, 8 Oct 3 nights	Booking	BKG-1002	N\$4,829.50	Invoice it
Tangeni Nakale 4 adults	Sun, 27 Sept → Tue, 29 Sept 2 nights	Invoice	INV-1001	N\$4,446.00 owes N\$4,446.00	Take payment
Maria Shikongo 1 adult	Sat, 19 Sept → Tue, 22 Sept 3 nights	Receipt	REC-1001	N\$3,748.50	

WStation

CONTACT

PRODUCT

LEGAL

THE STUDIO

Records for guesthouses, lodges and B&Bs: outdoorscommerce@outlook.co

Booking system

Terms of use

Outdoors Commerce

Figure 5.4 — The Stays list: every stay, its stage and its next step

5.5 The bookings diary

Desk → **Bookings diary** lists bookings day by day, with buttons to **Check in**, take a deposit, cancel, or open the documents. A month calendar below shows bookings, quotes, invoices falling due and money that moved.

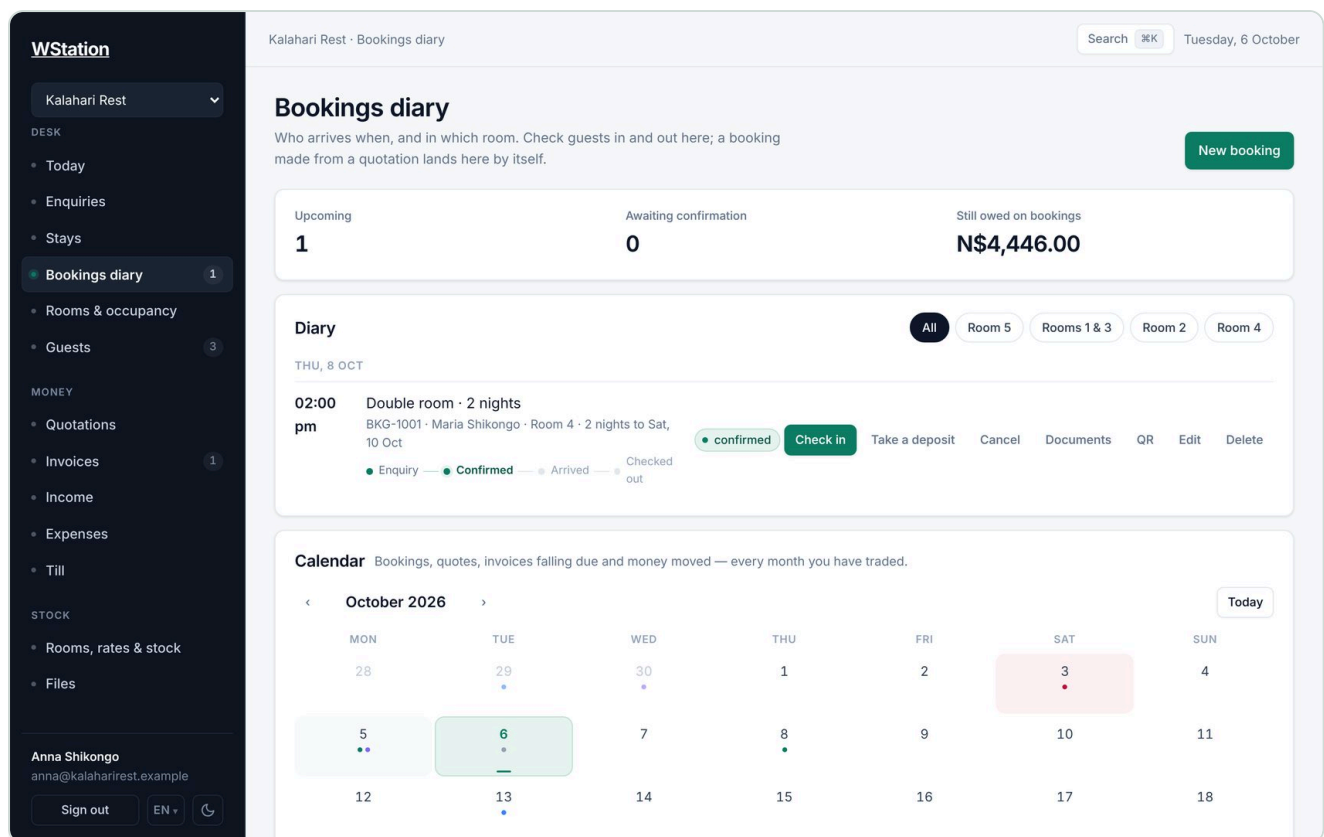


Figure 5.5 — The Bookings diary

5.6 Rooms and occupancy

Desk → Rooms & occupancy shows every room across 7, 14 or 30 nights. Solid bars are bookings, outlined bars are open quotes, striped grey bars are nights sold on Booking.com or Airbnb (WS-CG-002). The bottom row gives the occupancy for each night.

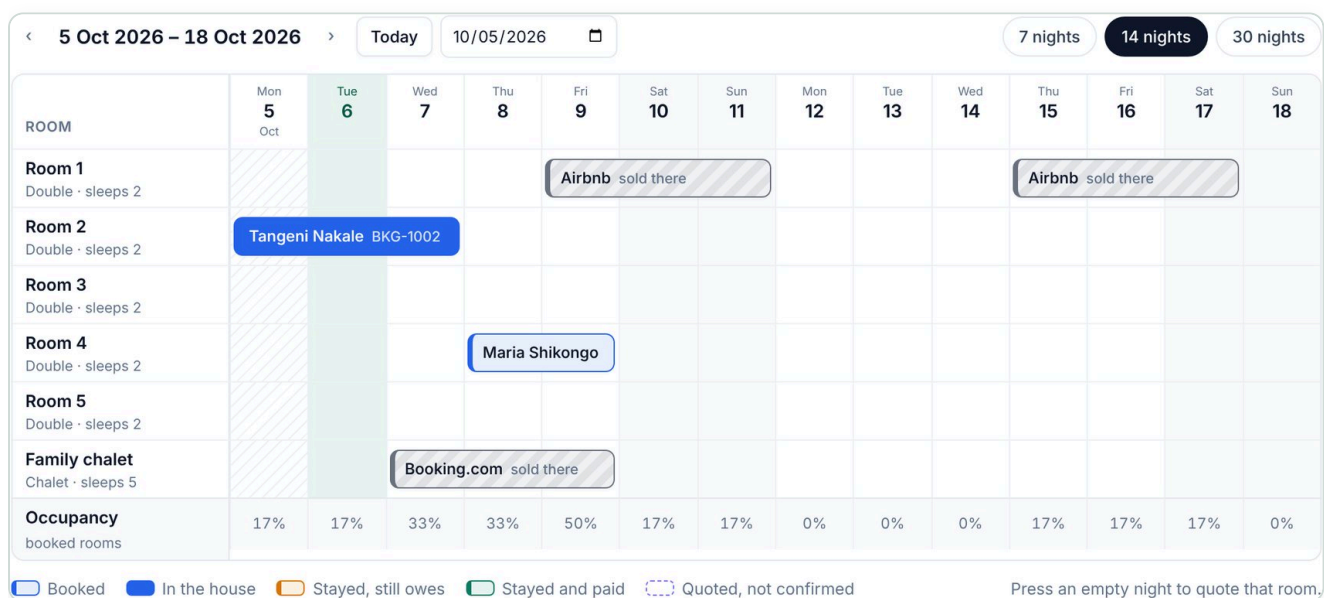


Figure 5.6 — The occupancy grid, including nights sold on other sites

- Room status** — mark rooms ready, dirty or under maintenance. Checking a guest out marks the room for cleaning.
- Find a free room** — the same search used on quotations.

- **Booking.com & Airbnb** — calendar sync, described in WS-CG-002.

5.7 Till, income and expenses

- **Money → Till** — tap items to ring up a counter sale, take payment, and print a receipt. Stock counts down by itself.
- **Money → Income** — every amount received. Use it to record money that came from no invoice (a donation, a refund).
- **Money → Expenses** — money going out, by supplier and category. The categories are suggestions from the chart of accounts and can be extended under Settings.

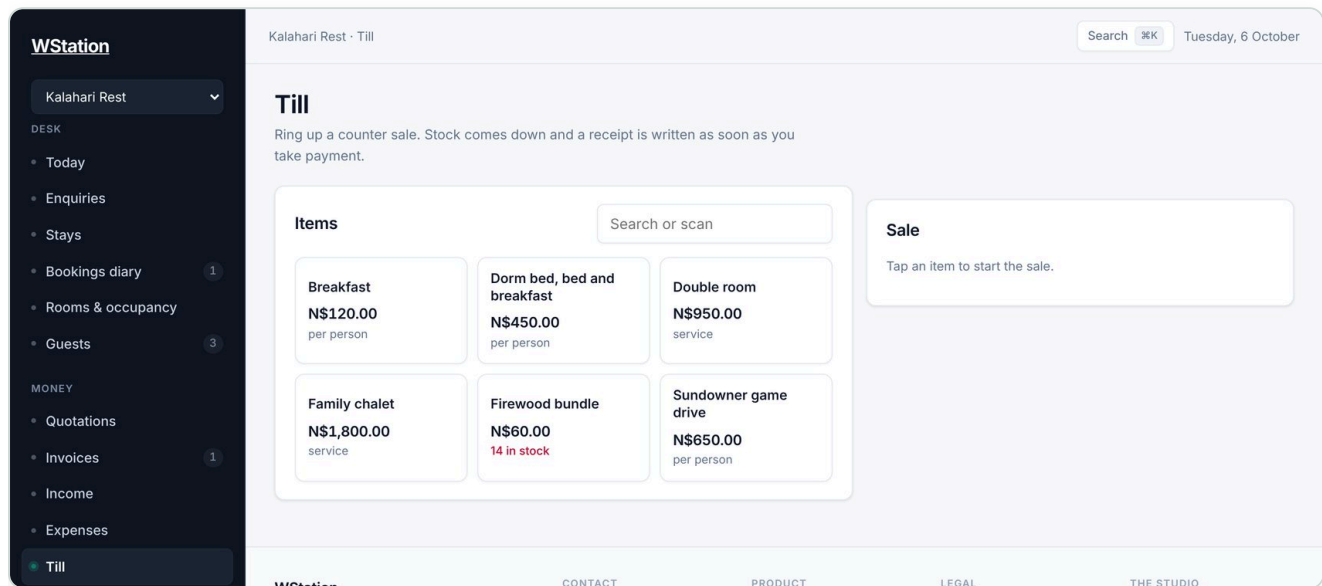


Figure 5.7 — The Till

06 Reports

Admin → Reports offers five reports for any period. Each can be saved as a PDF on your letterhead or downloaded as a spreadsheet (CSV).

Report	Answers
Transactions	Every movement of money in the period, searchable by reference, name or amount.
Income and expenditure	What came in and what went out, by category, with the surplus at the bottom.
Tax return	Tax charged on income and tax paid on purchases, what can be claimed back, and what is owed.
Debtors	Who owes you, how much, and how late it is.
Sales analysis	What sold best and who spent the most.

Table 6.1 — The five reports

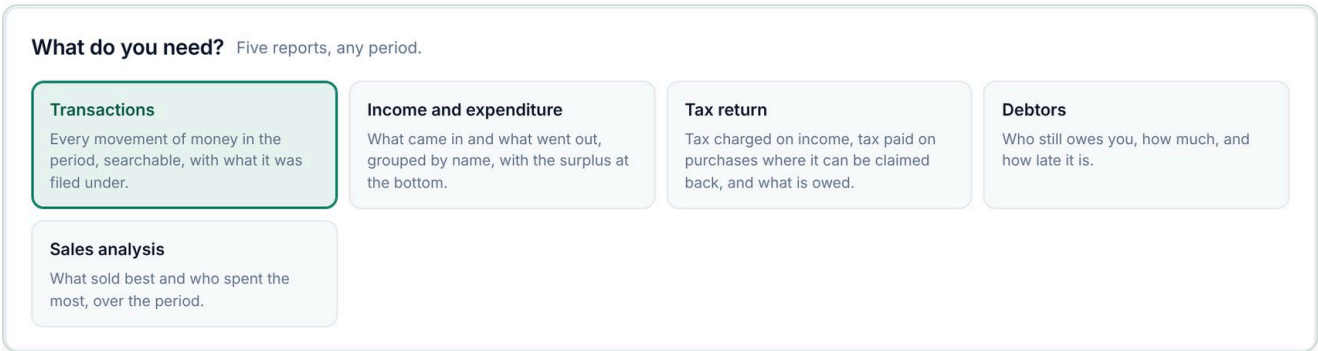


Figure 6.1 — Choosing a report

NOTE

Reports are worked out from money that actually moved — receipts and expenses — so an unpaid invoice appears under Debtors, not under Income.

07 Phones, offline use and installing

7.1 Using WStation on a phone

The same app runs on a phone. The four screens used most sit in a bar at the bottom; **More** opens the full menu. Pull down to refresh.

7.2 Working without signal

When the connection drops, WStation keeps working on the copy of your books held on the device. Changes are queued and sent, in order, when the connection returns. The sync indicator at the top shows how many changes are waiting.

CAUTION

Signing out with changes still waiting would throw them away; WStation asks before it lets you. Wait for the indicator to clear first.

7.3 Installing as an app

- **Computer** — in Chrome or Edge, use the install icon in the address bar (or the browser menu → *Install WStation*).
- **Android** — Chrome menu → *Add to Home screen*.
- **iPhone / iPad** — Safari share button → *Add to Home Screen*.

08 Account and security

8.1 Your account

Under **Settings**, the account section lets you change your name and password, link or unlink Google, see where you are signed in and **Sign out everywhere else**, and close the account.

- Changing the password signs out every other device.
- If Google is the only way into the account, set a password before unlinking Google.
- Sessions last as long as you keep using them (up to a year), and end after 60 days without use.

8.2 Backups

Export a backup on the Settings screen downloads the business's records as a file you can keep. Your records are also stored on WStation's servers, not only on your device.

09 Troubleshooting

Symptom	Cause and fix
"Room is already booked..." when saving	Another booking, an invoiced stay or a reservation from Booking.com/Airbnb holds that room on one of those nights. Choose another room or other dates; the message names what is in the way.
A new team member cannot see the business	They signed up with a different email address from the one invited. Invite the address they used, or ask them to sign up with the invited one.
"You are offline"	No connection. Carry on working; changes are sent when the connection returns.
Work done before signing in is missing	Open the browser you used before signing in; accept Bring it across on the banner. Demo work lives only in that browser.
Document shows a note asking you to sign in	It was made without an account. Sign in and issue it again.

Table 9.1 — Common problems

9.1 Getting help

Use **Contact the developers** at the foot of any screen to send a suggestion, a question or a bug report, or email outdoorscommerce@outlook.com. Say which screen you were on and what you expected to happen.

10 Glossary

Term	Meaning
Stay	One guest's visit, from first price to final payment, kept as one record.
Quotation (QUO)	A priced offer. Does not hold the room.
Booking (BKG)	A confirmed stay. Holds its room for its nights.
Invoice (INV)	The bill raised when the guest has stayed.
Receipt (REC)	Proof of payment in full; it puts the money in the books.
Rate basis	Whether a price is per unit (per room, per item) or per person.
Tax class	Standard, accommodation or exempt — which of the business's tax rates a line carries.
Calendar sync	Exchanging booked nights with Booking.com and Airbnb by calendar (iCal) links.
Booking page	The business's public page at wstation.app/stay/... where guests send enquiries.