

Benta User Manual

Checkout & inventory for sari-sari stores, mini-marts and small restaurants

v0.35 • 2026-10

<https://app.bentaerp.com>

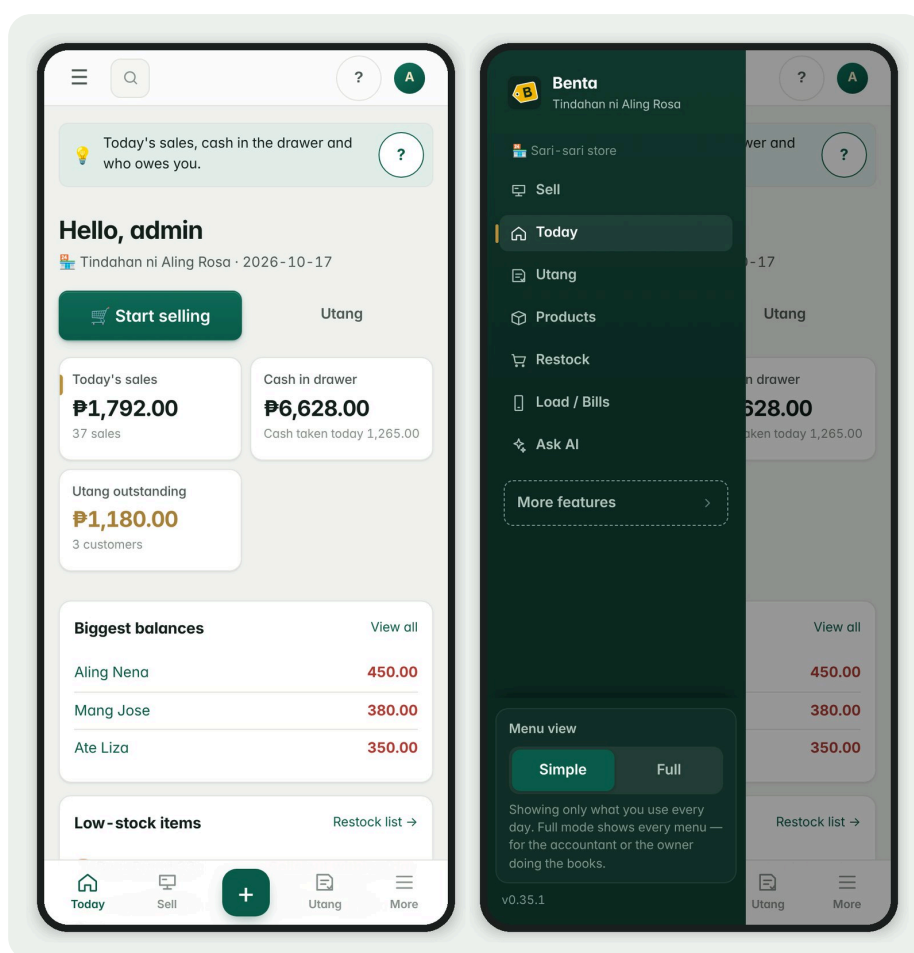
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1. What Benta is

Benta is a point-of-sale and inventory system for Philippine sari-sari stores, mini-marts and small restaurants. It works on phones, tablets and computers, and keeps selling when the internet is down.

- **Web:** <https://app.bentaerp.com> (Chrome works best)
- **Android app:** tap "Download Android App" on <https://bentaerp.com>, or open <https://app.bentaerp.com/download/benta.apk> (allow "Install unknown apps" the first time)
- **Windows:** download Benta.exe from the Download section of the website and double-click it
- **iPhone:** open the site in Safari → Share → "Add to Home Screen"
- **Languages:** Chinese (Simplified / Traditional), English, Filipino, Bahasa Indonesia, Tiếng Việt — switch any time in the top-right corner



Store home page (left) and the Simple-mode menu (right)

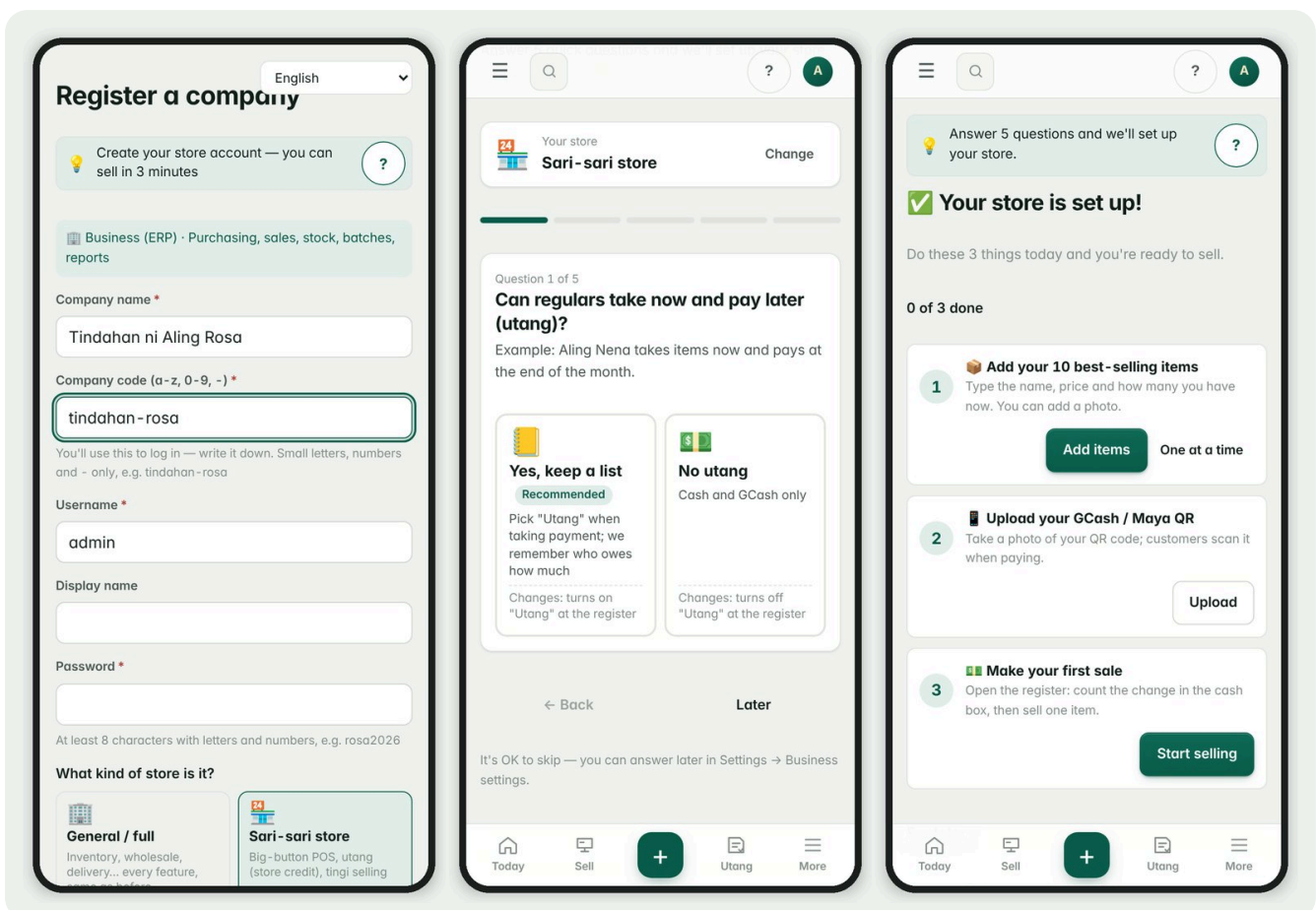
2. Feature overview

Every feature is currently free. Benta turns on the ones your type of store usually needs; switch others on or off in **Settings**.

Feature	What it does	Best for
Checkout	Scan or tap items, cash with change, GCash / Maya QR, utang, returns, shift close	All stores
Offline selling	Keep selling with no internet; sales upload automatically later, never twice	All stores
Products & stock	Barcodes, photos, multi-unit tingi selling, stock counts, write-offs	All stores
Utang (credit)	Track who owes what, record repayments, send reminders	Sari-sari stores
Reorder	Items running low grouped by supplier; one tap creates purchase orders to send by Viber / WhatsApp	All stores
Sales forecast & smart suggestion	Days until sold out and how many cases to order, adjusted for weekends and paydays (15th, month-end)	Sari-sari, mini-marts
Photo purchase	Snap a supplier's delivery receipt; items, quantities and prices are read automatically	All stores
Load & bills payment	Record load sales and bills payments, profit per transaction and wallet balances	Sari-sari stores
Daily summary	Every evening, sales, cash, GCash, utang and low stock are pushed to the owner's phone or email	All stores
Reports	Sales, gross profit, best sellers, stock, purchases; export to Excel	All stores
Staff & permissions	Each employee has their own login; the owner decides what they can see and do	Stores with staff
Time clock & payroll	Clock in / out, cash advances (vale), semi-monthly payroll	Stores with staff
Multi-store owner view	Sales and stock of several branches on one page, with stock transfers	Multiple branches
Restaurant	Table ordering, kitchen display / printer, recipes that deduct ingredients, dish cost	Small restaurants
Loyalty points	Points by phone number, redeem for discounts	Mini-marts
AI assistant	Ask about your business in plain words, or ask how to use the system	All stores
Bluetooth receipt printer	Connect directly from Chrome on Android or a computer	All stores
BIR reports	VAT summary, X / Z readings, sales by TIN (official invoices need your own BIR permit)	Stores that file taxes

3. Sign up and set up your store

1. Open <https://app.bentaerp.com> and tap **Sign up**. Enter the store name, a store code (lowercase letters, numbers and -, e.g. `tindahan-rosa`), your name, phone or email, and a password (at least 8 characters with letters and numbers). Choose your store type: sari-sari / mini-mart / restaurant / other.
2. On first login Benta asks **5 quick questions** (do regulars buy on credit, do you accept GCash / Maya, do you sell load, who handles the cash...). Answers only switch features on or off; they never change products or money records. Tap **Later** to skip and redo them any time in **Settings** → **Business settings**.
3. You then get **3 things to do today**, each with a button:
 - Store / mini-mart: add your 10 best sellers → upload your payment QR → make the first sale
 - Restaurant: load the sample menu → create 8 tables in one tap → open the first table
4. **Simple / Full mode**: new stores start in Simple mode, which shows only the everyday menus (the rest are under **More** ▶). Owners or bookkeepers who want everything can switch to Full mode at the bottom of the left menu (on phones, tap **More**). Each person chooses their own.
5. **Add staff**: **Settings** → **Staff** → **New**. Give everyone their own login and a role (e.g. a cashier can only use the checkout and never sees cost prices). Don't share the owner's login; that's how you know who rang up each sale.

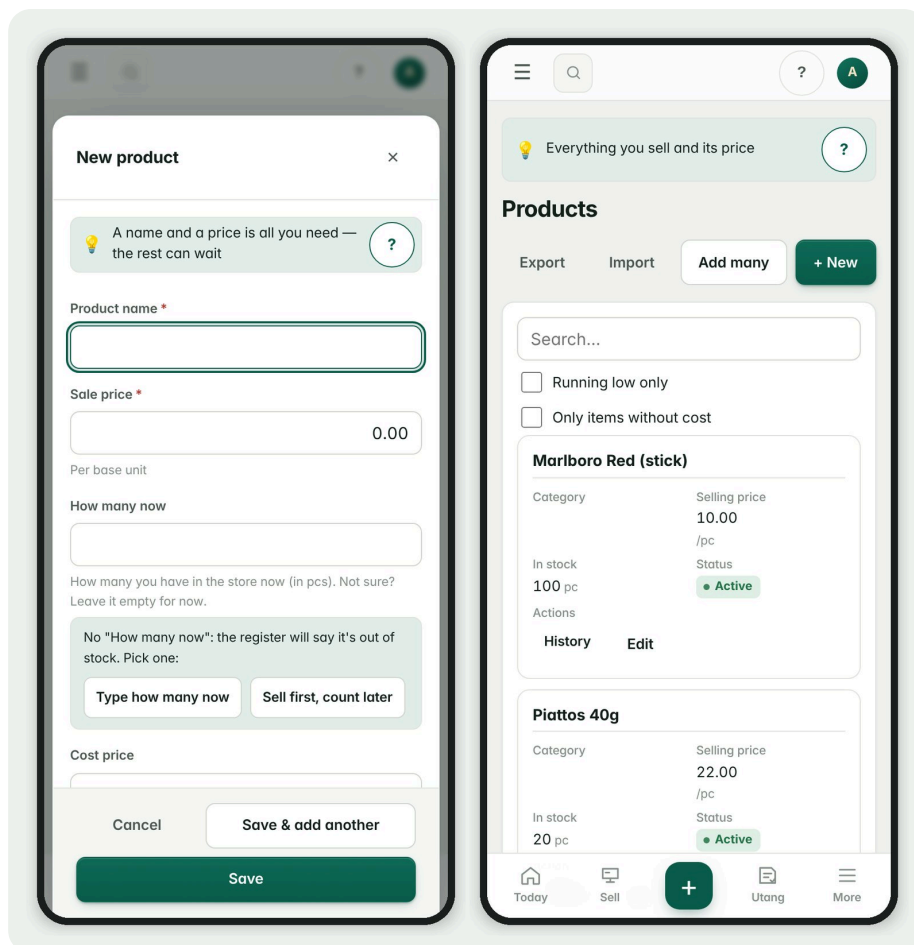


Sign up → 5 quick questions → 3 things to do today

Tip: press **Ctrl K** (or the magnifier on phones) to search for any feature. Each page has a one-line explanation at the top; tap **?** for a 3-step guide.

4. Adding products

One at a time: Products → + New. The first screen has only four fields: name, selling price, **how many you have now**, and **cost price (optional)**. Save and it's ready to sell.



New product (left) and the product list (right)

- **Barcode:** under "More info", tap the barcode field and scan with a scanner or the phone camera. You'll be warned if the barcode is already used.
- **Photo:** tap **Camera** or **Gallery**. The image is cropped square and shrunk automatically, and shows on the checkout buttons.
- **Cost price:** you can leave it blank, but profit will be counted at zero cost. Reports show "N products have no cost price"; tap **Fill in cost prices** to fix them all at once.
- **Low-stock alert** (safety stock): e.g. enter 5, and the item appears in "Running low" and "Reorder" when 5 or fewer are left.

Selling tingi (by the piece): e.g. "1 ream of cigarettes = 10 packs, 1 pack = 20 sticks". Set the base unit to "stick" with the per-stick price, then under "Units" add **pack = 20 sticks** and **ream = 200 sticks** (each with its own price and barcode). Selling a pack deducts 20 sticks, and you can still sell single sticks. Or tap **Whole pack / single piece** to set it up in one step.

Many at once: tap **Add many with a table** and fill one row per product, like Excel. If you already have an Excel product list, tap **Import** and first press **Check only (don't save)**; Benta tells you things like "Row 5: price is not a number". Nothing is saved while there are errors.

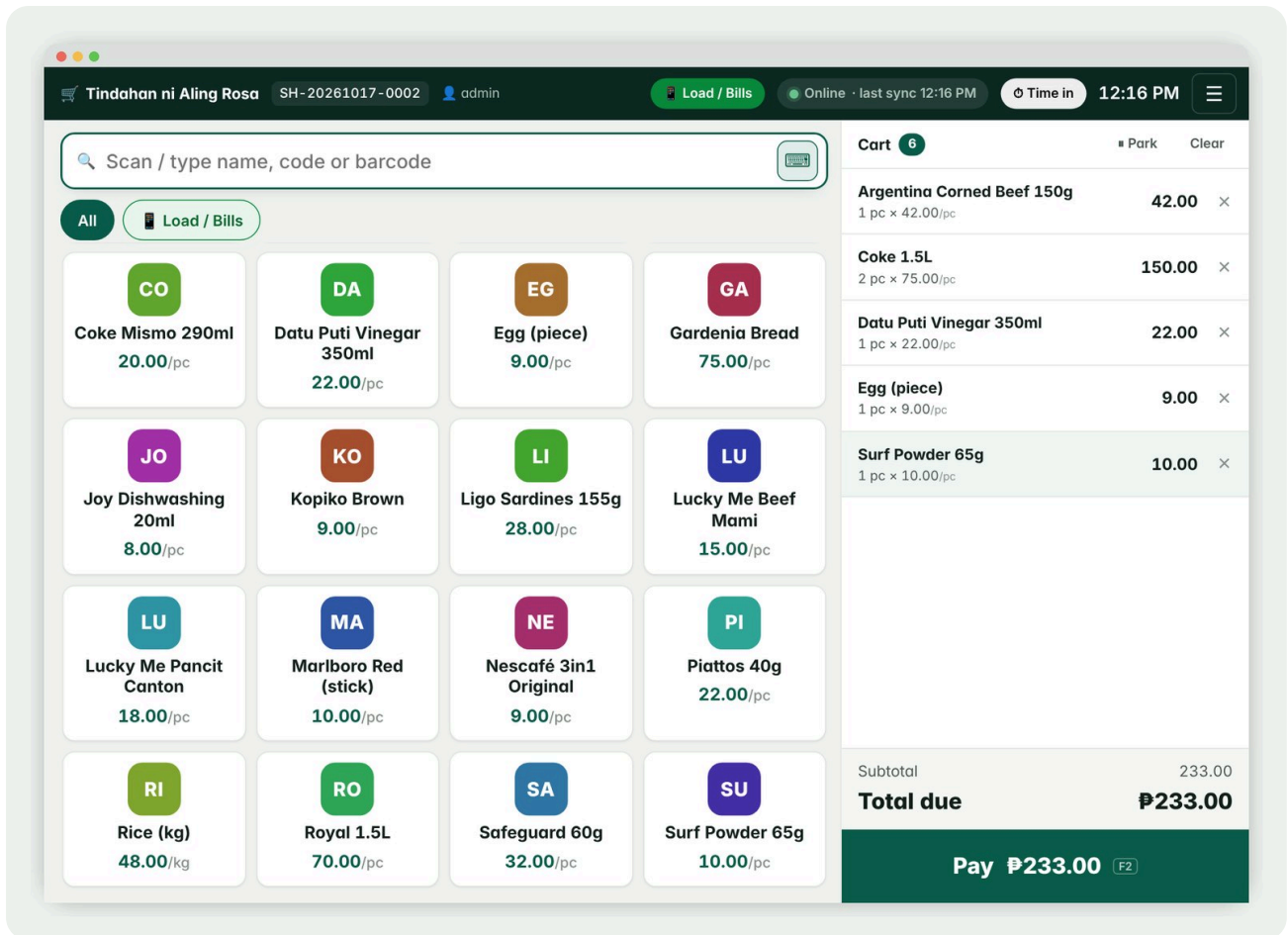
Opening stock: the "how many you have now" number is your opening stock. If counts are wrong later, use **Stock count** or **Adjust quantity** under **Stock** — don't re-create the product.

5. Checkout

1. Open a shift: tap **Sell** (or **Start selling** on the home page), count the change in the cash drawer (0 if none) and start.

2. Ring up items:

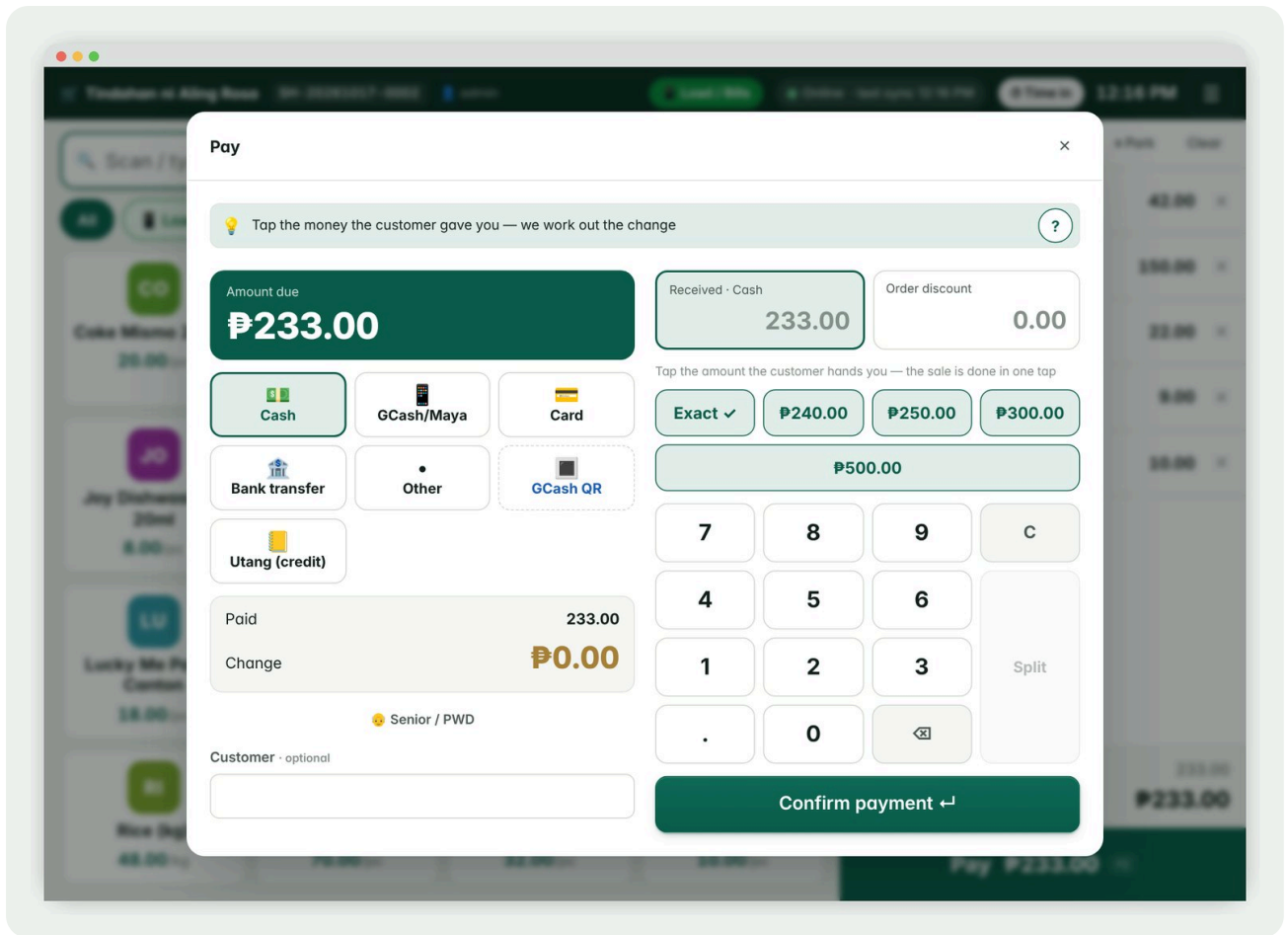
- Scan the barcode, type the name in search, or tap the product button.
- Tap an item in the cart to change the quantity. Price changes and discounts need the "Change price / discount" permission.
- Customer still shopping? Tap **Hold**, then **Recall** later (up to 20 held sales).



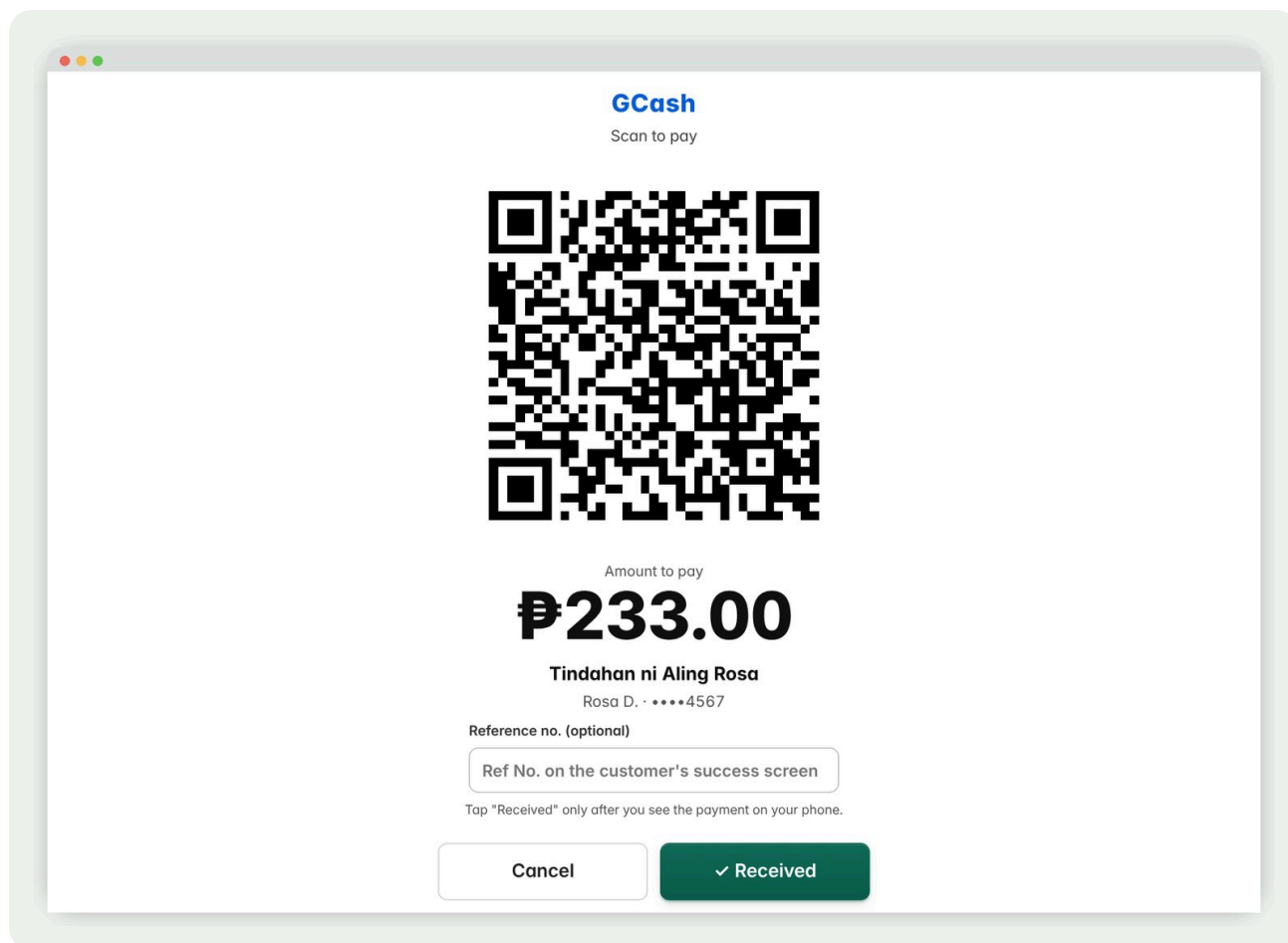
Checkout: tap products on the left, the cart is on the right

3. Take payment: tap Pay (F2 on a computer).

- **Cash**: tap "Exact / ₱100 / ₱500 / ₱1,000" and the change is shown.
- **GCash / Maya / QR Ph**: tap the matching **QR** button. The screen shows a large QR code and the amount due for the customer to scan. **Only tap Received after you see the money arrive on your phone** — Benta does not confirm payments automatically. Upload your QR once in **Settings → Accept GCash / Maya**.
- **Utang**: choose **Credit**, then pick the customer (or tap **New customer**). You can mix, e.g. ₱50 cash + ₱100 credit.
- Several payment methods: tap **Split**.



Pay: choose the method, tap the cash received, change is calculated



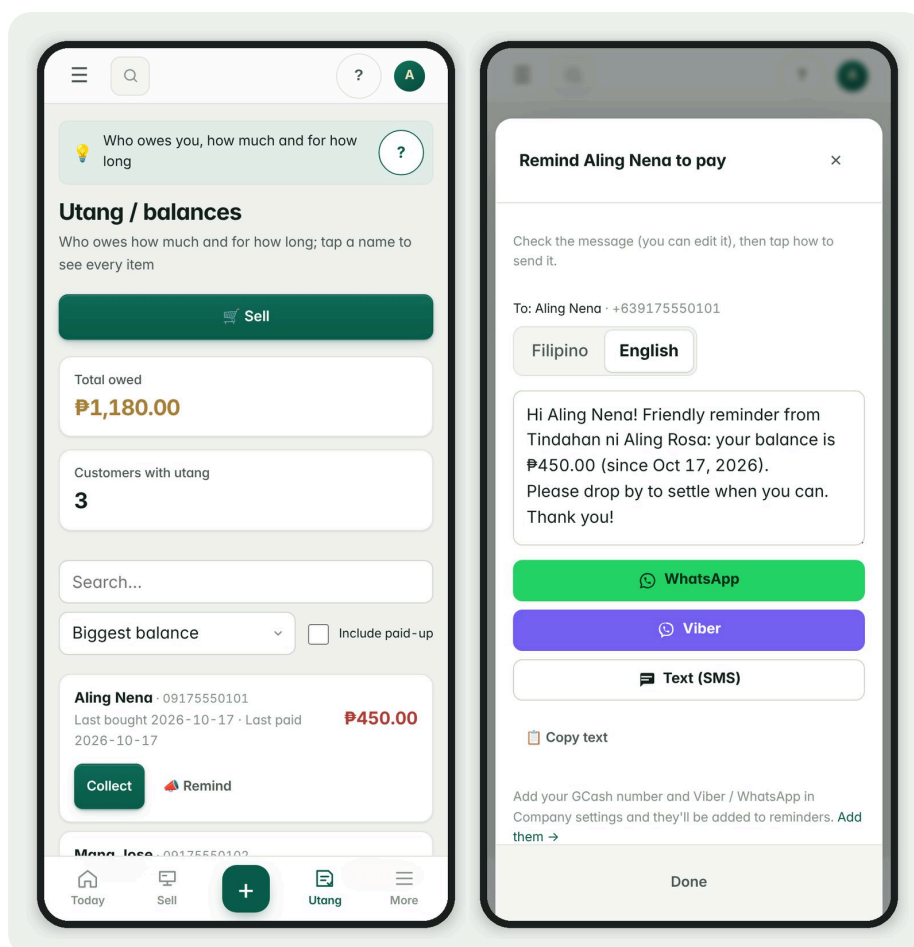
GCash QR: the customer scans; tap Received only after the money arrives

4. **Print the receipt:** prints automatically after payment. Connect a Bluetooth printer in **Settings → Receipts & printer → Connect** (Chrome on Android or a computer, no extra app). Printing is optional.
5. **Returns / voids:** checkout ≡ → **Recent sales** → pick the sale → **Void** or **Return**, with a reason; items go back to stock. Cashiers can only void their own sales in an open shift; supervisors have no limit.
6. **Cash in / out:** when you take money out for change, ice or plastic bags, record it under ≡ → **Cash out / in** so the shift balances.
7. **Close the shift:** ≡ → **Close shift**. Count all the money in the drawer and enter it. Benta immediately shows **how much over / short** you are, and explains "The drawer should have ₱X = opening change + cash sales + utang collected + cash in – cash out". You can print the shift report.

Checkout receipts are not official BIR receipts. To issue official invoices you need your own BIR permit first, then use the Tax features.

6. Utang (credit)

1. **Credit for regulars:** at checkout, **Pay → Credit**, then choose a customer or create one on the spot (name + phone).
2. **Who owes what:** the **Utang** menu, sorted by amount or "longest unpaid". The home page also shows who owes you.
3. **Credit limit:** set a maximum per customer. When exceeded, Benta explains it clearly ("Aling Nena can owe at most ₱500 and already owes ₱450...") and a supervisor must approve.
4. **Collecting:** the **Collect utang** button at checkout, or on the Utang page tap the customer → **Collect**. Cash repayments count toward the shift's drawer; GCash repayments don't.
5. **Reminders:** tap **Send reminder** and choose WhatsApp / Viber / SMS. The chat opens with the message already written (how much, since when). You can also print a statement.
6. **Returns:** a return first reduces the unpaid credit on that sale; any remainder is refunded the original way.
7. **Offline:** you can still give credit, collect and add customers; everything uploads later and is never recorded twice.

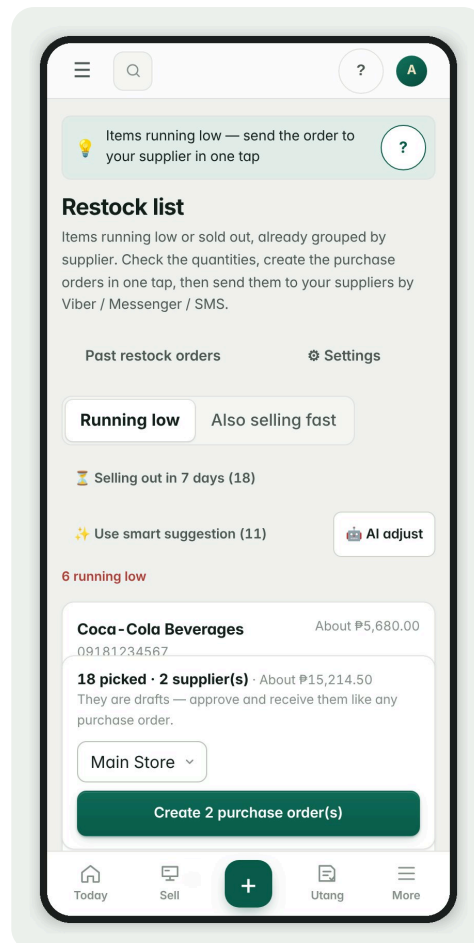


Utang list (left) and sending a reminder (right)

7. Purchasing & reorder

The **Buy** menu opens the **Reorder** list (**Past purchases** in the top-right shows history).

1. The list: items running low or sold out, grouped by supplier. Each shows 🕒 **days until sold out** and **average sold per day**, most urgent first. Tap **Sold out within 7 days** to see only the urgent ones.

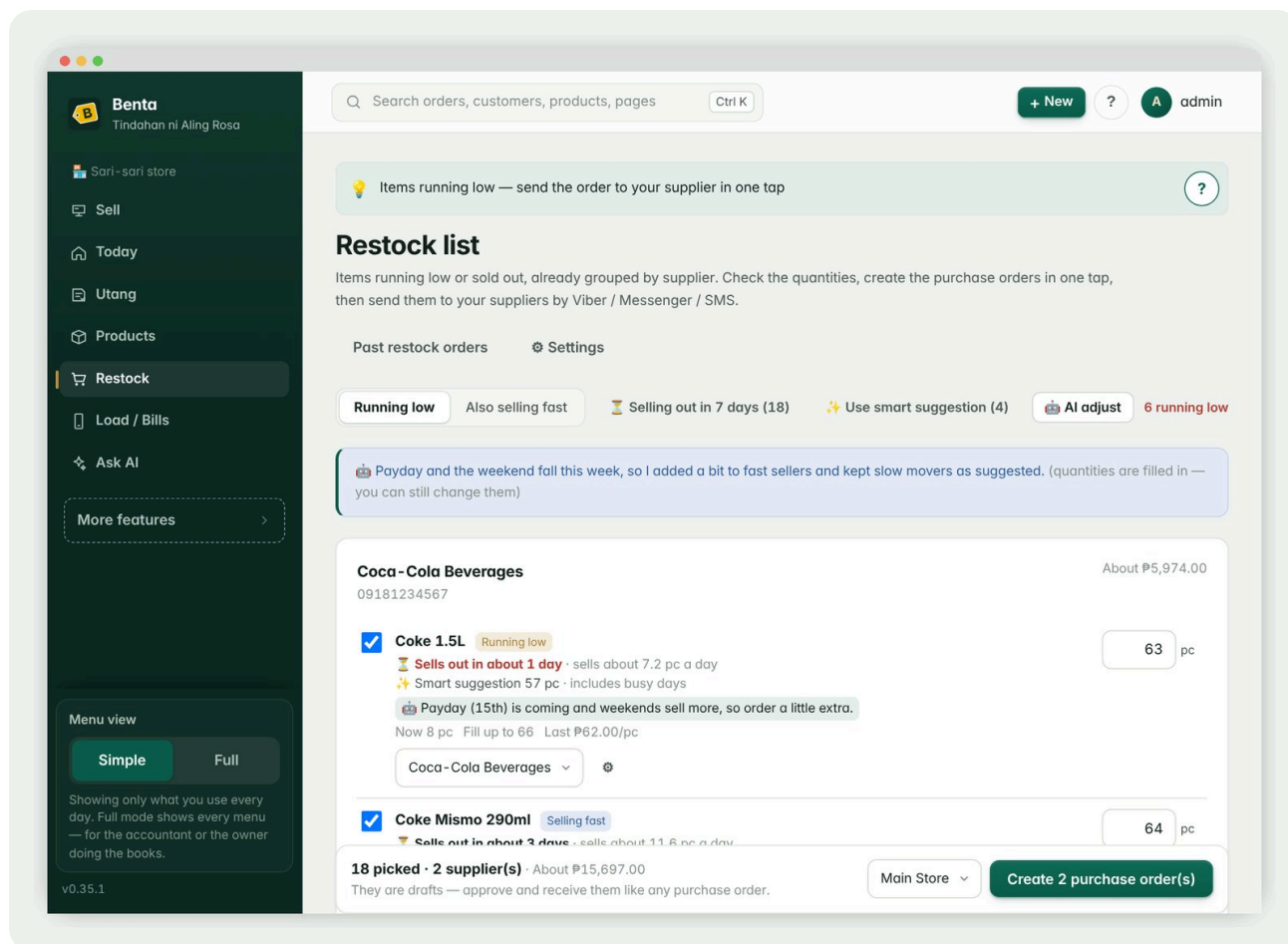


The Reorder list on a phone

2. Suggested quantity = daily sales × (delivery days + buffer days) – current stock – already on order, rounded up to whole cases (e.g. 24 bottles per case and 36 short → 2 cases). Set each supplier's delivery days at the bottom of the page.

3. ✨ Smart suggestion (no AI needed): from the last 8 weeks Benta learns which days are busy (e.g. weekends), how much more sells around paydays (15th, 16th, month-end, 1st) and whether sales are speeding up or slowing down, and shows a smart suggestion with the reason under each item. Tap **Use smart suggestions** to apply them all.

4. 🤖 AI adjust quantities: AI looks at the forecast and patterns and gives each item a quantity and a one-line reason, filling in the boxes. It's only a suggestion — review before ordering. Quantities are capped at 3 × the original suggestion.



Reorder: days until sold out, smart suggestion, AI-adjusted quantities with reasons

5. Create and send purchase orders: adjust quantities, untick what you don't need, and tap **Create N purchase orders** (one per supplier). Each order has ready-made text (Filipino / English); send it by **Viber, Messenger / Share, SMS, Copy, Print** or **Save as image**. Suppliers don't need to use Benta.

6. Receiving: when the goods arrive, open the purchase order and tap **Receive**; stock increases automatically. Missing items are listed, and **Tell supplier what was short** sends them a note.

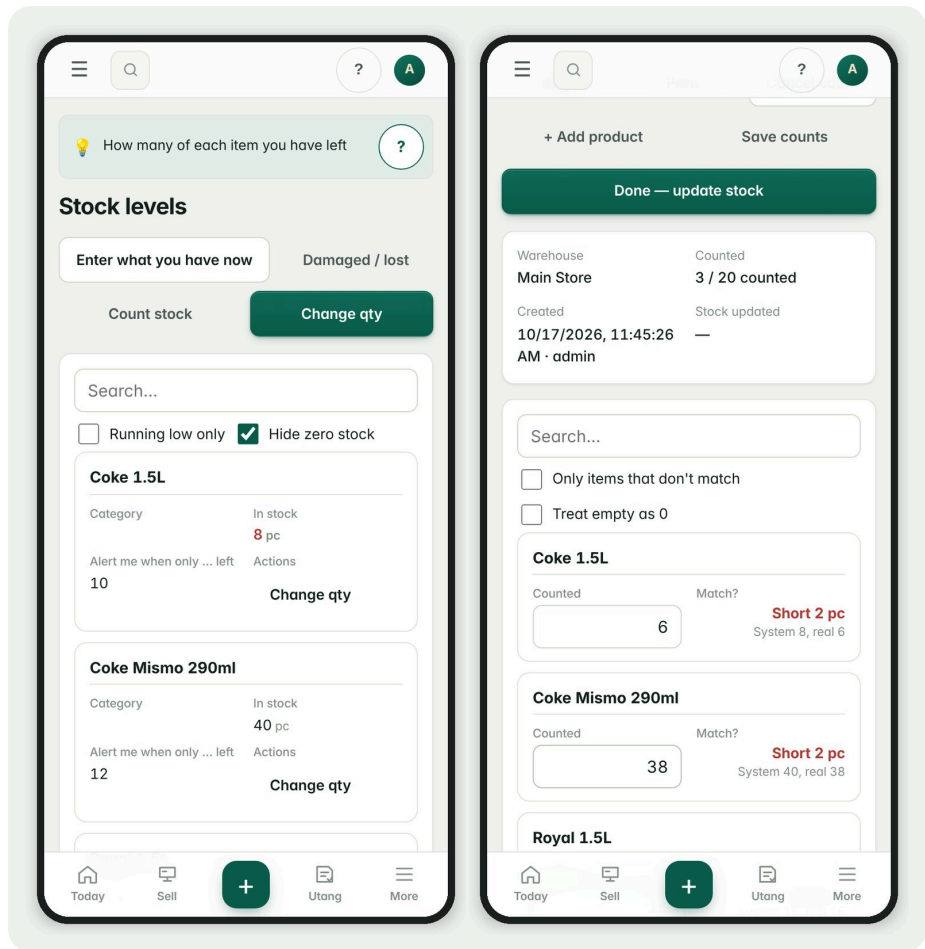
Photo purchase: when a supplier delivers without an order, tap **Photo purchase** on the purchases page and snap their delivery receipt. In seconds you get a checklist with each line matched to the closest product; fix product, quantity or price, create or skip unknown items, then confirm. The photo is saved as an attachment.

8. Stock

Open **Stock** (or **Products**) to see how many you have of each item. When numbers are wrong:

Situation	Use
Damaged, expired or lost	Write-off (choose a reason; reports show the loss)
Re-count the whole store or a category	Stock count

Situation	Use
Only one or two items are off	Adjust quantity (shows "now 12 → after 10")
A supplier delivered	Purchase / Receive (not Adjust — otherwise there's no cost record)



Stock levels (left) and a stock count (right): enter the actual count and see what's short

Stock count: **Stock** → **Stock count** → **Start** (optionally one category). Enter the actual count and Benta shows "2 short • system 12, actual 10". When done, tap **Done, update stock**. Counting once a month is recommended.

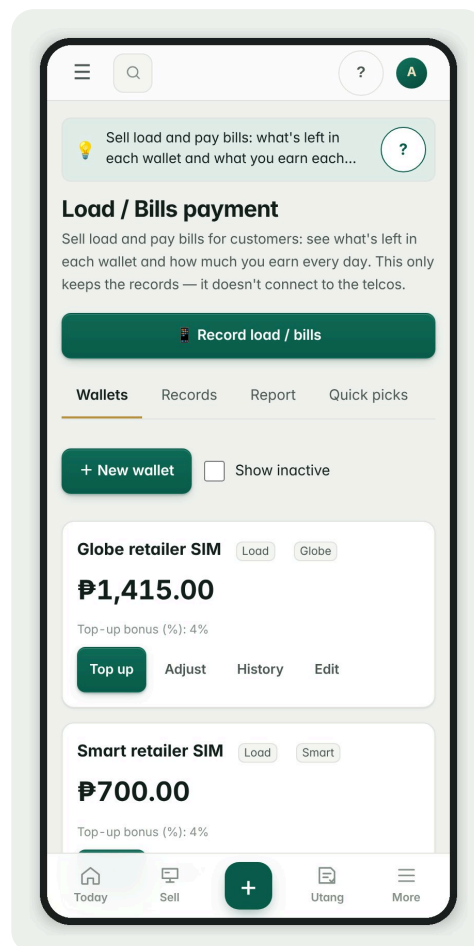
Several stores & transfers: in Benta, one store = one warehouse. Add your second store under **Stock** → **Warehouses** and choose the store when opening a shift.

- **Checkout** → **Compare stores:** sales, orders, gross profit, cash, utang and low stock per store, plus a daily trend chart.
- **Stock by store** → **Only items to transfer:** items low in one store but available in another; tap **Transfer** to create a transfer, and confirm receipt under **Stock** → **Transfers** when it arrives.

9. Load & bills payment

For stores that also sell mobile load (Globe / TM / Smart / TNT / DITO) or accept Meralco, Maynilad, PLDT and other bills. **Benta does not connect to the networks**: send the load or pay the bill on your retailer SIM / GCash / bills app first, then record it here.

1. **Create wallets** (owner): **Load → Wallets → New wallet**, one per retailer SIM, GCash or bills app, with the current balance, top-up bonus % and low-balance alert.
2. **Top up**: tap **Top up** on a wallet and enter what you paid; the amount added is calculated from the bonus % (e.g. pay ₱1,000, get ₱1,040).
3. **Sell load** (cashier): tap  **Load / Bills** at checkout, enter the phone number (the network is guessed automatically) → tap an amount or promo → cash / GCash → **Record**. Profit = charged to customer – deducted from wallet.
4. **Bills payment**: switch to **Bills**, choose the biller and enter the bill amount and service fee. The bill money belongs to the customer and **does not count as sales**; only the fee is profit.
5. **Insufficient balance** is refused with the remaining balance shown. If it doesn't match the SIM's real balance, tap **Adjust balance**.
6. **Shift**: cash load / bills are included in the drawer's expected cash; GCash ones are not.
7. **Reports**: by day and wallet — count, sales, total profit and wallet balances.



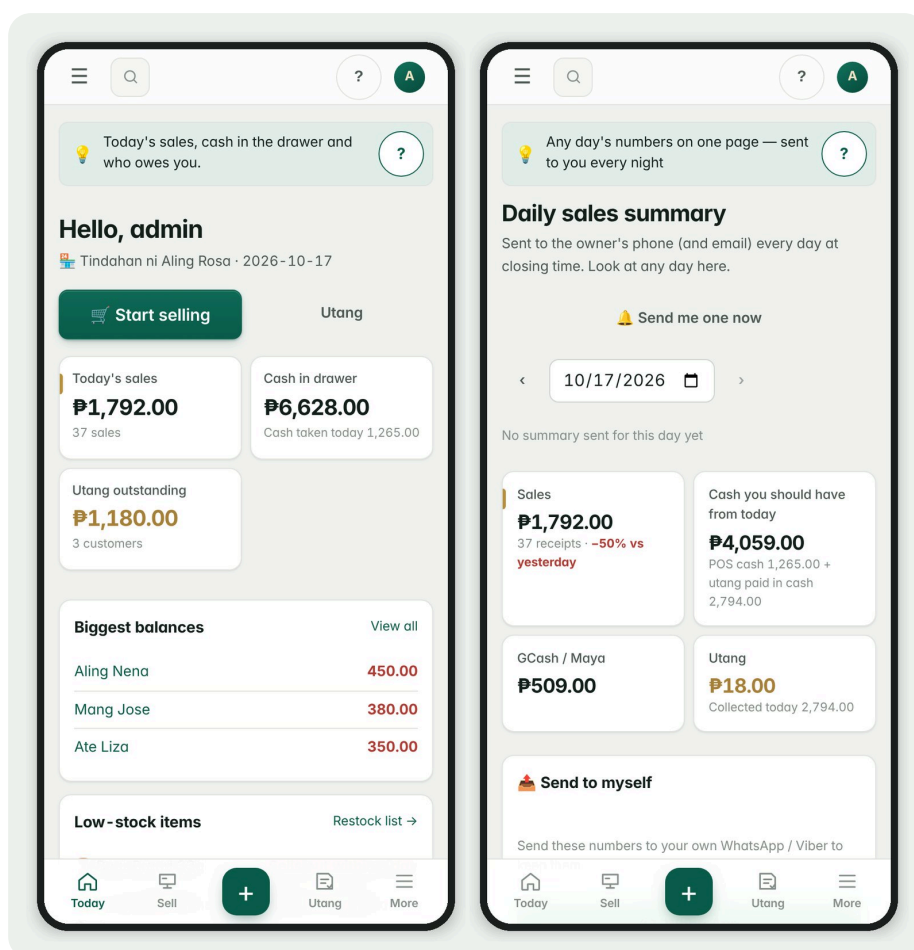
Load / Bills: balance of each wallet

10. Checking the business every day

Home / Today: everything you look at daily — today's sales, expected cash in the drawer, who owes you, what's running low (items selling out within about 3 days at the top), and today's sales list. Restaurants see "Today's business" (tables, guests, best-selling dishes).

Daily summary: pushed automatically to the owner's phone every evening (9 PM by default), so you know how the day went even when away:

- Sales and number of orders (compared with yesterday and the same day last week)
- Expected cash, GCash / Maya
- New utang, collected, and total still owed
- Returns and voids (shown only when there are any, to help spot problems)
- Top 3 sellers, items running low, shifts not yet closed

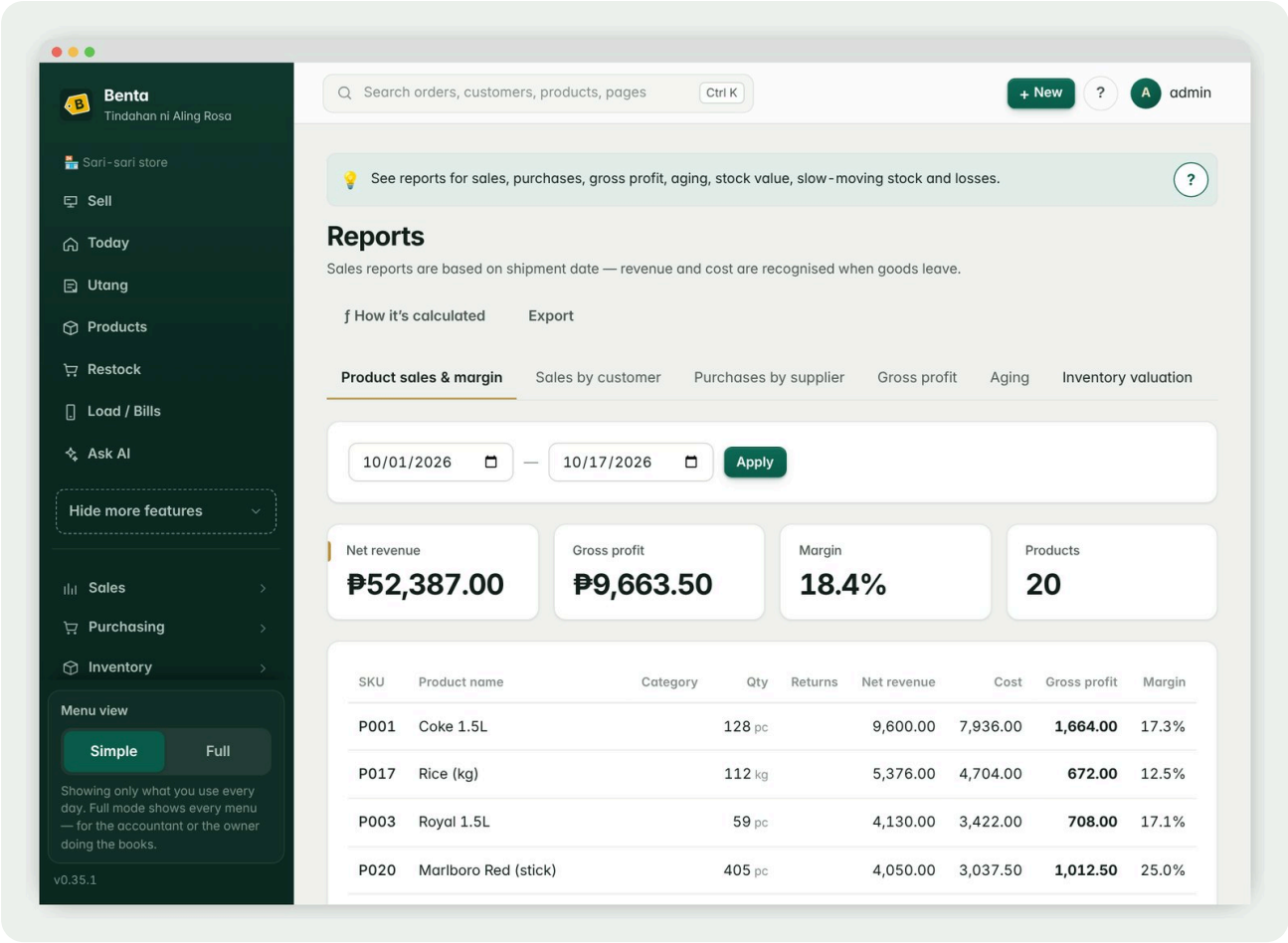


Today (left) and the daily sales summary (right)

Change the time, recipients and email option in **Settings → Nightly summary**. Turn on push notifications in **My profile** first, then tap **Send me a test now**. You can also open **Checkout → Daily summary** to see any day.

Reports: the **Reports** menu ("Sales" for mini-marts) shows product sales / gross profit, store sales summary, shifts, stock and purchases; pick dates and export. Seeing cost and profit requires the "View

cost" permission.



Reports: product sales and gross profit

11. Staff, permissions, time clock & payroll

Staff and permissions: Settings → Staff — create a login for each person and choose a role:

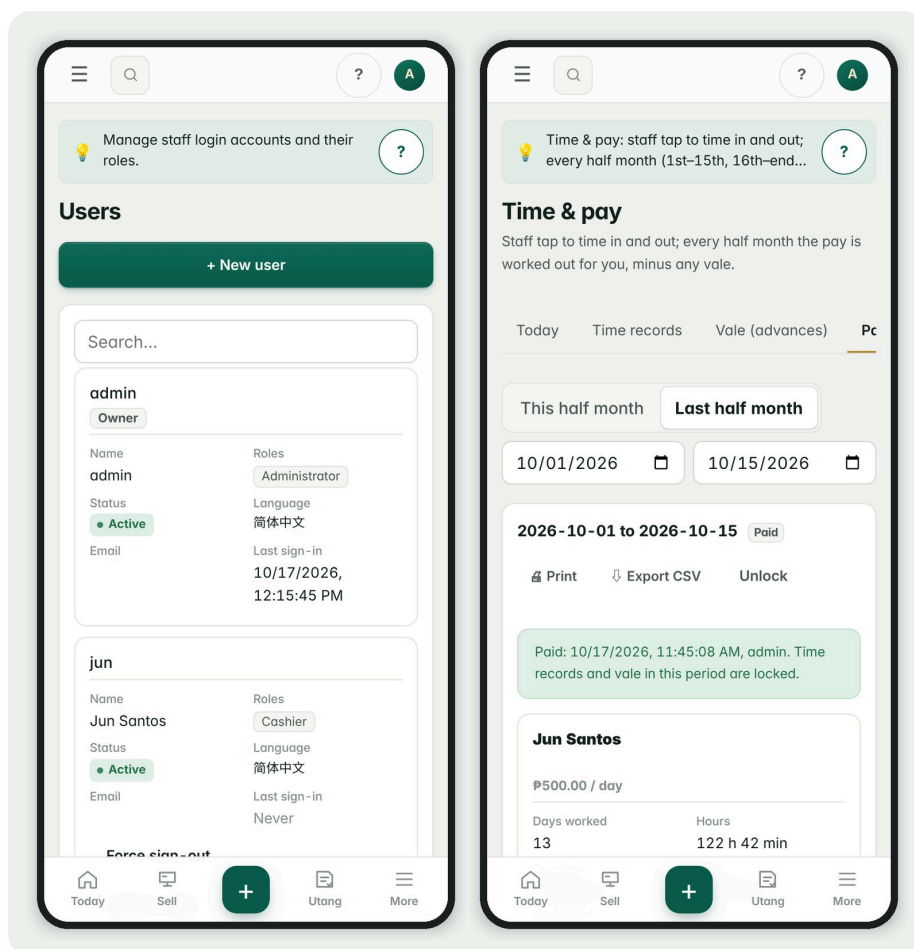
Role	Can do
Admin	Everything
Cashier	Checkout only; can't see the back office or cost prices
Stock keeper	Purchases, stock counts, write-offs, transfers
Finance	Payments, all reports
Read-only	View only

Roles can be copied and edited. The "View cost price" permission controls who sees costs and profit. Owners can also set the default Simple / Full mode for staff in **Business settings → What staff see**.

Time clock: staff tap **Clock in / Clock out** at the top of the checkout or on their phone. By default, opening a shift clocks in and closing it clocks out. Forgot to clock out? A reminder appears the next day and a supervisor can fix it.

Payroll:

1. **Staff → Time & payroll:** set each person's rate per day / hour / month; optionally pay overtime beyond 8 hours at 1.25×.
2. **Cash advance (vale):** a supervisor records the advance, optionally taking it from the current drawer.
3. **Payslips:** default periods are the 1st–15th and 16th–end of month. Each person shows days worked, hours, overtime, gross pay, advances deducted and net pay; print or export. **Mark as paid** locks the period.



Staff logs (left) and the semi-monthly payroll (right)

Every employee can see their own time records and payslips.

12. Restaurant

Setup:

1. **Menu:** with no dishes yet, tap **Load sample menu** (Adobo, Sinigang, Pancit, rice, iced tea... with recipes) and delete it later in one tap. Each dish has "Available today?" and add-ons / sizes (e.g. Large +₱20, extra egg +₱15).
2. **Tables:** on the table map tap **Create 8 tables**, then **Edit layout** to drag them into place.
3. **Restaurant settings:** service charge %, kitchen ticket timeout, auto-print after sending to kitchen.

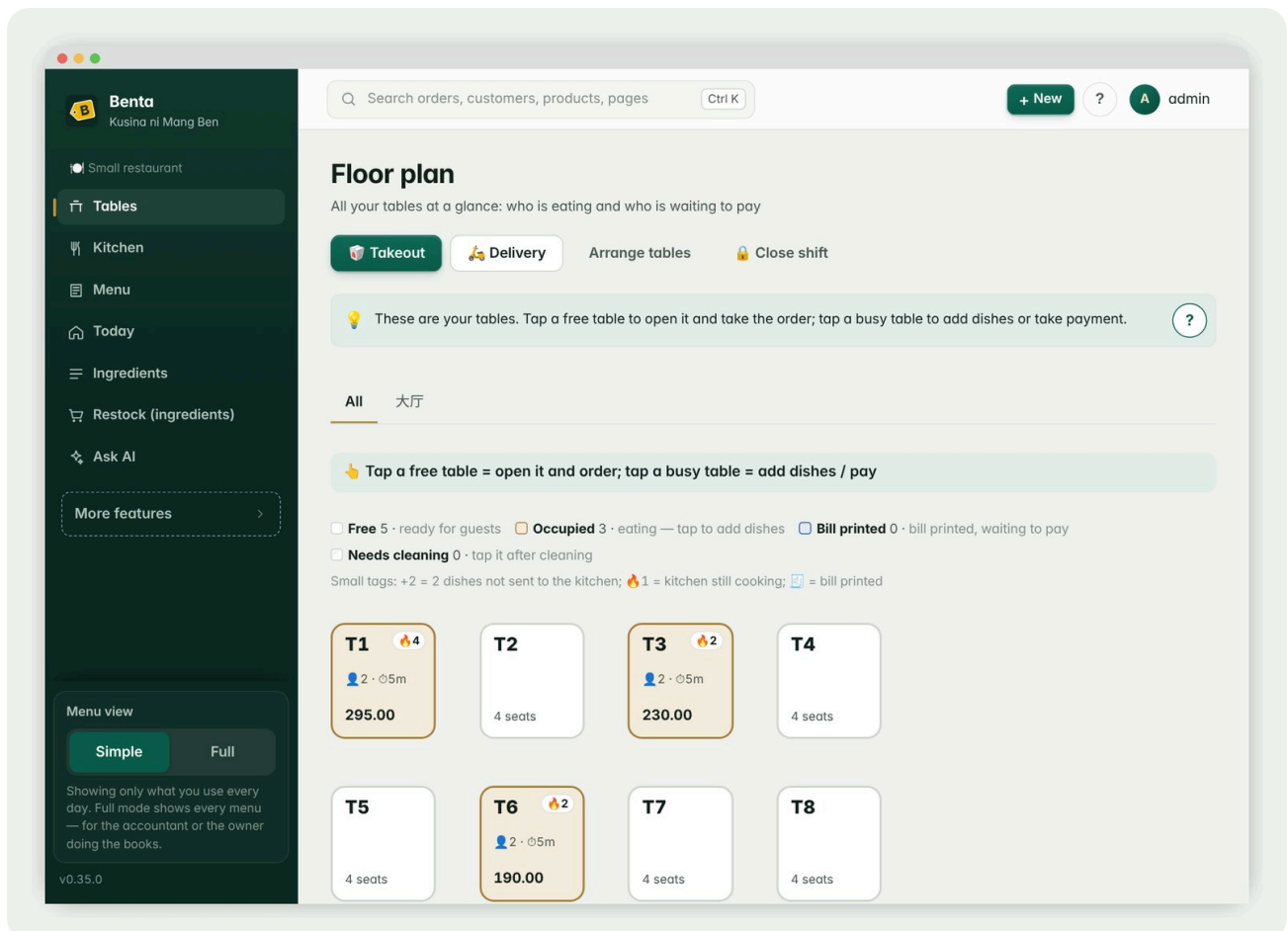
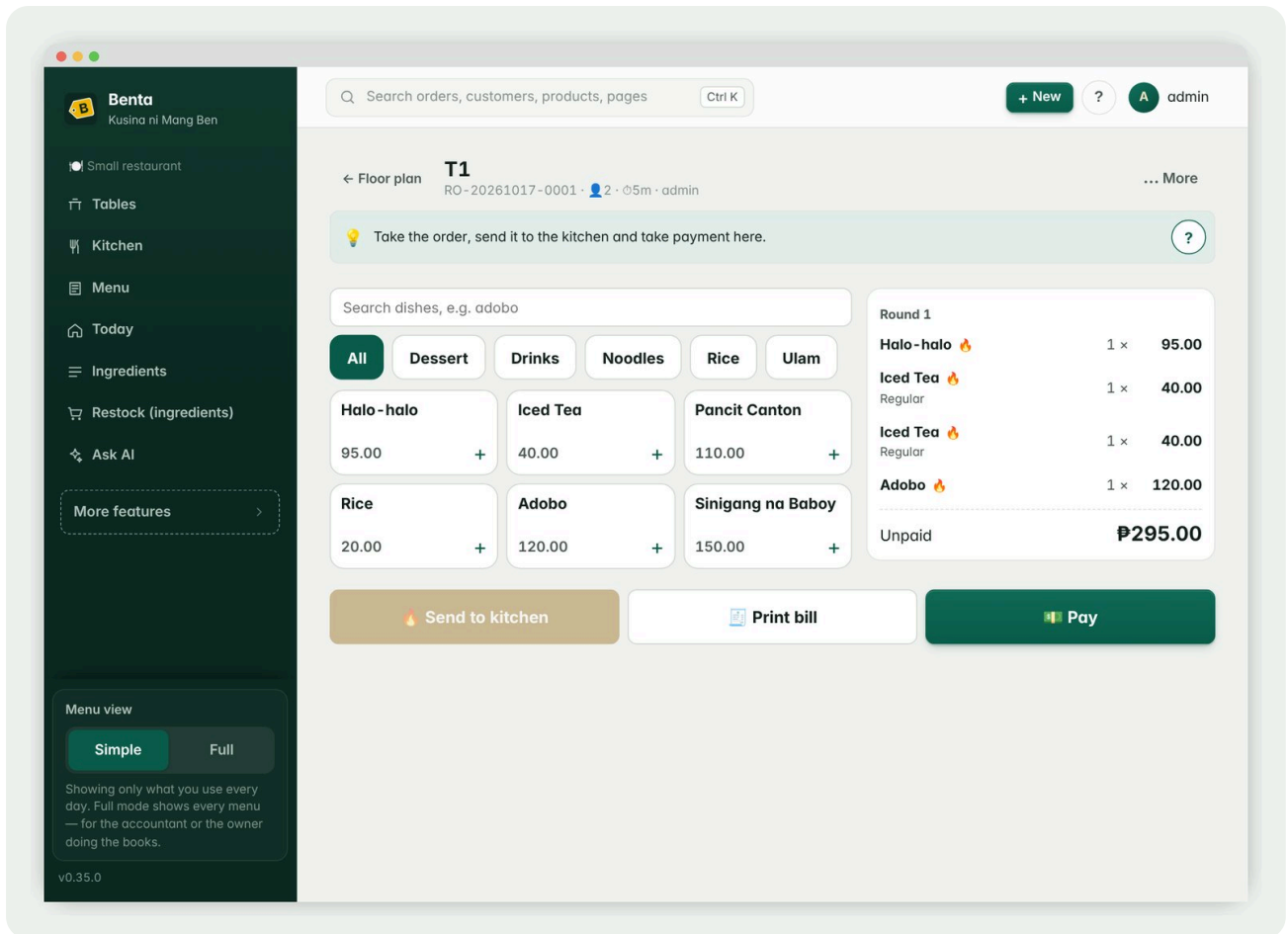


Table map: free, occupied, kitchen still cooking

Ordering:

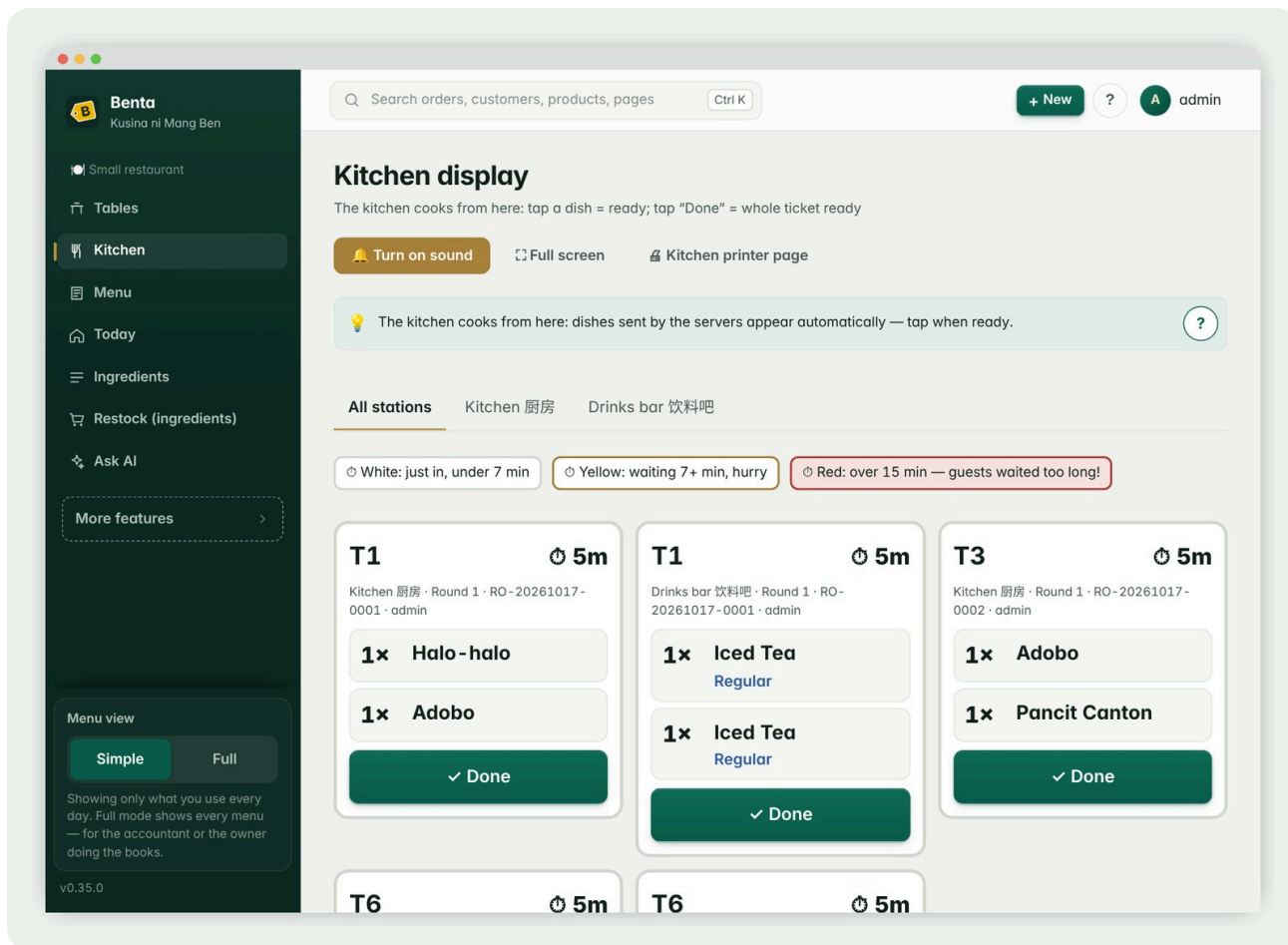
- Tap an empty table to open it; tap an occupied table to add dishes or bill out. Takeout / delivery buttons are in the top-right.
- After adding dishes, always tap 🔥 **Send to kitchen**. You can add more and send again (round 1, round 2...).
- To cancel a dish already sent: ... → **Void dish**, with a reason. ... also has move table, merge tables and change guest count.



Ordering: tap dishes, then Send to kitchen

Kitchen:

- **Kitchen display:** open **Kitchen** on a tablet; tap a dish = done, tap **Complete** = whole ticket done. White = new, yellow = halfway to timeout, red = overdue; new tickets beep.
- No tablet? Use a kitchen printer to print tickets automatically.



Kitchen display: tickets split by station; tap Complete when done

Billing: tap **Print bill** for the guests to check, then bill out — whole bill, **split by dish** or **split evenly**.
Senior / PWD: check the ID and enter the ID number; only that person's share is VAT-exempt with 20% off, calculated automatically.

Recipes: Menu → **Recipes & cost**, e.g. one bowl of adobo uses 150 g pork (enter 0.15 if pork is tracked in kg). Each dish sold deducts its ingredients, and you can see dish cost and margin.

Table ordering must stay in sync with the kitchen, so it needs internet. When offline, take payment at the checkout and it uploads later.

13. AI assistant

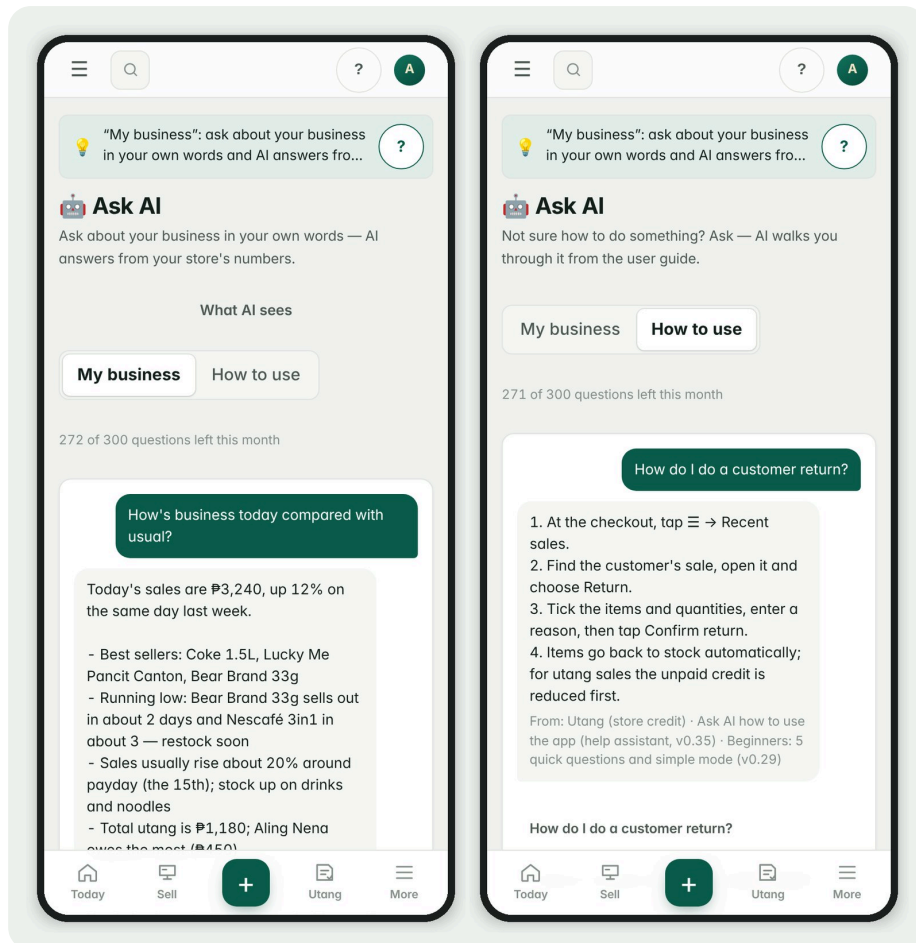
The **Ask AI** menu has two tabs:

Ask about business (owners and anyone who can see reports): ask in your own words, e.g. "How's business today?", "What should I order these days, and how much?", "What isn't selling?". AI answers from your store's recent summary figures (today, yesterday, last 7 / 30 days, best sellers, items running low, items unsold for 30 days, total utang, weekday and payday patterns).

- Tap **Data AI saw** to see exactly what was sent each time.
- Customer names, phone numbers and staff details are never sent; profit isn't sent when the employee lacks cost permission. Conversations are not saved.

Ask how to use (every employee, including cashiers): ask how to do things, e.g. "A customer wants a return — what do I do?", "How do I connect the Bluetooth printer?". AI finds the relevant sections of this manual and walks you through step by step, listing which sections it used. No store data is sent.

Ask AI how in each page's hint opens it with the current page included.



Ask about business (left) and Ask how to use (right)

AI on the Reorder page: see "🤖 AI adjust quantities" in section 7.

- The platform sets how many questions each store gets per month; AI errors don't count. If the platform's monthly AI budget is used up, AI pauses until the 1st of next month — checkout and stock keep working.
- Owners can switch "AI assistant" off in **Settings**.
- AI answers are suggestions; double-check the numbers before important decisions.

14. Offline, data safety & FAQ

Works offline: once the checkout has been opened online, you can still sell, give and collect utang, show the GCash QR and see today's figures with no internet. The top bar shows "Offline • 3 to upload • Last sync 10:32"; tap it for details. Everything uploads automatically when you're back online, never twice.

Important: offline sales live only in this device's browser. **Don't clear browser data, don't use incognito, don't uninstall the browser**, and get back online soon. Returns, voids and restaurant table orders need internet.

Data safety:

- Each store's data is kept separate; other stores can't see it.
- The server backs up automatically every day, with an off-site copy.
- Every employee has their own login; important actions (voids, price changes, stock changes) are logged.
- Owners can export products, customers and sales any time.

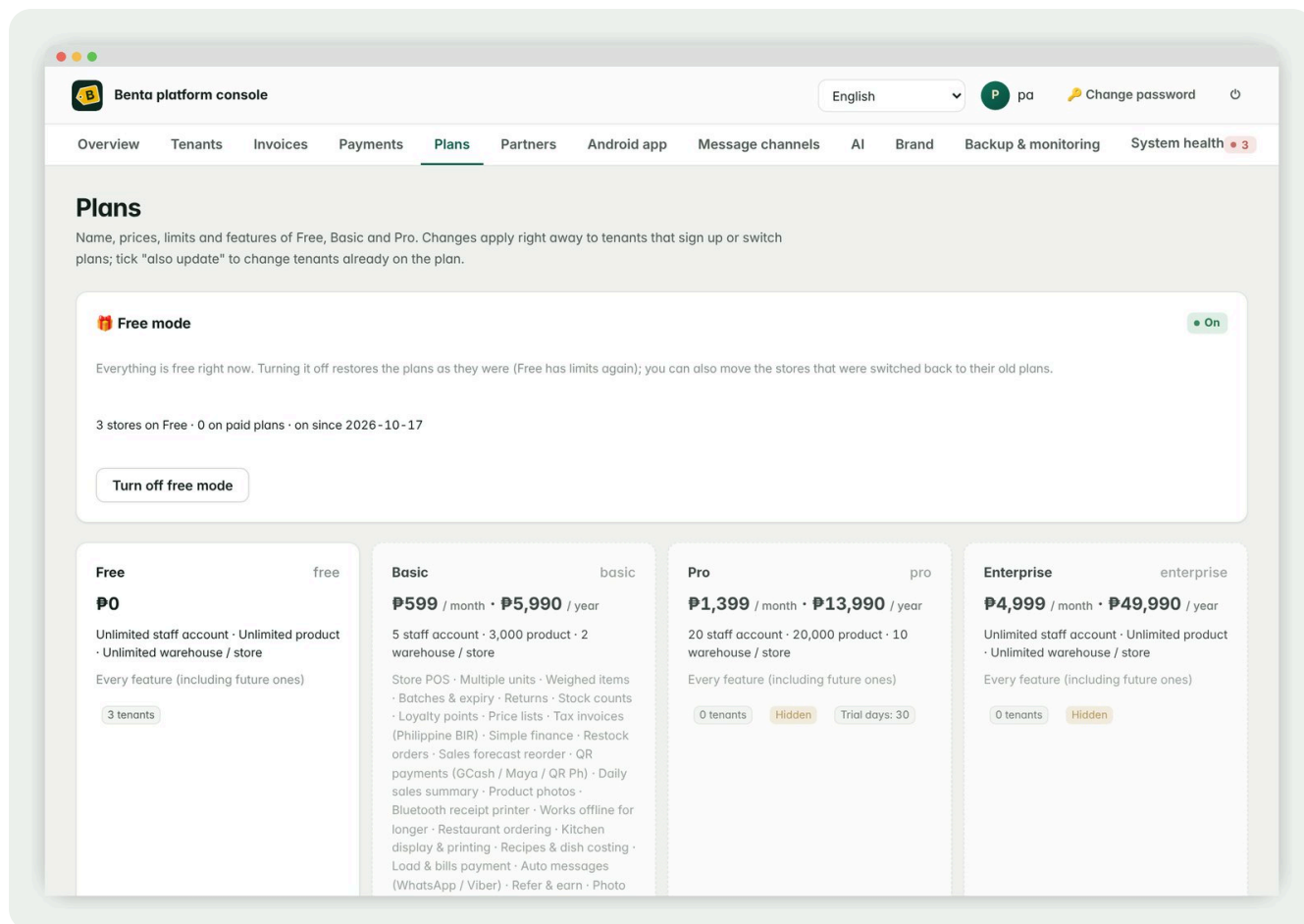
FAQ:

Problem	What to do
Forgot password	Tap Forgot password on the login page; staff ask the owner to reset it in Settings → Staff
"Not enough stock" when selling	Fix the quantity under Stock , or turn on "Allow selling below stock" in checkout settings and count later
Cash doesn't match at shift close	Check the shift details: cash taken out but not recorded, GCash recorded as cash, wrong change
Bluetooth printer won't connect	Use Chrome on Android or a computer (iPhone doesn't support Bluetooth printing); printer on and not paired to another phone
Can't find a menu	It may be under More ► , the feature may be off (Settings → Features I use), or your account lacks permission
Don't understand a message	Screenshot it for support (it includes a reference number), or tap Ask AI how

15. For platform operators

This section is only for whoever runs the Benta platform; store owners can skip it. Admin console: <https://hq.bentaerp.com/admin> (separate from the store site — bookmark it).

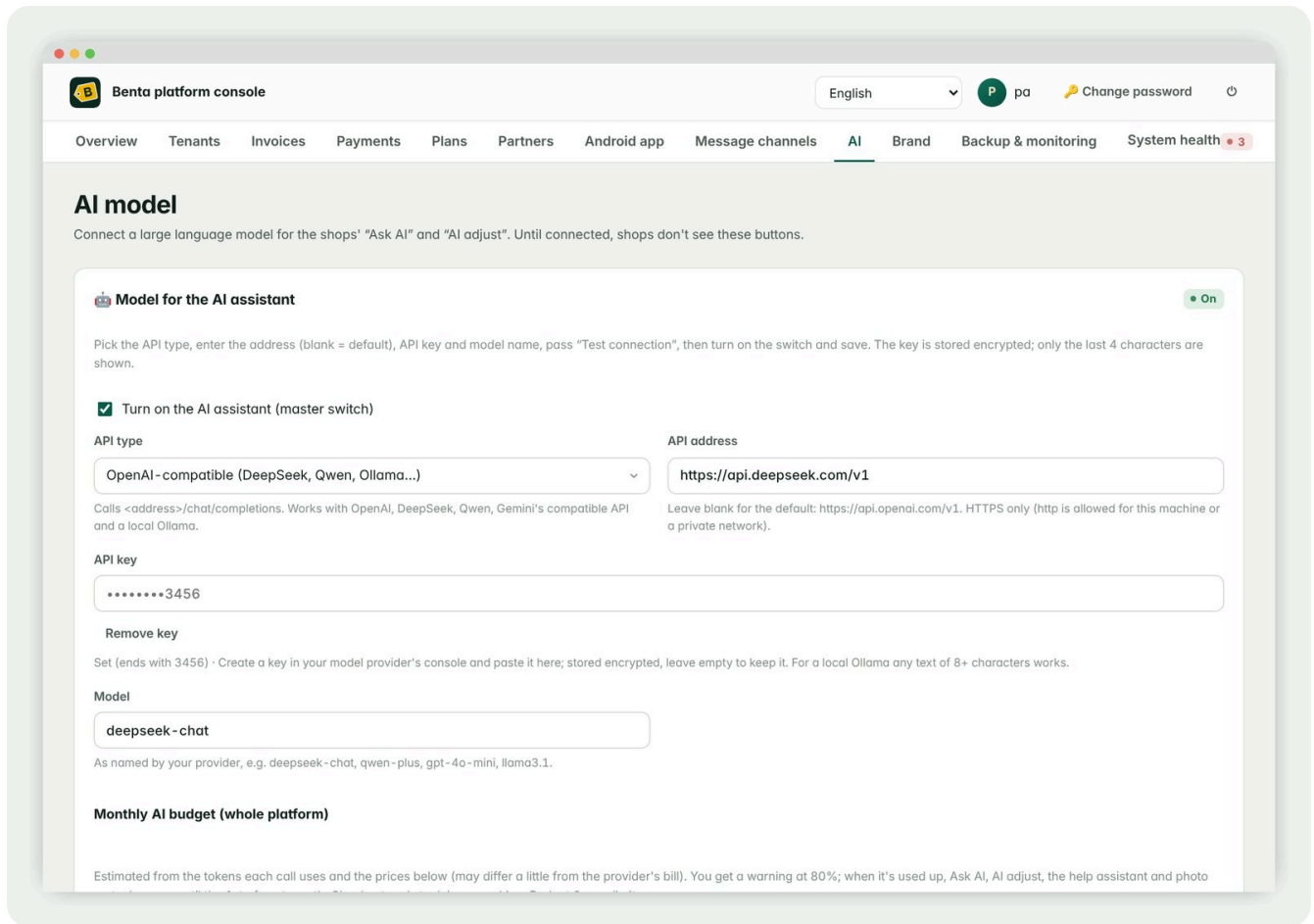
Free mode: Plans → Free mode → On. The free plan gets every feature with unlimited staff and products; paid plans are hidden; new stores sign up on the free plan; the website pricing changes to "100% free". When turning it on you can tick "Move current paid / trial stores to free". Turning it off restores the plans, and you can tick to move those stores back to their original plan and expiry.



Admin console → Plans → Free mode

AI model: AI → AI model. Choose the API type (Anthropic, or OpenAI-compatible: OpenAI, DeepSeek, Qwen, Gemini-compatible, local Ollama), enter the base URL, API key (stored encrypted, only the last 4 shown) and model name, tap **Test connection**, then switch it on and save. You can also set monthly limits per plan and see each store's usage.

Monthly AI budget: AI → Monthly AI budget. Enter the monthly budget (USD, e.g. 150) and model prices (per 1M tokens, per photo). An alert goes out at 80%; at 100% all AI features pause until the 1st of next month while checkout and stock keep working. 0 = unlimited.

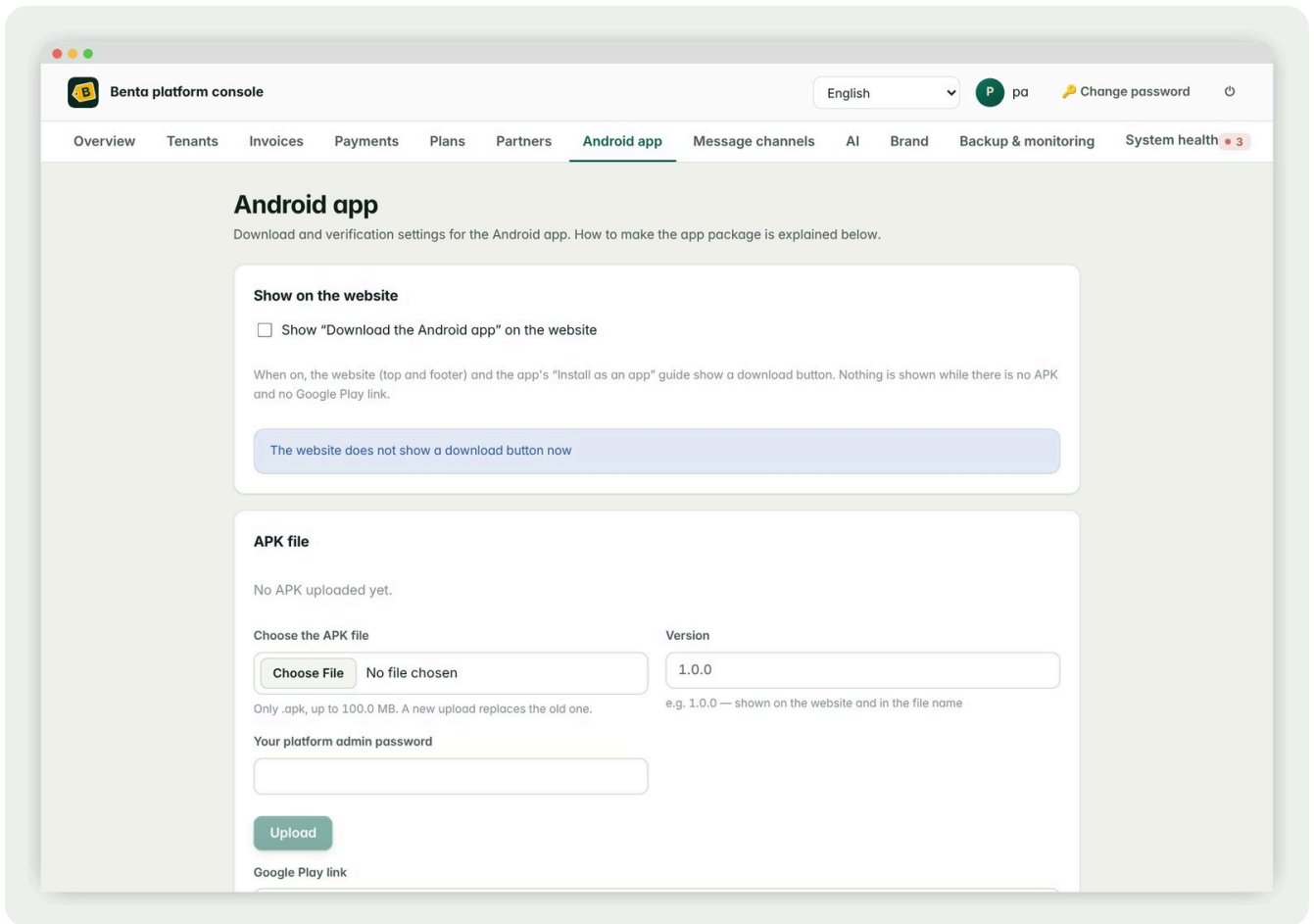


Admin console → AI model and monthly budget

Photo recognition: AI → AI recognition — Anthropic API key, model name and monthly photos per plan (in free mode the free plan gets 5 by default).

Android app: the **Android App** page:

1. Upload the .apk (max 100 MB), enter the version number and re-enter your admin password.
2. Enter the package name `com.bentaerp.app` and the signing certificate SHA-256 fingerprint; after saving, the app no longer shows an address bar.
3. Test-install it on a phone first, then turn on **Show "Download Android App" on the website**.



Admin console → Android app

Keep the signing key (signing.keystore) safe and backed up — if it's lost, the app can never be updated.

Brand: on the **Brand** page upload a logo (PNG / JPG, ≤300 KB) and enter taglines in Chinese / English / Filipino; the website and consoles update immediately.

Backup & monitoring: on the **Backup & monitoring** page set up off-site backup (Cloudflare R2 / Backblaze B2 / AWS S3) and alerts (email, Slack / Discord webhook, Telegram); try **Back up and upload now** and **Send test alert**. If no off-site backup succeeds for 2 days, a red banner appears.

Security: enable two-step verification in **System status** and write down the recovery codes; optionally restrict the admin console to certain IPs.

Upgrading: put the new erp-deploy package in your Downloads folder and double-click **0-一键升级.bat**. It backs up first and doesn't touch other software on the server.