



The complete operating guide for MiOps Pro

WooCommerce operations, fulfilment, inventory, customer service, analytics and infrastructure intelligence — plus store credits, coupons, email campaigns, customer restrictions, staff orders, geo intelligence, tax reporting and the Multi-Warehouse System — in one workspace, illustrated with real screenshots from a live installation.

BUILD

v1.0.0-beta73-multi-warehouse-dashboard

PLATFORM

WordPress + WooCommerce

EDITION

Pro, illustrated

OPERATE • OPTIMISE • GROW

miops.com

Contents

44 sections across seven parts, plus two reference appendices.

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01 About this manual

This is the operating manual for MiOps Pro v1.0.0-beta73-multi-warehouse-dashboard. It is written for store owners, administrators, operations managers, customer-service staff and warehouse users who need to configure or use MiOps safely in a WooCommerce store.

SCOPE

Parts I through V describe the Core feature set, based on the beta49 unified plugin package that this build continues to build on — module names, controls, workflows and setup options in those Parts reflect the code included in that build. Beta49 added the native Invoices module, a Security Centre, per-user WordPress-admin blocking and a redesigned Notification Centre on top of the beta44 feature set. Part VI documents the eight Pro-only modules MiOps Pro adds on top of Core. Future releases may add, rename or relocate controls.

What MiOps is

MiOps is a commercial operations workspace layered on WordPress and WooCommerce. It does not replace WooCommerce; it brings frequently used store, fulfilment, customer, stock, order and reporting tasks into one operational interface while preserving WooCommerce orders, products, users and standard data structures.

Who should read which sections

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Store owner / Administrator	Read the full installation, licensing, setup, users, appearance, Dispatch and system sections.	You are responsible for licence activation, user seats, security, destructive controls and operational defaults.
Operations manager	Focus on Dashboard, Order Locator, Customers, Stock, Returns, Replacements, Refunds, New Order and Partial Send.	Use these areas to supervise the daily order flow and exceptions.
Warehouse / fulfilment	Focus on Dispatch Kiosk, Scan-to-Dispatch, tracking, printer sheets and Partial Send.	These workflows are designed for quick order handling with limited access to store administration.
Customer service	Focus on Customers, Order Locator, Returns, Replacements, Refunds and Messages.	These areas provide customer history and post-purchase service tools.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Technical administrator	Read System Status, Server Statistics, Website Statistics, licensing endpoints and migration guidance.	Use them for diagnostics, performance checks and integration health.

SETUP

02 Installation and migration

Before MiOps can be used, WordPress needs the plugin installed, activated and — for a genuinely new installation — walked through the Guided Setup Wizard.

System requirements

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
WordPress	6.5 or later	Keep WordPress patched before deploying MiOps.
PHP	8.0 or later	Use a supported PHP 8.x runtime with OpenSSL available.
WooCommerce	8.0 or later	MiOps expects WooCommerce data and services for most operational modules.
Permalinks / rewrites	Working WordPress rewrite rules	Required for the MiOps frontend, Kiosk and Scan-to-Dispatch routes.
Email delivery	Working wp_mail() or SMTP/provider integration	Required for customer resend actions, completed tracking email injection and printer email-to-print workflows.

Fresh installation

1. Take a current database and file backup before installing a beta or updating a live operations tool.
2. In WordPress, go to **Plugins > Add New > Upload Plugin** and upload the unified MiOps ZIP.
3. Activate MiOps. On a genuinely fresh installation the plugin marks guided setup as required.
4. Open MiOps from the WordPress admin menu and activate the licence if required.

5. Run the Guided Setup Wizard, then assign licensed seats to staff before expecting them to log in to the MiOps frontend.

Migrating from older standalone MiOps plugins

IMPORTANT MIGRATION RULE

Deactivate all old standalone MiOps Core and module plugins before activating the unified package. Do not run the old standalone copies and the unified modules together.

1. Create a staging or backup copy of the site.
2. Record your current MiOps settings, Dispatch settings, licence state and user seat assignments.
3. Deactivate all old standalone MiOps plugins. Do not delete their folders yet.
4. Upload and activate the unified MiOps package.
5. Confirm the Dashboard, Order Locator, Stock Manager and Dispatch open correctly and that existing data is visible.
6. Test printer, Kiosk, Scan-to-Dispatch, tracking capture, customer email and order-status actions.
7. Only after testing should you remove old standalone plugin folders.

The unified build intentionally retains earlier MiOps option names, WooCommerce order metadata, custom tables, AJAX actions, module IDs, settings and Dispatch endpoints to preserve compatibility with existing operational data.

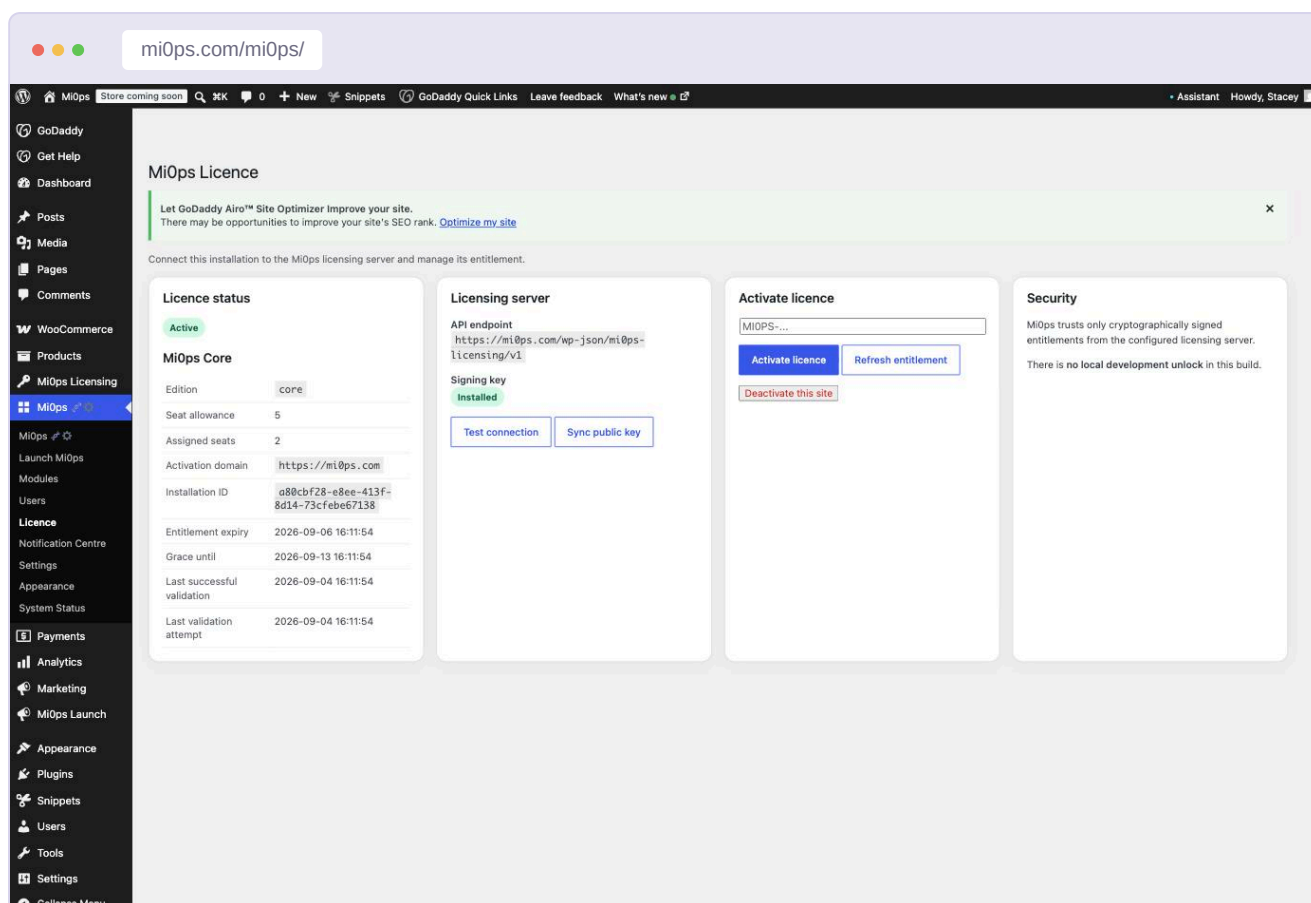
Deactivation

Deactivating MiOps stops its active hooks and scheduled behaviours, and the unified plugin flushes rewrite rules. Deactivation is not the same as deleting WooCommerce orders, products or customers. Before permanent removal, export anything you need and verify your own retention requirements.

SETUP

03 First launch and licence activation

MiOps gates the frontend workspace through both licence entitlement and licensed user seats. A valid WordPress account is not sufficient by itself: the installation must be licensed and the user must have a MiOps seat.



MiOps → Licence, in wp-admin: status, edition, seat allowance and activation controls.

MiOps → Licence

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Licence status	Shows whether the installation currently has a valid entitlement.	Check this first if users suddenly lose MiOps access.
Edition / plan	Displays the licence edition returned by the licensing server.	Use this to confirm the subscription tier expected for the merchant.
Seat allowance	Maximum licensed user seats.	Compare with Assigned seats before adding staff.
Assigned seats	Current number of WordPress users assigned MiOps access.	Remove unneeded seats before assigning new users when at capacity.
Activation domain	The site URL associated with the installation.	Verify after staging-to-live migrations or domain changes.
Installation ID	Unique MiOps installation identifier.	Useful when support needs to identify the installation.
Entitlement expiry	Expiry timestamp from the signed entitlement.	Treat an approaching expiry as an administrative action item.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Grace until	End of any grace window available to the installation.	Access may continue temporarily during a valid grace state.
Last successful validation	When the server last confirmed entitlement successfully.	Useful for diagnosing connectivity vs entitlement problems.
API endpoint	Configured licensing server address.	Normally managed centrally; change only when instructed by MiOps support.
Activate licence	Activates the supplied licence key on this site.	Enter the issued key and activate once per intended installation.
Refresh entitlement	Requests a current signed entitlement.	Use after plan, seat or feature changes.
Deactivate this site	Releases/deactivates the licence installation.	Use before intentionally moving the licence to another site where your plan permits it.

SECURITY MODEL

This build has no local development unlock. MiOps verifies signed entitlement data from the configured licensing server. Do not edit licence files or disable verification on a production merchant installation.

Licensing heartbeat

Approximately twice daily, and after successful licence activation or refresh, MiOps can send licensing/system metadata used to assess installation health. The bundled Core README states that this heartbeat contains installation and software/licensing metadata such as site host, MiOps/WordPress/PHP/WooCommerce versions, licence status/plan, seat allowance, assigned seats, enabled feature IDs and validation timestamps. It is not intended to send store customer data, order contents, messages, payment data or revenue as part of that heartbeat.

SETUP

04 Guided Setup Wizard

The wizard is the fastest supported way to create a coherent initial configuration. Existing WooCommerce orders, products and customers are not changed by the wizard; it saves MiOps configuration.

Step 1 — Welcome and environment

The welcome step identifies the store environment, including WooCommerce, WordPress and PHP, and explains that the process is configuration-only.

Step 2 — Workspace

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Company name	Merchant/company name used for tenant branding.	Use the business identity staff should see.
Accent colour	Primary interface accent.	Use a six-digit brand colour with sufficient contrast.
Company logo	Merchant logo shown in tenant branding areas.	Use a clean transparent PNG/WebP where possible.
Workspace background	Background image used by the MiOps interface/login experience.	Use an optimized web image; avoid very large files.
Frontend route	Route used to open the MiOps workspace.	Keep it short, unique and conflict-free; changing it alters the frontend URL.

Step 3 — Fulfilment

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Physical orders require tracking	Enforces carrier/tracking requirement before physical fulfilment.	Recommended for shipped goods.
Virtual orders require tracking	Applies the same requirement to virtual products.	Normally leave off unless your virtual workflow genuinely uses tracking.
Completed status	Defines the successful status used when Dispatch completes eligible fulfilment.	Use the status that represents final fulfilment in your store.
Kiosk refresh	Polling interval for the standalone Dispatch board.	Balance freshness against server load; the UI uses seconds.
Require a Kiosk PIN	Protects standalone Kiosk access outside a logged-in MiOps session.	Strongly recommended.
New Kiosk PIN	Sets/replaces the standalone Kiosk PIN.	Use 4–32 characters and distribute only to warehouse staff who need it.
Kiosk URL route	Route for the standalone Kiosk.	Avoid collisions with existing WordPress pages/routes.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Dispatch board source	Selects Native MiOps Kiosk or external board.	Use Native unless you deliberately integrate another dispatch interface.

Step 4 — Tracking

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Capture tracking from order notes	Scans WooCommerce order notes for configured carrier/tracking patterns.	Recommended when carrier plugins write tracking into order notes.
Backfill older orders	Schedules/rescans historical orders for tracking.	Useful when installing MiOps onto an existing store.
Auto-completion guard	Protects against carrier-note integrations completing an order before the Kiosk/QR workflow does.	Recommended when a carrier integration changes statuses automatically.
Carrier configuration	Maps carrier keywords, tracking regex and tracking URLs.	Royal Mail and DHL are provided as core examples; add others later in Settings.

Step 5 — Printer

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable printer integration	Turns on email-to-print order sheet support.	Enable only with a working printer mailbox/email-to-print workflow.
Printer email address	Destination mailbox used to print sheets.	Test this before enabling automatic print.
Default sheet template	Selects MiOps A4, Custom HTML, Compact or Warehouse layout.	Choose the layout suited to your packing bench.
Automatic printing	Emails a sheet when a new eligible order enters the configured flow.	Enable only after a successful test page.
Ship From address	Uses WooCommerce store address or a custom sender address.	Use the true dispatch origin shown on internal/customs paperwork.

Step 6 — Customer email

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Add tracking to completed-order emails	Injects tracking details into the WooCommerce Completed Order email.	Enable when Completed emails are part of your fulfilment communication.
Tracking heading	Heading above the tracking block.	Example: Shipment Tracking.
Carrier name / Tracking number	Displays the configured carrier and saved tracking number.	Recommended for clarity.
Track button label	Text on the customer tracking action.	Example: Track shipment.
Email accent colour	Brand colour for the tracking block.	Use a readable contrast against the email background.

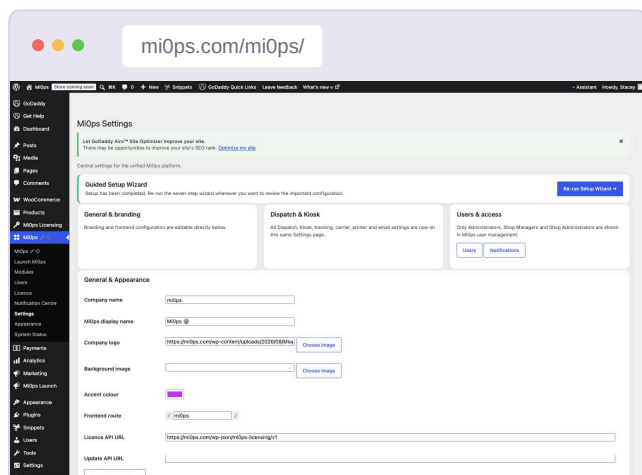
Step 7 — Review and launch

The final step summarizes Workspace, Fulfilment, Tracking, Printer, Completed Email and Kiosk readiness. Finish setup to save the configuration. You can re-run the Setup Wizard from MiOps > Settings at any time.

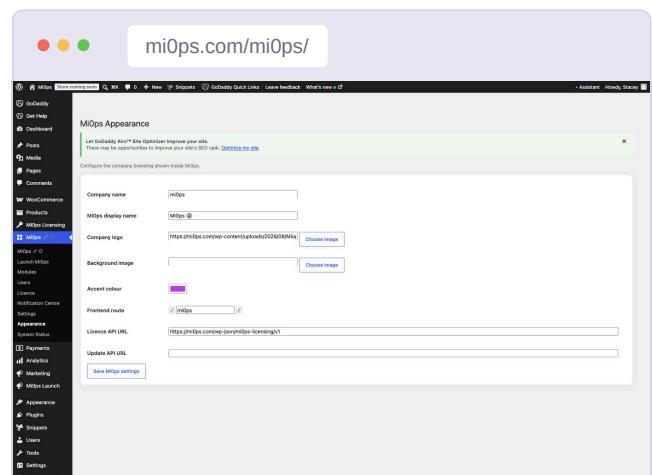
CONFIGURATION

05 Settings and Appearance

MiOps separates general configuration from tenant branding: Settings holds operational values, Appearance holds the look staff see when they open the workspace.



MiOps → Settings in wp-admin.



MiOps → Appearance in wp-admin.

MiOps → Settings

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Re-run Setup Wizard	Starts guided setup again.	Use after initial installation, a warehouse workflow change or major configuration review.
Company name	Business identity shown in MiOps.	Keep consistent with merchant branding.
MiOps display name	Custom workspace display name.	Use when the tenant wants a label distinct from the product brand.
Company logo	Tenant logo.	This is separate from the MiOps product logo.
Background image	Workspace/login background.	Optimize for web performance.
Accent colour	Primary tenant UI accent.	Use a brand colour with sufficient contrast.
Frontend route	Path used for the MiOps frontend.	Changing it changes the access URL; re-test bookmarks and staff instructions.
Licence API URL / Update API URL	Licensing and update service endpoints.	Change only when directed.
Save general settings	Commits Settings-page values.	Save after changing configuration.
Current installation panel	Shows frontend URL, company, MiOps name, accent and unified plugin version.	Use this as a quick verification panel after saving.

MiOps → Appearance

Appearance is the tenant-branding layer. The company logo/background/accent configured here are distinct from the built-in MiOps product logo. Use tenant branding to make the workspace recognizable to staff without replacing product licensing or system identity.

AFTER CHANGING THE FRONTEND ROUTE

Sign out and test the new MiOps URL in a private/incognito browser. Also verify that the Kiosk and Scan routes remain reachable if you changed related route settings.

Invoice Settings

Further down the same MiOps → Settings page, Invoice Settings holds the company identity, PDF template and invoice behaviour used by the native Invoices module (Section 12). A live, unsaved-changes preview on the right updates as fields are edited, so the PDF layout can be checked before saving.

mi0ps.com/mi0ps/

GoDaddy Store coming soon 0 New Snippets GoDaddy Quick Links Leave feedback What's new Assistant Howdy, Stacey

Company identity, PDF template and invoice behaviour used by the native MiOps Invoices module. The preview updates from unsaved fields so you can check the design before saving.

Company / logo
 MiOps
 Choose image

Address
 Line 1
 Line 2
 City Postcode
 United Kingdom

Contact
 allentechnologym12@gmail.com Phone

Invoice prefix
 MIOPS-

Affiliate note
 This customer is an affiliate and is issued products at a discounted rate.

Invoice QR access
☒ Enable secure 30-day online invoice QR links
 When enabled, generated invoices include a signed QR code. Scanning it opens the invoice online for 30 days from generation. Disabling this option immediately disables all QR invoice links.

Template CSS

```
body{margin:0;font-family:DejaVu Sans,Arial,sans-serif;font-size:11px;color:#111827}.top{width:100%;margin-bottom:20px}.logo{max-width:210px;max-height:80px}.title{font-size:24px;font-weight:700;color:#6d28d9}.meta{line-height:1.6}.cols{width:100%;margin:16px 0;border-collapse:separate;border-spacing:8px}.box{border:1px solid #5e7eb;border-
```

Template HTML

```
<table class="top"><tr><td style="width:72%;vertical-align:top">{{logo}}<div class="title">Invoice #{{order_number}}</div><div class="meta">Invoice no: {{invoice_number}}<br>Order date: {{order_date}}<br>Payment: {{payment_method}}</div></td><td style="width:28%;vertical-align:top;text-align:right">
```

Live unsaved preview
 Previewing order #189 - unsaved settings
 Refresh preview

Invoice #189
 Invoice no: MIOPS-189
 Order date: 2025-09-02
 Payment: Replacement - no charge

FROM: MiOps, United Kingdom, allentechnologym12@gmail.com
 BILL TO: Jack Brown, 221 Example Street, Plymouth PL1 1AA, GB
 SHIP TO: Jack Brown, 221 Example Street, Plymouth PL1 1AA, GB

#	PRODUCT	QTY	UNIT	TOTAL
1	MiOps Demo Product Beta	1	\$55.00	\$55.00
2	MiOps Demo Product Gamma	2	\$0.00	\$0.00
Subtotal				\$55.00
Shipping				\$0.00
Total				\$55.00

Preview is showing your current unsaved values.

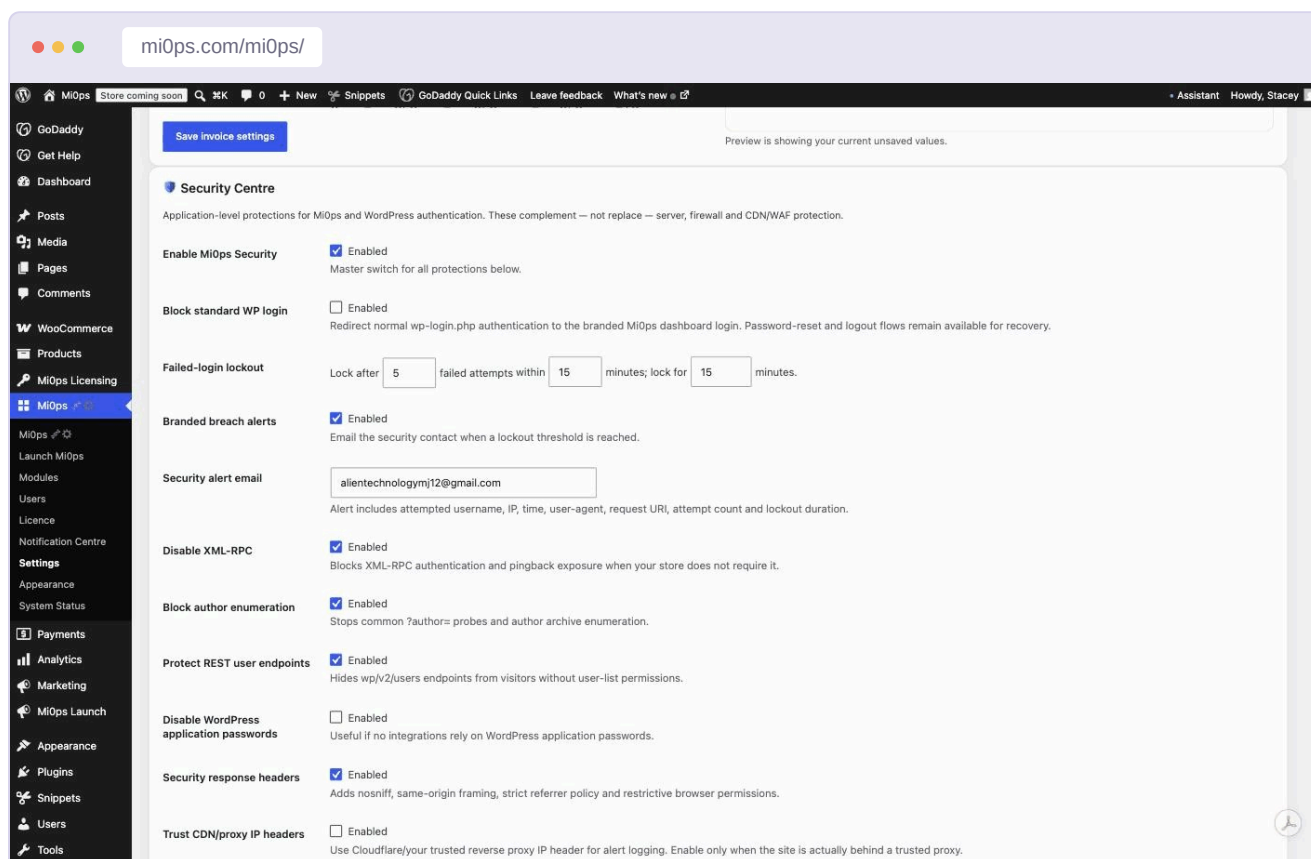
Invoice Settings: company/address/contact fields, the invoice prefix, QR access toggle and editable Template CSS/HTML, with the live unsaved preview alongside.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Company / logo	Business identity and logo shown on generated invoices.	Independent of the MiOps branding logo configured in General & Appearance.
Address / Contact	Business address and contact details printed on the invoice.	Keep in sync with the company's real registered/trading details.
Invoice prefix	Text prepended to the invoice number shown on the PDF (e.g. MIOPS-).	Change deliberately — this affects every invoice generated afterwards.
Affiliate note	The note text added to an invoice/email when a customer is flagged as an affiliate in the invoice editor.	Keep it accurate; it is customer-facing wording.
Enable secure 30-day online invoice QR links	Master toggle for the signed public invoice link and its QR code.	Disabling it immediately stops all public invoice links from working, including previously generated ones.
Template CSS / Template HTML	The stylesheet and markup used to render the invoice PDF, using tokens such as {{logo}}, {{company_block}}, {{invoice_number}} and {{items_table}}.	Edit carefully and check the live preview; malformed HTML/CSS can break the PDF layout.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Refresh preview	Re-renders the live preview using the most recent real order.	Use after a change that the debounced auto-refresh has not yet picked up.
Save invoice settings	Commits Invoice Settings changes.	Save before leaving the page — the preview only reflects unsaved values while you are on it.

Security Centre

Security Centre adds application-level protections for MiOps and WordPress authentication. These protections complement, and do not replace, server, firewall and CDN/WAF protection.



Security Centre: authentication protections, lockout tuning and response-header controls.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable MiOps Security	Master switch for every protection below.	Turn off only to fully disable Security Centre features, e.g. while troubleshooting a conflict.
Block standard WP login	Redirects normal wp-login.php authentication to the branded MiOps dashboard login.	Password-reset and logout flows remain available for recovery even when this is enabled.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Failed-login logout	Locks an IP/username after a configurable number of failed attempts within a time window, for a configurable lockout duration.	Tune the three values to match the store's real risk profile and support load.
Branded breach alerts / Security alert email	Emails the configured address when a lockout threshold is reached.	The alert includes the attempted username, IP, time, user-agent, request URI, attempt count and lockout duration.
Disable XML-RPC	Blocks XML-RPC authentication and pingback exposure.	Safe to enable when no integration relies on XML-RPC.
Block author enumeration	Stops common ?author= probes and author-archive enumeration.	Enable unless something depends on author archives being publicly enumerable.
Protect REST user endpoints	Hides wp/v2/users REST routes from visitors without user-list permissions.	Reduces user/username discovery via the REST API.
Disable WordPress application passwords	Blocks the WordPress application-passwords authentication method.	Enable only if nothing legitimately relies on application passwords.
Security response headers	Adds nosniff, same-origin framing, a strict referrer policy and restrictive browser permissions headers.	Leave enabled unless a specific integration requires a different header policy.
Trust CDN/proxy IP headers	Uses the Cloudflare/trusted reverse-proxy header for alert logging IP detection.	Enable only when the site is actually served behind a trusted proxy — otherwise IPs can be spoofed.
Save security settings	Commits Security Centre changes.	Review the settings above before saving, especially Block standard WP login.

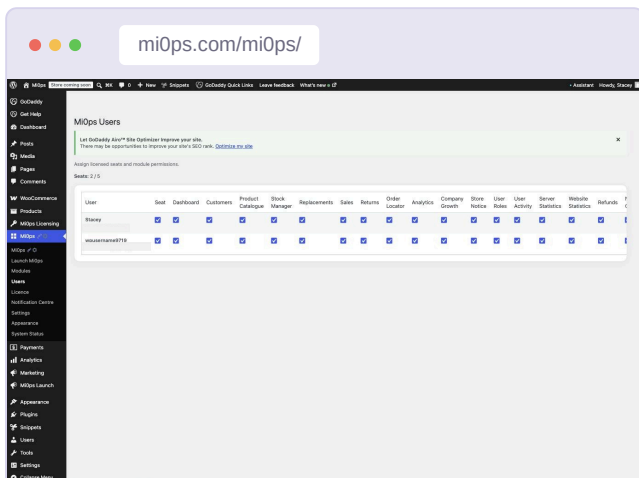
The same Security Centre card also lists Recent authentication security events — a capped log of recent lockouts and related events, useful for reviewing genuine attack activity versus a locked-out legitimate user.

BLOCKING STANDARD WP LOGIN IS A ONE-WAY DOOR FOR UNLICENSED ACCOUNTS

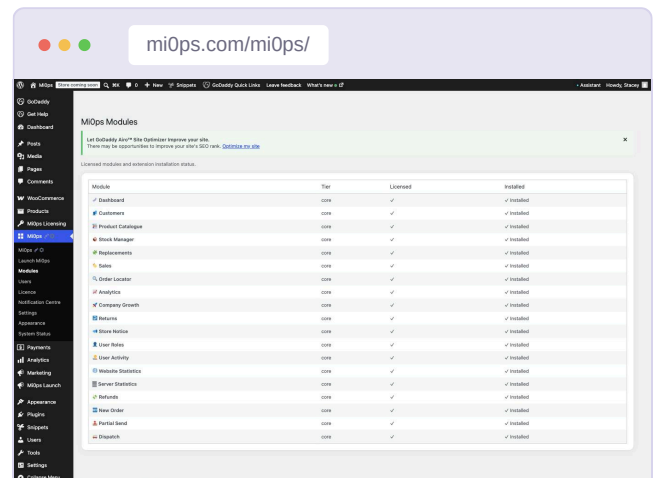
Once enabled, any account without a MiOps seat is redirected away from wp-login.php to the branded MiOps login and cannot use the standard WordPress login screen to sign in. Confirm every WordPress user who needs wp-admin access has a working path in before turning this on.

06 Users, seats and module access

MiOps access is layered: the person needs a WordPress account, the installation needs an active entitlement, the user needs a licensed MiOps seat, and non-administrators need permission for the modules they should open.



MiOps → Users, seat and module assignment.



MiOps → Modules, the licensed module inventory.

User management rules

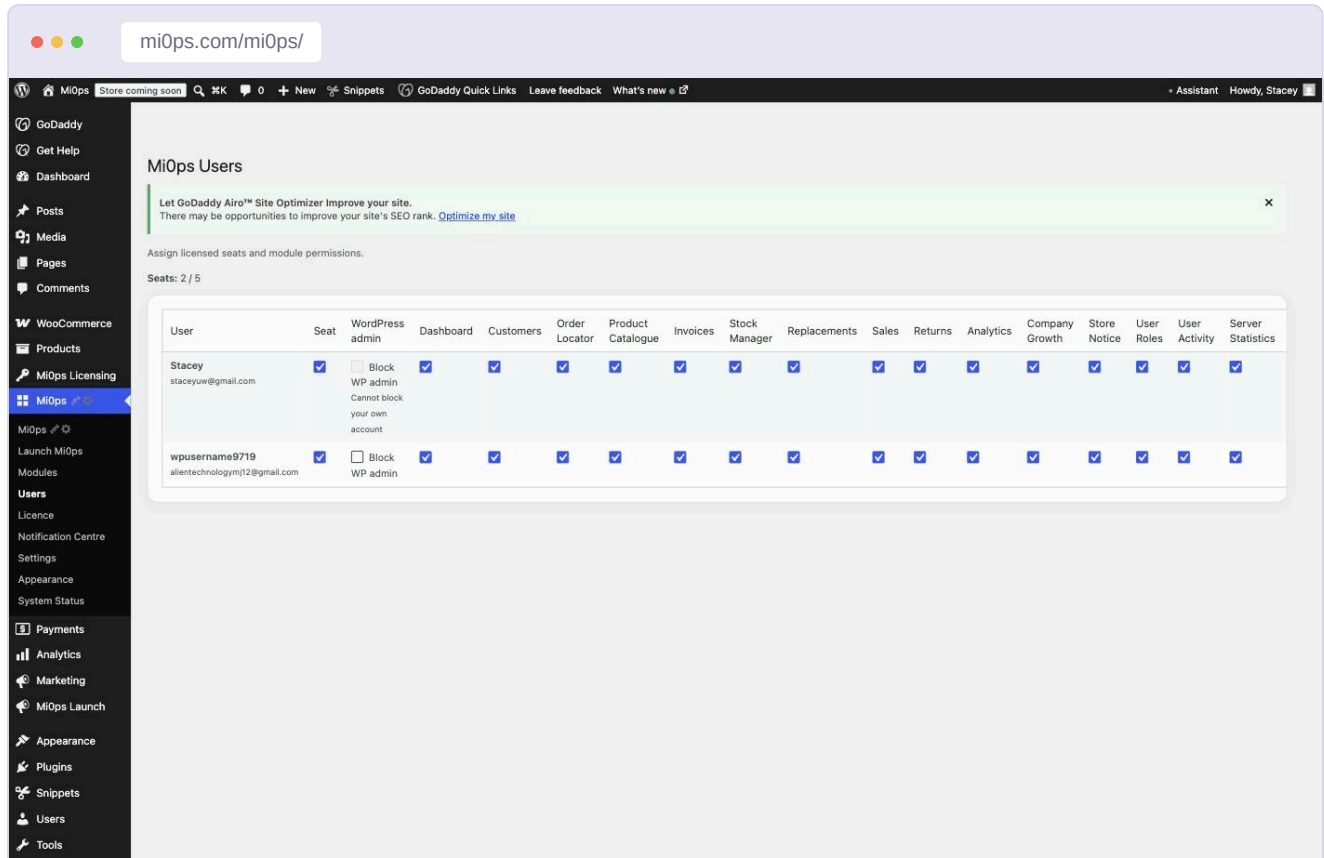
- Only Administrators, Shop Managers and Shop Administrators are shown in the core MiOps user-management view.
- Administrators may have broader access by design. Non-administrators should be granted only the modules required for their role.
- A user without a MiOps seat can have a valid WordPress login but still receive “No MiOps seat assigned” in the frontend.
- Removing a seat prevents that WordPress account from using the licensed MiOps frontend without deleting the WordPress account itself.

Assigning a seat

1. Open **MiOps > Users** or the User Roles module.
2. Locate the WordPress user.
3. Enable Licensed MiOps access / Seat.
4. Select the modules the user should access.
5. Save the user or use Save changed for multiple modified users.
6. Ask the user to sign in at the MiOps frontend route and verify their navigation list.

Blocking WordPress admin access per user

Alongside seat and module assignment, the MiOps → Users table has a WordPress admin column with a Block WP admin checkbox for each user. It is also mirrored as a Block WordPress checkbox on each user's card in the User Roles module, so it can be set from either screen.



The screenshot shows the MiOps Users table in a web application. The table has columns for User, Seat, WordPress admin, and various modules. The 'WordPress admin' column contains a checkbox labeled 'Block WP admin' for each user. The first user, 'Stacey', has this checkbox disabled (greyed out) with a note 'Cannot block your own account'. The second user, 'wpusername9719', has the checkbox enabled. The table also shows a 'Seats' count of 2 / 5.

User	Seat	WordPress admin	Dashboard	Customers	Order Locator	Product Catalogue	Invoices	Stock Manager	Replacements	Sales	Returns	Analytics	Company Growth	Store Notice	User Roles	User Activity	Server Statistics
Stacey staceyuw@gmail.com	☒	☐ Block WP admin Cannot block your own account	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
wpusername9719 alientechlogym12@gmail.com	☒	☒ Block WP admin	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒

MiOps → Users: the WordPress admin column, showing the Block WP admin checkbox and its self-block safeguard for the current user.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Block WP admin / Block WordPress	Redirects that user away from wp-admin to the MiOps frontend whenever they try to access it.	AJAX requests and scheduled/cron activity are not affected — only interactive wp-admin access is redirected.

- A user cannot block their own account — the checkbox is disabled on your own row/card.
- The last unblocked Administrator on the site cannot be blocked, so there is always at least one working path into wp-admin.
- Use this for staff who should live entirely inside the MiOps workspace and never need the WordPress admin dashboard itself.

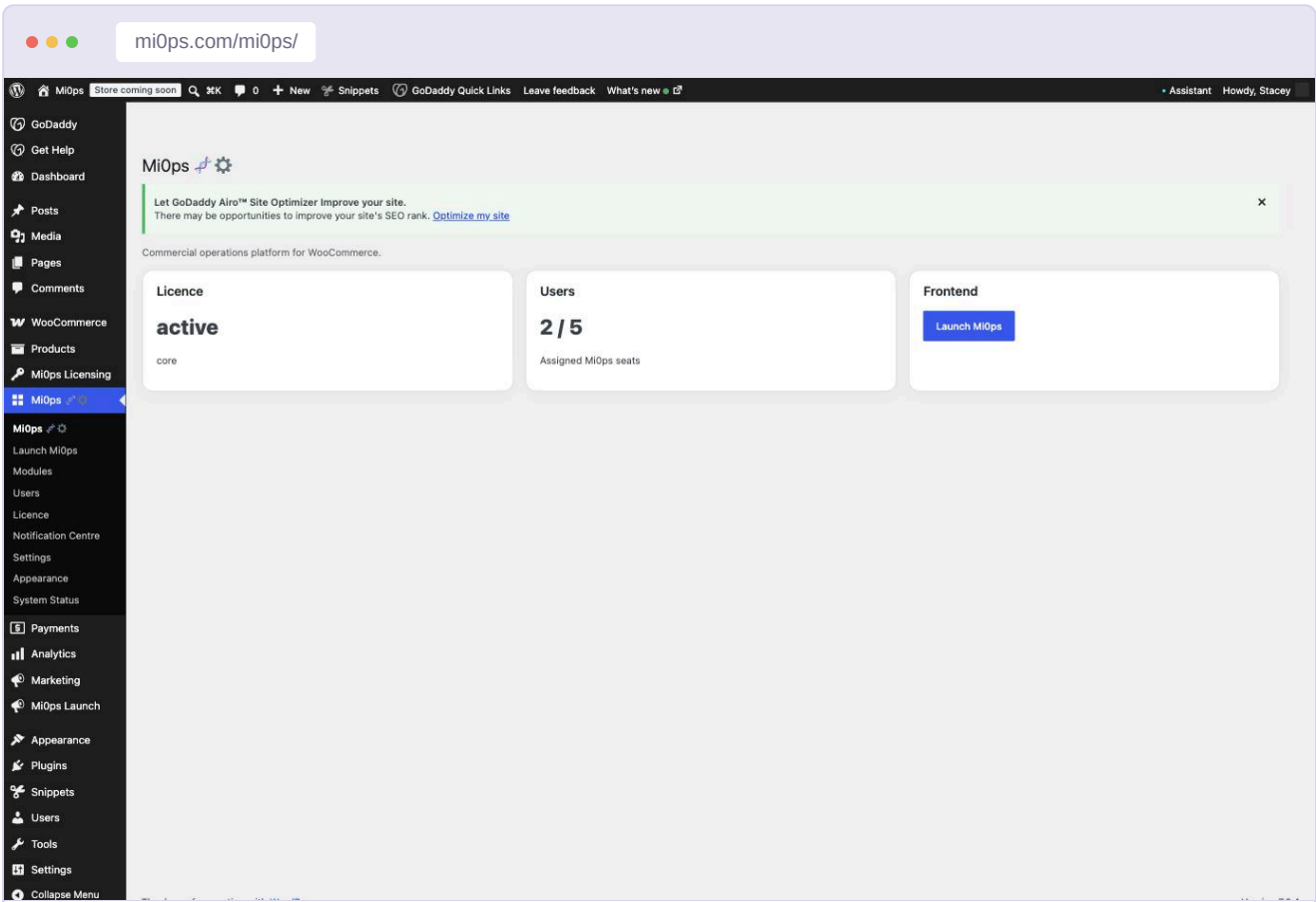
BLOCKING WP ADMIN IS DIFFERENT FROM SECURITY CENTRE'S BLOCK STANDARD WP LOGIN

The per-user Block WP admin toggle here redirects a specific user away from wp-admin after they are already logged in. Security Centre's Block standard WP login (Section 5) instead redirects the wp-login.php sign-in page itself to the branded MiOps login for everyone without a seat. The two features work together but control different moments in the login/access flow.

THE WORKSPACE

07 The MiOps workspace

Once a user has a seat and module permissions, they sign in to the MiOps frontend — a single-page operations workspace layered over WordPress and WooCommerce.



MiOps overview in wp-admin, showing the active modules and workspace status at a glance.

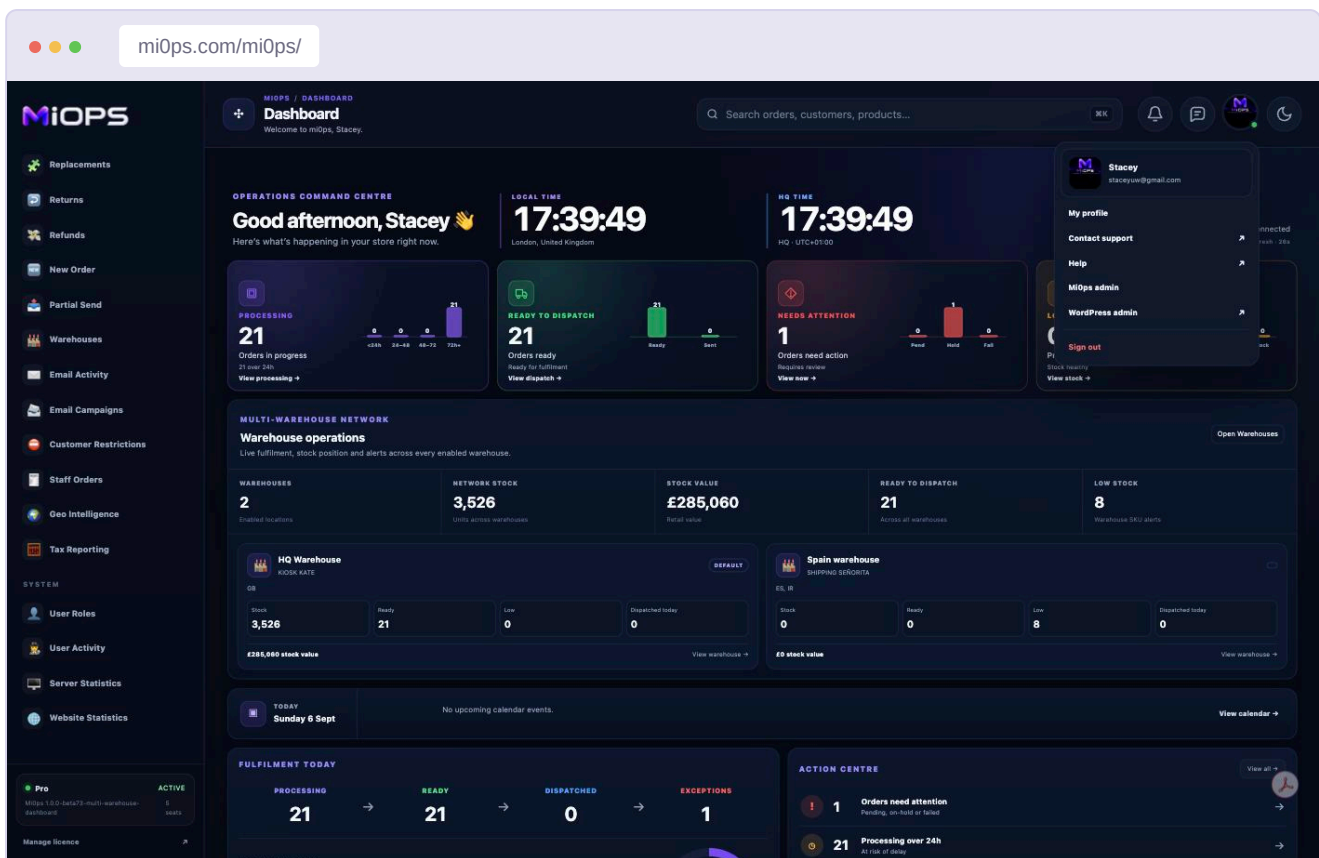
Login and access states

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Username / Password	Signs a WordPress account into MiOps.	Use the user's WordPress credentials.
Forgot password?	Opens password reset using an email address.	Use the normal account recovery path instead of sharing passwords.
No MiOps seat assigned	The WordPress user is valid but lacks a licensed seat.	An administrator must assign a seat.
No MiOps modules assigned	The account has a seat but no accessible modules.	Assign at least one module permission.
MiOps licence required	The installation lacks an active licence or valid grace entitlement.	Refresh/activate the licence before troubleshooting individual users.

Header controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search MiOps / %K	Global search across available MiOps data/services.	Use for rapid order, customer, product and module navigation.
Notifications bell	Shows latest MiOps operational notifications.	Open Notification Centre for filtering and read management — see Section 28.
Messages	Opens latest private/team messages, and Contact Support requests routed here.	Use for internal operational communication — see Section 29, Message Centre.
Account avatar	Opens the profile/admin/sign-out menu, below.	Manage personal profile, reach support, or switch to WordPress admin where permitted.
Toggle theme	Switches light/dark appearance.	Personal preference; does not change store theme.
Open / Close navigation	Expands/collapses MiOps module navigation.	Useful on smaller screens or focused workflows.

Account menu



The profile/avatar dropdown, opened from the header: account card, My profile, Contact support, Help, MiOps admin, WordPress admin and Sign out.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
My profile	Opens personal profile, avatar, language and password fields.	Keep staff name/contact/job-title information current.
Contact support	Opens Message Centre directly on its "Contact MiOps Support" screen — a Subject and Message form that sends straight to the MiOps team.	The form itself states it sends this site's URL, MiOps version and administrator contact details along with the message so support can identify the installation; it is administrator-only, since every current MiOps user role in User Roles is an Administrator.
Help	An external link to https://miops.com/help/pro , the hosted MiOps Pro documentation and manuals.	Use for the latest published guidance alongside this manual, especially between releases.
MiOps admin	Opens MiOps administration in wp-admin.	Available according to WordPress permissions.
WordPress admin	Returns to wp-admin.	Use for settings not exposed in MiOps.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Sign out	Ends the current session.	Always sign out on shared warehouse devices unless using the protected standalone Kiosk.

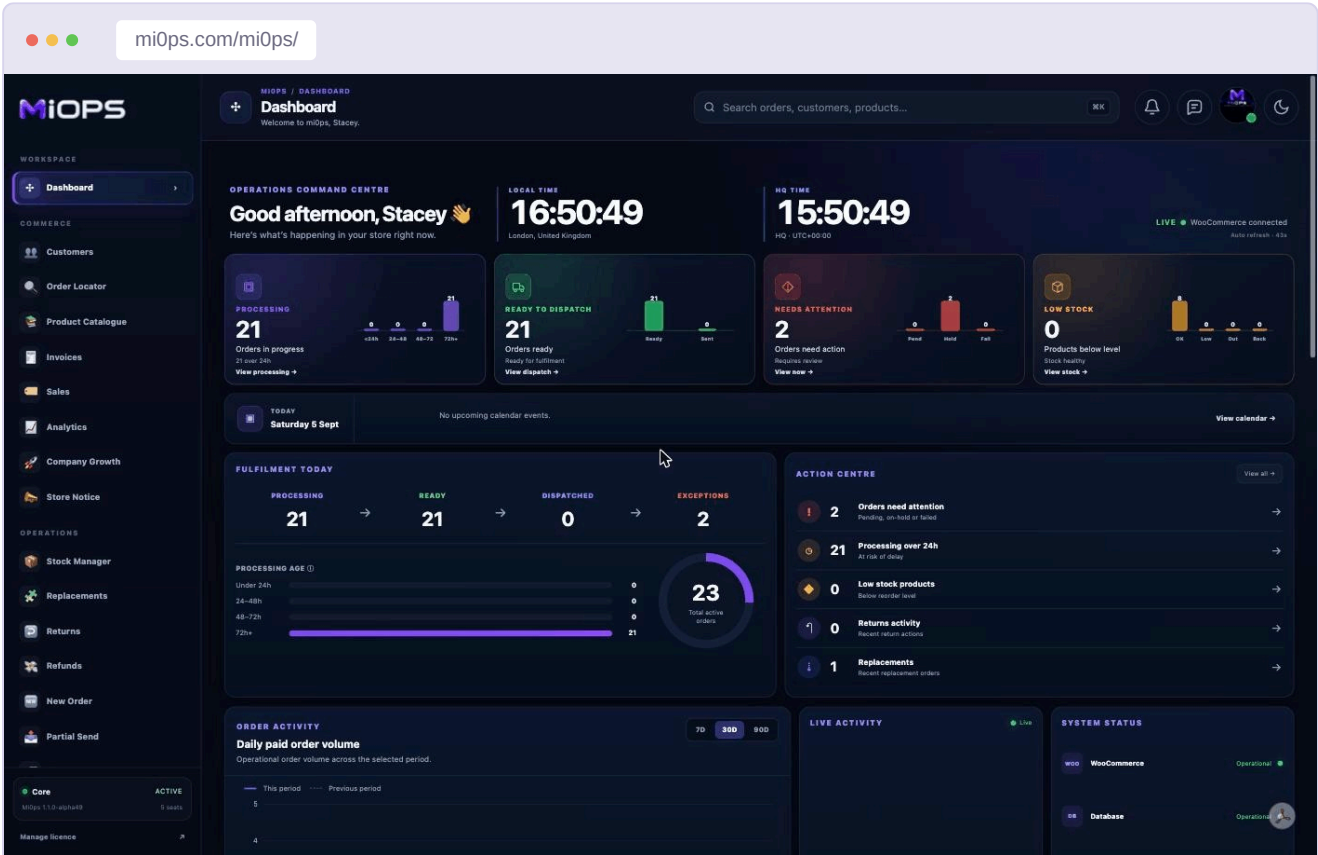
CONTACT SUPPORT IS ADMINISTRATOR-ONLY IN EFFECT

MiOps user management currently only surfaces the Administrator, Shop Manager and Shop Administrator roles, and every licensed user on a typical installation — including both users on this one — holds Administrator. Contact Support and Help are visible to any signed-in MiOps user, but the support form itself is explicitly framed as an administrator-only technical-support channel to the MiOps team, not a customer-facing help desk.

DAILY OPERATIONS

08 Dashboard

Dashboard is the operations command centre. It intentionally emphasizes workload, fulfilment, stock and exceptions rather than exposing turnover/order values to every staff user. When Multi-Warehouse is active (Section 43), it also surfaces a warehouse-network summary directly under the top KPI row.

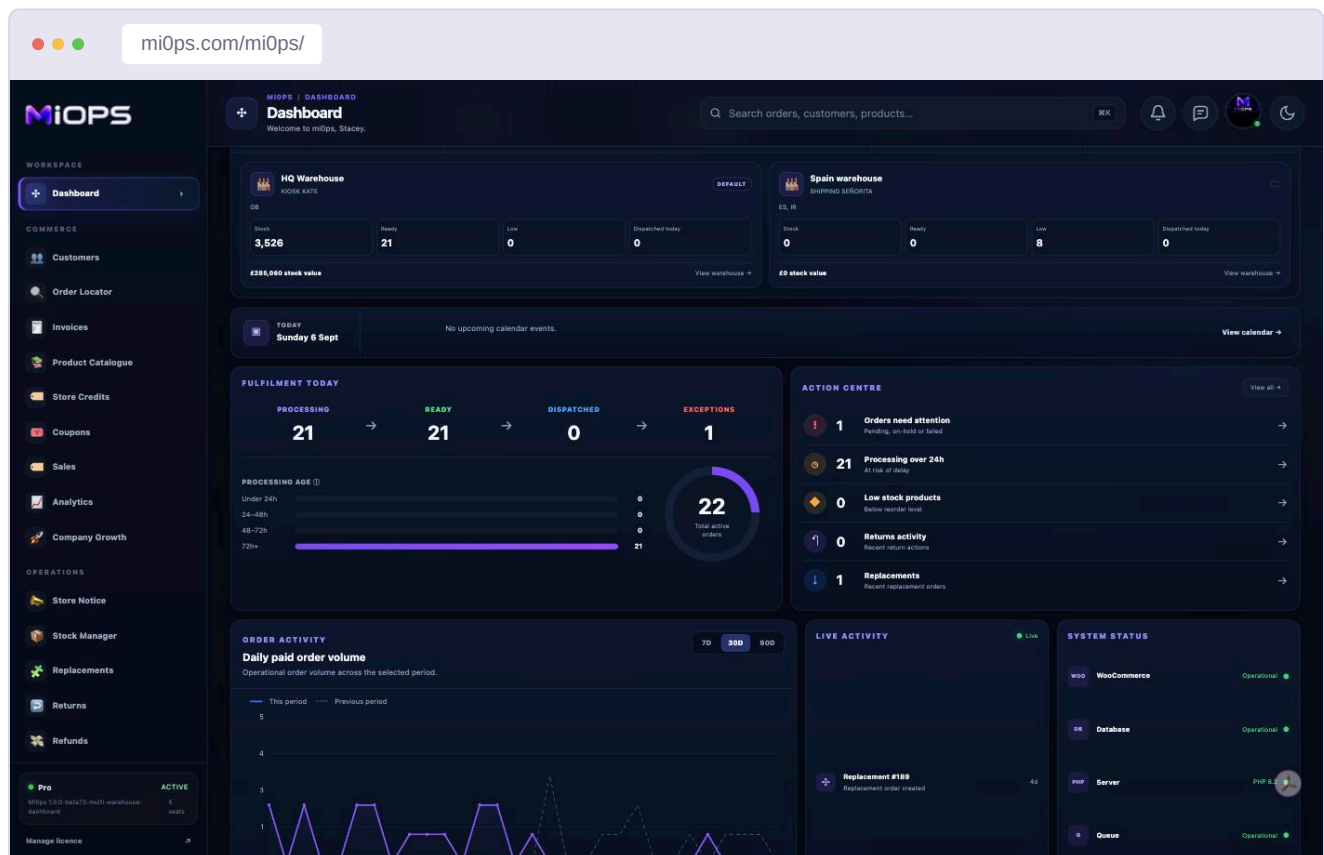


The MiOps Dashboard: KPI strip, Action Centre, Order Activity and the shared Company Calendar.

Top operational KPIs

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Processing	Orders currently in progress.	Open to inspect the live fulfilment queue.
Ready to Dispatch	Orders considered ready for fulfilment.	Use as a warehouse readiness indicator.
Needs Attention	Pending, on-hold, failed or otherwise actionable orders.	Investigate before they age further.
Low Stock	Products at/below reorder level.	Open Stock Manager to replenish or correct stock.
Today	Current calendar/schedule snapshot.	Open the shared company calendar.
Fulfilment Today	Ready, dispatched and exception counts for the day.	Use to track daily warehouse progress.
Processing Age	Age distribution of active processing orders.	Prioritize oldest orders and identify service-level risk.

Multi-Warehouse Network panel



The Multi-Warehouse Network panel: warehouse-count summary, network-wide totals, and a card per configured warehouse with its own Stock, Ready, Low and Dispatched today figures.

Visible only when Multi-Warehouse is active (Section 43), this panel sits directly under the top KPI row and gives a network-wide rollup before drilling into any one warehouse.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Warehouses / Network Stock / Stock Value / Ready to Dispatch / Low Stock	Summary tiles totalled across every configured warehouse.	Use as the first glance before opening the Warehouses module itself.
Per-warehouse cards	One card per configured warehouse (HQ Warehouse, Spain warehouse on this installation) showing that warehouse's own Stock, Ready, Low and Dispatched today figures.	Compare cards to spot a warehouse falling behind before it shows up as a customer complaint.
Open Warehouses	Shortcut straight into the Warehouses module (Section 44).	Faster than navigating there through the sidebar when you've just spotted something worth investigating.

Dashboard panels and actions

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Action Centre	Summarizes attention orders, processing >24h, low stock, returns and replacements.	Use as the first exception-management queue.
Order Activity	Interactive paid-order volume over 7D / 30D / 90D.	Compare current vs previous period and identify busiest days.
Live Activity	Recent operational events.	Use to see what staff/workflows just changed.
System Status	WooCommerce, database, PHP/server and storage indicators.	Open full system status if a component is not OK.
Stock Health	Top low-stock products.	Open individual stock tasks quickly.
Recent Orders	Latest order activity.	Useful for quick operational confirmation.
Order Flow	Current Processing / Completed / Attention mix.	Provides queue context.
Status Mix (30 days)	Distribution of order statuses.	Use to spot unusual status accumulation.
Quick Actions	New order, Find order, Create return, Add replacement.	Shortcuts into common service workflows.
Inventory Intelligence	Healthy SKUs, managed SKUs, units, low/out-of-stock, top movers.	Use for stock prioritization.

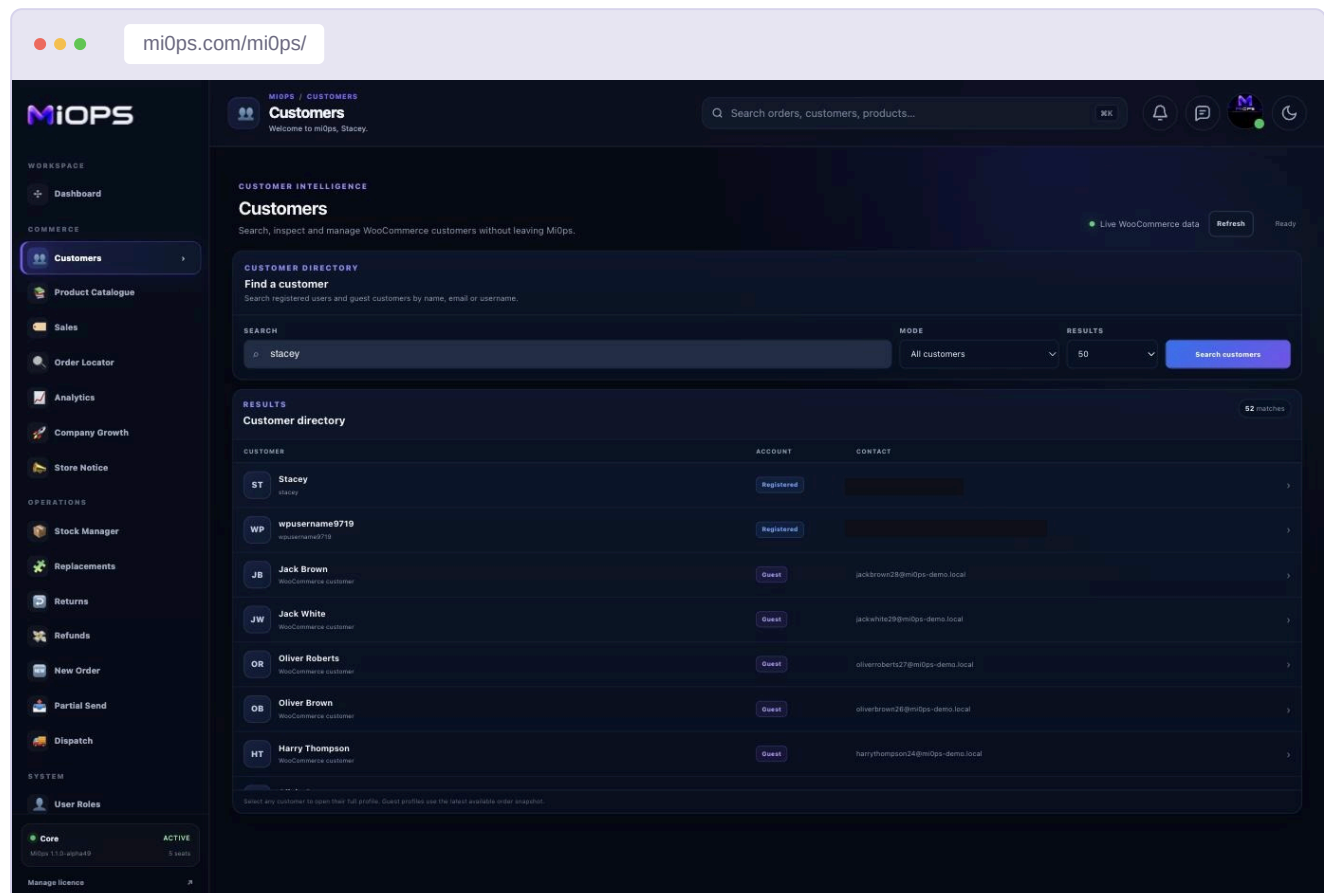
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Fulfilment Pressure	Open orders, units awaiting fulfilment and oldest processing order.	Use to estimate warehouse pressure.
MiOps Operations · 30 days	Linked £0 replacements, returns, refunds, manual orders, partial sends and stock alerts.	Shows operational workflow volume.
Company Calendar	Shared team events, deadlines and reminders.	Create operational events visible to assigned staff.

Company Calendar — every option

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
+ New event	Opens event creation.	Use for dispatch deadlines, campaigns, stock arrivals, meetings or reminders.
Event title	Required event name.	Keep it short and action-oriented.
Details	Optional event notes.	Add instructions, references or context.
Starts / Ends	Event date/time window.	Start is required; ensure end is later than start where used.
Assign to	Sets the intended recipient/user or Everyone.	Use individual assignment for ownership and Everyone for shared events.
Reminder	At event time, 15 minutes, 1 hour, 1 day or 1 week before.	Choose enough notice for the operational task.
All-day event	Marks the event as day-level rather than time-specific.	Use for launches, closures or all-day milestones.
Delete	Removes an event you are allowed to edit.	Use carefully; deletion is not the same as completion.
Save event	Creates/updates the event.	Confirm assignment and reminder before saving.

09 Customers

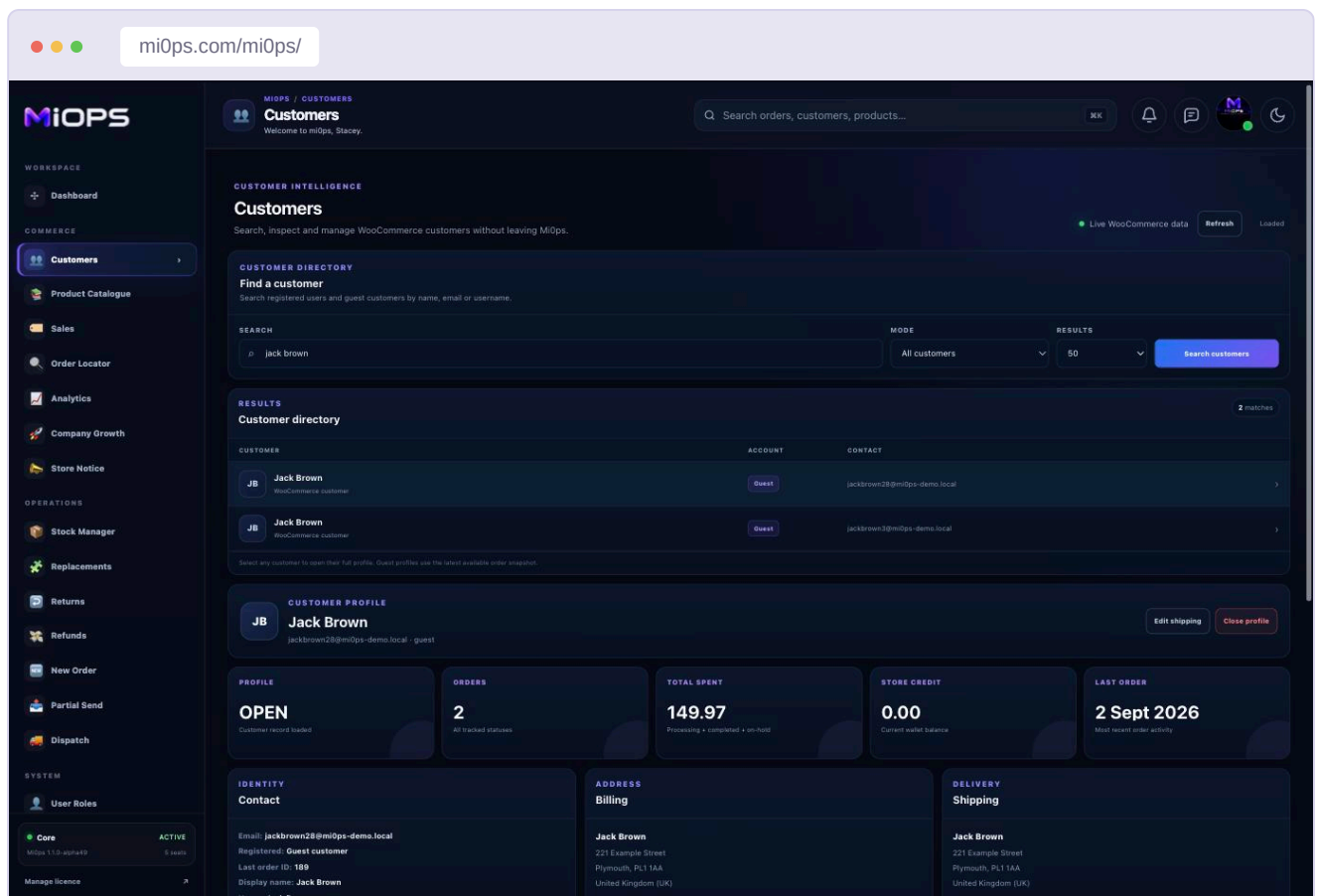
Customers provides a searchable WooCommerce customer directory covering registered users and guest customers inferred from order history.



The Customers directory: search, mode filter and live WooCommerce results.

Directory controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search	Finds customers by name, email or username.	Use at least the identifying information you have.
Mode	All customers / Registered users / Guest customers.	Narrow the directory when duplicate-looking records exist.
Refresh	Reloads live WooCommerce customer data.	Use after a recent customer/account update.
Customer result	Opens a full customer profile.	Guest profiles use the latest available order snapshot.



A customer profile opened from a directory search result.

Customer profile

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Edit user	Opens editable account/customer details.	For registered users with appropriate permissions.
Edit shipping	Edits delivery address data.	For guests, editing may depend on the latest editable order state.
Display name	WordPress/WooCommerce display identity.	Use a sensible staff-facing name.
Email	Primary customer email.	Must be valid and cannot duplicate another WordPress user where enforced.
First / Last / Nickname	Identity fields.	Keep consistent with billing/customer records.
Billing phone / company / address	Billing contact and address fields.	Use customer-supplied data; avoid guessing missing values.
Shipping address fields	Saved delivery address.	Verify before changing an order-related destination.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Order History	Shows recent orders for the customer.	Use before creating replacements/refunds to confirm transaction history.
Store credit	Displays current wallet/store-credit balance where available.	Treat as informational unless the connected credit system exposes changes elsewhere.
Delivery Location	Satellite map using available address data.	Use as an address-context aid, not as proof of delivery.

The screenshot displays the miOps.com/miOps/ web interface. The top navigation bar includes the miOps logo, a search bar, and user profile controls. The left sidebar lists various workspace and commerce functions. The main content area is dedicated to the customer profile of Jack Brown (jackbrown28@miops-demo.local). Key metrics shown include an open customer record, 2 tracked orders, a total spent of 149.97, and a store credit of 0.00. The profile details section includes contact information, billing address (221 Example Street, Plymouth, PL1 1AA), and shipping address. The order history section shows recent orders, with the most recent being Order 130 (28 Aug 2026) for 149.97. A satellite map is provided for the delivery location.

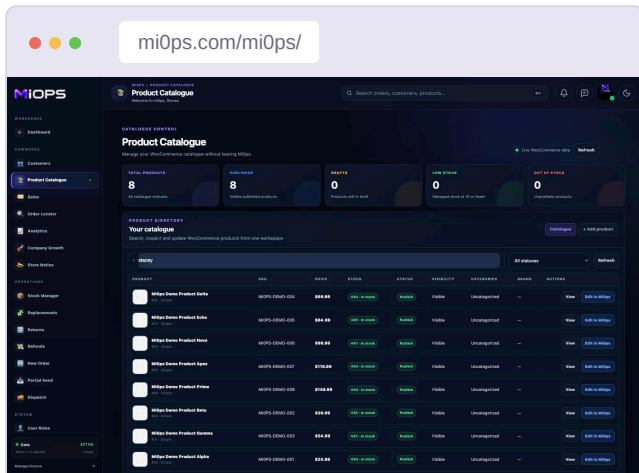
Contact, billing, order history and delivery-location panels further down the same profile. The email address, full name and satellite map have been redacted in this manual to protect the real account holder's privacy.

GUEST CUSTOMER EDITING

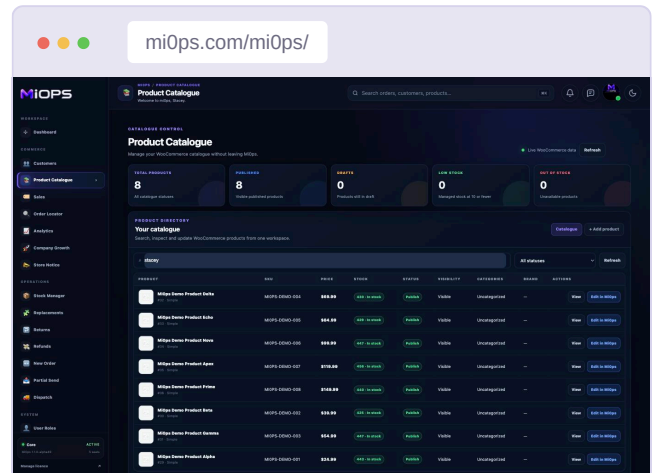
A guest profile can be built from order snapshots. The plugin may only update the latest order when it is still in an editable status such as Processing, On hold or Pending. Completed historical orders are deliberately more restricted.

10 Product Catalogue

Product Catalogue lets permitted users inspect and edit WooCommerce products without leaving MiOps. New items created here are WooCommerce simple products.



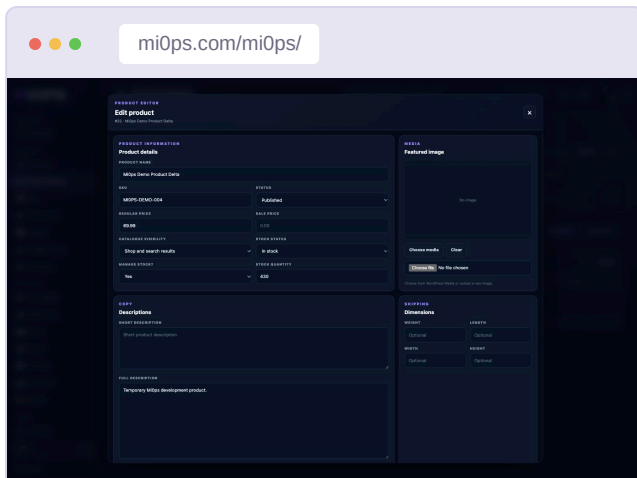
The Product Catalogue list view, with search and status filters.



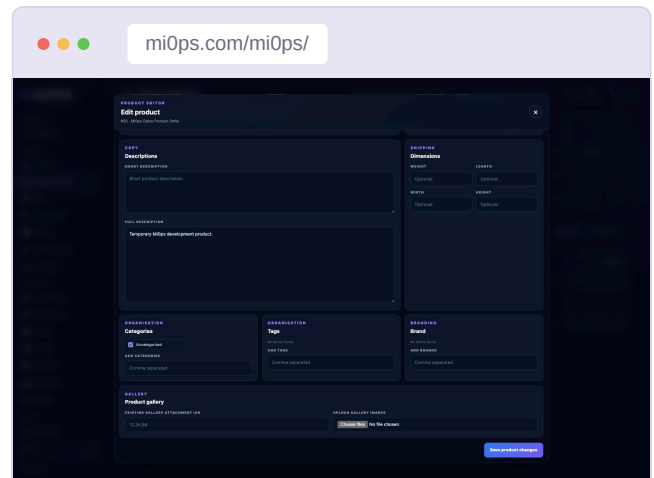
Scrolling further through catalogue results.

Catalogue directory

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Refresh	Reloads WooCommerce catalogue data.	Use after external product edits.
Search	Filters the catalogue by product information.	The workspace displays up to 50 products per search.
All statuses	Filters by Published, Draft, Pending review, Private and other states.	Use to find products not currently public.
+ Add product	Opens the create-product editor.	Creates a simple WooCommerce product.
View	Opens the product storefront/admin view where available.	Use to check customer-facing presentation.
Edit in MiOps	Loads the product editor.	Use for operational catalogue changes.



The product editor: identity, pricing and stock fields.



The product editor: description, dimensions and taxonomy fields.

Product Information

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Product name	WooCommerce product title.	Required when saving/creating.
SKU	Unique stock-keeping unit.	Must not duplicate another product SKU.
Status	Published, Draft, Pending review or Private.	Use Draft while preparing incomplete products.
Regular price / Sale price	Base and reduced product price.	Sale price must be lower than the regular price.
Catalogue visibility	Shop and search / Shop only / Search only / Hidden.	Controls catalogue discovery, not direct URL access rules.
Stock status	In stock / Out of stock / On backorder.	Use alongside Manage stock when quantity tracking is enabled.
Manage stock?	Enables quantity-based WooCommerce stock management.	Turn on for physical inventory that should decrement.
Stock quantity	Current managed stock quantity.	Use accurate physical/ERP counts.
Featured image	Primary product image.	Choose/upload from WordPress Media; clear to remove.
Short / Full description	WooCommerce excerpt and main description.	Keep the short description concise and customer-facing.
Weight / Length / Width / Height	Shipping dimensions.	Enter in the WooCommerce store's configured units.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Categories / Tags / Brand	Product taxonomy classification.	If no compatible brand taxonomy exists, the control reports that condition.
Product gallery	Additional image attachment IDs/media.	Use multiple product images; confirm uploads complete before saving.
Save product changes / Create product	Commits editor changes or creates the new simple product.	Validate SKU and pricing first; choose Draft vs Publish intentionally.

DAILY OPERATIONS

11 Sales

Sales manages global and per-product promotion controls, including time windows, sale pricing, stock caps and coupon/banner behaviour.

The screenshot displays the MiOps Sales dashboard. The left sidebar contains navigation links for Workspace (Dashboard), Commerce (Customers, Product Catalogue, Sales, Order Locator, Analytics, Company Growth, Store Notice), Operations (Stock Manager, Replacements, Returns, Refunds, New Order, Partial Send, Dispatch), and System (User Roles). The main content area is titled 'Sales' and includes a search bar. Below the title, there are five summary cards: 'SALE PRODUCTS' (8), 'LIVE NOW' (0), 'SCHEDULED' (0), 'SALE PRICES SET' (0), and 'LOW STOCK' (0). The 'GLOBAL SETTINGS' section, titled 'Site-wide sale controls', includes toggles for 'Site-wide sale active', 'Force sale prices', 'Disable coupons', and 'Storefront sale banner', along with date pickers for 'SALE STARTS' and 'SALE ENDS'. The 'PRODUCT SALES' section, titled 'Product sale manager', features a table with columns for STATUS, PRODUCT, TYPE, STOCK, SALE CAP, REGULAR, SALE PRICE, FORCE, START, and END. The table lists two products: 'MiOps Demo Product Alpha' and 'MiOps Demo Product Apex'.

Sales: global sale controls and the per-product Sale Manager.

Global Settings

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Site-wide sale active	Master MiOps sale state.	Use for store-wide campaign control.
Sale starts / Sale ends	Global promotional window.	End must be after start.
Force sale prices	Applies sale-price display/cart pricing behaviour.	Use when the MiOps campaign should actively force configured sale prices.
Disable coupons	Hides coupon forms and blocks coupon use during the configured sale state.	Use when promotions must not stack with coupons.
Storefront sale banner / Banner text	Displays a fixed, customer-facing promotion message.	Keep accurate and time-bound.
Emergency kill switch / End all sales	Clears every sale price, sale window and MiOps sales setting.	Destructive bulk action; use only to terminate all promotions immediately.
Save settings	Stores global sale controls.	Validate dates before saving.

Product Sale Manager

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Category filter	Narrows the product list.	Use on large catalogues.
Status filter	Live / Scheduled / Ended / Inactive.	Find promotions by state.
Sale cap	Limits available quantity only while that product's sale is live.	Does not change WooCommerce's real stock status.
Regular / Sale price	Shows base price and editable promotional price.	Sale price must be >0 and below regular price.
Force	Forces the product-level sale state/pricing behaviour.	Use for targeted promotions.
Start / End	Per-product promotion window.	End must be later than start.
Save / Reset filters	Saves that product's sale controls, or restores the default product view.	Save row-by-row after validation.

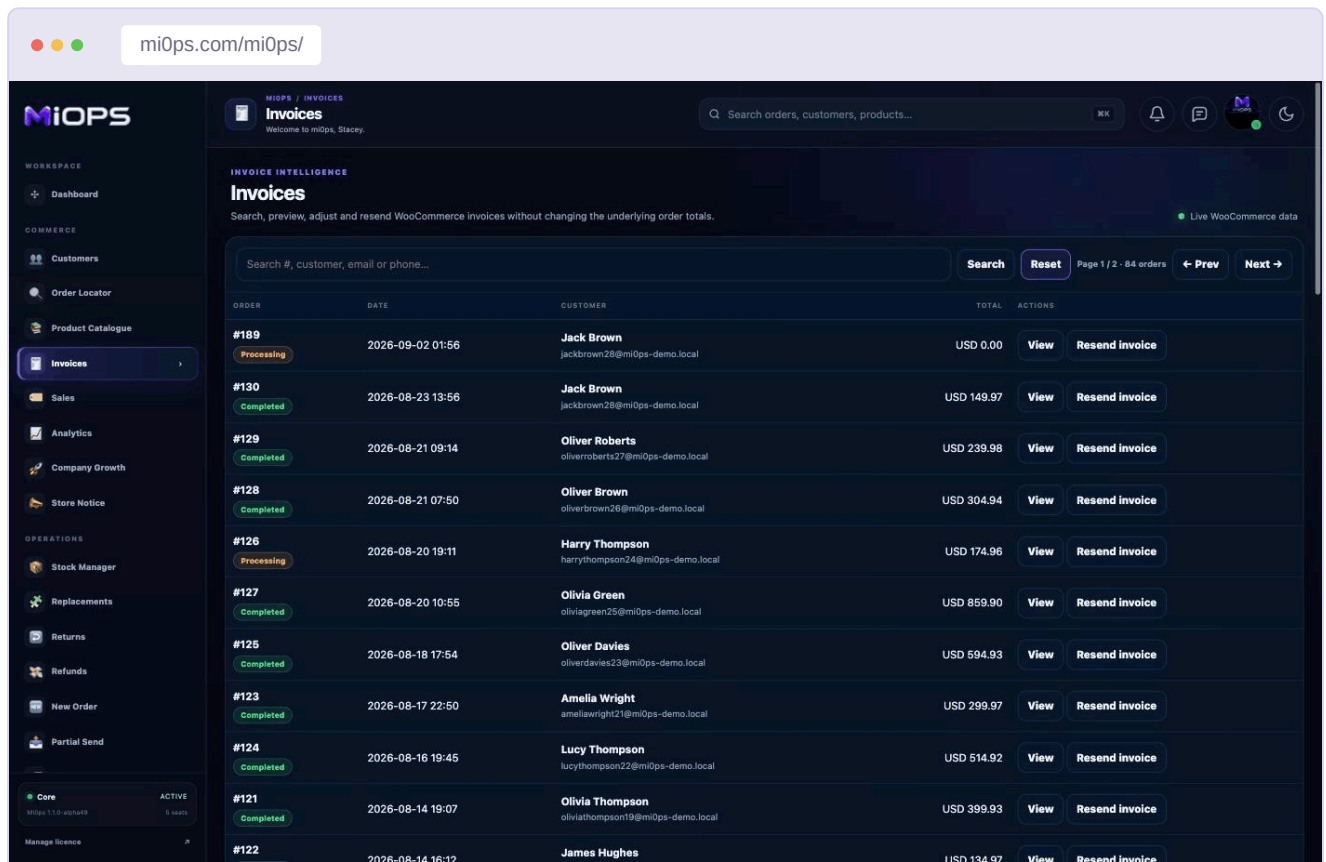
EMERGENCY END ALL SALES

The plugin warns that this clears sale prices and sale windows from every product. Treat it as an emergency destructive control, not a normal “pause campaign” button.

DAILY OPERATIONS

12 Invoices

Invoices is MiOps's native invoicing workspace, added to the bundled Core module set in beta46. It searches eligible WooCommerce orders, builds a branded PDF invoice on demand, lets staff apply invoice-only display adjustments without touching the real order, resends the customer invoice email with the PDF attached, and can expose a secure, time-limited public link so a customer can view their invoice online from a QR code.



The screenshot displays the MiOps Invoices workspace. The left sidebar contains navigation links for Workspace (Dashboard), Commerce (Customers, Order Locator, Product Catalogue, Invoices, Sales, Analytics, Company Growth, Store Notice), and Operations (Stock Manager, Replacements, Returns, Refunds, New Order, Partial Send). The main content area is titled 'Invoices' and includes a search bar, a table of invoices, and a sidebar with 'Core' and 'Manage Settings' options.

ORDER	DATE	CUSTOMER	TOTAL	ACTIONS
#189 Processing	2026-09-02 01:56	Jack Brown jackbrown28@mi0ps-demo.local	USD 0.00	View Resend invoice
#130 Completed	2026-08-23 13:56	Jack Brown jackbrown28@mi0ps-demo.local	USD 149.97	View Resend invoice
#129 Completed	2026-08-21 09:14	Oliver Roberts oliverroberts27@mi0ps-demo.local	USD 239.98	View Resend invoice
#128 Completed	2026-08-21 07:50	Oliver Brown oliverbrown28@mi0ps-demo.local	USD 304.94	View Resend invoice
#126 Processing	2026-08-20 19:11	Harry Thompson harrythompson24@mi0ps-demo.local	USD 174.96	View Resend invoice
#127 Completed	2026-08-20 10:55	Olivia Green oliviagreen25@mi0ps-demo.local	USD 859.90	View Resend invoice
#125 Completed	2026-08-18 17:54	Oliver Davies oliverdaves23@mi0ps-demo.local	USD 594.93	View Resend invoice
#123 Completed	2026-08-17 22:50	Amelia Wright ameliawright21@mi0ps-demo.local	USD 299.97	View Resend invoice
#124 Completed	2026-08-16 19:45	Lucy Thompson lucythompson22@mi0ps-demo.local	USD 514.92	View Resend invoice
#121 Completed	2026-08-14 19:07	Olivia Thompson oliviathompson19@mi0ps-demo.local	USD 399.93	View Resend invoice
#122	2026-08-14 16:12	James Hughes	USD 134.92	View Resend invoice

Invoices: the order search/list view, showing status, date, customer and total for eligible orders.

Search and list controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search	Finds orders by order number, customer name, email or phone.	Type an order # for the fastest exact match.
Reset	Clears the search box and restores the full eligible order list.	Use after a search leaves an empty or unexpected result set.
Prev / Next	Paginates the order list.	The footer shows the current page and total matching order count.
View	Opens the invoice editor for that order.	Only Processing, Completed and Refunded orders are listed — other statuses are not eligible for invoicing.
Resend invoice	Re-triggers the customer's WooCommerce invoice/completed-order email with the current PDF attached, directly from the list row.	Use for a quick resend when no adjustment is needed first.

The screenshot shows the MiOps Invoices interface. The sidebar on the left contains navigation links for Workspace (Dashboard), Commerce (Customers, Order Locator, Product Catalogue, Invoices, Sales, Analytics, Company Growth, Store Notice), and Operations (Stock Manager, Replacements, Returns, Refunds, New Order, Partial Send). The main content area is titled 'Invoices' and includes a search bar. Below the search bar, there's a section for 'Invoice editor - Order #130' for Jack Brown. This section has a table of items with columns for Item, Qty, Unit, and Total. The items listed are 'MiOps Demo Product Beta' (Qty 1, Unit 39.99, Total 39.99) and 'MiOps Demo Product Gamma' (Qty 2, Unit 54.99, Total 109.98). There's a 'Manual discount' field set to 0.00 and an 'Apply invoice edits' button. To the right of the table is a live PDF/QR preview of the invoice, showing the invoice number, customer details, and a table of items with prices. The bottom of the interface has a search bar and pagination controls.

The invoice editor for a selected order: adjustments panel on the left, live PDF/QR preview on the right.

Invoice editor

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Affiliate customer	Flags the invoice as belonging to an affiliate.	When ticked, the configured affiliate note (Section 5) is added to the invoice and PDF/email.
Manual discount	An invoice-only discount amount applied to the displayed total.	Leave at 0.00 unless the invoice itself needs to show a reduced total.
Item Qty / Unit / Total	Editable per-line quantity, unit price and line total shown on the invoice.	Adjust to correct how a line appears on the document, not to change what was actually sold.
Apply invoice edits	Saves the adjustments and refreshes the PDF preview.	An order note is added automatically recording that invoice-only adjustments were made.
Resend invoice	Sends the customer invoice/completed-order email with the current PDF attached.	Use after applying edits so the customer receives the corrected document.
Download PDF	Downloads the current invoice PDF.	Use for offline record-keeping or manual sending.
Close	Returns to the order list without discarding saved adjustments.	Unsaved edits in the form are not kept — use Apply invoice edits first.

ADJUSTMENTS DO NOT TOUCH THE REAL ORDER

Everything in the invoice editor — quantities, unit prices, line totals and the manual discount — changes only the MiOps invoice/PDF. WooCommerce's own order totals, line items and payment records are never altered by this screen.

PDF generation and the secure QR link

Invoice PDFs are rendered by Dompdf using the company details and Template CSS/HTML configured in Invoice Settings (Section 5). When "Enable secure 30-day online invoice QR links" is turned on there, each generated invoice also carries a QR code linking to a signed, public, no-login invoice page.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Invoice QR code	A scannable code printed on the PDF/invoice preview.	Present only when QR access is enabled in Invoice Settings.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Signed public link	A cryptographically signed URL valid for 30 days from generation, requiring no customer login.	Cannot be guessed or reused after signature validation fails — links are HMAC-signed and checked with a constant-time comparison.
Link expiry	Public invoice links stop working 30 days after the invoice was generated.	Generate/resend the invoice again if a customer needs access after expiry.

QR LINKS ARE READ-ONLY AND SELF-EXPIRING

The public invoice page is served with search-engine indexing disabled and a strict referrer policy, and cannot be used to edit the order or invoice. Disabling "Enable secure 30-day online invoice QR links" in Invoice Settings immediately stops all public invoice links from working, including previously generated ones.

Company identity, the invoice prefix, the affiliate note text, the QR toggle and the invoice PDF's Template CSS/HTML are all configured centrally in Invoice Settings — see Section 5, "Settings and Appearance."

DAILY OPERATIONS

13 Order Locator

Order Locator is the main order intelligence workspace: search, inspect, communicate, resend key customer emails, add notes, view tracking, route into service workflows and, where permitted, mark eligible orders as Processing.

miOps.com/miOps/

miOPS

WORKSPACE

Dashboard

COMMERCE

Customers

Product Catalogue

Sales

Order Locator

Analytics

Company Growth

Store Notice

OPERATIONS

Stock Manager

Replacements

Returns

Refunds

New Order

Partial Send

Dispatch

SYSTEM

User Roles

Core

Manage licence

miOPS / ORDER LOCATOR

Order Locator

Welcome to miOps, Stacey.

Q Search orders, customers, products...

ORDER INTELLIGENCE

Order Locator

Search, inspect and manage WooCommerce orders without leaving MiOps.

stacey

Last 30 days

← Prev

Next →

Page 1 - Range 30d - Showing 20 max 50

Idle

ORDER	STATUS	DATE	CUSTOMER	EMAIL	MAIL	COUNTRY	POSTCODE	TOTAL	TRACKING	ACTIONS
#189	Processing	2026-09-02 01:56	Jack Brown	jackbrown28@miOps-demo.local	+	United Kingdom (UK)	PL1 1AA	\$0.00	—	View Resend new order
#130	Completed	2026-08-23 13:56	Jack Brown	jackbrown28@miOps-demo.local	—	United Kingdom (UK)	PL1 1AA	\$149.97	—	View Resend completed
#131	On hold	2026-08-22 07:27	Jack White	jackwhite29@miOps-demo.local	—	United Kingdom (UK)	LS1 4AP	\$299.98	—	View
#129	Completed	2026-08-21 09:14	Oliver Roberts	oliverroberts27@miOps-demo.local	—	United Kingdom (UK)	EX1 1AA	\$239.98	—	View Resend completed
#128	Completed	2026-08-21 07:50	Oliver Brown	oliverbrown26@miOps-demo.local	—	United Kingdom (UK)	EX1 1AA	\$304.94	—	View Resend completed
#126	Processing	2026-08-20 19:11	Harry Thompson	harrythompson24@miOps-demo.local	—	United Kingdom (UK)	EX1 1AA	\$174.96	—	View Resend new order
#127	Completed	2026-08-20 10:55	Olivia Green	oliviagreen25@miOps-demo.local	—	United Kingdom (UK)	BS1 4ST	\$859.90	—	View Resend completed
#125	Completed	2026-08-18 17:54	Oliver Davies	oliverdaves23@miOps-demo.local	—	United Kingdom (UK)	BS1 4ST	\$594.93	—	View Resend completed
#123	Completed	2026-08-17 22:50	Amelia Wright	ameliawright21@miOps-demo.local	—	United Kingdom (UK)	EX1 1AA	\$299.97	—	View Resend completed
#124	Completed	2026-08-16 19:45	Lucy Thompson	lucythompson22@miOps-demo.local	—	United Kingdom (UK)	EX1 1AA	\$514.92	—	View Resend completed
#121	Completed	2026-08-14 19:07	Olivia Thompson	oliviathompson19@miOps-demo.local	—	United Kingdom (UK)	EX1 1AA	\$399.93	—	View Resend completed
#122	Completed	2026-08-14 16:12	James Hughes	jameshughes20@miOps-demo.local	—	United Kingdom (UK)	PL1 1AA	\$134.97	—	View Resend completed
#119	Completed	2026-08-13 13:28	Emily Edwards	emilyedwards17@miOps-demo.local	—	United Kingdom (UK)	SW1A 1AA	\$999.90	—	View Resend completed
#120	Completed	2026-08-13 08:09	Charlotte Williams	charlottewilliams18@miOps-demo.local	—	United Kingdom (UK)	SW1A 1AA	\$339.97	—	View Resend completed
#118	Completed	2026-08-10 16:04	James Smith	jamessmith16@miOps-demo.local	—	United Kingdom (UK)	L1 8JQ	\$334.96	—	View Resend completed

Order Locator: search, status filter and the live results list.

Search and list controls

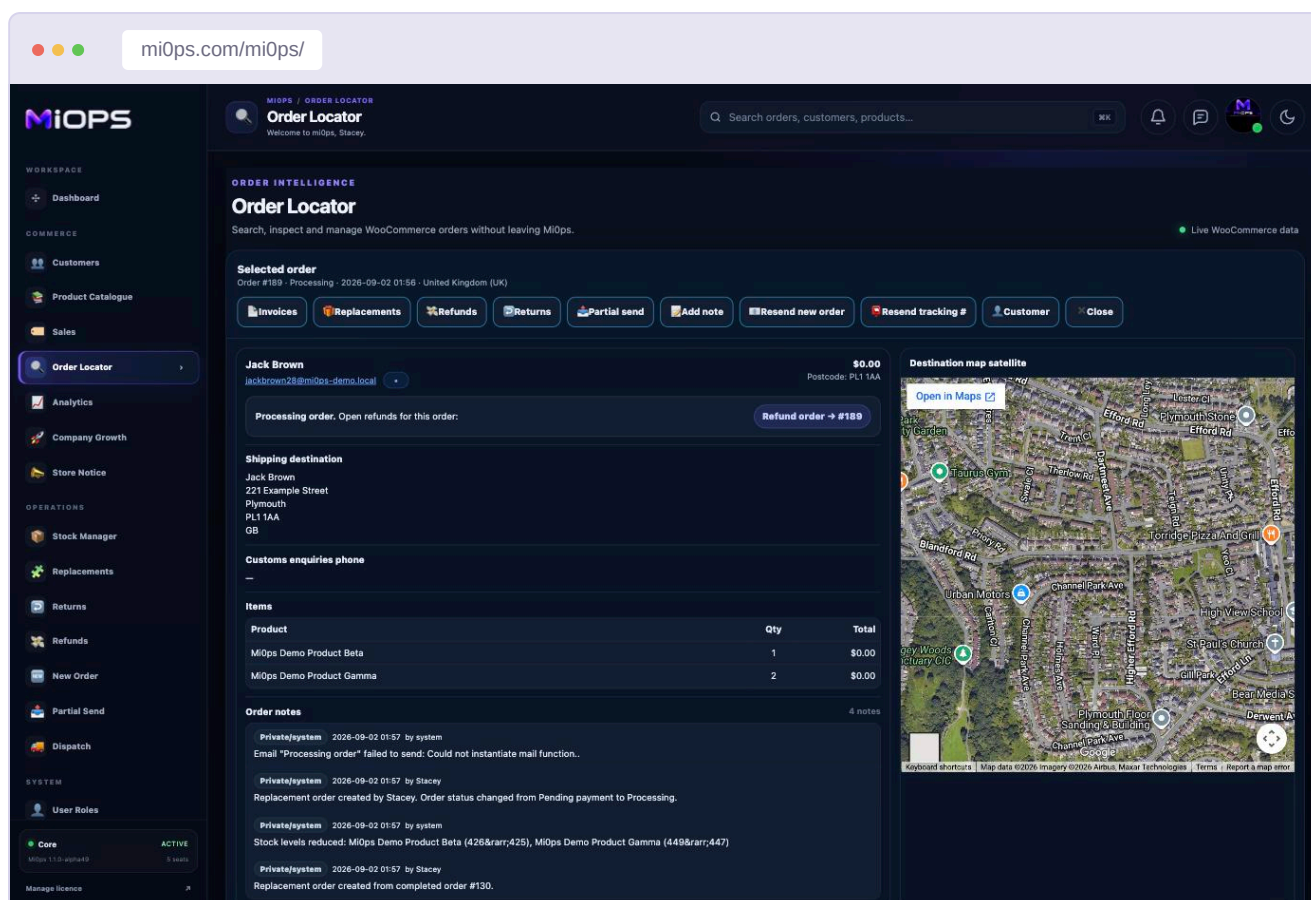
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search	Searches order number, status, customer name/email, postcode, country or tracking.	Type at least 3 characters for text search.
Search status	Filters by order status.	Combine with search for targeted results.
30 / 60 / 90 days / All time	Defines historical range.	Use shorter windows for faster routine lookup.
Prev / Next	Paginates results.	Use when more than one page matches.
View	Opens selected order details.	Primary inspection action.

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A selected order opened from Order Locator, with its full action set.

Selected order actions

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Invoices	Opens the order in the Invoices module's editor.	Use to generate/adjust the PDF invoice or resend it — see Section 12, “Invoices.”
Replacements / Refunds / Returns	Opens the matching service workflow for this order.	Use Replacements for free replacement fulfilment, Refunds for money, Returns when goods are physically returned.
Partial send	Opens Partial Send.	Only suitable for Processing orders with shippable lines.
Add note	Adds a customer or private/system order note depending on selected mode.	Use private notes for staff-only context.
Resend completed	Triggers the WooCommerce Completed Order customer email.	Use when the customer says they did not receive it; avoid repeated unnecessary sends.
Resend tracking #	Sends a tracking-information email using stored tracking.	Confirm the tracking number is correct first.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Customer	Opens customer context.	Use for wider customer history.
Mark processing	Changes an eligible status to Processing after username/password confirmation.	Use only when operationally justified; a private payment/info note can be added.
Close	Closes the selected-order panel.	Does not alter the order.

Email delivery settings

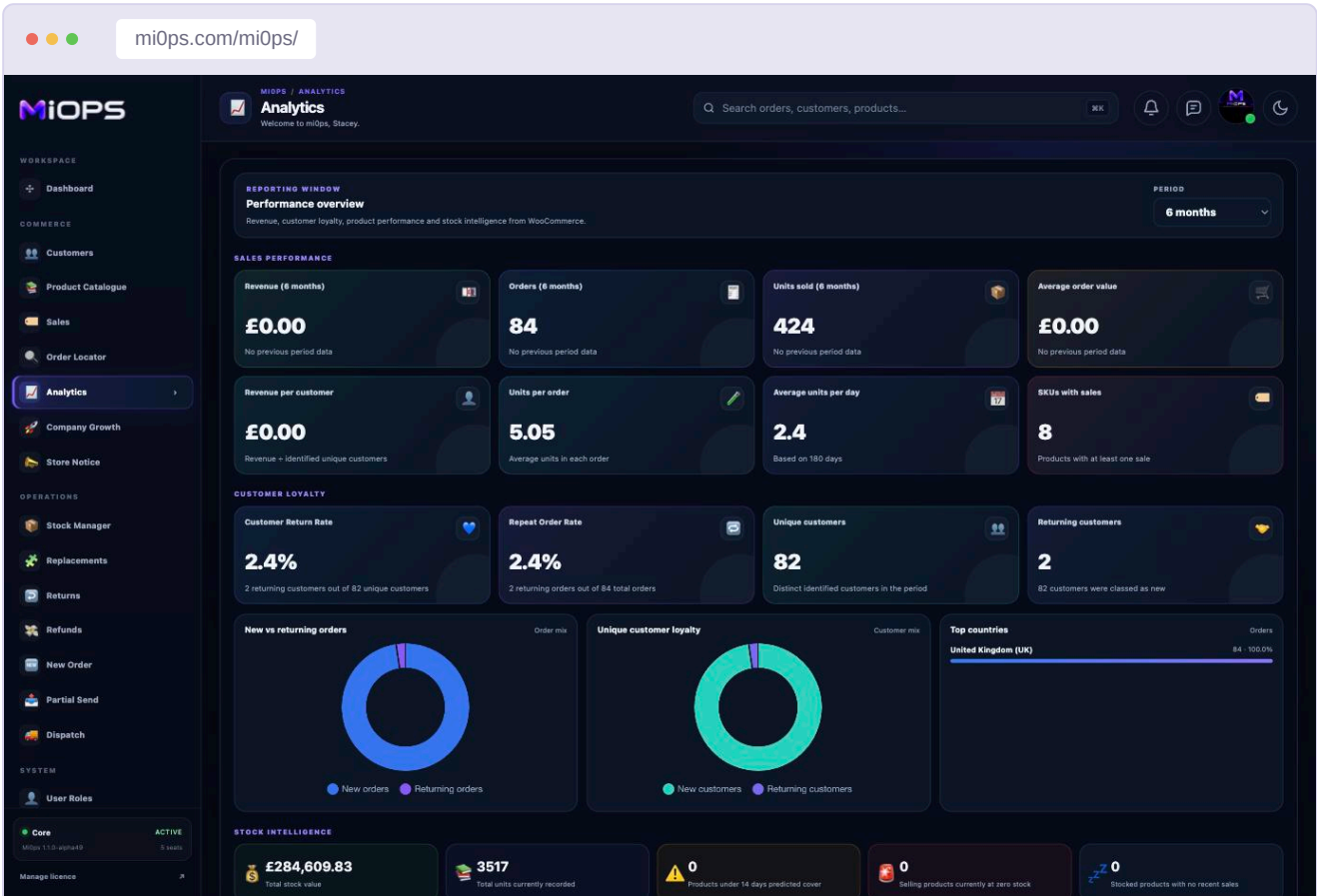
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Provider preset	Selects the transactional email provider.	Presets include Generic/custom JSON, Brevo, SendGrid, Mailgun and Postmark.
Webhook URL / Endpoint token	MiOps endpoint to receive delivery/open/click/bounce events, and its portable URL token.	Copy the webhook URL into the provider's event-webhook settings.
Shared secret / Secret header	Optional secret expected from the provider, and the header name carrying it.	Use when the provider can send a custom secret header.
Primary email ID	WooCommerce email represented by Order Locator's Mail column.	Default is customer_processing_order.
Tracked email IDs	Comma-separated WooCommerce/custom MiOps email IDs.	Use to track processing, completed and other supported emails.
Generic JSON field mapping	Maps event name, recipient, subject, provider message ID, timestamp and optional order identifiers.	Use dot notation where nested JSON is supplied.
Delivery event-name mapping	Maps provider events to Sent, Delivered, Opened, Clicked and Failed/Bounce.	Required for meaningful mail status from a generic webhook.
Save email delivery settings	Stores webhook/tracking configuration.	Test with a real provider event after saving.

SMTP LIMITATION

SMTP transmission alone cannot prove that a message was delivered or opened. The delivery indicators require provider webhooks or an equivalent provider event API.

14 Analytics

Analytics calculates WooCommerce performance only when the module is opened/loaded, reducing unnecessary work elsewhere in MiOps.



Analytics: revenue, order and stock-intelligence metrics for the selected period.

Controls and metrics

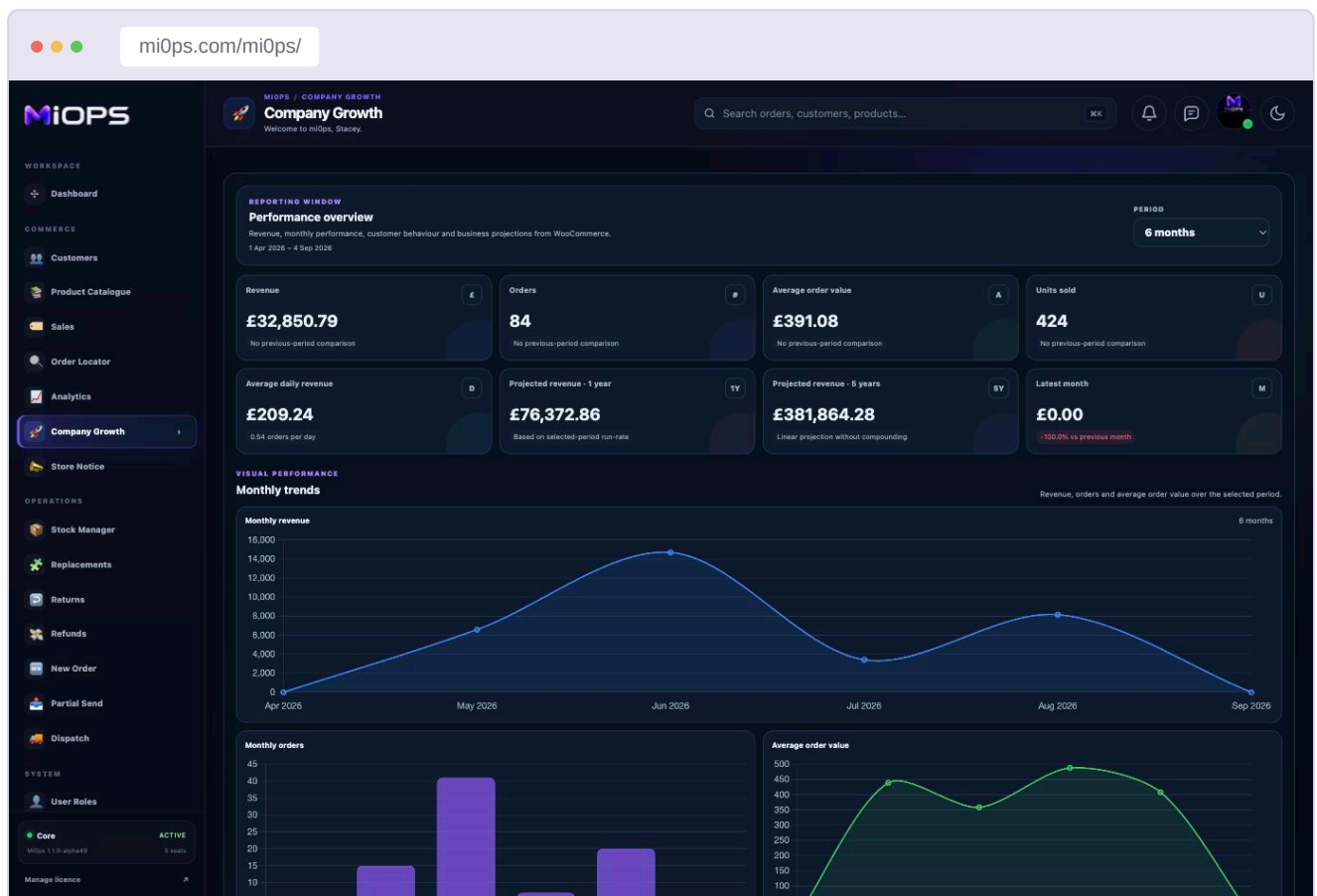
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Load analytics	Runs the reporting calculation.	Use after opening the module; data is deliberately calculated on demand.
Period	1, 2, 3, 6 or 12 months.	Select the reporting window appropriate to the decision.
Revenue / Orders / Units sold	Gross qualifying order revenue, qualifying order count and line-item quantities sold in the selected window.	Use with order/refund context; definitions follow module query rules.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Average order value	Revenue / orders.	Use as a directional commerce KPI.
Revenue per customer	Revenue normalized across unique customers.	Useful for customer-value comparison.
Units per order / Average units per day	Units divided by orders, and units normalized over the period.	Useful for packing/load expectations and stock planning.
SKUs with sales	Distinct products/SKUs with recorded sales.	Shows breadth of active catalogue.
Customer Return Rate / Repeat Order Rate	Customer repeat/return behaviour and repeat-purchasing measures.	Interpret the two together to track loyalty.
Top countries	Orders by customer destination/billing logic used by the module.	Use for geographic demand.
Stock intelligence / Top products	Current stock combined with sales history, and leading products by sales performance.	Use to identify supply risk and prioritize merchandising/replenishment.
All products — predicted cover	Sold current/previous, stock, stock value and predicted cover.	Predicted cover is a planning estimate, not a guaranteed depletion date.

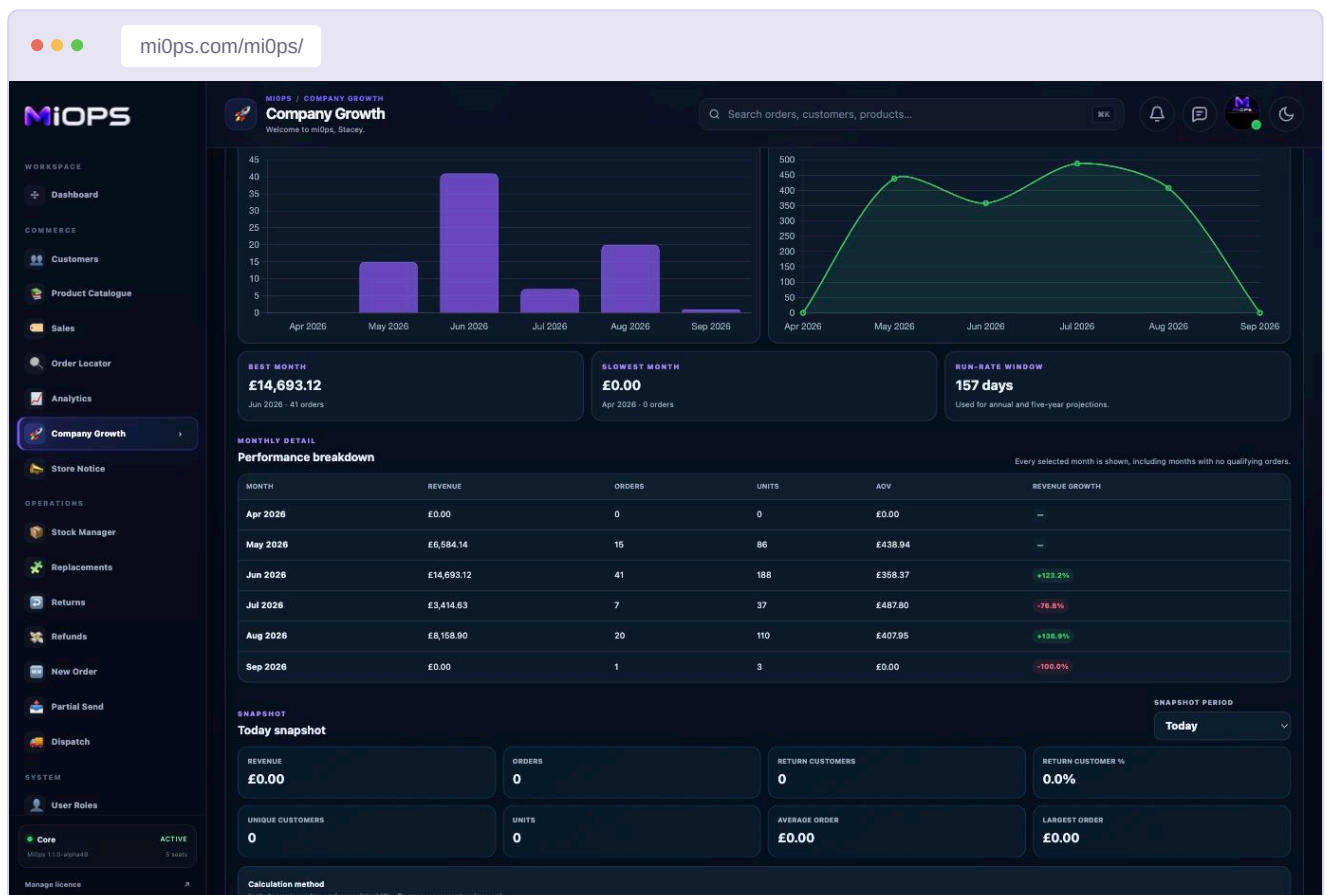
INSIGHTS

15 Company Growth

Company Growth focuses on monthly trends, revenue/order/AOV movement, customer behaviour and forward run-rate projections based on WooCommerce performance.



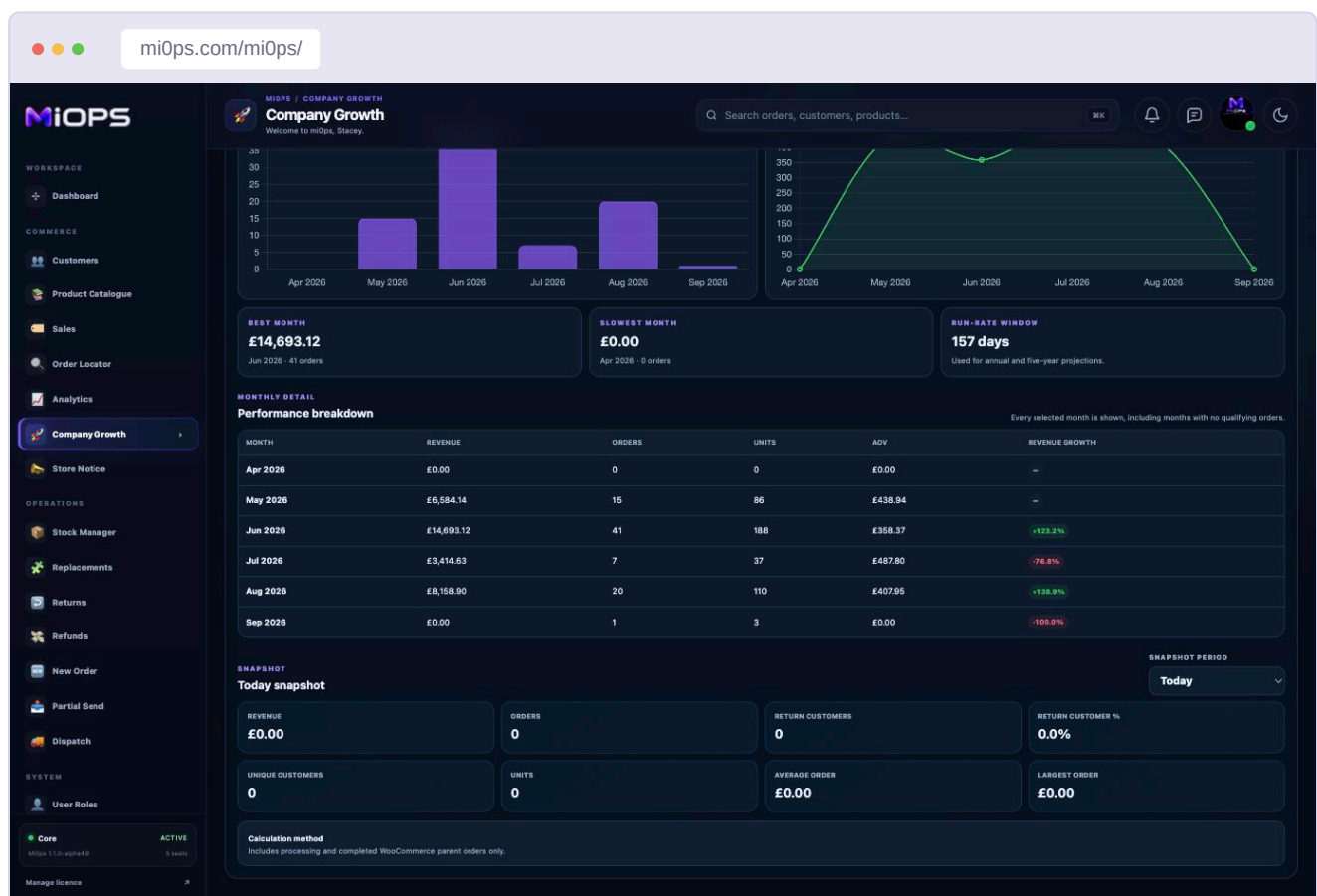
Company Growth: the performance-overview KPI strip for the selected reporting window.



Monthly revenue and order trend charts, best/slowest month and the run-rate window.

Controls and outputs

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Period	Reporting window in months.	Use longer windows to reduce noise in growth comparisons.
Monthly revenue / orders / AOV	Revenue, order and average-order-value trends by month.	Use to identify direction, seasonality, and whether revenue change is driven by volume or pricing.
Best month / Slowest month	Highest- and lowest-performing selected months.	Use as benchmarks, not forecasts — investigate seasonality and operational factors.
Run-rate window	Number of recent days used for annual/five-year projections.	Short windows react faster but are noisier; long windows are steadier.
Monthly detail	Month, Revenue, Orders, Units, AOV and Revenue growth.	Use for month-by-month audit of the charts.
Snapshot	Selected snapshot period and calculation method.	The module states it includes Processing and Completed WooCommerce parent orders only.



Performance breakdown table and the Today snapshot panel with its calculation method note.

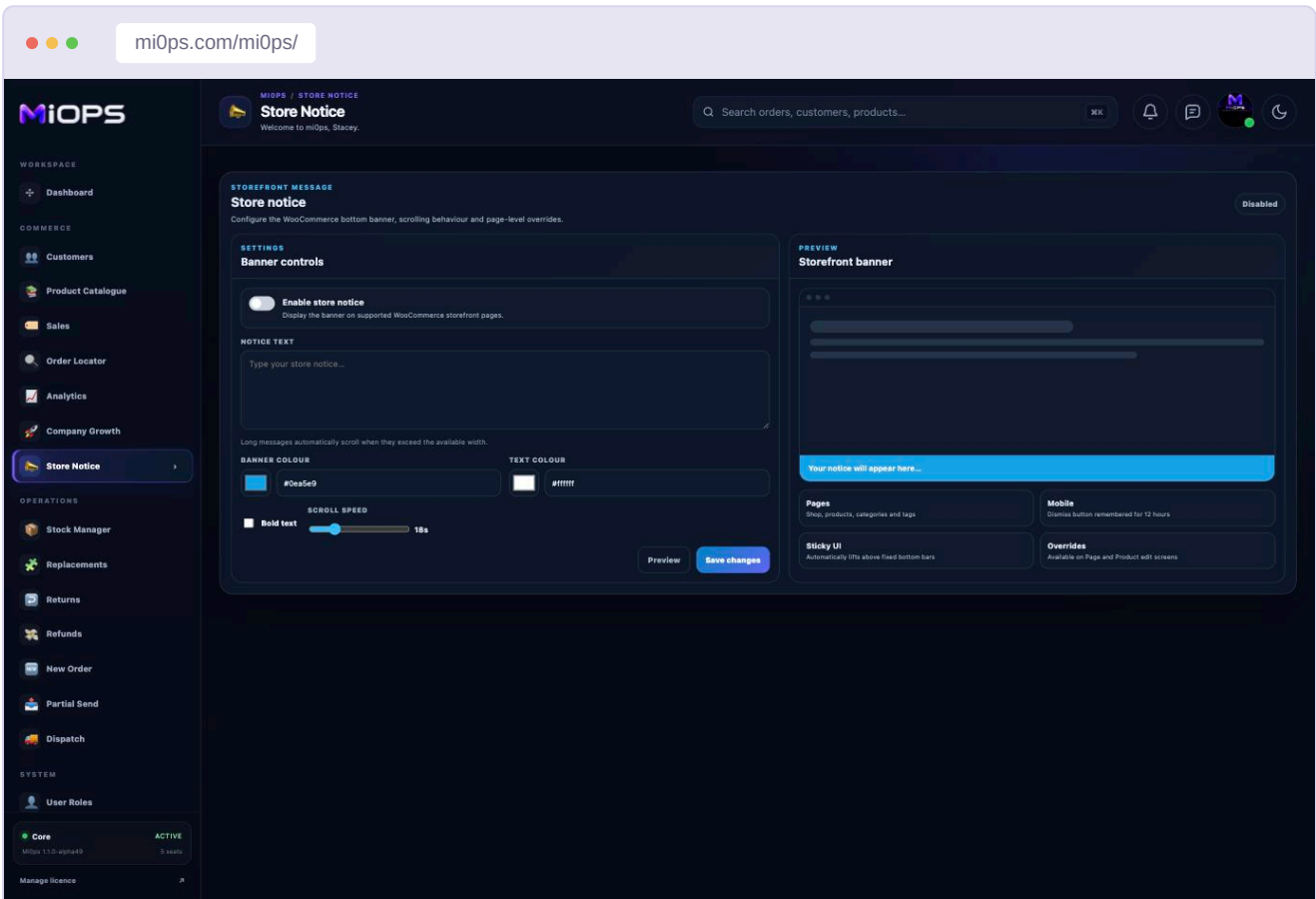
PROJECTION CAUTION

Annual and five-year run-rate figures are mathematical projections from recent performance, not guaranteed forecasts. Treat them as directional planning indicators.

DAILY OPERATIONS

16 Store Notice

Store Notice creates a configurable WooCommerce bottom banner and supports page/product-level overrides.



Store Notice: banner text, colours and a live preview of the storefront banner.

Banner controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable store notice	Master banner visibility on supported WooCommerce storefront pages.	Enable when a live notice should be customer-visible.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Notice text	The message displayed.	Long messages can scroll when wider than the available space.
Banner colour / Text colour	Background and foreground hex colours.	Enter valid six-digit hex values and check readability/contrast.
Bold text	Uses stronger type weight.	Useful for short urgent notices; avoid overuse.
Scroll speed	Controls marquee/scroll movement for long messages.	Use a speed customers can comfortably read.
Preview	Shows the configured storefront banner appearance.	Check desktop and mobile readability.
Save changes	Stores notice configuration.	Confirm text and colours first.

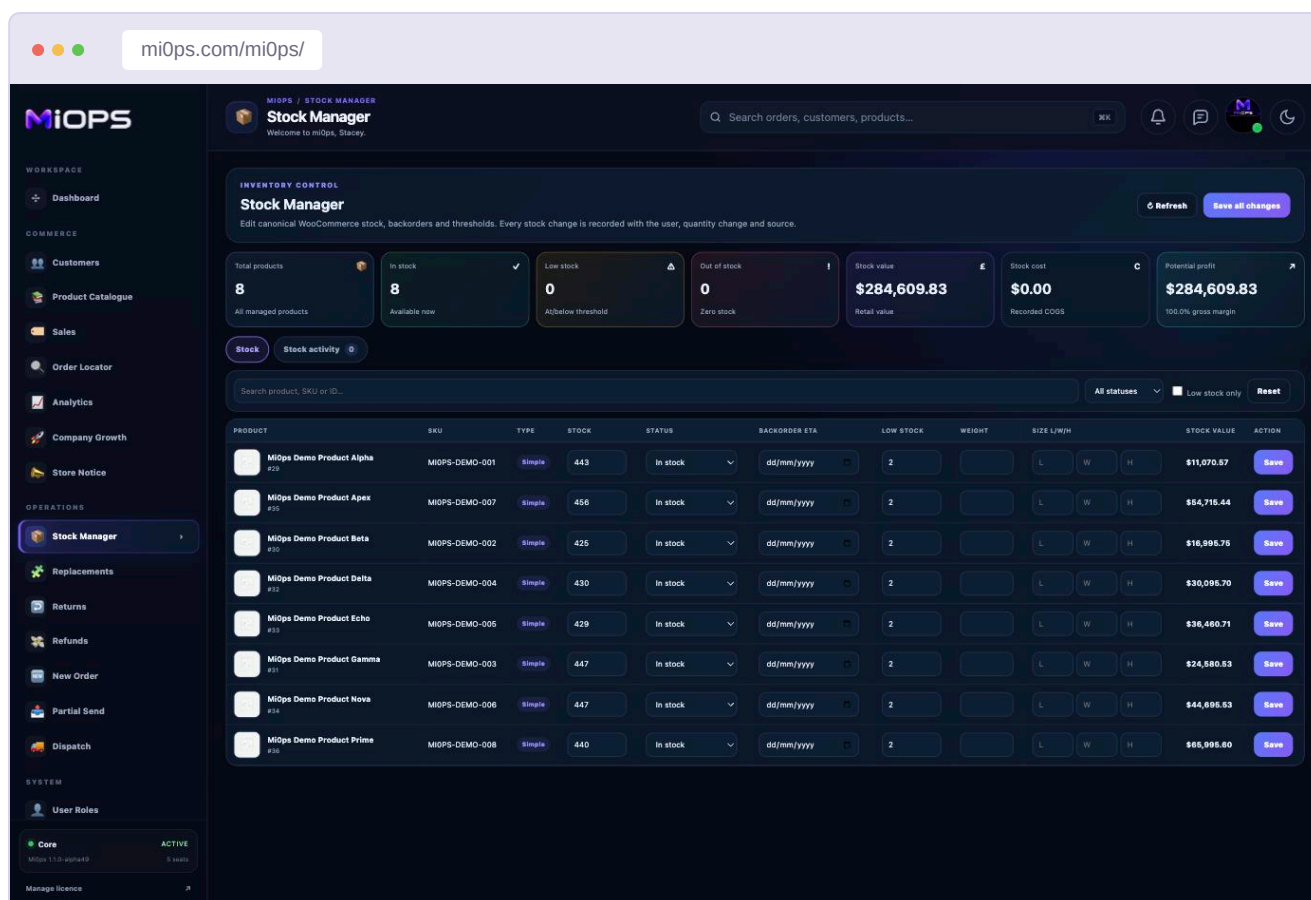
Where it appears

- Supported Shop, product, category and tag pages can display the banner.
- On mobile, the dismissal state is remembered for approximately 12 hours.
- The notice can automatically lift above fixed bottom UI elements.
- Page and Product edit screens can override the global setting: Default (global setting), Force enable or Force disable.

DAILY OPERATIONS

17 Stock Manager

Stock Manager is the inventory-control and stock-audit workspace. It reads current WooCommerce stock and keeps a permanent MiOps stock activity history for tracked changes.



Stock Manager: the Stock tab, with quantities, status and low-stock thresholds.

Stock tab

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Refresh	Reloads WooCommerce stock and audit data.	Use after external stock changes.
Save all changes	Commits all edited rows.	Review pending edits first.
All statuses	Filters In stock, On backorder and Out of stock.	Use to focus exception types.
Low stock only	Shows products at/below their threshold.	Primary replenishment filter.
Stock quantity	Editable managed quantity.	Set to verified available stock.
Status	WooCommerce stock status.	Keep aligned with quantity/business rules.
Backorder ETA	Operational expected-availability note/field.	Use when backordered items need an ETA.
Low stock	Low-stock threshold.	Set a reorder threshold that reflects lead time.
Weight / Size L/W/H	Product shipping dimensions.	Keep consistent with WooCommerce units.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Save	Saves a single product row.	Use for isolated corrections.

The screenshot shows the MiOps Stock Manager interface. The top navigation bar includes the MiOps logo, a search bar, and user profile icons. The left sidebar contains a workspace menu with options like Dashboard, Customers, Product Catalogue, Sales, Order Locator, Analytics, Company Growth, and Store Notice. The main content area is titled 'Stock Manager' and displays 'INVENTORY CONTROL' KPIs: Total products (8), In stock (8), Low stock (0), Out of stock (0), Stock value (\$284,609.83), Stock cost (\$0.00), and Potential profit (\$284,609.83). Below these are tabs for 'Stock' and 'Stock activity'. A search bar for products, SKUs, or IDs is present. The main table lists products with columns for Product, SKU, Type, Stock, Status, Backorder ETA, Low Stock, Weight, Size L/W/H, Stock Value, and Action. The table contains 8 rows of demo products, all with 'In stock' status and a 'Save' button.

Continuing down the Stock tab, with inventory KPIs and further catalogue rows.

Stock activity tab

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
All users / All changes	Filters stock history by staff/system actor and by event type.	Narrow to increases, decreases or status changes for accountability.
Stock increased / decreased	Shows positive or negative quantity changes.	Useful for restock confirmation and investigating unexpected decreases.
Status changed	Shows stock-status transitions.	Useful when quantity and status become inconsistent.
When / Change / Before → After / Changed by / Source	Audit columns for each event.	Use these fields to reconstruct who/what changed inventory.

Inventory KPIs

The module reports Total products, In stock, Low stock, Out of stock, Stock value, Stock cost and Potential profit. Stock cost depends on recorded COGS/cost data; potential profit is a planning figure, not realized margin.

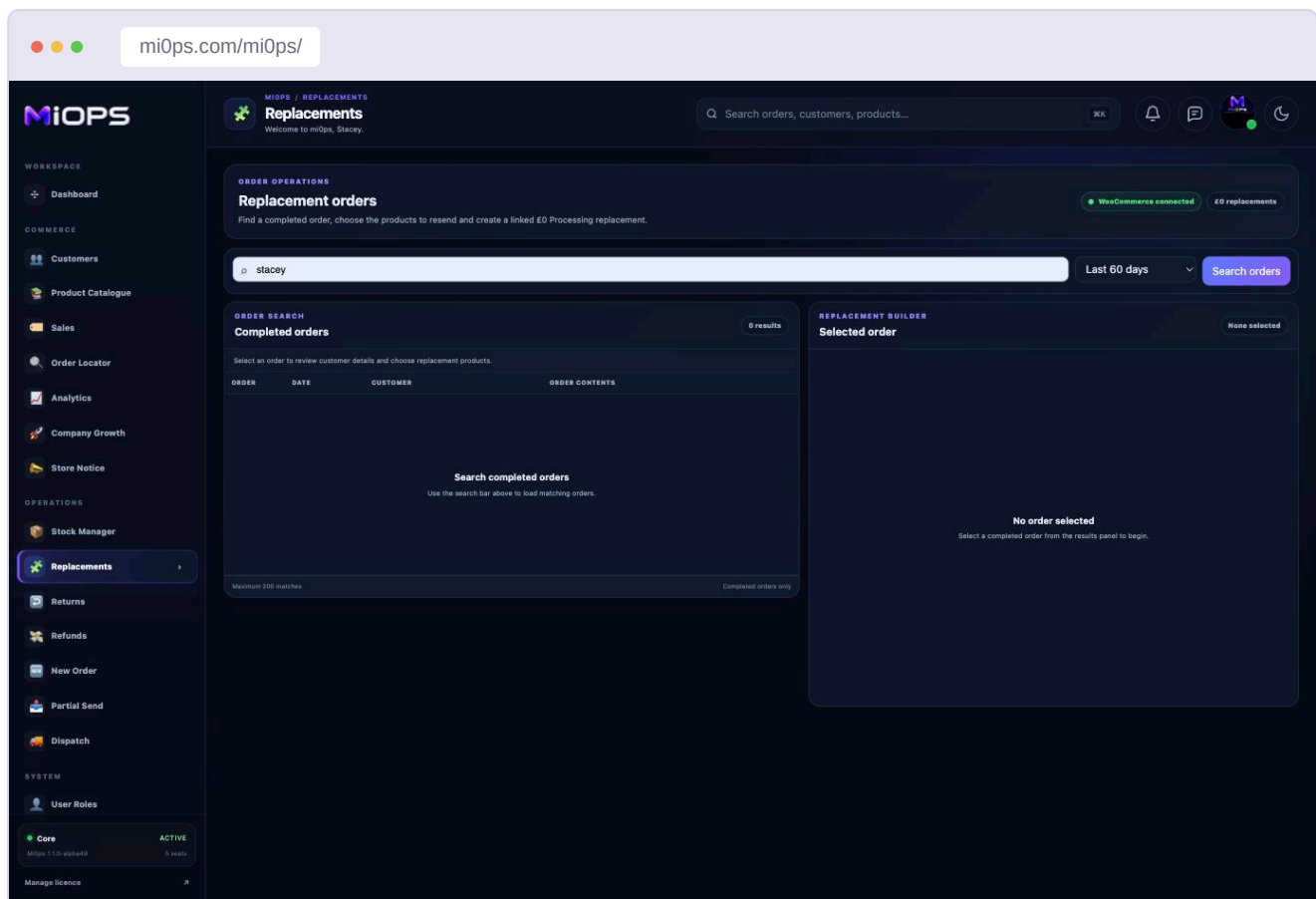
NOW WAREHOUSE-AWARE

When Multi-Warehouse is active (Section 43), Stock Manager adds a **Warehouse selector** and a **Warehouse network totals** panel above the existing per-product Stock tab — a combined view across every configured warehouse, sitting alongside the “Selected warehouse inventory” figures for whichever warehouse is currently chosen. The Stock and Stock activity tabs on this page still edit and audit WooCommerce's own product records; use the Warehouses module (Section 44) for a given warehouse's own stock pool, purchase orders, transfers and counts.

CUSTOMER SERVICE & FULFILMENT

18 Replacements

Replacements creates a linked no-charge replacement order from a Completed WooCommerce order. It is designed for customer-service replacements rather than refunds.



Replacements: locate the original Completed order, then select lines to replace.

Recommended workflow

1. Search for the customer's Completed order using the configured search period.
2. Open the original order and confirm the customer, products and delivery address.
3. Tick at least one replaceable product and set the replacement quantity.
4. If required, edit the replacement delivery address and save the address changes before creating the replacement.
5. Create the replacement. MiOps creates a linked replacement order at no charge and records audit metadata/private notes.
6. Open the created replacement order and verify status, address and line items before fulfilment.

Controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search period	Limits how far back completed-order search runs.	Use the shortest range likely to contain the original order.
Product selection / quantity	Selects which original lines are replaced and how many.	Do not exceed the justified replacement quantity.
Delivery address editor	Lets staff alter the replacement destination.	Save or cancel address edits before creating the replacement.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Clear selection	Unticks selected replacement lines.	Use to restart selection cleanly.
Create replacement	Creates the linked no-charge order.	Only available after a valid Completed original order and selected items.
Restore original address	Reverts replacement destination edits where supported.	Use if an address change was started in error.

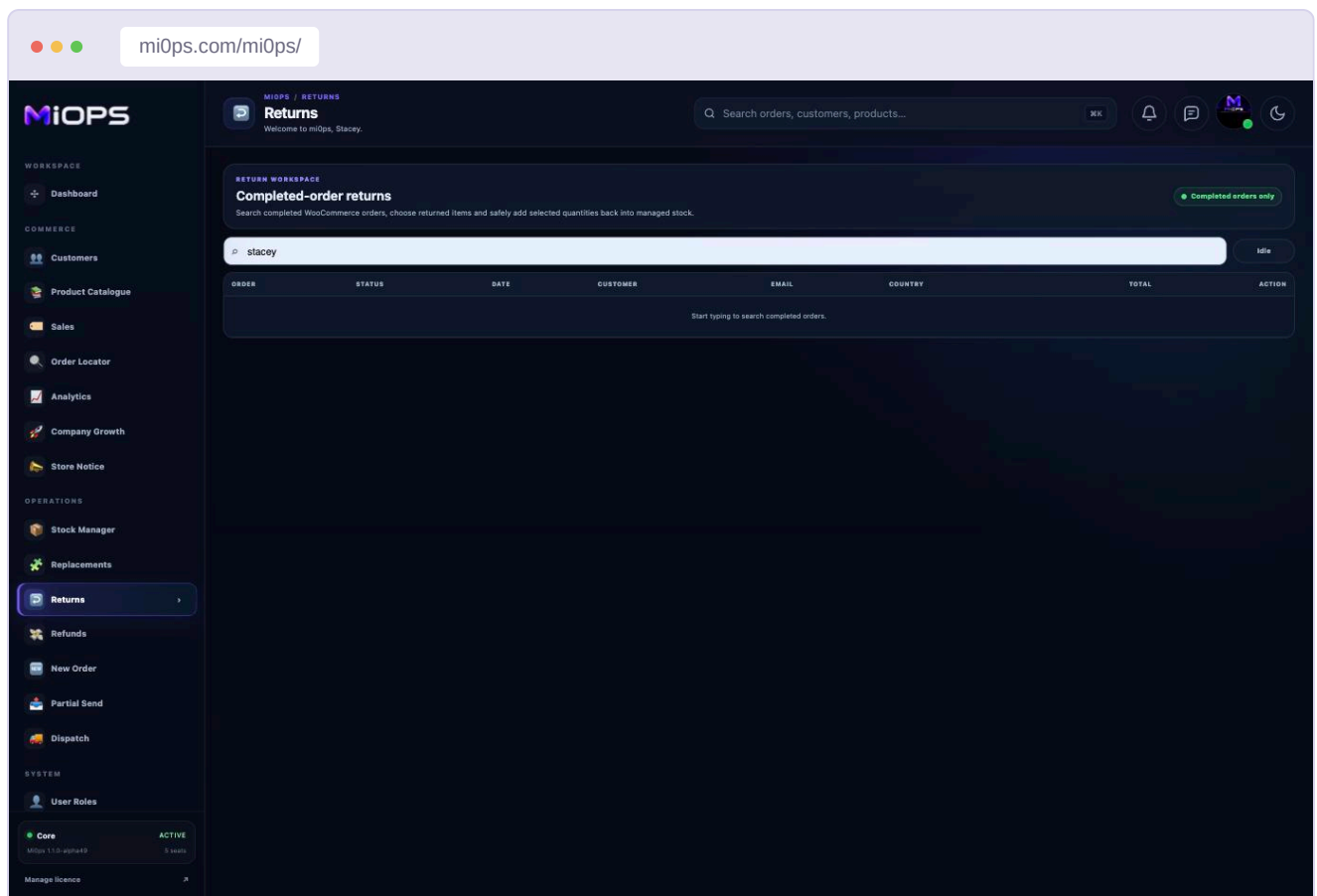
ORIGINAL ORDER REQUIREMENT

The source order must be Completed. Replacement creation is blocked if no valid items are selected or if required delivery fields are incomplete.

CUSTOMER SERVICE & FULFILMENT

19 Returns

Returns handles physical return-to-stock actions against Completed orders. It is not the monetary refund screen.



Returns: select received quantities before restocking them.

Controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search	Searches Completed WooCommerce orders.	Use order/customer identifiers.
Select all	Selects all returnable line items.	Review quantities before restocking.
Item quantity	Quantity being returned to stock for that line.	Must be above zero and should reflect physically received goods.
Return selected to stock	Increases managed WooCommerce stock for selected quantities.	Use only after the items have genuinely been accepted back into inventory.
Open in Refunds	Routes the order to monetary refund handling.	Use when a payment refund is also required.
Close / Clear selection	Closes the selected-order panel, or unselects items.	No stock change occurs on Close.

STOCK EFFECT

Returning items to stock changes WooCommerce inventory. Do not use this merely to record a customer request; use it when the quantity is legitimately available to be reintroduced into stock.

CUSTOMER SERVICE & FULFILMENT

20 Refunds

Refunds manages WooCommerce refunds and provides a refund-history view. Access depends on the user/account permissions exposed by the build.

The screenshot shows the MiOps Refunds interface. The left sidebar contains a navigation menu with sections: WORKSPACE (Dashboard), COMMERCE (Customers, Product Catalogue, Sales, Order Locator, Analytics, Company Growth, Store Notice), OPERATIONS (Stock Manager, Replacements, Returns, Refunds), and SYSTEM (New Order, Partial Send, Dispatch, User Roles). The main content area is titled 'Refunds' and includes a search bar and a 'Refund history' tab. Below the tabs is a table of refund history with columns: ORDER, STATUS, CREATED, CUSTOMER, EMAIL, TOTAL, REFUNDED, REMAINING, REFUND INFO, and ACTION. The table shows 25 orders, with the first 10 visible. The 'Refunds' section is highlighted in the sidebar.

ORDER	STATUS	CREATED	CUSTOMER	EMAIL	TOTAL	REFUNDED	REMAINING	REFUND INFO	ACTION
#189	Processing	2026-09-02 01:56	Jack Brown	jackbrown28@mi0ps-demo.local	\$0.00	\$0.00	\$0.00	—	Open
#130	Completed	2026-08-23 13:56	Jack Brown	jackbrown28@mi0ps-demo.local	\$149.97	\$0.00	\$149.97	—	Open
#129	Completed	2026-08-21 08:14	Oliver Roberts	oliverroberts27@mi0ps-demo.local	\$239.98	\$0.00	\$239.98	—	Open
#128	Completed	2026-08-21 07:50	Oliver Brown	oliverbrown26@mi0ps-demo.local	\$304.94	\$0.00	\$304.94	—	Open
#126	Processing	2026-08-20 18:11	Harry Thompson	harrythompson24@mi0ps-demo.local	\$174.96	\$0.00	\$174.96	—	Open
#127	Completed	2026-08-20 10:55	Olivia Green	oliviagreen25@mi0ps-demo.local	\$859.90	\$0.00	\$859.90	—	Open
#125	Completed	2026-08-18 17:54	Oliver Davies	oliverdavies23@mi0ps-demo.local	\$594.93	\$0.00	\$594.93	—	Open
#123	Completed	2026-08-17 22:50	Amelia Wright	ameliawright21@mi0ps-demo.local	\$299.97	\$0.00	\$299.97	—	Open
#124	Completed	2026-08-16 19:45	Lucy Thompson	lucythompson22@mi0ps-demo.local	\$514.92	\$0.00	\$514.92	—	Open
#121	Completed	2026-08-14 19:07	Olivia Thompson	oliviathompson19@mi0ps-demo.local	\$399.93	\$0.00	\$399.93	—	Open
#122	Completed	2026-08-14 16:12	James Hughes	jameshughes20@mi0ps-demo.local	\$134.97	\$0.00	\$134.97	—	Open
#119	Completed	2026-08-13 13:28	Emily Edwards	emilyedwards17@mi0ps-demo.local	\$999.90	\$0.00	\$999.90	—	Open
#120	Completed	2026-08-13 08:09	Charlotte Williams	charlottewilliams18@mi0ps-demo.local	\$339.97	\$0.00	\$339.97	—	Open
#118	Completed	2026-08-10 16:04	James Smith	jamessmith16@mi0ps-demo.local	\$334.96	\$0.00	\$334.96	—	Open
#117	Processing	2026-08-10 16:00	Thomas Walker	thomaswalker15@mi0ps-demo.local	\$289.95	\$0.00	\$289.95	—	Open
#115	Completed	2026-08-08 21:06	Jack Edwards	jackedwards13@mi0ps-demo.local	\$359.96	\$0.00	\$359.96	—	Open

Refunds: order selection, reason field and refund amount controls.

Tabs and core controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Orders	Shows Processing and Completed orders available for refund work.	Open an order to calculate remaining refundable amounts.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Refund history	Shows created refunds newest first.	Use for audit and duplicate-refund prevention.
Reload	Refreshes refund/order state.	Use after external WooCommerce refund changes.
Reason	Required refund reason.	Saved into refund records/private audit context; use factual wording.
Deduct £10 cancellation fee	Applies a one-time £10 deduction server-side to the gross amount where applicable.	Use only when the merchant's policy and transaction justify the fee.
Full remaining refund	Refunds all remaining refundable value subject to fee logic.	Verify the remaining amount first.
Refund amount	Manual gross refund amount.	The fee, when enabled, is deducted on the server.
Shipping refund / Item refund	Refunds remaining shipping, or a selected item/quantity/amount.	Cannot exceed what remains refundable for that line.
Close	Closes the refund-order panel.	No refund occurs.

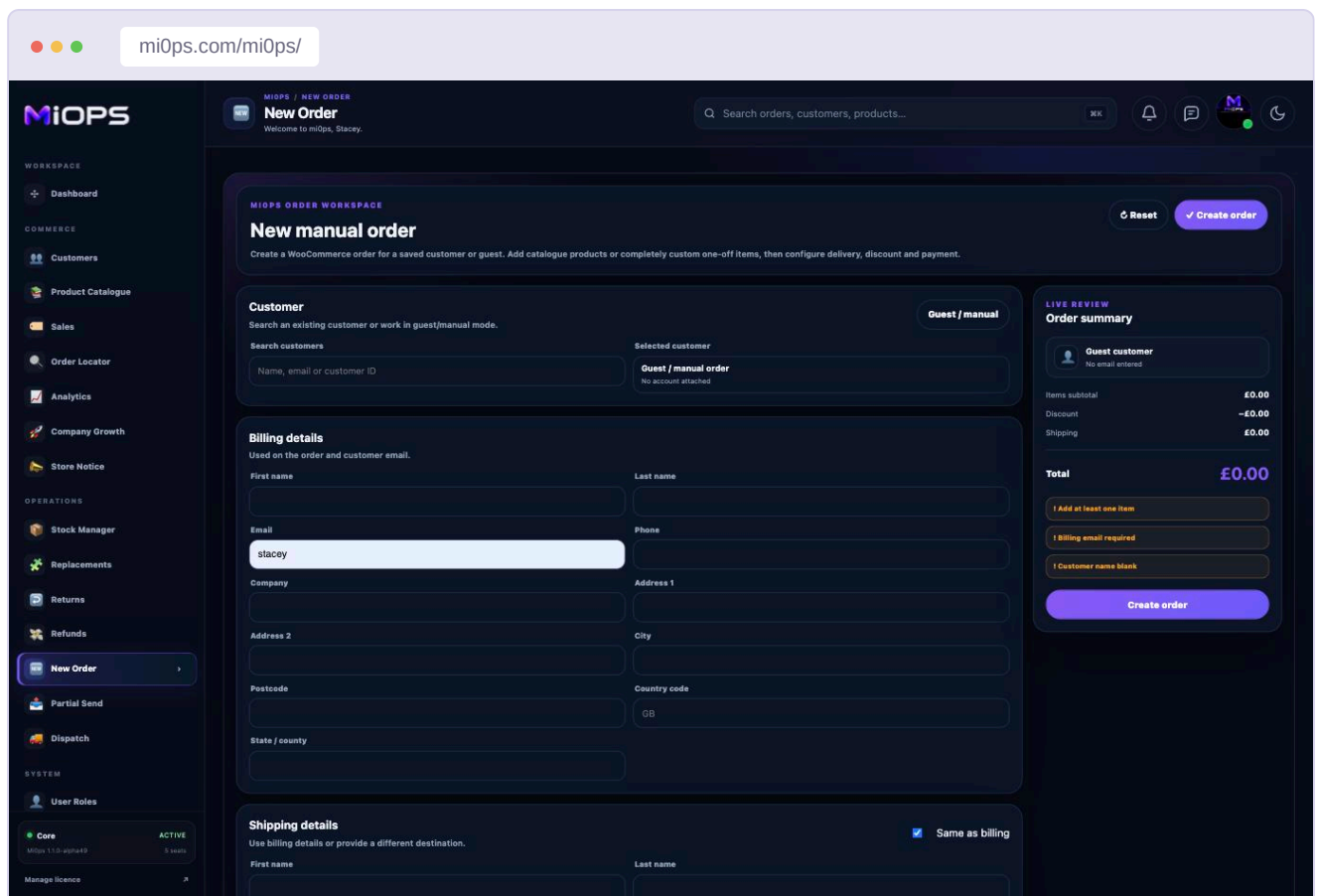
REFUNDS ARE FINANCIAL ACTIONS

Review the order number, customer, total already refunded, remaining refundable value, reason and selected lines before submitting. A refund can affect the payment record and customer expectations.

CUSTOMER SERVICE & FULFILMENT

21 New Order

New Order creates manual WooCommerce orders inside MiOps using existing customers, guest/manual details, WooCommerce catalogue items or custom one-off items.



New Order: customer selection, order items and delivery/payment settings in one workspace.

Customer and addresses

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Guest / manual	Detaches a saved account and uses entered details.	Use for phone/manual orders without a WordPress customer account.
Search customers	Searches saved users and guest records from prior orders.	Type a name, email or customer ID.
Billing fields	First name, Last name, Email, Phone, Company, Address 1/2, City, Postcode, Country code, State/county.	Billing email is required by this workflow.
Same as billing	Copies billing details into shipping.	Leave enabled unless the delivery address differs.
Shipping fields	Destination address when different from billing.	Use the actual shipping destination.

Order items

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Search Woo products	Finds WooCommerce products by product name or SKU.	Use catalogue items where possible so product linkage is preserved.
+ Custom item	Adds a one-off line not present in WooCommerce catalogue.	Use for exceptional/manual charges or products.
Item name / SKU / reference	Custom item description and optional reference.	Item name is required; SKU is useful for internal traceability.
Unit price (£) / Quantity	Custom unit price and quantity.	Enter the intended order-line price; quantity must be positive.
Item note	Optional internal/line context.	Use concise operational notes.
Clear all	Removes all current order items.	Use to restart the cart.

Delivery, payment and order settings

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Shipping method / cost	Selects a WooCommerce shipping method or Custom shipping, and its manual amount.	Choose the service actually agreed with the customer; use the quoted charge.
Shipping label override	Custom text for the shipping line.	Use when the default method title is unsuitable.
Payment link	Optional URL provided to the customer.	Leave blank when no link is required.
Payment received	Marks the manual context as paid/received where supported.	Enable only when payment has actually been received.
Send processing email	Sends the customer a processing/order email after creation.	Keep on when the customer should receive confirmation.
Status	Processing / On hold / Pending payment / Completed.	Choose the true operational/payment state.
Discount %	Percentage discount applied to item subtotal.	Enable Apply percentage discount before expecting it to affect totals.
Private order note	Internal WooCommerce note.	Use for staff context, not customer-facing communication.
Reset	Clears the workspace.	Use after confirming the created order is safely recorded.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Create order	Creates the WooCommerce order.	Requires at least one item and a billing email.

CUSTOMER SERVICE & FULFILMENT

22 Partial Send

Partial Send splits selected quantities from a Processing parent order into a linked child order for partial dispatch while protecting against reducing stock twice.

The screenshot displays the MiOps Partial Send interface. The main content area shows a list of 21 processing orders. The table has the following data:

ORDER	CUSTOMER	TOTAL	DATE
#189	Jack Brown	\$0.00	2026-09-02 01:56
#126	Harry Thompson	\$174.96	2026-08-20 19:11
#117	Thomas Walker	\$289.95	2026-08-10 16:00
#116	Oliver Green	\$539.94	2026-08-08 13:17
#105	Thomas Wright	\$799.92	2026-07-29 08:33
#101	Thomas Thompson	\$679.93	2026-07-25 22:44
#99	Jack Wilson	\$299.98	2026-07-25 18:03
#97	Olivia Brown	\$199.98	2026-07-25 08:27
#102	Lucy Brown	\$239.98	2026-06-17 16:57
#100	Charlotte Green	\$24.99	2026-06-16 22:47

The interface also includes a sidebar with navigation options and a top navigation bar with a search bar and user profile.

Partial Send: choose the quantities shipping now from an eligible Processing order.

Controls and workflow

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Processing orders	List of eligible source orders.	Only Processing orders can be partially sent.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Refresh	Reloads the processing-order list.	Use after status changes.
Send now quantity	Quantity from each shippable line to split into the child order.	Select only what is actually being dispatched now.
Clear selection	Clears the selected source/quantities.	Use to restart the split.
Create partial order	Creates the linked child order.	Confirm the warning: stock will not be reduced again.
Help & log	Explains stock safety/audit linking.	Use when training staff or checking expected behaviour.

1. Open the Processing parent order.
2. Select the quantities that are being shipped now.
3. Review each line's available quantity.
4. Click Create partial order and confirm the stock-safety prompt.
5. MiOps creates a linked child order and adds metadata/private notes to both sides for auditability.
6. Verify the new partial order before dispatching it.

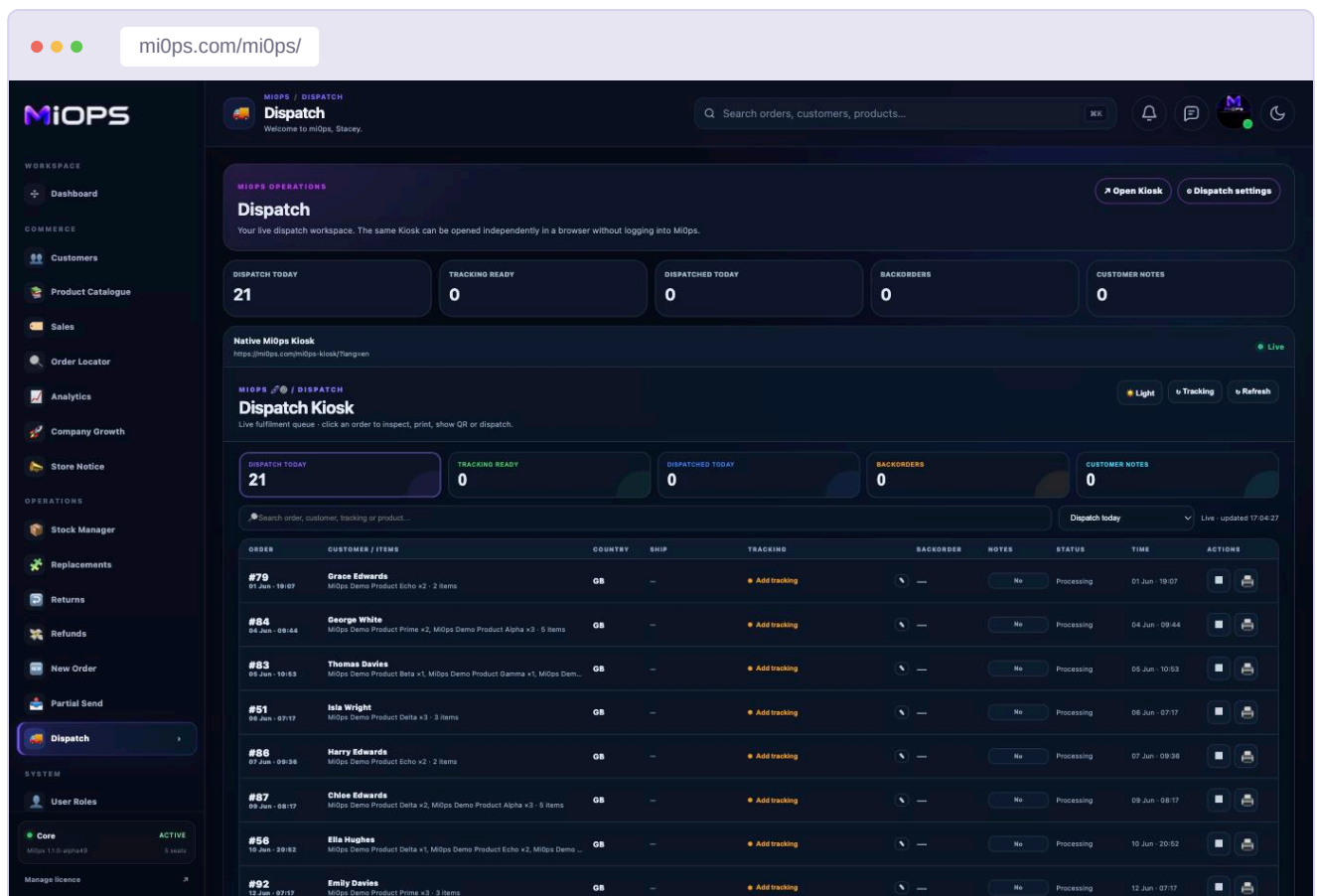
DO NOT SPLIT TWICE

The workflow is designed to prevent stock being reduced a second time when creating the child order. Always use the Partial Send module rather than manually duplicating line items into a new WooCommerce order.

CUSTOMER SERVICE & FULFILMENT

23 Dispatch, Kiosk, tracking and printing

Dispatch is the fulfilment subsystem. It includes the native/standalone Kiosk, carrier/tracking capture, QR Scan-to-Dispatch, printer sheets, completed-order tracking injection and optional external board routing.



Dispatch: the fulfilment queue with filters for physical, virtual and mixed orders.

Dispatch board settings

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable MiOps Dispatch	Master Dispatch subsystem switch.	Enable only after fulfilment rules are reviewed.
Board source	Native MiOps Kiosk or External dispatch board URL.	Use Native for the built-in queue.
Kiosk route / Scan route	Standalone Kiosk URL path, and the public/secured Scan-to-Dispatch URL path.	Share the Kiosk route only with staff who need warehouse access; the Scan route is used by QR codes on order sheets.
Require PIN outside logged-in MiOps	Protects standalone Kiosk.	Recommended.
Set a new Kiosk PIN	Replaces existing PIN.	Must be 4–32 characters.
Refresh every	Kiosk polling interval in seconds.	Lower = fresher but more requests.
Products shown in Dispatch	Physical only / Virtual only / Physical + virtual.	Match your fulfilment operation.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Eligible order statuses	Defines which statuses appear in Dispatch.	Use statuses that truly represent fulfilment work.
Physical/Virtual orders require carrier + tracking	Blocks dispatch until tracking is present.	Recommended for shipped parcels; usually off for virtual-only fulfilment.
Successful physical dispatch status	Status applied after successful physical dispatch.	Usually a completed/shipped-equivalent status in your workflow.

Carrier note capture

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Capture carrier/tracking from order notes	Parses order notes using configured carrier rules.	Useful with Royal Mail/DHL or other integrations that write notes.
Backfill older orders on scheduled rescan	Scans older history in batches.	Use after enabling the feature on an established store.
Guard against carrier-note auto-completion	Prevents a carrier-note integration from completing before the MiOps fulfilment action.	Recommended when carrier plugins alter status.
Rescan interval / Lookback days / Batch size	Frequency of tracking rescans, historical window and orders per batch.	Avoid unnecessarily aggressive polling.
Carrier / Key / Note keywords / Tracking regex / URL template	Defines and matches a carrier rule and its tracking pattern and link.	Test carefully; an overly broad pattern can capture wrong values.

Printer + QR sheet

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Preview template / Send test page	Renders a live preview, or emails a sample to the entered printer address.	Preview before save/auto-print changes; test before enabling automatic print.
Enable email-to-print order sheets	Master printer-email switch.	Requires a working email-to-print mailbox.
Template / Layout	Default A4 / Custom HTML, and Legacy Modern / Compact / Warehouse density.	Custom HTML executes no PHP; choose visual density for the pack bench.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Information shown	Toggles order status, date/time, email, phone, SKU, line/customs values, Dispatch QR and printed scan URL.	Only print data needed for fulfilment/privacy.
Ship From address	WooCommerce store address, or a custom override.	Use the true dispatch origin shown on internal/customs paperwork.
Advanced print CSS	Additional print styling.	Advanced users only; test every change.

Standalone Dispatch Kiosk

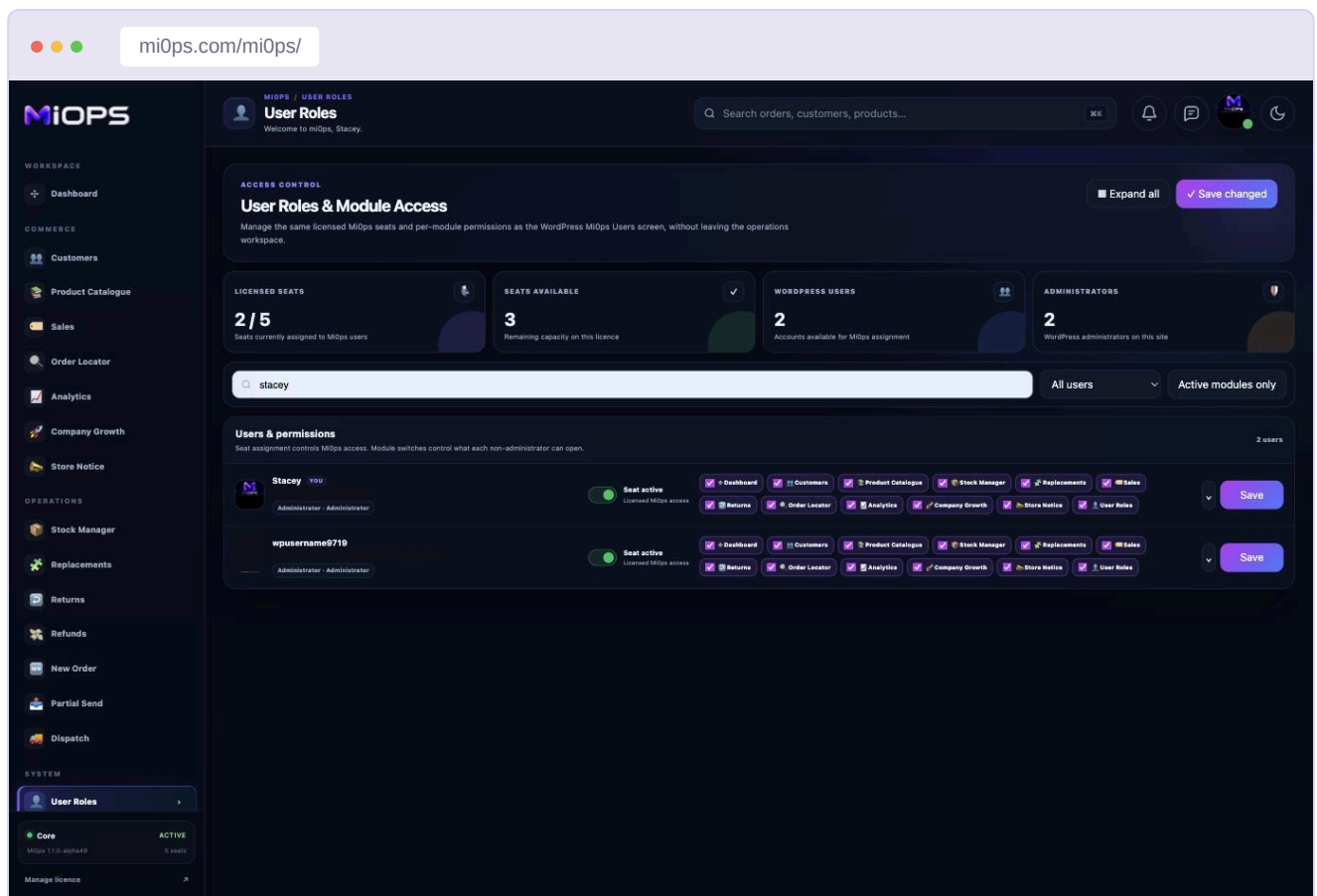
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Light / Dark	Kiosk theme.	Choose for the warehouse display environment.
Lock	Returns the standalone Kiosk to PIN protection.	Use when leaving a shared screen unattended.
All fulfilment / Physical / Virtual / Mixed	Filters by fulfilment type.	Choose the relevant bench/workflow.
Needs tracking / Has notes	Shows orders missing required tracking, or containing customer/order notes.	Use as exception queues before packing special-instruction orders.
Order QR / Open scan page	Displays or opens the QR for Scan-to-Dispatch.	Scan with the warehouse device, or use Open scan page to test the target.
Print / Dispatch	Sends the order sheet to printer, or completes the configured dispatch action.	Tracking requirements and duplicate-dispatch locks are enforced.

The Scan-to-Dispatch interface includes localized strings for several languages, including Spanish, French, German, Italian, Portuguese and Dutch, improving usability on multilingual warehouse devices.

ADMINISTRATION & INSIGHTS

24 User Roles

User Roles is the visual seat and module-permission manager. Access requires the MiOps user-management capability or WordPress administrator access.



User Roles: seat counts and per-user module permission toggles.

Controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Expand all	Shows all module-permission details for all users.	Useful during access audits.
Save changed	Saves only users with unsaved changes.	Efficient for bulk permission work.
Licensed seats / Seats available	Seats currently assigned, and remaining capacity.	If seats available is zero, remove an unused seat or change plan.
WordPress users / Administrators	Number of eligible accounts in the view, and count of WordPress administrators.	Review administrator count regularly for least privilege.
All users / Mi0ps seat assigned / No Mi0ps seat	Seat-state filters.	Use for access reviews.
Active modules only	Limits module list to active/available modules.	Useful when many licensed modules exist.
Licensed Mi0ps access	Seat switch per user.	Enable to grant frontend entitlement to that user.
All module permissions	Expands that user's module list.	Use to review granular access.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Select all / Clear all	Bulk-toggles module permissions for that user.	Select all only for roles that genuinely need all operations.
Block WordPress	Mirrors the Block WP admin checkbox from MiOps → Users, so it can be set without leaving the operations workspace.	Disabled on your own card, and cannot be set on the last unblocked Administrator — see Section 6.
Save	Saves one user.	Use for isolated changes.

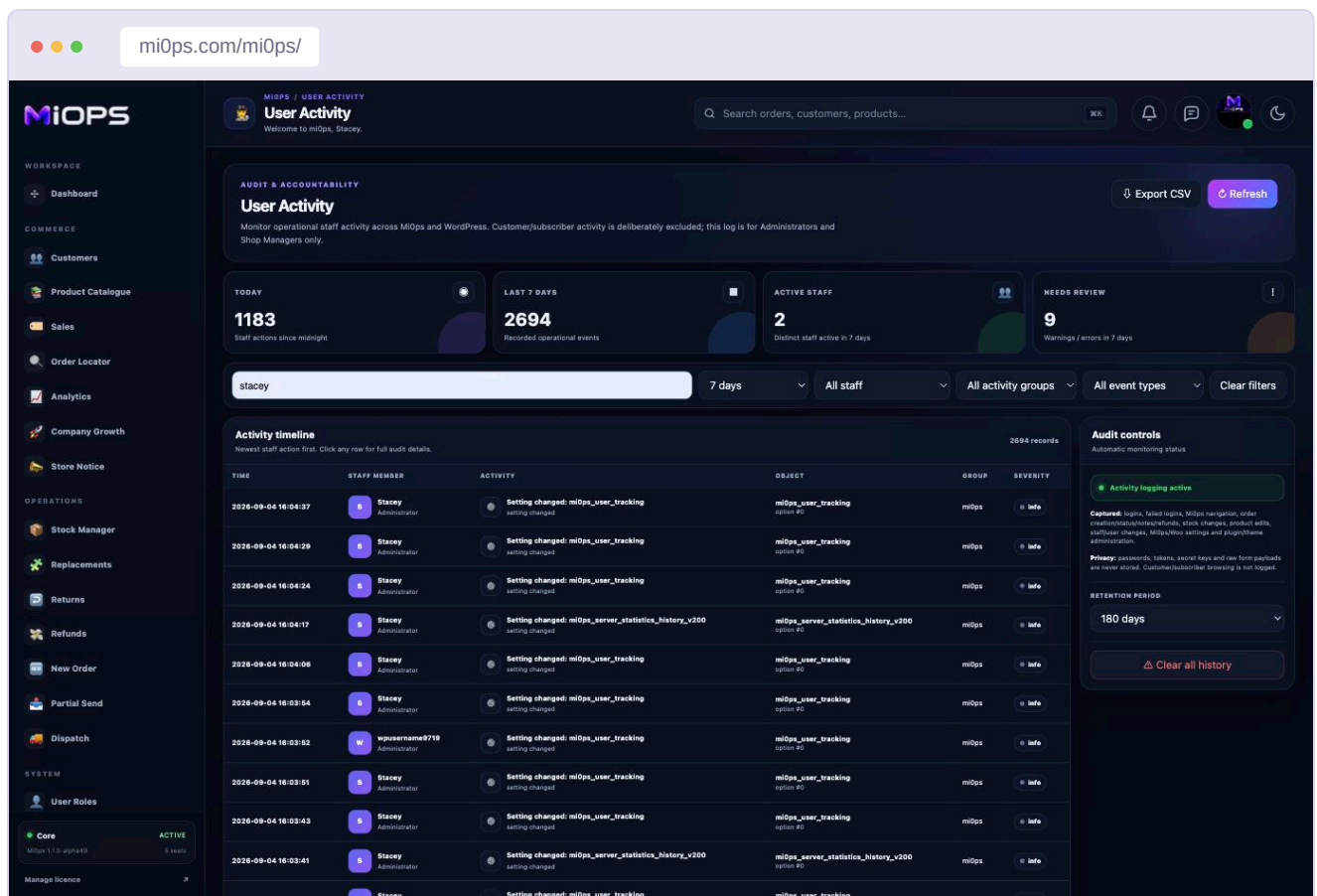
SAME SAFEGUARDS AS MIOPS → USERS

Blocking WordPress admin access here follows the identical rules described in Section 6: a user can never block their own account, and the site's last unblocked Administrator can never be blocked from either screen.

ADMINISTRATION & INSIGHTS

25 User Activity

User Activity is the staff audit trail. It is designed for Administrators and Shop Managers and deliberately excludes customer/subscriber browsing.



User Activity: today's metrics, filters and the operational timeline.

Dashboard metrics and filters

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Today / Last 7 days	Staff actions since midnight, and recorded operational events in the week.	Use for same-day and weekly supervision.
Active staff	Distinct staff active in 7 days.	Useful for accountability/coverage.
Needs review	Warnings/errors in 7 days.	Investigate first.
Search	Searches user, action, order, product or object.	Use for incident investigation.
Range	Today / 7 / 30 / 90 days / All history.	Use the narrowest useful range.
All staff / All activity groups / All event types	Filters by user, grouped event category, or individual event.	Use to isolate commerce/system/access activity precisely.
Clear filters	Resets the timeline view.	Returns to default.
Export CSV	Downloads the filtered activity history.	Use for review, support or retention needs.
Refresh	Reloads current events.	Use during live troubleshooting.

Audit controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Retention period	30 / 60 / 90 / 180 / 365 / 730 days.	Administrator-only; set according to business/legal policy.
Clear all history	Purges the MiOps User Activity table.	Irreversible and administrator-only; export first if records are needed.

Captured activity includes logins/failed logins, MiOps navigation, order creation/status/notes/refunds, stock changes, product edits, staff/user changes, MiOps/Woo settings and plugin/theme administration. Passwords, tokens, secret keys and raw form payloads are not stored by this audit feature.

ADMINISTRATION & INSIGHTS

26 Website Statistics

Website Statistics is the live website-intelligence command centre. It combines first-party traffic/session observations with WooCommerce performance, without requiring staff to leave MiOps.

ABOUT THIS SECTION'S SCREENSHOT

On the live installation used to capture this manual, the Website Statistics module route redirected back to the Dashboard rather than opening — most likely because the module is not enabled for this particular seat/licence tier, or has not yet accumulated first-party traffic data. The reference tables below are accurate to the plugin build; if the module does not open on your installation, check module permissions in User Roles and confirm traffic tracking is active.

Reporting controls and KPIs

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Reporting window	Number of days represented in historical charts.	Use a consistent window when comparing periods.
Online now	Visitors seen during the recent active-session window; separates guests/logged-in where available.	Use as a live operational indicator, not an exact analytics-platform replacement.
Customers	Registered customer accounts and online customers.	Shows account context.
Traffic	Uniques and Shop uniques.	Indicates overall vs commerce-focused browsing.

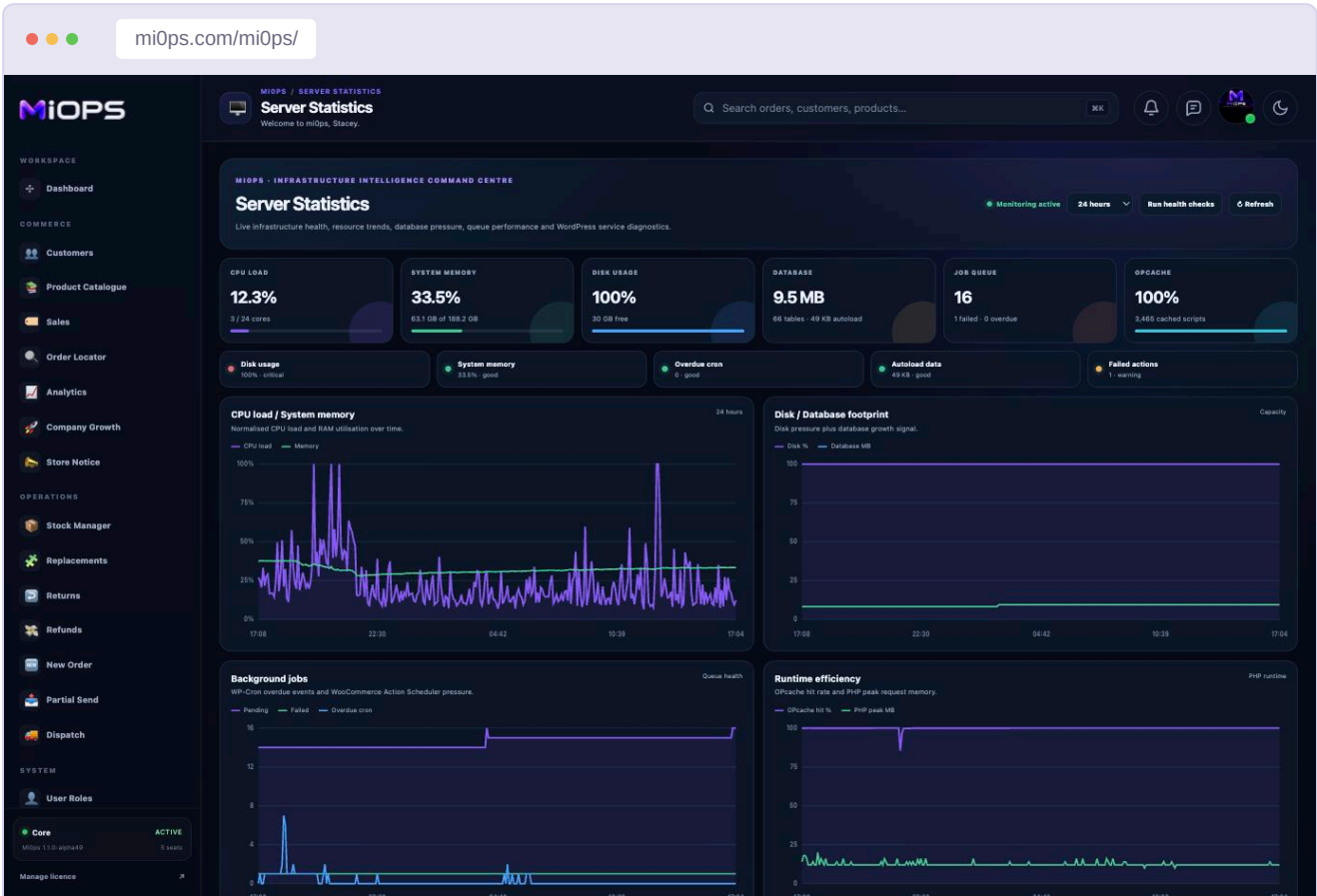
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Orders	Order count plus items sold and items/order.	Connects traffic with commerce output.
Revenue	Gross, refunds and net.	Financial access should be permissioned appropriately.
Efficiency	AOV and approximate conversion.	Approximate conversion is directional, because visitor tracking and order identity can differ.
Orders per day / Revenue & Refunds per day / Items sold per day	Order, revenue/refund and unit trends.	Use for demand rhythm, spike detection and warehouse/stock load.
Traffic mix / Commerce funnel	Shop vs other pageviews and unique visitors, and Traffic → Shop uniques → Orders.	Shows how much browsing reaches commerce pages; a directional customer-journey view.
Top pages today / Top referrers today	Most viewed recorded paths, and domains sending current traffic.	Use to spot landing/content demand and investigate campaigns/referrals.
Top products by revenue / Top billing countries	Products generating the most revenue, and order geography.	Use for merchandising, inventory prioritization and logistics planning.
Products viewed today	Most viewed product pages.	Compare interest with revenue to identify conversion opportunities.
Online right now table	User/type, country, IP, current page and last seen.	Operationally sensitive; restrict to trusted staff.

TRAFFIC INTERPRETATION

Website Statistics is an operational first-party view. Ad blockers, caching, bot filtering, logged-in exclusions and different definitions can make its counts differ from GA4 or other analytics systems. Compare trends rather than expecting exact platform parity.

27 Server Statistics

Server Statistics is a technical infrastructure health dashboard for administrators. It samples trends automatically and retains approximately eight days of trend history in this build.



Server Statistics: live CPU, memory, disk, database, job-queue and OPcache readings.

Top controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Last hour / 6 hours / 24 hours / 7 days	Changes the trend chart horizon.	Use shorter windows for incident diagnosis and longer windows for recurring pressure.
Run health checks	Actively tests WordPress REST API, database query and temporary file write.	Use during troubleshooting; it performs live checks.
Refresh	Reloads current server statistics.	Use after configuration or resource changes.

Trend charts

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
CPU load / System memory	Normalized CPU pressure and RAM utilization over time.	Sustained pressure can indicate insufficient resources or workload spikes.
Disk / Database footprint	Disk percentage and database-size trend.	Watch for storage exhaustion and rapid DB growth.
Background jobs	Action Scheduler pending/failed and overdue WP-Cron.	Backlogs can delay WooCommerce and plugin tasks.
Runtime efficiency	OPcache hit rate and PHP peak request memory.	Low hit rate/disabled cache or high peak memory can indicate runtime inefficiency.

Overview and technical tabs

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Overview	Health score and headline bottlenecks.	Start here.
Database	Engine, charset, collation, table/index/autoload and largest-table details.	Use to identify database concentration/bloat.
WordPress	Language, timezone, HTTPS, multisite, memory limits, files, plugins/theme and updates.	Use for environment verification.
WooCommerce	Installed state, HPOS, orders/products/sessions and Action Scheduler availability.	Use to verify WooCommerce runtime health.
PHP	SAPI, architecture, request/peak memory, execution/upload limits, error logging and extensions.	Use when PHP limits cause failures.
Cron & queues	WP-Cron events, overdue jobs and Action Scheduler queue.	Investigate delayed background work.
Cache	External object cache and PHP OPcache information.	Use to identify caching opportunities.
Live checks	REST/database/filesystem check results and timings.	Use to distinguish application vs infrastructure failures.

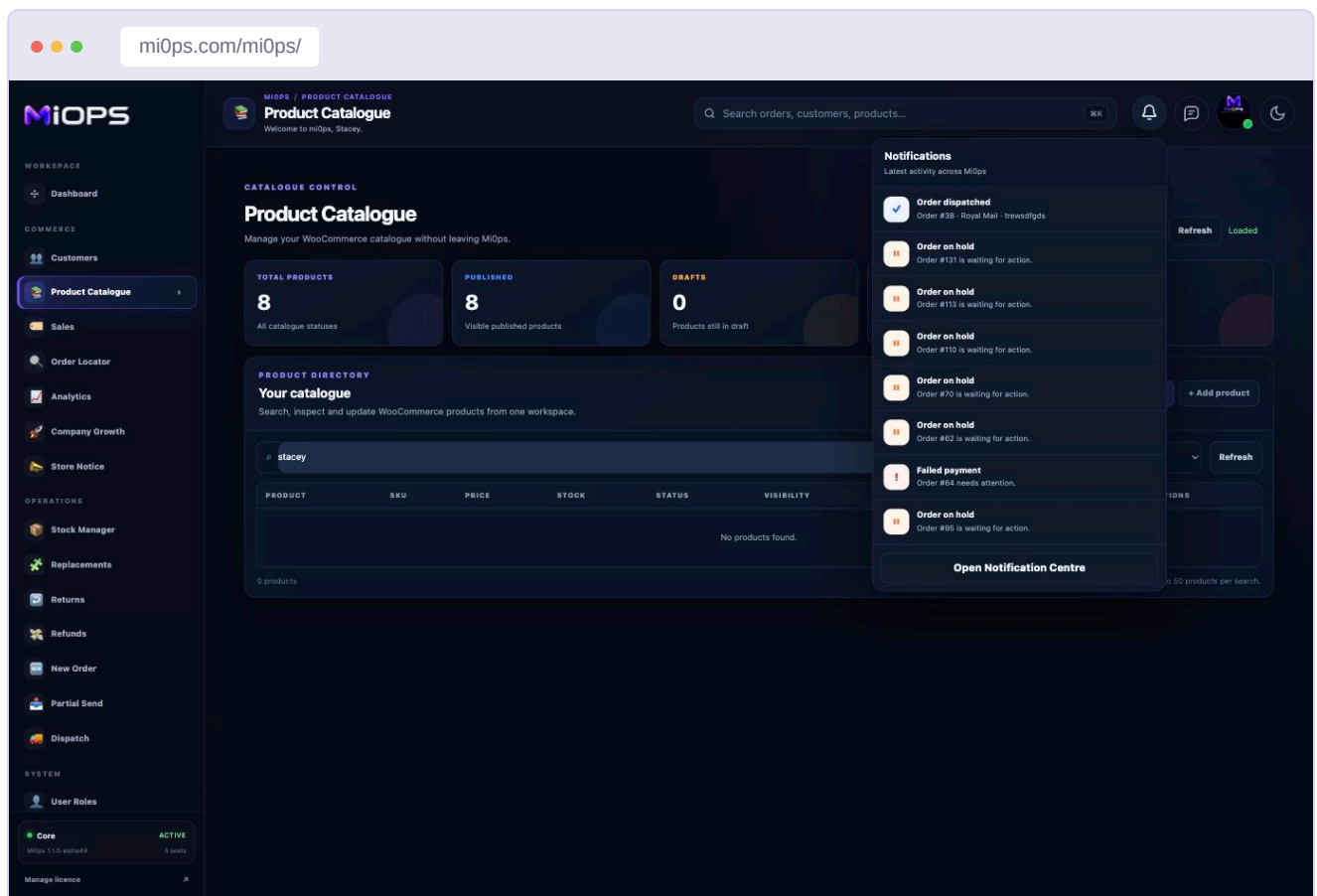
Key signals explained

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Autoload options	WordPress options loaded on many requests.	Large autoload footprint can slow requests; investigate before deleting anything.
Transients	Temporary WordPress cache records.	High counts alone are not automatically a problem.
Plugin / Theme updates	Available software updates.	Test updates on staging before production when operational risk is high.
Uploads writable / Temp writable	Filesystem write capability.	Failures can break uploads, caches or temporary operations.
HPOS	WooCommerce High-Performance Order Storage state.	Useful when diagnosing order-query compatibility.
Action Scheduler	WooCommerce job queue state.	Pending/failed backlog needs investigation.
Object cache / OPcache	External persistent object cache detection, and PHP bytecode cache state, memory and hit rate.	Can improve runtime efficiency when correctly configured / enabled at server level.
Health score	Combined pressure/queue/cache/configuration assessment.	Treat as a diagnostic guide, not a substitute for host-level monitoring.

ADMINISTRATION & INSIGHTS

28 Notification Centre

Notification Centre provides operational alerts and per-user category preferences. Installed modules can contribute additional categories and notification items — Multi-Warehouse alone adds eleven of the twenty categories now available. The MiOps → Notification Centre admin page is organised into two clearly separated jobs: Workspace alerts, which decide what each licensed team member sees inside MiOps, and Email Delivery, which connects a transactional email provider so Order Locator can show real send/delivery status for customer emails.



The Notification Centre, opened from the header bell.

Frontend controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Refresh	Reloads notification feed.	Use after an operational change.
Mark all read	Marks the visible/user feed as read.	Use to clear acknowledged alerts.
All categories	Filters notification category — all 19 categories below, plus “All categories” itself.	Narrow to orders, stock, warehouse or system alerts.
All notifications / Unread only / Read only	Read-state filter.	Use Unread only as an action queue.
Total / Unread / Showing	Feed counters.	Use to understand alert volume.

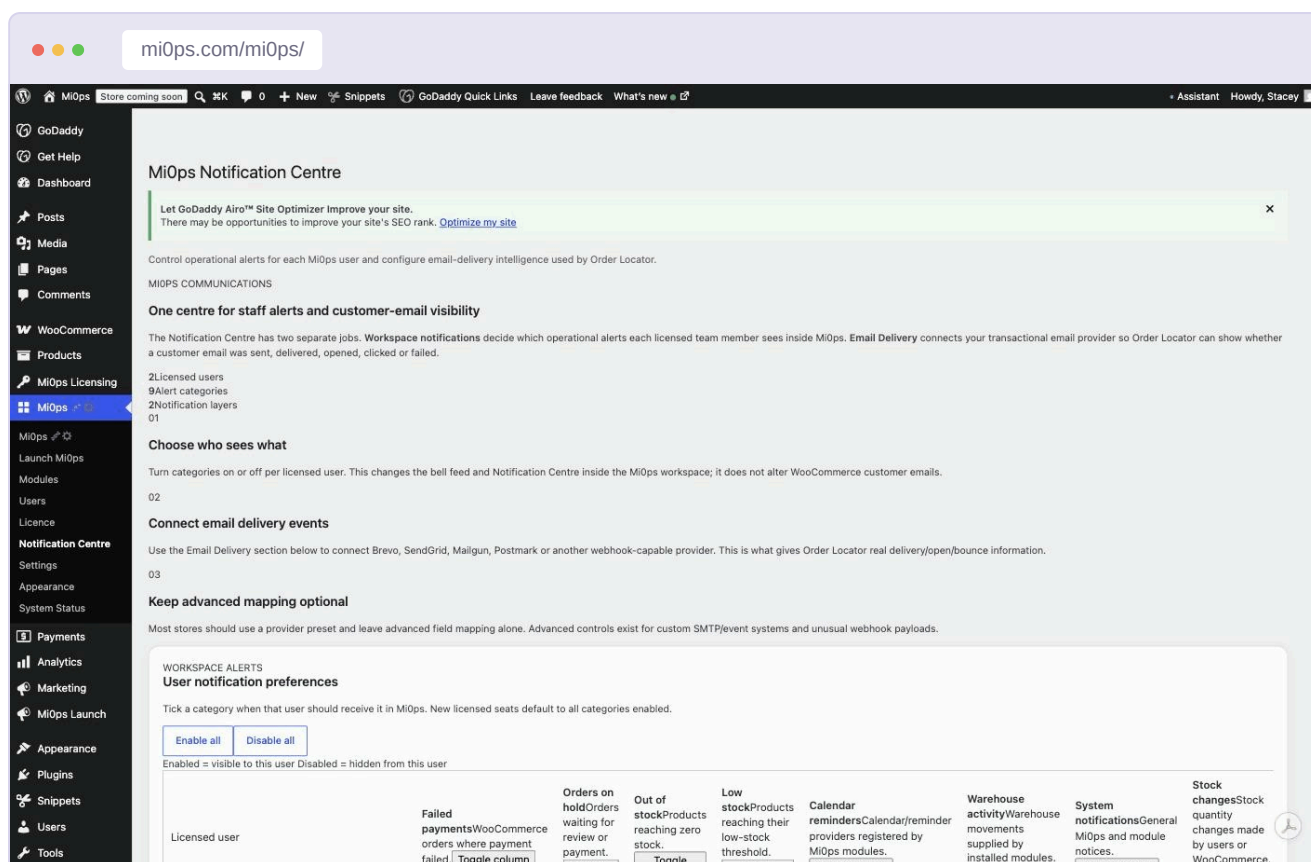
Core alert categories

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Failed payments	WooCommerce orders where payment failed.	Customer-service/payment follow-up.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Warehouse stock changes	Stock quantity changes made inside a specific warehouse's own pool.	The per-warehouse counterpart to the general Stock changes category above.
Warehouse low stock	A warehouse's own stock falls to/below its threshold.	Fires per warehouse, separately from the storewide Low stock category.
Warehouse dispatch	Dispatch-queue events on a specific warehouse's Dispatch Board.	Use to follow one warehouse's fulfilment activity specifically.
Warehouse transfers	Inter-warehouse transfer events — created, dispatched, received.	Follow stock as it moves between warehouses.
Warehouse inbound	Purchase-order events — created, in transit, partially or fully received.	Follow incoming supplier stock into a warehouse.
Stock counts	Stock count lifecycle events — created, awaiting approval, applied.	Know when a count needs review before it can post a discrepancy.
Stock discrepancies	A new discrepancy was generated from an applied stock count.	Investigate promptly — a discrepancy means system and physical stock disagree.
Warehouse returns	Return-stock movements recorded against a warehouse.	Cross-check against the Returns module's own record for the same order (Section 19).
Warehouse quarantine	Items placed into, or released from, warehouse quarantine.	Use where a returned or disputed item needs holding before it goes back to sellable stock.
Warehouse printer	Printer/print-sheet events for a warehouse's configured pick/pack printer route.	Catch a failed or misrouted print before the warehouse floor notices it's short a sheet.

MiOps → Notification Centre: Workspace alerts

The admin page opens with a short overview — licensed user count, alert-category count (19) and the two notification layers — followed by a three-step explainer (choose who sees what, connect email delivery events, keep advanced mapping optional) before the Workspace alerts table itself.



MiOps → Notification Centre: the overview panel and the start of the Workspace alerts preferences table.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable all / Disable all	Bulk-sets every category for every licensed user.	Use for a clean starting point before customizing individual users.
Toggle column	Bulk-sets one alert category for every user.	Use when a whole category should be on/off organisation-wide.
Toggle all for user	Bulk-sets every category for one user.	Use for a quick per-user reset.
Per-category checkbox	Ticks whether that licensed user sees that alert category.	Enabled = visible to this user in the bell feed and Notification Centre; disabled = hidden from them.

CHANGES ARE NOT AUTOMATIC

Save after changing any switches on the Workspace alerts table — toggling a checkbox does not take effect for that user until the row (or the page) is saved.

WORKSPACE ALERTS DO NOT AFFECT CUSTOMER EMAILS

Turning a category on or off here changes what an internal MiOps user sees in the bell feed and Notification Centre. It has no effect on WooCommerce customer emails — that is controlled entirely by Email Delivery, below.

MiOps → Notification Centre: Email Delivery

Email Delivery connects the store's transactional email provider so Order Locator's Mail status column can show whether a customer email was sent, delivered, opened, clicked or failed. This is the same provider/webhook configuration that lives inside Order Locator's settings (Section 13) — it appears here because it is one of the sections registered into the shared Notification Centre extension point.

miops.com/miOps/

Store coming soon

GoDaddy Quick Links

Assistant: Howdy, Stacey

1. Select your provider

2. Copy the webhook URL

3. Enable delivery events

4. Save and verify with a real order

01. Provider & webhook

02. Listener security

03. WooCommerce email tracking

Email Delivery: the 4-step setup guide, the Sent/Delivered/Opened/Clicked/Failed state legend, and the Provider & webhook configuration.

The 4-step setup guide and state legend

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
1. Select your provider	Choose a preset where possible — it supplies the expected event structure for a supported provider.	Use Generic / custom JSON only when no named preset is listed.
2. Copy the webhook URL	Add the generated URL to the provider's event-webhook / activity-webhook configuration.	This URL is unique to this MiOps installation and endpoint token.
3. Enable delivery events	Send at least delivered and failed/bounce events from the provider.	Opened and clicked events are optional but improve visibility.
4. Save and verify with a real order	After saving, allow a normal WooCommerce customer email to send and confirm its Mail status changes in Order Locator.	Use a real or test order rather than trying to fabricate a webhook call.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Sent	WooCommerce/MiOps recorded the outbound email.	Baseline state before any provider event arrives.
Delivered	The provider reports successful delivery.	The minimum useful signal most stores need.
Opened	An open event was reported, where tracking is available.	Depends on the provider and the recipient's mail client allowing tracking pixels.
Clicked	A tracked link was clicked.	Requires the provider to track links in the email.
Failed	The provider reported a bounce, rejection or delivery error.	Investigate the recipient address or provider account status.

Provider & webhook, listener security and WooCommerce email tracking

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Provider preset	Selects the transactional email provider.	Recommended: use the named preset when your provider is listed; choose Generic only for another provider or a custom webhook payload.
Your MiOps webhook URL / Copy URL	The destination the email provider calls when delivery activity happens.	Unique to this installation and endpoint token — copy it into the provider's webhook configuration.
Endpoint token	Forms part of the unique webhook URL.	If you change it, the old webhook URL stops working and must be replaced at the provider.
Shared secret (optional)	An extra verification value MiOps expects on incoming webhook requests.	Only configure this if your provider can send the same secret in its payload.
Secret header (advanced)	The HTTP header MiOps reads the shared secret from — <code>X-MiOps-Webhook-Secret</code> by default.	Leave at the default unless your provider uses a different custom header name.
Primary email ID	The WooCommerce email whose status is prioritised in Order Locator's Mail column.	The normal default is <code>customer_processing_order</code> .

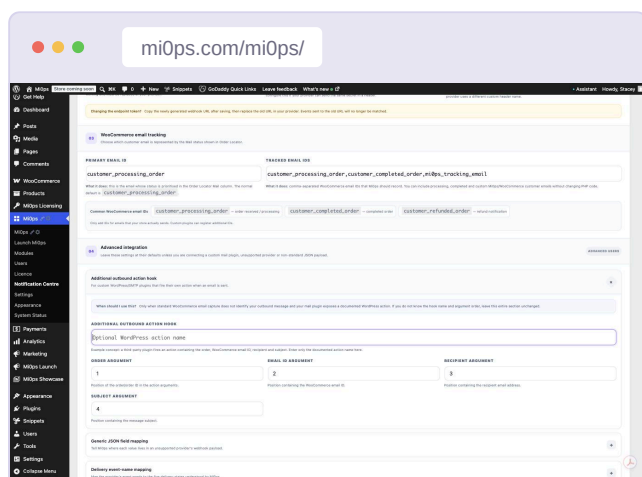
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Tracked email IDs	Comma-separated WooCommerce email IDs that MiOps should record.	Common IDs: customer_processing_order (order received/processing), customer_completed_order (completed order), customer_refunded_order (refund notification).

CHANGING THE ENDPOINT TOKEN?

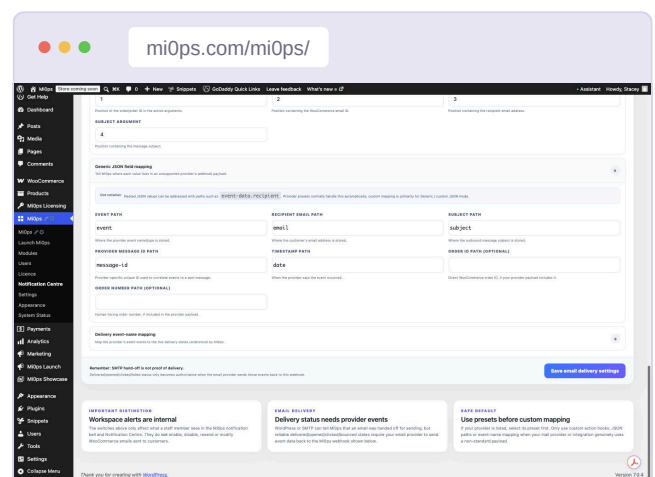
Copy the newly generated webhook URL after saving, then replace the old URL in your provider. Events sent to the old URL will no longer be matched.

Advanced integration (optional)

Three accordions, collapsed by default, exist for stores that need something a provider preset can't cover — most stores should use a named preset and leave this section untouched.



Advanced integration, "Additional outbound action hook" accordion expanded.



Advanced integration, "Generic JSON field mapping" accordion expanded.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Additional outbound action hook, Order argument, Email ID argument, Recipient argument, Subject argument	Fires a custom WordPress action alongside MiOps's own outgoing-mail hook, with configurable argument positions (order, email ID, recipient, subject), for a custom SMTP or logging integration that needs its own hook into every outgoing email.	Use only if another plugin or a custom integration needs to listen for outgoing mail independently of MiOps.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Generic JSON field mapping — Event path, Recipient email path, Subject path, Provider message ID path, Timestamp path, Order ID path (optional), Order number path (optional)	Dot-notation paths telling MiOps where to find each value inside a custom/unlisted provider's webhook JSON payload (defaults: event, email, subject, message-id, date).	Use only when Provider preset is set to Generic / custom JSON and the provider's payload shape doesn't match a supported preset.
Delivery event-name mapping — Sent/Queued, Delivered, Opened, Clicked, Failed/Bounce	Comma-separated keyword lists mapping a provider's own event-name vocabulary onto MiOps's five delivery states (each pre-filled with common values, e.g. Failed/Bounce includes failed, error, hard_bounce, soft_bounce, bounce, bounced).	Add a provider-specific keyword here if a custom or unlisted provider uses wording the defaults don't already catch.

miOps.com/miOps/

Store coming soon | Get Help | Dashboard | Posts | Media | Pages | Comments | WooCommerce | Products | MiOps Licensing | **MiOps** | Launch MiOps | Modules | Users | Licence | Notification Centre | Settings | Appearance | System Status | Payments | Analytics | Marketing | MiOps Launch | MiOps Showcase | Appearance | Plugins | Snippets | Users | Tools | Settings | Collapse Menu

1 Position of the order/order ID in the action arguments.

2 Position containing the WooCommerce email ID.

3 Position containing the recipient email address.

4 Position containing the message subject.

Generic JSON field mapping
Tell MiOps where each value lives in an unsupported provider's webhook payload.

Dot notation: Nested JSON values can be addressed with paths such as `event.data.recipient`. Provider presets normally handle this automatically; custom mapping is primarily for Generic / custom JSON mode.

EVENT PATH
Where the provider event name/type is stored.
event

RECIPIENT EMAIL PATH
Where the customer's email address is stored.
email

SUBJECT PATH
Where the outbound message subject is stored.
subject

PROVIDER MESSAGE ID PATH
Provider-specific unique ID used to correlate events to a sent message.
message-id

TIMESTAMP PATH
When the provider says the event occurred.
date

ORDER ID PATH (OPTIONAL)
Direct WooCommerce order ID, if your provider payload includes it.

ORDER NUMBER PATH (OPTIONAL)
Human-facing order number, if included in the provider payload.

Delivery event-name mapping
Map the provider's event words to the five delivery states understood by MiOps.

Why this exists: Providers use different words for the same outcome—for example "bounce", "bounced", "dropped", "rejected" or "failed". These comma-separated mappings tell MiOps which provider events belong to each status.

SENT / QUEUED
Provider events meaning accepted/queued/sent. Separate multiple names with commas.
sent, request, deferred, processed, queued, attempted

DELIVERED
Provider events meaning successfully delivered. Separate multiple names with commas.
delivered, delivery

OPENED
Provider events meaning the message was opened. Separate multiple names with commas.
opened, open, unique_proxy_open

CLICKED
Provider events meaning a tracked link was clicked. Separate multiple names with commas.
clicked, click

FAILED / BOUNCE
Provider events meaning bounce, reject, drop or another terminal failure. Separate multiple names with commas.
failed, error, hard_bounce, soft_bounce, bounce, bounced, blo

Remember: SMTP hand-off is not proof of delivery.
Delivered/opened/clicked/failed status only becomes authoritative when the email provider sends those events back to this webhook.

Save email delivery settings

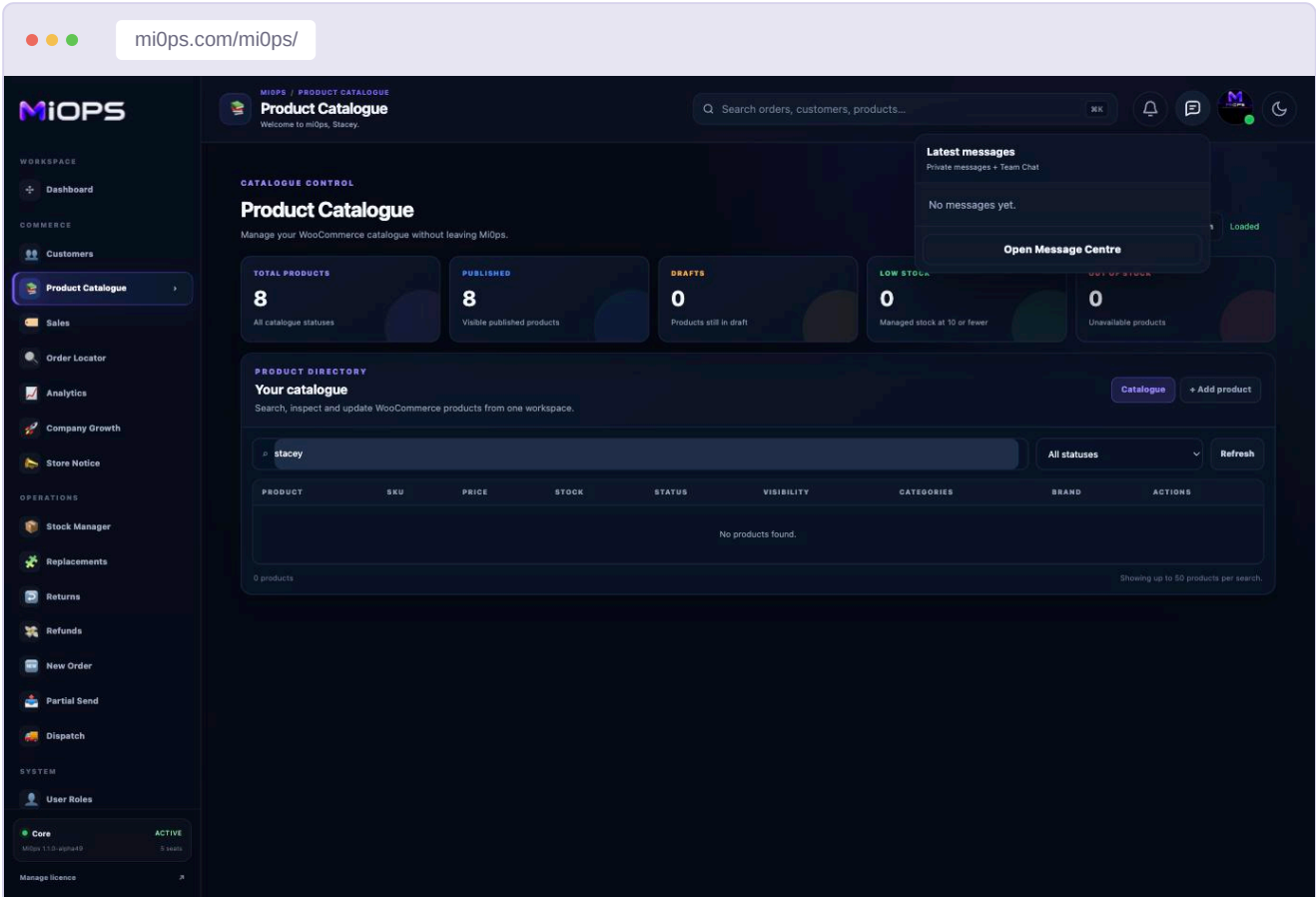
Advanced integration, “Delivery event-name mapping” accordion expanded, showing the pre-filled keyword lists for each of the five delivery states.

SMTP LIMITATION

SMTP transmission alone cannot prove that a message was delivered or opened. The delivery indicators require provider webhooks or an equivalent provider event API — see also Section 13, “Order Locator.”

29 Message Centre

Message Centre provides private user-to-user messages plus a shared Team Chat inside MiOps.



Message Centre: Inbox, Sent and Team Chat, opened from the header.

Controls

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
+ New message	Starts a private message.	Use for a direct operational conversation.
Inbox / Sent	Shows received or sent private messages.	Open a conversation to reply; Sent is useful for confirmation/audit.
Team Chat	Shared MiOps room.	Use for information intended for the broader team.
To / Subject / Message	Selects a valid MiOps user, the private-message subject and body text.	Private messages can only target supported MiOps users; avoid putting passwords or secrets into chat.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Attach	Adds a supported file attachment.	Use only necessary operational files.
Send message / Send reply / Send to team	Sends a new private message, replies within an open conversation, or posts to Team Chat.	Verify recipient first; remember Team Chat is shared.
Remove	Removes a message where permitted.	Use according to retention policy.
Close / Cancel	Closes the centre/composer without sending.	No message is sent.

REFERENCE

30 Multilingual use and personal profile

Every MiOps user has a personal profile covering identity, contact details, interface language and password — reached from the account avatar in the header.

Profile fields

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Change picture	Uploads JPG, PNG, WebP or GIF up to 5 MB.	Use a recognizable staff avatar.
First name / Last name / Display name	Personal identity shown in MiOps.	Use real staff identity for accountability.
Email / Phone	Contact fields.	Keep current.
Job title	Operational role label.	Useful in internal collaboration.
Dashboard language	Changes MiOps UI language for that profile.	Change is saved to the MiOps profile and applies immediately where translations exist.
About	Optional profile description.	Keep work-relevant.
New password / Confirm password / Current password	Password-change fields.	Use a strong unique password; current password confirmation may be required.
Save profile	Commits profile changes.	Save after reviewing email/language/password fields.

Multilingual behaviour

The beta44 package includes a large runtime UI catalogue for translated module content, not only the outer MiOps shell. The multilingual system deliberately avoids translating merchant/customer/order/product data values. In other words, the interface labels can change language while actual order/customer/product content remains the data entered into WooCommerce.

REFERENCE

31 Operational playbooks

These step-by-step playbooks connect the modules above into the day-to-day routines most MiOps teams run repeatedly.

Morning operations check

1. Open Dashboard and review Needs Attention, Processing Age, Ready to Dispatch and Low Stock.
2. Check Action Centre for failed/on-hold orders and >24h processing.
3. Open Stock Health / Stock Manager for replenishment exceptions.
4. Review Company Calendar for deadlines and reminders.
5. Open Dispatch Kiosk and confirm tracking/printer connectivity before the warehouse begins fulfilment.
6. Check Notification Centre for unread failed-payment, warehouse or system alerts.

Customer says “where is my order?”

1. Open Order Locator and search order number/email/postcode.
2. Open the order and verify status, date, address, items and tracking.
3. If tracking exists, use the tracking link and confirm carrier.
4. Review order notes for delivery/customer instructions.
5. If the appropriate email was not delivered, review Mail status and resend the correct customer email only once where justified.
6. If the order requires service action, route into Returns, Replacement or Refunds rather than editing history manually.

Replacement workflow

1. Confirm the original order is Completed.
2. Open Replacements from Order Locator or Quick Actions.
3. Select exact products/quantities.
4. Validate delivery address.
5. Create the linked no-charge replacement.

6. Verify the replacement order and fulfil it through the normal Dispatch process.

Returned item + refund workflow

1. Use Returns only after deciding whether goods should actually be returned to stock.
2. Select exact received quantities and restock them.
3. Open Refunds for the same order if money must be returned.
4. Enter a clear refund reason and verify remaining refundable amount.
5. Create the refund and confirm it appears in Refund history.

Partial shipment workflow

1. Keep the original order Processing.
2. Open Partial Send and choose what ships now.
3. Create the linked child order through MiOps so stock is not reduced twice.
4. Verify child-order quantities.
5. Dispatch the appropriate order with carrier/tracking.
6. Leave the remaining parent items for later fulfilment according to your internal process.

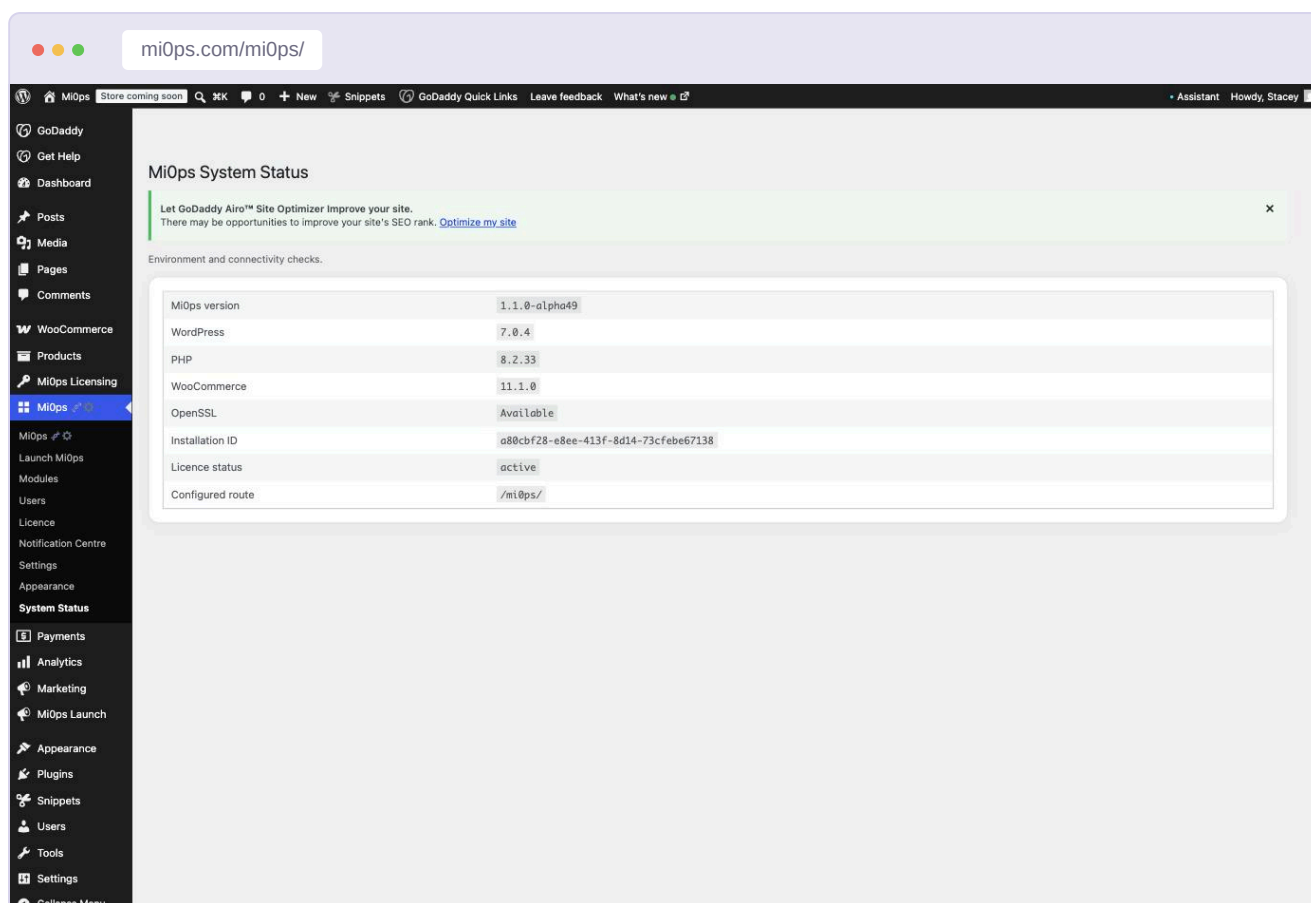
New manual phone/order workflow

1. Open New Order.
2. Load an existing customer or use Guest/manual.
3. Enter/verify billing and shipping.
4. Add Woo products or custom items.
5. Choose shipping, payment state, status and any justified discount.
6. Enable customer email if confirmation should be sent.
7. Add a private note with the origin/reason for the manual order.
8. Create, then open the new WooCommerce order and verify totals/status.

REFERENCE

32 Troubleshooting and administration

Most MiOps problems trace back to one of a small number of causes. This section lists the visible symptom, what it means, and the first thing to check.



MiOps → System Status in wp-admin — the first stop for most diagnostics.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
MiOps licence required	Entitlement missing/expired/unvalidated.	Open Licence, test connection, refresh entitlement and check domain/expiry/grace.
No MiOps seat assigned	User is not assigned a seat.	Open Users/User Roles and assign Licensed MiOps access.
No MiOps modules assigned	Seat exists but module permissions are empty.	Grant required modules and save.
Module could not be prepared/rendered	A module error occurred.	Refresh once, then check WordPress/PHP logs and Server Statistics.
WooCommerce unavailable	WooCommerce is inactive/not detected or service failed.	Confirm WooCommerce activation/version and System Status.
Invalid server/AJAX response	Server returned HTML/error instead of expected JSON.	Check PHP error log, security plugins, caching/proxy and fatal errors.
Security check failed / Bad nonce	Session/nonce expired or page was cached.	Refresh MiOps, sign in again and exclude operational endpoints from full-page caching.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Printer test fails	WordPress could not send printer email.	Verify printer email address and wp_mail/SMTP configuration.
QR scan invalid	Dispatch link/order/route/security token is invalid.	Regenerate/print a current sheet and verify rewrite routes.
Tracking not captured	Carrier-note rules did not match.	Check note keywords, tracking regex, lookback window and rescan.
Order not in Dispatch scope	Status/product type not eligible.	Review Eligible statuses and Physical/Virtual product fulfilment settings.
Website traffic empty	No qualifying tracking records yet.	Browse the storefront in a normal visitor session and verify caching/security does not block tracking endpoint.
Server trend charts sparse	Automatic samples have not accumulated.	Leave sampling enabled; trend history fills over time.

Safe troubleshooting order

1. Refresh the specific module once.
2. Confirm licence + user seat + module permission.
3. Confirm WooCommerce is active and the order/product still exists.
4. Check MiOps System Status and Server Statistics.
5. Review browser/network errors and WordPress/PHP logs.
6. Temporarily test around caching/security middleware only in a controlled staging environment.
7. Avoid manually editing MiOps database tables or order metadata unless instructed by product support and backed up.

REFERENCE

33 Security, data and privacy notes

MiOps sits close to customer, order and payment data. These practices keep that access accountable.

- Use least privilege: warehouse users should not need WordPress administrator rights.
- Use Kiosk PIN protection when the standalone Dispatch board is accessible without a logged-in MiOps session.
- Do not share WordPress passwords. Create individual accounts so User Activity remains attributable.

- Limit visibility of Website Statistics live IP/session data and Refunds financial actions to trusted staff.
- Use provider webhook shared secrets where the email provider supports them.
- Keep WordPress, WooCommerce, MiOps and server software updated through a tested deployment process.
- Back up before migration, plugin updates, mass sale termination, activity-log purges or other broad administrative actions.
- Treat exported CSVs, customer profiles, order details, addresses and messages according to your privacy and retention obligations.

Telemetry boundary in this build

The bundled Core documentation describes the licensing heartbeat as licensing/system metadata only and specifically states that operational content such as customer data, order contents, messages, payment data and revenue are not part of that heartbeat. This statement applies to the licensing heartbeat described by the bundled build; separate third-party services such as your email provider, payment provider, maps, carrier or hosting stack have their own data flows and policies.

A NOTE ON THIS MANUAL'S SCREENSHOTS

The Customers section of this manual (Section 9) shows a real customer profile captured from a live installation. The email address, full name and the delivery-location satellite map were deliberately redacted before publication, because that profile belonged to the site's own administrator account and the map pinpointed a real, private location. Apply the same judgement before sharing screenshots, exports or recordings taken from your own live store.

REFERENCE

34 Glossary

Terms used throughout this manual.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Entitlement	Signed licence information defining plan, seats and features.	Used by MiOps to determine licensed access.
Seat	A licensed MiOps user assignment attached to a WordPress user.	Required for frontend access.
Module	A functional area such as Dashboard, Customers or Stock Manager.	Can be permissioned per non-admin user.
Processing	WooCommerce order status commonly representing orders being prepared/fulfilled.	Used heavily by New Order, Dispatch and Partial Send.

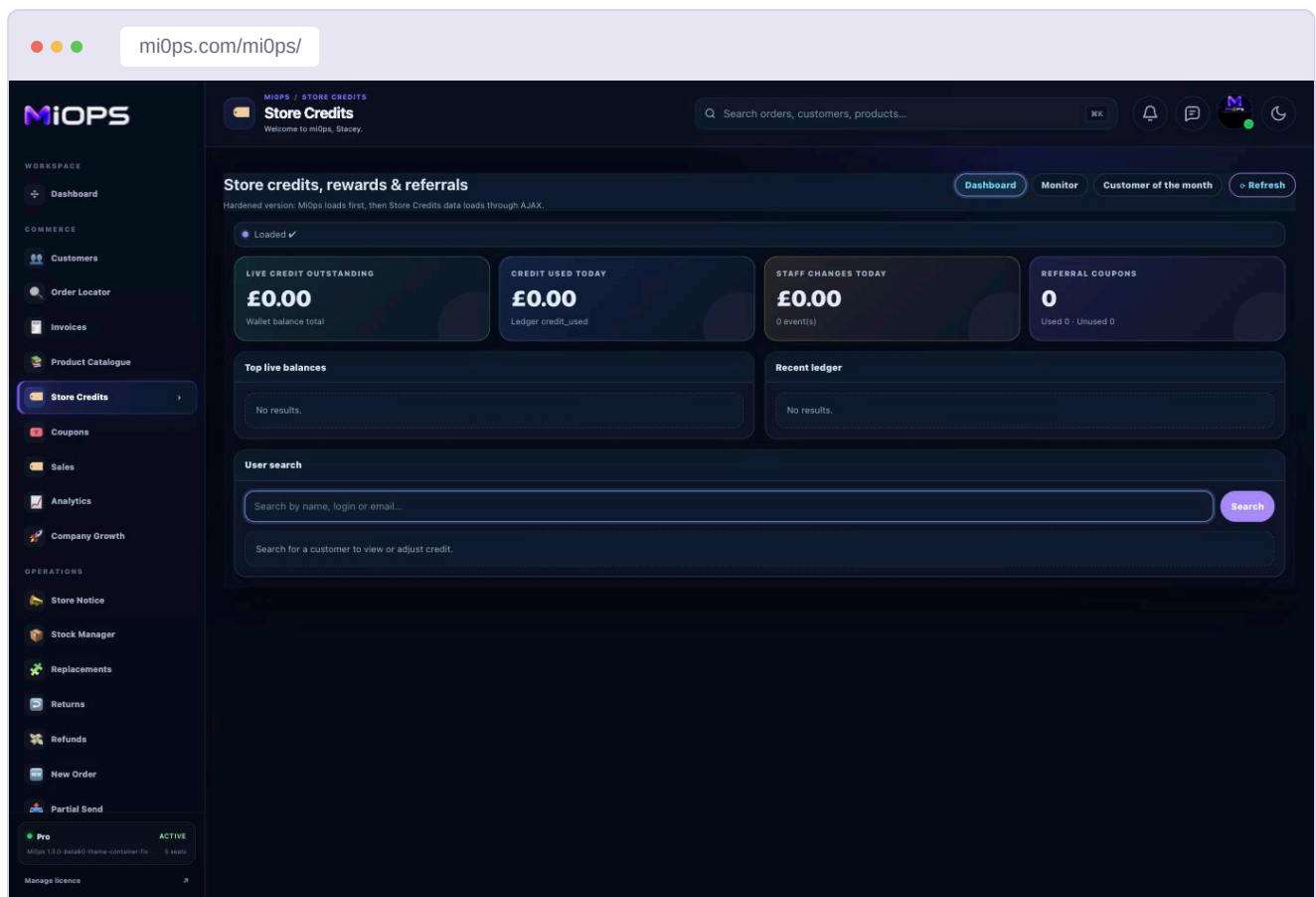
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Completed	WooCommerce status commonly representing fulfilled orders.	Required by Replacements>Returns source workflows in this build.
Tracking capture	Extraction/storage of carrier and tracking from MiOps or order-note integrations.	Shared by Kiosk, QR scan and customer email.
Kiosk	Standalone warehouse dispatch board.	Can be protected by a PIN.
Scan-to-Dispatch	QR-linked mobile page used to carrier/track/dispatch an order.	Locks duplicate dispatch.
HPOS	WooCommerce High-Performance Order Storage.	Reported by Server Statistics.
Action Scheduler	WooCommerce background job system.	Queue health is reported in Server Statistics.
OPcache	PHP bytecode cache.	Can improve runtime efficiency when enabled/configured by the server.
AOV	Average Order Value.	Revenue divided by order count in reporting context.
Predicted cover	Estimate of how long current stock may last based on sales velocity.	Planning estimate, not a guaranteed date.

PRO MODULE

35 Store Credits

MiOps Pro is a full replacement package for the unified MiOps plugin, not an add-on installed alongside Core. Migrating means deactivating the existing Core MiOps plugin and uploading and activating MiOps Pro, which then contains every Core module described earlier in this manual plus the eight modules in this Part. MiOps Pro requires a Pro or Pro Plus licence entitlement — a Core or Core Plus key is rejected by both the licensing server and this build. Each Pro module only switches on once Core has loaded *and* the licence server has returned a signed entitlement containing that module's feature ID; a licence that covers only some Pro modules shows the rest locked (🔒) on **MiOps > Modules**, exactly like an unlicensed Core module.

Store Credits is a wallet-style customer credit system: staff can view and manually adjust a customer's live balance, award referral-coupon rewards, and run a monthly “Customer of the Month” reward — all from three tabs, Dashboard, Monitor and Customer of the month.



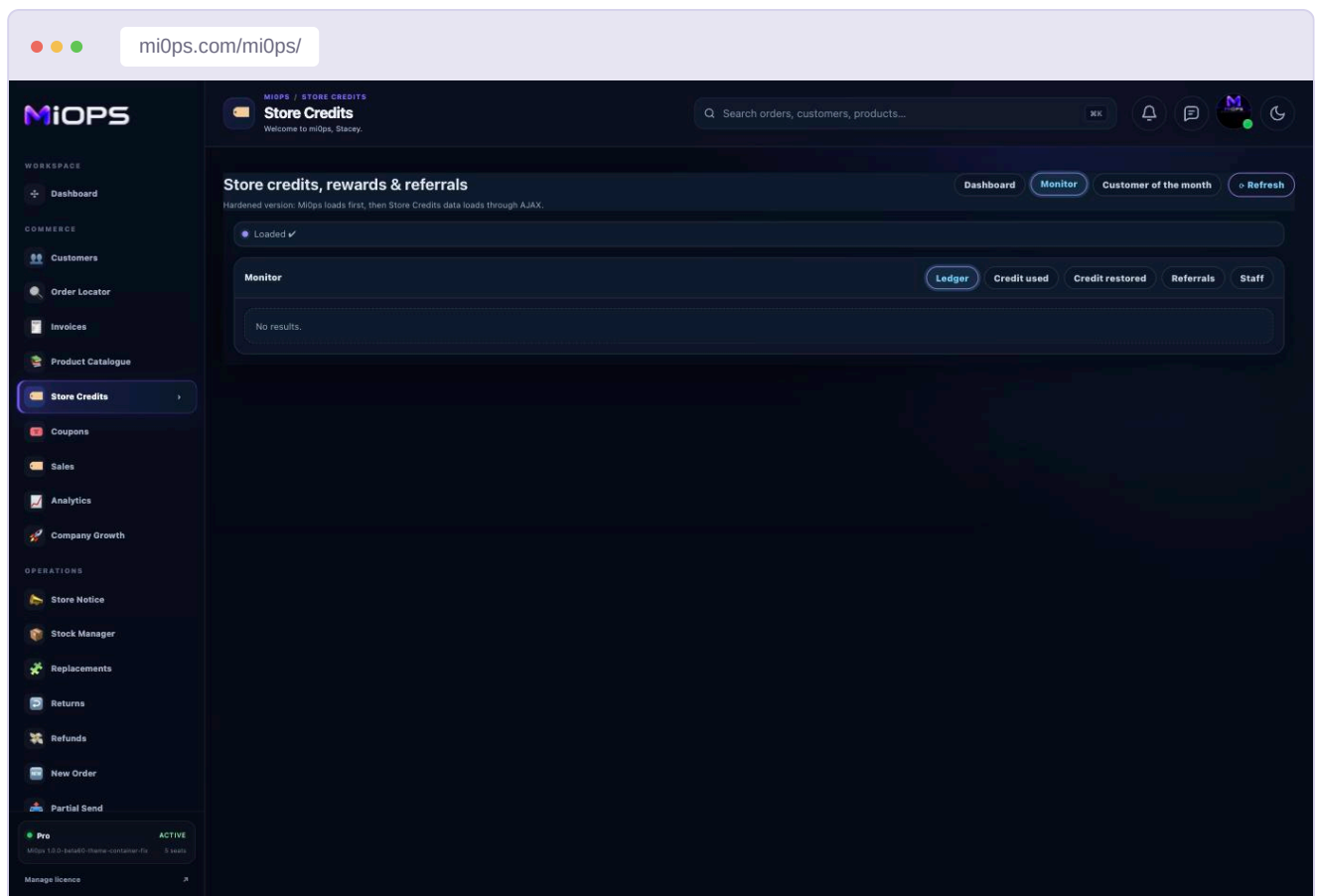
Store Credits, Dashboard tab: KPI tiles, Top live balances, Recent ledger and the customer search box.

Dashboard tab

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Live credit outstanding	Total wallet balance currently held across all customers.	Read this as the store's outstanding credit liability.
Credit used today	Sum of credit-used ledger events for today.	Watch alongside orders to see how much of today's revenue was covered by credit.
Staff changes today	Manual staff adds and deductions made today.	A spike is worth a quick review of who made the changes and why.
Referral coupons	Used vs. unused referral-coupon count.	Shows how much of the referral programme has converted.
User search	Finds a customer by name, login or email and opens a per-customer modal.	The modal shows their balance and, for staff with permission, a Staff adjustment panel — Amount, Reason/note, Deduct or Add credit.

Monitor tab

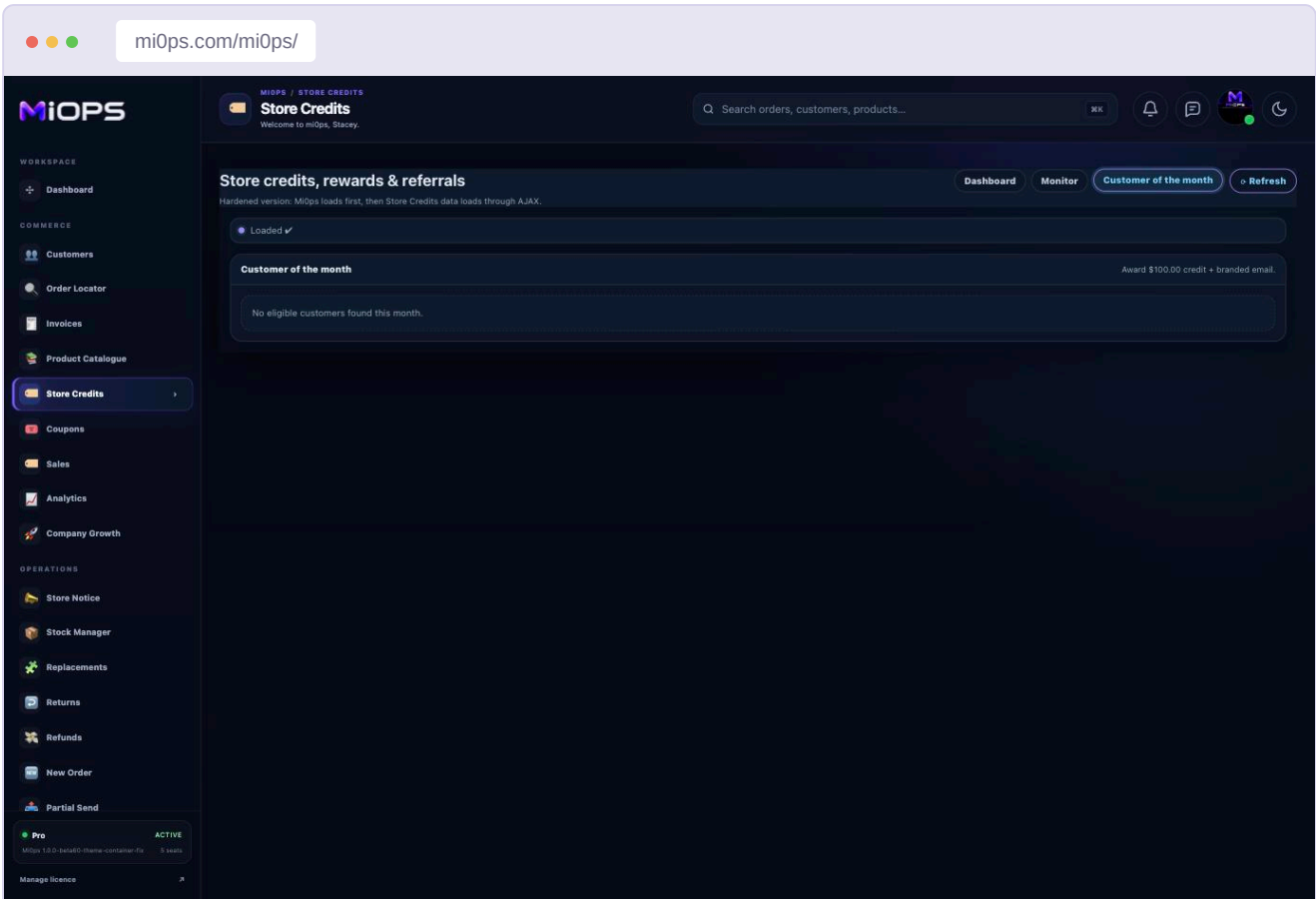
Monitor breaks the same ledger data into five filtered sub-tabs: Ledger, Credit used, Credit restored, Referrals and Staff.



Store Credits, Monitor tab, showing its five sub-tabs.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Ledger	Every credit event of every type, in one combined view.	Use as the general audit trail.
Credit used	Events where a customer spent credit at checkout.	Cross-check against order totals.
Credit restored	Credit returned to a customer, for example from a refund or cancellation.	Use to reconcile refunds that included a credit component.
Referrals	Referral-reward events.	Use to review the referral programme's activity.
Staff	Manual staff adjustments only.	Use for accountability review of staff-initiated changes.

Customer of the month tab



Store Credits, Customer of the month tab: an eligible customer with the Award \$100.00 credit + branded email action.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Eligible customer list	Customers the module has identified as eligible for the reward this cycle.	Eligibility logic is built into the module.
Award \$100.00 credit + branded email	Adds a fixed \$100.00 credit to that customer's balance and sends a branded reward email.	The award amount is fixed in this release, not merchant-configurable.

NO SEPARATE SETTINGS PAGE

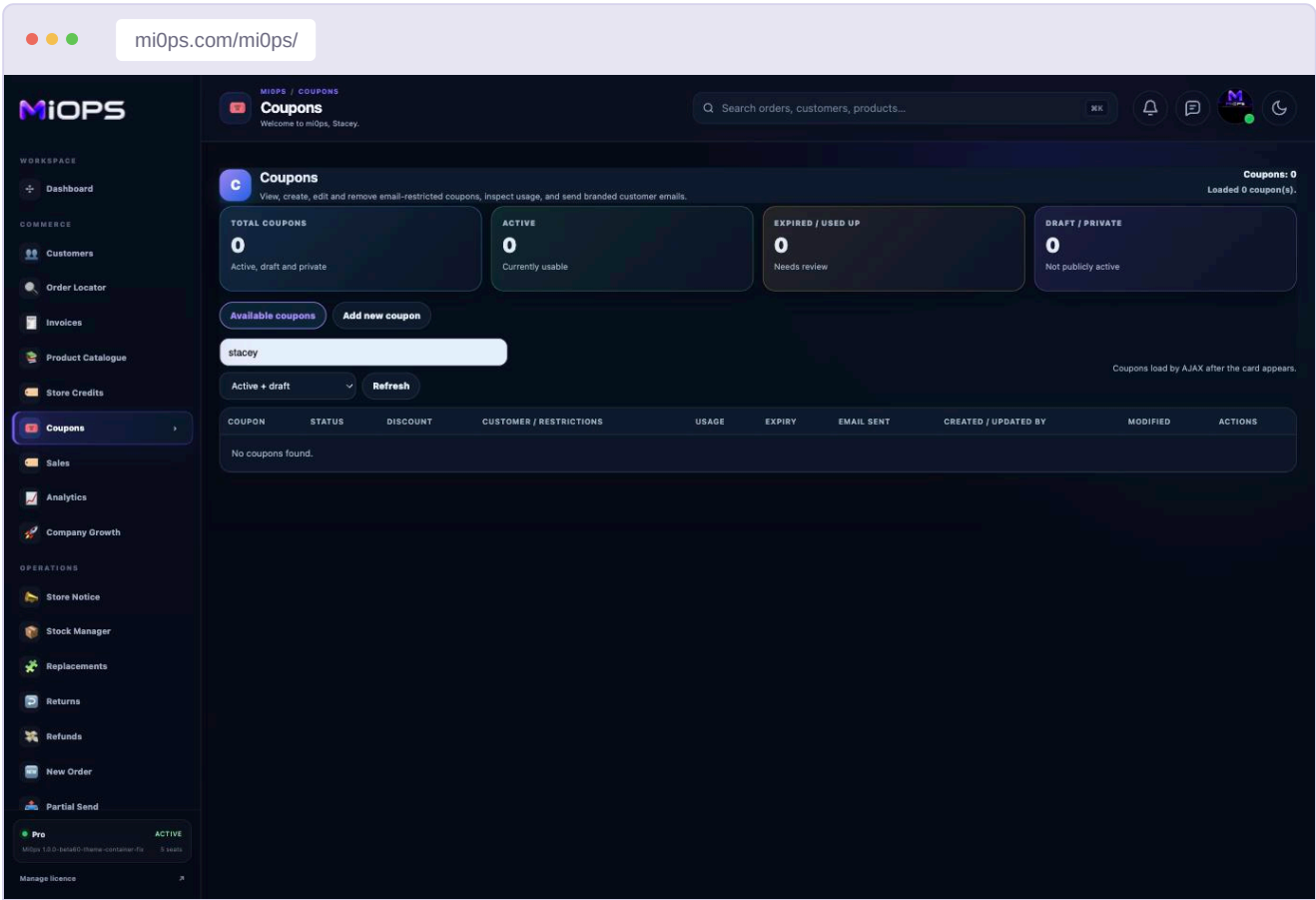
Store Credits has no settings screen in this release — its behaviour, including the Customer of the Month award amount and eligibility logic, is fixed in the module code.

LEGACY DATA CARRIES OVER AUTOMATICALLY

If this store previously ran a standalone store-credit plugin generation, its `le_store_credit_balance` values, the `peptio_credit_ledger` table and referral-coupon meta all carry over automatically once MiOps Pro is active. Nothing needs re-entering.

36 Coupons

Coupons creates and manages WooCommerce coupons tied to a single customer email address, from inside MiOps, with an option to email the code to that customer automatically. It has two tabs: Available coupons and Add new coupon.



Coupons, Available coupons tab: KPI tiles, search/filter and the full coupon table.

Available coupons tab

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Total / Active / Expired or used up / Draft or private	The four KPI tiles summarising the coupon population.	Use as a quick health check before a bulk send.
Search / status filter / Refresh	Narrows the results table and reloads current data.	Search matches coupon code and customer.
Results table	Coupon, Status, Discount, Customer/Restrictions, Usage, Expiry, Email sent, Created/updated by, Modified, Actions.	Use the row Actions to edit or remove a coupon.

Add new coupon tab

The screenshot shows the 'Add new coupon' form in the MiOps dashboard. The form is titled 'Coupons' and includes a sub-header 'View, create, edit and remove email-restricted coupons, inspect usage, and send branded customer emails.' The form is divided into several sections: 'TOTAL COUPONS' (0), 'ACTIVE' (0), 'EXPIRED / USED UP' (0), and 'DRAFT / PRIVATE' (0). Below these are buttons for 'Available coupons' and 'Add new coupon'. The form itself has a header 'Create a WooCommerce coupon linked to one customer email. You can send the branded coupon email automatically.' and includes fields for 'Customer email', 'Customer name', 'Coupon code', 'Auto-code prefix', 'Discount type', 'Discount amount', 'Expiry date', 'Usage limit', 'Minimum spend', 'Maximum spend', and 'Options' (Send branded email, Individual use only, Exclude sale items, Allow free shipping). There is also an 'Internal description' field for admin records.

Coupons, Add new coupon tab: the full coupon form.

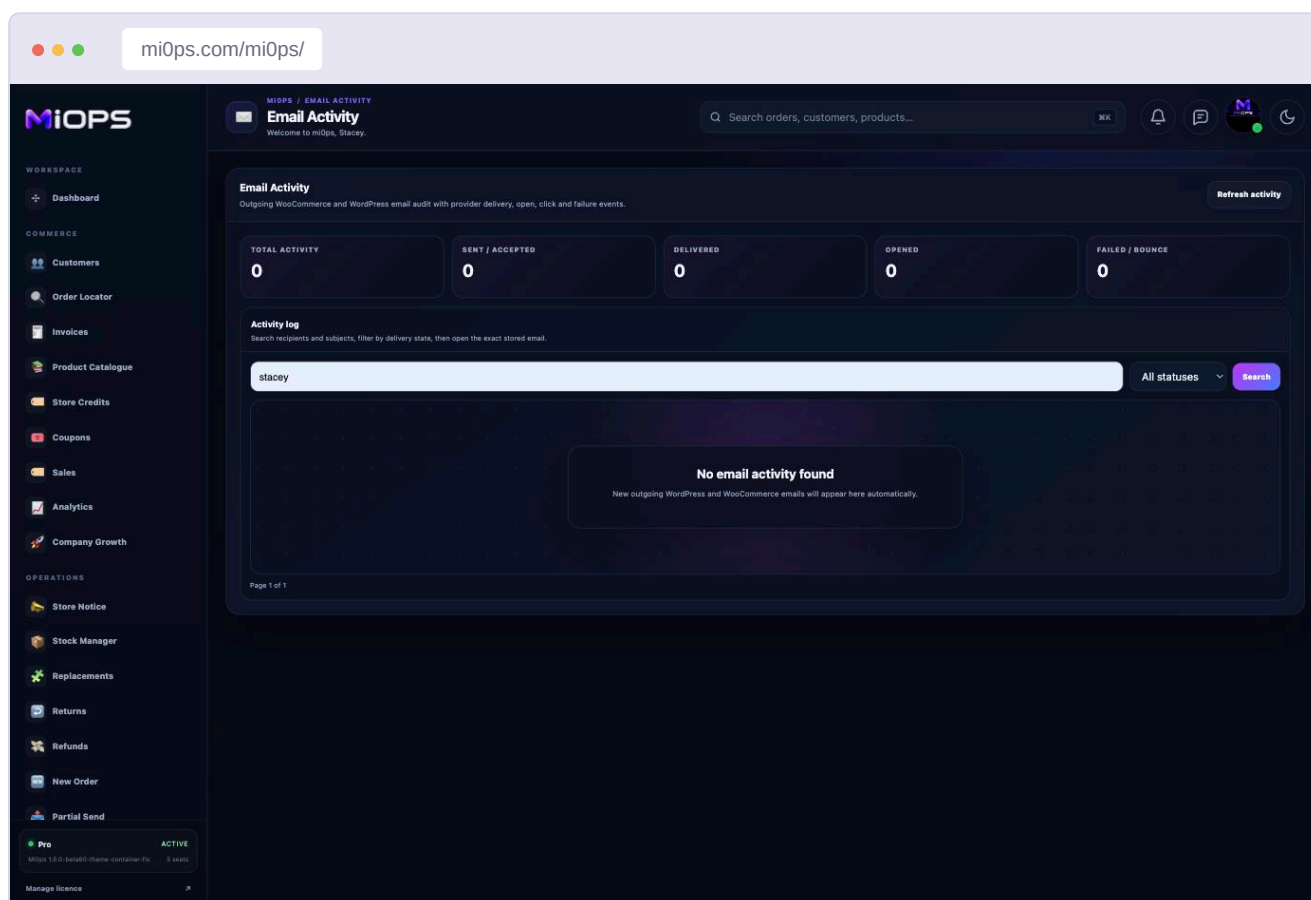
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Customer email	Ties the coupon to one address; required.	This is what restricts the coupon to a single customer.
Customer name	Optional; used in the branded email.	Improves the personalisation of the sent email.
Coupon code / Auto-code prefix	Leave the code blank to auto-generate one, optionally using this prefix (e.g. "VIP").	The prefix only applies when the code field is left blank.
Discount type / Discount amount	The WooCommerce discount type and value.	Same discount types WooCommerce coupons normally support.
Expiry date / Usage limit / Usage limit per user	Standard coupon usage constraints.	Set a usage limit per user of 1 for a genuinely single-use coupon.
Minimum spend / Maximum spend	Order-total bounds for the coupon to apply.	Use to protect margin on small or very large orders.
Options	Send branded email, Individual use only, Exclude sale items, Allow free shipping.	Tick Send branded email to deliver the code automatically.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Internal description / Create coupon	A staff-only note, and the button that creates the coupon.	The internal description is never shown to the customer.

PRO MODULE

37 Email Activity

Email Activity is an audit log of every outgoing WordPress and WooCommerce email — order confirmations, password resets, staff-order emails, restriction notices, campaign sends and more — with delivery, open, click and bounce status where a provider reports it. Every email is intercepted and logged with its subject, recipient and, optionally, its full body and headers, tagged with a unique MiOps mail ID.



Email Activity: KPI tiles, search and status filter over the activity log.

Main screen

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Total activity / Sent or accepted / Delivered / Opened / Failed or bounce	The five KPI tiles summarising logged mail.	Status starts queued, then becomes sent or failed based on the real send result.
Search / status filter	Narrows the activity log by recipient, subject or status.	Use before opening a specific email.
Activity log table	Time, Recipient, Subject, Status badge, Events, Provider, View email.	Use View email to open the exact stored HTML email in a modal.

Settings (MiOps > Settings > Notifications > Mail Logging)

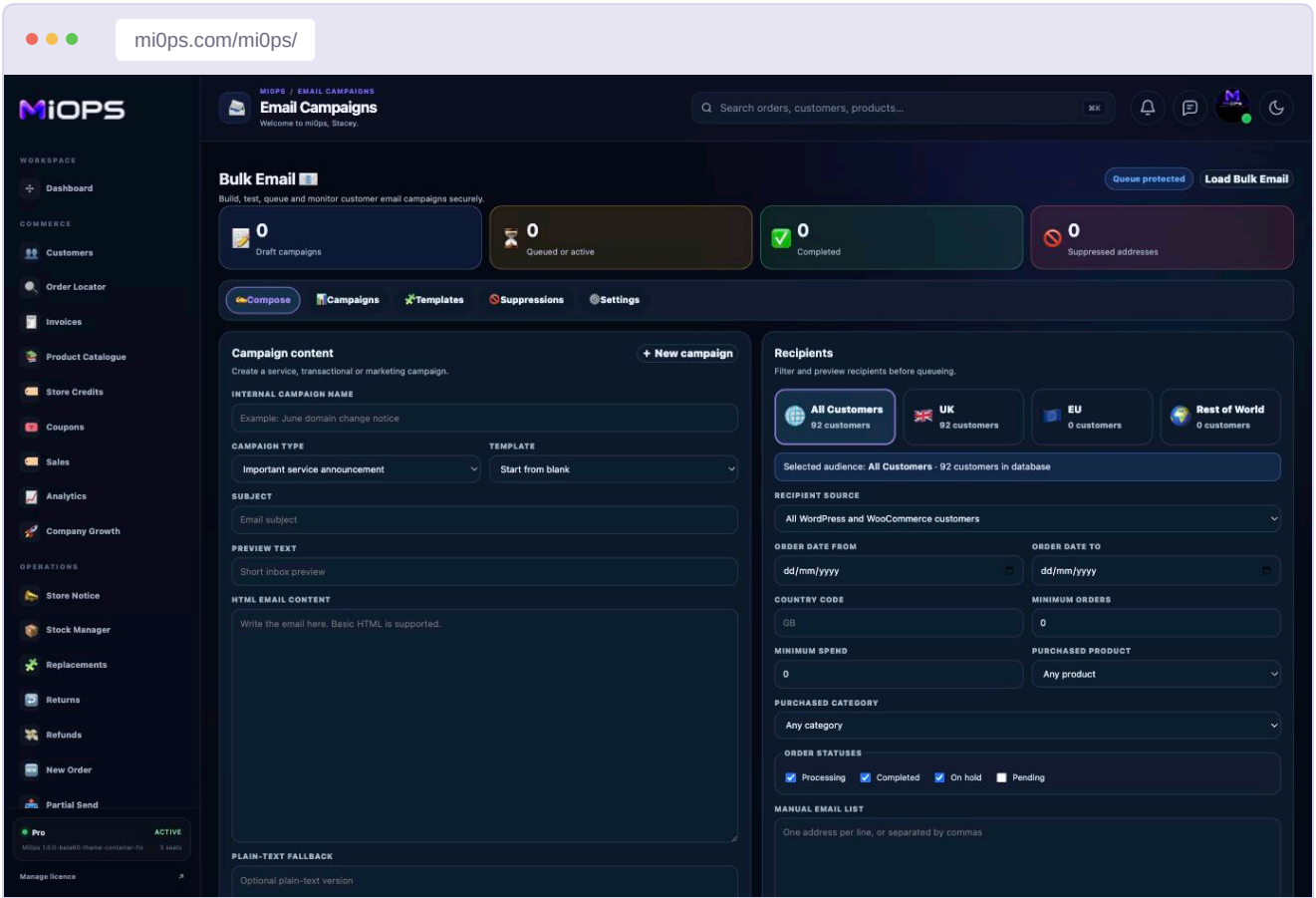
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable outgoing mail logging	Turns interception and logging on or off.	Required for the module to record anything.
Store full email body	Also stores the rendered HTML body, not just headers/subject.	Increases storage use; needed for View email to show the full message.
Retention days	How long logged emails are kept; 0 means forever.	Set a retention period that matches your data-handling policy.
Duplicate window (minutes)	Merges repeat sends of the same subject/recipient within this window into one row.	Reduces noise from systems that resend the same email quickly.
Provider	None or Brevo.	Choose Brevo to enable delivery/open/click/bounce webhook updates.
Enable Brevo webhook + webhook secret/URL	Exposes a per-site webhook URL with a generated secret for Brevo to call on delivery events.	A legacy “Pepti” webhook header/route is also accepted for older integrations.

FULL-BODY STORAGE IS OPTIONAL FOR A REASON

Store full email body captures the complete rendered HTML of every outgoing email, which can include customer data. Enable it only if you need to view exact message content later, and set a Retention days value that fits your privacy obligations.

38 Email Campaigns

Email Campaigns (labelled “Bulk Email” in places) builds, tests, queues and sends bulk marketing campaigns to segmented customers, with suppression-list and unsubscribe handling built in. It is the largest of the eight Pro modules, with five tabs: Compose, Campaigns, Templates, Suppressions and Settings.



Email Campaigns, Compose tab: campaign content on the left, audience and recipient filters on the right.

Top KPI row

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Draft campaigns / Queued or active / Completed / Suppressed addresses	Campaign counts by state, plus the size of the suppression list.	Use Queued or active to confirm nothing is mid-send unexpectedly.
Queue protected	Indicator that the send queue has safeguards in place.	Reassurance that sends are throttled and suppressions are enforced.

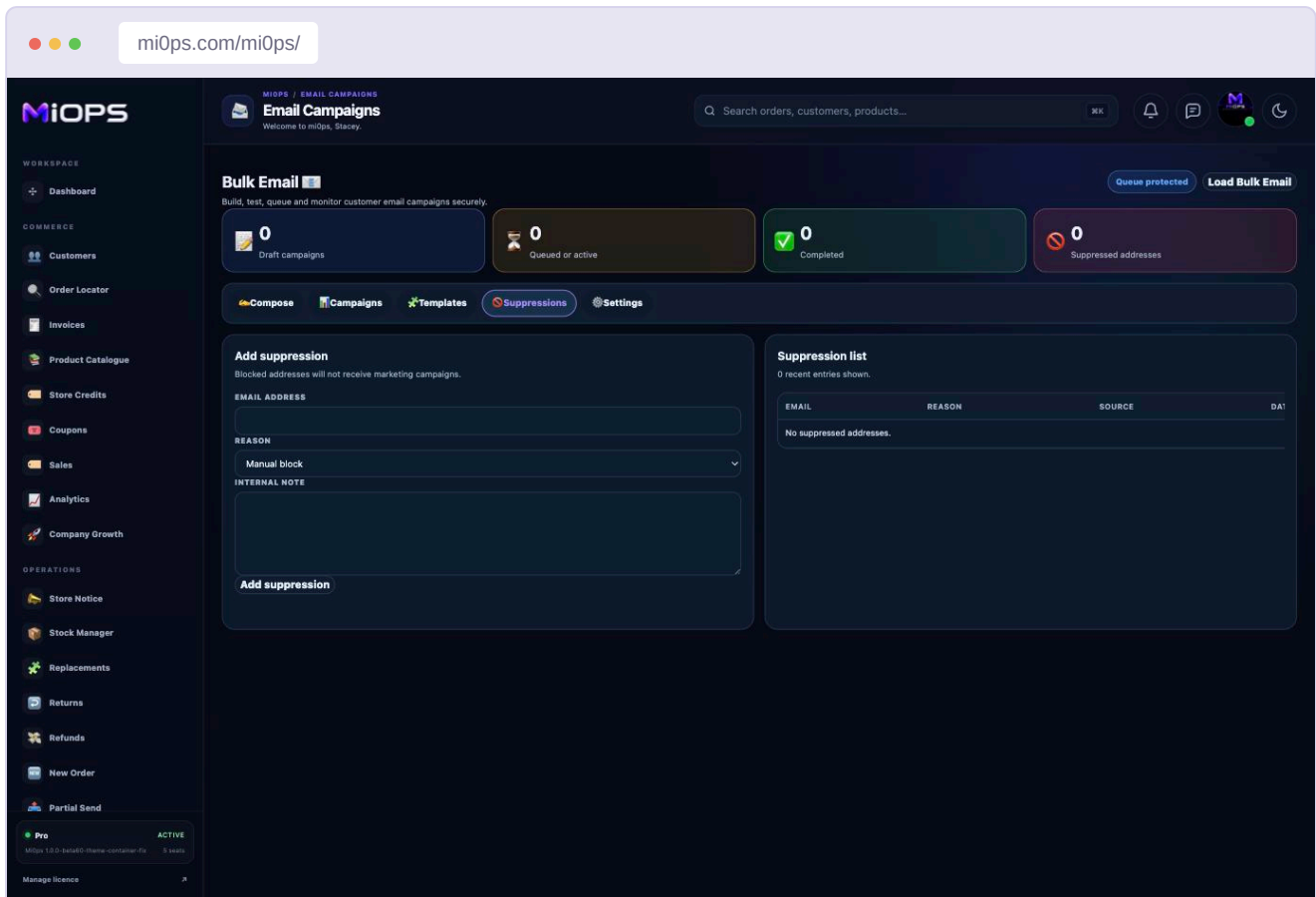
Compose tab — campaign content

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
New campaign / Internal campaign name	Starts a fresh draft and names it for staff reference.	The internal name is never shown to recipients.
Campaign type	Important service announcement, Order or customer-service message, or Marketing email.	Choose the type that matches the content — it affects suppression handling.
Template picker / Subject / Preview text	Start from blank or a saved template, then set the subject line and inbox preview text.	Preview text shows next to the subject in most inboxes.
HTML email content / Plain-text fallback	The campaign body in basic HTML, and a plain-text version for clients that don't render HTML.	Basic HTML is supported; keep markup simple for reliable rendering.
Personalisation placeholders	{{first_name}}, {{last_name}}, {{display_name}}, {{email}}, {{new_domain}}, {{site_url}}, {{account_url}}, {{orders_url}}, {{unsubscribe_url}}, {{current_year}}.	Insert into subject or body; MiOps fills each one in per recipient at send time.

Compose tab — recipients

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Region quick picks	All Customers, UK, EU, Rest of World — each shows a live customer count.	Fastest way to scope a broad regional send.
Recipient source	All WordPress+WooCommerce, Registered WordPress, Guest WooCommerce, or Manual email list.	Choose Manual email list to paste specific addresses instead of filtering.
Order date from/to, Country code, Minimum orders, Minimum spend, Purchased product, Purchased category	Narrows the audience by purchase history.	Combine filters to reach a precise segment.
Order-status checkboxes	Processing, Completed, On hold, Pending.	Restricts the audience to customers with orders in the selected statuses.
Recipient preview	Shows the resolved audience before queueing.	Always check this before sending to a large segment.

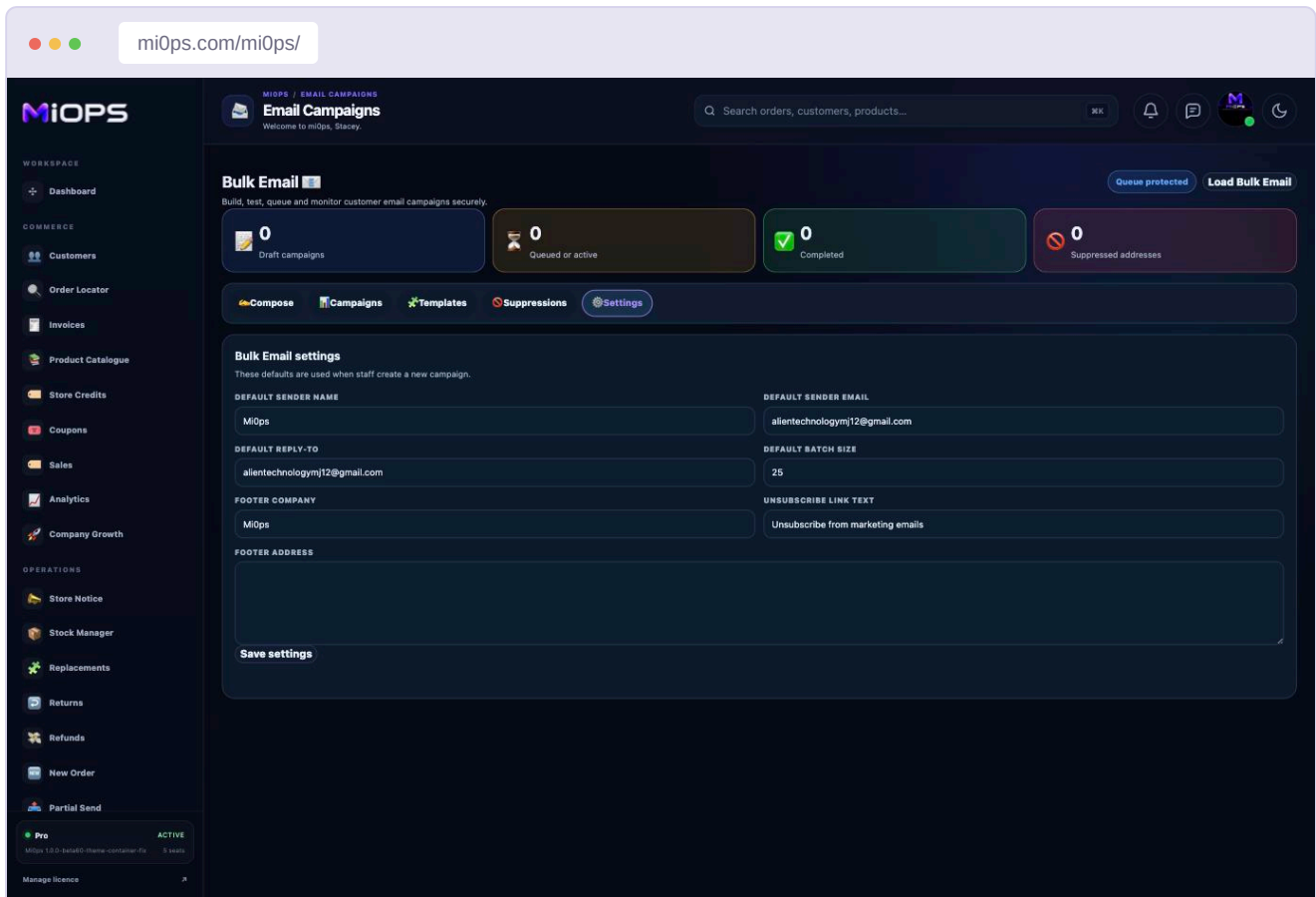
Campaigns, Templates and Suppressions tabs



Email Campaigns, Suppressions tab: the Add suppression form and the suppression list table.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Campaigns tab	History of past and queued campaigns and their status.	Use to check a previous send's outcome.
Templates tab	Save the current compose content as a named template, or load a saved one.	Speeds up recurring campaign types.
Add suppression	Email address, Reason (Complaint, Hard bounce, Invalid address, Legal hold, Manual block, Unsubscribed) and an internal note.	Use to manually suppress an address outside of automatic bounce/unsubscribe handling.
Suppression list table	Email, Reason, Source, Date.	Suppressed addresses never receive a marketing campaign again, regardless of audience filters.

Settings tab



Email Campaigns, Settings tab: sender, reply-to, batch size and footer configuration.

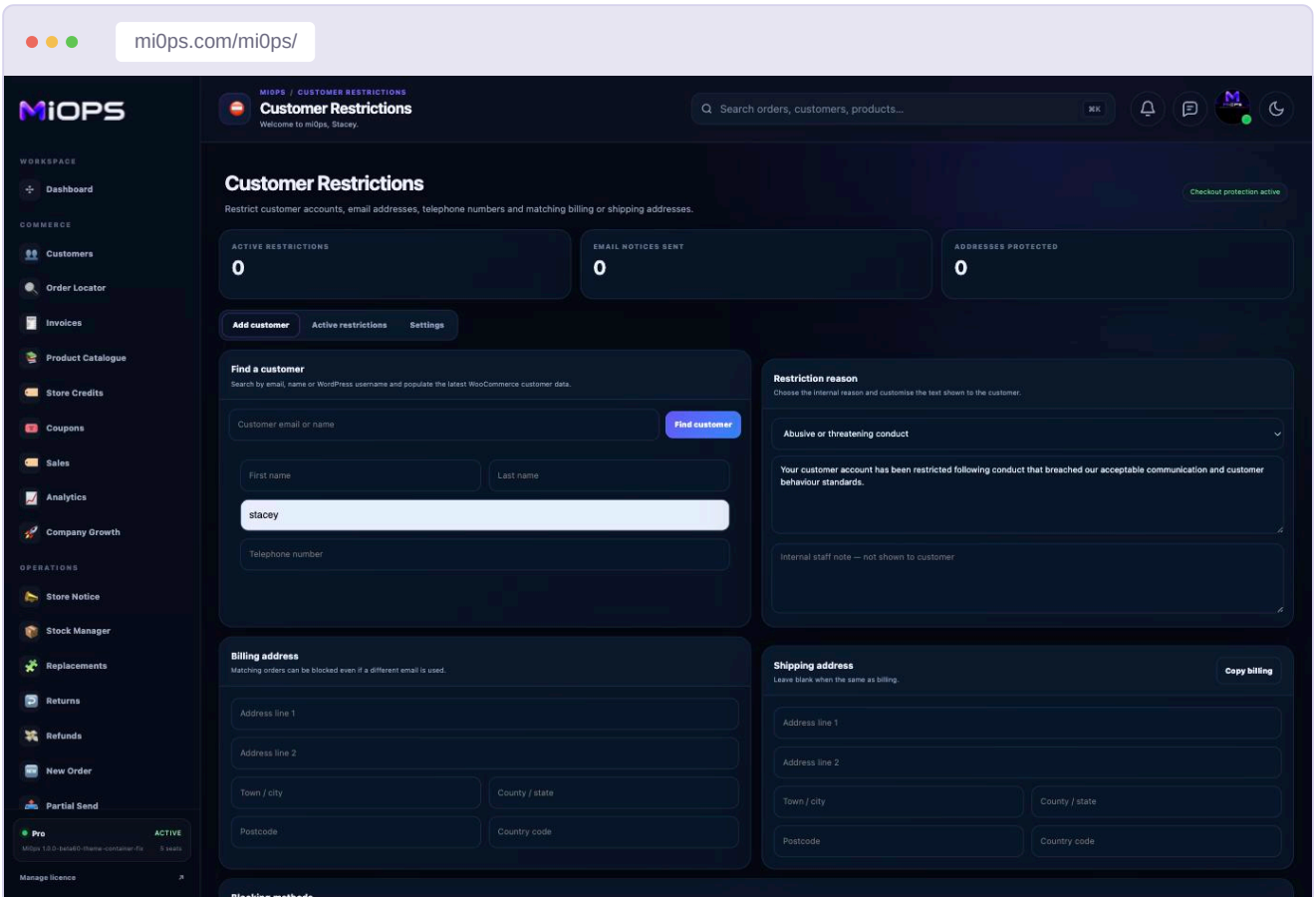
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Default sender name/email, Default reply-to	The From identity and reply address used on new campaigns.	Set once so Compose doesn't need it re-entered each time.
Default batch size	How many emails go out per send cycle.	Throttles delivery to stay within your email provider's sending limits.
Footer company, Unsubscribe link text, Footer address	Branding and legal footer content appended to every campaign email.	Keep the footer address accurate — it typically needs to identify the sending business.

LEGACY DATA CARRIES OVER AUTOMATICALLY

If this store previously ran a standalone bulk-email plugin generation, its `biops_bulk_*` campaign tables and the `biops_customer_blacklist` table carry over automatically once MiOps Pro is active.

39 Customer Restrictions

Customer Restrictions blocks a problem customer from checking out again — matched by email, WooCommerce account, phone, and/or a normalised billing or shipping address — and can optionally block WordPress login too, with a branded rejection email. It has three tabs: Add customer, Active restrictions and Settings.



Customer Restrictions, Add customer tab: the customer search, restriction reason, and billing/shipping address panels.

Add customer tab

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Find a customer	Searches WooCommerce data for a match and auto-fills name, email and phone.	Use this instead of typing details manually where possible.
Restriction reason	Abusive or threatening conduct, Compliance breach, Payment or fraud risk, Incorrect or misleading information, False or misleading public claims, Terms and conditions breach, or Custom reason.	Selecting a reason pre-fills the customer-facing reason text below it.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Internal note	A separate staff-only note.	Never shown to the customer — use it for context the customer-facing text shouldn't carry.
Billing address / Shipping address / Copy billing	Address panels used for matching, with a shortcut to copy billing into shipping.	Filling both means address matching still works even if the customer checks out under a different email.
Blocking methods	Six independent switches — Block email address, Block customer account, Block billing address, Block shipping address, Block telephone number, Block account login.	Turn on only the methods you have matching data for; each is independent.
Send branded notification email / Add customer to restrictions	Optionally emails the customer, then saves the restriction.	The rejection email uses the branding set on the Settings tab.

Active restrictions tab

The screenshot shows the MiOps Customer Restrictions dashboard. The sidebar on the left contains navigation links for Workspace (Dashboard), Commerce (Customers, Order Locator, Invoices, Product Catalogue, Store Credits, Coupons, Sales, Analytics, Company Growth), and Operations (Store Notice, Stock Manager, Replacements, Returns, Refunds, New Order, Partial Send). The main content area is titled 'Customer Restrictions' and includes a subtitle 'Restrict customer accounts, email addresses, telephone numbers and matching billing or shipping addresses.' Below this are three KPI tiles: 'ACTIVE RESTRICTIONS' with a value of 0, 'EMAIL NOTICES SENT' with a value of 0, and 'ADDRESSES PROTECTED' with a value of 0. There are tabs for 'Add customer', 'Active restrictions', and 'Settings'. The 'Active restrictions' tab is selected, showing a section titled 'Active customer restrictions' with a subtitle 'Removing an entry immediately permits those details to be used again.' and a search bar. A message box states 'No active restrictions' and 'Use Add customer to create your first restriction.'

Customer Restrictions, Active restrictions tab: KPI tiles and the searchable restrictions table.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Active restrictions / Email notices sent / Addresses protected	The three KPI tiles for this module.	Use as a quick programme-health check.
Searchable table	Lists every active restriction.	Search matches customer/email details.
Remove	Immediately un-blocks the details on that row.	There is no confirmation delay — double-check before removing a restriction.
Send email / resend	Sends or resends the rejection notification for that restriction.	Use resend if a customer says they never received the original notice.

Settings tab

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Company name, Sender name/email, Reply-to, Support email, Logo URL	Branding used on the rejection email.	Keep this current so the email reads as a legitimate business notice.
Email subject, Checkout rejection message, Blocked login message	The customer-facing text shown in the email and at a blocked login attempt.	Write these in plain, professional language — the customer will read them.
Send notification by default	Whether new restrictions email the customer unless turned off on that row.	Turn off if your policy is to restrict silently by default.

HOW MATCHING WORKS

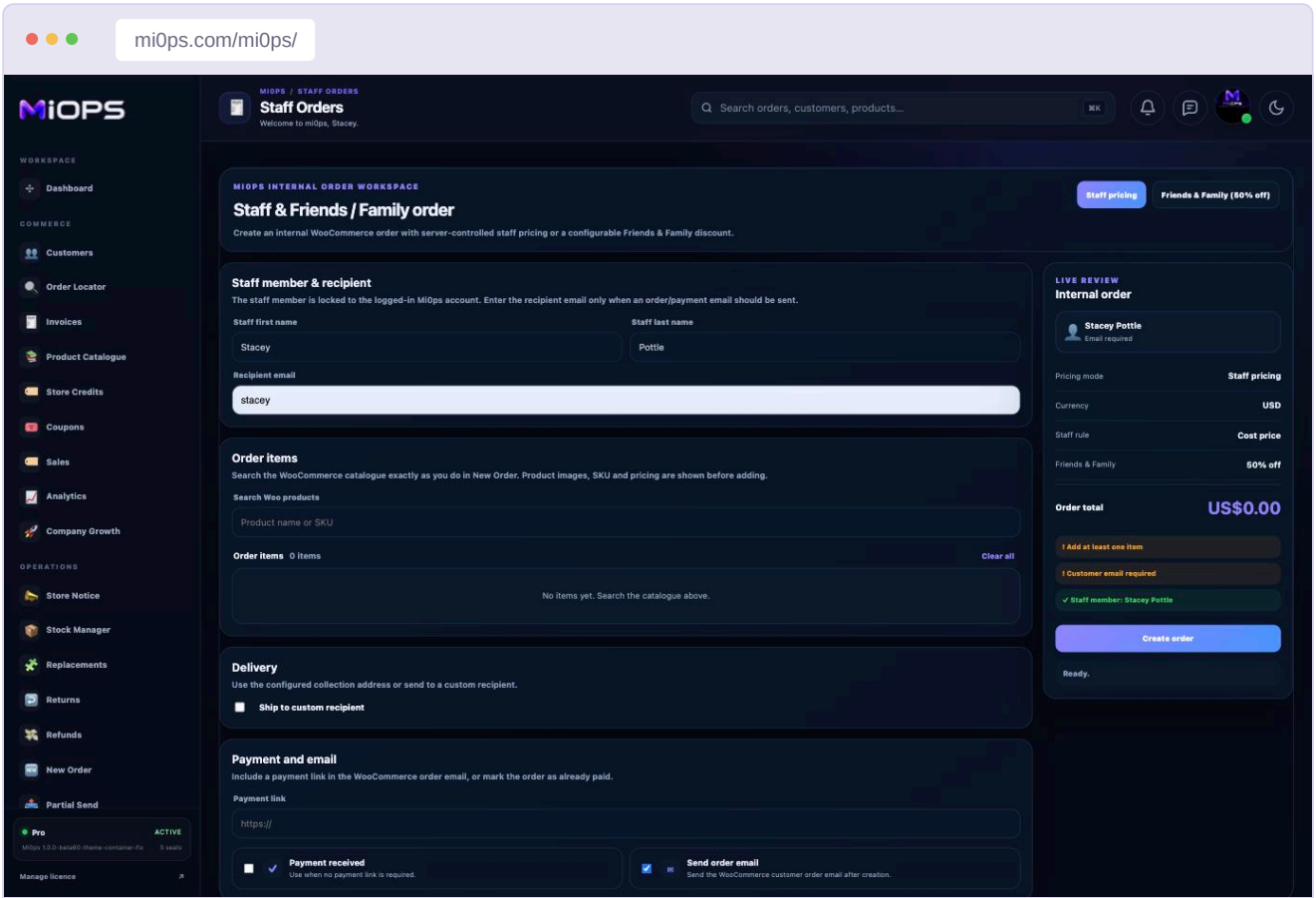
Any WooCommerce checkout — classic or the block-based Store API checkout — is checked against active restrictions before the order is placed, using normalised and hashed address matching so minor formatting differences still match. A blocked login attempt shows the configured Blocked login message instead of signing the user in.

LEGACY DATA CARRIES OVER AUTOMATICALLY

If this store previously ran a standalone customer-blocklist plugin generation, its `biops_customer_blacklist` table and meta carry over automatically once MiOps Pro is active.

40 Staff Orders

Staff Orders is a dedicated internal-order workspace so staff can place a staff-price or Friends & Family order for themselves, with pricing enforced server-side — staff cannot manipulate the discount from the browser.



Staff Orders: pricing-mode toggle, order items cart, delivery and payment panels, and the Live Review sidebar.

Workspace

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Pricing mode toggle	Staff pricing or Friends & Family (shows the configured % off).	Choose before adding items — it affects the Live Review totals as you build the order.
Staff member & recipient	Staff first/last name are read-only, locked to the logged-in MiOps account; Recipient email controls who receives order/payment emails.	Use the recipient email for a Friends & Family order going to someone other than the ordering staff member.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Order items	Catalogue search (same style as New Order) showing product image, name, SKU and price, added to an editable cart.	Adjust quantities directly in the cart before creating the order.
Delivery — Ship to custom recipient	Off uses the configured default collection/company address; on reveals recipient name, address and shipping-charge fields.	Leave off for warehouse collection; turn on to actually ship the order out.
Payment and email	Optional Payment link URL, a Payment received switch (for when no payment is needed), and a Send order email switch.	Send order email triggers WooCommerce's normal customer-processing-order email.
Live Review sidebar	Staff member, pricing mode, currency, the effective Staff rule and Friends & Family %, running Order total, a live readiness checklist, and Create order.	Check the checklist is fully green before clicking Create order.

Settings (MiOps > Settings > Commerce > Staff Orders)

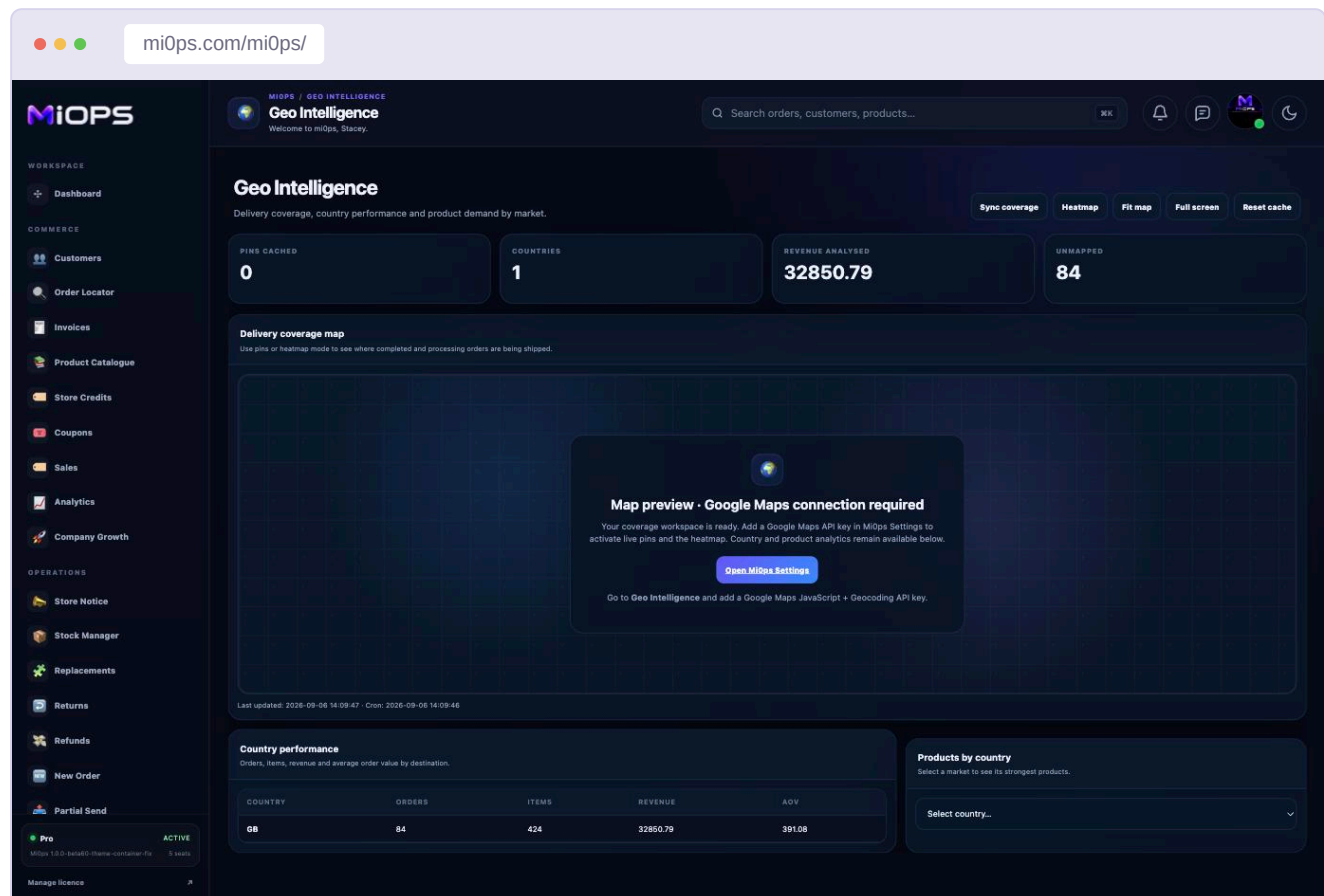
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Staff pricing mode / %	Cost price, or a configured flat % off catalogue, plus its percentage.	Cost price pulls from Stock Manager's own per-product Cost/unit field.
No recorded cost price behaviour	Use catalogue price, or block the order.	Choose block if allowing an accidental full-margin loss is a bigger risk than a blocked order.
Friends & Family discount %	The flat percentage applied in Friends & Family mode.	Shown to staff on the pricing-mode toggle itself.
Currency override, order status, reduce stock, default recipient email, shipping charge, collection address	Internal currency override; the WooCommerce status new orders are created in (Processing or On hold); whether to reduce stock; whether to send the recipient email by default; and defaults for shipping charge and collection address.	Review these once at setup — most staff orders will use the defaults unchanged.

COST PRICE COMES FROM STOCK MANAGER

Set a product's cost on its Cost/unit field in Stock Manager and Staff Orders picks it up automatically for its Cost price pricing rule — there is nothing to duplicate in Staff Orders settings.

41 Geo Intelligence

Geo Intelligence turns completed and processing order addresses into a delivery-coverage map plus country-level and product-by-country sales analytics.



Geo Intelligence: toolbar, KPI tiles, the Google Maps connection setup card, and the Country performance table with live data.

Toolbar and KPI tiles

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Sync coverage	Batch-geocodes recent order addresses via the Google Geocoding API and caches the results.	Run after a busy sales period to bring the map up to date.
Heatmap / Fit map / Full screen / Reset cache	Toggles a heatmap overlay, fits the map to visible pins, expands to full screen, or clears cached geocoding results.	Reset cache only if pin data looks stale or wrong — it forces re-geocoding on the next sync.
Pins cached / Countries / Revenue analysed / Unmapped	The four KPI tiles.	Unmapped counts orders that couldn't be geocoded or matched — worth checking if it's high.

Map, country performance and products by country

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Live map	Requires a Google Maps API key (Maps JavaScript + Geocoding APIs) configured first.	Without a key it shows a “Map preview · Google Maps connection required” setup card with a shortcut into MiOps Settings.
Country performance	Orders, Items, Revenue and AOV per destination country.	Country performance and Products by country still work from cached order data even before a Maps key is configured.
Products by country	Pick a country to see its top-selling products by quantity and revenue.	Use for country-specific merchandising or logistics decisions.

Settings (MiOps > Settings > Analytics > Geo Intelligence)

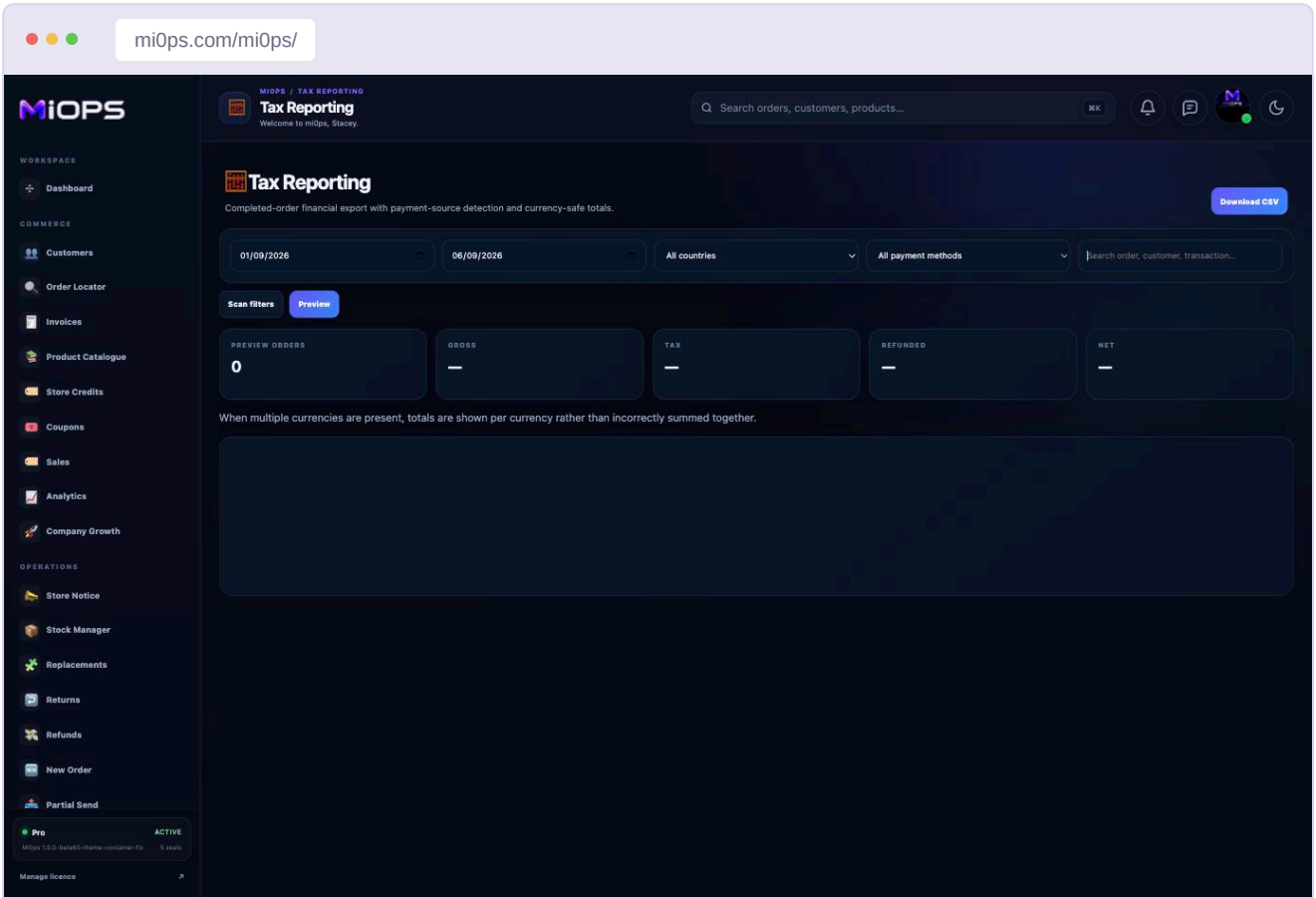
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Google Maps API key	Enables the live map.	Required before the map itself will render — analytics panels work without it.
Historical range (days)	How far back orders are pulled into analytics.	A longer range gives a fuller picture but takes longer to sync.
Order statuses counted	Which statuses count toward analytics — Processing, Completed, On hold, Refunded.	Match this to how your store actually recognises a sale.
Map cache pin target / sync batch size	Controls how many pins the cache aims to hold and how many addresses each sync batch processes.	Lower the batch size if syncs are timing out on a busy store.
Auto sync + interval (minutes)	Runs Sync coverage automatically on WP-Cron.	Turn on so the map and analytics stay current without a manual sync.

GET A GOOGLE MAPS KEY FIRST

The live map needs a Google Maps API key with the Maps JavaScript and Geocoding APIs enabled before it will render — set this up in Settings before relying on the map view. Country performance and Products by country work from cached order data in the meantime.

42 Tax Reporting

Tax Reporting is a completed-orders financial export for bookkeeping and tax purposes, with automatic payment-method detection and currency-safe totals — orders in multiple currencies are shown separately, never wrongly summed together.



Tax Reporting: filter bar, Preview KPI row and the results table.

Filters and actions

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Date range, Country, Payment method, Search	Narrows the export to a specific period, destination, gateway or free-text match across order/customer/transaction fields.	Combine filters to isolate exactly what a tax period needs.
Scan filters	Populates the Country and Payment method dropdowns from matching data.	Run this first so the dropdowns reflect real values in range.
Preview	Loads the results table and Preview KPI row without exporting.	Check the numbers look right before downloading.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Download CSV	Exports the current filtered results as a CSV file.	Hand this directly to bookkeeping or your accountant.

Preview KPI row and results table

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Preview orders / Gross / Tax / Refunded / Net	Summary figures for the current filter, shown per currency when more than one is present.	Never manually add totals across currencies — treat each currency's figures separately.
Results table	Order number, date, customer, country, detected payment method, tax, total, net.	Detected payment method is inferred automatically — see below.

Settings (MiOps > Settings > Finance > Tax Reporting)

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
CSV export columns	Which columns are included — Customer name, Customer email, Transaction ID, Payment evidence.	Include only what your bookkeeping workflow actually needs, especially for customer data.
Custom payment rules	A needle => Label textarea, one rule per line, to override or extend payment-method detection.	Use this for gateway names or note text specific to your own store's setup.

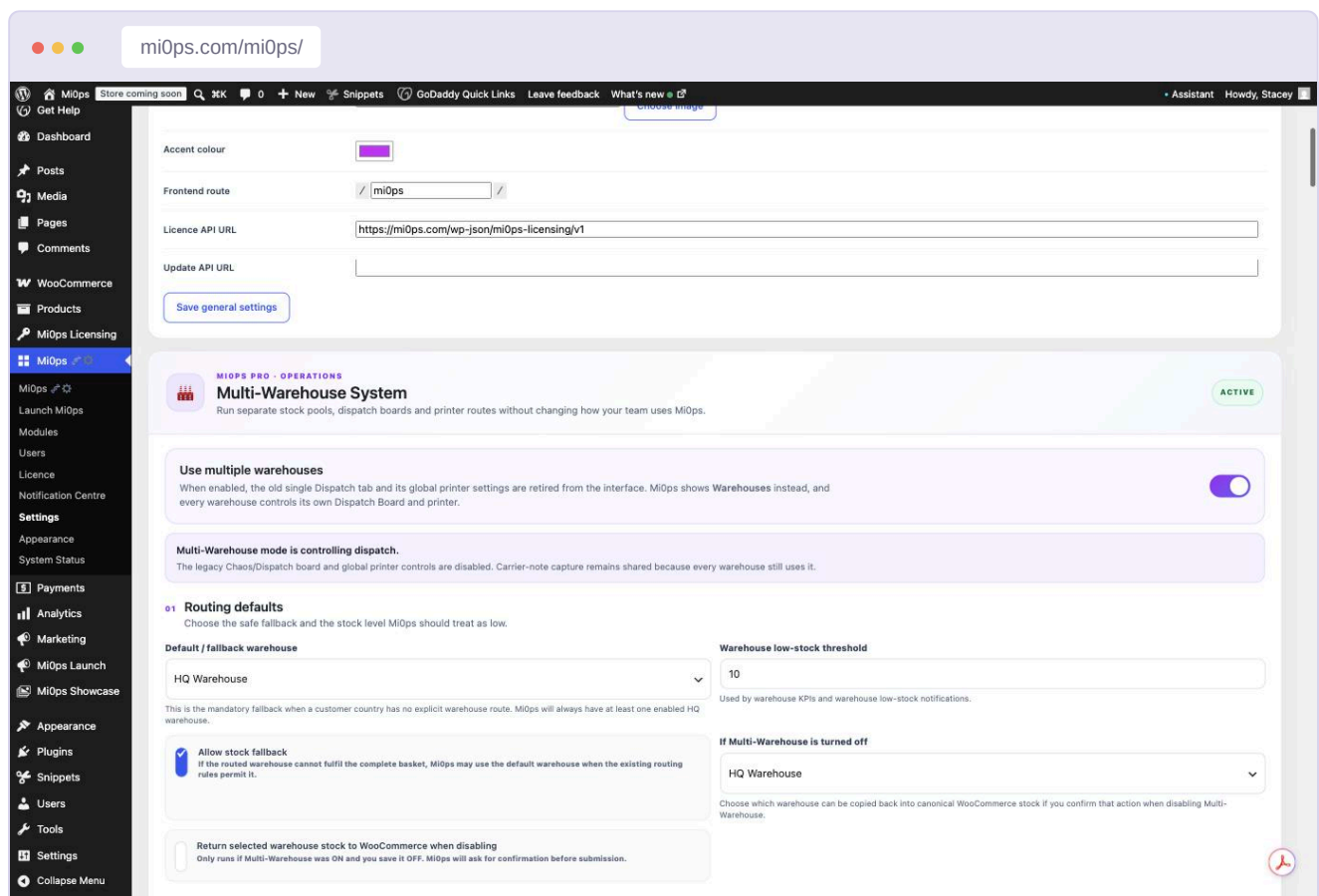
HOW PAYMENT-METHOD DETECTION WORKS

Detection reads WooCommerce's own gateway ID/title plus the order's internal notes and transaction ID, and matches against a built-in list — PayPal, Stripe/Card, Ziina, Viva Wallet, Revolut, Payoneer, Noda/SEPA, Wallid/Pay by Bank, Open Banking, Bank Transfer, Crypto, Cash, Apple/Google Pay and others — falling back to WooCommerce's own label if nothing matches.

43 Multi-Warehouse System

Multi-Warehouse is the operational core of build beta73: a licence-gated system that turns MiOps from a single implicit stock pool and one shared Dispatch tab into up to five independently configured warehouses, each with its own stock, Dispatch Board, Kiosk staff/PINs and printer routing. On **MiOps > Modules** the row for it is listed as **Warehouses**, Tier **core** — but that only describes the module framework the row belongs to. The Multi-Warehouse System feature itself — the master toggle, routing defaults and every per-warehouse configuration screen in this Part — is badged **MIOPS PRO** throughout Settings and behaves exactly like the eight Pro modules in Part VI: it requires a Pro or Pro Plus licence entitlement, and it is hidden/locked without one. Treat “Warehouses is core-tier” as a statement about where it sits in the module table, not as a claim that Multi-Warehouse is free to use on a Core licence.

This installation runs two configured warehouses: **HQ Warehouse** (internal code `hq`, Dispatch Board “KIOSK KATE”, routing GB) and **Spain warehouse** (internal code `warehouse_2`, Dispatch Board “SHIPPING SEÑORITA”, routing ES and IR). Up to five warehouse slots are supported in total; the examples below follow these two real warehouses through setup.



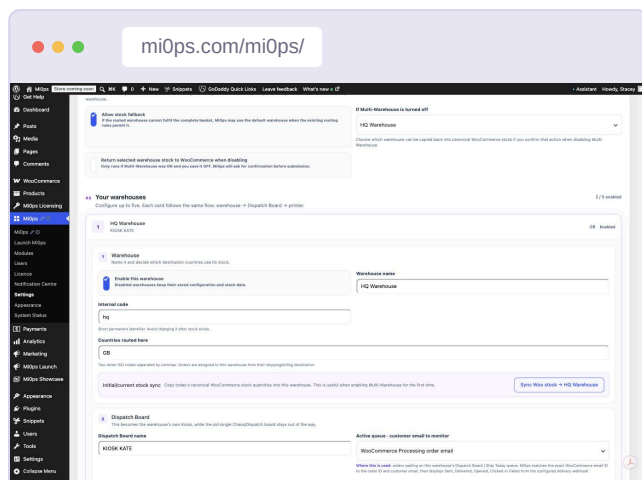
MiOps > Settings, Multi-Warehouse System card: the master toggle (ACTIVE) and Section 01, Routing defaults.

The master toggle and what changes when it's on

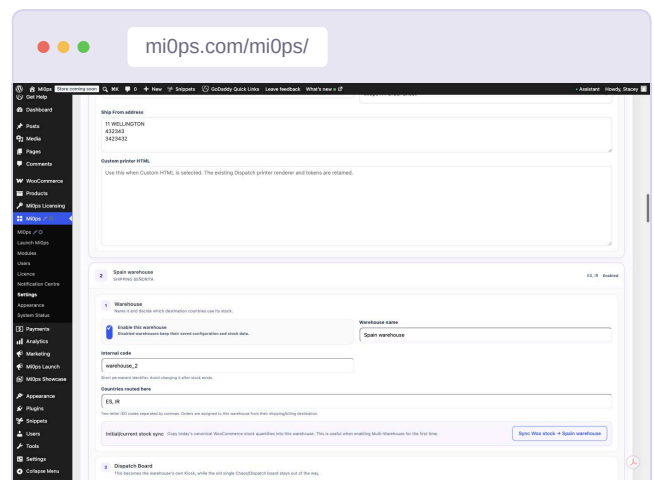
Use multiple warehouses is the single switch that decides which fulfilment model the whole installation runs. Turning it on retires the old single, global Dispatch tab and its global printer settings — the left-hand navigation's **Dispatch** item is replaced by **Warehouses**, and Dispatch Board naming, Kiosk staff/PINs and printer routing all move from one shared configuration to one configuration per warehouse. Carrier-note capture — reading tracking numbers out of WooCommerce order notes — stays a single shared configuration either way, under Settings' "Shared Dispatch Services" card, since it isn't warehouse-specific.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Use multiple warehouses (master toggle)	Switches the installation between a single global Dispatch tab and the full per-warehouse Warehouses module.	Flip this only once you've reviewed the routing defaults below — it changes what staff see in navigation immediately.
Default / fallback warehouse	The warehouse new or unmatched orders and stock route to when no country rule applies.	Set to your primary warehouse first — this installation uses HQ Warehouse.
Warehouse low-stock threshold	The default reorder threshold applied across a warehouse's stock unless a product overrides it.	A sensible organisation-wide starting point; fine-tune per product afterwards in Stock Manager.
Allow stock fallback	Lets an order route to another warehouse's stock when its assigned warehouse can't cover it.	Turn on if your warehouses hold overlapping catalogue and a late fulfilment is better than a blocked one.
If Multi-Warehouse is turned off — fallback warehouse	Which single warehouse's figures become WooCommerce's own stock again if Multi-Warehouse is ever disabled.	Review and confirm this before disabling, not after — it decides which warehouse's numbers "win".
Return selected warehouse stock to WooCommerce when disabling	Copies that warehouse's quantities back into WooCommerce's native stock field on disable.	Turn on only if you intend disabling to be a permanent move back to single-stock operation.

Adding and configuring a warehouse



Settings, “Your warehouses”, HQ Warehouse card: Warehouse sub-section (name, internal code, countries routed) and the start of its Dispatch Board sub-section.



HQ's Custom printer HTML field, followed by the Spain warehouse card's Warehouse sub-section — the same fields, filled in for the second warehouse.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Enable / Warehouse name / Internal code	Turns a warehouse slot on and names it; the internal code (e.g. hq, warehouse_2) is a permanent identifier used in URLs and integrations once set.	Choose a code you're comfortable keeping — this installation uses hq and warehouse_2.
Countries routed here	A comma-separated list of destination countries that default to this warehouse.	HQ Warehouse routes GB; Spain warehouse routes ES, IR. An order to any other country falls back to the default warehouse.
Sync Woo stock → [warehouse]	A one-off push of current WooCommerce stock quantities into that warehouse's own stock pool.	Run this once when first enabling a warehouse so it isn't starting from zero.
Dispatch Board name	The label shown on that warehouse's standalone Kiosk board.	This installation names them KIOSK KATE (HQ) and SHIPPING SEÑORITA (Spain) — pick something your warehouse floor recognises instantly.
Active queue / Completed queue	Which WooCommerce order-status email pair drives that warehouse's Dispatch Board — which orders appear pending, and which mark it complete.	Normally the Processing order email for the active queue and the Completed/shipped order email for the completed queue.
Kiosk staff & PINs	A per-warehouse staff list, each with a 4–8 digit PIN and an Active toggle, for signing in to that warehouse's Kiosk without a full MiOps login.	PINs are stored as hashes and can't be read back — reset a forgotten PIN here rather than trying to recover it.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Kiosk override password	A shared fallback password for that warehouse's Kiosk if a staff PIN can't be used.	Treat it as a shared credential — rotate it if a device is lost or a staff member leaves.
Printer routing — Enable, Automatically send sheets, Printer email, Print layout, Ship From address, Custom printer HTML	Per-warehouse pick/pack-sheet printing, from a built-in layout or your own custom HTML template.	Set Ship From to that specific warehouse's real return address, not a shared company head-office address.

CONFIGURE UP TO FIVE WAREHOUSES

Two warehouses are active on this installation; three further slots (Warehouse 3, 4, 5) exist unconfigured and ready to use — add one from Settings or from the Warehouses module's own Warehouse Settings tab (Section 44) using the “Expand network” panel, without touching wp-admin at all.

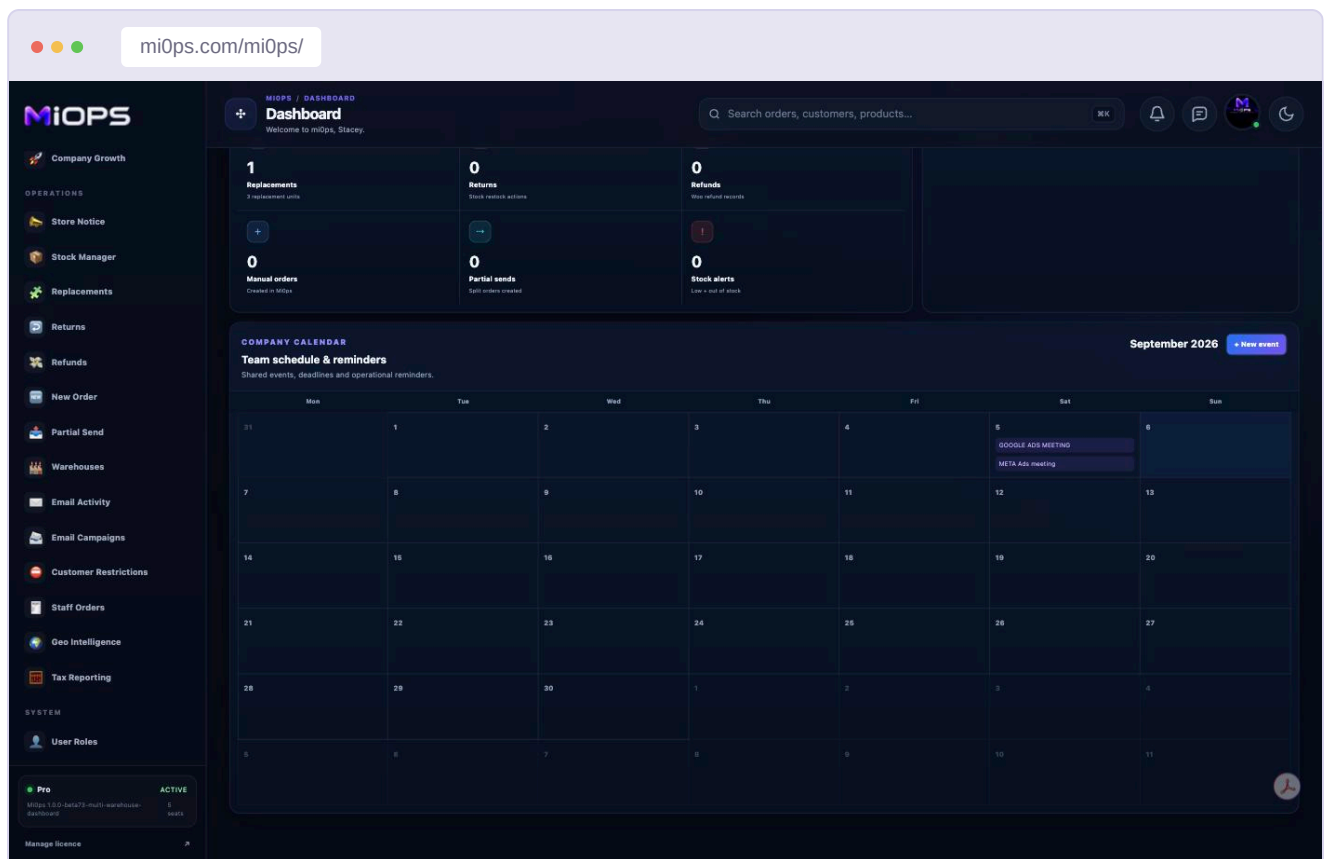
GRANT THE WAREHOUSES PERMISSION PER USER

Turning on Multi-Warehouse does not automatically give existing staff access to the module. Every module checkbox in **MiOps > Users** can be ticked independently per user, and **Warehouses is not ticked by default** even for users who already have every other module enabled. Open MiOps > Users and tick Warehouses for each staff member who needs it before assuming they can see the module — otherwise it will look, from their side, like Multi-Warehouse isn't switched on at all.

MULTI-WAREHOUSE SYSTEM

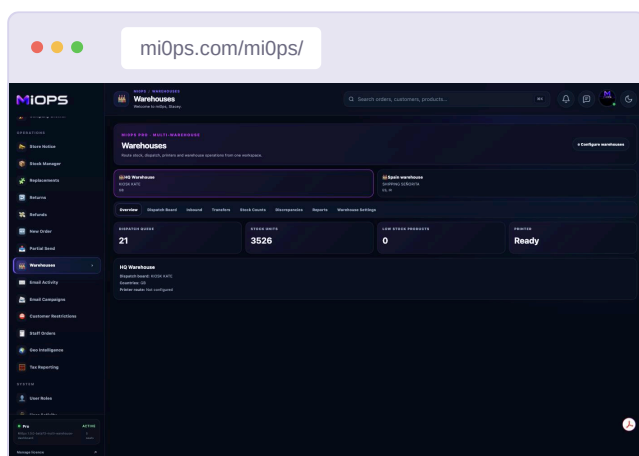
44 The Warehouses workspace

Once Multi-Warehouse is active and a user has the Warehouses permission, **Warehouses** replaces **Dispatch** in the left-hand Operations navigation. It has eight tabs — Overview, Dispatch Board, Inbound, Transfers, Stock Counts, Discrepancies, Reports and Warehouse Settings — plus a warehouse-selector pair of cards above the tab strip. Selecting the other warehouse reloads every tab's data for it and appends `&warehouse=<code>` to the URL, so a link can point straight at one warehouse's view.

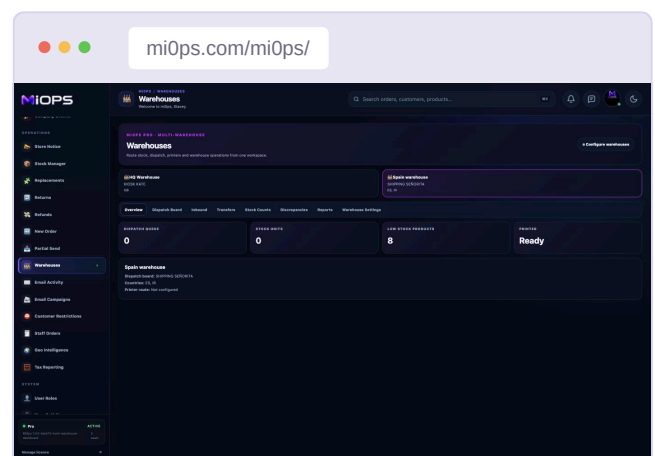


Left navigation, Operations section: Warehouses has replaced the old Dispatch item.

Overview



Overview tab, HQ Warehouse selected: Dispatch Queue, Stock Units, Low Stock Products, Printer status and the warehouse profile card.

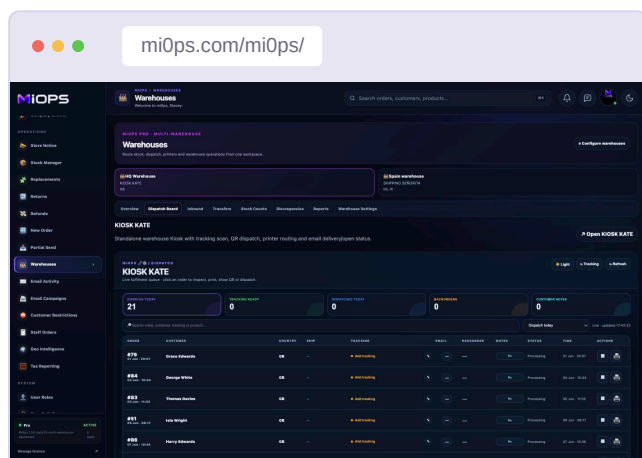


Overview tab after switching the selector to Spain warehouse — every figure re-renders for the newly selected warehouse.

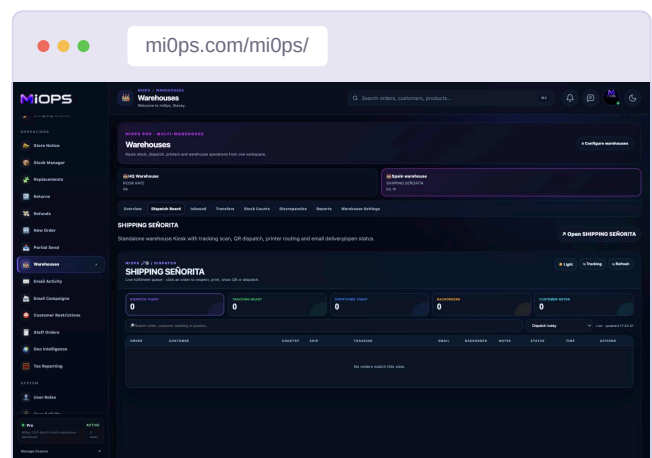
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Dispatch Queue	Count of orders currently queued for this warehouse's Dispatch Board.	Use as a same-day workload indicator for that warehouse specifically.
Stock Units	Total managed stock units held in this warehouse's own pool.	Compare across warehouses to see where inventory actually sits.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Low Stock Products	Products at/below this warehouse's low-stock threshold.	Jump into Stock Counts or Stock Manager (Section 17) to investigate or correct.
Printer	Live status of this warehouse's configured printer route.	Ready means the last automatic or test print succeeded; anything else needs Printer routing checked (Section 43).
Warehouse profile card	Read-only summary — Dispatch Board name, Countries served, printer route.	A quick confirmation you're looking at the intended warehouse before acting.

Dispatch Board



Dispatch Board tab, HQ Warehouse: the embedded KIOSK KATE fulfilment kiosk with its live order queue.



Dispatch Board tab, Spain warehouse: the embedded SHIPPING SEÑORITA kiosk, showing its own — separate — queue.

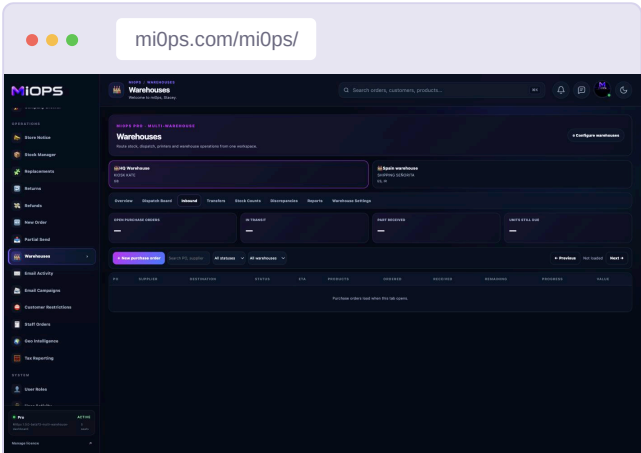
CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Embedded Kiosk board	The same standalone Kiosk fulfilment board configured in Section 43, embedded directly in this tab.	Staff can work from here or from the standalone Kiosk URL/PIN login — both show the same live queue for that warehouse.
Dispatch Today / Tracking Ready / Dispatched Today / Backorders / Customer Notes	Counters summarising the day's fulfilment state for this warehouse only.	Each warehouse tracks its own counters — they never combine across warehouses.
Order queue table	Order, Customer, Country, Ship, Tracking, Email, Backorder, Notes, Status, Time, Actions.	Use row Actions to mark dispatched, print a sheet, or open the order.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Open [Dispatch Board name]	Opens that warehouse's standalone, PIN-protected Kiosk view in its own window.	Use this on a shared warehouse-floor device instead of signing staff into full MiOps.

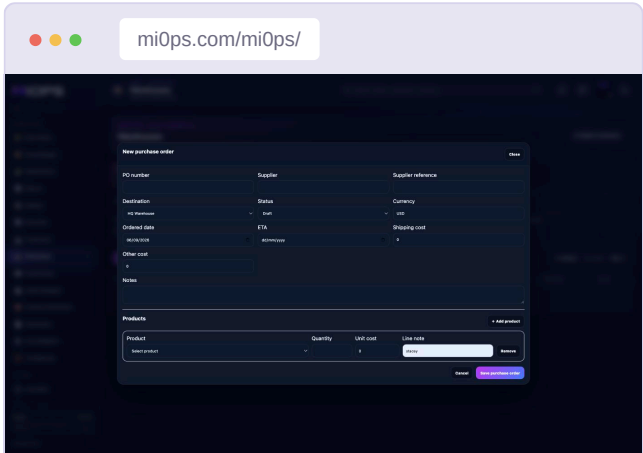
PER-WAREHOUSE KIOSK, PIN STAFF AND PRINTER ROUTING

Each warehouse keeps its own Kiosk staff/PIN list and its own printer routing — both set on this warehouse's Warehouse Settings tab, or from Settings (Section 43). A PIN valid at HQ Warehouse's kiosk does not sign a person into Spain warehouse's kiosk; set PINs, printer email and Ship From address separately for each warehouse.

Inbound



Inbound tab: KPI tiles and the purchase-order table.



New purchase order modal: PO header fields and the Products line-item grid.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Open Purchase Orders / In Transit / Part Received / Units Still Due	KPI tiles summarising this warehouse's inbound-PO pipeline.	Part Received is the queue to check before assuming a PO is finished.
PO table	PO, Supplier, Destination, Status, ETA, Products, Ordered, Received, Remaining, Progress, Value.	Progress and Remaining make a partially received order visible at a glance.
+ New purchase order	Opens the PO creation form.	Use for any incoming supplier stock, not only full-container shipments.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
PO header — PO number, Supplier, Supplier reference, Destination, Status, Currency, Ordered date, ETA, Shipping cost, Other cost, Notes	The purchase order's own identifying and cost fields.	Destination is the warehouse the stock will land in — it doesn't have to be the warehouse you're currently viewing.
Products line-item grid, + Add product	Add each expected product with Quantity, Unit cost and an optional Line note.	Unit cost here feeds this PO's landed-cost figures, kept separate from Stock Manager's own Cost/unit field.
Partial receiving	As stock physically arrives, receive it against the PO in instalments instead of all at once.	Ordered/Received/Remaining update live, so a part-shipped supplier order stays accurately tracked until fully received.

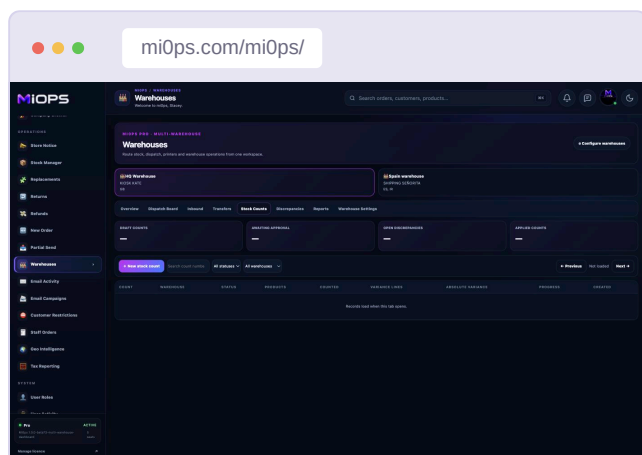
Transfers

The screenshot shows the MiOps Pro Multi-Warehouse dashboard. The left sidebar contains navigation links for various operations and system settings. The main area is titled 'Warehouses' and includes a search bar and a 'Configure warehouses' button. The 'Transfers' tab is selected, showing four KPI tiles: 'OPEN TRANSFERS', 'AWAITING DISPATCH', 'IN TRANSIT', and 'UNITS IN TRANSIT'. Below these tiles is a table with columns for 'TRANSFER', 'ROUTE', 'STATUS', 'PRODUCTS', 'REQUESTED', 'DISPATCHED', 'RECEIVED', 'STILL IN TRANSIT', 'PROGRESS', and 'TRACKING'. The table is currently empty, with a message indicating that transfers will load when the tab is opened.

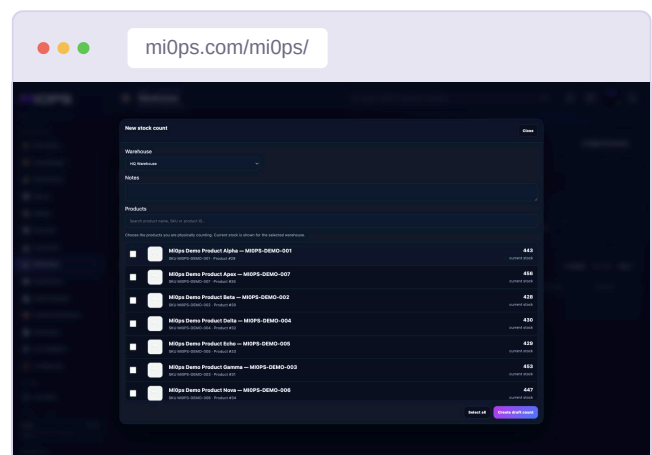
Transfers tab: KPI tiles and the transfer table.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Open Transfers / Awaiting Dispatch / In Transit / Units in Transit	KPI tiles for inter-warehouse stock movement.	Use to keep track of stock that's left one warehouse but hasn't arrived at another yet.
Transfer table	Transfer, Route, Status, Products, Requested, Dispatched, Received, Still in Transit, Progress, Tracking.	Route shows the from/to warehouse pair at a glance.
+ New transfer / Save draft transfer	Opens the transfer form — Transfer number (auto), From warehouse, To warehouse, Expected arrival, Notes, plus a Products line-item grid.	Save as a draft first; dispatching and receiving are separate steps once stock is actually moving.

Stock Counts



Stock Counts tab: KPI tiles and the counts table.

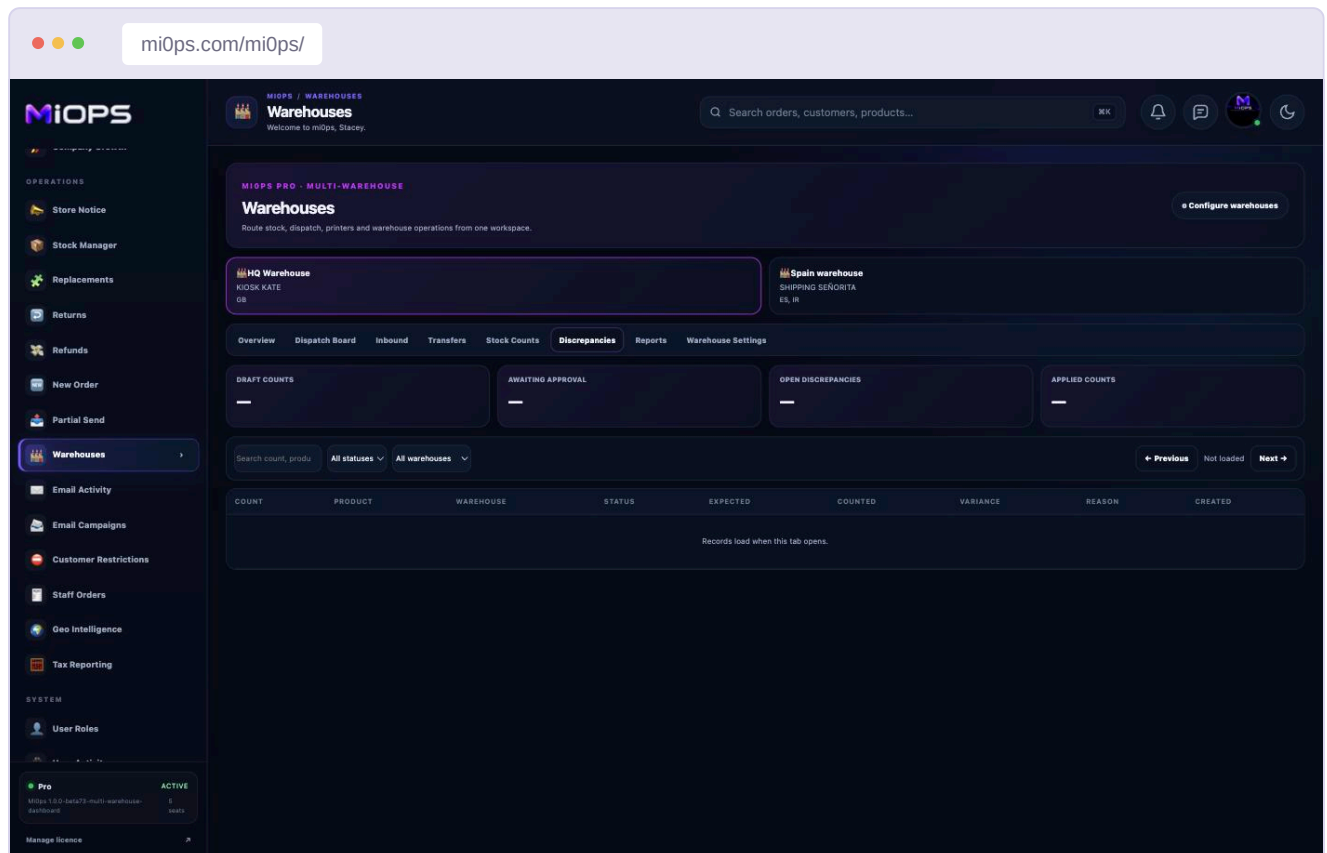


New stock count modal: warehouse, notes and the product selection grid.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Draft Counts / Awaiting Approval / Open Discrepancies / Applied Counts	KPI tiles tracking a stock count from creation through to being applied.	Open Discrepancies here mirrors the Discrepancies tab's own count.
+ New stock count	Opens the count-creation modal.	Choose the Warehouse, add Notes, then tick which catalogue products to physically count — each row shows the product, SKU/product number and current system stock.
Select all / Create draft count	Selects every listed product, or saves the chosen selection as a new draft count.	Counting a filtered subset — one category, say — is usually faster than counting the whole catalogue every time.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Counts table	Every count and its status through the workflow.	A count must be approved before any resulting discrepancy shows up in Reports.

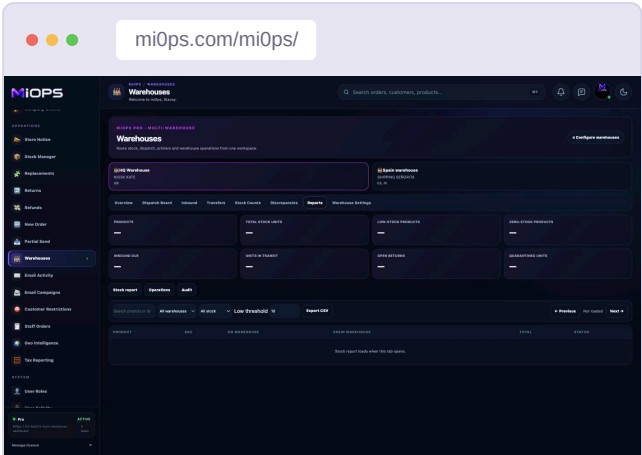
Discrepancies



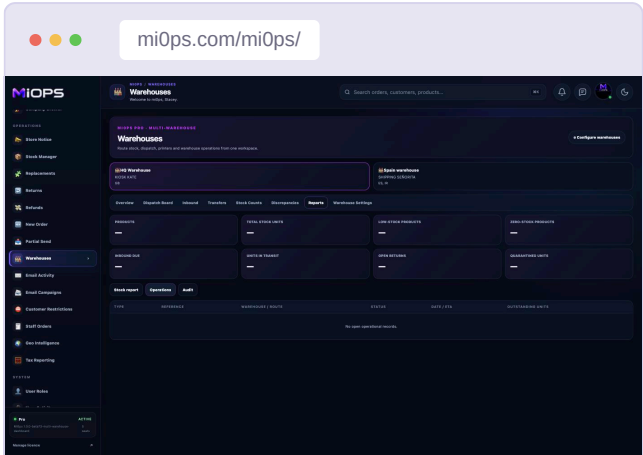
Discrepancies tab: KPI tiles and the discrepancy table.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
KPI tiles	The same four Stock Counts tiles, shown here for quick cross-reference.	Read as a shared health indicator between the two tabs.
Discrepancy table	Count, Product, Warehouse, Status, Expected, Counted, Variance, Reason, Created.	Variance is Counted minus Expected — negative means stock is missing versus system records.
Read-only — no manual create action	Discrepancies are generated automatically once a stock count is applied; there is nothing to add here directly.	To resolve one, go back to Stock Counts and apply a corrected count, or investigate and record the Reason.

Reports

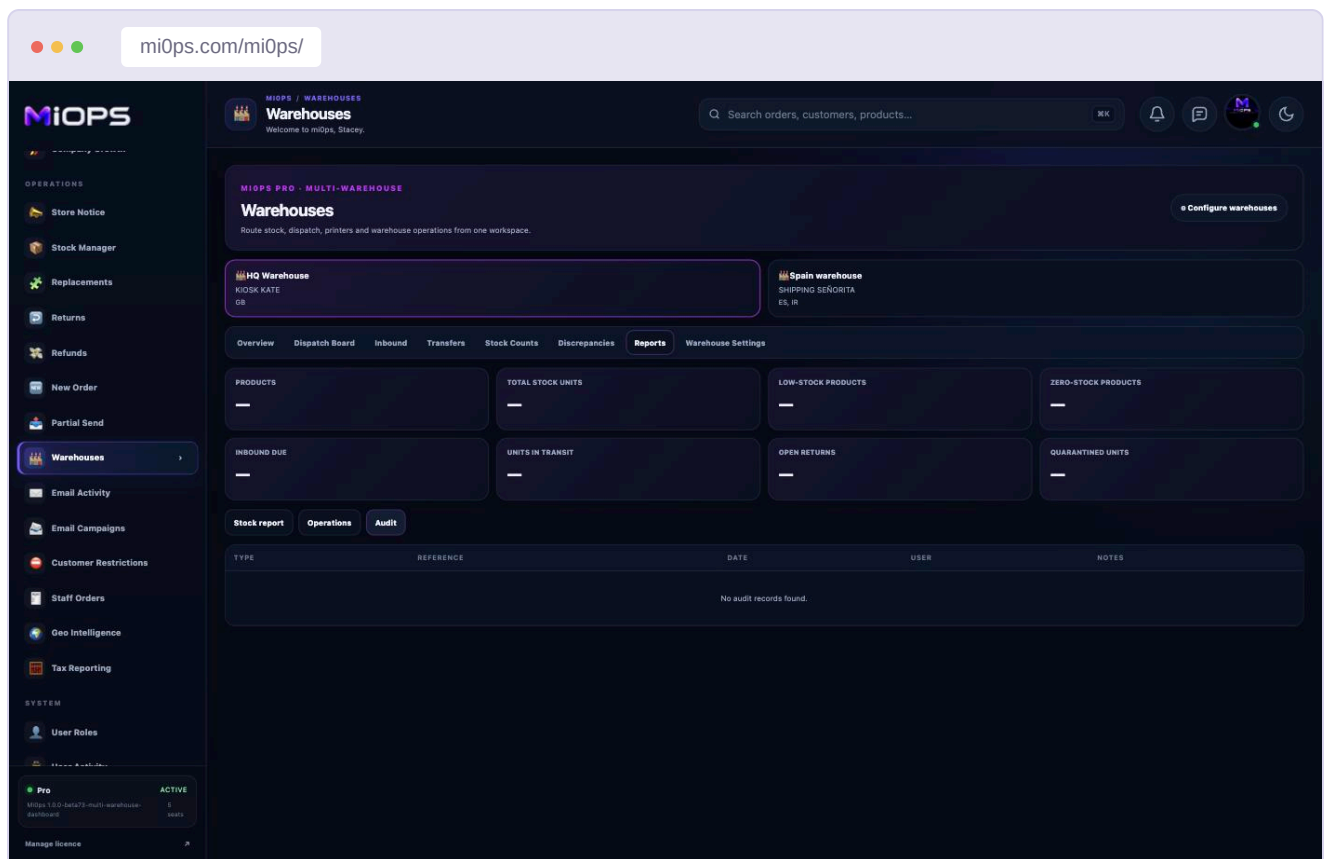


Reports, Stock report sub-view: KPIs and the per-product, per-warehouse breakdown.



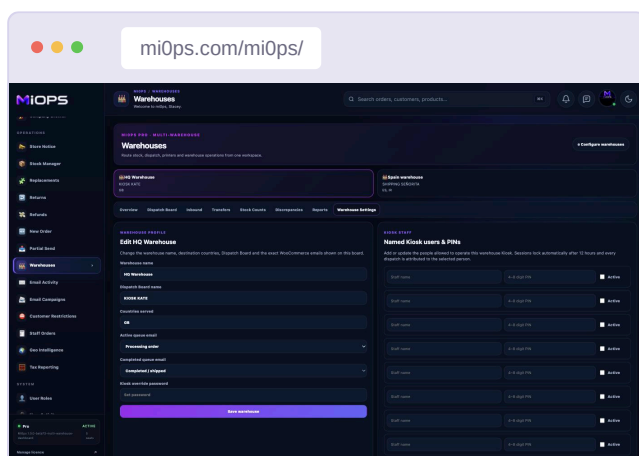
Reports, Operations sub-view: the unified open-record feed across POs, transfers and counts.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Stock report	KPIs — Products, Total Stock Units, Low-Stock Products, Zero-Stock Products, Inbound Due, Units in Transit, Open Returns, Quarantined Units — plus a per-product table broken out by warehouse column (HQ Warehouse / Spain Warehouse).	Use the Low-threshold filter and Export CSV for a buying- or bookkeeping-ready snapshot.
Operations	One unified feed of every open operational record — Purchase Orders, Transfers and Stock Counts — with Type, Reference, Warehouse/Route, Status, Date/ETA and Outstanding Units.	Use this as the single screen that answers “what's still open across the whole warehouse operation right now”.
Audit	A change-log table — Type, Reference, Date, User, Notes — for edits made to warehouse records.	Use for accountability review, the same way Stock Manager's Stock activity tab works for plain stock edits (Section 17).

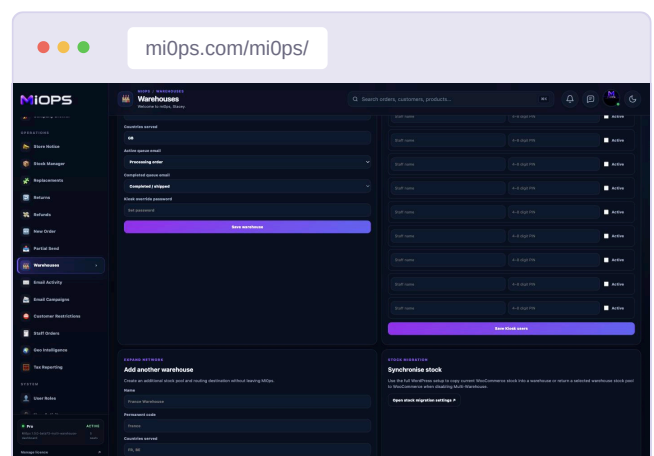


Reports, Audit sub-view: the warehouse-record change log.

Warehouse Settings



Warehouse Settings tab, Edit HQ Warehouse panel, alongside Named Kiosk users & PINs.



Warehouse Settings, bottom of page: Expand network and Stock migration.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Edit [warehouse] panel	The frontend copy of that warehouse's core setup — Warehouse name, Dispatch Board name, Countries served, Active/Completed queue email, Kiosk override password.	The same fields as Settings' Multi-Warehouse System card (Section 43) — use whichever surface is convenient, both write to the same configuration.

CONTROL / OPTION	WHAT IT DOES	HOW / WHEN TO USE IT
Named Kiosk users & PINs / Save Kiosk users	Per-staff 4–8 digit PIN login list for this warehouse's Kiosk, each with its own Active toggle.	Keep it current — deactivate a row the day someone leaves rather than deleting their history.
Expand network	Adds another warehouse — Name, Permanent code, Countries served — directly from the frontend.	The same action as configuring warehouse slots 3–5 in Settings; up to five warehouses total.
Synchronise stock / Open stock migration settings	Copies WooCommerce stock into this warehouse, or returns this warehouse's stock to WooCommerce.	The same sync/return controls available in Settings, reachable without wp-admin access.

RETURNS AND QUARANTINE LIVE OUTSIDE WAREHOUSES

There is no “Returns” tab inside the Warehouses module. Physical returns and quarantine are handled by the separate, pre-existing **Returns** module (Section 19) — the same one used before Multi-Warehouse existed. The Stock report sub-view above shows Open Returns and Quarantined Units purely as read-only counters for warehouse-level visibility; the actual return workflow is opened from Returns, not from anywhere inside Warehouses.

COMPATIBILITY WITH OLDER STANDALONE WAREHOUSE SETUPS

The Warehouses module's Purchase Order, Transfer, Stock Count and Returns/quarantine data structures preserve the older “Peptio” warehouse table model used by a prior standalone warehouse plugin generation, the same pattern already used elsewhere in MiOps Pro for Store Credits, Email Campaigns and Customer Restrictions legacy data (Sections 35, 38, 39). If this store previously ran that standalone warehouse plugin, its existing tables are read and extended in place rather than replaced — there is nothing to re-enter, though a fresh **Sync Woo stock** per warehouse (Section 43) is still worth running once to confirm quantities line up before relying on it operationally.

REFERENCE

A Appendix A — Module inventory

The full set of modules included in this unified build, with their individual version numbers.

Core Cross-Module	1.1.0-alpha11
Dashboard Command Centre Redesign	1.3.0
Customers	1.3.0

Product Catalogue	1.0.0
Sales	1.0.0
Order Locator Full Height Navigation	1.0.5
Invoices Added in beta46 — PDF invoices, invoice-only adjustments, secure QR links	1.1.0
Analytics	1.0.1
Company Growth	1.0.1
Store Notice	1.0.1
Stock Manager	1.0.1
Replacements	1.0.0
Returns	1.0.0
Refunds	2.0.0
New Order	2.1.0
Partial Send	1.1.1
Dispatch Fast QR / Notes Fix	1.0.6
Warehouses Multi-Warehouse System — added beta73. Module row is core-tier; the Multi-Warehouse feature itself (toggle, routing, per-warehouse config) requires a Pro/Pro Plus licence, same gating as the eight Pro modules above. Grant the Warehouses permission per user under Mi0ps > Users — it is not enabled by default.	core
User Roles Block WordPress admin checkbox	1.0.2
User Activity	1.0.0
Website Statistics included in unified beta44	—
Server Statistics	1.0.0
Store Credits Pro module — added in Mi0ps Pro (beta60)	pro
Coupons Pro module — added in Mi0ps Pro (beta60)	pro
Email Activity Pro module — added in Mi0ps Pro (beta60)	pro
Email Campaigns Pro module — added in Mi0ps Pro (beta60)	pro
Customer Restrictions Pro module — added in Mi0ps Pro (beta60)	pro
Staff Orders Pro module — added in Mi0ps Pro (beta60)	pro

Core: 1.1.0-alpha11 Cross-Module. The package is distributed as the unified MiOps plugin, with its module code included inside the single plugin package.

REFERENCE

B Appendix B — Pre-launch merchant checklist

Work through this checklist before handing a new or migrated MiOps installation to live operational staff.

- ☐ Backups tested
- ☐ Old standalone MiOps plugins deactivated
- ☐ Unified plugin activated
- ☐ Licence activated and refreshed
- ☐ Setup Wizard completed
- ☐ Company name/logo/accent checked
- ☐ Frontend route tested in private browser
- ☐ Staff WordPress accounts created
- ☐ Seats assigned
- ☐ Module permissions reviewed
- ☐ Notification categories assigned
- ☐ Kiosk PIN set
- ☐ Dispatch product/status scope checked
- ☐ Carrier tracking rules tested
- ☐ Scan-to-Dispatch tested
- ☐ Printer test page successful
- ☐ Automatic printer trigger tested if enabled
- ☐ Completed tracking email tested
- ☐ Order Locator email webhook tested if configured
- ☐ Returns/replacements/refunds tested on staging
- ☐ Partial Send tested on staging
- ☐ Website Statistics receiving data
- ☐ Server Statistics live checks pass
- ☐ Invoice Settings company/address/template reviewed and saved
- ☐ Test invoice PDF generated and checked against the live preview
- ☐ Invoice QR public link tested end-to-end (scan, view, expiry understood)
- ☐ Security Centre reviewed: lockout thresholds and security alert email confirmed
- ☐ Block standard WP login tested with a licensed seat before wider rollout
- ☐ WordPress-admin blocking reviewed for staff who should stay inside MiOps only
- ☐ Operational staff trained on destructive/financial actions
- ☐ Pro or Pro Plus licence activated (Core/Core Plus keys are rejected by MiOps Pro)
- ☐ MiOps > Modules reviewed to confirm which of the 8 Pro modules are actually licensed before rollout
- ☐ Multi-Warehouse: Warehouses permission granted per user under MiOps > Users (not automatic)



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