

BizBook



AI POS & Inventory — run your whole business from one app.

VERSION

production v7 (September 2026)

PLATFORM

Android · Available on Google Play

New in this version: see [What's new since July 2026](#) at the end.

WORKS 100% OFFLINE

Every feature in this manual works with no internet connection. Cloud sync is an optional extra — never a requirement.

DOWNLOAD

[Google Play](#)

WEBSITE

fieldhealthafrica.org/bizbook

SUBSCRIPTIONS

[Subscriptions portal](#)

SUPPORT

hello@fieldhealthafrica.org

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1 Getting started

1. Install BizBook from Google Play and open it.
2. The setup wizard asks for:
 - **Your business name.**
 - **Your business type** — pharmacy, supermarket, provision store, hardware, restaurant, or general retail. This adapts the whole app: a pharmacy sees batch numbers and expiry dates; a provision store doesn't. You can change any of this later in Settings.
 - **Your currency and tax.** BizBook carries every active world currency (all 160 ISO 4217 codes, including the Tanzanian shilling) and preselects the one for your phone's country, so a shop in Dar es Salaam does not start out trading in francs. Change it in one tap if the guess is wrong. Tax name, rate, inclusive or exclusive, and cash rounding are all yours to set.
 - **Your address, phone and business email.** These print on your invoices. Optional.
 - **An optional logo** — it appears on your receipts and invoices.
 - **Optionally, an email address to send this manual to.** This is a separate question from the business email, because that one goes out to customers on your invoices and is often a shared inbox. Type an address and we email you this manual as a PDF, with how to reach us. Leave it blank and nothing is sent. The address is used for nothing else, and is never shared or sold. If you are offline, BizBook keeps it and sends it the next time you have a connection.
3. That's it — you land on the Dashboard. Every step is skippable and editable later under **Settings → Business Profile**.

SET YOUR CURRENCY FIRST

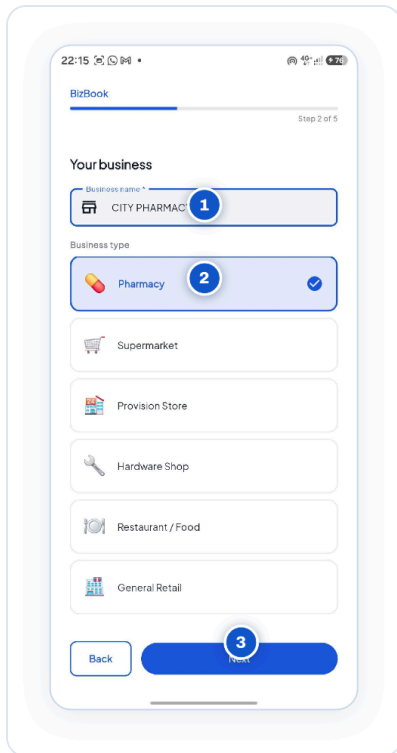
Set your currency before you enter any prices. BizBook stores money as a whole number of the smallest unit, so switching currency after you have started trading changes what your stored amounts mean.

Every new business starts with a **14-day free trial** of everything (see *Plans*).

The first time you reach the Dashboard, BizBook asks two privacy questions under the title **Help us improve BizBook: Send crash reports** (technical errors only, never your products, prices, sales or customers) and **Share anonymous usage** (names of setup steps only, no numbers from your business). You choose, and you can change either one at any time in **Settings → App**.

TIP

At first, BizBook shows you just the core actions — New Sale, Scan Product, New Invoice, Record Expense. The rest appears as you need it.



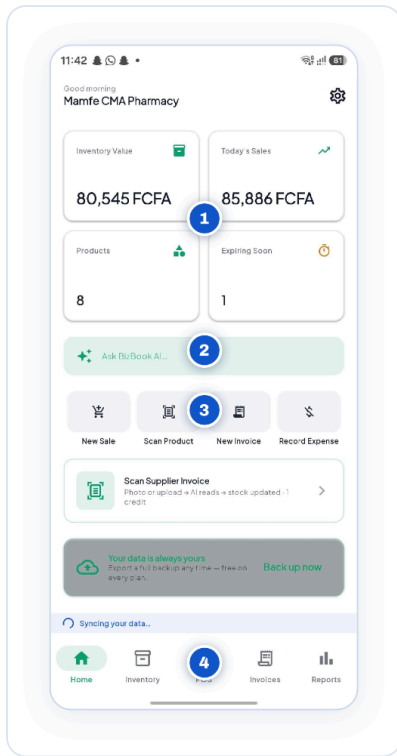
- 1 Type your business name — it appears on every receipt and invoice.
- 2 Pick your business type. The tick shows the selected one; this adapts the whole app (a pharmacy gets batch & expiry tracking).
- 3 Tap Next — the progress bar at the top shows you are on step 2 of 5.

2 The Dashboard

The bar at the bottom has six tabs: **Home**, **Inventory**, **POS**, **Invoices**, **Reports** and **More**. The **More** tab groups the other screens: **Clients**, **Financial** and **Expenses** under money and customers; **Purchases** and **Suppliers** under stock and suppliers; **Sales History**, **BizBook AI** and **Staff** under records. **Settings** is also reached from More.

Your home screen shows, at a glance:

- **Metric cards** — inventory value, today's sales, product count, and expiring-soon or low-stock (depending on your business type).
- **Ask BizBook AI** — type a plain question ("what should I reorder?") and get an answer with suggested actions (see *AI features*).
- **Quick actions** — New Sale, Scan Product, New Invoice, Record Expense.
- **Alerts** — low stock, expiring batches, overdue invoices, backup status, pending sync.
- A 30-day cash-flow sparkline.



WALKTHROUGH · THE DASHBOARD

- 1 Metric cards — inventory value, today's sales, product count, expiring soon.
- 2 Ask BizBook AI — type a plain question about your business.
- 3 Quick actions — New Sale, Scan Product, New Invoice, Record Expense.
- 4 Bottom navigation — Home, Inventory, POS, Invoices, Reports.

3 Selling — Point of Sale

Open POS from the bottom navigation or the New Sale quick action.

MAKING A SALE

1. Add items to the cart any of these ways:
 - Search by name, SKU, or barcode.
 - **Camera scan** — tap the scan icon and point at the barcode.
 - **Hardware barcode scanner** — a USB or Bluetooth scanner just works; scan and the item drops into the cart (see *Connected devices*).
 - Tap products in the grid (layout adapts to your business type — restaurants get category tiles, supermarkets get barcode-first).
2. Adjust quantity, add a line discount, or remove items in the cart. Bulk businesses can sell decimal quantities (kg, L, m).
3. Tap **Checkout** and choose the payment method:
 - **Cash** — a change calculator shows exactly what to give back.
 - **Mobile money (MTN MoMo / Orange Money)** — the payment is recorded as "pending" until you confirm the money actually arrived (when the SMS comes in, tap **Mark received**). No more "did they really pay?" disputes.
 - Bank, card (recorded), or credit (on the customer's account).
 - You can split payment across multiple methods.

- Optionally attach a customer — leave it blank and the receipt just says "Walk-in customer".
- Confirm. Stock is decremented automatically and a receipt is created — print it on a thermal printer, share it as PDF/WhatsApp, or skip it.

POS receipts are free and unlimited on every plan, forever.

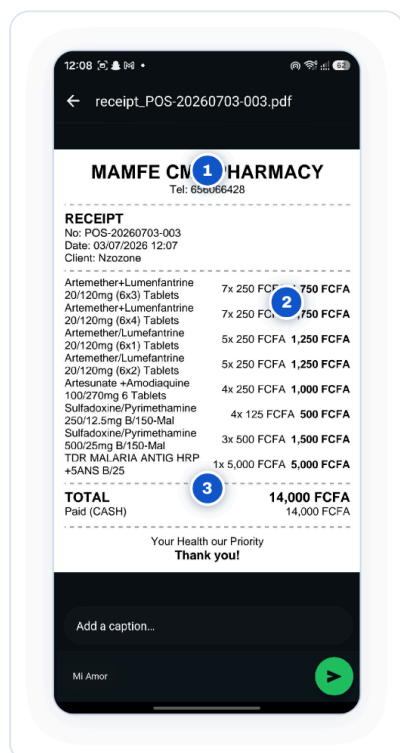
RESTAURANT EXTRAS

- Split the bill** — divide one table's cart into separate bills by item, by seat, or evenly. Each split becomes its own sale with its own receipt.
- Modifiers** — "extra cheese", "large portion" — price add-ons attached to a product without separate stock.

RETURNS & CORRECTIONS

- Returns and refunds:** go to **More** → **Sales History**, open the sale and tap **Return**. Stock goes back in automatically and the refund is recorded.
- Fix a mistake:** use the correction action on a sale or stock entry. BizBook writes a clean reversing entry with your reason — the books stay accurate and auditable, and you never have to delete-and-retype.

WALKTHROUGH · A POS RECEIPT SHARED ON WHATSAPP



- Your business name and phone print at the top of every receipt.
- Each line shows quantity × unit price and the line total.
- Total and payment method — here a cash sale of 14,000 FCFA.

4 Products & inventory

ADDING PRODUCTS

Three ways, from **Inventory** → +:

1. **Manual** — name, price, unit, category, optional barcode/SKU, cost price, reorder level, photo.
2. **AI Scan** — photograph the product or its label; the AI fills in the form (name, price suggestion, barcode, expiry...). You review, edit, and save. (Uses AI credits — see *Plans*.)
3. **Barcode** — scan the barcode with camera or hardware scanner to attach it to the product for instant POS lookup.

Products support **variants** (size, colour, flavour — each tracked with its own stock) and categories.

STOCK CONTROL

- On-hand quantity is always exact — every movement (purchase, sale, return, adjustment, waste) is a ledger entry, so you have a complete audit trail of who changed what, when, and why.
- **Adjust stock** from the product page (requires a reason — e.g. "damaged", "count correction").
- **Low-stock alerts** fire when a product drops below its reorder level.
- **Batches & expiry** (pharmacy, supermarket, restaurant): each restock can carry a batch number and expiry date; the Expiring Soon tab and alerts warn you in time to sell or promote before losses.
- **Reorder suggestions** — BizBook watches your real sales pace per product and predicts when you'll run out.

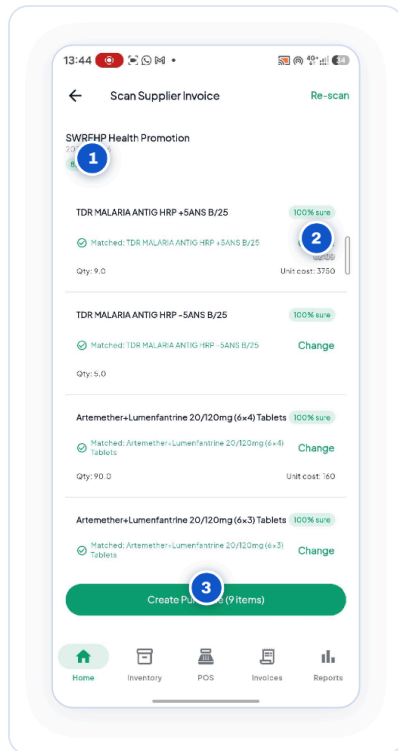
5 Purchases & suppliers

Record what you buy so stock and supplier balances stay true:

1. **More** → **Purchases** → **New Purchase**: pick or add a supplier, add line items (product, quantity, unit cost; batch number and expiry if your business tracks them). Saving the purchase adds the stock automatically. Your supplier list is at **More** → **Suppliers**.
2. **Scan a supplier invoice** — photograph the paper invoice; the AI extracts the line items into a draft purchase for you to review and confirm. A huge time-saver for big deliveries. (Uses AI credits.)
 - A long invoice can take up to about three minutes to read. Keep the app open while it works.
 - Every scanned line can be corrected before you save: description, quantity and unit cost, as well as the product match, batch and expiry.

- If a scan fails on BizBook's side, the AI credit is returned.

3. **Partial payments** — pay some now, the rest later; the purchase shows paid/partial/unpaid and the supplier ledger keeps the running balance.



WALKTHROUGH · SCAN SUPPLIER INVOICE (AI)

- 1 The AI reads the photo and shows its overall confidence (here 82%).
- 2 Each line is matched to your inventory — tap Change to correct a match before saving.
- 3 Tap Create Purchase — stock is added only after you confirm.

6 Invoices, estimates & quotes

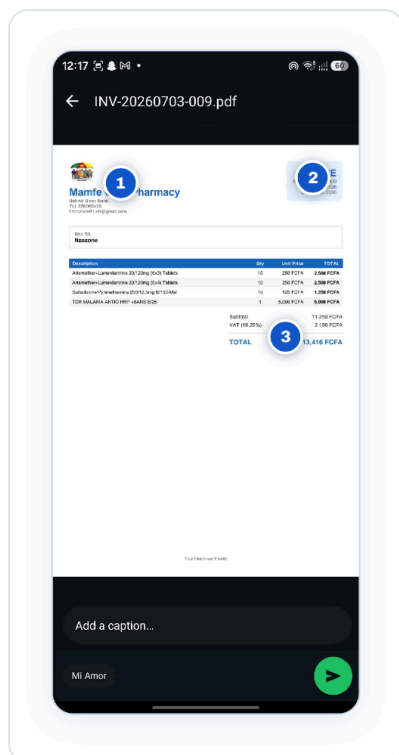
Create professional documents from **Invoices** → +:

- **Types:** Invoice, Estimate, Quote, Proforma. Convert an estimate to an invoice in one tap (the link between them is kept).
- Add items from inventory or as free-text lines; per-line or whole-document discount; your configured tax applied automatically.
- The customer is always optional — blank prints as "Walk-in customer".
- The PDF carries your logo, business details, tax setup, and footer note. Pro unlocks multiple templates and removes the "made with BizBook" footer.
- **Share** by WhatsApp, email, print, or save the PDF — all generated on the phone, no internet needed.
- **Track status:** open / partial / paid / overdue / cancelled. Record payments directly against an invoice.
- **Automatic reminders:** set a follow-up date and BizBook nudges you (and can draft a polite reminder) when an invoice is overdue.

Free plan: 40 formal invoices/estimates/quotes per calendar month (POS receipts don't count and are unlimited). Need more? Upgrade to Pro or buy a one-off invoice pack.

On the Free plan, receipts and invoices carry a small footer: "Made with BizBook" and the web address fieldhealthafrica.org/bizbook. This applies to the Bluetooth receipt, the PDF receipt and the PDF invoice. Paid plans remove it.

WALKTHROUGH · A FORMAL INVOICE PDF



- 1 Your logo, business details and contacts in the header.
- 2 Invoice number, date and due date are generated automatically.
- 3 Subtotal, VAT (19.25%) and total — your configured tax is applied for you.

7 Clients, credit & loyalty

- **Client directory** at **More** → **Clients** (optional, you never need a client to sell): name, phone, email, notes, credit limit.
- **Per-client ledger**: every sale, every payment, running balance, unpaid bills, outstanding total. Call, message, or share a statement from the client page.
- **Credit sales**: sell on credit at POS; the ledger tracks paid / pending / partially-paid. When a customer pays off credit, open **More** → **Clients**, choose the client and tap **Record payment**. The payment clears the oldest unpaid sale first. You cannot record more than the client owes.
- **Loyalty points**: simple stamps/points per purchase for registered clients — "every 10th purchase free" style. Points are earned and redeemed at POS.

8 Money — banks, cash, expenses

More → **Financial** tracks where your money actually is, and **More** → **Expenses** holds what you spend:

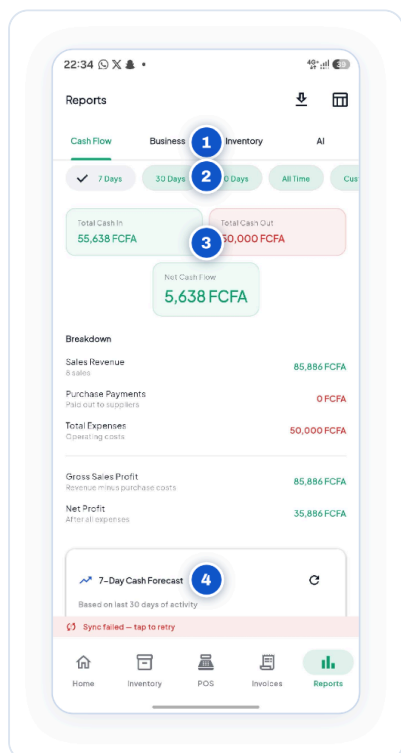
- **Bank accounts** — add accounts with opening balances; see the total.
- **Hand cash / cash drawer** — the cash physically in the shop.
- **Transfers** between accounts (e.g. banking the day's cash).
- **Expenses** — record and categorize any business expense, attach a photo of the receipt, or let the AI scan the receipt and fill in the amount and a suggested category.
- **Payments in/out** — every payment (sales, invoices, purchases, manual) in one searchable list.

9 Reports

- **Cash Flow** — money in, money out, net cash flow, gross profit, expenses, net profit, with date filters and breakdowns.
- **Business reports** — daily/weekly/monthly sales, top sellers, slow movers, profit margins, per-client and per-product breakdowns, charts.
- **Inventory reports** — stock valuation, expiry forecast, reorder suggestions, dead stock.
- **AI reports** — ask in plain English or French ("top 5 products by profit this month") and get the answer as a chart/table (Pro / AI credits).
- **Export:** print or export PDF/CSV free; Excel (.xlsx) workbooks with formatted sheets and totals on Pro.

Sensitive numbers in reports respect staff permissions — see next section.

WALKTHROUGH · REPORTS — CASH FLOW

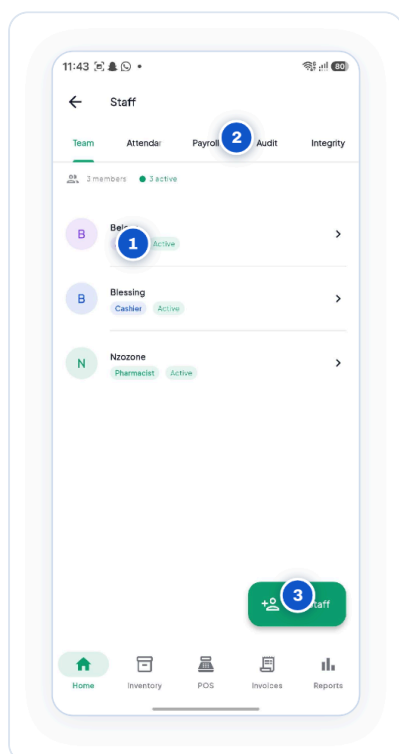


- 1 Switch report groups with the tabs: Cash Flow, Business, Inventory, AI.
- 2 Date filters — 7 / 30 / 90 days, all time, or custom.
- 3 Cash in, cash out, net at a glance, with the full breakdown below.
- 4 7-Day Cash Forecast — AI prediction based on your last 30 days.

10 Staff, roles & attendance

For shops with a team, at **More** → **Staff** (multi-user requires Pro after the trial). Pro includes up to 3 staff logins. The Business plan has no limit.

- Every person gets their own login — never a shared password. The Owner creates users and assigns a role: Admin, Manager, Pharmacist, Cashier, or Viewer.
- **Permissions are yours to control, per person** — both what they can do (run POS, give discounts, void sales, record expenses...) and what they can see. Cost prices, profit margins, daily takings, and supplier pricing can be hidden from any user — a cashier sees selling prices only, with a lock icon where the sensitive numbers would be.
- **Audit log:** voids, price edits, exports, and user changes are recorded (who, what, when) — visible to Owner/Admin only.
- **Integrity dashboard:** flags unusual patterns per staff member — high void rates, discount outliers, frequent stock write-offs.
- **QR attendance:** print your business QR; staff scan it to check in/out. Manual entry works as fallback.
- Simple hours totals and optional payroll (monthly or hourly, mark as paid).



WALKTHROUGH · STAFF — TEAM

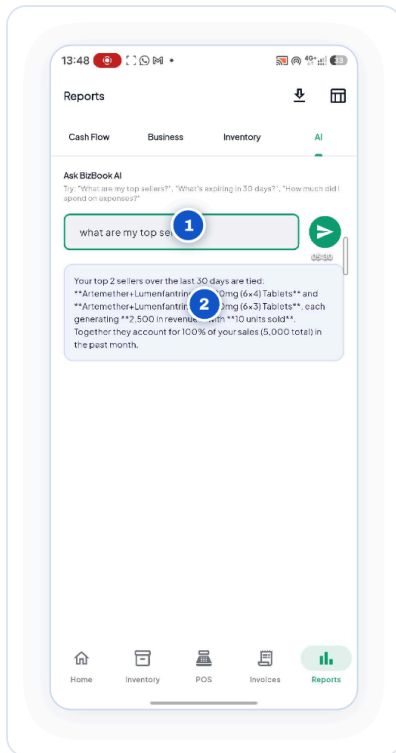
- 1 Each member shows their role badge (Admin, Cashier, Pharmacist...) and status.
- 2 Tabs for Attendance, Payroll, Audit and Integrity.
- 3 Tap Add Staff to create a login and choose their permissions.

11 AI features

AI in BizBook removes typing — it never blocks you. Everything has a manual path, every AI result is shown to you for review before it is saved, and each result carries a confidence indicator. The assistant is **BizBook AI** in the **More** tab, as well as the **Ask BizBook AI** box on the Dashboard.

FEATURE	WHAT IT DOES
Scan-to-Inventory	Photograph a product → the Add Product form is pre-filled
Invoice/receipt OCR	Photograph a supplier invoice or expense receipt → draft purchase/expense with line items
Voice entry	Speak a sale or expense ("two bags of rice at 15,000") → a draft entry to review
Ask BizBook	Plain-language questions about your business, answered from your own data on your phone
Forecasts & alerts	Cash-flow forecasts, reorder predictions, unusual-activity flags

- AI needs an internet connection and **AI credits**. The 14-day trial includes 10 AI credits. Pro includes 30 AI credits a month and Business 150 a month. Anyone can buy a credit pack. Selling, invoicing, and everything else never depend on AI.
- **BizBook AI** now reasons with real figures: this period against the last, revenue against cost, stock against how fast it actually sells, and what you are owed.
- The camera view warns you about blur or glare before a photo is sent, so credits aren't wasted on unusable shots.
- Your business data stays on your phone — questions are answered by running the analysis locally, not by uploading your books.



- 1 Type a plain question — e.g. "what are my top sellers" — and tap send.
- 2 The answer comes from your own data, with figures and percentages.

12 Connected devices & accessories

BizBook is designed to work with cheap, widely available hardware. Nothing here is required — the app is fully usable with just a phone.

BLUETOOTH THERMAL RECEIPT PRINTERS — SUPPORTED

- **What works:** generic 58mm and 80mm Bluetooth thermal printers that speak ESC/POS — the inexpensive receipt printers sold in phone shops and online (typically 15,000–40,000 FCFA). Most no-name and big-brand (Xprinter, Goojprt, etc.) ESC/POS models work.
- **How to connect:** charge/power the printer and turn on Bluetooth pairing; pair it in your phone's Bluetooth settings (common PINs: 0000/1234); in BizBook, print a receipt → choose the paired printer. Set it as the default in **Settings** → **Printing**.
- **What prints:** POS receipts with your business name, items, totals, and footer. Receipts print as text — fast and ink-free (thermal paper).
- Receipt labels (No, Date, Client, Subtotal, TOTAL, Paid, Change, Thank you) print in your app language when the printer can print them. These printers only print Latin letters, so in Arabic and Hindi, and for Hausa words that use the letters d or k, the labels print in English instead. A shop name or product name written in Arabic or Devanagari script cannot be printed on a Bluetooth receipt at all. For those shops, share the receipt as a PDF or print it on an ordinary printer instead.
- Printer messages, such as a printer that is out of range, appear in your language.
- **Not supported:** printer-driven cash-drawer kick-out and printing scannable barcodes on receipts (planned).

REGULAR PRINTERS (A4 / OFFICE) — SUPPORTED

Invoices, estimates, reports, and statements are generated as PDFs on the phone and print through Android's standard print dialog — so any printer your phone can see works: Wi-Fi printers, or any printer via Google/manufacture print services (HP Smart, Epson, Canon plugins from Play Store). You can also share the PDF to a computer and print from there. PDFs print every language BizBook supports, including Arabic, Hindi, Swahili and Hausa, and currency symbols such as the naira, cedi and rupee.

BARCODE SCANNERS — SUPPORTED

- **Camera scanning** is built in — no accessory needed. The camera scans barcodes for POS, product lookup, and adding products.
- **Hardware scanners:** any USB or Bluetooth barcode scanner that works in "keyboard-wedge" (HID) mode — which is almost all of them. Bluetooth: pair in phone settings, open POS, scan. USB: plug into the phone/tablet with a USB-OTG adapter.
- Scans land in the POS search instantly and add the item to the cart — ideal for supermarket-style checkout. 1D (EAN/UPC/Code128) and 2D (QR) scanners both work.

THE PHONE CAMERA

Used for: barcode scanning, AI product scan, supplier-invoice/receipt OCR, product photos, and QR attendance check-in for staff.

DEVICES BIZBOOK RUNS ON

- Android phones (primary) and Android tablets — the layout adapts; a cheap tablet + Bluetooth printer + USB scanner makes a full POS counter.
- Chromebooks that run Android apps.
- **Multiple devices, one business:** with Pro cloud sync, your counter tablet and your own phone stay in sync automatically — including correct stock counts when both devices sell at the same time, even after working offline all day.
- A Windows/desktop version is on the roadmap.

SHARING TARGETS

Receipts, invoices, and reports share to WhatsApp, email, Bluetooth, or any app on your phone via the standard Android share sheet. Exports come out as PDF, CSV, or (Pro) Excel .xlsx files.

WHAT BIZBOOK DOES NOT CONNECT TO

Card terminals / mobile-money APIs — BizBook records payments; it never processes or moves money. Take the payment on your usual terminal or MoMo line, then record it in BizBook (mobile-money entries stay "pending" until you confirm receipt). **Electronic cash drawers and kitchen display systems** — not yet.

13 Languages & settings

10 languages, fully translated: English, French, Spanish, Portuguese, Dutch, Italian, Arabic, Hindi, Swahili, and Hausa. Change anytime in **Settings** → **Language**. Arabic runs right-to-left. Every screen, error message, receipt label, printer message and notification appears in your chosen language.

Every world currency, searchable by name, code or symbol, with the markets BizBook serves at the top of the list so nobody scrolls through 160 rows to reach FCFA.

Settings covers: business profile & branding; currency, tax and rounding; document numbering (your own prefixes); business-type feature overrides (e.g. switch batch tracking on/off); printing; backup & sync; security (PIN lock, biometric unlock, auto-lock timeout); language; subscription & AI credits; data export and account deletion.

SECURITY

Set a **PIN Lock** first. **Biometric Unlock** (fingerprint or face) can only be switched on once a PIN exists, and BizBook asks you to confirm your fingerprint or face at that moment. The PIN is what gets you back in if your fingerprint ever stops working. If an older setup has biometric unlock with no PIN and the fingerprint can no longer be used, BizBook switches the lock off, lets you in, and tells you why.

PRIVACY, PUBLISHER AND RATING

- **Settings** → **App** holds the two privacy switches, **Send crash reports** and **Share anonymous usage**. Switching one off takes effect immediately.
- **Settings** → **About** shows who publishes BizBook: Bery Health and Supplies LLC, trading as FieldHealth Africa, a limited liability company registered in Wyoming, United States (no. 2026-002026414), 30 N Gould St Ste N, Sheridan, WY 82801, United States, D-U-N-S number 145072509, hello@fieldhealthafrica.org.
- **Settings** → **Rate BizBook** opens BizBook's page on Google Play.

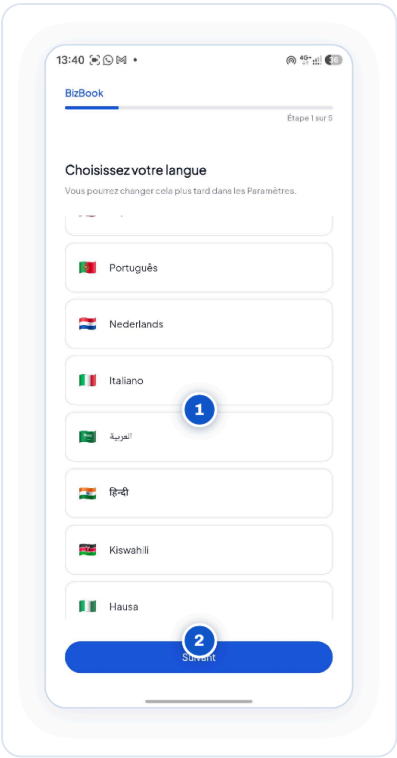
NOTIFICATIONS

BizBook can alert you about an overdue invoice; a follow-up date you set on an invoice; a product below its reorder level; a batch that is expiring or has expired; an automatic backup that has finished (Business plan); and a paid plan that is about to end or has ended. Alerts come in your app language, and you get at most one a day for the same item. On Android 13 and newer, the phone asks your permission the first time. You can silence each kind of alert separately in your phone's notification settings.

UPDATES

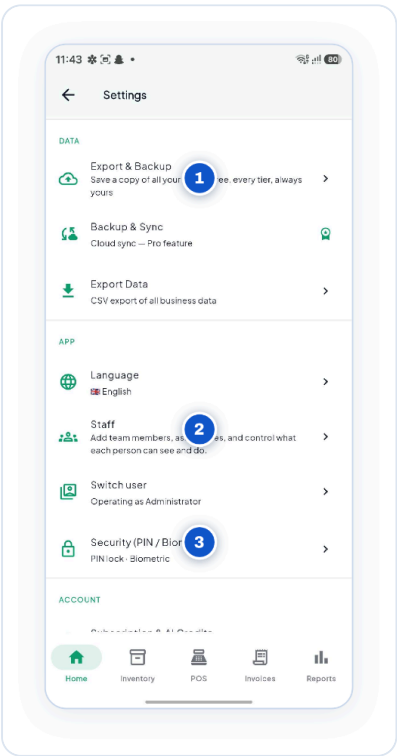
When a newer BizBook is on Google Play, a banner says **Update available**. Tap **Update** to open Google Play, or **Later** to hide the banner until a newer version comes out. In rare cases, when a version is known to be broken, BizBook shows **Update required** instead. Your records stay on

the phone untouched, and you can still save a copy of them before updating.



WALKTHROUGH · CHOOSING A LANGUAGE

- 1 The language picker is the first setup step — 10 languages, fully translated (shown here in French).
- 2 Change it anytime later in Settings → Language.



WALKTHROUGH · SETTINGS

- 1 Export & Backup — one-tap full backup, free on every plan.
- 2 Staff — roles and per-person permissions.
- 3 Security — PIN or fingerprint lock for the app.

14 Backup — your data is always yours

This is a core BizBook promise, on every plan including Free:

- **One-tap full backup** from the Dashboard or Settings — every product, sale, invoice, client, and setting is exported to a single portable file you keep (share it to your email, Drive, or a computer).
- **Restore** that file on any device to get your business back, from **Settings** → **Backup & Sync** → **Restore from a backup**. BizBook shows you what is in the file before it touches anything, saves a copy of what is already on the phone first, and restores everything in one go: if any part fails, nothing changes at all.
- A restore is a replacement, not a merge. Two phones that have both been traded on cannot be safely combined by copying records, which is what cloud sync is for, so BizBook asks you to confirm before it replaces anything.
- **Business plan:** scheduled backups, daily, weekly or monthly. They are saved on the phone and the last five are kept. A scheduled backup runs when you open or return to BizBook, not in the background, so open the app regularly. A notification confirms each one.
- **Pro cloud sync** adds automatic continuous backup and multi-device sync on top — but the local backup is free forever. Your business is never locked in and never held hostage.

RECOMMENDED

Do a backup at least weekly, and always before changing phones.

SIGNING IN FOR CLOUD SYNC

1. Cloud sync is a Pro feature. Open **Settings**; in the **Account** section tap **Sign in to BizBook Cloud**.
2. Choose **Continue with Google**, or sign in with an email address and password.
3. If you used Google, add a password afterwards with **Settings** → **Account** → **Set account password**, so you can also sign in with your email address, not only Google.
4. Two safety checks protect your records:
 - **This is a new account.** If Continue with Google creates a brand-new, empty account, BizBook stops before anything syncs. This usually happens when you first signed up with an email and password but never entered the six-digit confirmation code. Tap **Sign out** and sign in with your email and password instead, or tap **Keep this account**. Nothing on your phone is touched either way.
 - **This device already has a business.** If the account you sign into holds a different business from the one on your phone, nothing uploads or downloads until you choose. **Keep this phone's business** signs you out and changes nothing. **Download "(business name)" instead** replaces everything on the phone, after first saving a backup of the current data.

DO NOT REINSTALL

Do not reinstall BizBook to fix a sign-in problem. Reinstalling deletes the records on the phone.

15 Plans, trial & subscription

14-day free trial — every new business gets everything unlocked for 14 days (AI runs on a trial credit allowance). Near the end, BizBook looks at what you actually used and recommends the cheapest plan that covers it. After the trial the app downgrades gracefully to Free — no data is ever deleted. The trial includes 10 AI credits.

	FREE (FOREVER)	PRO	BUSINESS
POS sales & receipts	Unlimited	Unlimited	Unlimited
Offline everything	Yes	Yes	Yes
Formal invoices/quotes	40/month	Unlimited	Unlimited
Products	150	Unlimited	Unlimited
Local backup/export	Always free	Yes	Yes
Cloud sync + auto-backup	—	Yes	Yes
Multi-user + permissions	—	Up to 3 staff	Unlimited
Invoice templates	1	Multiple, no footer	Multiple, no footer
Excel (.xlsx) export	—	Yes	Yes + scheduled
AI monthly allowance	— (packs only)	30 a month	150 a month
Scheduled backups	—	—	Yes
Priority support	—	—	Yes

One-off purchases (no subscription needed): AI credit packs and invoice packs (extra invoices in a busy month). Prices are set low for the local market, in FCFA.

PAYING FOR A PLAN

Open **Settings** → **Subscription & AI Credits**. Tap **Subscribe & manage online** to open our secure web portal (fieldhealthafrica.org/bizbook/subscriptions) and pay with MTN Mobile Money or Orange Money. Once your plan is activated, it syncs back to the app automatically. Where Google Play payments are available on your phone, BizBook shows Google Play checkout instead, and **Restore Purchases** brings a Google Play subscription back after a reinstall.

WHEN YOUR PLAN ENDS

Your plan card shows **Active until** (date), or **Ended on** (date) once it has lapsed. Mobile Money pays for one month at a time and nothing renews by itself, so BizBook warns you from five days before the end date. When a plan ends, the app returns to Free and your data is untouched.

16 Troubleshooting & FAQ

Does it really work without internet?

Yes — selling, receipts, invoices, stock, reports, everything. Only cloud sync and AI features need a connection.

My printer won't print.

Check it's paired in phone Bluetooth settings and powered on; keep it within a few meters; make sure the paper roll faces the right way (thermal paper only prints on one side). Try switching it off/on and reprinting.

My scanner types numbers into the wrong place.

It's acting as a keyboard — make sure the POS screen is open with the search field active. Set the scanner to "HID/keyboard" mode per its manual.

The mobile-money sale still shows "pending".

That's by design — open the sale/payment and tap **Mark received** once the MoMo/OM confirmation SMS arrives.

I made a wrong entry.

Use the correction/return actions rather than trying to delete — the mistake is reversed cleanly and the books stay accurate.

I'm changing phones.

Settings → Backup & Sync → export the backup file, move it to the new phone (WhatsApp yourself, email, SD card), install BizBook, and restore. Pro users can simply sign in and sync.

A staff member left.

Staff → set their user to inactive. Their history stays; their access ends.

The AI scan gave a wrong price/name.

That's why every AI result is shown for review first — correct the field and save. Blurry photos are the usual cause; retake with more light.

The app will not open, or closes straight away. Do I have to reinstall?

No, do not reinstall: it deletes the records you are trying to reach. If BizBook fails to start a few times in a row, it opens a **recovery screen** that can export your full backup and send us the error log. Get your backup out first, then contact support.

My invoice PDF shows boxes instead of Arabic, Hindi or Swahili text, or my currency symbol is missing.

Update BizBook from Google Play and generate the document again.

I don't see "Continue with Google".

Update BizBook from Google Play. The button is in **Settings** → **Sign in to BizBook Cloud**.

I signed in with Google and my shop is empty.

Do not reinstall. Your records are in your email-and-password account. Tap **Sign out** on the "This is a new account" message and sign in with your email and password.

The Biometric Unlock switch is greyed out.

Set a **PIN Lock** first.

Where are Purchases, Suppliers, Clients and Financial?

In the **More** tab.

How do I clear a customer's credit?

More → **Clients**, open the client, tap **Record payment**.

My Bluetooth receipt will not print my shop name in Arabic.

Receipt printers only print Latin letters. Share the receipt as a PDF or print it on an ordinary printer instead.

17 **Support**

IN-APP	EMAIL	WEB
Settings → Report a bug (one tap; works for every user)	hello@fieldhealthafrica.org	fieldhealthafrica.org/bizbook · Privacy policy on the Play Store listing

- **Help & Support** has a button to download this manual.
- Publisher details: **Settings** → **About**.
- Enjoying BizBook? **Settings** → **Rate BizBook**.

18 **What's new since July 2026**

Everything below is in version 7. If your app does not show it, update BizBook from Google Play.

- **Money and currencies:** every world currency; your currency preselected from your country; an unfamiliar currency code keeps its own label instead of silently turning into FCFA, which could put a suggested selling price below its cost.
- **Starting the app:** a crash on opening no longer locks you out, and the recovery screen can still export your backup.
- **Signing in:** Continue with Google, adding a password afterwards, and the two safety checks that stop a sign-in from emptying or overwriting your shop.
- **Finding your way:** the More tab gathers Clients, Financial, Expenses, Purchases, Suppliers, Sales History, BizBook AI and Staff.
- **Credit:** Record payment on a client clears their oldest debt first.

- **Security:** biometric unlock now needs a PIN, and an older setup with a broken fingerprint can no longer lock you out.
- **Your language everywhere:** screens, receipts, printer messages and notifications all follow the language you choose, in all 10 languages.
- **Documents:** PDFs print Arabic, Hindi, Swahili and Hausa text and every currency symbol. The Free-plan footer now shows BizBook's web address.
- **Backup:** Restore from a backup file, with a preview and a safety copy first. Scheduled backups on the Business plan.
- **Plans:** the Business plan; your plan's end date and a warning before it lapses; paying with Mobile Money on our web portal.
- **AI:** BizBook AI reasons with real figures; long supplier invoices can be scanned, every scanned line can be corrected, and a failed scan returns its credit. The trial includes 10 AI credits.
- **Help:** download this manual from Help & Support, or have it emailed during setup; an in-app banner tells you when an update is available.
- **Privacy:** a first-launch choice about crash reports and anonymous usage, both in Settings → App.
- **About:** Settings → About shows the publisher's registration details.
- **Under the hood:** security fixes covering subscriptions and credits, from an independent audit in August 2026.

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