

StitchFlow User Guide

Garment production management — version 1.0.0

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About this guide

This guide is for everybody who works with StitchFlow: owners and managers, merchandisers, store keepers, floor supervisors, quality inspectors, packing and dispatch staff, and administrators. It explains every screen in simple steps. Installing StitchFlow and connecting several PCs is explained in the separate

StitchFlow Installation and Setup Guide

.

The same text is built into StitchFlow: press **F1** on any screen, or click **Help** in the blue bar, to open the topic of the screen you are on. The pictures show the demo factory *Sasti Garments, Tiruppur Unit* with sample data.

Where to start

- Everybody: [Logging in and your password](#), [The main window](#) and [Dates, numbers and messages](#).
- Floor and store staff: the topic of your own screen.
- Managers: [The order journey](#), then chapter 2, *Orders & planning*.
- Administrators: chapter 9, *Administration*, and chapter 10, *Problems and solutions*.

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- Connection problems
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1. Getting started

1.1 Logging in and your password

The image shows the StitchFlow login window. At the top is the StitchFlow logo, which consists of a stylized 'S' with a needle and thread forming a loop, followed by the text 'StitchFlow' in a bold, sans-serif font. Below the logo is the text 'GARMENT PRODUCTION MANAGEMENT' in a smaller, all-caps font. Underneath that is the text 'Garment Production Management - by SastiLab'. Below the header, there are two input fields: one for 'USER NAME' and one for 'PASSWORD'. Below these fields is a dark blue button with the text 'Log in (Enter)'. At the bottom of the window, there is a version string 'Version 1.0.0 - database stitchflow_help_demo on 127.0.0.1' and two links: 'Database connection...' and 'Problems logging in?'.

The login window

1. Type your user name and press **Enter**. User names are exact: type capital and small letters as the administrator created them.
2. Type your password and press **Enter**.
3. If you may work in more than one factory, choose the factory and press **Enter** (Continue).

Changing your password

1. Click My password in the blue bar at the top.
2. Type your current password, then the new one twice (at least 8 characters, not the same as your user name).
3. Press Save (**Ctrl+S**).

When an administrator reset your password

StitchFlow asks you to choose your own new password straight after you log in with the password the administrator gave you. StitchFlow opens after that.

Choose a new password

Your password was reset by an administrator. Choose your own new password - StitchFlow opens after that.

Password the administrator gave you *

New password (at least 8 characters) *

New password again *

Cancel (Esc)

Save (Ctrl+S)

Choosing a new password after a reset

Locked out

- After 5 wrong passwords for one user name, that user name is locked for 15 minutes (on every PC). The message shows until what time.
- Wait, or ask an administrator to unlock you (Users & Roles > Unlock).
- Forgot your password? An administrator resets it in Users & Roles > Reset password.

Important: Never tell anybody your password. Everything you save is recorded under your name in the audit log.

See also: [The main window](#), [Users and roles](#), [Login problems](#)

1.2 The main window

StitchFlow Ti 2 ... Switch factory Notifications (1) My password Help Demo Administrator Administrator Log out

OVERVIEW

- Dashboard

ORDERS & PLANNING

- Sampling & Approval
- Buyer Orders & Plans
- Job Cards

STORE

- Fabric GRN
- Fabric Issue
- Accessory GRN
- Accessory Issue
- Stock Adjustment

PRODUCTION ENTRY

- Cutting
- Printing
- Embroidery
- Sewing
- Ironing

QUALITY & WASHING

- Inline QC

Cutting Entry

Record good pieces and pieces lost (wastage) for one job card color / size. Saved entries are never edited - use Correction Requests to fix a mistake.

Cutting entry saved: 24 pcs.

New cutting entry

Job card * JC-2026-000004 - Men's pique polo (800 pcs) Color * White

Size * M Good pieces * Wastage (pieces lost)

Wastage reason (none) Shift General Entry date (DD-MM-YYYY) 18-10-2026

200 pcs on the job card · 24 already cut · 176 can still be entered

Save entry (Ctrl+S) Clear

Recent entries in this factory

Date	Job Card	Color	Size	Good	Wastage	Reason
18-10-2026	JC-2026-000004	White	M	24	1	Cutting Error
18-10-2026	JC-2026-000004	Navy	M	6	0	
18-10-2026	JC-2026-000004	Navy	L	30	0	
18-10-2026	JC-2026-000004	White		45	0	

Tiruppur Unit · Trial: 60 day(s) left · StitchFlow 1.0.0 · main PC · database stitchflow_help_demo on 127.0.0.1 · 1 i26 20:21

1 menu · 2 blue header · 3 the open screen · 4 message bar · 5 status bar

- 1 Menu: the screens you are allowed to use, grouped (Orders & Planning, Store, Production Entry ...). Click a name to open it. If a screen is missing, ask an administrator for the permission.
- 2 Header: your factory, Switch factory (only if you may work in several factories), Notifications, My password, Help, your name and role, and Log out.
- 3 The screen you are working on.
- 4 Message bar: green = saved, red = not saved and why, yellow = a warning.
- 5 Status bar: factory, licence (for example Trial: 60 day(s) left), version, main PC or section PC, database, date and time.

Logging out

Click Log out or press **Ctrl+L**. After 20 minutes without using the keyboard or mouse StitchFlow logs you out by itself (an administrator can change the minutes).

Notifications

The Notifications button shows how many messages are unread, for example when a job worker returned pieces after the expected date. Open it with **Alt+N**, select messages and click Mark selected as read.

See also: [Keyboard keys](#), [Dates, numbers and messages](#), [Several factories](#)

1.3 Keyboard keys

You can do almost everything without the mouse:

Key	What it does
F1	Help for the screen you are on
F5	Refresh the screen
F12	Go to the menu (then Up / Down and Enter)
Ctrl+L	Log out
Alt+N	Notifications
Tab / Shift+Tab	Next / previous box
Enter	In a form: next box; in the last box: save. On a button: press it
Ctrl+S	Save the entry or the open window
Esc	Close a window without saving
Up / Down	In a date box: next / previous day. In a list: next / previous row
Enter / double-click	In a list: open or edit the row

Tip: Each screen opens with the cursor in its first box, so you can start typing at once.

See also: [The main window](#), [Dates](#), [numbers and messages](#)

1.4 Dates, numbers and messages

Dates

- Type dates as DD-MM-YYYY: two digits for the day, two for the month and four for the year, for example 05-03-2026 for 5 March 2026.
- In a date box, **Up** and **Down** move one day forward or back.
- A date that does not exist, like 31-02-2026, is refused.
- Entries cannot be dated in the future.

Numbers

- Pieces are whole numbers: 250, not 250.5.
- You may type 1,250 or 1,00,000 - the commas are only for reading.
- Kilograms and metres may have decimals, for example 12.5 kg.

Boxes and messages

- A star (*) after a label means the box must be filled.
- If something is wrong, nothing is saved: the message bar turns red and says what to correct, and the cursor goes to that box.
- A green message means the entry was saved.

Cutting Entry

Record good pieces and pieces lost (wastage) for one job card color / size. Saved entries are never edited - use Correction Requests to fix a mistake.

Cutting quantity cannot exceed Job Card quantity. Job Card line quantity: 120, already cut: 118, attempted: 99999.

New cutting entry

Job card *	Color *
JC-2026-000001 - Men's pique polo (300 pcs)	Navy
Size *	Good pieces *
M	99999
Wastage reason	Wastage (pieces lost)
(none)	
Shift	Entry date (DD-MM-YYYY)
(none)	18-10-2026

120 pcs on the job card · 118 already cut · 2 can still be entered

A red message: the quantity is more than the job card allows - nothing was saved

See also: [Messages when saving](#), [Keyboard keys](#)

1.5 The order journey (from order to dispatch)

Every garment order goes through these steps. Each step has its own screen and help topic.

1. Masters (once): buyers, suppliers, job workers, colors, sizes and styles.
2. Sampling & Approval: send a sample; the buyer approves it.
3. Buyer Orders & Plans: enter the buyer PO (style x color x size), then a production plan, which a manager approves.
4. Job Cards: split the approved plan into color / size quantities; a manager approves the job card and it is printed for the floor.
5. Store: receive fabric and accessories (GRN), pass fabric QC, issue to the job card.
6. Production entries: Cutting, then Printing / Embroidery if used, then Sewing.
7. Inline QC, Washing, Ironing and Final QC.
8. Packing: put Final-QC-passed pieces into cartons and print the labels.
9. Dispatch: send whole cartons; a manager approves; mark delivered.

Important: Each stage can only enter pieces that the stage before it passed on. For example Sewing can never enter more pieces than were cut.

See also: [Sampling & approval](#), [Buyer purchase orders \(POs\)](#), [Job cards](#), [Fabric GRN and incoming QC](#), [Cutting, printing, embroidery, sewing and ironing entries](#), [Packing cartons and labels](#), [Dispatch, approval and delivery](#)

1.6 Several factories

One StitchFlow database can hold several factories of the company, for example Tiruppur Unit and Palladam Unit. Job cards, production, reports and the dashboard always show the factory you are working in (its name is in the header).

1. Click Switch factory in the header (you see it only if you may work in more than one factory).
2. Choose the factory and click Switch. The open screen reloads for that factory.

Buyer POs, stores and masters are shared by the whole company.

See also: [Users and roles](#), [Companies and factories](#)

2. Orders & planning

2.1 Sampling & approval

A style can be planned only after the buyer has approved a sample of it.

The screenshot shows a web interface for sample management. It is divided into two main sections: 'Send a sample' and 'Record the buyer's decision'.

Send a sample section:

- Style ***: A dropdown menu with 'HOOD-03 - Kids hoodie' selected.
- Buyer ***: A dropdown menu with 'KidsWear GmbH' selected.
- Sample type ***: A dropdown menu with 'PP' selected.
- Sent date (DD-MM-YYYY)**: A text input field containing '18-10-2026'.
- Send sample**: A blue button.

Record the buyer's decision section:

- Decision ***: A dropdown menu with '— select —' selected.
- Buyer's comments**: A text input field.
- Select the pending sample in the list below first.**: A text instruction.
- Record decision**: A green button.
- Attachments**: A button.

Table section:

Below the sections is a 'SHOW' dropdown menu set to 'Pending'. Below it is a table with the following data:

#	Style	Style name	Buyer	Type	Sent
5	TEE-07	Women's crew tee	Primo Retail Ltd	Fit	18-10-2026
4	TEE-07	Women's crew tee	Primo Retail Ltd	Shipment	18-10-2026

Sending a sample and recording the buyer's decision

Send a sample

1. Choose the Style (for example POLO-01 Men's pique polo) and the Buyer.
2. Choose the Sample type: Proto, Fit, PP or Shipment.
3. Check the Sent date and click Send sample.

Record the buyer's decision

1. In the list at the bottom (Show: Pending), click the sample.
2. Choose the Decision (Approved or Rejected) and type the buyer's comments.
3. Click Record decision.

Tip: Attachments keeps photos or the buyer's mail with the sample.

See also: [Buyer purchase orders \(POs\)](#), [Attachments](#), [Styles](#), [BOM](#) and [consumption norms](#)

2.2 Buyer purchase orders (POs)

New buyer PO
Add every style / color / size with its order quantity. The PO number comes from document numbering.

Buyer *

PO date (DD-MM-YYYY)

Delivery date (DD-MM-YYYY)

KidsWear GmbH

18-10-2026

02-12-2026

Style

Color

Size

Order qty

Add line

HOOD-03 - Kids hoodie

Red

M

60

Style	Color	Size	Qty
HOOD-03 - Kids hoodie	Black	M	120
HOOD-03 - Kids hoodie	Navy	M	80
HOOD-03 - Kids hoodie	Red	M	60

Remove selected line

Total: 260 pcs

Cancel (Esc)

Save (Ctrl+S)

A new buyer PO with its style / color / size lines

1. Open Buyer Orders & Plans, tab Buyer POs, and click New PO.
2. Choose the Buyer, check the PO date and type the Delivery date (it must be after the PO date).
3. For each line choose Style, Color and Size, type the quantity and add it - for example POLO-01 / Navy / M / 120 pcs.
4. Save. StitchFlow gives the PO its number, for example BO-2026-000004.

Status

- A PO becomes InProduction when its first job card is approved.
- Change status: Completed, Cancelled (a reason is required) or reopened. A PO that is already in production cannot be cancelled.
- Lines shows the PO's style / color / size quantities.

See also: [Production plans and their approval](#), [Job cards](#), [Sampling & approval](#)

2.3 Production plans and their approval

#	PO	Style	Style name	Line	Start	End
4	BO-2026-000004	POLO-01	Men's pique polo	L3	18-10-2026	07-11
3	BO-2026-000003	HOOD-03	Kids hoodie	L1	08-10-2026	24-11
2	BO-2026-000002	TEE-07	Women's crew tee	L1	08-10-2026	09-11
1	BO-2026-000001	POLO-01	Men's pique polo	L1	08-10-2026	21-10

Production plans: PO, style, line and planned dates

1. Open Buyer Orders & Plans, tab Production plans.
2. Choose the Buyer PO and the Style (a style of that PO - it needs an approved sample).
3. Type the Line no (for example L1), the Planned start and Planned end (end after start).
4. Click Save plan.

A manager approves it on the tab Approve plans: click the plan, then Approve or Reject. Only approved plans can get job cards. Double-click a plan without job cards to edit it; an edited approved plan needs approval again.

See also: [Job cards](#), [Buyer purchase orders \(POs\)](#)

2.4 Job cards

A job card tells the floor how many pieces of each color and size to make for one approved plan.

Approved plan: BO-2026-000004 / Men's pique polo - L3 (18-...)

...or edit job card (no cutting yet): (new job card)

Color	Size	PO qty	On job cards	Free
Navy	M	200	200	0
Navy	L	200	200	0
White	M	200	200	0
White	L	200	200	0

Color: - select - Size: - select - Quantity:

No lines yet - fill the boxes above and press Add line.

Creating a job card: free PO quantities (top) and the job card lines

Create

1. Open Job Cards, tab Create / edit, and choose the Approved plan.
2. The table shows for each color / size the PO quantity, what is already on job cards and what is free.
3. Choose Color and Size, type the Quantity and click Add line - or click Fill all free quantities.
4. Click Save job card. Its number is given, for example JC-2026-000004.

Approve and print

- A manager approves it on the tab Approval (Approve / Reject).
- Tab All job cards: select it and click Print job card - a PDF opens to print for the floor.
- Entries (cutting, sewing ...) are possible only on approved job cards.

Changing a job card

- Until cutting starts: choose it under ...or edit job card, change the lines and save. An approved job card then needs approval again.
- After cutting started: one line can be changed through the tab Correct a line, after a correction request of type Job Card Line was approved.
- Close / reopen (tab All job cards) stops or allows new entries; a reason is required.

Important: The job card quantity of a color / size can never be more than the PO quantity still free.

See also: [Production plans and their approval](#), [Cutting, printing, embroidery, sewing and ironing entries](#), [Correcting a saved entry](#)

3. Store

3.1 Fabric GRN and incoming QC

Receive fabric

GRN no *

FGRN-0412

Received date
(DD-MM-YYYY)

18-10-2026

Supplier

Sri Kumaran Mills

or knitting job worker

(none)

Fabric type *

Single Jersey 180 G€

Lot no *

LOT-5120

GSM

180

Quantity *

412.5

UOM *

Kg

Save GRN

SEARCH

All QC status

Edit selected

Fail QC

Pass QC

GRN	Received	Supplier	Fabric	Lot	GSM
FGRN-DEMO-002	18-10-2026	Sri Kumaran Mills	Fleece 280 GSM	LOT-5102	280
FGRN-DEMO-001	18-10-2026	Sri Kumaran Mills	Single Jersey 180 GSM	LOT-4471	180

Receiving fabric; the list below shows stock and QC

1. Open Fabric GRN. Type the GRN no (for example FGRN-0412) and check the Received date.
2. Choose the Supplier - or the knitting job worker if your own yarn was knitted outside.
3. Type Fabric type (for example Single Jersey 180 GSM), Lot no, GSM, Quantity and choose the UOM (Kg, Meters ...).
4. Click Save GRN. Its QC status is Pending.

Incoming QC

After checking the fabric, select the GRN in the list and click Pass QC or Fail QC. Only fabric that passed QC can be issued. While QC is Pending the GRN can be corrected: select it and click Edit selected.

See also: [Issuing fabric and accessories](#), [Stock adjustment](#), [Styles](#), [BOM and consumption norms](#)

3.2 Issuing fabric and accessories

Issue

Job card *
JC-2026-000001 - Men's pique polo (300 pcs)

Fabric GRN (in stock, QC passed) *
FGRN-DEMO-001 - Single Jersey 180 GSM

Quantity *
12.5

To department *
Cutting

Issue date (DD-MM-YYYY)
18-10-2026

Issue fabric

Recent issues in this factory

Date	Job Card	GRN	Material	Qty	U
18-10-2026	JC-2026-000001	FGRN-DEMO-001	Single Jersey 180 GSM	66 Kg	

Issuing fabric from a GRN to a job card

1. Open Fabric Issue (or Accessory Issue).
2. Choose the Job card and the GRN to issue from (the list shows only GRNs with stock; for fabric only QC-passed ones).
3. Type the Quantity, choose To department (for example Cutting) and check the Issue date.
4. Click Issue fabric (or Issue accessory).

Important: You can never issue more than the GRN still has in stock.

See also: [Fabric GRN and incoming QC](#), [Accessory GRN](#), [Reports](#)

3.3 Accessory GRN

1. Open Accessory GRN. Type the GRN no and check the Received date.
2. Choose the Supplier, type the Accessory (for example Main label - woven), the Quantity and choose the UOM.
3. Click Save GRN. Accessories need no incoming QC and can be issued at once.

See also: [Issuing fabric and accessories](#), [Stock adjustment](#)

3.4 Stock adjustment

When a physical count differs from StitchFlow's stock, request an adjustment. The stock changes only after another authorised user approves it.

Request an adjustment

GRN *

- select -

Adjustment (+ / -) *

Reason *

Submit for approval

Waiting for approval

GRN	Material	UOM	Adjustment	Reason
FGRN-DEMO-001	Single Jersey 180 GSM	Kg	-2.5	Physical count 17-10-2026: 2.5 kg

Approve

Reject

Requesting an adjustment; requests waiting for approval below

1. Open Stock Adjustment and choose the GRN.
2. Type the Adjustment: -2.5 removes 2.5, +3 adds 3.
3. Type the Reason (for example 'physical count 17-10-2026') and click Submit for approval.
4. Another user with approval rights selects it under Waiting for approval and clicks Approve or Reject.

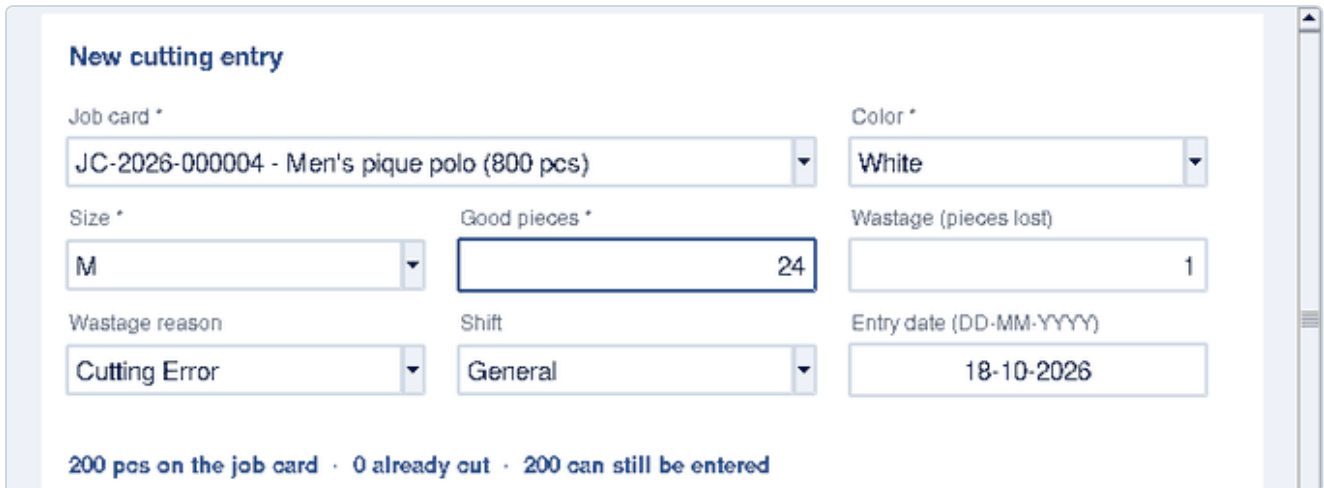
Important: You cannot approve your own adjustment, and stock can never go below zero.

See also: [Fabric GRN and incoming QC](#), [Correcting a saved entry](#)

4. Production floor

4.1 Cutting, printing, embroidery, sewing and ironing entries

All five entry screens work the same way. Enter what your department finished for one job card, color and size.



A cutting entry: the blue line shows how many pieces can still be entered

1. Choose the Job card, the Color and the Size.
2. Read the blue line: it shows how many pieces the stage before passed on and how many are already entered here.
3. Type the Good pieces. If pieces were lost, type the Wastage and choose its reason.
4. Choose the Shift if your factory uses shifts, check the Entry date.
5. Press **Ctrl+S** or click Save entry. The entry appears in the list below.

How many pieces each stage may enter

- Cutting: up to the job card quantity of that color / size.
- Printing: up to what was cut. Embroidery: up to what was printed.
- Sewing: up to what was cut.
- Ironing: up to what came back from washing.

Important: Saved entries are never edited or deleted. A wrong entry is fixed with a correction request. The first cutting entry starts the job card (In progress) and fixes its lines.

See also: [Inline QC and rework](#), [Washing](#), [Correcting a saved entry](#), [Messages when saving](#)

4.2 Inline QC and rework

Inline QC inspects pieces coming from Sewing. Every checked piece is Passed, sent for Rework or Rejected.

Inspection entry

Rework approval

Job card *

JC-2026-000004 - Men's pique polo (800 pcs)

Color *

Navy

Size *

M

Checked *

38

Passed *

35

Rework

2

Rejected

1

Rejection / rework reason

Fabric Defect

Inspection date (DD-MM-YYYY)

18-10-2026

96 pcs sewn · 46 already checked · 50 can still be entered

Save inspection (Ctrl+S)

Date	Job Card	Color	Size	Checked	Passed	Rework	Reject
18-10-2026	JC-2026-000004	Navy	M	6	4	2	
18-10-2026	JC-2026-000004	Navy	L	30	30	0	
18-10-2026	JC-2026-000004	White	L	45	45	0	

An inspection: Passed + Rework + Rejected must equal Checked

1. Open Inline QC, tab Inspection entry. Choose Job card, Color and Size.
2. Type Checked, then Passed, Rework and Rejected - they must add up to Checked. For example Checked 38 = Passed 35 + Rework 2 + Rejected 1.
3. Choose the reason when there is rework or rejection, then press **Ctrl+S**.

Rework

1. Tab Rework approval: a supervisor selects the rework under Waiting for approval and clicks Approve (or Reject).
2. When the pieces are repaired, select them under Approved and click Mark completed.
3. The repaired pieces can then be inspected again like any other pieces.

Inspection entry

Rework approval

Waiting for approval

Job Card	Color	Size	Pieces	Returns to	Inspected
JC-2026-000004	Navy	M	2	Sewing	18-10-2026

Approve

Reject

Approved - mark completed when the pieces are repaired

Job Card	Color	Size	Pieces	Returns to	Inspected
No approved rework is waiting.					

Rework waiting for approval, and approved rework to mark completed

See also: [Final QC](#), [Washing](#), [Cutting](#), [printing](#), [embroidery](#), [sewing](#) and [ironing](#) entries

4.3 Washing

Pieces that passed Inline QC are sent to wash - in house or to a job worker - and recorded when they come back.

Send to wash

Job card *

JC-2026-000004 - Men's pique polo (800 pcs)

Color * Size *

Navy M

Pieces sent * Sent date (DD-MM-YYYY)

35 18-10-2026

Wash recipe Job worker (if washed outside)

Enzyme soft wash (in house)

44 pcs passed Inline QC · 0 already sent to wash · 44 can

Send to wash

Record receipt

Sent entry *

– select –

Pieces received back *

Received date (DD-MM-YYYY)

18-10-2026

Record receipt

Recent washing

Sent	Job Card	Color	Size	Sent	Received	Received on	S
18-10-2026	JC-2026-000004	Navy	L	30	30	18-10-2026	R
18-10-2026	JC-2026-000004	White	L	45	45	18-10-2026	R

Send to wash (left) and Record receipt (right)

1. Send to wash: choose Job card, Color and Size, type Pieces sent, choose the Wash recipe and the Job worker if washed outside, then click Send to wash.
2. When they come back: under Record receipt choose the Sent entry, type Pieces received back and the Received date, and click Record receipt.

Important: You cannot send more than Inline QC passed, nor receive more than was sent. The received date cannot be before the sent date.

See also: [Inline QC and rework](#), [Cutting](#), [printing](#), [embroidery](#), [sewing](#) and [ironing](#) entries, [Final QC](#)

4.4 Final QC

Final QC inspects pieces from Ironing, exactly like Inline QC. For rework you also choose where the pieces go back to (Rework returns to: Cutting, Printing, Embroidery, Sewing, Washing or Ironing).

Inspection entry
Rework approval

Job card *

JC-2026-000004 - Men's pique polo (800 pcs)

Color *

White

Size *

L

Checked *

37

Passed *

36

Rework

Rejected

1

Rejection / rework reason

(none)

Rework returns to

(no rework)

Inspection date (DD-MM-YYYY)

18-10-2026

45 pcs ironed · 0 already checked · 45 can still be entered

Save inspection (Ctrl+S)

Date	Job Card	Color	Size	Checked	Passed	Rework	Reject
18-10-2026	JC-2026-000004	Navy	L	30	30	0	
18-10-2026	JC-2026-000001	Navy	L	94	92	0	
18-10-2026	JC-2026-000001	Navy	M	112	110	0	

A Final QC inspection

Only pieces that passed Final QC can be packed.

See also: [Inline QC and rework](#), [Packing cartons and labels](#)

4.5 Job work (outside processing)

Use job work when pieces go to an outside job worker, for example Arun Printers for printing.

The screenshot shows a software interface with two tabs: 'Send' and 'Approval'. The 'Send' tab is active. The form contains the following fields:

- Job card ***: A dropdown menu showing 'JC-2026-000001 - Men's pique polo (300 pcs)'.
- Process ***: A dropdown menu showing 'Printing'.
- Job worker ***: A dropdown menu showing 'Arun Printers'.
- Pieces sent ***: A text input field containing '40'.
- Sent date (DD-MM-YYYY)**: A text input field containing '18-10-2026'.
- Expected back (DD-MM-YYYY)**: An empty text input field.

Below the form is a blue button labeled 'Save challan'.

Under the button is a section titled 'Open challans' containing a table:

Challan	Job Card	Job worker	Process	Sent	Back
JWC-2026-000002	JC-2026-000001	Arun Printers	Printing	40	
JWC-2026-000001	JC-2026-000002	Arun Printers	Printing	60	

A job work challan

Send (Job Work Out)

1. Tab Send: choose the Job card, the Process (for example Printing), the Job worker, type Pieces sent, the Sent date and the Expected back date.
2. Click Save challan. Its number is given, for example JWC-2026-000002.
3. A manager approves it on the tab Approval. Receipts are possible only after approval.

Receive (Job Work In)

1. Choose the Challan, type Good pieces back and Damaged pieces.
2. If any piece is damaged, describe it in Remarks (required).
3. Click Save receipt. When good + damaged pieces equal the pieces sent, the challan is Received.

Tip: If the pieces come back after the expected date, the person who made the challan gets a notification.

See also: [Gate register](#), [Cutting](#), [printing](#), [embroidery](#), [sewing](#) and [ironing entries](#)

4.6 Gate register

Vehicle in

Movement *

Challan / dispatch

Vehicle no

– select –

– select –

Remarks

Record movement

☐ Only vehicles still inside

Mark exit now

Movement	Ref #	Vehicle	In	Out	Remarks
Other		TN 38 BK 4471	18-10-2026 20:21		Thread delivery from
Other		TN39 Z 1001	18-10-2026 20:21		Thread delivery
JobWorkOut	1	TN38 K 4410	18-10-2026 20:21	18-10-2026 20:21	

Recording a vehicle at the gate

1. Choose the Movement: JobWorkOut, JobWorkIn, Dispatch or Other.
2. For job work and dispatch choose the Challan / dispatch it belongs to.
3. Type the Vehicle no (for example TN 38 AB 1234) and Remarks, click Record movement. The entry time is taken automatically.
4. When the vehicle leaves, select it in the list and click Mark exit now.

For Other movements type the vehicle number or remarks.

See also: [Job work \(outside processing\)](#), [Dispatch, approval and delivery](#)

4.7 Machine downtime

Machine stopped

Machine *

— select —

Reason *

Log downtime

☐ Only machines still down

Mark resolved now

Code	Machine	Department	Stopped	Running again	M
CT01	Eastman straight knife	Cutting	18-10-2026 20:21		
SW02	Juki DDL-8700 #2	Sewing	18-10-2026 20:21		
SW01	Juki DDL-8700 #1	Sewing	18-10-2026 20:21	18-10-2026 20:21	

Logging a machine stoppage

1. When a machine stops: choose the Machine, type the Reason (for example 'needle bar broken') and click Log downtime.
2. When it runs again: select it in the list and click Mark resolved now.

The Machine Downtime report adds up the stoppages and hours per machine.

See also: [Machines](#), [Reports](#)

5. Packing & dispatch

5.1 Packing cartons and labels

New carton

Job card * Carton weight (kg)

Color Size Pieces

Color	Size	Pieces	Available to pack
Navy	L	6	6

Carton total: 6 pcs

Recent cartons

Carton	Job Card	Weight	Quantity	Weight	Weight
--------	----------	--------	----------	--------	--------

Packing a carton: one or more color / size lines

1. Open Packing and choose the Job card. Type the Carton weight (kg) if you weigh it.
2. Choose Color and Size, type the Pieces and click Add line. A carton may hold several color / size lines.
3. Click Pack carton. The carton gets its number, for example CTN-2026-000012.
4. Select the carton under Recent cartons and click Print label of selected carton. The label (with barcode) opens as a PDF to print.

Important: Only pieces that passed Final QC and are not packed yet can be packed - the Available to pack column shows how many.

See also: [Dispatch, approval and delivery](#), [Final QC](#)

5.2 Dispatch, approval and delivery

Create dispatch

Approval

Dispatches

Job card *

Vehicle no

Destination

JC-2026-000004 - Men's piql

TN 38 AB 1234

Chennai port

Cartons not yet dispatched - select one or more (Ctrl / Shift + click)

Carton	Packed	Pieces	Weight kg
CTN-2026-000004	18-10-2026	12	5.8
CTN-2026-000005	18-10-2026	12	5.9

Create dispatch

Select all

Selected: 2 cartons, 24 pos

Creating a dispatch from packed cartons

1. Tab Create dispatch: choose the Job card, type Vehicle no and Destination.
2. Select the cartons (**Ctrl** / **Shift** + click, or Select all) and click Create dispatch.
3. A manager approves it on the tab Approval.
4. Tab Dispatches: select it, click Print dispatch note (PDF), and later Mark delivered.

Cartons are dispatched whole. A rejected dispatch frees its cartons, so they can be dispatched again.

See also: [Packing cartons and labels](#), [Gate register](#), [Reports](#)

6. Corrections

6.1 Correcting a saved entry

Saved entries are never changed or deleted, so the history is always complete. To fix a wrong entry, ask for a correction: once approved, the wrong entry no longer counts anywhere and you enter the right figure again.

Date	Entry	Qty	By
18-10-2026	White/M - 24 pcs	24	Demo Adminis
18-10-2026	Navy/M - 6 pcs	6	Demo Adminis
18-10-2026	Navy/L - 30 pcs	30	Demo Adminis
18-10-2026	White/L - 45 pcs	45	Demo Adminis
18-10-2026	Navy/M - 90 pcs	90	Demo Adminis

Choosing the wrong entry and giving the reason

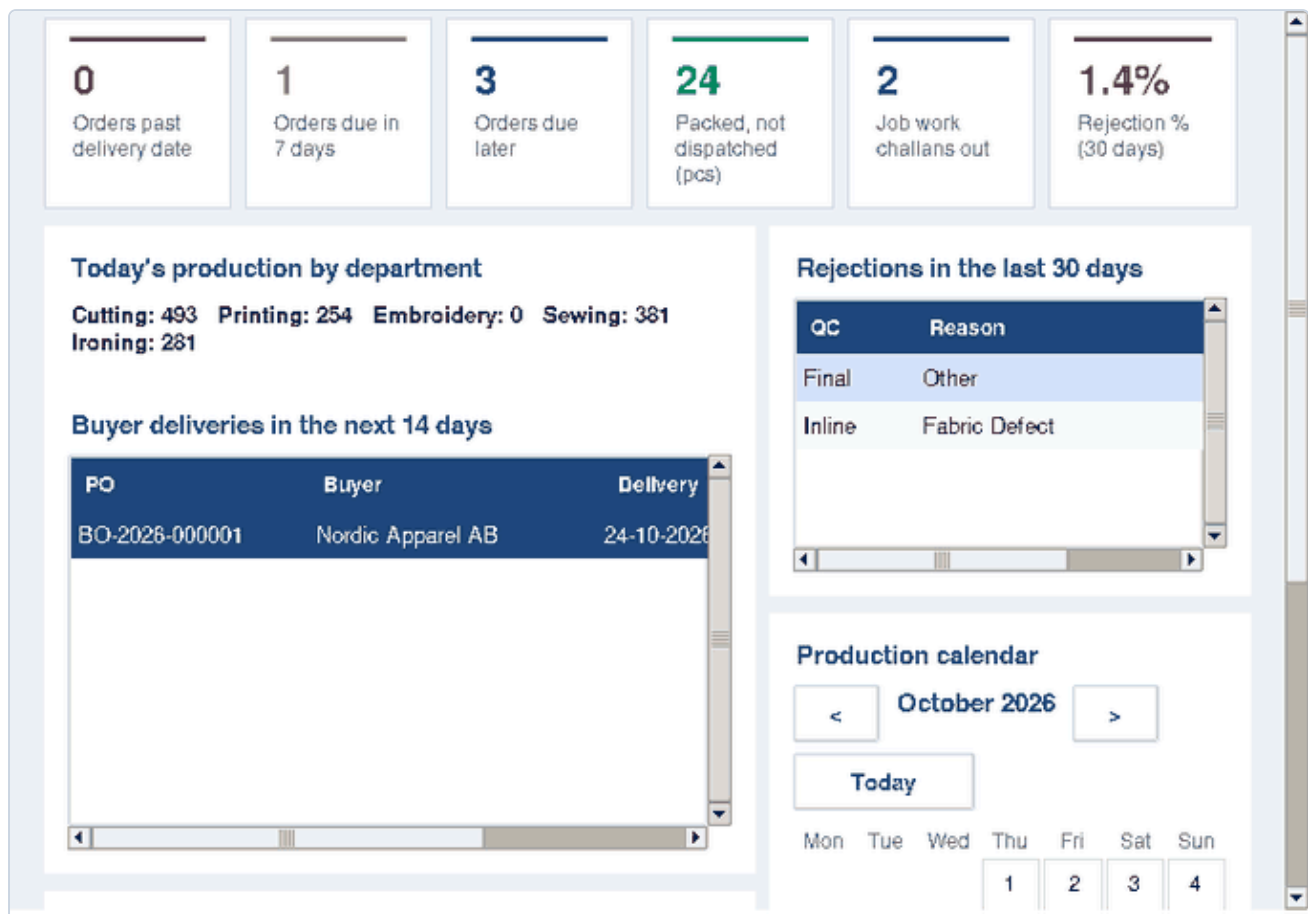
1. Open Correction Requests, tab Request a correction.
2. Choose What to correct (for example Cutting) and the Job card.
3. Click the wrong entry in the list (grey entries already have a request).
4. Type the Reason (for example 'typed 80 instead of 08') and click Submit correction request.
5. Another authorised user approves it on the tab Approve corrections.
6. Enter the correct figure again on the normal entry screen.

Important: You cannot approve your own request (Owner / Administrator may in an emergency). An entry cannot be corrected while later stages are built on it - for example a cutting entry after sewing was entered from it: correct the later entry first.

See also: [Cutting](#), [printing](#), [embroidery](#), [sewing and ironing entries](#), [Job cards](#), [Audit log](#) and [login history](#)

7. Dashboard & reports

7.1 Dashboard

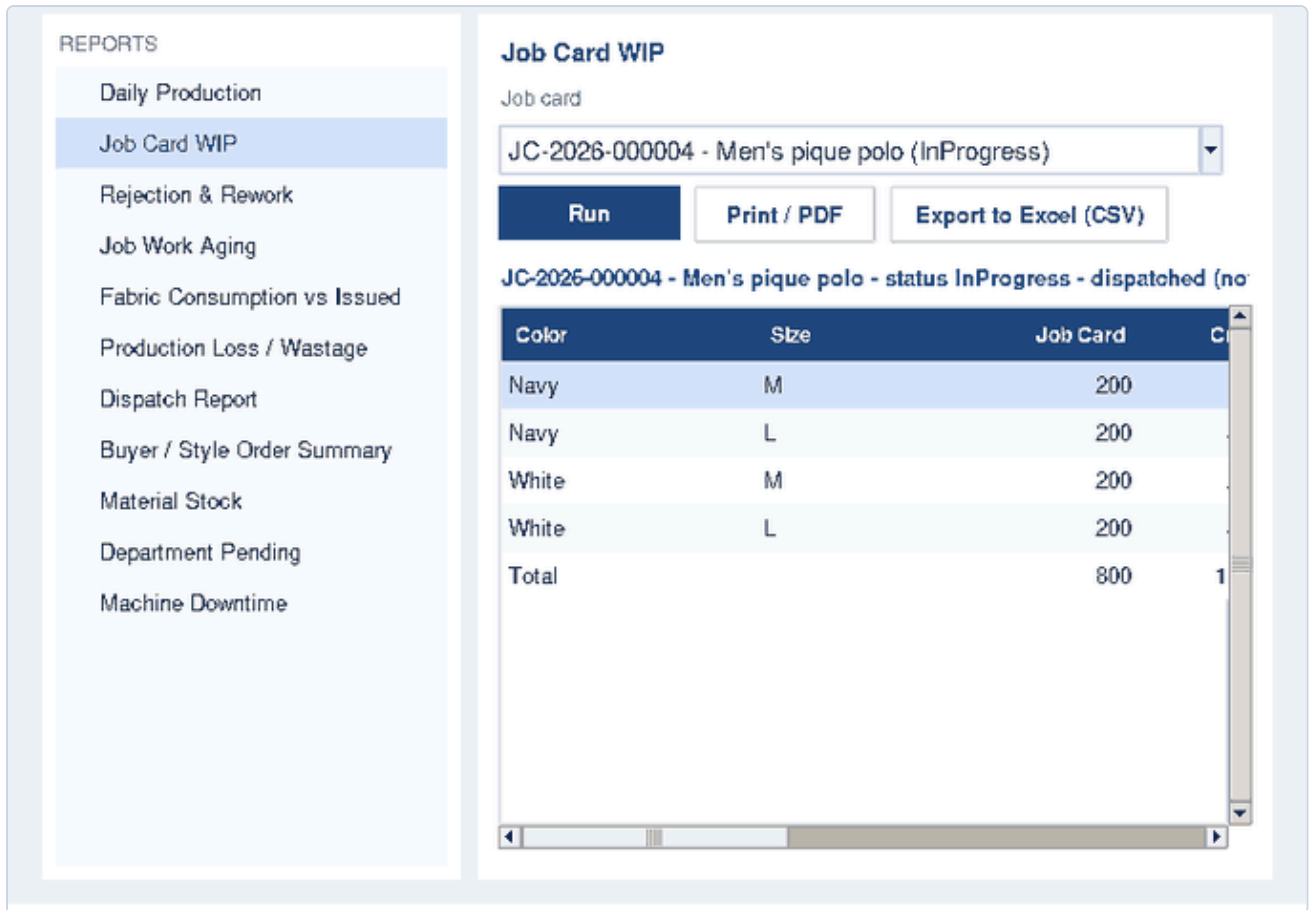


The dashboard of Tiruppur Unit

- Tiles: orders past their delivery date, due in 7 days, due later, packed pieces not yet dispatched, job work challans out, and the rejection % of the last 30 days.
- Today's production by department.
- Buyer deliveries in the next 14 days, job work outstanding, rejections of the last 30 days.
- Production calendar: click a day to see its events; < and > change the month, Today comes back.
- Press **F5** to refresh.

See also: [Reports](#)

7.2 Reports



REPORTS

- Daily Production
- Job Card WIP**
- Rejection & Rework
- Job Work Aging
- Fabric Consumption vs Issued
- Production Loss / Wastage
- Dispatch Report
- Buyer / Style Order Summary
- Material Stock
- Department Pending
- Machine Downtime

Job Card WIP

Job card

JC-2026-000004 - Men's pique polo (InProgress)

Run **Print / PDF** **Export to Excel (CSV)**

JC-2026-000004 - Men's pique polo - status InProgress - dispatched (no)

Color	Size	Job Card	C
Navy	M	200	
Navy	L	200	
White	M	200	
White	L	200	
Total		800	1

The Job Card WIP report

1. Open Reports and click a report on the left.
2. Fill its boxes (date, period, job card or style) and click Run.
3. Export to Excel (CSV) saves the table as a file Excel opens; Print / PDF opens it as a PDF to print.

The reports

- Daily Production - pieces per stage on one day.
- Job Card WIP - every stage of one job card per color / size.
- Rejection & Rework - QC totals, rejections by reason, rework by department.
- Job Work Aging - challans still out and for how many days.
- Fabric Consumption vs Issued - planned (consumption norms) against issued fabric.
- Production Loss / Wastage - pieces lost per department and reason.
- Dispatch Report - dispatches in a period.
- Buyer / Style Order Summary - ordered pieces per buyer and style.
- Material Stock - received, issued, adjusted and in stock.
- Department Pending - pieces waiting at each stage.
- Machine Downtime - stoppages and hours per machine.

Tip: Files are saved in Documents\StitchFlow\Output unless you choose another folder.

See also: [Dashboard](#), [Styles](#), [BOM](#) and [consumption norms](#)

8. Masters

8.1 Buyers, suppliers and job workers

The screenshot shows a web application interface for managing buyers, suppliers, and job workers. The 'Buyers' tab is active. At the top, there are three tabs: 'Buyers', 'Suppliers', and 'Job workers'. Below the tabs, there are two buttons: 'New buyer' and 'Edit selected'. To the right of these buttons is a search bar labeled 'SEARCH' and a status indicator '3 record(s)'. The main area contains a table with the following data:

Code	Name	Country	Contact	Phone
KDS	KidsWear GmbH	Germany	M. Weber	
HM	Nordic Apparel AB	Sweden	Anna Berg	
PRM	Primo Retail Ltd	UK	J. Smith	

Below the table, there is a horizontal scrollbar and a note: 'Inactive entries are grey and no longer offered in drop-down lists. Masters are never deleted, because saved transactions refer to them.'

Buyers

1. Open Buyers / Suppliers / Job Workers and choose the tab.
 2. Click New buyer (or New supplier, New job worker), fill the boxes and save.
 3. To change one, select it and click Edit selected (or double-click it).
- Codes may use letters, digits, space, '.', '-', '_' and '/', and must be unique.
 - Phone numbers: 6 to 15 digits, for example 98430 12345, 0421-2234567 or +44 20 7946 0958.
 - E-mail like orders@company.com.

Important: Masters are never deleted, because saved entries refer to them. Untick Active instead: the entry turns grey and is no longer offered in the drop-down lists.

See also: [Colors, sizes and lists](#), [Styles](#), [BOM and consumption norms](#)

8.2 Colors, sizes and lists

The tabs hold Colors, Sizes, Rejection / wastage reasons, Shifts and Wash recipes - the choices offered on the order and entry screens.

- Sizes have a Display order (S = 1, M = 2 ...), so they are always listed in the same order.

- A color may have a hex code like #1F3A5F (optional).
- Shifts have start and end times like 08:00 and 20:00.

See also: [Buyers, suppliers and job workers](#), [Styles](#), [BOM](#) and [consumption norms](#)

8.3 Styles, BOM and consumption norms

Styles

[New style](#) [Edit](#)

[Attachments](#)

Code	Name
HOOD-03	Kids hoodie
POLO-01	Men's pique polo
TEE-07	Women's crew tee

Bill of materials (per piece)

Type: Material: Per piece: UOM:

[Add BOM line](#) [Switch on / off](#)

Type	Material	Per pc
Fabric	Single Jersey 180 GSM	0.22

Consumption norms (planned use per piece)

Material: Planned per piece: UOM:

A style with its bill of materials and consumption norms

1. Open Styles / BOM / Norms and click New style: code (for example POLO-01), name and buyer.
2. Select the style. Under Bill of materials add what one piece needs: Type, Material, Per piece and UOM (for example Fabric / Single Jersey 180 GSM / 0.22 / Kg).
3. Under Consumption norms add the planned use per piece. Use the same material name as the fabric type on the GRNs, so the Fabric Consumption report can compare them.

See also: [Reports](#), [Sampling & approval](#)

8.4 Machines

Machine Master lists the machines by department (code, name, department). Only active machines can be logged as down.

See also: [Machine downtime](#)

8.5 Attachments

Several screens have an Attachments button (samples, POs, job cards, styles, dispatches). It keeps files such as photos, PDFs or Excel sheets with the record.

- Allowed: PDF, pictures, Excel, Word, CSV and text files up to 25 MB.
- The file is copied into the attachments folder; with several PCs an administrator sets a shared network folder (Settings & Backup > This PC & network).

See also: [Sampling & approval](#), [This PC and the factory network](#)

9. Administration

9.1 Users and roles

User name	Full name	Role	Default factory	Language
admin	Demo Administrator	Administrator	Tiruppur Unit	en
cuttingincha	Demo Cutting Incharge	Cutting Incharge	Tiruppur Unit	en
productionma	Demo Production Manager	Production Manager	Tiruppur Unit	en
qcinspector	Demo QC Inspector	QC Inspector	Tiruppur Unit	en
readonlyview	Demo Read-only Viewer	Read-only Viewer	Tiruppur Unit	en
storekeeper	Demo Store Keeper	Store Keeper	Tiruppur Unit	en

Users & Roles

Users

- New user: user name (no spaces), full name, role, factory and a first password.
- Edit: name, role, default factory, Active. Untick Active to stop a person from logging in.
- Reset password: give the person a new password in person - they must choose their own at the next login.
- Factory access: the other factories the person may switch to.
- Unlock: ends a lockout after 5 wrong passwords (Locked until column).

Roles

A role (for example Cutting Incharge) groups what people may do. Set it up on the Permissions screen. A new role starts with the Dashboard only.

Important: Only an Owner or Administrator can create, change or reset an Owner / Administrator account, give those roles, or change their own role. The last active administrator cannot be deactivated.

See also: [Permissions](#), [Logging in and your password](#), [Audit log and login history](#)

9.2 Permissions

The screenshot shows a web interface for configuring permissions. At the top, there is a dropdown menu for 'ROLE' set to 'Cutting Incharge', and three buttons: 'Clear all', 'Tick all View', and 'Save permissions'. Below this is a table with columns for 'Category', 'Screen', and seven permission actions: 'View', 'Add', 'Edit', 'Delete', 'Approve', 'Print', and 'Export'. Each cell in the table contains a checkbox. The 'View' column for 'Dashboard' and 'Cutting' is checked. The 'Add' column for 'Cutting' is also checked. All other checkboxes are empty.

Category	Screen	View	Add	Edit	Delete	Approve	Print	Export
Overview	Dashboard	☒	☐	☐	☐	☐	☐	☐
Orders & Planning	Sampling & Approval	☐	☐	☐	☐	☐	☐	☐
Orders & Planning	Buyer Orders & Plans	☐	☐	☐	☐	☐	☐	☐
Orders & Planning	Job Cards	☐	☐	☐	☐	☐	☐	☐
Store	Fabric GRN	☐	☐	☐	☐	☐	☐	☐
Store	Fabric Issue	☐	☐	☐	☐	☐	☐	☐
Store	Accessory GRN	☐	☐	☐	☐	☐	☐	☐
Store	Accessory Issue	☐	☐	☐	☐	☐	☐	☐
Store	Stock Adjustment	☐	☐	☐	☐	☐	☐	☐
Production Entry	Cutting	☒	☒	☐	☐	☐	☐	☐
Production Entry	Printing	☐	☐	☐	☐	☐	☐	☐
Production Entry	Embroidery	☐	☐	☐	☐	☐	☐	☐
Production Entry	Sewing	☐	☐	☐	☐	☐	☐	☐
Production Entry	Ironing	☐	☐	☐	☐	☐	☐	☐
Quality & Washing	Inline QC	☐	☐	☐	☐	☐	☐	☐
Quality & Washing	Washing	☐	☐	☐	☐	☐	☐	☐
Quality & Washing	Final QC	☐	☐	☐	☐	☐	☐	☐
Job Work	Job Work Out	☐	☐	☐	☐	☐	☐	☐
Job Work	Job Work In	☐	☐	☐	☐	☐	☐	☐

Ticking what a role may do on each screen

1. Choose the ROLE.
2. Tick what it may do on each screen: View (open it), Add, Edit, Delete, Approve, Print, Export.
3. Click Save permissions. The changes apply at once - also for people already logged in (their menu changes; a screen they may no longer use closes).

Important: Only an Owner or Administrator can grant or remove rights on Users & Roles, Permissions and Settings & Backup.

See also: [Users and roles](#)

9.3 Numbering and financial years

Each document type of a factory has a prefix and a running number, for example JC-2026-000001 for job cards. The number is taken when the document is saved.

- Edit a document type to change its prefix or number of digits.
- Financial years: New financial year, then Make selected current when the year changes.

See also: [Department route and entry mode](#)

9.4 Department route and entry mode

The route lists the departments this factory uses, in order (Move up / Move down, Switch on / off, Save route). The entry mode says whether production is entered in the office (Central) or by each department. The quantity checks always follow the standard order of stages.

See also: [Cutting, printing, embroidery, sewing and ironing entries](#)

9.5 Companies and factories

Settings & Backup, tabs Companies and Factories: add or edit them. A new factory gets its route, entry modes and document numbering automatically, and you get access to it.

How many factories you can add depends on the licence edition.

See also: [Several factories](#), [Numbering and financial years](#), [Licence, trial and activation](#)

9.6 Licence, trial and activation

A new StitchFlow installation runs as a 60-day trial with everything switched on. One licence covers the whole installation: the database on the main PC and all PCs that use it.

Activating offline (no internet needed)

1. Open Settings & Backup, tab Licence, and type the licence key from your SastiLab invoice.
2. Click Copy activation request (or Save activation request...) and send it to SastiLab by WhatsApp or e-mail.
3. SastiLab sends you a licence file (.lic). Click Load licence file... and choose it.

Activating online (main PC with internet)

Type the licence key and click Activate online. After renewing a subscription, click Check for renewal online. Both buttons work on the main PC only.

Kinds of licence

- Subscription: one year at a time. 30 days before the end the status bar reminds you; after the end there are some grace days to renew.
- Perpetual licence: no end date. With an AMC you also get the new versions released while the AMC runs. A version released after the AMC ended opens read-only until the AMC is renewed - the version you had keeps working.
- Editions limit how many PCs may be logged in at the same time and how many active factories you can add (trial: 5 PCs, 2 factories; Standard: 3 PCs, 1 factory; Professional: 10 PCs, 3 factories; Enterprise: no limit), unless your licence says otherwise.

Read-only

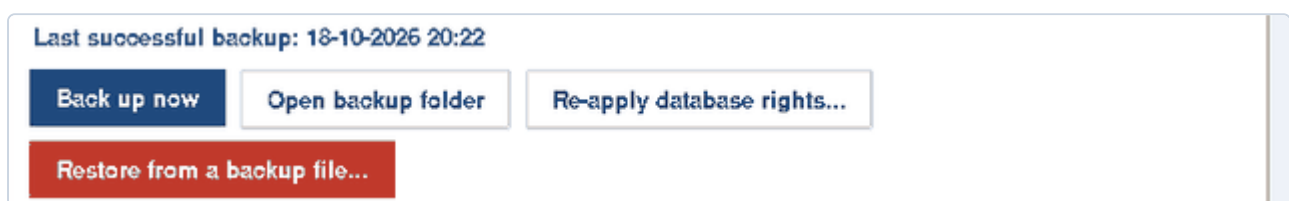
When the trial or the licence (with its grace days) has ended, StitchFlow is read-only: everybody can still log in, view, run reports, export, print, back up and restore, and administrators can manage users and load a licence. Only new entries and changes stop. Your data is never deleted, and a new licence ends read-only at once.

All PCs follow the one licence of the installation: when it ends (after its grace days) no PC can save any more, and every PC is told so within about a minute; after a renewal - loaded on any PC by an administrator - the next entry on every PC saves again. A PC whose own date is wrong is not affected: only the main PC's (database server's) date counts.

Important: Changing the date does not extend the trial or a licence: StitchFlow uses the database server's clock and remembers the latest date it has seen. If the server's date is more than a day behind that date, StitchFlow is read-only until the date is correct again. Restoring a backup keeps the licence and does not restart the trial.

See also: [Companies and factories](#), [Problems for administrators](#)

9.7 Backup and restore



Settings & Backup, tab Backup / Restore

Backup (on the main PC)

1. Open Settings & Backup, tab Backup / Restore, and click Back up now.
2. The backup is saved as a .sql file in Documents\StitchFlow\Backups (Open backup folder shows it).
3. Copy it regularly to a USB drive or another PC. The screen warns when the last backup is 7 days old.

Restore (only when really needed)

1. Close StitchFlow on every other PC.
2. Click Restore from a backup file... and choose the file.
3. Confirm. If the database is secured, type the database owner password.
4. StitchFlow first saves a safety backup of the current data, then replaces ALL data with the backup and logs you out.

Important: A restore takes the whole database back to the moment of the backup: everything entered after it is gone (it is still in the safety backup). Backups and restores are done on the main PC only.

See also: [This PC and the factory network](#), [Problems for administrators](#)

9.8 This PC and the factory network

Single PC: nothing to set up. Several PCs: the main PC keeps the database, section PCs (cutting, stores, dispatch ...) use it over the factory network.



Settings & Backup, tab This PC & network

Adding a section PC (administrator, on the main PC)

1. Give the section PC a fixed IP address (or a reservation in the router).
2. Click Authorise a PC...: PC name, IP address and section.
3. Click Write network access files, then (as Windows administrator) run `setup\secure_database.bat /pcs` once, as described in the installation instructions.
4. Click Add a section PC... and save the file on a USB drive.
5. On the section PC: install StitchFlow with that file next to the setup, start StitchFlow and type the database password once (Show database password... on the main PC shows it after you type your own login password).

Removing a section PC

Select it in the list, click Revoke the selected PC and run `secure_database.bat /pcs` again. If the PC may have been misused, also give the database a new password (`secure_database.bat /newpassword`) and type it again on the other PCs.

This tab also sets the backup and attachments folders and the minutes until automatic log out for this PC.

See also: [Backup and restore](#), [Connection problems](#)

9.9 Mobile phones (StitchFlow Mobile app)

Before you set up phones, contact SastiLab (support@sastilab.com) for the StitchFlow Mobile app and help with the set-up.

Staff can save Cutting, Printing, Embroidery, Sewing and Ironing entries and Inline / Final QC on Android phones with the StitchFlow Mobile app. Phones talk to the mobile server on the main PC - never to the database - and the same rules apply as on a PC.

Setting up (administrator)

1. On the main PC, open Settings & Backup, tab Mobile phones, and click Start mobile server. The tab shows the main PC security code.

2. Once, on a Windows main PC: click Allow phones and start with Windows... (Windows asks for an administrator's permission). Phones may then pass the firewall from the local network, and the mobile server starts by itself after every restart of the PC.
3. On the phone: install StitchFlow Mobile, join the factory Wi-Fi (or the phone hotspot the main PC uses) and open the app. It finds the main PC by itself; otherwise type the address shown on the tab.
4. The phone shows the main PC security code: tap The codes are the same only if it is exactly the code on the tab. A different code means another device is in between - stop and tell your support.
5. Give the phone a name and tap Ask for access. The phone shows its own code and the main PC code.
6. On the main PC: select the phone with that code and click Authorise the selected phone.

Every day

- Each person logs in with their own user name and password: entries are saved in their name, with their role's rights (Permissions decides which entry and QC screens they see).
- Shared phone: log out before handing it over. A phone left unused logs out by itself after the same minutes as a PC.
- An entry is never saved twice, even when the Wi-Fi drops while saving: the app says when it is not sure and sends the same entry again when Save is tapped.
- When StitchFlow is read-only (licence), phones cannot save either. Phones do not count as PCs for the licence.

Important: Lost or misused phone: select it and click Revoke the selected phone - every request from it is refused at once (from any PC). Connections are encrypted (HTTPS) and a phone talks only to the main PC whose code it confirmed; a new main PC means setting the phones up again (on the phone: Settings > Forget this main PC).

See also: [This PC and the factory network](#), [Users and roles](#), [Cutting, printing, embroidery, sewing and ironing entries](#)

9.10 Audit log and login history

Changes		Login history		
TABLE		All tables	SEARCH	
When	Table	Record	Field	Old value
18-10-2026 20:22	authorised_pcs	2	authorised	
18-10-2026 20:22	authorised_pcs	1	authorised	
18-10-2026 20:21	transaction_void_request	2	approval_status	
18-10-2026 20:21	gate_register	3	in	
18-10-2026 20:21	machine_downtime	3	started	
18-10-2026 20:21	stock_adjustment	1	approval_status	
18-10-2026 20:21	job_work_out	2	approval_status	
18-10-2026 20:21	qc_inspection	11	created	
18-10-2026 20:21	cartons	5	packed	
18-10-2026 20:21	cartons	4	packed	
18-10-2026 20:21	qc_inspection	10	created	
18-10-2026 20:21	washing	4	status	Sent
18-10-2026 20:21	washing	4	sent	
18-10-2026 20:21	qc_inspection	9	created	

The Audit Log: who changed what, when and on which PC

- Tab Changes: every change of quantities, statuses, approvals, users and settings with the old and new value, the person, the PC and the reason. Filter by table or search.
- Tab Login history: every login, wrong password, lockout, logout and timeout, with the PC and its address.
- Rows marked red as DIRECT DATABASE CHANGE were made outside StitchFlow - ask your support.

See also: [Users and roles](#), [Correcting a saved entry](#)

10. Problems and solutions

10.1 Login problems

Message	What to do
Invalid user name or password.	Check Caps Lock and type the user name exactly. After 5 wrong tries the user name is locked for 15 minutes.
Too many wrong passwords for this user name - it is locked until ...	Wait until that time, or ask an administrator: Users & Roles > select you > Unlock.
Your role '...' is not active. / No factory access is set up for this user.	Ask an administrator to activate your role or give you factory access.
This PC (...) is not authorised to use StitchFlow.	Ask the administrator to authorise this PC on the main PC (This PC & network).
An administrator has reset your password - choose a new one first.	Choose your own new password in the window that opens (or with My password).

See also: [Logging in and your password](#), [Users and roles](#)

10.2 Messages when saving

Message	What to do
... quantity cannot exceed ... (for example: Sewing quantity cannot exceed cumulative Cutting quantity)	The stage before has not passed on that many pieces yet. Check the blue line on the screen, the previous stage's entries, and the color / size you chose.
... must be typed as DD-MM-YYYY ... / ... does not exist - check the day and the month.	Type the date like 05-03-2026. February has 28 days (29 in a leap year).
... cannot be in the future.	Use today's date or an earlier one.
Job card is 'PendingApproval' and does not yet permit ... / Job card ... is Closed	Ask a manager to approve the job card (Job Cards > Approval), or to reopen it.
You do not have permission to ... this screen.	Ask an administrator for the permission.
Another user is saving the same record right now. Nothing was saved	Wait a moment and save again.
Passed + Rework + Rejected must add up exactly to the checked quantity	Check the four numbers of the inspection.

Tip: Whenever a message is red, nothing was saved. Correct the box the cursor is in and save again.

See also: [Dates, numbers and messages](#), [Cutting, printing, embroidery, sewing and ironing entries](#), [Correcting a saved entry](#)

10.3 Connection problems

Message	What to do
Cannot reach the database server ...	Is the main PC switched on? Is this PC on the factory network? Then click Database connection... on the login window and check the server name - or use the main PC's IP address.
The connection to the database was lost.	Usually a network or power break. Try again: lists reconnect by themselves. If a save failed, nothing was saved - enter it again.
The connection was lost while saving. Refresh the screen ...	Press F5 and check whether your entry is in the list before entering it again.
The database user name or password is not correct.	An administrator types the database password again (Database connection... on the login window).
Your session has ended after ... minutes without use.	Log in again.
Your user account has been deactivated. You have been logged out.	Ask an administrator.

See also: [This PC and the factory network](#), [Problems for administrators](#)

10.4 Problems for administrators

Message	What to do
Backup failed: ... pg_dump ... was not found / version	Install the PostgreSQL client tools of the server's version (or newer) on the main PC, or set the PostgreSQL bin folder on This PC & network.
StitchFlow is still open on: ... Close StitchFlow there first, then restore.	Close StitchFlow on the PCs listed, then restore again.
Close StitchFlow on every other PC before the database is updated.	After installing a new version: close StitchFlow everywhere, start it on the main PC first.
The database update / restore asks for the owner password.	Type the stitchflow_app password chosen when the database was secured. It is not stored on any PC.
Section PCs cannot connect after a restore.	On the main PC: Settings & Backup > Re-apply database rights...
Only an Owner or Administrator can ...	This action is reserved for the Owner / Administrator roles.
The ... trial has ended. / The licence ended on StitchFlow is read-only ...	Activate or renew the licence: Settings & Backup > Licence. Viewing, reports and backups keep working meanwhile.
This StitchFlow version (...) is newer than your AMC ...	Renew the AMC and load the new licence file, or keep using the version you had before.

Message	What to do
The StitchFlow licence allows ... PC(s) at the same time and StitchFlow is already in use on: ...	Log out on one of the PCs listed (a PC showing only the login window does not count), or ask SastiLab for a larger edition.
The connection to the database was interrupted, and meanwhile another PC took the free licence seat ...	All the PCs the licence allows were in use when this PC reconnected. Log in again when another PC has logged out, or ask SastiLab for a larger edition.
The date of the database server (...) is earlier than a date StitchFlow has already used ...	Set the correct date and time on the main PC (the database server). StitchFlow works normally again within a minute.
This licence was issued for another StitchFlow installation (database).	Send the activation request of THIS installation to SastiLab (Settings & Backup > Licence).
The phone app does not find the main PC.	On the main PC: Settings & Backup > Mobile phones > Start mobile server, and (once) Allow phones and start with Windows. In Windows the factory Wi-Fi must be a Private (not Public) network. Phone and main PC must be on the same network - or type the address shown on that tab into the phone.
This phone is waiting for approval ...	Authorise it on a PC (Settings & Backup > Mobile phones) after checking that the code matches.
Document numbering is not set up for ...	Administration > Document Numbering: add the document type for this factory.

Tip: Details of unexpected errors are written to C:\ProgramData\StitchFlow\logs\stitchflow.log - send this file to your support.

See also: [Backup and restore](#), [This PC and the factory network](#), [Numbering and financial years](#)

11. Good to know before you start

Area	How StitchFlow works
Windows	64-bit Windows 7 SP1, Windows 10 or Windows 11.
Several PCs	Main PC + section PCs on one factory network.
Factories at different locations	Not supported. All PCs must be on the same network as the main PC; working over the internet or a VPN is not supported.
Stock per factory	Fabric and accessory stock is one shared stock for the whole company (as are buyer POs and masters).
Working without the main PC	Not possible: section PCs need the main PC switched on.
Database (PostgreSQL 11)	The setup installs PostgreSQL 11, the newest version that runs on Windows 7. PostgreSQL 11 no longer receives security updates (since November 2023) — keep the database on the factory network only (see the <i>Installation and Setup Guide</i>).
Language	The screens are in English.
Printing	Documents and reports open as PDF files and are printed from the PC's PDF viewer.
Automatic backups	StitchFlow makes a safety backup by itself only before a database update or a restore. Make your own backups regularly (chapter 9, <i>Backup and restore</i>).

Getting help

- Inside StitchFlow: **F1** or **Help**; chapter 10 lists the messages and what to do.
- Details of unexpected errors are written to C:\ProgramData\StitchFlow\logs\stitchflow.log. Send this file with your question.
- SastiLab support: support@sastilab.com