

GarmentDesk

The Complete Platform for Your Tailor & Alteration Business

Welcome to GarmentDesk

GarmentDesk is a modern, all-in-one platform built specifically for tailor shops, alteration businesses, and garment repair services. Whether you run a single boutique or manage multiple locations, GarmentDesk helps you streamline every aspect of your daily operations — from the moment a customer walks in to the final delivery.

This guide walks you through everything GarmentDesk can do for your business.

1. Your Business at a Glance — Dashboard

The moment you log in, your dashboard gives you a clear picture of how your business is performing:

- Total, active, and overdue orders
- Revenue for today, this month, and all time
- Outstanding payments that need attention
- Visual charts showing orders by service type, status breakdown, and revenue trends
- Quick-action buttons to create a new order or add a customer instantly

You can view your dashboard for the last 7 days, 30 days, 90 days, or the full year.

2. Three Ways to Serve Your Customers

GarmentDesk supports the three core services that tailor businesses offer:

Bespoke (Custom Tailoring)

For customers who want garments made from scratch. The bespoke workflow guides you through every step:

- Consultation and design discussion
- Taking and recording measurements
- Fabric selection
- Pattern making and cutting
- First fitting (basting) and adjustments
- Final stitching, finishing, and final fitting
- Delivery

Alterations

For modifying existing garments — hemming, tapering, resizing, and more. The streamlined workflow covers:

- Receiving the garment
- Assessment
- Work in progress
- Quality review
- Ready for pickup and delivery

Repairs

For fixing damaged garments — tears, zippers, buttons, and more. Includes a quoting step:

- Receiving and inspecting the garment
- Sending a repair quote to the customer
- Work begins after approval
- Quality review, pickup, and delivery

3. Order Management

Orders are at the heart of your business. GarmentDesk makes creating and tracking them effortless.

Creating Orders

- Select the service type (Bespoke, Alteration, or Repair)
- Choose or quickly add a customer
- Select the garment type and specific alteration/repair needed
- Answer a guided questionnaire that adjusts pricing automatically
- Assign a tailor, set a due date, and mark rush jobs
- Apply coupons or discounts
- Add multiple items to a single order

Tracking Orders

- Every order gets a unique number (e.g., ALT-2026-0001)
- Move orders through each stage with one click — the system only allows valid next steps
- Full timeline showing every status change, who made it, and when
- Filter and sort your order list by status, service type, payment, store, or search

Order Tickets

Print order tickets in two formats:

- **Full Page:** A4 full-page —
- **Receipt Size:** 80mm thermal receipt —

Both include all order details, customer info, items, and pricing.

4. Customer Management

Keep all your customer information organized and easily accessible.

- Store customer names, phone numbers, email addresses, and full postal addresses
- Mark VIP customers for priority treatment
- Add tags and notes to any customer profile
- View a customer's complete order history at a glance
- Quick-add customers while creating an order — no need to leave the form
- Search customers instantly by name, email, or phone

5. Measurements

Never lose a measurement again. GarmentDesk stores measurements digitally for every customer.

- Save multiple measurement profiles per customer (e.g., one for suits, another for shirts)
- Record measurements in inches or centimeters
- Flexible fields — store whatever measurements your business needs
- Add notes to any measurement set
- Measurements are automatically saved with each order, so you always have a record of what was used

6. Garment & Service Configuration

Set up your services exactly the way your business works.

Garment Types

Organize garments in a hierarchy that makes sense:

- "Suits" as a category with "Blazer", "Trousers", "Vest" underneath
- Categorize by Men's, Women's, Children's, or Unisex
- Enable or disable garment types as your offerings change

Alteration & Repair Types

Define every service you offer under each garment:

- Name each alteration (e.g., "Hemming", "Tapering", "Zipper Replacement")
- Set a base price and estimated time for each
- Bulk import your service list from a spreadsheet (CSV)

Smart Questionnaires

This is where GarmentDesk truly shines. Build interactive questionnaires that guide your staff through each order:

- Ask questions with different answer types — single choice, multiple choice, text, number, yes/no, or photo upload
- Each answer option can adjust the price and time estimate automatically
- Questions can branch — show follow-up questions only when a specific answer is selected
- Nest questions as deep as needed for complex services

Example: "What type of hemming?" -> Customer selects "Original hem" (+\$15) -> System asks "Fabric weight?" -> "Heavy" adds another \$5 automatically.

7. Automatic Invoicing

Stop creating invoices manually. GarmentDesk generates them for you at exactly the right time.

When Invoices Are Created

- **Bespoke:** A deposit invoice is created when a bespoke order is placed
- **Alterations:** A full invoice is generated when the garment is ready for pickup
- **Repairs:** A full invoice is generated when the customer approves the repair quote
- **Balance:** If there's a remaining balance at delivery, a balance invoice is automatically created

Invoice Features

- Professional PDF invoices with your business logo and branding
- Itemized line items with quantities and amounts
- Tax calculations included
- Your terms and conditions printed at the bottom
- Email invoices directly to customers from the platform
- Custom invoice numbering (e.g., INV-2026-0001)

8. Payment Tracking

Keep track of every dollar with clear payment status on every order.

- Record payments by cash, card, bank transfer, cheque, or other methods
- Add reference numbers and notes to each payment
- Payment status updates automatically: Unpaid, Deposit Paid, Partially Paid, Paid, Overpaid
- Void incorrect payments with a reason — the system recalculates instantly
- See outstanding balances at a glance on the dashboard

9. Coupons & Discounts

Run promotions and reward loyal customers with a flexible coupon system.

- Percentage-based or fixed-amount discounts
- Set maximum discount caps (e.g., 20% off, up to \$50)
- Require a minimum order amount
- Limit total uses or uses per customer
- Restrict coupons to specific service types (e.g., alterations only)
- Target all customers or select specific ones
- Set start and end dates for seasonal promotions
- Real-time validation when applying coupons during order creation

10. Staff Commissions

Motivate your team and track what they're owed — automatically.

Pay Configuration

Set up how each tailor gets paid:

- Fixed salary only
- Commission only (percentage of order total or a flat rate per order)
- Hybrid (fixed salary + commission per order)

How It Works

- When an assigned tailor's order is completed, a commission entry is created automatically
- Commissions move through three stages: Pending, Approved, Paid
- Managers can approve and mark commissions as paid individually or in bulk
- Dashboard shows total, pending, approved, and paid amounts at a glance
- Commissions are grouped by month for easy payroll processing

11. Calendar & Appointments

Schedule fittings, consultations, pickups, and follow-ups — all from one calendar.

- Interactive monthly calendar view
- See appointments alongside order due dates
- Six appointment types: Fitting, Consultation, Pickup, Measurement, Follow-up, and Other
- Track appointment status: Scheduled, Confirmed, Completed, Cancelled, No-show
- Assign appointments to specific staff members
- Link appointments to orders and customers
- Filter by store location

Store Calendar Settings

Configure each store's availability:

- Set opening and closing times
- Define appointment slot duration and buffer time between slots
- Set maximum appointments per day
- Choose working days and break times

12. Google Calendar Sync

Connect GarmentDesk with Google Calendar for seamless scheduling.

- Two-way sync — appointments created in GarmentDesk appear in Google Calendar and vice versa
- Real-time updates — changes sync instantly via push notifications
- Set up per store with your own Google credentials
- Your team can see tailor appointments on their personal Google Calendar

13. Multi-Location Support

Running more than one shop? GarmentDesk handles it seamlessly.

- Add as many store locations as your plan allows
- Each store has its own address, contact info, operating hours, and calendar settings
- Assign team members to one or more stores
- Orders are tied to specific stores
- Owners and managers can see data across all locations
- Staff members see only their assigned store's data
- Each store can have its own tax rate and service offerings

14. Team Management & Permissions

Add your team, control what they can see and do, and manage everything from one place.

Invite & Manage

- Invite team members by email — they get a link to create their account
- Assign roles: Owner, Manager, Tailor, QA, or Front Desk
- Assign team members to specific stores
- Update roles and store assignments at any time
- Remove team members when needed

Role-Based Permissions

Each role has appropriate access levels:

- **Owners:** Owners — Full access to everything including billing and settings
- **Managers:** Managers — Store management, orders, commissions, and team oversight
- **Tailors:** Tailors — Their assigned orders, status updates, and personal commissions
- **QA:** QA — Quality review workflow for checking completed work
- **Front Desk:** Front Desk — Order intake, customer management, and scheduling

Permissions can be customized through the admin panel.

15. Notifications

Stay on top of what matters with real-time notifications.

- Get notified when new orders are created
- Know immediately when an order status changes
- See when invoices are sent
- Track commission recordings
- Mark notifications as read individually or all at once

16. Reports & Analytics

Understand your business performance with clear, visual reports.

- Revenue trends daily, monthly, or quarterly views
- Order breakdown by service type and status
- Outstanding payment tracking
- Customer and order volume metrics

Higher-tier plans unlock additional capabilities:

- **Professional:** Advanced analytics with deeper business insights
- **Business:** Aging reports for tracking overdue work
- **Business:** Export data to CSV or PDF for your own analysis

17. Business Settings & Branding

Make GarmentDesk truly yours with comprehensive customization options.

- Upload your business logo — it appears on invoices, the sidebar, and login page
- Set your preferred currency (USD, INR, GBP, EUR)
- Choose your timezone and date format
- Configure tax rate and type (VAT, GST, or Sales Tax)
- Customize your invoice numbering prefix (e.g., "INV", "BILL")
- Add your terms and conditions to every invoice
- Set up your own email server (SMTP) so invoices and notifications come from your business email address

18. Subscription Plans

Choose the plan that fits your business size. Upgrade or downgrade at any time.

Feature	Starter	Professional	Business
Store Locations	1	3	Unlimited
Team Members	5	15	Unlimited
Monthly Orders	100	Unlimited	Unlimited
Service Types	2	All 3	All 3
Appointment Calendar	Yes	Yes	Yes
Google Calendar Sync	Yes	Yes	Yes
Coupons & Discounts	Yes	Yes	Yes
QA Review Workflow	—	Yes	Yes
Staff Commissions	—	Yes	Yes
Advanced Analytics	—	Yes	Yes
Data Export (CSV/PDF)	—	—	Yes
Aging Reports	—	—	Yes
Support	Community	Priority Email	Dedicated
Price (Monthly)	\$29	\$79	\$149

- All plans include a free trial period to get started
- Pay monthly or save with annual billing
- Upgrade instantly as your business grows
- Downgrade takes effect at the end of your billing period — no mid-cycle surprises
- Secure payment processing via Razorpay

19. Security & Data Privacy

Your data is safe with GarmentDesk.

- Complete data isolation — your business data is never visible to other businesses on the platform
- Encrypted storage for all sensitive credentials
- Role-based access ensures team members only see what they need
- Email verification required for all accounts
- Password-protected access with secure session management

Getting Started

Setting up your GarmentDesk account takes just a few minutes:

- 1. Sign Up** — Create your account with your business name and select your service types.
- 2. Configure** — Upload your logo, set your currency and tax settings, and add your store locations.
- 3. Set Up Services** — Add your garment types, alterations, and build your pricing questionnaires.
- 4. Invite Your Team** — Send email invitations to your staff with their assigned roles and stores.
- 5. Start Taking Orders** — You're ready! Create your first order and let GarmentDesk handle the rest.

GarmentDesk — Built for tailors, by people who understand your craft.

Questions? Contact us at support@garmentdesk.com