VERY SERIOUS TOOLS

TOOL MANUAL
EDITION 1.0

VST-02

THE NIGHT SHIFT

How to run, fix and own the automations that work while you sleep.



OWNER BEISPIEL GMBH (SAMPLE)
HANDED OVER ____ . ____ . 20____
KEPT AT SHELF / DRIVE: _____

00 | BEFORE ANYTHING ELSE

THIS MANUAL IS YOURS.

It describes the tool as it was on handover day. When you change the tool, change the manual. A wrong manual is worse than none.

THREE RULES

- Every account behind this tool is in your company's name. If you find one that isn't, that's a bug. Page 05.
- At least two people at your company can log in to everything. Write their names on page 05.
- When something breaks, start on page 08, not on the phone.

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CHANGE LOG

ED.	DATE	WHAT CHANGED	WHO
1.0	Handover	First edition, written with your team	VST

01 | WHAT THIS TOOL DOES

IT MOVES THE BORING DATA AT NIGHT.

The Night Shift is five automated workflows on your own automation server. They copy, check and remind, so nobody at Beispiel GmbH has to copy orders into accounting by hand any more.

IT DOES

- Copy new shop orders into accounting as draft invoices.
- Send the first payment reminder, and ask a person before the second.
- Put new enquiries into the CRM with an owner.
- Post the weekly numbers to the team chat.
- Tell a named person when any of the above fails.

IT DOES NOT

- Approve, pay or cancel anything on its own.
- Decide who is a good customer.
- Fix a process that wasn't clear before. Automating chaos makes faster chaos.
- Need us to keep running.

THE CATCH

Automations depend on other companies' software. When the shop, accounting tool or CRM changes something, a workflow can stop. That is normal, it is visible (you get an alert), and it is fixable by your team. Section 04 shows how.

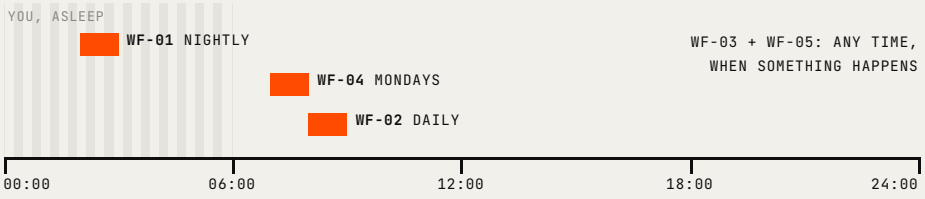
01 | THE FIVE WORKFLOWS

01

WHAT RUNS, AND WHEN

ID	WORKFLOW	RUNS	WHAT IT DOES
WF-01	Orders to accounting	Daily 02:00	New shop orders become draft invoices. Nothing is sent.
WF-02	Payment reminder	Daily 08:00	Friendly reminder at 14 days overdue. Second reminder only after a person clicks approve.
WF-03	Enquiry to CRM	On submit	Website form creates a contact and assigns an owner.
WF-04	Weekly numbers	Mon 07:00	Five lines in team chat: orders, open invoices, new enquiries.
WF-05	Error alert	On failure	Message to the on-duty owner: which workflow, which step, link to the log.

A NORMAL DAY, IN BARS (EUROPE/BERLIN)



Times are server time. After the clocks change (March, October), check that WF-01 still runs at 02:00. See page 09.

02 | WHO OWNS WHAT

YOUR NAME ON EVERY LOGIN.

Everything below is registered to Beispiel GmbH. We worked as guests in these accounts. Our access ends on handover day.

ACCOUNT	IN THE NAME OF	ADMIN	2FA	VST ACCESS REMOVED
Automation server (self-hosted n8n)	Beispiel GmbH		☐	☐
Server hosting contract	Beispiel GmbH		☐	☐
Shop API key	Beispiel GmbH		☐	☐
Accounting API access	Beispiel GmbH		☐	☐
CRM integration user	Beispiel GmbH		☐	☐
Team chat bot	Beispiel GmbH		☐	☐
Password vault entry "Night Shift"	Beispiel GmbH		☐	☐

THE TWO-PEOPLE RULE: THESE TWO CAN LOG IN TO ALL OF IT

PERSON 1 _____

PERSON 2 _____

03 | HOW TO RUN IT

MOSTLY, YOU DON'T.

A healthy Night Shift needs about one look a day and one short session a month. Here is the routine, with boxes to tick if you like boxes.

DAILY

ABOUT 2 MIN

- [ ] Glance at the alert channel. Silence means it ran.

WEEKLY

ABOUT 10 MIN

- [ ] Open the run log and filter on failed runs.
- [ ] Read the Monday numbers. Do they look like your week?

MONTHLY

ABOUT 30 MIN

- [ ] Check which logins expire in the next 30 days. Renew them now.
- [ ] Apply server updates from the hosting dashboard.
- [ ] Export a backup of all workflows to your drive.

EVERY 6 MONTHS

ABOUT 1 HOUR

- [ ] Ask, for each workflow: do we still need this?
- [ ] Switch off anything nobody would miss.

SILENCE CHECK

No alert is good news only if the workflows ran. If the Monday numbers don't arrive, treat it as an alert: page 09, "No runs at all".

03 | CHANGING A WORKFLOW

CHANGE ONE THING AT A TIME.

Your team changed WF-04 during training. Every later change works the same way.

01 **Duplicate, don't edit.** Copy the workflow and add today's date to the name. The original keeps running.

02 **Change one thing.** One field, one condition, one message. Write it down in the change log on page 02.

03 **Test with one real item.** Run the copy by hand on a single order or invoice and check the result in the target tool.

04 **Swap.** Switch the original off, the copy on. Same schedule, same alert.

05 **Keep the old one for two weeks.** Disabled, not deleted. If anything looks odd, switch back.

06 **Update this manual.** If the table on page 04 is now wrong, correct it by hand. Pen is fine.

04 | WHEN A WORKFLOW FAILS AT 3 A.M.

READ THE ALERT. THEN BREATHE.

Failed items wait in the run log until someone re-runs them. In our experience, nothing is lost by waiting until morning.

01 **Read the alert.** It names the workflow (WF-01 to WF-04) and the step that failed.

02 **Open the run log.** The red step shows the exact input that broke it.

03 **Check the login first.** The most common cause we see is an expired connection. Reconnect the account in the credentials list.

04 **Re-run the failed item,** not the whole workflow, or you may create duplicates.

05 **Still red?** Turn the page. The usual suspects are listed with their fixes.

04 | THE USUAL SUSPECTS

SYMPTOM, CAUSE, FIX

YOU SEE	LIKELY CAUSE	DO THIS
"401" or "unauthorized" in the red step	Login or API key expired	Reconnect the credential. Re-run the failed item.
Field is empty or "undefined"	The other tool renamed a field	Open the step, re-pick the field from the list, test with one item.
"429" or "too many requests"	The other tool's rate limit	Wait an hour and re-run. If it repeats, spread the schedule.
No runs at all since a date	Server down, or disk full	Check the hosting dashboard. Restart. Free disk by pruning old run logs.
WF-01 ran at 01:00 or 03:00	Clocks changed; server time zone	Set the instance time zone to Europe/Berlin, not UTC.
Same invoice twice	Whole workflow re-run, not the item	Delete the duplicate draft. Next time re-run the single item.
No alert, but numbers look wrong	A step "succeeded" with bad data	Compare 3 records by hand. Then write to the workflow owner.

RULE

If you are about to change a workflow at 3 a.m. to make an alert stop: don't. Switch the workflow off, write down what you saw, fix it in daylight.

05 | WHO TO CALL

IN THIS ORDER.

Fill this in on handover day. Ideally you never need line 4.

1 Workflow owner at Beispiel GmbH

THE PERSON NAMED ON PAGE 05

NAME _____ PHONE / CHAT _____

2 Their backup

SECOND NAME FROM PAGE 05

NAME _____ PHONE / CHAT _____

3 Your IT or hosting provider

FOR SERVER, DISK, UPDATES

NAME _____ PHONE / CHAT _____

4 Very Serious Tools

OPTIONAL. PAID PER JOB, NO RETAINER.

NAME _____ GET@VERYSERIOUS.TOOLS

06 | HANDOVER CHECKLIST

TICK, INITIAL, SIGN.

- [ ] All accounts on page 05 are in Beispiel GmbH's name _____
- [ ] Two named people logged in to every account themselves _____
- [ ] VST user accounts removed or downgraded to none _____
- [ ] Each workflow ran once in front of your team _____
- [ ] A test failure triggered the alert to the right person _____
- [ ] Your team changed one workflow themselves (page 07) _____
- [ ] Backup of all workflows exported and stored by you _____
- [ ] Contacts on page 10 filled in _____

FOR BEISPIEL GMBH: NAME, SIGNATURE

FOR VERY SERIOUS TOOLS: NAME, SIGNATURE

DATE

PLACE

NOTES

THIS MANUAL BELONGS TO BEISPIEL GMBH.
SO DOES THE TOOL.

VERY SERIOUS TOOLS

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