

TERP Lite End-User Manual

Version 5.24.63 — Comprehensive guide for all roles

TABLE OF CONTENTS

1. [Introduction](#)
2. [First-Time Setup \(Admin\)](#)
3. [Glossary of Terms](#)
4. [Logging In & Navigation](#)
5. [Module: Inventory](#)
6. [Module: Sales](#)
7. [Module: Purchase](#)
8. [Module: Point of Sale \(POS\)](#)
9. [Module: Accounts](#)
10. [Reports](#)
11. [Common Workflows by Role](#)
 - 11.1 Cashier
 - 11.2 Salesperson
 - 11.3 Inventory / Purchase Officer
 - 11.4 Accountant
 - 11.5 Owner / Manager
12. [Administration](#)
13. [Reference: F-Keys & Shortcuts](#)
14. [Troubleshooting](#)
15. [Known Limitations](#)

1. INTRODUCTION

TERP Lite is a multi-tenant ERP designed for small-to-medium retail, distribution, and service businesses. It integrates:

- **Inventory management** — products, stock, batches, variants, transfers
- **Sales** — quotes, invoices, receipts, credit notes, commissions, loyalty
- **Purchase** — purchase orders, goods receipt, supplier invoices, payments, returns
- **POS** — cash counter operations, refunds, shifts
- **Accounts** — full double-entry accounting with P&L, Balance Sheet, Trial Balance

Every business transaction automatically posts journal entries to the General Ledger (GL), so your financial reports are always in sync with operational activity.

Who this manual is for

- **Cashiers** — see Section 11.1
- **Salespeople** — see Section 11.2
- **Inventory & Purchase officers** — see Section 11.3
- **Accountants** — see Section 11.4
- **Owners & Managers** — see Section 11.5
- **System admins** — see Section 12

You don't need to read the whole manual. Use the table of contents to jump to your role.

What this manual covers and doesn't

✓ How to use each module day-to-day ✓ What each form does and how to fill it ✓ What happens behind the scenes (database, GL impact) ✓ Reports and how to read them ✓ Troubleshooting

× Installation (separate document) × Customization / development × Database administration × Network setup

2. FIRST-TIME SETUP (ADMIN)

Before users can do anything productive, an admin needs to complete this checklist. **Do these in order.** Skipping ahead causes data to enter incomplete and breaks GL integrity.

Step 1: Tenant & Branch

1. Log in as super-admin
2. **Admin → Tenant** → create your company:
 - Tenant Code (short identifier, e.g. "ACME")
 - Company Name (legal name on invoices)
 - Tax Registration Number
 - Address, phone, email
3. **Admin → Branch** → add each physical location:
 - Branch Code, Branch Name
 - Address
 - One branch is required even if you have only one shop

Step 2: Users & Roles

1. **Admin → Role** → create roles you need:
 - Cashier (POS only)
 - Salesperson (sales invoices, customer view)
 - Inventory Officer (products, stock, transfers)
 - Purchase Officer (POs, GRNs, supplier mgmt)
 - Accountant (full accounting + reports)
 - Manager (all of the above + approvals)
 - Admin (system setup, user management)
2. **Admin → Permission** → assign permission codes to each role
 - **Common codes:** SALESINVOICE_ADD , POSSALE_ADD , PURCHASEORDER_APPROVE , STOCK_ADJUST
3. **Admin → User** → create each user:
 - Username, Password (set initial, user changes on first login)

- Email, Phone
- Assigned Role
- Default Branch

Step 3: Chart of Accounts

You cannot post any transaction without an accounting structure.

1. **Accounts → Account Group** — top-level structure (already seeded by default):

- Assets
- Liabilities
- Equity
- Income
- Expenses

2. **Accounts → Account Head** — sub-accounts (required minimums):

- **Cash on Hand** (Asset)
- **Bank** (Asset) — one per bank account
- **Accounts Receivable** (Asset)
- **Inventory** (Asset)
- **Accounts Payable** (Liability)
- **Sales Tax Payable / VAT Output** (Liability)
- **Sales Revenue** (Income)
- **Cost of Goods Sold / COGS** (Expense)

For each account head you create, mark its **Group** so it rolls up correctly into P&L or Balance Sheet.

Step 4: Opening Balances

If you're migrating from another system or starting fresh with cash on hand:

1. **Accounts → Opening Cheque** — cheques received before go-live that haven't cleared
2. **Accounts → Opening Party Balance** — what each customer owes you, what you owe each supplier as of the start date

3. **Accounts → Journal Voucher** — for any other opening entry (cash, bank balance, fixed assets, etc.)

Each opening entry hits the GL. The contra account is usually “Opening Balance Equity” or “Capital.”

Step 5: Tax Setup

1. **Admin → Tax Codes** (or via Account Head if a single rate): set up VAT/GST/Sales Tax rates
2. **Default Tax Account** = your Sales Tax Payable account
3. Products will inherit the default tax rate unless overridden

Step 6: Master Data

1. **Inventory → Category + Sub-Category** — product categorization
2. **Inventory → Unit (UOM)** — pieces, kg, liters, boxes, etc.
3. **Inventory → Warehouse** — physical stock locations
4. **Inventory → Product** — every SKU
 - Tip: use **Inventory → Product Import (CSV)** for bulk loading
5. **Party Management → Party** — customers and suppliers
 - Mark each as IsCustomer / IsSupplier / IsSalesman / IsActive

Step 7: Pricing Setup

1. **Inventory → Product Price Settings** — default markup % per product or category
2. **Sales → Customer Price Group** — tier pricing (e.g. Retail / Wholesale / VIP)
3. **Sales → Price Code** — price book mapping price-group + product to a custom price
4. **Inventory → Product Substitute** — alternative products if main is out of stock
5. **Inventory → Free Issue Rules** — buy-X-get-Y-free promotions

Step 8: Sales Policy & Commission

1. **Sales → Sales Policy Settings (V58)** — set mandatory toggles:
 - Customer mandatory on Sales Invoice (ON/OFF)
 - Salesman mandatory on Sales Invoice (ON/OFF)

- Salesman scope (INVOICE vs LINE)
- POS Customer mandatory (ON/OFF)
- POS Salesman mandatory (ON/OFF)
- Commission scope (INVOICE vs LINE)

2. **Sales → Commission Rules** (V58) — set up rules:

- Always create a DEFAULT rule first (rate 0 or your standard)
- Add SALESMAN, PRODUCT, CATEGORY, SALESMAN_PRODUCT, SALESMAN_CATEGORY rules as needed

Step 9: POS Setup (if using POS)

1. **POS → Terminal Management** — register each physical terminal

- Terminal Code, Name, Location (branch)
- Receipt printer settings

2. **Print Settings** — POS receipt template

3. Make sure cashier users have role with `POSSALE_ADD` permission

Step 10: Print Templates

1. **Admin → Print Template** — verify templates exist for:

- Sales Invoice
- Purchase Order
- GRN
- Receipt
- POS Receipt

2. Use **Template Designer** to customize logos, fonts, layout

Step 11: Notifications (Optional)

1. **Admin → Notification Settings** — configure:

- SMTP for email
- SMS gateway credentials

- WhatsApp Business API (if applicable)

2. Admin → Notification Templates — design content for each event type

Setup Verification

Before opening to users, verify:

- Trial Balance opens and balances to zero (or matches your opening balance amounts)
- Test login as each role works
- Permissions block the right things (e.g. cashier cannot open Trial Balance)
- A test Sales Invoice posts correctly (check GL Health Check finds it)
- A test POS sale posts correctly
- Print preview works for each document type

3. GLOSSARY OF TERMS

Term	Meaning
A/R (Accounts Receivable)	Money customers owe you
A/P (Accounts Payable)	Money you owe suppliers
COGS (Cost of Goods Sold)	Cost value of products you sold
Credit Note (CN)	Document reducing what a customer owes (return, correction, goodwill)
Debit Note	Document increasing what a customer owes (or reducing what you owe a supplier)
GRN (Goods Receipt Note)	Record of goods received from supplier against a PO
GL (General Ledger)	Master accounting record - every transaction posts here
PO (Purchase Order)	Request to a supplier to send goods

POS (Point of Sale)	The cash counter / till
Receipt	Customer payment to you
Payment	Your payment to a supplier
SI (Sales Invoice)	Bill to a customer
UOM (Unit of Measure)	Pieces, kg, liter, box, etc.
Variant	Sub-version of a product (size, color)
Batch	Lot of products with same expiry/manufacture date
Salesman	Person credited for a sale (may not be the cashier)
Commission	Money owed to a salesman based on sales
Shift	A cashier's open-drawer session at a POS terminal
Variance	Difference between expected cash and actual counted cash
Aging	Breakdown of outstanding amounts by how old they are (Current / 30 / 60 / 90+ days)
Trial Balance	List of all account balances - debits must equal credits
P&L (Profit & Loss)	Income minus expenses for a period
Balance Sheet	Snapshot of assets, liabilities, equity at a date
Voucher	Any accounting entry (Journal, Receipt, Payment, etc.)
Ledger	Detailed transaction history for one account or party

4. LOGGING IN & NAVIGATION

Login

1. Launch TERP Lite
2. Enter Username + Password
3. Select your Branch (if multiple)

4. Click Login

Main Menu

After login you see the main menu organized into modules. What you see depends on your role's permissions:

- **Sales** — for salespeople, accountants, managers
- **Purchase** — for purchase officers, accountants, managers
- **Inventory** — for inventory officers, all
- **POS** — for cashiers
- **Accounts** — for accountants, managers
- **Admin** — for administrators
- **Reports** — for managers, accountants

Form basics

Most forms have these common buttons:

- **New (F3)** — create a fresh blank record
- **Save (Ctrl+S)** — save changes
- **Load (F5)** — load data based on selected filters
- **Delete** — remove record (with confirmation)
- **Print** — send to printer
- **Close (Esc)** — close the form

Universal hotkeys

- **F1** — Context help (on V51-V62 forms; older forms may not have help)
- **Esc** — Close current form
- **Tab** — move to next field
- **Shift+Tab** — move to previous field

5. MODULE: INVENTORY

The inventory module manages products, stock levels, and movements.

5.1 Products

Menu: Inventory → Product

What you can do:

- Create a new product
- Edit existing product
- Set sale price, purchase price, cost
- Assign category, sub-category, UOM
- Attach product image
- Set tax rate
- Mark as batch-tracked, expiry-tracked, serial-tracked
- Set min/max/reorder levels
- Set profit margin %

Key fields:

- **Product Code** — unique identifier (used for barcode scan)
- **Product Name** — display name
- **Category + Sub-Category** — for grouping and filters
- **UOM** — primary unit of measure
- **Sales Price** — default selling price
- **Purchase Price** — default cost
- **Tax Rate** — VAT %
- **Reorder Level** — when stock drops below, alert is triggered
- **Image Path** — picture file location

To create a product:

1. Inventory → Product → New
2. Fill code, name, category, UOM, prices

3. Set tax rate (default usually fine)
4. Set reorder/min/max levels if needed
5. Save

5.2 Product Bulk Import

Menu: Inventory → Product Import

When adding 100+ products, type each one is slow. Use CSV import:

1. Inventory → Product Import → Download Template
2. Fill the CSV in Excel: code, name, category, UOM, prices, tax rate, etc.
3. Save as CSV
4. Inventory → Product Import → Browse → select CSV → Import
5. Review error log if any rows failed

5.3 Stock View

Menu: Inventory → Stock

Shows current stock level per product per branch. Read-only view — to change stock, use Adjust or Transfer.

5.4 Stock Adjust

Menu: Inventory → Stock Adjust

Increase or decrease stock without a sale/purchase. Used for: damage, theft, found stock, opening balance correction.

Steps:

1. Inventory → Stock Adjust → New
2. Pick product
3. Enter adjustment quantity (positive to add, negative to remove)
4. Pick Reason from list (Damaged / Lost / Expired / Stock Take / Other)
5. Add note explaining reason
6. Save → Post

Behind the scenes:

- tbl_StockLedger gets an ADJUST entry
- GL posts: Dr Inventory Variance / Cr Inventory (or reverse)
- Reason code attached for audit

5.5 Stock Transfer

Menu: Inventory → Stock Transfer

Move stock between branches/warehouses with in-transit tracking.

Steps (sender branch):

1. New transfer → pick destination branch
2. Add lines (product + qty)
3. Save → Send → status SENT
4. Stock leaves source, sits in "in-transit"

Steps (receiver branch):

1. Find the transfer in the list (filter by IN-TRANSIT)
2. Load → confirm received quantities (may differ from sent if damaged)
3. Save → Receive → status RECEIVED
4. Stock arrives at destination

5.6 Stock Take

Menu: Inventory → Stock Take

Physical count + variance posting.

Steps:

1. New stock take → pick branch + date
2. System lists all products with system qty (don't show until count done — optional)
3. Walk shelves, enter actual counted qty for each product
4. Save → variance auto-calculated per product
5. Post → variances post as Stock Adjust entries (with reason STOCK_TAKE)

5.7 Variants

Menu: Inventory → Product (open product) → Variant tab

For products with sub-versions (Size: S/M/L, Color: Red/Blue/Green).

Each variant has its own stock count. When selling, the user picks the specific variant.

5.8 Batches & Expiry

Menu: Inventory → Batch Entry

For products marked "Batch Enabled":

- Each batch has Batch Code + Manufacture Date + Expiry Date
- Stock is tracked per batch
- When selling, system picks FEFO (First Expiry First Out) by default

Reports:

- Inventory → Batch List
- Inventory → Reorder Alerts → also shows expiring soon

5.9 Reorder & Aging

Menu: Inventory → Reorder Alerts

Lists products where current stock <= reorder level. Use as a daily check-list to raise POs.

Menu: Inventory → Stock Aging

Shows how long stock has been sitting. Buckets: <30 days / 31-60 / 61-90 / 90+ days.
Identifies slow-moving inventory.

5.10 Stock Valuation

Menu: Inventory → Stock Valuation Report

Shows the financial value of stock on hand. Three methods supported:

- **Cost Price** — original purchase cost
- **Weighted Average** — average of all purchases
- **Last Purchase Price** — most recent cost

Use for balance sheet inventory reconciliation.

5.11 Landed Cost

Menu: Inventory → Landed Cost

Add freight, customs, insurance, etc. to product cost when goods are imported.

Steps:

1. New landed cost entry → pick GRN
2. Add cost components (Freight, Insurance, Customs, etc.)
3. Choose allocation: by Value / by Weight / by Qty / Manual
4. Apply → product cost prices update

5.12 Loyalty Product Flag

Menu: Inventory → Product (open) → Loyalty tab

Enable/disable loyalty points earning per product. Some products (e.g. tax-exempt) shouldn't earn points.

5.13 Free Issue Rules

Menu: Inventory → Product Free Issue

Buy-X-get-Y-free promotions.

Example: Buy 10 boxes, get 1 box free.

1. Pick product → set Qty 10
2. Free product → set 1 (same or different SKU)
3. Save
4. When entering an invoice, system auto-suggests adding the free line

5.14 Substitute Products

Menu: Inventory → Product Substitute

When customer requests product A but A is out of stock, system suggests substitute B (same family, similar use).

6. MODULE: SALES

The sales module manages customer-facing activities from quote to commission payout.

6.1 Sales Invoice — full flow

Menu: Sales → Sales Invoice → New

This is the core sales document.

Header fields:

- **Invoice No** — auto-generated based on numbering policy
- **Date** — defaults today
- **Customer** — pick from customer list (mandatory if Sales Policy says so)
- **Salesman** — pick from salesman list (defaults to logged-in user if salesman; otherwise pick)
- **Invoice Type** — TAX (default), or PROFORMA, QUOTE
- **Due Date** — auto-computed from credit terms

Line fields:

- **Code / Product** — type code or use search button
- **Qty**
- **Price** — auto-loads from price book (customer-specific if customer set)
- **Disc%** — discount percentage
- **Disc Amt** — discount amount (alt to %)
- **Tax%** — auto from product
- **Total** — auto-calculated
- **Salesman (V59)** — per-line salesman; defaults from header but can override

Per-line salesman override:

1. Click on the line in the grid
2. Click "Line Salesman..." button OR double-click the line
3. Pick from party search
4. The line's Salesman column updates

To save:

1. Click Save → status = SAVED
2. Click Post → status = POSTED, stock decreases, GL posts

What happens on Post:

- tbl_StockLedger entry per line (OUT)
- Stock physically decreases
- GL: Dr A/R / Cr Sales / Cr Tax Payable
- GL: Dr COGS / Cr Inventory
- Commission row inserted to tbl_Commission (PENDING status)
- If customer enrolled in loyalty, loyalty points credited

6.2 Quote / Quotation

Menu: Sales → Quotation List

Quotes are Sales Invoices with InvoiceType = QUOTE. They don't decrease stock or post GL. Used to send a price proposal to a customer.

When customer accepts:

1. Open the quote
2. Change Type to TAX (or PROFORMA)
3. Save → Post → becomes a real invoice

6.3 Receipt (Customer Payment)

Menu: Sales → Receipt → New

When a customer pays you, record the receipt.

Steps:

1. Pick customer
2. System shows their outstanding invoices
3. Select which invoice(s) being paid
4. Choose payment method (Cash, Bank Transfer, Cheque, Card)

5. Enter Amount

6. Save → Post

Behind the scenes:

- tbl_Receipt row created
- tbl_Receipt linked to specific invoice(s) → reduces invoice balance
- GL: Dr Cash/Bank / Cr A/R

6.4 Credit Note Entry (V57)

Menu: Sales → Credit Note Entry → New

Issue a credit to a customer.

Two modes:

A. Linked CN (for returned goods, billing corrections):

1. Click "Load Invoice" → pick invoice
2. Lines auto-populate from invoice
3. Edit/delete lines to match what's being credited
4. Set quantity to credit per line
5. Save → status = ISSUED

B. Goodwill CN (for customer service gestures):

1. Don't load an invoice
2. Pick customer
3. Enter total amount and reason
4. Save

Behind the scenes (V61):

- tbl_CreditNote row created
- GL: Dr Sales / Cr A/R
- Customer outstanding balance reduces

To apply CN against an invoice:

- Use Receipt entry, select the CN as payment method

6.5 Customer Statement (V57)

Menu: Sales → Customer Statement

Shows all transactions with a customer over a date range.

Steps:

1. Pick customer
2. Set From / To dates (defaults to current month)
3. Click Load (or F5)

Output:

- Opening balance line
- All transactions: date | document type | reference no | debit | credit | running balance
- Closing balance line

Document types shown:

- INVOICE — Debit (customer owes more)
- RECEIPT — Credit (customer paid, owes less)
- CREDIT NOTE — Credit (customer owes less)

Export CSV and **Print** buttons available.

6.6 Sales Aging Report (V57)

Menu: Sales → Sales Aging V557

Shows customer outstanding amounts in age buckets.

Steps:

1. Set As-Of Date (defaults today)
2. Optional: pick a specific customer
3. Click Run

Buckets:

- Current (not yet due)

- 1-30 days overdue
- 31-60 days
- 61-90 days
- Over 90 days

Use to chase old receivables.

6.7 Commission Setup (V58)

Menu: Sales → Commission Rules (V58)

Define how commissions are calculated.

Rule structure:

- **Rule Name** — descriptive
- **Scope Type** (6 options, most specific wins):
 1. SALESMAN_PRODUCT — specific salesman + specific product
 2. SALESMAN_CATEGORY — specific salesman + product in category
 3. SALESMAN — specific salesman, any product
 4. PRODUCT — any salesman, specific product
 5. CATEGORY — any salesman, product in category
 6. DEFAULT — catch-all
- **Min Qty** — only applies if line qty >= this
- **Min Amount** — only applies if line amt >= this
- **Rate %** — commission percent
- **Priority** — tie-breaker when same scope

Tips:

- Always create a DEFAULT rule first (your standard rate)
- Specific rules override DEFAULT automatically
- Use Min Amount for tiered structures (3% above 5000, 5% above 10000)

Modes (set in Sales Policy):

- **INVOICE scope** — one rate for whole invoice (uses header salesman)
- **LINE scope** — each line independent (uses line salesman or header fallback)

6.8 Sales Policy Settings (V58)

Menu: Sales → Sales Policy Settings

Global toggles:

Toggle	Effect when ON
Customer mandatory on Sales Invoice	Cannot save SI without customer
Salesman mandatory on Sales Invoice	Cannot save SI without salesman
Salesman scope (INVOICE/LINE)	LINE = per-line salesman tracking
Customer mandatory on POS	POS payment blocked without customer
Salesman mandatory on POS	POS payment blocked without salesman
Commission scope (INVOICE/LINE)	LINE = each line independent

Changes apply immediately on Save.

6.9 Loyalty

Menu: Sales → Loyalty Admin / Loyalty Redeem

Earn: automatic on POS sales for loyalty-enrolled customers. Points = (amount × rate) per product.

Redeem: at POS, click Loyalty Redeem → enter point amount → applies as discount.

Balance check: Sales → Loyalty Balance → enter customer → see points + redemption history.

6.10 Customer Aging vs Sales Aging

- **Customer Aging Report** (older form) — per-customer summary
- **Sales Aging V557** — newer form with cutoff date + customer filter

Both work. Use V557 for new reports.

7. MODULE: PURCHASE

The purchase module manages supplier-facing activities.

7.1 Purchase Order (PO)

Menu: Purchase → Purchase Order → New

Request to a supplier to send goods.

Header fields:

- PO No (auto)
- Date
- Supplier
- Required Date
- Delivery Terms
- Payment Terms

Lines:

- Product, Qty, Unit Price, Discount, Tax

Status flow:

- **DRAFT** — being edited
- **PENDING_APPROVAL** — submitted (V60)
- **APPROVED** — ready to send to supplier
- **PARTIAL** — some goods received via GRN
- **POSTED** — all goods received
- **REJECTED** — rejected by approver
- **CANCELLED** — manually cancelled

7.2 PO Approval Workflow (V60)

Workflow:

1. User creates PO → DRAFT
2. User clicks "Submit Approval" → PENDING_APPROVAL

3. Approver (with PURCHASEORDER_APPROVE permission) opens **Purchase → PO Approval**
4. Selects PO row → clicks APPROVE or REJECT
5. APPROVE → status = APPROVED, ApprovedBy + ApprovedDate set
6. REJECT → status = REJECTED, reason saved

Bypass: users with permission can also use “Approve PO” button directly on the PO form (direct DRAFT → APPROVED, skipping workflow).

7.3 GRN (Goods Receipt Note)

Menu: Purchase → GRN → New

Record receipt of goods from supplier.

Steps:

1. Pick PO (or skip for direct receipt)
2. Lines auto-load from PO with ordered quantities
3. Enter Received Qty (may be less than ordered = partial)
4. Enter Accepted Qty, Rejected Qty (for QC)
5. Optional: Batch Code, Expiry Date, Bin Location
6. Save → Post

Behind the scenes:

- Stock increases (StockIn for each line)
- PO line QuantityReceived updates
- GL: Dr Inventory / Cr Goods Received Not Invoiced
- If supplier invoice already in: link this GRN to it

7.4 Supplier Invoice

Menu: Purchase → Supplier Invoice → New

When supplier sends their invoice (bill).

Steps:

1. Pick supplier

2. Link to GRN(s) — quantities and prices auto-load
3. Adjust if supplier invoice differs from GRN (rare)
4. Add freight/tax if not on GRN
5. Save → Post

Behind the scenes:

- GL: Dr GR/NI / Cr A/P + tax handling
- Supplier A/P balance increases
- Invoice appears in Supplier Statement

7.5 Payment to Supplier

Menu: Purchase → Payment → New

When you pay a supplier.

Steps:

1. Pick supplier
2. Outstanding invoices show
3. Select invoice(s) being paid
4. Choose payment method
5. Enter amount
6. Save

Behind the scenes:

- tbl_Payment + tbl_PaymentDetail (per method)
- GL: Dr A/P / Cr Cash/Bank
- Linked invoice(s) balance reduces

7.6 Purchase Return

Menu: Purchase → Purchase Return → New

Return defective/wrong goods to supplier.

Steps:

1. Pick supplier (or pick the source Supplier Invoice for linked return)
2. Add product lines being returned
3. Enter reason
4. Save → Post

Behind the scenes:

- Stock decreases
- GL: Dr A/P / Cr Inventory
- Supplier owes you (or you owe them less)

To undo a posted return:

- Open the return → click **Void Return** (V60)
- Enter reason
- Confirm
- Stock comes back, GL reverses (Dr Inventory / Cr A/P)
- Status = VOID

Lifecycle: DRAFT → POSTED → VOID

7.7 Supplier Statement (V60)

Menu: Purchase → Supplier Statement (V60)

Mirror of Customer Statement but from AP perspective.

Steps:

1. Pick supplier
2. Set From / To dates
3. Click Load

Output:

- Opening balance (what you owed before From date)
- Transactions: date | type | ref | debit | credit | balance
- Closing balance (what you owe now)

Row types:

- PURCHASE INV = Credit (you owe more)
- PAYMENT = Debit (you paid, owe less)
- PURCHASE RET = Debit (you returned, owe less)

Export CSV + Print available.

7.8 Pending PO Tracker (V60)

Menu: Purchase → Pending PO Tracker

Shows POs with pending receipts (not fully received).

Top grid: PO list with Total Ordered / Received / Pending **Bottom grid:** click a PO → see line-by-line pending detail

Used to chase suppliers on late deliveries.

7.9 Supplier Aging

Menu: Purchase → Supplier Aging Report

Same concept as Sales Aging but for what you owe suppliers.

Buckets: Current / 1-30 / 31-60 / 61-90 / 90+ days.

7.10 Purchase Register / History / Item Report

Menu: Purchase → Purchase Register / Purchase History / Purchase Item Report

Various views of purchase activity for reporting:

- Register — all purchase invoices in date range
- History — per-supplier transaction list
- Item Report — what was purchased of each product

8. MODULE: POINT OF SALE (POS)

The POS module is the cash counter / till interface designed for speed.

8.1 Starting a Shift — Open Drawer

Menu: POS → Open Drawer

Required at the start of each cashier shift.

Steps:

1. Pick the terminal (or use default)
2. Enter Opening Cash amount (the float — physical cash in drawer)
3. Click "Open Shift"

Behind the scenes:

- tbl_POSShift row created, Status = OPEN
- CashierUserID = currently logged user
- OpeningCash = your entered amount

Important: only one shift can be OPEN per terminal at a time.

8.2 POS Main — making sales

Menu: POS → POS Terminal

Main interface for cash sales.

Top section (header):

- Cart grid showing items added
- Customer button (set customer if known)
- Salesman button (V59) (set salesman if mandatory)
- Loyalty Redeem button
- Total display

Middle section:

- Scan/Code field (type or scan barcode)
- ADD button
- Search (F12) button — opens product picker

Bottom section (payment):

- Cash (F5)

- Card (F6)
- Mobile (F7)
- Mixed (F8)
- Hold Bill (F9)
- Resume Held Bill (F10)
- Cash Flow button
- Open Drawer
- X-Report / Z-Report

8.3 Adding items to cart

Method 1 — Barcode scan:

1. Click in Scan field (or it's auto-focused)
2. Scan barcode or type product code
3. Press Enter — line added, qty 1
4. To change qty, click the line and edit

Method 2 — Product search (V62):

1. Press F12 (or click "Search" button)
2. Product picker opens
3. Type any part of code or name
4. Results filter live
5. Use Down arrow → Enter to add, OR double-click

Method 3 — Quick category browse:

- In product picker, use Category dropdown to filter by category

8.4 Customer & Salesman

- **Customer button** — pick customer for: customer-specific pricing, loyalty points, statement tracking
- **Salesman button** (V59) — pick salesman if Sales Policy POS Salesman Mandatory is ON

8.5 Cart actions

- **Edit line:** click line → edit qty/price/discount in pop-up
- **Remove line:** select line → click Remove (or Del)
- **Clear cart:** click New / Clear

8.6 Payment

Cash payment (F5):

1. Press F5
2. Enter Tendered amount
3. System computes Change
4. Receipt prints

Card payment (F6):

1. Press F6
2. Enter amount + last 4 digits of card
3. (Hardware integration: card terminal triggered if linked)
4. Receipt prints

Mobile payment (F7):

1. Press F7
2. Enter mobile wallet reference (transaction ID)
3. Receipt prints

Mixed payment (F8):

1. Press F8
2. Mixed Payment dialog opens
3. Enter amount for each method (Cash + Card + Mobile)
4. Total must equal cart total

Behind the scenes:

- tbl_POSTransaction + tbl_POSTransactionLine rows

- Stock decreases
- GL: Dr Cash/Card / Cr Sales / Cr Tax
- GL: Dr COGS / Cr Inventory
- If customer set + loyalty enabled: points credited

8.7 Holding a bill (Hold/Park)

When customer steps away to grab something else, hold the bill:

1. With cart populated, click "Hold Bill" (or F9)
2. Optional: enter customer info note (e.g. customer name)
3. Cart clears, you can start serving the next customer

Behind the scenes:

- Cart serialized into tbl_POSHoldBill
- BillCode like "HOLD-1-20260530123456"
- Expires 30 days

Resume held bill (V62 fix):

1. Click "Resume Held Bill" (or F10)
2. Held Bills picker opens, listing all held bills for this terminal
3. Double-click the one to resume (or select + RESUME)
4. Cart repopulates

Multi-bill park: hold as many as you want. All show in the picker.

8.8 POS Refund (V56)

Menu: POS → POS Refund

When customer returns goods.

Two modes:

A. Linked refund (customer has receipt):

1. Pick original transaction by receipt no
2. Lines auto-load with original prices

3. Edit qty to match what's being returned (partial or full)
4. Choose refund method (Cash / Card / Original method)
5. Save → Post

B. Blind refund (no original receipt — use sparingly):

1. Don't load a transaction
2. Manually add products + amounts
3. Choose refund method
4. Save → Post

Behind the scenes (V61):

- Refund POS transaction with IsRefund = 1
- Stock returns to inventory (StockIn)
- Cash leaves drawer
- GL: Dr Sales / Cr Cash + COGS reversal

8.9 Cash Flow (V62) — Drop / Expense / Pay-In

During a shift, cash moves in/out of the drawer for non-sale reasons:

Menu: POS Main → Cash Flow button

Three types:

A. Cash Drop — move cash from drawer to safe:

1. Click Cash Flow
2. Cash Drop selected
3. Enter amount + optional reason
4. Save

B. Expense — pay something out of drawer (petty cash):

1. Cash Flow → click Expense
2. Enter amount + **reason (REQUIRED)** (e.g. "cleaning supplies")
3. Save

C. Pay-In — manager adds cash to drawer:

1. Cash Flow → click Pay-In
2. Enter amount + reason
3. Manager PIN required (or confirm dialog if no PIN system)
4. Save

Behind the scenes:

- tbl_POSCashFlow row per entry
- Linked to current shift

Caveat V62: cash flow is recorded but NOT yet factored into Z-report variance calculation. This is a known gap. Use POS Dashboard for accurate expected cash.

8.10 Closing a Shift — Close Drawer

Menu: POS → Close Drawer

End of shift cash count.

Steps:

1. Count physical cash in drawer
2. Enter Closing Cash amount
3. System computes Expected = Opening + Cash Sales - Cash Refunds
4. Variance = Closing - Expected
5. If variance not zero:
 - Enter reason (required)
 - Optionally supervisor PIN to authorize
6. Click Close Shift → Status = CLOSED

Variance interpretation:

- POSITIVE = overage (more cash than expected)
- NEGATIVE = shortage (less cash)

Caveat: drops/expenses/payins NOT yet in variance calc. Use Dashboard for accurate expected.

8.11 X-Report (Mid-day)

Menu: POS → X-Report

Snapshot of current shift activity without closing. Used as a sanity check during the day.

Shows: sales count, total sales, refunds, payment method breakdown, expected cash.

8.12 Z-Report (End of day)

Menu: POS → Z-Report

End-of-shift official report. Generated after Close Drawer.

Shows: same as X but as a closing snapshot. Often printed for accounting handover.

Note: in some configurations Z-Report is auto-printed when Close Drawer succeeds.

8.13 POS Sales Dashboard (V62)

Menu: POS → POS Sales Dashboard

Comprehensive sales view with filters.

Filters:

- From / To dates
- Terminal (or All)
- Cashier (or All)

Summary tiles (top): Sales Count, Total Sales, Refunds, Net, Tax

Breakdown grid (switchable via radio):

- **By Cashier** — cashier name, count, sales, refunds, net
- **By Terminal** — terminal name, count, sales, refunds, net
- **By Shift** — opened time, cashier, terminal, status, sales, refunds, opening, closing, variance

CSV export available.

8.14 Terminal Management

Menu: POS → Terminal Management

Admin function to register new terminals + configure receipt printers.

9. MODULE: ACCOUNTS

The accounts module is the financial backbone. Every operational transaction posts here.

9.1 Accounts Dashboard

Menu: Accounts → Accounts Dashboard

Snapshot KPIs:

- Total A/R
- Total A/P
- Cash + Bank balance
- This month's revenue
- This month's expenses
- Net profit

9.2 Chart of Accounts

Menu: Accounts → Account Head / Account Group

Account Group: high-level grouping (Assets, Liabilities, Equity, Income, Expenses).

Account Head: individual ledger accounts within a group.

Each account head has:

- Code (auto or manual)
- Name
- Group (rolls up to Group's category)
- Type (Debit-normal or Credit-normal)
- Active flag

9.3 Journal Voucher

Menu: Accounts → Journal Voucher → New

Manual accounting entry for cases automatic posting doesn't cover (depreciation, accruals, corrections).

Structure:

- Voucher No (auto)
- Date
- Voucher Type (Journal, Adjustment, etc.)
- Narration
- **Lines** — each line is one Dr or Cr to an account:
 - Account
 - Debit amount
 - Credit amount
 - Party (if linked to A/R or A/P)
 - Reference

Total Debit must equal Total Credit before Save.

9.4 Voucher List

Menu: Accounts → Voucher List

All journal vouchers + auto-posted vouchers from operations. Searchable by date, voucher type, party.

9.5 Ledger Statement

Menu: Accounts → Ledger Statement

Show transactions for a single account head over a date range.

Steps:

1. Pick Account Head
2. From / To dates
3. Run

Output:

- Opening balance
- Each transaction (date, ref, narration, debit, credit, running balance)

- Closing balance

Used to investigate “what made this account move.”

9.6 Trial Balance

Menu: Accounts → Trial Balance

Lists all account heads with their balance as of a date.

Output columns: Account, Debit, Credit, Net Balance.

Total Debit must equal Total Credit — if not, you have a data integrity problem (use GL Health Check).

9.7 Balance Sheet

Menu: Accounts → Balance Sheet

Snapshot of Assets = Liabilities + Equity at a date.

Sections:

- Assets (Current + Fixed)
- Liabilities (Current + Long-term)
- Equity (Capital + Retained Earnings + current period P&L)

9.8 Profit & Loss Statement

Menu: Accounts → Profit & Loss Statement

Revenue minus expenses for a period.

Sections:

- Revenue / Income
- Cost of Sales (COGS)
- Gross Profit
- Operating Expenses
- Operating Profit
- Other Income / Expenses
- Net Profit

9.9 Income & Expense

Menu: Accounts → Income & Expense

Similar to P&L but simpler — just lists all income accounts and expense accounts with totals.

9.10 Profit Report

Menu: Accounts → Profit Report

Drill into profit by product, customer, salesman, or branch.

9.11 Profit Sharing

Menu: Accounts → Profit Sharing

Distribute net profit to shareholders based on share percentages.

9.12 Bank Book

Menu: Accounts → Bank Book

Like a check register — all transactions affecting a bank account, with running balance.

9.13 Bank Reconciliation

Menu: Accounts → Bank Reconciliation

Match your bank book against the bank statement.

Steps:

1. Pick bank account
2. Enter statement balance
3. Tick off each transaction that appears on the bank statement
4. Unticked transactions = outstanding (in transit)
5. Reconciled balance should match statement

9.14 Cheque Register

Menu: Accounts → Cheque Register

All cheques issued or received, with status (Issued, Cleared, Bounced, Cancelled).

9.15 Period Close

Menu: Accounts → Period Close

Lock a financial period (month or year) so no further changes can be posted.

Steps:

1. Verify Trial Balance balances
2. Run GL Health Check → resolve any issues
3. Pick the period
4. Click Close
5. After close: any further posting requires reopening or admin override

9.16 Recurring Journal

Menu: Accounts → Recurring Journal

For repeating entries (monthly rent, depreciation, salary accruals).

Setup:

1. Define the template (account lines, amount)
2. Set frequency (monthly, quarterly, yearly)
3. Set Next Due Date

Each due date, the journal auto-posts.

9.17 Budget vs Actual

Menu: Accounts → Budget Actual

Setup: enter budget by account by month for the year. **Report:** compare budget vs actual transactions per account.

9.18 Fixed Asset

Menu: Accounts → Fixed Asset

Track fixed assets (equipment, vehicles, buildings).

Fields:

- Asset Code, Name
- Purchase Date, Cost

- Depreciation Method (Straight Line, Reducing Balance)
- Useful Life
- Salvage Value
- Current Book Value

Monthly depreciation can be auto-posted via recurring journal.

9.19 FX Rate

Menu: Accounts → FX Rate

For multi-currency operations: maintain exchange rates per currency per date.

Caveat: existing system has FX rate maintenance but full multi-currency on invoices/POs is NOT fully built.

9.20 Settlement (Party)

Menu: Accounts → Settlement Standalone

Settle a customer's open invoices against their open credit notes / advance payments.

9.21 GL Health Check (V61)

Menu: Accounts → GL Health Check

Detect data integrity issues.

Top panel — Missing GL Entries (8 categories):

- Sales Invoices, Credit Notes, POS Sales, POS Refunds, Supplier Invoices, GRNs, Receipts, Payments, Purchase Returns

Each shows count with color:

- GREEN = 0 missing
- ORANGE = 1-4 missing
- RED = 5+ missing

Bottom panel — Unbalanced Vouchers: any ReferenceType+ReferenceID where total Dr ≠ total Cr.

Repair buttons:

- Re-post Missing CN GL

- Re-post Missing Refund GL

Safe to run multiple times.

Use weekly as a health check.

9.22 Opening Balances

Menu: Accounts → Opening Cheque / Opening Party Balance

For go-live: enter starting balances for cheques on hand, customer outstandings, supplier owings.

10. REPORTS

Most reports are within their respective modules. Quick reference:

Operational reports

- **Inventory → Stock Aging** — slow-moving stock
- **Inventory → Reorder Alerts** — what to buy
- **Inventory → Stock Valuation Report** — total stock value
- **Inventory → Product Ledger** — per-product transaction history

Sales reports

- **Sales → Sales Register** — all sales in date range
- **Sales → Sales History** — per-customer sales
- **Sales → Sales Item Report** — what sold of each product
- **Sales → Customer Statement** — per-customer statement
- **Sales → Sales Aging V557** — receivables aging
- **Sales → Commission Report** — commission owed by salesman

Purchase reports

- **Purchase → Purchase Register**
- **Purchase → Purchase History**

- **Purchase → Purchase Item Report**
- **Purchase → Supplier Statement (V60)**
- **Purchase → Supplier Aging Report**
- **Purchase → Pending PO Tracker**

POS reports

- **POS → X-Report** — mid-day snapshot
- **POS → Z-Report** — end-of-day
- **POS → POS Sales Dashboard** — filterable summary

Accounting reports

- **Accounts → Trial Balance**
- **Accounts → Balance Sheet**
- **Accounts → Profit & Loss Statement**
- **Accounts → Ledger Statement** — per-account drilldown
- **Accounts → Bank Book**
- **Accounts → Income & Expense**
- **Accounts → Profit Report**
- **Accounts → Budget Actual**

Most reports support:

- Date range filtering
- Export to CSV
- Print to printer (Print Preview optional)

11. COMMON WORKFLOWS BY ROLE

11.1 CASHIER

A cashier operates the POS terminal. Permissions are usually limited to POS module +

reading customer/product info.

Start of shift

1. Login → POS module
2. **POS → Open Drawer**
3. Count physical cash already in drawer (the “float”)
4. Enter as Opening Cash
5. Click Open Shift

Making a cash sale

1. **POS → POS Terminal** opens
2. Customer arrives at counter
3. Scan items one by one (or press F12 to search by name)
4. (Optional) Click Customer to pick known customer for loyalty/pricing
5. Verify total displayed matches
6. Press F5 (Cash)
7. Enter amount tendered
8. Give change
9. Receipt prints

Card / mobile / mixed payment

- F6 = Card
- F7 = Mobile
- F8 = Mixed (multiple methods)

Follow on-screen prompts.

Customer wants to hold purchase

1. After cart populated → click **Hold Bill** (F9)
2. Optionally enter customer's name

3. Cart clears
4. Tell customer their bill is held

When they return:

1. **Resume Held Bill** (F10)
2. Pick their bill from the list
3. Cart returns
4. Continue normally

Customer returns goods

1. **POS → POS Refund**
2. Linked refund (they have receipt):
 - Enter original receipt no
 - Lines auto-load
 - Edit Qty to refund (partial or full)
 - Choose refund method (Cash recommended)
 - Save → Post
3. Cash leaves drawer
4. Print refund receipt

Cash drop (during shift)

When drawer has too much cash for safety:

1. **POS Main → Cash Flow** button
2. Cash Drop selected
3. Enter amount being moved to safe
4. Reason optional (e.g. "midday safe deposit")
5. Save

Petty expense

Sometimes cashier pays out of drawer:

1. **POS Main → Cash Flow**
2. Click Expense radio
3. Amount + REQUIRED reason (e.g. "cleaning supplies — KD 5")
4. Save

End of shift

1. Take care of any held bills (resume + complete, or have customer return later)
2. Count physical cash in drawer carefully
3. **POS → Close Drawer**
4. Enter counted amount as Closing Cash
5. System shows variance
6. If variance not zero, enter reason (asks supervisor PIN)
7. Click Close Shift
8. Z-Report prints — hand to manager / accountant

Daily checks

- Did all sales process correctly? (POS → POS Sales Dashboard for the day)
 - Are receipt printers working?
 - Are there any held bills that should be completed/cancelled?
-

11.2 SALESPERSON

A salesperson creates quotes and invoices, manages customer relationships, tracks their own commission.

Daily start

1. Login → Sales module
2. **Sales → Sales Aging V557** to see overdue customers to follow up

3. **Sales → Sales Invoice List** to see in-progress invoices

Creating a quote for a prospect

1. **Sales → Sales Invoice → New**
2. Pick customer (or create new party first)
3. Set Type = QUOTE
4. Add lines (products + qty)
5. Save → status = SAVED (not posted, no stock impact)
6. Print → send to customer

Converting quote to invoice (when accepted)

1. Open the quote from Quotation List
2. Change Type to TAX
3. Verify prices / lines
4. Save → Post → stock decreases, GL posts, commission row generated

Creating an invoice directly

1. **Sales → Sales Invoice → New**
2. Pick customer (mandatory if policy says so)
3. Pick salesman (defaults to you if you're a salesman)
4. Add lines
5. (V59) Override per-line salesman if needed via "Line Salesman..." button
6. Save → Post

Customer pays

1. **Sales → Receipt → New**
2. Pick customer
3. See their open invoices
4. Tick which ones being paid

5. Choose payment method
6. Enter amount
7. Save → Post

Customer returns goods

1. **Sales → Credit Note Entry → New**
2. Linked CN mode → Load Invoice → pick the original
3. Adjust lines to match what's returned
4. Save
5. (V61) GL posts automatically

Tracking your commission

1. **Sales → Commission Report**
2. Filter by Salesman = you + date range
3. See PENDING commission (not yet paid out)

When your manager pays you, that's a manual journal voucher (Dr Commission Expense / Cr Cash), not auto-done.

Sending customer statement

1. **Sales → Customer Statement**
2. Pick customer
3. Last 3 months range
4. Load → Print or Export CSV
5. Email to customer (via separate email or use notification engine)

Chasing overdue customers

1. **Sales → Sales Aging V557**
2. As-of-date = today
3. Check "Only outstanding"

4. Sort by Over 90 days bucket
 5. Call or visit these customers first
-

11.3 INVENTORY / PURCHASE OFFICER

Manages products, stock movements, and supplier relationships.

Daily start

1. **Inventory → Reorder Alerts** — what's running low
2. **Purchase → Pending PO Tracker** — late deliveries to chase
3. **Inventory → Stock Aging** — slow movers

Creating a new product

1. **Inventory → Product → New**
2. Code (unique), Name, Category, Sub-Category, UOM
3. Sales Price, Purchase Price
4. Tax Rate
5. If batch-tracked, tick "Batch Enabled"
6. If has expiry, tick "Has Expiry"
7. Reorder Level (min stock that triggers alert)
8. Save

Raising a purchase order

1. **Inventory → Reorder Alerts** to see what's needed
2. **Purchase → Purchase Order → New**
3. Pick supplier
4. Add lines: product + qty + unit price (auto-loads from last purchase)
5. Save → Status DRAFT
6. (Optional) Submit for Approval → PENDING_APPROVAL

7. Once approved → status APPROVED
8. Send PO to supplier (via existing email or print + post)

Receiving goods

1. Supplier delivers — count physically
2. **Purchase → GRN → New**
3. Pick the PO
4. Lines auto-populate with ordered qty
5. Adjust Received Qty for any shortfalls
6. Adjust Accepted vs Rejected (for QC)
7. Enter Batch Code + Expiry if applicable
8. Save → Post → stock IN

Supplier sends invoice

1. **Purchase → Supplier Invoice → New**
2. Pick supplier
3. Link to GRN(s) — lines auto-load
4. Verify prices match what supplier billed
5. Save → Post → A/P increases

Paying supplier

1. **Purchase → Payment → New**
2. Pick supplier
3. See open invoices
4. Select invoice(s) to pay
5. Choose method, enter amount
6. Save → A/P decreases, Cash decreases

Returning defective goods

1. Purchase → Purchase Return → New

2. Pick supplier (or original invoice)
3. Add product lines being returned
4. Reason
5. Save → Post → stock decreases, A/P decreases (supplier owes us)

To undo a posted return: open it → click Void Return → reason → confirm.

Stock transfer between branches

1. Inventory → Stock Transfer → New

2. From Branch / To Branch
3. Add lines (product + qty)
4. Save → Send → stock leaves source, goes "in-transit"

At destination:

1. Find the transfer (Stock Transfer list, filter IN-TRANSIT)
2. Confirm Received qty
3. Save → Receive → stock arrives

Monthly stock take

1. Inventory → Stock Take → New

2. Pick branch
3. Walk shelves with the stock take sheet
4. Enter actual counted qty per product
5. Save → variance auto-calculated
6. Post → variances post as Stock Adjust entries

Adjusting stock (damage, theft)

1. Inventory → Stock Adjust → New

2. Product + adjustment qty (negative for loss)

3. Reason (from list — Damaged, Lost, etc.)
 4. Note explaining
 5. Save → Post
-

11.4 ACCOUNTANT

Manages financial accuracy, period close, reporting.

Daily start

1. **Accounts → Accounts Dashboard** — quick KPI check
2. **Accounts → Trial Balance** for today — verify balanced
3. **Accounts → GL Health Check** — verify no missing postings

Posting opening balances (at go-live)

1. **Accounts → Opening Cheque** — uncleared cheques
2. **Accounts → Opening Party Balance** — customer + supplier opening dues
3. **Accounts → Journal Voucher** — for other opening entries:
 - Dr Cash on Hand / Cr Capital
 - Dr Bank / Cr Capital
 - Dr Fixed Assets / Cr Capital
 - Dr Inventory (opening stock value) / Cr Capital
 - etc.

Recording a manual transaction

1. **Accounts → Journal Voucher → New**
2. Date, Voucher Type, Narration
3. Add lines:
 - Account, Debit, Credit, Party (if linked)
4. Total Dr must equal Total Cr

5. Save

Example: "Bank charges for the month"

- Dr Bank Charges Expense 50
- Cr Bank 50

Period close

End of month:

1. **Accounts → GL Health Check** — fix any missing postings
2. **Accounts → Trial Balance** — verify balances
3. (For depreciation/accruals) post manual journals
4. Run reports for the month:
 - P&L
 - Balance Sheet
 - Cash Book / Bank Book
5. **Accounts → Period Close** → close month
6. No further posting in closed month

Bank reconciliation

Monthly:

1. Get bank statement from bank
2. **Accounts → Bank Reconciliation**
3. Pick bank account
4. Enter statement closing balance
5. Tick off transactions that match statement
6. Unticked = outstanding (in transit)
7. Save reconciliation

Investigating an account

1. **Accounts → Ledger Statement**

2. Pick account head
3. Date range
4. Run
5. See all entries — find the suspicious one

Running reports

For management:

- **Trial Balance** — health check
- **P&L** — period profitability
- **Balance Sheet** — financial position
- **Profit Report** — drilldown by customer/product/branch

For tax:

- **Income & Expense**
- (Tax-specific reports require V64+ work — currently not built)

Profit sharing

If multiple owners:

1. **Accounts → Profit Sharing**
2. Set up share percentages per owner
3. After period close, compute distribution
4. Post the distribution journal

11.5 OWNER / MANAGER

Bird's-eye view + approvals.

Daily KPIs

1. **Accounts → Accounts Dashboard** — cash + A/R + A/P

2. **POS → POS Sales Dashboard** — today's POS sales
3. **Sales → Sales Aging V557** — overdue customers
4. **Purchase → Pending PO Tracker** — supplier follow-ups

Approving POs

1. **Purchase → PO Approval**
2. Pending POs listed
3. Review each PO, click APPROVE or REJECT (with reason)

Monthly review

1. **Accounts → Profit & Loss** — period profitability
2. **Accounts → Balance Sheet** — financial position
3. **Accounts → Budget Actual** — vs budget
4. **Sales → Commission Report** — payouts to plan

Cash position

1. **Accounts → Bank Book** — bank balance trend
2. **Accounts → Ledger Statement** for Cash on Hand
3. **POS → POS Sales Dashboard → By Shift** — yesterday's cash collected

Spotting issues

- **GL Health Check** weekly — data integrity
- **Stock Aging** monthly — slow movers tying up cash
- **Sales Aging** weekly — collection risk
- **Customer/Supplier Statements** monthly — reconciliation

12. ADMINISTRATION

12.1 User management

Menu: Admin → User

Create, edit, deactivate users.

Key fields:

- Username, Password (hashed)
- Email, Phone
- Role
- Default Branch
- Active flag

When a user leaves: don't delete (history depends on UserID). Just deactivate.

12.2 Roles & Permissions

Menu: Admin → Role / Permission

Role = a bundle of permissions **Permission** = a single action gate (e.g. SALESINVOICE_ADD)

Standard roles to set up:

- Cashier — POS, customer view
- Salesperson — sales module, customer/product view
- Inventory Officer — inventory + purchase
- Accountant — accounts + reports
- Manager — most things + approvals
- Admin — everything

12.3 Action Permissions

Menu: Admin → Action Permission

Granular control — which actions inside a form a user can do (Save, Delete, Post, Void, etc.).

12.4 Party Roles & Permissions

Menu: Admin → Party Role / Party Permission

For external users (suppliers logging into supplier portal, customers viewing their

statements).

12.5 Audit Log

Menu: Admin → Audit Log

Search the audit trail — every data write logged with user, action, timestamp.

Filters: User, Action, Table, Date range.

Use when investigating: "who changed this?"

12.6 Audit Trail (per-record)

Menu: Admin → Audit Trail

For a specific record (e.g. one Sales Invoice), see its full change history.

12.7 Print Templates

Menu: Admin → Print Template

Each document type (SI, PO, GRN, Receipt, POS Receipt) has a template.

To customize:

1. Open Print Template
2. Pick the document type
3. Use Template Designer to edit HTML/layout
4. Logo, company name, signatures, etc.

12.8 Notification Setup

Menu: Admin → Notification Settings

SMTP: configure outgoing email server **SMS Gateway:** SMS provider credentials

WhatsApp Business API: if applicable

Then in **Admin → Notification Templates**, design content for events:

- New invoice
- Payment received
- Overdue reminder
- Low stock alert

- etc.

Note: notification infrastructure is built but the business-flow triggers (auto-email when invoice posted, etc.) are NOT yet wired. Manual trigger only.

12.9 Global Policy

Menu: Admin → Global Policy

Date-range based policy settings (currency lock dates, period locks, etc.).

12.10 Number Sequences

Menu: Admin → Number Sequences

Configure prefix/suffix for document numbers:

- INV-2026- prefix for invoices
- PO-2026- for POs
- etc.

12.11 Backup

Run regular database backups via your SQL Server management tools or scheduled jobs. The app has a backup utility but verify with your DBA.

13. REFERENCE: F-KEYS & SHORTCUTS

Universal (most forms)

Key	Action
F1	Help (where wired - all V51-V62 forms)
F3	New record
F5	Load / Run / Refresh
Esc	Close form
Ctrl+S	Save
Tab	Next field

Shift+Tab	Previous field
-----------	----------------

POS Main

Key	Action
F1	Help
F5	Cash payment
F6	Card payment
F7	Mobile payment
F8	Mixed payment
F9	Hold Bill
F10	Resume Held Bill
F12	Product Search picker

Sales Invoice

Key	Action
F1	Help
Ctrl+S	Save
Esc	Close
Dbl-click line	Open line salesman picker

Forms with Cancel buttons

Key	Action
Enter	Default button (often Save/OK)
Esc	Cancel button

14. TROUBLESHOOTING

“Invalid column name X” SQL errors

The schema in your DB doesn't have the column the query expects.

Fix: Run in SQL Server Management Studio:

```
EXEC sp_columns tbl_TableName
```

Compare what columns exist with what the form expects. Tell the developer.

F1 shows nothing

The form doesn't have F1 wired. V51-V62 forms are wired (Sales, POS, Purchase newer forms, GL Health Check). Older forms (V40-V50) often aren't.

GL numbers don't match Operations data

Likely cause: a transaction was posted to operations (e.g. Credit Note) but its GL entry was missed.

Fix: **Accounts → GL Health Check** → see Missing GL Entries panel.

- If Credit Notes show missing → click “Re-post Missing CN GL”
- If POS Refunds show missing → click “Re-post Missing Refund GL”

Z-report variance looks wrong

Known limitation V62: cash drops, expenses, pay-ins are NOT yet factored into the Z-report variance formula. So Z always shows “shortage” equal to total drops+expenses minus payins.

Workaround: use **POS → POS Sales Dashboard** for accurate cash math until V63 fix.

Cannot save Sales Invoice — “Customer is required”

Sales Policy has Customer Mandatory ON. Either pick a customer, or: **Sales → Sales Policy Settings** → uncheck Customer Mandatory → Save.

“ucase is not a recognized function”

V57 SQL had `UCASE(...)` which doesn't exist in SQL Server. **This was fixed in V58.** If you still see it, you're on V57 — upgrade.

POS won't open — "No active shift"

You need to **POS → Open Drawer** first. A shift must be OPEN to use the terminal.

Cannot approve PO

You need PURCHASEORDER_APPROVE permission. Ask your admin to add it to your role.

Held bill not appearing in Resume picker

Possible causes:

1. The bill was on a different terminal (picker filters by current terminal)
2. The bill was already resumed
3. The bill expired (30 days)
4. You're using V61 or earlier — the Resume picker was broken, fixed in V62

Receipt printer not printing

1. Check **Admin → Print Settings** → POS Receipt template is set
2. Check terminal config — printer name correct
3. Test print from Windows printer settings
4. Check paper / ink / connection

Stock shows negative

This shouldn't happen if **Product Policy → Allow Negative Stock = NO**. If it does:

1. **Inventory → Stock Adjust** → correct to actual physical count
2. Investigate the cause via **Inventory → Product Ledger** for that product

Customer Statement balance doesn't match Sales Aging

Possible cause: opening balance entries or manual GL adjustments.

Sales Aging reads from `tbl_Ledger` (most accurate). **Customer Statement** reads from `tbl_SalesInvoice + tbl_Receipt + tbl_CreditNote` (operational).

If they differ → manual GL adjustments exist that aren't reflected in operational data.

Investigate via **Accounts → Ledger Statement** for that customer.

Login fails

1. Check Caps Lock
 2. Verify username spelling
 3. Try password reset via admin
 4. If still failing — user may be deactivated; check **Admin → User → IsActive flag**
-

15. KNOWN LIMITATIONS

These are documented gaps as of V5.24.63. Plan workarounds until next builds:

POS

1. **Denomination opening/closing UI not wired** — drawer accepts typed total only, not denomination grid
2. **Z-report variance ignores cash flow** — drops/expenses/payins recorded but not subtracted
3. **POS sales don't tag salesman** — so POS sales don't count toward salesman commission
4. **No product images in picker** — code shows ImagePath but ListView can't render
5. **No category quick-buttons on POS Main** — only inside picker
6. **No visual UI overhaul** — buttons added but no full redesign
7. **No kitchen display** — retail mode only

Sales

1. **No Sales Quote dedicated form** — uses Invoice with type=QUOTE
2. **Credit Note application UI missing** — engine exists, but no dedicated screen to apply CN to invoice (use Receipt as workaround)
3. **No multi-currency invoices**
4. **No recurring/subscription invoicing**
5. **Goodwill CN posts to Sales account** — purists prefer separate Goodwill Expense account

Purchase

1. **Single-level PO approval only** — no amount-based routing
2. **No auto-PO from reorder alerts** — manual still
3. **No RFQ → supplier comparison workflow**
4. **No email PO from app** — notification engine exists, not wired to business events

Inventory

1. **Serial number tracking** — column exists, no UI to track individual units
2. **No bin/location** within warehouse
3. **No BOM / kitting / manufacturing**
4. **No cycle count scheduler** — manual stock take only

Accounts

1. **No Statement of Cash Flows** — P&L exists, but separate cash flow statement not built
2. **No tax filing reports** — VAT input/output returns not built per jurisdiction
3. **No multi-company consolidation**
4. **No year-end closing wizard** — manual via Period Close + manual journals

Cross-cutting

1. **F1 help missing on ~195 older forms** — only V51-V62 newer forms wired
2. **No email/SMS notifications on business events** — infrastructure exists, not wired
3. **No multi-language UI** — English only
4. **~80+ V51-V63 features untested** — bugs likely in less-used paths

END OF MANUAL

Build: 5.24.63 **Modules:** 143 **Forms:** 272

For developer-level documentation, schema details, and build history, see the RELEASE_NOTES files in the project root.

If something in this manual is wrong or missing, file an issue with the developer.
