ProSystem™ BMS

User Manual

Intended Users: Operators, supervisors, and administrators

Prepared from application audit on April 1, 2026

https://bms.prosystem.com.bd

Table of Contents

1. Introduction and Scope

ProSystem BMS is a business management system designed to manage sales, inventory, customer records, users, locations, and operational settings for an organization. This manual is written for day-to-day users, supervisors, and administrators. It explains the screens, actions, workflows, validations, and business rules that are available in the current application.

1.1 What This Manual Covers

- How users sign in, reset passwords, register, and join an organization
- How navigation, permissions, badges, filters, and landing pages affect daily work
- How to use Overview, Sales, Items, Stock, Customers, Users, Performance, and Promotions
- How shared business data such as charges, segments, geotagging, categories, tags, and locations supports the main workflows
- How settings pages control organization details, print behavior, messaging, payment gateways, notifications, and other reusable configuration
- How supporting tools such as compose email, compose SMS, scan handoff, print helpers, and downloads fit into routine operations

1.2 How to Use This Manual

- Read sections in order if you are learning the application from the beginning
- Use the table of contents to jump directly to the module you work with most often
- For each module, review the purpose, access path, common actions, filters, and business rules before using advanced actions
- Pay special attention to notes about permissions, location scope, and configuration-dependent behavior because these determine which buttons or fields appear for each user
- Use the permissions appendix together with the module chapters when troubleshooting missing menus or disabled actions

Important: Menu visibility depends on permissions, current system setup, and whether inventory tracking or related modules are enabled. Two users in the same workspace may not see the same navigation items or actions.

1.3 Main Functional Areas

- **Overview:** High-level operational summary with quick access to reports, alerts, and follow-up work
- **Sales:** Sale creation, request handling, scheduling, payments, returns, exchanges, receipt printing, and reporting

- **Items and Stock:** Item master data, variants, bundles, stock receiving, stock movement, transfers, serial numbers, and inventory reporting
- **Customers:** Customer profiles, purchase history, balance, loyalty, segmentation, geotagging, communication, and optional customer records such as prescriptions, measurements, or service notes
- **Users:** User accounts, join requests, passwords, permissions, location access, landing page settings, and activation state
- **Settings:** Organization rules, message providers, payment gateways, print behavior, promotions, notifications, and reusable master data

2. Access and Getting Started

2.1 Signing In

The sign-in flow uses two steps. First the application identifies the account, then it prompts for the password.

Purpose and Who Uses It

All users begin here, including counter staff, inventory operators, supervisors, administrators, and support-level users.

How to Access It

- Open the application root sign-in page (https://bms.prosystem.com.bd)
- Enter a phone number or email address in the first step
- Click **Next**, then enter the password in the second step

Main Actions and Workflow

- The first step confirms that the entered phone number or email matches an account and prepares the next step for that account
- The second step displays the recognized account context and accepts the password
- If the user belongs to more than one organization, the sign-in flow can reuse the most recently used organization context for faster access
- After a successful sign-in, the application redirects the user to the preferred landing page when one is configured, or to `/overview` as the default start page
- Users can also sign in using Google as a passwordless authentication option

Validation and Business Rules

- The first step accepts phone number or email
- The password step only appears after a successful identification check
- Some accounts can reuse the most recently used organization context during the sign-in process
- If the account exists but does not yet have access to an organization, the user is redirected into the join or registration flow after authentication

Security and good login practice

- Users should sign in only with their own account so every payment, stock movement, approval, and report action remains traceable to the correct person
- On shared counters or warehouse devices, users should confirm the displayed username and active organization before processing live work

- The system can sign users out automatically after inactivity. When a warning appears, users should save in-progress work immediately if they need more time
- Users should avoid leaving an authenticated session open on a shared device, especially on Sales, Users, or Settings pages where sensitive actions are available

2.2 Forgot Password

The password reset workflow is email based and uses a 6-digit one-time password.

Main Actions and Workflow

1. Open **Forgot Password** from the sign-in page
2. Enter the registered email address
3. Receive a 6-digit OTP by email
4. Enter the OTP
5. Set a new password and confirm it
6. Return to sign-in with the email prefilled

Validation and Business Rules

- The email must belong to an existing user account
- The OTP is six digits and expires after a limited time window
- Users can resend the OTP after the resend cooldown
- New password and confirmation must match
- The reset flow returns the user to sign-in so the new password is tested immediately in the normal login path

2.3 Registration and Organization Join

Registration supports two entry paths: creating a standalone user account or creating a new organization and its first admin account.

Available Paths

- **Create a User Account:** Creates a personal account first, which can later be linked to an existing organization through the join-request flow
- **Create a New Organization:** Captures organization details, setup choices, and plan information, then creates the first administrator for that organization

Organization Registration Steps

1. Select **Create a New Organization**
2. Enter organization information and, when needed, administrator information
3. Choose inventory setup and initial locations

4. Select a subscription plan
5. Complete the registration and sign in

Join an Existing Organization

- Users without an attached organization are redirected to the **Join an Organization** page
- The page lets the user search organizations, submit a join request, and view pending requests
- Authorized users review those requests from the Users module and decide whether the requester should be added
- After approval, the user becomes part of the organization user list and can receive permissions, a landing page, and a default location

2.4 First-Time Setup Expectations

- If the account already belongs to an organization, the user goes straight into the application after authentication
- If the account does not belong to an organization yet, the user must join or create one before the main modules become available
- The first day of setup usually includes checking location access, default location, landing page, and whether the user can see the correct modules
- Users should confirm that print settings, payment methods, stock access, and communication permissions match their job role before beginning live work

2.5 Admin Setup and Go-Live Sequence

A new organization should be configured in dependency order. This reduces day-one failures such as missing stock workflows, hidden buttons, wrong receipt output, missing payment options, or users logging in successfully but being unable to work.

1. **Create the organization and first administrator.** Sign in with the first admin account and confirm the organization opens correctly.
2. **Complete Settings > Organization first.** Save the organization identity, logo, BIN, Mushak number, Terms & Conditions, sending status, security policy, and inventory policy.
3. **Decide inventory mode before building operational data.** If the organization will use stock control, keep organization-level inventory tracking enabled from the start so items, receipts, transfers, and reports are tested in the same mode that will be used live.
4. **Create locations and review location behavior.** Set the code, name, sales channel, and stock-management behavior carefully, and ensure there is a clear receiving plan before the first stock addition.
5. **Confirm stock-addition readiness.** Before the first stock addition, either mark a default staging area or train users to choose the receiving location on every Add Stock entry.

6. **Configure Receipt and Barcode on the real devices.** Check receipt print method, printer selection, paper size, barcode printer, label size, and barcode preference using the actual hardware that will be used live.
7. **Build core master data.** Create categories, subcategories, tag types, tags, and any other catalog structure needed before bulk item creation begins.
8. **Create reusable sales setup.** Configure charges, notifications, and promotions before live selling so operators do not improvise commercial rules during the first transactions.
9. **Configure integrations.** Complete email, SMS, and payment gateway settings before promising receipt delivery, notifications, or gateway collection to customers.
10. **Create users and assign access.** Set landing page, default location, permissions, and sales location scope for each role.
11. **Create a small test catalog.** Add sample items, variants, tags, and prices first so the organization can test selling and stock work before the full catalog is loaded.
12. **Run a controlled test sale.** Test item selection, customer selection, payment entry, receipt printing, Save as PDF, Share, and manual email or SMS sending.
13. **Run a controlled stock addition.** Test Add Stock with serial numbers, receiving location selection, staging fallback behavior, and barcode printing after save.
14. **Run a controlled transfer.** If more than one stock-managed location exists, test both direct transfer and approval-based transfer, including approval or rejection handling.
15. **Check reports before go-live.** Review Overview, sales reports, inventory reports, and transfer reporting to confirm that the sample transactions appear correctly.
16. **Go live only after the tests match real operations.** If a test fails, fix the setup first instead of training staff around a broken configuration.

Practical Go-Live Verification Checklist

- Each live user can sign in, land on the correct page, and see only the modules they need
- The sales team can create a sale at the correct location and record the expected payment types
- The inventory team can add stock with serials and move stock between locations where required
- Receipt and barcode output match the real printers, paper, and label sizes
- Email, SMS, and payment integrations work with real test data
- Overview and report downloads reflect the test transactions exactly as expected

> **Go-live rule:** If inventory tracking will be used in the real business, do not skip the stock-addition and transfer tests. Those two tests usually reveal the most expensive setup mistakes before live stock is affected.

2.6 Organization Switching and Signing Out

Users who belong to more than one organization can change their working context without creating a new account. Signing out ends the current session completely.

Organization switching

- The organization switcher changes the active working organization for the current user account
- After switching, the menu, permissions, landing page, locations, reports, customers, sales, and stock context all reload for the selected organization
- This is important because the same person can have different permissions, different default locations, and different responsibilities in each organization
- Before creating a sale, moving stock, approving a transfer, or editing settings, users should confirm they are working inside the correct organization

Logout and session safety

- Use **Logout** when finishing work, handing a device to another person, or changing shifts
- Logging out clears the current authenticated session so the next action requires a fresh sign-in
- On shared devices, logging out is an important protection against accidental stock edits, payment collection, message sending, or permission changes under the wrong name
- If a session expires automatically, the user should sign in again and confirm the active organization before resuming work

3. Navigation, Search, and Permissions

3.1 Main Sidebar

The primary sidebar is assembled dynamically from the current organization setup and the current user's permissions. This means the application menu is not fixed. Different users may see different sections, different badge counts, or different shortcuts.

- **Overview** is the general entry point for logged-in users
- **Accounts** typically contains Sales and Customers
- **Inventory** typically contains Items
- **HR** can contain Performance and Users
- The active page is highlighted so users can confirm which module they are working in before taking an action

3.2 Settings Sidebar

The Settings area uses a separate sidebar so configuration work is clearly separated from transaction work. It groups pages into General, Integrations, Sales, Customers, and Inventory categories.

- **General:** My Account, Organization, Receipt and Barcode
- **Integrations:** Email, SMS, Payment Gateway, and future integrations
- **Sales:** Notifications, Charges, Promotions
- **Customers:** Geotagging, Segments
- **Inventory:** Categories, Tags, Locations
- These pages usually follow a card-based edit, save, and discard pattern so users can review configuration before committing it

3.3 Search and Filter Behavior

- Most list pages combine a text search box with one or more filters such as status, duration, location, category, or customer attributes
- Changing filters updates the result set, the list totals, and the exported report content when export is available from the same page
- Settings pages generally rely on direct record editing rather than large result lists, so they use less page-level filtering
- Transactional lists use infinite scroll, so users can continue loading results as they move down the page
- Mobile layouts usually move filters into a drawer or action sheet to keep the working area usable on smaller screens

3.4 Counters, Badges, and Alerts

- The Sales menu can display the current count of request sales
- The Items area can display the count of pending transfer requests that need approval work
- The Users area can display the count of pending join requests
- Overview cards and module headers often link these counts directly to the filtered page where follow-up work should happen
- Badge counts are meant to help users prioritize operational tasks such as approvals, requests, and pending reviews

3.5 Permissions and Location Scope

Permission control is central to the application.

- Sales permissions can be location scoped, so a user may be allowed to work in one branch but not another
- Customer, item, user, and settings permissions control module visibility and action buttons
- Some pages are visible only when several conditions are met. For example, Performance depends on Users access plus Sales or Items access
- Admin users and ProSystem support users have broader access than ordinary staff accounts
- When a page loads but important buttons are missing, the cause is often a missing action-level permission rather than missing page access
- Location scope affects selling, payment editing, stock movement, and reporting visibility when the organization operates more than one branch

Operational tip: If a user cannot see a module, cannot open an action menu, or is redirected back to Overview, verify both the general permission and any location restriction before troubleshooting further.

3.6 Filter Reference by Module

The application uses filters in slightly different ways on each module. Some pages use fixed filter chips, some pages use search plus sort only, and some pages mainly rely on direct record editing. The points below describe the current filter behavior that users should understand before exporting data or interpreting summary numbers. In general, active filters work together, so the list and any linked totals narrow down to records that match the combined selection.

Overview

- **Duration:** controls the period used for cards, graphs, breakdowns, and report downloads
- Changing the duration changes the meaning of every number on the page, so users should confirm it before comparing performance, taking screenshots, or downloading management reports
- When reviewing trends, users should keep the duration stable while comparing branches, channels, or users so the totals remain comparable

Sales

- **Search:** finds sales by invoice number, customer name, customer phone, and similar typed sale references. Phone-style searches also match common Bangladesh number formats
- **Status:** filters sales by workflow state such as Draft, Request, Scheduled, Confirmed, Sent, Complete, or Deleted so teams can work one queue at a time
- **POS:** this filter combines selling location and fulfillment style in one control; it can isolate one branch, one sales channel, or operational flows such as Walk-in and Delivery
- **Geotagging:** filters sales by the customer or sending location geography through city and area selection, which helps with route planning, local campaign review, and area-level demand analysis
- **Items and Sizes:** narrows sales to those containing selected items or variants, which is useful when reviewing demand, returns, complaints, or stock pressure for a specific SKU or size
- **Payments:** filters by payment method and, where relevant, card or MFS method detail so cash, bank, card, and digital collection patterns can be reviewed separately
- **Duration:** filters the sale list and the summary totals to the selected time window, so users should confirm it before reconciling cash, comparing periods, or interpreting balance figures
- When several sales filters are active together, the sale list, the summary numbers above it, and export output all reflect that narrowed slice of activity rather than the whole sales book

Items

- **Search:** finds items by title, SKU, barcode-related identifiers, and indexed catalog matches
- **Category:** narrows the catalog to one or more top-level product groups so users can work one merchandise family at a time
- **Subcategory:** narrows the list further within the selected or relevant category group to make item review, stock work, or price checks more precise
- **Location:** limits stock-aware views to selected stock-managed locations, which means the visible stock totals represent only those selected stock locations
- **Alert:** highlights stock conditions such as expired, near expiry, out of stock, or low stock thresholds so replenishment and cleanup work can be prioritized
- **Sort:** changes list ordering by creation time, update time, name, SKU, price, discount, stock level, or active state depending on what is currently available on the page
- Users should apply category, location, and alert filters together when preparing purchase planning, expiry review, or branch-specific stock cleanup

Item Stock Units and Manage Stock

- **Search or scan:** is used to find a serial number quickly during unit review, transfer, correction, or deletion work without manually scrolling through long serial lists

- **Size:** narrows the unit list to one or more variants of the item so the user can separate similar products that differ only by size or variation
- **Location:** narrows the list to one or more stock-managed locations so the user can inspect what is physically held or reserved at a specific stock point
- **Sort:** helps users focus on latest updates, oldest units, near-expiry units, or already expired units depending on the operational task
- These filters are especially important during serial investigations because they reduce the risk of adjusting or transferring the wrong units

Customers

- **Search:** finds customers by name, phone, and email
- **Geotagging:** filters by city and area so service coverage, campaign response, and follow-up can be managed geographically
- **Demographics:** filters by gender and opens age- or size-based demographic views when those data points are used for selling, service, or campaign planning
- **Verification:** isolates customers with balance, verified or unverified status, missing email, missing address, missing date of birth, or flagged wrong number so data cleanup and credit review can be targeted
- **Sort:** orders customers by latest created, latest updated, alphabetical order, highest spent, or lowest spent depending on whether the user is reviewing growth, spend, or data freshness
- Users should combine verification and geotagging carefully before outreach so messages do not go to incomplete or unsuitable customer groups

Users

- The Users list primarily relies on page search rather than a large preset filter bar
- Users typically search by username, phone, or email to confirm whether an account exists before opening the detail page
- Because the page is search-driven, users should verify the search text carefully when they cannot find an account before assuming the user record is missing

Transfer Requests

- **Search:** matches the transfer order number
- **Transfer From:** isolates requests by source location so dispatch workload from one stock point can be reviewed
- **Transfer To:** isolates requests by destination location so incoming demand for one branch can be monitored
- **Status:** isolates pending approval, in-transit, partially processed, fully received, fully processed, cancelled, or related transfer states so users can separate approvals, dispatches, and receipts

- Transfer filters are most useful when source, destination, and status are combined, because that view closely matches operational accountability between the two locations

Performance

- **Users:** narrows the dashboard to one selected user or shows all users together, which helps isolate one salesperson, cashier, or operator
- **Duration:** changes the time window used for staff activity and performance metrics
- Users should keep the duration fixed when comparing staff members, otherwise differences may come from the date range instead of actual performance

Shared data pages

- **Charges:** page search matches charge name and charge type so users can find VAT, delivery, discount, card, MFS, and other reusable rules quickly
- **Segments:** page search matches the segment name
- **Geotagging:** page search matches city names and area names on their respective lists
- **Locations:** page search matches location name and location code
- **Categories, Subcategories, and Tags:** page search matches record names
- When these pages offer export or list review, search terms still shape what the user is reviewing, so search should be treated as a real filter even when it is not displayed as a chip
- Before editing shared business data, users should clear old search text so they do not assume a missing record was deleted when it is only hidden by search

4. Overview Dashboard

4.1 Purpose and Access

The Overview dashboard is the main operational summary page for the application. It combines sales, inventory, request, transfer, and communication indicators so users can understand the current operating picture before opening a detailed module.

- Accessible from **Overview** in the main sidebar
- Common landing page after login when no other landing page preference overrides it
- Also used as the safe fallback route when protected pages redirect a user without access
- Designed to answer three questions quickly: what happened recently, what needs attention now, and where the user should go next

4.2 Time Filtering

- The dashboard supports date-duration filters such as Today, This Week, or other reusable duration selections
- The selected duration affects summary cards, charts, downloads, and linked navigation
- When users download reports from Overview, filenames include the current business name and date filter context
- Users should confirm the active duration before interpreting totals, especially when comparing current-period performance with yesterday or last week

4.3 Sales Summary Area

The sales summary area is the quickest way to review current commercial activity. It combines value, volume, collections, status mix, sales-channel mix, and customer exposure into one working surface.

Actions and controls

Action or control	Purpose	What it does	When to use it
Request notification button	Shows open request workload	Opens the Sales module filtered to request sales for follow-up work	Use it at the start of the day or during shift handover to clear pending sale requests

Action or control	Purpose	What it does	When to use it
Summary Report	Management summary review	Downloads the compact sales summary workbook for the currently selected duration	Use it for quick management review, period comparison, and high-level reconciliation
Detailed Report	Transaction-level reconciliation	Downloads the detailed sales workbook for the currently selected duration	Use it when the summary is not enough and item rows, charges, payments, or due positions must be reviewed in detail
Duration filter	Controls time scope	Changes the period used by the graph, all account metrics, and linked downloads	Use it before interpreting any figure. A correct duration is the first requirement for accurate review
Card click-through	Turns summary into action	Opens the related Sales or Customers view with the matching filter context wherever supported	Use it whenever a dashboard number needs operational follow-up instead of a summary-only view
Compose on SMS card	Quick customer communication	Opens the dedicated Compose SMS module directly from Overview	Use it when the dashboard shows SMS is active and a user needs to start a campaign or follow-up message immediately

Metrics and what they mean

Metric	Purpose	Meaning	How to use it
Sales	Shows billing volume	Total gross value for the selected period	Start here for a quick revenue check
Bills	Shows transaction count	Total number of bills in the selected period	Read it together with Sales to judge bill size
Received	Shows collections	Total money collected against those bills	Compare it with Sales and Outstanding
Outstanding	Shows remaining receivables	Total unpaid balance still open	Use it for due follow-up and collection review
POS	Shows sales-channel or selling-location mix	Breaks sales by location or channel	Use it to see where business is coming from
Status	Shows workflow distribution	Breaks sales by status such as Draft, Request, Sent, or Complete	Use it to spot pending work queues
Payments	Shows payment-method mix	Breaks collections by payment method	Use it for cashier and payment reconciliation
Items	Shows sales volume	Total item units sold	Read it with Sales to understand quantity versus value

Metric	Purpose	Meaning	How to use it
Customers	Shows customer acquisition for the selected period	Shows customers added in the period, with total customers also visible	Use it to compare new growth with total customer base
Customer Balance	Shows exposure in customer wallets or balances	Total customer balance and number of customers carrying it	Use it for refund, credit, and balance review
SMS	Shows messaging readiness	Shows whether SMS is active and how much balance remains	Check it before sending receipts or campaigns
Return / Adjustment	Shows contra revenue	Value reduced from sales by returns or later corrections	Read it with Sales to understand the net result

Contra revenue represents value that reduces reported sales after the original billing event. It exists so the business can see both gross selling activity and the amount later taken back out through returns or corrections.

Graph and click behavior

- The sales graph visualizes the timeline of sales activity for the selected duration
- Card links are intended to move the user from a summary number into the matching working queue or filtered module
- When a user clicks a breakdown card such as Status, POS, or Payments, the goal is normally investigation, follow-up, or reconciliation

4.4 Inventory Summary Area

The inventory summary area gives a compact view of stock position, stock movement, expiry pressure, and inventory value.

Actions and controls

Action or control	Purpose	What it does	When to use it
Inventory report download	Export stock position and catalog detail	Downloads the inventory workbook using the current Overview duration context	Use it for stock review, replenishment planning, and management reporting
Notifications	Bring approval work forward	Opens the transfer-request approval workspace and highlights pending approval demand	Use it when inventory has in-transit stock waiting to be received, approved, or rejected
Card click-through	Move from summary to action	Opens Items, Categories, or Locations depending on the card that was clicked	Use it whenever an alert or stock total needs detailed investigation

Metrics and what they mean

Metric	Purpose	Meaning	How to use it
Items	Shows catalog size	Total item count, with active items shown in the description	Use it to understand the catalog size being managed
Stock	Shows live tracked unit count	Total tracked stock units	Use it for a quick stock-level check
Locations	Shows stock points	Total operating locations	Use it to confirm how widely stock is distributed

Metric	Purpose	Meaning	How to use it
Amount	Shows stock value	Calculated value of current stock	Use it to spot unusual value changes
Added	Shows incoming stock movement	Units added into stock today	Use it to confirm receiving activity
Removed	Shows outgoing adjustment movement	Units removed from usable stock today	Use it to review removals, loss, or cleanup
Expired	Shows expired stock pressure	Units already past expiry	Use it for immediate cleanup review
Near Expiry	Shows expiry risk	Units approaching expiry	Use it for proactive cleanup or redistribution
Out of Stock	Shows stockout count	Items with no stock left	Use it to prioritize replenishment
Low Stock	Shows near-stockout risk	Items below low-stock thresholds	Use it to refill before stockouts happen
Category or Categories	Shows catalog structure coverage	Category count, with subcategory count in the description	Use it to review catalog structure breadth

When inventory tracking is disabled at the organization level, stock-specific cards can disappear because the system is no longer operating in stock-managed mode.

4.5 Notification and Integration Indicators

The lower part of the dashboard also acts as a quick-action layer for pending work and user context.

Indicator or metric	Purpose	Explanation	Operational use
Request count	Shows sales waiting for request handling	The notification button in the Accounts card opens the Sales queue already filtered to requests	Use it to clear pending request work before users focus on new transactions
Transfer approval count	Shows pending inter-location receipt work	The notification button in the Inventory card opens the transfer-request workspace	Use it so in-transit stock is approved, rejected, or returned promptly
Users	Shows current user-record volume	The HR card displays the total registered user count and links to the Users module	Use it as a quick access point when reviewing staffing records, join requests, or account maintenance
Assigned-information note	Clarifies user-specific visibility	The dashboard note reminds users that they are seeing information assigned to their access level	Use it as a first explanation when one user sees fewer cards or actions than another

4.6 Permission and Visibility Notes

- Some cards appear only when the corresponding permission exists
- Inventory cards depend on inventory tracking being enabled
- Branding, icons, and configured payment or provider names can change the exact appearance of the dashboard
- A dashboard that looks simpler for one user than another usually means the underlying modules or actions are permission-gated

5. Sales Management

5.1 Purpose, Daily Use Cases, and Access

The Sales module is the operational center for order capture, billing, fulfillment tracking, payment collection, adjustment control, return handling, exchange handling, and receipt production. Users work in this module throughout the full life of a sale, from the first line item to the final financial settlement.

- Open **Sales** from the main sidebar
- Use it for immediate counter sales, partial-payment sales, request-based orders, scheduled fulfillment, delivery orders, after-sale corrections, and return or exchange work
- Expect access to be permission-based for viewing, creating, editing, charging, payment adjustment, deletion, return processing, and reporting
- Treat the sale record as the single source of truth for item history, payment history, charge history, notes, and event history

Common day-to-day scenarios

- **Walk-in checkout:** add items, collect one or more payments, then mark the sale complete
- **Deposit now, balance later:** record the initial payment, keep the balance due visible, and collect the remaining amount later
- **Customer request:** save the order as a request when approval, stock confirmation, or later follow-up is needed
- **Scheduled fulfillment:** reserve stock now, fulfill later, and keep schedule notes attached to the sale
- **After-sale correction:** edit a charge or payment using the reversal-and-replace method so the audit trail remains intact
- **Return or exchange:** bring sold stock back into availability, issue replacements if needed, and let the system recompute the net financial result

5.2 Sales List and Work Queue Management

The Sales list is not only a searchable register. It is the team's live work queue for open sales, unpaid balances, scheduled commitments, request follow-up, delivery progress, and exception handling.

Main actions from the list

- Open an existing sale in detail view
- Create a new sale
- Apply filters to isolate a working queue
- Open report downloads for reconciliation and review
- Jump into related operational workspaces such as charges

How to use the list operationally

1. Start with status filtering so the list reflects the exact queue you need to process
2. Add date, payment, item, or location filters to narrow the queue further
3. Open the oldest or most urgent sale first to avoid leaving work stranded in an in-between state
4. After completing a sale, refresh or re-filter the list to confirm it moved out of the active queue you were working from

Common filters and what they are useful for

- **Status:** review drafts, requests, scheduled sales, confirmed sales, sent sales, completed sales, or deleted records
- **Duration:** isolate same-day work, weekly reconciliation, or month-end review
- **POS:** this filter can represent a selling location, a sales channel, or a fulfillment style such as Walk-in or Delivery
- **Geotagging:** focus on sales linked to a selected city or area
- **Payment:** find unpaid or partially paid sales for collection follow-up
- **Items and sizes:** identify sales involving a particular SKU, variant, or category
- **Search term:** locate a sale by invoice number, customer name, customer phone, or similar typed sale reference

Location and sales channel guidance: a location record can represent a physical branch or a selling channel. A stock-managed branch can reserve, sell, and transfer stock. A non-stock channel can still capture the origin of a sale, but it does not act as the stock source for fulfillment.

> **Operational note:** The most effective use of the Sales list is to treat it as a queue, not a history screen. Apply filters that answer a specific operational question such as “which sales still need completion today” or “which scheduled orders are due now.”

5.3 Creating a Sale from Start to Finish

Creating a sale involves building the commercial record, selecting the sellable item lines, attaching any required customer or delivery context, recording charges and payments, and then moving the sale into the correct operational status.

Standard operating sequence

1. Choose **Make Sale** from the Sales module
2. Select the customer if the sale should be attached to a customer account, balance history, or purchase history
3. Add the required items and choose the correct variant for each line
4. Adjust quantities carefully, especially for serial-controlled items
5. Add delivery details, schedule details, or request details if the sale is not an immediate walk-out transaction

6. Apply charges, discounts, or taxes that belong to this sale
7. Add one or more payments if money is being collected at this stage
8. Add notes if the order needs handling instructions, customer-facing notes, or audit context
9. Save the sale in the correct state such as draft, request, scheduled, confirmed, sent, or complete

Practical use cases

- **Quick cash sale:** add item lines, add a full payment, confirm the total, then complete the sale
- **Advance booking:** create the sale, attach schedule details, collect a deposit, and keep the balance due open until fulfillment
- **Request capture:** save the requested items and notes even before final stock commitment, then confirm later
- **Delivery order:** add delivery information and any delivery charge before moving the sale forward

Important data to get right at entry time

- **Customer:** matters for balance payments, balance credits, history, loyalty, and communication
- **Variant selection:** drives correct pricing, stock selection, and serial matching
- **Fulfillment method:** determines whether the sale is immediate, scheduled, or delivery-oriented
- **Line quantities:** directly affect subtotal, charge calculation, tax calculation, and stock commitment
- **Charges and discounts:** should be applied before final payment collection so the balance due is trustworthy
- **Notes:** should be added while context is fresh rather than later when details may be forgotten

Page-level search and item lookup inside Sales

- The Sales list search is for finding sale records. It is designed for invoice number, customer name, and phone lookup
- The item search used while building a sale is different from the page search. It is designed for item discovery and can match serial number, variant SKU, barcode-style codes, item SKU, and indexed catalog search terms
- Users should use invoice or customer details when opening an existing sale, and use SKU, serial, or item keywords when adding new lines into a sale

Serial number allocation, FIFO guidance, and the serial-number modal

Serial-controlled lines are handled at unit level. Quantity changes and serial selection are therefore operational decisions, not only visual edits.

1. When a user adds a serial-controlled item and increases quantity, the system tries to allocate the next available stock unit or units from the active fulfillment location
2. The allocation excludes serials already taken elsewhere in the current working cart so the same unit is not silently assigned twice
3. If only part of the requested quantity can be allocated, the system adds the available units and warns the user that the rest are unavailable
4. If a user reduces quantity, the system removes automatically allocated serials first and preserves manually reviewed or scanned serial selections as far as possible
5. For lines where serials are optional or the sale originates from a non-stock channel, quantity can increase without forcing immediate serial allocation

The line-level **Review SN(s)** or **View SN(s)** action opens the serial review workflow. Its purpose is to let users confirm exactly which physical units are attached to the sale before they confirm, send, or complete it.

- **Review SN(s):** appears when the system detects that serials still need review, the quantity and allocated count do not match, or a line is flagged for attention
- **View SN(s):** appears when the line is already in a clean read-only state and the purpose is inspection rather than correction
- In editable sale states, a read-only line that still needs serial correction can jump back into edit mode from the same control so the user can fix the serial allocation immediately

The serial review flow also supports FIFO and FEFO awareness. If a user scans a newer unit while older or earlier-expiring units remain available, the system can warn the user instead of silently accepting the less appropriate unit. The warning is advisory, but it exists to protect stock rotation discipline.

- **Minor FIFO notice:** warns that a somewhat older unit is still available
- **Major FIFO notice:** warns that several older units remain and the scanned unit is materially newer
- **Critical expiry alert:** warns when another available unit expires noticeably sooner than the unit currently being selected

Users should not treat FIFO warnings as noise. They are an operational reminder that the sale is about to consume a unit that may be less appropriate than another unit already in stock.

5.4 Understanding the Sale Detail Workspace

The sale detail page is the operational control panel for one sale. Users return to this page whenever they need to adjust financials, inspect stock impact, move the sale to a new status, process returns, or review the full history of what happened.

Main areas of the page

- **Header and summary:** invoice identity, customer context, status, and key totals
- **Item lines:** what is being sold, exchanged, or returned
- **Charges section:** taxes, fees, discounts, rounding, and other adjustments
- **Payments section:** cash, card, MFS, balance, gateway, or split settlements

- **Notes and activity:** user notes, system notes, and historical context
- **Status actions:** reserve stock, complete the sale, send it, schedule it, or move it back when operationally necessary

Examples of when users return to the detail page

- The customer pays the remaining balance on a previously partial sale
- A delivery fee needs to be added after dispatch planning is finalized
- A payment method was entered incorrectly and must be corrected without erasing history
- An exchange is required because the customer wants a different size
- Stock was reserved earlier and the sale is now ready to be completed or sent

5.5 How Sales Calculations Work

The calculation engine does not rely only on the visible current rows. It rebuilds the effective sale from transaction history, then calculates the live total from that reconstructed state. This matters because accurate reporting depends on distinguishing active rows from reversed rows.

Step 1: Build the live item state

- The system starts from all sale item transactions, including original items and exchange items
- Return quantities are treated as negative adjustments against their original line
- The result is a net quantity per sale line, not a simple snapshot field
- Only lines with a positive net quantity remain in the effective live cart

Step 2: Build the live charge and live payment state

- Every charge and payment record is inspected for reversal links
- If a row has `reversalFor`, it is a reversal row and is not treated as an active charge or payment
- If an original row has been reversed by a later row, that original is also excluded from the live state
- This means totals, balance due, and reports use only the currently effective rows while still preserving the full history

Step 3: Build the item subtotal

- The visible subtotal begins with the gross line amount for each active item line
- For inclusive-tax items, the engine backs tax out of the line to derive the pre-tax base before discount allocation
- For exclusive-tax items, the listed line price is already treated as the pre-tax base

Step 4: Apply discounts in a strict order

1. Line-specific fixed discounts are applied first to the exact line they target
2. Percentage discounts are applied next
3. Other fixed discounts are then distributed proportionally across the applicable lines

This order matters because percentage discounts should normally apply to the already-adjusted net line base, not to the original price when a fixed line discount has already reduced the item.

Step 5: Calculate VAT or tax after discount handling

- The engine calculates VAT per line so tax stays aligned with the actual items on the sale
- Inclusive VAT is extracted from the discounted gross amount
- Exclusive VAT is calculated on the appropriate discounted pre-tax base
- When the application's standard tax behavior applies to a charge, the tax effect is allocated across the affected item lines so the total stays consistent

Step 6: Apply other charges

- Charges may be fixed amounts or percentages
- Charges may be inclusive or exclusive
- Charges may be scoped to all items or only to certain categories
- Delivery charges are tracked separately from other exclusive charges
- Non-discount charges are applied against the appropriate sale base so delivery fees, VAT, other charges, and rounding stay aligned with the final sale amount

Step 7: Apply rounding

- Rounding charges are processed after the main financial logic
- This keeps the final grand total aligned with the intended cash or receipt rounding rule

Step 8: Calculate paid amount and balance due

- **Total Paid** is the sum of all live payments only
- **Balance Due** is the live grand total minus live total paid
- Any payment reversal or charge reversal immediately changes the live financial picture because the engine recalculates after the adjustment

Grand Total is calculated as the discounted pre-tax total plus VAT after discount plus delivery charges plus other exclusive charges plus rounding.

> **Why this matters for audit:** Reports and reporting pipelines use the same live-state logic. This means edited sales do not lose history, and reports do not double-count rows that were later reversed. Financial review stays both historically accountable and commercially correct.

Append-only correction model for items, charges, and payments

- Sale item history is reconstructed by line identifier, not by assuming the last visible quantity is the only truth
- Positive item transactions append units into the effective line state, while negative transactions remove those units from the reconstructed live set
- This is how the system can tell which stock units are still the effective units on the sale after edits, returns, or exchanges
- Charge and payment corrections use the same discipline by creating reversal rows and, when needed, replacement rows
- The result is an audit model that answers four separate questions clearly: what was entered first, what was later corrected, what now counts as live, and who performed the correction

Billing specification under the system's default rules

The system follows a practical Bangladesh VAT approach: VAT is based on the real sale value the customer is being charged, not on an original list price that has already been reduced by discount. In everyday terms, the system first works out the actual billable amount, then applies or extracts VAT from that amount according to the item and charge setup.

- Section 32 of the **Value Added Tax and Supplementary Duty Act, 2012** says the value of a taxable supply is the consideration for that supply, reduced by the tax fraction of that consideration. In plain terms, this supports the system's default rule of calculating VAT from the amount that actually remains chargeable on the sale
- So when a discount reduces the sale amount before payment, the system calculates VAT from the discounted sale value, not from the original higher price
- For VAT-inclusive prices, the system separates the VAT portion out of the stated selling price instead of adding VAT again on top
- For VAT-exclusive prices, the system calculates VAT on the discounted taxable base so the tax follows the actual chargeable amount
- Section 33 says VAT becomes payable based on the earliest of supply, invoice, or receipt of consideration. That is why sale confirmation, invoice generation, and payment recording are treated as real financial events in the system
- Section 42 allows adjustment on cancelled transactions, and section 45 calculates net payable tax after decreasing adjustments. That matches the system's use of returns, reversals, and contra revenue so later reductions remain visible instead of being hidden by overwriting history

> **Practical rule:** if an item is discounted before the customer pays, the system calculates VAT from the discounted sale amount under the default billing rules. Users should therefore read the final bill as: item value, then discount effect, then VAT effect, then other charges and rounding.

5.6 Payments

Payments are added as separate transaction rows. The system supports multi-payment sales, late payments, settlement by customer balance, and correction-friendly payment history.

Typical use cases

- Collect the full amount at checkout
- Record a deposit today and the remaining amount later
- Split one sale across cash and card
- Use customer balance to settle some or all of the outstanding amount

Operational steps to add a payment

1. Open the sale detail page
2. Choose **Add Payment**
3. Select the payment method
4. Enter the amount
5. Enter or confirm any method-specific detail such as card type or MFS provider
6. Enter any external transaction reference if your process requires it
7. Save and review the recalculated total paid and balance due

Important payment rules

- Card and MFS methods require method detail so the payment remains identifiable later
- Balance-based payment requires the sale to be attached to a customer account
- Each added payment creates its own payment record and an audit event
- After saving, the sale totals are recalculated from all items, charges, and payments, not just incremented visually
- Users should check the new balance due immediately after saving, especially on split-payment or deposit scenarios

What users should verify before confirming a payment

- The method is correct, especially when several payment buttons are available at the counter
- The amount matches what was actually received, not what the user intended to receive
- Method detail and reference fields are filled correctly for card, MFS, corporate, or gateway-linked payments
- The customer is attached if balance settlement is part of the payment
- The recalculated balance due matches the expected commercial outcome before the user leaves the sale

5.7 Editing or Deleting Payments with Full Auditability

Payments are not overwritten in place. The system uses a reversal-and-append method so the history remains complete.

How payment edit works

1. The original payment remains in history
2. A reversal payment is created with a negative amount and linked back to the original through `reversalFor`
3. A new replacement payment is then created with the corrected value
4. The sale totals are recalculated from the full payment history

How payment deletion works

1. The original payment remains in history
2. A reversal payment is created with a negative amount
3. No new replacement payment is created
4. The live paid amount decreases automatically because the original is no longer considered live

Special note for balance payments

- If the original payment used customer balance, that customer balance effect is reversed before the corrected payment state is applied
- This prevents the customer wallet from silently drifting away from the sale record

> **Why the reversal method is important:** The system never has to guess what the original payment was. Finance can see the original row, the reversal row, and the replacement row. Live totals stay correct, and accountability remains intact because no one silently rewrites payment history.

5.8 Adding Charges, Discounts, VAT, Delivery Fees, and Rounding

Charges are used for financial adjustments that are not item lines. They include tax rows, fees, discounts, delivery charges, and rounding adjustments.

Typical use cases

- Add a delivery fee after confirming the fulfillment method
- Apply a manual discount for customer service recovery
- Apply a percentage tax or VAT rule
- Apply a line-specific discount to one item without affecting the rest of the sale
- Add rounding so the receipt total matches the intended settlement rule

Operational steps to add a charge

1. Open the sale detail page
2. Choose **Add Charge**
3. Enter the description clearly so the row remains understandable later
4. Choose whether it is a fixed amount or percentage
5. Choose whether it is inclusive or exclusive
6. Scope it to the whole sale, a category, or a specific line if needed
7. Save and verify the recalculated totals immediately

Important charge behaviors

- A negative amount or a description containing the word discount is treated as discount-style logic
- Line-specific charges use a target line reference so that the exact item line stays linked to the adjustment
- System-generated charges and manual charges can both exist on the same sale
- After saving, the full sale is recalculated so the charge affects subtotal, VAT, grand total, and balance due consistently

What users should verify before confirming a charge

- The description is clear enough that another user can understand the reason for the charge later
- The user has chosen the correct calculation method, such as fixed amount or percentage
- The user understands whether the charge is being treated as inclusive or exclusive in the bill total
- The charge is scoped correctly to the whole sale, a category, or a line-specific target where applicable
- The recalculated total matches the intended billing outcome before any payment is collected or resent to the customer

5.9 Editing or Deleting Charges with Full Auditability

Charges follow the same accounting discipline as payments. They are corrected by reversal and re-entry, not by silent overwrite.

How charge edit works

1. The original charge remains in history
2. A reversal charge is created with the opposite value and linked to the original row
3. A new charge row is added with the corrected value
4. The sale totals are recalculated from the complete charge history

How charge deletion works

1. The original charge remains in history
2. A reversal charge is created to cancel it financially
3. The live totals now exclude both the original and its reversal counterpart from active charge calculation

What the system preserves during charge correction

- Application method such as inclusive or exclusive
- VAT handling information used by the sale calculation
- Category scoping
- Sort order
- Target line reference for line-specific discounts
- Underlying discount configuration used for recalculation

> **Why this is good accounting practice:** A corrected charge still leaves visible proof of what was entered originally, who changed it, and what now counts as the live charge. Reports stay accurate because they ignore reversed rows but preserve the full correction trail.

5.10 Sale Status Lifecycle and Stock Effects

Status changes are operationally significant because they control stock reservation, stock completion, scheduling behavior, follow-up queues, and financial timing.

Status	Operational Meaning	Stock Effect	Typical Scenario
Draft	Work in progress and not yet committed as a final sale	No final stock reduction; stock may still remain unclaimed	User is still building or reviewing the sale
Request	Sale request waiting for review, stock confirmation, or approval	Usually still not finalized as sold stock	Customer inquiry or special-order capture

Status	Operational Meaning	Stock Effect	Typical Scenario
Confirmed	Order is accepted and prepared for fulfillment	Selected stock is typically reserved	Approved order waiting to be handed over or dispatched
Scheduled	Order is committed for later fulfillment	Selected stock is typically reserved for the future commitment	Pickup, appointment, or later delivery
Sent	Order has been dispatched or handed off	Reserved stock is converted to sold stock and ledger sale entries are written	Delivery or dispatch flow
Complete	Commercially finalized sale	Stock is sold and counted as completed sale stock movement	Counter checkout or fully finished order
Deleted	Soft-deleted record retained for history	Handled through historical controls rather than physical removal of audit trail	Administrative cleanup with retention of history

What happens when status changes

- Moving from draft or request into confirmed or scheduled causes the system to validate the intended stock units and reserve them
- Moving from confirmed or scheduled back to draft releases reserved stock back to availability
- Moving from confirmed or scheduled into sent or complete converts the reserved units to sold units and writes stock ledger entries of type `SALE`
- Finalizing directly from an immediate checkout path can also sell available units directly after final validation

Operational warning: Do not move a sale to a later status just to clear it from the queue. Status changes have real stock and reporting consequences.

5.11 Scheduling, Fulfillment, and Real-World Scenarios

Scenario: immediate counter sale

- Add the items, collect full payment, verify the balance due is zero, and complete the sale
- Use this when the customer leaves with the goods immediately

Scenario: deposit now, fulfillment later

- Create the sale, collect a deposit, reserve stock through confirmation or scheduling, then collect the remaining balance later
- Use this for custom preparation, later pickup, or staged settlement

Scenario: request pending decision

- Capture the requested items and notes, save the sale as a request, then confirm after stock or approval is settled
- Use this when you need a clean customer-facing record before operational commitment

Scenario: delivery dispatch

- Reserve the stock first, confirm all charges and address details, then mark the sale sent when dispatch happens
- Use this when the goods leave your control before the sale reaches its final completion point

5.12 Notes, System Notes, and Event History

Every sale supports notes and a related event trail. Together they create the narrative of the sale.

- **User notes** explain operational context such as customer promises, special handling, or settlement agreements
- **Invoice-visible notes** can be shown on the printed or shared receipt when the note should be customer-facing
- **System notes** are added automatically for important actions such as status changes, scheduling actions, serial reservations, or return processing
- **Attachments** can be linked to notes where the workflow supports supporting media
- **Sale events** record key system actions such as payment applied or adjustment made

When supervisors review a disputed transaction, they should read the notes and event history before making any financial correction. The notes often explain why a later adjustment exists.

5.13 Returns and Exchanges

Returns and exchanges are handled from the sale detail page and are processed as append-only sale transactions rather than destructive rewrites.

What the system checks before a return

- The sale must already be finalized in a completed or sent state
- The returned unit must still be in sold status
- The system verifies that the sale being edited is the sale that last sold that stock unit

Operational steps for a return or exchange

1. Open the finalized sale
2. Select the item lines being returned and enter the return quantity
3. If replacement items are being given, add the exchange item lines
4. Review any charge changes that should accompany the return or exchange
5. Review the new net grand total, total paid, and resulting balance or refund position
6. Save the transaction and recheck the note trail and item summary

What happens internally

- Returned item quantities are appended as negative sale-item adjustments
- Exchange item quantities are appended as positive sale-item adjustments
- Returned stock units move from **SOLD** back into the normal **ADDED** stock pool
- Replacement units move from **ADDED** or **RESERVED** to **SOLD**
- Stock ledger entries are written in the correct operational order: returns first, exchanges second
- Existing charges are reconciled against the new return or exchange state, and changed charges are reversed and replaced where necessary

Practical return and exchange scenarios

- **Simple return:** customer gives back one sold item and no replacement is issued
- **Size exchange:** old size is returned first, replacement size is sold second, and the system calculates the net difference
- **Partial return on a mixed order:** only the returned line is reduced while the remaining lines stay active
- **Return with retained delivery fee:** returned items reduce the sale value but the delivery fee can remain if operationally appropriate

Audit and accountability point: Returns and exchanges do not erase the original sale. They add corrective transactions on top of it. This preserves the original commercial event, the later correction, and the final net result, which is exactly what reliable audit review requires.

5.14 Receipts, Printing, and Sharing

The receipt tools all work from the current live state of the sale. If a payment, charge, return, or exchange changes the sale, the next print, PDF, share, email, or SMS action uses that corrected state.

Action	Purpose	What it does	When to use it
Print Bill	Produce a physical receipt	Fetches the current sale print payload and opens the configured receipt printing flow	Use it for counter handover, delivery packing, or any workflow needing a printed bill
Save as PDF	Download a static customer copy	Generates the sale receipt PDF from the server and downloads it to the user's device	Use it when a customer wants a saved copy or when staff need to archive a human-readable receipt outside the live application view
Share	Hand off the receipt through device sharing tools	Uses the browser or device share capability when supported; if sharing is not supported, it falls back to a PDF download	Use it on mobile or compatible browsers when staff want to hand the receipt directly into another app or device workflow
Send Email	Manually send a receipt by email	Sends the current sale receipt to the customer through the configured email integration	Use it when the customer asks for an emailed copy or after corrections that require a new customer copy
Send SMS	Manually send a receipt summary by SMS	Sends the current sale receipt summary to the customer through the configured SMS integration	Use it for quick customer confirmation, delivery updates, or when the customer does not need a full PDF email

Manual email and SMS sending rules

- Manual sending uses the current live sale state at the moment the user clicks the button
- Email sending requires a working email configuration and a customer email address on the sale
- SMS sending requires a working SMS configuration, a sender identity, and a customer phone number on the sale
- Manual send actions are meant for deliberate user-driven sending, such as resending a corrected receipt or sending a receipt on request
- Users should confirm the sale totals before sending because the message becomes the customer-facing version of the current financial state

When sale messages are generally sent

- Receipt email and SMS can be sent manually from the sale detail page whenever a user decides the customer should receive the current sale state
- The same general receipt information can also be triggered through configured order-notification behavior during sale progress events such as confirmation, scheduling, sending, completion, or later status updates
- The message title or status wording usually reflects the current sale stage, such as order placed, confirmed, scheduled, sent, completed, cancelled, or updated

What the email usually contains

- A subject that identifies the sale status and invoice number
- Business identity and visual branding where configured
- Invoice number and sale date or time
- Customer name and available contact details
- Item lines with quantity, price, and identifying details
- Subtotal, charges, VAT, discounts, total, payments, and due or overpaid amount as applicable
- A PDF receipt attachment when the receipt PDF can be generated successfully

What the SMS usually contains

- A short customer-facing message tied to the current sale status
- Invoice number and sale date or time
- Subtotal when relevant, followed by major charge lines where those should be stated
- Total, paid amount, and due or overpaid position when relevant
- General support or helpline details where available

After important corrections such as returns, payment edits, or charge edits, users should reprint or resend the receipt so the customer copy matches the corrected live state.

5.15 Reports, Reconciliation, and Good Audit Practice

The sales reports are designed for both operational review and financial accountability. They follow the same live-state logic used on the sale itself, which means reversed rows remain historically visible but do not continue to affect active totals.

Sales Summary Report

- The summary report begins with a header area showing the report title, report duration, active filters, and who generated the file
- The top summary block then lists total bills, return or adjustment, total item quantity, charges summary, total received, total dues, and payment-method breakdowns
- The main worksheet groups activity by sale and expands item lines underneath each sale so users can review each bill together with its item composition and net amount
- This report is best for supervisors, daily review, cashier comparison, and quick investigation of sales mix without opening every sale one by one

Detailed Sales Report

- The detailed report also begins with a report header and summary block so the exported file documents its own filter context
- The worksheet then expands the transaction detail more fully, including item rows, subtotal rows, charge rows, payment rows, due rows, and other financial detail where applicable
- This report is best when users need to reconcile a disputed bill, trace charge application, verify payment allocation, or investigate adjustments line by line

How to read the reports correctly

- **Total Bills** explains transaction count, while **Sales** or billed value explains commercial scale
- **Return / Adjustment** is contra revenue. It is the value later reduced from gross sales because of returns or later corrections
- **Total Received** reflects live payment results, not simply original payment attempts
- **Total Dues** should be read together with outstanding bill count so the team knows whether the risk is concentrated or spread widely
- Payment breakdowns help reconcile cash, card, MFS, corporate, gateway, balance, and other collection sources separately

> **Audit rule:** when reviewing a disputed total, do not rely on memory or on an older printed copy. Open the sale, review the live items, live charges, live payments, reversals, notes, and event history, then compare that reconstructed state with the exported report.

6. Items, Stock, and Inventory Control

6.1 Purpose and Inventory Operating Model

The inventory module manages items, variants, individual stock units, stock movement, transfer requests, approvals, serial scanning, and inventory reporting. It is designed around serial-level accountability rather than loose quantity-only adjustments.

Concept	Meaning	Why It Matters
Item	The master catalog record	Defines the product identity, category, and commercial setup
Variant	A sellable option of the item such as size or other choice	Stock, pricing, and barcode behavior often depend on the variant
Stock Unit	One individually tracked physical unit with its own serial number	Provides serial-level accountability for receipt, sale, transfer, and return
Stock Ledger Entry	A movement record such as receipt, transfer, sale, or return	Creates the audit trail for each stock movement
Transfer Order	A formal movement request between locations	Keeps source, destination, serial list, and approval outcome together

Because the application tracks stock by serial number, users should think in terms of physical units moving through statuses, not just quantities increasing or decreasing on a screen.

Recommended inventory operating sequence

1. Maintain clean item, variant, category, tag, and location master data first
2. Receive new units through **Add Stock** so each physical unit enters inventory with the correct serial and location

3. Use **Manage Stock** for controlled transfers or controlled removals instead of making informal stock corrections outside the workflow
4. Approve or reject transfer requests promptly so in-transit stock does not remain operationally unresolved
5. Review low-stock, out-of-stock, near-expiry, and expired indicators regularly so replenishment and cleanup happen before the sales counter is affected

6.2 Items List, Item Detail, Variants, and Catalog Maintenance

The Items list and item detail pages are used for both catalog management and operational stock review.

Main list actions

- Create a new item
- Open item detail
- Add stock
- Open stock management
- Open transfer requests
- Review inventory-related reports
- Maintain categories, subcategories, tags, and locations

What to review on the item detail page

- Core item identity such as name, SKU, and classification
- Variant structure and whether the correct sellable options exist
- Inventory-backed versus non-inventory behavior
- Current stock position by variant
- Whether the item is a bundle, a standard stock item, or a service-style non-inventory record

Catalog rules that affect operations later

- Wrong variant setup leads to wrong stock placement and wrong sale selection
- Wrong category setup affects filters, charges, and reports
- Non-inventory items do not participate in serial-based stock workflows
- Bundles and variant-heavy items require extra care because the catalog structure drives downstream inventory actions

Item list filters and what they mean

- **Search:** finds items by title, SKU, or indexed search matches
- **Category:** limits the list to one or more top-level catalog groups
- **Subcategory:** narrows the list further inside the category structure

- **Location:** shows stock-aware results for selected stock-managed locations only
- **Alert:** isolates expired, near-expiry, out-of-stock, or low-stock situations
- **Sort:** changes the review order by creation date, update date, name, SKU, price, discount, stock level, or active state

6.3 Stock Unit Statuses and What They Mean

Each stock unit carries a status. That status explains where the unit is in its life cycle and what actions are currently allowed.

Status	Meaning	Operational Use
ADDED	The normal in-stock state used for sellable or transferable units	This is the everyday working stock pool shown in reports and used by sale allocation and stock transfer workflows
RESERVED	Temporarily committed to a sale but not yet finalized as sold	Confirmed or scheduled sales
SOLD	Finalized as sold on a sale	Cannot be re-used unless returned or reversed through a proper workflow
IN_TRANSIT	Dispatched in a transfer workflow and waiting for approval or receipt handling	Approval-based transfer process
RETURNED	Reserved status for returned-state handling	Historical or specialized stock-state review
DAMAGED	Reserved status for damage-state handling	Specialized stock-state review

Status	Meaning	Operational Use
REMOVED	Removed from usable stock through adjustment or rejection outcome	Damaged, lost, or deleted stock handling

The system recalculates parent stock counts by counting actual stock-unit statuses rather than trusting manual incremental counters. This is a major protection against stock drift over time.

6.4 Adding Stock

The add-stock workflow is used to add new units into inventory. Each physical unit becomes an individual stock-unit record with its own serial number.

Standard add-stock workflow

1. Open **Add Stock** from the Items area or from an item-specific stock page
2. Select the receiving location
3. Add the item and choose the correct variant
4. Enter or scan each serial number
5. Apply default manufacturing and expiry dates if those should cascade to the serial rows
6. Review the list carefully, then save

What the system validates on save

- Each submitted item must contain serial rows
- The serial list is checked for duplicates inside the submission
- The serial list is also checked against existing stock units so duplicates are blocked system-wide
- If no location is selected, the system tries to use the configured staging area
- The staging area is the default receiving location used as a temporary intake point when the user does not manually choose a receiving location
- If no staging area exists and no location was chosen, the stock addition cannot be completed

The review modal and what users should check

Before stock is finally saved, the user is taken into the **Confirm New Stock** review modal. This is the last checkpoint before serials are written into inventory.

- Check that every item name and variant shown in the modal matches the physical goods being received
- Check that the quantity shown for each row matches the number of serials actually entered
- Check the receiving location carefully, because saving to the wrong location creates unnecessary correction work later
- If barcode printing is needed immediately, use **Print Barcodes & Save**; otherwise use **Save**
- If anything is wrong, cancel from the modal and correct the serial list before committing the stock addition

What happens after a successful stock addition

- A GRN-style reference is generated for the stock-addition batch
- New stock-unit records are created in the normal **ADDED** stock pool
- One `STOCK_ADDED` ledger entry is written for each added unit
- Each ledger row stores the stock quantity after that exact unit was added at the location
- Parent variant and item stock counts are recalculated from actual stock-unit records
- The created units can then be used for barcode printing or later stock operations

Example stock-addition scenario

- You add 12 units of one phone model
- You scan all 12 serial numbers into the Add Stock form
- The system rejects any duplicate serial immediately
- After save, 12 individual stock units exist, 12 ledger rows are written, and the item stock total updates automatically

6.5 Serial Number Entry and Scanning Methods

Serial handling is central to accurate inventory control. The system supports multiple ways to capture serials depending on device availability and work volume.

Method	How It Works	Typical Use
Physical scanner	A keyboard-mode scanner sends the serial directly into the focused input	Fast receiving and warehouse work

Method	How It Works	Typical Use
Device camera	The browser camera scans codes directly inside the page	Ad hoc scanning from laptop or tablet
Phone handoff	The desktop generates a QR code, the phone joins a temporary scan session, and scans stream back live	When the desktop camera is weak, absent, or inconvenient
Manual entry	Users type or paste serial numbers	Low volume work, damaged labels, or corrective entry

Operational notes for scanning

- Duplicate serials are blocked before submission whenever possible
- In stock-management workflows, one active source location is used for a working batch so serial selection remains location-consistent
- If a scanned serial belongs to a different source location, the system blocks it instead of silently selecting the wrong unit
- Phone handoff is especially useful during transfer review, transfer preparation, and add-stock intake when users need mobility

What the serial-number modal allows users to do

- Type or paste serial numbers directly
- Scan through a connected scanner in the input box
- Open the device camera for direct barcode capture
- Use phone handoff by pairing a mobile phone to the desktop session and streaming scans back live
- Set a default manufacturing date and expiry date for the whole receiving batch
- Override manufacturing date and expiry date on individual serial rows where one unit differs from the rest
- Delete a wrong serial row before saving
- Confirm the full serial set back into the parent add-stock workflow

Users should use the default date controls only when the whole received batch truly shares the same dates. If even one unit is different, that row should be corrected individually before saving.

6.6 Manage Stock: Transfer and Removal Workflow

The manage-stock workflow is used when users need to move stock out of one location, move it into another location, or remove stock from active inventory. It is available both as a bulk workspace and as a focused item-level workspace.

Operational steps for manage stock

1. Select the source location
2. Add the item or items to the working batch
3. Select or scan the serials to transfer or remove
4. If transferring, choose the destination location
5. Review the selected serials carefully
6. Submit the request and confirm the result message

Validation rules during manage stock

- A serial can only be processed once in the same transaction
- The serial must exist and must still be at the expected source location
- Only units in the normal **ADDED** stock pool can be transferred or deleted in this workflow
- **RESERVED** and **IN_TRANSIT** units are blocked from transfer or delete actions here

If the action is deletion or stock removal

- The unit status becomes **REMOVED**
- An `ADJUSTMENT_DECREASE` ledger entry is written for each removed unit
- Stock counts are recalculated after the operation

The review modal and what users should check

Before a transfer or removal is committed, the user sees the **Confirm Stock Changes** review modal. This modal is an accountability checkpoint and should not be skipped mentally.

- Check that the source location is correct for every serial being moved or removed
- Check the destination location carefully for every transfer row
- Check the serial list itself, especially when serials were scanned quickly in bulk
- Review any warnings that say a serial already exists at the destination. Those warnings are there to prevent duplicate or misleading destination stock
- When using approval-based transfer, confirm that the **Require receiver approval** option is intentionally on or off before saving
- For delete-stock actions, verify the physical reason for removal before confirming, because the action creates permanent inventory history

Example use cases

- **Batch branch transfer:** move ten selected units from one location to another
- **Serial-level removal:** remove a damaged unit from active stock after physical verification
- **Single-SKU cleanup:** open one item's stock page and work only on that SKU's serial list

6.7 Immediate Transfer Workflow

An immediate transfer is used when the stock movement does not require a later approval step.

What happens in an immediate transfer

- A transfer order is created for the source and destination pair
- The stock units move directly to the destination location
- Their status returns to the normal **ADDED** stock pool immediately at the destination
- For each unit, the system writes both a `TRANSFER_OUT` ledger entry at the source and a `TRANSFER_IN` ledger entry at the destination
- Source stock decreases immediately and destination stock increases immediately

When to use it

- Same-day controlled movement between locations when no receiving approval is required
- Urgent branch balancing where both sides trust the movement and no receiving checkpoint is required

6.8 Approval-Based Transfer Workflow

An approval-based transfer is used when the receiving side or supervisory review must confirm the transferred serials before the destination stock becomes available.

What happens at dispatch time

- A transfer order is created in **PENDING_APPROVAL** status
- The transferred units move into **IN_TRANSIT** status
- The units keep the pending transfer and pending destination references
- Only `TRANSFER_OUT` ledger entries are written at dispatch time
- Source available stock decreases immediately
- Destination stock does not increase yet because receipt has not been approved

Why this matters operationally

- Source stock is no longer offered as available once the transfer has been dispatched
- Destination stock is protected from premature availability until the receiving process confirms the actual units received

- The transfer order becomes the formal control document for the in-transit batch

6.9 Transfer Request Review, Approval, Rejection, and Bulk Actions

The transfer request list and detail page are the receiving and review workspace for approval-based transfers.

Transfer request filters

- **Search:** matches the transfer order number
- **Transfer From:** shows requests dispatched from selected source locations
- **Transfer To:** shows requests intended for selected destination locations
- **Status:** isolates pending, in-transit, partially processed, fully received, fully processed, cancelled, or related request states

Single-request review workflow

1. Open the transfer request
2. Review source, destination, transfer order number, and the serial list
3. Approve the serials that physically arrived correctly
4. Reject or cancel the serials that should not be accepted
5. Add notes when the receiving outcome needs explanation
6. Save and confirm the updated request status

How the approval serial modal works

- The modal shows the pending serial count for the selected transfer item and also shows how many serials are currently marked for action
- Users can receive serials by ticking them, or reject serials by marking them with the reject action
- Manual scan input, device camera, and phone handoff are all supported so the receiving user can match physical stock against the pending list efficiently
- Scanned serials are automatically brought to the top and selected for receive so the user can process real goods quickly
- If a serial is rejected by mistake, the same modal allows the rejection to be cleared before final confirmation

What happens when serials are approved

- The serial becomes part of the normal **ADDED** stock pool at the destination location
- The pending transfer references are cleared
- A `TRANSFER_IN` ledger entry is written at the destination
- A processed-serial record is stored with action **RECEIVED**

What happens when serials are cancelled back to source

- The serial becomes part of the normal **ADDED** stock pool at the source location again
- A `TRANSFER_IN` ledger entry is written at the source to reverse the earlier transfer-out effect
- The system uses the latest ledger count at the source so the available-stock figure stays correct
- A processed-serial record is stored with action **REJECTED**

What happens when serials are rejected as damaged, lost, or other failure

- The serial becomes **REMOVED**
- An `ADJUSTMENT_DECREASE` ledger entry is written
- The available-stock count does not decrease a second time if the unit was already in transit, because it had already left the source available pool during dispatch
- A processed-serial record is stored with action **REJECTED** and the rejection reason context

Request status outcomes

- **PENDING_APPROVAL:** waiting for first review action
- **IN_TRANSIT:** dispatched and currently moving through transfer handling
- **PARTIALLY_PROCESSED:** some serials reviewed, some still pending
- **FULLY_RECEIVED:** all serials accepted
- **FULLY_PROCESSED:** all serials processed, with mixed approval and rejection outcomes
- **CANCELLED:** transfer effectively closed through cancellation handling

Bulk actions

- Bulk approval can receive all remaining eligible serials for multiple requests
- Bulk cancellation can send all remaining eligible serials back to source or mark them as damaged, lost, or other failure
- Processed-serial tracking prevents the same serial from being approved or rejected twice

What users should check in approval and cancellation review modals

- Check request count, total items, and total quantity so the user understands the scale of the action before confirming
- Check every source and destination pair because bulk actions can affect more than one branch at once
- For rejection or cancellation flows, choose the correct cancellation type carefully: return to source if the goods should go back into source stock, or damaged/lost/other if the units should leave usable inventory
- Only confirm when the physical outcome has been checked. Approval should mean the goods really arrived, and rejection should mean the goods really failed receipt or must not enter stock

6.10 Transfer Scenarios and Practical Guidance

Scenario: urgent branch replenishment without approval

- Use immediate transfer
- Stock appears at the destination as soon as the transfer is saved
- This is appropriate when both sides trust the movement and no receiving checkpoint is required

Scenario: formal dispatch to another location with receiving control

- Use approval-based transfer
- Dispatch reduces source availability immediately
- Receiving staff review the serials before destination availability is granted

Scenario: part of the shipment arrives, part does not

- Approve the serials that arrived
- Reject or cancel the missing or damaged serials
- The request remains partially processed until all serials are accounted for

6.11 Inventory Ledger, Reports, and Accountability

The inventory audit trail is built from stock-unit records plus stock-ledger entries. Together they explain both current position and historical movement.

Key ledger transaction types

- `STOCK_ADDED` for new added stock
- `ADJUSTMENT_INCREASE` for positive stock adjustments
- `ADJUSTMENT_DECREASE` for removals, damage, loss, or other negative adjustments
- `TRANSFER_OUT` when stock leaves a source location
- `TRANSFER_IN` when stock arrives at a destination or a cancelled transfer is restored
- `SALE` when a stock unit is finalized as sold
- `SALES_RETURN` when a sold stock unit is returned into availability

Why the ledger is dependable

- Each ledger row stores the quantity change and the resulting quantity after the transaction at that location
- Each ledger row keeps the reference document, such as a transfer order number or invoice number
- Each stock movement is tied to a user and time context

- Parent stock counts are recalculated from actual stock-unit states to protect against count drift

How to use reports well

- Use the inventory workbook for live stock position and catalog review
- Use the stock-adjustment and transaction-style reports for movement review over time
- Use transfer-detail reporting to investigate missing, delayed, or disputed inter-location movements
- Use low-stock indicators to identify replenishment priorities rather than waiting for stockouts at sale time

Inventory workbook structure

- **Stock Report:** summarizes total SKU, total stock quantity, total inventory amount, active and inactive item counts, and location-wise stock totals before listing stock by item, variant, and location
- **Items Report:** lists item master information such as SKU, title, description, category, subcategory, tags, size, price, stock quantity, stock amount, and active status
- **SN Report:** lists serial-level detail such as SKU, title, size, serial number, location, manufacturing and expiry dates, and last update information

Transaction and adjustment reporting structure

- **Stock Adjustment Report:** compares stock movement during the selected period and helps users see added, received, transferred out, damaged, removed, sold, and returned movement
- **SN Report:** shows serial-level movement history during the selected period
- **Price Adjustment:** shows price-history change records during the selected period
- **Transfer Details:** shows transfer-order detail for inter-location movement review

Where stock reports show the normal in-stock label, this manual uses **ADDED** to match the wording users see in transaction reporting for stock that is currently in the normal available pool.

6.12 Categories, Subcategories, Tags, and Locations

These master records organize the catalog and support reliable reporting, filtering, charge targeting, and stock management.

- **Categories** provide top-level grouping for reporting and pricing logic
- **Subcategories** provide more specific grouping inside the broader category structure
- **Tags** provide flexible labeling for search, promotions, and operational grouping
- **Locations** determine where stock lives, where it can be sold from, and where transfers begin and end

Keep these records clean. Poor master data creates downstream errors in sales filters, inventory reports, and charge applicability.

6.13 Creating and Editing Master Data

Creating a record is only the first step. The same records usually need controlled editing over time as products are corrected, labels are standardized, locations are redefined, and users refine how the catalog is organized. Because these records are reused across stock intake, sales entry, filters, transfers, promotions, charges, and reports, users should treat editing as operational work, not as a casual cleanup task.

Create or edit item

- Use **Create Item** for a truly new product and use the item detail page to edit an existing one when the product already exists in the catalog
- Item maintenance covers the title, description, category, subcategory, SKU, tags, variant structure, price, discount, and media
- **Title** is the main selling and lookup name that users search and recognize during stock and sale work
- **Description** is the long-form product note area and should contain useful business detail rather than repeating the title
- **Category** and **Subcategory** place the item inside the catalog structure used by filtering, reporting, promotions, and charge application. When the category changes, the subcategory must be reviewed again so the item is not left under the wrong branch of the catalog
- **SKU** is the unique item code used for operational lookup. The system checks SKU uniqueness, and users can leave it empty when their process expects the system to generate it
- **Tags** add flexible labels beyond the fixed category tree. The item form groups tags by their tag type so users can pick consistent labels instead of mixing unrelated tags together
- Every item always keeps at least one variant row in the background. For a simple item, that row works as the default unsized variant. For a multi-option item, each variant row represents one sellable size or variation
- Variant rows carry the variation label, price, discount, and media for that specific sellable option, so users should confirm that each row matches a real option they intend to stock or sell
- Users can add sizes first and keep one shared selling price, or they can turn on **Variable pricing** when different sizes need their own prices and discounts
- **Shared-price mode:** when variable pricing is off, the main price and discount act as the common selling values for the item. New sizes inherit those values so the item stays commercially consistent across variants
- **Variable pricing mode:** when variable pricing is on, each variant row can hold its own price and discount. This should be used only when the business truly sells different sizes or options at different values

- If users remove all sizes from a multi-size item, the item falls back to a single default variant while keeping the main commercial data instead of leaving the item without a sellable variant
- If a variant already has sale history, removing that variant may be blocked. This protects old sale records from being disconnected from the variation they originally used
- **Media handling:** simple items use the main media area on the form, while multi-variant items open a separate media dialog for each size so users can upload, delete, and reorder that variant's images independently
- Media order matters. The first image in the ordered list becomes the primary preview users see first, so reordering should be used to put the clearest product image first for the item or for that specific size
- When sizes are first added, the first variant keeps the main media while additional newly created variants start without their own media until users upload them
- Page search on the Items list matches key catalog identity fields such as title and SKU, so these values should remain stable and meaningful for daily use
- Wrong variant or category setup causes downstream errors in stock placement, sale selection, filters, charges, promotions, and reporting
- Before saving, confirm that the item name staff recognize, the SKU used for lookup, the classification used in reporting, the variant rows, and the ordered media shown for each variant still describe the same real product

Create or edit category and subcategory

- Use the category and subcategory detail pages to rename records, update descriptions, manage images, and maintain the category structure over time
- Category maintenance includes managing which subcategories belong under the category, while subcategory maintenance includes reviewing or reassigning its parent category links where that structure needs correction
- Page search on category and subcategory lists matches the record name, so clear naming directly improves retrieval and daily browsing
- Names are checked for duplicates and close matches. Those warnings should be treated as a signal to reuse or standardize an existing structure instead of creating near-duplicates
- Renaming or reassigning a category or subcategory affects how items appear in search, filtering, promotion targeting, charge logic, and reporting groups
- Maintain one naming standard for spelling, capitalization, abbreviations, and singular or plural wording so the catalog does not fragment into several versions of the same concept

Create or edit tag

- Tags are used for flexible labeling that cuts across the fixed category tree
- A **tag type** is the parent grouping for a family of tags, and a **tag** is the actual selectable value inside that family

- In practical terms, the tag type defines the question or grouping, while the tag provides one answer or label inside it. This keeps the tag system organized instead of turning it into one long flat label list
- Item forms group tags by tag type, and the Tags page also groups tags under their parent type, so users can understand related labels together instead of reviewing disconnected names
- Tag maintenance covers the tag name, description, type, and media shown for that tag, while tag-type maintenance covers the parent grouping name, description, and media used to organize many related tags
- Page search on the tag list matches the tag name, so tag naming should stay short, recognizable, and consistent
- Tag type should reflect a real business grouping so similar labels stay together on item forms, filters, promotions, and reports
- Users should create a new tag type only when they are introducing a genuinely new label family. If the label fits an existing family, it should be added as a tag inside that existing type
- A tag can exist without a type, but typed tags are usually easier to maintain because they are grouped cleanly in selectors and reports
- Loose or duplicate tag naming creates parallel labels for the same idea, which weakens search, filtering, promotions, and reporting

Create or edit location

- Use the location detail page to edit the location code, name, address, phone numbers, email, BIN, VAT form number, sales channel, staging-area flag, and stock-management behavior
- Page search on the Locations list matches location name and code
- Location code and name are validated for uniqueness. The code is a short operational reference, so changing it affects how staff recognize the location in transfers, reports, and stock review
- Sales channel identifies how the location is used operationally, and the stock-management setting decides whether the location keeps its own stock position or only acts as an order-collection channel
- The staging area is the default receiving location used as a temporary intake point when stock is added without a manually chosen destination
- Location changes affect stock visibility, sales scope, transfer workflows, and user access, so edits should be saved only after checking the operational effect on other branches and users

Validation, naming standards, and downstream effects

- Master-data forms validate key identity fields and may show similar existing records to prevent duplication

- Use editing when correcting an existing business concept, and use creation only when the concept is genuinely new
- Keep one naming standard across items, categories, subcategories, tags, and locations so users can search and filter reliably
- If a proposed edit would change how existing stock, sales, filters, promotions, charges, or reports are understood, pause and review the downstream effect before saving
- Good master data reduces later correction work. Poor master data spreads errors across receiving, selling, transferring, customer service, and management reporting

7. Customer Management

7.1 Purpose and Access

The Customer module manages customer records, communication history, balance, loyalty, segmentation, geotagging, and customer-linked transactions. It is the central place for understanding who the customer is, what they bought, what they owe or have in credit, and how they should be contacted.

- Open **Customers** from the main sidebar
- Requires `view-customers` to access the module
- Separate permissions govern adding customers, editing, deleting, sending messages, and managing balance
- Many sales, return, and loyalty workflows depend on complete customer data, so customer maintenance should be treated as core operational work

7.2 Customer List

Main Actions

- Open a customer detail page
- Add a customer
- Download a customer report
- Jump to Geotagging or Segments management
- Open compose SMS or compose Email from the action menu
- Use list-level filters to build targeted follow-up groups before exporting or messaging

Common Filters

- **Search:** finds customers by name, phone, and email
- **Geotagging:** filters by city and area so follow-up can be organized geographically
- **Demographics:** filters by gender and opens age- or size-based customer views when those fields are used
- **Verification:** isolates customers with balance, verified or unverified status, missing email, missing address, missing date of birth, or wrong-number flags
- **Sort:** orders the list by latest created, latest updated, alphabetical name order, highest spent, or lowest spent
- These filters are especially useful for campaign preparation, data cleanup, balance follow-up, and identifying high-value or incomplete records

7.3 Creating and Editing Customers

Main Data Captured

- Name and phone number
- Email address
- Gender and date of birth
- Addresses, city, and area
- Segments
- Photos or supporting identity-style media where used
- Additional fields such as prescriptions, measurements, or service details where those workflows exist

Duplicate Prevention

- The system checks customer identity primarily through normalized phone and email values
- **Exact match:** when the submitted identity already belongs to the same customer, the user can continue with the existing record instead of creating a duplicate
- **Partial conflict:** when the identity matches an existing customer but some profile fields differ, the resolver asks the user to decide field by field whether to keep the existing value or update it with the new one
- **Hard conflict:** when phone and email appear to point to different existing customers, the system blocks saving until the conflict is corrected because it would otherwise merge two separate customer identities incorrectly
- The resolver compares practical business fields such as name, phone, email, gender, age-related fields, blood group, date of birth, and address signatures so users can decide which profile data should remain authoritative
- The purpose of conflict resolution is to preserve one reliable customer identity, one purchase history, one balance history, and one communication history instead of fragmenting the same person across multiple records
- Users should resolve duplicate warnings immediately because duplicate records fragment purchase history, loyalty, and communication quality

7.4 Customer Detail Page

The detail page combines profile maintenance with transaction history.

Main Sections

- **Details:** Basic profile information and edit mode
- **Purchase History:** Sale history linked to the customer
- **Balance Transactions:** Credits, debits, refunds, and manual adjustments
- **Loyalty Transactions:** Point earning and redemption history

- **Additional medical or service records:** Prescriptions, prescription cards, measurements, or similar domain-specific records when those workflows exist
- **Activity context:** A single place to judge customer value, follow-up need, and data completeness before taking action

Header Actions

- Edit customer details
- Adjust customer balance
- Adjust loyalty points
- Create a prescription or measurement record when the organization uses those flows
- Delete the customer when allowed
- Open communication actions so messages can be sent without manually reselecting the customer elsewhere

7.5 Customer Balance and Loyalty

The customer wallet and loyalty tools are tightly linked with sales behavior.

Balance Behavior

- Balance can be used as a payment method on a sale
- Sale refunds, return differences, overpayments, and manual adjustments can credit balance
- Balance use in checkout creates debit transactions
- Manual add and remove actions are available from the customer detail page when the user has balance permission
- Users should review balance transaction history before making a manual correction so they understand whether the issue came from a refund, payment edit, or administrative adjustment

Loyalty Behavior

- Customers can earn points on purchases when loyalty reward settings are enabled
- Loyalty redemption can apply checkout discounts according to configured rules
- Admins can manually add or remove points from the customer detail page
- Loyalty behavior is controlled centrally, so users should verify the active promotion settings before explaining point earning or redemption to a customer

7.6 Reports and Exports

- The customer report downloads an Excel file using the current filter set

- The report begins with a title row, filter summary, generated-by line, and a summary block showing total customers, total spent across all customers, and total customer balance
- The main table then lists name, phone, address, total spent, balance, segments, and joined date
- This report is useful for customer follow-up, marketing preparation, balance review, customer-base analysis, and general operational cleanup
- Before export, users should confirm that search text, verification, geotagging, demographic, and sort context match the intended audience or review scope

7.7 Communication Actions

- Call customer
- Compose email with the customer preselected
- Compose SMS with the customer preselected
- Use these actions from the customer detail page or from the Customers header action menu
- These shortcuts reduce manual recipient-selection errors and are useful for follow-up after requests, due balances, support issues, or campaign work

Dedicated Email module

- The Email module is the general-purpose customer email workspace for both targeted and bulk sending
- Recipients can be selected from customers who already have email addresses, or users can type custom email addresses for one-off sending
- Custom email addresses are validated before use but are not silently written back into the customer record
- The module supports **Select all recipients** so a filtered customer audience can be turned into a full send list quickly
- Users enter a subject and rich email body, then send the email as a background job so the page does not need to stay locked while delivery is being processed
- This module is best for invoice follow-up, service communication, campaign work, customer education, and formal customer correspondence

Dedicated SMS module

- The SMS module is the general-purpose customer SMS workspace for both targeted and bulk sending
- Recipients can be selected from customers with phone numbers, or users can type phone numbers manually for one-off sending
- Custom phone numbers are validated in Bangladesh mobile-number format and normalized before sending, but they are not silently written back into the customer record

- Where the configuration requires it, users also choose the sending location so the correct sender identity is used
- Users choose the SMS type and then enter the message body. Promotional sending carries additional content requirements, while normal operational messages follow standard text sending
- This module is best for quick customer follow-up, reminders, campaign work, balance reminders, and mass communication where a full email is unnecessary

What customer messages generally contain

- Customer-targeted emails usually contain a clear subject, the main message body, and any sender identity configured by the business
- Customer-targeted SMS messages usually contain a short operational message, reminder, or promotional statement appropriate to the chosen send type
- Users should review recipient count, message intent, and sender context before clicking send, because both modules are designed for real outbound communication and not for draft-only preview

8. User Management

8.1 Purpose and Access

The Users module manages user accounts, join requests, passwords, permissions, preferences, and organization membership. It controls who can enter the application, what modules they can use, which locations they can work in, and which page they see first after login.

- Open **Users** from the main sidebar
- Requires `view-users` to view the module
- Separate permissions exist for adding, editing, deleting, updating passwords, updating permissions, and managing join requests
- This module is one of the most sensitive parts of the application because incorrect setup can block users or expose actions they should not perform

8.2 User Types

- **Admin user:** The initial organization admin with broad access
- **ProSystem support user:** Technical support account with special privileges
- **Staff user:** Standard account controlled by assigned permissions

8.3 User List

- Displays organization users and current counts
- Shows role indicators such as admin, support, or normal staff
- Shows active or inactive state
- Shows how many organizations the same person belongs to, which helps administrators understand shared-user scenarios
- Lets authorized users open the detail page or create new users
- Functions as the main review screen for confirming whether a user exists, whether they are active, and whether their access needs adjustment

The current Users list is primarily search-driven. Users normally find records by searching username, phone, or email rather than combining many preset filters.

8.4 Creating and Editing Users

Main Data Captured

- Login and identity fields such as username, phone, email, and password
- Addresses and profile details

- Landing page and default location preferences
- Permissions and location access

Editing an existing user

- Use the user detail page when correcting an existing person instead of creating a second record for the same person
- Account-detail editing covers username, phone, email, addresses, profile information, and photo
- Access editing covers landing page, default location, permissions, and location-based access
- Page search on the Users list matches username, phone, and email, so identity edits affect how other users find the record later
- Username, phone, and email are identity fields and should be changed only after confirming the user is still the same real person
- Wrong default location, landing page, or permissions usually show up later as missing menus, wrong branch context, or the wrong starting page after login

Important Business Rules

- The creation flow supports conflict detection against existing users
- In some cases the user already exists and is being added to another organization rather than being created as a brand-new person
- Shared master-account fields such as username, phone, and email can affect more than one organization relationship
- Users should assign only the permissions required for the role instead of giving broad access by default
- Default location and landing page should match the user's normal work pattern so routine tasks require fewer adjustments after sign-in

User conflict resolution and its purpose

- **Partial conflict:** when a matching user identity already exists but profile values differ, the resolver lets the administrator decide field by field whether to keep the current stored value or update it with the new submission
- **Hard conflict:** when email, phone, or username appear to belong to different existing people, the system blocks creation until the identity conflict is corrected
- **Organization conflict:** when the user is already a member of the current organization, the system stops duplicate organization membership from being created
- The resolver can compare identity and profile fields such as email, phone, username, date of birth, addresses, and photos so administrators can merge carefully without guessing
- Some values can be partially masked in the resolution flow so sensitive user information is not unnecessarily exposed during conflict review

- The purpose of this process is to preserve one correct person-level identity while allowing that same person to belong to multiple organizations safely

8.5 User Detail Page

The detail page separates user maintenance into account details and organization permissions.

- **Login and Authentication:** Edit identity data or update password
- **Organizations and Permissions:** Edit assigned permissions, default location, landing page, and location-specific access
- Delete user is protected by confirmation and business rules
- This page should be used whenever a user reports missing access, the wrong landing page, or the wrong branch context

8.6 Passwords, Status, and Preferences

- Admins can update another user's password from the detail page when authorized
- Users can change their own details and password through **Settings > My Account**
- Landing page controls which module opens first after login
- Default location is reused across sales and stock workflows when relevant
- Users can be active or inactive for access control
- Inactive users remain part of record history but should no longer work normally in the application

When a user belongs to multiple organizations, the same personal identity can exist across those organizations while each organization still keeps its own permissions, landing page, default location, and activation state for that user. Users should therefore treat organization membership and organization switching as part of access control, not as a cosmetic preference.

8.7 Join Requests

- Pending join requests appear as badge counts in the Users navigation
- Authorized users can review requester details and approve or reject requests
- Approving a request adds the person into the organization user list, after which permissions can be adjusted
- Users should review the requester carefully before approval because approval creates organization membership immediately

9. Shared Business Data

Shared business data includes reusable records that connect and support multiple workflows within the application. These records provide a common foundation for operational processes, helping ensure that related functions across different modules work from the same business definitions.

9.1 Charges

- Reusable charge rules for fees, taxes, delivery charges, and discounts
- Available from the standalone Charges page and the Settings sales section
- Used by sale creation, sale editing, and pricing logic
- Page search matches charge name and charge type
- Best maintained by users who understand how those charges should behave across future sales, not just one current transaction
- Users should verify charge type, calculation style, and intended use before editing a shared charge rule

9.2 Segments

- Customer grouping records used for filtering, reporting, and targeted communication
- Available from the standalone Segments page and from Settings
- Page search matches the segment name
- Useful for organizing customers by business value, geography, behavior, membership, or other operational groupings
- Clean segment design improves customer reporting and communication quality

9.3 Geotagging

- City and area records used in customer addresses and location-based customer filtering
- Available from the standalone Geotagging page and from Settings
- Page search on the city and area lists matches record names
- Helps keep address entry consistent so customer searches, delivery follow-up, and geotagged reports remain reliable
- Users should avoid duplicate city or area records that differ only by spelling

9.4 Locations

- Business operating locations used for inventory, sales scope, and stock movement
- Available from the standalone Locations page and from Settings

- Page search matches location name and location code
- Location state influences sales permissions, stock visibility, and transfer workflows
- Location records are reused in sales, items, reports, and user access, so they should be maintained as a core part of operational setup
- Changes to locations can affect what stock is visible and which transactions a user can process

Sales channel and stock management behavior

- Each location can also represent a sales channel such as POS, Website, Social Media, or Other
- The sales channel label identifies where the order originated; it does not by itself mean stock is available there
- **Stock management enabled:** the location can act as a stock source and appears in stock-aware workflows such as add stock, manage stock, transfer requests, and stock-based checkout
- **Stock management disabled:** the location acts as a non-stock channel; stock counts are not maintained there, stock-management workflows exclude it, and sales created through it are captured as requests to be fulfilled later from a stock-managed location
- Disabling stock management for one location does not turn off inventory for the whole business. It only means that this specific location or channel will not keep its own stock position, accept stock additions into its own count, or act as the source location for stock deductions and transfer dispatch.
- This is useful when a channel is only collecting orders, leads, or delivery demand while another stock-managed branch performs the actual picking, packing, and fulfillment work.
- This location-level stock setting is separate from the organization-wide inventory tracking setting

9.5 Categories, Subcategories, and Tags

- Available from Items workflows and from the Settings inventory section
- Categories and subcategories structure the catalog
- Tags provide flexible labeling for search, reporting, and promotions
- Tag types are the parent groups for tags, so related tags stay organized under one business heading instead of appearing as unrelated loose labels
- The tag relationship should be read as: tag type = grouping or label family, tag = individual selectable value inside that family
- Page search on these lists matches record names
- These records should be kept consistent because they are used in filters, reports, promotions, and item maintenance
- Users should decide on naming standards early so the catalog does not become fragmented over time

10. Settings

Settings is the main control area for personal preferences, organization-wide rules, communications, printing, payment connectivity, and reusable operational master data. Opening **Settings** takes users to **My Account** first, and the left sidebar groups the rest of the modules under General, Integrations, Sales, Customers, and Inventory.

- Most settings pages do not have their own page-level search box. If the main search bar is used while staying on a settings page, the system switches to global search results instead of filtering the current card.
- Most settings pages follow the same pattern: open the page, use the **Actions** menu to choose what to edit, make changes inside a card, then save or discard.
- Settings that affect printing, communications, inventory behavior, or payments should be reviewed carefully because they influence other modules immediately after save.

10.1 My Account

Purpose: Manage the logged-in user's own profile details and password.

What This Page Contains

- The page opens in read-only view first and shows the user's basic account summary
- The **Actions** menu provides two direct tasks: **Edit Details** and **Update Password**
- The page does not manage permissions or organization-wide settings; it is only for the current user's own account information

Edit Details

- Users can update their name, phone, email address, address details, gender, date of birth, and profile photo
- Address management supports full address capture, including city and area where applicable
- Phone, email, and username changes are validated so duplicate or invalid values can be blocked before save
- The read-only view also shows useful account reference information such as registration date and last login date

Update Password

- Password change requires the current password, a new password, and confirmation of the new password
- The password form shows a strength indicator while the new password is being typed
- Users should update passwords immediately after suspected exposure, staff role changes, or device sharing incidents

- After saving a new password, users should confirm they can sign in again before ending the session on their current device

Operational Guidance

- Keep phone and email accurate because these are used in accountability, identity checks, and communication history
- Use logout after finishing work on a shared computer even if auto-logout is enabled
- If profile edits cannot be saved, review the fields for uniqueness or formatting issues before retrying

10.2 Organization

Purpose: Control the organization identity and the rules that affect inventory, sending, and session security across the application.

How This Page Is Structured

- **Details** controls shared identity information used across receipts, reports, and business-facing outputs
- **Inventory Management** controls organization-level stock tracking behavior
- **Sending** controls whether sending and delivery features are available in sales workflows
- **Security** controls auto-logout behavior for user sessions

Details Card

- Users can upload or remove the organization logo
- Users can maintain the organization name, short description, custom domain, BIN, Mushak number, and Terms & Conditions
- The organization name and logo flow through to shared outputs such as receipts and branded documents
- For clearer receipts, use a PNG logo and preferably a monochrome version. Thermal and many inkjet printers do not reproduce color logos cleanly.
- Terms & Conditions are maintained in a rich-text field so policy text can be formatted before appearing on supported printed outputs

Inventory Management Card

- **Inventory Tracking Status** turns organization-level inventory tracking on or off
- **Website Stock Checking** decides whether the website checks stock before checkout or allows the sales module to validate later
- When inventory tracking is turned off, stock features are hidden, sales can proceed without stock checks, and existing stock data is preserved
- When users try to disable inventory tracking while stock already exists, the system opens a warning dialog showing the current stock count before allowing confirmation

- The page also records when inventory tracking was disabled, which helps future review and operational accountability

Important Inventory Rule

- Organization-level inventory tracking is broader than location-level stock management
- If organization-level inventory tracking is disabled, inventory workflows are effectively turned off even if some locations are marked as stock-managed
- Location-level stock management is separate and only controls how a specific location behaves as a stock location or sales channel
- Users should review this carefully before saving because the change affects sale validation, stock workflows, and inventory reporting throughout the system

Sending Card

- This card has a simple enabled or disabled status for sending
- When enabled, delivery and sending features are available in sales workflows
- When disabled, sending-related actions are blocked and sales cannot continue through the normal sent workflow
- The page stores the date and time when sending was disabled, which helps explain later workflow restrictions

Security Card

- Users can enable or disable auto-logout
- When enabled, the system signs users out after a selected inactivity period
- The standard selectable inactivity durations on this page are 5, 10, 15, 20, 30, 45, and 60 minutes
- When disabled, users remain signed in until they manually log out or their session otherwise expires

Operational Guidance

- Review organization details after logo changes, legal registration updates, or tax-document changes
- Do not disable inventory tracking casually during live operations because it changes the behavior of sales and stock modules immediately
- Use auto-logout on shared or customer-facing counters to reduce the chance of unintended activity under the wrong user account

10.3 Receipt and Barcode

Purpose: Configure how receipts and barcode labels are produced on each device.

General Behavior

- This page contains three separate cards: **Receipt**, **Barcode**, and **Barcode Preference**
- Print settings are stored per device, so users must review or reconfigure them again when they change computers, browsers, or printers
- The **Actions** menu lets users edit one card at a time
- If **Print Agent** is chosen and the agent is not connected, the page shows install instructions instead of allowing full printer-specific setup
- If the agent is connected but the version is outdated, the page shows an update notice so users can install the latest version before relying on direct printing
- Windows 10/11 (64-bit) is supported for **Print Agent**. On macOS or Linux, users should use **Browser Print**

Print Agent Installation on Windows

1. Open **Settings > Receipt and Barcode**
2. Edit the **Receipt** or **Barcode** card and select **Print Agent** as the print method
3. If the agent is not already running, use the official ProSystem installer link shown by the page or open the current official installer directly: [Download Print Agent]
4. Open the downloaded installer and begin the installation
5. If Windows shows a security warning, confirm that the installer came from the official ProSystem link above or from the matching link shown in the application, then click **More information** and select **Run anyway**
6. This warning can appear on some Windows devices because the application is not yet recognized by that device. It does not mean the setup flow is wrong when the installer came from the official ProSystem source
7. Finish the installation, then run the Print Agent on that computer
8. Return to the settings page and wait for the connection status to update automatically. Once connected, printer-specific fields become available

> **Important:** Only bypass the Windows security warning when the installer was downloaded from the official ProSystem Print Agent link used by the product or shown in this manual. Do not bypass the warning for an unknown installer source.

Receipt Card

- Users choose a print method: **Browser Print** or **Print Agent**
- If **Print Agent** is selected, a printer must also be selected
- Users can select or create a paper type profile
- The page stores paper width in millimeters so the receipt layout matches the actual printer paper
- A4 is supported as a standard paper type, while thermal and custom widths support smaller receipt printers

- The view screen shows the active print method, connected printer name, selected paper type, and paper width

Receipt Configuration After Agent Installation

1. Open the **Receipt** card and choose **Print Agent**
2. Select the detected receipt printer
3. Select an existing paper type or create a new one
4. Confirm the paper width in millimeters so the receipt layout matches the real printer paper
5. Use **A4** for standard full-page printing, use **Thermal Receipt** for common receipt printers, or create another profile when the printer uses a different width
6. Save the settings on that device, then run a test receipt before live use

Barcode Card

- Users choose the barcode print method separately from receipt printing
- If **Print Agent** is selected, a barcode printer must be selected
- Users must enter label width, label height, and DPI
- The available DPI values are 203 and 300
- Label size should match the physical sticker exactly; otherwise alignment, scaling, or clipping problems can occur

Barcode Configuration After Agent Installation

1. Open the **Barcode** card and choose **Print Agent**
2. Select the detected barcode printer
3. Enter the label width and height in millimeters
4. Select **203 DPI** or **300 DPI** based on the printer specification
5. Save only after confirming that the entered size matches the physical label sticker exactly
6. Run a sample barcode print and check alignment, scaling, and clipping before live label printing begins

Barcode Preference Card

- By default, barcode labels use each stock unit's unique serial number
- Users can select categories that should always print barcode labels using the item SKU instead
- For categories configured this way, the label behavior changes away from serial-based barcode printing and manufacturing or expiry dates are hidden on those labels
- This is useful for item groups that are managed and labeled at SKU level rather than at individual stock-unit level

Print Agent Troubleshooting and Operational Notes

- If the agent was installed but is not detected, confirm that the Print Agent application is actually running on that same device and then reopen or refresh the settings page
- If the page says the agent is connected but no printers appear yet, wait briefly and check that the printer is installed normally in Windows before retrying
- If printing goes to the wrong printer, review the saved printer selection on that device instead of assuming the print method itself is wrong
- If receipt content is too wide, too narrow, clipped, or misaligned, review the saved paper type and width in millimeters
- If barcode labels are clipped, shifted, or scaled incorrectly, review label width, height, and DPI so they match the real printer and sticker stock
- If the page shows that an update is required, install the latest Print Agent version before expecting full compatibility

Operational Guidance

- After replacing a printer, always check print method, printer selection, and paper or label dimensions before resuming operations
- If receipt identity information is wrong, review **Settings > Organization** and **Settings > Locations** rather than only changing print settings
- If printing works on one computer but not another, compare the device-specific settings first

10.4 Email

Purpose: Store the organization's email delivery configuration for receipts, notifications, and other outbound email workflows.

How The Page Works

- The view screen shows the currently active provider and its saved details
- The **Actions** menu offers separate setup forms for **SMTP** and **Microsoft Graph**
- If both providers are already configured, the page can switch the active provider directly from the view screen
- Passwords and secrets are masked in the read-only view so users can confirm what is configured without exposing the credential itself

SMTP Configuration

- Fields include SMTP host, port, secure mode, username, password, from email address, and alias name
- The secure toggle determines whether the connection uses SSL/TLS or a non-SSL submission path such as STARTTLS
- The alias name is the display name shown with the sender email address

- The **From Email** value is the visible sender mailbox for outgoing messages

Microsoft Graph Configuration

- Fields include tenant ID, client ID, client secret, from email address, and an optional authority URL
- The page uses these values to send email through a Microsoft 365 mailbox
- If an authority URL is supplied, it is used as the sign-in authority for that connection

Operational Guidance

- Confirm the active provider before investigating missing receipt emails or notification emails
- Keep the from email and alias aligned with the organization's expected sender identity so recipients recognize the message source
- This page stores the sending connection only; message content and recipients are determined by the workflow that sends the email
- If both providers are configured, switching providers is often the fastest way to continue operations during provider-specific downtime

10.5 SMS

Purpose: Store the SMS gateway configuration used by receipts, notifications, reminders, campaigns, and manual SMS sending tools.

How The Page Works

- The page shows one provider configuration at a time
- The **Actions** menu provides **Configure SMS Provider** and, when setup already exists, **Check Balance**
- The view screen shows the active provider name, sender ID setup, API endpoints, and whether location-specific sender IDs are enabled
- The API key is masked in the read-only view

Provider Fields

- **API Key:** the main credential used for sending
- **Client ID:** an optional identifier used by some providers, especially for balance lookup
- **Default Sender ID:** the standard approved masking name used when no location-specific override exists
- **Send SMS API URL:** the provider endpoint used for outbound messages
- **Balance API URL:** an optional endpoint used to retrieve current message balance

Location-Specific Sender IDs

- This option allows different locations to send SMS using different sender IDs
- When the toggle is enabled, the form expands and shows one sender-ID field per location
- If a location-specific sender ID is left empty, the system falls back to the default sender ID
- This helps organizations preserve branch identity while still maintaining a reliable default sender name

Operational Guidance

- Run **Check Balance** before large campaigns or before relying heavily on automated SMS receipts
- Make sure sender IDs are approved by the provider before using them in live communication
- The current SMS setup supports both English text and Bangla unicode messages
- This page stores the delivery connection; the actual message text is generated by the workflow that sends the SMS

10.6 Payment Gateway

Purpose: Store the online payment credentials and status of supported payment gateways.

How The Page Works

- The view screen lists the currently supported gateways on this page: **PortWallet**, **SSLCommerz**, and **bKash**
- Each gateway shows as configured or not configured based on whether its required credentials are present
- The **Actions** menu opens one gateway form at a time so users can focus on a single provider
- Secret values are masked in view mode

PortWallet

- Fields include enabled status, test mode, app key, secret key, optional redirect URL, and optional IPN URL
- Use redirect and IPN URLs when the payment process needs explicit return or callback endpoints

SSLCommerz

- Fields include enabled status, test mode, store ID, store password, optional API URL, and optional storefront base URL
- The storefront base URL is useful when return and callback paths need to point to a specific storefront base address

bKash

- Fields include enabled status, test mode, app key, app secret, username, password, and optional API URL
- All core credentials must be present before the gateway is treated as configured

Operational Guidance

- Saving credentials does not mean a gateway is ready for live use unless the gateway is also enabled and the values are correct
- Test mode should be reviewed carefully before go-live because it changes whether transactions are treated as sandbox or live
- This page manages connectivity only; it does not collect payment by itself

10.7 Notifications

Purpose: Control who receives order alert emails and whether customers receive automatic receipt notifications.

Admin Notifications

- The page stores a list of email addresses that should receive new order or request notifications
- Users can add multiple recipient rows and remove rows that are no longer needed
- If no email addresses are configured, admin order-notification emails are skipped
- The notification email summarizes the request and includes the invoice number, date and time, customer identity details, and a direct link to open the request in Sales

Customer Notifications

- **Email Receipt:** automatically sends a receipt email when the sale status changes in a qualifying way
- **SMS Receipt:** automatically sends an SMS receipt when a sale is completed
- These settings control automation only; users can still send some communications manually from the relevant workflow screens when available

Operational Guidance

- Use shared operational inboxes for admin alerts so notifications continue even when one staff member is unavailable
- Review this page first when order alerts are not reaching supervisors or when customers are not receiving expected automatic receipts
- Automatic delivery still depends on email and SMS integrations being configured correctly

10.8 Promotions

Purpose: Configure reusable promotional rules that affect eligible pricing, loyalty rewards, and promo-code redemption behavior.

How The Page Works

- The page contains separate cards for **Flat Discount**, **Loyalty Reward**, and **Promo Code**
- The **Actions** menu chooses which section to edit
- Changes are not casual text edits. They affect future selling behavior and should be reviewed with the same care as pricing changes

Flat Discount

- Users can enable or disable the module
- Users choose applicable categories, subcategories, and tags through searchable selectors tied to the master data lists
- The configured discount percent applies when an item matches any selected category, subcategory, or tag
- When flat discount is saved, the system opens an impact review dialog showing matched items, items to update, and items to reset
- If no items match, the rule can still be saved, but no item prices are changed at that moment

Loyalty Reward

- Users can enable or disable the module
- Fields define the spend amount needed to earn points, how many points are earned, how many points must be redeemed, and what discount amount those points unlock
- This module supports a structured earn-and-redeem model instead of one-off manual discounting
- Saving this section uses a direct confirmation flow rather than the flat-discount impact review

Promo Code

- Users can enable or disable promo-code redemption
- Multiple promo codes can be maintained in the same module
- Each promo code can define code text, active state, fixed or percentage value, minimum purchase amount, maximum discount amount, usage limit, and one-time-per-customer restriction
- Entered codes are normalized to uppercase for consistency
- When promo codes are enabled, at least one active code must exist

- The view screen can also show existing start or expiry timestamps when those values are already stored on a code record

Operational Guidance

- Review selected item groups, percentages, thresholds, and active status before announcing a promotion publicly
- Use flat discount for broad item-group campaigns, loyalty reward for repeat-purchase value, and promo code for controlled redeemable offers
- This same configuration can also be opened from the standalone Promotions route; the underlying settings are the same

10.9 Settings Shortcuts to Shared Data

Several settings entries are shortcuts into shared business master data. Editing a record from these pages updates the same underlying record used everywhere else in the application.

Sales Shortcuts

- **Charges:** maintain the reusable charge records used in sales and reporting
- **Promotions:** opens the same promotion configuration described above

Customer Shortcuts

- **Segments:** maintain reusable customer grouping records used for classification, filtering, and targeting
- **Geotagging:** maintain geographic tagging records used in customer grouping and operational analysis

Inventory Shortcuts

- **Categories:** manage item categories and their structure for catalog organization, search, filtering, promotions, and reporting
- **Tags:** manage flexible labels used for grouping, filtering, and promotional targeting
- **Locations:** manage the business locations and sales channels used in sales, stock, transfer, and reporting workflows

Search And Reuse

- These shortcut pages use the same searches, create flows, detail pages, and validation rules documented in their main module sections
- Users can open them from whichever entry point fits their role; the data is shared, not duplicated

11. Additional Tools

11.1 Performance

The Performance page is a people-and-activity dashboard intended for supervisors or managers.

- Summarizes user-linked sales ownership, payment actions, item activity, stock movement, and transfer activity
- Breaks data down by status, location, and payment method
- Availability depends on Users access plus Sales or Items access
- Useful for reviewing which users or teams are handling the most activity and where work may be delayed
- Best used as a management review surface rather than as a page for editing records directly

The page uses two main filters: **Users** to isolate one person's activity and **Duration** to control the time window. Contra revenue on this page represents the value reduced from the selected user's sales because of returns or later corrections, allowing supervisors to see both gross selling activity and the amount later reversed or adjusted.

11.2 Inventory Assistant

The Inventory Assistant is an AI-assisted workspace for inventory-related help and guided actions.

- Accessible from the standalone Inventory Assistant page under the main application
- Accepts typed prompts and image or text attachments
- Shows generated tool actions and requires user confirmation before protected actions run
- Should be treated as a preview feature that can make mistakes
- Useful for research, guided checks, and draft operational actions, but all outputs should be reviewed before confirmation

11.3 Compose Email

- Dedicated page for bulk or targeted customer email
- Supports prefilled recipients through query parameters or customer actions
- Allows selecting all recipients with email addresses
- Recipient search matches customer name and email for customers who already have an email address
- Also accepts custom email addresses for one-off sending without writing those addresses back into the customer master file

- Uses a rich message editor and background sending job tracking so sending can continue after the job is created
- Requires a subject and message body before sending
- Best used after building a customer list or opening a customer detail so the right audience is already selected

11.4 Compose SMS

- Dedicated page for bulk or targeted customer SMS
- Supports prefilled recipients through query parameters or customer actions
- Allows selecting all recipients with phone numbers
- Recipient search matches customer name and phone for customers who already have a phone number
- Also accepts custom Bangladesh mobile numbers in standard supported formats for one-off sending
- Supports promotional and non-promotional messaging rules
- Can require location selection when sender IDs vary by location
- Sends to all selected recipients in one bulk send request after the user confirms the message
- Users should confirm sender identity, promotional status, and recipient count before sending

11.5 Scan Handoff Page

- The tokenized scan page is used by phone-handoff barcode scanning
- It connects a phone camera to a desktop stock-management session
- Users normally do not open this page directly; it is launched from a stock-management scan flow
- This tool is especially helpful when a desktop scanner is unavailable or the desktop camera is poor

11.6 Print Helper Pages and Receipt Helpers

- The print-preparing page is a temporary status page shown before browser printing begins
- The authenticated print receipt route redirects to the correct HTML receipt endpoint for the sale and chosen paper width
- The generic receipt page is a helper or preview surface rather than a day-to-day operational screen
- These pages reduce friction in printing workflows by routing users into the correct printable layout automatically

11.7 Downloads and Export Workflows

- Overview, Sales, Customers, and Items can all trigger Excel downloads
- Export filenames usually include the business name and a date or filter context
- These exports are intended for daily operational review, finance follow-up, or audit support
- Users should confirm filters before download because export content generally follows the currently selected search and filter state

12. Permissions Reference

This appendix summarizes the permission groups visible in the current application. Sales permissions can be location scoped. Other groups generally act at module level. Use this section when a user can open a page but cannot complete a specific action, or when a module is missing from the menu.

12.1 Sales Permissions

Permission	Business Meaning
View Sales (`view-sales`)	Open the Sales module, view lists, and review sale details.
Make Sale (`make-sale`)	Create sales, add items, take payments, and perform normal sale completion work.
Delete Sale (`delete-sale`)	Soft-delete sale records or decline sale requests where that action is exposed.
Edit Payments (`edit-payments`)	Modify existing payment rows on a sale.
Delete Payments (`delete-payments`)	Remove payment rows from a sale.
Edit Charges (`edit-charges`)	Change existing charge entries on a sale.
Delete Charges (`delete-charges`)	Remove charge entries from a sale.

Permission	Business Meaning
Return and Exchange (`return-exchange`)	Run return or exchange workflows from sale details.
Sales Report (`sales-report`)	Download sales reports and summaries.
Manage Charges (`manage-charges`)	Maintain reusable charge rules from Charges or Settings.
Manage Sale Requests (`manage-sale-requests`)	Handle request-based sale workflows and monitor request counts.

12.2 Customer Permissions

Permission	Business Meaning
View Customers (`view-customers`)	Open the Customers module and review customer records.
Add Customer (`add-customer`)	Create new customer records.
Edit Customer (`edit-customer`)	Update customer details and profile information.
Delete Customer (`delete-customer`)	Remove customer records through the controlled delete flow.

Permission	Business Meaning
Manage Geotagging (`manage-geotagging`)	Create and maintain city and area records.
Manage Segments (`manage-segments`)	Create and maintain customer segments.
Customers Report (`customers-report`)	Download customer reports.
Send Emails (`send-email-to-customers`)	Open compose email and send bulk or targeted customer email.
Send SMS (`send-sms-to-customers`)	Open compose SMS and send bulk or targeted customer SMS.
Manage Balance (`manage-customer-balance`)	Use customer balance features and perform manual balance adjustments.

12.3 Item and Stock Permissions

Permission	Business Meaning
View Items (`view-items`)	Open the Items module and view item details.

Permission	Business Meaning
Add Item (`add-item`)	Create new item master records.
Edit Item (`edit-item`)	Update item details, variants, and media.
Delete Item (`delete-item`)	Delete items when business rules allow it.
Add Stock (`add-stock`)	Receive stock into the system.
Manage Stock (`manage-stock`)	Run stock transfer, delete, and serial-selection workflows.
Delete Stock (`delete-stock`)	Remove stock units during approved stock-adjustment work.
View Approvals (`view-pending-approvals`)	Access transfer request approval worklists.
Approve Stock (`approve-stock-receipt`)	Approve or reject transfer receipts and stock approval actions.
Manage Locations (`manage-locations`)	Create and maintain business locations.
Manage Categories (`manage-categories`)	Create and maintain item categories.

Permission	Business Meaning
Manage Subcategories (`manage-subcategories`)	Create and maintain subcategories or equivalent organization labels.
Manage Tags (`manage-tags`)	Create and maintain tags and tag assignment structures.
Inventory Report (`inventory-report`)	Download current inventory reports.
Stock Adjustment Report (`stock-adjustment-report`)	Download stock movement and adjustment reports.

12.4 User Permissions

Permission	Business Meaning
View Users (`view-users`)	Open the Users module and review user accounts.
Add User (`add-user`)	Create new users or add existing people into the organization.
Edit User (`edit-user`)	Update user details.

Permission	Business Meaning
Delete User (`delete-user`)	Remove a user from the organization through the delete flow.
Update Password (`update-password`)	Change another user's password when allowed.
Update Permissions (`update-permissions`)	Change a user's permissions and location access.
Manage Requests (`manage-join-requests`)	Approve or reject pending join requests.

12.5 Website Permission

Permission	Business Meaning
Manage Content (`manage-website-content`)	Controls website content management pages when that module is enabled.

12.6 Settings Permissions

Permission	Business Meaning
Organization (`manage-organization-settings`)	Edit organization-wide details and operational rules.

Permission	Business Meaning
Receipt and Barcode (`manage-receipt-and-barcode-settings`)	Change receipt and label printing settings.
Email Integration (`manage-email-integration`)	Configure email providers and sender identity.
SMS Integration (`manage-sms-integration`)	Configure SMS provider settings and location sender IDs.
Payment Gateway Integration (`manage-payment-gateway-integration`)	Configure PortWallet, SSLCommerz, bKash, and related payment gateway settings.
Google Integration (`manage-google-integration`)	Reserved for future or optional Google-integrated settings.
Facebook Integration (`manage-facebook-integration`)	Reserved for future or optional Facebook-integrated settings.
Shipping Integration (`manage-shipping-integration`)	Reserved for future or optional shipping-provider settings.
Notifications (`manage-notifications`)	Configure order-notification behavior.
Promotions (`manage-promotions`)	Configure flat discount, loyalty reward, and promo-code rules.

12.7 Task-to-Permission Quick Matrix

Use this matrix when a page opens but a button or save action is missing.

Task	Needed Permission(s)	Extra Checks
Open Sales list or detail	`view-sales`	Allowed sales location still matters.
Create or finalize sale	`make-sale`	Working location must be in scope.
Download sales reports	`sales-report`	Report buttons may stay hidden.
Edit payment	`edit-payments`	Sale page access is still needed.
Delete payment	`delete-payments`	History can remain visible without delete access.
Edit sale charge	`edit-charges`	Different from shared charge setup.
Delete sale charge	`delete-charges`	Charge rows may still be visible.
Process return or exchange	`return-exchange`	Sales location scope still applies.

Task	Needed Permission(s)	Extra Checks
Maintain shared charges	`manage-charges`	Controls the Charges module.
Open Customers	`view-customers`	Other customer actions stay separate.
Create customer	`add-customer`	Create button may still be hidden.
Send customer email	`send-email-to-customers`	Needs valid email setup and recipient data.
Send customer SMS	`send-sms-to-customers`	Needs valid SMS setup and recipient data.
Adjust balance or loyalty	`manage-customer-balance`	Customer can still be view-only.
Open Items	`view-items`	Does not allow create, edit, or stock work by itself.
Create item	`add-item`	Create button may be hidden.

Task	Needed Permission(s)	Extra Checks
Edit item	`edit-item`	Detail page can still be read-only.
Add stock	`add-stock`	Inventory tracking must be enabled.
Transfer stock	`manage-stock`	Inventory tracking must be enabled.
Delete stock units	`manage-stock` and `delete-stock`	Both are needed for the delete path.
View approval queue	`view-pending-approvals`	Needed for approval worklists.
Approve or reject transfer	`approve-stock-receipt`	Usually also needs `view-pending-approvals`.
Download inventory reports	`inventory-report` and, where needed, `stock-adjustment-report`	Page access does not guarantee report access.
Open Users	`view-users`	User editing stays separate.
Create user	`add-user`	Users area must still be reachable.

Task	Needed Permission(s)	Extra Checks
Edit user details	`edit-user`	Separate from password and permissions.
Update another user's password	`update-password`	Password action may stay hidden.
Update permissions, landing page, or default location	`update-permissions`	Sales access also needs location scope.
Approve or reject join requests	`manage-join-requests`	Request lists may otherwise stay hidden.
Edit organization settings	`manage-organization-settings`	Covers identity, inventory, sending, and security.
Edit receipt and barcode settings	`manage-receipt-and-barcode-settings`	Real-device setup still matters.
Edit email integration	`manage-email-integration`	Credentials and sender values must be valid.
Edit SMS integration	`manage-sms-integration`	Provider, sender ID, and mapping must be valid.

Task	Needed Permission(s)	Extra Checks
Edit payment gateway integration	`manage-payment-gateway-integration`	Gateway must also be configured correctly.
Edit promotions	`manage-promotions`	Users may still see promotion results in sales.

> **Important:** Sales tasks are both permission-controlled and location-scoped. Inventory tasks also depend on organization-level inventory tracking being enabled. A correct permission alone may therefore still not expose a button.

13. Best Practices and Troubleshooting

13.1 Best Practices

- Verify customer identity before applying balance adjustments, returns, or loyalty changes
- Use the correct sale status so downstream work such as fulfillment and reporting stays accurate
- Keep categories, tags, segments, geotagging, and locations clean and current so filters and reports remain reliable
- Approve transfer requests promptly to prevent inventory mismatches between branches
- Review print settings, SMS settings, and email settings after device or provider changes
- Treat the Inventory Assistant as a preview tool and review every proposed action before confirming it
- Review filters before downloading reports or sending campaigns so the output matches the intended audience or branch
- Use customer, item, and location master data consistently because every shortcut later depends on clean setup now

13.2 High-Risk Changes and Their Operational Impact

Change	Why It Is Risky	What To Check Before Saving
Disabling organization-level inventory tracking	Stock features disappear and sales stop checking stock.	Check current stock count and make the change outside live work if possible.
Changing location sales channel or stock-management behavior	Can change stock visibility, transfers, and branch selling behavior immediately.	Confirm whether the location should act as a selling channel, a stock location, or both.
Changing variant structure on an existing item	Affects stock addition, sale selection, serial allocation, pricing, filters, and reports.	Check sale history, stock history, and whether the new structure still matches the real product.

Change	Why It Is Risky	What To Check Before Saving
Renaming or reclassifying categories, subcategories, tag types, or tags	Can fragment search, filters, promotions, charges, and reports.	Check naming standards and review where the current structure is already in use.
Changing reusable charge, VAT, delivery, or discount rules	Changes future sale totals and reporting expectations.	Check the business reason, the calculation effect, and whether staff must stop using an old rule first.
Changing receipt, barcode, or barcode-preference settings	Next receipts or labels may print incorrectly.	Check the real device, size, printer method, and barcode source.
Changing user permissions, landing page, or default location	Users can lose actions or start in the wrong branch context.	Check task needs, sales location scope, and ask the user to test sign-in again.

> **Change-control rule:** high-risk setup changes should be made deliberately, ideally outside peak operating hours, and followed by a quick controlled test before normal users continue live work.

13.3 Common Problems and Checks

Problem	What to Check
User cannot open a module	Verify the relevant permission, organization membership, and any location restriction.

Problem	What to Check
User signs in but sees the wrong organization or the wrong data	Check the active organization, switch to the correct one if needed, then confirm the user is looking at the correct landing page and location context.
Session expires unexpectedly during work	Check inactivity timeout settings, shared-device behavior, and whether the user left the session idle long enough to trigger automatic logout.
Item cannot be sold	Check variant selection, stock in the active location, and whether the item is active and inventory-backed.
Sale shows **Review SN(s)** and cannot be finalized confidently	Open the serial review flow, confirm that quantity matches allocated serials, check for scanned newer stock when FIFO warnings appear, and verify the correct fulfillment location is being used.
Requested sale quantity does not fully allocate	Check whether enough serial-controlled stock really exists at the active fulfillment location. Partial allocation warnings usually mean the requested quantity is higher than the currently selectable stock.
Sale total looks different after editing a payment or charge	Review the reversal rows and replacement rows. The live total uses only effective payments and charges, not every historical row still visible in history.
Return or exchange total seems unexpected	Check which units were returned, which replacement items were added, whether charges were retained or replaced, and whether the resulting balance or refund position is being read from the corrected live state.

Problem	What to Check
Balance looks wrong	Review the balance transaction history, recent refunds, deleted Balance payments, and manual adjustments.
Customer or user creation is blocked by conflict resolution	Check whether the phone, email, or username already belongs to an existing record. Resolve field-level differences carefully instead of creating a duplicate identity.
Add Stock cannot be saved	Check that every row has serials, there are no duplicate serials inside the batch, no existing stock already uses those serials, and the receiving location is set correctly.
Delete Stock or removal feels risky	Stop and verify the physical unit, serial number, source location, and reason for removal before confirming. The workflow writes permanent inventory history and should not be used as a guess-and-fix shortcut.
Transfer counts do not match expectation	Check pending approvals, serial selection, partial approvals, and destination receipt status.
Transfer request cannot be approved cleanly	Check whether the serials physically arrived, whether some units should be rejected instead, and whether the correct cancellation type was chosen for rejected units.
Receipt or barcode output is incorrect	Review the active print profile, device-specific settings, and barcode preference configuration.

Problem	What to Check
Save as PDF or Share does not behave as expected	Check whether the receipt can be generated from the current sale state and whether the device or browser supports native sharing. If sharing is unsupported, the workflow should fall back to download behavior.
Email or SMS sending fails	Check provider settings, activation state, sender identity, recipient availability, and balance where relevant.
Manual receipt email or SMS does not send	Check that the sale has a customer, that the customer has the required email or phone field, and that the active email or SMS configuration is complete and enabled.
User lands on the wrong page after login	Review the user's landing page preference and whether their current permissions allow that page to open.
Export looks incomplete	Check the active filters, date range, location scope, and whether the correct report type was downloaded.
Report totals do not match an older printout or memory of the sale	Check whether the sale later received returns, charge edits, payment edits, or reversals. Reports follow the current live reconstructed state, not outdated snapshots.

13.4 What Common Failures Usually Mean

Message or Symptom	What It Usually Means	What To Do Next
A page opens but the expected action button is missing	The page is visible, but the action is blocked by permission, location scope, or inventory mode.	Check the task-to-permission matrix, active organization, and allowed locations.
`Missing required permission: ...`	The base permission is missing.	Grant the permission or use an authorized user.
`You do not have permission to perform this action at this location.`	The user is not allowed at that sales location.	Add the location to the user's scope or switch locations.
`Location is required.` or `Location is required for item search.`	No valid working location is active.	Select the correct location and review the default location setting.
`At least one location must be selected when granting sales permissions.`	Sales access was granted without a sales location.	Select at least one sales location, then save again.
`This user does not have permission to access '...'`	The chosen landing page needs a permission the user does not have.	Grant the permission or choose a different landing page.
`User must have at least one permission or set landing page to Overview.`	The user has no working permission set and no safe landing page.	Grant minimum access or switch the landing page to Overview.

Message or Symptom	What It Usually Means	What To Do Next
`No card types available` or `No MFS providers available`	The needed payment detail options are not configured.	Configure them first or use another payment method.
`Customer is required for balance payment`	Balance payment was attempted without a customer.	Attach the customer, then retry.
The sale shows **Review SN(s)** or cannot fully allocate stock	The requested quantity does not match the available serials at that location.	Open serial review, confirm location, and check available stock.
`Operation failed: The following serial numbers already exist: ...`	The serial already exists in stock.	Verify the physical unit and stop the stock addition until the duplicate is understood.
`Duplicate serial number found. Each serial can only be processed once per transaction.`	The same serial was entered twice in one batch.	Remove the duplicate serial and retry.
`Operation failed: A default staging area location is not configured.`	No receiving location was chosen and no staging area exists.	Choose a receiving location or configure a staging area before using Add Stock again.
`Serial number ... not found or has already been moved.`	The serial is no longer in the expected stock state.	Refresh, review recent activity, and confirm the unit's current state.

Message or Symptom	What It Usually Means	What To Do Next
`Serial ... is not at the expected source location.`	The source location does not match the unit's current location.	Choose the correct source location or the correct serial.
`Cannot process serial .... Its current status is 'RESERVED'` or `'IN_TRANSIT'`	The unit is already tied to another stock workflow.	Finish or reverse that workflow first, or choose another unit.
Customer or user creation stops in conflict resolution	The new identity closely matches an existing record.	Review the existing record and resolve the differences instead of creating a duplicate.
`Location name/code already exists`, `Category ... already exists`, or `Tag ... already exists`	The new master-data record duplicates an existing one.	Reuse the existing record or rename the new one to match naming standards.
Email, SMS, or manual receipt sending fails	The integration is incomplete, inactive, or missing recipient data.	Check provider setup, sender identity, recipient data, and any balance requirement.

13.5 When to Escalate

- Repeated permission issues that do not match the configured role
- Transfer approvals that appear to move the wrong serials
- Receipt, payment gateway, email, or SMS failures after configuration was already verified
- Unexpected data loss or AI-generated inventory actions that look unsafe

13.6 Support and Third-Party Integration Assistance

- For help related to email providers, SMS providers, payment gateways, or other third-party integration assistance, contact **hello@prosystem.com.bd**
- When requesting support, include the organization name, affected module, exact action attempted, and whether the issue affects one user, one location, or the whole organization
- For reporting problems, include the report name, filters used, and the date range so the support team can reproduce the same output context
- For stock issues, include the item SKU, serial number, source or destination location, and transfer order or invoice number where relevant

14. Appendix

14.1 Status Reference

Term	Meaning
Draft	Temporary work-in-progress record.
Request	Pending request awaiting action.
Scheduled	Planned for a later date or time.
Confirmed	Accepted and waiting for further processing.
Sent	Already handed off, dispatched, or in transit.
Complete	Commercially finalized.
Deleted	Soft-deleted from active work.

14.2 Common Terms

Term	Meaning
SKU	Stock Keeping Unit or product code.
SN	Serial Number.
ADDED	The normal in-stock pool used in reports for units that are currently available for sale or transfer.
MFS	Mobile Financial Service.
PGW	Payment Gateway.
POS	Point of Sale; in filters it can also represent the selling location or sales channel used for the transaction.
Contra Revenue	The value deducted from reported sales because of returns, exchange differences, cancellations, or later corrections to earlier sales.
OTP	One-Time Password.

14.3 Daily Operating Checklist

- Confirm you are in the correct location before creating sales or moving stock
- Review request badges, transfer badges, and join-request badges at the start of the day
- Check Overview totals and alerts before moving into detailed module work

- Confirm active users can see the correct modules, buttons, and landing pages for their role
- Verify that the day's selling locations, stock locations, and default location settings match planned operations
- Check that receipt printing, barcode printing, and any required devices are working before live transactions begin
- Confirm card, MFS, balance, and other payment collection methods are ready before peak selling hours
- Verify customer identity before using balance, loyalty, return, or exchange actions
- Review any scheduled sales, pending follow-up work, and incomplete sales from the previous shift
- Check stock-addition, transfer, and approval work queues before starting new inventory actions
- Confirm serial-based items are being scanned and allocated carefully where stock control is required
- Review filters before exporting reports, downloading lists, or sending customer communication
- Check report totals, payment summaries, and major stock movements before ending the day
- Review exception cases such as duplicate conflicts, pending approvals, and failed message sending before handover
- Log out from shared counters, warehouse devices, and supervisor terminals when the shift ends
- Check print, email, SMS, and payment settings after any device or provider change