



# SalesPlay POS System

Manual Book

Guidelines Handbook

Version 5.0

## Table of Contents

|   |           |
|---|-----------|
| <b>1. Getting Started .....</b>                                       | <b>1</b>  |
| 1.1. How to Get Started with SalesPlay .....                          | 1         |
| 1.2. How to Create Shops in SalesPlay Back-office.....                | 3         |
| 1.3. How to Add POS Devices in the SalesPlay Back-office .....        | 5         |
| 1.4. How to Add Products in SalesPlay POS.....                        | 6         |
| 1.5. How to Add Product Categories in the SalesPlay POS.....          | 8         |
| 1.6. How to Add a Product in the Back-office Web portal .....         | 11        |
| 1.7. How to Add Categories in the Back-office Web Portal.....         | 13        |
| 1.8. How to Add Sub-Categories in Back-office Web Portal.....         | 15        |
| 1.9. How to Set Up and Apply the Modifiers.....                       | 16        |
| 1.10. How to Add Measurements .....                                   | 18        |
| 1.11. How to Add a Product Variant.....                               | 20        |
| 1.12. How to Create a Composite Item in Back-office Web Portal .....  | 22        |
| 1.13. How to Add Barcodes to the items in the POS .....               | 24        |
| 1.14. How to Add Barcodes to Items in the Back-office Web Portal..... | 25        |
| 1.15. How to Export and Import Products.....                          | 26        |
| 1.16. How to Clear Sample Data.....                                   | 28        |
| <b>2. Sales Management .....</b>                                      | <b>30</b> |
| 2.1. How to Change Home Sale Screen Layout for Tablets .....          | 30        |
| 2.2. How to Change Home Sale Screen Layout for Smartphones .....      | 31        |
| 2.3. How to Create a Customer Order.....                              | 33        |
| 2.4. How to Create a Customer Order with Advance Payment.....         | 37        |
| 2.5. How to Apply Discounts During a Sale .....                       | 38        |
| 2.6. How to Use Barcodes and Find Products Easily .....               | 43        |
| 2.7. How to Sell Items by Weight .....                                | 48        |
| 2.8. How to Sell Liquids .....  | 51        |
| 2.9. How to Put a Receipt on Hold / Save.....                         | 54        |
| 2.10. How to Setup Merge Options in Hold / OPEN Bill Section .....    | 57        |
| 2.11. How to Set Split Options in the Hold / OPEN Bill Section.....   | 59        |
| 2.12. Order Types in SalesPlay POS .....                              | 61        |
| 2.13. Shift Management in SalesPlay POS.....                          | 64        |

|  |            |
|--|------------|
| <b>3. Pricing and Discounts .....</b>  | <b>71</b>  |
| 3.1. How to Set Multiple Selling Prices and Pricing Plans .....                        | 71         |
| 3.2. How to Configure Taxes in the SalesPlay System .....                              | 73         |
| 3.3. How to Set Discount Plans.....  | 76         |
| <b>4. Inventory Management .....</b>   | <b>78</b>  |
| 4.1. What is Inventory Management in SalesPlay? .....                                  | 78         |
| 4.2. How to Create Suppliers.....  | 78         |
| 4.3. How to Create Purchase Orders .....   | 80         |
| 4.4. How to Create a GRN Based on the Purchase Order (PO).....                         | 82         |
| 4.5. How to Add Stocks (Good Received Notes – GRN) in the Back-office Web Portal ..... | 83         |
| 4.6. How to Make Stock Adjustments in the Back-office Web Portal .....                 | 85         |
| 4.7. How to Transfer Goods (TOG) in the Back-office Web Portal.....                    | 87         |
| 4.8. How to schedule a TOG .....   | 88         |
| 4.9. How to Perform a Stock Count.....   | 89         |
| 4.10. How to Set All Inventory Stock Levels to Zero.....                               | 92         |
| 4.11. How to Work with Productions .....   | 93         |
| 4.12. How to Use the Disassembly feature .....   | 98         |
| 4.13. How to Order Items by Boxes and Sell them by the Piece .....                     | 99         |
| <b>5. Customer Management .....</b>  | <b>104</b> |
| 5.1. How to Create a Customer in the Back Office Web portal.....                       | 104        |
| 5.2. How to Create Customer in POS App .....   | 105        |
| 5.3. How to Add a Customer to the Receipt / Bill Quickly.....                          | 107        |
| 5.4. How to Identify a Customer by Phone Number .....                                  | 108        |
| 5.5. How to Add Customer to the Receipt by Scanning Barcodes .....                     | 109        |
| 5.6. How to Add a Customer's Phone Number to the Receipt.....                          | 111        |
| 5.7. How to Add Customized Note / Remarks for a Product When Creating a Receipt.....   | 114        |
| 5.8. How to Check a Customer's Purchase History .....                                  | 115        |
| 5.9. How to Search Past Receipts Using a Customer's Phone Number.....                  | 117        |
| 5.10. How to Set up a Customer Loyalty Program .....                                   | 118        |
| 5.11. How to Add Points to a Customer's Account .....                                  | 121        |
| 5.12. How to Redeem Loyalty Points.....  | 122        |
| 5.13. How to Create an Estimation in the SalesPlay System .....                        | 125        |

|  |     |
|--|-----|
| <b>6. Employee Management .....</b>  | 129 |
| 6.1. How to Add an Employee in SalesPlay .....   | 129 |
| 6.2. How to Manage Employees POS Access Rights.....  | 131 |
| 6.3. How to Manage Employee Back Office Access Rights.....   | 135 |
| 6.4. How to Give Employees Access to Log in Back- Office via Email.....  | 139 |
| 6.5. How to Switch User Account to Different Employee in SalesPlay POS .....   | 143 |
| 6.6. How to Use the “Time Clock” Feature.....  | 146 |
| <b>7. Receipt Management .....</b>   | 149 |
| 7.1. How to Add Logo to Receipts .....   | 149 |
| 7.2. How to Add Additional Comments for the receipt.....   | 151 |
| 7.3. How to Turn Off Automatic Print Receipt Option .....  | 152 |
| 7.4. How to Change Receipt Date and Time Format .....  | 153 |
| 7.5. How to Activate the “Receipt Customer Mandatory” option for all Transactions.....   | 155 |
| 7.6. How to add a “Print QR for Customer” for the receipt .....  | 156 |
| 7.7. How to Enable Continuous Sequence Numbers for Receipts .....  | 158 |
| 7.8. How to Sync Receipts Manually .....   | 159 |
| 7.9. How to Send a Past Receipt / Bill via Email and Share it Whatsapp, Viber or Any Other Social Media Messaging Platform ..... | 160 |
| 7.10. How to Share a Receipt Link via Social Media Messaging Platform.....   | 162 |
| <b>8. Payment Management.....</b>  | 164 |
| 8.1. How to Create and Use Different Types of Payment Methods .....  | 164 |
| 8.2. How to Enable and Use Multipayment Options in a Single Transaction.....   | 166 |
| 8.3. How to Change Payment Type Order .....  | 171 |
| 8.4. How to Process Refund in SalesPlay POS .....  | 173 |
| 8.5. How to Set up Cash-Rounding.....  | 177 |
| 8.6. How to Enable/Disable the Cash Drawer for Different Payment Types.....  | 181 |
| <b>9. Notifications .....</b>  | 182 |
| 9.1. How to Enable Email Notifications .....   | 182 |
| 9.2. How to Set Up Daily Sales Summary Email Notifications .....   | 183 |
| 9.3. How to Receive Low Stock Email Notifications .....  | 184 |
| 9.4. How to Receive Shift Report Email Notifications .....   | 185 |
| 9.5. How to Receive Log in and Logout Email Notifications .....  | 186 |
| 9.6. How to Receive QR Ordering / Web store Email Notifications .....  | 187 |

|   |     |
|---|-----|
| <b>10. Settings .....</b>   | 188 |
| 10.1. How to Change My Profile Details (Time, Date, Language) in SalesPlay..... | 188 |
| 10.2. How to Set up Customer Display App .....                                  | 190 |
| 10.3. How to Set up Tablet Ordering App .....                                   | 196 |
| 10.4. How to Set up Dashboard App .....   | 199 |
| <b>11. Kitchen and Order Management .....</b>                                   | 200 |
| 11.1. How to Set up Kitchen Order Ticket KOT / BOT App .....                    | 200 |
| 11.2. How to Set up Kitchen Order Ticket KOT / BOT and KOT Groups .....         | 204 |
| <b>12. Printer Setup.....</b>   | 208 |
| 12.1. How to Set up a Network Printer with Ethernet Cable and Router .....      | 208 |
| <b>13. Reports.....</b>   | 210 |
| 13.1 How to View Receipts Report.....   | 210 |
| 13.2 How to View Deleted Receipts Report .....                                  | 211 |
| 13.3 How to View Sales Summary Report.....                                      | 211 |
| 13.4 How to View Shift Report with Sales Summary.....                           | 212 |
| 13.5 How to View Inventory Valuation Report. ....                               | 213 |
| 13.6 How to View Inventory Expiry Report .....                                  | 214 |
| 13.7 How to View Customer Reports .....   | 214 |
| 13.8 How to View Time Clock Report .....  | 215 |
| 13.9 How to View Shift History Report.....                                      | 215 |

## 1. Getting Started

### 1.1. How to Get Started with SalesPlay

SalesPlay is a versatile Point of Sale (POS) system that helps businesses streamline operations by managing sales, inventory, and employees efficiently. Available on Android, and Windows platforms, SalesPlay transforms your device into a fully functional POS system. This guide provides step-by-step instructions for registering on each platform.

**Minimum Recommended Requirements: Android 5.0 (Lollipop) or higher.**

#### For Android Devices

I. Visit the Google Play Store:

(<https://play.google.com/store/apps/details?id=salesplay.salesplaylite>)

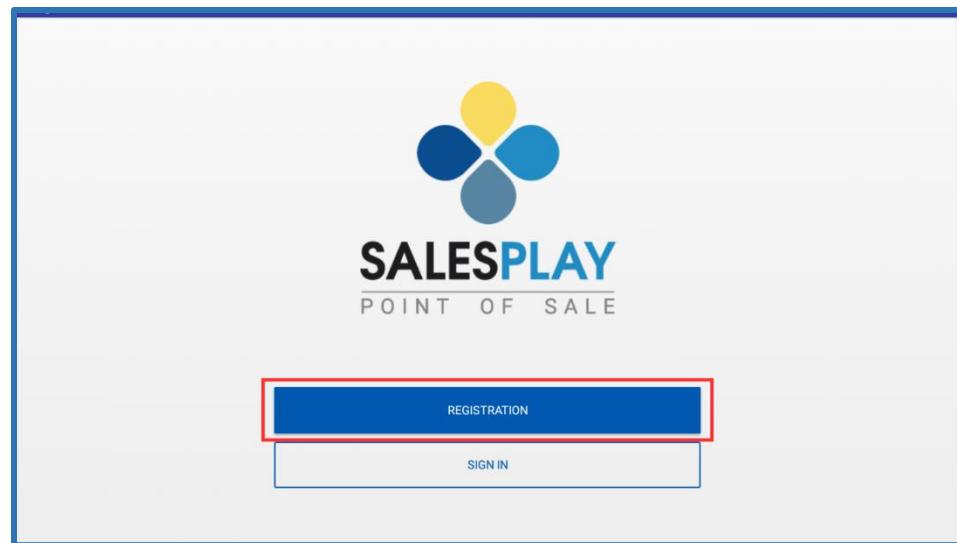
II. Download the App

Tap the “Install” button to download the SalesPlay POS App to your Android device.

III. Open the App

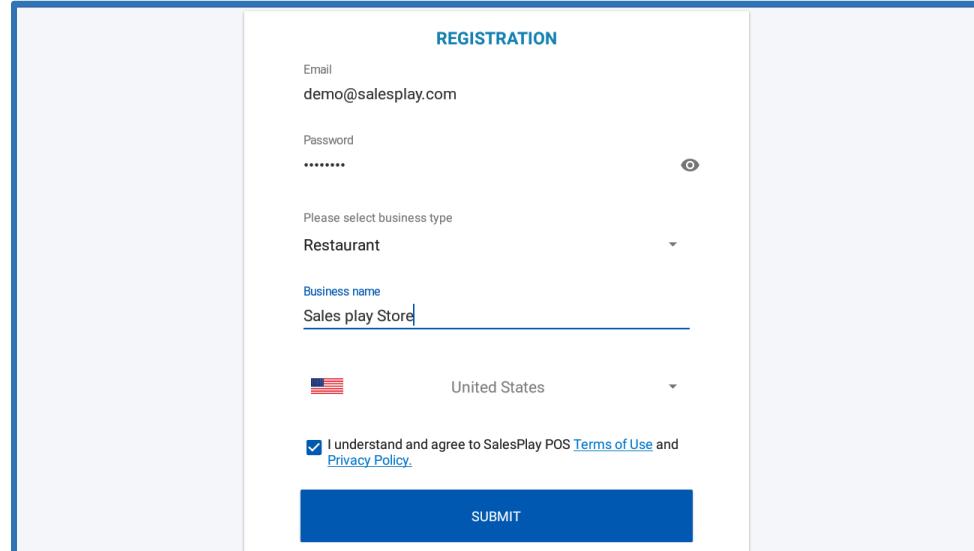
Once the download is complete, open the app from your home screen or app drawer.

IV. On the app’s main screen, Click the “Registration” Button



## V. Enter Your Details

Fill in the required fields, including your email address and other requested information. Make sure your email address is correct.



**REGISTRATION**

Email  
demo@s...alesplay.com

Password  
\*\*\*\*\*

Please select business type  
Restaurant

Business name  
Sales play Store

United States

I understand and agree to SalesPlay POS [Terms of Use](#) and [Privacy Policy](#).

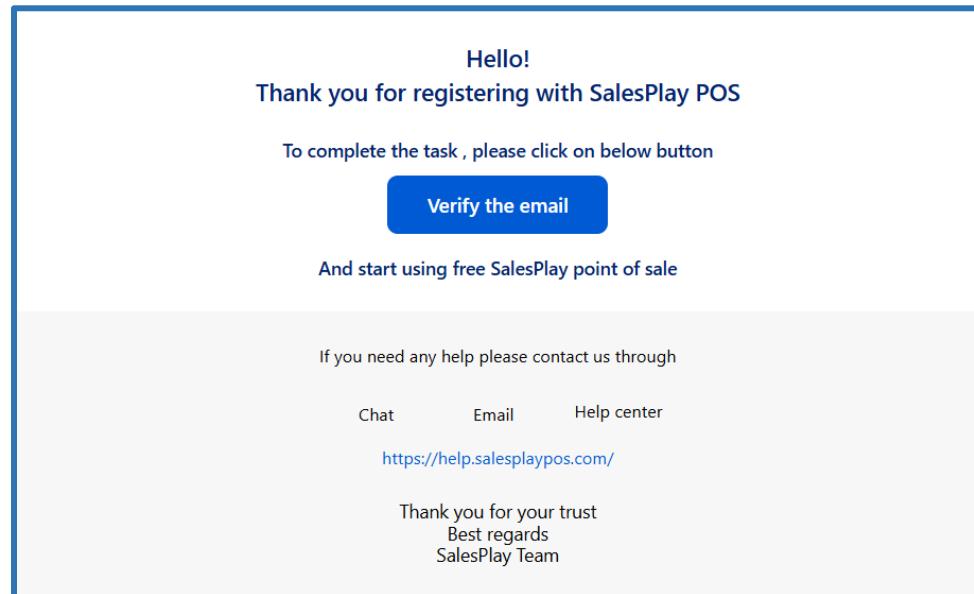
**SUBMIT**

## VI. Submit the Form

Tap the “Submit” button to complete the registration process.

## VII. Activate the Back Office Web Portal

Check your email for an activation link. Click the link to activate your back-office web portal.



Hello!

Thank you for registering with SalesPlay POS

To complete the task , please click on below button

**Verify the email**

And start using free SalesPlay point of sale

If you need any help please contact us through

Chat      Email      Help center

<https://help.salesplaypos.com/>

Thank you for your trust  
Best regards  
SalesPlay Team

## 1.2. How to Create Shops in SalesPlay Back-office

In the SalesPlay POS system, the terms "Shop" and "POS Devices" have distinct meanings:

- Shop: A shop represents a physical location or branch of a business. Each shop functions independently within the system and can have its own settings, inventory, and operations.
- POS Devices: A POS device refers to a terminal used for processing transactions within a shop. A single shop can have multiple POS devices, allowing multiple checkout points.

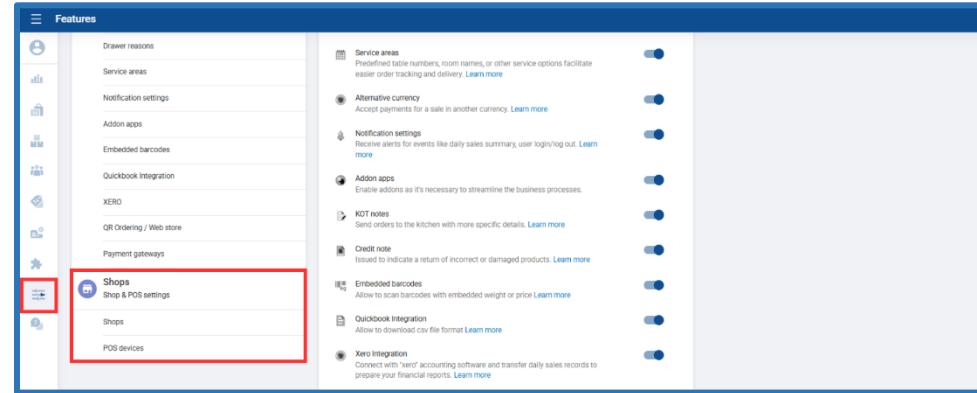
Example Scenario: Consider a restaurant business with multiple locations:

- If you have a restaurant in London, it is a Shop.
- If you open another branch in Paris, it is another Shop.
- Inside the London shop, you may have multiple checkout points such as POS 1, POS 2, and POS 3, each representing a different POS device handling transactions within that location.

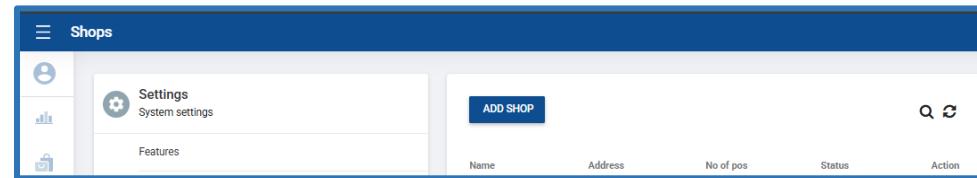
By structuring the system this way, businesses can efficiently manage multiple locations while keeping operations streamlined across various POS devices.

This process outlines how to establish new shop locations within the SalesPlay POS back-office system

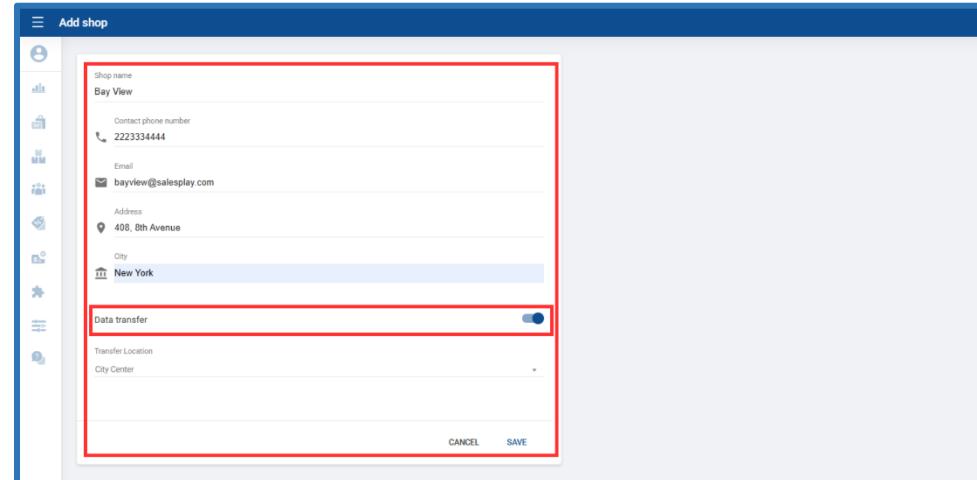
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from the Main Menu
- III. Go to “Shops” in the Shop & POS Settings



- IV. Click “Add Shop” button



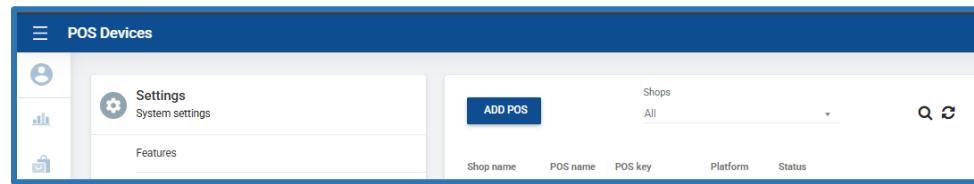
- V. Enter the necessary details and Click “Save”
- VI. (Optional) If data transfer from another shop is required, enable "Data Transfer" and select the source location from the dropdown menu.



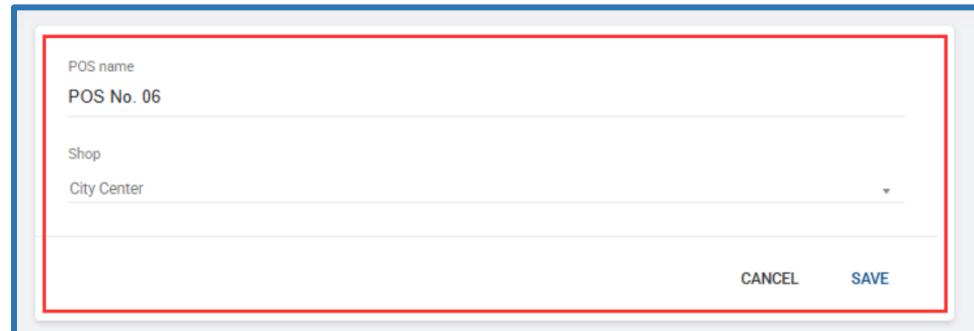
### 1.3. How to Add POS Devices in the SalesPlay Back-office

This process describes how to register and configure new POS devices within the SalesPlay POS back-office system.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from the Main Menu
- III. Go to “POS Devices” in the Shop & POS Settings
- IV. Click “Add POS” button

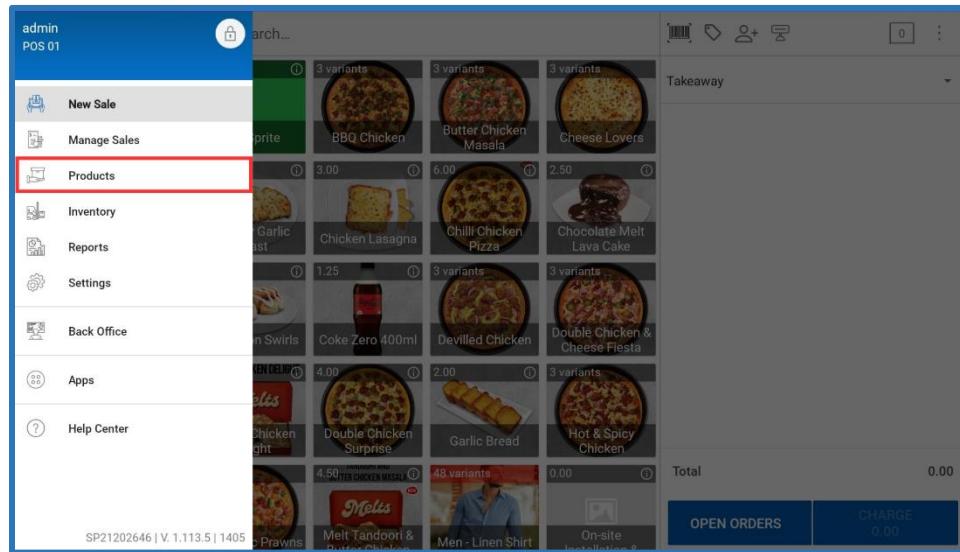


- V. Enter the POS device and Click “Save”

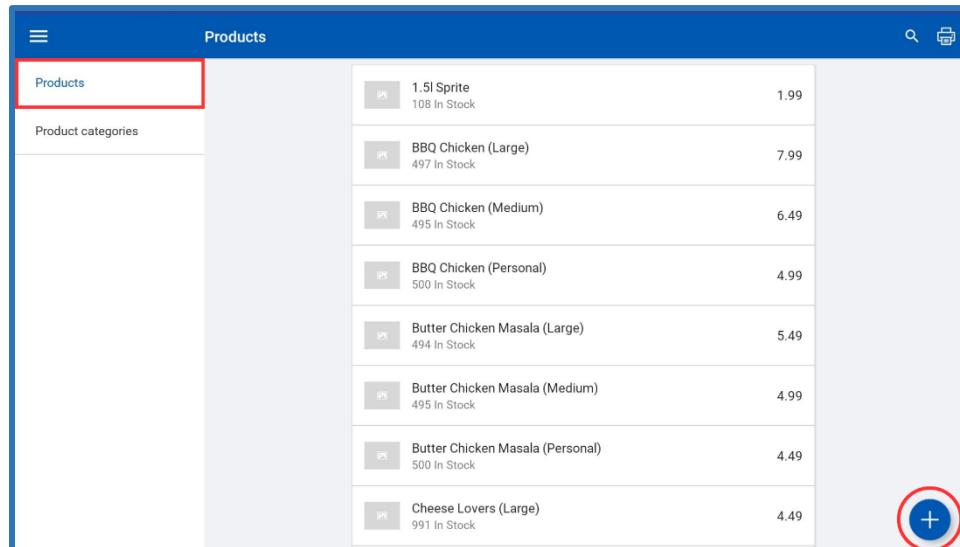


## 1.4. How to Add Products in SalesPlay POS

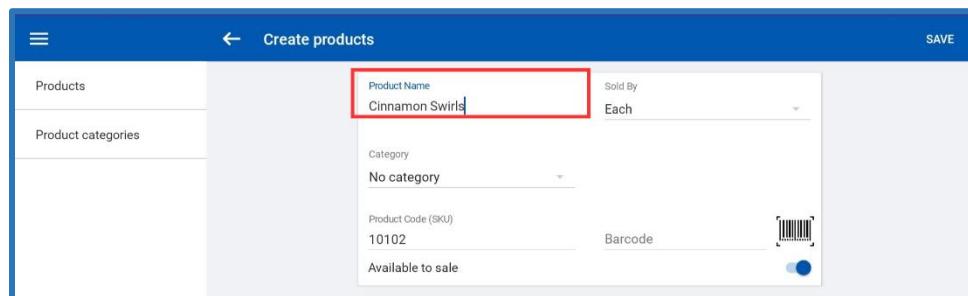
### I. Go to POS app Main Menu and select products



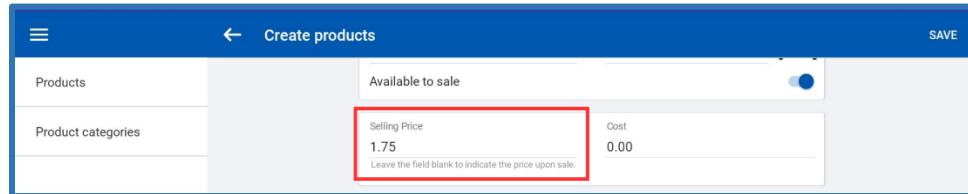
### II. Select “Products” and click the plus button to create a product.



### III. First enter the name of the product



IV. Enter the “Selling price”



Products

Available to sale

Selling Price: 1.75

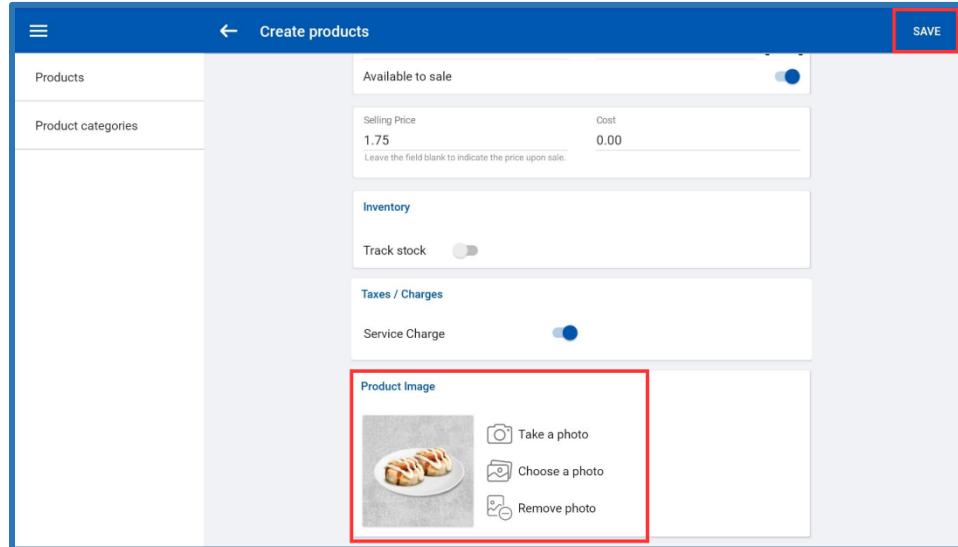
Leave the field blank to indicate the price upon sale.

Product categories

Cost: 0.00

V. Upload an image

You can add an image of the product, which helps the cashier identify the product quickly during checkout.



Products

Available to sale

Selling Price: 1.75

Cost: 0.00

Leave the field blank to indicate the price upon sale.

Product categories

Inventory

Track stock

Taxes / Charges

Service Charge

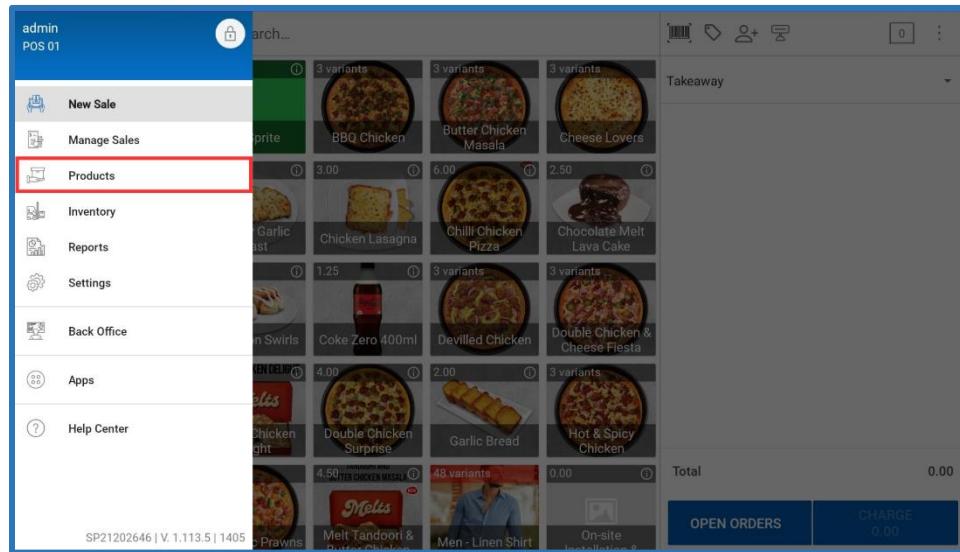
Product Image



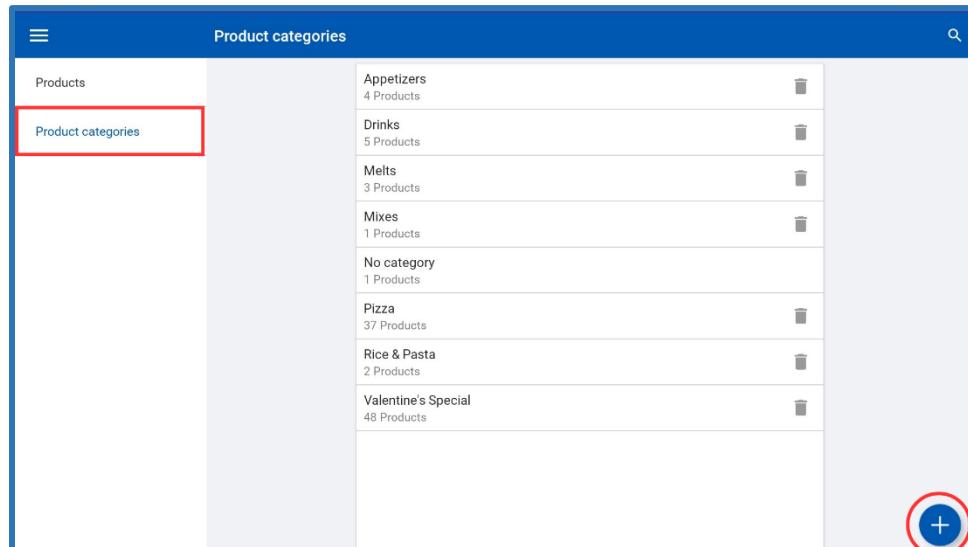
VI. Save the details.

## 1.5. How to Add Product Categories in the SalesPlay POS

- Go to POS app Main Menu and select products



- Select "Product Categories" and click the plus button to create a category.



- Add Category

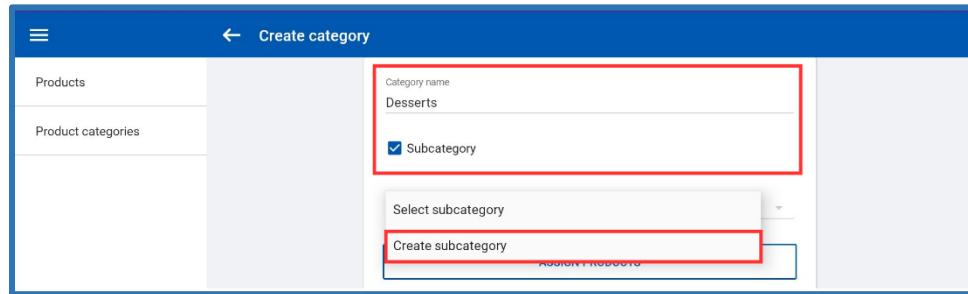
- Enter the category name and enable "Subcategory"



V. Select / create subcategory

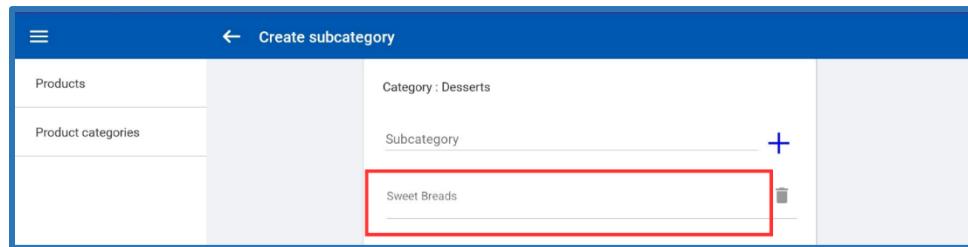
Under Subcategory you can either select an existing subcategory that you have previously created or create a new subcategory.

Select “Create subcategory”



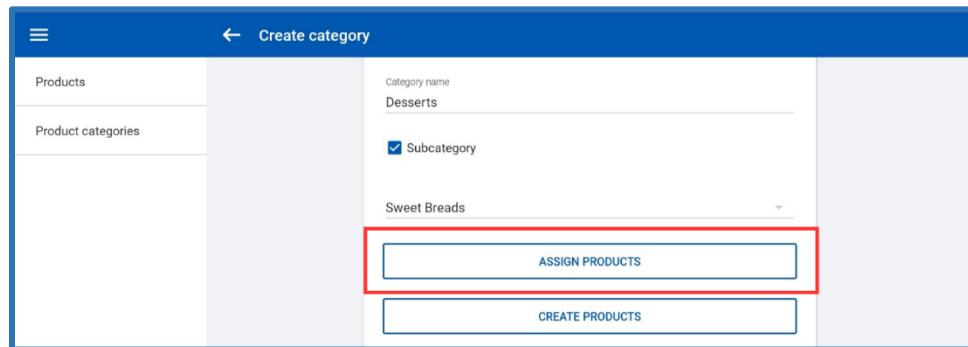
The screenshot shows the 'Create category' screen. On the left, there are two tabs: 'Products' and 'Product categories'. The 'Products' tab is selected. On the right, there is a form with the following fields:  
 - 'Category name': 'Desserts'  
 - 'Subcategory': A checkbox is checked, and a red box highlights the entire row.  
 - 'Select subcategory': A dropdown menu is open, showing 'Create subcategory' with a red box highlighting it.  
 - 'Create subcategory': A button labeled 'ASSIGN PRODUCTS' is visible.

VI. Enter the subcategory name.

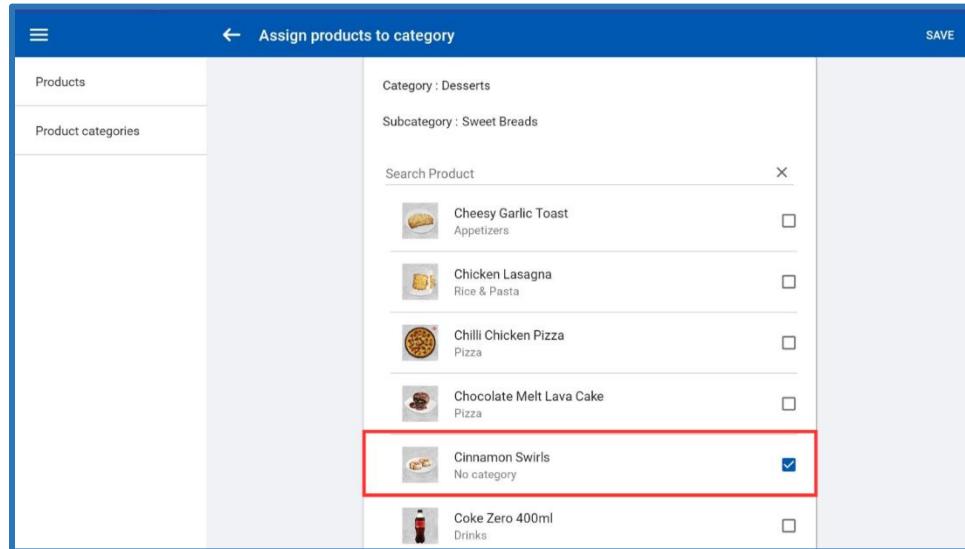
The screenshots show the 'Create subcategory' screen. On the left, there are two tabs: 'Products' and 'Product categories'. The 'Products' tab is selected. On the right, there is a form with the following fields:  
 - 'Category': 'Desserts'  
 - 'Subcategory': 'Sweet Breads' is entered in the input field, which is highlighted with a red box.  
 - 'Create subcategory': A button labeled '+' is visible.

VII. Now you can assign products to the subcategory under the main category, you just created. Simply click “Assign products” and you will see the product list appear on the screen.



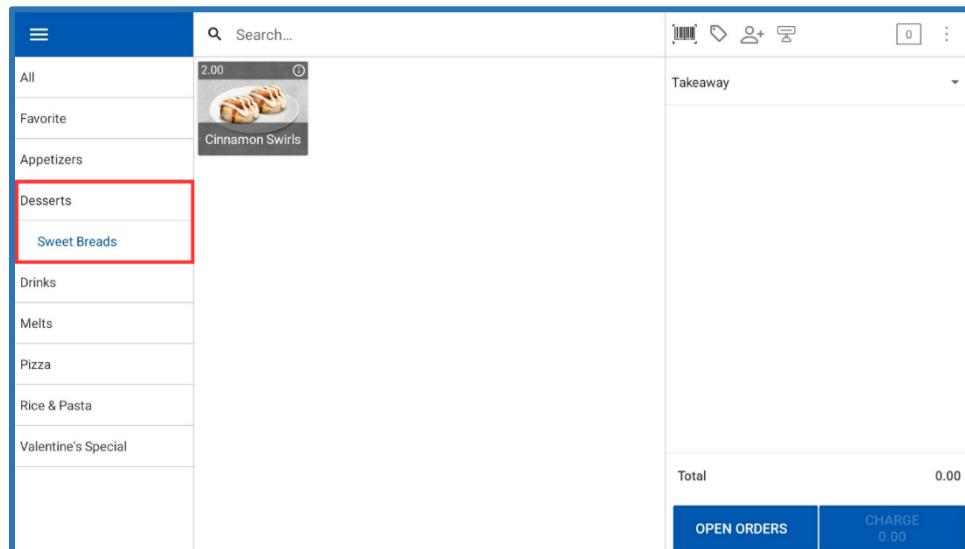
The screenshot shows the 'Create category' screen again. On the left, there are two tabs: 'Products' and 'Product categories'. The 'Products' tab is selected. On the right, there is a form with the following fields:  
 - 'Category name': 'Desserts'  
 - 'Subcategory': A checkbox is checked.  
 - 'Sweet Breads': A dropdown menu is open, showing 'Sweet Breads'.  
 - 'Create subcategory': A button labeled 'ASSIGN PRODUCTS' is highlighted with a red box.  
 - 'Create products': A button labeled 'CREATE PRODUCTS' is visible below it.

VIII. Select the relevant product or use the search option



IX. Now the product has been successfully assigned to the category

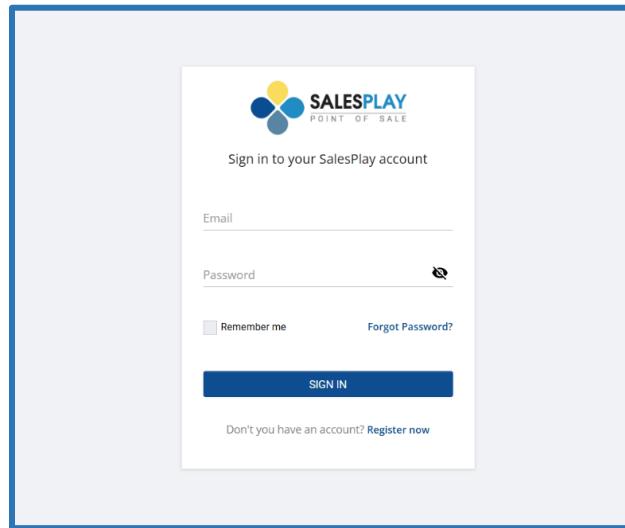
X. View products in the Main Menu by selecting created category/sub category.



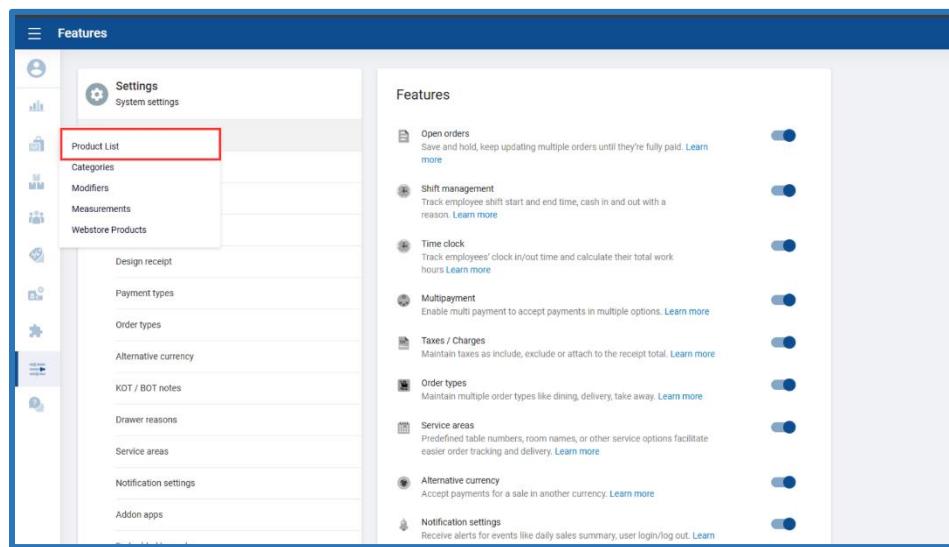
## 1.6. How to Add a Product in the Back-office Web portal

Products can be added to the SalesPlay POS system through both the POS app and the Back-office Web Portal. For businesses with a large inventory, the Bulk Product Upload feature offers a convenient way to add multiple products efficiently.

### I. Log in to POS Back-office Web portal

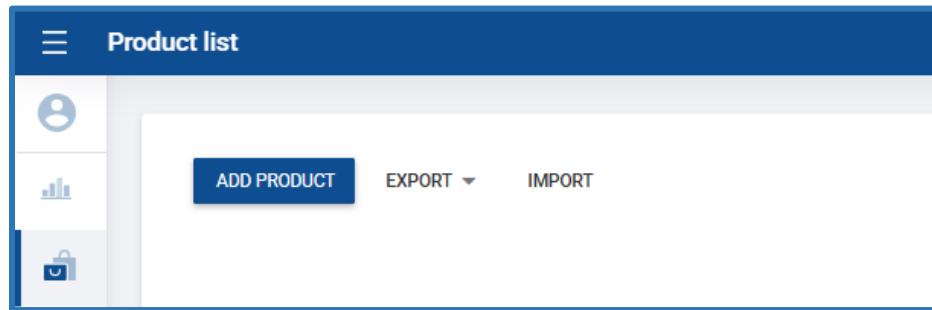


### II. Select “Products” from Main Menu

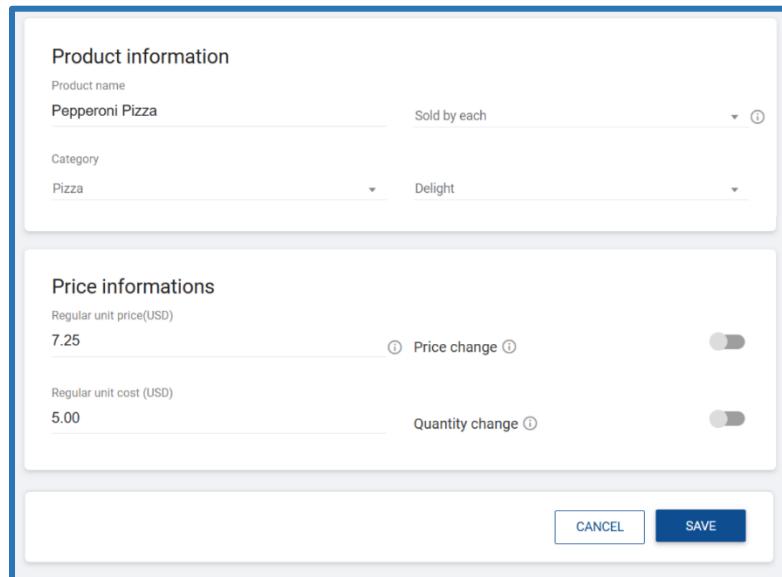


### III. Go to the “Product list”

IV. Click the “Add Product” button



V. Enter the product name and “Regular unit price”



Product information

Product name: Pepperoni Pizza

Sold by each

Category: Pizza

Delight

Price informations

Regular unit price(USD): 7.25

Price change:

Regular unit cost (USD): 5.00

Quantity change:

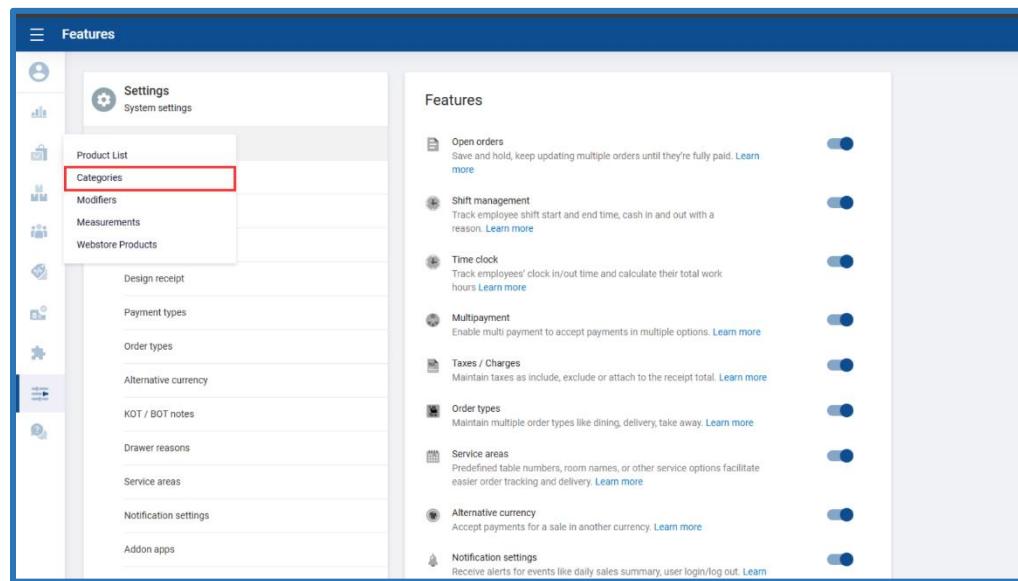
CANCEL SAVE

VI. Click the “Save” button

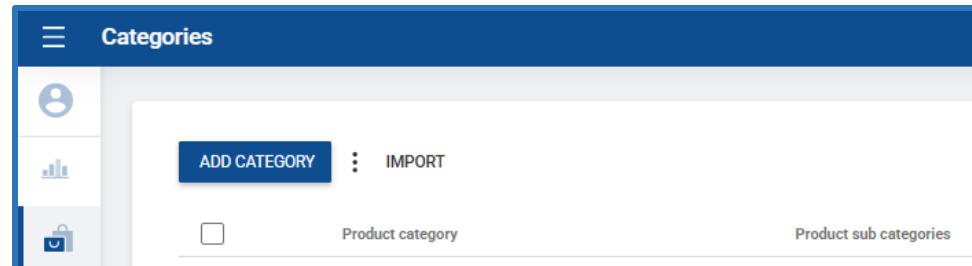
## 1.7. How to Add Categories in the Back-office Web Portal

Before adding products, you need to create categories. Once created, these categories will be available in a dropdown menu for selection during product creation. Categories can be created using either the POS app or the Back-office Web Portal

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Categories”



- IV. Click the “Add Category” button



V. Enter category name

Category type

Main category

Category name

Pizza

Upload image

Image  Choose a color



GRAY PURPLE GREEN LIGHT GREEN ORANGE PINK MAGENTA RED YELLOW

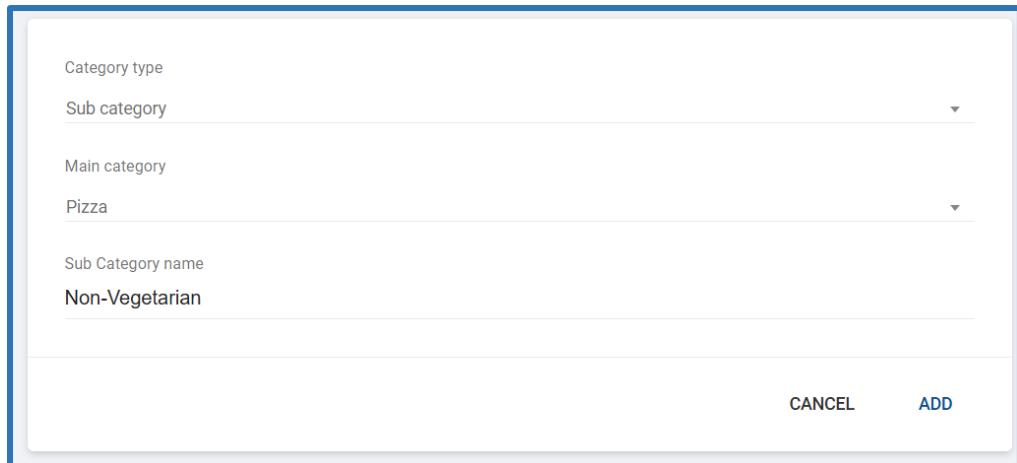
[CANCEL](#) [ADD](#)

VI. Click “Add” button

## 1.8. How to Add Sub-Categories in Back-office Web Portal

After creating categories, you can add sub-categories. These sub-categories will appear in a dropdown menu for selection when creating products. Sub-categories can be created using both the POS app and the Back-office Web Portal.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Categories” and click the “Add Category” button
- IV. Select category type as “Sub-category” from dropdown
- V. Select an already created main category
- VI. Enter the sub-category name and click the “Add” button



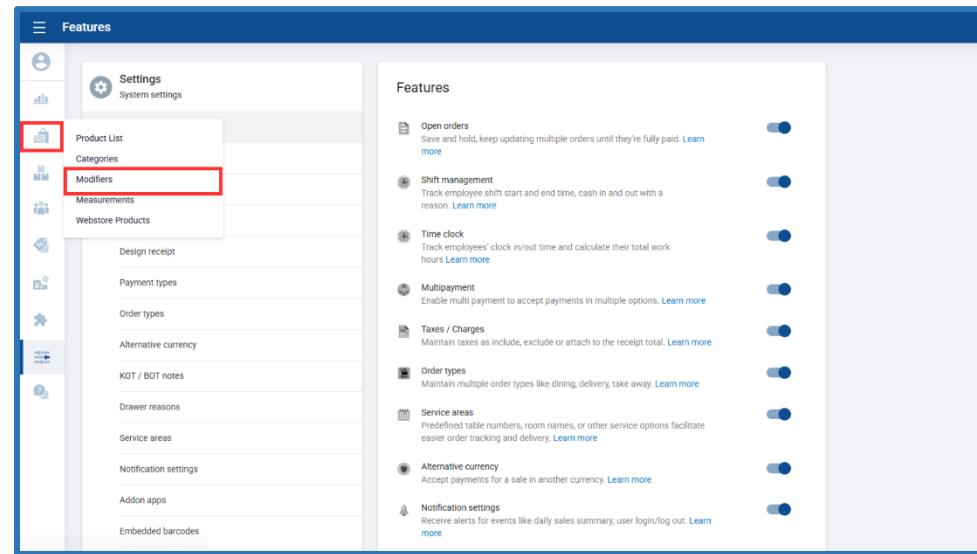
The screenshot shows a modal dialog box for adding a sub-category. The dialog has a light gray background and a blue border. It contains the following fields:

- Category type: Sub category
- Main category: Pizza
- Sub Category name: Non-Vegetarian

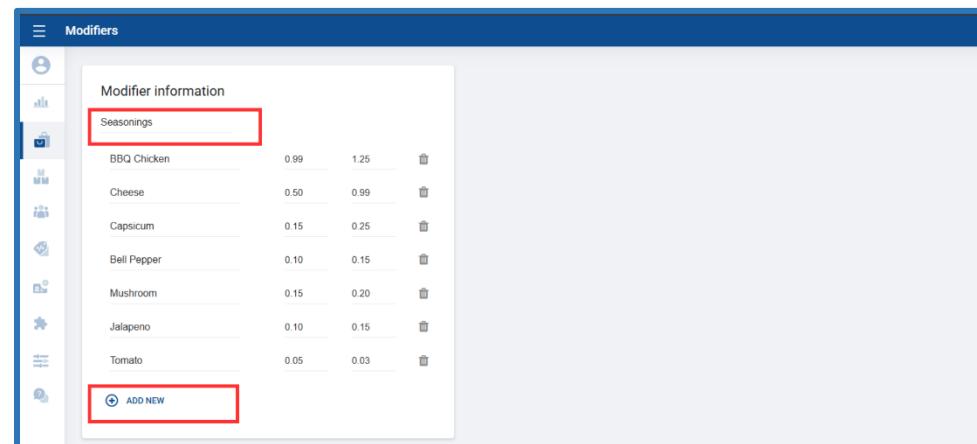
At the bottom right of the dialog are two buttons: "CANCEL" and "ADD".

## 1.9. How to Set Up and Apply the Modifiers

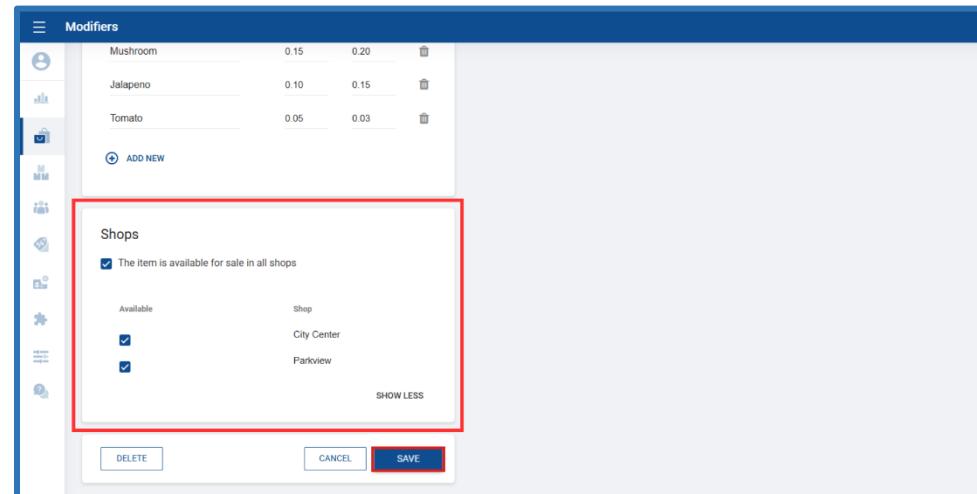
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Modifiers”



- IV. Give the modifier group a name
- V. Add the modifiers one by one, with cost and price.

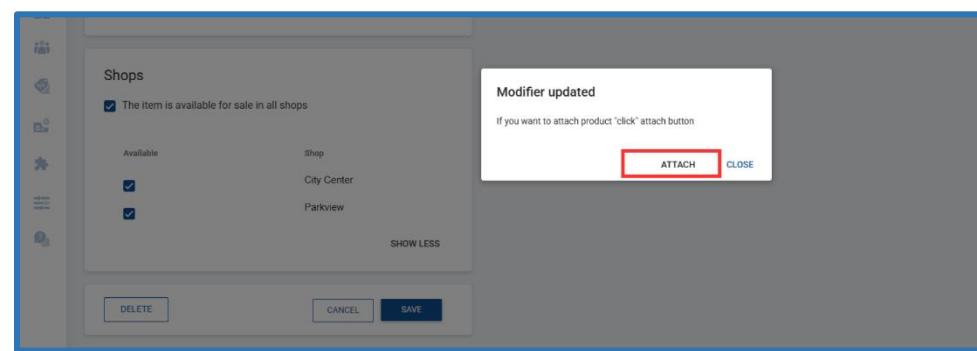


VI. Select the shop(s), the modifiers are available

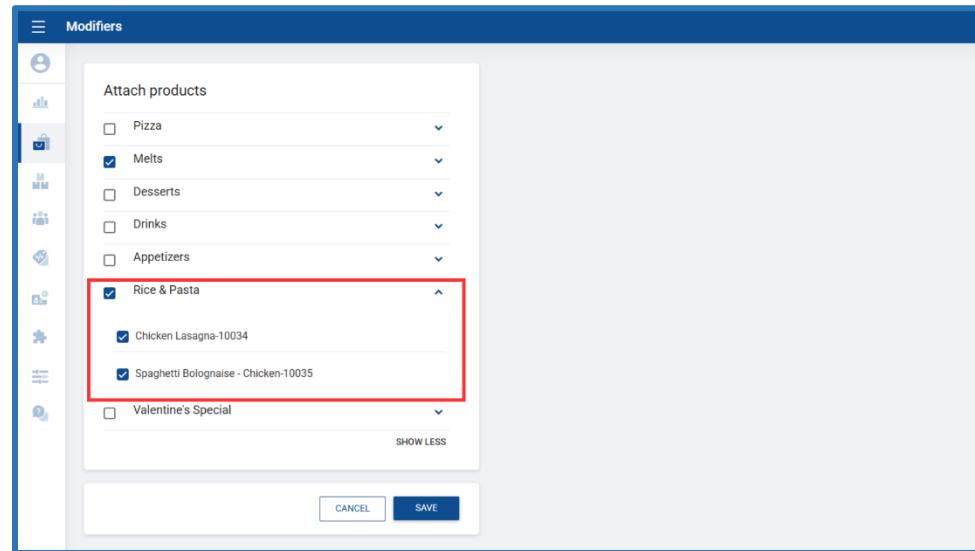


VII. Save the changes

VIII. Click "Attach"



IX. Now you can Check the check-boxes and select the products which you want to attach.



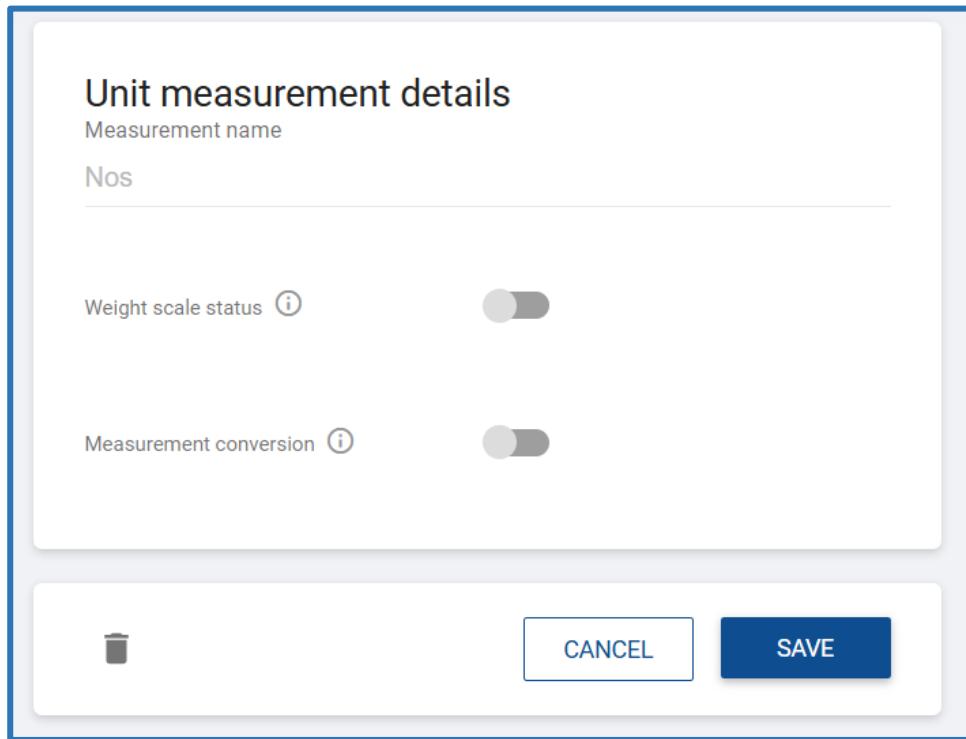
X. Click “Save”.

## 1.10. How to Add Measurements

Once a product is created, you can choose whether it is sold individually or with a specific measurement type. The system provides default measurement options such as kg, g, m, and l. If additional measurement types are required, you can create them. These measurement types will appear on the receipt next to the corresponding products

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Measurements”
- IV. Click “Add Measurements” button

V. Enter measurement name (Maximum 3 letters – kg, mm, ml)



The dialog box is titled "Unit measurement details". It contains a "Measurement name" field with the value "Nos". Below the field are two toggle switches: "Weight scale status" (disabled) and "Measurement conversion" (disabled). At the bottom are three buttons: a trash icon, "CANCEL", and a blue "SAVE" button.

VI. Click the "Save" button

## 1.11. How to Add a Product Variant

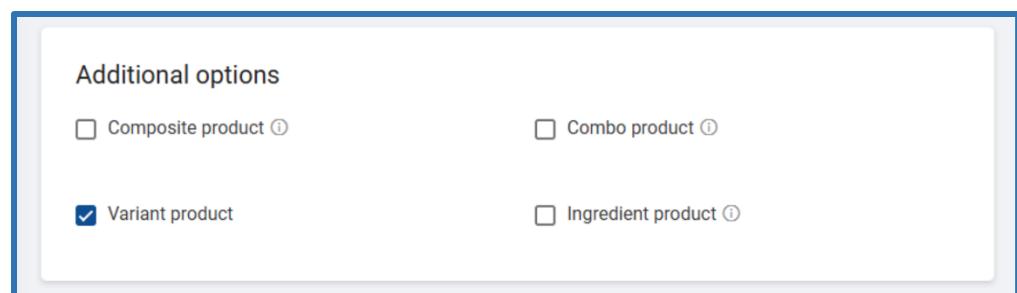
A 'Product Variant' can be defined as the different attributes of a product. Those attributes may be the products' different sizes or colors

Ex: Textile or clothing store

If you sell the same shirt in 2 colors (Black, White) and 3 sizes (Small, Medium, and Large), the POS system should be able to record those different attributes and stocks for each attribute.

Now the POS system allows you to add multiple variations to products such as size, color, the material they're made of etc.

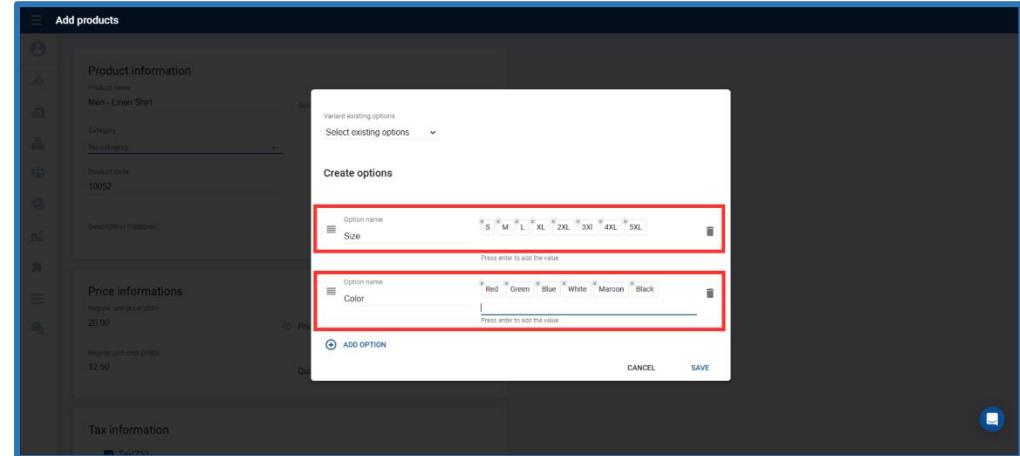
- I. Log in to POS Back-office Web portal
- II. Select "Products" from the Main Menu
- III. Go to the "Product list"
- IV. Click the "Add Product" button
- V. Enter the product name "Regular unit price" and other details
- VI. Check ON "Variant product" section



- VII. Click "Add variants"

VIII. Enter attribute name Ex: (Size, colors)

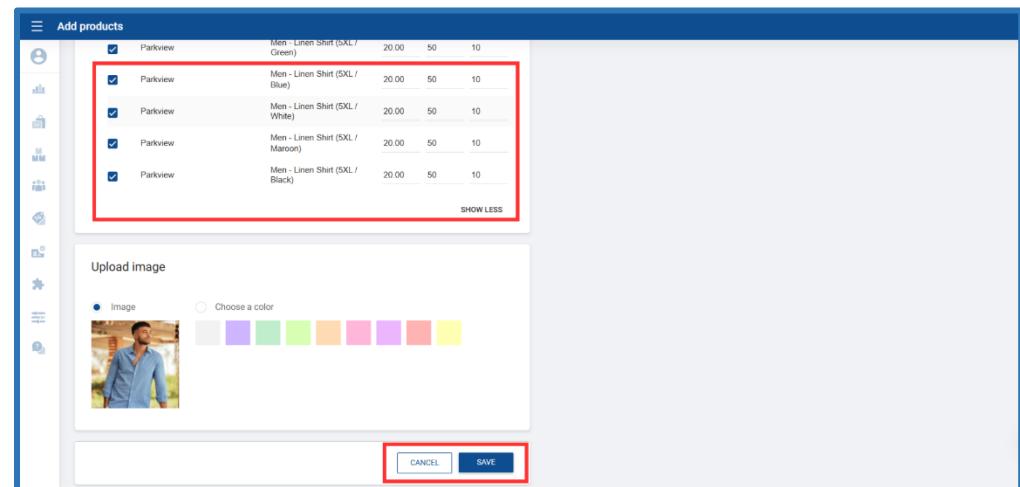
IX. Enter different names of attributes (Ex: Red, Black, Small, Medium, Large)



X. Click the “Save” button

XI. Enter If variants have barcodes or stocks

XII. Click the “Save” button

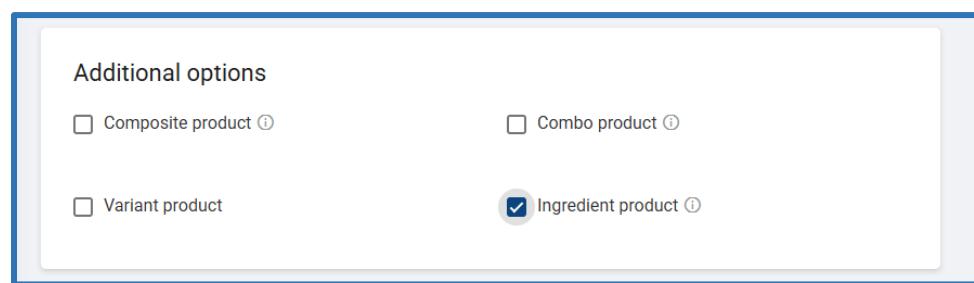


## 1.12. How to Create a Composite Item in Back-office Web Portal

Composite product contains a collection of other products which you can sell as a whole.

First, create the components of Composite product

- I. Log in to POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product list”
- IV. Click the “Add Product” button
- V. Enter the product name “Regular unit price” and other details
- VI. If the product is not available for sale, Check “Ingredient Product” from additional options.

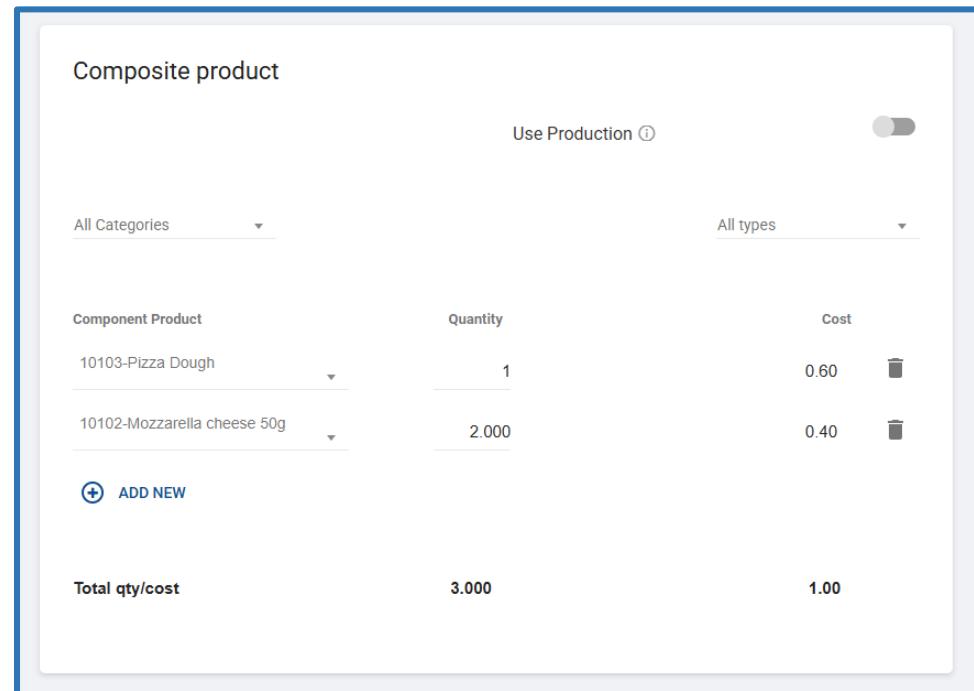


After you have all the components, create the composite item by clicking on “Add Product” button again.

- VII. Check “Composite Product” option from the additional options.

VIII. Add component products one by one by searching for them in the product list.

The regular unit cost of the composite product will be calculated based on the quantity and cost of all components.



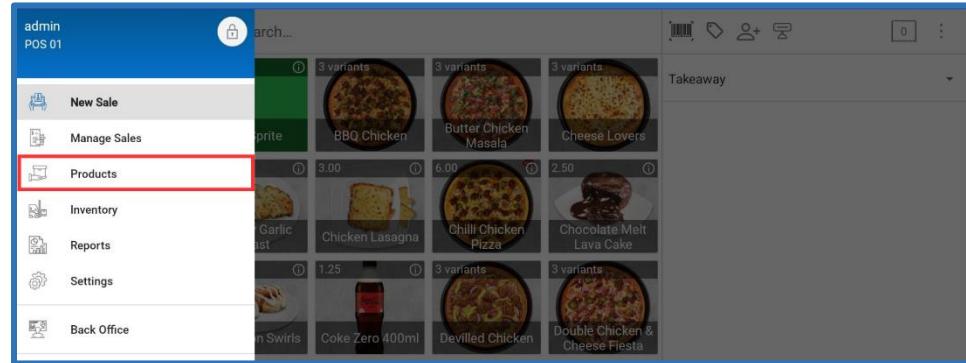
| Component Product           | Quantity     | Cost        |
|-----------------------------|--------------|-------------|
| 10103-Pizza Dough           | 1            | 0.60        |
| 10102-Mozzarella cheese 50g | 2.000        | 0.40        |
| <b>Total qty/cost</b>       | <b>3.000</b> | <b>1.00</b> |

IX. Click “Save”

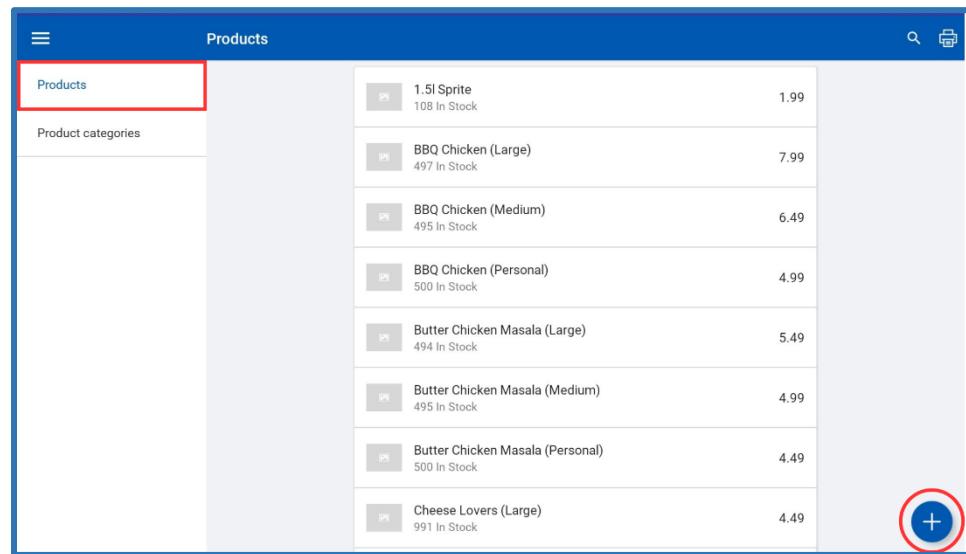
## 1.13. How to Add Barcodes to the items in the POS

Users can add barcodes in the POS in the following ways

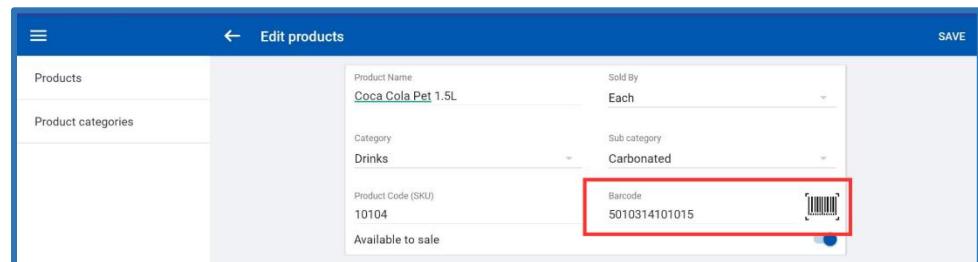
- I. Go to POS app Main Menu and select products



- II. Select “Products” and click the plus button to create a product or select an existing product.



- III. Add or update the barcode in the Barcode area



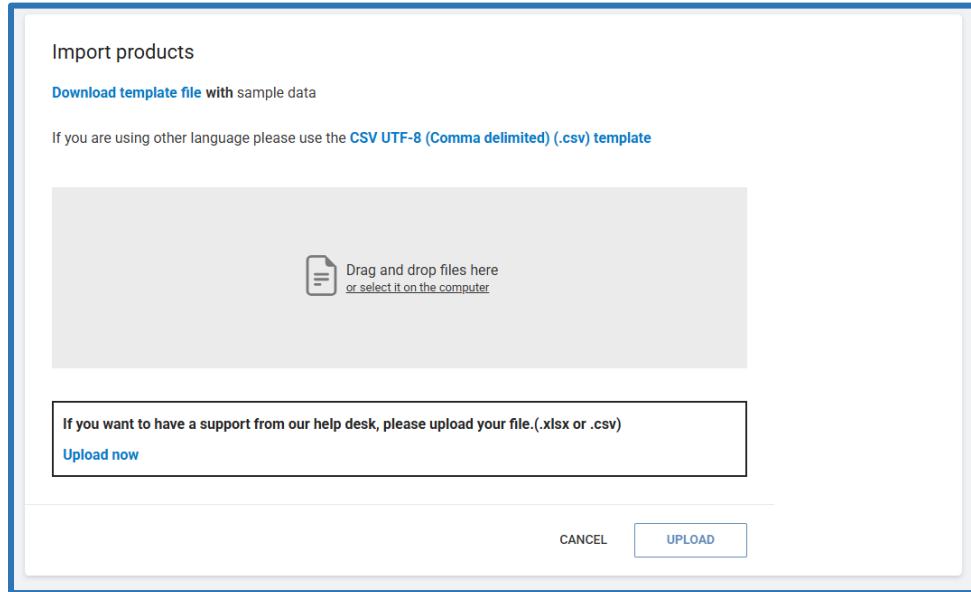
- IV. Or click the barcode icon and add the barcode-by-Barcode scanner.

## 1.14. How to Add Barcodes to Items in the Back-office Web Portal

Users can add barcodes to each product in the following ways:

### Bulk Upload of Barcodes Using a Template File

- I. Log in to POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product list”
- IV. Click “Import”, then download the template file.



Import products

[Download template file with sample data](#)

If you are using other language please use the [CSV UTF-8 \(Comma delimited\) \(.csv\) template](#)

Drag and drop files here  
or select it on the computer

If you want to have a support from our help desk, please upload your file.(.xlsx or .csv)

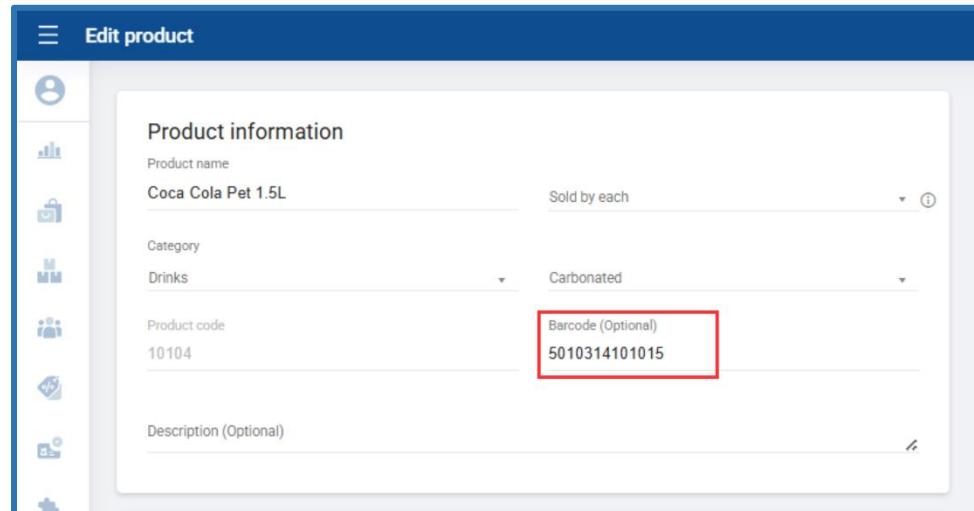
[Upload now](#)

CANCEL [UPLOAD](#)

- V. Open the template file, enter your products and corresponding barcodes in the correct column and save the file.
- VI. Upload the updated file back into the system.

### Manually Adding or Updating Barcodes for Each Product

- VII. Open an individual product record
- VIII. Add or update the barcode as needed in the Barcode section.

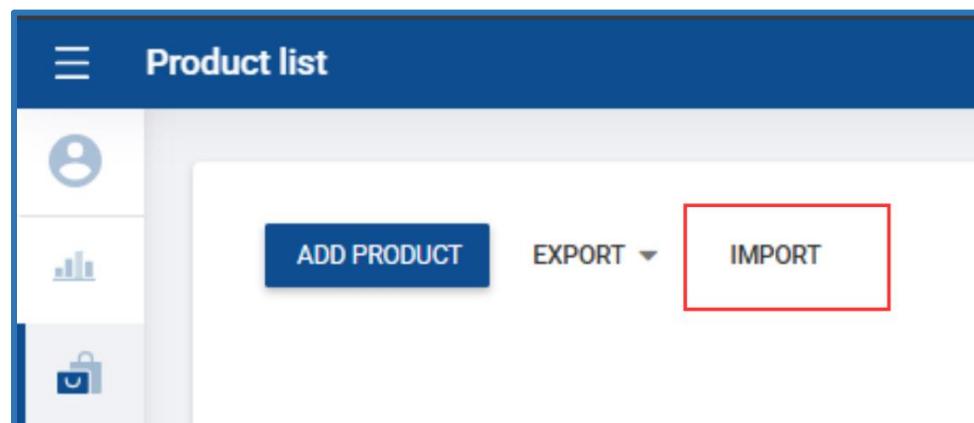


- IX. Save the changes.

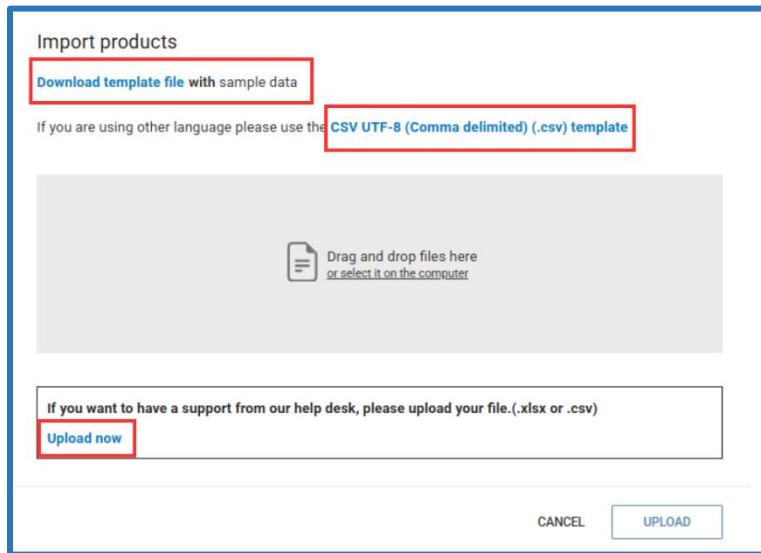
### 1.15. How to Export and Import Products

This outlines the process for exporting and importing product lists within a POS back-office web portal, likely for bulk updates or data backups

- I. Log in to POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product list”
- IV. Click “Import” button



V. Prepare Import File:



- Download Template: Download the provided template file (usually a CSV) to ensure your data is formatted correctly.
- CSV UTF-8: If your product details include characters from languages other than English, use the CSV UTF-8 template.
- Populate Template: Fill in the product information in the downloaded template.

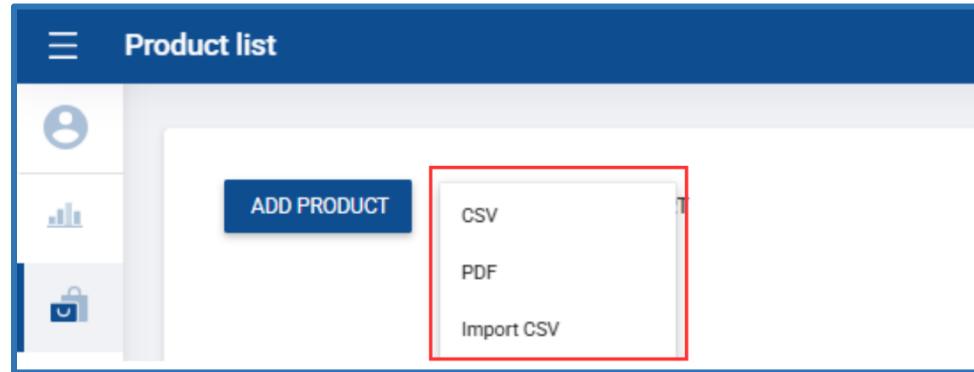
VI. Upload File:

- Drag and Drop: Drag and drop your completed template file into the designated area.
- Upload Now: If you encounter issues, use the "Upload Now" option for potential support.

VII. Click the "Upload" button to import the product list.

### Exporting Products:

VIII. Click the "Export" button.



IX. Choose the desired export format from the dropdown menu

X. The product list will be downloaded to your local device in the selected format.

### 1.16. How to Clear Sample Data

POS System gives an option to clear all data and clear all sales and stock data.

“Clear all data” This option will delete all the data including the master database.

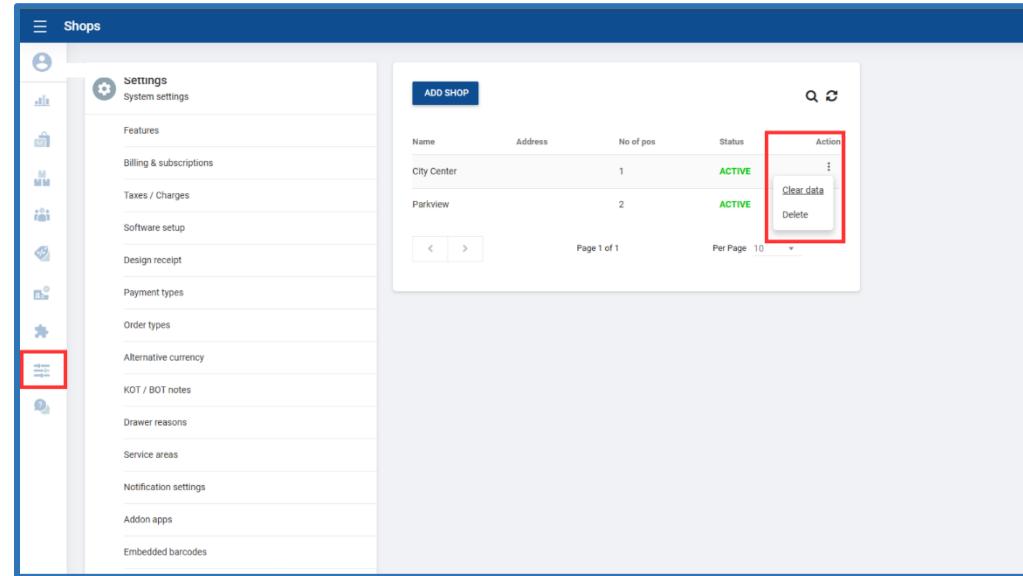
As an option, you can choose to clear all data or just the sales and stocks.

“Clear Transaction data” This option doesn’t delete the master database of items. Use this option after you make your initial tests and before start using the machine for real sales.

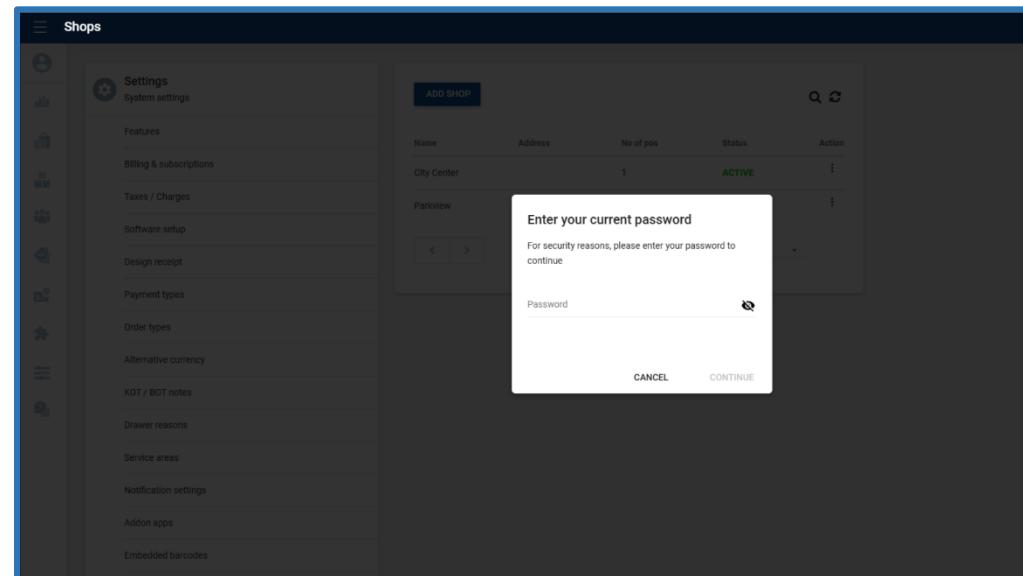
(Use this option carefully as this action will remove all the data and you cannot recover data again)

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Shop”

- IV. Click the 3-dot button near “Action”
- V. Click “Clear Data”



- VI. Enter the password and Click “Continue”



- VII. Select either “Clear All Data” or “Clear Transaction Data” button
- VIII. Click “Continue”

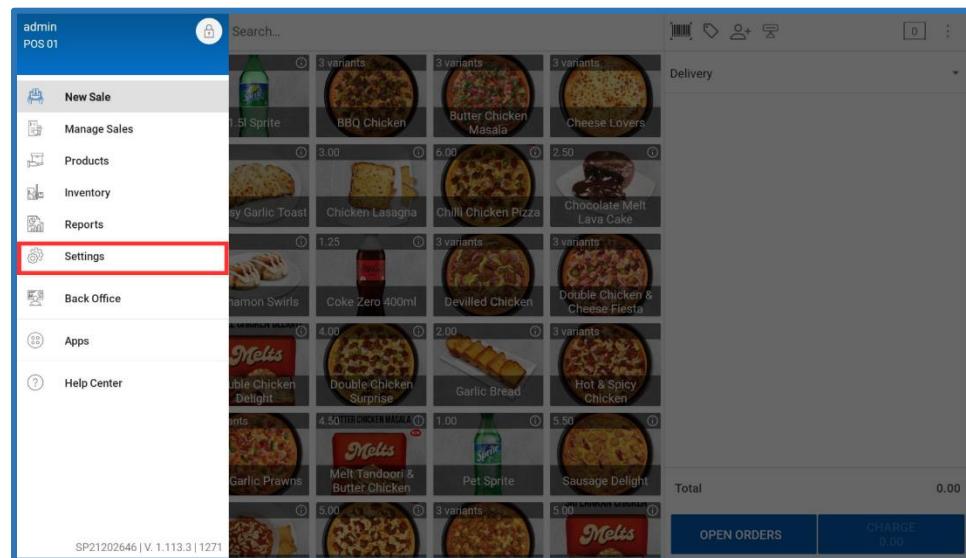
## 2. Sales Management

### 2.1. How to Change Home Sale Screen Layout for Tablets

Users can set the POS App main interface in three different ways. POS System main interface shows products with images. Also, it has the capability of showing items as scrolling down. Grid, List and Simple Grid are the three different types of home screen layout.

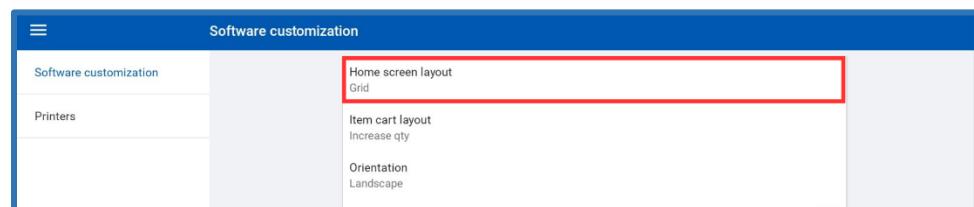
I. POS App Main Menu

II. Select “Settings”

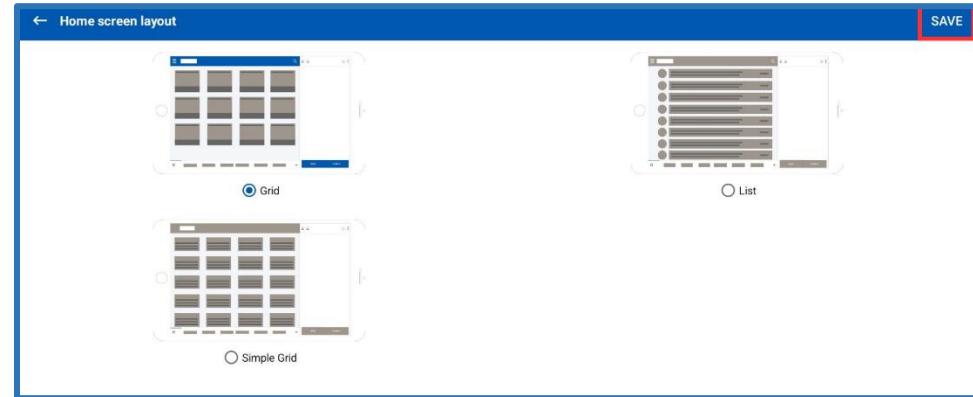


III. Select “Software Customization”

IV. Click “Home screen layout”



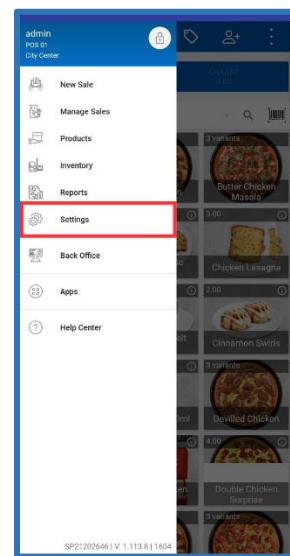
- V. Select one from Grid, List and Simple Grid options
- VI. Click “Save”



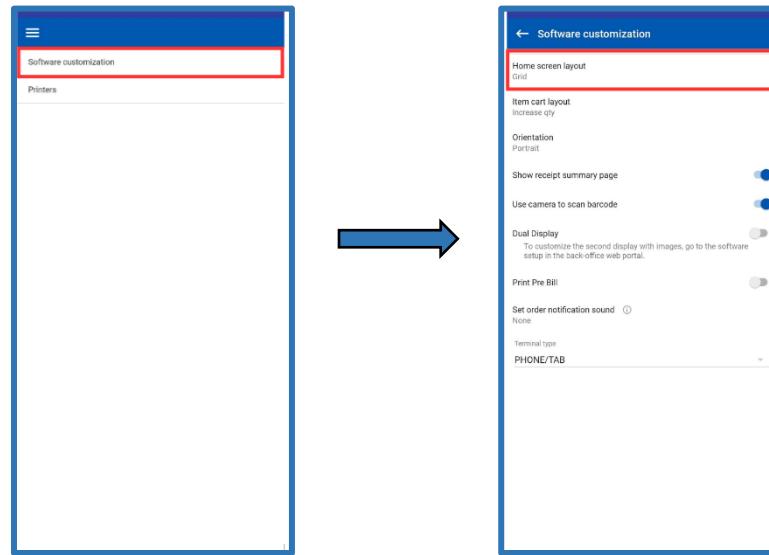
(If there are more than 500 items with IMAGES, we recommend to use “Simple Grid” option)

## 2.2. How to Change Home Sale Screen Layout for Smartphones

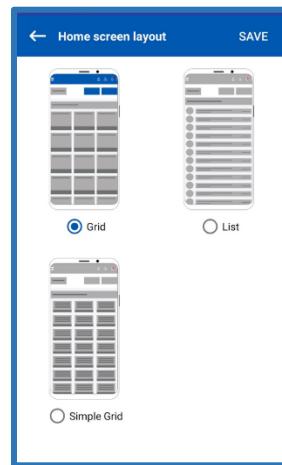
- I. POS App Main Menu
- II. Select “Settings”



III. Select “Software Customization” and Click “Home screen layout”



IV. Select one from Grid, List and Simple Grid options



V. Click “Save”

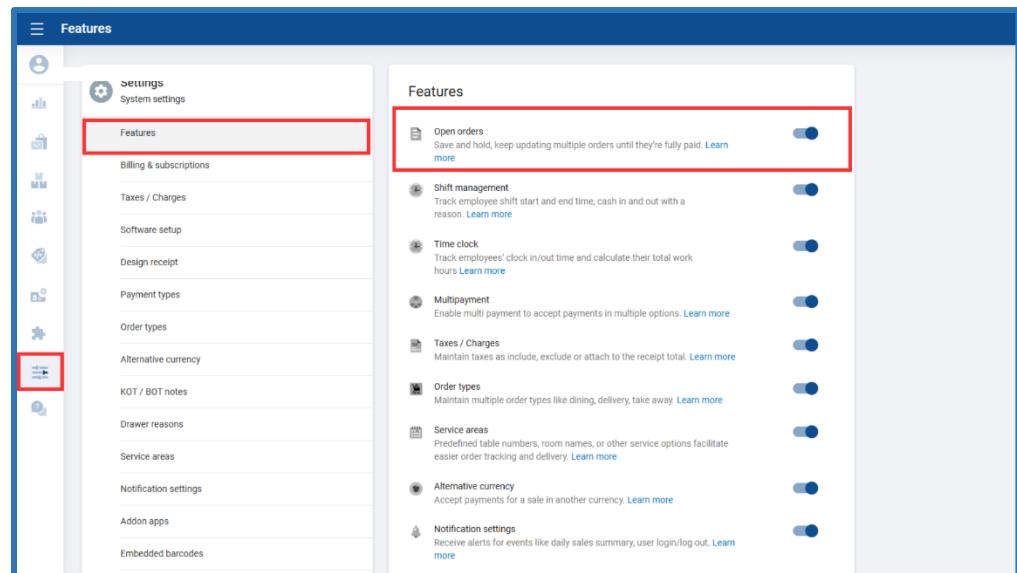
### 2.3. How to Create a Customer Order

POS System can create and manage customer orders. The customer order function can be used to capture sales where customers order via telephone or any other mode or where they want to pick up products on a later date, pick up products on a later time, and pay advance money for the order.

The below scenarios can be covered via “Customer Order”

- A visiting customer wants products on a specific date.
- Customer telephones and makes an order and wants products on a specific date.
- A customer inside a store wants to order products today by paying Advance Money and pick them up at a later date.

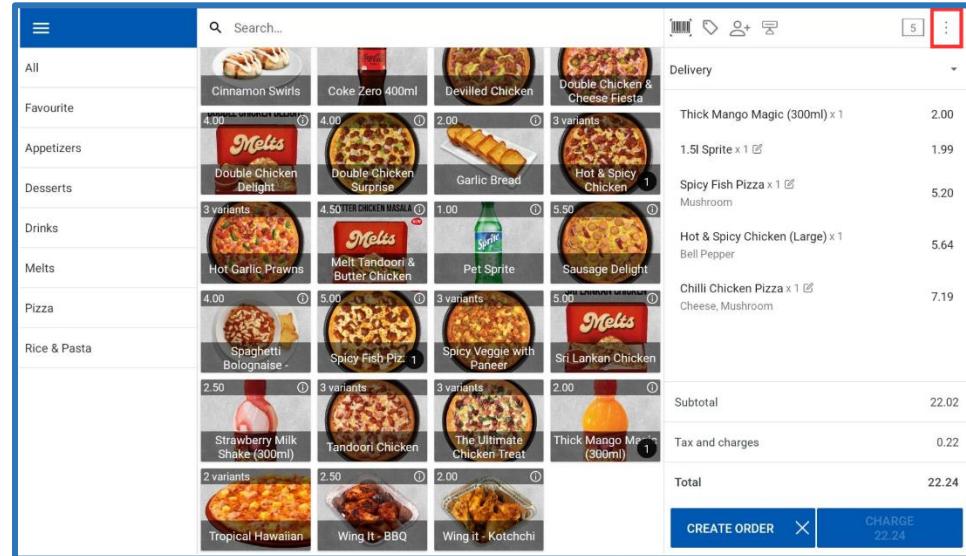
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Check ON “Open Orders” button



- V. Click “Save” at the bottom of the page

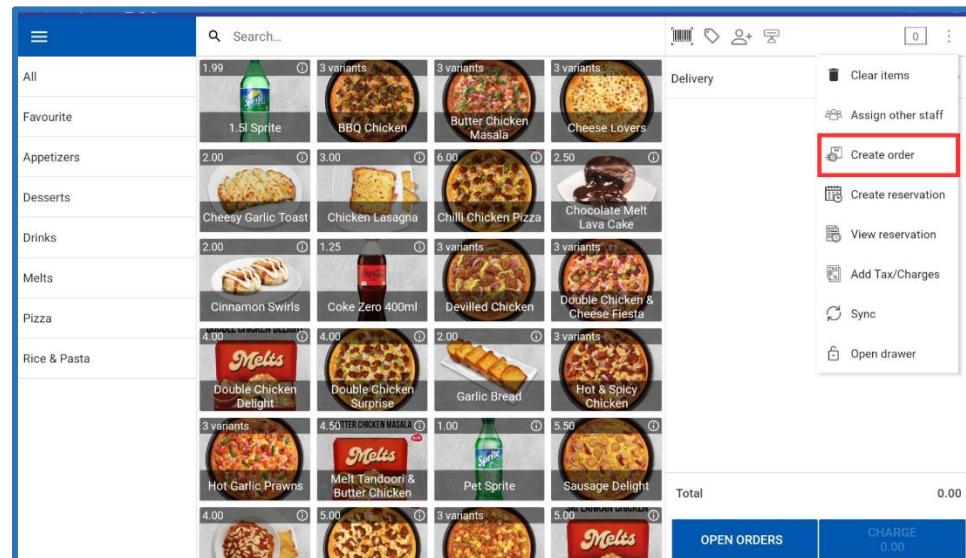
(Once you turn ON “Open Orders”, it will appear in the POS App as “Open Orders” in the new sales interface)

- I. POS App Main Menu
- II. Select “New Sale”
- III. Click the 3-dot button on the right-hand upper section



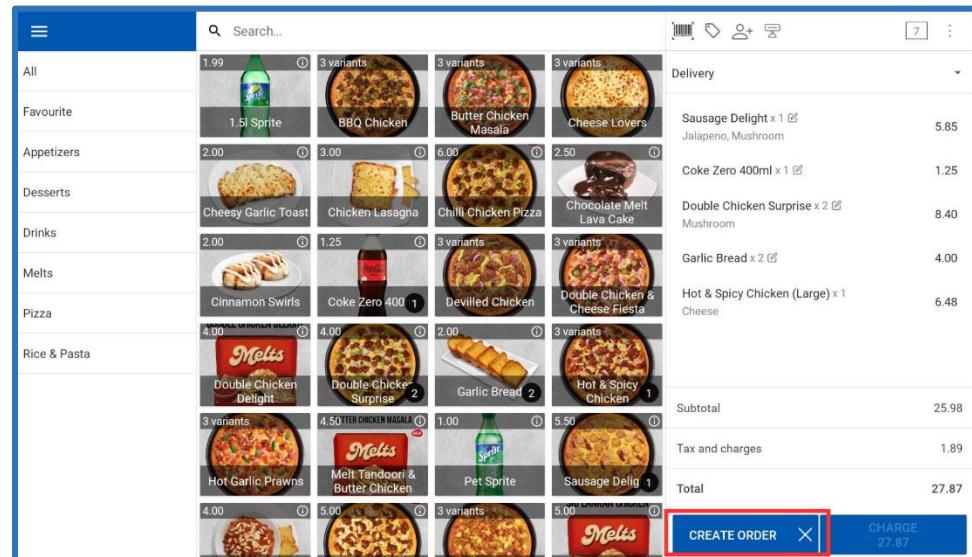
This screenshot shows the SalesPlay POS App's main menu interface. On the left, there is a sidebar with categories: All, Favourite, Appetizers, Desserts, Drinks, Melts, Pizza, Rice & Pasta. The main area displays a grid of food and drink items with their names, prices, and small images. On the right, a delivery summary table shows items like Thick Mango Magic, 1.5L Sprite, Spicy Fish Pizza, etc., with their quantities and prices. At the bottom, there are buttons for 'CREATE ORDER' and 'CHARGE 22.24'.

- IV. Click “Create Order”



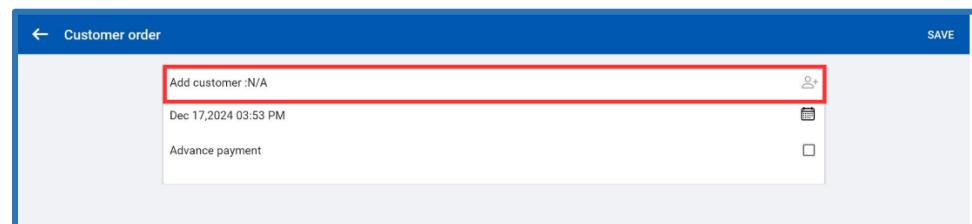
This screenshot shows the SalesPlay POS App's interface after selecting 'Create Order'. A sidebar on the right lists various actions: Clear items, Assign other staff, Create order (which is highlighted with a red box), Create reservation, View reservation, Add Tax/Charges, Sync, and Open drawer. The main area is identical to the previous screenshot, showing the menu grid and delivery summary.

V. Select the items the customer wants and click the “Create Order” button

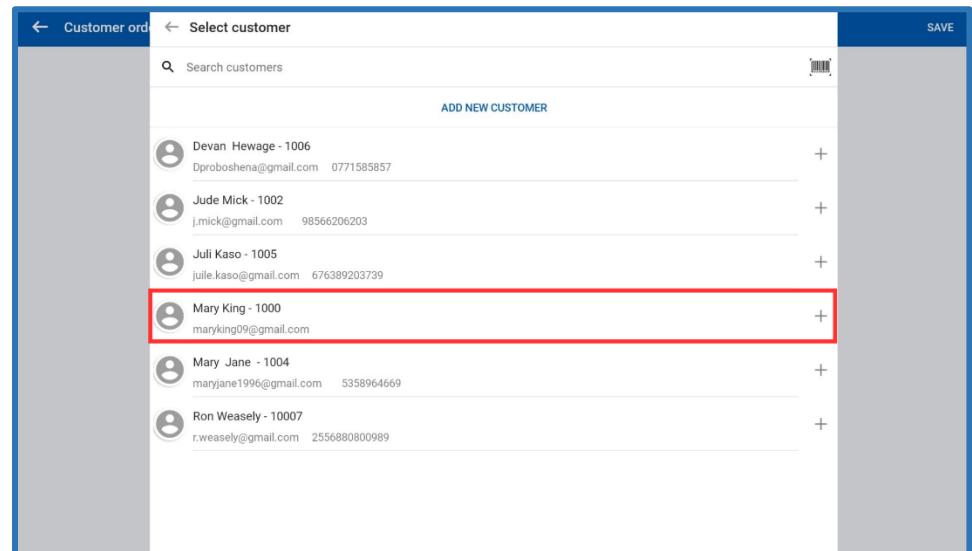


The screenshot shows a POS interface with a sidebar on the left containing categories like All, Favourite, Appetizers, Desserts, Drinks, Melts, Pizza, and Rice & Pasta. The main area displays a grid of items with images, names, and prices. A red box highlights the 'CREATE ORDER' button at the bottom right of the screen.

VI. Add Customer (Add new or select existing) and click “Add to order”

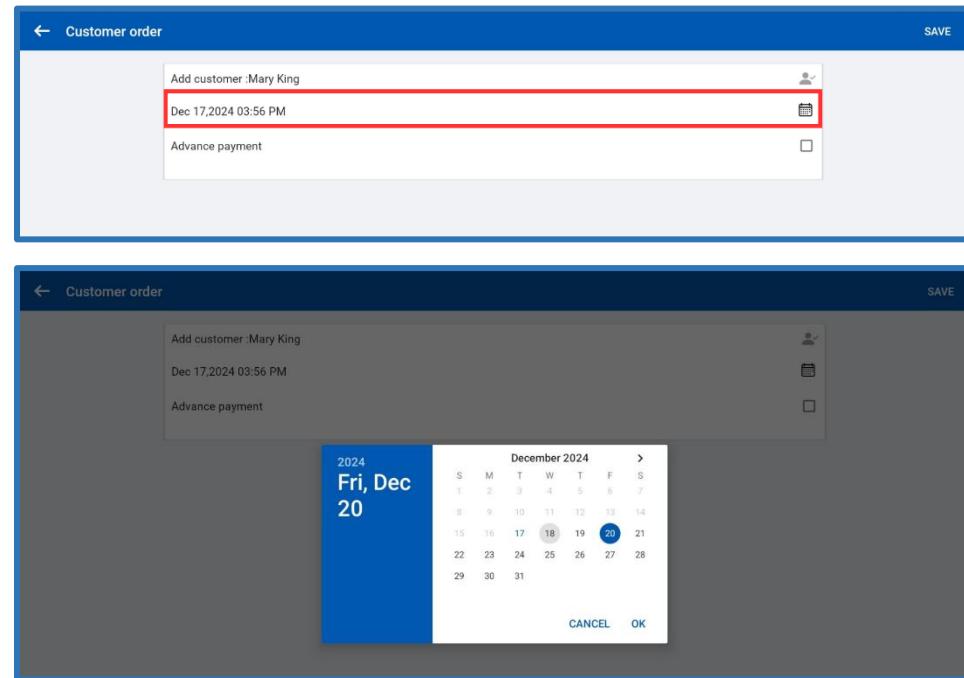


The screenshot shows the 'Customer order' screen. The 'Add customer :N/A' field is highlighted with a red box. The 'SAVE' button is located at the top right of the screen.



The screenshot shows the 'Select customer' screen. A list of customers is displayed, including Devan Hewage - 1006, Jude Mick - 1002, Juli Kaso - 1005, Mary King - 1000 (highlighted with a red box), Mary Jane - 1004, and Ron Weasley - 10007. The 'SAVE' button is located at the top right of the screen.

VII. Select the calendar icon and provide the delivery date and time



VIII. Click the “Save” button

## 2.4. How to Create a Customer Order with Advance Payment

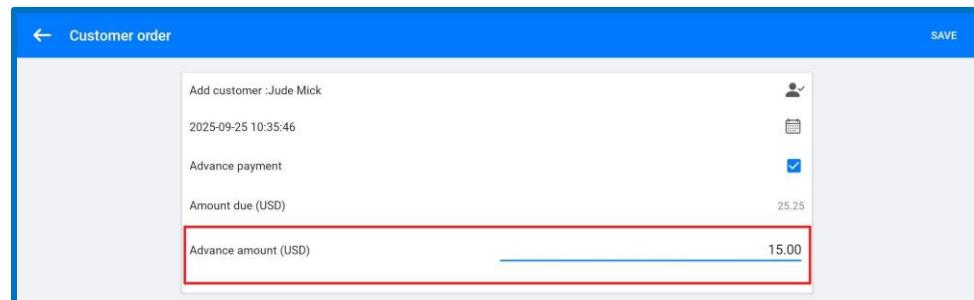
POS System can create and manage customer orders when customers are willing to pay an “Advance” amount.

Ex: A customer inside a shop wants to order products today by paying an “Advance” amount and the customer wants to pick them up at a later date.

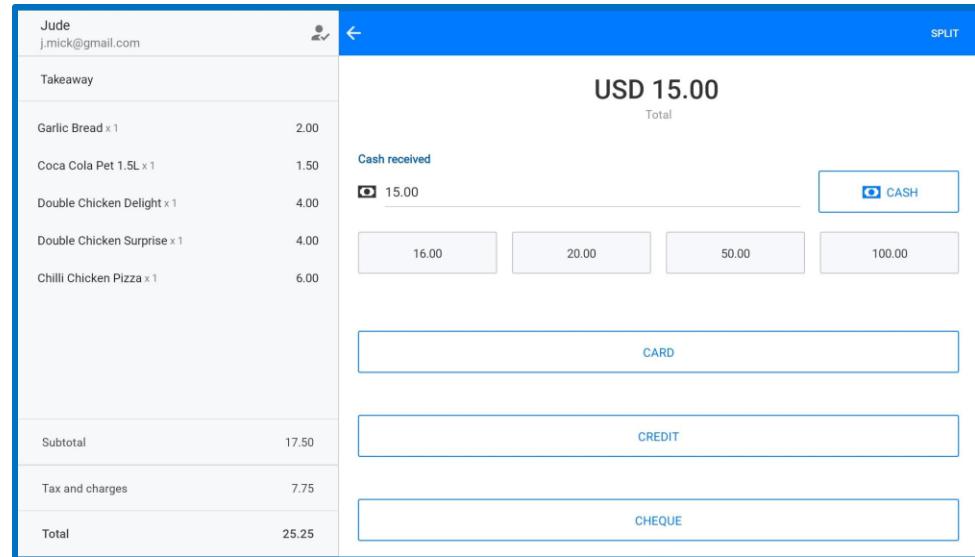
- I. POS App Main Menu
- II. Select “New Sale”
- III. Click the 3-dot button on the right-hand upper section
- IV. Select the items the customer wants and add to the cart.
- V. Click “Create Order”
- VI. Add Customer (Add new or select existing) and click “Add to order”
- VII. Select the calendar icon and provide the delivery date and time
- VIII. Check ON “Advance Payment” icon



- IX. Enter the “Advance amount” the customer willing to pay



- X. Click “Save” button
- XI. Select the payment type and confirm the advance payment.



(Once amount paid, an Advance receipt will be created with the paid advance amount and due amount)

## 2.5. How to Apply Discounts During a Sale

SalesPlay POS offers two types of discounts: **Total Discount** and **Line/Item Discount**.

**Total Discount** applies to the entire transaction, either as a percentage or a fixed amount, making it ideal for promotions and sales. **Line/Item Discount** applies to specific products within a transaction, allowing businesses to discount individual items, categories, or product combinations. Below are the steps to apply these discounts in SalesPlay POS.

### Apply Discount for the Total Receipt Value

- I. POS App Home screen
- II. Add items to the cart
- III. Click the “Discount” icon

- All**
- Favorite**
- Appetizers**
- Desserts**
- Drinks**
- Melts**
- No category**
- Pizza**
- Rice & Pasta**
- Valentine's Special**

Search...
Barcode
Print
Logout
6
...



2.00

1

Cheesy Garlic Toast



3.00

1

Chicken Lasagna



6.00

1

Chilli Chicken Pizza



2.50

1

Chocolate Lava Cake



2.00

1

Cinnamon Swirls



1.25

1

Coke Zero 400ml



3 variants

1

Devilled Chicken



3 variants

1

Double Chicken & Cheese Festa



4.00

1

Double Chicken Delight



4.00

1

Double Chicken Surprise



2.00

1

Garlic Bread



3 variants

1

Hot & Spicy Chicken



3 variants

1

Hot Garlic Prawns



4.50

1

Melt Tandoori & Butter Chicken Masala



48 variants

1

Men - Linen Shirt



1.00

1

Pet Sprite

Takeaway
Chocolate Melt Lava Cake x 1
2.50

Pet Sprite x 1
1.00

Hot & Spicy Chicken (Perso... x 1
3.99

Garlic Bread x 3
6.00

Subtotal
13.49

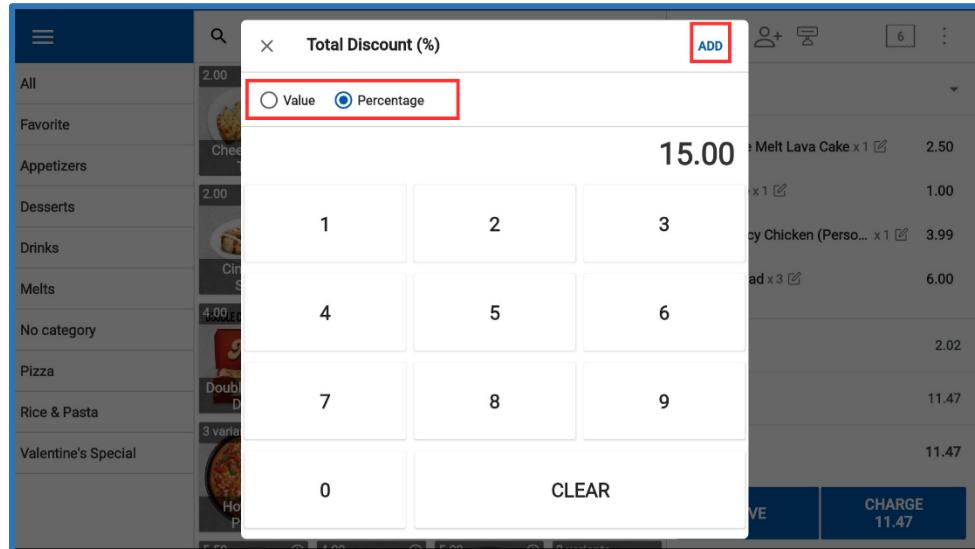
Total
13.49

SAVE
CHARGE  
13.49

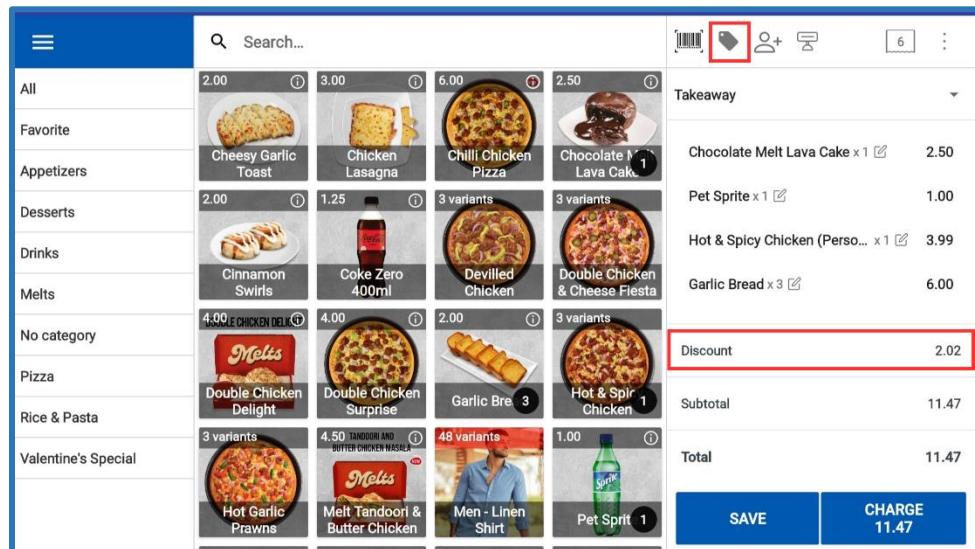
39

Copyright © 2025 SalesPlay

IV. Check value or percentage (default Percentage) and enter the discount percentage or value

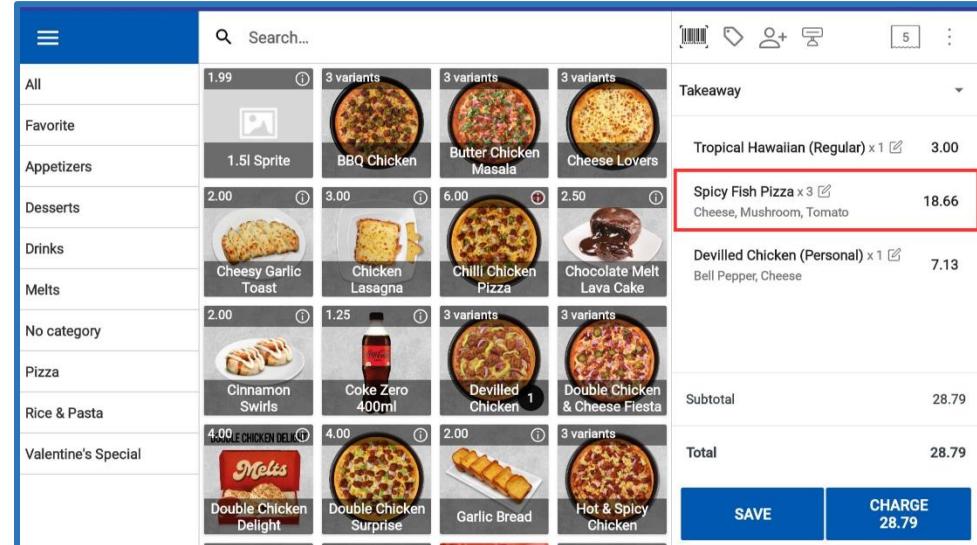


V. Click the “CHARGE” button and proceed



## Apply Line / Item Discount

i. Add item(s) to the cart, then click the item in the ITEM CART (Views Item) area

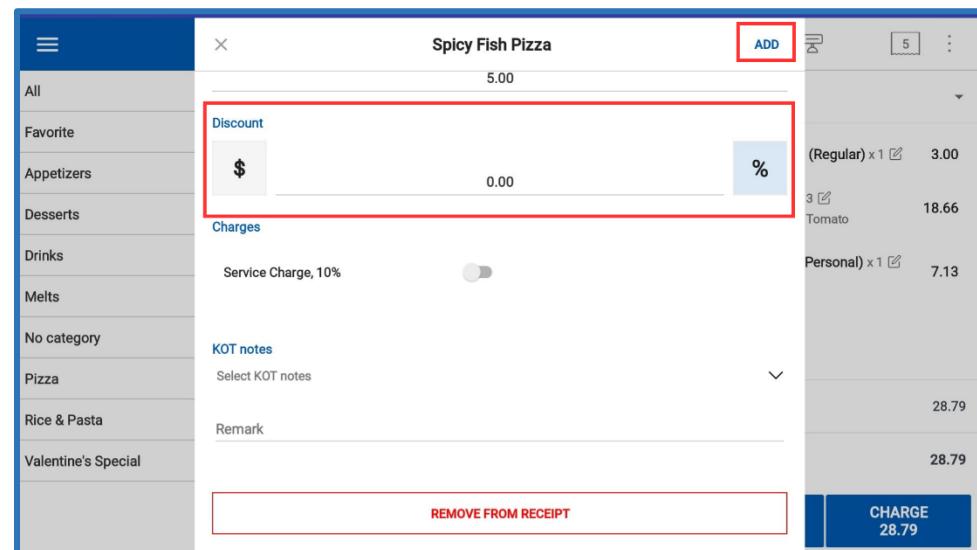


The screenshot shows the SalesPlay POS interface. On the left is a navigation menu with categories like All, Favorite, Appetizers, Desserts, Drinks, Melts, No category, Pizza, Rice & Pasta, and Valentine's Special. The main area displays a grid of food items with their names and prices. To the right is the item cart, showing the following items:

| Item                        | Quantity | Unit Price | Total |
|-----------------------------|----------|------------|-------|
| Tropical Hawaiian (Regular) | 1        | 3.00       | 3.00  |
| Spicy Fish Pizza            | 3        | 18.66      | 55.98 |
| Devilled Chicken (Personal) | 1        | 7.13       | 7.13  |
| <b>Subtotal</b>             |          |            | 28.79 |
| <b>Total</b>                |          |            | 28.79 |

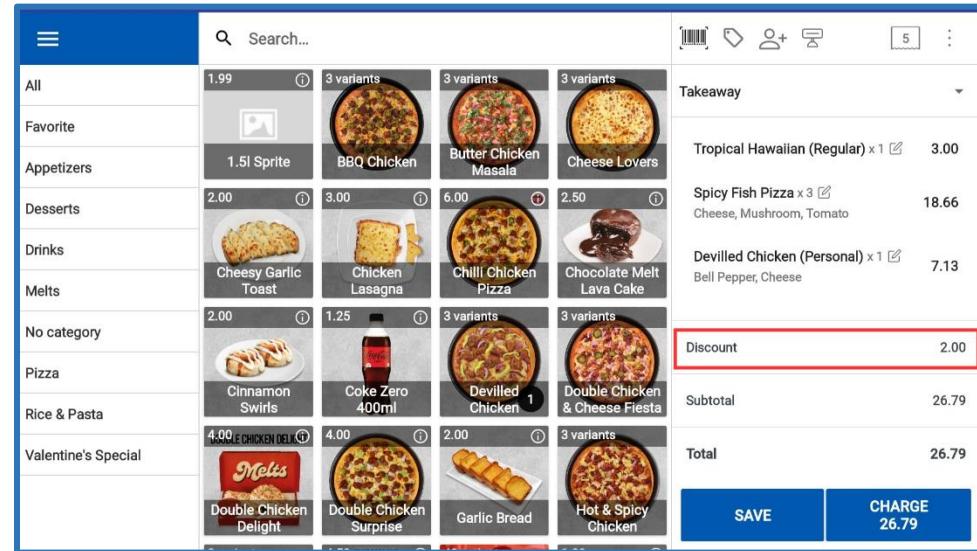
At the bottom are 'SAVE' and 'CHARGE' buttons.

ii. Go to the discount area and enter the discount value or percentage



The screenshot shows the SalesPlay POS interface for the 'Spicy Fish Pizza' item. The left sidebar shows categories like All, Favorite, Appetizers, Desserts, Drinks, Melts, No category, Pizza, Rice & Pasta, and Valentine's Special. The main area shows the item details with a price of 5.00. The 'Discount' section is highlighted with a red box, showing a dollar sign input field with '0.00' and a percentage input field with '0%'. Below the discount are 'Charges' and 'Service Charge, 10%' settings. The right side shows the item cart with the same items and total as the previous screenshot. At the bottom are 'REMOVE FROM RECEIPT' and 'CHARGE' buttons.

iii. Click “Add”



The screenshot shows the SalesPlay POS interface. On the left, a menu list includes categories like All, Favorite, Appetizers, Desserts, Drinks, Melts, No category, Pizza, Rice & Pasta, and Valentine's Special. The main area displays a grid of food items with their names, prices, and variants. On the right, an order summary for 'Takeaway' is shown, including items like 'Tropical Hawaiian (Regular)', 'Spicy Fish Pizza', 'Devilled Chicken (Personal)', and a discount entry. The total is 26.79. At the bottom are 'SAVE' and 'CHARGE' buttons.

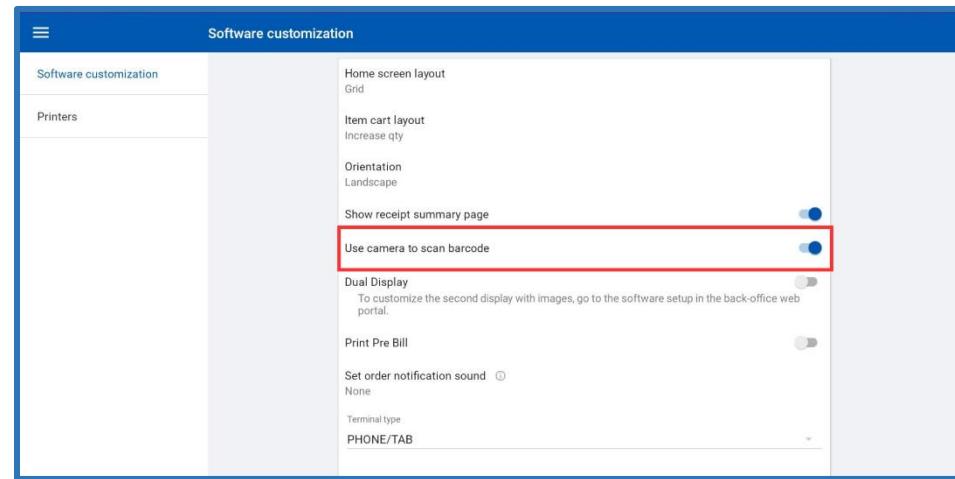
| Item                        | Quantity | Unit Price | Total |
|-----------------------------|----------|------------|-------|
| Tropical Hawaiian (Regular) | x 3      | 3.00       | 9.00  |
| Spicy Fish Pizza            | x 3      | 18.66      | 55.98 |
| Devilled Chicken (Personal) | x 1      | 7.13       | 7.13  |
| Discount                    |          | 2.00       | -2.00 |
| <b>Subtotal</b>             |          |            | 26.79 |
| <b>Total</b>                |          |            | 26.79 |

iv. Click the “CHARGE” button and proceed

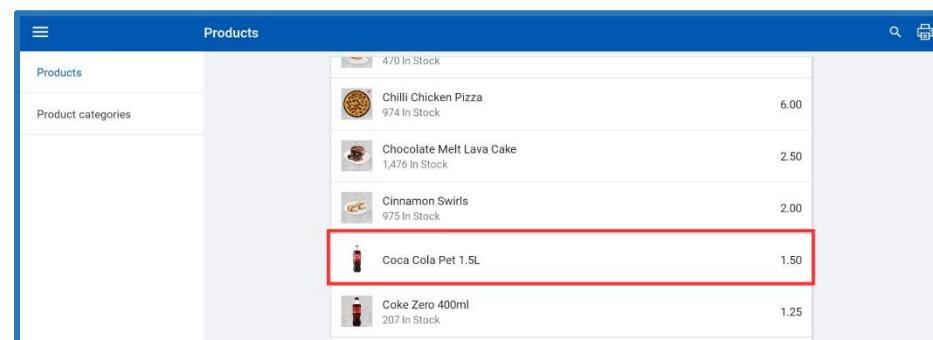
## 2.6. How to Use Barcodes and Find Products Easily

- I. POS App Main Menu
- II. Select “Settings”
- III. Select “Software Customization”

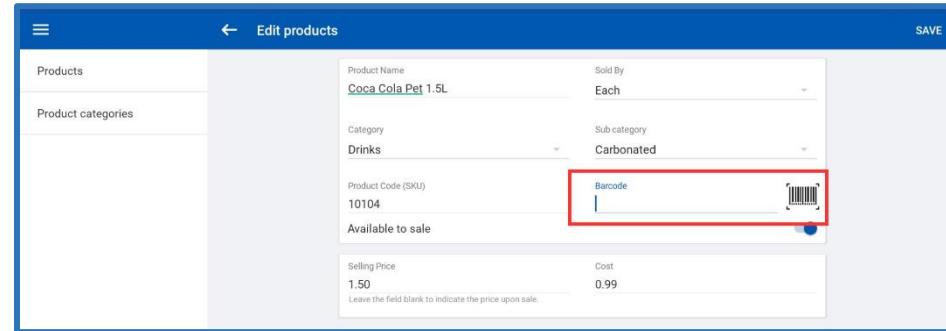
Enable "Use camera to scan barcode." If your device has an internal camera, you can use it. Alternatively, connect a barcode reader via USB or Bluetooth



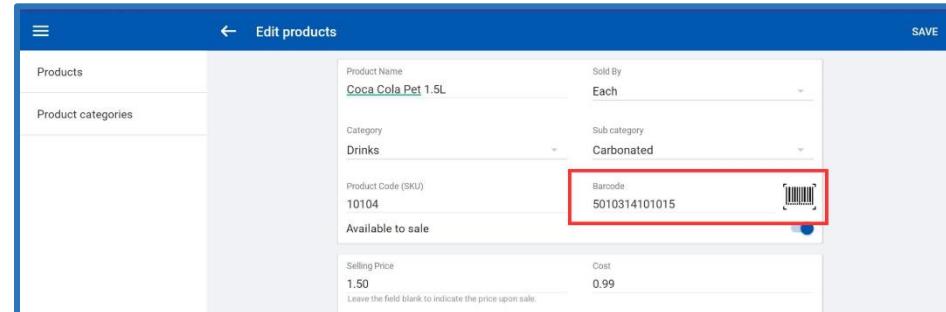
- IV. Return to the POS App Main Menu
- V. Select “Products”
- VI. Create a new product or select an existing product



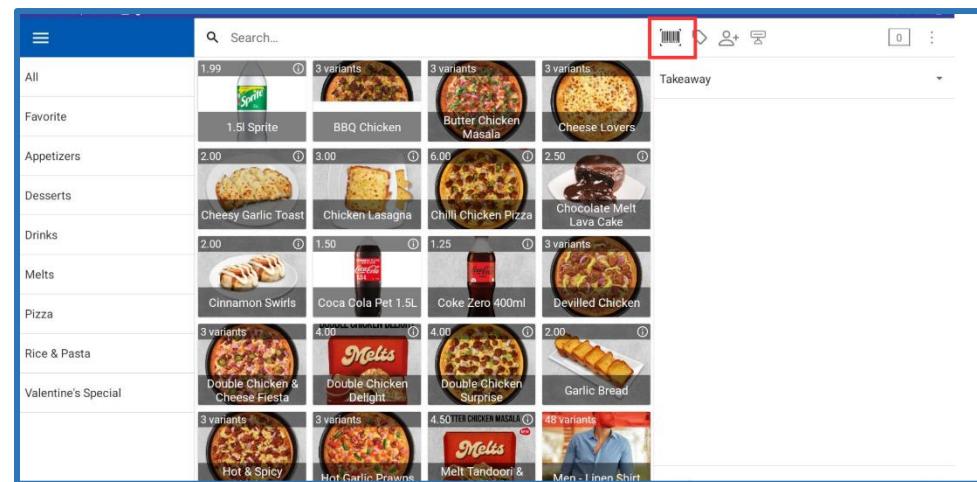
VII. In the barcode area, tap the barcode logo and scan the barcode associated with the product



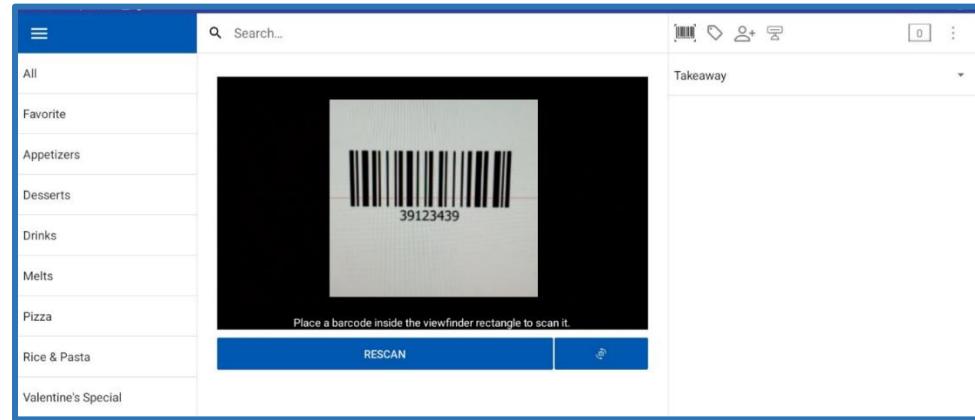
VIII. Once the code is populated, tap “Save”.



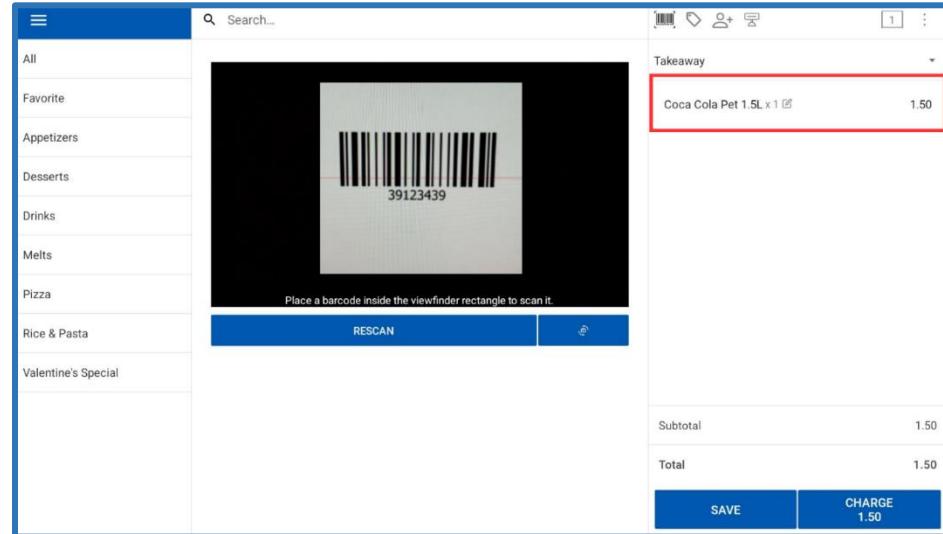
IX. Select “New Sale”  
 X. Tap the “Barcode” icon.



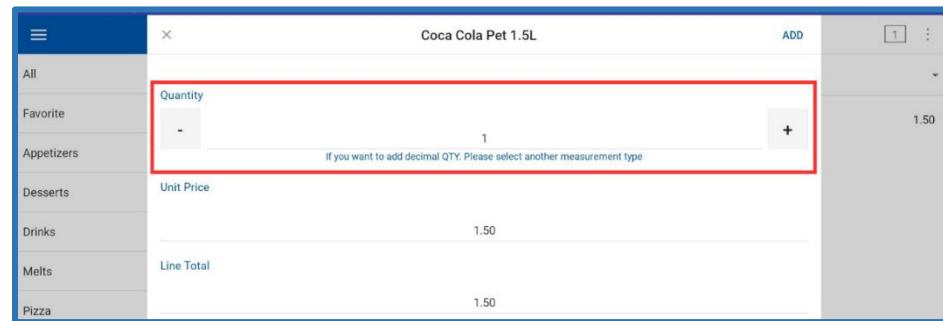
**XI. Scan the barcode of the product**



**XII. The system will display the product adding screen associated with the scanned barcode**

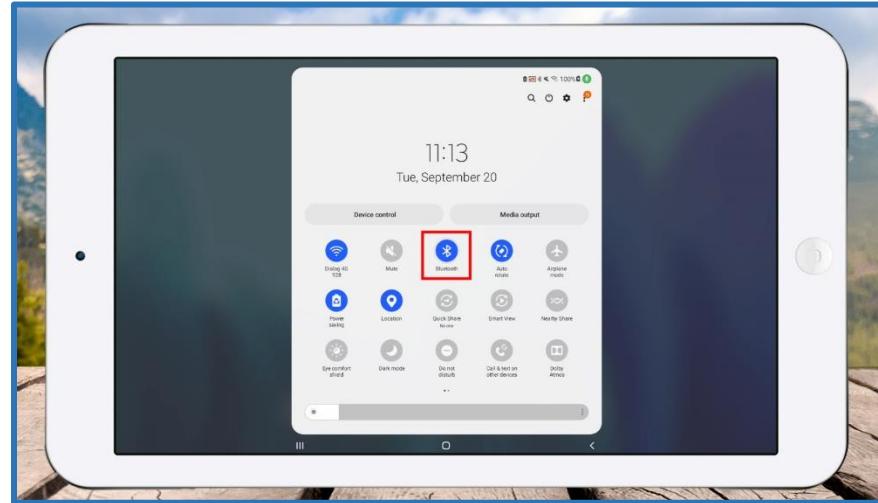


**XIII. Enter the number of units the customer wants**

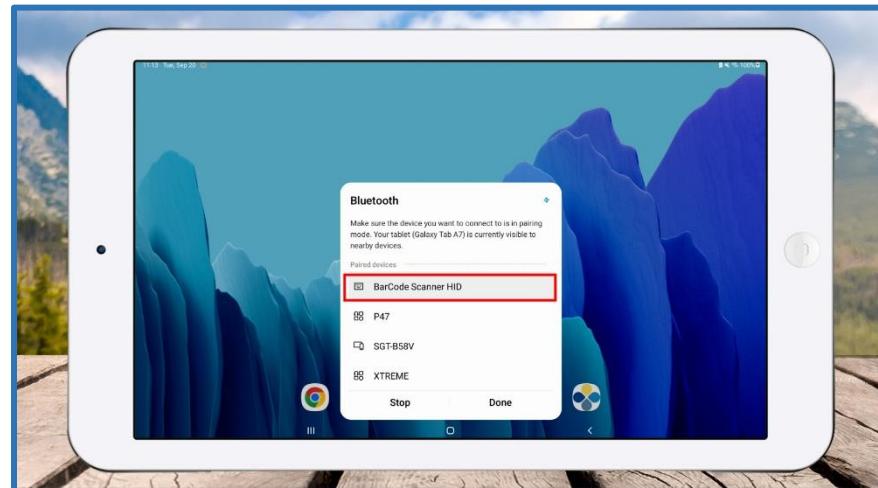


## Using an External Bluetooth Barcode Reader:

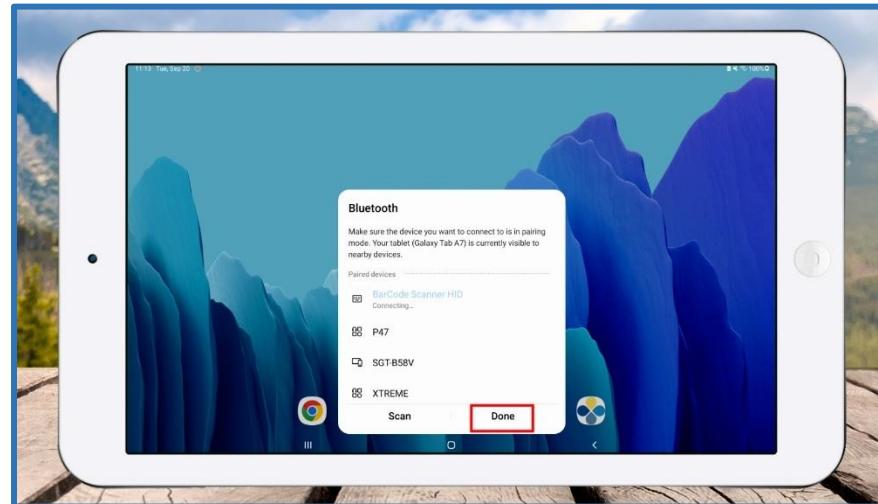
- I. Open Bluetooth settings on your device



- II. Scan for available devices and connect the barcode scanner to your POS app device.

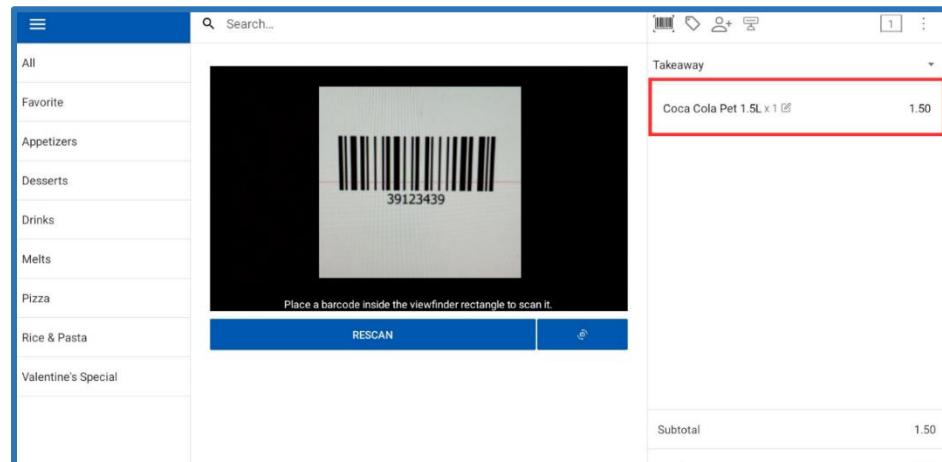


III. Once connected, tap “Done”



IV. Open SalesPlay POS App

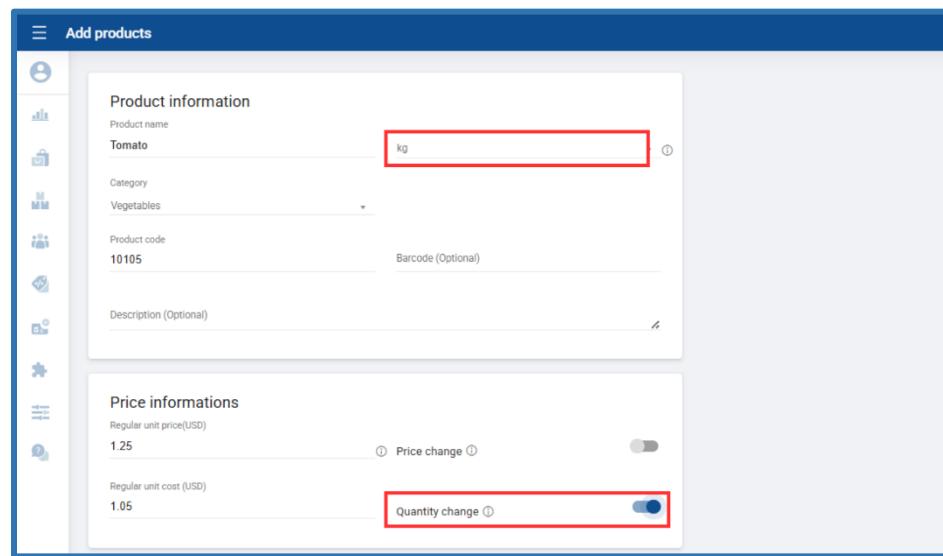
V. Scan the barcode of the product you want to add to the cart. The product will be added successfully



## 2.7. How to Sell Items by Weight

Selling items by weight requires a Point of Sale (POS) system that can handle variable quantities and calculate prices based on weight units (like kilograms or grams). Here's how to set up and use SalesPlay POS for selling items by weight:

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product List”
- IV. Either create a new product or select an existing product that you intend to sell by weight.
- V. In the product details, change the "Sold by" unit to either "kg" (kilogram) or "g" (gram), as appropriate.

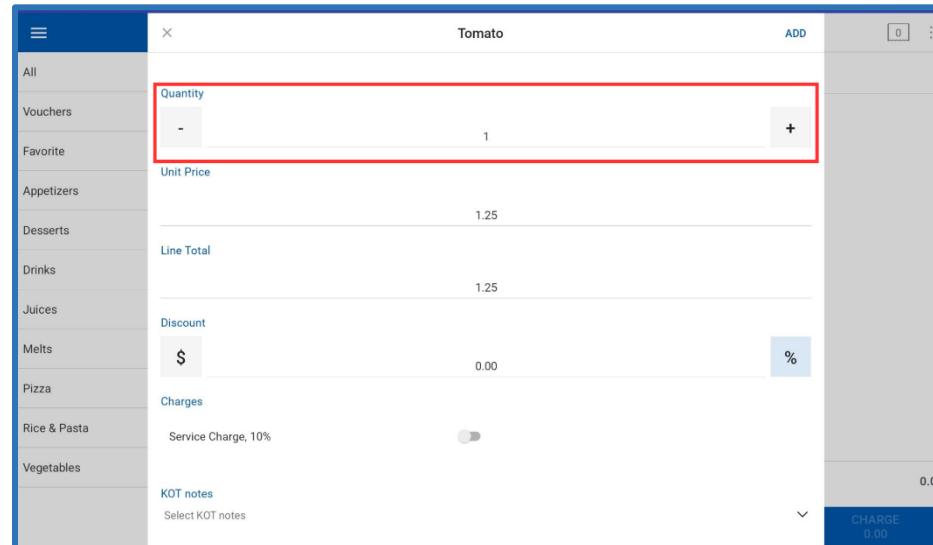
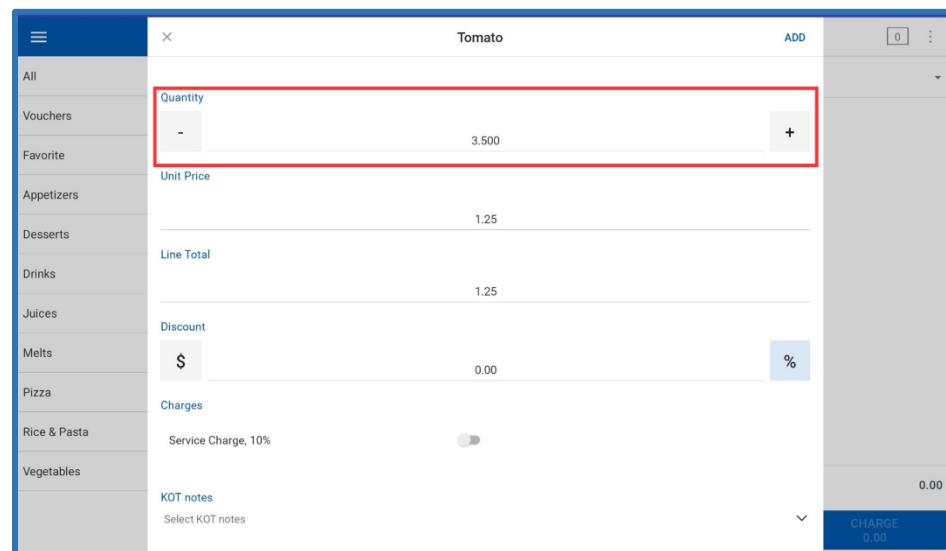


- VI. Ensure the price per kilogram or gram is correctly entered
- VII. Click “Update” button

On the POS App,

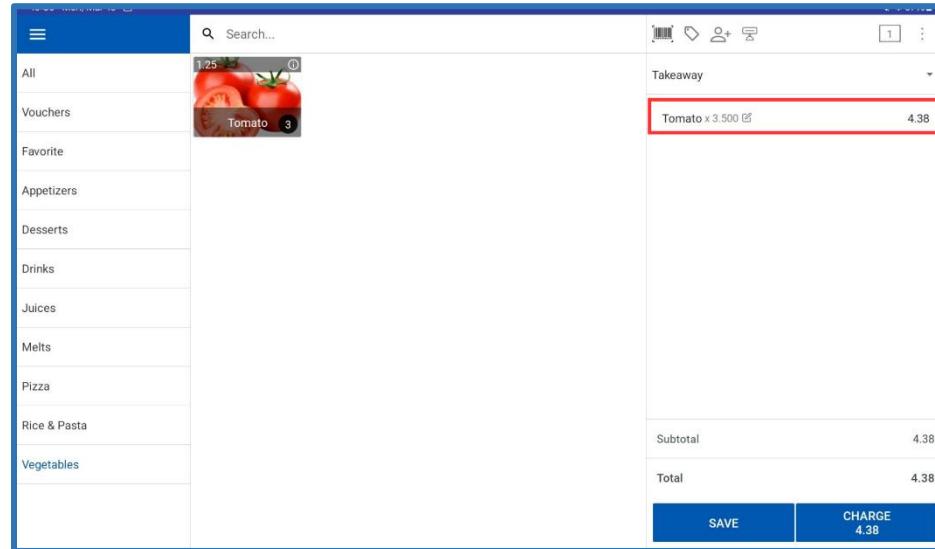
VIII. POS App Main Menu

- IX. Choose the product that you have configured to be sold by weight.
- X. When the product selection screen appears, enter the weight (quantity) in kilograms or grams.

- XI. Click the "Add" button

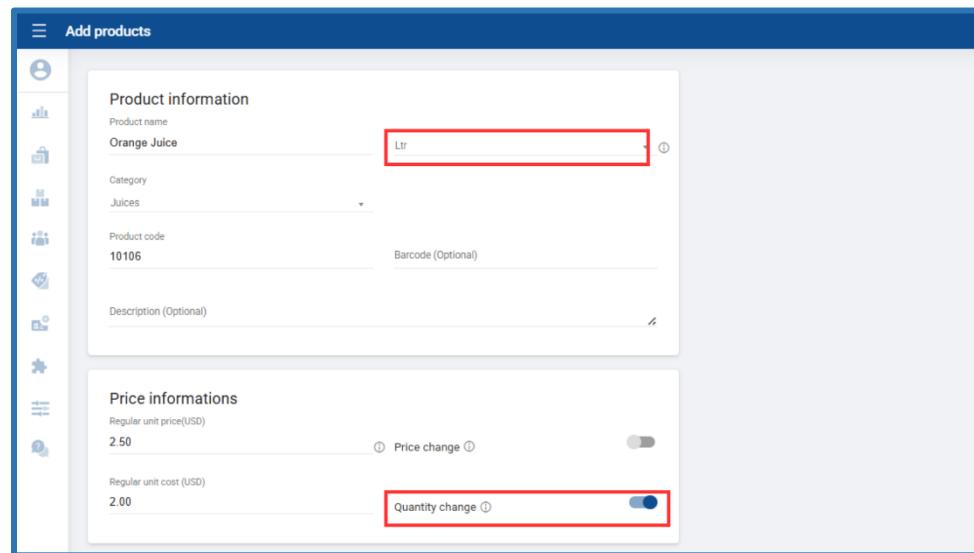
XII. The cart will now display the product with the calculated price based on the entered weight and the price per unit.



XIII. Proceed with the checkout process as usual.

## 2.8. How to Sell Liquids

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product List”
- IV. Either create a new product or select an existing product that you intend to sell by liquid.
- V. In the product details, change the "Sold by" unit to either "Ltr" (liter) or "ml" (milliliter), as appropriate.

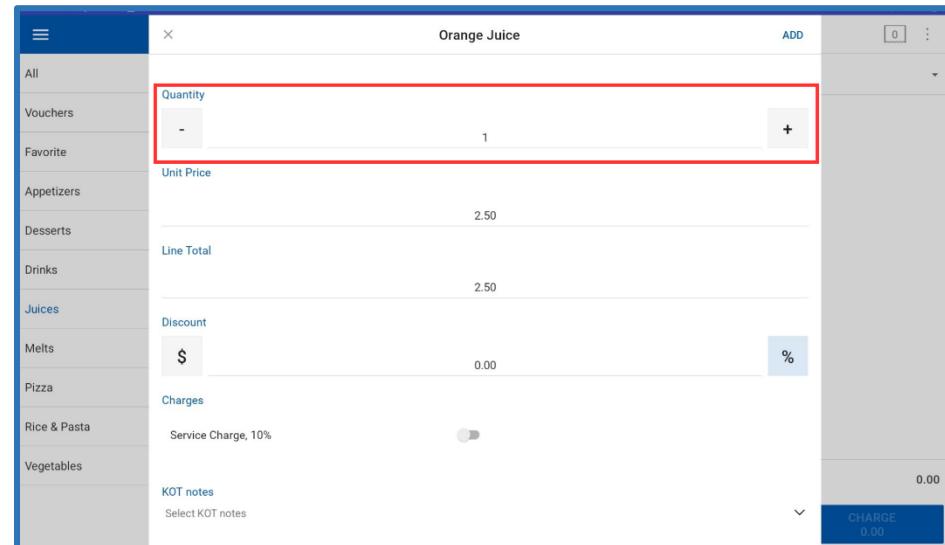


- VI. Enter the correct price per liter or milliliter
- VII. Click “Update” button

### On the POS App,

- VIII. POS App Main Menu
- IX. Select a product you wish to sell by weights

X. In the product selection screen, enter the volume (quantity) of liquid being sold in liters or milliliters.



Orange Juice

Quantity: 1

Unit Price: 2.50

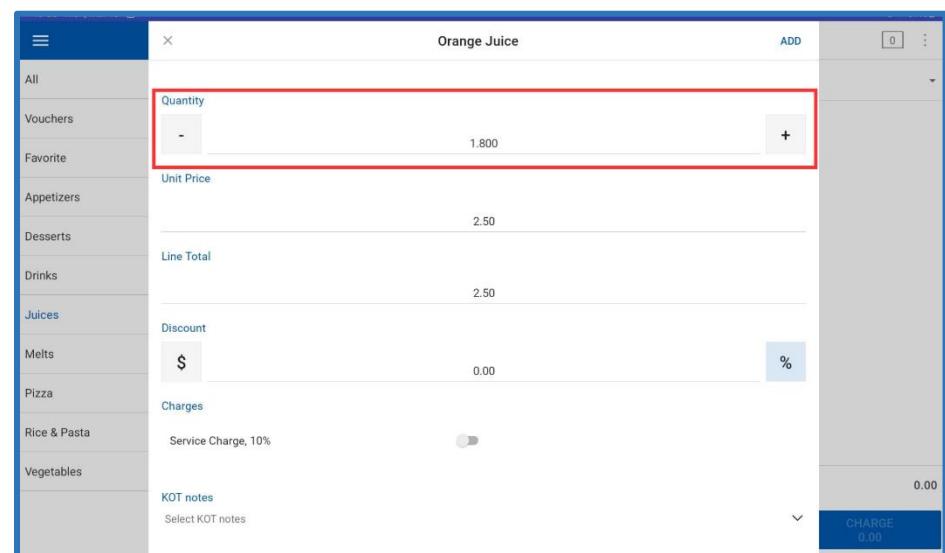
Line Total: 2.50

Discount: \$ 0.00 % 0.00

Charges: Service Charge, 10% (switch off)

KOT notes: Select KOT notes

CHARGE 0.00



Orange Juice

Quantity: 1.800

Unit Price: 2.50

Line Total: 2.50

Discount: \$ 0.00 % 0.00

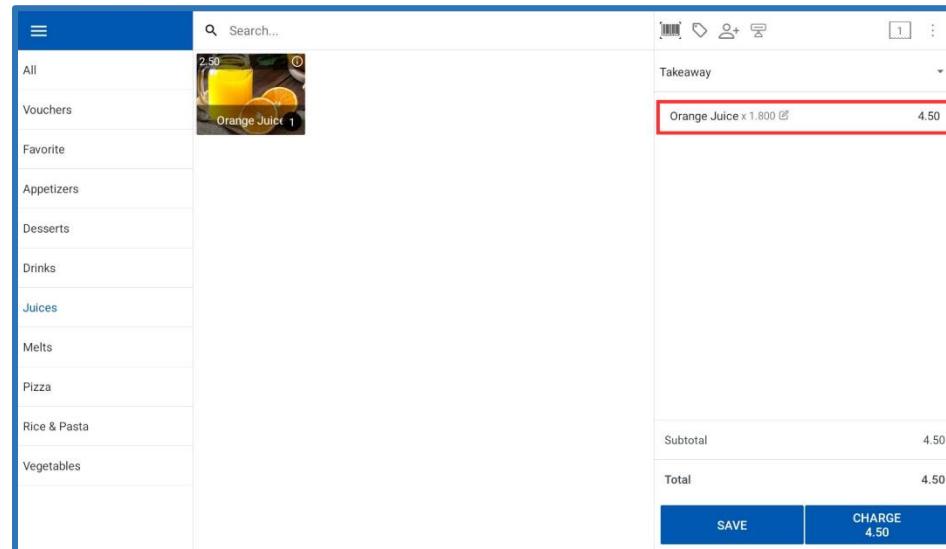
Charges: Service Charge, 10% (switch off)

KOT notes: Select KOT notes

CHARGE 0.00

XI. Click the "Add" button

XII. The cart will display the product with the calculated price based on the entered volume and the price per unit.



XIII. Proceed with the checkout process as usual.

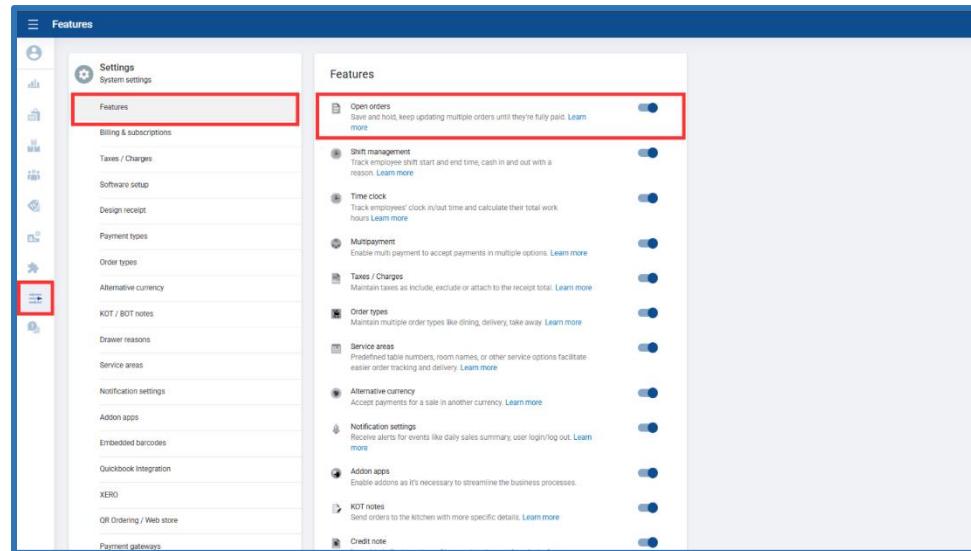
## 2.9. How to Put a Receipt on Hold / Save

The POS system lets you hold a receipt when a customer wants to add more items to their cart.

For example, in a supermarket, if a customer is ready to pay but decides to get more items, the cashier can put the sale on hold and start billing the next customer. When the customer returns, the cashier can easily bring back the held receipt.

To do this, click the “SAVE” button to hold or save the bill. When the customer returns, click the “OPEN ORDERS” button in the same place, select the saved bill, and click the “edit” icon to continue the transaction.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Check ON “Open Orders” button

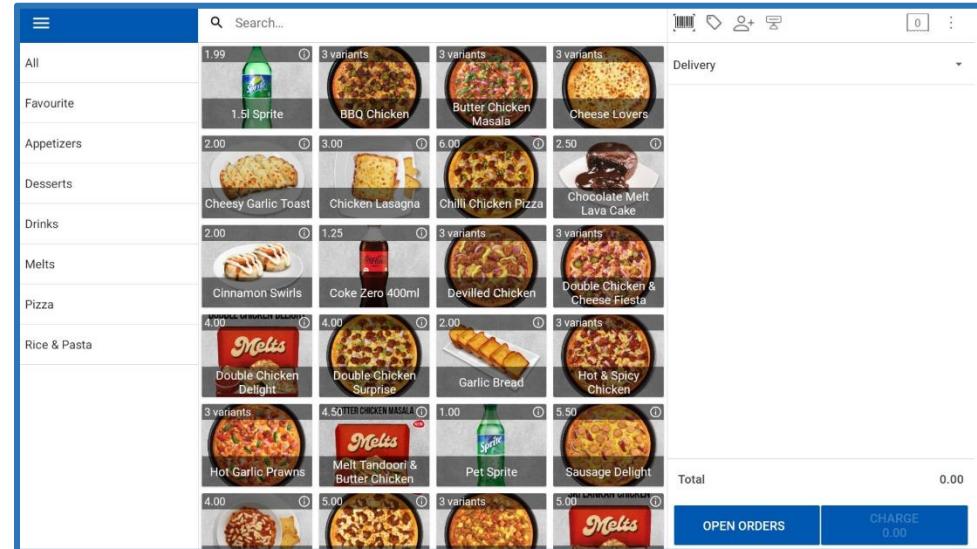


- V. Click “Save”

(Once you turn ON “Open Orders”, it will appear on POS APP as “Open Orders” in new sales interface)

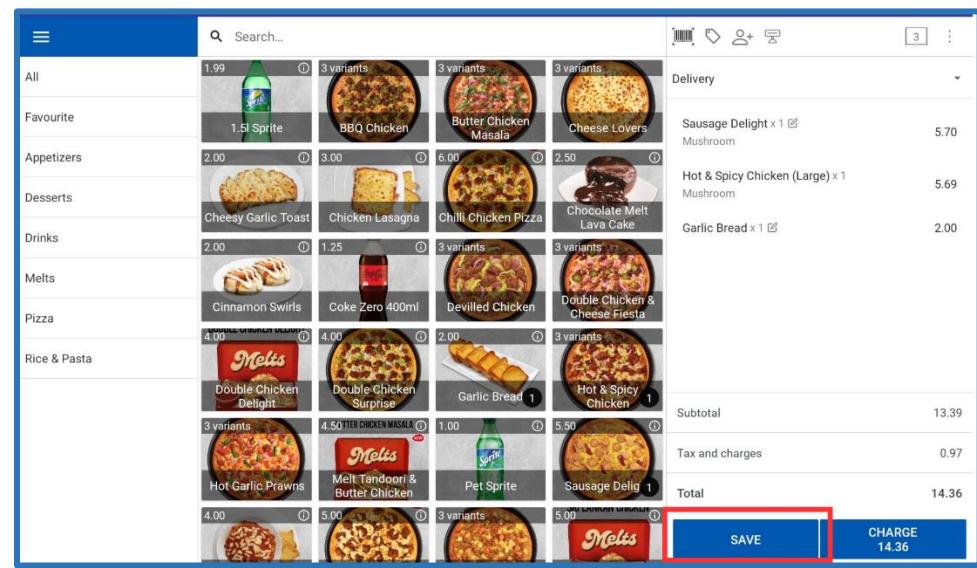
I. POS App Main Menu

II. Select “New Sale”



III. Click items the customer needs to buy

IV. Click “Save”



V. If you need to SAVE the receipt in a name you can enter your name or click Save



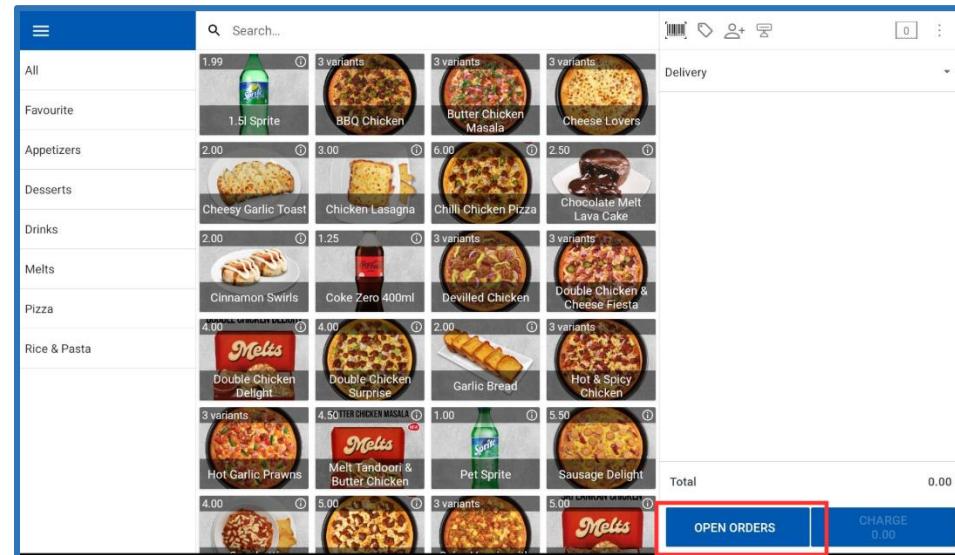
(Once you saved the receipt, it will be in the “Open Orders” section, when you need it again, you can click “Open Orders” and select the receipt from the HOLD section)

## 2.10. How to Setup Merge Options in Hold / OPEN Bill Section

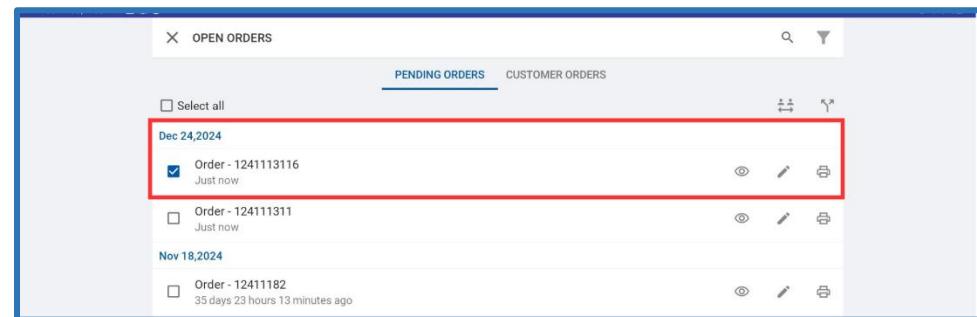
The Merge Bill function lets you combine multiple receipts into one.

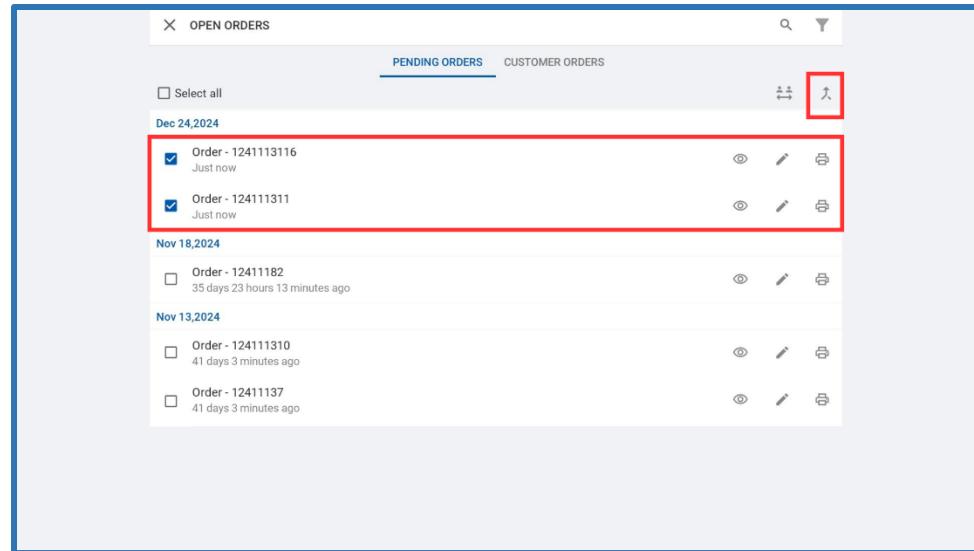
For example, in a restaurant, a group of friends is dining at one table. Later, more friends arrive and sit at a different table. When they are done dining, one friend wants to pay for both tables in a single bill. The Merge Bill function makes this easy.

- I. POS App Main Menu
- II. Select “New Sale”
- III. Click “Open Orders”



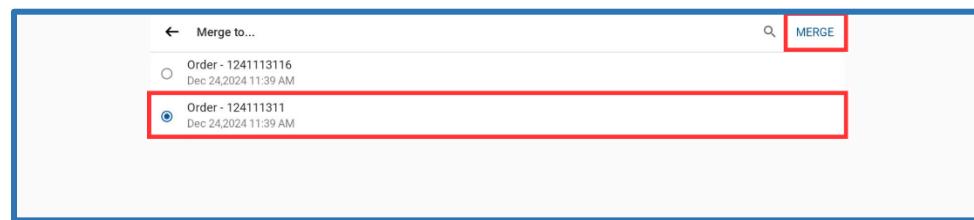
- IV. Select the receipts which needs to be merged





V. Click the Merge / Combine icon

VI. Select the receipt number which needs the final bill



VII. Click “Merge” button

(Once the Merge, user can click on the receipt and proceed to payment)

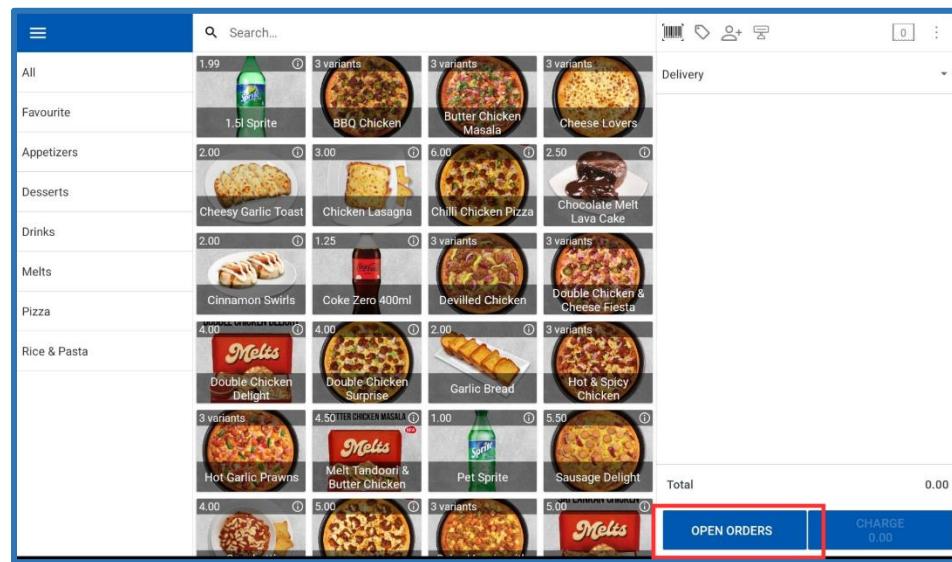
## 2.11. How to Set Split Options in the Hold / OPEN Bill Section

The Split Bill function allows you to divide a single receipt into multiple receipts.

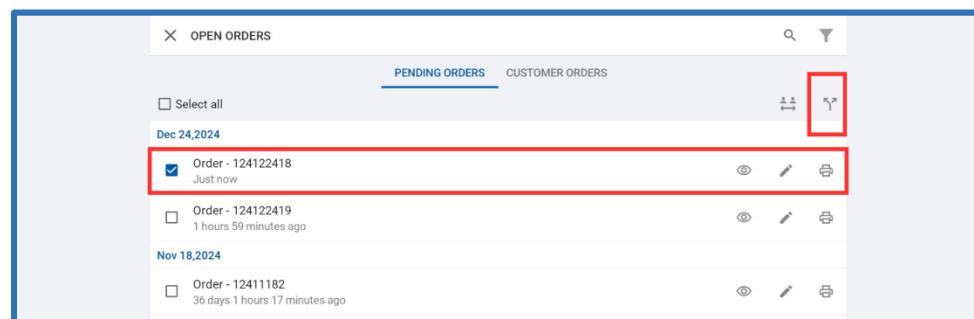
This is helpful for customers who want to pay separately. In a restaurant POS, bills can be split in different ways based on customer preferences.

For example, if a group of friends is dining together, they can each pay for the items they ordered once the meal is over.

- I. POS App Main Menu
- II. Select “New Sale”
- III. Click “Open Bills”

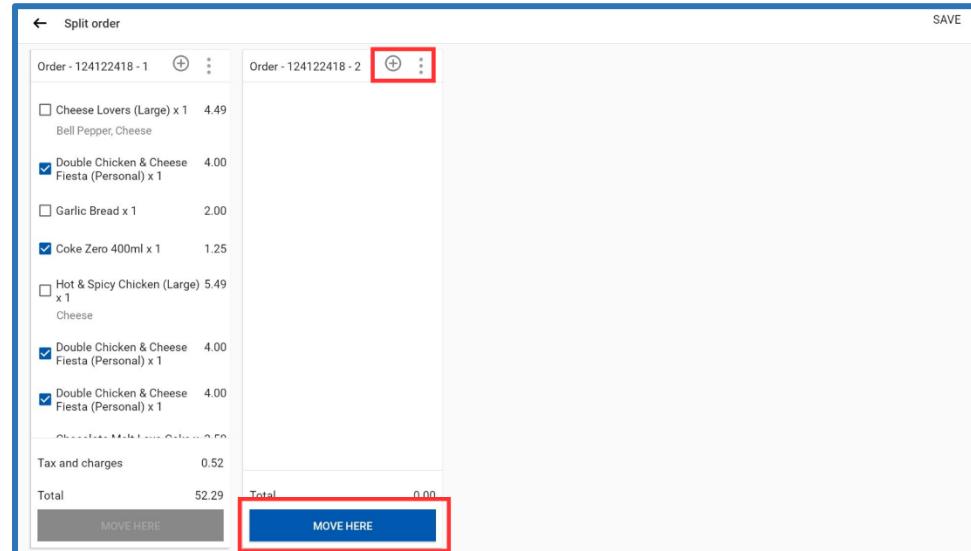


- IV. Select the receipt which one needs to be split
- V. Click the SPLIT icon



VI. Check on the item needs to be Move

VII. Click the MOVE HERE button



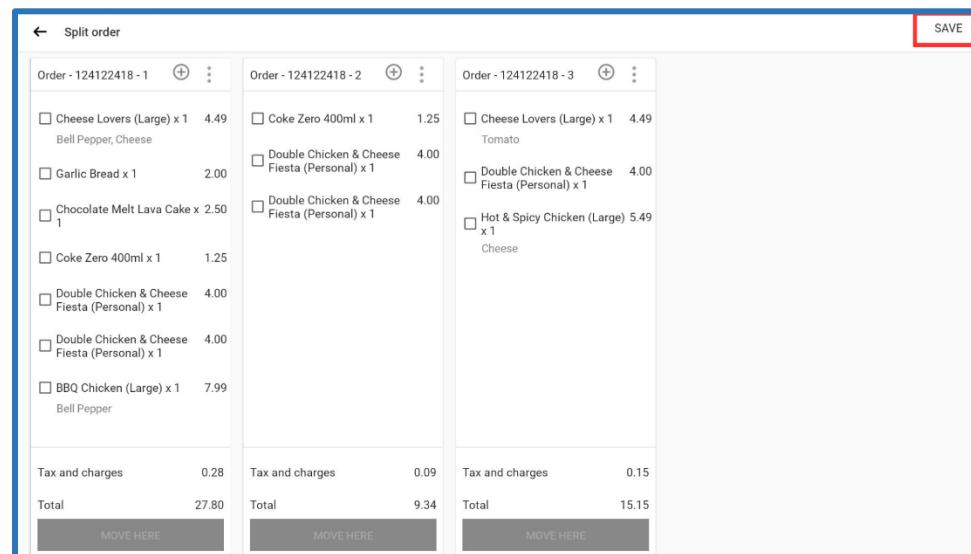
Split order

Order - 124122418 - 1    Order - 124122418 - 2

|  |  |
|--|--|
| <input type="checkbox"/> Cheese Lovers (Large) x 1 4.49<br>Bell Pepper, Cheese | <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 |
| <input type="checkbox"/> Garlic Bread x 1 2.00                                 |  |
| <input type="checkbox"/> Coke Zero 400ml x 1 1.25                              |  |
| <input type="checkbox"/> Hot & Spicy Chicken (Large) 5.49 x 1<br>Cheese        |  |
| <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 |  |
| <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 |  |
| Subtotal 52.29   |  |
| Tax and charges 0.52   |  |
| Total 52.29  |  |

MOVE HERE      MOVE HERE

VIII. If you need to SPLIT more than 2 receipts, click (+) icon near SPLIT 2



Split order

Order - 124122418 - 1    Order - 124122418 - 2    Order - 124122418 - 3

|  |  |  |
|--|--|--|
| <input type="checkbox"/> Cheese Lovers (Large) x 1 4.49<br>Bell Pepper, Cheese | <input type="checkbox"/> Coke Zero 400ml x 1 1.25<br>Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 | <input type="checkbox"/> Cheese Lovers (Large) x 1 4.49<br>Tomato              |
| <input type="checkbox"/> Garlic Bread x 1 2.00                                 | <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1                             | <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 |
| <input type="checkbox"/> Chocolate Melt Lava Cake x 2.50 1                     | <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1                             | <input type="checkbox"/> Hot & Spicy Chicken (Large) 5.49 x 1<br>Cheese        |
| <input type="checkbox"/> Coke Zero 400ml x 1 1.25                              |  |  |
| <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 |  |  |
| <input type="checkbox"/> Double Chicken & Cheese 4.00<br>Fiesta (Personal) x 1 |  |  |
| <input type="checkbox"/> BBQ Chicken (Large) x 1 7.99<br>Bell Pepper           |  |  |
| Tax and charges 0.28   |  | Tax and charges 0.09   |
| Total 27.80  |  | Total 9.34   |
| Total 27.80  |  | Total 15.15  |

MOVE HERE      MOVE HERE      MOVE HERE

IX. Click the SAVE button

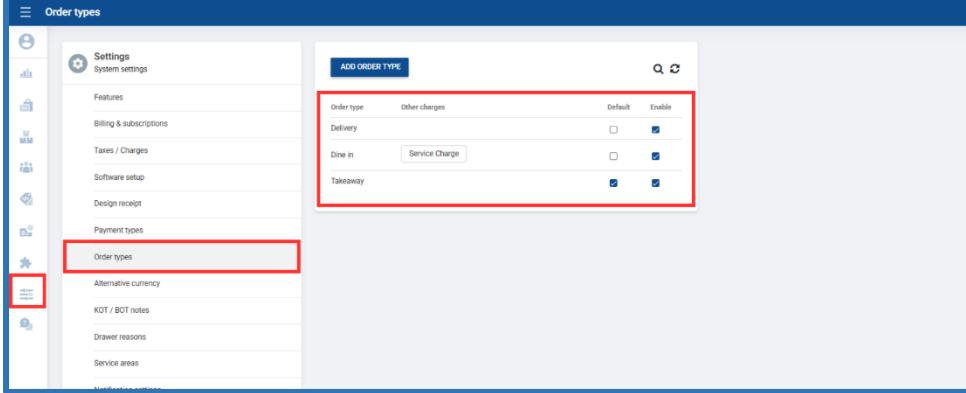
(Once the SPLIT, the user can click on the generated receipt or receipts and proceed to payment)

## 2.12. Order Types in SalesPlay POS

SalesPlay's order types provide flexible sales categories, each with customizable settings and charges, for streamlined POS operations.

On the Back-office side,

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings”
- III. Select “Order types”



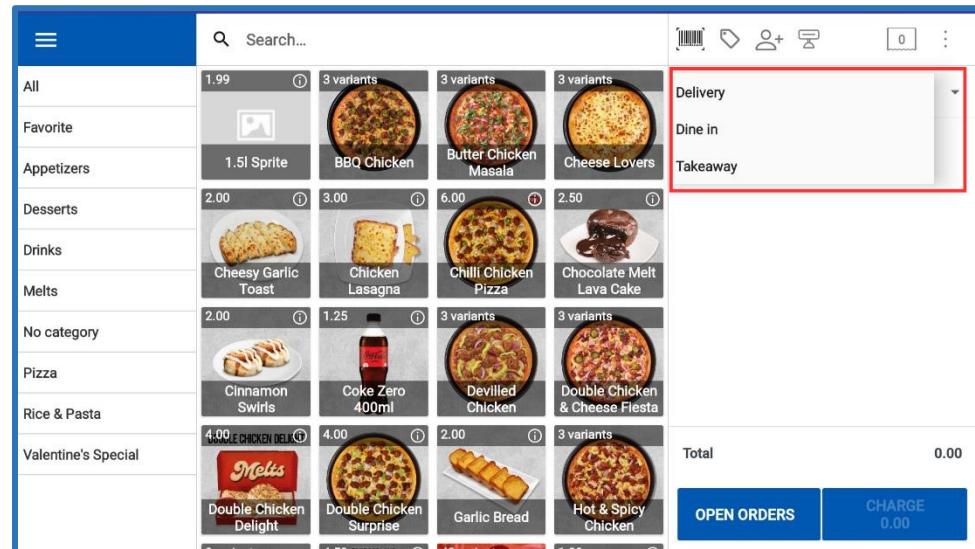
| Order type | Other charges  | Default                             | Enable                              |
|------------|----------------|-------------------------------------|-------------------------------------|
| Delivery   |                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Dine in    | Service Charge | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| Takeaway   |                | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

- IV. Here, you can find all created and enabled order types, along with their allocated charges

On the POS App,

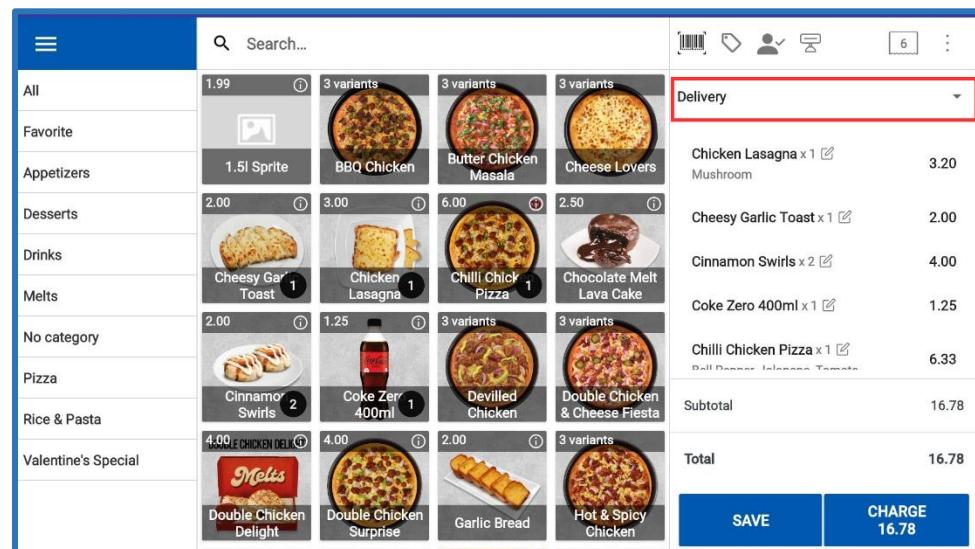
- V. POS App Main Menu
- VI. Select “New Sale”

VII. In the product cart area, a dropdown menu lists all enabled order types from the back office



The screenshot shows the SalesPlay POS interface. On the left is a sidebar with categories: All, Favorite, Appetizers, Desserts, Drinks, Melts, No category, Pizza, Rice & Pasta, and Valentine's Special. The main area displays a grid of products with images, names, and prices. A red box highlights a dropdown menu on the right labeled 'Delivery' with options 'Dine in' and 'Takeaway'. At the bottom are buttons for 'OPEN ORDERS' and 'CHARGE 0.00'.

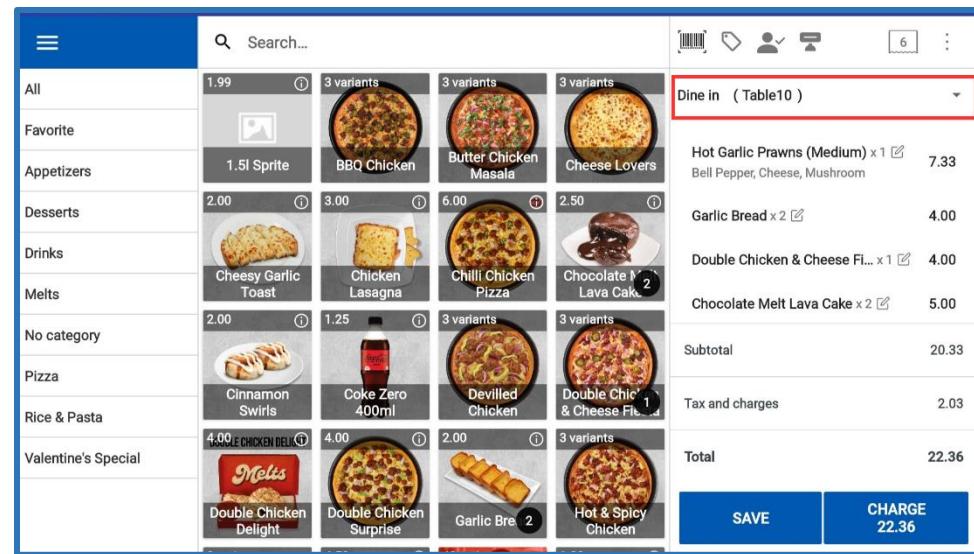
VIII. Here, a sample view of each order type.



The screenshot shows the SalesPlay POS interface with a sample order in the cart. The sidebar and product grid are the same as the previous screenshot. The right side shows a detailed view of the order. A red box highlights the 'Delivery' dropdown menu. The order details are as follows:

| Item                 | Quantity | Description                  | Price |
|----------------------|----------|------------------------------|-------|
| Chicken Lasagna      | x 1      | Mushroom                     | 3.20  |
| Cheesy Garlic Toast  | x 1      |                              | 2.00  |
| Cinnamon Swirls      | x 2      |                              | 4.00  |
| Coke Zero 400ml      | x 1      |                              | 1.25  |
| Chilli Chicken Pizza | x 1      | Pall Dancer, Lalawee, Tomato | 6.33  |
| <b>Subtotal</b>      |          |                              | 16.78 |
| <b>Total</b>         |          |                              | 16.78 |

At the bottom are buttons for 'SAVE' and 'CHARGE 16.78'.

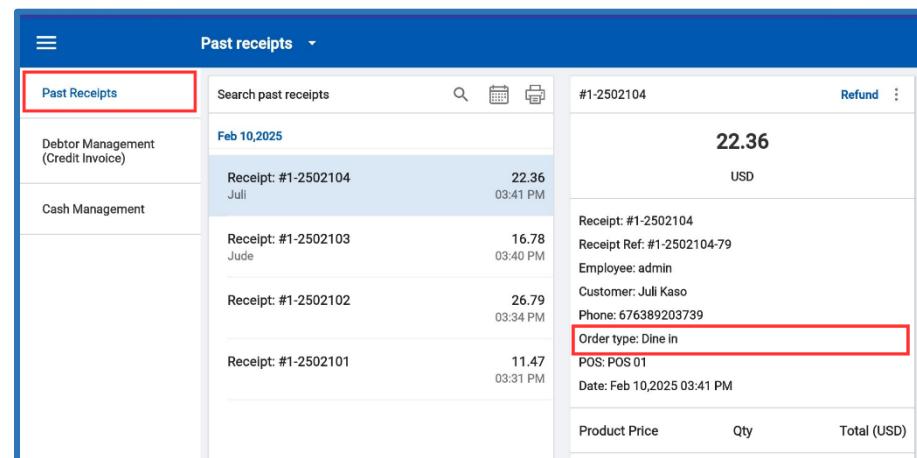


The screenshot shows the SalesPlay POS interface. On the left is a vertical menu with categories like All, Favorite, Appetizers, Desserts, Drinks, Melts, No category, Pizza, Rice & Pasta, and Valentine's Special. The main area displays a grid of food items with their names, prices, and small images. To the right is a summary table:

| Dine in (Table 10)             |              |
|--------------------------------|--------------|
| Hot Garlic Prawns (Medium) x 1 | 7.33         |
| Bell Pepper, Cheese, Mushroom  |              |
| Garlic Bread x 2               | 4.00         |
| Double Chicken & Cheese Fi...  | 4.00         |
| Chocolate Melt Lava Cake x 2   | 5.00         |
| Subtotal                       | 20.33        |
| Tax and charges                | 2.03         |
| <b>Total</b>                   | <b>22.36</b> |

At the bottom are 'SAVE' and 'CHARGE' buttons.

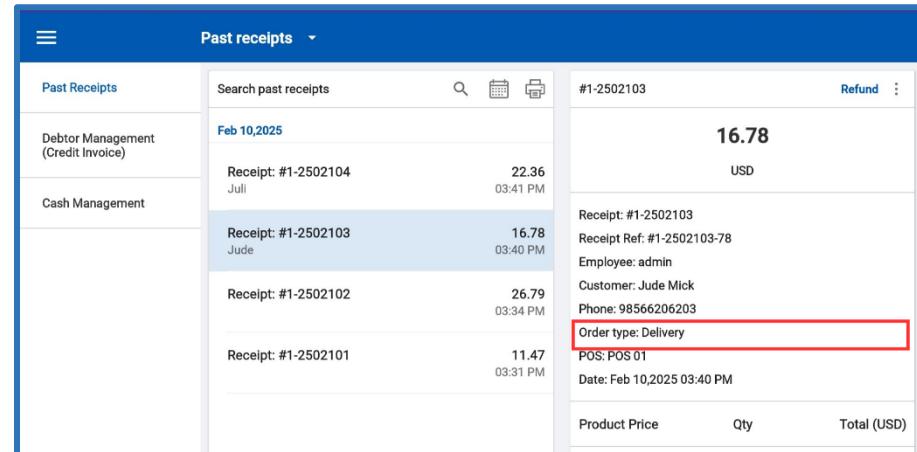
IX. To view order types in past receipts, select "Manage Sales," then select "Past Receipt"



The screenshot shows the 'Past receipts' screen. On the left is a sidebar with 'Past Receipts' (highlighted with a red box), 'Debtor Management (Credit Invoice)', and 'Cash Management'. The main area shows a receipt for 'Feb 10, 2025' from 'Juli'. The receipt details are:

|                     |          |
|---------------------|----------|
| Receipt: #1-2502104 | 22.36    |
| Juli                | 03:41 PM |
| Order type: Dine in |          |

At the bottom are 'Product Price', 'Qty', and 'Total (USD)'.



The screenshot shows the 'Past receipts' screen. The sidebar is the same as the previous screen. The main area shows a receipt for 'Feb 10, 2025' from 'Jude'. The receipt details are:

|                      |          |
|----------------------|----------|
| Receipt: #1-2502104  | 22.36    |
| Juli                 | 03:41 PM |
| Order type: Delivery |          |

At the bottom are 'Product Price', 'Qty', and 'Total (USD)'.

| Past receipts                      |                             | #1-2502102        |  |
|------------------------------------|-----------------------------|-------------------|--|
| Past Receipts                      | Search past receipts        | Refund            | ⋮  |
| Debtor Management (Credit Invoice) | Feb 10,2025                 | 26.79             |  |
| Cash Management                    | Receipt: #1-2502104<br>Juli | 22.36<br>03:41 PM | USD  |
|                                    | Receipt: #1-2502103<br>Jude | 16.78<br>03:40 PM | Receipt: #1-2502102<br>Receipt Ref: #1-2502102-77<br>Employee: admin |
|                                    | Receipt: #1-2502102         | 26.79<br>03:34 PM | Order type: Takeaway<br>POS: POS 01<br>Date: Feb 10,2025 03:34 PM    |
|                                    | Receipt: #1-2502101         | 11.47<br>03:31 PM | Product Price Qty Total (USD)  |

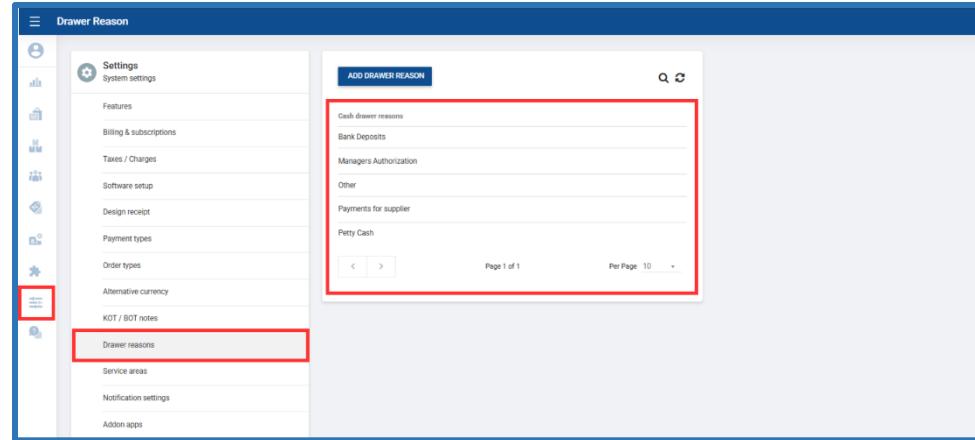
## 2.13. Shift Management in SalesPlay POS

On the Back-office side,

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings”
- III. Enable “Shift Management”

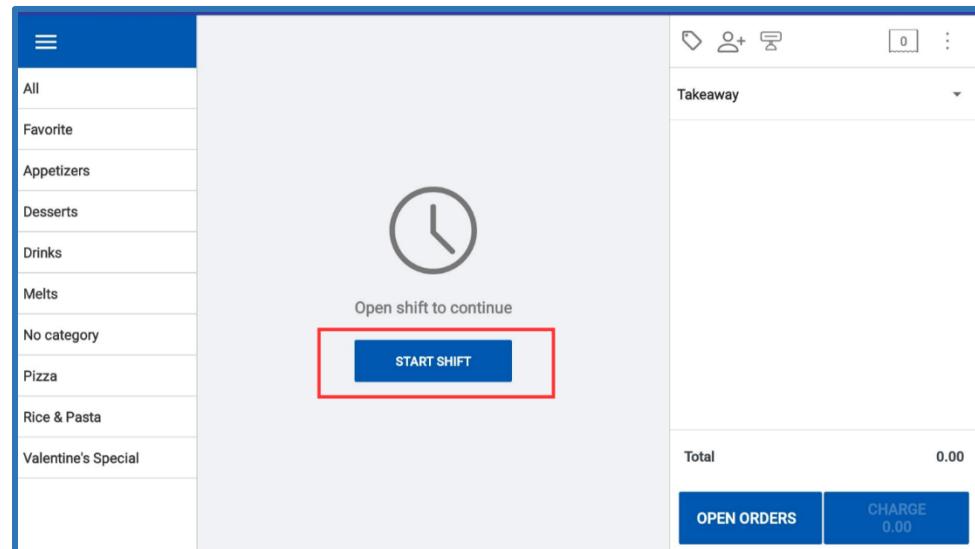
| Features                |   |
|-------------------------|---|
| Settings                | System settings   |
| Features                | Features  |
| Billing & subscriptions | <input checked="" type="checkbox"/> Open orders<br>Save and hold, keep updating multiple orders until they're fully paid. <a href="#">Learn more</a>  |
| Taxes / Charges         | <input checked="" type="checkbox"/> Shift management<br>Track employee shift start and end time, cash in and out with a reason. <a href="#">Learn more</a>                                    |
| Software setup          | <input checked="" type="checkbox"/> Time clock<br>Track employees' clock in/out time and calculate their total work hours <a href="#">Learn more</a>  |
| Design receipt          | <input checked="" type="checkbox"/> Multipayment<br>Enable multi payment to accept payments in multiple options. <a href="#">Learn more</a>   |
| Payment types           | <input checked="" type="checkbox"/> Taxes / Charges<br>Maintain taxes as include, exclude or attach to the receipt total. <a href="#">Learn more</a>  |
| Order types             | <input checked="" type="checkbox"/> Order types<br>Maintain multiple order types like dining, delivery, take away. <a href="#">Learn more</a>   |
| Currency                | <input checked="" type="checkbox"/> Service areas<br>Predefined table numbers, room names, or other service options facilitate easier order tracking and delivery. <a href="#">Learn more</a> |
| KOT / BOT notes         | <input checked="" type="checkbox"/> Manage currency<br>Create and manage multiple currencies, and accept payments for sales in other currencies. <a href="#">Learn more</a>                   |
| Drawer reasons          | <input checked="" type="checkbox"/> Notification settings<br>Receive alerts for events like daily sales summary, user login/logout. <a href="#">Learn more</a>                                |
| Service areas           | <input checked="" type="checkbox"/> Addon apps<br>Enable actions as it's necessary to streamline the business processes.  |
| Notification settings   |   |
| Addon apps              |   |
| Embedded barcodes       |   |
| Quickbook Integration   |   |

- IV. Once you enable “Shift Management”, a new option “Drawer reasons” will appear on the settings section
- V. Select the “Drawer reasons” section
- VI. Click Add Drawer Reasons and Enter the drawer reason name and click “Save”

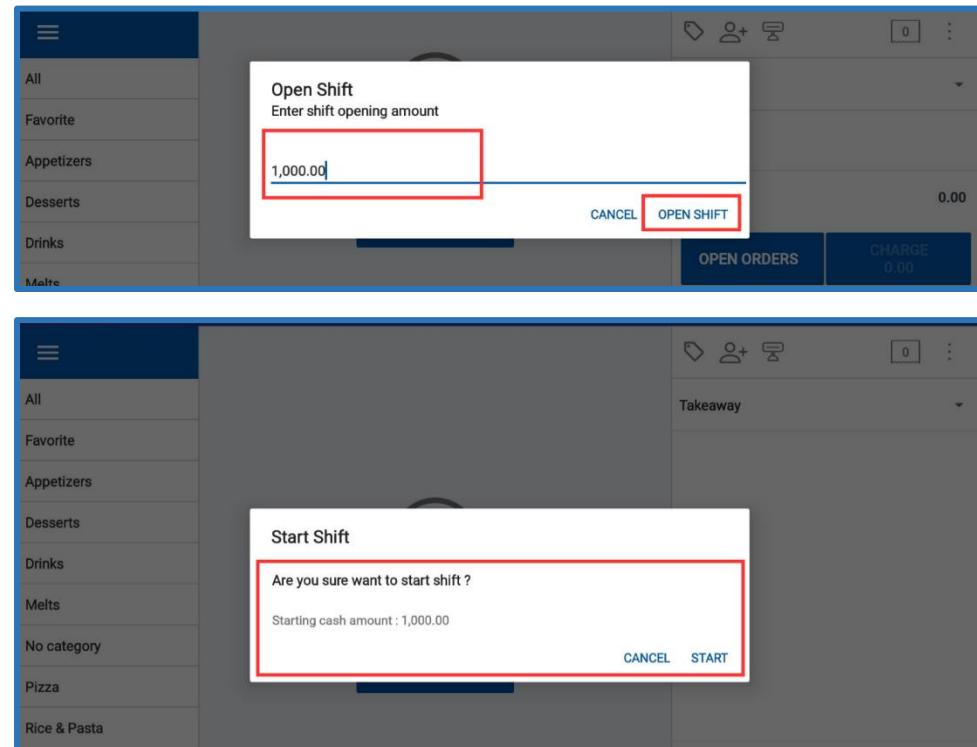


On the POS App,

- VII. Open shift to continue in SalesPlay POS app

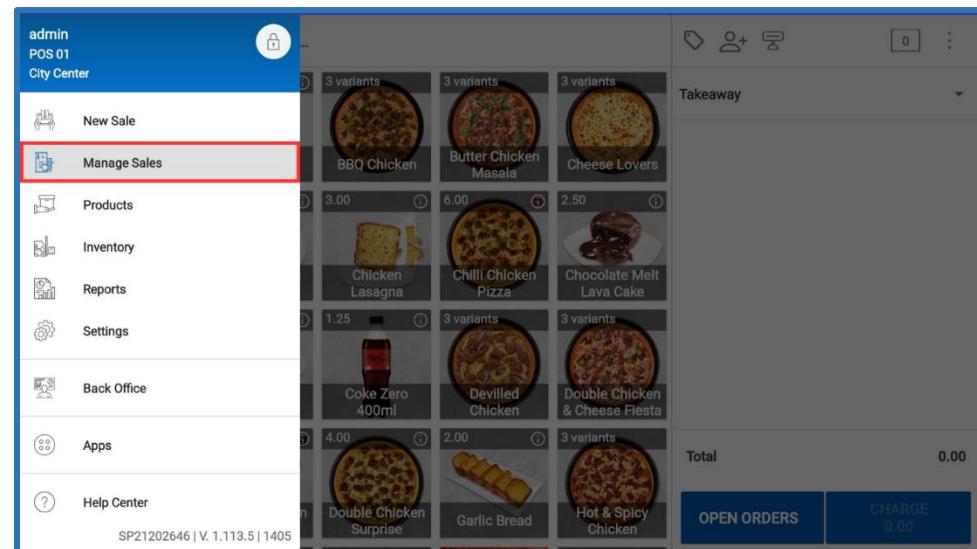


### VIII. Enter the shift opening amount

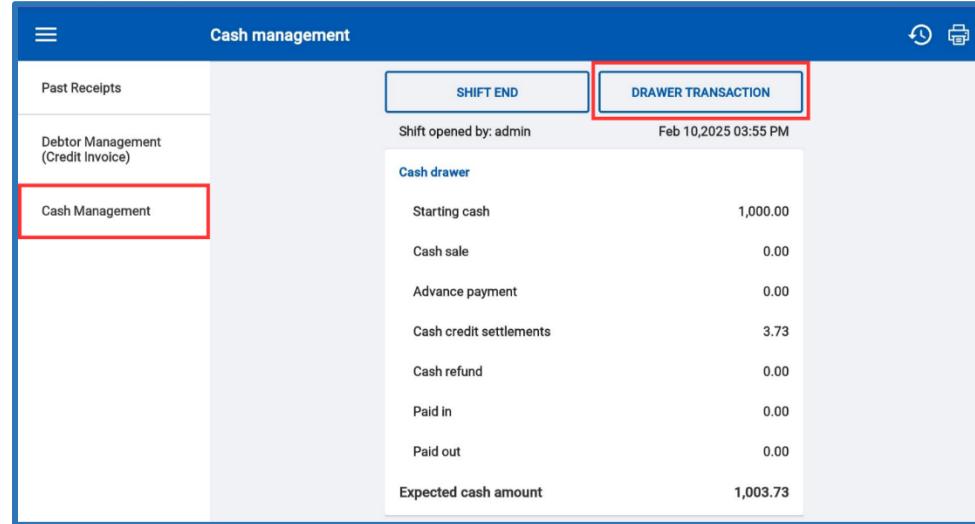


To manage drawer transactions,

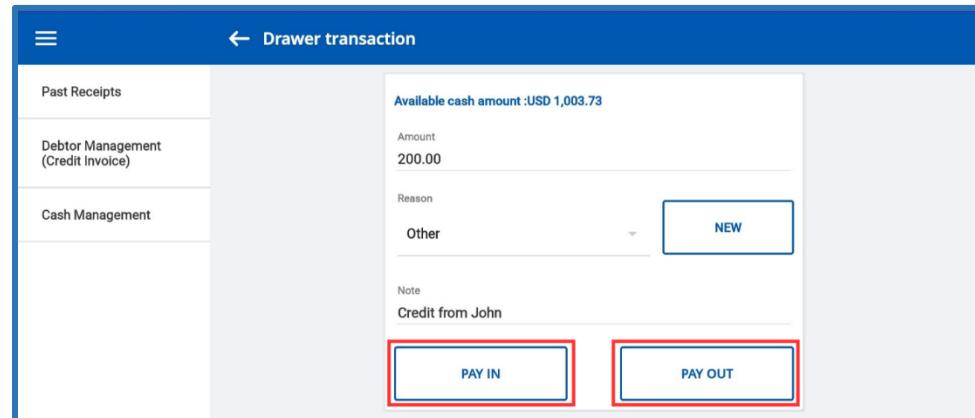
- i. POS App Main Menu
- ii. Select “Manage sales”



- iii. Select “Cash Management”
- iv. Tap “Drawer transactions”



- v. Enter drawer transaction details (Amount, Reason, Note)
- vi. And Select “PAY IN” or “PAY OUT” and proceed.



vii. Cash drawer – summary

| Cash management                       |                         |                      |
|---------------------------------------|-------------------------|----------------------|
| Past Receipts                         | SHIFT END               | DRAWER TRANSACTION   |
| Debtor Management<br>(Credit Invoice) | Shift opened by: admin  | Feb 10,2025 03:55 PM |
| Cash Management                       | Cash drawer             |                      |
|                                       | Starting cash           | 1,000.00             |
|                                       | Cash sale               | 0.00                 |
|                                       | Advance payment         | 0.00                 |
|                                       | Cash credit settlements | 3.73                 |
|                                       | Cash refund             | 0.00                 |
|                                       | Paid in                 | 200.00               |
|                                       | Paid out                | 0.00                 |
|                                       | Expected cash amount    | 1,203.73             |

How to end the shift (SHIFT END)

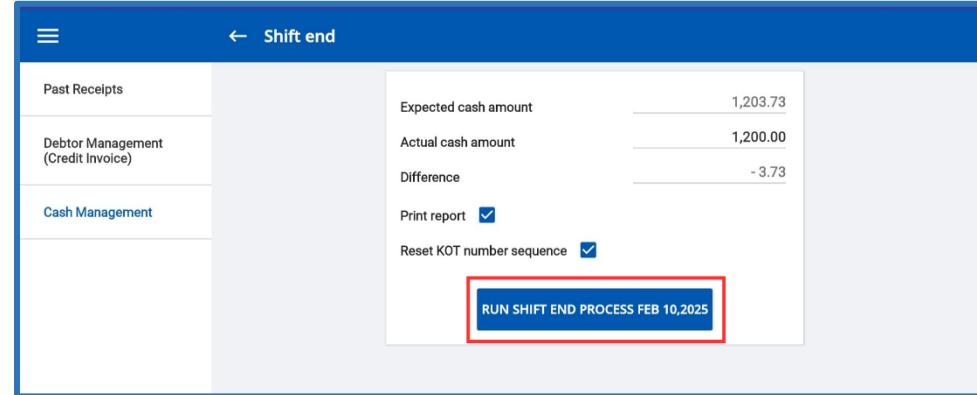
On the POS App,

- I. POS App Main Menu
- II. Select “Manage Sale”
- III. Select “Cash Management”
- IV. Tap “Shift End”

| Cash management                       |                         |                      |
|---------------------------------------|-------------------------|----------------------|
| Past Receipts                         | SHIFT END               | DRAWER TRANSACTION   |
| Debtor Management<br>(Credit Invoice) | Shift opened by: admin  | Feb 10,2025 03:55 PM |
| Cash Management                       | Cash drawer             |                      |
|                                       | Starting cash           | 1,000.00             |
|                                       | Cash sale               | 0.00                 |
|                                       | Advance payment         | 0.00                 |
|                                       | Cash credit settlements | 3.73                 |
|                                       | Cash refund             | 0.00                 |
|                                       | Paid in                 | 200.00               |
|                                       | Paid out                | 0.00                 |
|                                       | Expected cash amount    | 1,203.73             |

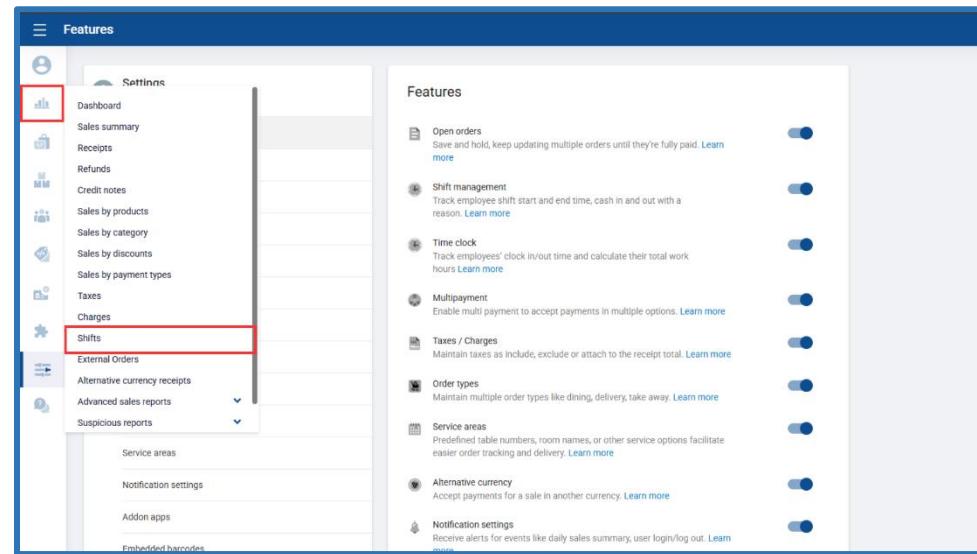
V. Enter “Actual Cash Amount”

VI. Tap “Run Shift End” button (If need a printout, tick on the "print report" icon)

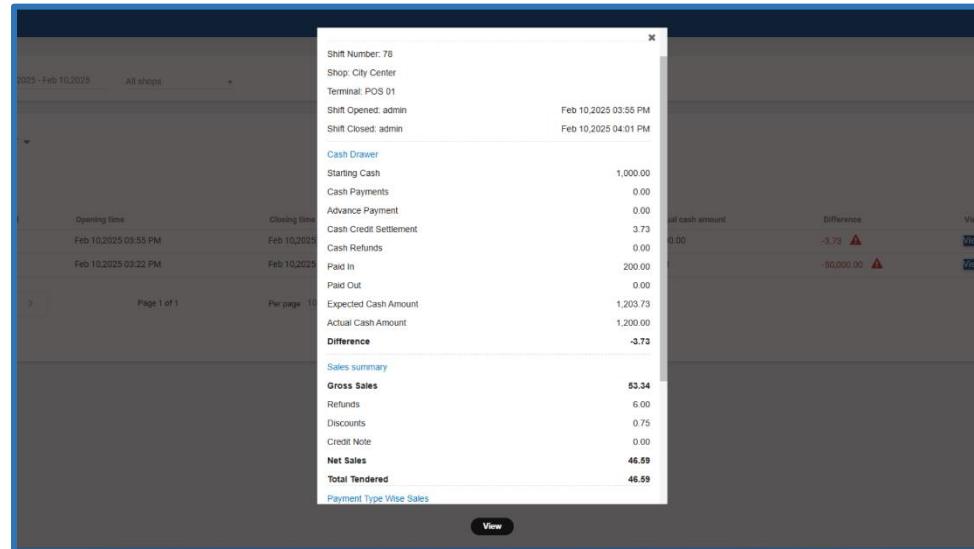


### How to check shift report

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Reports” from Main Menu
- III. Go to “Shifts”



IV. Click “View”



2025 - Feb 10, 2025 All shops

| Shift Number: 78        |              | Shop: City Center     |                       |
|-------------------------|--------------|-----------------------|-----------------------|
| Terminal: POS 01        |              | Feb 10, 2025 03:55 PM | Feb 10, 2025 04:01 PM |
| Shift Opened: admin     |              | Feb 10, 2025 03:55 PM | Feb 10, 2025 04:01 PM |
| Shift Closed: admin     |              | Feb 10, 2025 03:55 PM | Feb 10, 2025 04:01 PM |
| Cash Drawer             |              |                       |                       |
| Starting Cash           | 1,000.00     |                       |                       |
| Cash Payments           | 0.00         |                       |                       |
| Advance Payment         | 0.00         |                       |                       |
| Cash Credit Settlement  | 3.73         |                       |                       |
| Cash Refunds            | 0.00         |                       |                       |
| Paid In                 | 200.00       |                       |                       |
| Paid Out                | 0.00         |                       |                       |
| Expected Cash Amount    | 1,203.73     |                       |                       |
| Actual Cash Amount      | 1,200.00     |                       |                       |
| <b>Difference</b>       | <b>-3.73</b> |                       |                       |
| Sales summary           |              |                       |                       |
| <b>Gross Sales</b>      | <b>53.34</b> |                       |                       |
| Refunds                 | 6.00         |                       |                       |
| Discounts               | 0.75         |                       |                       |
| Credit Note             | 0.00         |                       |                       |
| <b>Net Sales</b>        | <b>46.59</b> |                       |                       |
| <b>Total Tendered</b>   | <b>46.59</b> |                       |                       |
| Payment Type Wise Sales |              |                       |                       |

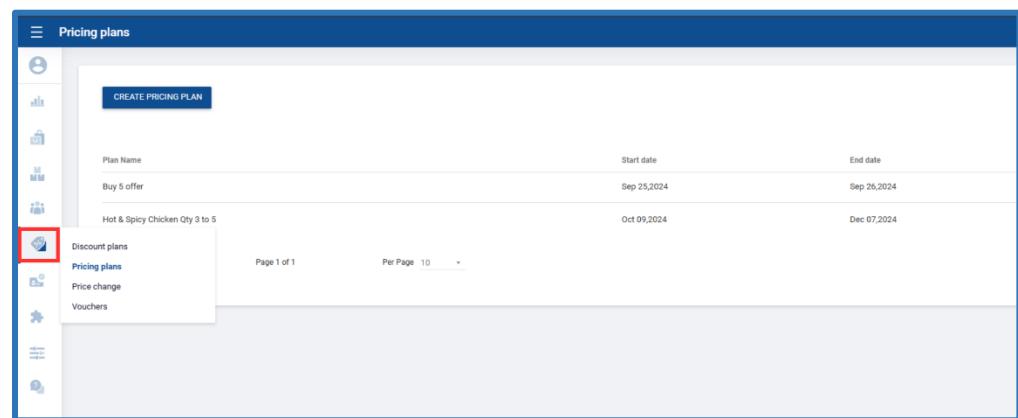
View

### 3. Pricing and Discounts

#### 3.1. How to Set Multiple Selling Prices and Pricing Plans

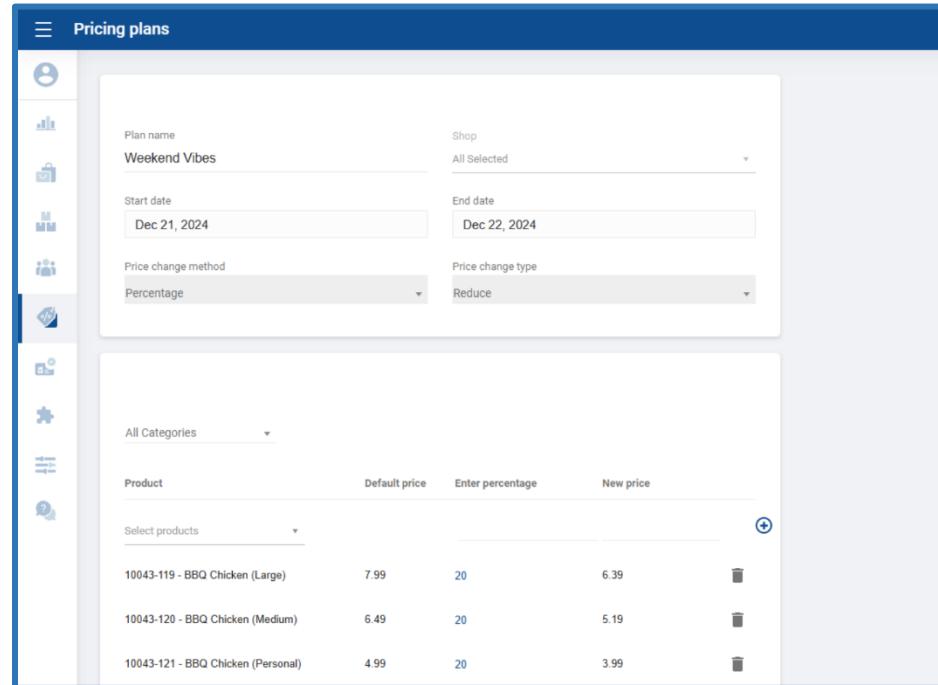
The POS system supports multiple pricing options for a single product, allowing businesses to maintain different selling prices for the same item. For example: Wholesale Price and Retail Price.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Promotions” from the Main Menu
- III. Go to the “Pricing Plans”



- IV. Click “Create Pricing Plan”

- V. Provide plan name, effective date etc.
- VI. Select “Add” Price change type if you wish to increase the selling price to regular price  
 (Select “Reduce” Price change type if you wish to decrease the selling price to regular price)
- VII. Enter the correct addition/reduction amount and click (+) button



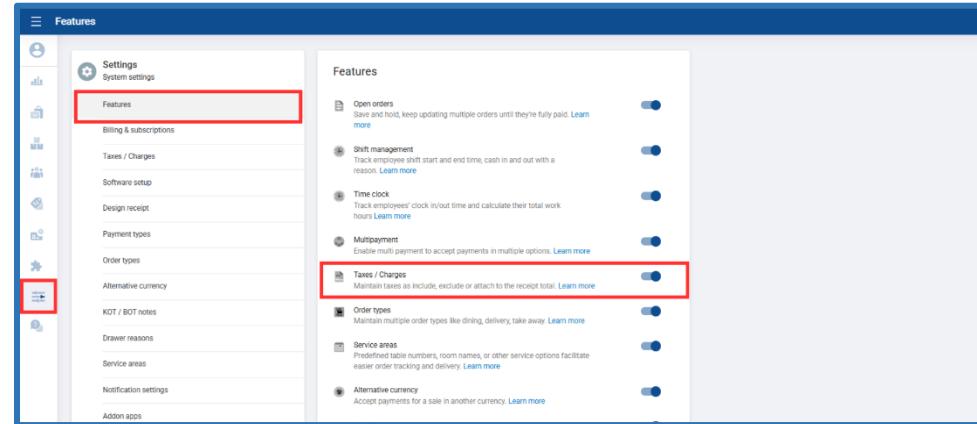
The screenshot shows the SalesPlay Pricing plans interface. The plan is named "Weekend Vibes" and is set to affect all selected shops from December 21, 2024, to December 22, 2024. The price change method is set to "Percentage" and the type is "Reduce". The plan applies to all categories. Three products are listed with a 20% reduction applied:

| Product                            | Default price | Enter percentage | New price |
|------------------------------------|---------------|------------------|-----------|
| 10043-119 - BBQ Chicken (Large)    | 7.99          | 20               | 6.39      |
| 10043-120 - BBQ Chicken (Medium)   | 6.49          | 20               | 5.19      |
| 10043-121 - BBQ Chicken (Personal) | 4.99          | 20               | 3.99      |

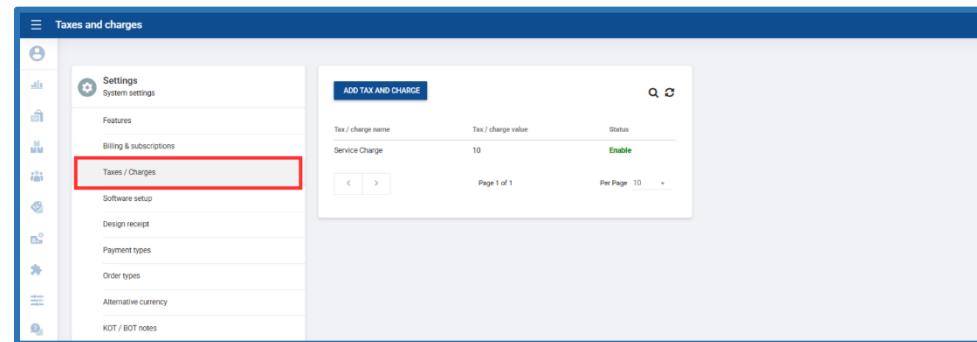
- VIII. Click “Save”

### 3.2. How to Configure Taxes in the SalesPlay System

- I. Log in to POS Back Office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Enable “Taxes and charges”

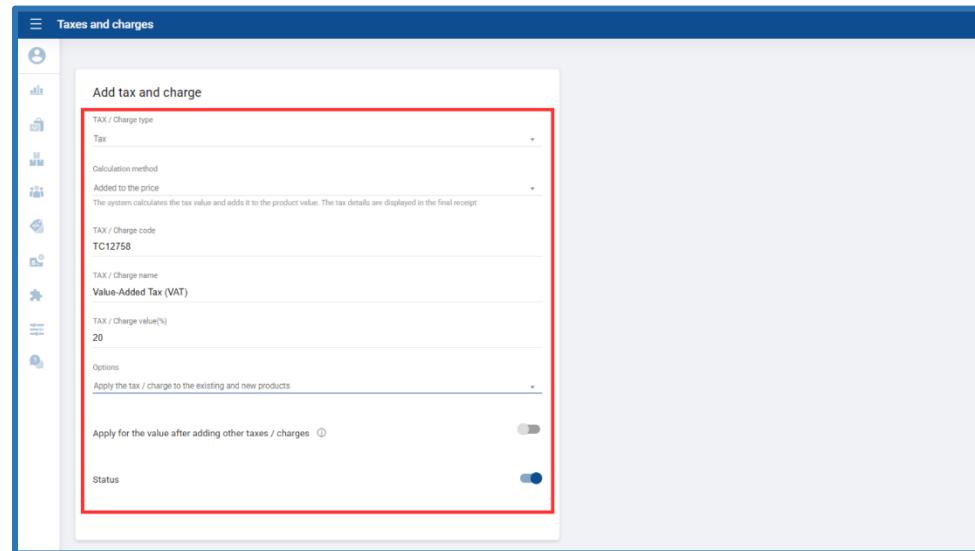


- V. Click “Save”
- (Once you turn ON “Taxes and charges”, it will appear as a sub-menu in Settings section)
- VI. Select Taxes/ Charges



- VII. Click “Add Tax and charge”

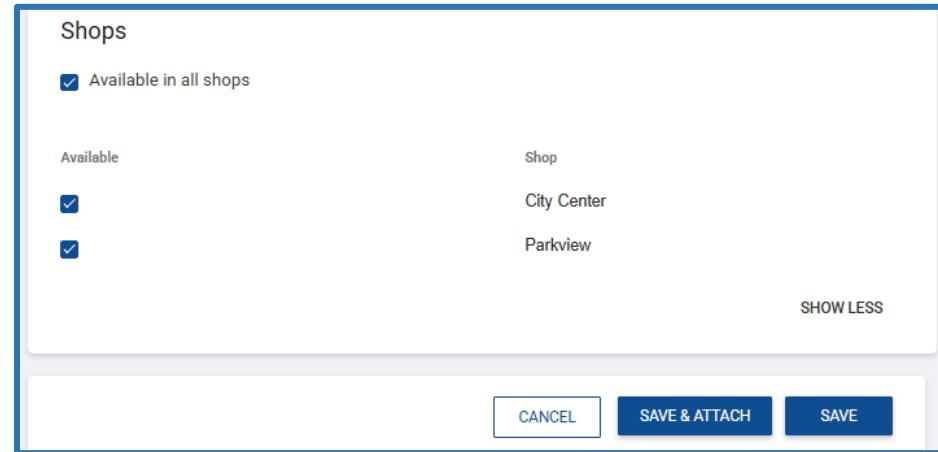
VIII. Select tax type from dropdown (Charge or Tax)



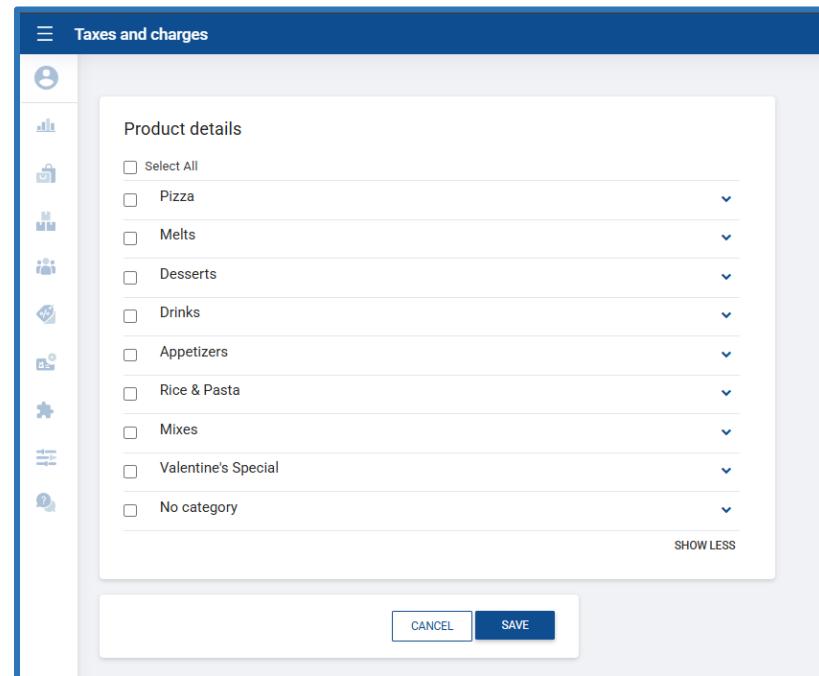
- IX. Select Calculation method from dropdown (Included in the price or Added to the price)
- X. Enter tax name, Code and Value
- XI. Choose the product scope for tax assignment (New Products, Existing Products, Both Existing and New Products, or Selected Products).
- XII. Turn status ON
- XIII. Choose the shops where the tax/charge will apply.
- XIV. Click "Save"

If applying tax/charge to Selected Products only:

XV. Tap the "Save & Attach" button to assign the taxes to specific products.



XVI. On the next screen, products will be displayed with their categories. Choose and tick the products and/or categories to which the tax should be assigned.



XVII. Click "Save"

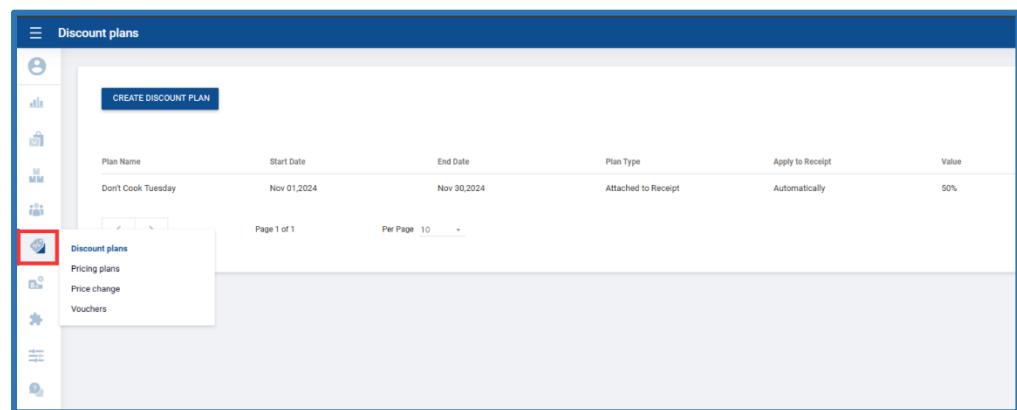
### 3.3. How to Set Discount Plans

The POS system enables users to create discount plans and schedule them for any specified time period. This feature is ideal for seasonal promotions on specific products.

For example: **Christmas Offer - 20%**

The designated discount will automatically be applied to the product or the total receipt amount.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Promotions” from the Main Menu
- III. Go to the “Discounts”



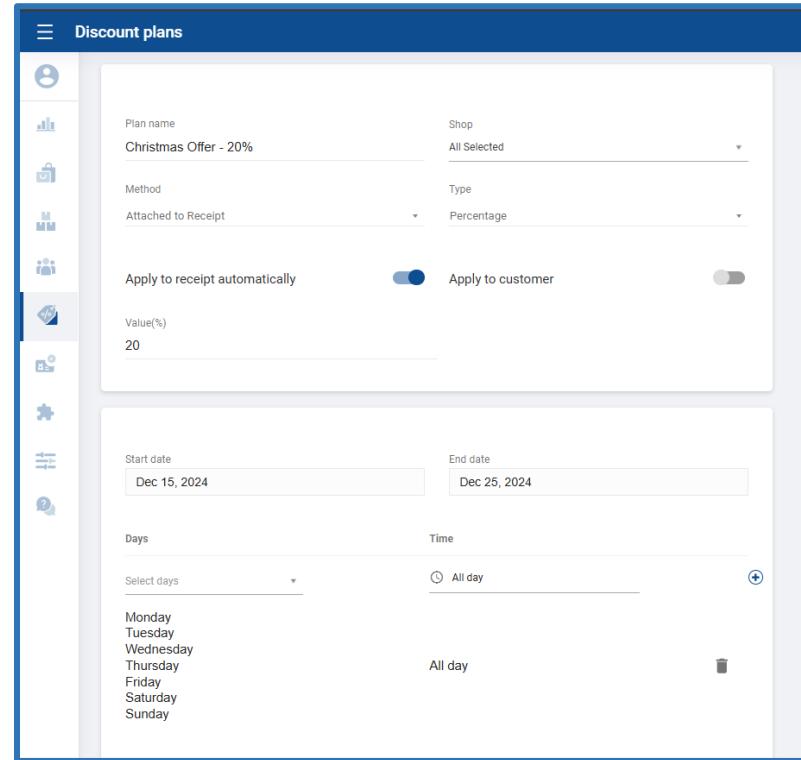
- IV. Click “Create Discount Plan”

V. Provide plan name, effective date etc.

VI. Select the “attached to product” method if you wish to add the discount plan for the product.

(Select the “attached to receipt” method if you wish to introduce a discount plan for the receipt total)

VII. Enter the correct discount value and effective dates and (+) button



VIII. Click “Save”

If you select “apply to the customer”, then you need to select CUSTOMERS and attach the discount plan under the “Customer Membership” area in the “Customer Base in the Back-office web portal)

## 4. Inventory Management

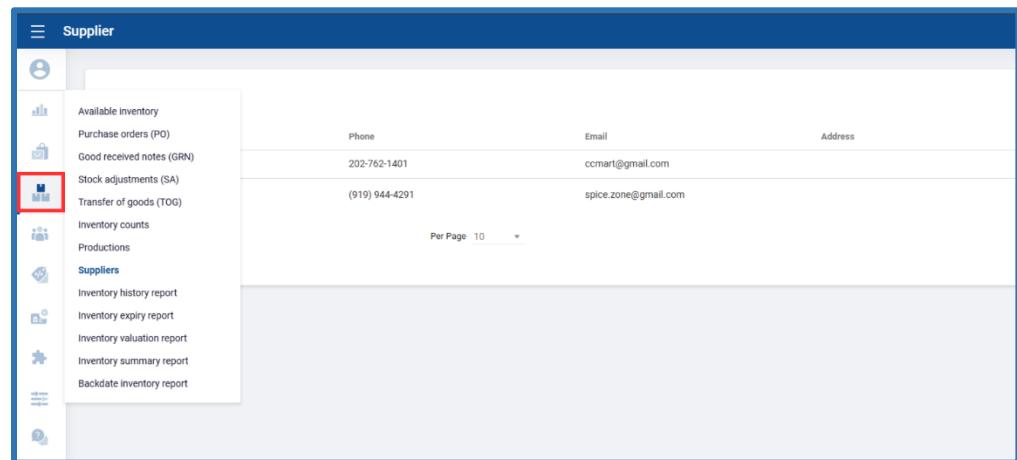
### 4.1. What is Inventory Management in SalesPlay?

SalesPlay's Advanced Inventory module simplifies stock management, from purchase orders and GRNs to stock adjustments, transfers, and production tracking. Gain insights into stock levels, identify negative or expiring items, analyze inventory history, and generate valuation reports. Conduct inventory counts and print barcode labels for efficient POS operations. SalesPlay's Advanced Inventory empowers you to optimize stock, minimize losses, and maximize profit.

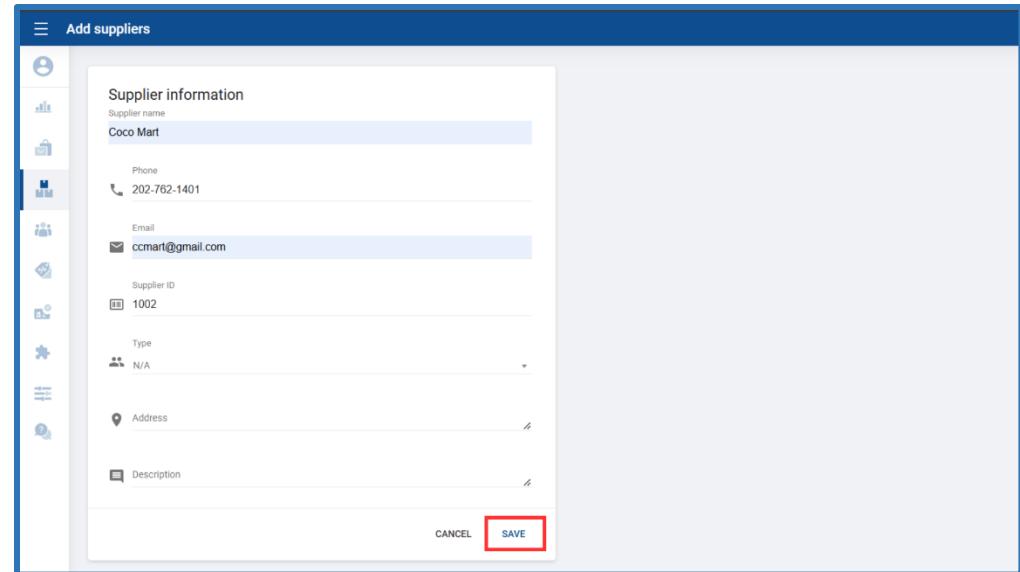
### 4.2. How to Create Suppliers

You can now store supplier information in the POS system. Under this facility, you can add the supplier's name, location, phone number, and email address.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select "Inventory" from the Main Menu
- III. Go to the "Suppliers"



- IV. Click "Add Suppliers"
- V. Enter relevant details



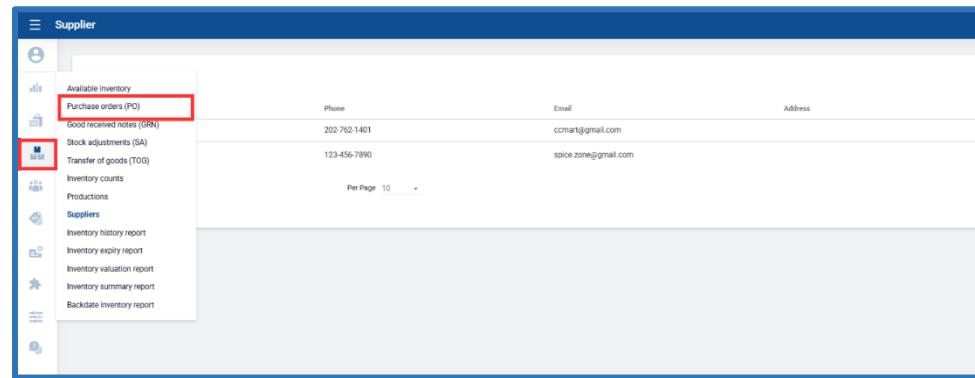
VI. Click "Save"

(Those suppliers name will be appeared on the POS when you doing a Stock Add GRN or Stock Adjustment SA from POS App.)

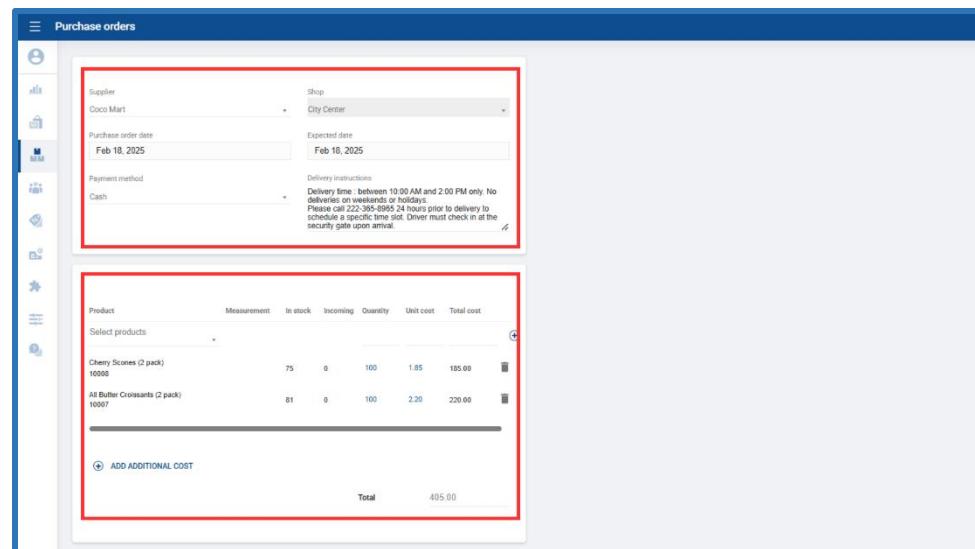
### 4.3. How to Create Purchase Orders

Purchase orders (POs) are essential documents for ordering goods or services from suppliers. These steps will show you how to create POs, email them directly to suppliers, and download or print PDF copies in SalesPlay.

- I. Log in to POS Back-office Web portal
- II. Select “Inventory” from Main Menu
- III. Go to the “Purchase Order”

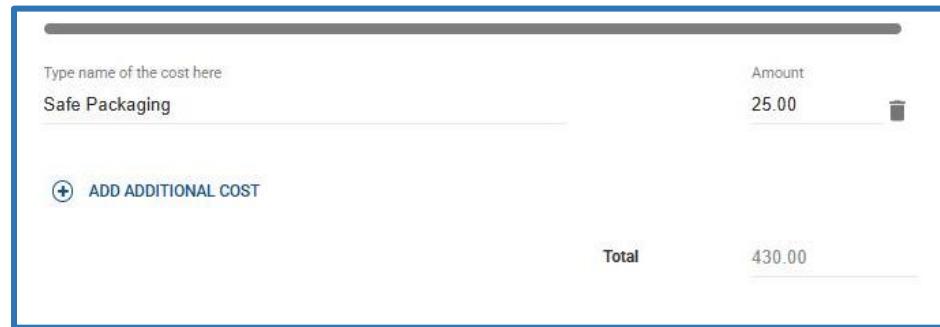


- IV. Click “Create Purchase Order”
- V. Select the “Supplier” or create a supplier



- VI. Enter relevant details
- VII. Select a relevant product from the dropdown menu and enter the quantity and Click (+) button

VIII. If need to add “Additional Cost”, add the costs by clicking (+) button



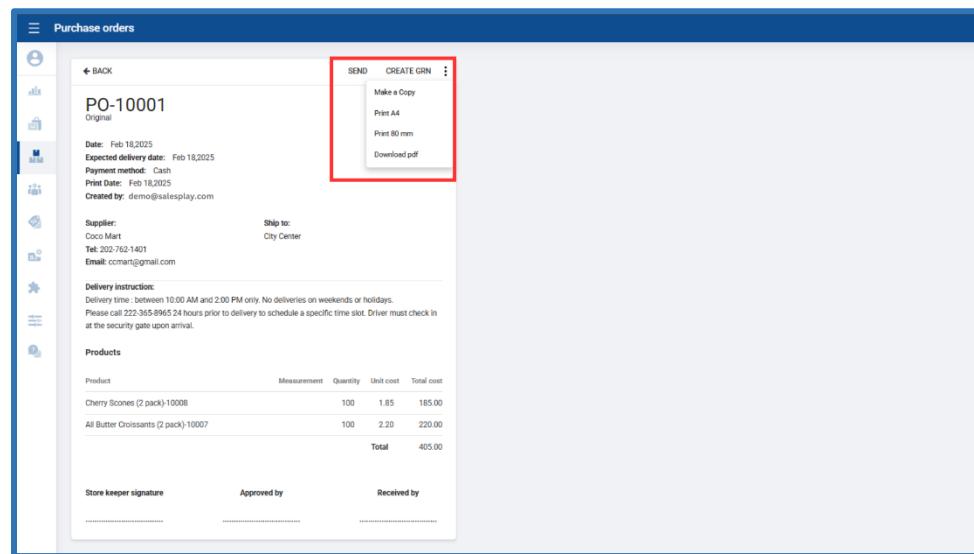
| Type name of the cost here | Amount |
|----------------------------|--------|
| Safe Packaging             | 25.00  |

**ADD ADDITIONAL COST**

Total 430.00

IX. Click “Create”

Once click CREATE, you will be redirected to another page, where you can Print, Download or send the PO via Email to the supplier.



**Purchase orders**

**PO-10001** Original

**Supplier:** Ooco Mart **Ship to:** City Center

**Delivery Instruction:**  
 Delivery time: between 10:00 AM and 2:00 PM only. No deliveries on weekends or holidays.  
 Please call 222-365-8965 24 hours prior to delivery to schedule a specific time slot. Driver must check in at the security gate upon arrival.

**Products**

| Product                              | Measurement | Quantity | Unit cost | Total cost |
|--------------------------------------|-------------|----------|-----------|------------|
| Cherry Scones (2 pack)-10008         |             | 100      | 1.85      | 185.00     |
| All Butter Croissants (2 pack)-10007 |             | 100      | 2.20      | 220.00     |
| <b>Total</b>                         |             |          |           | 405.00     |

**Store keeper signature** **Approved by** **Received by**

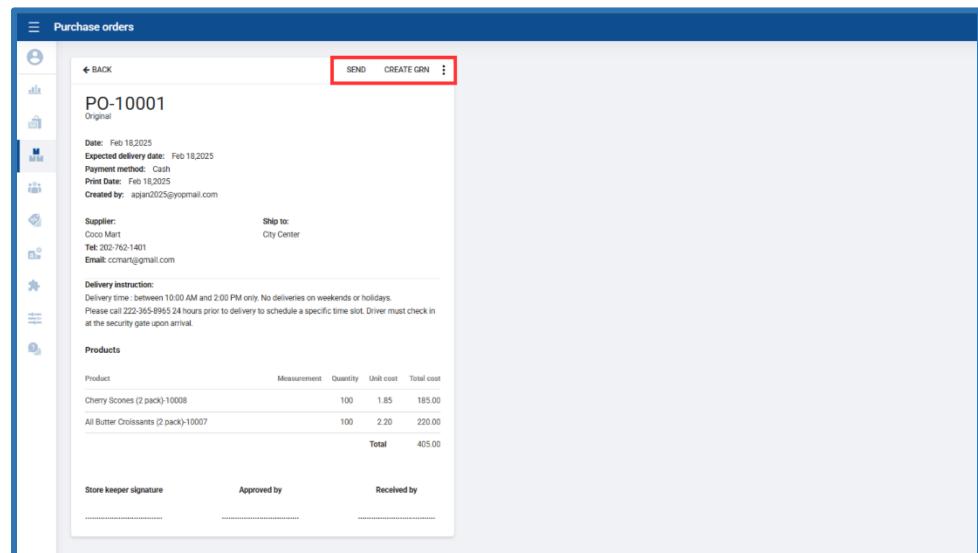
**SEND** **CREATE GRN** **⋮**

- Make a Copy
- Print A4
- Print 80 mm
- Download pdf**

#### 4.4. How to Create a GRN Based on the Purchase Order (PO)

Easily receive and add stock based on existing Purchase Orders (POs) using SalesPlay POS system's GRN feature. This guide shows you how to create a GRN from a PO for efficient inventory management.

- I. Log in to POS Back Office Web portal
- II. Select “Inventory” from Main Menu
- III. Go to the “Purchase Order” section
- IV. Click on the relevant PO number
- V. Click “Create GRN” button



- VI. Click “Create” button If all details are correct

(You can change the Quantity if there are any changes with the PO Quantity)

## 4.5. How to Add Stocks (Good Received Notes – GRN) in the Back-office Web Portal

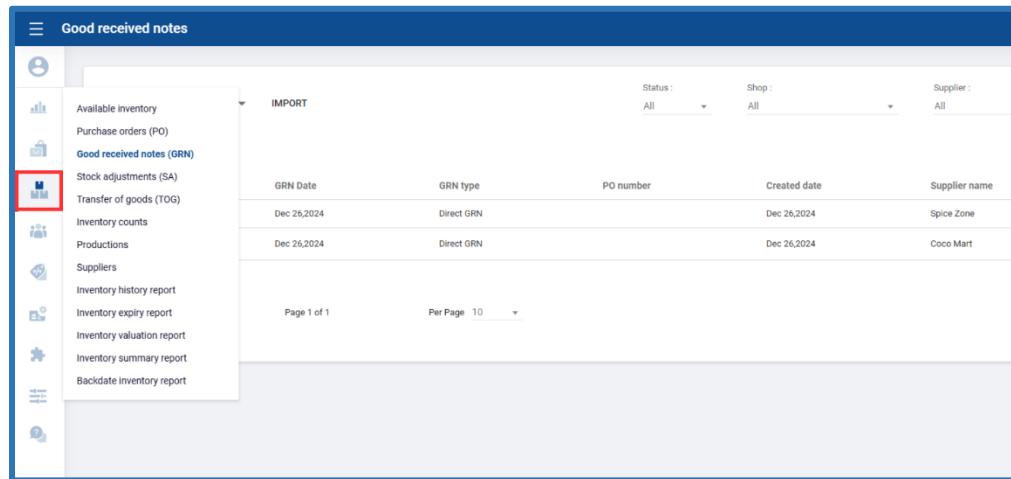
Effective inventory management is crucial for any business. Inventory, or stock, refers to the quantity of a particular product available for sale.

SalesPlay POS offers inventory tracking and detailed analysis reports. These reports provide insights into stock levels, products that are running low, available inventory, and the history of inventory movement.

Adding stocks to the system is quick and straightforward, with options to do so through both the POS app and the Back-office Web Portal. For businesses with a large number of stock items, the Bulk Stock Upload feature simplifies the process.

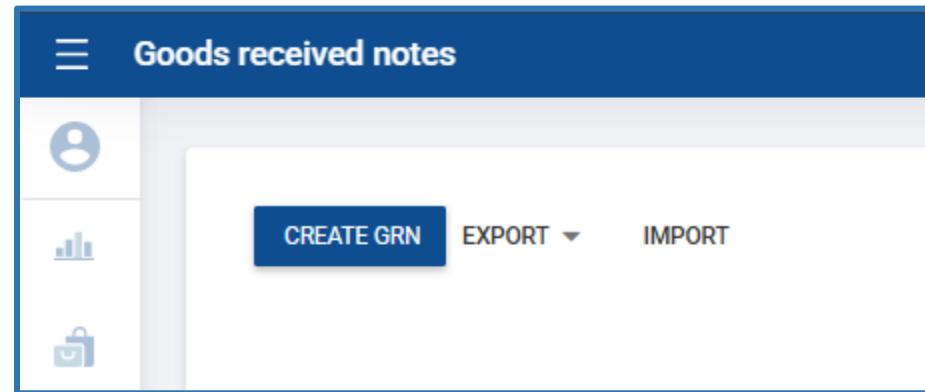
**Note:** Ensure the “Stock Control” option is enabled on the product’s page before adding stock.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” from the Main Menu
- III. Go to the “Good Received Notes”

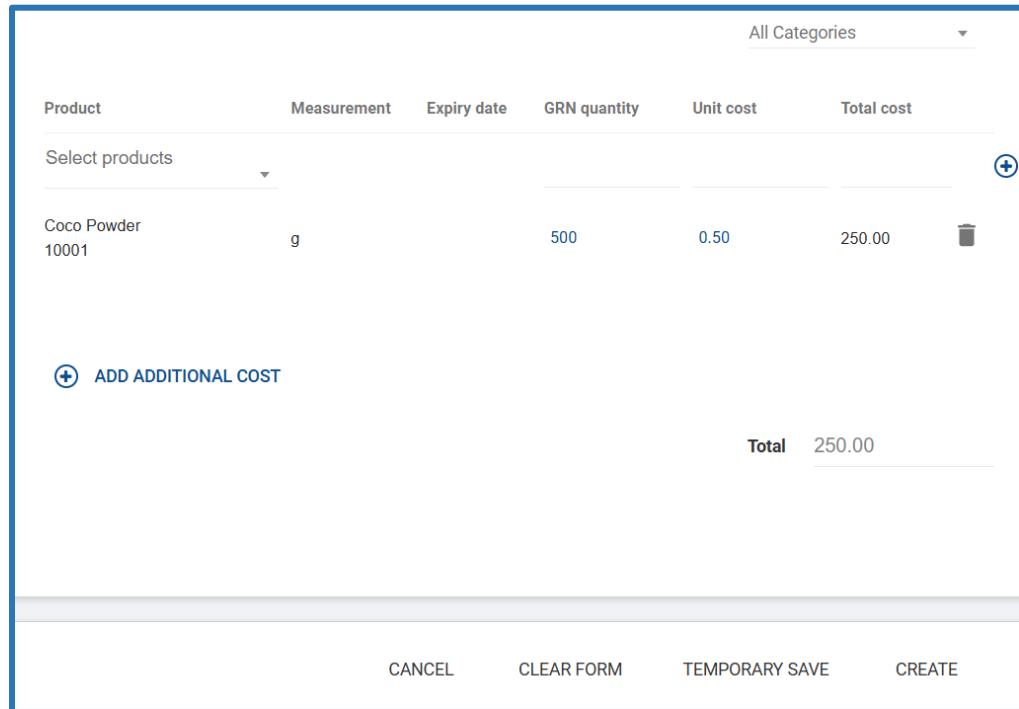


The screenshot shows the 'Good received notes' screen in the SalesPlay POS Back-office Web portal. The left sidebar menu is open, showing various inventory-related options: Available inventory, Purchase orders (PO), Good received notes (GRN) (which is highlighted with a red box), Stock adjustments (SA), Transfer of goods (TOG), Inventory counts, Productions, Suppliers, Inventory history report, Inventory expiry report, Inventory valuation report, Inventory summary report, and Backdate inventory report. The main content area displays a table of GRN entries. The table has columns for GRN Date, GRN type, PO number, Created date, and Supplier name. Two entries are listed: one for Dec 26, 2024, Direct GRN, Dec 26, 2024, Spice Zone, and another for Dec 26, 2024, Direct GRN, Dec 26, 2024, Coco Mart. At the bottom of the table, there are pagination controls: 'Page 1 of 1' and 'Per Page 10'.

IV. Click the “Create GRN” button



V. Select a relevant product from the dropdown menu



| Product              | Measurement | Expiry date | GRN quantity | Unit cost | Total cost |
|----------------------|-------------|-------------|--------------|-----------|------------|
| Select products      |             |             |              |           |            |
| Coco Powder<br>10001 | g           |             | 500          | 0.50      | 250.00     |

**ADD ADDITIONAL COST**

**Total 250.00**

CANCEL    CLEAR FORM    TEMPORARY SAVE    CREATE

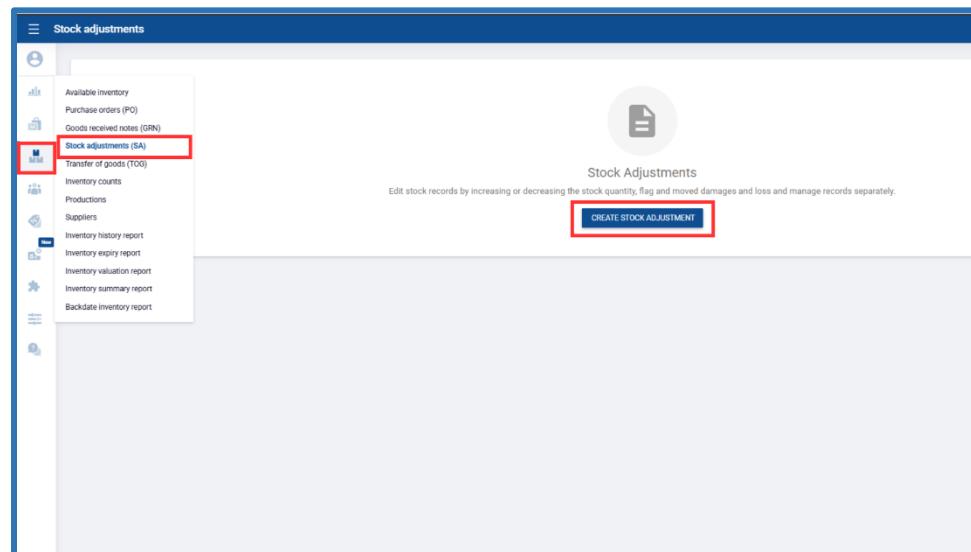
VI. Enter GRN Quantity  
 VII. Click (+) button  
 VIII. Click “CREATE” button

## 4.6. How to Make Stock Adjustments in the Back-office Web Portal

You can edit stock records by adjusting the stock quantity, flagging damaged or lost items, and managing these records separately.

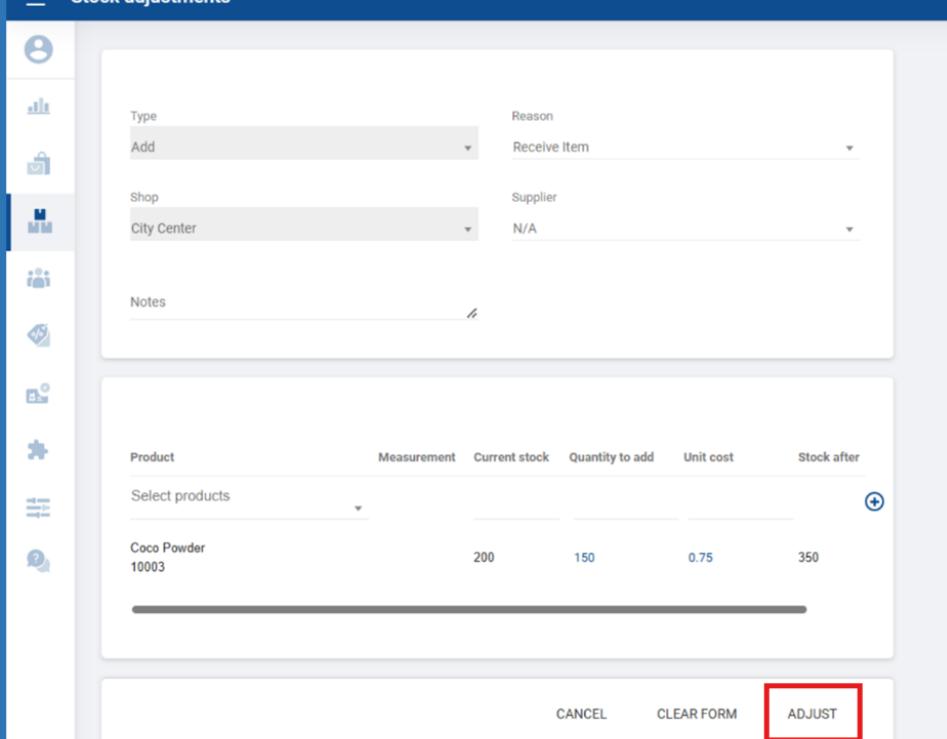
Stock adjustments can be made through both the POS app and the Back-office Web Portal. This feature can also be used for stock returns. To perform a stock return, select the “reduce” type and use “return” as the reason.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” from the Main Menu
- III. Go to the “Stock Adjustments”
- IV. Click the “Create Stock Adjustment” button



- V. Select the relevant type from the dropdown menu (Reduce, Add, Override)
- VI. Select the relevant product from the dropdown menu
- VII. Enter the relevant quantity
- VIII. Click (+) button
- IX. Click “ADJUST” button

**Stock adjustments**



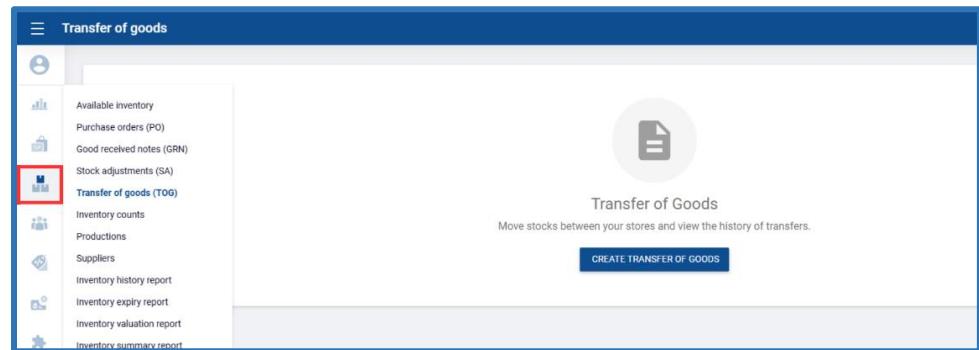
| Product              | Measurement | Current stock | Quantity to add | Unit cost | Stock after |
|----------------------|-------------|---------------|-----------------|-----------|-------------|
| Select products      |             |               |                 |           |             |
| Coco Powder<br>10003 |             | 200           | 150             | 0.75      | 350         |

CANCEL   CLEAR FORM   **ADJUST**

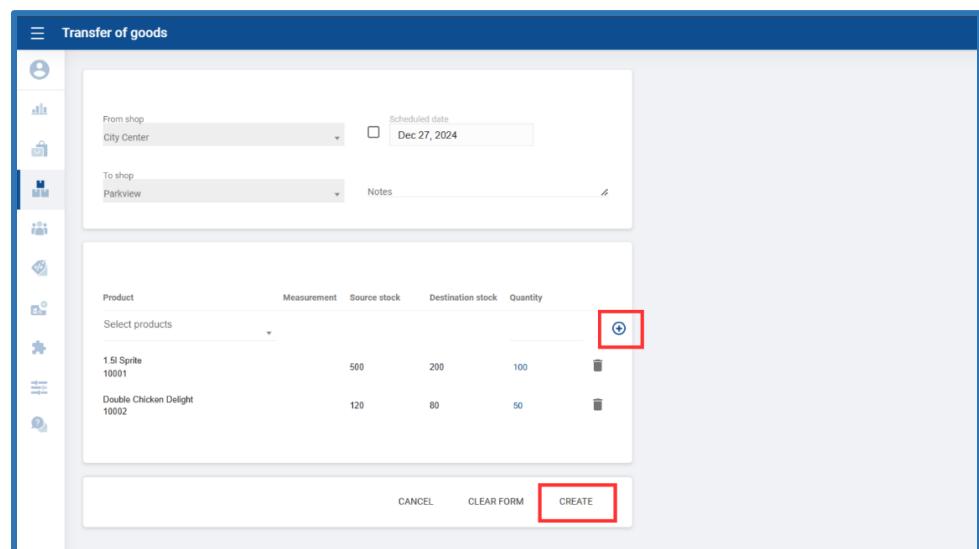
## 4.7. How to Transfer Goods (TOG) in the Back-office Web Portal

To transfer goods (TOG) in the Back-office Web Portal: You can move stocks between your stores and view the transfer history. The Transfer of Goods function is available through both the POS app and the Back-office Web Portal.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” from the Main Menu
- III. Go to the “Transfer of Goods”



- IV. Click the “Create Transfer of Goods” button
- V. Select relevant FROM location shop and TO location shop from dropdown
- VI. Select the relevant product from the dropdown menu and enter the quantity.
- VII. Click (+) button

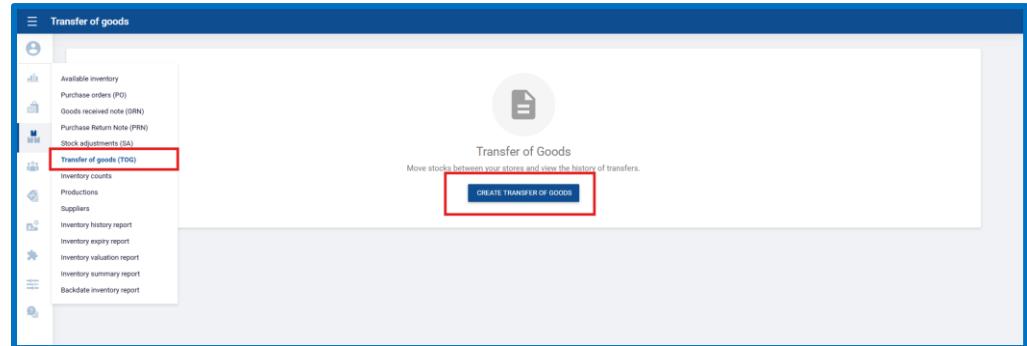


- VIII. Click “CREATE” button

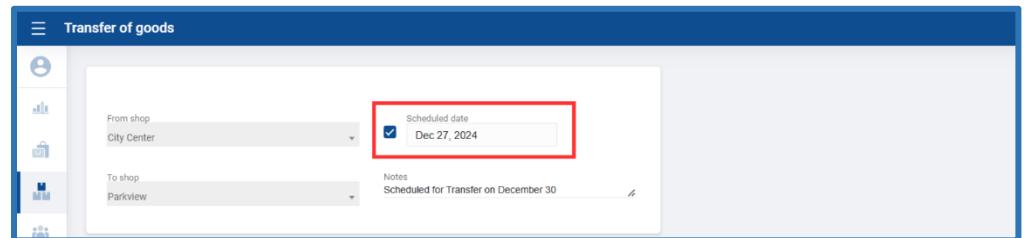
## 4.8. How to schedule a TOG

This feature will allow user to schedule Transfer of Goods TOG on a future date.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” from Main Menu
- III. Go to the “Transfer of Goods TOG”



- IV. Click “Create transfer of goods”
- V. Check ON scheduled date section

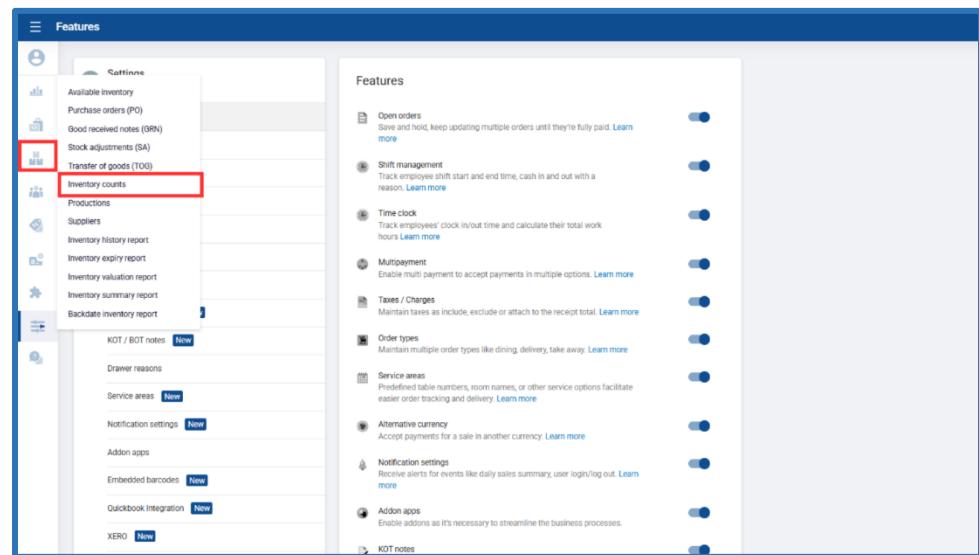


- VI. Set the correct schedule date (future date)
- VII. Fill other details
- VIII. Click “Create”

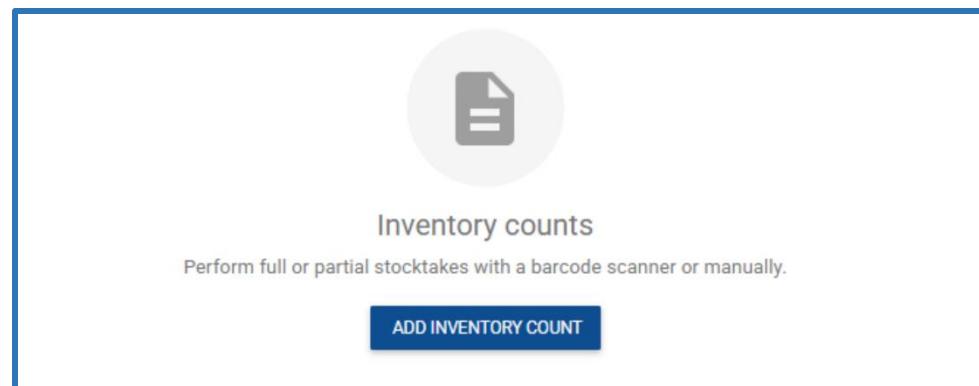
## 4.9. How to Perform a Stock Count

A stock count (or inventory count) involves physically verifying product quantities and comparing them to your POS system's records. This ensures accurate stock levels, preventing discrepancies and informing better business decisions. This section outlines how to perform a stock count effectively.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” from Main Menu
- III. Go to the “Inventory Counts”

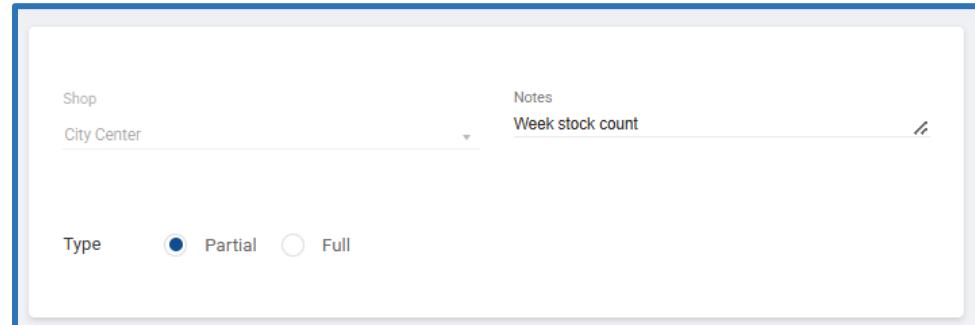


- IV. Click the “Add Inventory Count” button



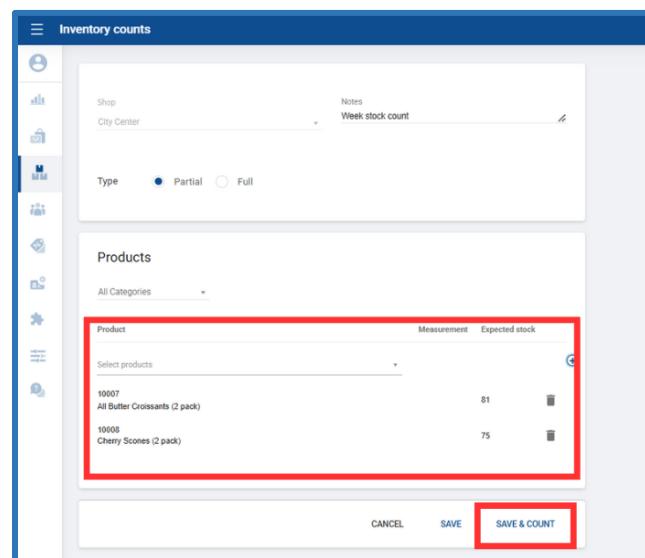
V. Select the shop

VI. Choose the type, “Partial” or “Full”



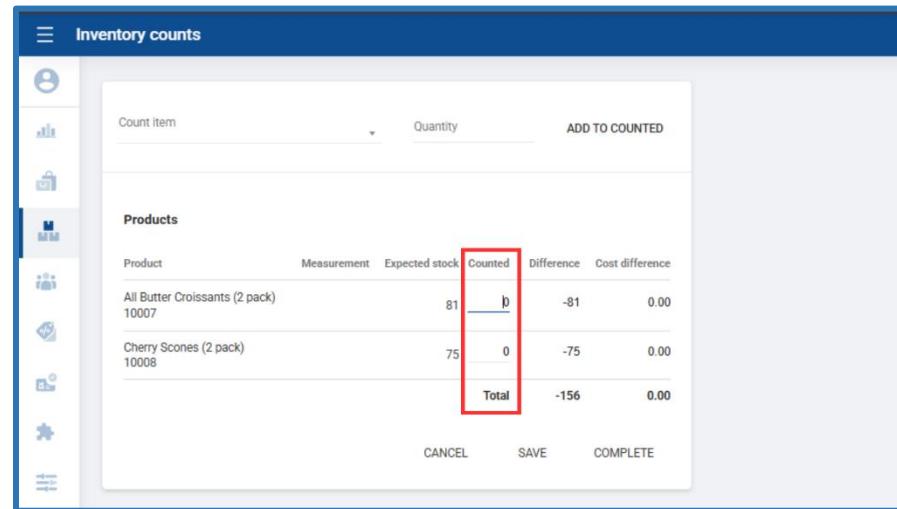
VII. Select the products from the dropdown

VIII. Click the Add + icon



IX. Click the “Save & Count”

X. Enter the counted stock value



Inventory counts

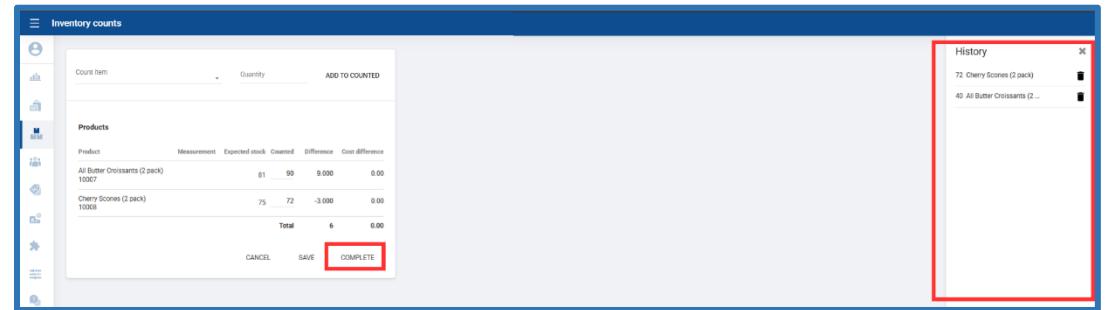
Count item:  Quantity:  ADD TO COUNTED

**Products**

| Product                                 | Measurement | Expected stock | Counted      | Difference  | Cost difference |
|---|-------------|----------------|--------------|-------------|-----------------|
| All Butter Croissants (2 pack)<br>10007 |             | 81             | 60           | -81         | 0.00            |
| Cherry Scones (2 pack)<br>10008         |             | 75             | 0            | -75         | 0.00            |
|   |             |                | <b>Total</b> | <b>-156</b> | <b>0.00</b>     |

CANCEL SAVE COMPLETE

XI. Click the “COMPLETE” button and confirm



Inventory counts

Count item:  Quantity:  ADD TO COUNTED

**Products**

| Product                                 | Measurement | Expected stock | Counted      | Difference | Cost difference |
|---|-------------|----------------|--------------|------------|-----------------|
| All Butter Croissants (2 pack)<br>10007 |             | 81             | 99           | 8.00       | 0.00            |
| Cherry Scones (2 pack)<br>10008         |             | 75             | 72           | -3.00      | 0.00            |
|   |             |                | <b>Total</b> | <b>6</b>   | <b>0.00</b>     |

CANCEL SAVE **COMPLETE**

History  
 72 Cherry Scones (2 pack)  
 40 All Butter Croissants (2 ...

#### 4.10. How to Set All Inventory Stock Levels to Zero

The "Zero All Stocks" feature provides a way to reset the stock levels of all items in your inventory to zero. Use this with caution, as it's irreversible. This section explains how to use it safely.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” section
- III. Go to “Inventory Counts”
- IV. Click “Add Inventory Count” button
- V. Select correct shop
- VI. Tick ON the type as “Full”

Inventory counts

Shop Parkview Notes

Type  Partial  Full

Products

All items will be counted.

CANCEL SAVE **SAVE & COUNT**

- VII. Click "Save & Count" button
- VIII. For each item in the list, enter "0" in the stock counted field

### Inventory counts

Count Item  Quantity

| Product  | Measurement | Expected stock | Counted | Difference | Cost difference |
|--|-------------|----------------|---------|------------|-----------------|
| All Butter Croissants (2 pack)<br>10007                  |             | 90             | 0       | -90        | 0.00            |
| Black & Gold Cake<br>10001                               |             | 76             | 0       | -76        | 0.00            |
| Caramel Stuffed Oulspies<br>(Pack of 3)<br>10005         |             | 72             | 0       | -72        | 0.00            |
| Cherry Scones (2 pack)<br>10008                          |             | 72             | 0       | -72        | 0.00            |
| Party Box<br>10003                                       |             | 73             | 0       | -73        | 0.00            |
| Pork, Fennel & Chilli Sausage<br>Rolls (3 pack)<br>10004 |             | 78             | 0       | -78        | 0.00            |
| Pudding Donuts - Mixed Box of<br>12<br>10005             |             | 77             | 0       | -77        | 0.00            |
| Tea Break Box<br>10002                                   |             | 77             | 0       | -77        | 0.00            |
|  |             | Total          |         | -615       | 0.00            |

IX. Click “COMPLETE” button and confirm

## 4.11. How to Work with Productions

The "Production" feature in your POS system simplifies the management of finished goods inventory by linking it directly to raw material usage. This streamlined process allows you to efficiently track both your ingredients/recipes and your final products, ensuring accurate stock levels and better production planning. This section will guide you through the steps needed to set up and utilize the Production feature, from creating ingredient products to adding finished goods to your inventory.

**To utilize the 'Production' function, follow these three steps:**

1. **Create Ingredient Products:** Set up the individual items or ingredients that go into making your finished goods.
2. **Create Composite Products:** Bundle these ingredients together to form the finished goods or products you sell.
3. **Enable Production Feature:** Turn on the Production feature in the POS system to start managing your inventory efficiently.

After completing these steps, you can easily add finished goods stock to the system, keeping track of your raw materials, composite products, and overall inventory management.

### Create Ingredient Product

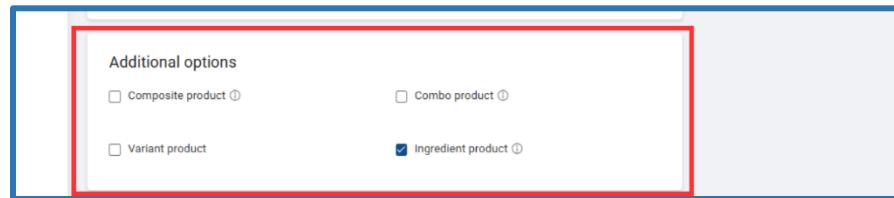
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select "Products" section
- III. Go to the "Product list"
- IV. Click the "Add Product" button

V. Enter the ingredient name

VI. Click “sold by each” area and select the correct measurement



VII. Tick ON “Ingredient Product” under Additional options



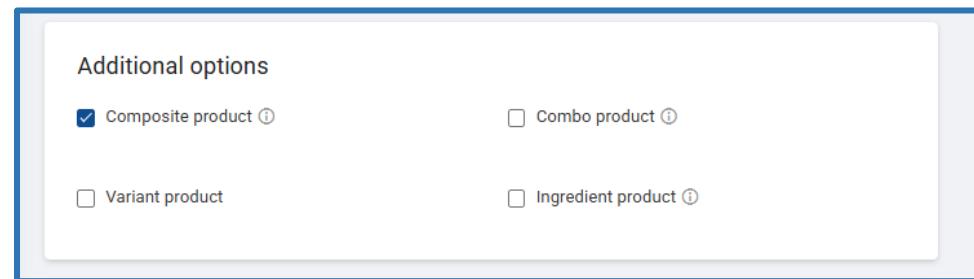
VIII. Enter available stocks of the ingredient

| Shops                               |             |       |          |              |  |
|-------------------------------------|-------------|-------|----------|--------------|--|
| Available                           | Shop        | Price | In stock | Safety stock |  |
| <input checked="" type="checkbox"/> | City Center | 1.20  | 500      | 100          |  |
| <input checked="" type="checkbox"/> | Parkview    | 1.20  | 500      | 100          |  |
| SHOW LESS                           |             |       |          |              |  |

IX. Click the “Save” button

## Create Composite Product

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” section
- III. Go to the “Product list”
- IV. Click the “Add Product” button
- V. Enter the composite product name
- VI. Tick ON “Composite Product” under Additional options



- VII. Tick ON “Use Production” if maintain finished goods stocks
- VIII. Add component products one by one

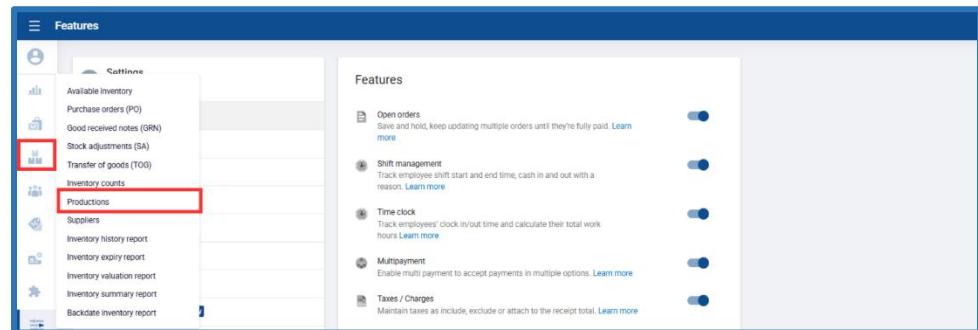
| Component Product       | Quantity | Cost |
|-------------------------|----------|------|
| 10009-Pizza Dough       | 1        | 1.20 |
| 10011-Mozzarella Cheese | 2.000    | 0.30 |
| 10013-Vegetables mix p  | 1.000    | 1.00 |
| 10010-Pizza Sauce       | 5.000    | 0.50 |
| 10012-Chilli Chicken    | 2.000    | 2.20 |
| Total qty/cost          |          | 5.20 |

- IX. Click the “Save” button

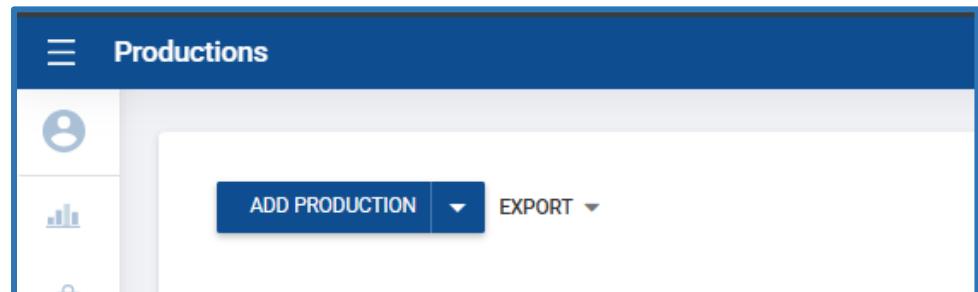
## “Enable Production Feature” and “Add Finished Goods Stocks”

The Production function simplifies adding finished goods to your POS system, tracking both materials and products for efficient inventory management.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” section
- III. Go to the “Productions”

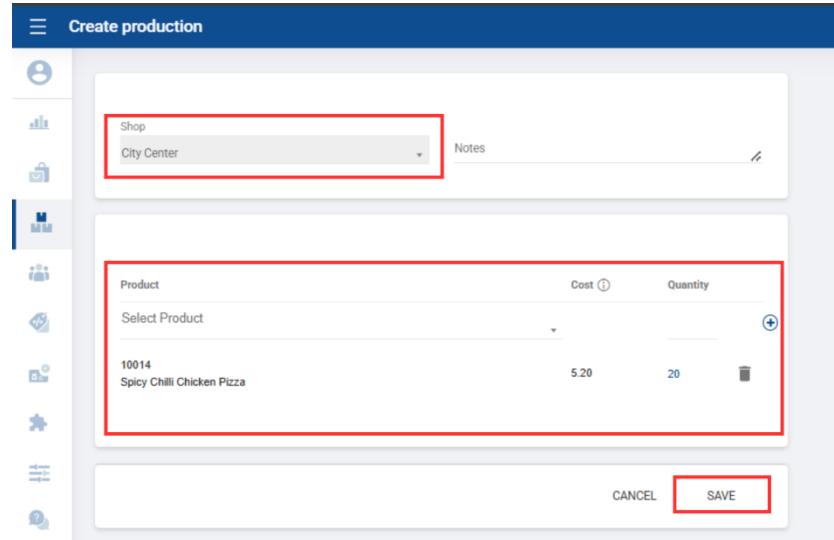


- IV. Click the “Add Production” button



V. Select the product from dropdown

VI. Enter Quantity and click + button



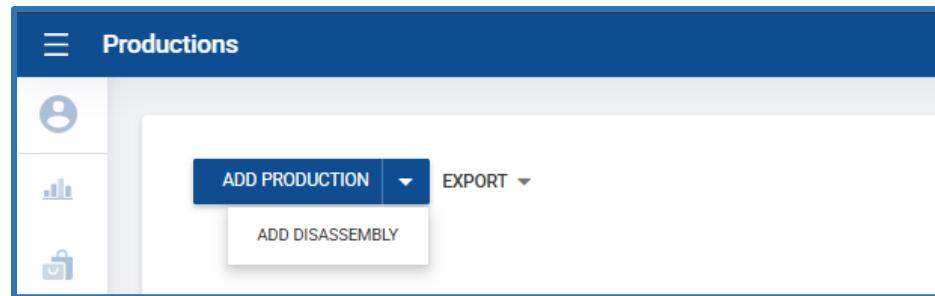
The screenshot shows the 'Create production' screen. On the left, a vertical sidebar contains icons for user management, reports, security, and other system functions. The main area is titled 'Create production'. It has a 'Shop' dropdown set to 'City Center' and a 'Notes' field. Below this is a table with columns for 'Product', 'Cost', and 'Quantity'. A red box highlights the 'Select Product' dropdown, which shows '10014 Spicy Chilli Chicken Pizza' with a cost of '5.20' and a quantity of '20'. The 'Quantity' field is also highlighted with a red border. At the bottom right are 'CANCEL' and 'SAVE' buttons, with the 'SAVE' button highlighted by a red box.

VII. Click the "Save" button

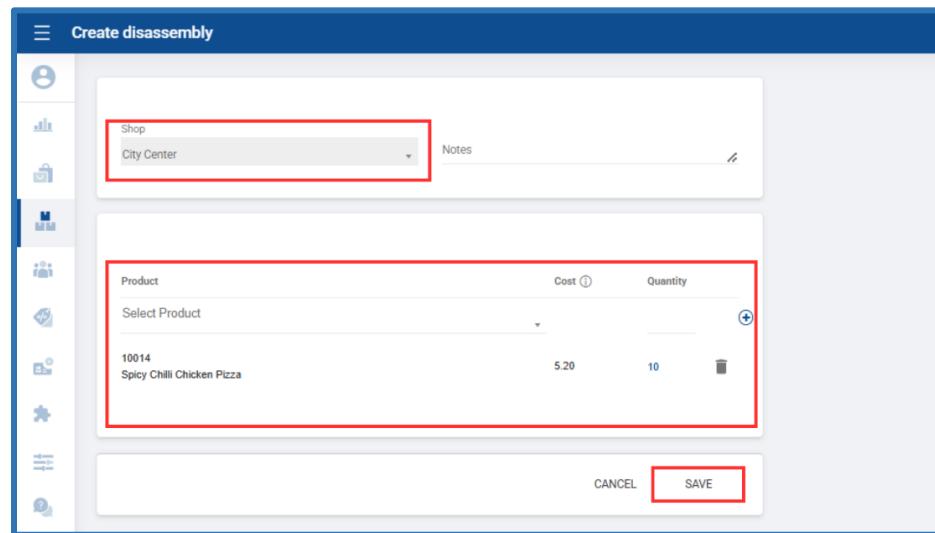
## 4.12. How to Use the Disassembly feature

The Disassembly feature in your POS system allows you to break down finished products back into their component ingredients. This is the reverse of the Production function and is useful for managing leftover stock or recovering ingredients. This section will guide you through using the Disassembly feature to accurately adjust your inventory.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” section
- III. Go to the “Productions”
- IV. Click the arrow button near “Add Production”



- V. Click “Add Disassembly” button
- VI. Select the product from dropdown
- VII. Enter the disassembly Quantity and click + button



- VIII. Click the “Save” button

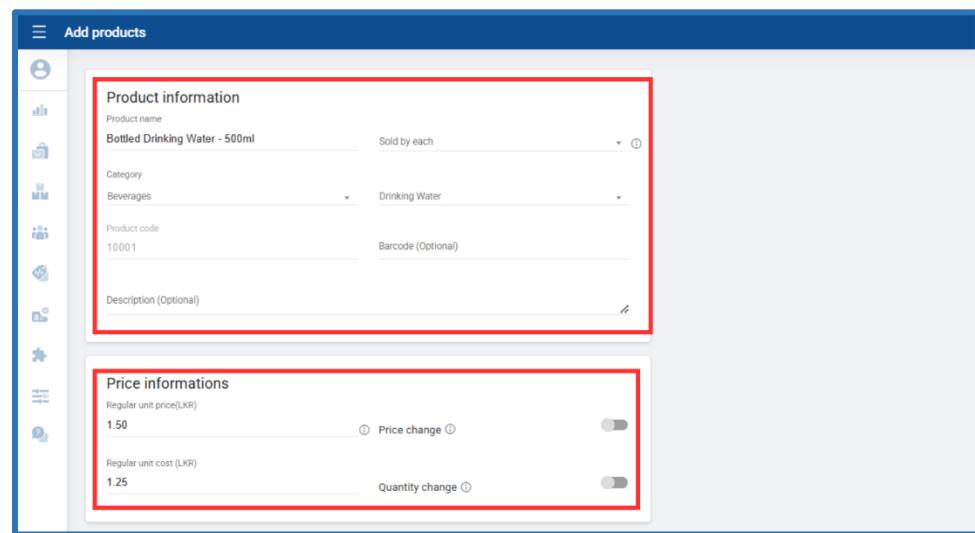
## 4.13. How to Order Items by Boxes and Sell them by the Piece

This guide explains how to manage inventory when you order items in bulk boxes and sell them individually, using the "composite item" and "disassembly" features within the SalesPlay POS back-office.

You need to create two sets of items: for selling and to order by boxes.

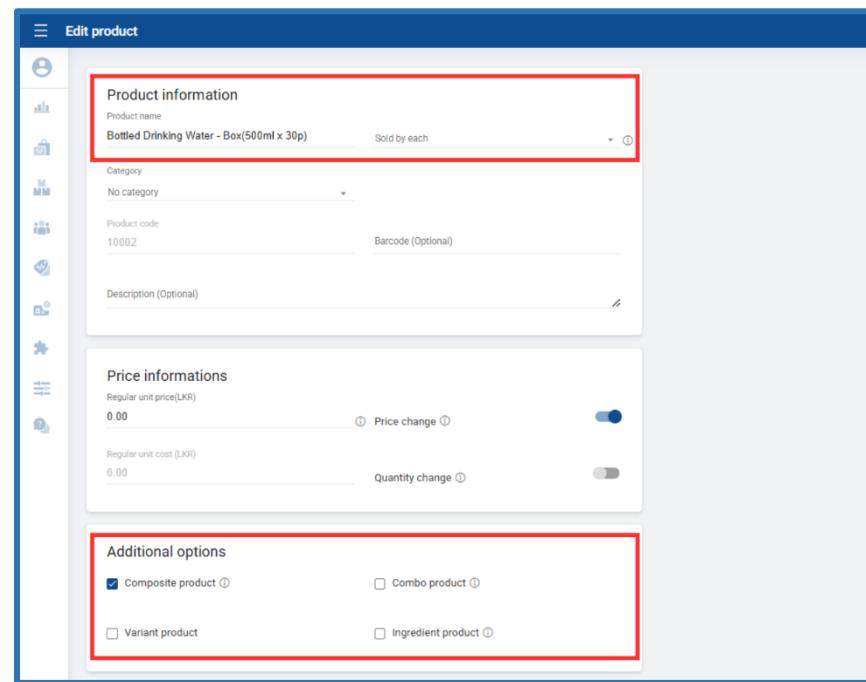
### Creating the Individual Selling Item,

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Product” section
- III. Go to the “Product List”
- IV. Click “Add Product” button
- V. Enter the product name, price, and cost per individual item



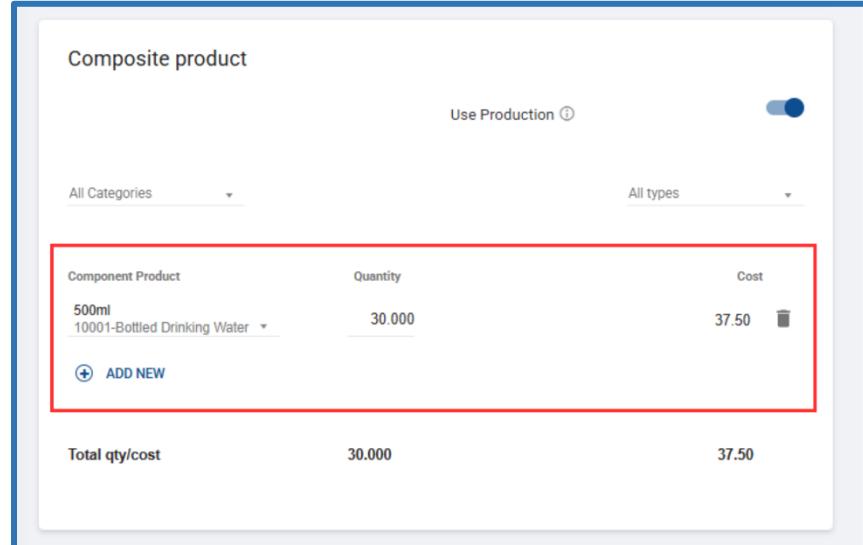
## Creating the Bulk Ordering Item (Composite Item),

- VI. From the “Product List”, Click “Add Product”
- VII. Enter the Product name
- VIII. In the "Inventory" section of the product creation, enable "Composite Item" and "Use Production."



IX. Choose the individual selling item (e.g., " Bottled Drinking Water - 500ml") as a component

X. Enter the number of individual items contained in one box (e.g., 30).



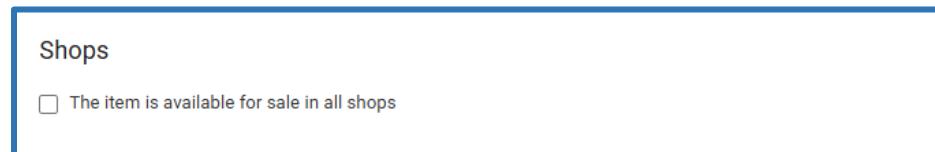
Composite product

Use Production ⓘ

All Categories  All types

| Component Product                        | Quantity | Cost  |
|--|----------|---|
| 500ml<br>10001-Bottled Drinking Water    | 30.000   | 37.50 <input type="button" value="Delete"/> |
| <input type="button" value="⊕ ADD NEW"/> |          |   |
| Total qty/cost                           | 30.000   | 37.50                                       |

XI. If you are not going to sell by boxes, you can make them not available for shops



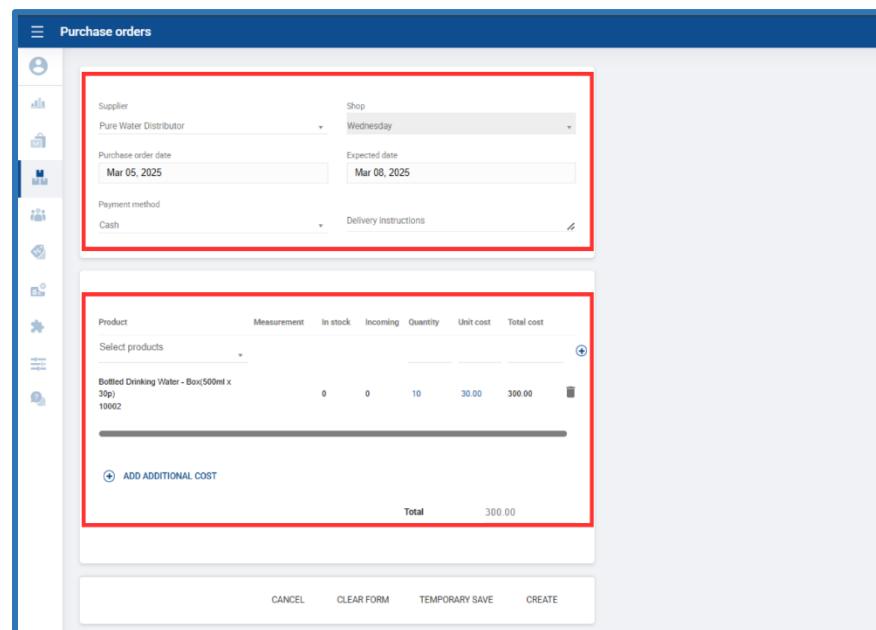
Shops

The item is available for sale in all shops

XII. Click "Save" button

### Creating a Purchase Order,

- XIII. Select “Inventory” section
- XIV. Go to the “Purchase Order”
- XV. Click “Create Purchase Order”
- XVI. Select the Supplier
- XVII. Add the bulk ordering item (e.g., " Bottled Drinking Water - Box (500ml x 30p)") to the purchase order.
- XVIII. Enter the number of boxes you are ordering (e.g., 10).

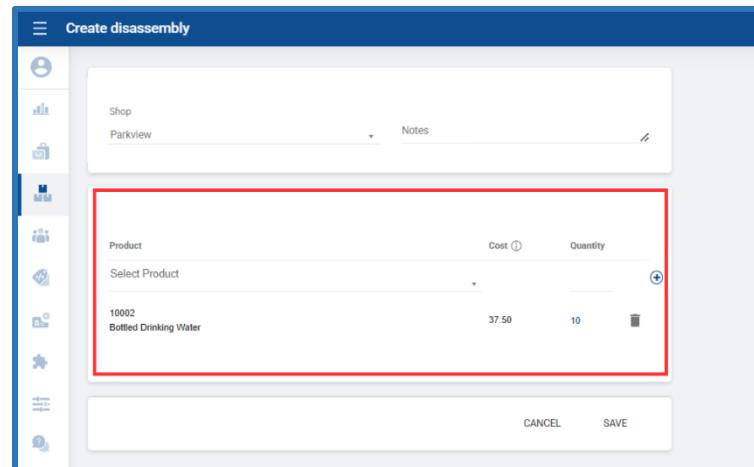


| Product   | Measurement | In stock | Incoming | Quantity | Unit cost | Total cost |
|---|-------------|----------|----------|----------|-----------|------------|
| Bottled Drinking Water - Box(500ml x 30p) 10902 |             | 0        | 0        | 10       | 30.00     | 300.00     |

- XIX. Click “Create and Send”

### Receiving Stock and Disassembling Boxes,

- XX. Select “Inventory” section
- XXI. Go to the “Productions”
- XXII. Click the dropdown near the “Add Production” button and select “Add Disassembly”
- XXIII. Select the bulk ordering item, and enter the number of boxes you received.



- XXIV. Click “Save” button
- XXV. The stock of the individual selling item (e.g., " Bottled Drinking Water - 500ml") will be automatically updated in your available inventory.

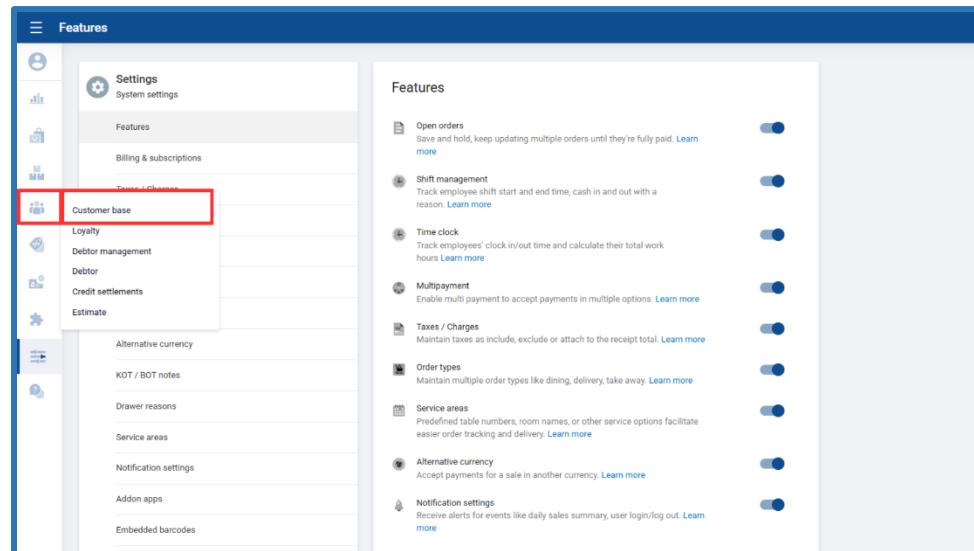
| <input type="checkbox"/> | Product name                   | Product code | Category    | Price | Cost | In stock |
|--------------------------|--------------------------------|--------------|-------------|-------|------|----------|
| <input type="checkbox"/> | Bottled Drinking Water - 500ml | 10001        | No category | 1.50  | 1.25 | 300      |

## 5. Customer Management

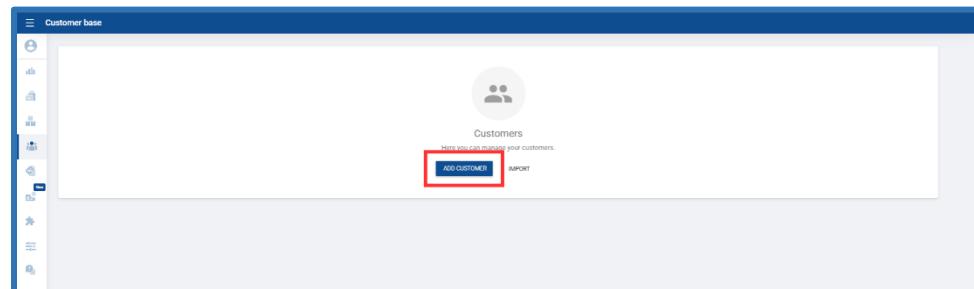
### 5.1. How to Create a Customer in the Back Office Web portal

Add new customers to your database with ease. This guide shows you how to create customer profiles in the SalesPlay POS Back-office.

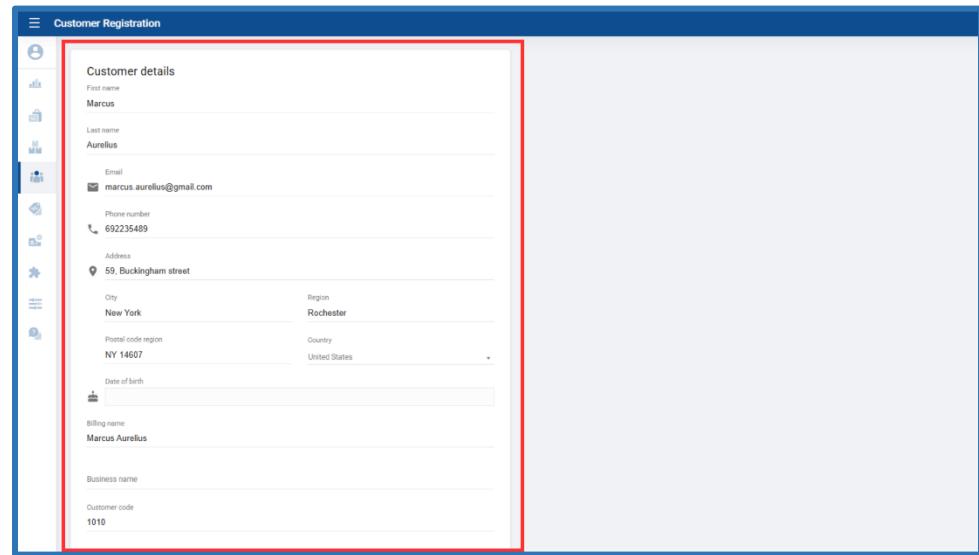
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” section
- III. Select “Customer Base” from the list



- IV. Tap “Add Customer” button



V. Enter the relevant information and tap “Save” button

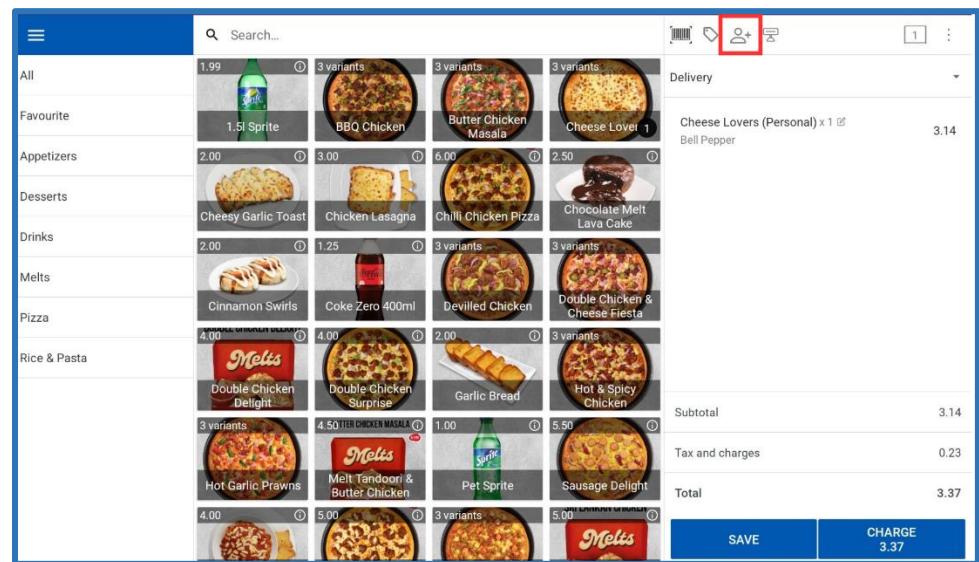


The image shows a 'Customer Registration' form with a red box highlighting the 'Customer details' section. The form includes fields for First name (Marcus), Last name (Aurelius), Email (marcus.aurelius@gmail.com), Phone number (692235489), Address (59, Buckingham street), City (New York), Region (Rochester), Postal code region (NY 14607), Country (United States), Date of birth, Billing name (Marcus Aurelius), Business name, and Customer code (1010).

## 5.2. How to Create Customer in POS App

This guide shows you how to create customer profiles in the SalesPlay POS App.

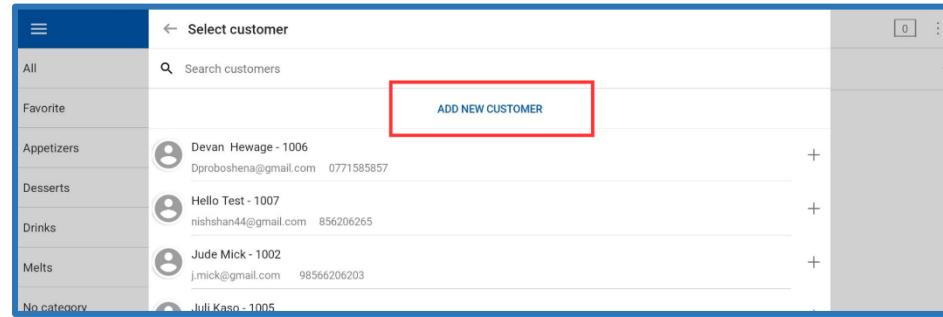
- I. POS App Main Menu
- II. Select “New Sale”
- III. Select the “customer” icon on the right-hand upper section



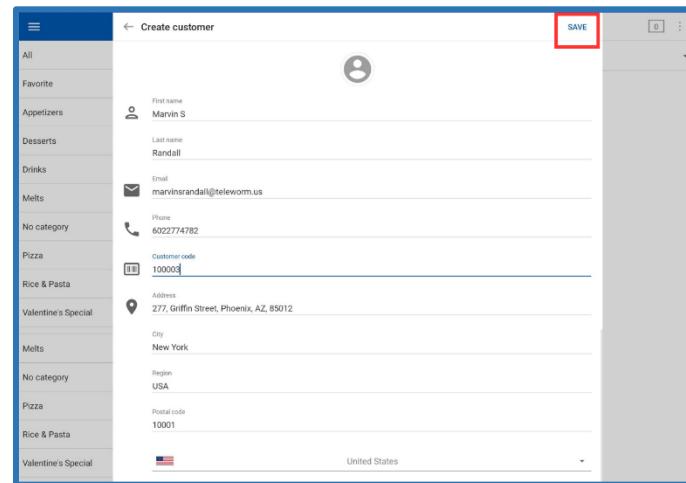
The image shows the SalesPlay POS App interface. On the left, there is a sidebar with categories: All, Favourite, Appetizers, Desserts, Drinks, Melts, Pizza, Rice & Pasta. The main area displays a grid of food and drink items with their names and prices. A red box highlights the 'Customer' icon in the top right corner of the screen. The bottom right shows a summary table with items, subtotal, tax, and total, and buttons for 'SAVE' and 'CHARGE'.

| Delivery                     |      |
|------------------------------|------|
| Cheese Lovers (Personal) x 1 | 3.14 |
| Bell Pepper                  |      |
| Subtotal                     | 3.14 |
| Tax and charges              | 0.23 |
| Total                        | 3.37 |

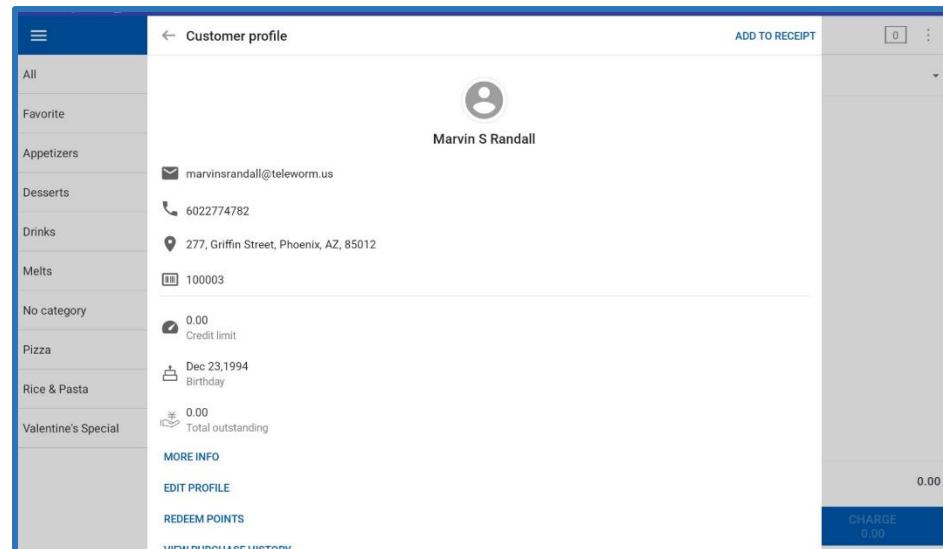
IV. On the customer selection screen, tap the “Add New Customer” button.



V. On the create customer screen, Add the relevant information, and tap the “Save” button to save the new customer.



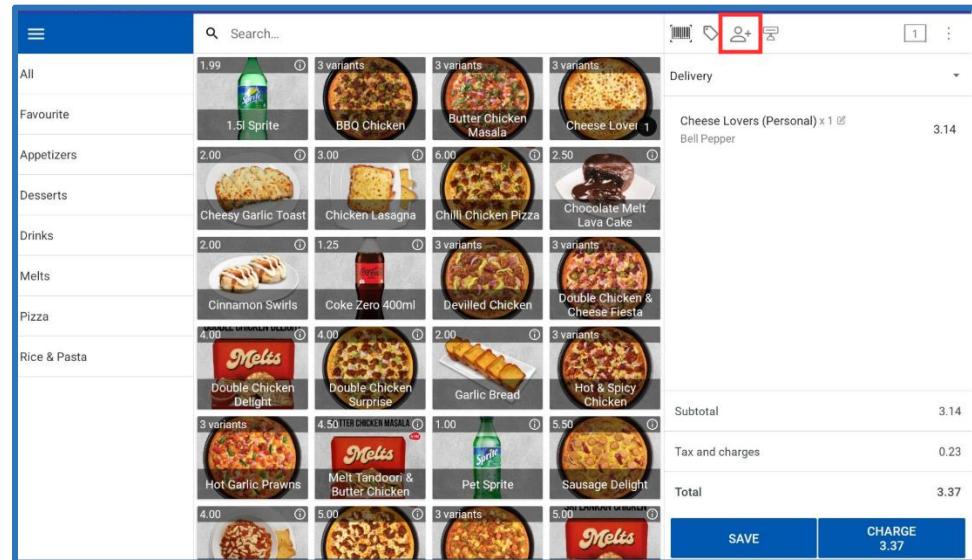
VI. After successfully saving, the newly created customer’s profile will be displayed.



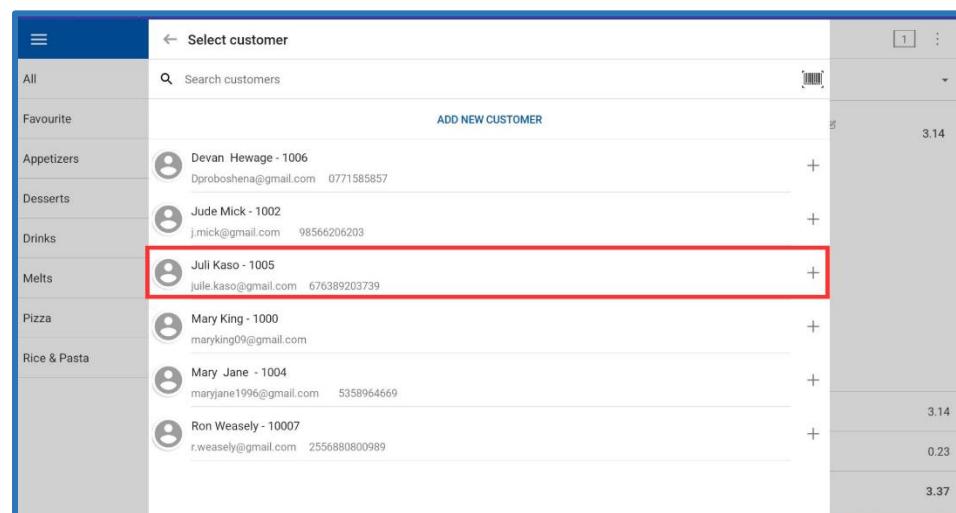
### 5.3. How to Add a Customer to the Receipt / Bill Quickly

The system can now add customers directly without accessing the 'customer profile' page.

- I. POS App Main Menu
- II. Select "New Sale"
- III. Select the "customer" icon on the right-hand upper section



- IV. Search the relevant customer
- V. Click the (+) icon at the end of the customer's name

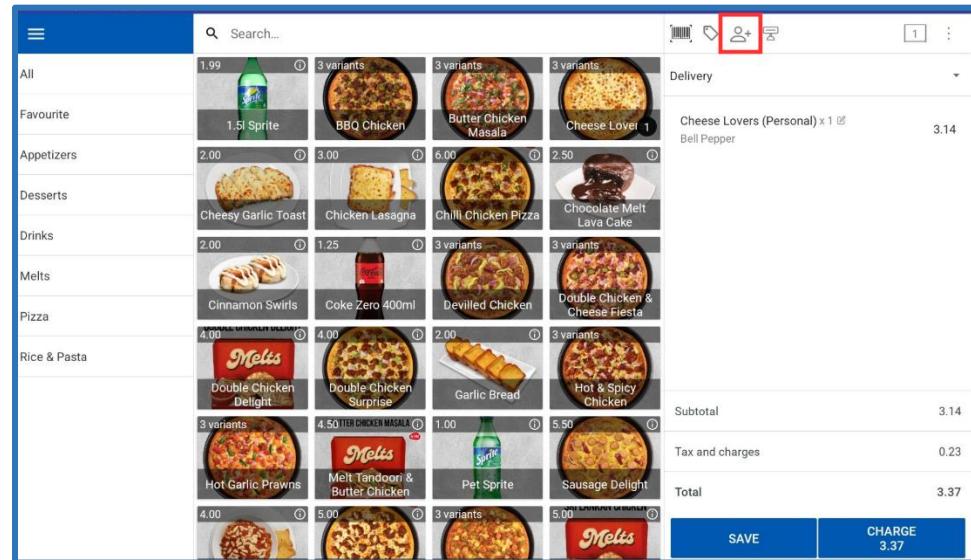


(If you want to check the customer profile, click on the customer's name)

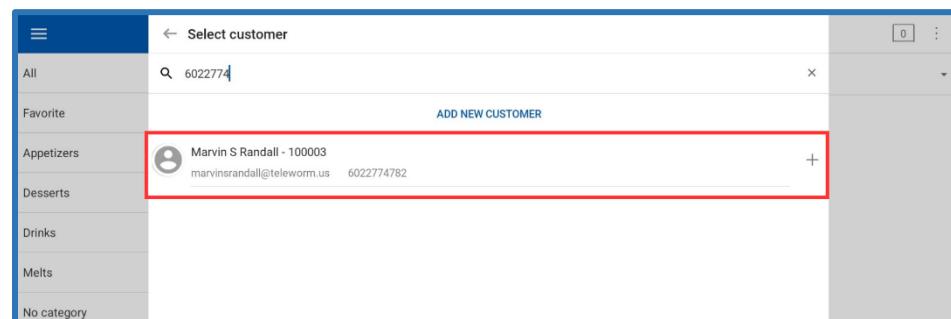
## 5.4. How to Identify a Customer by Phone Number

Easily locate customer profiles for faster transactions. These steps explain how to use phone number search to find and select customers in the POS app.

- VII. POS App Main Menu
- VIII. Select “New Sale”
- IX. Select the “customer” icon on the right-hand upper section



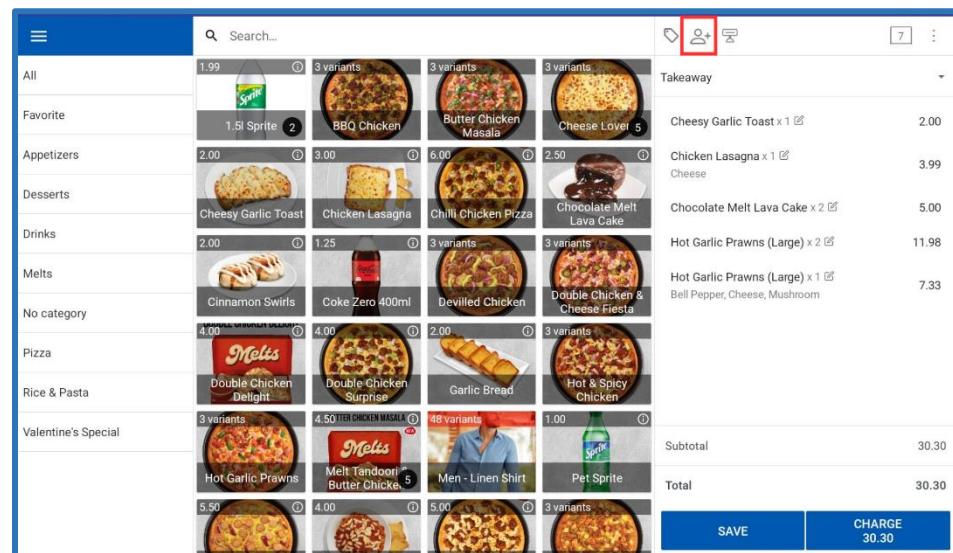
- X. On the customer selection screen, enter the customer's phone number in the search field.
- XI. If a customer profile matches the entered phone number, it will be displayed in the search results. If multiple matches exist, they will all be shown.



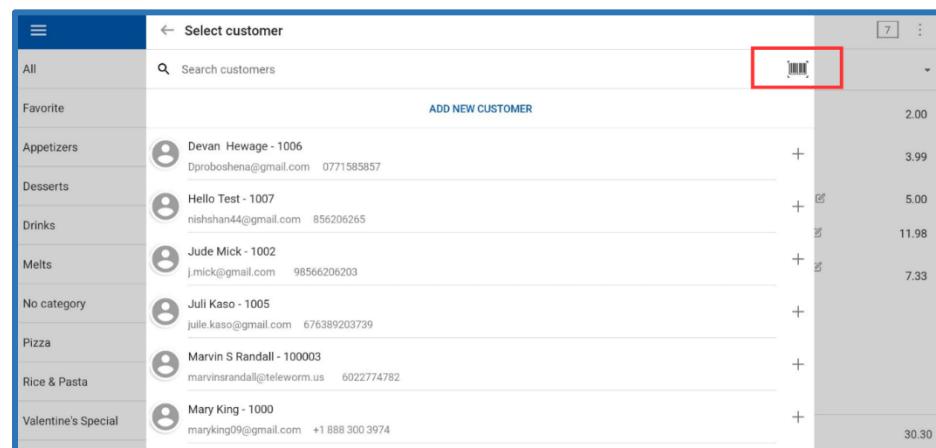
## 5.5. How to Add Customer to the Receipt by Scanning Barcodes

Enhance customer service and simplify checkout. These steps explain how to use barcode scanning to quickly add customers to a sale in the POS app.

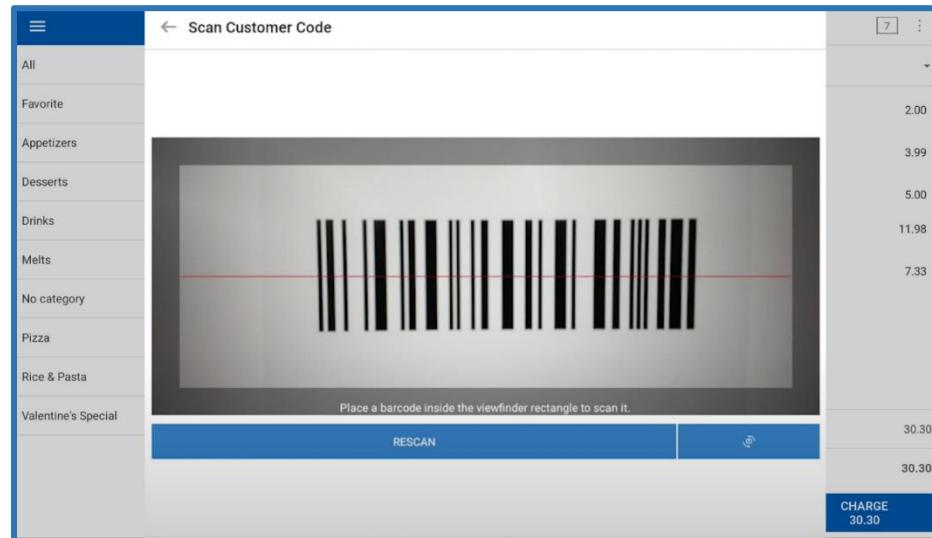
- I. POS App Main Menu
- II. Select “New Sale”
- III. Add the customer’s items to the cart
- IV. Tap the customer icon in the top bar



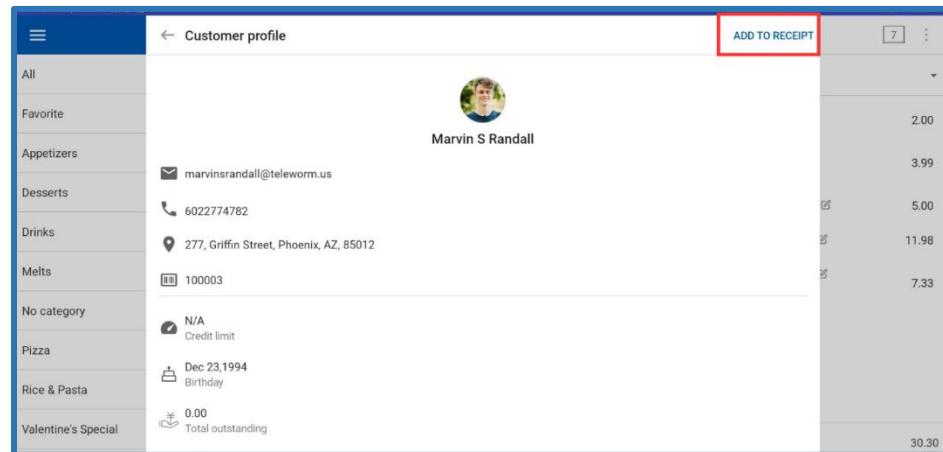
- V. On the customer selection screen, tap the “Barcode” icon.



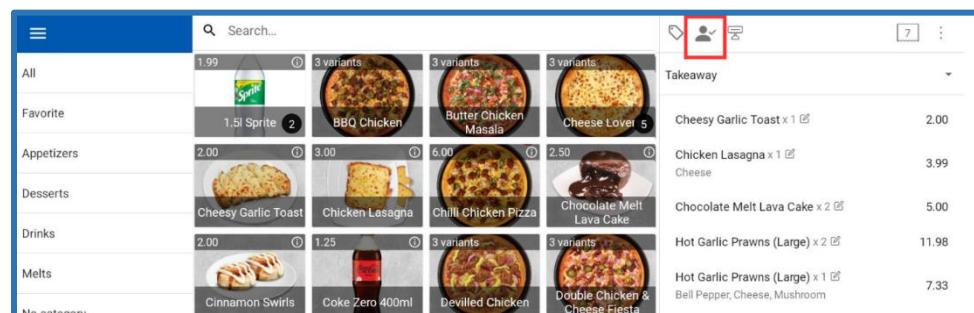
VI. Position the customer's barcode in front of the POS device's camera or an external barcode reader to scan it.



VII. Once the barcode is scanned and the customer's profile appears, tap the "Add to Receipt" button.



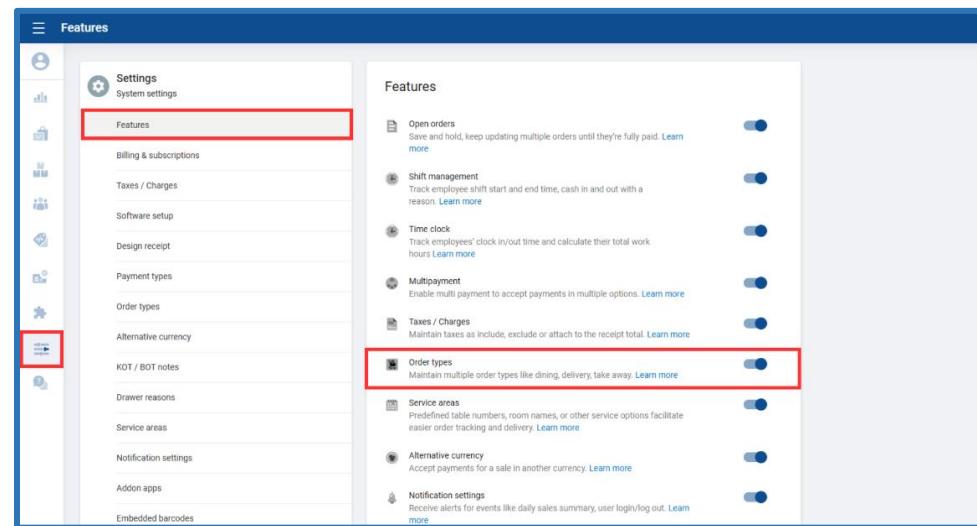
VIII. The customer icon will now display a checkmark, indicating the customer has been successfully added to the receipt.



## 5.6. How to Add a Customer's Phone Number to the Receipt

You can print the customer's phone number on the receipt. This feature is important when the order type is DELIVERY. So, the delivery person can call the customer in any case.

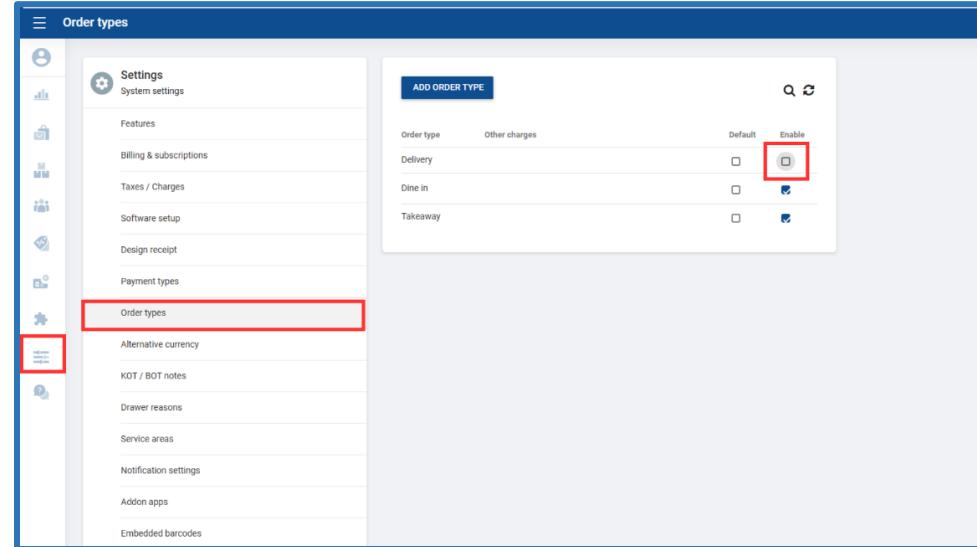
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Check ON “Order Types” button



- V. Click “Save”

(Once you turn ON “Order Types”, it will appear as a sub-menu in Settings section)

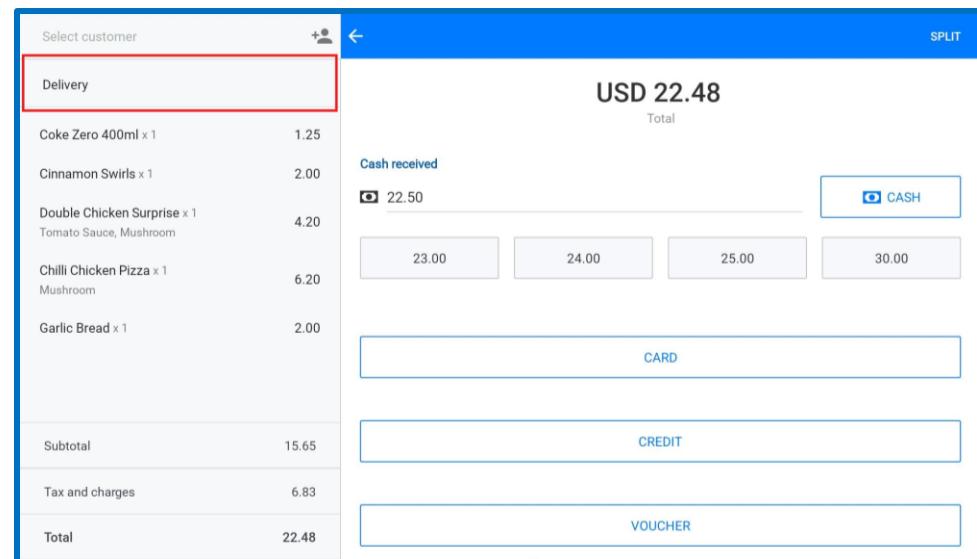
VI. Select Order Types  
 VII. Click “Delivery” option



VIII. Check On “status” button

IX. Click “Update”

When you bill from the POS App, select “DELIVERY” as the order type and then select a customer with a phone number to get it printed on the receipt.



Mary  
maryking09@gmail.com

**USD 22.48**  
Total

**Cash received**

22.50

**CASH**

23.00 24.00 25.00 30.00

**CARD**

**CREDIT**

**VOUCHER**

| Delivery  |       |
|---|-------|
| Coke Zero 400ml x 1                                   | 1.25  |
| Cinnamon Swirls x 1                                   | 2.00  |
| Double Chicken Surprise x 1<br>Tomato Sauce, Mushroom | 4.20  |
| Chilli Chicken Pizza x 1<br>Mushroom                  | 6.20  |
| Garlic Bread x 1                                      | 2.00  |
| <b>Subtotal</b>                                       | 15.65 |
| Tax and charges                                       | 6.83  |
| <b>Total</b>  | 22.48 |

**Customer profile**

**Customer profile**

**Mary King**

**maryking09@gmail.com**

**+1 888 300 3974**

**1000**

**N/A**  
Credit limit

**54.50**  
Total outstanding

**Past receipts**

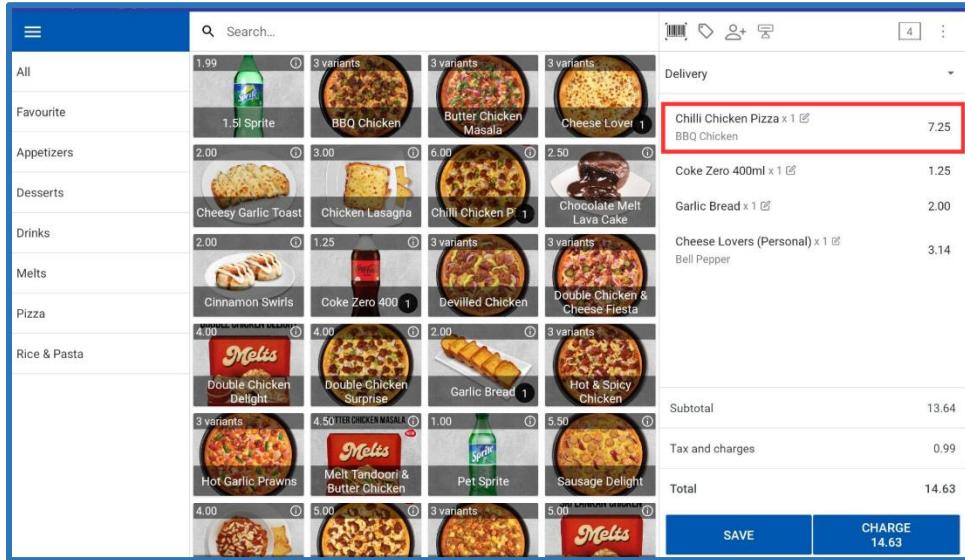
| Past Receipts                      | Search past receipts             | Refund   |
|------------------------------------|----------------------------------|--|
| Debtor Management (Credit Invoice) | Sep 26,2025                      | #8-2509261   |
| Cash Management                    | Receipt: #8-2509261<br>Mary King | 22.48<br>USD   |
|                                    |                                  | Receipt: #8-2509261<br>Receipt Ref: #8-2509261-54<br>Employee: admin<br>Customer: Mary King<br>Address: New York<br>Phone: +1 888 300 3974<br>Order type: Delivery |

## 5.7. How to Add Customized Note / Remarks for a Product When Creating a Receipt

The system now can print a customized Note or Remark for the product on the receipt.

Ex: If the user wants to add a comment to the pharmaceutical product such as “Use after the meal” or “Use before the meal”

- I. POS App Main Menu
- II. Select “New Sale”
- III. Select an item and click
- IV. Click again the item at the ITEM CART area.



The screenshot shows the SalesPlay POS application interface. On the left is a navigation menu with categories like All, Favourite, Appetizers, Desserts, Drinks, Melts, Pizza, and Rice & Pasta. The main area displays a grid of food items with their names, prices, and small images. To the right is a detailed view of the 'Delivery' cart. The cart contains the following items:

| Item                         | Quantity | Unit        | Price |
|------------------------------|----------|-------------|-------|
| Chilli Chicken Pizza x 1     | 1        | BBQ Chicken | 7.25  |
| Coke Zero 400ml x 1          | 1        |             | 1.25  |
| Garlic Bread x 1             | 1        |             | 2.00  |
| Cheese Lovers (Personal) x 1 | 1        | Bell Pepper | 3.14  |

At the bottom of the cart, there are buttons for 'SAVE' and 'CHARGE 14.63'.

- V. Go to the “REMARK” area and click
- VI. Enter the customized note and Click “Add” button



The screenshot shows a detailed view of the 'Chilli Chicken Pizza' item. The top part of the screen shows the item name and a red box highlighting the 'ADD' button in the top right corner. The bottom part shows the item details with a red box highlighting the 'Remark' field, which contains the text 'Add more cheese'.

VII. Now click CHARGE.

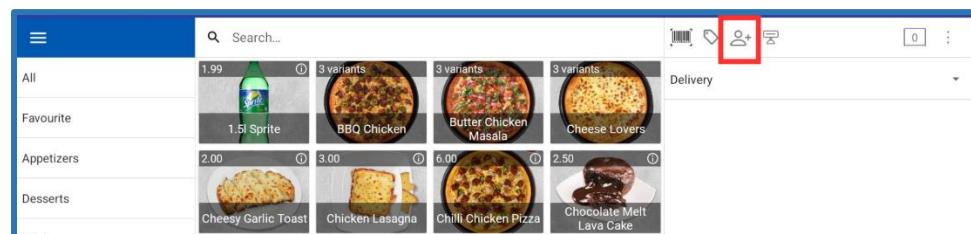
When you bill from the POS App, the customized note will appear on the receipt near the product

## 5.8. How to Check a Customer's Purchase History

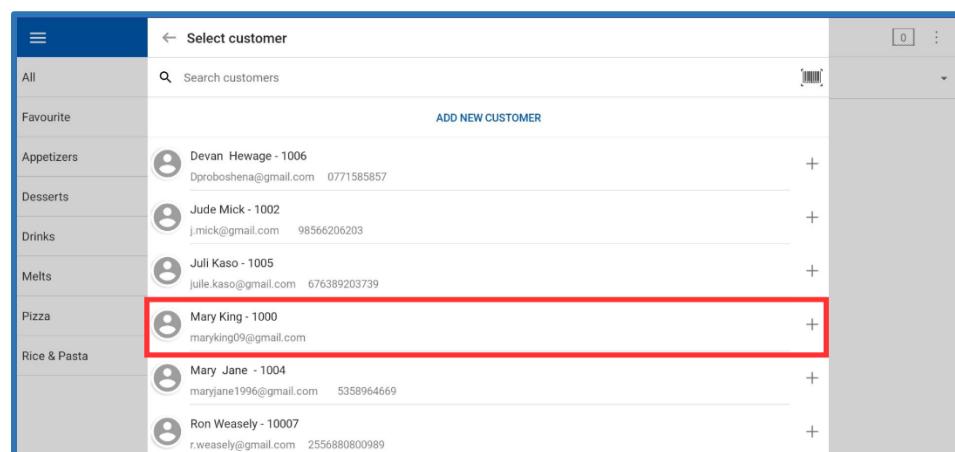
To easily view the past transactions of a customer is now provided to you through the POS system.

You can enjoy this feature via the “Customer Profile” section in POS App.

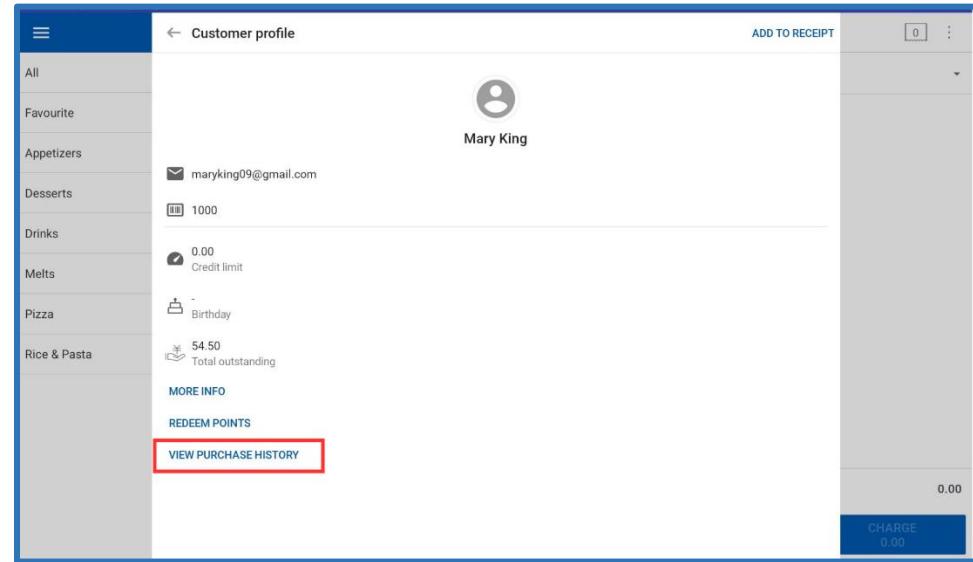
- I. POS App Main Menu
- II. Select “New Sale”
- III. Click the “customer icon” on the main interface



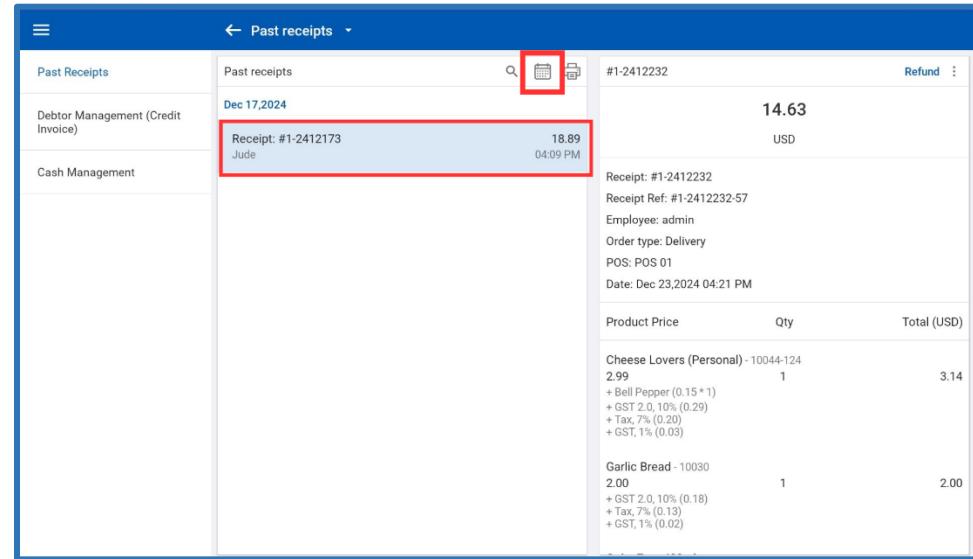
- IV. Click or search for the relevant customer



V. Click “View Purchase History” at the bottom of the page.



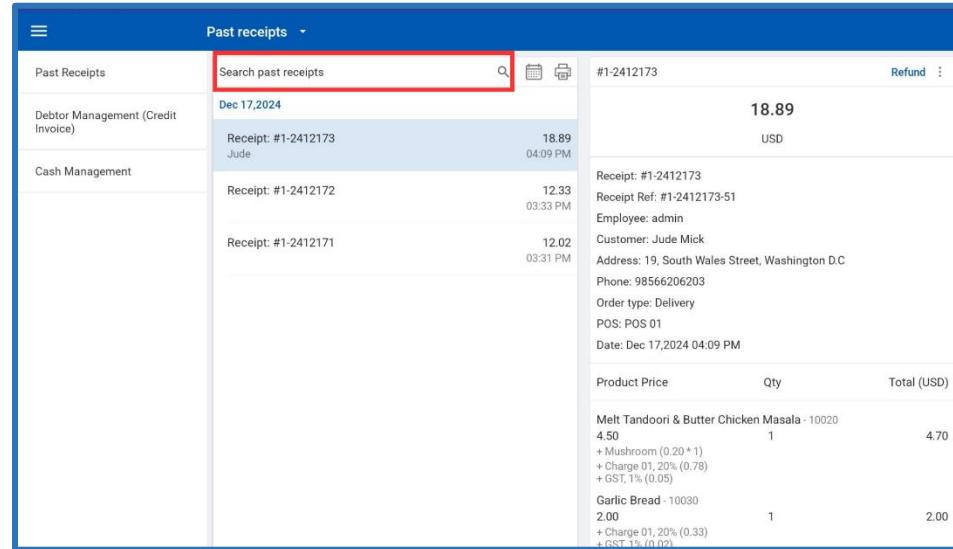
VI. For wider date range, you can use the “Calendar” icon



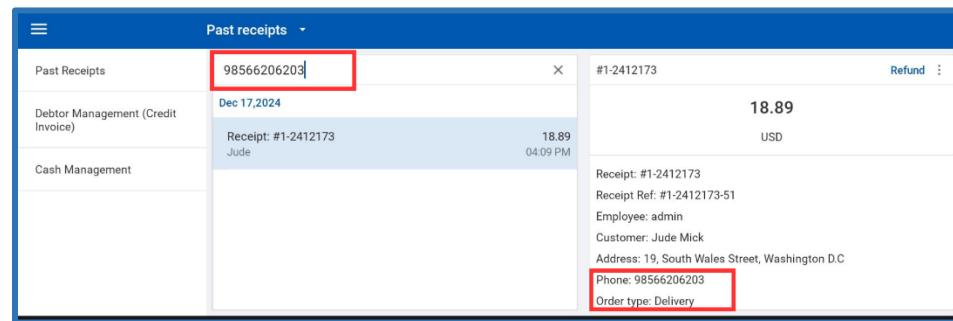
## 5.9. How to Search Past Receipts Using a Customer's Phone Number

Users can search past receipts using the customer's phone number. This option allows users to search even by customer first name or last name.

- I. POS App Main Menu
- II. Select “Manage Sales” and select “Past Receipts”



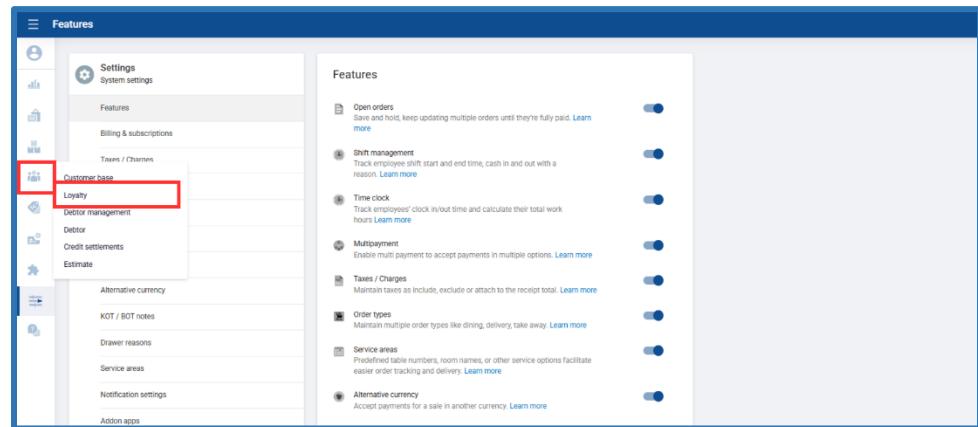
- III. Click the SEARCH icon
- IV. Enter the customer's phone number



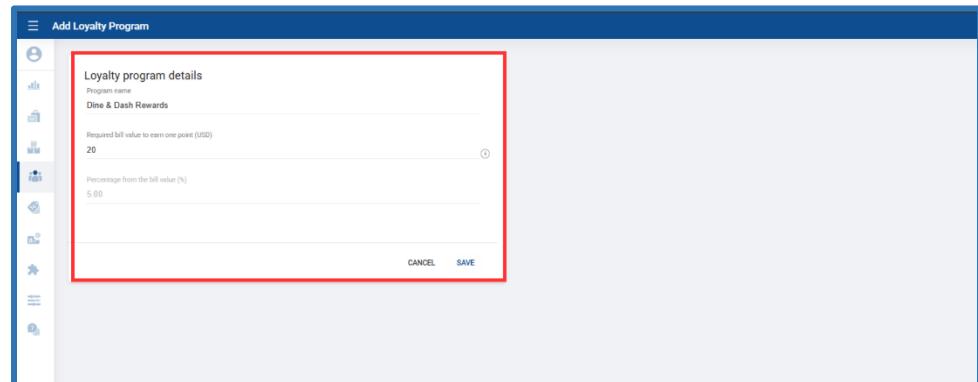
- V. If a phone number has associated receipts, those receipts will be displayed in the interface. (You can search using the customer's name also)

## 5.10. How to Set up a Customer Loyalty Program

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” from Main Menu
- III. Go to the “Loyalty”



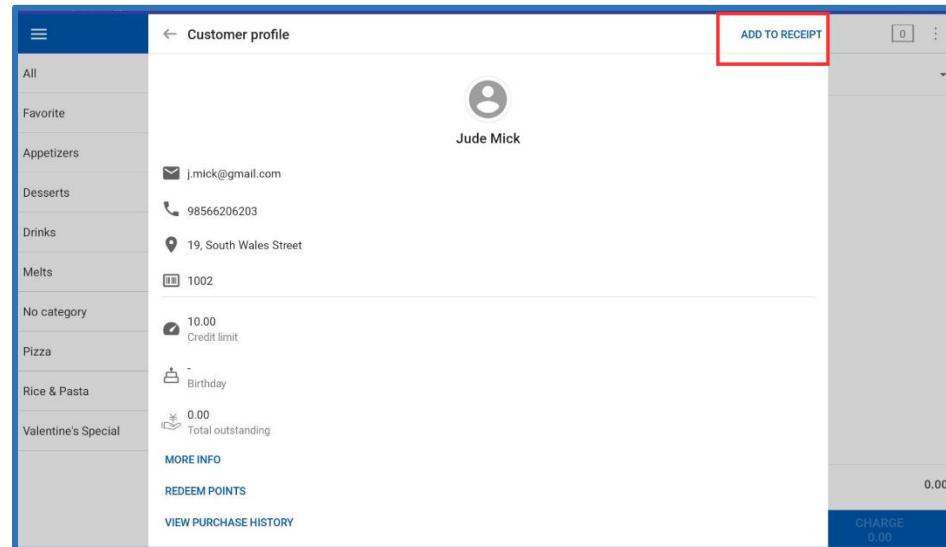
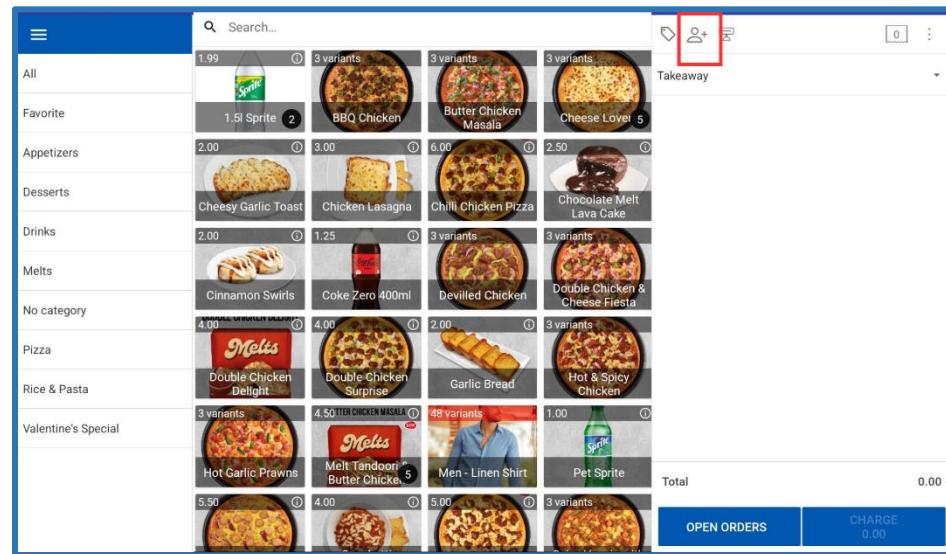
- IV. Click “Add Program”
- V. Enter the Program name, and Required bill value to earn one point, Percentage from the bill value (%)



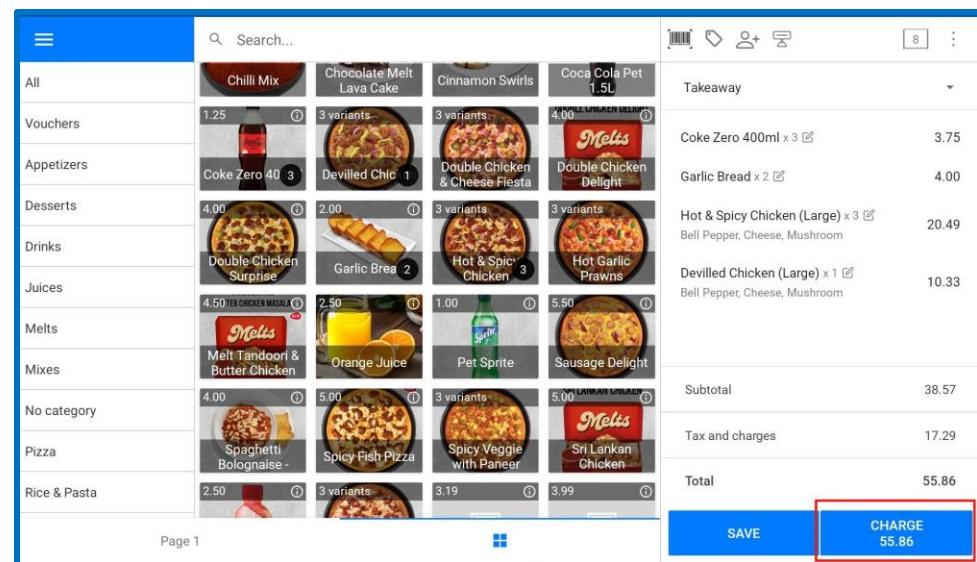
- VI. Click “Save”

## On the POS App

- VII. Open your POS App
- VIII. POS App Main Menu
- IX. Select “New Sale”
- X. Select the customer



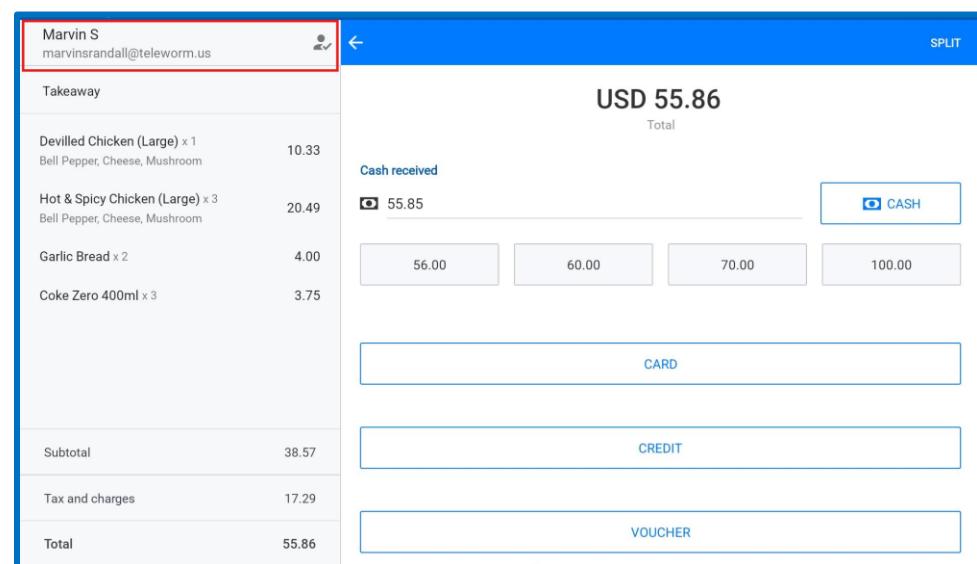
- XI. Add products to the cart
- XII. Click “Charge”



This screenshot shows the SalesPlay POS system's order summary screen. On the left, a sidebar lists categories: All, Vouchers, Appetizers, Desserts, Drinks, Juices, Melts, Mixes, No category, Pizza, and Rice & Pasta. The main area displays a grid of food items with images, names, and prices. To the right, a table shows the breakdown of the order:

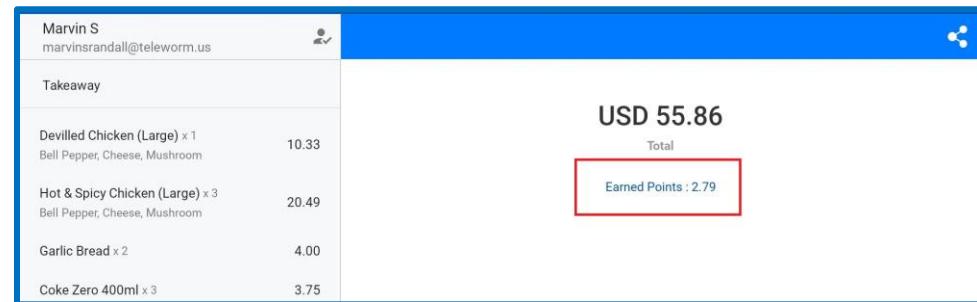
|                                 | Takeaway     |
|---------------------------------|--------------|
| Coke Zero 400ml x 3             | 3.75         |
| Garlic Bread x 2                | 4.00         |
| Hot & Spicy Chicken (Large) x 3 | 20.49        |
| Bell Pepper, Cheese, Mushroom   |              |
| Devilled Chicken (Large) x 1    | 10.33        |
| Bell Pepper, Cheese, Mushroom   |              |
| Subtotal                        | 38.57        |
| Tax and charges                 | 17.29        |
| <b>Total</b>                    | <b>55.86</b> |

At the bottom right are buttons for **SAVE** and **CHARGE 55.86**, with the charge button highlighted by a red box.



This screenshot shows the payment screen for the order. The top bar shows the customer's name, **Marvin S**, and email, **marvinsrandall@teleworm.us**. The total amount is **USD 55.86**. The **Cash received** field contains **55.85**. Below it are buttons for **56.00**, **60.00**, **70.00**, and **100.00**. To the right are buttons for **CASH**, **CARD**, **CREDIT**, and **VOUCHER**.

XIII. After the payment screen, the system will show the earned points for the purchase



This screenshot shows the points summary screen. The top bar shows the customer's name, **Marvin S**, and email, **marvinsrandall@teleworm.us**. The total amount is **USD 55.86**. A red box highlights the **Earned Points : 2.79** message.

## 5.11. How to Add Points to a Customer's Account

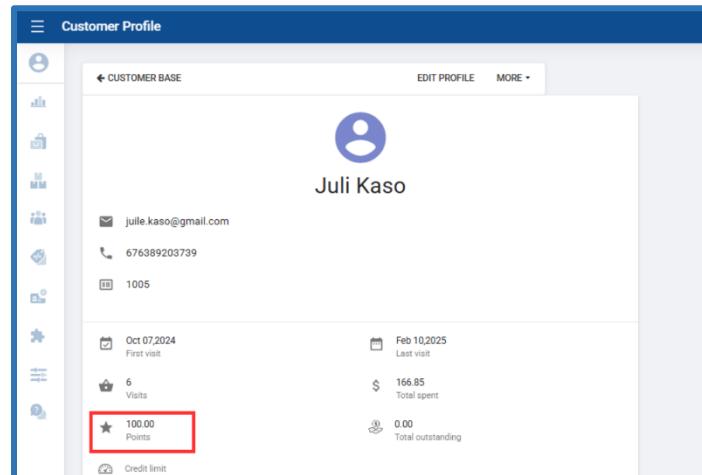
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” from Main Menu
- III. Go to the “Loyalty”
- IV. Click “Add Points” button
- V. Enter the number of points you wish to add in the “Amount of points” field



- VI. Choose the specific customer from the provided dropdown list
- VII. Click “Add Points” button

### To verify in Customer Profile,

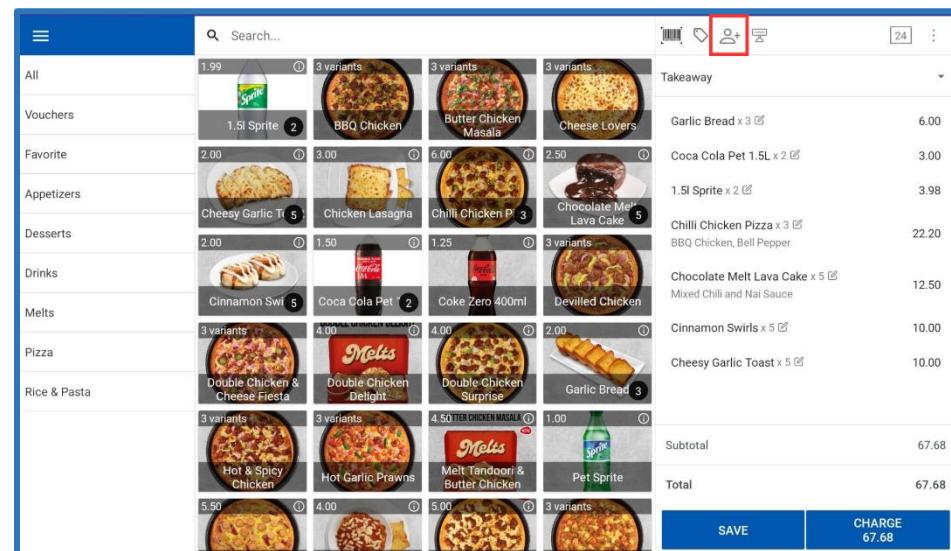
- VIII. Go to “Customer Base”
- IX. Select the customer whose points you added
- X. The updated point total will be displayed near the star icon (or the designated loyalty points display area)



## 5.12. How to Redeem Loyalty Points

This guide explains how customers can use their accumulated loyalty points to reduce the cost of a purchase during a new sale.

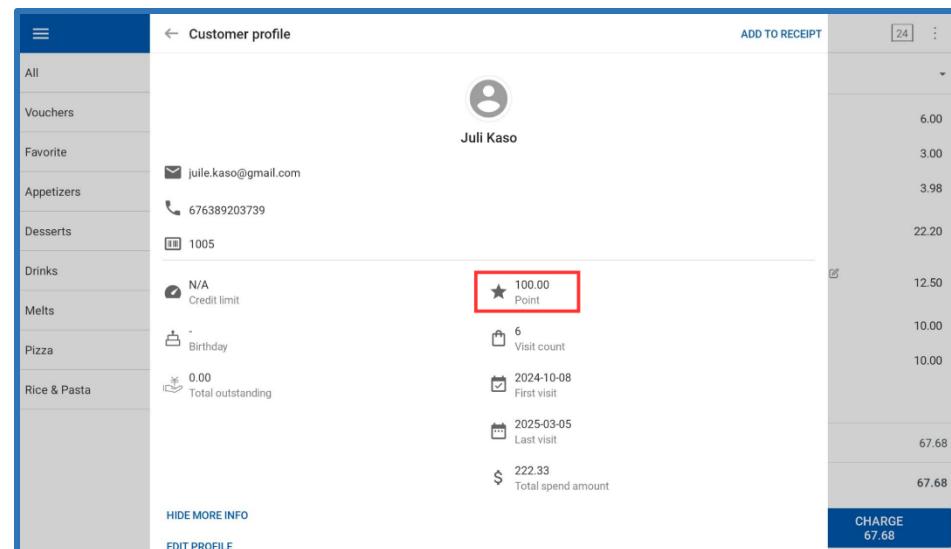
- I. POS App Main Menu
- II. Select "New Sale"
- III. Add the Products to the cart
- IV. Click the customer icon and choose the customer from the displayed list.



The screenshot shows the POS App Main Menu. On the left, there is a sidebar with categories: All, Vouchers, Favorite, Appetizers, Desserts, Drinks, Melts, Pizza, and Rice & Pasta. The main area displays a grid of products with their names, prices, and quantities. To the right, a summary table shows the total items, subtotal, and total. The bottom right of the screen has 'SAVE' and 'CHARGE' buttons.

| Takeaway                     |              |
|------------------------------|--------------|
| Garlic Bread x 3             | 6.00         |
| Coca Cola Pet 1.5L x 2       | 3.00         |
| 1.5l Sprite x 2              | 3.98         |
| Chilli Chicken Pizza x 3     | 22.20        |
| BBQ Chicken, Bell Pepper     |              |
| Chocolate Melt Lava Cake x 5 | 12.50        |
| Mixed Chili and Nai Sauce    |              |
| Cinnamon Swirls x 5          | 10.00        |
| Cheesy Garlic Toast x 5      | 10.00        |
| <b>Subtotal</b>              | <b>67.68</b> |
| <b>Total</b>                 | <b>67.68</b> |

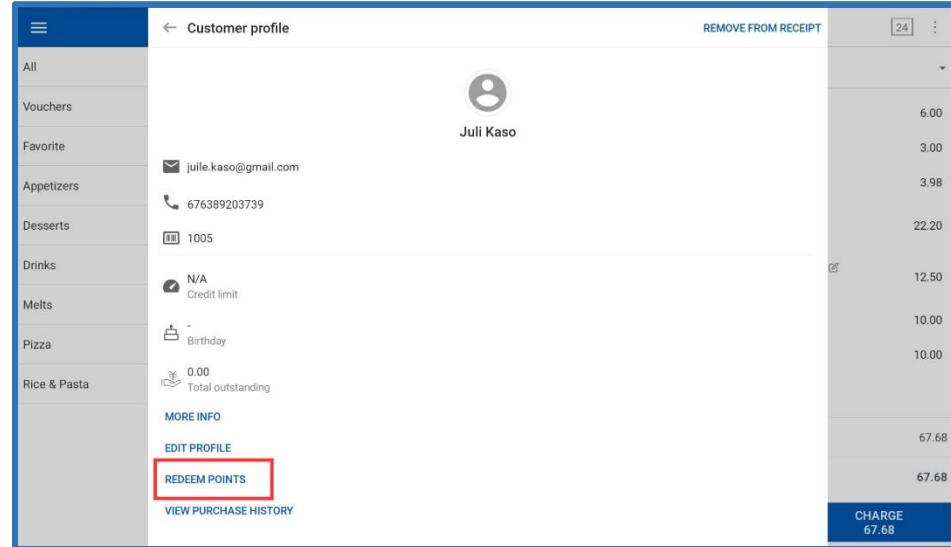
- V. If needed, tap "More Info" to review the customer's available loyalty points



The screenshot shows the Customer profile screen. It displays a summary of the customer's information, including their name (Juli Kaso), email (julie.kaso@gmail.com), phone number (676389203739), and address (1005). It also shows their credit limit (N/A), total outstanding (0.00), and total spend amount (\$ 222.33). A prominent feature is a box labeled '100.00 Point' with a star icon. Below this, it shows the visit count (6), first visit (2024-10-08), and last visit (2025-03-05). The bottom right of the screen has 'CHARGE' and '67.68' buttons.

VI. Confirm the customer is added to the sale/receipt

VII. Click the "Redeem Points" button

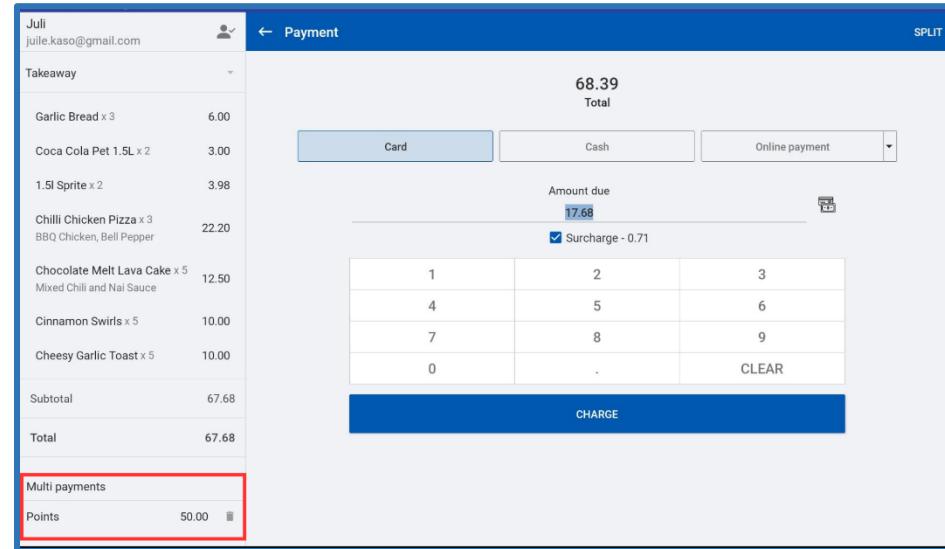


VIII. Enter the number of points the customer wants to redeem for this purchase



IX. Click "Charge" button

X. On the payment screen, confirm that the redeemed points have been deducted from the total bill, and the correct balance is displayed



The screenshot shows the SalesPlay POS payment screen. The bill details are as follows:

| Takeaway  |       |
|---|-------|
| Garlic Bread x 3  | 6.00  |
| Coca Cola Pet 1.5L x 2                                    | 3.00  |
| 1.5l Sprite x 2   | 3.98  |
| Chilli Chicken Pizza x 3<br>BBQ Chicken, Bell Pepper      | 22.20 |
| Chocolate Melt Lava Cake x 5<br>Mixed Chili and Nai Sauce | 12.50 |
| Cinnamon Swirls x 5                                       | 10.00 |
| Cheesy Garlic Toast x 5                                   | 10.00 |
| Subtotal  | 67.68 |
| Total   | 67.68 |

Payment methods: Card, Cash, Online payment

Amount due: 17.68

Surcharge - 0.71

Number pad and Charge button

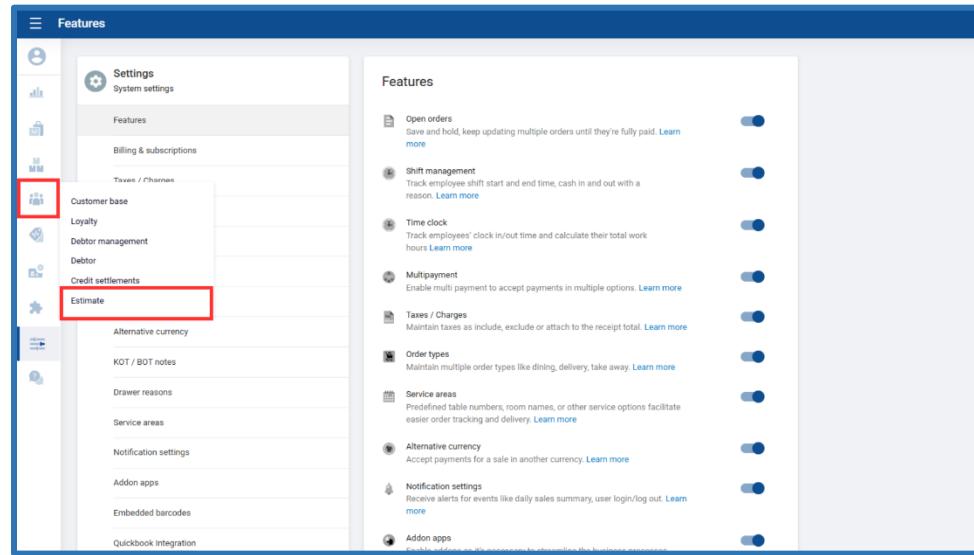
Multi payments section (Points: 50.00) is highlighted with a red box.

XI. Click "Charge" to complete the purchase

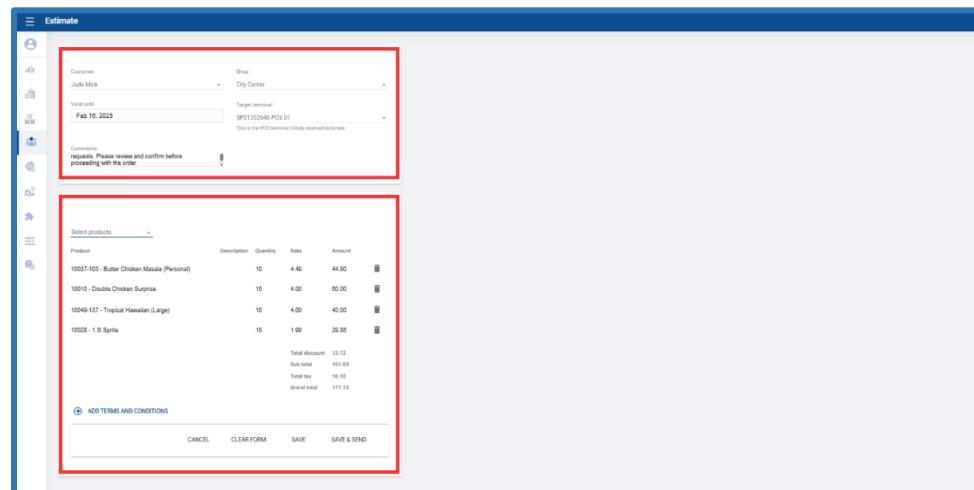
## 5.13. How to Create an Estimation in the SalesPlay System

Generate professional estimates for your customers. These instructions outline the steps to create and manage estimates within SalesPlay POS

- I. Log in to Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” from Main Menu
- III. Click “Estimate” section



- IV. Click “New Estimate” icon
- V. Select the customer, and shop, add a valid period and a comment

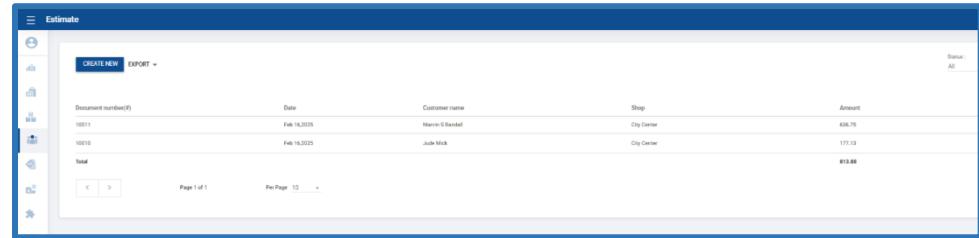


- VI. Select the product and add quantity for the estimation
- VII. Click the “Save” button

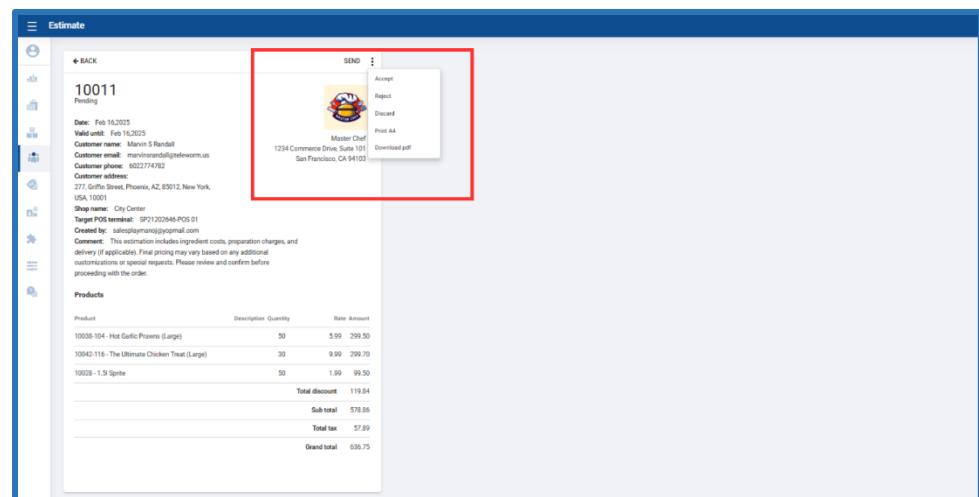
VIII. After that click the “Send” icon to email the estimation to the customer

To Accept or Reject a Created Estimation

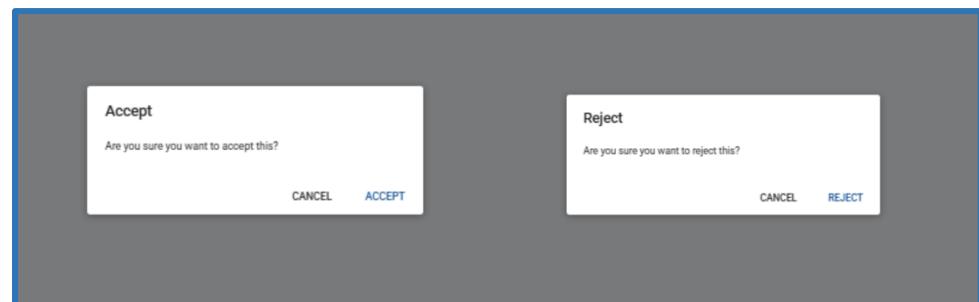
- I. Log in to Back-office Web portal
- II. Select “Customer” from the Main Menu
- III. Click “Estimate” section
- IV. You will see already created estimations



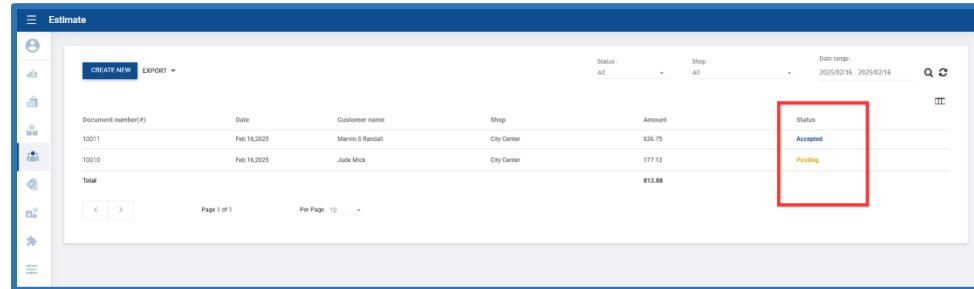
- V. Click on the relevant estimation
- VI. Click 3-dot button near the send icon



- VII. Click “Accept” or “Reject” and confirm



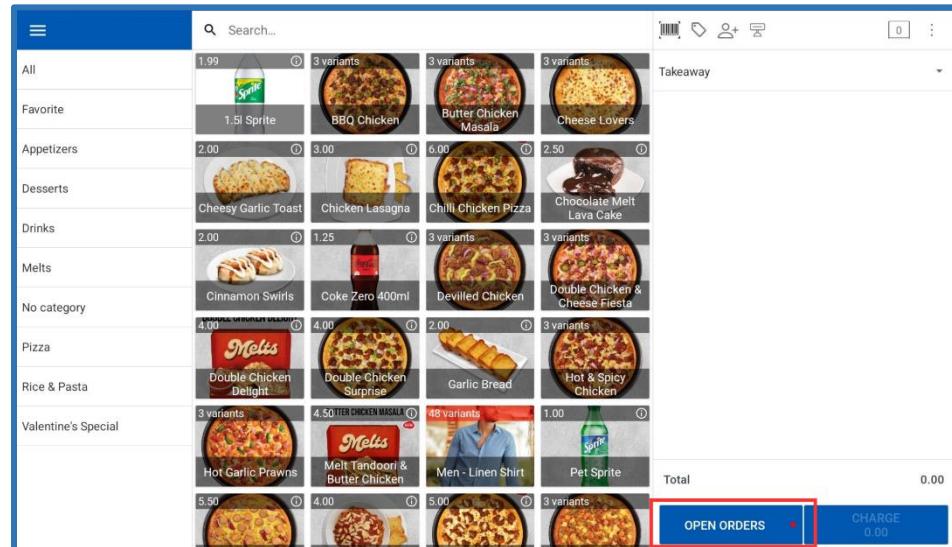
VIII. On the Estimation List page, the status of each estimate is displayed in a dedicated column.



| Document number(#) | Date        | Customer name   | Shop        | Amount          | Status   |
|--------------------|-------------|-----------------|-------------|-----------------|----------|
| 10011              | Feb 16,2025 | Marvin I Randal | City Center | 636.75          | Accepted |
| 10010              | Feb 16,2025 | Jude Mick       | City Center | 177.13          | Pending  |
| <b>Total</b>       |             |                 |             | <b>\$133.88</b> |          |

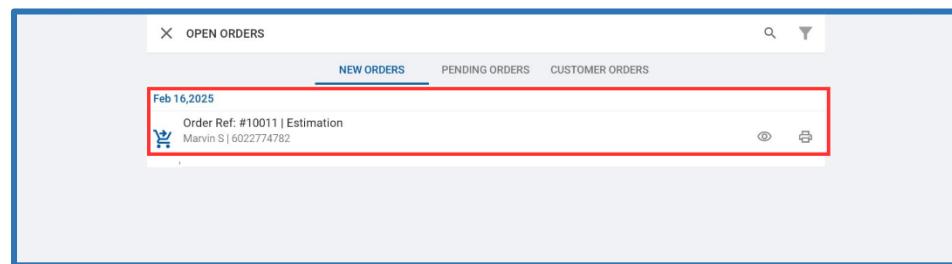
You can either accept or reject an estimate using the assigned POS app. Here's how to do it:

- I. POS App Main Menu
- II. Select "New Sale"
- III. Tap "Open Orders"



The screen shows a grid of food items with their names, prices, and variants. On the right, there is a summary of the total order and a red box highlighting the "OPEN ORDERS" button.

- IV. Under "New Orders" you will see the recently created estimate



The screen shows the "OPEN ORDERS" interface with the "NEW ORDERS" tab selected. A red box highlights the first order entry, which includes the date, order ref, and customer information.

V. Within the estimate's details, you'll find options to "Accept" or "Reject"

Open order

636.75  
USD

Order Ref: #10011 | Estimation  
 Employee: admin  
 Customer: Marvin S Randall  
 Address: 277, Griffin Street, Phoenix, AZ, 85012, New York  
 Phone: 6022774782  
 Description: This estimation includes ingredient costs, preparation charges, and delivery (if applicable). Final pricing may vary based on an  
 POS: POS 01  
 Date: Feb 16,2025 05:15 AM

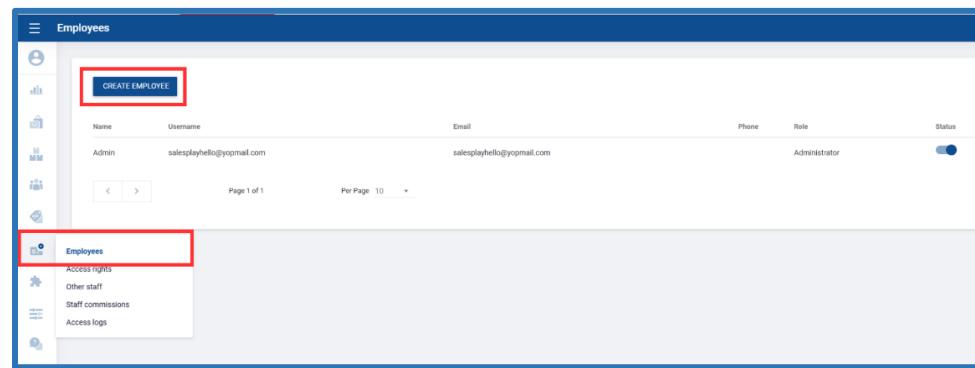
| Product  | Price | Qty    | Total (USD) |
|--|-------|--------|-------------|
| Hot Garlic Prawns (Large) - 10038-104          | 5.99  | 50     | 299.50      |
| - Discount, 59.90 (20%)                        |       |        |             |
| + Service Charge, 10% (23.96)                  |       |        |             |
| The Ultimate Chicken Treat (Large) - 10042-116 |       |        |             |
| <b>APPROVE ORDER</b>                           |       |        |             |
| PRE BILL                                       |       | REJECT |             |

## 6. Employee Management

SalesPlay POS Employee Management is a comprehensive module designed to manage staff activities, access rights, and performance within the SalesPlay Point of Sale system. It enables businesses to create user profiles, assign role-based permissions, track shifts and attendance, monitor sales, and manage staff commissions. The module improves transparency in operations, enhances productivity, and supports better decision-making by providing detailed insights into employee performance and work patterns.

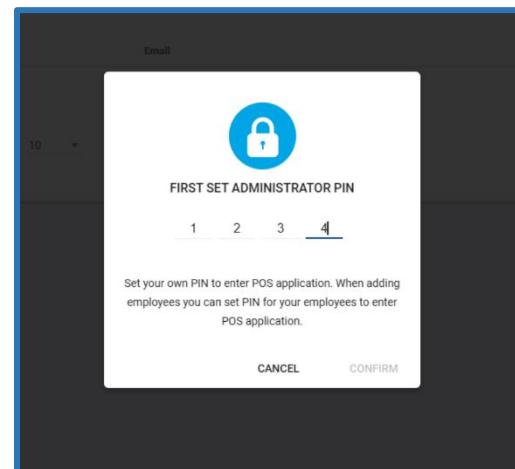
### 6.1. How to Add an Employee in SalesPlay

- I. Navigate to the 'User' section, then select 'Employees'

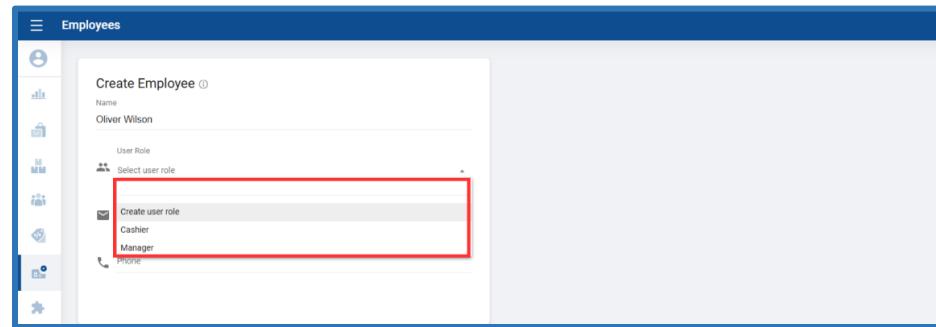


- II. Select “Create Employee”

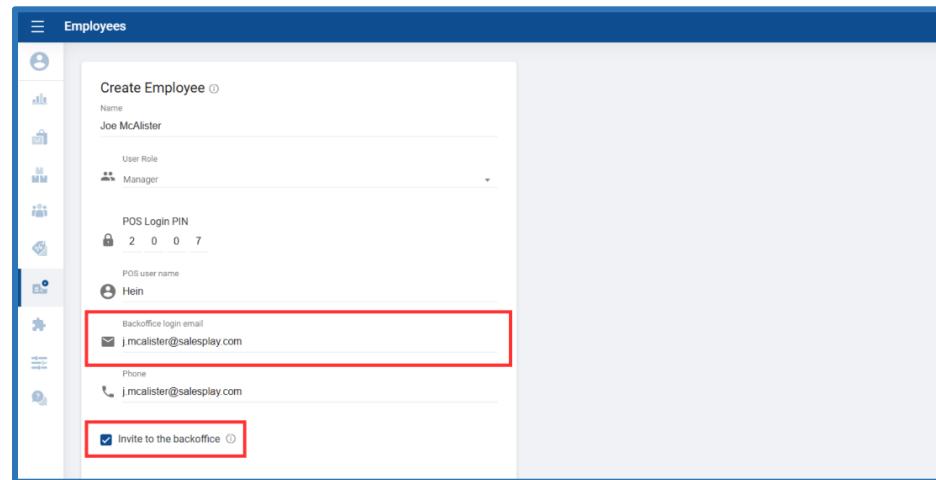
If this is your first time creating an employee, the system will prompt you to set up an **Administrator PIN**.



III. Enter employee details, and select or create a user role

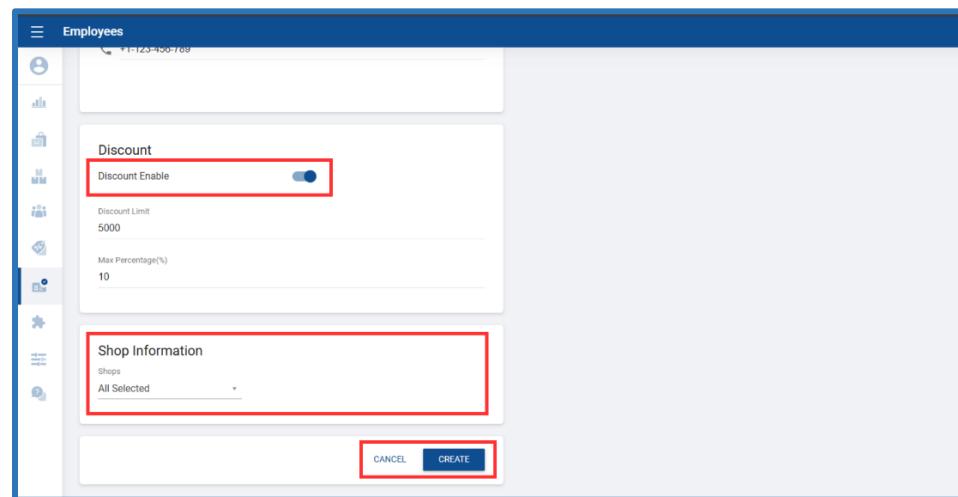


If you assign the **Manager** role, the system will require you to enter a **Back Office Log in email** for the user.

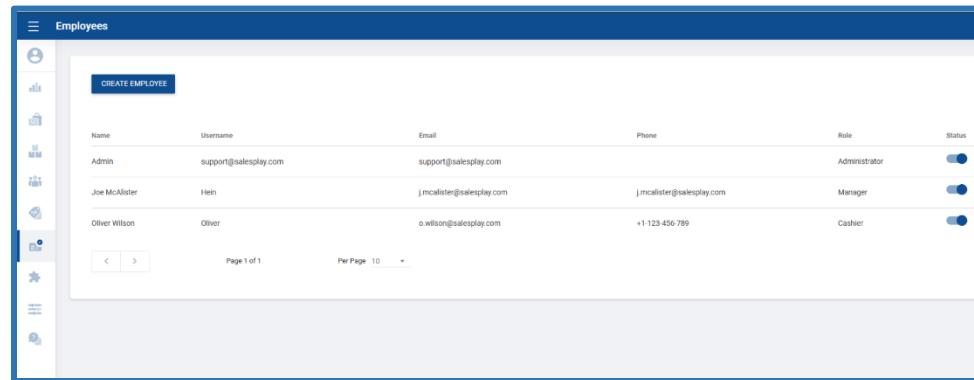


IV. Configure Discounts (Optional)

- Specify the Discount Limit and Maximum Percentage



V. Assign Shops. Then, review the employees you have created.

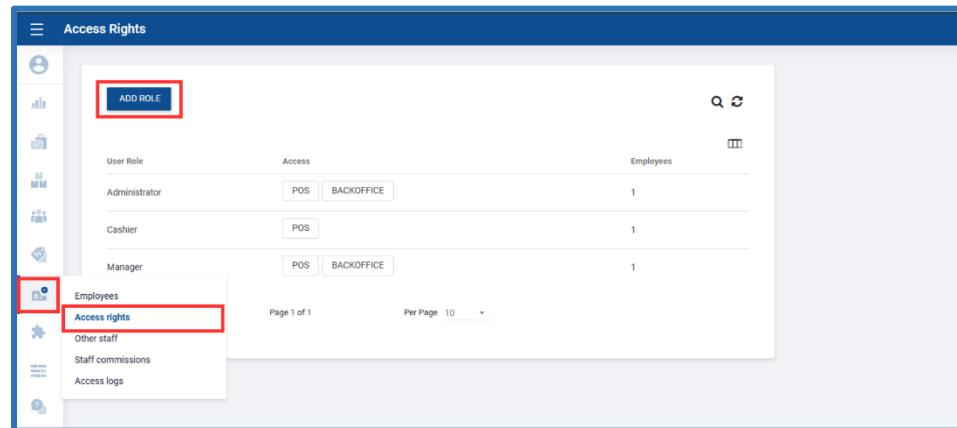


| Name          | Username              | Email                     | Phone                     | Role          | Status                              |
|---------------|-----------------------|---------------------------|---------------------------|---------------|-------------------------------------|
| Admin         | support@salesplay.com | support@salesplay.com     |                           | Administrator | <input checked="" type="checkbox"/> |
| Joe McAlister | Hein                  | j.mcalister@salesplay.com | j.mcalister@salesplay.com | Manager       | <input checked="" type="checkbox"/> |
| Oliver Wilson | Oliver                | o.wilson@salesplay.com    | +1123456789               | Cashier       | <input checked="" type="checkbox"/> |

## 6.2. How to Manage Employees POS Access Rights

This section explains how to assign and modify access rights for employees, ensuring they have the appropriate level of system access based on their role. Proper management helps maintain security and efficiency within your organization.

I. Navigate to the “User” section and select “Access Rights.”

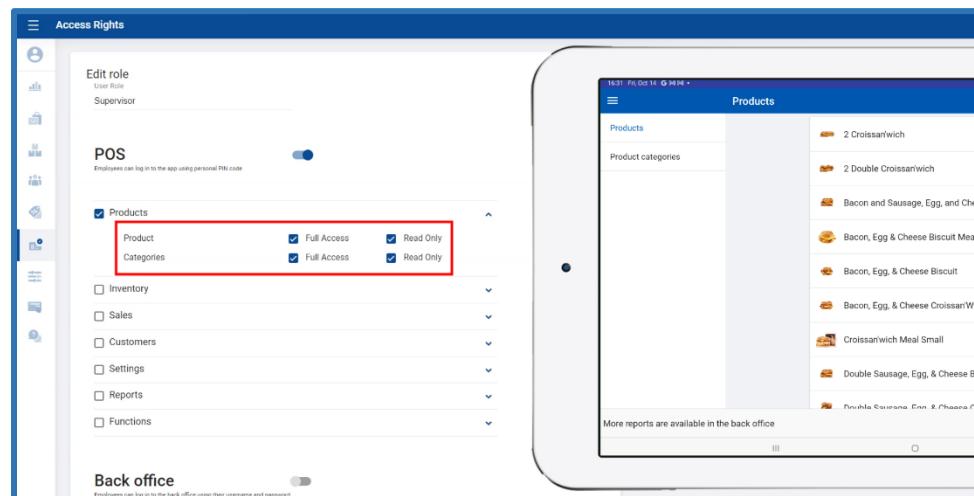


| User Role     | Access         | Employees |
|---------------|----------------|-----------|
| Administrator | POS BACKOFFICE | 1         |
| Cashier       | POS            | 1         |
| Manager       | POS BACKOFFICE | 1         |

**Access rights**

II. Choose an existing role or create a new one, depending on your requirements.

### III. Modify the rights for each category according to your preferences.



**Access Rights**

**Edit role**  
User Role: Supervisor

**POS**  
Employees can log in to the app using personal PIN code

**Products**

|            |   |   |
|------------|---|---|
| Product    | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Categories | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |

Inventory

Sales

Customers

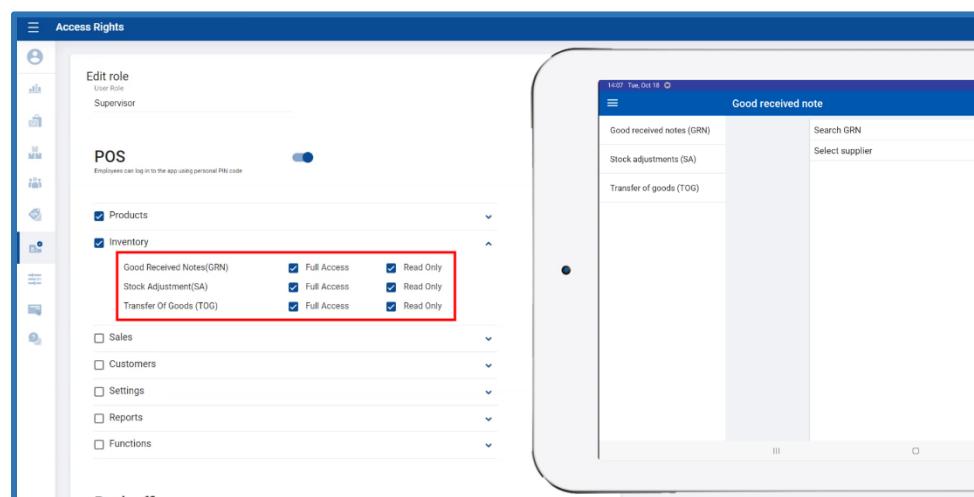
Settings

Reports

Functions

**Back office**  
Employees can log in to the back office using their username and password

More reports are available in the back office



**Access Rights**

**Edit role**  
User Role: Supervisor

**POS**  
Employees can log in to the app using personal PIN code

**Products**

**Inventory**

|                          |   |   |
|--------------------------|---|---|
| Good Received Notes(GRN) | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Stock Adjustment(SA)     | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Transfer Of Goods (TOG)  | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |

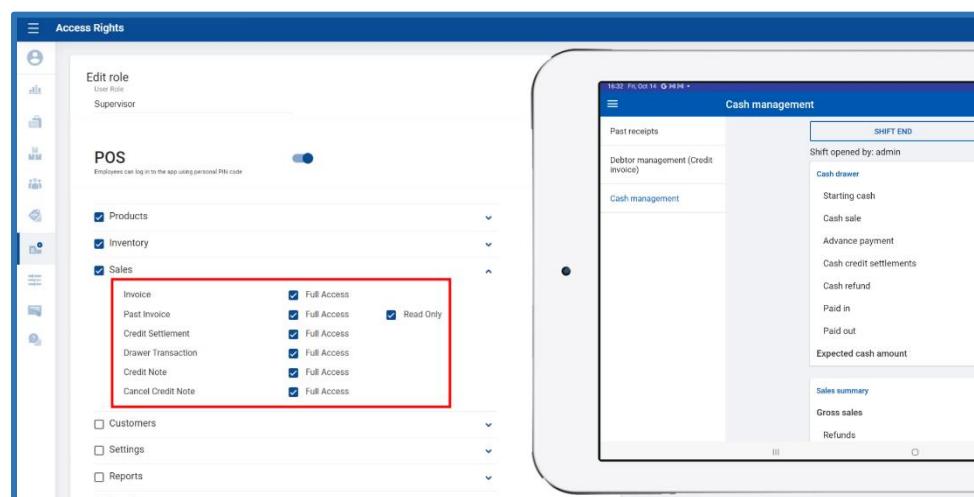
Sales

Customers

Settings

Reports

Functions



**Access Rights**

**Edit role**  
User Role: Supervisor

**POS**  
Employees can log in to the app using personal PIN code

**Products**

**Inventory**

**Sales**

|                    |   |   |
|--------------------|---|---|
| Invoice            | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Past Invoice       | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Credit Settlement  | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Drawer Transaction | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Credit Note        | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |
| Cancel Credit Note | <input checked="" type="checkbox"/> Full Access | <input checked="" type="checkbox"/> Read Only |

Customers

Settings

Reports

**Cash management**

SHIFT END

Shift opened by: admin

Starting cash

Cash sale

Advance payment

Cash credit settlements

Cash refund

Paid in

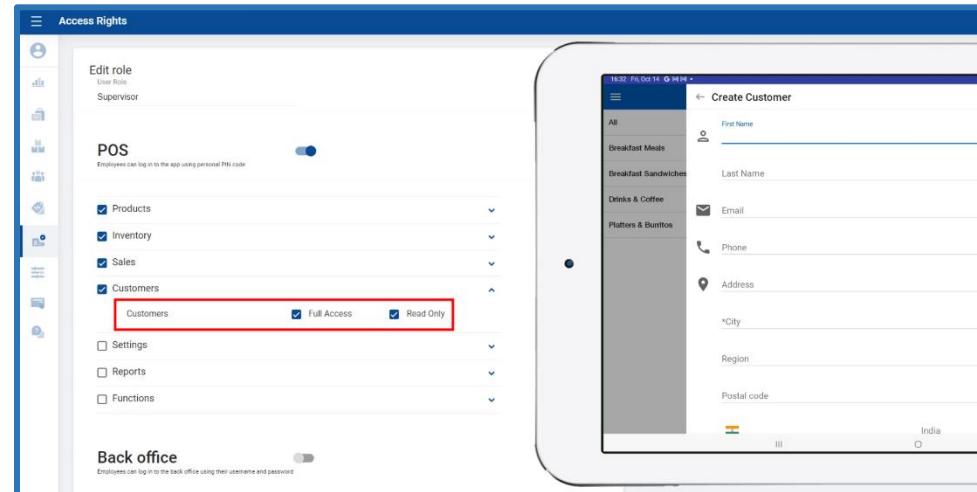
Paid out

Expected cash amount

Sales summary

Gross sales

Refunds



**Access Rights**

**Edit role**  
User Role  
Supervisor

**POS**  
Employees can log in to the app using personal PIN code

Products  
 Inventory  
 Sales  
 Customers  
**Customers**  Full Access  Read Only

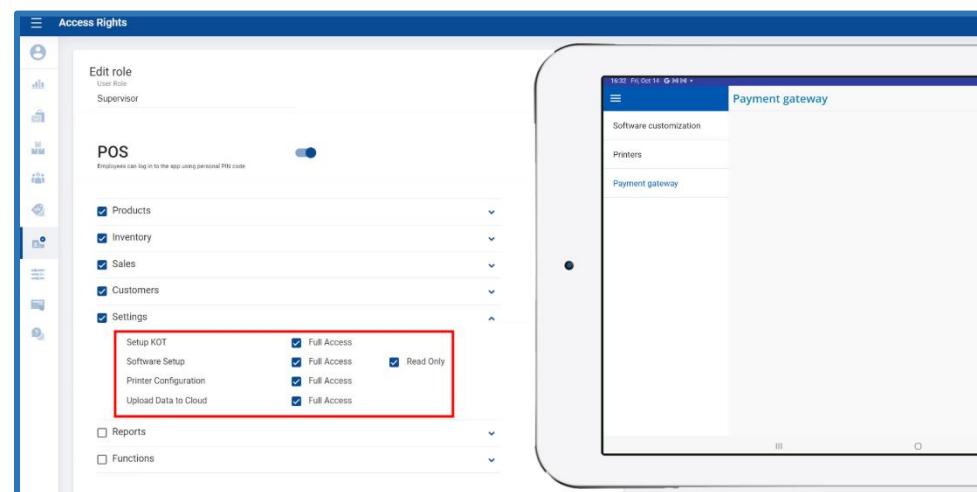
Settings  
 Reports  
 Functions

**Back office**  
Employees can log in to the back office using their username and password

**Customer Creation Screen**

16:32 Fri Oct 14 G 9:49 AM  
Create Customer

First Name \_\_\_\_\_  
Last Name \_\_\_\_\_  
Email \_\_\_\_\_  
Phone \_\_\_\_\_  
Address \_\_\_\_\_  
\*City \_\_\_\_\_  
Region \_\_\_\_\_  
Postal code \_\_\_\_\_  
India



**Access Rights**

**Edit role**  
User Role  
Supervisor

**POS**  
Employees can log in to the app using personal PIN code

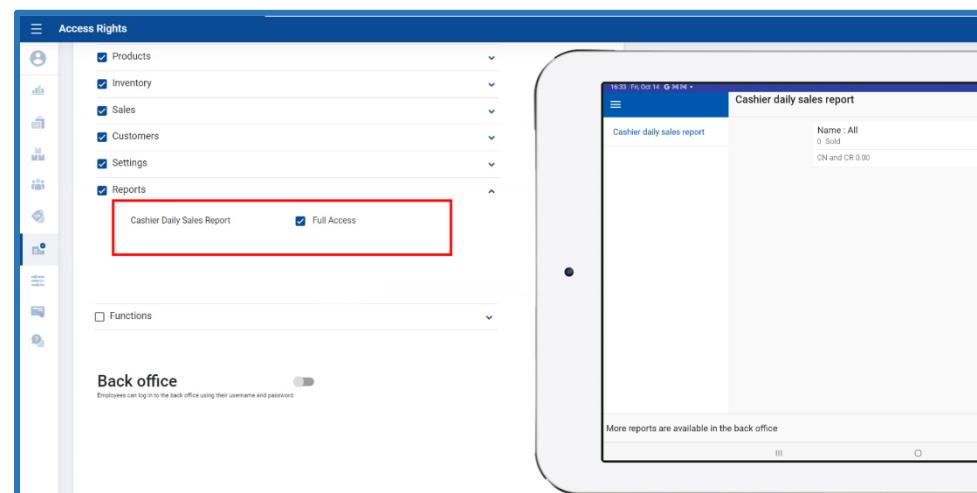
Products  
 Inventory  
 Sales  
 Customers  
 Settings  
**Setup KOT**  Full Access  
**Software Setup**  Full Access  Read Only  
**Printer Configuration**  Full Access  
**Upload Data to Cloud**  Full Access

Reports  
 Functions

**Payment Gateway Screen**

16:32 Fri Oct 14 G 9:49 AM  
Payment gateway

Software customization  
Printers  
Payment gateway



**Access Rights**

**Edit role**  
User Role  
Supervisor

Products  
 Inventory  
 Sales  
 Customers  
 Settings  
 Reports  
**Cashier Daily Sales Report**  Full Access

Functions

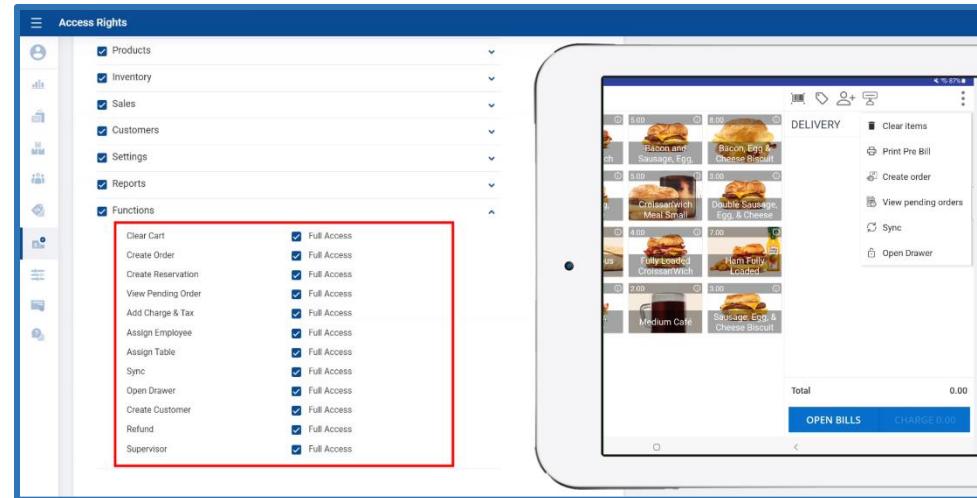
**Back office**  
Employees can log in to the back office using their username and password

**Cashier Daily Sales Report Screen**

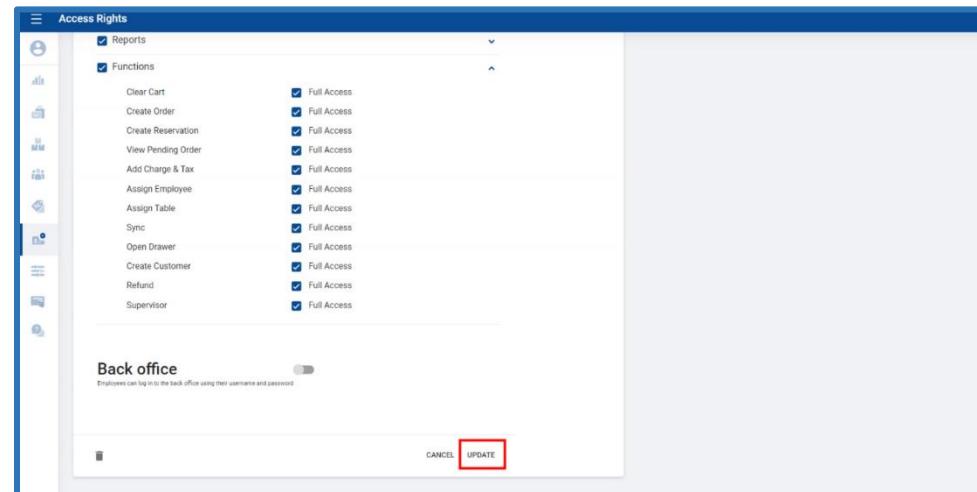
16:33 Fri Oct 14 G 9:49 AM  
Cashier daily sales report

Name : All  
0 Sold  
CN and CR 0.00

More reports are available in the back office



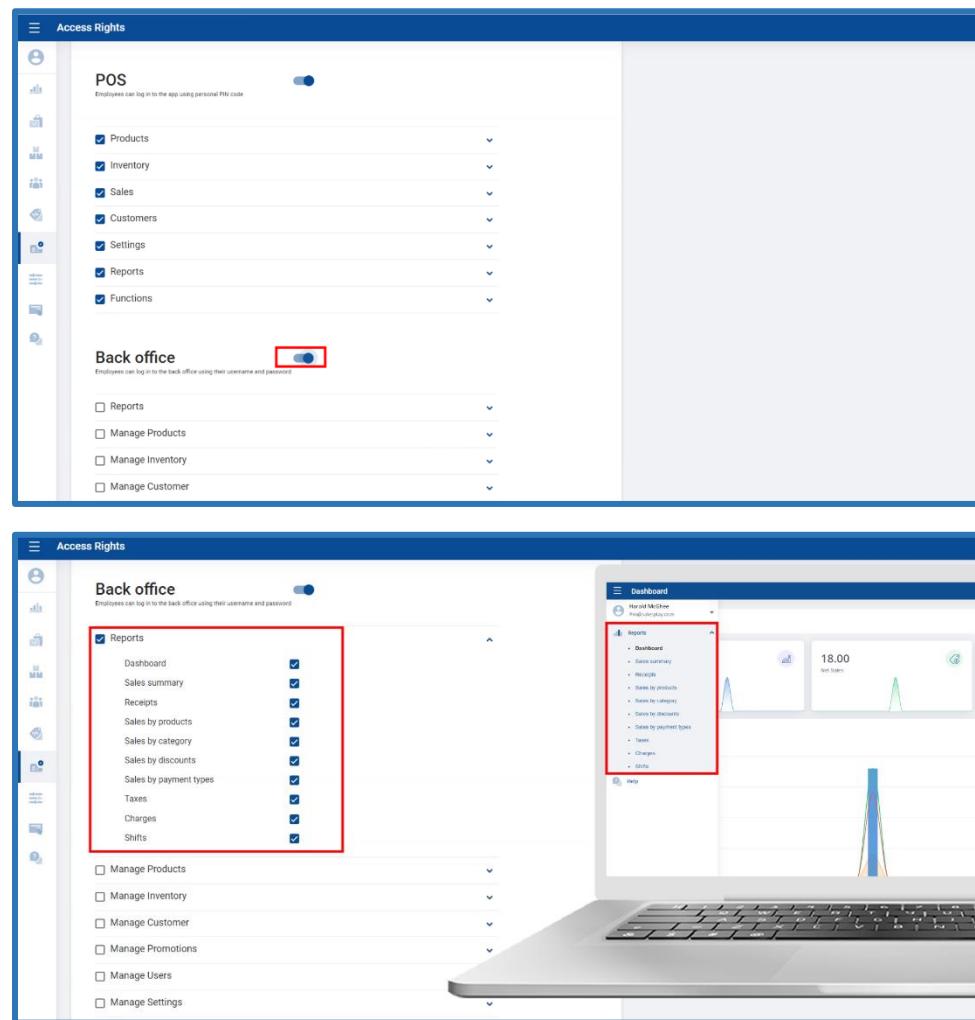
IV. Click “Update” to save your changes.



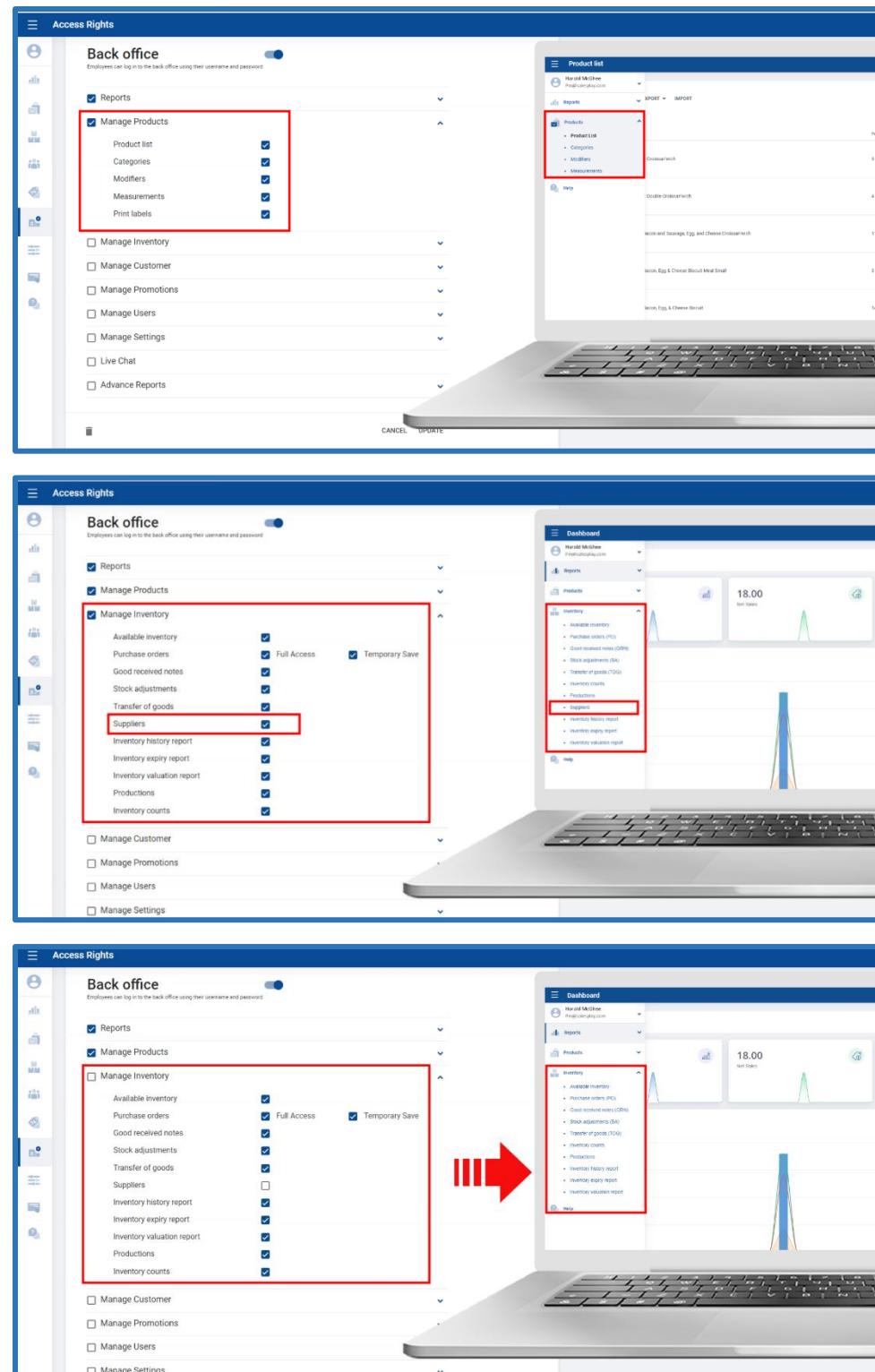
### 6.3. How to Manage Employee Back Office Access Rights

This section explains how to assign and modify access rights for employees in Back Office, ensuring appropriate permissions based on their roles and responsibilities.

- I. Navigate to the “User” section and select “Access Rights.”
- II. Choose an existing role or create a new one, depending on your requirements.
- III. Modify the rights for each category according to your preferences.



The screenshots illustrate the 'Access Rights' configuration interface in the SalesPlay system. The top screenshot shows the 'Access Rights' screen for the 'POS' section, where the 'Back office' toggle switch is turned on. The bottom screenshot shows the 'Access Rights' screen for the 'Back office' section, with a red box highlighting the 'Reports' section. This section contains a list of report categories, each with a checkbox for selection. A small inset image of a laptop displaying a dashboard with charts and data is shown to the right of the second screenshot.



**Access Rights**

**Back office**

Employees can log in to the back office using their username and password.

Reports

Manage Products

- Product list
- Categories
- Modifiers
- Measurements
- Print labels

Manage Inventory

Manage Customer

Manage Promotions

Manage Users

Manage Settings

Live Chat

Advance Reports

**Product list**

Products

- Product list
- Categories
- Modifiers
- Measurements

Product list

18.00 Net Sales

Inventory

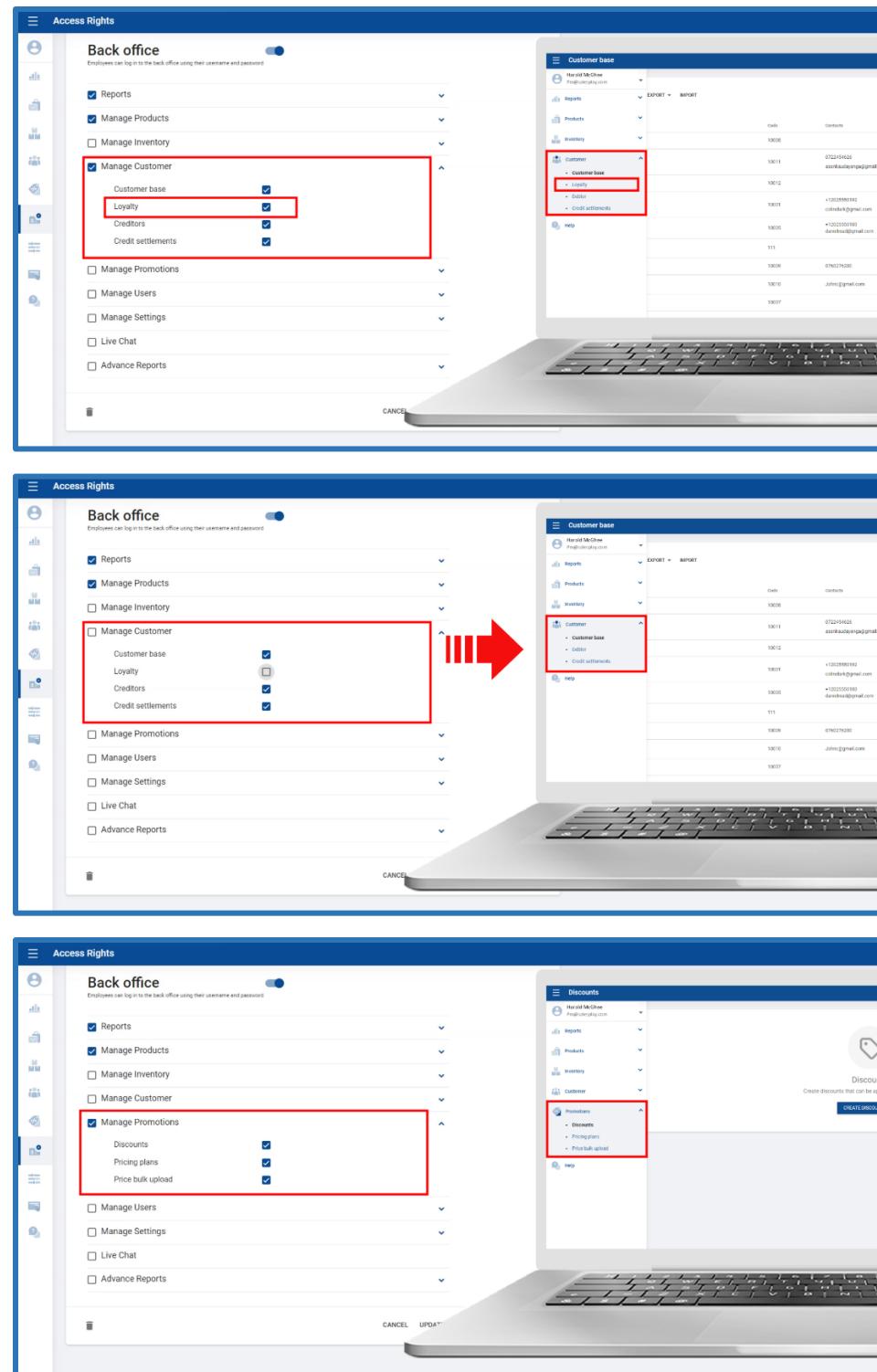
- Available inventory
- Purchase orders (PO)
- Good received notes (GRN)
- Stock adjustments (SA)
- Transfer of goods (TOG)
- Inventory counts
- Suppliers
- Inventory history report
- Inventory expiry report
- Inventory valuation report
- Production
- Inventory counts

Dashboard

18.00 Net Sales

Inventory

- Available inventory
- Purchase orders (PO)
- Good received notes (GRN)
- Stock adjustments (SA)
- Transfer of goods (TOG)
- Production
- Inventory history report
- Inventory expiry report
- Inventory valuation report



The image consists of three vertically stacked screenshots of the SalesPlay Back office interface, each showing a different aspect of access rights and data management.

**Screenshot 1: Access Rights - Back office**

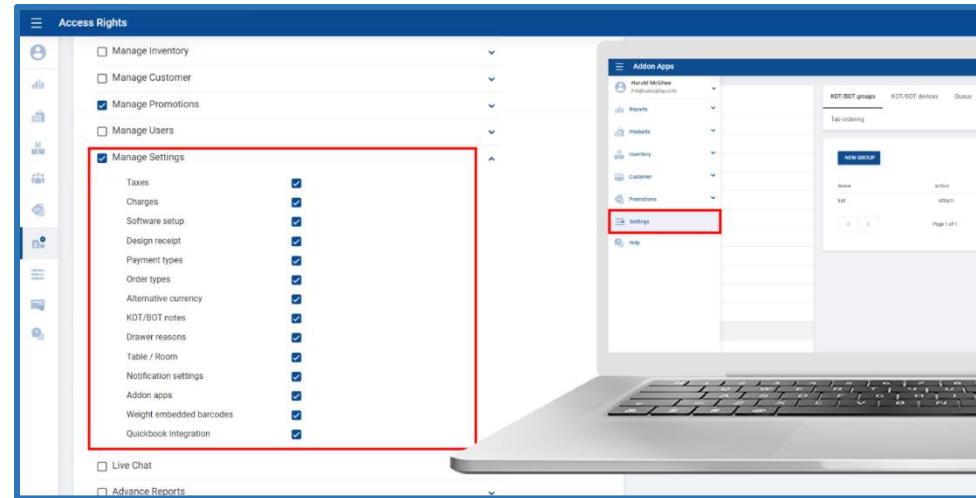
The 'Manage Customer' section is expanded, showing sub-options: Customer base, Loyalty, Creditors, and Credit settlements. The 'Loyalty' option is selected and highlighted with a red box. The 'Customer base' option is also highlighted with a red box. The 'Customer base' section in the sidebar shows a list of customers with their ID, name, and email. The 'Loyalty' section shows a list of loyalty card numbers.

**Screenshot 2: Access Rights - Back office**

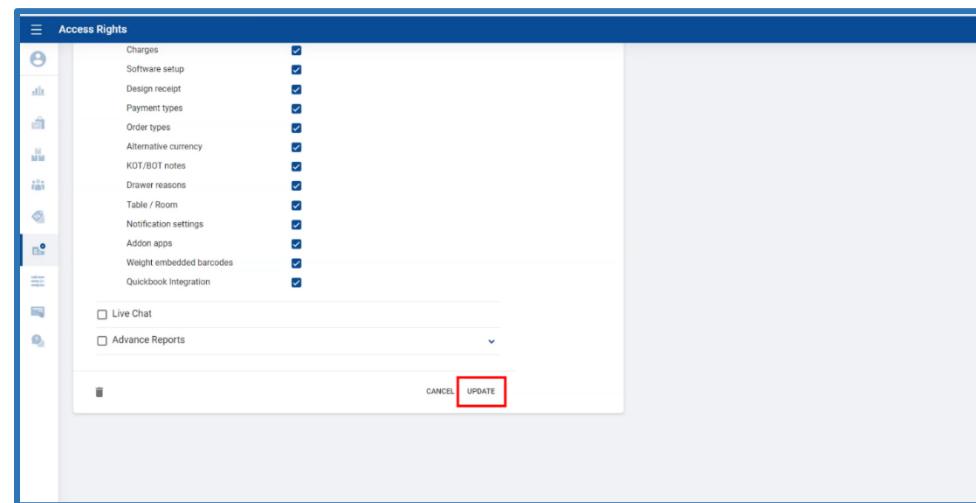
The 'Manage Customer' section is expanded, showing sub-options: Customer base, Loyalty, Creditors, and Credit settlements. The 'Customer base' option is selected and highlighted with a red box. The 'Customer base' section in the sidebar shows a list of customers with their ID, name, and email. The 'Loyalty' section shows a list of loyalty card numbers. A red arrow points from the 'Customer base' section in the sidebar to the 'Customer base' section in the 'Access Rights' interface.

**Screenshot 3: Access Rights - Back office**

The 'Manage Promotions' section is expanded, showing sub-options: Discounts, Pricing plan, and Price bulk upload. The 'Discounts' option is selected and highlighted with a red box. The 'Discounts' section in the sidebar shows a list of discounts with their ID, name, and description. The 'Pricing plan' section shows a list of pricing plans.



IV. Click “Update” to save your changes.

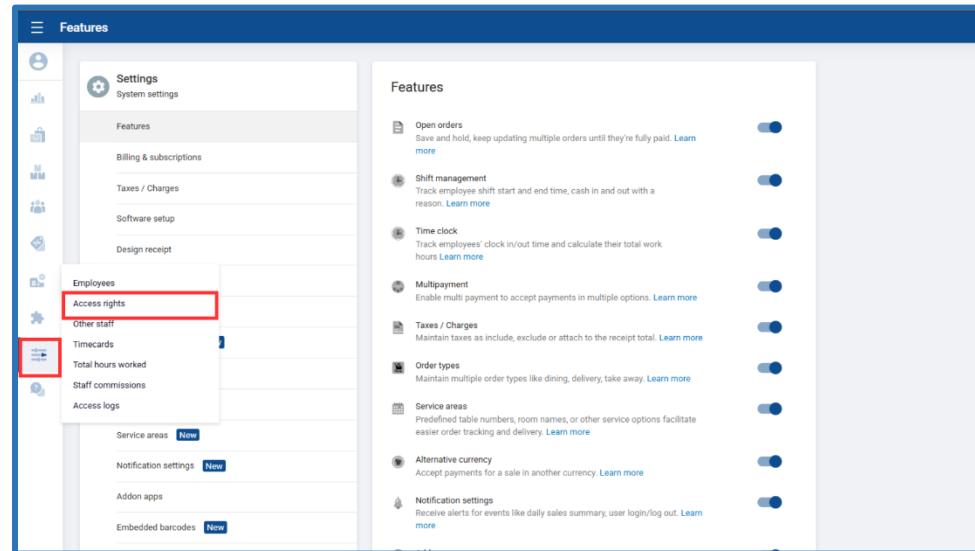


## 6.4. How to Give Employees Access to Log in Back- Office via Email

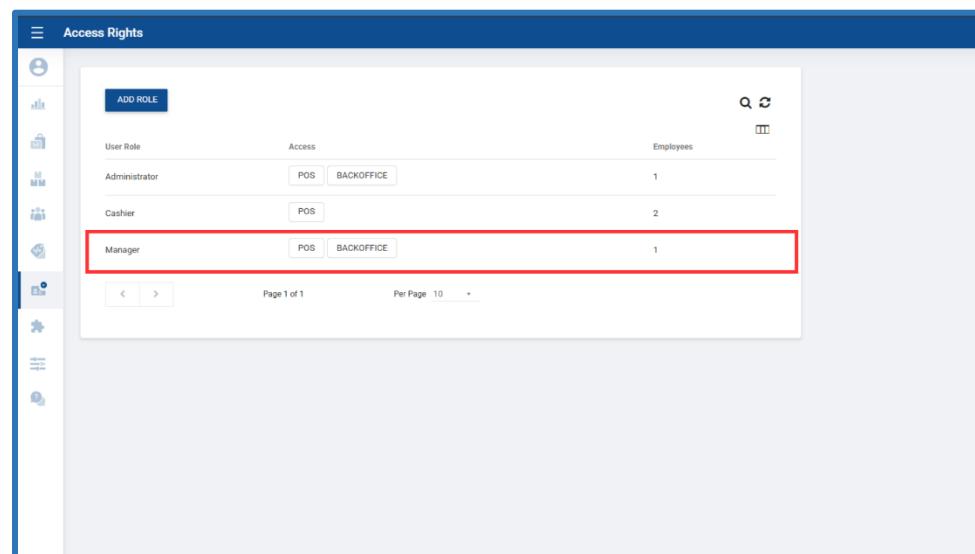
In here, you will learn how to creating employee accounts and granting them the necessary permissions to Log in to back-office system.

On the Back-office side,

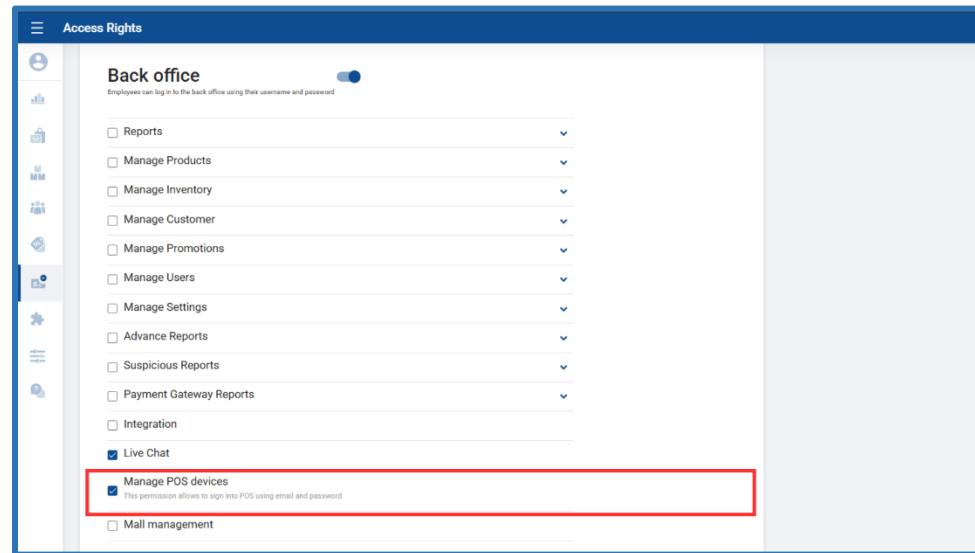
- I. Log in to Log in to the SalesPlay POS Back-office Web portal
- II. Select “Users” from Main Menu
- III. And select “Access rights”



- IV. Choose an existing group with your employees or create a new role



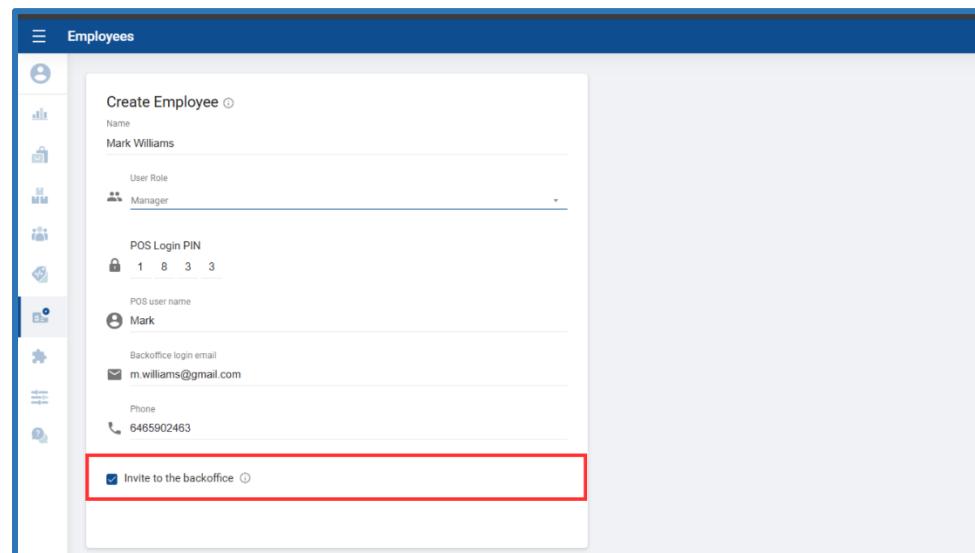
V. Switch on “Back office” option and check in box “Manage POS devices”



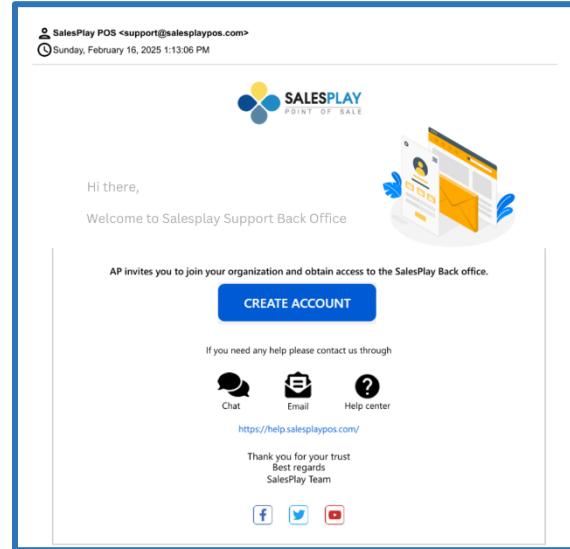
VI. Now go to the “Employees” section from the “Users”

VII. Create a new employee account. Provide the employee’s name, assign the user role you created or selected, set a POS Log in PIN, and enter their back-office Log in email address.

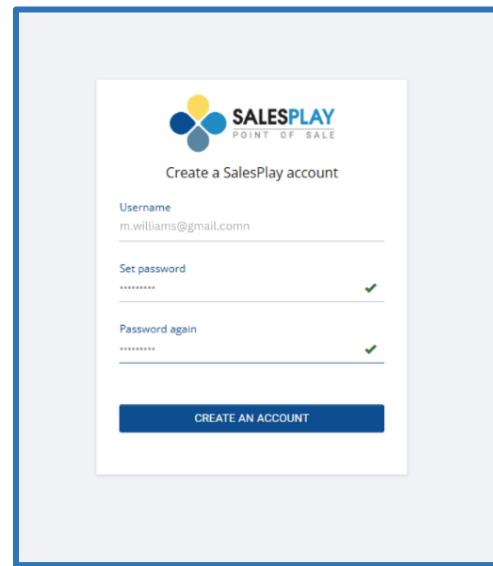
VIII. Check the “Invite to the backoffice”



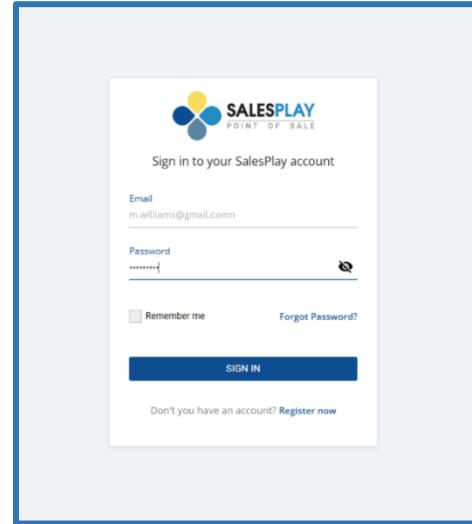
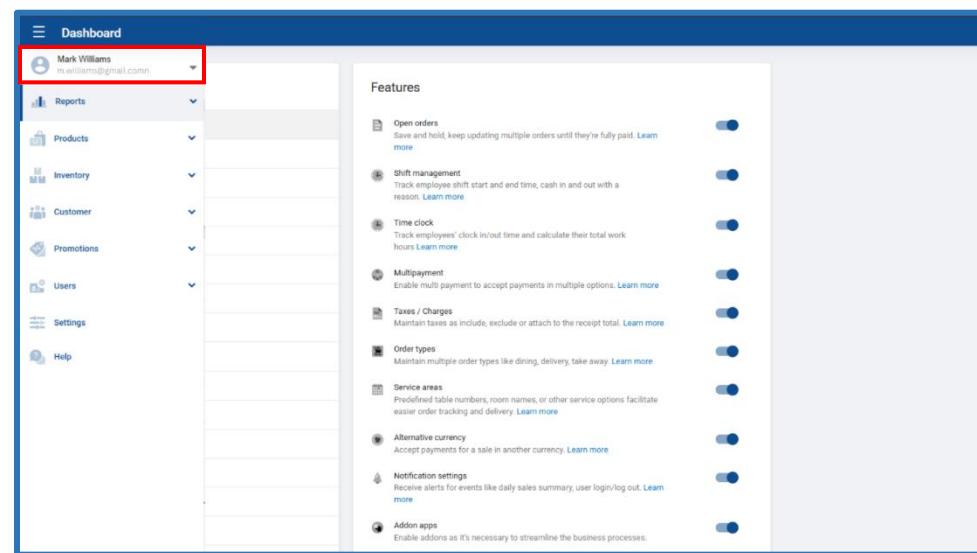
IX. The employee will receive an email invitation to access the back-office. They should click the "Create Account" button in the email.



X. The "Create Account" button will redirect the employee to the SalesPlay account creation screen. They must create a password for their back-office Log in credentials.


 A screenshot of the SalesPlay account creation form. It features the SalesPlay logo and the title "Create a SalesPlay account". The form has two text input fields: "Username" (m.williams@gmail.com) and "Set password" (two masked password fields). Below the password fields is a "Password again" field (also masked). A "CREATE AN ACCOUNT" button is at the bottom.

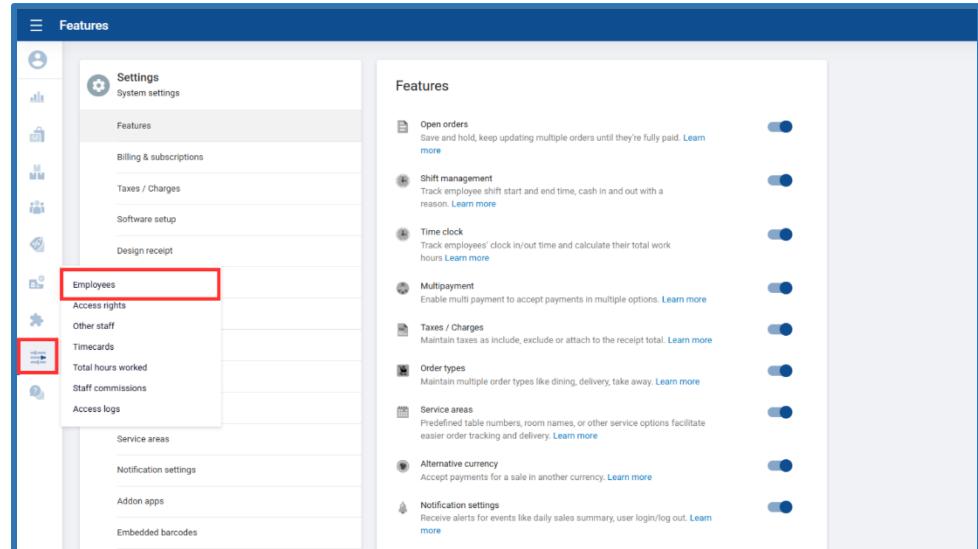
XI. After successfully creating their account, the employee can log in to the back-office using their email address and newly created password.



 A screenshot of the SalesPlay dashboard. The top navigation bar includes a 'Dashboard' button, a user profile section with 'Mark Williams' and 'm.williams@gmail.com' (which is highlighted with a red box), and a 'Logout' button. The left sidebar contains links for 'Reports', 'Products', 'Inventory', 'Customer', 'Promotions', 'Users', 'Settings', and 'Help'. The main content area is titled 'Features' and lists various system capabilities with toggle switches. The features listed are: Open orders, Shift management, Time clock, Multipayment, Taxes / Charges, Order types, Service areas, Alternative currency, Notification settings, and Addon apps. Each feature has a brief description and a 'Learn more' link.

## 6.5. How to Switch User Account to Different Employee in SalesPlay POS

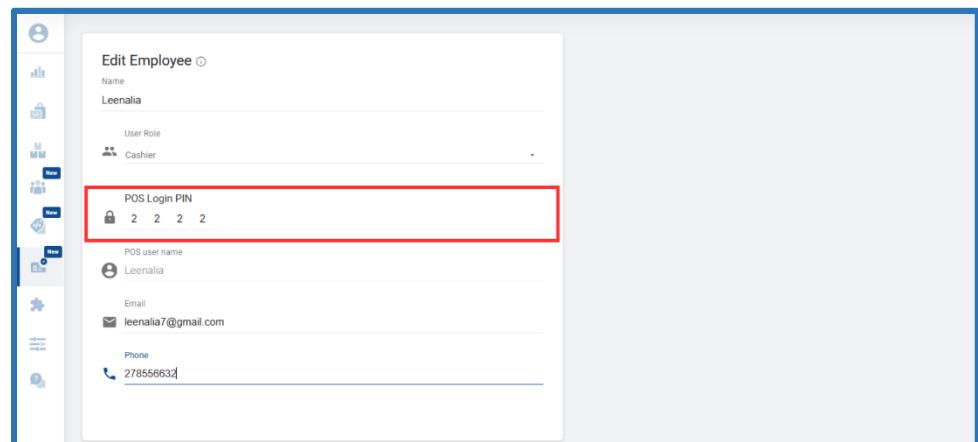
On the Back-office side,

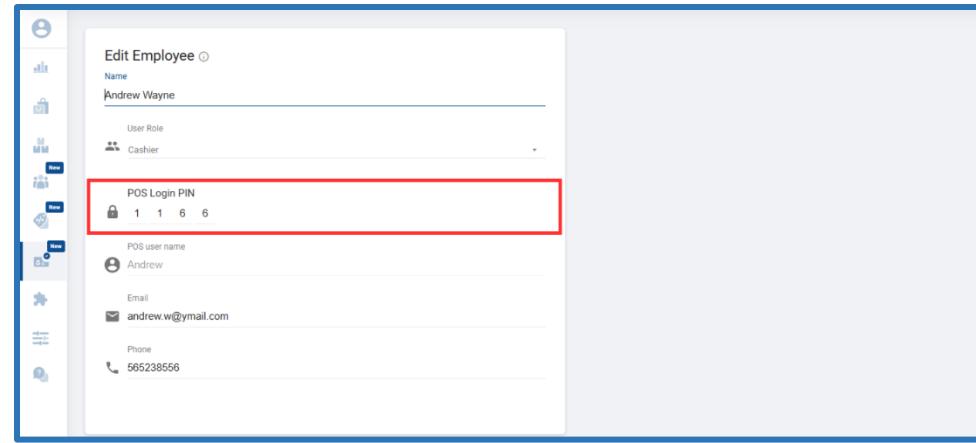
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Users” from Main Menu
- III. And select “Employees”



- IV. Create the necessary employee accounts for your shop and terminal staff.

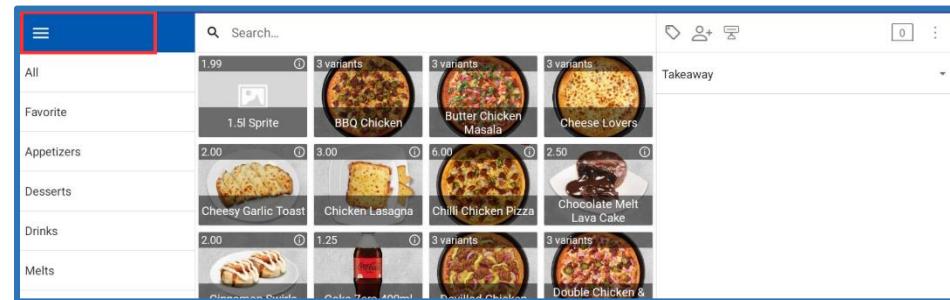
Be sure to assign appropriate roles and permissions.



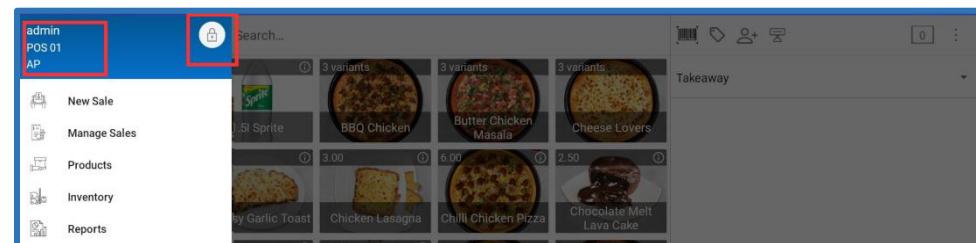


On the POS App,

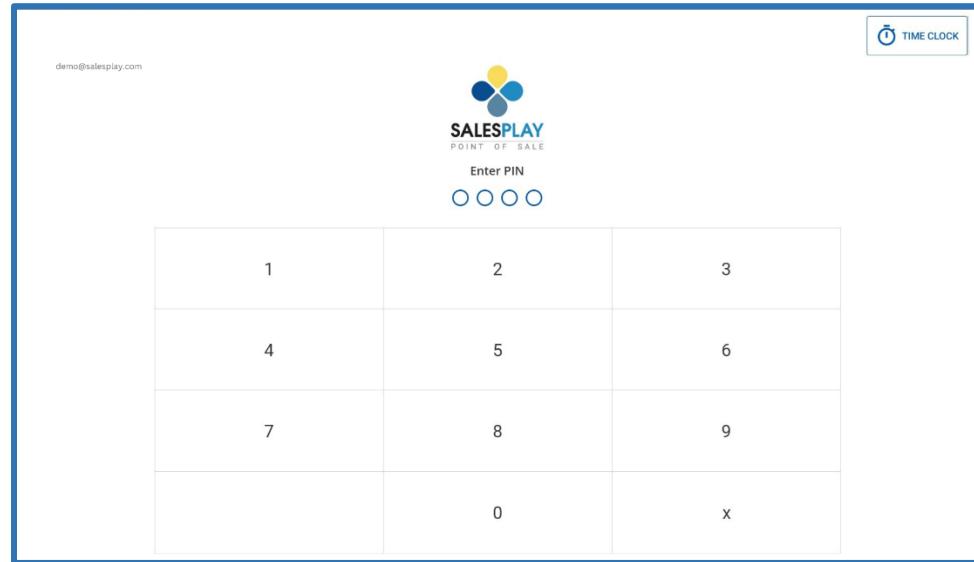
- I. Upon logging into the POS app, you'll initially be in the admin role. To access the employee Log in, tap the menu icon (usually three lines or a similar symbol) in the top left corner.



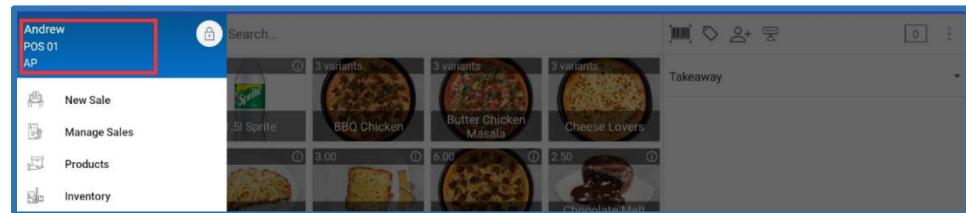
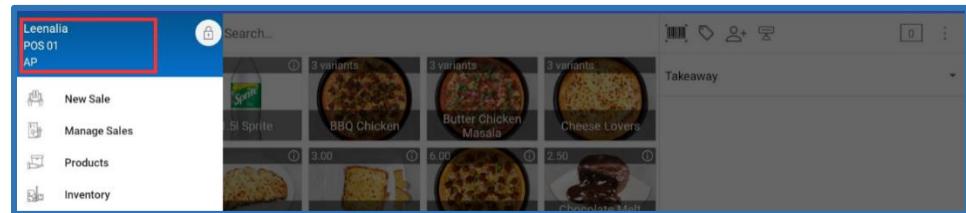
- II. Click the padlock symbol next to "Admin"



III. System will prompt for the employee's PIN. Enter the correct PIN to log in as that employee.



IV. Once logged in, the employee's username will be displayed in the menu area.



V. To switch to a different employee, repeat steps 1-4.

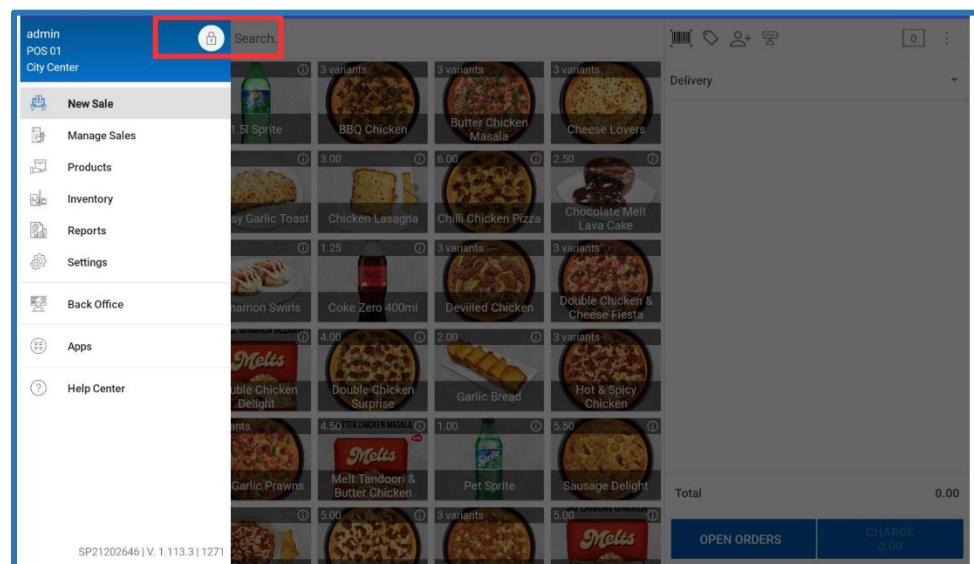
## 6.6. How to Use the “Time Clock” Feature

The system now includes a feature to track “employees” or “users” attendance and working hours.

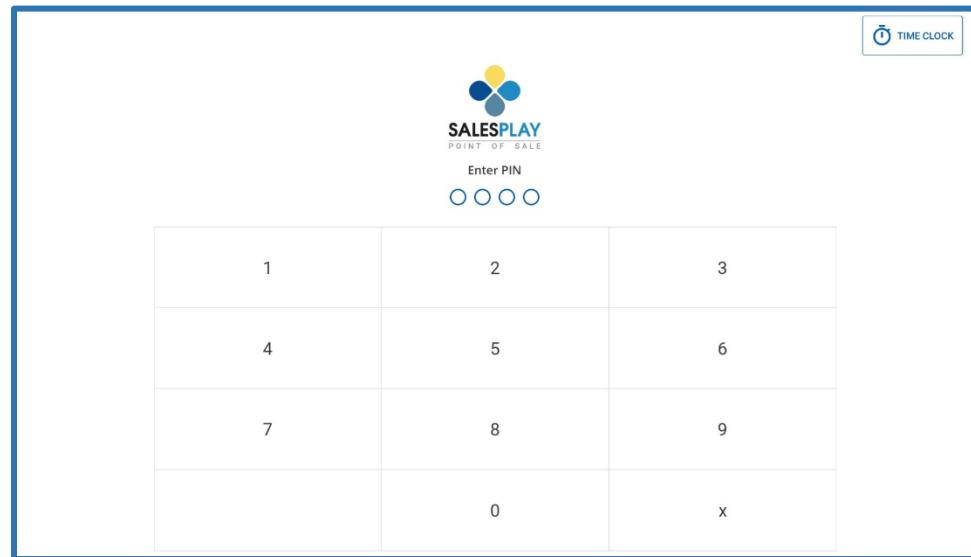
This feature, called “Time Clock,” allows employees to Clock-In at the start of their shift and Clock-Out at the end. A detailed report is available in the back-office web portal under the “User” section.

If users need to adjust or correct timings or add new records, this can be done through the back-office web portal under the **User > Timecards** section.

- I. POS App Main Menu
- II. Select “Padlock” icon

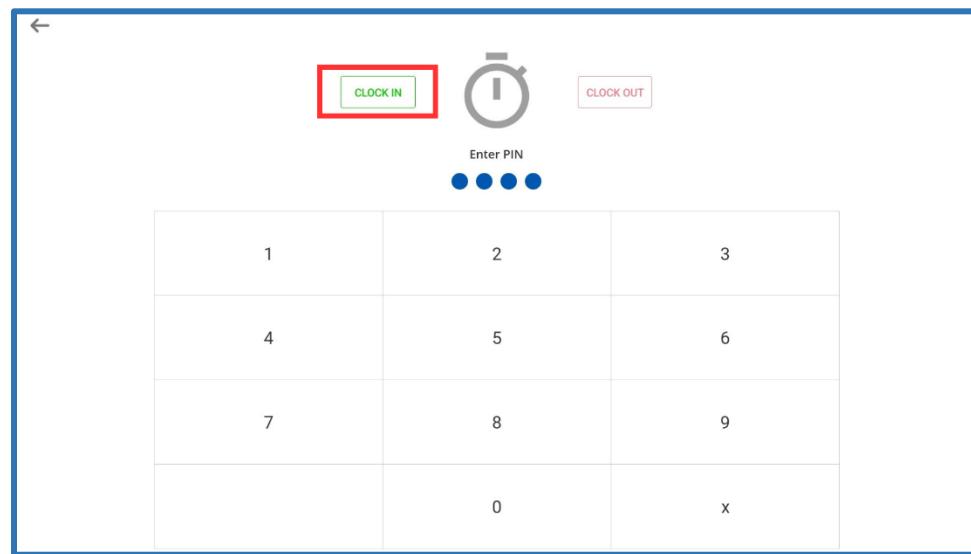


III. Click “Time Clock” icon

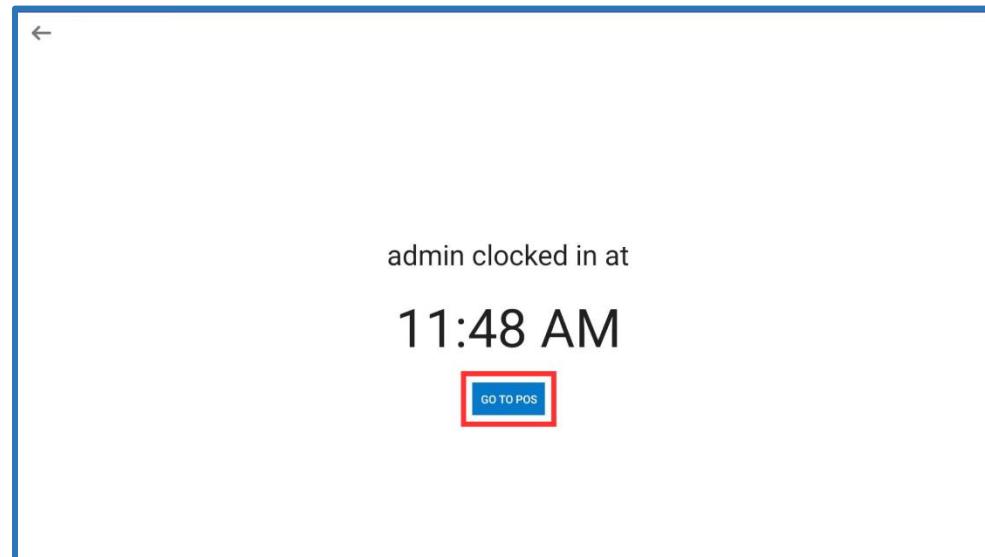


IV. Enter PIN of the employee

V. Click “Clock-In”



VI. Click “Go To POS” if the time is correct.

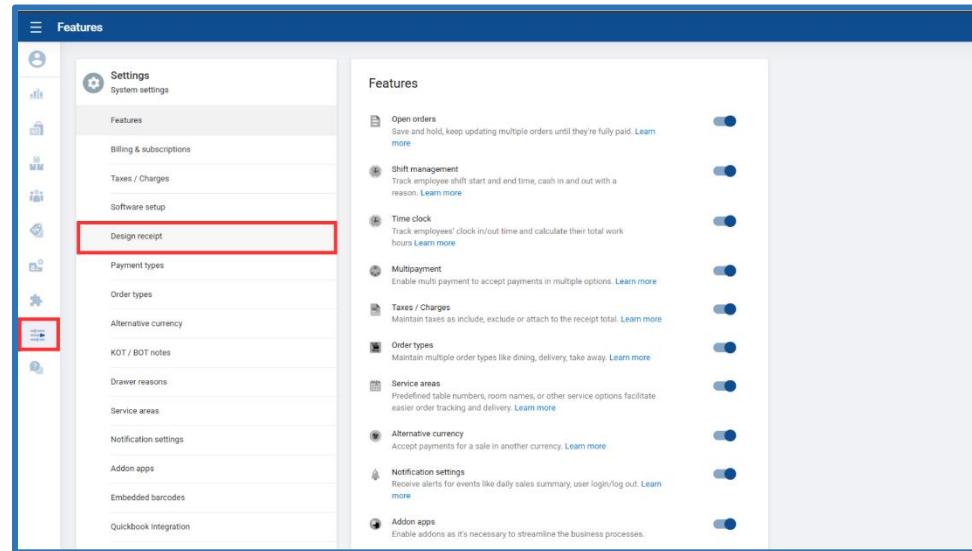


## 7. Receipt Management

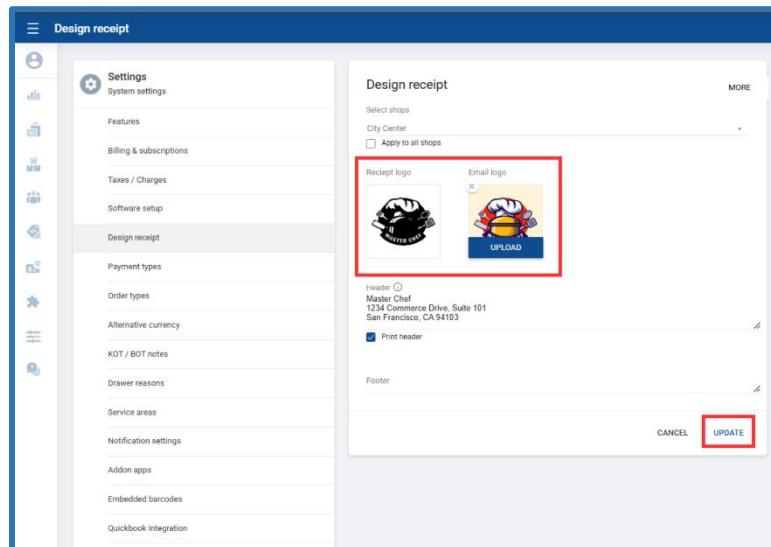
### 7.1. How to Add Logo to Receipts

This topic shows you how to update your receipt and email logos in the SalesPlay POS Back-office. Here's how to add a logo for receipts:

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu

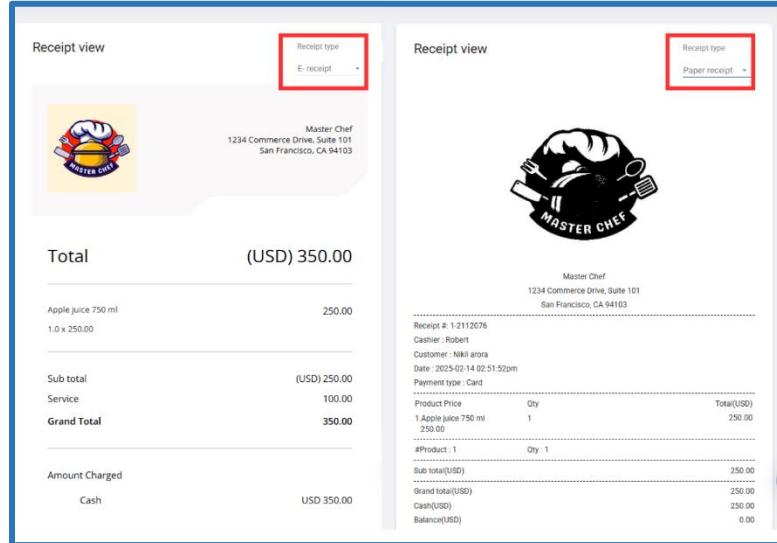


- III. Go to the “Design receipt”
- IV. Select either “Receipt logo” or “Email logo”, depending on which you want to change



V. Upload the desired image for the selected logo type.

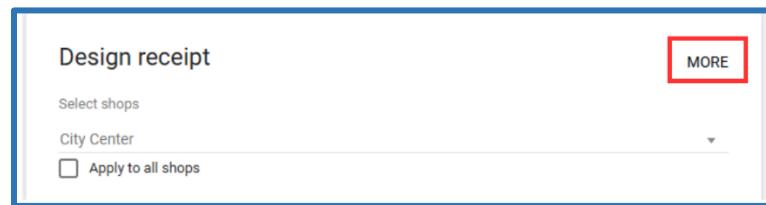
VI. In the top right corner, use the preview function to review the changes to your receipt. Select the appropriate receipt type to see the logo in receipt



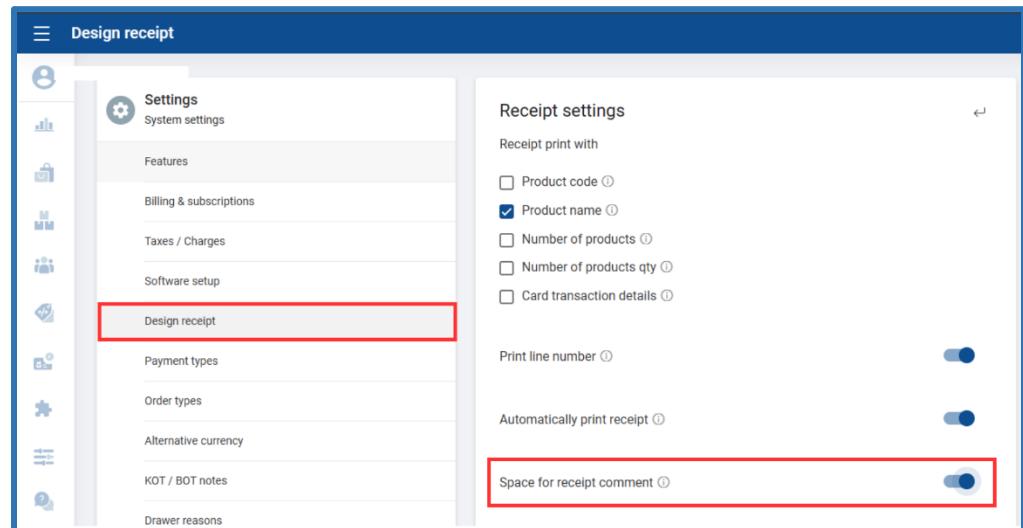
## 7.2. How to Add Additional Comments for the receipt

The software includes a “**Custom Messages**” feature that allows users to add personalized messages to the final receipt. This custom message will appear on the POS receipt and can also be viewed in the past receipts section of the Back-office Web Portal.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Design receipt”
- IV. Click “More”



- V. Check On “Space for receipt comment” button
- VI. Click “Update”

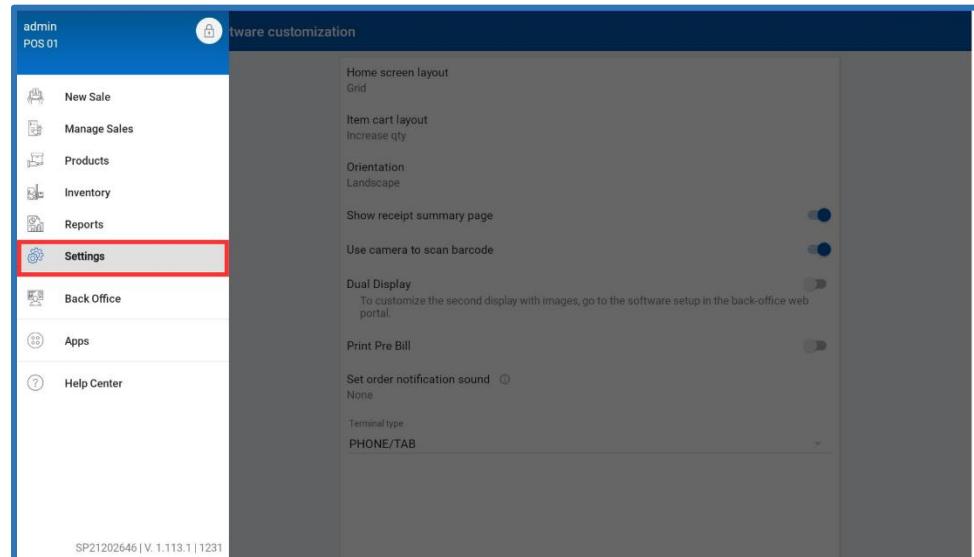


(Once updated, that feature will be activated from the POS App, and the user can enter any message at the final billing stage)

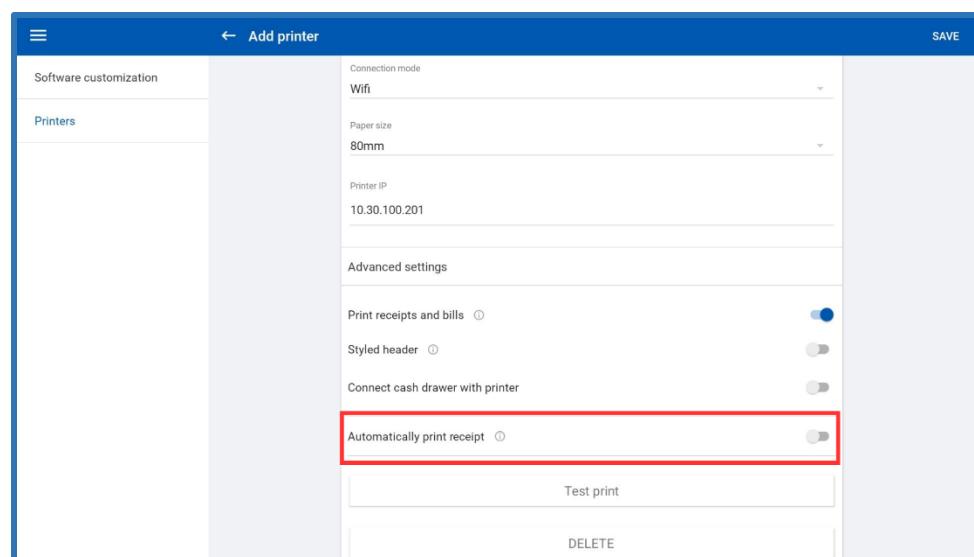
### 7.3. How to Turn Off Automatic Print Receipt Option

POS System allows user to OFF the automatic print option. In such a situation, when you click CHARGE button POS app will NOT issue a printout but still user can get printout by clicking “Print Receipt” button in the summary page.

- I. Log in to POS App
- II. Go to “Settings” section



- III. Go to the “Printers”
- IV. Click on the already created printer setup
- V. Off the “Automatically print receipt” option



VI. Click “Save” button

(Once saved, that feature will be deactivated from POS App, and user can click CHARGE button and will NOT get a receipt print. If user wants to get the receipt printout, user can click “Print Receipt” button in the POS final billing summary page)

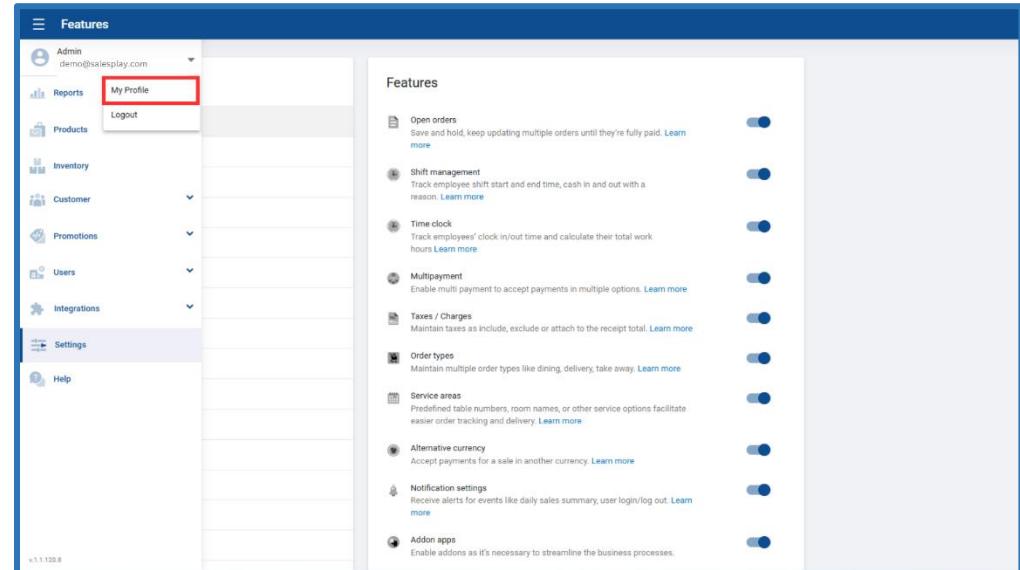
#### 7.4. How to Change Receipt Date and Time Format

The system allows the user to change the Receipt Date and Time format.

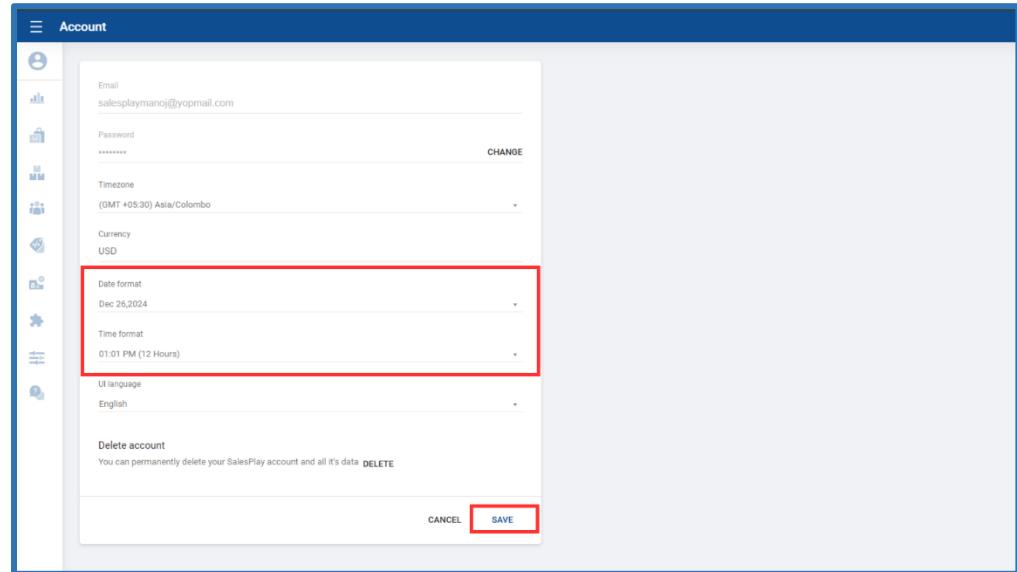
Ex: 11.10PM (12 HOURS) OR 23.10 (24 HOURS)

Aug 15, 2022 OR 15-08-2022 OR 08/15/2022

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Click “Main Menu”
- III. Select the “Admin” profile section
- IV. Go to the “My Profile”



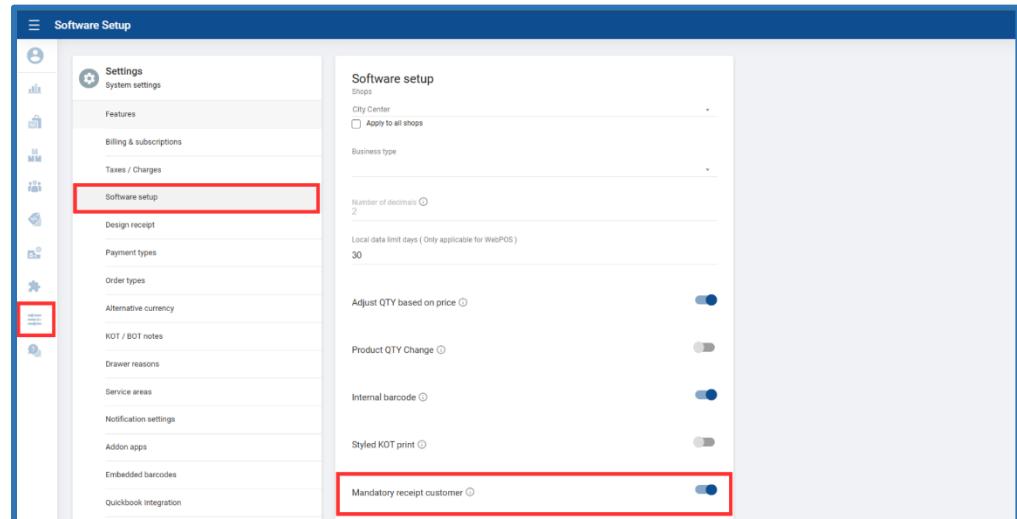
- V. Select “Date Format” or Time Format
- VI. Click the “Save” button



## 7.5. How to Activate the “Receipt Customer Mandatory” option for all Transactions

For some businesses, it is mandatory to add a customer name on the receipt/bill. This software supports for that feature by popup the customer selection dialog box in the POS App.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Software Setup”



- IV. Check ON “Receipt customer mandatory” button
- V. Click “Update”

(Once you turn ON “Receipt customer mandatory”, the Customer selection / adding dialog box will appear on the POS app when click the Charge button)

## 7.6. How to add a “Print QR for Customer” for the receipt

In this POS system, a QR code (quick response code) can be printed on the receipt.

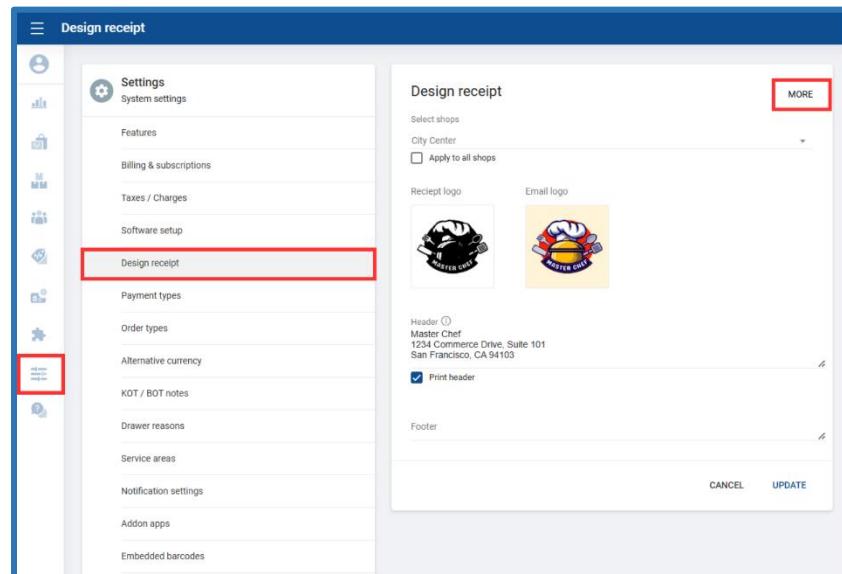
Through the implementation of this facility, the business can send a website or the receipt to the customer through the QR code system.

Under this facility, there are two modes called Receipt URL and Customized URL.

Receipt URL – This will send receipt URL to the customer.

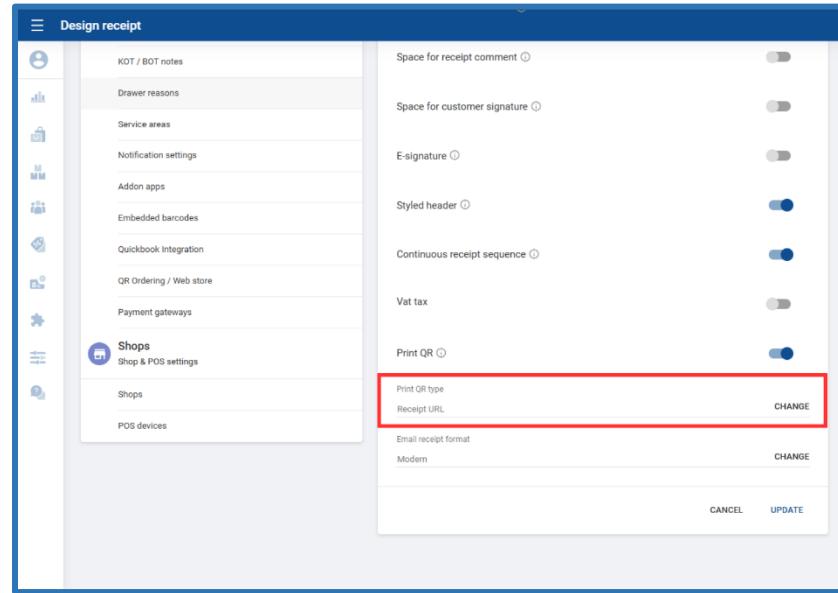
Customized URL - This method allows the business to send website or social media account links to the customer

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Design receipt”

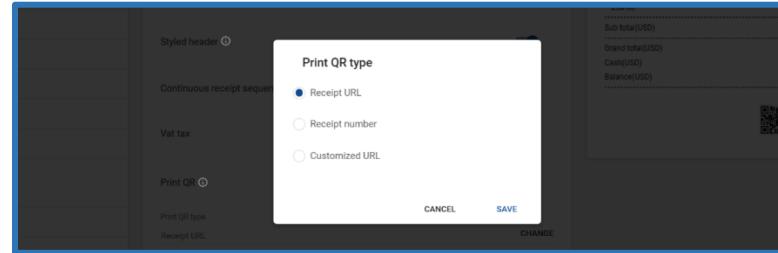


- IV. Click “More”

V. Select “Print QR Type”



VI. Click either Receipt URL or Customized URL



VII. Click “Save”

VIII. Click “Update”

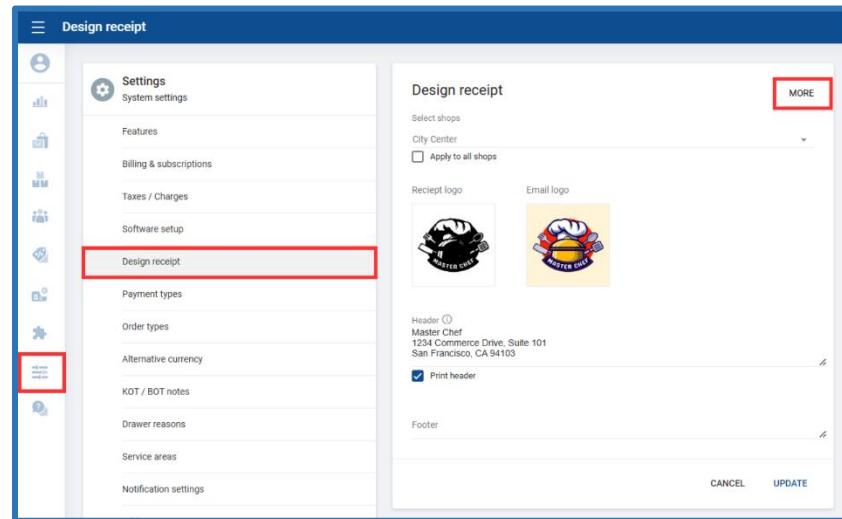
(Once the update is done, the feature will be activated in the POS App. Users will be able to select a customer, and when billing is completed, a Customer QR code will be printed on the receipt.)

## 7.7. How to Enable Continuous Sequence Numbers for Receipts

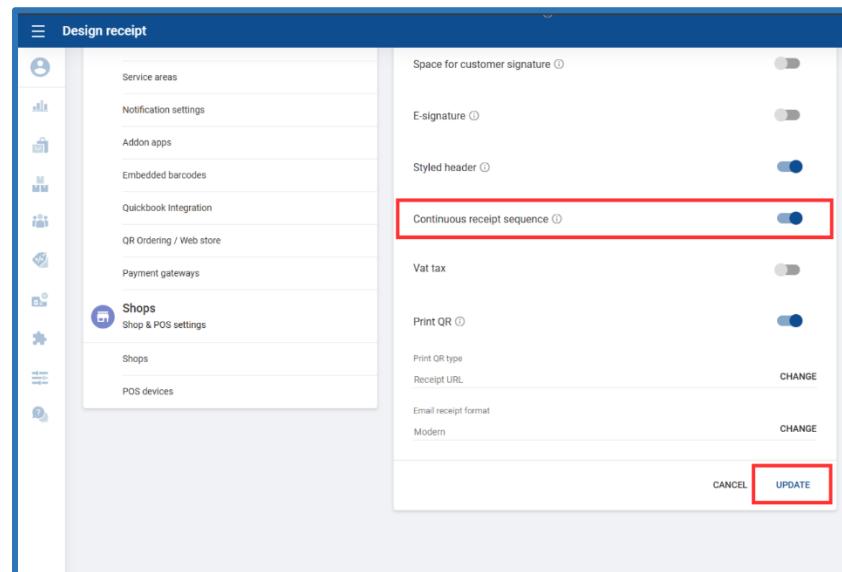
This feature lets the POS system keep the receipt number sequence without resetting it daily. Once enabled, the receipt numbers will continue in order. A new column will appear on the printed receipt and in the back-office reports.

You can access this feature in the “Design the Receipt” section of the POS app.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Design the Receipt”



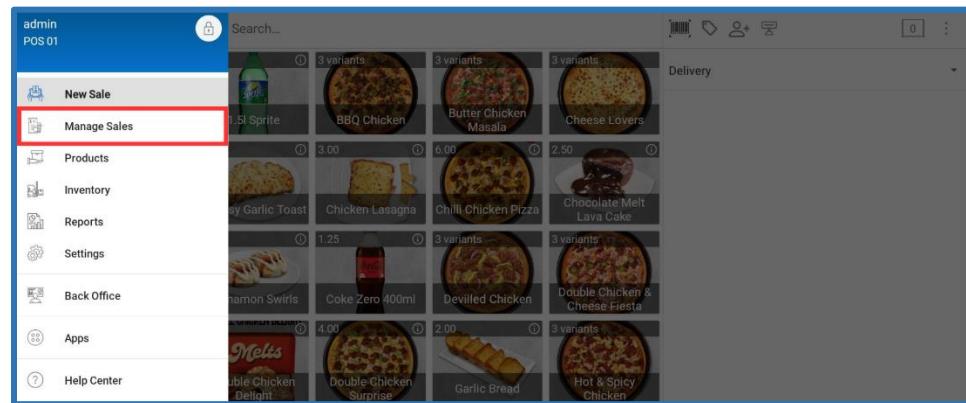
- IV. Click the “More” section near the Design receipt
- V. Check “Continuous receipt sequence” on and Click “Update”



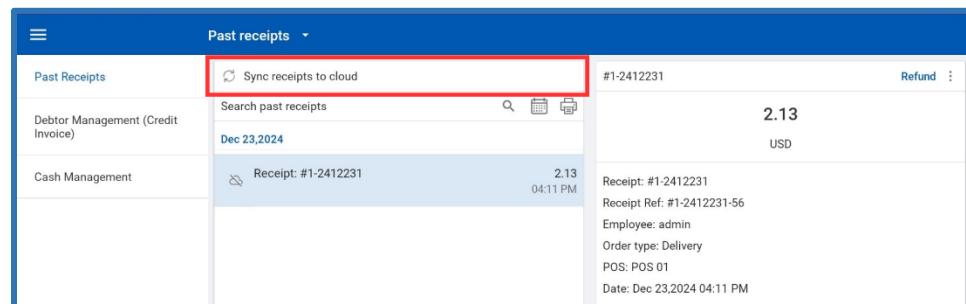
## 7.8. How to Sync Receipts Manually

When a user is using the POS system offline and then connecting it Online, receipts are NOT synced to the Back-office web portal automatically. Users need to perform the “Sync invoice to cloud” option.

- I. POS App Main Menu
- II. Select “Manage Sales” and select “Past Receipts”



- III. Click “Sync receipts to cloud”



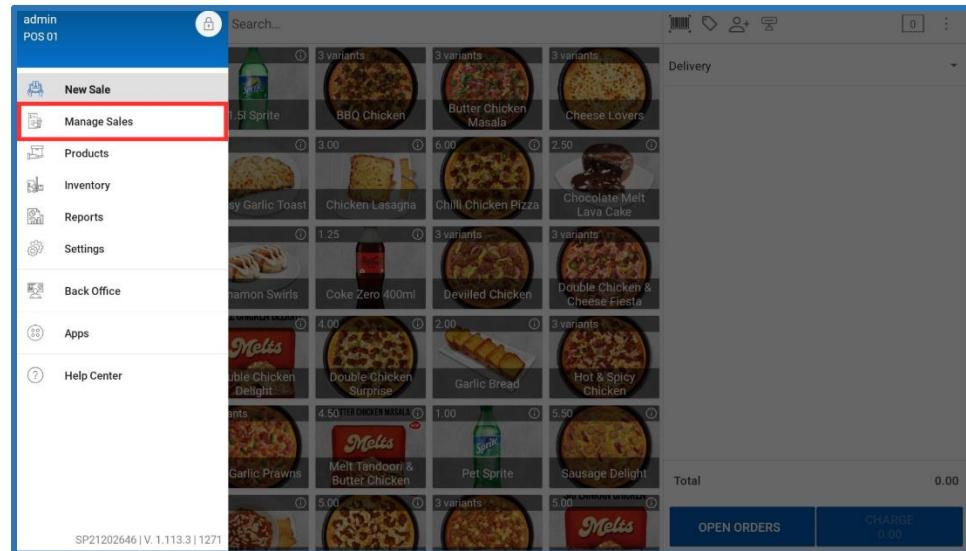
(You need internet to perform this task)

## 7.9. How to Send a Past Receipt / Bill via Email and Share it Whatsapp, Viber or Any Other Social Media Messaging Platform

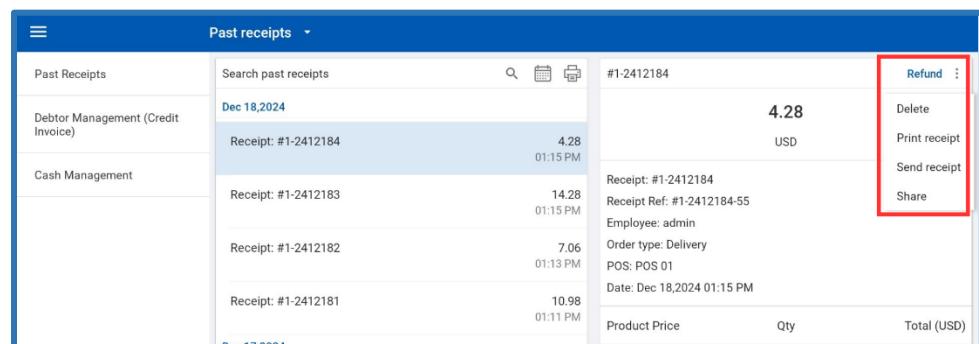
POS System has the capability of send a past receipt / bill to any email address. Also, past receipt / bill can be share via any social media messaging platforms. This function allows user to select PDF or Text option when sharing the receipt.

Ex: WhatsApp, Viber, Messenger, Telegram

- I. POS App Main Menu
- II. Select “Manage Sales”

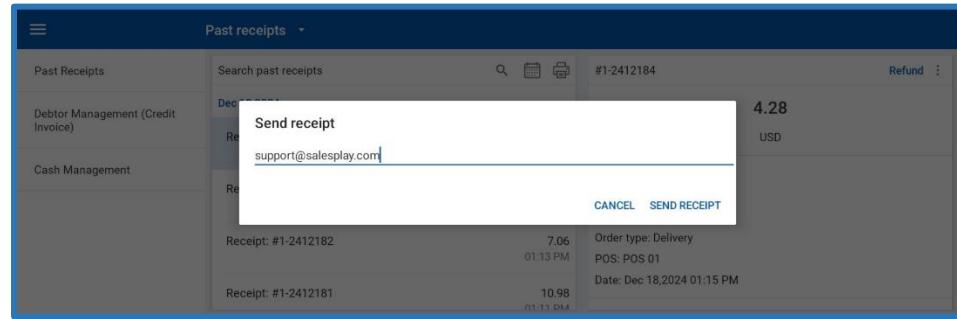


- III. Select the relevant receipt via calendar or search area
- IV. Click “3-dot” button right-hand upper corner

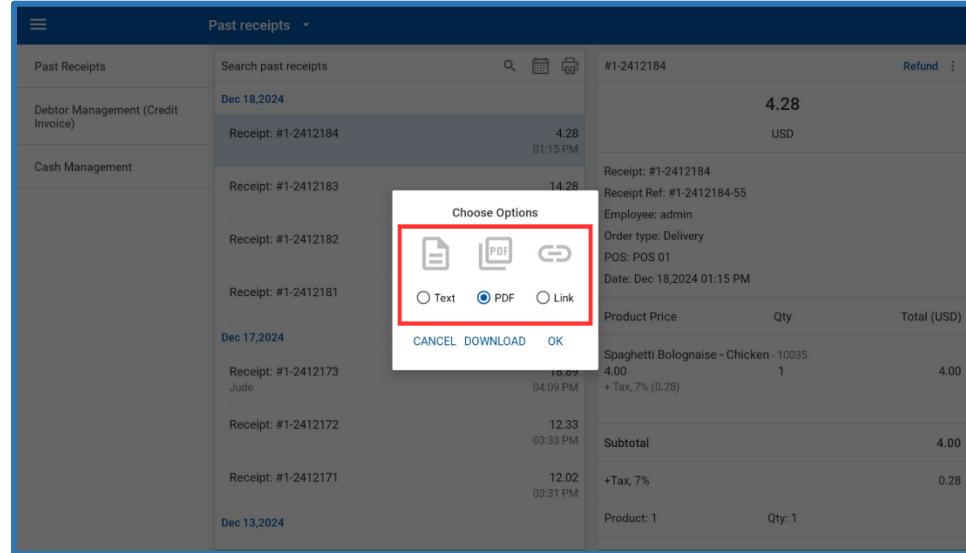


- V. Click send receipt or Share button

VI. Enter valid email address and click send receipt



VII. For Share receipt, select either TEXT or PDF options



VIII. Select a Social Media Messaging App icon

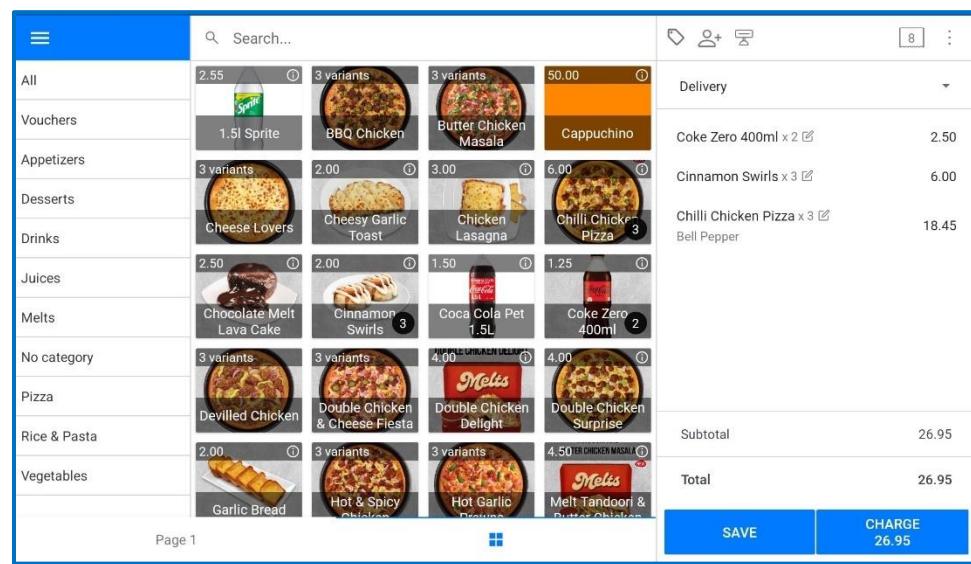
IX. Proceed with sharing the receipt.

## 7.10. How to Share a Receipt Link via Social Media Messaging Platform

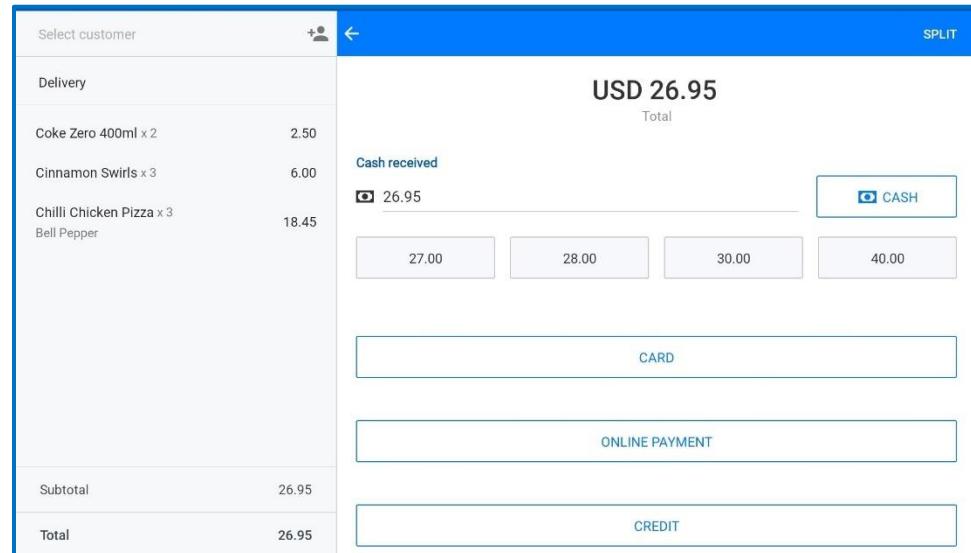
POS System has the capability of sharing the Receipt Link via any social media messaging platform. If you have the customer's email or phone number, you can share the receipt. This method is paperless.

Ex: Email, SMS, WhatsApp, Viber, Messenger, Telegram

- I. POS App Main Menu
- II. Select “New Sale”
- III. Select the item and click the “Charge” button



| Delivery                 |              |                     |              |
|--------------------------|--------------|---------------------|--------------|
| Coke Zero 400ml x 2      | 2.50         | Cinnamon Swirls x 3 | 6.00         |
| Chilli Chicken Pizza x 3 | 18.45        | Bell Pepper         |              |
| <b>Subtotal</b>          | <b>26.95</b> | <b>Total</b>        | <b>26.95</b> |
| <b>SAVE</b>              |              | <b>CHARGE</b>       |              |



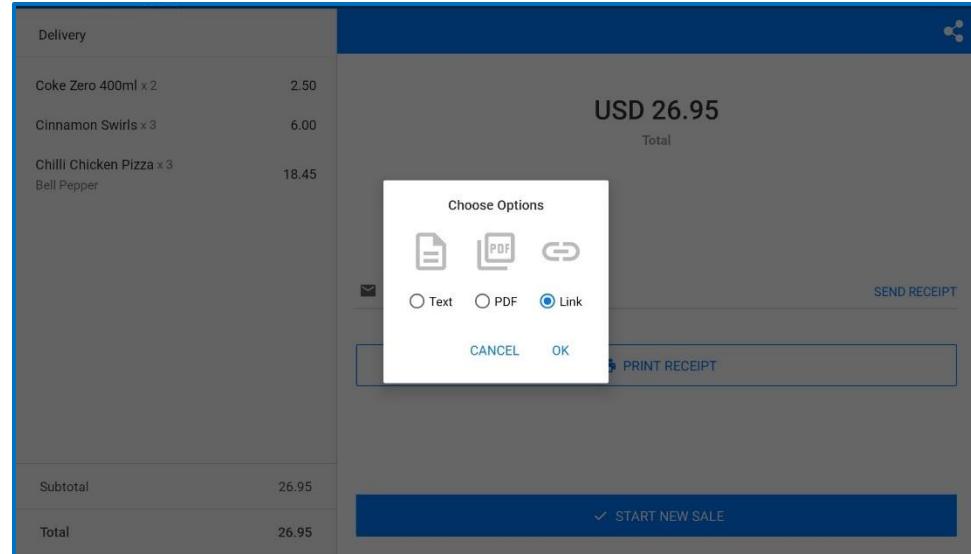
| USD 26.95      |             |
|----------------|-------------|
| Total          |             |
| Cash received  |             |
| 26.95          | <b>CASH</b> |
| 27.00          | 28.00       |
| 30.00          | 40.00       |
| CARD           |             |
| ONLINE PAYMENT |             |
| CREDIT         |             |

IV. Once you click the “Charge” button in the Payment Interface, you will see the SHARE icon with 3-dots connected



V. Click the SHARE icon button

VI. Select “Link”



VII. Select a Social Media Messaging App icon

VIII. Proceed with sharing the receipt

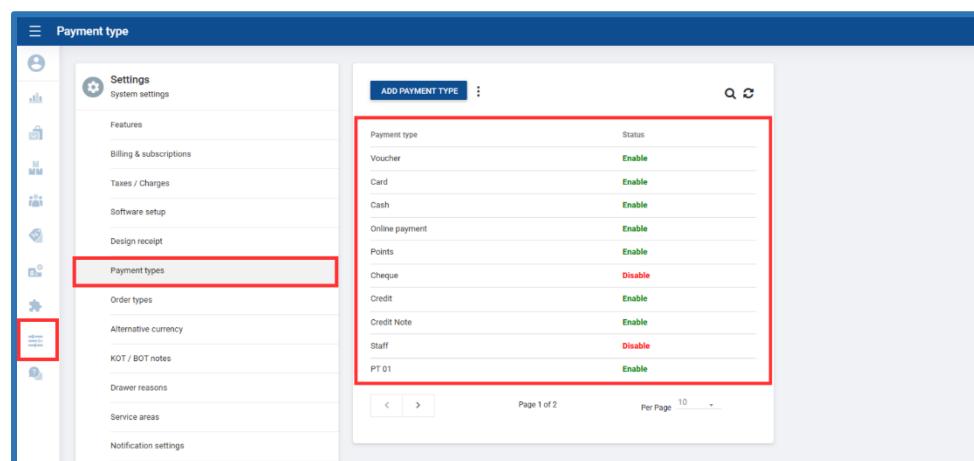
## 8. Payment Management

### 8.1. How to Create and Use Different Types of Payment Methods

Manage your payment options in SalesPlay POS. These instructions show you how to enable different payment types in the back-office and then use them for transactions on the POS app.

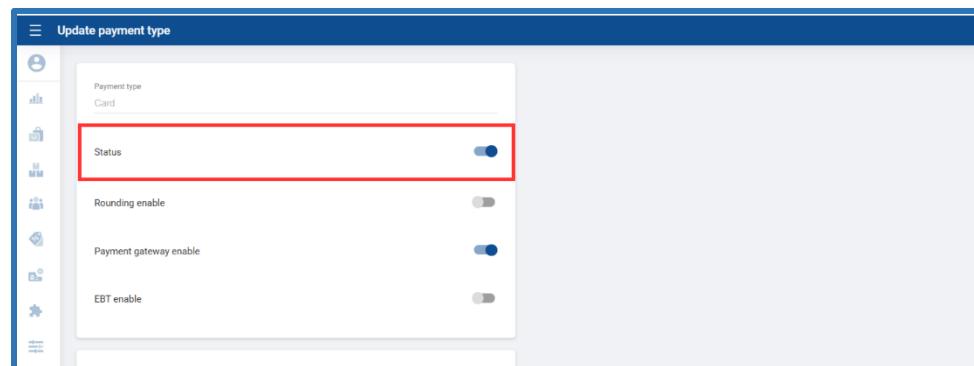
On the Back-office side,

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the Payment types. Here, you’ll find all created payment types and their current status.



| Payment type   | Status  |
|----------------|---------|
| Voucher        | Enable  |
| Card           | Enable  |
| Cash           | Enable  |
| Online payment | Enable  |
| Points         | Enable  |
| Cheque         | Disable |
| Credit         | Enable  |
| Credit Note    | Enable  |
| Staff          | Disable |
| PT 01          | Enable  |

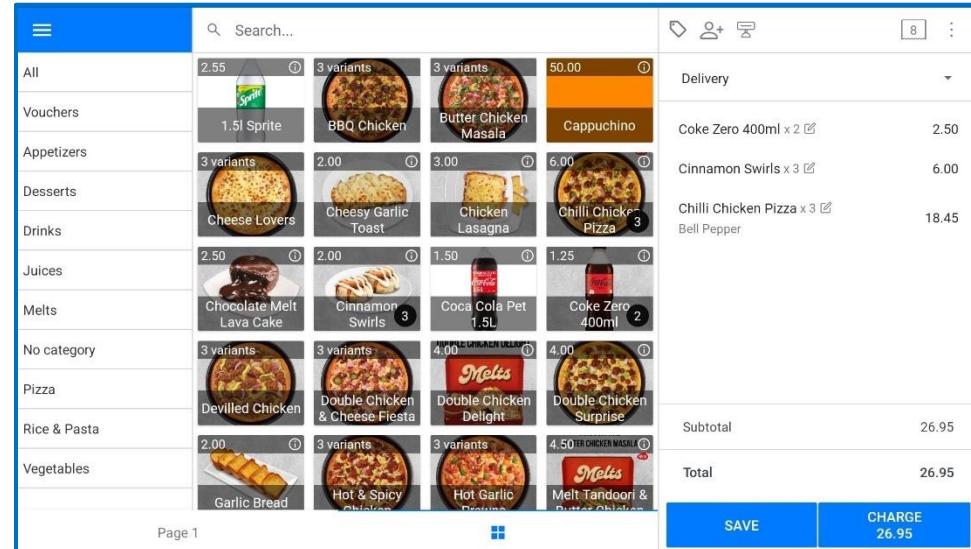
- IV. To enable an existing payment type, open its record and check the "On" status box"



|                        |                                     |
|------------------------|-------------------------------------|
| Status                 | <input checked="" type="checkbox"/> |
| Rounding enable        | <input type="checkbox"/>            |
| Payment gateway enable | <input checked="" type="checkbox"/> |
| EBT enable             | <input type="checkbox"/>            |

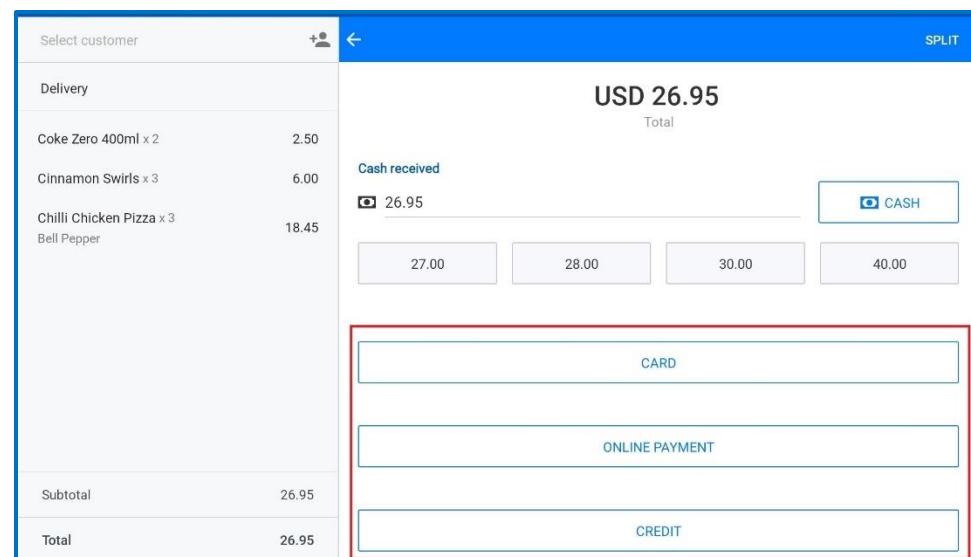
## On the POS App.

- I. POS App Main Menu
- II. Select “New sale”
- III. Add the items to the cart and click “Charge” button



Search...  
 Delivery  
 Coke Zero 400ml x 2 2.50  
 Cinnamon Swirls x 3 6.00  
 Chilli Chicken Pizza x 3 18.45  
 Bell Pepper  
 Subtotal 26.95  
 Total 26.95  
 Page 1

- IV. Once you click the “Charge” button in the Payment Interface, you will see all available payment types. The payment types you enabled in the back office will now be available for use.



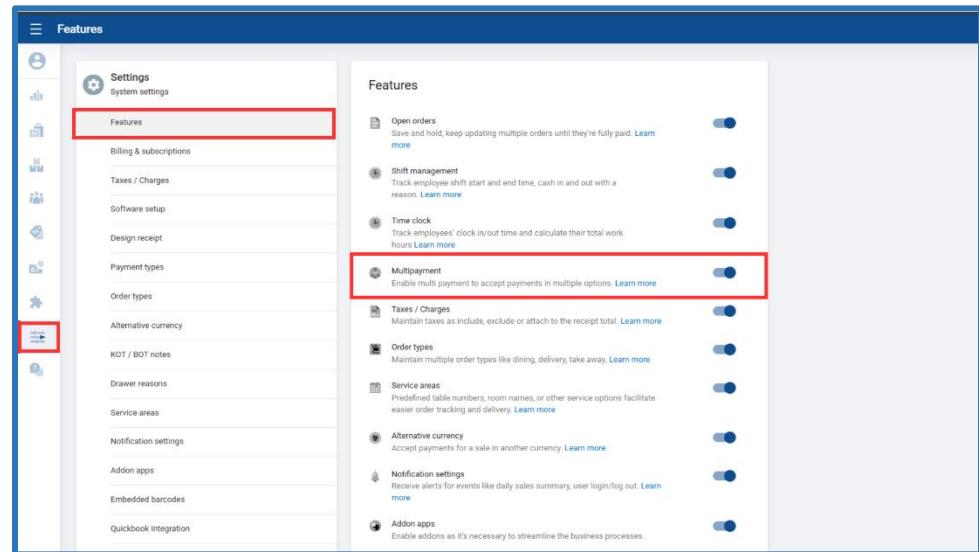
USD 26.95  
 Total  
 Cash received  
 26.95  
 CARD  
 ONLINE PAYMENT  
 CREDIT

## 8.2. How to Enable and Use Multipayment Options in a Single Transaction

Customers can make payments for a receipt using a combination of payment methods. SalesPlay POS System allows users to perform multi-payment transactions. Ex: Customer can pay any amount of the receipt using Card and the rest of the payment using a Cash.

On the Back-office side,

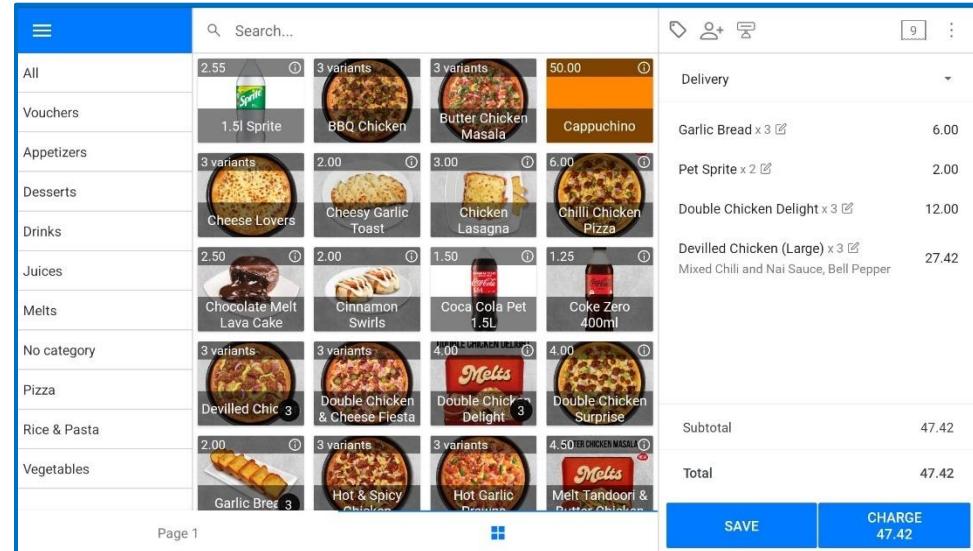
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Check  “Multipayment”



- V. Click “Save”

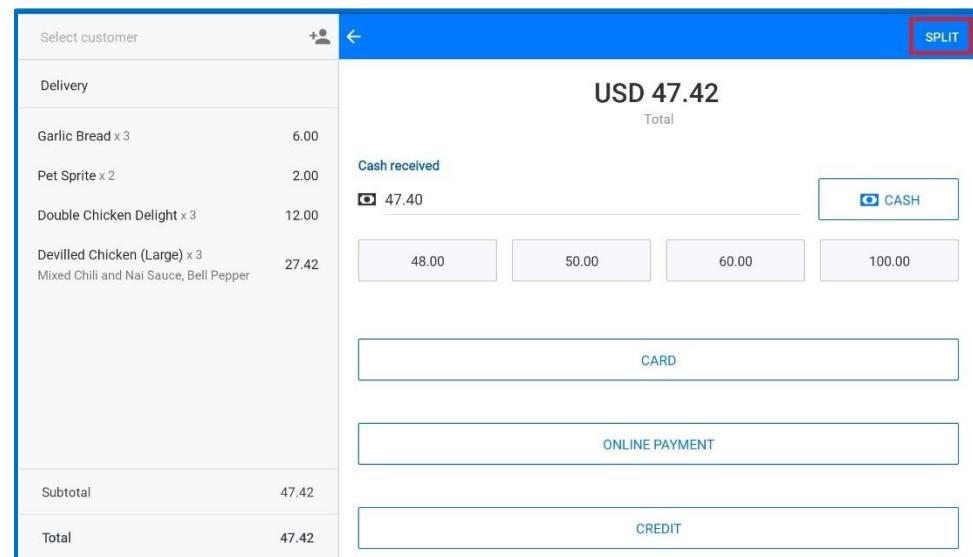
## On the POS App,

- I. POS App Main Menu
- II. Select “New sale”
- III. Add the items to the cart and click “Charge” button



Search...  
 Delivery  
 Garlic Bread x 3 6.00  
 Pet Sprite x 2 2.00  
 Double Chicken Delight x 3 12.00  
 Devilled Chicken (Large) x 3 27.42  
 Mixed Chili and Nai Sauce, Bell Pepper  
 Subtotal 47.42  
 Total 47.42  
 Page 1

- IV. Once you click the “Charge” button in the Payment Interface, you will see “Split” option in the top right corner.



Select customer SPLIT

USD 47.42 Total

Cash received  
 47.40 CASH

48.00 50.00 60.00 100.00

CARD

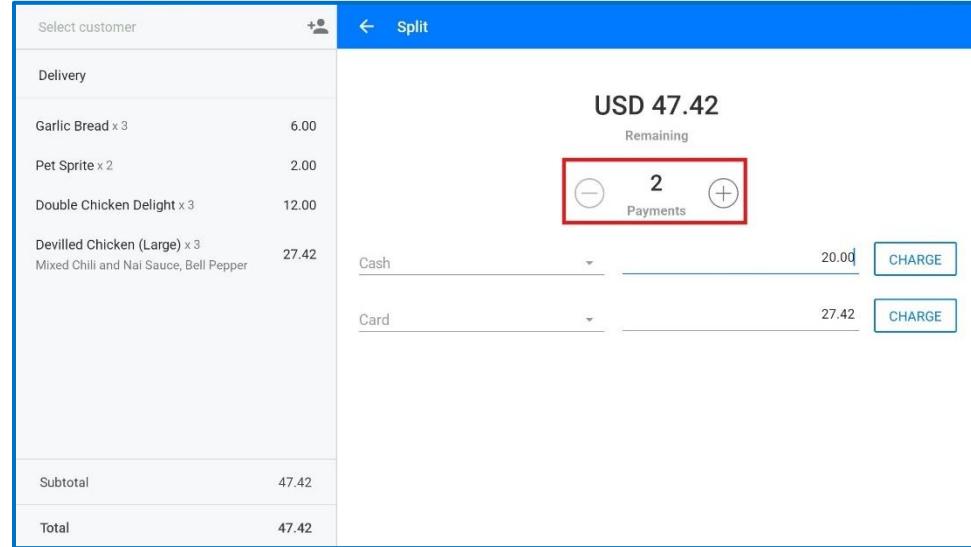
ONLINE PAYMENT

CREDIT

Delivery  
 Garlic Bread x 3 6.00  
 Pet Sprite x 2 2.00  
 Double Chicken Delight x 3 12.00  
 Devilled Chicken (Large) x 3 27.42  
 Mixed Chili and Nai Sauce, Bell Pepper

Subtotal 47.42  
 Total 47.42

V. Once you click the Split option, you'll be directed to the Payment Splitting screen, where you can set the number of splits and choose the amount for each payment type.

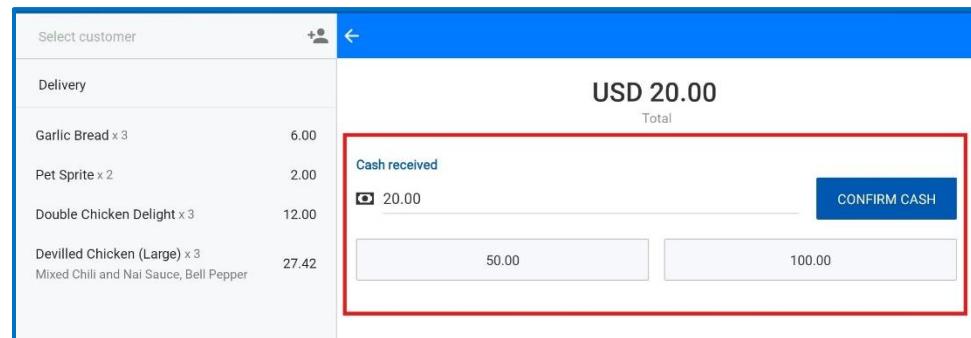


The screenshot shows the 'Split' screen in the SalesPlay POS application. The total amount is USD 47.42. The payment is set to be split into 2 payments. The payment types are listed as Cash (20.00) and Card (27.42). The 'CHARGE' button is visible next to each payment type.

| USD 47.42                        |       |                                       |
|----------------------------------|-------|---------------------------------------|
| Remaining                        |       |                                       |
| <input type="button" value="–"/> | 2     | <input type="button" value="+"/>      |
| Cash                             | 20.00 | <input type="button" value="CHARGE"/> |
| Card                             | 27.42 | <input type="button" value="CHARGE"/> |

| USD 47.42 |       |
|-----------|-------|
| Remaining |       |
| Subtotal  | 47.42 |
| Total     | 47.42 |

VI. Once the payment type and amount are set, click the "Charge" button next to the payment type. If the type is Cash, you can use the quick notes to confirm the cash payment.

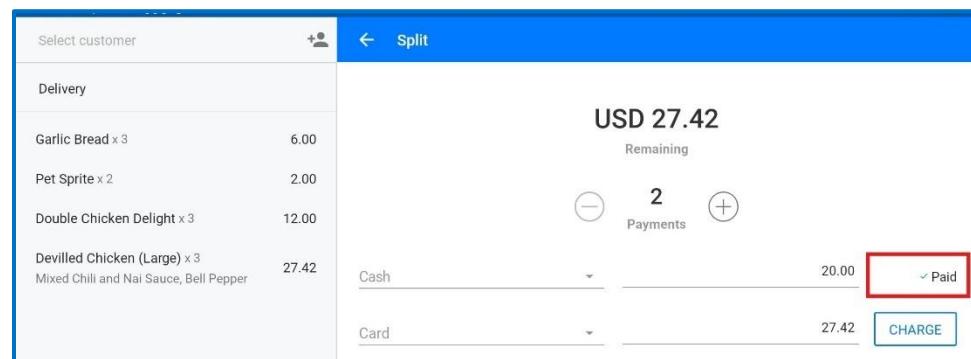


The screenshot shows the 'Split' screen again, but the payment type is now set to 'Cash received'. The amount is 20.00. The 'CONFIRM CASH' button is highlighted with a red box. Below the button are two input fields for 50.00 and 100.00.

| USD 20.00                        |        |   |
|----------------------------------|--------|---|
| Total                            |        |   |
| Cash received                    |        |   |
| <input type="button" value="–"/> | 20.00  | <input type="button" value="CONFIRM CASH"/> |
| 50.00                            | 100.00 |   |

| USD 20.00  |       |
|--|-------|
| Total  |       |
| Garlic Bread x 3   | 6.00  |
| Pet Sprite x 2   | 2.00  |
| Double Chicken Delight x 3   | 12.00 |
| Devilled Chicken (Large) x 3<br>Mixed Chili and Nai Sauce, Bell Pepper | 27.42 |

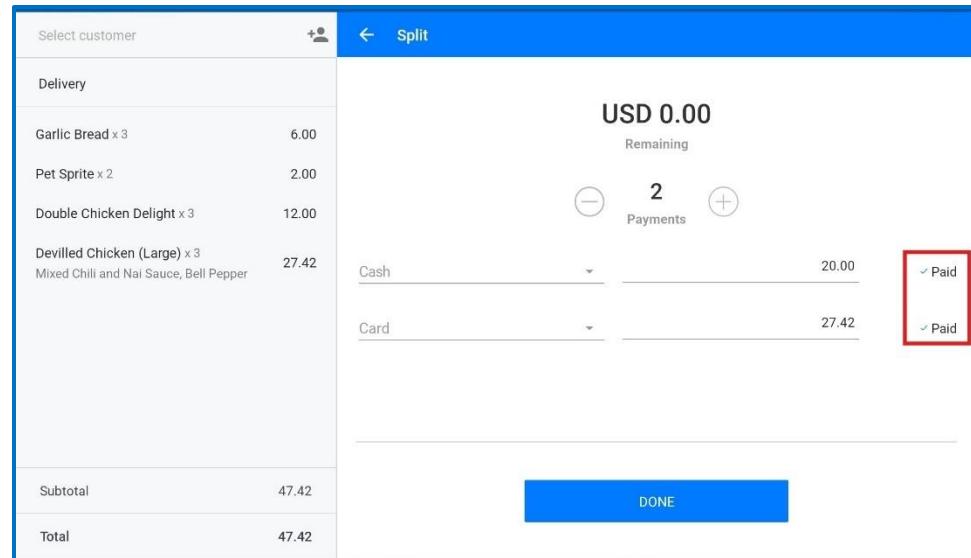
VII. Then you can do charge for each other Payment types.



The screenshot shows the 'Split' screen again. The payment is set to be split into 2 payments. The payment types are listed as Cash (20.00) and Card (27.42). The 'CHARGE' button is highlighted with a red box. The 'Paid' status is indicated for the cash payment.

| USD 27.42                        |       |                                       |
|----------------------------------|-------|---------------------------------------|
| Remaining                        |       |                                       |
| <input type="button" value="–"/> | 2     | <input type="button" value="+"/>      |
| Cash                             | 20.00 | <input type="button" value="CHARGE"/> |
| Card                             | 27.42 | <input type="button" value="CHARGE"/> |

| USD 27.42  |       |
|--|-------|
| Remaining  |       |
| Garlic Bread x 3   | 6.00  |
| Pet Sprite x 2   | 2.00  |
| Double Chicken Delight x 3   | 12.00 |
| Devilled Chicken (Large) x 3<br>Mixed Chili and Nai Sauce, Bell Pepper | 27.42 |



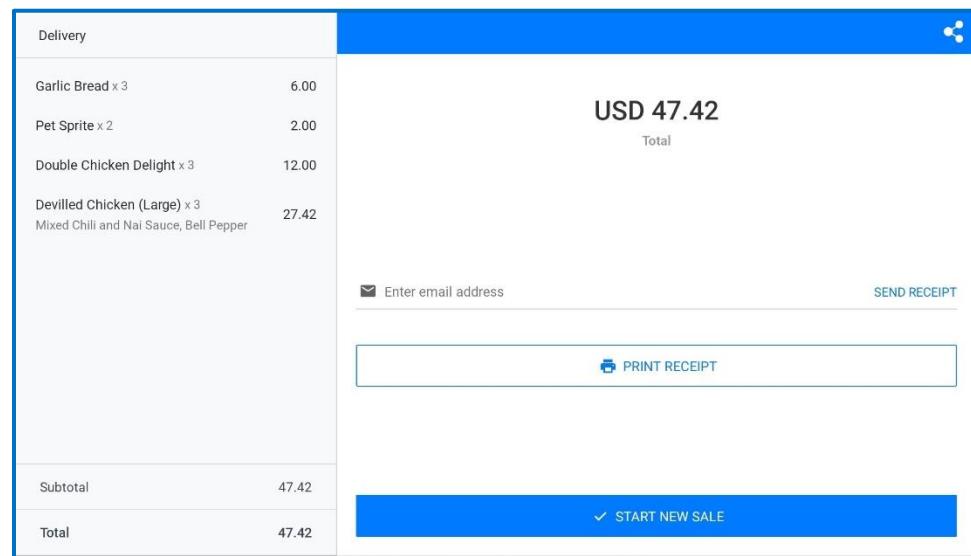
| Delivery   |              |
|--|--------------|
| Garlic Bread x 3   | 6.00         |
| Pet Sprite x 2   | 2.00         |
| Double Chicken Delight x 3   | 12.00        |
| Devilled Chicken (Large) x 3<br>Mixed Chili and Nai Sauce, Bell Pepper | 27.42        |
| <b>Subtotal</b>  | <b>47.42</b> |
| <b>Total</b>   | <b>47.42</b> |

**USD 0.00**  
Remaining

2 Payments

|      |       |
|------|-------|
| Cash | 20.00 |
| Card | 27.42 |

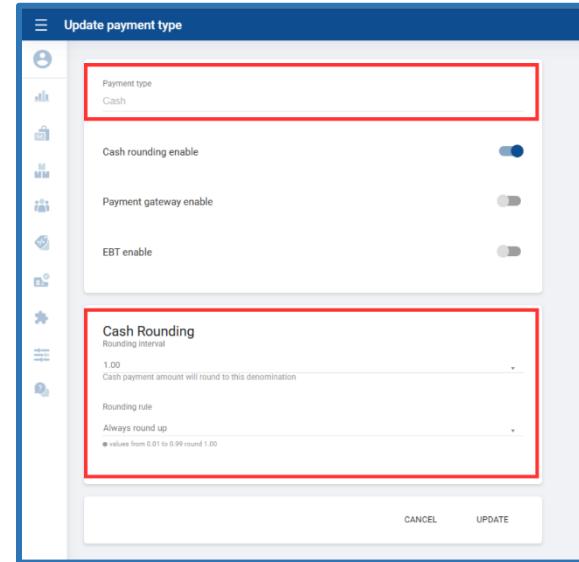
VIII. Once the payment done, you can click “Done” button from the button to close the sale



| Delivery   |              |
|--|--------------|
| Garlic Bread x 3   | 6.00         |
| Pet Sprite x 2   | 2.00         |
| Double Chicken Delight x 3   | 12.00        |
| Devilled Chicken (Large) x 3<br>Mixed Chili and Nai Sauce, Bell Pepper | 27.42        |
| <b>Subtotal</b>  | <b>47.42</b> |
| <b>Total</b>   | <b>47.42</b> |

**USD 47.42**  
Total

IX. If cash rounding is enabled, the due amount will be automatically rounded. If you need to adjust the rounded amount, you can do so by changing the payment type settings.



### 8.3. How to Change Payment Type Order

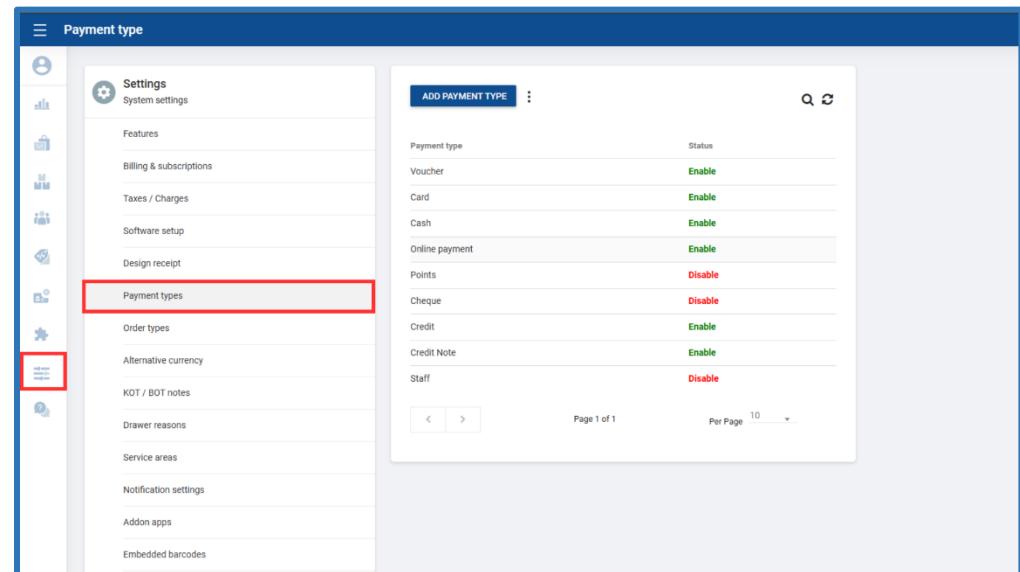
After creating Payment Types, you can decide which payment types should show first and their order.

POS System allows users to change the Payment Types order. This option allows users to select mostly using Payment Types. Other payment types can be viewed after clicking drop-down arrow.

Ex: CARD, CREDIT, CASH

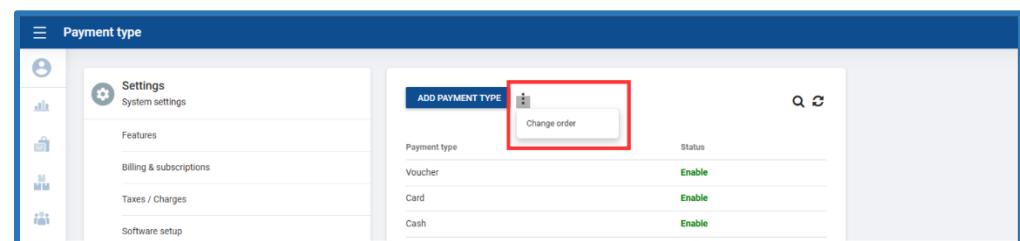
(The firstly select Payment Type will be the default Payment Type)

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Payment Types”



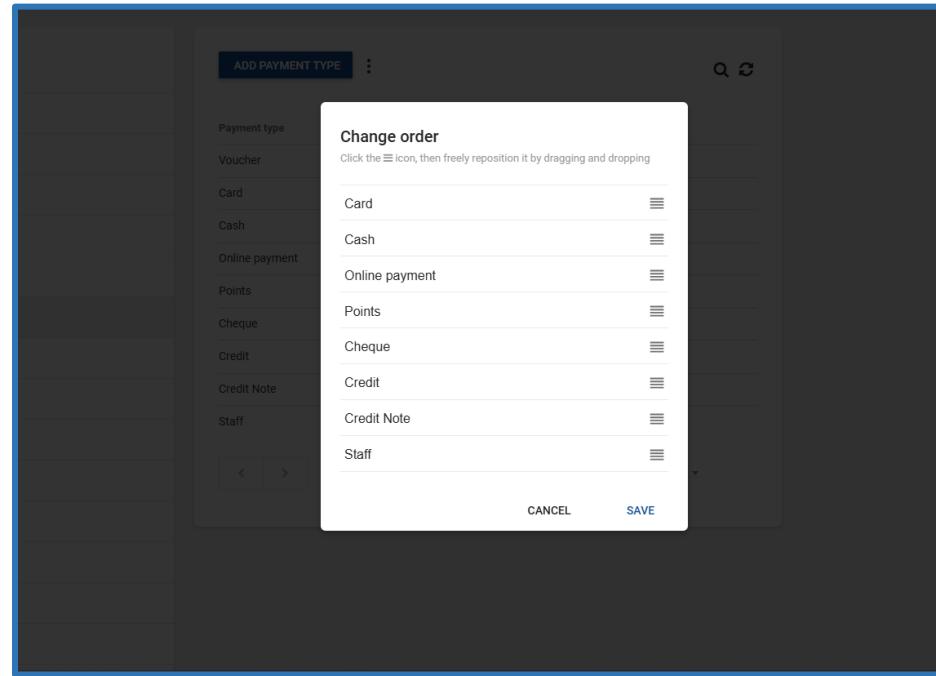
| Payment type   | Status  |
|----------------|---------|
| Voucher        | Enable  |
| Card           | Enable  |
| Cash           | Enable  |
| Online payment | Enable  |
| Points         | Disable |
| Cheque         | Disable |
| Credit         | Enable  |
| Credit Note    | Enable  |
| Staff          | Disable |

- IV. Click 3-dot button near “Add Payment Type”
- V. Click “Change Order”



| Payment type | Status |
|--------------|--------|
| Voucher      | Enable |
| Card         | Enable |
| Cash         | Enable |

VI. Click the “Hamburger menu” icon and DRAG and Drop the payment type.



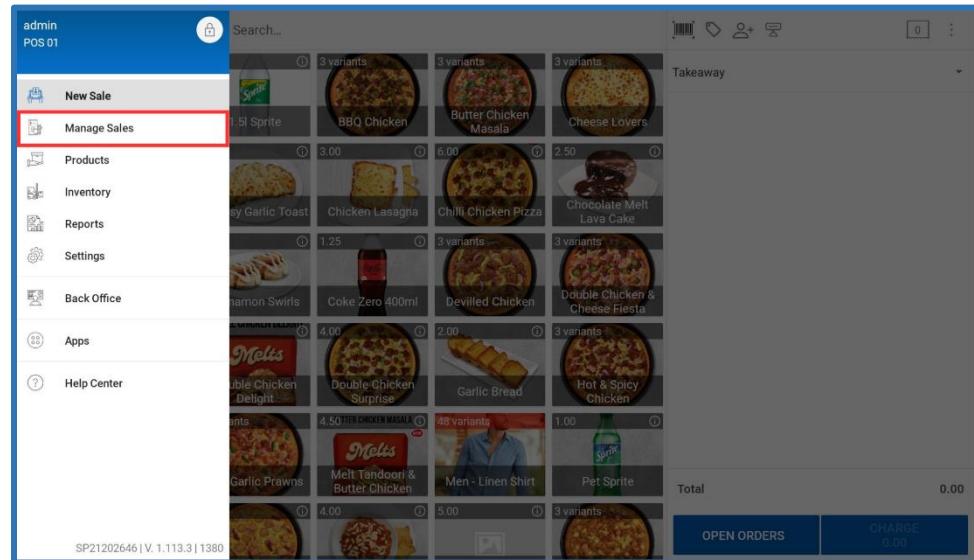
VII. Click “Save”

## 8.4. How to Process Refund in SalesPlay POS

The SalesPlay POS system simplifies cash refunds, allowing businesses to maintain customer satisfaction and comply with regulations. All refund transactions are diligently recorded in the shift report for accurate accounting.

Here's how to process a *cash* refund in SalesPlay:

- I. POS App Main Menu
- II. Select “Manage Sales”



- III. Click “Past Receipts”
- IV. Select the relevant receipt via calendar or search area

| Past receipts                      |                                  | Search past receipts | Refund : |
|------------------------------------|----------------------------------|----------------------|----------|
| Past Receipts                      |                                  |                      |          |
| Debtor Management (Credit Invoice) | Feb 14,2025                      | #1-2502144           | 59.80    |
|                                    | Receipt: #1-2502145              | 56.03                | USD      |
|                                    |                                  | 01:27 PM             |          |
| Cash Management                    | Receipt: #1-2502144              | 59.80                |          |
|                                    |                                  | 01:25 PM             |          |
|                                    | Receipt: #1-2502143              | 55.23                |          |
|                                    |                                  | 01:19 PM             |          |
|                                    | Receipt: #1-2502142              | 26.19                |          |
|                                    |                                  | 01:18 PM             |          |
|                                    | Receipt: #1-2502141              | 38.57                |          |
|                                    | Jude                             | 11:40 AM             |          |
|                                    |                                  |                      |          |
|                                    | Spicy Veggie with Paneer (Large) | 27.56                |          |
|                                    | 6.49                             |                      |          |
|                                    | + Bell Pepper (0.15 * 1)         |                      |          |
|                                    | + Capsicum (0.25 * 1)            |                      |          |
|                                    | Spicy Fish Pizza - 10007         |                      |          |
|                                    | 5.00                             |                      |          |
|                                    | + BBQ Chicken (1.25 * 1)         |                      |          |
|                                    | + Tomato (0.03 * 1)              |                      |          |
|                                    | Sausage Delight - 10009          |                      |          |
|                                    | 5.50                             |                      |          |
|                                    | + Bell Pepper (0.15 * 1)         |                      |          |
|                                    | + Tomato (0.03 * 1)              |                      |          |

- V. Click “Refund “button right-hand upper corner
- VI. Choose the item(s) for refund. If refunding a partial quantity, adjust the quantity accordingly.

| Refund                             |   | Receipt: #1-2502144 |
|------------------------------------|---|---------------------|
| Past Receipts                      |   |                     |
| Debtor Management (Credit Invoice) | <input type="checkbox"/> Spicy Veggie with Paneer (Large) x 4 | 27.56               |
|                                    | <small>Bell Pepper : 0.15 * 1<br/>Capsicum : 0.25 * 1</small> |                     |
|                                    | <input type="checkbox"/> Spicy Fish Pizza x 2                 | 12.56               |
|                                    | <small>BBQ Chicken : 1.25 * 1<br/>Tomato : 0.03 * 1</small>   |                     |
|                                    | <input type="checkbox"/> Sausage Delight x 1                  | 5.68                |
|                                    | <small>Bell Pepper : 0.15 * 1<br/>Tomato : 0.03 * 1</small>   |                     |
|                                    | <input type="checkbox"/> Garlic Bread x 2                     | 4.00                |
|                                    | <input checked="" type="checkbox"/> Cinnamon Swirls x 5       | 10.00               |
|                                    | <small>Refund x 5</small>                                     |                     |
|                                    | Discount  | 0.00                |
|                                    | Tax / Charge  | 0.00                |
|                                    | Total   | 59.80               |
|                                    | Refund  | 10.00               |
|                                    | <b>CREDIT NOTE</b>  | <b>REFUND</b>       |

| Refund   |                                  |     |       | Receipt: #1-2502144      |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|--|----------------------------------|-----|-------|--------------------------|----------------------------------|-----|-------|--|--|------------------------|--|--|--|--|--------------------|--|--|--|--------------------------|------------------|-----|-------|--|--|------------------------|--|--|--|--|-------------------|--|--|--|--------------------------|-----------------|-----|------|--|--|------------------------|--|--|--|--|-------------------|--|--|--|--------------------------|--------------|-----|------|--|-------------------------------------|-----------------|-----|-------|--|-------------------|--|--|--|--|--|
| Past Receipts  |                                  |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| Debtor Management (Credit Invoice)   |                                  |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| Cash Management  |                                  |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <table> <tbody> <tr> <td><input type="checkbox"/></td><td>Spicy Veggie with Paneer (Large)</td><td>x 4</td><td>27.56</td><td></td></tr> <tr> <td></td><td>Bell Pepper : 0.15 * 1</td><td></td><td></td><td></td></tr> <tr> <td></td><td>Capicum : 0.25 * 1</td><td></td><td></td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>Spicy Fish Pizza</td><td>x 2</td><td>12.56</td><td></td></tr> <tr> <td></td><td>BBQ Chicken : 1.25 * 1</td><td></td><td></td><td></td></tr> <tr> <td></td><td>Tomato : 0.03 * 1</td><td></td><td></td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>Sausage Delight</td><td>x 1</td><td>5.68</td><td></td></tr> <tr> <td></td><td>Bell Pepper : 0.15 * 1</td><td></td><td></td><td></td></tr> <tr> <td></td><td>Tomato : 0.03 * 1</td><td></td><td></td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>Garlic Bread</td><td>x 2</td><td>4.00</td><td></td></tr> <tr> <td><input checked="" type="checkbox"/></td><td>Cinnamon Swirls</td><td>x 5</td><td>10.00</td><td></td></tr> <tr> <td colspan="4"><i>Refund x 2</i></td><td></td></tr> </tbody> </table> |                                  |     |       | <input type="checkbox"/> | Spicy Veggie with Paneer (Large) | x 4 | 27.56 |  |  | Bell Pepper : 0.15 * 1 |  |  |  |  | Capicum : 0.25 * 1 |  |  |  | <input type="checkbox"/> | Spicy Fish Pizza | x 2 | 12.56 |  |  | BBQ Chicken : 1.25 * 1 |  |  |  |  | Tomato : 0.03 * 1 |  |  |  | <input type="checkbox"/> | Sausage Delight | x 1 | 5.68 |  |  | Bell Pepper : 0.15 * 1 |  |  |  |  | Tomato : 0.03 * 1 |  |  |  | <input type="checkbox"/> | Garlic Bread | x 2 | 4.00 |  | <input checked="" type="checkbox"/> | Cinnamon Swirls | x 5 | 10.00 |  | <i>Refund x 2</i> |  |  |  |  |  |
| <input type="checkbox"/>   | Spicy Veggie with Paneer (Large) | x 4 | 27.56 |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|  | Bell Pepper : 0.15 * 1           |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|  | Capicum : 0.25 * 1               |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <input type="checkbox"/>   | Spicy Fish Pizza                 | x 2 | 12.56 |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|  | BBQ Chicken : 1.25 * 1           |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|  | Tomato : 0.03 * 1                |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <input type="checkbox"/>   | Sausage Delight                  | x 1 | 5.68  |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|  | Bell Pepper : 0.15 * 1           |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
|  | Tomato : 0.03 * 1                |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <input type="checkbox"/>   | Garlic Bread                     | x 2 | 4.00  |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <input checked="" type="checkbox"/>  | Cinnamon Swirls                  | x 5 | 10.00 |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <i>Refund x 2</i>  |                                  |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| Discount   |                                  |     |       | 0.00                     |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| Tax / Charge   |                                  |     |       | 0.00                     |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| Total  |                                  |     |       | 59.80                    |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| Refund   |                                  |     |       | 4.00                     |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |
| <div style="display: flex; justify-content: space-around; align-items: center;"> <span><b>CREDIT NOTE</b></span> <span><b>REFUND</b></span> </div>   |                                  |     |       |                          |                                  |     |       |  |  |                        |  |  |  |  |                    |  |  |  |                          |                  |     |       |  |  |                        |  |  |  |  |                   |  |  |  |                          |                 |     |      |  |  |                        |  |  |  |  |                   |  |  |  |                          |              |     |      |  |                                     |                 |     |       |  |                   |  |  |  |  |  |

## VII. Click “Refund”

← Refund
Receipt #1-2502144

Past Receipts
Spicy Veggie with Paneer (Large) x 4 27.56

Debtor Management (Credit Invoice)
Bell Pepper : 0.15 \* 1  
Capsicum : 0.25 \* 1

Cash Management
Sausage Fish Pizza x 2 12.56

**Cinnamon Swirls** ×

Quantity  +

Price  4.00

4.00 10.00

Note

SAVE

Tax / Charge
0.00

Total
59.80

Refund
10.00

CREDIT NOTE
REFUND

VIII. Click "YES" to confirm and proceed with the refund

| Past receipts                      |   |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
|------------------------------------|---|--------------------------|-------|--|----------|---------------------|-------|--|----------|---------------------|-------|--|----------|--------------------------|-------|--|----------|
| Past Receipts                      | <a href="#">Past receipts</a> <a href="#">Receipts</a> <span>Search</span> <span>Calendar</span> <span>Print</span>   |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
| Debtor Management (Credit Invoice) | <a href="#">Refund</a> <a href="#">Credit note</a>  |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
| Cash Management                    | <table border="1"> <tr> <td>Receipt: #1-2502144 (CR)</td> <td>59.80</td> </tr> <tr> <td></td> <td>01:25 PM</td> </tr> <tr> <td>Receipt: #1-2502143</td> <td>55.23</td> </tr> <tr> <td></td> <td>01:19 PM</td> </tr> <tr> <td>Receipt: #1-2502142</td> <td>26.19</td> </tr> <tr> <td></td> <td>01:18 PM</td> </tr> <tr> <td>Receipt: #1-2502141 Jude</td> <td>38.57</td> </tr> <tr> <td></td> <td>11:40 AM</td> </tr> </table>   | Receipt: #1-2502144 (CR) | 59.80 |  | 01:25 PM | Receipt: #1-2502143 | 55.23 |  | 01:19 PM | Receipt: #1-2502142 | 26.19 |  | 01:18 PM | Receipt: #1-2502141 Jude | 38.57 |  | 11:40 AM |
| Receipt: #1-2502144 (CR)           | 59.80   |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
|                                    | 01:25 PM  |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
| Receipt: #1-2502143                | 55.23   |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
|                                    | 01:19 PM  |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
| Receipt: #1-2502142                | 26.19   |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
|                                    | 01:18 PM  |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
| Receipt: #1-2502141 Jude           | 38.57   |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
|                                    | 11:40 AM  |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |
|                                    | <p><b>Spicy Fish Pizza - 10007</b><br/> 5.00 2<br/> + BBQ Chicken (1.25 * 1)<br/> + Tomato (0.03 * 1)</p> <p><b>Sausage Delight - 10009</b><br/> 5.50 1<br/> + Bell Pepper (0.15 * 1)<br/> + Tomato (0.03 * 1)</p> <p><b>Garlic Bread - 10030</b><br/> 2.00 2<br/> </p> <p><b>Cinnamon Swirls - 10023 (CR)</b><br/> 2.00 5<br/> 10.00</p> <p><b>Subtotal</b> <b>59.80</b></p> <p>Product: 5 Qty: 14</p> <p><b>Grand total</b> <b>59.80</b></p> <p><b>Cash received</b> <b>0.00</b></p> <p><b>Change</b> <b>0.00</b></p> <p><b>Online payment</b> <b>59.80</b></p> <p><b>Refund details</b></p> <p>CR ID:125021441 4.00<br/> 2025-02-14 14:11:36</p> |                          |       |  |          |                     |       |  |          |                     |       |  |          |                          |       |  |          |

To view refund details:

- I. From the "Past Receipts" screen, Click the dropdown menu at the top of the screen, select "Refunds".

You will now see a list of all refunds processed. Select a specific refund to view its details.

| Refund                             |  |
|------------------------------------|--|
| Past Receipts                      | Search Cash Refund <input type="text"/> <span>Search</span> <span>Calendar</span> <span>Print</span> |
| Debtor Management (Credit Invoice) | Refund #125021441 <span>Print</span> <span>#1-2502144</span> <span>...</span>                        |
|                                    | Feb 14,2025 <span>4.00</span>  |
|                                    | CR ID:125021441 <span>02:11 PM</span>  |
| Cash Management                    | Employee: admin<br>POS: POS 01<br>Date: Feb 14,2025 02:11 PM   |
|                                    | Item <span>Qty</span>  |
|                                    | Cinnamon Swirls <span>2</span>   |
|                                    | Cash <span>4.00</span>   |

## 8.5. How to Set up Cash-Rounding

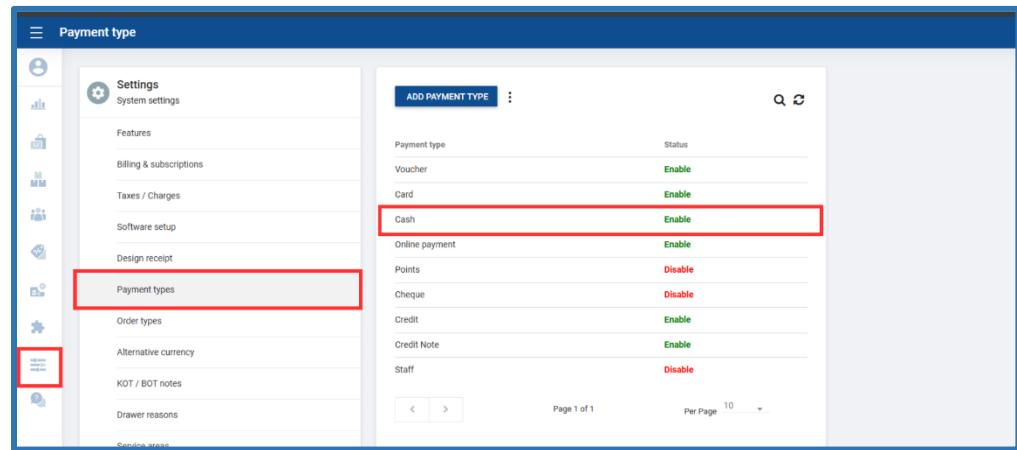
The bill total is rounded to the nearest multiple of the smallest denomination, which may be higher or lower than the unrounded total.

This rounding is applied to the total of a bill.

Ex: Suppose the total bill is \$ 9.90, You need to round the total amount & issue the receipt with \$ 10 in POS. Now system can do this automatically and you can print the total amount as well for any particular payment.

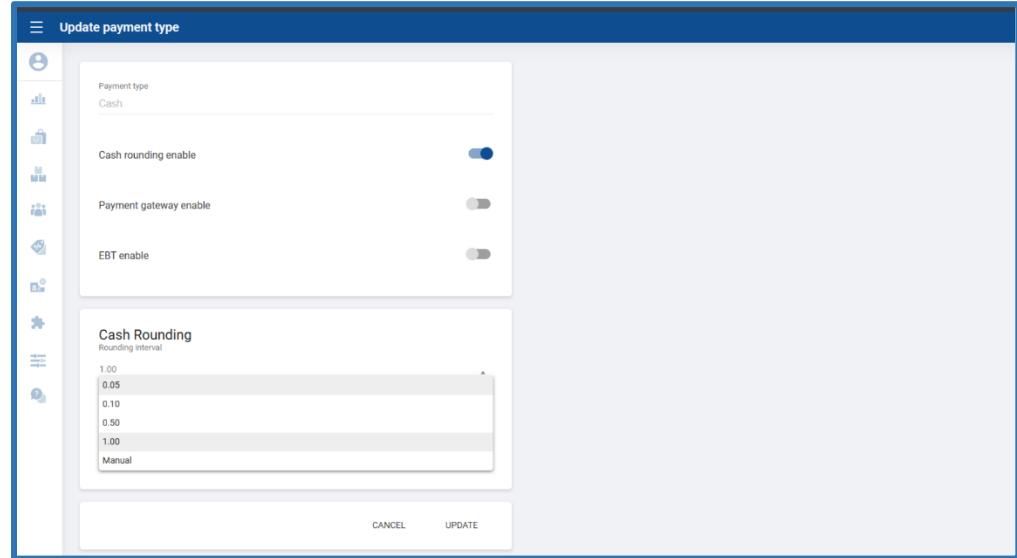
### Backoffice

- I. Log in to Back Office Web portal
- II. Select “Settings” from Main Menu
- III. Click “Payment Types”
- IV. Click on the “Cash” record



| Payment type   | Status        |
|----------------|---------------|
| Voucher        | Enable        |
| Card           | Enable        |
| <b>Cash</b>    | <b>Enable</b> |
| Online payment | Enable        |
| Points         | Disable       |
| Cheque         | Disable       |
| Credit         | Enable        |
| Credit Note    | Enable        |
| Staff          | Disable       |

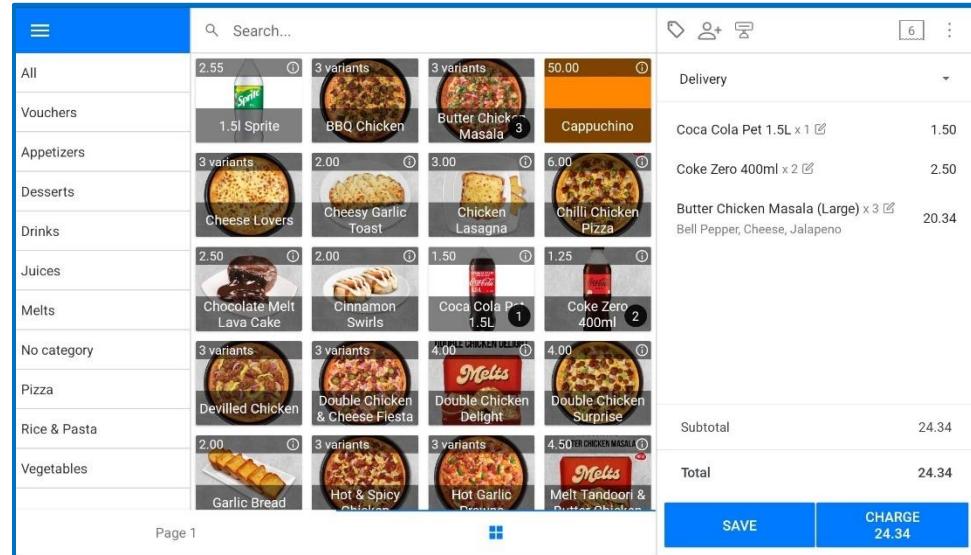
- V. Check On and enable “Cash rounding”
- VI. Select the Cash Rounding interval (0.05, 0.10, 0.50 or 1.00)



- VII. Select the Rounding rule
  - Round to the nearest value up
  - Always round up
  - Always round down
  - Round to the nearest value down
- VIII. Click “Update”

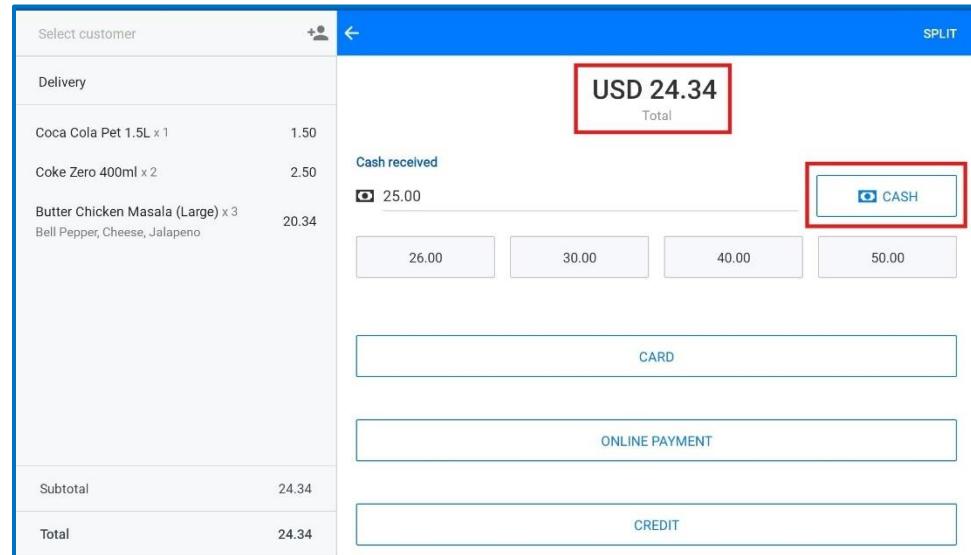
## POS App

- I. Select “New Sale”
- II. Select item with unrounded decimals and click the “Charge” button



| Delivery                          |              |               |              |
|-----------------------------------|--------------|---------------|--------------|
| Coca Cola Pet 1.5L x 1            | 1.50         |               |              |
| Coke Zero 400ml x 2               | 2.50         |               |              |
| Butter Chicken Masala (Large) x 3 | 20.34        |               |              |
| Bell Pepper, Cheese, Jalapeno     |              |               |              |
| <b>Subtotal</b>                   | <b>24.34</b> |               |              |
| <b>Total</b>                      | <b>24.34</b> |               |              |
| <b>SAVE</b>                       |              | <b>CHARGE</b> | <b>24.34</b> |

(Once you click “Charge” button in Payment Interface, you will see the Grand total and the payment types.)



| Select customer                   |              |
|-----------------------------------|--------------|
| Delivery                          |              |
| Coca Cola Pet 1.5L x 1            | 1.50         |
| Coke Zero 400ml x 2               | 2.50         |
| Butter Chicken Masala (Large) x 3 | 20.34        |
| Bell Pepper, Cheese, Jalapeno     |              |
| <b>Subtotal</b>                   | <b>24.34</b> |
| <b>Total</b>                      | <b>24.34</b> |

**USD 24.34**  
Total

Cash received: **25.00**

**CASH**

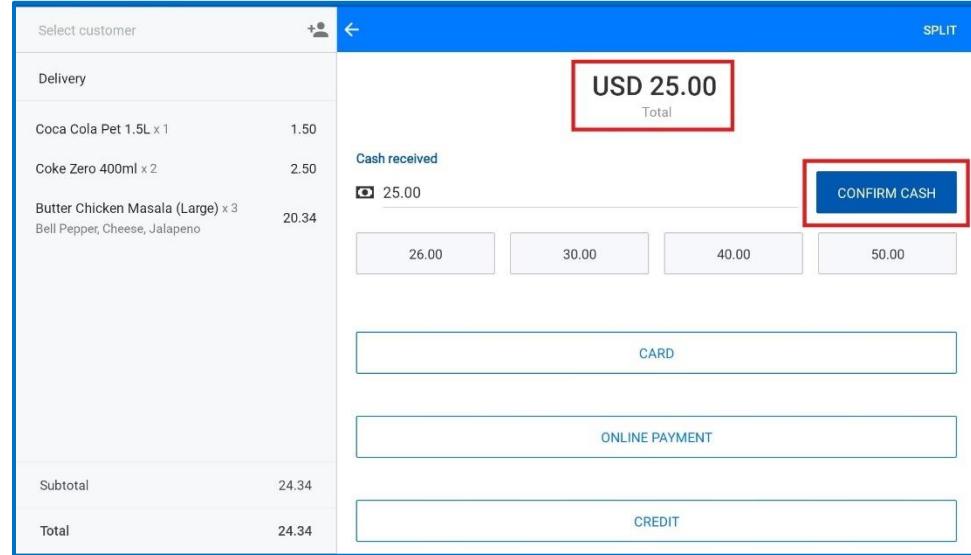
26.00 30.00 40.00 50.00

CARD

ONLINE PAYMENT

CREDIT

III. When the Cash payment type is clicked, the screen will update the Grand Total with the rounded value. You can then confirm the payment with the "Confirm Cash" button.



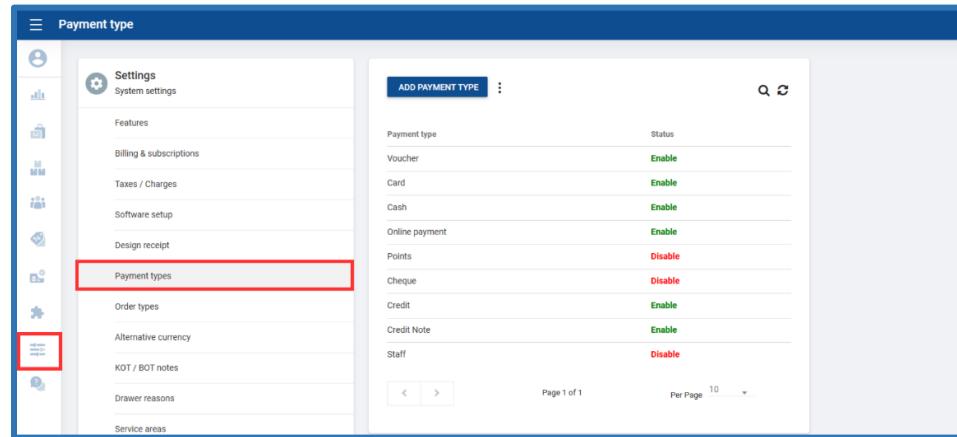
The image shows a SalesPlay POS screen for a cash transaction. The total amount is displayed as **USD 25.00** (Total). A red box highlights the **CONFIRM CASH** button. The screen also shows a breakdown of items: Coca Cola Pet 1.5L x 1 (1.50), Coke Zero 400ml x 2 (2.50), Butter Chicken Masala (Large) x 3 (20.34, with a note: Bell Pepper, Cheese, Jalapeno). There are also fields for Cash received (25.00), payment methods (CARD, ONLINE PAYMENT, CREDIT), and a note about Subtotal (24.34) and Total (24.34).

## 8.6. How to Enable/Disable the Cash Drawer for Different Payment Types

This feature will allow users to on/ off cash drawers for different payment types.

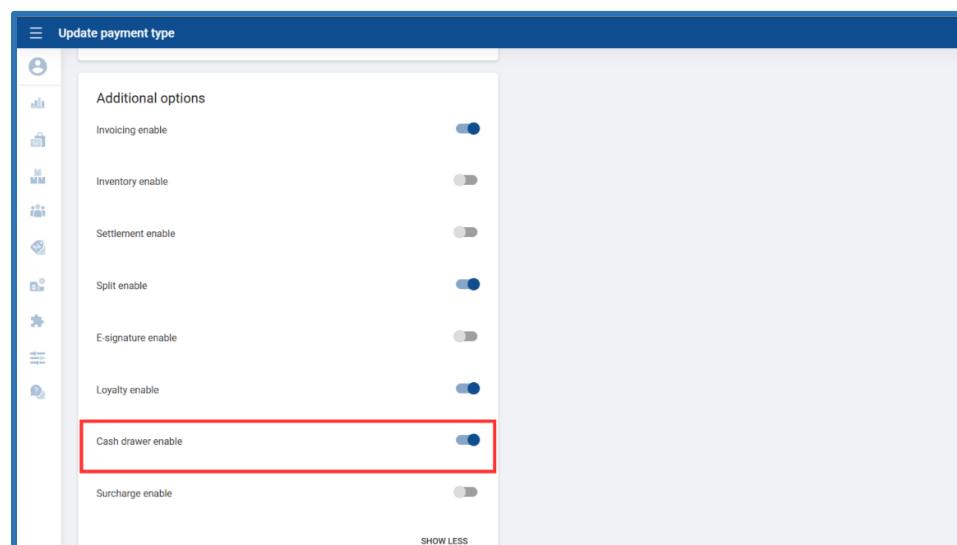
Ex: For Card payments, some businesses may need to ON the Cash drawer and others may need to OFF the cash drawer opening.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Payment Types”



| Payment type   | Status  |
|----------------|---------|
| Voucher        | Enable  |
| Card           | Enable  |
| Cash           | Enable  |
| Online payment | Enable  |
| Points         | Disable |
| Cheque         | Disable |
| Credit         | Enable  |
| Credit Note    | Enable  |
| Staff          | Disable |

- IV. Click the relevant payment type
- V. Click drop-down button near “Additional Options”
- VI. Check ON or OFF the “Cash drawer enable” button



| Additional options |                                     |
|--------------------|-------------------------------------|
| Invoicing enable   | <input checked="" type="checkbox"/> |
| Inventory enable   | <input type="checkbox"/>            |
| Settlement enable  | <input type="checkbox"/>            |
| Split enable       | <input checked="" type="checkbox"/> |
| E-signature enable | <input type="checkbox"/>            |
| Loyalty enable     | <input checked="" type="checkbox"/> |
| Cash drawer enable | <input checked="" type="checkbox"/> |
| Surcharge enable   | <input type="checkbox"/>            |

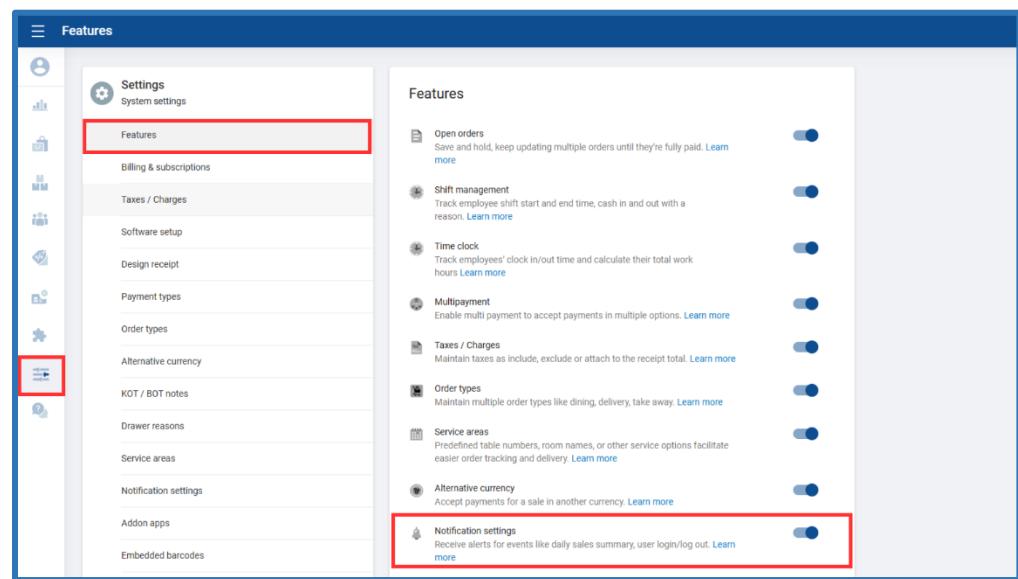
- VII. Click “Update”

## 9. Notifications

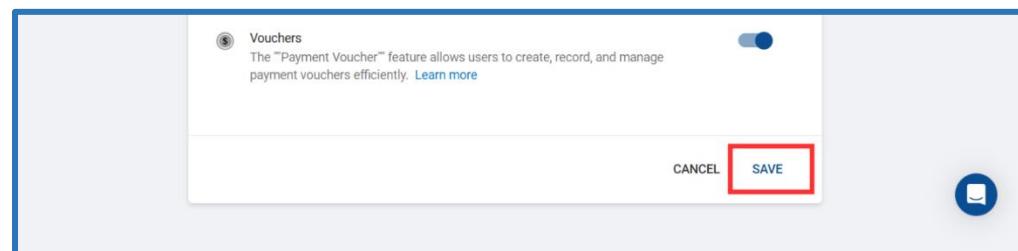
### 9.1. How to Enable Email Notifications

To start receiving email notifications, you need to enable this feature in the SalesPlay POS Back-office,

- I. Log in to SalesPlay POS Back-office Web portal
- II. Click on Setting in the Main menu
- III. Go to the Feature section
- IV. Turn ON the Notification settings option



- V. Click Save.

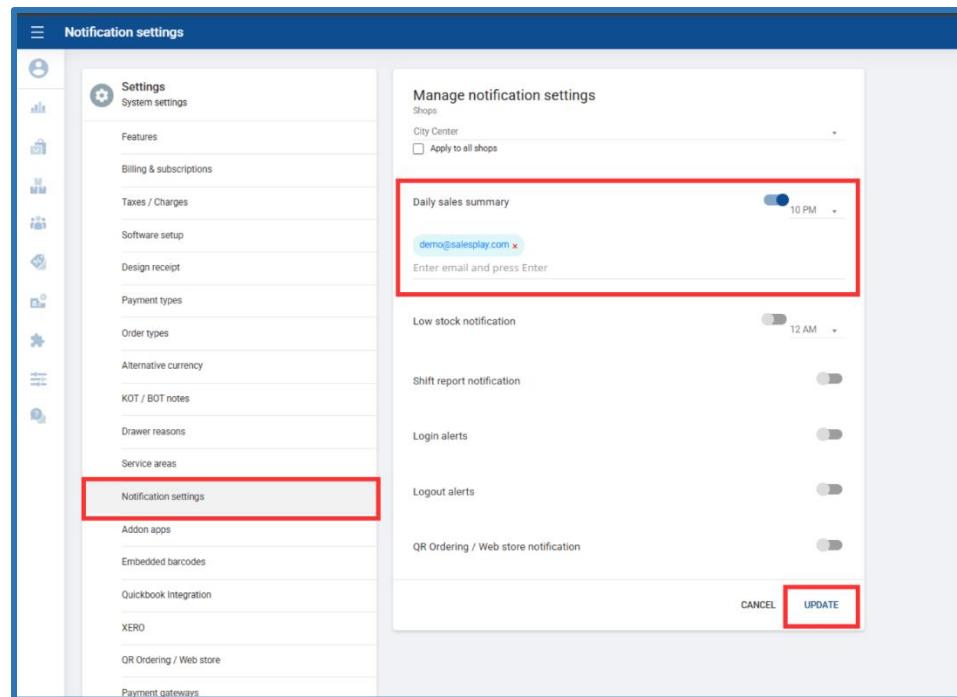


Once enabled, a new Notification Settings section will appear in Settings,

## 9.2. How to Set Up Daily Sales Summary Email Notifications

Users can get an email notification of the Daily Sales Summary for a given time of the day.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to Notification Settings
- IV. Turn On “Daily Sales Summary” button
- V. Enter a time
- VI. Type the valid email address to which you want to receive notification
- VII. And press “Enter”



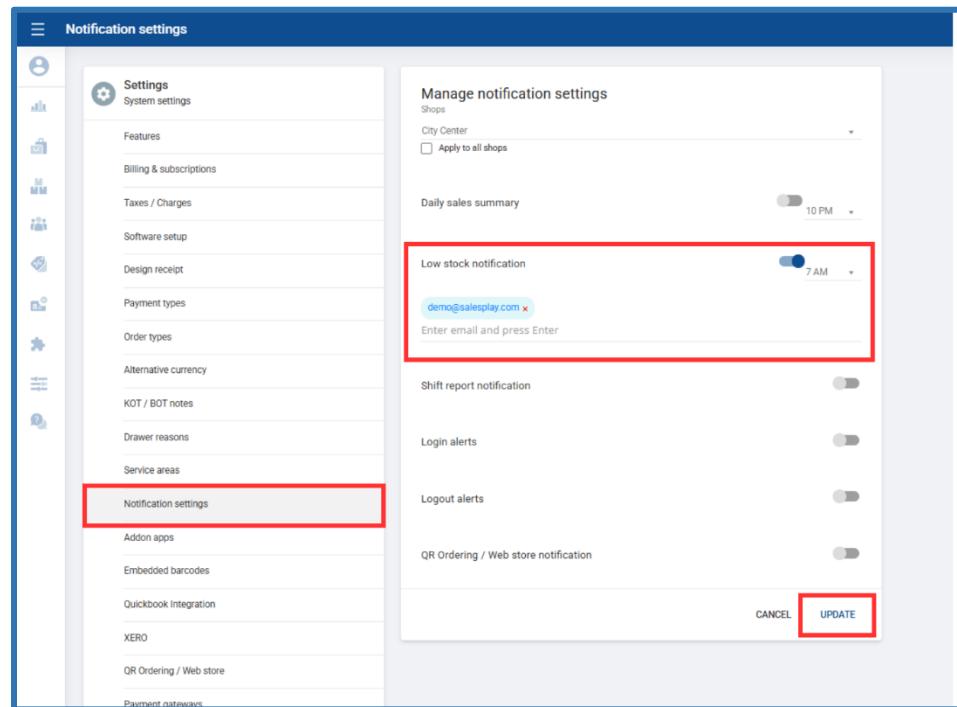
- VIII. Click “Update”

### 9.3. How to Receive Low Stock Email Notifications

The “Email Notification” feature in the POS system is a valuable tool that alerts you when stock levels reach the safety stock threshold. This helps you stay informed about products running low so you can reorder them in time.

To enable this report, ensure that the “**Safety Stock**” amount is set for the products.

- I. Log in to POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to Notification Settings
- IV. Turn On “Low stock notification” button
- V. Enter a time
- VI. Type the valid email address to which you want to get low stock notification
- VII. And press “Enter”



- VIII. Click “Update”

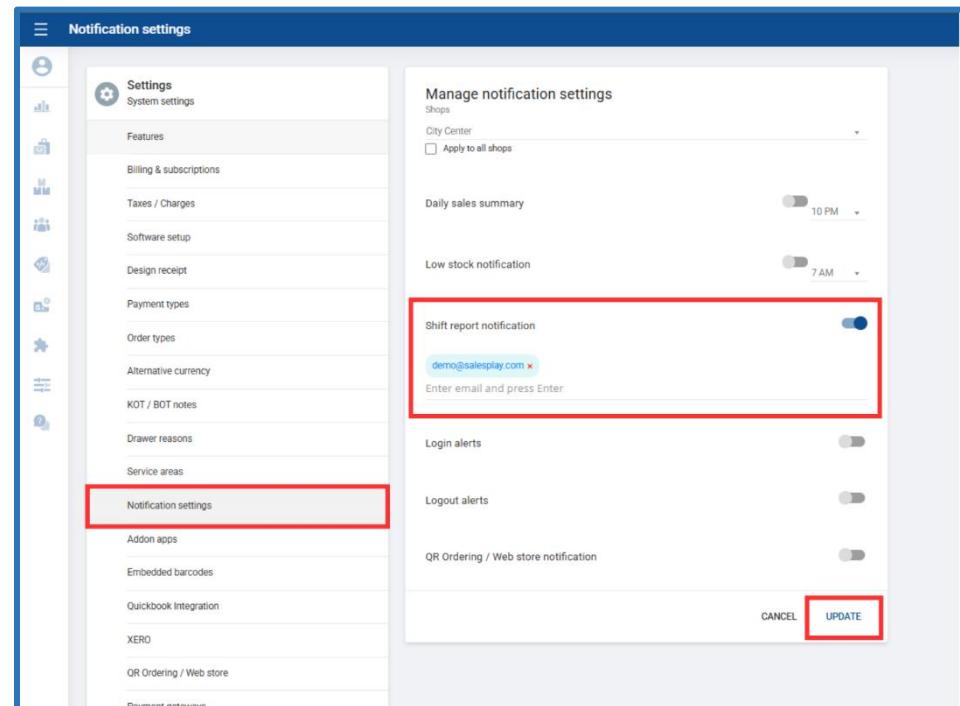
Now, when the Product's stock is getting low than the safety stock amount, “**Low Stock Notification**” will be sent, and when “In stock” level hits negative value, system will send you the “**Negative Stock Notification**”



#### 9.4. How to Receive Shift Report Email Notifications

To receive an email when a staff member completes their shift,

- I. Log in to POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to Notification Settings
- IV. Turn On “Shift report notification” button
- V. Type the valid email address to which you want to get low stock notification
- VI. And press “Enter”

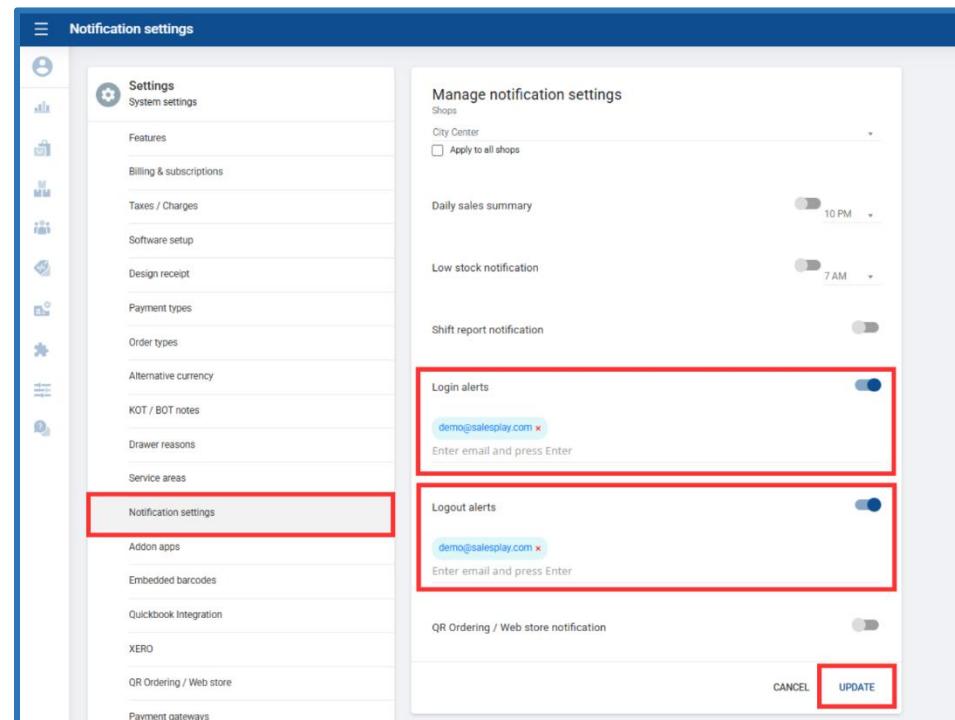


- VII. Click “Update”

## 9.5. How to Receive Log in and Logout Email Notifications

You can get an email notification when the staff log in to the POS app or log out from the POS app.

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to Notification Settings
- IV. Turn On “Login alerts” and/or “Logout alerts” button
- V. Type the valid email address to which you want to get notification
- VI. And press “Enter”

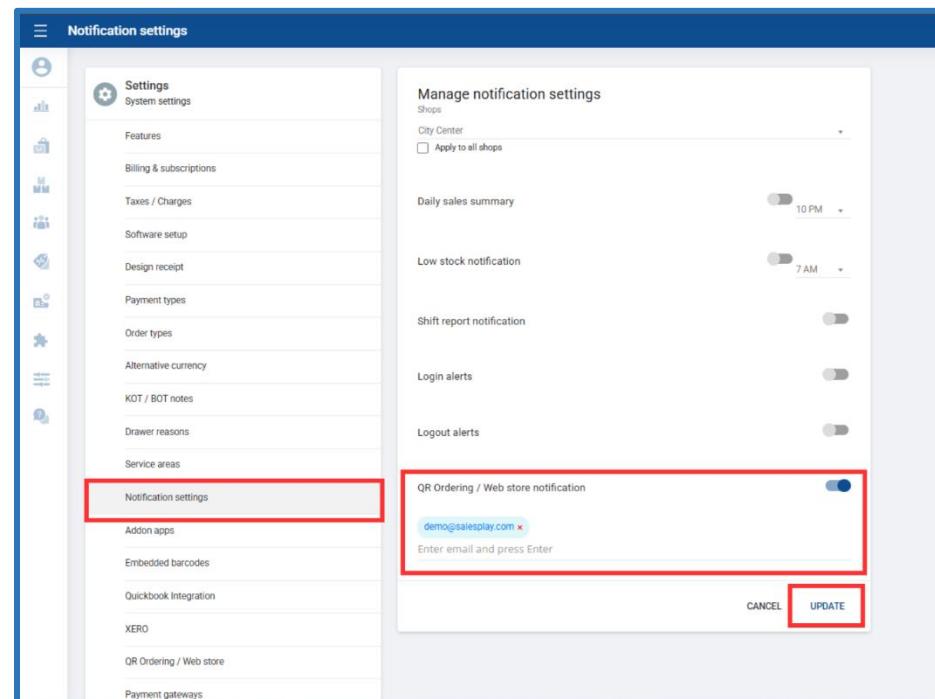


- VII. Click “Update”

## 9.6. How to Receive QR Ordering / Web store Email Notifications

Get notified when a customer places an order via QR Ordering or the Web Store,

- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to Notification Settings
- IV. Turn On “QR Ordering / Web store notification” button
- V. Type the valid email address to which you want to get notification
- VI. And press “Enter”



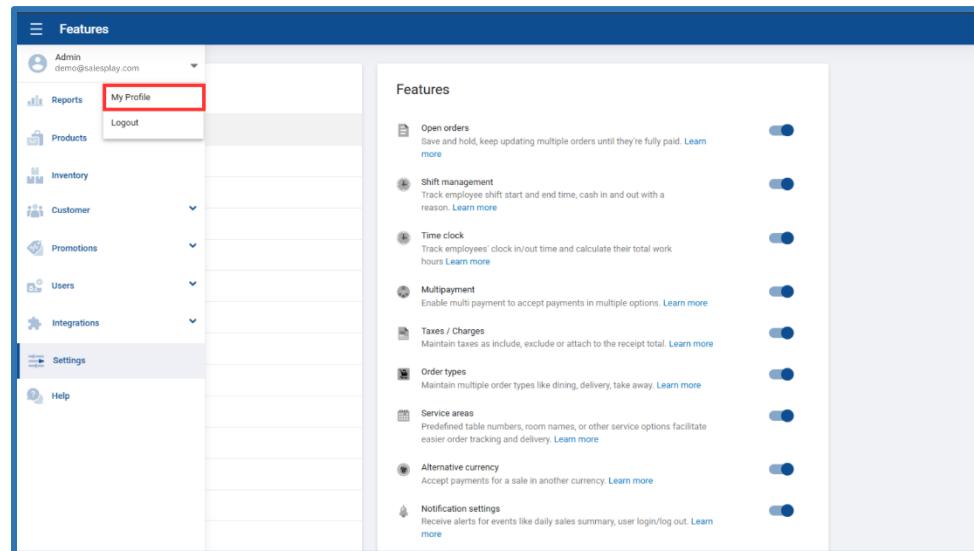
- VII. Click “Update”

## 10. Settings

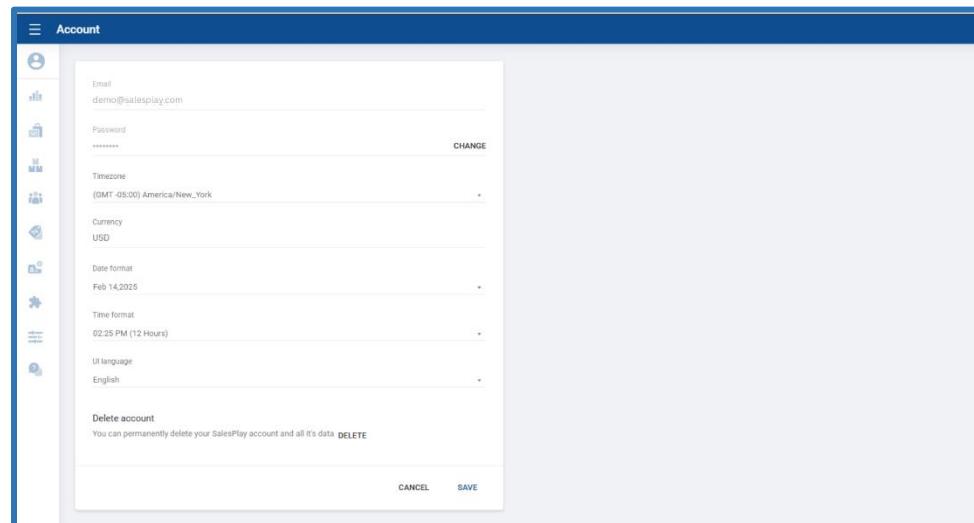
### 10.1. How to Change My Profile Details (Time, Date, Language) in SalesPlay

These instructions detail how to modify the currency format within the SalesPlay POS back-office web portal, allowing you to display prices in your preferred currency.

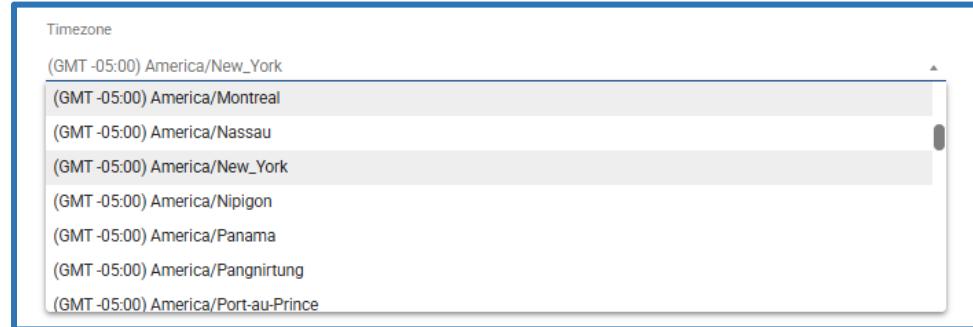
- I. Log in to the SalesPlay POS Back-office Web portal
- II. From Main menu, Select “Admin” profile section



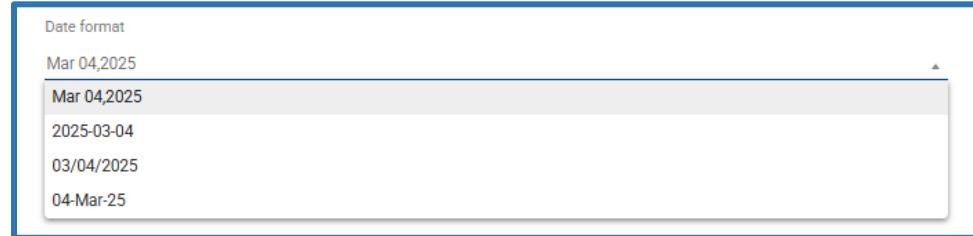
- III. Go to “My Profile”



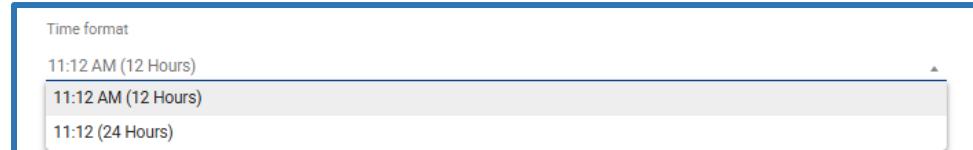
IV. Click “Time zone”, on the dropdown menu and select your time zone



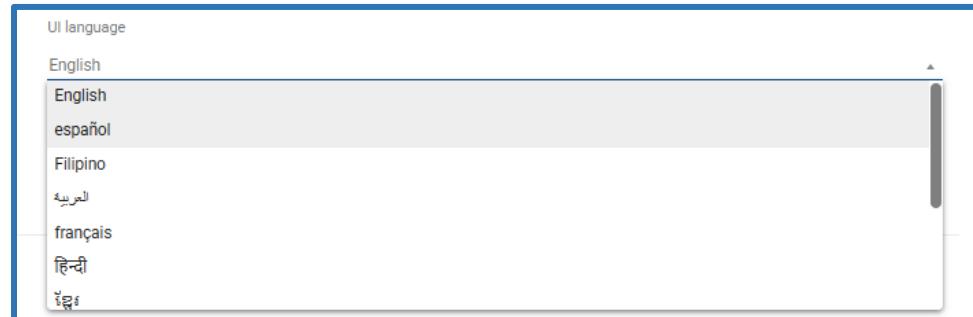
V. Click “Date Format”, on the dropdown menu and select the data format you want



VI. Click “Time Format”, on the dropdown menu and select the time format you want



VII. Click “UI Language”, click on the dropdown menu and select the language you want (For now, SalesPlay supports 15 different languages - English, Chinese, Hindi, Arabic, French, Spanish, Russian, Japanese, Filipino, German, Italian, Khmer, Swedish, Turkish and Malay.



VIII. Click “SAVE” button

## 10.2. How to Set up Customer Display App

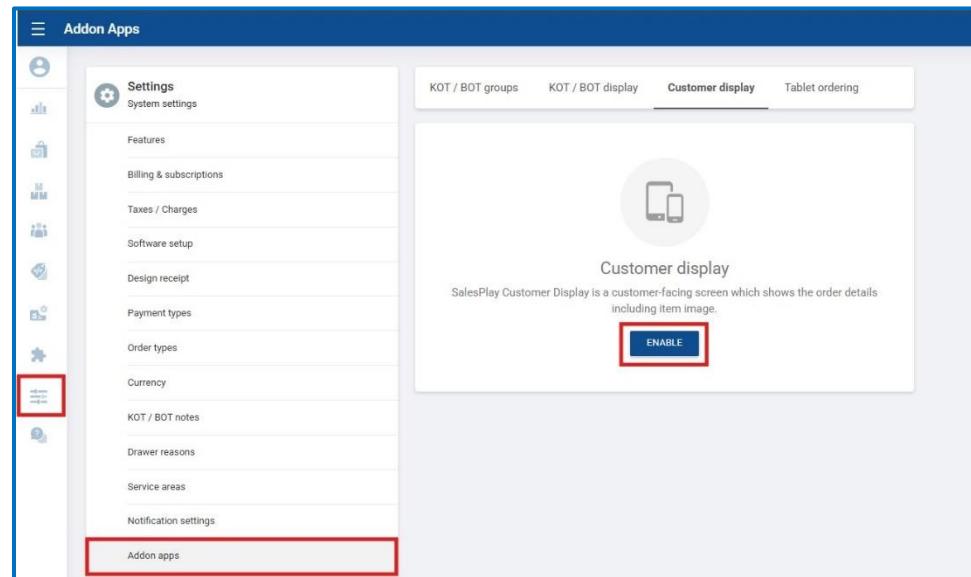
SalesPlay Customer Display App is a customer-facing screen that shows the order details including product name, price, total and balance etc. to customer.

Features:

- Displays all necessary order information: items, discounts, and the total amount

### Backoffice

- I. Log in to Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Click “Addon Apps” section and select “Customer Display” tab

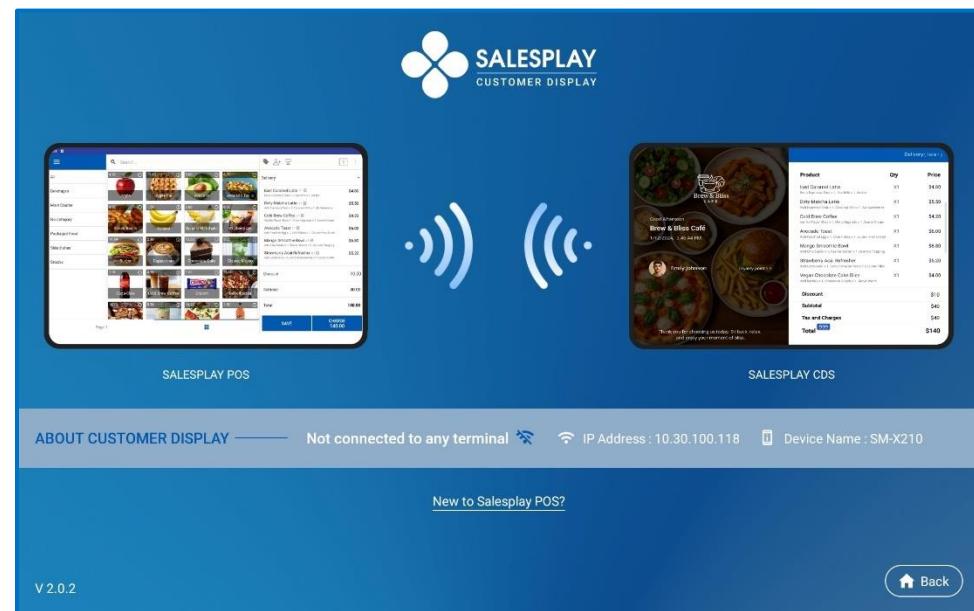


- IV. Click “Enable” button

### Customer Display App

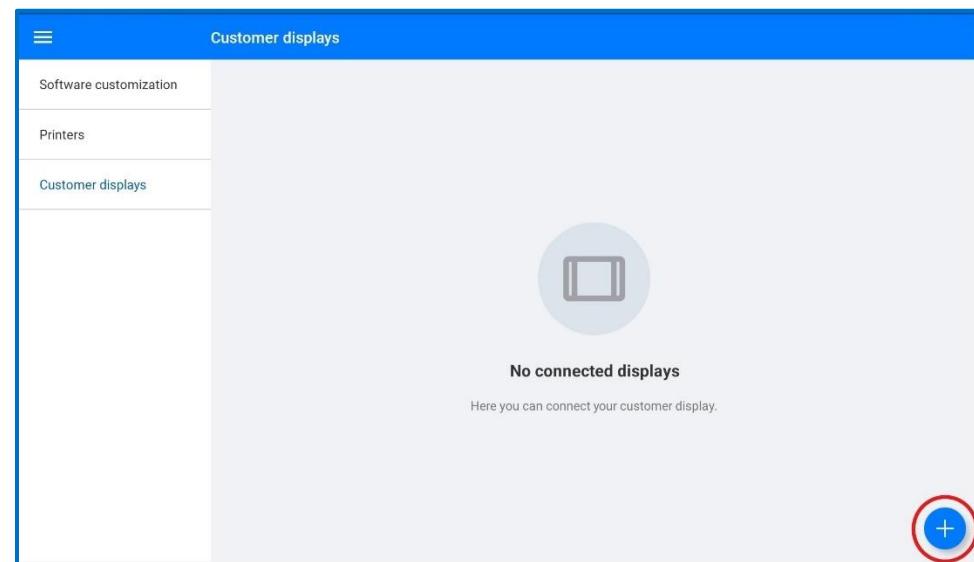
- V. Download the “Customer Display App”  
[\(https://play.google.com/store/apps/details?id=com.salesplay.customer\\_display\)](https://play.google.com/store/apps/details?id=com.salesplay.customer_display)

## VI. Open the App



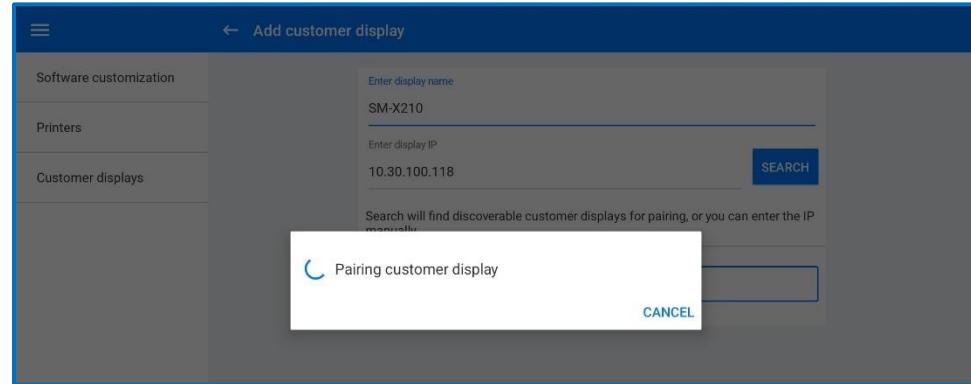
### POS App

- I. POS App Main menu
- II. Select Settings
- III. Click Customer Displays
- IV. Click “+” button

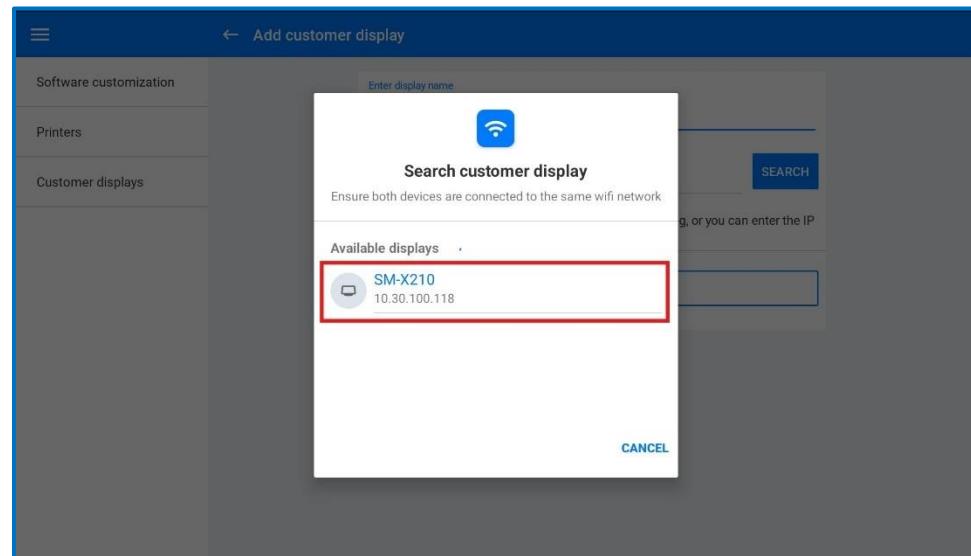


V. Enter display name

VI. Enter display IP or Search the display by clicking the “Search” button  
 (Please make sure both the POS App and Customer Display App should be connected in same WI-FI network)



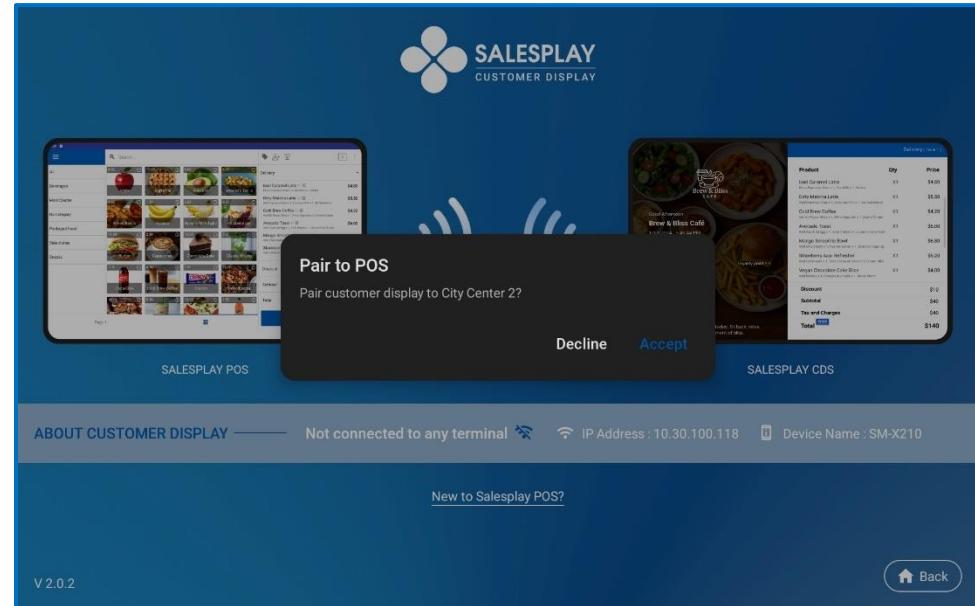
VII. Once system picked up the display, click “Pair Customer Display”



## Customer Display App

VIII. A Pop up will appear, “Pair to POS”

IX. Click “Pair”



## To customize the customer display

- X. From Back-office Web portal, Select “Settings” from Main Menu
- VII. Click “Software setup” section and enable “Customer display setting”
- VIII. Now you can enter the header for your screen, and upload logos and background images for your customer display screen.

Customer display setting

Header  
Master Chef

Logo image



Feature image (QR, Promotion)



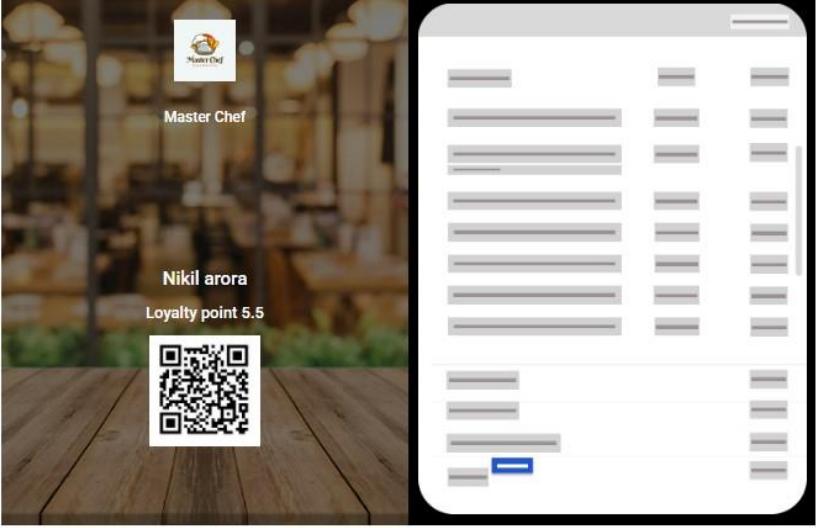
Background image

Image



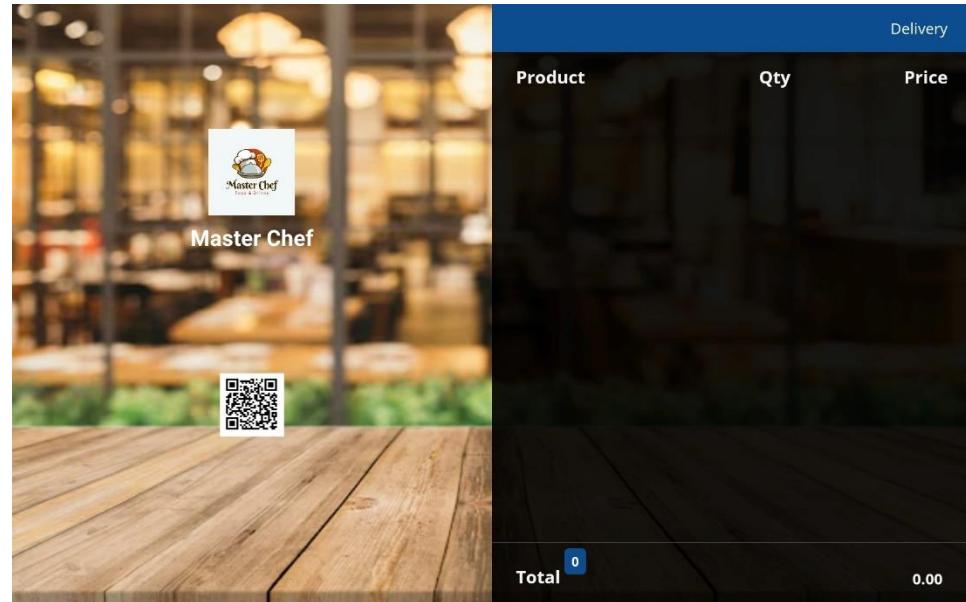
Choose a color





IX. Once all changes are made, click “Update”

X. Now Customer Display app will appear like this.



### 10.3. How to Set up Tablet Ordering App

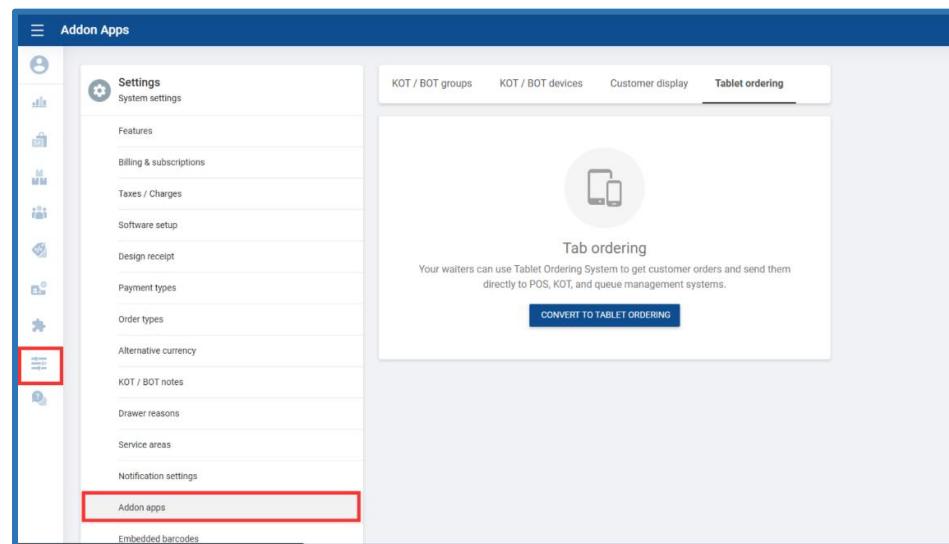
Tablet Ordering System can be used in many industries. For example, in a restaurant.

Waiter can use this system to get customer orders and send them directly to POS device, KOT Display and queue management systems.

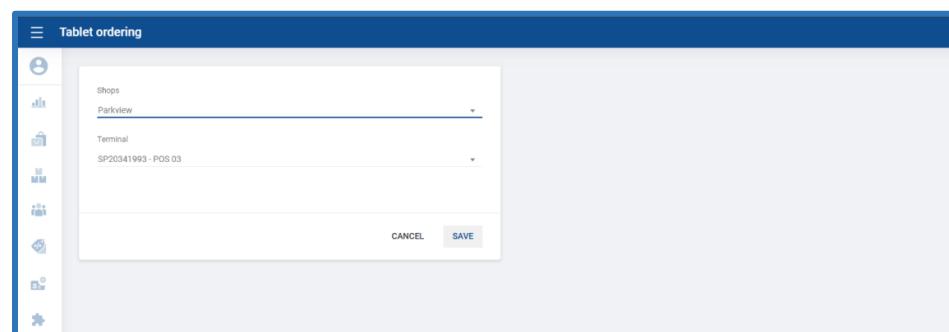
Waiters can show the images of items, record customers' special requests, select target KOTs (KOT or BOT) and select KOT notes.

#### Backoffice

- I. Log in to Back-office Web portal
- II. Select "Settings" from Main Menu
- III. Click "Addon Apps" section and select "Tablet Ordering" tab

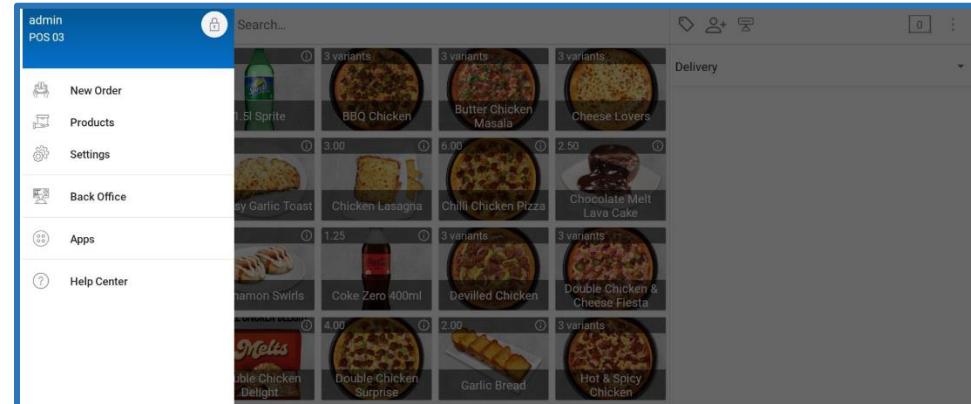


- IV. Click "Register New" icon and provide a name

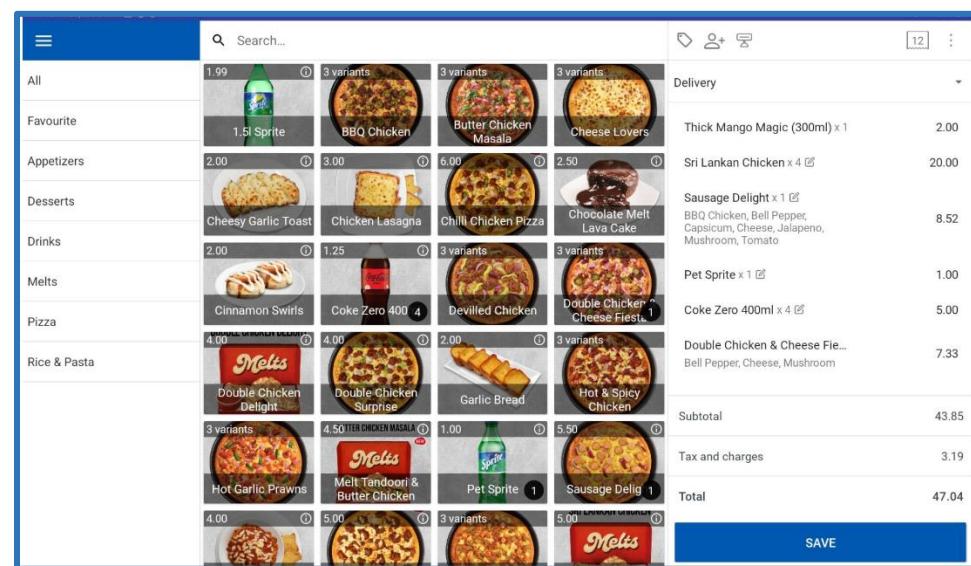


## POS App

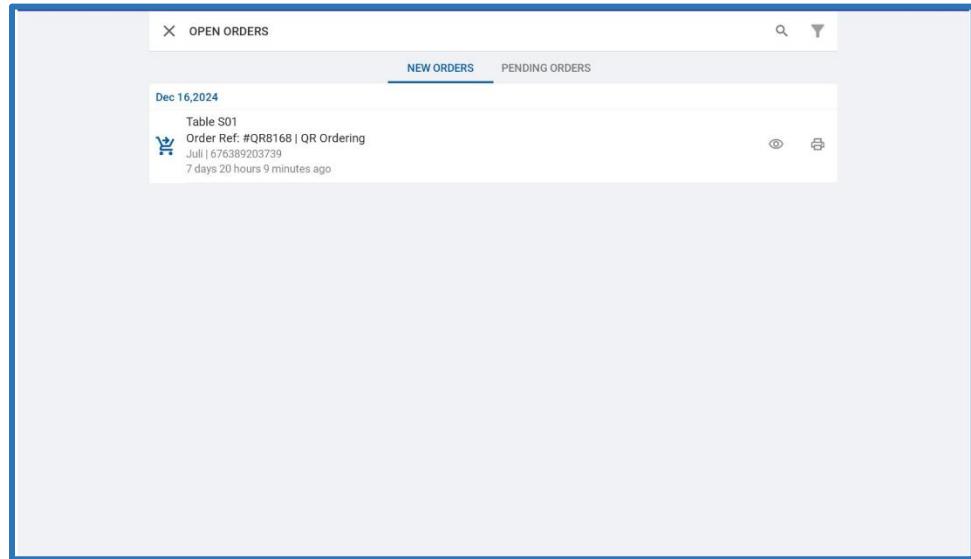
- V. POS App Main Menu
- VI. Sign in to the terminal registered for Tablet Ordering.
- VII. View the updated sections in the left menu.



- VIII. Select the items the customer wants to buy and save the order.



IX. Go to “Open Orders” to view the list of orders placed by the tablet.



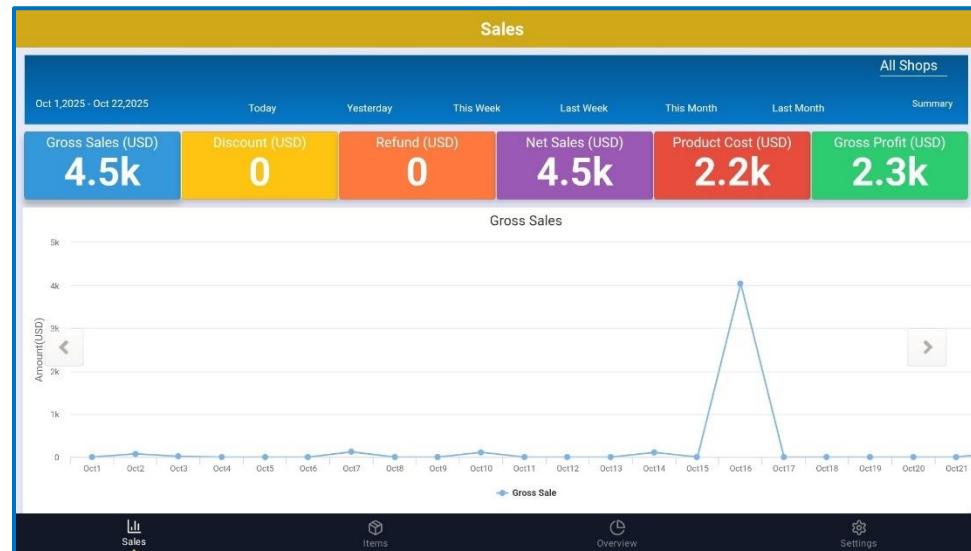
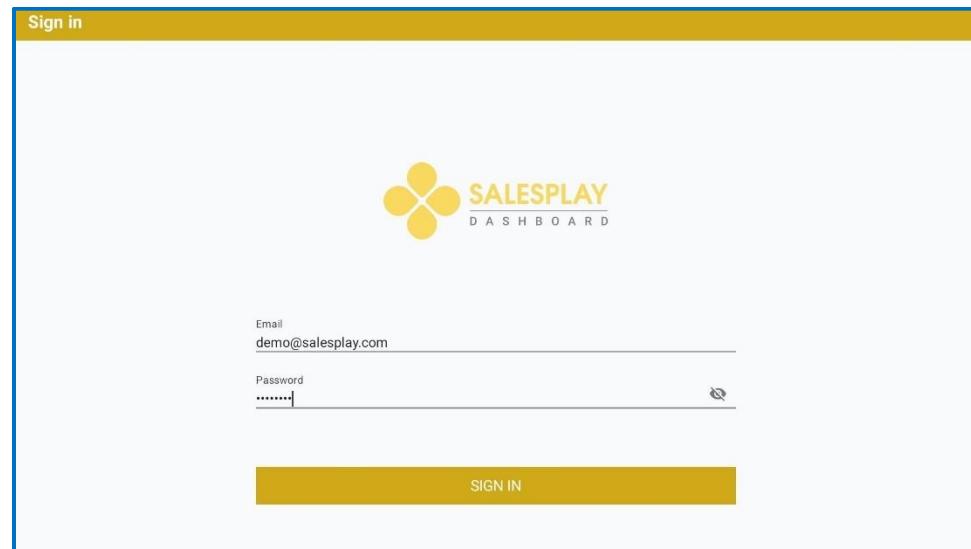
## 10.4. How to Set up Dashboard App

Sales Play Dashboard provides key business information instantly. You can analyze sales and track inventory directly from your smartphone or tablet anytime, anywhere.

- I. Download the “Dashboard App” -

<https://play.google.com/store/apps/details?id=com.salesplay.dashboard.basic&hl>

- II. Open the App
- III. Enter the Backoffice username email address
- IV. Enter the Backoffice password



## 11. Kitchen and Order Management

### 11.1. How to Set up Kitchen Order Ticket KOT / BOT App

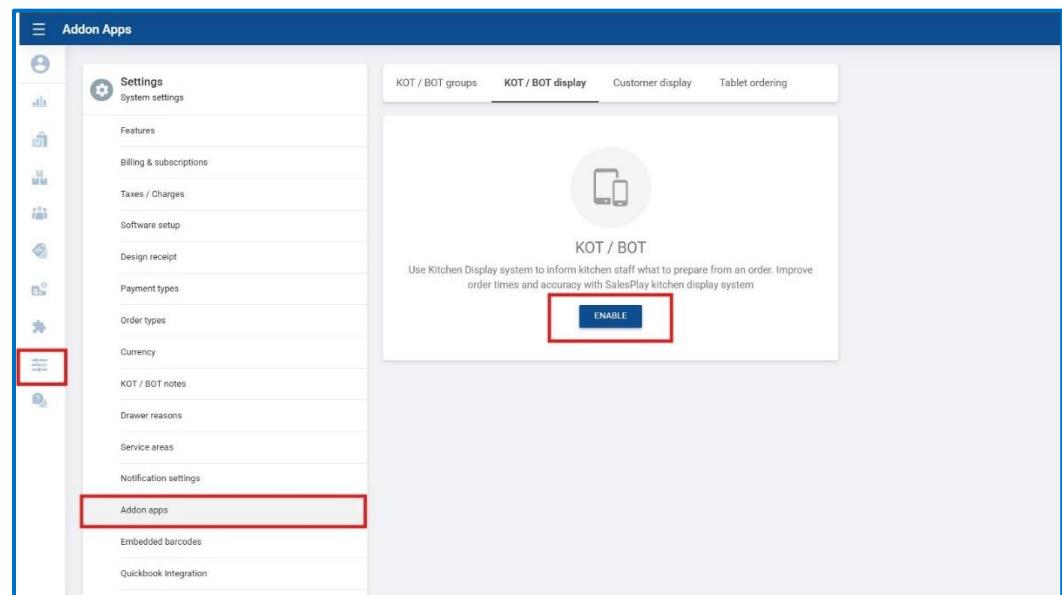
SalesPlay Kitchen Order Ticket KOT / BOT Display App / System can be used in a kitchen or a bar to inform the staff what to prepare for an order.

SalesPlay Kitchen Order Ticket KOT / BOT Display System communicates directly with POS and Queue management displays and smooths the entire business process.

- Get orders from POS and automatically deliver to Kitchen Displays
- Show all Ticket at a glance with indicating waiting time.
- It gives a sound notification for new orders
- Connects with the Tablet Ordering App / System to get new orders

#### Backoffice

- XI. Log in to Back-office Web portal
- XII. Select “Settings” from Main Menu
- XIII. Click “Addon Apps” section and select “KOT /BOT” tab



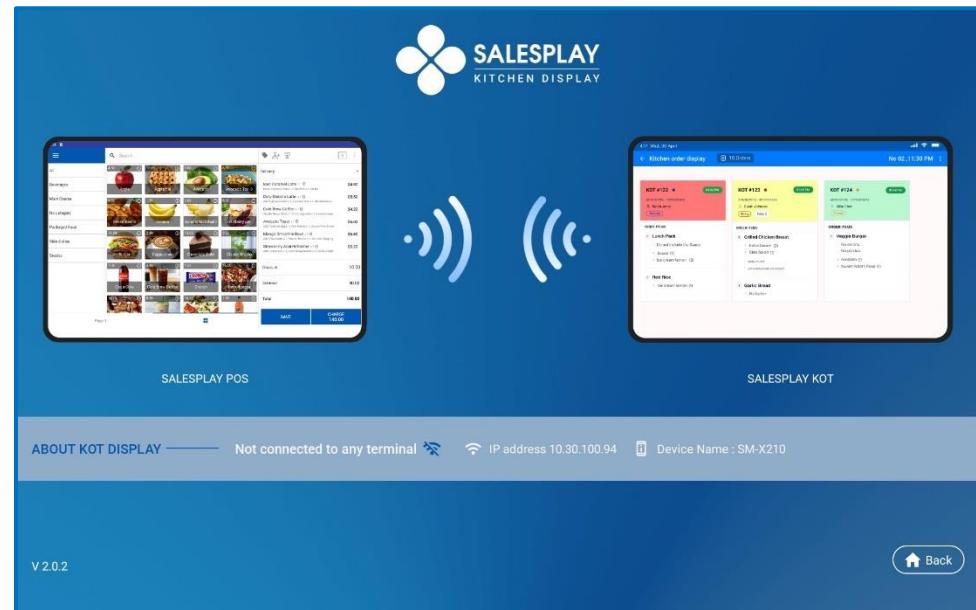
- XIV. Click “Enable” button

## KOT /BOT Display App

XV. Download the “KOT / BOT Display App”

<https://play.google.com/store/apps/details?id=com.salesplay.kotdisplay>

XVI. Open the App and note down the “IP Address” and “Device name” shown on the screen



(Please make sure the app is open on the device)

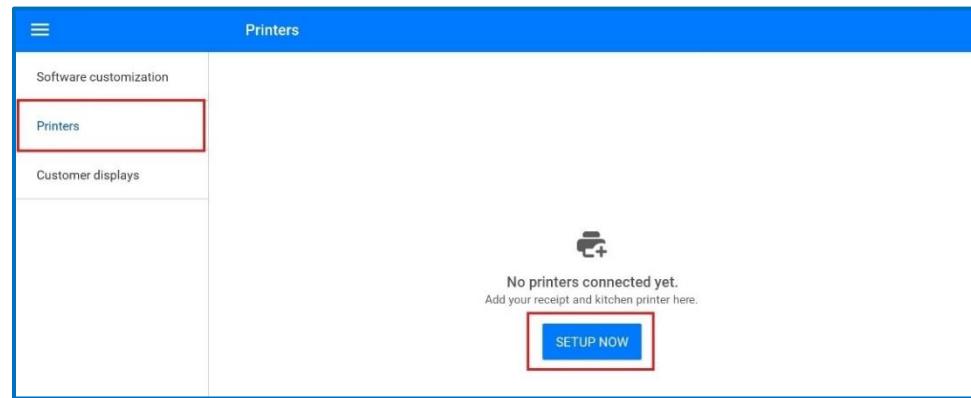
## POS App

XVII. POS App Main menu

XVIII. Select Settings

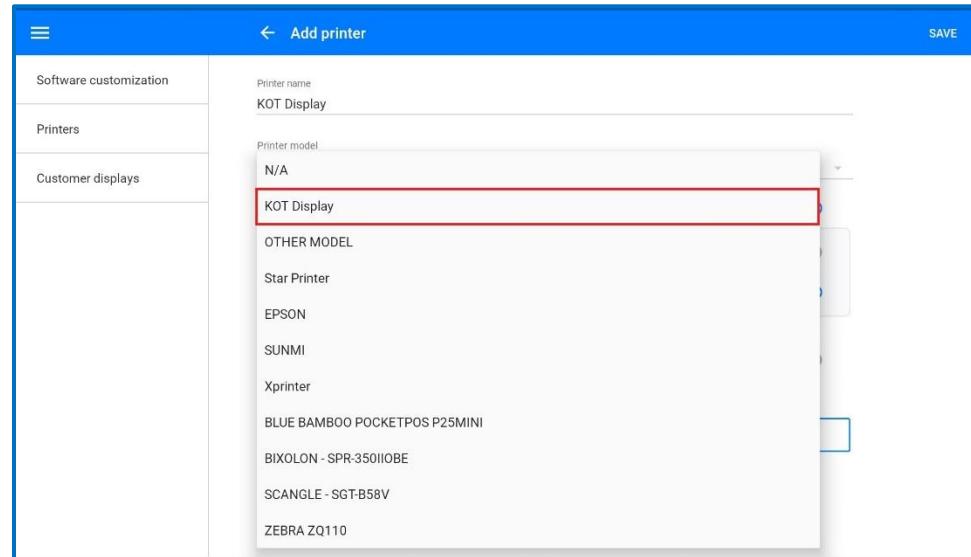
XIX. Click Printers

XX. Click “Setup now” button



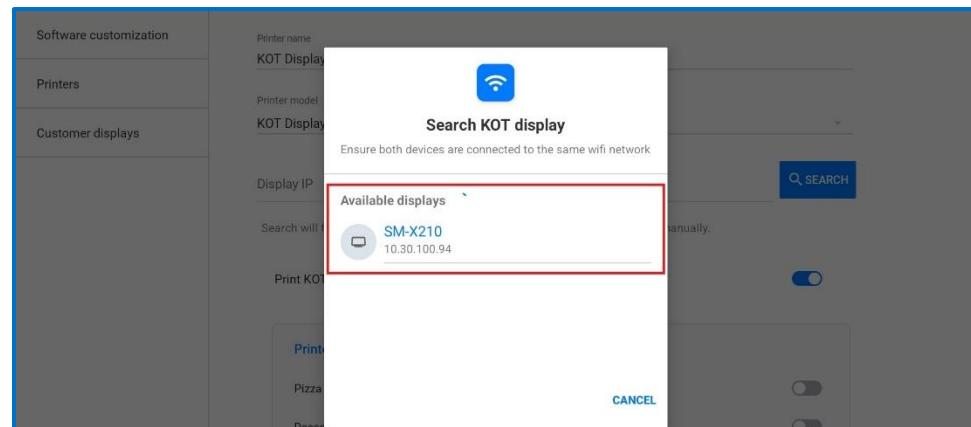
XXI. Enter printer name

XXII. Select KOT Display from the Printer Model list



XXIII. Click Search or enter the IP address manually

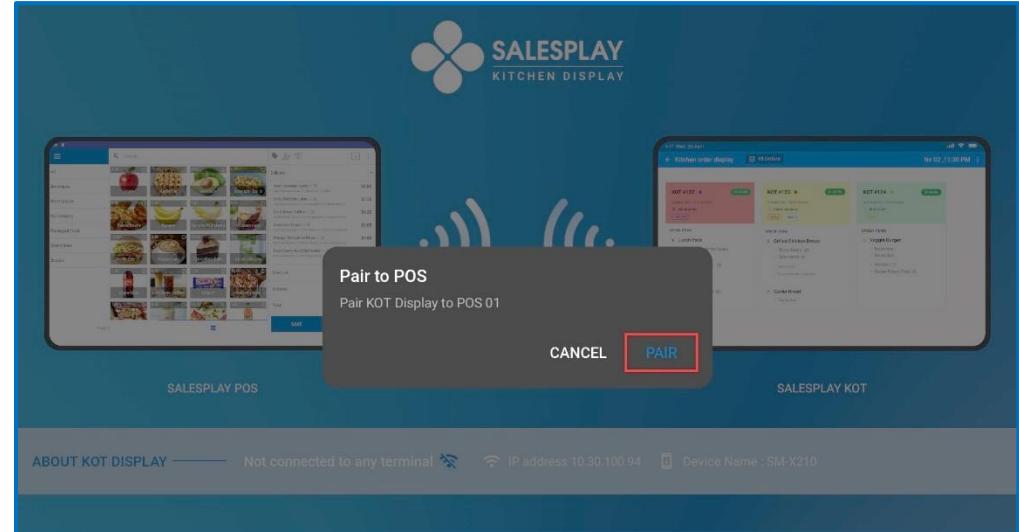
XXIV. Click Pair Display



## KOT /BOT Display App

XXV. A Pop up will appear, “Pair to POS”

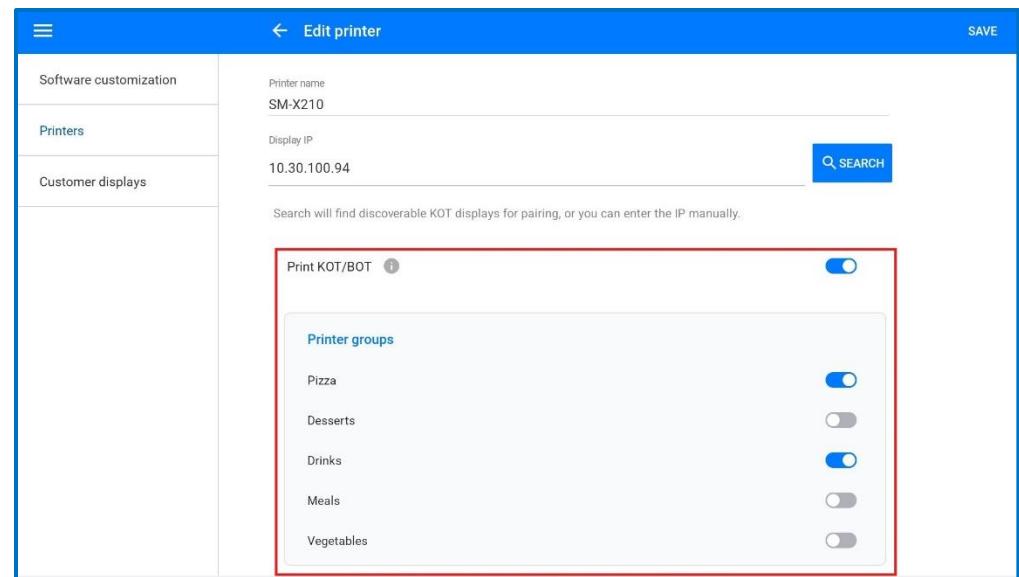
XXVI. Click “Pair”



## On POS App

XXVII. Enable the “Print KOT/BOT”

XXVIII. Enable the group you want to use



XXIX. Click “Save”

## 11.2. How to Set up Kitchen Order Ticket KOT / BOT and KOT Groups

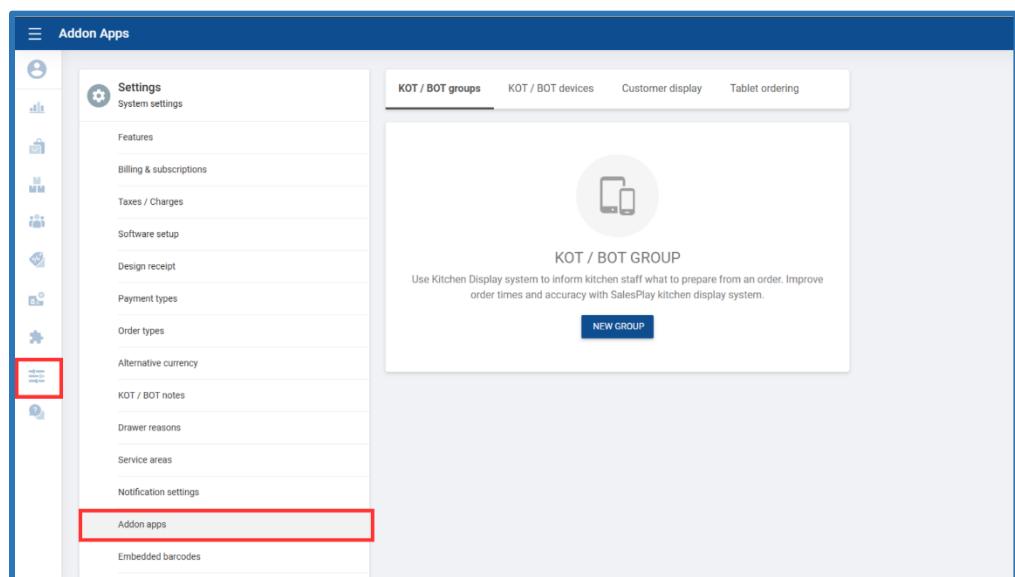
The KOT/BOT feature allows efficient communication between the POS system, kitchen, and bar, streamlining business operations by ensuring the correct items are prepared in the designated areas.

Key Features of KOT/BOT:

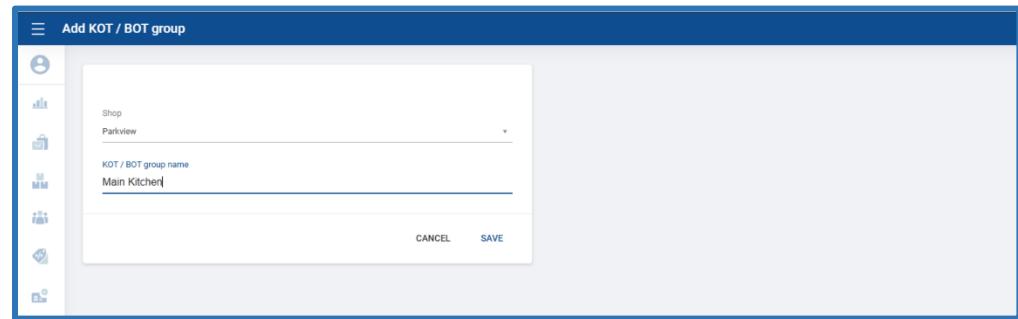
- Orders from POS are automatically sent to the kitchen or bar via printer or display.
- Separate KOTs can be generated from the same receipt.
- Multiple KOT printers can be added (e.g., one for the bar, one for Kitchen 1, and another for Kitchen 2).

### Backoffice

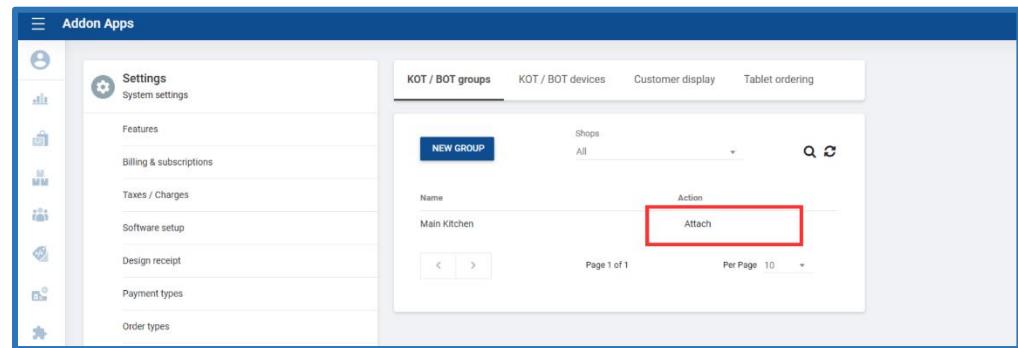
- I. Log in to Back Office web portal
- II. Select “Settings” from Main Menu
- III. Click “Addon Apps” section and select “KOT /BOT Groups” tab



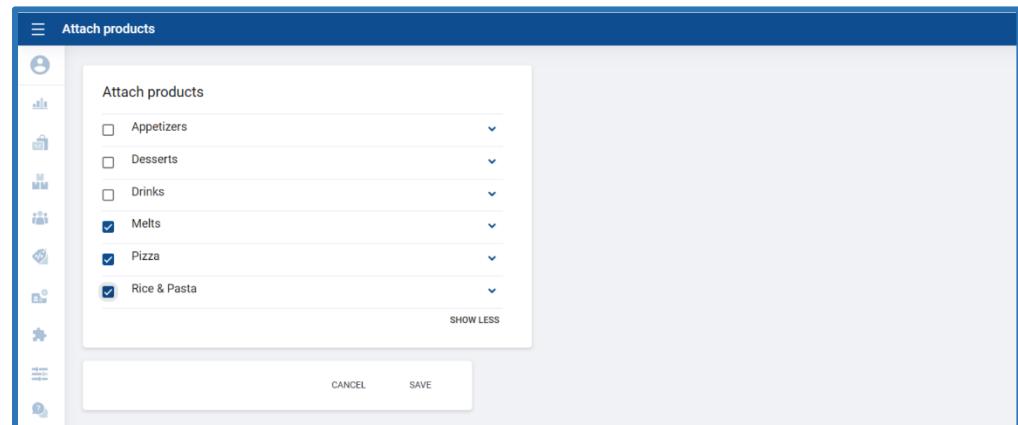
IV. Click “New Group” icon and provide a name and Save



V. Select the created group and click “Attach” button



VI. Check ON categories or products which need to added to KOT / BOT Group

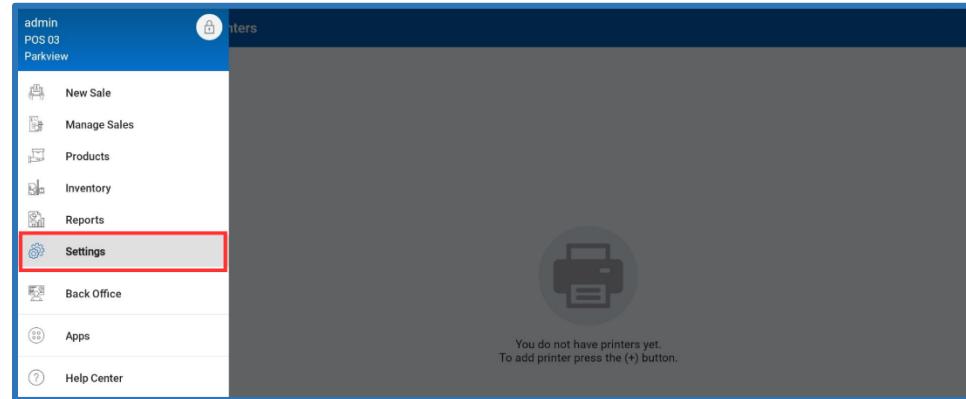


VII. Click “Save”

## POS App

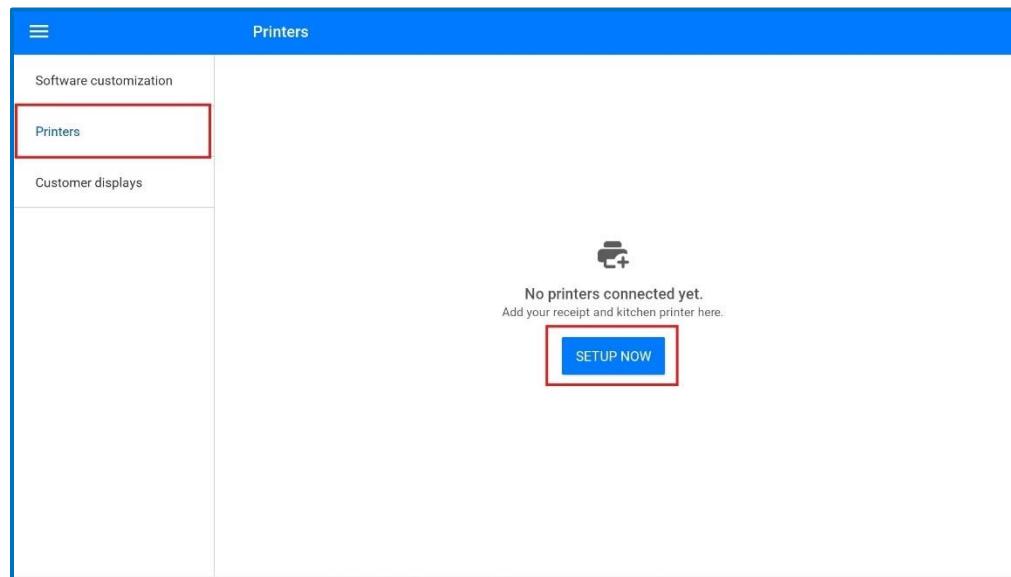
I. POS App Main Menu

II. Select “Settings”



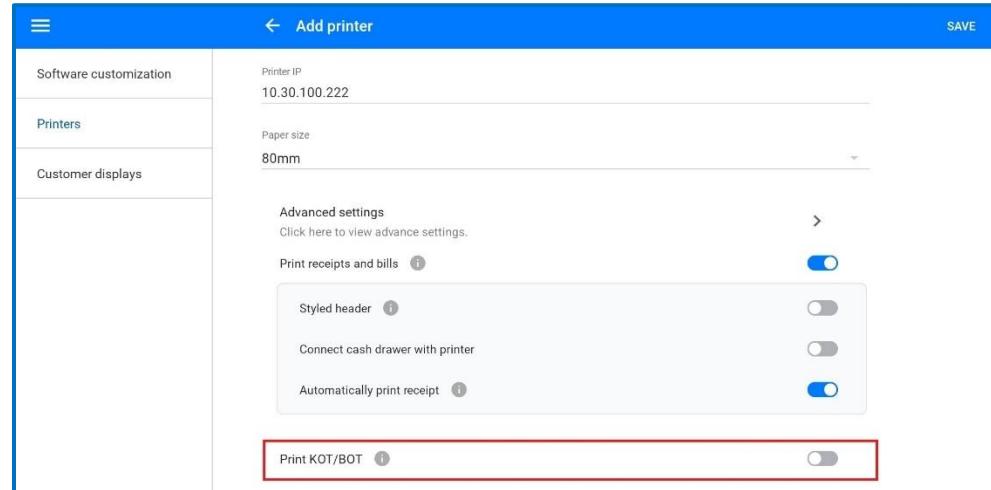
III. Click “Printers”

IV. Click “Setup now” button

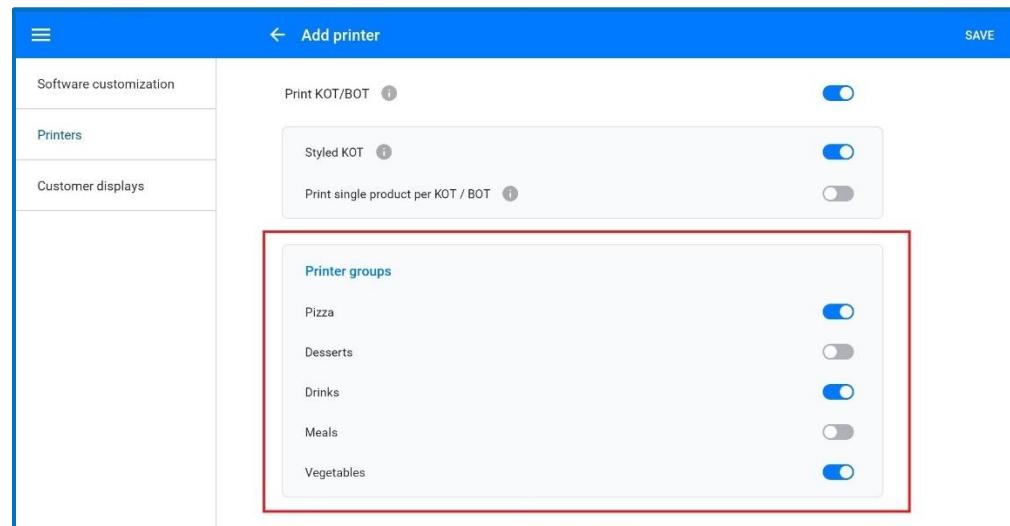


V. Enter printer name

VI. Check ON “Print KOT / BOT” option



VII. Check ON “Printer Groups”



VIII. Click “Save”

(If you have already created a PRINTER setup, click on it and CHECK ON the “print KOT /BOT “button and select “printer groups” and click the SAVE button.)

(Once you attach products to KOT /BOT Group from Backoffice side, those details come to the POS App. You can click the “product information” (I) button and check whether the KOT Target area the provided KOT /BOT Group name appears or not)

## 12. Printer Setup

### 12.1. How to Set up a Network Printer with Ethernet Cable and Router

Now you can connect a network printer to the POS terminal using Ethernet Cable and the router.

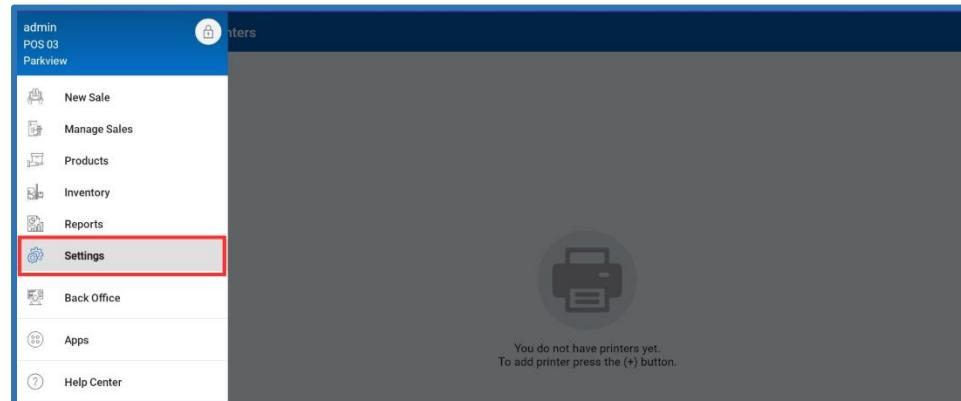
Connect one end of an Ethernet cable to the Ethernet port on the back of the printer, then connect the other end of the cable to the Wi-Fi router port.

#### Wi-Fi Router & Printer Setup

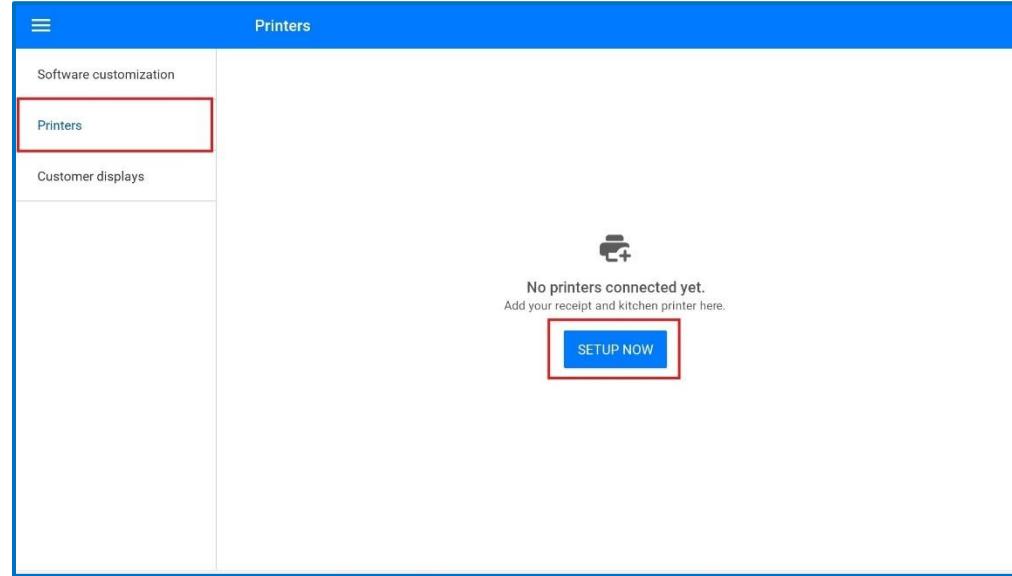
- I. Power On the Wi-Fi Router and connect the POS Terminal to the Wi-Fi
- II. Fix a Network Cable to the Wi-Fi Router
- III. Fix the other end of the Network Cable to Thermal Printer
- IV. Power Off the Printer
- V. Press and hold the both printer Power button and printer feed button continue a few seconds.
- VI. A self-test / settings sheet will print including the IP address of the printer.

#### POS App

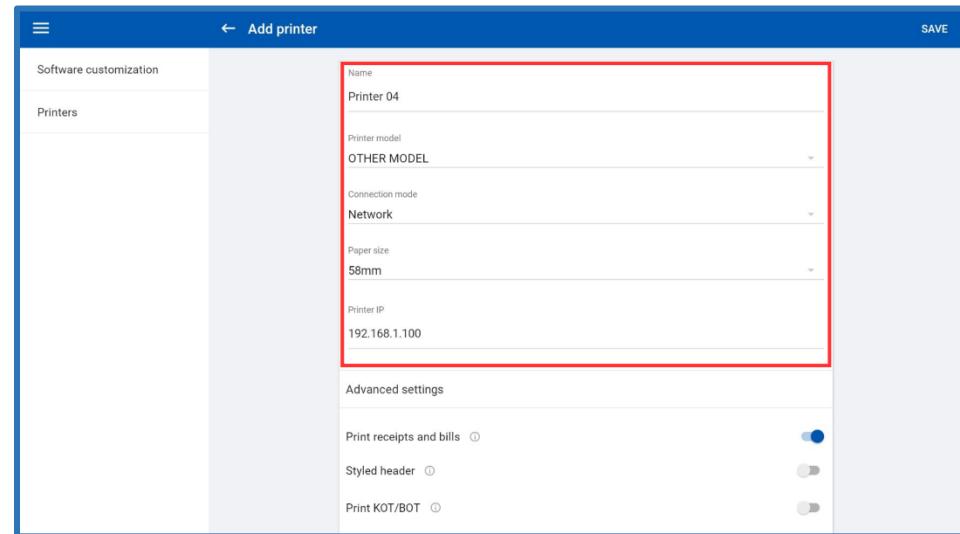
- I. POS App Main Menu
- II. Select “Settings”



- III. Click “Printers”
- IV. Click “Setup now”



- V. Enter printer name
- VI. Select your printer brand or “Other Model”
- VII. Select “Network” as connection mode



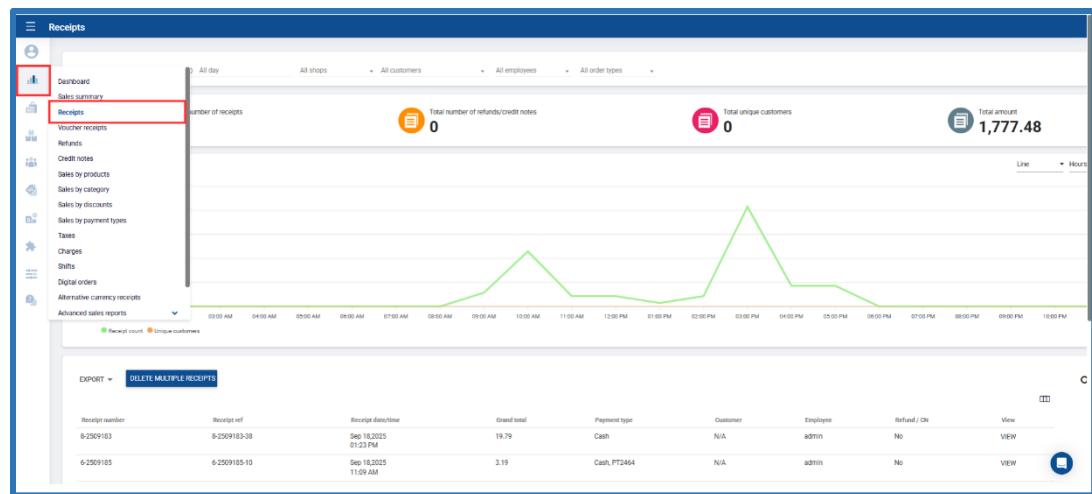
- VIII. Provide the Printer IP (This was printed on the earlier printout)  
 (Press and hold the both printer Power button and printer feed button  
 continue a few seconds and will get a printout with IP Address)

## 13. Reports

In this section, you can learn how to generate and view different types of reports in the SalesPlay Back-office Web portal. These reports help you monitor sales, receipts, inventory, employees, and customers efficiently.

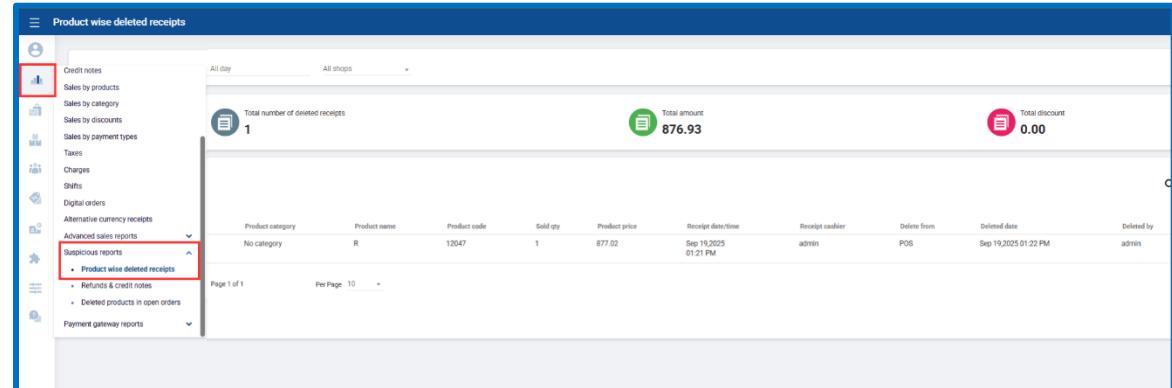
### 13.1 How to View Receipts Report

- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Reports” from the main menu.
- III. Go to Receipts.
- IV. Select the date range and filters to generate the report.



## 13.2 How to View Deleted Receipts Report

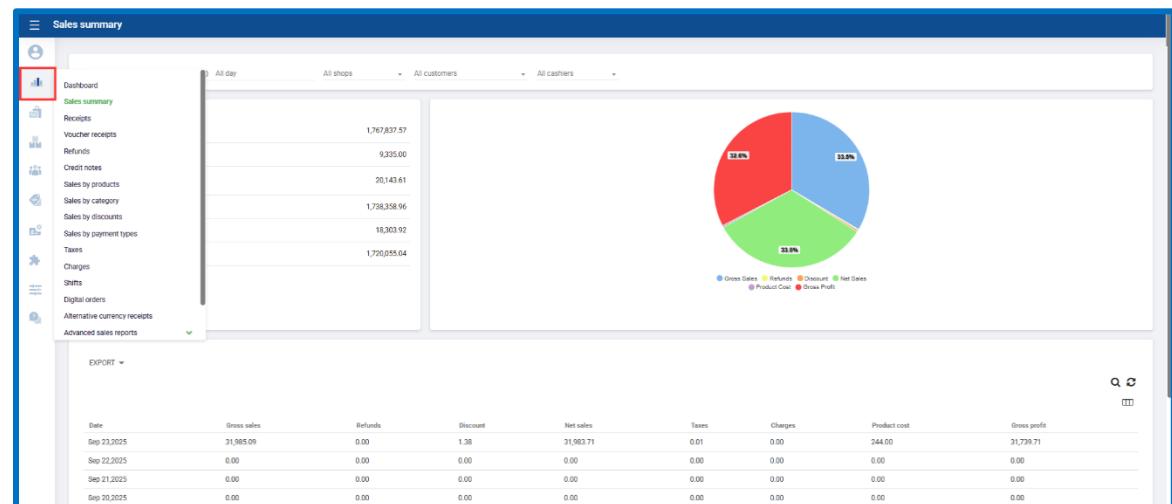
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Reports” from the main menu.
- III. Go to Product wise deleted receipts.
- IV. Apply the filters (date, shop) to check deleted transactions.



| Product category | Product name | Product code | Qty | Product price | Receipt date/time    | Receipt cashier | Delete from | Deleted date         | Deleted by |
|------------------|--------------|--------------|-----|---------------|----------------------|-----------------|-------------|----------------------|------------|
| No category      | R            | 12047        | 1   | 877.02        | Sep 19 2025 01:21 PM | admin           | POS         | Sep 19,2025 01:22 PM | admin      |

## 13.3 How to View Sales Summary Report

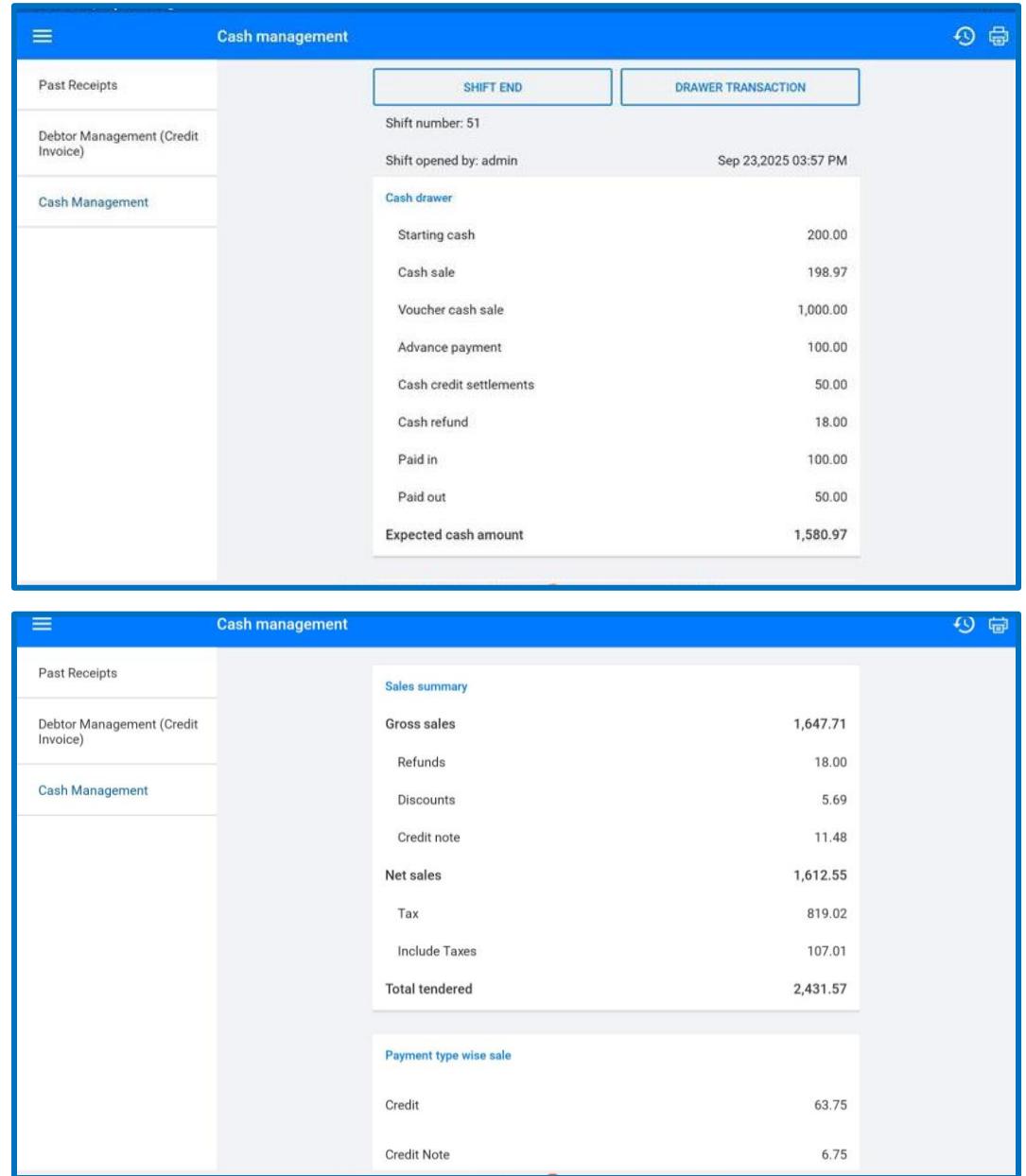
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Reports” from the main menu.
- III. Go to Sales Summary.
- IV. Apply the filters (date, shop, customers) to check deleted transactions
- V. View or export the report for analysis.



| Date        | Gross sales | Refunds | Discount | Net sales | Taxes | Charges | Product cost | Gross profit |
|-------------|-------------|---------|----------|-----------|-------|---------|--------------|--------------|
| Sep 23,2025 | 31,965.09   | 0.00    | 1.26     | 31,983.71 | 0.01  | 0.00    | 244.00       | 31,739.71    |
| Sep 22,2025 | 0.00        | 0.00    | 0.00     | 0.00      | 0.00  | 0.00    | 0.00         | 0.00         |
| Sep 21,2025 | 0.00        | 0.00    | 0.00     | 0.00      | 0.00  | 0.00    | 0.00         | 0.00         |
| Sep 20,2025 | 0.00        | 0.00    | 0.00     | 0.00      | 0.00  | 0.00    | 0.00         | 0.00         |

## 13.4 How to View Shift Report with Sales Summary

- I. POS App Main Menu
- II. Select “Manage Sales”
- III. Click Cash Management



**Cash management**

- Past Receipts
- Debtor Management (Credit Invoice)
- Cash Management**

**SHIFT END**

Shift number: 51  
Shift opened by: admin Sep 23,2025 03:57 PM

| Cash drawer                 |                 |
|-----------------------------|-----------------|
| Starting cash               | 200.00          |
| Cash sale                   | 198.97          |
| Voucher cash sale           | 1,000.00        |
| Advance payment             | 100.00          |
| Cash credit settlements     | 50.00           |
| Cash refund                 | 18.00           |
| Paid in                     | 100.00          |
| Paid out                    | 50.00           |
| <b>Expected cash amount</b> | <b>1,580.97</b> |

**Cash management**

- Past Receipts
- Debtor Management (Credit Invoice)
- Cash Management**

**Sales summary**

|                       |                 |
|-----------------------|-----------------|
| Gross sales           | 1,647.71        |
| Refunds               | 18.00           |
| Discounts             | 5.69            |
| Credit note           | 11.48           |
| <b>Net sales</b>      | <b>1,612.55</b> |
| Tax                   | 819.02          |
| Include Taxes         | 107.01          |
| <b>Total tendered</b> | <b>2,431.57</b> |

**Payment type wise sale**

|             |       |
|-------------|-------|
| Credit      | 63.75 |
| Credit Note | 6.75  |

212

Copyright © 2025 SalesPlay

| Cash management                     |  |                            |
|-------------------------------------|--|----------------------------|
| Past Receipts                       |  | Payment types wise advance |
|                                     |  | Cash 100.00                |
|                                     |  | Card 20.00                 |
| Debtor Management (Credit Invoice)  |  |                            |
| Cash Management                     |  |                            |
| Payment types wise refunds          |  |                            |
|                                     |  | Cash 18.00                 |
| Payment type wise credit settlement |  |                            |
|                                     |  | Cash 50.00                 |
| Payment type wise voucher sale      |  |                            |
|                                     |  | Cash 1,000.00              |

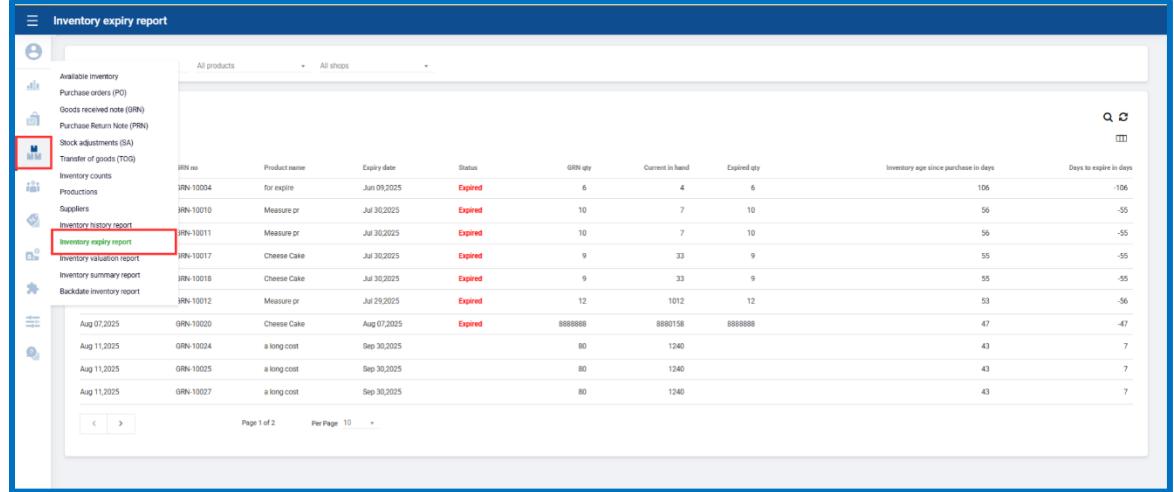
### 13.5 How to View Inventory Valuation Report.

- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Inventory” from the main menu.
- III. Go to Inventory Valuation report.

| Inventory valuation report  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
|---|----------------------|-----------------------|--------------|--------------------|-----------------|--------------|------------------------|--------|------------|------------------|----------------------|---------------|--------------|--------------|-----------------|--------------|------------------|--------|-------|---------|-----|------|------|------|----------|----------|------|-------|---------|-----|------|------|------|----------|----------|------|-------|---------|-----|------|------|------|----------|----------|------|-------|----------------|------|------|------|------|----------|----------|------|-------|--|-----|------|------|------|----------|----------|------|-------|--|-----|------|------|------|----------|----------|------|-------|--|-----|------|------|------|----------|----------|------|----------|--------------|-----|------|------|------|----------|----------|------|----------|--|------|------|------|------|----------|----------|------|--------|--------|------|------|------|------|----------|----------|------|
| Available inventory   |                      | Total inventory value | 104,186.10   | Total retail value |                 | 431,755.25   | Total potential profit |        | 327,569.15 |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Purchase orders (PO)  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Goods received note (GRN)   |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Purchase Return Note (PRN)  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Stock adjustments (SA)  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Transfer of goods (TOG)   |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Inventory counts  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Productions   |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Suppliers   |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Inventory history report  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Inventory expiry report   |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Inventory valuation report  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Inventory summary report  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Backdate inventory report   |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| <table border="1"> <thead> <tr> <th>Product category</th> <th>Product sub category</th> <th>In hand stock</th> <th>Average cost</th> <th>Retail price</th> <th>Inventory value</th> <th>Retail value</th> <th>Potential profit</th> <th>Margin</th> </tr> </thead> <tbody> <tr> <td>Pizza</td> <td>Delight</td> <td>987</td> <td>0.00</td> <td>5.00</td> <td>0.00</td> <td>4,935.00</td> <td>4,935.00</td> <td>100%</td> </tr> <tr> <td>Pizza</td> <td>Delight</td> <td>887</td> <td>0.00</td> <td>6.00</td> <td>0.00</td> <td>5,322.00</td> <td>5,322.00</td> <td>100%</td> </tr> <tr> <td>Pizza</td> <td>Delight</td> <td>786</td> <td>0.00</td> <td>5.50</td> <td>0.00</td> <td>4,323.00</td> <td>4,323.00</td> <td>100%</td> </tr> <tr> <td>Pizza</td> <td>Classic Pizzas</td> <td>1459</td> <td>0.00</td> <td>4.00</td> <td>0.00</td> <td>5,836.00</td> <td>5,836.00</td> <td>100%</td> </tr> <tr> <td>Melts</td> <td></td> <td>475</td> <td>0.00</td> <td>4.50</td> <td>0.00</td> <td>2,137.50</td> <td>2,137.50</td> <td>100%</td> </tr> <tr> <td>Melts</td> <td></td> <td>456</td> <td>0.00</td> <td>4.00</td> <td>0.00</td> <td>1,824.00</td> <td>1,824.00</td> <td>100%</td> </tr> <tr> <td>Melts</td> <td></td> <td>987</td> <td>0.00</td> <td>5.00</td> <td>0.00</td> <td>4,935.00</td> <td>4,935.00</td> <td>100%</td> </tr> <tr> <td>Desserts</td> <td>Sweet Breads</td> <td>798</td> <td>0.00</td> <td>2.00</td> <td>0.00</td> <td>1,596.00</td> <td>1,596.00</td> <td>100%</td> </tr> <tr> <td>Desserts</td> <td></td> <td>1998</td> <td>0.00</td> <td>2.50</td> <td>0.00</td> <td>3,495.00</td> <td>3,495.00</td> <td>100%</td> </tr> <tr> <td>Drinks</td> <td>Juices</td> <td>1961</td> <td>0.00</td> <td>2.00</td> <td>0.00</td> <td>3,922.00</td> <td>3,922.00</td> <td>100%</td> </tr> </tbody> </table> |                      |                       |              |                    |                 |              |                        |        |            | Product category | Product sub category | In hand stock | Average cost | Retail price | Inventory value | Retail value | Potential profit | Margin | Pizza | Delight | 987 | 0.00 | 5.00 | 0.00 | 4,935.00 | 4,935.00 | 100% | Pizza | Delight | 887 | 0.00 | 6.00 | 0.00 | 5,322.00 | 5,322.00 | 100% | Pizza | Delight | 786 | 0.00 | 5.50 | 0.00 | 4,323.00 | 4,323.00 | 100% | Pizza | Classic Pizzas | 1459 | 0.00 | 4.00 | 0.00 | 5,836.00 | 5,836.00 | 100% | Melts |  | 475 | 0.00 | 4.50 | 0.00 | 2,137.50 | 2,137.50 | 100% | Melts |  | 456 | 0.00 | 4.00 | 0.00 | 1,824.00 | 1,824.00 | 100% | Melts |  | 987 | 0.00 | 5.00 | 0.00 | 4,935.00 | 4,935.00 | 100% | Desserts | Sweet Breads | 798 | 0.00 | 2.00 | 0.00 | 1,596.00 | 1,596.00 | 100% | Desserts |  | 1998 | 0.00 | 2.50 | 0.00 | 3,495.00 | 3,495.00 | 100% | Drinks | Juices | 1961 | 0.00 | 2.00 | 0.00 | 3,922.00 | 3,922.00 | 100% |
| Product category  | Product sub category | In hand stock         | Average cost | Retail price       | Inventory value | Retail value | Potential profit       | Margin |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Pizza   | Delight              | 987                   | 0.00         | 5.00               | 0.00            | 4,935.00     | 4,935.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Pizza   | Delight              | 887                   | 0.00         | 6.00               | 0.00            | 5,322.00     | 5,322.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Pizza   | Delight              | 786                   | 0.00         | 5.50               | 0.00            | 4,323.00     | 4,323.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Pizza   | Classic Pizzas       | 1459                  | 0.00         | 4.00               | 0.00            | 5,836.00     | 5,836.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Melts   |                      | 475                   | 0.00         | 4.50               | 0.00            | 2,137.50     | 2,137.50               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Melts   |                      | 456                   | 0.00         | 4.00               | 0.00            | 1,824.00     | 1,824.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Melts   |                      | 987                   | 0.00         | 5.00               | 0.00            | 4,935.00     | 4,935.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Desserts  | Sweet Breads         | 798                   | 0.00         | 2.00               | 0.00            | 1,596.00     | 1,596.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Desserts  |                      | 1998                  | 0.00         | 2.50               | 0.00            | 3,495.00     | 3,495.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Drinks  | Juices               | 1961                  | 0.00         | 2.00               | 0.00            | 3,922.00     | 3,922.00               | 100%   |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |
| Page 1 of 6      Per Page 10  |                      |                       |              |                    |                 |              |                        |        |            |                  |                      |               |              |              |                 |              |                  |        |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |         |     |      |      |      |          |          |      |       |                |      |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |       |  |     |      |      |      |          |          |      |          |              |     |      |      |      |          |          |      |          |  |      |      |      |      |          |          |      |        |        |      |      |      |      |          |          |      |

## 13.6 How to View Inventory Expiry Report

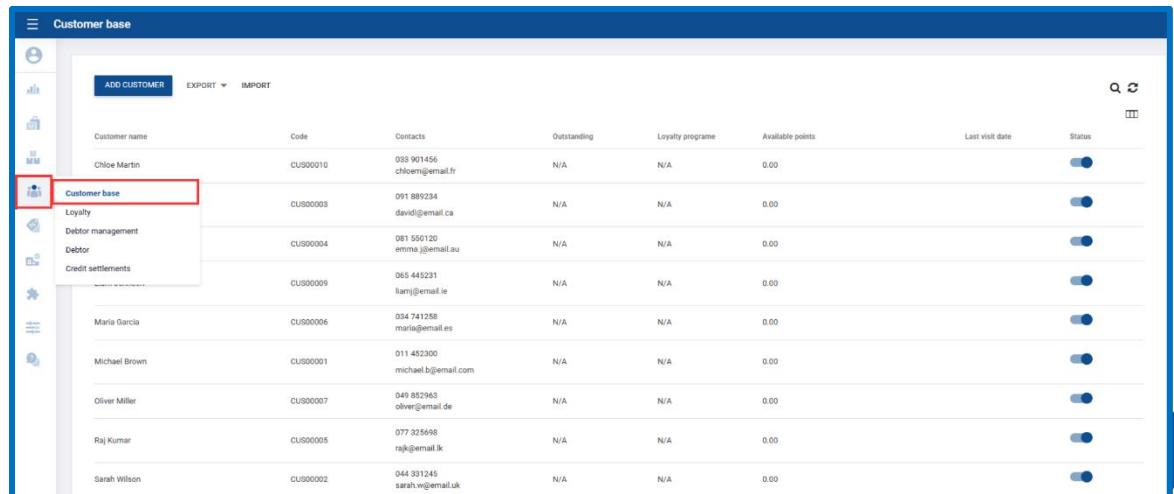
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Inventory” from the main menu.
- III. Go to Inventory expiry report.
- IV. Filter by products and shop location.



The screenshot shows the 'Inventory expiry report' screen. The sidebar on the left has a 'Reports' section with several options: Available inventory, Purchase orders (PO), Goods received note (GRN), Purchase Return Note (PRN), Stock adjustments (SA), Transfer of goods (TOG), Inventory counts, Productions, Suppliers, Inventory history report, **Inventory expiry report** (which is highlighted with a red box), Inventory valuation report, Inventory summary report, and Backdate inventory report. The main area displays a table of inventory items. The columns include IRN no, Product name, Expiry date, Status, GRN qty, Current in hand, Expired qty, Inventory age since purchase in days, and Days to expire in days. The table shows items like IRN-10004 (for expire, Jun 09/2025, Expired, 6, 4, 6, 106, 106), IRN-10010 (Measure pr, Jul 30/2025, Expired, 10, 7, 10, 56, 55), and IRN-10011 (Measure pr, Jul 30/2025, Expired, 10, 7, 10, 56, 55). The table has 10 rows and 9 columns. At the bottom, there are navigation buttons for 'Page 1 of 2', 'Per Page 10', and a search/filter icon.

## 13.7 How to View Customer Reports

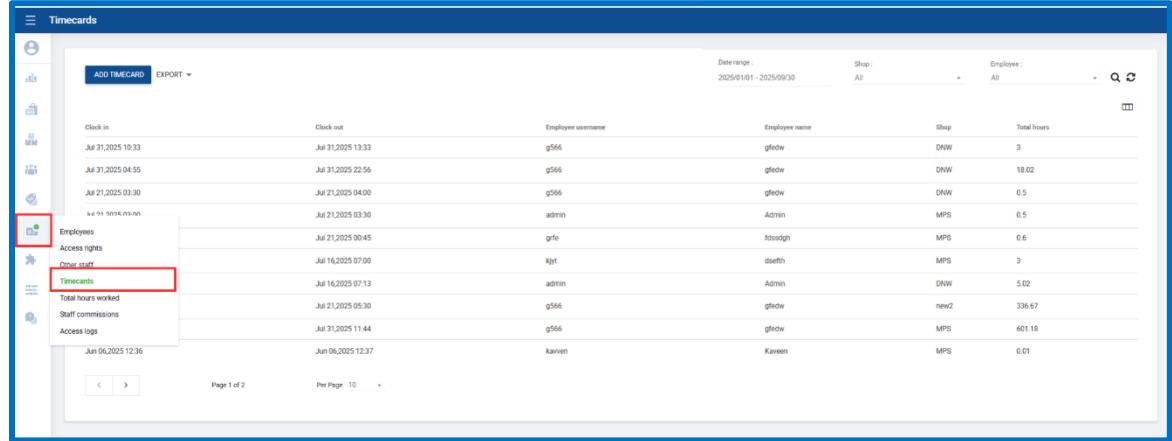
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Customers” from the main menu.
- III. Go to Customer Base.



The screenshot shows the 'Customer base' screen. The sidebar on the left has a 'Customers' section with several options: ADD CUSTOMER, EXPORT, IMPORT, Customer base (which is highlighted with a red box), Loyalty, Debtor management, Debtor, and Credit settlements. The main area displays a table of customer data. The columns include Customer name, Code, Contacts, Outstanding, Loyalty programme, Available points, Last visit date, and Status. The table shows customers like Chloe Martin, Maria Garcia, Michael Brown, Oliver Miller, Raj Kumar, and Sarah Wilson. The table has 10 rows and 8 columns. At the bottom, there are navigation buttons for 'Page 1 of 2', 'Per Page 10', and a search/filter icon.

## 13.8 How to View Time Clock Report

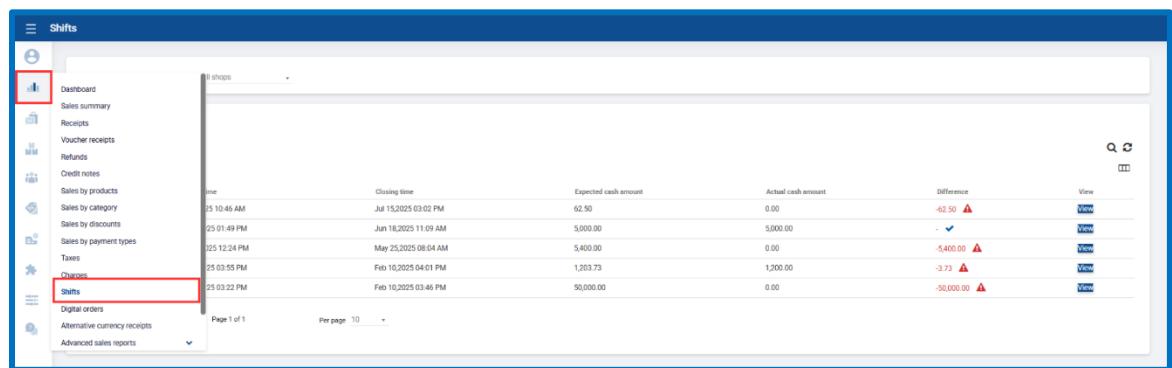
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Employee” from the main menu.
- III. Go to Timecards.
- IV. Filter by employee, shift date, or shop location.



| Clock in          | Clock out         | Employee username | Employee name | Shop | Total hours |
|-------------------|-------------------|-------------------|---------------|------|-------------|
| Jul 31,2025 10:33 | Jul 31,2025 13:33 | g566              | gfew          | DNW  | 3           |
| Jul 31,2025 04:55 | Jul 31,2025 22:56 | g566              | gfew          | DNW  | 18.02       |
| Jul 21,2025 03:30 | Jul 21,2025 04:00 | g566              | gfew          | DNW  | 0.5         |
| Jun 06,2025 12:36 | Jun 06,2025 12:37 | kanven            | Kareem        | MPS  | 0.01        |

## 13.9 How to View Shift History Report

- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Reports” from the main menu.
- III. Go to Shift



| Shift time  | Closing time         | Expected cash amount | Actual cash amount | Difference                                    | View                 |
|-------------|----------------------|----------------------|--------------------|---|----------------------|
| 25 10:46 AM | Jul 15,2025 03:02 PM | 52.50                | 0.00               | -42.50 <span style="color: red;">▲</span>     | <a href="#">View</a> |
| 25 01:49 PM | Jul 18,2025 11:09 AM | 5,000.00             | 5,000.00           | - <span style="color: green;">▼</span>        | <a href="#">View</a> |
| 25 12:24 PM | May 25,2025 08:04 AM | 5,400.00             | 0.00               | -5,400.00 <span style="color: red;">▲</span>  | <a href="#">View</a> |
| 25 02:55 PM | Feb 10,2025 04:01 PM | 1,200.73             | 1,200.00           | -7.73 <span style="color: red;">▲</span>      | <a href="#">View</a> |
| 25 03:22 PM | Feb 10,2025 03:46 PM | 50,000.00            | 0.00               | -50,000.00 <span style="color: red;">▲</span> | <a href="#">View</a> |