

SalesPlay POS System

SalesPlay Manual

Version 5.0

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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>)

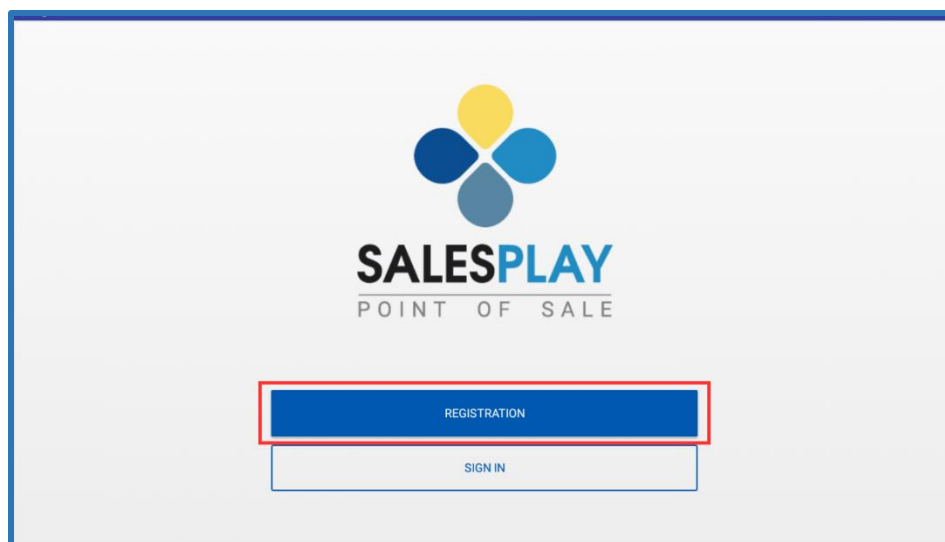
- II. Download the App

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

- III. Open the App

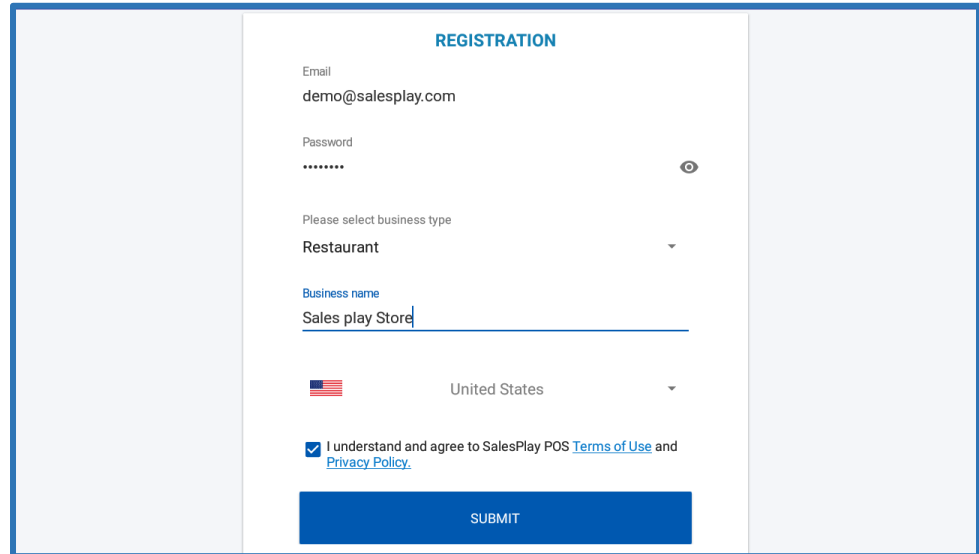
Once the download is complete, open the app from your home screen or app drawer.

- 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.



The screenshot shows a registration form titled "REGISTRATION". It contains the following fields and elements:

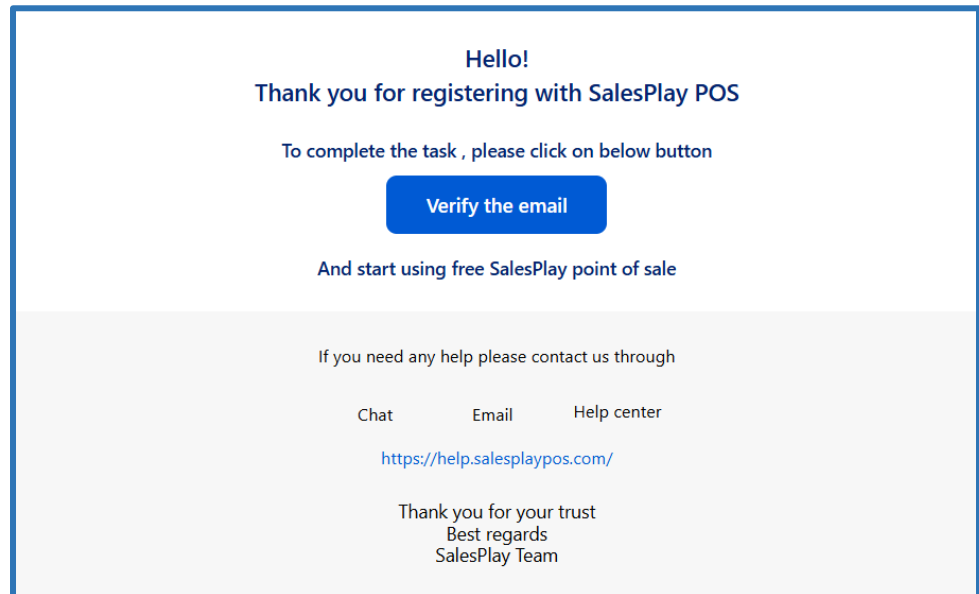
- Email:** demo@salesplay.com
- Password:** A field with masked characters (dots) and a toggle icon to show/hide the password.
- Please select business type:** A dropdown menu with "Restaurant" selected.
- Business name:** A text input field containing "Sales play Store".
- Country:** A dropdown menu showing the United States with a flag icon.
- Agreement:** A checked checkbox with the text "I understand and agree to SalesPlay POS [Terms of Use](#) and [Privacy Policy](#)".
- Submit Button:** A blue button labeled "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.



The screenshot shows an email confirmation template with the following content:

- Greeting:** Hello!
- Thank you message:** Thank you for registering with SalesPlay POS
- Instruction:** To complete the task , please click on below button
- Button:** A blue button labeled "Verify the email"
- Next step:** And start using free SalesPlay point of sale
- Help section:** If you need any help please contact us through
 - Chat
 - Email
 - Help center
- Link:** <https://help.salesplaypos.com/>
- Closing:** 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.

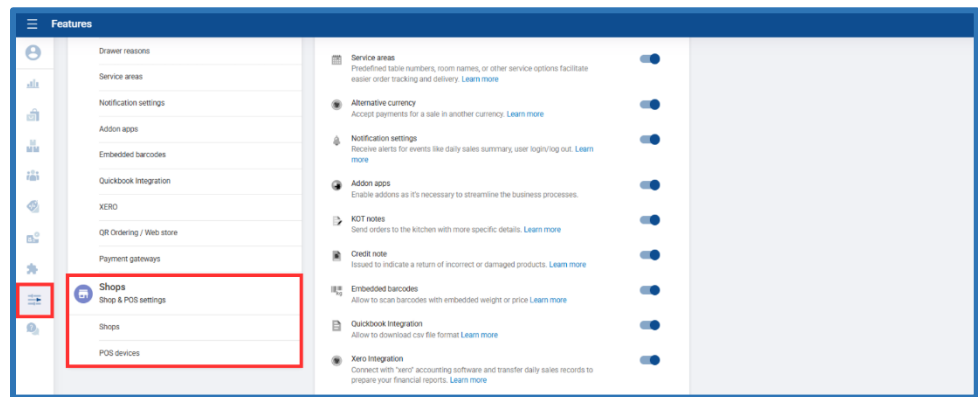
Example Scenario: Consider a restaurant business with multiple locations:

- 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.

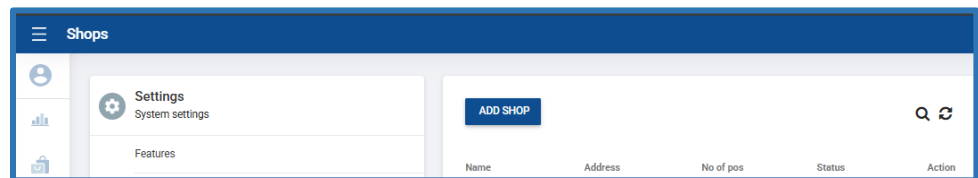
By structuring the system this way, businesses can efficiently manage multiple locations while keeping operations streamlined across various POS devices.

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

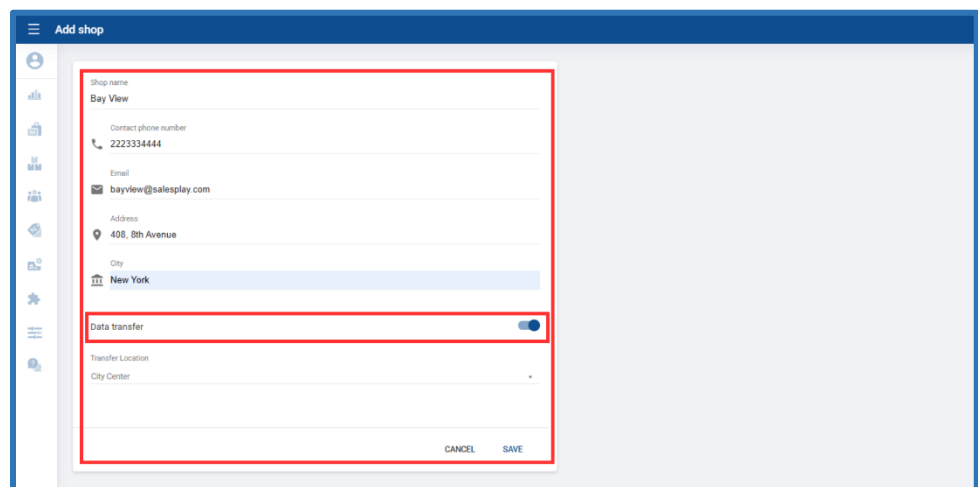
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from the Main Menu
- III. Go to “Shops” in the Shop & POS Settings



- IV. Click “Add Shop” button



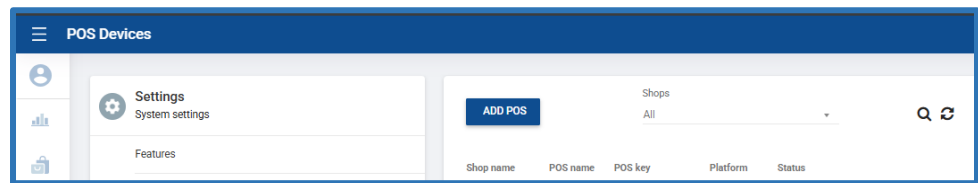
- V. Enter the necessary details and Click “Save”
- VI. (Optional) If data transfer from another shop is required, enable "Data Transfer" and select the source location from the dropdown menu.



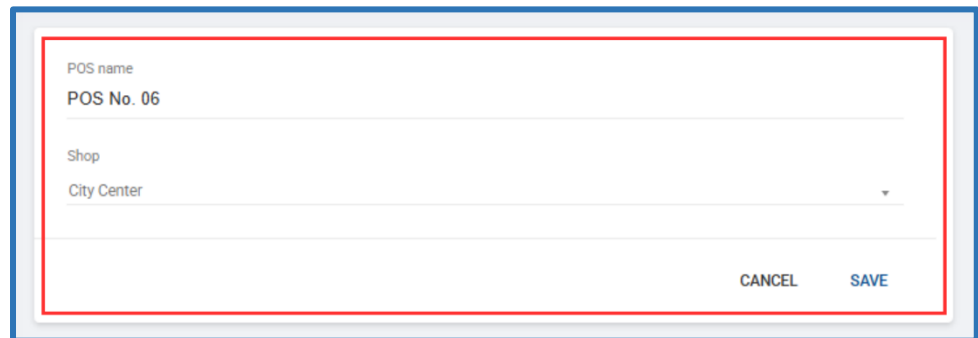
1.3. How to Add POS Devices in the SalesPlay Back-office

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

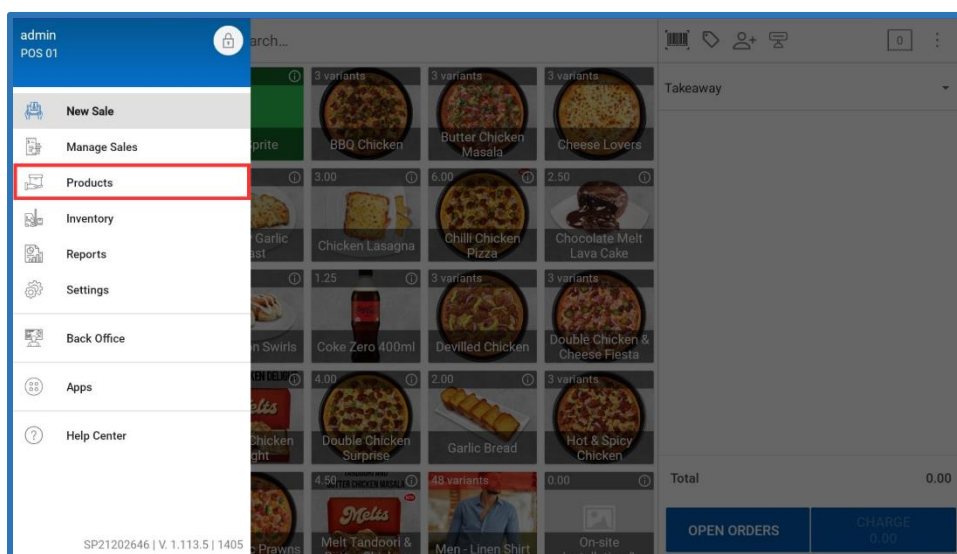


- V. Enter the POS device and Click “Save”

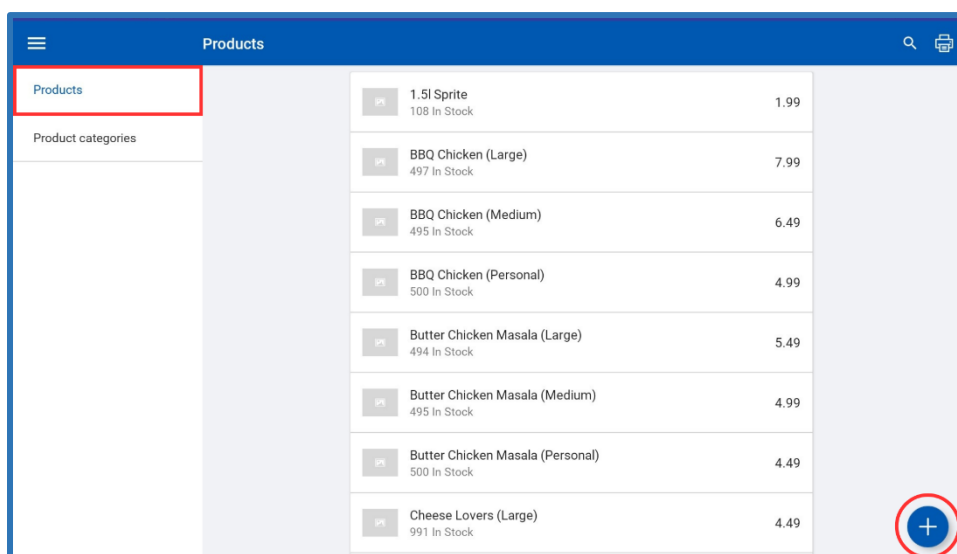


1.4. How to Add Products in SalesPlay POS

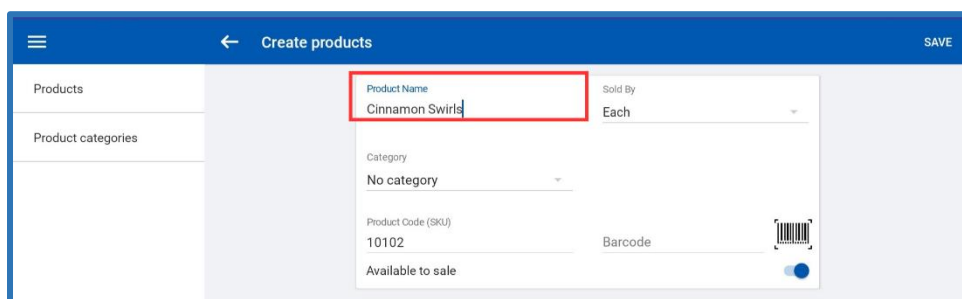
- I. Go to POS app Main Menu and select products



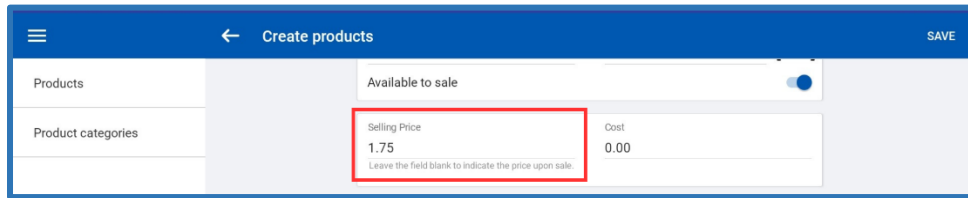
- II. Select “Products” and click the plus button to create a product.



- III. First enter the name of the product



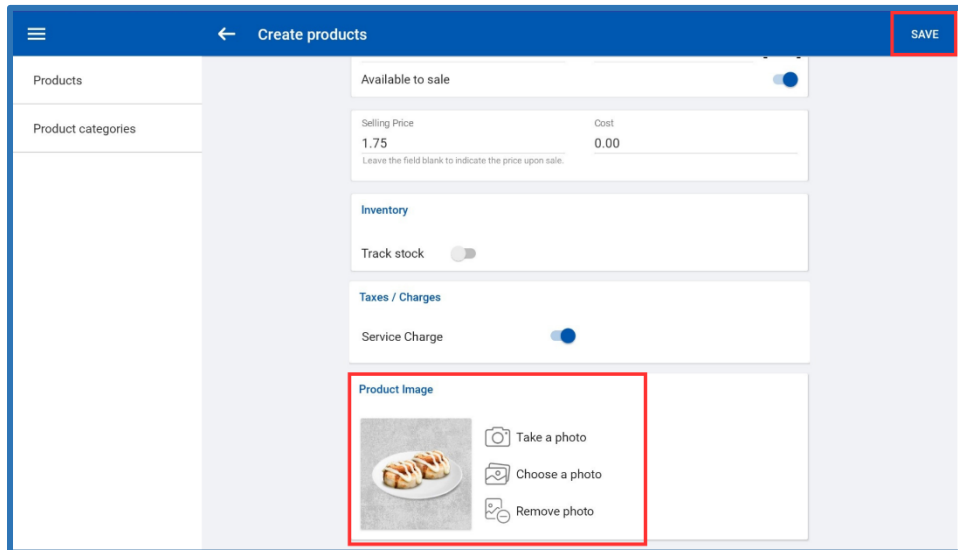
IV. Enter the “Selling price”



The screenshot shows the 'Create products' screen. On the left, there is a sidebar with 'Products' and 'Product categories'. The main area has a top bar with a back arrow, 'Create products', and a 'SAVE' button. Below the top bar, there is a section for 'Available to sale' with a toggle switch. Underneath, there are two input fields: 'Selling Price' with the value '1.75' and 'Cost' with the value '0.00'. The 'Selling Price' field is highlighted with a red box. Below the 'Selling Price' field, there is a small text note: 'Leave the field blank to indicate the price upon sale.'

V. Upload an image

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

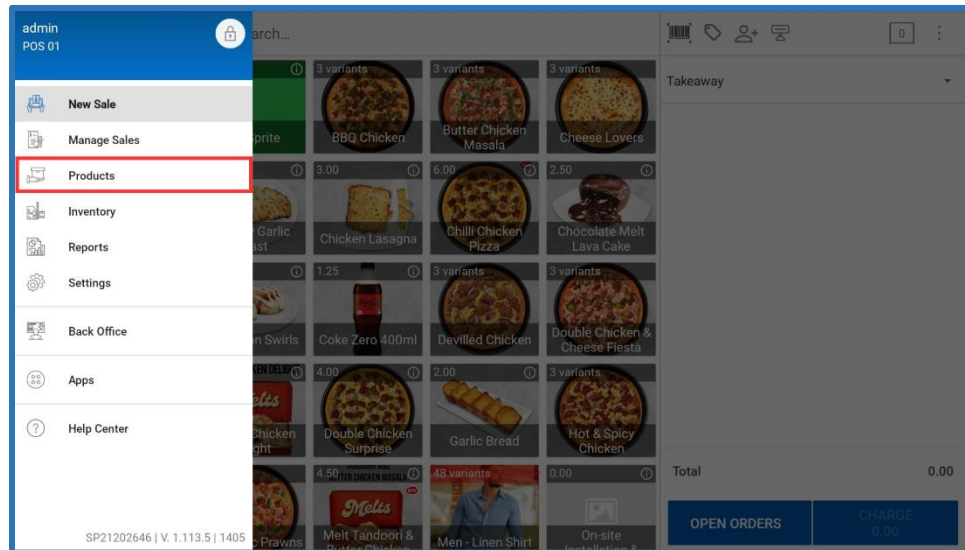


The screenshot shows the 'Create products' screen with more details. The 'Selling Price' and 'Cost' fields are still visible. Below them is an 'Inventory' section with a 'Track stock' toggle switch. Underneath is a 'Taxes / Charges' section with a 'Service Charge' toggle switch. At the bottom, there is a 'Product Image' section highlighted with a red box. This section contains a placeholder image of a plate of food and three buttons: 'Take a photo', 'Choose a photo', and 'Remove photo'.

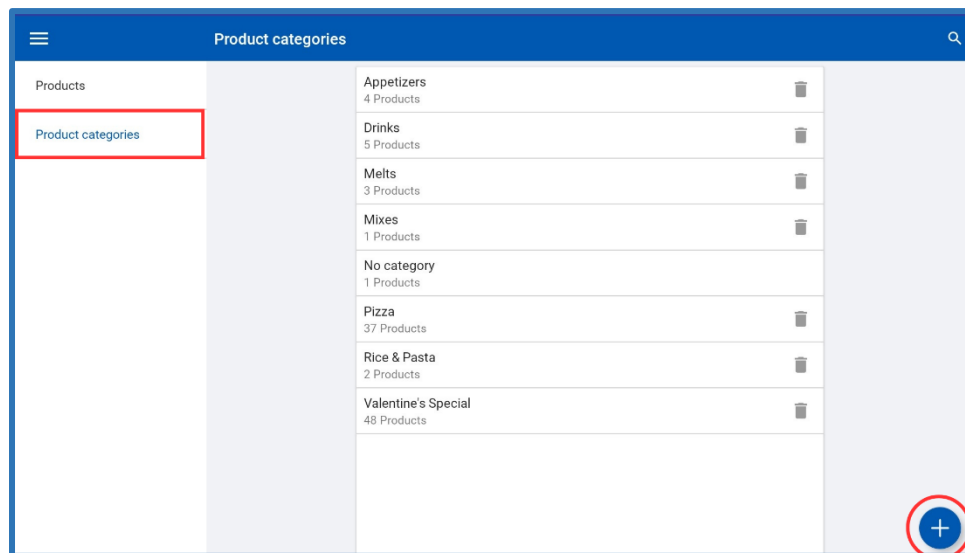
VI. Save the details.

1.5. How to Add Product Categories in the SalesPlay POS

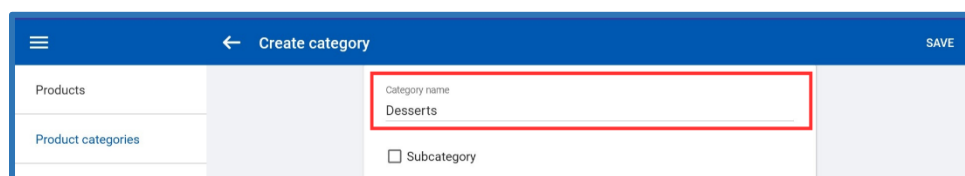
- I. Go to POS app Main Menu and select products



- II. Select “Product Categories” and click the plus button to create a category.



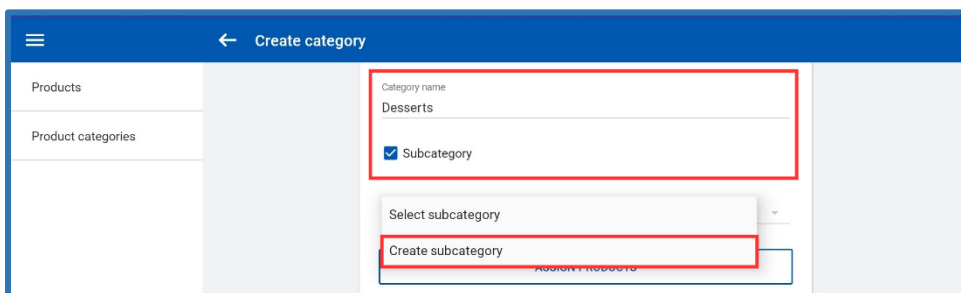
- III. Add Category
- IV. Enter the category name and enable “Subcategory”



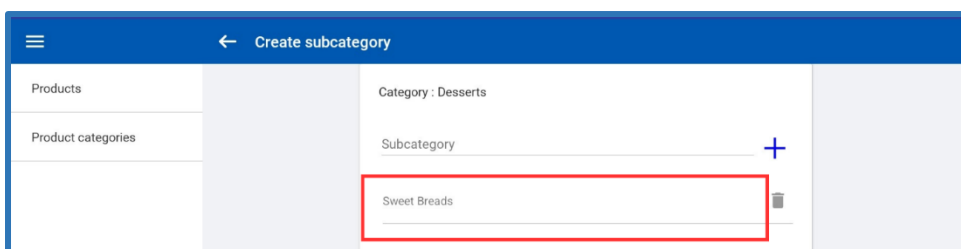
V. Select / create subcategory

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

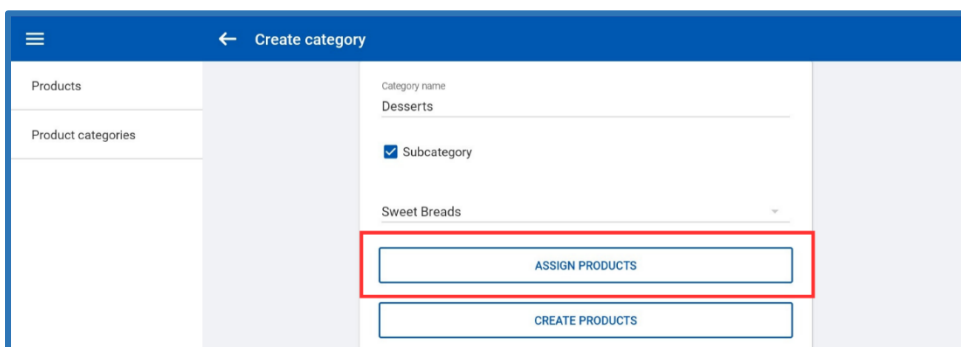
Select “Create subcategory”



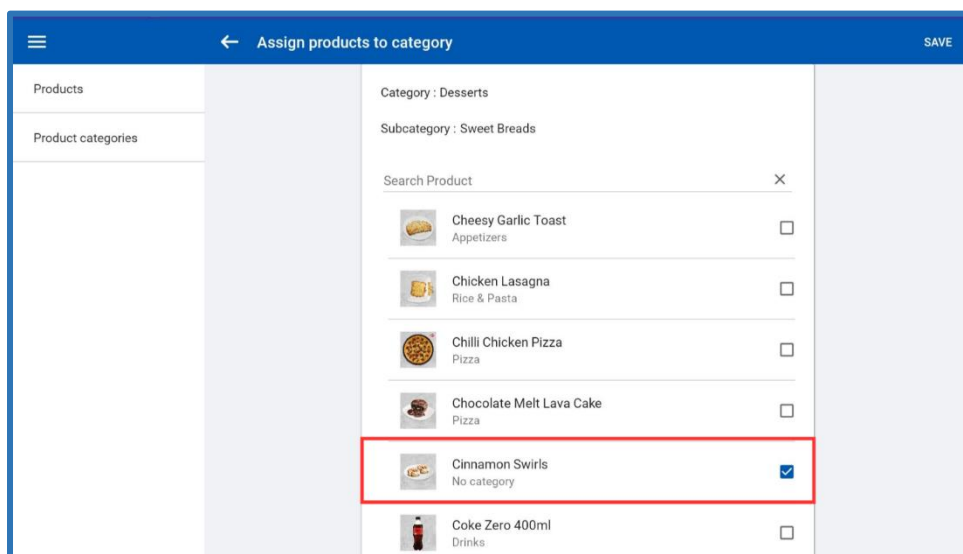
VI. Enter the subcategory name.

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.

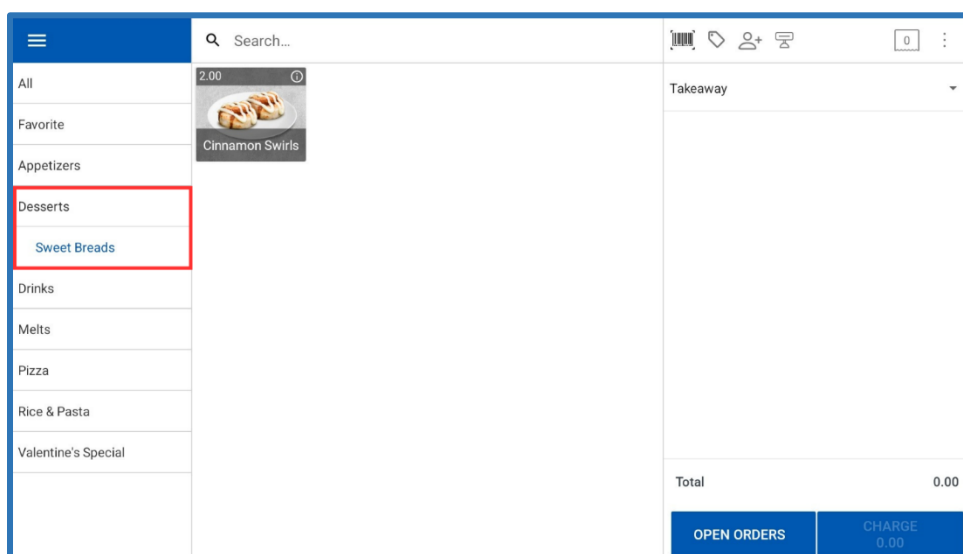


VIII. Select the relevant product or use the search option



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

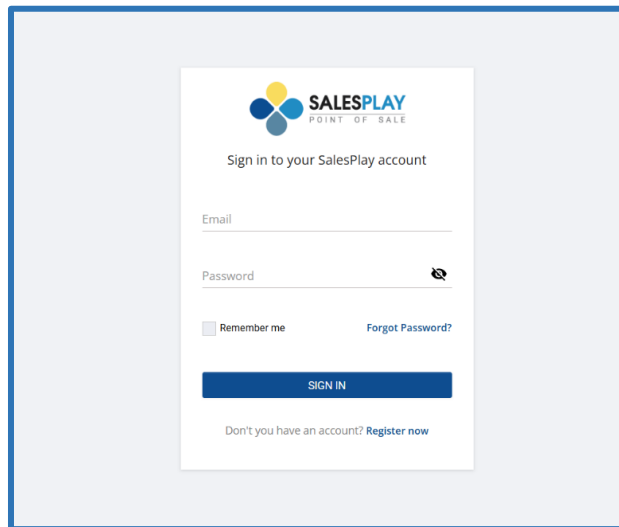
X. View products in the Main Menu by selecting created category/sub category.



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

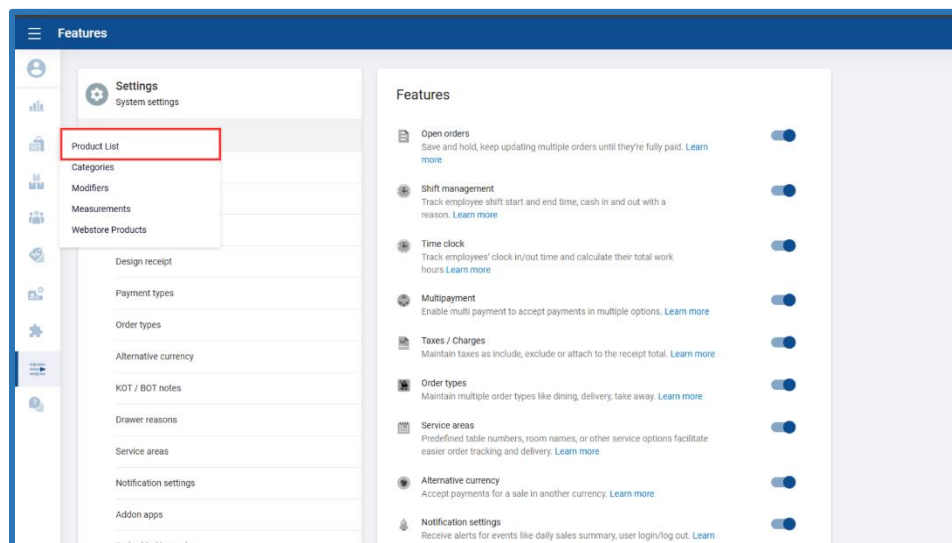
Products can be added to the SalesPlay POS system through both the POS app and the Back-office Web Portal. For businesses with a large inventory, the Bulk Product Upload feature offers a convenient way to add multiple products efficiently.

I. Log in to POS Back-office Web portal



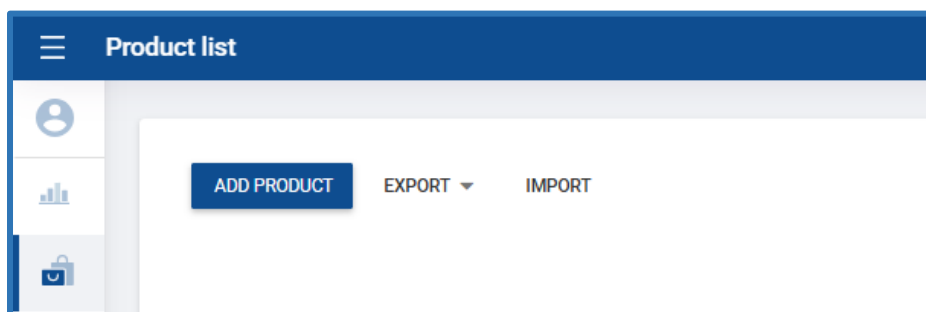
The image shows the SalesPlay sign-in page. It features the SalesPlay logo at the top, followed by the text "Sign in to your SalesPlay account". Below this are input fields for "Email" and "Password". There is a "Remember me" checkbox and a "Forgot Password?" link. A blue "SIGN IN" button is at the bottom. At the very bottom, it says "Don't you have an account? [Register now](#)".

II. Select "Products" from Main Menu

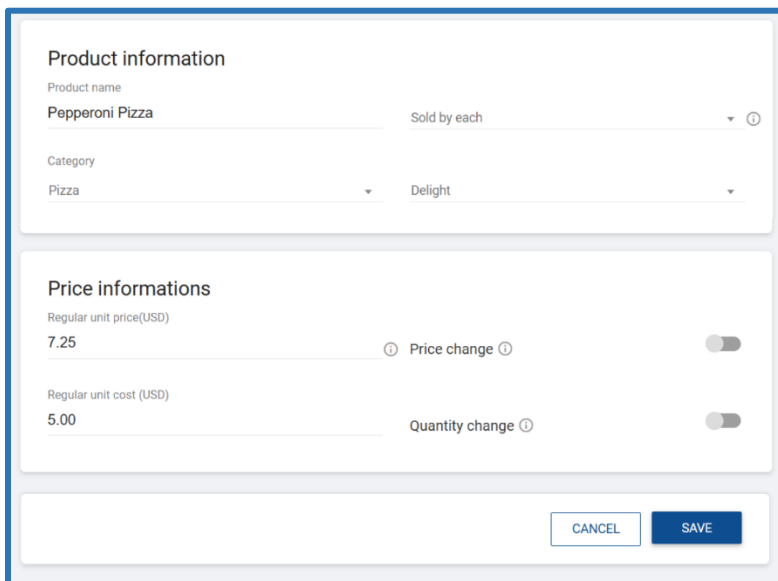


III. Go to the "Product list"

IV. Click the “Add Product” button



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

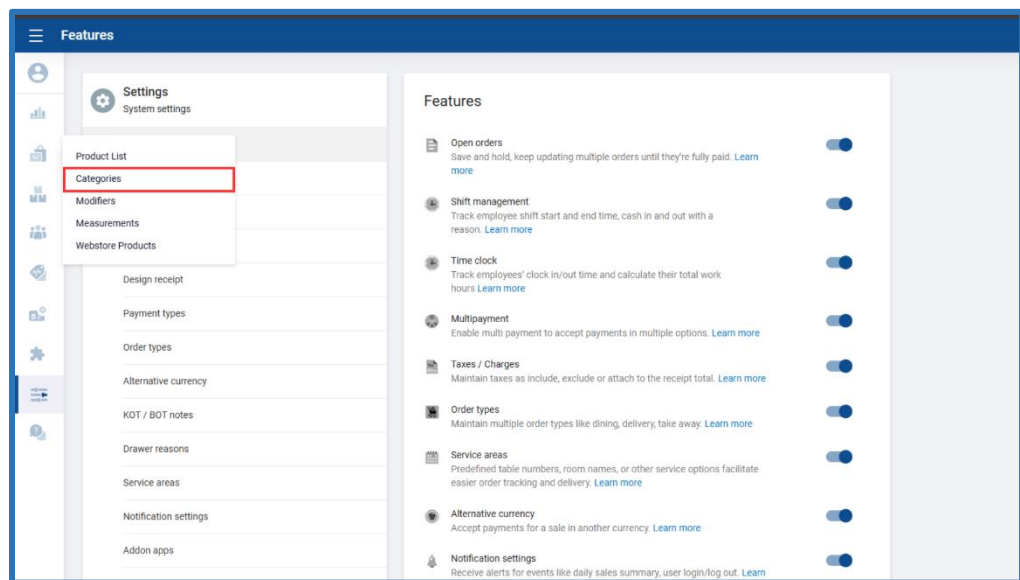

 A screenshot of a product entry form. It is divided into two main sections. The first section, "Product information", contains fields for "Product name" (filled with "Pepperoni Pizza"), "Sold by each" (a dropdown menu), "Category" (a dropdown menu filled with "Pizza"), and "Delight" (a dropdown menu). The second section, "Price informations", contains fields for "Regular unit price(USD)" (filled with "7.25") and "Regular unit cost (USD)" (filled with "5.00"). To the right of these fields are toggle switches for "Price change" and "Quantity change", both of which are currently turned off. At the bottom right of the form are "CANCEL" and "SAVE" buttons.

VI. Click the “Save” button

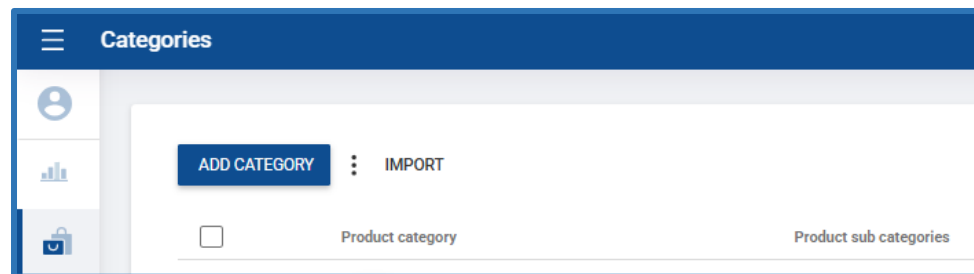
1.7. How to Add Categories in the Back-office Web Portal

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



CANCEL

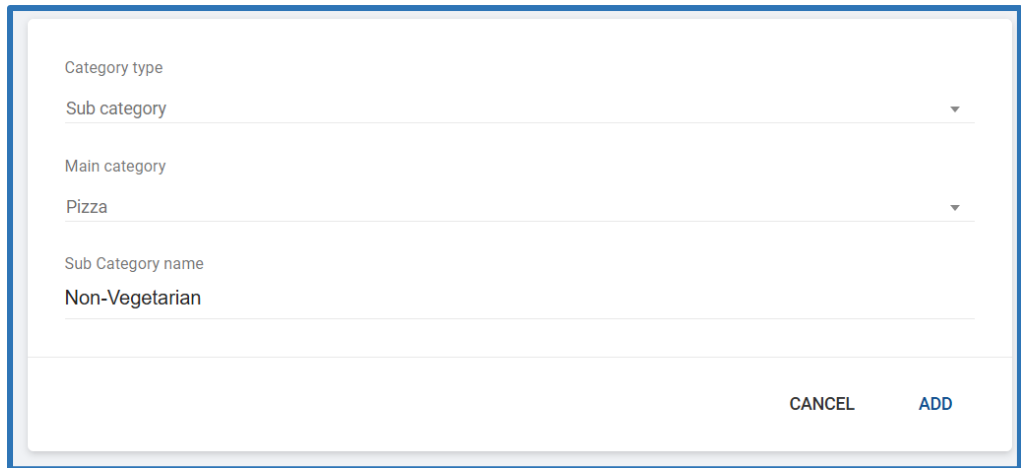
ADD

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



Category type

Sub category ▼

Main category

Pizza ▼

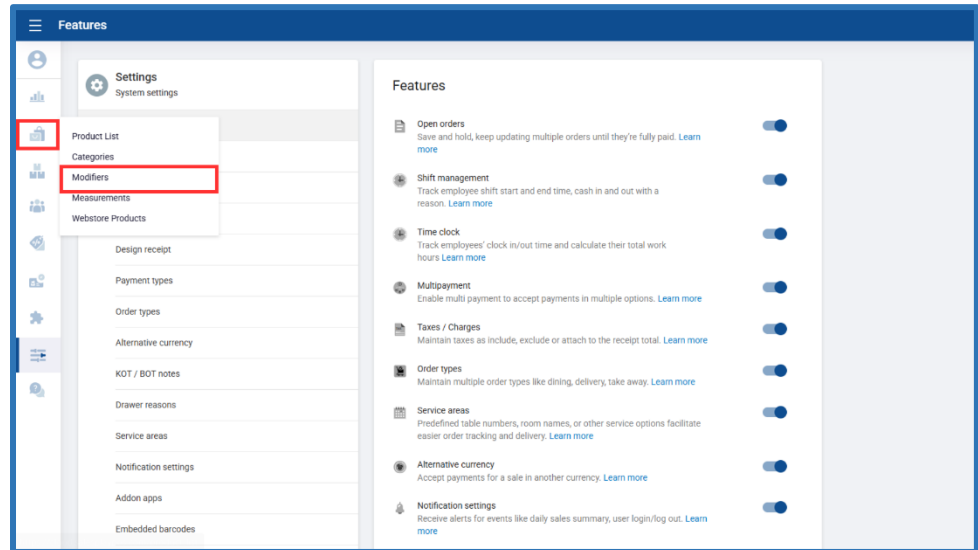
Sub Category name

Non-Vegetarian

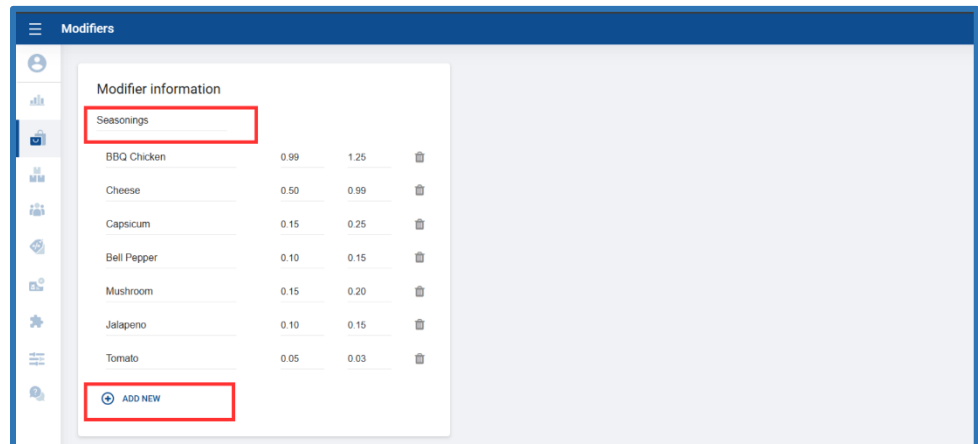
CANCEL ADD

1.9. How to Set Up and Apply the Modifiers

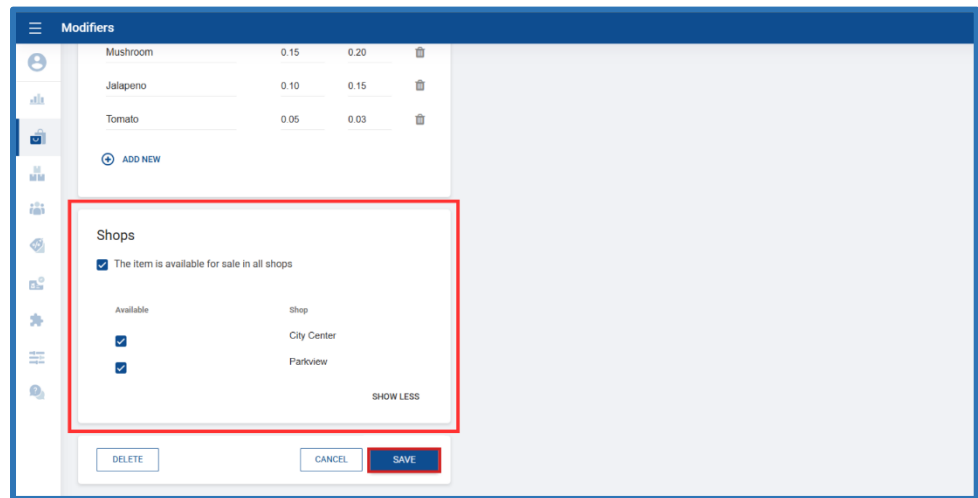
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Modifiers”



- 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



The screenshot shows the 'Modifiers' interface. A table lists modifiers with their prices and an 'ADD NEW' button. A 'Shops' dialog box is open, showing a checkbox for 'The item is available for sale in all shops' and a list of shops with checkboxes.

Modifier	Price 1	Price 2	Action
Mushroom	0.15	0.20	[Trash Icon]
Jalapeno	0.10	0.15	[Trash Icon]
Tomato	0.05	0.03	[Trash Icon]

ADD NEW

Shops

☒ The item is available for sale in all shops

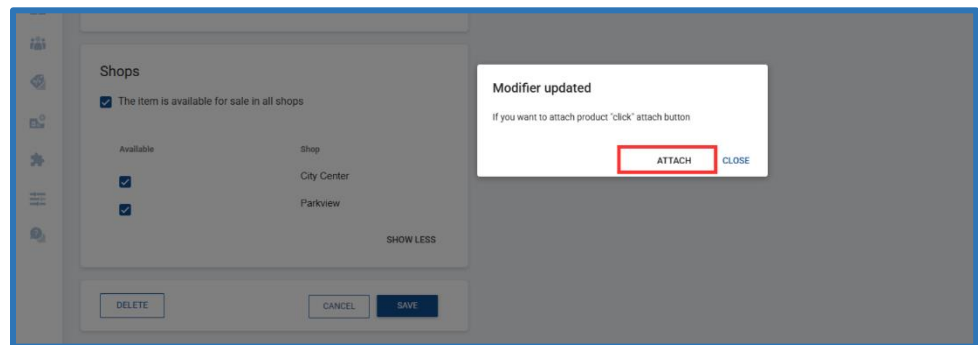
Available	Shop
☒	City Center
☒	Parkview

SHOW LESS

DELETE CANCEL SAVE

VII. Save the changes

VIII. Click "Attach"



The screenshot shows the 'Modifiers' interface with a 'Modifier updated' dialog box. The dialog box contains the text 'Modifier updated' and 'If you want to attach product "click" attach button'. There are 'ATTACH' and 'CLOSE' buttons.

Shops

☒ The item is available for sale in all shops

Available	Shop
☒	City Center
☒	Parkview

SHOW LESS

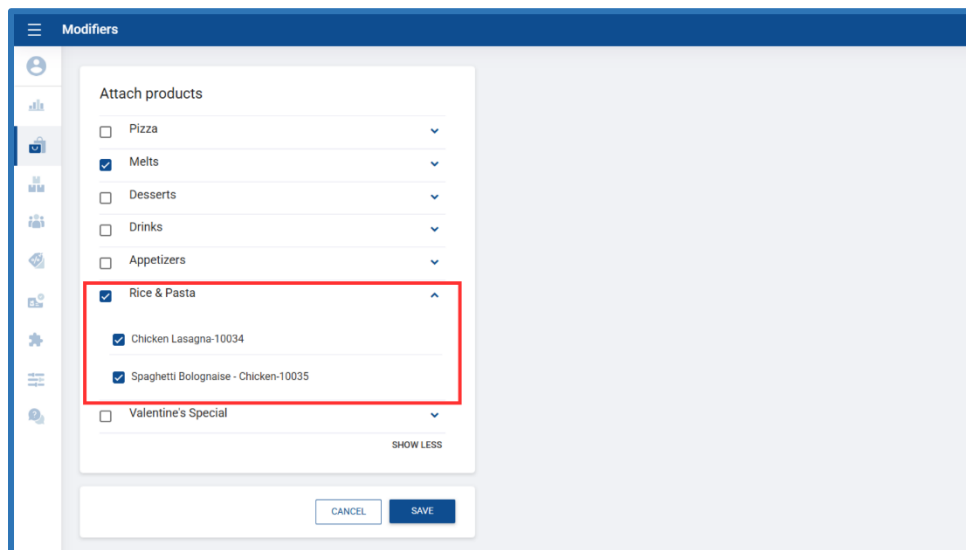
DELETE CANCEL SAVE

Modifier updated

If you want to attach product "click" attach button

ATTACH CLOSE

- 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)

Unit measurement details

Measurement name

Nos

Weight scale status ⓘ ☐

Measurement conversion ⓘ ☐



CANCEL

SAVE

- VI. Click the “Save” button

1.11. [How to Add a Product Variant](#)

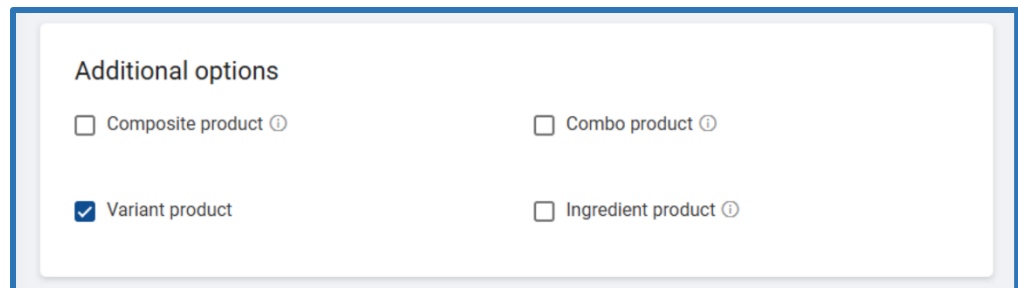
A 'Product Variant' can be defined as the different attributes of a product. Those attributes may be the products' different sizes or colors

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

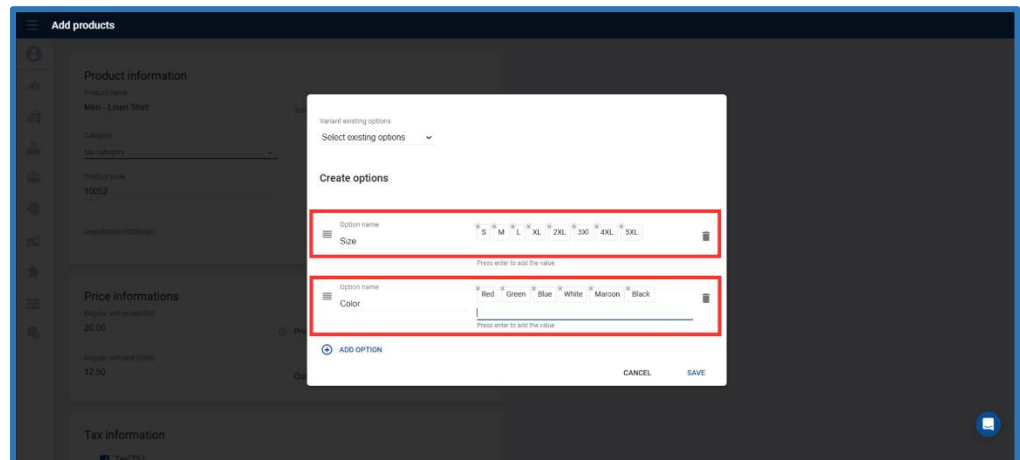


Additional options

☐ Composite product ⓘ	☐ Combo product ⓘ
☒ Variant product	☐ Ingredient product ⓘ

- VII. Click "Add variants"

- VIII. Enter attribute name Ex: (Size, colors)
- IX. Enter different names of attributes (Ex: Red, Black, Small, Medium, Large)



Add products

Product information

Product name: Men - Linen Shirt

Category: Men - Linen Shirt

Product name: 10002

Price informations

Regular unit price (USD): 20.00

Regular unit price (USD): 12.50

Variant existing options

Select existing options

Create options

Option name: Size

Options: S, M, L, XL, 2XL, 3XL, 4XL, 5XL

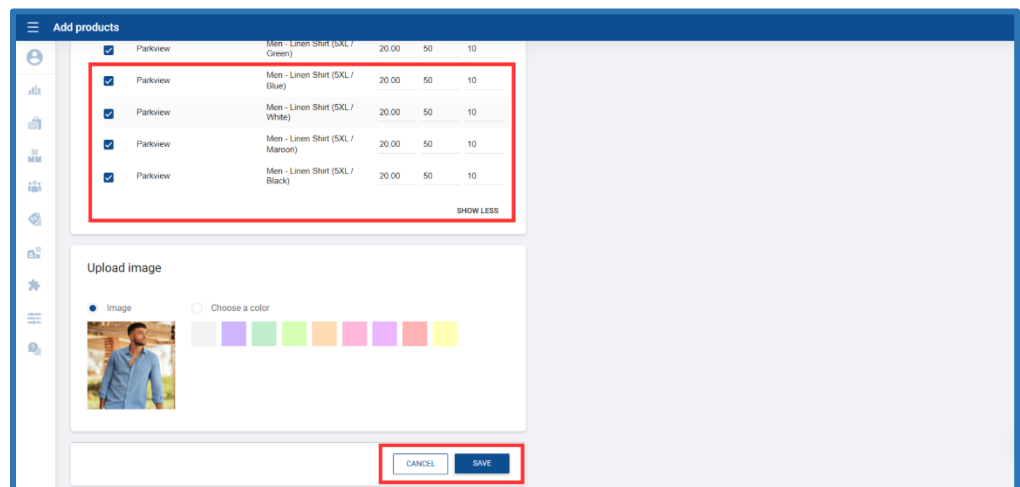
Option name: Color

Options: Red, Green, Blue, White, Maroon, Black

ADD OPTION

CANCEL SAVE

- X. Click the “Save” button
- XI. Enter If variants have barcodes or stocks
- XII. Click the “Save” button



Add products

Image	Product name	Unit price (USD)	Stock	Barcode
☒	Parkview Men - Linen Shirt (5XL / Green)	20.00	50	10
☒	Parkview Men - Linen Shirt (5XL / Blue)	20.00	50	10
☒	Parkview Men - Linen Shirt (5XL / White)	20.00	50	10
☒	Parkview Men - Linen Shirt (5XL / Maroon)	20.00	50	10
☒	Parkview Men - Linen Shirt (5XL / Black)	20.00	50	10

SHOW LESS

Upload image

Image ☒ Choose a color ☐

Image: 

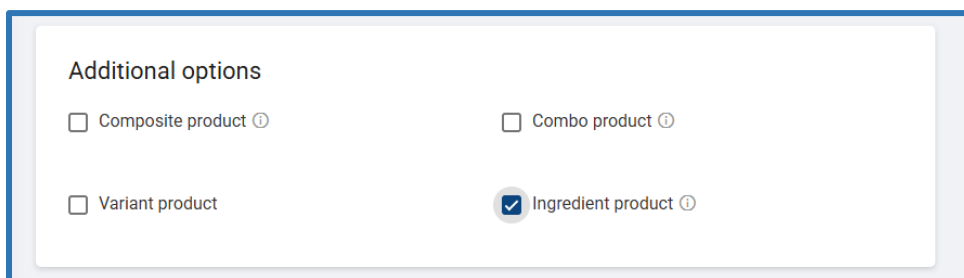
CANCEL SAVE

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.



Additional options

☐ Composite product ⓘ	☐ Combo product ⓘ
☐ Variant product	☒ Ingredient product ⓘ

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.

Composite product

Use Production ⓘ ☐

All Categories ▼

All types ▼

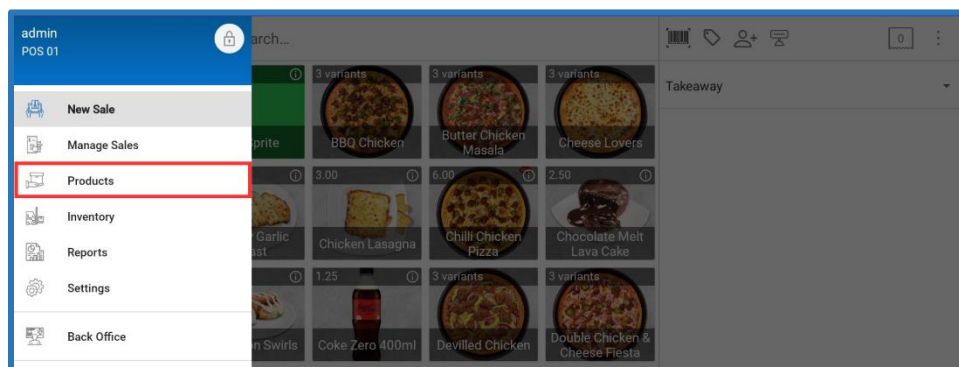
Component Product	Quantity	Cost
10103-Pizza Dough ▼	1	0.60 
10102-Mozzarella cheese 50g ▼	2.000	0.40 
⊕ ADD NEW		
Total qty/cost	3.000	1.00

- IX. Click “Save”

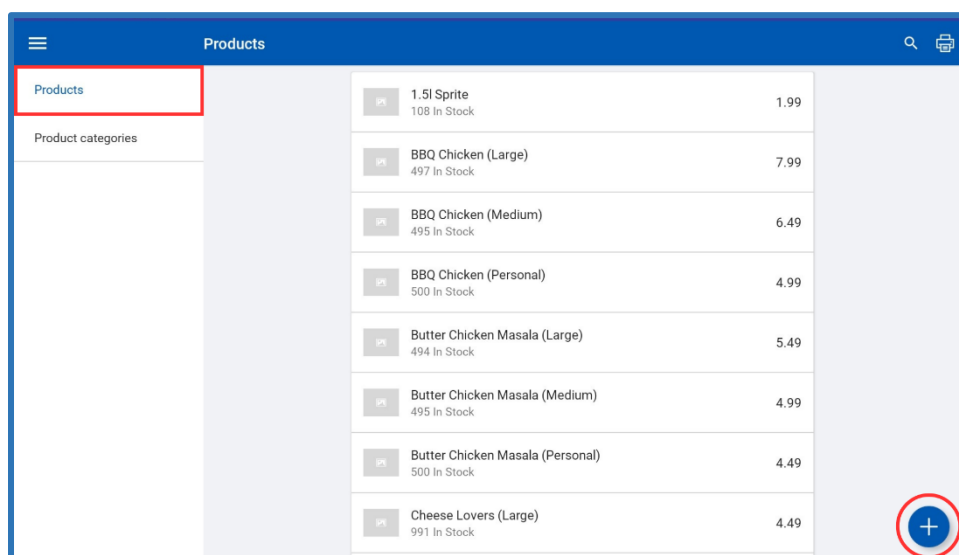
1.13. How to Add Barcodes to the items in the POS

Users can add barcodes in the POS in the following ways

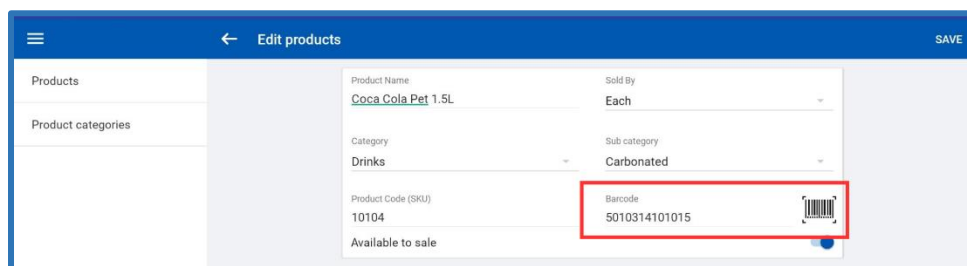
- I. Go to POS app Main Menu and select products



- 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



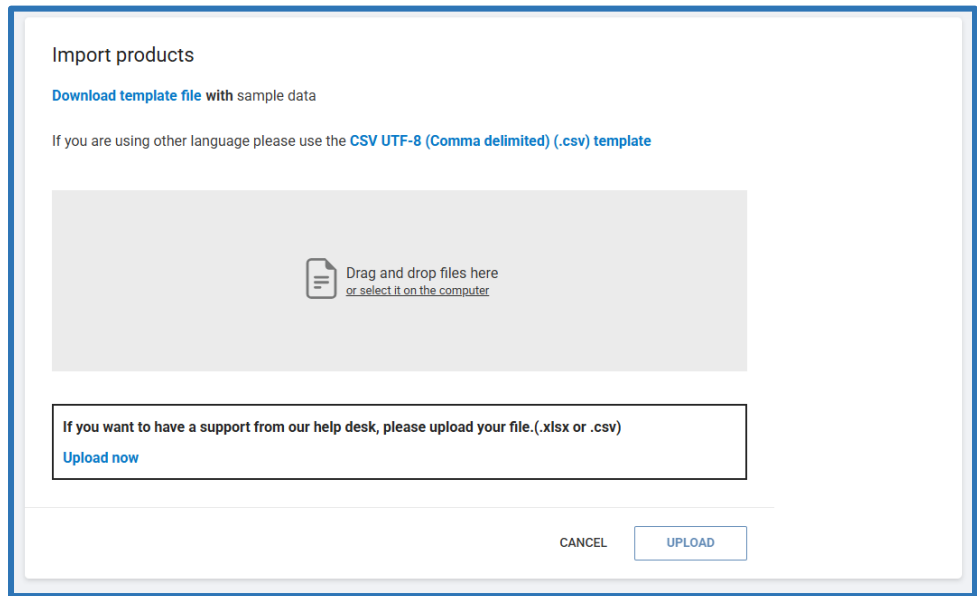
- IV. Or click the barcode icon and add the barcode-by-Barcode scanner.

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

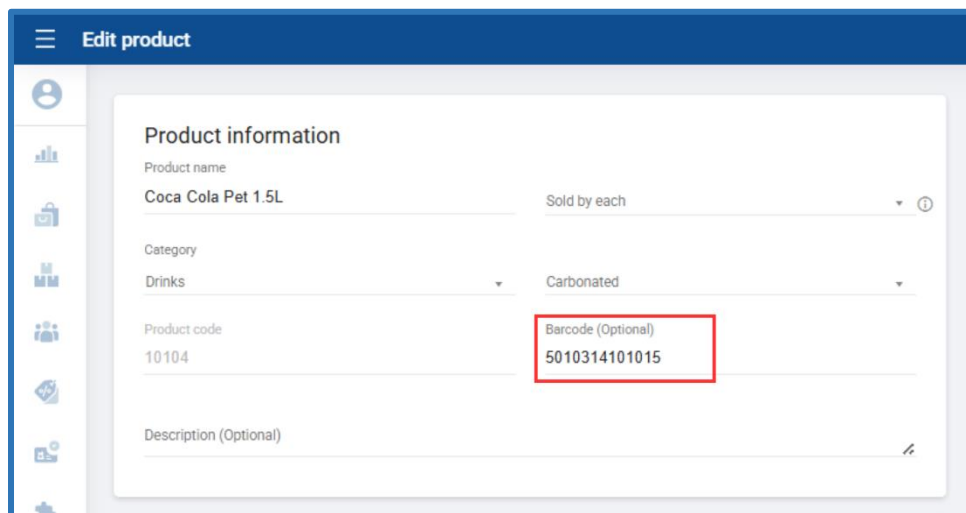
- I. Log in to POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product list”
- IV. Click “Import”, then download the template file.



- 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.



Edit product

Product information

Product name
Coca Cola Pet 1.5L

Sold by each

Category
Drinks

Carbonated

Product code
10104

Barcode (Optional)
5010314101015

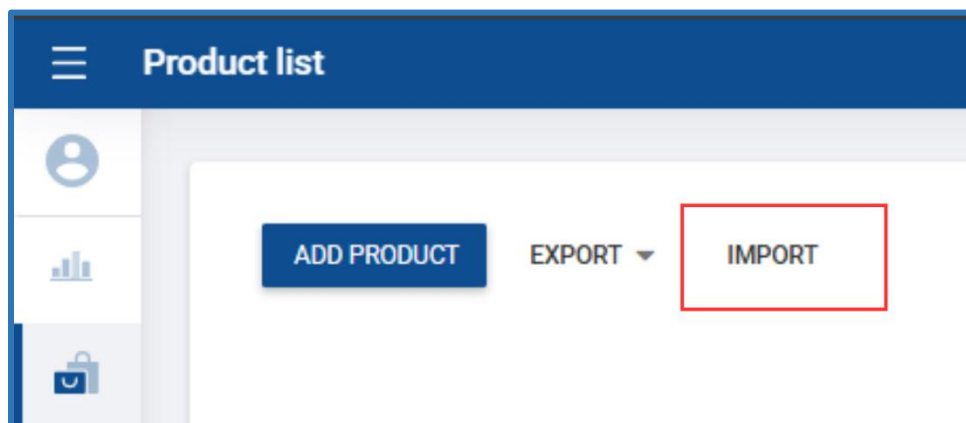
Description (Optional)

- 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

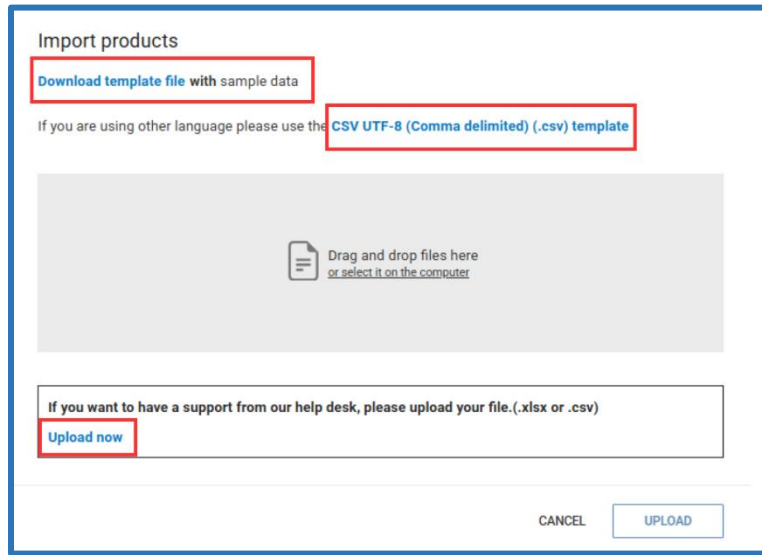
- I. Log in to POS Back-office Web portal
- II. Select “Products” from the Main Menu
- III. Go to the “Product list”
- IV. Click “Import” button



Product list

ADD PRODUCT EXPORT IMPORT

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.

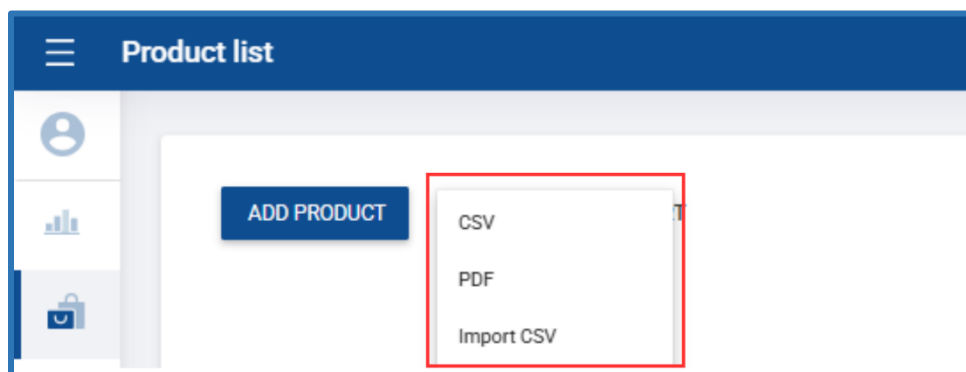
VI. Upload File:

- **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.

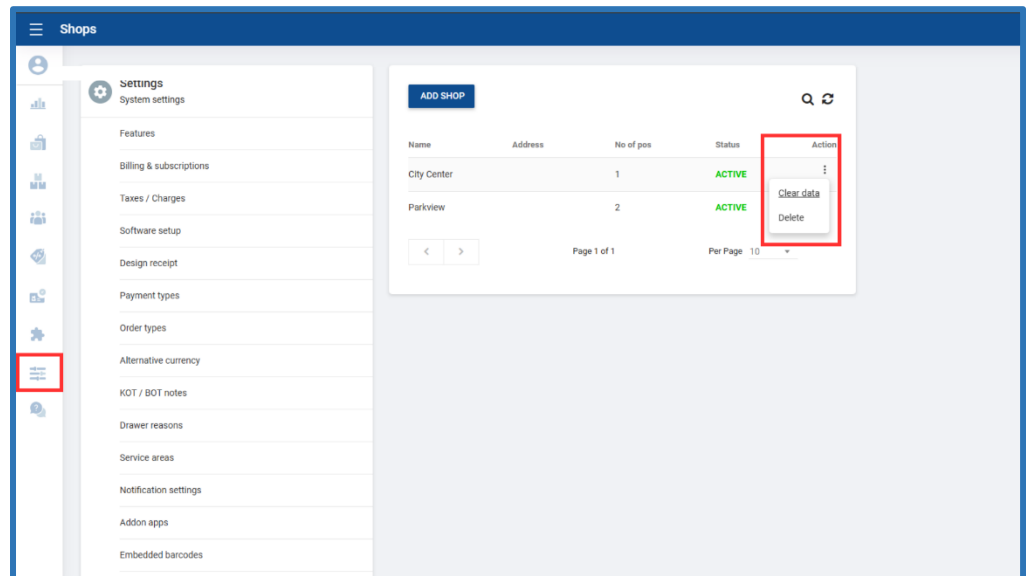
As an option, you can choose to clear all data or just the sales and stocks.

“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.

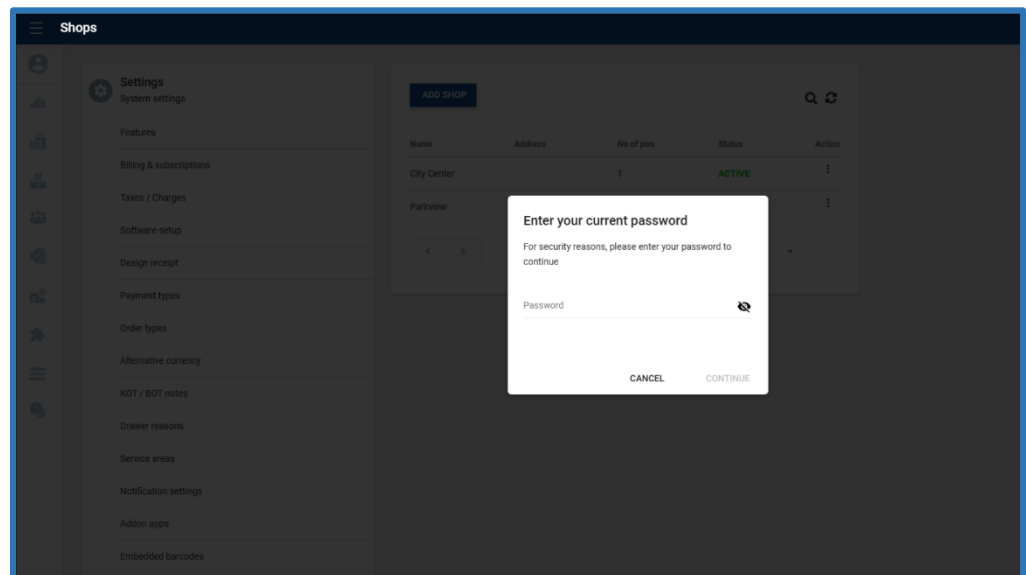
(Use this option carefully as this action will remove all the data and you cannot recover data again)

- 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”



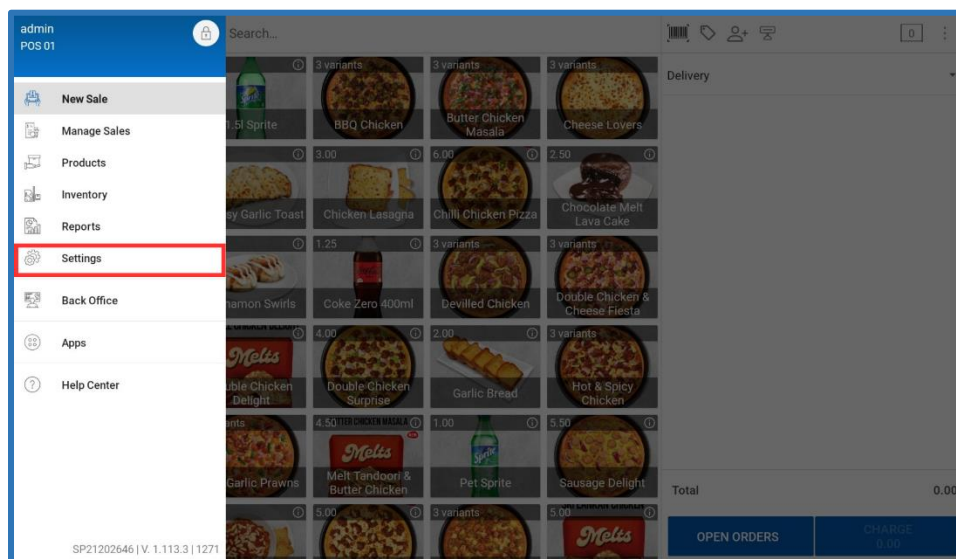
- VII. Select either “Clear All Data” or “Clear Transaction Data” button
- VIII. Click “Continue”

2. Sales Management

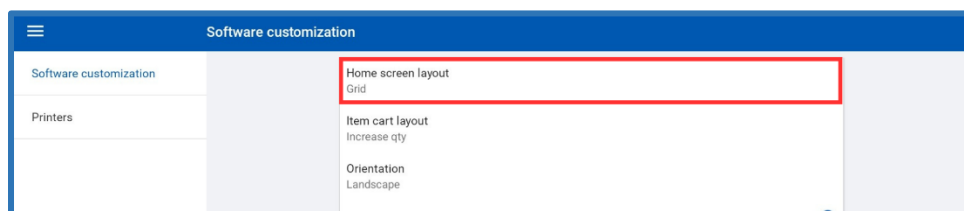
2.1. How to Change Home Sale Screen Layout for Tablets

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.

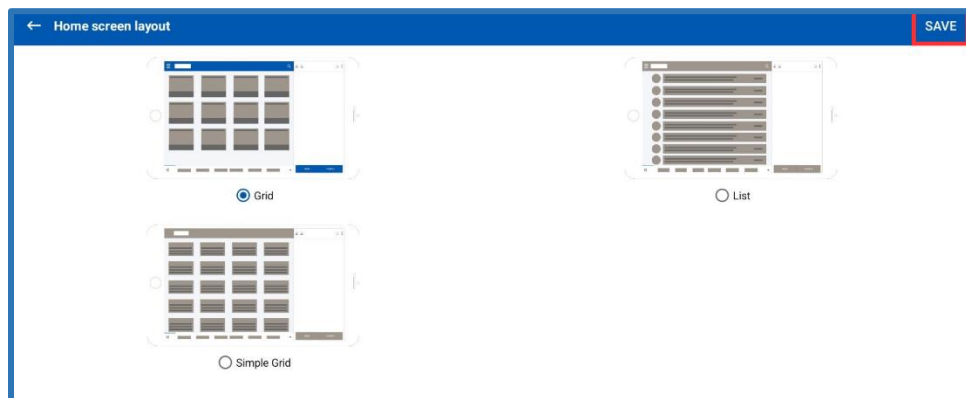
- I. POS App Main Menu
- II. Select “Settings”



- III. Select “Software Customization”
- IV. Click “Home screen layout”



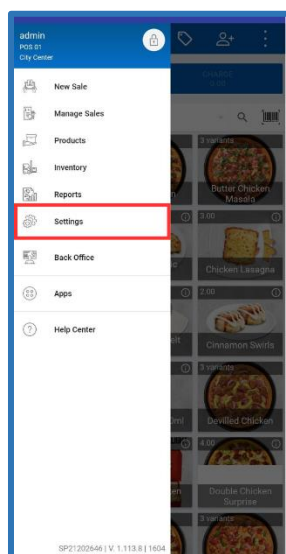
- V. Select one from Grid, List and Simple Grid options
- VI. Click “Save”



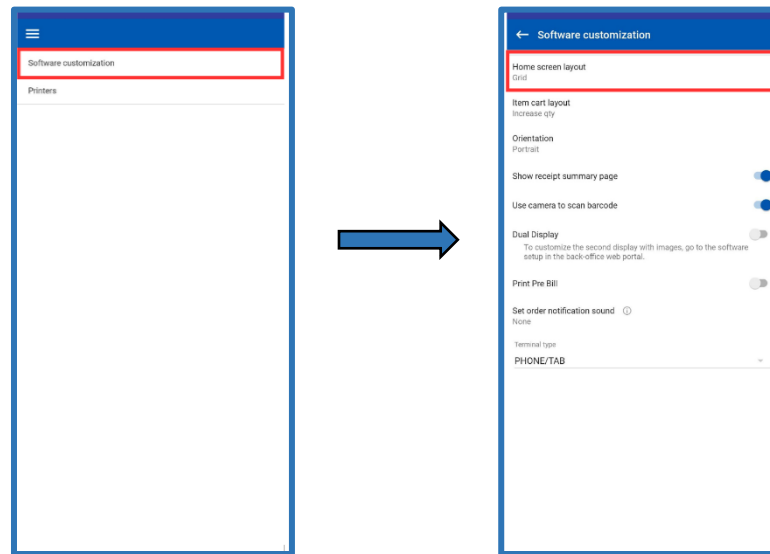
(If there are more than 500 items with IMAGES, we recommend to use “Simple Grid” option)

2.2. How to Change Home Sale Screen Layout for Smartphones

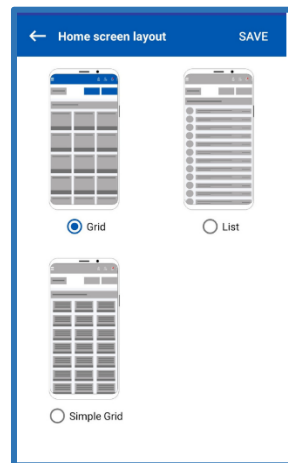
- I. POS App Main Menu
- II. Select “Settings”



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



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



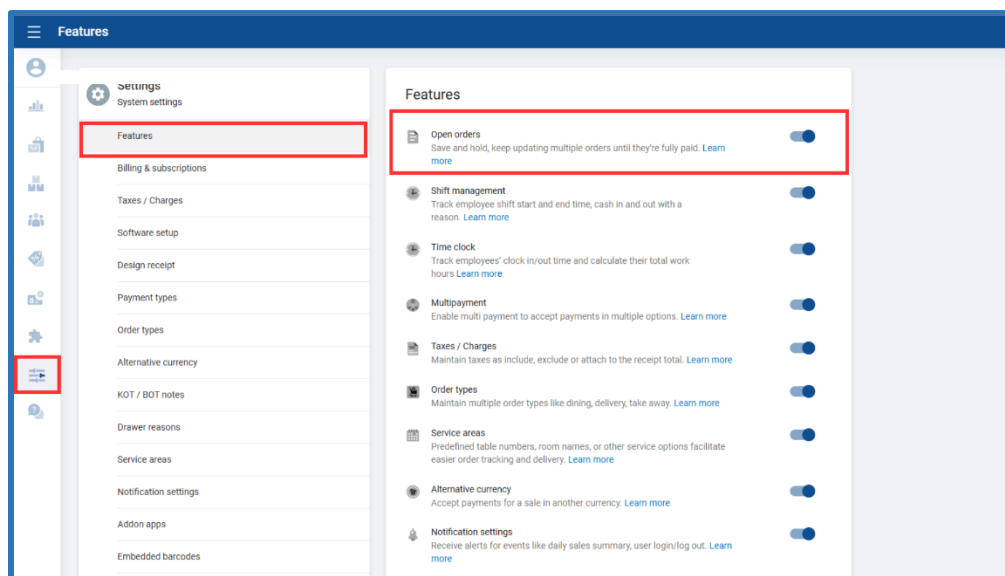
V. Click “Save”

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”

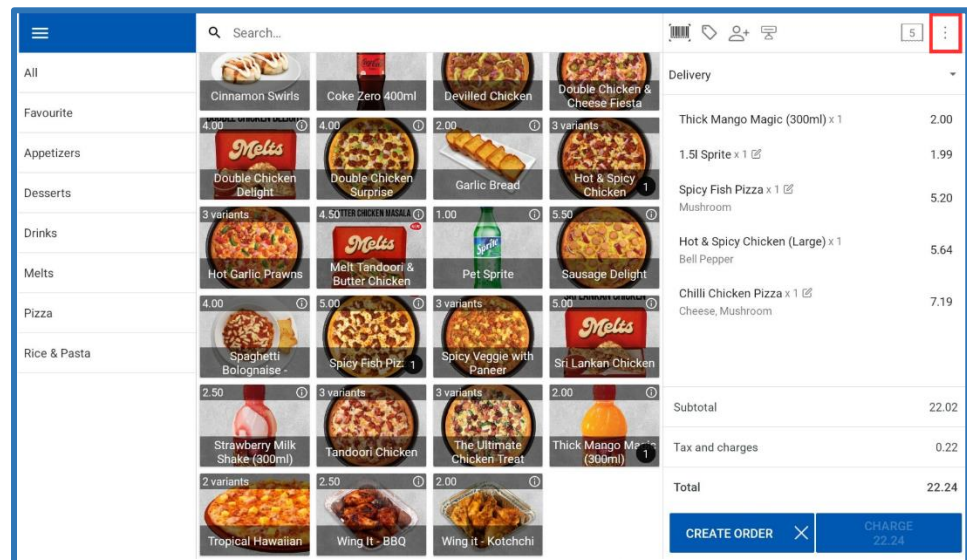
- A visiting customer wants products on a specific date.
 - Customer telephones and makes an order and wants products on a specific date.
 - A customer inside a store wants to order products today by paying Advance Money and pick them up at a later date.
- I. Log in to the SalesPlay POS Back-office Web portal
 - II. Select “Settings” from Main Menu
 - III. Go to the “Feature”
 - IV. Check ON “Open Orders” button



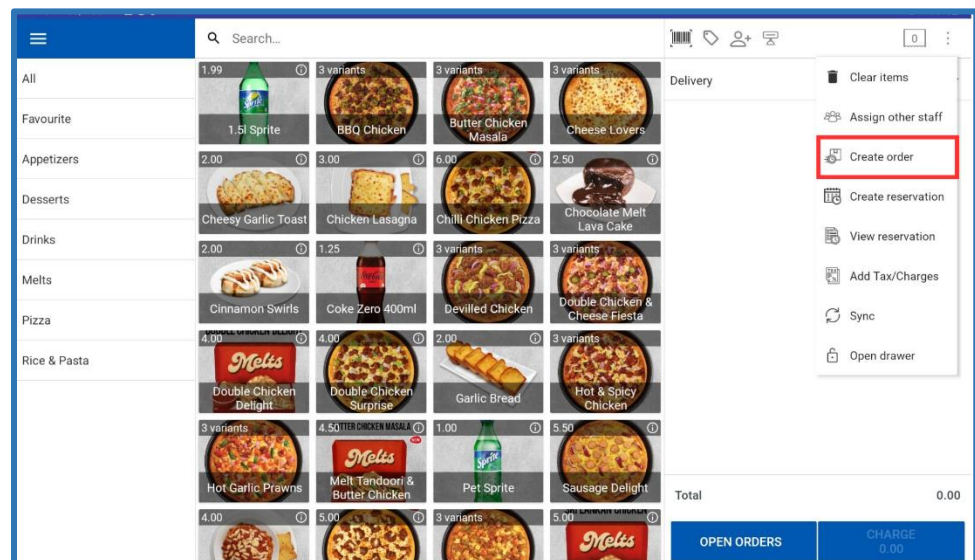
- V. Click “Save” at the bottom of the page

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

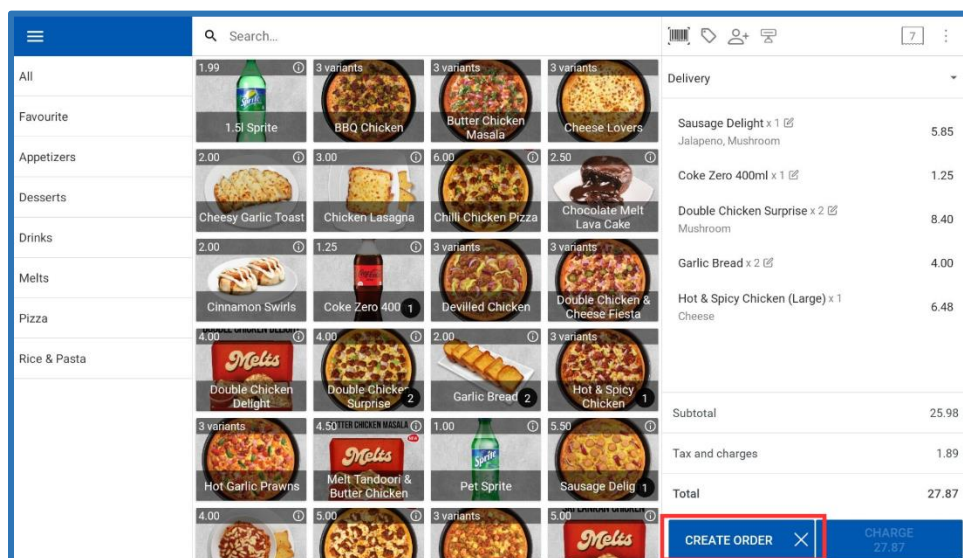
- I. POS App Main Menu
- II. Select “New Sale”
- III. Click the 3-dot button on the right-hand upper section



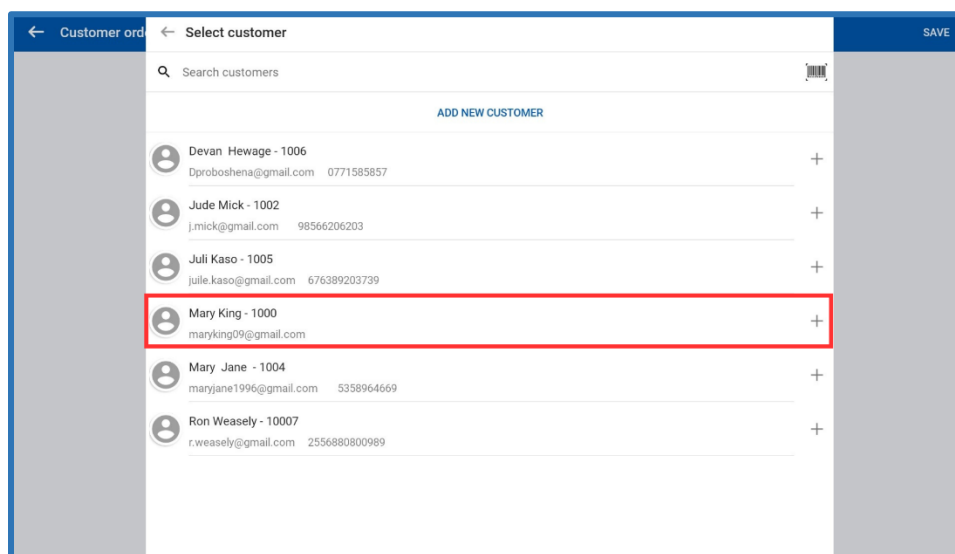
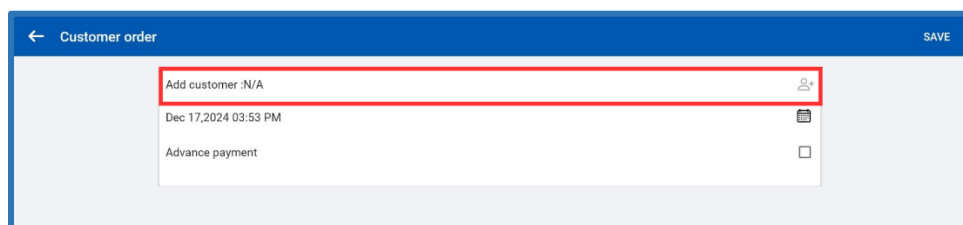
- IV. Click “Create Order”



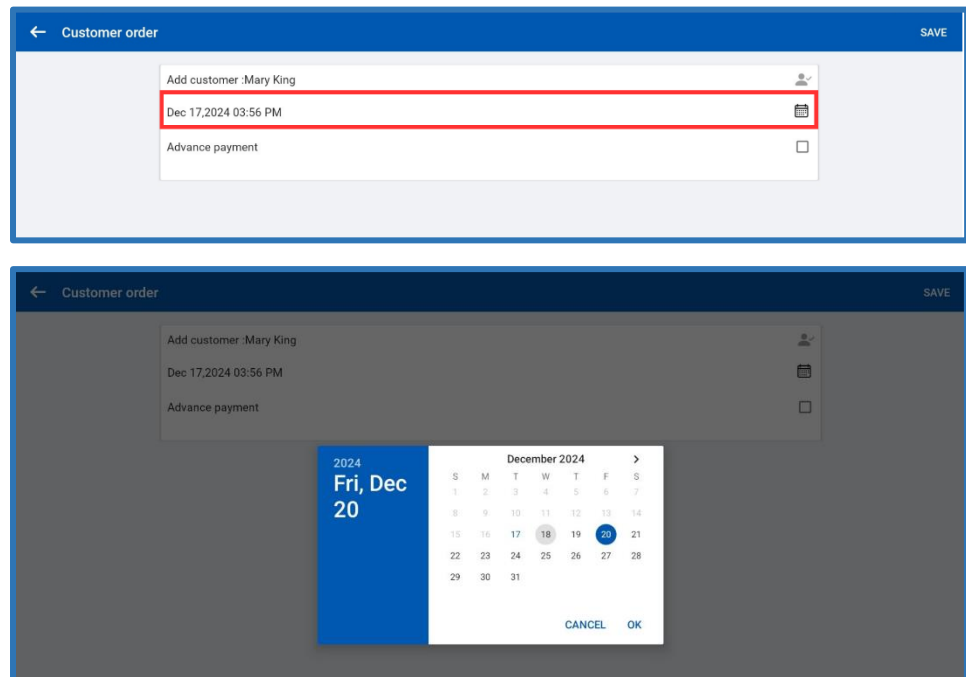
V. Select the items the customer wants and click the “Create Order” button



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



Customer order

SAVE

Add customer :Mary King

Dec 17, 2024 03:56 PM

Advance payment

2024
Fri, Dec 20

December 2024

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

CANCEL OK

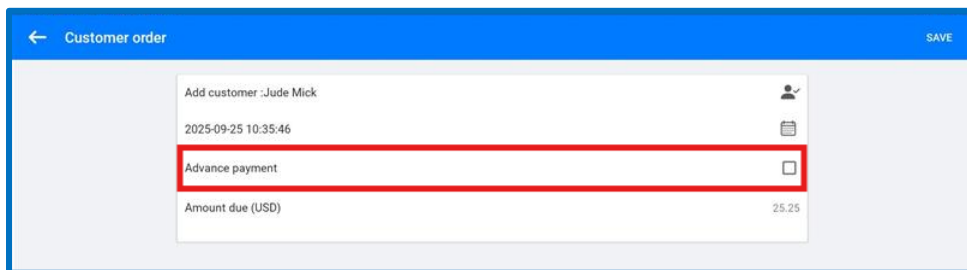
VIII. Click the “Save” button

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.

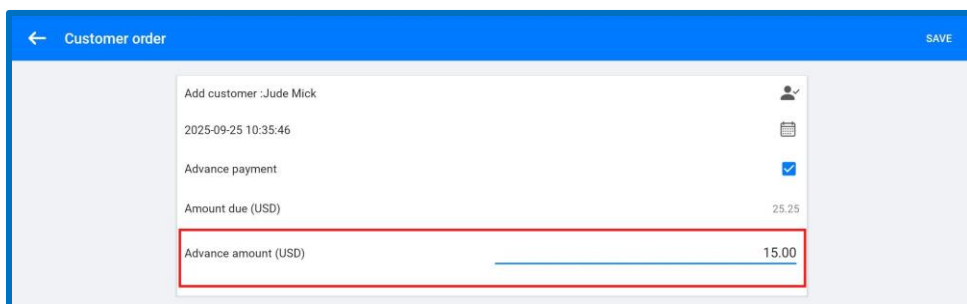
- I. POS App Main Menu
- II. Select “New Sale”
- III. Click the 3-dot button on the right-hand upper section
- IV. Select the items the customer wants and add to the cart.
- V. Click “Create Order”
- VI. Add Customer (Add new or select existing) and click “Add to order”
- VII. Select the calendar icon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



The screenshot shows the 'Customer order' form with the following details:

- Header: ← Customer order (SAVE)
- Form Fields:
 - Add customer :Jude Mick
 - 2025-09-25 10:35:46
 - Advance payment (checkbox checked)
 - Amount due (USD) 25.25

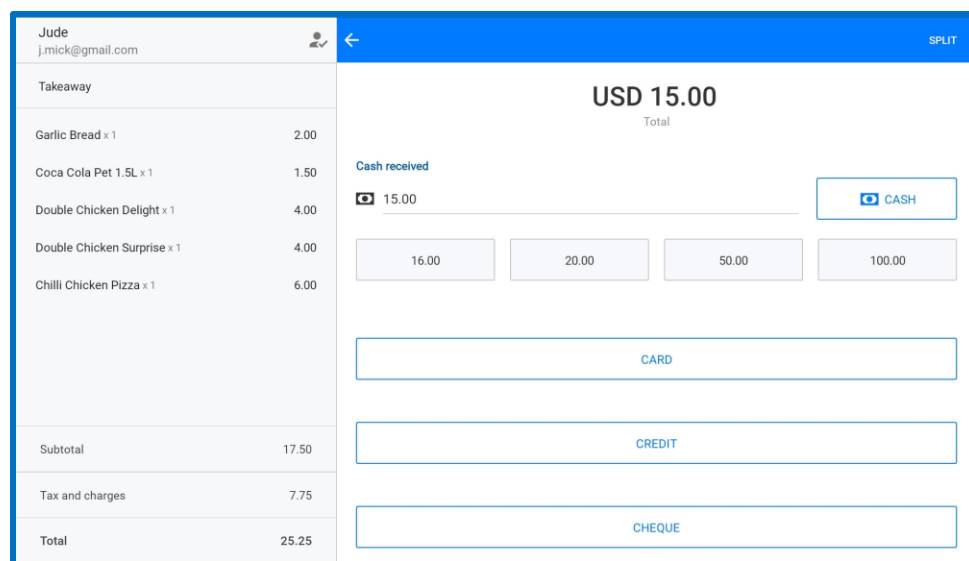
- IX. Enter the “Advance amount” the customer willing to pay



The screenshot shows the 'Customer order' form with the following details:

- Header: ← Customer order (SAVE)
- Form Fields:
 - Add customer :Jude Mick
 - 2025-09-25 10:35:46
 - Advance payment (checkbox checked)
 - Amount due (USD) 25.25
 - Advance amount (USD) 15.00

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



Jude j.mick@gmail.com	
Takeaway	
Garlic Bread x1	2.00
Coca Cola Pet 1.5L x1	1.50
Double Chicken Delight x1	4.00
Double Chicken Surprise x1	4.00
Chilli Chicken Pizza x1	6.00
Subtotal	17.50
Tax and charges	7.75
Total	25.25

USD 15.00
Total

Cash received

15.00

CASH

16.00 20.00 50.00 100.00

CARD

CREDIT

CHEQUE

(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

☰

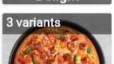
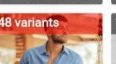
🔍 Search...






6

⋮

All	2.00 	3.00 	6.00 	2.50 
Favorite				
Appetizers	Cheesy Garlic Toast	Chicken Lasagna	Chilli Chicken Pizza	Chocolate Melt Lava Cake 1
Desserts	2.00 	1.25 	3 variants	3 variants
Drinks				
Melts	Cinnamon Swirls	Coke Zero 400ml	Deville Chicken	Double Chicken & Cheese Fiesta
No category	4.00 	4.00 	2.00 	3 variants
Pizza				
Rice & Pasta	Double Chicken Delight	Double Chicken Surprise	Garlic Bre 3	Hot & Spicy Chicken 1
Valentine's Special	3 variants	4.50 	48 variants	1.00 
				
	Hot Garlic Prawns	Melt Tandoori & Butter Chicken	Men - Linen Shirt	Pet Sprit 1

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

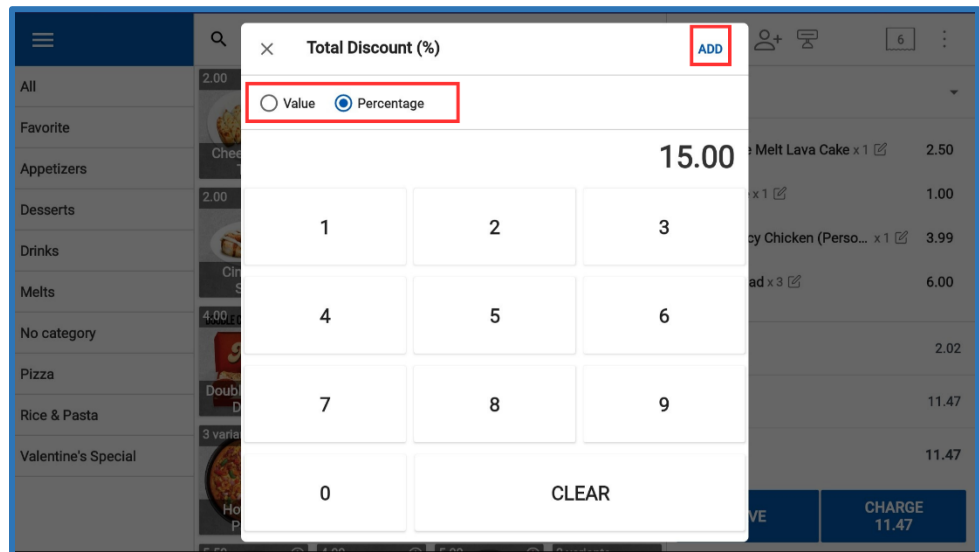
Total

13.49

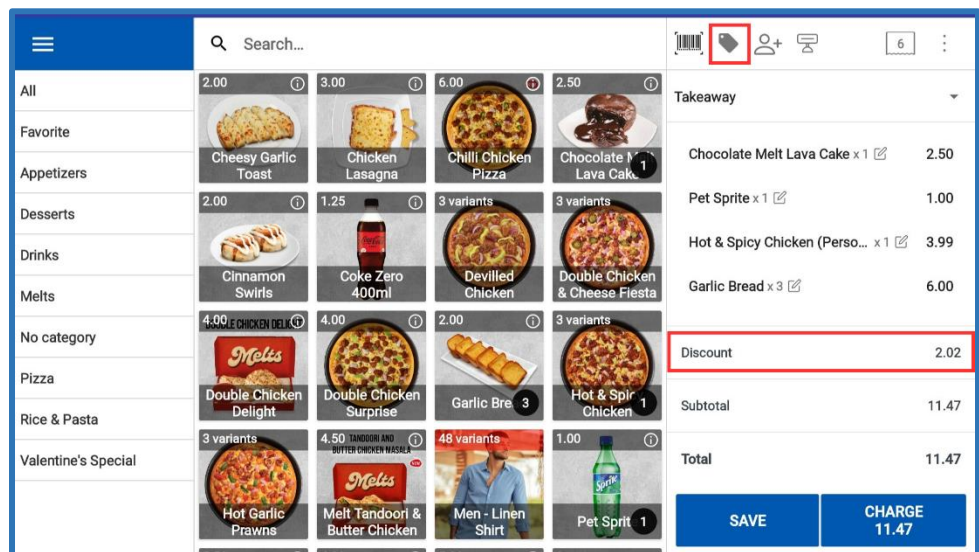
SAVE

CHARGE 13.49

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

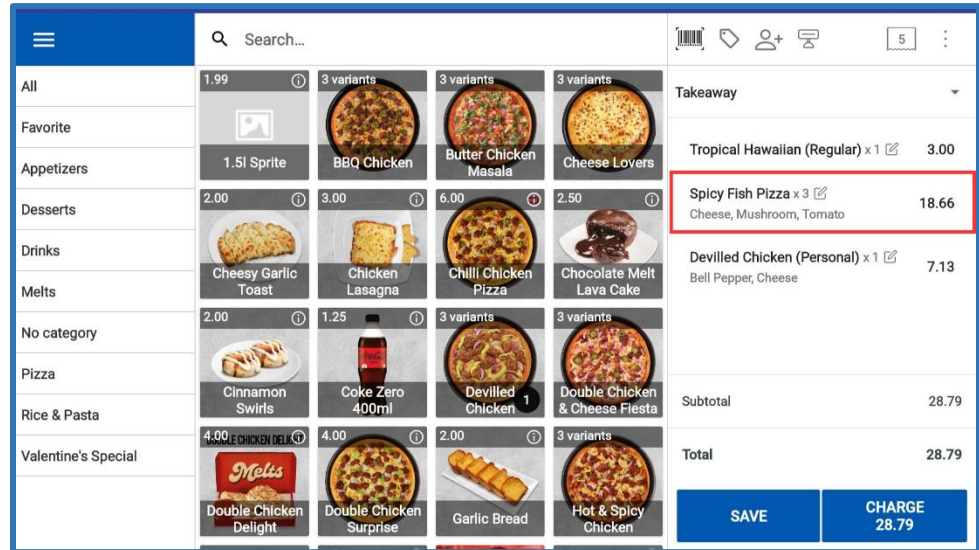


- V. Click the “CHARGE” button and proceed

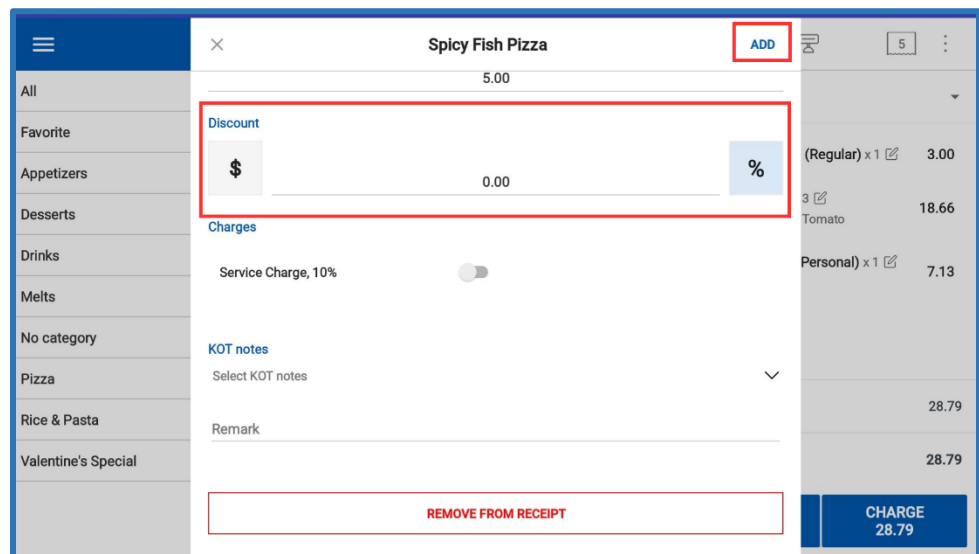


Apply Line / Item Discount

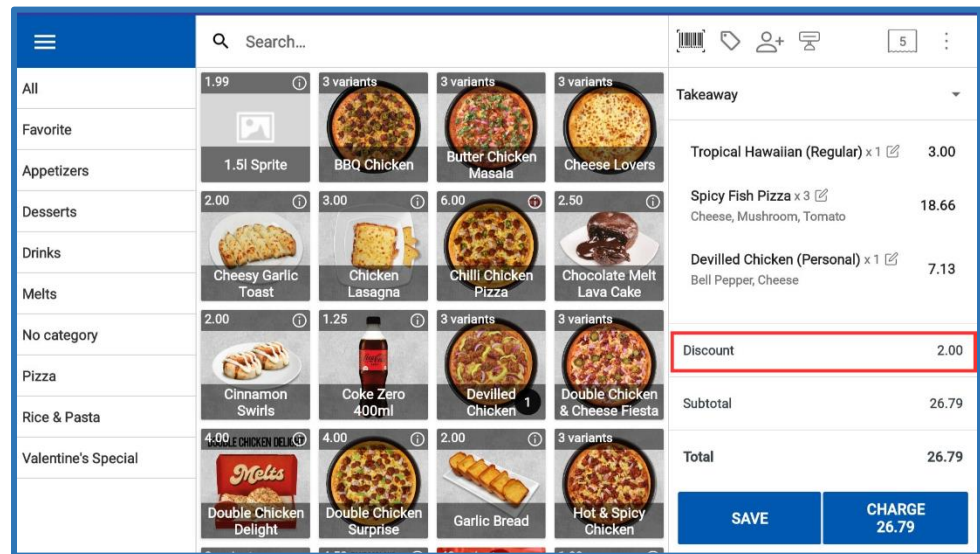
- i. Add item(s) to the cart, then click the item in the ITEM CART (Views Item) area



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



iii. Click “Add”

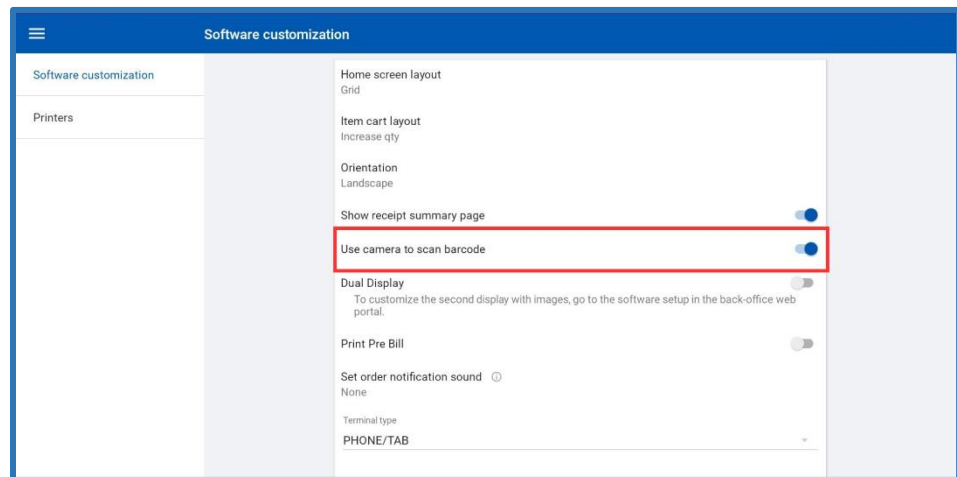


iv. Click the “CHARGE” button and proceed

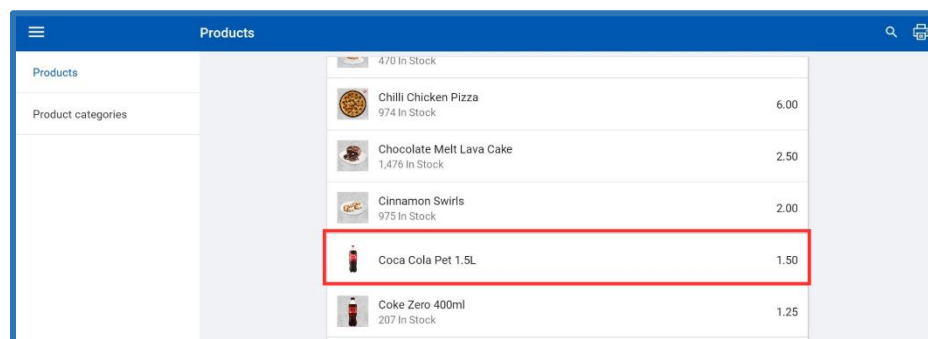
2.6. How to Use Barcodes and Find Products Easily

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

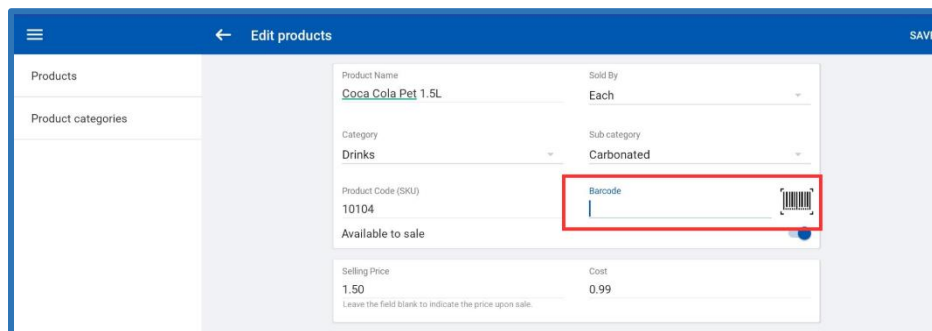
Enable "Use camera to scan barcode." If your device has an internal camera, you can use it. Alternatively, connect a barcode reader via USB or Bluetooth



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

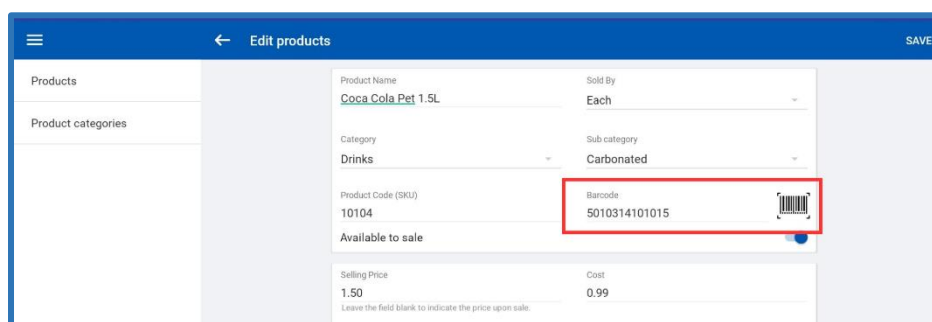


- VII. In the barcode area, tap the barcode logo and scan the barcode associated with the product



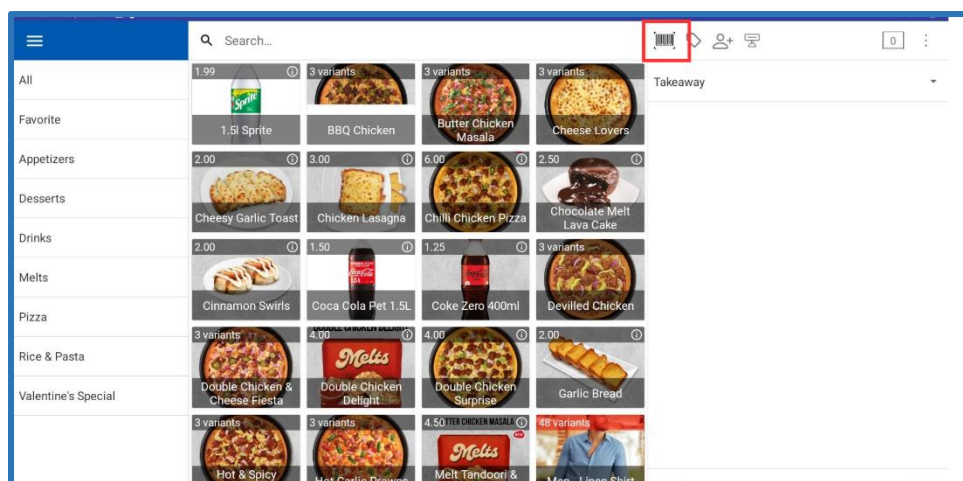
The screenshot shows the 'Edit products' screen. The product name is 'Coca Cola Pet 1.5L'. The category is 'Drinks' and the sub-category is 'Carbonated'. The product code (SKU) is '10104'. The barcode field is highlighted with a red box, and a barcode icon is visible next to it. The selling price is '1.50' and the cost is '0.99'.

- VIII. Once the code is populated, tap "Save".

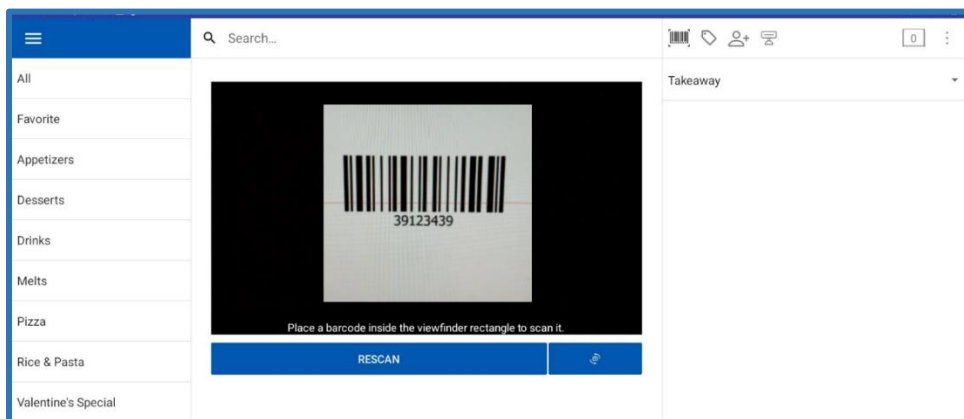


The screenshot shows the 'Edit products' screen with the barcode field now populated with the code '5010314101015'. The barcode icon is still visible next to the field.

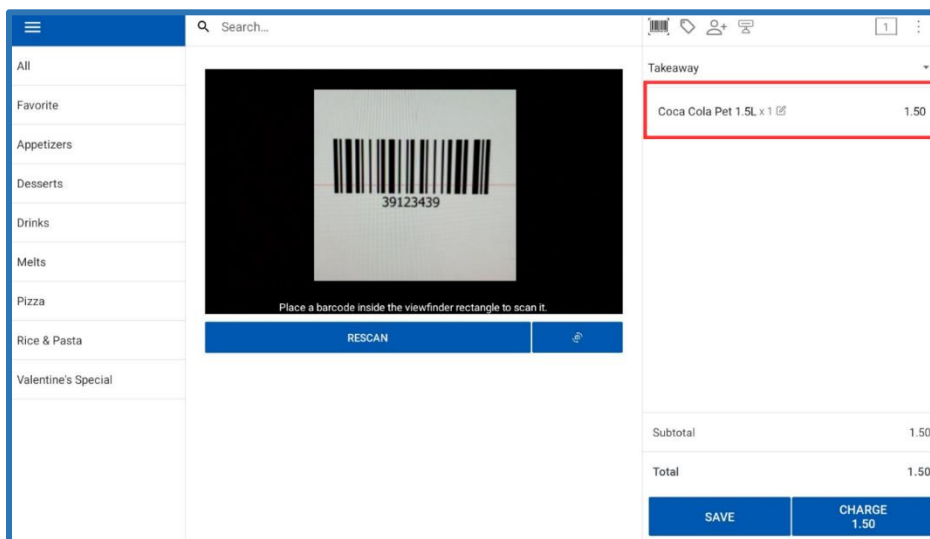
- IX. Select "New Sale"
- X. Tap the "Barcode" icon.



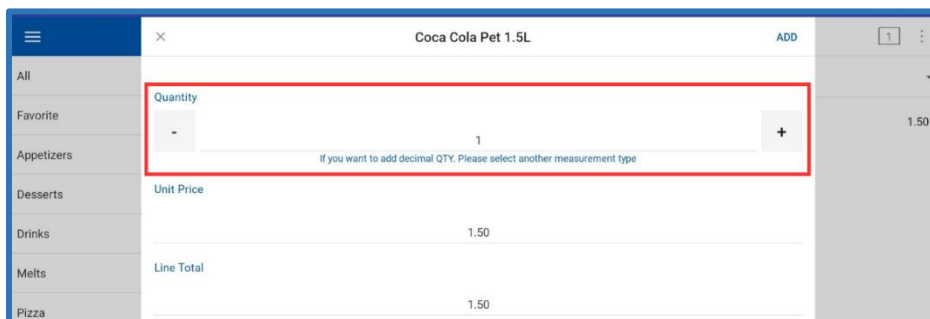
XI. Scan the barcode of the product



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

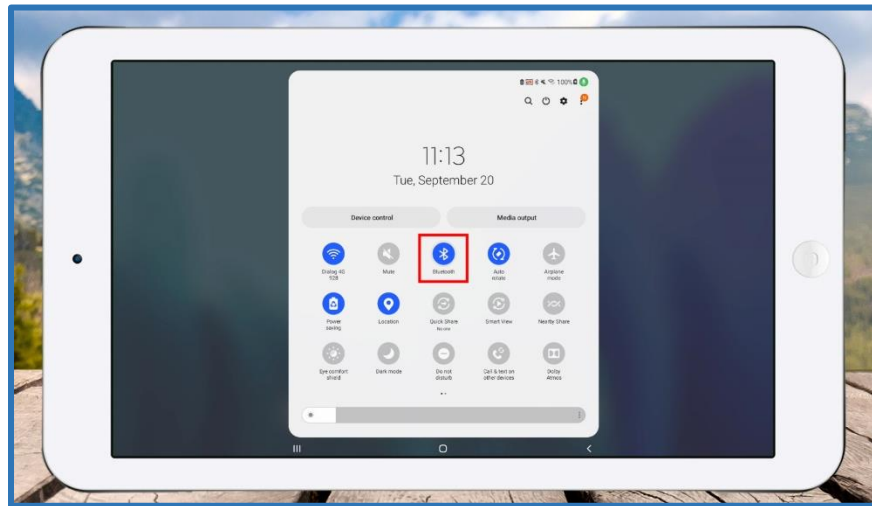


XIII. Enter the number of units the customer wants

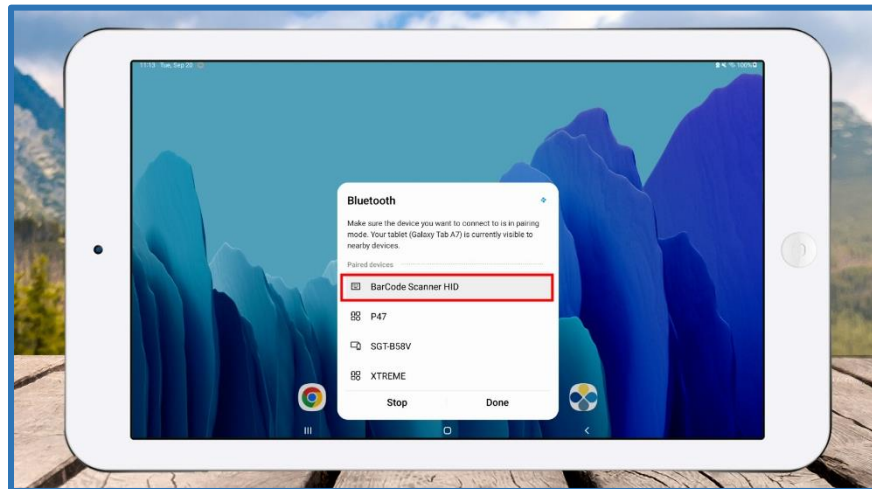


Using an External Bluetooth Barcode Reader:

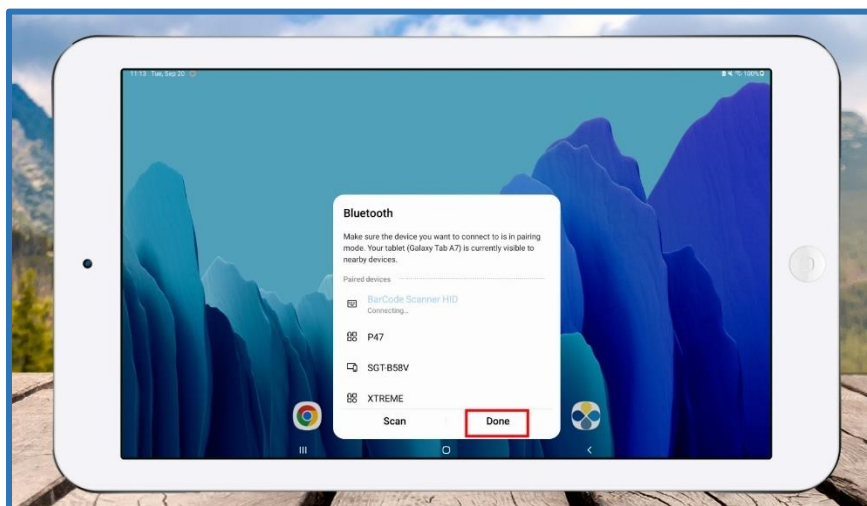
- I. Open Bluetooth settings on your device



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

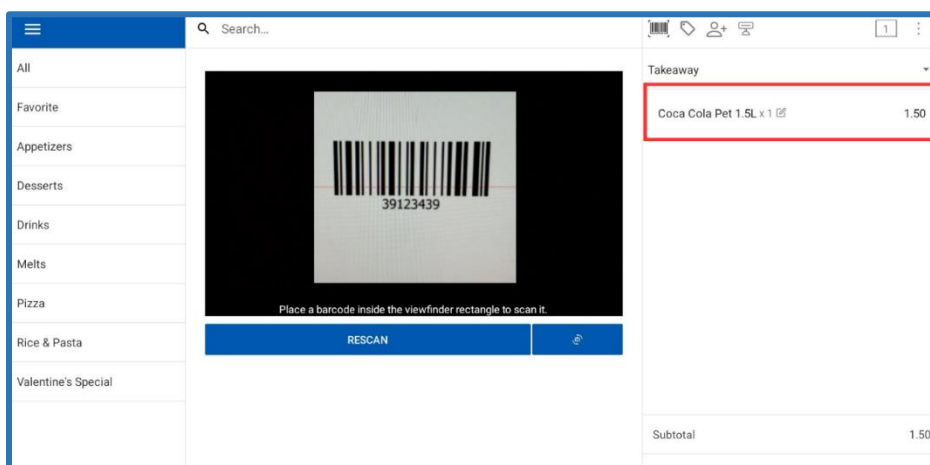


III. Once connected, tap “Done”



IV. Open SalesPlay POS App

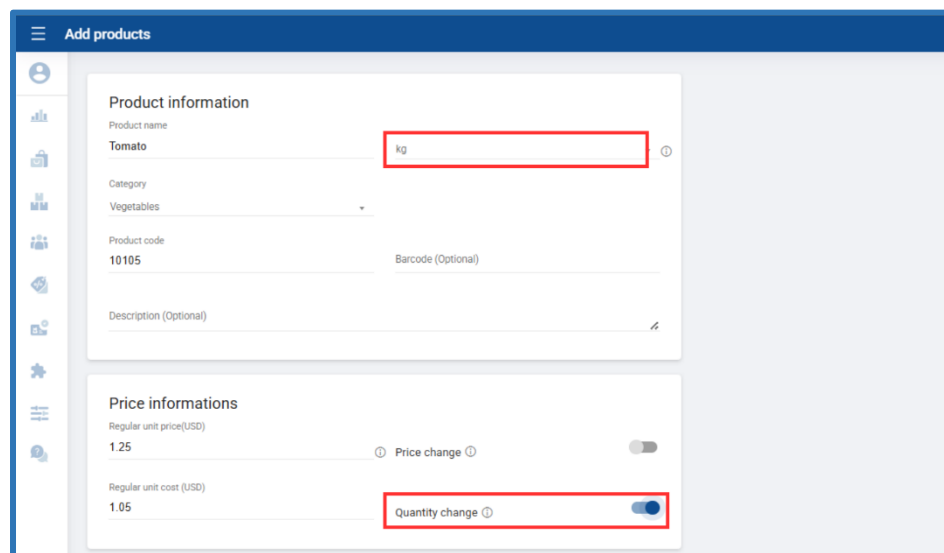
V. Scan the barcode of the product you want to add to the cart. The product will be added successfully



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.



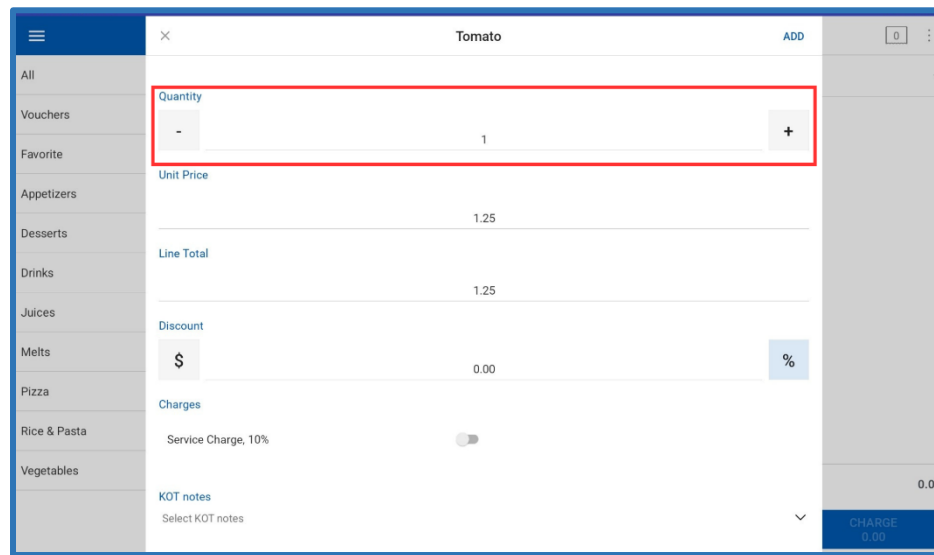
- VI. Ensure the price per kilogram or gram is correctly entered
- VII. Click “Update” button

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.



The screenshot shows the POS App interface for the product 'Tomato'. The quantity is set to 1. The unit price is 1.25. The line total is 1.25. The discount is 0.00. The charges section shows a service charge of 10% which is currently disabled. The KOT notes section is empty. The total charge is 0.00.

Category	Item	Value
Quantity	1	
Unit Price		1.25
Line Total		1.25
Discount		0.00
Charges	Service Charge, 10%	0.00
KOT notes	Select KOT notes	
Total	CHARGE	0.00

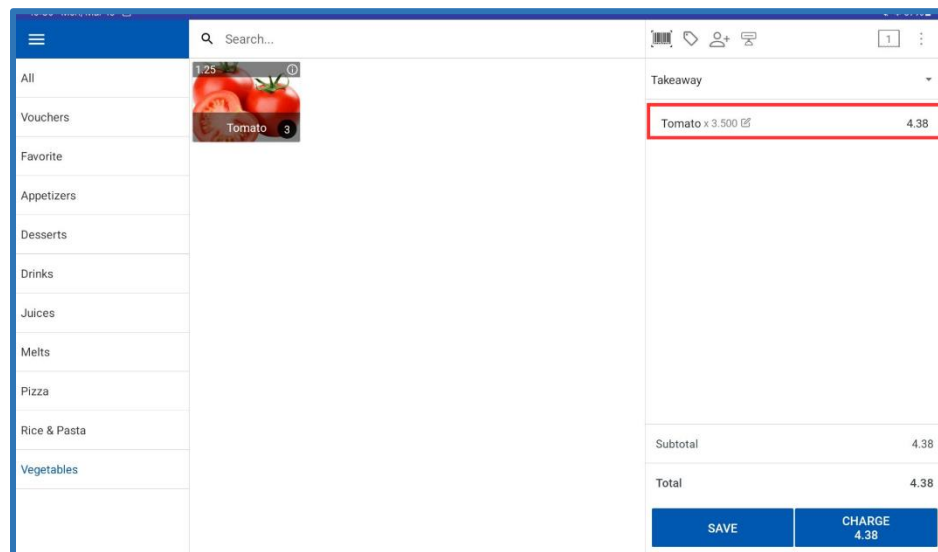


The screenshot shows the POS App interface for the product 'Tomato'. The quantity is set to 3.500. The unit price is 1.25. The line total is 1.25. The discount is 0.00. The charges section shows a service charge of 10% which is currently disabled. The KOT notes section is empty. The total charge is 0.00.

Category	Item	Value
Quantity	3.500	
Unit Price		1.25
Line Total		1.25
Discount		0.00
Charges	Service Charge, 10%	0.00
KOT notes	Select KOT notes	
Total	CHARGE	0.00

XI. Click the "Add" button

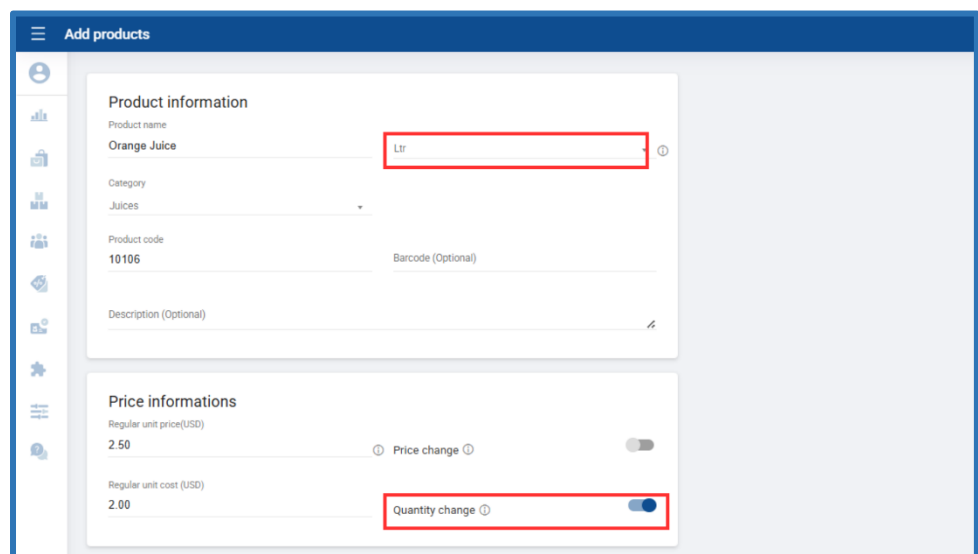
- XII. The cart will now display the product with the calculated price based on the entered weight and the price per unit.



- 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.



Add products

Product information

Product name
Orange Juice

Category
Juices

Product code
10106

Barcode (Optional)

Description (Optional)

Price informations

Regular unit price(USD)
2.50

Regular unit cost (USD)
2.00

Price change

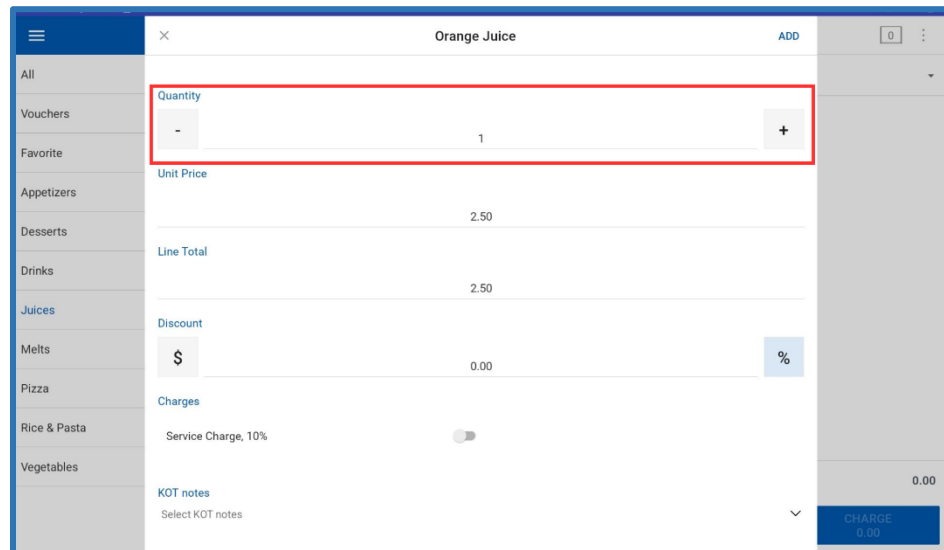
Quantity change

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

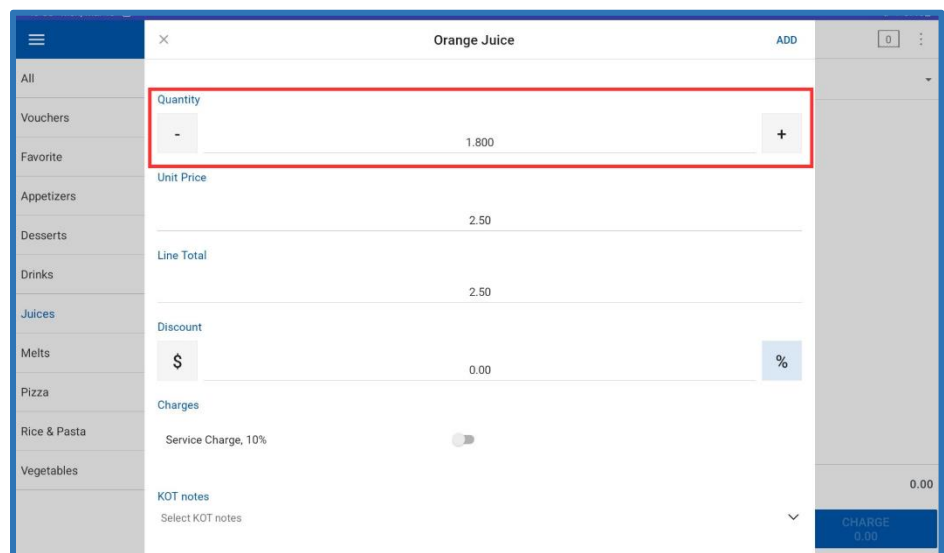
On the POS App,

- 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.



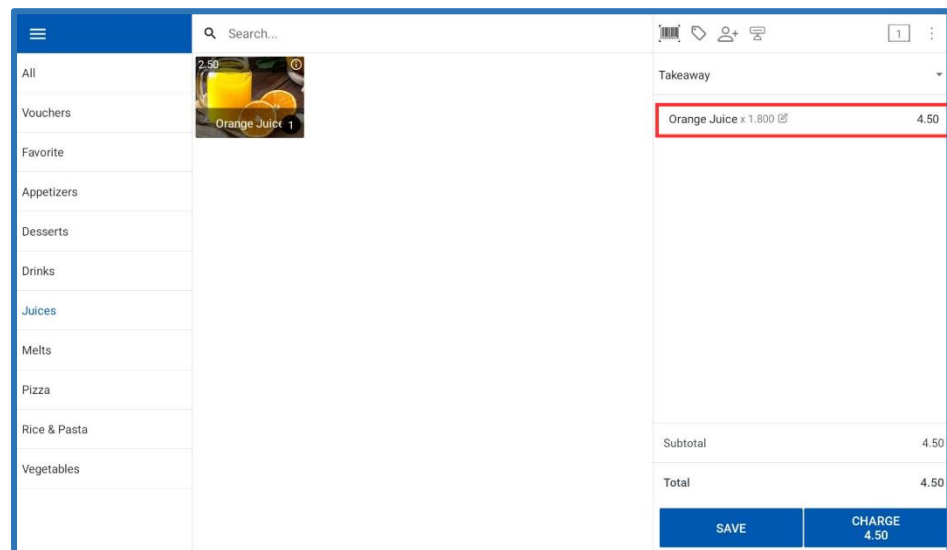
The screenshot shows the 'Orange Juice' product selection screen. The 'Quantity' field is highlighted with a red box and contains the value '1'. The 'Unit Price' is 2.50, and the 'Line Total' is 2.50. The 'Discount' is 0.00. The 'Charges' section shows a 'Service Charge, 10%' toggle. The 'KOT notes' section is empty. The 'CHARGE' button at the bottom right shows '0.00'.



The screenshot shows the 'Orange Juice' product selection screen. The 'Quantity' field is highlighted with a red box and contains the value '1.800'. The 'Unit Price' is 2.50, and the 'Line Total' is 2.50. The 'Discount' is 0.00. The 'Charges' section shows a 'Service Charge, 10%' toggle. The 'KOT notes' section is empty. The 'CHARGE' button at the bottom right shows '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.

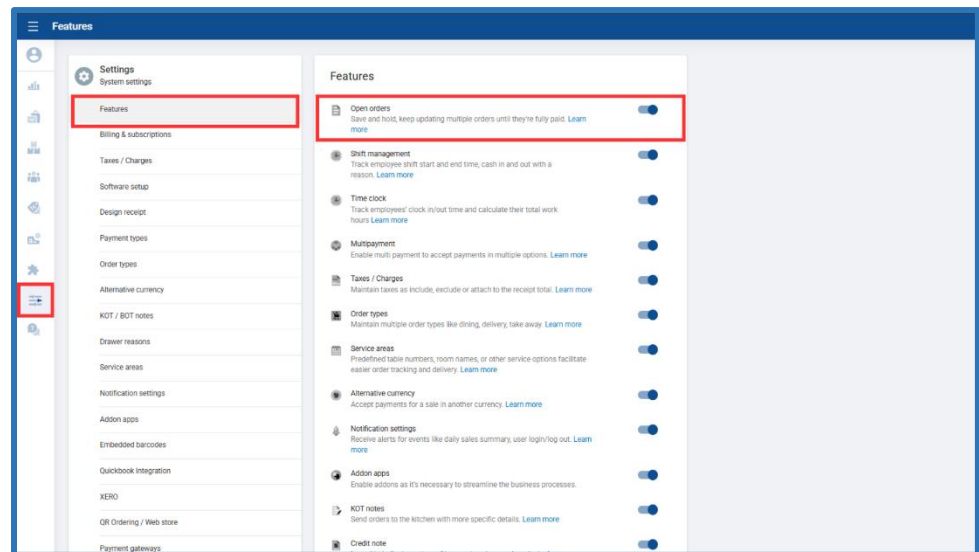
2.9. How to Put a Receipt on Hold / Save

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

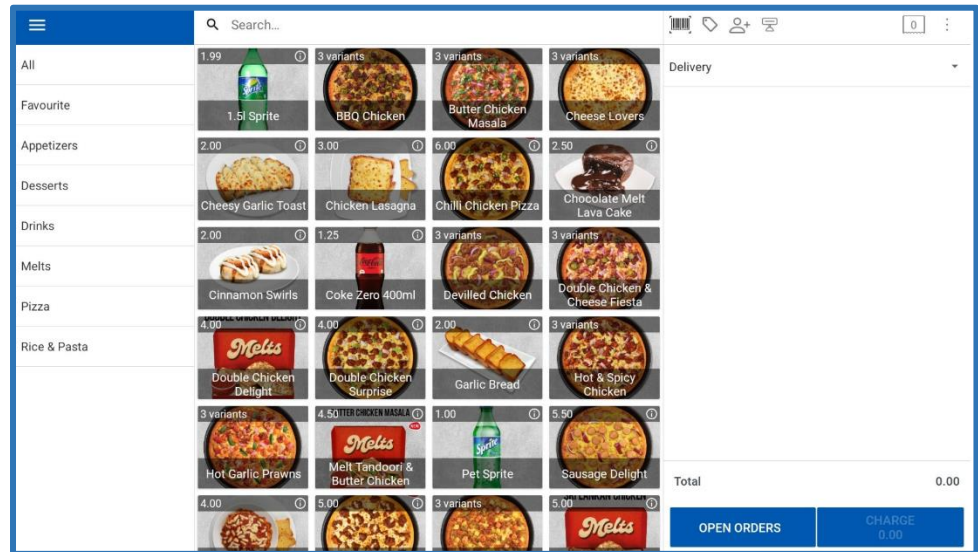


- V. Click “Save”

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

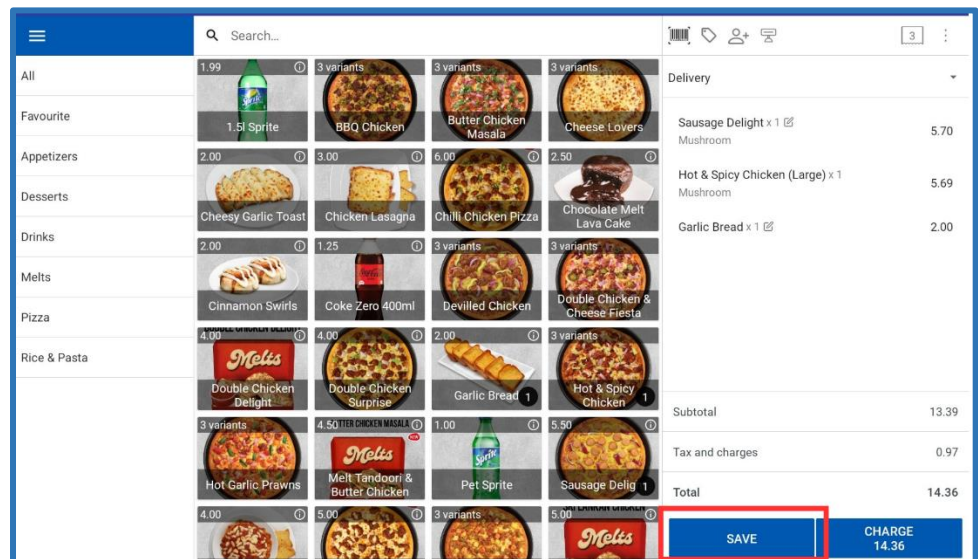
I. POS App Main Menu

II. Select “New Sale”

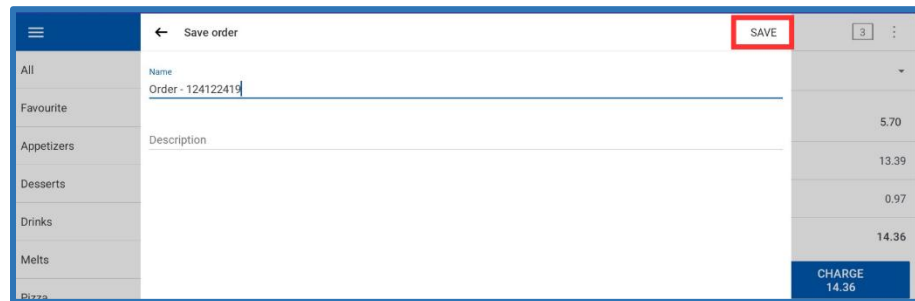


III. Click items the customer needs to buy

IV. Click “Save”



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



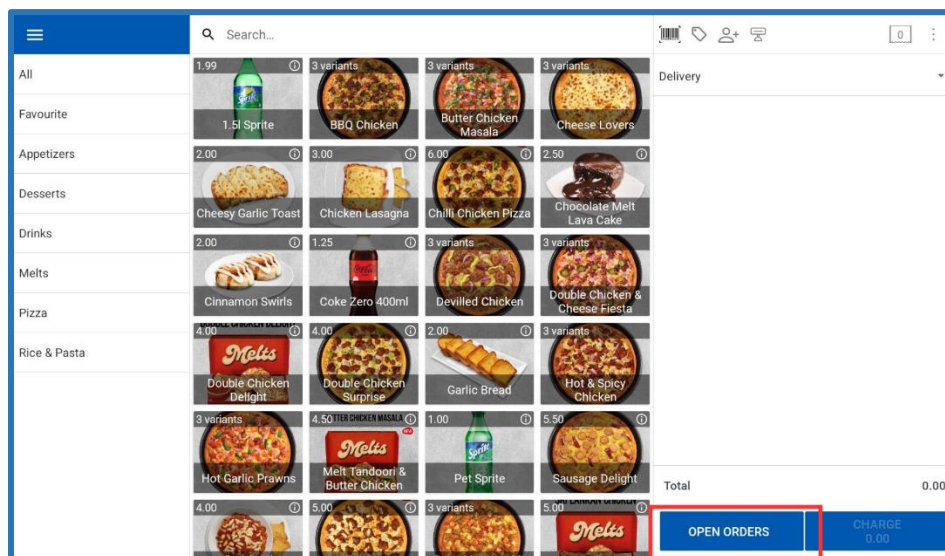
(Once you saved the receipt, it will be in the “Open Orders” section, when you need it again, you can click “Open Orders” and select the receipt from the HOLD section)

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

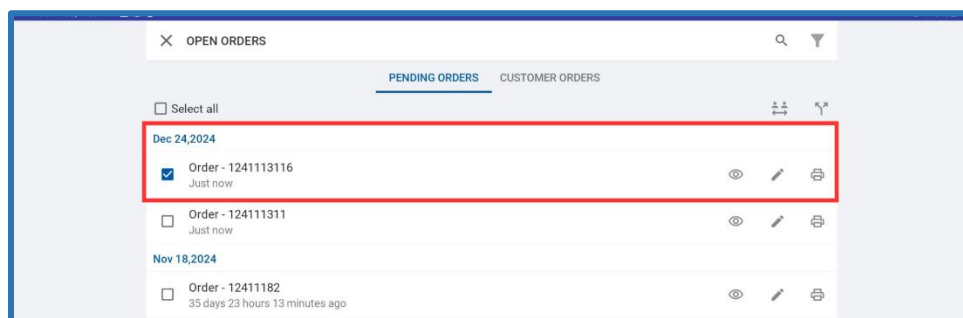
The Merge Bill function lets you combine multiple receipts into one.

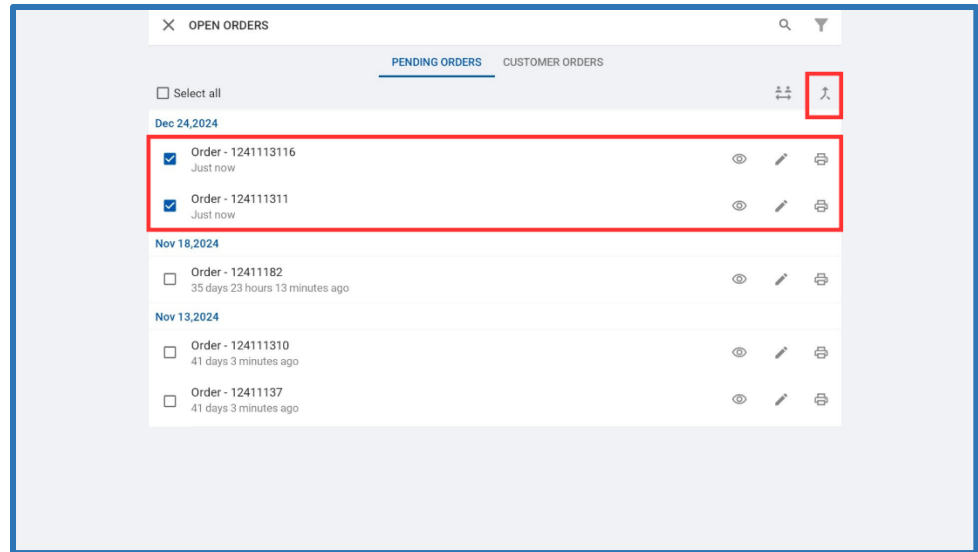
For example, in a restaurant, a group of friends is dining at one table. Later, more friends arrive and sit at a different table. When they are done dining, one friend wants to pay for both tables in a single bill. The Merge Bill function makes this easy.

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

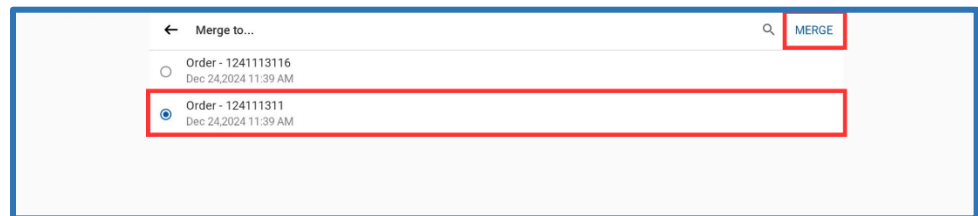


- IV. Select the receipts which needs to be merged





- V. Click the Merge / Combine icon
- VI. Select the receipt number which needs the final bill



- VII. Click "Merge" button

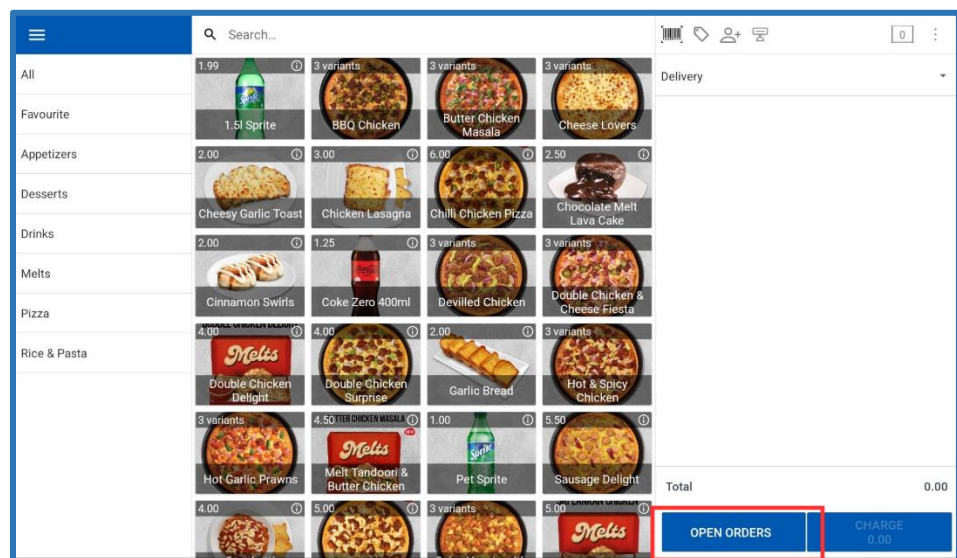
(Once the Merge, user can click on the receipt and proceed to payment)

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

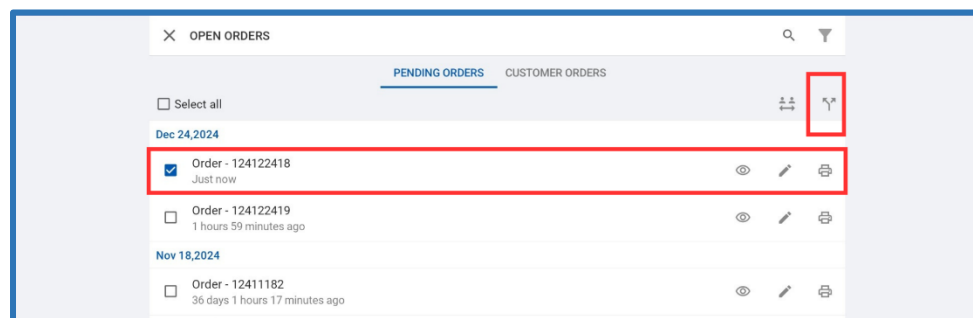
The Split Bill function allows you to divide a single receipt into multiple receipts. This is helpful for customers who want to pay separately. In a restaurant POS, bills can be split in different ways based on customer preferences.

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

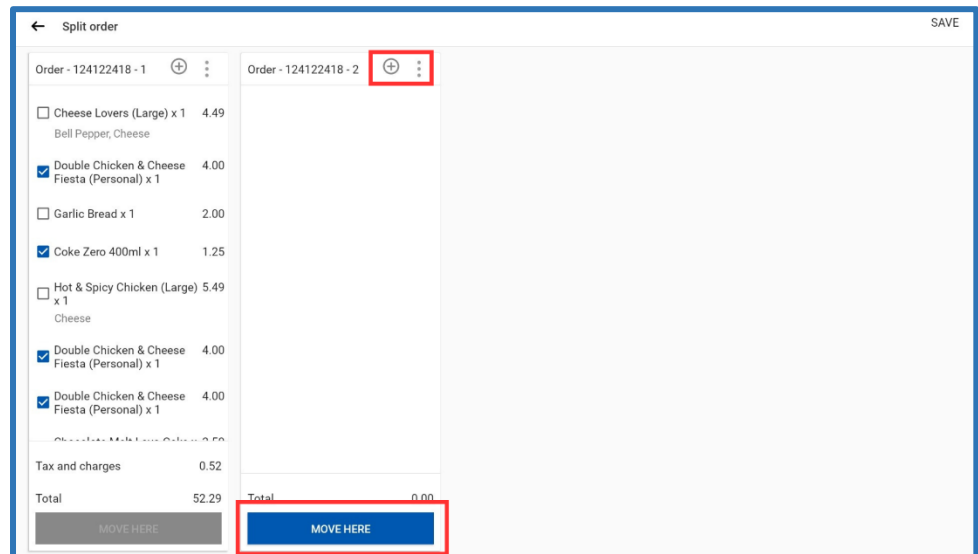
- I. POS App Main Menu
- II. Select “New Sale”
- III. Click “Open Bills”



- 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

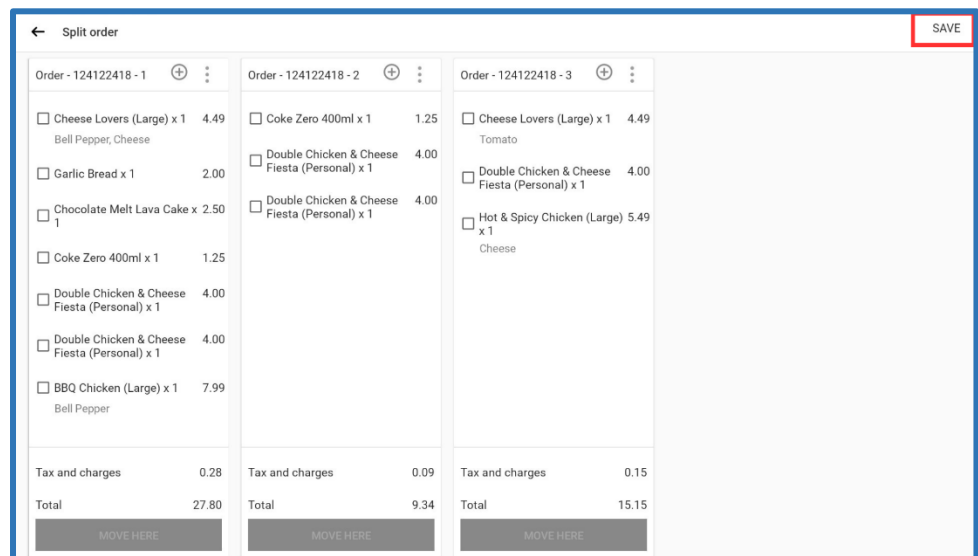
- ☐ Cheese Lovers (Large) x 1 4.49
Bell Pepper, Cheese
- ☒ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☐ Garlic Bread x 1 2.00
- ☒ Coke Zero 400ml x 1 1.25
- ☐ Hot & Spicy Chicken (Large) x 1 5.49
Cheese
- ☒ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☒ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☐ Chocolate Melt Lava Cake x 1 2.50
- Tax and charges 0.52
- Total 52.29
- MOVE HERE

Order - 124122418 - 2

- Total 0.00
- MOVE HERE

SAVE

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



Split order

Order - 124122418 - 1

- ☐ Cheese Lovers (Large) x 1 4.49
Bell Pepper, Cheese
- ☐ Garlic Bread x 1 2.00
- ☐ Chocolate Melt Lava Cake x 1 2.50
- ☐ Coke Zero 400ml x 1 1.25
- ☐ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☐ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☐ BBQ Chicken (Large) x 1 7.99
Bell Pepper
- Tax and charges 0.28
- Total 27.80
- MOVE HERE

Order - 124122418 - 2

- ☐ Coke Zero 400ml x 1 1.25
- ☐ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☐ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- Tax and charges 0.09
- Total 9.34
- MOVE HERE

Order - 124122418 - 3

- ☐ Cheese Lovers (Large) x 1 4.49
Tomato
- ☐ Double Chicken & Cheese Fiesta (Personal) x 1 4.00
- ☐ Hot & Spicy Chicken (Large) x 1 5.49
Cheese
- Tax and charges 0.15
- Total 15.15
- MOVE HERE

SAVE

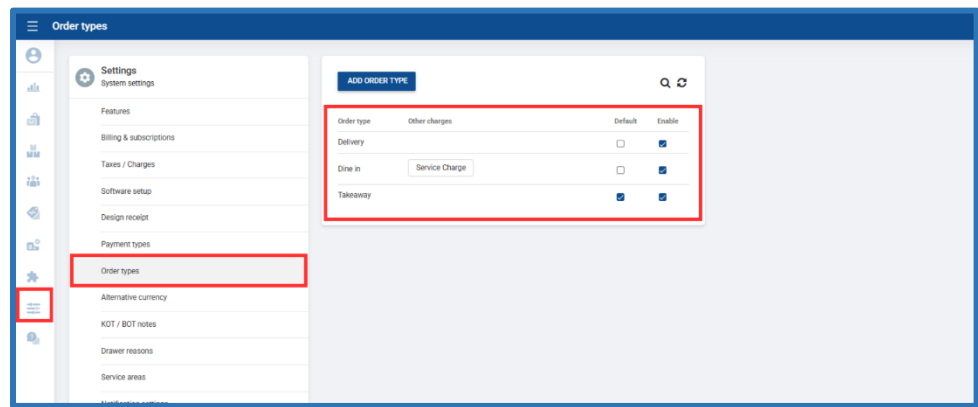
- IX. Click the SAVE button
(Once the SPLIT, the user can click on the generated receipt or receipts and proceed to payment)

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"

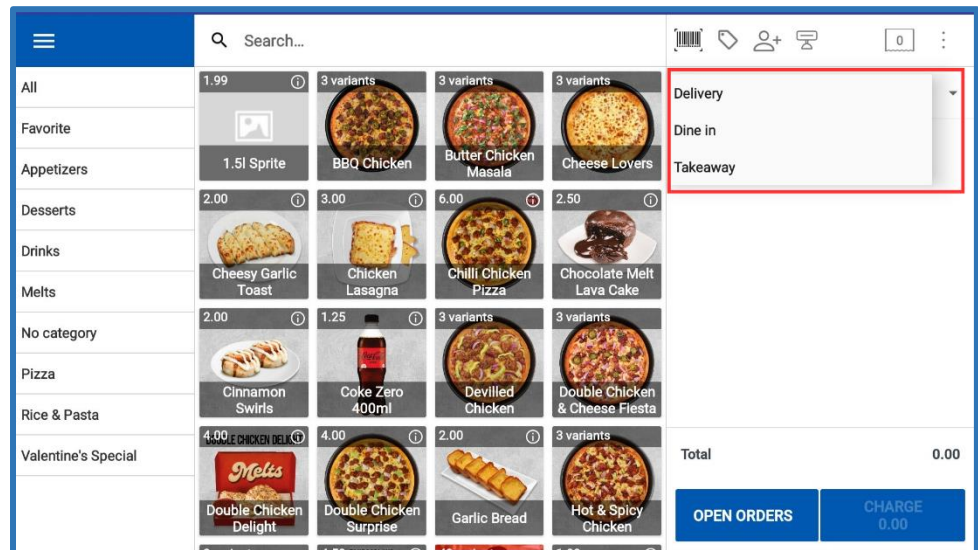


- IV. Here, you can find all created and enabled order types, along with their allocated charges

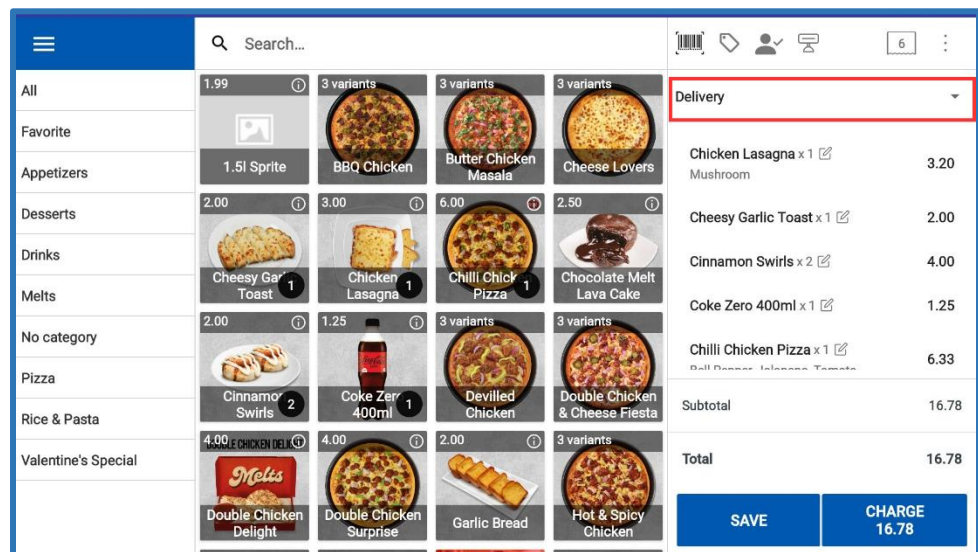
On the POS App,

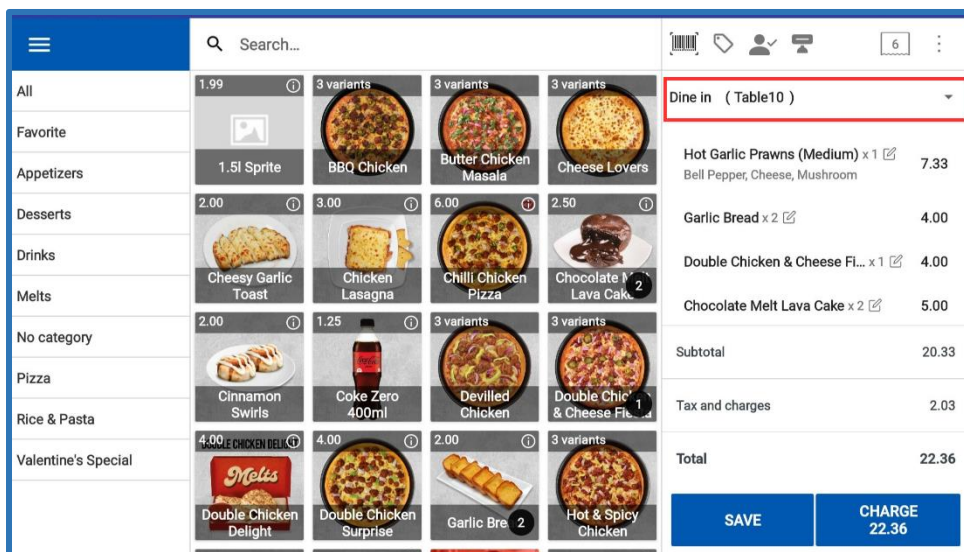
- V. POS App Main Menu
- VI. Select "New Sale"

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



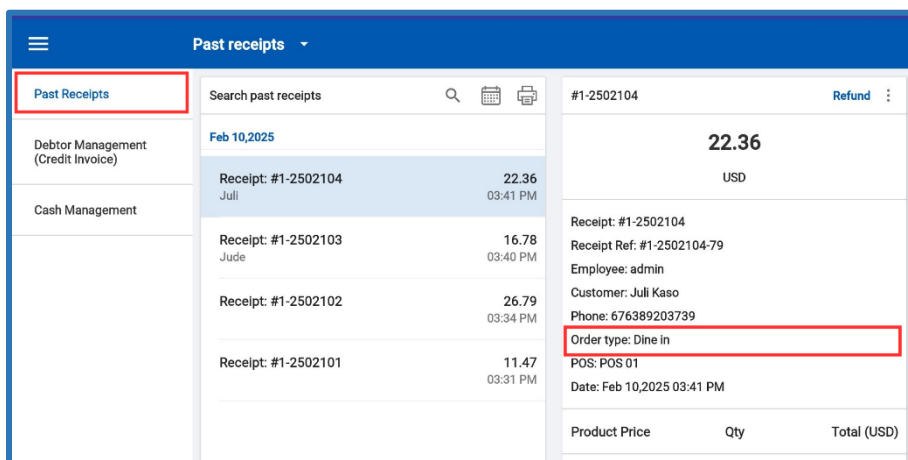
- VIII. Here, a sample view of each order type.



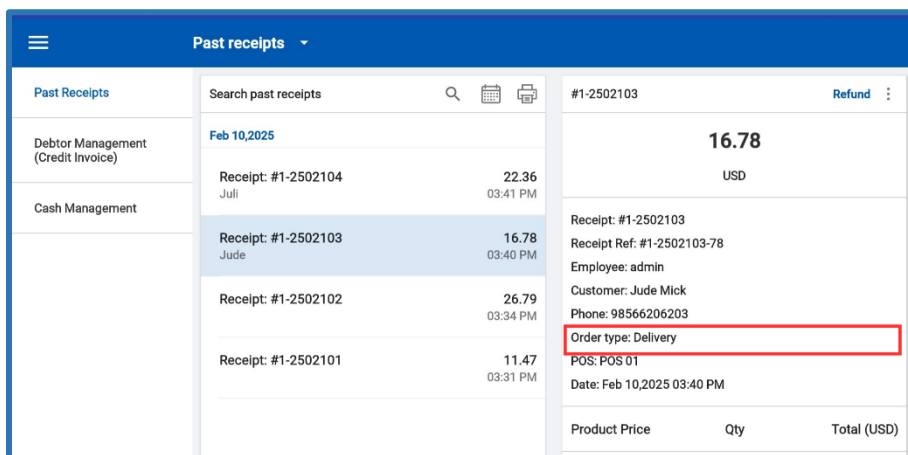


The screenshot shows the SalesPlay POS interface. On the left is a menu with categories: All, Favorite, Appetizers, Desserts, Drinks, Melts, No category, Pizza, Rice & Pasta, and Valentine's Special. The main area displays a grid of food items with prices and variants. On the right, a receipt is shown for 'Dine in (Table 10)'. The receipt lists items: Hot Garlic Prawns (Medium) x 1 (7.33), Garlic Bread x 2 (4.00), Double Chicken & Cheese Fl... x 1 (4.00), and Chocolate Melt Lava Cake x 2 (5.00). The subtotal is 20.33, tax and charges are 2.03, and the total is 22.36. There are 'SAVE' and 'CHARGE 22.36' buttons at the bottom right.

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), 'Debtor Management (Credit Invoice)', and 'Cash Management'. The main area has a search bar and a list of receipts for Feb 10, 2025. The details for receipt #1-2502104 are shown on the right, including the total amount of 22.36 USD, receipt reference #1-2502104-79, employee admin, customer Juli Kaso, and phone 676389203739. The 'Order type: Dine in' is highlighted in red. Below this, it shows 'POS: POS 01' and 'Date: Feb 10, 2025 03:41 PM'. At the bottom is a table with columns 'Product Price', 'Qty', and 'Total (USD)'.



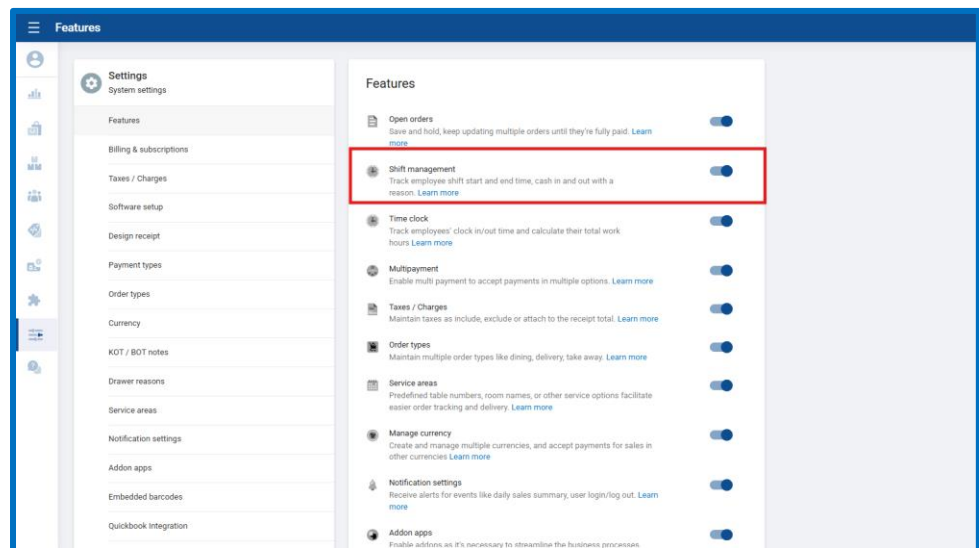
The screenshot shows the 'Past receipts' screen with details for receipt #1-2502103. The total amount is 16.78 USD. The receipt reference is #1-2502103-78, employee admin, customer Jude Mick, and phone 98566206203. The 'Order type: Delivery' is highlighted in red. Below this, it shows 'POS: POS 01' and 'Date: Feb 10, 2025 03:40 PM'. At the bottom is a table with columns 'Product Price', 'Qty', and 'Total (USD)'.

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

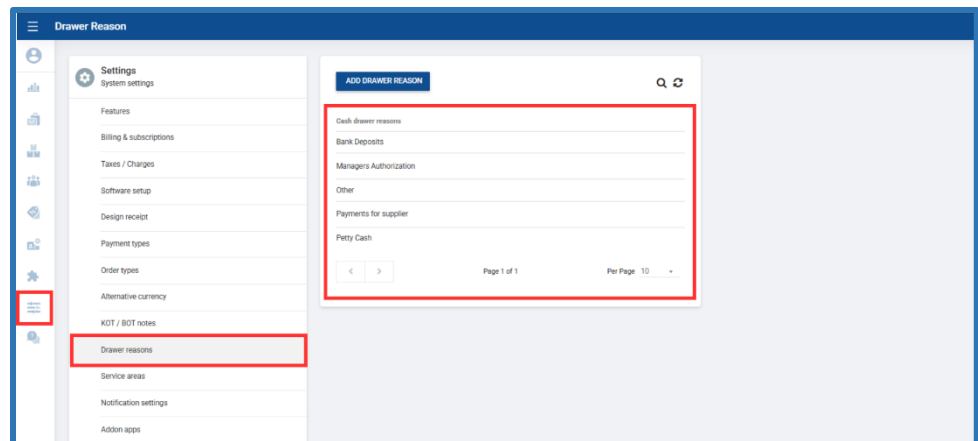
2.13. Shift Management in SalesPlay POS

On the Back-office side,

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

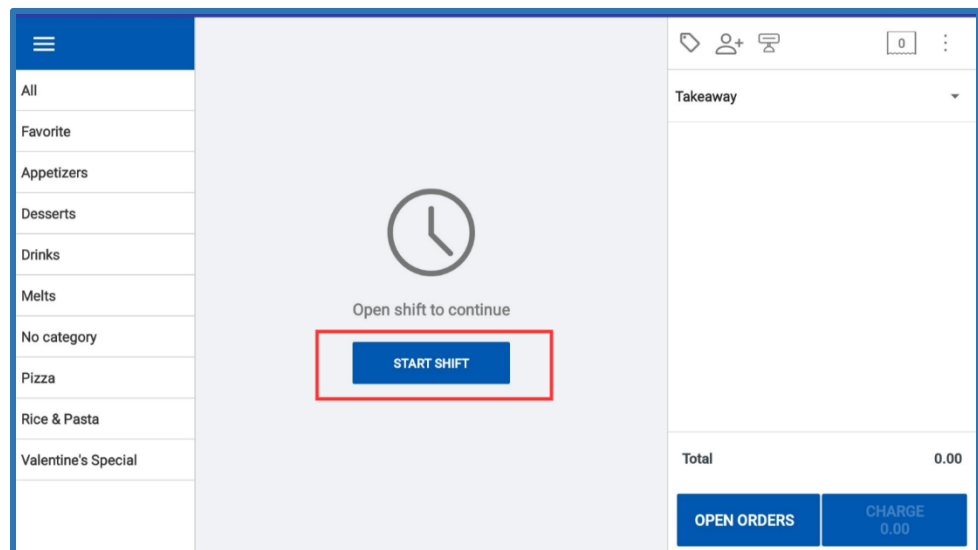


- IV. Once you enable “Shift Management”, a new option “Drawer reasons” will appear on the settings section
- V. Select the “Drawer reasons” section
- VI. Click Add Drawer Reasons and Enter the drawer reason name and click “Save”

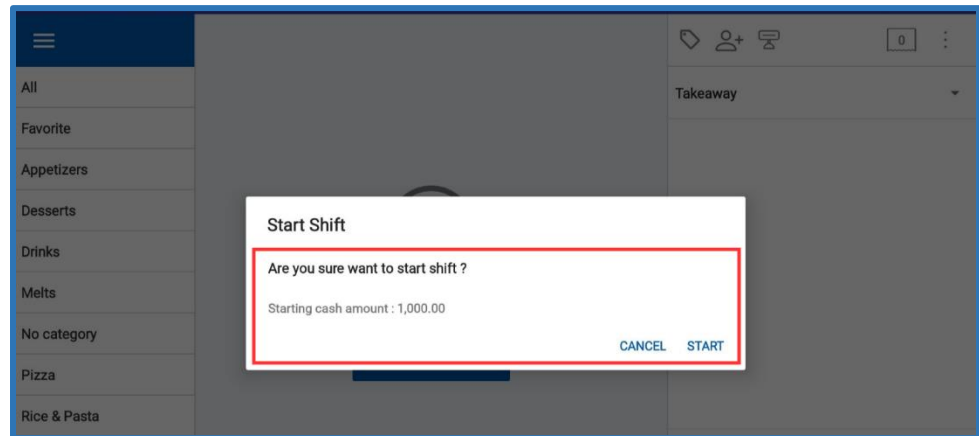
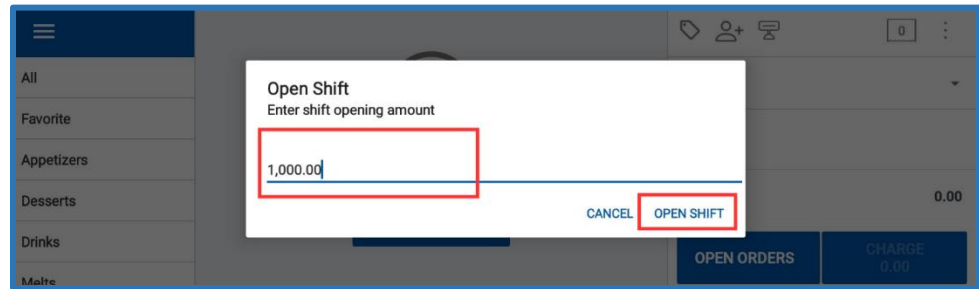


On the POS App,

- VII. Open shift to continue in SalesPlay POS app

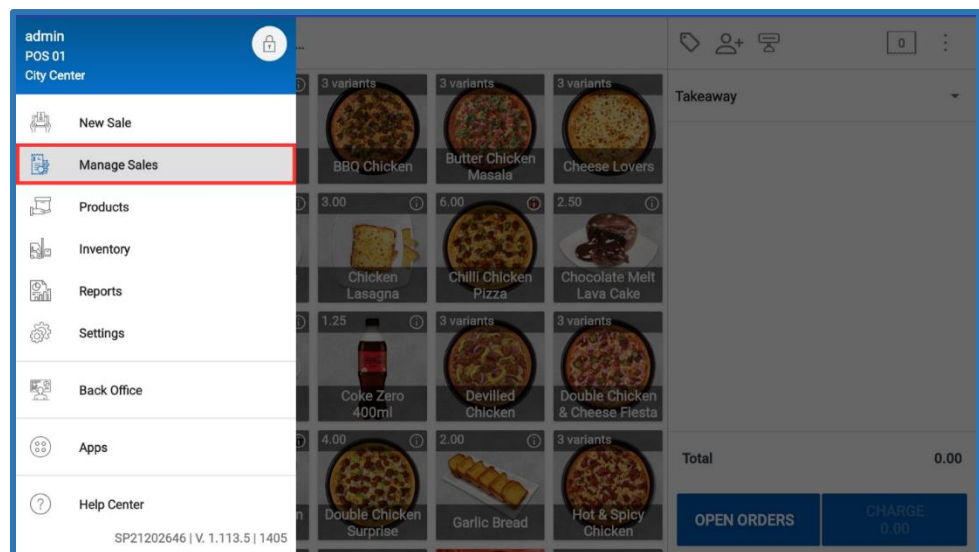


VIII. Enter the shift opening amount

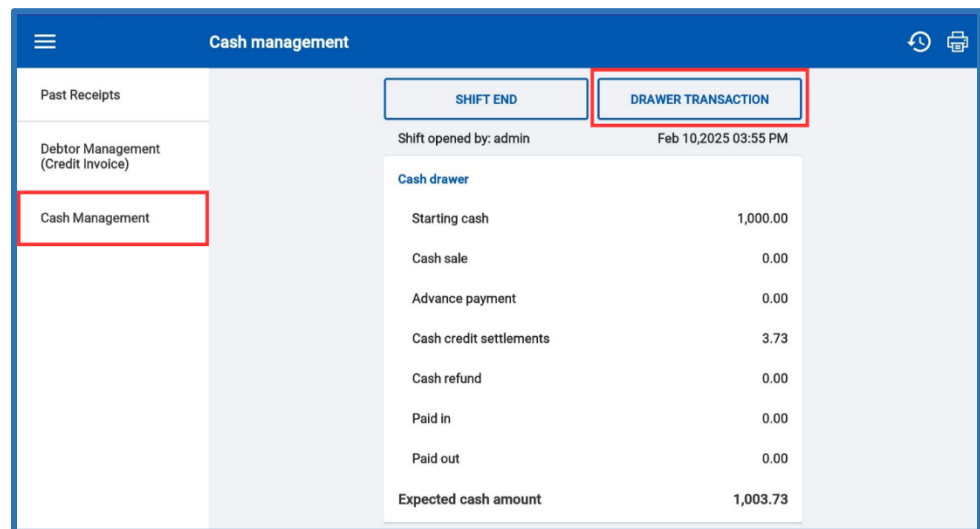


To manage drawer transactions,

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

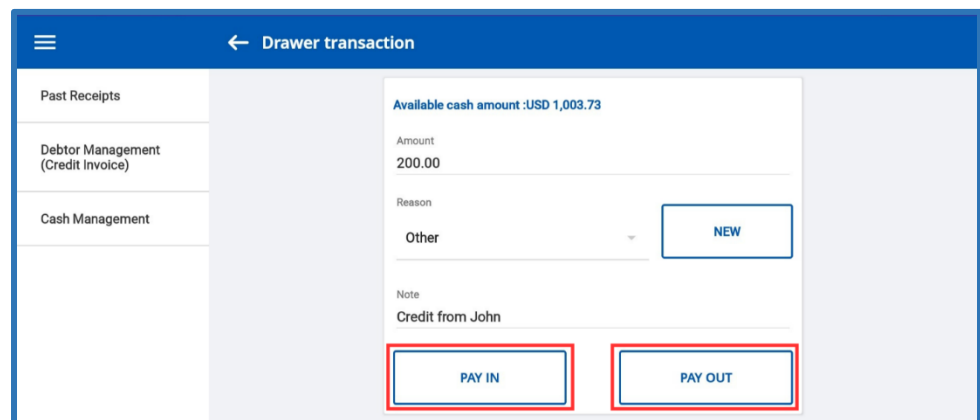


- iii. Select “Cash Management”
- iv. Tap “Drawer transactions”



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	0.00
Paid out	0.00
Expected cash amount	1,003.73

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



Available cash amount :USD 1,003.73

Amount
200.00

Reason
Other

Note
Credit from John

PAY IN PAY OUT

vii. Cash drawer – summary

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

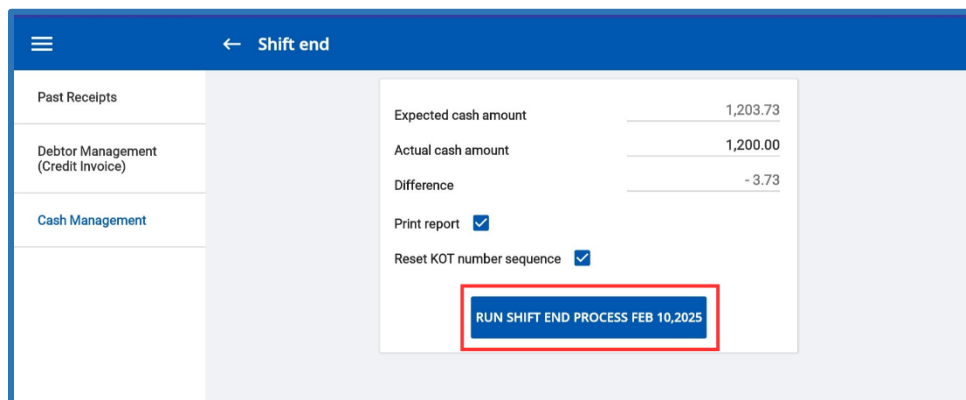
How to end the shift (SHIFT END)

On the POS App,

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

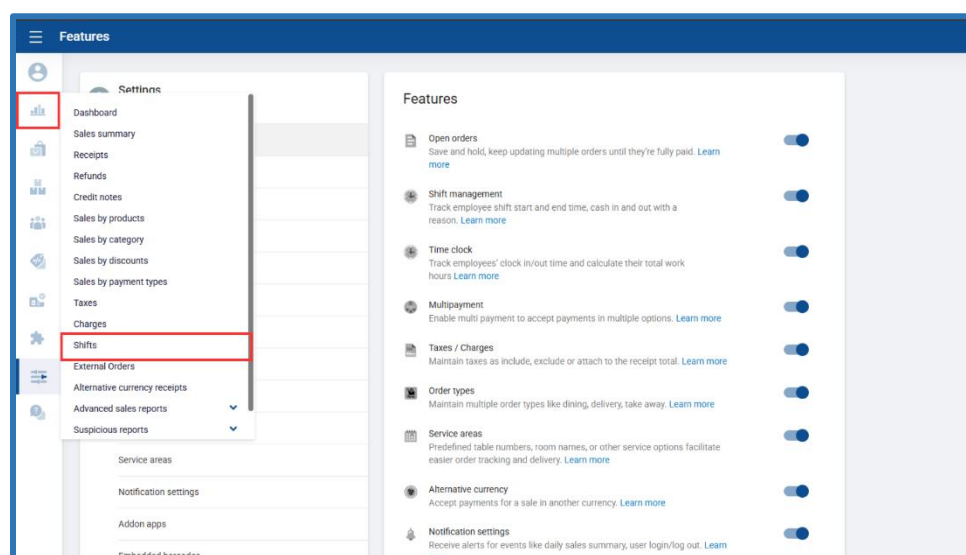
Cash management																	
Past Receipts	SHIFT END DRAWER TRANSACTION																
Debtor Management (Credit Invoice)	Shift opened by: admin Feb 10,2025 03:55 PM																
Cash Management	Cash drawer <table> <tr><td>Starting cash</td><td>1,000.00</td></tr> <tr><td>Cash sale</td><td>0.00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

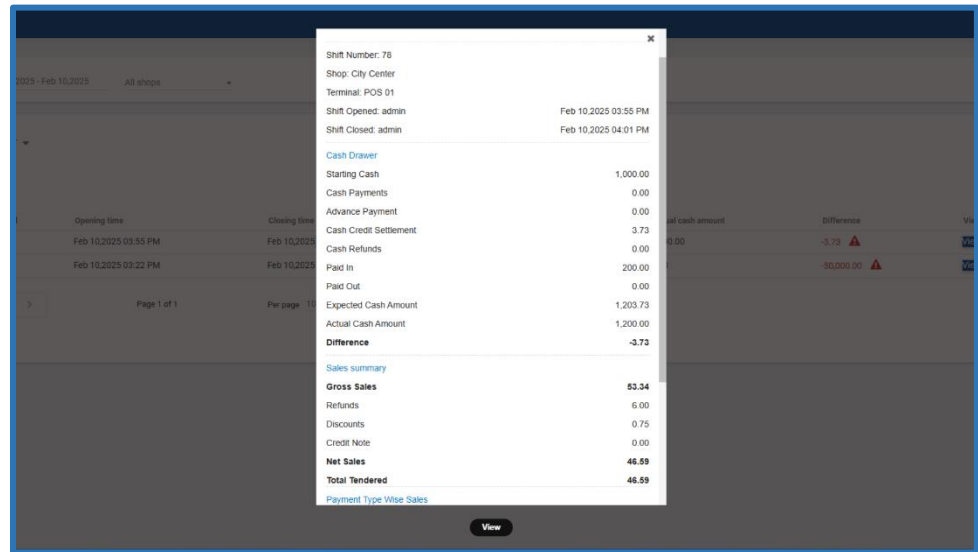


How to check shift report

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



IV. Click “View”



Shift Details	
Shift Number:	78
Shop:	City Center
Terminal:	POS 01
Shift Opened:	admin Feb 10, 2025 03:55 PM
Shift Closed:	admin 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
Difference	-3.73

Sales summary	
Gross Sales	53.34
Refunds	6.00
Discounts	0.75
Credit Note	0.00
Net Sales	46.59
Total Tendered	46.59

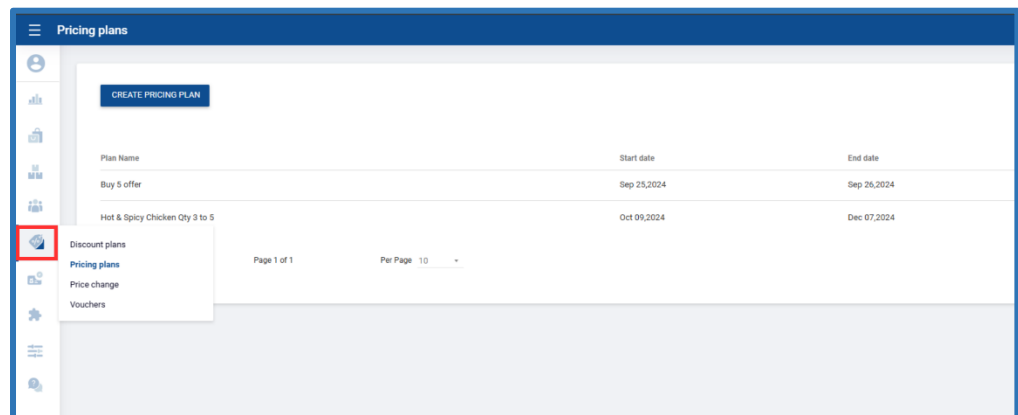
[Payment Type Wise Sales](#)

3. Pricing and Discounts

3.1. How to Set Multiple Selling Prices and Pricing Plans

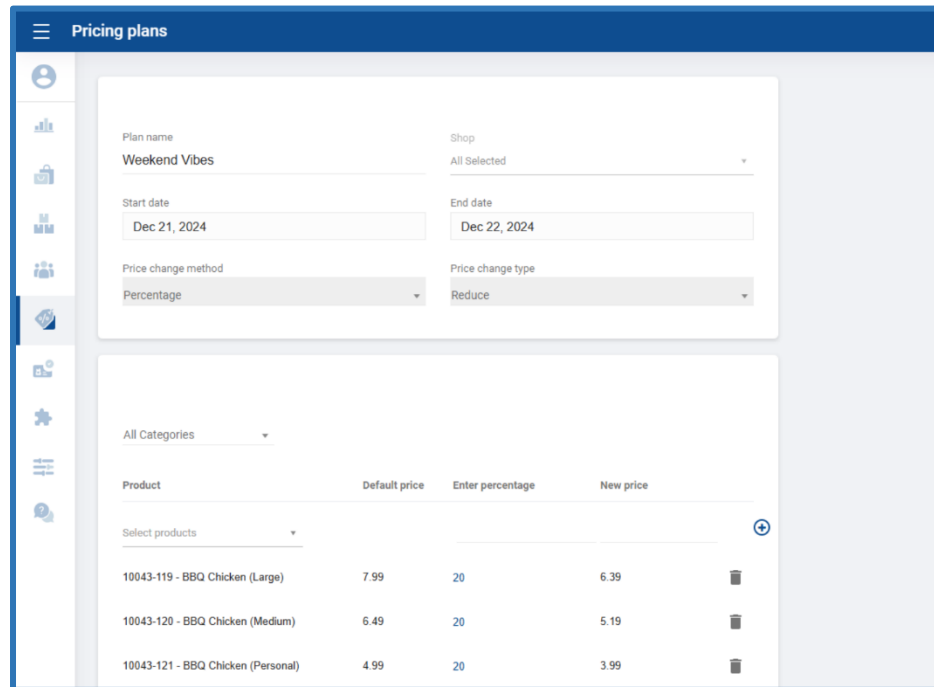
The POS system supports multiple pricing options for a single product, allowing businesses to maintain different selling prices for the same item. For example: Wholesale Price and Retail Price.

- 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 'Pricing plans' interface in the SalesPlay POS system. The interface is divided into a header, a left sidebar with navigation icons, and a main content area. The main content area is split into two sections: a form for plan details and a table for product pricing.

Plan Details Form:

- Plan name:** Weekend Vibes
- Shop:** All Selected
- Start date:** Dec 21, 2024
- End date:** Dec 22, 2024
- Price change method:** Percentage
- Price change type:** Reduce

Product Pricing Table:

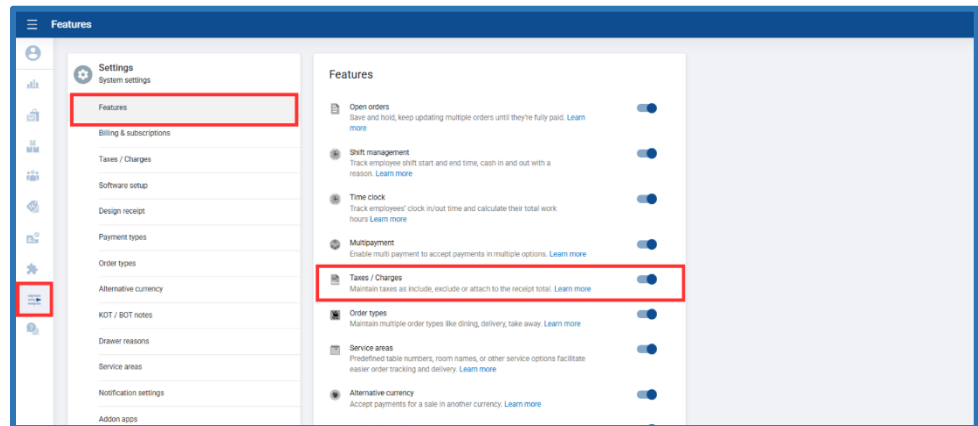
Product	Default price	Enter percentage	New price
10043-119 - BBQ Chicken (Large)	7.99	20	6.39
10043-120 - BBQ Chicken (Medium)	6.49	20	5.19
10043-121 - BBQ Chicken (Personal)	4.99	20	3.99

The table shows a 20% reduction in price for each product. A plus button (+) is visible at the end of the table header row.

- VIII. Click “Save”

3.2. How to Configure Taxes in the SalesPlay System

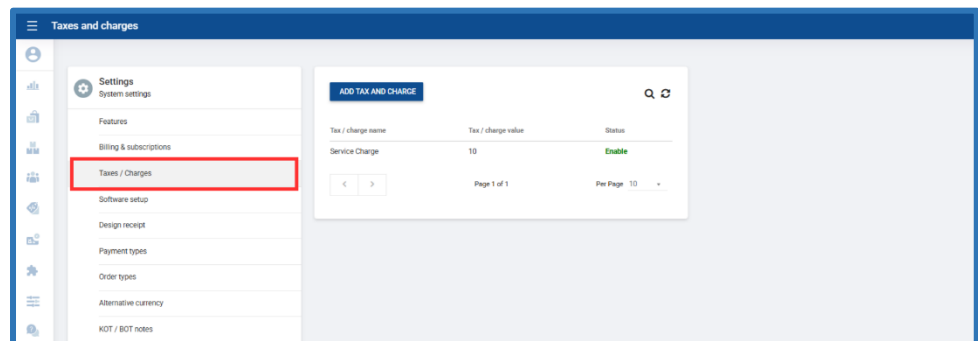
- I. Log in to POS Back Office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Enable “Taxes and charges”



- V. Click “Save”

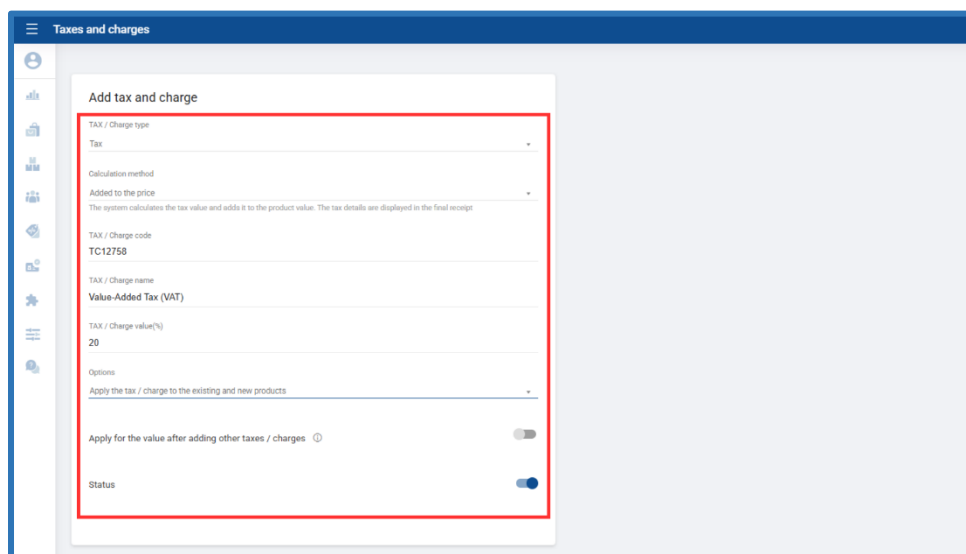
(Once you turn ON “Taxes and charges”, it will appear as a sub-menu in Settings section)

- VI. Select Taxes/ Charges



- VII. Click “Add Tax and charge”

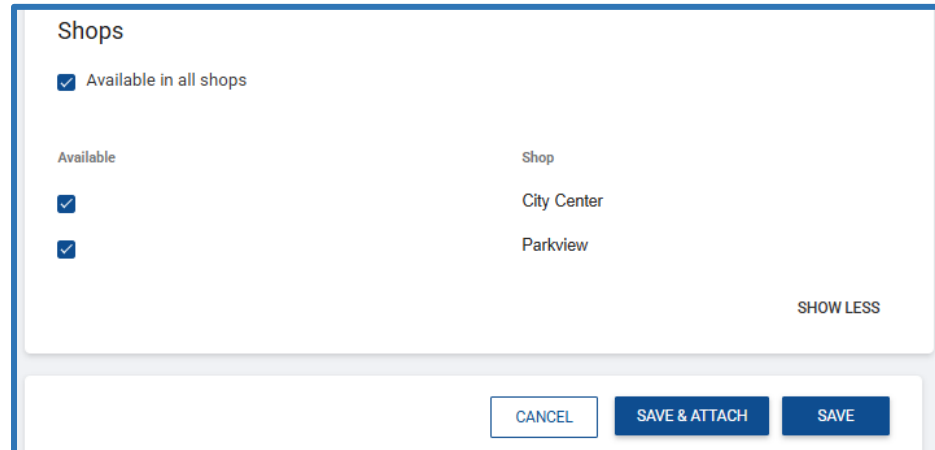
VIII. Select tax type from dropdown (Charge or Tax)



- 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.



Shops

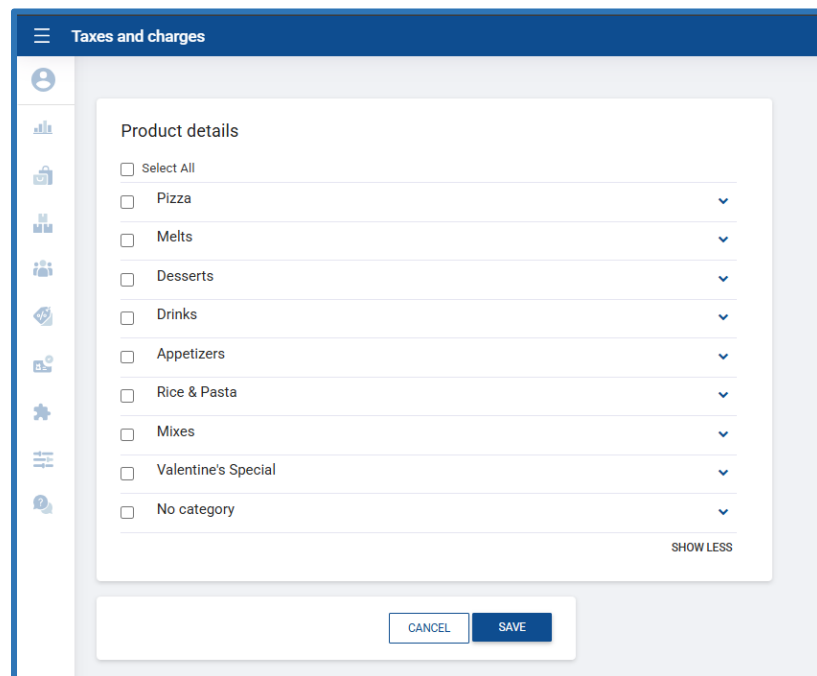
☒ Available in all shops

Available	Shop
☒	City Center
☒	Parkview

[SHOW LESS](#)

[CANCEL](#) [SAVE & ATTACH](#) [SAVE](#)

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.



Taxes and charges

Product details

- ☐ Select All
- ☐ Pizza
- ☐ Melts
- ☐ Desserts
- ☐ Drinks
- ☐ Appetizers
- ☐ Rice & Pasta
- ☐ Mixes
- ☐ Valentine's Special
- ☐ No category

[SHOW LESS](#)

[CANCEL](#) [SAVE](#)

XVII. Click "Save"

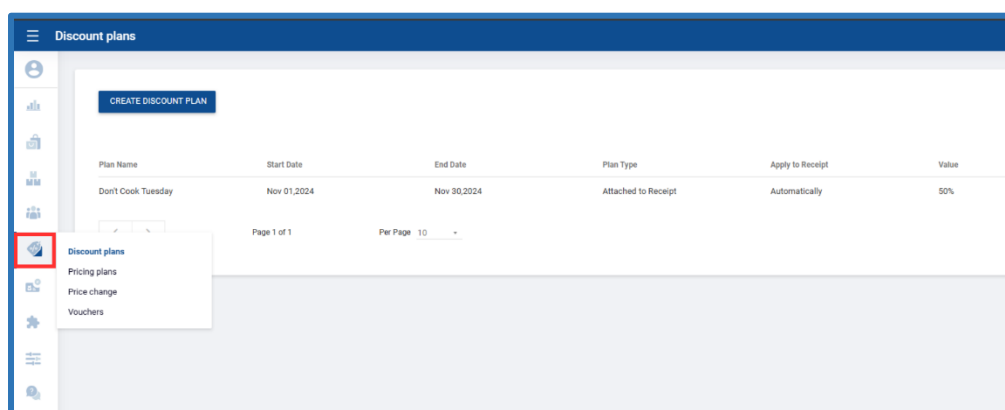
3.3. How to Set Discount Plans

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”

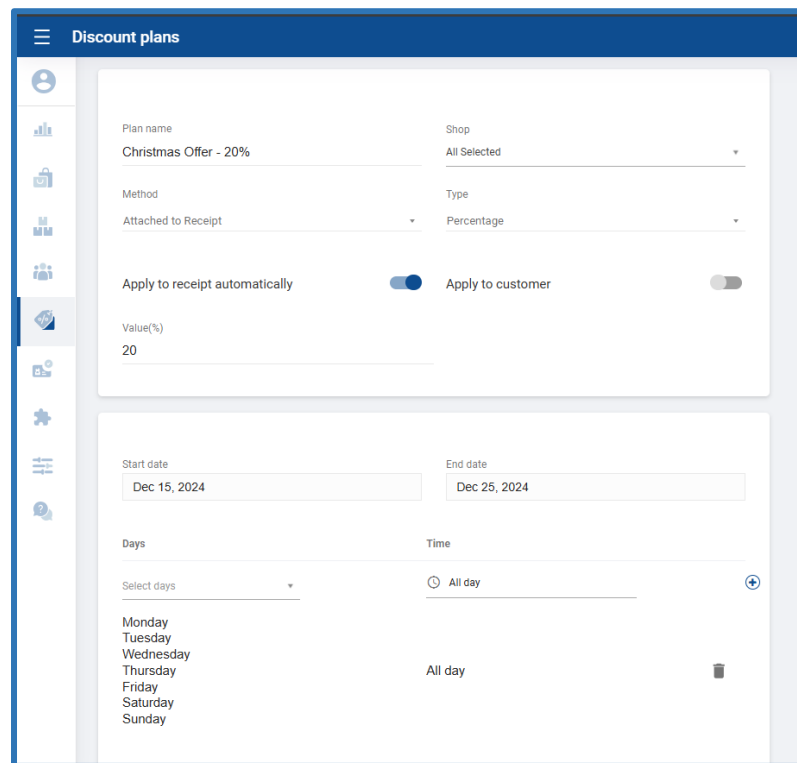


- IV. Click “Create Discount Plan”

- 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

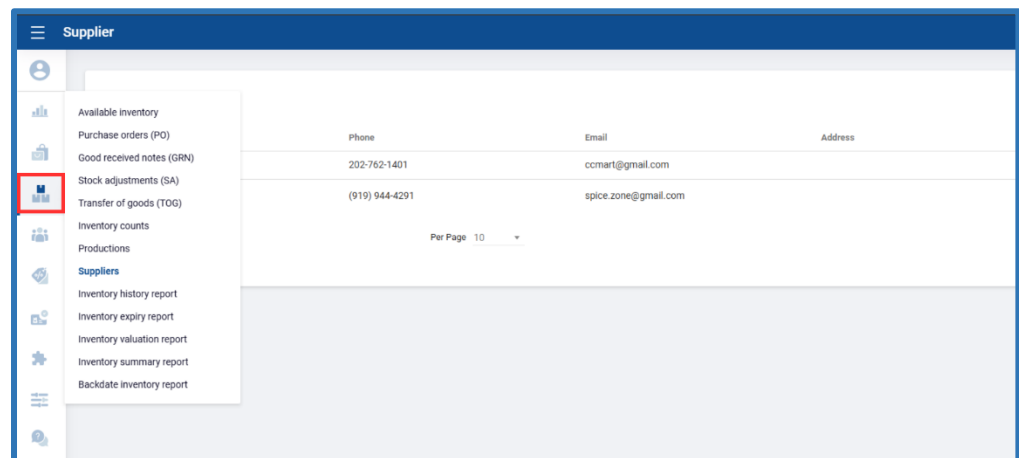
4.1. What is Inventory Management in SalesPlay?

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.

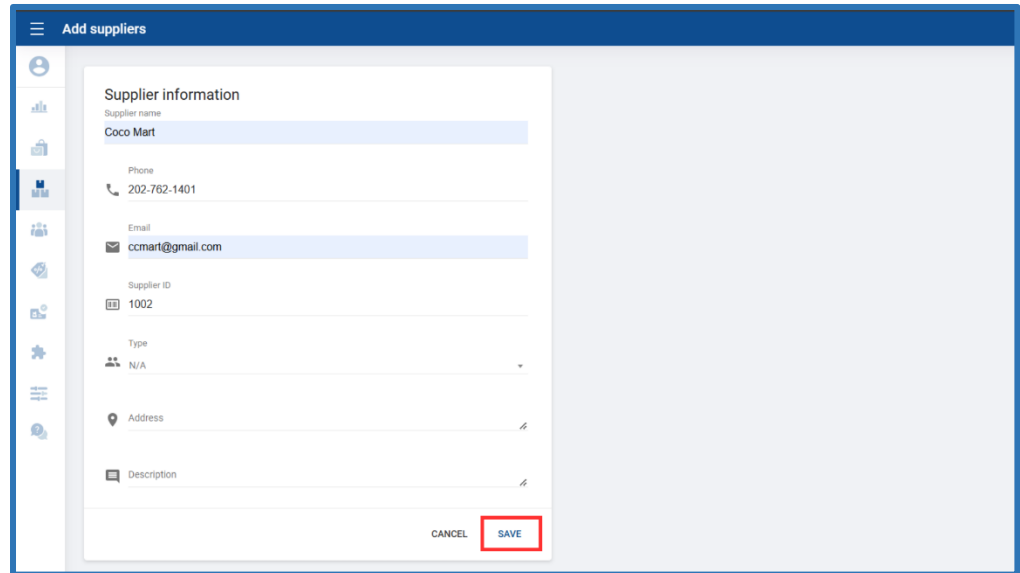
4.2. How to Create Suppliers

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



Add suppliers

Supplier information

Supplier name
Coco Mart

Phone
202-762-1401

Email
ccmart@gmail.com

Supplier ID
1002

Type
N/A

Address

Description

CANCEL SAVE

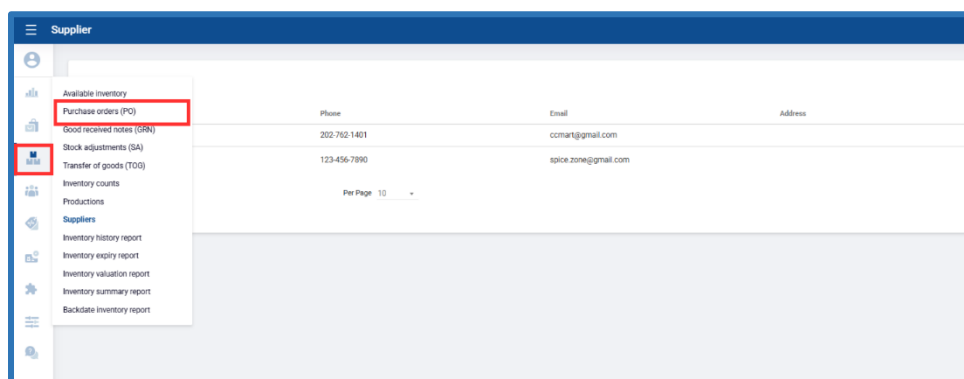
VI. Click “Save”

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

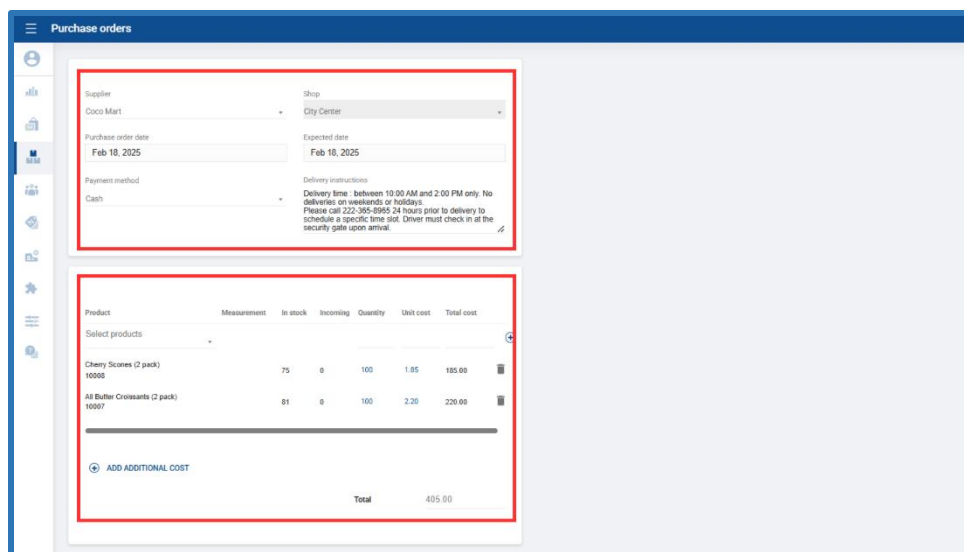
4.3. How to Create Purchase Orders

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”

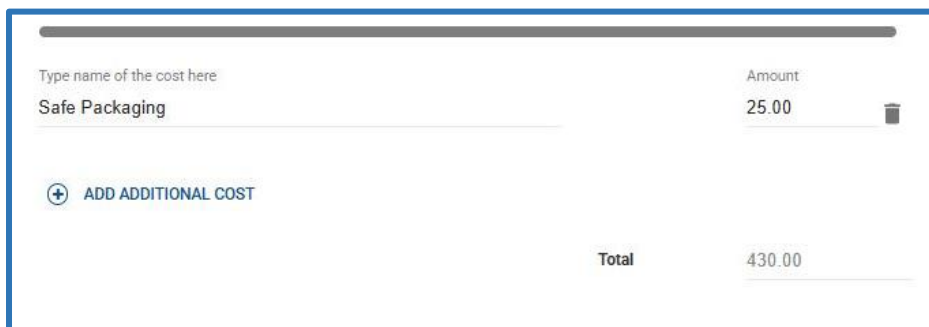


- IV. Click “Create Purchase Order”
- V. Select the “Supplier” or create a supplier



- 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



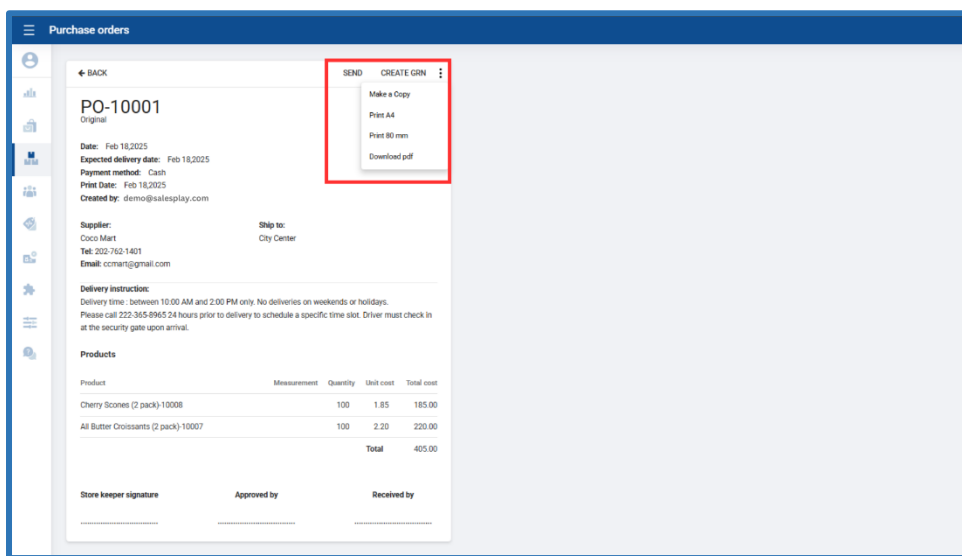
Type name of the cost here	Amount
Safe Packaging	25.00

[+ 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

← BACK

PO-10001
Original

Date: Feb 18, 2025
 Expected delivery date: Feb 18, 2025
 Payment method: Cash
 Print Date: Feb 18, 2025
 Created by: demo@salesplay.com

Supplier: Coco Mart
 Tel: 202-762-1401
 Email: ccmart@gmail.com

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
Total				405.00

Store keeper signature _____ Approved by _____ Received by _____

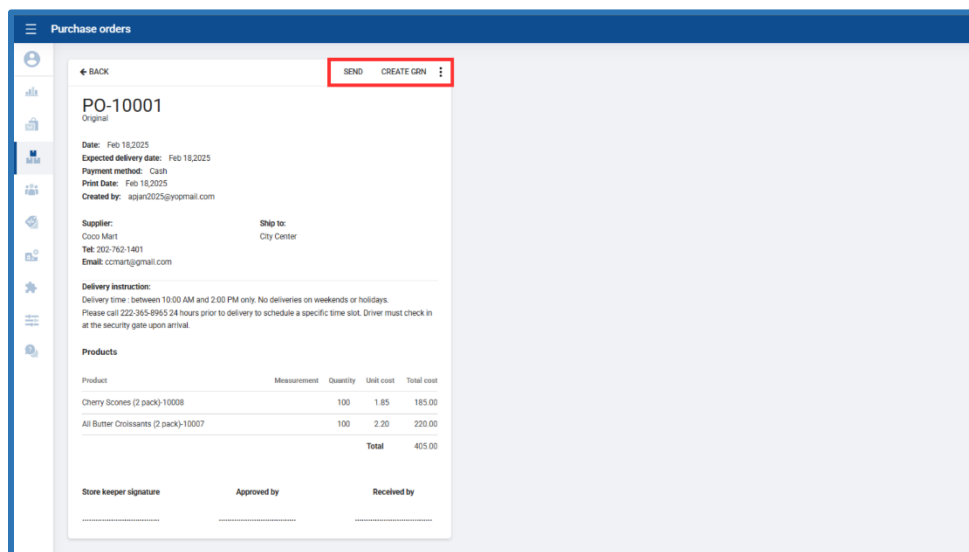
SEND **CREATE QR**

- 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



Purchase orders

← BACK SEND CREATE GRN

PO-10001
Original

Date: Feb 18, 2025
 Expected delivery date: Feb 18, 2025
 Payment method: Cash
 Price Date: Feb 18, 2025
 Created by: aqjan2025@gmail.com

Supplier: Coco Mart
 Tel: 202-763-1401
 Email: ccmart@gmail.com

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 222-365-8945 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)-10006		100	1.85	185.00
All Butter Croissants (2 pack)-10007		100	2.20	220.00
		Total		405.00

Store keeper signature _____ Approved by _____ Received by _____

- 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

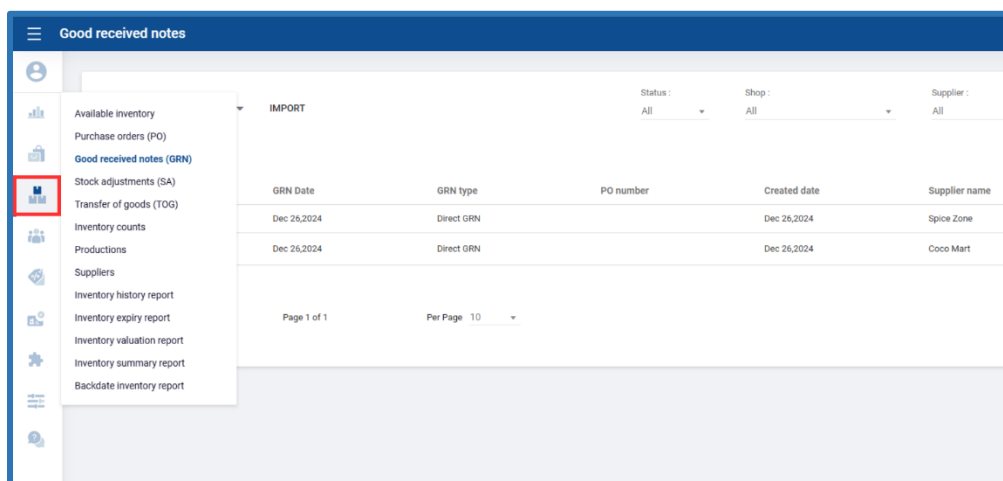
Effective inventory management is crucial for any business. Inventory, or stock, refers to the quantity of a particular product available for sale.

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.

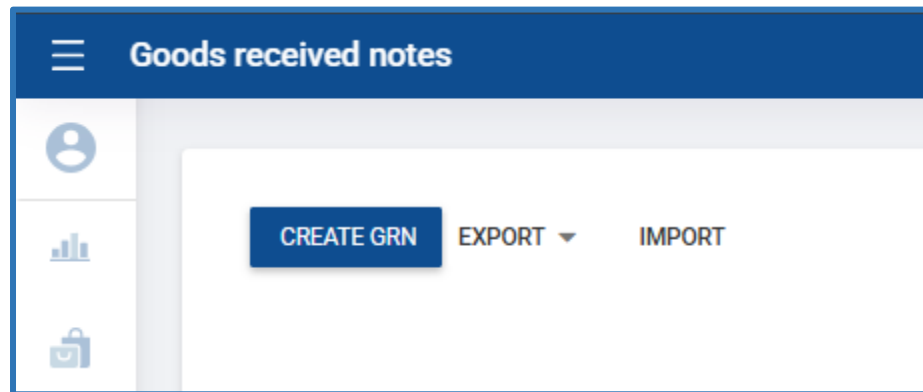
Adding stocks to the system is quick and straightforward, with options to do so through both the POS app and the Back-office Web Portal. For businesses with a large number of stock items, the Bulk Stock Upload feature simplifies the process.

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”

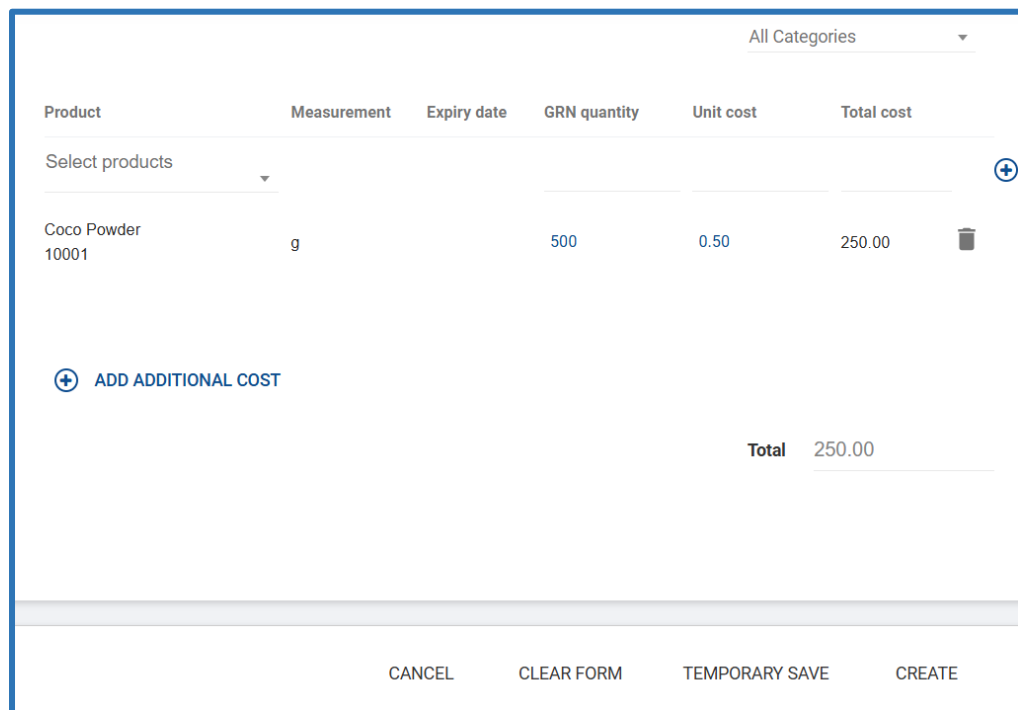


IV. Click the “Create GRN” button



The screenshot shows a mobile application interface titled "Goods received notes". On the left is a sidebar with three icons: a person, a bar chart, and a shopping bag. The main area contains three buttons: "CREATE GRN" (highlighted with a blue border), "EXPORT" with a dropdown arrow, and "IMPORT".

V. Select a relevant product from the dropdown menu



The screenshot shows a dropdown menu for selecting products. At the top right is a "All Categories" dropdown. The table below has columns: Product, Measurement, Expiry date, GRN quantity, Unit cost, and Total cost.

Product	Measurement	Expiry date	GRN quantity	Unit cost	Total cost
Select products					
Coco Powder 10001	g		500	0.50	250.00

Below the table is a button with a plus icon and the text "ADD ADDITIONAL COST". At the bottom right, a "Total" row shows "250.00". At the very bottom are four buttons: "CANCEL", "CLEAR FORM", "TEMPORARY SAVE", and "CREATE".

VI. Enter GRN Quantity

VII. Click (+) button

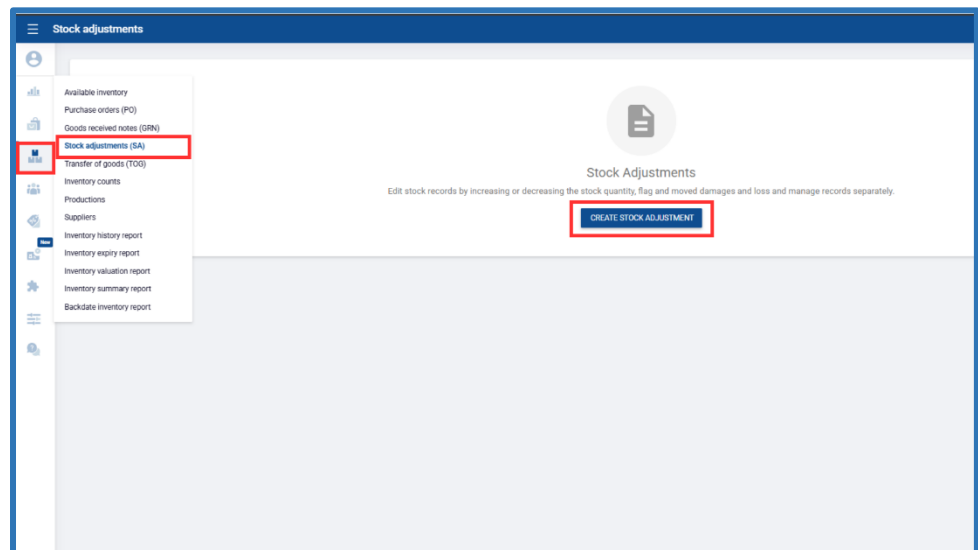
VIII. Click “CREATE” button

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

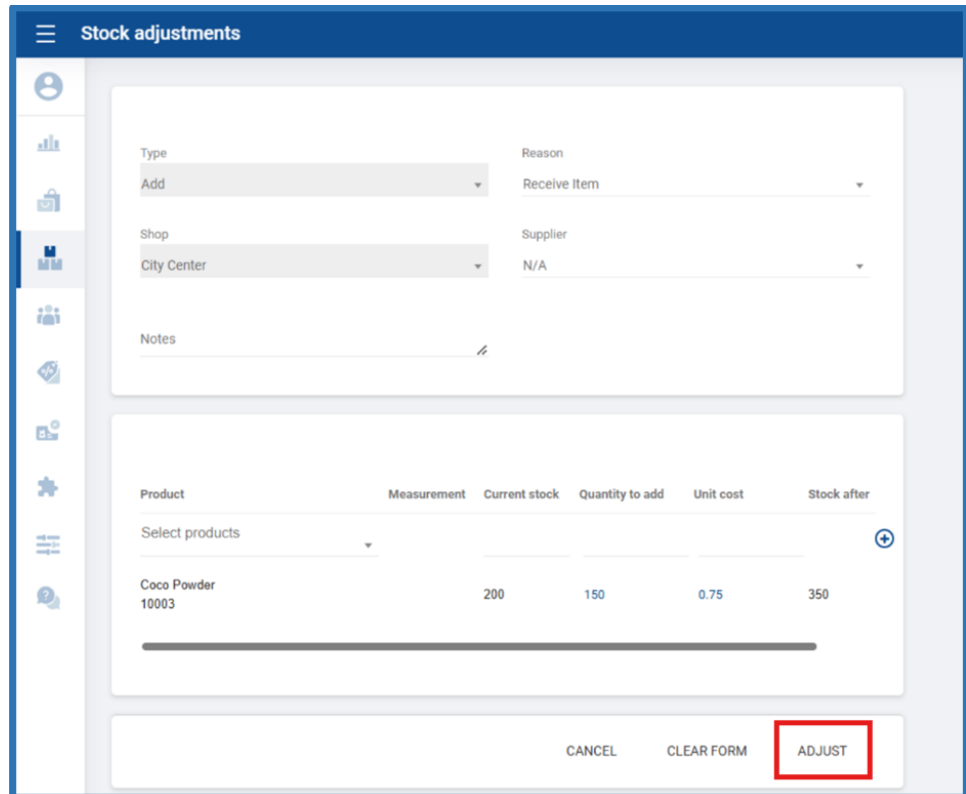
You can edit stock records by adjusting the stock quantity, flagging damaged or lost items, and managing these records separately.

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

Type: Add Reason: Receive Item

Shop: City Center Supplier: N/A

Notes:

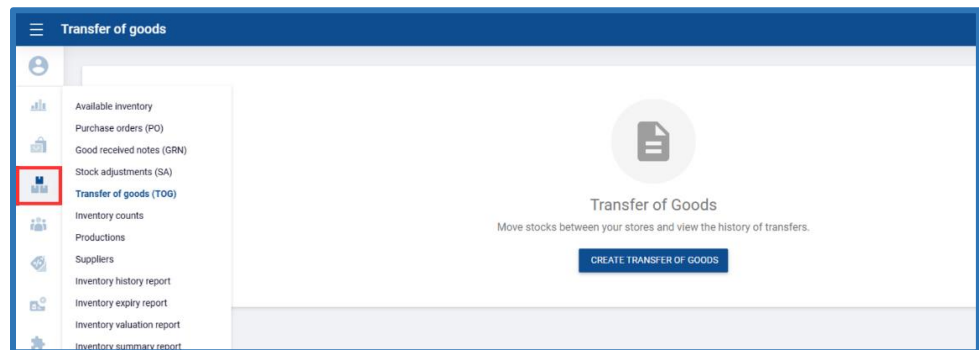
Product	Measurement	Current stock	Quantity to add	Unit cost	Stock after
Select products					
Coco Powder 10003		200	150	0.75	350

CANCEL CLEAR FORM **ADJUST**

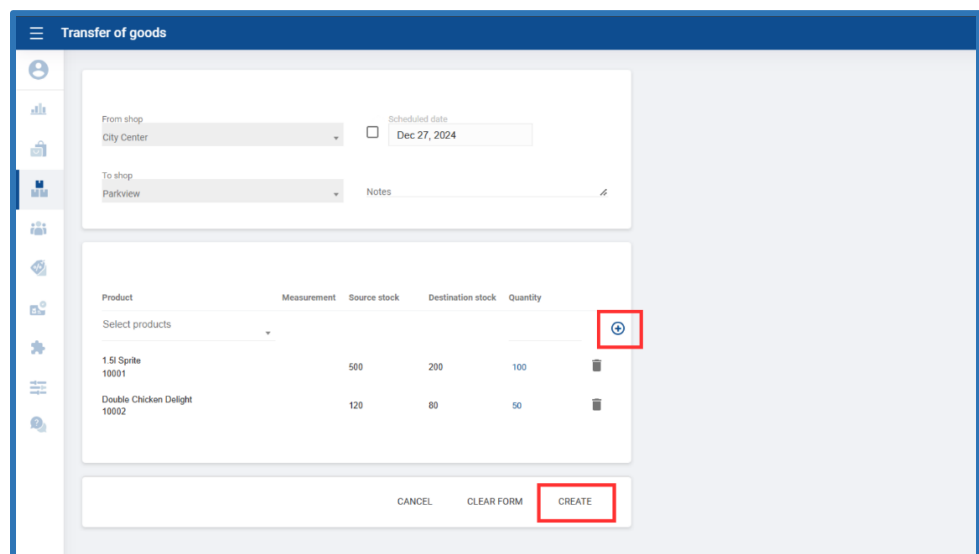
4.7. How to Transfer Goods (TOG) in the Back-office Web Portal

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

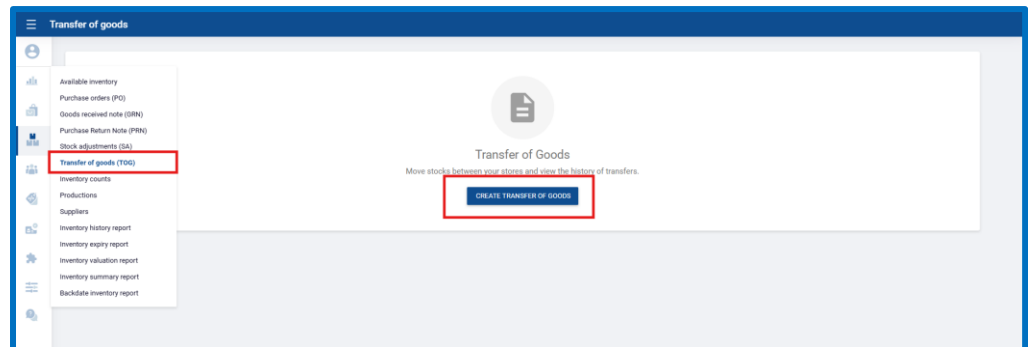


- VIII. Click “CREATE” button

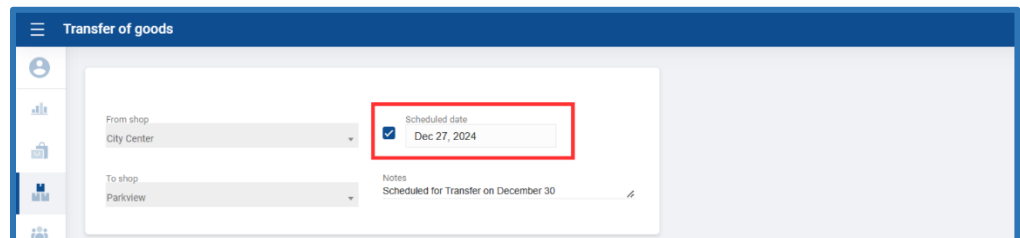
4.8. How to schedule a TOG

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

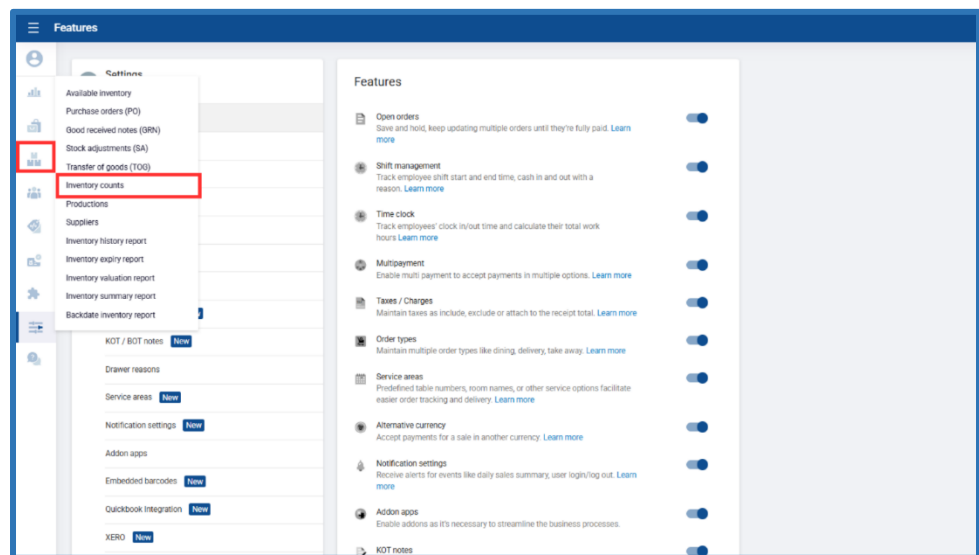


- VI. Set the correct schedule date (future date)
- VII. Fill other details
- VIII. Click “Create”

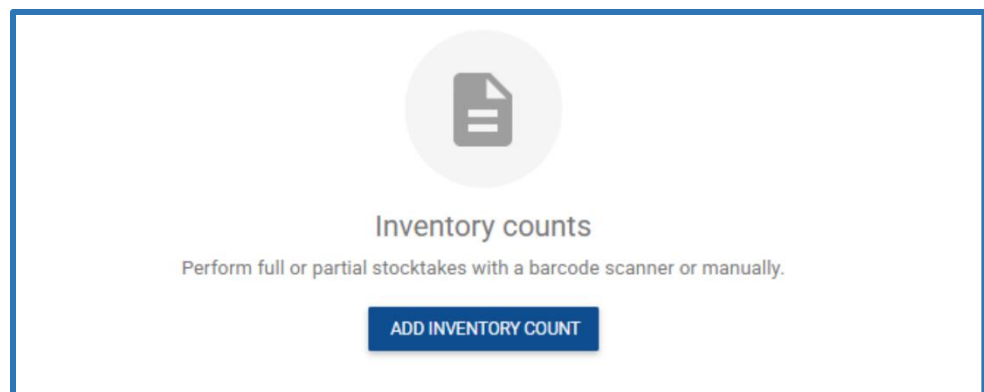
4.9. How to Perform a Stock Count

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.

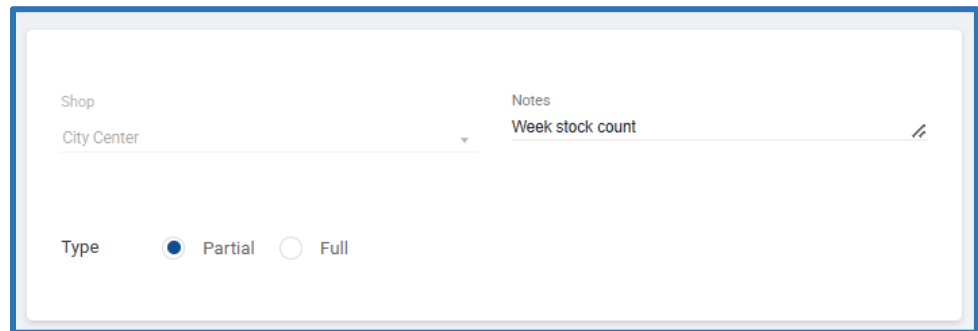
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” from Main Menu
- III. Go to the “Inventory Counts”



- IV. Click the “Add Inventory Count” button



- V. Select the shop
- VI. Choose the type, “Partial” or “Full”

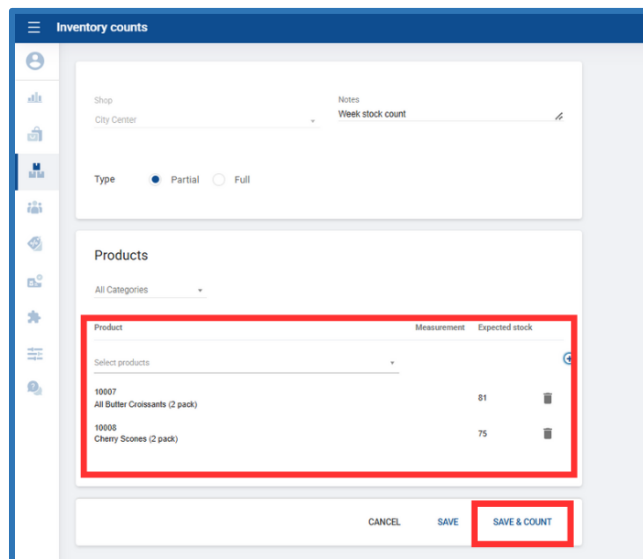


Shop: City Center

Notes: Week stock count

Type: ☒ Partial ☐ Full

- VII. Select the products from the dropdown
- VIII. Click the Add + icon



Inventory counts

Shop: City Center

Notes: Week stock count

Type: ☒ Partial ☐ Full

Products

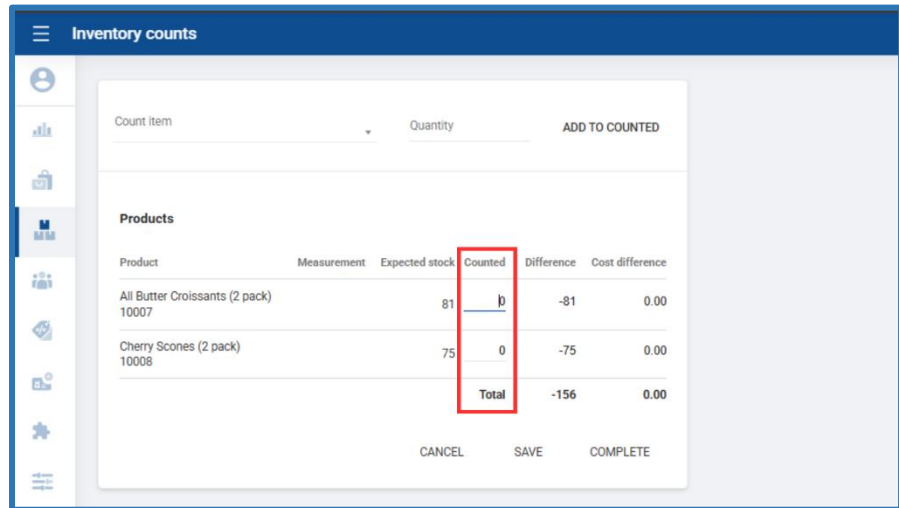
All Categories

Product	Measurement	Expected stock
Select products		
10007 All Butter Croissants (2 pack)	81	
10008 Cherry Scones (2 pack)	75	

CANCEL SAVE **SAVE & COUNT**

- IX. Click the “Save & Count”

X. Enter the counted stock value

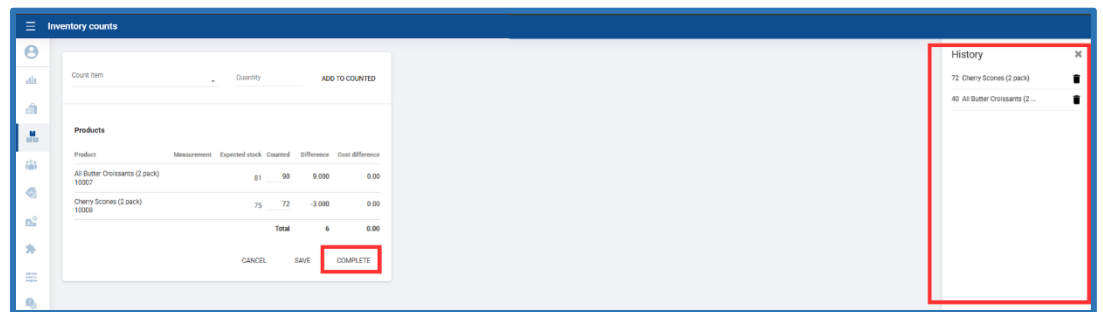


The screenshot shows the 'Inventory counts' interface. At the top, there are fields for 'Count item' and 'Quantity', and an 'ADD TO COUNTED' button. Below this is a table titled 'Products' with the following columns: Product, Measurement, Expected stock, Counted, Difference, and Cost difference. The table contains two rows of product data and a 'Total' row. The 'Counted' column is highlighted with a red box, and the value '0' is entered in the row for 'Cherry Scones (2 pack) 10008'.

Product	Measurement	Expected stock	Counted	Difference	Cost difference
All Butter Croissants (2 pack) 10007		81	0	-81	0.00
Cherry Scones (2 pack) 10008		75	0	-75	0.00
Total				-156	0.00

At the bottom of the table, there are three buttons: CANCEL, SAVE, and COMPLETE.

XI. Click the “COMPLETE” button and confirm



The screenshot shows the 'Inventory counts' interface after the 'COMPLETE' button has been clicked. The 'COMPLETE' button is highlighted with a red box. A 'History' panel is visible on the right side of the screen, showing a list of counted items. The table in the main area now shows the 'Counted' values as 99 for 'All Butter Croissants (2 pack) 10007' and 72 for 'Cherry Scones (2 pack) 10008'.

Product	Measurement	Expected stock	Counted	Difference	Cost difference
All Butter Croissants (2 pack) 10007		81	99	9.000	0.00
Cherry Scones (2 pack) 10008		75	72	-3.000	0.00
Total			6		0.00

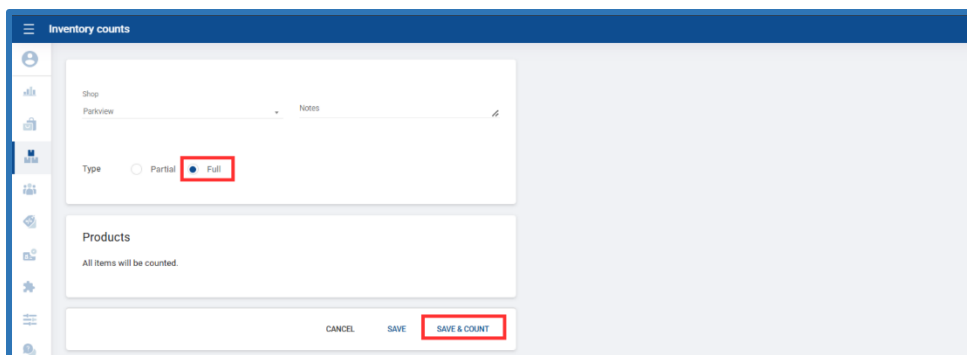
The 'History' panel on the right shows the following items:

- 72 Cherry Scones (2 pack)
- 49 All Butter Croissants (2 ...)

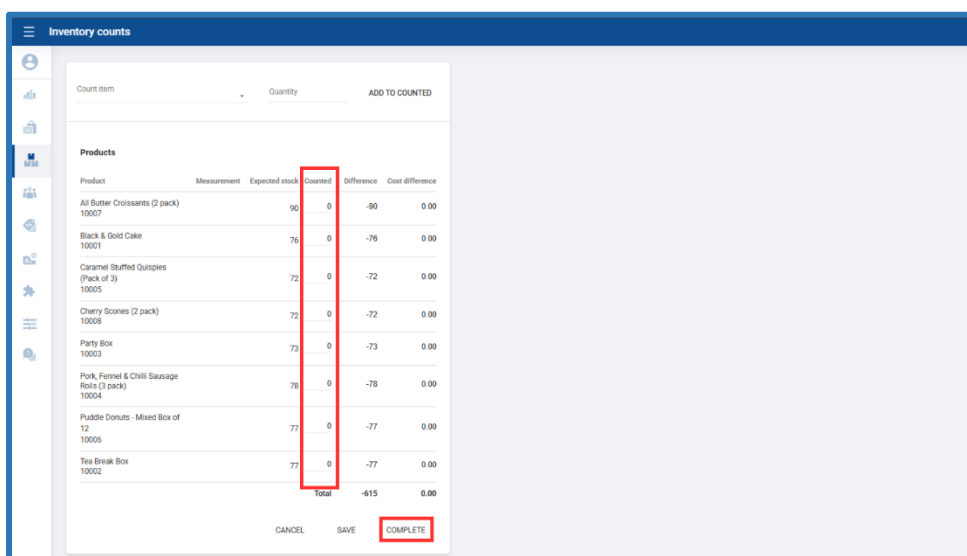
4.10. How to Set All Inventory Stock Levels to Zero

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"



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



Product	Measurement	Expected stock	Counted	Difference	Cost difference
All Butter Croissants (2 pack) 10007		90	0	-90	0.00
Black & Gold Cake 10001		76	0	-76	0.00
Caramel Stuffed Outspies (Pack of 3) 10005		72	0	-72	0.00
Cherry Scones (2 pack) 10008		72	0	-72	0.00
Party Box 10003		73	0	-73	0.00
Pork, Fennel & Chilli Sausage Rolls (2 pack) 10004		78	0	-78	0.00
Pudding Donuts - Mixed Box of 12 10006		77	0	-77	0.00
Tee Break Box 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



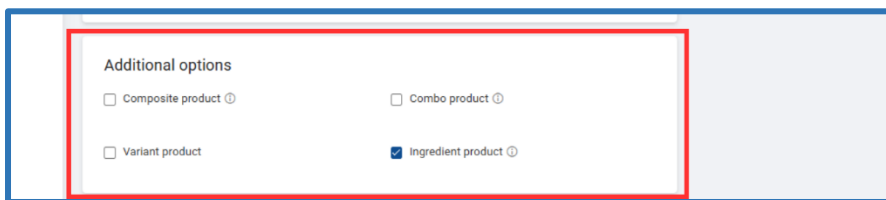
Add products

Product information

Product name
 Pizza Dough g

Category
 No category

- VII. Tick ON “Ingredient Product” under Additional options

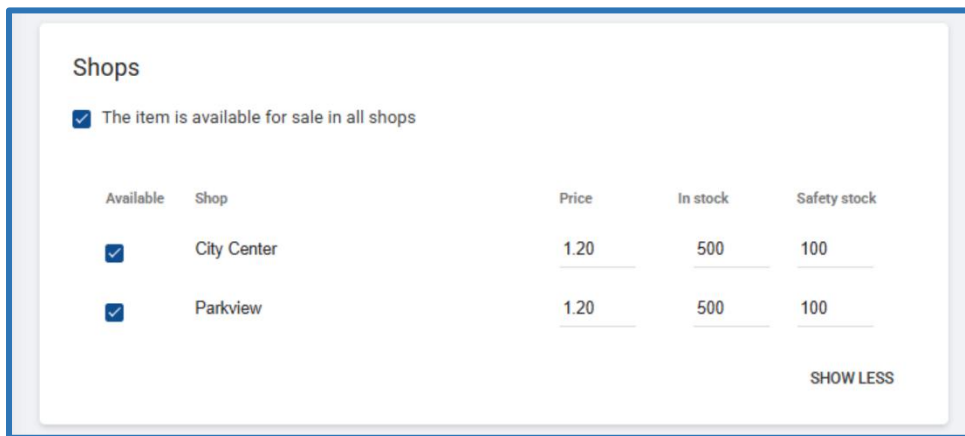


Additional options

☐ Composite product ⓘ ☐ Combo product ⓘ

☐ Variant product ☒ Ingredient product ⓘ

- VIII. Enter available stocks of the ingredient



Shops

☒ The item is available for sale in all shops

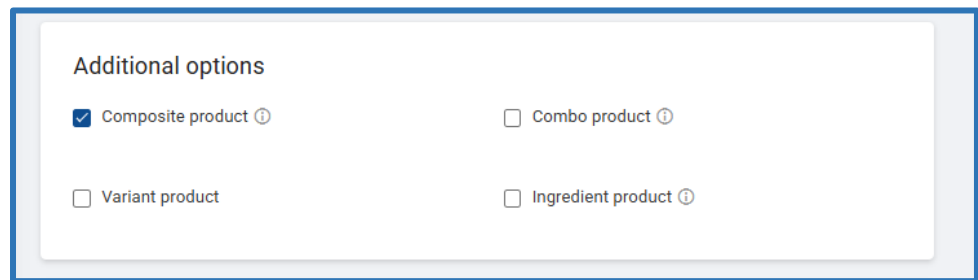
Available	Shop	Price	In stock	Safety stock
☒	City Center	1.20	500	100
☒	Parkview	1.20	500	100

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

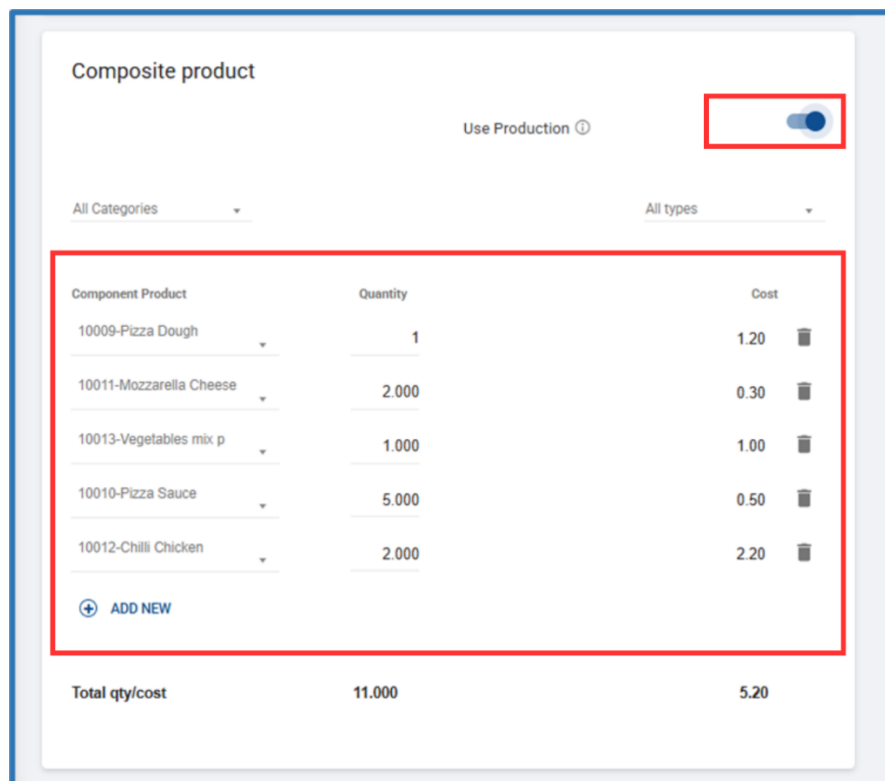


Additional options

☒ Composite product ⓘ ☐ Combo product ⓘ

☐ Variant product ☐ Ingredient product ⓘ

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



Composite product

Use Production ⓘ ☒

All Categories ▾ All types ▾

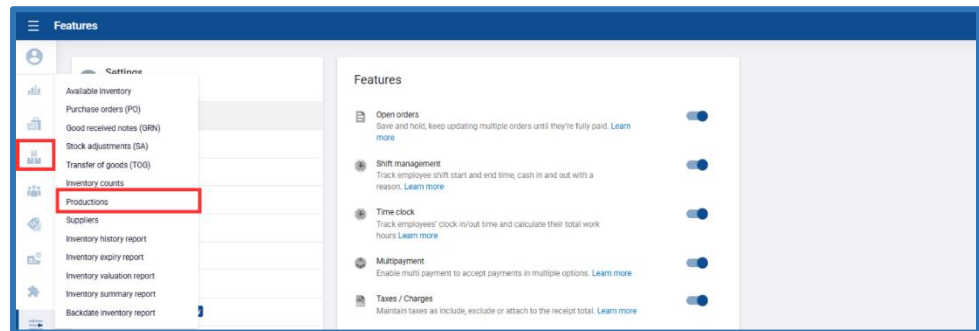
Component Product	Quantity	Cost
10009-Pizza Dough ▾	1	1.20 
10011-Mozzarella Cheese ▾	2.000	0.30 
10013-Vegetables mix p ▾	1.000	1.00 
10010-Pizza Sauce ▾	5.000	0.50 
10012-Chilli Chicken ▾	2.000	2.20 
+ ADD NEW		
Total qty/cost	11.000	5.20

- IX. Click the “Save” button

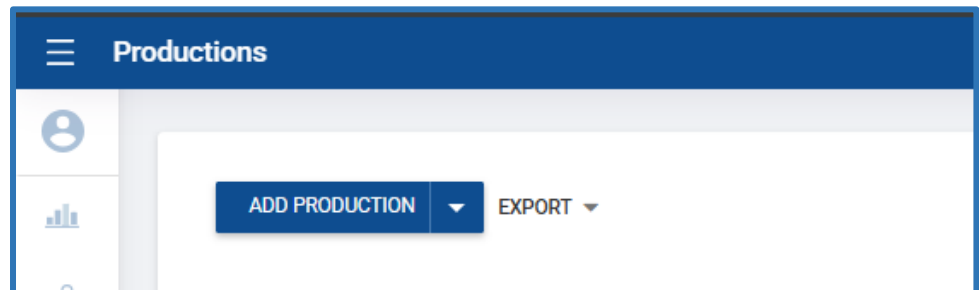
“Enable Production Feature” and “Add Finished Goods Stocks”

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

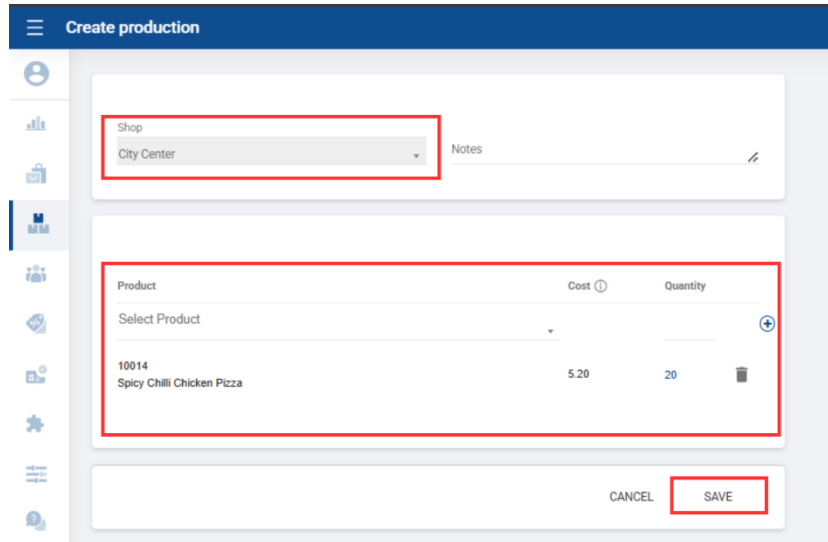
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Inventory” section
- III. Go to the “Productions”



- IV. Click the “Add Production” button



- V. Select the product from dropdown
- VI. Enter Quantity and click + button



Create production

Shop
City Center

Notes

Product	Cost	Quantity
Select Product		
10014 Spicy Chilli Chicken Pizza	5.20	20

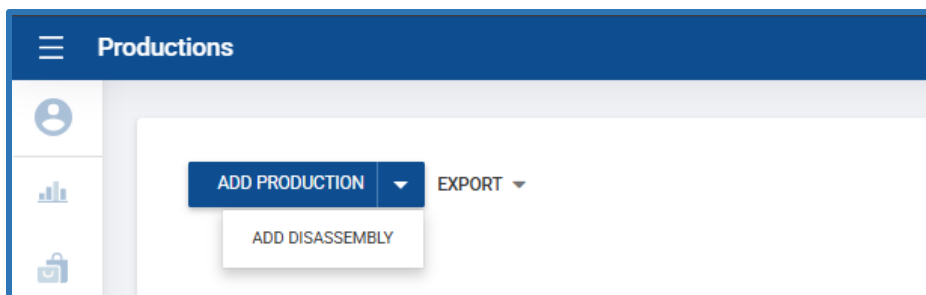
CANCEL SAVE

- VII. Click the “Save” button

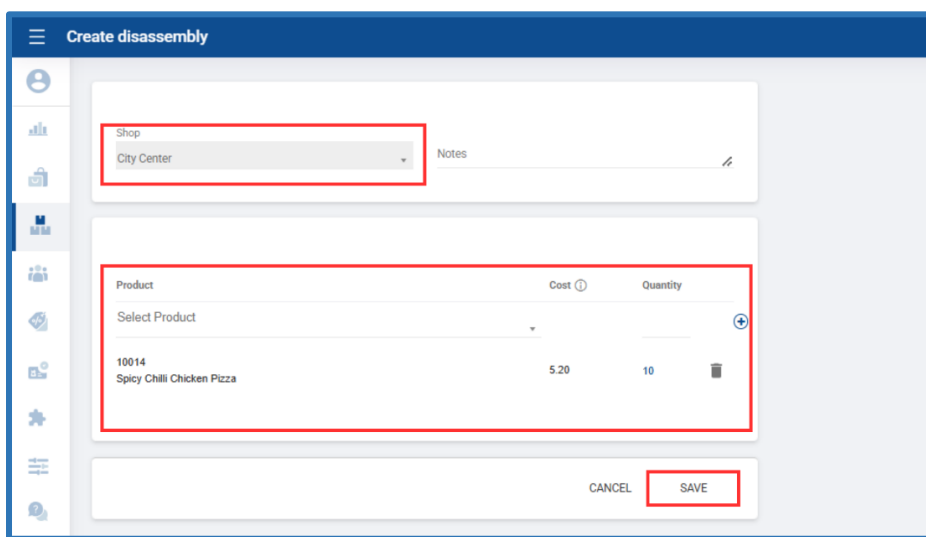
4.12. [How to Use the Disassembly feature](#)

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

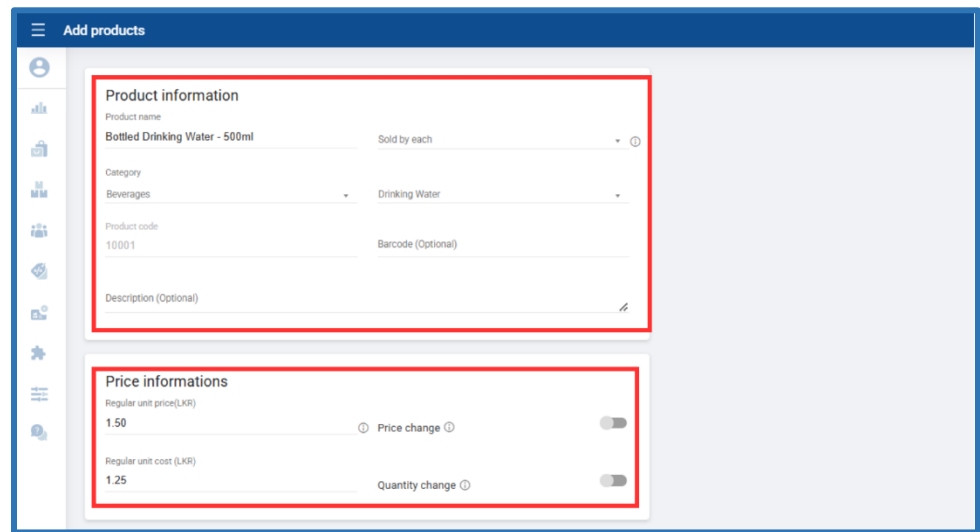
4.13. How to Order Items by Boxes and Sell them by the Piece

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



Add products

Product information

Product name
Bottled Drinking Water - 500ml

Sold by each

Category
Beverages

Drinking Water

Product code
10001

Barcode (Optional)

Description (Optional)

Price informations

Regular unit price (LKR)
1.50

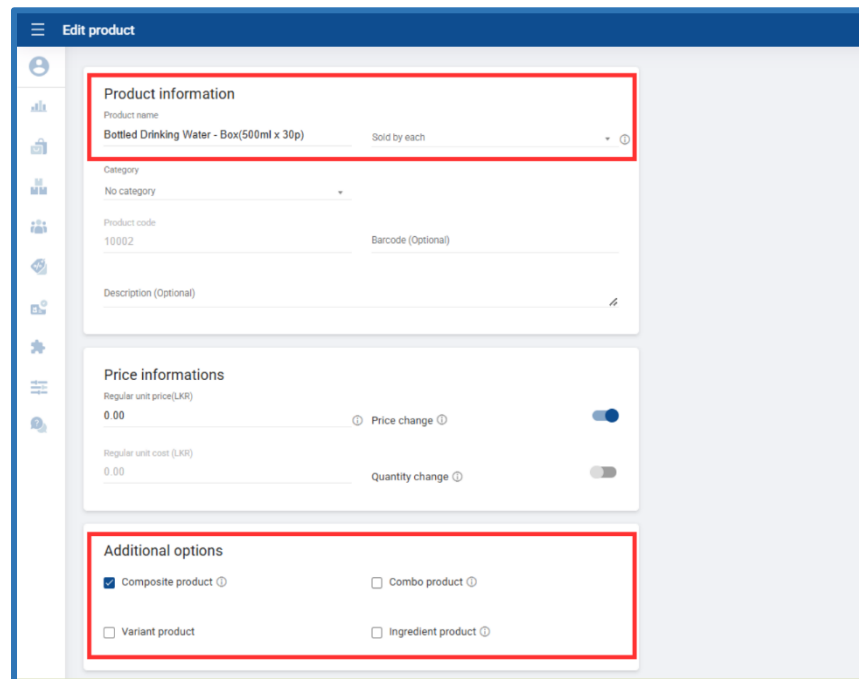
Price change

Regular unit cost (LKR)
1.25

Quantity change

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."



Edit product

Product information

Product name
Bottled Drinking Water - Box(500ml x 30p) Sold by each

Category
No category

Product code
10002 Barcode (Optional)

Description (Optional)

Price informations

Regular unit price(LKR)
0.00 Price change

Regular unit cost (LKR)
0.00 Quantity change

Additional options

☒ Composite product ☐ Combo product
☐ Variant product ☐ Ingredient product

- 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 10001-Bottled Drinking Water ▼	30.000	37.50 🗑️
+ 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

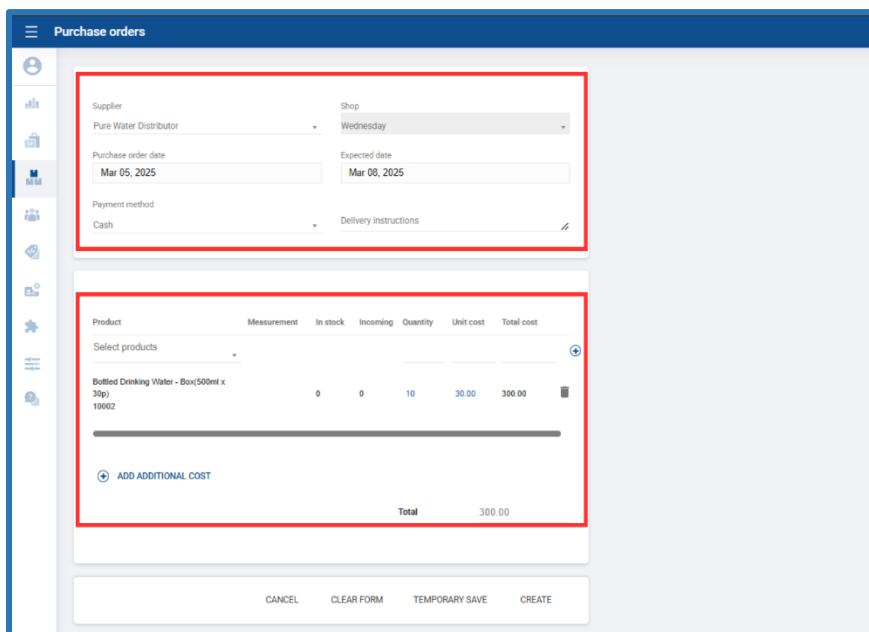
Shops

☐ 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).



Purchase orders

Supplier: Pure Water Distributor Shop: Wednesday

Purchase order date: Mar 05, 2025 Expected date: Mar 08, 2025

Payment method: Cash Delivery instructions:

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

ADD ADDITIONAL COST

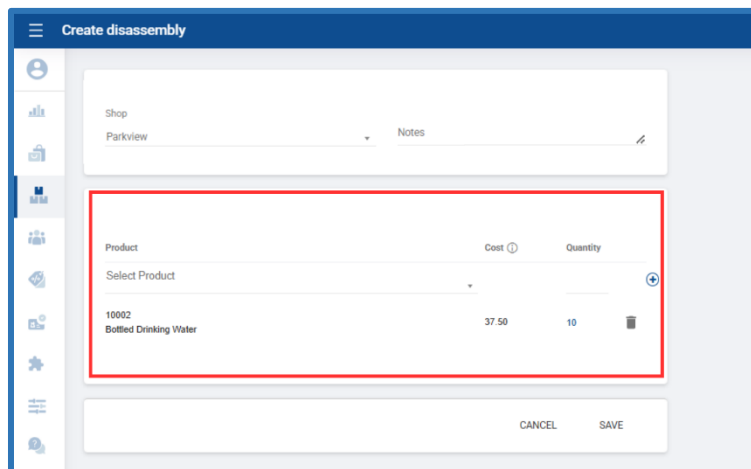
Total: 300.00

CANCEL CLEAR FORM TEMPORARY SAVE CREATE

- 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.

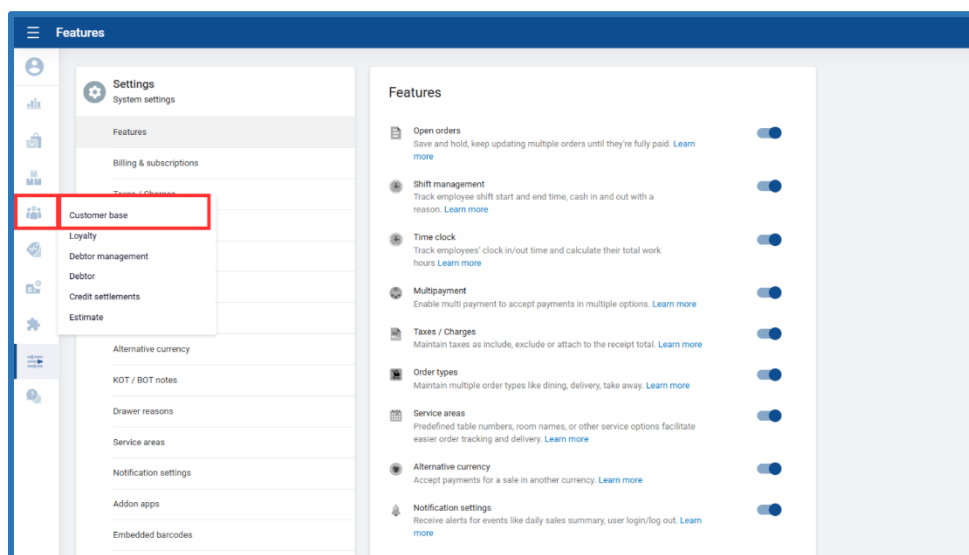
☐	Product name	Product code	Category	Price	Cost	In stock
☐	 Bottled Drinking Water - 500ml	10001	No category	1.50	1.25	300

5. Customer Management

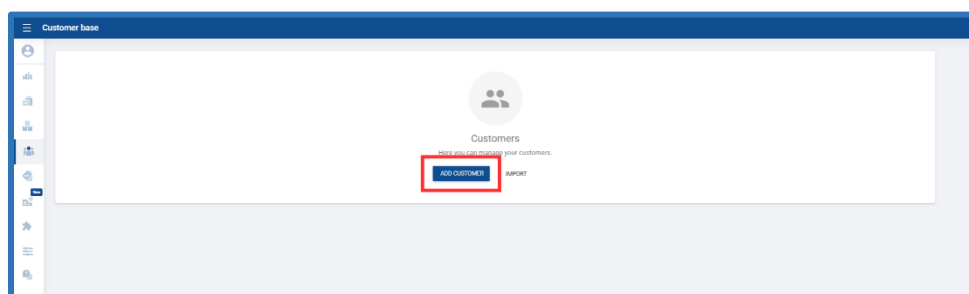
5.1. How to Create a Customer in the Back Office Web portal

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

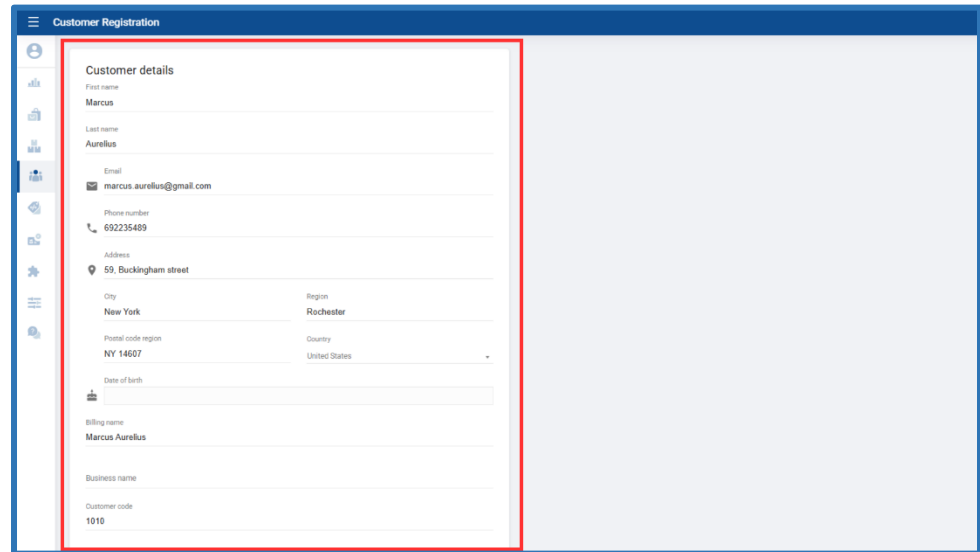
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” section
- III. Select “Customer Base” from the list



- IV. Tap “Add Customer” button



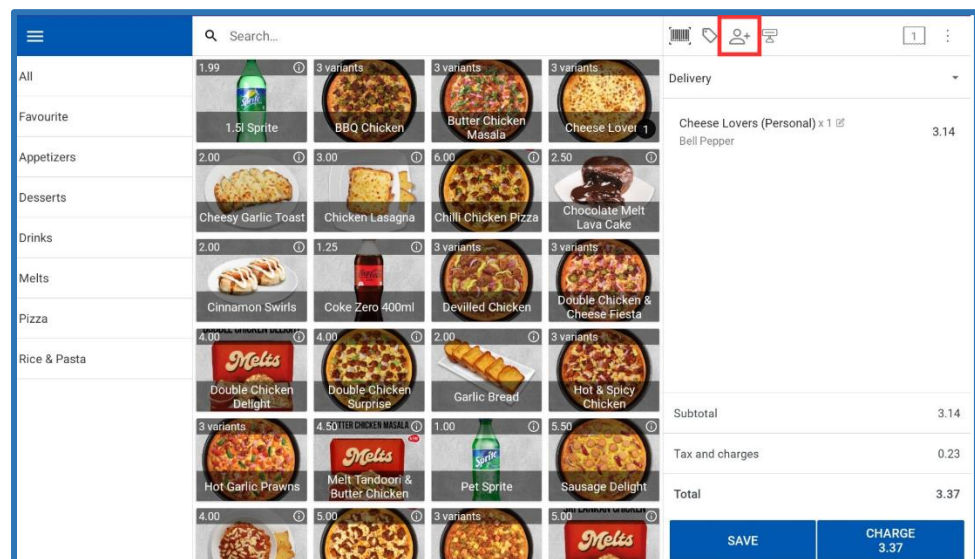
- V. Enter the relevant information and tap “Save” button



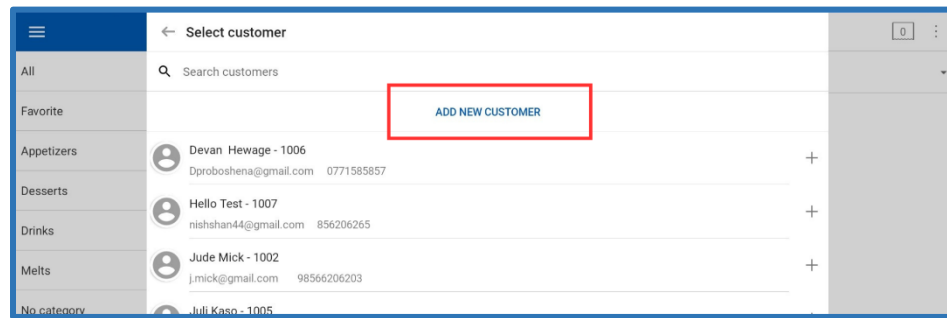
5.2. [How to Create Customer in POS App](#)

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

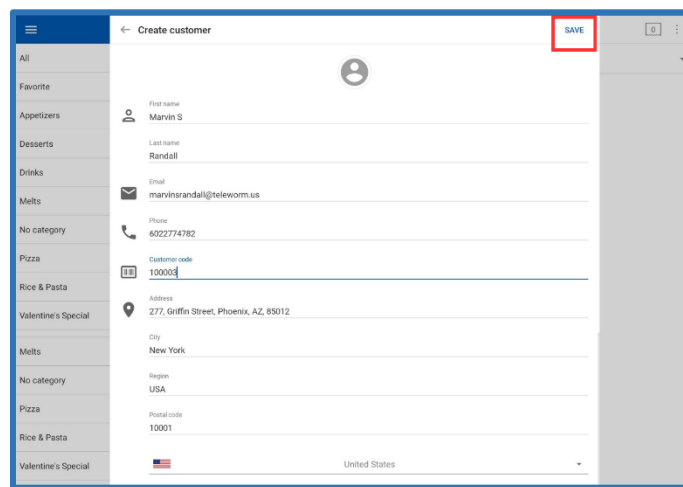
- I. POS App Main Menu
- II. Select “New Sale”
- III. Select the “customer” icon on the right-hand upper section



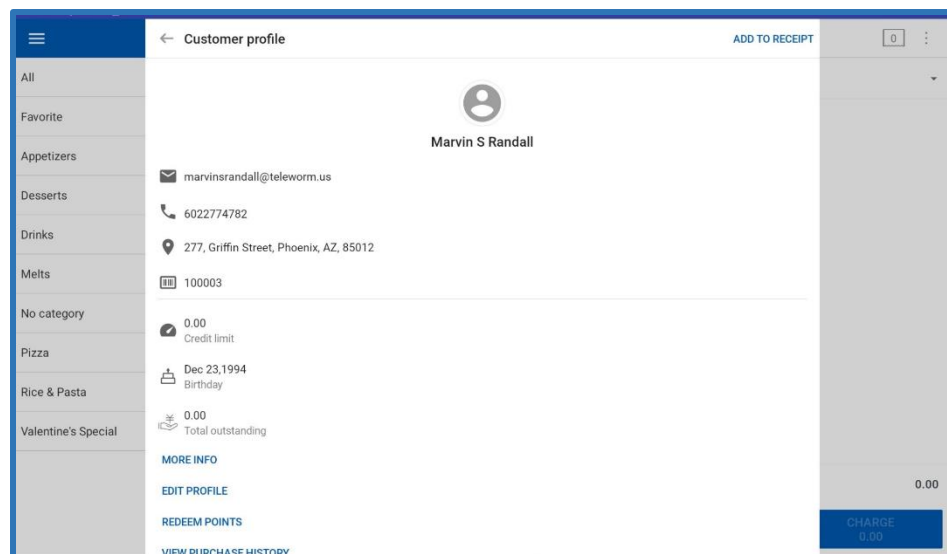
- IV. On the customer selection screen, tap the “Add New Customer” button.



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



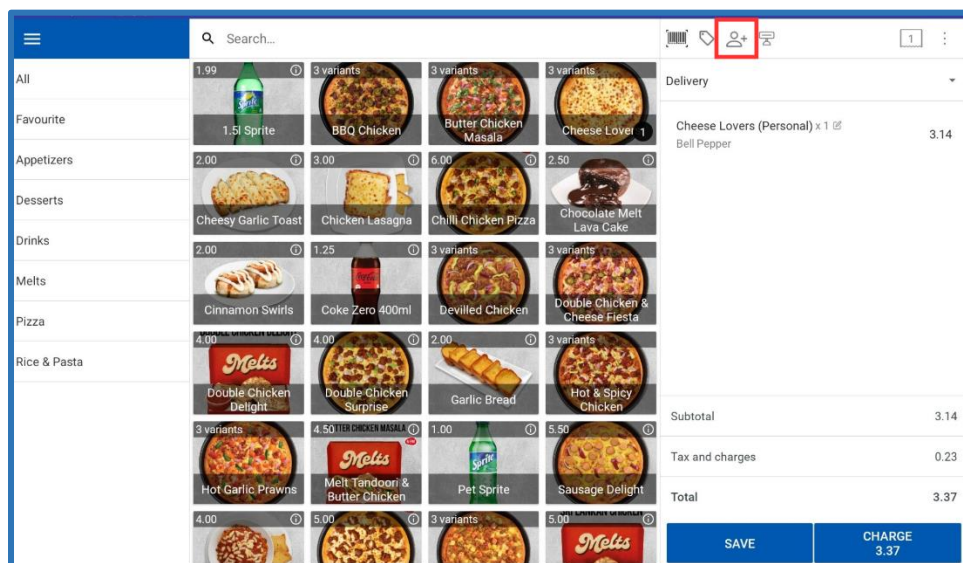
- VI. After successfully saving, the newly created customer’s profile will be displayed.



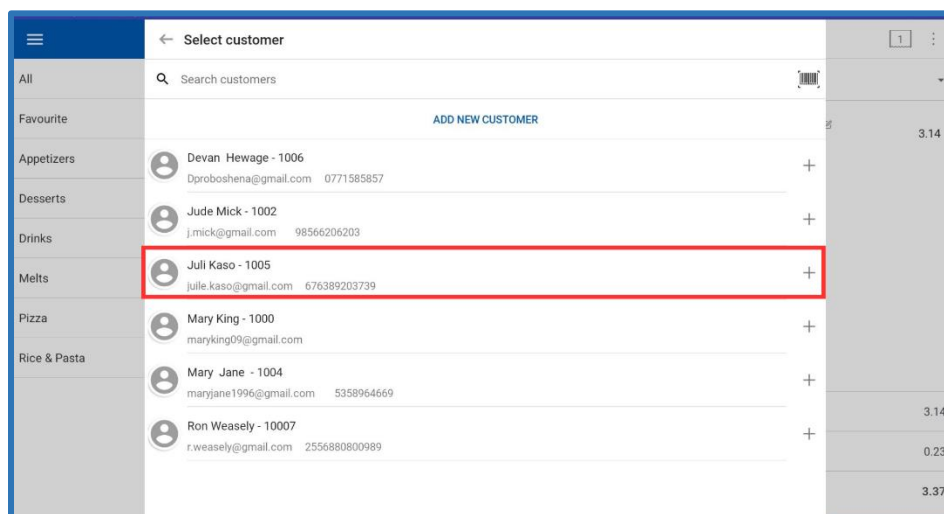
5.3. How to Add a Customer to the Receipt / Bill Quickly

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

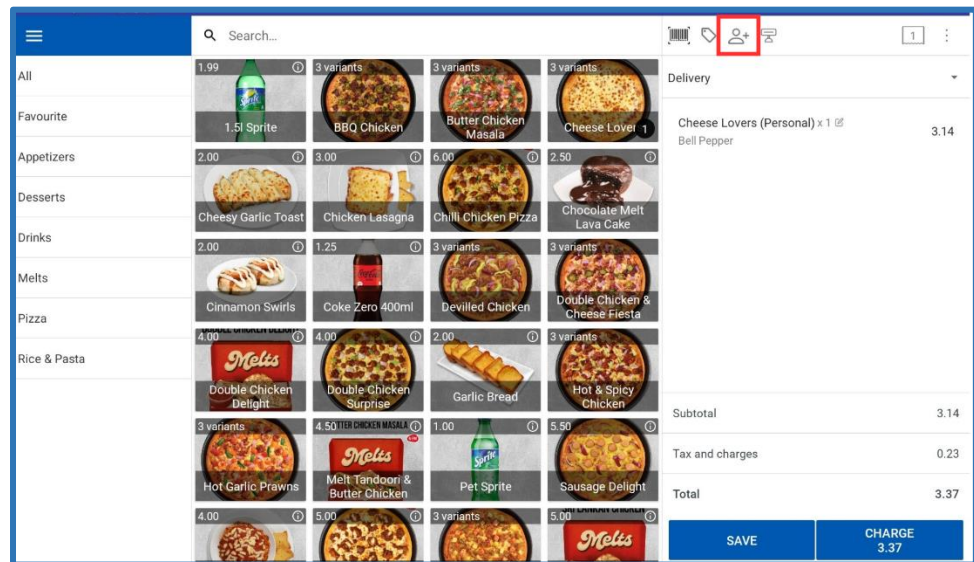


(If you want to check the customer profile, click on the customer's name)

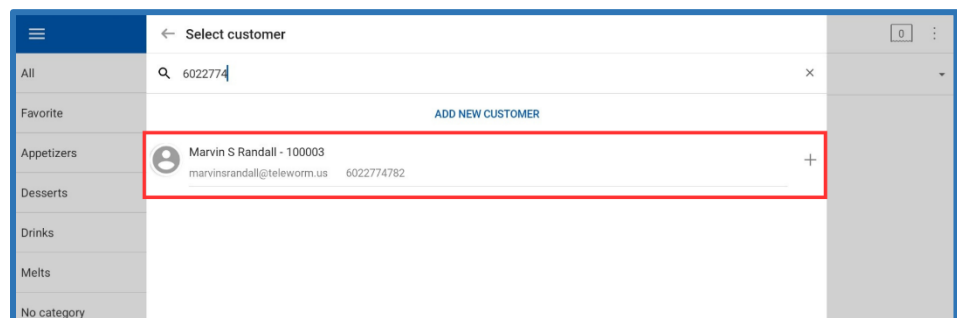
5.4. How to Identify a Customer by Phone Number

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



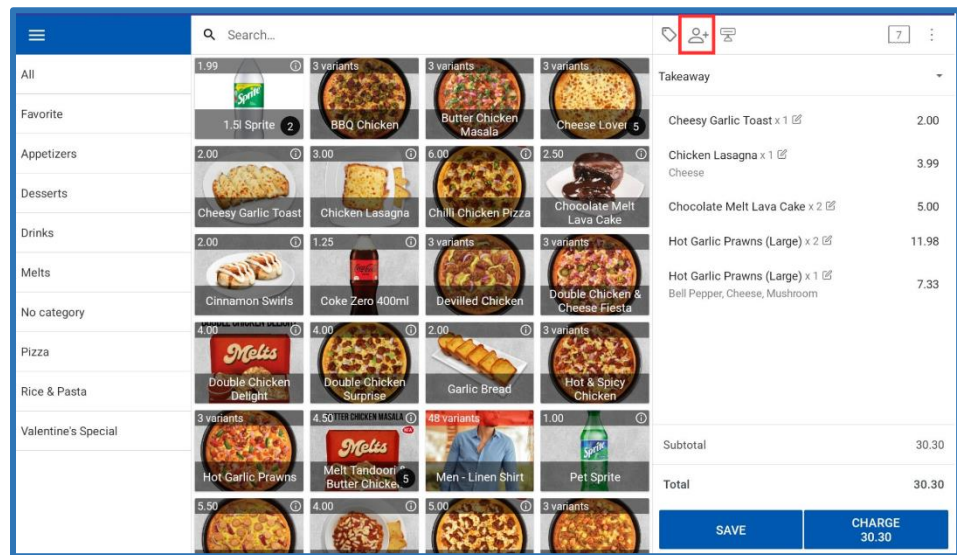
- X. On the customer selection screen, enter the customer’s phone number in the search field.
- XI. If a customer profile matches the entered phone number, it will be displayed in the search results. If multiple matches exist, they will all be shown.



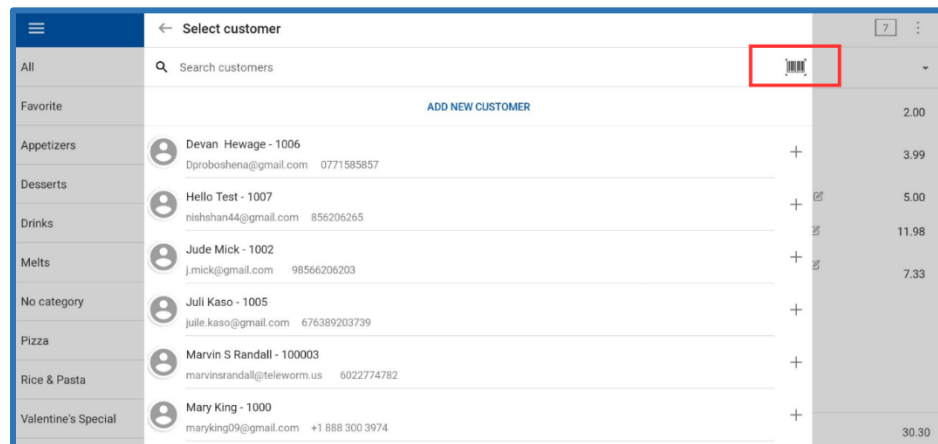
5.5. How to Add Customer to the Receipt by Scanning Barcodes

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.

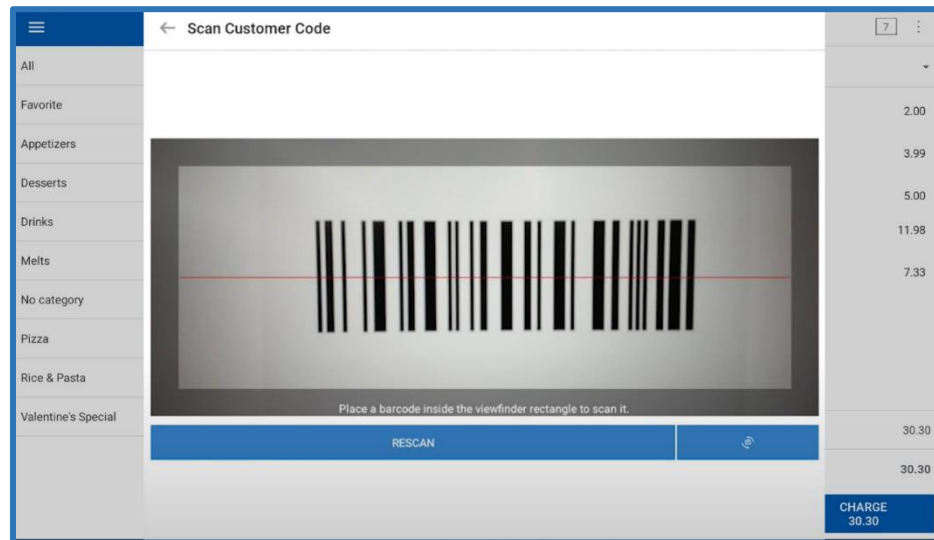
- I. POS App Main Menu
- II. Select “New Sale “
- III. Add the customer’s items to the cart
- IV. Tap the customer icon in the top bar



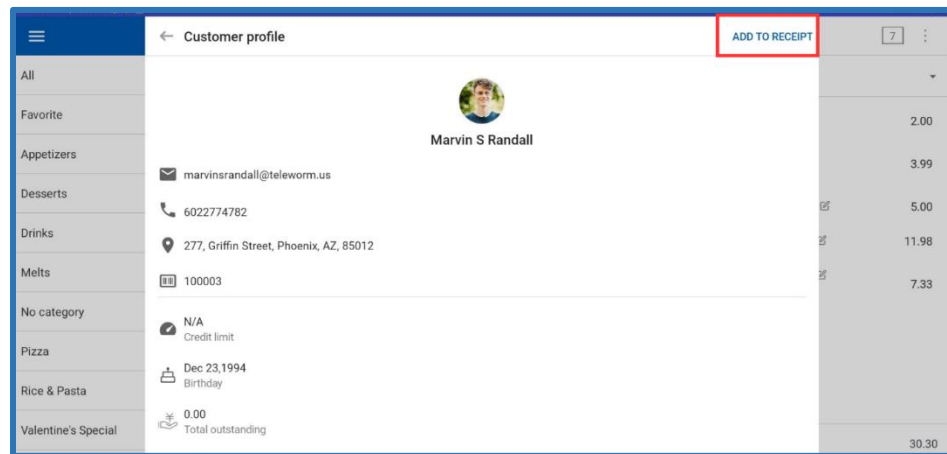
- V. On the customer selection screen, tap the “Barcode” icon.



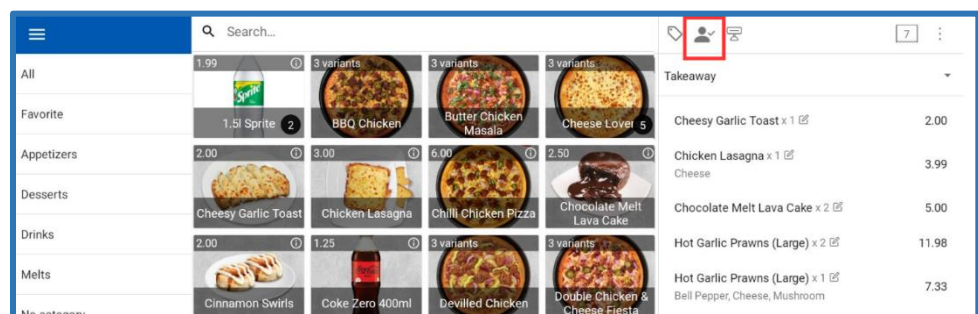
- VI. Position the customer's barcode in front of the POS device's camera or an external barcode reader to scan it.



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



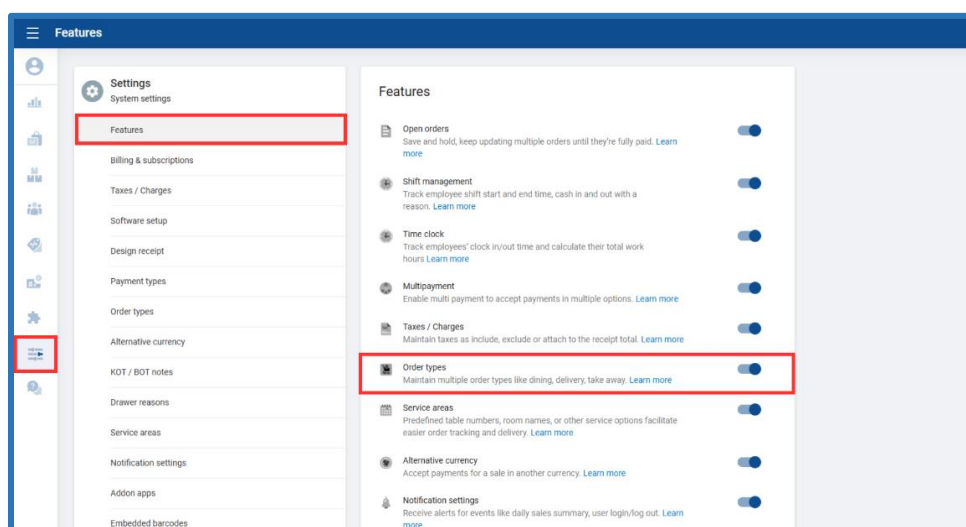
- VIII. The customer icon will now display a checkmark, indicating the customer has been successfully added to the receipt.



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.

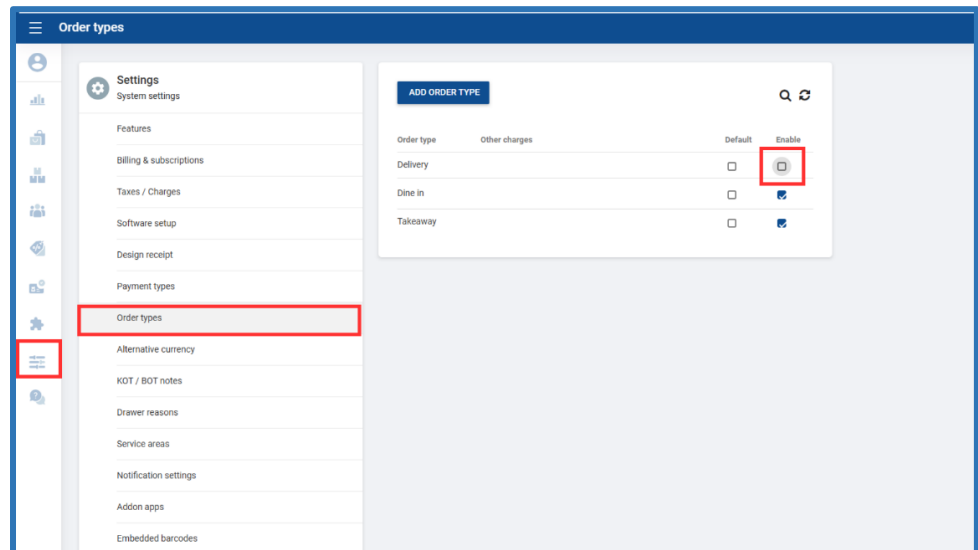
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select "Settings" from Main Menu
- III. Go to the "Feature"
- IV. Check ON "Order Types" button



- V. Click "Save"

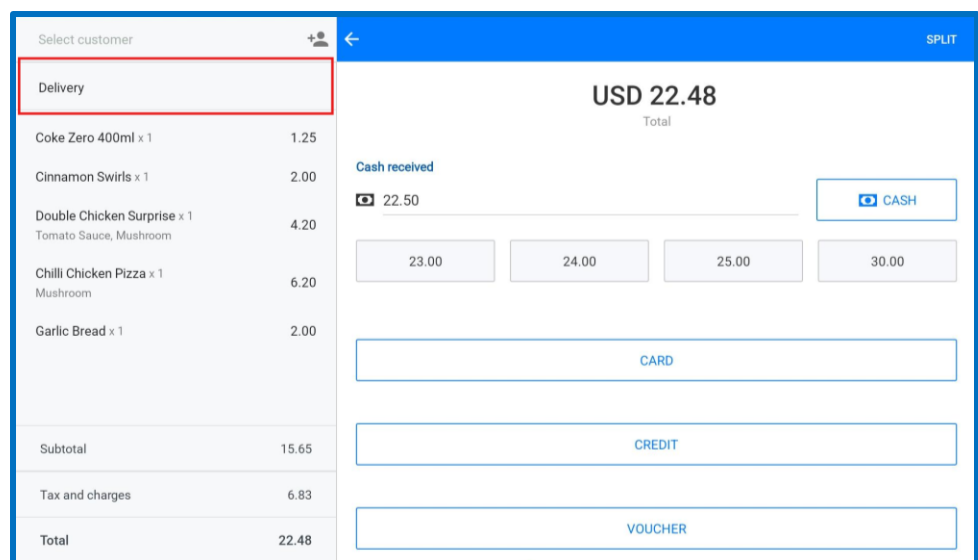
(Once you turn ON "Order Types", it will appear as a sub-menu in Settings section)

- 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

Delivery

Coke Zero 400ml x 1	1.25
Cinnamon Swirls x 1	2.00
Double Chicken Surprise x 1 Tomato Sauce, Mushroom	4.20
Chilli Chicken Pizza x 1 Mushroom	6.20
Garlic Bread x 1	2.00
Subtotal	15.65
Tax and charges	6.83
Total	22.48

USD 22.48
Total

Cash received

22.50

CASH

23.00 24.00 25.00 30.00

CARD

CREDIT

VOUCHER

Customer profile

REMOVE FROM RECEIPT

Mary King

maryking09@gmail.com

+1 888 300 3974

1000

N/A
Credit limit

54.50
Total outstanding

Past receipts

Past Receipts

Debtor Management (Credit Invoice)

Cash Management

Search past receipts

Sep 26, 2025

Receipt: #8-2509261
Mary King

22.48
02:50 PM

#8-2509261

Refund

22.48
USD

Receipt: #8-2509261

Receipt Ref: #8-2509261-54

Employee: admin

Customer: Mary King

Address: New york

Phone: +1 888 300 3974

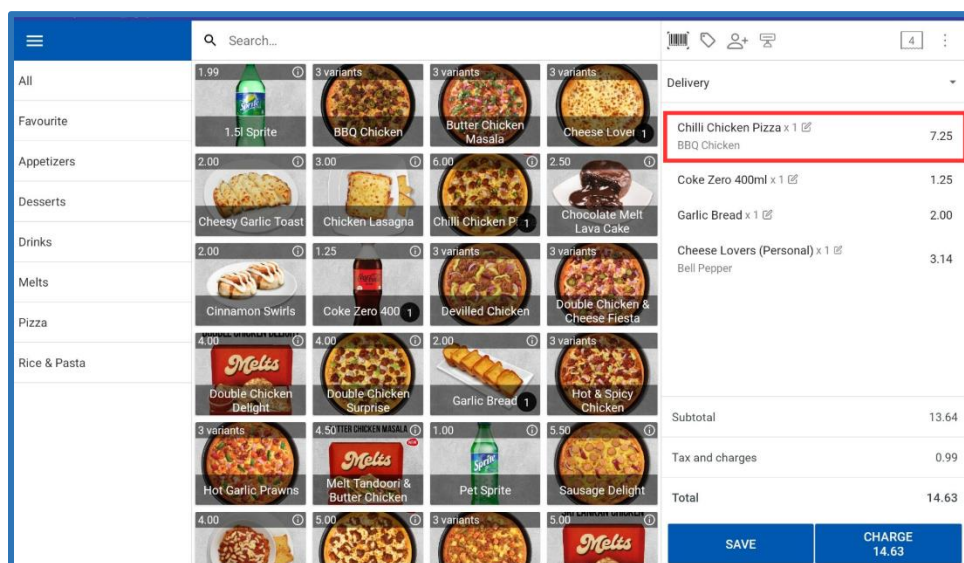
Order type: Delivery

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

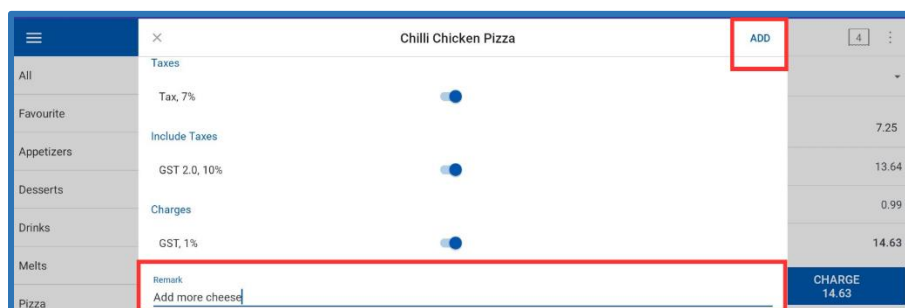
The system now can print a customized Note or Remark for the product on the receipt.

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.



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



VII. Now click CHARGE.

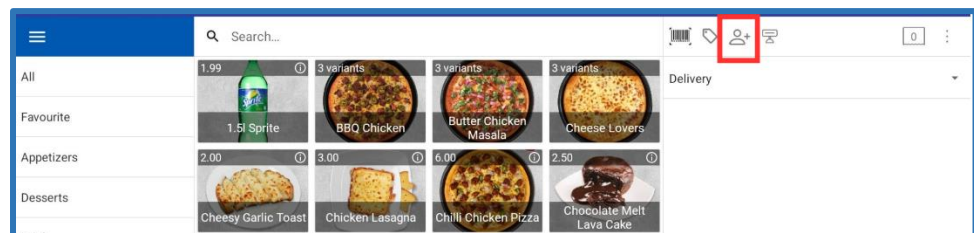
When you bill from the POS App, the customized note will appear on the receipt near the product

5.8. How to Check a Customer's Purchase History

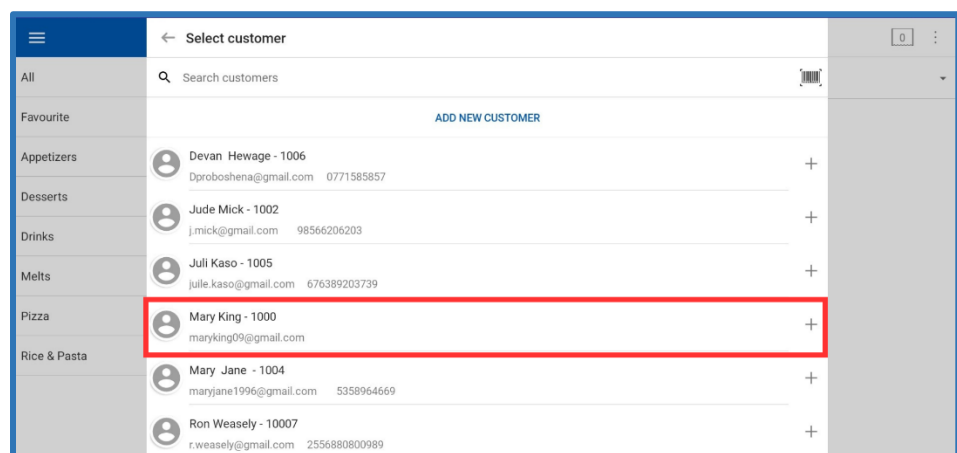
To easily view the past transactions of a customer is now provided to you through the POS system.

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

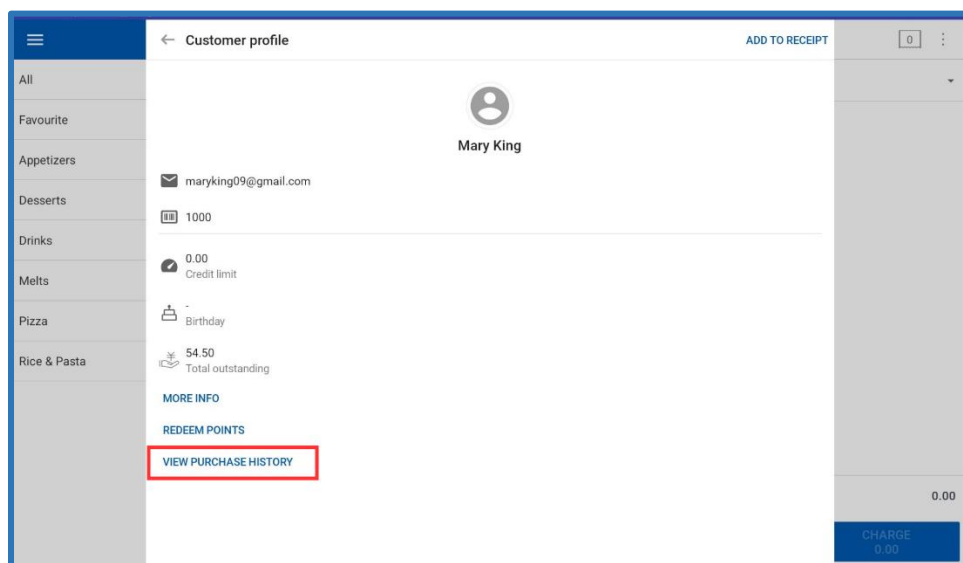
- I. POS App Main Menu
- II. Select “New Sale”
- III. Click the “customer icon” on the main interface



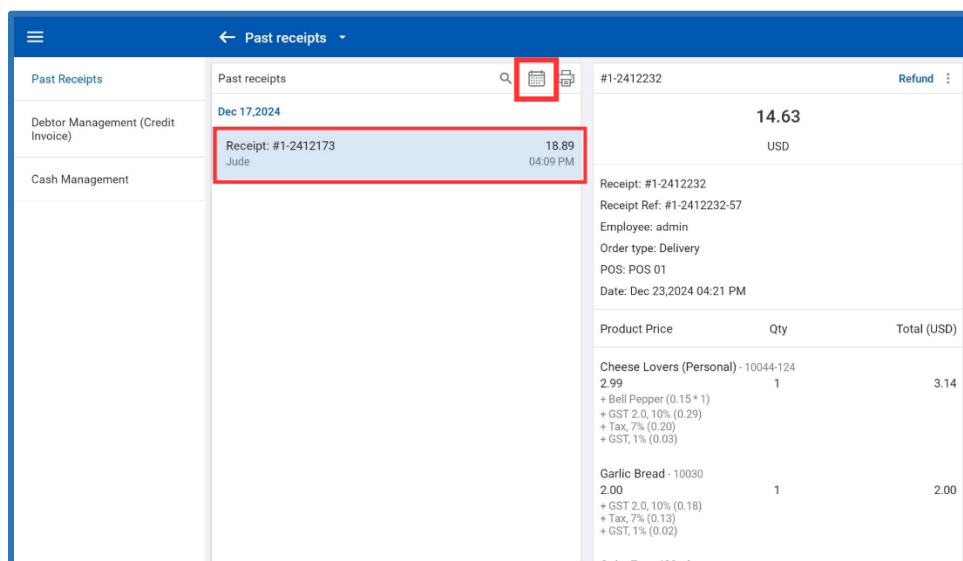
- IV. Click or search for the relevant customer



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



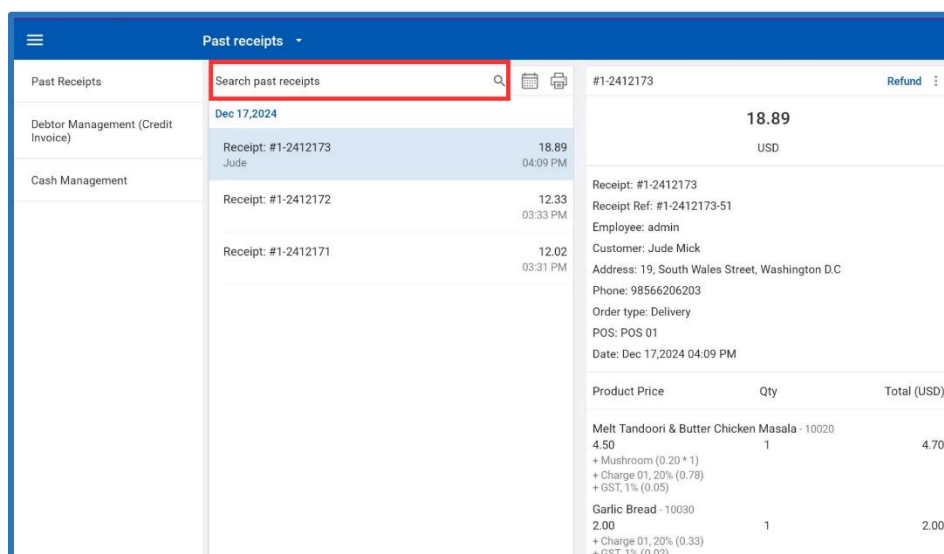
VI. For wider date range, you can use the “Calendar” icon



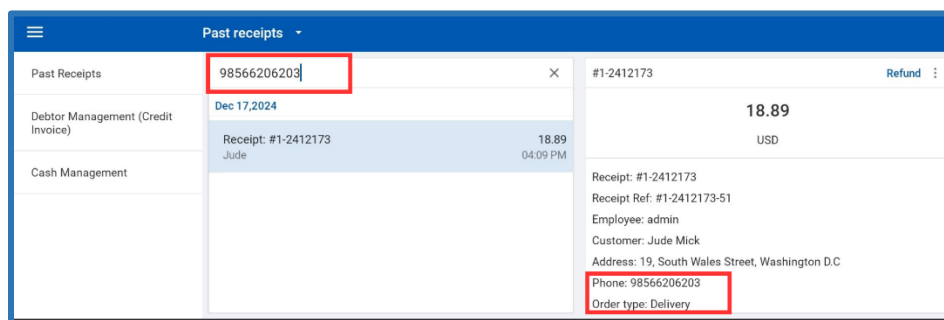
5.9. How to Search Past Receipts Using a Customer's Phone Number

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"



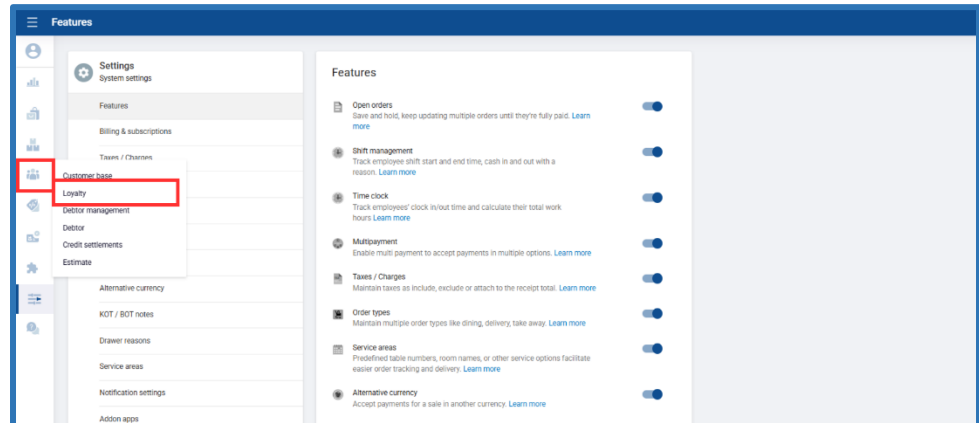
- III. Click the SEARCH icon
- IV. Enter the customer's phone number



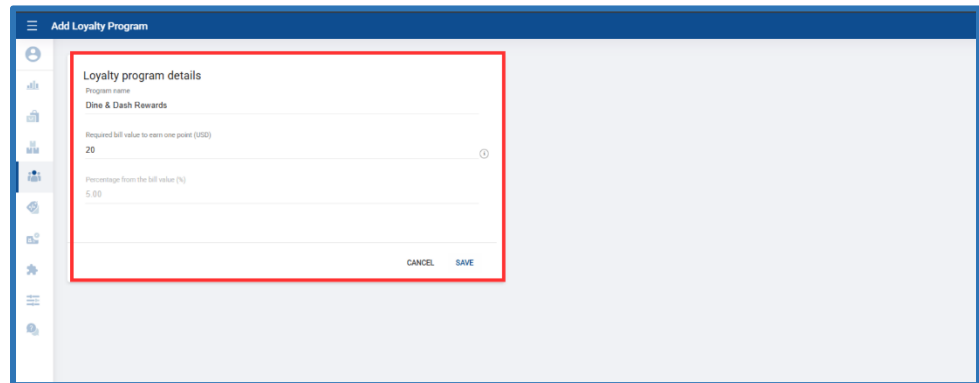
- V. If a phone number has associated receipts, those receipts will be displayed in the interface. (You can search using the customer's name also)

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”



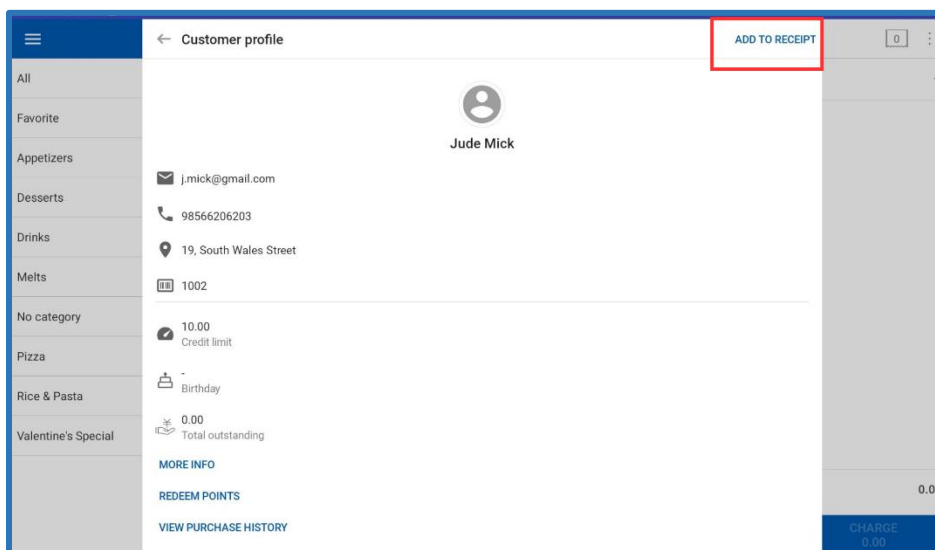
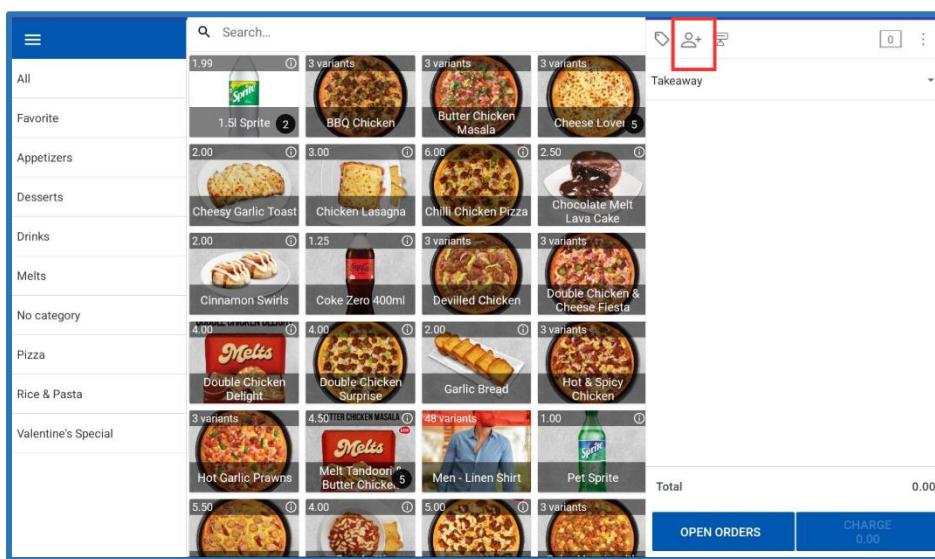
- IV. Click “Add Program”
- V. Enter the Program name, and Required bill value to earn one point, Percentage from the bill value (%)



- 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”

☰

Search...

Barcode

Print

Share

Settings

8

All

Vouchers

Appetizers

Desserts

Drinks

Juices

Melts

Mixes

No category

Pizza

Rice & Pasta

Chilli Mix

Chocolate Melt Lava Cake

Cinnamon Swirls

Coca Cola Pet 1.5L

Coke Zero 400ml x 3

Deville Chicken

Double Chicken & Cheese Fiesta

Double Chicken Delight

Double Chicken Surprise

Garlic Bread

Hot & Spicy Chicken

Hot Garlic Prawns

Melt Tandoori & Butter Chicken

Orange Juice

Pet Sprite

Sausage Delight

Spaghetti Bolognese

Spicy Fish Pizza

Spicy Veggie with Paneer

Sri Lankan Chicken

Takeaway

Coke Zero 400ml x 3

Garlic Bread x 2

Hot & Spicy Chicken (Large) x 3

Deville Chicken (Large) x 1

Subtotal

Tax and charges

Total

SAVE

CHARGE 55.86

Marvin S

marvinsrandall@teleworm.us

←

SPLIT

Takeaway

Deville Chicken (Large) x 1

Bell Pepper, Cheese, Mushroom

10.33

Hot & Spicy Chicken (Large) x 3

Bell Pepper, Cheese, Mushroom

20.49

Garlic Bread x 2

4.00

Coke Zero 400ml x 3

3.75

Subtotal

38.57

Tax and charges

17.29

Total

55.86

USD 55.86

Total

Cash received

55.85

CASH

56.00

60.00

70.00

100.00

CARD

CREDIT

VOUCHER

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

Marvin S

marvinsrandall@teleworm.us

←

Share

Takeaway

Deville Chicken (Large) x 1

Bell Pepper, Cheese, Mushroom

10.33

Hot & Spicy Chicken (Large) x 3

Bell Pepper, Cheese, Mushroom

20.49

Garlic Bread x 2

4.00

Coke Zero 400ml x 3

3.75

USD 55.86

Total

Earned Points : 2.79

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

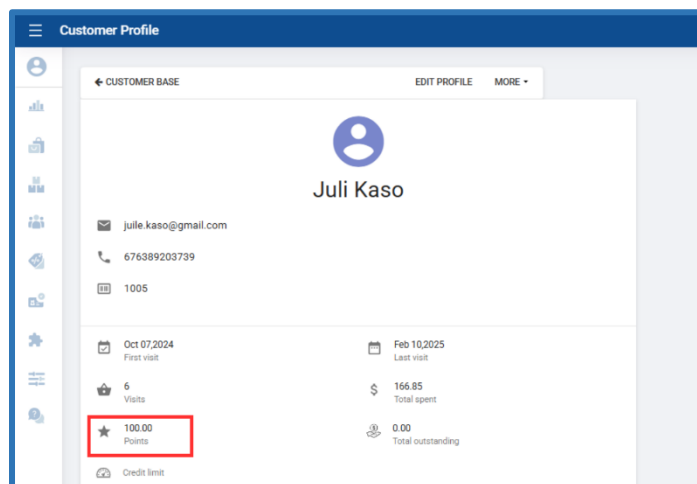
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Customer” from Main Menu
- III. Go to the “Loyalty”
- IV. Click “Add Points” button
- V. Enter the number of points you wish to add in the “Amount of points” field



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

To verify in Customer Profile,

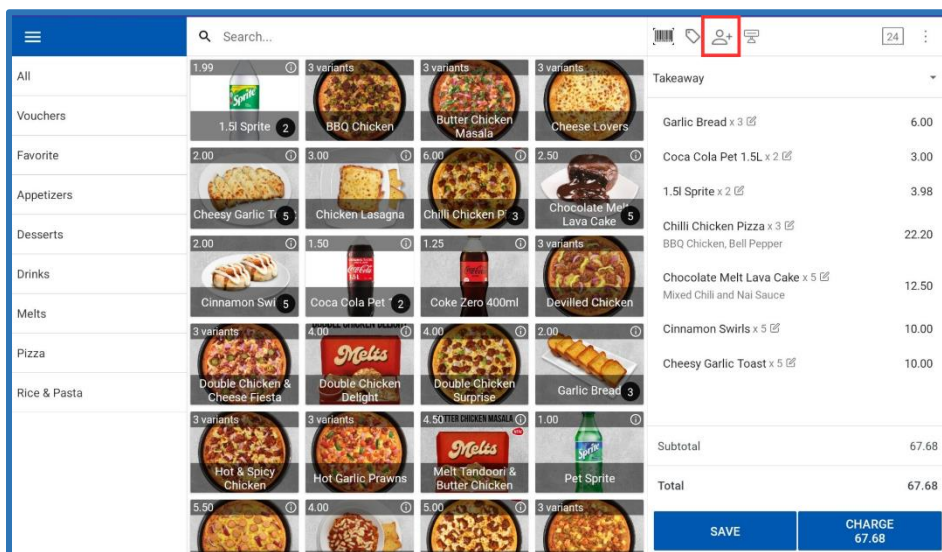
- VIII. Go to “Customer Base”
- IX. Select the customer whose points you added
- X. The updated point total will be displayed near the star icon (or the designated loyalty points display area)



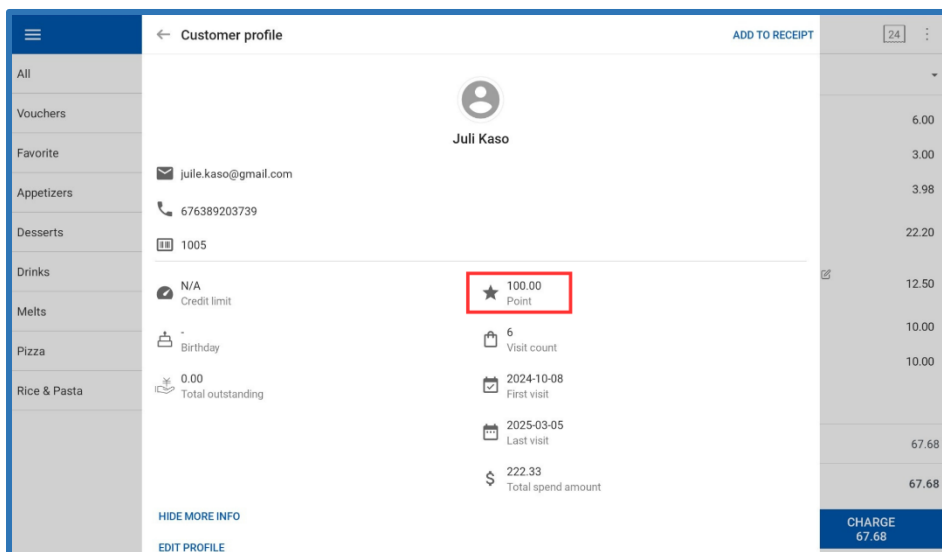
5.12. [How to Redeem Loyalty Points](#)

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

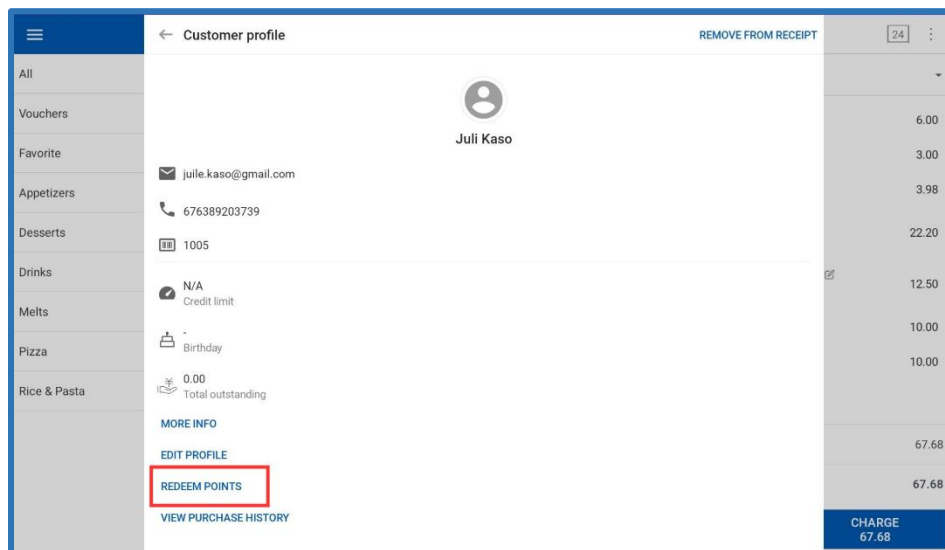
- I. POS App Main Menu
- II. Select “New Sale”
- III. Add the Products to the cart
- IV. Click the customer icon and choose the customer from the displayed list.



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



- VI. Confirm the customer is added to the sale/receipt
- VII. Click the "Redeem Points" button



Customer profile

REMOVE FROM RECEIPT

Juli Kaso

julle.kaso@gmail.com

676389203739

1005

N/A Credit limit

Birthday

0.00 Total outstanding

MORE INFO

EDIT PROFILE

REDEEM POINTS

VIEW PURCHASE HISTORY

6.00

3.00

3.98

22.20

12.50

10.00

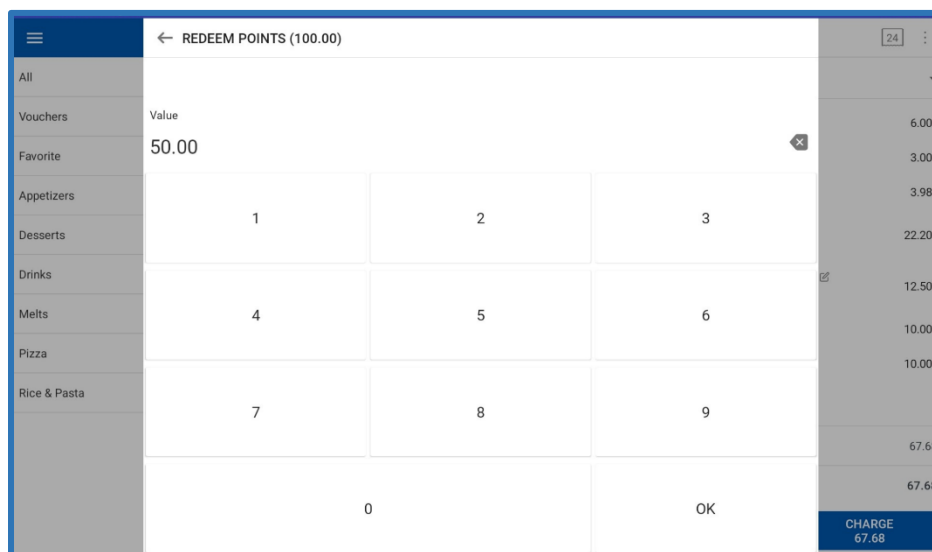
10.00

67.68

67.68

CHARGE 67.68

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



← REDEEM POINTS (100.00)

Value

50.00

1 2 3

4 5 6

7 8 9

0 OK

6.00

3.00

3.98

22.20

12.50

10.00

10.00

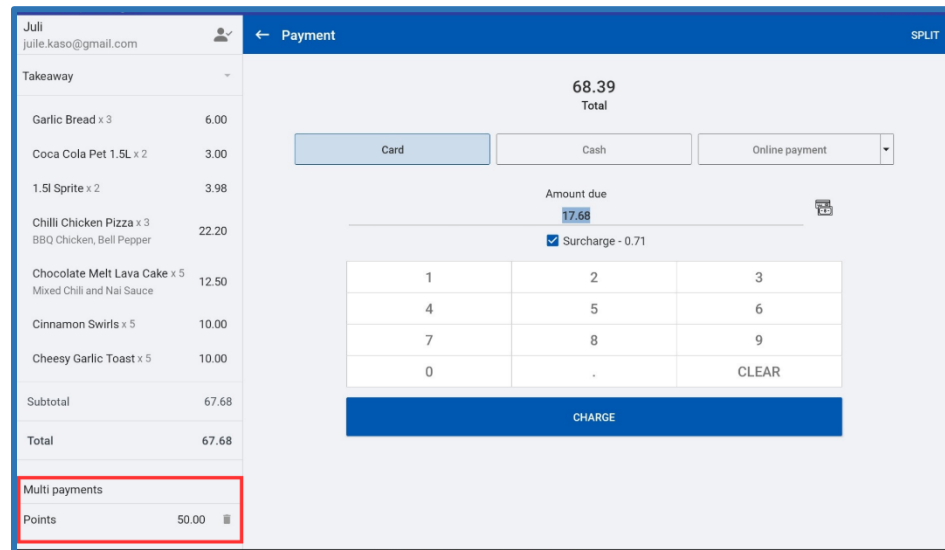
67.68

67.68

CHARGE 67.68

- 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



Payment SPLIT

68.39
Total

Card Cash Online payment

Amount due
17.68

☒ Surcharge - 0.71

1	2	3
4	5	6
7	8	9
0	.	CLEAR

CHARGE

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 Chilli and Nal Sauce

Cinnamon Swirls x 5 10.00

Cheesy Garlic Toast x 5 10.00

Subtotal 67.68

Total 67.68

Multi payments

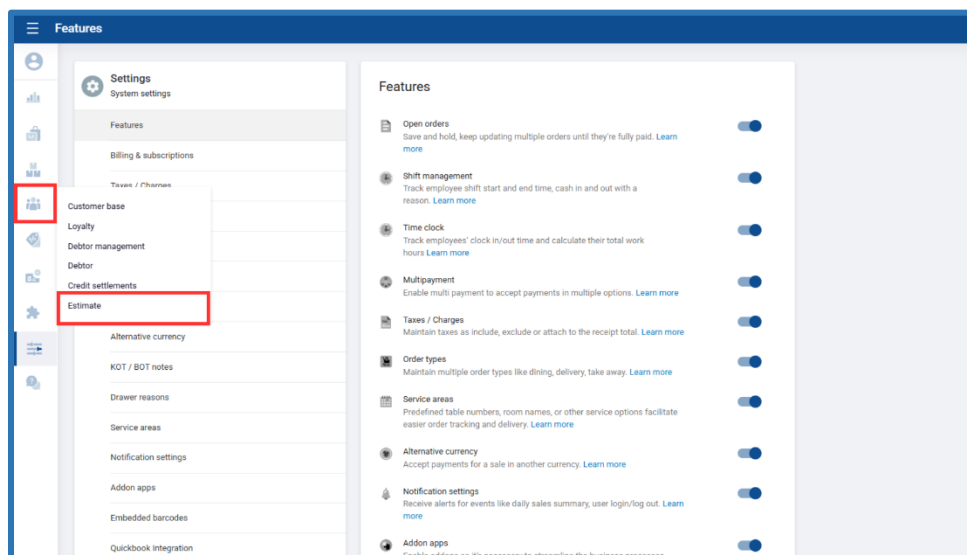
Points 50.00

- XI. Click “Charge” to complete the purchase

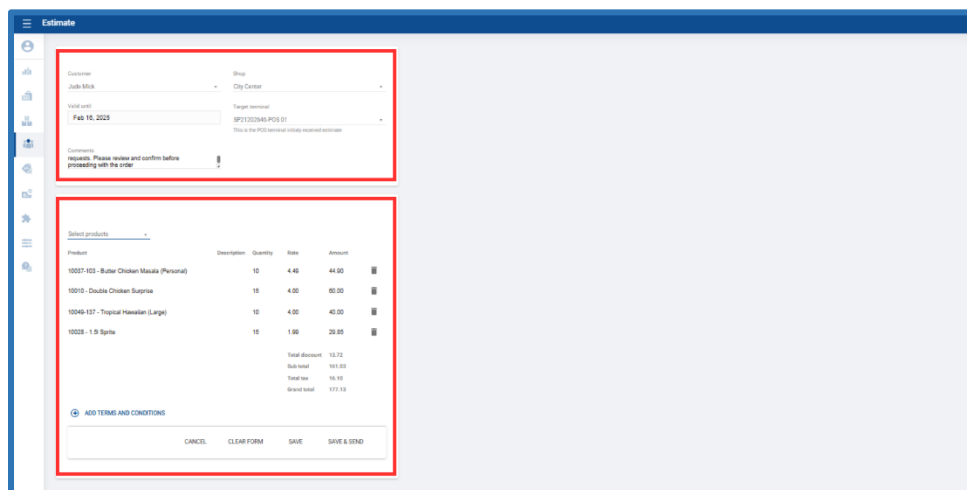
5.13. How to Create an Estimation in the SalesPlay System

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

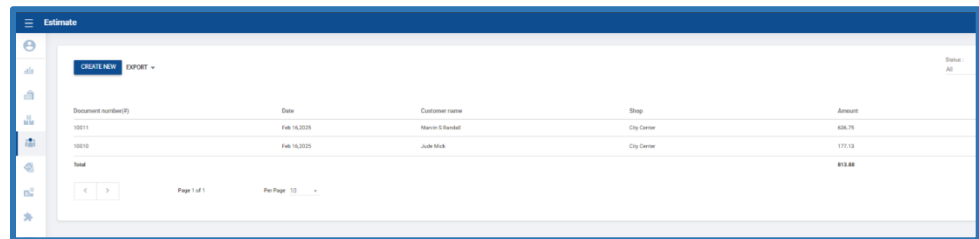


- VI. Select the product and add quantity for the estimation
- VII. Click the “Save” button

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

To Accept or Reject a Created Estimation

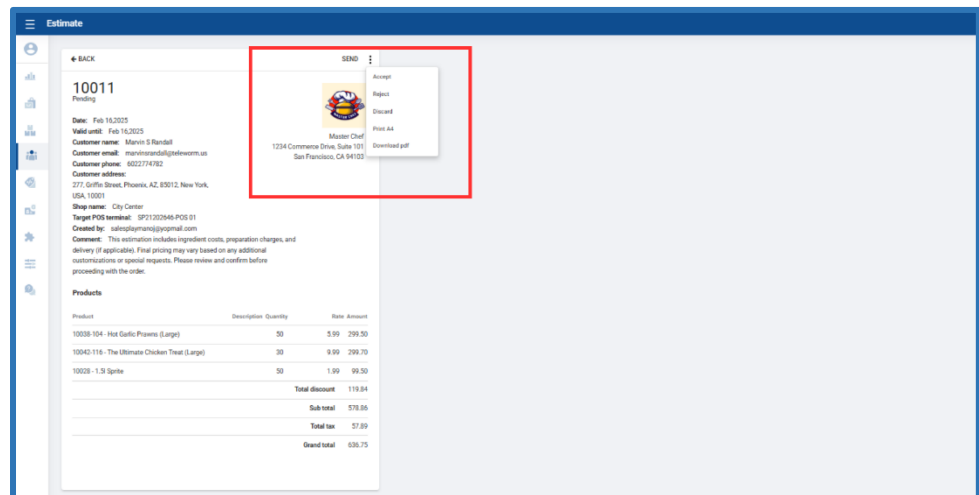
- I. Log in to Back-office Web portal
- II. Select “Customer” from the Main Menu
- III. Click “Estimate” section
- IV. You will see already created estimations



Document number(s)	Date	Customer name	Shop	Amount
10011	Feb 16, 2025	Marvin S Randall	City Center	636.75
10010	Feb 16, 2025	Julie Wick	City Center	177.03
Total				813.88

V. Click on the relevant estimation

VI. Click 3-dot button near the send icon

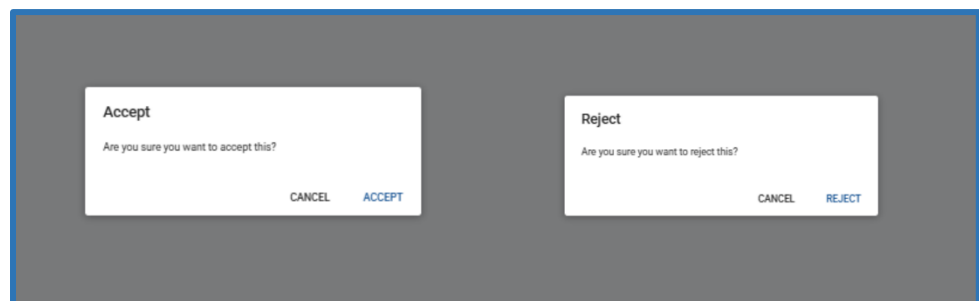


10011
Pending

Date: Feb 16, 2025
Valid until: Feb 16, 2025
Customer name: Marvin S Randall
Customer email: marvinrandall@teleworm.us
Customer phone: 602274782
Customer address: 277 Griffin Street, Phoenix, AZ 85012, New York, USA, 10001
Shop name: City Center
Target POS terminal: SP1203946-POS 01
Created by: salesplay@pointofsale.com
Comment: This estimation includes ingredient costs, preparation charges, and delivery (if applicable). Final pricing may vary based on any additional customizations or special requests. Please review and confirm before proceeding with the order.

Product	Description	Quantity	Rate	Amount
10038-104	Hot Garlic Poppers (Large)	50	5.99	299.50
10040-116	The Ultimate Chicken Treat (Large)	30	9.99	299.70
10028-1-3	Sprite	50	1.99	99.50
	Total discount			119.94
	Sub-total			579.86
	Total tax			57.89
	Grand total			636.75

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



Accept

Are you sure you want to accept this?

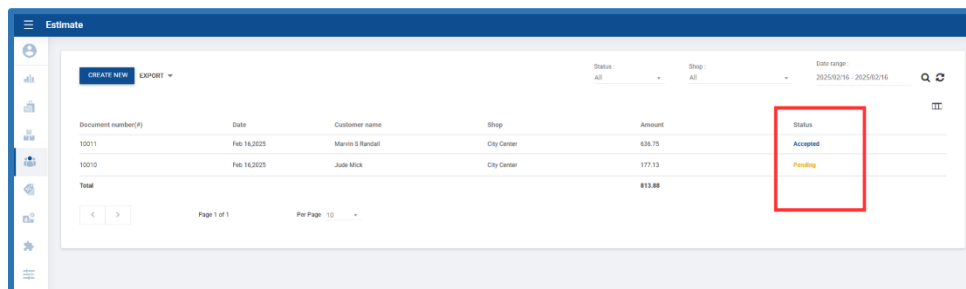
CANCEL ACCEPT

Reject

Are you sure you want to reject this?

CANCEL REJECT

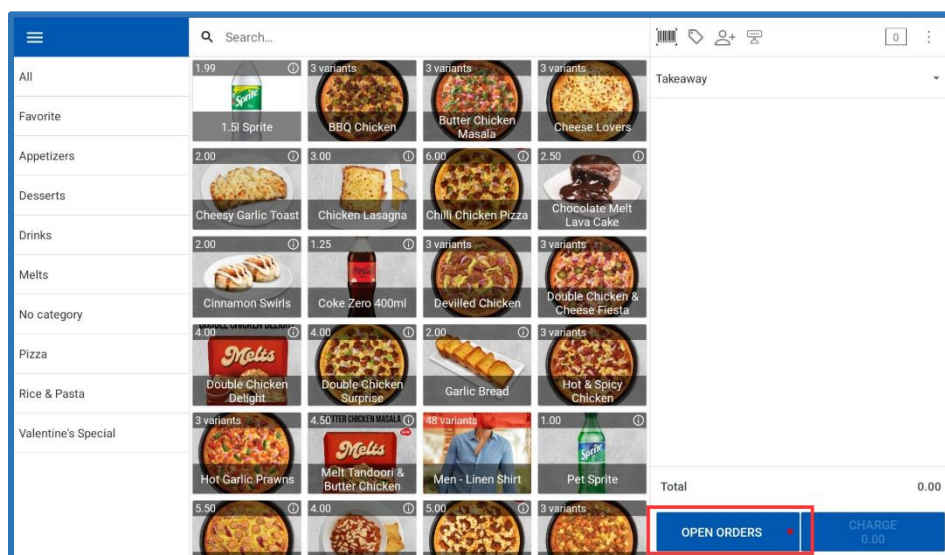
VIII. On the Estimation List page, the status of each estimate is displayed in a dedicated column.



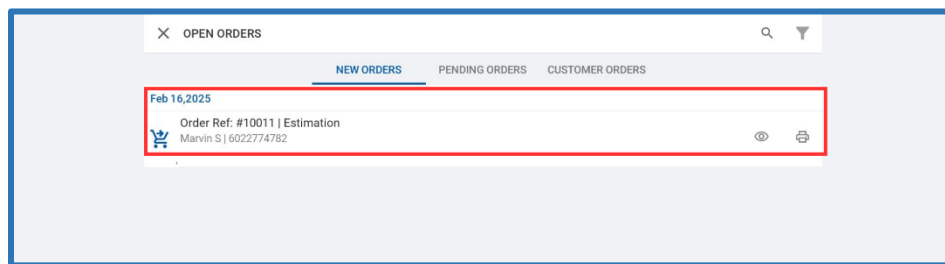
Document number(F)	Date	Customer name	Shop	Amount	Status
10011	Feb 16, 2025	Marvin S Randall	City Center	626.75	Accepted
10010	Feb 16, 2025	Jude Mick	City Center	177.13	Pending
Total				\$803.88	

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"



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



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

X
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	50	299.50
- Discount, 59.90 (20%)		
+ Service Charge, 10% (23.96)		
The Ultimate Chicken Treat (Large) - 10042-116		

APPROVE ORDER

PRE BILL

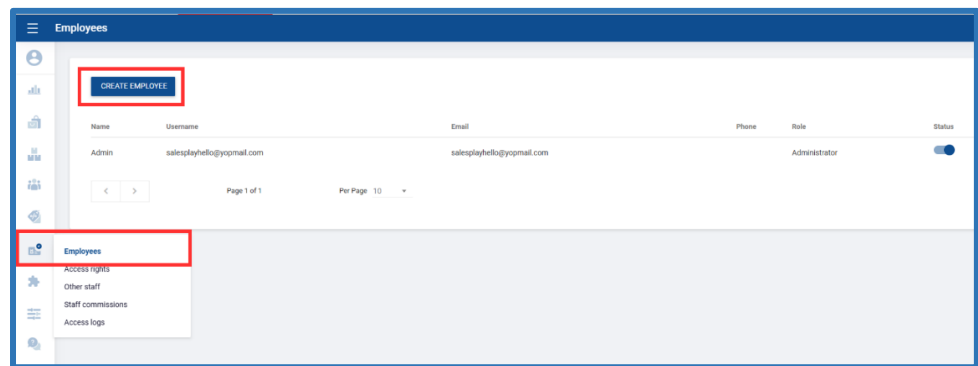
REJECT

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.

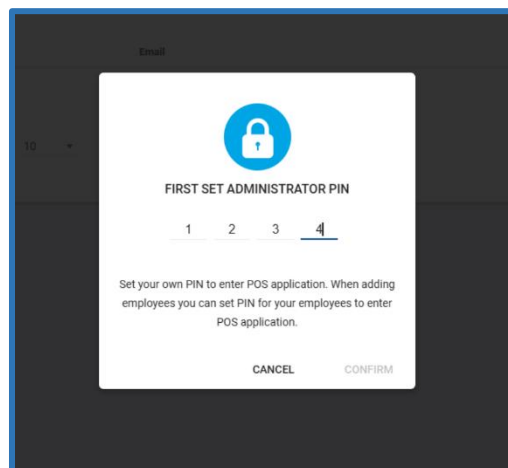
6.1. [How to Add an Employee in SalesPlay](#)

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

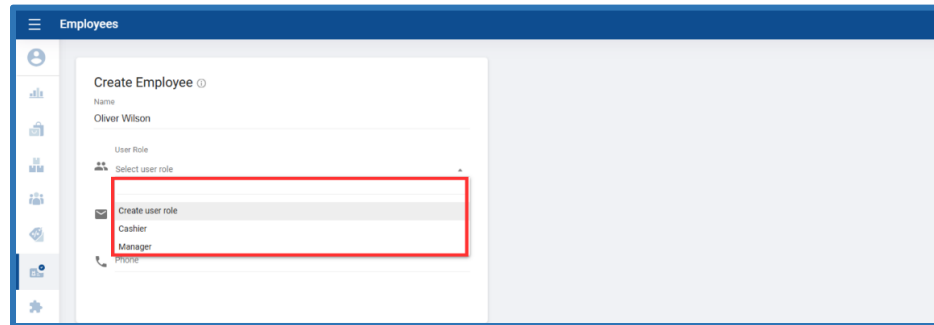


- II. Select “Create Employee”

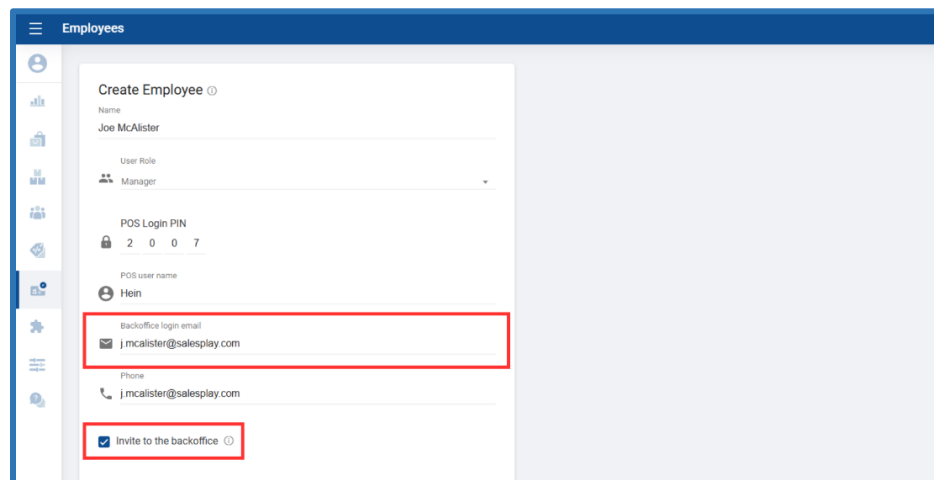
If this is your first time creating an employee, the system will prompt you to set up an **Administrator PIN**.



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

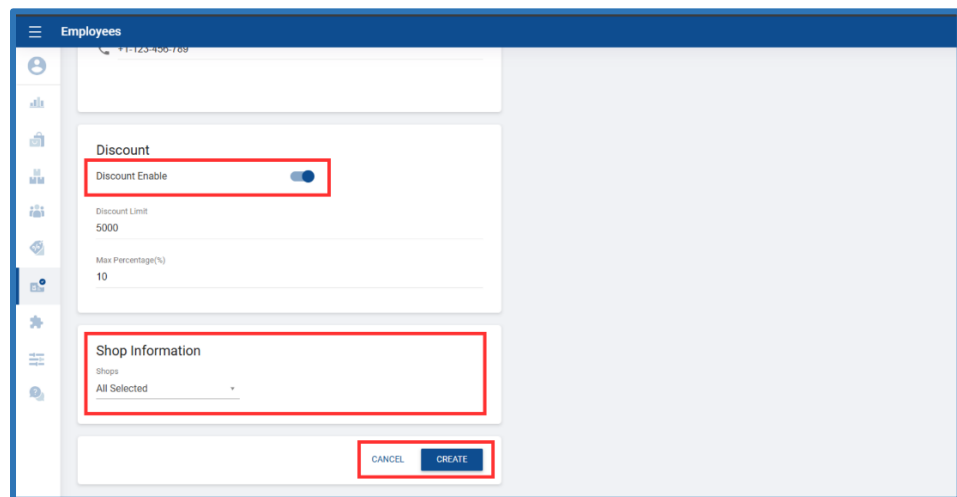


If you assign the **Manager** role, the system will require you to enter a **Back Office Log in email** for the user.

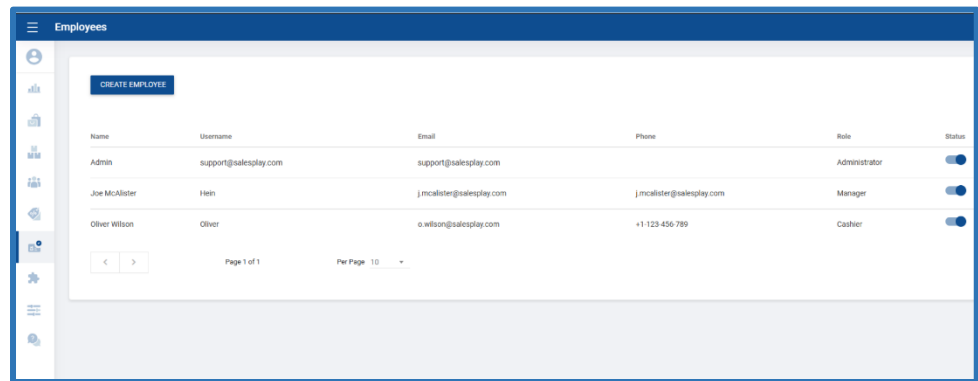


IV. Configure Discounts (Optional)

- Specify the Discount Limit and Maximum Percentage



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

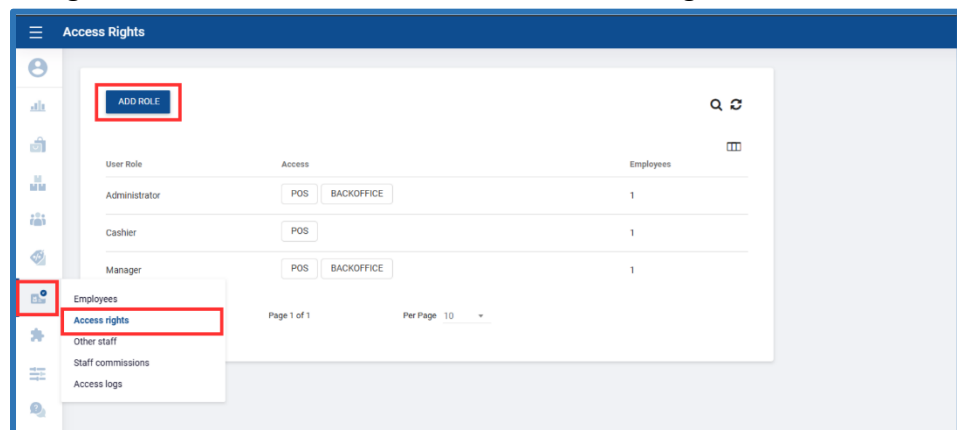


Name	Username	Email	Phone	Role	Status
Admin	support@salesplay.com	support@salesplay.com		Administrator	☒
Joe McAllister	Hen	j.mcallister@salesplay.com	j.mcallister@salesplay.com	Manager	☒
Oliver Wilson	Oliver	o.wilson@salesplay.com	+1 123 456 789	Cashier	☒

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.

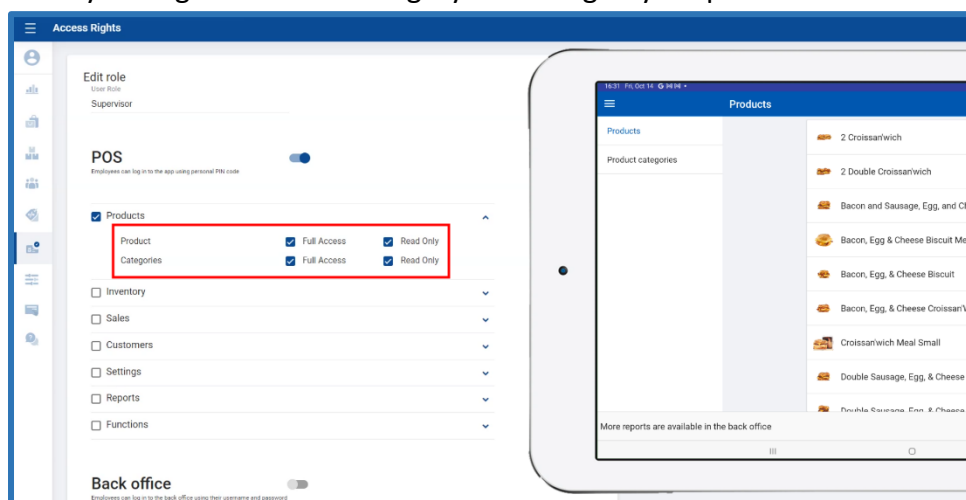
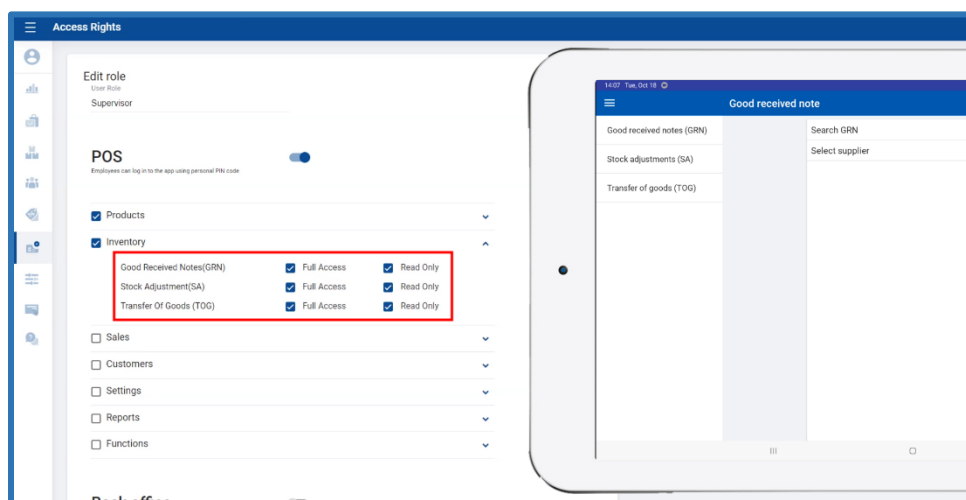
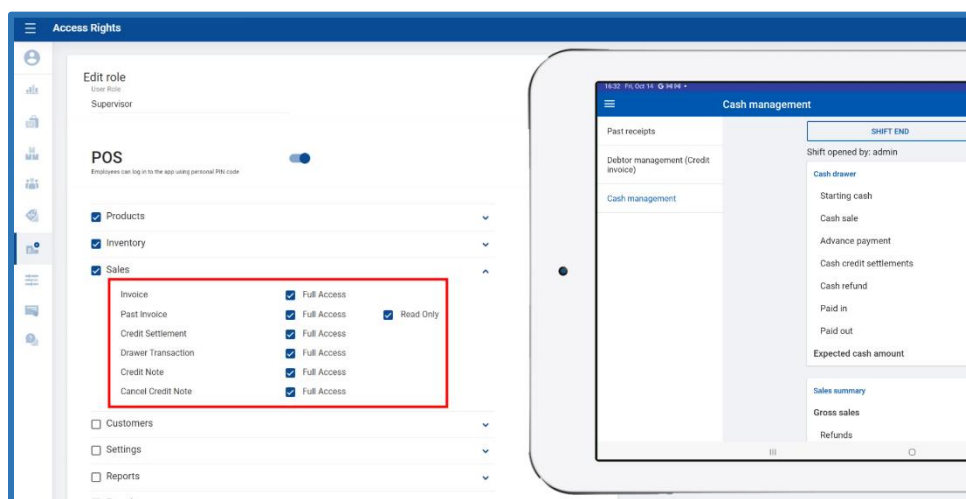
- I. Navigate to the “User” section and select “Access Rights.”

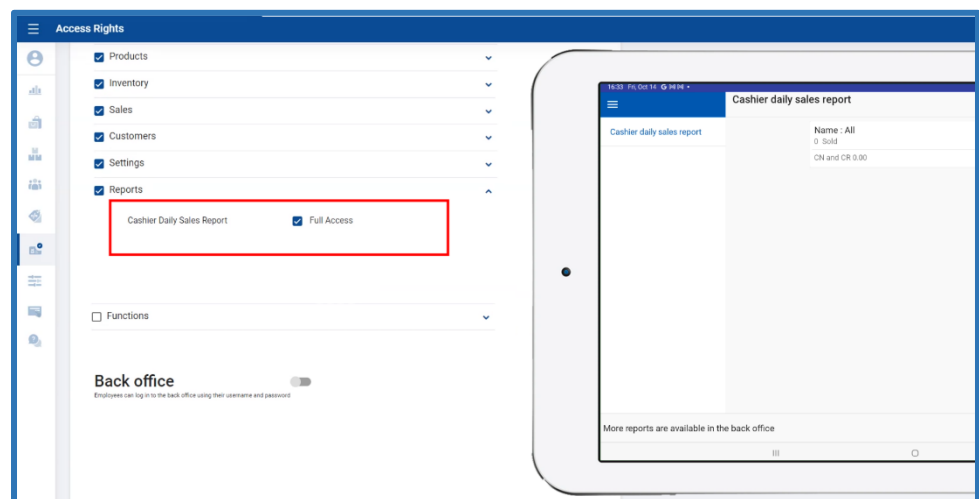
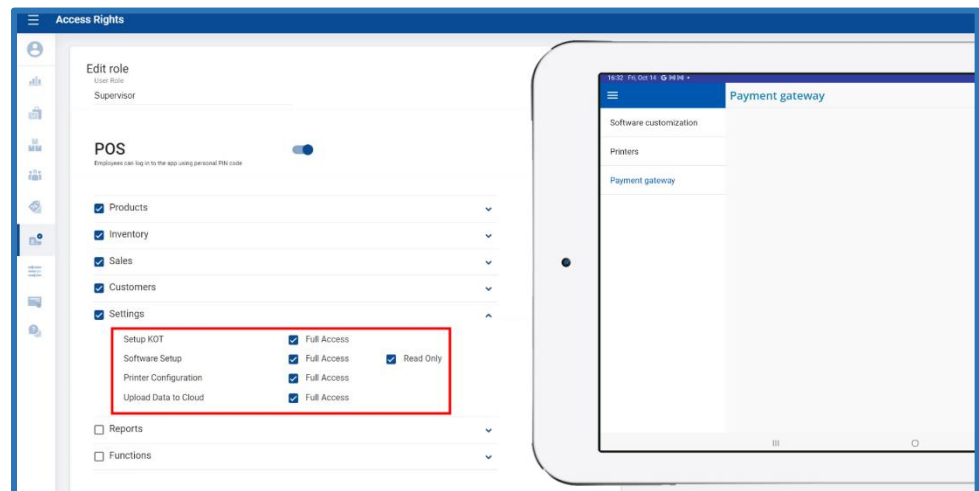
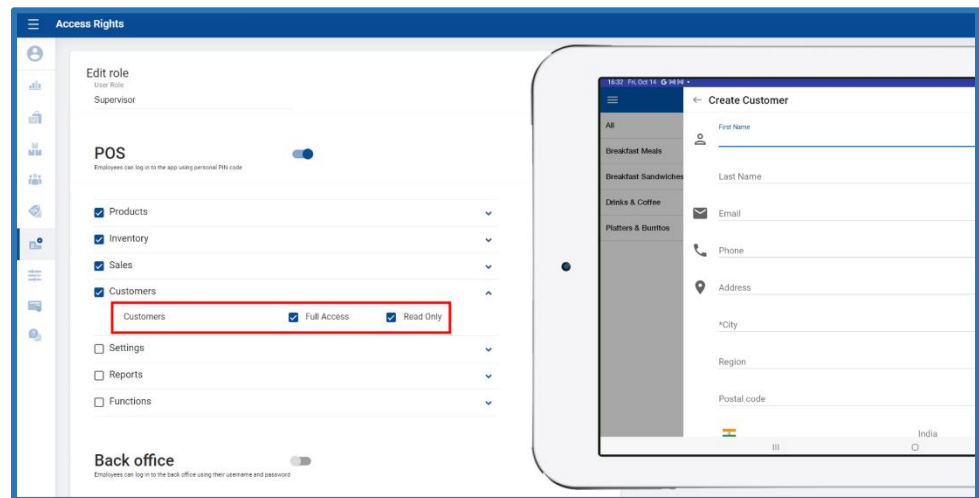


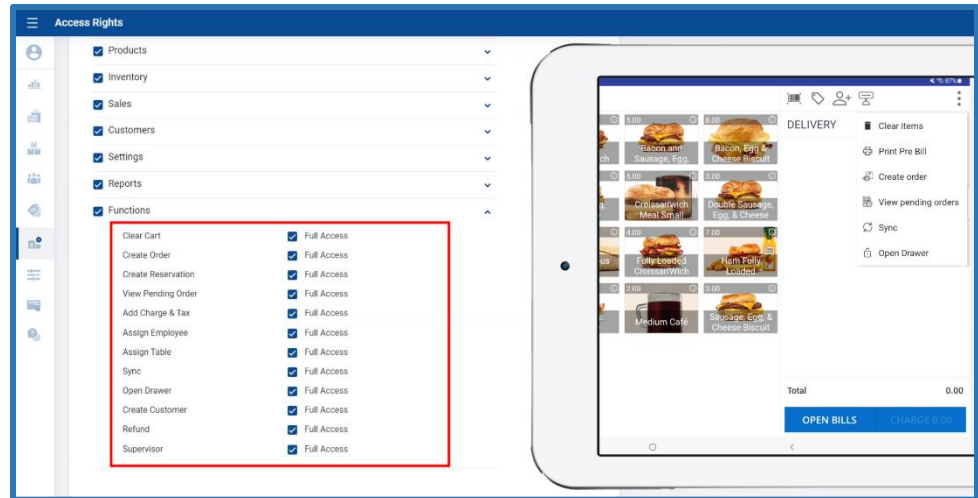
User Role	Access	Employees
Administrator	POS BACKOFFICE	1
Cashier	POS	1
Manager	POS BACKOFFICE	1

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

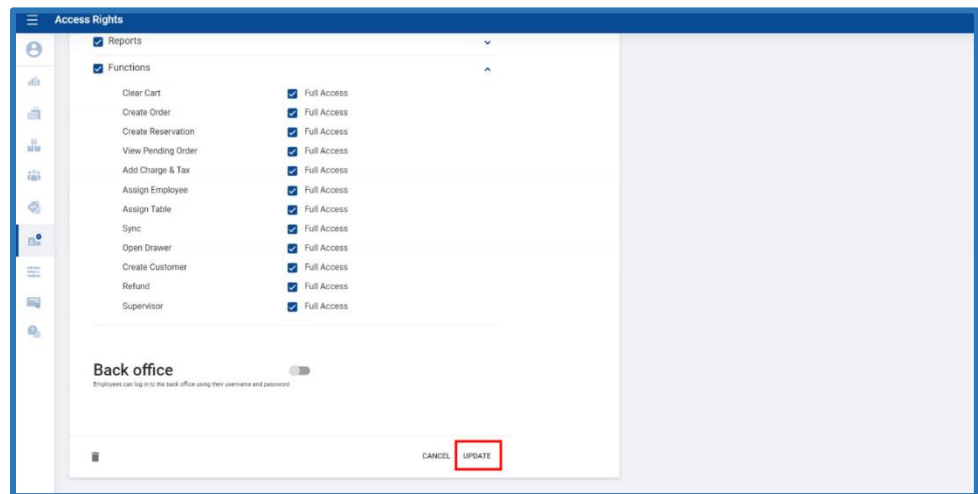
III. Modify the rights for each category according to your preferences.





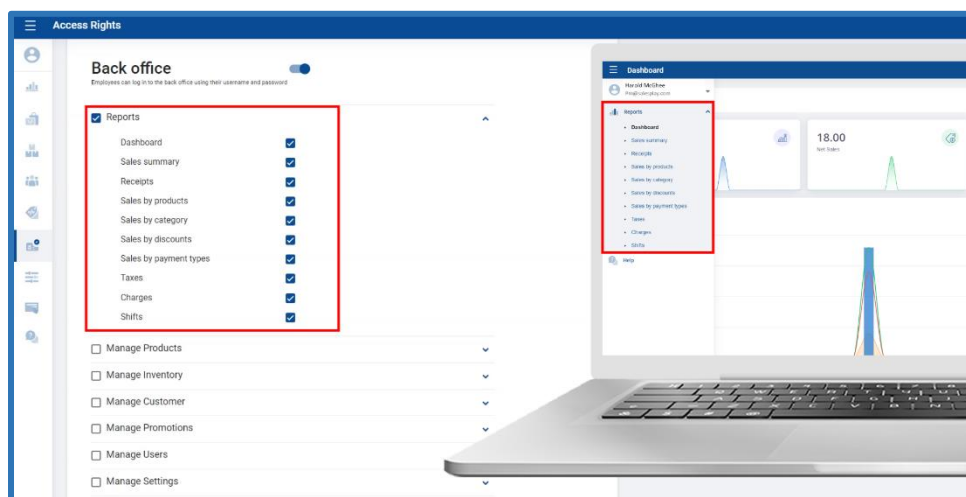
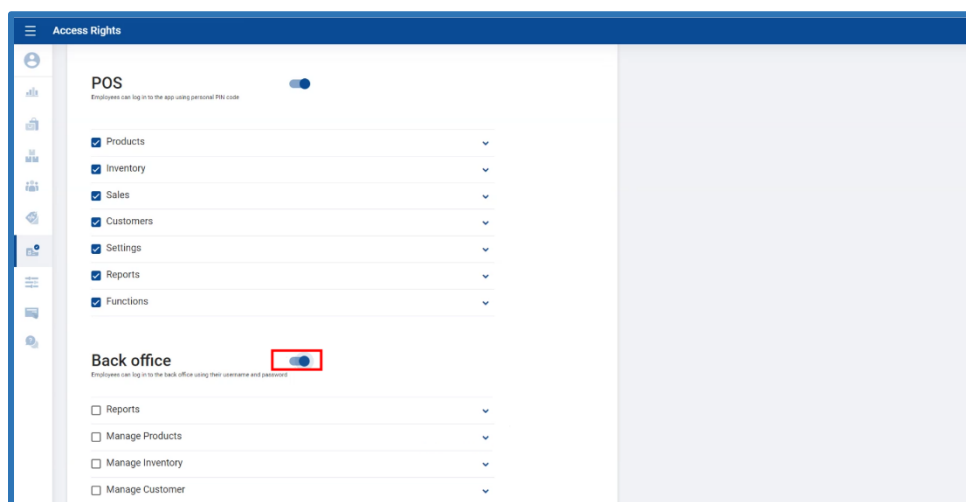
IV. Click “Update” to save your changes.

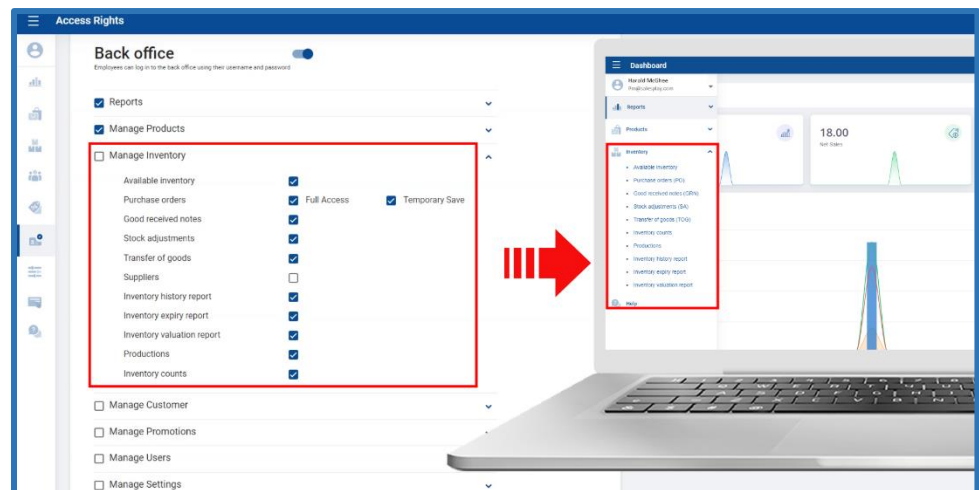
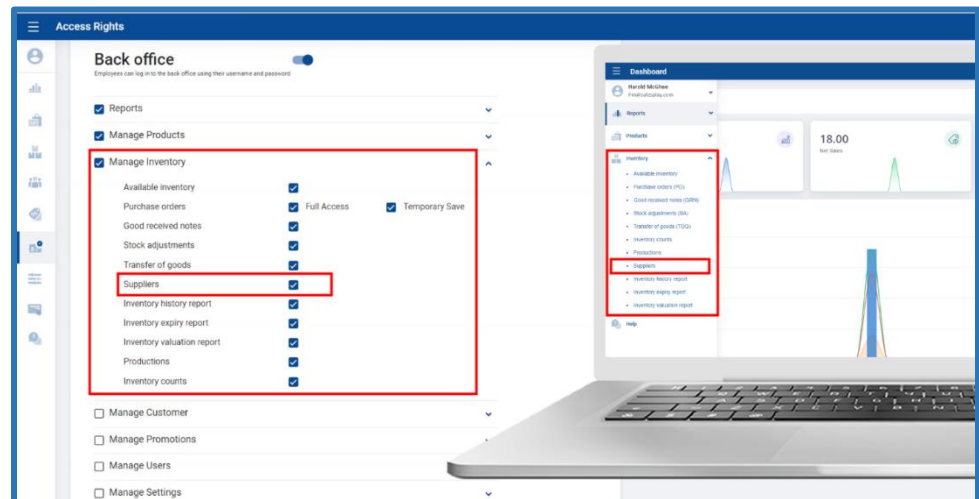
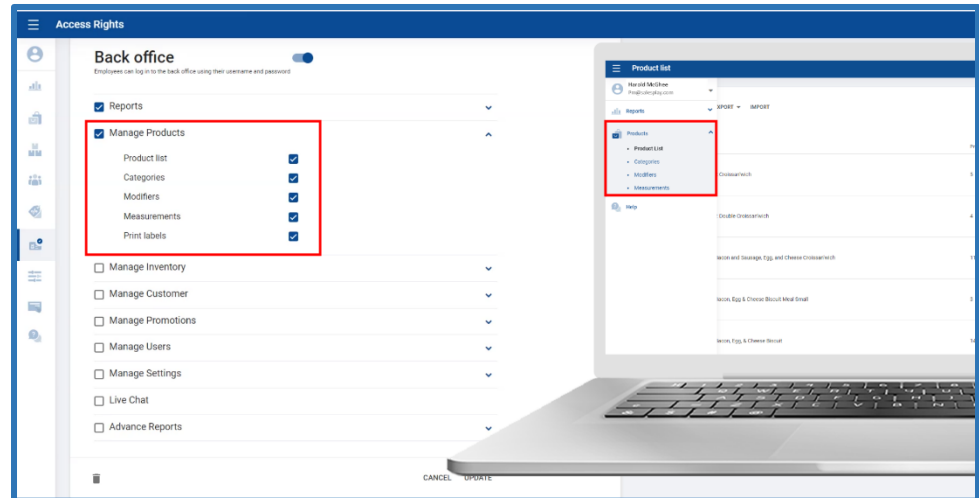


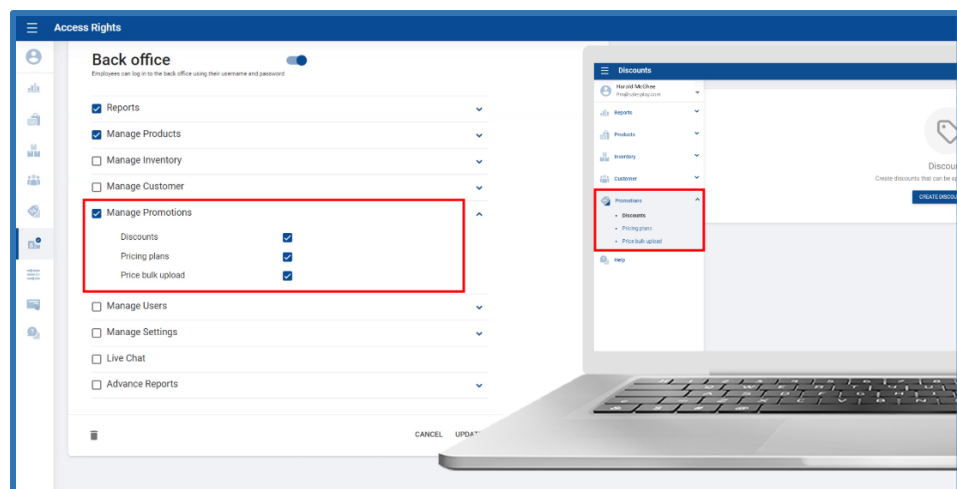
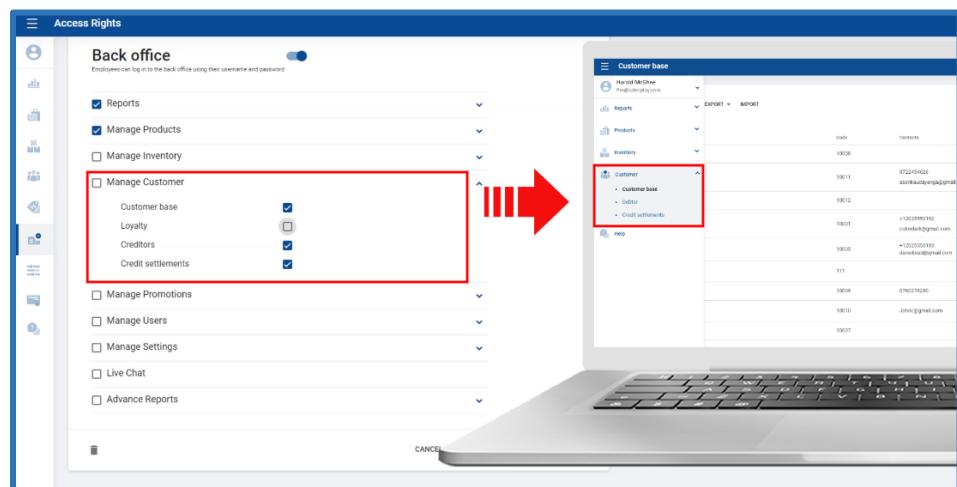
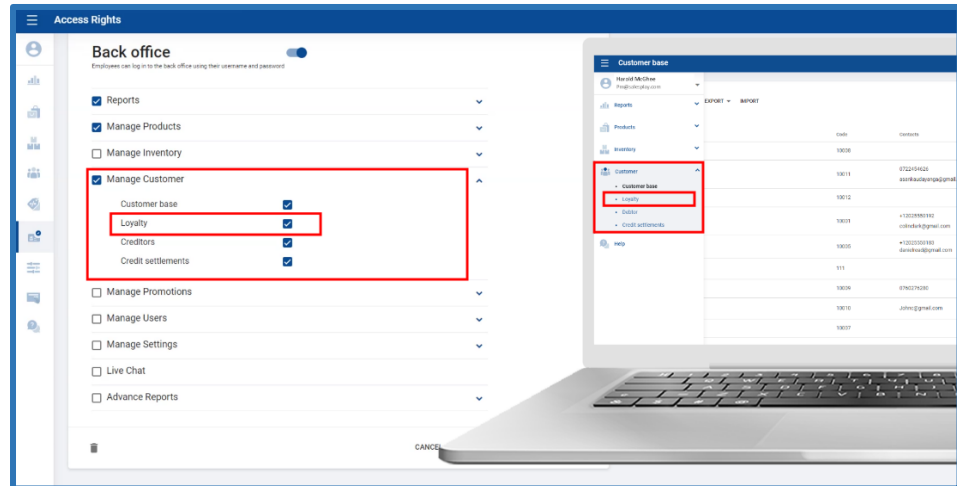
6.3. How to Manage Employee Back Office Access Rights

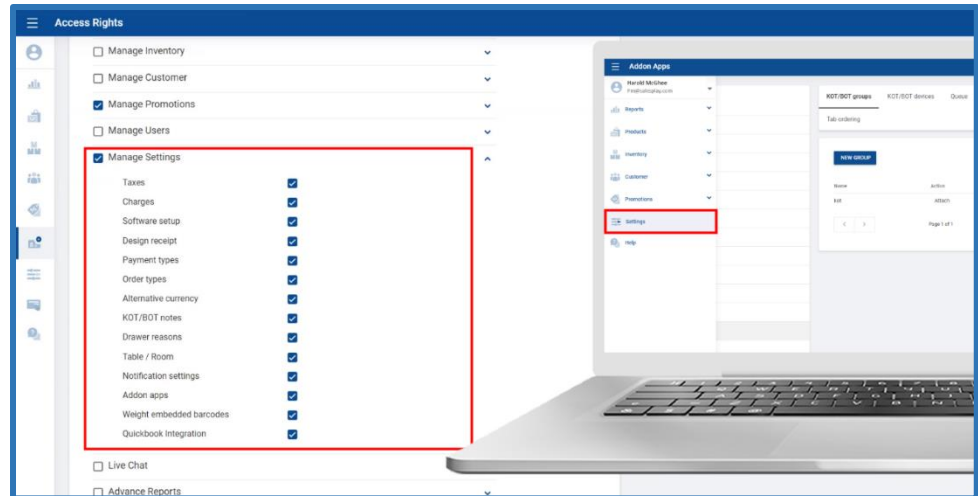
This section explains how to assign and modify access rights for employees in Back Office, ensuring appropriate permissions based on their roles and responsibilities.

- 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.

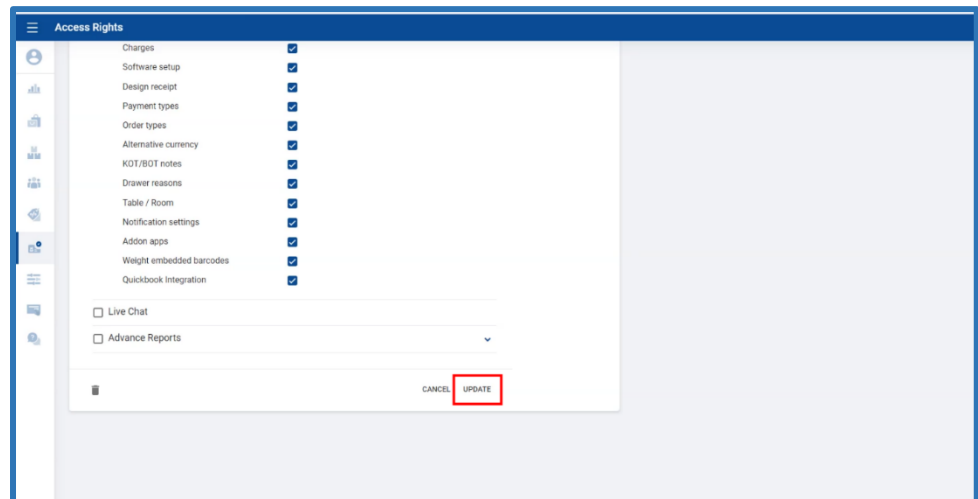








IV. Click “Update” to save your changes.

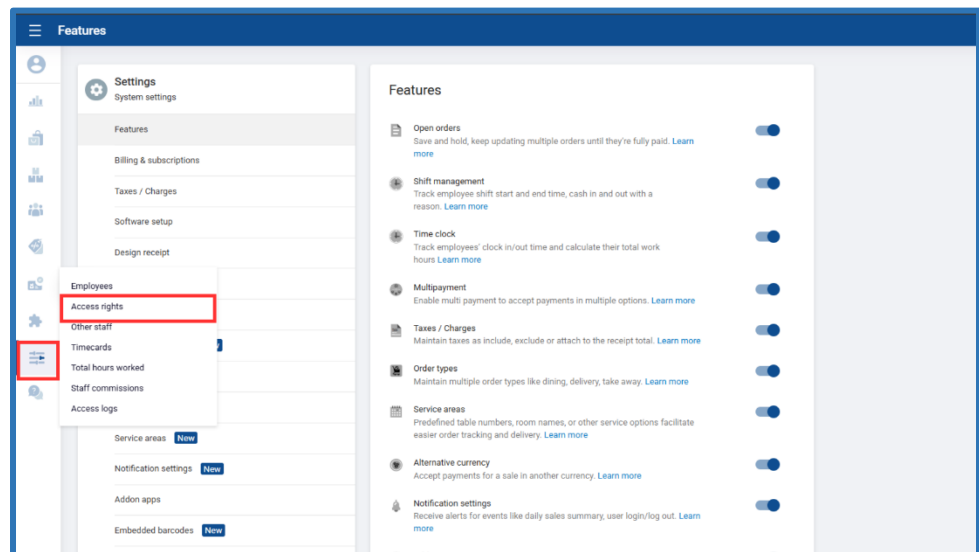


6.4. How to Give Employees Access to Log in Back- Office via Email

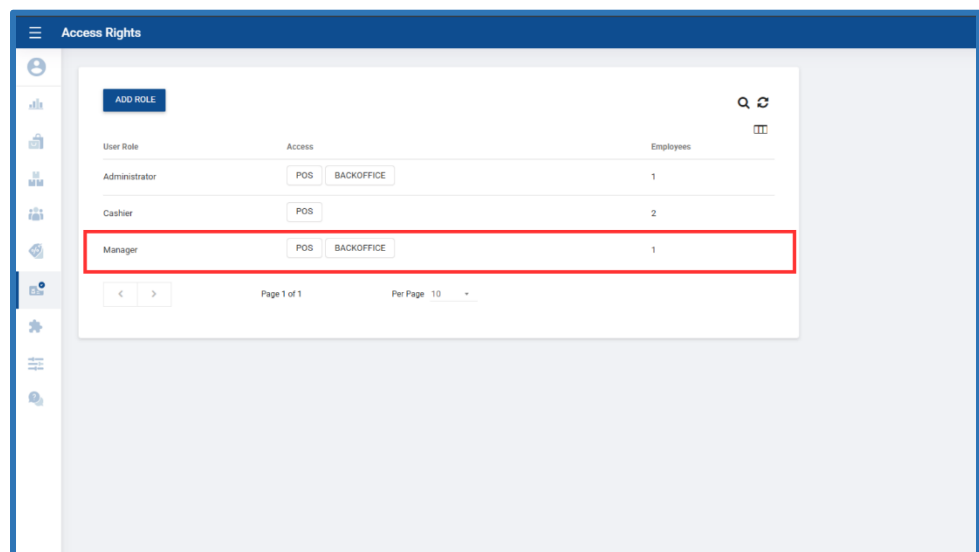
In here, you will learn how to creating employee accounts and granting them the necessary permissions to Log in to back-office system.

On the Back-office side,

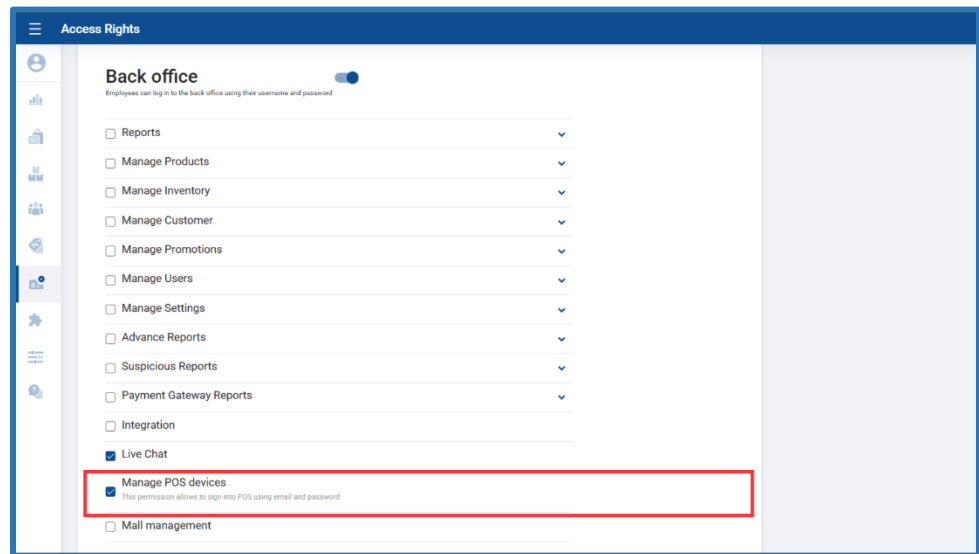
- I. Log in to Log in to the SalesPlay POS Back-office Web portal
- II. Select “Users” from Main Menu
- III. And select “Access rights”



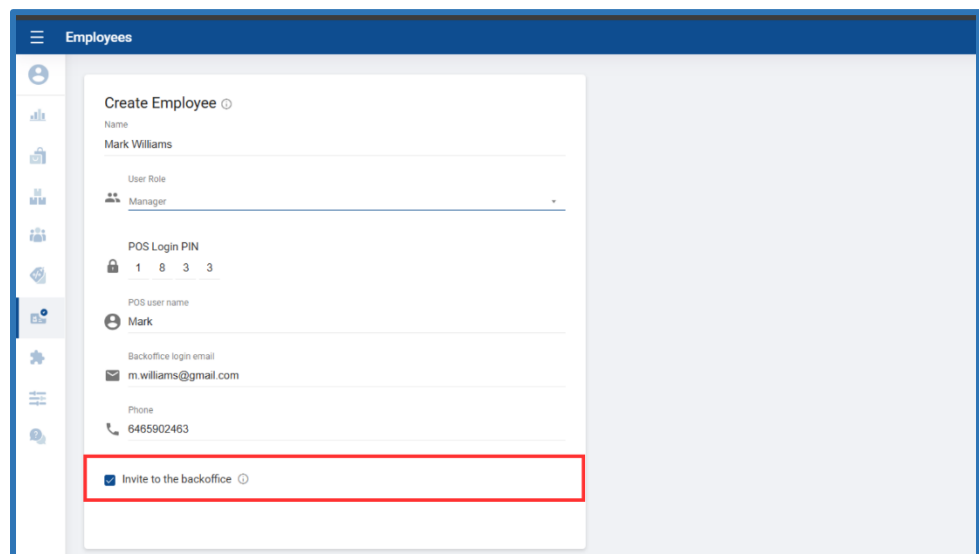
- IV. Choose an existing group with your employees or create a new role



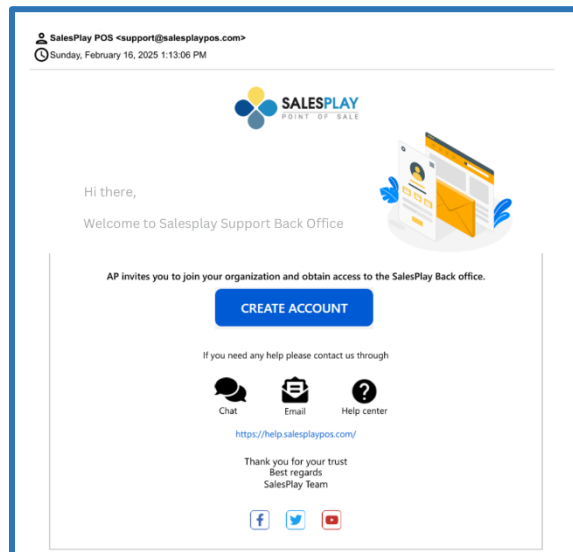
- V. Switch on “Back office” option and check in box “Manage POS devices”



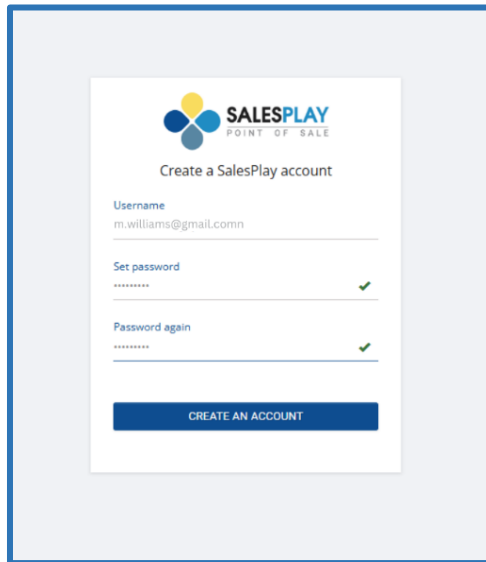
- VI. Now go to the “Employees” section from the “Users”
- VII. Create a new employee account. Provide the employee’s name, assign the user role you created or selected, set a POS Log in PIN, and enter their back-office Log in email address.
- VIII. Check the “Invite to the backoffice”



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

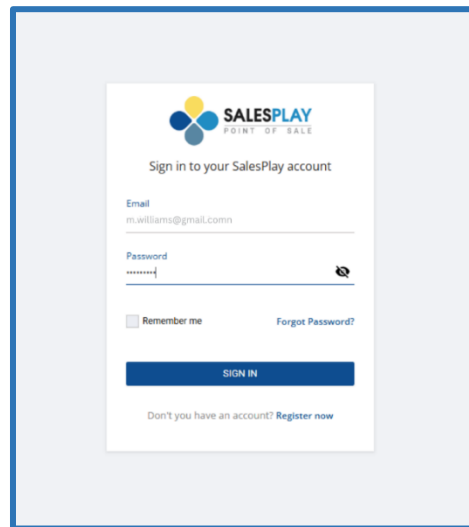


- X. The "Create Account" button will redirect the employee to the SalesPlay account creation screen. They must create a password for their back-office Log in credentials.

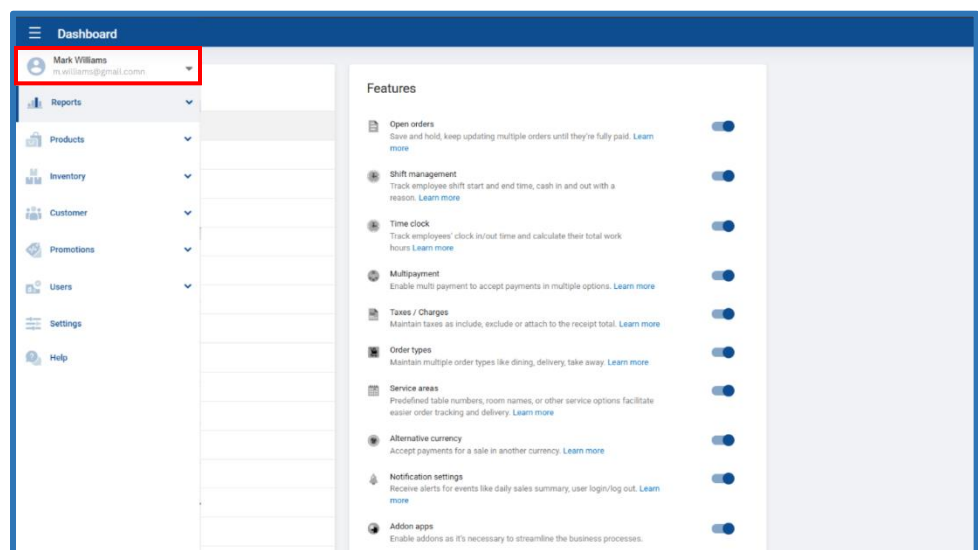


The screenshot displays the 'Create a SalesPlay account' form. It features the SalesPlay logo at the top. The form fields include 'Username' with the value 'm.williams@gmail.com', 'Set password' with a green checkmark, and 'Password again' with a green checkmark. A blue button labeled 'CREATE AN ACCOUNT' is positioned at the bottom of the form.

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



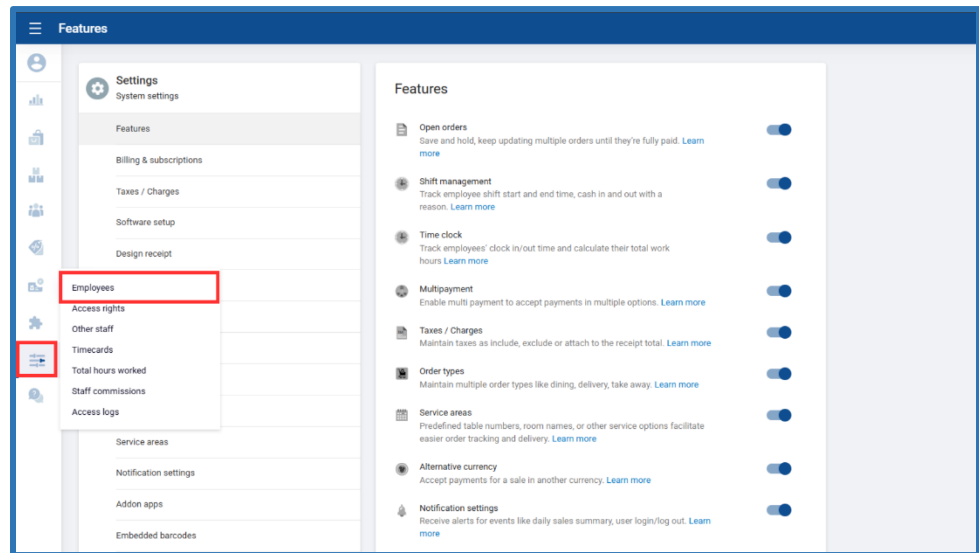
The image shows a sign-in form for the SalesPlay account. At the top is the SalesPlay logo and the text "Sign in to your SalesPlay account". Below this are two input fields: "Email" with the value "m.williams@gmail.com" and "Password" with masked characters. There is a "Remember me" checkbox and a "Forgot Password?" link. A blue "SIGN IN" button is at the bottom. Below the button is a link that says "Don't you have an account? Register now".



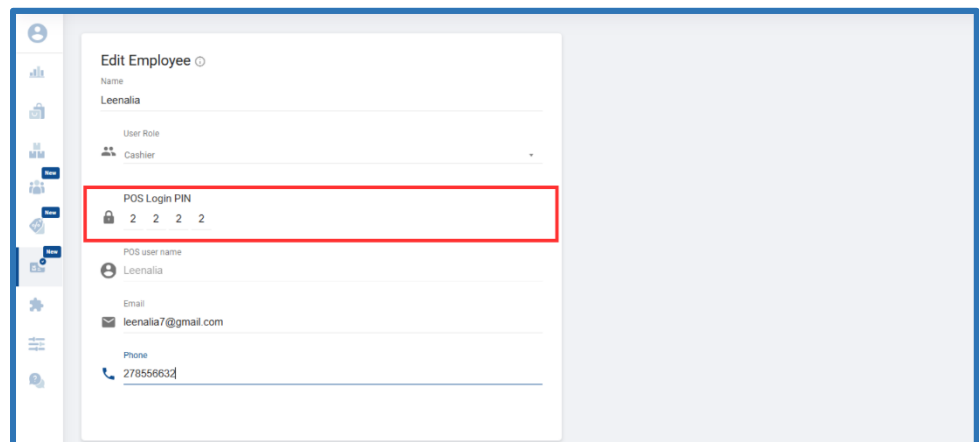
6.5. How to Switch User Account to Different Employee in SalesPlay POS

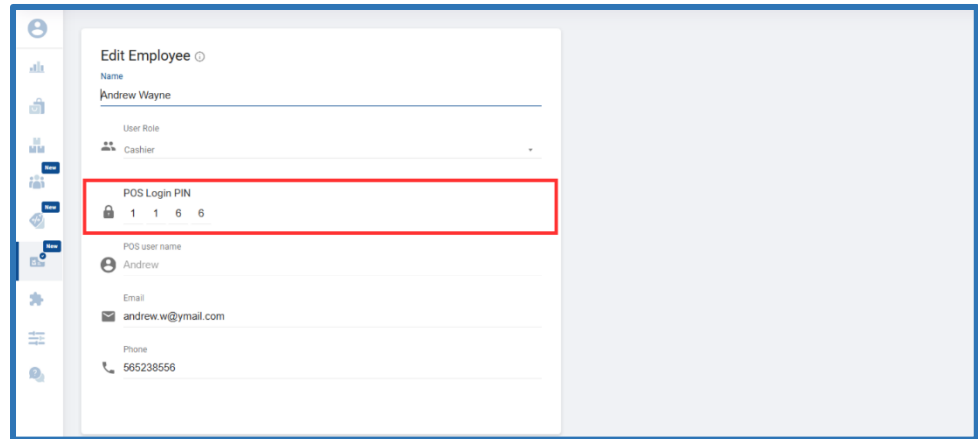
On the Back-office side,

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



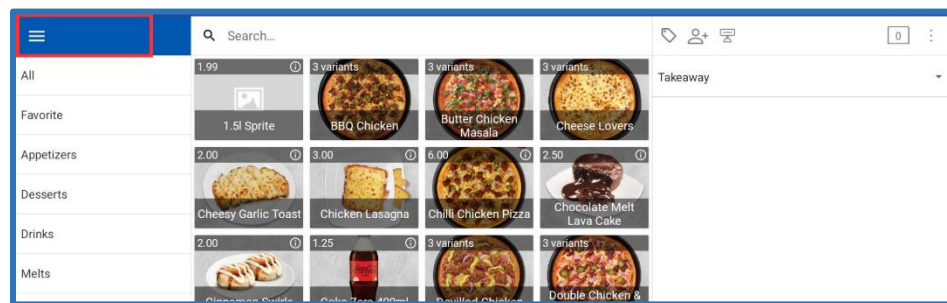
- IV. Create the necessary employee accounts for your shop and terminal staff.
Be sure to assign appropriate roles and permissions.



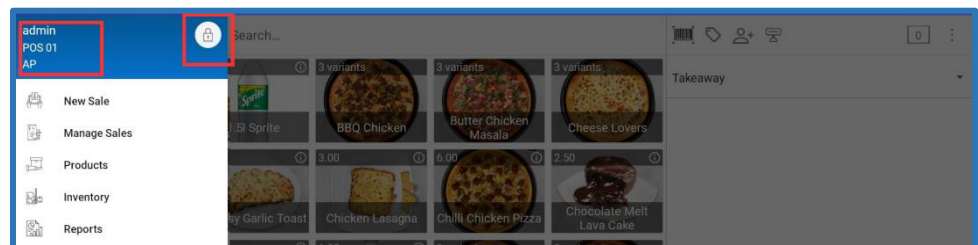


On the POS App,

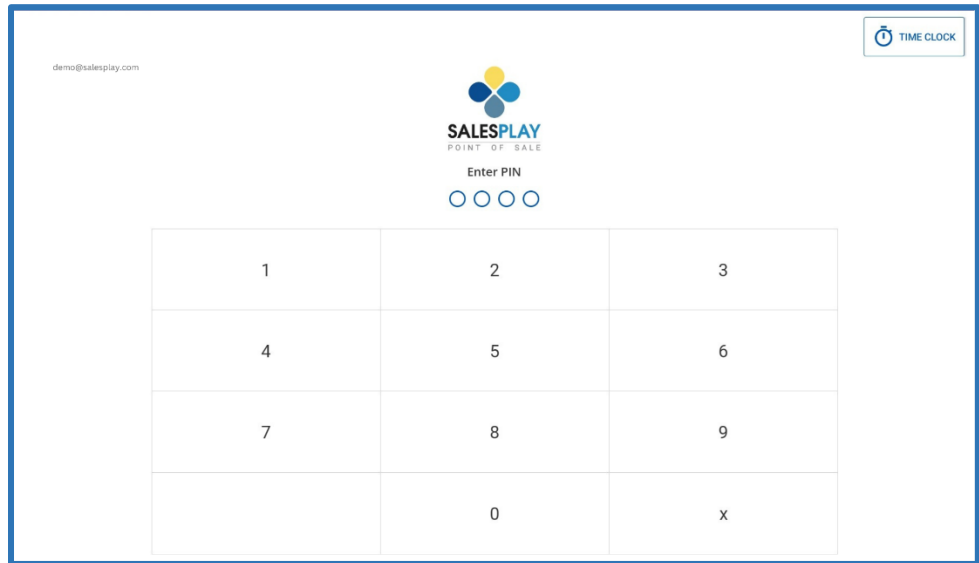
- I. Upon logging into the POS app, you'll initially be in the admin role. To access the employee Log in, tap the menu icon (usually three lines or a similar symbol) in the top left corner.



- 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.



demo@salesplay.com

SALESPLAY
POINT OF SALE

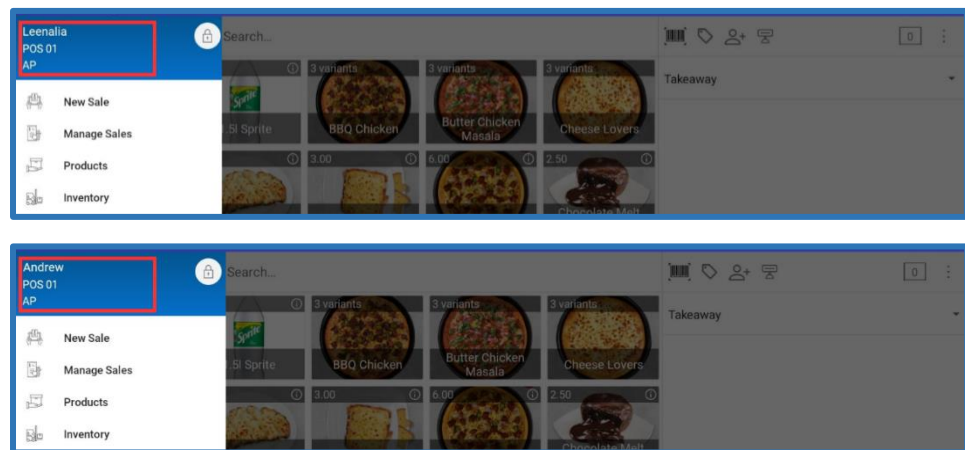
Enter PIN

○ ○ ○ ○

1	2	3
4	5	6
7	8	9
	0	X

TIME CLOCK

- 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.

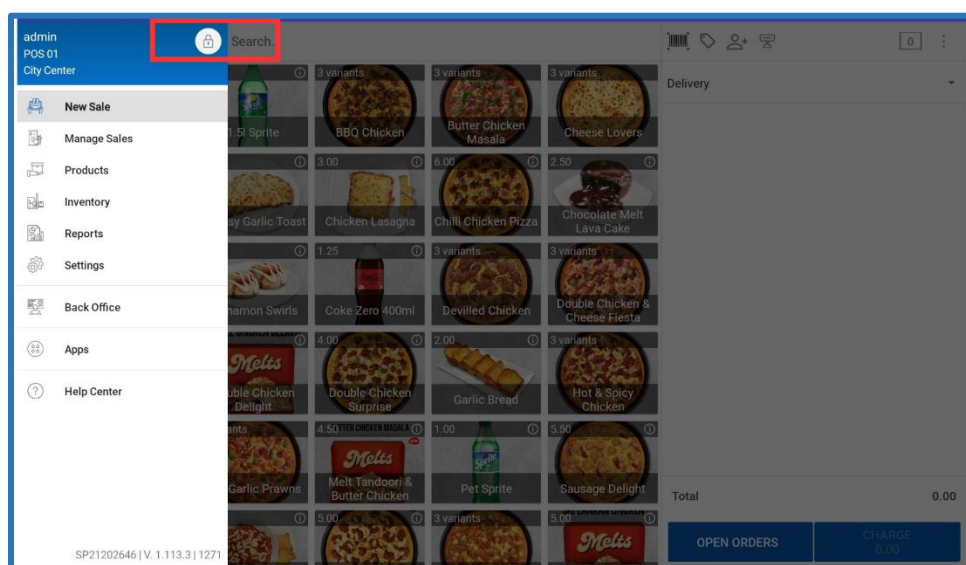
6.6. How to Use the “Time Clock” Feature

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

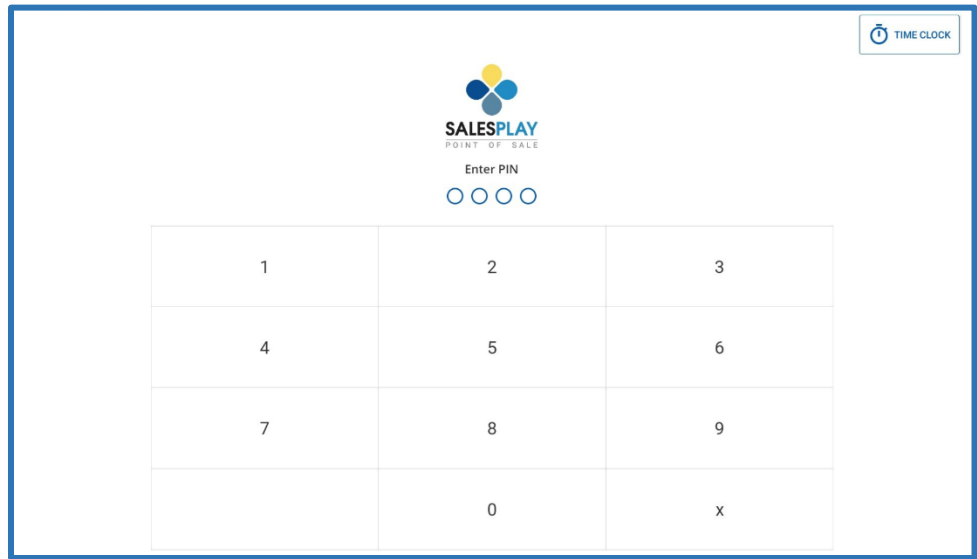
This feature, called “Time Clock,” allows employees to Clock-In at the start of their shift and Clock-Out at the end. A detailed report is available in the back-office web portal under the “User” section.

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



TIME CLOCK

SALESPLAY
POINT OF SALE

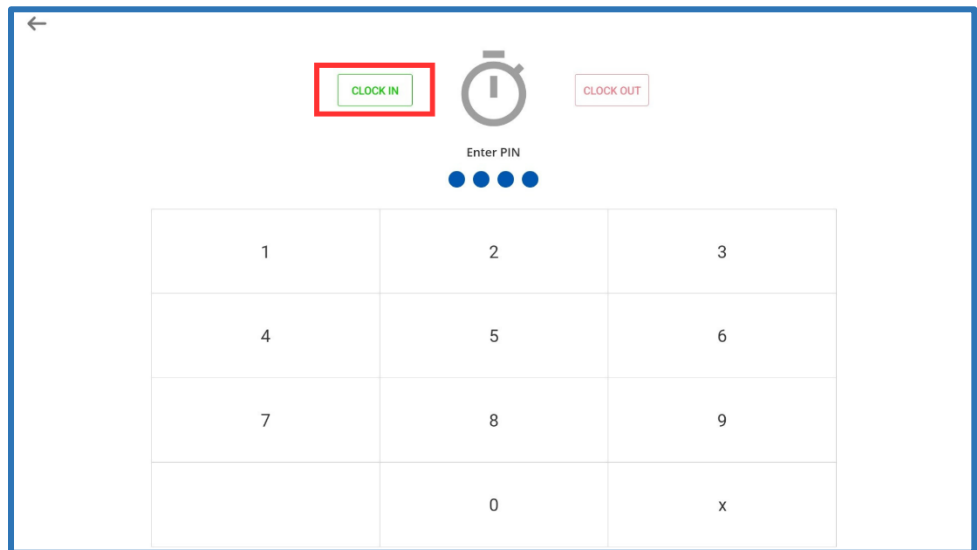
Enter PIN

○ ○ ○ ○

1	2	3
4	5	6
7	8	9
	0	x

IV. Enter PIN of the employee

V. Click “Clock-In”



←

CLOCK IN

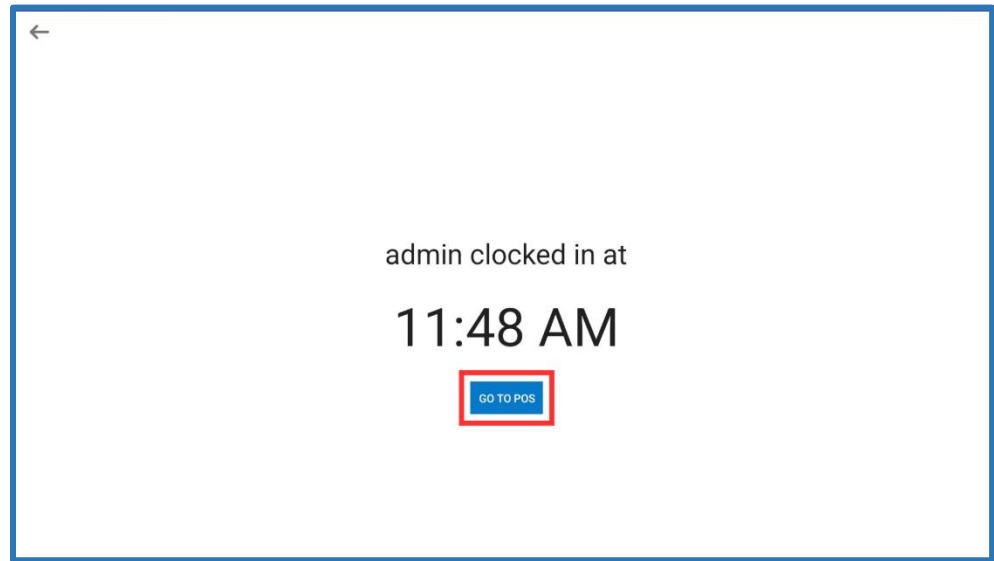
CLOCK OUT

Enter PIN

● ● ● ●

1	2	3
4	5	6
7	8	9
	0	x

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

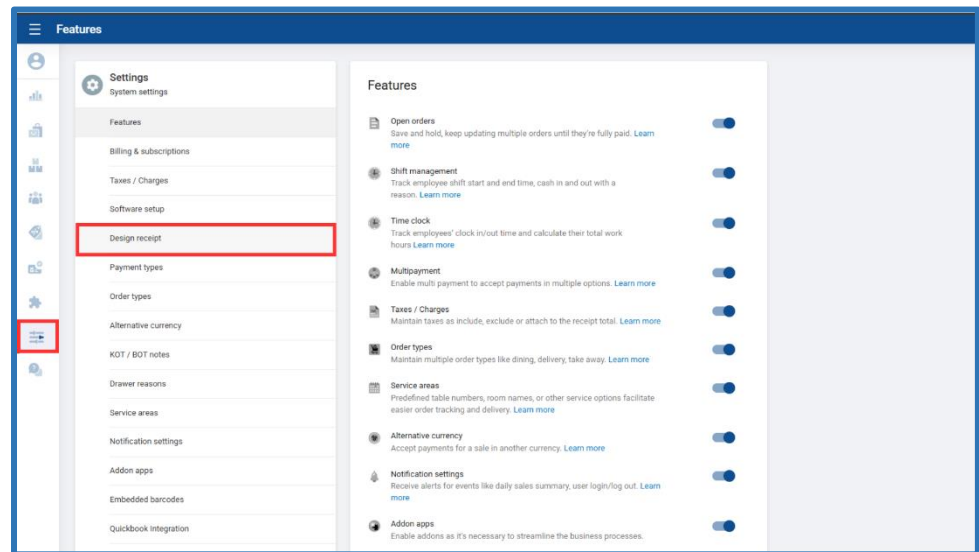


7. Receipt Management

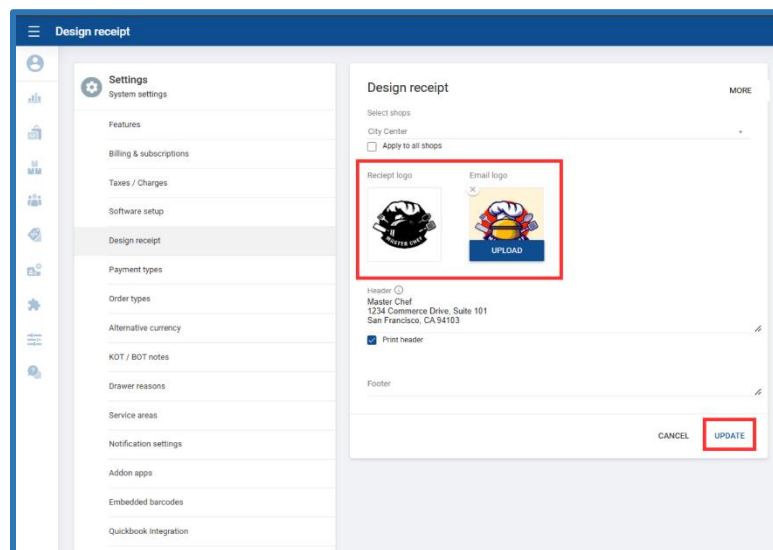
7.1. How to Add Logo to Receipts

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

Receipt view

Receipt type
 E- receipt



Master Chef
1234 Commerce Drive, Suite 101
San Francisco, CA 94103

Total (USD) 350.00

Apple juice 750 ml	250.00
1.0 x 250.00	

Sub total	(USD) 250.00
Service	100.00
Grand Total	350.00

Amount Charged

Cash	USD 350.00
------	------------

Receipt view

Receipt type
 Paper receipt



Master Chef
1234 Commerce Drive, Suite 101
San Francisco, CA 94103

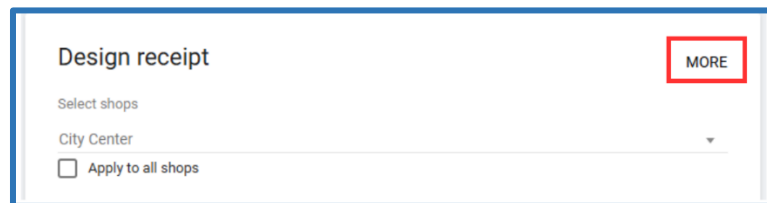
Receipt #: 12112076
 Cashier : Robert
 Customer : Nikil anora
 Date : 2025-02-14 02:51:52pm
 Payment type : Card

Product Price	Qty	Total(USD)
1 Apple juice 750 ml	1	250.00
#Product : 1	Qty : 1	
Sub total(USD)		250.00
Grand total(USD)		250.00
Cash(USD)		250.00
Balance(USD)		0.00

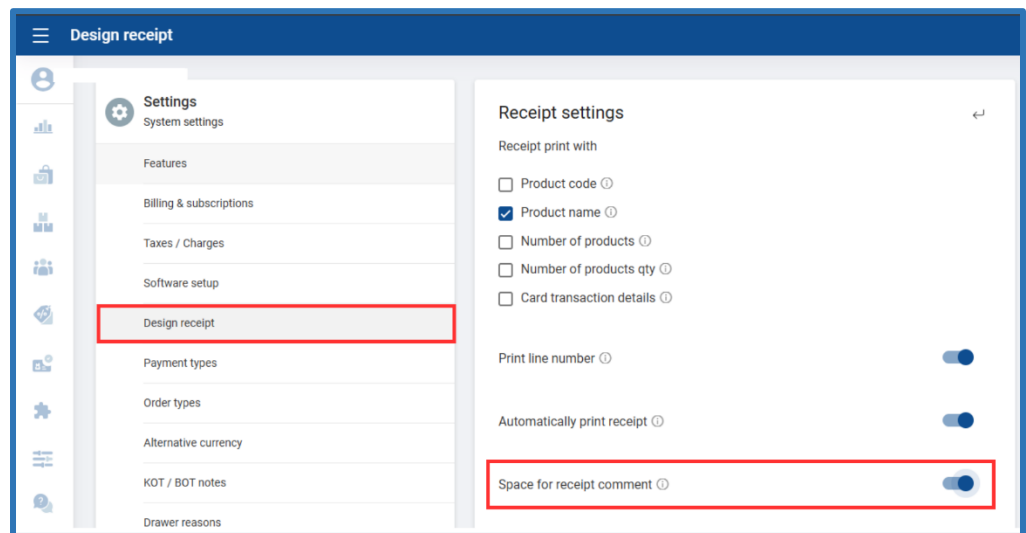
7.2. [How to Add Additional Comments for the receipt](#)

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”

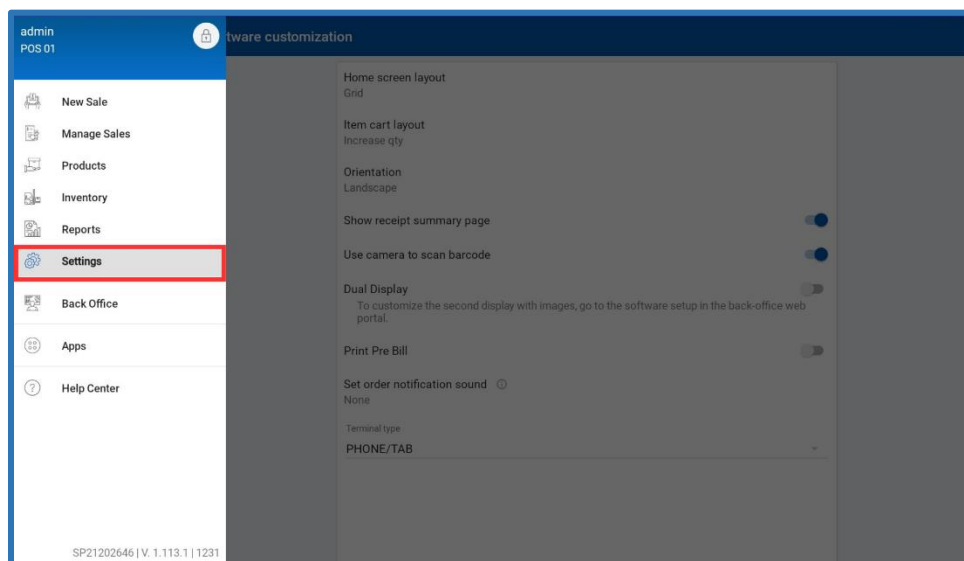


(Once updated, that feature will be activated from the POS App, and the user can enter any message at the final billing stage)

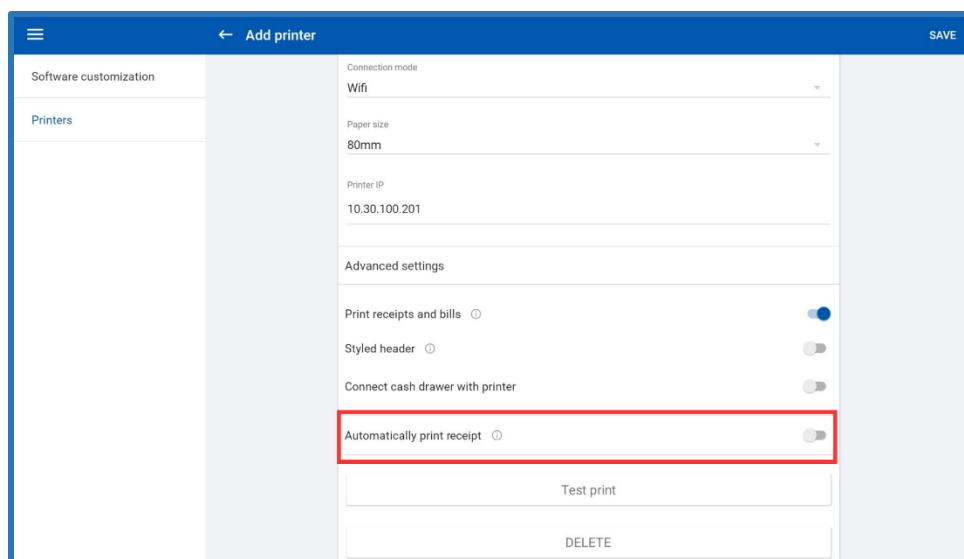
7.3. How to Turn Off Automatic Print Receipt Option

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)

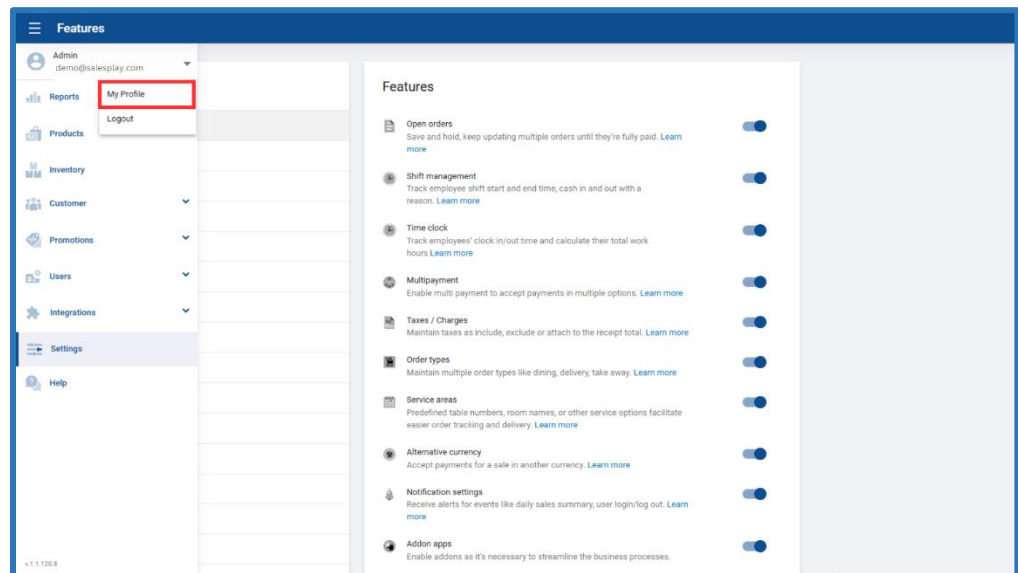
7.4. How to Change Receipt Date and Time Format

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

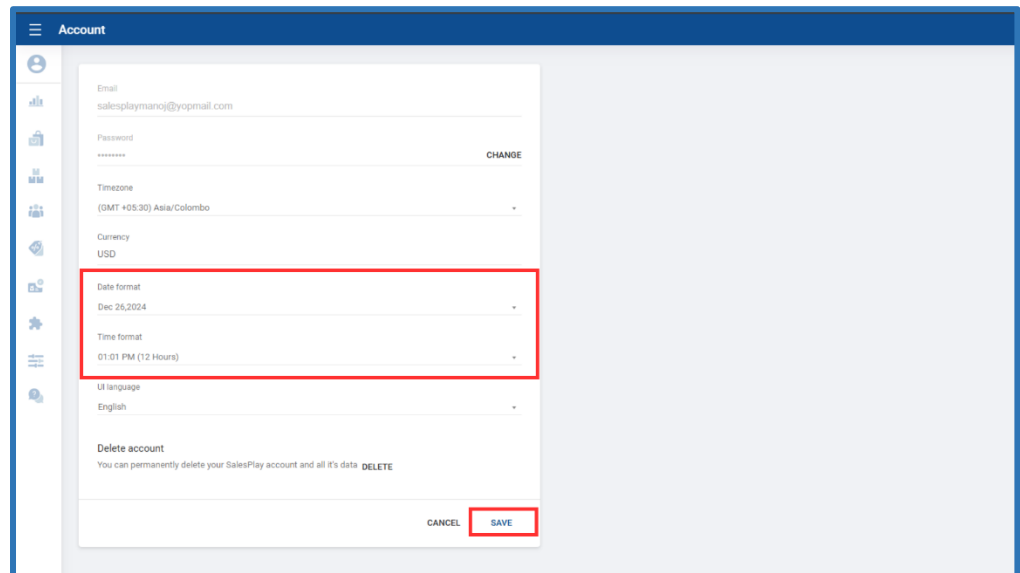
Ex: 11.10PM (12 HOURS) OR 23.10 (24 HOURS)

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



Account

Email
salesplaymanoj@yahoo.com

Password
***** [CHANGE](#)

Timezone
(GMT +05:30) Asia/Colombo

Currency
USD

Date format
Dec 26, 2024

Time format
01:01 PM (12 Hours)

UI language
English

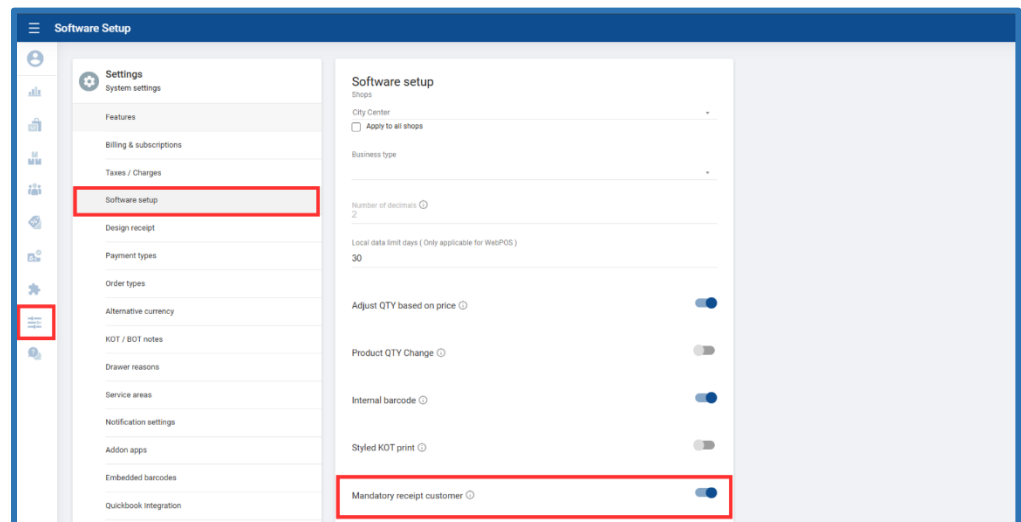
Delete account
You can permanently delete your SalesPlay account and all its data [DELETE](#)

[CANCEL](#) [SAVE](#)

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

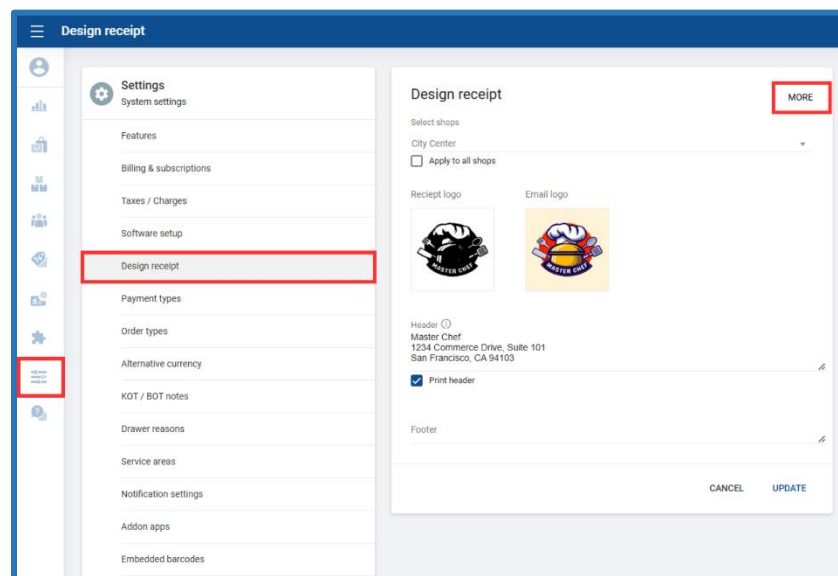
In this POS system, a QR code (quick response code) can be printed on the receipt. Through the implementation of this facility, the business can send a website or the receipt to the customer through the QR code system.

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

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

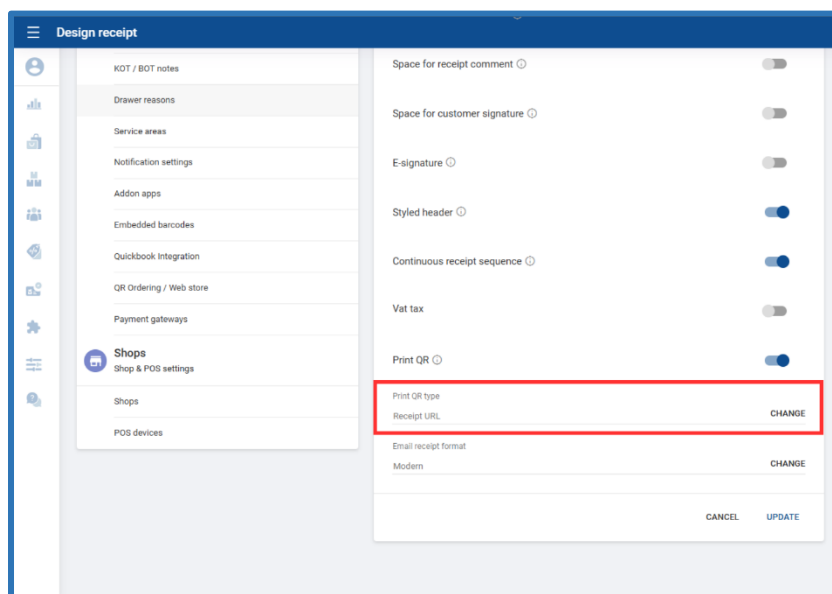
Customized URL - This method allows the business to send website or social media account links to the customer

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

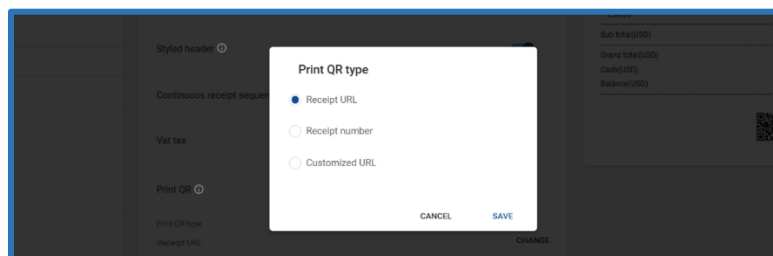


- IV. Click “More”

V. Select “Print QR Type”



VI. Click either Receipt URL or Customized URL



VII. Click “Save”

VIII. Click “Update”

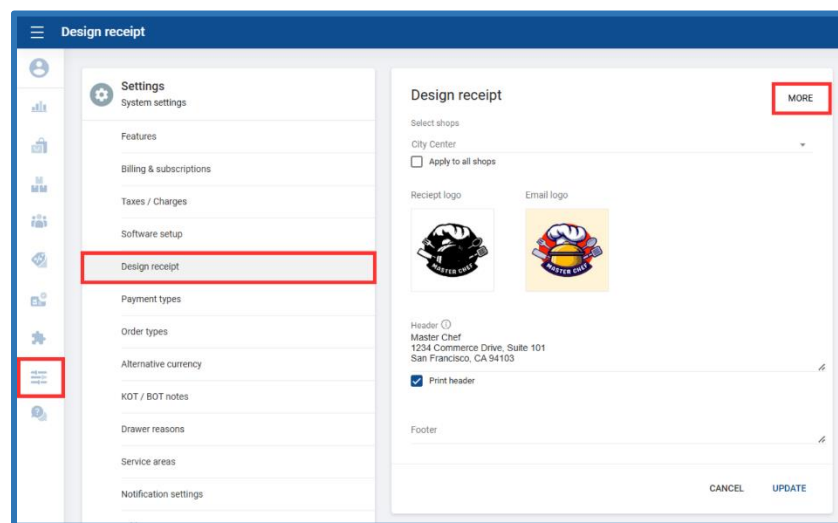
(Once the update is done, the feature will be activated in the POS App. Users will be able to select a customer, and when billing is completed, a Customer QR code will be printed on the receipt.)

7.7. How to Enable Continuous Sequence Numbers for Receipts

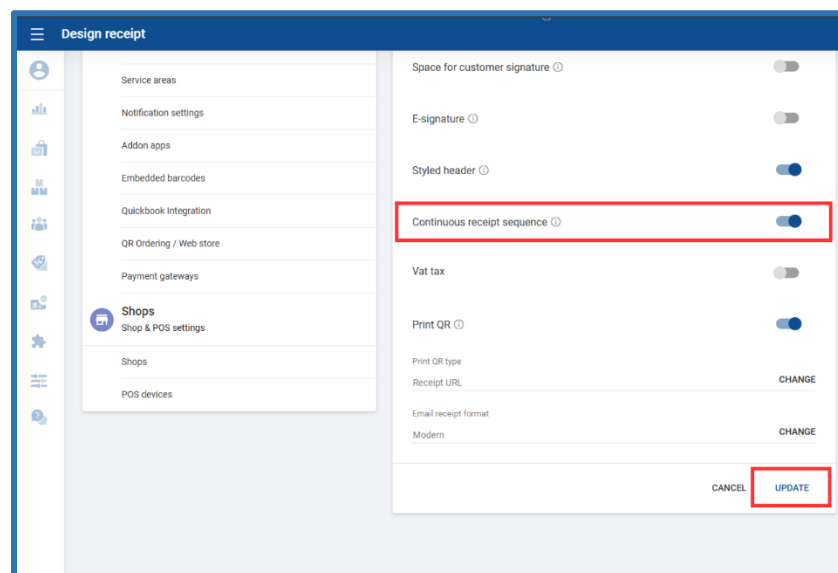
This feature lets the POS system keep the receipt number sequence without resetting it daily. Once enabled, the receipt numbers will continue in order. A new column will appear on the printed receipt and in the back-office reports.

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”



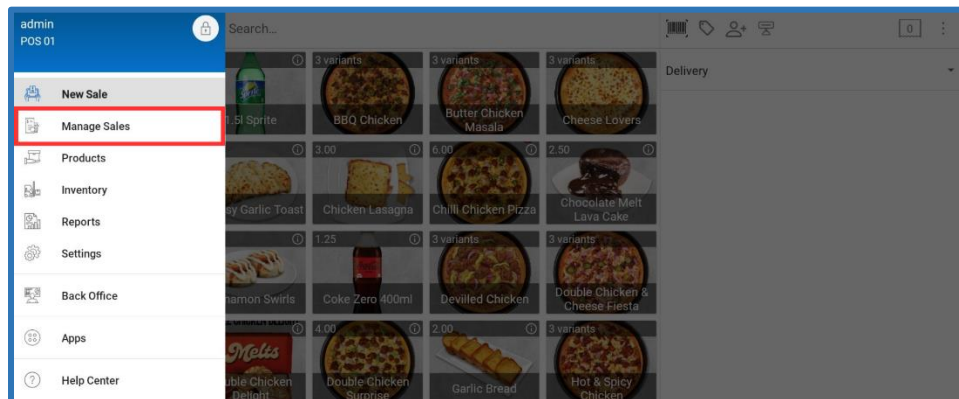
- IV. Click the “More” section near the Design receipt
- V. Check “Continuous receipt sequence” on and Click “Update”



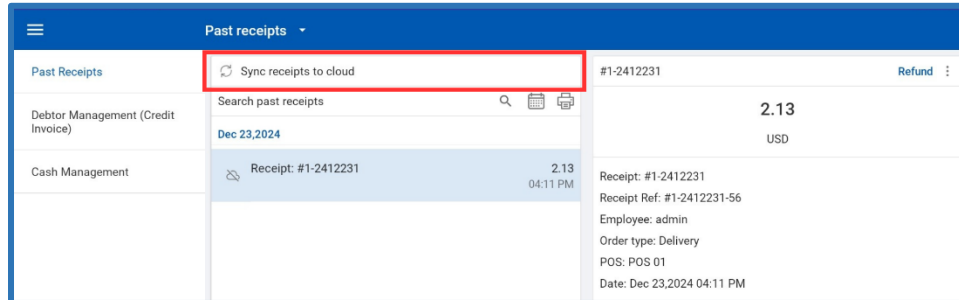
7.8. How to Sync Receipts Manually

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”



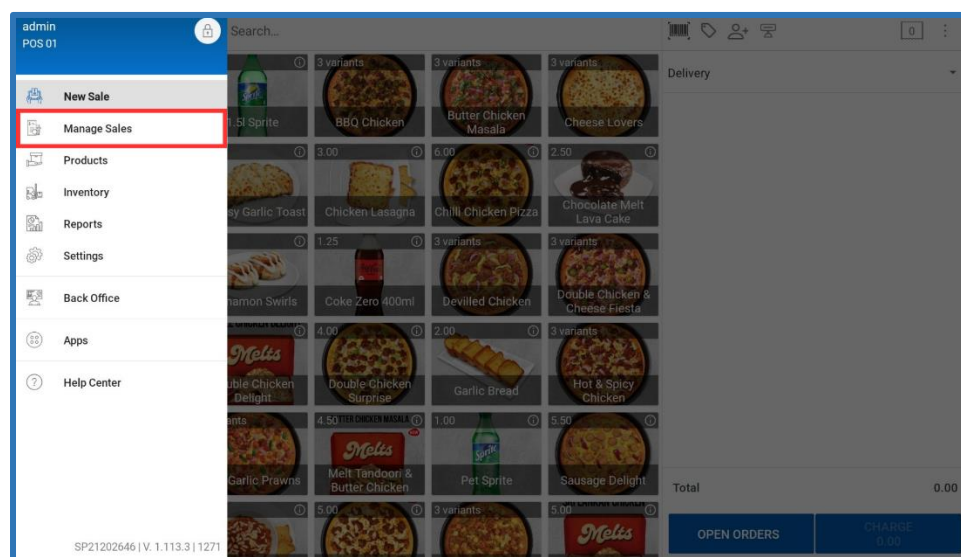
(You need internet to perform this task)

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

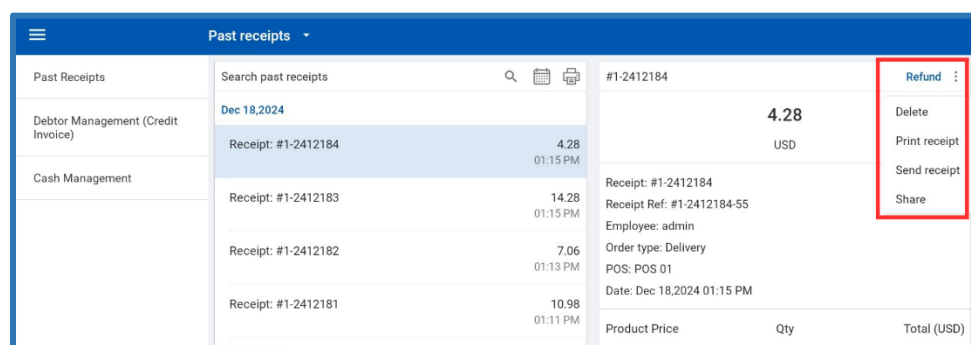
POS System has the capability of send a past receipt / bill to any email address. Also, past receipt / bill can be share via any social media messaging platforms. This function allows user to select PDF or Text option when sharing the receipt.

Ex: WhatsApp, Viber, Messenger, Telegram

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

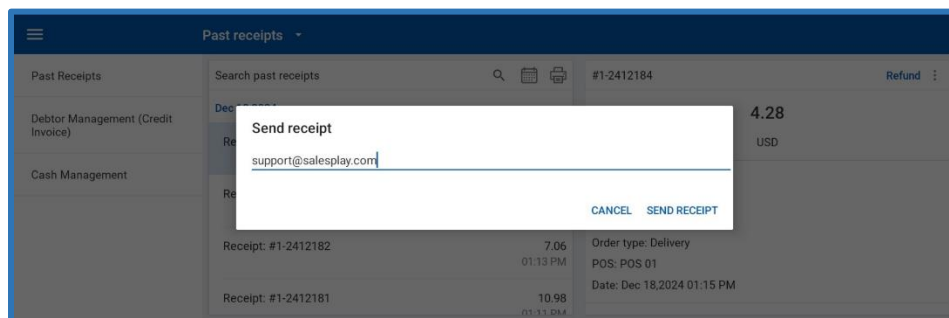


- III. Select the relevant receipt via calendar or search area
- IV. Click “3-dot” button right-hand upper corner

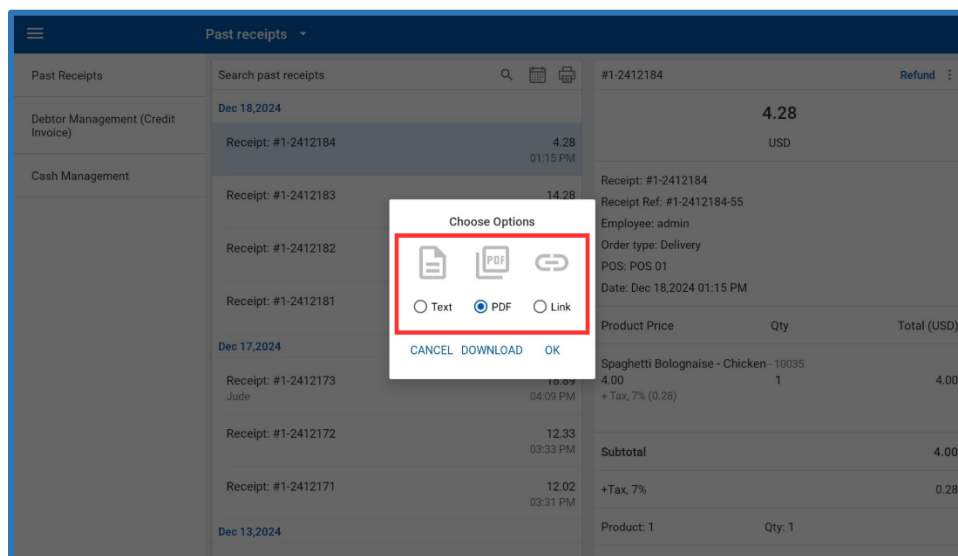


- V. Click send receipt or Share button

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

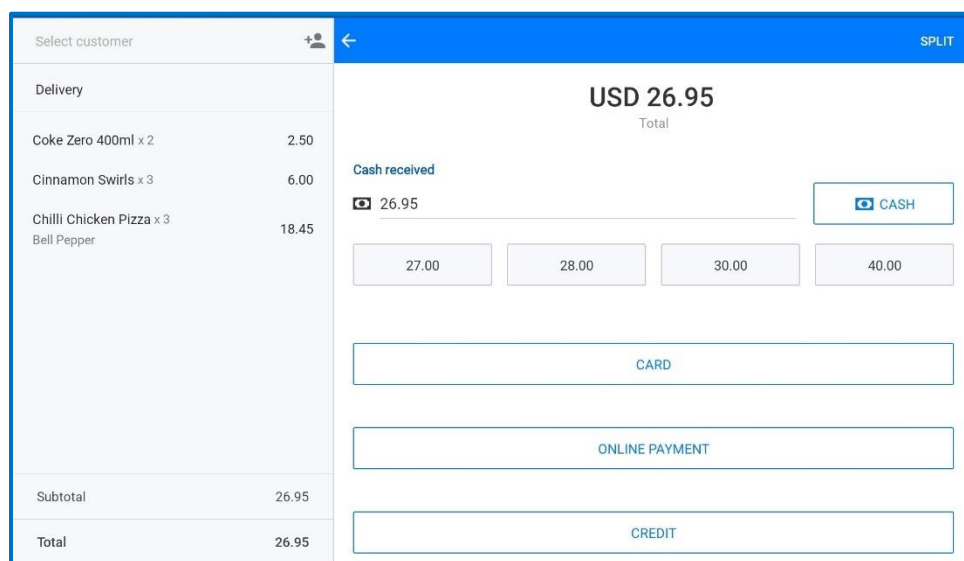
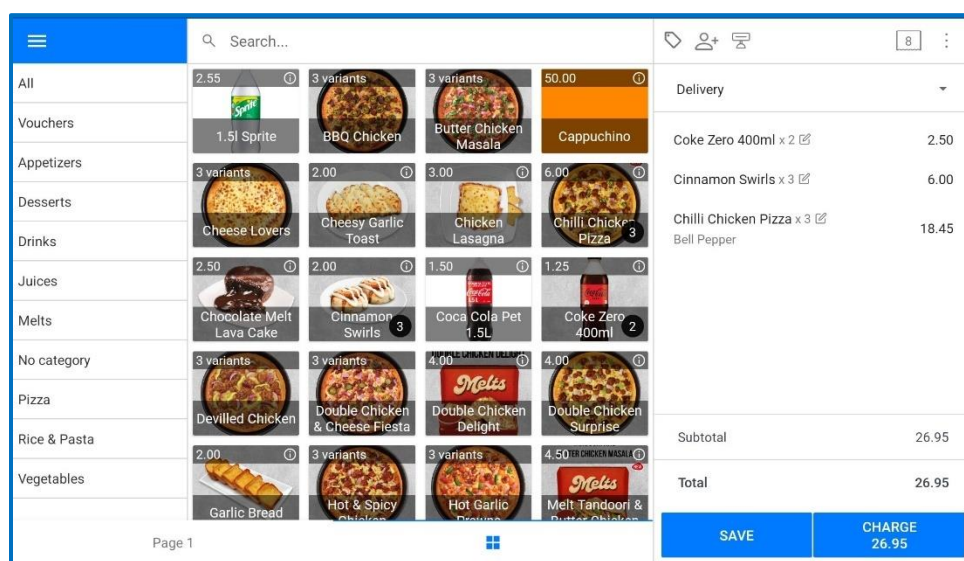
IX. Proceed with sharing the receipt.

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

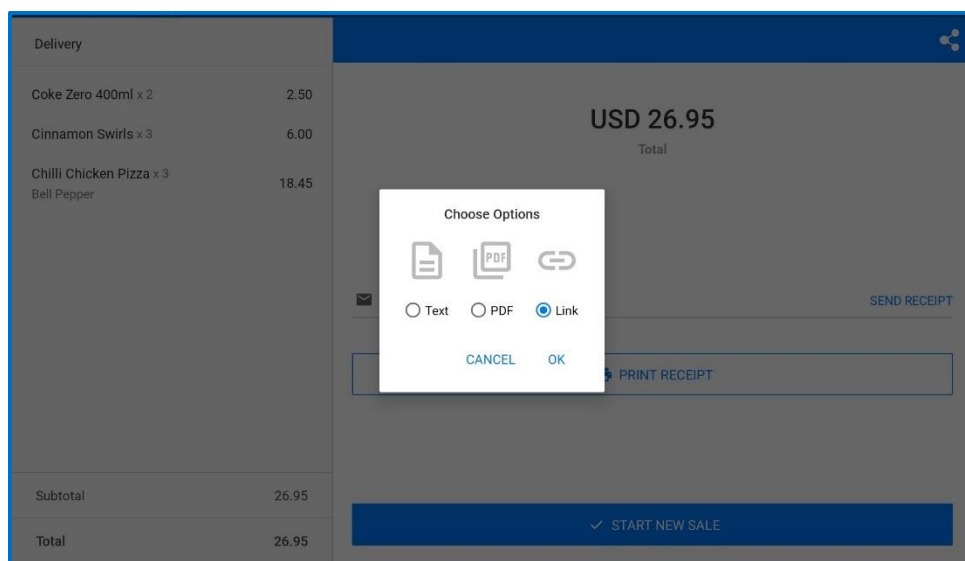
- I. POS App Main Menu
- II. Select "New Sale"
- III. Select the item and click the "Charge" button



- 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

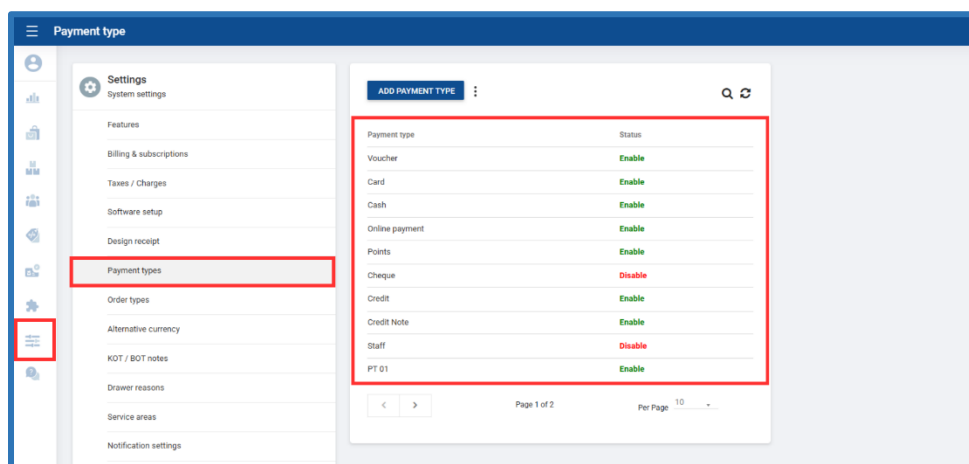
8. Payment Management

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

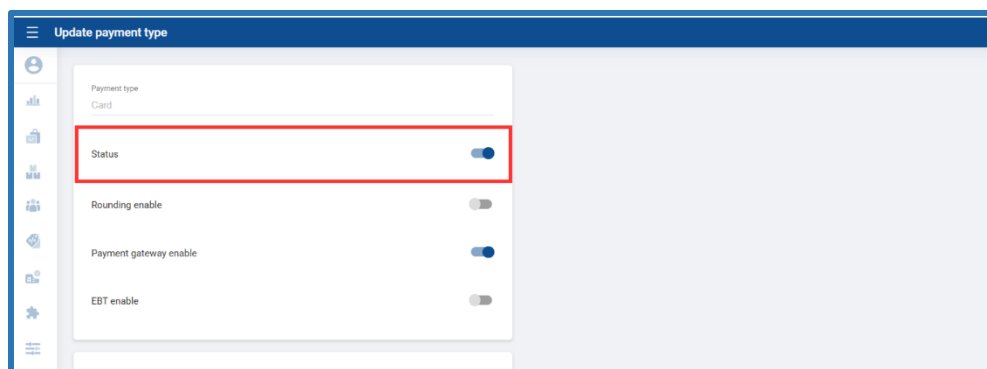
Manage your payment options in SalesPlay POS. These instructions show you how to enable different payment types in the back-office and then use them for transactions on the POS app.

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.

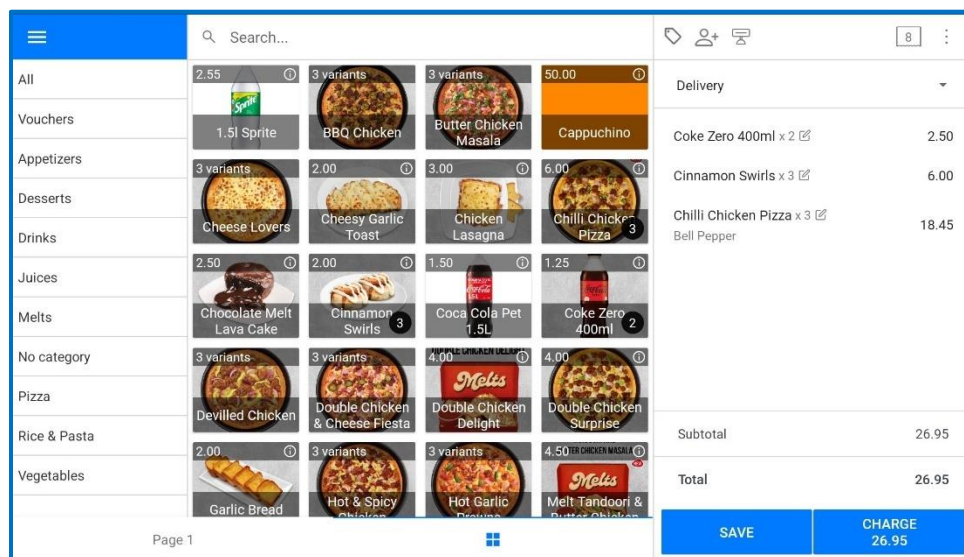


- IV. To enable an existing payment type, open its record and check the "On" status box”

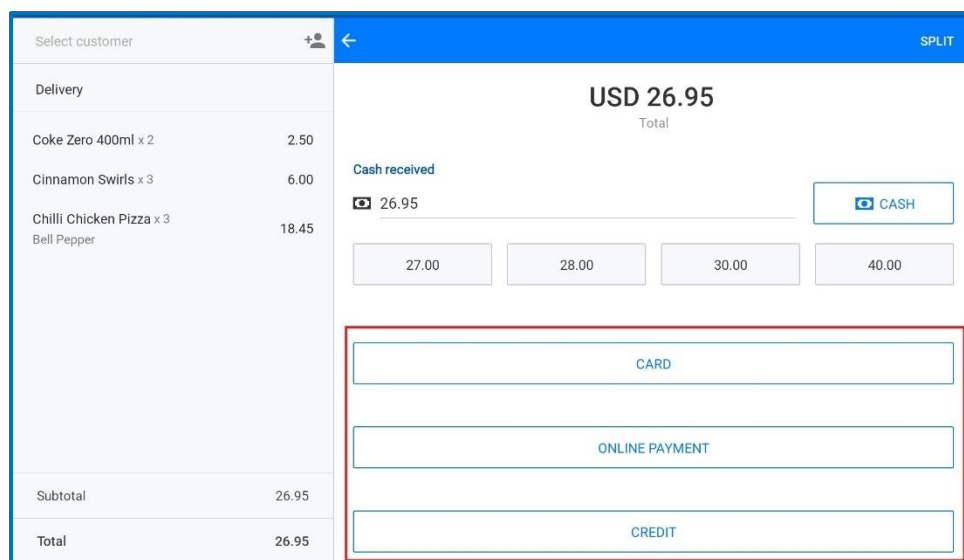


On the POS App.

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



- 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.

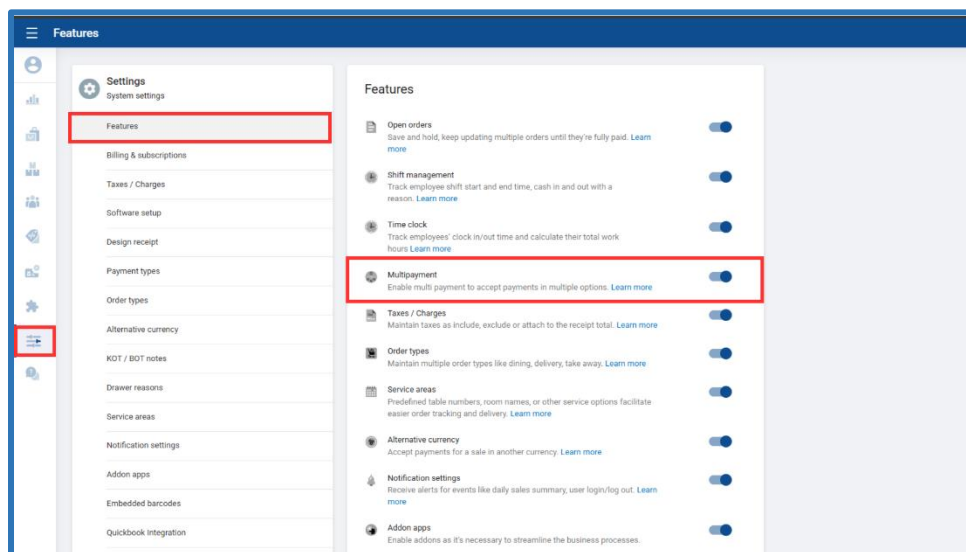


8.2. How to Enable and Use Multipayment Options in a Single Transaction

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,

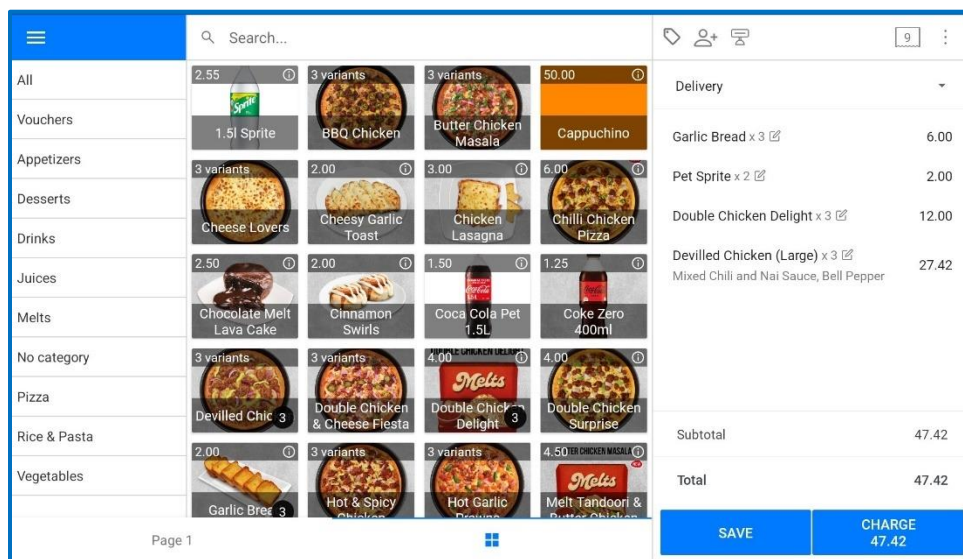
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Feature”
- IV. Check o “Multipayment”



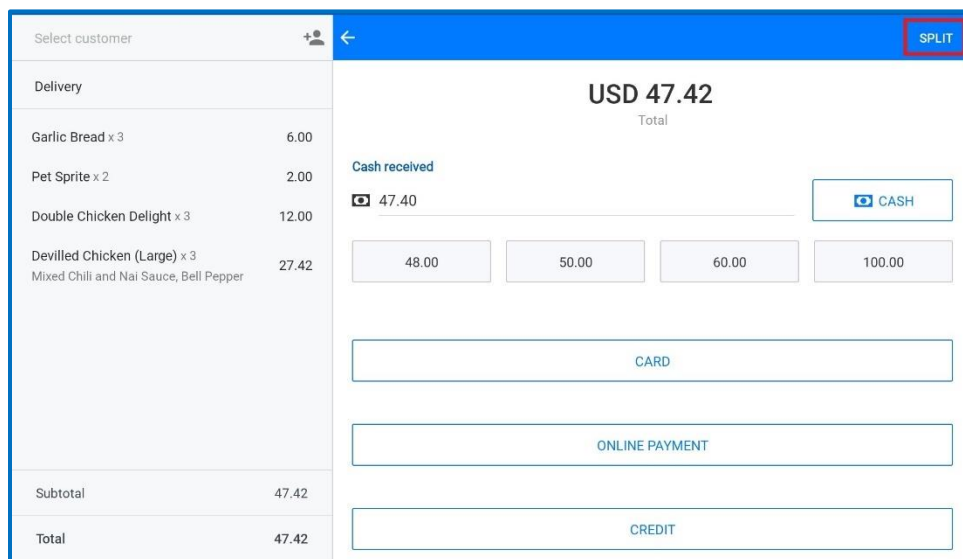
- V. Click “Save”

On the POS App,

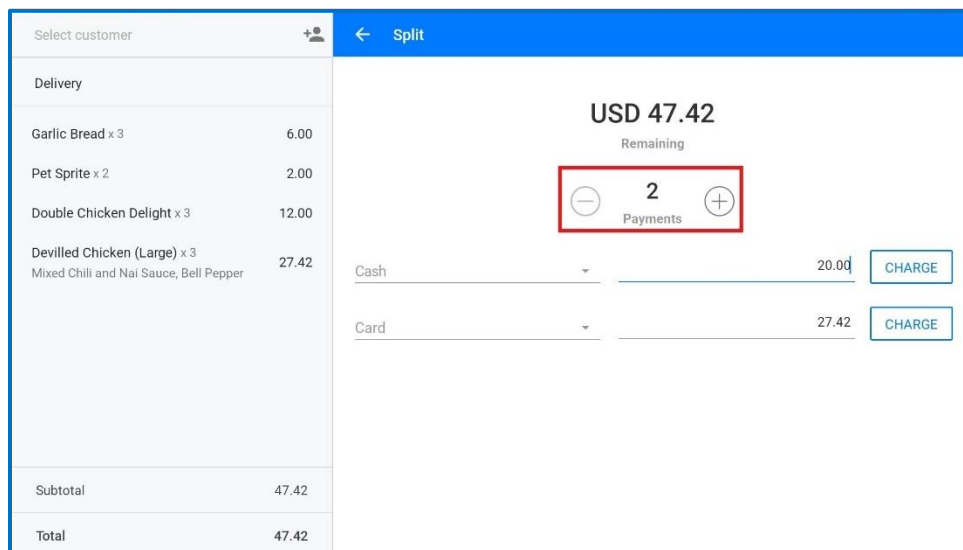
- I. POS App Main Menu
- II. Select “New sale”
- III. Add the items to the cart and click “Charge” button



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

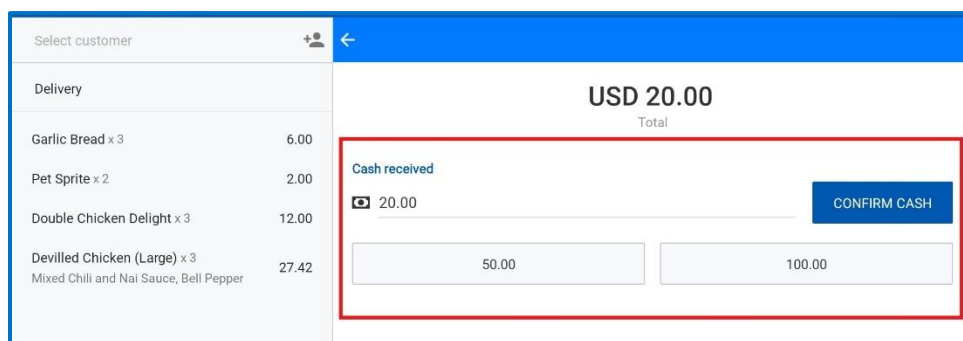


- V. Once you click the Split option, you'll be directed to the Payment Splitting screen, where you can set the number of splits and choose the amount for each payment type.



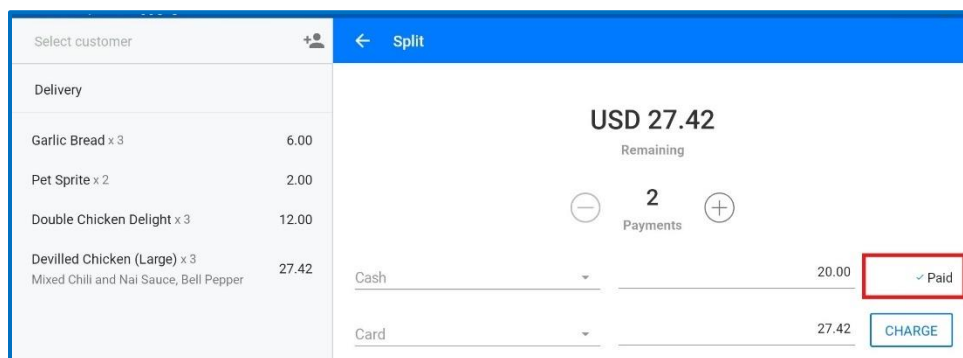
Select customer		Split		
Delivery		USD 47.42 Remaining		
Garlic Bread x 3	6.00	− 2 + Payments		
Pet Sprite x 2	2.00			
Double Chicken Delight x 3	12.00			
Devilled Chicken (Large) x 3 Mixed Chili and Nai Sauce, Bell Pepper	27.42			
Subtotal 47.42		Cash	20.00	CHARGE
Total 47.42		Card	27.42	CHARGE

- 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.



Select customer		Split	
Delivery		USD 20.00 Total	
Garlic Bread x 3	6.00	Cash received 20.00 CONFIRM CASH 50.00 100.00	
Pet Sprite x 2	2.00		
Double Chicken Delight x 3	12.00		
Devilled Chicken (Large) x 3 Mixed Chili and Nai Sauce, Bell Pepper	27.42		

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



Select customer		Split		
Delivery		USD 27.42 Remaining		
Garlic Bread x 3	6.00	− 2 + Payments		
Pet Sprite x 2	2.00			
Double Chicken Delight x 3	12.00			
Devilled Chicken (Large) x 3 Mixed Chili and Nai Sauce, Bell Pepper	27.42			
		Cash	20.00	✓ Paid
		Card	27.42	CHARGE

Select customer

Delivery

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

Split

USD 0.00

Remaining

2

Payments

Cash

20.00

✓ Paid

Card

27.42

✓ Paid

DONE

- 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
Deville Chicken (Large) x 3	27.42
Mixed Chili and Nai Sauce, Bell Pepper	
Subtotal	47.42
Total	47.42

USD 47.42

Total

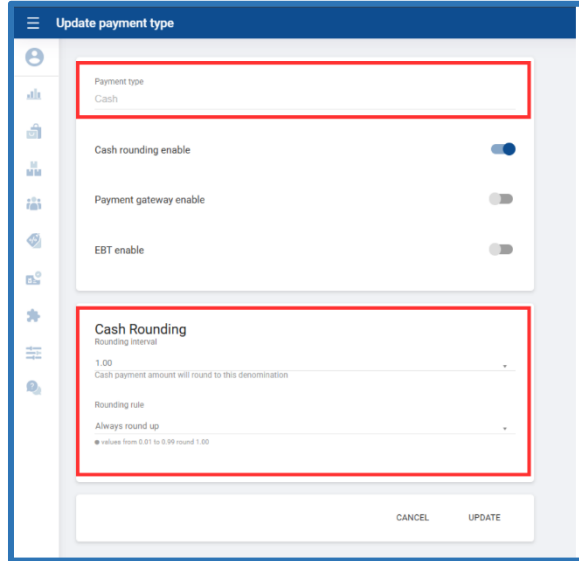
Enter email address

SEND RECEIPT

PRINT RECEIPT

✓ START NEW SALE

- 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.



Update payment type

Payment type
Cash

Cash rounding enable ☒

Payment gateway enable ☐

EBT enable ☐

Cash Rounding

Rounding interval
1.00
Cash payment amount will round to this denomination

Rounding rule
Always round up
• values from 0.01 to 0.99 round 1.00

CANCEL UPDATE

8.3. How to Change Payment Type Order

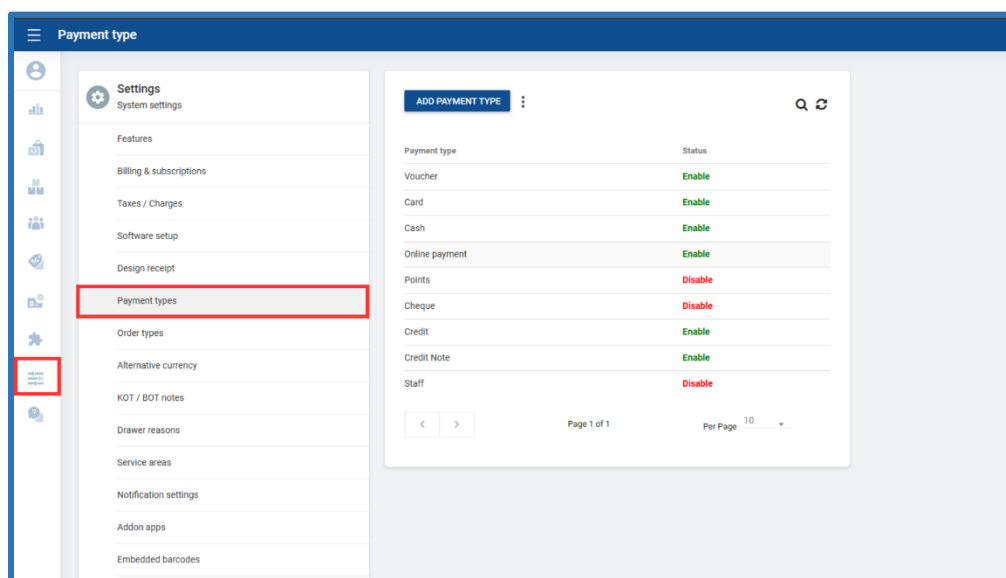
After creating Payment Types, you can decide which payment types should show first and their order.

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.

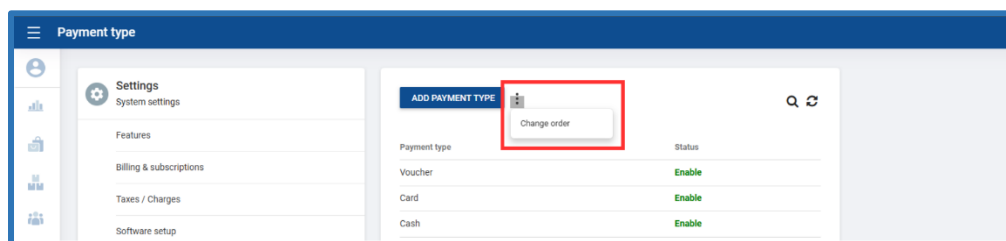
Ex: CARD, CREDIT, CASH

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

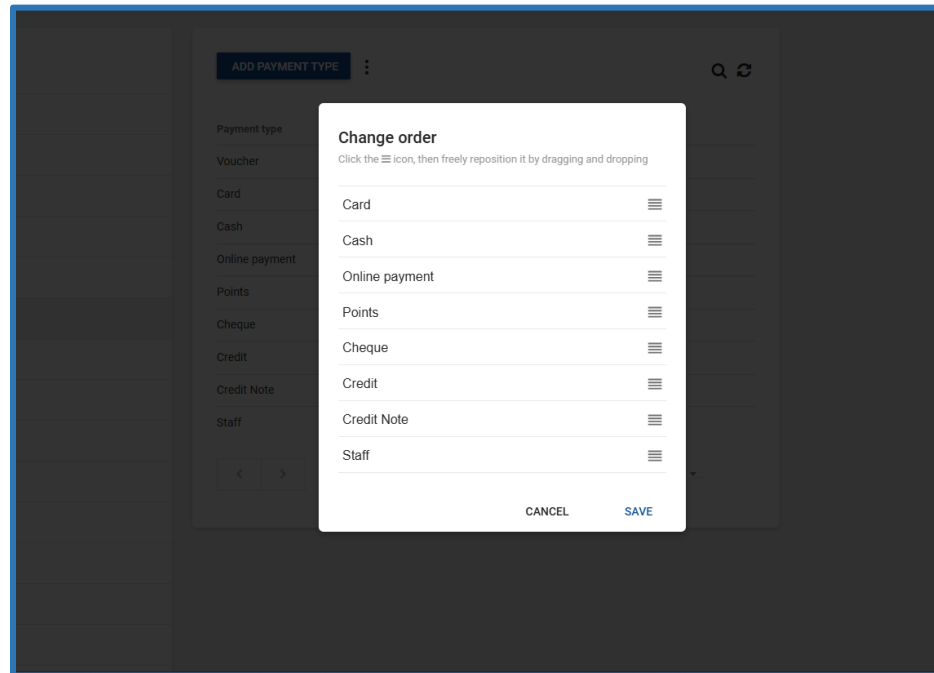
- I. Log in to the SalesPlay POS Back-office Web portal
- II. Select “Settings” from Main Menu
- III. Go to the “Payment Types”



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



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



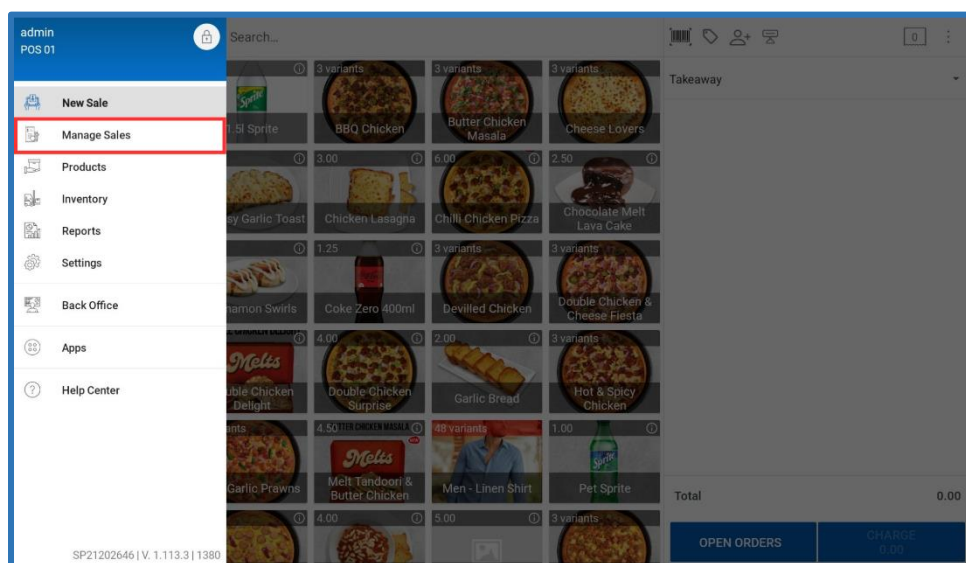
VII. Click “Save”

8.4. How to Process Refund in SalesPlay POS

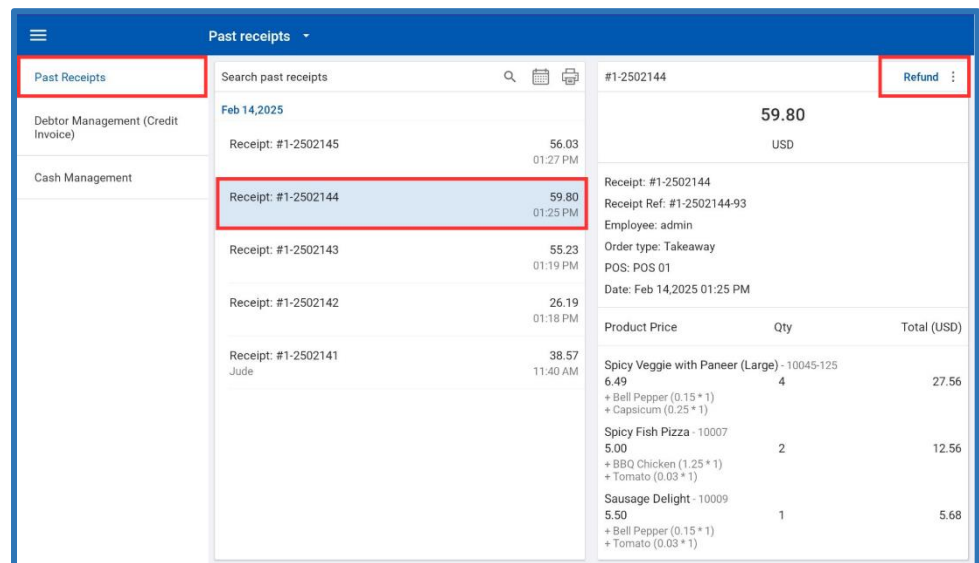
The SalesPlay POS system simplifies cash refunds, allowing businesses to maintain customer satisfaction and comply with regulations. All refund transactions are diligently recorded in the shift report for accurate accounting.

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

Feb 14, 2025

Receipt	Amount	Time
Receipt: #1-2502145	56.03	01:27 PM
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 Jude	38.57	11:40 AM

#1-2502144

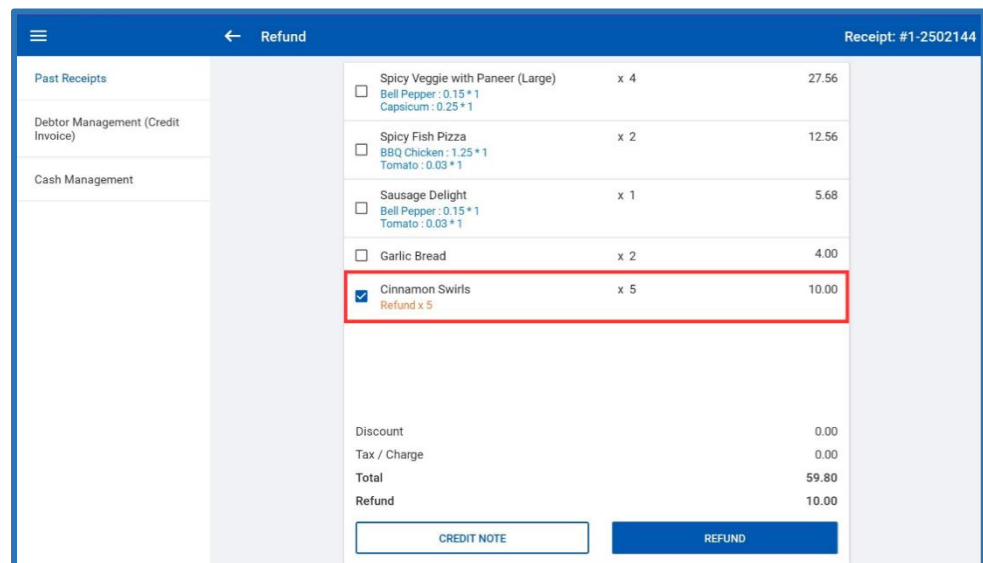
59.80
USD

Receipt: #1-2502144
Receipt Ref: #1-2502144-93
Employee: admin
Order type: Takeaway
POS: POS 01
Date: Feb 14, 2025 01:25 PM

Product Price	Qty	Total (USD)
Spicy Veggie with Paneer (Large) - 10045-125 6.49 + Bell Pepper (0.15 * 1) + Capsicum (0.25 * 1)	4	27.56
Spicy Fish Pizza - 10007 5.00 + BBQ Chicken (1.25 * 1) + Tomato (0.03 * 1)	2	12.56
Sausage Delight - 10009 5.50 + Bell Pepper (0.15 * 1) + Tomato (0.03 * 1)	1	5.68

Refund

- 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

Item	Qty	Amount
☐ Spicy Veggie with Paneer (Large) Bell Pepper : 0.15 * 1 Capsicum : 0.25 * 1	x 4	27.56
☐ Spicy Fish Pizza BBQ Chicken : 1.25 * 1 Tomato : 0.03 * 1	x 2	12.56
☐ Sausage Delight Bell Pepper : 0.15 * 1 Tomato : 0.03 * 1	x 1	5.68
☐ Garlic Bread	x 2	4.00
☒ Cinnamon Swirls Refund x 5	x 5	10.00

Discount	0.00
Tax / Charge	0.00
Total	59.80
Refund	10.00

CREDIT NOTE **REFUND**

VII. Click “Refund”

VIII. Click “YES” to confirm and proceed with the refund

175

Past receipts		
Past Receipts	Past receipts	
Debtor Management (Credit Invoice)	Refund	
Cash Management	Credit note	
	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
Spicy Fish Pizza - 10007 5.00 + BBQ Chicken (1.25 * 1) + Tomato (0.03 * 1) 2 12.56 Sausage Delight - 10009 5.50 + Bell Pepper (0.15 * 1) + Tomato (0.03 * 1) 1 5.68 Garlic Bread - 10030 2.00 2 4.00 Cinnamon Swirls - 10023 (CR) 2.00 5 10.00 Subtotal 59.80 Product: 5 Qty: 14 Grand total 59.80 Cash received 0.00 Change 0.00 Online payment 59.80 Refund details CR ID:125021441 2025-02-14 14:11:36 4.00		

To view refund details:

- 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	
Debtor Management (Credit Invoice)	Feb 14, 2025	
Cash Management	CR ID:125021441 #1-2502144	4.00 02:11 PM
Refund #125021441 #1-2502144 4.00 USD Employee: admin POS: POS 01 Date: Feb 14, 2025 02:11 PM Item Qty Cinnamon Swirls 2 Cash 4.00		

8.5. [How to Set up Cash-Rounding](#)

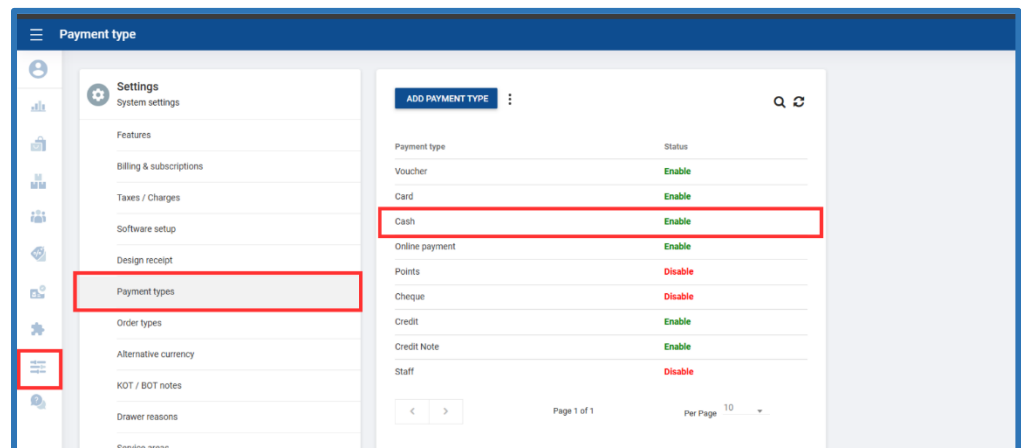
The bill total is rounded to the nearest multiple of the smallest denomination, which may be higher or lower than the unrounded total.

This rounding is applied to the total of a bill.

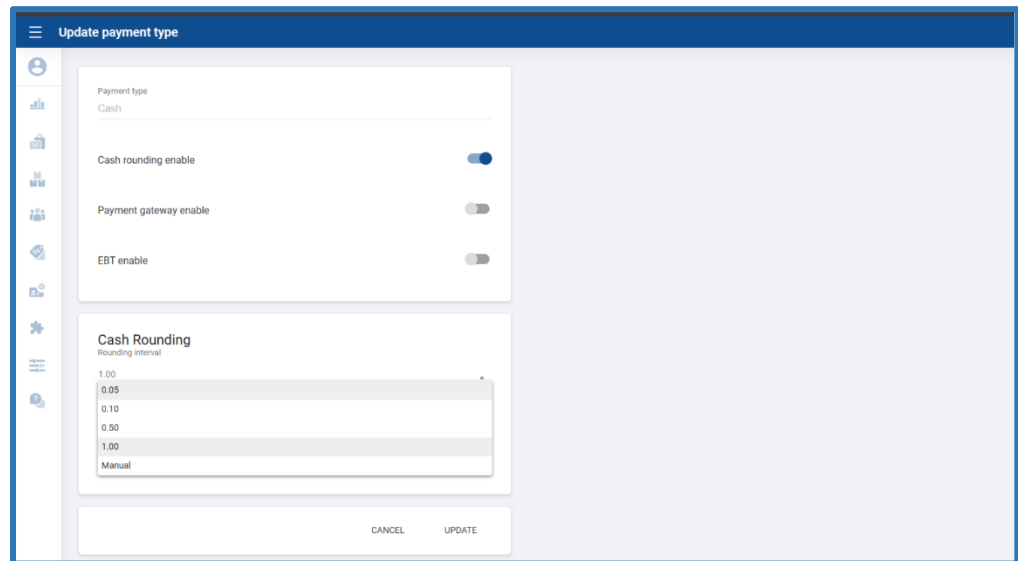
Ex: Suppose the total bill is \$ 9.90, You need to round the total amount & issue the receipt with \$ 10 in POS. Now system can do this automatically and you can print the total amount as well for any particular payment.

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



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

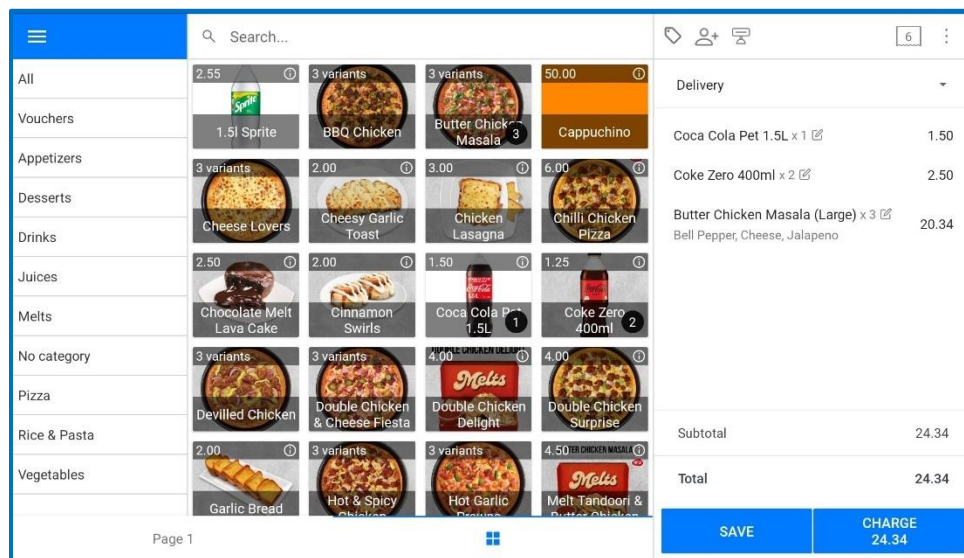


The screenshot shows the 'Update payment type' window. It has a sidebar with icons for various settings. The main content area is divided into two sections. The top section, 'Payment type', shows 'Cash' selected. Below it, 'Cash rounding enable' is toggled on. The 'Payment gateway enable' and 'EBT enable' toggles are off. The bottom section, 'Cash Rounding', shows a 'Rounding interval' dropdown menu with options: 1.00, 0.05, 0.10, 0.50, 1.00, and Manual. At the bottom of the window are 'CANCEL' and 'UPDATE' buttons.

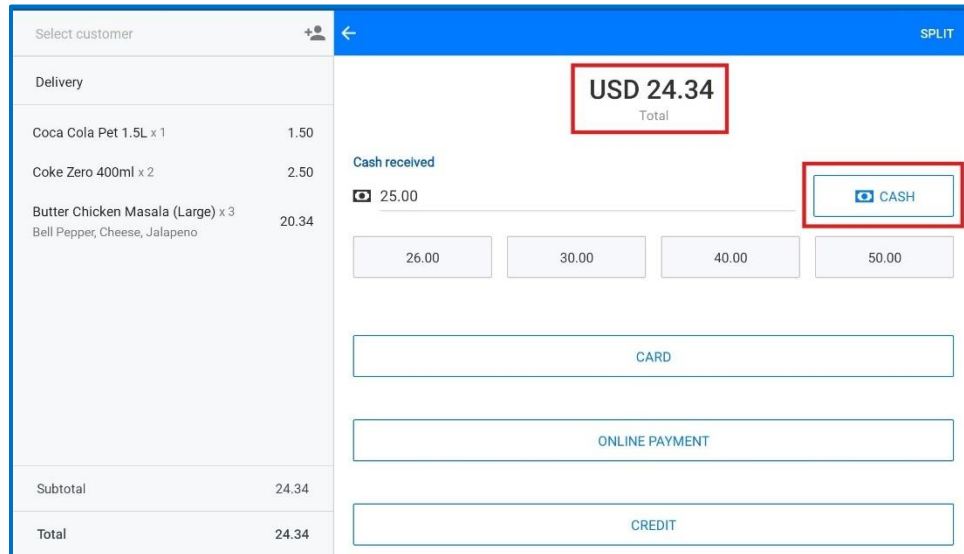
- VII. Select the Rounding rule
 - Round to the nearest value up
 - Always round up
 - Always round down
 - Round to the nearest value down
- VIII. Click “Update”

POS App

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



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



- 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.

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	
Subtotal	24.34
Total	24.34

SPLIT

USD 25.00

Total

Cash received

25.00

CONFIRM CASH

26.00

30.00

40.00

50.00

CARD

ONLINE PAYMENT

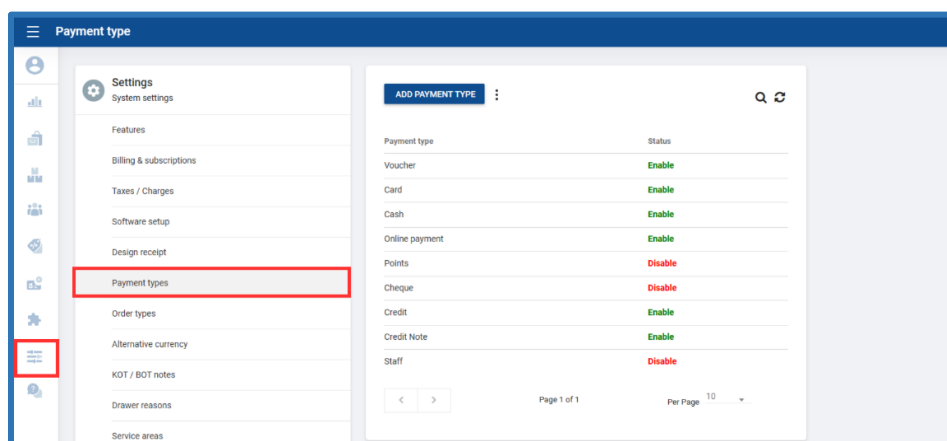
CREDIT

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

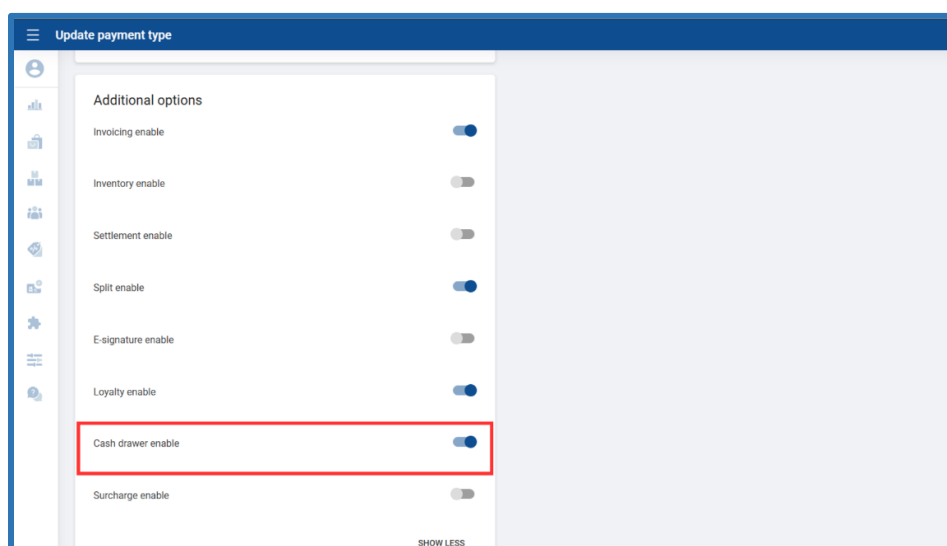
This feature will allow users to on/ off cash drawers for different payment types.

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”



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



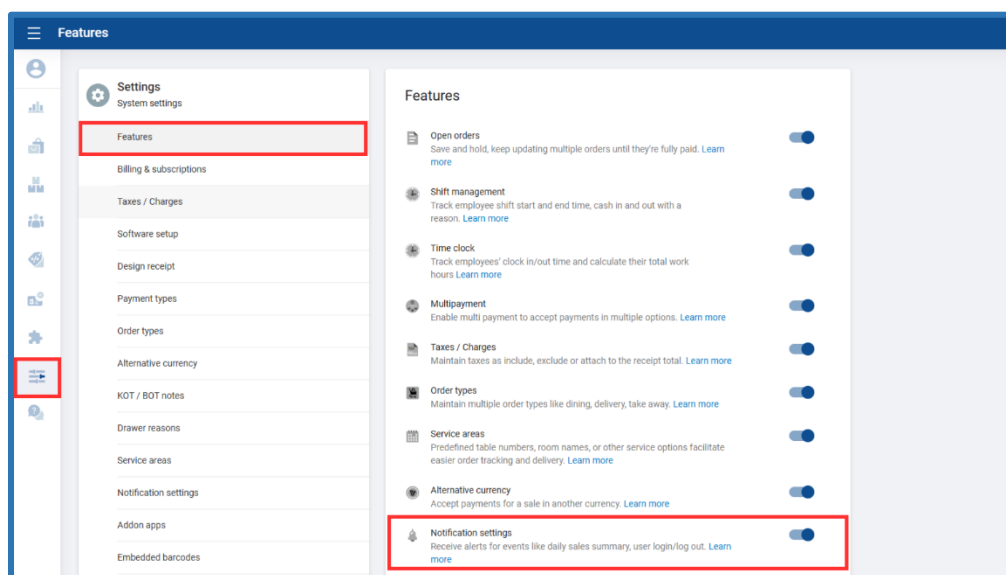
- VII. Click “Update”

9. Notifications

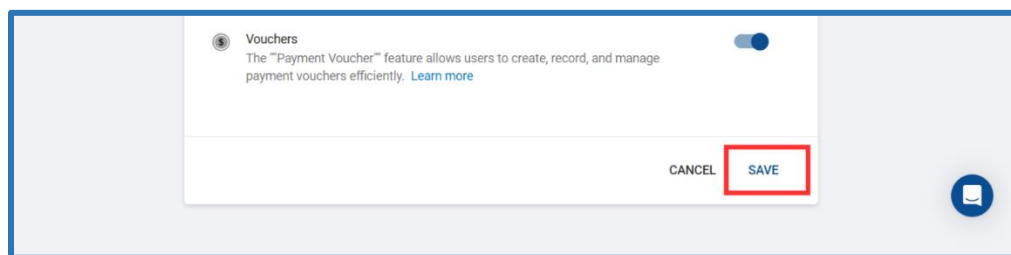
9.1. How to Enable Email Notifications

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.

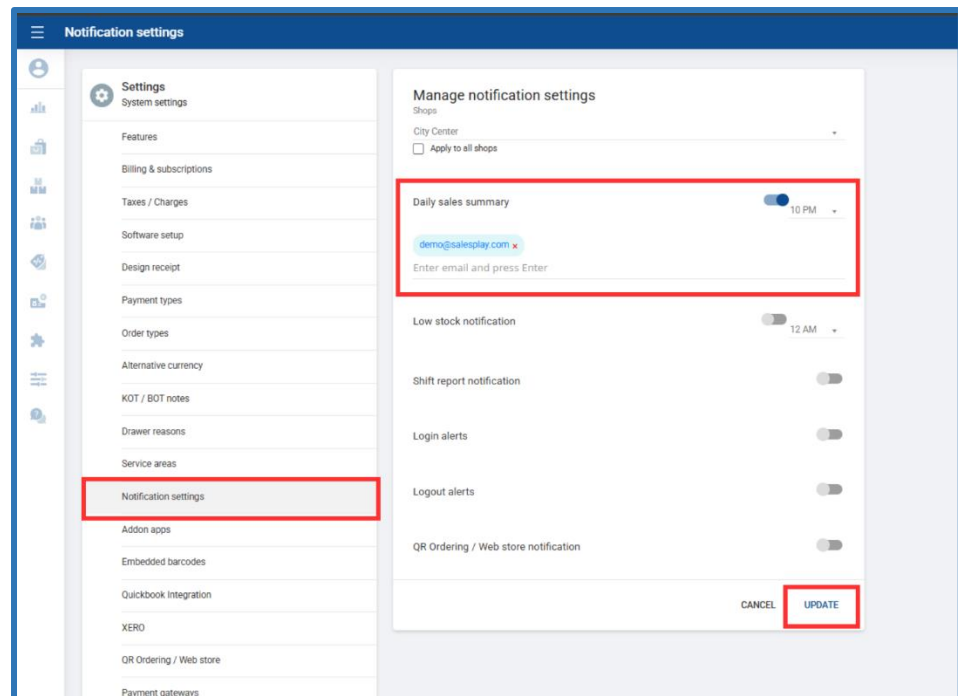


Once enabled, a new Notification Settings section will appear in Settings,

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”



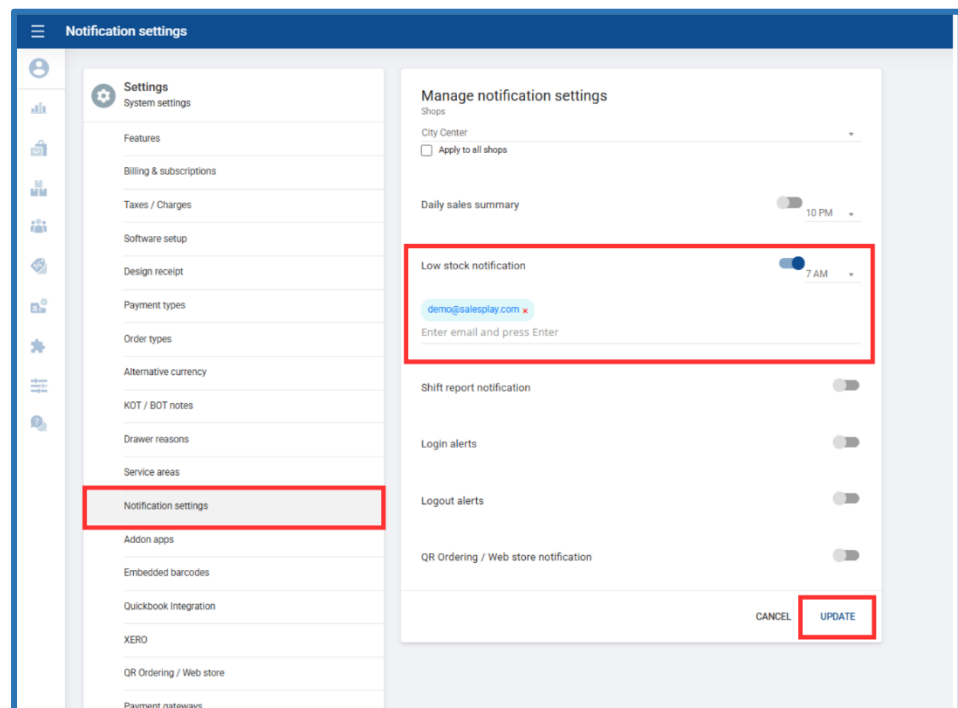
- VIII. Click “Update”

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”

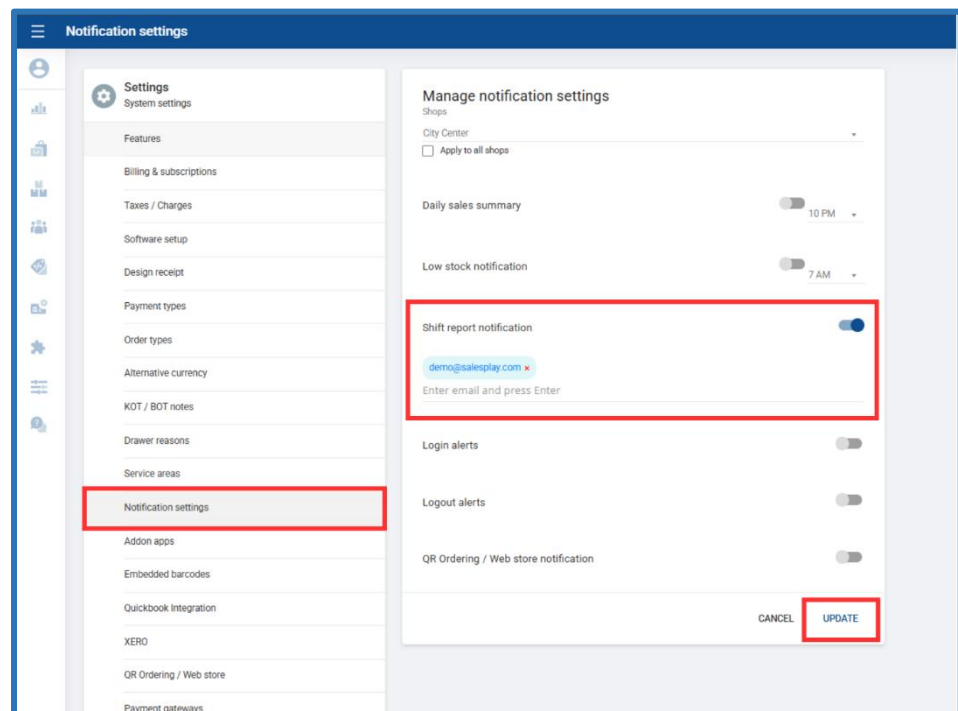
Now, when the Product's stock is getting low than the safety stock amount, **"Low Stock Notification"** will be sent, and when "In stock" level hits negative value, system will send you the **"Negative Stock Notification"**

	Apple	10029	Foods	4.50	3.00	-1
---	-------	-------	-------	------	------	----

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"

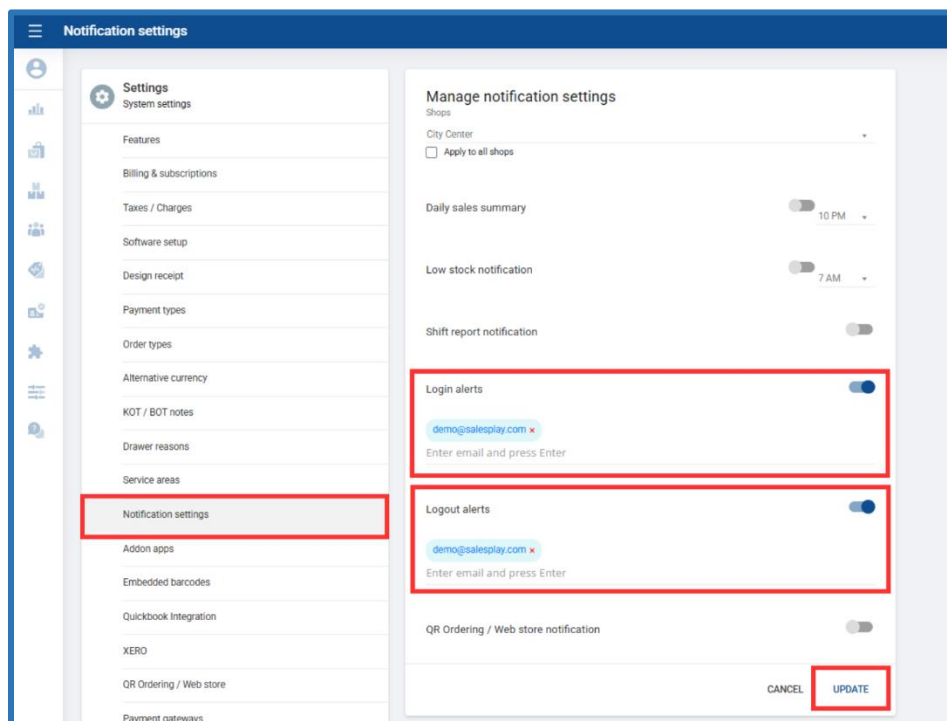


- VII. Click "Update"

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”



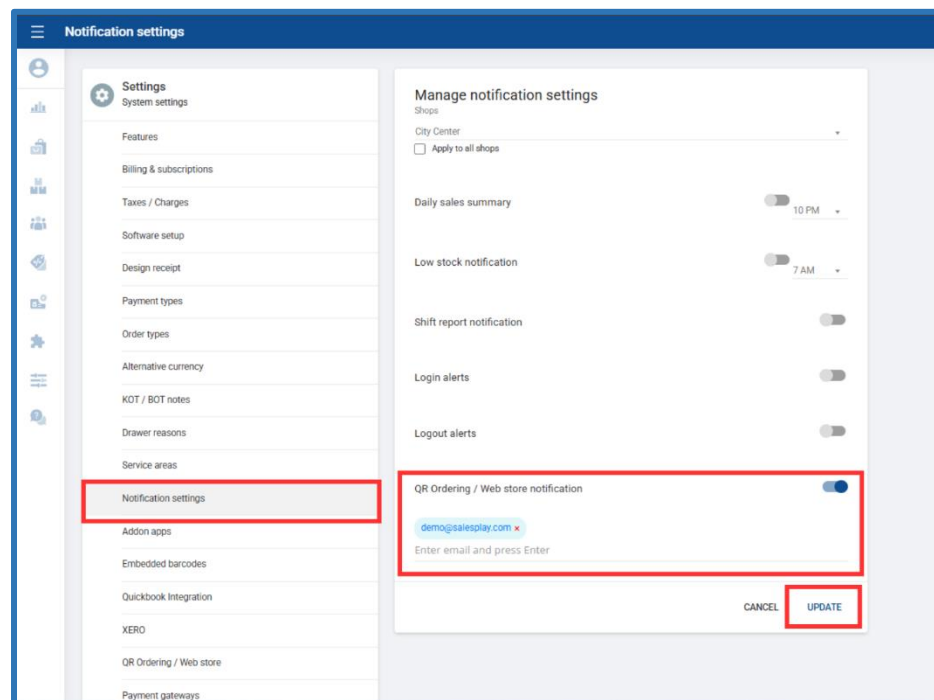
The screenshot displays the 'Notification settings' interface. On the left, a sidebar lists various settings, with 'Notification settings' highlighted. The main content area, titled 'Manage notification settings', includes a 'Shops' dropdown set to 'City Center' and an unchecked 'Apply to all shops' checkbox. Below these are toggles for 'Daily sales summary' (set to 10 PM), 'Low stock notification' (set to 7 AM), and 'Shift report notification'. The 'Login alerts' and 'Logout alerts' toggles are both turned on. Each has an associated email input field containing 'demo@salesplay.com' and a red box around the 'UPDATE' button at the bottom right.

- 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”



The screenshot displays the 'Notification settings' page in the SalesPlay POS Back-office Web portal. On the left, a sidebar lists various settings categories, with 'Notification settings' highlighted. The main content area is titled 'Manage notification settings'. It includes a 'Shops' dropdown set to 'City Center' and an unchecked 'Apply to all shops' checkbox. Below these are several notification toggles: 'Daily sales summary' (10 PM), 'Low stock notification' (7 AM), 'Shift report notification', 'Login alerts', and 'Logout alerts'. The 'QR Ordering / Web store notification' toggle is turned on. Underneath, an email address 'demo@salesplay.com' is entered in a text field, and the 'UPDATE' button is highlighted with a red box.

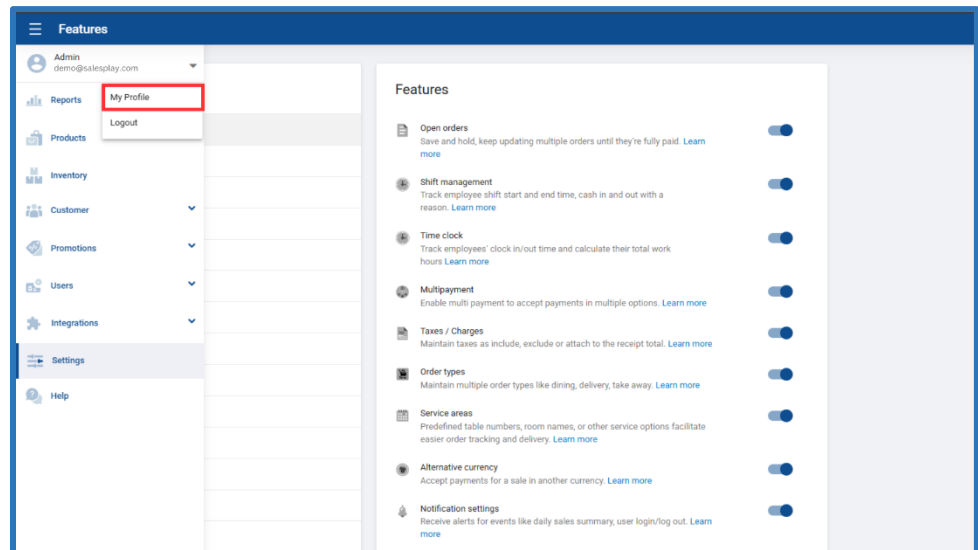
- VII. Click “Update”

10. Settings

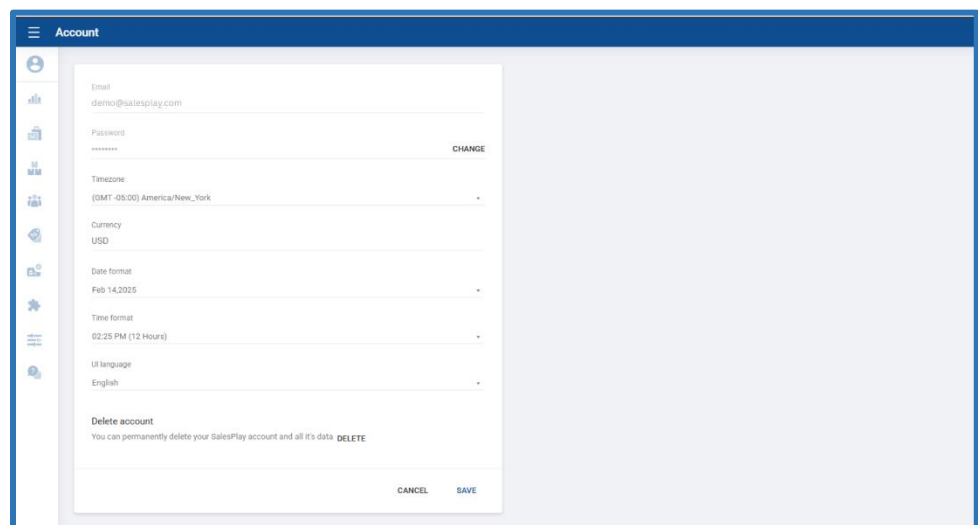
10.1. How to Change My Profile Details (Time, Date, Language) in SalesPlay

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”



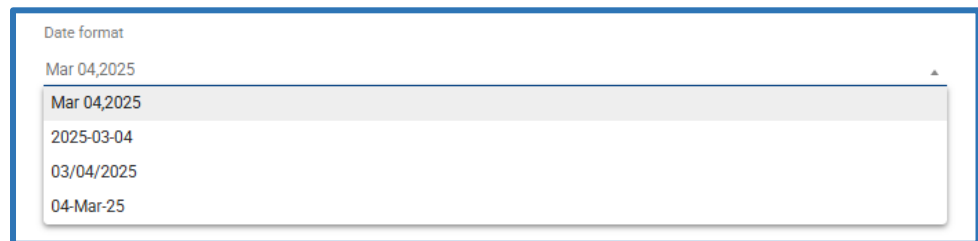
- IV. Click “Time zone”, on the dropdown menu and select your time zone



Timezone

- (GMT -05:00) America/New_York
- (GMT -05:00) America/Montreal
- (GMT -05:00) America/Nassau
- (GMT -05:00) America/New_York
- (GMT -05:00) America/Nipigon
- (GMT -05:00) America/Panama
- (GMT -05:00) America/Pangnirtung
- (GMT -05:00) America/Port-au-Prince

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

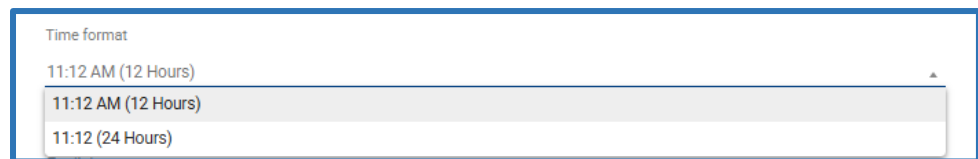


Date format

Mar 04,2025

- Mar 04,2025
- 2025-03-04
- 03/04/2025
- 04-Mar-25

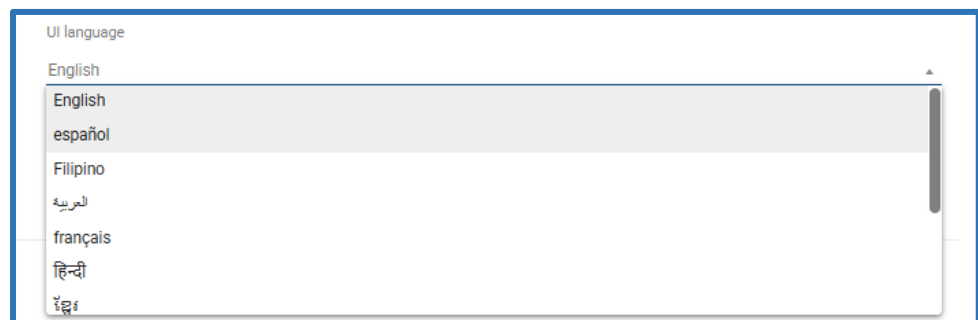
- VI. Click “Time Format”, on the dropdown menu and select the time format you want



Time format

- 11:12 AM (12 Hours)
- 11:12 AM (12 Hours)
- 11:12 (24 Hours)

- 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.



UI language

- English
- English
- español
- Filipino
- العربية
- français
- हिन्दी
- ไทย

- VIII. Click “SAVE” button

10.2. How to Set up Customer Display App

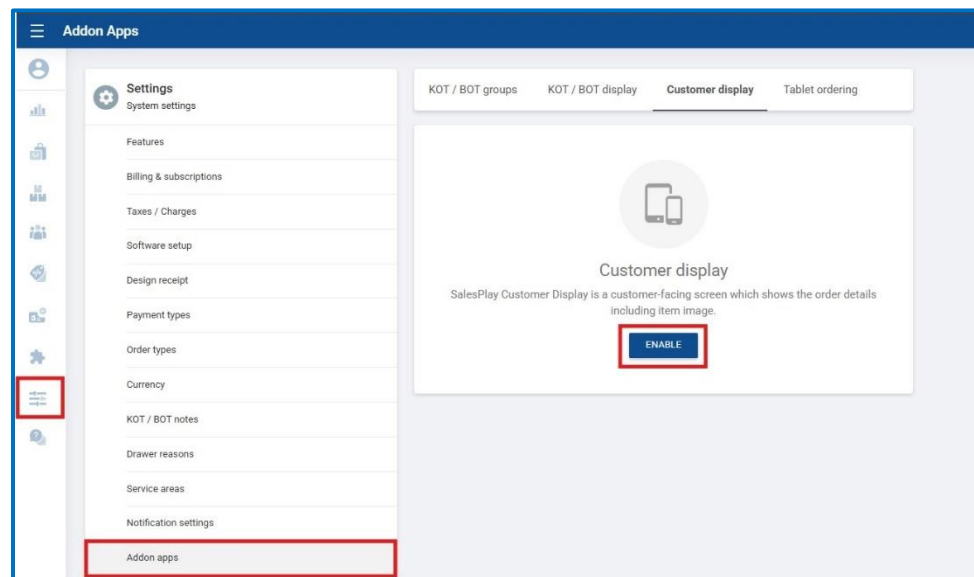
SalesPlay Customer Display App is a customer-facing screen that shows the order details including product name, price, total and balance etc. to customer.

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



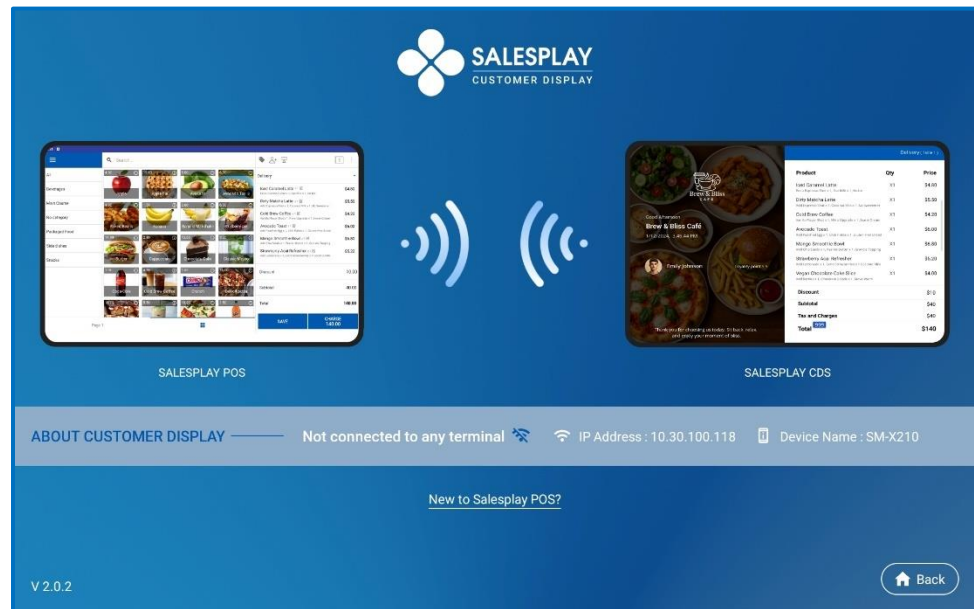
- IV. Click “Enable” button

Customer Display App

- V. Download the “Customer Display App”

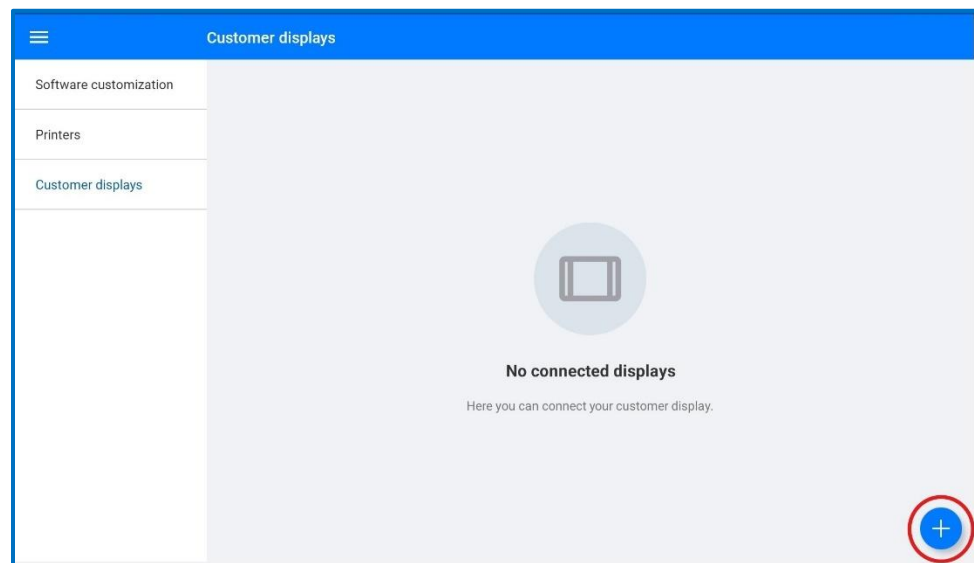
(<https://play.google.com/store/apps/details?id=com.salesplay.customerdisplay>)

VI. Open the App

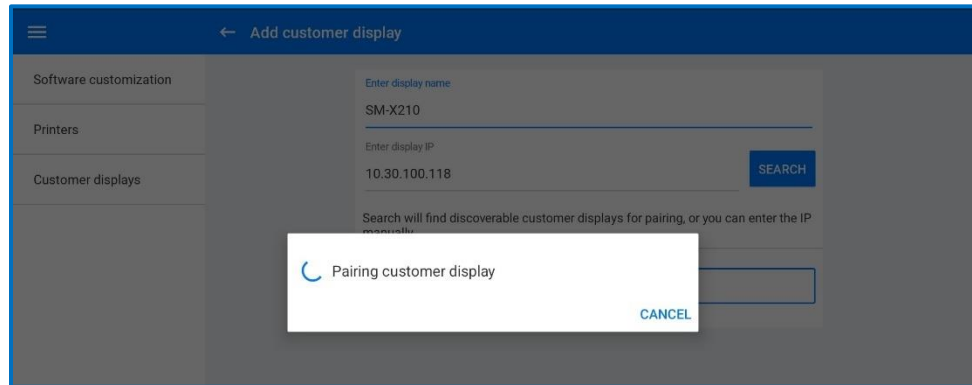


POS App

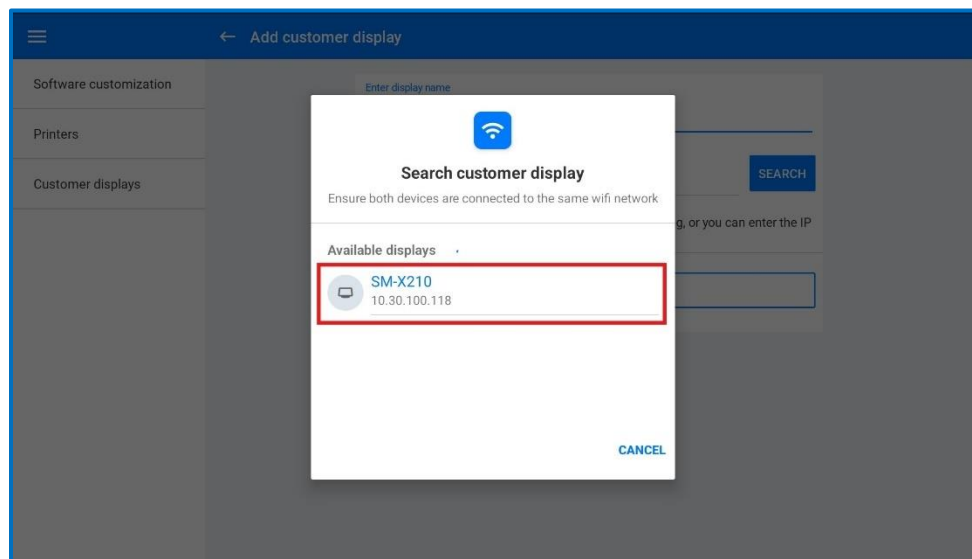
- I. POS App Main menu
- II. Select Settings
- III. Click Customer Displays
- IV. Click “+” button



- 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)



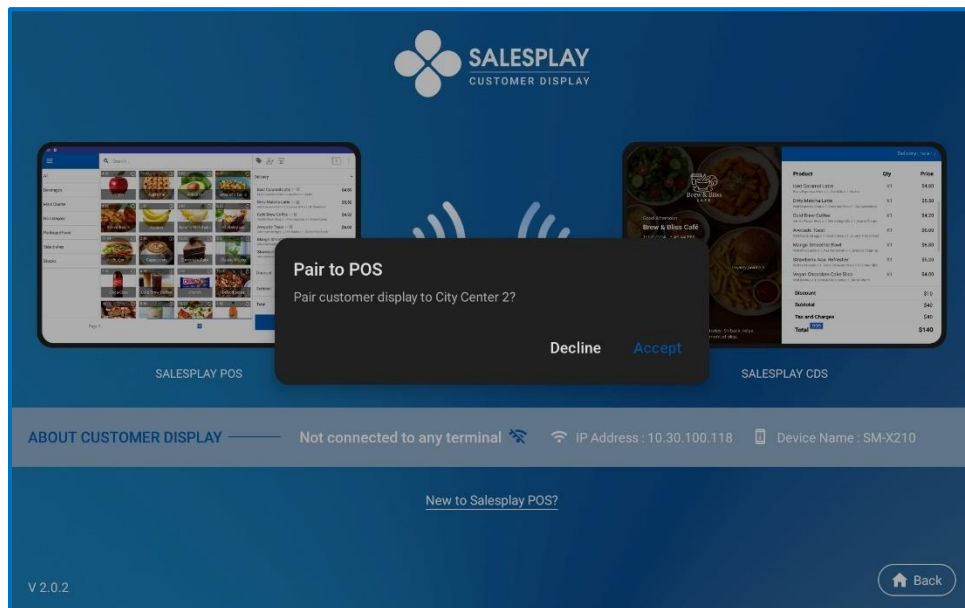
- VII. Once system picked up the display, lick “Pair Customer Display”



Customer Display App

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

IX. Click “Pair”

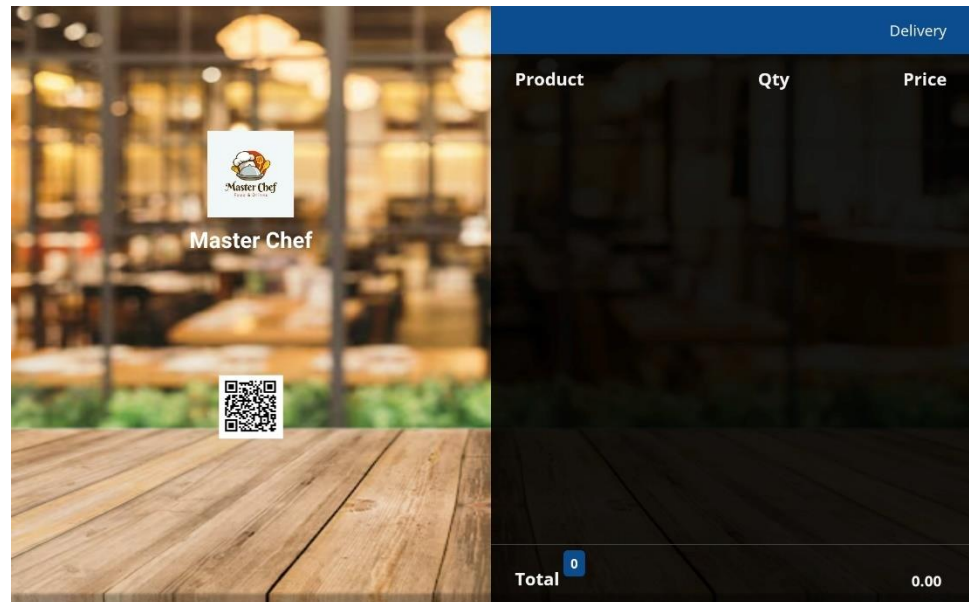


To customize the customer display

- 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.



- 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

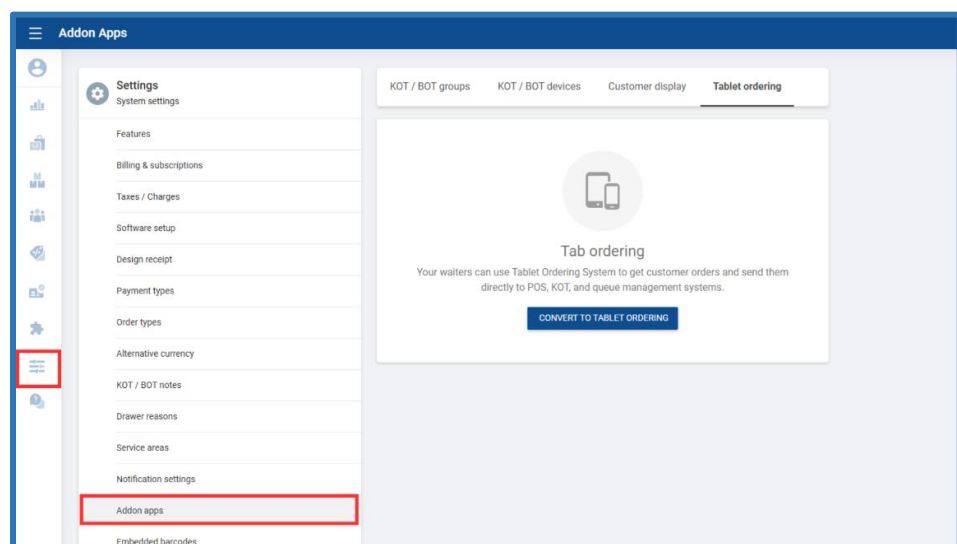
Tablet Ordering System can be used in many industries. For example, in a restaurant.

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

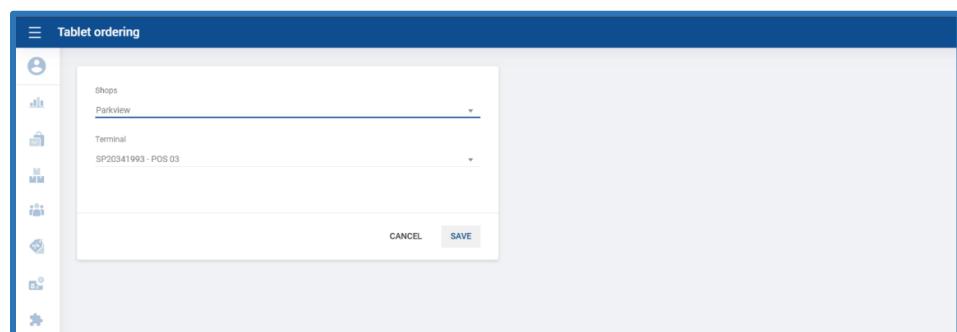
Waiters can show the images of items, record customers' special requests, select target KOTs (KOT or BOT) and select KOT notes.

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

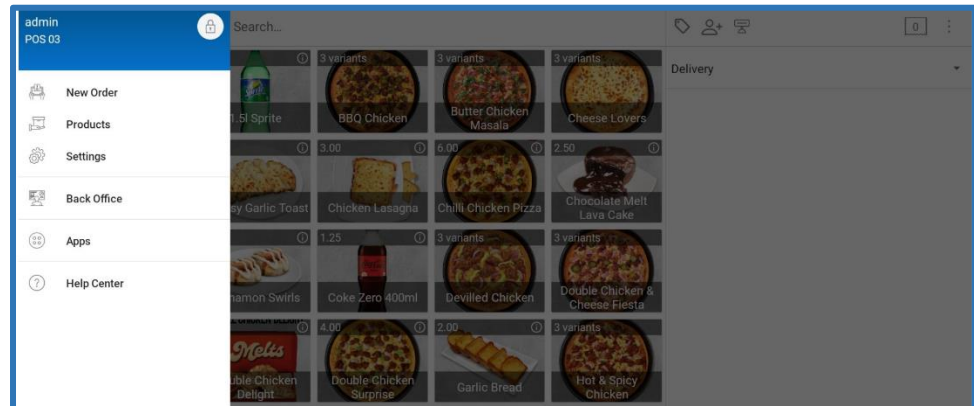


- IV. Click "Register New" icon and provide a name

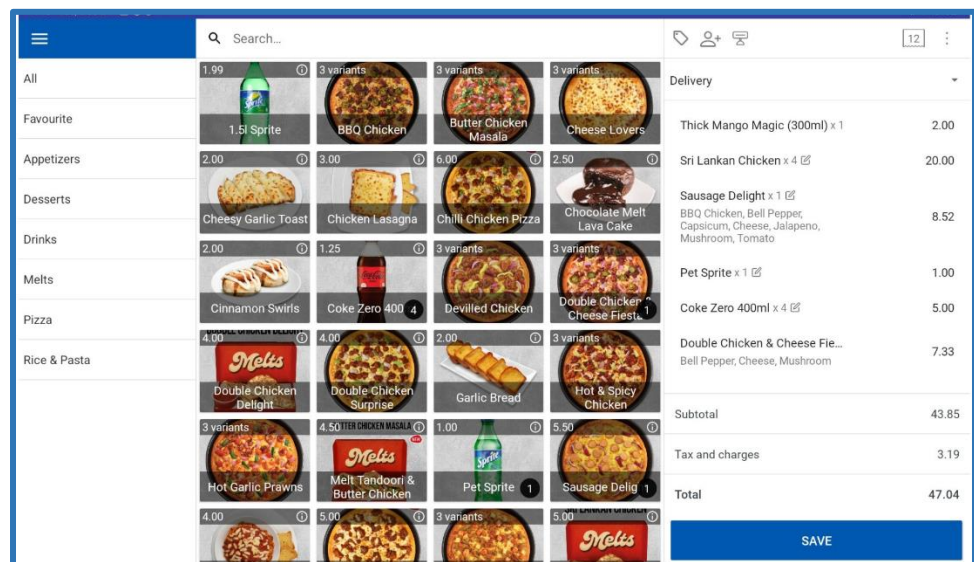


POS App

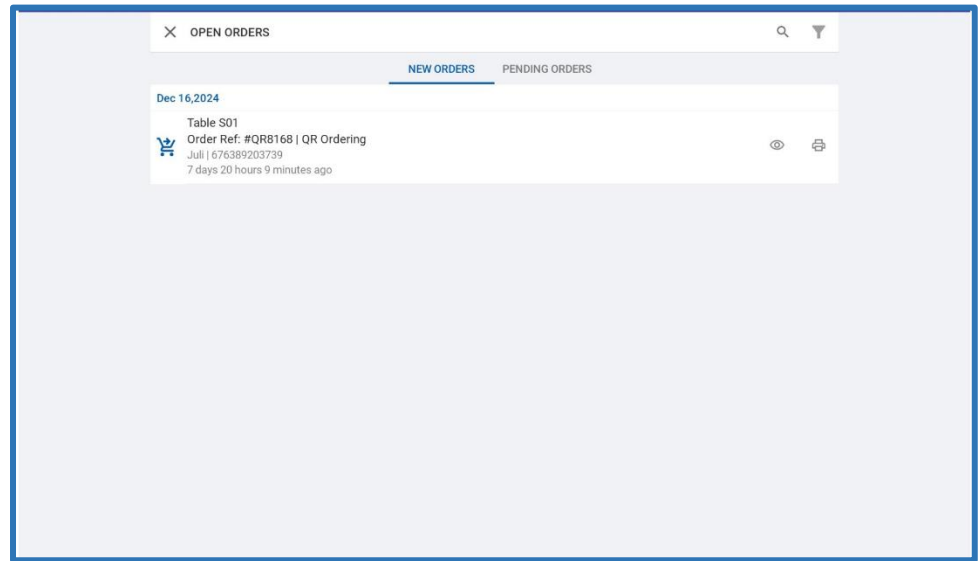
- V. POS App Main Menu
- VI. Sign in to the terminal registered for Tablet Ordering.
- VII. View the updated sections in the left menu.



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



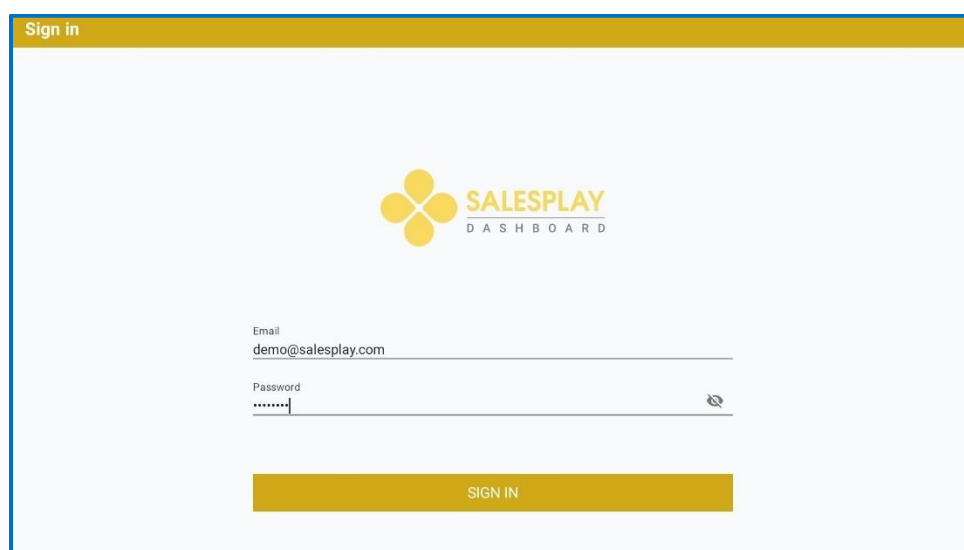
IX. Go to “Open Orders” to view the list of orders placed by the tablet.



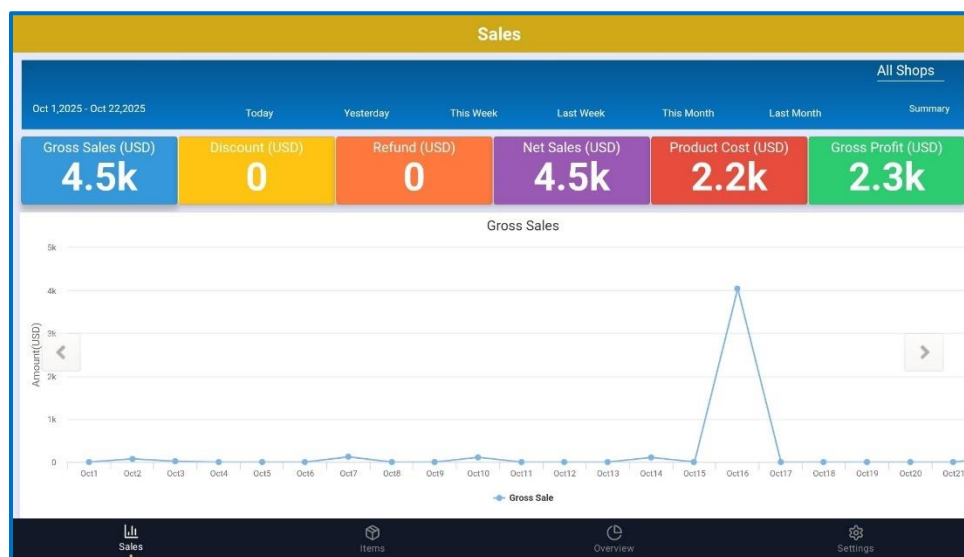
10.4. How to Set up Dashboard App

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



The sign-in screen features a yellow header with the text "Sign in". In the center is the SalesPlay logo, which consists of a yellow four-petaled flower icon followed by the text "SALESPLAY" in bold and "DASHBOARD" in a smaller font below it. Below the logo are two input fields: "Email" with the text "demo@salesplay.com" and "Password" with masked characters "*****". A yellow "SIGN IN" button is positioned at the bottom center.



11. Kitchen and Order Management

11.1. [How to Set up Kitchen Order Ticket KOT / BOT App](#)

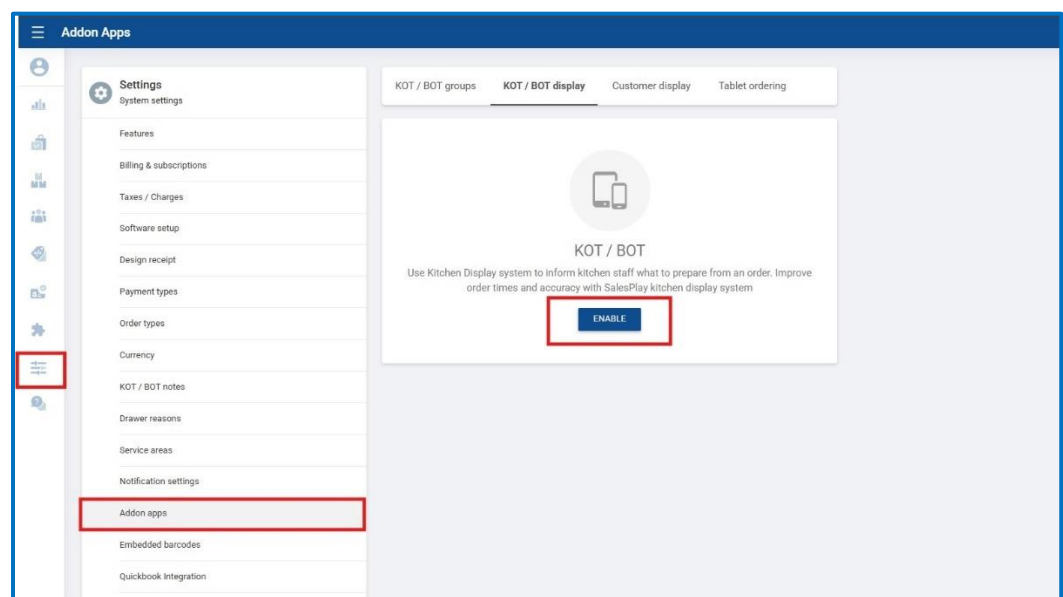
SalesPlay Kitchen Order Ticket KOT / BOT Display App / System can be used in a kitchen or a bar to inform the staff what to prepare for an order.

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



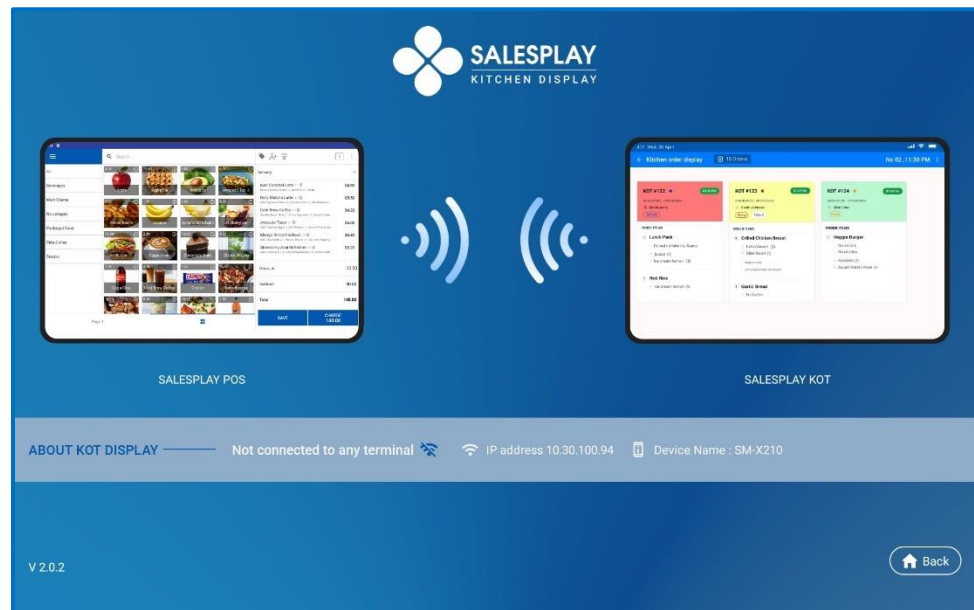
- XIV. Click “Enable” button

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 Appa and note down the “IP Address” and “Device name” shown on the screen



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

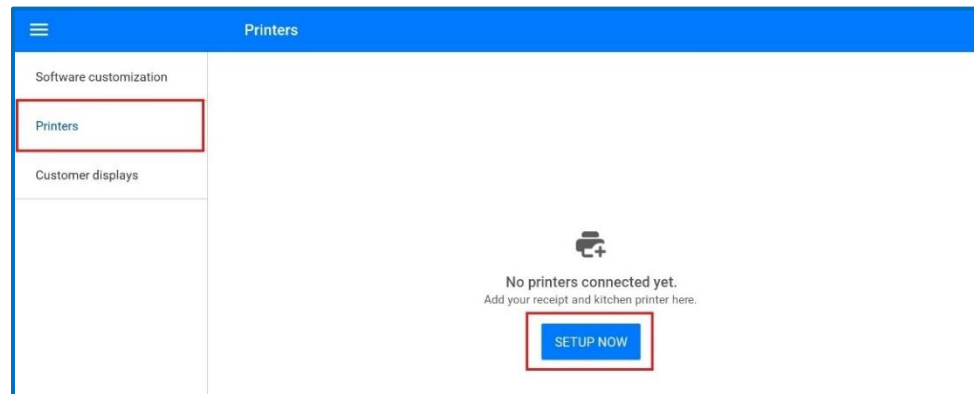
POS App

XVII. POS App Main menu

XVIII. Select Settings

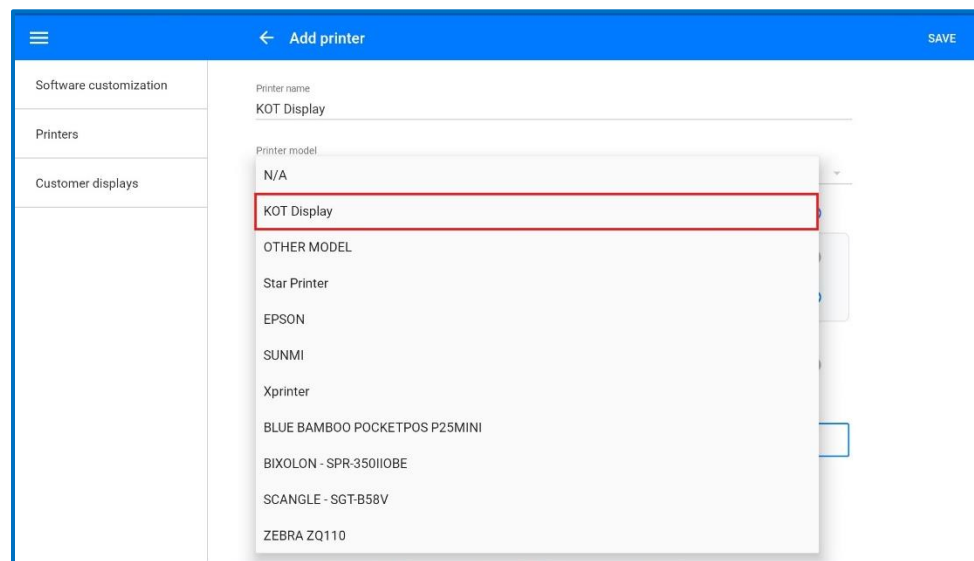
XIX. Click Printers

XX. Click “Setup now” button



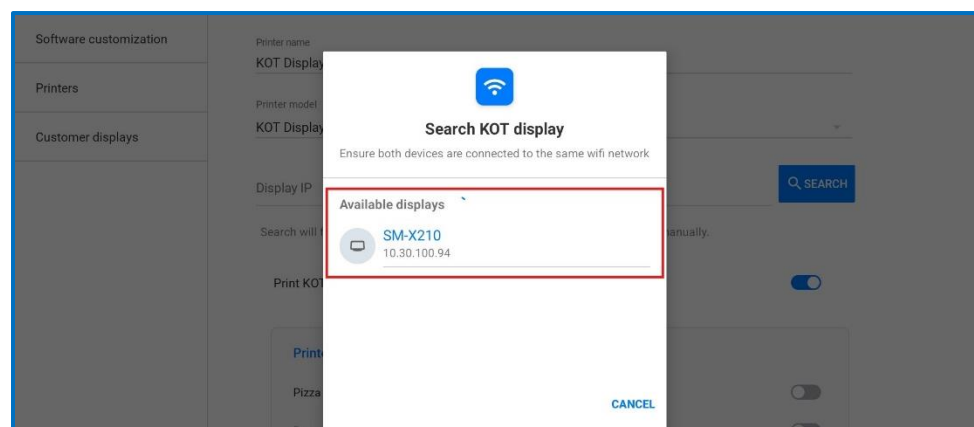
XXI. Enter printer name

XXII. Select KOT Display from the Printer Model list



XXIII. Click Search or enter the IP address manually

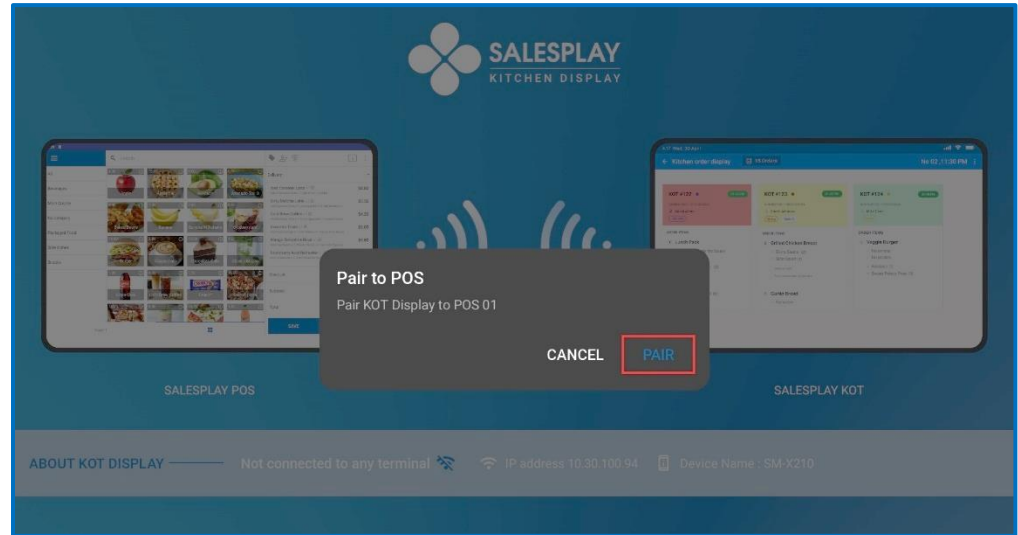
XXIV. Click Pair Display



KOT /BOT Display App

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

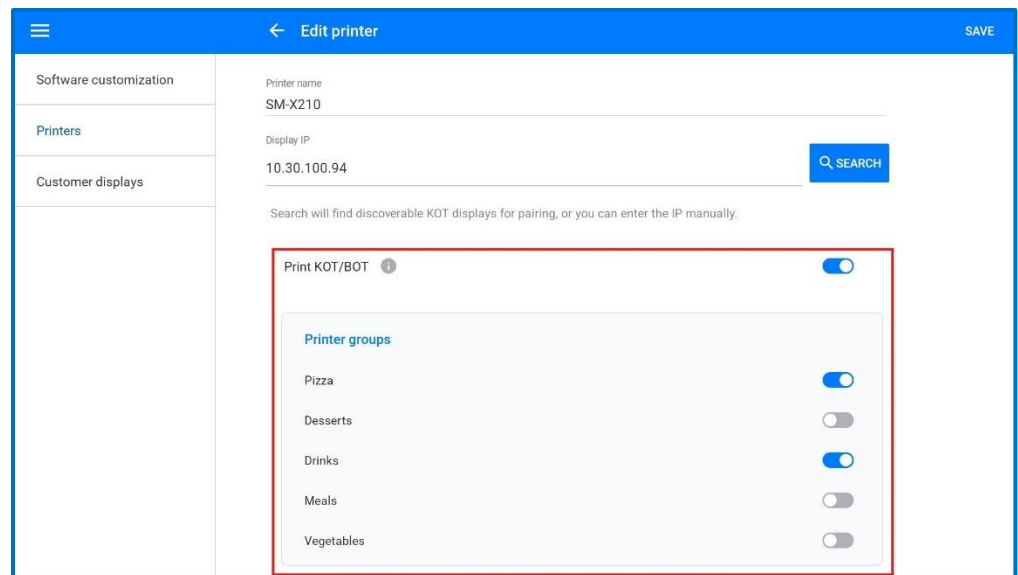
XXVI. Click “Pair”



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](#)

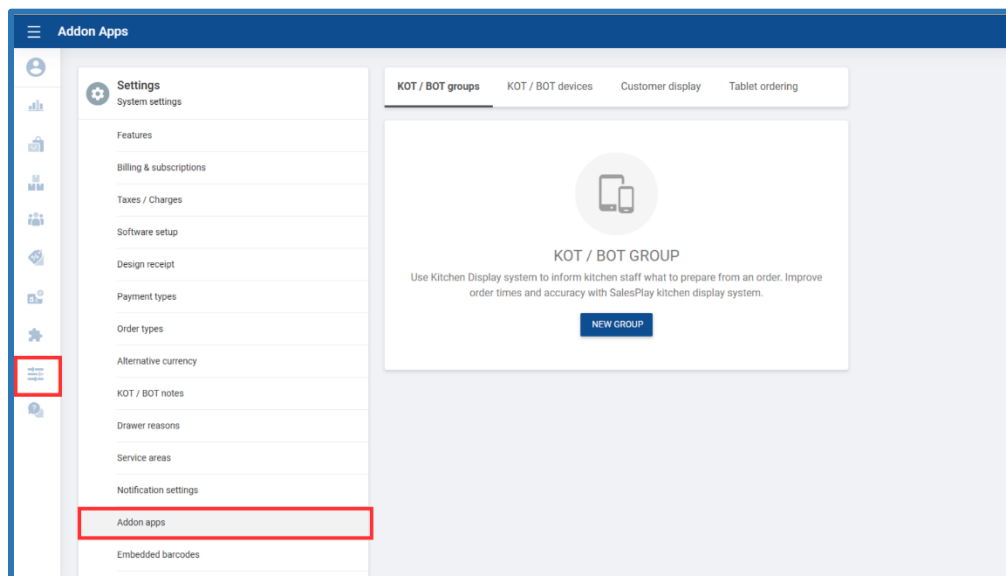
The KOT/BOT feature allows efficient communication between the POS system, kitchen, and bar, streamlining business operations by ensuring the correct items are prepared in the designated areas.

Key Features of KOT/BOT:

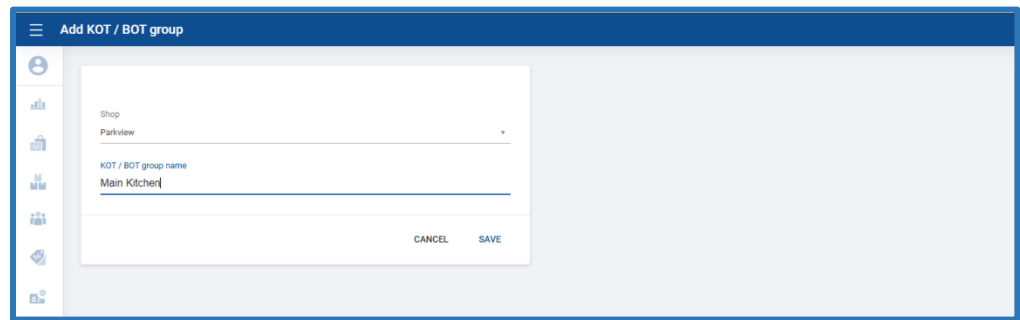
- Orders from POS are automatically sent to the kitchen or bar via printer or display.
- Separate KOTs can be generated from the same receipt.
- Multiple KOT printers can be added (e.g., one for the bar, one for Kitchen 1, and another for Kitchen 2).

Backoffice

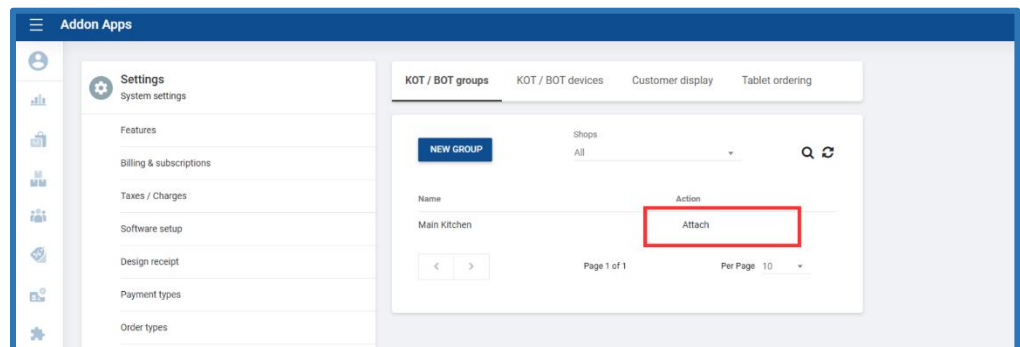
- I. Log in to Back Office web portal
- II. Select “Settings” from Main Menu
- III. Click “Addon Apps” section and select “KOT /BOT Groups” tab



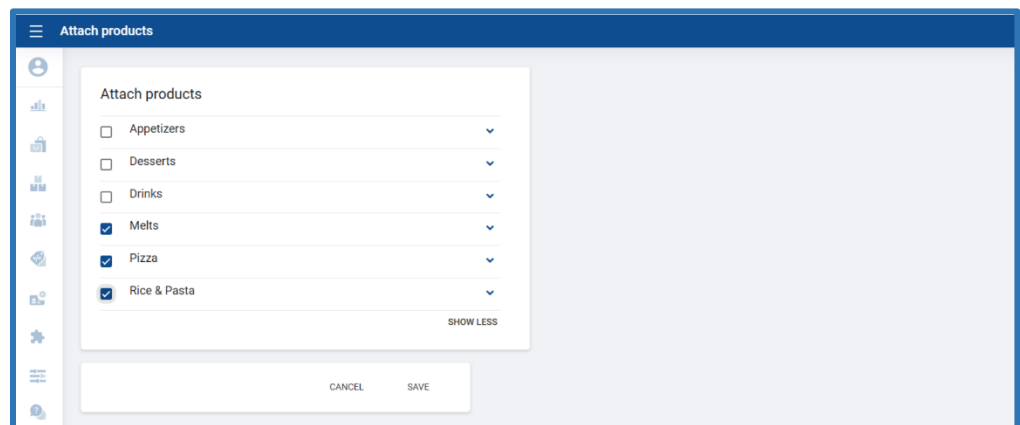
- IV. Click “New Group” icon and provide a name and Save



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



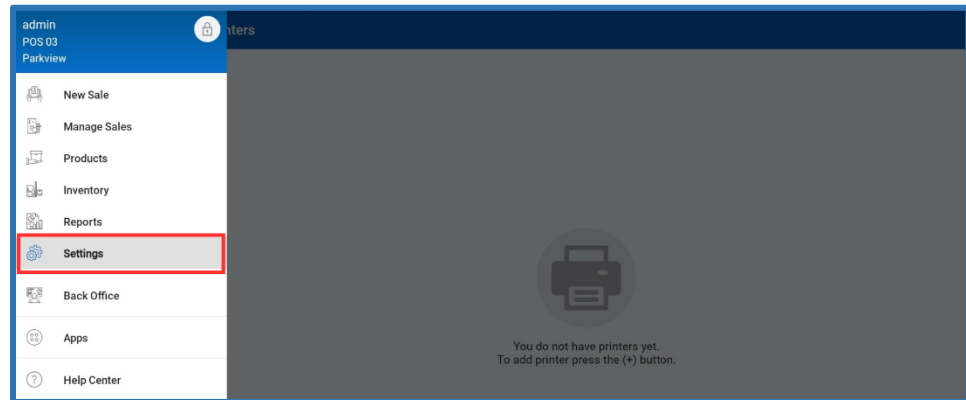
- VI. Check ON categories or products which need to added to KOT/ BOT Group



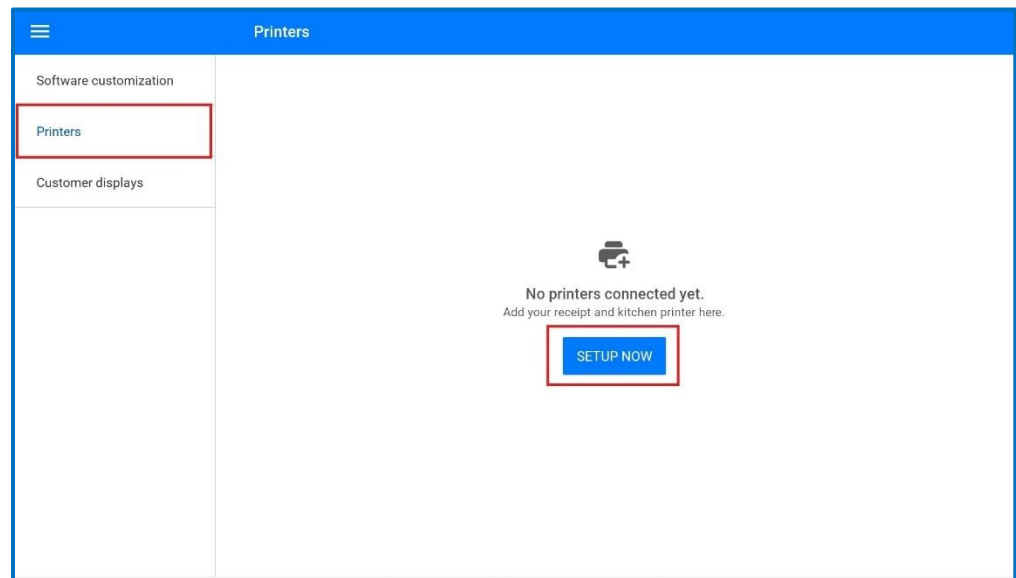
- VII. Click “Save”

POS App

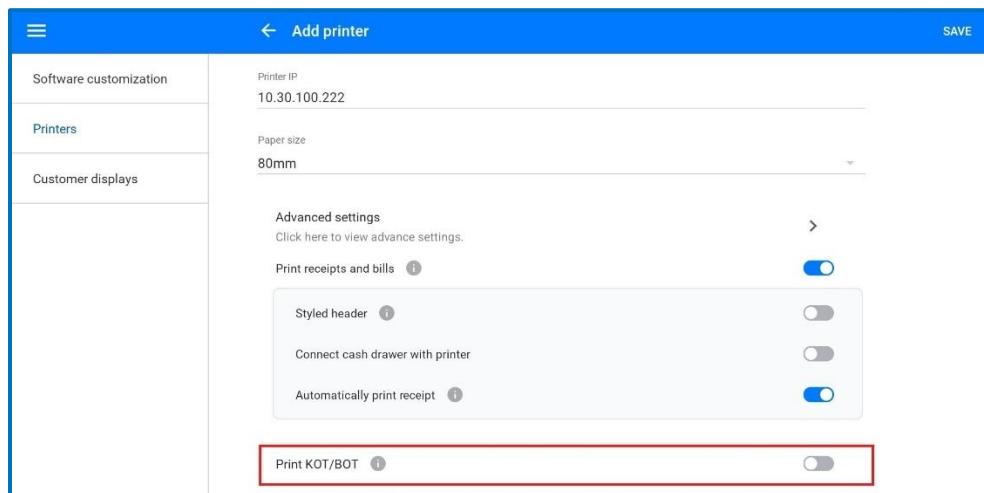
- I. POS App Main Menu
- II. Select “Settings”



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

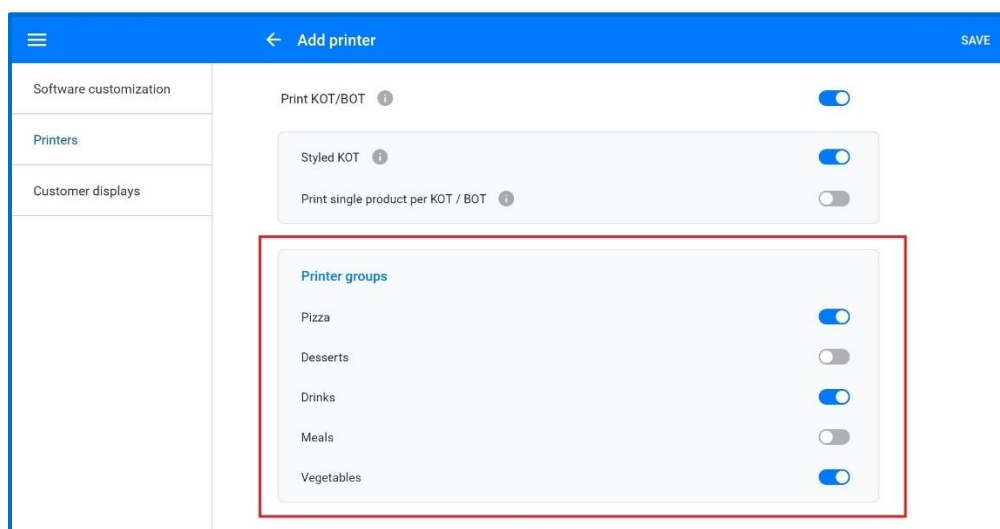


- V. Enter printer name
- VI. Check ON “Print KOT / BOT” option



The screenshot shows the 'Add printer' configuration screen. On the left is a sidebar with 'Printers' selected. The main area shows fields for 'Printer IP' (10.30.100.222) and 'Paper size' (80mm). Under 'Advanced settings', several options are visible: 'Print receipts and bills' (checked), 'Stylized header' (unchecked), 'Connect cash drawer with printer' (unchecked), and 'Automatically print receipt' (checked). At the bottom, the 'Print KOT/BOT' option is highlighted with a red box and is currently unchecked.

- VII. Check ON “Printer Groups”



This screenshot shows the 'Add printer' screen with the 'Print KOT/BOT' option now checked. Below it, the 'Printer groups' section is expanded and highlighted with a red box. It lists several categories: 'Pizza' (checked), 'Desserts' (unchecked), 'Drinks' (checked), 'Meals' (unchecked), and 'Vegetables' (checked). The 'Print single product per KOT / BOT' option remains unchecked.

- 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.

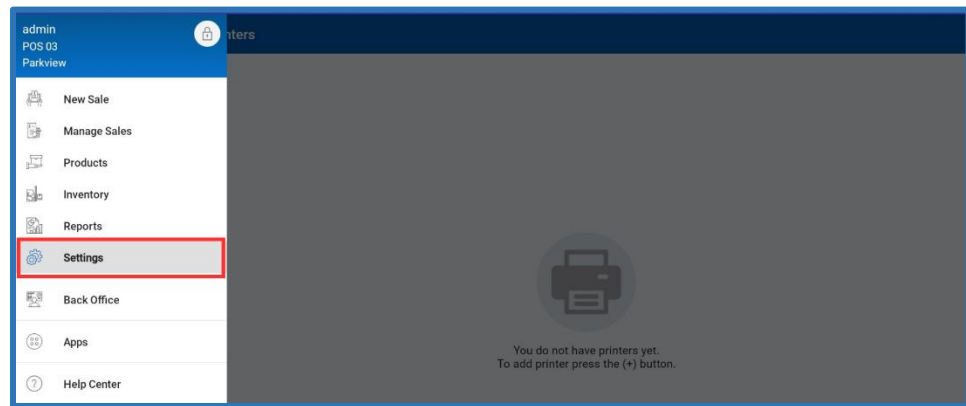
Connect one end of an Ethernet cable to the Ethernet port on the back of the printer, then connect the other end of the cable to the Wi-Fi router port.

Wi-Fi Router & Printer Setup

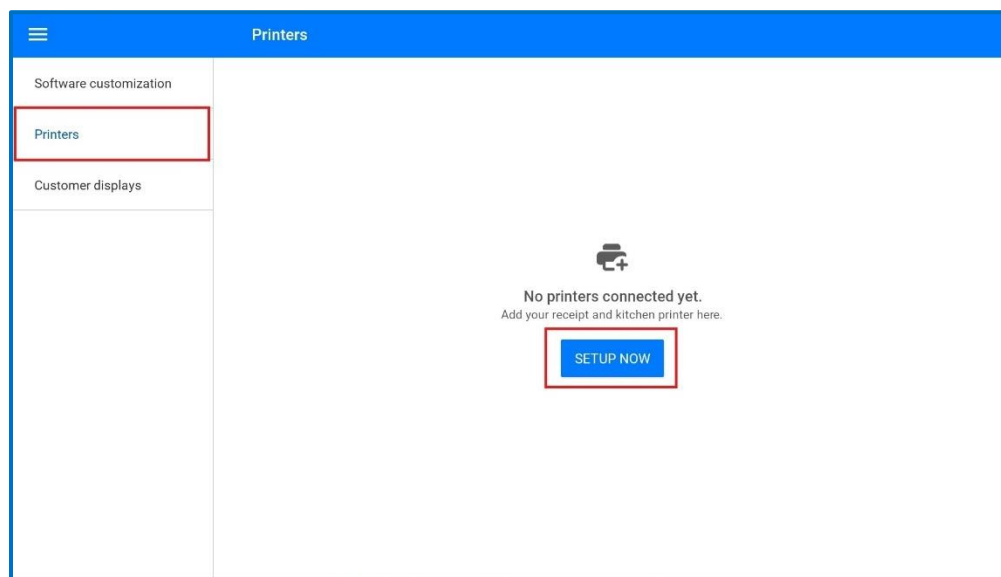
- I. Power On the Wi-Fi Router and connect the POS Terminal to the Wi-Fi
- II. Fix a Network Cable to the Wi-Fi Router
- III. Fix the other end of the Network Cable to Thermal Printer
- IV. Power Off the Printer
- V. Press and hold the both printer Power button and printer feed button continue a few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

POS App

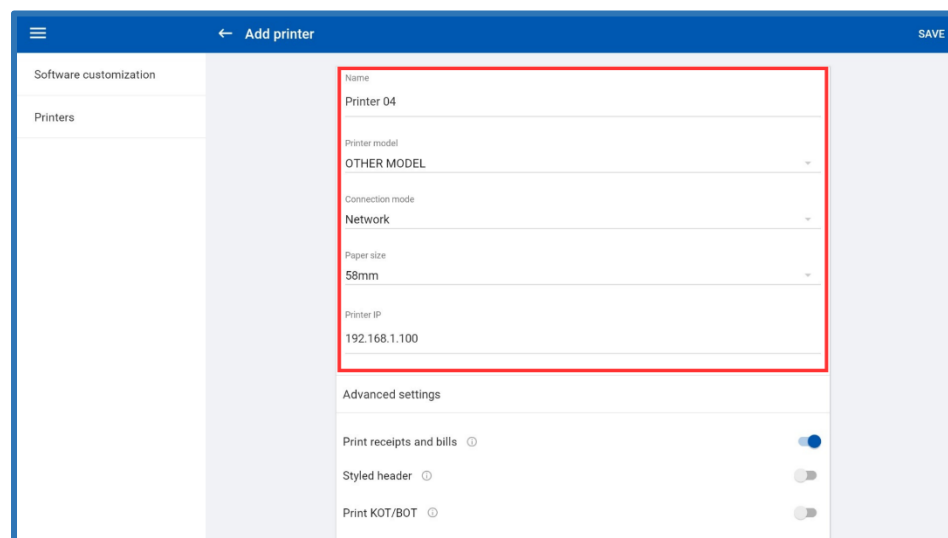
- I. POS App Main Menu
- II. Select “Settings”



- 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



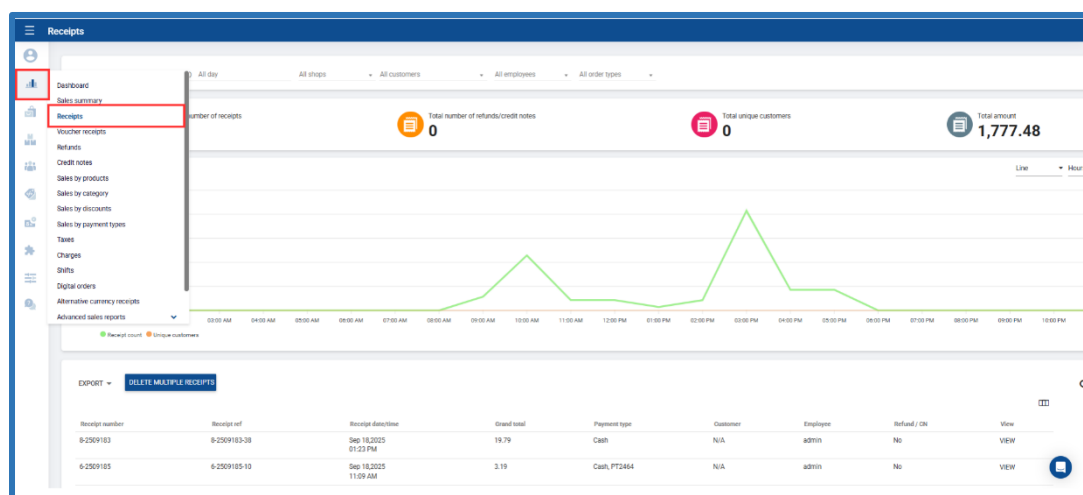
- VIII. Provide the Printer IP (This was printed on the earlier printout)
 (Press and hold the both printer Power button and printer feed button
 continue a few seconds and will get a printout with IP Address)

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.

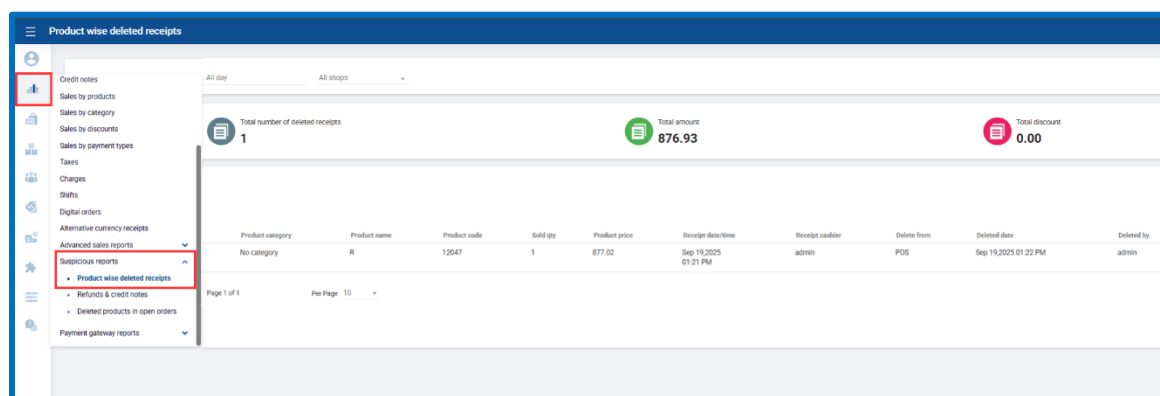
13.1 [How to View Receipts Report](#)

- 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.



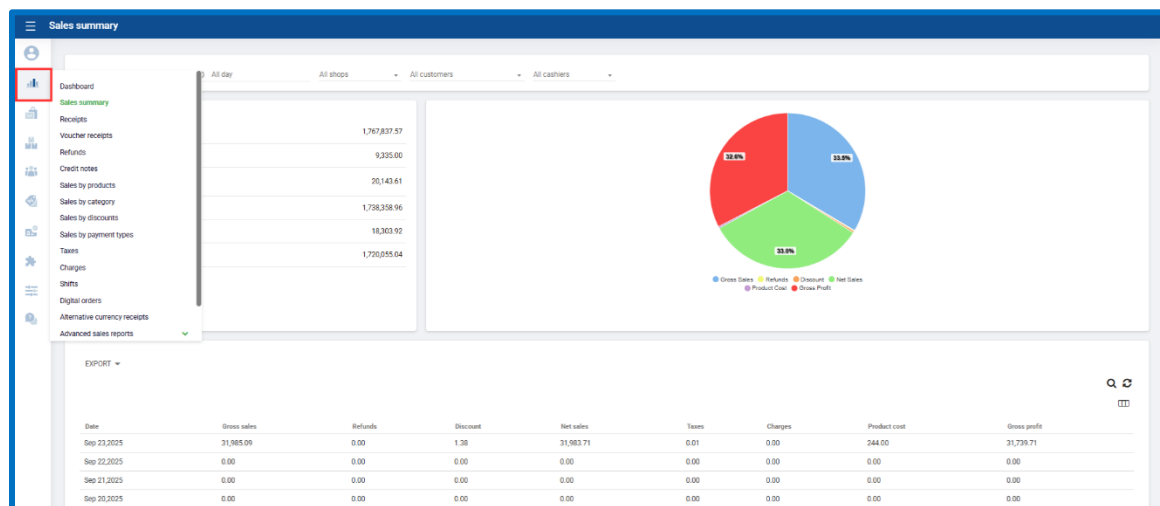
13.2 How to View Deleted Receipts Report

- 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.



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.



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	SHIFT END
Debtor Management (Credit Invoice)	DRAWER TRANSACTION
Cash Management	
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
Expected cash amount	1,580.97

Cash management	
Past Receipts	Sales summary
Debtor Management (Credit Invoice)	Gross sales 1,647.71
Cash Management	Refunds 18.00
	Discounts 5.69
	Credit note 11.48
	Net sales 1,612.55
	Tax 819.02
	Include Taxes 107.01
	Total tendered 2,431.57
	Payment type wise sale
	Credit 63.75
	Credit Note 6.75

Cash management	
Past Receipts	Payment types wise advance
Debtor Management (Credit Invoice)	Cash 100.00
Cash Management	Card 20.00
	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.

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13.6 How to View Inventory Expiry Report

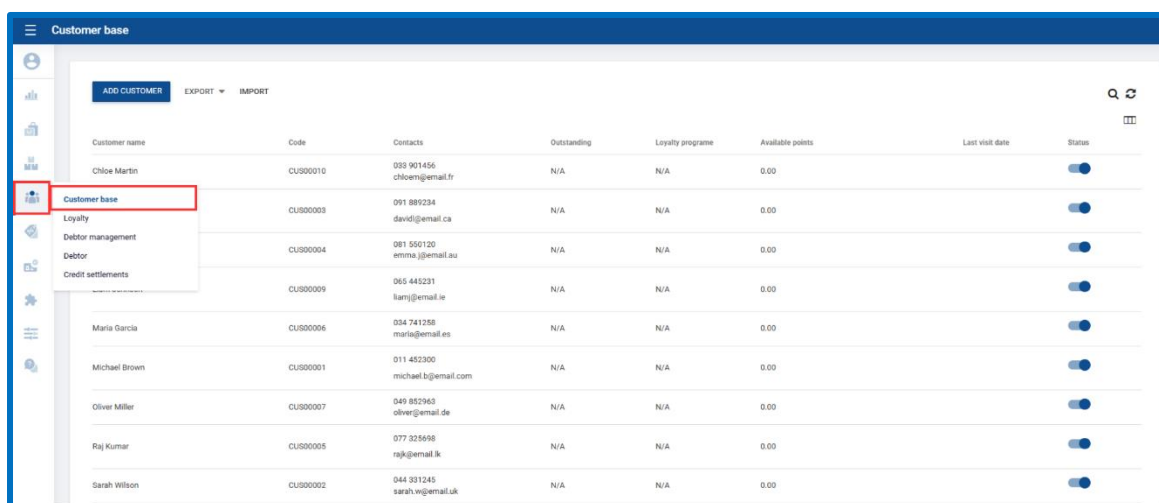
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Inventory” from the main menu.
- III. Go to Inventory expiry report.
- IV. Filter by products and shop location.

Inventory expiry report

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13.7 How to View Customer Reports

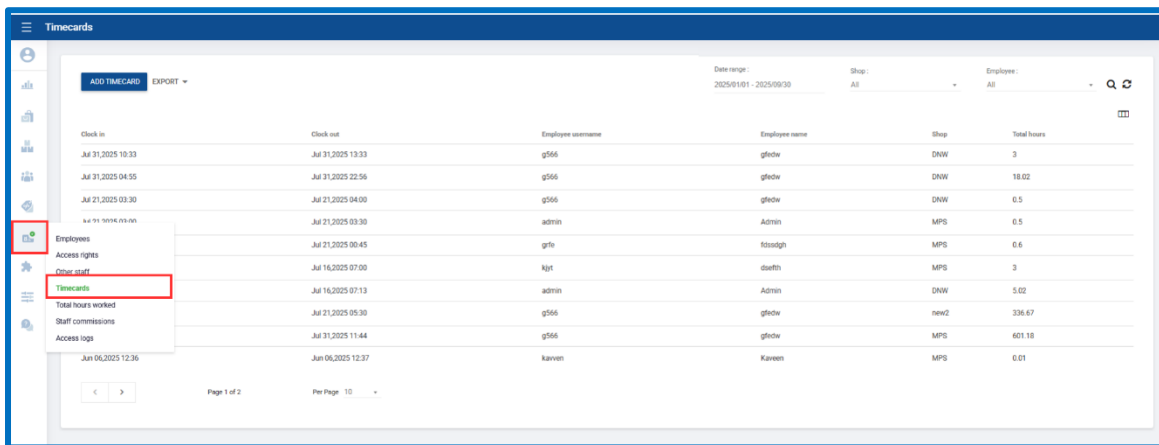
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Customers” from the main menu.
- III. Go to Customer Base.



Customer name	Code	Contacts	Outstanding	Loyalty programme	Available points	Last visit date	Status
Chloe Martin	CU500010	093 901456 chloem@gmail.fr	N/A	N/A	0.00		☒
Customer base	CU500003	091 889234 david@gmail.ca	N/A	N/A	0.00		☒
Loyalty	CU500004	081 550120 emma.j@gmail.au	N/A	N/A	0.00		☒
Debtor management	CU500009	065 445231 liamj@gmail.ie	N/A	N/A	0.00		☒
Debtor	CU500006	034 741258 maria@gmail.es	N/A	N/A	0.00		☒
Credit settlements	CU500001	011 452300 michael.b@gmail.com	N/A	N/A	0.00		☒
	CU500007	049 852943 oliver@gmail.de	N/A	N/A	0.00		☒
	CU500005	077 325698 raj@gmail.in	N/A	N/A	0.00		☒
	CU500002	044 331245 sarah.w@gmail.uk	N/A	N/A	0.00		☒

13.8 How to View Time Clock Report

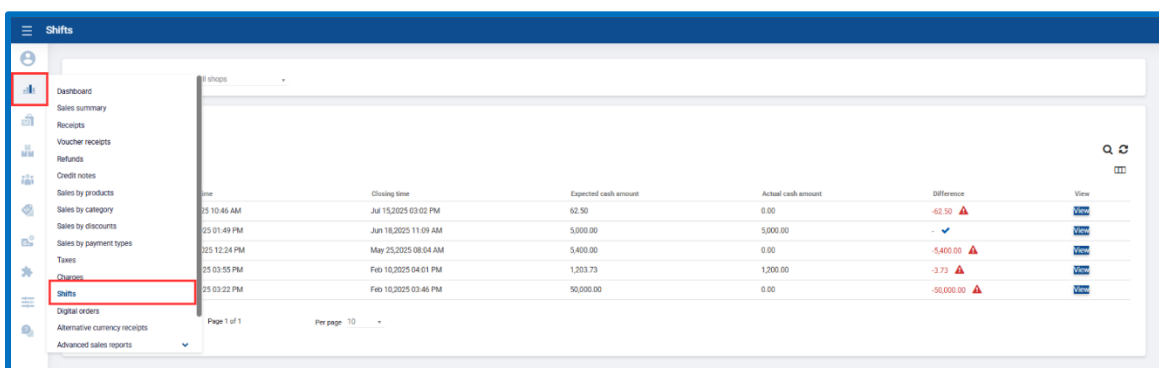
- I. Log in to the SalesPlay POS Back-office Web portal.
- II. Select “Employee” from the main menu.
- III. Go to Timecards.
- IV. Filter by employee, shift date, or shop location.



Clock in	Clock out	Employee username	Employee name	Shop	Total hours
Jul 31, 2025 19:33	Jul 31, 2025 19:33	g566	g566	DNW	3
Jul 31, 2025 04:55	Jul 31, 2025 22:56	g566	g566	DNW	18.02
Jul 21, 2025 03:30	Jul 21, 2025 04:00	g566	g566	DNW	0.5
Jul 21, 2025 03:30	Jul 21, 2025 03:30	admin	Admin	MPS	0.5
Jul 21, 2025 00:45	Jul 21, 2025 00:45	g566	g566	MPS	0.6
Jul 16, 2025 07:00	Jul 16, 2025 07:00	g566	g566	MPS	3
Jul 16, 2025 07:13	Jul 16, 2025 07:13	admin	Admin	DNW	5.02
Jul 21, 2025 05:30	Jul 21, 2025 05:30	g566	g566	new2	336.67
Jul 31, 2025 11:44	Jul 31, 2025 11:44	g566	g566	MPS	601.18
Jun 06, 2025 12:36	Jun 06, 2025 12:37	karven	Karven	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



Date	Closing time	Expected cash amount	Actual cash amount	Difference	View
25 10:46 AM	Jul 15, 2025 03:02 PM	62.50	0.00	-62.50 ▲	View
25 01:49 PM	Jun 16, 2025 11:09 AM	5,000.00	5,000.00	0.00 ▼	View
25 12:24 PM	May 25, 2025 08:04 AM	5,400.00	0.00	-5,400.00 ▲	View
25 03:55 PM	Feb 10, 2025 04:01 PM	1,203.73	1,200.00	-3.73 ▲	View
25 03:22 PM	Feb 10, 2025 03:46 PM	50,000.00	0.00	-50,000.00 ▲	View