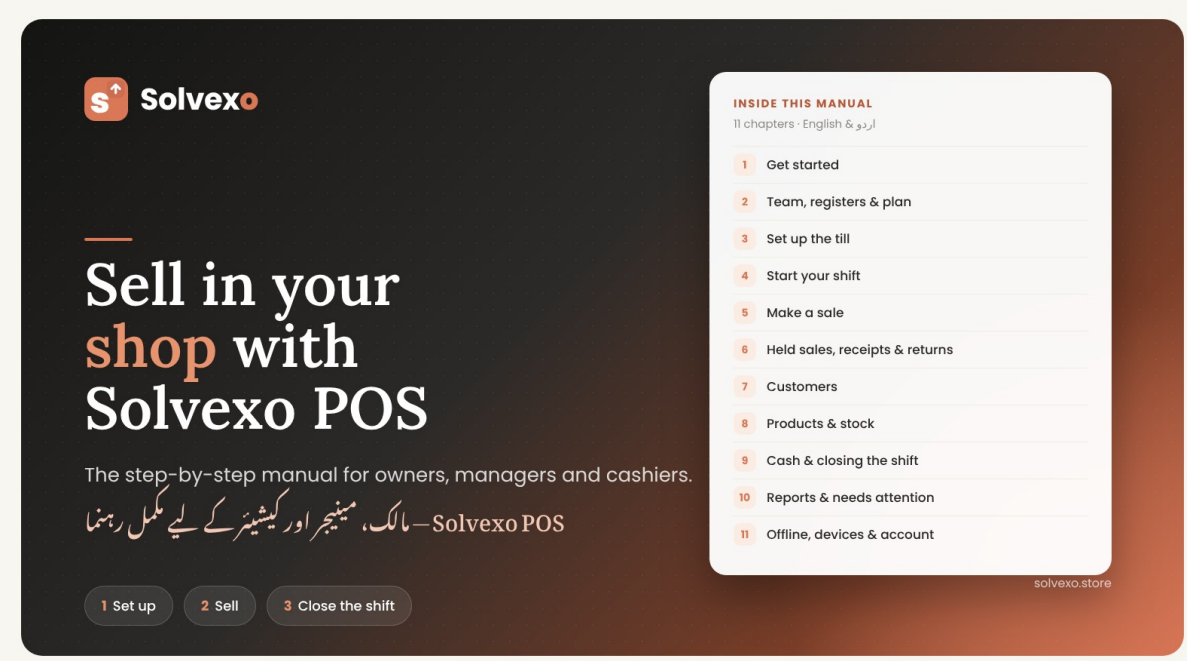


Solvexo POS: Owner and Staff Manual

For owners, managers and cashiers · English and Urdu · November 2026



Welcome to Solvexo POS

Solvexo POS turns a tablet or phone into a till for your shop. It uses the same products, stock and customers as your Solvexo online store, so a sale in the shop and an order online always take stock from the same number.

This manual takes you from installing the app to closing your first shift. Chapters 1 to 3 are for the **shop owner** (you set things up once). Chapters 4 to 10 are for everyone who works at the till. Chapter 11 covers offline selling, devices and your account.

How each screen is explained:

- **Use case:** what the screen is for, and when you will use it.
- **Who:** which people can use it (owner, manager or cashier).
- **Steps:** one action per step, with the button or field name in **bold**, exactly as it appears on screen.
- **What you'll see:** how you know the step worked.
- **Screenshot:** a picture of the screen, taken from the example shop "Ayesha Boutique". Your screen shows your own shop's name, products and prices.

Tips start with "Tip" and warnings with "Note".

Language: every chapter is written in English first, then summarised in Urdu. Button and menu names stay in English in both, because that is what you will see on screen.

The three kinds of people at the till

Who	How they sign in	What they can do
Owner (you)	Your Solvexo account email and password, or Google	Set up the shop: registers, shifts, staff, devices, plan, business verification, tax profile and receipt texts. On a till, owner screens ask for your password again.
Manager	Their email and a 4-digit PIN	Everything a cashier can do, plus discounts, refunds and voids, cash in and cash out, reports, stock history and counts, editing products and customers, and approving a cashier's request.

Who	How they sign in	What they can do
Cashier	Their email and a 4-digit PIN	Sell, hold sales, add customers, take store credit and points, view stock, and make small stock changes.

Staff never get a password. The owner adds them with a 4-digit PIN, and they use that PIN every day at the till.

Manager approval: when a cashier tries something above their limit (for example a return without a receipt, or a large stock change), a **Manager approval** box appears. A manager types their **Manager email** and PIN on the same till. The approval is for that one action only, and the cashier stays signed in.

Your setup journey

Do these steps in this order, because later steps depend on earlier ones:

1. **Install the app and sign in** as the owner (Chapter 1).
2. **Add registers, shifts and staff** in POS Management, and make sure your **POS plan** is active (Chapter 2).
3. **Set up each till device** and connect your receipt printer (Chapter 3).
4. Staff **sign in with their PIN and open the register** (Chapter 4).
5. **Sell** (Chapters 5 to 8).
6. At the end of the day, **count the cash and close the shift** (Chapter 9), then check your **reports** (Chapter 10).

> Note: the POS plan is bought on the Solvexo website, not in the app. Without an active plan the till cannot sell.

خوش آمدید

Solvexo POS آپ کے ٹیبلٹ یا فون کو دکان کا کاؤنٹر (till) بنا دیتا ہے۔ یہ وہی مصنوعات، اسٹاک اور گاہک استعمال کرتا ہے جو آپ کے Solvexo آن لائن اسٹور میں ہیں، اس لیے دکان کی فروخت اور آن لائن آرڈر ہمیشہ ایک ہی اسٹاک سے کم ہوتے ہیں۔

ابواب 1 سے 3 **دکان کے مالک** کے لیے ہیں (یہ کام ایک ہی بار کرنا ہوتا ہے)۔ ابواب 4 سے 10 کاؤنٹر پر کام کرنے والے ہر فرد کے لیے ہیں۔ باب 11 آف لائن فروخت، ڈیوائسز اور اکاؤنٹ کے بارے میں ہے۔

کاؤنٹر پر تین قسم کے لوگ:

- **Owner (مالک):** اپنی Solvexo ای میل اور پاس ورڈ (یا Google) سے سائن اِن کرتا ہے۔ رجسٹر، شفٹیں، عملہ، ڈیوائسز، پلان اور رسید کی سیٹنگز یہی بناتا ہے۔
- **Manager:** ای میل اور 4 ہندسوں کے PIN سے سائن اِن کرتا ہے۔ کیشیئر کے سب کام، اور اس کے علاوہ ڈسکاؤنٹ، ریفنڈ اور void، کیش اِن/آؤٹ، رپورٹس، اسٹاک گنتی اور کیشیئر کی درخواست کی منظوری۔
- **Cashier:** ای میل اور PIN سے سائن اِن کرتا ہے۔ فروخت، سیل ہولڈ کرنا، گاہک شامل کرنا اور اسٹاک دیکھنا۔

عملے کا کوئی پاس ورڈ نہیں ہوتا، صرف 4 ہندسوں کا PIN۔ جب کیشیئر اپنی حد سے بڑا کام کرے تو **Manager approval** کا خانہ کھلتا ہے، جہاں مینیجر اپنی ای میل اور PIN لکھ کر منظوری دیتا ہے۔

سیٹ اپ کا سفر: (1) ایپ انسٹال کر کے مالک کے طور پر سائن اِن کریں۔ (2) رجسٹر، شفٹیں اور عملہ شامل کریں اور POS پلان فعال کریں۔ (3) ہر ڈیوائس سیٹ اپ کریں اور پرنٹر جوڑیں۔ (4) عملہ PIN سے سائن اِن کر کے رجسٹر کھولے۔ (5) فروخت کریں۔ (6) دن کے آخر میں کیش گن کر شفٹ بند کریں اور رپورٹس دیکھیں۔

> Note: POS پلان Solvexo کی ویب سائٹ سے خریدا جاتا ہے، ایپ میں نہیں۔ فعال پلان کے بغیر کاؤنٹر فروخت نہیں کر سکتا۔



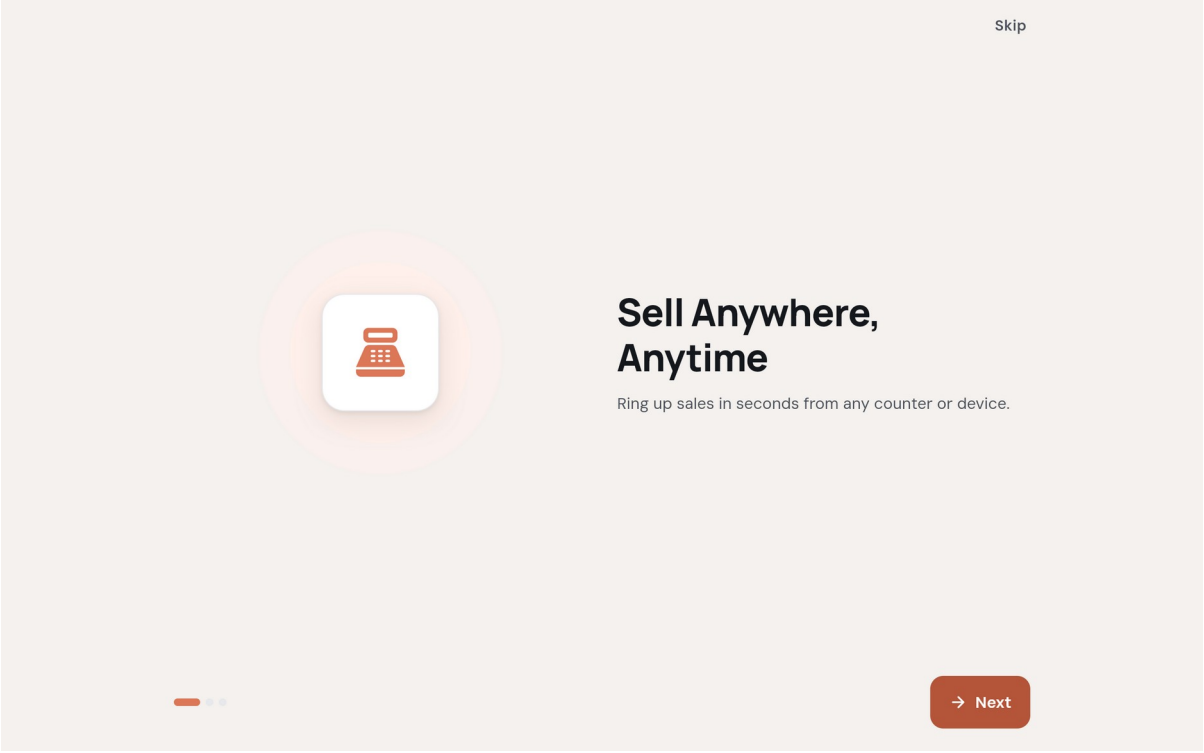
Chapter 1: Get started

Install **Solvexo POS** from the App Store or Google Play on the tablet or phone you will use as a till. The first time you open it, you sign in as the owner and choose (or create) your store.

Screen 1.1: Welcome slides

Use case: the first time the app opens, three short slides introduce it.

Who: anyone, once per device.



The first welcome slide, Sell Anywhere, Anytime, with Skip and Next

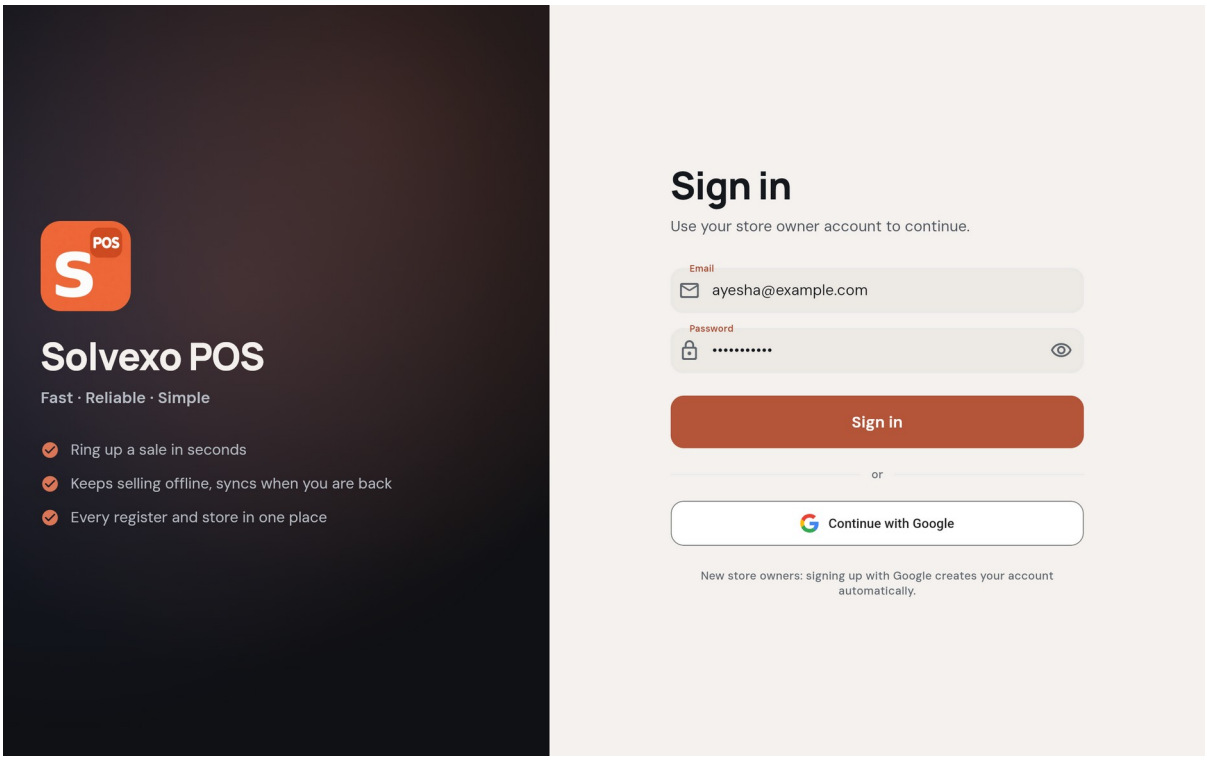
1. Read the slides: **Sell Anywhere, Anytime**, **Track Every Sale Live** and **Manage Stock with Ease**.
2. Tap **Next** to move on, or **Skip** to jump ahead.
3. On the last slide, tap **Get started**.

What you'll see: the **Sign in** screen. The slides do not appear again on this device.

Screen 1.2: Sign in

Use case: the owner signs in to set up the shop. Staff do not use this screen; they use their PIN (Chapter 4).

Who: owner.



Sign in screen with Email and Password and the Continue with Google button

1. Type your **Email** and **Password**, then tap **Sign in**.
2. Or tap **Continue with Google** and pick your Google account.

What you'll see: Your Stores. If you have no store yet, the app opens **Set up your store** instead.

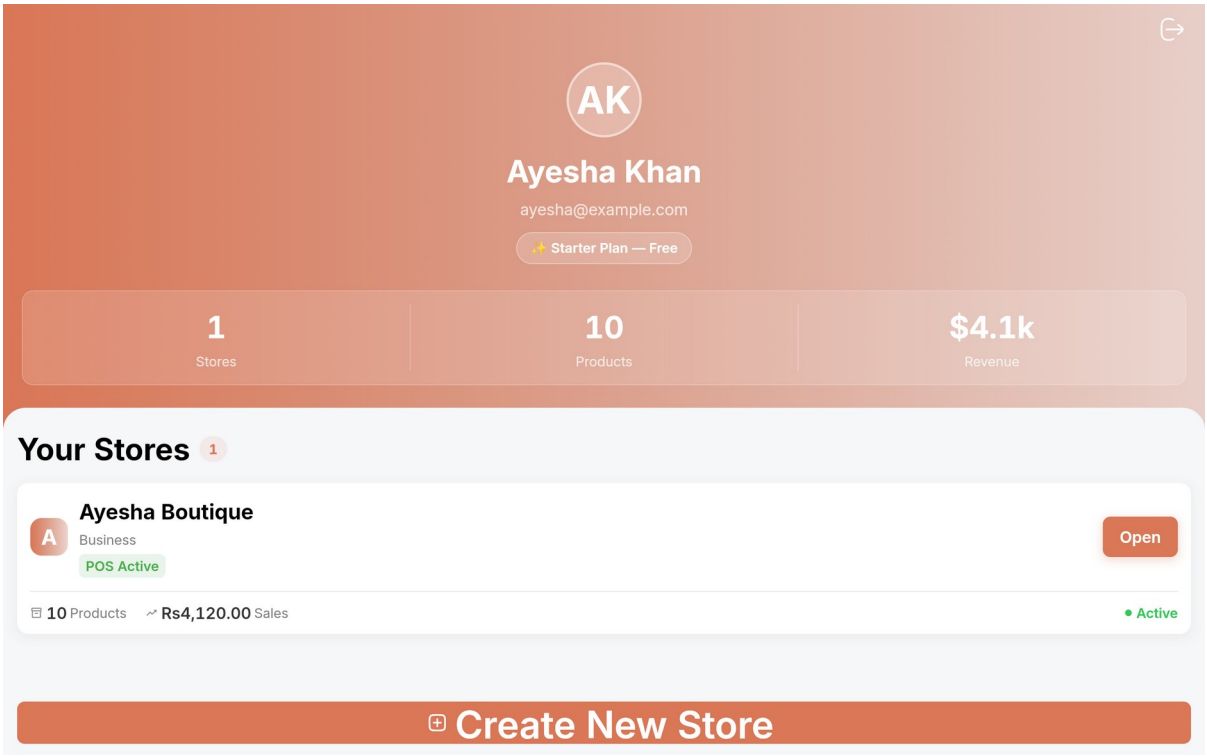
> Tip: new owners can sign up here with Google: the account is created automatically. If you already have a Solvexo online store, sign in with the same account.

> Note: set a password on your Solvexo account even if you use Google. Owner-only screens on a till ask for your **password** (Screen 3.1), and there is no Google option there.

Screen 1.3: Your Stores

Use case: choose which store to work in, or create a new one.

Who: owner.



Your Stores list with a store card, its POS plan badge and the Open button

1. Find your store in **Your Stores**. Its badge shows the POS plan: **POS Active**, **POS Expired** or **No POS Plan**.
2. Tap **Open** on the store.

What you'll see: POS Management for that store (Chapter 2).

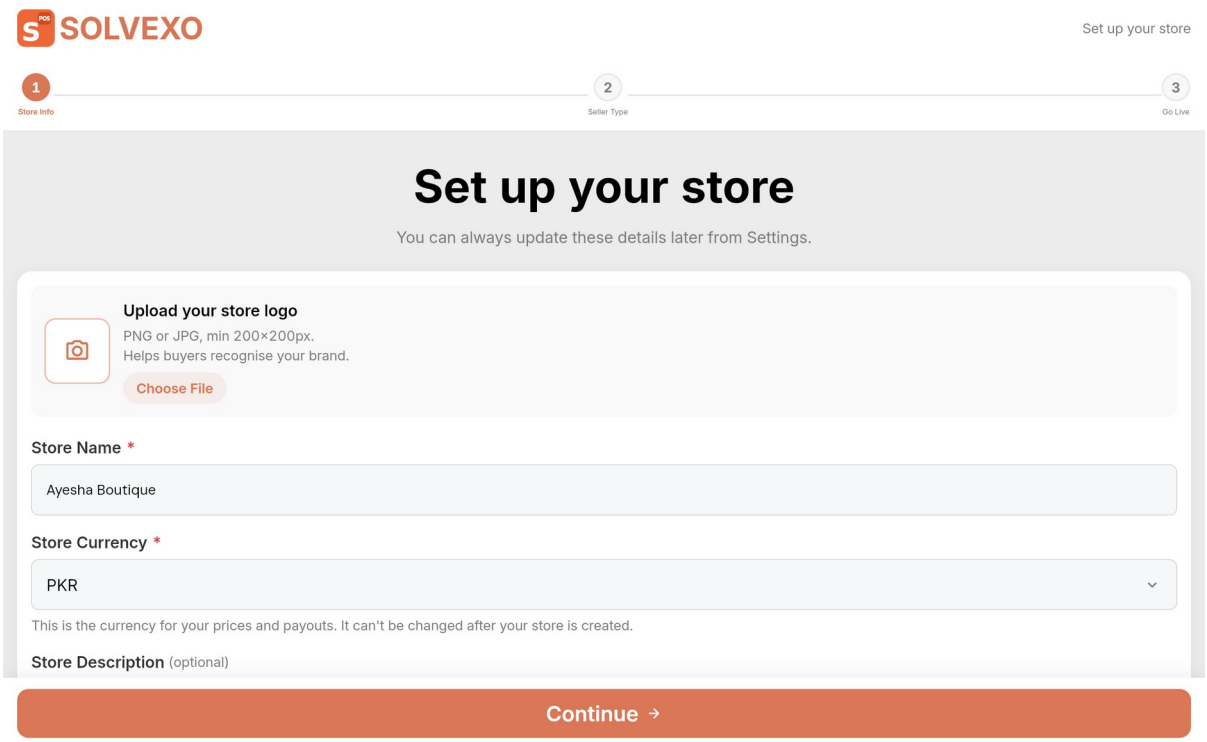
To add another store, tap **Create New Store**. To sign out, tap the sign-out icon at the top, then **Logout**.

> Note: the "Starter Plan — Free" badge and the "$" next to Revenue on this screen are general labels; they do not show your POS plan or your store's currency.

Screen 1.4: Set up your store

Use case: create a store if you don't have one yet. You only see this the first time, or after tapping **Create New Store**.

Who: owner.



Set up your store, step 1 Store Info, with Store Name and Store Currency

1. **Store Info:** type the **Store Name**, an optional **Store Description**, and choose the **Store Currency** (for Pakistan, PKR). You can add a logo with **Choose File**. Tap **Continue**.
2. **Seller Type:** choose what describes you best, for a shop usually **Retailer** or **Brand / Business**. Tap **Continue**.
3. **Go Live:** check the summary and tap **Go to My Dashboard**.

What you'll see: POS Management for your new store.

> Note: the store is only created when you tap **Go to My Dashboard**. If you close the app before that, nothing is saved.

باب 1: آغاز کریں

جس ٹیبلٹ یا فون کو کاؤنٹر بنانا ہے اس پر App Store یا Google Play سے **Solvexo POS** انسٹال کریں۔

اسکرین 1.1: خوش آمدید کی سلائیڈز — پہلی بار ایپ کھلنے پر تین سلائیڈز آتی ہیں۔ **Next** دبائیں (یا **Skip**) اور آخر میں **Get started**۔

اسکرین 1.2: Sign in — صرف مالک کے لیے۔ **Email** اور **Password** لکھ کر **Sign in** دبائیں، یا **Continue with Google** سے سائن اِن کریں۔ نئے مالک Google سے سائن اپ کر سکتے ہیں، اکاؤنٹ خود بن جاتا ہے۔

> Note: اگر آپ Google استعمال کرتے ہیں تب بھی اپنے اکاؤنٹ کا پاس ورڈ ضرور بنائیں، کیونکہ کاؤنٹر پر مالک والی اسکرینیں پاس ورڈ مانگتی ہیں۔

اسکرین 1.3: Your Stores — اپنے اسٹور پر **Open** دبائیں۔ ہر بیج POS پلان دکھاتا ہے: **POS Expired**، **POS Active** یا **No POS Plan**۔ نیا اسٹور بنانے کے لیے **Create New Store**۔

اسکرین 1.4: **Store Name** (1) — **Set up your store** اور **Store Currency** (پاکستان کے لیے PKR) لکھ کر **Continue**۔ (2) **Retailer** یا **Brand / Business** منتخب کر کے **Continue**۔ (3) **Go to My Dashboard** دبائیں۔ اسٹور اسی وقت بنتا ہے جب آپ یہ آخری بٹن دباتے ہیں۔



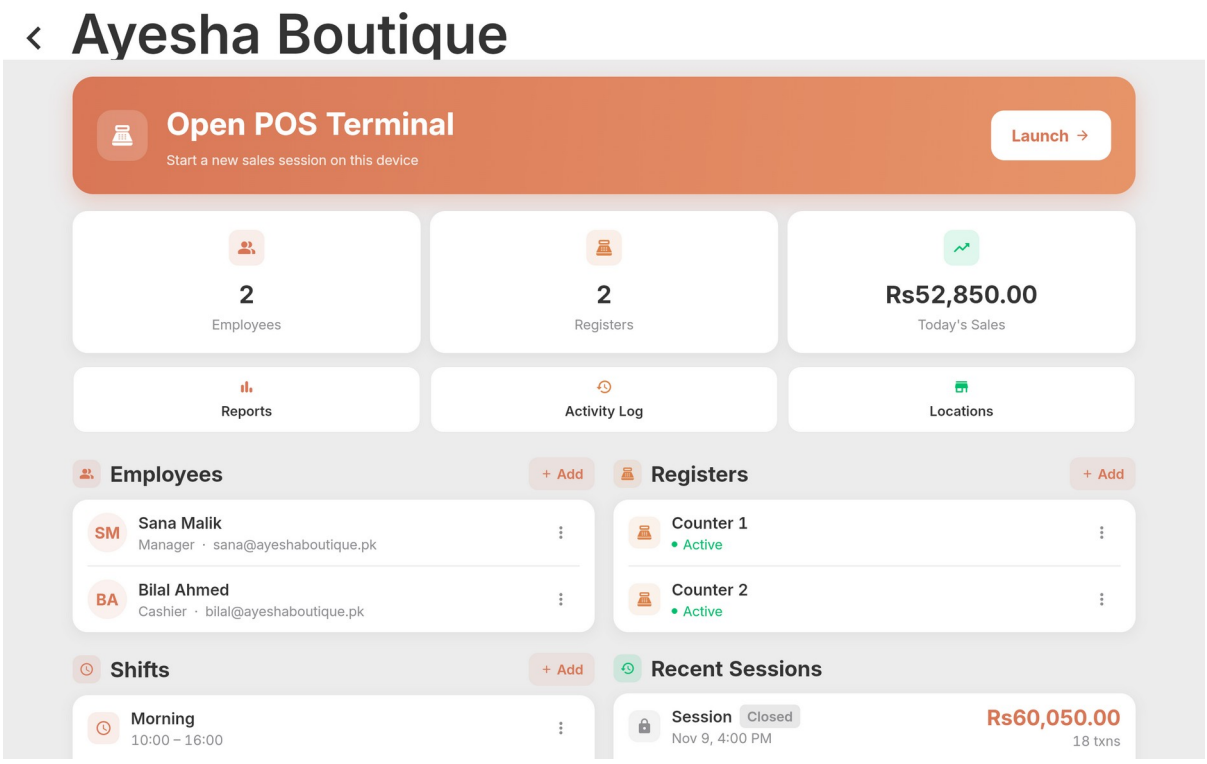
Chapter 2: Set up your team, registers and plan

Everything about your shop's setup lives in **POS Management**. Before anyone can sell you need, in this order: at least one **register**, at least one **shift**, your **employees** (each with a shift and a PIN), and an active **POS plan**.

Screen 2.1: POS Management

Use case: the owner's home for the shop: registers, shifts, staff and recent shifts.

Who: owner. On a till it asks for your password first (Screen 3.1). From the till you reach it through **More → Team & registers**.



POS Management with Open POS Terminal, the Employees, Registers and Shifts sections

What's on the screen:

- **Open POS Terminal** with the **Launch** button: starts selling on this device (Chapter 3).
- The numbers **Employees**, **Registers** and **Today's Sales**.
- Shortcuts **Reports**, **Activity Log** and **Locations**.

- The sections **Employees**, **Registers**, **Shifts** and **Recent Sessions**. Each has an **Add** button.

To add a register (one for each till or counter):

1. In **Registers**, tap **Add**.
2. Type a name such as **Counter 1** and tap **Add Register**.

To add a shift:

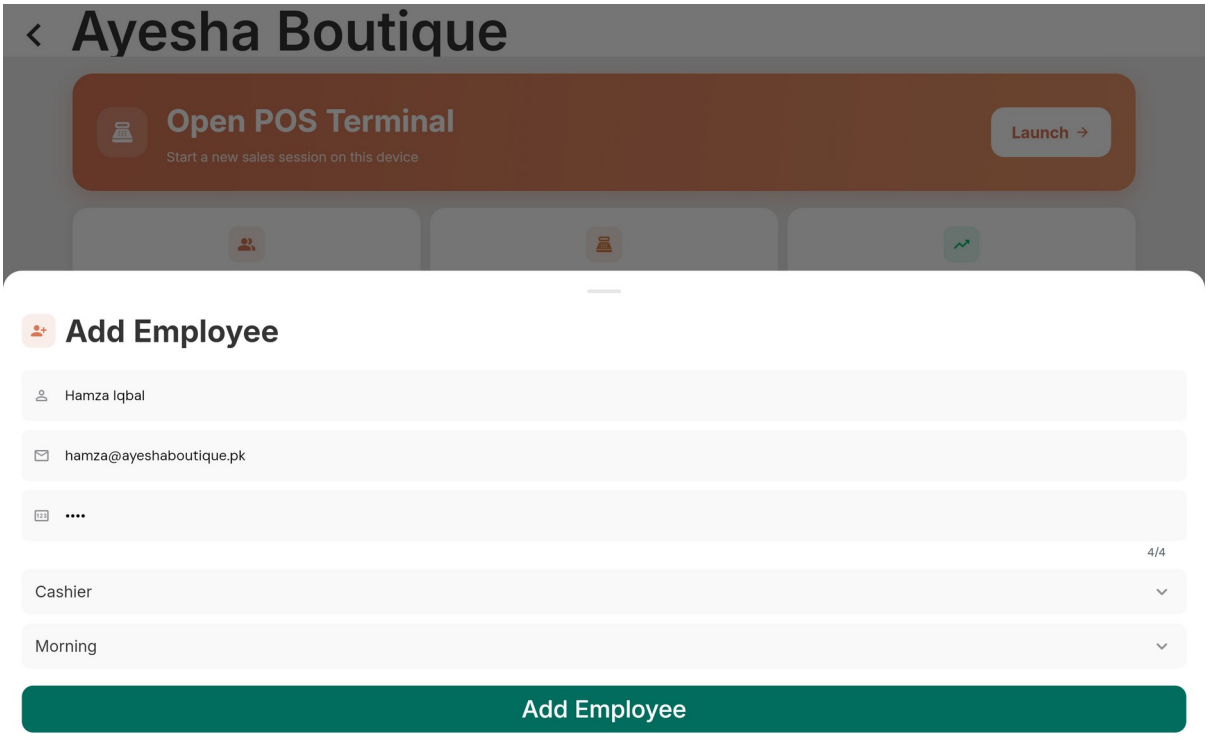
1. In **Shifts**, tap **Add**.
2. Type the **Shift Name** (for example **Morning**), the **Start** time (08:00) and **End** time (16:00), then tap **Add Shift**.

Each register and shift has a menu to **Rename**/**Edit**, **Deactivate** or **Delete** it. A register can't be deleted while a shift is open on it.

Screen 2.2: Add an employee

Use case: give a cashier or manager their own sign-in for the till.

Who: owner.



Add Employee form with Full Name, Email Address, 4-Digit PIN, role and shift

1. In **Employees**, tap **Add**.
2. Type the **Full Name** and **Email Address**.
3. Type a **4-Digit PIN**. Tell it to the employee privately.
4. Choose the role: **Cashier** or **Manager**.
5. Choose the shift in **Assign Shift**.
6. Tap **Add Employee**.

What you'll see: "Employee added successfully." and the employee in the list.

> Note: always choose a shift. The form says it is optional, but an employee without a shift cannot open a register ("No shift assigned to this employee."), and the **Edit** form can't add one later. If you forgot, remove the employee and add them again.

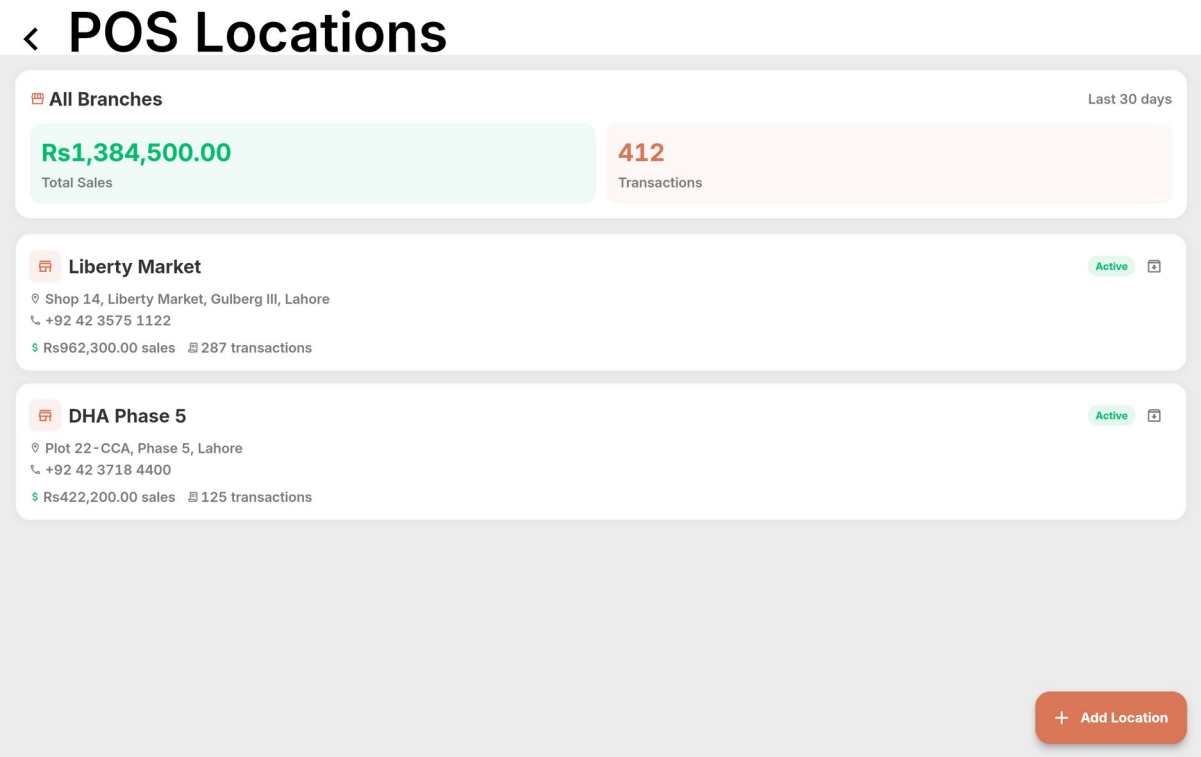
Each employee's menu has **Edit** (name and role), **Reset PIN** and **Remove**.

> Tip: if an employee types a wrong PIN 5 times, they are locked out for 15 minutes; the app only says "Invalid PIN. Please try again." To let them in sooner, use **Reset PIN**.

Screen 2.3: Locations

Use case: keep a list of your branches and see sales per branch for the last 30 days.

Who: owner. Open it from the **Locations** shortcut in POS Management.



POS Locations with All Branches totals and a branch card

1. Tap **Add Location**.
2. Type the **Branch Name** and, if you like, the **Address**, **City** and **Phone**.
3. Tap **Add Location**.

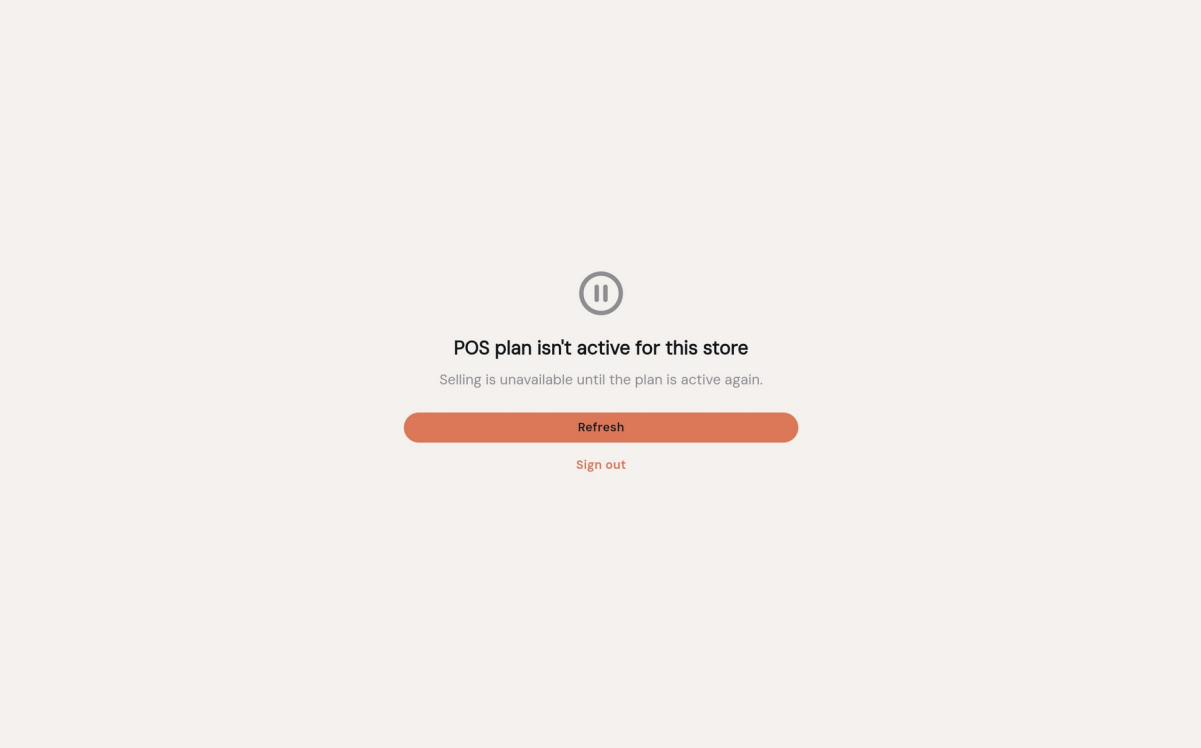
To stop using a branch, tap its archive icon and confirm **Archive**. Its sales stay in your reports.

> Note: locations are optional. In this version of the app you can't link a register or an employee to a location.

Screen 2.4: When the POS plan isn't active

Use case: you see this screen when the store has no active POS plan. It tells you selling is switched off.

Who: anyone at the till.



POS plan isn't active for this store, with Refresh and Sign out

To get selling again:

1. On a computer, sign in to your Solvexo account on the website and buy or renew the POS plan for this store.
2. Back on the till, tap **Refresh**.

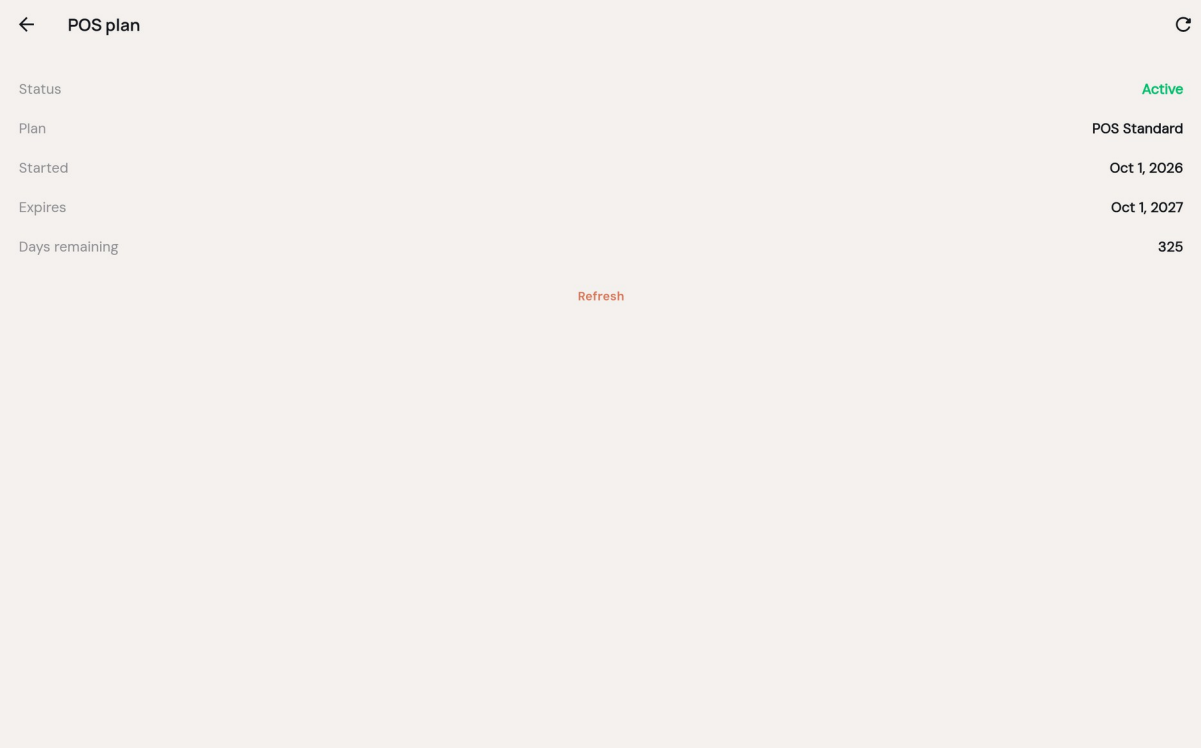
What you'll see: the employee PIN screen, and the till can sell again. If not, the app says "The plan still isn't active."

> Note: the app never shows prices and you can't buy a plan in it. If a plan runs out during an open shift, the shift is not cut off: the till keeps working in **restricted mode**, where it can't sell, but you can still close the shift, see reports, and (as a manager) refund or void a sale.

Screen 2.5: Plan status

Use case: check which POS plan the store has and when it ends.

Who: owner. Open it from **More → Plan status** or **Settings → Plan status**.



POS plan status with Status, Plan, Started, Expires and Days remaining

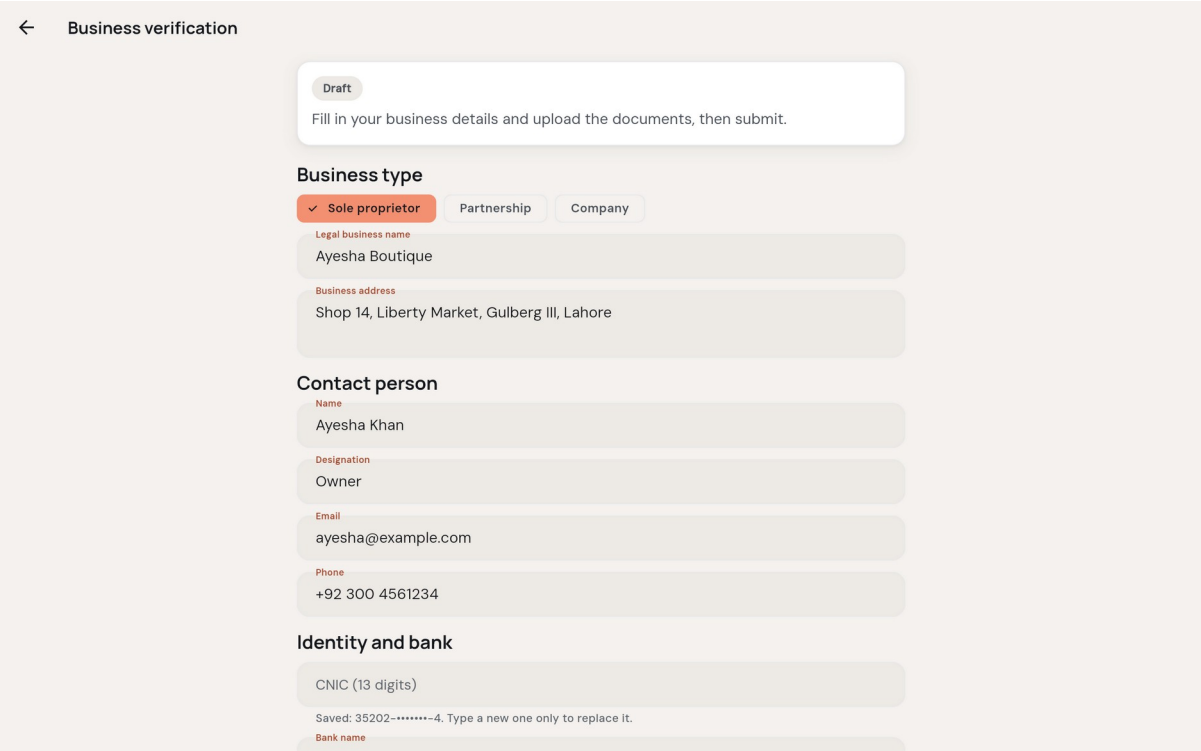
The screen shows **Status** (Active, Expired or No plan), **Plan**, **Started**, **Expires** and **Days remaining**. Tap **Refresh** after renewing on the website.

> Tip: when 7 days or fewer are left, a banner appears in POS Management: "This store's POS plan ends …". Renew before then so selling isn't interrupted.

Screen 2.6: Business verification (for Raast QR)

Use case: send your business details and documents to Solvexo so customers can pay you by **Raast QR**. You can skip this if you only take cash and card.

Who: owner. Open it from **More → Business verification**.



Business verification form with business type, identity and bank details and documents

1. Choose the **Business type**: **Sole proprietor**, **Partnership** or **Company**, then fill in the **Legal business name** and **Business address**.
2. Fill in the **Contact person**.
3. In **Identity and bank**, type your **CNIC (13 digits)**, the **NTN** (for a company or partnership), **Bank name**, **Account title** and **IBAN**.
4. In **Documents**, add each required document with **Camera**, **Photos** or **PDF**: owner CNIC (front and back), and the others marked **Required**.
5. Tap **Save draft** to finish later, or **Submit for review** when everything is in.

What you'll see: "Submitted for review." The status changes to **In review**. When Solvexo approves it, it shows **Verified** and Raast QR switches on. If something needs fixing, it shows **Sent back** with the reason; fix it and tap **Submit again**.

> Note: for your privacy, documents go straight to Solvexo and are not kept on the device. The form is hidden when the app goes to the background or the till locks.

باب 2: ٹیم، رجسٹر اور پلان

شاپ کا سارا سیٹ اپ **POS Management** میں ہوتا ہے۔ فروخت شروع کرنے سے پہلے یہ ترتیب رکھیں: کم از کم ایک رجسٹر، کم از کم ایک **شفٹ**، ملازمین (ہر ایک کے ساتھ شفٹ اور PIN) اور فعال **POS پلان**۔

اسکرین 2.1: **POS Management** — **Registers** میں **Add** دبا کر نام (مثلاً Counter 1) لکھیں اور **Add Register**۔ **Shifts** میں **Add** دبا کر **Shift Name**، **Start** اور **End** وقت لکھیں اور **Add Shift**۔

اسکرین 2.2: ملازم شامل کریں — **Employees** میں **Add** دبائیں۔ **Full Name**، **Email Address** اور **4-Digit PIN** لکھیں، **Cashier** یا **Manager** چنیں، **Assign Shift** میں شفٹ ضرور چنیں اور **Add Employee** دبائیں۔

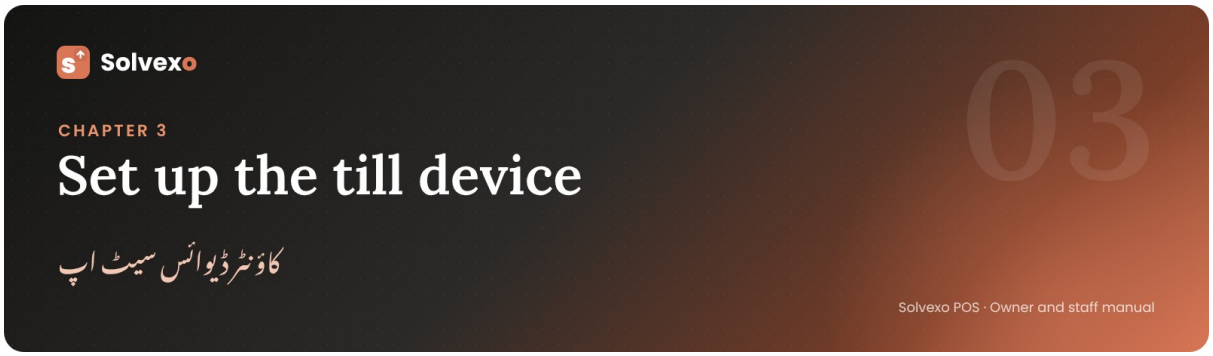
Note: شفٹ لازمی چنیں۔ شفٹ کے بغیر ملازم رجسٹر نہیں کھول سکتا اور بعد میں **Edit** سے شفٹ نہیں لگتی۔ 5 بار غلط PIN پر ملازم 15 منٹ کے لیے بند ہو جاتا ہے؛ فوراً کھولنے کے لیے **Reset PIN** استعمال کریں۔

اسکرین 2.3: **Locations** — اپنی برانچوں کی فہرست۔ **Add Location** دبا کر **Branch Name** لکھیں۔ یہ اختیاری ہے۔

اسکرین 2.4: **پلان فعال نہیں** — ویب سائٹ پر اپنے اکاؤنٹ میں POS پلان خریدیں یا تجدید کریں، پھر کاؤنٹر پر **Refresh** دبائیں۔ ایپ میں پلان نہیں خریدا جا سکتا۔ کھلی شفٹ کے دوران پلان ختم ہو تو شفٹ بند نہیں ہوتی، بس فروخت رک جاتی ہے (restricted mode)۔

اسکرین 2.5: **Plan status** — پلان کا **Expires**، **Status** اور **Days remaining** دکھاتی ہے۔ 7 دن باقی رہنے پر یاد دہانی آتی ہے۔

اسکرین 2.6: Raast QR — **Business verification** سے ادائیگی لینے کے لیے۔ کاروبار کی قسم، **NTN**، **CNIC**، بینک اور **IBAN** لکھیں، دستاویزات **Photos**، **Camera** یا **PDF** سے لگائیں اور **Submit for review** دبائیں۔ منظوری پر حالت **Verified** ہو جاتی ہے۔



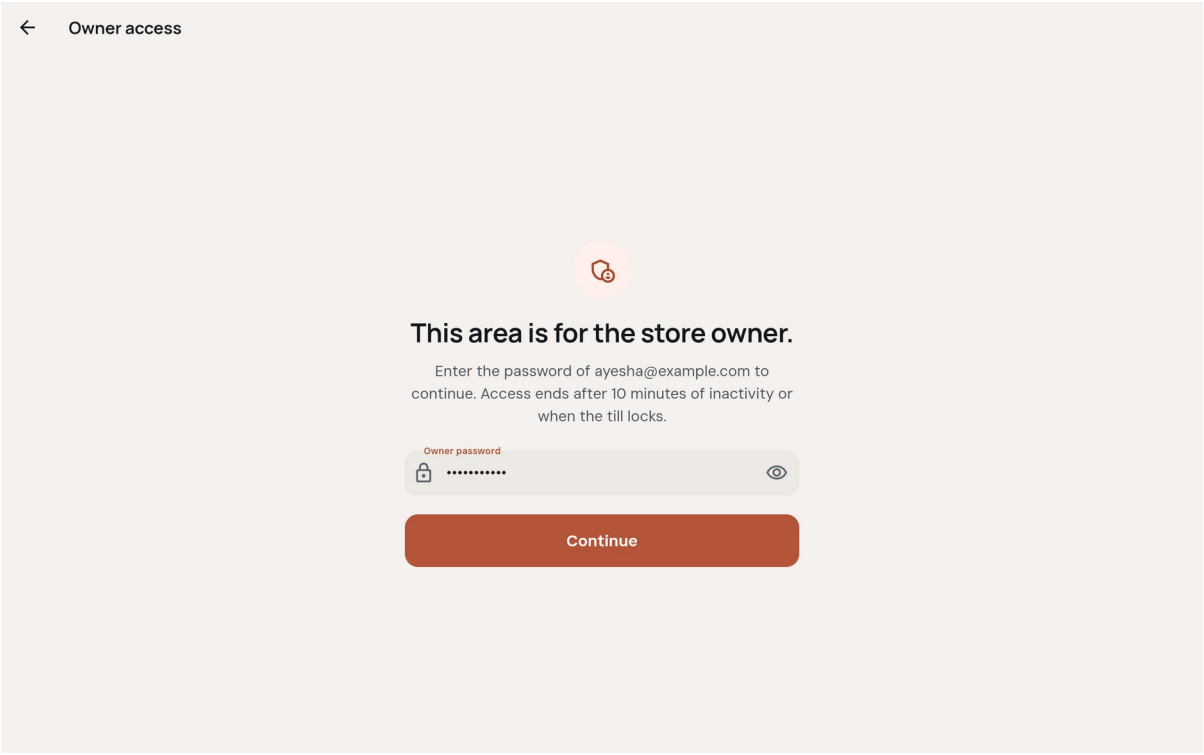
Chapter 3: Set up the till device

Each tablet or phone that will take sales is set up once, by the owner, and linked to one register. After that, your owner password is not kept on the device: staff use their PINs.

Screen 3.1: Owner access

Use case: on a till, owner-only screens (POS Management, Locations, Devices, Plan status, Business verification, tax profile and receipt texts) first ask for the owner's password.

Who: owner.



Owner access screen asking for the owner password

1. Type your **Owner password**.
2. Tap **Continue**.

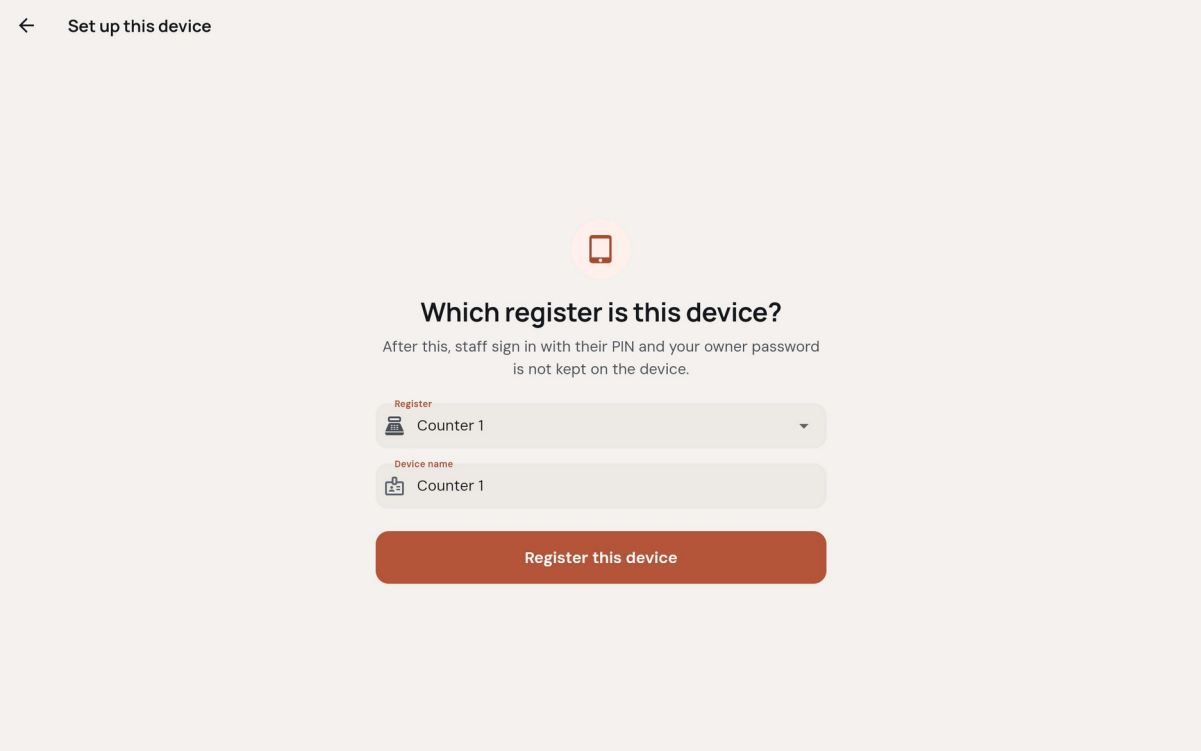
What you'll see: the screen you asked for. Owner access ends after 10 minutes without use, or when the till locks.

> Tip: from the employee PIN screen, the **Owner access** button takes you here and then to POS Management.

Screen 3.2: Set up this device

Use case: link this tablet or phone to one register. You do this once per device.

Who: owner.



Set up this device with the Register dropdown and Device name

1. In POS Management, tap **Launch** on **Open POS Terminal**.
2. In **Register**, choose the register this device is (for example **Counter 1**).
3. Check the **Device name**, or type your own (for example "Front counter iPad").
4. Tap **Register this device**.

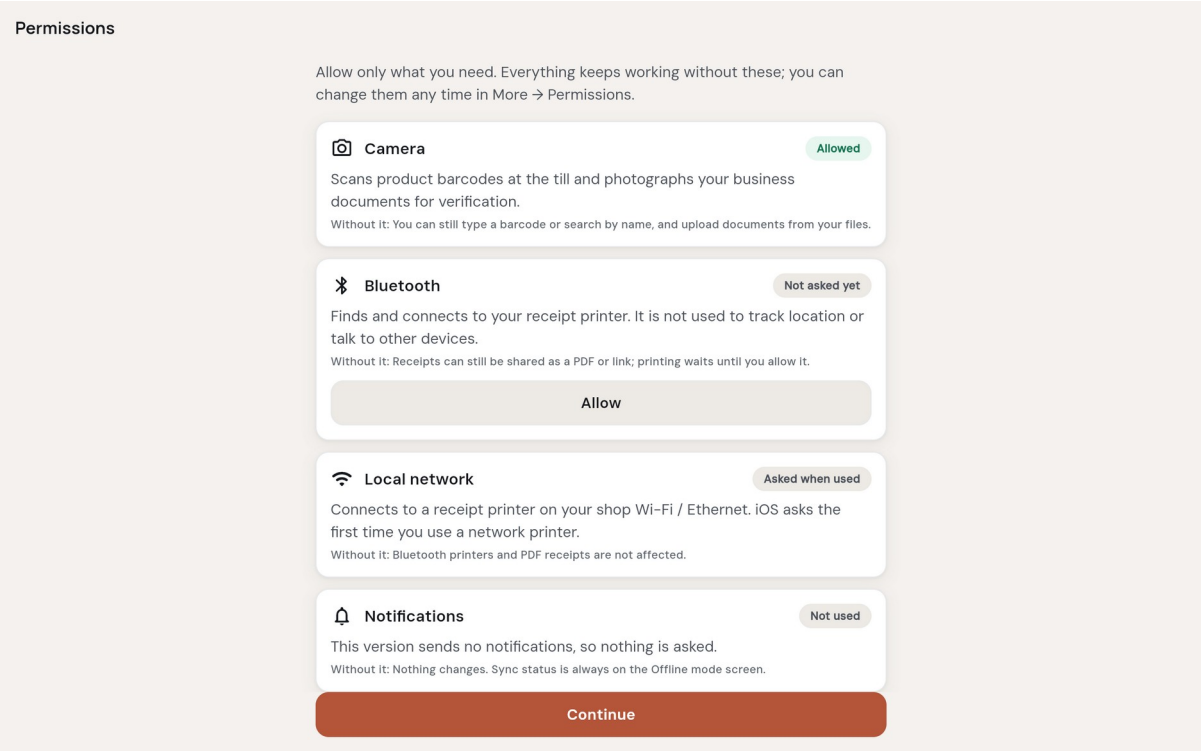
What you'll see: the **Permissions** screen, then the employee PIN screen.

> Note: you need at least one register first: "This store has no registers yet. Create one in management first."

Screen 3.3: Permissions

Use case: allow the phone features the till uses: the **Camera** (barcode scanning, document photos), **Bluetooth** (receipt printer) and, on iPhone/iPad, **Local network** (Wi-Fi printer).

Who: anyone. Open it later from **More → Permissions**.



Permissions screen with Camera, Bluetooth and Local network cards

1. On each card, tap **Allow** for what you need.
2. Tap **Continue**.

Everything keeps working without these: you can type barcodes instead of scanning, and share receipts as a PDF instead of printing. If you refused one earlier, tap **Open Settings** to turn it on.

Screen 3.4: Settings

Use case: the till's settings: tax rate, receipt texts, printer, sound, auto-lock and the shift tools.

Who: anyone with an open shift sees it; some items are for managers or the owner only. Open it from **More → Settings**.



Settings with the Register, Receipt, Store and Shift sections

Sections on this screen:

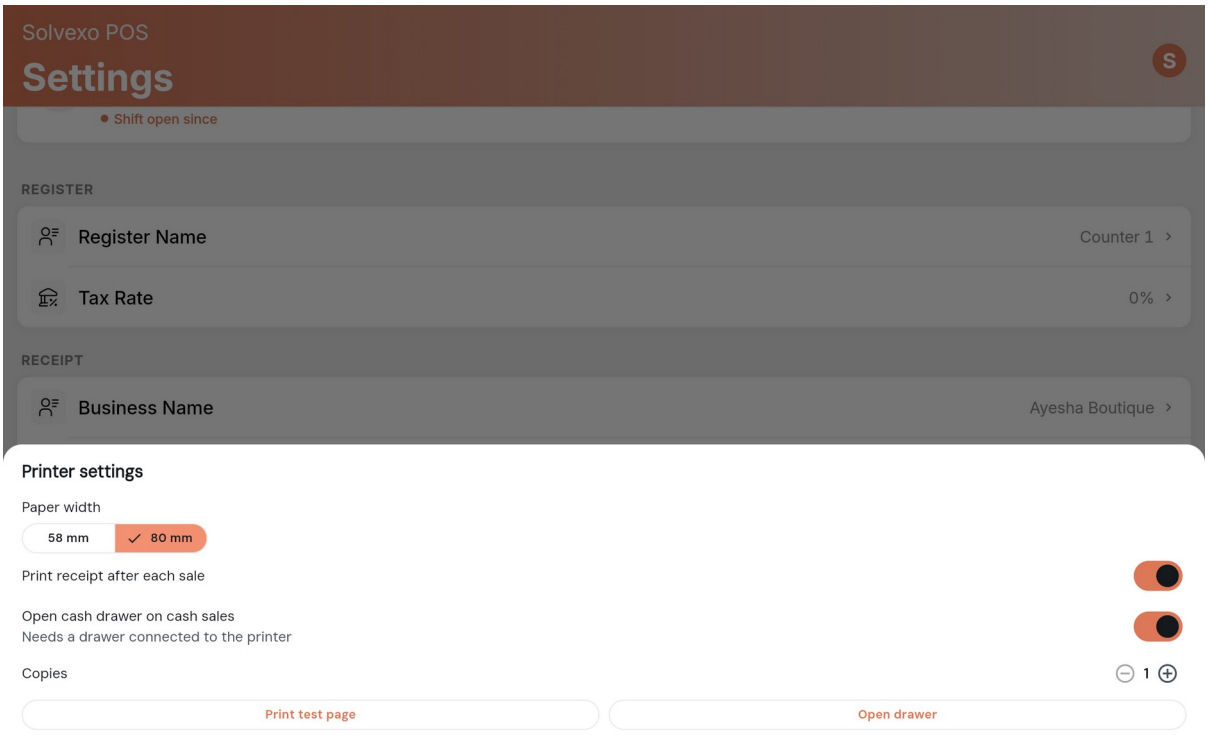
- **REGISTER: Register Name** and **Tax Rate** (the sales tax % added to sales).
- **RECEIPT: Business Name**, **Receipt Header**, **Receipt Footer** (owner), **Business Tax ID** (manager), **Receipt Printer** and **Printer settings**.
- **STORE:** shortcuts to stock and customers.
- **SHIFT: Today's Sales**, **Opening Float**, **Shift History**, **Cash Management**, **Sync & needs attention** and **Close Shift** (Chapter 9).
- **CURRENT PLAN: Plan status**.
- **PREFERENCES: Sound Effects**, and **Auto-Lock** (owner): how long the till waits before locking. Each tap changes it: 1, 5, 10, 15 or 30 minutes. It applies to every till in the store.
- **THIS DEVICE: Devices** and **Delete account** (owner), **Sign out this device** (manager).

To change the receipt texts: tap **Business Name**, **Receipt Header** or **Receipt Footer**, enter the owner password, type the text and tap **Save**.

Screen 3.5: Connect a receipt printer and cash drawer

Use case: print a receipt after each sale, and open the cash drawer on cash sales.

Who: a manager connects the printer and changes printer settings. Printer settings are saved per device.



Printer settings with paper width, auto-print, cash drawer and Print test page

Bluetooth printer:

1. Pair the printer with the tablet in the device's own Bluetooth settings.
2. In **Settings**, tap **Receipt Printer** and choose the **Bluetooth** tab.
3. Tap your printer in the list.

Wi-Fi or network printer:

1. Tap **Receipt Printer**, then the **Network (Wi-Fi/LAN)** tab.
2. Tap **Find printers on this network**, or type the printer's **IP address** (port **9100**).
3. Tap **Save printer**.

Then set it up:

1. Tap **Printer settings**.
2. Choose the **Paper width**: **58 mm** or **80 mm**.
3. Turn on **Print receipt after each sale** if you want automatic printing.
4. If a cash drawer is plugged into the printer, turn on **Open cash drawer on cash sales**.
5. Tap **Print test page** to check, and **Open drawer** to test the drawer.

What you'll see: "Test page sent to the printer." and a printed test page.

> Note: the printer and the tablet must be on the same Wi-Fi network for a network printer. iPhones and iPads can't use older "Bluetooth Classic" printers; use a Wi-Fi printer, or share receipts as a PDF.

باب 3: کاؤنٹر ڈیوائس سیٹ اپ

ہر ٹیبلٹ یا فون ایک بار مالک سیٹ اپ کرتا ہے اور اسے ایک رجسٹر سے جوڑتا ہے۔ اس کے بعد ڈیوائس پر مالک کا پاس ورڈ محفوظ نہیں رہتا، عملہ اپنا PIN استعمال کرتا ہے۔

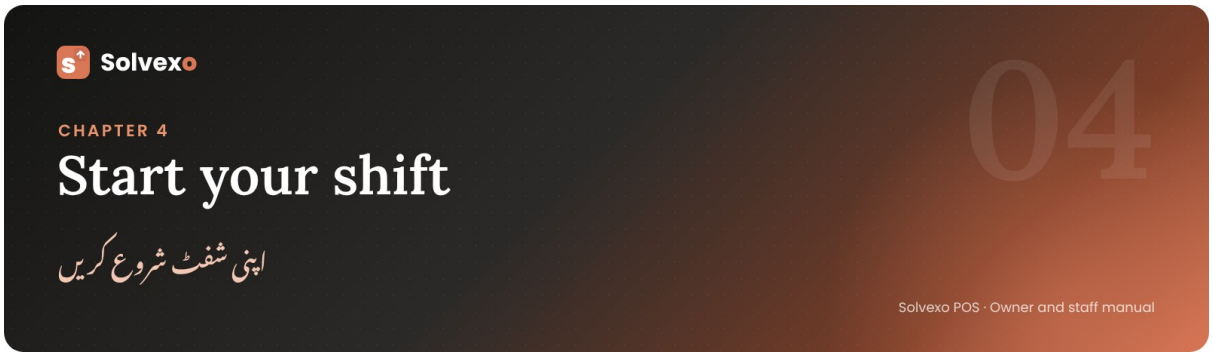
اسکرین 3.1: **Owner access** — مالک والی اسکرینیں کھولنے سے پہلے **Owner password** لکھ کر **Continue** دبائیں۔ یہ رسائی 10 منٹ بے استعمال رہنے پر یا کاؤنٹر لاک ہونے پر ختم ہو جاتی ہے۔

اسکرین 3.2: **Set up this device** میں **Launch** دبائیں، POS Management — **Register** میں رجسٹر چنیں، **Device name** دیکھیں اور **Register this device** دبائیں۔

اسکرین 3.3: **Permissions** — **Camera** (بارکوڈ)، **Bluetooth** (پرنٹر) اور **Local network** کے لیے **Allow** دبائیں، پھر **Continue**۔ ان کے بغیر بھی ایپ چلتی ہے۔

اسکرین 3.4: **More → Settings** — **Settings** سے کھلتی ہے۔ یہاں **Tax Rate**، رسید کے متن، پرنٹر، **Auto-Lock** اور شفٹ کے اوزار ہیں۔ رسید کا متن بدلنے کے لیے مالک کا پاس ورڈ چاہیے۔

اسکرین 3.5: پرنٹر اور کیش دراز — **Receipt Printer** میں **Bluetooth** یا **Network (Wi-Fi/LAN)** سے پرنٹر چنیں۔ پھر **Printer settings** میں **Paper width** (58 یا 80 mm)، **Print receipt after each sale** اور **Open cash drawer on cash sales** آن کریں اور **Print test page** سے جانچ کریں۔ پرنٹر کی سیٹنگز مینیجر بدلتا ہے۔



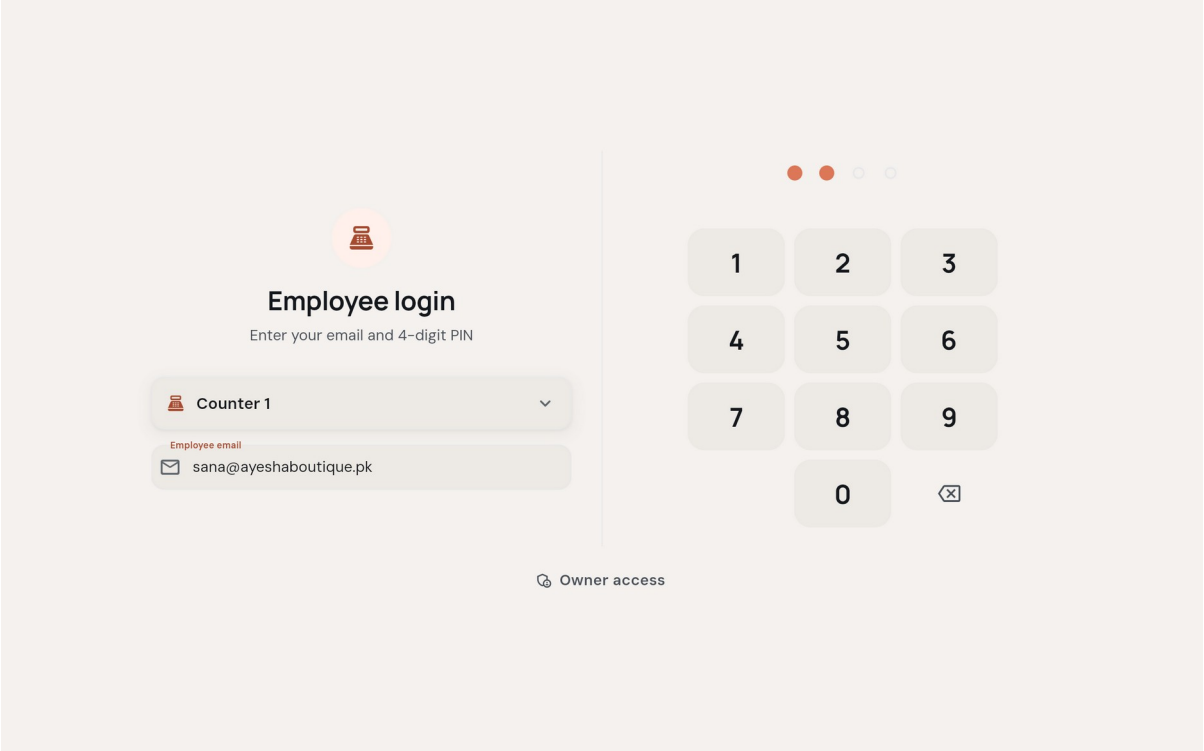
Chapter 4: Start your shift

Every working day starts the same way: sign in with your PIN, then open the register with the cash in the drawer.

Screen 4.1: Employee login

Use case: a cashier or manager signs in to the till.

Who: every employee.



Employee login with the employee email, the register chip and the PIN keypad

1. Type your **Employee email**.
2. Check the register shown, for example **Register: Counter 1**.
3. Tap your 4-digit PIN on the keypad. It signs you in after the 4th digit.

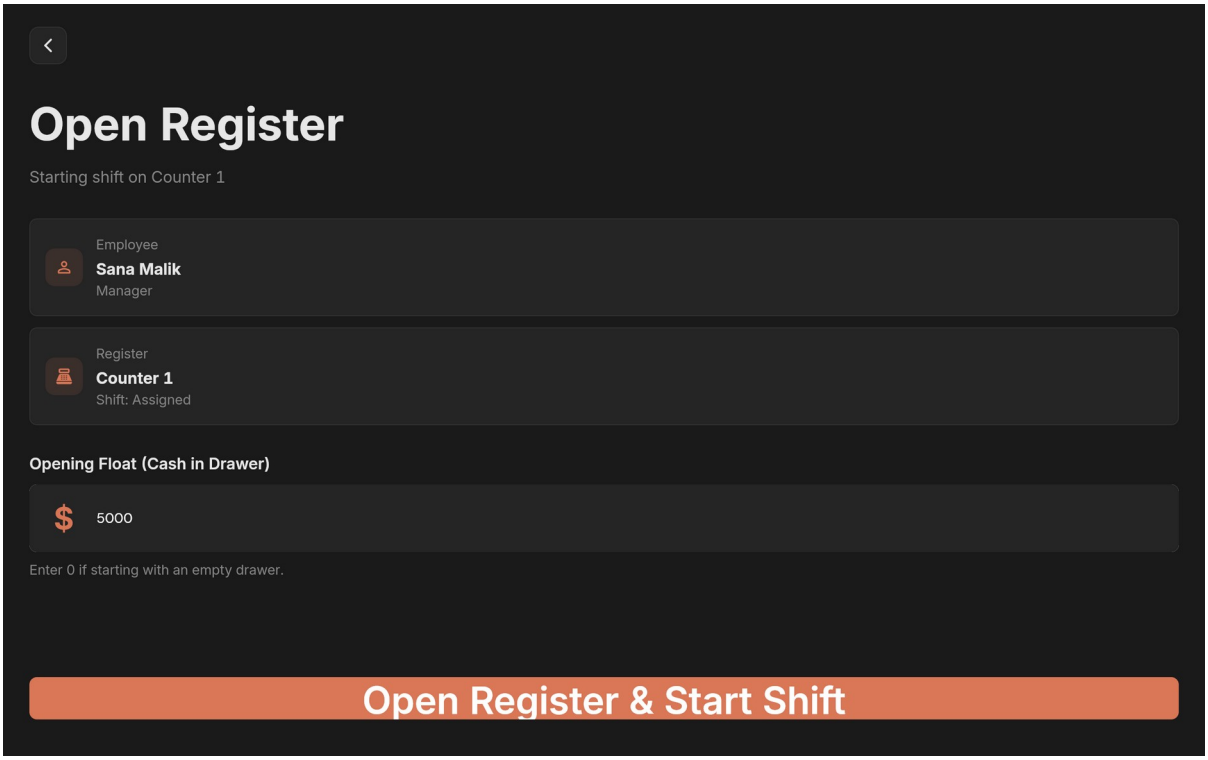
What you'll see: Open Register if no shift is open on this register yet, or the till itself if your shift is already open.

> Note: "You already have an open session on …" means you left a shift open on another register. Go back to that register, or ask a manager to close it.

Screen 4.2: Open the register

Use case: start your shift and record the cash already in the drawer (the "opening float").

Who: every employee.



Open Register with the employee, register, shift and the Opening Float field

1. Count the cash in the drawer.
2. Type it in **Opening Float (Cash in Drawer)**. Type 0 if the drawer is empty.
3. Tap **Open Register & Start Shift**.

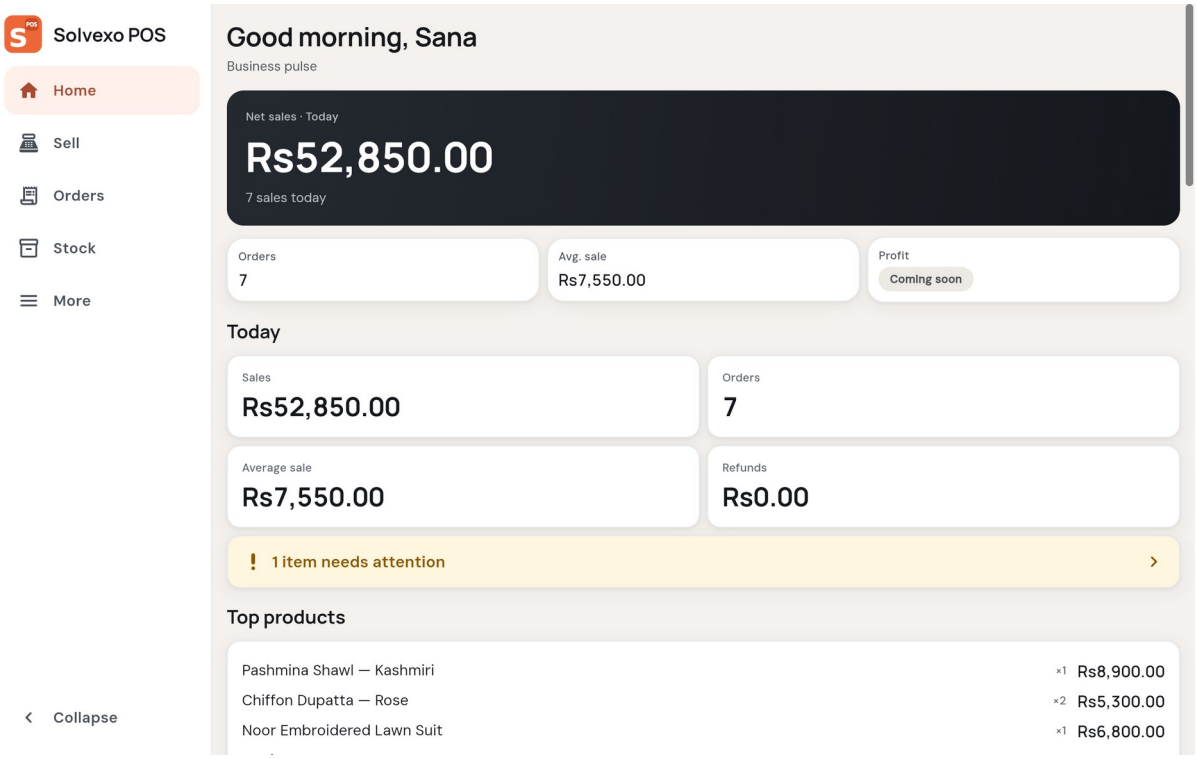
What you'll see: the till, with the tabs **Home**, **Sell**, **Orders**, **Stock** and **More**.

> Note: the "$" sign in money fields is only a label; amounts are always in your store's currency.

Screen 4.3: Home and the till tabs

Use case: find your way around the till.

Who: everyone. Cashiers start on **Sell**; managers start on **Home**.



The Home tab with Business pulse, Quick actions and Needs attention

- **Home:** a greeting, your shift or the shop's numbers (managers), **Quick actions** (**New sale**, **Held sales**), the last 7 days and **Needs attention**.
- **Sell:** the sale screen (Chapter 5).
- **Orders:** today's sales, receipts and returns (Chapter 6).
- **Stock:** products and stock (Chapter 8).
- **More:** everything else: held sales, customers, reports, team, settings and help with syncing.

Rows marked **Soon** (for example Suppliers & purchase orders, Expenses & daybook, Attendance) are not available yet.

Auto-lock: when nobody uses the till for a while (5 minutes unless the owner changed it), it shows **Locked**. Type your PIN to carry on: your cart and any unsynced sales are kept. If someone else is taking over, tap **Switch user**.

باب 4: اپنی شفٹ شروع کریں

اسکرین 4.1: **Employee email** — **Employee login** لکھیں، رجسٹر دیکھیں (مثلاً Counter 1) اور کی پیڈ پر 4 ہندسوں کا PIN دبائیں۔ چوتھے ہندسے پر سائن اِن ہو جاتا ہے۔

اسکرین 4.2: **Open Register** — دراز کا کیش گنیں، **Opening Float (Cash in Drawer)** میں لکھیں (خالی ہو تو 0) اور **Open Register & Start Shift** دبائیں۔ رقم کے خانوں میں "$" صرف نشان ہے، رقم آپ کے اسٹور کی کرنسی میں ہوتی ہے۔

اسکرین 4.3: **Home** اور ٹیبز — **Home** (خلاصہ اور فوری کام)، **Sell** (فروخت)، **Orders** (آج کی فروخت اور واپسی)، **Stock** (اسٹاک) اور **More** (باقی سب)۔ کچھ دیر استعمال نہ ہو تو کاؤنٹر **Locked** ہو جاتا ہے؛ اپنا PIN لکھ کر جاری رکھیں، کارٹ محفوظ رہتا ہے۔ دوسرا شخص سنبھالے تو **Switch user** دبائیں۔



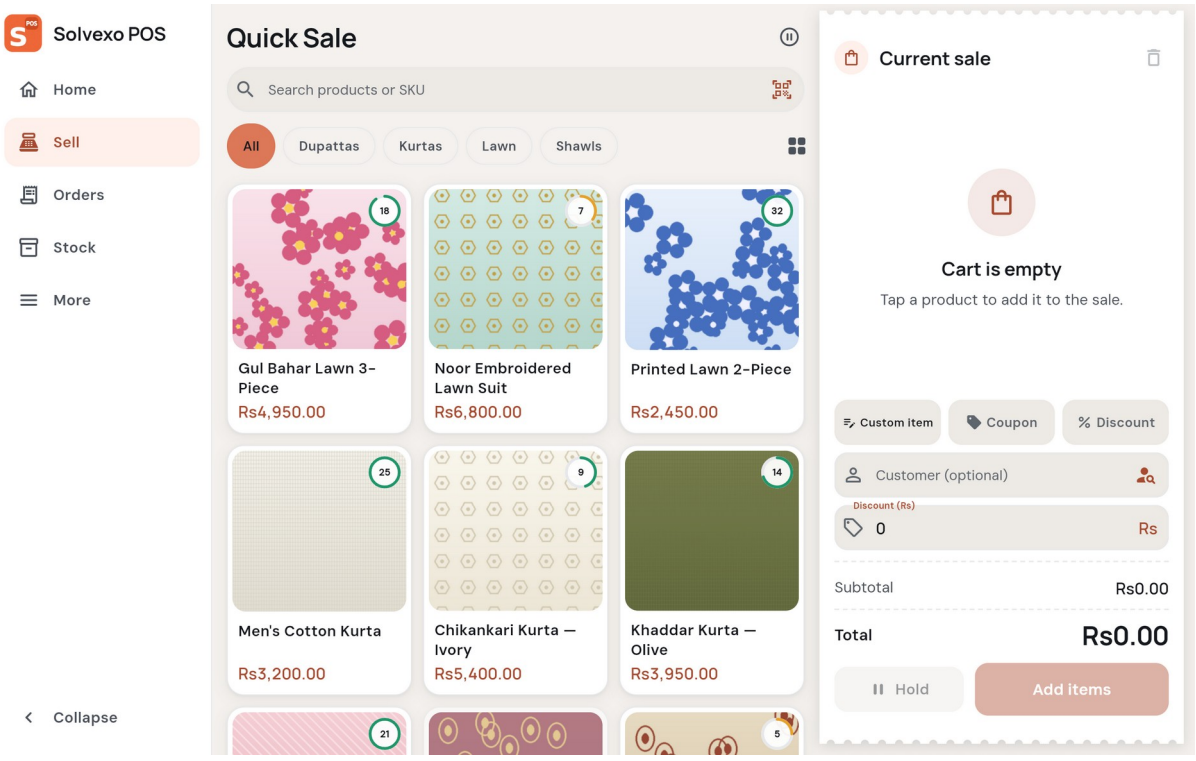
Chapter 5: Make a sale

The **Sell** tab is where you ring up sales. On a tablet the products are on the left and the cart (**Current sale**) on the right. On a phone, the cart opens from the bar at the bottom.

Screen 5.1: The sale screen

Use case: find products and add them to the sale.

Who: everyone with an open shift.



Quick Sale screen with search, category chips, the product grid and an empty cart

Add products in any of these ways:

1. **Tap a product.** Each tap adds one more. If it has sizes or colours, choose one in **Select variant**.
2. **Search:** type a name, SKU or barcode in **Search products or SKU**.
3. **Category:** tap a category chip to see only those products.
4. **Barcode scanner:** with a USB or Bluetooth scanner, just scan while on this screen.

5. **Camera:** tap the scan icon, then **Scan with camera**, or type the **Barcode number**.

> Tip: press and hold a product to see its details and stock before adding it.

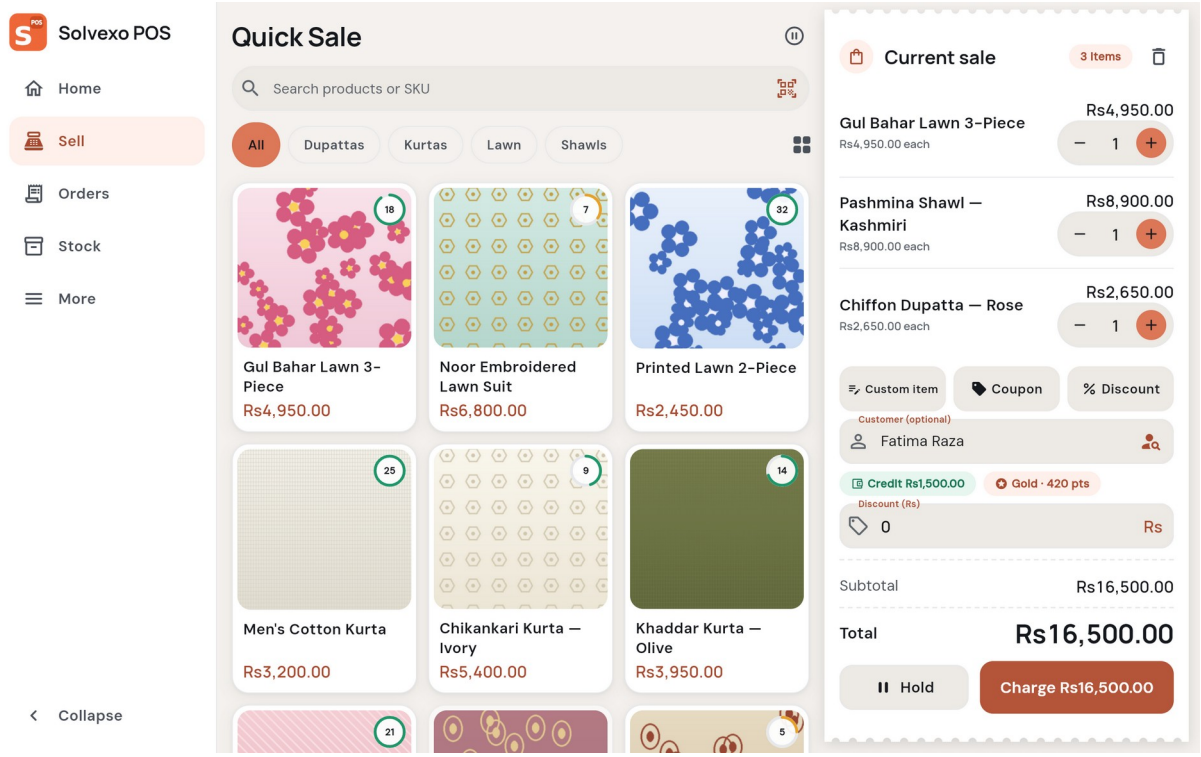
Custom item: for something not in your catalogue (for example alterations), tap **Custom item**, type the **Item name**, **Price** and **Quantity**, and tap **Add to sale**. A manager may be asked to approve it.

> Note: products that are sold out can't be added. "No product found for that barcode." means the barcode isn't on any product yet; a manager can add it in **Catalog** (Screen 8.2).

Screen 5.2: The cart and the customer

Use case: check the items, change quantities and attach the customer.

Who: everyone.



Current sale with three items, a customer attached and the totals

1. Use **−** and **+** to change a quantity. Swipe a line to the left to remove it (tap **Undo** if you didn't mean to).
2. To attach a customer, tap the search icon in **Customer (optional)**, find them in **Select customer**, and tap their name. Leave it empty for a **Walk-in** customer.
3. Check **Subtotal**, **Tax** and **Total**.

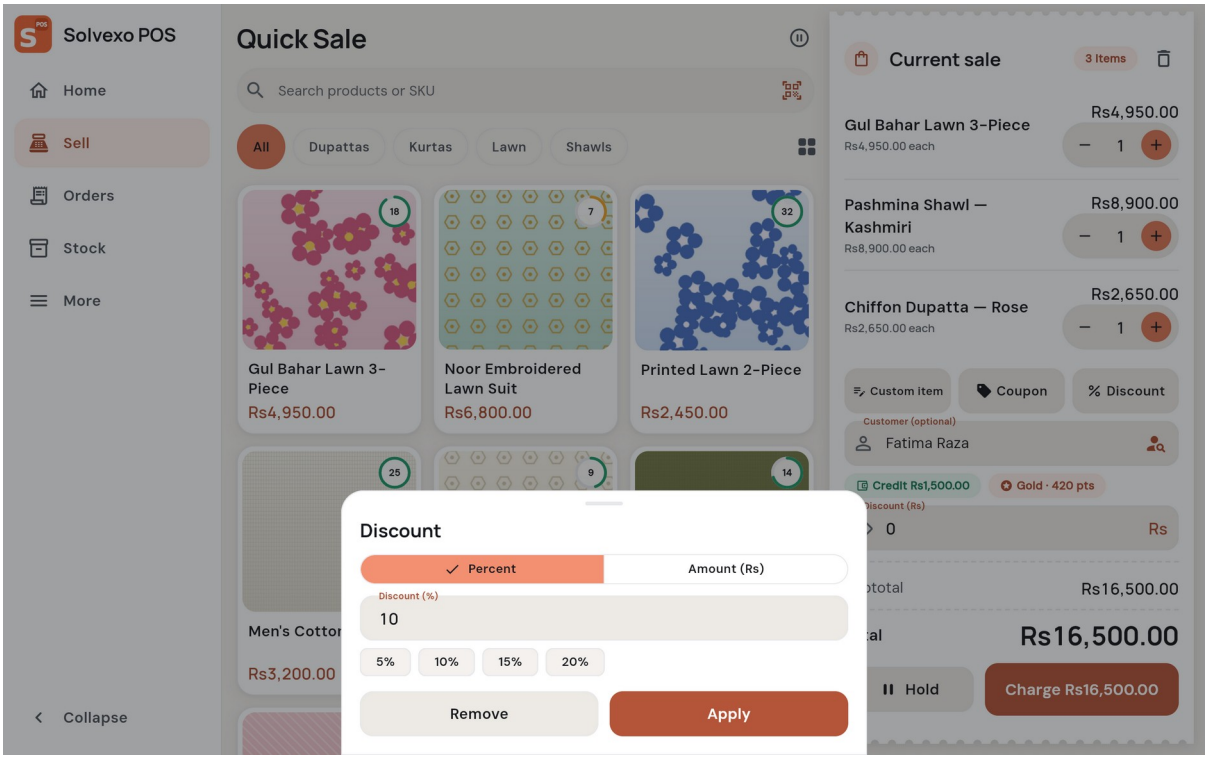
Once a customer is attached you can see their store credit and loyalty points. To add a new customer here, tap **Add customer** in the customer list (needs internet).

> Tip: the cart is saved as you go. If the app closes, the cart is still there when you open it again.

Screen 5.3: Discounts and coupons

Use case: take money off the whole sale.

Who: discounts: **managers only**. Coupons: everyone.



The Discount box with Percent or Amount and the quick 5%, 10%, 15% and 20% chips

To give a discount (manager):

1. Tap **Discount**.
2. Choose **Percent** or **Amount**.
3. Type the discount, or tap **5%**, **10%**, **15%** or **20%**.
4. Tap **Apply**.

To use a coupon:

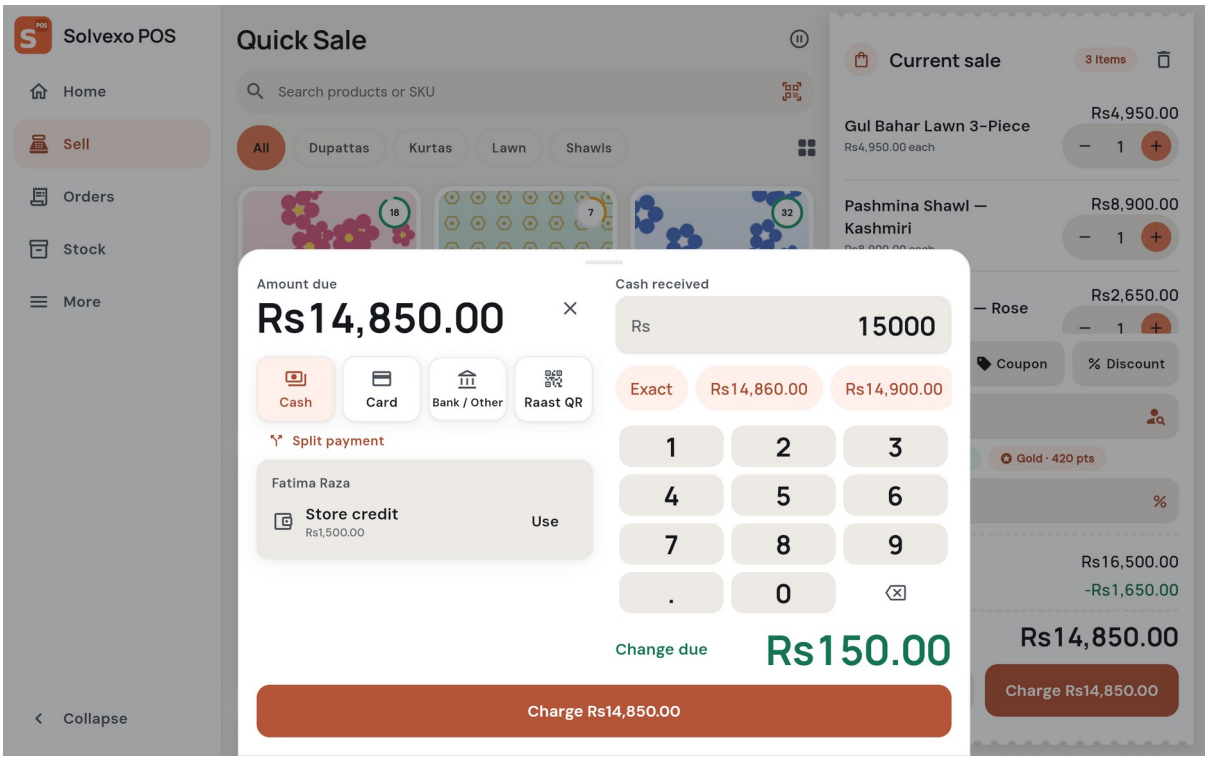
1. Tap **Coupon**.
2. Type the **Coupon code** and tap **Apply coupon**.

> Note: a discount is for the whole sale; there is no discount on a single line. A coupon and a discount can't be used on the same sale. Coupons need an internet connection. A cashier who needs a discount must ask a manager to sign in.

Screen 5.4: Take payment

Use case: take the customer's money and finish the sale.

Who: everyone.



Payment with Amount due, the Cash, Card, Bank / Other and Raast QR tiles and the cash keypad

1. Tap **Charge** (the button shows the total, for example **Charge Rs 7,350**).
2. Choose how the customer pays:
   - **Cash:** type the cash you were given, or tap **Exact** or a rounded amount. The till shows **Change due**.
   - **Card:** take the payment on your card machine first, then type the **Card auth code** if you want to record it.
   - **Bank / Other:** for a bank transfer or wallet; type the **Reference** if you have one.
   - **Raast QR:** shows a QR code that the customer scans with their banking app. The sale finishes only after the payment is confirmed (needs Business verification, Screen 2.6, and internet).
3. Tap **Charge** at the bottom.

What you'll see: Sale complete (Screen 5.6). The receipt prints, and the cash drawer opens on cash sales, if you turned these on in Screen 3.5.

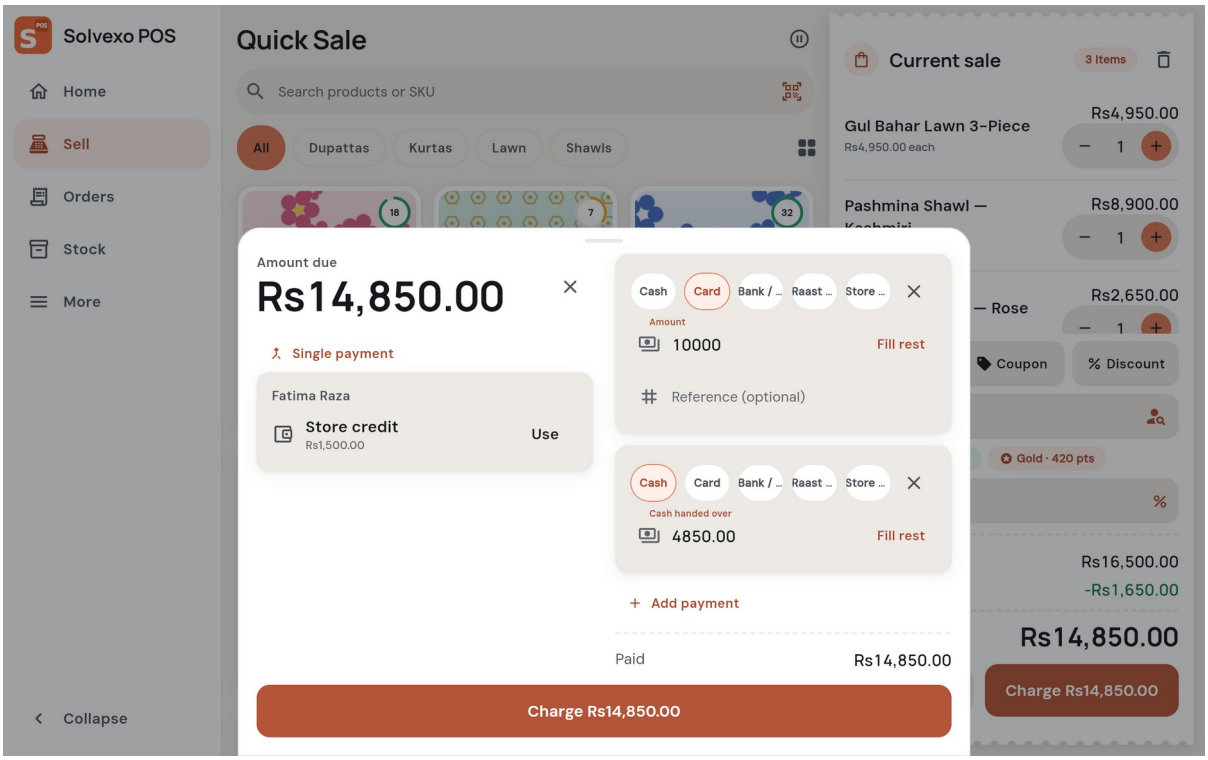
> Note: if prices or tax changed since the till last loaded them, the till asks "Total updated … Charge this amount?". Check the new total with the customer, then tap **Charge**.

> Tip: if Charge fails, tap it again. The till sends the same sale again, so the customer is never charged twice.

Screen 5.5: Split payment, store credit and points

Use case: the customer pays with more than one method, for example part card and part cash, or uses their store credit or points.

Who: everyone.



Split payment with a Card row, a Cash row, Paid and Change due

1. In the payment screen, tap **Split payment**.
2. In each row, choose the method and type the **Amount**. Tap **Fill rest** to put the remaining amount in that row.
3. To add another method, tap **Add payment**.
4. When **Remaining** is zero, tap **Charge**.

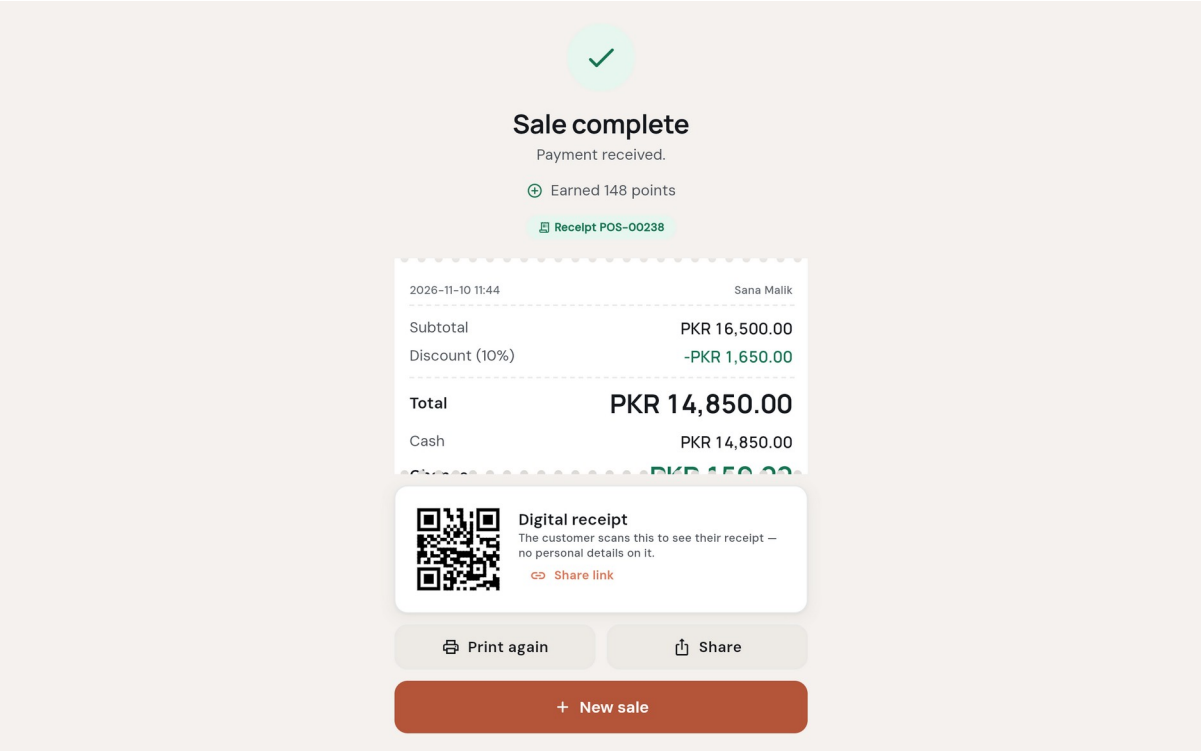
Store credit: if the customer has credit, tap **Use** next to **Store credit**. **Points:** use the stepper next to **Redeem points**; the till shows how much it takes off.

> Note: card and other payments can't be more than the total; only cash can be more (the rest is change). Store credit and points need internet, and points can't be used together with a coupon or discount.

Screen 5.6: Sale complete

Use case: give the customer their receipt and start the next sale.

Who: everyone.



Sale complete with the receipt, the digital receipt QR and the Print again, Share and New sale buttons

- **Print again:** print another copy.
- **Share:** send the receipt as a PDF (WhatsApp, email and so on).
- **Digital receipt:** the customer scans the QR code to see the receipt on their phone, or tap **Share link**.
- **New sale:** clear the screen for the next customer.

If you're offline: the screen says **Saved offline** and the receipt number starts with **OFF-**. The sale uploads by itself when the internet is back. Do not ring it up again.

باب 5: فروخت کریں

اسکرین 5.1: فروخت کی اسکرین — پروڈکٹ پر ٹیپ کریں (ہر ٹیپ پر ایک اور)، **Search products or SKU** میں تلاش کریں، کیٹیگری چنیں، بارکوڈ اسکینر سے اسکین کریں یا کیمرے سے **Scan with camera**۔ کیٹلاگ سے باہر چیز کے لیے **Custom item**۔

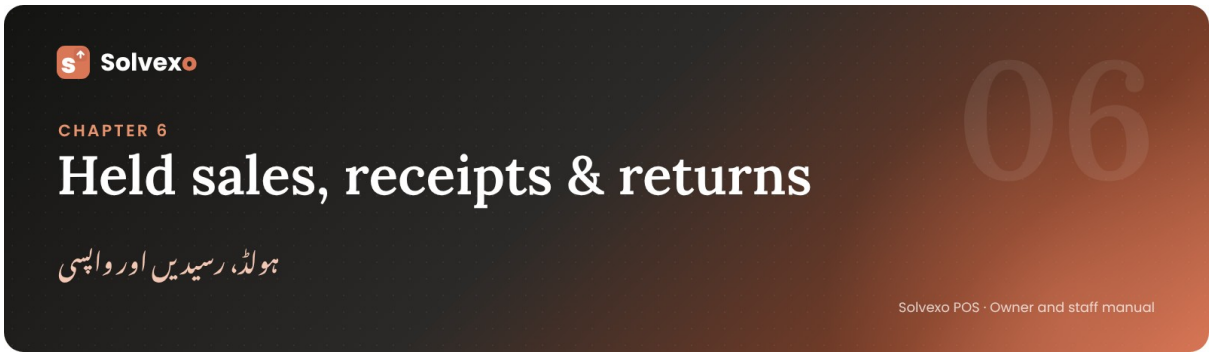
اسکرین 5.2: کارٹ اور گاہک — − اور + سے مقدار بدلیں، لائن کو بائیں سوائپ کر کے ہٹائیں۔ **Customer (optional)** میں گاہک تلاش کر کے لگائیں، ورنہ **Walk-in**۔

اسکرین 5.3: ڈسکاؤنٹ اور کوپن — ڈسکاؤنٹ صرف مینیجر دے سکتا ہے: **Discount** دبائیں، **Percent** یا **Amount** چنیں اور **Apply**۔ کوپن کے لیے **Coupon** میں کوڈ لکھ کر **Apply coupon**۔ کوپن اور ڈسکاؤنٹ ایک ساتھ نہیں لگتے، اور کوپن کے لیے انٹرنیٹ ضروری ہے۔

اسکرین 5.4: ادائیگی — **Charge** دبائیں، پھر **Cash** (ملی ہوئی رقم لکھیں، **Change due** نظر آئے گا)، **Card / Bank**، **Other** یا **Raast QR** چنیں اور نیچے **Charge** دبائیں۔ اگر Charge ناکام ہو تو دوبارہ دبائیں؛ گاہک سے دو بار رقم نہیں کٹتی۔

اسکرین 5.5: Split payment — **Split payment** دبا کر ہر قطار میں طریقہ اور **Amount** لکھیں، **Fill rest** سے باقی رقم بھریں۔ گاہک کا **Store credit** (Use) یا **Redeem points** بھی استعمال ہو سکتا ہے؛ ان کے لیے انٹرنیٹ چاہیے۔

اسکرین 5.6: **Sale complete** — **Print again**، **Share** (PDF)، ڈیجیٹل رسید کا QR یا **New sale**۔ آف لائن ہونے پر **Saved offline** اور رسید نمبر **OFF**- سے شروع ہوتا ہے؛ انٹرنیٹ آنے پر خود اپ لوڈ ہو جاتی ہے، دوبارہ فروخت نہ کریں۔

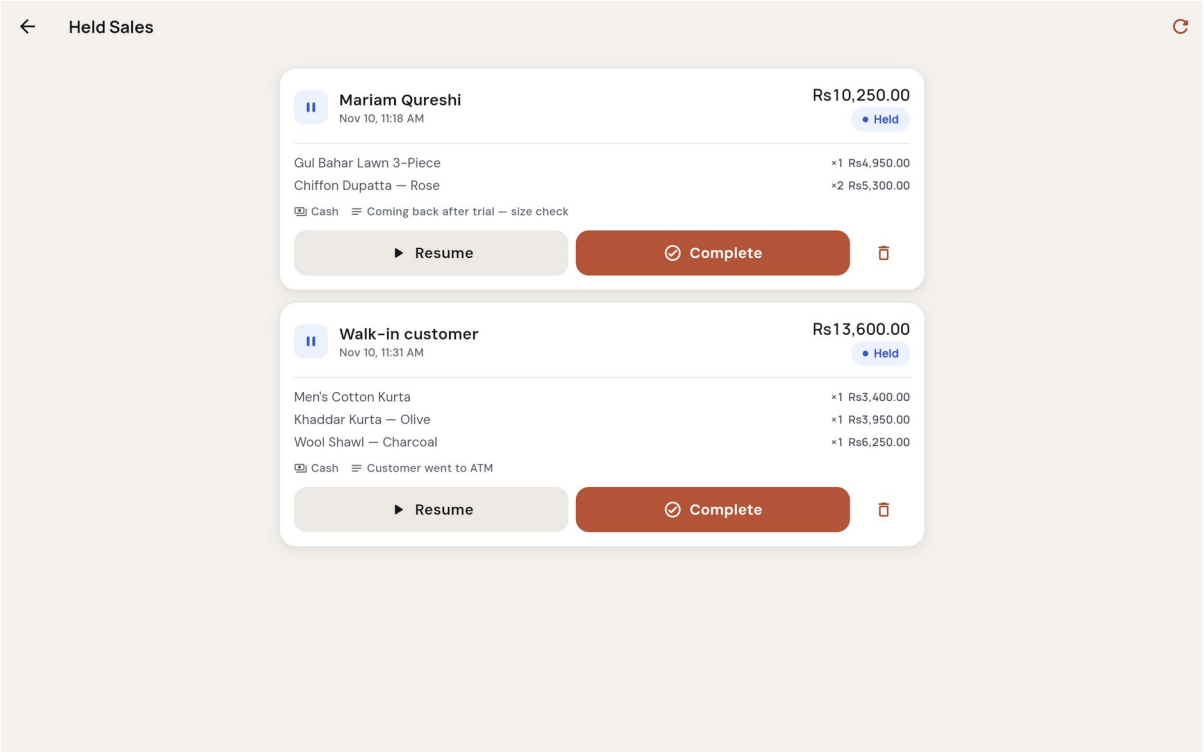


Chapter 6: Held sales, receipts and returns

Screen 6.1: Hold a sale and resume it

Use case: the customer steps away (to fetch money, or try something on). Park the sale, serve the next customer, and come back to it.

Who: everyone.



Held Sales list with a held sale card and the Resume and Complete buttons

To hold a sale:

1. In the cart, tap **Hold**.
2. Tap **Hold sale**.

To come back to it:

1. Tap the **Held sales** icon at the top of the Sell screen (or **More → Held sales**).
2. On the sale, tap **Resume** to put it back in the cart, or **Complete** to finish it straight away by choosing how it was paid.

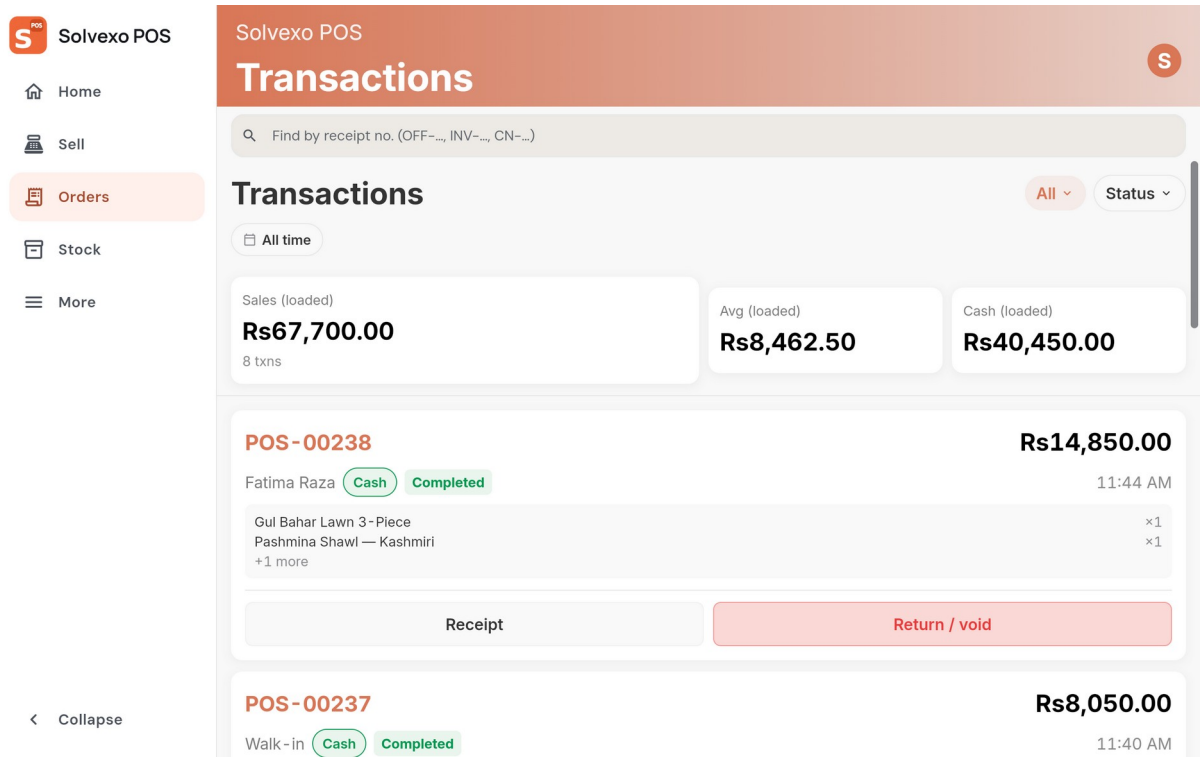
To delete a held sale, tap the bin icon, confirm **Discard** and choose a reason.

> Note: a held sale doesn't take stock until it is completed. A coupon is not kept on a held sale; it is checked again when you resume. You can't close your shift while there are held sales.

Screen 6.2: Orders (today's sales)

Use case: find a sale to reprint its receipt or start a return.

Who: everyone.



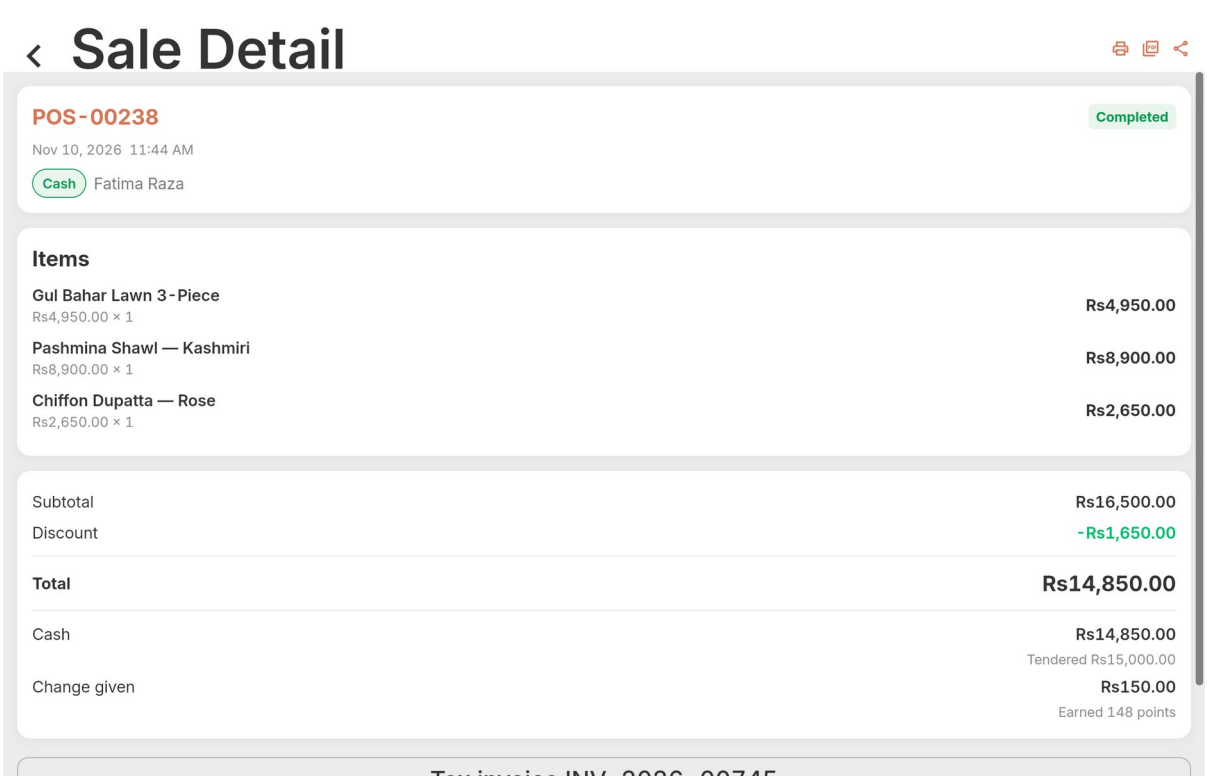
Transactions list with receipt numbers, status and payment badges

1. Open the **Orders** tab. It shows the sales of the current shift.
2. Filter by date, **Filter by Payment** or **Filter by Status** if you need to.
3. To find any sale in the store (for example for a return at another counter), type its receipt number in **Find by receipt no.**
4. Tap **Receipt** to open the sale, or **Return / void** to start a return.

Screen 6.3: Sale detail and tax invoice

Use case: see everything about one sale, reprint the receipt or open the tax invoice.

Who: everyone.



Sale Detail with the items, totals, payments and the Tax invoice and Return or void buttons

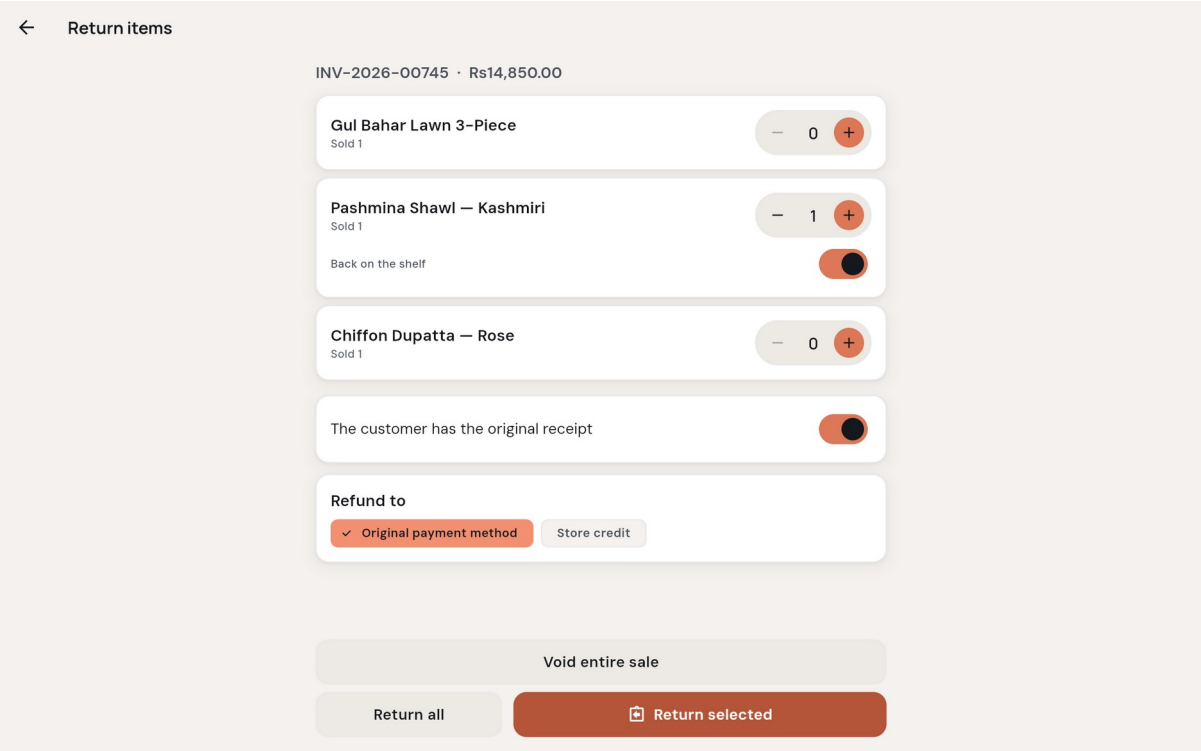
- The icons at the top **print**, make a **PDF** or **share** the receipt. Reprints are marked **COPY**.
- **Tax invoice** opens a numbered tax invoice (INV-…) with your NTN and STRN (from **Store tax profile**). You can **Print**, **Share PDF** or **Share link**.
- **Return or void** starts a return (Screen 6.4).

> Note: tax invoices are not reported to FBR automatically in this version.

Screen 6.4: Returns, refunds and voids

Use case: take items back and give the customer their money back, or cancel a whole sale.

Who: managers, and cashiers if the owner allows it (**Store tax profile → Cashiers may process returns**). Big or late returns, and returns without a receipt, need a manager's approval.



Return items with the original receipt switch, item quantities and Back on the shelf

1. Open the sale (Screen 6.3) and tap **Return or void**.
2. Leave **The customer has the original receipt** on if they have it.
3. For each item coming back, set the quantity. To take everything back, tap **Return all**.
4. For each item, choose **Back on the shelf** (it goes back into stock) or **Not going back on the shelf** and say why (for example "damaged").
5. If the sale has a customer, choose **Refund to**: **Original payment method** or **Store credit**.
6. Tap **Return selected**, choose the reason and tap **Continue**. If a manager is asked for, they approve with their email and PIN.

What you'll see: Return recorded, a **Credit note** number (CN-…), and **Now give the customer**, which tells you exactly what to hand back (for example "Give Rs 2,450 in cash from the drawer" or "Refund … on the card machine"). Print the return receipt or the credit note if needed.

To void a whole sale (manager): on the return screen, tap **Void entire sale**, choose a reason and confirm.

> Note: returns, refunds and voids need internet. Card and other payments are refunded first and cash last; change given is never refunded.

باب 6: ہولڈ، رسیدیں اور واپسی

اسکرین 6.1: **Held sales** — گاہک کچھ دیر کے لیے جائے تو کارٹ میں **Hold** اور پھر **Hold sale** دبائیں۔ واپس آنے پر **Held sales** کھول کر **Resume** (کارٹ میں واپس) یا **Complete** (ادائیگی کا طریقہ چن کر مکمل) دبائیں۔ ہولڈ سیل ہوتے ہوئے شفٹ بند نہیں ہو سکتی۔

اسکرین 6.2: **Orders** — موجودہ شفٹ کی فروخت۔ کسی بھی رسید کو **Find by receipt no.** سے تلاش کریں۔ **Receipt** سے سیل کھولیں یا **Return / void** سے واپسی شروع کریں۔

اسکرین 6.3: **Sale detail** — رسید دوبارہ پرنٹ، PDF یا شیئر کریں۔ **Tax invoice** سے NTN اور STRN والی ٹیکس انوائس ملتی ہے۔ یہ ابھی FBR کو خودکار طور پر نہیں جاتی۔

اسکرین 6.4: واپسی، ریفنڈ اور **void** — سیل کھول کر **Return or void** دبائیں۔ ہر واپس آنے والی چیز کی مقدار لکھیں، **Back on the shelf** یا **Not going back on the shelf** (وجہ کے ساتھ) چنیں، **Return selected** دبا کر وجہ منتخب کریں اور **Continue**۔ **Now give the customer** بتاتا ہے کہ گاہک کو کتنی رقم کیسے واپس کرنی ہے۔ پوری سیل منسوخ کرنے کے لیے مینیجر **Void entire sale** دبائے۔ رسید کے بغیر یا بڑی واپسی پر مینیجر کی منظوری چاہیے، اور ان سب کے لیے انٹرنیٹ ضروری ہے۔



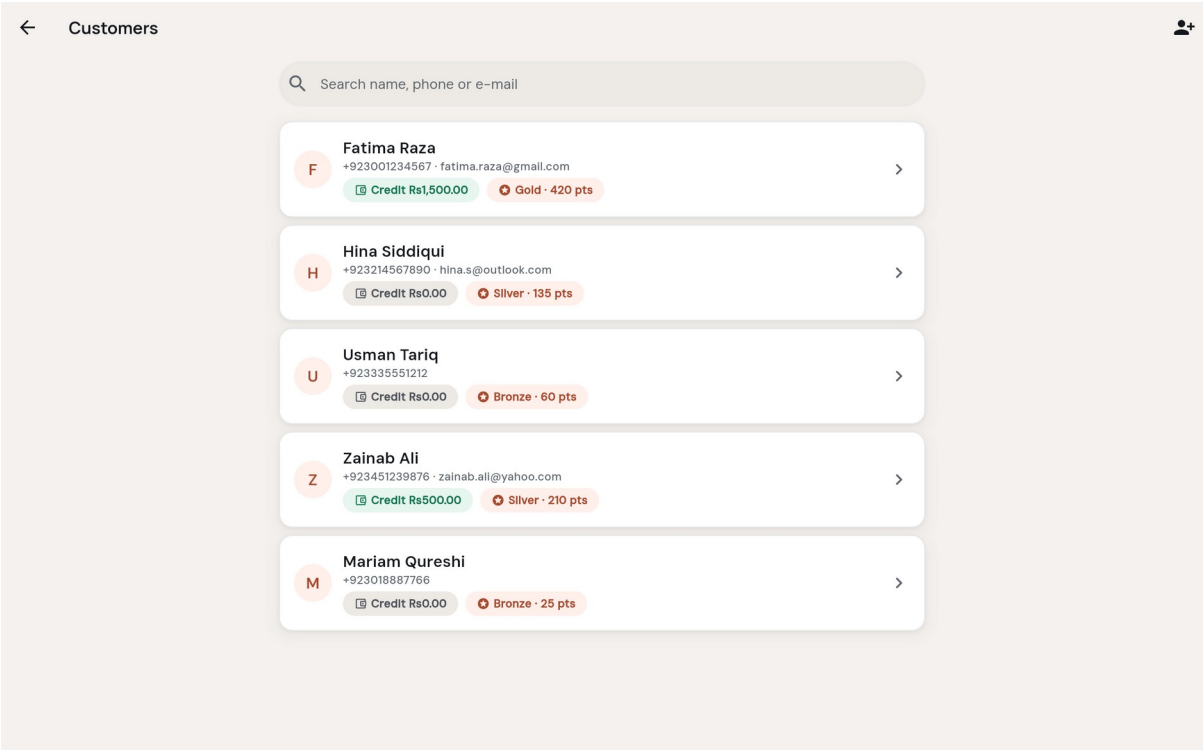
Chapter 7: Customers

Saving your regular customers lets you see what they bought, give them store credit, and let them collect loyalty points.

Screen 7.1: Customers

Use case: find a customer, or add a new one.

Who: everyone can search and add. Editing a customer is for managers.



Customers list with search and the add customer button

1. Open **More → Customers**.
2. Search by name, phone or e-mail.
3. To add a customer, tap **+**, type the **Name** (the only required field) and, if you have them, the **Phone**, **E-mail** and other details. Turn on **OK to send offers** only if the customer agrees to receive marketing messages.
4. Tap **Save customer**.

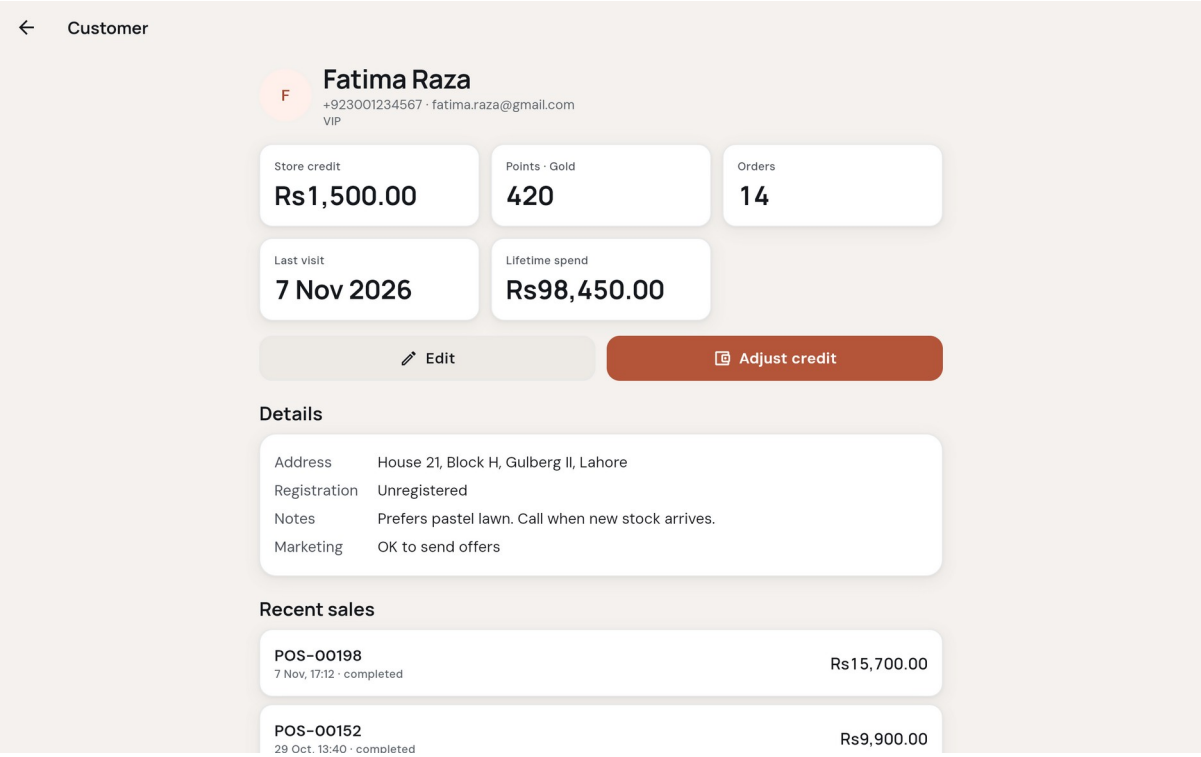
What you'll see: "{name} added." If someone already has that phone number, the app shows that customer instead of making a copy.

> Note: customers can only be added or changed while the till is online.

Screen 7.2: Customer profile and store credit

Use case: see a customer's credit, points and recent purchases, and (for managers) adjust their store credit.

Who: everyone sees the profile; managers can **Edit** and **Adjust credit**.



Customer profile with Store credit, Points, Orders, Recent sales and Store credit history

The profile shows **Store credit**, **Points**, **Orders**, **Last visit** and **Recent sales** (tap a sale to open it).

To add or remove store credit (manager):

1. Tap **Adjust credit**.
2. Choose **Add credit** or **Remove credit**.
3. Type the **Amount** and a **Note** explaining why.
4. Tap **Confirm**.

Every change is listed in **Store credit history**.

> Note: above the manager limit (100 in your currency unless the owner changed it), only the owner can adjust credit.

باب 7: گاہک

اسکرین 7.1: **More → Customers** — **Customers** کھولیں اور نام، فون یا ای میل سے تلاش کریں۔ نیا گاہک شامل کرنے کے لیے + دبائیں، **Name** (واحد لازمی خانہ) اور فون وغیرہ لکھیں اور **Save customer** دبائیں۔ **OK to send offers** صرف گاہک کی رضامندی سے آن کریں۔ اس کے لیے انٹرنیٹ چاہیے۔

اسکرین 7.2: گاہک کی پروفائل — **Orders**، **Points**، **Store credit** اور **Recent sales** نظر آتے ہیں۔ مینیجر **Adjust credit** سے **Add credit** یا **Remove credit** کر سکتا ہے: رقم اور **Note** لکھ کر **Confirm**۔ مینیجر کی حد سے زیادہ تبدیلی صرف مالک کر سکتا ہے۔



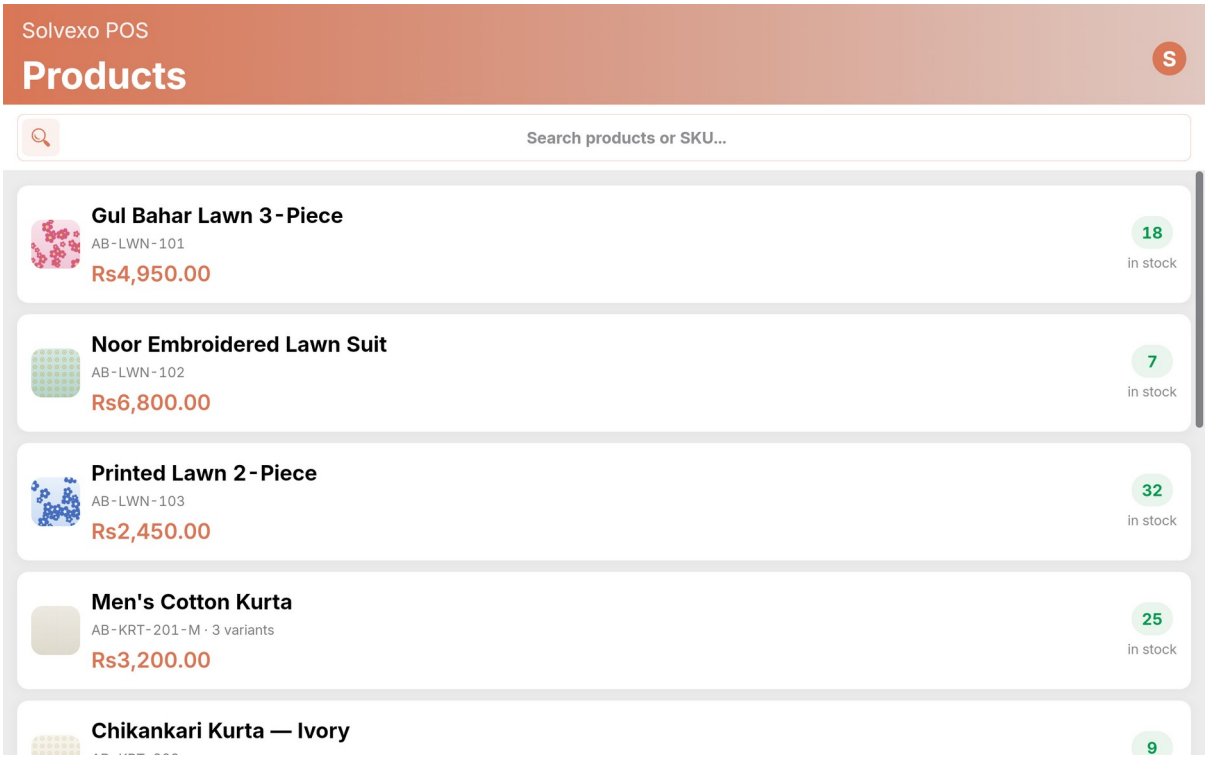
Chapter 8: Products and stock

Your products and stock are shared with your online store. A sale in the shop takes stock from the same number your website shows, so you don't have to keep two counts.

Screen 8.1: Products

Use case: look up a product's price and stock while serving a customer.

Who: everyone. Open it from **Stock → Products**.



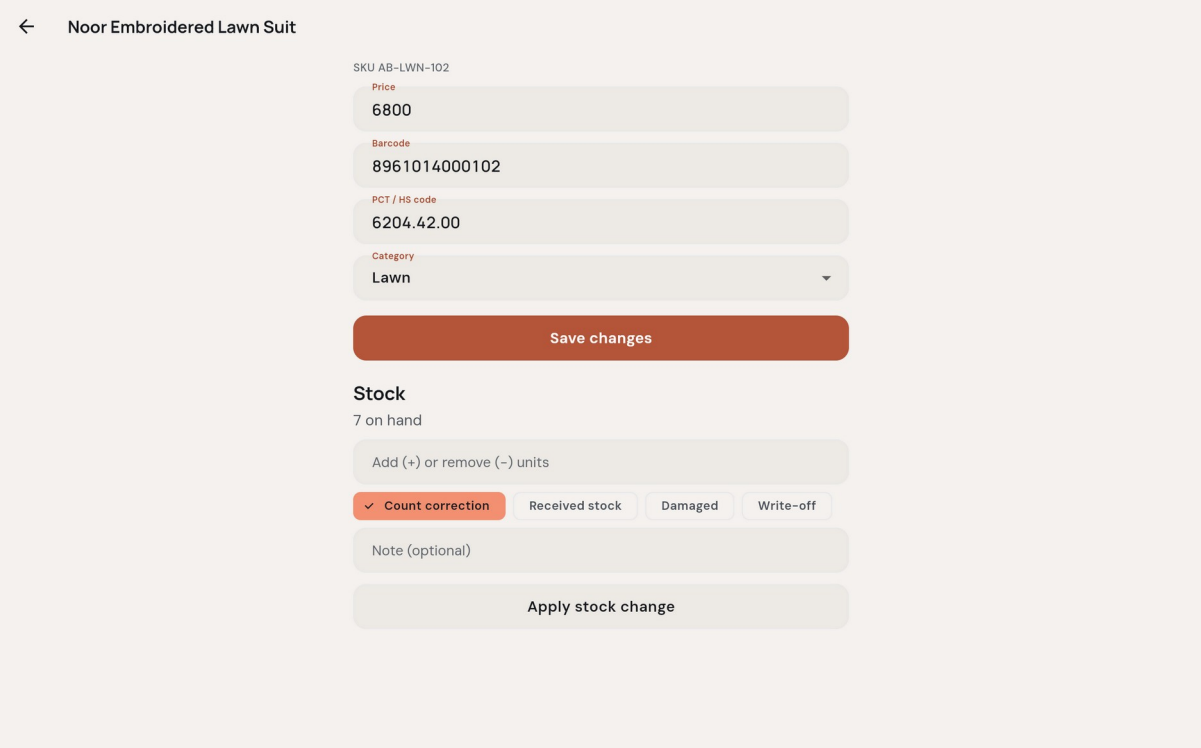
Products list with prices and in-stock badges

Search by name or SKU. Each product shows its price and stock: a number, **unlimited**, or **out of stock**. This screen is view only.

Screen 8.2: Catalog (change price, barcode or category)

Use case: fix a price, add a barcode, set the HS code or category, or add stock you received.

Who: managers (anyone else needs a manager to approve each change). Open it from **More → Catalog**.



Catalog item with Price, Barcode, PCT / HS code and Category, and the Stock section

1. Search for the item and tap it.
2. Change the **Price**, **Barcode**, **PCT / HS code** or **Category**, then tap **Save changes**.
3. To add or remove stock, type the number of units in **Add (+) or remove (-) units** (for example 10 or -2), choose a reason (**Received stock**, **Count correction**, **Damaged** or **Write-off**) and tap **Apply stock change**.

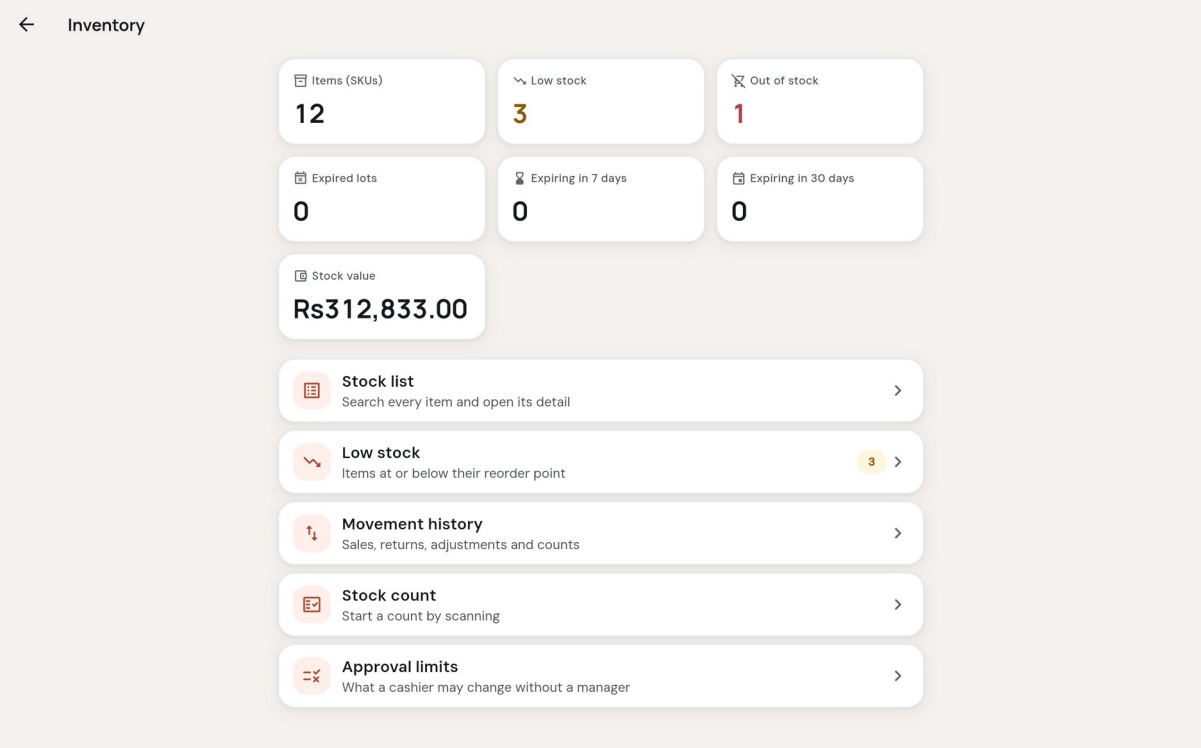
What you'll see: "Saved." or "Stock updated."

> Note: price changes apply to the product everywhere, including your online store.

Screen 8.3: Inventory overview

Use case: see the health of your stock at a glance.

Who: everyone; managers also see stock value, history and approval limits. Open it from **More → Inventory** (managers) or **More → Stock** (cashiers).



Inventory overview with Items, Low stock, Out of stock and expiry tiles

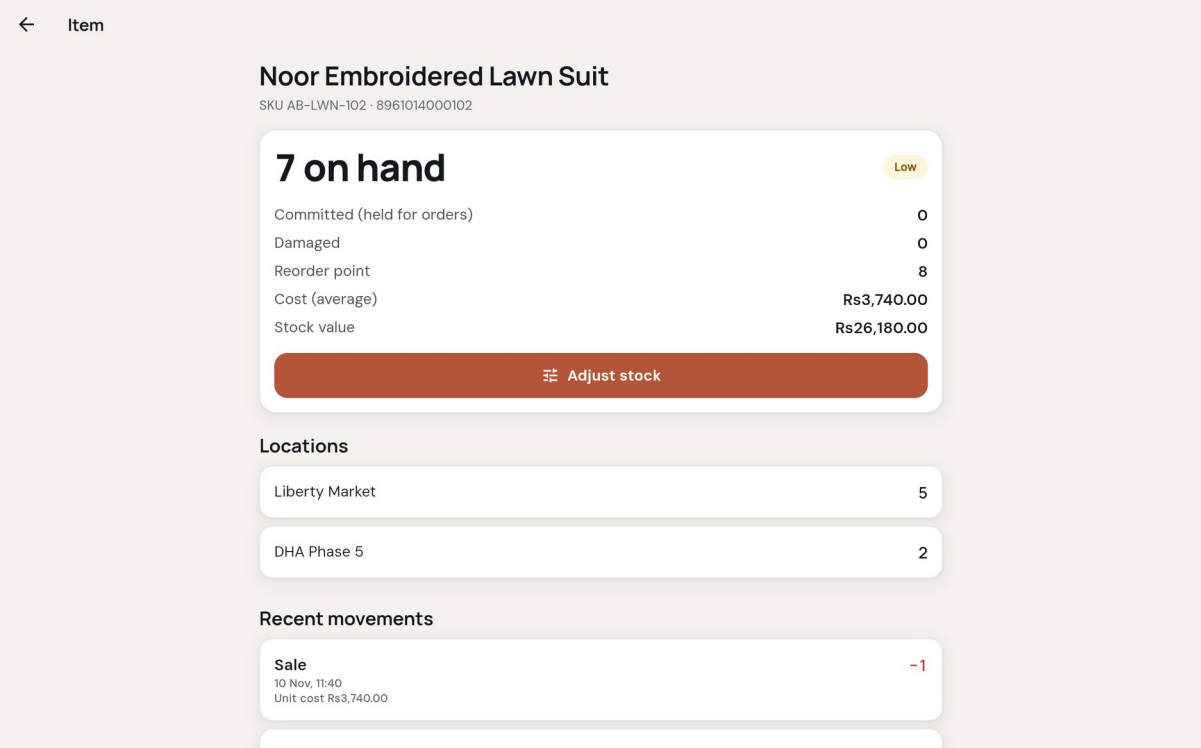
The tiles show **Items (SKUs)**, **Low stock**, **Out of stock**, expired and soon-to-expire lots, and (for managers) **Stock value**. Below are **Stock list**, **Low stock**, **Movement history**, **Stock count** and **Approval limits**.

> Tip: **Low stock** lists the items at or below their reorder point. Check it every morning.

Screen 8.4: Stock list and item detail

Use case: find one item and see exactly how much you have.

Who: everyone.



Item detail with on hand, committed, damaged, locations and recent movements

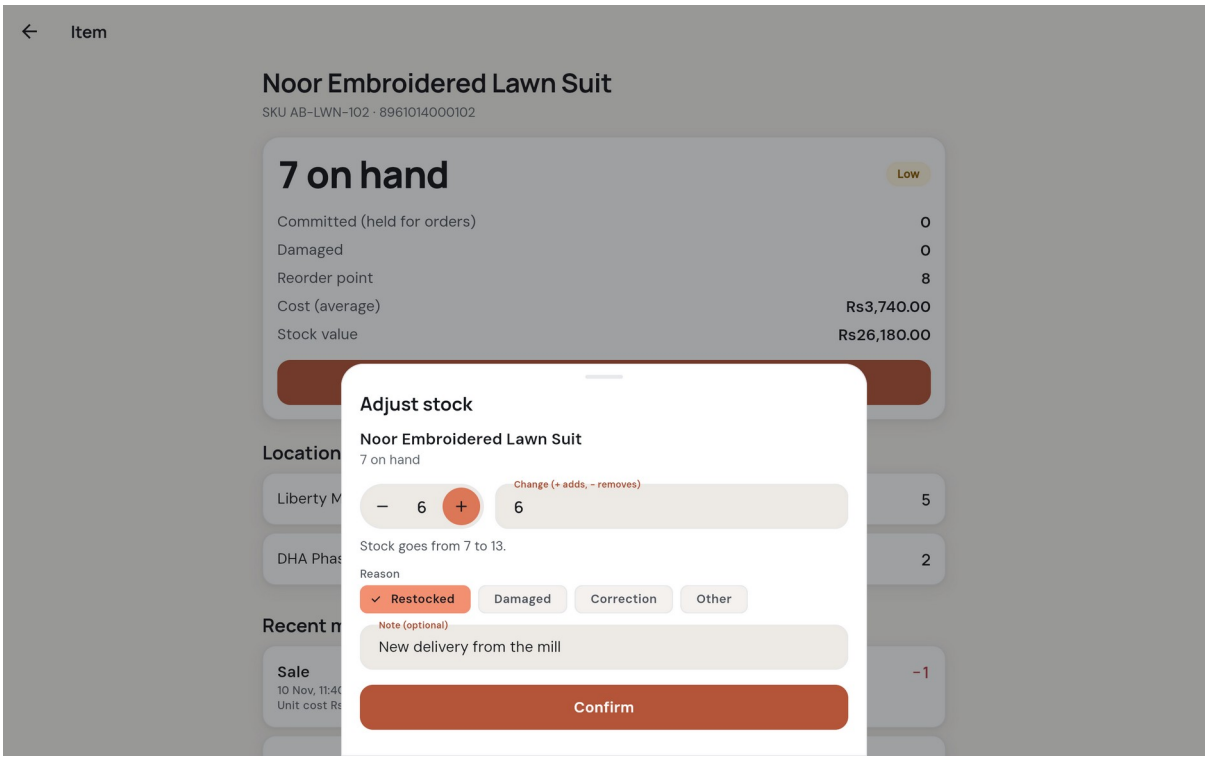
1. Tap **Stock list** and search by name, SKU or barcode. Use the chips **All**, **Low**, **Out** and **Expiring** to filter.
2. Tap an item.

The item shows how many are **on hand**, how many are **Committed (held for orders)**, how many are **Damaged**, and, for managers, the cost, stock value and **Recent movements**.

Screen 8.5: Adjust stock

Use case: correct the stock of one item, for example after a delivery or when you find damaged stock.

Who: everyone. A cashier can change up to 5 units (or 20 in cost value) alone; more needs a manager's approval.



Adjust stock with the change stepper, the reasons and Confirm

1. On the item, tap **Adjust stock**.
2. Use **+** and **−** (or type) to set the change: positive adds, negative removes.
3. Choose the **Reason**: **Restocked**, **Damaged**, **Correction** or **Other** (Other needs a note).
4. Tap **Confirm**. If a manager is asked for, they approve with their email and PIN.

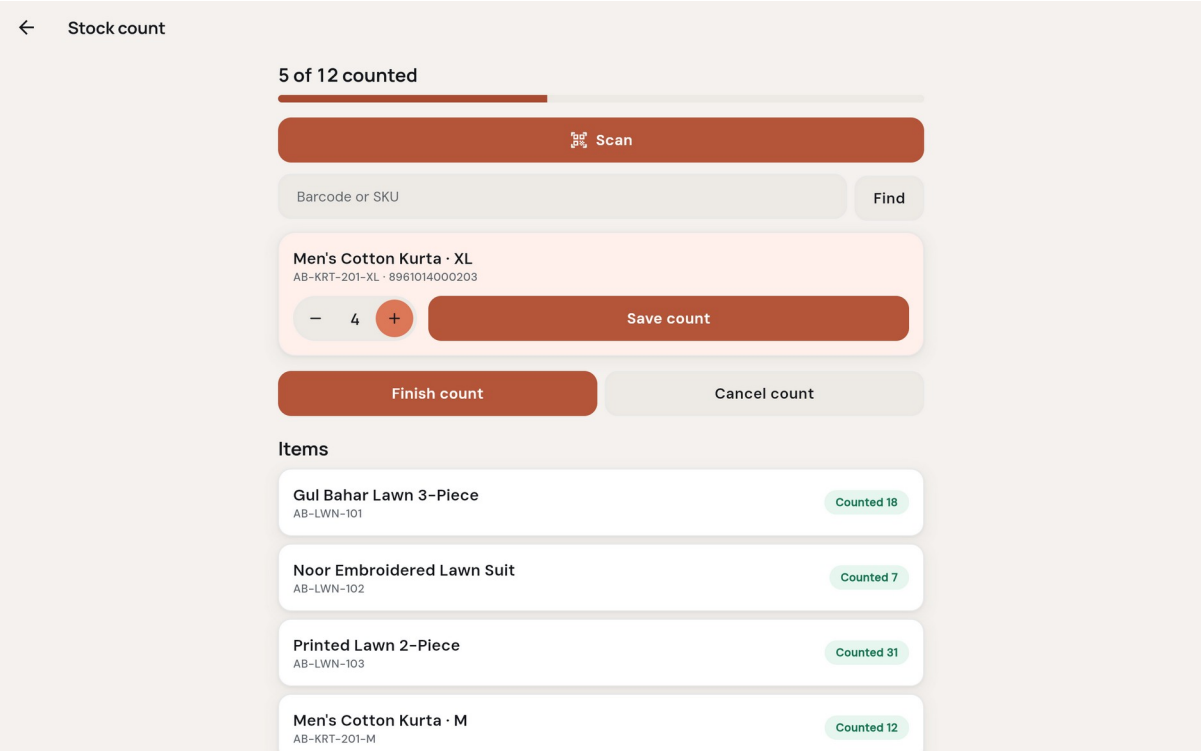
What you'll see: the item with its new quantity. The app first shows "Stock goes from X to Y" so you can check before confirming.

> Note: **Damaged** moves units to the damaged pool; it doesn't add them to sellable stock. Adjusting needs internet.

Screen 8.6: Stock count

Use case: count everything on the shelves and correct the system in one go, for example at the end of the month.

Who: a manager starts and finishes the count; anyone can enter counted quantities while it is open.



Stock count in progress with Scan, Barcode or SKU, the counted items and Finish count

1. Open **Inventory → Stock count** and tap **Start a count** (manager).
2. For each item: tap **Scan** (or type the **Barcode or SKU** and tap **Find**, or tap the item in the list), set how many you see, and tap **Save count**.
3. When done, tap **Finish count**. Check the list of changes (**System X → Counted Y**) and tap **Finish count** again.

What you'll see: Count finished, with how many items were adjusted to the counted quantity. Items you didn't count are left as they were.

> Note: counting needs internet. Only one count can be open at a time. To throw a count away without changing stock, tap **Cancel count**.

باب 8: مصنوعات اور اسٹاک

آپ کی مصنوعات اور اسٹاک آن لائن اسٹور کے ساتھ مشترک ہیں؛ دکان کی فروخت اسی اسٹاک سے کم ہوتی ہے جو ویب سائٹ پر نظر آتا ہے۔

8.1: اسکرین Products — Stock → Products میں کسی پروڈکٹ کی قیمت اور اسٹاک دیکھیں۔ یہ صرف دیکھنے کے لیے ہے۔

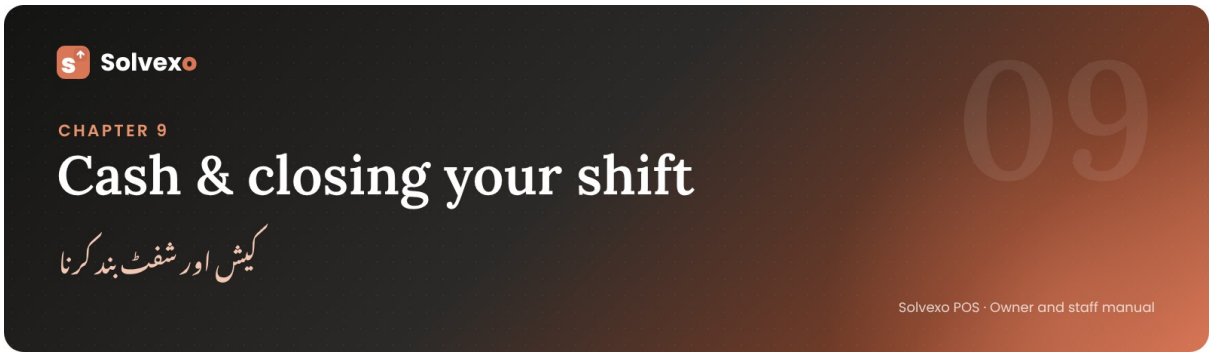
8.2: اسکرین Catalog — مینیجر **More → Catalog** میں **Price**، **Barcode**، **PCT / HS code** یا **Category** بدل کر **Save changes** دبائیے۔ اسٹاک بڑھانے یا کم کرنے کے لیے **Add (+) or remove (-) units** میں تعداد لکھیں، وجہ (مثلاً **Received stock**) چنیں اور **Apply stock change**۔ قیمت کی تبدیلی آن لائن اسٹور پر بھی لاگو ہوتی ہے۔

8.3: اسکرین Inventory — Items، **Low stock**، **Out of stock** اور ختم ہونے والے اسٹاک کا خلاصہ۔ روزانہ **Low stock** دیکھیں۔

اسکرین 8.4: **Stock list** اور آئٹم — آئٹم تلاش کر کے کھولیں: کتنا موجود ہے (**on hand**)، کتنا آرڈرز کے لیے رکا ہوا ہے اور کتنا خراب ہے۔

اسکرین 8.5: **Adjust stock** — **Adjust stock** دبائیں، + یا − سے تبدیلی لکھیں، **Reason** چنیں اور **Confirm**۔ کیشیئر 5 یونٹ تک خود بدل سکتا ہے، اس سے زیادہ پر مینیجر کی منظوری چاہیے۔

اسکرین 8.6: **Stock count** — مینیجر **Start a count** دبائے۔ ہر آئٹم کو **Scan** کریں، گنتی لکھیں اور **Save count**۔ آخر میں **Finish count** دبا کر تبدیلیاں دیکھیں اور دوبارہ **Finish count**۔ جو آئٹم نہیں گنے گئے وہ ویسے ہی رہتے ہیں۔

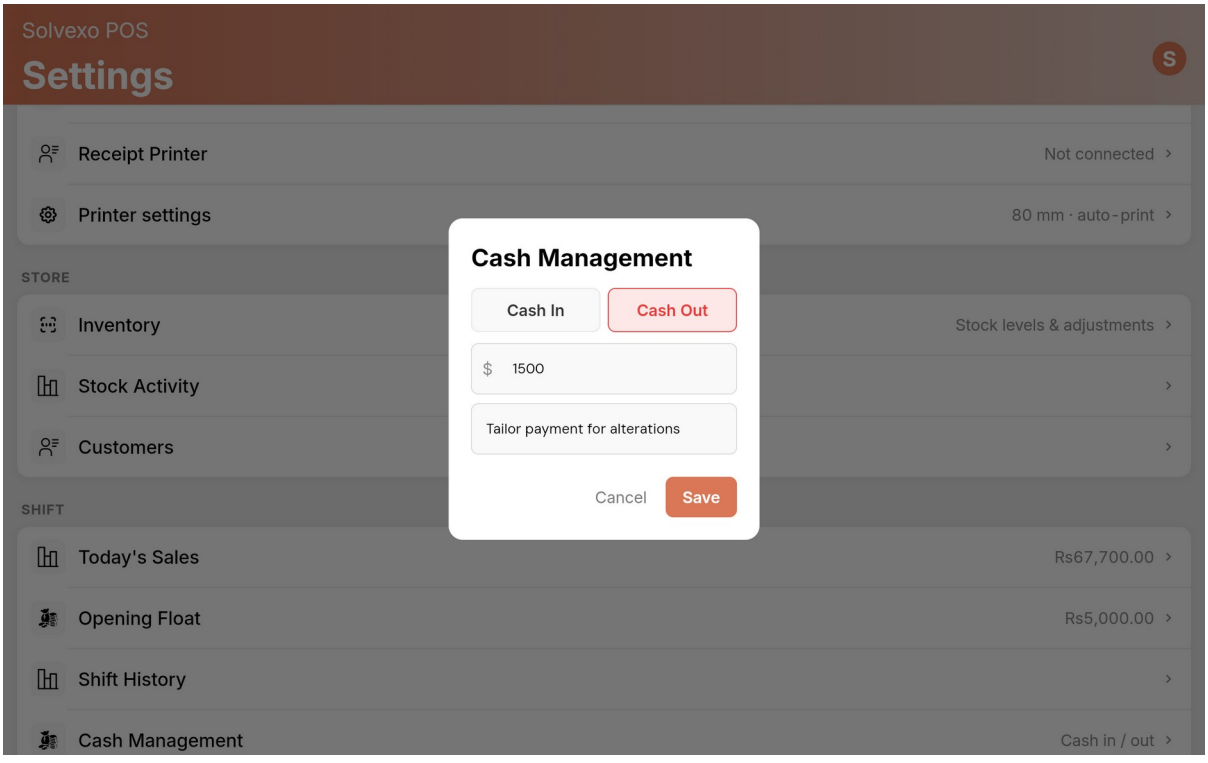


Chapter 9: Cash and closing your shift

Screen 9.1: Cash in and cash out

Use case: record money put into the drawer (for example more change) or taken out (petty cash, a drop to the safe), so the cash count at the end of the shift is right.

Who: managers. A cashier asks a manager to sign in and do it.



Cash Management with Cash In and Cash Out, Amount and Reason

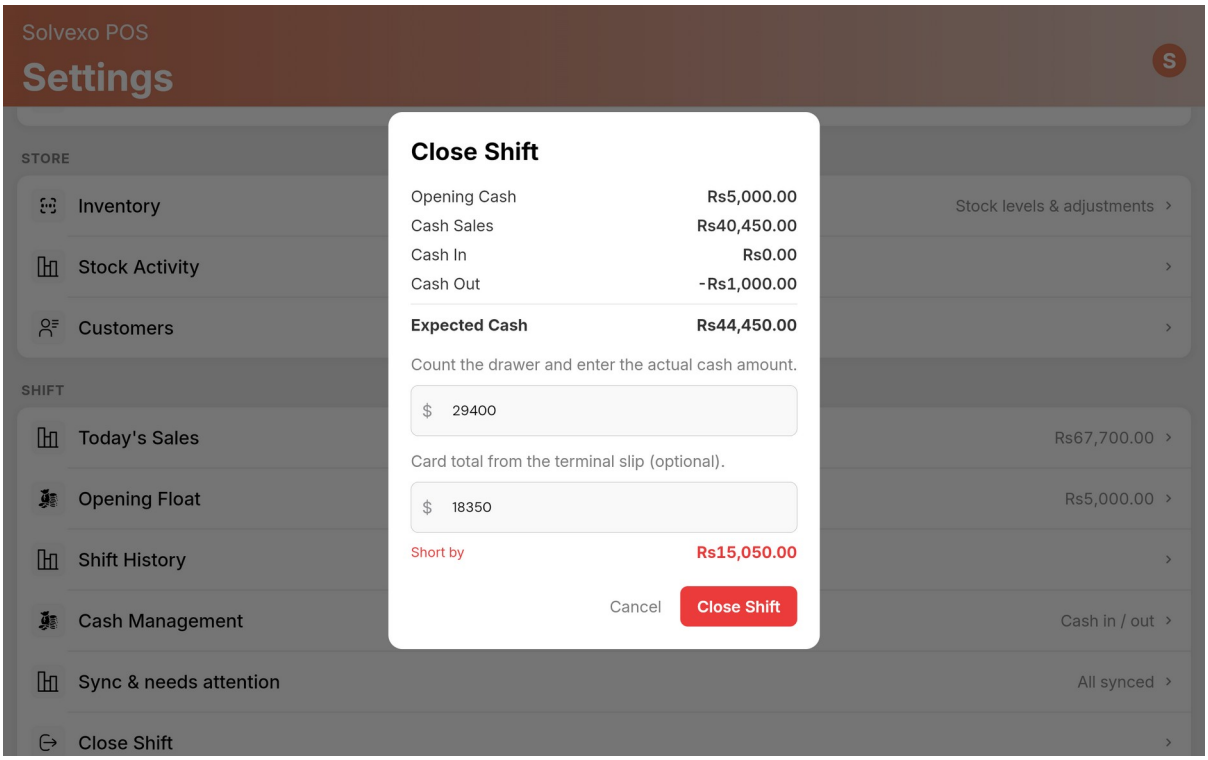
1. Open **More → Settings** and, under **SHIFT**, tap **Cash Management**.
2. Choose **Cash In** or **Cash Out**.
3. Type the **Amount** and the **Reason** (for example "petty cash for tea" or "till top-up").
4. Tap **Save**.

What you'll see: "Cash in recorded." or "Cash out recorded." The amount is included in **Expected Cash** when you close the shift.

Screen 9.2: Close the shift

Use case: at the end of your shift, count the drawer, record any difference and sign out of the till.

Who: the employee whose shift it is.



Close Shift with the expected cash breakdown, the counted cash and Short by or Over by

1. Make sure there are no **held sales** left (complete or discard them) and the till is online so all sales have synced.
2. Open **More → Settings** and tap **Close Shift** (or the **Close Shift & Log Out** button at the bottom).
3. Read **Expected Cash**: the opening float, plus cash sales, plus cash in, minus cash out.
4. Count the cash in the drawer and type the total.
5. Optionally, type the card total from your card machine's end-of-day slip.
6. Check the line under the amount: **Matches exactly**, **Short by** or **Over by**.
7. Tap **Close Shift**.

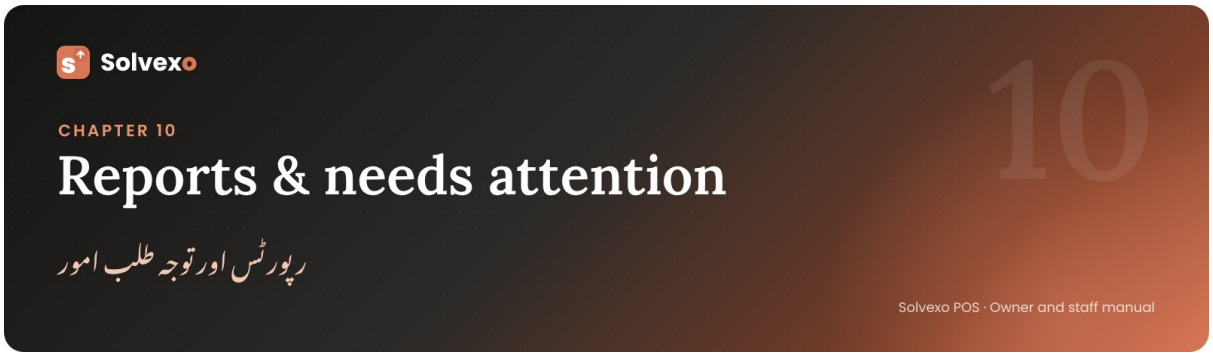
What you'll see: Shift Closed, with the expected cash, the counted cash and any difference. Tap **Done**; the till goes back to the PIN screen for the next person.

> Note: a cash difference is simply recorded. But if the card slip total doesn't match the card sales the till recorded, a manager must approve closing the shift.
>
> Note: "Can't close the shift yet" means some sales haven't reached the server. Connect to the internet and wait for them to sync, or ask a manager to resolve them in **Sync & needs attention** (Screen 10.4).

باب 9: کیش اور شفٹ بند کرنا

اسکرین 9.1: Cash in / Cash out — مینیجر More → Settings میں SHIFT کے نیچے Cash Management کھولے، Cash In یا Cash Out چنے، Amount اور Reason لکھے اور Save دبائے۔ یہ رقم شفٹ بند کرتے وقت Expected Cash میں شامل ہوتی ہے۔

اسکرین 9.2: شفٹ بند کریں — پہلے ہولڈ سیلز مکمل یا ختم کریں اور انٹرنیٹ چالو رکھیں۔ More → Settings میں Close Shift دبائیں۔ Expected Cash دیکھیں، دراز کا کیش گن کر لکھیں، چاہیں تو کارڈ مشین کی سلپ کا ٹوٹل لکھیں، اور Close Shift دبائیں۔ Short by، Matches exactly یا Over by فرق بتاتا ہے۔ کیش کا فرق صرف ریکارڈ ہوتا ہے، لیکن کارڈ سلپ کا فرق ہو تو مینیجر کی منظوری چاہیے۔ "Can't close the shift yet" کا مطلب ہے کچھ سیلز ابھی سرور تک نہیں پہنچیں۔



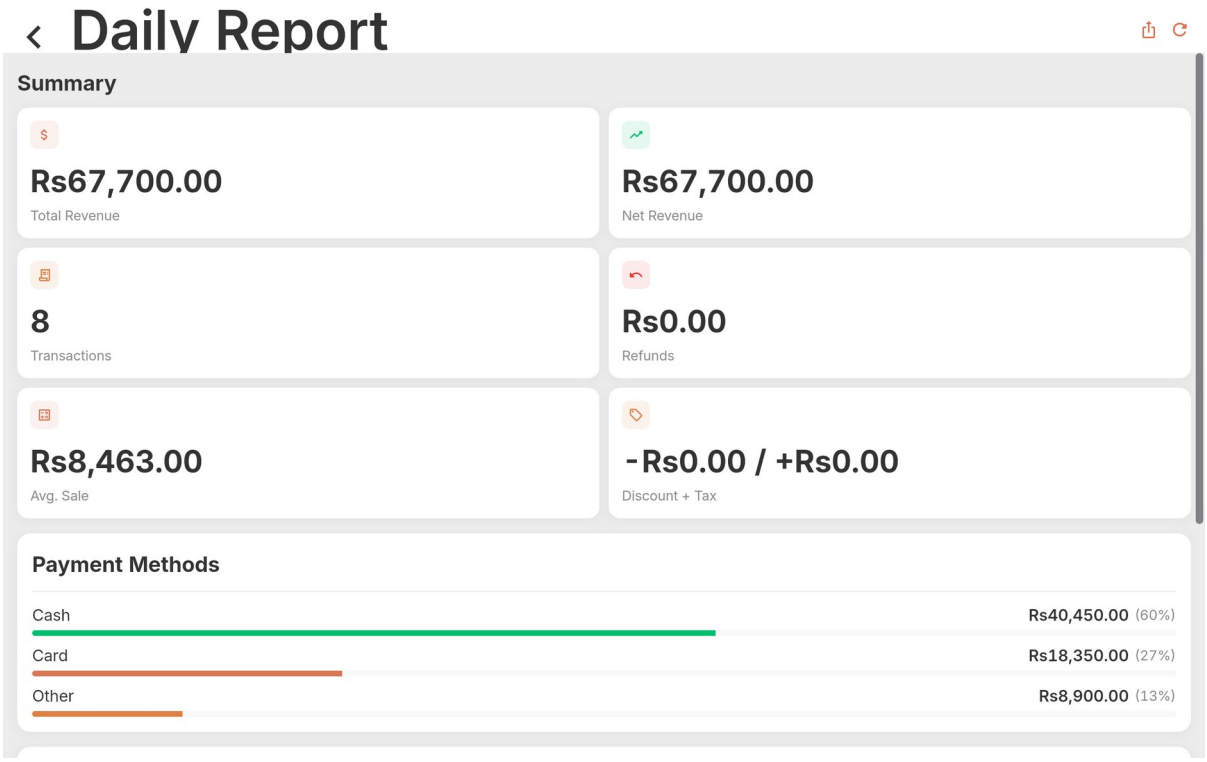
Chapter 10: Reports and things that need attention

Reports are for managers and the owner. A manager signs in with their PIN to see them.

Screen 10.1: Daily report

Use case: see today's sales for the whole shop and export them.

Who: managers and the owner. Open it from **More → Daily report**.



Daily Report with Total Revenue, Net Revenue, Transactions, payment methods and top products

The report shows **Total Revenue**, **Net Revenue**, **Transactions**, **Refunds**, **Avg. Sale**, the split by **Payment Methods** (cash, card, other) and the **Top Products**.

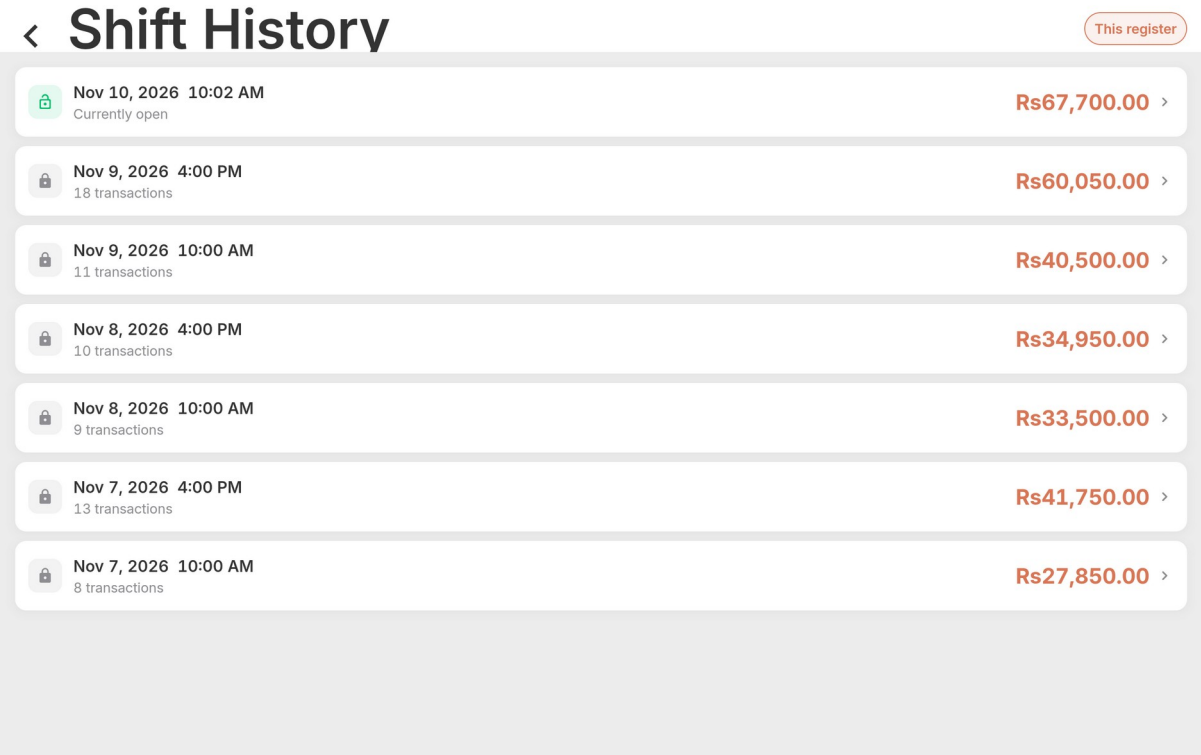
To send it to your accountant, tap the share icon at the top. The app makes a CSV file (pos-daily-report-date.csv) that opens in Excel.

For other dates: open **More → Date-range report** (or **Reports** in POS Management), tap the dates at the top and choose a range. It shows **Revenue**, **Net**, **Transactions**, **Daily Revenue** and **Top Products**.

Screen 10.2: Shift history

Use case: check past shifts and their cash differences.

Who: everyone through **Settings → Shift History**; managers also through **More → Shift history**.



Shift History with past shifts, their transactions and sales totals

1. Open **Shift History**. Switch between **This register** and **All registers** at the top.
2. Tap a shift to open its **Session Report**: sales, **Payment Methods**, and the **Cash Drawer** with **Expected Cash**, **Closing Cash (counted)** and the **Difference**.

Screen 10.3: Activity log

Use case: see what happened at the till and when: shifts opened and closed, cash in and out, voids, discarded sales, PIN sign-ins, approvals and settings changes.

Who: managers and the owner. Open it from **More → Audit log** (or **Activity Log** in POS Management).



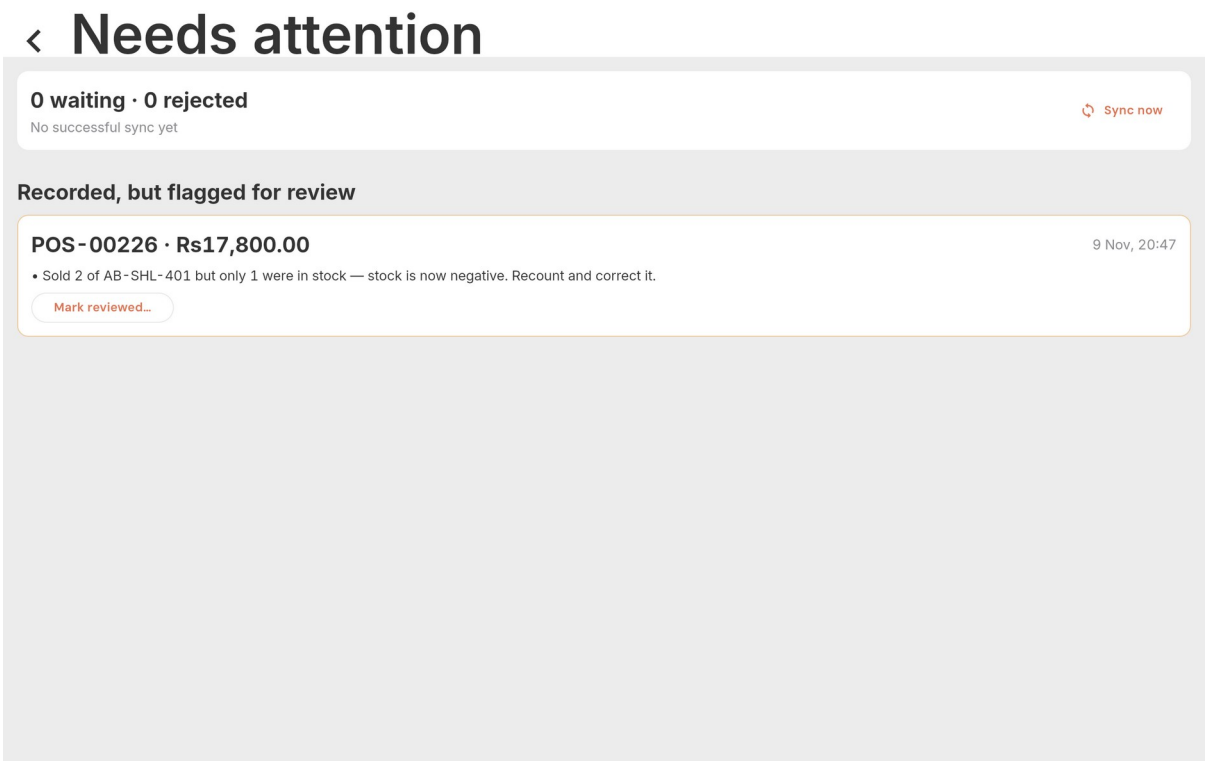
Activity Log listing actions such as Session Closed and Cash Out with their times

Scroll down to load older entries. The log can't be edited or deleted.

Screen 10.4: Sync and needs attention

Use case: deal with sales that haven't reached the server, sales the server flagged for a check, and Raast payments that need matching.

Who: anyone can look; only a manager can act.



Needs attention with Not yet on the server and Recorded, but flagged for review

Open it from **More → Sync & needs attention** (the badge shows how many sales are waiting), or tap **Sync now** to try uploading straight away. It has three sections:

- **Not yet on the server:** sales made offline. They upload by themselves; tap **Retry** to try again. If one was rejected, a manager decides: retry, or **Discard…** with a reason.
- **Recorded, but flagged for review:** sales made offline that need a check, for example "Sold 3 of … but only 1 were in stock", or a price that changed while offline. Fix the stock (Screens 8.5 and 8.6), then tap **Mark reviewed…** and say what you checked.
- **Digital payments (Raast):** payments that arrived after the QR expired, or didn't match a sale. A manager can **Attach to sale…**, **Refund…** or **Resolve with note…**.

What you'll see when everything is fine: "Everything is synced. Nothing needs attention."

باب 10: رپورٹس اور توجہ طلب امور

رپورٹس مینیجر اور مالک کے لیے ہیں؛ مینیجر اپنے PIN سے سائن اِن کر کے دیکھتا ہے۔

اسکرین 10.1: **More → Daily report** — **Daily report** میں آج کی کل آمدنی (**Total Revenue**)، **Transactions**، ادائیگی کے طریقے اور **Top Products**۔ اوپر شیئر آئیکن سے CSV فائل (Excel) بھیجیں۔ دوسری تاریخوں کے لیے **More → Date-range report**۔

اسکرین 10.2: **Shift history** — پرانی شفٹیں؛ کسی شفٹ پر ٹیپ کریں تو **Expected Cash**، گنا ہوا کیش اور **Difference** نظر آتا ہے۔

اسکرین 10.3: **Activity log** — شفٹ کھلنا/بند ہونا، کیش اِن/آؤٹ، void، PIN سائن اِن اور منظوریاں وقت کے ساتھ۔ اسے بدلا یا مٹایا نہیں جا سکتا۔

اسکرین 10.4: **Sync & needs attention** — (1) **Not yet on the server**: آف لائن سیلز جو ابھی اپ لوڈ نہیں ہوئیں؛ **Retry** دبائیں۔ (2) **Recorded, but flagged for review**: آف لائن سیلز جنہیں جانچنا ہے، مثلاً اسٹاک سے زیادہ فروخت؛ اسٹاک درست کر کے **Mark reviewed…** کریں۔ (3) **Digital payments (Raast)**: مینیجر **Attach to sale…**، **Refund…** یا **Resolve with note…** کرے۔ سب ٹھیک ہو تو "Everything is synced. Nothing needs attention." نظر آتا ہے۔

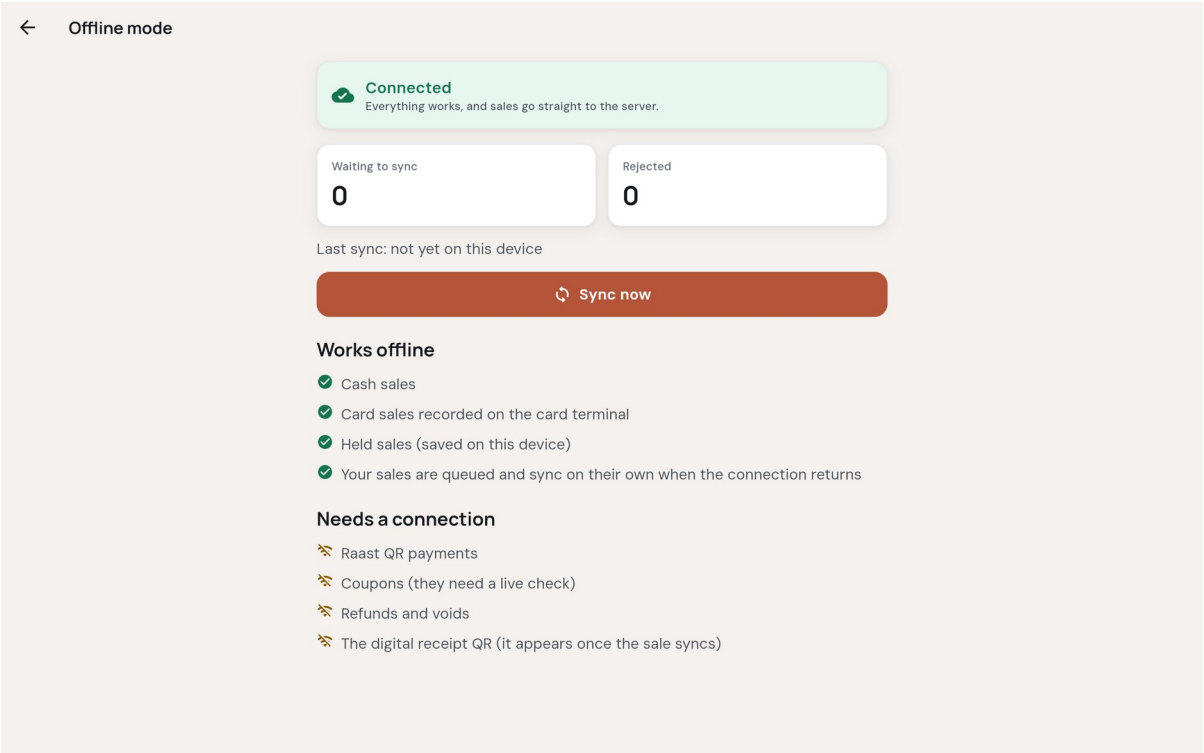


Chapter 11: Offline selling, devices and your account

Screen 11.1: Offline mode

Use case: keep selling when the internet drops, and know what has to wait.

Who: everyone. Open it from **More → Offline mode**.



Offline mode showing the connection, Waiting to sync and what works offline

Works without internet: cash sales, card sales taken on your card machine, and held sales. Offline sales get an **OFF-** receipt number and upload by themselves when the internet is back. Tap **Sync now** to upload straight away.

Needs internet: Raast QR, coupons, store credit and points, refunds and voids, adding customers, stock adjustments and counts, and the digital receipt QR.

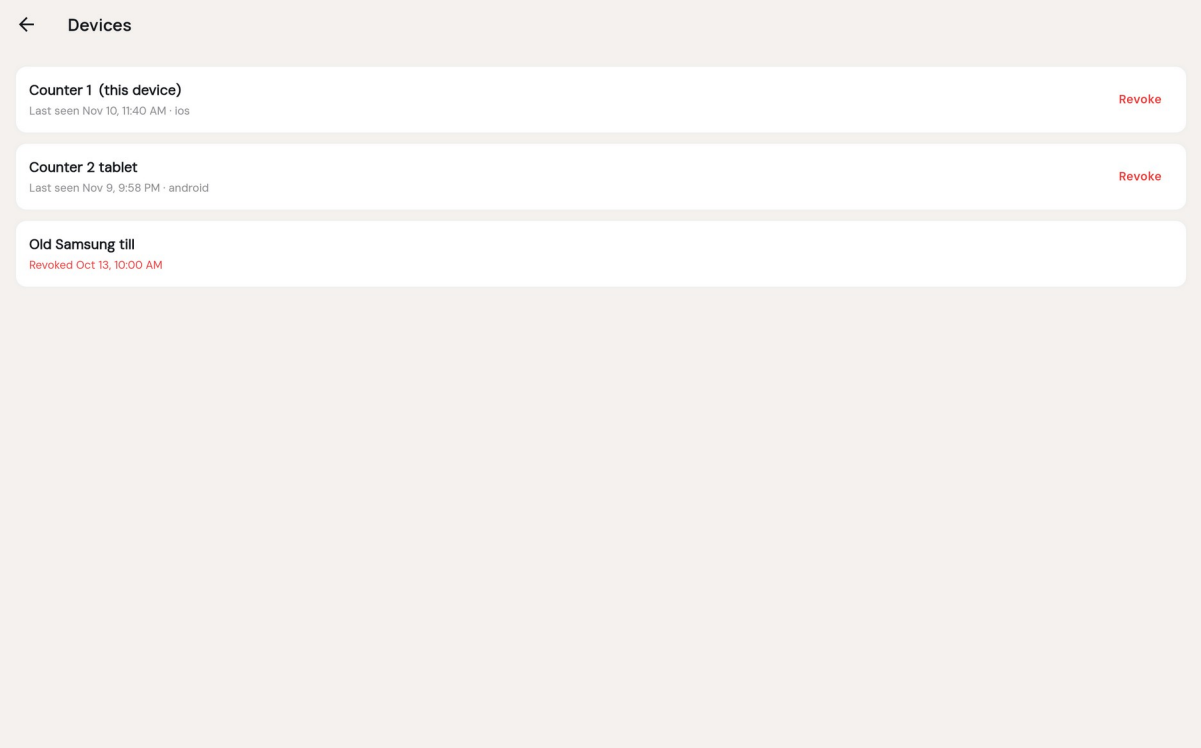
> Note: while sales are waiting to upload you can't close the shift or sign the till out. Sales older than 72 hours can't upload by themselves and need a manager in **Sync & needs**

> **attention**. If stock ran out while you were offline, the sale is still kept and flagged so a manager can correct the stock.

Screen 11.2: Devices

Use case: see every till registered to your store, and switch off one that is lost, stolen or no longer used.

Who: owner. Open it from **More → Devices** or **Settings → Devices**.



Devices list with each till's last seen time and the Revoke button

1. Find the device in the list. Each shows when it was **Last seen**.
2. Tap **Revoke**, then **Revoke** again to confirm.

What you'll see: the device stops working straight away. To use it again, the owner sets it up again (Screen 3.2). Sales it had not uploaded stay on it and upload once it is set up again for the same store.

To sign out a till you are holding (manager): Settings → Sign out this device. This removes the device from the store and clears it.

Delete your account

Use case: permanently close your Solvexo owner account.

Who: owner. Open it from **Settings → Delete account**. You can also do it on the Solvexo website.

1. Close every open shift first.
2. Read **What happens**, then tick **I understand my account and stores will be switched off and my personal data erased.**
3. Type your owner password and tap **Delete my account**.

Note: your stores switch off straight away and every till stops working. Your personal data is erased after 30 days; you can cancel by signing in on the website before then. Sales and tax records are kept as the law requires. Your POS plan is not refunded.

باب 11: آف لائن فروخت، ڈیوائسز اور اکاؤنٹ

11.1 اسکرین Offline mode — انٹرنیٹ کے بغیر کیش، کارڈ مشین والی فروخت اور ہولڈ سیلز چلتی ہیں۔ آف لائن رسید نمبر **OFF-** سے شروع ہوتا ہے اور انٹرنیٹ آنے پر خود اپ لوڈ ہو جاتی ہے (**Sync now**)۔ Raast QR، کوپن، اسٹور کریڈٹ، پوائنٹس، ریفنڈ/void، نئے گاہک اور اسٹاک کی تبدیلی کے لیے انٹرنیٹ چاہیے۔ اپ لوڈ باقی ہو تو شفٹ بند نہیں ہوتی؛ 72 گھنٹے سے پرانی سیلز مینیجر کو دیکھنی پڑتی ہیں۔

11.2 اسکرین Devices — مالک **More → Devices** میں کھوئی یا چوری شدہ ڈیوائس پر **Revoke** دبائے؛ وہ فوراً بند ہو جاتی ہے۔ جو ڈیوائس ہاتھ میں ہو اسے مینیجر **Settings → Sign out this device** سے ہٹا سکتا ہے۔

اکاؤنٹ ختم کریں — پہلے تمام شفٹیں بند کریں، پھر **Settings → Delete account** میں تصدیق کا خانہ چیک کریں، پاس ورڈ لکھیں اور **Delete my account** دبائیں۔ اسٹور فوراً بند ہو جاتے ہیں؛ ذاتی معلومات 30 دن بعد مٹائی جاتی ہیں اور اس سے پہلے ویب سائٹ پر سائن اِن کر کے منسوخ کیا جا سکتا ہے۔ POS پلان کی رقم واپس نہیں ہوتی۔

Solvexo

HELP

FAQ & getting help

اکثر پوچھے جانے والے سوالات اور مدد

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Solvexo POS · Owner and staff manual

Frequently asked questions

Where do I buy or renew the POS plan? On the Solvexo website, in your account, for the store. The app only shows the plan's status (Screen 2.5).

A cashier says "Invalid PIN" but the PIN is right. After 5 wrong tries the employee is locked for 15 minutes. Wait, or reset their PIN in POS Management (Screen 2.2).

An employee can't open the register: "No shift assigned to this employee." The employee was added without a shift. Remove them and add them again with a shift (Screen 2.2).

Owner screens ask for a password, but I sign in with Google. Set a password on your Solvexo account on the website, then use it in **Owner access**.

The receipt didn't print. The sale is already saved. Check the printer is on and connected (Screen 3.5), then reprint from **Orders** (Screen 6.3), or share the receipt as a PDF.

Why can't a cashier give a discount? Discounts are for managers only. The manager signs in with their own PIN to give it.

The internet went down during a sale. Keep selling with cash or card: the sale is saved on the till with an **OFF-** receipt and uploads later. Don't ring it up again.

Can I see the same stock online and in the shop? Yes. The till and your online store share one stock count per product.

Is my tax invoice sent to FBR? Not in this version. The till prints a numbered tax invoice with your NTN and STRN; FBR reporting isn't connected yet.

اکثر پوچھے جانے والے سوالات

POS پلان کہاں سے خریدیں؟ Solvexo کی ویب سائٹ پر اپنے اکاؤنٹ سے۔ ایپ صرف پلان کی حالت دکھاتی ہے۔

PIN درست ہے پھر بھی "Invalid PIN" آتا ہے؟ 5 غلط کوششوں پر ملازم 15 منٹ کے لیے بند ہو جاتا ہے۔ انتظار کریں یا POS Management میں **Reset PIN** کریں۔

"No shift assigned to this employee." ملازم بغیر شفٹ کے شامل ہوا ہے۔ اسے ہٹا کر شفٹ کے ساتھ دوبارہ شامل کریں۔

میں Google سے سائن اِن کرتا ہوں، مالک کی اسکرین پاس ورڈ مانگتی ہے؟ ویب سائٹ پر اپنے اکاؤنٹ کا پاس ورڈ بنائیں اور **Owner access** میں وہی استعمال کریں۔

رسید پرنٹ نہیں ہوئی؟ فروخت محفوظ ہے۔ پرنٹر چیک کریں اور **Orders** سے دوبارہ پرنٹ کریں یا PDF شیئر کریں۔
انٹرنیٹ بند ہو گیا؟ کیش یا کارڈ سے فروخت جاری رکھیں؛ رسید **OFF**- سے بنے گی اور بعد میں اپ لوڈ ہو گی۔ دوبارہ فروخت نہ کریں۔
کیا ٹیکس انوائس FBR کو جاتی ہے؟ اس ورژن میں نہیں۔

Getting help

If you're stuck, contact Solvexo support:

- **Email:** sales@solvexo.store

Tell us your store name, the till (register) name and the screen you're on, and include a screenshot if you can.

مدد کے لیے: sales@solvexo.store پر Solvexo سپورٹ کو ای میل کریں۔ اپنے اسٹور اور رجسٹر کا نام اور اسکرین کا نام بتائیں، اور ممکن ہو تو اسکرین شاٹ بھی بھیجیں۔

