

Roles & Permissions Matrix (IIBA / BABOK-style)

Project: Retail Operations Backoffice (Hệ thống quản lý bán hàng) — Multi-branch (nhiều chi nhánh)

Source docs: UC Descriptions (DOCX, Vietnamese — “VI source”) + module diagrams (UC / Sequence / Activity)

Version: 0.1 (English-first)

Owner: Business Analyst

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1) Purpose

Define a clear permissions model by role to support:

- Security (least privilege)
- Governance (approval rights)
- Testability (UAT and controls)

2) Roles

- **CA** = Cashier (Nhân viên bán hàng)
- **INV** = Inventory staff (Nhân viên kho)
- **WH** = Warehouse staff (Thủ kho)
- **BM** = Branch manager (Quản lý chi nhánh)
- **CB** = Cashbook clerk (Sổ quỹ)
- **ADM** = System admin (Quản trị hệ thống)
- **OPS** = HQ operations (Quản lý vận hành)

Permission levels:

- View = read-only
- Create/Update = can create or edit records

- Approve = can approve/override
- Admin = can configure master data / system settings

3) Permission matrix by module

3.1 Sales — Bán hàng

Action	CA	INV	WH	BM	CB	ADM	OPS
Create sale invoice	Create/Update	View	View	Approve (override)	View	View	View
Apply promotions at POS	Create/Update	View	View	Approve (override)	View	View	View
Cancel/return invoice	Create/Update (if allowed)	View	View	Approve	View	View	View
View sales reports (branch)	View	View	View	View	View	View	View

3.2 Promotions — Quản lý khuyến mại

Action	CA	INV	WH	BM	CB	ADM	OPS
View promotions	View	View	View	View	View	View	View
Create/update promotions	View	View	View	Create/Update (branch scope)	View	View	Create/Update (global scope)
Approve promotions	View	View	View	Approve (branch)	View	View	Approve (global)

3.3 Product catalog — Quản lý hàng hóa

Action	CA	INV	WH	BM	CB	ADM	OPS
View products and prices	View	View	View	View	View	View	View
Create/update products	View	Create/Update (operational fields)	View	Approve (if required)	View	Admin	Admin
Manage price lists	View	View	View	Approve (branch if allowed)	View	Admin	Admin

3.4 Receiving — Nhập hàng

Action	CA	INV	WH	BM	CB	ADM	OPS
Create receiving record	View	Create/Update	Create/Update (if warehouse-managed)	Approve (if required)	View	View	View
Correct receiving	View	Create/Update	Create/Update	Approve	View	View	View

3.5 Stocktake — Kiểm kho

Action	CA	INV	WH	BM	CB	ADM	OPS
Create stocktake session	View	Create/Update	View	View	View	View	View
Submit stocktake results	View	Create/Update	View	View	View	View	View
Approve stock adjustments	View	View	View	Approve	View	View	Consult

3.6 Transfers — Chuyển hàng / Nhận hàng

Action	CA	INV	WH	BM	CB	ADM	OPS
Create transfer order	View	Create/Update (request)	Create/Update	Approve	View	View	View
Dispatch transfer (source)	View	View	Create/Update	Approve (if required)	View	View	View
Receive transfer (destination)	View	Create/Update	Create/Update	Approve discrepancies	View	View	View
Approve discrepancy	View	View	View	Approve	View	View	Consult/Approve (policy)

3.7 Write-off — Xuất hủy

Action	CA	INV	WH	BM	CB	ADM	OPS
Create write-off request	View	Create/Update	Create/Update	Approve	View	View	View
Approve write-off	View	View	View	Approve	View	View	Consult/Approve (threshold)

3.8 Cashbook — Sổ quỹ

Action	CA	INV	WH	BM	CB	ADM	OPS
Record cashbook entry	View	View	View	Approve (supervision)	Create/Update	View	View
End-of-day close & reconciliation	View	View	View	Approve	Create/Update	View	View

3.9 Admin — Accounts/Staff/Branches

Action	CA	INV	WH	BM	CB	ADM	OPS
Manage user accounts	View	View	View	View	View	Admin	Consult
Manage staff records	View	View	View	Create/Update (branch staff)	View	Admin	Consult
Manage branches	View	View	View	View	View	Admin	Consult/Admin

4) Notes and policy hooks

- Approval thresholds (value/quantity) should be defined in Business Rules.
- Override actions must create audit logs (who approved, reason).
- Promotions and price changes should follow change control (OPS/ADM governance).

5) Glossary / Terminology mapping

Vietnamese (VI source)	English
Quản lý tài khoản người dùng	User accounts
Quản lý nhân viên	Staff management
Quản lý chi nhánh	Branch management
Thủ kho	Warehouse staff
Nhân viên kho	Inventory staff