

AIMATECH POS & SERVICE MANAGEMENT SYSTEM

1. Project Overview

This document describes the full requirements for a customized POS and Service Management System for a bike/electronics shop. The system will manage billing, customer data, service history, credit management, insurance proof records, reporting, UI workflow, and user role access control.

2. Core Features

- Customer Management
- Invoice Creation with Unique Invoice Number
- Invoice Search & QR Support
- Credit Billing & Due Tracking
- Bike Image Upload (Insurance Proof)
- Thermal Bill Printing Support
- Reports & Dashboard Analytics
- Modern POS UI Layout with Sidebar Navigation
- Role-Based Access Control System

3. User Roles & Access Control

The system must include role-based access with the following permissions:

ADMIN (Full Access): - Full system control - Add/Edit/Delete Customers - Create/Edit/Delete Invoices - Access Reports & Analytics - Credit Management - Manage Users (Add/Edit/Delete Staff & Manager) - System Settings Access - Database Backup Option

MANAGER (Full Operational Access): - Access Dashboard - Create/Edit Invoices - View Reports - Credit Management - Customer Management - Cannot Delete System or Modify Core Settings (Optional Restriction)

STAFF (POS Access Only): - Create New Invoice - Search Customer - View Invoice History - Print Bills - Cannot Access Reports - Cannot Access Credit Management Dashboard - Cannot Modify System Settings

4. System Screen Flow (UI Structure)

Login Screen: - Username & Password - Role-based access (Admin / Manager / Staff)

Dashboard: - Today Sales Summary - Credit Pending Amount - Total Customers - Recent Invoices - Quick Search Bar Left Sidebar Menu (Access Based on Role): - Dashboard - New Invoice - Customers - Credit Management - Reports - Settings

5. Invoice Creation Screen (Main POS Interface)

Top Section: - Customer Search (Phone / Bike Number) - Add New Customer Button Middle
Section: - Add Products or Services - Quantity & Price Auto Fetch - Service Charge Option Right
Section: - Subtotal - Discount - Tax (Optional) - Grand Total Bottom Section: - Payment Type (Cash
/ Card / Bank / Credit) If Credit selected: - Due Date - Paid Amount - Auto Balance Calculation

6. Invoice View & History Page

Clicking an Invoice Number should display: - Full Customer Details - Item List - Payment Status -
Credit Balance - Bike Images Preview - Reprint / Download Option

7. Bike Image Upload Module

During invoice creation: - Upload multiple images (Front / Side / Engine No) - Images stored
securely in system - Not printed on bill - Accessible for insurance claims and service proof history

8. Credit Management Page

Separate Credit Dashboard: - Pending Credit List - Customer Name & Phone - Total Amount - Paid
Amount - Balance - Due Date - Overdue Filter Option

9. Reports & Analytics

- Daily Sales Report - Monthly Sales Report - Item-wise Sales - Staff-wise Sales - Profit Summary -
Customer Service History Tracking

10. Bill Printing System

Support 80mm Thermal Printer. Bill should include: - Shop Logo - Invoice Number - Item List - Total
Amount - Payment Type - Optional QR Code

11. Technical Recommendation

Backend: Node.js or Laravel (PHP) Frontend: React / Vue / Bootstrap UI Database: MySQL
Hosting: Cloud Server (Recommended) or Local Server (Offline Option)

12. Database Structure (Core Tables)

- Customers Table - Invoices Table - Invoice_Items Table - Payments Table - Bike_Images Table -
Users Table (Role Field: Admin / Manager / Staff)