SINYX Point of Sale System

Version: 1.0.5

Support: contact@sinyxcode.com

Table of Contents

---

1. Introduction

SPOS (Professional Point of Sale System) is a comprehensive desktop application designed for retail businesses, especially sweet shops and small to medium enterprises. It provides complete inventory management, sales tracking, customer management, and financial reporting in a user-friendly interface.

Key Features

- **Multi-User System** with role-based access control (Admin, Cashier, Sales Associate)
- **Real-Time Inventory Management** with automatic stock updates
- **Point of Sale** with barcode scanning support
- **Purchase Management** for restocking products
- **Customer Database** with transaction history
- **Returns & Refunds** processing
- **Backup & Restore** for data safety
- **Offline Operation** - no internet required
- **Receipt Printing** support
- **Comprehensive Reports** for business insights

---

2. System Requirements

Minimum Requirements

- **Operating System:** Windows 10 or later (64-bit)
- **Processor:** Intel Core i3 or equivalent
- **RAM:** 4 GB
- **Storage:** 2 GB available space
- **Display:** 1280x800 resolution
- **Additional:** Visual C++ 2015-2022 Redistributable (included with installer)

Recommended Requirements

- **Operating System:** Windows 11 (64-bit)

- **Processor:** Intel Core i5 or better
- **RAM:** 8 GB or more
- **Storage:** 5 GB available space (for database growth)
- **Display:** 1920x1080 resolution or higher
- **Peripherals:** Barcode scanner, receipt printer (optional but recommended)

Network Requirements

- **Internet:** NOT required for daily operations
- **Local Network:** Optional for shared printer access

---

3. Installation Guide

Step 1: Download Installer

1. Obtain the `SPOS Setup 1.0.5.exe` installer file
2. Verify file integrity (check file size: ~300-400 MB)

Step 2: Run Installer

1. **Right-click** on `SPOS Setup 1.0.5.exe`
2. Select **"Run as Administrator"**
3. If Windows SmartScreen appears, click **"More info" → "Run anyway"**
4. Follow installation wizard:
   - Accept license agreement
   - Choose installation location (Default: `C:\Program Files\SPOS`)
   - Select **"Create Desktop Shortcut"**
   - Click **"Install"**

Step 3: First Launch

1. After installation completes, click **"Finish"**
2. Launch SPOS from desktop shortcut or Start Menu
3. **Wait 30-60 seconds** on first launch while system initializes:
   - MySQL database installation
   - System tables creation
   - Default data seeding
4. Splash screen will show progress messages

Step 4: Activation (If Required)

If activation screen appears:

1. Enter provided **License Key**
2. Enter **Licensed To** name (your business name)
3. Click **"Activate"**
4. System will redirect to login screen

---

4. First Time Setup

Default Login Credentials

After installation, three user accounts are automatically created:

Role	Email	Password
Administrator	admin@spos.com	admin123
Cashier	cashier@spos.com	cashier123
Sales Associate	sales@spos.com	sales123

⚠️ **IMPORTANT:** Change all default passwords immediately after first login!

Initial Configuration Steps

4.1 Change Admin Password

1. Login as `admin@spos.com`
2. Navigate to **Settings** → **Profile**
3. Click **"Change Password"**
4. Enter current password: `admin123`
5. Enter new strong password
6. Click **"Update"**

4.2 Configure Business Information

1. Go to **Settings** → **System Settings**
2. Update:
    - **Business Name**
    - **Address**
    - **Phone Number**

    - **Email**
    - **Tax Registration Number** (if applicable)
    - **Currency** (default: USD)
3. Click **"Save Changes"**

4.3 Setup Units of Measurement

Pre-configured units:

- Piece (pc)
- Kilogram (kg)
- Gram (g)
- Liter (l)
- Milliliter (ml)
- Box
- Dozen

To add custom units:

1. Go to **Products → Units**
2. Click **"Add New Unit"**
3. Enter unit name and abbreviation
4. Click **"Save"**

4.4 Create Product Categories

1. Navigate to **Products → Categories**
2. Click **"Add Category"**
3. Enter category details:
    - Category Name
    - Description (optional)
4. Click **"Save"**

Example categories for sweet shop:

- Sweets
- Bakery Items
- Beverages
- Dry Fruits
- Gift Packs

4.5 Add Brands (Optional)

1. Go to **Products → Brands**
2. Click **"Add Brand"**

3. Enter brand name
4. Click **"Save"**

4.6 Add Suppliers

1. Navigate to **Purchase → Suppliers**
2. Click **"Add Supplier"**
3. Enter supplier details:
    - Name
    - Contact Person
    - Phone
    - Email
    - Address
4. Click **"Save"**

Note: "Own Supplier" is pre-created for internal production

---

5. User Roles & Permissions

Administrator

Full system access with all permissions including:

- User management (create, edit, delete users)
- System settings configuration
- Complete product management
- Financial reports access
- Database backup and restore
- All POS operations
- Purchase management
- Returns and refunds

Default Access: All modules

Cashier

POS-focused operations including:

- Point of Sale transactions
- Product search and sales
- Customer management (view and create)
- Receipt printing
- View product inventory

- Process returns and refunds (if authorized)
- View daily sales reports

Restricted Access:

- Cannot access system settings
- Cannot manage users
- Cannot delete products
- Cannot access financial reports
- Cannot perform database operations

Sales Associate

Limited sales support including:

- View dashboard
- View product list and prices
- View customer information
- Create sales orders (with approval)
- View basic reports

Restricted Access:

- Cannot access POS directly
- Cannot modify prices
- Cannot process refunds
- Cannot access purchase management
- Cannot access system settings

Creating New Users

1. Login as **Administrator**
2. Go to **Settings → Users**
3. Click **"Add New User"**
4. Fill in user details:
    - Full Name
    - Email (will be username)
    - Password
    - Select Role (Admin/Cashier/Sales Associate)
    - Phone Number (optional)
5. Click **"Create User"**

---

6. Daily Operations

6.1 Opening the System

1. Launch SPOS application
2. Login with your credentials
3. Dashboard will display:
    - Today's sales summary
    - Low stock alerts
    - Recent transactions
    - Quick action buttons

6.2 Starting a Sale (POS)

1. Navigate to **POS** tab (or click from dashboard)
2. Select/scan products to add to cart:
    - **Barcode Scanner:** Scan product barcode
    - **Manual Search:** Type product name or barcode in search box
    - **Browse Products:** Click on product from displayed list
3. Verify cart items and quantities
4. Click **"Checkout"** when ready

6.3 Processing Payment

1. Select customer (or use "Walking Customer" for anonymous sales)
2. Review order total
3. Enter **Amount Received** from customer
4. System automatically calculates change
5. Select payment method:
    - Cash
    - Card
    - Mixed Payment
6. Click **"Complete Sale"**
7. Print receipt (if printer configured)

6.4 Handling Cart Operations

Adjust Quantity:

- Click quantity field and enter new value
- Or use **+** / **-** buttons

Override Price:

- Click on price field
- Enter custom price (Admin permission required)

Remove Item:

- Click **trash icon** next to product

Clear Entire Cart:

- Click **"Clear Cart"** button
- Confirm action

Save Cart for Later:

- System auto-saves cart every 30 seconds
- If interrupted, cart will restore on next login

6.5 End of Day Procedures

1. **Daily Closing Report:**
    - Go to **Reports → Daily Closing**
    - Review total sales, cash collected, transactions
    - Print/Export report
2. **Cash Reconciliation:**
    - Count physical cash in register
    - Compare with system total
    - Note any discrepancies
3. **Stock Check:**
    - Review low stock alerts
    - Plan next day's restocking
4. **Database Backup:**
    - Go to **Settings → Backup**
    - Click **"Create Backup"**
    - Save backup file to external drive/cloud

---

7. Product Management

7.1 Adding New Products

1. Go to **Products → All Products**
2. Click **"Add New Product"**
3. Fill in product details:

Basic Information:

- **Product Name*** (required)
- **SKU/Barcode*** (unique identifier)
- **Category***
- **Brand** (optional)
- **Unit*** (pc, kg, g, etc.)

Pricing:

- **Purchase Price*** (buying cost)
- **Selling Price*** (retail price)
- **Tax Rate** (percentage)
- **Discount** (optional)

Inventory:

- **Initial Stock*** (opening quantity)
- **Alert Quantity** (low stock threshold)

Additional Details:

- **Description**

- **Product Image** (optional)

- **Status** (Active/Inactive)

1. Click **"Save Product"**

7.2 Barcode Generation

System automatically generates barcodes:

- Uses SKU/Barcode field as base
- Generates scannable barcode format
- Can be printed on labels

Custom Barcodes:

1. Edit product
2. Enter your custom barcode in **SKU/Barcode** field
3. Save product

7.3 Bulk Product Import

1. Go to **Products → Import**
2. Download CSV template
3. Fill template with product data:
   - Name, SKU, Category, Price, Stock, etc.
4. Upload completed CSV file
5. Review import preview
6. Click **"Import Products"**

CSV Format:

```
name,sku,category,brand,unit,purchase_price,selling_price,tax,stocl
"Gulab Jamun",GJ001,Sweets,House Brand,kg,150,250,5,50,10
"Rasgulla",RS001,Sweets,House Brand,kg,120,200,5,30,10
```

7.4 Managing Stock Levels

View Current Stock:

- Navigate to **Products → All Products**
- Stock column shows current quantity
- Red highlight indicates low stock

Adjust Stock Manually:

1. Find product in list
2. Click **"Edit"** icon
3. Modify **Current Stock** field
4. Add note explaining adjustment
5. Save changes

Stock History:

- Click on product name
- View **"Stock History"** tab
- Shows all stock movements (sales, purchases, adjustments)

7.5 Product Categories & Organization

Create Subcategories:

1. Go to **Products → Categories**
2. Click **"Add Category"**
3. Select **Parent Category**
4. Enter subcategory name
5. Save

Reorganize Categories:

- Drag and drop categories to reorder
- Click **"Edit"** to modify category details
- Delete unused categories (if no products assigned)

---

8. Sales & Point of Sale

8.1 POS Interface Overview

Main Sections:

- **Product Search Bar** (top) - Search by name/barcode
- **Product Display Area** (left) - Browse available products
- **Shopping Cart** (right) - Current sale items
- **Customer Selection** (top right) - Choose customer
- **Total Display** (bottom right) - Shows subtotal, tax, discount, grand total
- **Action Buttons** (bottom) - Clear Cart, Hold, Checkout

8.2 Product Selection Methods

Method 1: Barcode Scanner

1. Focus on search bar
2. Scan product barcode
3. Product automatically adds to cart
4. Quantity defaults to 1

Method 2: Manual Search

1. Type product name or SKU in search bar
2. Select from autocomplete suggestions
3. Click to add to cart

Method 3: Browse & Click

1. Scroll through product display
2. Click on product image/name
3. Product adds to cart

8.3 Customer Selection

Using Walking Customer:

- Default for anonymous sales
- No customer information recorded
- Use for quick cash sales

Selecting Registered Customer:

1. Click customer dropdown
2. Search by name or phone
3. Select customer
4. Customer's purchase history is recorded

Adding New Customer During Sale:

1. Click **"+ New Customer"** button
2. Enter customer details (name, phone, email)
3. Save and automatically select for current sale

8.4 Applying Discounts

Product-Level Discount:

1. Click on product in cart
2. Enter discount percentage or fixed amount
3. Price updates automatically

Order-Level Discount:

1. Click **"Apply Discount"** button
2. Enter discount percentage or amount
3. Applies to entire order total

8.5 Handling Returns During Sale

If customer wants to return items during new purchase:

1. Complete return process first (see Returns section)

2. Then proceed with new sale
3. Or apply return credit to current sale

8.6 Partial Payments

1. Add all products to cart
2. Click **"Checkout"**
3. Enter partial amount in **"Amount Received"**
4. System records as credit/pending payment
5. Track pending payments in **Reports** → **Credit Sales**

8.7 Receipt Printing

Configure Printer:

1. Go to **Settings** → **Receipt Printer**
2. Select printer from dropdown
3. Configure:
    - Receipt width (58mm or 80mm)
    - Header text (business name, address)
    - Footer text (thank you message)
    - Logo (optional)
4. Click **"Test Print"** to verify
5. Save settings

Print Receipt:

- Automatically prompts after sale completion
- Or go to **Sales** → **Order History**
- Click **"Print"** icon next to order

---

9. Purchase & Restocking

9.1 Creating Purchase Order

1. Navigate to **Purchase** → **New Purchase**
2. Select **Supplier** from dropdown
3. Select **Purchase Date** (defaults to today)
4. Add products to purchase:
    - Search product by name/barcode
    - Click to add to purchase list

5. For each product:
    - Set **Purchase Price** (can differ from default)
    - Set **Quantity** to purchase
    - View **Current Stock** level
    - Subtotal calculates automatically

9.2 Managing Purchase Items

Adjust Quantity:

- Click on quantity field
- Enter new value
- Subtotal updates automatically

Modify Purchase Price:

- Click on purchase price field
- Enter actual buying price
- System remembers for future reference

Remove Item:

- Click **trash icon** next to product
- Item removed from purchase list

9.3 Completing Purchase

1. Review all items and quantities
2. Check total amount
3. Click **"Save Purchase"**
4. Confirm action
5. System automatically:
    - Updates product stock levels
    - Records purchase in history
    - Updates product average cost

9.4 Purchase History & Tracking

View All Purchases:

1. Go to **Purchase → Purchase History**
2. View list with:
    - Purchase ID
    - Date
    - Supplier

    - Total Amount
    - Status

View Purchase Details:

1. Click on purchase ID
2. View complete details:
    - All items purchased
    - Quantities and prices
    - Total calculation
    - Supplier information

Edit Purchase:

1. Click **"Edit"** icon
2. Modify items/quantities
3. Save changes
4. Stock levels adjust accordingly

Delete Purchase:

1. Click **"Delete"** icon
2. Confirm deletion
3. Stock quantities reverse to previous state

⚠️ **Note:** Only recent purchases can be deleted (within 24 hours)

9.5 Supplier Management

Add New Supplier:

1. Go to **Purchase → Suppliers**
2. Click **"Add Supplier"**
3. Enter details:
    - Supplier Name*
    - Contact Person
    - Phone Number*
    - Email
    - Address
    - Credit Terms (days)
    - Notes
4. Save supplier

Track Supplier Performance:

- View total purchases from each supplier
- Track payment history

- Monitor delivery reliability (manual notes)

---

10. Customer Management

10.1 Adding Customers

From Customer Module:

1. Navigate to **Customers → All Customers**
2. Click **"Add Customer"**
3. Enter customer details:
    - **Full Name*** (required)
    - **Phone Number*** (required, unique)
    - **Email** (optional)
    - **Address** (optional)
    - **Tax Number** (for businesses)
    - **Credit Limit** (optional)
4. Click **"Save Customer"**

During Sale (Quick Add):

1. In POS, click **"+ New Customer"**
2. Enter name and phone
3. Save and automatically select

10.2 Customer Information

View Customer Profile:

1. Go to **Customers → All Customers**
2. Click on customer name
3. View tabs:
    - **Profile** - Basic information
    - **Purchase History** - All orders
    - **Returns** - Returned items
    - **Credit/Payments** - Outstanding balance

Edit Customer:

1. Click **"Edit"** icon
2. Update information
3. Save changes

Delete Customer:

- Only if no purchase history
- Click **"Delete"** icon
- Confirm action

10.3 Customer Loyalty & Credits

Track Customer Spending:

- View total purchase amount
- View number of orders
- Last purchase date

Credit Management:

1. Set credit limit in customer profile
2. Track outstanding balance
3. Record partial payments
4. View payment history

---

11. Returns & Refunds

11.1 Processing Returns

1. Navigate to **Sales → Returns**
2. Click **"New Return"**
3. Search and select original order:
    - By Order ID
    - By Customer name
    - By Date range
4. Select items to return:
    - Check items being returned
    - Enter return quantity (can be partial)
    - Add reason for return
5. System shows:
    - Return value calculation
    - Stock that will be added back
6. Click **"Process Return"**
7. Select refund method:
    - **Cash Refund**
    - **Credit Note** (for future purchases)
    - **Exchange** (swap with other products)

11.2 Return Conditions

Valid Returns:

- Within return policy period (configure in settings)
- Products in resaleable condition
- Original receipt/order ID available

Partial Returns:

- Can return some items from an order
- Can return partial quantities
- Refund calculated proportionally

11.3 Return Reports

1. Go to **Reports → Returns**
2. View:
    - Total returns by period
    - Return reasons analysis
    - Products most frequently returned
    - Return rate percentage

---

12. Reports & Analytics

12.1 Sales Reports

Daily Sales Report:

1. Go to **Reports → Sales → Daily Report**
2. Select date
3. View:
    - Total sales amount
    - Number of transactions
    - Payment methods breakdown
    - Top selling products
    - Hourly sales distribution

Sales Summary:

- Navigate to **Reports → Sales Summary**
- Select date range (daily, weekly, monthly, custom)
- View trends and comparisons

Product Sales Report:

- Shows sales by product
- Quantities sold
- Revenue generated
- Profit margins

12.2 Inventory Reports

Current Stock Report:

1. Go to **Reports → Inventory → Current Stock**
2. View all products with:
    - Current quantity
    - Stock value
    - Low stock alerts
3. Export to Excel/PDF

Stock Movement Report:

- Shows all stock changes
- Purchases, sales, adjustments
- Date range filtering

Dead Stock Report:

- Products not sold in X days
- Helps identify slow-moving items
- Make clearance decisions

12.3 Financial Reports

Profit & Loss:

1. Go to **Reports → Financial → P&L**
2. Select period
3. View:
    - Total Revenue
    - Cost of Goods Sold
    - Gross Profit
    - Net Profit

Cash Flow:

- Total cash in (sales)
- Total cash out (purchases)

- Net cash flow
- Daily/monthly breakdown

Tax Report:

- Sales tax collected
- Purchase tax paid
- Net tax liability
- Export for tax filing

12.4 Customer Reports

Customer Purchase History:

- Total spent by each customer
- Frequency of visits
- Average transaction value
- Last purchase date

Top Customers:

- Highest spenders
- Most frequent buyers
- Helps identify VIP customers

12.5 Exporting Reports

1. Open any report
2. Click **"Export"** button
3. Select format:
    - **PDF** - For printing/sharing
    - **Excel** - For further analysis
    - **CSV** - For importing to other systems
4. Save file to desired location

---

13. Backup & Restore

13.1 Creating Backups

Manual Backup:

1. Go to **Settings → Backup & Restore**
2. Click **"Create Backup Now"**

3. System creates backup file:
    - Format: `backup_YYYYMMDD_HHMMSS.sql`
    - Includes all data (products, sales, customers, etc.)
4. Save backup file to:
    - External USB drive (recommended)
    - Cloud storage (Dropbox, Google Drive)
    - Network location

Automatic Backups:

1. Enable in **Settings → Backup Settings**
2. Configure:
    - Backup frequency (daily, weekly)
    - Backup time (e.g., 2:00 AM)
    - Backup location
    - Number of backups to keep (e.g., last 30 days)

13.2 Restoring from Backup

⚠️ **IMPORTANT:** Restoring will replace current data with backup data

1. Go to **Settings → Backup & Restore**
2. Click **"Restore from Backup"**
3. Select backup file from your storage
4. System shows:
    - Backup date and time
    - Data included
5. Confirm restoration
6. Wait for process to complete (may take 1-5 minutes)
7. Application will reload with restored data

13.3 Backup Best Practices

Frequency:

- **Daily backups** for active businesses
- **Before major changes** (system updates, bulk imports)
- **After month-end closing**

Storage:

- Keep **at least 3 copies**:
    - One on external drive
    - One in cloud storage
    - One on different physical location

- **Never rely on single backup**

Verification:

- Test restore process monthly
- Verify backup file integrity
- Ensure backup files are not corrupted

Retention:

- Keep daily backups for 30 days
- Keep monthly backups for 12 months
- Keep year-end backups permanently

13.4 Data Recovery Scenarios

Scenario 1: Accidental Data Deletion

1. Stop using system immediately
2. Restore from most recent backup
3. Re-enter any data created after backup time

Scenario 2: System Crash/Corruption

1. Reinstall SPOS application
2. Restore from backup
3. Verify data integrity

Scenario 3: Hardware Failure

1. Install SPOS on new computer
2. Copy backup file from external storage
3. Restore backup
4. Reconfigure printer and hardware settings

---

14. Troubleshooting

14.1 Common Issues & Solutions

Application Won't Start

Symptom: SPOS icon clicked but nothing happens

Solutions:

1. Check if already running (look in system tray)
2. Restart computer
3. Run as Administrator
4. Reinstall Visual C++ Redistributable:
    - Go to installation folder
    - Run `vc_redist.x64.exe`
5. Check Windows Event Viewer for errors
6. Reinstall SPOS

Database Connection Error

Symptom: "MySQL connection failed" or "Database error"

Solutions:

1. Wait 60 seconds - database may be starting
2. Check if MySQL process is running:
    - Open Task Manager
    - Look for `mysqld.exe`
3. If not running, restart application
4. If persists, check MySQL error log:
    - Location: `C:\Program Files\SPOS\resources\mysql\data\*.err`
5. Restore from backup if database corrupted

Application Freezes/Slow Performance

Symptoms: Slow response, frequent freezing

Solutions:

1. Close other applications (free up RAM)
2. Clear application cache:
    - Settings → Maintenance → Clear Cache
3. Check database size:
    - Large databases (>500MB) may slow down
    - Archive old data or backup and start fresh
4. Check disk space (need at least 1GB free)
5. Restart application and computer

Printer Not Working

Symptom: Receipt doesn't print or prints incorrectly

Solutions:

1. Verify printer is ON and connected
2. Check printer in Windows:
    - Settings → Devices → Printers
    - Ensure printer is set as default
    - Print test page from Windows
3. Reconfigure in SPOS:
    - Settings → Receipt Printer
    - Select correct printer
    - Test print
4. Check paper loaded correctly
5. Reinstall printer drivers

Barcode Scanner Not Working

Symptom: Scanning doesn't add products

Solutions:

1. Check scanner connected via USB
2. Test scanner in Notepad:
    - Open Notepad
    - Scan a barcode
    - Should type the barcode number
3. If works in Notepad but not SPOS:
    - Focus on search bar in POS
    - Try scanning again
4. Check barcode format:
    - Scanner must send "Enter" key after scan
    - Configure scanner if needed
5. Verify product has correct barcode in database

Login Issues

Symptom: "Invalid credentials" or can't login

Solutions:

1. Verify Caps Lock is OFF
2. Try default credentials:
    - admin@spos.com / admin123
3. Reset password:
    - Login as admin
    - Settings → Users

    - Reset user password
4. If admin locked out:
    - Contact support for database password reset

Missing Products/Data

Symptom: Products disappeared or data lost

Solutions:

1. Check filters/search:
    - Clear all filters
    - Check "Show Inactive" products
2. Verify correct date range in reports
3. If truly missing:
    - Restore from most recent backup
    - Re-enter data if no backup available

14.2 Error Messages Explained

"Migration failed"

- Database schema update failed
- Solution: Restore from backup, reinstall application

"Access denied"

- Permission issue with files/folders
- Solution: Run as Administrator

"Port already in use"

- Another instance of SPOS running
- Solution: Close all SPOS windows, restart

"Low disk space"

- Less than 1GB space available
- Solution: Free up disk space, delete old files

"License expired/invalid"

- License key issue
- Solution: Contact support for new license key

14.3 Performance Optimization

Speed Up Application:

1. Close unused browser tabs and applications
2. Disable startup programs
3. Run disk cleanup:
   - Windows → Settings → Storage → Free up space
4. Defragment hard drive (if using HDD)
5. Increase RAM if consistently low

Database Optimization:

1. Go to Settings → Maintenance
2. Click **"Optimize Database"**
3. Runs monthly automatically
4. Removes orphaned records and rebuilds indexes

14.4 Getting Support

Before Contacting Support:

1. Check this manual
2. Note exact error message
3. Note steps to reproduce issue
4. Check system requirements met

Contact Information:

- Email: think.code.sync
- Include:
  - SPOS version (1.0.5)
  - Windows version
  - Error message/screenshot
  - What you were trying to do

---

15. Best Practices

15.1 Daily Operations

✅ **DO:**

- Backup data daily (end of day)
- Verify cash against system total

- Check low stock alerts
- Review sales reports
- Test receipt printer before opening
- Update product prices as needed

❌ **DON'T:**

- Shutdown PC without closing SPOS properly
- Delete products with sales history
- Share admin password
- Skip daily backups
- Ignore low stock warnings

15.2 Inventory Management

✅ **DO:**

- Conduct physical stock counts monthly
- Update products immediately after purchase
- Set accurate alert quantities
- Use consistent units (kg vs g)
- Archive old/discontinued products (don't delete)
- Take photos of products for easy identification

❌ **DON'T:**

- Manually adjust stock without reason/notes
- Create duplicate products
- Use generic product names
- Leave purchase prices blank
- Ignore dead stock

15.3 Customer Service

✅ **DO:**

- Collect customer information (phone at minimum)
- Process returns promptly
- Print receipts for all sales
- Verify prices before checkout
- Thank customers after purchase
- Handle complaints professionally

❌ **DON'T:**

- Process returns without original order verification

- Modify prices without authorization
- Share customer data
- Rush checkout causing errors

15.4 Security

✅ **DO:**

- Change default passwords immediately
- Use strong passwords (8+ characters, mixed case, numbers)
- Lock computer when away (Win+L)
- Limit admin access
- Review user activity logs monthly
- Keep software updated

❌ **DON'T:**

- Share login credentials
- Write passwords on sticky notes
- Leave computer unlocked
- Give cashiers admin access
- Ignore suspicious activity

15.5 Data Management

✅ **DO:**

- Backup before major changes
- Store backups in multiple locations
- Test restore process quarterly
- Archive old data annually
- Export reports for tax filing
- Document any manual adjustments

❌ **DON'T:**

- Rely on single backup
- Store backups only on same computer
- Delete old backups prematurely
- Make bulk changes without testing
- Skip database maintenance

15.6 Financial Practices

✅ **DO:**

- Reconcile cash daily
- Track all expenses
- Review profit margins monthly
- Monitor credit sales
- Record all returns properly
- Keep physical receipts for purchases

❌ **DON'T:**

- Accept payments outside the system
- Delay recording transactions
- Mix personal and business funds
- Ignore discrepancies
- Process refunds without documentation

15.7 Training

✅ **DO:**

- Train all staff on basic operations
- Create role-specific training plans
- Document custom procedures
- Have backup staff trained on all tasks
- Review this manual with new employees
- Conduct refresher training quarterly

❌ **DON'T:**

- Assume staff knows everything
- Skip training for "temporary" staff
- Give access before training
- Overlook mistakes repeatedly

Appendix A: Keyboard Shortcuts

Action	Shortcut
Focus Search Bar	`Ctrl + F`
Quick Checkout	`F9`

Action	Shortcut
Clear Cart	`Ctrl + Delete`
New Product	`Ctrl + N`
Save	`Ctrl + S`
Print Receipt	`Ctrl + P`
Logout	`Ctrl + L`

Appendix B: Default Data Reference

Default Users

- admin@spos.com (Admin)
- cashier@spos.com (Cashier)
- sales@spos.com (Sales Associate)

Default Customer

- Walking Customer (ID: 1)

Default Supplier

- Own Supplier (ID: 1)

Default Units

- Piece (pc), Kilogram (kg), Gram (g), Liter (l), Milliliter (ml), Box, Dozen

Default Currency

- USD ($)

Appendix C: Database Backup Schedule

Frequency	Retention	When
Daily	30 days	End of business day
Weekly	3 months	Sunday night

Frequency	Retention	When
Monthly	12 months	Last day of month
Yearly	Permanent	December 31

Appendix D: System File Locations

Installation Directory:

```
C:\Program Files\SPOS\
```

Database Files:

```
C:\Program Files\SPOS\resources\mysql\data\
```

Backup Files:

```
C:\Users\[YourName]\Documents\SPOS Backups\
```

Log Files:

```
C:\Program Files\SPOS\resources\storage\logs\
```

Receipt Templates:

```
C:\Program Files\SPOS\resources\storage\receipts\
```

Appendix E: Glossary

SKU - Stock Keeping Unit, unique product identifier

POS - Point of Sale, the transaction interface

Barcode - Machine-readable product identifier

Walking Customer - Anonymous customer for quick sales

Credit Sale - Sale with pending payment

Dead Stock - Products not sold for extended period

Alert Quantity - Minimum stock level before warning

Purchase Price - Cost to buy product from supplier

Selling Price - Price charged to customer

Gross Profit - Revenue minus cost of goods

Net Profit - Gross profit minus expenses

Reconciliation - Matching physical cash to system records

Backup - Copy of database for disaster recovery

Restore - Loading data from backup file

Migration - Database schema update

Document Information

Manual Version: 1.0
Application Version: 1.0.5
Last Updated: February 1, 2026
Document Status: Official Release

Prepared By: SINYX Development Team

End of Manual

For technical support, contact: contact@sinyxcode.com