1. POS Dashboard – UI & Flow

UI Sections

Header bar (Branch name, Staff name, Date/Time)

Left side: Product categories

Center: Product grid (image, name, price, stock)

Right side: Cart panel

Flow

1. Staff opens POS screen → Dashboard loads.

2. System shows product categories on left for quick filtering.

3. Product grid displays all items with:

Image

Name

Price

Stock indicator

4. Clicking a category filters products instantly.

5. Search bar at top allows typing product name/sku for instant match.

6. Cart panel on right stays visible at all times showing:

Items added

Quantity

Price

Subtotal, tax, discount, grand total

7. Footer shows quick actions:

Clear cart

Hold order

Resume held orders

Checkout

8. Dashboard refreshes product stock in real-time after every sale.

2. Product Listing – UI & Flow

UI Sections

Product grid/cards

Category filter bar

Stock badge

Price label

Add-to-cart button

Flow

1. System loads all products based on active branch inventory.

2. Each product appears as a card with:

Product image

Name

Price

Stock count or “Out of stock” label

Add-to-cart button

3. User can scroll infinitely through the grid for fast browsing.

4. Clicking a product instantly adds it to the cart (no popup).

5. If product has variations (size, color), a small selection popup appears.

6. Out-of-stock products are disabled or greyed out.

7. Product listing auto-updates after purchases or refunds.

3. Product Search – UI & Flow

UI Sections

Search bar at top

Live result dropdown

Highlighted matched text

Quick add button inside search results

Flow

1. User types any keyword in the search bar (name, SKU, barcode).

2. System shows instant live results below the search bar.

3. Results display:

Product name

Price

Small thumbnail

Stock count

4. User can click a result to add the product directly to the cart.

5. If product has variants, a small variant selection popup appears.

6. If no product is found, system shows “No products found.”

7. Search auto-refreshes with every keystroke for fast POS operation.

4. Add to Cart – UI & Flow

UI Sections

Product card “Add” button

Cart sidebar

Quantity indicator

Item line with price & total

Flow

1. User clicks the Add button on any product card.

2. System instantly adds the product to the cart sidebar.

3. If item already exists in the cart, quantity auto-increments by 1.

4. Cart displays:

Product name

Unit price

Quantity

Line total

5. If product has variations, a variant selection popup appears before adding.

6. If stock is low or zero, system blocks the add action and shows warning.

7. Cart auto-recalculates subtotal, tax, discount, and grand total in real time.

5. Cart Management – UI & Flow

UI Sections

Cart item list

Quantity controls (+ / –)

Remove item button

Subtotal / Tax / Discount / Total summary

Flow

1. Cart sidebar displays every added product as a list item.

2. Each cart item contains:

Product name

Unit price

Quantity

Line total

Remove (X) button

3. User can adjust quantity using + / – buttons.

4. Increasing quantity instantly updates:

Line total

Subtotal

Tax

Grand total

5. Removing an item recalculates the entire cart automatically.

6. If quantity becomes zero, system auto-removes that item.

7. Cart always shows running totals for quick checkout visibility.

6. Quantity Control – UI & Flow

UI Sections

Quantity box with + and – buttons

Line total display

Stock validation alert

Flow

1. Each cart item shows a quantity controller with + and – buttons.

2. Clicking + increases the quantity by 1 and updates:

Line total

Subtotal

Tax

Grand total

3. Clicking – decreases quantity by 1.

4. If quantity reaches 0, the system auto-removes the item from the cart.

5. If user tries to exceed available stock, system shows a warning and blocks the action.

6. System recalculates all totals instantly after every quantity change.

7. Discounts – UI & Flow

UI Sections

Discount field (cart level)

Item-level discount option

Discount type selector (Percentage / Fixed)

Recalculated total summary

Flow

1. User can apply discount on the entire cart or on individual items.

2. When applying cart-level discount:

Enter discount value

Select type: Percentage (%) or Fixed Amount

3. System instantly recalculates:

Subtotal

Tax

Grand total

4. For item-level discount, each cart item shows a “Discount” button.

5. Clicking it opens a small input popup:

Discount amount

Discount percentage

6. System validates discount so total does not become negative.

7. All recalculations happen in real time as user edits the discount.

8. Taxes – UI & Flow

UI Sections

Tax selector (default tax auto-applied)

Item-level tax display

Cart summary tax row

Inclusive/Exclusive tax indicator

Flow

1. System automatically applies the default tax set in POS settings.

2. Each item shows its tax rate based on product configuration.

3. Tax can be:

Inclusive (already included in item price)

Exclusive (added on top of item price)

4. Cart summary displays a separate Tax row showing total calculated tax.

5. If product has individual tax rules, system calculates each item separately.

6. Any change in quantity, discount, or price triggers automatic tax recalculation.

7. Admin can switch tax types (inclusive/exclusive) in POS settings, and the interface updates accordingly.

9. Customer Selection – UI & Flow

UI Sections

Customer dropdown/search bar

Customer details preview (name, phone, email)

“Add New Customer” button

“Walk-in Customer” option

Flow

1. In the checkout area, a customer selector is shown at the top.

2. User clicks the selector and sees:

Search bar for typing customer name/phone

List of matching customers

3. Selecting a customer updates the checkout panel with their details.

4. If no customer is selected, system uses Walk-in Customer by default.

5. If customer doesn't exist, user clicks Add New Customer, fills a quick popup form, and the new customer is instantly selected.

6. Customer selection updates in real-time across the order and invoice.

10. Add New Customer – UI & Flow

UI Sections

Popup form

Input fields (name, phone, email, address)

Save button

Auto-select toggle

Flow

1. User clicks Add New Customer from the customer selector.

2. A popup form appears with fields:

Full name

Phone number

Email

Address

3. User fills the details and clicks Save.

4. System creates the customer instantly in CRM customers table.

5. Newly created customer is automatically assigned to the current POS order.

6. Customer details appear in the checkout section and will reflect on the invoice.

11. Walk-in Customer – UI & Flow

UI Sections

Default customer placeholder

Simple info block (no details required)

Badge indicating "Walk-in"

Flow

1. POS automatically assigns Walk-in Customer when no specific customer is selected.

2. This customer type requires no form, no details, and is always available as a default option.

3. Walk-in status appears in the checkout panel and invoice preview.

4. User can switch back and forth between Walk-in and any registered customer without resetting the cart.

5. When the order is finalized, the sale is saved under Walk-in Customer unless a specific customer was chosen.

12. Payment Methods – UI & Flow

UI Sections

Payment method list (Cash, Card, Bank, Wallet, etc.)

Amount input fields

Summary panel

“Add Payment” button

Flow

1. When user clicks Checkout, the payment screen opens showing all available payment methods.

2. User selects a payment method (Cash / Card / Bank / Wallet / Custom).

3. System displays an input field to enter the payment amount.

4. If the payment equals the grand total → status becomes Paid.

5. If amount is less than grand total → status becomes Partial Paid.

6. User can switch payment method anytime before confirming.

7. After payment is confirmed, system records the transaction and proceeds to order creation.

13. Split Payments – UI & Flow

UI Sections

Multiple payment rows

Method selector for each row

Amount input for each row

Remaining balance indicator

“Add Payment Method” button

Flow

1. On the payment screen, user can click Add Payment Method to enable multiple payment rows.

2. Each row lets user choose a method (Cash / Card / Bank / Wallet / Custom).

3. User enters the amount for each method separately.

4. System continuously calculates:

Total entered

Remaining balance

Overpayment warning if exceeded

5. When the combined total equals the grand total, payment status becomes Fully Paid.

6. User can remove or edit any payment row before confirming.

7. After confirmation, system records each payment method individually under the POS order.

14. Change Return – UI & Flow

UI Sections

Amount received input

Change amount display

Auto-calculation panel

Confirmation button

Flow

1. On the payment screen, when user selects Cash, the system shows an Amount Received input.

2. User enters the amount given by the customer (e.g., 100 AED).

3. System instantly calculates the Change to Return using:

Change = Amount Received – Grand Total

4. Change amount is shown clearly in a highlighted box for quick visibility.

5. If amount received is less than total, system alerts “Insufficient amount.”

6. Once confirmed, the system:

Marks order as Paid

Records cash received and cash returned

7. Change amount also appears on the printed receipt.

15. Create POS Order – UI & Flow

UI Sections

Order summary panel

Customer details block

Cart item list

Payment confirmation section

“Complete Order” button

Flow

1. After payment is completed, the Order Summary screen appears.

2. System shows:

Customer details (or Walk-in)

Cart items (name, qty, price, total)

Subtotal, discount, tax, grand total

Payment methods used

3. User reviews all details before final submission.

4. User clicks Complete Order.

5. System performs backend actions instantly:

Creates POS order record

Saves order items

Saves payment details

Generates unique order ID & invoice number

Deducts inventory stock

Logs stock movement

Logs staff activity

6. Order is finalized and system redirects to the invoice/receipt screen for printing or email.

16. Generate Invoice – UI & Flow

UI Sections

Invoice preview page

Customer details section

Itemized list (products, qty, price, totals)

Tax/discount summary

Invoice number & date

Print / PDF / Email buttons

Flow

1. After order completion, system automatically generates an invoice.

2. Invoice preview loads showing:

Invoice number

Order ID

Customer name or Walk-in

Contact details (if available)

Staff & branch

3. Itemized section displays:

Product names

Unit price

Quantity

Line totals

4. Summary section shows:

Subtotal

Discounts

Taxes

Grand total

Payments received

Balance (if any)

5. System formats invoice using POS-style or A4 format depending on settings.

6. From the preview, user can choose:

Print Invoice

Download PDF

Send Email to Customer

7. Invoice is stored permanently in POS order history for future access.

17. Print Receipt – UI & Flow

UI Sections

Receipt preview

Thermal/Small receipt layout

Print button

Printer selection (system default)

Order summary block

Flow

1. After invoice generation, user clicks Print Receipt.

2. System opens a compact thermal-style receipt preview optimized for POS printers.

3. Receipt shows:

Store/Branch name

POS order number

Date & time

Staff name

Customer (or Walk-in)

List of items (name, qty, price, total)

Subtotal, discount, tax, grand total

Payments made

Change returned (if any)

Thank-you note

4. User clicks Print, and system uses the browser’s default print dialog.

5. Receipt prints instantly in POS printer size (80mm / 58mm).

6. Printed receipt is logged in activity (for staff audit).

18. Download PDF – UI & Flow

UI Sections

PDF generation button

PDF viewer/download prompt

Invoice layout (A4 or POS format)

File name pattern (Invoice-XXXX.pdf)

Flow

1. On the invoice screen, user clicks Download PDF.

2. System generates a clean PDF version of the invoice using stored order data.

3. PDF contains:

Header (logo, company/branch info)

Invoice number & date

Customer details (or Walk-in)

Staff & branch info

Item table (name, qty, price, totals)

Summary (subtotal, discount, tax, grand total)

Payment breakdown

Footer notes (terms, thank you)

4. System prepares a file named invoice-{orderID}.pdf.

5. Browser shows a download prompt or auto-downloads the file.

6. PDF is also stored in system for future re-download from order history.

19. Email Invoice – UI & Flow

UI Sections

Email invoice button

Email preview popup

Recipient field (auto-filled)

Send button

Success/failed status alert

Flow

1. On the invoice screen, user clicks Email Invoice.

2. A popup opens showing:

Customer email auto-filled (if available)

Subject line (Invoice #XXXX)

Short message body

Attached PDF invoice

3. User can edit the email body if needed.

4. User clicks Send.

5. System sends the invoice using configured SMTP settings.

6. Status alert appears:

“Invoice sent successfully” or

“Email failed – check SMTP settings”

7. Email activity is logged under the POS order for audit and history tracking.

20. Inventory Deduction – UI & Flow

UI Sections

Inventory status (hidden, backend only)

Stock movement log

Low stock alert (notification panel)

Flow

1. When a POS order is completed, system checks each product in the cart.

2. For every item, the ordered quantity is deducted from its current stock in inventory.

3. System updates the crm_inventory table with the new stock level.

4. A stock movement entry is created containing:

Product ID

Quantity deducted

Order ID

Staff ID

Timestamp

5. If stock reaches low threshold, system triggers a low-stock alert in notifications.

6. If stock becomes zero, product is marked as Out of Stock instantly, reflecting on the POS product listing.

7. All inventory deductions happen automatically without user action.

21. Stock Validation – UI & Flow

UI Sections

Stock badge on product card

Warning popup

Disabled “Add to Cart” button for zero stock

Flow

1. When a product is loaded in POS, system checks available stock from inventory.

2. If stock is greater than zero, product is fully selectable.

3. If stock is zero, product card shows “Out of Stock” badge and the Add button is disabled.

4. When user tries to increase quantity beyond available stock, system shows a warning popup:

“Insufficient stock. Available: X”

5. System blocks adding or increasing quantity beyond the stock limit.

6. During checkout, system revalidates stock to avoid race conditions.

7. If stock changed during the session (another staff sale), POS auto-updates stock in real-time.

22. POS Order List – UI & Flow

UI Sections

Search bar

Filter panel (date, customer, staff, payment status)

Orders table (ID, Customer, Total, Status, Date)

Action buttons (View, Edit, Print, PDF, Refund, Delete)

Flow

1. User opens the POS Orders page from the POS module.

2. System loads all POS orders in a table sorted by latest first.

3. User can search orders by:

Order ID

Customer name

Phone number

4. Filter panel allows filtering by:

Date range

Staff

Payment status (Paid, Partial, Unpaid)

Order total range

5. Table displays each order with:

Order ID

Customer (or Walk-in)

Grand total

Payment status

Staff name

Date & time

6. User can click actions:

View → Open order details

Edit → Make allowed adjustments

Print → Direct print receipt

PDF → Download invoice

Refund → Process return

Delete → Remove order (admin only)

7. List auto-updates after every sale, refund, or deletion.

23. View Order – UI & Flow

UI Sections

Order details header

Customer information block

Item list (name, qty, price, total)

Payment breakdown

Summary (subtotal, discount, tax, grand total)

Action buttons (Print, PDF, Email, Refund)

Flow

1. User clicks View on any POS order in the order list.

2. System opens a detailed order view page.

3. Header shows:

Order ID

Invoice number

Date & time

Staff & branch

4. Customer block displays:

Customer name

Phone

Email

Walk-in status if no customer chosen

5. Item table includes:

Product name

Unit price

Quantity

Line total

6. Payment section shows:

Payment methods used

Amount per method

Payment status

7. Summary section shows complete calculation:

Subtotal

Discount

Tax

Final total

8. User can perform actions directly from this page:

Print receipt

Download PDF

Email invoice

Start refund process

9. Page acts as the main reference for all order-related audit and verification.

24. Edit Order – UI & Flow

UI Sections

Editable item list

Quantity controls

Discount editor

Payment editor

Update summary panel

“Save Changes” button

Flow

1. User clicks Edit on a POS order from the order list.

2. System loads the order into an editable form (permissions required).

3. User can modify:

Item quantities

Item-level discounts

Add new items

Remove existing items

4. System recalculates:

Subtotal

Discount

Tax

Grand total

5. Payment editor allows adjusting:

Payment amount

Payment method

Add/remove payment entries

6. If quantity increases, system checks stock before allowing changes.

7. If quantity decreases or item removed, system returns stock to inventory.

8. After all adjustments, user clicks Save Changes.

9. System updates:

Order items

Stock movements

Payment records

Activity logs

10. Updated order reflects immediately in POS order list and invoice.

25. Refund / Return – UI & Flow

UI Sections

Refund item selector

Quantity return selector

Refund amount summary

Payment method selector

Reason input box

Confirm refund button

Flow

1. User clicks Refund from the order view actions.

2. System opens a refund screen showing all items from the order.

3. User selects which items to refund (full or partial quantity).

4. When quantity is selected, system calculates:

Refund amount per item

Updated subtotal

Updated tax adjustment

5. Summary panel shows:

Total refundable amount

Auto-adjusted totals

Stock that will be restored

6. User selects refund payment method (Cash / Bank / Wallet / Same as original).

7. User enters optional refund reason.

8. User clicks Confirm Refund.

9. System performs actions:

Records refund transaction

Updates POS order status (Full Refund / Partial Refund)

Restores returned quantity to inventory

Logs stock movement as “Returned”

Saves refund in order history for audit

10. Refund receipt becomes available for printing or download.

26. Auto Stock Restore on Refund – UI & Flow

UI Sections

Stock adjustment log (backend)

Returned quantity indicator

Confirmation alert

Flow

1. When a refund is confirmed, system checks each refunded item.

2. For every item being refunded, system restores the exact refunded quantity back into inventory.

3. Inventory table is updated with the new stock level instantly.

4. A stock movement log entry is created showing:

Product ID

Quantity restored

Linked order ID

Refund ID

Staff user

Timestamp

5. If product was previously out of stock, it becomes available again after restore.

6. POS product list automatically updates to reflect returned availability.

7. No manual action is required—the entire restore process runs automatically.

27. Delete Order – UI & Flow

UI Sections

Delete confirmation popup

Warning message

Action buttons (Delete / Cancel)

Backend stock log

Flow

1. User clicks Delete from the POS order list or order view.

2. System opens a confirmation popup with a clear warning that deleting an order is permanent.

3. If the order contains items, system checks whether stock needs to be restored.

4. If enabled in settings, system automatically returns all sold quantities back to inventory before deletion.

5. User clicks Delete to confirm.

6. System performs backend actions:

Removes POS order record

Removes all order item records

Removes all payment records

Logs stock restoration (if applied)

Saves staff activity entry for audit

7. The order disappears from the POS order list instantly.

28. Staff Permissions – UI & Flow

UI Sections

Permissions list page

Toggle switches / checkboxes

Role selection dropdown

Save permissions button

Flow

1. Admin opens the Roles & Permissions section and selects a staff role.

2. System displays all POS-related permissions as toggles/checkboxes, including:

Access POS

Apply discounts

Edit orders

Refund orders

Delete orders

Change item price

Add new customer

View POS reports

3. Admin enables or disables each permission depending on the role.

4. Clicking Save updates the role’s permission set.

5. When a staff user logs into POS:

UI automatically hides restricted actions

Buttons like Edit, Refund, Discount, or Delete are disabled or invisible

6. System checks permission before allowing any action to prevent unauthorized changes.

29. POS Settings – UI & Flow

UI Sections

General settings panel

Tax settings

Discount settings

Payment method manager

Invoice/receipt layout settings

Save settings button

Flow

1. Admin opens POS Settings from the POS module.

2. System shows grouped configuration sections:

General Settings

POS invoice prefix

Default currency

Enable/disable hold orders

Show/hide product images

Enable price editing

Tax Settings

Default tax rate

Tax type: Inclusive / Exclusive

Enable item-level tax override

Discount Settings

Allow cart-level discount

Allow item-level discount

Max discount limit (percentage or amount)

Payment Methods

Enable/disable Cash, Card, Bank, Wallet

Add custom payment method

Rearrange method order

Invoice & Receipt Settings

Receipt size (80mm / 58mm)

A4 invoice layout selection

Logo upload

Footer note / Terms text

Show/hide tax breakdown

3. Admin modifies any setting directly from the form.

4. Clicking Save instantly updates the POS system configuration.

5. POS frontend reflects changes immediately (tax rules, discount rules, payment methods, layouts).

30. Branch-wise POS – UI & Flow

UI Sections

Branch selector (dropdown or auto-detected)

Branch info panel

Branch-based product list

Branch-based stock indicator

Branch-based order tagging

Flow

1. When staff logs in, system auto-detects their assigned branch (from staff profile).

2. POS interface loads products, stock, and pricing specific to that branch.

3. Branch selector (for admins/multi-branch staff) allows switching between branches if permitted.

4. Product listing only shows items available in the selected branch’s inventory.

5. Stock levels are fetched from branch-specific stock to avoid overlap.

6. Every POS order is tagged with:

Branch ID

Staff ID

Counter name (if enabled)

7. Reports, order lists, and receipts show the branch name clearly.

8. If admin switches branch, POS reloads product list, stock, and settings for the new branch.

31. Staff-wise Sales Report – UI & Flow

UI Sections

Staff selector dropdown

Date range filter

Summary cards (Total Sales, Orders, Refunds, Net Amount)

Detailed report table

Export buttons (PDF/Excel)

Flow

1. User opens Staff-wise Sales Report from POS reports.

2. System displays a staff selector to choose a specific staff member or “All Staff”.

3. User selects a date range to generate the report.

4. Summary cards update showing:

Total sales amount

Number of orders

Total refunds

Net sales amount

5. Below, a table lists all POS orders processed by the selected staff:

Order ID

Customer

Total amount

Payment status

Date & time

6. Refund entries appear in the table with negative values.

7. User can export the report in PDF or Excel for accounts or auditing.

8. Report automatically updates when filters change.

32. Daily Sales Report – UI & Flow

UI Sections

Date picker

Summary cards (Total Sales, Orders, Refunds, Net Total)

Payment method breakdown

Sales chart (optional)

Detailed transactions table

Export options (PDF/Excel)

Flow

1. User opens Daily Sales Report from POS reports.

2. System shows a date picker with today’s date selected by default.

3. Summary cards load showing:

Total sales for the selected day

Number of orders

Total refunded amount

Net sales after refunds

4. Payment breakdown section shows totals per method:

Cash

Card

Bank

Wallet

Custom methods

5. A table lists all transactions of that day:

Order ID

Customer name

Total amount

Payment method

Status

Time

6. Refund entries appear with negative amounts.

7. User can export the report as PDF or Excel.

8. Changing the date instantly refreshes all report data.

33. Best Selling Products – UI & Flow

UI Sections

Date range filter

Product search filter

Summary cards (Top Product, Total Sold Qty, Revenue)

Ranked product list/table

Export options (PDF/Excel)

Flow

1. User opens Best Selling Products report in the POS reports module.

2. A date range filter allows selecting any period (today, week, month, custom).

3. System loads summary cards showing:

Highest selling product

Total quantity sold

Total revenue generated

4. Below, a ranked table lists products in descending order of sales volume:

Rank

Product name

Quantity sold

Revenue

Number of orders

5. User can search within the list to focus on a specific product.

6. Clicking a product opens its detailed sale history (optional).

7. User can export the full list as PDF or Excel.

8. Changing the date range automatically refreshes the rankings and totals.

34. Payment Method Report – UI & Flow

UI Sections

Date range filter

Payment method selector (All / Cash / Card / Bank / Wallet / Custom)

Summary cards (Total Amount, Total Transactions)

Payment breakdown chart (optional)

Detailed transaction table

Export (PDF/Excel)

Flow

1. User opens Payment Method Report from POS reports.

2. A date range filter appears at the top to choose the reporting period.

3. Payment method selector lets user filter by:

All methods

Cash

Card

Bank

Wallet

Custom methods

4. Once filters are applied, summary cards show:

Total amount collected through selected method

Number of transactions

5. A breakdown chart (optional) visualizes distribution across methods.

6. The transaction table lists:

Order ID

Customer

Amount

Payment method

Date & time

Staff

7. Refunds appear with negative amounts and are included in the final totals.

8. User can export the filtered report as PDF or Excel.

9. Changing filters updates the report instantly.

35. Tax Report – UI & Flow

UI Sections

Date range filter

Tax type selector (All / Inclusive / Exclusive / Specific tax rates)

Summary cards (Total Tax Collected, Total Sales, Number of Orders)

Tax breakdown table

Export options (PDF/Excel)

Flow

1. User opens Tax Report from the POS reports module.

2. A date range filter allows selecting any period (day, week, month, custom).

3. Tax type selector lets user filter by:

All taxes

Inclusive taxes

Exclusive taxes

Specific tax rates (e.g., 5%, 10%, VAT)

4. Summary cards show:

Total tax collected

Total taxable sales

Number of orders in the selected range

5. Below, the tax breakdown table lists:

Tax rate (5%, 10%, VAT etc.)

Total tax amount collected

Total taxable amount

Number of items/tickets taxed

Total orders contributing to this tax

6. Each row represents an aggregated tax calculation from all POS orders in the selected period.

7. User can click a row to view all orders contributing to that tax value (optional detail view).

8. Refunds are auto-adjusted (negative tax values appear when refunds apply).

9. User can export the full or filtered data as PDF or Excel.

10. Changing date range or tax type instantly refreshes all values and tables.