
Abstract

The application is a comprehensive management system designed for a photocopying and typing office. It includes modules for Admin, Front Office, and Cashier roles. The system supports customizable service bookings, real-time billing, payment processing, and analytics. Customers can book multiple services under a single voucher with unique IDs and QR codes, ensuring a seamless workflow between Front Office and Cashier. The application also incorporates features for tracking service status, applying discounts, managing taxes, and generating detailed reports. This modular design ensures efficient management, enhanced customer experience, and streamlined operations.

Module Descriptions

1. Admin Module

The Admin module manages the overall configuration and system settings:

- **Service Management:**
 - Add, edit, and delete customizable services (e.g., ID card application, government services, photocopying).
 - Define pricing, taxes, and other service-related settings.
 - **User and Role Management:**
 - Manage user roles (Front Office, Cashier, Admin) with specific permissions.
 - Add, edit, or deactivate staff accounts.
 - **Reports and Analytics:**
 - Generate tax analytics, day books, and monthly/yearly financial summaries.
 - View service popularity and revenue insights.
 - **System Settings:**
 - Configure currency, tax rates, and office-specific settings.
 - Customize voucher templates, including QR code generation.
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2. Front Office Module

This module facilitates customer interactions and service bookings:

- **Service Booking:**
 - Create a service voucher for individual customers or multiple sub-customers (e.g., A, B, and C under a single bill).
 - Assign unique IDs to vouchers, with an optional QR code.
 - Record service details, including type, cost, and estimated completion time.
 - Display the total amount, with taxes and discounts applied.
 - **Status Tracking:**
 - Update and view the status of each task in the voucher (e.g., pending, in progress, completed).
 - **Customer Management:**
 - Maintain a database of customers and their service history.
 - Allow bulk booking for repeat customers.
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3. Cashier Module

Handles payment processing and financial operations:

- **Payment Processing:**
 - Accept payments via multiple modes (cash, cheque, credit/debit card, etc.).
 - Apply discounts (percentage or fixed amount) to vouchers.
 - Record partial or full payments.
 - **Voucher Management:**
 - Retrieve and process vouchers using the unique ID or QR code.
 - Generate and print receipts for customers.
 - **Financial Records:**
 - View daily transaction summaries.
 - Manage refunds or adjustments if required.
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4. Shared Features Across Modules

- **Voucher Management:**
 - Automatically generate unique IDs for each voucher.
 - QR code generation for quick retrieval at the cashier.
 - **Task Status Updates:**
 - Update the status of booked tasks, visible to both the Front Office and Admin.
 - **Analytics and Reports:**
 - Tax analytics: Calculate total taxes collected per day/month.
 - Day Book: Summarize daily transactions, including cash flow and service details.
 - Revenue Reports: Breakdown of earnings by service, payment mode, or time period.
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Workflow

1. **Service Booking:** Front Office creates a voucher for the customer with selected services, total cost, and applicable taxes.
 2. **Payment:** Customer proceeds to the Cashier for payment. The cashier accepts payment, records the mode, and generates a receipt.
 3. **Task Status:** Front Office or Admin updates the status of each task. The customer can inquire about progress if needed.
 4. **Analytics:** Admin monitors service trends, daily income, and tax details for decision-making.
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This modular approach ensures the system is robust, user-friendly, and capable of meeting the operational needs of a photocopying and typing office.