

QCL - POS

Software User Manual

24-Aug-24

Contents

| | |
|------------------------------------|----|
| Introduction | 1 |
| System Design Overview | 1 |
| Architecture | 1 |
| System Users | 1 |
| System Stations | 3 |
| Main Features | 3 |
| Product Management | 3 |
| Category System | 5 |
| Shops Management | 7 |
| Staff Management | 9 |
| Printers Management | 11 |
| Advanced Operations | 15 |
| Backups/ Restore | 15 |
| Reports | 15 |
| Troubleshooting | 17 |
| Usage Guides | 19 |
| Setting up Staff | 19 |
| Setting up Products | 19 |
| Setting up Categories | 19 |
| Setting up Shops | 20 |
| Setting up Printers | 20 |
| Managing Shop Categories | 20 |

Introduction

QCL POS is a software engineered specifically for the unique needs of QCL. The System is designed to be highly configurable and adaptable to the needs of different shops, stations, products, staff members, and customers. This manual is intended for system administrators and staff members who will be using and supporting this software.

With QCL POS, you can easily manage your shops, products, staff members, and customers. You can configure the system to suit your specific needs.

This manual provides detailed instructions for installing and configuring the system, as well as for using the various features and functionalities of QCL POS. It covers topics such as setting up shops, managing products, preparing orders, processing payments, and managing customers. It also covers advanced topics such as creating custom reports.



Figure 1: POS Software Icon

We hope that this manual will be a valuable resource for you as you start using QCL POS. If you have any questions or need further assistance, please don't hesitate to reach out to us.

System Design Overview

Architecture

QCL POS is built using Laravel, a PHP framework. Laravel is designed to provide a rich set of features and tools. It leverages Livewire, a library that allows for real-time, interactive updates to a web page. When you make changes to an order, for example, the changes are automatically reflected on the screen without the need for a page reload. This makes the user experience much more responsive and intuitive.

QCL POS is housed within a virtual machine (VM), which is a good solution for on-site deployment. By using a VM, you can run QCL POS on your own hardware without the need for additional hardware or software. A VM provides a self-contained environment that can be easily installed and managed. It also allows you to easily update and manage the software within the VM, without affecting the rest of your systems.

System Users

The system is intended to be used by the following types of users:

1. **Administrator:** Has full control over the system and can perform any task. Can configure shops, products, staff members, and customers.

Contents

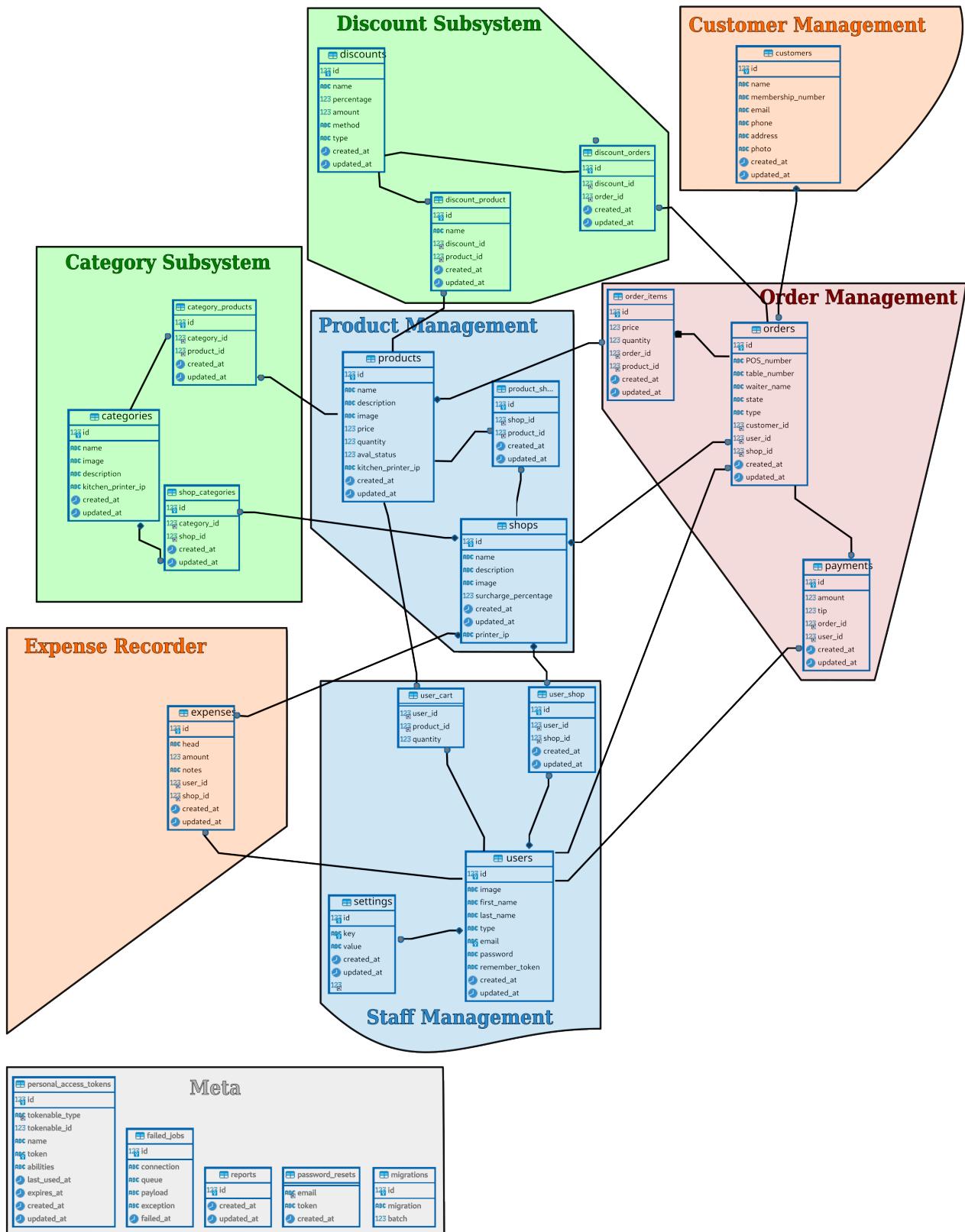


Figure 2: Database Design

2. **Cashiers:** These users are responsible for processing orders and managing the day-to-day operations of the shop. They can create and edit orders as well as manage payment.
3. **Order Takers:** These users are responsible for getting orders from the customers. They can create orders, add products, and monitor the status of orders. Typical usage is through Tablet.
4. **Accountants:** These users are responsible for managing the financial aspects of the shops. They can view and manage payment records, generate reports, and perform other financial tasks.
5. **GRO (Guest Room Operator):** These users are like cashiers.

System Stations

The system is intended to be used at the following stations/ terminals:

1. **Administration:** A *Desktop PC* is required for administration purposes. Accountants & Cashiers may also use such terminals.
2. **Cashier Terminals:** Ideally a *PC* is suitable for a cashiers job, however it can also be done via a *Tablet Device*.
3. **GRO Terminal:** Ideally a *PC* is suitable for the job, however it can also be done via a *Tablet Device*.
4. **Order Tablet:** Ideally a *Tablet Device* is suitable for the job, however it can also be done via a *PC* as well.

Main Features

Product Management

Products are anything that can be sold at a Shop. Every product has following fields to hold specifications : -

- ID
- Name
- Description
- Price
- Category

Products need to be set up once before functioning of the system. At later stages products can be edited, deleted or updated as per requirement. Typical usage includes revision of rates on Quarterly basis.

Pages

1. **Product Index.** Lists all the products available in POS System. Users can *View/ Edit/ Delete* any product. Users can search for a *product by name or description*.
2. **Product Add/ Edit.** Simple form for editing product.

Contents

| ID | Name | Price | Category | Image | Status | Actions |
|-----|----------------------------------|--------|--------------|-------|--------|---------|
| 156 | 207 Hot Chocolate | 350.00 | Coffee & Tea | | Active | |
| 157 | 208 Latte Coffee | 350.00 | Coffee & Tea | | Active | |
| 158 | 209 Green Tea & Lemon Or Mint | 90.00 | Coffee & Tea | | Active | |
| 159 | 210 Doodh Patti | 200.00 | Coffee & Tea | | Active | |
| 160 | 211 Sulemani Tea | 90.00 | Coffee & Tea | | Active | |
| 161 | 212 Spiced Honey Wings (6 Piece) | 550.00 | Fast Food | | Active | |
| 162 | 213 French Fries | 300.00 | Fast Food | | Active | |
| 163 | 214 Greek Feta Cheese Salad | 500.00 | Salad | | Active | |

Figure 3: Product Index Page

The form fields are as follows:

- Name:** 207 Hot Chocolate
- Description:** Description
- Image:** Choose file (Browse button available)
- Price:** 350.00
- Quantity:** 1000
- product.Kitchen_printer.ip:** 192.168.0.162
- Status:** Active

At the bottom left is the copyright notice: Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved.

At the bottom right is the version information: Version 1.0.3

Figure 4: Product Edit Page

The screenshot shows a mobile application interface titled "Edit Product". The form contains the following fields:

- Name:** 207 Hot Chocolate
- Description:** Description
- Image:** Choose file (with a "Browse" button)
- Price:** 350.00
- Quantity:** 1000
- product.Kitchen_printer_ip:** 192.168.0.162
- Status:** Active (dropdown menu)
- Update:** A blue button at the bottom.

Figure 5: Product Edit Page - Mob View

Category System

POS system is designed to group products into categories. In addition to collecting the products into manageable groups, the category system serves two main purposes : -

1. Shops/ Restaurants can be configured to serve only specific categories. This helps in limiting specific products for sale at respective shops/ restaurants.
2. Each category can be assigned to a different *Kitchen Printer* for printing of “Kitchen Order Ticket” token printing.

Pages

1. **Category Index.** Lists all the categories available in POS System. Users can *View/ Edit/ Delete* any category.
2. **Category View.** Simple form for adding /deleting products to a category.
3. **Category Add/ Edit.** Simple form for editing category. Kitchen Printer IP can be set in edit page.

Contents

Cat:Index

The screenshot shows a table titled "Cat:Index" with the following columns: Id, Name, Description, Image, Kitchen Printer IP, Products, and Actions. There is one entry in the table:

| Id | Name | Description | Image | Kitchen Printer IP | Products | Actions |
|----|---------|-------------|-------|--------------------|---|---|
| 1 | Chinese | | | 192.168.0.162 | 38 Plain Fries (Jalapeno Sauce) 39 Hot and Sour Soup (Single Bowl) 40 Hot and Sour Soup (Family Bowl) 41 Thai Soup (Single Bowl) 42 Thai Soup (Family Bowl) 43 Tom Yom Soup (Single Bowl) 44 Tom Yom Soup (Family Bowl) 45 Chicken Corn Soup (Single Bowl) 46 Chicken Corn Soup (Family Bowl) 47 Cream Mushroom Soup (Single Bowl) 48 Cream Mushroom Soup (Family Bowl) 49 Cream of Chicken Soup (Single Bowl) 50 Cream of Chicken Soup (Family Bowl) 51 Lentil Soup (Single Bowl) 52 Lentil Soup (Family Bowl) 68 Kung Pao Chicken (Half) 69 Kung Pao Chicken (Full) 70 Chicken with Cashew Nuts (Half) 71 Chicken with Cashew Nuts (Full) 72 Chicken with Almond (Half) 73 Chicken with Almond (Full) 74 Chicken with Pineapple (Half) 75 Chicken with Pineapple (Full) 76 Mongolian Chicken (Half) 77 Mongolian Chicken (Full) 78 Black Pepper Chicken (Half) 79 Black Pepper Chicken (Full) 80 Chicken Manchurian (Half) 81 Chicken Manchurian (Full) 82 Chicken Chilli Dew (Half) | <input checked="" type="checkbox"/> <input type="button" value="Delete"/> |

Figure 6: Category Index Page

The screenshot shows a "Products" section for the "Chinese" category. It includes a "Filter Products" dropdown set to "All", a "Select" button, and a "None" button. Below is a list of products with checkboxes:

- 38 Plain Fries (Jalapeno Sauce)
- 39 Hot and Sour Soup (Single Bowl)
- 40 Hot and Sour Soup (Family Bowl)
- 41 Thai Soup (Single Bowl)
- 42 Thai Soup (Family Bowl)
- 43 Tom Yom Soup (Single Bowl)
- 44 Tom Yom Soup (Family Bowl)
- 45 Chicken Corn Soup (Single Bowl)
- 46 Chicken Corn Soup (Family Bowl)
- 47 Cream Mushroom Soup (Single Bowl)
- 48 Cream Mushroom Soup (Family Bowl)
- 49 Cream of Chicken Soup (Single Bowl)
- 50 Cream of Chicken Soup (Family Bowl)

Figure 7: Category View Page

Cat>Edit

The screenshot shows a form titled "Cat>Edit" with the following fields:

- Name:** Chinese
- Description:** Description
- Image:** Choose File
- Kitchen Printer IP:** 192.168.0.162
- Update:**

At the bottom of the page, there is a copyright notice: "Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved." and a version number: "Version 1.0.3".

Figure 8: Category Edit Page

The screenshot shows a mobile view of a category edit form titled "Cat:Edit". The form includes fields for "Name" (Chinese), "Description" (Description), "Image" (with "Choose File" and "Browse" buttons), and "Kitchen Printer IP" (192.168.0.162). A blue "Update" button is at the bottom.

Figure 9: Category Edit Page - Mob View

Shops Management

Shops are virtual entities that are used to sell products to users. A Shop has following fields to hold specifications : -

- ID
- Name
- Description
- Printer IP
- Categories

Just like Products, Shops need to be set up once before functioning of the system. At later stages new shops can be created and existing shops can be edited, deleted or updated as per requirement. Typical usage includes opening of a new restaurant.

Pages

1. **Shops Index.** Lists all the shops available in POS System. Users can *View/ Edit/ Delete* any shop.
2. **Shop Add/ Edit.** Make a new Shop or edit an existing one. Shop Printer IP addresse can be configured here.

Contents

| Shop Index | | | | | | |
|------------|---------------------|---------|------|--------------------------------|--------------------|---------|
| ID / Ser | Title | Tagline | Icon | Cashier User Acct | Printer IP Address | Actions |
| 1 | Brunch _ Take away | desc | | Sameer Ali Shah(emma@qcl.pos), | 192.168.0.162 | |
| 2 | Restaurant _ Buffet | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |
| 3 | Coffee Shop | desc | | Sameer Ali Shah(emma@qcl.pos), | 192.168.0.162 | |
| 4 | Bakery | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |
| 5 | Home Delivery | desc | | Sameer Ali Shah(emma@qcl.pos), | 192.168.0.162 | |
| 6 | The Midnight Cafe | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |
| 7 | Golf Club | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |
| 8 | Hi Tea | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |
| 9 | Photo Shoot | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |
| 10 | Laundry | desc | | Sameer Ali Shah(emma@qcl.pos), | 192.168.0.162 | |
| 11 | GR Mess | desc | | Faizan Ahmed(john@qcl.pos), | 192.168.0.162 | |

Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved. Version 1.0.3

Figure 10: Shop Index Page

Shop Setup

Icon

Title

Tagline

Printer IP Address

User Account Responsible

Categories
 Chinese Salad Fast Food Pizza Steak Rice Desi BBQ Dessert Coffee & Tea Italian Confectionery

Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved. Version 1.0.3

Figure 11: Shop Edit Page

The screenshot shows a mobile view of the 'Shop Setup' page. At the top, there's a header bar with three horizontal lines on the left. Below it, the title 'Shop Setup' is centered. The form is divided into several sections:

- Icon:** A field with a placeholder 'Icon or Logo' and a 'Browse' button.
- Title:** A text input field containing 'Brunch _ Take away'.
- Tagline:** A text input field containing 'desc'.
- Printer IP Address:** A text input field containing '192.168.0.162'.
- User Account Responsible:** A dropdown menu currently set to 'admin@qcl.pos'.
- Update:** A blue rectangular button at the bottom of this section.
- Categories:** A section containing a grid of nine checkboxes:
 - Chinese
 - Salad
 - Fast Food
 - Pizza
 - Steak
 - Rice
 - Desi
 - BBQ
 - Dessert
 - Coffee & Tea

Figure 12: Shop Edit Page - Mob View

Staff Management

System staff consists of *Admin*, *Cashiers*, *Order Takers* and *Accountant*. These Users have following fields to hold specifications :-

- ID
- first_name
- last_name
- type {Admin, Cashier, Order Taker, Accountant}
- email {Used for login}
- password

Pages

1. **User Index.** Lists all the users configured in the POS System. Admin can *View/ Edit/ Delete* any user.
2. **User Add/ Edit.** User roles, profile photos and passwords can be changed from these pages.

Contents

| System Staff | | | | | | | New Staff |
|--------------|-------|------------------|-------------|---------------|---|---------------------|-----------|
| ID/Ser | Photo | Name | Type | Login | Shops/ Heads | Join Date | Actions |
| 4 | | Ameen/ Shah | order-taker | david@qcl.pos | - | 2024-08-18 17:52:28 | |
| 1 | | Zia/ Khan | admin | admin@qcl.pos | - | 2024-08-18 17:52:27 | |
| 2 | | Faizan/ Ahmed | cashier | john@qcl.pos | Restaurant _ Buffet , Bakery , The Midnight Cafe , Golf Club , Hi Tea , Photo Shoot , GR Mess , | 2024-08-18 17:52:27 | |
| 3 | | Sameer/ Ali Shah | cashier | emma@qcl.pos | Brunch _ Take away , Coffee Shop , Home Delivery , Laundry , | 2024-08-18 17:52:27 | |

Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved. Version 1.0.3

Figure 13: User Index Page

The form fields include:

- Photo: Choose Photo, Browse button
- First Name: Zia
- Last Name: Khan
- Email: admin@qcl.pos
- Type: admin
- Shops/ Heads: A list of checkboxes for various locations: Brunch _ Take away, Restaurant _ Buffet, Coffee Shop, Bakery, Home Delivery, The Midnight Cafe, Golf Club, Hi Tea, Photo Shoot, Laundry, and GR Mess.
- Update button

Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved. Version 1.0.3

Figure 14: User Edit Page

The screenshot shows a mobile application interface for editing a staff user. At the top, it says "Edit Staff User". Below that are several input fields: "Photo" (with "Choose Photo" and "Browse" buttons), "First Name" (Zia), "Last Name" (Khan), "Email" (admin@qcl.pos highlighted in yellow), "Type" (admin dropdown), "Password" (***** highlighted in yellow), "Confirm Password" (Confirm Password), and an "Update" button. Below the form is a section titled "Shops/ Heads" with checkboxes for "Brunch _ Take away" and "Restaurant _ Buffet".

Figure 15: User Edit Page - Mob View

Printers Management

POS System allows you to print saved Orders only. This is to keep from accidental order / KOT printing by novice users. Prints can be triggered from the Order print button group found in *orders index* page or when viewing an order at the *order show* page.



Figure 16: Order Print Buttons

PDF Prints

All orders can be printed as a pdf file. This is useful for previewing the bill before printing to printer. It is also useful for record keeping and viewing old orders. The bill shows different text (*Paid*, *Chit* or *Part-Chit*) based on payment info.

POS Prints

POS prints are sent automatically to *Shop Printer* configured in *Shop settings*.

KoT Prints (Kitchen Order Tickets)

KoT prints are sent automatically to *Kitchen Printers* based on product categories for printing tickets/ tokens.

 **Quetta Club Ltd**
Club Road, Quetta

Order Receipt # 0172-29-08-2024
Date: 29-08-2024
Shop: The Midnight Cafe
Customer: PA-44246 Maj M Adeel
Shahid
Table #:
Waiter:
Type: dine-in
Cashier: Zia Khan

| Item | Price | Qty | Amount |
|---------------------------------|-------|-----|-----------------|
| 99 Crown Crust Pizza (Large) | 2,200 | 1 | 2,200 |
| 98 Crown Crust Pizza (Medium) | 1,600 | 1 | 1,600 |
| 94 Chicken Tikka Pizza (Medium) | 1,490 | 1 | 1,490 |
| Total | | | Rs 5,290 |
| Net Amount Payable | | | Rs 5,290 |
| Received Amount | | | Rs 5,290 |

Paid

Thank you for visiting!

Bill generated by Zia Khan at 29 Aug-24 01:51:47 PM, printed on 29 Aug-24 01:52:30 PM

Figure 17: Paid Order

 **Quetta Club Ltd**
 Club Road, Quetta

Order Receipt # 0171-29-08-2024

Date: 29-08-2024
Shop: The Midnight Cafe
Customer: PA-44246 Maj M Adeel Shahid
Table #:
Waiter:
Type: dine-in
Cashier: Zia Khan

| Item | Price | Qty | Amount |
|----------------------------------|-------|-----|-----------------|
| 96 Chicken Fajita Pizza (Medium) | 1,490 | 1 | 1,490 |
| 99 Crown Crust Pizza (Large) | 2,200 | 1 | 2,200 |
| 98 Crown Crust Pizza (Medium) | 1,600 | 1 | 1,600 |
| Total | | | Rs 5,290 |
| Net Amount Payable | | | Rs 5,290 |
| Received Amount | | | Rs 0 |

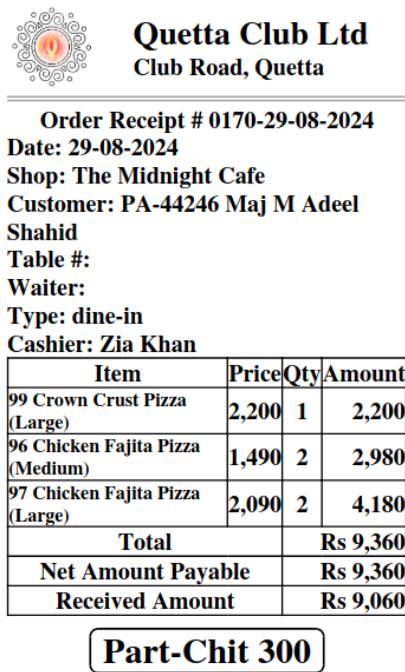
Chit 5,290

Please Sign Here : _____
(PA-44246 Maj M Adeel Shahid)

Thank you for visiting!

Bill generated by Zia Khan at 29 Aug-24 01:51:18 PM, printed on 29 Aug-24 01:52:34 PM

Figure 18: Chit Order



Please Sign Here : _____
(PA-44246 Maj M Adeel Shahid)

Thank you for visiting!

Bill generated by Zia Khan at 29 Aug-24 01:50:15 PM, printed on 29 Aug-24 01:52:37 PM

Figure 19: Part-Chit Order

Advanced Operations

Backups/ Restore

Backups

The system supports backing up existing records in excel format. Following entities can be backed-up : -

1. Users
2. Shops
3. Products (including categories)
4. Customers

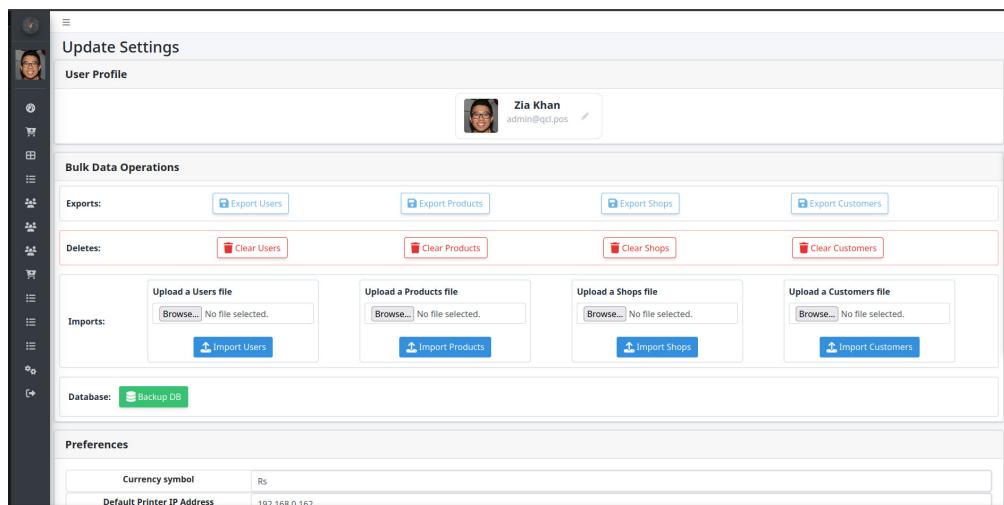


Figure 20: Backups

Restoration

Backup files (.xlsx) can be used to restore the system to a previous state in case of errors. Please note that restore is a delicate process and only valid excel files can be used. In case of any error the complete file will be rejected.

Reports

System generates automatic reports based on user filters. Common filters include : - 1. Date Range. 2. Shops for which records need to be filtered.

System generates following reports : -

Shop Sale Report

This is a sale report. It groups shop-wise the sales performed during the selected date range. Report can be used to close a sales day.

Contents

Figure 21: Sales Report

| | A | B | C | D | E | F | G | H |
|----|---|--|---------------|--------------|---------------|-----------------------------|-----------------|-------------------------------|
| 1 | QCL - POS Sale Report | | | | | | | |
| 2 | Period Covered : | 2024-08-10 | - | 2024-08-26 | | | | |
| 3 | Shops Included : | Brunch_Take away , Restaurant_Buffet , Coffee Shop | | | | | | |
| 4 | Brunch_Take away | | | | | | | |
| 5 | POS No | Cash | Chit | Discount | Amount | Customer Name | Order Taken By | Payment Taken By |
| 6 | 0086-17-08-2024 | 42404 | 55596 | 0 | 98,000.00 | Dr Muhammad Iqbal Tareen | Faizan Ahmed | Faizan Ahmed - (42,404.00) |
| 7 | 0084-17-08-2024 | 16447 | 1853 | 0 | 18,300.00 | Muhammad Rahim Mandokhel | Faizan Ahmed | Faizan Ahmed - (16,447.00) |
| 8 | 0097-17-08-2024 | 5583 | 6857 | 0 | 12,440.00 | Sardar Naseer Ahmed Durrani | Sameer Ali Shah | Sameer Ali Shah - (5,583.00) |
| 9 | 0094-16-08-2024 | 1487 | 28183 | 0 | 29,670.00 | Raja Khalid Hussain Banwa | Faizan Ahmed | Faizan Ahmed - (1,487.00) |
| 10 | 0090-15-08-2024 | 2912 | 4038 | 0 | 6950.00 | Fatima Omer Farooq | Faizan Ahmed | Faizan Ahmed - (2,912.00) |
| 11 | 0028-14-08-2024 | 22217 | 145183 | 0 | 167400.00 | Muhammad Haseeb Ali | Zia Khan | Zia Khan - (22,217.00) |
| 12 | 0089-13-08-2024 | 10538 | 5732 | 0 | 16270.00 | Chaudhry Umeed Ali | Faizan Ahmed | Faizan Ahmed - (10,538.00) |
| 13 | 0023-12-08-2024 | 433 | 3924.75 | -267.75 | 4090.00 | Abdul Karim Satakzai | Ameen Shah | Ameen Shah - (433.00) |
| 14 | 0096-11-08-2024 | 2197 | 2413 | 0 | 4610.00 | Muhammad Haseeb Ali | Sameer Ali Shah | Sameer Ali Shah - (2,197.00) |
| 15 | 0093-11-08-2024 | 9316 | 1584 | 0 | 10900.00 | Aslam Shakir Baloch | Sameer Ali Shah | Sameer Ali Shah - (9,316.00) |
| 16 | 0017-11-08-2024 | 2128 | 3372 | 0 | 5500.00 | Dr. Mehbوب Ali Badini | Sameer Ali Shah | Sameer Ali Shah - (2,128.00) |
| 17 | 0065-10-08-2024 | 13847 | -4851.2 | 6954.2 | 15950.00 | Agha Faisal | Sameer Ali Shah | Sameer Ali Shah - (13,847.00) |
| 18 | Total (12) | Rs 129,509.00 | Rs 253,884.55 | Rs 6,686.45 | Rs 390,080.00 | | | |
| 19 | | | | | | | | |
| 20 | Restaurant_Buffet | | | | | | | |
| 21 | POS No | Cash | Chit | Discount | Amount | Customer Name | Order Taken By | Payment Taken By |
| 22 | 0030-16-08-2024 | 7440 | 15210 | 0 | 22650.00 | Asghar Ali Changazi | Faizan Ahmed | Faizan Ahmed - (7,440.00) |
| 30 | 0100-12-08-2024 | 9618 | 10986.8 | 6795.2 | 27400.00 | Anwar Ul Haq Ghouri | Faizan Ahmed | Faizan Ahmed - (9,618.00) |
| 31 | 0062-12-08-2024 | 55 | 4245 | 0 | 4300.00 | Ashfaq Ahmed | Sameer Ali Shah | Sameer Ali Shah - (55.00) |
| 32 | 0005-12-08-2024 | 2295 | 6160.72 | 7944.28 | 16400.00 | Muhammad Kalim Nasir | Faizan Ahmed | Faizan Ahmed - (2,295.00) |
| 33 | 0085-12-08-2024 | 5849 | 1871 | 0 | 7720.00 | Agha Abdul Wajid | Faizan Ahmed | Faizan Ahmed - (5,849.00) |
| 34 | Total (12) | Rs 54,151.00 | Rs 82,760.32 | Rs 15,688.68 | Rs 152,600.00 | | | |
| 35 | | | | | | | | |
| 36 | Coffee Shop | | | | | | | |
| 37 | POS No | Cash | Chit | Discount | Amount | Customer Name | Order Taken By | Payment Taken By |
| 38 | 0032-17-08-2024 | 4039 | 13411 | 0 | 17450.00 | Abdul Hussain | Ameen Shah | Ameen Shah - (4,039.00) |
| 39 | 0048-17-08-2024 | 11337 | 2353 | 0 | 13690.00 | Abdul Saleem Durrani | Zia Khan | Zia Khan - (11,337.00) |
| 40 | 0030-15-08-2024 | 1118 | 4252 | 0 | 5370.00 | Anwar Ul Haq Ghouri | Zia Khan | Zia Khan - (1,118.00) |
| 41 | 0026-14-08-2024 | 1329 | 10121 | 0 | 11450.00 | Muhammad Anwar Shah | Zia Khan | Zia Khan - (1,329.00) |
| 42 | 0068-13-08-2024 | 5299 | 1631 | 0 | 6930.00 | Mrs Hajira Begum | Faizan Ahmed | Faizan Ahmed - (5,299.00) |
| 43 | 0053-12-08-2024 | 1262 | 3488 | 0 | 4750.00 | Mehmood ul Hassan Mandokhel | Faizan Ahmed | Faizan Ahmed - (1,262.00) |
| 44 | 0032-11-08-2024 | 746 | 5004 | 0 | 5750.00 | Mahik Munir Ahmad | Sameer Ali Shah | Sameer Ali Shah - (746.00) |
| 45 | 0012-10-08-2024 | 8092 | 11978 | 0 | 20070.00 | Pir Bakhsheh Jamali | Ameen Shah | Ameen Shah - (8,092.00) |
| 46 | Total (8) | Rs 33,222.00 | Rs 52,238.00 | Rs 0.00 | Rs 85,460.00 | | | |
| 47 | | | | | | | | |
| 48 | G. Total Cash: | | | | | | | Rs 216,882.00 |
| 49 | Chit: | | | | | | | Rs 388,882.87 |
| 50 | Discount: | | | | | | | Rs 22,375.13 |
| 51 | G. Total Amount: | | | | | | | Rs 628,140.00 |
| 52 | Total Closed Orders: | | | | | | | 32 |
| 53 | Total Open Orders: | | | | | | | 0 |
| 54 | Total Open Amount: | | | | | | | Rs 0.00 |
| 55 | QCL-POS Report - Generated by Zia Khan on 26-Aug 24 11:20:10 AM | | | | | | | |

Figure 22: Sales Report Excel

Cashiers Report

Cashiers report pivots the sales data by grouping on the Cashiers. This report can benefit during closing a sales day. It shows all payments taken in cash by respective cashiers.

The screenshot shows the 'QCL - POS Cashiers Sale Report' interface. At the top, there are filters for 'Start Date' (08/17/2024) and 'End Date' (08/18/2024), a 'Shops' section with checkboxes for various locations, and buttons for 'Filter' and 'Clear'. Below this is the report title 'QCL - POS Cashiers Sale Report' with a 'Download' button. The main table has columns: 'Ser', 'User Name', 'No of Payments Received', and 'Total Amount'. The data is as follows:

| Ser | User Name | No of Payments Received | Total Amount |
|-----|-----------------|-------------------------|--------------|
| 1 | Faizan Ahmed | 3 | 60,435.00 |
| 2 | Sameer Ali Shah | 4 | 24,508.00 |
| 3 | Zia Khan | 1 | 11,337.00 |
| 4 | Ameen Shah | 2 | 7,642.00 |

Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved. Version 1.0.3

Figure 23: Cashiers Report

This screenshot shows the same report interface as Figure 23, but with more detailed breakdowns for each payment entry. The table includes additional columns: 'Period Covered' (2024-08-17), 'Shops Included' (ALL), and 'Home Delivery' (which is checked). The data is as follows:

| Ser | User Name | Period Covered | Shops Included | Home Delivery | No of Payments Received | Total Amount | |
|-----------------|-----------------|----------------|----------------|--------------------|-------------------------|---|-----------|
| 1 | Faizan Ahmed | 2024-08-17 | ALL | | 3 | 60,435.00 | |
| 2 | Sameer Ali Shah | 2024-08-17 | ALL | | 4 | 24,508.00 | |
| 0096-17-08-2024 | | | | Home Delivery | | Net Payable: Rs 6,253 Received: Rs 7,447 | |
| 0049-17-08-2024 | | | | Photo Shoot | | Net Payable: Rs 1,093 Received: Rs 1,867 | |
| 0026-17-08-2024 | | | | GR Mess | | Net Payable: Rs 6,889 Received: Rs 9,611 | |
| 0097-17-08-2024 | | | | Brunch _ Take away | | Net Payable: Rs 6,857 Received: Rs 5,583 | |
| 3 | Zia Khan | | | | | 1 | 11,337.00 |
| 4 | Ameen Shah | | | | | 2 | 7,642.00 |

Copyright © 2014-2024 Quetta Club Ltd.. All rights reserved. Version 1.0.3

Figure 24: Cashiers Report Details

Products Report

By the end of a sales period it can be beneficial to know your top selling products as well as top grossing products. This report can be used to order logistics as per perceived sale of products.

Troubleshooting

- Common issues and solutions.
- Error messages and their meanings.

Contents

| A | B | C | D |
|----|---|---|--------------------------------------|
| 1 | | | |
| 2 | QCL - POS Cashiers Sale Report | | |
| 3 | Period Covered : 2024-08-17 | - | 2024-08-26 |
| 4 | Shops Included : Brunch _ Take away , Restaurant _ Buffet , Coffee Shop | | |
| 5 | Ser | User Name | No of Payments Received Total Amount |
| 6 | 1 | Faizan Ahmed | 2 58851 |
| 7 | | 0086-17-08-2024 Brunch _ Take away Net Payable: Rs 55,596 Received: Rs 42,404 | |
| 8 | | 0084-17-08-2024 Brunch _ Take away Net Payable: Rs 1,853 Received: Rs 16,447 | |
| 9 | 2 | Zia Khan | 1 11337 |
| 10 | | 0048-17-08-2024 Coffee Shop Net Payable: Rs 2,353 Received: Rs 11,337 | |
| 11 | 3 | Sameer Ali Shah | 1 5583 |
| 12 | | 0097-17-08-2024 Brunch _ Take away Net Payable: Rs 6,857 Received: Rs 5,583 | |
| 13 | 4 | Ameen Shah | 1 4039 |
| 14 | | 0032-17-08-2024 Coffee Shop Net Payable: Rs 13,411 Received: Rs 4,039 | |
| 15 | QCL-POS Report - Generated by Zia Khan on 26-Aug 24 11:24:43 AM | | |

Figure 25: Cashiers Report Excel

| QCL - POS Products Sale Report | | | | | |
|--------------------------------|-----|--|-------------------|---------|-----------|
| Period Covered : | | 2024-08-17 | 2024-08-18 | | |
| Shops Included : | | ALL | Products Sold: 38 | | |
| | | | Total Qty Sold: | 131 | |
| | | | Total Sale: | 229,460 | |
| 1 | Ser | Product Name | Unit Price | Qty | Amount |
| 2 | 1 | 155 Shewari Mutton Karahi (Full) | 31,400.00 | 3 | 94,200.00 |
| 3 | 2 | 83 Chicken Chilli Dry (Full) | 1,650.00 | 11 | 18,150.00 |
| 4 | 3 | 172 BBQ Platter (Half) | 2,600.00 | 4 | 10,400.00 |
| 5 | 4 | 98 Crown Crust Pizza (Medium) | 1,600.00 | 6 | 9,600.00 |
| 6 | 5 | 113 BeefChilli Dry (Half) | 1,050.00 | 9 | 9,450.00 |
| 7 | 6 | 232 Pizza au Tandoori (Medium) | 1,490.00 | 5 | 7,450.00 |
| 8 | 7 | 77 Mongolian Chicken (Full) | 1,700.00 | 4 | 6,800.00 |
| 9 | 8 | 87 Lasagna | 1,250.00 | 5 | 6,250.00 |
| 10 | 9 | 141 Min Jee Kee Daal (Full) | 1,500.00 | 4 | 6,000.00 |
| 11 | 10 | 40 Hot and Sour Soup (Family Bowl) | 850.00 | 7 | 5,950.00 |
| 12 | 11 | 132 Chicken Biryani | 1,100.00 | 5 | 5,500.00 |
| 13 | 12 | 65 Hummus Mah Lahme | 1,050.00 | 5 | 5,250.00 |
| 14 | 13 | 44 Tom Yom Soup (Family Bowl) | 1,300.00 | 4 | 5,200.00 |
| 15 | 14 | 233 Pizza au Tandoori (Large) | 2,090.00 | 2 | 4,180.00 |
| 16 | 15 | 64 Shish Tawook Shawarma | 690.00 | 5 | 3,450.00 |
| 17 | 16 | 159 Balochi Mutton Karahi (Full) | 3,200.00 | 1 | 3,200.00 |
| 18 | 17 | 162 Mutton Joint / Rosh | 1,000.00 | 3 | 3,000.00 |
| 19 | 18 | 219 Grilled Beef Panini Sandwich (2 Pcs) | 580.00 | 5 | 2,900.00 |
| 20 | 19 | 134 Cheese Baked | 600.00 | 4 | 2,400.00 |

Figure 26: Products Sales Report

| A | B | C | D | E |
|-----|--------------------------------|---|------------|---------|
| 1 | | | | |
| 2 | QCL - POS Products Sale Report | | | |
| 3 | Period Covered : 2024-06-26 | - | 2024-08-26 | |
| 4 | Shops Included : ALL | | | |
| 5 | Products Sold: | | | 200 |
| 6 | Total Qty Sold: | | | 6480 |
| 7 | Total Sale: | | | 7653015 |
| 8 | Ser | Product Name | Unit Price | Qty |
| 9 | 1 | 155 Shewari Mutton Karahi (Full) | 31400 | 30 |
| 10 | 2 | 175 Shahi Platter (Full) | 14000 | 38 |
| 11 | 3 | 173 BBQ Platter (Full) | 7500 | 27 |
| 12 | 4 | 161 Mutton Handi (Full) | 3300 | 32 |
| 13 | 5 | 151 Chicken White Handi (Full) | 2200 | 48 |
| 14 | 6 | 160 Mutton Handi (Half) | 1750 | 59 |
| 15 | 7 | 157 Peshawri Namkeen Mutton Karahi (Full) | 3000 | 34 |
| 16 | 8 | 159 Balochi Mutton Karahi (Full) | 3200 | 30 |
| 17 | 185 | 236 Walnut Brownie | 100 | 48 |
| 18 | 186 | 123 Egg Fried Rice | 850 | 5 |
| 19 | 187 | 243 Doughnut | 190 | 22 |
| 20 | 188 | 235 Chocolate Brownie | 100 | 41 |
| 21 | 189 | 240 Lemon Tart | 100 | 41 |
| 22 | 190 | 244 Cup Cake | 90 | 39 |
| 23 | 191 | 209 Green Tea & Lemon Or Mint | 90 | 35 |
| 24 | 192 | 247 Cream Roll | 120 | 26 |
| 25 | 193 | 238 Basbousa | 80 | 39 |
| 26 | 194 | 237 Date & Almond | 120 | 25 |
| 27 | 195 | 245 Banana Bread | 80 | 34 |
| 28 | 196 | 38 Plain Fries (Jalapeno Sauce) | 100 | 24 |
| 29 | 197 | 239 Mini Pizza | 120 | 19 |
| 30 | 198 | 246 Lemon Cake | 60 | 26 |
| 31 | 199 | 211 Sulemani Tea | 90 | 17 |
| 32 | 200 | 234 Chicken Patties | 100 | 15 |
| 33 | | | | 1500 |
| 34 | | | | |
| 35 | | | | |
| 36 | | | | |
| 37 | | | | |
| 38 | | | | |
| 39 | | | | |
| 40 | | | | |
| 41 | | | | |
| 42 | | | | |
| 43 | | | | |
| 44 | | | | |
| 45 | | | | |
| 46 | | | | |
| 47 | | | | |
| 48 | | | | |
| 49 | | | | |
| 50 | | | | |
| 51 | | | | |
| 52 | | | | |
| 53 | | | | |
| 54 | | | | |
| 55 | | | | |
| 56 | | | | |
| 57 | | | | |
| 58 | | | | |
| 59 | | | | |
| 60 | | | | |
| 61 | | | | |
| 62 | | | | |
| 63 | | | | |
| 64 | | | | |
| 65 | | | | |
| 66 | | | | |
| 67 | | | | |
| 68 | | | | |
| 69 | | | | |
| 70 | | | | |
| 71 | | | | |
| 72 | | | | |
| 73 | | | | |
| 74 | | | | |
| 75 | | | | |
| 76 | | | | |
| 77 | | | | |
| 78 | | | | |
| 79 | | | | |
| 80 | | | | |
| 81 | | | | |
| 82 | | | | |
| 83 | | | | |
| 84 | | | | |
| 85 | | | | |
| 86 | | | | |
| 87 | | | | |
| 88 | | | | |
| 89 | | | | |
| 90 | | | | |
| 91 | | | | |
| 92 | | | | |
| 93 | | | | |
| 94 | | | | |
| 95 | | | | |
| 96 | | | | |
| 97 | | | | |
| 98 | | | | |
| 99 | | | | |
| 100 | | | | |
| 101 | | | | |
| 102 | | | | |
| 103 | | | | |
| 104 | | | | |
| 105 | | | | |
| 106 | | | | |
| 107 | | | | |
| 108 | | | | |
| 109 | | | | |
| 110 | | | | |
| 111 | | | | |
| 112 | | | | |
| 113 | | | | |
| 114 | | | | |
| 115 | | | | |
| 116 | | | | |
| 117 | | | | |
| 118 | | | | |
| 119 | | | | |
| 120 | | | | |
| 121 | | | | |
| 122 | | | | |
| 123 | | | | |
| 124 | | | | |
| 125 | | | | |
| 126 | | | | |
| 127 | | | | |
| 128 | | | | |
| 129 | | | | |
| 130 | | | | |
| 131 | | | | |
| 132 | | | | |
| 133 | | | | |
| 134 | | | | |
| 135 | | | | |
| 136 | | | | |
| 137 | | | | |
| 138 | | | | |
| 139 | | | | |
| 140 | | | | |
| 141 | | | | |
| 142 | | | | |
| 143 | | | | |
| 144 | | | | |
| 145 | | | | |
| 146 | | | | |
| 147 | | | | |
| 148 | | | | |
| 149 | | | | |
| 150 | | | | |
| 151 | | | | |
| 152 | | | | |
| 153 | | | | |
| 154 | | | | |
| 155 | | | | |
| 156 | | | | |
| 157 | | | | |
| 158 | | | | |
| 159 | | | | |
| 160 | | | | |
| 161 | | | | |
| 162 | | | | |
| 163 | | | | |
| 164 | | | | |
| 165 | | | | |
| 166 | | | | |
| 167 | | | | |
| 168 | | | | |
| 169 | | | | |
| 170 | | | | |
| 171 | | | | |
| 172 | | | | |
| 173 | | | | |
| 174 | | | | |
| 175 | | | | |
| 176 | | | | |
| 177 | | | | |
| 178 | | | | |
| 179 | | | | |
| 180 | | | | |
| 181 | | | | |
| 182 | | | | |
| 183 | | | | |
| 184 | | | | |
| 185 | | | | |
| 186 | | | | |
| 187 | | | | |
| 188 | | | | |
| 189 | | | | |
| 190 | | | | |
| 191 | | | | |
| 192 | | | | |
| 193 | | | | |
| 194 | | | | |
| 195 | | | | |
| 196 | | | | |
| 197 | | | | |
| 198 | | | | |
| 199 | | | | |
| 200 | | | | |
| 201 | | | | |
| 202 | | | | |
| 203 | | | | |
| 204 | | | | |
| 205 | | | | |
| 206 | | | | |
| 207 | | | | |
| 208 | | | | |
| 209 | | | | |
| 210 | | | | |

Figure 27: Products Report Excel

Usage Guides

Setting up Staff

1. Prepare a list of all employees that will be using the system.
 2. Enumerate the roles of all staff members, i.e cashiers, admin, order-takers, etc.
 3. Goto *Users Index* page and click on “Add New” button.
 4. Fill the form for creating a new user and hit “Submit”.
- **Note :** Password fields are mandatory for new users, however old users data can be updated without changing password if password field is left blank.

Setting up Products

1. Prepare a list of all products that will be added in the system.
2. Goto *Settings* page and click on “Export Products” button to get a sample excel sheet.
3. Edit the downloaded excel sheet with following columns :

| Ser | Field Name | Remarks |
|-----|---------------|---|
| a. | ‘id’ | - Optional field (Leave unchanged if you are updating existing menu). |
| b. | ‘name’ | - Product Name. |
| c. | ‘description’ | - Product Description (Serving, no of bowls, size, etc). |
| d. | ‘category’ | - Name of category (See Category System for details). |
| e. | ‘price’ | - Price of product. |
| f. | ‘created_at’ | - Optional field. |

3. Goto *Settings* page and see “Upload a Products File”. Hit the “Browse” button and submit your excel file for uploading.
 4. Click on “Import Products” button after file selection and wait for system redirect.
 5. If you are taken to *Products Index* page with message “All Ok”, all your products have been uploaded.
 6. In case you are redirected back to *Settings* page, there was an error processing the file. recheck all entries and try again.
- **Note :** Bulk Uploading via excel files is prone to error if empty fields or invalid data is present. Please sanitize excel file carefully before uploading.

Setting up Categories

1. If category name is uploaded in excel sheet (Products.xlsx), it automatically creates required categories. Printer IPs are however still required to be configured one by one.
2. New Categories can be added like other entities.
3. Products need to be removed from all categories before re-assignment. (Product can be added in only 1 category at a time.)

Setting up Shops

1. Prepare a list of all shops/ restaurants that will be requiring the POS system.
 2. Enumerate the categories that the shop will be serving.
 3. Goto *Shops Index* page and click on “Add New” button.
 4. Fill the form for creating a new shop and hit “Submit”.
- **Note :** New Shops dont have any categories assigned by default. Assign categories to any shop in *Shop Edit Page*.

Setting up Printers

POS System uses two thermal printers for every order. These are : -

1. **POS Prints** (*Customer/ Shop bill*). Shop Bill is the main order print for every order. It shows Shop info, Customer info, items, quantities, rates, prices and discounts. This bill can be handed over to customer and copy can be kept at shop for record keeping purposes. For setting up a thermal printer to a shop, use *Shop Edit* page for setting “Shop Printer IP” address of the printer. Now shop bill prints will be automatically printed on this printer.
2. **KoT Prints** (*Kitchen Order Ticket*). KoT prints the tickets for item preparation at kitchen, etc. Each category of products can be assigned a seperate network thermal printer. This printer is configured in *Category Edit* page, set the “Kitchen Printer IP” to use the print function.

Note: Both bills can be printed on a single network thermal printer, however it is advised to keep seperate printers for these jobs.

Managing Shop Categories

Shops/ Restaurants can only serve item categories assigned by the admin. For assigning a category to a shop, go to *Shop Edit* page and select the categories you wish to serve from the shop, hit “Update” button to save changes.