2024

QCL - POS

USER MANUAL

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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.

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.

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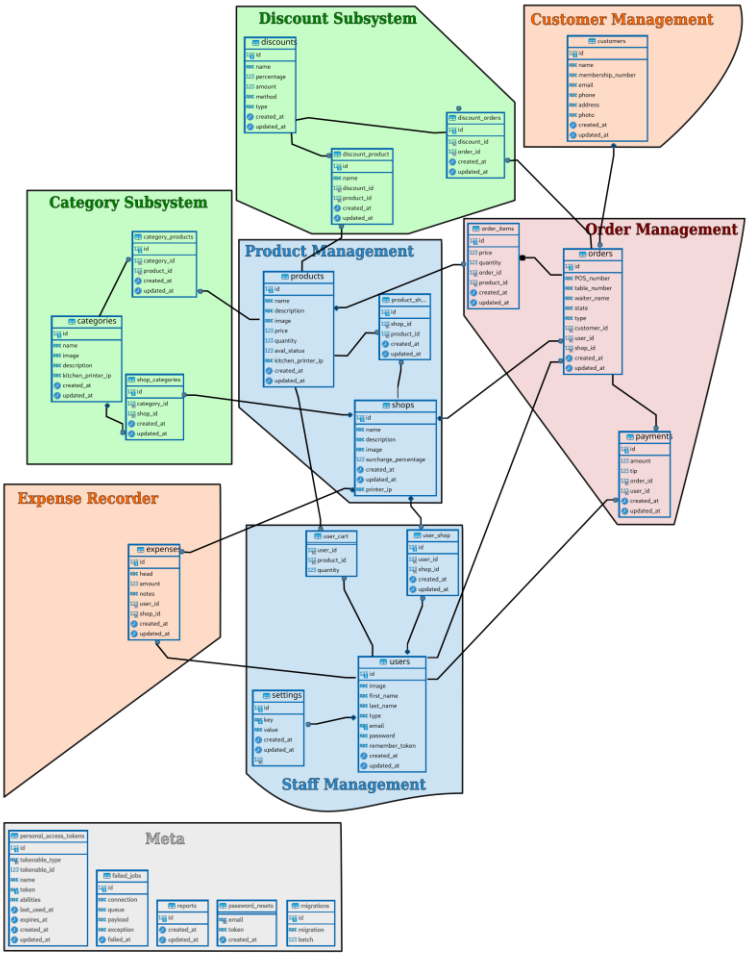
System Design Overview

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.



Database Design

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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.
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 requierd 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.

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Main Features

Product Management

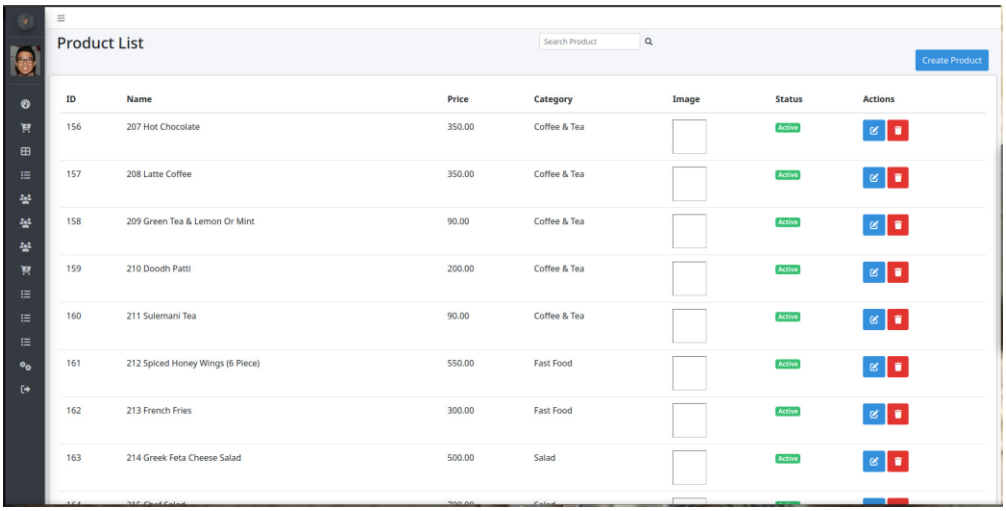
Products are anything that can be sold at a Shop. Every product has following fields to hold specifications : -

- 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.*



Product Index Page

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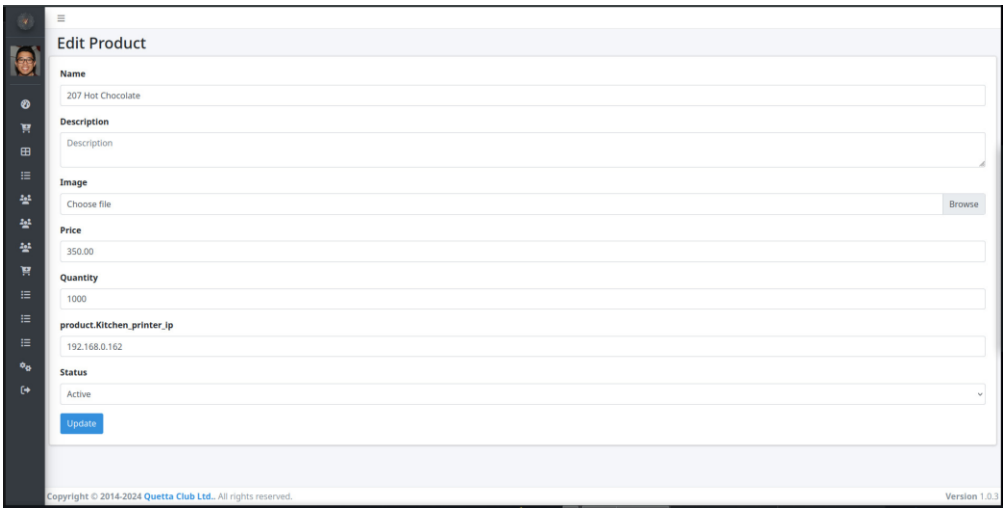
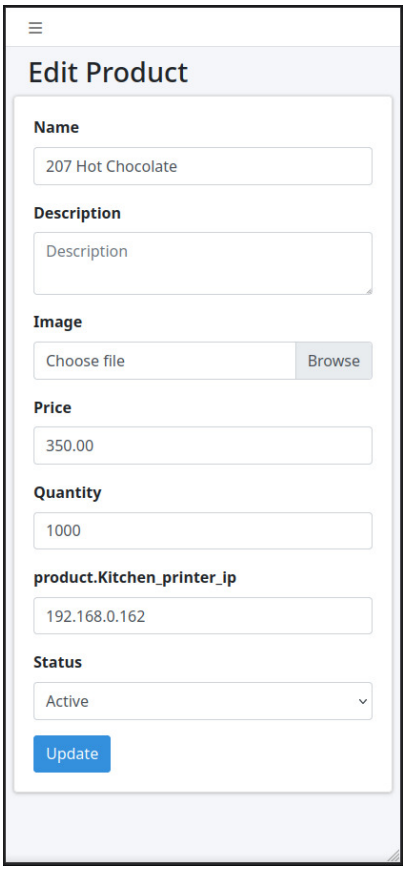
2. **Product Add/ Edit.** Simple form for editing product.



Product Edit Page



Product Edit Page - Mob View

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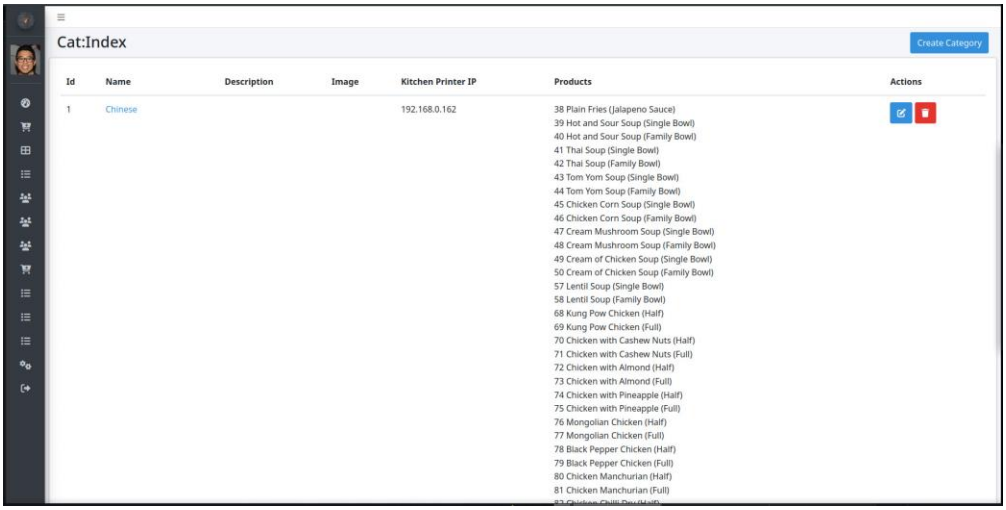
Category System

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 respecticve shops/ restaurants.
2. Each category can be assigned to a different *Kitchen Printer* for printing of "Kitchen Order Ticket" token printing.

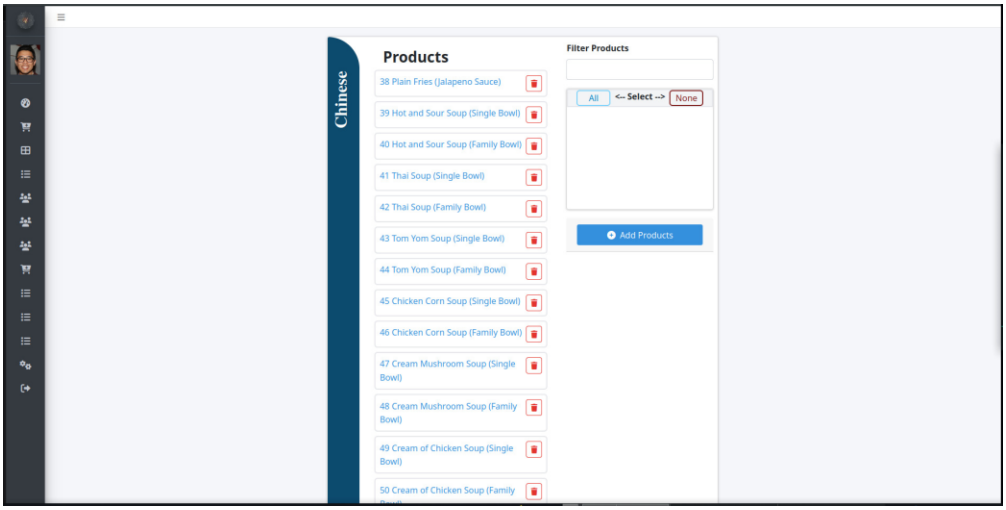
Pages

1. **Category Index**. Lists all the categories available in POS System. Users can *View*/ *Edit*/ *Delete* any category.



Category Index Page

2. **Category View**. Simple form for adding /deleting produts to a category.



Category View Page

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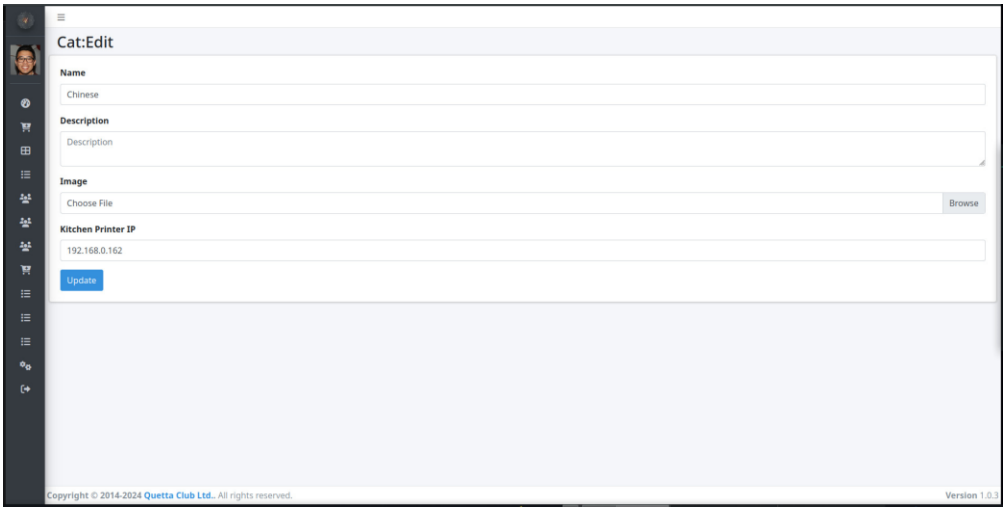
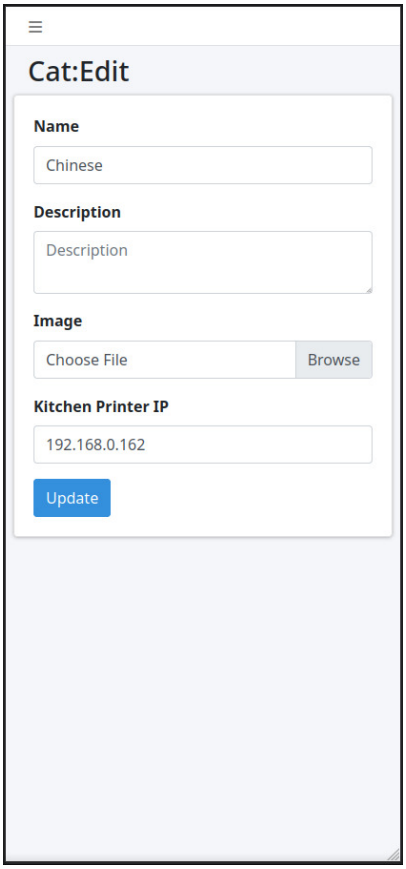
3. **Category Add/ Edit.** Simple form for editing category. Kitchen Printer IP can be set in edit page.



Category Edit Page



Category Edit Page - Mob View

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Shops Management

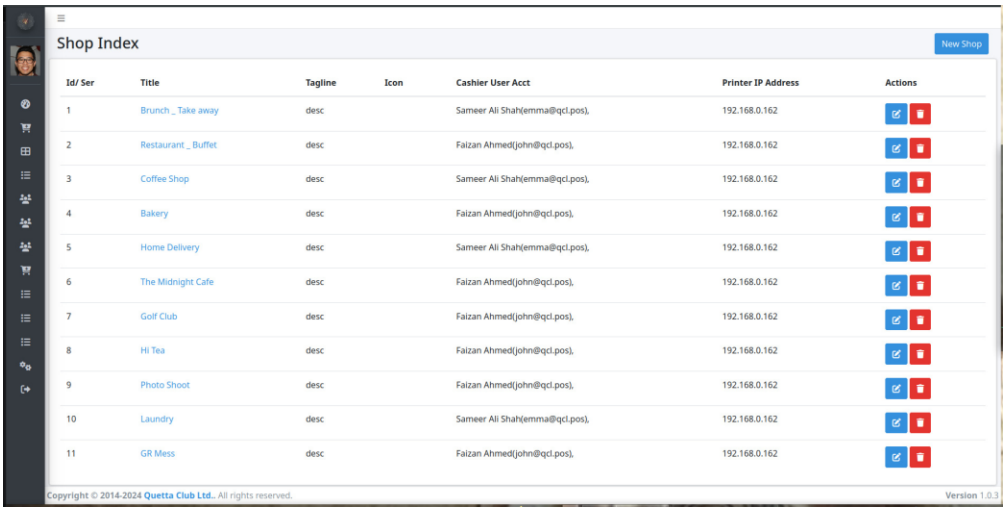
Shops are virtual entities that are used to sell products to users. A Shop has following fields to hold specifications : -

- 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.



Shop Index Page

2. **Shop Add/ Edit.** Make a new Shop or edit an existing one. Shop Printer IP addresse can be configured here.

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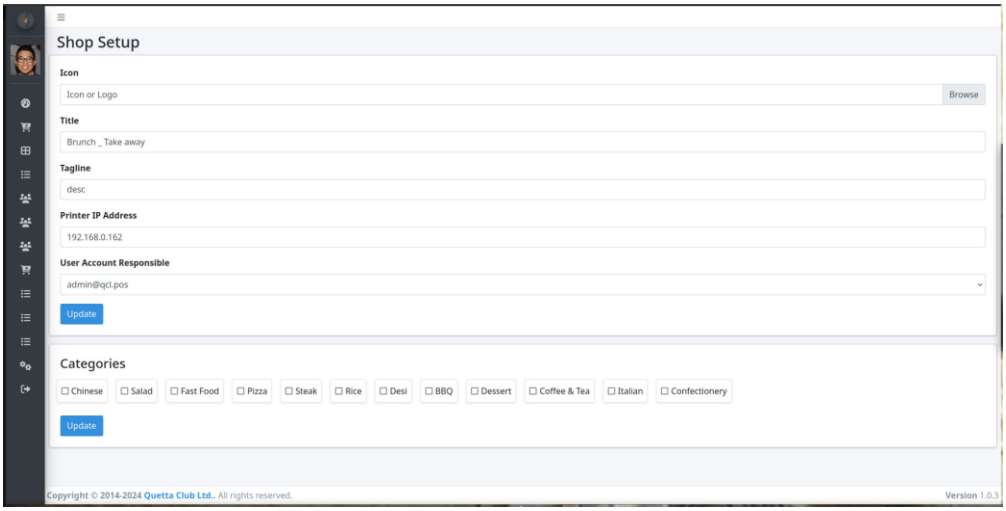
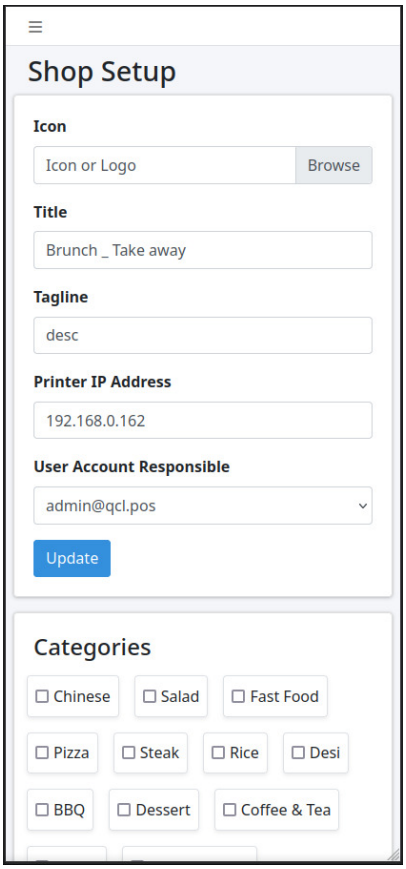


Shop Edit Page



Shop Edit Page - Mob View

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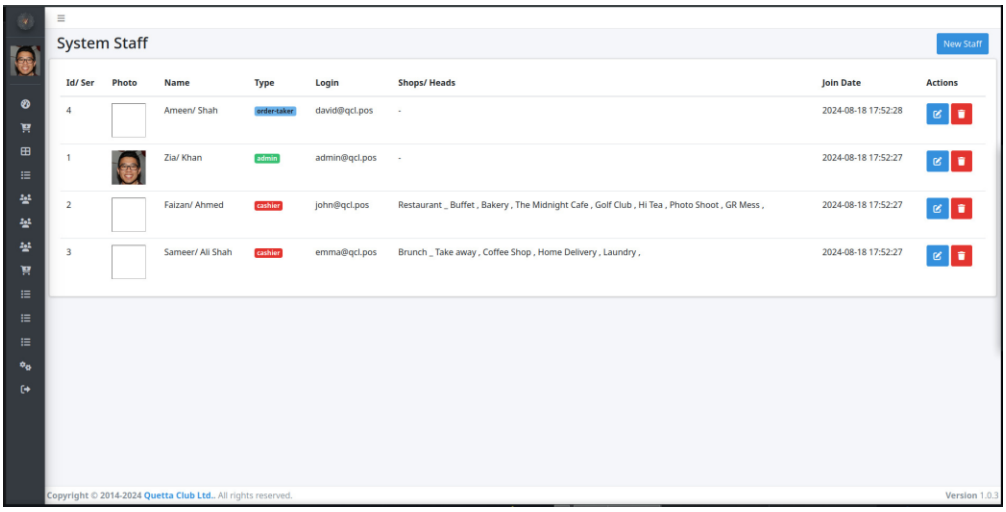
Staff Management

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.



User Index Page

2. **User Add/ Edit.** User roles, profile photos and passwords can be changed from these pages.

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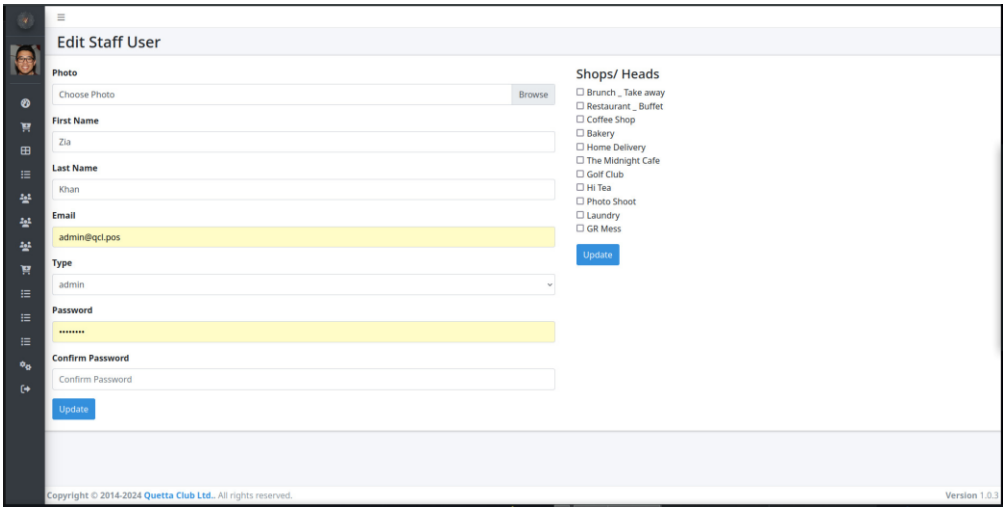
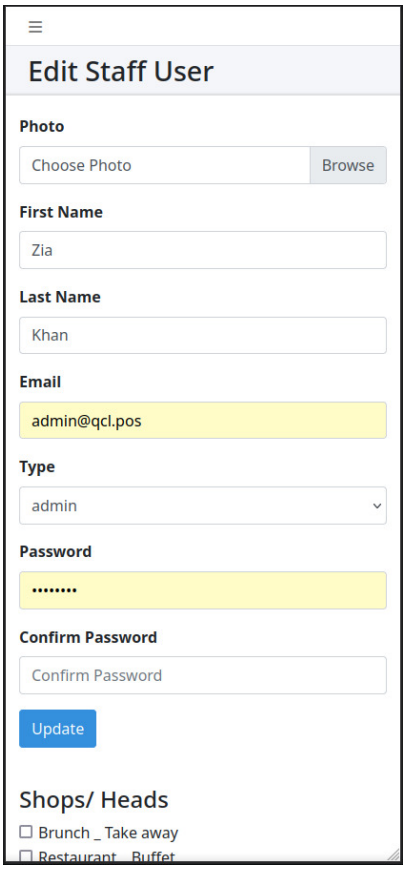


User Edit Page



User Edit Page - Mob View

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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.

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.

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

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

Chit Order

Quetta Club Ltd
Club Road, Quetta

Order Receipt # 0170-29-08-2024
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
96 Chicken Fajita Pizza (Medium)	1,490	2	2,980
97 Chicken Fajita Pizza (Large)	2,090	2	4,180
Total			Rs 9,360
Net Amount Payable			Rs 9,360
Received Amount			Rs 9,060

Part-Chit 300

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

Part-Chit Order

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.

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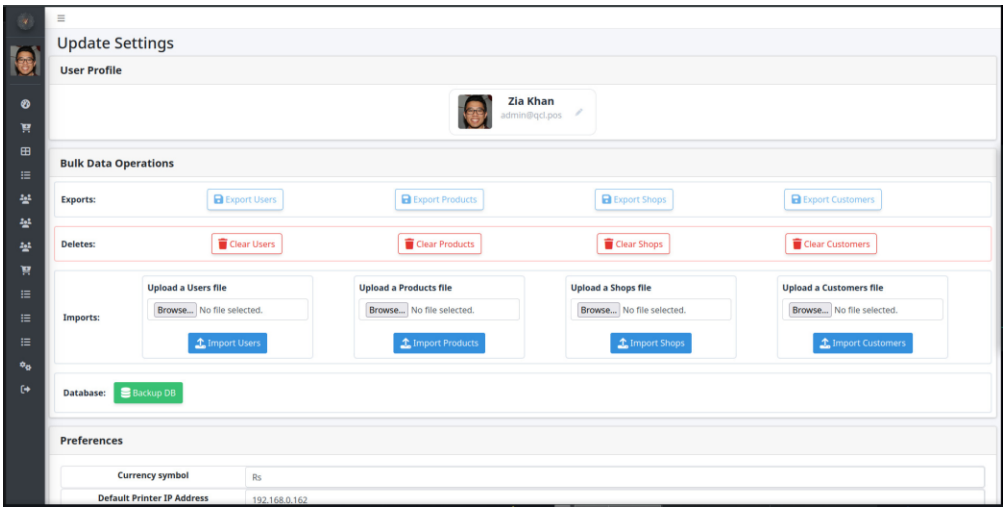
Advanced Operations

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



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.

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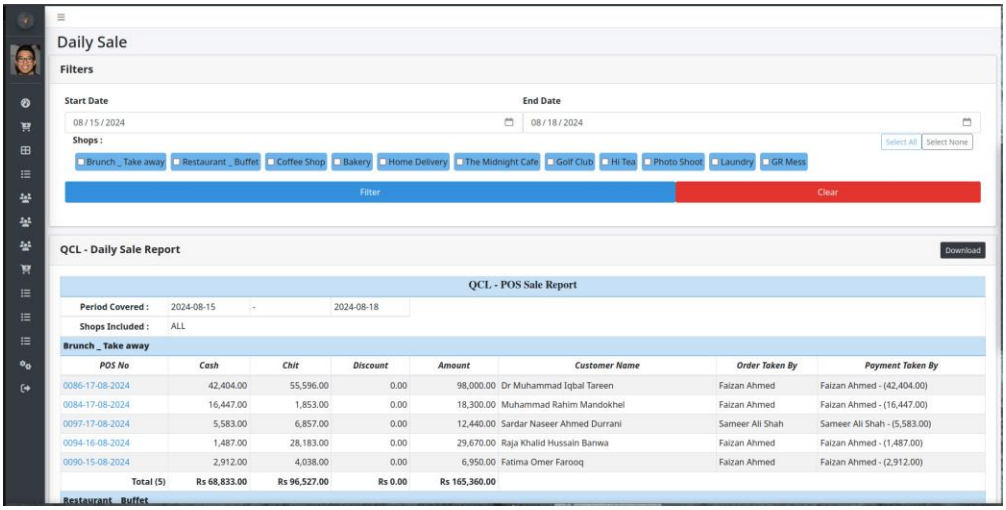
Reports

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.



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	98000	Dr Muhammad Iqbal Tareen	Faizan Ahmed	Faizan Ahmed - (42,404.00)
7	0084-17-08-2024	16447	1853	0	18300	Muhammad Rahim Mandokhel	Faizan Ahmed	Faizan Ahmed - (16,447.00)
8	0097-17-08-2024	5583	6857	0	12440	Sardar Naseer Ahmed Durrani	Sameer Ali Shah	Sameer Ali Shah - (5,583.00)
9	0094-16-08-2024	1487	28183	0	29670	Raja Khalid Hussain Banwa	Faizan Ahmed	Faizan Ahmed - (1,487.00)
10	0090-15-08-2024	2912	4038	0	6950	Fatima Omer Farooq	Faizan Ahmed	Faizan Ahmed - (2,912.00)
11	0028-14-08-2024	22217	145183	0	167400	Muhammad Haseeb Ali	Zia Khan	Zia Khan - (22,217.00)
12	0089-13-08-2024	10538	5732	0	16270	Chaudhry Umeed Ali	Faizan Ahmed	Faizan Ahmed - (10,538.00)
13	0023-12-08-2024	433	3924.75	-267.75	4090	Abdul Karim Satakzai	Ameen Shah	Ameen Shah - (433.00)
14	0096-11-08-2024	2197	2413	0	4610	Muhammad Haseeb Ali	Sameer Ali Shah	Sameer Ali Shah - (2,197.00)
15	0093-11-08-2024	9316	1584	0	10900	Aslam Shakir Baloch	Sameer Ali Shah	Sameer Ali Shah - (9,316.00)
16	0017-11-08-2024	2128	3372	0	5500	Dr. Mehboob Ali Badini	Sameer Ali Shah	Sameer Ali Shah - (2,128.00)
17	0065-10-08-2024	13847	-4851.2	6954.2	15950	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	Asghar Ali Changazi	Faizan Ahmed	Faizan Ahmed - (7,440.00)
30	0100-12-08-2024	9618	10986.8	6795.2	27400	Anwaar Ul Haq Ghouri	Faizan Ahmed	Faizan Ahmed - (9,618.00)
31	0062-12-08-2024	55	4245	0	4300	Ashfaq Ahmed	Sameer Ali Shah	Sameer Ali Shah - (55.00)
32	0005-12-08-2024	2295	6160.72	7944.28	16400	Muhammad Kalim Nasir	Faizan Ahmed	Faizan Ahmed - (2,295.00)
33	0085-12-08-2024	5849	1871	0	7720	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	Abdul Hussain	Ameen Shah	Ameen Shah - (4,039.00)
39	0048-17-08-2024	11337	2353	0	13690	Abdul Saleem Durrani	Zia Khan	Zia Khan - (11,337.00)
40	0030-15-08-2024	1118	4252	0	5370	Anwaar Ul Haq Ghouri	Zia Khan	Zia Khan - (1,118.00)
41	0026-14-08-2024	1329	10121	0	11450	Muhammad Anwar Shah	Zia Khan	Zia Khan - (1,329.00)
42	0068-13-08-2024	5299	1631	0	6930	Mrs Hajira Begum	Faizan Ahmed	Faizan Ahmed - (5,299.00)
43	0053-12-08-2024	1262	3488	0	4750	Mehmood ul Hassan Mandokhel	Faizan Ahmed	Faizan Ahmed - (1,262.00)
44	0032-11-08-2024	746	5004	0	5750	Malik Munir Ahmad	Sameer Ali Shah	Sameer Ali Shah - (746.00)
45	0012-10-08-2024	8092	11978	0	20070	Pir Bakhsh 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							

Sales Report Excel

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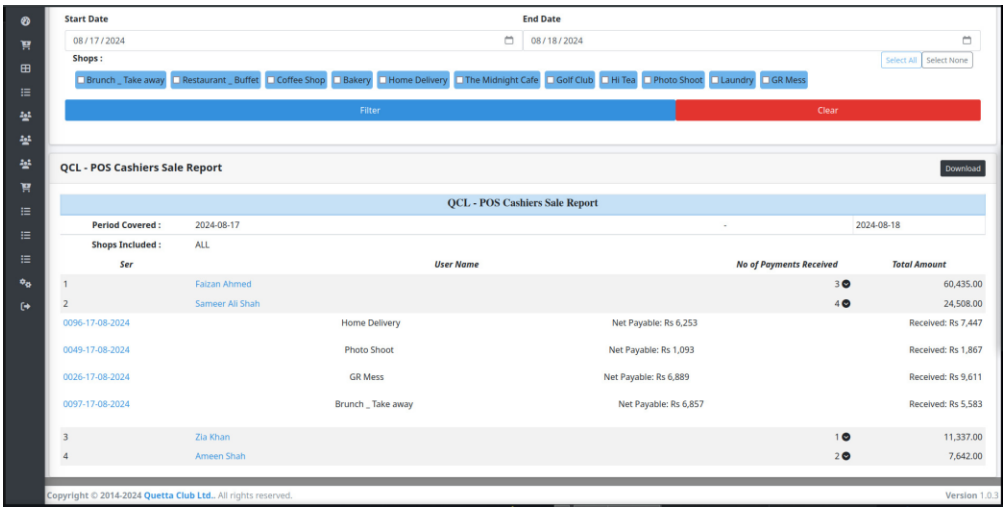
Cashiers Report

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.



Cashiers Report Details

	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			

Cashiers Report Excel

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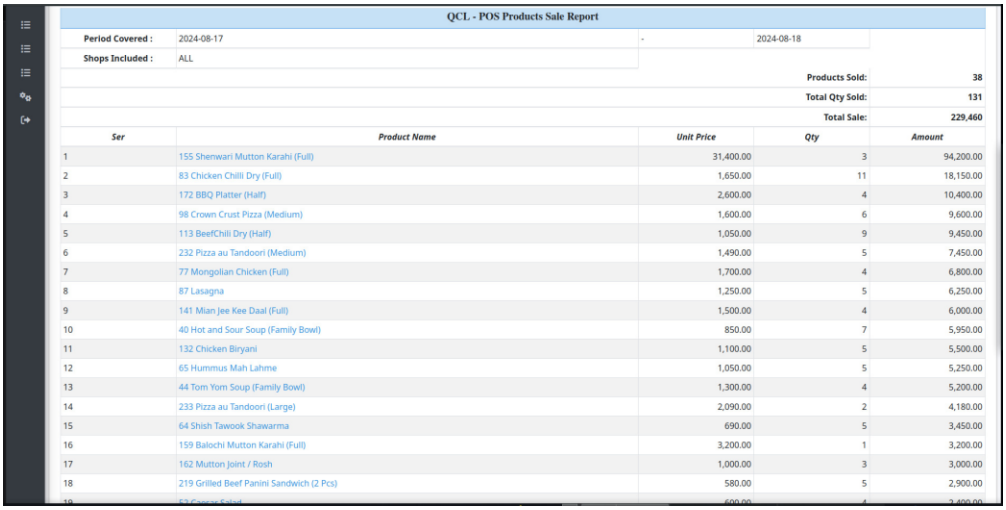
Products Report

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.



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

Ser	Product Name	Unit Price	Qty	Amount
1	155 Shenwari Mutton Karahi (Full)	31,400.00	3	94,200.00
2	83 Chicken Chilli Dry (Full)	1,650.00	11	18,150.00
3	172 BBQ Platter (Half)	2,600.00	4	10,400.00
4	98 Crown Crust Pizza (Medium)	1,600.00	6	9,600.00
5	113 BeefChili Dry (Half)	1,050.00	9	9,450.00
6	232 Pizza au Tandoori (Medium)	1,490.00	5	7,450.00
7	77 Mongolian Chicken (Full)	1,700.00	4	6,800.00
8	87 Lasagna	1,250.00	5	6,250.00
9	141 Mian Jee Kee Daal (Full)	1,500.00	4	6,000.00
10	40 Hot and Sour Soup (Family Bowl)	850.00	7	5,950.00
11	132 Chicken Biryani	1,100.00	5	5,500.00
12	65 Hummus Mah Lahme	1,050.00	5	5,250.00
13	44 Tom Yom Soup (Family Bowl)	1,300.00	4	5,200.00
14	233 Pizza au Tandoori (Large)	2,090.00	2	4,180.00
15	64 Shish Tawook Shawarma	690.00	5	3,450.00
16	159 Balochi Mutton Karahi (Full)	3,200.00	1	3,200.00
17	162 Mutton Joint / Rosh	1,000.00	3	3,000.00
18	219 Grilled Beef Panini Sandwich (2 Pcs)	580.00	5	2,900.00

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**	**Amount**
9	1	155 Shenwari Mutton Karahi (Full)	31400	30	942000
10	2	175 Shahi Platter (Full)	14000	38	532000
11	3	173 BBQ Platter (Full)	7500	27	202500
12	4	161 Mutton Handi (Full)	3300	32	105600
13	5	151 Chicken White Handi (Full)	2200	48	105600
14	6	160 Mutton Handi (Half)	1750	59	103250
15	7	157 Peshawri Namkeen Mutton Karahi (Full)	3000	34	102000
16	8	159 Balochi Mutton Karahi (Full)	3200	30	96000
193	185	236 Walnut Brownie	100	48	4800
194	186	123 Egg Fried Rice	850	5	4250
195	187	243 Doughnut	190	22	4180
196	188	235 Chocolate Brownie	100	41	4100
197	189	240 Lemon Tart	100	41	4100
198	190	244 Cup Cake	90	39	3510
199	191	209 Green Tea & Lemon Or Mint	90	35	3150
200	192	247 Cream Roll	120	26	3120
201	193	238 Basbousa	80	39	3120
202	194	237 Date & Almond	120	25	3000
203	195	245 Banana Bread	80	34	2720
204	196	38 Plain Fries (Jalapeno Sauce)	100	24	2400
205	197	239 Mini Pizza	120	19	2280
206	198	246 Lemon Cake	60	26	1560
207	199	211 Sulemani Tea	90	17	1530
208	200	234 Chicken Patties	100	15	1500
209					
210	QCL-POS Report - Generated by Zia Khan on 26-Aug 24 11:14:35 AM				

Products Report Excel

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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.

4. Goto *Settings* page and see "Upload a Products File". Hit the "Browse" button and submit your excel file for uploading.
5. Click on "Import Products" button after file selection and wait for system redirect.
6. If you are taken to *Products Index* page with message "All Ok", all your products have been uploaded.
7. 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.*

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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 don't 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 separate 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.

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Thank You!

We believe in designing the best technology, fast, smooth, and user-centric.

We're proud of what we've accomplished with the QCL POS. It is a product in which every piece of hardware and software works together.

We hope this user manual has been helpful in getting you started with our product.

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