



DeskPos v2.1.6 - USER GUIDE
Point of Sale System for Modern Businesses

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1. INTRODUCTION

DeskPos is a modern, feature-rich desktop Point of Sale (POS) system designed for retail stores, pharmacies, supermarkets, restaurants, and any business that needs to manage sales, inventory, and operations efficiently.

Built with C++, Flutter, SQL, PHP, and other modern programming languages, DeskPos runs entirely on your windows computer. All your business data is stored locally on your system using a secure local database, giving you full control and privacy over your information.

Key highlights:

- Fast and intuitive POS interface
- Complete inventory management
- Detailed sales reporting
- Multi-user support with role-based access
- Multi-language support (English, French, Spanish, Portuguese, Russian)
- Dark and Light theme
- Invoice generation and printing
- Credit sales tracking
- Multi-branch support
- No monthly subscription fees

QUICK START (5 MINUTES)

1. Install DeskPos
2. Register your business
3. Login
4. Add Supplier
5. Add Categories
6. Add Products
7. Add Payment Methods
8. Start Selling

2. SYSTEM REQUIREMENTS

Minimum System Requirements for DeskPOS

- Operating System: Windows 10 or Windows 11 (64-bit)
- Processor: Dual-Core 2.0 GHz or higher
- Memory (RAM): 2 GB RAM (8 GB recommended for optimal performance)
- Storage: 250 GB of available hard disk space or more
- Additional Software: Microsoft .NET Framework 4.8 or later and Microsoft Visual C++ Redistributable (VC_redist.x64)
- Internet: Not required for daily operation, but necessary for initial setup, software updates, and cloud backup (if used)
- Other: USB port for software licensing dongle (if applicable)

3. INSTALLATION

3.1 Standard Installation

1. Right-click "deskpos.exe" and select "Run as Administrator".
2. If Windows SmartScreen shows a warning, click "More info" then "Run anyway".
3. Follow the installation wizard:
 - Choose installation directory (default is recommended)
 - Select Start Menu folder
 - Choose whether to create a Desktop shortcut
4. Click "Install" and wait for the process to complete.
5. Launch DeskPos from the Start Menu or Desktop shortcut.

3.2 If the App Does Not Open

If you encounter an error like "VCRUNTIME140.dll not found" or the app fails to start:

1. Install "VC_redist.x64.exe" (Microsoft Visual C++ Redistributable for Visual Studio 2015-2022).
2. Restart your computer.
3. Launch DeskPos again.

Note: Most Windows 10/11 systems already have the VC++ Redistributable installed. You only need to install it if you

get an error.

4. FIRST-TIME SETUP (REGISTRATION)

When you launch DeskPos for the first time, you will see the registration screen.

4.1 Creating an Account

1. Click the "Register" button.
2. Fill in the following fields:
 - Business Name: Your business name
 - Email Address: A valid email for verification
 - Phone Number: Your contact number
 - Password: Create a strong password
 - Confirm Password: Re-enter your password
3. Click "Register".
4. Check your email for a verification OTP code.
5. Enter the OTP code in the verification screen.
6. Once verified, you can log in with your email and password.

4.2 Important Notes

- The first user created is automatically the Super Admin.
- Internet is required for registration and email verification.
- Your data is stored locally on your computer.
- The Super Admin has full access to all features, users, reports, and system settings.

5. LOGIN

1. Enter your Username (created during registration or by admin).
2. Enter your Password.
3. Click "Login".
4. If you forget your password, contact your system administrator.
Passwords are encrypted and cannot be recovered.

6. DASHBOARD OVERVIEW

After logging in, you will see the Dashboard. This is the main hub of DeskPos.

Main Sections:

Top Bar:

- Current date and time
- Logged-in username
- Quick access buttons (POS, Settings, Help)

Left Sidebar (Navigation):

- Dashboard
- POS (Point of Sale)
- Inventory
- Transactions
- Expenses
- Registry (Users, Branches, Staff)
- Settings

Main Content Area:

- Today's Sales Summary (total sales, items sold, transactions)
- Custom Report
- Sales Chart (Annual & Weekly overview)
- Quick Stats (low stock alerts, expired items)
- Recent Transactions
- Pie Chart for top items Sold
- Top Cashier Stats

7. POINT OF SALE (POS)

The POS screen is where you process sales. It is divided into three main areas:

- Left Panel: Product search and category filters
- Center Panel: Cart with added items
- Bottom Panel: Action buttons (Confirm Sale, Discount, Credit, etc.)

7.1 Adding Products to Cart

1. Use the search bar to find a product by name.
2. Click on a product to add it to the cart.
3. Adjust quantity using the +/- buttons in the cart.
4. To remove an item, click the delete icon next to it.
5. The total cost updates automatically as you add items.

7.2 Applying Discounts

1. Click the "Discount" button.
2. Choose between:
 - Percentage Discount (e.g., 10%)
 - Fixed Amount Discount (e.g., \$5.00)
3. Enter the discount value and click "Apply".
4. The discounted total will be shown.

Note: Role 3 (Cashier) users cannot apply discounts.

7.3 Credit Sales

1. Ensure a customer is selected (not "Walk-in Customer").
2. Click the "Credit" button.
3. Set an agreed payment date.
4. Confirm the credit sale.

Note: Credit sales require a registered customer. Walk-in customers cannot use credit.

7.4 Stock Transfer

1. Add products to the cart.
2. Click "Take Out Stock" (Transfer button).
3. Select the receiving branch.
4. Enter the receiving person's name.
5. Confirm the transfer.

Note: Role 3 (Cashier) users cannot process stock transfers.

7.5 Invoice Generation

1. Add products to the cart.
2. Click the "Invoice" button.
3. Select the customer's name.

4. The invoice is saved and can be viewed in Transactions > Invoices.
5. You can print the invoice from the Transactions screen.

7.6 Refunds

1. Click the "Refund" button.
2. Enter the receipt/order ID of the original sale.
3. Select the items to refund.
4. Confirm the refund. Stock is automatically restored.

Note: Role 3 (Cashier) users cannot process refunds.

7.7 Clearing the Cart

1. Click "Clear All" to remove all items from the cart.

8. INVENTORY MANAGEMENT

8.1 Adding Products

1. Go to Inventory and click "Add Product".
2. Fill in the following fields:
 - Product Name (required)
 - Price (selling price)
 - Cost Price (purchase price)
 - Quantity (initial stock)
 - Category (select or create new)
 - Supplier (select or create new)
 - Expiry Date (if applicable)
 - Barcode/Code (optional, auto-generated if empty)
 - Description (optional)
3. Click "Save".

8.2 Editing Products

1. Find the product in the inventory list.
2. Click the edit icon (pencil).
3. Modify the fields you want to change.
4. Click "Update".

Note: When you change the quantity, the new quantity is ADDED to

the existing stock. For example, if current stock is 10 and you enter 5, the new stock will be 15.

8.3 Deleting Products

1. Find the product in the inventory list.
2. Click the delete icon (trash)
3. Confirm the deletion.

Note: Deleted products cannot be recovered.

8.4 Categories

1. Go to Inventory > Categories.
2. Click "Add Category" to create a new product category.
3. Categories help organize your products for easier searching.

8.5 Suppliers

1. Go to Inventory > Suppliers.
2. Click "Add Supplier" to add a new supplier.
3. Enter supplier name, contact person, email, phone, and address.

8.6 Low Stock & Expiry Alerts

- The dashboard shows alerts for low stock items (quantity \leq 10).
- Expired and soon-to-expire items are highlighted in red.
- You can set custom low stock thresholds in settings.

9. TRANSACTIONS

The Transactions screen shows all sales, refunds, invoices, and transfers. It is organized into tabs.

9.1 Viewing Sales History

1. Go to Transactions.
2. The default view shows all transactions sorted by date (newest first).
3. Click on any transaction to view its details and products.

9.2 Searching Transactions

1. Use the search bar to find transactions by:

- Receipt number
- Customer name
- Payment method
- Date

9.3 Refunds

The Refunds tab shows all refunded transactions.

1. Click on a refund to see which items were returned.
2. You can print refund receipts.

9.4 Invoices

The Invoices tab shows all generated invoices.

1. Click on an invoice to view its details.
2. Click "Print" to print the invoice
3. Click "Delete" to remove an invoice.

9.5 Stock Transfers

The Transfers tab shows all stock transfers between branches.

1. Click on a transfer to see which items were transferred.
2. You can view the receiving branch and person.

10. EXPENSES

10.1 Adding Expenses

1. Go to Expenses and click "Add Expense".
2. Fill in:
 - Description
 - Amount
 - Category
 - Date
 - Settled/Unsettled status
3. Click "Save".

10.2 Expense Categories

1. Go to Expenses > Categories.
2. Click "Add Category" to create expense categories (e.g., Rent, Utilities, Salaries).

10.3 Settling Expenses

- Mark an expense as "Settled" when it has been paid.
- Filter between settled and unsettled expenses.
- View totals for each category.

11. CUSTOMERS

11.1 Adding Customers

1. Go to Customers and click "Add Customer".
2. Fill in:
 - Customer Name
 - Phone Number
 - Email (optional)
 - Address (optional)
 - Additional Notes (optional)
3. Click "Save".

11.2 Viewing Customer History

1. Click on a customer to view their transaction history.
2. You can see:
 - Total purchases
 - Number of transactions
 - Credit sales and payment status
 - Products they frequently buy

12. REGISTRY (USERS, BRANCHES, STAFF)

12.1 User Management

Only Super Admin (Role 1) can manage users.

1. Go to Registry > Users tab.
2. Click "Add User" to create a new user.

3. Fill in:

- Username
- Password
- Role (1 = Super Admin, 2 = Admin, 3 = Cashier)
- Daily Sales Target (optional)

4. Click "Add New User".

5. To edit a user, click the edit icon.

6. To delete a user, click the delete icon.

User Roles:

Role 1 (Super Admin): Full access to everything

Role 2 (Admin): Full access except user deletion

Role 3 (Cashier): POS only, no discounts, no refunds,
no transfers, no user management

12.2 Branch Management

1. Go to Registry > Branches tab.
2. Click "Add Branch" to add a new branch location.
3. Fill in branch name, address, phone, and manager.

12.3 Staff Directory

1. Go to Registry > Staff tab.
2. Click "Add Staff" to add employees.
3. Enter name, role, salary, phone, and other details.
4. You can add a profile picture.

13.SETTINGS > REPORTS

13.1 Daily Sales Report

1. Go to Reports.
2. Select "Daily" to view today's sales summary.

3. The report shows:

- Total sales amount
- Number of transactions
- Items sold
- Payment method breakdown
- Top-selling products

13.2 Monthly Sales Report

1. Select "Monthly" to view the current month's sales.
2. A chart shows daily sales trends.

13.3 Custom Date Reports

1. Select "Custom Range".
2. Choose a start and end date.
3. View sales, expenses, and profit for that period.

13.4 Email Reports

1. Click "Email Report".
2. Enter the recipient email address.
3. Select the report period (Today, This Week, Custom).
4. Click "Send". The report is sent as an email attachment.

13.5 Export to Excel

1. Click "Export to Excel".
2. Choose the data to export (transactions, products, expenses).
3. Select a save location on your computer.
4. The file is saved as a .xlsx file that can be opened in Microsoft Excel.

14. SETTINGS

14.1 Company Information

1. Go to Settings > Business
2. Enter or update:

- Company Name
- Phone Number
- Address/Location
- Website
- Email Address

3. Go to Settings > Database

3.1 Upload your company logo (optional).

3.2. Click "Save".

14.2 Theme (Dark/Light Mode)

1. Go to Settings > Appearance.
2. Toggle between Light and Dark mode.
3. The change takes effect immediately.

14.3 Language Settings

1. Go to Settings > Preference.
2. Select from available languages:
 - English
 - French
 - Spanish
 - Portuguese
 - Russian

3. The interface updates immediately.

14.4 Currency Settings

1. Go to Settings > Currency.
2. Enter your preferred currency symbol (e.g., \$, GHS, EUR).
3. Click "Save".

14.5 Payment Methods

1. Go to Settings > Payment Methods.
2. Add payment types (e.g., Cash, Card, Mobile Money, Bank Transfer).
3. These appear as options during checkout.

14.6 Database Management

1. Go to Settings > Database.

2. Options available:

- Backup Database: Creates a backup file you can save anywhere.
- Restore Database: Restore from a previous backup.
- Export Database: Export for external use.
- Import Database: Import data from another system.

IMPORTANT: Regularly back up your database to prevent data loss!

15. USER ROLES & PERMISSIONS

Role Definitions (1,2,3)

Super Admin (Role 1 -Admin)

Full access to all system features

Can create, edit, and delete users

Can configure system settings

Has unrestricted access to reports and data

Cashier Admin (Role 2)

Manages daily business operations

Can process sales, refunds, transfers, and inventory

Can access reports and analytics

Cannot manage users or modify critical system settings

Cashier (Role 3)

Handles day-to-day sales transactions

Can manage customers during sales

Cannot process refunds, transfers, discounts, or inventory changes

16. TROUBLESHOOTING

Problem: App won't start

Solution:

- Run as Administrator.
- Install VC_redist.x64.exe and restart.
- Check if another instance is already running.

- Restart your computer.

Problem: Login failed

Solution:

- Check if Caps Lock is on.
- Verify your username with your admin.
- Passwords are case-sensitive.

Problem: Database error

Solution:

- Restart the application.
- If the error persists, restore from a backup.
- Contact support if the issue continues.

Problem: Email not sending

Solution:

- Check your internet connection.
- Verify the recipient email address.
- Check your email configuration in Settings.

Problem: Print not working

Solution:

- Ensure a printer is installed and set as default.
- Check printer connections and paper supply.
- Restart the app and try again.

Problem: Product not found in search

Solution:

- Verify the product exists in Inventory.
- Check spelling and try partial name search.
- Ensure the product is not disabled.

Problem: Cannot add items to cart

Solution:

- Check if another user has items in the cart.
- Clear the cart and try again.
- Log out and log back in.

Problem: Sales total seems wrong

Solution:

- Check if a discount is applied.

- Verify product prices in Inventory.

17. SUPPORT & CONTACT

For technical support, feature requests, or bug reports:

Website: <https://nunoosoft.com>

Email: support@nunoosoft.com

Phone: +233 50 412 5950

Developer: Richmond Nunoo

When contacting support, please provide:

- DeskPos version number (v2.1.6)
- Windows version
- A description of the issue
- Screenshots if applicable

Website: <https://nunoosoft.com>

Email: support@nunoosoft.com

Phone: +233 50 412 5950

18. DATA SECURITY

DeskPos stores business data locally on your computer.

Recommendations:

- Create regular backups
- Use strong passwords
- Restrict administrator accounts
- Keep Windows updated
- Store backups on external drives or cloud storage

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END OF USER GUIDE

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