



COMPLETE USER GUIDE

Operations, Accounting, HR and IT

RC3 • Practical guide for daily work
Screen references • clear steps • skippable IT notes
Arabic and English are available in the application

RC3 edition | 14 October 2026

For store teams and authorised support staff

IT-specific guidance appears in faint blue sticker notes. Normal users may safely skip these notes.

How to use this guide

This guide is organised by job, not by menu order. Start with your role and follow the screen steps. Routes identify the usual workspace; the menu you see depends on your permissions.

Cashier

POS, shift, customer display and returns.

Inventory & purchasing

Products, receiving, transfers, counts and replenishment.

Accounting

Ledger, cash, bank, receivables, payables and tax.

Human resources

Employees, attendance, leave and payroll.

Manager / IT

Permissions, backups, health, licensing and deployment.

IT NOTE

IT sticker note: information in this faint-blue box is for managers or IT. Safely skip it if you are not responsible for the system.

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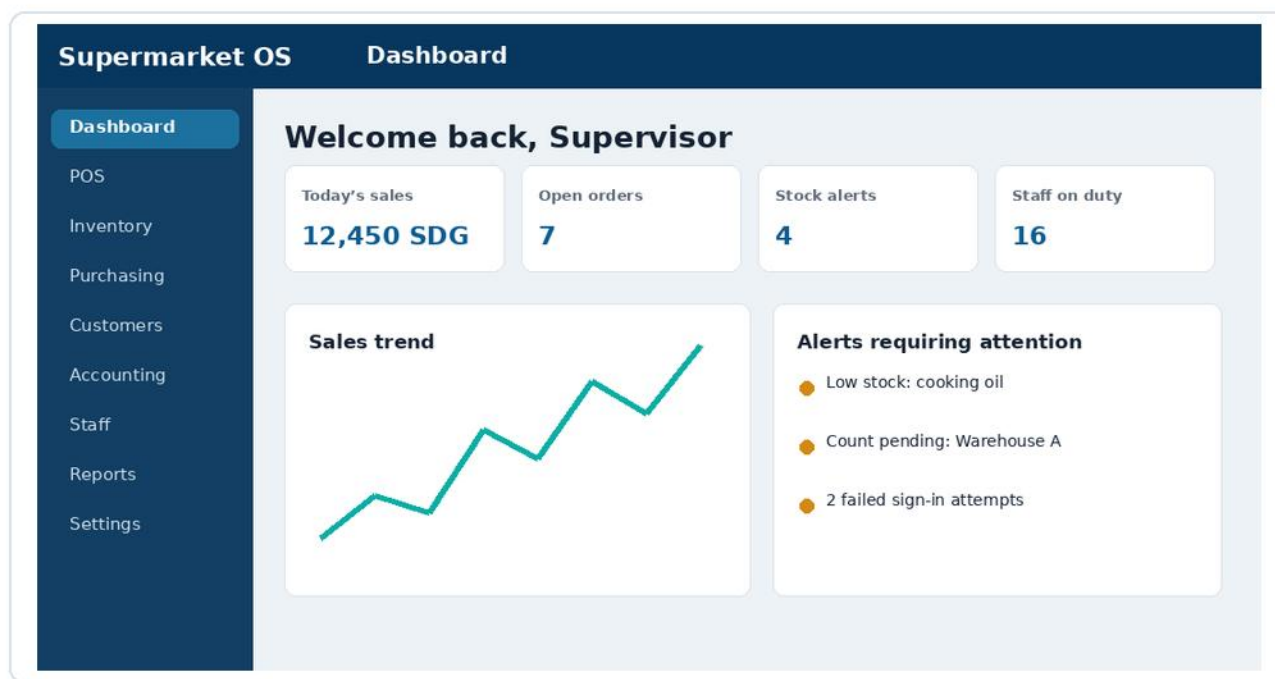
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Dashboard: start with the exceptions

ROLE: All authorised users

WORKSPACE: /



Screen reference: illustrative RC3 screen layout

The dashboard is the first control point after sign-in. It shows only the widgets and workspaces your role may use, so a cashier, accountant, manager and HR officer do not see the same work queue.

WORKFLOW

1. Read the alert badges before opening a module.
2. Use KPI cards as signals, then open the linked detail screen.
3. Record an action in the correct source workflow; do not treat a dashboard number as an editable record.
4. Use the language and theme controls without losing your signed-in session.

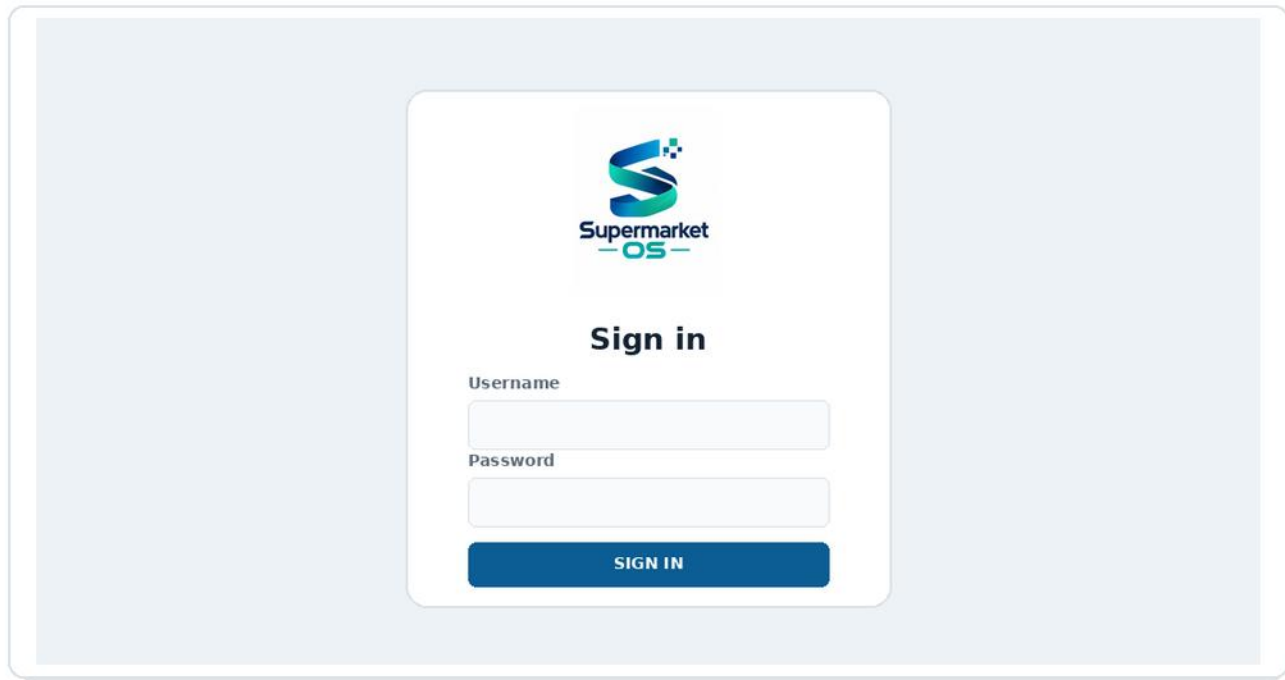
CONTROL CHECK

A dashboard is a summary. Investigate a warning in its source screen before closing or dismissing it.

Your account, sign-in and safe session use

ROLE: All users

WORKSPACE: /login



Screen reference: illustrative RC3 screen layout

Each person uses an individual username and password. Never share an administrator, cashier or accounting account; audit entries and drawer responsibility depend on the signed-in person.

WORKFLOW

1. Sign in with your own account.
2. Confirm the displayed name and branch before processing work.
3. Lock or sign out whenever leaving a shared terminal.
4. Use Forgot password with the registered email if you cannot sign in.

CONTROL CHECK

Do not use another employee's account to "save time"; it makes cash, stock and approval records unreliable.

IT NOTE — normal users may skip

IT note: create named accounts, remove leavers promptly, and review active sessions from Users rather than resetting shared credentials.

Navigation, language and screen permissions

ROLE: All users and supervisor **WORKSPACE:** Menu

The left navigation is permission-aware. If a module is not shown, request the correct role from a supervisor; do not ask another user to perform work under their account.

WORKFLOW

1. Open a workspace from the menu rather than guessing an address.
2. Use the language switch at the top when working in Arabic or English.
3. Use filters and tabs inside a workspace to keep context.
4. Return to Dashboard before ending a task when you need to check alerts.

CONTROL CHECK

A missing menu item is normally a permission design decision, not a browser fault.

POS: prepare the counter before selling

ROLE: Cashiers and supervisor **WORKSPACE:** /pos

Supermarket OS **Point of Sale**

Lane 2 • Retail counter

Scan barcode, SKU or product name

Milk 1L 125.00	Rice 5kg 125.00	Soap 125.00
Tea 125.00	Juice 125.00	Sugar 125.00

CURRENT BASKET

Milk 1L × 2	250.00
Rice 5kg × 1	650.00
Soap × 3	180.00
TOTAL DUE	1,080.00 SDG

COMPLETE SALE

Screen reference: illustrative RC3 screen layout

The counter is built for fast scanning while preserving a traceable basket. Choose the correct warehouse and confirm the lane shown in the top bar before adding the first item.

WORKFLOW

1. Open POS from the menu.
2. Confirm the active lane, sale type and warehouse.
3. Check that the shift reminder shows an open drawer for your lane.
4. Keep the scan cursor ready for a barcode scanner or type a SKU.

CONTROL CHECK

Never ring stock from the wrong warehouse simply because it appears first in a list.

POS: scan, search and add products

ROLE: Cashiers**WORKSPACE: /pos/scan**

The screenshot shows the 'Supermarket OS' Point of Sale interface. On the left is a dark blue sidebar with a menu: Dashboard, POS (highlighted), Inventory, Purchasing, Customers, Accounting, Staff, Reports, and Settings. The main area is titled 'Lane 2 • Retail counter'. It features a search bar with the placeholder 'Scan barcode, SKU or product name'. Below the search bar are six product cards arranged in a 2x3 grid. Each card has a placeholder image, the product name, and the price. The products are: Milk 1L (125.00), Rice 5kg (125.00), Soap (125.00), Tea (125.00), Juice (125.00), and Sugar (125.00). On the right side of the main area is a 'CURRENT BASKET' section. It lists the items in the basket: Milk 1L x 2 (250.00), Rice 5kg x 1 (650.00), and Soap x 3 (180.00). Below this, it shows 'TOTAL DUE' as 1,080.00 SDG. At the bottom of the basket section is a large blue button labeled 'COMPLETE SALE'.

CURRENT BASKET	
Milk 1L x 2	250.00
Rice 5kg x 1	650.00
Soap x 3	180.00
TOTAL DUE	
1,080.00 SDG	

COMPLETE SALE

Screen reference: illustrative RC3 screen layout

A barcode, GTIN, SKU or active alternate code adds the exact product. Product search narrows the catalogue after enough letters are typed, while a scanner can keep sending a numeric code followed by Enter.

WORKFLOW

1. Scan the barcode once and wait for the basket line.
2. If the code does not match, search by trade name or SKU.
3. Select the product card only after confirming its name, unit and price.
4. Stop and ask a supervisor when shelf price or unit differs from the expected item.

CONTROL CHECK

Do not create a substitute product at the counter for a barcode problem; correct the catalogue record through the authorised workflow.

POS: basket lines, quantities, discounts and cl

ROLE: Cashiers with approval | WORKSPACE: /pos

Supermarket OS **Point of Sale**

Dashboard
POS
Inventory
Purchasing
Customers
Accounting
Staff
Reports
Settings

Lane 2 • Retail counter

Scan barcode, SKU or product name

Milk 1L 125.00	Rice 5kg 125.00	Soap 125.00
Tea 125.00	Juice 125.00	Sugar 125.00

CURRENT BASKET

Milk 1L × 2	250.00
Rice 5kg × 1	650.00
Soap × 3	180.00
TOTAL DUE	1,080.00 SDG

COMPLETE SALE

Screen reference: illustrative RC3 screen layout

The basket is the working record before payment. Quantity changes, removals, manual discounts and rounding must be deliberate because the completed sale records the final commercial decision.

WORKFLOW

1. Use the quantity field and Update action for a changed quantity.
2. Remove a wrong line rather than offsetting it with a second item.
3. Enter a permitted manual discount and check the new amount due.
4. Use Clear only when abandoning the entire basket; it clears the mirrored customer display too.

CONTROL CHECK

Do not use discounts to correct a catalogue price error. Escalate the price problem so the next customer is protected.

POS: cash, card and wallet tenders

ROLE: Cashiers**WORKSPACE: /pos/complete**

Supermarket OS **Point of Sale**

Dashboard
POS
Inventory
Purchasing
Customers
Accounting
Staff
Reports
Settings

Lane 2 • Retail counter

Scan barcode, SKU or product name

Milk 1L 125.00	Rice 5kg 125.00	Soap 125.00
Tea 125.00	Juice 125.00	Sugar 125.00

CURRENT BASKET

Milk 1L × 2	250.00
Rice 5kg × 1	650.00
Soap × 3	180.00
TOTAL DUE	1,080.00 SDG

COMPLETE SALE

Screen reference: illustrative RC3 screen layout

A completed sale is settled in the company base currency. Cash may include a tendered amount larger than the total to calculate change; card and wallet legs require their approval or transaction reference.

WORKFLOW

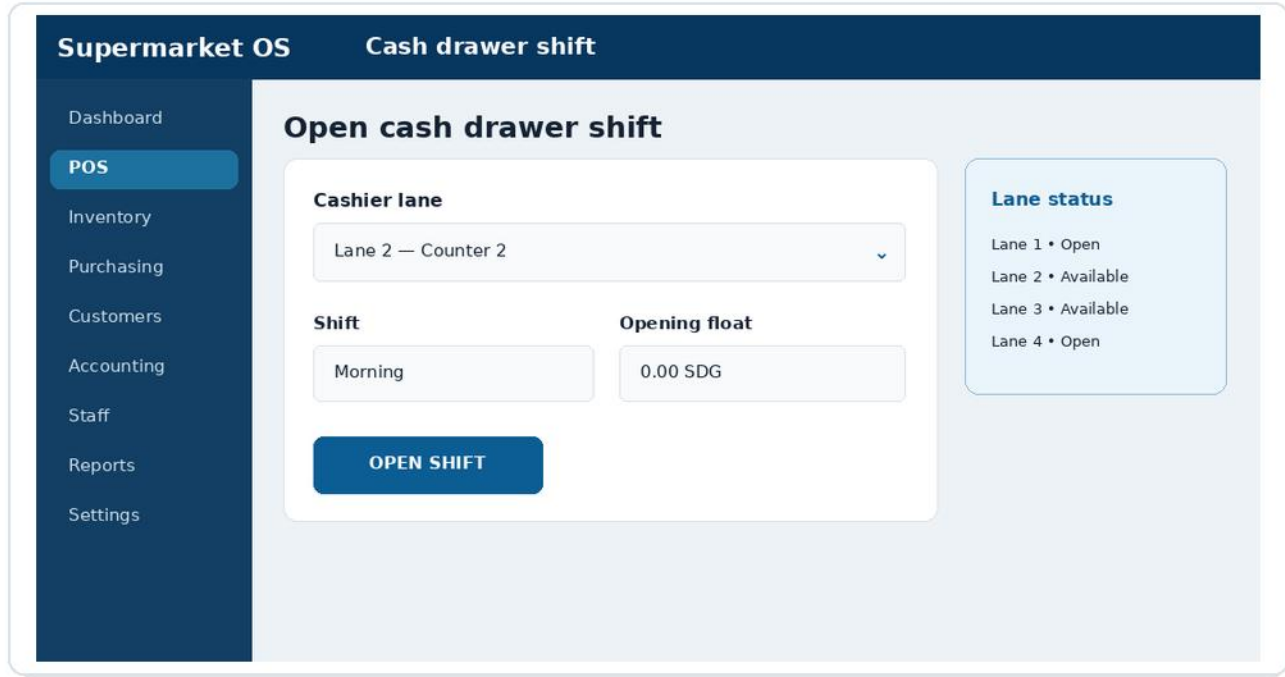
1. Confirm the amount due before selecting a payment method.
2. For cash, enter the customer tendered amount when change is required.
3. For a card, record the last four digits and approval reference.
4. For a wallet, choose the wallet and record its transaction reference, then complete the sale once.

CONTROL CHECK

If payment fails, no receipt is created. Correct the error on the POS page; do not assume an empty receipt window means a completed sale.

Open a shift and choose the physical lane

ROLE: Cashiers and supervisor **WORKSPACE:** /pos/shift



Screen reference: illustrative RC3 screen layout

Opening a shift binds your authenticated POS, cash drawer and customer display to one physical counter lane. The selection is server-enforced, so an old bookmark or hidden form value cannot move your work to a different lane.

WORKFLOW

1. Open POS → Shift.
2. Choose an available lane; lanes with another open shift are unavailable.
3. Select the shift label and enter the opening float.
4. Open the shift and confirm POS returns to the same selected lane.

CONTROL CHECK

A cashier may have only one open shift. Close and reconcile it before moving to a different physical lane.

Lane customer display and closing the drawer

ROLE: Cashiers and supervisor **WORKSPACE:** /pos/shift

Supermarket OS		LANE 2
YOUR BASKET		
Milk 1L × 2		250.00
Rice 5kg × 1		650.00
Soap × 3		180.00
TOTAL		1,080.00 SDG
Thank you for shopping with us		

Screen reference: illustrative RC3 screen layout

Each lane has a stable anonymous Customer Display link. Save that link as the home page on the dedicated customer-facing tablet or monitor; it follows the cart of the cashier assigned to that lane.

WORKFLOW

1. Open the paired display link from the active shift screen on the customer device.
2. Keep the customer screen on its lane-specific address.
3. Record pay-in, pay-out or deposit movements with a reason when they occur.
4. At hand-over, count cash, enter the count and close the shift; review the variance.

CONTROL CHECK

The display token changes only when an administrator explicitly rotates it. Do not rotate it during normal daily use.

Receipts, reprints and sale returns

ROLE: Cashiers and supervisor **WORKSPACE:** /pos/returns

A receipt is produced only after the sale commits. Returns must refer to the original sale so stock, customer payment history and drawer movements remain traceable.

WORKFLOW

1. Confirm the receipt number and total after a successful sale.
2. Use the authorised receipt/reprint route for a customer copy.
3. Open Returns and locate the original invoice before choosing items and quantities.
4. Record the return reason and process the approved refund method.

CONTROL CHECK

Never create a negative sale to imitate a return. Use the return workflow to preserve the original-sale link.

Promotions and loyalty at the counter

ROLE: Cashiers and marketing **WORKSPACE:** /pos/promotions

Promotions are quoted again by the server at checkout. Loyalty points are earned or redeemed against a selected member, so the cashier should not improvise an offer or member balance.

WORKFLOW

1. Confirm a promotion is active and applicable to the basket.
2. Search or scan the member's card, code or phone when using loyalty.
3. Enter permitted redemption points only after selecting the correct member.
4. Finish the sale and retain the receipt as the customer-facing confirmation.

CONTROL CHECK

The browser never decides promotion value; changes in product price, quantity or eligibility are rechecked by the server.

Products, categories and identifiers

ROLE: Catalogue managers

WORKSPACE: /catalog

A product record is the source of truth for selling name, units, identifiers, tax category, retail and wholesale prices. Maintain it carefully so counter scanning, purchasing and reports agree.

WORKFLOW

1. Create or edit a product in the correct category and active section.
2. Set its sell mode, unit, pack relationship and supported barcode identifiers.
3. Enter controlled retail/wholesale prices through the authorised pricing fields.
4. Deactivate obsolete products instead of reusing their SKU for a different item.

CONTROL CHECK

A barcode must identify one sellable item unambiguously. Resolve duplicate or supplier-code conflicts before publishing it.

Prices, categories and rate-aware decisions

ROLE: Catalogue and finance n **WORKSPACE:** /pricing

Use the pricing workspace for controlled price changes and category structure. The store base currency is the settlement currency; any USD information is a reference and never a POS tender.

WORKFLOW

1. Review the current price and reason for change.
2. Apply a price change through the pricing workflow, not by editing a completed sale.
3. Confirm shelf labels or price communications after approval.
4. Review wholesale prices separately from retail prices where the feature is enabled.

CONTROL CHECK

Changing company currency relabels amounts; do it before trading data is entered and review prices afterwards.

Suppliers and supplier catalogue

ROLE: Purchasing teams

WORKSPACE: /suppliers

Maintain suppliers before buying: contacts, terms, approved products and historical prices help purchasing select the right source and document the reason for a choice.

WORKFLOW

1. Create a supplier with verified contact and payment details.
2. Link supplier catalogue items to the internal product where appropriate.
3. Record quoted supplier prices and dates.
4. Deactivate a supplier only when new purchasing should stop; retain history.

CONTROL CHECK

Restrict supplier and bank-detail changes to approved purchasing/accounting roles.

Requisitions and quotations

ROLE: Store managers and pur **WORKSPACE:** /purchasing

A requisition expresses a need; a quotation compares sources; an order commits the selected supplier. Keeping these stages separate gives managers a clear approval trail.

WORKFLOW

1. Create a requisition from a stock need or manager request.
2. Add quantities, target dates and business justification.
3. Invite or record supplier quotations.
4. Select the approved quote before converting to an order.

CONTROL CHECK

Do not receive stock directly against a request; receiving belongs to an approved order or authorised receipt process.

Purchase orders and goods receiving

ROLE: Purchasing and receiving WORKSPACE: /purchasing

The screenshot displays the 'Goods receipt' interface in the 'Supermarket OS' application. On the left is a dark blue sidebar with navigation links: Dashboard, POS, Inventory, Purchasing (highlighted), Customers, Accounting, Staff, Reports, and Settings. The main content area has a header 'Goods receipt' and a title 'Receive purchase order'. Below the title, a box shows 'PO-000143 • Nile Foods • Expected today' and 'Receiving warehouse: Main Store'. A table lists items with columns for item name, ordered quantity, received quantity, and batch/expiry date. The items are Cooking oil 1L, Rice 5kg, and Tea bags. A green 'POST RECEIPT' button is at the bottom right.

Item	Ordered	Received	Batch / expiry
Cooking oil 1L	24	24	
Rice 5kg	10	10	
Tea bags	12	12	

Screen reference: illustrative RC3 screen layout

Goods receiving is where the physical delivery becomes inventory and an accounting event. Compare delivered quantities, condition, batch/expiry data and supplier reference before posting.

WORKFLOW

1. Open the approved purchase order or receiving screen.
2. Choose the receiving warehouse and verify supplier delivery details.
3. Enter actual received quantities; record batch, expiry or serial data where required.
4. Post the receipt only after the checker confirms the physical delivery.

CONTROL CHECK

A posted receipt changes stock. Use a correction/return workflow for later mistakes rather than deleting the evidence.

Stock overview, locations and availability

ROLE: Inventory teams**WORKSPACE:** /inventory

Supermarket OS

Stock control

Dashboard

POS

Inventory

Purchasing

Customers

Accounting

Staff

Reports

Settings

Stock control

Search product, SKU, batch or location

SKU	Product	On hand	Reorder	Status
1001	Milk 1L	24	10	Available
1002	Cooking oil	4	12	Reorder
1003	Rice 5kg	37	15	Available
1004	Tea bags	0	8	Out of stock

Screen reference: illustrative RC3 screen layout

Stock control distinguishes the physical warehouse, shelf/bin location, committed stock and available stock. Read the right measure before promising an item to a customer or ordering more.

WORKFLOW

1. Search by SKU, product, batch or location.
2. Check on-hand, allocated/held and available quantities.
3. Use location controls to keep put-away and picking traceable.
4. Review low-stock status before a shift or replenishment decision.

CONTROL CHECK

Never change a count by editing availability directly; choose the matching controlled stock transaction.

Transfers between warehouses and custody

ROLE: Inventory teams and ap, **WORKSPACE:** /inventory

A transfer has an origin, a destination and a hand-over. It protects both locations from unexplained stock movement and shows where goods are while in transit.

WORKFLOW

1. Create the transfer from the sending warehouse.
2. Pick and verify the items and quantities against the transfer reference.
3. Dispatch only what physically leaves the origin.
4. Receive and confirm at the destination before making the stock available there.

CONTROL CHECK

Do not use an adjustment to imitate a warehouse transfer; it destroys the origin-to-destination trail.

Stock counts and controlled adjustments

ROLE: Inventory teams and ma **WORKSPACE:** /inventory

Supermarket OS		Stock control		
Dashboard POS Inventory Purchasing Customers Accounting Staff Reports Settings		Stock control		
		Search product, SKU, batch or location		
		SKU	Product	On hand
		1001	Milk 1L	24
		1002	Cooking oil	4
		1003	Rice 5kg	37
		1004	Tea bags	0
				Reorder
				Status
				Available
				Reorder
				Available
				Out of stock

Screen reference: illustrative RC3 screen layout

Counts compare a frozen/system expectation with a physical count. Adjustments explain a verified difference; they are not a substitute for a count, a supplier receipt or a sale.

WORKFLOW

1. Open the appropriate count type and location scope.
2. Count physical stock without changing the system quantity during counting.
3. Review differences and investigate material variances.
4. Post an approved adjustment with a specific reason and supporting evidence.

CONTROL CHECK

Supervisors should review repeated loss, damage or expiry reasons by product, location and employee pattern.

Batches, serials, quarantine and recalls

ROLE: Inventory and quality te **WORKSPACE:** /inventory

Batch and serial controls preserve traceability. Quarantine prevents a questionable item from being sold while quality or supplier action is pending; recall reports identify the affected stock and sales.

WORKFLOW

1. Record batch/expiry or serial information at receiving when the product requires it.
2. Quarantine damaged, expired or suspect stock instead of leaving it available.
3. Use recall/trace screens to identify affected locations and sales.
4. Release, destroy or return stock only through the authorised decision workflow.

CONTROL CHECK

Serial scans at sale are checked by the server; an unrecorded or already-dispensed serial must stop the sale.

Replenishment, valuation and inventory analysis

ROLE: Inventory managers and **WORKSPACE:** /inventory

Replenishment turns actual demand, lead time and stock policy into a reviewable suggestion. Valuation and ABC/shrinkage views help managers decide what to buy, count or protect next.

WORKFLOW

1. Review reorder suggestions and their evidence before creating a requisition.
2. Use valuation for finance review, not as a substitute for a physical count.
3. Review slow-moving and high-value items separately.
4. Use shrinkage trends to improve controls, location security and count frequency.

CONTROL CHECK

Forecasts are decision support, not automatic purchase commitments. Maintain human approval at the requisition/order stage.

Customers, credit and account statements

ROLE: Sales supervisors and accountants **WORKSPACE:** /customers

Customer records support contact, loyalty, credit and statement workflows. Match the customer carefully before recording a credit sale or applying payment, because accounts are legal and financial records.

WORKFLOW

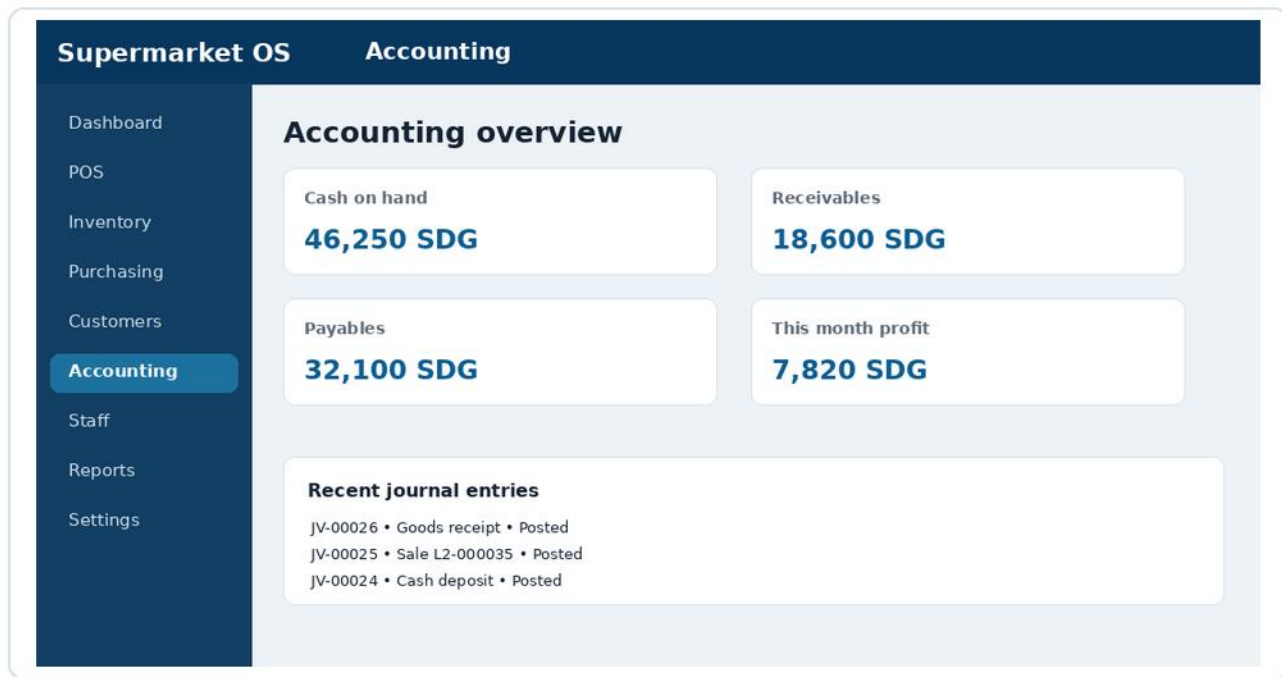
1. Search before creating a customer to avoid duplicates.
2. Verify the name, phone and account/credit status.
3. Use authorised credit terms and limits.
4. Issue or print a statement from the customer-account workflow when required.

CONTROL CHECK

Do not apply a customer payment to a guessed name; use the account reference and confirm the outstanding balance.

Accounting: understand the source and the ledger

ROLE: Accountants and managers **WORKSPACE:** /accounting



Screen reference: illustrative RC3 screen layout

Accounting receives controlled source events from sales, purchases, stock and cash workflows. Use the accounting workspace to review, post approved entries and explain balances, not to rewrite operating history.

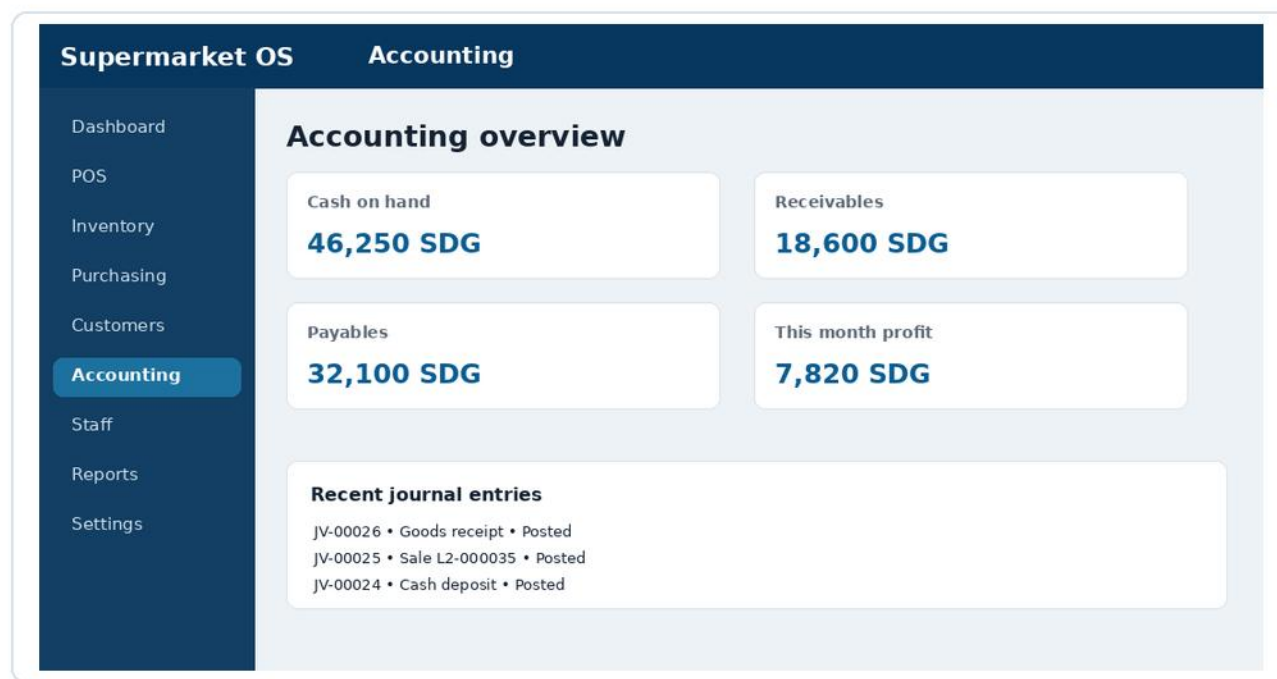
WORKFLOW

1. Start from the accounting overview and identify the period/status.
2. Review journals, exceptions and balances linked to operational documents.
3. Use the chart of accounts consistently.
4. Escalate a source-document error to its source workflow before posting an unsupported journal.

CONTROL CHECK

Lock accounting periods according to the approved close calendar; opening/closing periods needs controlled authority.

Chart of accounts, journals and vouchers

ROLE: Accountants**WORKSPACE: /accounting**

Screen reference: illustrative RC3 screen layout

The chart defines where financial events belong. Journals and vouchers should include a date, balanced debit/credit amounts, clear narration and a link to supporting evidence.

WORKFLOW

1. Select accounts from the approved chart; avoid informal placeholder accounts.
2. Enter balanced debit and credit lines.
3. Use a clear reference to invoice, bank statement, approval or document.
4. Review then post through the approval policy.

CONTROL CHECK

Never delete an already-posted audit trail to “tidy” the ledger. Use reversal/correction entries with a reason.

Cash, bank, income and expense controls

ROLE: Accountants and cash staff **WORKSPACE:** /accounting

Cash drawers, bank movements, other income and expenses are different workflows because they carry different evidence and approvals. Choose the source that matches the real event.

WORKFLOW

1. Record drawer movements in the active shift with amount and reason.
2. Record bank activity against the correct account and reference.
3. Use Other income for non-sale income with supporting evidence.
4. Use Expenses for approved operating cost; attach/reference proof.

CONTROL CHECK

A cash deposit is not a sale. Do not use POS tender fields to record safe or bank movement.

Receivables, payables and reconciliation

ROLE: Accountants

WORKSPACE: /accounting

Receivables track what customers owe; payables track what is owed to suppliers. Reconciliation compares system records with statements and evidence so differences are explained promptly.

WORKFLOW

1. Review ageing before extending more credit or paying a supplier.
2. Apply payments to the exact customer or supplier document/account.
3. Reconcile bank and control accounts to external evidence at the approved frequency.
4. Investigate unmatched items before closing the period.

CONTROL CHECK

Reconciliation is an investigation, not a button. Retain the statement, matching evidence and correction rationale.

Tax, assets, budgets and recurring entries

ROLE: Accountants and finance **WORKSPACE:** /accounting

Tax codes, fixed assets, budgets and recurring entries are governed records. Configure them carefully because they affect reporting, depreciation, controls and future scheduled postings.

WORKFLOW

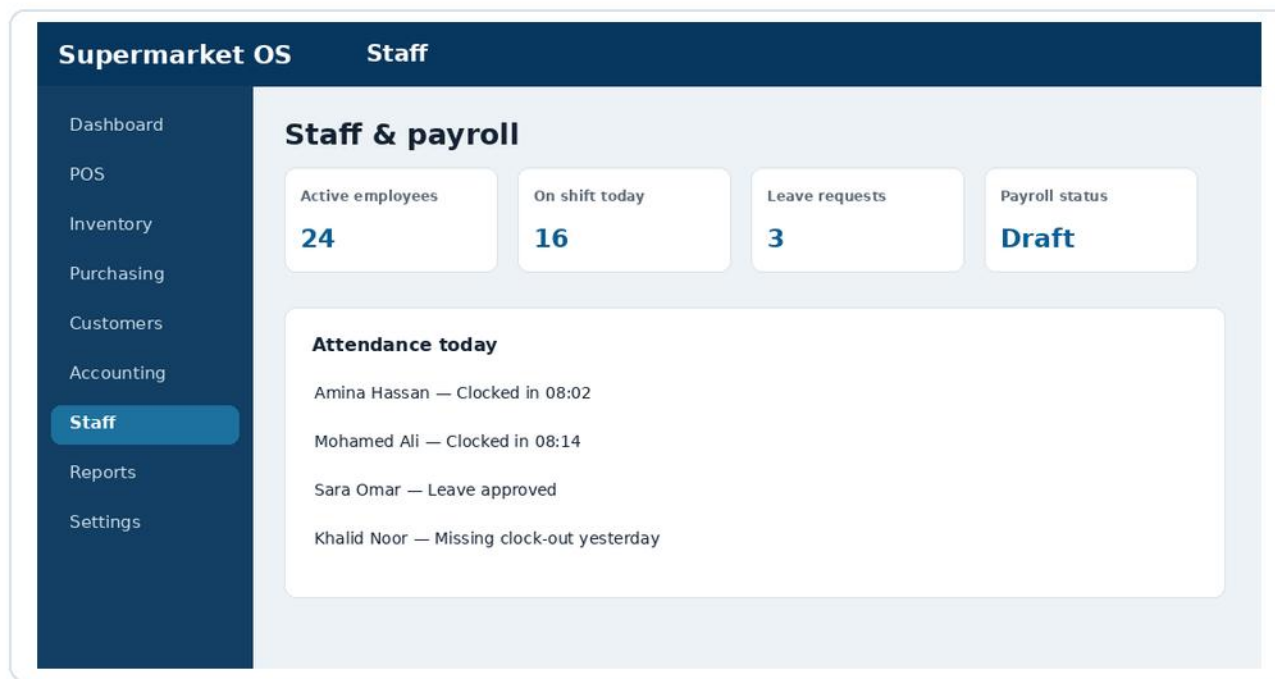
1. Use effective dates and approved tax rates.
2. Register an asset with acquisition evidence and depreciation policy.
3. Load budgets by approved account/period and review variance reports.
4. Review recurring entries before each run and stop obsolete instructions.

CONTROL CHECK

Changing tax or depreciation configuration after posting can affect compliance reports; use change control and finance approval.

HR: employee records and onboarding

ROLE: HR officers and managers WORKSPACE: /hr



Screen reference: illustrative RC3 screen layout

An employee record connects identity, job, branch access, pay details and employment dates. Keep the HR record and the system user account coordinated but do not expose compensation data to ordinary supervisors.

WORKFLOW

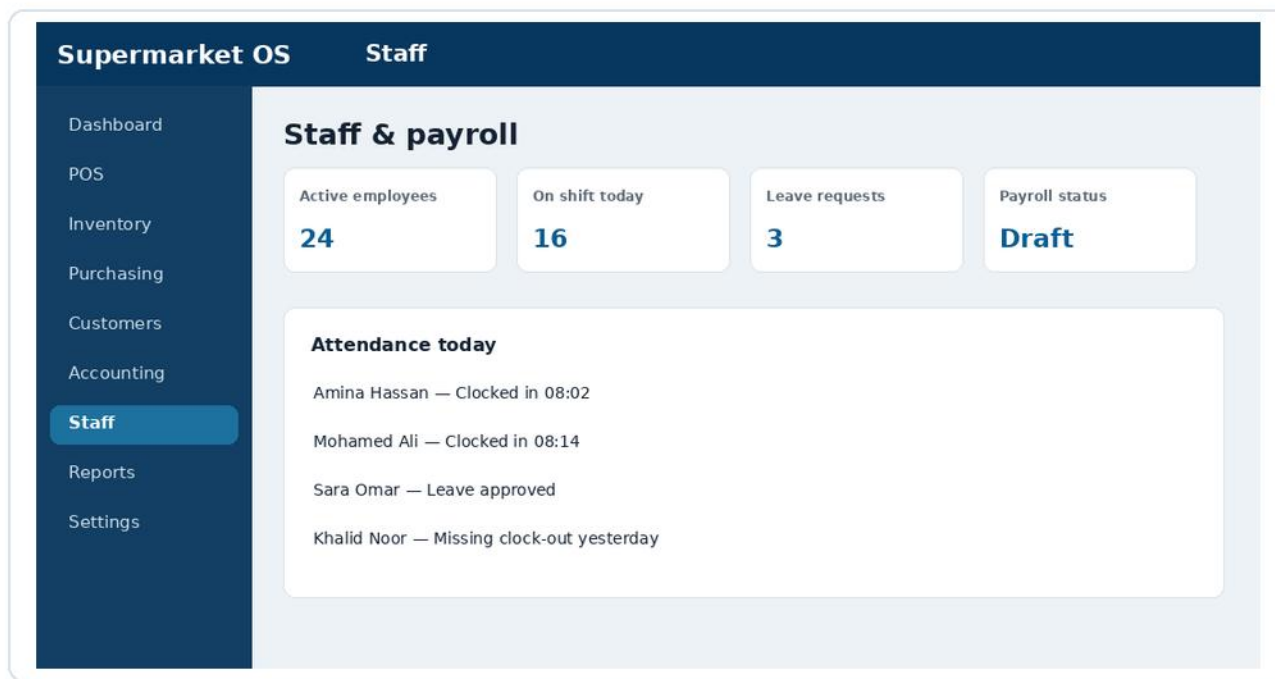
1. Create the employee with verified identity and contact data.
2. Assign job title, branch and start date.
3. Record required licence or employment documents where applicable.
4. Create the application user and role only when access is approved.

CONTROL CHECK

Deactivate system access immediately when employment ends; preserve HR history for approved retention requirements.

Roster, attendance and time corrections

ROLE: HR officers, supervisors WORKSPACE: /hr



Supermarket OS **Staff**

Staff & payroll

Active employees	On shift today	Leave requests	Payroll status
24	16	3	Draft

Attendance today

- Amina Hassan — Clocked in 08:02
- Mohamed Ali — Clocked in 08:14
- Sara Omar — Leave approved
- Khalid Noor — Missing clock-out yesterday

Screen reference: illustrative RC3 screen layout

Rosters define expected work; attendance records actual time. Corrections need an audit-ready reason because payroll and leave balances may rely on them.

WORKFLOW

1. Publish approved rosters before the work period.
2. Record or import clock-in/out activity according to the local process.
3. Review exceptions such as missing clock-out or late arrival.
4. Submit corrections with a reason and manager approval where required.

CONTROL CHECK

Do not alter attendance to solve a payroll dispute without documented supervisor/HR approval.

Leave, advances and appraisals

ROLE: HR officers and managers **WORKSPACE:** /hr

Leave, salary advances and performance appraisals are employee-specific records. Follow approval dates, balances and confidentiality rules; use notes for facts rather than personal opinions.

WORKFLOW

1. Record leave request dates and type.
2. Check balance and operational coverage before approval.
3. Record an advance with repayment treatment approved by finance/HR.
4. Complete appraisals using the approved period and objective criteria.

CONTROL CHECK

Limit access to appraisal and compensation details to those with a legitimate HR role.

Payroll and pay elements

ROLE: HR payroll and finance

WORKSPACE: /hr

Supermarket OS **Staff**

Staff & payroll

Active employees	On shift today	Leave requests	Payroll status
24	16	3	Draft

Attendance today

- Amina Hassan — Clocked in 08:02
- Mohamed Ali — Clocked in 08:14
- Sara Omar — Leave approved
- Khalid Noor — Missing clock-out yesterday

Screen reference: illustrative RC3 screen layout

Payroll combines eligible employee records, attendance/leave effects and pay elements into a controlled pay run. Review before posting because a completed run becomes financial history.

WORKFLOW

1. Maintain pay elements and rules before the period starts.
2. Create the payroll run for the correct period and eligible employees.
3. Review gross, deductions, advances and net pay exceptions.
4. Approve/post according to policy, then issue authorised payslips.

CONTROL CHECK

Re-open or reverse payroll only through the approved correction process; never edit a paid employee result casually.

End of service and HR reporting

ROLE: HR and finance manager **WORKSPACE:** /hr

End-of-service records calculate a documented employee settlement based on dates, reason and applicable policy. HR reports should be run with privacy in mind and shared only with authorised recipients.

WORKFLOW

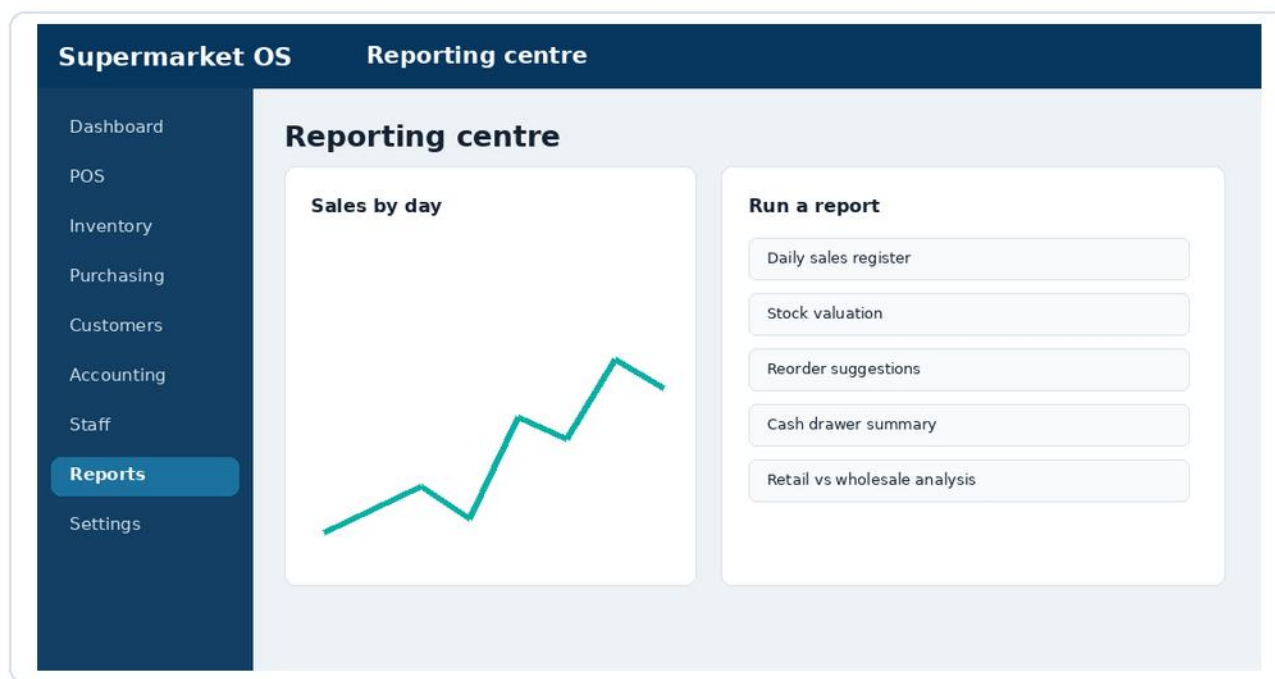
1. Confirm termination/resignation date and reason.
2. Review leave, advances, payroll and policy inputs before calculating.
3. Obtain required HR/finance approvals.
4. Archive authorised settlement evidence and disable access at the right time.

CONTROL CHECK

Use exports with care: employee reports often contain personal and salary information.

Reports: run, read and distribute

ROLE: Managers, accountants • **WORKSPACE:** /reports



Screen reference: illustrative RC3 screen layout

Reports answer operational questions only when their period, branch and status filters are explicit. Keep report output connected to the decision, approval or investigation it supports.

WORKFLOW

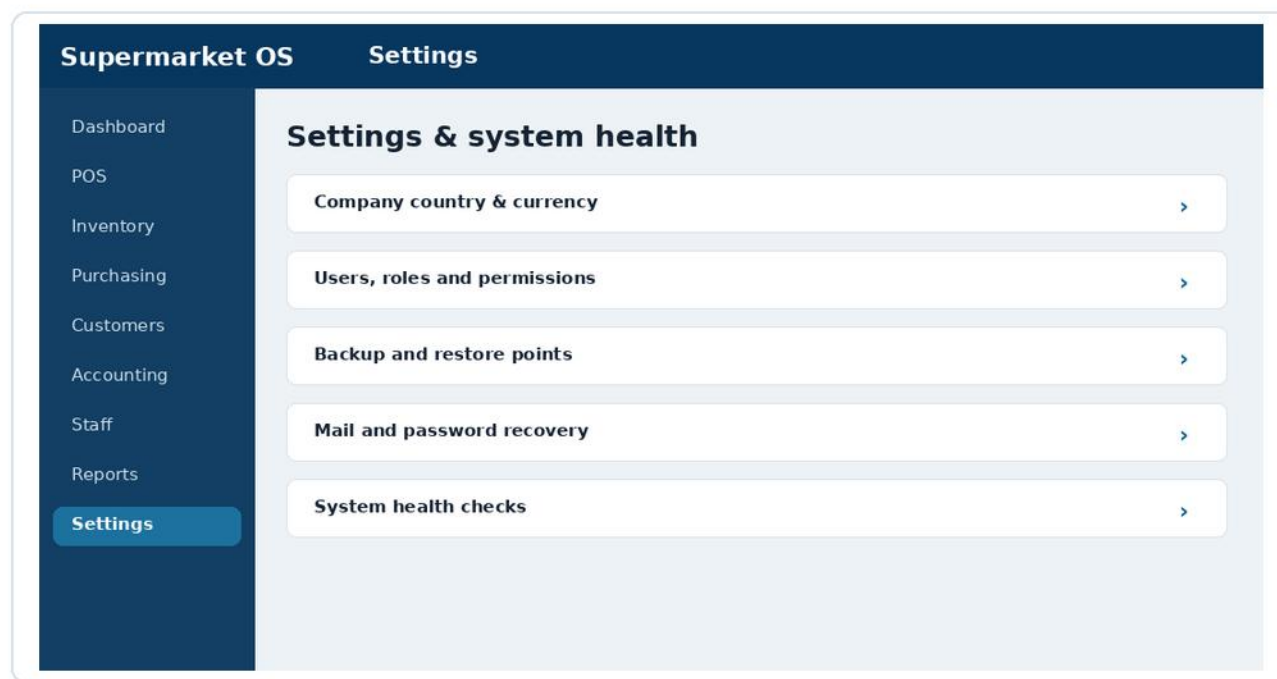
1. Choose the report and confirm the date range.
2. Set branch, warehouse or status filters deliberately.
3. Read the definition/columns before comparing values.
4. Export or schedule only for authorised recipients and protect sensitive files.

CONTROL CHECK

A report is a snapshot. Record the filters and run time when using it as an audit or management evidence.

Company settings, country and base currency

ROLE: Super administrators an **WORKSPACE:** /settings



Screen reference: illustrative RC3 screen layout

Company settings define the legal/country context and base currency used by transactions. Make country/currency decisions before trading because changing currency later relabels stored amounts rather than converting them.

WORKFLOW

1. Open Settings → Company as a super administrator.
2. Select the intended country profile and matching base currency.
3. Save, then verify the displayed currency in POS and documents.
4. Upload a store logo for receipts/reports if the default supermarket logo is not appropriate.

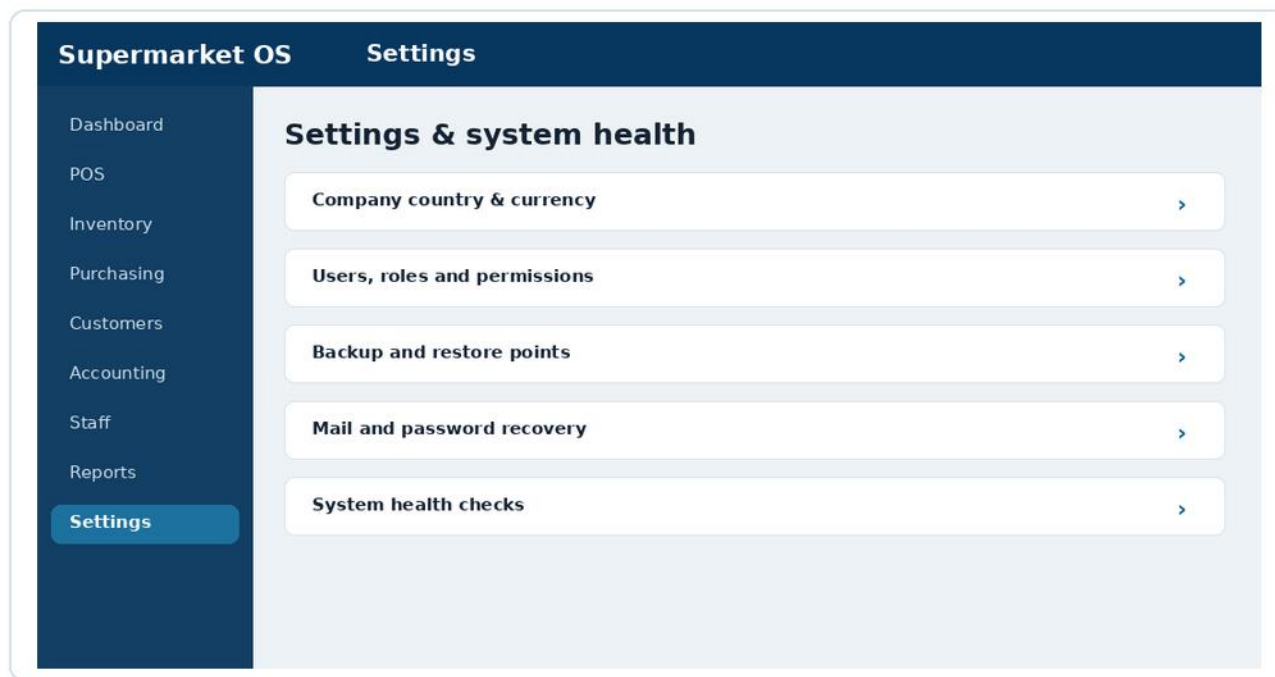
CONTROL CHECK

Before changing country/currency on an existing store, take a verified backup and obtain finance approval.

IT NOTE — normal users may skip

IT note: configuration is changed in the browser Settings screen. Do not edit the company table directly in a live database.

Users, roles, branches and permissions

ROLE: Super administrators**WORKSPACE:** /users

Screen reference: illustrative RC3 screen layout

Roles should grant the minimum access needed for a job. Branch access, screen permissions and approval authority should be reviewed together whenever a worker changes position.

WORKFLOW

1. Create a named user linked to the correct employee where applicable.
2. Assign only approved roles and branch access.
3. Test with a limited account rather than assuming a role works.
4. Review active sessions and deactivate leavers or temporary access promptly.

CONTROL CHECK

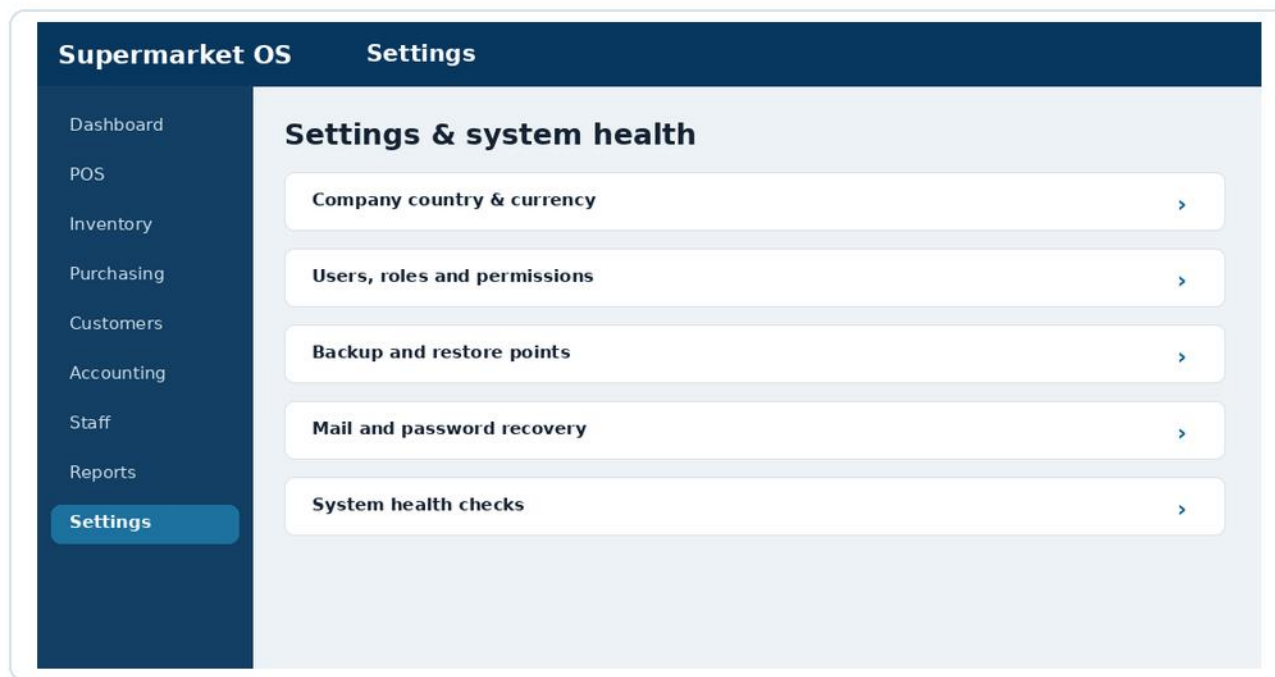
Avoid super-admin accounts for daily counter, receiving or accounting work.

IT NOTE — normal users may skip

IT note: maintain a role-change approval record and review privilege assignments on a regular schedule.

Backups, verification and browser recovery

ROLE: Super administrators an **WORKSPACE:** /settings?tab=backup



Screen reference: illustrative RC3 screen layout

A backup is useful only when it completes, is verified and is stored away from the server. Use the Settings backup screen for normal operations and document the restoration decision.

WORKFLOW

1. Run a backup before high-risk configuration or period-close work.
2. Use Verify on the resulting backup.
3. Download/copy the verified backup to a controlled off-server location.
4. Use restore only during an approved maintenance window with stakeholders informed.

CONTROL CHECK

Restore changes the state of the store. Record who authorised it, which backup was used, and the validation performed afterwards.

IT NOTE — normal users may skip

IT note: do not copy a live SQLite database file while it is in use. Use the browser backup facility so the application produces a consistent artefact.

Mail, password recovery and alerts

ROLE: All users and administrators **WORKSPACE:** /forgot-password

Password recovery uses the registered email and sends a one-time link plus a short code. Administrators configure mail delivery in Settings before relying on recovery in a live store.

WORKFLOW

1. Use Forgot password and enter the registered email.
2. Use the received link or code within its expiry time.
3. Set a new personal password and sign in again.
4. Review alerts in the application and mark them read only after action is understood.

CONTROL CHECK

Support staff should not ask users to send their passwords or reset tokens by chat.

Licence and SQLite trial behaviour

ROLE: Super administrators

WORKSPACE: /license

A local SQLite installation has a short 14-day trial reminder after installation. The reminder is informational during the trial; a valid licence is required after the grace period. MariaDB/MySQL installations follow the configured licensing policy.

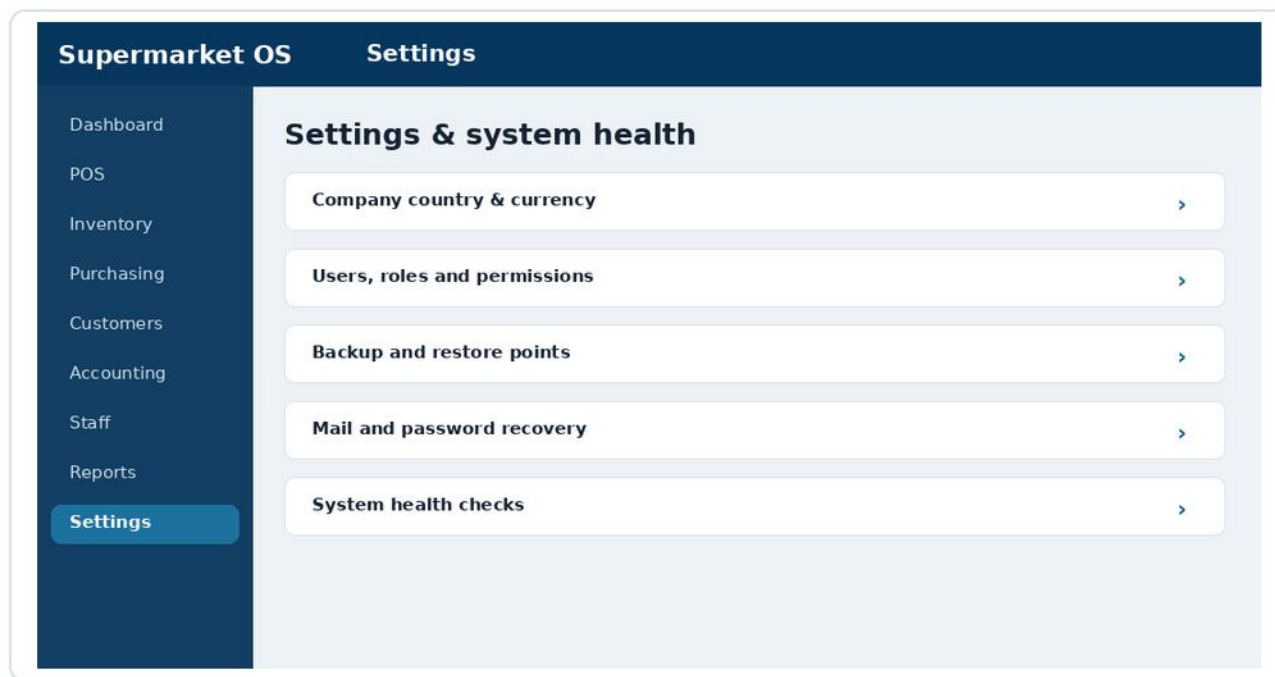
WORKFLOW

1. Open the Licence screen as an authorised administrator.
2. Review licence state and trial days remaining.
3. Install the signed licence through the browser when provided.
4. Keep the server date/time correct and investigate a licence warning promptly.

CONTROL CHECK

A licence file is installation-sensitive and must not be copied from another store or shared publicly.

IT: deploy RC3 to a web subfolder

ROLE: IT administrators**WORKSPACE: /supermarketos/install**

Screen reference: illustrative RC3 screen layout

RC3 can run from a site subfolder such as <https://haimoura.com/supermarketos/>. Extract the package so index.php and .htaccess sit directly in that subfolder, then use the browser installer.

WORKFLOW

1. Create or select the web folder mapped to the required subfolder URL.
2. Extract RC3 contents directly into it; do not add an extra nested release folder.
3. Make the included storage directory writable through the server/hosting panel.
4. Open /supermarketos/install and complete the browser setup.

CONTROL CHECK

The full install package includes an empty protected storage skeleton, never an old database, licence, log or .env file.

IT NOTE — normal users may skip

IT note: confirm URL rewriting is enabled for clean routes. If hosting does not allow rewriting, use the host's documented front-controller mode.

IT: daily operations and monitoring

ROLE: IT administrators**WORKSPACE: /settings?tab=health**

Screen reference: illustrative RC3 screen layout

IT operations should be calm and repeatable: check health, storage capacity, backup status, licence state and the browser-visible application error log before users report an incident.

WORKFLOW

1. Review Settings → Health at a defined daily or weekly interval.
2. Check the latest verified backup and its off-server copy.
3. Review open alerts, failed mail deliveries and authentication anomalies.
4. Document incidents, fixes and follow-up actions in the organisation's support record.

CONTROL CHECK

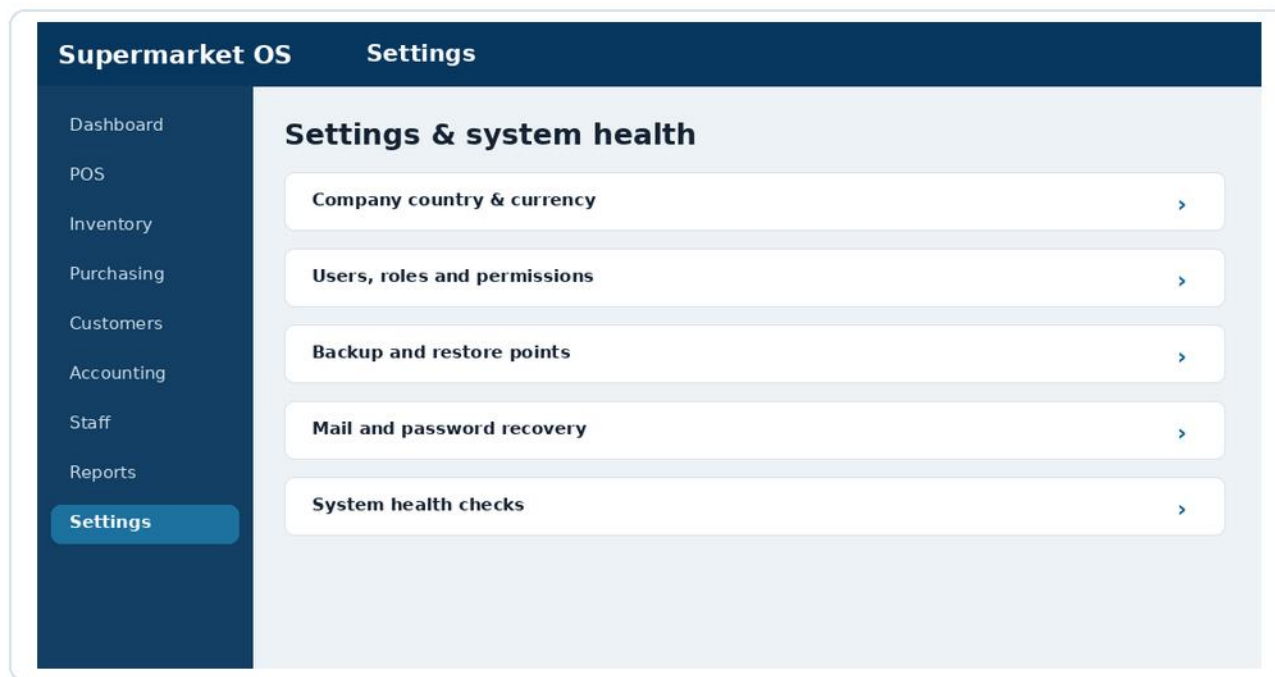
Do not delete logs while an incident is being investigated. Preserve evidence and reduce access rather than guessing.

IT NOTE — normal users may skip

IT note: use the browser health and backup flows for normal operation. Keep maintenance changes in a planned window.

IT: security, integrations and change control

ROLE: IT administrators and on WORKSPACE: /settings



Screen reference: illustrative RC3 screen layout

Protect the application with named accounts, least privilege, current backups, HTTPS where available and a controlled process for API tokens, webhooks and configuration changes.

WORKFLOW

1. Use HTTPS and secure cookies on the live server.
2. Create API tokens only for a documented integration and grant narrow scopes.
3. Rotate/revoke a token or customer-display pairing token when a device or secret is lost.
4. Test updates on the demo server and take a verified backup before applying them to a live store.

CONTROL CHECK

Never place database passwords, licence blobs, backups or customer exports in a public web directory or chat channel.

IT NOTE — normal users may skip

IT note: browser-based installation and updates should remain the normal supported path; document any host-level change separately.

Troubleshooting, glossary and hand-over

ROLE: All users and IT

WORKSPACE: Help

A good support request states what was attempted, the time, user, branch/lane, exact message and whether a sale, stock movement or payment was actually posted. This prevents risky “fixes” that duplicate a transaction.

WORKFLOW

1. Stop when a transaction gives an unexpected error; do not submit repeatedly.
2. Check whether an invoice, receipt, stock movement or journal exists before retrying.
3. Capture the exact screen message and relevant reference number.
4. Escalate with role, branch/lane and time; use the correct owner: cashier supervisor, inventory, accounting, HR or IT.

CONTROL CHECK

Key terms: lane = physical counter; shift = drawer responsibility period; base currency = settlement currency; posted = committed/audited record.

Daily hand-over checklist

Use this page as a printable summary. It does not replace system workflows or required approvals.

- Confirm the signed-in user, branch and physical lane.
- Verify the open shift and opening float before selling.
- Act on critical alerts; do not ignore transaction errors.
- Use the correct workflow for receiving, transfers and counts.
- Review evidence and approvals before posting.
- Close the shift after counting cash and explaining any variance.
- Run/verify a backup to the approved schedule.

IT NOTE

For support: provide the time, user, branch/lane, reference number, exact error and whether the transaction actually posted.



End of complete guide • RC3