



EZONE POS

# DOCUMENTATION

E-Zone Technologies (pvt) Ltd



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## Key Features:

1. **Multiple Business/Shops:**
  1. Set up multiple businesses in the application.
  2. No restriction on numbers of businesses.
  3. Inventory & accounting information is kept separately for each business.
2. **Add Location / Storefronts / Ware House:**
  1. Create multiple locations for your business/shop
  2. Manage all of them at the same time.
  3. Stocks, Purchases, Sell can be tracked differently for locations.
  4. Customize invoice layout, invoice scheme for each location
3. **User & Role Management:**
  1. Powerful user and role management system
  2. Predefined roles – Admin & Cashier
  3. Create different Roles with permission as per your need.
  4. Create unlimited users with different roles.
4. **Contacts (Customer & Suppliers):**
  1. Mark contact as customer or supplier or both(customer & Supplier)
  2. View details of transactions with a contact.
  3. View total of Credit/Debit balance amount
  4. Define pay term and get payment alerts week before the due date.
5. **Products:**
  1. Manage Single & Variable products.
  2. Classify products according to Brands, Category, Sub-Category.
  3. Add products having different units
  4. Add SKU number or auto-generate SKU number with prefixes.
  5. Get stock alerts on low stocks.
  6. Save time by auto calculating selling price, the system is smart to auto calculate selling price based on purchase price and profit margin.
  7. No need to type variations every time, create variation template and use it everytime you need to create variable products.
6. **Purchases:**
  1. Easily add purchases.
  2. Add purchase for different locations.
  3. Manage Paid/Due purchases.
  4. Get Notified of Due purchases week before the pay date.
  5. Add discounts & Taxes
7. **Sell:**
  1. Simplified interface for selling products

2. Default Walk-In-Customer automatically added to a business
  3. Add new customer from POS screen.
  4. Ajax based selling screen – save reloading time.
  5. Mark an invoice for draft or final.
  6. Different options for payments.
  7. Customize invoice layout and invoice scheme.
8. **Manage Expenses:**
1. Easily add business expenses
  2. Categorise expenses
  3. Analyse expenses based on category and business locations with expenses report.
9. **Reports:**
1. Purchase & Sale report
  2. Tax Report
  3. Contact Reports
  4. Stock Reports
  5. Expense Report
  6. View Trending Products, drill down by Brands, Category, Sub-category, Units and date ranges
10. **Other useful feature:**
1. Set currency, timezone, financial year, the profit margin for a business.
  2. Translation ready.
  3. Predefined barcode sticker settings.
  4. Create your barcode sticker setting
  5. Manage Brands, Tax Rate & Tax groups, Units, Category & Sub-Category
  6. Easy 3 steps installation.
  7. Detailed documentation

# Setting Business Multiple Locations or Warehouse or Storefronts

Ezonepos comes with the option to handle multiple business locations or Warehouse or Storefronts for your business.

A default location is added to the newly created business.

**Invoice Scheme:** Before creating a new location or storefront, you can define a new Invoice scheme or you can use existing invoice schemes. But having different invoice schemes for locations can help you to identify them. Invoice Scheme is invoice number format.

**Invoice Layout:** If you wish to have a different invoice layout for the location then you should create an invoice layout before creating a new location.

**Default Selling Price Group:** Select the selling price group that will be used in this location.

**Payment Options:** [Enable/disable payment methods](#) and [set default payment methods](#) to different payment account.

You can always change invoice scheme & Invoice Layout for a Business location anytime.

1. To create a new Business Location / Storefront or warehouse go to “settings -> Business Locations”
2. Fill the business details.
3. Choose an Invoice scheme & Invoice Layout for the location.

– When having multiple locations you will have to select the Location while adding purchases or in the pos screen.

- Inventory and transactions are managed separately for each location you create so that you can easily track and analyze them for each location.

### Disabling Business Location:

To disable a business location click on Disable button present in List Business Location.

**NOTE 1:** After a business location is disabled any users assigned to that business location must be assigned to other non-disabled business location.

**NOTE 2:** You must keep atleast 1 business location non-disabled. If all business location is disabled then the application will throw errors.

## User Management

### Adding User & assigning location to a user

#### Adding users

1. User Management -> Users -> Add New
2. Fill the user details, select user role, give a unique username.
3. **Sales Commission Percentage (%)**: Provide the commission % for this user. This option gets applied if the commission agent feature is enabled.
4. **Is active?:** Activate/Deactivate the user.
5. You can edit/delete a user.

#### Role Management

##### Adding Roles

1. Every new business comes with some default roles – **Admin & Cashier**.  
**Admin** have all permissions in the application.  
**Cashier** have permission to only POS section.
2. You can create a role by clicking on Add button -> Giving a role name and then selecting the appropriate permission for that role.
3. Sometime you may need to give a user access to a/some particular location(s) only. In this case, select the locations from “Access locations” permission. Select “All Locations” to give permission to access all locations for your business.

4. Roles permissions can be edited & Deleted.

## Using Commission Agent feature

Commission Agent is useful for many businesses. Businesses pay sales agent/commission agent commission on every sale they bring.

### Enabling & Choosing Commission Agent Type:

By default Commission Agent is Disabled. You can enable it from **Settings -> Business Settings -> Sales. Sales Commission Agent drop-down.**

You will see 3 different types:

1. **Logged in User:** If this option is used then the Logged in User will be automatically considered as the commission agent for the sales added by him. Meaning the user adding the sales will get the commission for the sales.
2. **Select from User's List:** If this option is enabled then in POS & Sales Screen you will see the list of "users" present in your business. The user adding the sales will select the commission agent from the list of users displayed.
3. **Select from Commission Agent List:** If this option is enabled then in POS & Sales Screen you will see the list of "Sales Commission Agents" present in your business. The user adding the sales will select the commission agent from the list of "Sales Commission Agents" displayed.

Select the option as per your business requirements.

### Adding Commission Percentage:

You can add commission % while adding/editing the **User** or **Sales Commission Agent**

### Calculating Commission Amount:

To See the commission amount, Go to **Reports -> Sales Representative Report.**

Select the User for which you want to see the commission amount.

On selecting it will show you the detailed summary of Total Sale, Total Sale Commission & Total Expense. Also, the table below lists all the transactions.

**NOTE:** Sales commission is calculated without shipping or tax. Sales commissions are from the sales of the items, not the overhead cost such as taxes, freight, shipping, handling, etc.

### **Commission payment:**

After getting the commission amount, ezonepos have 2 ways to make payment for the commission.

### **Using expense**

- Calculate the commission from the sales representative report and after paying the amount add it as an expense in Add Expense menu.
- In Add expense, select the Expense-For dropdown

### **Using HRM module**

- Use the HRM module
- In the HR module, when creating payroll for a user, it will automatically include the sales commission.
- Sales commission will be shown as Payroll-Components so that the business owner and the user both know details of the commission.

## **Contact Management**

### **Customer & Supplier Ledger**

To view customer or supplier ledger

1. Go to Contacts -> Supplier/Customer and click on actions button
2. In that you will be able to see Ledger for the customer or supplier.
3. You can select a date-range and use the checkbox filters to show/hide certain transaction type.

### **Adding Discount for Customer/Supplier on Balance due:**

Discount for balance due amount can be added for customer/supplier.

Click the add discount button on the customer/supplier ledger screen

On clicking the button it shows a popup, enter the details and click save.

The discounted amount will be accounted for in their ledger.

## **Adding opening balance & payment**

### **Opening balance:**

Opening balance is the balance contact (customer or supplier) have at the beginning of using the software.

Suppose you're shifting the data from another software to ezonepos then the opening balance of the contact will be the balance amount which the contact has to pay/receive to/from you.

**Opening balance for customer** = Amount the customer has to pay

**Opening balance for supplier** = Amount you have to pay to the supplier.

### **Adding Opening balance**

You can add an opening balance when adding/editing the supplier or customer. In the add contact screen, you will find the opening balance field.

### **View Opening balance payment**

To view the opening balance of contact, go to List Supplier/customer, go to view, and on the view page, you will find the opening balance & opening balance due.

### **Pay or receive payment of opening Balance**

Adding payment of the opening balance is the same as any other payments. Go to list Customer/Supplier -> Actions -> Pay.

It will open a popup modal where you can enter the payment amount.

# Contacts Management (Supplier & Customers)

## Adding Suppliers & Customers

1. Goto Contacts -> Suppliers or Customer
2. Click on add new contact. Select contact type – Supplier/Customer/Both
3. Based on the contact type selected – it will show the relevant fields. Fill the relevant details.
4. Click on More More Information button to see more field.
5. **Pay Terms:** This will help the system to notify you of any pending payments for suppliers & customers. You can specify pay term in either days or months.
6. **Customer Group**
7. **Credit Limit:** This is the maximum amount of credit that can be given to the customer. If in any sales the credit exceeds this amount then it won't allow selling on credit.
8. **Opening Balance:** Opening balance of a customer or supplier before you start using ezonepos. So if there is any previous balance you can add here.
9. **Advance balance:** Sometimes customer/supplier pay/takes money in advance. This wil show the amount of advance balance paid or take by the customer/supplier respectively.

## Viewing Suppliers & Customers

1. To view details about a Supplier or Customer click on View button. It will show the complete details along with the relevant transactions (Purchases & Sales) for that contact.
2. **Pay Due amount:** You can use this button to pay the due amount for a customer or supplier. This will pay the overall due amount for all invoices.

## Assigning Contacts to Users

You can assign contacts(customers & suppliers) to a particular use by following the steps below.

1. In your pos\config\constants.php change the value of enable\_contact\_assign to true.
2. When adding the user check the label “assign to specific contact”.
3. Now when adding contact select the user to whom you want to assign.

## Changing default customer name

If you want to change the default customer name “walk-in-customer” to something else follow the steps below.

1. Go to the database contacts data table.
2. Change the first name field to anything required.

## Credit Limit for Customer

Credit limits can be added to customers.

When the credit limit is reached the partial or credit sale can't be done for those customers.

To set the credit limit Go to Contacts > Customers > Action > Edit > More Information > Credit Limit.

Set this field blank for not having any credit limit for customers

## Advanced Balance

Advanced balance(to customers) is the sum of the amount that the business should pay for the customers.

Advanced balance(to suppliers) is the sum of the amount that the suppliers should pay for the business.

To add an advanced balance, Go to **Customers -> customers/suppliers** and click on the action button. Here you will find a pay option and click on it. Add payment pop up will be shown and add the required amount value and click on save button.

## Making sales/ purchase using advanced balance:

To make a purchase or sale using this advanced balance, add a sale or purchase. Select the customer/supplier that you have added advanced balance. While making the payment select the advance option and save it.

## Opening Balance

Opening balance(to customers) is the sum of the amount that the customers have to pay for the business.

Opening balance(to suppliers) is the sum of the amount that the business has to pay for the suppliers.

## Adding an opening balance

To add an opening balance, Go to **Contacts->customers/suppliers**. Either select the add button or click on edit for an existing user. There you could find a more information button, click on that and add the opening balance amount to be added for that user.

# Products Management

## Adding Products

1. Go to – Products > Add Products.
  - Provide a Product Name,  
Brand,  
Units,  
Category  
Sub-category  
**SKU**: Add a unique SKU which will be used to identify the product & Print barcode in labels. Leave it empty to auto-generate it. You can also add a Prefix for auto-generated SKU.
  - *Steps to change the default SKU length:*

In order to change the default SKU length, make the following simple change in the code. **1.** Open the file `pos\app\Utils\ProductUtil.php`. **2.** Search for the function 'generateProductSku'. **3.** Change the default value 4 to any required length.

**Barcode Type:** Select a barcode type, default/recommended is C128 option. We recommend changing it only if the product added already has an SKU number for it.

**Not For Selling:** If a product is marked not-for-selling then it will not be displayed in POS or sales screen. This can be useful when using the manufacturing module to make ingredients as product not-for-selling also if you want to temporarily disable selling for some products.

**Alert Quantity:** Alert quantity is used to alert when remaining stocks reach to this level or below it.

**Manage stock:** Enable/Disable stock management at a product level. Product stock management is not required for services like Repairing, Hair Cutting, Web Development Printing. For items with Manage Stock Unchecked (disabled), you can sell them in unlimited quantities. \_

2. **Business Location:** Select the business location(s) where this product can be sold or purchased.
3. Select Applicable tax for that product.
4. **Product Type:**

### Single Product:

1. Applicable for products with no variation with them then select single
2. When selecting Single product – You will need to enter the Default product price including/excluding tax, Profit Margin % (you can set default profit margin from settings -> Business Settings; this will help to type % every time). Based on the profit margin it will auto calculate selling price excluding of Tax. You can also enter the selling price manually and it will auto adjust the profit margin for you.

### Variable Product:

1. Applicable to a product having variations (like size or color or design or flavors etc) You can define variation templates from Products -> Variations.

The advantage of creating variation is that it saves time to add same variations multiple time.

2. When selecting Variable product – It will display different fields to add all variations and its related Purchase price, Selling Price. You have to select the variations from the dropdown and it will auto-populate the variations for that template. You can change the variable name, Variation values.
3. To give same purchase price or selling price or profit for all variations of a product click on the double tick present in the first variation.
4. Read more about [adding variations](#)

## Combo or Bundle Product

1. Combo product are also called bundle products.
2. It is offering several products as one combined product.  
For example a product “Computer Set” can have: 1 PC Monitor + 1 PC CPU + 1 Pc Keyboard + 1 PC mouse  
So when someone buys Computer set she gets all the products in it.
3. Stock of bundled product depends on stock of individual products present in that bundle.  
Example: if you have 5 PC Monitor, 4 PC CPU , 10 pc Keyboard, 50 PC mouse, the stock of Computer set will be 4 PC.
4. When the bundle product is sold, stock of all products inside them is automatically deducted.
5. Individual products present in bundle product can also be sold separately.
6. Bundle products cannot be purchased, only individual products present in it can be purchased.

Click on Save.

## Adding Products with multiple variations:

If you have products which involve multiple variations like for example a Shirt can have Color & Size variation, then we have multiple ways to work with it:

**Solution 1, Create combined variation:** Can a variation with a name “Color-Size” and add values like Red-Small, Red-Medium, Red-Large, etc, this can be used for while adding the Shirt.

**Solution 2, Create multiple Products:** Create multiple different products like Shirt-Red, Shirt-Green, Shirt-Blue with size as variations. When you create multiple products you will NOT have to enter the same details multiple times, first, add the Shirt-Red with all size variations of it and then use the **Duplicate Product** action to copy the data.

## Select Required variations:

While adding variable products, you can select only the required variation values.

In your add/edit product screen, select the **product type** as 'variation' and select the **variation name (eg. color)**.

A dropdown will be displayed, in which you can select the required variation values.

## Variations

1. Variations can be added from the **Products -> Variations** menu.
2. These variations are used in variable products product.

Example of variation is, for example, Jeans can have multiple colors, so add variations called Colors and provide the value for it.

## Adding Multiple Variations for Products

If a product has more than one variation, for example, A shirt with size 'M' and brand 'POLO' or A book with pages 30 and size long.

Add the variation name and type as a combined variation.

Eg: variation name : Size – Pages

variation values – Long -30, Long -120, Long – 200, Small -30, Small – 120 etc.

# Product Units

## Adding Units

1. Go to Products -> Units
2. Give the unit name, a short name, and choose if want the unit to allow decimals.

Example:

**Name:** Meter

**Shortname:** Mtr.

**Allow Decimal:** Yes.

Allowing decimal allows you to purchase/Sell the product in decimal and vice-versa.

## Multiple Units:

This can be useful if you purchase products in a different unit and sell it in a different unit.

For example: Purchase in dozens and sell in pieces.

Or purchase in boxes and sell in pieces.

### Steps:

1. Add the lower unit from Add Unit Screen. For example pieces.
2. Add the higher unit as per the screenshot:
  - Check “Add as multiple of another unit”

The screenshot shows the 'Add Unit' dialog box with the following details:

- Name:\*** Box
- Short name:\*** Box
- Allow decimal:\*** No
- Add as multiple of other unit Check this checkbox
- 1 Box = 100 Pieces (Pc(s))
- Here it is specified: 1 Box = 100 Pieces
- Buttons: Save, Close

- Provide the conversion Details.
3. Use the unit in Add/Edit Product. While adding/editing purchase/ sale you can see the dropdown for units. Select the desired unit and it will change the unit purchase/sales price accordingly.

**NOTE:** You will not see the main Units (Dozen in this example) in the Add-Product Unit dropdown, select piece as the unit of product. All purchases/sales get saved

in the lower unit (pieces in the above example). So after adding purchases/sales if you edit the conversion details, it will affect the purchases/sales quantity accordingly.

## Selling Price Groups (Sell in different prices: wholesale/retail or for different prices for different locations)

*Selling price groups allow you to add different prices for a product.*

1. Sell at different prices: wholesale/retail
2. Different prices for different locations.

### Adding Selling Price Groups:

1. Go to **products** -> **Selling Price Group**
2. Click on "Add" button to add a new price group. For example Retail price or Wholesale price or Bulk Purchase price or Location 1 price etc as per your wish.
3. You can view a list of selling prices in "Selling Price Group" screen.

### Adding Selling Price as either Fixed or Percentage:

The selling price can be given as a whole number (fixed) or in percentage.

**Fixed:** The value given will be the selling price for that group.

**Percentage:** The value given will be taken as a percentage, and that percentage of the actual selling price will be taken as the selling price for that group.

### Adding price for different price groups:

1. In Add/Edit product screen in the bottom, you will find the button "Save & Add Selling-price-group price". Click on that button. **Note:** this button will not be visible if there are no selling price groups.

2. In the next screen, you will see the list of the product name (if variable product then all variations), the default price & selling price groups price. Enter the prices for it.
3. Click on Save.

## Opening Stock

### To add opening stock:

1. Go to List Products
2. Actions > Add or Edit Opening Stock

### Editing opening stock (or) Making opening stock 0:

NOTE: If you have already added an opening stock and have to edit it, follow the steps below.

1. Click the '+' symbol.
2. A new row will be created
3. Add the new amount there

To make the opening stock to '0', add a negative value in step 3

Eg) If the existing opening stock is 10, add -10 to make the stock quantity to 0 or if you add a negative amount (-4) then the amount will be 6.

# Purchase Management

## Adding Purchase

1. Go to – Purchases -> Add Purchases
2. Type Supplier Name or Business name in the Supplier field. If the supplier doesn't exist you must add them from Contacts -> Suppliers -> Add
3. Enter Purchase reference number, Purchase date & Order Status.
4. **Select Business Location:** Select a location where you want to add the purchase. You can add a new Location from Settings -> Business Locations.
5. Type product name or scan the product barcode number. It will show related matched products, select a product to add it to the purchase list.

6. On adding a new product you can enter purchase quantity, purchase price, and tax information.
7. **To add a discount:** Select the discount type (fixed or percentage) and enter the amount. ezonepos will auto-calculate the amount after discount.
8. Enter purchase tax, Shipping Details, Additional Shipping charges, Payment status, & Additional notes.

You can view the list of purchases from Purchases -> List Purchases.

You can Print Labels for your purchase by Clicking "Print Labels" in List Purchases screen.

## Stock transfer

- Status should be Complete for the transaction to complete
- Once the status is marked completed stock transfer cannot be edited. But can be deleted

### Editing stock transfer

Stock transfer can be only be edited when the status of the transfer is pending or in transit.

After it is completed, the stock transfer cannot be edited. Although you can delete it and create a fresh one if you would like to.

# Selling (POS Screen), Credit Sales, Draft, Quotations & Suspended Sales.

**Selling Products**, Changing Product Price, Tax & Discount, Lot number & Expiry

Go to – Sell -> POS

## Selecting Customer:

By default, there is “Walk-In Customer”. You can search for a customer by name/customer id or phone number or can add new customer by clicking the plus (+) button “Add Customer”.

## Searching & Adding Product:

Enter Product Name Or scan the barcode to search the product. If multiple products are matched then it displays the dropdown of products, selects the product from it. Or if there is a single product then it directly gets added to cart.

## Changing Product Price, Tax & Discount for a product

- After the products get added, click on the product name to modify product price, tax & discounts.  
**NOTE:** Option for different tax in products will be shown only if
- Inline tax is enabled. You can enable it from Business Settings -> Tax -> Enable Inline Tax in purchase and sell

## Selecting Lot number for a product

- If lot number is enabled then it will show the option to select lot number.

## Selecting Expiry for a product

- **Expiry Date:** If the expiry date is enabled then it will show the option to select lot number.

## Cancel Sales:

To cancel the sales click on the cancel button. Cancel invoices are not saved in the system, so no stock will be deducted.

## To finalize the invoice click on Finalize – Add the payment options and save it.

On save it will display an invoice printing option.

NOTE: For invoice to print correctly – The Margins options should be set to “Default”.

List of sales can be viewed from Sell -> List Sales.

List of drafts can be viewed from Sell -> Drafts.

Both Sell & Drafts can be edited to make any changes.

**Express Checkout:** Express Checkout means the sale will be marked as Paid and the payment method will be cash. No separate payment screen will be displayed. Printing of invoice depends on the business location settings.

## 100% Credit Sales

- To sell on credit to the customer you first need to enable this button by going to **Settings -> Business Settings -> POS -> Show Credit Sale Button**
- Then on the POS screen, you will be able to see a button “Credit Sale”, simply click this button to make sales on credit.

## Half Credit & half payment Sales:

Suppose invoice amount is RS.1000, customers pays RS.700 cash and RS.300 is credit amount on him, then follow these steps:

1. Click on multiple pay button
2. Select the payment method and enter the amount paid by the customer. (RS.700 in our example)
3. Click finalize payment.
4. Now, the pending amount is automatically added as credit amount on him (or amount to be taken from the customer)

## Previous sale amount in Sales:

If a sale is made for the customer for a subsequent time for the same product, the previous amount in which the product is sold will be shown for reference in add sale screen.

This feature can also be used for purchase of same products from a supplier.

NOTE: This feature is available in version 4.7.8 and above

## Draft & Quotation

This is useful if you want to create a quotation before sales.

Marking a sales as Draft or Quotations will not deduct the available stock.

You can view all Quotations & Drafts from List Quotation or List Draft respectively. Existing draft/Quotation can be edited to make it as final sales.

## Convert Draft/Quotation to Sale invoice

To convert a draft/quotation to sale invoice, follow the steps below

Go to List draft / List quotation. Click on the action button.

Select edit in the dropdown.

Change the status from draft/Quotation to Final and save it.

## Copy Quotation

Quotations can be copied or duplicated.

Go to **Sale > List Quotations > Actions > Copy Quotation**

## Suspended Sales

Suspend Sales means unfinished sale or hold Sale.

Suspended sales stock gets deducted from available stock. You can view all suspended sales by clicking on the Yellow Color button present in very top right of screen (above the date).

## Some Use Case of Suspended sales

1. In a grocery store, if you have suspended button, you can suspend particular customers sales and entertain another customer, when his comeback you can proceed with his sale.
2. In Restaurant, you can suspend the order of customers if not yet paid, and finish it when they finish eating and paid their order, so you can proceed to final sales. You can put Table 1, Table 2, Table 3... so when they finish it's easy to identify table 3 going to pay.
3. In hotel lots of customers check in stay for 2 nights and order some foods and customers say, just charge to room 024. So you can suspend their orders and edit if there is some additional order and suspend again. Until final it when they pay their bills. on Hotel, on Reference Number: Room 009, Room 012

## Card / Multiple Pay / Cash

**Multiple Pay:** Used when the customer wants to pay with different payment methods like some amount by card, some by cash and some other payment methods. *This option is also used when the customer doesn't pay the exact tender amount and you need to calculate the Return Change.*

- **Card:** Used when the customer wants to pay the complete invoice by card.
- **Cash:** Used when customer pay the exact amount of invoice by cash. If the customer pays less or more amount then the invoice amount then use Multiple Pay to get change return.

## Adding payments from Contact

Go to contact -> Suppliers. Click on actions for the supplier and it will show “Pay Due amount”, click on it and pay the amount. “Pay Due amount” this option is not displayed if there is no payment due.

## Adding/Editing Payment Method or Pay-Via

Follow Add/Edit Pay-Via / payment method.

Rounding Mechanism for total Sales amount or total payable

Rounding helps to round the total payable to nearest currency exchange available.

To enable rounding go to **Settings -> Business Settings -> Sales** and choose the **Amount rounding method**

## Amount rounding method

1. Round to nearest whole number: It will round the payable value to nearest whole number. For example **1.49** will be rounded to 1.00, and 1.51 will be rounded to 2.00
2. Round to nearest decimal (multiple of 0.05): It will round the payable value to nearest decimal number which is multiple of 0.05. For example 1.49 will be rounded to 1.50, 1.51 will be rounded to 1.50, 1.59 will be rounded to 1.60, 1.54 will be rounded to 1.55  
Similarly all other round to nearest decimal number works as per the multiplier.

## Change Return

Suppose during POS the total payment amount by a customer is rs.250, but the customer pays rs.300 cash.

In this case, the cashier needs to return rs.50 cash to the customer.

So, enter all these details in the system, follow the below steps:

1. Click on the “**Multiple Pay**” button. It will open a popup
2. Enter the paid amount by the customer (rs.300 here)
3. On the right side, it will show a “Change Return” Amount. This amount needs to be returned to the customer

4. Click on finalize button to save the sales.

The change amount is shown in the invoice. To create a custom label for change return **Go to Settings -> Invoice layout** change the 'change return label' to a required label and save the changes.

## Sales Return

### First way:

Edit existing invoice for the sales by going to edit the invoice and remove the product or reduce the quantity of the product. And save it. The system will automatically add the returned quantity back to stock. This is a simple & recommended way of doing.

### Second Way:

All Sales > Select invoice >Action>Sell Return

## Cash Register

- Cash Register gives you an overview of a particular user/cashier session
- Whenever a cashier opens to POS screen she must Open Cash Register by entering the "Cash In hand"
- If the cashier has access to more than one location then location also needs to be selected
- Every sale made by the cashier will be logged into the Cash Register. In POS screen, You can view the Register details by clicking on "Register details" button present in the top navigation bar. It displays the Cash in hand, and cash details by other payment methods as well. Also, the amount refunded by the cashier.
- To close a cash register click on Red Color – Close Register Button. On closing Cash register the cashier will have to enter the details of the Total Cash, Total Card Slips, Total cheques and other fields.
- To view all cash register Go to Reports -> Register Report. Here you view all cash register details.

# Reports

Reports help you to get an overview of your entire business.

To view report click on Reports & Select the report you want to view.

Some Reports come filter relevant options to help you analyze your business better.

## Purchase & Sale Report

This report shows the total purchase, Purchase Including tax, Purchases with Dues amount; and Total Sale, Sale Including tax, Sale Due.

## Tax Reports

Shows the Input & Output Taxes.

## Contacts Report(Customers & Suppliers Reports)

This report shows the details of Purchase & Sell with all contacts (Suppliers & Customers) and also any Due amount. Positive Due amount indicates payment by contact, negative indicates payments to the contact.

## Stock Report

The stock report displays the stock details. With this, you can track the remaining stock and total sold quantity sold for all products.

**For variable products** – you can click on the Green Plus button before the SKU column to get details stock reports for each product variations.

## Stock value by Purchase & sales price

In the stock report, you can also get information about the current stock value based on their purchase price & value based on selling price

## Trending Products Report

- This report helps you to determine the demand of the products.
- You can apply different filters to filter the product.
- Select a Business Location to view trends for a particular business location.

- Select Product Category, Sub-Category, Brands, Units, Date Range to filter them.
- Set “*No. of products*” to view the top that amount of product. Using this you can view Top 5, Top10 or any number of top products.

## Expense Report

Expense report helps you to analyze expenses for business locations and also analyze based on expenses categories.

## Register Report

View details of all registers and filter registers based on User and/or Status (Open or Closed)

## Sales Representative Report

- View Sales and Expenses details of Sales representative
- Filter them with User, Business Location, Date Range

# Manufacturing

## Creating Recipe:

1. To add a new recipe, go to Manufacturing -> Recipe
2. Click on the Add button, it will open a popup,
3. **Choose Product:** select the product for which you want to add a recipe
4. **Copy from recipe: (optional)** choose the product whose recipe will be copied to the chosen product. You can use this option to quickly copy a recipe from another product & make small changes as required.
5. Add all ingredients/raw materials, wastage percentage & final quantity. The wastage percentage mentioned here is wastage for the raw ingredients which happens when the ingredient is cleaned, for example in cabbage some % is wasted when leaves & stems are removed. If the raw materials you're using don't have wastage you can keep it 0 %, which is the default.  
**Raw Ingredients:** Raw ingredients are taken from the list of products. You can mark a raw ingredient as “Not For Sale” if it is not used for selling individually. For example, Some Raw ingredients like butter can be sold, some cannot be.

6. **Wastage %:** Enter the wastage for the final product which can happen because of bad quality or other reasons.
7. **Total Output Quantity:** Output quantity for which you entered the recipe.
8. **Production Cost:** Check the production cost as described below.
9. **Recipe Instructions:** Steps to be followed for the production of the final product from ingredients.

### Production Cost:

1. **Fixed:** If cost is fixed then a fixed amount will be used as production cost.
2. **Percentage:** If percentage then the percentage of ingredients cost is taken as production cost.
3. **Per Unit:** In this case, the total production cost is multiplied by the total output quantity

### Adding Production:

1. To add production go to Manufacturing -> Add Production
2. **Reference No:** Optional reference number, you can keep it blank to auto-generate it.
3. **Business Location:** Select the business location where production is done. Raw ingredients stocks will be deducted from this location & final manufactured product stock will be added to this location.
4. **Product:** Select the product for manufacturing. based on selected product it will display all the Raw ingredients from recipe added.
5. **Quantity:** Quantity of final product to manufactured. Based on this Raw ingredients quantity will be calculated from recipe.
6. **Input Quantity:** Input quantity raw ingredients which will be used for production.
7. **Wastage Percent:** Waste percentage of raw ingredients. For example, if you took Cabbage 1 KG, and 200 grams is wastage then wastage percentage is 20%, so 800 grams will be the final quantity.
8. **Final quantity:** Input Quantity – Wastage Percent
9. **Wasted Quantity:** Wastage quantity of final product for any reason.
10. **Production Cost:** Check the production cost as described below.
11. **Finalize checkbox:** Check this checkbox to finalize the production, this will remove the stock of raw ingredients & add stocks for the manufactured products. After finalizing the production cannot be edited.

## Settings:

1. **Production Ref No. prefix:** Prefix number when production reference number is auto-generated.
2. **Disable editing ingredients quantity:** Disable editing of ingredients when adding production, this can help to restrict staff from editing raw ingredients

## Permissions:

New permission for View/Add/Edit for recipe & production will be available when creating a role.