FINSUITESA

POS APP

Professional User Training Manual

Sales • Point of Sale • Payments • Inventory-linked Sales • Customer Accounts • Online Orders

Version 1.0

User Training & Operational Reference

Prepared specifically for the FinSuiteSA POS App

Scope: This manual is dedicated exclusively to the FinSuiteSA POS App, including POS sales processing and the supporting transaction forms and functions available from the POS environment.

Contents

This manual is dedicated exclusively to the FinSuiteSA POS App and the transaction forms and supporting functions available from the POS environment.

Chapter 1 — Getting Started
Chapter 2 — Sales & Point of Sale (POS)
Chapter 3 — POS Quick Menu
Chapter 4 — Daily POS Operations
Chapter 5 — Troubleshooting & Support

Chapter 1 — Getting Started

Field / Button	Purpose
Email	Enter the email address associated with the FinSuiteSA account.
Password	Enter the account password.
Sign In	Submits the login details and proceeds to the next stage of access.
Refresh	Refreshes the current sign-in screen.
Forgot your password?	Provides access to the password-recovery process.
Sign up	Provides an option for users who do not yet have an account.

Action	What to Do
Access FinSuiteSA	Open the application
Sign In	Enter Email and Password
Select Company	Choose the appropriate company
Select Department	Choose the appropriate department
Continue	Enter the working environment

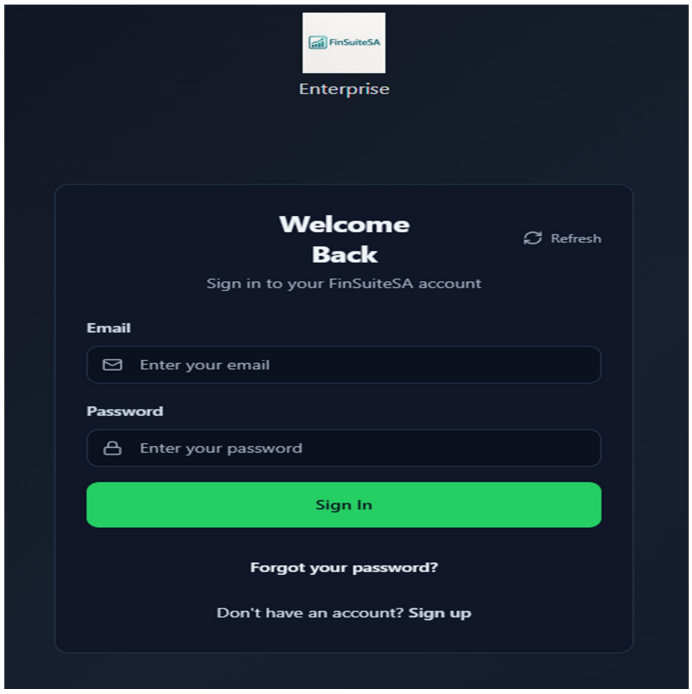
Field / Button	Purpose
Review Dashboard	Confirm the correct working environment
Open a Module	Select the required option from the main menu
Exit	Use the appropriate Sign Out option when finished

1.1 Signing In to FinSuiteSA POS

When FinSuiteSA POS is opened, the user is presented with the POS sign-in screen. The user must enter their registered Email address and Password before the POS can be accessed.

1.1.1 Sign-In Screen

The sign-in process is controlled by FinSuiteSA POS. Selecting Sign In does not immediately open the POS form. The system first performs the required security and subscription checks.



Screenshot 1.1 — FinSuiteSA POS Sign-In / Select Company & Department Screen

Procedure: Signing In

Step 1: Open FinSuiteSA POS.

Step 2: Enter your registered email address.

Step 3: Enter your password.

Step 4: Select Sign In.

Step 5: Wait while FinSuiteSA verifies your sign-in details, POS access rights and subscription status.

Important: Users must use their own authorised login credentials. If access is denied, follow the message displayed by the system or contact the authorised administrator.

1.2 Selecting the Company and Department

After successful sign-in and completion of the access checks, FinSuiteSA POS filters the available companies and departments according to the user's assigned access rights. The user can only select a company and department to which access has been granted.

1.2.1 Select Company

The Select Company field displays the companies that the signed-in user is authorised to access. Select the company in which you wish to work.

1.2.2 Select Department

After selecting the company, the Select Department field displays the departments available to the user for that company. Select the department in which you wish to work.

1.2.3 Continue

Step 1: Select the authorised company.

Step 2: Select the authorised department.

Step 3: Confirm that the company and department are correct.

Step 4: Click Continue.

On successful completion, FinSuiteSA POS opens the POS form directly for the selected company and department. The user is not taken to the general FinSuiteSA Dashboard.

1.2.4 Access Validation

Before the POS form is opened, FinSuiteSA POS performs the following checks:

1. Sign-in details — verifies the user's registered credentials.

2. POS access rights — confirms that the user has permission to use FinSuiteSA POS.

3. Subscription status — confirms that the applicable subscription is Active.

4. Company and department access — filters the available working environments to those assigned to the user.

If any required check is unsuccessful, access to the POS form will not be granted. The user should follow the system message or contact the authorised administrator where necessary.

1.3 Entering the POS Form

Once sign-in has been verified, POS access rights have been confirmed, the subscription is Active, and the user has selected an authorised company and department, clicking Continue takes the user directly to the POS form.

The POS form is the main working screen for processing customer sales. The user can immediately begin scanning or selecting products and processing the transaction. The selected company and department determine the working environment and available transaction data.

1.3.1 Ready to Process Sales

Before processing the first transaction, confirm that the correct company and department have been selected. The cashier can then proceed with the POS procedures described in Chapter 2.

1.4 Getting Started — Quick Reference

The FinSuiteSA POS access flow is:

Sign In → Verify Sign-In Details → Check POS Access Rights → Check Subscription Status → Filter Authorised Companies & Departments → Select Company → Select Department → Continue → Open POS Form

1.5 Daily POS Start-Up Procedure

1. Open FinSuiteSA POS.
2. Enter your registered email address and password.
3. Select Sign In.
4. Confirm that access validation is successful.
5. Select the correct authorised company.
6. Select the correct authorised department.
7. Click Continue.
8. Confirm that the POS form opens and is ready for sales processing.

1.6 Important Access Rules

• Users must sign in using authorised credentials.

• Users must have access rights to FinSuiteSA POS.

• The applicable subscription must have an Active status.

• Only authorised companies and departments are presented for selection.

• Always verify the selected company and department before processing a transaction.

• After selecting Continue, the system opens the POS form directly.

1.7 Chapter Summary

FinSuiteSA POS uses a controlled access process. The user signs in, the system verifies the credentials, checks POS access rights and confirms that the subscription is Active. The system then filters the available companies and departments according to the user's access rights. After the user selects the correct company and department and clicks Continue, FinSuiteSA POS opens the POS form directly.

Function	Main Purpose
Company Setup	Configure company-level settings
Users	Manage user accounts
Access Rights	Control user access to system functions
Department Access	Control departments available to a user
Drivers	Manage drivers and vehicle information
Device Settings	Configure printers, scanners and till equipment
Subscriptions	Manage plan renewal, user seats and application add-ons

Function	Main Purpose
Sign Out	End the current FinSuiteSA session

Chapter 2 — Sales & Point of Sale (POS)

Point of Sale (POS)

2.1 Introduction

The Point of Sale (POS) module is the main sales-processing area of the software. It allows authorised users to sell products and services, receive different forms of payment, process customer credit sales, sell and redeem vouchers, park transactions, process refunds, manage online orders, and complete end-of-shift cash-up procedures.

The POS is designed so that a transaction moves through a controlled process:

Select Products → Build Cart → Confirm Quantities → Receive Payment → Finalize Sale → Print/Review Sale

The system automatically performs the relevant calculations and accounting entries in the background, including VAT, payment fees, stock movements, cost of sales, debtor balances and ledger entries.

USER TRAINING NOTE: Users do not normally need to understand the accounting entries being generated by the POS. However, understanding what the system is doing helps users identify errors and understand why certain information is required.

2.2 Entering the POS Form

The user does not open the POS from the general FinSuiteSA application menu. After successful sign-in, access validation, company and department selection, FinSuiteSA POS opens the POS form directly.

When the POS opens, the user will normally see:

- The POS header/menu.
- Product categories/departments.
- Available products.
- The current shopping cart.
- Quantities and selling prices.
- Discounts, where applicable.
- Subtotal and VAT information.
- Amount due.
- Payment/finalization controls.
- Options such as parking a sale or accessing related POS functions.

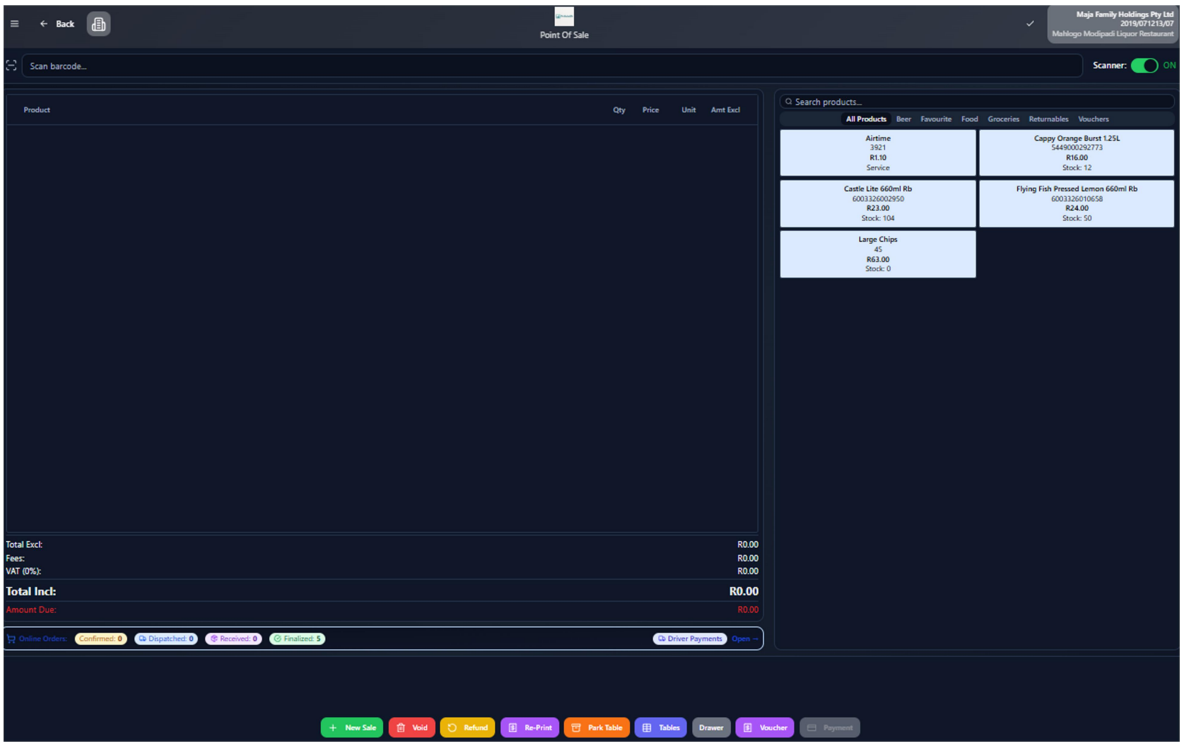


Figure 2.1 — Main Point of Sale screen

2.3 Understanding the POS Screen

The POS can generally be understood as having several functional areas.

A. POS Header

The header provides access to other sales-related functions.

The header menu is the main navigation hub for:

- Sales History
- Cash In/Out
- Purchases
- Credit Payments
- Sign Out

The header also provides access to the Online Orders area.

Figure 2.2 — POS header and related sales functions

B. Product Selection Area

Products can be added to the sale in two main ways:

1. Scanning the product barcode/SKU.
2. Selecting a product from the product tabs.

The product tabs allow users to navigate through available categories/departments and select products directly.

Figure 2.3 — Selecting products from the POS product area

2.4 Adding Products to a Sale

There are two primary methods for adding a product.

Method 1 — Barcode/SKU Scanning

The cashier can scan the barcode of a product.

The system searches for the product using its SKU and the relevant company.

If the product is found, it is added to the current cart.

The system also checks whether sufficient stock is available.

Method 2 — Selecting a Product on Screen

The cashier can select the appropriate department/category and then tap the required product.

Once selected, the product is added to the cart.

This is particularly useful where:

- The product does not have a barcode.
- The barcode scanner is unavailable.
- The cashier knows where the product is located in the POS.
- The business sells services or digital products.

Figure 2.4 — Products added to the POS cart

2.5 Stock Checking

For normal physical inventory products, the POS checks available stock before allowing the sale.

The system determines available stock from the remaining quantities of the relevant purchase items.

This prevents the cashier from selling more stock than the system believes is available.

However, certain products do not require a stock check.

Digital and Service Products

Products identified as digital or service products can bypass the normal physical stock check.

Examples may include:

- Services
- Digital products

- Certain electronic/value products

These products can therefore be sold without the POS requiring physical inventory quantities.

2.6 Maximum Quantity

A product can have a maximum quantity configured.

Where a maximum quantity has been configured, the cashier cannot sell more than the permitted quantity in a transaction.

For example:

If Product A has a maximum quantity of 10, the cashier cannot increase the quantity to 11.

This provides an additional control against accidental or unauthorised large quantities.

2.7 Changing Product Quantities

Once a product has been added to the cart, its quantity can be changed.

The POS uses the Quantity Dialog to allow the cashier to enter the required quantity.

The system supports quantities to three decimal places.

Examples include:

- 1
- 1.5
- 2.25
- 2.125

This is useful where products are sold by weight, length, volume or another fractional unit.

Figure 2.5 — Changing the quantity of a product

2.8 Cart and Sale Totals

The cart temporarily holds all products being sold during the current transaction.

The cart contains information such as:

- Product
- Quantity
- Selling price
- Discount
- Amount excluding VAT

The totals are recalculated whenever the contents of the cart change.

The POS calculates:

Total Excluding VAT

plus

Payment/Service Fees

plus

VAT

to determine:

Total Including VAT

The amount already paid through payment lines is then deducted to determine:

Amount Due

In simplified form:

VAT = (Total Excl + Card/Payment Fees) × VAT %

Total Incl = Total Excl + Fees + VAT

Amount Due = Total Incl − Payments

Figure 2.6 — POS transaction totals

2.9 Parking a Sale

Sometimes a cashier starts a sale but cannot complete it immediately.

For example:

- The customer needs to fetch another item.
- The customer has forgotten their wallet.
- The customer wants to confirm something before paying.
- The cashier needs to serve another customer.

Instead of cancelling the transaction, the sale can be parked.

The POS saves the products and quantities as a parked transaction.

The system creates a reference based on:

Table + Timestamp

The parked transaction can later be retrieved.

Figure 2.7 — Parking a POS transaction

2.10 Retrieving a Parked Sale

Parked transactions are available from the Parked Tables area.

The cashier selects the required parked transaction.

The system loads the saved products back into the POS cart.

Once the parked transaction has been selected, the parked record is removed and the transaction becomes the active POS transaction again.

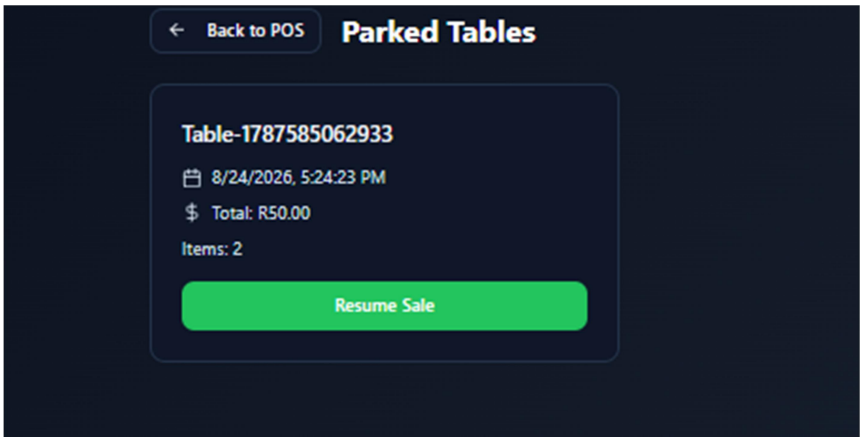


Figure 2.8 — Retrieving a parked transaction

2.11 Processing Payments

After all products have been added and the cashier is ready to complete the transaction, the cashier proceeds to payment.

The POS supports multiple payment methods, including:

- Cash
- Debit Card
- Credit Card
- Credit / Debtor
- EFT
- Card/eWallet
- Voucher

More than one payment method can be used for the same transaction.

For example, a customer may pay:

Cash: R200
Card: R150
Total payment: R350

This allows the POS to handle split payments.

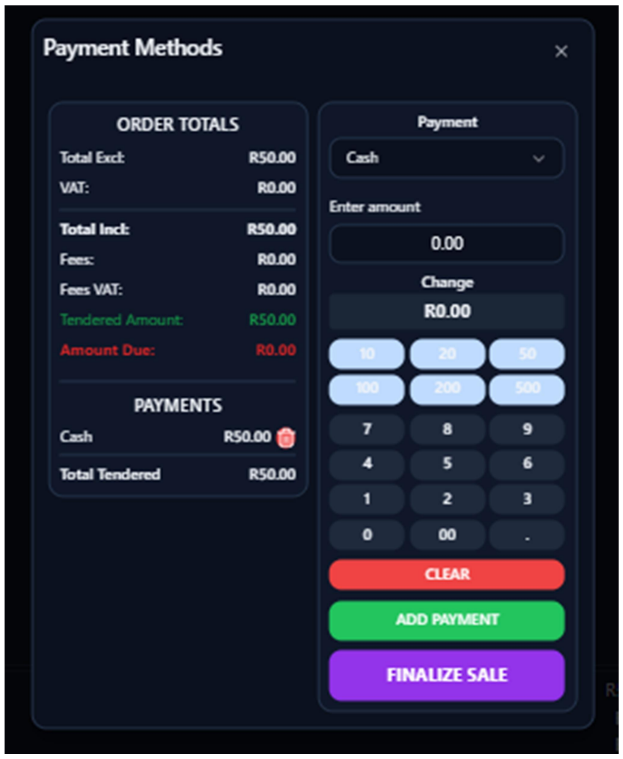


Figure 2.9 — Selecting a payment method

2.12 Payment Fees

Some payment methods may have a configured transaction fee.

The fee percentage is obtained from the company's POS setup.

The cashier enters the gross amount tendered.

The system automatically calculates the underlying amount, fee and VAT associated with the fee.

The fee calculation is performed in the background and does not require the cashier to manually calculate the fee.

Important User Rule

The cashier should enter the actual amount tendered by the customer.

The system handles the payment fee calculation automatically.

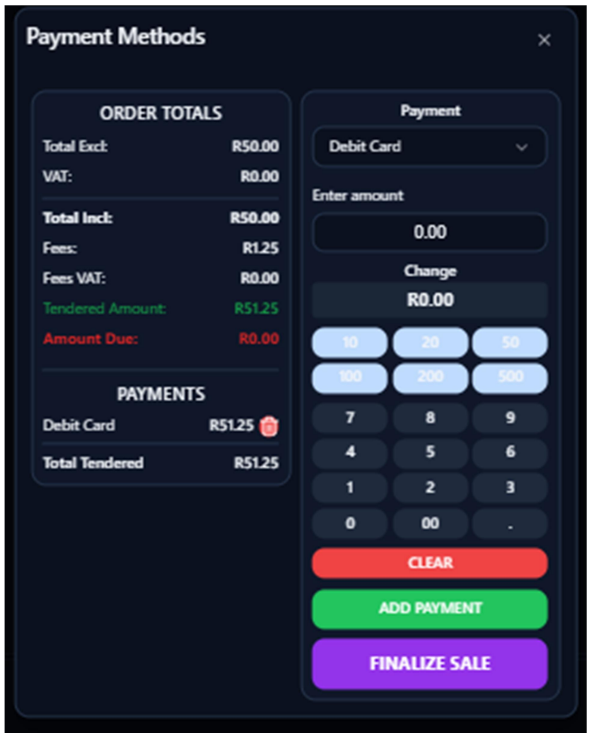


Figure 2.10 — Entering the amount received from the customer

2.13 Multiple Payment Methods

A single sale can contain multiple payment lines.

For example:

Sale Total: R1,000

The customer may pay:

- Cash — R300
- Debit Card — R500
- EFT — R200

The POS records each payment separately.

This is important because the system uses the individual payment methods when preparing the accounting and transaction records.

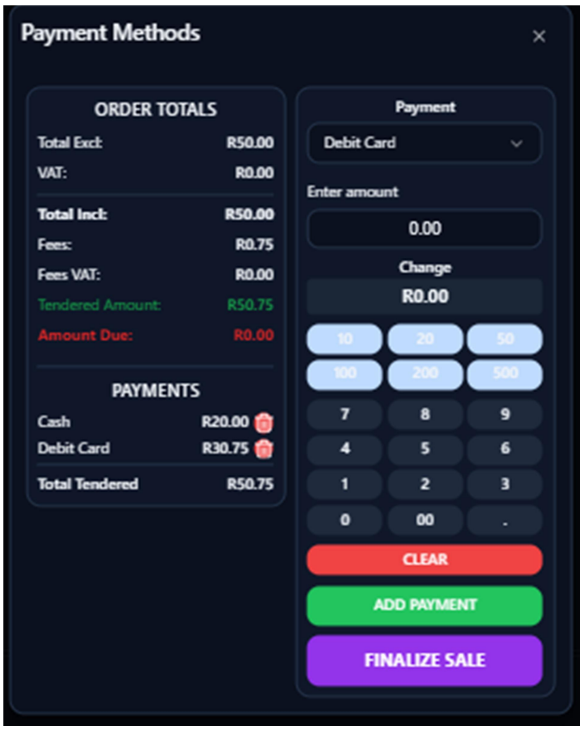


Figure 2.11 — Processing a split payment

2.14 Credit / Debtor Sales

When Credit is selected as the payment method, the POS opens the debtor selection/search function.
The cashier selects the customer/debtor.
Before accepting the credit sale, the system checks the customer's available credit limit.
The system considers:
Current Balance + New Credit
If this amount exceeds the customer's credit limit, the transaction is blocked.
This prevents the cashier from granting credit above the customer's authorised limit.

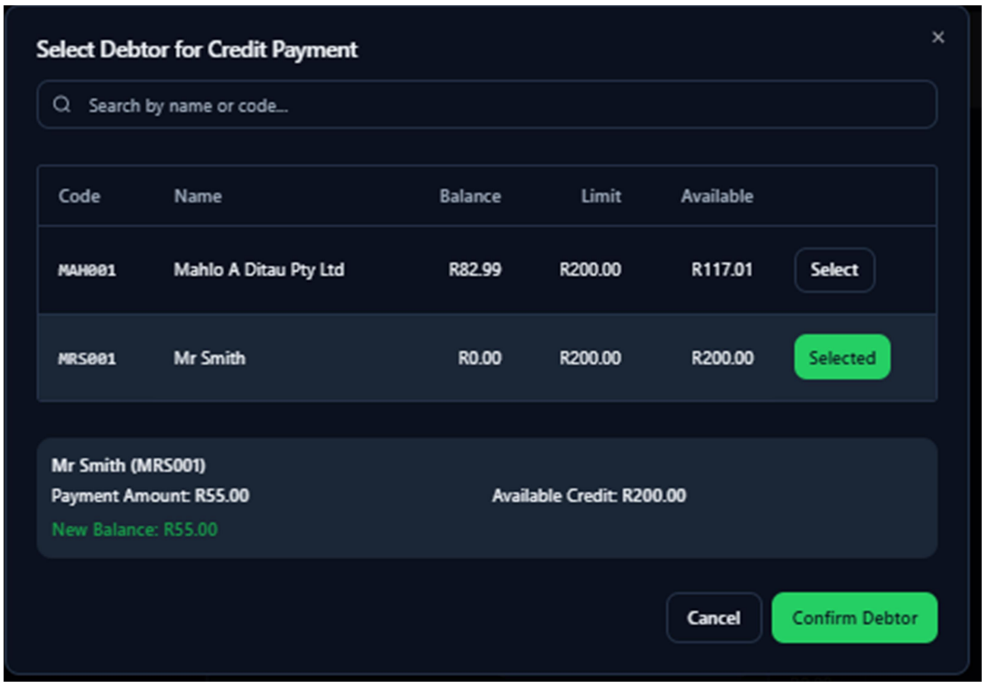


Figure 2.12 — Selecting a debtor for a credit sale

2.15 Voucher Payments

Vouchers can be used as a payment method during a normal sale.

The cashier selects Voucher.

The system opens the voucher redemption screen.

The voucher code is checked to confirm that:

- The voucher exists.
- The voucher is valid.
- The voucher has a remaining balance.
- The voucher has not already been fully used.

The voucher balance is then applied to the sale.

A voucher can be:

- Fully redeemed; or
- Partially redeemed.

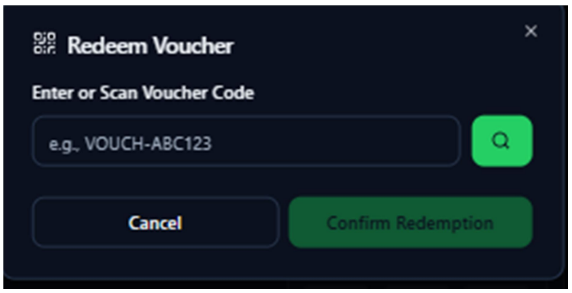


Figure 2.13 — Redeeming a voucher during a sale

2.16 Finalizing a Sale

Once the required payment has been entered, the cashier finalizes the transaction.

The POS sends the transaction to the system's central sale-validation process.

The system performs important checks before the sale is committed.

These include:

- Confirming that the user is authorised.
- Confirming company access.
- Recalculating the sale totals.
- Recalculating payment fees.
- Recalculating VAT.
- Checking for calculation differences.
- Confirming that sufficient payment has been received.
- Checking digital sales wallet balances where applicable.
- Processing the stock movement.
- Recording the accounting entries.

This means that the final sale validation is performed by the system rather than relying solely on information displayed on the cashier's screen.

2.17 What Happens When a Sale Is Finalized?

Once successfully finalized, the system records the sale in several areas.

Sales Record

A sales header is created containing information such as:

- Invoice number
- Date
- Batch reference
- Payment amounts
- Sale totals

The invoice number is automatically generated.

For normal POS sales, the invoice numbering uses the POS/date/counter structure.

Sales Lines

Each product sold is recorded as an individual sales line.

Payment Fees

Where applicable, payment fee records are created.

Accounting Ledger

The system automatically creates the relevant double-entry accounting records.

For a normal sale, the system records the relevant:

- Payment method
- Sales income
- VAT output
- Payment fees
- Cost of sales

- Inventory movement

Stock

Physical stock is reduced using the system's FIFO stock consumption process.

Debtors

For credit sales, the customer's outstanding balance is increased.

2.18 FIFO Stock Consumption

When a physical product is sold, the system consumes available stock using FIFO — First In, First Out.
This means the system uses the oldest available stock first.
For example:

Purchase	Quantity Remaining	Cost
Purchase 1	10	R50
Purchase 2	20	R55

If 12 units are sold, the system will consume:

- 10 units from Purchase 1
- 2 units from Purchase 2

This allows the system to calculate cost of sales based on the actual inventory layers.

2.19 Sale Confirmation and Printing

After the sale has been successfully committed, the Sales Print Preview can be displayed.
It is important to understand that the print preview does not perform the sale.
The transaction has already been committed before the print preview is shown.
Therefore:
Printing the receipt is a presentation/printing function, not the transaction-posting function.
The Finalize process clears the completed cart after the transaction has been successfully processed.

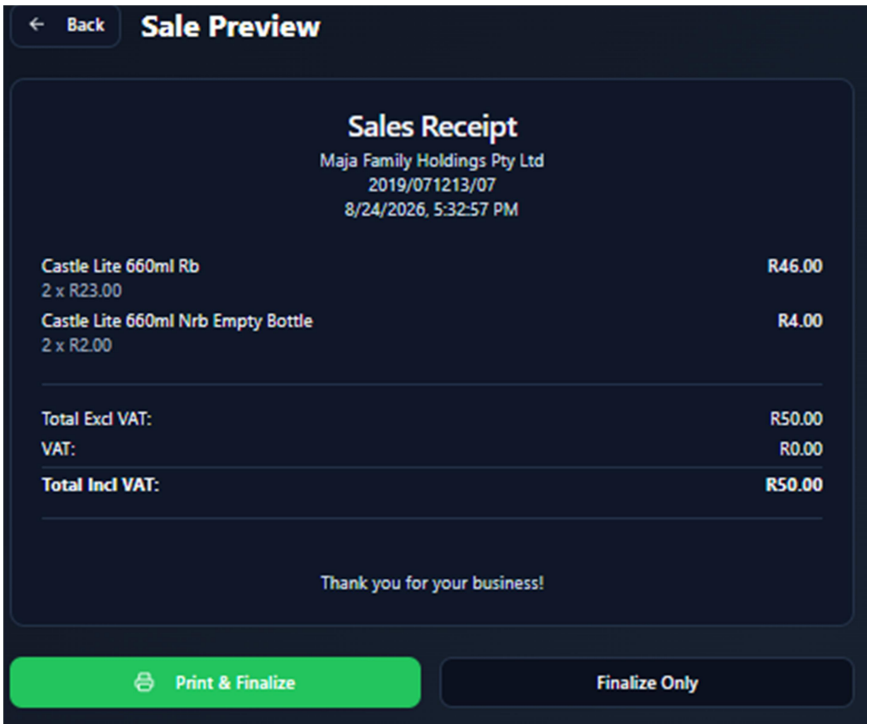


Figure 2.14 — Sales receipt/print preview

2.20 Selling Vouchers

The POS also allows the business to sell vouchers.

Voucher selling is a separate process from redeeming a voucher.

The process is:

Sell Voucher → Enter Voucher Amount → Select Payment → Finalize Voucher → Print Voucher

The voucher receives a unique voucher code.

The voucher record contains information including:

- Voucher code
- Original amount
- Remaining amount
- Status

A newly issued voucher is normally given an Active status.

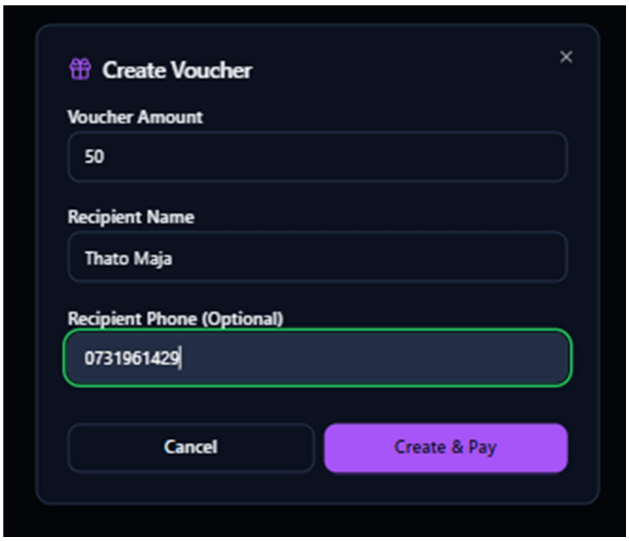


Figure 2.15 — Selling a new voucher

2.21 Voucher Payment

Voucher sales can be paid using:

- Cash
- Card
- EFT

The system generates a voucher-specific invoice number using the voucher-sale numbering convention. The voucher receipt includes a QR code so that the voucher can be identified and redeemed later.

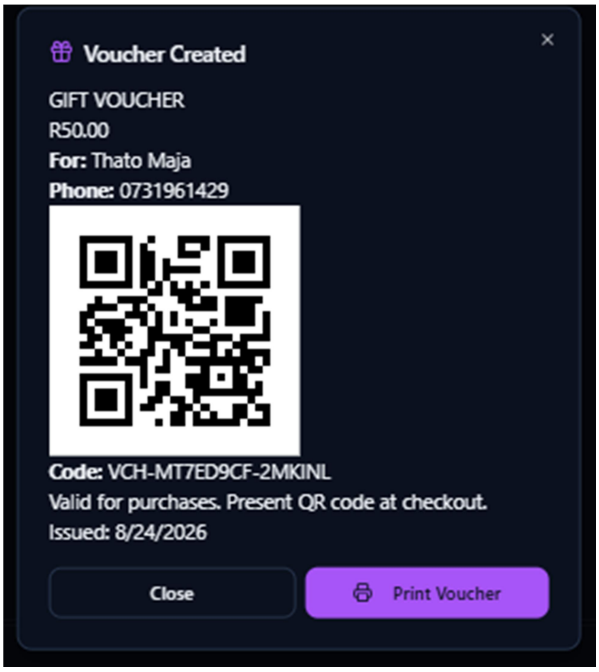


Figure 2.16 — Voucher receipt with QR code

2.22 Processing Refunds

Refunds are processed using the Refund function.

The cashier selects the original sale and the products that are being returned.

The system checks how many units of each item are still eligible for return.

For example:

Original quantity sold = 5
Quantity already returned = 2
Maximum quantity available for refund = 3

This prevents the same item from being refunded more than originally sold.

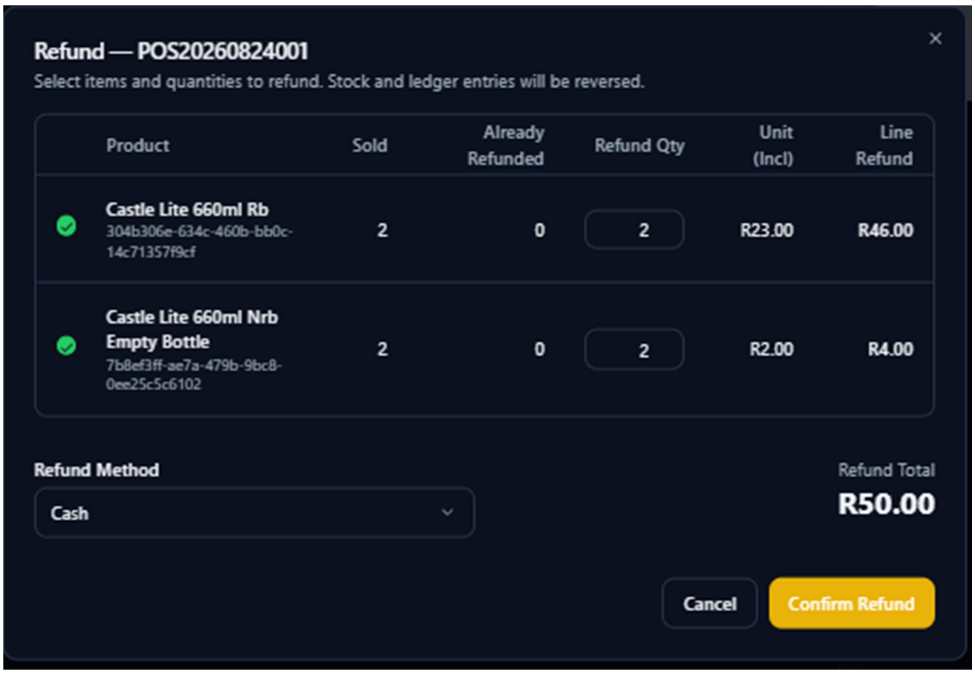


Figure 2.17 — Selecting items for a refund

2.23 Refund Processing

Once a refund is confirmed, the system processes it as a reversal of the original transaction.

The refund:

- Receives an RT-prefixed invoice number.
- Creates negative sales records.
- Creates negative sales-item records.
- Updates the quantity returned.
- Restocks returned inventory.
- Reverses the relevant debtor balance where applicable.
- Reverses applicable payment fees proportionally.
- Creates the corresponding accounting reversal entries.

Returned stock is restocked using the system's LIFO — Last In, First Out approach for the return process.

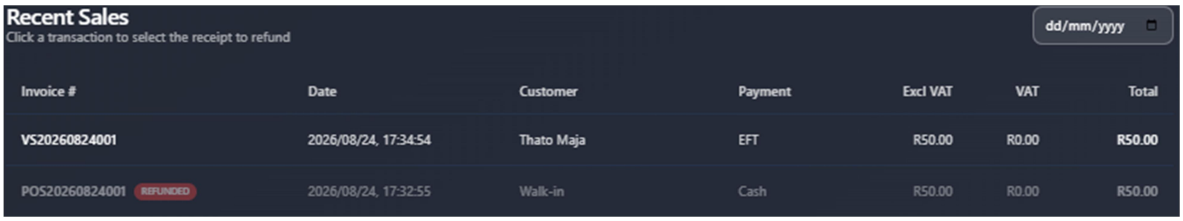


Figure 2.18 — Completed refund transaction

2.24 Sales History

The Sales History function allows authorised users to review previous transactions.
Sales history is useful when the user needs to:

- Find an invoice.
- Review a previous sale.
- Identify a transaction for refund.
- Confirm transaction details.
- Investigate a customer transaction.

Figure 2.19 — Sales History

2.25 Online Orders

The POS platform also manages sales originating from online orders.
Online orders are accessed through the Online Orders area.
Orders are grouped according to their status.
Typical activities include:

1. Reviewing the order.
2. Editing the order where necessary.
3. Assigning a driver.
4. Dispatching the order.
5. Finalizing the order.

Figure 2.20 — Online Orders management

2.26 Dispatching an Online Order

When an order is ready for dispatch, the user selects a driver.
The Driver Selection Dialog allows the user to:

- Select an existing driver.
- Create a new driver.
- Capture/upload driver information where required.

When the order is dispatched, the system generates a 6-digit dispatch code.
For cash orders, the system also displays information such as:

- Cash tendered
- Change due

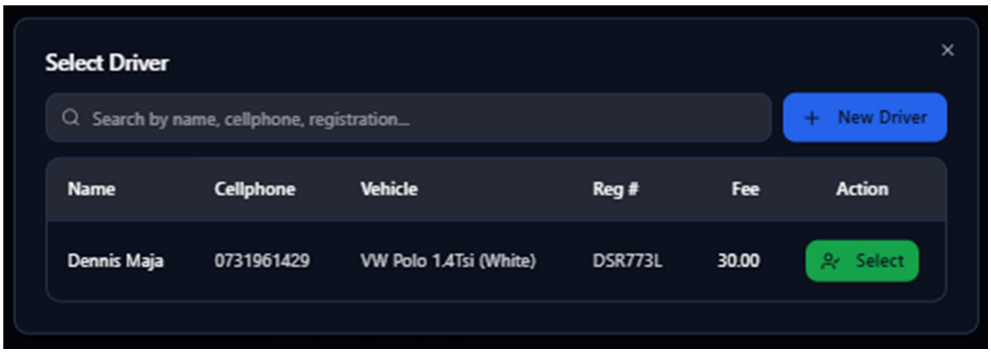


Figure 2.21 — Assigning a driver to an online order

2.27 Editing Online Orders

Before an online order is finalized, authorised users can adjust the order.

This may include:

- Adding items.
- Removing items.
- Changing quantities.
- Recalculating the order total.

The system recalculates the order after changes are made.

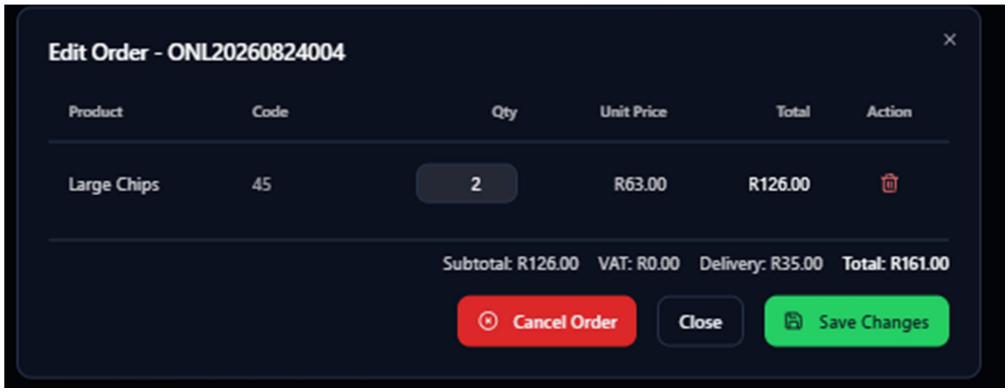


Figure 2.22 — Editing an online order

2.28 Finalizing an Online Order

When an online order is finalized, the system converts the order into a POS-style sale.

The system creates:

- Sales records.
- Sales-item records.
- Payment-fee records.
- Accounting entries.
- Cost-of-sales entries.
- Inventory movements.

Delivery fees are treated separately according to the business's configured accounting mapping.

Where recipes are used, the system can also consume the required raw materials associated with the products sold.

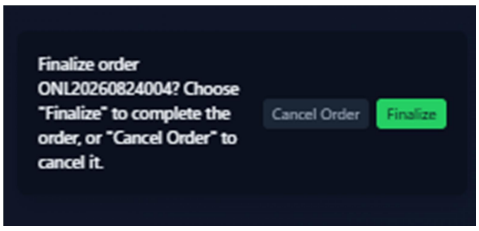


Figure 2.23 — Finalizing an online order

2.29 Driver Payments

The Driver Payments function is used to pay drivers for completed deliveries.

The user first selects the driver.

The system then displays qualifying deliveries that have not already been included in a previous driver payment.

The driver's earnings are based on the configured fixed delivery fee.

The user selects the deliveries to be paid and then chooses the payment method.

Available payment methods include:

- Cash
- EFT

The payment lines must equal the total driver payout.

Figure 2.24 — Selecting deliveries for driver payment

2.30 Completing a Driver Payment

After the deliveries have been selected, the user enters the payment details.

The system generates a driver payment reference.

A payment record is then created containing:

- Driver
- Selected deliveries
- Payment amount
- Payment method
- Reference

A Previous Payments section allows users to review recent payments made to the selected driver.

Figure 2.25 — Completing a driver payment

2.31 Cash In/Out and End Shift

The Cash In/Out function is used to complete the cashier's shift.

When the cashier selects End Shift, the system calculates the expected amounts for the different payment methods.

The system considers relevant POS sales and qualifying cash purchases since the previous shift ended.

The cashier then physically counts the money and enters the actual amounts.

The system calculates the variance automatically.

Figure 2.26 — End Shift cash-up screen

2.32 Understanding Cash Variances

The system compares:

System Amount

against

Actual Counted Amount

to calculate:

Variance

For example:

System Cash = R5,000
Actual Cash = R4,950
Variance = R50 Short

The system records the variance for the relevant payment method.

Important Rule

For shortages, the system posts the applicable shortage accounting entry.

Users should therefore ensure that the physical cash count is accurate before submitting the shift.

Figure 2.27 — Cash-up variance calculation

2.33 Editing an End-Shift Record

Where permitted by the system's rules, a completed cash-up can be edited using the Cash Out Edit Dialog.

The system records that the cash-up has been edited.

An edited cash-up does not automatically repost the original ledger transaction.

Figure 2.28 — Editing a cash-up record

2.34 Cash Purchases

The POS platform also provides a Cash Purchases function. This function is strictly for small daily purchases such as returnable empties, bread, cleaning materials, etc using till cash.

Cash purchases can be staged according to the type of item being purchased.

Examples include:

- Inventory
- Raw materials
- Expenses
- Returnable deposits

The user enters the required purchase lines and finalizes the cash purchase.

The system then:

- Creates the purchase record.
- Creates purchase-item records.

- Updates available stock where applicable.
- Records the relevant accounting entries.
- Credits Cash.

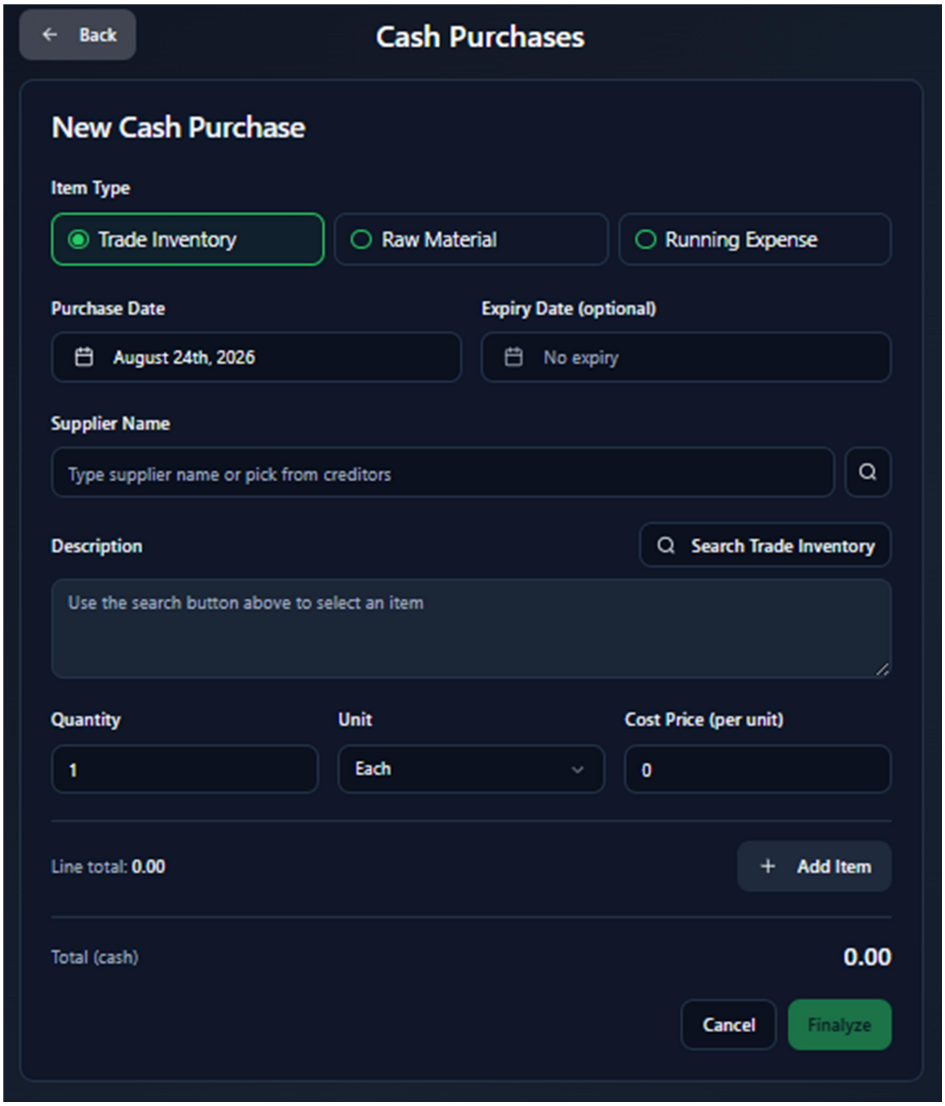


Figure 2.29 — Recording a cash purchase

2.35 Credit / Debtor Payments

The Debtor Payments function is used when customers with outstanding credit balances make payments.

The user selects the debtor.

The system displays outstanding sales/invoices that still have credit amounts owing.

The user allocates the payment against the relevant invoice or invoices.

Payments can be allocated across multiple outstanding invoices.

Figure 2.30 — Selecting outstanding debtor invoices

2.36 Completing a Debtor Payment

The user selects the payment method and enters the amount being received.

Where a payment method has a transaction fee, the system calculates the fee separately so that the debtor's outstanding balance is reduced by the appropriate fee-excluded amount.

The system records the payment against the selected invoice or invoices and updates the customer's outstanding balance.

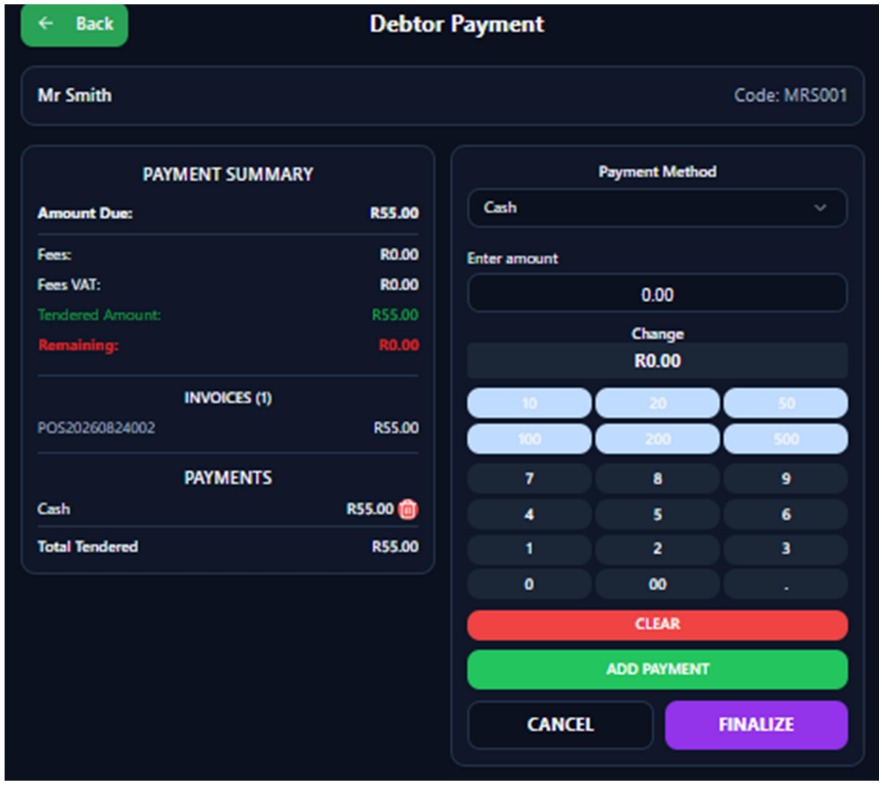


Figure 2.31 — Selecting a payment method for a debtor payment

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2.37 Important POS User Rules

Users should follow these rules when operating the POS.

Rule 1 — Always select the correct product

Before finalizing a sale, confirm that the correct product and quantity have been added.

Rule 2 — Check the quantity

Particularly for products sold by weight, length, volume or other fractional quantities.

Rule 3 — Enter the actual amount received

For payment methods with fees, enter the gross amount actually received/tendered. The system performs the fee calculation.

Rule 4 — Check the payment method

Select the correct payment method because the system records each payment method separately.

Rule 5 — Confirm credit customers

When processing a credit sale, make sure the correct debtor has been selected.

Rule 6 — Do not unnecessarily cancel a sale

If a customer temporarily cannot complete a transaction, use Park Sale where appropriate.

Rule 7 — Verify refunds

Before processing a refund, confirm the original invoice and the quantity being returned.

Rule 8 — Count cash carefully

The End Shift process depends on an accurate physical count.

Rule 9 — Do not assume the print preview means the sale is still pending

The sale has already been committed before the print preview appears.

Rule 10 — Report system errors

If the POS prevents a transaction from being finalized, do not repeatedly attempt the same transaction without checking the error. Report the issue to the appropriate administrator.

2.38 POS Transaction Flow — Quick Reference

The normal POS process can be summarized as follows:

1. Open POS

↓

2. Select or scan products

↓

3. Check quantities

↓

4. Review cart

↓

5. Confirm total

↓

6. Select payment method

↓

7. Enter amount received

↓

8. Add additional payment methods if required

↓

9. Confirm payment

↓

3. Finalize sale

↓

4. System validates and records transaction

↓

12. Stock and accounting records are updated

↓

13. Receipt/Print Preview is displayed

2.39 POS Functions at a Glance

Function	Purpose
POS	Process normal product/service sales

Function	Purpose
Sales History	Review previous sales
Park Sale	Temporarily save an unfinished sale
Parked Tables	Retrieve parked transactions
Vouchers	Sell and redeem vouchers
Refunds	Reverse eligible sales/items
Online Orders	Manage online customer orders
Driver Payments	Pay drivers for completed deliveries
Cash In/Out	Perform cashier cash-up/end shift
Cash Purchases	Record purchases paid directly from cash
Debtor Payments	Record payments received from credit customers
Sign Out	Exit the POS/user session

2.40 Chapter Summary

The POS is more than a screen for entering sales. It is the central transaction-processing point that connects sales, payments, inventory, customers, vouchers, accounting and cashier control.

When a sale is finalized, the system automatically processes the appropriate records behind the scenes.

The cashier's primary responsibilities are therefore to:

1. Select the correct products.
2. Enter the correct quantities.
3. Confirm the sale total.
4. Record the correct payment method.
5. Enter the actual amount received.
6. Verify credit customers where applicable.
7. Finalize the transaction only after checking the information.
8. Complete the required end-of-shift cash-up.
9. Follow the company's procedures for refunds, vouchers, online orders and debtor payments.

Understanding these basic principles will allow users to operate the POS confidently while ensuring that the underlying sales, inventory and financial records remain accurate.

2.41 Create Invoice

The Create Invoice function is used to create a formal sales invoice for a customer.

Unlike the normal POS process, where the cashier generally selects products directly from the POS screen, the Create Invoice function provides a dedicated invoice workflow.

The process consists of four main stages:

Enter Invoice → Preview Invoice → Receive Payment → Final Invoice

Figure 2.32 — Create Invoice form

2.41.1 Invoice Setup

When the Create Invoice form is opened, the system automatically loads the company's relevant settings.

These include:

- VAT percentage.
- Currency.
- Company name and contact details.
- Company header information.
- Department information, where applicable.
- A system-generated invoice number.

The user therefore does not normally need to manually enter the invoice number.

Figure 2.33 — Invoice header and invoice number

2.41.2 Selecting the Customer

The invoice can be issued to either:

- An existing debtor/customer; or
- A walk-in customer.

For an existing customer, the user selects the customer through the Debtor Search Dialog.

The system searches active debtors belonging to the current company.

For a walk-in customer, the user's name can be entered directly.

Figure 2.34 — Selecting a customer for the invoice

2.41.3 Adding Invoice Products

Products can be added using the Invoice Product Dialog.

Products displayed to the user are filtered according to the company and, where applicable, the department associated with the user's session.

The user can select the required product and add it to the invoice.

Invoice lines can also be entered manually where required.

Figure 2.35 — Selecting products for an invoice

2.41.4 Entering Quantity, Rate and Discount

Each invoice line contains information such as:

- Product/description.
- Quantity.
- Rate/selling price.
- Discount.
- Amount excluding VAT.
- VAT.
- Amount including VAT.

The invoice is fully reactive, meaning that changing one value automatically recalculates the related amounts.

The basic calculation is:

Amount Excluding VAT = Quantity × Rate × (1 − Discount %)

Then:

VAT = Amount Excluding VAT × VAT %

And:

Amount Including VAT = Amount Excluding VAT + VAT

Figure 2.36 — Entering invoice quantities, rates and discounts

---

2.41.5 Editing Invoice Totals

The invoice also supports direct editing of the relevant amounts.

Where the user edits the Excluding VAT or Including VAT amount directly, the system reverse-calculates the other values.

This allows the user to work with the amount required by the customer while the system maintains the VAT calculation.

USER TIP: Always check the final invoice total before proceeding to the preview stage.

2.41.6 Invoice Preview

Before the invoice is saved, the user can preview the invoice.

The system requires:

- A customer/walk-in customer; and

- At least one invoice line.

The preview allows the user to check the invoice before payment is processed.

Important

At this stage, the invoice has not yet been permanently saved.

The preview is therefore an opportunity to identify and correct mistakes.

Figure 2.37 — Invoice preview before finalization

2.41.7 Receiving Payment for an Invoice

After reviewing the invoice, the user proceeds to the payment stage.

The Create Invoice payment screen supports multiple payment methods:

- Cash
- Debit Card
- Credit Card
- EFT
- Card/E-Wallet
- Voucher
- Credit

Multiple payment methods can be used on the same invoice.

For example:

Invoice total: R2,000
Cash: R500
Card: R1,000
EFT: R500

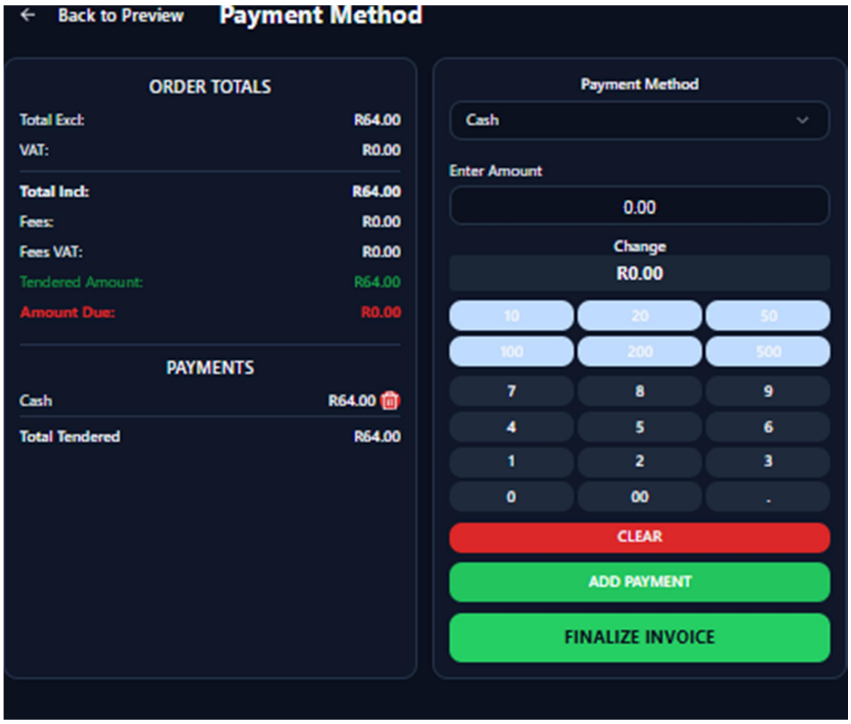


Figure 2.38 — Receiving payment for an invoice

2.41.8 Payment Fees

Certain payment methods may have transaction fees configured in the company settings.

The user does not need to manually calculate these fees.

The system calculates the fee based on the amount tendered and incorporates the applicable fee and VAT into the transaction.

The cashier/user should therefore enter the actual gross amount tendered.

2.41.9 Credit Invoice

If Credit is selected, the system checks the customer's available credit.

A credit transaction cannot exceed the debtor's available credit limit.

This protects the business from creating credit sales above the customer's authorised limit.

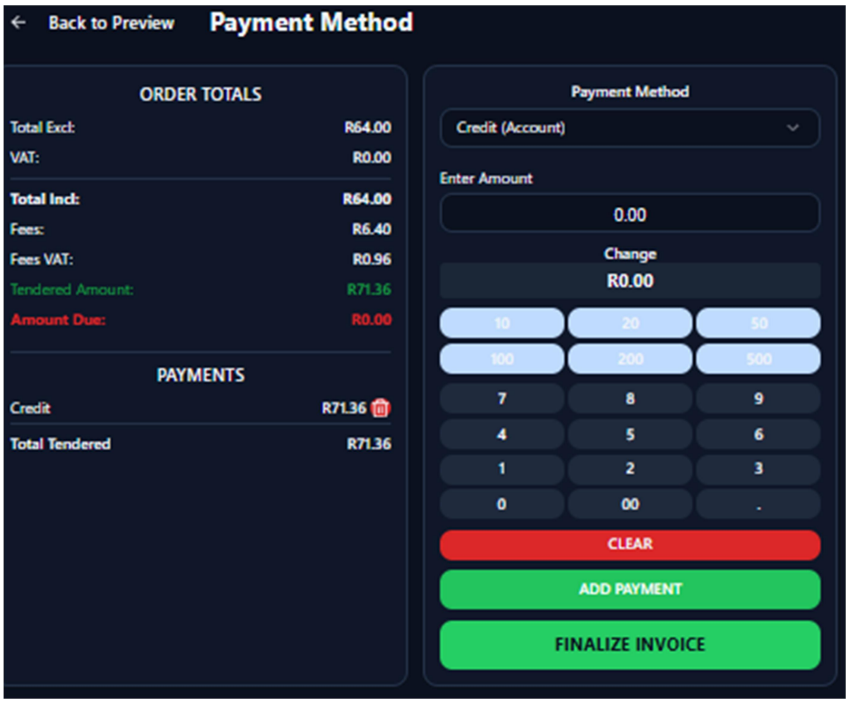


Figure 2.39 — Processing an invoice on credit

2.41.10 Finalizing the Invoice

The invoice cannot be finalized while an amount remains outstanding.

The payment process must cover the invoice total.

Once finalized, the system:

1. Saves the sales invoice.
2. Saves the invoice line items.
3. Updates the debtor balance where credit was used.
4. Updates inventory using FIFO.
5. Calculates cost of sales.
6. Records the applicable accounting entries.
7. Records payment fees where applicable.

Figure 2.40 — Finalizing a sales invoice

2.41.11 Final Invoice

Once successfully completed, the system displays the final printed invoice.

The invoice contains the customer's details, invoice number, transaction lines, VAT and payment information.

Figure 2.41 — Final sales invoice

2.42 Debtor Payments

The Debtor Payments function is used to receive money from customers who have outstanding credit invoices.

The process is:

Select Debtor → Select Outstanding Invoice(s) → Enter Payment → Select Payment Method → Finalize

---

2.42.1 Selecting a Debtor

The user searches for and selects an active debtor.

After the debtor has been selected, the system retrieves the customer's outstanding credit invoices.

Only invoices with an amount still owing are displayed.

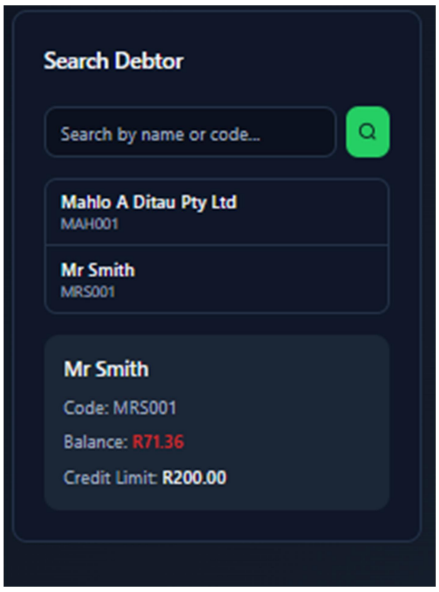


Figure 2.42 — Selecting a debtor for payment

2.42.2 Viewing Outstanding Invoices

The system displays the customer's outstanding invoices.

For each invoice, the system determines the amount still owing by considering:

- Original credit amount.
- Payments already made against the invoice.

Only invoices with a remaining balance are displayed.

The invoice number can be selected to open the complete invoice preview.

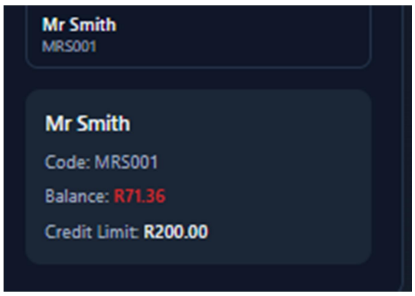


Figure 2.43 — Outstanding debtor invoices

2.42.3 Selecting Invoices for Payment

The user ticks the invoice or invoices that the customer wants to pay.

When an invoice is selected, the system automatically pre-fills the payment with the outstanding balance.

The amount can be changed where the customer is making a partial payment.

However, the amount cannot exceed the balance due on that invoice.

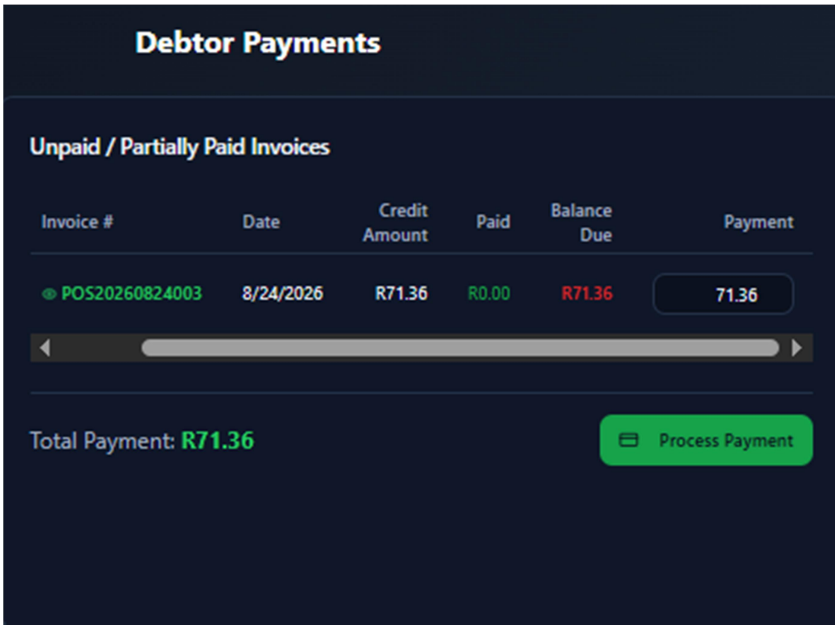


Figure 2.44 — Allocating a debtor payment

2.42.4 Paying Multiple Invoices

A customer can pay more than one invoice in a single transaction.

For example:

Invoice	Balance
INV001	R500
INV002	R750
INV003	R250
Total	**R1,500**

The user can select all three invoices and process one payment of R1,500.

Where the payment is less than the combined balance, the system allocates the payment proportionally across the selected invoices.

2.42.5 Selecting the Debtor Payment Method

The payment screen supports:

- Cash
- EFT
- Debit Card
- Credit Card
- Card/E-Wallet

Cheque payments are not supported in this payment screen.

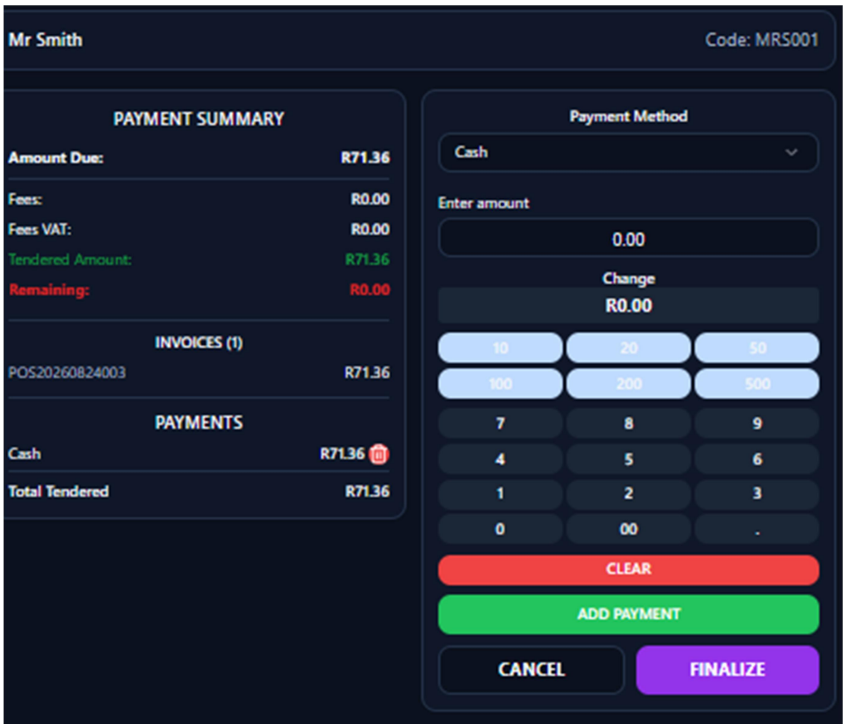


Figure 2.45 — Selecting a debtor payment method

2.42.6 Payment Fees on Debtor Payments

Where a payment method has a fee, the system calculates the fee automatically.

The fee does not reduce the amount applied to the customer's outstanding invoice.

For example, if the customer owes R1,000 and the applicable payment method fee causes the customer to tender more than R1,000, the customer's account is still reduced by the appropriate R1,000 balance.

The payment fee is recorded separately.

2.42.7 Finalizing a Debtor Payment

Before finalization, the system checks that the tendered amount covers the payment being made.

Once finalized:

- A debtor payment reference is generated.
- Payments are allocated to the selected invoices.
- The debtor's outstanding balance is reduced.
- The payment is posted to the appropriate accounting records.
- Payment fee records are created where applicable.

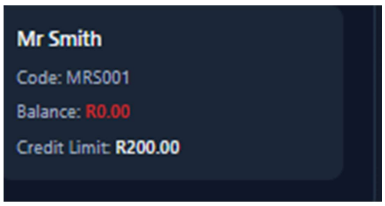


Figure 2.46 — Completed debtor payment

2.43 Debtors

The Debtors function is used to create and manage customers who are allowed to purchase on credit.

The Debtors form contains two main areas:

1. Add Debtor
2. Debtors List

2.43.1 Adding a Debtor

To create a debtor, select Add Debtor.

The customer's name is the only mandatory field.

Additional information can be entered where available.

The system automatically generates a unique debtor code.

A newly created debtor is:

- Active.
- Assigned a current balance of zero.
- Available for use in credit transactions.

Figure 2.47 — Adding a new debtor

2.43.2 Debtor Code

The debtor code is automatically generated by the system.

Users should not need to manually create or change the debtor code.

This provides a consistent identification reference for the customer throughout the sales and payment processes.

2.43.3 Debtors List

The Debtors List displays the company's debtors.

The list can include both:

- Active debtors.
- Inactive debtors.

Users can search the list by information such as:

- Name.
- Debtor code.
- Email address.

Figure 2.48 — Debtors List

2.43.4 Activating or Deactivating a Debtor

The active toggle allows authorised users to control whether a debtor is active.

An inactive debtor can remain in the system for historical and reporting purposes without being treated as an active customer.

Figure 2.49 — Activating or deactivating a debtor

2.43.5 Editing a Debtor

The Edit function allows the user's debtor information to be updated.

Customer information can be changed, but system-controlled information such as the debtor code and balance is protected.

Figure 2.50 — Editing debtor information

2.43.6 Debtor Transactions

The Debtor Transactions function provides a customer statement.

The statement combines:

- Credit sales/invoices.
- Payments received.

The transactions are displayed chronologically and include running balances.

This allows the user to see how the customer's outstanding balance was created and reduced.

Figure 2.51 — Debtor transaction statement

2.43.7 Understanding a Debtor Statement

A typical debtor statement can be understood as:

Credit Invoice → Amount Owing Increases

Customer Payment → Amount Owing Decreases

For example:

Date	Transaction	Debit	Credit	Balance
01 Aug	Invoice	R1,000	—	R1,000
05 Aug	Payment	—	R500	R500
10 Aug	Invoice	R750	—	R1,250
15 Aug	Payment	—	R750	R500

The customer therefore has R500 still outstanding.

2.43.8 Debtor Payments Shortcut

The Debtors form provides a shortcut to the Debtor Payments function.

This allows a user to move directly from a customer's account to the payment screen when a customer wants to settle an outstanding balance.

Figure 2.52 — Opening debtor payments from the Debtors form

2.44 Online Sales Dashboard

The Online Sales Dashboard provides management information about sales originating from the online sales channel.

It is a reporting/dashboard function rather than a transaction-entry form.

The dashboard allows users to select a reporting period.

Available date options include:

- Today.
- Yesterday.
- This week.
- Last week.
- This month.
- Last month.

- Custom date range.

Figure 2.53 — Online Sales Dashboard

2.44.1 Online Sales Revenue

The dashboard calculates and displays revenue generated from online sales during the selected period.

Online sales are identified using the relevant ONL invoice numbering.

The dashboard can therefore be used to analyse the performance of the online sales channel separately from normal walk-in POS sales.

2.44.2 Units Sold

The dashboard also reports the number of units sold through online orders.

This helps management identify:

- High-volume products.
- Low-volume products.
- Product demand.
- Changes in sales activity.

Figure 2.54 — Online sales performance summary

2.44.3 Gross Profit

The dashboard provides a gross profit calculation.

The displayed gross profit is calculated using:

(Selling Rate − Product Cost Price) × Quantity

The dashboard can provide gross profit information by:

- Product.
- Category.
- Top-selling products.
- Product categories.

Figure 2.55 — Online sales gross profit analysis

MANAGEMENT NOTE: The dashboard's displayed gross profit is intended as a management analysis. It uses the product's current cost price and may therefore differ from the actual FIFO cost used in the accounting ledger at the time of the sale.

2.45 Online Sales / Order Fulfilment

The Online Sales screen accessed from the POS Online Orders section is different from the Online Sales Dashboard.

The dashboard is used for reporting.

The Online Sales screen is used for order fulfilment.

The fulfilment process follows:

Confirmed → Dispatched → Finalized

An order may also be cancelled where permitted.

Figure 2.56 — Online order fulfilment screen

2.45.1 Confirmed Orders

Confirmed orders are orders that have been received and are ready for processing.

The user reviews the order before dispatch.

This is the stage where order details can be checked and, where permitted, edited.

2.45.2 Dispatching an Online Order

When the order is ready to leave the business, it is dispatched.

The user:

1. Selects the driver.
2. Confirms the order.
3. Dispatches the order.

The system generates a 6-digit dispatch code.

This code provides a reference for the dispatched order.

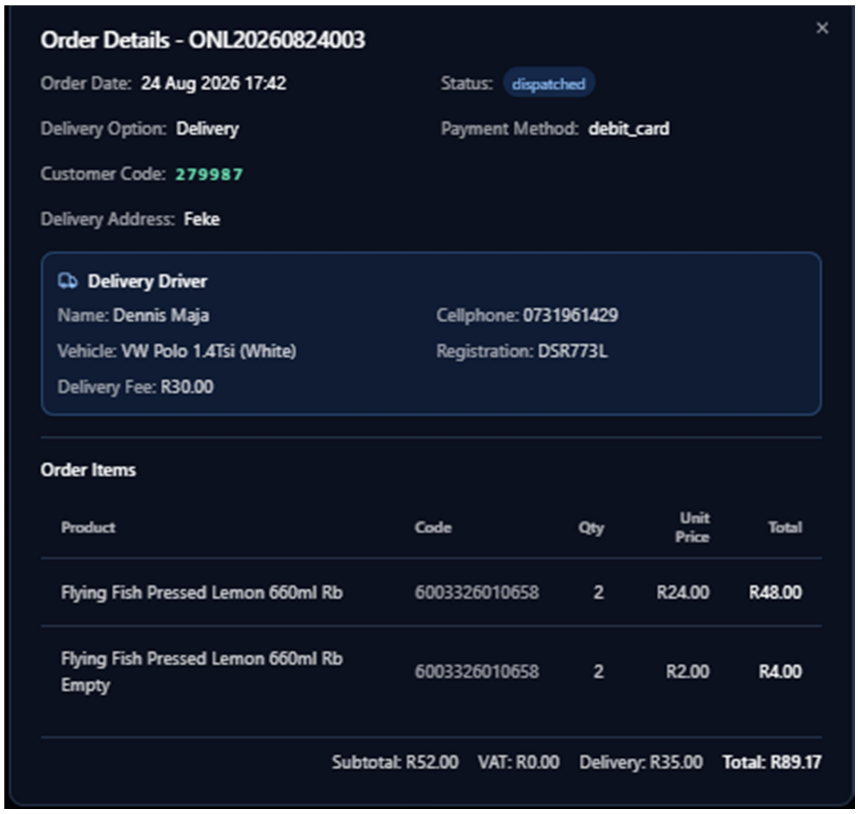


Figure 2.57 — Online order dispatch and dispatch code

2.45.3 Finalizing an Online Order

After the order has been completed, it can be finalized.

The system converts the online order into the appropriate sales records and accounting entries.

The delivery fee is treated as Services revenue according to the configured business accounting mapping.

Where the products are recipe-based, the system can also process the associated raw-material consumption.

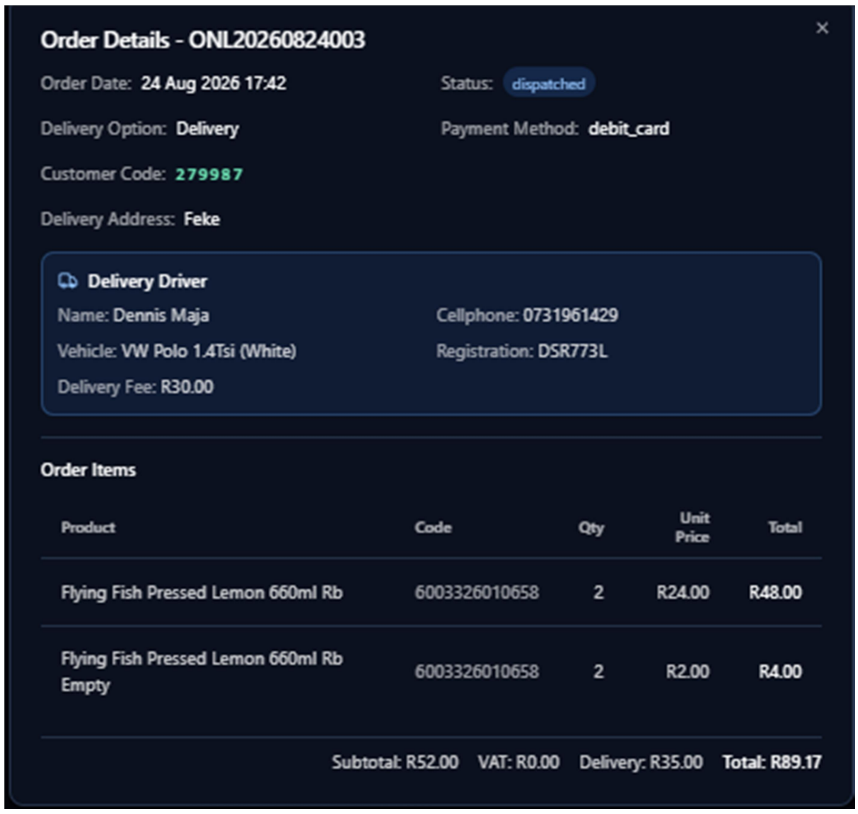


Figure 2.58 — Finalizing an online order

2.46 Walk-In Sales Dashboard

The Walk-In Sales Dashboard provides management information about sales processed through the normal POS.

It uses the same dashboard structure as the Online Sales Dashboard.

The main difference is the sales source.

Walk-in sales are identified using the POS invoice numbering.

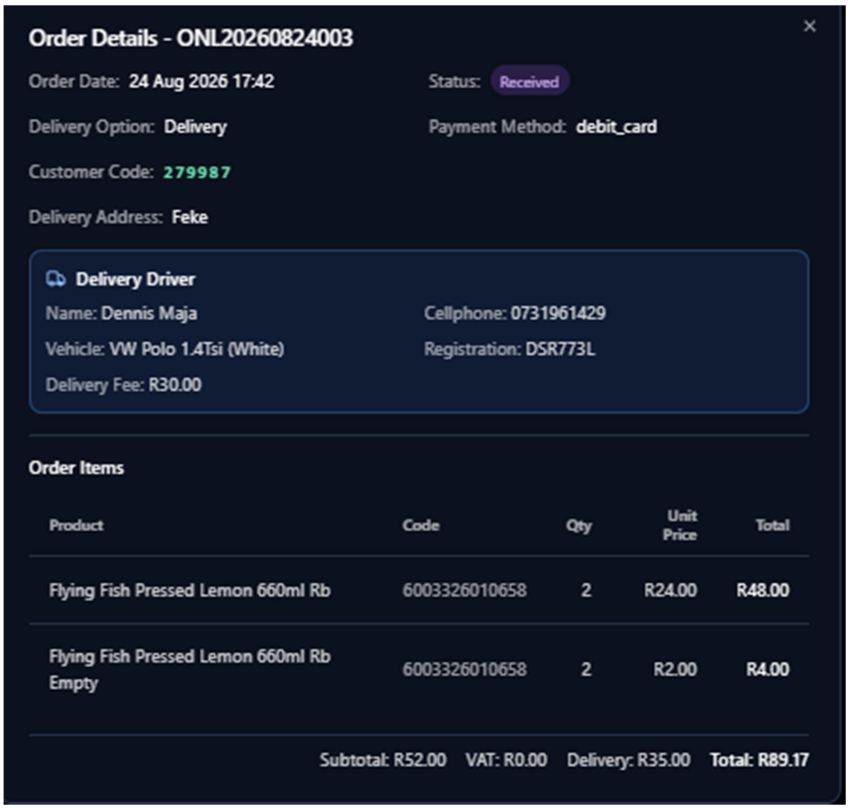


Figure 2.59 — Walk-In Sales Dashboard

2.46.1 Walk-In Sales Analysis

The dashboard can provide information such as:

- Sales revenue.
- Units sold.
- Gross profit.
- Top-selling products.
- Product categories.
- Selected-period performance.

The reporting period can be changed using the available date filters.

Figure 2.60 — Walk-In Sales performance summary

2.46.2 Online Sales vs Walk-In Sales

The two dashboards should not be confused.

Dashboard	Sales Source	Invoice Prefix
Online Sales Dashboard	Online orders	**ONL**
Walk-In Sales Dashboard	POS sales	**POS**

The dashboards provide management with a way to analyse the different sales channels separately.

2.47 Sales History

The Sales History function is different from the Online Sales and Walk-In Sales dashboards.

The dashboards are primarily designed for analysis and performance reporting.

Sales History is primarily a transaction history and lookup function.

It provides a consolidated view of sales transactions from different sources.

These include:

- POS sales — POS
- Voucher sales — VS
- Online sales — ONL
- Refunds — RT

Figure 2.61 — Sales History

2.47.1 Searching Sales History

Sales History can be used when a user needs to locate a previous transaction.

Typical reasons include:

- Finding an invoice.
- Checking a customer transaction.
- Reviewing a previous sale.
- Starting a refund.
- Investigating a transaction.

Figure 2.62 — Searching Sales History

2.47.2 Opening a Previous Sale

A previous sale can be opened to view its details.

This is particularly important when processing refunds because the original sale needs to be identified.

The Sales History function can hand the selected transaction back to the POS refund process.

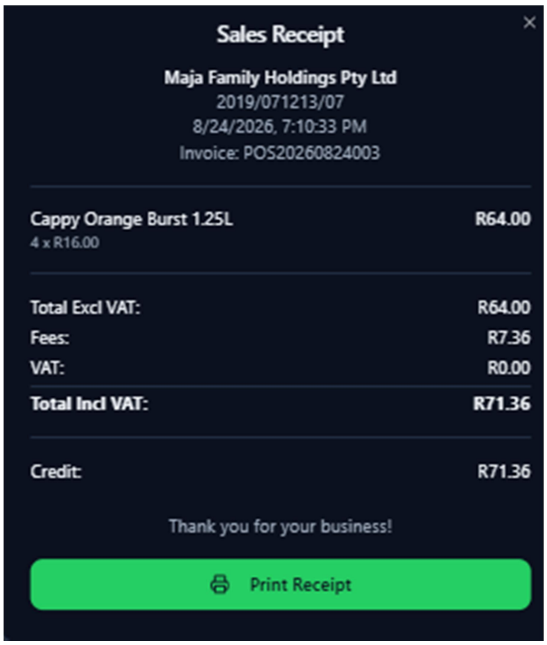


Figure 2.63 — Viewing a previous sales transaction

2.47.3 Refund from Sales History

Where a customer needs to return goods, the user can locate the original transaction in Sales History and initiate the refund process.

The selected sale is then passed to the POS refund function.

The refund process described earlier in this chapter is then followed.

Sales History → Select Sale → Refund → POS Refund Process

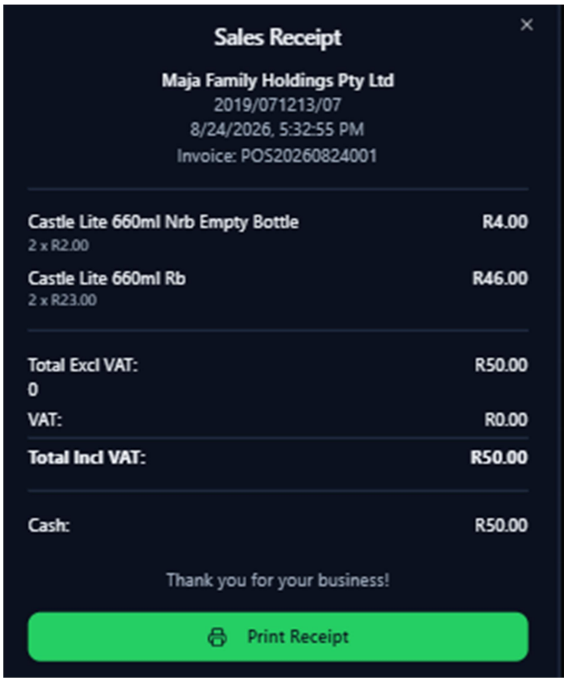


Figure 2.64 — Initiating a refund from Sales History

2.47.4 Sales Summary

Sales History also provides a summary view for management.

The summary can provide totals for:

- Today.
- Current week.
- Current month.
- Year to date (YTD).

This provides a quick overview of sales activity without requiring the user to manually calculate the totals.

Figure 2.65 — Sales summary by reporting period

2.48 How the Sales Forms Work Together

The different Sales forms are connected and should be viewed as parts of one sales management process.

A simplified structure is:

POS

→ Walk-In Sale

→ Payment

→ Sales History

→ Refund, where required

Create Invoice

→ Customer Invoice

→ Payment

→ Sales History

Credit Sale

→ Debtor Account

→ Outstanding Invoice

→ Debtor Payment

→ Debtor Balance Reduced

Online Order

→ Confirmed

→ Dispatched

→ Driver

→ Finalized Sale

→ Online Sales Dashboard

Voucher

→ Voucher Sold

→ Voucher Active

→ Voucher Redeemed

→ Normal Sale

2.49 Choosing the Correct Sales Function

Users should use the appropriate function depending on the transaction.

Situation	Function to Use
Customer is buying at the shop counter	**POS**
Customer requires a formal invoice	**Create Invoice**
Customer wants to buy on credit	**POS Credit / Create Invoice Credit**
Customer is paying an outstanding credit invoice	**Debtor Payments**
Creating a new credit customer	**Debtors**
Reviewing customer balances	**Debtors**
Analysing online sales	**Online Sales Dashboard**
Processing online customer orders	**Online Sales**
Analysing normal POS sales	**Walk-In Sales Dashboard**
Finding a previous transaction	**Sales History**

Situation	Function to Use
Processing a return/refund	**Sales History / POS Refund**
Selling a voucher	**Voucher Sale**
Redeeming a voucher	**POS Voucher Payment**

2.50 Important User Controls

When working with the Sales module, users should remember the following:

1. Confirm the customer

Before creating an invoice or credit transaction, make sure the correct customer/debtor has been selected.

2. Check invoice lines

Always verify:

- Product.
- Quantity.
- Rate.
- Discount.
- VAT.
- Total.

3. Check payment

Make sure the correct payment method and amount have been entered.

4. Check credit availability

Do not attempt to bypass a credit-limit warning.

5. Review invoices before finalizing

The preview stage provides an opportunity to identify mistakes.

6. Do not duplicate payments

When processing debtor payments, ensure that the payment is submitted only once.

7. Use Sales History for previous transactions

Do not create a new invoice simply because you need to find an old transaction.

8. Use the correct dashboard

Use the Online Sales Dashboard for online sales analysis and the Walk-In Sales Dashboard for POS sales analysis.

9. Verify refunds

Always verify the original invoice before processing a refund.

3. Keep debtor information accurate

Customer details should be updated whenever there is a legitimate change.

2.51 Chapter 2 Sales Module — Quick Reference

The Sales module provides the following major functions:

Function	Main Purpose
POS	Process immediate shop/counter sales
Create Invoice	Create and process formal sales invoices
Debtors	Create and manage credit customers
Debtor Payments	Receive payments from credit customers
Vouchers	Sell and redeem vouchers
Online Sales	Process and fulfil online orders
Online Sales Dashboard	Analyse online sales performance
Walk-In Sales Dashboard	Analyse POS sales performance
Sales History	Search, review and refund historical transactions

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2.52 Sales Module End-to-End Flow

The complete Sales module can be visualised as follows:

CUSTOMER

↓

SALE

↓

POS / CREATE INVOICE / ONLINE ORDER

↓

PAYMENT

↓

CASH / CARD / EFT / CREDIT / VOUCHER

↓

FINALIZE

↓

SALES RECORD

↓

INVENTORY

↓

ACCOUNTING

↓

CUSTOMER BALANCE — where applicable

↓

SALES HISTORY

↓

REPORTING / DASHBOARDS

This structure ensures that sales entered through the different sales channels ultimately feed into the company's sales, inventory and financial records.

2.53 End of Chapter

After completing this chapter, users should understand the difference between the main Sales functions and know which form to use for each type of transaction.

The most important distinction is:

POS = Immediate counter sales

Create Invoice = Formal customer invoice

Debtors = Customer credit accounts

Debtor Payments = Collection of outstanding credit

Online Sales = Online order fulfilment

Sales Dashboards = Sales analysis

Sales History = Transaction lookup and review

By using the correct function for each transaction, users can ensure that sales are recorded correctly and that customers, inventory, payments and financial information remain properly connected.

Chapter 3 — POS Quick Menu

The POS Quick Menu provides shortcuts to functions that are commonly required while operating the Point of Sale. These functions are already explained in detail in Chapter 2; this chapter serves as a concise operational reference.

3.1 View Sales History

Use Sales History to locate previous transactions, search sales and review sale details. Use it when a customer, supervisor or administrator needs to confirm a completed sale.

3.2 Cash In / Out

Use Cash In / Out to record authorised cash movements and to support the cashier end-of-shift process. Cash movements should be captured accurately and supported by the appropriate business reason or documentation.

3.3 Cash Purchases

Use Cash Purchases when an authorised user records a small purchase paid directly from till cash. The function is intended for POS cash-control purposes.

3.4 Credit Payments

Use Credit Payments when a customer settles an outstanding credit balance. Select the customer, review the outstanding invoices, allocate the payment and confirm the payment method.

3.5 Sign Out

Use Sign Out when finishing a POS session, particularly on a shared till or workstation. Confirm that any required end-of-shift procedures have been completed before signing out.

Chapter 4 — Daily POS Operations

This chapter provides a practical daily workflow for users of the FinSuiteSA POS App. It is intended as a checklist rather than a replacement for the detailed procedures in Chapter 2.

4.1 Starting the Working Day

Open FinSuiteSA POS and sign in using your authorised credentials.

Select the correct company and department.

After Continue, confirm that the POS form is open and ready for sales.

4.2 Processing Customer Sales

Select or scan the correct products.

Check quantities, prices and discounts.

Select the correct payment method or customer credit account.

Confirm and finalise the sale.

Provide the receipt or transaction confirmation where applicable.

4.3 Managing Cash

Record authorised Cash In and Cash Out movements.

Keep physical cash secure and reconcile it to the system.

Complete the end-of-shift cash-up process where applicable.

4.4 End-of-Shift Review

Review sales and payment totals.

Review cash movements and cash balances.

Check online sales where applicable.

Chapter 5 — Troubleshooting & Support

Use the following first-level checks before escalating an issue. Where the system displays an error or unexpected result, record the transaction details and provide them to the authorised administrator or support team.

5.1 Sign-In Problems

Check the email address and password.

Use the password-recovery option if the password has been forgotten.

If the problem continues, contact the authorised administrator or support team.

5.2 Company / Department Selection Problems

Confirm that the correct company is available to the user.

Confirm that the user has access to the required department.

Ask an administrator to review user access if necessary.

5.3 POS Transaction Problems

Check the selected product and quantity.

Check stock availability where applicable.

Review the payment method and amount.

Do not repeatedly submit a failed transaction without first checking the error.

5.4 Payment Problems

Confirm the payment method.

Confirm the amount entered.

Check whether a transaction fee applies.

Verify the resulting customer or cash balance.

5.5 Inventory Problems

Check the product or raw material record.

Review recent purchases, sales, production and stocktakes.

Investigate unexplained differences before making corrective changes.

5.6 Accounting Problems

Review the source transaction.

Check the relevant account mapping.

Review the General Ledger and related subsidiary record.

Escalate material or unexplained differences.

5.7 Report Problems

Confirm the reporting dates and other parameters.

Confirm company and department selections.

Check whether the underlying transactions have been posted.

Compare the report to the relevant ledger or subsidiary records.

5.8 Contacting System Support

Provide the user name and company/department involved.

Describe the function being used.

Provide the date, transaction reference and error message where available.

Attach a screenshot when appropriate and permitted.