

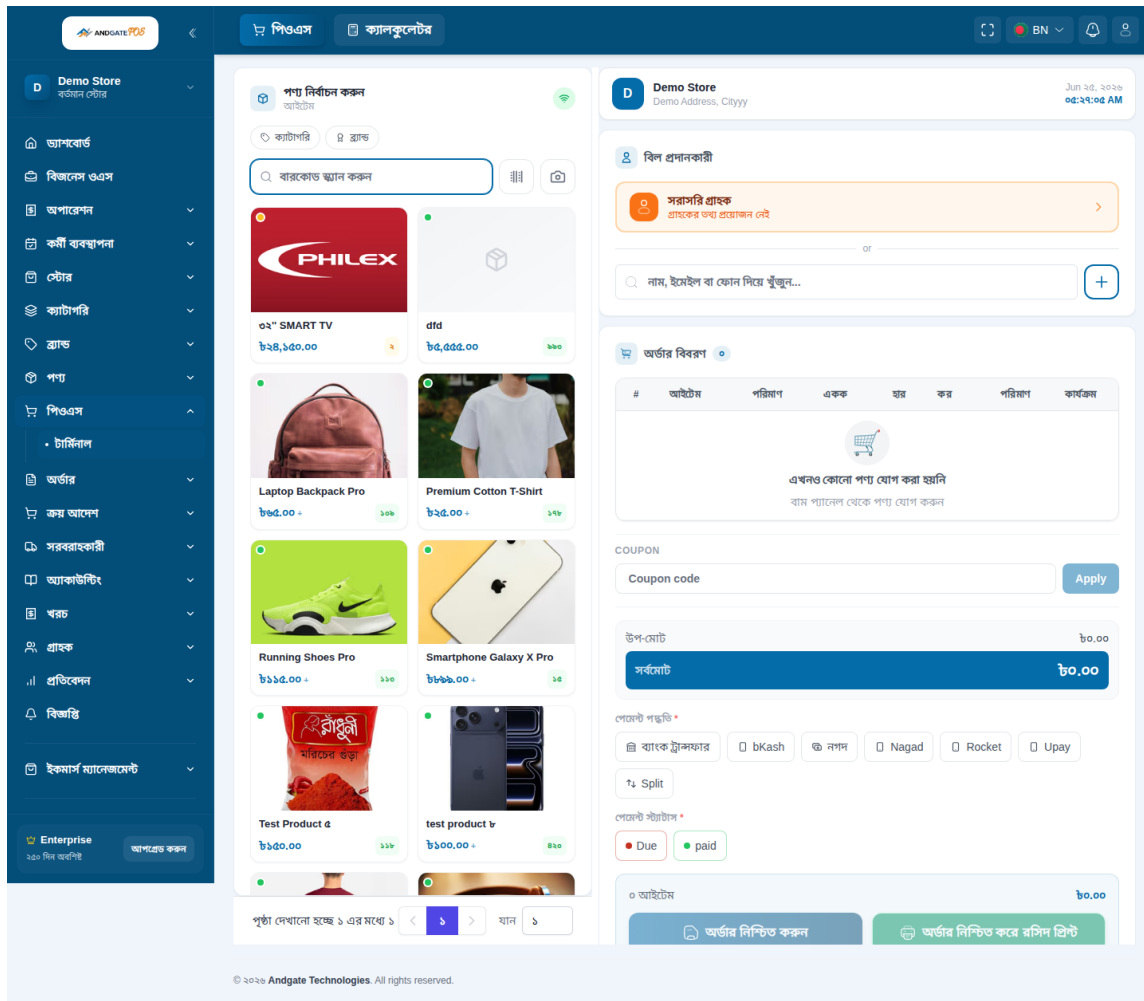
AndgatePOS Complete User Guide

Step-by-step guide for Bangladeshi SME business users

andgatepos.com

This PDF is generated with selectable text, so users can search, copy, and print it.

AndgatePOS User Guide



POS sales screen

Version: June 2026

Audience: Bangladeshi SME owners, shop managers, cashiers, inventory staff, accounts staff, and ecommerce operators.

1. What AndgatePOS Does

AndgatePOS is a POS and Business OS for Bangladeshi SMEs. It covers counter sales, stock, purchases, suppliers, customers, CRM, cash closing, petty cash, attendance, service jobs, accounting, reports, ecommerce, courier

setup, staff roles, and multi-store operation.

Use this guide as a full workflow manual. Screenshots use existing product images where available.

How to Learn AndgatePOS Step by Step

If you are not technical, do not try to learn every module on day one. Follow this order.

Day 1: Learn only login, dashboard, store switcher, POS sale, and invoice print.

Day 2: Add products, categories, brands, stock, and barcode labels.

Day 3: Learn customers, customer dues, suppliers, purchases, and supplier dues.

Day 4: Learn cash closing, petty cash, attendance, service jobs, and Business OS.

Day 5: Learn reports, profit/loss, tax, ecommerce, courier, and staff permissions.

Every task in this guide follows this pattern:

- Go to the menu.

- Press the main button, usually Add, Create, Save, Submit, or Approve.

- Fill required fields first.

- Save.

- Check the list/report to confirm it worked.

If you feel stuck, remember this rule: first create basic data, then use it in POS. Example: create category, create brand, create product, then sell product.

Non-Technical Quick Start: First Sale in 15 Minutes

Follow these steps exactly.

Login.

Open Store.

Confirm your store name, phone, address, and logo.

Open Category.

Create one category, for example Grocery.

Open Brand.

Create one brand, or create No Brand if brand does not matter.

Open Products.

Click Add Product.

Enter product name, category, brand, unit, sale price, cost price, and opening stock.

Save product.

Open POS.

Search the product name.

Add product to cart.

Choose payment method, for example Cash.

Complete sale.

Print or save invoice.

Open Orders and confirm the sale appears.

Open Products and confirm stock decreased.

At day end, open Cash Closing and submit counted cash.

This is the smallest complete AndgatePOS workflow.

Role-Based Learning Path

Owner:

- Dashboard.
- Business OS.
- Reports.
- Cash closing approval.
- Petty cash approval.
- Supplier dues.
- Customer dues.
- Profit & Loss.

Cashier:

- POS.
- Product search/barcode scan.
- Customer selection.
- Payment.
- Invoice print.
- Returns.
- Cash closing submit.

Inventory/Purchase Staff:

- Products.
- Stock.
- Low stock.
- Suppliers.
- Purchase order.
- Receive goods.
- Stock adjustment.

Accounts Staff:

- Expenses.
- Petty cash review.
- Cash book.
- Customer due.
- Supplier due.
- Profit & Loss.
- Tax/VAT.

Ecommerce Staff:

- Ecommerce products.
- Product readiness.

Online orders.

Courier setup.

Order delivery status.

Service Staff:

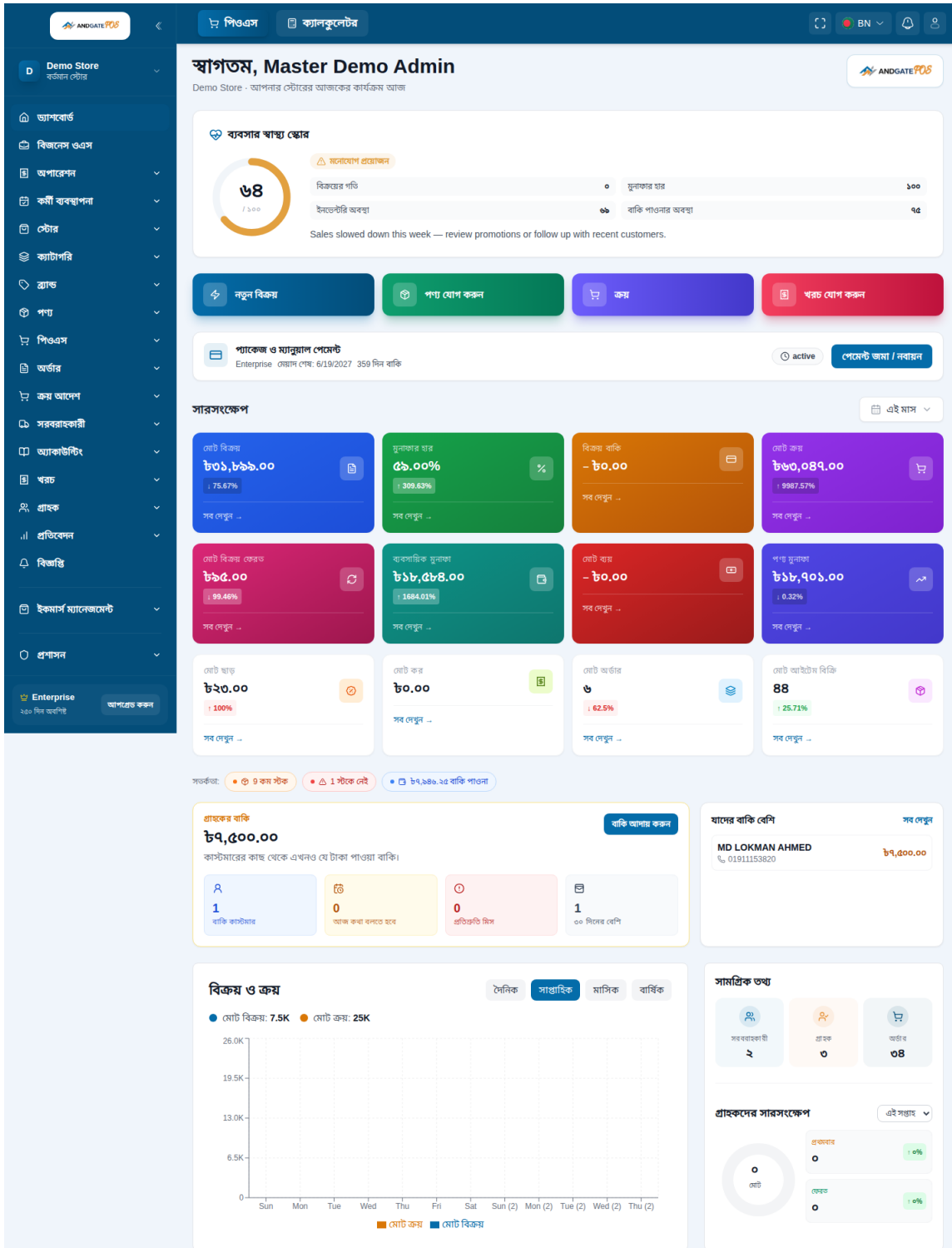
Service jobs.

Create job.

Update status.

Mark delivered.

2. Login, Store Access, and Language



Open <https://andgatepos.com/login>.

Enter email and password.

Select the correct store if your account has more than one store.

Use the language switcher to use English or Bangla.

If a page does not load after a deployment, reload once. If still stuck, clear browser cache or contact support.

Important access notes:

Business owner/admin can access all modules for their store.

Staff access depends on role permissions.

Cashiers usually need POS, orders, customer lookup, and cash closing.

Managers usually need reports, cash closing approval, petty cash approval, staff attendance, and stock review.

Accounts staff usually need expenses, accounting, reports, supplier/customer dues, and cash book.

3. First Setup Checklist

Complete these before regular sales:

Create or verify store profile.

Add payment methods: Cash, bKash, Nagad, Rocket, Upay, Card, Bank Transfer.

Set VAT/tax settings if applicable.

Create categories and brands.

Add products with price, cost, unit, stock, barcode, variant, serial/batch if needed.

Add suppliers and opening supplier dues.

Add customers and opening customer dues if needed.

Create staff users and assign roles.

Test one POS sale, one return, one cash closing, and one report.

If using ecommerce, configure online store products and courier credentials.

3.1 Step-by-Step Store Setup

Open Store.

Click your store name or Settings.

Fill store name, address, phone, email, and business type.

Upload logo if available.

Choose currency as BDT/Taka if not already set.

Save.

Open invoice/receipt setting if available.

Add footer note, for example Thank you for shopping.

Save again.

Make one test invoice after setup.

If you have multiple branches:

Open Store.

Click Add Store.

Add branch name and location.

Assign staff to that branch.

Check that branch appears in store switcher.

3.2 Step-by-Step Staff and Permission Setup

Open Employees or Users.

Click Add.

Enter staff name, phone/email, and password if required.

Open Roles.

Create role such as Cashier, Manager, Inventory, or Accounts.

Tick only the modules that person needs.

Save role.

Assign role to staff.

Ask staff to login once.

Confirm they can see only allowed menus.

Simple permission example:

Cashier: POS, Orders, Customers basic, Cash Closing submit.

Manager: POS, Products view, Reports, Cash Closing approve, Petty Cash approve.

Owner: all modules.

4. Dashboard

Dashboard gives owner/manager quick visibility:

- Today's sales and order count.

- Top products.

- Pending orders.

- Low stock alerts.

- Store switcher.

- Date range filters.

- Quick operational signals.

Daily habit:

- Check sales.

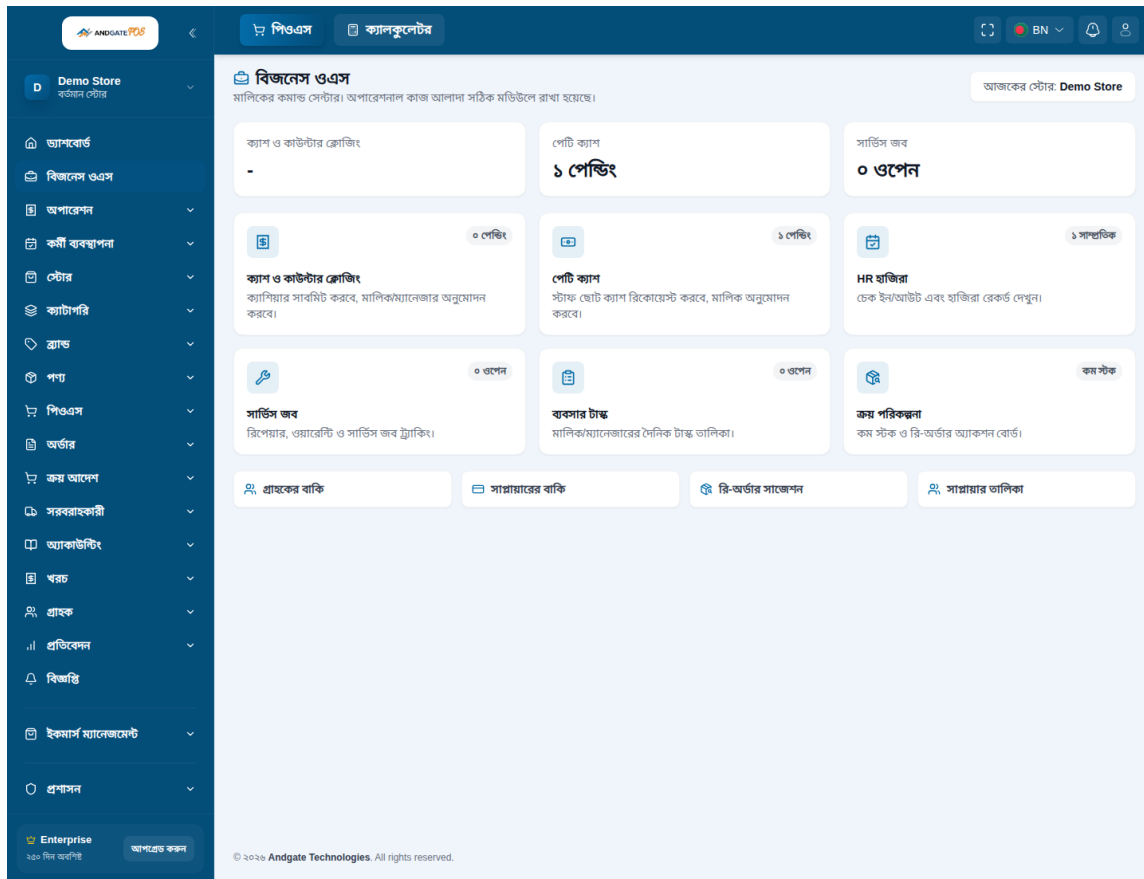
- Check low stock.

- Check customer dues.

- Check supplier dues.

- Check pending tasks in Business OS.

5. Business OS Command Center



Business OS daily operations

Business OS is the owner/manager command center. It should not be mixed with POS checkout because some work is done by owners/managers, while some is done by staff.

Covers:

- Cash and counter closing.
- Petty cash.
- Staff attendance.
- Service and repair jobs.
- Business tasks/follow-ups.
- Customer due signals.
- Supplier due signals.
- Reorder signals.

Recommended roles:

- Owner: full access.
- Manager: view Business OS, approve cash closing/petty cash, view staff attendance.
- Cashier: submit cash closing only.
- Employee: submit attendance/service updates if allowed.

6. Cash and Counter Closing

Use after shift/day end.

Path: Cash Closing

Staff/cashier enters:

- Opening cash.

- Cash sales.

- Cash expense.

- Due collection.

- Supplier payment.

- Actual counted cash.

- Note.

System calculates:

- Expected cash.

- Difference between expected and actual.

Manager/owner can:

- Approve closing.

- Reject closing.

- Review past closings.

Good practice:

- Count cash physically before submit.

- Do not include bKash/Nagad/card in physical cash.

- Add note for shortage/extra cash.

- Approve only after matching POS sales, expenses, and due collections.

7. Petty Cash

Use for small shop expenses like tea, transport, packaging, emergency repair, delivery helper cost, or small utility items.

Path: Petty Cash

Workflow:

- Staff submits request with title, amount, and requester name.

- Owner/manager approves or rejects.

- Approved requests remain in petty cash history.

Good practice:

- Keep petty cash separate from POS sales cash.

- Use clear titles: "Delivery rickshaw", "Packaging tape", "Tea for staff".

- Review petty cash before profit/loss review.

8. HR Attendance

Path: HR > Attendance

Use for:

- Staff check-in.

- Staff check-out.

- Late arrival note.

- Early leave note.

- Shift handover note.

Good practice:

- Staff should check in when arriving.

- Manager should review attendance before salary or shift planning.

- Use notes for exceptions.

9. Service and Repair Jobs

Path: Service Jobs

Useful for electronics shops, mobile shops, repair shops, after-sales service, tailoring, or any SME that receives customer items for later delivery.

Create job with:

- Customer name.

- Item name.

- Problem.

- Due date.

- Status.

Statuses:

- Received.

- Working.

- Ready.

- Delivered.

Good practice:

- Add clear problem description.

- Keep due date realistic.

- Update status when work moves forward.

- Use delivered status only after customer receives item.

10. POS Terminal

Path: POS

Step-by-Step: Make a Cash Sale

- Open POS.
- Click search box.
- Type product name or scan barcode.
- Click product.
- Check quantity.
- If customer pays by cash, choose Cash.
- Enter received amount if asked.
- Click Pay, Complete, or Submit.
- Print invoice or save invoice.
- Give receipt to customer.

Step-by-Step: Make a bKash/Nagad Sale

- Open POS.
- Add products to cart.
- Choose payment method bKash or Nagad.
- Enter transaction number/mobile number if your store records it.
- Confirm paid amount.
- Complete sale.
- Check order payment method in Orders.

Step-by-Step: Sell on Due

- Open POS.
- Add products.
- Select existing customer or create customer.
- Enter payment amount.
- Keep unpaid amount as due.
- Complete sale.
- Open customer profile and confirm due increased.

Never sell on due without customer name/mobile. Otherwise owner cannot collect later.

Main workflow:

- Search product by name or scan barcode.
- Select variant/serial if product requires it.
- Set quantity.
- Apply item discount or order discount if allowed.

Select customer if due/loyalty/history needed.

Take payment.

Print or save invoice.

Supported payment use cases:

Full cash.

bKash/Nagad/Rocket/Upay.

Card.

Bank transfer.

Split payment.

Partial payment and customer due.

Offline POS:

If internet is unstable, POS can keep working locally where offline mode is enabled.

Orders sync when internet returns.

Avoid closing browser before sync completes.

11. Orders, Invoices, Returns, and Coupons

Path: Orders

Use orders to:

- View sales history.
- Print invoice.
- Check payment status.
- Start return.
- Review customer/order detail.

Returns:

- Open order.
- Select return items.
- Choose return reason.
- Decide whether returned stock goes back to inventory.
- Process refund or adjustment.

Coupons:

- Create coupon code.
- Set discount.
- Apply in POS/order workflow where allowed.
- Review discount effect in daily sales/reporting.

12. Products, Categories, Brands, Variants, and Labels

ANDGATE POS

পিওএস

ক্যালকুলেটর

BN

D Demo Store

ব্যবস্থাপনা

ড্যাশবোর্ড

বিজনেস ওএস

অপারেশন

কর্মী ব্যবস্থাপনা

স্টোর

স্ট্যাটিস্টিক

ব্র্যান্ড

পণ্য

পণ্য যোগ করা

পণ্য তালিকা

স্টক সময়

বাক্য আপলোড

কম স্টক সতর্কতা

পেবেল প্রিন্ট

পিওএস

অর্ডার

কম আপলোড

সরবরাহকারী

অ্যাকাউন্টিং

খরচ

প্রাইস

Enterprise

২০২৩ সাল

আপগ্রেড করুন

নতুন পণ্য তৈরি করুন

পণ্য যোগ করুন Demo Store

← পিছনে

ব্যবস্থাপনা: Demo Store

পণ্য যোগ করার ধাপ

সাধারণ পণ্য সেটআপ

বেশিরভাগ ক্ষেত্রে বেসিক তথ্য, নাম, স্টক দিয়ে সেট করা যাবে। ক্রম, ছবি, ওয়ারেন্টি, সিরিয়াল ও SKU প্রদর্শিত।

বেসিক

নাম

স্টক

ইউনিক

SKU

বেসিক তথ্য

নাম, বিবরণ, ক্যাটাগরি

নতুন পণ্য তৈরি করুন

পণ্য

বিবরণ

Normal

B I U

শব্দ

স্টিক

ইউনিক

পণ্যের বিবরণ লিখুন

০ অক্ষর

ক্যাটাগরি (ইউনিক)

ক্যাটাগরি নির্বাচন করুন

ব্র্যান্ড

ব্র্যান্ড নির্বাচন করুন

পণ্যের ধরন ও ট্র্যাকিং

আপনার সাধারণ পণ্যের ধরন কী? (প্রয়োজন হলে অতিরিক্ত ট্র্যাকিং চালু করুন।)

সাধারণ পণ্য

একটি পণ্য, একটি নাম এবং একটি স্টক সংখ্যা; যেমন চাল, চিপস, সাবান বা একক আইটেম।

☒ ওয়ারেন্টি আছে

পণ্য ওয়ারেন্টি সুবিধা অন্তর্ভুক্ত

☐ সাইজ / রং / মডেল পণ্য

একই পণ্যের সাইজ, রং, ওজন, মডেল বা ক্রেতার অনুযায়ী আপনাকে নাম ও স্টক বাকলে ব্যবহার করুন।

☐ সিরিয়াল নম্বর / IMEI আছে

সিরিয়াল/IMEI দিয়ে পণ্যের ইউনিক আইডি ট্র্যাক করুন

সংরক্ষণ

পণ্য যোগ করার সহজ গাইড:

সাধারণ পণ্য:

নাম দিন → বিক্রয় নাম দিন → স্টক দিন → দরকার হলে ছবি/SKU দিন → সেট করুন

সাইজ/রং/মডেল আপলোড হল:

বেসিক ট্যাবে "সাইজ / রং / মডেল আছে" চালু করুন

ধরন ট্যাবে সাইজ, রং, ওজন, মডেল বা ক্রেতার যোগ করুন

অপসন ট্যাবে প্রতিটি অপসন যোগ করুন, যেমন XL-পাল বা ১ কেজি প্যাক

প্রতিটি অপসনের জন্য নাম, স্টক, ট্যাগ ও ছবি দিন

প্রতিটি সাইজ/রং/মডেলের আপলোড নাম ও স্টক থাকবে

SKU/বারকোড ট্যাবে পণ্যের প্রতিটির জন্য আপলোড কোড দিতে পারবেন

নাম, স্টক, ট্যাগ, ছবি, ওয়ারেন্টি ও সিরিয়াল আপলোড ট্যাবে দেখাবে না - এসব তথ্য সরাসরি অপসন ট্যাবেই দিতে হবে

© ২০২৩ Andgate Technologies. All rights reserved.

Product setup screen

Product setup is the foundation of clean POS and stock.

Step-by-Step: Add One Product

Open Category.
Click Add Category.
Enter category name.
Save.
Open Brand.
Click Add Brand.
Enter brand name, or use No Brand.
Save.
Open Products.
Click Add Product.
Enter product name.
Select category.
Select brand.
Enter sale price.
Enter cost price.
Enter opening stock.
Enter unit, for example piece.
Add barcode if available.
Save.
Open POS and search the product to confirm it is sellable.

Step-by-Step: Add Product With Size or Color

Open Products.
Click Add Product.
Enter main product name.
Find variant/attribute section.
Add size, color, or other option.
Enter price and stock for each variant.
Save.
Test in POS: product should ask cashier to choose variant.

Step-by-Step: Print Barcode Label

Open Label or product label page.
Select product.
Choose label size.
Enter label quantity.
Preview.
Print.

Scan printed barcode in POS to confirm it works.

Recommended order:

Create categories.

Create brands.

Add units and warranty defaults if needed.

Add products.

Add variants/serials/batches if needed.

Set price and cost.

Set stock.

Add barcode.

Print labels.

Categories:

Use category tree for easier reporting and online store display.

Example: Clothing > Men > Shirt.

Brands:

Add brand name and image/logo.

Useful for filters and reports.

Variants:

Use for size, color, flavor, weight, style.

Example: Laptop Backpack Pro, 15.6", Gray.

Serials/batches:

Use for electronics, phones, medicine, warranty products.

Bulk upload:

Download Excel template.

Fill product data.

Upload.

Fix validation errors before import.

Labels:

Print barcode/QR labels.

Use 58mm/80mm/A4 formats depending on printer and label sheet.

13. Stock, Low Stock, Reorder, and Adjustments

Stock changes from:

- POS sale.
- Order return.
- Purchase receive.
- Stock adjustment.
- Ecommerce sale.

Low stock/reorder:

- Set reorder threshold per product.
- Use category default if many products share same threshold.
- Review low-stock report regularly.
- Use reorder suggestions before stockout.

Stock adjustment:

Use only when needed:

- Damaged product.
- Lost product.
- Found extra product.
- Manual correction.

Always write reason. This protects audit history.

14. Purchases and Purchase Receive

[পিওএস](#)

[ক্যালকুলেটর](#)

Demo Store
বর্তমান প্টোর

- ড্যাশবোর্ড
- বিজনেস ওএস
- অপারেশন
- কর্মী ব্যবস্থাপনা
- স্টোর
- ক্যাটাগরি
- ব্র্যান্ড
- পণ্য
- পিওএস
- অর্ডার
- ক্রয় আদেশ
 - ক্রয় যোগ করুন
 - ক্রয় তালিকা
- সরবরাহকারী
- অ্যাকাউন্টিং
- খরচ
- গ্রাহক
- প্রতিবেদন
- থিম
- ইকমার্স ম্যানেজমেন্ট
- Enterprise
২৪০ দিন অফিট [আপগ্রেড করুন](#)

পণ্য নির্বাচন করুন

আইটেম

ক্যাটাগরি ব্র্যান্ড

৩৯" SMART TV
ট৳৮৪,১৫০.০০

dtd
ট৫,৫৫৫.০০

Laptop Backpack Pro
ট৬০.০০

MOBILE
ট১৭,৫০০.০০

Premium Cotton T-Shirt
ট২৫.০০

Running Shoes Pro
ট১১৫.০০

Smartphone Galaxy X Pro
ট১৬৯.০০

Test Product ৫
ট১৯০.০০

পৃষ্ঠা দেখানো হচ্ছে ১ এর মধ্যে ১

ক্রয় অর্ডার ড্রাফট

ক্রয় অর্ডার তৈরি ও পরিচালনা করুন

ক্রয়ের ধরন

সরবরাহকারী থেকে নিজস্ব ক্রয় (সরাসরি)

সরবরাহকারী *

Bangladesh VAT Evidence
Supplier Mushak/BIN info for input VAT credit.

☐ Claim input VAT

Supplier invoice no Supplier Mushak 6.3 no mm/dd/yyyy

পত্রের নাম * পরিমাণ সময়সূচ্য

পত্রের নাম 1 + অর্ডারে যোগ করুন

নিষ্কাশিত লেনদান (একক, বিবরণ)

ক্রয় আইটেম

কোনো পণ্য যোগ করা হয়নি

পণ্য নির্বাচন করুন বা নতুন পণ্য যোগ করুন

মন্তব্য

নোট যোগ করুন...

সর্বমোট ট০.০০

Input VAT claimable ট০.০০

ড্রাফট হিসেবে সংরক্ষণ প্রিন্ট ক্রয় অর্ডার তৈরি করুন

© ২০২৬ Andgate Technologies. All rights reserved.

Purchase and supplier workflow

Path: Purchases

Step-by-Step: Buy Stock From Supplier

Open Suppliers.

Add supplier if not already added.

Open Purchases.

Click Add Purchase.

Select supplier.

Add products.

Enter quantity and purchase cost.

Save purchase order.

When goods arrive, open purchase receive.

Enter received quantity.

Save receive.

Open product list and confirm stock increased.

Open supplier due and confirm payable amount.

Purchase order workflow:

Select supplier.

Add items.

Enter quantity and cost.

Save draft or confirm.

Receive goods fully or partially.

Stock increases after receive.

Supplier due updates based on payment.

Good practice:

Do not receive goods before physically checking.

Use partial receive if supplier sends less than ordered.

Attach supplier invoice number in note when possible.

15. Supplier 360

Path: Suppliers

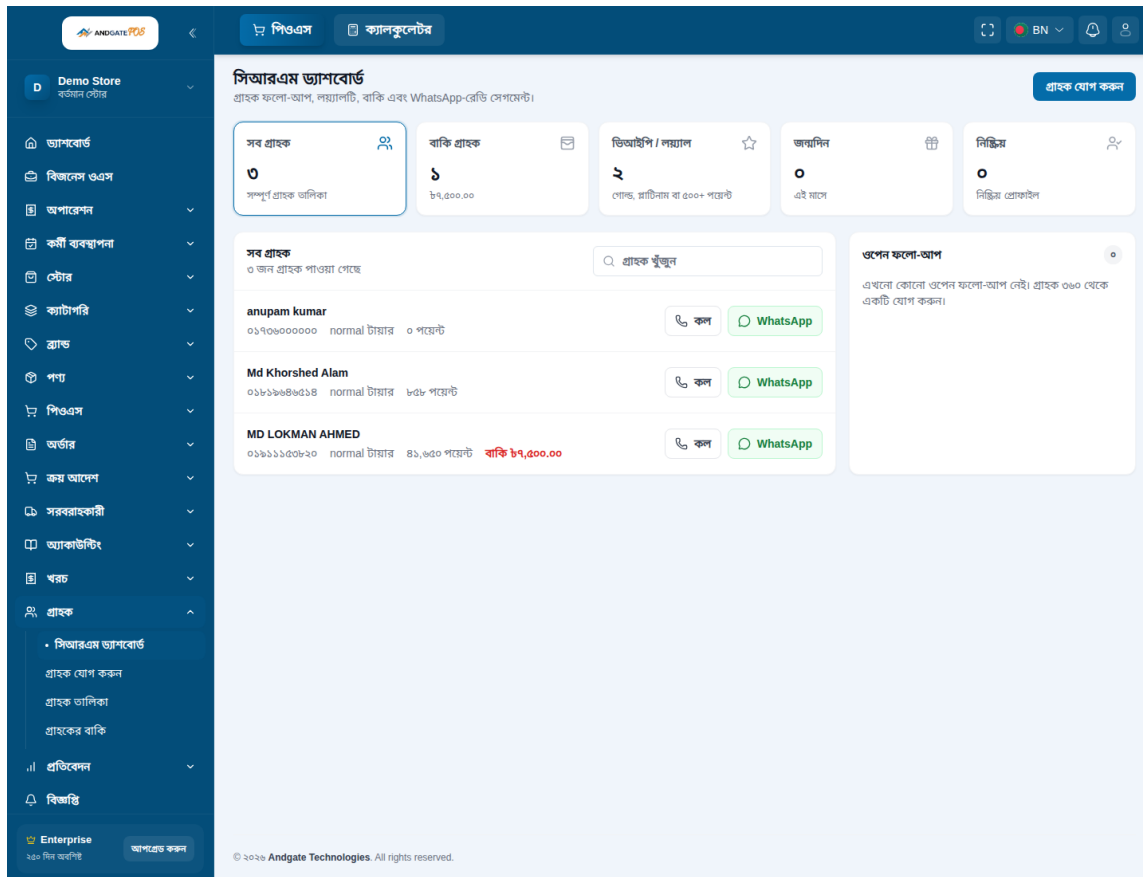
Supplier 360 helps with:

- Supplier profile.
- Contact info.
- Supplier type.
- Payment terms.
- Opening balance.
- Current due.
- Purchase history.
- Payable ageing.
- Supplier performance.

Good practice:

- Add opening due when migrating from khata/Excel.
- Record partial payments.
- Review supplier due before new purchase.
- Use supplier reports for negotiation and reorder decisions.

16. Customers, CRM, Loyalty, and Dues



Customer CRM screen

Path: Customers and Customers > CRM

Customer module:

- Customer profile.
- Mobile/email/address.
- Purchase history.
- Credit balance.
- Customer due.
- Loyalty tier.
- Notes.

CRM module:

- Due customers.
- Top buyers.
- Inactive customers.
- Birthday/follow-up opportunities.
- Customer segments.
- Marketing actions.

Good practice:

Add customer mobile during sale if due is allowed.

Do not allow anonymous due sale.

Review customer dues weekly.

Use CRM for repeat sales, not only record keeping.

17. Expenses and Accounting

Expenses:

Record:

- Rent.
- Salary.
- Utility bill.
- Transport.
- Packaging.
- Maintenance.
- Other daily business cost.

Accounting:

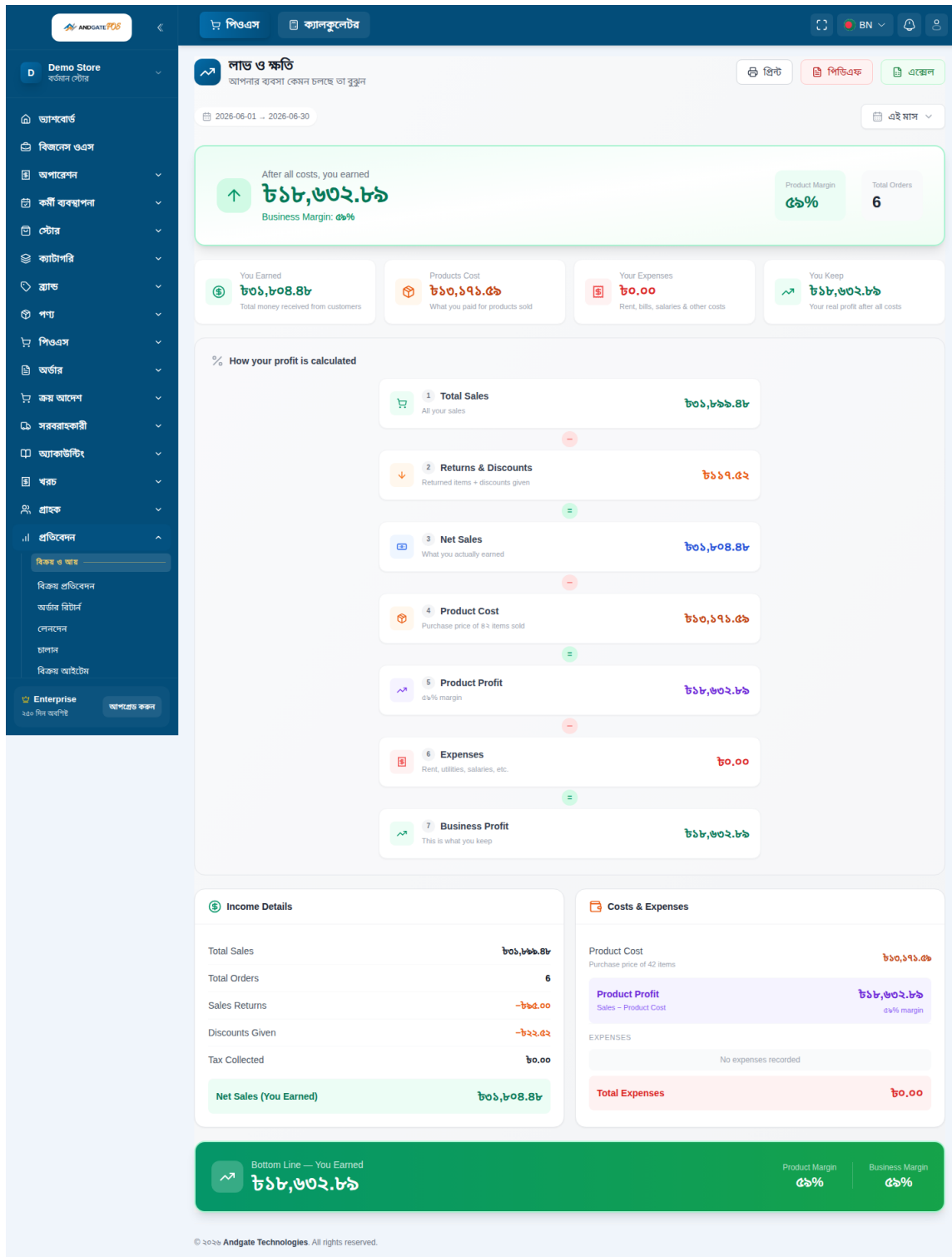
Modules:

- Cash book.
- Income.
- Journals.
- Chart of accounts.
- Profit & Loss.
- Balance Sheet.
- Trial Balance.
- Cash Flow.

Good practice:

- Record daily expenses on the day they happen.
- Use petty cash for approval workflow; use expense/accounting for final financial record.
- Review cash book before monthly closing.

18. Reports



Profit and loss report

Path: Reports

Step-by-Step: Check Today's Sales

Open Reports.

Open Sales Report.

AndgatePOS

Choose today's date.

Select store if needed.

Click filter/search.

Check total sale, payment breakdown, and items sold.

Export if owner/accountant needs it.

Step-by-Step: Check Profit/Loss

Open Accounting or Reports.

Open Profit & Loss.

Select date range.

Click filter/search.

Review sales, cost, expense, and net profit.

Export PDF/Excel for accountant.

Important reports:

Sales report.

Sales items.

Invoice report.

Order returns.

Transaction report.

Customer due.

Customer report.

Purchase report.

Purchase items.

Purchase transaction.

Supplier report.

Supplier due.

Stock report.

Low stock.

Reorder suggestions.

Threshold intelligence.

Idle product.

Tax/VAT.

Expense.

Profit & Loss.

Anomalies.

Demand forecast.

Good practice:

Owner: review dashboard daily, sales weekly, P&L monthly.

Inventory manager: review low stock and idle stock weekly.

Accounts: review tax, expense, cash book, customer due, supplier due monthly.

19. Ecommerce and Online Store

ইকমার্স অর্ডার
পোর্ট-ছোপড মোট এবং ফালফিলমেন্ট স্ট্যাটাসসং নির্ধারিত স্টোরের ইকমার্স অর্ডার পরিচালনা করুন।

অর্ডার নম্বর, আইডি, গ্রাহক, ইমেইল বা ফোন দিয়ে খুঁজুন...

Manual courier fraud check
Check any customer phone number against the central courier fraud providers before confirming ecommerce orders.

017XXXXXXX ☐ রিফ্রেশ

Bulk courier parcel creation
Creates parcels for visible orders on this page that do not already have a courier shipment.

REDX Delivery area Area ID Pickup area ID 500

অর্ডার নম্বর	অবস্থা	স্টোর / শপ	গ্রাহক	পোর্স	পেমেন্ট পদ্ধতি	পেমেন্ট স্ট্যাটাস	স্টোর আইটেম	স্টোর আইটেম সাবটোটাল	স্টোর মোট	তারিখ
ORD-RYNFBXBO	প্রস্তুত	Demo Store	M.Abir Alam ০১৬১০১০৮১১১	Website	ক্যাশ অন ডেলিভারি	অপেক্ষাকার	২	৳১,৬০০.০০	৳১,৬০০.০০	২০২৬-০৬-১১ ০৯:৫০:৪৬ PM
ORD-EDMRG8C	প্রস্তুত	Demo Store	Md Khorshed Alam ০১৬১০৬০৮০১৪	Website	ক্যাশ অন ডেলিভারি	অপেক্ষাকার	২	৳১,৬০০.০০	৳১,৬০০.০০	২০২৬-০৬-১৮ ০৭:০৬:৫৮ PM
ORD-FSKQWMI	ডেলিভারি হয়েছে	Demo Store	Md Khorshed Alam ০১৬১০৬০৮০১২	Website	নগদ	অপেক্ষাকার	১	৳১,২০০.০০	৳১,২০০.০০	২০২৬-০৬-১১ ১২:১৮:৪২ AM
ORD-CDBGAR9G	বাকি	Demo Store	M.Abir Alam ০১৬১০১০৮০১১	Website	ক্যাশ অন ডেলিভারি	অপেক্ষাকার	১	৳১০০.০০	৳১০০.০০	২০২৬-০৬-১৮ ০৫:৫২:২০ PM
ORD-VSJTdBvC	অপেক্ষাকার	Demo Store	Md Khorshed Alam ০১৬১০৬০৮০১৪	Website	ক্যাশ অন ডেলিভারি	অপেক্ষাকার	১	৳১০০.০০	৳১০০.০০	২০২৬-০৬-১৮ ০৯:০৬:৫৮ PM
ORD-AMRZbVHG	প্রস্তুত	Demo Store	M.Abir Alam ০১৬১০১০৮০১১	Website	ক্যাশ অন ডেলিভারি	অপেক্ষাকার	২	৳১৬,৭০০.০০	৳১৬,৭০০.০০	২০২৬-০৬-১৮ ১১:৪০:০৫ AM
ORD-GBNSDMPF	প্রস্তুত	Demo Store	Md Khorshed Alam ০১৬১০৬০৮০১৪	প্রযোজ্য নয়	ক্যাশ অন ডেলিভারি	অপেক্ষাকার	১	৳১,২০০.০০	৳১,২০০.০০	২০২৬-০৬-১০ ১২:৫৪:০৮ AM

দেখাচ্ছে ১ থেকে ৭ এর মধ্যে ৭ আইটেম

© ২০২৬ Andgate Technologies. All rights reserved.

Ecommerce orders screen

Path: Ecommerce

Online store workflow:

Enable ecommerce for store if required.

Review ecommerce product readiness.

Make products visible/hidden.

Manage online orders.

Review carts and wishlists.

Sync stock with POS.

Ecommerce modules:

Stores.

Products.

Orders.

Carts.

Wishlists.

Marketing.

Credentials.

Courier setup:

Supported provider setup screens include Pathao, Steadfast, and RedX credentials.

Good practice:

Configure only the courier provider your store actually uses.

Keep API credentials private.

Test one order before public launch.

20. Staff, Roles, Permissions, and Audit

Path: Roles, Employees, Audit Logs

Use roles to control:

- POS access.
- Product edit.
- Purchase create.
- Reports view.
- Cash closing approval.
- Petty cash approval.
- HR attendance.
- Ecommerce settings.

Good practice:

- Do not share owner password.
- Give cashier only cashier permissions.
- Give manager approval permissions carefully.
- Review audit logs if data looks wrong.

21. Notifications

Notifications can cover:

- Low stock.

- New orders.

- System events.

- Announcements.

- Broadcast messages to team.

Use announcements for operational changes like new return policy or stock-count day.

22. Data Export and Backup

Use data export when:

- Accountant needs records.

- Owner wants offline archive.

- Business needs migration backup.

- Government/tax support document needed.

Export formats depend on module, commonly Excel/PDF.

23. Multi-Store Operation

Use multi-store when business has multiple branches.

Workflow:

- Add each store.

- Assign staff to correct store.

- Keep store-wise inventory.

- Review branch-wise sales.

- Compare branch performance.

- Use unified reports for owner view.

Good practice:

- Cash closing must be store-wise.

- Supplier/customer dues should be reviewed with store filter when needed.

- Staff should not get access to unrelated branches.

24. Recommended Daily Routine

Morning:

- Check dashboard.
- Review low stock.
- Confirm store opening cash.
- Check pending ecommerce/service jobs.

During day:

- Use POS for every sale.
- Record customer due correctly.
- Record petty cash requests.
- Receive purchase goods only after checking.
- Update service job status.

End of day:

- Count physical cash.
- Submit cash closing.
- Review bKash/Nagad/card collections.
- Check customer due created today.
- Approve/reject petty cash.
- Review sales and stock alerts.

Weekly:

- Review supplier dues.
- Review customer dues.
- Review low stock and reorder suggestions.
- Review idle products.
- Review staff attendance.

Monthly:

- Review Profit & Loss.
- Review tax/VAT.
- Review expenses.
- Export reports for accountant.
- Review staff roles and access.

25. Troubleshooting

Login page stuck:

- Reload once.
- Try incognito/private mode.
- Clear cache if old frontend is stuck.
- Contact support if problem continues.

POS item price/discount looks wrong:

- Check product price.
- Check variant price.
- Check coupon/discount rule.
- Check quantity.
- Check tax setting.
- Check if old cart item needs removing and adding again.

Stock wrong:

- Check purchase receive history.
- Check returns.
- Check stock adjustments.
- Check ecommerce orders.
- Check serial/variant stock.

Customer due wrong:

- Check order payment.
- Check partial payment.
- Check due collection.
- Check customer profile.

Cash closing mismatch:

- Count cash again.
- Separate cash from bKash/Nagad/card.
- Check petty cash and cash expense.
- Check supplier payment.
- Check due collection.

26. Support

For setup help, training, or data migration support:

Website: <https://andgatepos.com>

Contact page: <https://andgatepos.com/contact>

Support email/phone: use current contact details from the website footer.