



Admin, POS & Mobile User Guide

Complete operational manual for store staff, managers, owners & shopper
app install



Admin Panel



POS Panel



Inventory



Finance



Team Management



Reports

Generated · September 2026 · All features covered



Complete User Guide — Admin, POS & Customer Mobile



Welcome! This guide is your one-stop companion for using the **Admin Panel**, **POS (Point of Sale) Panel**, and the **customer mobile app** (Android / iPhone). Whether you're managing an online store, running a physical counter, or helping shoppers install the store app — this guide walks you through every feature in plain, friendly language.



Table of Contents

1. [Welcome & System Overview](#)
2. [Getting Started — Login & Navigation](#)
3. [Admin Panel](#)
 - [3.1 Dashboard](#)
 - [3.2 Product Management](#)
 - [3.3 Categories, Brands & Attributes](#)
 - [3.4 Customer Reviews](#)
 - [3.5 Order Management](#)
 - [3.6 Customer Management](#)
 - [3.7 Shipments](#)
 - [3.8 Returns & Refunds](#)
 - [3.9 Payments](#)
 - [3.10 Inventory — Stock Levels](#)
 - [3.11 Inventory — Adjustments & Movements](#)
 - [3.12 Inventory — Locations](#)
 - [3.13 Purchasing — Purchase Orders](#)
 - [3.14 Purchasing — Suppliers & Supplier Payments](#)
 - [3.15 Purchasing — Goods Receipts](#)
 - [3.16 Marketing — Coupons](#)
 - [3.17 Finance — Income Statement](#)
 - [3.18 Finance — Cash Book, Receivables, Payables & Expenses](#)
 - [3.19 Reports](#)
 - [3.20 Content Management](#)
 - [3.21 Settings](#)
 - [3.22 User Roles & Permissions](#)

- [3.23 Audit Logs](#)
 - 4. [POS Panel](#)
 - [4.1 POS Overview & Layout](#)
 - [4.2 Opening a Shift](#)
 - [4.3 Making a Sale — Step by Step](#)
 - [4.4 Applying Discounts](#)
 - [4.5 Payment Processing](#)
 - [4.6 Holds — Save & Resume a Sale](#)
 - [4.7 Customer Assignment & Store Credit](#)
 - [4.8 Sales History](#)
 - [4.9 Returns at POS](#)
 - [4.10 Cash Drawer — Pay In & Pay Out](#)
 - [4.11 Shift Dashboard & X-Report](#)
 - [4.12 Closing a Shift](#)
 - [4.13 POS Customers](#)
 - [4.14 Offline Mode](#)
 - 5. [Customer Mobile App](#)
 - [5.1 What the App Is](#)
 - [5.2 Install on Android](#)
 - [5.3 Install on iPhone](#)
 - [5.4 Publish to Play Store & App Store](#)
 - [5.5 Shopper Basics](#)
 - 6. [Troubleshooting & FAQs](#)
 - 7. [Glossary](#)
-

1. Welcome & System Overview

Welcome to your all-in-one commerce platform! This system powers your **online store**, **physical point of sale**, and **customer mobile app** from a single, unified back office.

Here's what you can do at a glance:

 Admin Panel	 POS Panel	 Customer Mobile
Manage products, pricing & inventory	Ring up sales instantly	Browse catalog on phone
Process orders from all channels	Accept Cash, Card & Store Credit	Cart, checkout & pay
View live dashboards & reports	Manage shifts & cash drawer	Track orders & returns
Issue coupons & run promotions	Put sales on hold, process returns	Same account as the website
Track suppliers & purchase orders	View real-time shift performance	Live API: storefront.raviniq.com
Manage staff roles & permissions	Work offline when needed	Android APK + iOS via stores

Who is this for?

-  **Store Owners & Managers** — full access to all modules
-  **Sales Staff** — POS panel + basic order/customer views
-  **Warehouse Staff** — inventory, purchasing & goods receipt
-  **Finance Team** — income statement, cash book, expenses
-  **Shoppers** — website or the Raviniq mobile app (not Admin/POS)



Pro Tip Your access to specific features depends on the **roles** your administrator has assigned to you. If something is missing from your menu, ask your admin to check your permissions.

2. Getting Started — Login & Navigation

- Live UAT URLs (Raviniq)

App	URL
Storefront (shoppers)	https://storefront.raviniq.com
Admin Panel	https://admin.raviniq.com
POS Panel	https://pos.raviniq.com



These are the **client demo / UAT** hosts on a lean EC2 box. Production stores will use your own domain.

- **Logging In**

Admin Panel

1. Open <https://admin.raviniq.com> (or your store's Admin URL).
2. Enter your **Email** and **Password**.
3. Click **Sign in**.

Demo Owner (UAT): raviniq@gmail.com / [RaviniqOwner2026!](#) — use the **Fill demo logins** / demo card when shown.

POS Panel

1. Open <https://pos.raviniq.com> (or your store's POS URL).
2. Enter **device token** (from Admin → Settings → Terminals) + staff password, then **Sign in**.

Demo cashier (UAT): cashier@raviniq.com / [RaviniqPos2026!](#) (+ terminal token from golden snapshot / Admin).

Storefront (shoppers)

1. Open <https://storefront.raviniq.com/login> .
2. Click **Log in as demo user**, or use customer@raviniq.com / [RaviniqShop2026!](#) .



Pro Tip Admin Owner credentials do **not** work on the storefront — that login is for registered customers only.

What happens next? You'll land on the **Dashboard** (Admin), **New Sale** (POS), or **My account** (storefront).

- **Navigating the Admin Panel**

The Admin Panel has two main navigation elements:



The Sidebar (left)

The sidebar is your main menu. It's organized into groups:

- Click a group name (like "Catalog" or "Sales") to expand or collapse it.
- The currently active page is highlighted in **brand blue**.
- Click the **collapse button** (panel icon) at the top to hide labels and gain more screen space — icons stay visible.
- At the very bottom: your **name**, your **role**, and a **Sign out** button.



The Top Bar

Contains the store name and any global notifications or actions.



Pro Tip 🧠 You only see menu items you have permission to access. This is by design — it keeps things clean and secure.

3. Admin Panel

• 3.1 Dashboard

Path:  (the home screen after login)

The Dashboard is your **store's command center**. Everything important is visible here at a glance — no digging required.



KPI Cards (Key Performance Indicators)

At the top, you'll see a row of metric cards:

Card	What It Tells You
Today's Net Sales	Total revenue collected today (with % change vs. yesterday)
Today's Orders	How many orders came in today, broken down by channel
Average Order Value	The average amount customers spend per order
Today's Gross Profit	Revenue minus cost of goods sold — your actual profit today
Pending Orders	Orders waiting to be processed — shown in ⚠️ amber if non-zero
Pending Returns	Return requests waiting for your action
Stock Alerts	Combined count of Low Stock + Out of Stock SKUs
Receivable	Total money owed to your store
Payable	Total money your store owes to suppliers



Needs Attention Banner

If anything requires your immediate action (pending orders, low stock, payments to review), a yellow warning banner appears **below the KPIs** with direct links. Don't ignore this — it's your store's early warning system!

Charts & Panels

Panel	What It Shows
Sales Trend (30 days)	A line chart of your daily net sales over the past month
Top Products (30 days)	Horizontal bar chart of your best-selling products
Sales by Channel (today)	Bar chart: online vs. POS vs. mobile breakdown
Payment Mix (today)	Pie chart: Cash vs. Card vs. Store Credit
Recent Orders	Live list of the last 6 orders with status and total

Refreshing

Click the **Refresh** button (top right of the dashboard) to pull the latest data at any time.

Quick Reference — Dashboard

Action	How
See pending orders	Click "Pending orders" KPI card
Drill into low stock	Click "Stock alerts" KPI card
View all orders	Click the "Orders" quick link at the bottom
Refresh data	Click the Refresh button

• 3.2 Product Management

Path: [Catalog](#) → [Products](#)

This is where **everything you sell** lives. Products are the heart of your store.

Understanding Product Types

- **Simple** — A product with no variations (e.g. a book).
- **Variable** — A product with multiple variants defined by attributes like Color and Size (e.g. a T-shirt in Small/Red, Medium/Blue, etc.).

Products List Page

When you open **Products**, you see a table with:

- **Thumbnail image** of the product
- **Name** and URL slug
- **Type** (Simple / Variable)

- **Price** (starting price)
- **SKU count** (number of variants)
- **Featured** (Yes/—)
- **Status badge** (Draft / Active / Archived)

Filtering: Use the filter bar at the top to narrow by **Status** (All / Draft / Active / Archived) or **Search** by name or slug.

Creating a New Product

Path: [Catalog](#) → [Products](#) → [Add product](#)

1. Click the **Add product** button (top right).
2. You'll land on a blank product form. Fill in:
 - **Name** — the product's display name (required to publish)
 - **Slug** — the URL path, auto-generated from the name (editable)
 - **Short description** — a brief summary shown on listing pages
 - **Description** — the full product description (rich text)
 - **Brand** — select from your brand list
 - **Tax category** — the tax rate group this product belongs to
 - **Categories** — one or more categories; choose a **Primary category**
 - **Featured** — toggle on to feature this product on the homepage
 - **SEO Title** and **SEO Description** — for search engine optimization
3. Click **Save product** when done with the core info.



Pro Tip Watch the **Product Completion Bar** on the right sidebar — it shows how complete your product is (Name, Category, Price, Image, Description, SEO). A fully completed product converts better!

Adding Images

Below the product info form, you'll find the **Image Grid**:

1. Click the upload area or drag and drop image files.
 2. Images appear as thumbnails once uploaded.
 3. You can associate an image with a specific **variant** (useful for showing the right color image).
 4. Images save automatically when uploaded — no need to click "Save product" again.
-

Managing Variants (SKUs)

Below the images is the **Variant Editor**. This is where pricing, barcodes, and stock are managed at the SKU level.

For Simple products: You'll see one row — just set the price.

For Variable products:

1. In the **Variant Matrix** section, select the attributes (e.g. Color, Size) and their values.
2. Set a **Generate price** (in cents, e.g. = \$25.00).
3. Click **Generate variants** — the system creates all combinations automatically.
4. You can also **Add variant manually** if you need a custom SKU.

For each variant row, you can set:

- **Price** — the selling price (in cents)
- **Sale Price** — a reduced price with optional start/end dates
- **Barcode** — for scanning at POS
- **Active/Inactive** — deactivate a variant without deleting it

Click **Save variants** when done.

Product Lifecycle

Products move through states:

```
DRAFT → [Publish] → ACTIVE → [Unpublish] → DRAFT
                                → [Archive] → ARCHIVED
ARCHIVED → [Publish] → ACTIVE
```

Action	When to use
Publish	Make the product visible on your store
Unpublish	Hide it without losing data
Archive	Retire a product permanently (can re-publish later)



Pro Tip A product cannot be published until it meets minimum requirements: at least a name, a price, and a category. The **Completion Bar** will show you exactly what's missing.

What happens next? Once published (ACTIVE), the product appears in your storefront and is available in the POS search.

Quick Reference — Products

Action	How
Create product	Add product button
Edit product	Click any row in the products table
Publish a product	Open product → click Publish in the sidebar
Manage stock	Open product → click "Manage stock for this product" link
Add sale price	Open product → edit variant row → set Sale Price + dates

• 3.3 Categories, Brands & Attributes

Path: [Catalog → Categories](#) / [Catalog → Brands](#) / [Catalog → Attributes](#)

Categories

Categories organize your products into a browsable tree. Customers navigate by category on the storefront.

- **Create** a new category with a name, parent (for nested categories), description, and SEO fields.
- **Hierarchy:** You can nest categories (e.g. Clothing → Men's → T-Shirts).
- **Primary category** on a product determines its main storefront placement.

Brands

Brands let you group products by manufacturer or label.

- Add a brand name and optional logo.
- Assign brands to products in the product form.
- Customers can browse by brand on the storefront.

Attributes

Attributes define the **variation dimensions** for your products — things like Color, Size, Material.

- Create an attribute (e.g. **Color**) then add its values (Red, Blue, Green).
- When creating a variable product, you select which attributes apply and which values to use.
- The system automatically generates all combinations into variants.



Pro Tip Keep attributes generic and reusable. One "Color" attribute can be used across hundreds of products.

• 3.4 Customer Reviews

Path: [Catalog → Reviews](#)

See all product reviews left by customers. You can:

- Filter by status (pending, approved, rejected)
 - Approve or reject reviews
 - Keep your storefront trust-worthy by moderating inappropriate content
-

• 3.5 Order Management

Path: [Sales → Orders](#)

Every sale — whether from your website, mobile app, or POS — ends up here.

Orders List

You'll see a table with:

- **Order number** and customer name
- **Order status** (Pending, Processing, Complete, Cancelled...)
- **Payment status** (Unpaid, Paid, Partially Paid, Refunded...)
- **Fulfillment status** (Unfulfilled, Partially Fulfilled, Fulfilled...)
- **Source** (Web, POS, Mobile)
- **Total** and **Placed** date/time

Filter by:

- Order status
- Source (channel)
- Customer ID
- Order number (search)

Creating a Manual Order

Some orders need to be entered by hand — for phone orders, for example.

1. Click **Create order** (top right).
2. Add the customer, products, and payment details.
3. Submit — it enters the system like any other order.

Viewing an Order

Click any order row to open the full detail page. Here you can:

- See all line items, quantities, and prices
- Check payment and fulfillment status

- View order timeline (every status change recorded)
- Process refunds (if permitted)
- View related shipment

What happens next? After you process an order (fulfill it, take payment), statuses update automatically and the customer receives notifications if enabled.

Quick Reference — Orders

Action	How
Find an order	Search by order number in the filter bar
Filter by channel	Use the Source dropdown
View order details	Click any row
Create manual order	Create order button

• 3.6 Customer Management

Path: [Sales → Customers](#)

Your full customer directory lives here.

- **Search** by name or email
- **View a customer** to see their order history, return history, store credit balance, and saved addresses
- **Store credit** — issue or adjust a customer's credit balance from the customer detail page (credited amounts can be used at checkout and POS)



Pro Tip Assigning a customer to a POS sale unlocks **Store Credit** as a payment option and helps you track purchase history per person.

• 3.7 Shipments

Path: [Sales → Shipments](#)

Track physical shipments associated with orders:

- View which orders have been shipped and their tracking info
- Open a shipment to see line items, tracking numbers, and carrier details
- Multiple shipments can exist per order (partial fulfillment)

• 3.8 Returns & Refunds

Path: [Sales → Returns](#) and [Sales → Refunds](#)

Returns

When a customer wants to bring something back:

1. Open the **Returns** list to see all return requests.
2. Each return shows its **status** (Pending, Approved, Received, Completed).
3. Open a return to review what items are coming back and approve or reject the request.
4. Once goods are received, you can trigger a **refund**.

Return statuses:

- **Pending** — request received, waiting for review
- **Approved** — approved to return
- **Received** — goods physically back in your store
- **Completed** — refund issued, case closed

Refunds

Once a return is approved and complete, or for any order issue, a refund can be issued. The **Refunds** list shows all past refunds with amounts, payment methods, and status.

• 3.9 Payments

Path: [Sales → Payments](#)

The master log of every payment transaction across all channels:

- Cash payments, card payments, store credit redemptions
 - Status: **Paid, Pending, Failed, Refunded**
 - If any payments need review (e.g. failed gateway attempts), they'll also appear in the **Needs Attention** banner on your Dashboard.
-

• 3.10 Inventory — Stock Levels

Path: [Inventory → Stock levels](#)

This is your **real-time warehouse view**. Every SKU, at every location, with current counts.

Summary Cards

At the top, four summary cards give you an instant snapshot:

- **Rows shown** — how many SKU-location combinations are displayed

- **Available units** — total sellable stock right now
- **Low stock** (clickable, amber) — SKUs below their reorder point
- **Out of stock** (clickable, red) — SKUs with zero available

Filtering

Filter by:

- **Search** — product name or SKU
- **Location** — view stock at a specific warehouse or store
- **Low stock only** — focus on items running low
- **Out of stock only** — find empty shelves immediately

The Stock Table

Column	Meaning
Product	Product name + variant SKU
Location	Which warehouse/store this stock is at
Status	IN_STOCK / LOW / OUT
On hand	Total physical units you have
Reserved	Units committed to open orders
Available	On hand minus Reserved — what's actually sellable
Reorder at	The threshold at which you should reorder
Avg cost	Your average cost per unit (visible with cost permission)

Adjusting Stock

Click **Adjust** on any row to open the adjustment panel:

1. Enter the **change quantity** — positive to add, negative to remove (e.g. to record damaged goods)
2. Enter a **reason note** — required (e.g. "Damaged in transit", "Count correction")
3. Click **Post adjustment**

What happens next? The on-hand quantity updates immediately and the adjustment is logged in the Adjustments history.

Adding Opening Stock (First-time setup)

For new products or locations:

1. Click **Add opening stock** (top right)

2. Search for the **product**, pick the **variant**
3. Select the **location**
4. Enter **quantity** and **unit cost** (in cents, e.g. `1250` = \$12.50)
5. Click **Record opening stock**

Quick Reference — Stock Levels

Action	How
Find low stock	Click the Low stock summary card
Adjust quantity	Click Adjust on a row
Set reorder point	Edit the "Reorder at" field inline and click Save
Add opening stock	Add opening stock button
Filter by product	Use the Product filter or arrive from a product's detail page

• 3.11 Inventory — Adjustments & Movements

Path: `Inventory → Adjustments` and `Inventory → Movements`

- **Adjustments** — a complete history of every manual stock change (who did it, when, what reason, how much)
- **Movements** — a broader ledger of all stock in/out events including sales, returns, goods receipts, and manual adjustments

Use these for **stock auditing** — if your counts seem off, these logs tell the full story.

• 3.12 Inventory — Locations

Path: `Inventory → Locations`

Manage your physical stock locations — warehouses, store rooms, retail floors.

- Create a location with a **Code** (short identifier) and **Name**
- Mark a location as the **default** receiving location
- Locations are used in Stock Levels, Purchase Orders, and Goods Receipts

• 3.13 Purchasing — Purchase Orders

Path: `Purchasing → Purchase orders`

When you need to order stock from a supplier, you create a **Purchase Order (PO)**.

+ Creating a Purchase Order

- 1. Click into the **New purchase order** form
- 2. Select a **Supplier**
- 3. Select **Receive at** location (where the stock will arrive)
- 4. Search for a **Product** — type at least 2 characters to find it
- 5. Pick the specific **variant (SKU)**
- 6. Enter **Quantity** and **Unit cost** (in dollars, e.g. 12.50)
- 7. The **Line total** preview appears automatically
- 8. Click **Create purchase order**

What happens next? You'll be taken to the PO detail page to review and move it through its lifecycle.

 Purchase Order Lifecycle

DRAFT → [Submit] → PENDING APPROVAL → [Approve] → APPROVED
→ [Send] → SENT TO SUPPLIER → [Receive] → PARTIALLY RECEIVED
→ [Fully receive] → RECEIVED → [Close] → CLOSED

Status	Meaning
Draft	Just created, not yet submitted
Pending Approval	Waiting for a manager to approve
Approved	Ready to send to the supplier
Sent	Supplier has been notified
Partially Received	Some goods have arrived
Received	All goods have arrived
Closed	PO finalized and archived
Cancelled	PO was cancelled

Quick Reference — Purchase Orders

Action	How
Create PO	Fill the form at the top of the PO list
Filter by status	Use the Status dropdown
Move to next stage	Open PO detail → click the action button
Receive goods	Go to Purchasing → Goods Receipts

• 3.14 Purchasing — Suppliers & Supplier Payments

Path: [Purchasing → Suppliers](#)

Manage your supplier directory — the companies you buy stock from.

On the Supplier detail page:

- Company name, code, contact details
- Payment terms (Net 30, etc.)
- Full purchase history with this supplier
- Outstanding **payable balance** (what you owe them)
- Supplier statement (all POs and payments)

Path: [Purchasing → Supplier payments](#)

Record payments made to suppliers:

- Link to a supplier
- Enter the payment amount and date
- Reduces the payable balance accordingly

• 3.15 Purchasing — Goods Receipts

Path: [Purchasing → Goods receipts](#)

When supplier stock arrives at your door, you record a **Goods Receipt**:

1. Link it to a **Purchase Order**
2. Enter how many units of each item actually arrived
3. Submit — stock levels are **automatically updated** at the specified location
4. The PO status advances to Partially Received or Received



Pro Tip Always record a Goods Receipt even if you receive fewer items than ordered. Partial receipts keep your inventory accurate and the PO open for the rest.

• 3.16 Marketing — Coupons

Path: [Marketing](#) → [Coupons](#)

Coupons are **discount codes** customers enter at checkout (website, mobile app, or POS). One coupon per order.

+ Creating a Coupon

Fill in the **New coupon** form:

Field	What to enter
Coupon code	The code customers type — minimum 6 characters (e.g. <input type="text" value="SAVE10"/>) — not case-sensitive
Display name	Internal label for your staff (e.g. "Summer sale 10% off")
Description	Optional note visible to staff only
Discount type	Percentage off or Fixed amount off
Percent off / Amount off	The discount value (e.g. <input type="text" value="10"/> for 10%, or <input type="text" value="5.00"/> for \$5 off)
Max discount cap	(Percentage only) Limits the \$ value of the discount
Minimum order	Optional — coupon only applies if order is at least this amount
Total uses	Optional — how many times the coupon can be used in total
Uses per customer	Optional — how many times one customer can use it
Starts on / Start time	When the coupon becomes active
Ends on / End time	When the coupon expires

Click **Create coupon** — you'll be taken to the detail page to review or edit it.

Coupon Statuses

Status	Meaning
Active	Within date range, not paused, not exhausted
Scheduled	Future start date hasn't arrived yet
Paused	Manually paused by staff
Exhausted	Total usage limit reached
Expired	End date has passed



Pro Tip  Sale prices on variants and coupons **can stack** — a sale-priced item can still have a coupon applied on top. The discount is always calculated server-side to prevent errors.

Quick Reference — Coupons

Action	How
Create a coupon	Fill the form at the top of the Coupons page
View usage count	Check the "Usage" column in the list
Pause/edit a coupon	Click the coupon row to open detail
Filter by status	Use the Status dropdown

• 3.17 Finance — Income Statement

Path: [Finance](#) → [Income statement](#)

Your **Profit & Loss report** — understand exactly how your store performed over any date range.

How to Use It

1. Set the **From** and **To** dates in the filter bar.
2. Click **Apply**.
3. The statement appears immediately.

What's on the Statement

Line	Meaning
Gross revenue	Total sales from non-cancelled orders
Refunds	Money returned to customers
Net revenue	Gross revenue minus refunds
Cost of goods (COGS)	What you paid for the products you sold
Gross profit	Net revenue minus COGS
Operating expenses	Rent, utilities, ads, fuel, etc.
Net position	Gross profit minus expenses — your bottom line

At the top, three summary cards show **Net revenue**, **Gross profit**, and **Net position** at a glance.

Below the statement, a **Daily breakdown** table shows each day's revenue, refunds, COGS, expenses, gross profit, and net.



Pro Tip This report is **cash-basis** — figures are recognized by the date the transaction happened (order placed, expense recorded, refund processed), not when bank cash settles.

• 3.18 Finance — Cash Book, Receivables, Payables & Expenses

Path: [Finance](#) → (sub-menu)

Cash Book

A chronological log of all cash inflows and outflows — every payment received, every expense paid, every supplier payment. Use it to reconcile your cash position day by day.



Receivables

Money owed **to your store** — unpaid invoices, outstanding order balances. Track what customers still need to pay.



Payables

Money your store owes **to suppliers** — outstanding purchase order balances. Knowing your payables helps with cash flow planning.



Expenses

Record operating expenses like rent, utilities, staff costs, advertising, fuel:

1. Enter the expense category, amount, and date.
2. These flow directly into the Income Statement under "Operating expenses."
3. The Cash Book is also updated.

• 3.19 Reports

Path: [Reports](#)

The Reports section gives you deeper analytics exports beyond what the Dashboard shows:

- Detailed sales reports by date range, product, channel
- Export data for external analysis



Pro Tip For formal accounting, export your data from Reports and import it into your accounting software. The Income Statement inside the system is a great day-to-day view, but accountants often want raw data.

• 3.20 Content Management

Path: [Content](#) → (sub-menu)

Control what appears on your **storefront's website** — no developer needed.



Home Sections

Path: [Content](#) → [Home sections](#)

Design your homepage layout by adding, reordering, and configuring sections:

Section Type	What It Displays
Hero slider	Full-width image slideshow at the top of the page
Featured products	A strip of handpicked (featured-flagged) products
Category grid	A visual grid of product categories
Product carousel	A horizontal scrollable row of products
Banner strip	A horizontal strip of promotional banners
Rich text	Any HTML/text content block
Newsletter	An email signup form

- Drag sections to **reorder** them.

- Each section has settings (how many products to show, which category to display, etc.).
- Toggle sections **active/inactive** without deleting them.

Banners

Path: [Content](#) → [Banners](#)

Create promotional banners used in the Hero Slider or Banner Strip:

- Upload an image
- Add a headline, subtitle, and CTA (call-to-action) button link
- Set banners as **HOME_SLIDER** type for the hero

FAQs

Path: [Content](#) → [FAQ](#)

Manage your FAQ page:

- Add questions and answers
- Reorder entries
- Publish/unpublish individual FAQs

Custom Pages

Path: [Content](#) → [Pages](#)

Create fully custom pages (About Us, Shipping Policy, Return Policy, etc.):

- Full **rich text editor** with formatting
- SEO title and description
- Published/Draft status

Media Library

Path: [Content](#) → [Media](#)

A central place for all uploaded files:

- Upload images, PDFs, and other assets
- Copy URLs to use in banners, pages, or emails
- Delete unused media to keep things organized

Navigation Menus

Path: [Content](#) → [Menus](#)

Manage the navigation links on your storefront (header menu, footer links, etc.):

- Add links to pages, categories, or external URLs
- Reorder menu items

- Create nested menus (dropdowns)

• 3.21 Settings

Path: [Settings](#) → (sub-menu)

This is where you configure the fundamentals of your store.

Store Settings

Path: [Settings](#) → [Store](#)

Setting	What to configure
Store name	Your brand name
Logo	Upload your store logo
Contact email	Customer-facing email address
Contact phone	Customer-facing phone number
Address	Your store's physical address (used on receipts and legal pages)
Timezone	Used for business date calculations
Currency	Your store's operating currency

Tax Settings

Path: [Settings](#) → [Tax](#)

Configure tax categories and rates:

- Create tax categories (e.g. "Standard", "Reduced", "Zero Rated")
- Set the tax rate percentage for each
- Assign tax categories to products when creating/editing them

Shipping Settings

Path: [Settings](#) → [Shipping](#)

Configure shipping methods, rates, and zones for your online store:

- Create shipping zones by region
- Define flat-rate, free shipping, or weight-based rules

Payment Gateway Settings

Path: [Settings](#) → [Payments](#)

Connect and configure your payment gateway integrations:

- Online payment methods (credit card, etc.)
- POS payment methods

Notification Settings

Path: [Settings → Notifications](#)

Control which events trigger notifications and how:

- Email notifications (order confirmation, shipping updates, etc.)
- SMS notifications (if configured)
- Choose which events trigger notifications for customers vs. staff

POS Terminals

Path: [Settings → Terminals](#)

Manage the POS terminal registrations:

- Each physical POS device is registered here with a **terminal code**
- On register, copy the one-time **device token** into the POS login screen (the Code column is only a label)
- Deactivate / revoke terminals that are no longer in use

Demo snapshot (UAT only)

Path: [Settings → Demo snapshot](#)

Available only when the server has `DEMO_SNAPSHOT_ENABLED=true`. This is **not** a production backup.

1. Prepare catalog, users, and golden media the way clients should see them.
2. Enter (or **Fill demo logins**) the passwords you will share → **Save snapshot**.
3. Optionally **Download zip** ([golden-snapshot.zip](#)) for safekeeping / another UAT server.
4. After messy client testing → **Restore demo data...** → type `RESTORE` + Owner password.

Restore replaces the live database, deletes Cloudinary `.../live/` uploads, flushes Redis, and restarts the API. Golden media under `.../golden/` is kept. Only the **Owner** role can save/download/restore; `system.manage` can view status.

Full runbook: [docs/08-devops.md](#) § 6.1 · catalog sheet: [docs/uat-demo-data-bn.md](#).

• 3.22 User Roles & Permissions

Path: [Settings → Roles](#) and [Settings → Users](#)

This is your **access control center** — who can do what in your system.

Understanding Roles

A **Role** is a bundle of permissions. Instead of setting permissions per person, you assign roles to users.

Two types of roles:

- **System roles** — built-in roles (like Admin, Staff, Cashier) that cannot be deleted
- **Custom roles** — roles you create yourself for specific job functions

Creating a Custom Role

1. Click **Add role**
2. Enter a **Name** (e.g. "Warehouse Associate") and optional **Description**
3. Click **Create & edit permissions**
4. On the role detail page, check the permissions this role should have



Pro Tip  Follow the "**least privilege**" principle — grant only the permissions each role actually needs. A cashier doesn't need access to financial reports.

Managing Users

Path: [Settings](#) → [Users](#)

- See all staff accounts
- Invite new staff members by email
- Assign roles to users
- Deactivate users who've left

Important: You cannot edit or remove a role that is currently assigned to **you** — this prevents you from accidentally locking yourself out.

Quick Reference — Roles & Users

Action	How
Create a role	Add role button on Roles page
Assign permissions	Click a role → check permission boxes
Add a user	Invite user on Users page
Change a user's role	Open user → edit role assignments

• 3.23 Audit Logs

Path: [Audit](#)

The audit log is your **security and accountability trail** — a complete, read-only record of every sensitive action taken in the system.

Every log entry records:

- **When** the change happened
- **Who** made it (user name + type)
- **What** was changed (action description + summary)
- **On what** (which record type and ID)
- Before/after field values (click **Details** to expand)

Filtering Logs

Filter	Use it for
Action	Filter by create, update, delete, publish, etc.
Record type	Product, Order, Customer, User, Role, etc.
Record ID	The specific item's UUID
From / To date	Narrow to a time period

Viewing Change Details

Click **Details** on any row to see the full before/after diff — exactly which fields changed and from what value to what.

Click "**Full history for this [record]**" to see every change ever made to that specific item.



Pro Tip If something looks wrong in your store (a price was changed, an order was cancelled unexpectedly), the Audit Log is the first place to look. You'll find exactly who did it and when.

4. POS Panel

• 4.1 POS Overview & Layout

The POS Panel is built for **speed** — everything is one click (or one keystroke) away.

Layout

The POS has two navigation areas:

Icon Rail (left sidebar)

A vertical strip of icons — one per section:

Icon	Section
 Sale	The main sale screen
 Holds	Saved (held) sales
 Sales	Completed sale history
 Returns	Process returns
 Customers	Customer lookup
 Cash	Pay in / Pay out
 Shift	Shift management & X-report
 Dash	Mini dashboard

Top Bar

- Store name and current screen title
- Connection status indicator (online/offline)

• 4.2 Opening a Shift

Before you can sell anything, you must **open a shift**. Think of it like opening your cash drawer at the start of the day.

1. When no shift is open, you'll see the "No open shift" screen.
2. Click **Open shift**.
3. Enter your **opening float** — the amount of cash you're starting with in the drawer (e.g. \$50.00).
4. Click **Open shift**.

What happens next? Your shift starts immediately. You're taken to the **New Sale** screen, ready to sell.



Pro Tip The opening float should match the physical cash in your drawer. Count it before you start.

• 4.3 Making a Sale — Step by Step

The **New Sale** screen is where every transaction begins.

Step 1 — Find the Product

- **Search/Scan:** Type a product name, SKU, or scan a barcode in the search box at the top.
- Results appear as you type — click a product to add it to the sale.
- If the product has multiple variants (e.g. sizes), a variant picker appears — select the right one.

Step 2 — Review the Cart

Products appear in the **line list** (the left panel). Each line shows:

- Product name and variant
- Quantity
- Unit price
- Line total

Adjusting quantities:

- Click the **+/-** buttons on a line, or
- Use keyboard shortcuts:  /  keys after selecting a line

Removing items:

- Click the **trash icon** on a line, or
- Press  after selecting a line

Navigating lines:

- Press  /  arrow keys to move between lines

Step 3 — Review Totals

The **Totals Pane** (right panel) shows:

- Subtotal
- Tax
- Discount (if any)
- **Grand Total** — the amount due

Step 4 — Collect Payment

Click **Pay** (or press ) to open the Payment screen.



Pro Tip  The search box is always focused when you land on the Sale screen. Just start typing or scanning — no clicks needed!

Full Keyboard Shortcut Reference

Key	Action
F2	Open Payment screen
F3	Put sale on Hold
F4	Open Customer selector
F5	Go to Cash page
Esc	Close open modal / Clear sale (if no modal open)
+ or =	Increase quantity of selected line
-	Decrease quantity of selected line
Delete or Backspace	Remove selected line
↑ / ↓	Navigate between lines

• 4.4 Applying Discounts

From the Totals Pane, click **Discount** to open the Discount Control:

- **Percentage discount** — e.g. 10% off the entire order
- **Fixed amount discount** — e.g. \$5.00 off



⚠ Discounts above a threshold may require manager approval! If your store has discount approval rules configured, you'll see a **Manager PIN** dialog. A manager must enter their PIN to approve the discount.

What happens next? The discount is applied to the order total and shown in the Totals Pane.



Pro Tip  Item-level discounts (sale prices) are set on the product in the Admin Panel. Order-level discounts are applied here in the POS or via coupons at checkout.

• 4.5 Payment Processing

The Payment screen opens when you press **Pay** (or **F2**).



Cash Payment

1. Select the **Cash** tab (it's the default).
2. Enter the **amount tendered** (how much cash the customer gave you).

3. Click **Exact** to auto-fill the exact amount due.
4. A **change preview** shows how much change to give back.
5. Click **Add payment** to register the cash payment.

Card Payment

1. Select the **Card** tab.
2. First, process the card on your **physical terminal**.
3. Enter the **amount** (leave blank to charge the full remaining balance).
4. Enter the **terminal reference** (approval/authorization code from the card terminal).
5. Click **Add payment**.

Store Credit Payment

1. Select the **Credit** tab (requires a customer to be assigned to the sale).
2. Your customer's available balance is shown.
3. Enter the **amount to apply** (or leave blank to use the full remaining balance).
4. Click **Add payment**.

Split Payments

You can **mix payment methods** for one sale! Example: \$20 in cash + \$30 on card.

1. Add the cash payment first.
2. Switch to Card tab.
3. Add the card payment.
4. When **Remaining = \$0.00**, click **Complete sale**.

What happens next? The sale is saved, stock is decremented, and a **receipt prints automatically** (if a printer is connected). A toast notification confirms the sale and shows any change due.

• 4.6 Holds — Save & Resume a Sale

Sometimes a customer isn't ready — they need to grab their wallet, or another customer steps in line. The **Hold** feature saves the current sale so you can come back to it.

Putting a Sale on Hold

1. From the sale screen, click **Hold** in the Totals Pane (or press ).
2. Enter an optional **hold name** or note (e.g. "John - blue shirt").
3. Confirm. The sale is saved and the screen clears for a new sale.

Resuming a Held Sale

1. Click **Holds** in the icon rail.

2. Find the held sale (by time, customer name, or note).
3. Click **Resume** — the sale loads back onto the screen exactly as you left it.



Pro Tip  Held sales have a time limit (configurable by your admin). If a hold gets too old, you'll see a warning. Don't leave sales on hold indefinitely!

• 4.7 Customer Assignment & Store Credit

Adding a customer to a sale:

1. Click **Customer** in the Totals Pane (or press **F4**).
2. Search by name, email, or phone.
3. Click the customer to assign them to the current sale.

Why assign a customer?

- Enables **Store Credit** as a payment method
- Tracks purchase history against their account
- Applies any customer-specific pricing if configured

What happens next? The customer's name appears on the Totals Pane and the Store Credit balance is shown in the Payment screen.

• 4.8 Sales History

Path: POS → Sales (💰 icon)

See all completed sales from the current shift (and past shifts):

- Sale number, time, amount, payment methods
- Click a sale to view its full receipt details
- **Reprint receipt** from the sale detail view

• 4.9 Returns at POS

Path: POS → Returns (↩ icon)

Process customer returns directly at the counter:

1. Find the original sale (by sale number or customer)
2. Select which items are being returned
3. Confirm the return — this creates a credit note or refund
4. If refunding cash, open the cash drawer and count out the cash

What happens next? The return is recorded, stock is restocked automatically, and a refund is issued via the original payment method where applicable.

• 4.10 Cash Drawer — Pay In & Pay Out

Path: POS → Cash ( icon)

The Cash page manages **non-sale cash movements** in your drawer:

Pay In

When you add cash to the drawer for any reason other than a sale:

- Petty cash replenishment
 - Opening float top-up
 - Cash from a bank drop
1. Click **Pay In**.
 2. Enter the **amount** and a **reason**.
 3. Confirm.

Pay Out

When you remove cash from the drawer for any reason:

- Paying a supplier in cash
 - Cash drop to safe
 - Petty cash expenses
1. Click **Pay Out**.
 2. Enter the **amount** and a **reason**.
 3. Confirm.



Pro Tip  Always record a reason for cash movements — it makes your X-report and Z-report accurate and makes end-of-shift cash counting easy.

• 4.11 Shift Dashboard & X-Report

Path: POS → Shift ( icon)

The Shift page is your **live performance dashboard** for the current shift.

KPI Cards

Card	Meaning
Sales	Number of completed tickets this shift
Sales total	Gross revenue this shift
Refunds	Total refund amount + count
Net sales	Sales minus refunds — your real take

Payments Breakdown

A list of payment totals by method (Cash, Card, Store Credit) — shows how much came in via each method.

Cash Drawer Summary

- **Pay in total** — total cash added to drawer (non-sale)
- **Pay out total** — total cash removed from drawer (non-sale)
- **Opening float** — how much you started with
- A full list of all pay-in and pay-out movements with times and reasons

Refreshing

Click **Refresh** to pull the latest figures at any time.

This is your **X-Report** — an intraday report you can run at any time without closing the shift.

• 4.12 Closing a Shift

At the end of the day (or end of your shift), click **Close shift** from the Shift page.

1. You'll be taken to the **Close Shift** screen.
2. **Count your physical cash drawer** — enter how much cash is actually in it.
3. Submit — the system shows you the **expected cash amount** (opening float + cash sales + pay-ins - pay-outs).
4. The difference (overage or shortage) is recorded.
5. The shift is **closed** and your **Z-Report** is generated.



Pro Tip The Z-Report is the final, permanent record of the shift. It's available from the Admin Panel (Sales / Reports) after the shift closes.

What happens next? The shift is marked as closed. No more sales can be processed until a new shift is opened.

- **4.13 POS Customers**

Path: POS → Customers ( icon)

A customer lookup panel within the POS:

- Search for customers by name, email, or phone
- View a customer's store credit balance
- Add to a sale directly from here

- **4.14 Offline Mode**

The POS is designed to handle **internet outages**:

- When offline, an **orange banner** appears at the top of the screen: *"Offline — sales are disabled until connection returns"*
- The **Pay** button is disabled — you cannot complete sales without connectivity
- As soon as the connection restores, the banner disappears and sales resume normally



Pro Tip  Keep your internet connection reliable at your POS station. A wired ethernet connection is more stable than Wi-Fi for critical retail operations.

5. Customer Mobile App

The **Raviniq** customer app ([apps/mobile](#)) is a native Expo / React Native shop for **Android and iPhone**. It is **not** Admin or POS — staff always use the browser panels above. Shoppers use the same catalog, cart, orders, and account as the website (<https://storefront.raviniq.com>).

Full shopper walkthrough (Bengali): [mobile-user-manual-bn.md](#) . Technical polish notes: [mobile-ui-polish.md](#) .

• 5.1 What the App Is

Item	Value
App name	Raviniq
Android package / iOS bundle	<code>com.raviniq.store</code>
Live API	<code>https://storefront.raviniq.com</code>
Privacy / Terms	<code>/pages/privacy-policy</code> , <code>/pages/terms</code> on the storefront
Tabs	Home · Shop · Cart · Orders · Profile

Same store as the website: one stock ledger, one order book. An order placed on the phone appears under **Orders** after the shopper logs in with the same email.

• 5.2 Install on Android

A **release-signed APK** can be built for your own phone or internal testers:

File	Location
Installer	<code>apps/mobile/dist/Raviniq-1.0.0.apk</code>

How to install

1. Copy the APK to the phone (USB, Drive, or email to yourself).
2. Open the file and allow install from that source if Android asks.
3. Launch **Raviniq** — it talks to the live shop over HTTPS.



Important: Android will warn that the app is **not from the Play Store**. That is normal for any APK you install yourself. The warning goes away only after the app is published on **Google Play**. Do not try to hide or bypass that system warning for public customers.

Rebuild (developers)

```
cd apps/mobile
# production env + signing under .signing/ (not committed)
npx expo prebuild --platform android --clean
cd android && ./gradlew assembleRelease -PreactNativeArchitectures=arm64-v8a
# output: android/app/build/outputs/apk/release/app-release.apk
```

Copy the APK to `apps/mobile/dist/Raviniq-1.0.0.apk` for handoff. Keep `.signing/raviniq-release.keystore` safe — you need the same keystore for Play Store updates.

• 5.3 Install on iPhone

This Linux build environment **cannot** produce an iPhone `.ipa`. Apple requires a Mac + Apple Developer Program for a home-screen app.

Until the App Store / TestFlight build exists:

1. Install **Expo Go** from the App Store (store-signed — no “unknown developer” scare for Expo Go itself).
2. On a developer machine: `cd apps/mobile && npm run start` (or `npm run dev:mobile` from the monorepo root).
3. Scan the QR code with the Camera / Expo Go app.
4. Point `EXPO_PUBLIC_API_URL` at `https://storefront.raviniq.com` for live data (see `apps/mobile/.env.example`).

Real Raviniq icon on the home screen (no Expo Go wrapper) needs TestFlight or the App Store — see the next section.

• 5.4 Publish to Play Store & App Store

For **public** customers (no APK sideload warnings), publish store-signed builds with **EAS**:

Need	Notes
Expo account	<code>npx eas-cli login</code> then <code>npx eas-cli init</code> in <code>apps/mobile</code>
Google Play Console	~\$25 one-time; upload AAB (EAS production profile)
Apple Developer Program	\$99/year; upload via EAS → TestFlight → App Store

```
cd apps/mobile
npx eas-cli login
npx eas-cli init      # writes EAS projectId into app config
npm run eas:android   # or: npm run mobile:eas:android from repo root
npm run eas:ios
npm run eas:submit:android
npm run eas:submit:ios
```

Config lives in `apps/mobile/app.config.ts` and `apps/mobile/eas.json`:

- Production builds bake `EXPO_PUBLIC_API_URL=https://storefront.raviniq.com`

- Android production profile builds an **app-bundle** (Play Store)
- Demo login is **off** in store profiles (`EXPO_PUBLIC_DEMO_LOGIN_ENABLED=false`)

Until both stores list the app, treat the APK / Expo Go paths as **owner/UAT only**, not the default customer install story.

• 5.5 Shopper Basics

Tab	What shoppers do
Home	Banners, featured products, categories
Shop	Full catalog + filters; category tree
Cart	Lines, coupon, checkout
Orders	Order list & tracking (after login)
Profile	Account, addresses, wishlist, settings

Checkout uses an **in-app browser** for card payment (PCI). Offline: browse may show cache; **cart changes and checkout need internet**.

UAT demo customer (when demo login is enabled locally): `customer@raviniq.com` — see `uat-demo-data-bn.md` .

6. Troubleshooting & FAQs

• ? I can't see a menu item / feature

Likely cause: Your user account doesn't have the required permission.

Fix: Ask your administrator to check your role and grant the missing permission under `Settings → Roles` .

• ? I published a product but it's not showing on the storefront

Check these:

1. Is the product status **ACTIVE**? (Must be published)
2. Does it have at least one **active variant** with a price?
3. Is there at least one **image**? (Some storefronts require images)
4. Is the product assigned to a **category** that's visible on the storefront?

- **? A POS sale won't complete — "Stock not available"**

Likely cause: The item you're trying to sell is out of stock.

Fix:

1. Check stock levels in Admin → Inventory → Stock Levels.
 2. If stock was received but not updated, check if a Goods Receipt was posted.
 3. Adjust stock manually if there's a discrepancy.
-

- **? The coupon code isn't working at checkout**

Check these:

1. Is the coupon **Active** (not Scheduled, Paused, Exhausted, or Expired)?
 2. Is today within the **start and end dates**?
 3. Does the order meet the **minimum order amount**?
 4. Has the **usage limit** been reached?
 5. Is the code entered correctly? (Not case-sensitive, but must be exact)
-

- **? A product's stock count looks wrong**

1. Go to [Inventory → Stock Levels](#) and search for the product.
 2. Check the **On hand**, **Reserved**, and **Available** columns.
 3. Go to [Inventory → Adjustments](#) and look for recent changes.
 4. Check [Inventory → Movements](#) for a full history.
 5. If there's a genuine discrepancy, post an **adjustment** with a reason note.
-

- **? How do I reset my password?**

From the Admin Panel login page, click **Forgot password** and enter your email. You'll receive a reset link.

From inside the Admin Panel (if you're already logged in): [Settings → Password](#).

- **? The POS says "No open shift" but I already opened one**

Possible causes:

- You logged in on a different browser/device.
- Your session expired.

Fix: Go to `POS → Shift` — if a shift is open, it will show there. If not, open a new shift.

- **? I accidentally cleared a sale in POS — can I recover it?**

Unfortunately, a **cleared sale** (using the Clear Sale button or Escape) cannot be recovered. It was not submitted to the server. Only **held** sales and **completed** sales are saved.

Tip for the future: Use **Hold** (F3) instead of clearing when a sale is interrupted — it saves it safely and lets you resume.

- **? How do I see who changed a product's price?**

Go to `Audit` in the Admin menu:

1. Filter by **Record type** → **Product** (or Variant).
 2. Filter by **Action** → **Update**.
 3. Find the product. Click **Details** on the relevant row to see the before/after price.
-

- **? Android says the app may be harmful / unknown**

That message appears when installing an **APK outside Google Play**. It is expected for the file in `apps/mobile/dist/`. For customers you care about, publish to **Play Store** (§ 5.4) so installs are store-signed. Do not disable Play Protect or coach shoppers to ignore warnings as a long-term plan.

- **? The mobile app cannot load products**

1. Confirm the phone has internet.
2. Confirm the live API is up: `https://storefront.raviniq.com/api/v1/public/store-info`.
3. For a local Expo Go build, check `EXPO_PUBLIC_API_URL` in `apps/mobile/.env` (not `localhost` on a physical phone — use your LAN IP or the live HTTPS URL).

- **? Orders from the website don't show in the app**

The shopper must be logged in with the **same email** on both. Guest carts do not transfer across devices until login + cart merge.

7. Glossary

Term	Plain-English Definition
AOV	Average Order Value — the typical amount a customer spends per transaction
Attribute	A dimension of product variation, like Color or Size
Audit Log	A read-only record of every system change — who did what and when
Available Qty	On-hand stock minus reserved stock — the amount actually available to sell
Barcode	A scannable code on a product variant, used for fast POS lookup
COGS	Cost of Goods Sold — what you paid for the items you've sold
Coupon	A discount code customers enter at checkout
Credit Note	A document issued to a customer as store credit after a return
Custom Role	A staff role you create yourself, with specific permissions
Float	The cash you put in the drawer before opening a shift
Fulfillment	The process of picking, packing, and shipping an order
Goods Receipt	A record of stock physically received from a supplier
Gross Profit	Revenue minus cost of goods — before operating expenses
Hold	A saved POS sale that hasn't been paid yet
IAM	Identity & Access Management — the system for users, roles, and permissions
Inventory Adjustment	A manual correction to stock quantity with a reason note
KPI	Key Performance Indicator — a headline metric (like Today's Sales)
Location	A physical place where stock is stored (warehouse, store, etc.)
Net Position	Gross profit minus expenses — your bottom-line profit or loss
Net Sales	Revenue after refunds and discounts
Opening Balance	The first stock entry for a new product/location
Pay In	Adding cash to the POS drawer for a non-sale reason
Pay Out	Removing cash from the POS drawer for a non-sale reason

Term	Plain-English Definition
Permission	A specific action a user is allowed to do (e.g. <code>catalog.update</code>)
Primary Category	The main category a product belongs to on the storefront
Purchase Order (PO)	A formal order to a supplier to buy stock
Receivable	Money owed to your store (by customers)
Payable	Money your store owes (to suppliers)
Reorder Point	The stock level at which you should reorder from a supplier
Reserved Qty	Stock committed to open orders, not yet fulfilled
Role	A bundle of permissions assigned to staff users
Sale Price	A temporary reduced price set on a variant with a date range
Shift	A cashier's working session at POS — opened with a float, closed at end of day
SKU	Stock Keeping Unit — a unique identifier for a specific variant
Slug	The URL-friendly version of a product/category name (e.g. <code>blue-cotton-t-shirt</code>)
Status Badge	A colored label showing the current state of an order, product, etc.
Store Credit	A monetary balance on a customer's account, usable for future purchases
System Role	A built-in role that cannot be deleted
Variant	A specific version of a product defined by its attributes (e.g. Red, Size M)
WAC	Weighted Average Cost — the method used to calculate your average cost per unit
X-Report	An intraday shift report (does not close the shift)
Z-Report	The final end-of-shift report generated when a shift is closed



Need more help? Contact your system administrator or refer to the technical documentation for advanced configurations.

This guide covers the Admin Panel, POS Panel, and customer mobile app (`apps/mobile`). Features described match the live system as of the current release.