USER MANUAL

MSC POS

User Manual (Roman Urdu)

Setup, selling, stock, customers, reports,
users & PINs, backup aur licence — step by step.
Har MSC POS ke online aur offline dono version ke liye.

mscorp.org/pos

Multi Solution Corporation — Karachi, Pakistan

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Note: MSC POS ka ek hi engine 395 qisam ke business ke liye hai. Screens har POS mein ek jaisi hain; kuch cheezein (tables, kitchen ticket, expiry date, business records) sirf un businesses mein nazar aati hain jin ko zaroorat hai. Buttons ke naam English mein hain, is liye manual mein bhi wohi naam likhe gaye hain.

1. Shuruaat

MSC POS do tareeqon se chalta hai. Dono mein features ek jaise hain aur dono 3 mahine free hain.

	Online	Offline
Kaise kholein	mscorp.org/pos par apne POS ka page kholein aur **Open online** dabayein.	**Download offline** dabayein, folder unzip karein, phir **index.html** par double-click karein.
Internet	POS kholne ke liye zaroori hai.	Zaroorat nahi — pehle din se internet ke baghair chalta hai.
Backup	Cloud backup aur cloud restore, saath backup file bhi.	Backup file — har hafte USB ya Google Drive mein rakhein.
Licence	Payment ke baad khud update ho jata hai.	**Get code online** dabayein ya licence code paste karein.

Zaroori baat: aap ka data usi device ke browser ke andar save hota hai. POS hamesha **usi computer ke usi browser** mein kholein aur browser ka site data clear na karein. Har counter ka data alag hota hai.

Windows PC, laptop, tablet aur phone par Chrome, Edge ya Firefox mein chalta hai. Barcode scanner, thermal receipt printer (58 mm / 80 mm) aur cash drawer support hote hain.

2. Pehli dafa setup

Pehli dafa POS kholne par do chhote steps aate hain.

Step 1 of 2 — Set up your business

1. **Business name** likhein (yeh receipt par chhapta hai).
2. **Phone**, **Address** likhein aur **Currency** chunein.
3. **Tax / GST %** likhein (tax nahi lete to 0 rehne dein).
4. **Sample products**: apne business ke bane banaye samples add karein, ya **Start empty** chunein.
5. **Continue** dabayein.

Step 2 of 2 — Owner account

1. **Your name** mein apna naam likhein.
2. **PIN (4–6 digits)** rakhein aur **Repeat PIN** mein dobara likhein.
3. **Start using POS** dabayein.

Owner PIN yaad rakhein. Sirf owner hi Users & PINs aur Settings khol sakta hai. PIN kisi ko na batayein.

3. Sign in aur user roles

1. Sign-in screen par apna naam chunein.
2. Keypad (ya keyboard) se PIN likhein aur arrow button (›) ya Enter dabayein.
3. Sign out karne ke liye side menu ke neeche sign-out button dabayein.

Role	Kya khol sakta hai	Kis ke liye
Owner	Sab kuch, Users & PINs aur Settings samait	Business ka maalik
Manager	Dashboard, New sale, Sales & orders, Products, Categories, Stock, Customers, Business records, Reports, Licence	Shop manager / supervisor — products, stock, reports, refunds
Cashier	Dashboard, New sale, Sales & orders, Customers	Counter staff — sirf sales aur customers

Tip: Settings mein **Auto-lock (minutes)** laga dein, to POS khali rehne par khud PIN screen par wapas chala jata hai.

4. Sale kaise karein

Side menu se **New sale** kholein.

1. **Items add karein:** product par tap karein, ya **Search or scan barcode** mein likhein (**F2** dabane se cursor wahan aa jata hai) aur barcode scanner se scan karein. Category buttons se filter karein.
2. **Quick item:** jo cheez product list mein nahi, us ke liye **+ Quick item** dabayein.
3. **Customer: Walk-in customer** rehne dein, save shuda customer chunein, ya **+** se naya banayein.
4. **Cart badlein:** quantity kam ziyada karein, line hatayein, ya **Discount** dein. Cashier ki limit **Max cashier discount %** se tay hoti hai.
5. **Payment:** payment window kholein (**F9**). **Cash**, **Card**, **Wallet**, **Credit (udhaar)** ya apna koi extra method chunein.
6. Cash ke liye **Cash received** likhein ya quick amount par tap karein — POS **Change** (baqi wapsi) dikha deta hai.
7. **Complete sale** dabayein. **Print receipt** tick ho to receipt print ho jati hai.

Order hold karna

Mojooda order rok kar agle customer ko dekhne ke liye **Hold** dabayein. Hold kiye hue orders oopar **Order line** mein **On hold** ke neeche nazar aate hain; us par tap kar ke dobara shuru karein. Naya order shuru karne ke liye **+ New order** dabayein.

Udhaar (credit) par sale

Pehle cart mein customer chunein, phir payment window mein **Credit (udhaar)** chunein. Raqam us customer ke **Credit due** mein jud jati hai.

Restaurant aur café

Khane ke business mein dine-in ke liye **Pick table** dabayein ya **Takeaway** rehne dein, aur kitchen ke liye **Kitchen ticket** print karein. Khuli hui tables Order line mein nazar aati hain.

5. Sales, receipts aur refund

Tamam sales dekhne ke liye **Sales & orders** kholein.

- **Receipt no., customer ya item** se search karein.
- Sale khol kar dekhein aur dobara print ke liye **Print receipt** dabayein.
- **Refund:** manager ya owner sale khol kar **Refund** dabata hai. Sale par **Refunded** likha aa jata hai.
- Cashier ko sirf apni sales nazar aati hain. Owner Settings mein **Cashiers can see all sales** on kar sakta hai.

Tip: screen ke oopar wale search box mein receipt number likh kar Enter dabayein — seedha wohi order khul jata hai.

6. Products aur categories

Product add karna

1. **Products** kholein aur **Add product** dabayein.
2. **Name**, **Category**, **Sale price** aur **Cost price** likhein (cost se profit report banti hai).
3. **Barcode / SKU** likhein — box select kar ke scanner se scan kar dein.
4. **Track stock** tick karein, shuru ka stock aur **Low-stock alert** ki had likhein.
5. **Save** dabayein.

Bohat se products ek saath import karna

Pehle **Export CSV** dabayein taake sahi format ki file mil jaye. Usay Excel mein kholein, unhi columns mein apne products likhein, CSV save karein, phir **Import CSV** dabayein.

Categories aur subcategories

Categories kholein, naam likhein aur **Add category** dabayein. Subcategory banani ho to **Parent category** chunein. Category ko kabhi bhi **Rename** ya **Delete** kar sakte hain.

7. Stock

Stock mein **Stock levels**, **Low stock** items, cost ke hisaab se stock ki value aur **Recent movements** nazar aate hain.

- **Adjust:** naya maal aaye to stock barhayein, kharab ya gum ho to kam karein. **Reason / supplier** zaroor likhein.
- **Set exact count:** shelf gin kar asli tadaad likh dein.
- Jin products par **Track stock** on hai un ka stock har sale par khud kam hota hai.
- Stock 0 ho jaye to item nahi bikta, jab tak owner Settings mein **Allow selling when stock is 0** tick na kare.

Pharmacy jaise business mein har item ke saath expiry date aur batch bhi nazar aate hain.

8. Customers aur udhaar

- **Customers** kholein aur naam aur phone ke saath customer add karein.
- Har customer ke saath **Visits**, **Total spent** aur **Credit due** nazar aata hai.
- Customer udhaar wapas kare to customer khol kar **Receive payment** dabayein aur **Amount received** likhein.
- Naam ya phone se search karein.

9. Reports

Reports kholein (owner aur manager). Muddat chunein, maslan **Last 7 days**.

- **Net sales**, **Gross profit**, **Orders** ki tadaad aur **Average order**.
- Sales **By category** aur **By payment method**.
- **Top products** aur **Customer credit due**.
- **Export** dabane se report Excel ke liye CSV file mein save ho jati hai.

Dashboard par **Today's sales**, **Orders today**, **Latest sales** aur **Needs attention** (kam stock) nazar aata hai.

10. Users & PINs

Users & PINs sirf owner khol sakta hai.

1. **+ Add user** dabayein.
2. **Name** likhein, **Role** chunein (Owner, Manager ya Cashier) aur PIN rakhein.
3. **Save** dabayein. Naya user sign-in screen par aa jata hai.

Kisi staff ka sign in band karna ho to **Edit** dabayein aur usay **Disabled** kar dein. Isi page par **Activity log** batata hai ke kis ne kab sign in kiya aur kya kiya.

11. Settings

Hissa	Setting	Kya karta hai
Business	Logo, Business name, Phone, Tax / NTN no., Address	POS par nazar aata hai aur receipt par chhapta hai.
Money & tax	Currency, Decimals, Tax %, Prices already include tax	Qeemat aur tax ka hisaab aur dikhne ka tareeqa.
Money & tax	Extra payment methods	Apne methods comma laga kar likhein — maslan JazzCash, EasyPaisa, Bank transfer.
Receipt & POS	Paper width (80 mm / 58 mm), Receipt header, Receipt footer	Apne thermal printer ke mutabiq rakhein aur apna message likhein.
Receipt & POS	Print receipt after every sale	Sale mukammal hote hi receipt khud print hoti hai.
Receipt & POS	Cashiers can change prices, Max cashier discount %	Counter par cashier ke ikhtiyar ki had.

Koi bhi tabdeeli ke baad **Save settings** dabayein.

12. Backup aur restore

Har hafte backup zaroor download karein. Data isi device par hota hai — computer kharab ho jaye ya browser data clear ho jaye to sirf backup se hi wapas aata hai.

1. **Settings** kholein aur **Backup** dhoondein.
2. **Download backup** dabayein. Ek .json file Downloads folder mein save hoti hai.
3. Woh file USB ya Google Drive mein copy kar lein.

Restore, ya doosre computer par le jana

1. Naye computer par POS kholein aur pehli dafa ka setup mukammal karein.
2. **Settings › Backup › Restore backup** par jayein aur backup file chunein.
3. Confirm karein. Us POS ka sara data backup wale data se badal jata hai.

Online version: Cloud backup se data MSC account mein save karein aur **Cloud restore** se kisi bhi device par wapas le aayein.

13. Licence aur renewal

Har MSC POS 3 mahine free hai. Us ke baad USD 10.00 har 6 mahine.

1. Trial ya licence khatam hone se 7 din pehle POS ke andar notice aata hai.
2. **Licence** kholein aur **Pay / renew on mscorp.org** dabayein. MSC account se PingPong, PayPal, DogPay ya bank transfer se payment karein.
3. **Online: Update licence** dabayein — khud update ho jata hai.
4. **Offline, internet ho to: Licence key** likhein aur **Get code online** dabayein.

5 **Offline, internet na ho to:** kisi bhi phone par **mscorp.org > My account > MSC POS** se lamba licence code copy karein, box mein paste karein aur **Activate code** dabayein.

Payment late ho jaye to POS **7 din aur** chalta rehta hai. Us ke baad renew karne tak nayi sales ruk jati hain. **Aap ka data kabhi delete nahi hota.**

14. Shortcuts aur masail ka hal

Key	Kaam
F2	Product search / barcode box par cursor le jata hai
F9	New sale screen par payment window kholta hai
Enter	PIN confirm / search chalata hai

Masla	Kya karein
Mera data ghaib ho gaya	Ghaliban POS doosre browser mein khola gaya hai ya browser data clear ho gaya. Asli browser mein kholein, ya Restore backup istemal karein.
"Licence required for new sales"	Trial ya licence khatam ho gaya hai. Licence khol kar payment karein aur activate karein. Purani sales aur reports mojood rehti hain.
Receipt print nahi ho rahi	Payment window mein Print receipt tick karein, browser ki print window mein thermal printer chunein aur Settings mein Paper width check karein.
Barcode scanner se kuch add nahi hota	Pehle F2 dabayein taake cursor search box mein ho, aur dekhein ke product mein wohi Barcode / SKU save hai.
Item nahi bik raha	Us ka stock 0 hai. Stock > Adjust se stock barhayein, ya Settings mein 0 stock par sale ki ijazat dein.
Staff ka PIN bhool gaye	Owner Users & PINs > Edit mein naya PIN rakh de.

Madad chahiye? MSC se mscorp.org/contact par rabta karein, ya mscorp.org/pos par tutorial video dekhein.