USER MANUAL

MSC POS

User Manual

Setup, selling, stock, customers, reports,
users & PINs, backup and licence — step by step.
For the online and offline versions of every MSC POS.

mscorp.org/pos

Multi Solution Corporation — Karachi, Pakistan

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Note: MSC POS has one engine for 395 business types. Screens are the same in every POS; a few extras (tables, kitchen tickets, expiry dates, business records) appear only in the business types that need them.

1. Getting started

MSC POS works in two ways. Both have the same features and both are free for 3 months.

	Online	Offline
How to open	Open your POS page on mscorp.org/pos and press **Open online**.	Press **Download offline**, unzip the folder, then double-click **index.html**.
Internet	Needed to open the POS.	Not needed — works with no internet, even on day one.
Backup	Cloud backup & cloud restore, plus backup file.	Backup file — save it to USB or Google Drive every week.
Licence	Updates automatically after you pay.	Press **Get code online** or paste the licence code.

Important: your data is saved inside the browser on that device. Always open the POS in the **same browser on the same computer**, and do not clear the browser's site data. Each counter keeps its own data.

Works on Windows PCs, laptops, tablets and phones in Chrome, Edge or Firefox. Barcode scanners, thermal receipt printers (58 mm / 80 mm) and cash drawers are supported.

2. First-time setup

The first time you open the POS it asks two short steps.

Step 1 of 2 — Set up your business

1. Type your **Business name** (it prints on receipts).
2. Enter **Phone**, **Address** and choose your **Currency**.
3. Enter **Tax / GST %** (leave 0 if you do not charge tax).
4. **Sample products**: choose to add ready-made samples for your business type, or **Start empty**.
5. Press **Continue**.

Step 2 of 2 — Owner account

1. Type **Your name**.
2. Choose a **PIN (4–6 digits)** and type it again in **Repeat PIN**.
3. Press **Start using POS**.

Remember the Owner PIN. The owner is the only user who can open Users & PINs and Settings. Keep it private.

3. Signing in and user roles

1. On the sign-in screen, select your name.
2. Enter your PIN on the keypad (or keyboard) and press the arrow button (**›**) or Enter.
3. To sign out, press the sign-out button at the bottom of the side menu.

Role	Can open	Use it for
Owner	Everything, including Users & PINs and Settings	The business owner
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 — sales and customers only

Tip: in Settings you can set **Auto-lock (minutes)** so the POS returns to the PIN screen when nobody is using it.

4. Making a sale

Open **New sale** from the side menu.

1. **Add items:** tap a product, or type in **Search or scan barcode** (press **F2** to jump to it) and scan with your barcode scanner. Use the category buttons to filter.
2. **Quick item:** press **+ Quick item** to sell something that is not in your product list.
3. **Customer:** leave **Walk-in customer**, pick a saved customer, or press **+** to add a new one.
4. **Change the cart:** adjust quantity, remove a line, or add a **Discount**. Cashiers are limited by **Max cashier discount %**.
5. **Pay:** open the payment window (**F9**). Choose **Cash**, **Card**, **Wallet**, **Credit (udhaar)** or one of your extra methods.
6. For cash, type **Cash received** or tap a quick amount — the POS shows the **Change**.
7. Press **Complete sale**. The receipt prints if **Print receipt** is ticked.

Hold an order and come back later

Press **Hold** to park the current order and serve the next customer. Held orders appear in the **Order line** at the top under **On hold**; tap one to continue it. Press **+ New order** to start a fresh one.

Credit (udhaar) sales

Select a customer in the cart first, then choose **Credit (udhaar)** in the payment window. The amount is added to that customer's **Credit due**.

Restaurants and cafés

In food businesses you can press **Pick table** for dine-in or leave it as **Takeaway**, and print a **Kitchen ticket** for the kitchen. Open tables are shown in the Order line.

5. Sales, receipts and refunds

Open **Sales & orders** to see every sale.

- Search by **receipt no., customer or item**.
- Open a sale to view it and press **Print receipt** to print it again.

- **Refund:** a manager or owner opens the sale and presses **Refund**. The sale is marked **Refunded**.
- By default a cashier sees only their own sales. The owner can allow **Cashiers can see all sales** in Settings.

Tip: type a receipt number in the search box at the top of the screen and press Enter to jump straight to that order.

6. Products and categories

Add a product

1. Open **Products** and press **Add product**.
2. Enter the **Name**, **Category**, **Sale price** and **Cost price** (cost is used for profit reports).
3. Enter the **Barcode / SKU** — scan it with your scanner while the box is selected.
4. Tick **Track stock**, enter the opening stock and a **Low-stock alert** level.
5. Press **Save**.

Import many products at once

Press **Export CSV** first to download a file in the correct format. Open it in Excel, add your products in the same columns, save it as CSV, then press **Import CSV**.

Categories and subcategories

Open **Categories**, type a name and press **Add category**. Choose a **Parent category** to make a subcategory. You can **Rename** or **Delete** a category at any time.

7. Stock

Open **Stock** to see **Stock levels**, **Low stock** items, the stock value at cost and **Recent movements**.

- **Adjust:** add stock when a purchase arrives, or reduce it for damage or loss. Write the **Reason / supplier**.
- **Set exact count:** after counting the shelf, type the real quantity.
- Every sale reduces stock automatically for products with **Track stock** on.
- If stock reaches 0 the item cannot be sold, unless the owner ticks **Allow selling when stock is 0** in Settings.

In pharmacy and similar businesses, expiry date and batch are shown with each item.

8. Customers and credit

- Open **Customers** and add a customer with name and phone.
- Each customer shows **Visits**, **Total spent** and **Credit due**.
- When a customer pays their udhaar, open the customer and press **Receive payment**, then enter the **Amount received**.
- Search by name or phone.

9. Reports

Open **Reports** (owner and manager). Choose the period, for example **Last 7 days**.

- **Net sales**, **Gross profit**, number of **Orders** and **Average order**.
- Sales **By category** and **By payment method**.
- **Top products** and **Customer credit due**.
- Press **Export** to save the report as a CSV file for Excel.

The **Dashboard** shows **Today's sales**, **Orders today**, **Latest sales** and what **Needs attention** (low stock).

10. Users & PINs

Only the owner can open **Users & PINs**.

1. Press **+ Add user**.
2. Type the **Name**, choose the **Role** (Owner, Manager or Cashier) and set a PIN.
3. Press **Save**. The new user appears on the sign-in screen.

To stop a staff member from signing in, press **Edit** and set them to **Disabled**. The **Activity log** on the same page shows who signed in and what they did.

11. Settings

Section	Setting	What it does
Business	Logo, Business name, Phone, Tax / NTN no., Address	Shown on the POS and printed on receipts.
Money & tax	Currency, Decimals, Tax %, Prices already include tax	How prices and tax are calculated and shown.
Money & tax	Extra payment methods	Add your own, separated by commas — e.g. JazzCash, EasyPaisa, Bank transfer.
Receipt & POS	Paper width (80 mm / 58 mm), Receipt header, Receipt footer	Match your thermal printer and add your own message.
Receipt & POS	Print receipt after every sale	Prints automatically when a sale is completed.
Receipt & POS	Cashiers can change prices, Max cashier discount %	Limits what a cashier can do at the counter.

Press **Save settings** after any change.

12. Backup and restore

Download a backup every week. Your data lives on this device — a backup is the only way to recover it if the computer breaks or the browser data is cleared.

1. Open **Settings** and find **Backup**.
2. Press **Download backup**. A .json file is saved to your Downloads folder.
3. Copy that file to a USB drive or Google Drive.

Restore, or move to another computer

1. Open the POS on the new computer and finish the first-time setup.
2. Go to **Settings > Backup > Restore backup** and choose your backup file.
3. Confirm. Everything in that POS is replaced with the data from the backup.

Online version: you can also press **Cloud backup** to save to your MSC account and **Cloud restore** to bring it back on any device.

13. Licence and renewal

Every MSC POS is free for 3 months. After that it is USD 10.00 every 6 months.

1. A notice inside the POS appears 7 days before your trial or licence ends.
2. Open **Licence** and press **Pay / renew on mscorp.org**. Pay from your MSC account by PingPong, PayPal, DogPay or bank transfer.
3. **Online:** press **Update licence** — it updates automatically.
4. **Offline with internet:** enter your **Licence key** and press **Get code online**.
5. **Offline with no internet:** copy the long licence code from **mscorp.org > My account > MSC POS** on any phone, paste it in the box and press **Activate code**.

If payment is late, the POS keeps working for **7 more days**. After that, new sales pause until you renew. **Your data is never deleted.**

14. Shortcuts and troubleshooting

Key	Action
F2	Jump to the product search / barcode box
F9	Open the payment window on the New sale screen
Enter	Confirm PIN / run a search

Problem	What to do
My data is gone	You probably opened the POS in a different browser or the browser data was cleared. Open it in the original browser, or use Restore backup.
“Licence required for new sales”	The trial or licence has ended. Open Licence, pay and activate. Old sales and reports stay available.
Receipt does not print	Tick Print receipt in the payment window, select your thermal printer in the browser’s print window and check the Paper width in Settings.
Barcode scanner adds nothing	Press F2 first so the cursor is in the search box, and check the product has the same Barcode / SKU saved.
Cannot sell an item	Its stock is 0. Add stock in Stock > Adjust, or allow selling at 0 stock in Settings.

Problem	What to do
Forgot a staff PIN	The owner opens Users & PINs > Edit and sets a new PIN.

Need help? Contact MSC at mscorp.org/contact, or watch the tutorial video on mscorp.org/pos.