appsthing **POS**

Documentation

Documentation is updated on regular basis

Didn't find what your are looking for, Please drop us an email at **appsthing@gmail.com**

Compatible From v5.2

v4

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FAQ & General issues we might run into after installation and its fixes

1. Can't write image data to path (storage/.../file.png)

Fix - Try following steps to resolve the upload file issue :

1. Give 775 permission to the storage folder
2. Delete the *public/storage* folder from your application
3. Go to *<YOUR-APP-LINK>/execute_create_storage_link* (Your APP_ENV should be set to production for this)

---

2. Fatal error: require(): Failed opening required '/home/www/../vendor/composer/../symfony/ var-dumper/Resources/functions/dump.php' (include_path='.') in /home/www/.../vendor/composer/autoload_real.php on line 71

Fix -

This error might have occurred while extracting the project zip file, some project files might have not moved or copied. Mostly the files from **vendor** folder in our project.

Re-install the project and verify to fix this issue.

---

3. 500 server error

Fix -

Set APP_DEBUG value as true in the .env file

Reload and check what is the error in the browser.

If the error is related to the database, please check the database credentials in the .env file. If the details are correct and still the error persists, please reset your database password and update the .env file with the new password.

if the fix is successful, revert the APP_DEBUG to false

---

4. 500 server error

ErrorException
symlink() has been disabled for security reasons

Fix -

Set APP_DEBUG value as true in the .env file

Reload and check what is the error in the browser.

If the error is

ErrorException
symlink() has been disabled for security reasons

This is not an issue with the application. This is a restriction from the server.
symlink() needs to be enabled for a Laravel application to work. Without symlink() uploads won't work on a laravel application.

We suggest to contact server team or support and ask them to enable symlink() on server.

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5. How do we integrate printers and barcode readers?

- Now we can integrate multiple printers using PrintNode. Instructions are available in the documentation.

Barcode scanners can be plug and used as normal. When we navigate to pos screen. cursor will be placed on the barcode field. We can scan and and add products to cart.

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6. How do the UI change when we use both retail and restaurant mode in the same app?

- UI Changes according to the mode we have opted for the stores. All the restaurant related elements are hidden when we turn off the restaurant mode.

Installation & updation steps

Installation steps

Upload the code to your domain or subdomain folder. Please note the app is designed to run on domain or subdomain and not by sub directory link

Go to <your-app-link>/server_check.php

Make sure all the general requirements indicated on the page is met. If PHP version is not matched, please choose the accepted PHP version and enable all the required PHP extensions

Please create database and database user. Update the .env file with the DB_HOST, DB_PORT, DB_DATABASE, DB_USERNAME, DB_PASSWORD values and check the database connection status.

Import all the database tables required for the app
Find the SQL in <your-app-folder>/database/initial_cpanel_installation_migration/installation.sql

Update APP_ENV value as production and APP_DEBUG value as false on the .env file

Make sure your storage/ and bootstrap/ cache folders are writable (give 775 permission)

Create a symbolic link of the storage/ folder by going to this link :
<your-app-link>/execute_create_storage_link

Go to your domain. Done, app is installed successfully!

Updation steps

Important Take backup of your current database and code base including the storage/ folder and .env file separately

Remove all the files from your app folder

Upload the new updated code zip file to your domain or subdomain folder and extract the contents. Move all the files to the root folder of your domain or subdomain

Replace the storage/ folder and .env file with the backup you have taken

Make sure your storage/ and bootstrap/cache folders are writable (give 775 permission)

Create a symbolic link of the storage/ folder by going to this link :
<your-app-link>/execute_create_storage_link

Important Now update your database with new tables. Go to link:
<your-app-link>/execute_database_migrations

Clear the cache. Go to link:
<your-app-link>/execute_initial_configs

Go to your domain. Done, app is updated successfully!

General app layout

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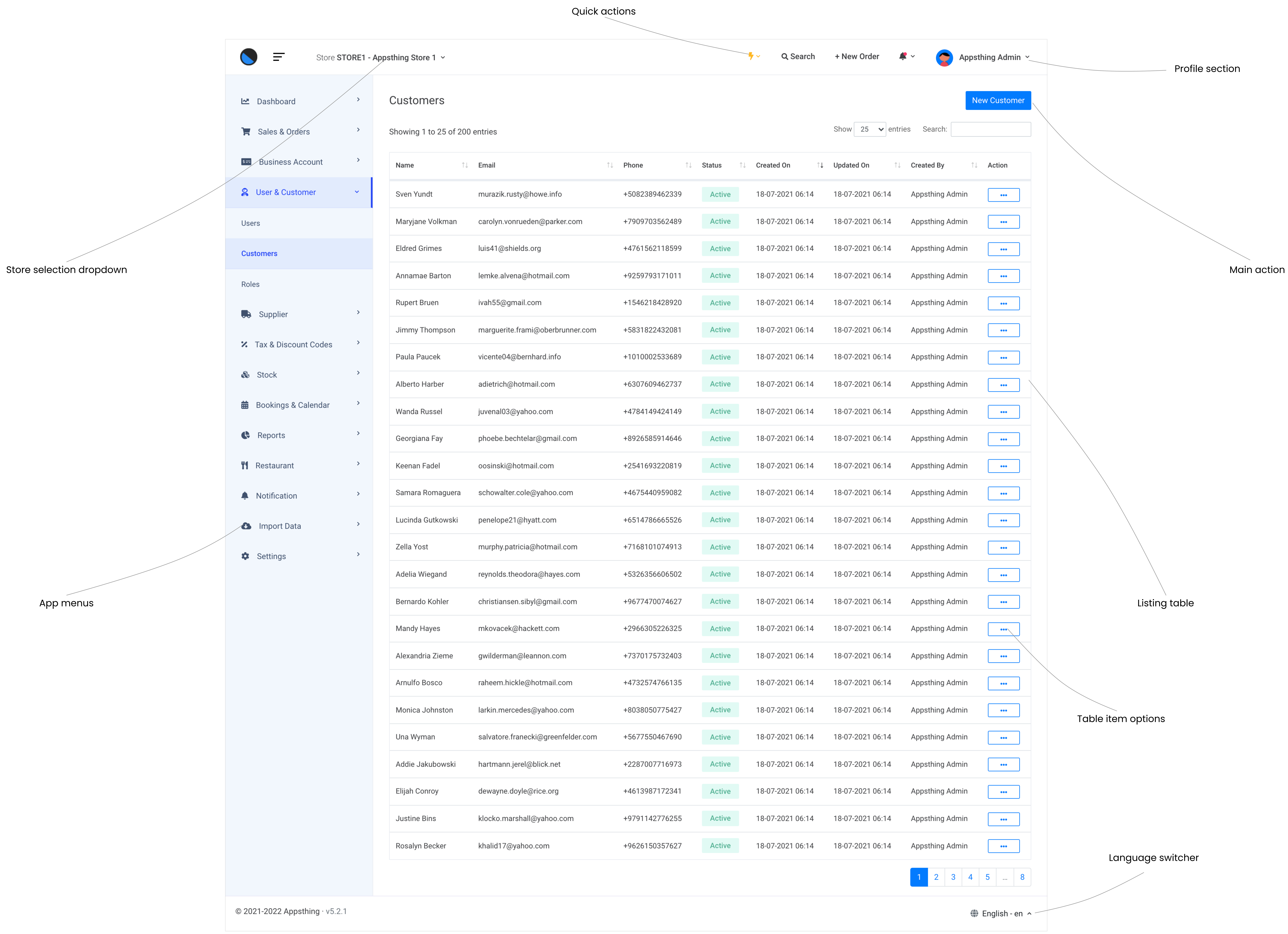
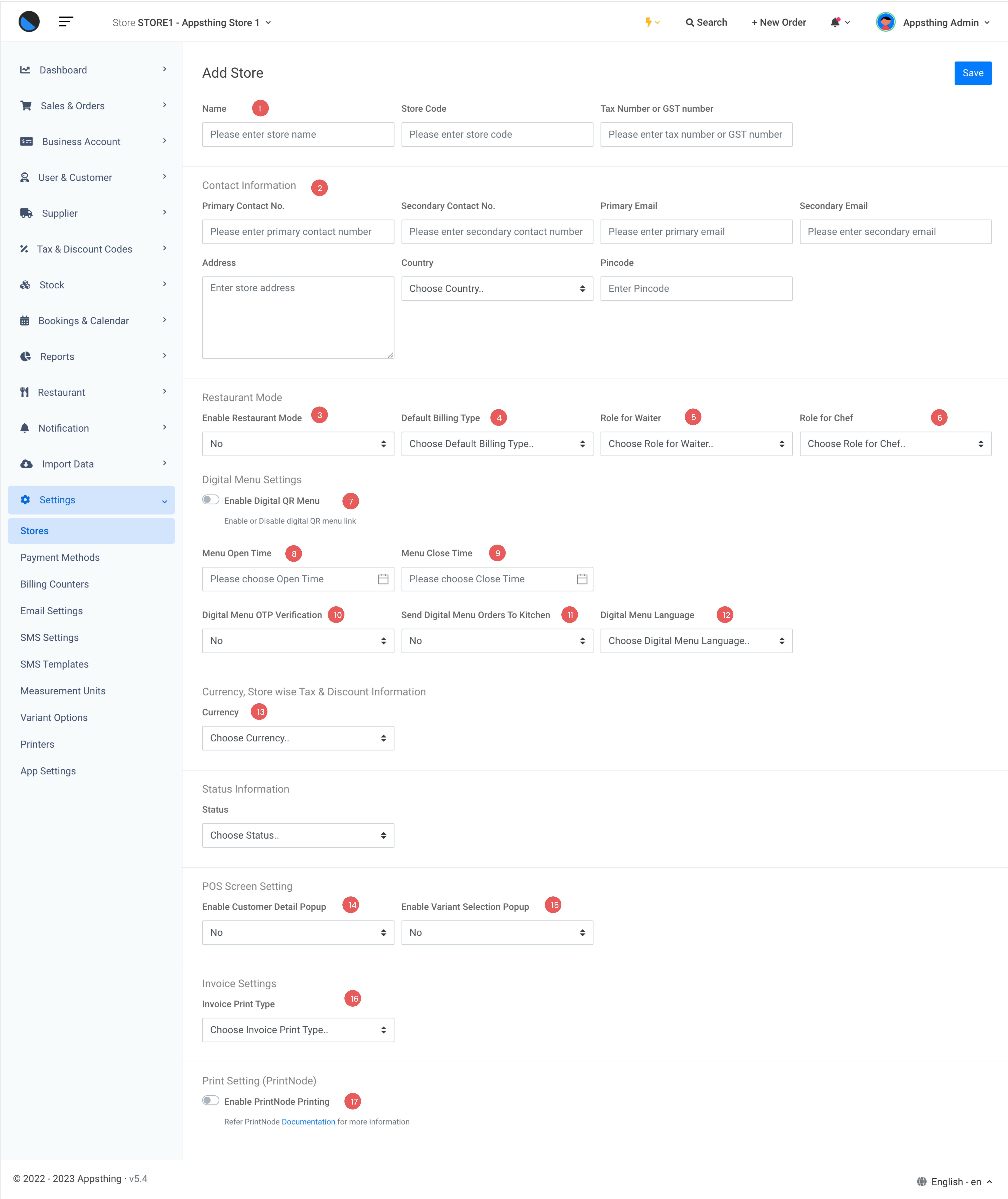


How do we create a store?

Navigate to **Settings > Stores** menu and click on the **New Store** button



1. Basic details of the store like name, unique store code and tax number.
2. Contact information of the store.
3. Restaurant mode option can be used to identify the store as a retail store or a restaurant. We can create stores as restaurants and stores as retail at the same time in the app.
4. [Restaurant Mode] Billing type can be set to Quick Bill or Fine Dine. Quick Bill will generate the bill when the order is closed. Fine Dine orders will be sent to the kitchen.
5. Choose the role for the waiter using this option.
6. Choose the role for the chef using this option.
7. Option to enable or disable QR menu
8. Menu open time
9. Menu close time
10. OTP verification can be enabled or disabled using this option.
11. Orders from the digital menu can be sent directly to the kitchen using this option. Verification and approval are not required when this option is enabled.
12. Choose a language for the digital menu
13. Set store currency
14. Customer onboarding pop up when a new order screen is loaded can be enabled or disabled using this option
15. Enable product variants pop up
16. Invoice print page size types
17. Enable PrintNode printing

Create our first order

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Add New Store

Navigate to **Settings > Stores** menu and click on the **New Store** button

Choose a store

Add New Payment Method

Navigate to **Settings > Payment Methods** menu and click on the **New Payment Method** button

Create new payment method if we are not using default payment gateways

Add New Supplier

Navigate to **Supplier > Suppliers** menu and click on the **New Supplier** button

Add New Category

Navigate to **Stock > Categories** menu and click on the **New Category** button

Add New Tax code

Navigate to **Tax & Discount Codes > Tax Codes** menu and click on the **New Tax Code** button

Add New Product

Navigate to **Stock > Products** menu and click on the **New Product** button

Create New Billing Counter

Navigate to **Settings > Billing Counters** menu and click on the **New Billing Counter** button

Open Business Register

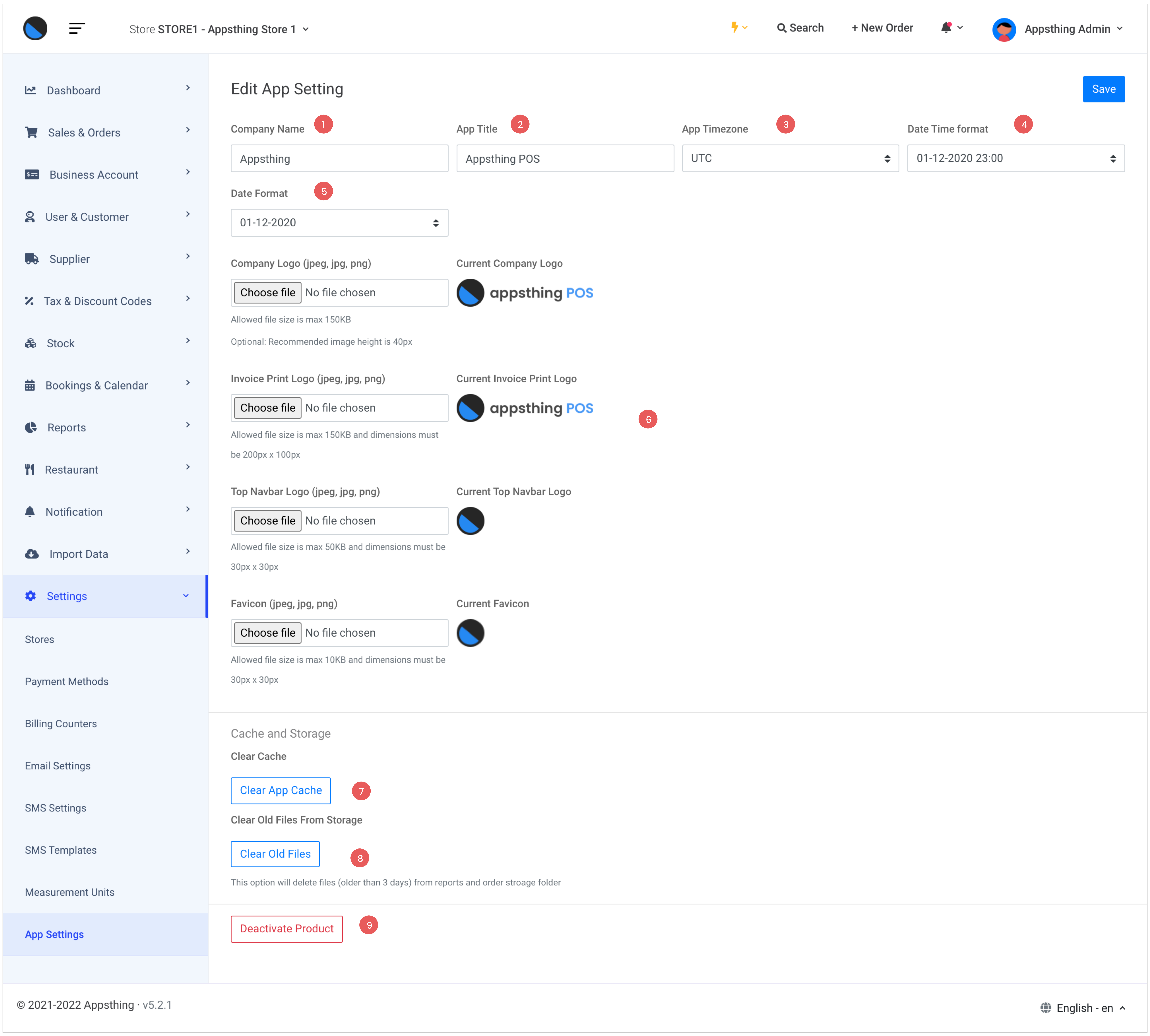
Choose the billing counter and open a register

Create New Order

Navigate to **Sales & Orders > Orders** menu and click on the **New Order** button or click on the **+ New Order** button on the header

How do we change the app settings like title, logos, timezone, etc. ?

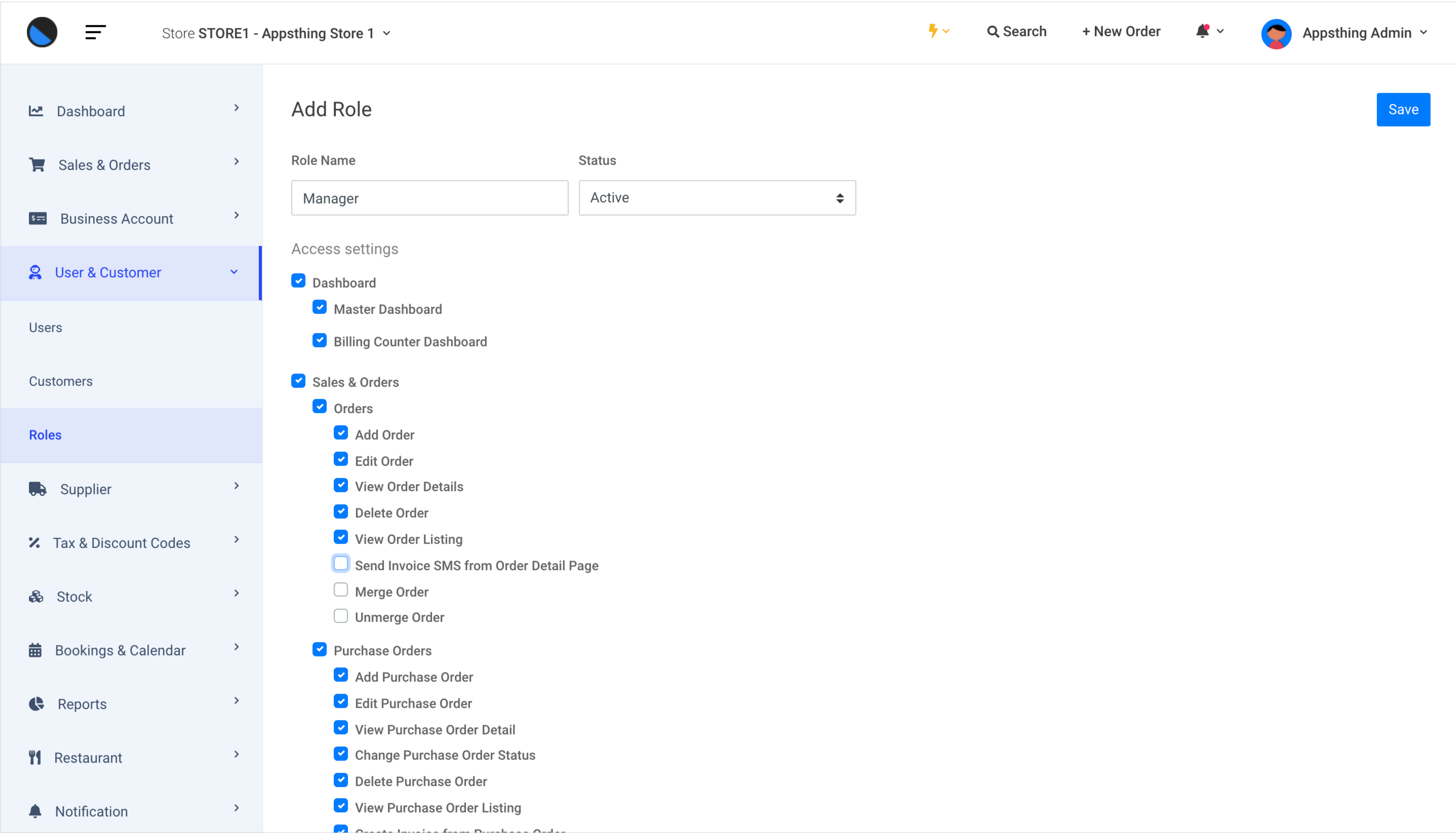
Navigate to **Settings > App Settings** menu and click on the **Edit** button



1. The company name which gets displayed on the footer and the invoices
2. Name which gets displayed on the browser tab title section
3. Change the timezone of the app based on the region. By default, this is set to UTC
4. Date and time format which gets displayed on listing tables and detail pages
5. Date format which gets displayed on listing tables and detail pages
6. Upload Logos for logos, favicon, etc.
7. Clear app cache using this option
8. Delete report and order invoice files older than 3 days. We can free up the disk space using this option.
9. Deactivate the product using this button. We need to log in as administrator of accessing this button. After deactivation the purchase code can be used with other domains.

How do we create a new role and add a new user?

Navigate to **User & Customer > Roles** menu and click on the **New Role** button



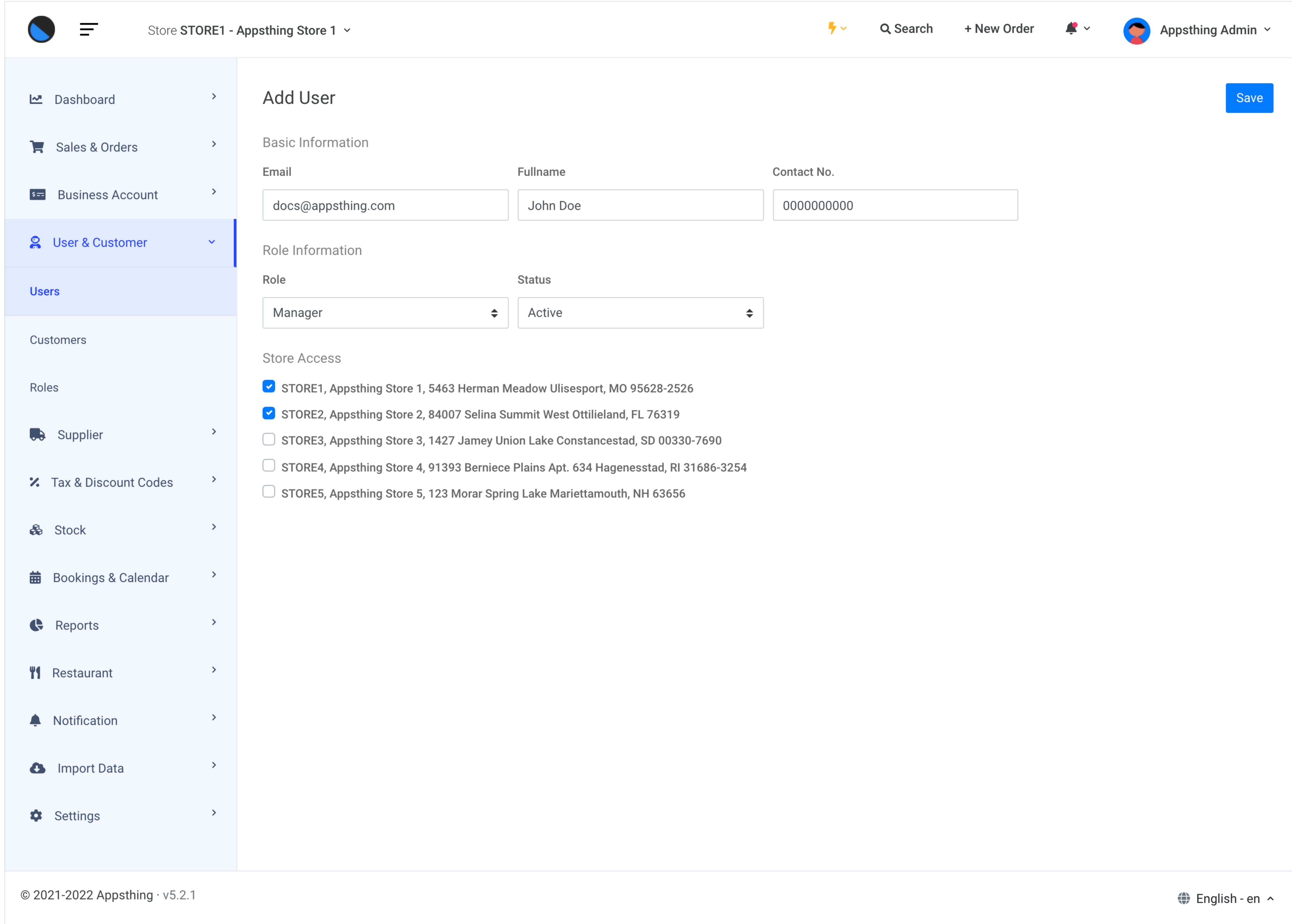
Steps for creating a new role :

1. Provide any role name and choose the status. We can choose to make the role active or inactive with this option
2. You the check box access settings for assigning different permissions for that particular role.

We can create any number roles and provide any access permission as needed

Roles are mandatory for adding a new user

Navigate to **User & Customer > Users** menu and click on the **New User** button or we can navigate to **Import Data > Import Data** for uploading users in bulk



Steps for creating a new user :

1. Provide user email, fullname, contact no.
2. Choose the role
3. Choose status as active or inactive
4. Select the stores the user has access to under store access section

How do we import new data into the app?

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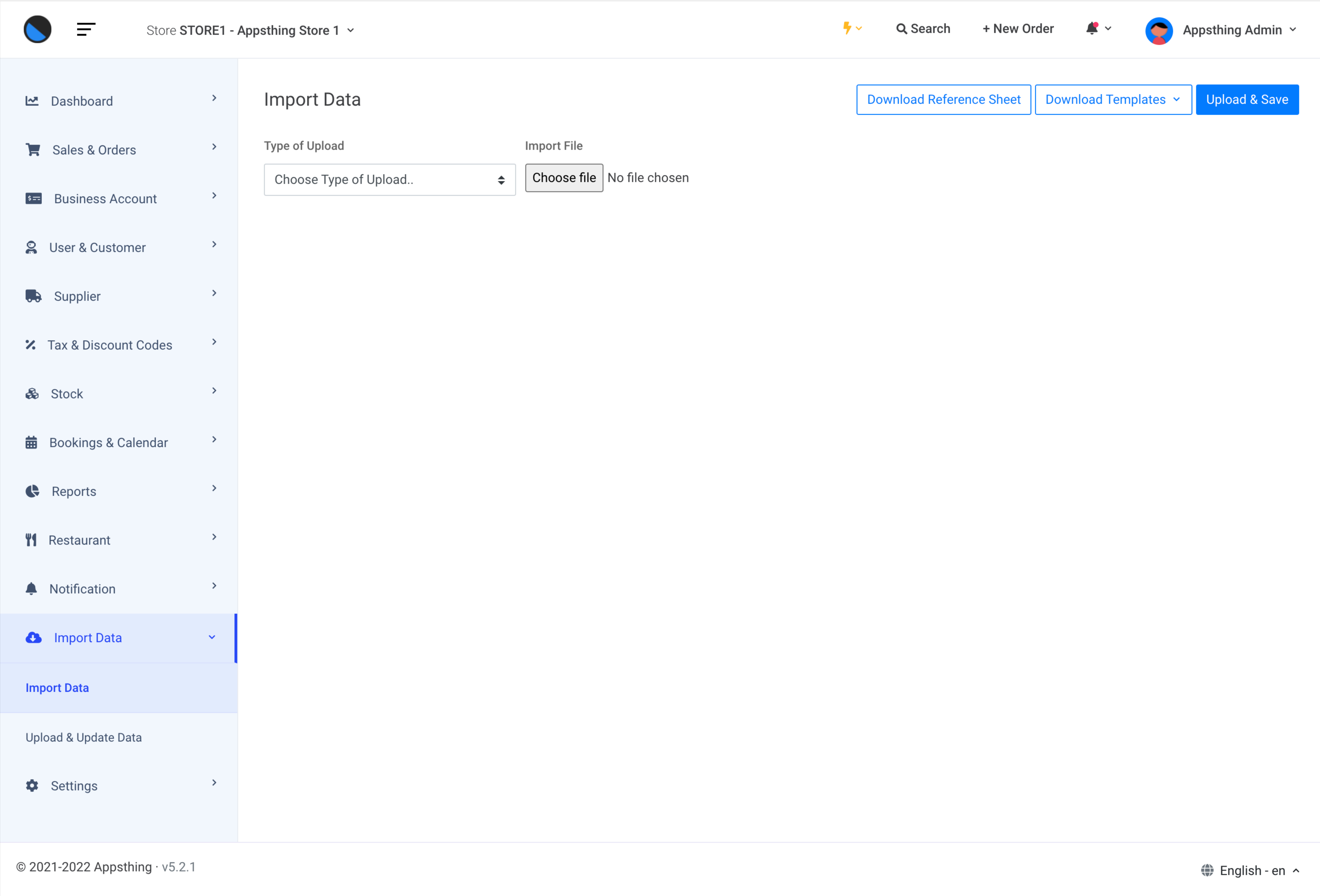
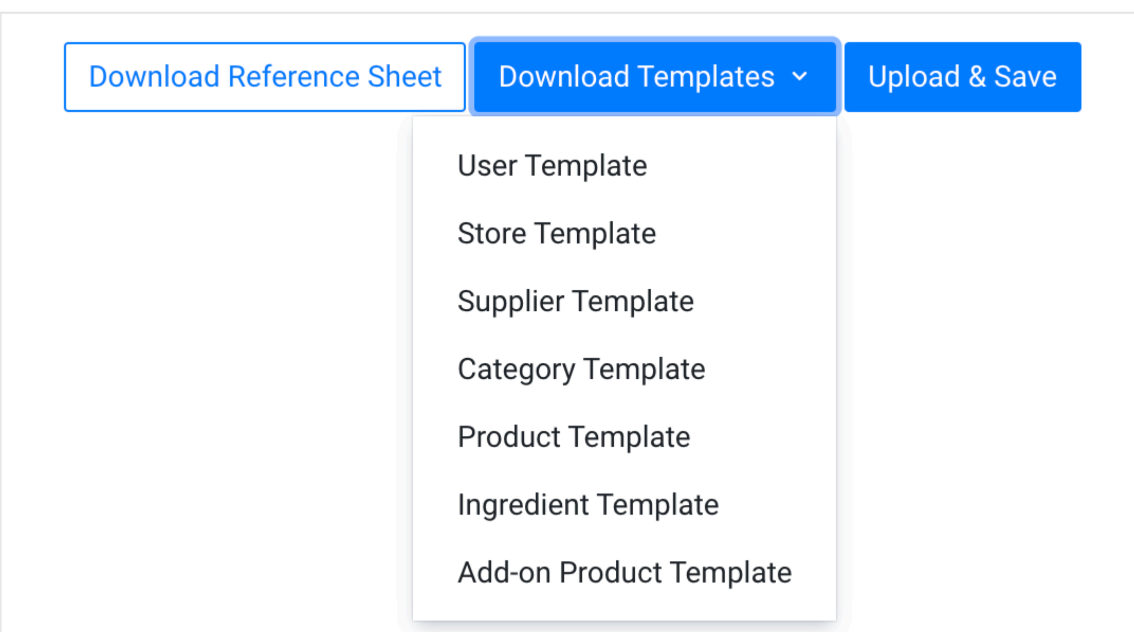
Navigate to **Import Data > Import Data** menu

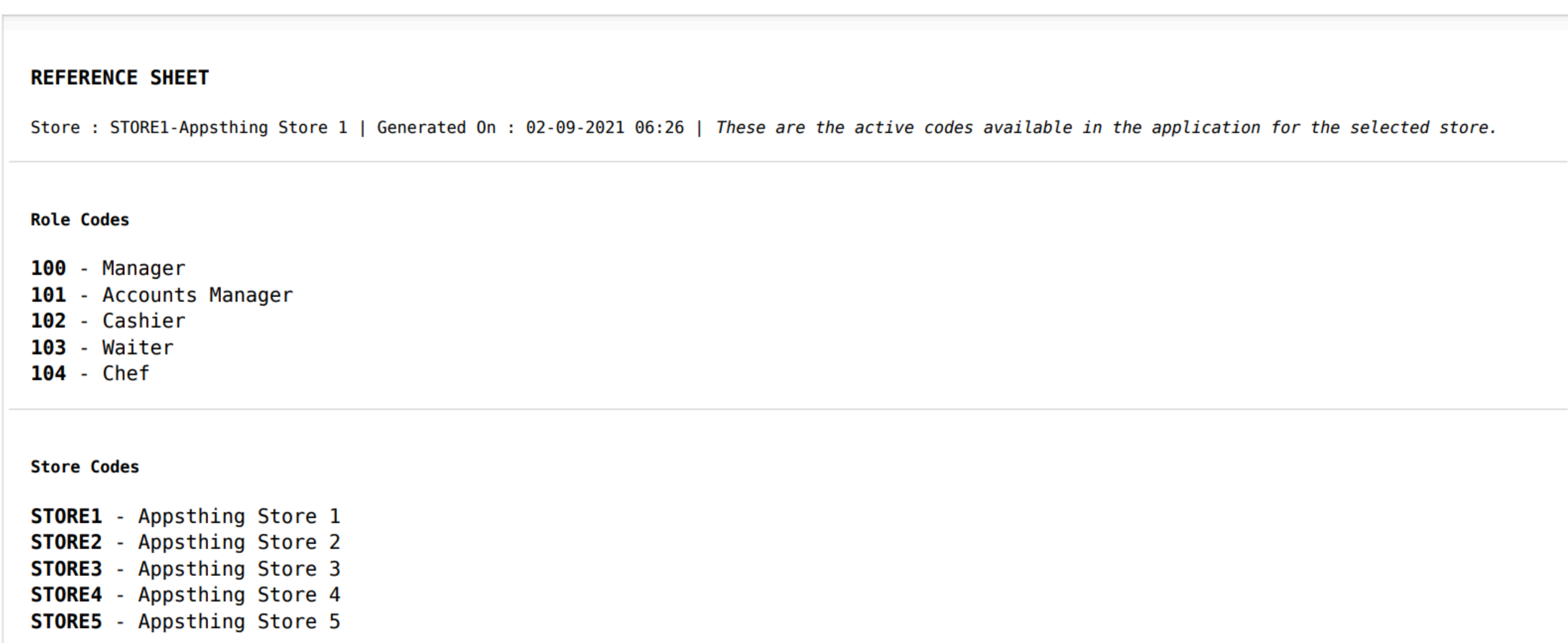


Steps to import new data:

1. We can download users, stores, suppliers, categories, products, ingredients and add-on products upload excel templates from Download Templates button



2. We can use Download Reference Sheet button to download the codes used in the upload excel sheet



REFERENCE SHEET

Store : STORE1-Appsthing Store 1 | Generated On : 02-09-2021 06:26 | *These are the active codes available in the application for the selected store.*

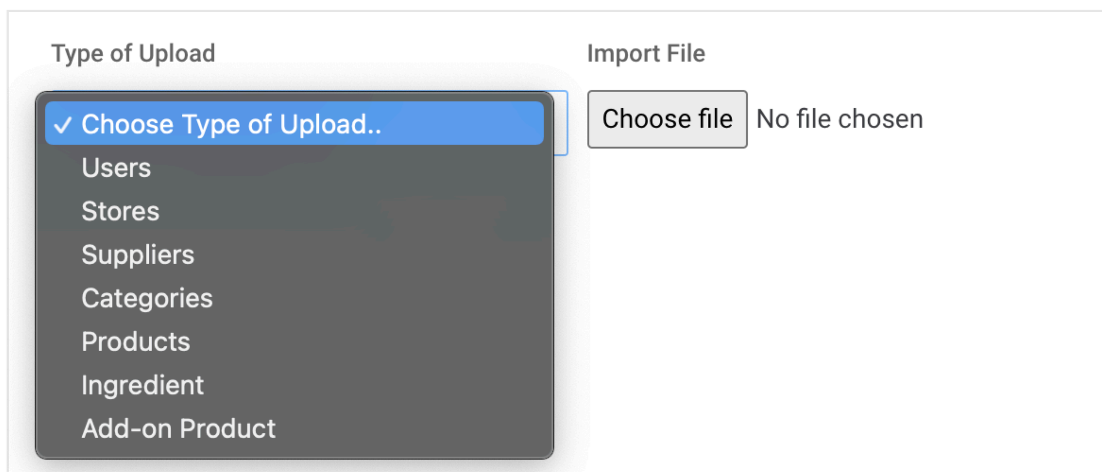
Role Codes

100 - Manager
101 - Accounts Manager
102 - Cashier
103 - Waiter
104 - Chef

Store Codes

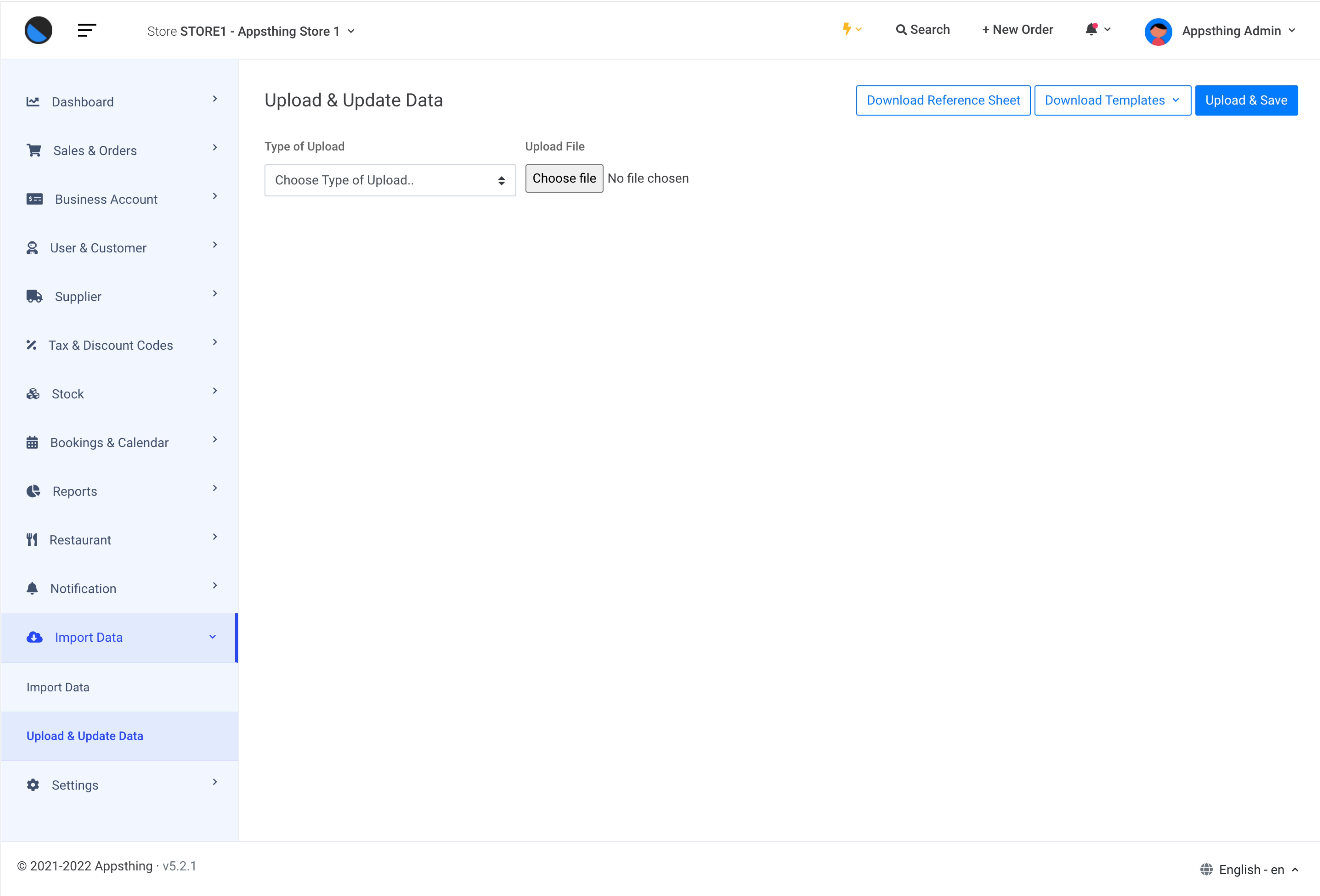
STORE1 - Appsthing Store 1
STORE2 - Appsthing Store 2
STORE3 - Appsthing Store 3
STORE4 - Appsthing Store 4
STORE5 - Appsthing Store 5

3. After filling the excel sheet choose the type of upload and choose the import file and click on the Upload & Save button



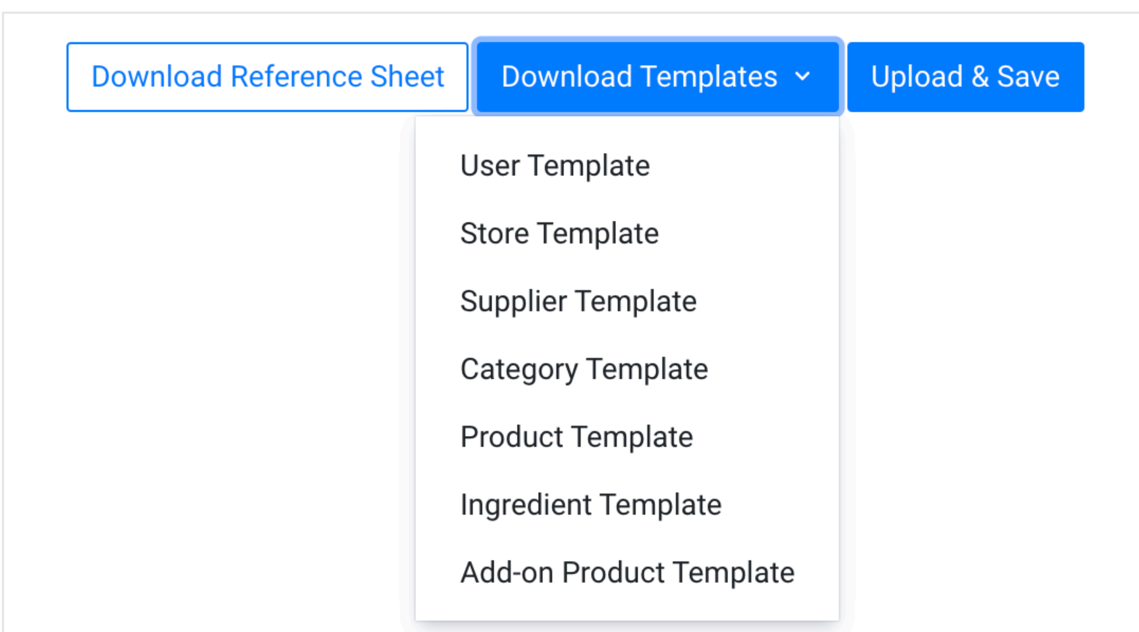
How do we bulk update existing data in the app?

Navigate to **Import Data > Upload & Update Data** menu

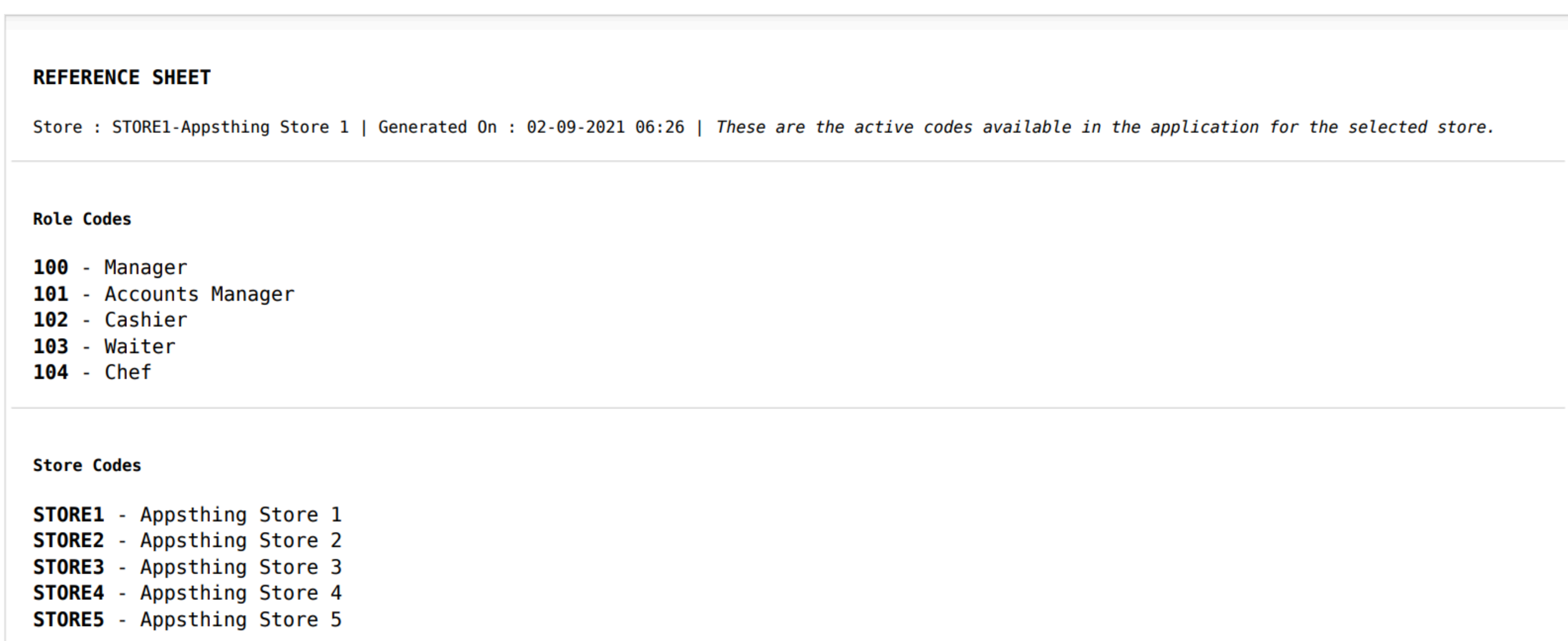


Steps to bulk update existing data:

1. We can download users, stores, suppliers, categories, products, ingredients and add-on products upload excel templates from Download Templates button



2. We can use Download Reference Sheet button to download the codes used in the upload excel sheet



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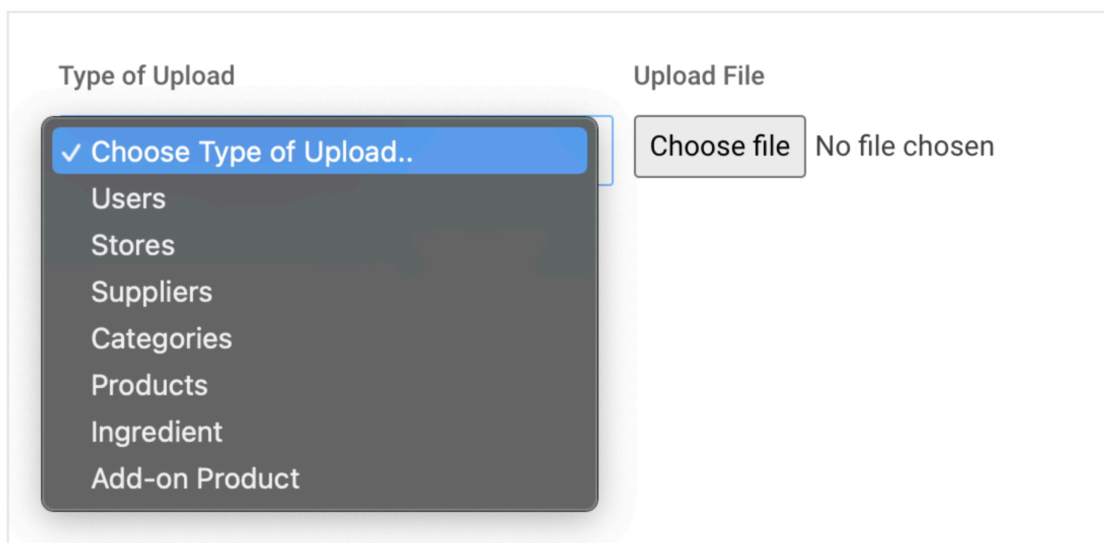
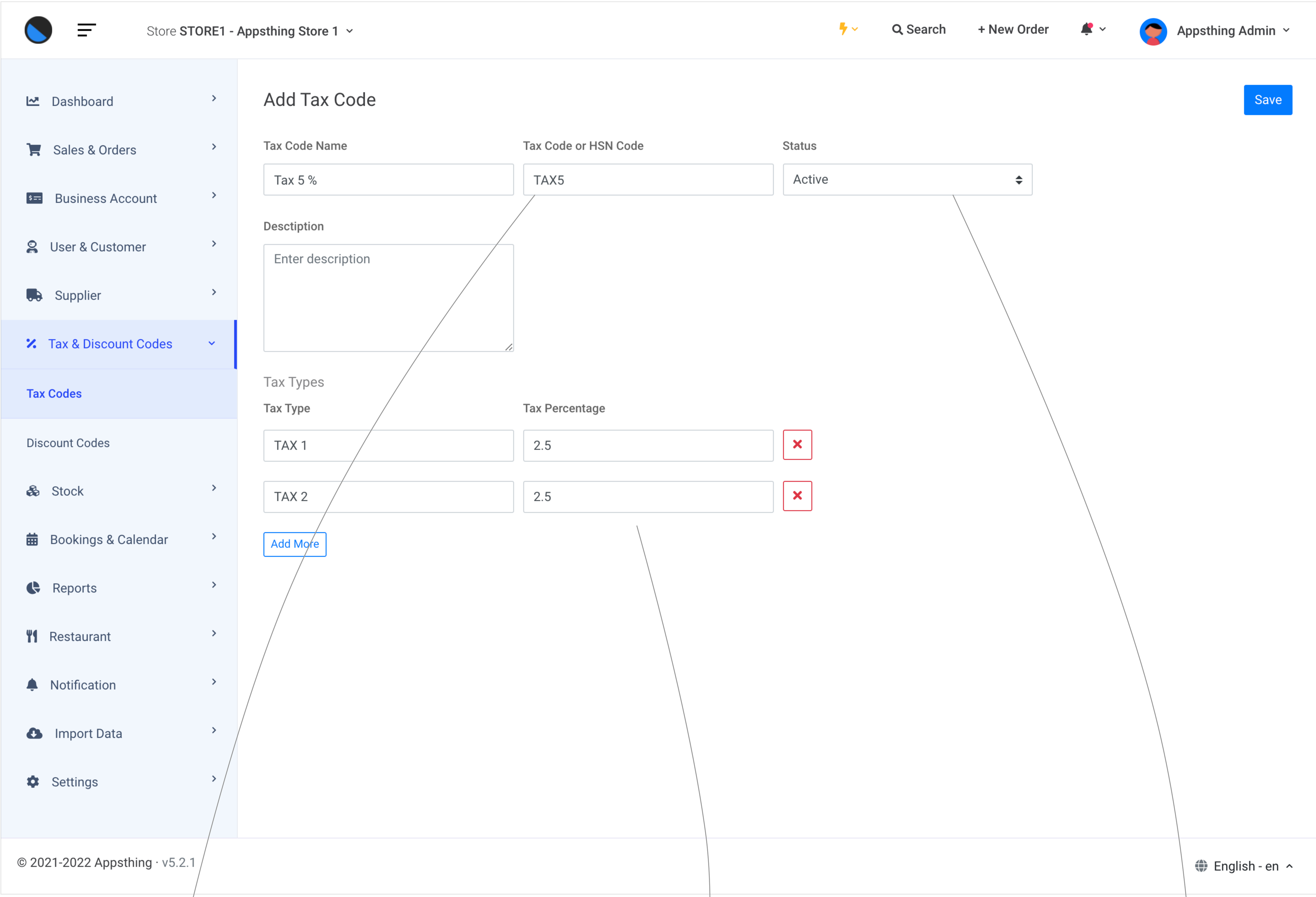


Tax codes and Discount codes

Navigate to **Tax & Discount Codes > Tax Codes** menu



Unique tax code is required for every tax code

Tax components or sub taxes can be added by clicking the Add More button

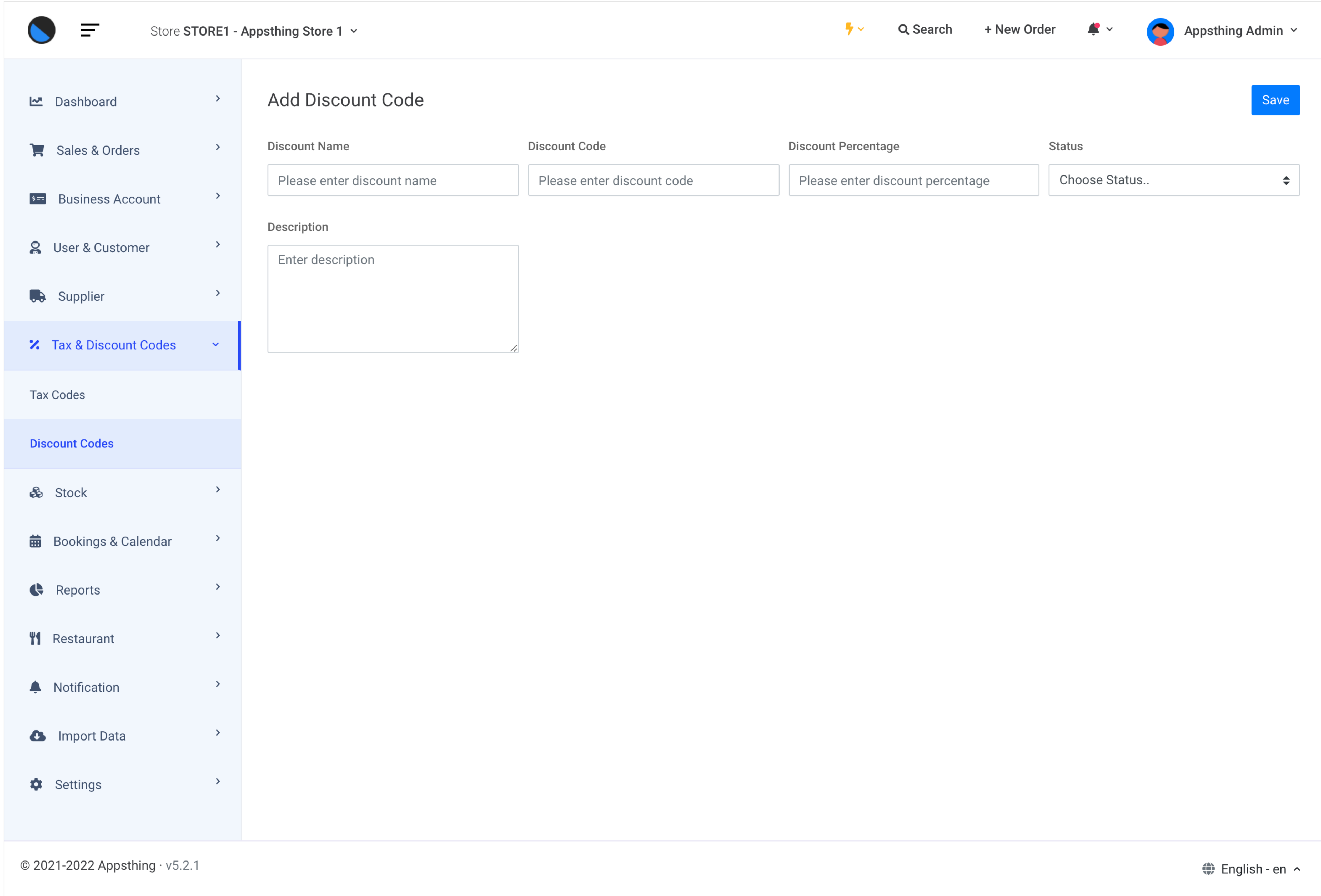
Tax code can be made active or Inactive with this field

Tax code can be applied to products and the tax will be calculated on the product sale price while adding the products to the cart.

Tax codes can be applied on the Store level as well. If we apply a tax code on the store level, the tax will be calculated on the order total.

If we don't want to use tax for a product, create a tax code with 0%. 0% tax code won't show up in the invoice.

Navigate to **Tax & Discount Codes > Discount Codes** menu



Discount code can be applied to products and the discount will be calculated on the product sale price while adding the products to the cart.

Discount codes can be applied on the Store level as well. If we apply a discount code on the store level, the discount will be calculated on the order total.

How do we add a new product and generate product barcode?

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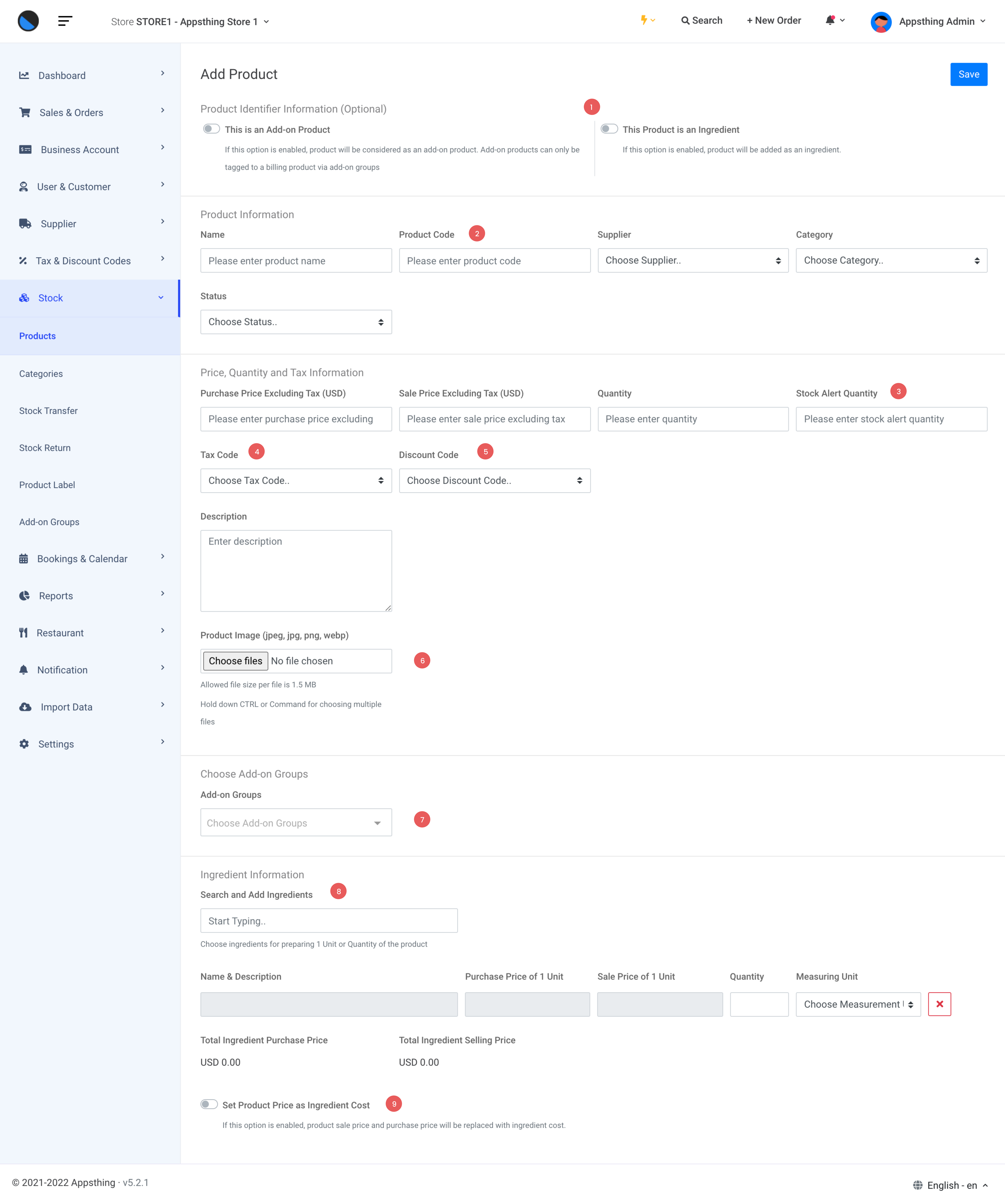
Navigate to **Stock > Products** menu and click on the **New Product** button or we can navigate to **Import Data > Import Data** for uploading products in bulk



1. We can choose to add a product as a normal billing product, add-on product, or an ingredient

   * Add-on products and ingredients are applicable only on restaurant mode

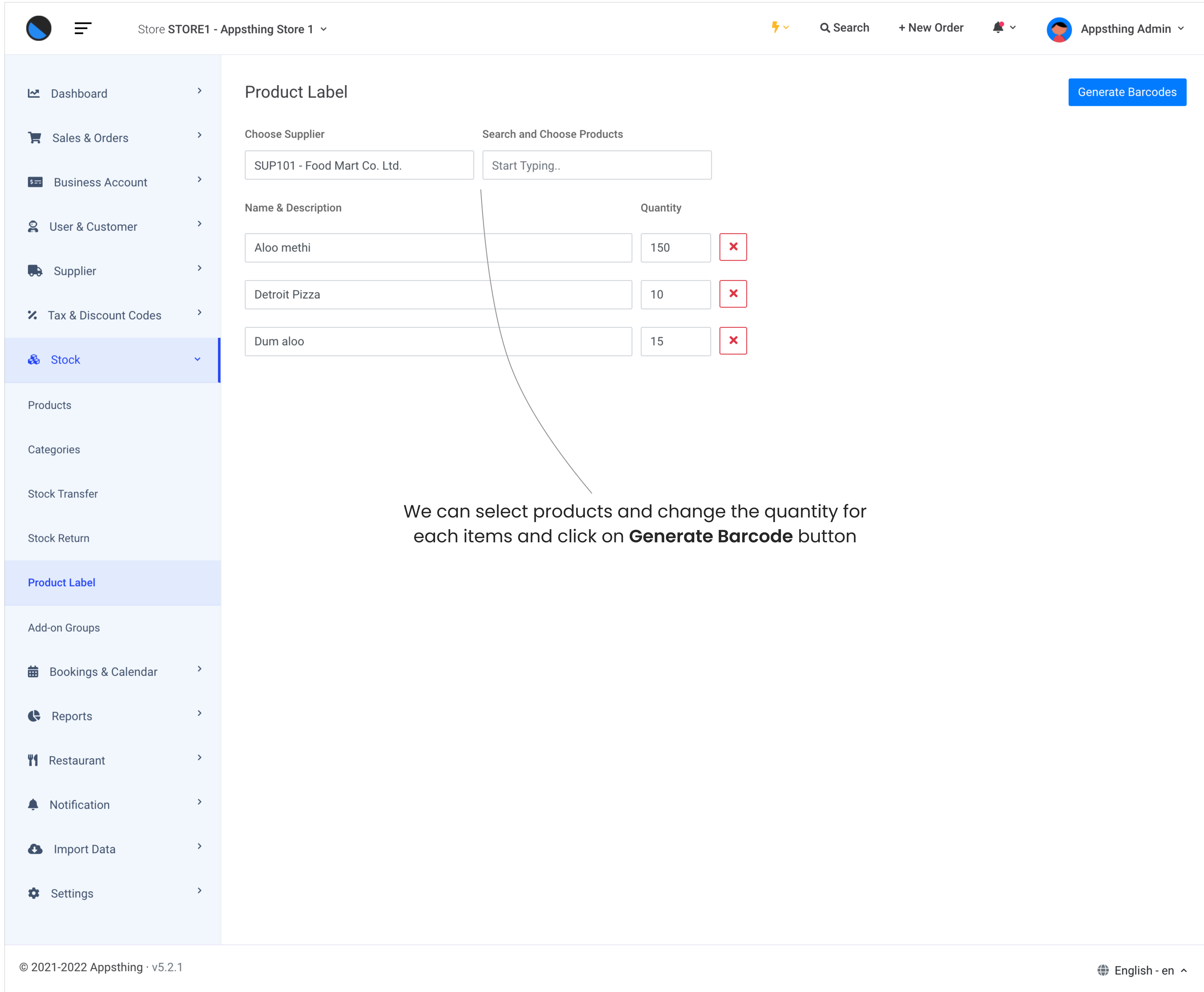
   Add-on products are used to create add-on groups, multiple add-on groups can be assigned to a product

   Multiple ingredients can be added to a product (stock tracking is enabled for ingredients also)

2. Product code is unique for all the products in a store
3. Low stock alert will be displayed on Stock Quantity Alert report based on this value
4. Assign tax code to the product. Tax percentages will apply to the product while creating an order
5. Assign discount code to the product. Discount percentages will apply to the product while creating an order
6. Multiple product images can be uploaded
7. Multiple add-on groups can be assigned to a product
8. Add ingredients for the product
9. Product purchase and sale price is replaced with the summation of ingredients purchase and sale price

How do we generate product barcode?

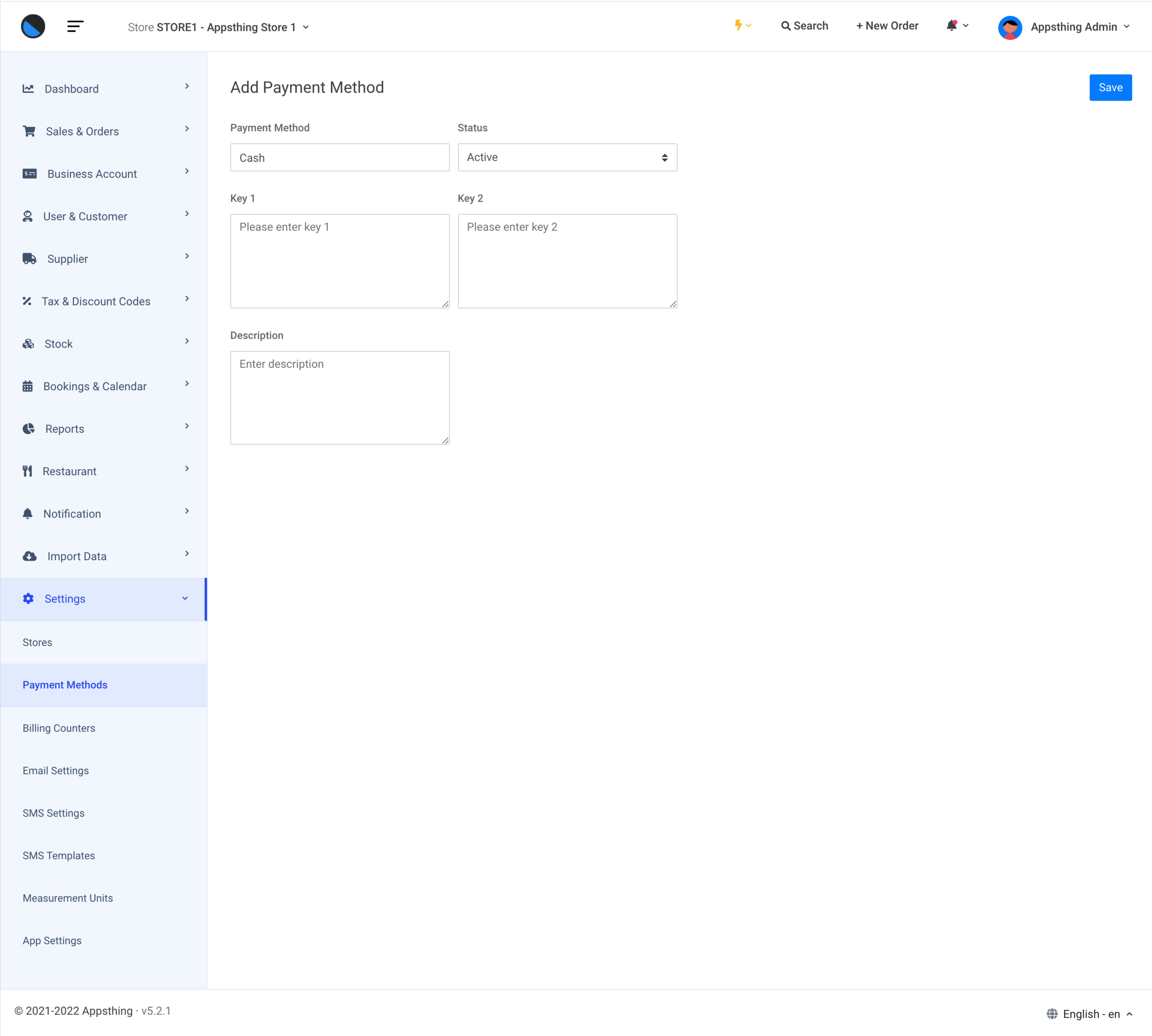
Navigate to **Stock > Product Label**

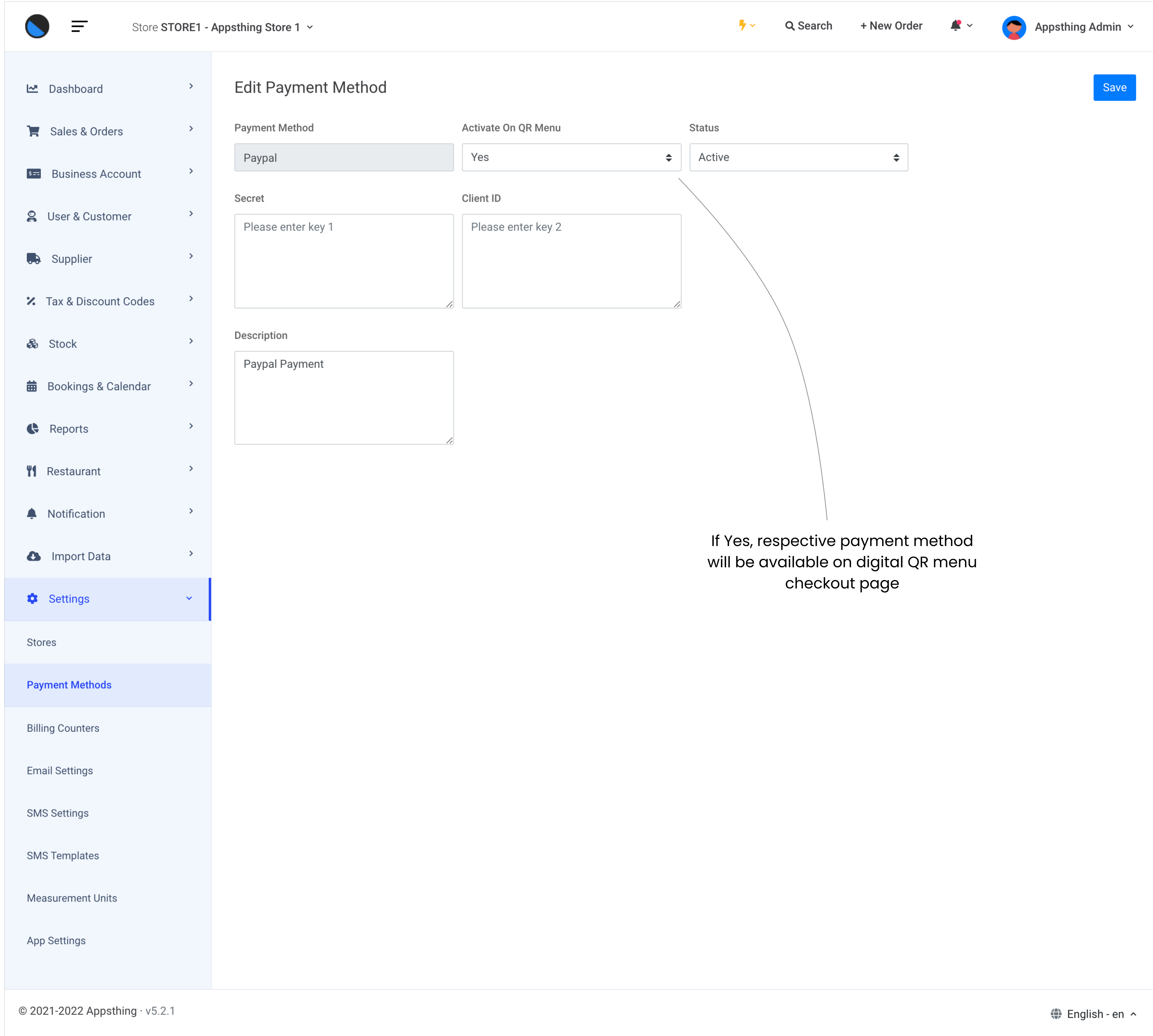


We can select products and change the quantity for each items and click on **Generate Barcode** button

How do we use payment method?

Navigate to **Settings > Payment Methods** menu and click on the **New Payment Method** button





We can add multiple payment methods in this app

There are multiple payment gateway integration with this app like Paypal, Stripe, Razorpay

How do we use payment gateways ?

We need to create an account on payment gateway websites, After creating an account, we can generate a key id and secret (we can go through paypal and stripe docs for this)

The respective keys we need to update against the payment method edit section under settings.

If the keys are correct, the payment will load checkout pages as expected.

Kitchen view and Waiter view

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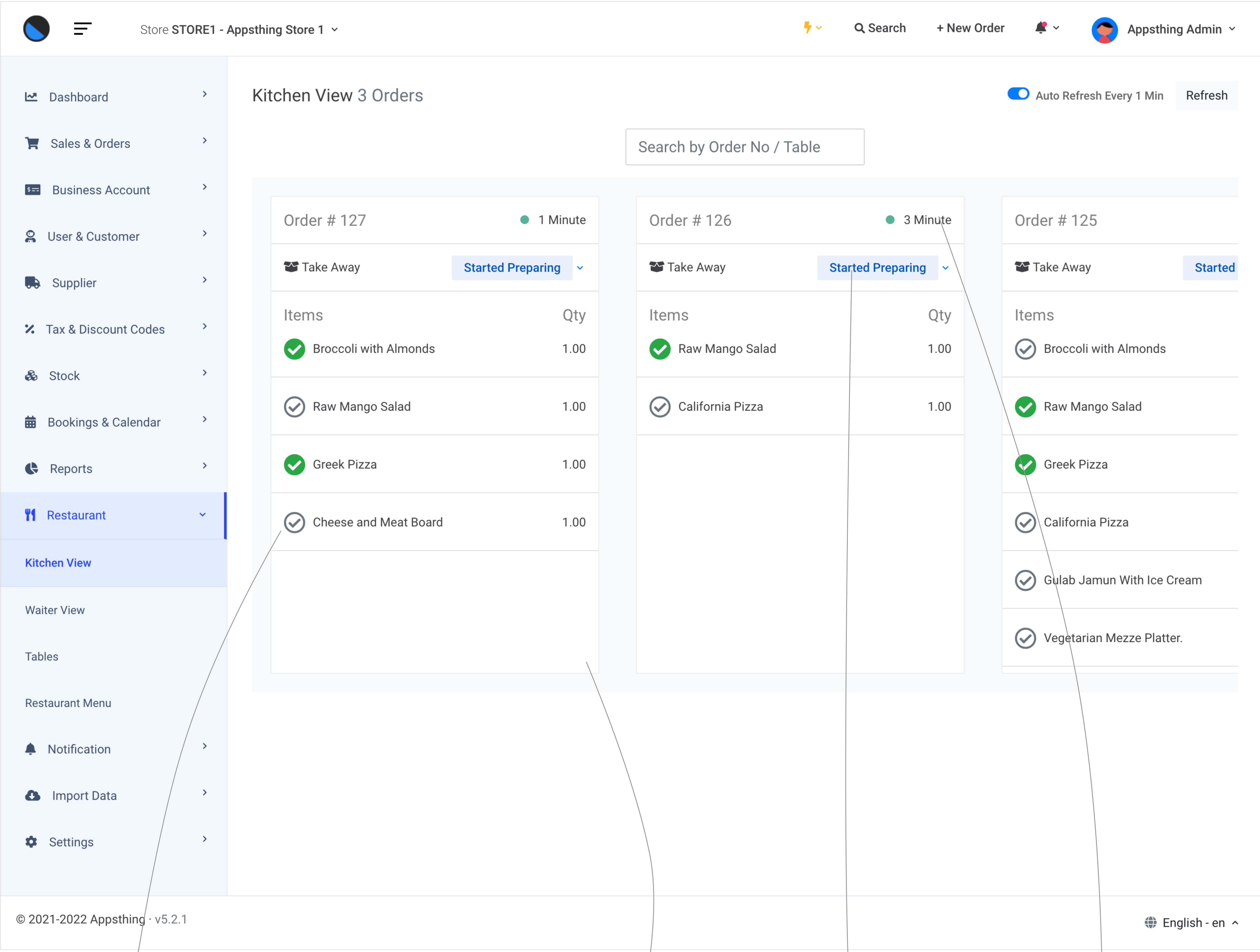
Navigate to **Restaurant > Kitchen View** menu



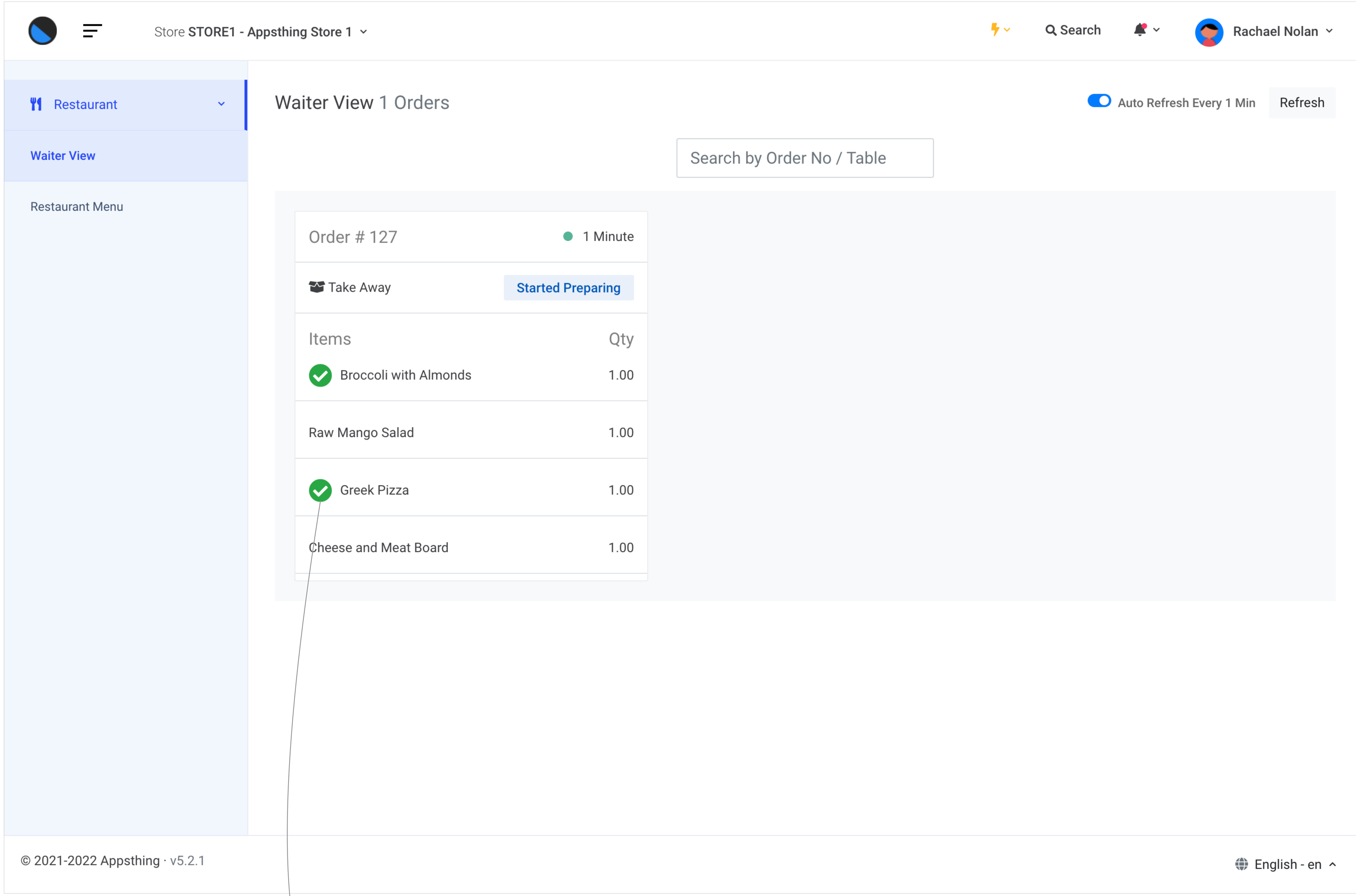
Chefs can click on this tick mark and mark the item as prepared. Prepared item is shown in green color

All the orders sent to kitchen is shown as cards

Duration in minutes from the time the order is received

We can change the status of the order here

Navigate to **Restaurant > Waiter View**



Waiter view is mainly designed for waiters. We need to login as a waiter to access this screen *

Roles other than waiters can also access waiter view from v5.3

Ready to serve items are shown as green tick mark

How do we create new order?

Navigate to **Sales & Orders > Orders** menu and click on the **New Order** button or click on the **+ New Order** button on the header

Digital menu orders, running orders and hold order list buttons

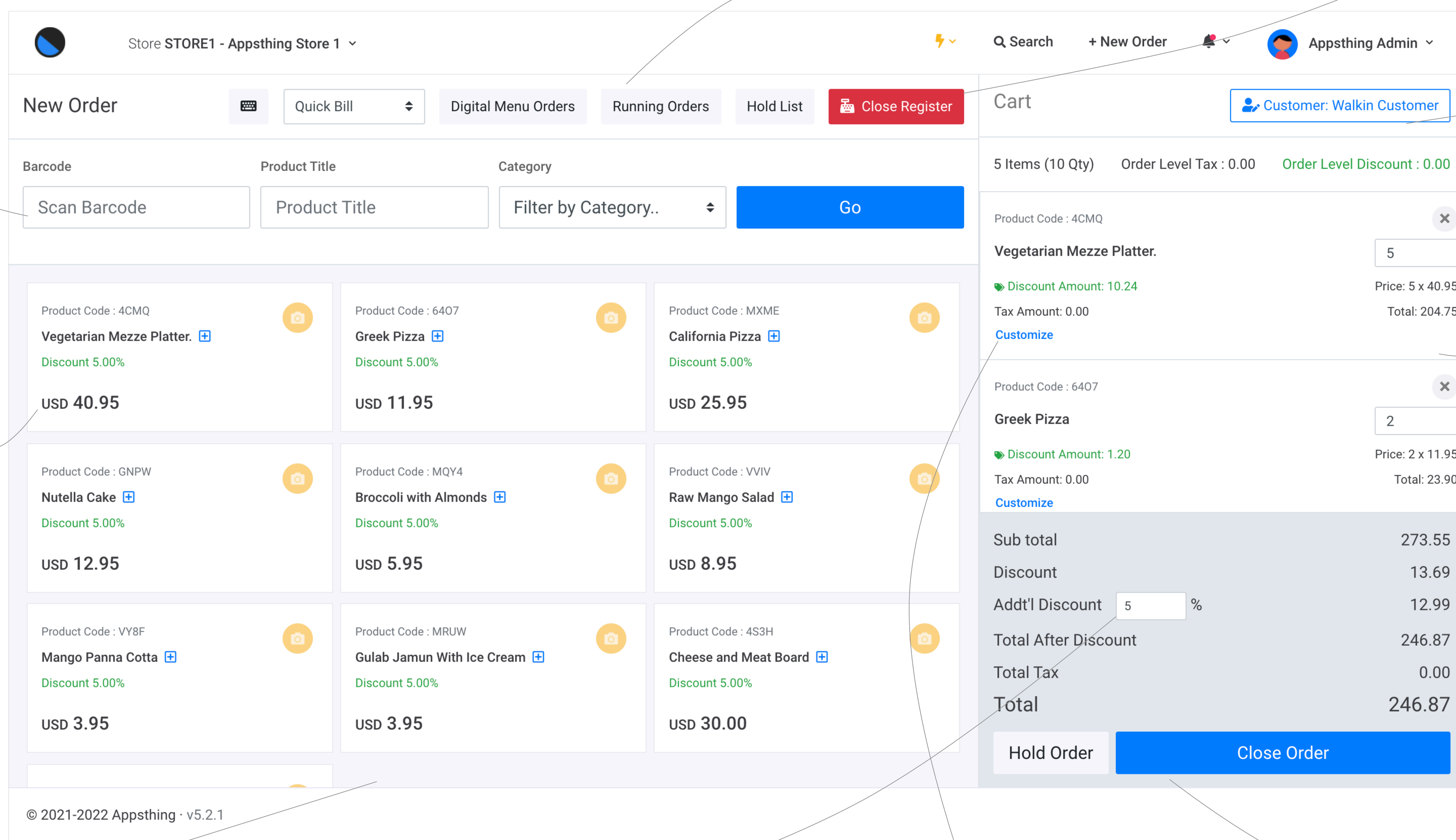
Close register button

Scan product code barcode,
after scanning barcode item will be added
to the cart automatically. If we scan multiple times
the quantity of the item will be incremented
automatically

Choose customer using this option

Cart items are listed here

Click on the item to add to cart.
click multiple times to add more quantity

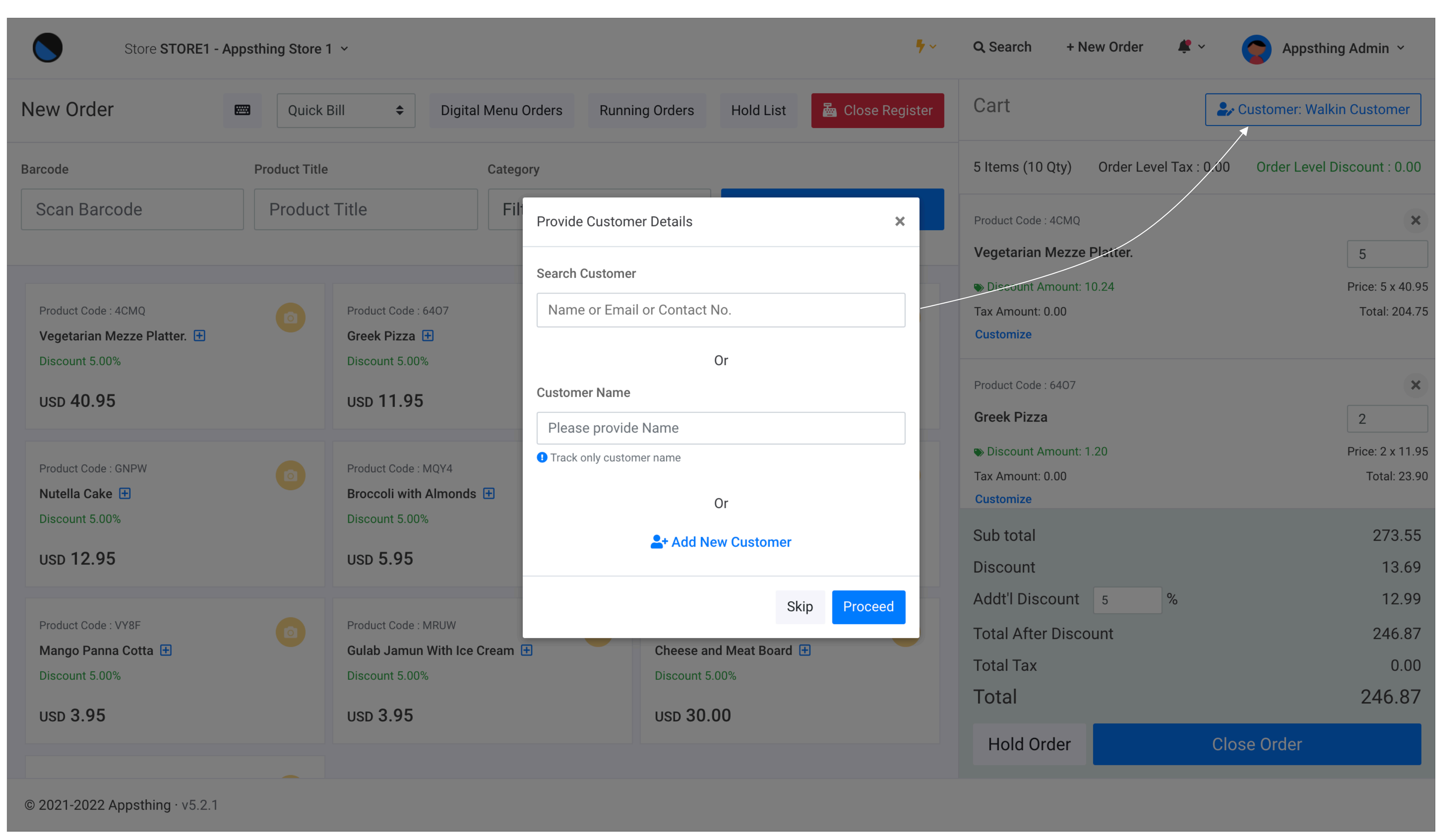


Items are loaded here.
most sold items are loaded by default.
All items are not loaded by default

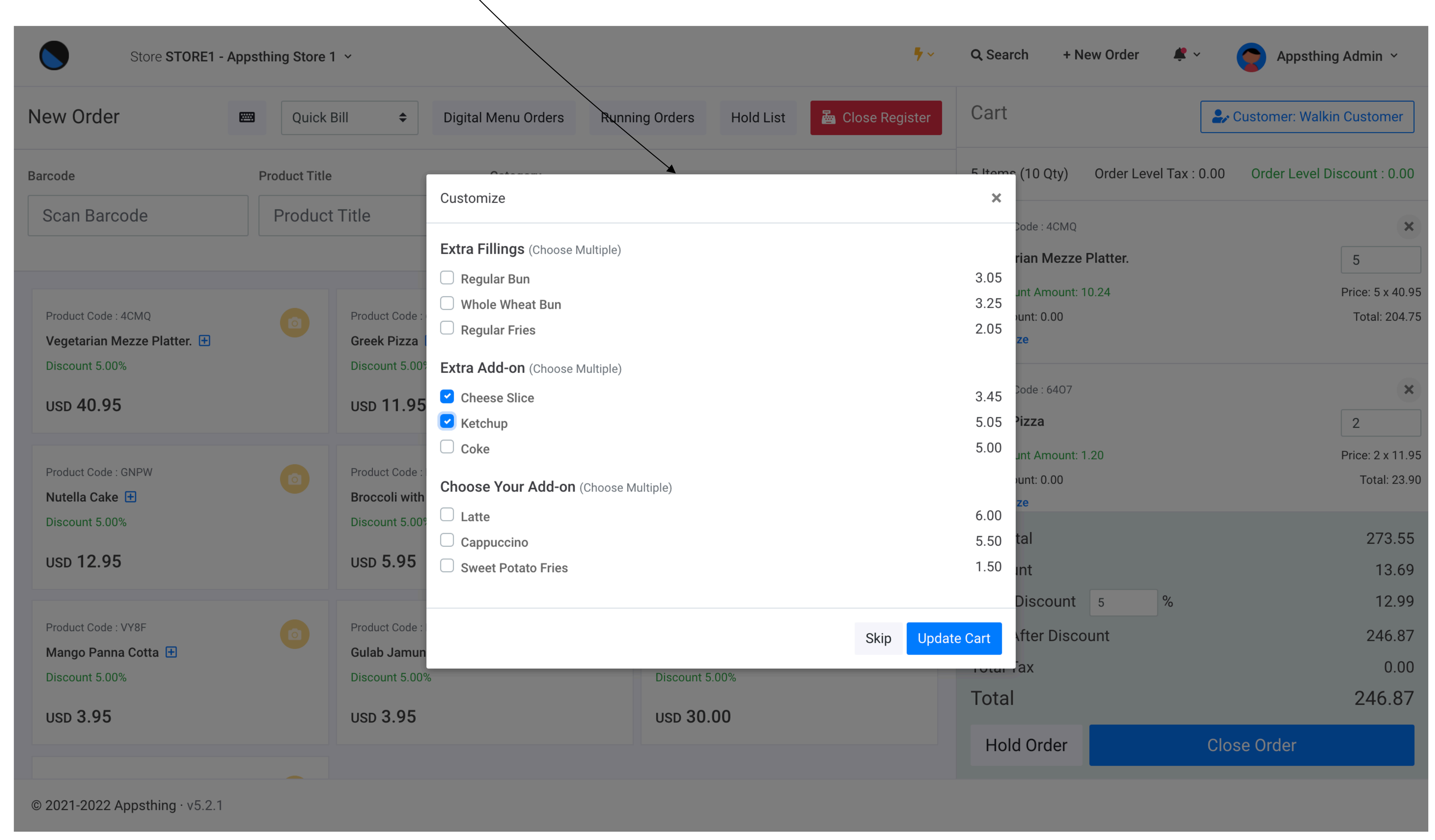
Apply additional discount using this option

Customize items using this option

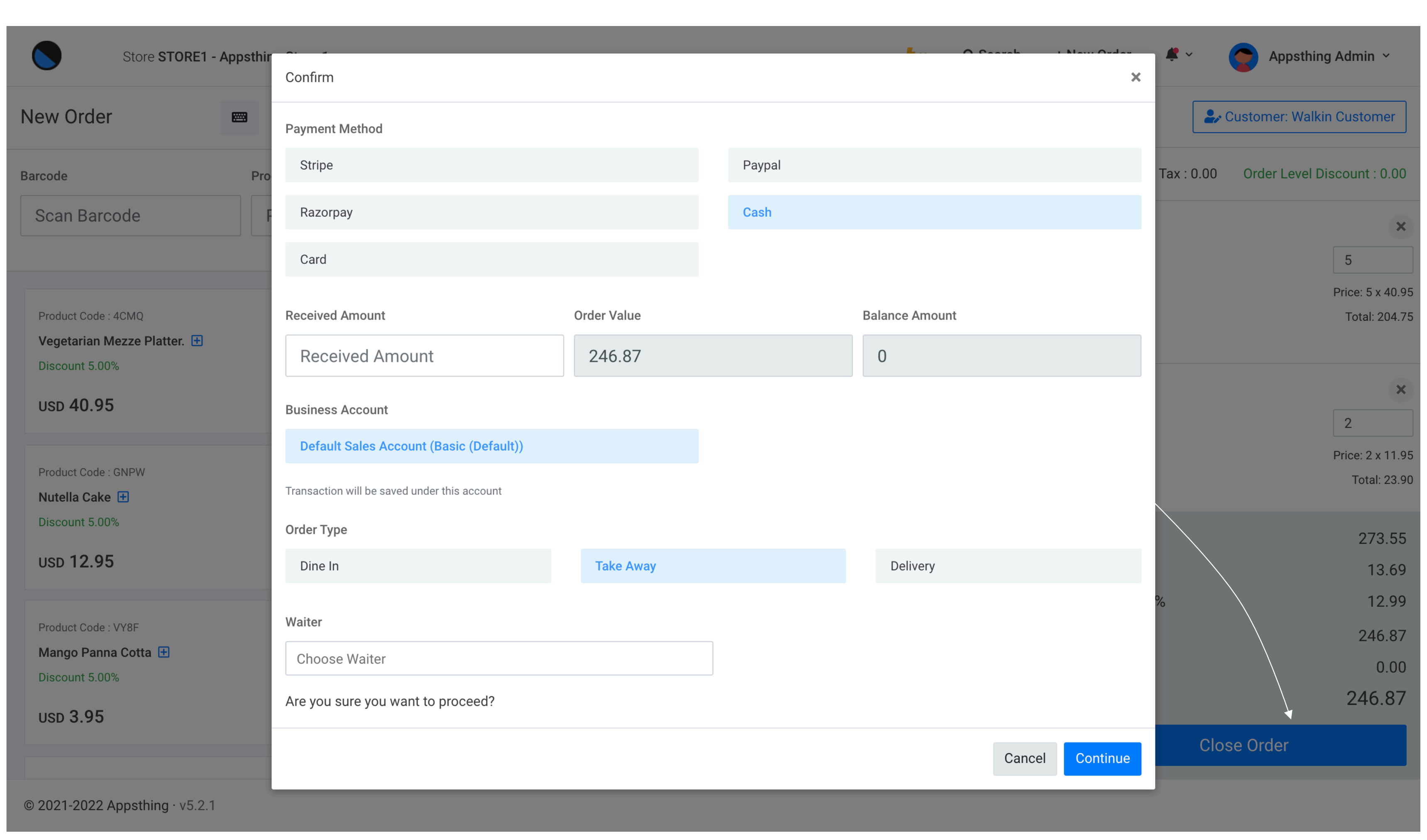
Hold order, Close order and Send to Kitchen
buttons
After closing the order, order summary page will load on the browser.
* Product stock including ingredients and add-on products will get reduced
after closing the order



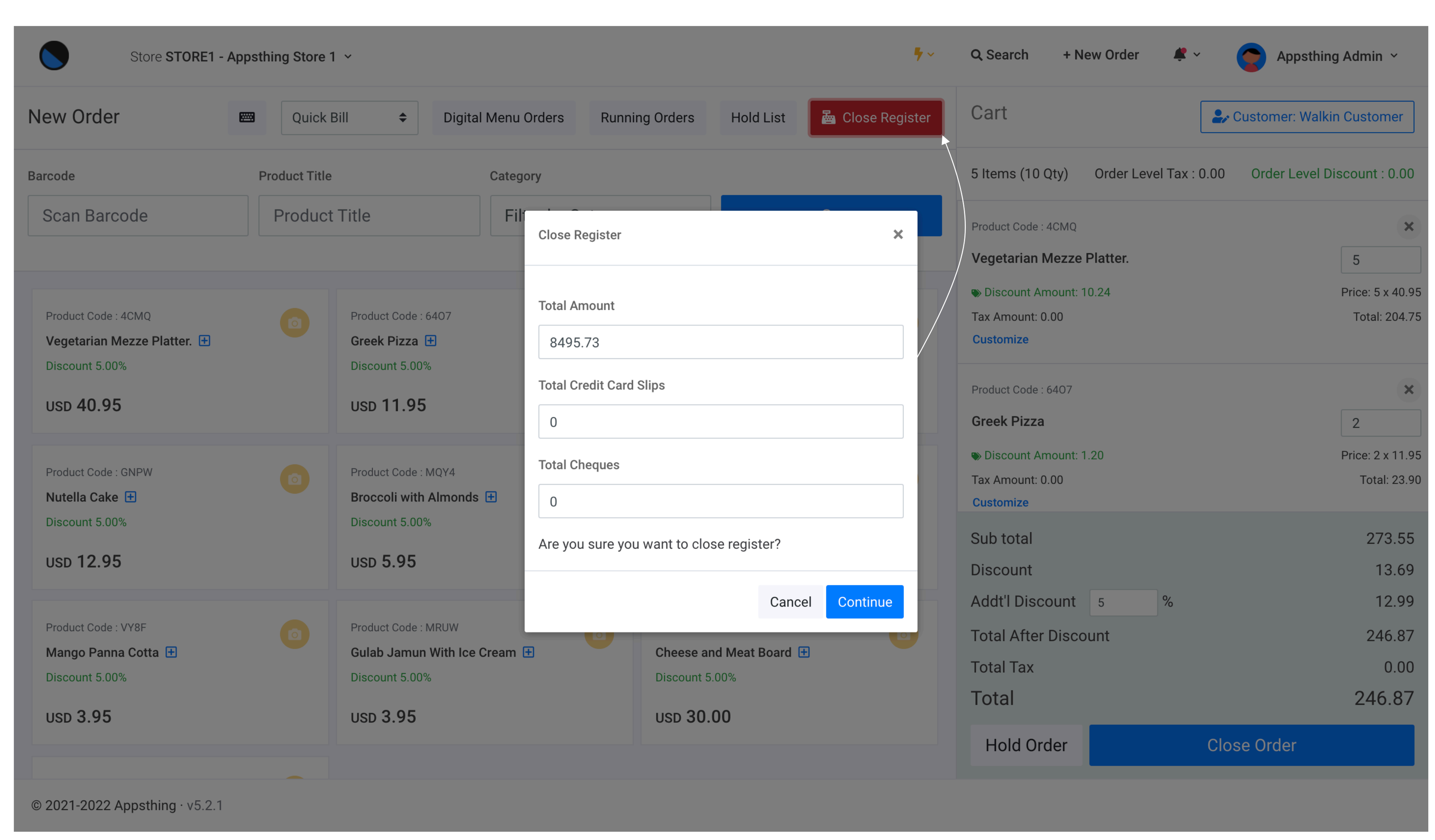
Choose customer popup.
We can search existing customer, just track customer name with the order and add new customer option



Customize product popup



Close and hold order pop up



Close register popup
Total amount is calculated and populated on total amount field

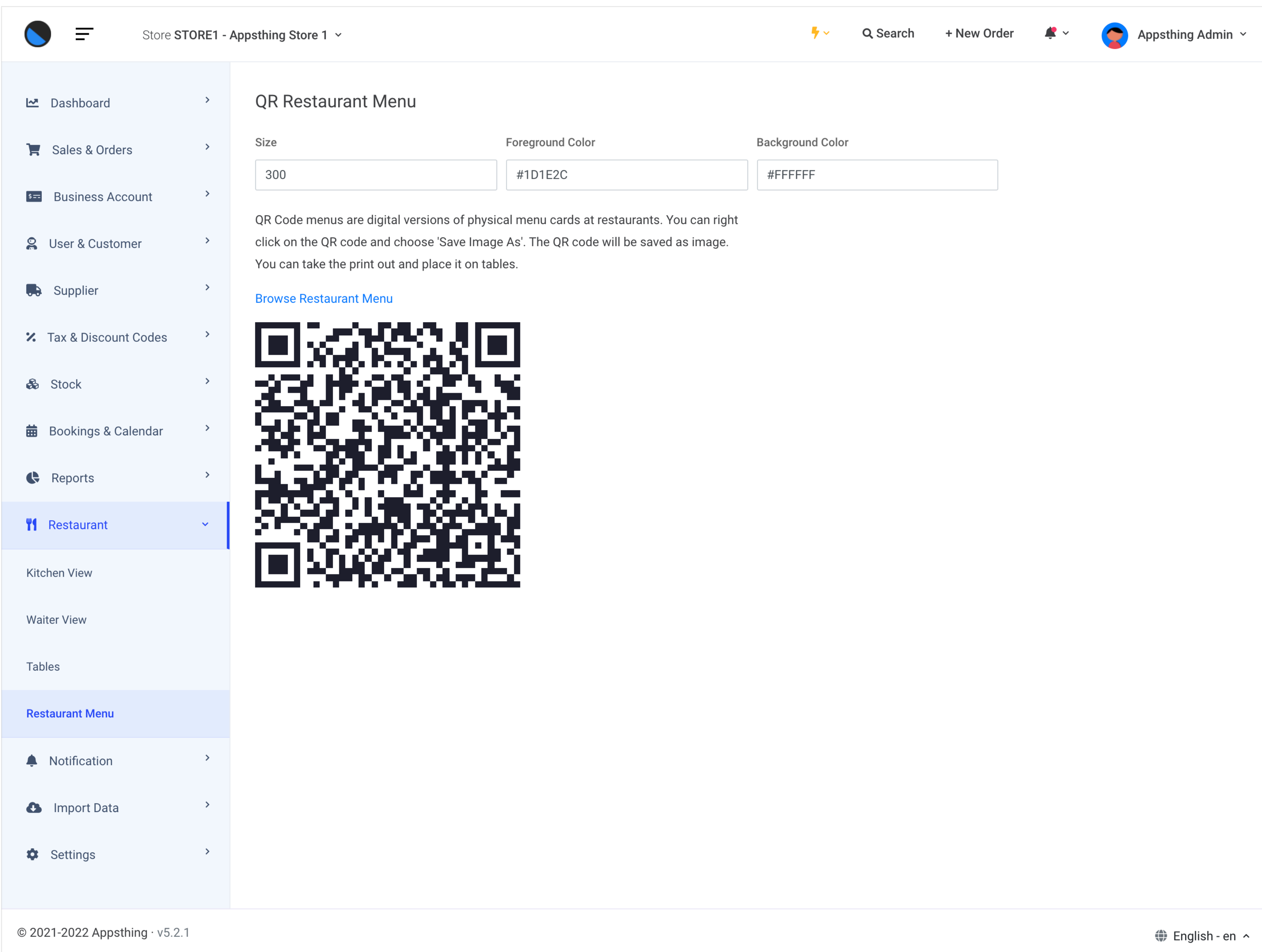
How do we use digital QR menu?

Generate QR menu

We can generate QR menu in 2 ways

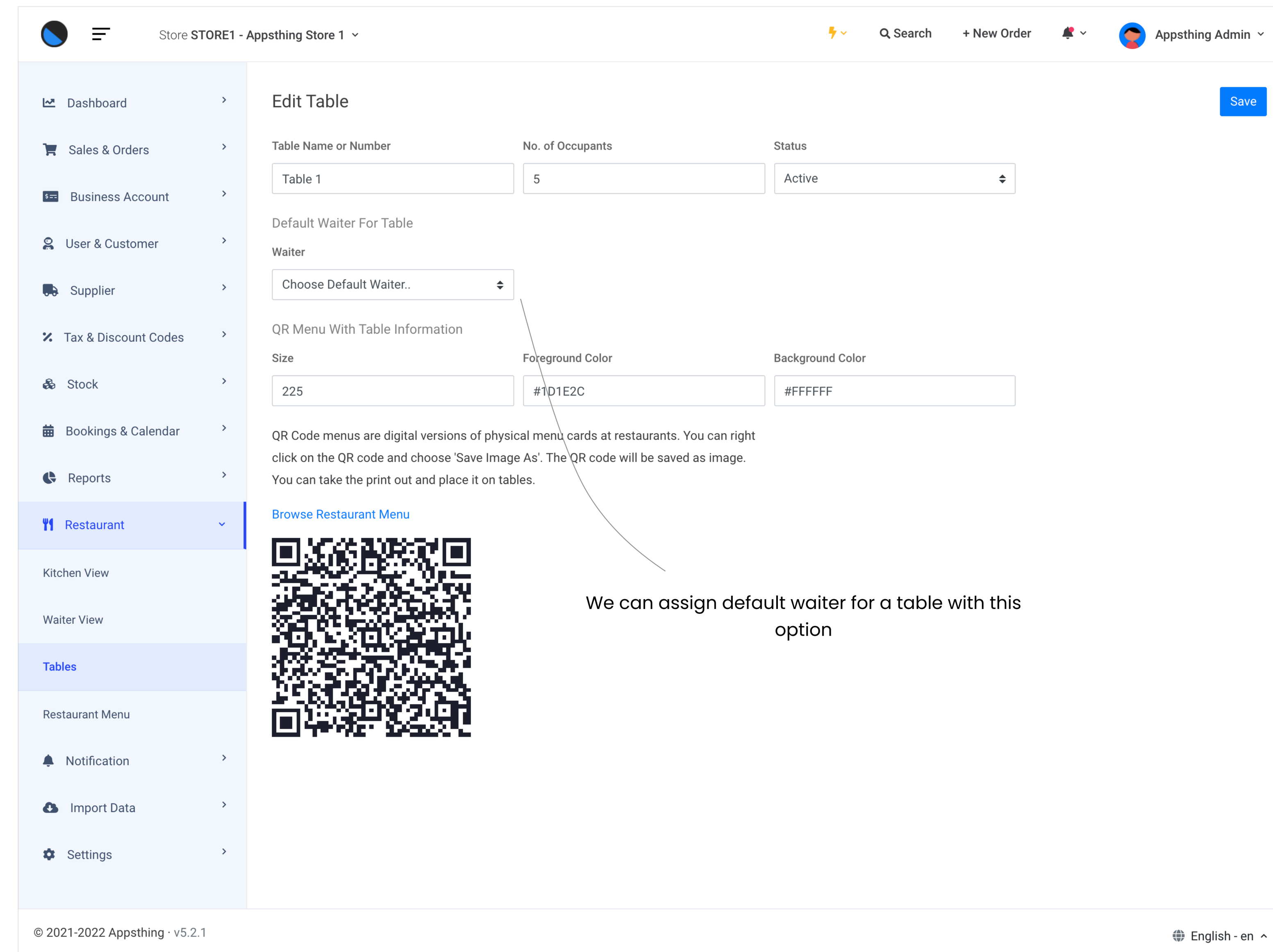
Generate QR code generally

Navigate to **Restaurant > Restaurant Menu** menu

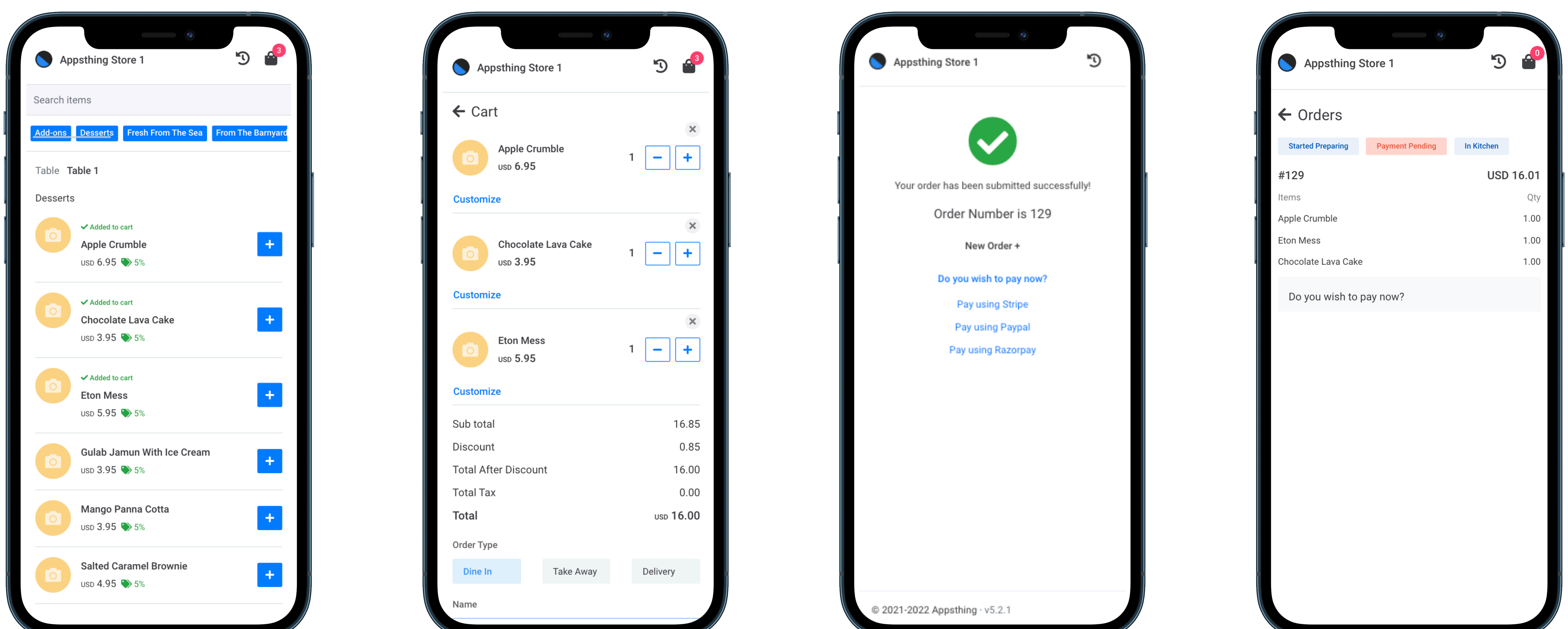


Generate QR codes for tables

Navigate to **Restaurant > Tables** menu from the listing menu choose **Edit**

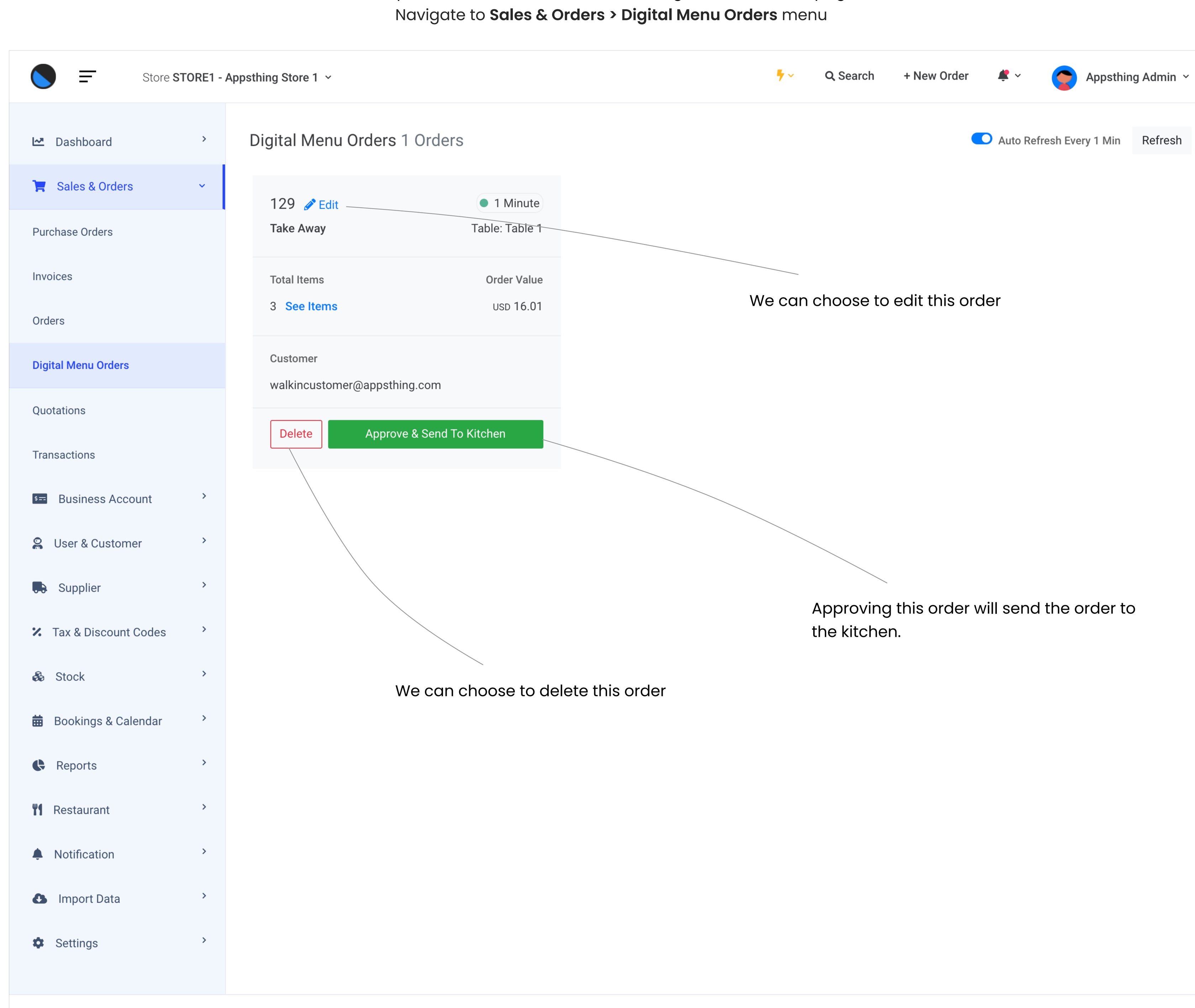


Scanning this QR code will load the digital menu on your mobile device



Approve QR menu orders

Completed orders will be available on Digital Menu Orders page.
Navigate to **Sales & Orders > Digital Menu Orders** menu



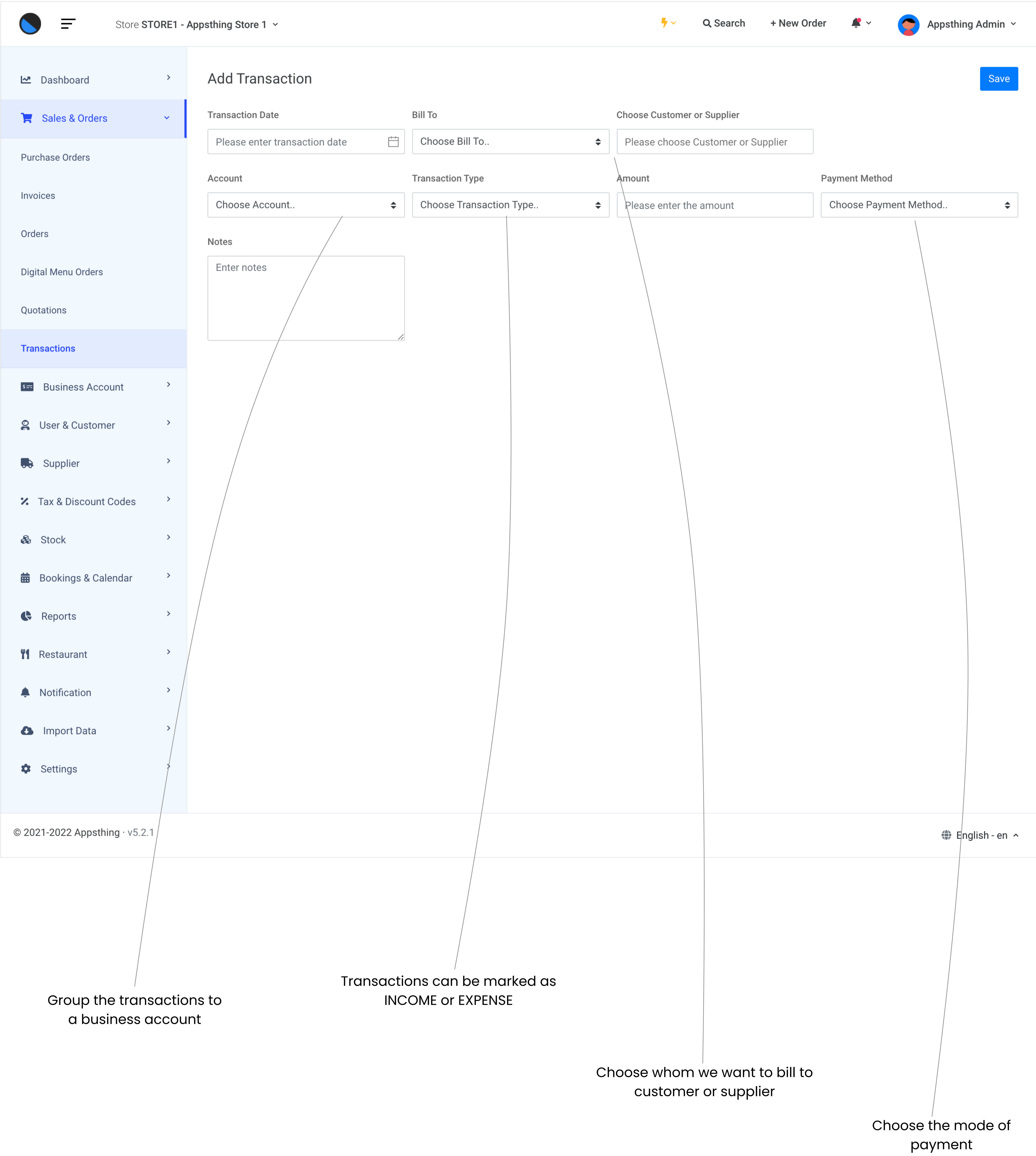
***We can skip the approval process by changing the ' Send Digital Menu Orders To Kitchen' field in store edit section to Yes**

or

If the payment is done from the QR menu, the order status will be set to 'closed'

How do we add a transaction?

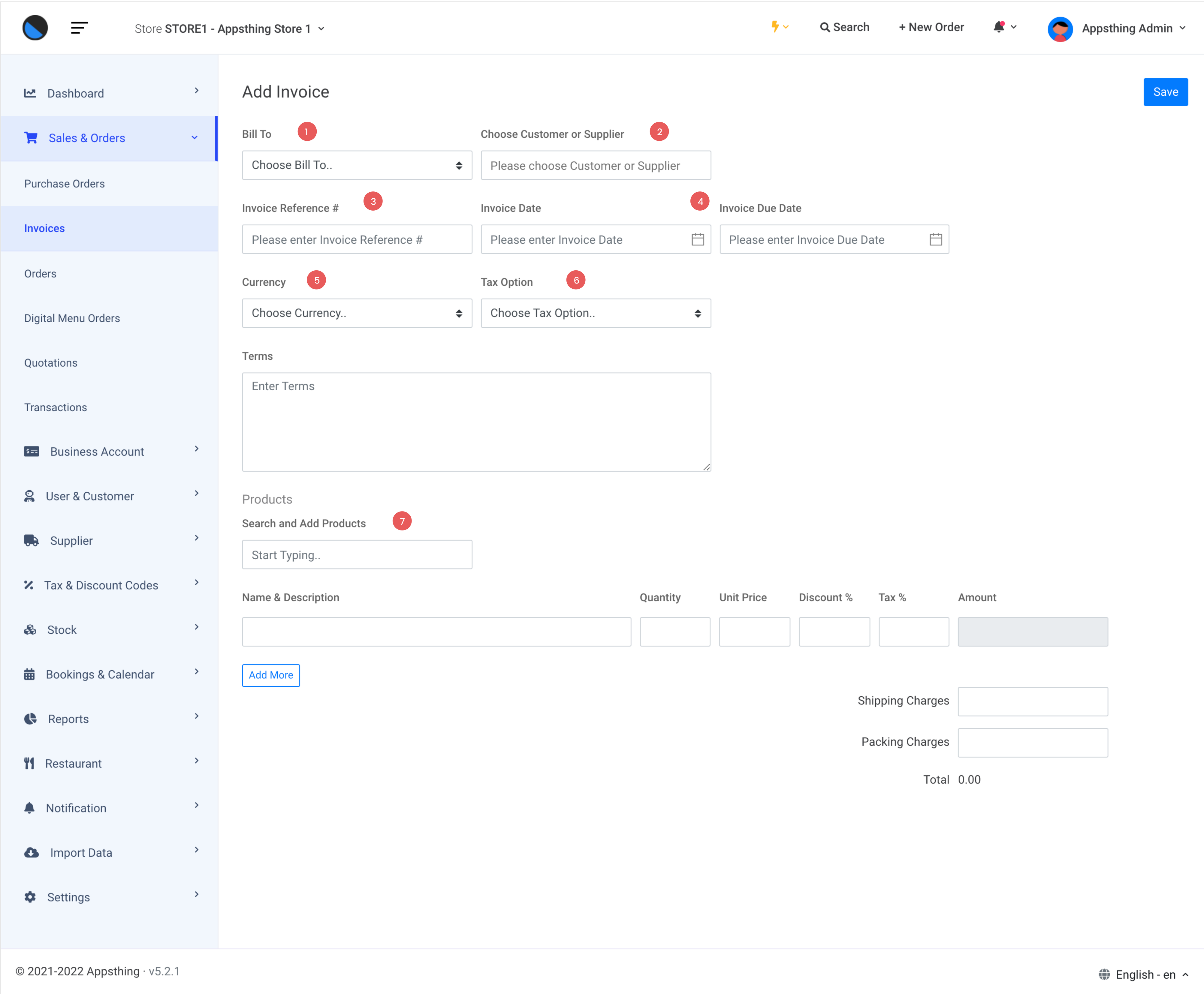
Navigate to **Sales & Orders > Transactions** menu and click on the **New Transaction** button



We can record each and every transactions related to our business via the app.

How do we create invoice?

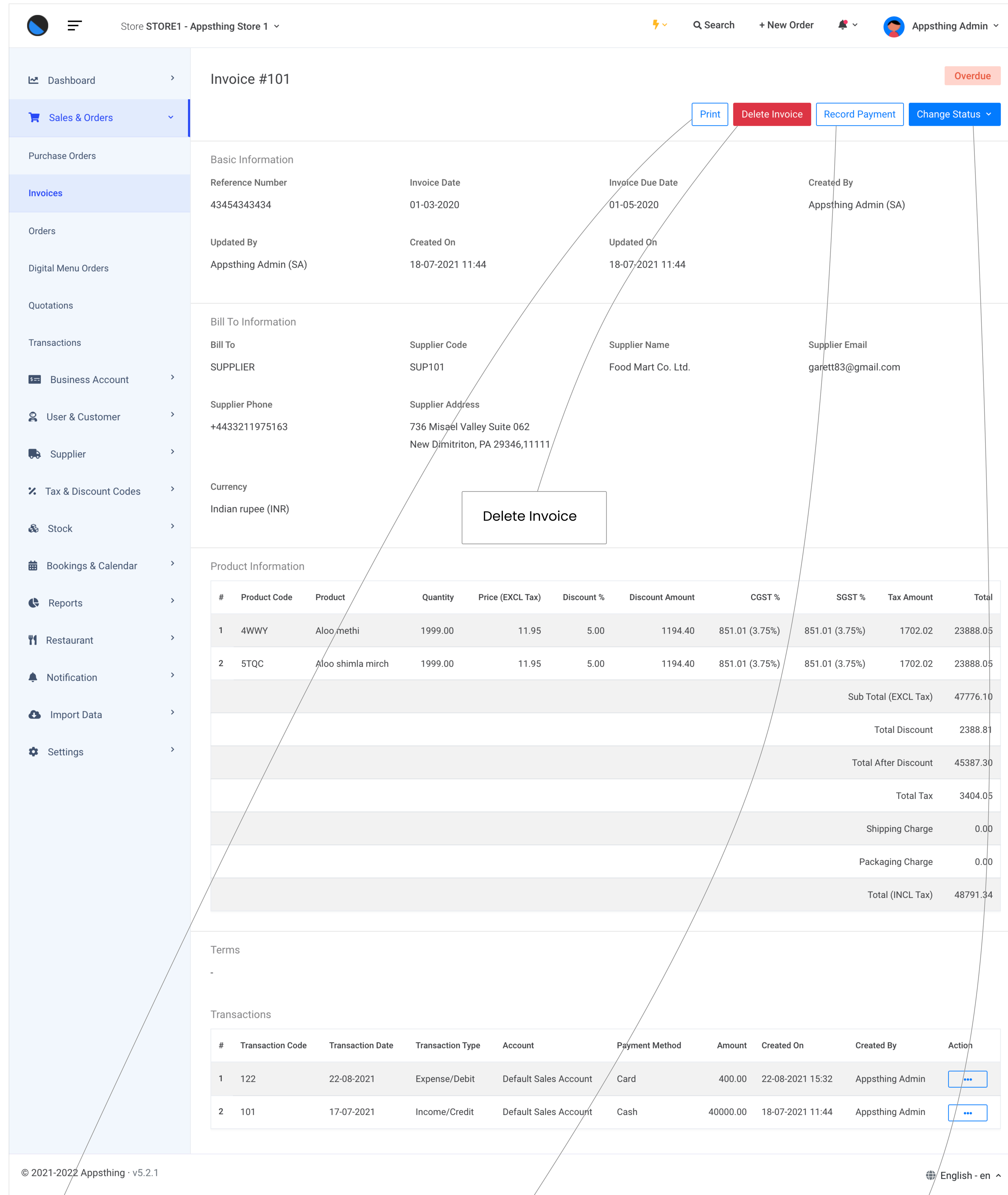
Navigate to **Sales & Orders > Invoices** menu and click on the **New Invoice** button



Steps for creating invoice :

1. Choose to whom we want to bill to or from(Customer or Supplier)
2. Choose customer or supplier
3. Unique Invoice Reference
4. Invoice date and due date
5. Choose invoice currency
6. Choose tax option
7. Search and add products

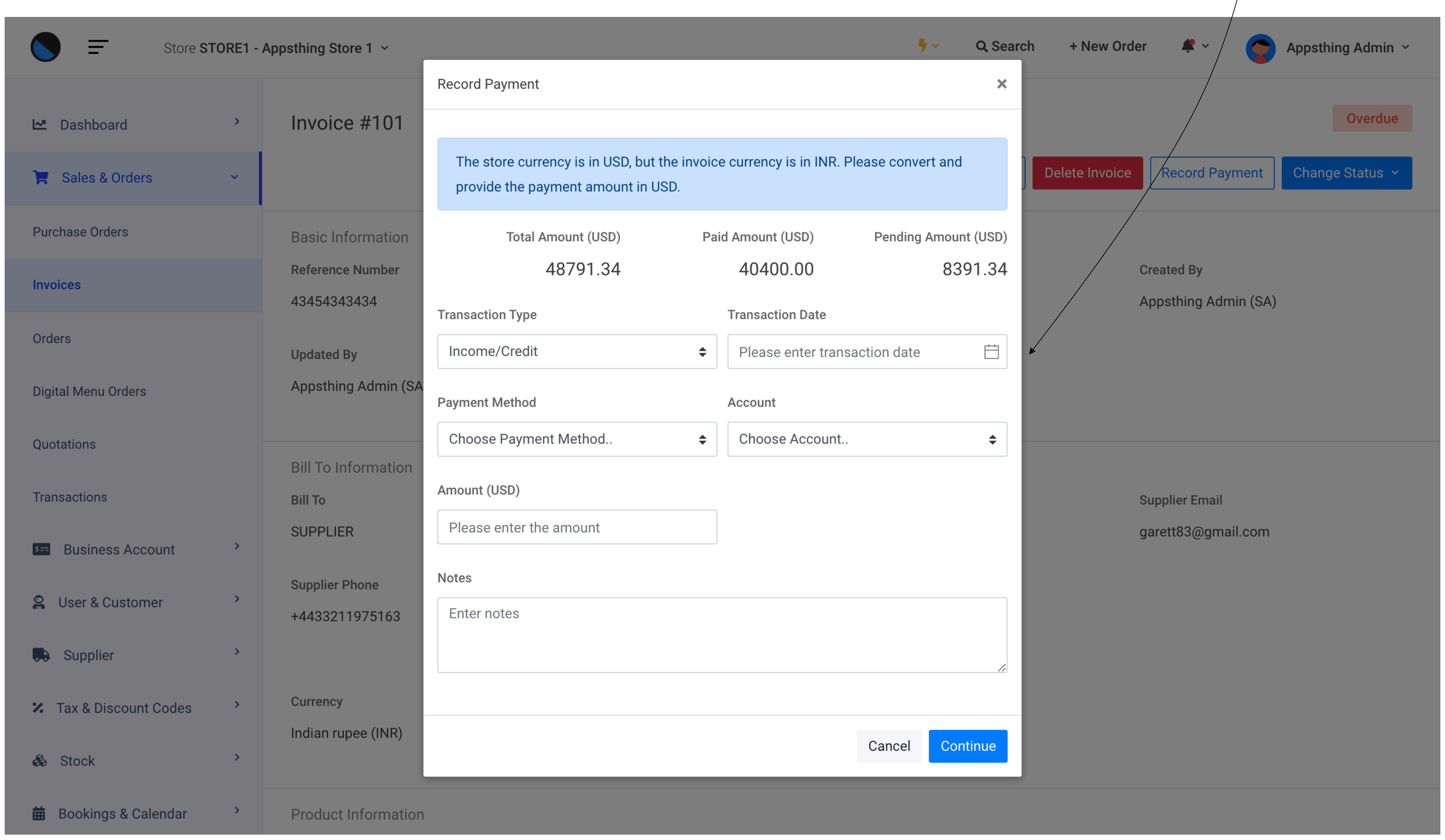
Navigate to invoice detail page



Print invoice option

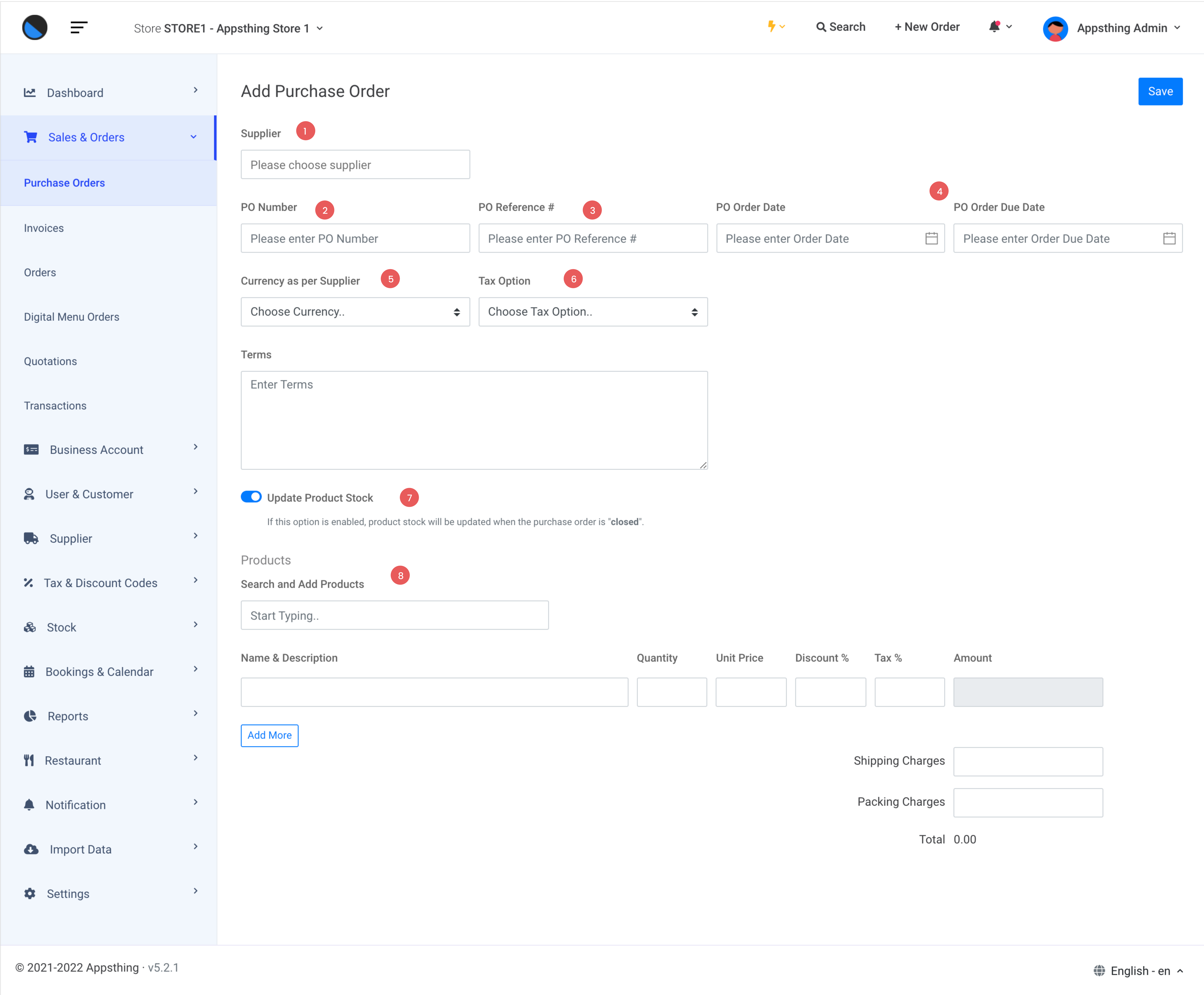
Record payment as transactions, these transactions are used to calculate our profit and expense on dashboards and on reports

Change invoice status



How do we create purchase order?

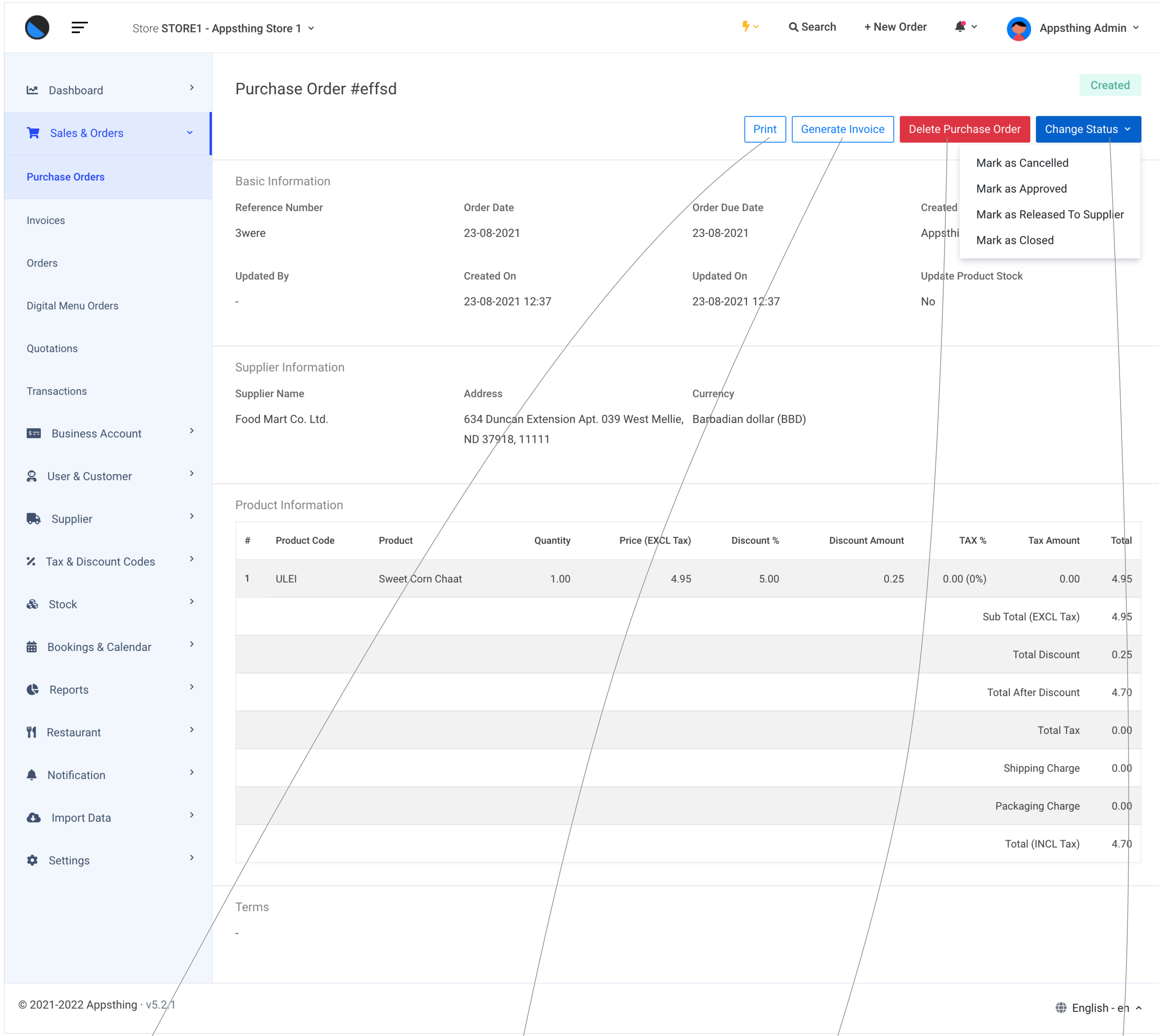
Navigate to **Sales & Orders > Purchase Orders** menu and click on the **New Purchase Order** button



Steps for creating purchase order :

1. Choose the supplier or vendor
2. Unique PO Number
3. Unique PO Reference
4. PO date and due date
5. Currency as per suppler
6. Choose tax type
7. When the PO status is updated to closed, product stock will be updated

Navigate to Purchase order detail page



Print Purchase Order option

Generate invoice for the purchase order. After generating invoice, we can update the payments for the PO through invoice.
We can generate multiple invoices for the purchase order

Delete Purchase Order

Change Purchase Order status

How do we add new language?

Follow these steps to add new language

We need to have a local development environment setup for translation. Application uses Vue js files, Inorder for translation to take effect we need to compile the vue js files and generate new updated app.js file.
Require node js installation in our local dev setup.

1. Add one row on language database table with language_constant, language_code, language, etc.

2. Go to the project folder and navigate to <app-folder>/resources/lang
   We can find language json files in this folder

   We can add new language json files with **english -> desired language** conversion here. (You can copy any existing json file and make edits)

   In the <lang>.json file the json structure

```
{
   "Save":"Salve",
   "Edit":"Editar",
   "attributes":{
      "email":"O email",
      "password":"Senha"
   }
}
```

All the labels and placeholder translation goes here

Form attributes name like textfields and select boxes translation goes here

3. Go to the project folder and navigate to <app-folder>/resources/assets/js/localization.js

   1. import the new <lang>.json file:
      import <lang> from '../../lang/<lang>.json';

   2. Include the variable in messages json:
      <lang>:<lang>

4. Go to the project folder and navigate to <app-folder>/resources/assets/js/validation_custom_message.js

   1. import the new <lang>.json file:
      import <lang> from '../../lang/<lang>.json';

   2. Include this in dictionary json:

```
<lang>: {
    attributes: <lang>.attributes,
    messages: {
    required: (field) => field+ ` is required`,
    email:  (field) => `Provide a valid `+field,
    min: (field, params) => field+ ` must be at least ${params[0]} characters`,
    max: (field, params) => field+ ` must not be more than ${params[0]} characters`,
    min_value: (field, params) => field+ ` must be more than ${params[0]}`,
    between: (field, params) => field+ ` must be between ${params[0]} and ${params[1]}`,
    confirmed: (field) => `Passwords doesn't match`,
    }
}
```

   (We can copy other language snippet and make edit)

5. After making desired changes. In our local setup run the following command on our command line

   npm run production

   If our file doesn't have any errors, compilation will be successful.
   Ref : https://laravel.com/docs/6.x/mix#running-mix

6. Check translation on our local system.

7. After successful compilation of our assets. We can move the application to our production server.

Follow these steps to edit existing language

We need to have a local development environment setup for translation. Application uses Vue js files, Inorder for translation to take effect we need to compile the vue js files and generate new updated app.js file.
Require node js installation in our local dev setup.

1. Go to the project folder and navigate to <app-folder>/resources/lang
   We can find language json files in this folder

   Make changes to the desired <lang>.json file

2. After making desired changes. In our local setup run the command on our command line

   npm run production

   If our file doesn't have any errors, compilation will be successful.
   Ref : https://laravel.com/docs/6.x/mix#running-mix

3. Check translation on our local system.

4. After successful compilation of our assets. We can move the application to our production server.

Vue js translation reference : https://kazupon.github.io/vue-i18n/guide/formatting.html#list-formatting

Activate realtime notifications for waiters and chefs using Pusher

Realtime notifications for waiters and chefs are made available on the app using Pusher
https://pusher.com

Follow these steps for activating pusher notifications

1. Create an account on https://pusher.com and login

2. Under Channel section create new app and generate credentials

3. Role for the chefs and waiters need to be updated from the store add/edit section [Important]

4. Use the credentials and update your **.env** file

   Make sure your **.env** file containes these variables [Important]

   ```
   BROADCAST_DRIVER=pusher

   PUSHER_APP_ID=your-pusher-app-id
   PUSHER_APP_KEY=your-pusher-key
   PUSHER_APP_SECRET=your-pusher-secret
   PUSHER_APP_CLUSTER=mt1

   MIX_PUSHER_APP_KEY="${PUSHER_APP_KEY}"
   MIX_PUSHER_APP_CLUSTER="${PUSHER_APP_CLUSTER}"
   ```

   Copy these 2 lines as it is.
   No need to edit these lines

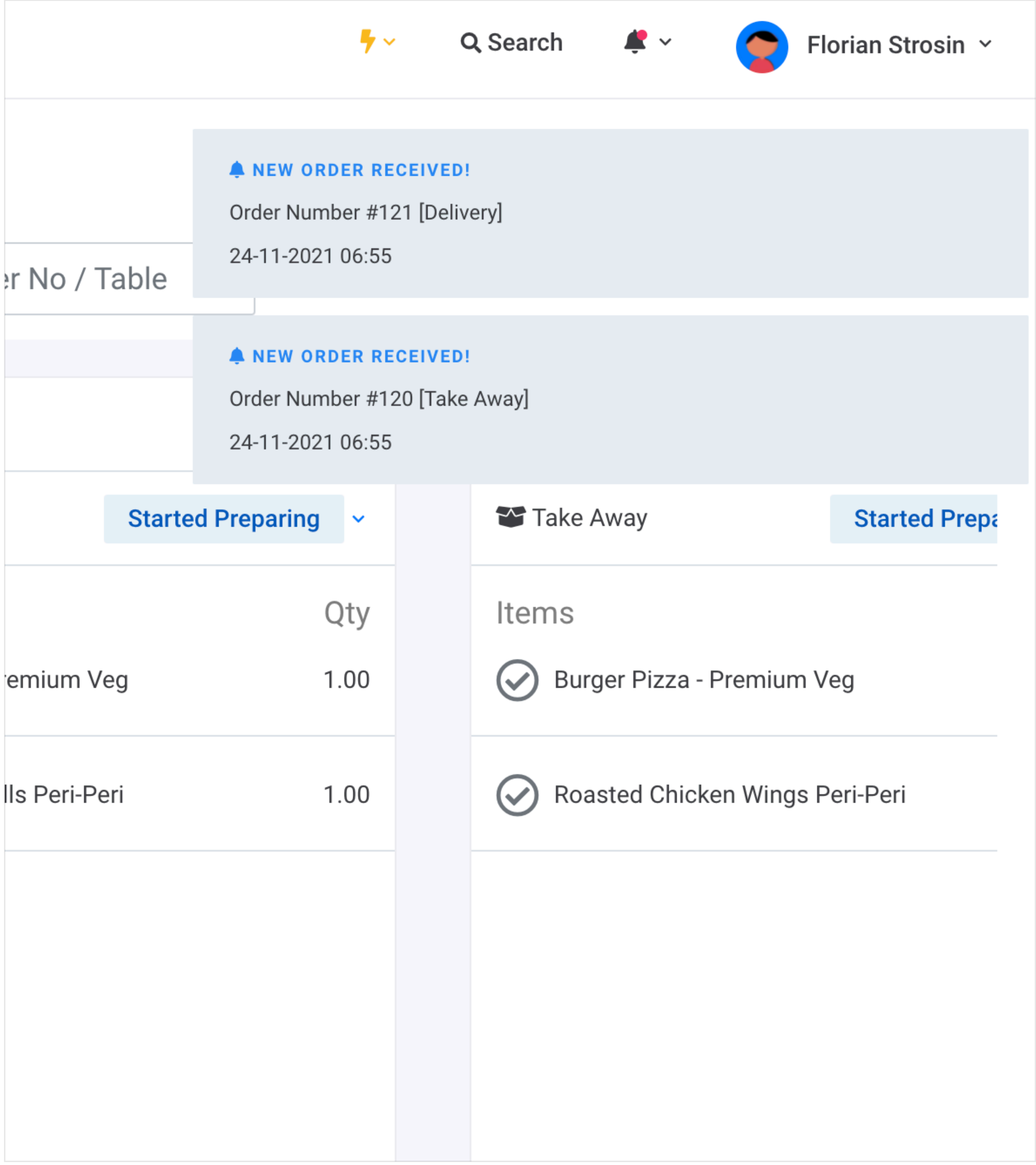
5. If the pusher credentials are correct and updated as required we will get real time notifications for every order created.

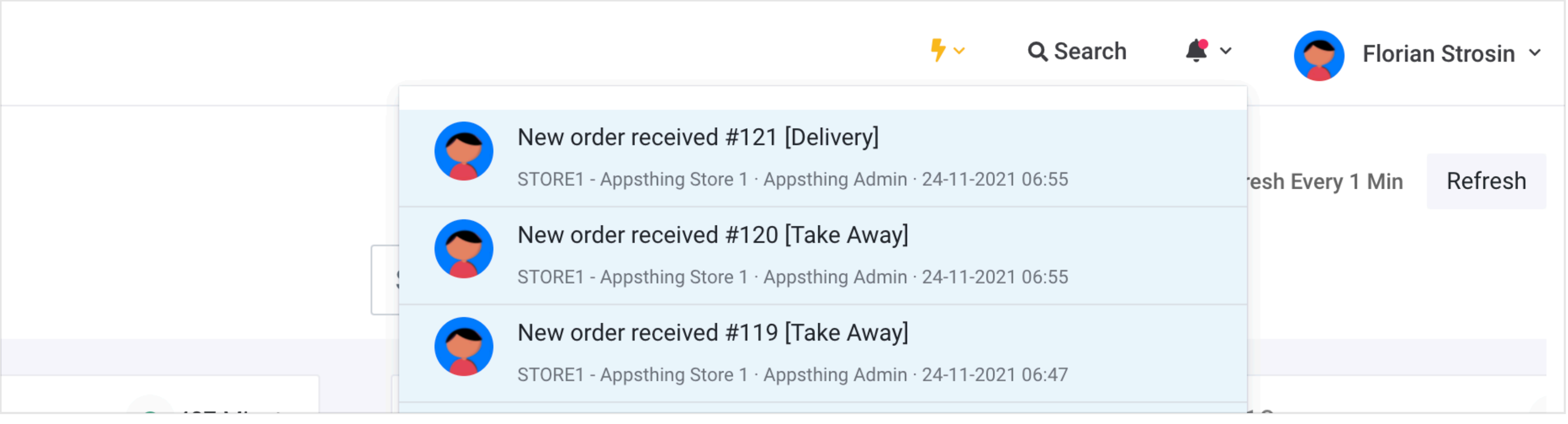
6. Conditions for Chefs *

   The store selected by the Chef needs to be same as the store where the order is received and the chef needs to be logged in.

   Conditions for Waiters *

   The waiter selected for the order needs to be same the logged in waiter





Notifications will appear on the top nav bar notification section and on real time toast notification with notification sound

How do we assign product variants?

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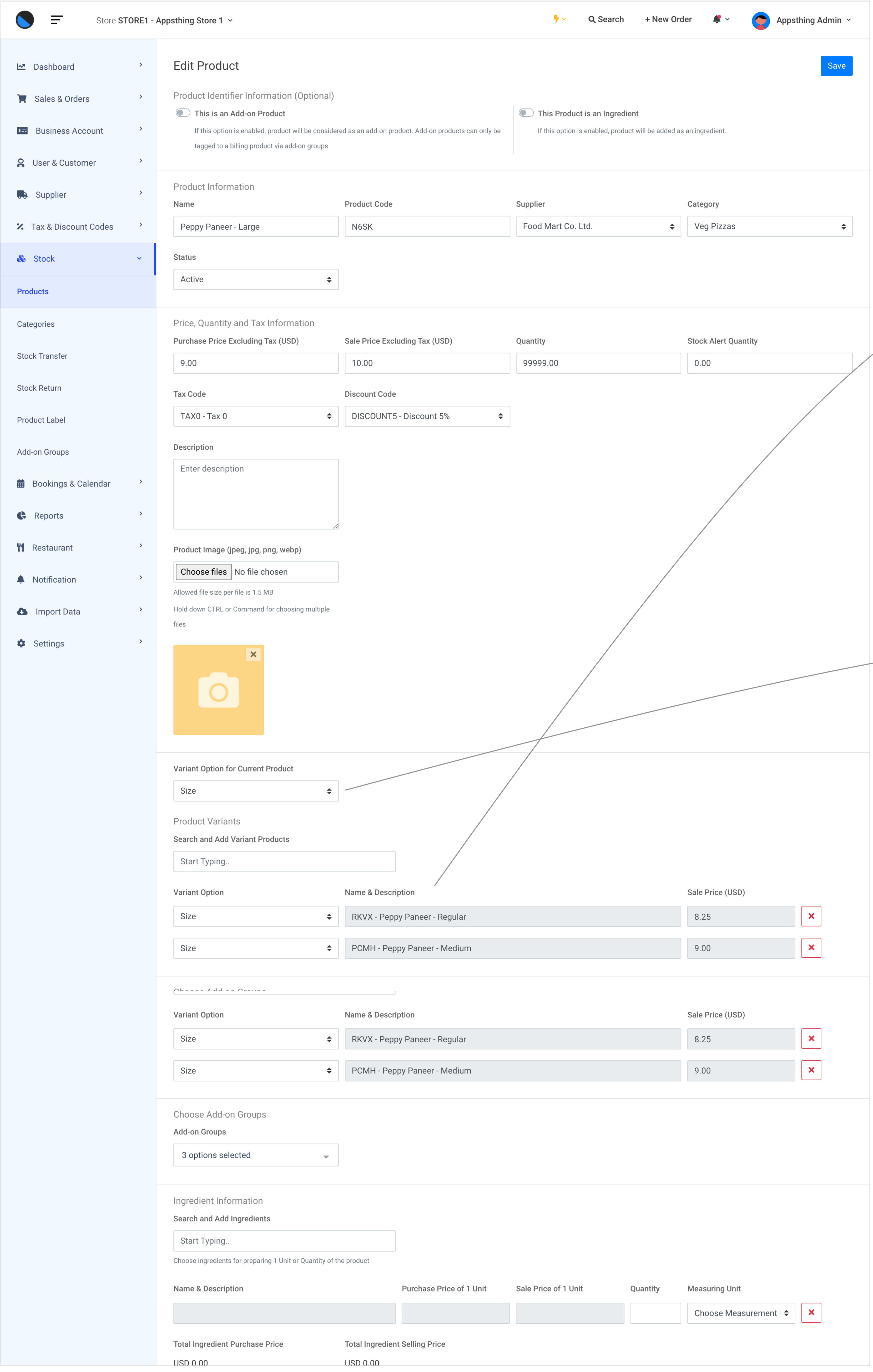
Navigate to **Settings > Variant Options** menu and click on the **New Variant Option** button

We need to add variant options before assigning variant products. For ex. size, color, flavour etc.

App supports simple variants. Individual products can be grouped under variant groups

Navigate to **Stock > Products** menu and click on the **New Product** button or **Edit** option



Search and add variant product here.
Once added as a variant, product can't be
added as a variant to other products
except from the group added

Variant option for the current product
we are adding or editing

We can add variants using bulk upload also

Navigate to **Import Data > Upload & Update Data** menu and download the **Product Variant Template**

We need to fill the excel sheet with data in following format:

PRODUCT_CODE-VARIANT_OPTION_CODE, PRODUCT_CODE-VARIANT_OPTION_CODE ...

All variants are mutually available against each assigned product. There is no need to assign variants separately for each products.

Note: Existing variants will be overwritten by the latest record provided in the excel sheet

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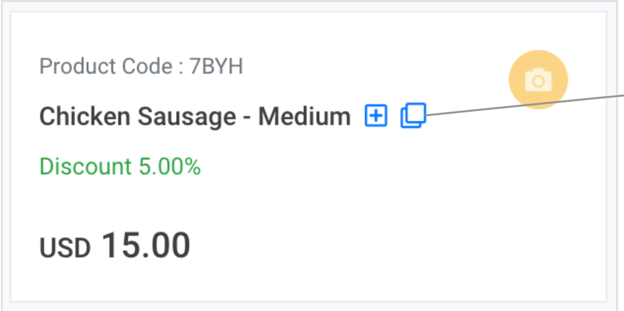
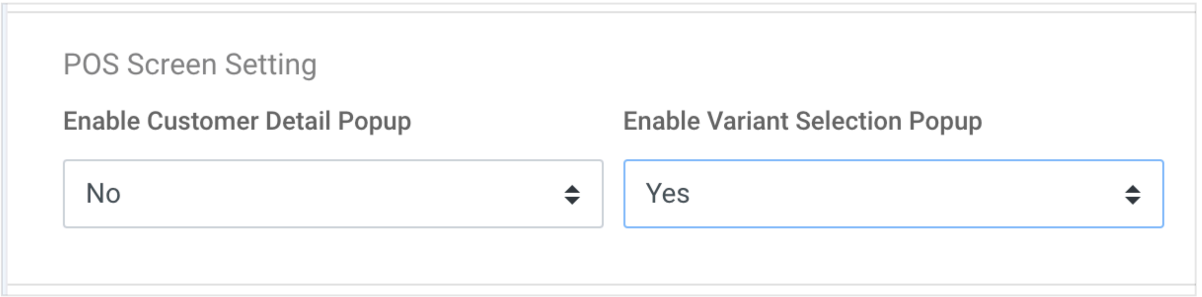


Products with variants are
denoted with this icon

We can enable/disable variant selection popup on POS screen using the option on store edit form

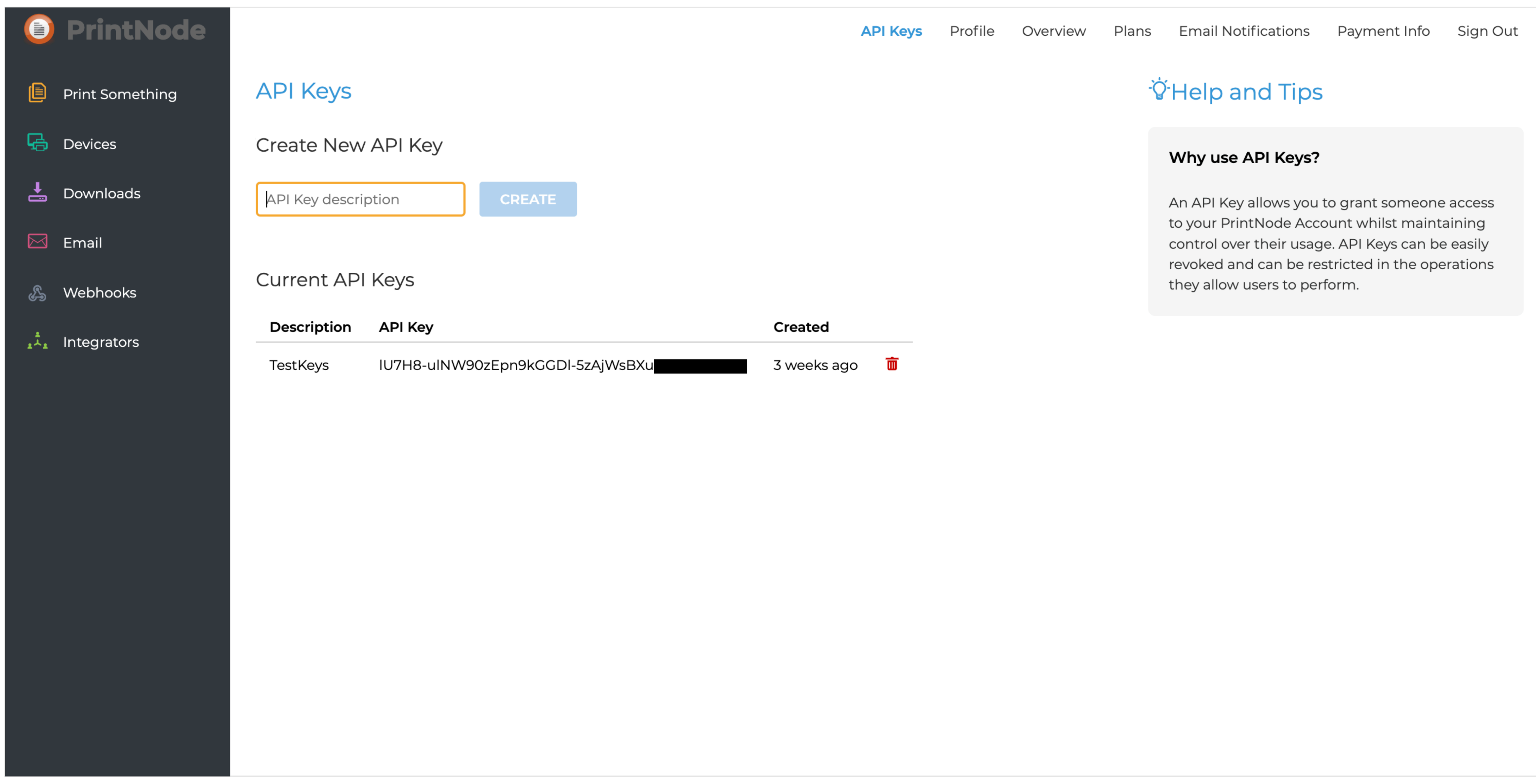


How do we configure PrintNode printers?

Follow these steps for configuring printNode printers

1. Create an account on https://www.printnode.com/en and login

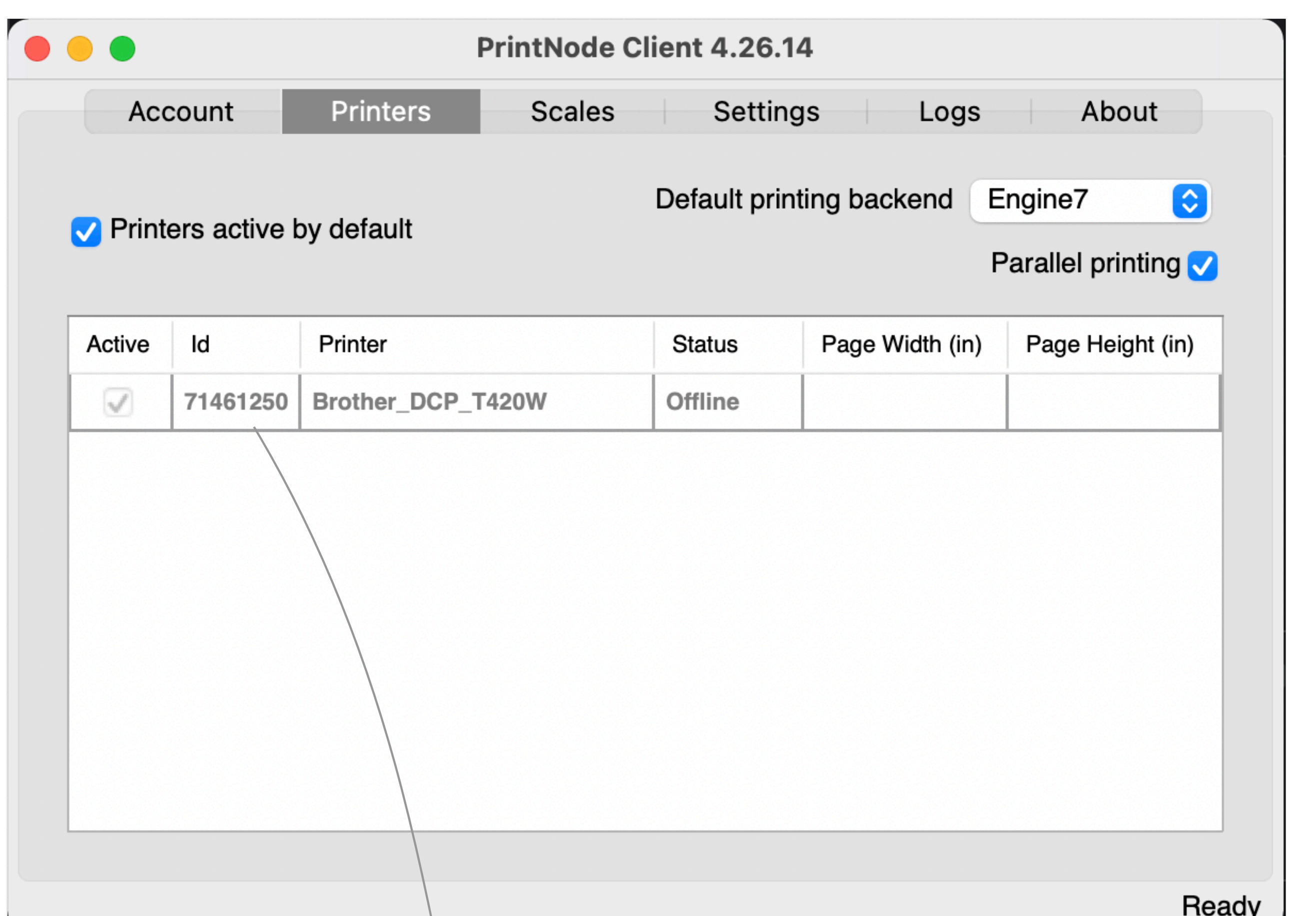
2. Create an API key



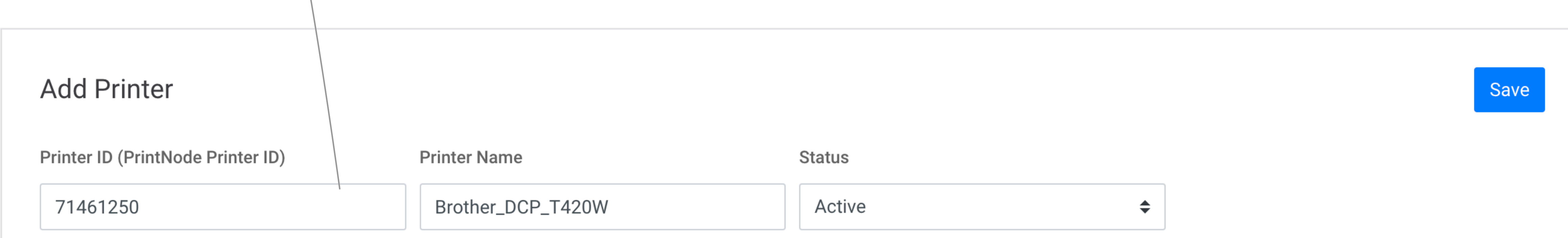
3. Install PrintNode client on your computer which is connected to the printer

   Follow the installation steps from PrintNode official documentation (Windows/Mac)
   https://www.printnode.com/en/docs/installation/windows

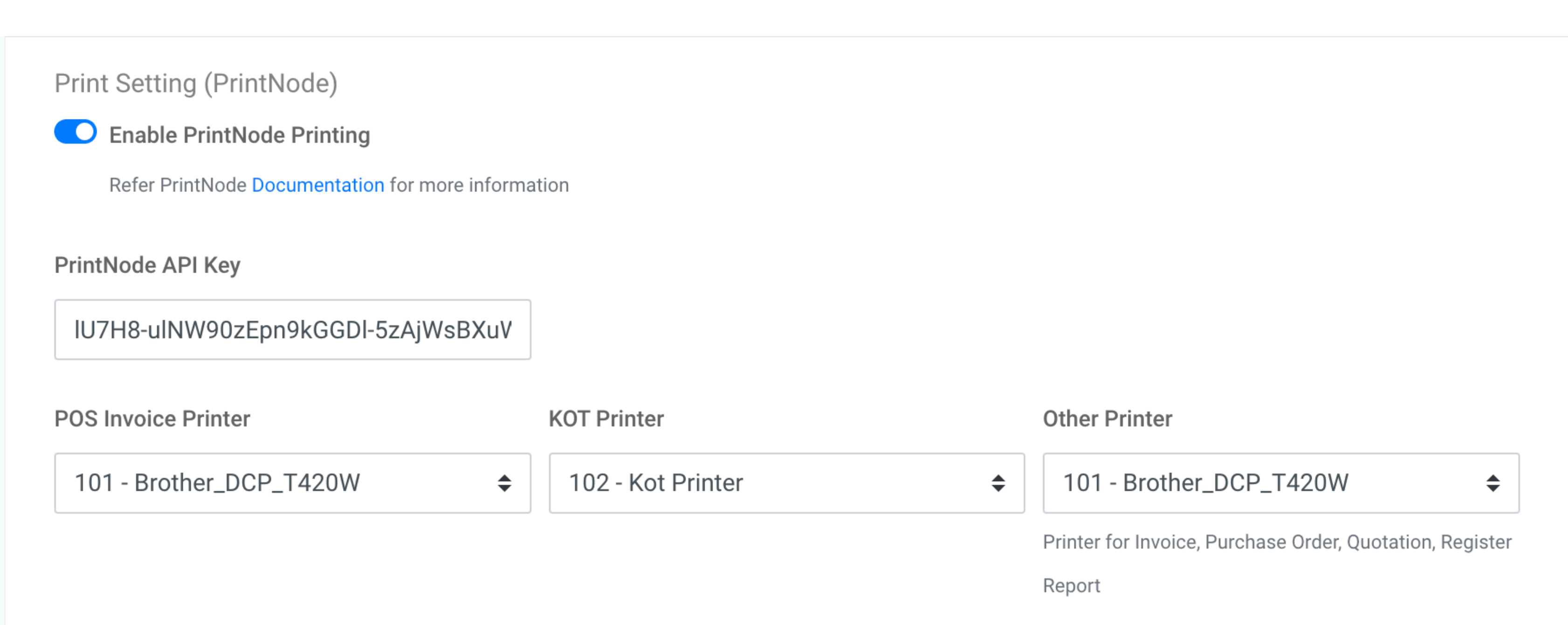
4. After installing the client, Printer will be visible on the PrintNode app



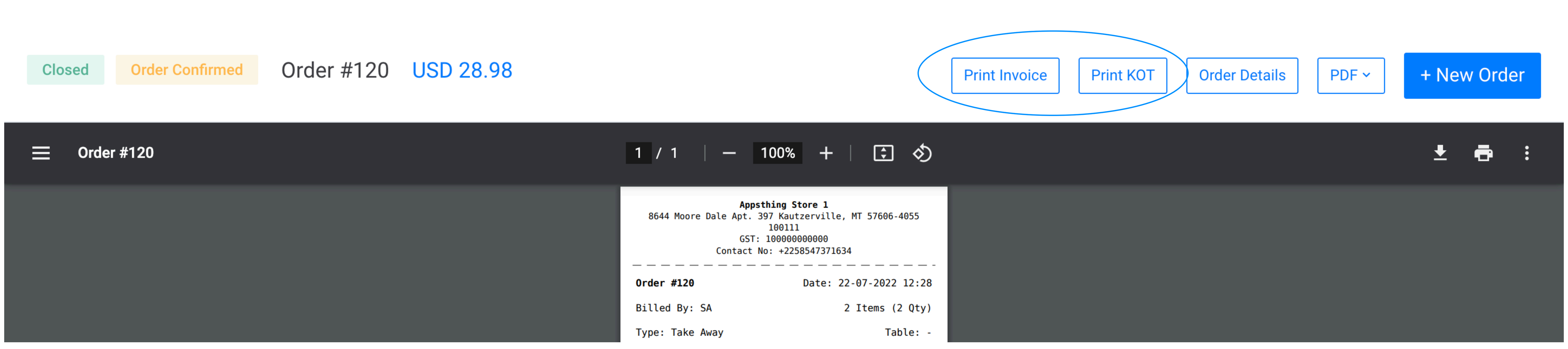
5. Navigate to Settings > Printers menu and click on the New Printer Option button



6. After adding printers, Navigate to Settings > Stores menu and click on the Add/Edit Store Option button



7. If PrintNode printing is enabled. We can find the Print buttons on the order summary, Invoice detail, Purchase order detail pages etc.

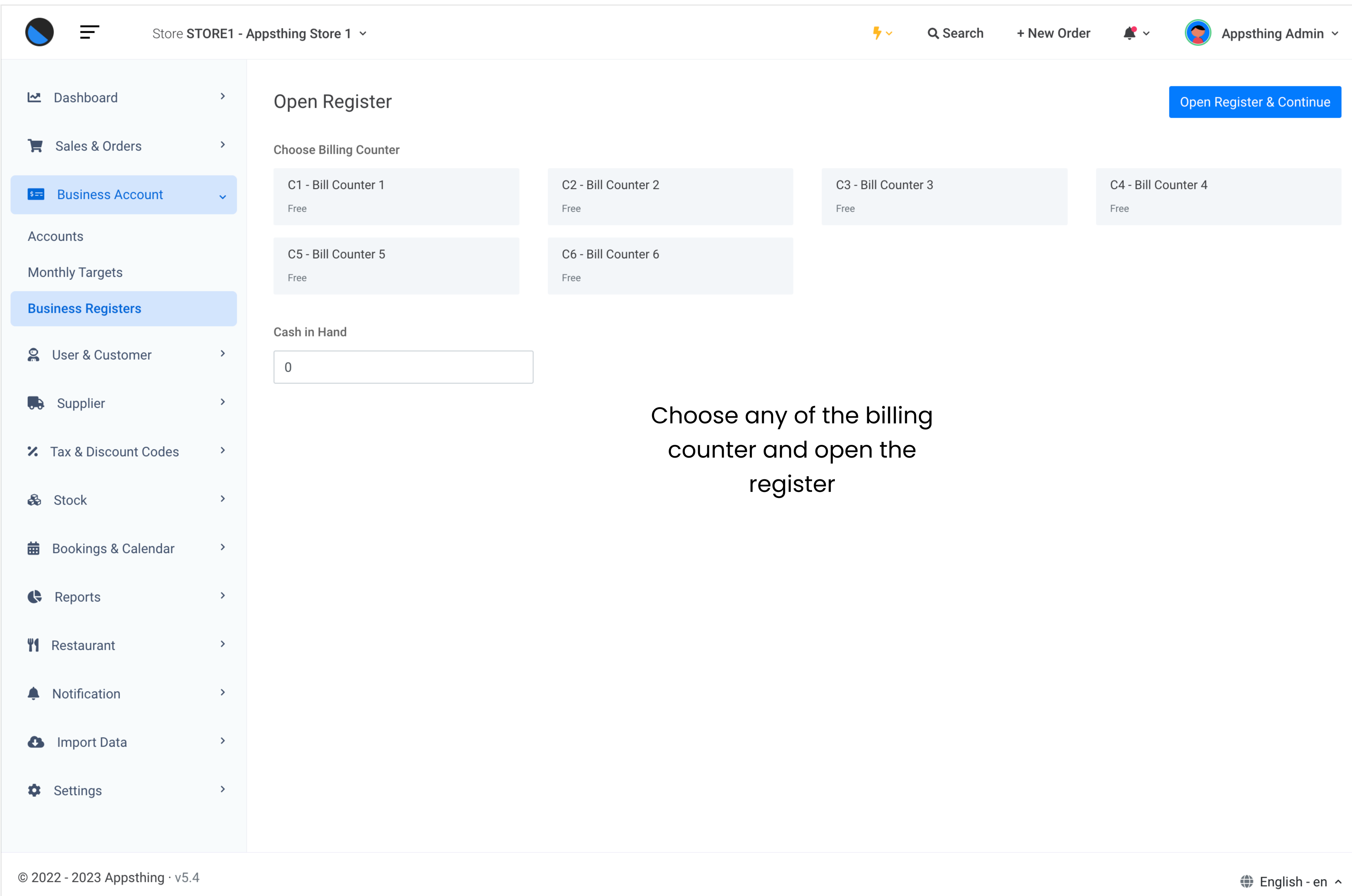


How do billing counters and billing registers work?

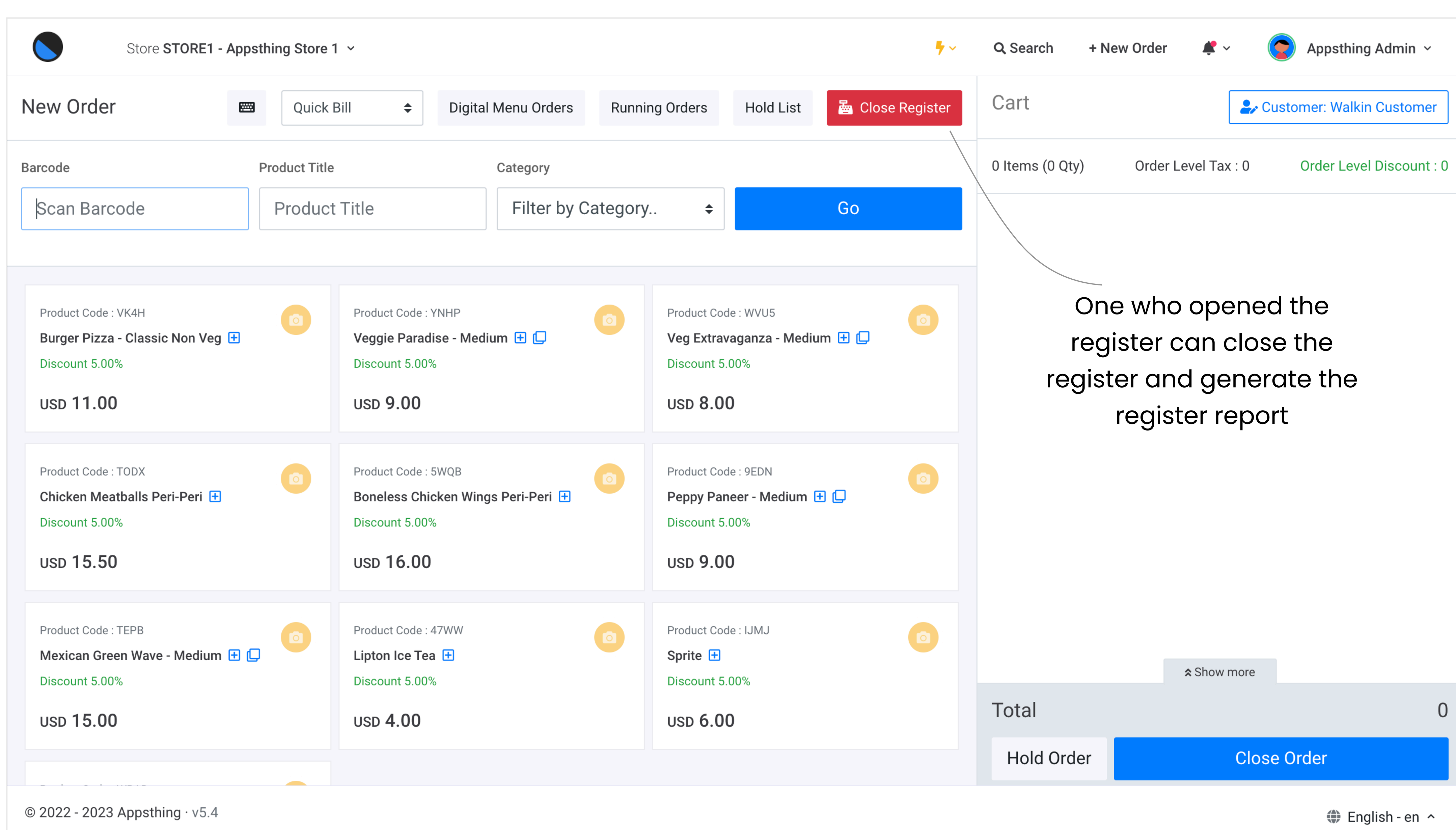
Billing counters can be added by Navigating to **Settings** > **Billing Counters** menu and click on the **New Billing Counter** button.

We need to open a register in any of the billign counters before the entry to the POS screen.

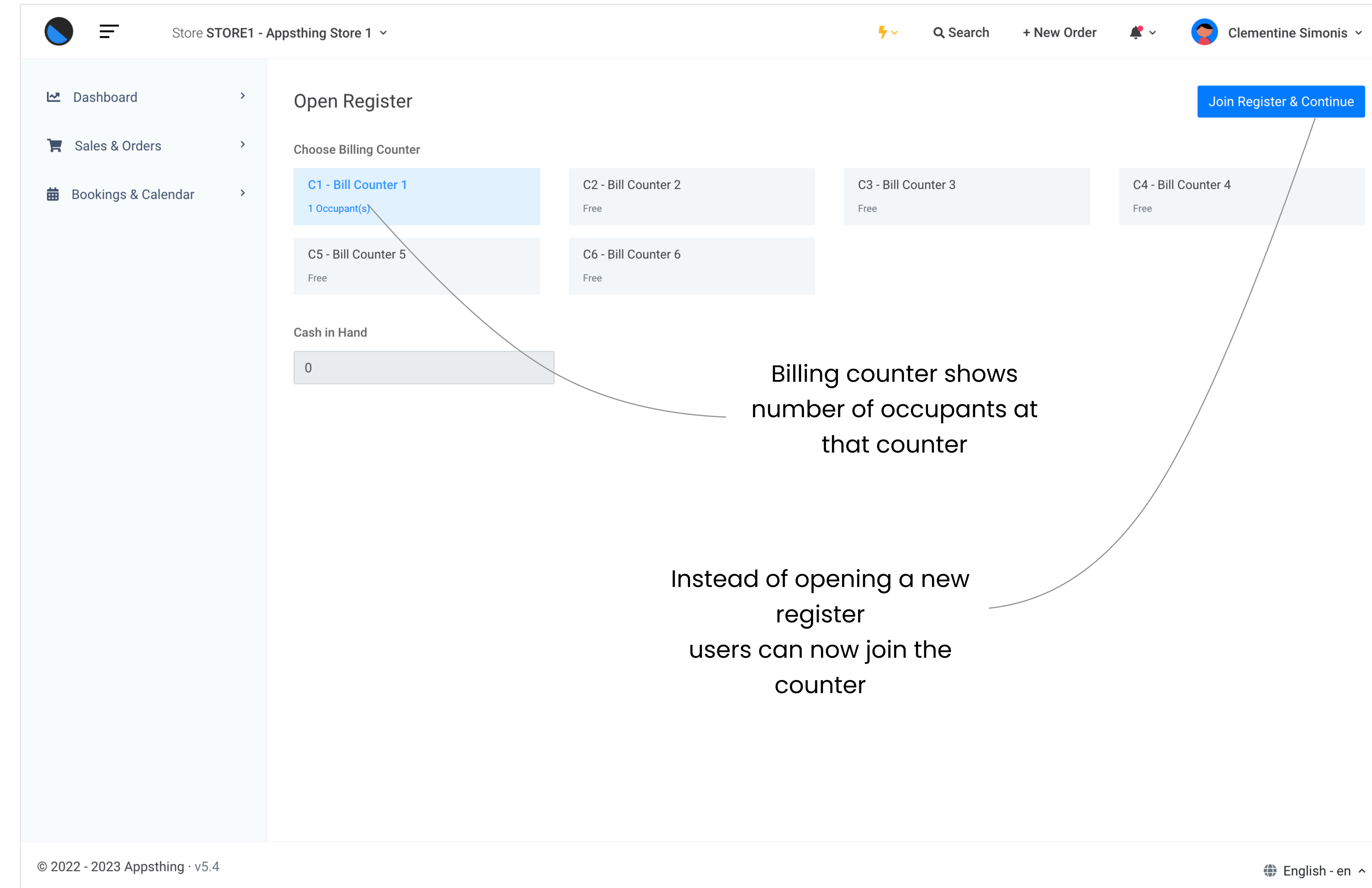
1. Open a billing register - choose any billing counter and open register

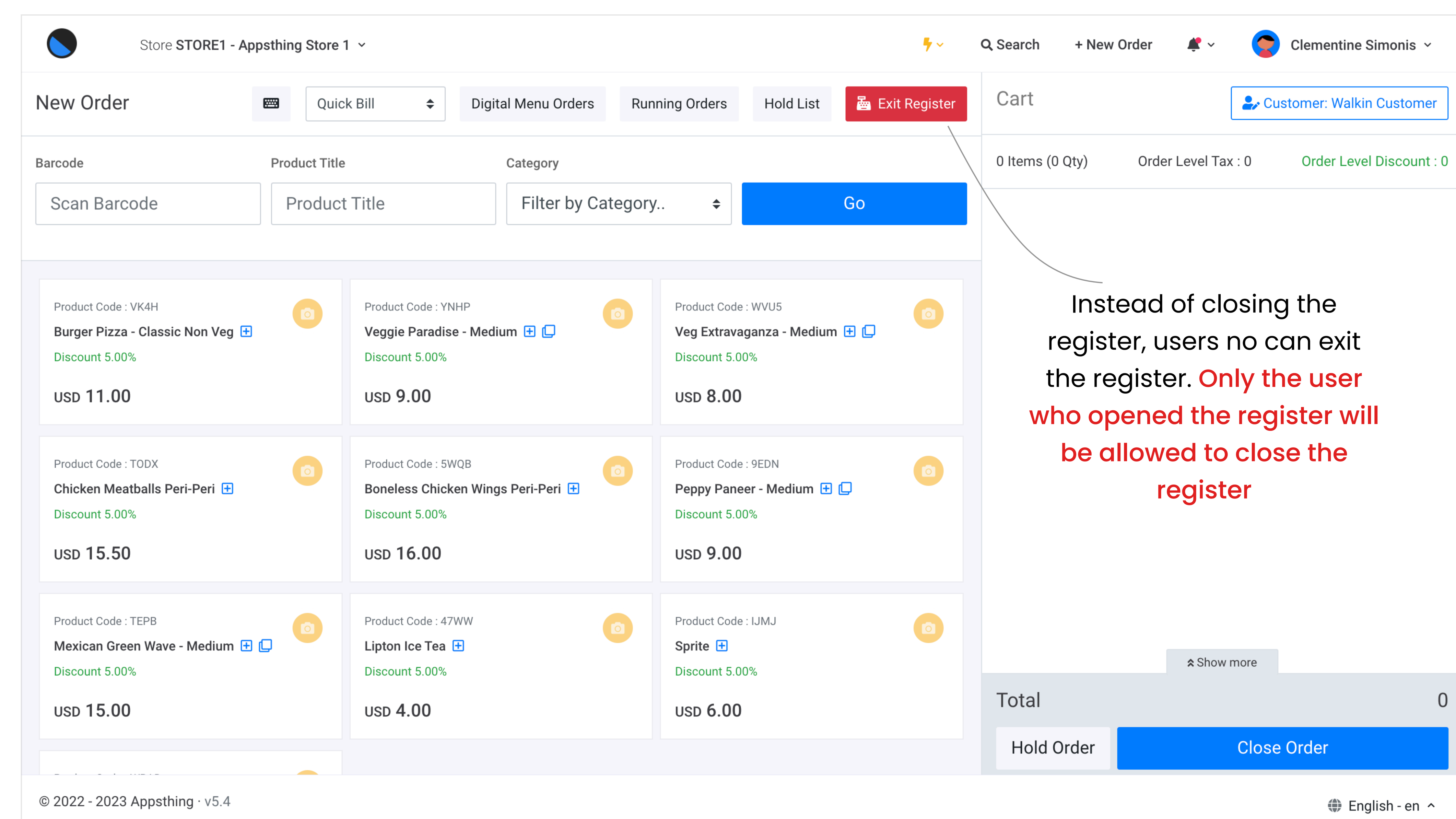


2. Closing the register



From v5.4 we are allowing multiple users to join already opened register and do billing





When we have multiple users sharing a counter, we can generate a consolidated register report.

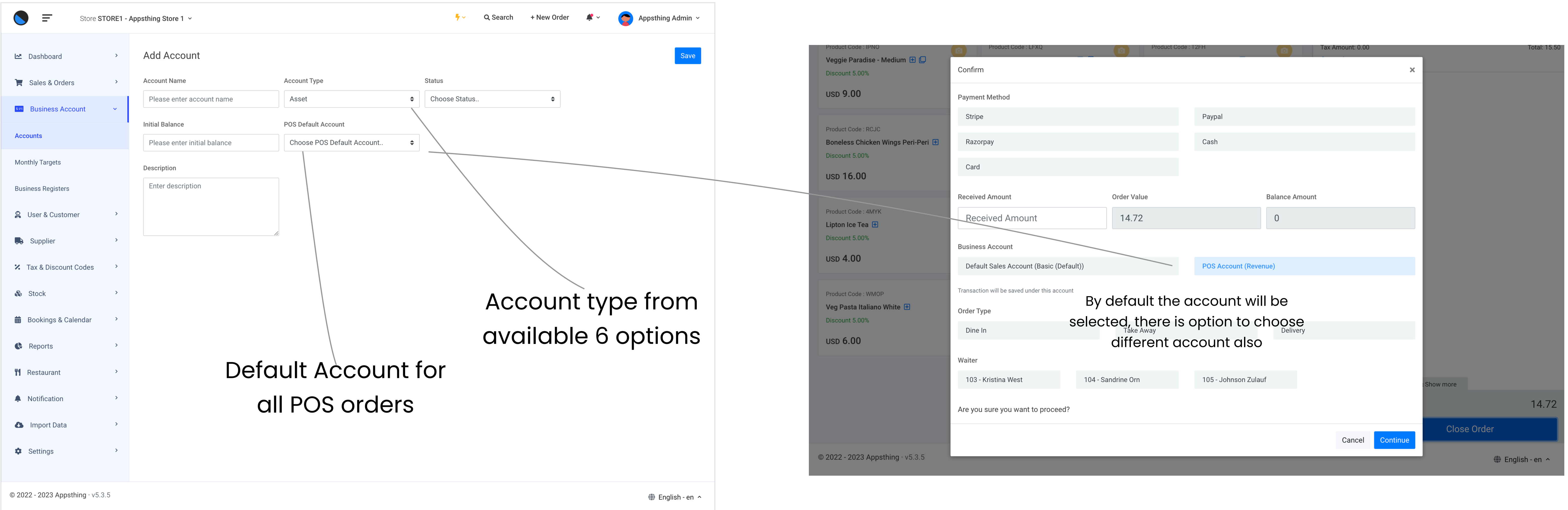
Use case: When you have waiters for taking orders, instead of creating multiple counters for every waiter we can share a counter and track each of their data separately.

How do business accounts work?

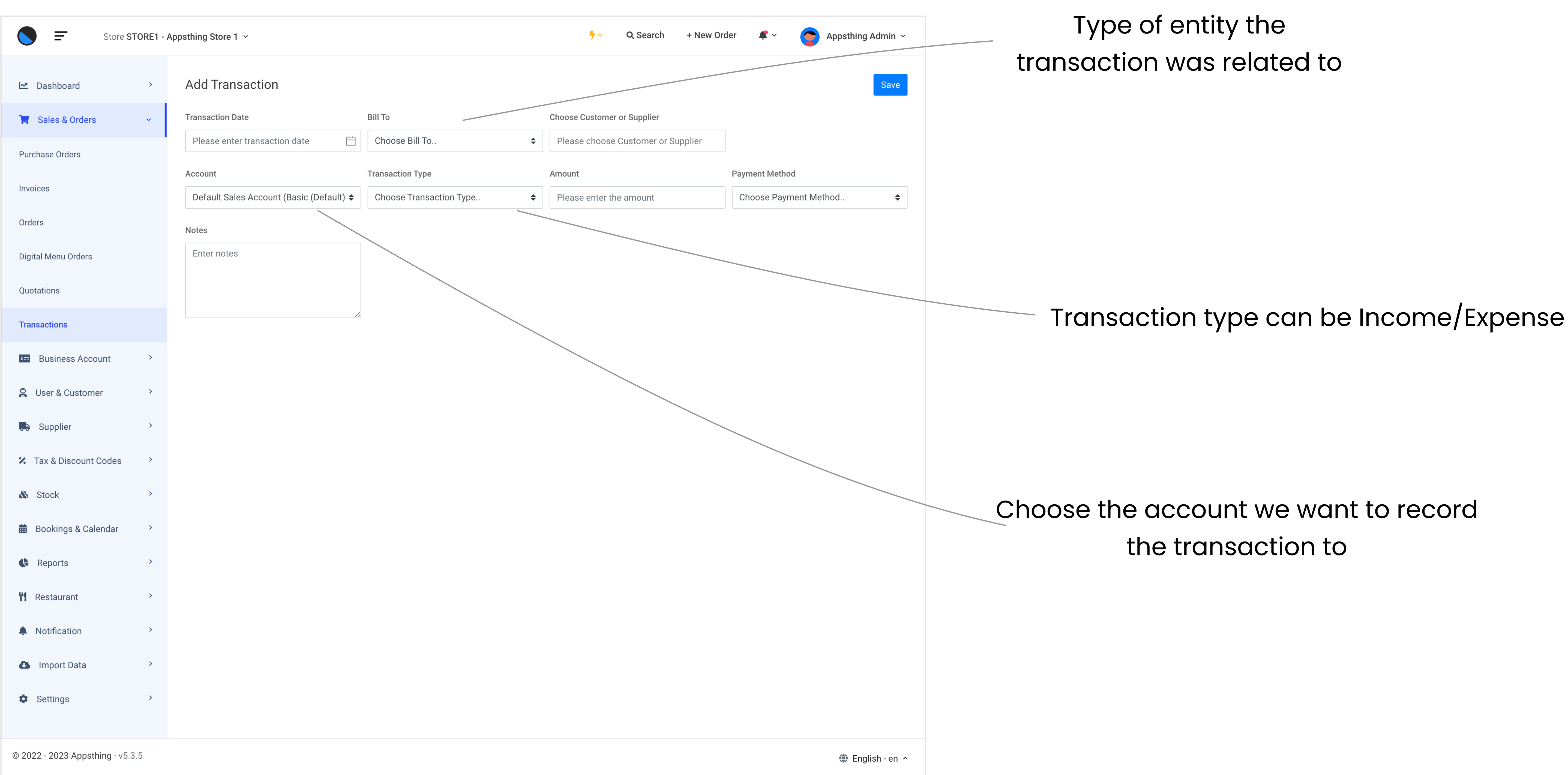
Business accounts are used to record the transactions involved in our business under separate accounts.
Business accounts help to keep tabs on all of your assets, liabilities.

There are six account types that are included in the app:
1. Basic (Default)
2. Asset
3. Liability
4. Equity
5. Revenue
6. Expense

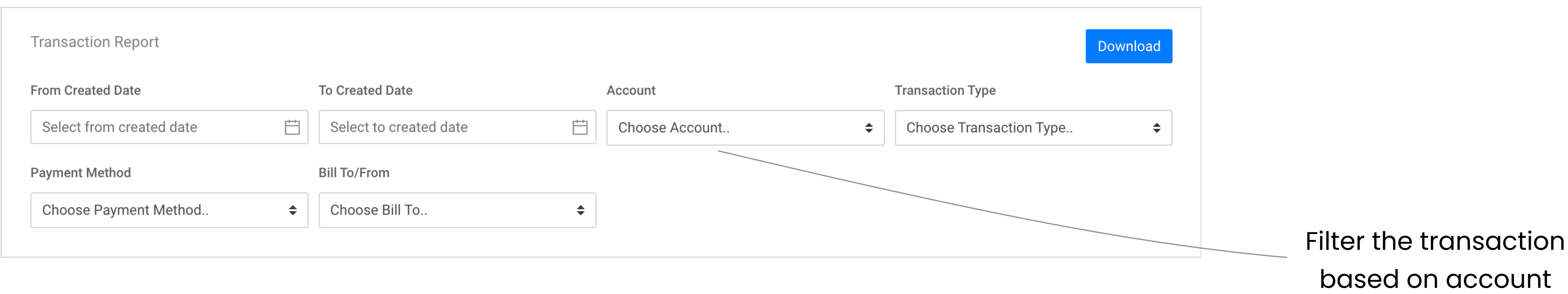
You can add business accounts by Navigating to **Business Account > Accounts** menu and click on the **New Account** button.



Record a transaction and map to a business account
We can record our business transactions and map to our business account.
You can record a transaction by Navigating to **Sales & Orders > Transactions** and click on the **New Transaction** button.



Download transaction report
You can download the report by Navigating to **Reports > Download Reports** and move to **Transaction Reports** section.



How to use Kitchen displays?

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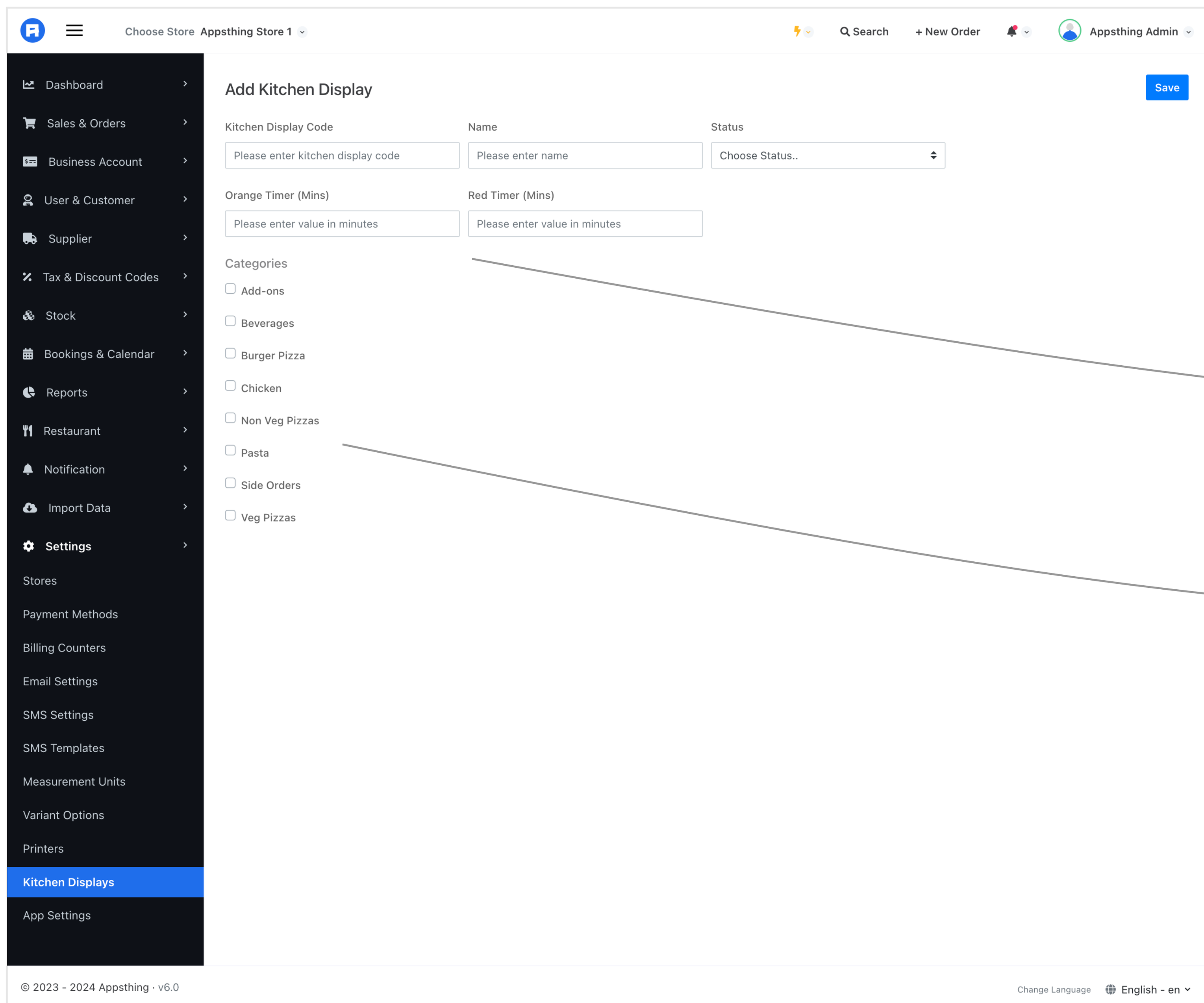
Application supports the creation of multiple kitchen displays

You can add kitchen displays by Navigating to **Settings > Kitchen Displays** menu and click on the **New Kitchen Display** button.

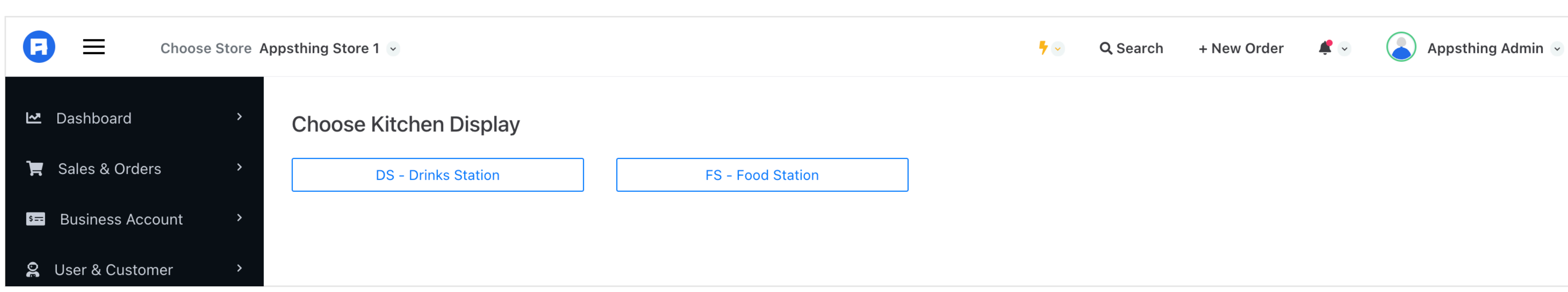


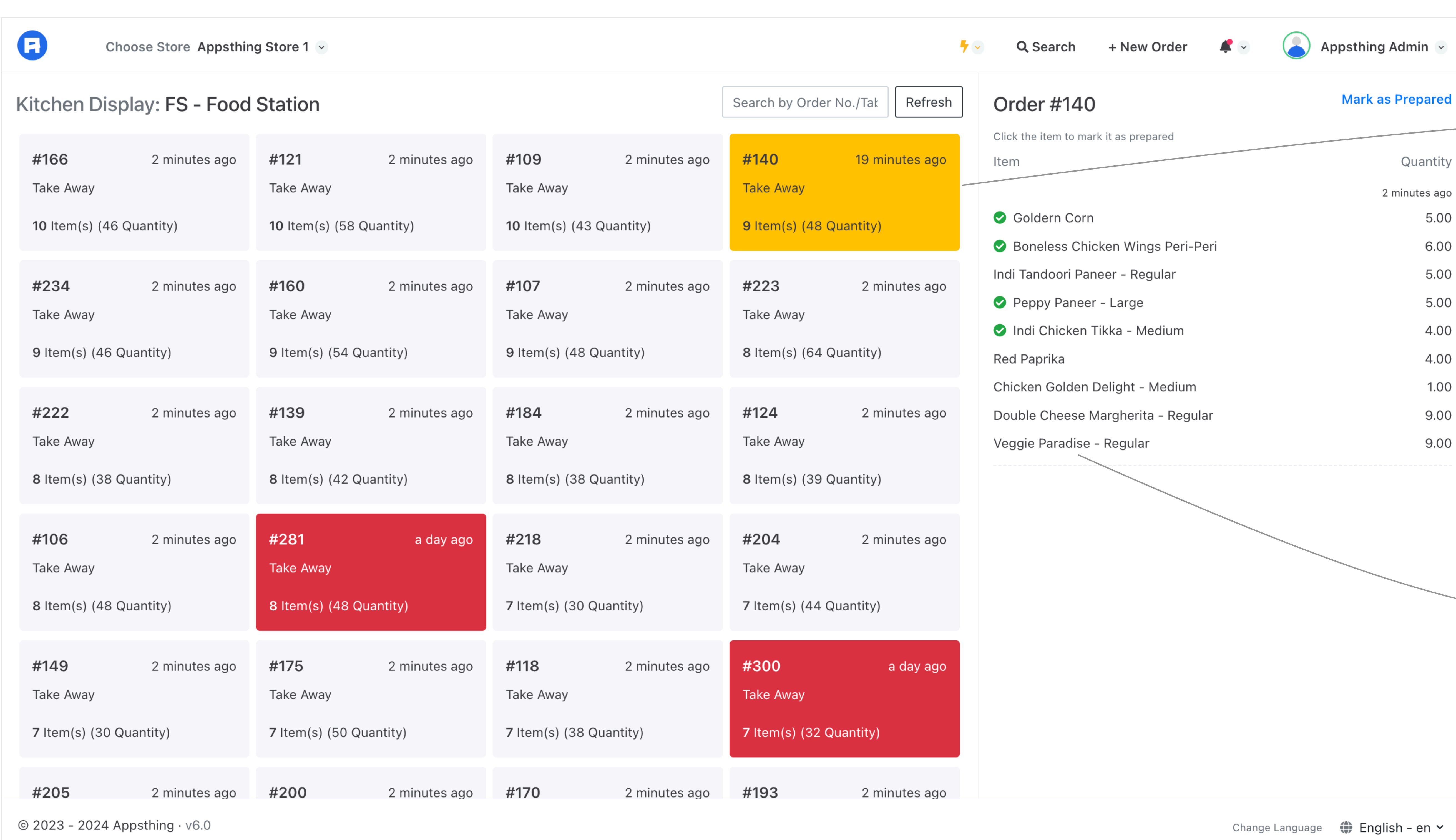
Set the timers for orange and red indicators

Choose the category of products that needs to appear in the kitchen display

Choose the kitchen display

You can choose the kitchen display by Navigating to **Restaurant > Kitchen Display** and choose the displays listed on the screen. Orders within 24 hours are shown here.





Order color will change based on duration we have set

We can click on the individual items to mark it as prepared

All the prepared orders will move to the bottom of the list. When ever an item is edited the order will move up the order.