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Driving Business Growth Through Digital Solutions

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POSKAZ POS SYSTEM DOCUMENTATION

PRODUCT & TECHNICAL DOCUMENTATION

Document Type Product & Technical Documentation	Prepared For POSKAZ Business Owners & Partners
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1. System Overview

POSKAZ is a comprehensive, cloud-connected Point of Sale system built for businesses that need reliability, flexibility, and full control of their operations. It runs natively on Android phones, Android tablets, and Windows laptops or desktops - giving staff the freedom to sell from a fixed counter, on the shop floor, at a market stall, or from anywhere on site.

At the heart of POSKAZ is a powerful web-based admin dashboard that business owners and managers access from any internet-connected device. Every sale, stock movement, payment, and staff action is recorded in real time, giving management a complete and accurate picture of the business at all times.

POSKAZ is designed for multi-branch businesses. One system covers all locations, with each branch operating independently under a single, centralised view for head office. Cashiers, stock, devices, and reports are all managed per branch, with head office retaining full oversight.

1.1 What Makes POSKAZ Different

- Works on Android phones, Android tablets, and Windows - one system across all your devices
- Functions offline when internet is temporarily unavailable, then syncs automatically when reconnected
- Supports multiple branches under one account, with branch-level access control and reporting
- Multi-currency support - USD, ZWG, or any currency - with a live exchange rate setting
- Full receipt and tax invoice printing from Bluetooth, USB, or network printers
- Real-time dashboard analytics: revenue, profit, top products, and cashier performance at a glance
- Role-based access so every staff member sees only what is relevant to their role

2. Platform Compatibility

POSKAZ is a cross-platform system. The POS client application - the app cashiers use to process sales - runs natively on Android and Windows. The admin dashboard runs in any modern web browser on any device, with no installation required.

2.1 Android Phones

The POSKAZ Android app runs comfortably on standard Android smartphones. This makes it ideal for mobile selling - market stalls, delivery points, pop-up shops, and anywhere a fixed terminal is not practical. A cashier opens the app, logs in with their credentials, and begins processing sales immediately. Bluetooth receipt printers pair directly with the phone for instant printing on the spot.

2.2 Android Tablets

Tablets offer a larger screen well suited to a fixed counter or till point. The POSKAZ interface scales cleanly to tablet screen sizes, displaying product grids, cart totals, and payment screens in a layout that is comfortable for both cashiers and customers to see. Tablets can be mounted on a stand for a professional, clean counter setup.

2.3 Windows Laptops and Desktop PCs

For businesses that prefer a traditional laptop or desktop setup, POSKAZ runs on Windows. The Windows application connects to the same central system as the Android app, so all sales appear in the admin dashboard alongside those from Android devices. USB receipt printers connect directly to the Windows device.

2.4 Web-Based Admin Dashboard

The admin dashboard is browser-based and accessible from any device - phone, tablet, laptop, or desktop - with an internet connection. Business owners and managers use it to view sales reports, manage stock, configure settings, and monitor the business. No installation is required; it works directly in the browser from any location.

3. Offline Mode and Data Synchronisation

POSKAZ is built to handle real-world conditions where internet connectivity is not always guaranteed. The Android and Windows POS applications include an offline mode that allows cashiers to continue processing sales even when the internet is temporarily unavailable.

3.1 How Offline Mode Works

- When connectivity is lost, the POS app switches to offline mode automatically - without interrupting the cashier or the customer
- Sales, payments, and stock deductions continue to be recorded locally on the device
- Cashiers can still print receipts for customers during offline operation
- As soon as the internet connection is restored, all offline transactions sync automatically to the central system
- Management can identify which transactions were processed offline, with a clear indicator in the admin dashboard

3.2 Offline Duration

Offline mode is designed to cover temporary outages - a few hours during a load-shedding period or an unstable network. It is not intended as a permanent standalone mode. For best results, a stable internet connection is recommended for day-to-day operation.

4. Dashboard and Business Intelligence

The POSKAZ admin dashboard gives business owners and managers a live, real-time view of the entire business from one screen. Revenue, profit, stock, and staff performance are all visible at a glance, with no need to pull manual reports.

4.1 Key Metrics at a Glance

- Total revenue for the selected period, broken down by currency
- Total number of transactions processed
- Total profit - calculated automatically from cost price versus selling price
- Number of active cashiers currently logged in
- Current stock value - total inventory value at retail price

4.2 Charts and Visual Analytics

- Revenue over time - a line chart showing sales trends across the selected date range
- Hourly transaction distribution - a bar chart showing the busiest hours of the day
- Payment method breakdown - a chart showing how customers prefer to pay
- Sales by device type - which types of devices are generating the most sales
- Revenue by cashier - top-performing cashiers ranked by revenue
- Top products by revenue - which products are selling best
- Profit summary table by branch, including margin percentages

4.3 Dashboard Filters

A filter panel at the top of the dashboard allows managers to narrow data to a specific branch, cashier, or date range. Quick preset buttons - Today, This Month, This Quarter, This Year - allow instant switching between common time periods. All charts and statistics update in real time as filters are applied.

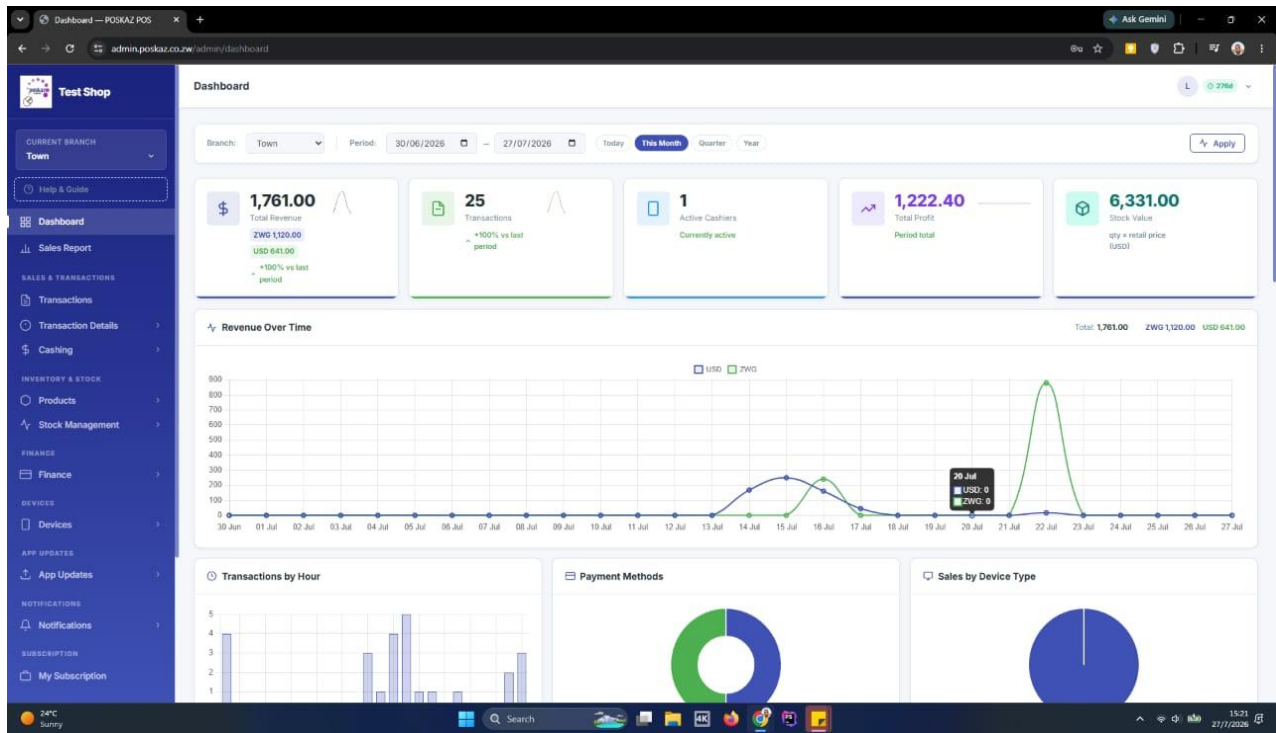


Fig 1 - POSKAZ admin dashboard showing revenue, transactions, profit, stock value, and multi-currency analytics in real time.

5. Sales and Transaction Management

Sales processing is at the core of POSKAZ. The POS application on Android and Windows gives cashiers a clean, fast interface to add products, accept payments, and print receipts - all within seconds.

5.1 Processing a Sale

- Cashier logs in with their unique username and PIN
- Products are added to the cart by tapping, scanning a barcode, or searching by name or product code
- The cart shows a running total with a full line-by-line breakdown and live subtotal
- Payment is accepted in one or more methods - for example, part cash and part mobile money in a single transaction
- A receipt prints automatically, or the cashier can skip printing if the customer does not need one

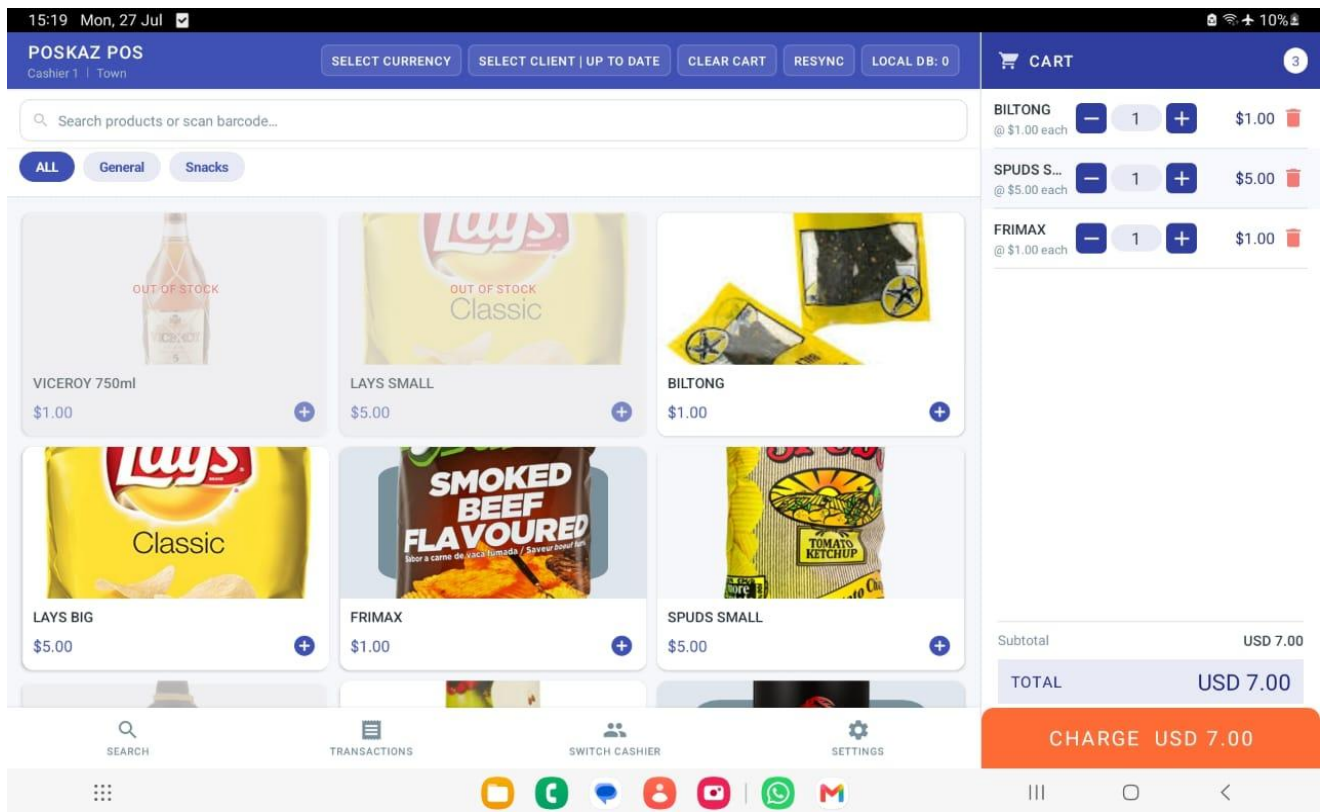


Fig 2 - POSKAZ POS app on Android tablet: product grid with images and out-of-stock indicators, category tabs, and live cart panel on the right.

5.2 Supported Payment Methods

POSKAZ supports multiple payment methods at the point of sale, and a single transaction can be split across more than one method.

- Cash
- Mobile money - EcoCash, InnBucks, OneMoney, and others
- Card payments
- Bank transfers
- Any additional method configured by the business owner in the admin dashboard

5.3 Multi-Currency

POSKAZ supports multiple currencies within the same system. Prices are set in a base currency, and the admin dashboard includes an exchange rate setting the business owner can update at any time. Customers can pay in USD, ZWG, or any configured currency, and the system records the exact currency and amount for every transaction. The cashier selects the customer's preferred currency at the start of each sale with a single tap.

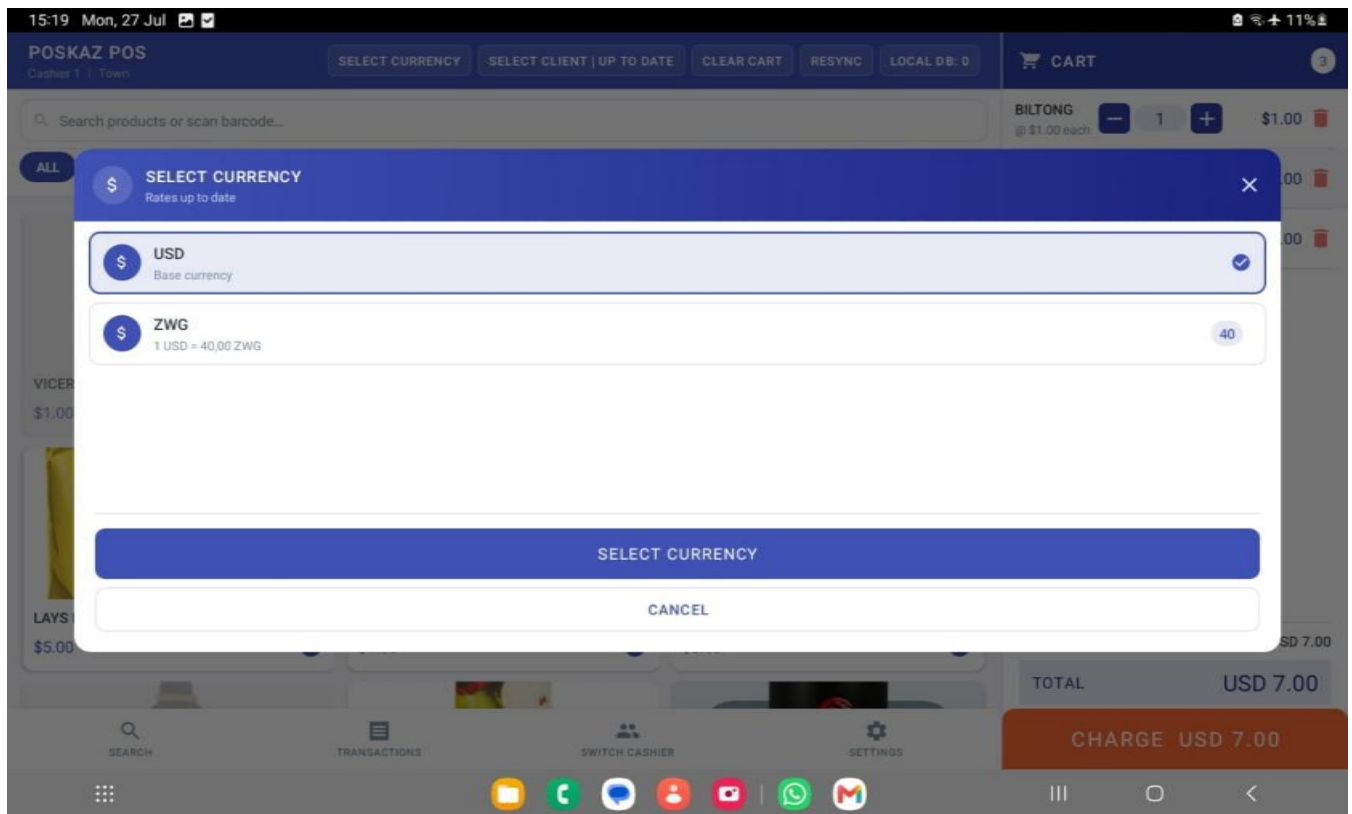


Fig 3 - Currency selection on the Android POS app. The cashier selects USD or ZWG, with the live exchange rate displayed.

5.4 Transaction Management in the Admin Dashboard

- View all transactions across all branches, filterable by branch, cashier, device, status, and date range
- View the full detail of any transaction - items sold, quantities, prices, payment breakdown, cashier, and device
- Reverse or cancel a transaction where needed, with a full audit trail
- Search transactions by ID
- Export transaction data to CSV for accounting or further analysis

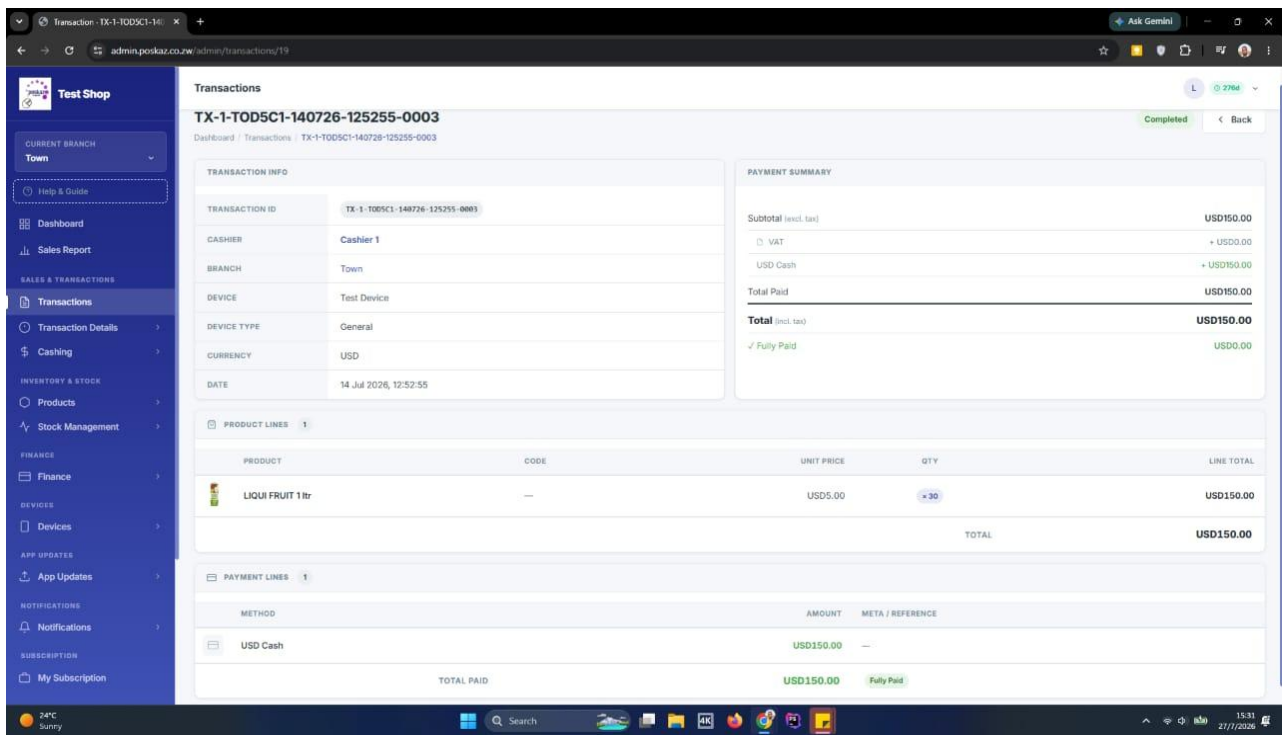


Fig 4 - Transaction detail view in the admin dashboard: transaction ID, cashier, branch, device, product lines, and full payment summary.

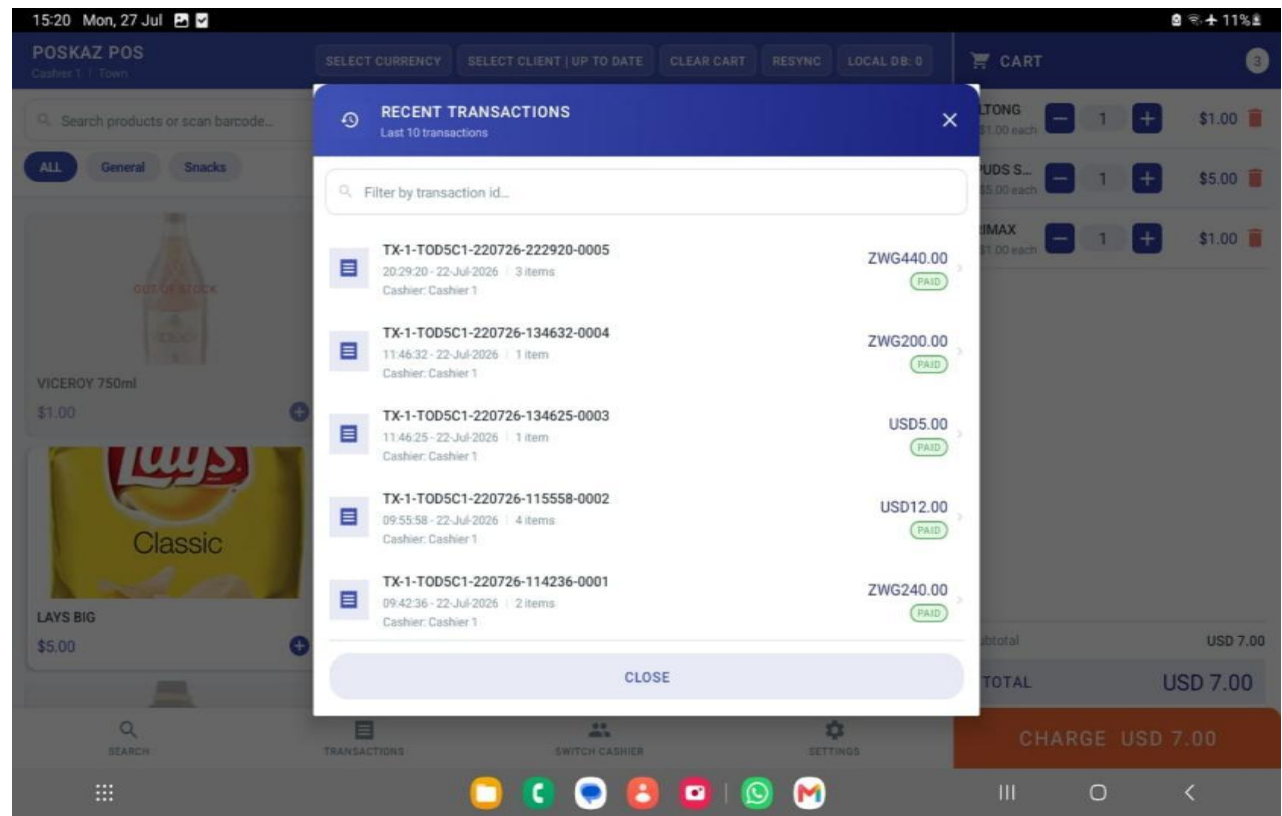


Fig 5 - Recent transactions on the Android POS app showing IDs, item counts, amounts in USD and ZWG, and paid status.

6. Inventory and Product Management

POSKAZ includes a complete product and inventory management system. Products are set up once in the admin dashboard and are immediately available to cashiers on all devices across all branches.

6.1 Product Catalogue

- Add, edit, and deactivate products from the admin dashboard
- Each product includes: name, product code, category, retail price, cost price, and optional product image
- Inactive products do not appear on the POS - ideal for seasonal or out-of-stock items
- Search and filter products by name, code, category, branch, or stock level
- Low-stock indicators flag products running low so they can be reordered before they run out
- Export the full product list to CSV

6.2 Categories

Products are organised into categories for faster browsing on the POS and clearer reporting. Categories are created, renamed, or deactivated in the admin dashboard at any time. On the POS app, cashiers tap a category tab to filter the product grid instantly.

6.3 Product Bundles

POSKAZ supports bundle products - composite items made up of multiple individual products. A bundle is sold as a single line item on the POS, and the system automatically deducts the correct stock from each component product when the bundle is sold. This is useful for combo deals, gift packages, or kits.

7. Stock Control

POSKAZ provides a full set of stock management tools, giving the business accurate, real-time visibility of inventory levels at every branch. Every stock movement - whether from a sale, a stock take, a transfer, a write-off, or a manual adjustment - is recorded and traceable.

7.1 Stock History and Movements

Every stock movement is logged in the stock history. This includes sales, manual additions, transfers, and write-offs. The full history is filterable by branch, product, and date range, and can be exported to CSV. Individual movements can be reversed where recorded in error.

7.2 Stock Takes

A stock take is a periodic count of physical inventory to verify that system quantities match what is on the shelf. POSKAZ records stock take results per product and per branch. Variances between expected and actual quantities are calculated automatically, giving management a clear view of any shrinkage or discrepancies.

7.3 Stock Transfers Between Branches

Stock can be transferred between branches directly within POSKAZ. A transfer records a deduction at the source branch and an addition at the receiving branch, keeping inventory accurate on both sides. A full transfer history is maintained for audit purposes.

7.4 Stales and Write-Offs

Damaged, expired, or unsellable stock is recorded as a stale or write-off. This adjusts the stock level accurately and records the quantity and reason, so management can track losses and factor them into profit calculations. Stale entries can be reversed if recorded in error.

7.5 Stock Value

The stock value module calculates the total monetary value of current inventory at retail price, aggregated by branch and currency. For each product it shows the stock quantity,

cost price, cost value, retail price, retail value, and in-stock status - giving management a precise picture of how much capital is tied up in inventory at any point in time.

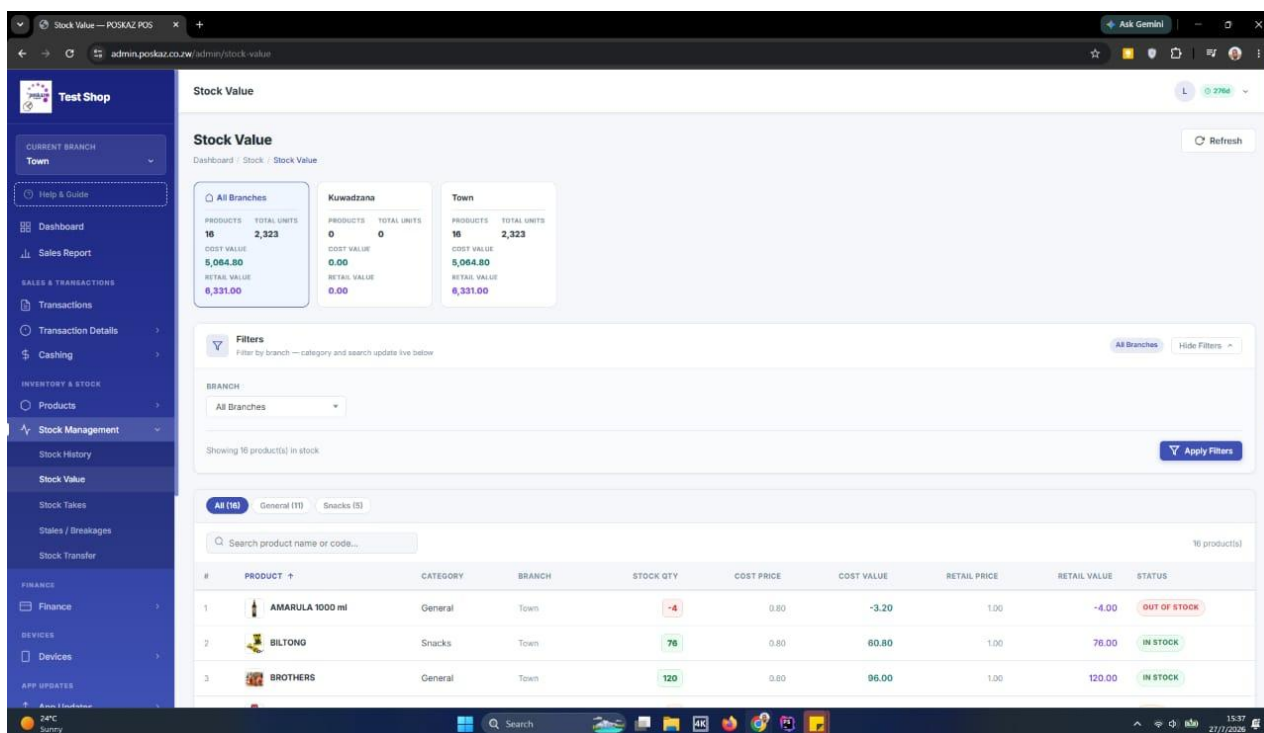


Fig 6 - Stock Value page in the admin dashboard showing per-product quantities, cost values, retail values, and stock status across branches.

8. Printing Support

POSKAZ supports receipt and invoice printing from both the Android and Windows POS applications. Printing is a core part of the customer experience and is fully supported out of the box with no complex setup required.

8.1 Receipt Printing

- Every completed sale generates a printed receipt instantly
- Receipts include: business name, branch name, cashier name, date and time, itemised product list with quantities and prices, payment method, and amount tendered
- Receipts are formatted for standard 58mm and 80mm thermal receipt paper

- Printing can be triggered automatically at sale completion, or manually by the cashier

8.2 Printer Connectivity Options

- Bluetooth thermal printers - connect wirelessly to Android phones and tablets for completely cable-free operation
- USB thermal printers - connect directly to Windows laptops and desktops
- Network printers - shared printers accessible to multiple devices across a local Wi-Fi network

8.3 Printer Preferences and Configuration

Printer settings are configured per branch in the admin dashboard. The business owner selects the preferred printer for each branch and saves the configuration. Cashiers do not need to configure printers themselves - their device uses the branch printer settings automatically when they log in.

8.4 Tax Invoice Printing

Beyond standard receipts, POSKAZ supports the generation and printing of formal tax invoices and tax receipts for compliance with local tax authority requirements. Tax invoices can be printed directly or sent to the customer by email.

8.5 Receipt Reprints

If a customer needs a duplicate receipt, any past receipt can be retrieved and reprinted. Receipts are searchable by transaction ID, and the reprint history is recorded for audit purposes.

9. Branch Management

POSKAZ is built for multi-branch businesses. One account covers all locations, and each branch operates independently with its own cashiers, devices, stock, and settings - while head office retains full visibility across all of them at all times.

9.1 Managing Multiple Branches

- Add branches from the admin dashboard and assign cashiers and devices to each one
- Each branch maintains its own stock levels, independently from other branches
- Sales and reports can be viewed per branch or across all branches combined
- Administrators can be given access to one branch, several branches, or all branches depending on their role
- Branch settings - printer preferences, fiscal device configuration, and other options - are managed separately per branch

9.2 Branch Switching

Admin users with access to more than one branch can switch between them in the admin dashboard without logging out. A branch switcher is always visible in the interface, allowing managers to move between locations quickly to check sales, stock, or settings for any branch they are authorised to access.

10. Staff and User Management

POSKAZ separates the people who manage the business from the people who process sales. Each group has its own login, its own level of access, and its own activity log.

10.1 Administrators

Administrators log in to the web-based admin dashboard to manage the business. Each administrator has their own email and password. The business owner creates administrator accounts, assigns each to specific branches, and controls exactly which features each administrator can access.

10.2 Cashiers

Cashiers log in to the POS application using a username and PIN. Each cashier is assigned to a branch and processes sales for that branch only. Cashier credentials can be sent to the cashier by SMS directly from the admin dashboard.

- Create and manage cashier accounts from the admin dashboard
- Assign cashiers to their branch
- Activate or deactivate a cashier account instantly
- View each cashier's transaction history and sales performance
- Send login credentials to a cashier by SMS with one click

10.3 Role-Based Access Control and Permissions

Every administrator in POSKAZ has a permission profile that defines exactly what they can see and do. Permissions are set at feature level - for example, one administrator might have access to sales reports but not stock management. This keeps sensitive data protected and ensures each person works within their appropriate scope.

11. Device Management

Every Android phone, tablet, or Windows device used for selling is registered in POSKAZ as a named device. Management can track which device processed which sale, monitor device activity, and report on sales by device type.

- Register and name each POS device in the admin dashboard
- Assign each device to a specific branch
- Classify devices by type - mobile phone, tablet, desktop terminal, and so on
- Activate or deactivate a device at any time
- View full transaction history per device
- FDMS (Fiscal Device Management System) integration for tax authority compliance where required

12. Financial Management

POSKAZ maintains a thorough and accurate financial record of the business. Beyond raw sales data, it tracks currency exchange rates, payment method balances, daily cashier collections, and tax invoices - giving management the tools to account for every transaction.

12.1 Currencies and Exchange Rates

Multiple currencies are supported. The admin dashboard includes a currency management screen where the business owner sets exchange rates and can update them at any time. The POS uses the current rate automatically, so cashiers always charge the correct amount regardless of which currency the customer pays in.

12.2 Daily Cash Reconciliation

At the end of each shift or day, POSKAZ produces a cashing report for each cashier and device showing the total collected per payment method. This allows management to reconcile what the cashier holds against what the system recorded.

- Filter cashing reports by date, branch, cashier, and device
- View a consolidated payment breakdown per cashier and per device
- Upload supporting images or evidence as part of the reconciliation process
- Mark cashing records as confirmed or disputed
- Export cashing data for accounting purposes

12.3 Tax Invoices

POSKAZ supports the generation of formal tax invoices and tax receipts for compliance with local tax requirements. Tax invoices can be created from any transaction, sent to the customer by email, or printed directly. Every tax invoice is stored in the system and can be retrieved, reprinted, or deleted at any time.

13. Reporting and Analytics

POSKAZ produces a comprehensive set of reports that give management full visibility into the financial and operational health of the business. All reports support date range filtering and the majority can be exported to CSV or PDF.

13.1 Sales Report

- Total revenue, profit, units sold, and transaction count for the selected period
- Revenue and profit per product, sorted by highest earner
- Payment method breakdown - what proportion of revenue came through each method
- Revenue and profit per branch, including margin percentage
- Filter by branch, cashier, device type, device, and date range
- Quick date presets: Today, Yesterday, This Week, This Month, Last Month, Custom Range
- Export to CSV or PDF

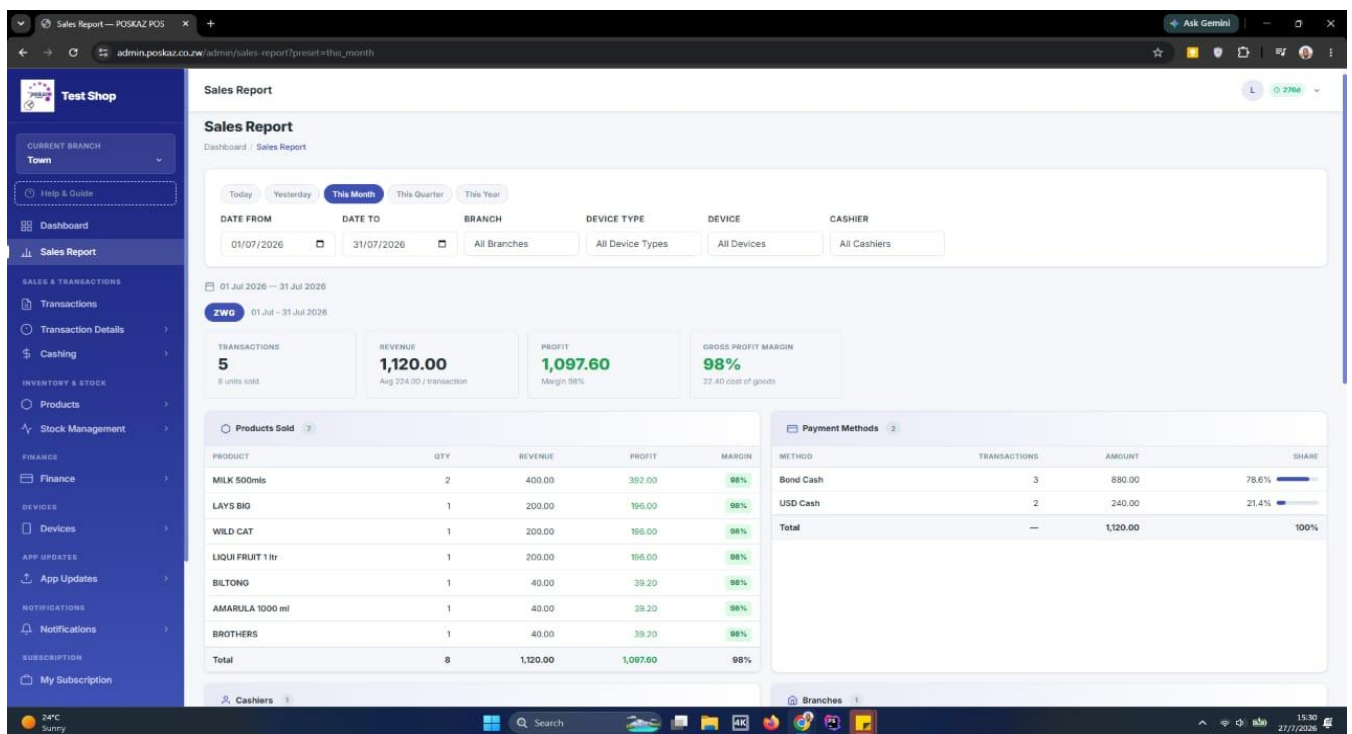


Fig 7 - Sales Report in the admin dashboard: transaction count, revenue, profit, gross margin, products sold breakdown, and payment method split.

13.2 Stock Reports

- *Full stock movement history, filterable by product, branch, and date*
- *Stock take variance reports - expected versus actual quantities*
- *Stock value report - total inventory value at retail price per branch*
- *Stales and write-off records with reason tracking*
- *Stock transfer history - all inter-branch movements*

13.3 Cash and Payment Reports

- Daily cashing reports per cashier and per device
- Payment method breakdown per shift or date range
- FDMS card transaction report - detailed card payment data with approval codes and references
- Export all financial reports to CSV

14. Notifications and Alerts

POSKAZ includes an in-system notification system that allows the platform to broadcast important messages to business users. Notifications appear within the admin dashboard and are used to communicate system updates, subscription reminders, and other important announcements.

15. Dispatch and Delivery Module

For businesses that operate a delivery or mobile sales model - distributors, route-based sellers, or delivery companies - POSKAZ includes a full dispatch module. Management assigns stock to drivers and vehicles on a route, records expected versus actual revenue from each run, and reconciles field payments collected in person.

- Register drivers and vehicles, and assign them to delivery routes
- Create dispatch orders for each delivery run

- Record expected revenue and actual payments collected per run
- Track dispatch status from creation through to completion and reconciliation
- Pre-trip inventory checks to confirm stock loaded before departure
- Dispatch reports showing performance per route, driver, and market

16. Security and Data Protection

POSKAZ is built with security as a foundation. All data is transmitted over encrypted connections, access is strictly controlled at every level, and every action taken in the system is logged.

- All communication between devices and the server is encrypted using HTTPS
- Passwords and sensitive credentials are stored encrypted - never in plain text
- Role-based access control ensures every staff member sees only the data relevant to their role
- Every action is logged with a timestamp and the identity of the user who performed it
- Admin accounts are protected by email and password; cashier accounts by username and PIN
- Sessions expire automatically after a period of inactivity
- Platform-level controls are restricted to the system owner and are not visible to regular business users

17. Subscription and Support

POSKAZ operates on a subscription model. The current subscription package, status, and expiry date are always visible in the My Subscription section of the admin dashboard. As the expiry date approaches, the

system alerts the business owner with a colour-coded notification so there is no unexpected interruption to service.

- Subscription status and expiry date are visible at all times in the admin dashboard
- Colour-coded alerts: green when active, amber when expiring within 30 days, red when expired
- Contact the POSKAZ support team at any time to renew or upgrade
- Technical support available for setup, configuration, printing, device issues, and staff training

18. Subscription Packages and Pricing

POSKAZ is available on five subscription tiers to suit businesses of every size - from a single-device operation just getting started, through to a large multi-branch enterprise. All plans are billed monthly and include full access to the core POSKAZ feature set within the limits of the chosen tier.

Feature	Lite	Starter	Business	Professional	Enterprise
Monthly Price	US\$5	US\$10	US\$15	US\$20	US\$50
Daily Transactions	50	100	200	300	Unlimited
Branches	1	1	2	3	10
POS Devices	1	2	4	10	50
Device Types	1	1	5	10	50
Cashiers	2	5	15	Unlimited	Unlimited
Administrators	1	2	5	Unlimited	Unlimited

18.1 Choosing the Right Plan

- Lite - Perfect for a single-location business just getting started with one till point and low daily transaction volumes

- Starter - Ideal for a small shop with two devices and a growing team of cashiers
- Business - Suited to a business with two branches and moderate daily sales activity across multiple devices
- Professional - For established, busy businesses running up to three branches with high transaction volumes and unlimited staff
- Enterprise - Built for large, multi-location operations with up to ten branches and fifty POS devices, with no limits on staff or transactions

All plans can be upgraded at any time from the My Subscription section of the admin dashboard, or by contacting the POSKAZ support team directly.

19. Feature Summary

The table below summarises all key capabilities of the POSKAZ system across its main functional areas.

Feature Area	Capability
Sales Processing	Fast checkout on Android phones, tablets, and Windows PCs. Multi-payment, multi-currency, and split payments supported.
Offline Mode	Continue selling without internet connectivity. All data syncs automatically when reconnected.
Product Management	Full product catalogue with categories, bundles, images, retail and cost prices, and low-stock indicators.
Stock Control	Stock takes, inter-branch transfers, stale/write-off tracking, full movement history, and stock value reporting.
Printing	Bluetooth, USB, and network printer support. Receipts, tax invoices, and reprints from Android and Windows.
Multi-Branch	Unlimited branches under one account. Independent stock, cashiers, devices, and settings per branch.
Dashboard Analytics	Live revenue, profit, top products, payment method breakdown, and cashier performance updated in real time.
Reporting	Sales, stock, cash reconciliation, FDMS, and dispatch reports with CSV and PDF export.
Staff Management	Separate admin and cashier accounts with role-based permissions. Cashier credentials sent by SMS.
Permissions	Feature-level access control - each administrator sees only what they are authorised to access.
Device Management	Register and track all POS devices by type and branch. FDMS integration for fiscal compliance.
Multi-Currency	USD, ZWG, or any currency. Exchange rates updated directly in the dashboard by the business owner.

Cash Reconciliation	Daily cashing reports per cashier and device. Confirm, dispute, upload evidence, and export.
Tax Invoices	Generate, email, and print formal tax invoices. Full history with search and reprint capability.
Dispatch Module	Driver, vehicle, and route management with revenue reconciliation and pre-trip inventory checks.
Notifications	System-wide alerts and announcements displayed in the admin dashboard.
Security	HTTPS encryption, hashed credentials, role-based access, and a full audit log of every action.
Subscription	Visible subscription status with expiry alerts and a simple renewal and upgrade process.

20. Contact Us

To arrange a demonstration, discuss your setup requirements, or get started with POSKAZ, please reach out through any of the channels below. We are happy to walk you through the system, configure it to suit your business, and support you from day one.

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