



POS User Manual

Release 1.1

January 2021

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## **An Overview on the eBiznes system.**

### ***Real-Time Fiscalisation.***

This is a SaaS, cloud-native solution built on the AWS (Amazon Web Services) stack to provide a low cost, reliable, and secure system.

It enables citizens to confirm that taxes are being properly reported for an invoice that is issued to them. It offers a range of functionalities including admin-oriented operations, a convenient customer service system, the ability to process payments and perform settlements during store opening hours.

Every action is based on logical flow, taking into account the dynamic environment of a point of sale and putting in processes to minimise human errors. It also offers a secure operation based on user rights.

The way the user journey is arranged, with its friendly interface, it allows for quick and easy operations with reduced time waste.



## **About this User Manual.**

This user manual outlines and explains the functions and operations of the eBiznes POS system. The pictures and actions included are made from an admin account, which holds full user permissions.

### **Chapter 1**

Launching Ebiznes.

### **Chapter 2**

Sign in and Certificate Registration.

### **Chapter 3**

User Interface and legend.

### **Chapter 4**

Cash Drawer and all its functionalities.

### **Chapter 5**

Item and all its functionalities.

### **Chapter 6**

Checkout and all its functionalities.

### **Chapter 7**

Transactions (orders) and all its functionalities.

### **Chapter 8**

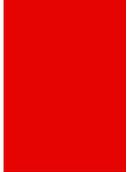
Gov Events and Synchronization.

### **Chapter 9**

Employees (Users).

### **Chapter 10**

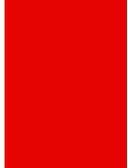
Settings.



## **Document Revision History.**

Version 1.0 - October 2020

Version 1.1 - January 2021

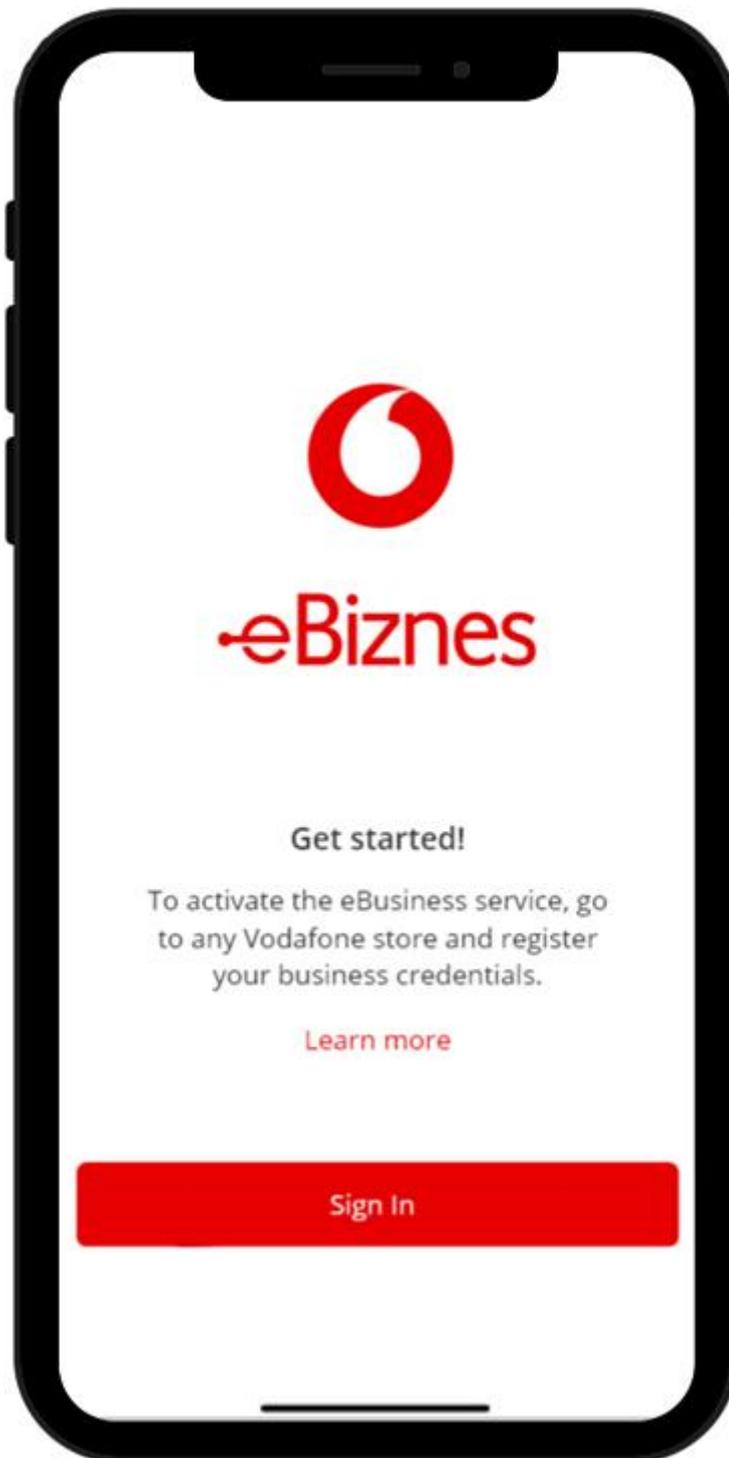


01

**Launching eBiznes.**

## 1. Launching eBiznes.

In order to activate eBiznes, you can go to any Vodafone store in order to register your business credentials.



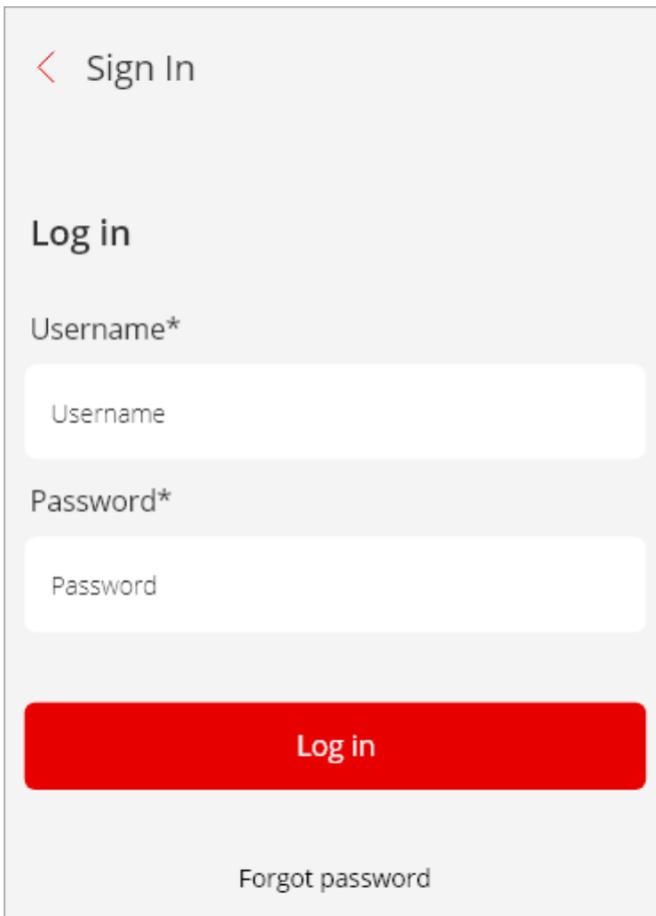


# 02

## **Sign In and Certificate Registration.**

## 2. Sign In.

After registration (via a Vodafone store or if you are an employee being registered by an admin), you can log into your account easily by entering your username and password. When you log in for a second time, the last email address you have used gets saved as a shortcut.



< Sign In

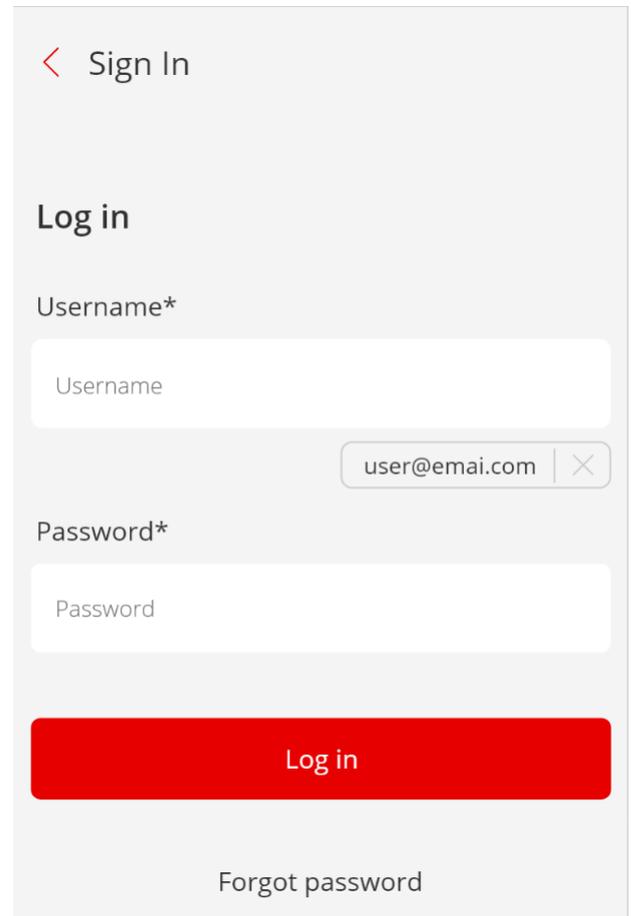
**Log in**

Username\*

Password\*

**Log in**

[Forgot password](#)



< Sign In

**Log in**

Username\*

user@emai.com | ✕

Password\*

**Log in**

[Forgot password](#)

## 2.1 Log in as an employee.

If you're an employee user and have been registered by the admin inside the platform, then you can enter your Username and Registration Code (which were sent to your email) in the Log In Screen. After confirming, you can set your password and finalise your registration process.

< Sign In

Log in

Username\*

Username

Password\*

Password

Log in

Forgot password

**Step 1**

< Sign In

Set your password

Password

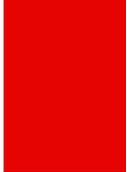
Password

Confirm password

Password, again

Save

**Step 2**



## 2.2 Two Factor Authentication.

This method confirms a user's claimed identity through a confirmation code for security protection after you log in.

The screenshot shows a mobile app interface for signing in. At the top left, there is a back arrow and the text "Sign In". Below this is the heading "Log in". There are two input fields: "Username\*" and "Password\*", each with a white input box containing the respective label. A large red button with the text "Log in" is positioned below the password field. At the bottom of the screen, there is a link that says "Forgot password".

**Log in**

The screenshot shows the second step of the login process. At the top left, there is a back arrow and the text "Sign In". Below this is the heading "Confirm your login". There is a label "Confirmation Code" above a white input box containing the text "Code". A large red button with the text "Confirm" is positioned below the input box. At the bottom of the screen, there are two links: "Resend Code" on the left and "Log in" on the right.

**2FA**

## 2.3 Reset password.

You can recover your account if you have forgotten your password by simply entering your username. The system will send a confirmation code to your email address. You can then enter the confirmation code, the new password and click save to finalise the process.

< Forgot Password

Recover your account

Username

Username

Send

Return to Log in

Step 1

< Forgot Password

Recover your account

Set your password

Confirmation code

Code

Password

Password

Save

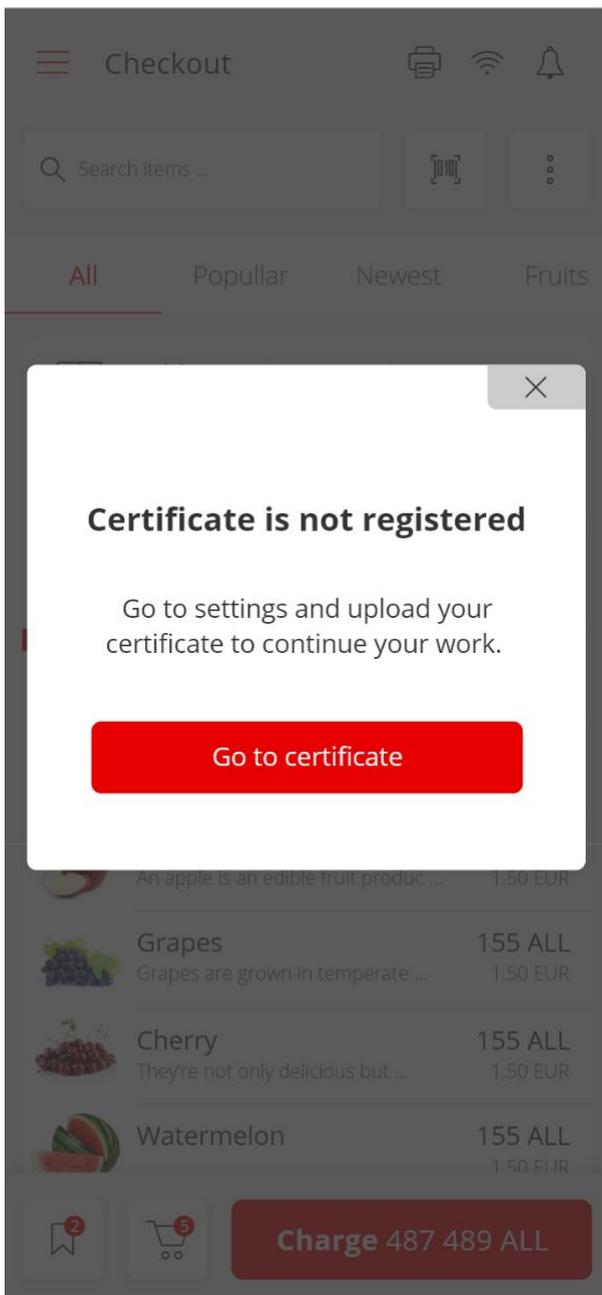
Return to Log in

Step 2

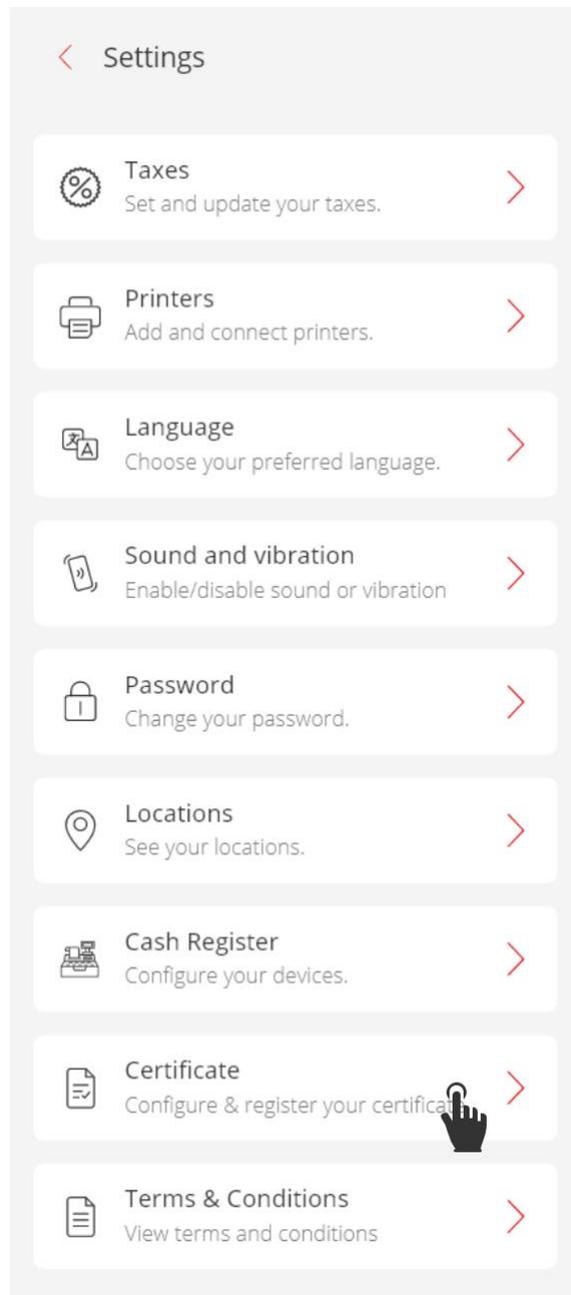
## 2.4 Certificate Registration.

You can't access anything in Ebiznes if your company certificate isn't registered. To do so you:

- Click on "Go to certificate".
- Click on the last item in **Settings** called "Certificate".



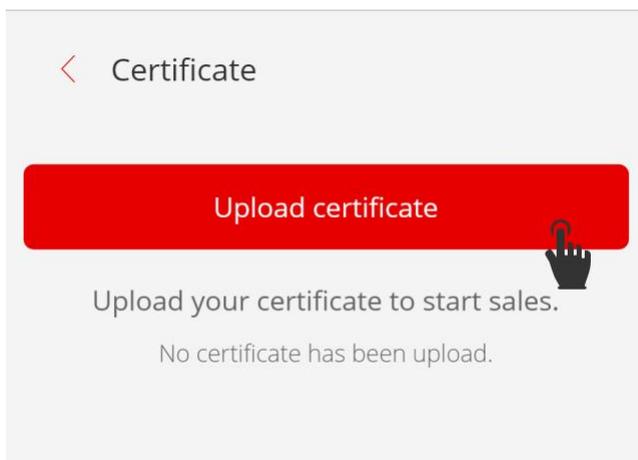
**Step 1**



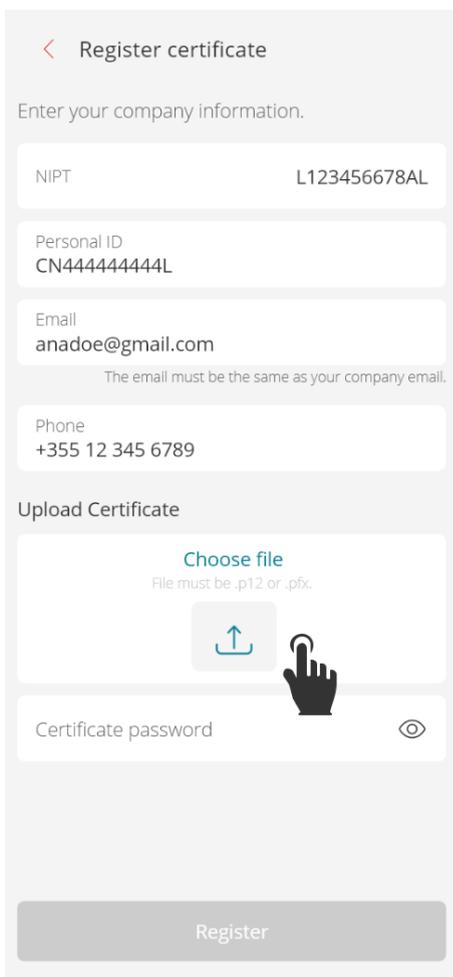
**Step 2**

It's as simple as clicking "Upload Certificate". The required information to complete this step includes entering your **NIPT, Personal ID, Email Address, and Phone Number**.

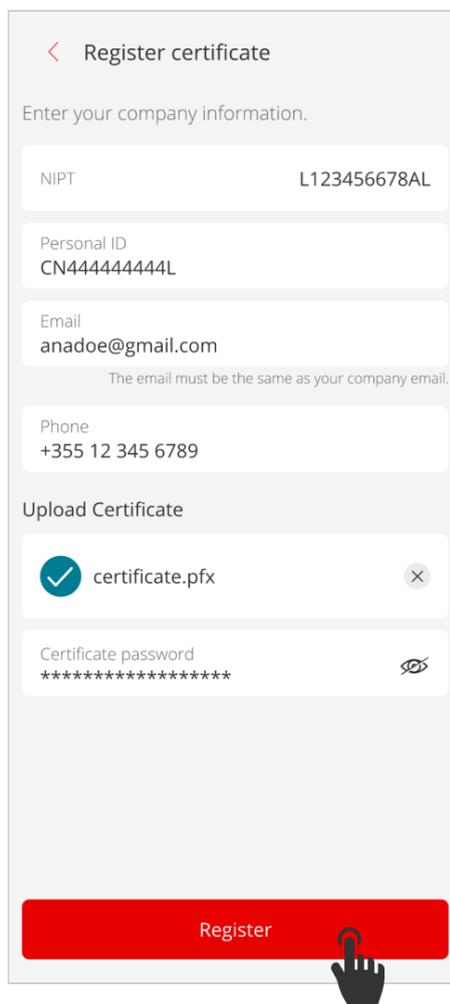
You upload your certificate file, add a password and click "Register".



**Step 1**



**Step 2**



**Step 3**

To complete the two-step verification, a confirmation code gets sent to your phone number to finalise the Company Certificate registration. If the registration is successful, a screen with all your filled out information appears and the process is completed. You can renew your certificate anytime by clicking " Update Certificate".

< Register certificate

**Confirmation**  
We have sent you a SMS with a 5-digits code.

Enter Code

2	2	2	2	2
---	---	---	---	---

[Resend Code](#)

**Finish**

**Step 4**

< Certificate

**Update certificate**

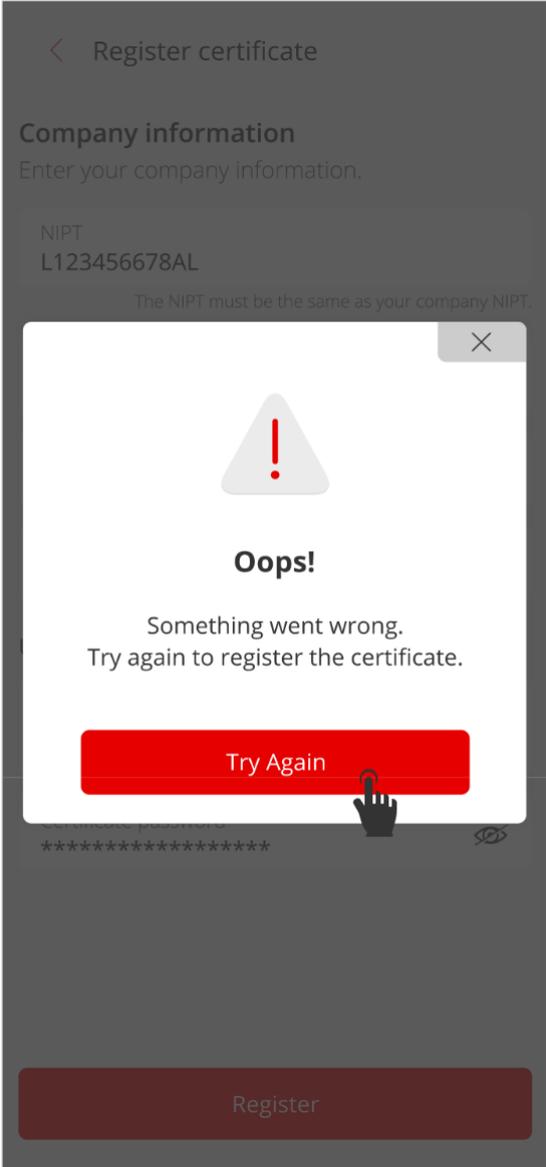
You can renew your certificate anytime.

**Certificate Information**

Organization Name	John Doe
Email	admin@email.com
NIPT	L123456678AL
Personal ID	CN444444444L
Phone	+355 12 345 6789
Start Date	05/01/2021 09:30 AM
Expiration Date	05/01/2022 09:30 AM
Location	Tirane, Albania
Issuer	NAIS Class 3 Certification Authority
Subject	Enerta Allko Fiskalizimi1

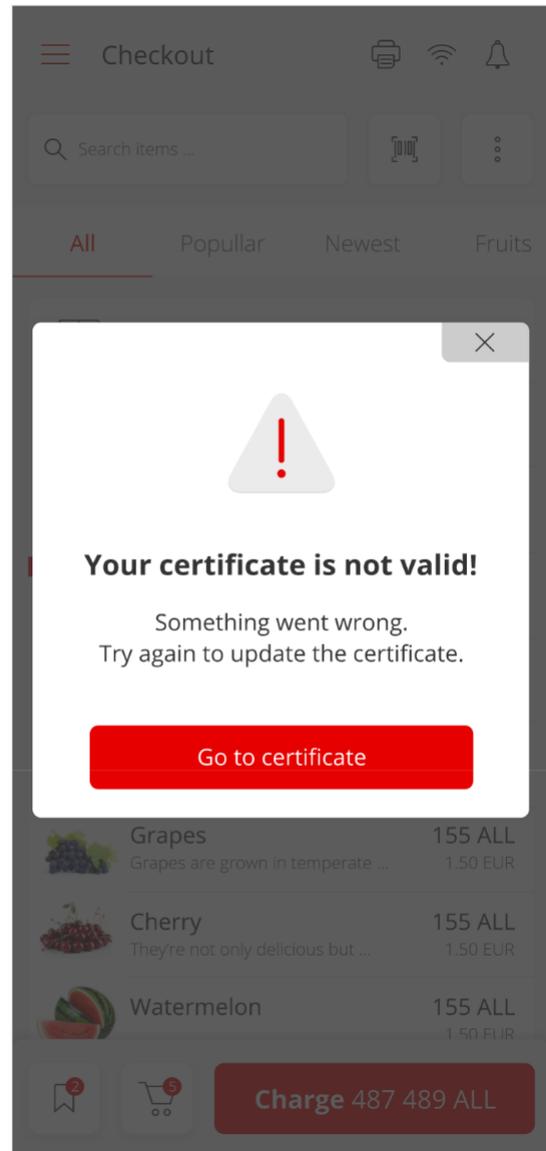
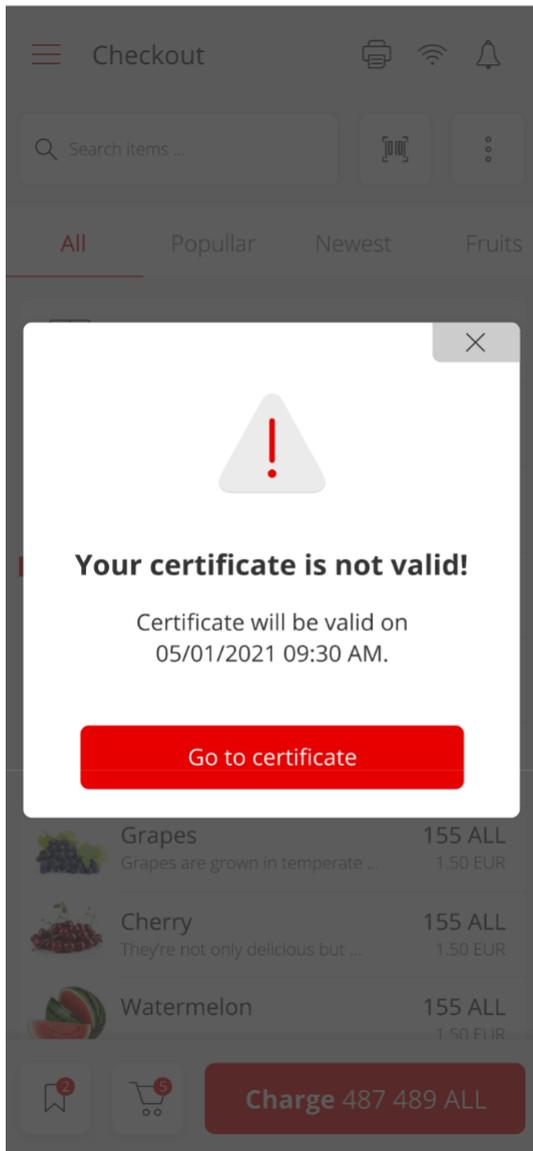
**Step 5**

If your registration process isn't successful, you can update your certificate information again by clicking on "Try Again".



## Error types

You may encounter these types of errors if your registration process hasn't been completed successfully due to your certificate not being valid.





# 03

## **User interface and Legend.**



### **3. User Interface.**

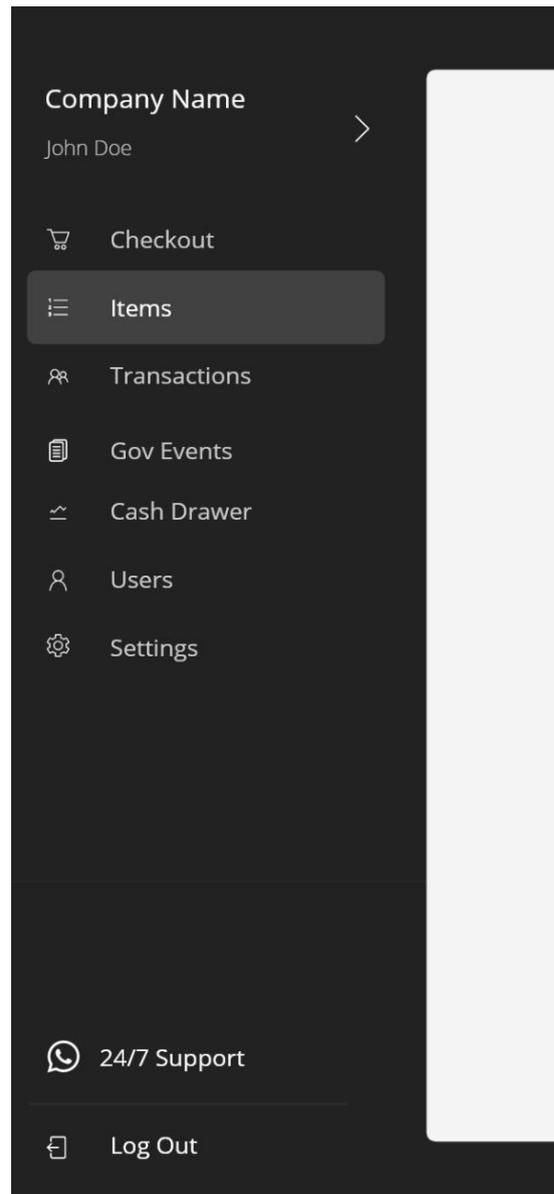
The first screen that opens when you log into the system is Check Out.

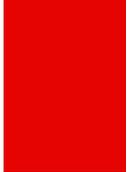
#### **3.1 The Menu.**

The Menu can be accessed through a “Right Swipe” upon entering the app. Its structure includes all the components of eBiznes, which will be explained in further detail throughout this manual.

- In the upper left corner, your company name and username will be displayed.
- In the bottom left corner, you can log out from the account.

You can access each element: Checkout, Items, Transactions, Gov Events, Cash Drawer, Users, Settings, by simply clicking on it.





## 3.2 Buttons, Input Fields, and Icons.

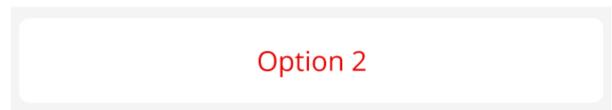
All the basic elements which help you operate throughout the app are included here.

### Buttons

#### Primary Buttons



#### Secondary Buttons



#### Floating Buttons



### Input Fields

Placeholder text  
helper text

Label  
**Input text**  
helper text

Label  
**Input text**  
helper text

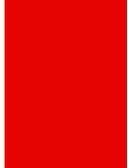
### Password Input

Password  
●●●●●●●●   
helper text

### Pin Input

Enter Code

2 2 2 2 2



04

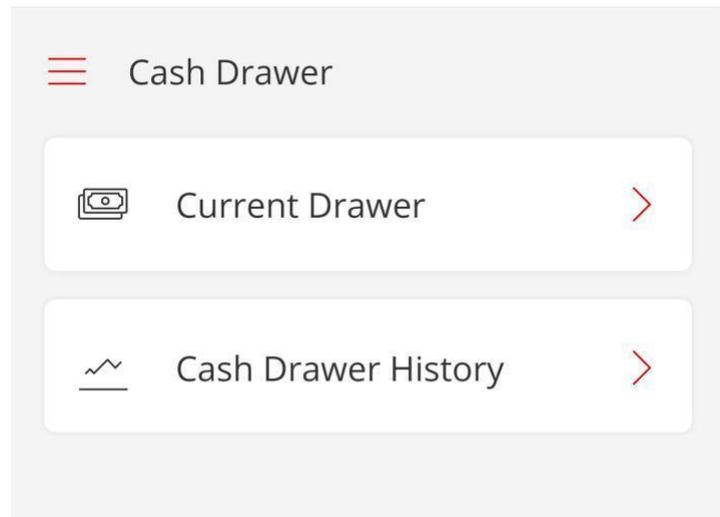
**Cash Drawer.**

## 4. Cash Drawer.

In the cash drawer screen, you can access:

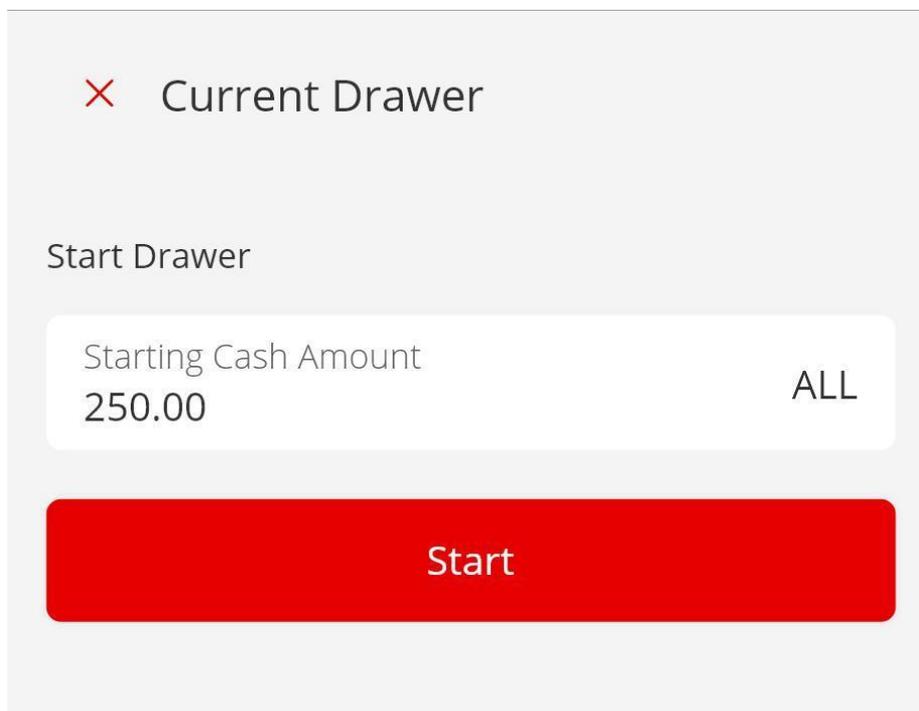
- **Current Drawer.**
- **Cash Drawer History.**

The cash drawer opens at the beginning of your day/work shift (with the starting cash amount) and ends by the end of it.



### 4.1 Opening a drawer.

You can start a drawer by entering the Starting Cash Amount and clicking the start button.



## 4.2 Current Drawer.

All the information necessary for your opened (current) drawer is in this screen.

The details show:

- **ID** - A uniquely generated ID from GOV.
- **Starting date** - The date and time when the drawer was opened.
- **Started By** - The user/employee who opened the drawer.
- **Starting Cash** - The initial cash deposited.
- **Paid In/Paid Out** - If there have been any pay in/pay out exchanges.
- **The amount for cash sales and refunds.**
- **Expected in drawer** - It calculates what should be expected in the drawer, given all the details above.

For any additional information, you can add a description to it.

The user can also:

- End the drawer;
- Pay In/Out.

The screenshot shows a mobile application interface for a 'Current Drawer'. At the top, there is a back arrow and the title 'Current Drawer'. Below the title are two buttons: 'End Drawer' and 'Pay In/Out'. The main content area is titled 'Current Drawer Details' and contains a table of information:

ID	5b917ef5-8924-47ec-a508-938eab926573
Starting Date	15/10/2020 10:00 AM
Started By	john DOE@gmail.com
Starting Cash	250.00 ALL
Paid In/Out	0.00 ALL >
Cash Sales	0.00 ALL >
Cash Refunds	0.00 ALL >
Expected in Drawer	250.00 ALL

### 4.3 Pay In/Pay Out.

If the user needs to deposit or withdraw cash from the drawer, which is not sales-related (without a sale being made), this can be tracked through the Pay In/Pay Out Feature.

- **Amount** - You enter the specific amount being deposited (pay in) or withdrawn (pay out).
- **Description** - You add a description/reason for the exchange being made.
- Then you click the button of Pay In or Pay Out.

In this screen you can see all the two tabs for Pay In or Pay Out transactions made in that day which include:

- A uniquely generated code by GOV.
- The specific time the action was made.
- The amount that was deposited (or withdrawn).
- The user/employee that did the pay in/out.
- The total of the Pay In/Pay Out made that day.

You can swipe from the Pay In tab to the Pay Out to see the particular information.

× Pay In/Out

Amount 50.00 ALL

Description 0/15

Pay In Pay Out

Pay In Pay Out

Oct 15, 2020

<b>Paid In</b> 20:00 PM 5b917ef5-8924-47ec-a508-938eab... payment	<b>320.00</b> ALL johndoe@gmail.com
<b>Paid In</b> 20:25 PM 5b917ef5-8924-47ec-a508-938eab... payment	<b>50.00</b> ALL johndoe@gmail.com
<b>Total Paid In</b>	<b>370.00</b> ALL

## 4.4 End Drawer.

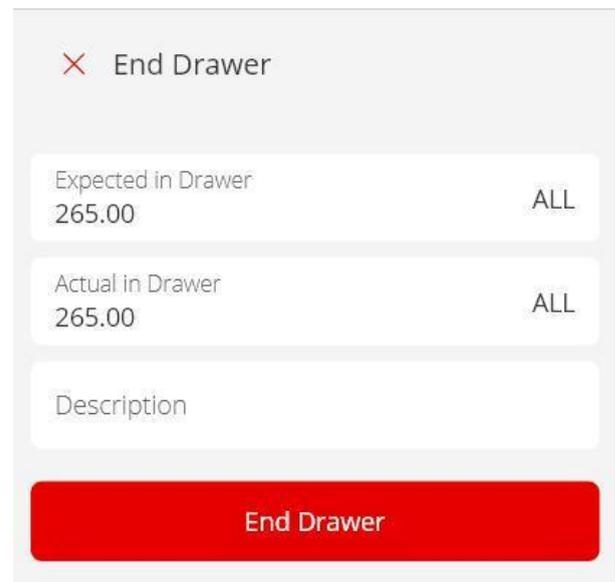
A user can end the drawer by the end of the day. Note: Ending a cash drawer is different than closing a cash drawer. When closing a cash drawer (which only the admin user has the permissions to do), you are recording the actual amount when ending the drawer. Ending a cash drawer is simply clicking “End Drawer”. You can see more about Closing the drawer in section 4.6.

This screen includes:

- **Expected in Drawer** - How much should be in the drawer (by taking into account all the transactions that you’ve made throughout the day).
- **Actual in Drawer** - How much cash there actually is in the drawer.
- **Description** - You can add a note if you see any unlike figures or any additional information you want to add.

To finalise, click **End Drawer**.

Below, Current Drawer Details are included, which show:



The screenshot shows a modal window titled "End Drawer" with a red close button (X) in the top left corner. The window contains three input fields: "Expected in Drawer" with the value "265.00" and a dropdown menu set to "ALL"; "Actual in Drawer" with the value "265.00" and a dropdown menu set to "ALL"; and a "Description" field. At the bottom of the window is a prominent red button labeled "End Drawer".

- **ID** - A uniquely generated ID by GOV **Starting date** - The date and time when the drawer was opened. **Started By** - The user/employee who opened the drawer.
- **Starting Cash** - The initial cash deposited.
- **Paid In/Paid Out** - If there have been any pay in/pay out exchanges.
- **The amount for cash sales and refunds.**
- **Expected in drawer** - It calculates what should be expected in the drawer, given all the details above.

Current Drawer Details	
ID	5b917ef5-8924-47ec-a508-938eab926573
Starting Date	15/10/2020 10:00 AM
Started By	johndoe@gmail.com
Starting Cash	250.00 ALL
Paid In/Out	50.00 ALL >
Cash Sales	240.00 ALL >
Cash Refunds	25.00 ALL >
Expected in Drawer	265.00 ALL

## 4.5 Cash Drawer History.

All the interactions, present and past in regards to Cash Drawer

The information is separated within three tabs:

- **Opened Drawers** - Drawers that still haven't been ended.
- **Ended Drawers** - Drawers that have been ended but aren't closed by the admin user yet. Only the admin user has the permission to end the drawer.
- **Closed Drawers** - Drawers that have been closed by the admin.

Each "Drawer Card" includes:

- The timestamp.
- The user responsible for it.

You can also filter the drawer by date for a more cohesive search.

< Cash Drawer History

Search for drawer...

Opened Drawers Ended Drawers Closed Drawers

Oct 15, 2020

09:00 AM  
user@gmail.com >

Oct 5, 2020

02:00 AM  
user@gmail.com >

15:30 PM  
user@gmail.com >

10:00 AM  
user@gmail.com >

## 4.6 Drawer Report (Close drawer).

In the drawer report, you can see the amount of cash that you have in the drawer, and the difference (if there's any) between what should be there and what actually is there.

An admin can close a drawer if it has been previously ended. You can close the drawer by clicking the button. Below the button, there's additional information on the drawer such as:

**ID** - A uniquely generated ID by GOV.  
**Started** - The date and time when the drawer was opened.

**Started By** - The user/employee who opened the drawer.

**Ended** - The date and time when the drawer was ended.

**Ended By** - The user/employee who ended the drawer.

**Paid In/Paid Out** - If there have been any pay in/pay out exchanges.

**The amount for cash sales and refunds.**

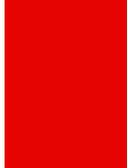
**Expected in drawer** - It calculates what should be expected in the drawer, given all the details above.

✕ Drawer Report

Actual in Drawer	265.00	ALL
Difference	0.00	

[Close Drawer](#)

ID	5b917ef5-8924-47ec-a508-938eab926573	
Started	15/10/2020 10:00 AM	
Started By	johndoe@gmail.com	
Ended	15/10/2020 20:00 PM	
Ended By	johndoe@gmail.com	
Paid In/Out	50.00 ALL	>
Cash Sales	240.00 ALL	>
Cash Refunds	25.00 ALL	>
Starting Cash	250.00 ALL	
Expected in Drawer	265.00 ALL	



05

**Items.**

## 5. Items.

When clicking on Items, a menu appears with the given elements:

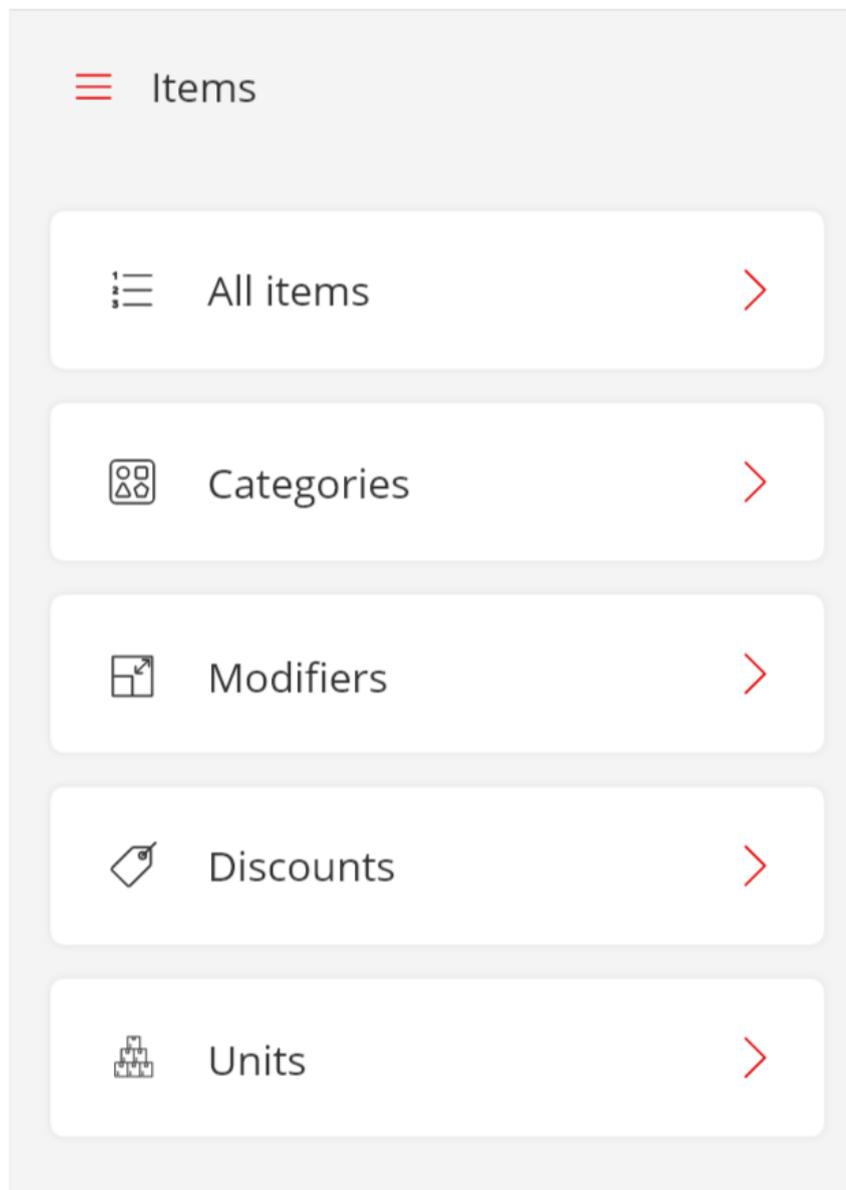
**All Items** - The records of all your created items.

**Their Categories** - The groups of items.

**Modifiers** - If you want to add anything extra to the product (this is especially useful for food related items).

**Discounts** - Daily, seasonal, personalised.

**Units** - The quantity or measurement.



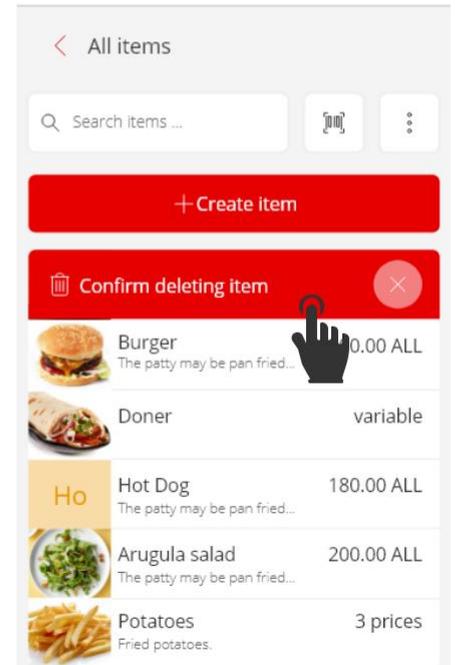
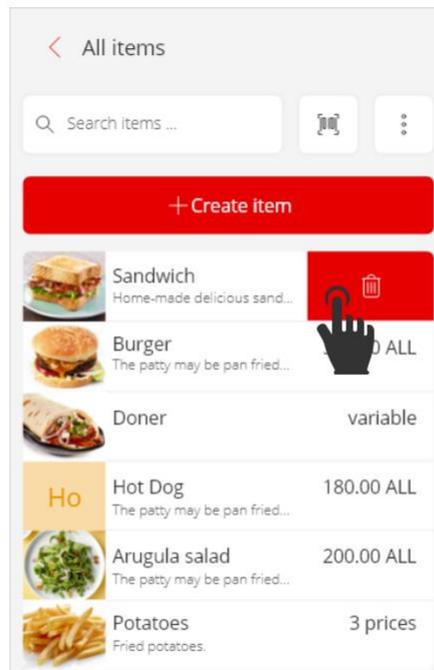
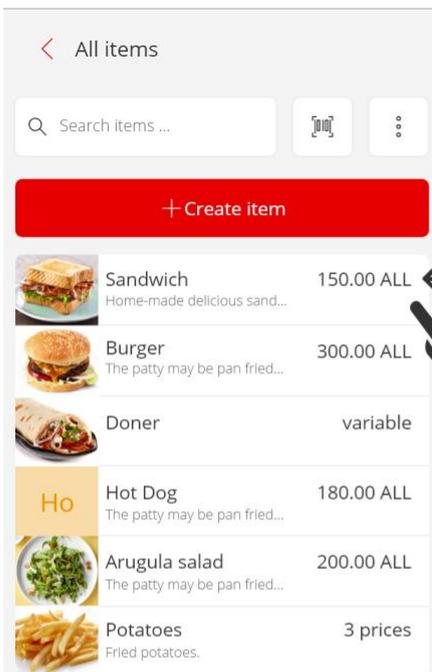
## 5.1 All Items.

When you click on all items, the screen with a list of all your created items appears. Above the “create item” button, you can search for specific items or scan their barcode.

Each “Item Card” includes:

- A picture;
- A short description;
- Its price.

## 5.2 Delete Item.



**Swipe item from right to left to delete**

## 5.3 New Item.

When creating a new item, you have three tabs of item details:

**Item info**, where you can apply all the item information required;

**Modifiers**, If you want to add anything extra to the item (this is especially useful for food related items).

**Discounts**, where you can apply all your discount options.

In the item info tab, you can include the item name, add it to a **category**, and add a **barcode**.

Below **pricing** and inventory information, you can add your **unit** type, variation, **VAT**, and description.

The **variation**, which is explained in section 5.3.4 in further detail, includes slightly different variations of an item.

An item can have different varieties, which can also impact its pricing (i.e. red apples, green apples etc).

✕ New item



Item Info      Modifiers      Discounts

Item name  
Burger

Category >

Barcode 

Price and Inventory

Price  
300.00      Lek

Unit >

+ Add variation

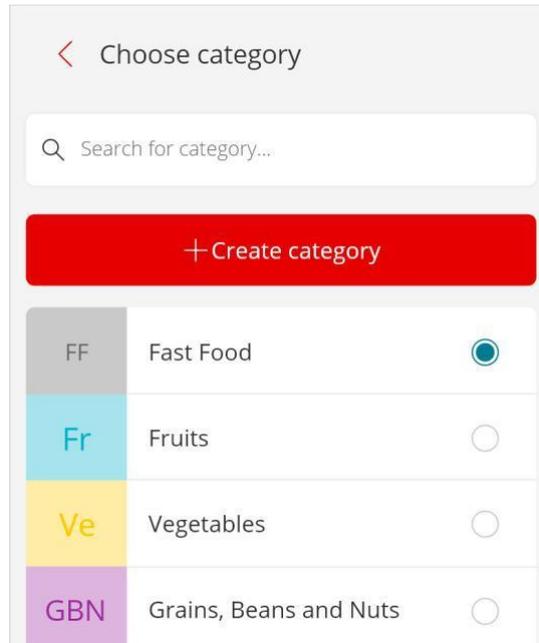
VAT >

Description  
Two types of burgers : chicken and cheese.

Save

### 5.3.1 Choose Category.

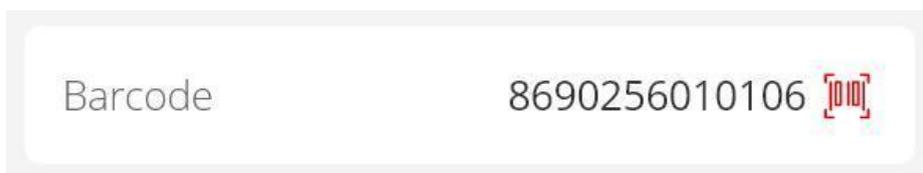
You can choose a category or create a new one for your item. To learn how to create a new category, jump to section 5.4.



### 5.3.2 Barcode.

In order to add the product barcode, you can either:

- Scan the item.
- Input the code manually.



### 5.3.4 New Variation.

You can add one or multiple variations to your item.

An item can have different varieties (types), which can also impact its pricing (i.e. red apples, green apples etc).

In this screen, you can add a new variation and include information about:

- Its Name;
- Price;

Click “Done” to finalise.

✕ New variation

Item name  
Cheese Burger

Price and Inventory

Price  
400.00 Lek

Done

### 5.3.5 An example of an item with two variations.

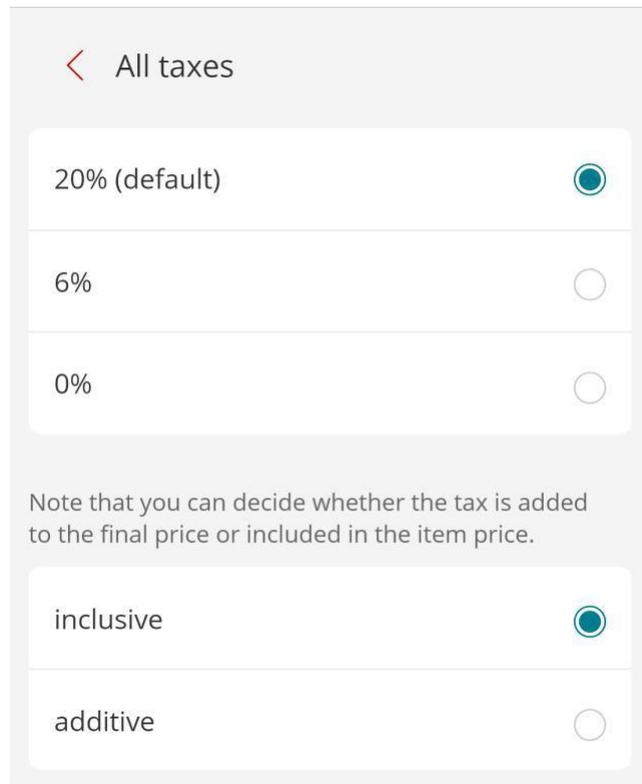
Variations

Regular	300.00 ALL
Cheese Burger	400.00 ALL

+ Add variation

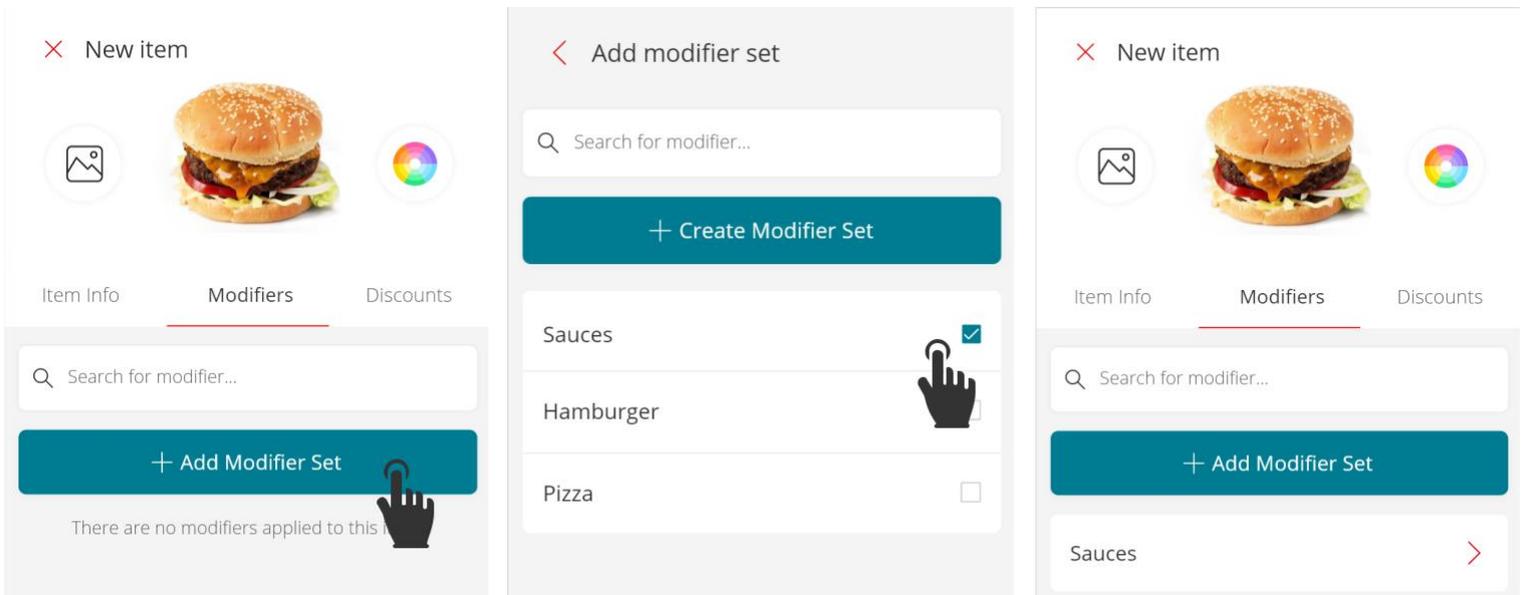
### 5.3.6 Adding VAT.

An item always needs to include a type of VAT option. When applying it, you already have a preselected value which is the default VAT. However, you can change it to your chosen option. You also need to select whether it's inclusive or additive.



### 5.3.7 Adding Modifiers.

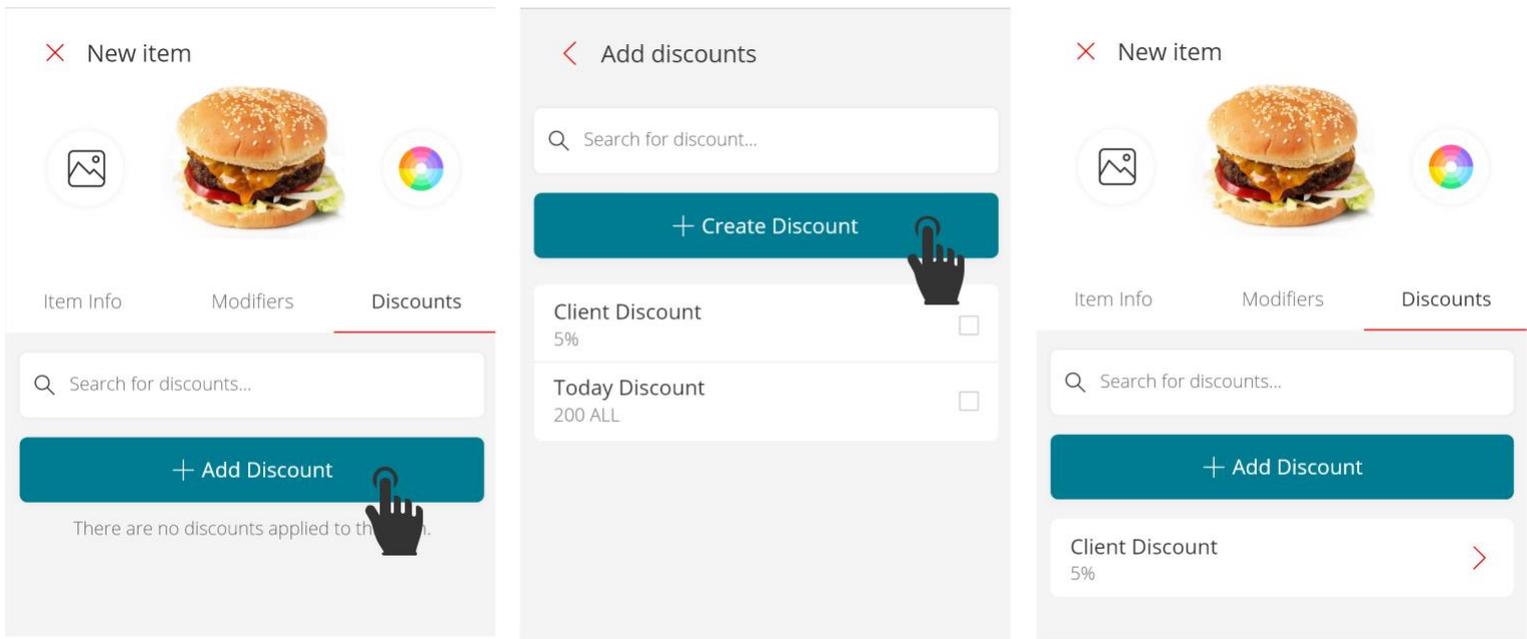
For anything extra that you want to add to your item, you can use modifiers. You can add one or multiple modifier sets. During checkout, you can apply those modifiers or not according to your customer's wishes. This can be especially useful for food-related items during orders if you want to include anything extra. To learn how to create a new modifier set, jump to section 5.6.



## 5.3.8 Adding Discount.

An item can have one or multiple discounts at a time, depending on the customer. Here you can pick your preferred one(s).

In order to see how you can create a new discount, jump to section 5.6



## 5.4 Creating a new category.

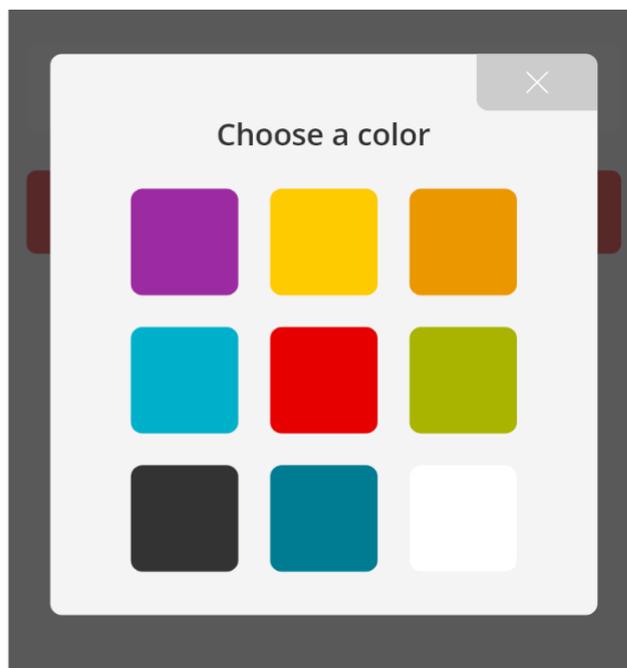
You can create a new category by simply adding its name and picking a “defining” colour for it. You click “Save” to finalise.

✕ New category



Name  
Fast Food

Save



## 5.5 Creating a new modifier.

On this screen, you can create a new modifier set. You can add multiple modifiers by clicking the button “add new”. To finalise, click “Save”.

× New modifier set

Name  
Sauces

Modifiers + Add new

Name	0 ALL
Mayonnaise	50 ALL

You must add at least one modifier.

Save

## 5.6 Creating a new discount.

This screen shows how to create a new customisable discount.

1. You add its **name** and **value**.
2. You can pick whether the discount will be with a **percentage** or your chosen **currency amount**.

To finalise, you click “Save”.

✕ New discount

Name  
Black Friday

Value  
20%

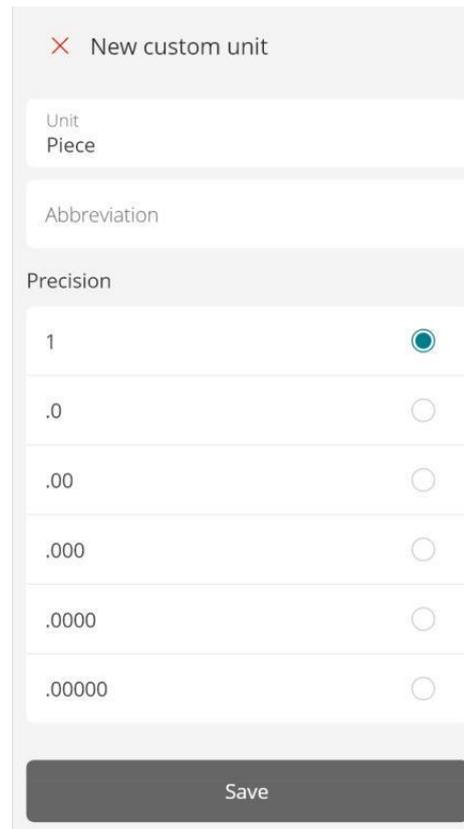
%

\$

Save

## 5.7 Creating a new custom unit.

This screen shows how to create a new custom unit. You add its name and an abbreviation for how it will display beside your item. You pick your preferred precision and finalise by clicking the “Save” button.



× New custom unit

Unit  
Piece

Abbreviation

Precision

1

.0

.00

.000

.0000

.00000

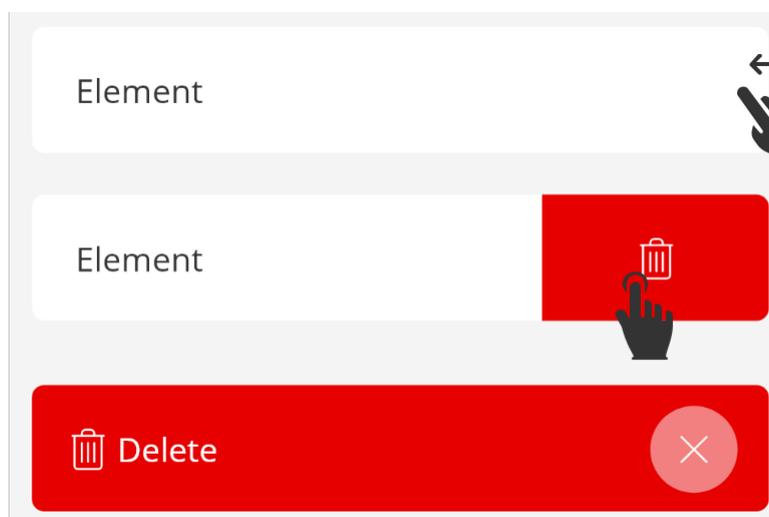
Save

## 5.8 Deleting.

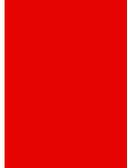
Below you have a specific example of how to delete an element from an Item. The action can be done easily by swiping, as described in the picture. You can delete:

- Items
- Categories
- Modifiers
- Discounts
- Units
- Variations

**Important Note:** You can't delete a category, modifier, unit, or discount if they're still being applied to one of your items.



Swipe element from right to left to delete



# 06

## Checkout.

## 6. Checkout.

To make the checkout process easier and faster, the screen includes all the components needed to search, add and charge items.

In order, it includes:

- Searching for an item via its name.
- Searching an item by scanning its barcode. This can be done by clicking the scanning icon, you can see more about it in section 6.1.
- The three points button, which is further explained in sector 6.6.1.
- You can swipe through all categories.
- Add non-inventory items. This option lets you sell items that aren't currently included in your business stock. You can read more about it in section 6.4.

In the bottom menu, below all the products, you can see:

**Opened orders.** This sends you to your saved orders. To see a further explanation on its usage, go to sector 6.7

**The cart icon.** This sends you to your cart details. To see a further explanation on its usage, go to sector 6.6

**The charge button.** This displays the amount that your customer will be charged.

### Important Note:

- When you tap on an item, it gets added to the cart. You can click on it as many times as you'd like its quantity to be.
- When you tap and hold on to an item, it shows you all its details on another screen. To see more on it, go to sector 6.3.
- If you choose to add an item to the cart that has a variable price, you first need to add its price. Then you can add the item to the cart. More about it on sector 6.5 If an item
- has multiple variations, the user needs to choose one of the variations before adding it to the cart.



**Add non  
inventory  
item**

**Opened  
Orders**

**Cart**

**Scan  
barcode**

The screenshot shows a mobile application interface for a checkout process. At the top, there is a header with a hamburger menu icon and the text "Checkout". Below the header is a search bar with the placeholder text "Search items ...". To the right of the search bar are two icons: a barcode scanner icon and a vertical ellipsis menu icon. Below the search bar is a category filter bar with options: "All", "Fast Food", "Drinks", and "Salads". The main content area is a list of items. The first item is "Add a non inventory item" with a plus-minus icon and the text "On demand price" and "Variable". Below this are several food items: "Sandwich" (150.00 ALL), "Burger" (300.00 ALL), "Doner" (variable), "Hot Dog" (180.00 ALL, with a 10% discount tag), "Arugula salad" (200.00 ALL), and "Potatoes" (3 prices). At the bottom of the screen, there is a navigation bar with three icons: a document icon with a "2" badge, a shopping cart icon with a "3" badge, and a red button labeled "Charge 670.00 ALL".

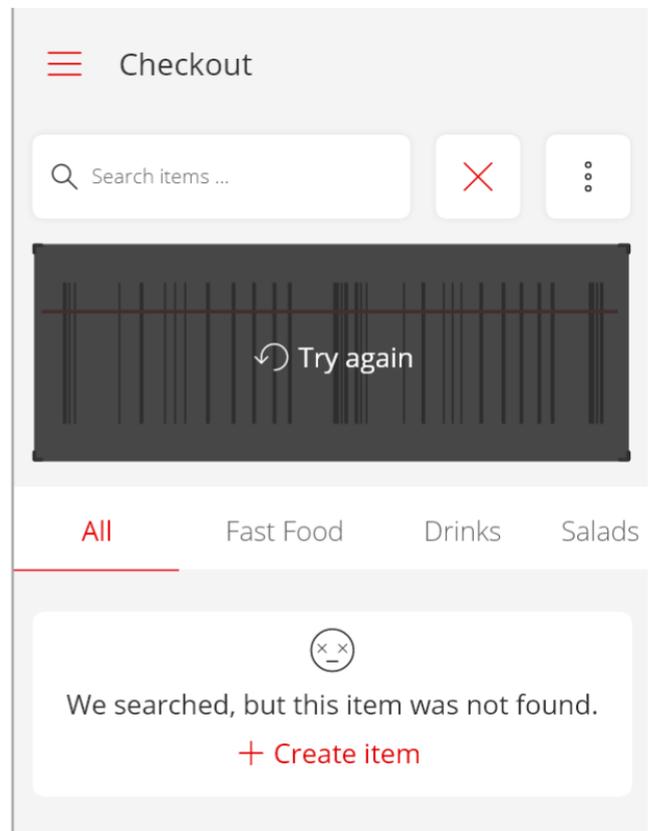
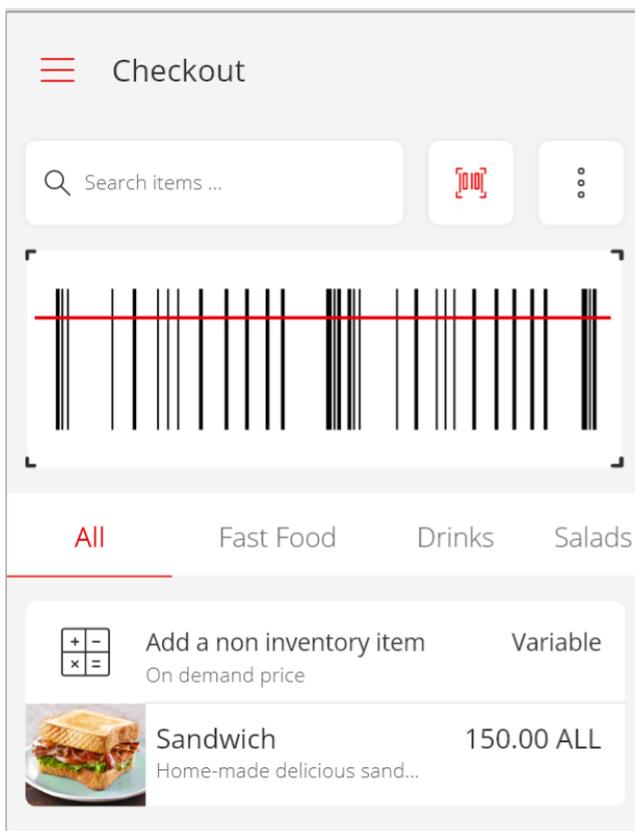


## 6.1 Searching for an item in Checkout.

You have two options:

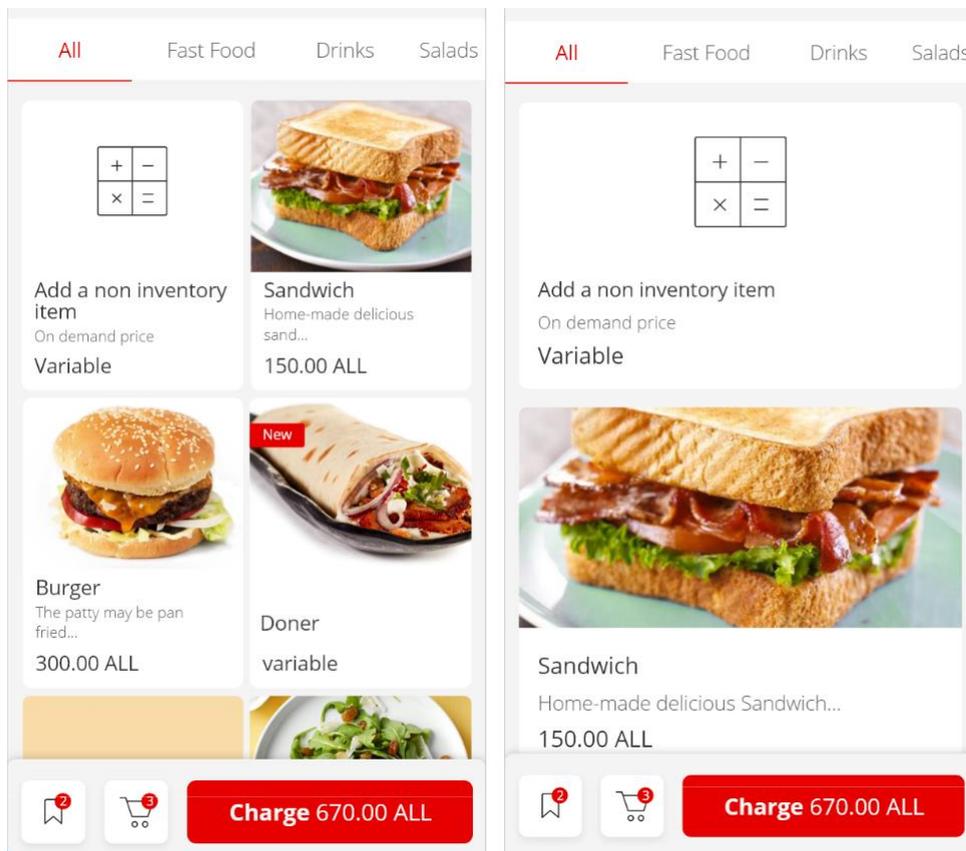
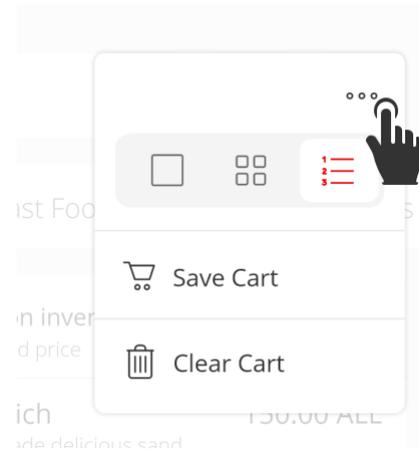
- Searching through the item name.
- Searching by scanning the barcode of an item (which you can do by clicking the scanner icon).

If you scan the barcode and the item isn't found, the system will show this message:



## 6.2 The checkout grid view and feed view.

- The grid view gives every item an equal box-sizing look. The details of the items become more visible and clearer. To enable it, you simply click the grid view on the three-dotted button in the upper right corner.
- The feed view option shows all items in a lineup, with one post per row.



## 6.3 Item View.

When you tap and hold on an item, it sends you to this screen, which includes all item details.

Here, you can change the item quantity by clicking on the “+” or “-” buttons. In order you see the:

- **About item**, which includes the item description.
- You can choose the **variation** of your item.
- Add a **discount** (if there is any).
- Add **modifiers**.
- Add your **VAT** (mandatory).

To finalise the process of adding the item to your cart, click the button.



**Quantity****Variations****Discounts**

<
Burger



-

1

+

300.00 ALL

About item

A hamburger is a sandwich consisting of one or more cooked patties of ground meat, usually beef, placed inside a sliced bread roll or bun. The patty may be pan fried, grilled, smoked or flame broiled.

Choose variation

Regular	300.00 ALL <input checked="" type="radio"/>
Cheese Burger	400.00 ALL <input type="radio"/>

Sauces choose up to 2

Mayonnaise	50.00 ALL <input type="checkbox"/>
Ketch Up	50.00 ALL <input checked="" type="checkbox"/>

Add Discount

Client Discount 5%	<input checked="" type="checkbox"/>
-----------------------	-------------------------------------

+ Add Discount

Applied tax

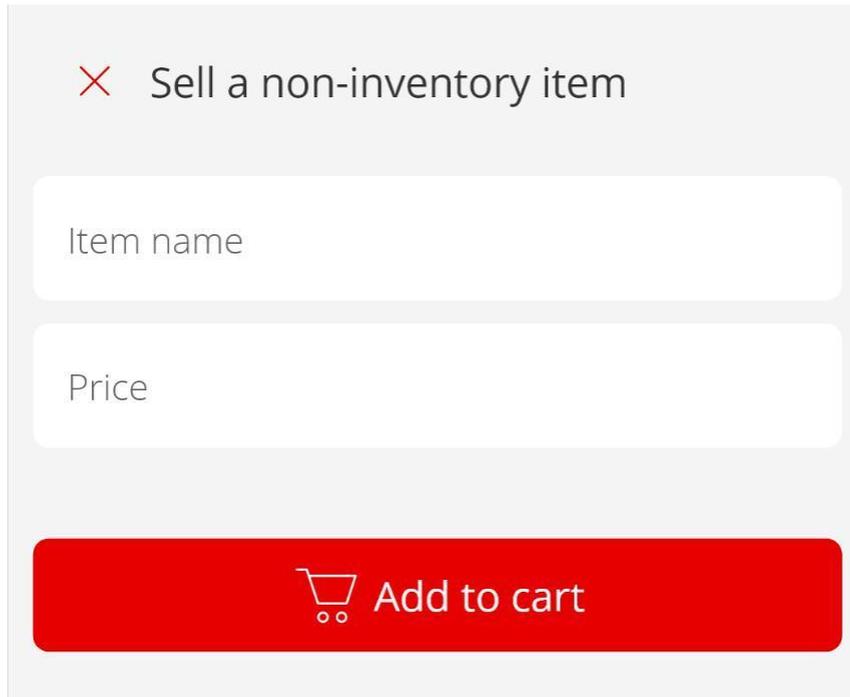
20%	additive
-----	----------

🛒 Add to cart

**Description****Modifiers****VAT**

## 6.4 Selling a non-inventory item.

When you click on Add non-inventory item, it sends you to this screen. The process is simple, you add the item's name and price and add it to the cart.



The screenshot shows a mobile application interface for adding a non-inventory item. At the top, there is a title bar with a red 'X' icon and the text 'Sell a non-inventory item'. Below the title bar, there are two input fields: the first is labeled 'Item name' and the second is labeled 'Price'. At the bottom of the form, there is a prominent red button with a white shopping cart icon and the text 'Add to cart'.

## 6.5 Adding the price for a variable item.

If you choose to add an item to the basket that has a variable price, you first need to add its price. Then you can add the item to the cart. This is the screen where you add the price.

✕ Add price

Doner

Price

ALL



Add to cart

## 6.6 The Cart.

When you click on the cart icon, it sends you to this screen which includes all cart details. In order:

- A list of all the items in it.
- The total with details on it.
- A button to access all your saved orders.
- A button to discard the cart as a whole.
- A button to charge your client for the cart.

### **Note:**

You can swipe on the item to remove it from the cart. If you tap on the item, it opens the item details.

< Cart 

Q Search items ...  

	<b>Sandwich</b> 1 x 150 ALL	150.00 ALL
	<b>Burger</b> 2 x 300 ALL Regular Daily Discount	520.00 ALL

Subtotal : 750.00 ALL  
 Total Discount : 80.00 ALL  
 VAT : 50.00 ALL  
**TOTAL : 670.00 ALL**  
 Total in Euro: 5.40 EUR

  **Charge 670.00 ALL**

< Cart 

Q Search items ...  

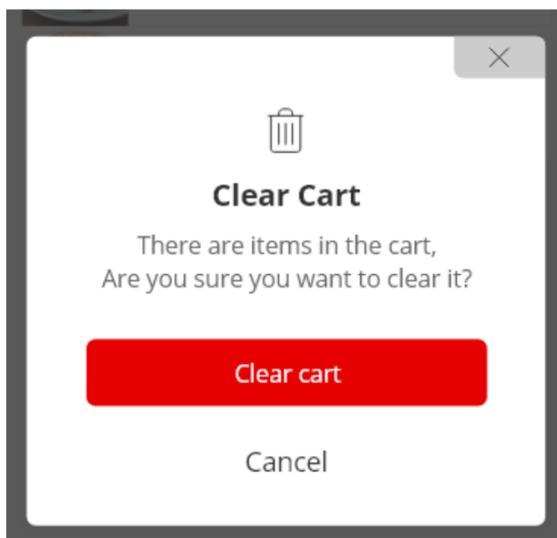
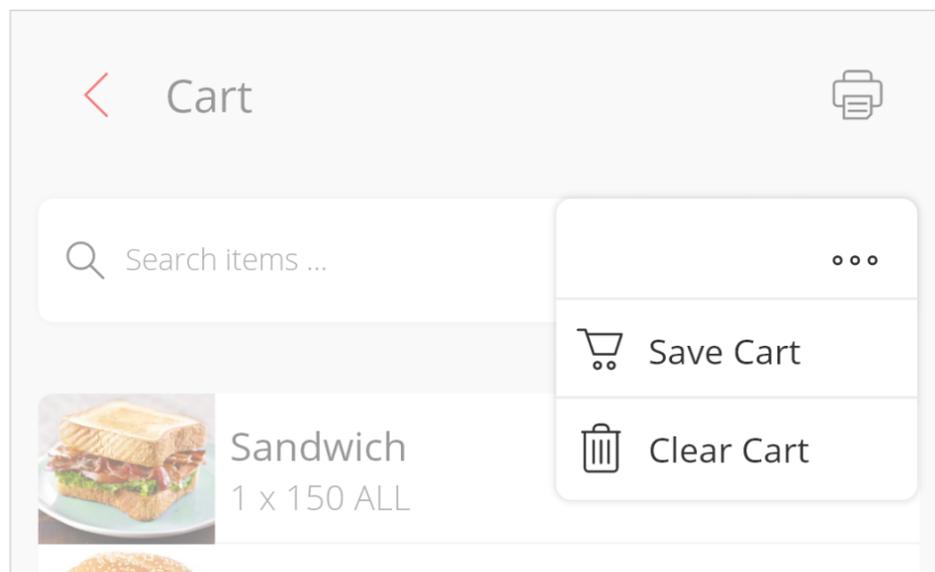
	<b>Sandwich</b> 1 x 150 ALL	
	<b>Burger</b> 2 x 300 ALL Regular Daily Discount	520.00 ALL

## 6.6.1 The three dots in the cart screen.

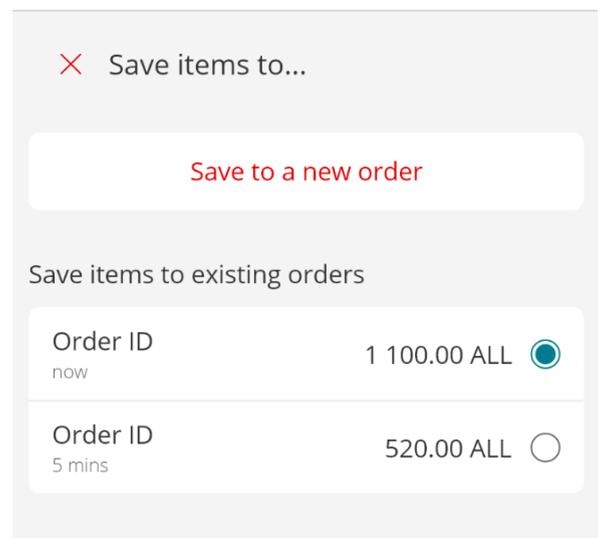
When you click on the three dotted button on the cart screen, it offers you the options to:

**Save the cart** (with all the items you have included). This option can be very useful if your client forgets an item or will come back for the payment. You don't need to add all the items again or wait while there are other customers in line.

**Clear Cart.** If you click on it, a window appears waiting for your confirmation to clear the cart.



**Clear Cart**



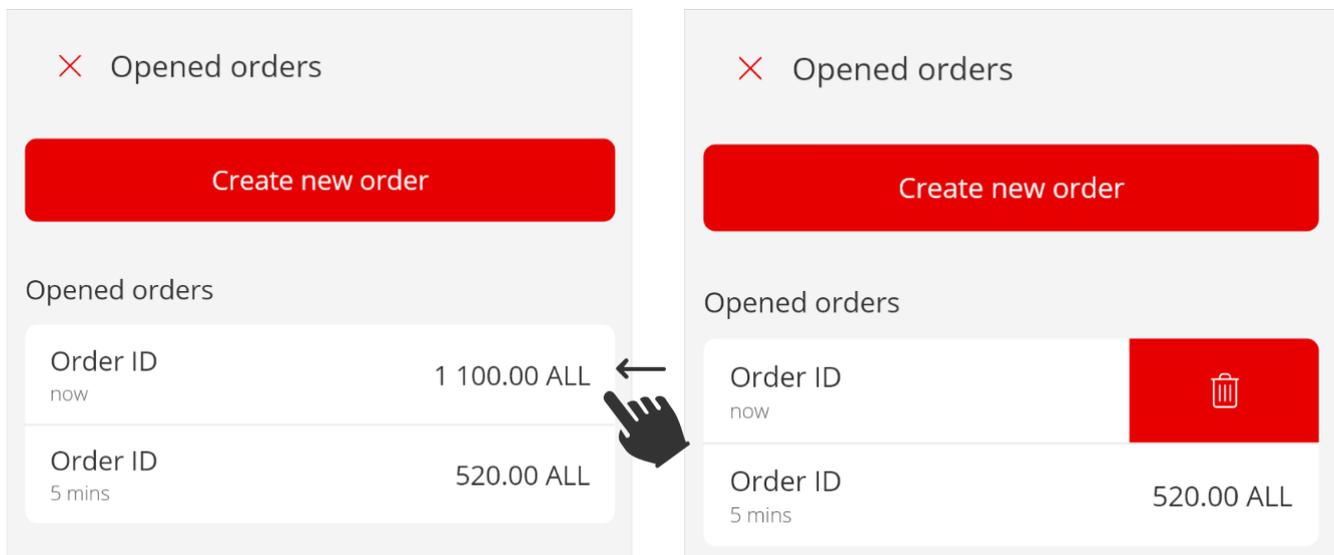
**Save the cart**

## 6.7. Opened (Saved) Orders.

This screen shows you all the opened (saved) orders. It is called open orders because they haven't been closed yet but saved for another moment.

As explained in paragraph 6.6.1. This option can be very useful if your client forgets an item or will come back for the payment. You don't need to add all the items again or wait while there are other customers in line. If you swipe on an order you can delete it.

If you tap on it, you can open and process it.



## 6.8

### Saving a cart.

If you choose to save the items in a cart, this screen opens up. You can:

- Add those items in an existing open (saved) order. - e.g. If you have already saved the items that a customer wanted to purchase, he went away for a moment to get some other items, and has now come back with new items.
- Save them to a new opened order.

✕ Save items to...

Save to a new order

Save items to existing orders

Order ID now	1 100.00 ALL	<input checked="" type="radio"/>
Order ID 5 mins	520.00 ALL	<input type="radio"/>

## 6.9 Payment.

If you click on charge this screen shows up. It includes:

- **The total** that the customer needs to pay.
- **The change** (this appears after you enter the amount that the customer gives you in the input field).
- **The payment method**, with which the customer is choosing to pay.
- The three little **cash tabs** offer you options on what the customer might give you (by easily clicking on it, you don't have to insert anything on the cash input field).
- The **exchange rate** for the cash payment.
- The **cash input** field (which impacts the change figure above).
- The **customers' email** address. This is optional, in case the client wants their invoice sent via email as well.

You can **save** the order, for reference go to sector 6.8. **Pay**, to finalise.

**Total to pay** ●

**Payment  
method** ●

× Payment

Total	<b>670.00 Lekë</b> 5.40 Euro
Change	<b>0 Lekë</b> 0 Euro

Select payment method

<input checked="" type="radio"/> Cash	<input type="radio"/> Credit Card	<input type="radio"/> Order
<input type="radio"/> Voucher	<input type="radio"/> Check	<input type="radio"/> Other

Cash payment

900.00 700.00 **670.00**

Cash payment 670.00	Leke
------------------------	------

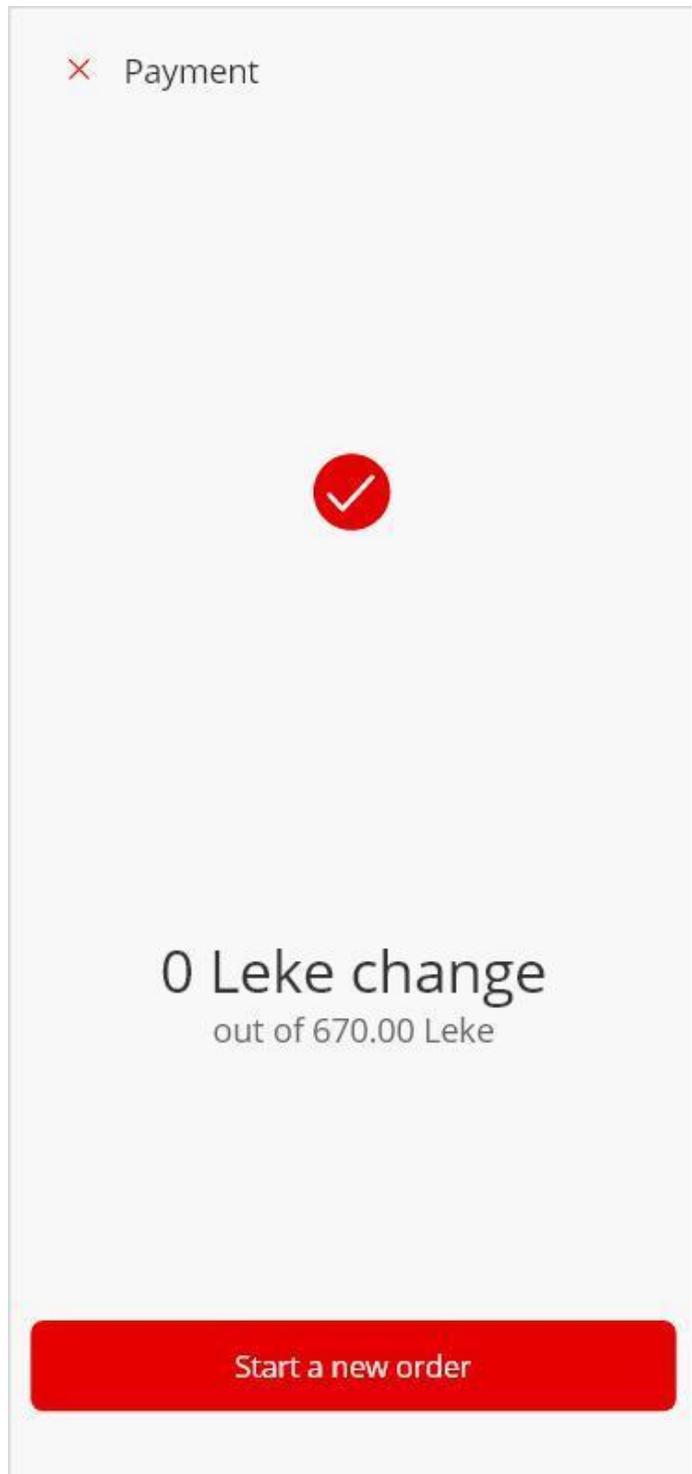
Email

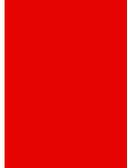
**Save** **Pay**

● **Cash input**

## 6.9.1 Payment process completed.

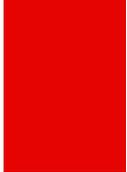
This is the screen that shows up after you finalise your payment process. The receipt gets printed automatically. If you are not connected to a printer, a pop-up screen shows up offering you the option to connect to a printer or skip.





07

**Transactions.**



## 7. Transactions.

The list of all your transactions includes:

- **Orders;**
- **Refunds;**

You can search for a receipt by:

- Receipts number;
- Date;
- By scanning the QR-code of the receipt.

If you swipe on one of the transactions, the option to **print** it appears.  
If you click on one of the transactions, it sends you on a screen with more details on it. Jump to sector 7.1 to read more on it.

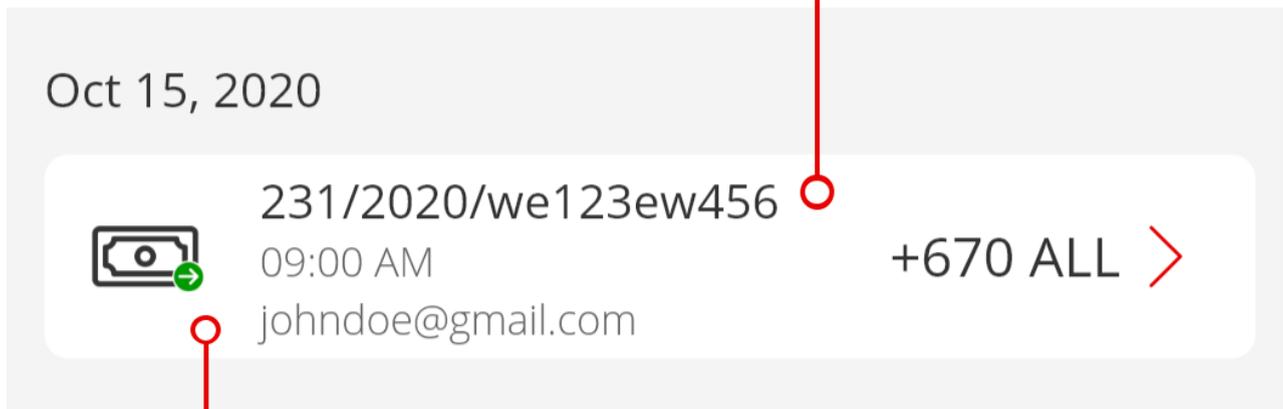
**Order**

**Refund**

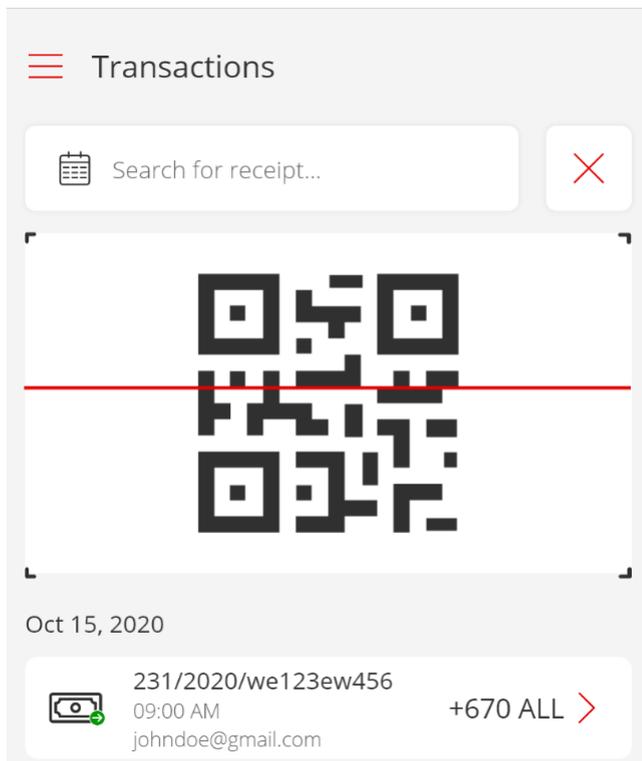
**Swipe to print**

Date	Receipt Number	Time	Email	Amount	Action
Oct 15, 2020	231/2020/we123ew456	09:00 AM	johndoe@gmail.com	+670 ALL	>
Oct 14, 2020	230/2020/we123ew456	09:00 AM	johndoe@gmail.com	-50 ALL	>
Oct 14, 2020	229/2020/we123ew456	09:00 AM	johndoe@gmail.com		Print
Oct 14, 2020	228/2020/we123ew456	09:00 AM	johndoe@gmail.com	+20 ALL	>

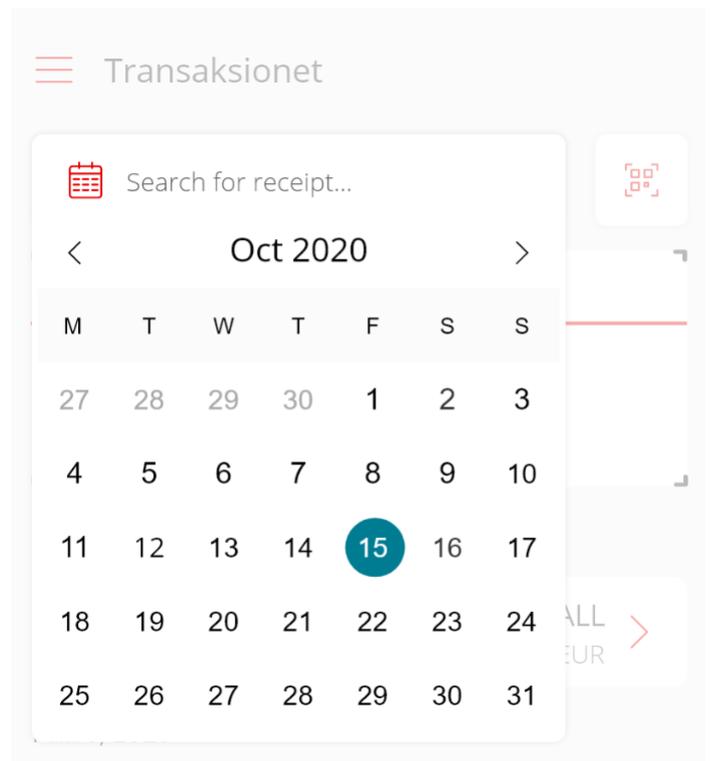
### Receipt Number



**User that has done the transaction.**



**Search with QR-code.**



**Search with date.**

## 7.1 Transaction details.

This screen shows one specific transaction after you have clicked on it. It offers you the possibility to:

- Print a transaction.
- Refund a transaction. You can view the entire process in section 7.2

The information on the transaction is separated into:

- Information about the **receipt**;
- Information about the **items** that were included in the transaction;
- Information about the total of the **payment**;
- Information on the **fiscalisation**/invoice validation of this receipt.

## Receipt Info

✕ 231/2020/we123ew456

Print

Issue Refund

Cash Payment	15/10/2020 09:00 AM
Cash	670 ALL
User	johndoe@gmail.com
Receipt	231/2020/we123ew456
Invoice Number	231

**Items and services**

	Sandwich 1 x 150 ALL	150.00 ALL
	Burger 2 x 300 ALL <small>Regular Daily Discount</small>	520.00 ALL

**Total**

Subtotal	750.00 ALL
Total	670.00 ALL
Tax	50 ALL
Total without tax	620.00 ALL

**Invoice Validation**



🔗 Link for Invoice Validation.

IIC : 16263647F73H4R9349UEUD8UD8T3T332
FIC : 1626364-d324dd4-322njn420-nnedjnew36
Operator code : oo123oo123
Software code : wd909xc782

## Items

## Total payment

## Fiscalisation Info

## 7.2 The refund process.

This is done to execute a return or exchange with an invoice.  
The steps include:

1. Select the items that you want to refund.
2. Adding a reason as to why you are refunding the item(s).
3. The refund receipt gets generated.

The information in it includes:

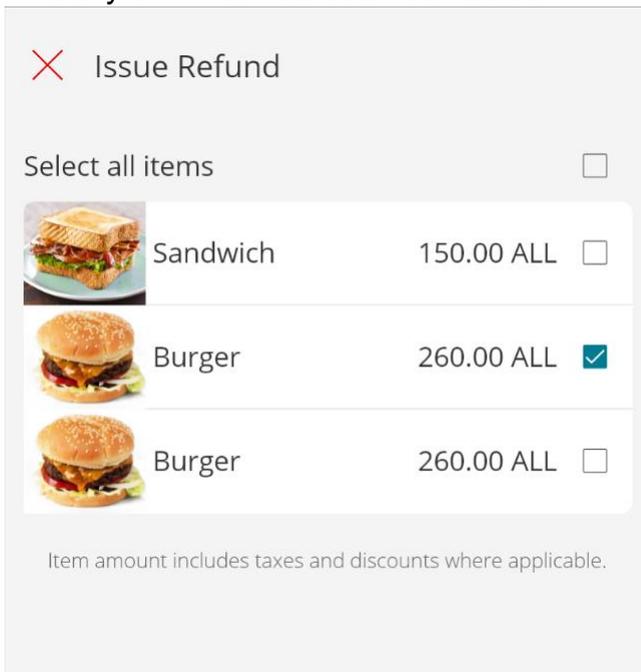
- Information on the receipt and the items that have been refunded.
- Invoice validation for the fiscalisation process.
- A link of reference to the original receipt. Every refund comes as a result of the correction of an original receipt that the system saves as a reference.

### Note:

A receipt can be refunded multiple times depending on the circumstances. However, the refund can be done as long as there are items to be refunded because you can only choose from the invoiced items. It doesn't just happen multiple times without any limitations.

You can only refund something that is sold.

When a receipt gets refunded, this action gets saved in it, in order to keep a history on what has been corrected.



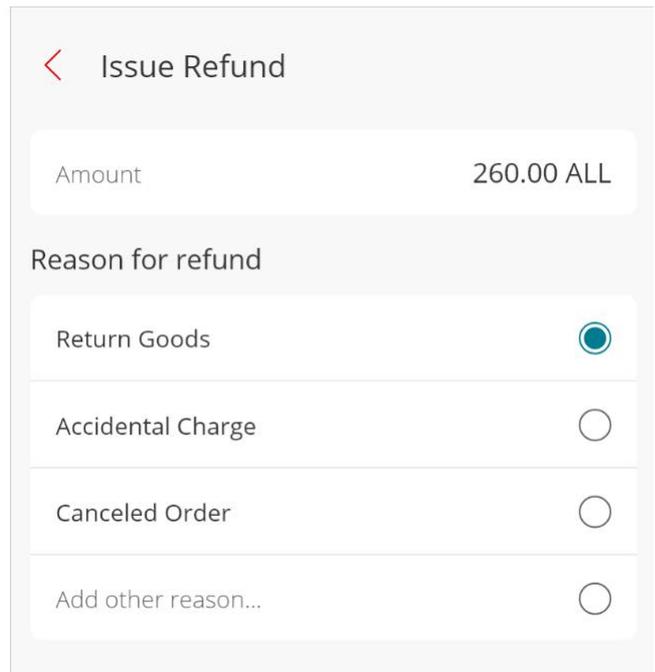
Issue Refund

Select all items

	Sandwich	150.00 ALL	<input type="checkbox"/>
	Burger	260.00 ALL	<input checked="" type="checkbox"/>
	Burger	260.00 ALL	<input type="checkbox"/>

Item amount includes taxes and discounts where applicable.

**Step 1**



Issue Refund

Amount 260.00 ALL

Reason for refund

Return Goods

Accidental Charge

Canceled Order

Add other reason...

**Step 2**

✕ 232/2020/we123ew456

 Print



Refund

15/10/2020 09:00 AM

Accidental Charge

Cash

-260.00 ALL

User

johndoe@gmail.com

Receipt

232/2020/we123ew456



Burger

1 x 300 ALL

Regular

Daily Discount

260.00 ALL

### Invoice Validation



Link for Invoice Validation.

IIC : 16263647F73H4R9349UEUD8UD8T3T332

FIC : 1626364-d324dd4-322njn420-nnedjnew36

Operator code : oo123oo123

Software code : wd909xc782

### Primary Invoice



231/2020/we123ew456

09:00 AM

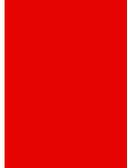
johndoe@gmail.com

+670 ALL >

Refund Info

Primary  
invoice  
reference

Fiscalisation  
Info



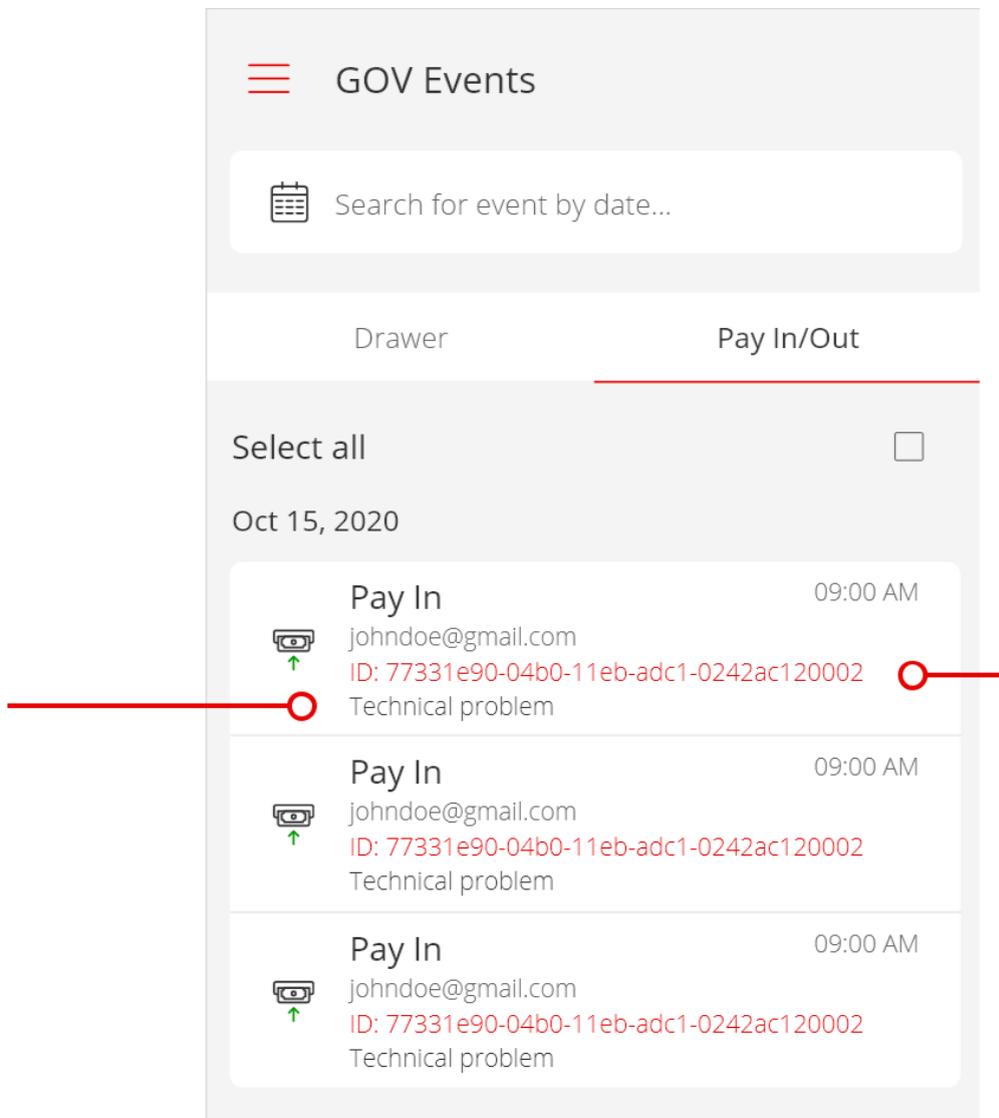
08

**GOV Events.**

## 8. Gov events.

Gov events lists all the events that have failed to be sent successfully to gov. Each of them includes:

- The type of the event;
- The Id;
- The reason why it failed.



**Reason  
why it**

**failed**

**Error ID**

## 8.1 Event Synchronisation.

When you click on one of the events, you can start the process of synchronisation.

You click on one of the reasons as to why the event wasn't synchronised, and click on the "synchronise" button to attempt it again. The screens below show when the synchronisation is:

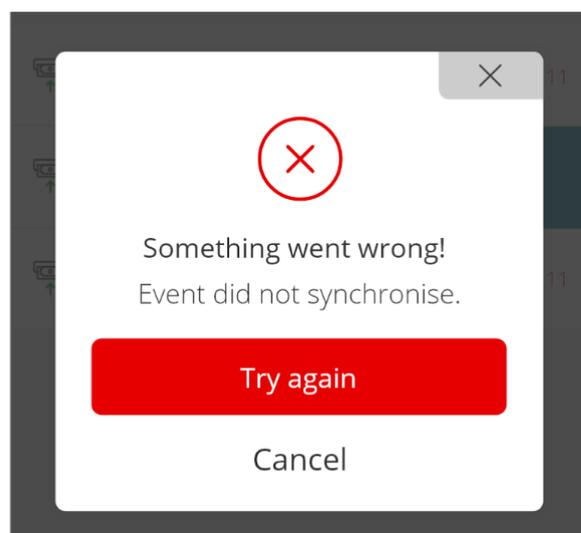
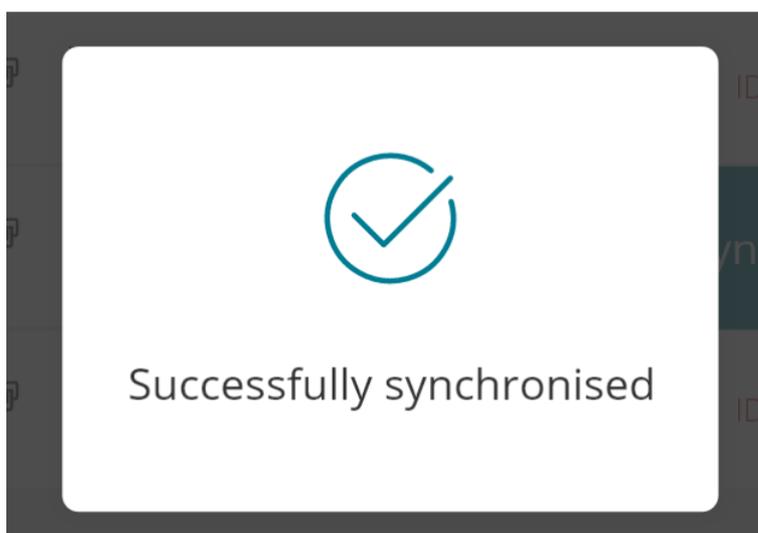
- Successful.
- When something goes wrong.

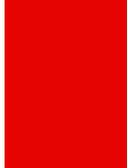
< Synchronise

Event was not synchronised because:

No internet connection	<input checked="" type="radio"/>
Technical problem	<input type="radio"/>
Problems with the fiscalization service	<input type="radio"/>
Boundbook Problems	<input type="radio"/>

Synchronise





# 09

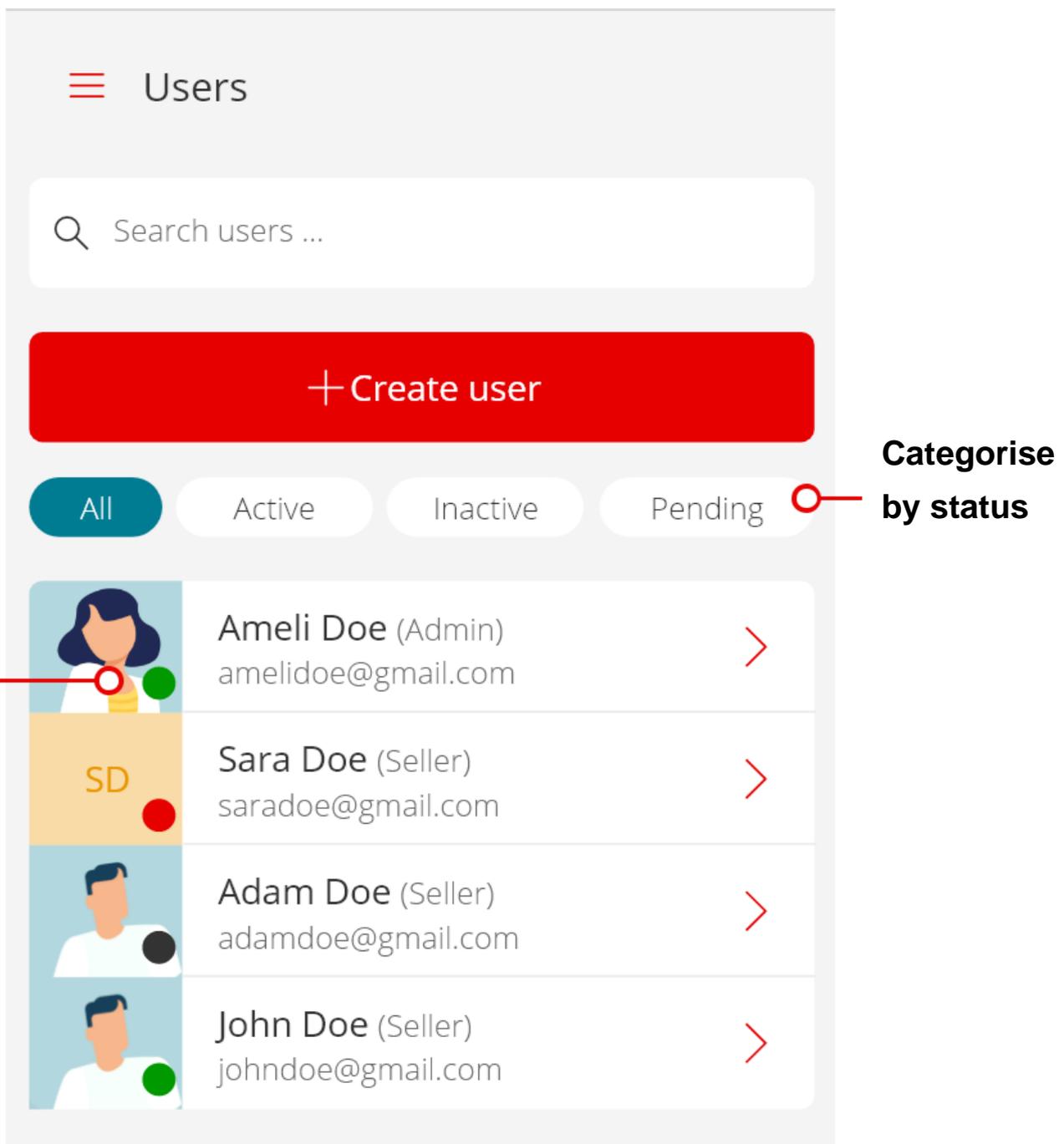
## **Employees (Users).**

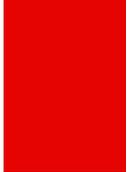
## 9. Employees (Users).

In the employees screen, you can:

- Create a new user;
- Search for a user by their name;
- Categorise a user according to their status;

In order to see more information on the user you simply click on them.  
In order to change the status of a user, you swipe.





## 9.1 User Statuses.

They can be:

**Active** (green) - When the user has logged in and activated the account.

**Inactive** (red) - If the admin has removed the user's permission to access their account. A user can go from the status of inactive to active, or they can be deleted. More on this on sector 9.2.

**Pending** (grey) - This status indicates that the admin has created the account for the employee, their registration invitation has been sent, but they haven't logged in yet. After they log in, their status changes from pending to active.



**Active**



**Inactive**



**Pending**

## 9.2 Changing Status.

You can change the status of a user by simply swiping on their name.

You can make these changes:

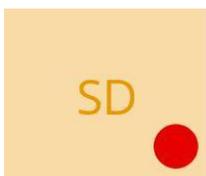
- From active to inactive.
- From inactive to active or delete them.

You can't delete a user if they haven't been made inactive first.



John Doe (Seller)  
johndoe@gmail.com

Deactive



Sara Doe (Seller)  
saradoe@gmail.com

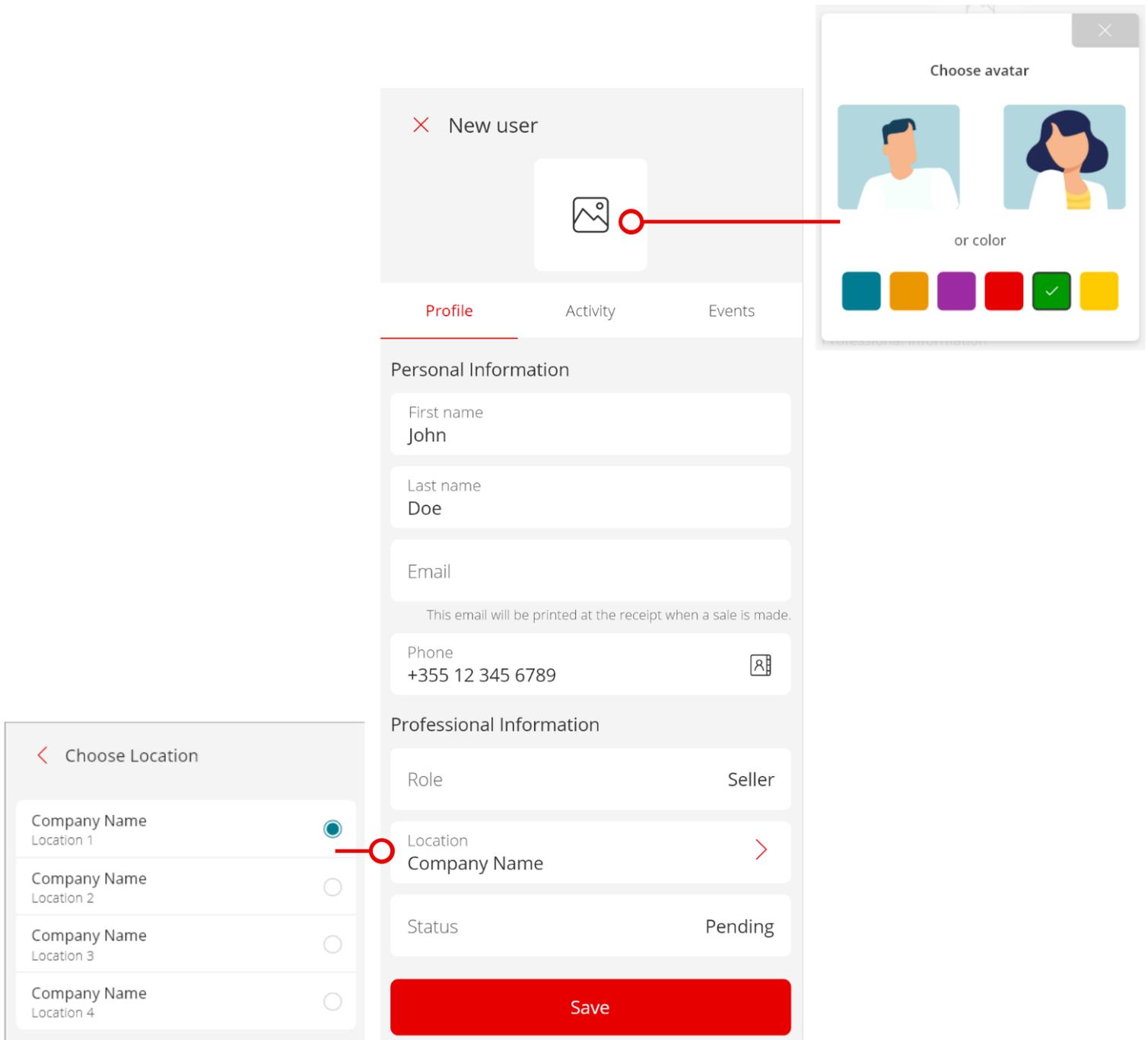
Active

Delete

### 9.3 Creating a new user.

All the input information to create a new user is required. When you click on the company name, you can choose one of multiple companies that you could be administrating in different locations.

You can also choose an avatar for your employee or a defining color.



## 9.4 Employee Information.

The information of a user can be edited.  
They include:

- The **User Profile**.
- **Analytics** in regards to their performance and work.
- **Activity**, which includes all their orders and refunds of that user.
- **Events**, which includes all the events the user does that go to gov.

✕ John Doe



Profile **Activity** Events

Orders Refunds

Oct 15, 2020

	231/2020/we123ew456 09:00 AM johndoe@gmail.com	+670 ALL >
---	--	------------

Oct 14, 2020

	230/2020/we123ew456 09:00 AM johndoe@gmail.com	+50 ALL >
	229/2020/we123ew456 09:00 AM johndoe@gmail.com	+2100 ALL >
	228/2020/we123ew456 09:00 AM johndoe@gmail.com	+20 ALL >

✕ John Doe



Profile Activity **Events**

Sales Refunds Pay In Pay Out

Opened Drawers Ended Drawers

Oct 15, 2020

231/2020/we123ew456 johndoe@gmail.com	09:00 AM +670 ALL >
--	------------------------

Oct 14, 2020

230/2020/we123ew456 johndoe@gmail.com	09:00 AM +50 ALL >
229/2020/we123ew456 johndoe@gmail.com	09:00 AM +2100 ALL >
228/2020/we123ew456 johndoe@gmail.com	09:00 AM +20 ALL >

**Activity**

**Events**



# 10

## Settings.

## 10. Settings.

The settings screen includes the following:

**Taxes** - To set and update your taxes.

**Printers** - To add and connect to your printers.

**Language** - To choose your preferred language.

**Sound and vibration** - To disable/enable and customize notifications sounds & vibrations.

**Password** - To change your password.

**Locations** - If your business has multiple locations you can register them here.

**Cash Register** - To configure your devices.

**Certificate** - To register or update your company certificate.

**Terms & Conditions** - The terms and conditions for eBiznes.

 Settings**Taxes**

Set and update your taxes.

**Printers**

Add and connect printers.

**Language**

Choose your preferred language.

**Sound and vibration**

Enable/disable sound or vibration

**Password**

Change your password.

**Locations**

See your locations.

**Cash Register**

Configure your devices.

**Certificate**

Configure &amp; register your certificate.

**Terms & Conditions**

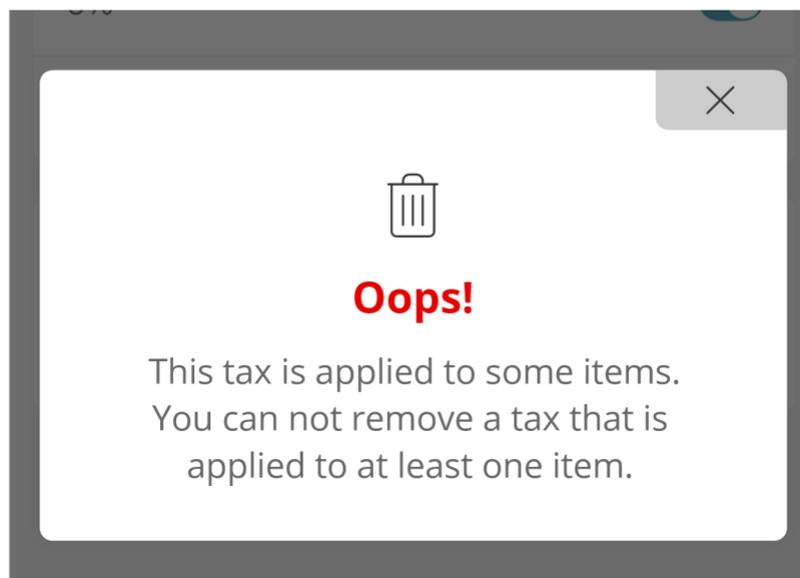
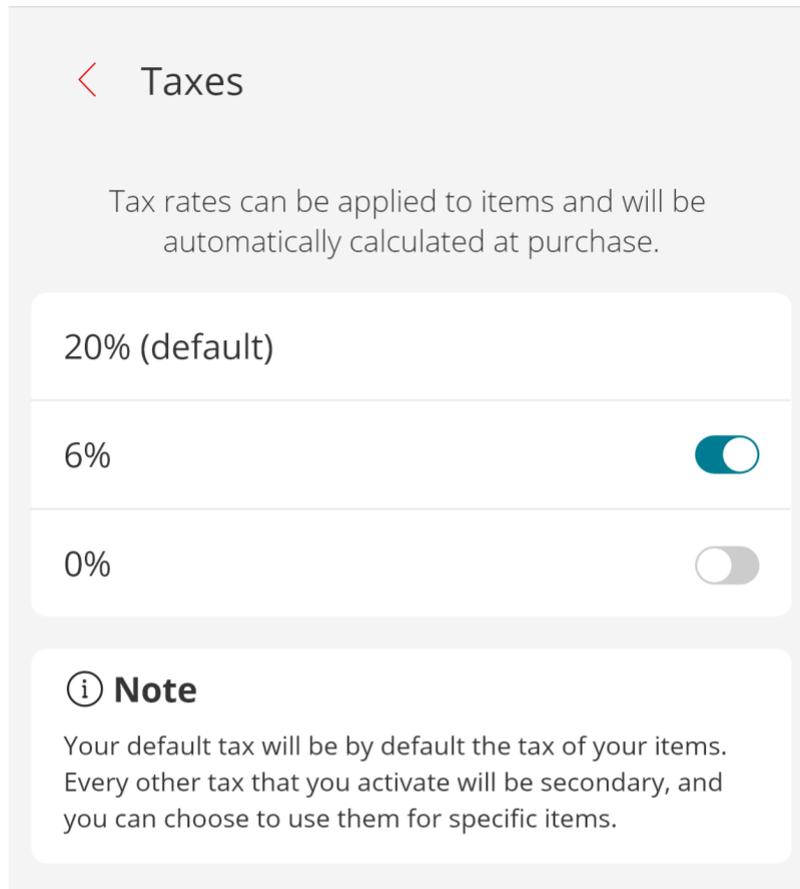
View terms and conditions

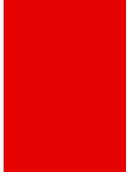


## 10.1 Taxes.

Tax rates can be applied to items and will automatically be calculated at purchase. When you create an account, you also choose the default tax rate for your business. Here, you can choose to enable or disable the other tax rates.

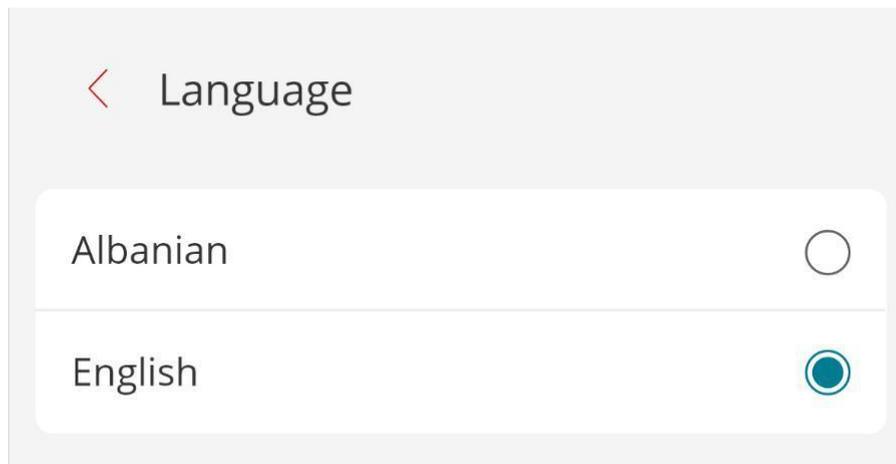
*Note:* If one of the tax rates is being used for at least an item, you can't disable it. If you do, the error message below will appear.





## 10.2 Language.

You can choose your preferred language for the system. Currently, the options are in English or Albanian.



## 10.3 Password change when you are logged in.

## Password

To change your password when you are logged into your account, you simply need to add your current password, and then the new one.

The screen also suggests what your password should entail to be more secure. Click confirm to finalise.

## ✕ Change Password

### Create new password

A strong password contains a mix of numbers, letters, and symbols.

Current password

\*\*\*\*\*

New password

\*\*\*\*\*

Confirm password

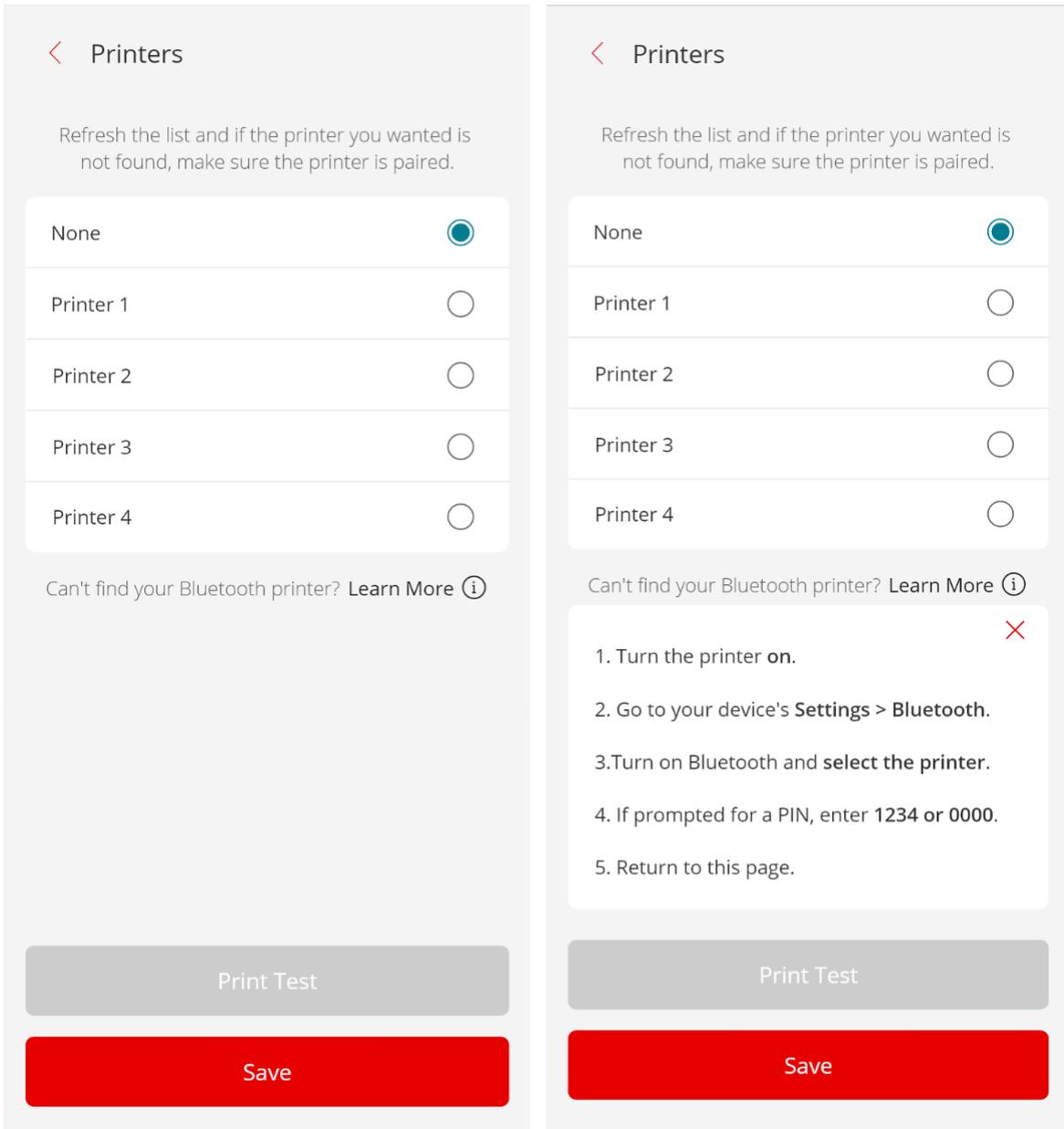
\*\*\*\*\*

Confirm

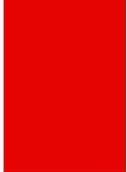
## 10.4 Printers.

Here, you can see a list of all your paired printer devices. You can click on one of the printer devices to run a test print and make sure the procedure will work correctly.

Alternatively, you can also save the device directly and continue with printing.

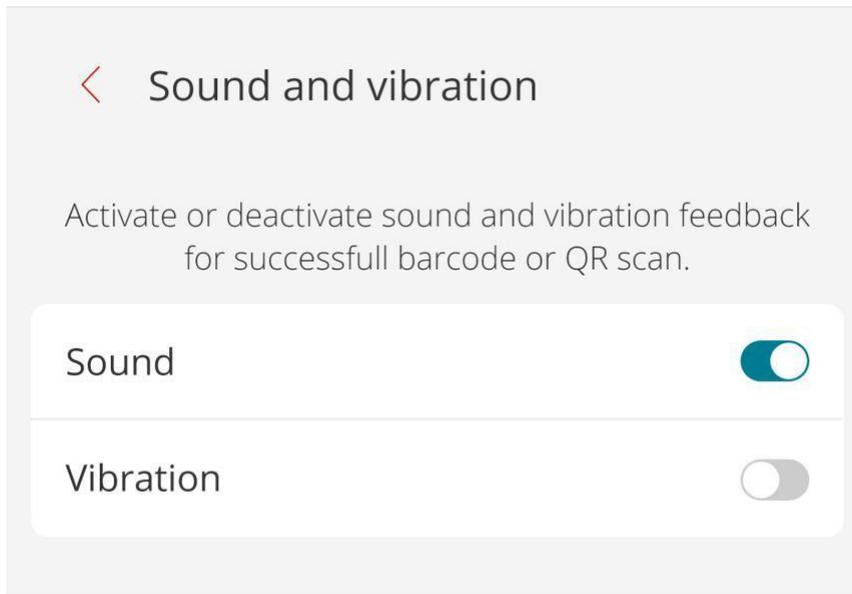


Having trouble finding your Bluetooth printer? Click on "Learn More" to see a step by step instruction on how to pair up your device.



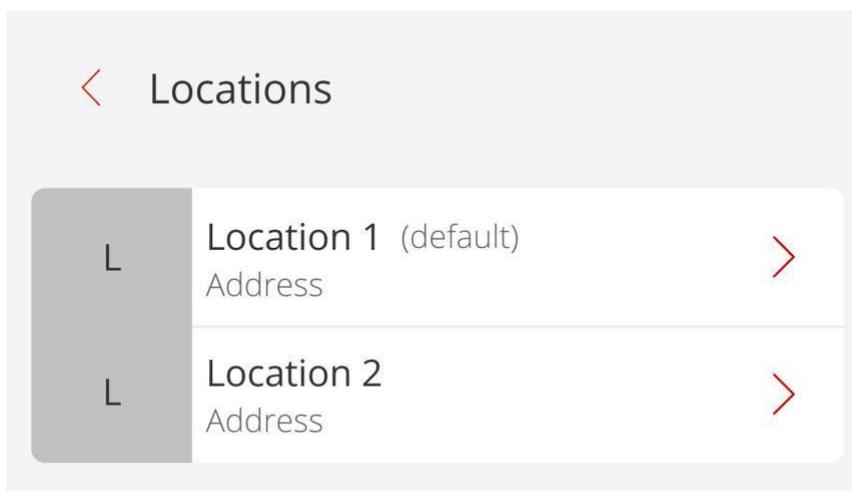
## 10.5 Sound and vibration.

You can choose to enable/disable the sound or vibration when scanning a barcode or QR.



## 10.6 Locations.

If your business has multiple locations, you can register and save them here.





## 10.7 Registering a location.

To save a location, fill out the specified information:

- Your business name;
- NIPT (Company number);
- Business Unit Code (The code that uniquely identifies the operating unit);
- Physical location (which can be your current location or you can locate it in the map);
- Contact information (the email and phone number for that business);
- Cash Registers ( Choose which cash registers are functional in this location).

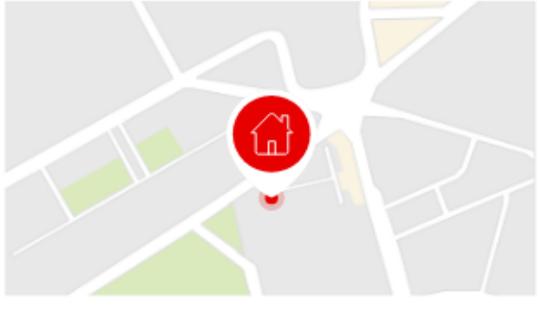
< BusinessName

Business name  
BusinessName

NIPT

Business Unit Code

Location



Email  
Yogurteria@gmail.com

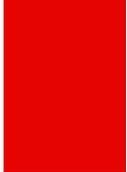
Phone  
+355 12 345 6789

Cash Registers

Cash register 2 device name	>
Cash register 3 device name	>
Cash register 4 device name	>

**Business  
Location**

**Cash  
Registers**



## 10.8 Cash Register.

In order for a user to be able to work with a device (cash register), the admin needs to give them access to it. A device can have three statuses:

1. **Pending** - Whenever a device is first registered, its status becomes "pending" by default until the admin gives access to the user and they can start selling.
2. **Active** - All devices to which the admin has confirmed access to and can be used for the selling activity by the user.
3. **Inactive** - All the devices which have been removed from "active" to denied permission by the admin. They can't be used by the user anymore.



## 10.9 Activating a cash register.

A device changes from "Pending" to "Active" through the following steps:

- You click on the device from the pending list to see its details.
- Insert the name of the cash register.
- You generate a TCR ID for the register (without a TCR ID, you can't create a cash register).
- The admin clicks save and the device gets saved.

**Note:** If the admin wants to deny permission, he can click on "Deny Access".

< Cash register

**Note**  
Your device must be connected to a cash register to work successfully. This way, the user can login and start selling. Please select one of the devices for more information.

Search cash register...

Pending Active Inactive

Username	Device Name	Date
Username@gmail.com	Galaxy S7 edge cdf214e248a29d2b	Oct 12, 2020 09:00 AM
Username@gmail.com	Galaxy S7 edge cdf214e248a29d2b	Oct 12, 2020 09:00 AM

< New cash register

Cash register name  
Cash register 4

Location Address

Business Unit Code

\* This information can be obtained on the [Self Care portal Central Invoice Platform](#) in the menu *Fiscalization > Places of Exercising Business Activity* (e.g. aa123aa123)

About Device

Device name	Galaxy S7 edge
Device type	mobile
Device model	Samsung SM-G935
Operation system	Android 8.0
Device ID	cdf214e248a29d2b

TCR ID

Generate TCR ID

**Note**  
In order for the cash register to work successfully, a TCR Id needs to be generated. You aren't able to undo the action once it's generated.

Save

Deny access

After you generate a TCR ID, the cash register becomes valid and you can add the specific employees which will be able to work with it (sell on it). If an employee doesn't have access to a cash register, he can't log in on it.

< New cash register

Cash register name  
Cash register 4

Location Address

Business Unit  
AA123AA123

\* This information can be obtained on the [Self Care portal Central Invoice Platform](#) in the menu *Fiscalization > Places of Exercising Business Activity* (e.g. aa123aa123)

About Device

Device name	Galaxy S7 edge
Device type	mobile
Device model	Samsung SM-G935
Operation system	Android 8.0
Device ID	cdf214e248a29d2b

TCR ID 5b917ef5-8924-47ec-a508-938eab926573

+ Add employees

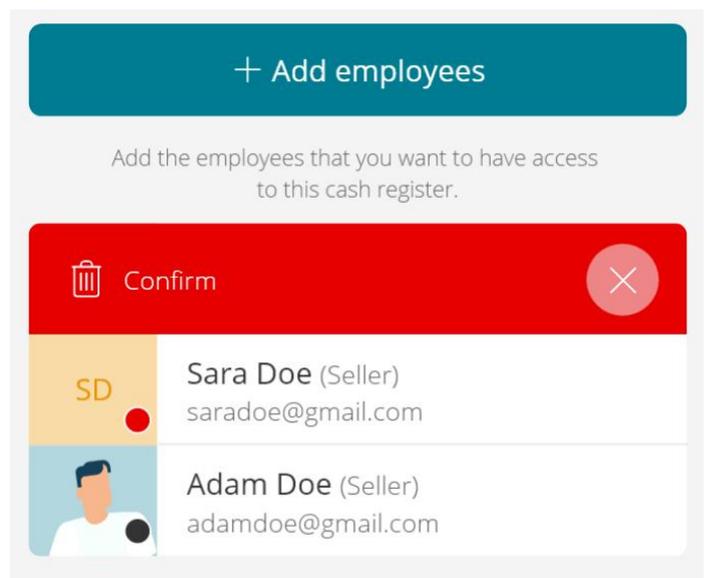
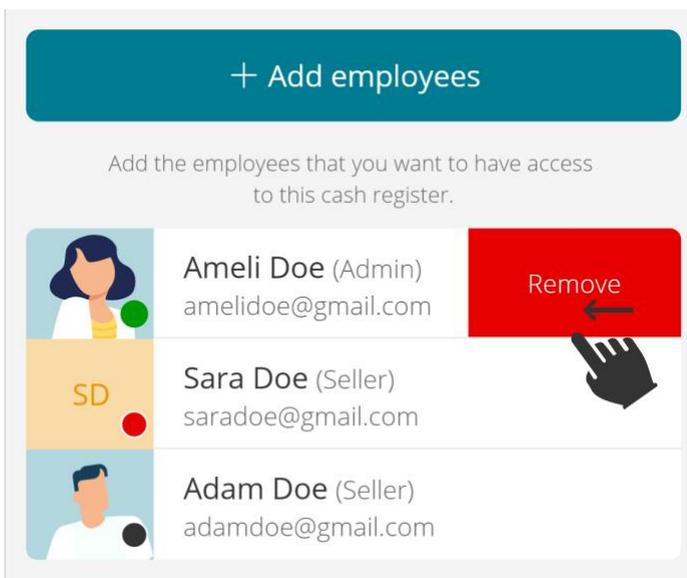
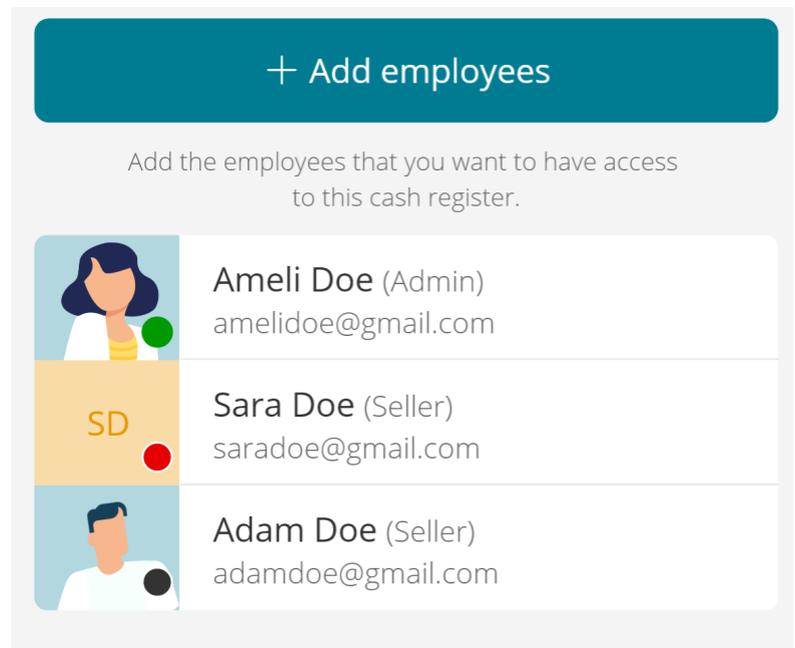
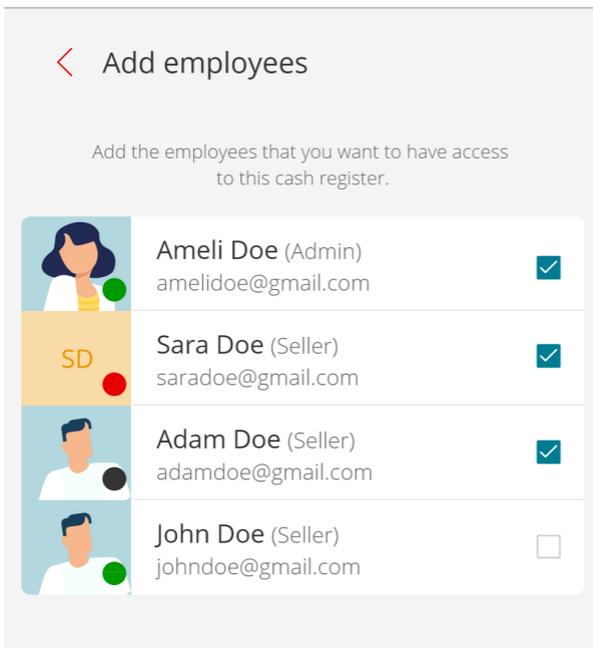
Add the employees that you want to have access to this cash register.

Save

## 10.10 Adding or removing employees from a cash register.

You can add or remove employees from cash registers quite easily:

- To add employees to a cash register, you just select the ones you want to give access to.
- To remove employees from accessing a cash register, you can simply swipe to the left and click "Remove". Confirm the action by clicking "Yes" on the window that appears.



## 10.11 Deactivating and deleting a cash register.

A device's status can change from active to inactive by the admin user. You simply swipe to the left and click "Deactivate". Confirm the action by clicking "Yes" on the window that appears. An admin user can delete an account only if they've made it "Inactive" first. So the journey goes: From **"Active"** to **"Inactive"**, and from **"Inactive"** to **"Deleted"**. Confirm the action by clicking "Yes" on the window that appears.

