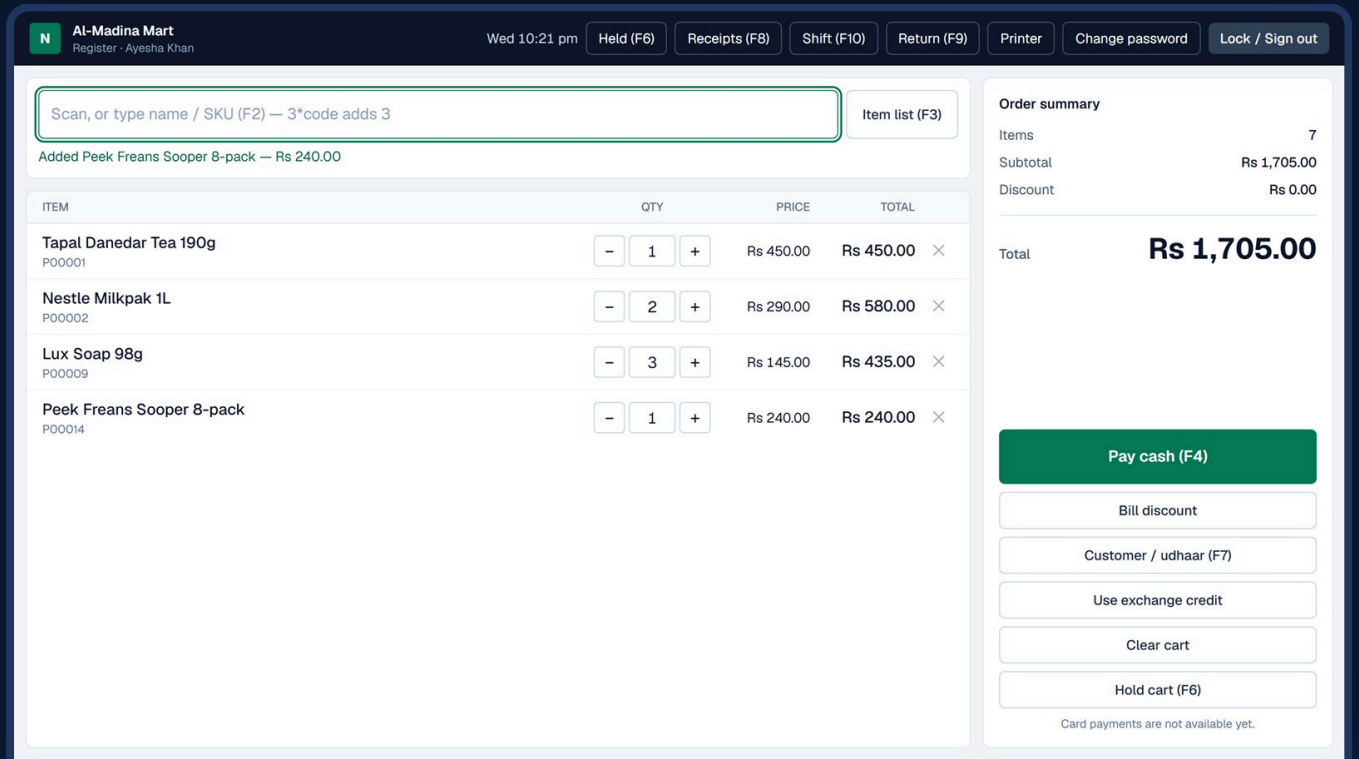
Nexvora ShopPOS

COMPLETE USER GUIDE

Your whole shop, in one system.

From installation to daily sales, stock, customer credit (udhaar), returns, reports, printing and backups — step-by-step help for owners, managers and cashiers.

Version 0.3.35 | November 2026 | English edition | support@nexvorasoft.com



Contents

Buttons and menus are written in **bold**, exactly as they appear on screen.

1 **Introducing ShopPOS**
What it is, how it works, who can do what

2 **Installation and tills**
Requirements, setup.exe, preparing till PCs, first sign-in

3 **Day one: setting up the shop**
Setup wizard, staff, products, opening stock, suppliers, customers

4 **POS: selling at the counter**
Shift, scanning, search, discounts, payment, hold, udhaar, receipts, void, returns, closing

5 **Keyboard shortcuts**
One page to print for the counter

6 **Owner app: daily, weekly and monthly work**
Dashboard, return approvals, purchases, stock, sales, collections, shifts, reports, audit, settings

7 **Scanner, receipt printer and cash drawer**
Direct printing, the Print Agent, hardware checks

8 **License and free trial**
30 days, activation, read-only mode

9 **Backups, updates and restore**
Keeping your data safe

10 **Rules the system enforces**
Why the books always balance

11 **Troubleshooting**
On-screen messages and what to do

12 **Pricing and contact**
License options

1 Introducing ShopPOS

Point of sale for grocery and general stores, cosmetics, garments and mini-marts.

Nexvora ShopPOS is for billing at the counter, keeping stock correct, managing customer credit (*udhaar*) and showing the owner each day's sales and profit. It runs on **your shop's own PC**, so selling continues when the internet is down, and your data never leaves the shop.

How it works

Tills (counters)

Any PC, laptop, tablet or phone — open the ShopPOS address in Chrome or Edge. The scanner and receipt printer connect here.

⇄ shop network (HTTPS)

Shop server (one Windows PC)

ShopPOS runs in the background as a Windows service — it starts when the PC starts, with nobody signed in. The database (SQL Server Express) and the nightly backup live here too.

In a small shop the server PC can also be the till. Add as many tills as you like — the license is for the shop (the server), not for each till.

Two parts

POS (counter screen)

The cashier's work: scan, sell, take payment, print, udhaar, returns, shifts. Built for speed with the keyboard (F-keys); mouse and touch work too.

Owner app

For the owner and managers: products, purchases, stock, suppliers, customers, reports, staff, settings, license. **Open POS** at the top switches to the counter screen.

Who can do what

TASK	OWNER	MANAGER	CASHIER
Sell, print receipts, credit sales, collections	✓	✓	✓
Discount above the limit, void, approve returns	✓	✓	With a manager's approval
Products, purchases, stock, suppliers, customers	✓	✓	—
See cost and profit, reports	✓	✓	—
Staff, Settings, Audit Log, License	✓	—	—
See other people's shifts and sales	✓	✓	Own only

One account per person

Never share one password. Every sale, discount, reprint and stock change records who did it — that is how you know who did what.

2 Installation and tills

About 5 minutes on the server. Usually done by a Nexvora technician.

What you need

ITEM	DETAILS
Shop server	Windows 10/11 Pro (64-bit), 8 GB RAM, SSD recommended. On a UPS if possible.
Fixed IP address	Reserve this PC's IP in the router (DHCP reservation). The certificate is made for this name and IP.
SQL Server 2022 Express	Free. Basic install, instance name `SQLEXPRESS`. If it is missing, setup says so and opens the download page.
ShopPOS-Setup.exe	.NET and Node.js are included — nothing else to install.
Tills	Any PC, laptop or tablet with Chrome or Edge on the same network.

Installing on the server

1. Run `ShopPOS-Setup-0.3.35.exe` on the server (Windows asks for Administrator permission).
2. The wizard asks for: the license agreement, the **shop name** (printed on receipts), the **owner's username and password** (at least 8 characters — keep it safe), and the **backup folder** (default `C:\ShopPosBackups`).
3. If a receipt printer is connected to this PC, leave **"Install the ShopPOS Print Agent on this PC"** ticked (Chapter 7).
4. **Install** → the last step ("Setting up the ShopPOS service...") takes a minute or two → **Finish** opens ShopPOS in the browser and adds a **ShopPOS** shortcut to the desktop.

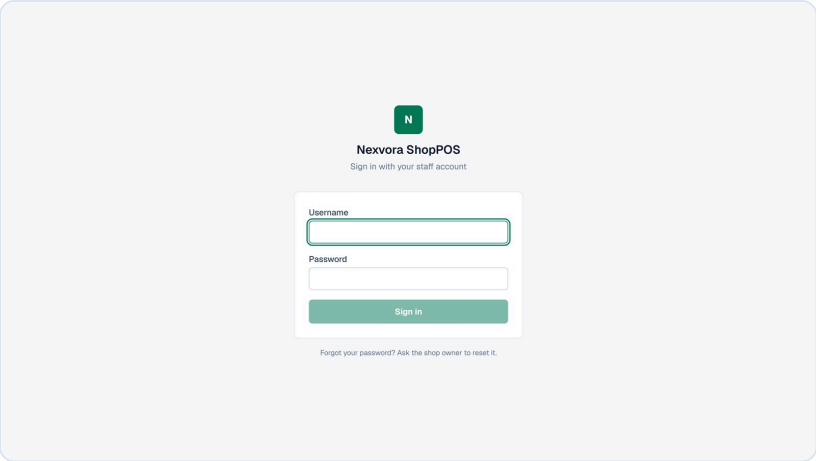
ShopPOS now runs in the background as a **Windows service**: it starts by itself after a restart, and Windows restarts it if it ever stops. A nightly backup at 23:30 and a monthly backup check (restore drill) on the 1st are scheduled too.

> **Port 443 already in use (for example by IIS)**
> Setup picks 8443/8080 instead and shows the address at the end, such as `https://SHOP-PC:8443/`. The desktop shortcut opens the right address.

On each till PC (once)

1. Copy `C:\ShopPos\ShopPOS-certificate.cer` from the server, for example on a USB stick.
2. On the till, double-click the file → **Install Certificate** → **Local Machine** → **Place all certificates in the following store** → **Trusted Root Certification Authorities**. (Android tablet: Settings → Security → Encryption & credentials → Install a certificate → CA certificate.)
3. Open `https://SHOP-PC/` (or the server's IP) in Chrome or Edge — there should be no warning. Bookmark it or make it the start page.
4. Plug in the barcode scanner. For a receipt printer, see Chapter 7.

First sign-in



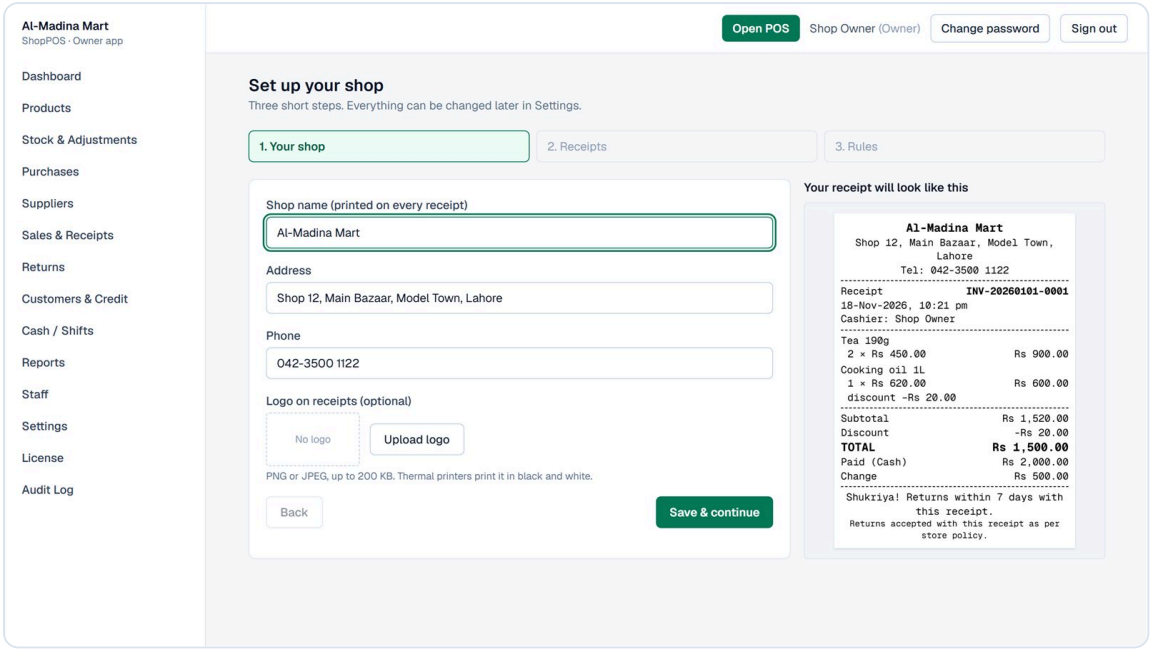
Sign in. A forgotten cashier or manager password is reset by the owner under **Staff → Reset password**.

- **Sign in** with the owner's username and password, then choose your own password with **Change password** at the top.
- After 5 wrong passwords the account is locked for **15 minutes**.
- The owner's first sign-in opens the **Setup wizard** (next chapter).

3 Day one: setting up the shop

Done once. Everything can be changed later in Settings and on each page.

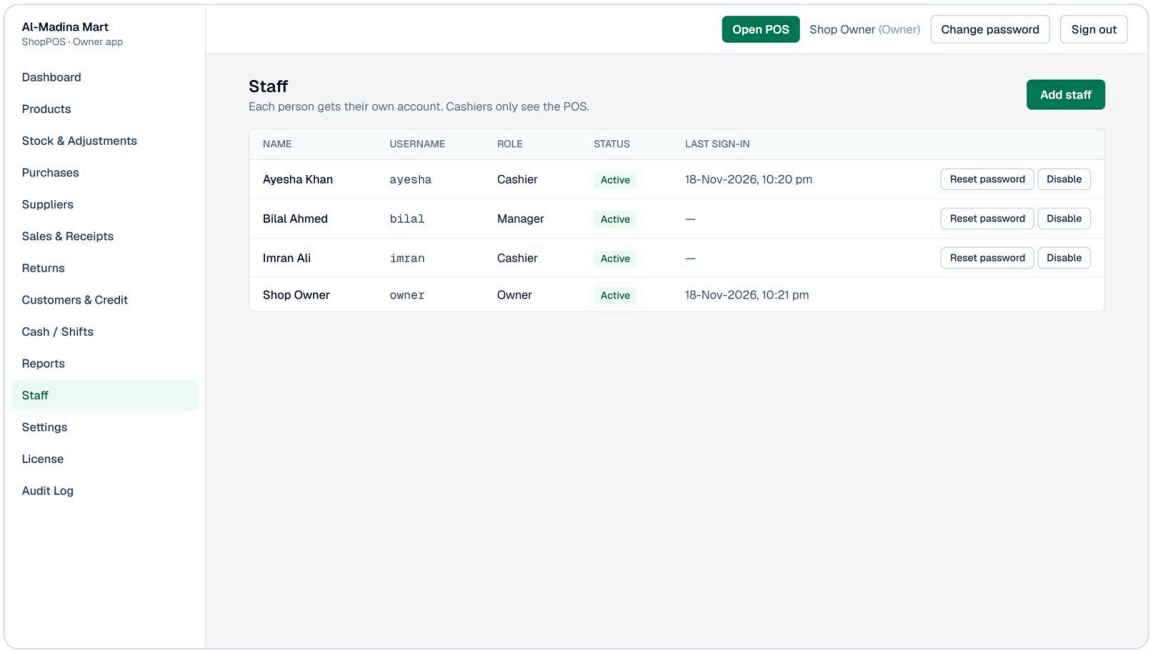
3.1 Setup wizard — three steps



The receipt preview on the right updates as you type.

1. **Your shop** — name, address, phone and **logo** (PNG/JPEG up to 200 KB; thermal printers print it in black and white).
2. **Receipts** — paper: **80mm thermal**, **58mm thermal** or **A4 invoice**; the receipt number prefix (such as `INV` — fixed after the first sale); the footer line (such as your return policy).
3. **Rules** — how much discount a cashier may give alone (for example 5%). Anything above needs a manager or the owner.

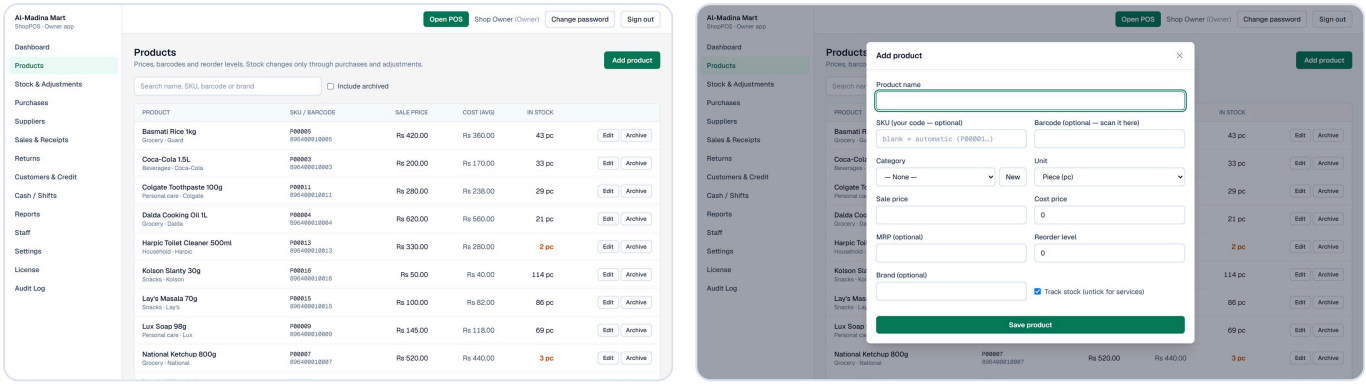
3.2 Staff



Every cashier and manager has their own account.

- **Add staff** → name, username, starting password, role: **Cashier — POS only** or **Manager — inventory, purchases, reports**. (There is one owner — the account created at installation.)
- Someone leaves: **Disable** — all their open sessions end at once; their history is kept.
- Forgotten password: **Reset password**. They then pick their own with **Change password**.

3.3 Products



Left: the product list (red = stock below the reorder level). Right: **Add product**.

- **Product name** and **Sale price** are required. Leave **SKU** blank and one is made for you (`P00001`, `P00002` …).
- **Barcode**: put the cursor in the box and scan the product. No barcode (loose goods)? Leave it blank — it sells by name or from the item list.
- **Category** (create one with **New**), **Unit**, **Brand**, **MRP**, **Reorder level** (the dashboard warns when stock falls below it).
- Don't enter **Cost price** here — it comes from purchases (average cost).
- To remove a product use **Archive** (old receipts keep its name); bring it back with **Include archived** → **Restore**.

3.4 Opening stock and purchases

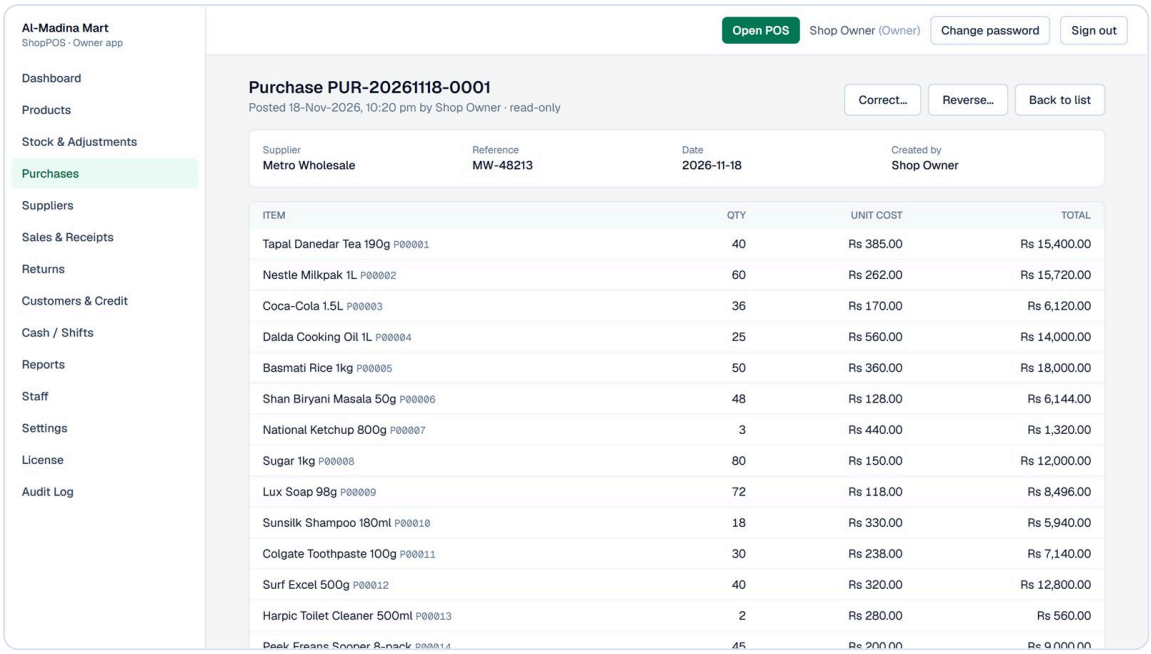
Two ways — both keep stock and cost correct:

Opening (goods already in the shop)

Stock & Adjustments → **Opening** next to the product → count and cost.

Purchase (new goods arrive)

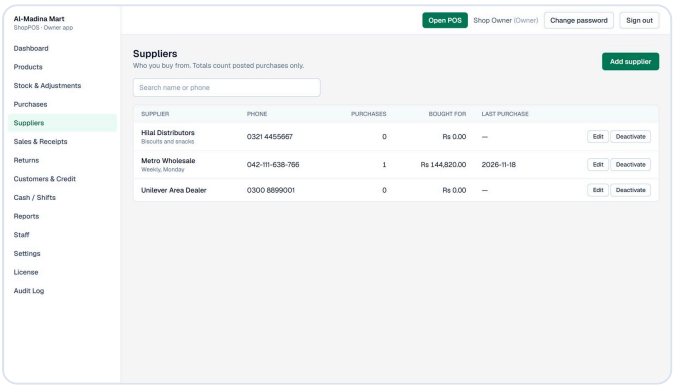
Purchases → **New purchase** → supplier, bill number, items, quantity and cost → **Save draft** → check it → **Post**.

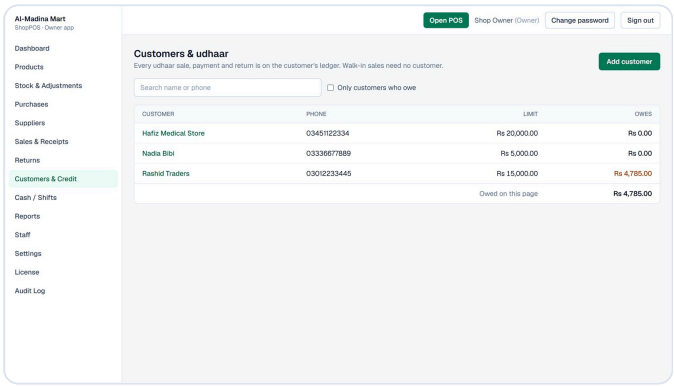


A posted purchase. Made a mistake? Use **Correct...** or **Reverse...** (Chapter 6).

> **Only Post adds stock — and only once**
> A draft purchase does not touch stock. Pressing **Post** twice never receives the goods twice.

3.5 Suppliers and customers





Suppliers (amount bought, last purchase) and credit customers (limit and balance owed).

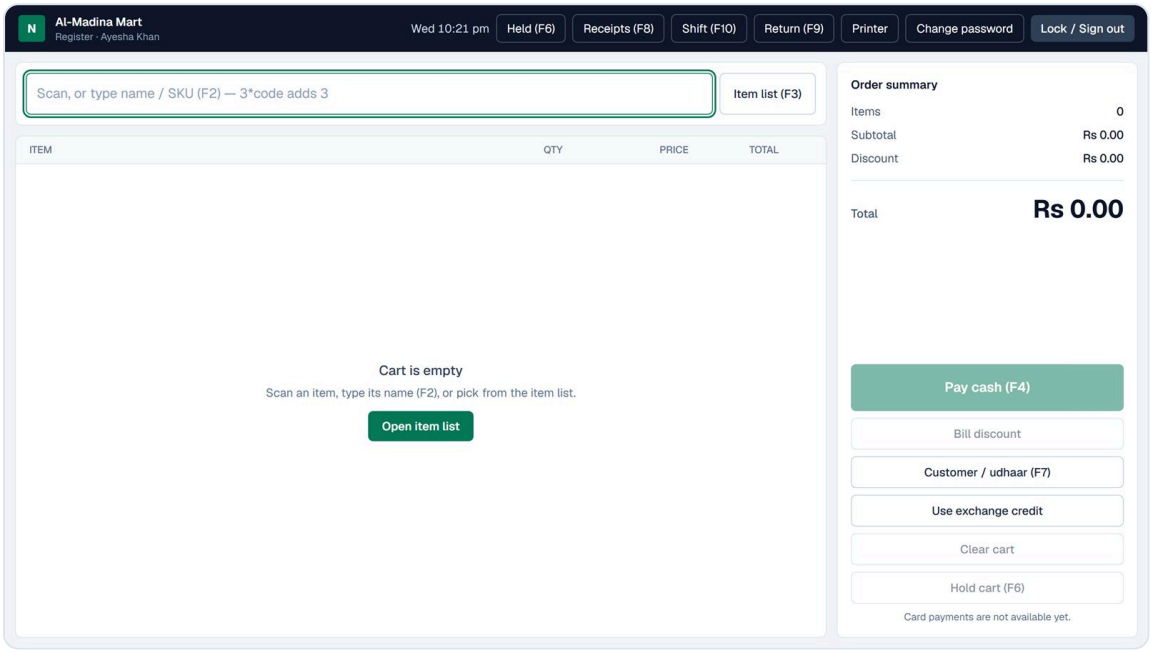
- **Suppliers → Add supplier**: name, phone, notes. A supplier you no longer use: **Deactivate** (history is kept).
- **Customers & Credit → Add customer**: name, phone and **credit limit**. Walk-in customers need no account. Only the owner or a manager creates customers.

4 POS: selling at the counter

For cashiers. Each button shows its keyboard key.

4.1 Starting the day — opening a shift

1. **Sign in** with your own username and password. The first time, set your own password with **Change password**.
2. **Open your shift** appears: count the cash in the drawer, enter it in **Opening cash in drawer** → **Open shift**. You cannot sell without an open shift.



The POS: search/scan at the top, the cart in the middle, the bill summary and buttons on the right.

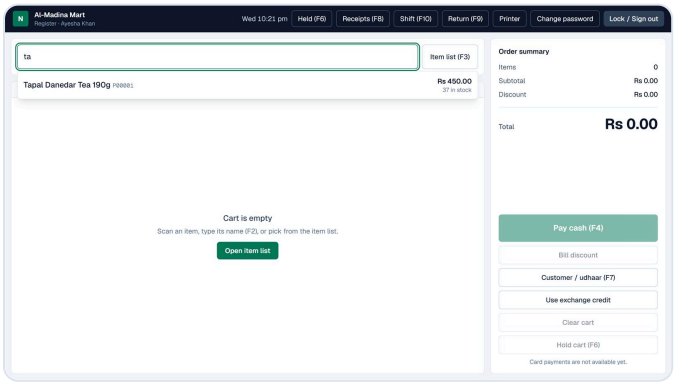
4.2 Adding items

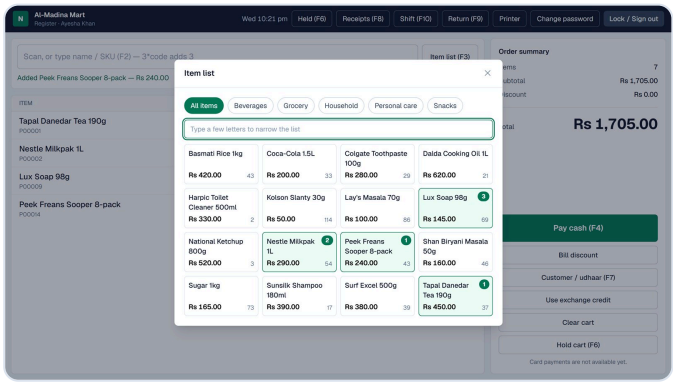
With a scanner

- Scan the item — it goes into the cart.
- **Scan the same item again = quantity +1**, not a new line.
- Scan as fast as you like; nothing is missed. Scans reach the search box even when the cursor is elsewhere.

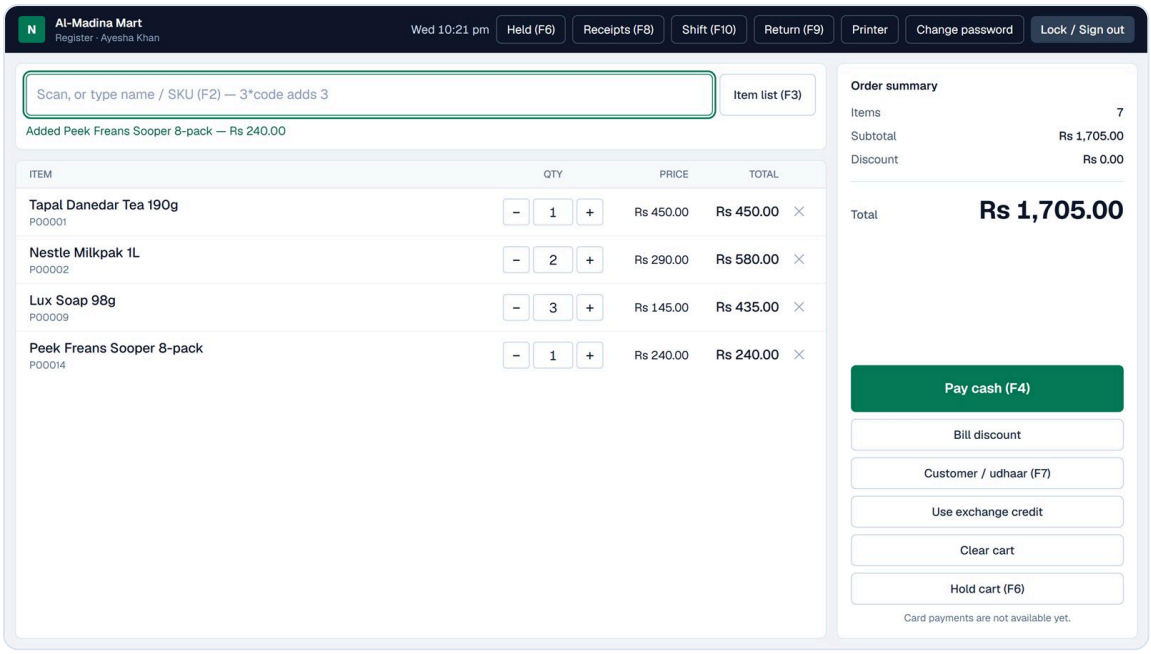
Without a scanner

- `F2` → type a name or SKU, a list appears → `↑` `↓` and `Enter`, or click.
- `F3` **Item list**: category tabs and large tiles, one more per tap.
- Several at once: type or scan with `3*` in front, such as `3*8964000123456`.



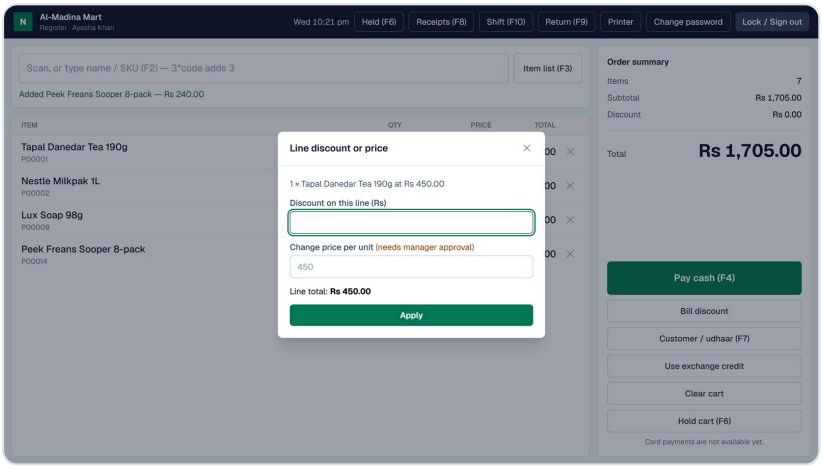


Left: search by name. Right: the `F3` item list — each tile shows how many are already in the cart.



The cart: change quantities with **+ / –** or by typing. Quantity 0 removes the line. **Clear cart** empties everything (it asks first).

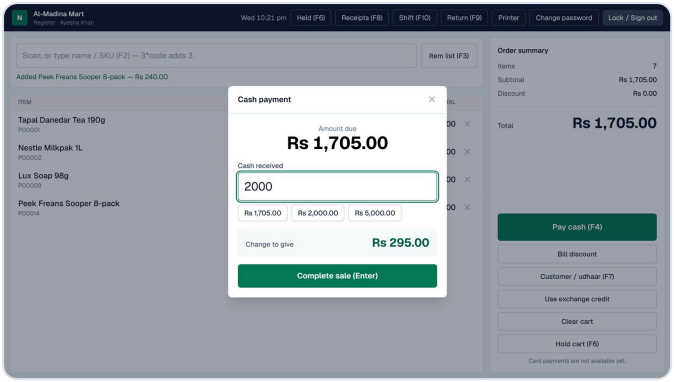
4.3 Discounts

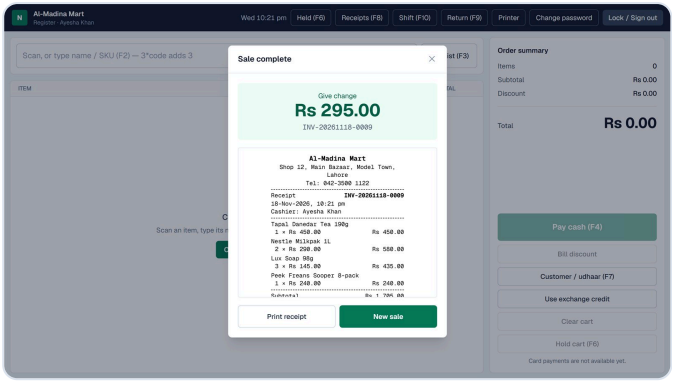


Click the item name → **Line discount or price**.

- **On one item:** click the item's name in the cart → amount or new price → reason.
- **On the whole bill: Bill discount** → amount → reason.
- A cashier may give up to the owner's limit (for example 5%). Above it, **Manager approval** appears at payment — the manager types **their own** username and password and presses **Approve & complete sale**. Every discount is recorded.

4.4 Payment — F4 Pay cash



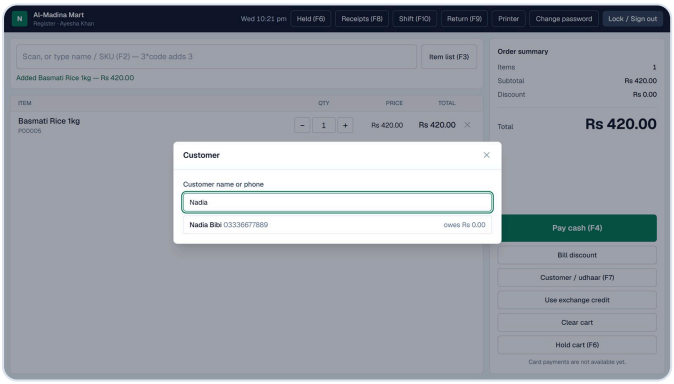


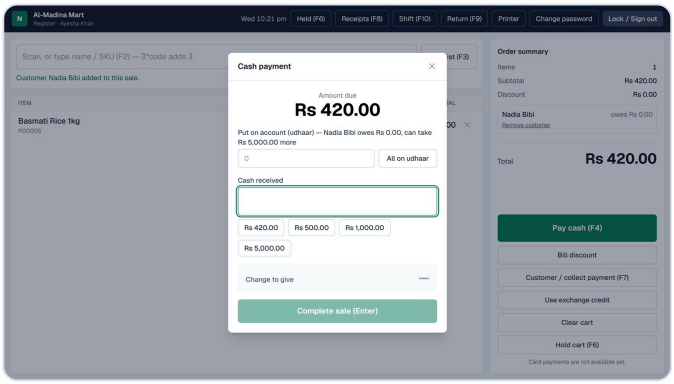
Left: enter what the customer gave — **Change to give** appears. Right: **Sale complete** with the receipt.

1. F4 → enter the amount in **Cash received** (or use the quick buttons). The screen shows the change to give.
2. **Complete sale (Enter)**. Pressing Enter twice never makes two sales. If the network fails, press the same button again — the sale is not duplicated.
3. **Print receipt**, then **New sale**. With direct printing on, the receipt prints by itself and the cash drawer opens (Chapter 7).

> **Price changed or stock too low?**
> If the owner changed a price during the sale, the screen tells you — tell the customer the new price and confirm again. If stock is too low, the sale stops and shows how many of which item are left.

4.5 Customer credit (udhaar) — F7 Customer

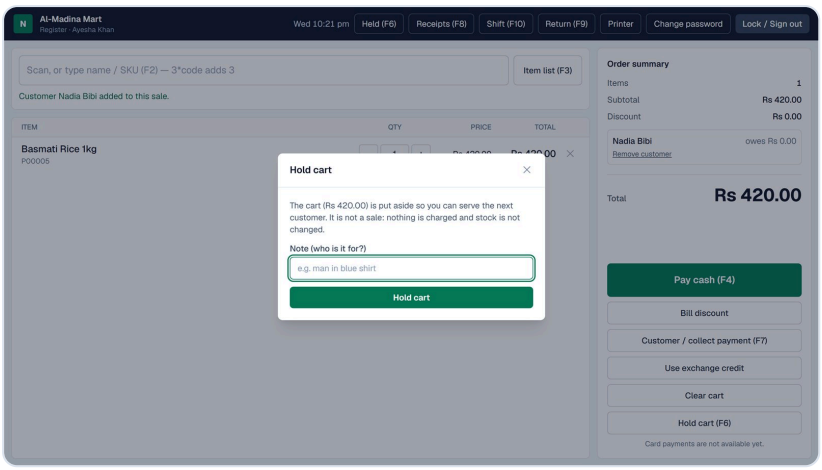




Pick the customer, then put part or all of the bill on their account at payment.

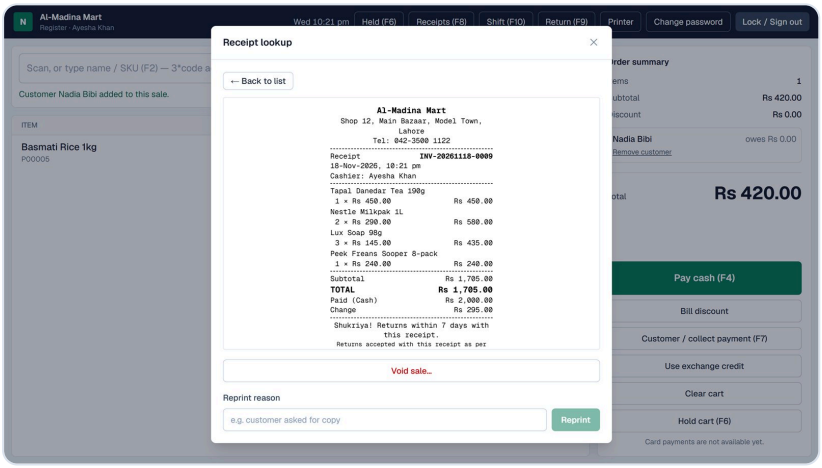
- F7 → search by name or phone → select.
- At F4 enter an amount in **Put on account (udhaar)**, or **All on udhaar**. The customer's limit cannot be exceeded — the screen says so and the sale does not go through.
- **Collecting a payment:** F7 → customer → **Customer / collect payment (F7)** → amount → **Record payment** → print the **PAYMENT RECEIVED** slip.

4.6 Customer stepped away — F6 Hold cart



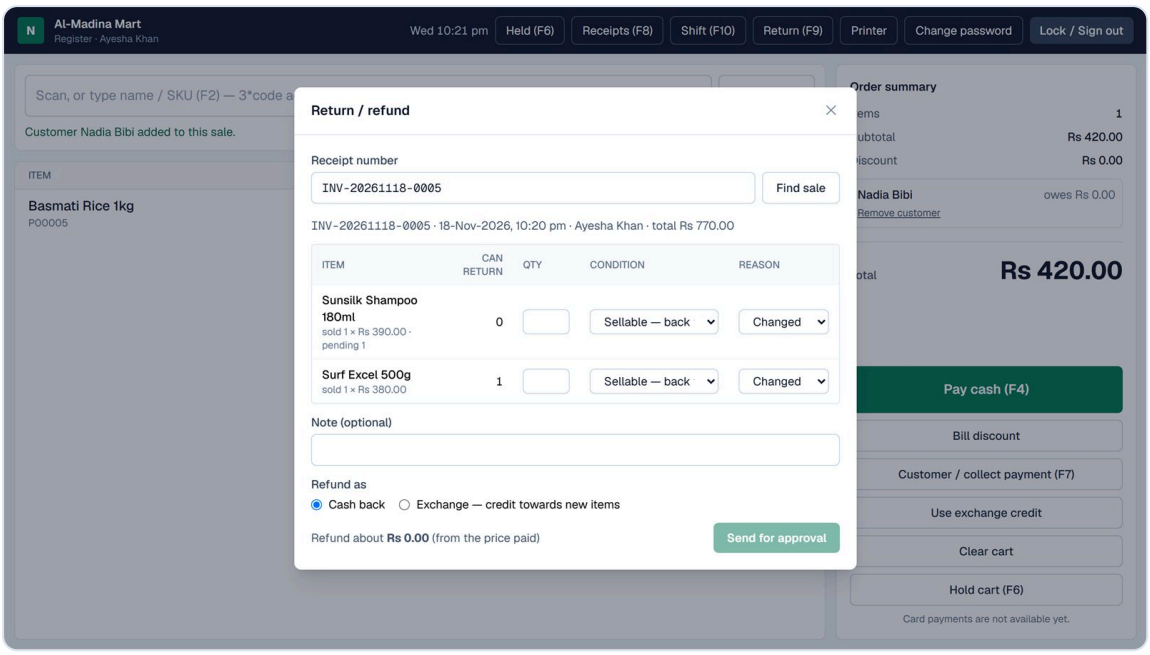
F6 → a note (such as “blue shirt”) → **Hold cart**. Serve the next customer. When they return, clear the cart and press F6 (or **Held** at the top) → **Resume**. A held cart is not a sale: no money taken, no stock moved. It survives a refresh, is available on any till, and prices are refreshed when resumed.

4.7 Old receipts, reprint and void — F8



- Find a receipt by its number. To print it again: **Reprint reason** → **Reprint** — the copy says **DUPLICATE / REPRINT**. No new sale is made.
- **Cancel a wrong sale (Void):** open the receipt → **Void sale…** → reason. For a cashier, a manager types their own username and password there. Stock and money go back and the receipt shows **VOID**. Only sales from **the shift that is still open** can be voided; for older sales use a return (F9).

4.8 Returns and exchanges — `F9`

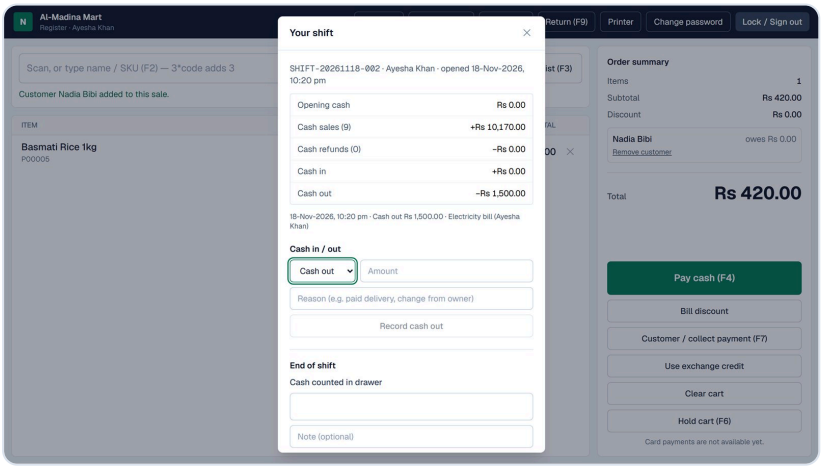


Each line shows how many can still be returned (**Can return**).

1. `F9` → receipt number → **Find sale**.
2. Enter the quantity coming back. **Condition**: **Sellable — back to shelf** (returns to stock) or **Damaged — no restock** (does not). Choose a **Reason**.
3. **Refund as**: **Cash back** or **Exchange — credit towards new items**.
4. For a cashier the button is **Send for approval** — a manager or the owner approves it. A manager completes it straight away.
5. **Exchange:** after approval, put the new items in the cart → **Use exchange credit** → the return number (`RET-…`). Only the difference is paid or refunded. If the screen says **do not give cash**, don't.

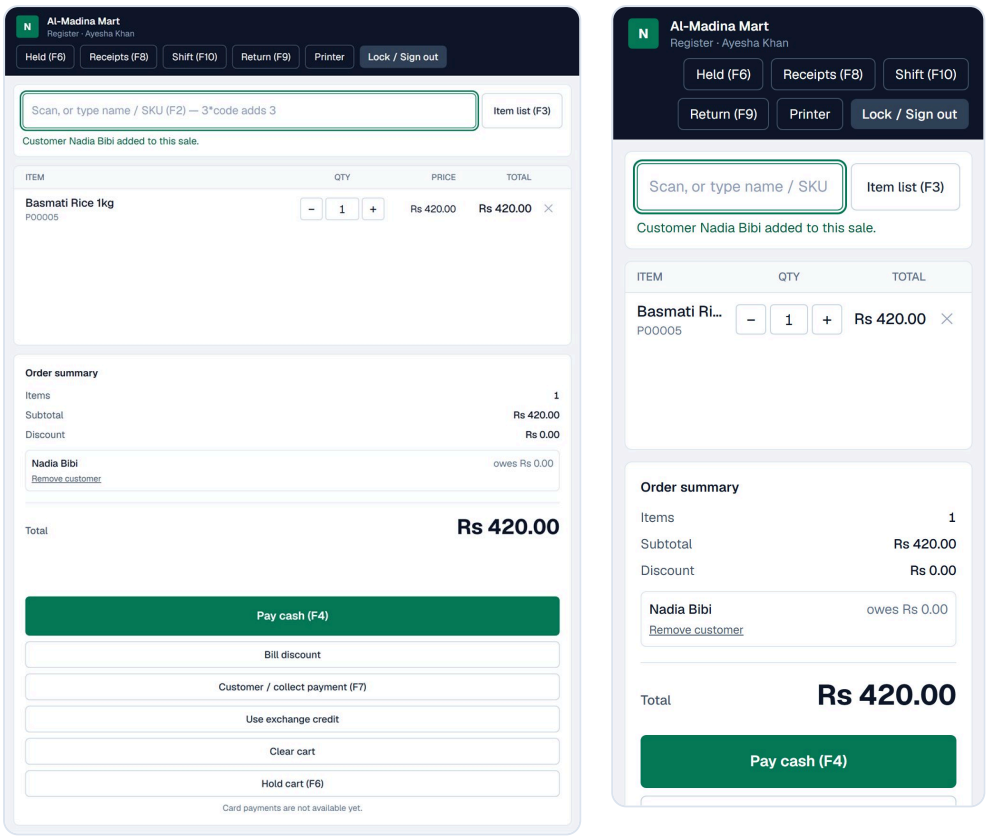
Refunds are always at the price actually paid (after discounts), not today's price. A completed sale is never edited.

4.9 Shift — `F10`, and ending the day



- **Cash in / Cash out**: money put into or taken from the drawer (such as paying a bill) — amount and reason.
- **End of shift**: count **all the cash** in the drawer and enter it → **Close shift…** → **Yes, close shift**. The cashier does not see the expected amount first — count first, then the difference is shown to the owner.
- Always **Lock / Sign out** when leaving the counter. After 15 minutes without activity the POS signs out by itself.

4.10 On a tablet or phone



The same POS on a tablet and a phone — the screen adapts and the page scrolls.

5 Keyboard shortcuts

Print this page and keep it at the counter.

KEY	ACTION
`F2`	Search box — type a name or SKU
`F3`	Item list (pick items without a scanner)
`F4`	Pay cash
`F6`	Hold the cart / bring back a held cart
`F7`	Customer / udhaar / collect payment
`F8`	Old receipts, reprint, void
`F9`	Return / exchange
`F10`	Shift: cash in/out, close shift
`Esc`	Close the open dialog
`↑` `↓` + `Enter`	Pick an item from the search list
`3*code`	Add 3 at once (scan or type)

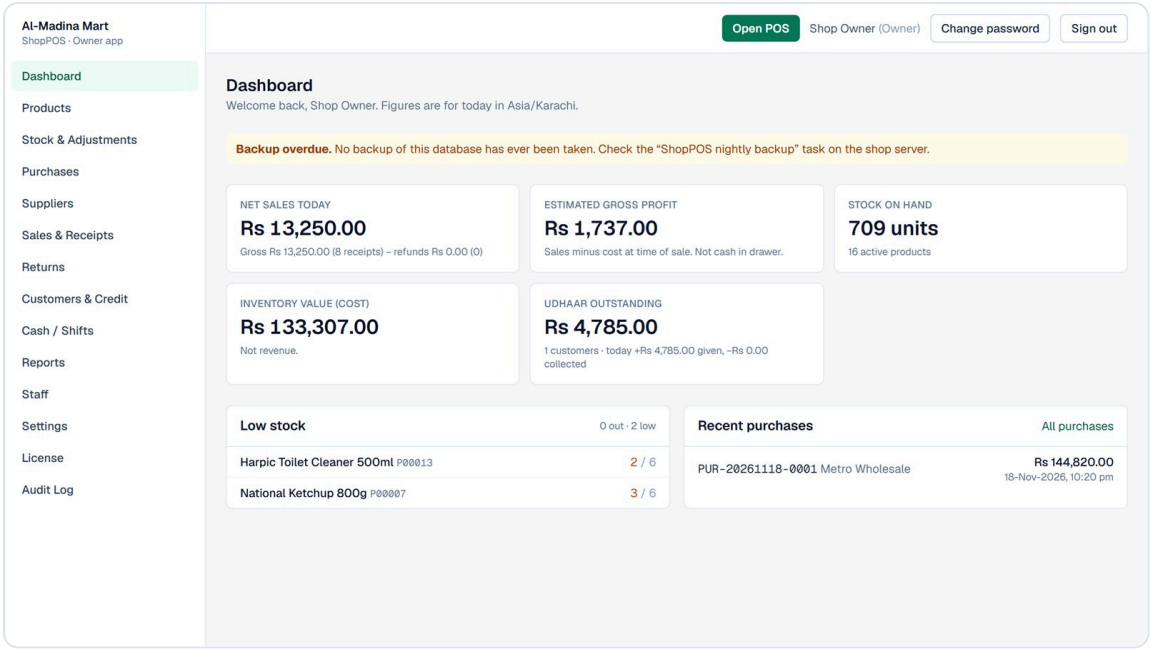
Remember

- Start of day: **Open shift** (count the drawer). End of day: **End of shift** → count → **Close shift**.
- Same item scanned again = quantity +1.
- Discount: click the item's name, or **Bill discount**. Above your limit → a manager types their password.
- Sales can't be edited — wrong bill in the same shift: `F8` → **Void sale…**; later: `F9` return.
- Damaged goods returned: **Damaged — no restock**. Never give cash for exchange credit.
- Leaving the counter: **Lock / Sign out**. Never share your password.
- If the screen shows an **Error ID**, write it down or take a photo and give it to the owner.

6 Owner app: daily, weekly and monthly work

Managers have everything except Staff, Settings, Audit Log and License.

6.1 Dashboard

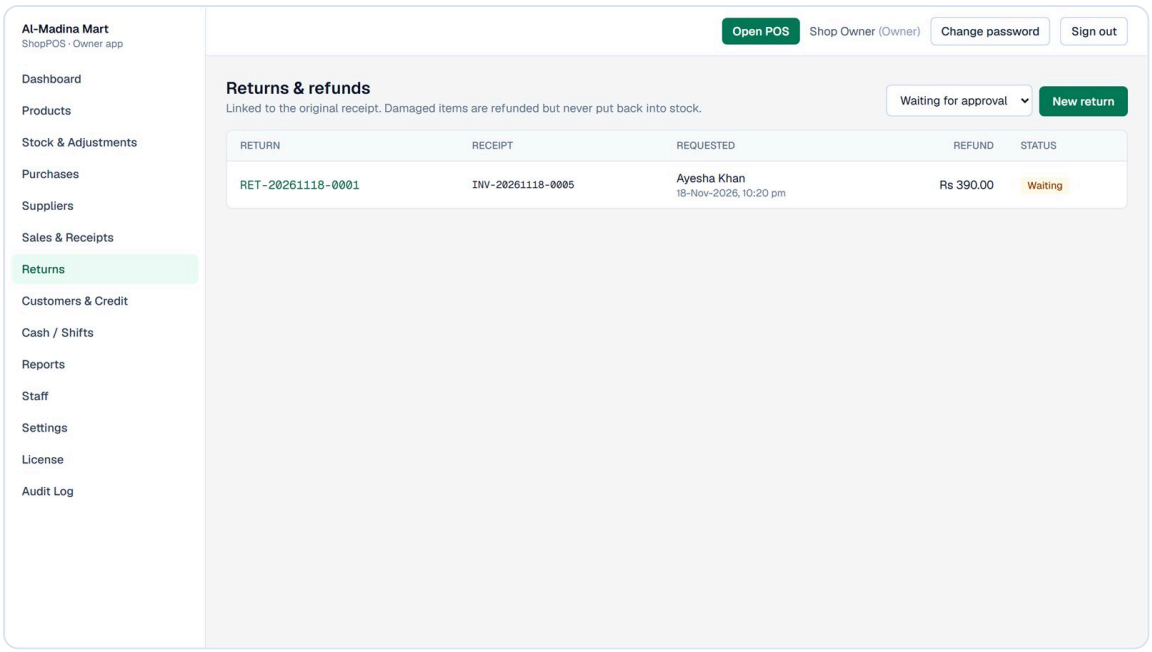


- **Net sales today**, **Estimated gross profit** (sales minus cost at the time of sale — not the cash in the drawer), **Stock on hand**, **Inventory value (cost)**, **Udhaar outstanding**.
- **Low stock**: what to reorder. **Recent purchases**.
- The top shows **Last backup ....** A yellow **Backup overdue** warning means the backup needs attention (Chapter 9).

6.2 Daily routine

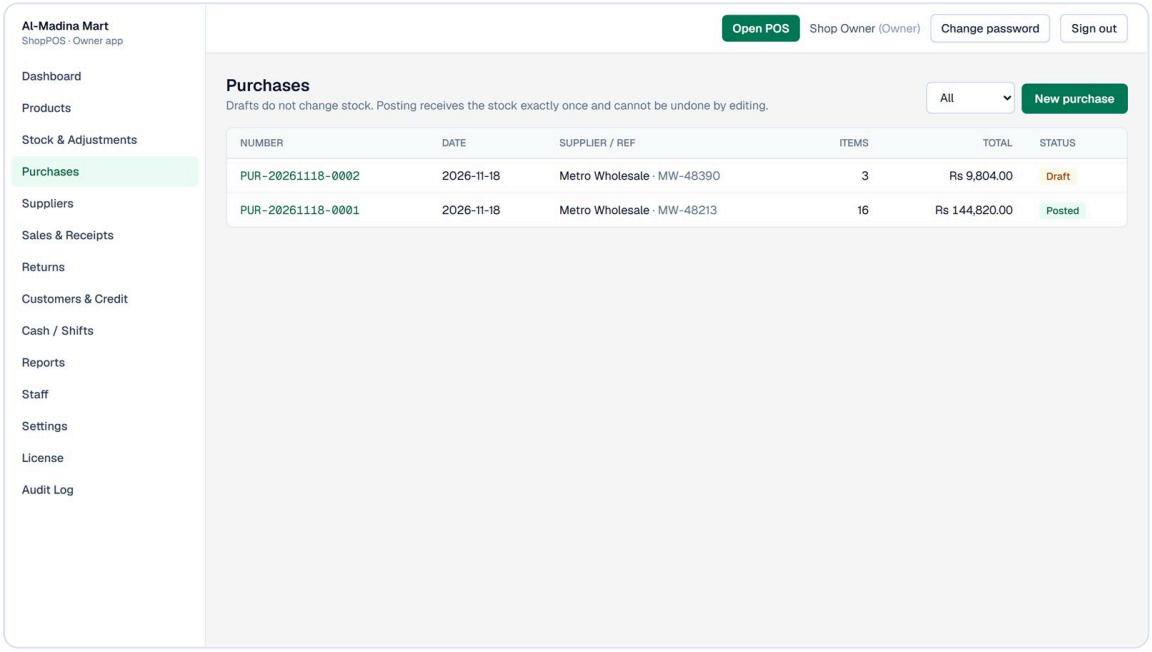
WHEN	WHERE	WHAT TO CHECK OR DO
Morning	**Dashboard**	Yesterday's sales right? Backup done? Low stock.
During the day	**Returns**	Returns sent by cashiers → **Approve** (money or credit goes out) or **Reject return** (with a reason).
Goods arrive	**Purchases**	Quantities and costs as on the bill → **Post**.
Evening	**Cash / Shifts**	Every shift closed? How big is the difference between counted and expected, and why?

6.3 Approving returns



Open a return marked **Waiting for approval** → **Approve** or **Reject return**. Owners and managers can also create one with **New return**.

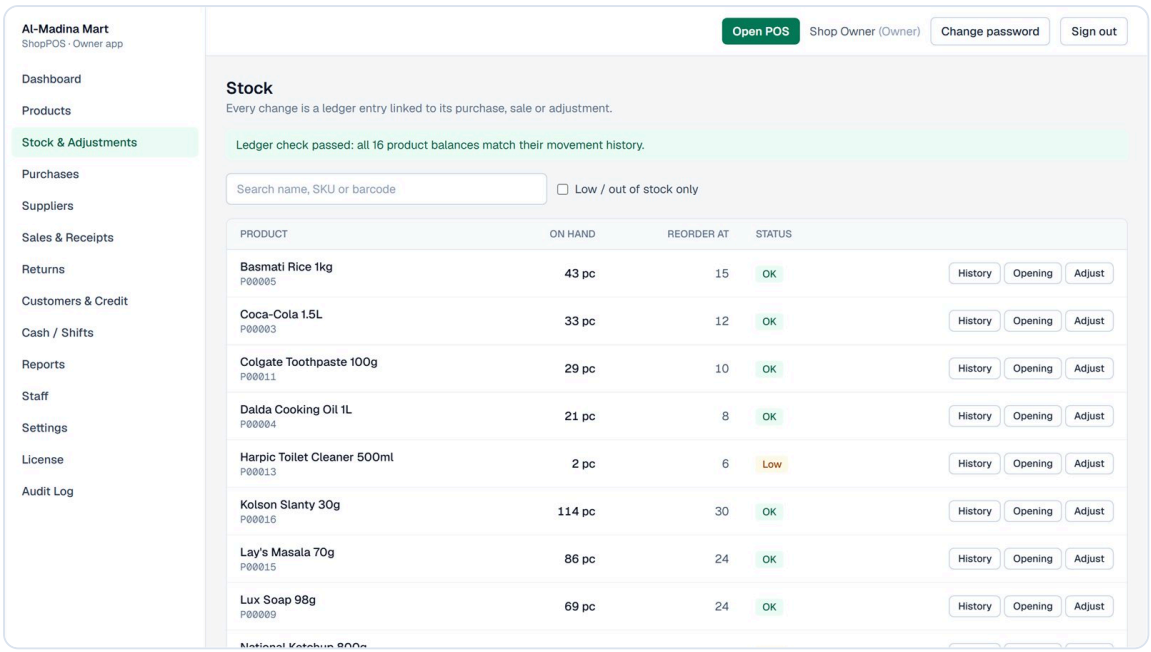
6.4 Purchases: the list and fixing mistakes



Draft is not in stock yet; **Posted** is.

- A posted purchase is never edited (so the books stay clean). Instead:
- **Correct…**: the purchase is taken back out of stock (**Reversed**) and a new draft opens with the same lines — fix it and **Post**.
- **Reverse…**: only take it back out (entered twice, or goods returned to the supplier). A reason is required and goes to the Audit Log.
- If some of those goods were already sold, it cannot be reversed — fix the difference with **Stock & Adjustments** → **Adjust**.

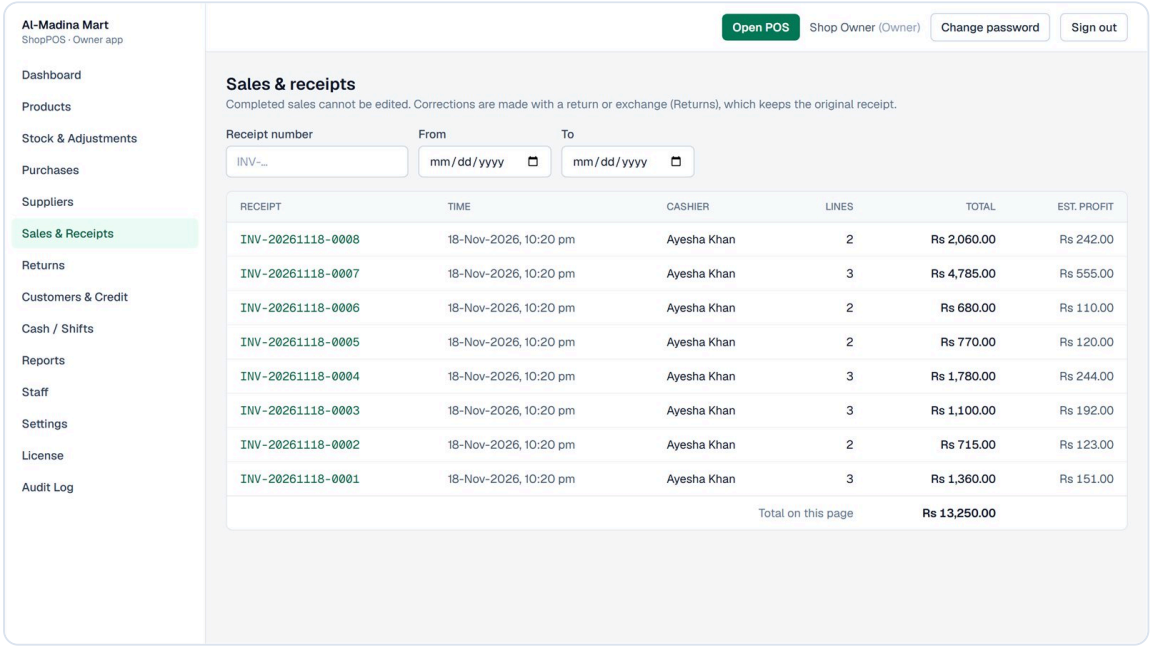
6.5 Stock and counting



The green strip at the top: every product's stock equals the sum of its movements (ledger check).

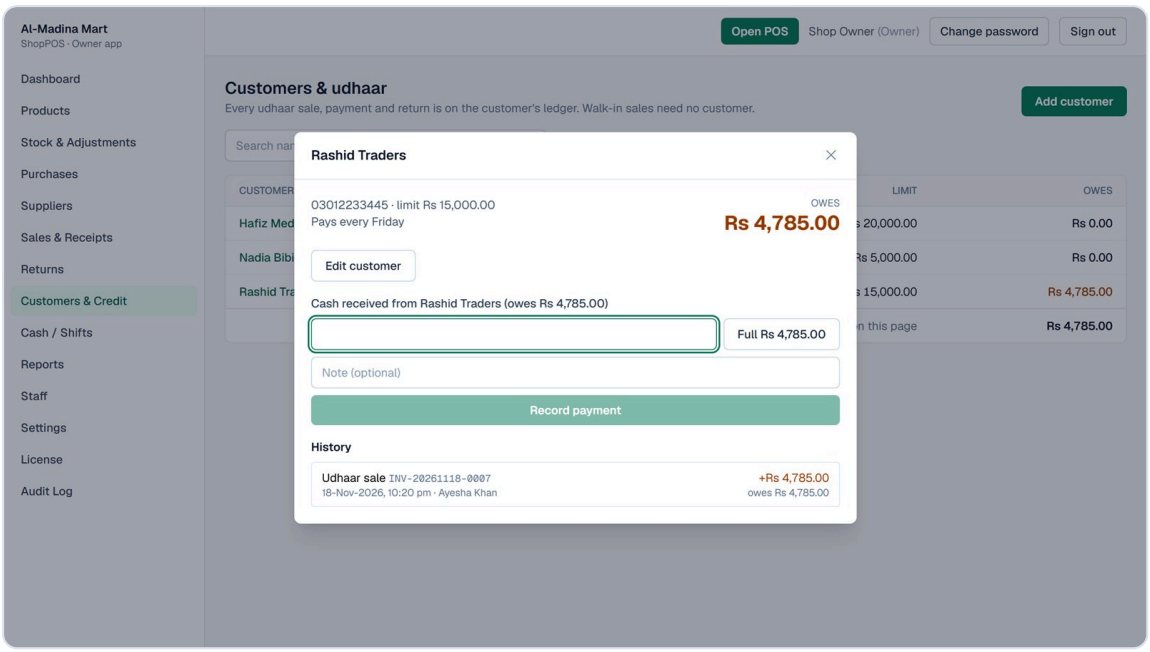
- **History**: every movement of a product (purchase, sale, return, adjustment), who made it and when.
- Counted the shelf and found a difference? **Adjust** — a reason is required and it goes to the Audit Log. **Low / out of stock only** filters the list.

6.6 Sales and receipts



Every sale, cashier, total and estimated profit. Click a receipt number for the full receipt.

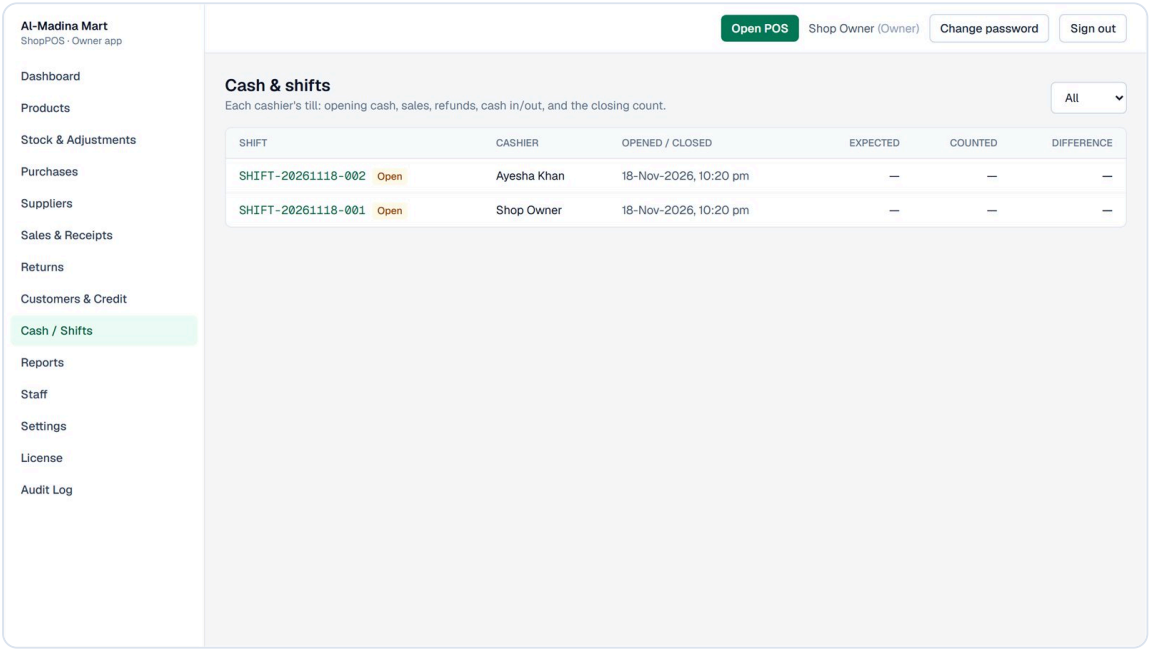
6.7 Udhaar: ledger and collections



Click a customer's name → their full account (History), and **Record payment** right there.

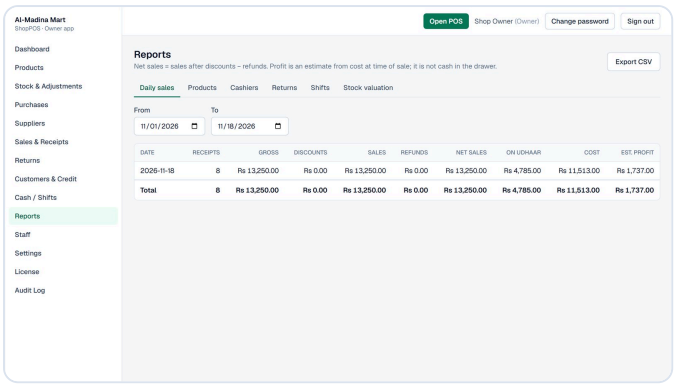
Only customers who owe shows just those with a balance. Change a customer's limit with **Edit customer**.

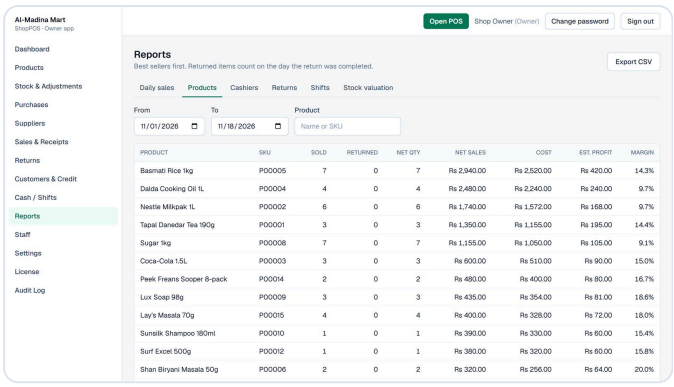
6.8 Cash / Shifts



Open a shift to see every sale, refund, collection, cash in/out and the counted difference (**Difference**). Shifts left open for days are flagged.

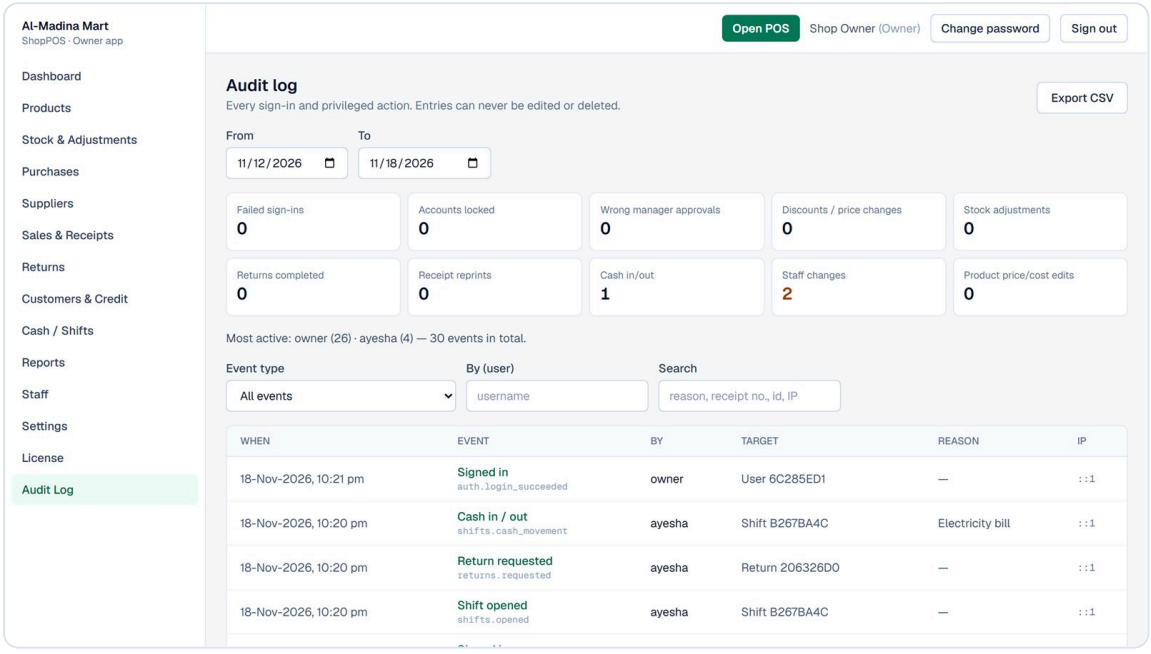
6.9 Reports





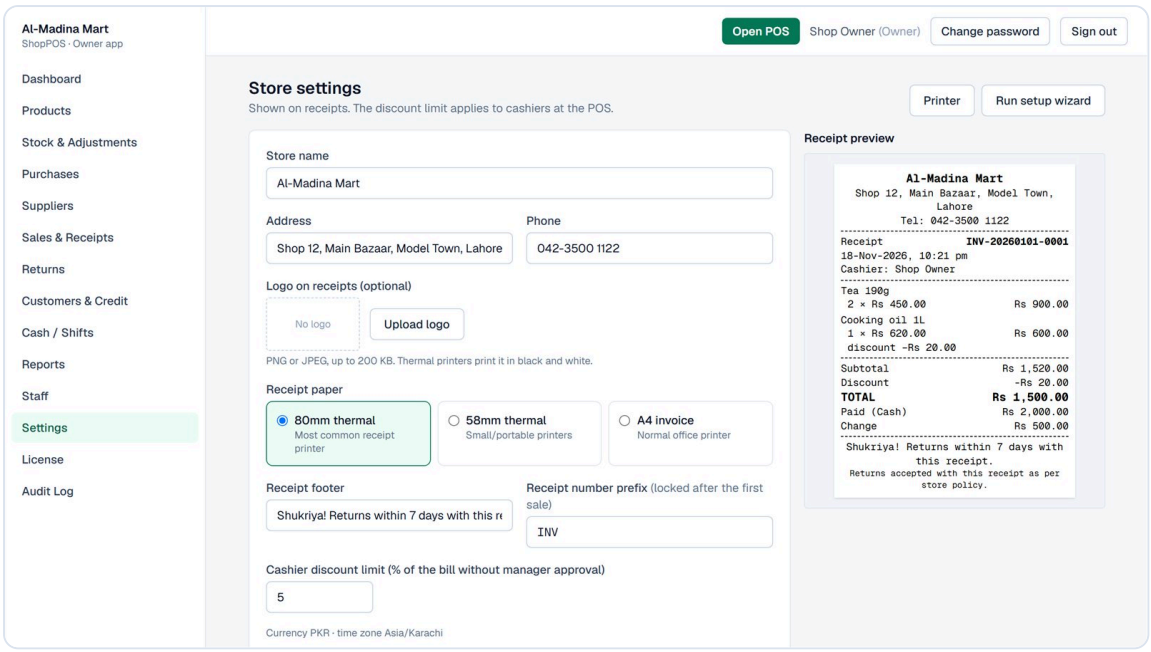
Daily sales, **Products** (what sells, margin %), **Cashiers**, **Returns**, **Shifts**, **Stock valuation**. Every report has **Export CSV** for Excel.

6.10 Audit Log (owner only)



Who did what and when: sign-ins, discounts, approvals, reprints, stock adjustments, price and cost changes. Filters and **Export CSV**. Entries can never be edited or deleted.

6.11 Settings (owner only)



Shop details, logo, receipt paper, footer, prefix and the cashier discount limit — with a receipt preview on the right.

7 Scanner, receipt printer and cash drawer

Everything works without hardware; connect it and it just works.

7.1 Barcode scanner

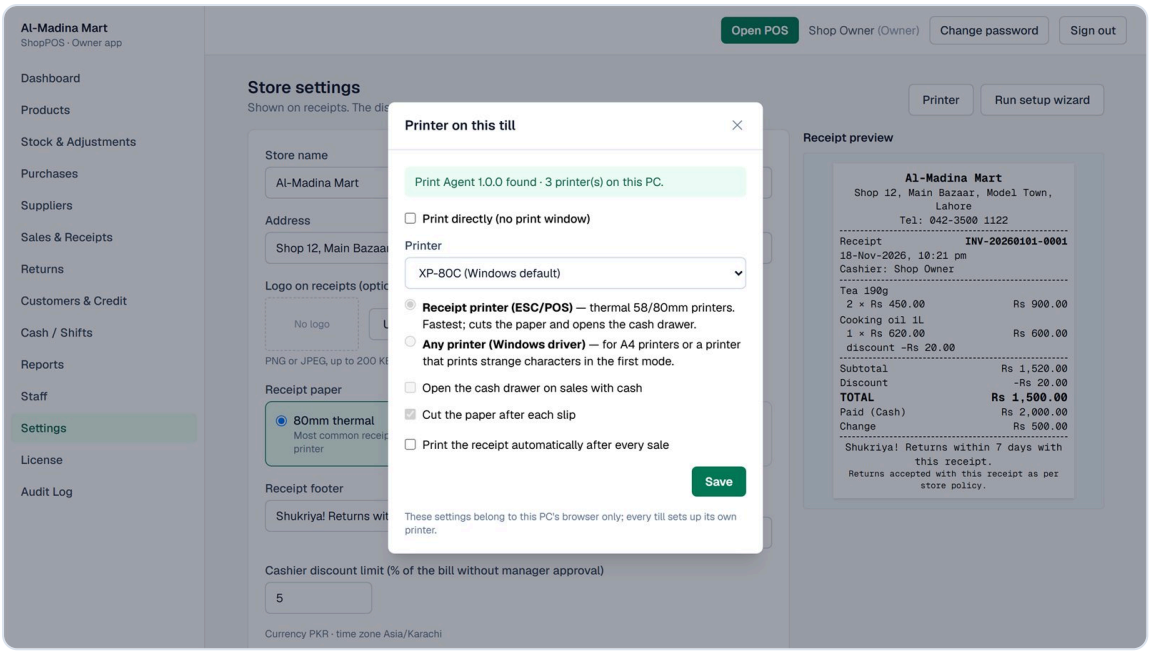
- Any USB scanner in **keyboard (HID) mode** — almost all ship that way. No driver needed.
- Whether the scanner sends **Enter**, **Tab** or nothing after the code, all work.
- Scans reach the cart even when the cursor is not in the search box — but not while a dialog is open; press `Esc` first.
- Wrong digits on scan? The scanner's keyboard language must match Windows (usually US English) — scan the "USA keyboard" code in the scanner's manual.

7.2 Two ways to print

	BROWSER PRINTING (DEFAULT)	DIRECT PRINTING (PRINT AGENT)
Needs	Nothing	`ShopPOS-PrintAgent-Setup.exe` on that till PC (once)
Print window	Yes, confirm each time	**No** — prints straight away
Paper cut	If the Windows driver does it	**Yes**
Cash drawer	No	**Yes**, opens on cash sales
Printers	Any	ESC/POS: thermal printers · Windows driver: any (A4 too)

7.3 Setting up direct printing (each till with a printer)

1. Install the printer maker's **Windows driver** (Xprinter, Epson, Bixolon, Rongta...) and print a Windows test page.
2. Run `ShopPOS-PrintAgent-Setup.exe`. For **ShopPOS address** enter what this till opens in the browser, such as `https://SHOP-PC:8443/`. Only that address can print or open the drawer.
3. In ShopPOS: **Printer** → tick **Print directly (no print window)** → choose the printer → **Receipt printer (ESC/POS)** → tick **Open the cash drawer on sales with cash** and **Print the receipt automatically after every sale** → **Print test page** → **Save**.
4. If Chrome asks to allow access to devices on your local network, click **Allow**.



Printer on this till: these settings belong to this PC only — each till sets its own.

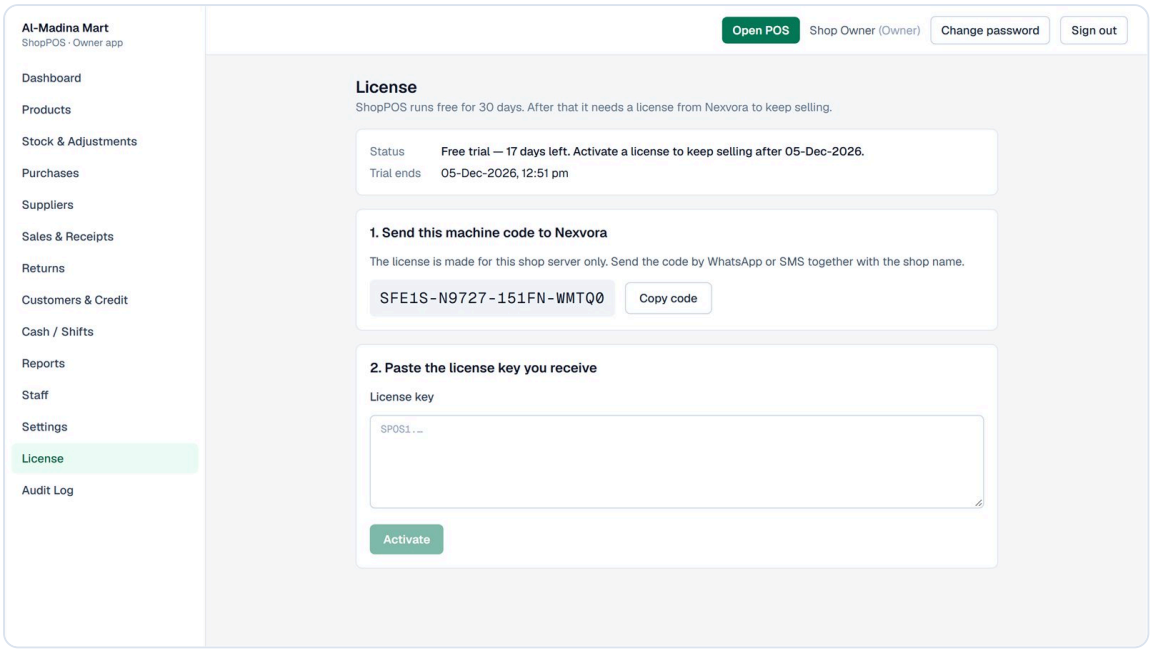
- The **cash drawer**'s RJ11 cable goes into the receipt printer's **"DK" / drawer port**, not the PC. Reprints do not open the drawer.
- What prints: sale receipts (including **DUPLICATE / REPRINT** and **VOID**), return/exchange slips and udhaar payment slips. The logo prints at the top in black and white.
- Printer off or out of paper: the screen says why and the slip prints through the browser instead — the sale is never stuck.

7.4 Checks when the hardware arrives

#	TEST	EXPECTED
H1	Scan 10 different items quickly, then one of them again	10 lines, the repeated item has quantity 2
H2	Click the Pay button (don't pay), then scan	Item still added to the cart
H4	Printer → **Print test page**	Prints fully, edges not cut off, paper cut
H5	Cash sale (auto print + drawer ticked)	Receipt at once, drawer opens, no print window
H6	Udhaar-only sale	Receipt prints, drawer stays shut
H8	Switch the printer off, make a sale	Message on screen, browser print window appears
H11	Restart the till PC, make a sale	Direct printing works without doing anything

8 License and free trial

The license belongs to the shop's server PC; tills need nothing.



- **Trial:** a new installation runs fully for 30 days. In the last 7 days a yellow strip appears.
- **After the trial (or when a dated license ends)** ShopPOS becomes **read-only**: signing in, viewing everything, reports and CSV export still work, but no new sales, purchases, returns, stock changes or settings. A red strip explains why. Your data is never locked away or deleted.

Activating

1. Owner app → **License** → **Copy code** (the machine code, such as `SFE1S-N9727-151FN-WMTQ0`) → send it with your shop name to **support@nexvorasoft.com**.
2. Nexvora sends back a license key (`SPOS1.…`).
3. Paste it into **License key** on the same page → **Activate**. It applies to every till immediately.

> **When the machine code changes**
>
> Not when ShopPOS is reinstalled, updated or restarted. It does change if Windows is reinstalled or you move to a new PC — then send the new code for a new key. Reinstalling does not restart the trial, and setting the PC clock back more than 48 hours makes ShopPOS read-only (a lifetime license is not affected).

9 Backups, updates and restore

Mostly automatic; the owner only needs to keep an eye on it.

Backups

- A full backup every night at **23:30** to `C:\ShopPosBackups` — or as soon as the PC is next on if it was off. Each backup file is verified.
- Backups older than 30 days are removed, but the newest 7 are always kept.
- On the 1st of every month a **restore drill** restores the latest backup into a separate database and checks the stock and udhaar totals. The result goes to `restore-drill-log.txt` (it should say **OK**).
- **Backup overdue** on the dashboard means no backup in 26 hours — tell your technician.

> **Keep a second copy**
> A backup on the same disk does not survive a disk failure. Ask your technician to copy backups to a USB drive or a second disk as well.

Updates

1. After closing time, run the new `ShopPOS-Setup-x.y.z.exe` on the server — it asks no questions.
2. It backs up the database first, keeps the old program, installs the new one, and the database upgrades itself.
3. If the new version does not start properly, **the old program and database come back automatically**. Tills pause for a minute or two.

Restore (serious problems)

If data must be brought back, talk to your technician first. Before a restore the current database is backed up too (a “safety backup”), so choosing the wrong file can be undone. Sales made after the backup must be re-entered from receipts.

Uninstalling

The service, scheduled tasks and program are removed, but **the database (including the license), the backups and the trial date are kept**.

10 Rules the system enforces

They keep the books clean and trustworthy.

Sales are never edited or deleted

Mistakes are fixed by a void (same shift) or a return/exchange. Purchases are not changed after posting either — use Correct or Reverse.

History doesn't change

Changing a price or cost does not change old receipts or past profit.

Stock never goes negative

A sale stops when stock is short and shows how much is left.

Return limits

No more than was sold can come back; damaged goods don't return to stock; refunds use the price actually paid (after discounts).

Cashiers don't see costs

Cost, profit and other people's sales are for the owner and managers. Cashiers see only their own shift and sales.

Credit limits

A sale that would take a customer over their limit does not go through.

Discount limits

Discounts above the limit need a manager's or the owner's own password; every discount is in the Audit Log.

Nothing is doubled

Pressing Pay or Post twice, or resending after a network failure, never creates a sale or stock twice.

11 Troubleshooting

On-screen messages and what to do.

ON SCREEN / PROBLEM	WHAT TO DO
`Product not found`	Scan again or search by name. Still not found? Tell the owner (the product hasn't been added).
`Not enough stock`	Sell only the quantity left; tell the owner (a purchase wasn't posted, or the count is off).
`No open shift`	**Open shift**.
"Your session ended"	Sign in again — ShopPOS returns you to the same screen. (Your password was changed or your account disabled.)
"Cannot reach the server" / "did not answer in time"	Check the network and the server PC, then press the same button again — the sale won't be doubled.
`Error ID: E-…`	Write down the code or take a photo for the owner or technician. Full details are in `C:\ShopPos\logs\errors-*.log` on the server.
Till shows "Your connection is not private"	The certificate isn't installed on that till (Chapter 2), or the address isn't the server's name/IP.
Tills can't open the site at all	Server on? Same network? Windows network set to **Private**? On the server, does `http://localhost/health` say **Healthy**?
Red strip: read-only	Trial or license ended — Chapter 8. Your data is safe.
"The ShopPOS Print Agent is not running"	Run the Print Agent setup, or start **ShopPOS Print Agent** in `services.msc`.
Address error when printing (403)	The till opens ShopPOS at an address the Print Agent wasn't given — run its setup again with that address.
Strange characters or nothing printed in ESC/POS mode	The printer doesn't understand ESC/POS — choose **Any printer (Windows driver)**.
Drawer doesn't open	Is the drawer cable in the printer's DK port? Try **Print test page** with the drawer option ticked.
Cash drawer doesn't match	**Cash / Shifts** → open the shift → every sale, refund, collection and cash in/out.
Owner's password forgotten	The owner's password can't be reset from the Staff page (only cashiers and managers can). Contact **support@nexvorasoft.com**.

12 Pricing and contact

One shop, one license. No limit on tills or staff.

Lifetime license

PKR 45,000 one-time

Every feature, installation and staff training included. Optional support PKR 10,000/year from year 2.

Yearly license

PKR 18,000 /year

Every feature, support and updates included. Renew each year.

Extra till setup

PKR 5,000 one-time

An extra counter PC connected and tested — scanner, printer and drawer included.

Start with a **30-day free trial** with every feature. When you activate a license, all trial data stays. Pay by bank transfer — no card needed.

Nexvora ShopPOS · by NexvoraSoft

Installation, training, licenses or any help: **support@nexvorasoft.com** · **nexvorasoft.com**

When asking for a license, include the **machine code** from the **License** page and your shop name.