# QueueBuster POS

## User Manual

# Welcome To

# QueueBuster™

QueueBuster is one of the leading POS software in the market. It is powerful, robust, future-rich, and helps merchants, especially SMBs, to take their businesses to new strengths. Characterized by robust features, QueueBuster made businesses more accessible, provided them with a more practical strategy for sales, enhanced consumer-merchant relationships, and improved their effective targets.

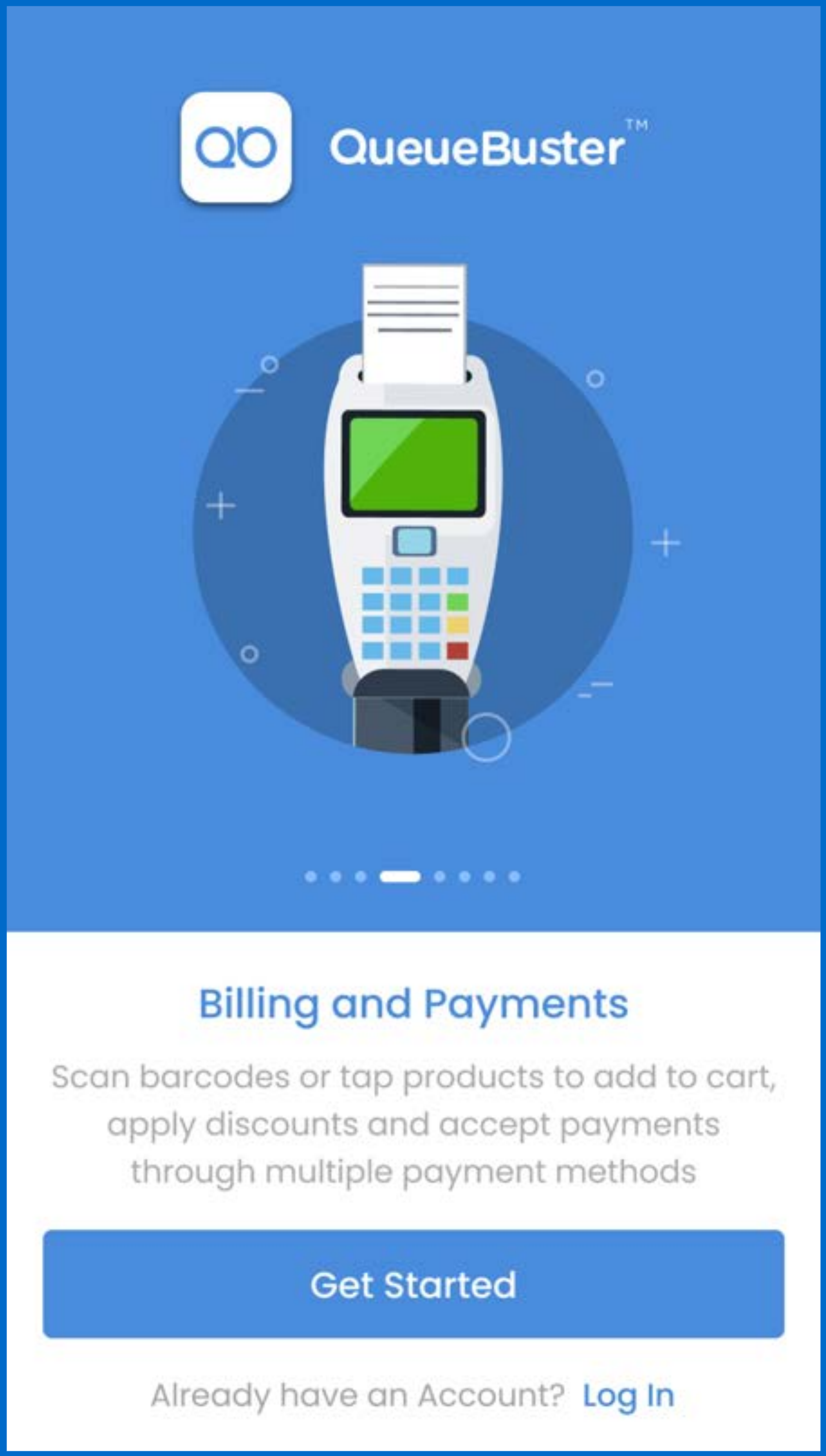
With our assistance, many businesses were able to flourish more efficiently and economically.

# Contents

# Contents

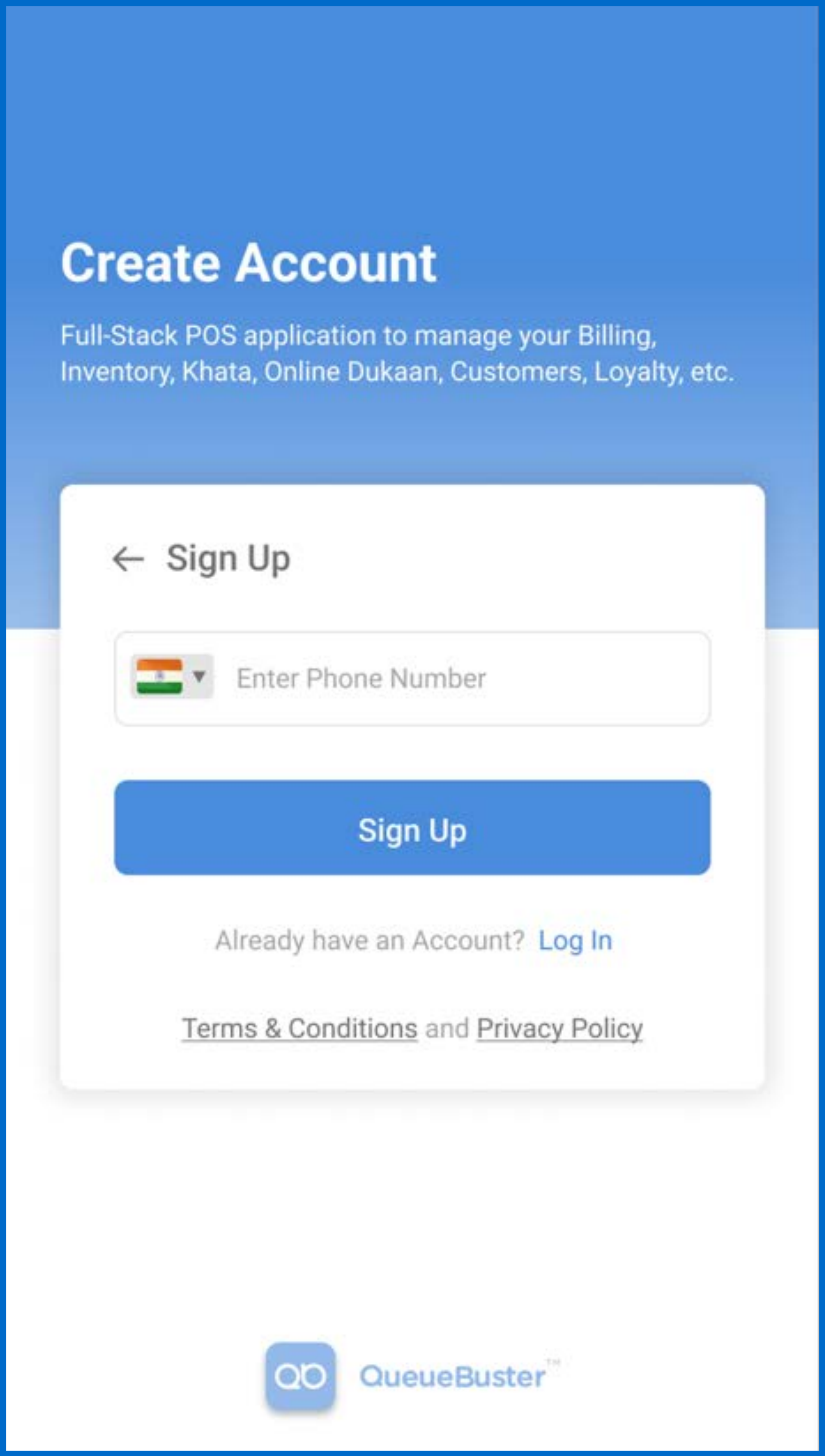
# Registration

1. Open the QueueBuster Application
2. A login or sign up screen appears on starting the QueueBuster application for the first time
3. Click on Get Started to create a new account



# Create an Account

1. Enter a 10-digit mobile number
2. Click on Sign Up
3. A 4-digit verification OTP (one-time-password) will be sent to the registered mobile number
4. Enter the OTP and click verify.



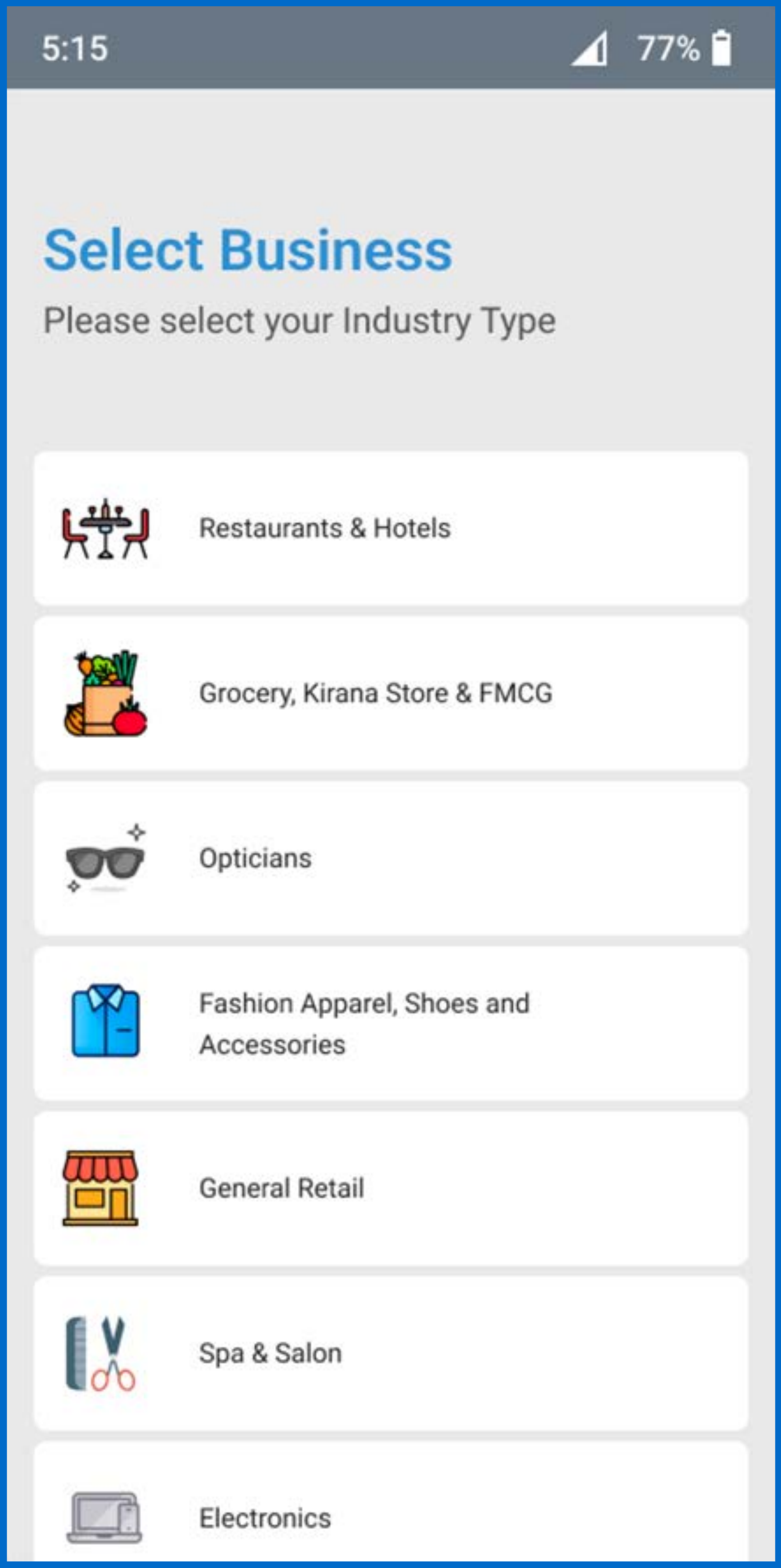
# Select your Business

# Select your Business

1. Select the respective business type :-

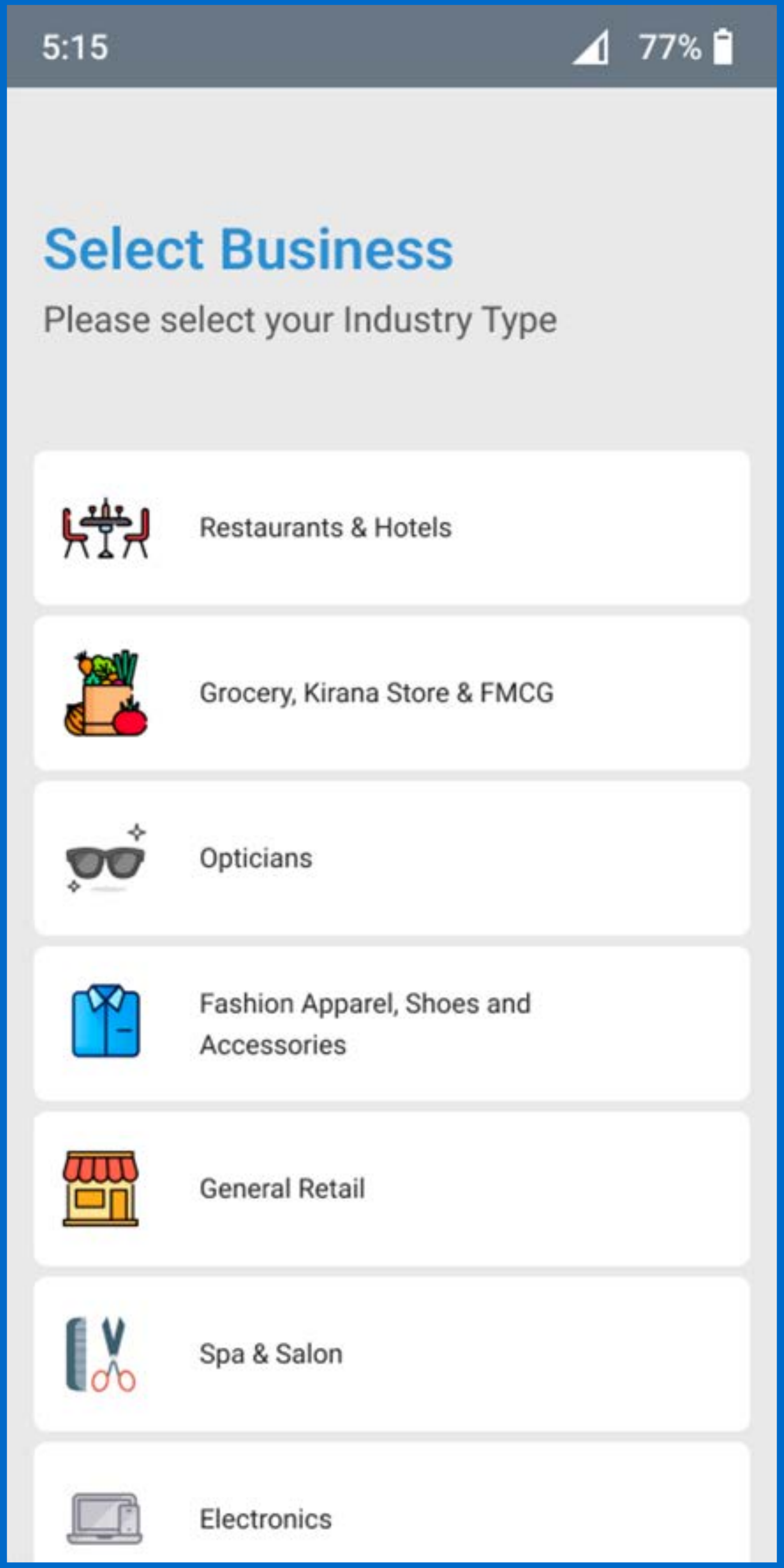
    - **Grocery, Kirana Store & FMCG**- Start with a preloaded list of 25,000+ products or create your own brand catalog. Support credit sales - Khata Management, Send payment reminders, multiple batches of inventory, detailed info such as Barcode, MRP, Selling Price and much more

    - **General Retail**- Easy order management and inventory tracking, Digital Receipts, Offline Billing Support, Centralised Customer Management, Defined Permissions and User Accounts, Discounts, Coupons, Promotions, Easy Return & Refunds. All under one app.



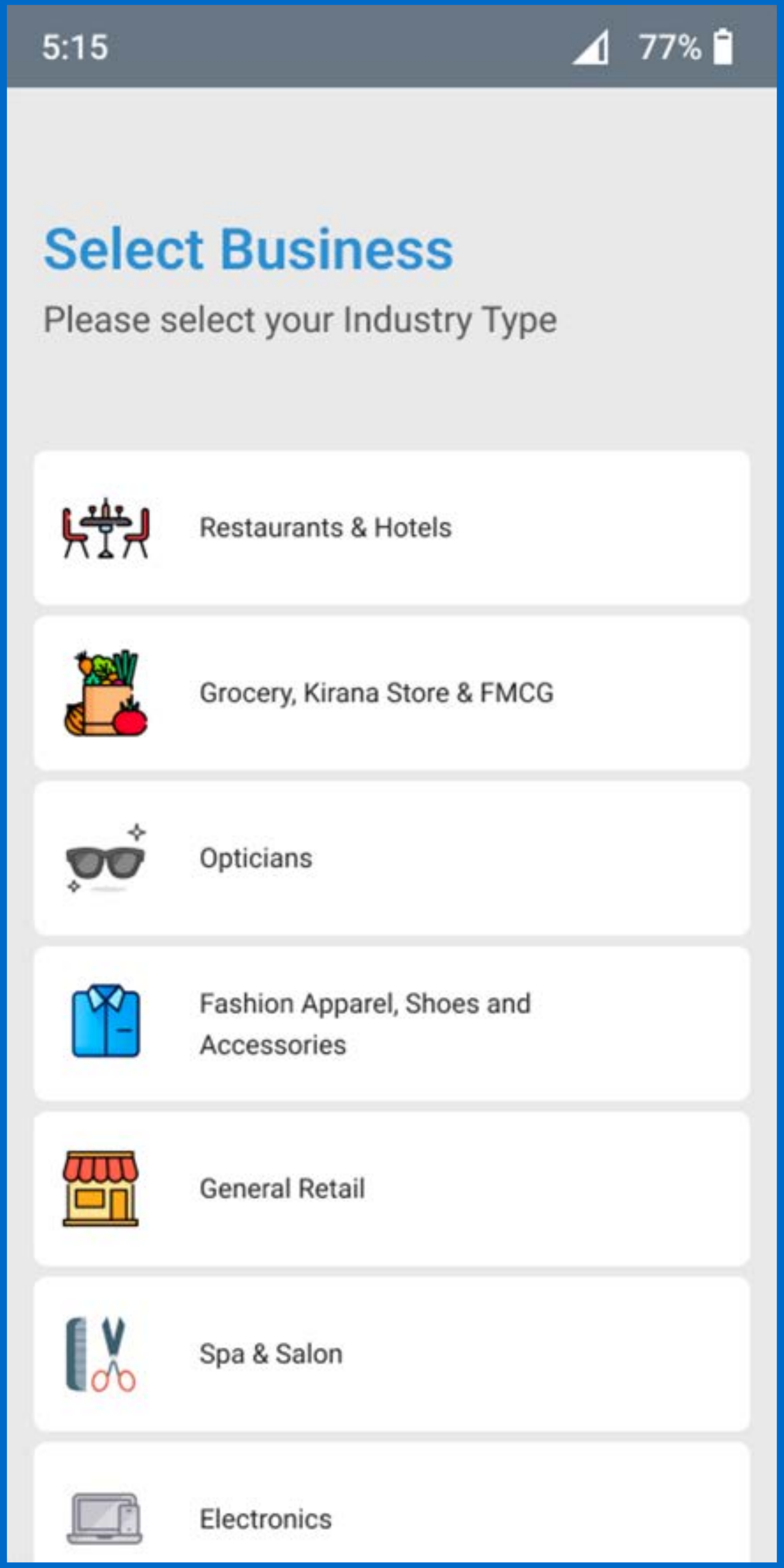
- **Spa & Salon-** Experience Real time Business Management, incomparable Support for service items as well as saleable beauty items. Check out the services using service slip, Schedule & manage customer appointments in no time. Reward customer using inbuilt loyalty program and Send marketing and promotional campaigns via SMS

- **Restaurants & Hotels-** From Menu Management, Table Management, Recipe Management, to KOT Management, Modifiers & Combos Management. Integrated hub to manage online orders from third party, food aggregators like Zomato & Swiggy, Vendor Management, and Split Payment methods, you name it we have it, to make your business management easy.



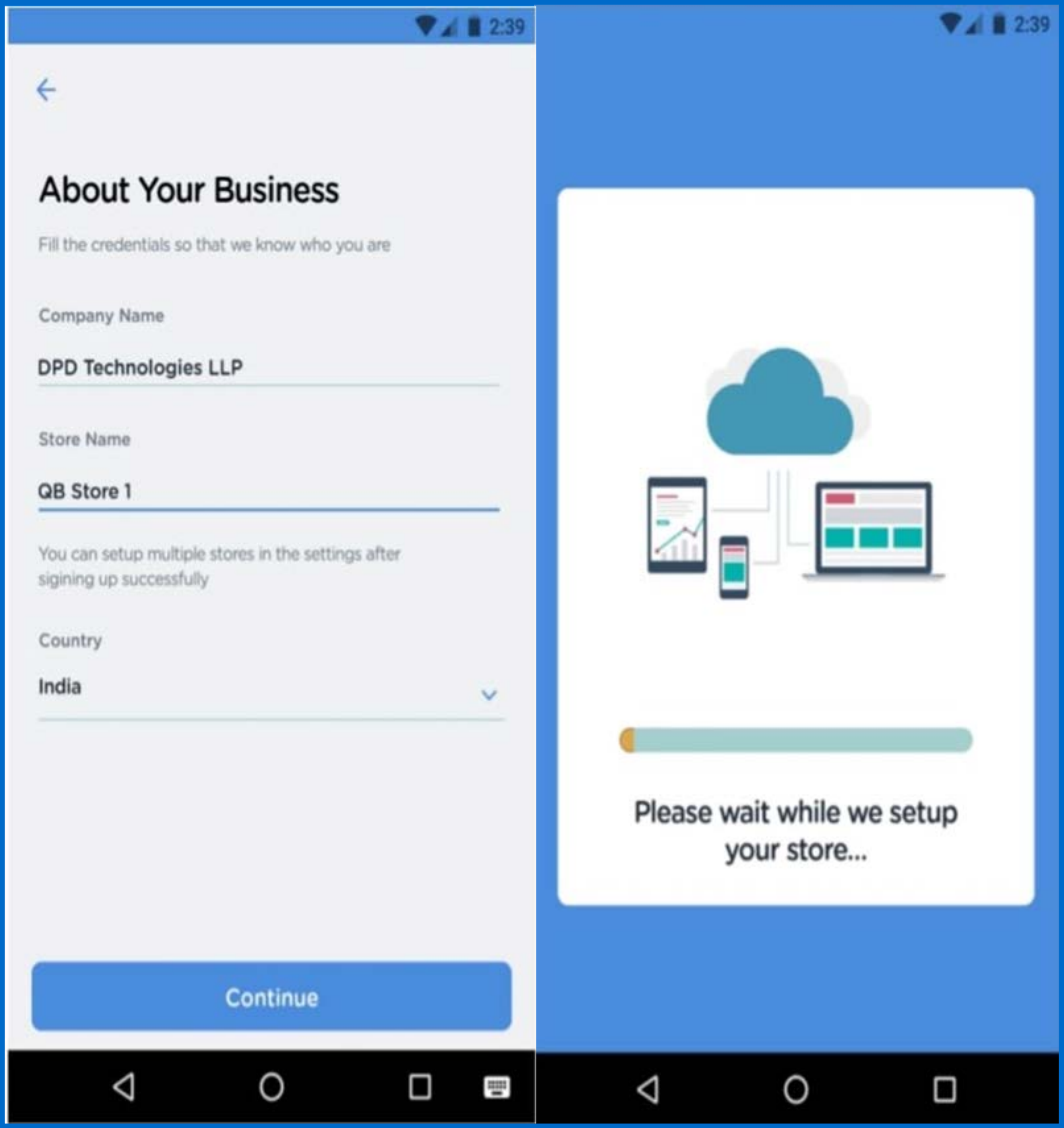
- **Electronic, Mobiles-** Included a preloaded list of 1,000+ products or create a new catalog as per your business. Integrated Billing & Inventory solution, Track sales as per product brands, categories and subcategories. Manage inventory based on unique serial numbers such as IMEI and Serial Number etc. Integrated Bank & Brand EMI flow. Quick Barcode scanning from the device, Receipt customization and much more.

2. Click on Next to Save



# Enter Business Details

1. Enter Company/Store name, email & select the respective Country.
2. Click on Continue to proceed .
3. Allow a few minutes for your store to be set up.
4. You are all set to start using the application.



# Home Screen

1. **Quick Bill**

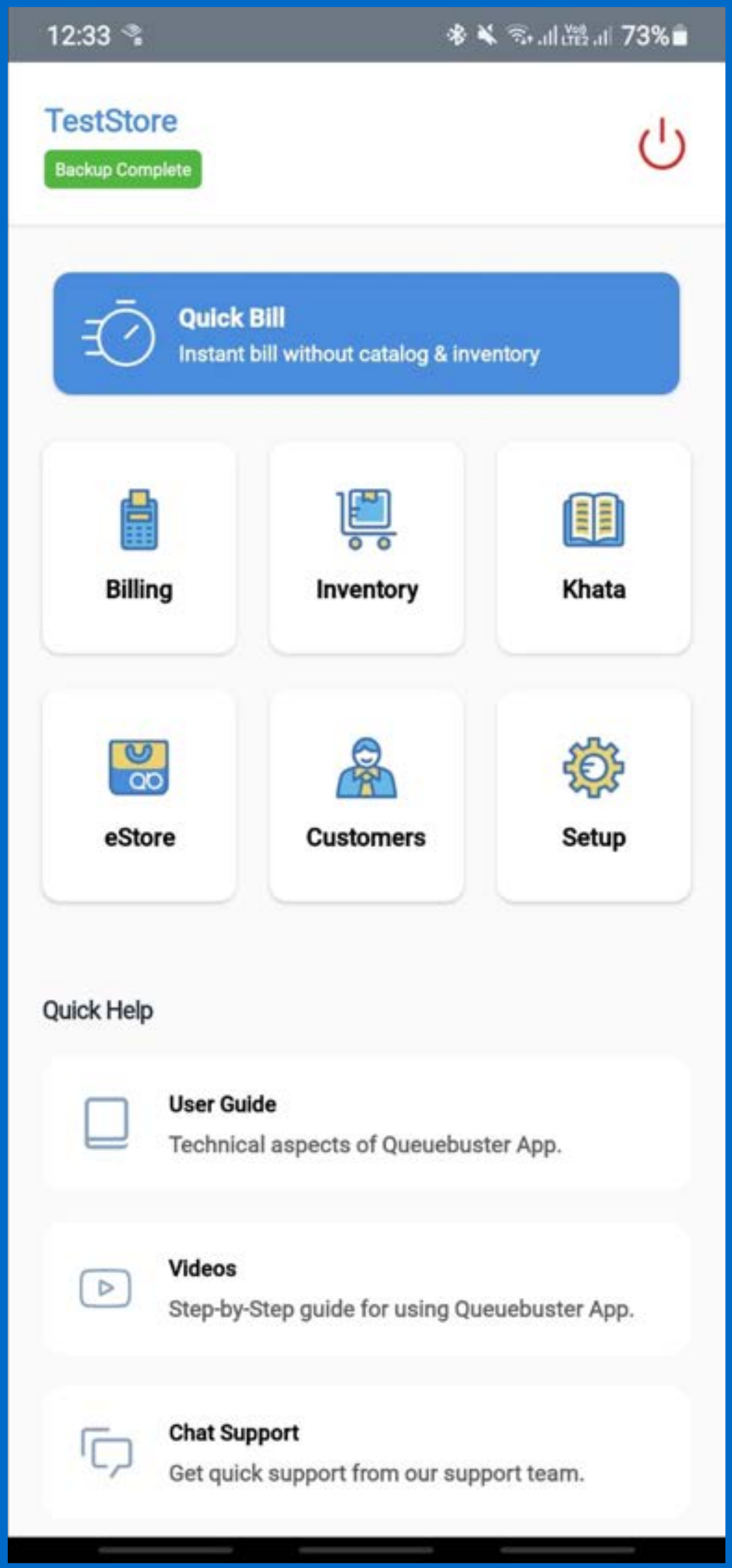
   Create an invoice in an instant without any catalog

2. **Billing**

   Create a catalog with products, taxes, charges, and more, to organize the billing.

3. **Inventory Management**

   Manage outlet level, SKU level stock information of the entire catalog



## 4. eStore/ Online Dukaan

Setup online store for the customers to place order online

## 5. Khata

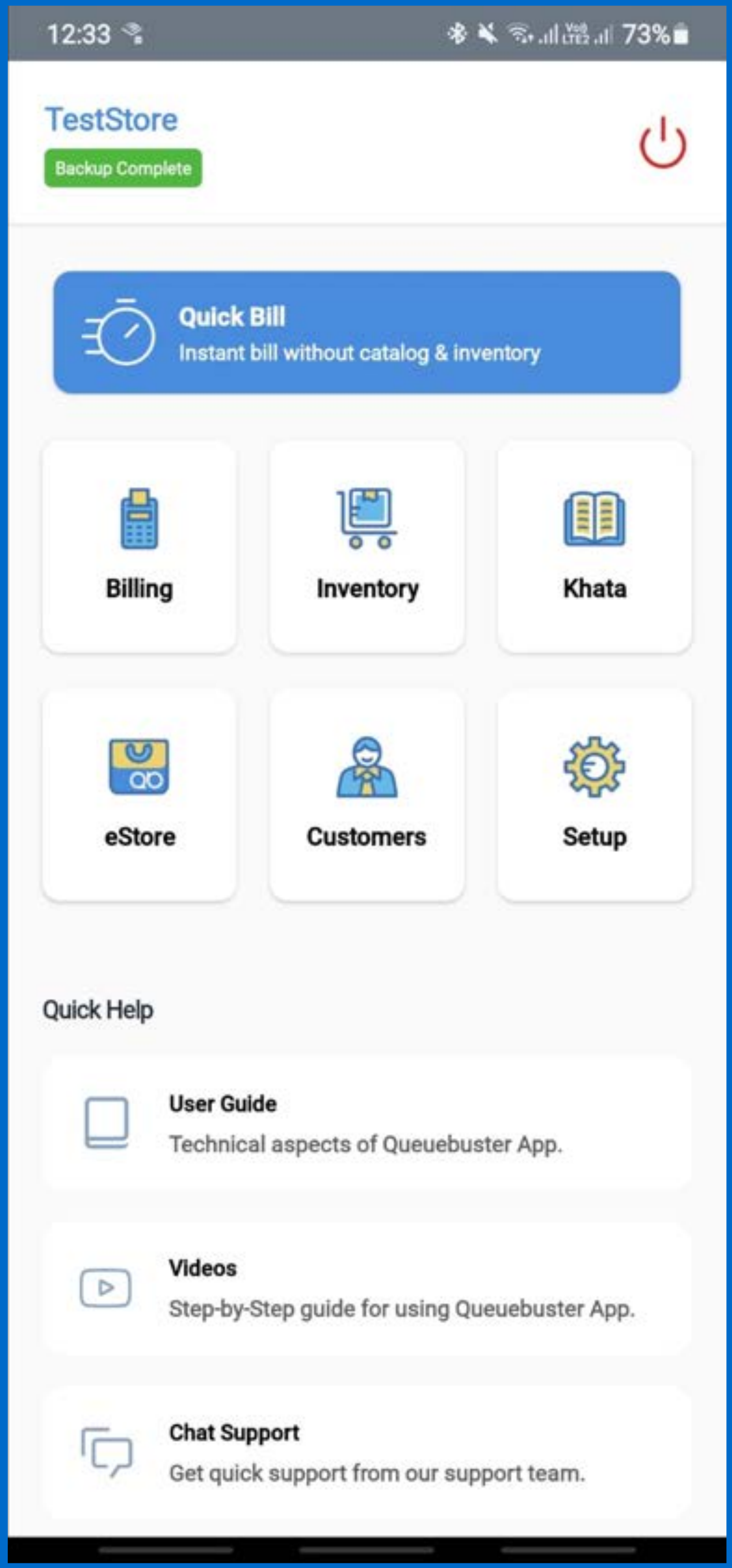
Get rid of the traditional Hisaab Kitab ledger and digitize Khata.

## 6. CRM & Loyalty

Manage customers, reward them with loyalty points and discounts, based on their purchase history

## 7. Setup

Edit, Customize, and configure all the data

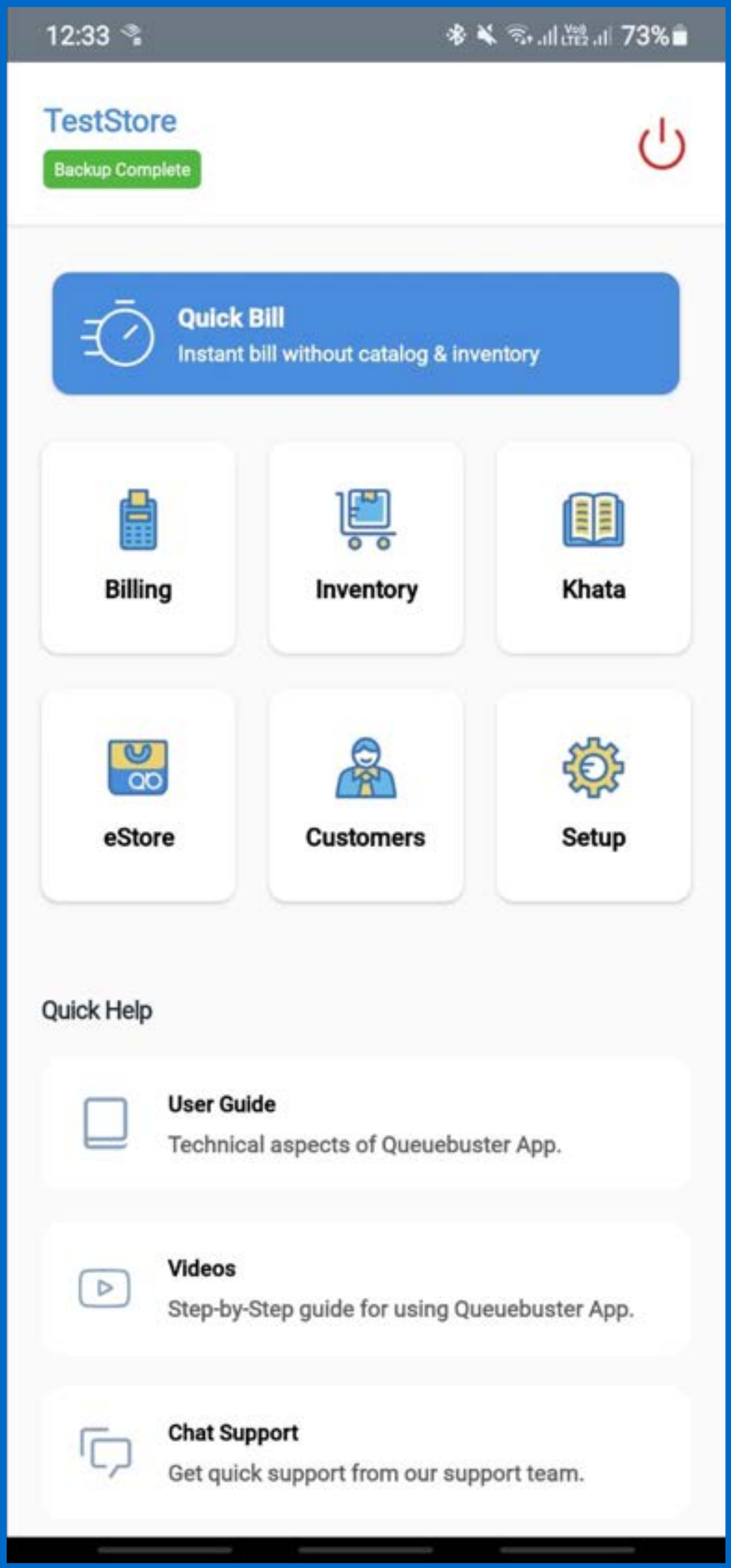


## 8. Backup Complete

It keeps track of whether your cloud data is in sync or not

## 9. Quick Help

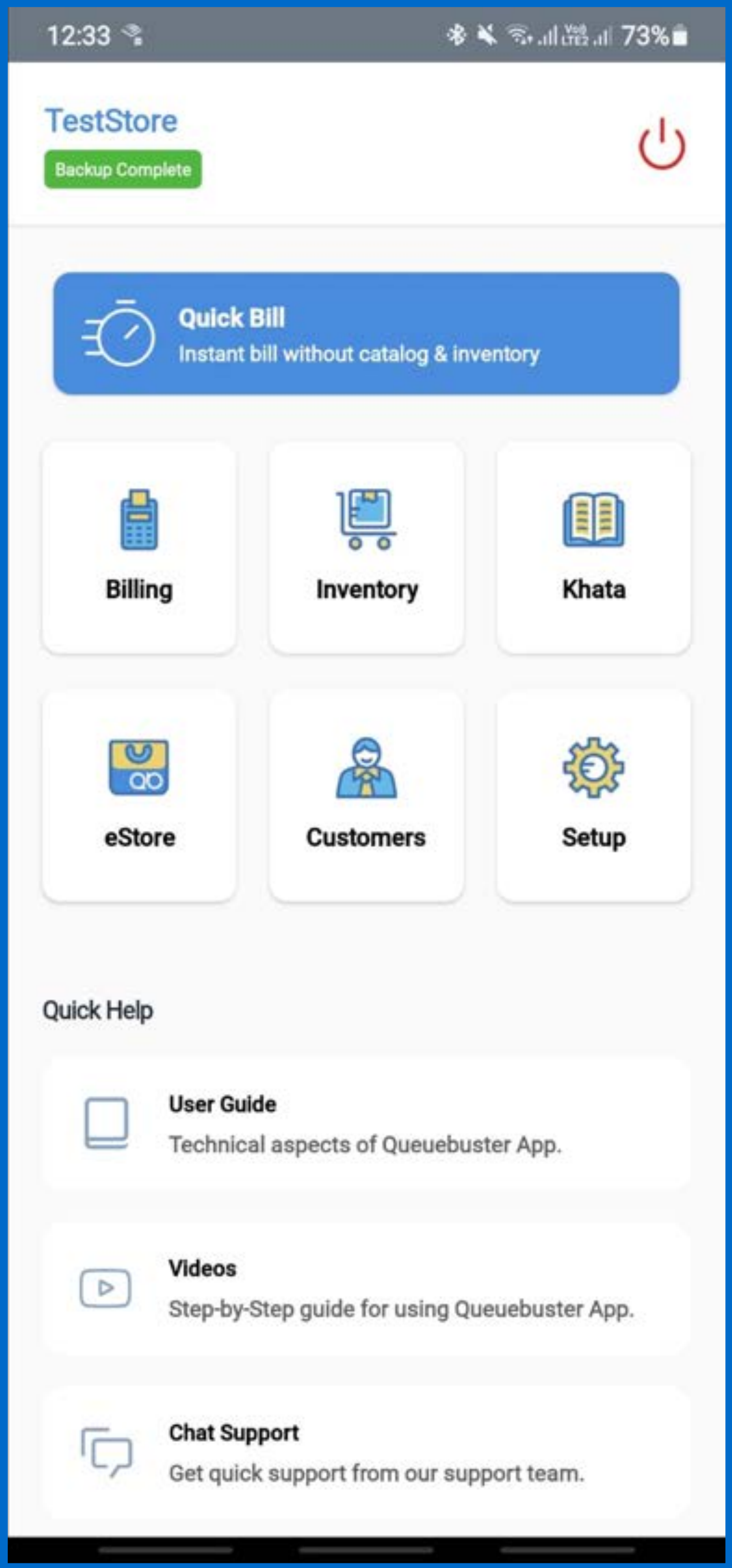
Get help from our specially curated help center and step-by-step guided videos or get quick support from our support team



# Quick Bill

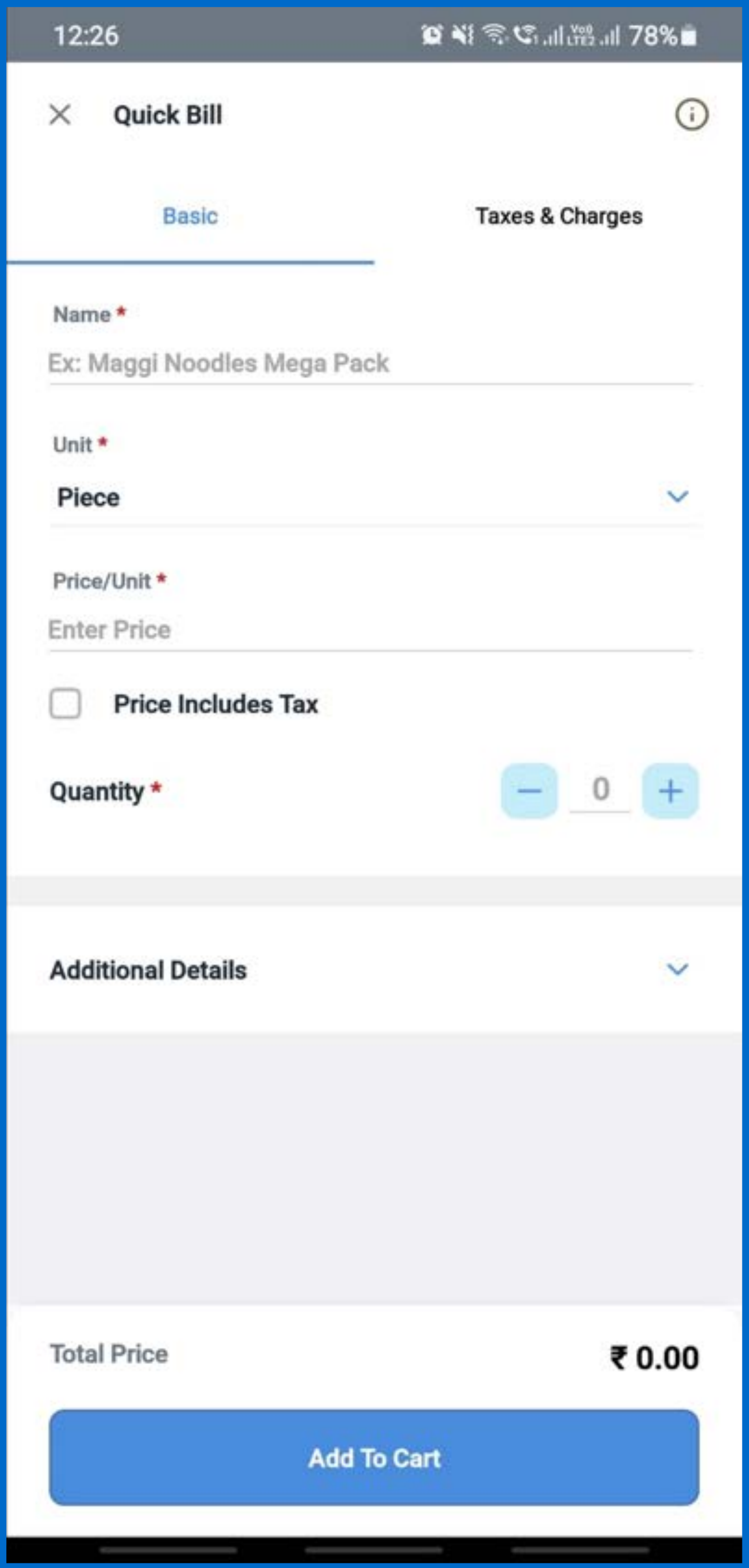
# Quick Bill

1. Create an invoice in an instant and start billing as soon registration in complete.
2. No need to create a full catalog for products.
3. Simply enter the product description by just entering its mandatory details name, price, qty and directly add them to the cart, everything on the go
4. Input additional details like category, brand or taxes.
5. Finer reporting.
6. Option to add IMEI or serial number for electronics.
7. Useful for business with no catalog, selling loose items, or bill rarely sold items.



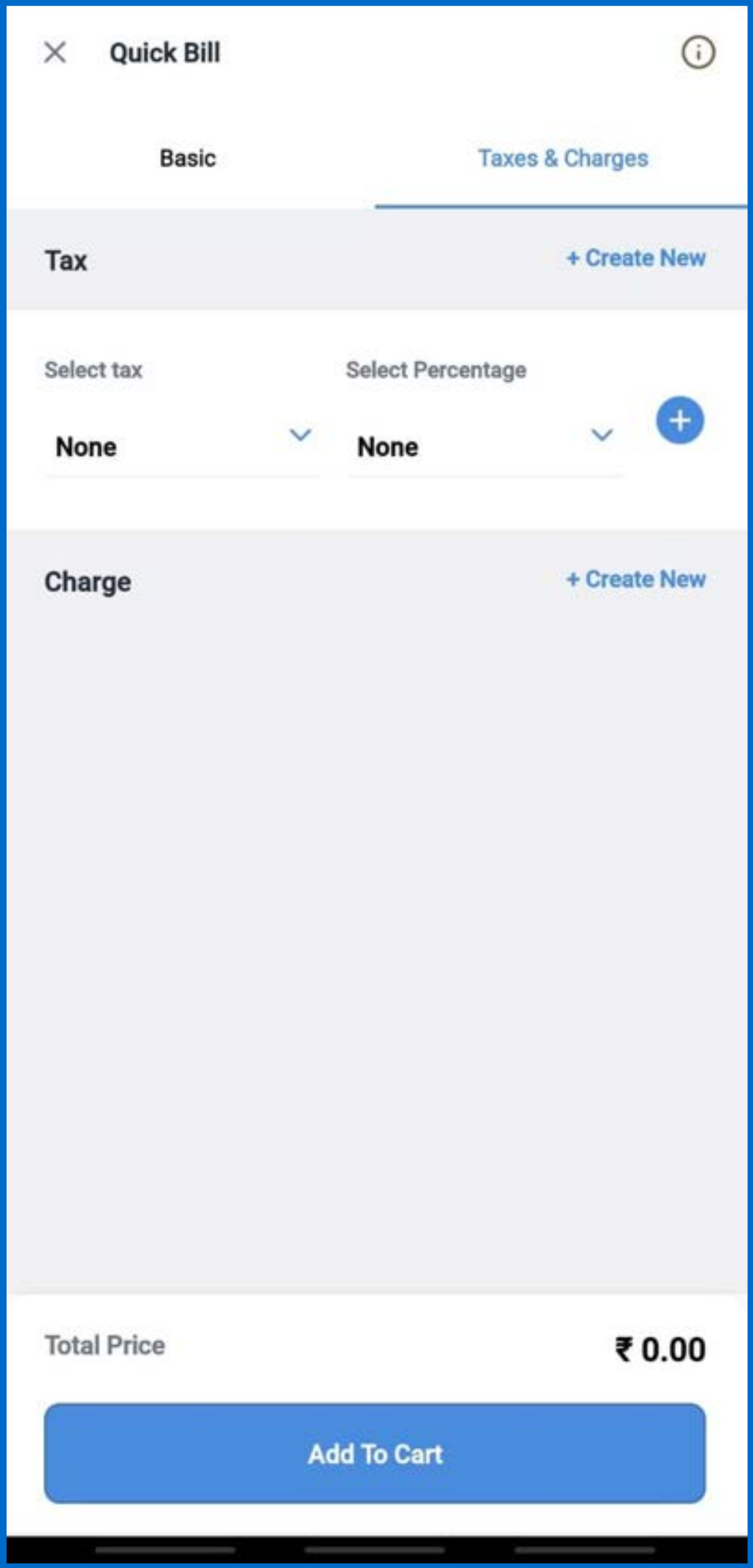
# Steps for Basics

1. Enter Product name
2. Enter unit (example- piece, liter, kg)
3. Enter Price/Unit
4. Enter Quantity
5. Enter additional details (if needed)
6. Include taxes (if needed)
7. Add discount (if required)
8. Click on Add to cart



# Steps for Taxes & Charges

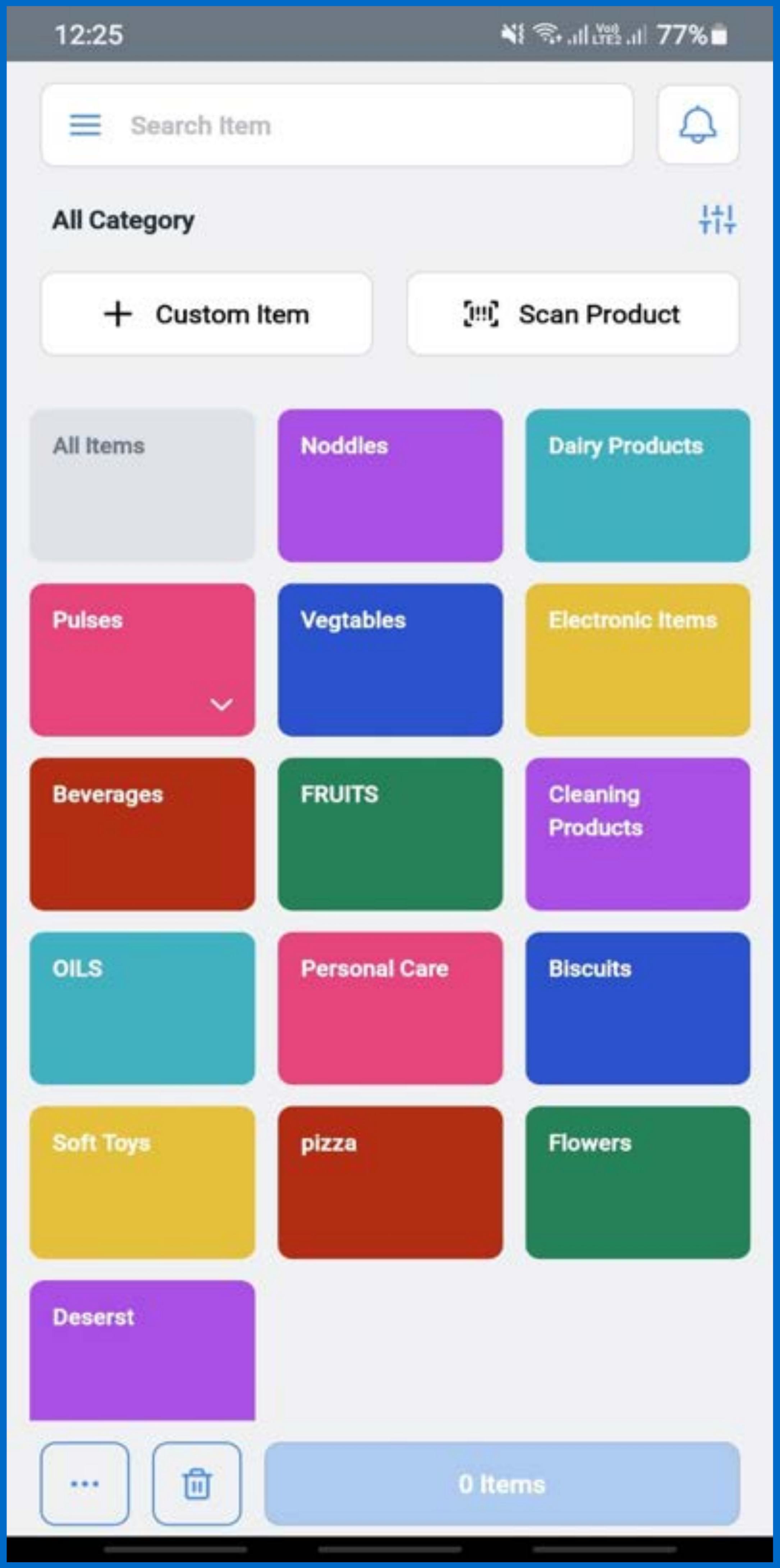
1. Create a new tax OR
2. Select the required tax from the tax column
3. Select percentage
4. Click on (+)sign
5. Create a new charge accordingly
6. Click on Add to Cart
    - Click on Pay
    - Select the desired Payment Method
    - Accept and Confirm the Payment



# Billing

# Billing

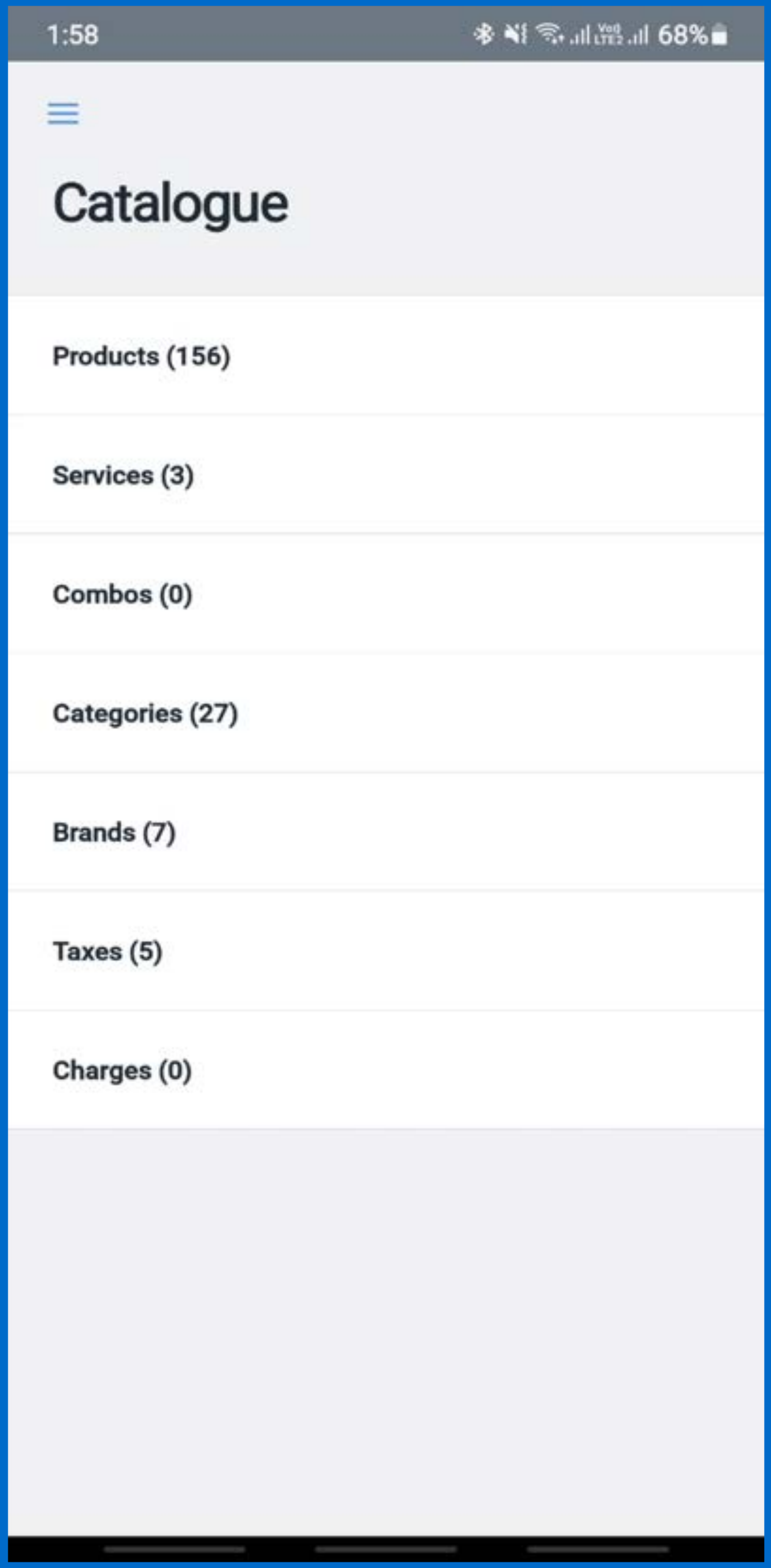
1. Build or upload a catalog with products, images, categories & subcategories.
2. Manage taxes, additional charges & discounts.
3. Capture customer details against an order.
4. Pay from flexible payment options such as cash, card, UPI, EMI, wallets & more.
5. Integrated flow to avoid human intervention
6. Split payment supported.
7. Share physical receipt or digital version via SMS & Email on completing the transaction.
8. View order history, Support refunds - partial & complete order



# Catalogue

To start building your catalogue

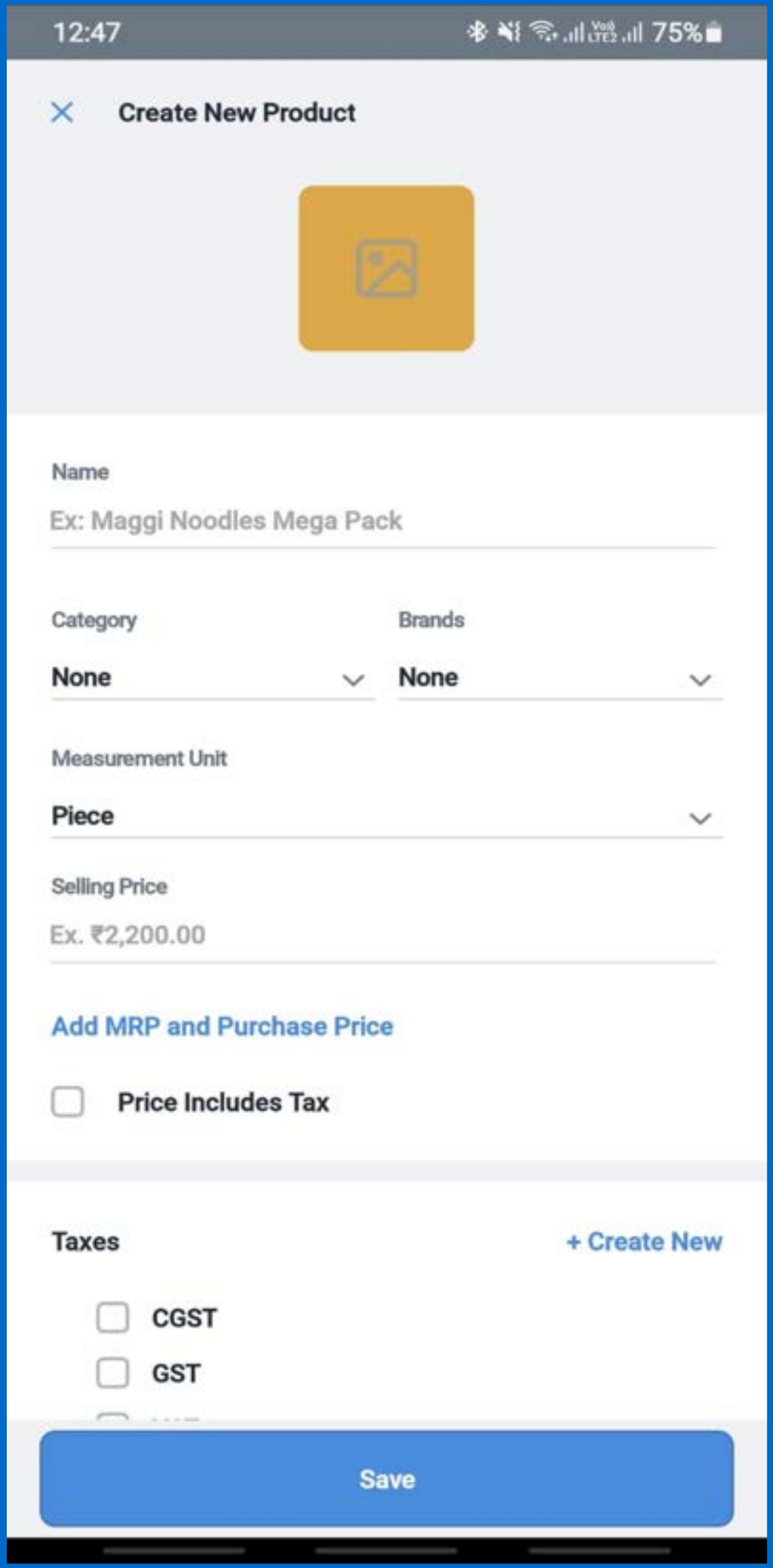
1. Click on Billing
2. Click on the Sliding Menu (≡)
3. Click on catalog
4. Add or Edit Product(s):
    - Click on Products
    - To create a new product
    - Click on the plus (+) symbol
    - To edit an existing product
    - Click the category where the product is located
    - Click on the product name to edit it
    - Use Web Dashboard to bulk edit products



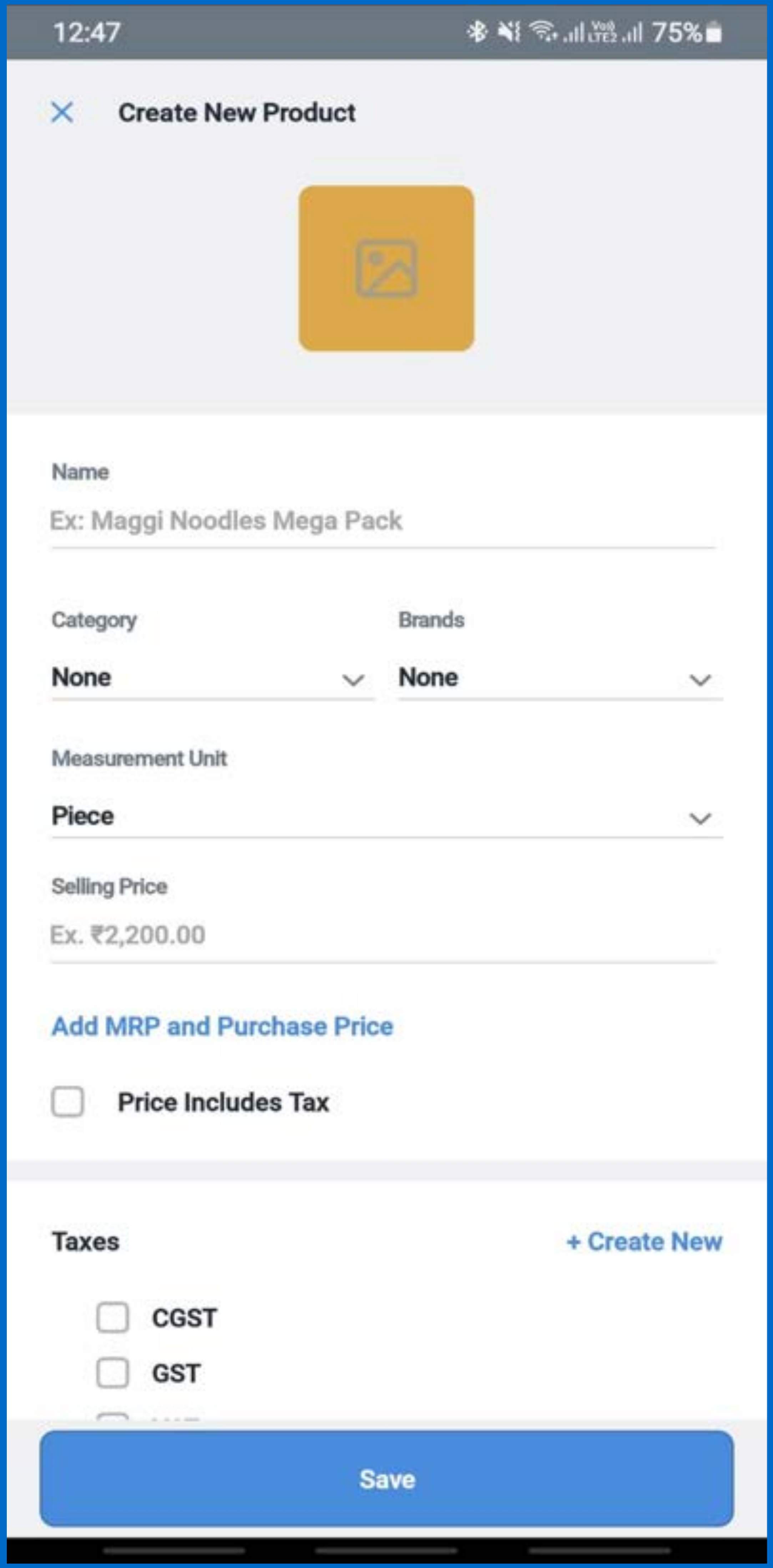
# Add Product form

To start building your catalogue

1. Click on Billing
2. Click on the Sliding Menu (≡)
3. Click on catalog
4. Add or Edit Product(s):

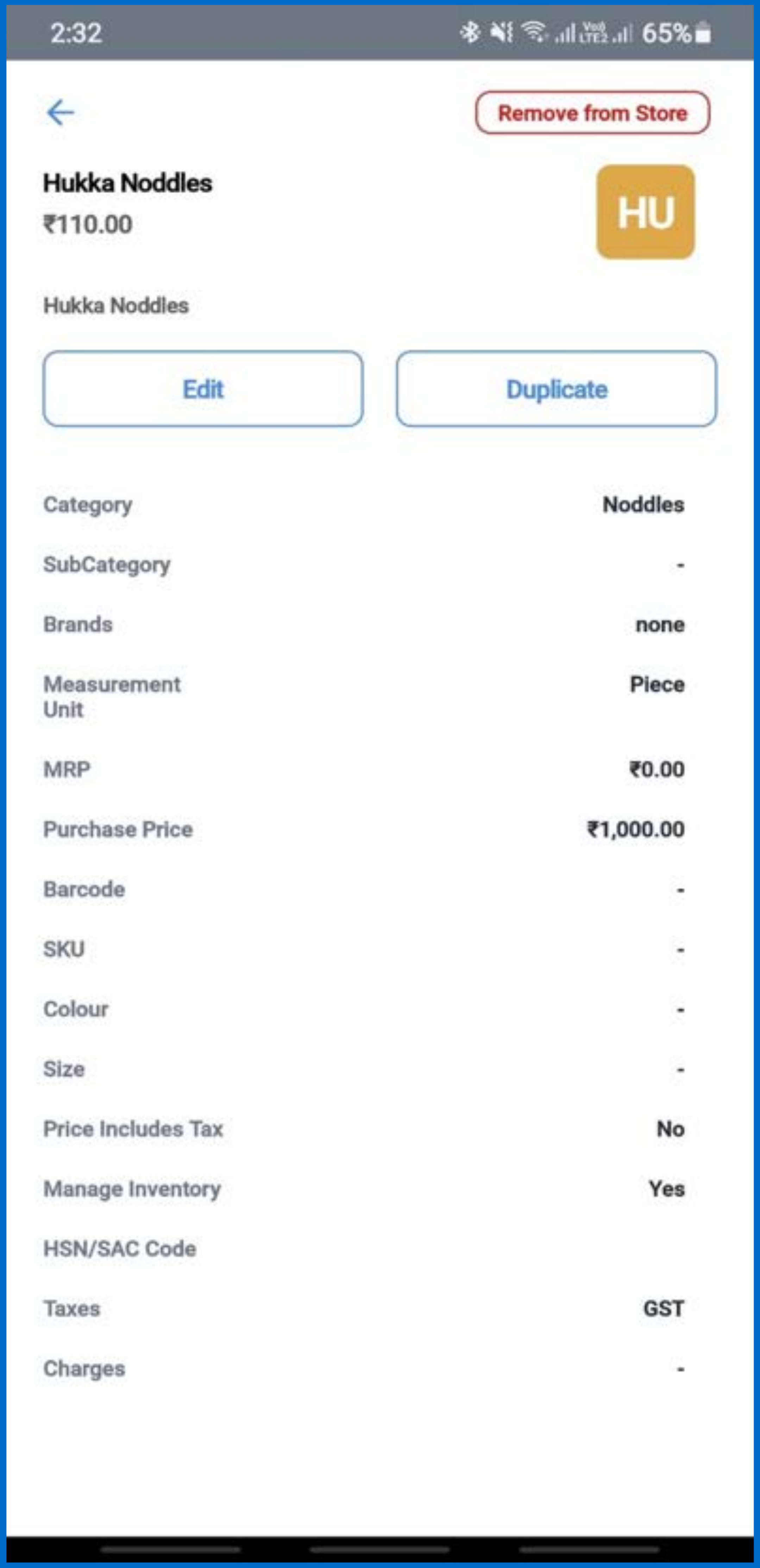


10. Toggle the switch Track Inventory to manage the inventory of this product
11. Enter the current available quantity.
12. Enter Stock Alert Level quantity.
13. Enter other details like size, color, barcode, SKU (stock keeping unit), and description.
14. Click on the Save button to Save the product.



# Multiple Size Variants

1. To create multiple size variants or to create the duplicate of an existing product:
2. Click on catalogue> Products>
3. A list of products categories will appear
4. Click the category where the desired product is located
5. Click on the Duplicate button next to the product name to create multiple size variants for the same product
6. Enter the Size, Barcode, SKU & Price.
7. Click Save



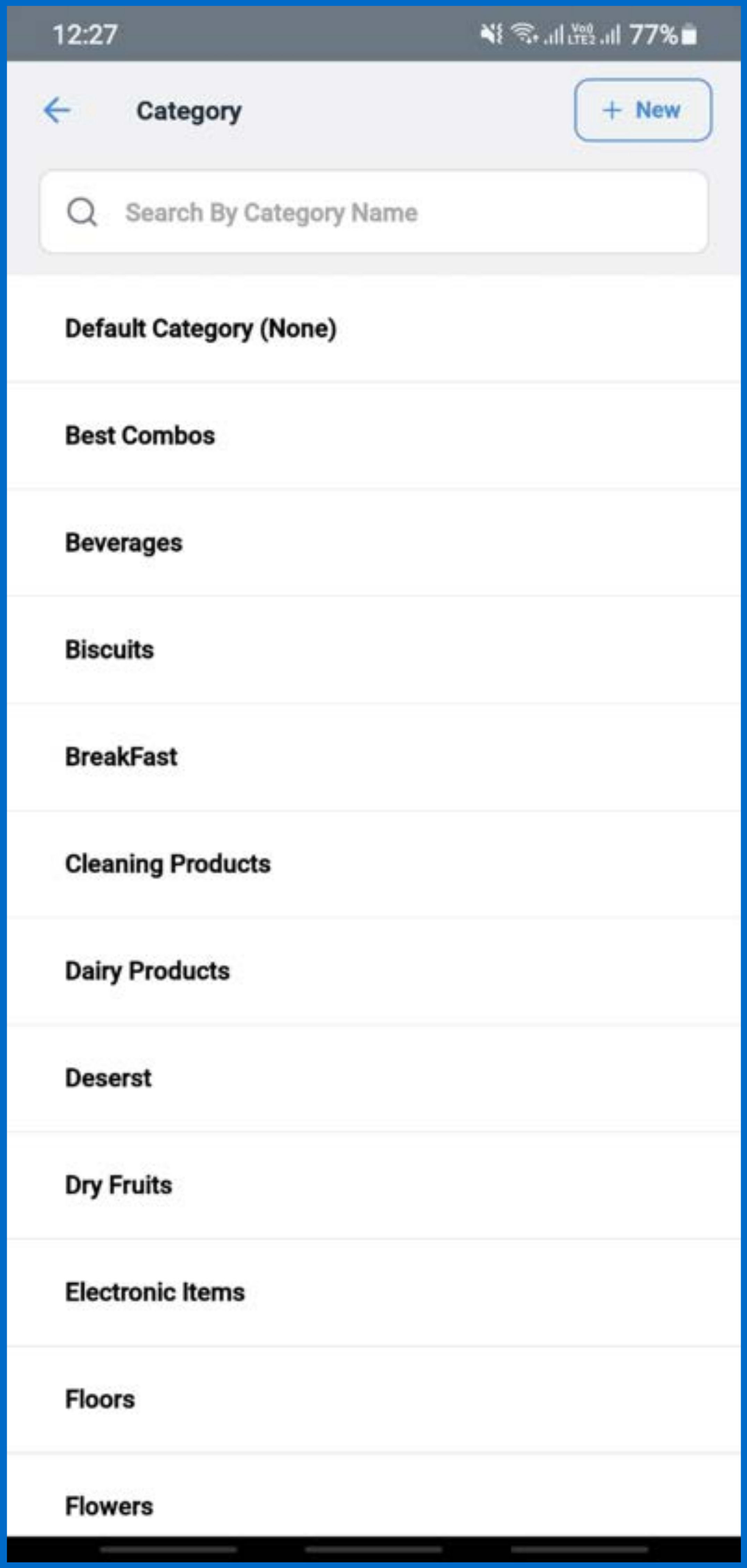
# Category

1. **Manage Category**

    - To manage the product categories:
    - Click on catalog> Category
    - The subsequent page contains the list of products categories

2. **Add OR Edit Category**

    - Click on (+) to create a new category OR
    - Click on the category name to edit it OR
    - Assign New Items
    - Use Web Dashboard to Bulk Edit product categories

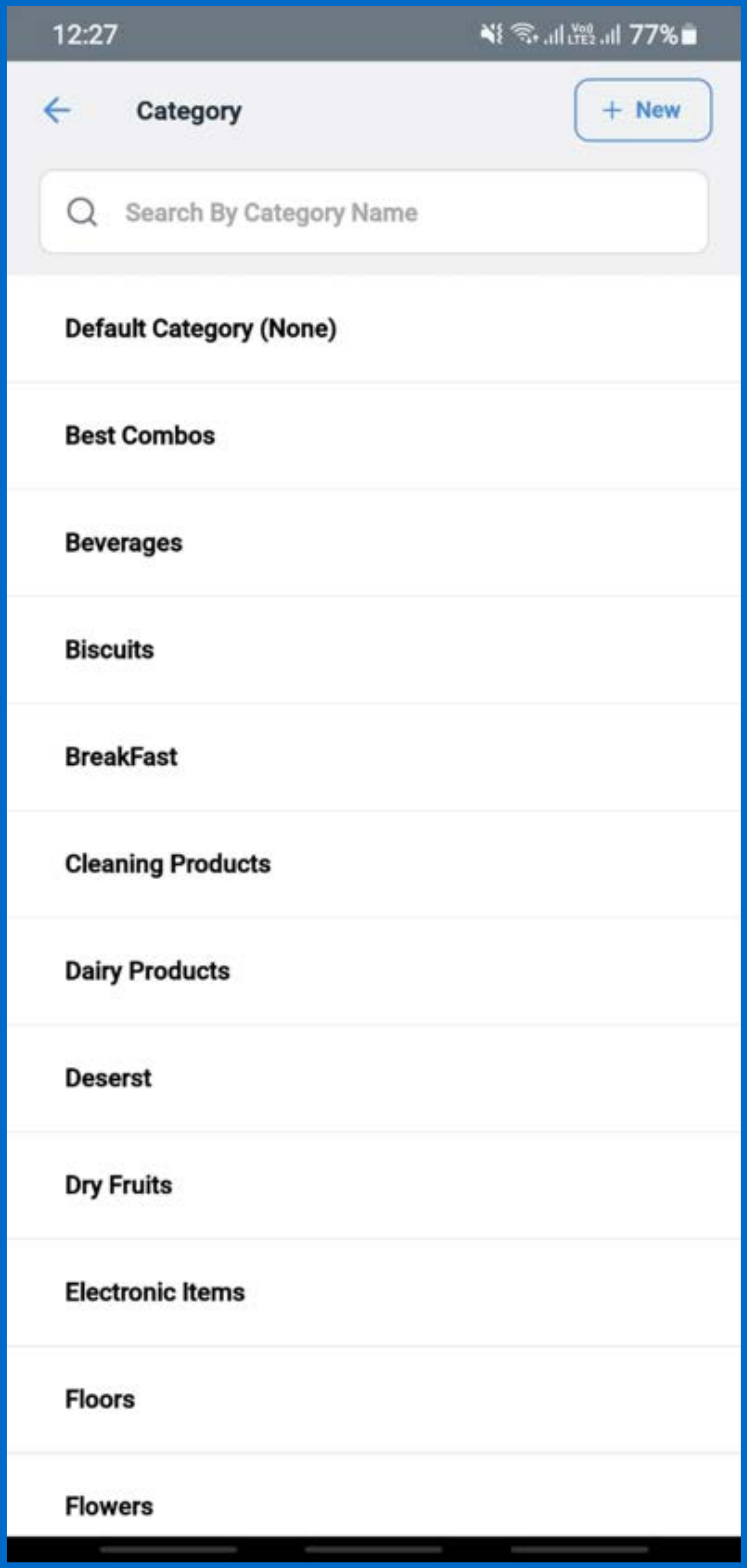


### 3. Add Category Form

- Enter category name
- Check on the "This is a Subcategory" checkbox if you want to make this category a sub-category.
- Click on Assign New Items, to add products to this Category

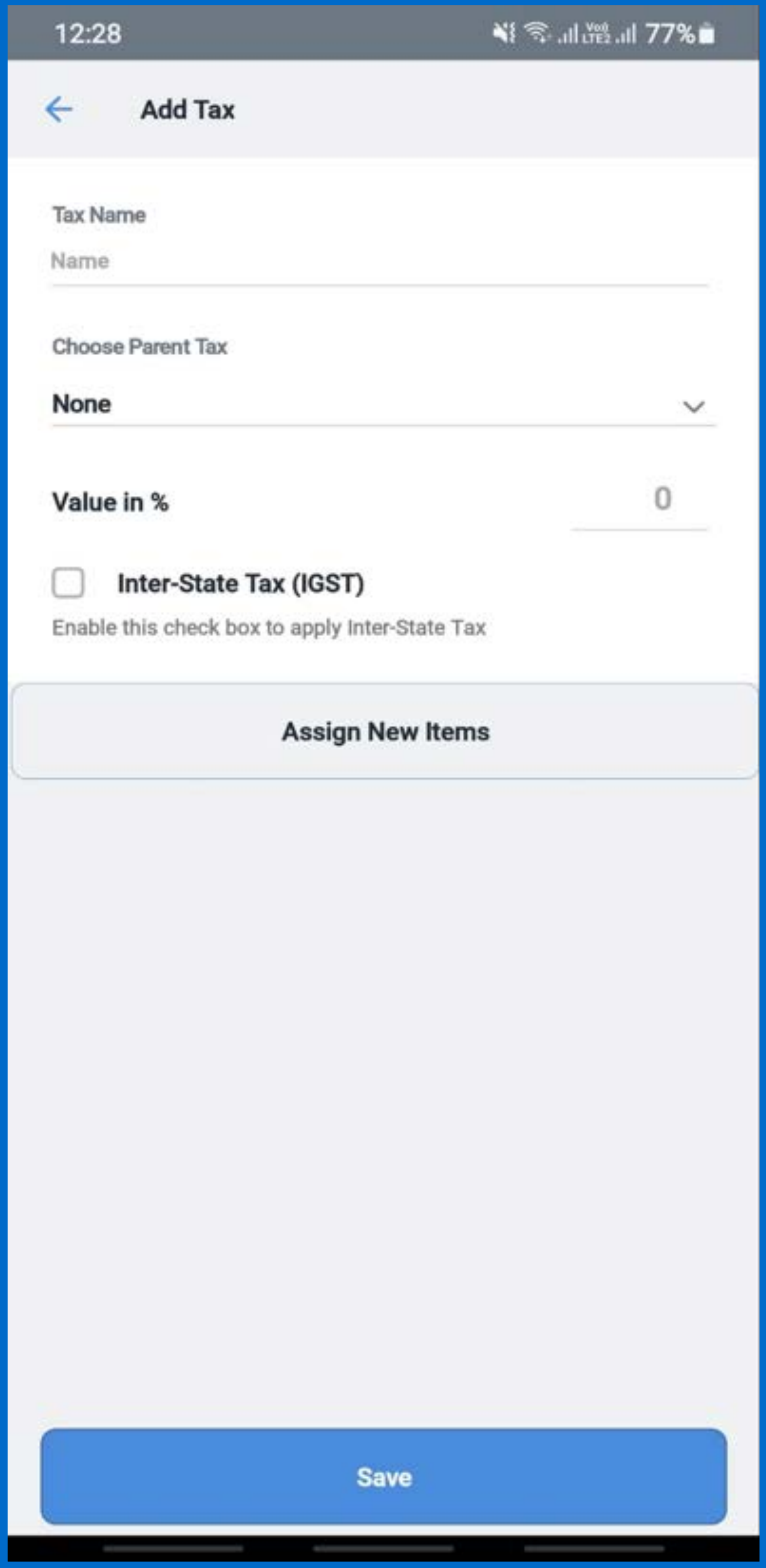
### 4. Edit Category Form

- To edit an existing Category, click on the category name.
- On the Edit Category form, enter the category name
- The name of the category can be changed, products can be unassigned or more products can be assigned to this category
- Click Save



# Taxes

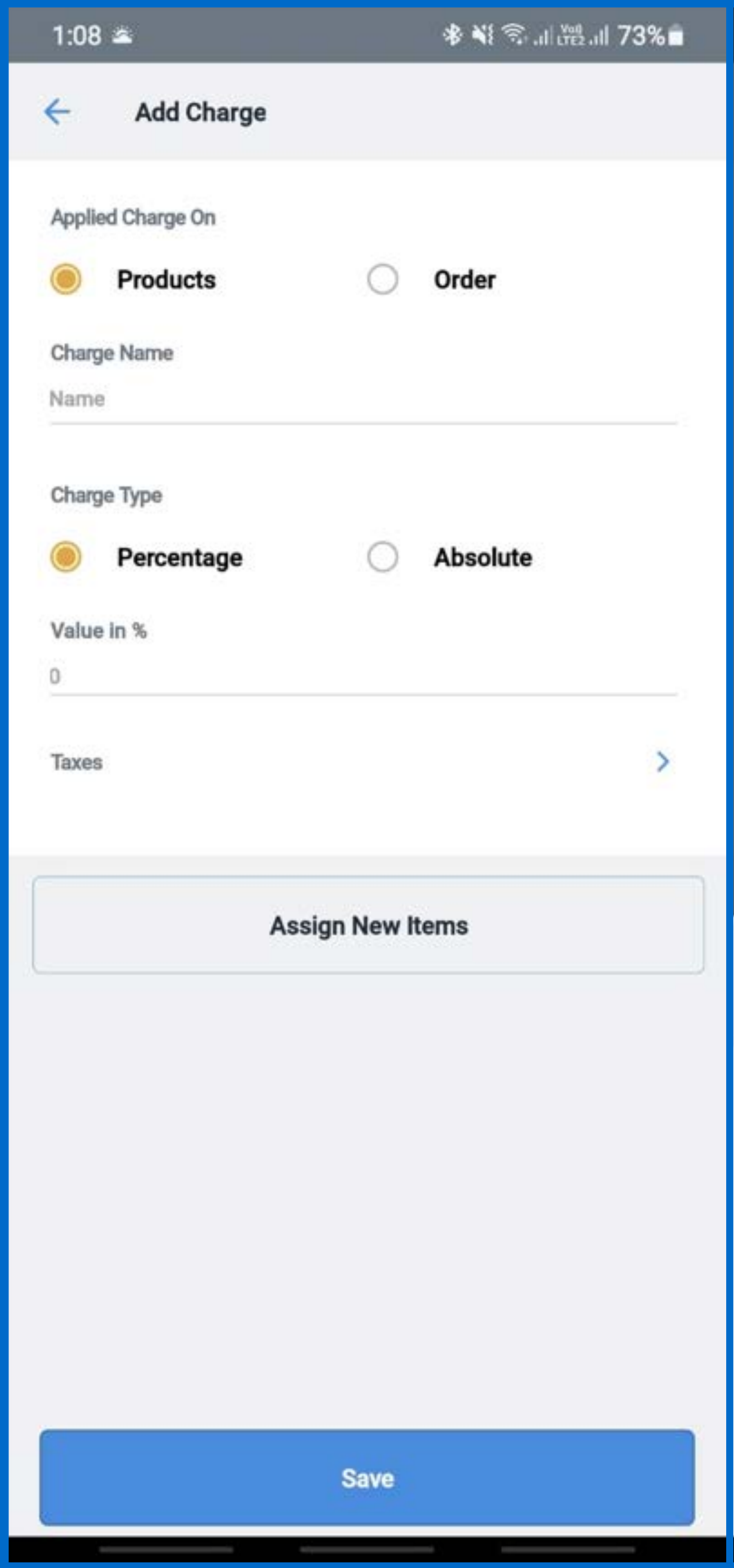
1. **Manage taxes**
   - To manage the taxes:
   - Click on catalog> Taxes
   - The subsequent page contains the list of taxes created in the system
2. **Add OR Edit Taxes**
   - Click (+) to create a new tax
   - Click on the tax name to edit it
   - Use Web Dashboard to Bulk Edit the taxes
3. **Add Tax Form**
   - To add a new Tax click on (+).
   - Enter the Tax Name
   - Pick a Parent Tax (if any)
   - Enter (%) value of the tax
   - Click on Assign Product to add products to this Tax
   - Click Save

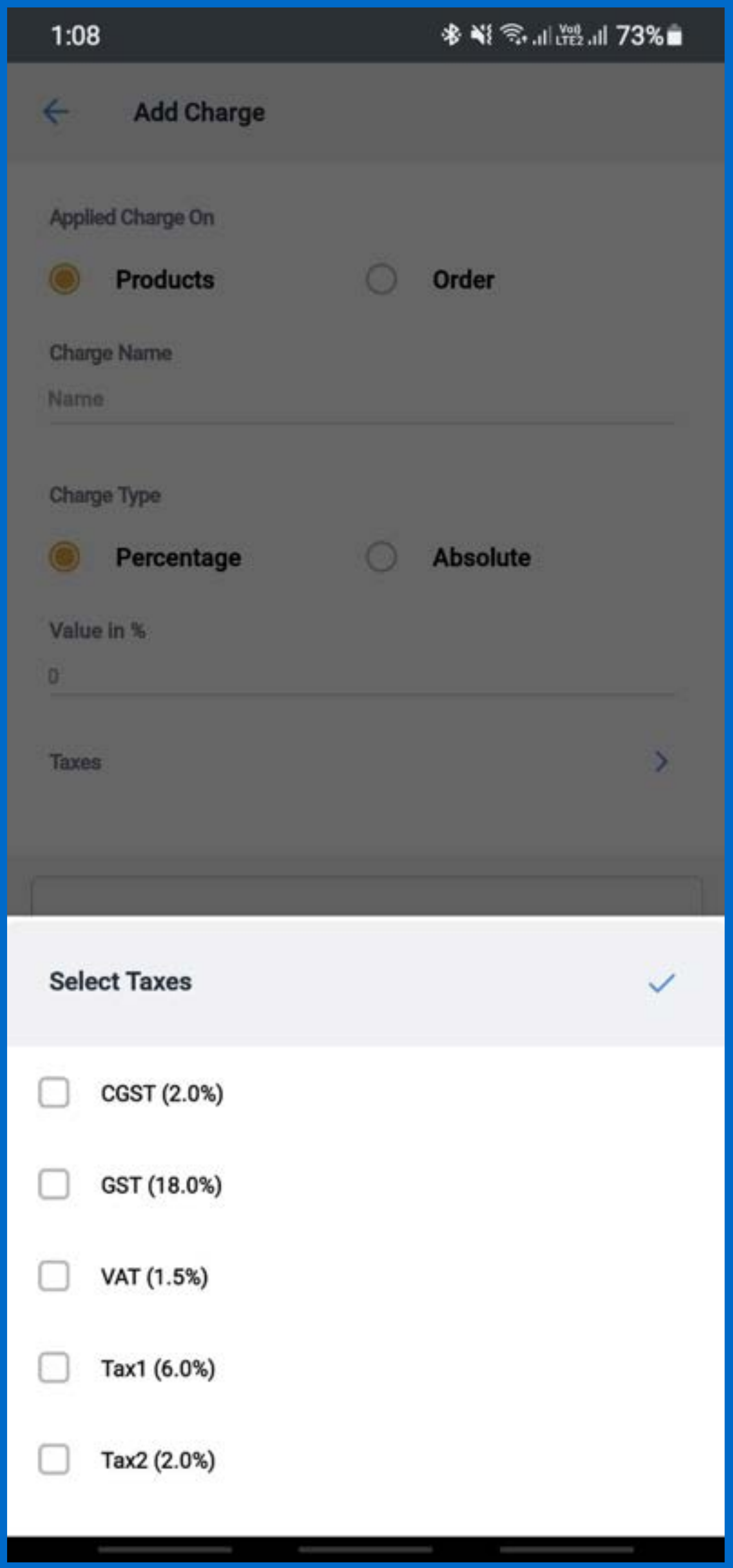



NOTE- The parent tax will only be applicable to the assigned items

# Charges

1. **Manage taxes**
   - Click on Products
   - Enter Charge Name
   - Select Charge Type
   - Enter value
   - Select the applicable taxes
   - Assign taxes to new items
   - The subsequent page contains the list of taxes created in the system
   - Click on Save

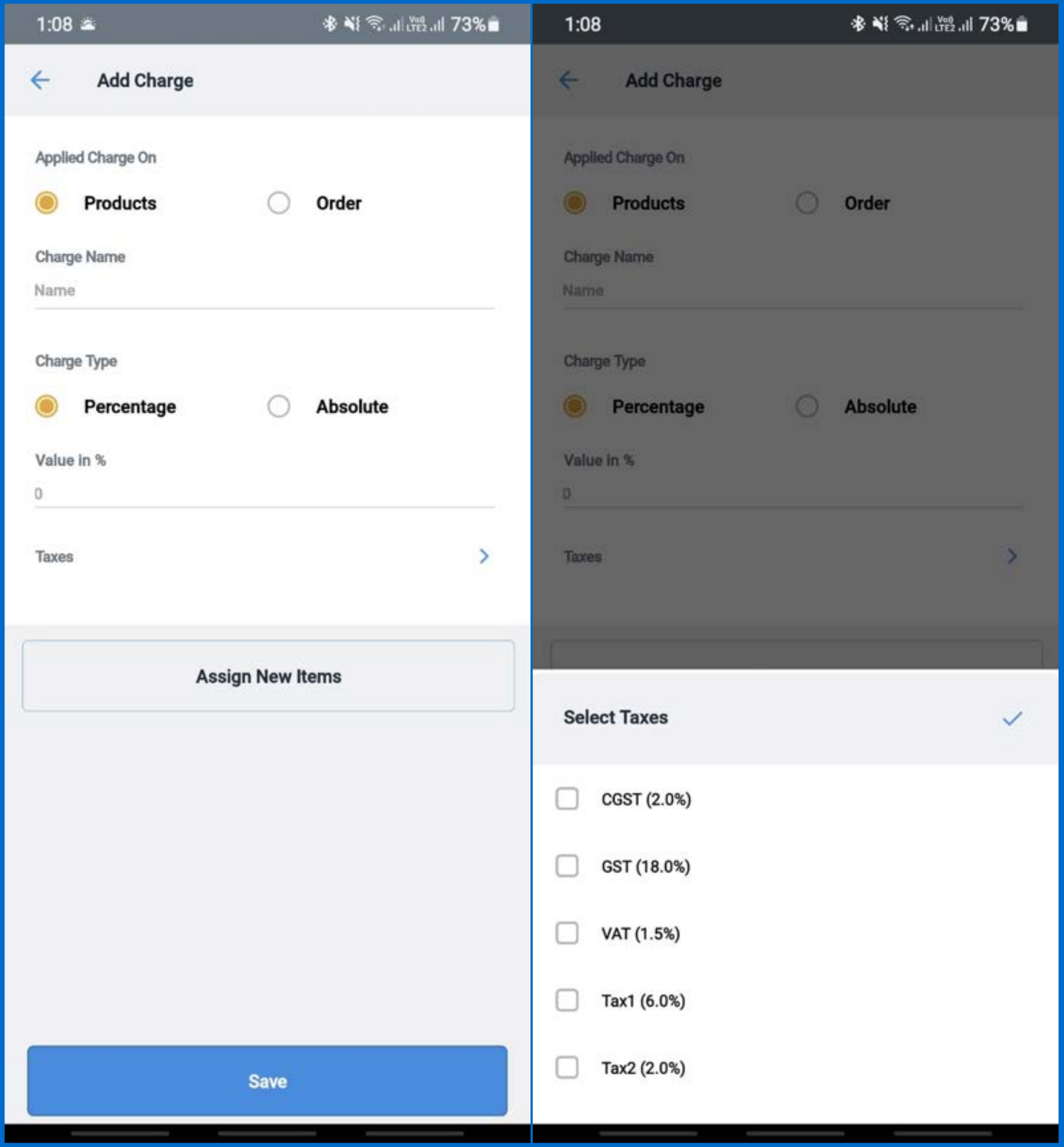


**NOTE-The parent tax will only be applicable to the assigned items**

## 2. On Order

- Click on Order
- Enter Charge Name
- Select Charge Type
- Enter value
- Select the applicable taxes
- Click on Save



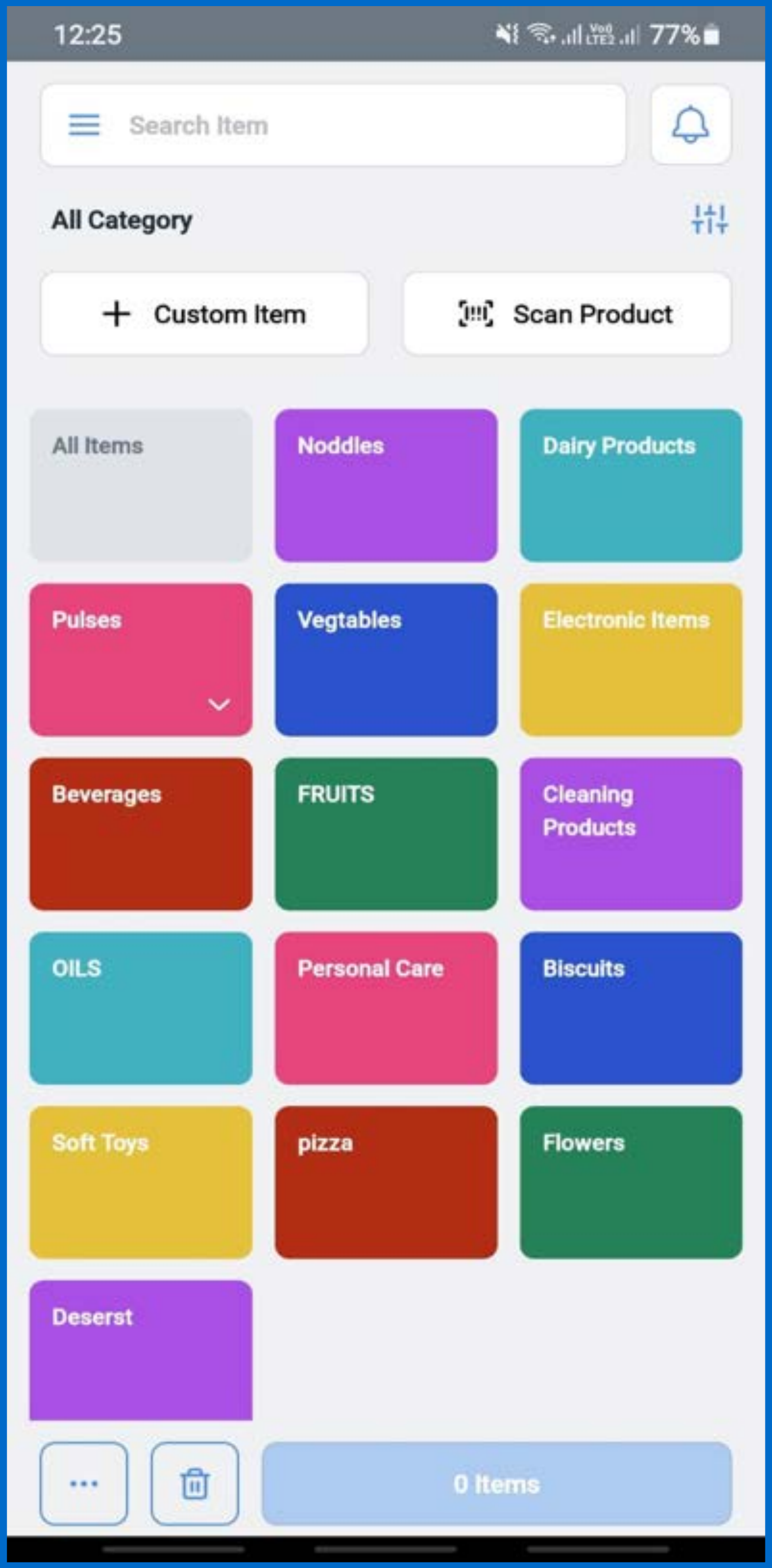
# Sell

**To start selling to your customers:**

1. Click on Billing
2. Click on the Sliding Menu (≡)
3. Click on Sell

**Build your Cart**

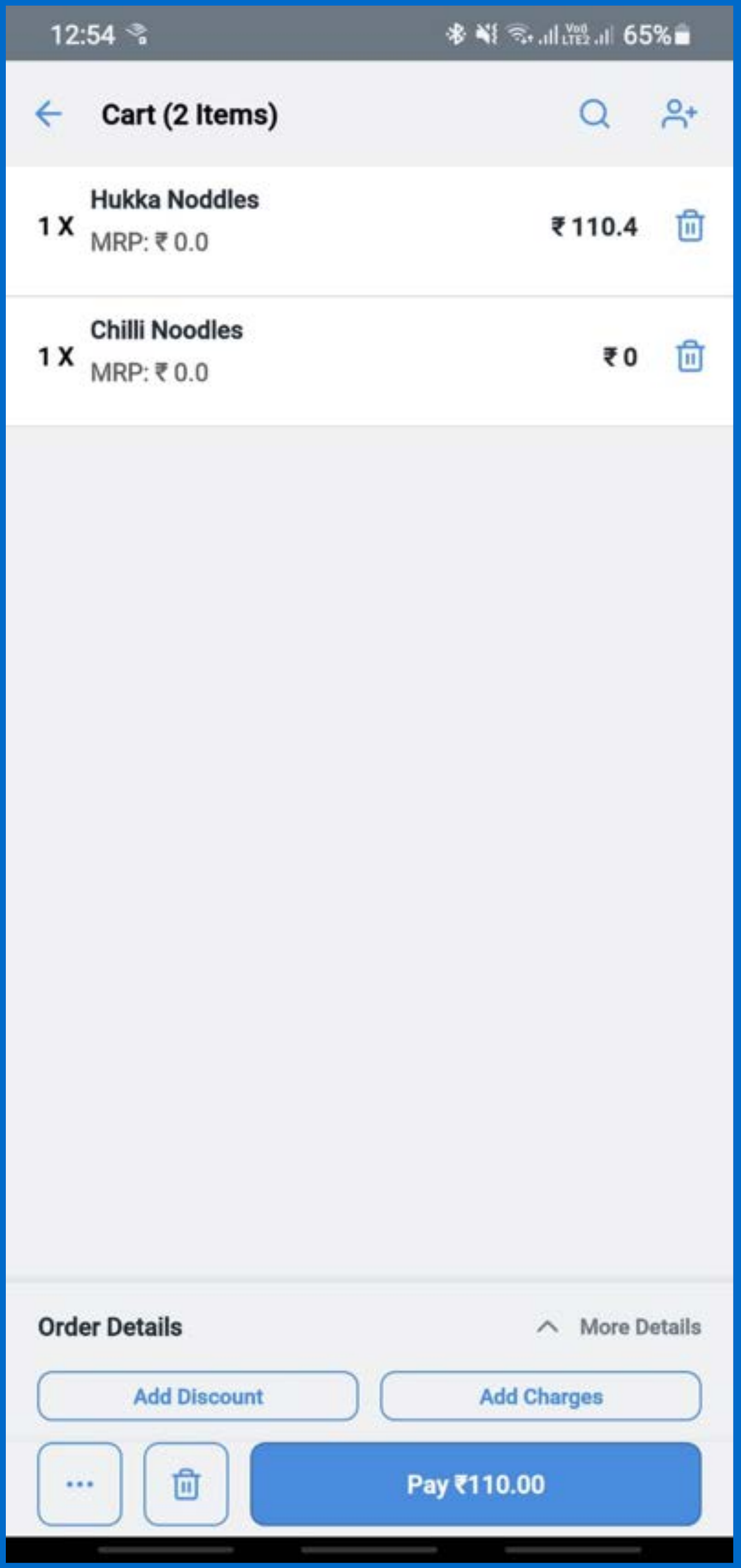
1. Click on a category to see the list of products in that category
2. Click on an item to add it to the cart
3. Click it again to increase its quantity
4. Alternatively, you can also add a product by scanning its Barcode
5. You can also search the products by typing product name, barcode, SKU code, or any details of a product in the search item box
6. To use Barcode scanning, toggle the Barcode button at the top of the page



# Cart

1. **Edit Items in the Cart**
   - To check the cart or edit any item in the cart, click on Items at the bottom of the screen
   - Click on any product for which changes is required
   - Click ‘(+)’ or ‘-’ to adjust quantities or delete the icon to remove an item from the cart

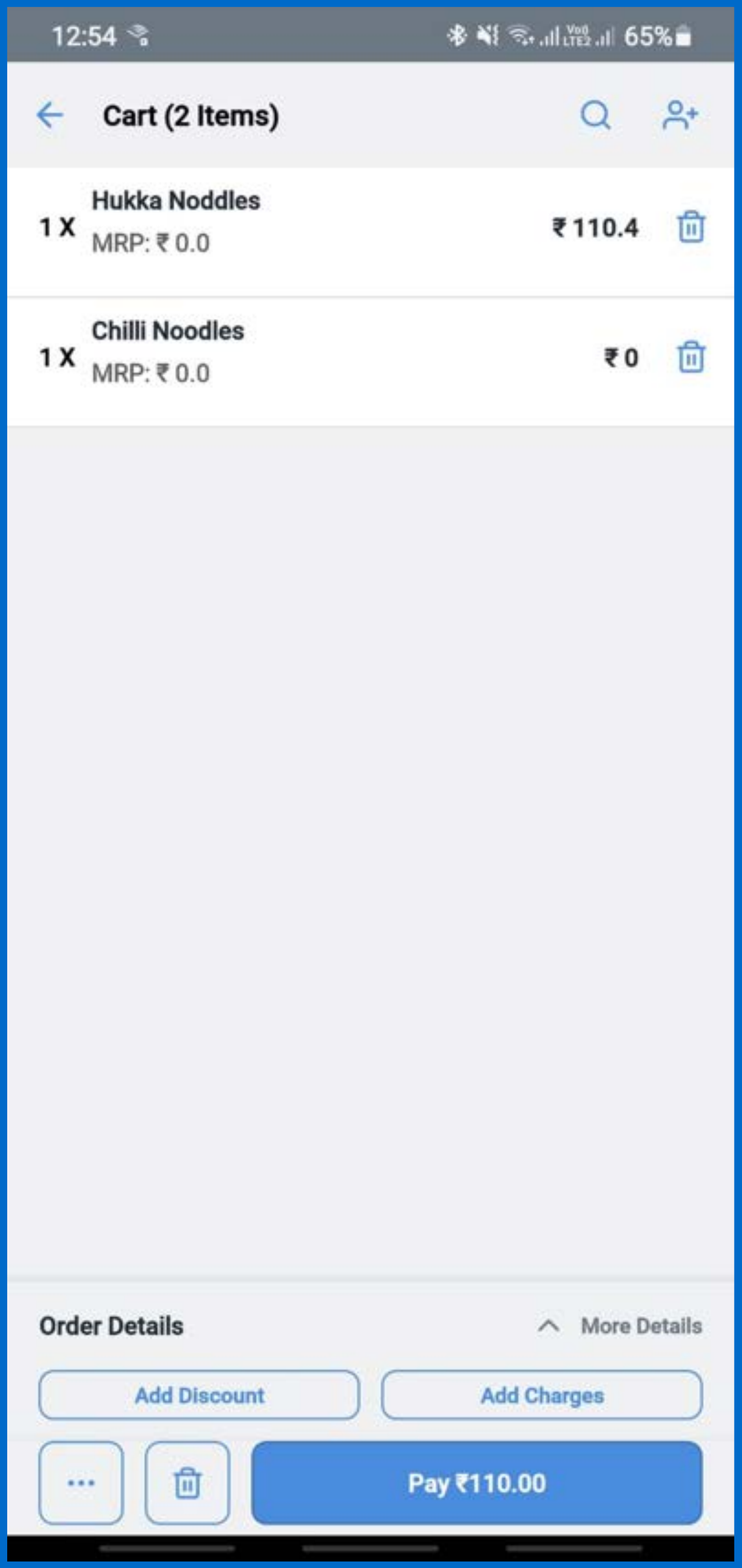
2. **Add Customer Information (Optional)**
   - Click Customer to add customer details if the customer exists, enter the phone number and the remaining details will be filled in automatically



- For a new customer, click on add customer the icon at the bottom of the screen, enter the required details, and press Save

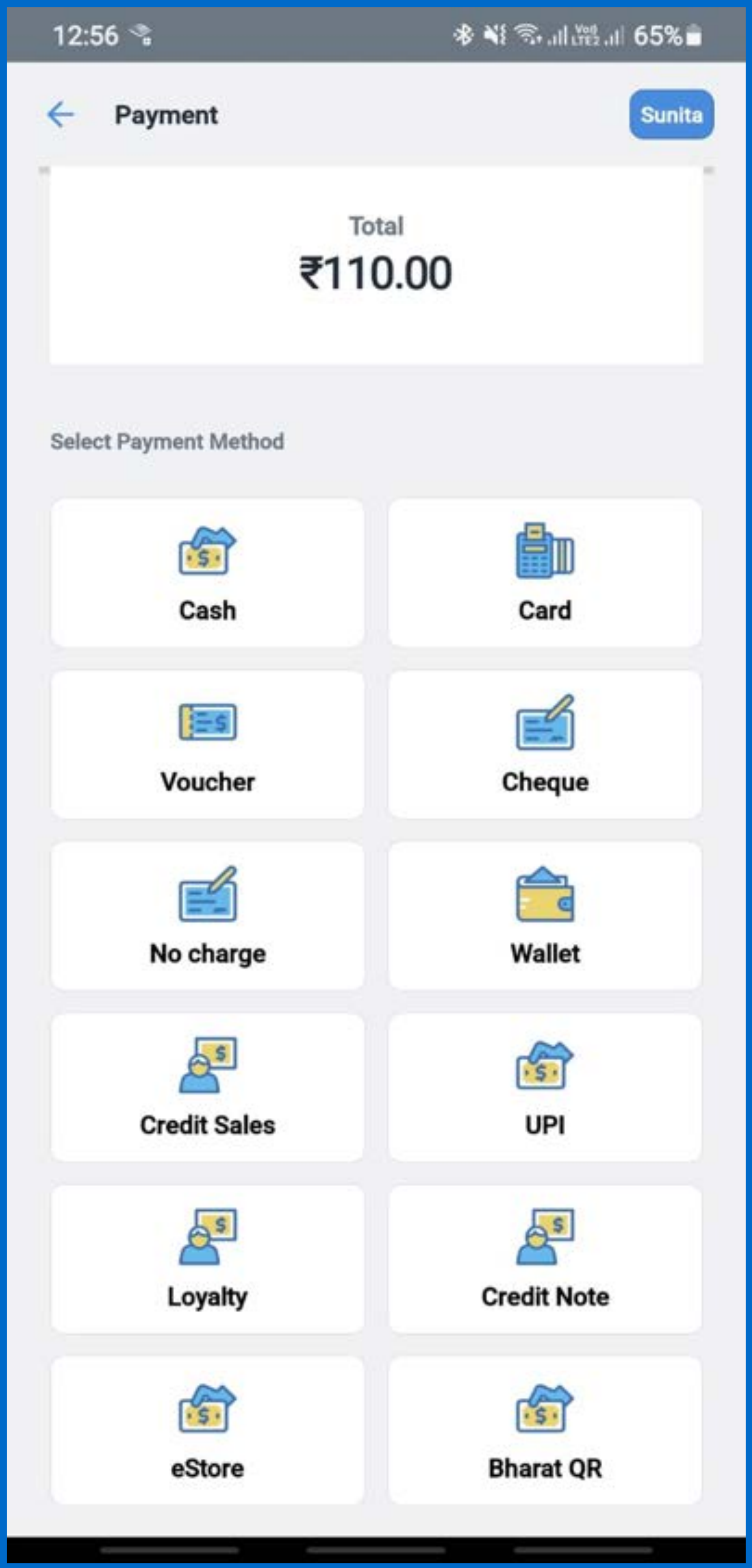
3. **Apply Discounts (Optional)**
    - On the cart screen, click on Discount
    - Choose from the existing discounts OR click on Create New to create a run time discount
    - Enter Discount Name
    - Enter Discount Value and type
    - Select products on which this Discount is applicable
    - Click Save

3. **Pay Now**
    - Click on Pay to proceed the payment

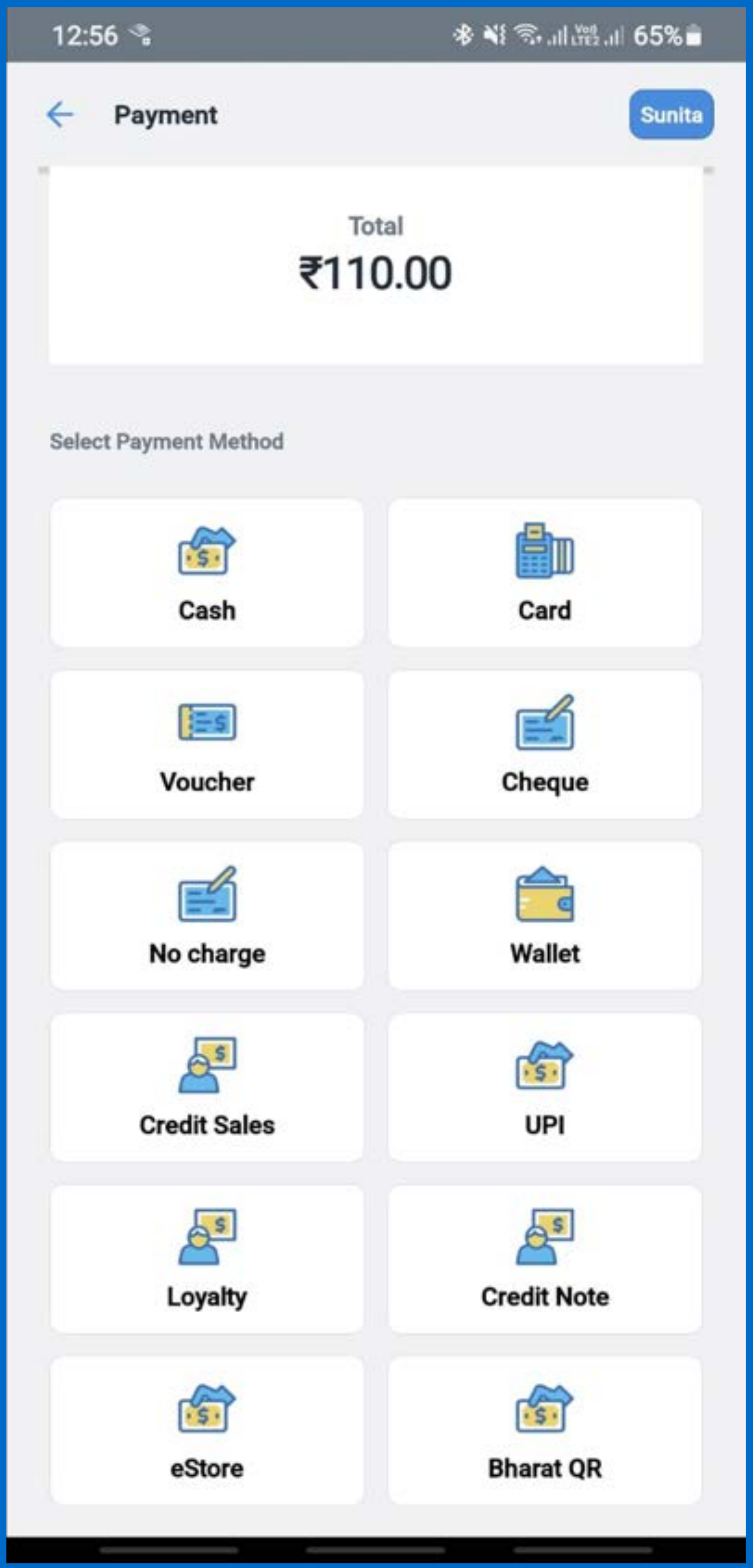


# Payments

1. Select your payment option: Cash, Card, Voucher No
2. Charge, Wallet, Credit Sales, or Cheque
3. **Cash OR Cheque**
   - Enter the Amount
   - Click on Proceed to Pay
4. **Card**
   - Enter the Amount
   - Click on Accept button
   - Swipe/Insert/Tap the card to make the payment and then click on Enter ⏎ to complete the payment
5. **Voucher**
   - Enter the Amount
   - Put Voucher Code
   - Click on Proceed to Pay

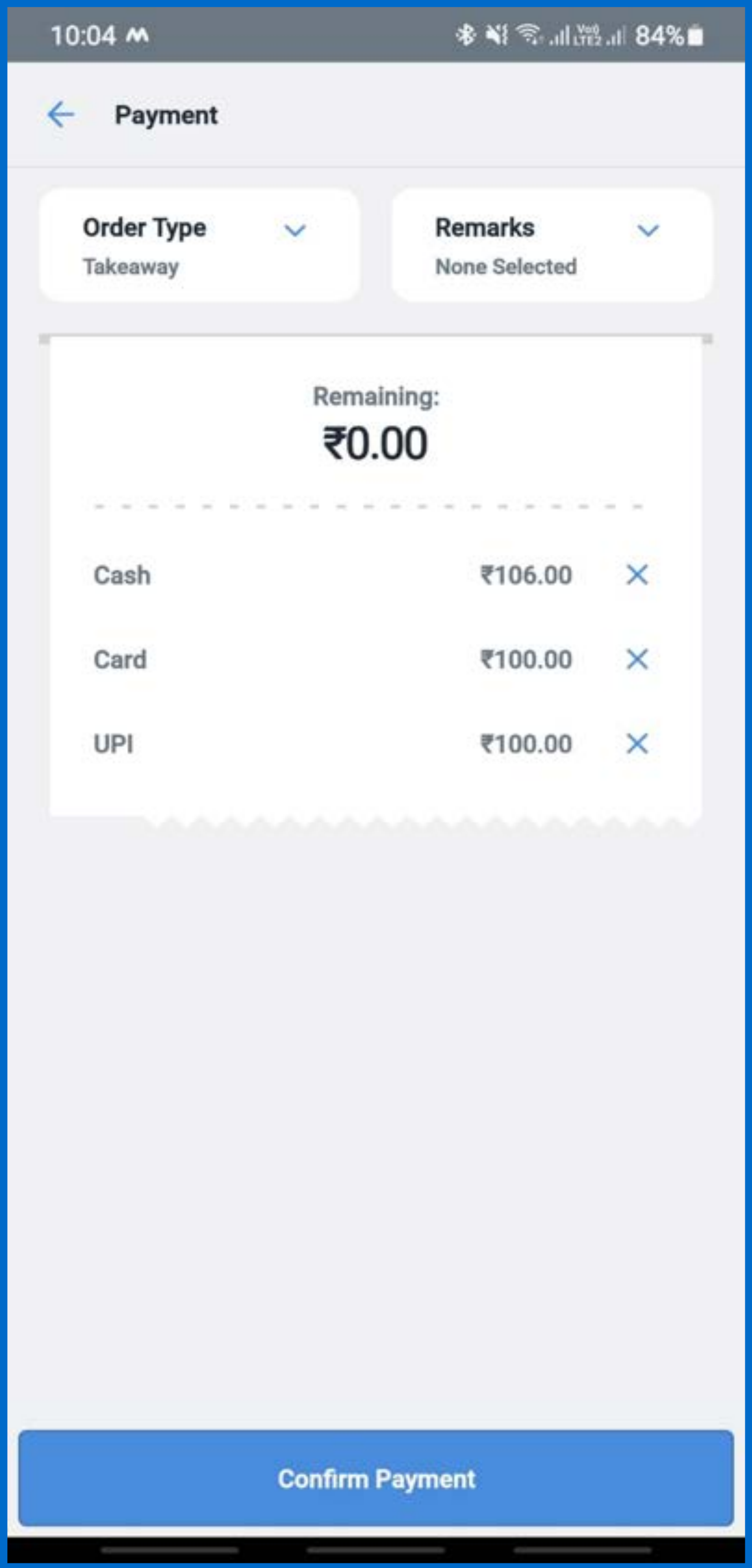


6. **No Charge**
   - Enter the Amount
   - Click on Proceed to Pay
7. **Wallet**
   - Enter the Amount
   - Choose wallet
   - Click on Proceed to Pay
8. **Credit Sales**
   - Select Customer Name
   - Enter the Amount
   - Click on Proceed to Pay
9. **Credit Note-** Select a customer and select the credit note which was given to the customer for the refunded order
10. **Loyalty-** Select a customer and enter the points which need to be redeemed, more details about loyalty are given on the next page.
11. **Print or Send Receipt-** To complete payment and start a New Sale.



# Split Payment

1. Add Items to the cart
2. Add discount/Charges (if necessary)
3. Click on Pay
4. Select the first payment method to pay a specific amount
5. Select any other payment method/methods to pay the remaining amount. For Example: For a Payment License
6. Rs. 306, you can split the payment between cash, card, UPI.




**Note: You can split the payment into different payment methods by choosing different payment modes till the full amount is paid. You cannot choose the 'No Charge' option while splitting the payment between two or more payment methods. Receipts can only be printed once the transaction is complete.**

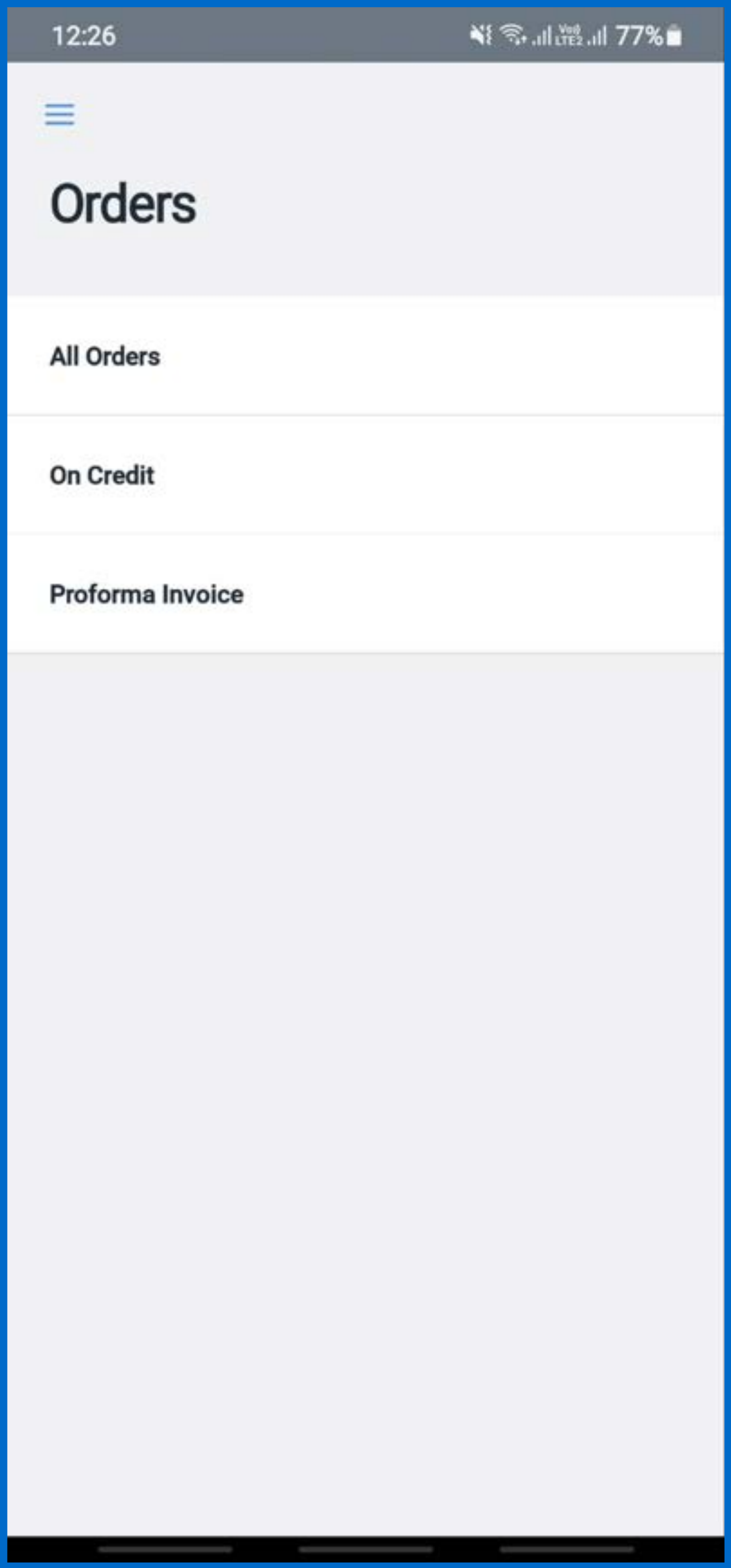
# Orders

To check orders of your customers:

- Click on Billing
- Click on the Sliding Menu (≡)
- Click on Order

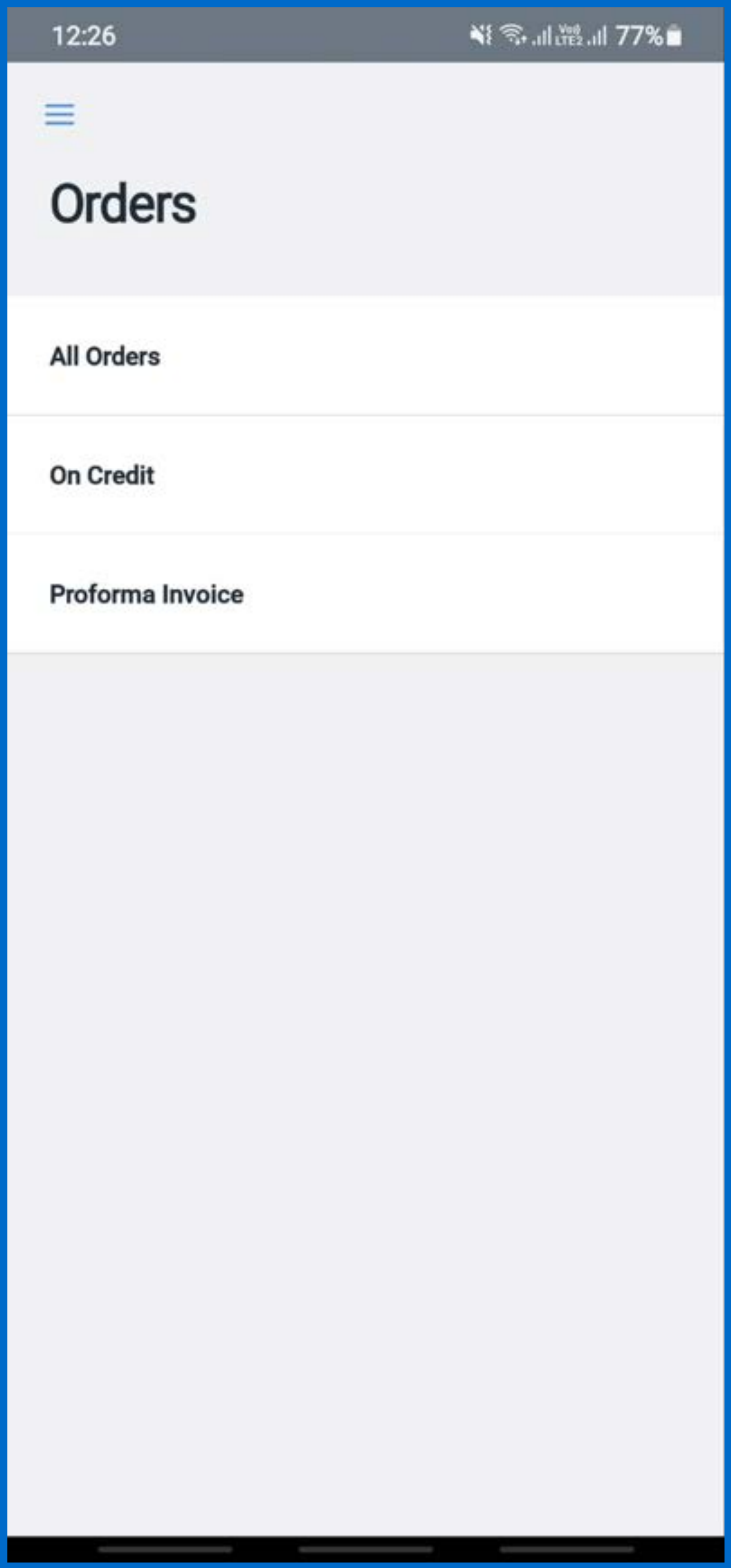
1. **All Orders**
   - Click on All Orders under the Orders tab

2. **Find The Orders**
   - Find the order that needs to be refunded
   - Click the calendar icon on the top right corner of the screen
   - Select the date of the order and press OK
   - Enter the order number or amount in the search tab to locate the order.
   - Alternatively, you can search the order by directly entering ID in the search bar



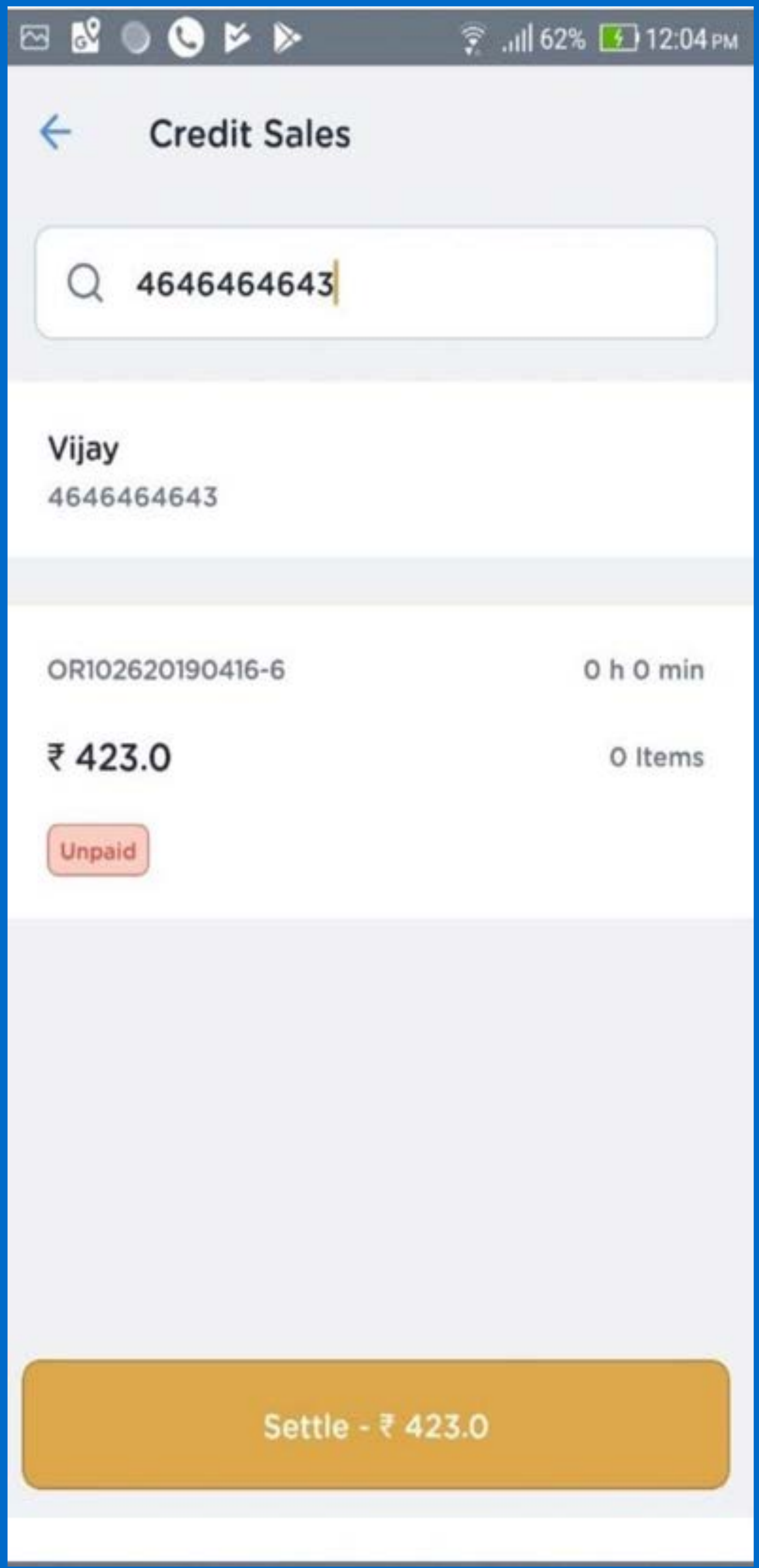
- Click on Filter then click on Advance search to find the previous orders more than 14 days.

3. **Cancel the Orders**
   - Click on Refund in the order details box
   - Click the checkbox against the product that needs to be cancelled
   - Adjust the void quantity for the product
   - Click Void
   - Enter the refund amount
   - Enter the reason to void the item(s)
   - Click Done

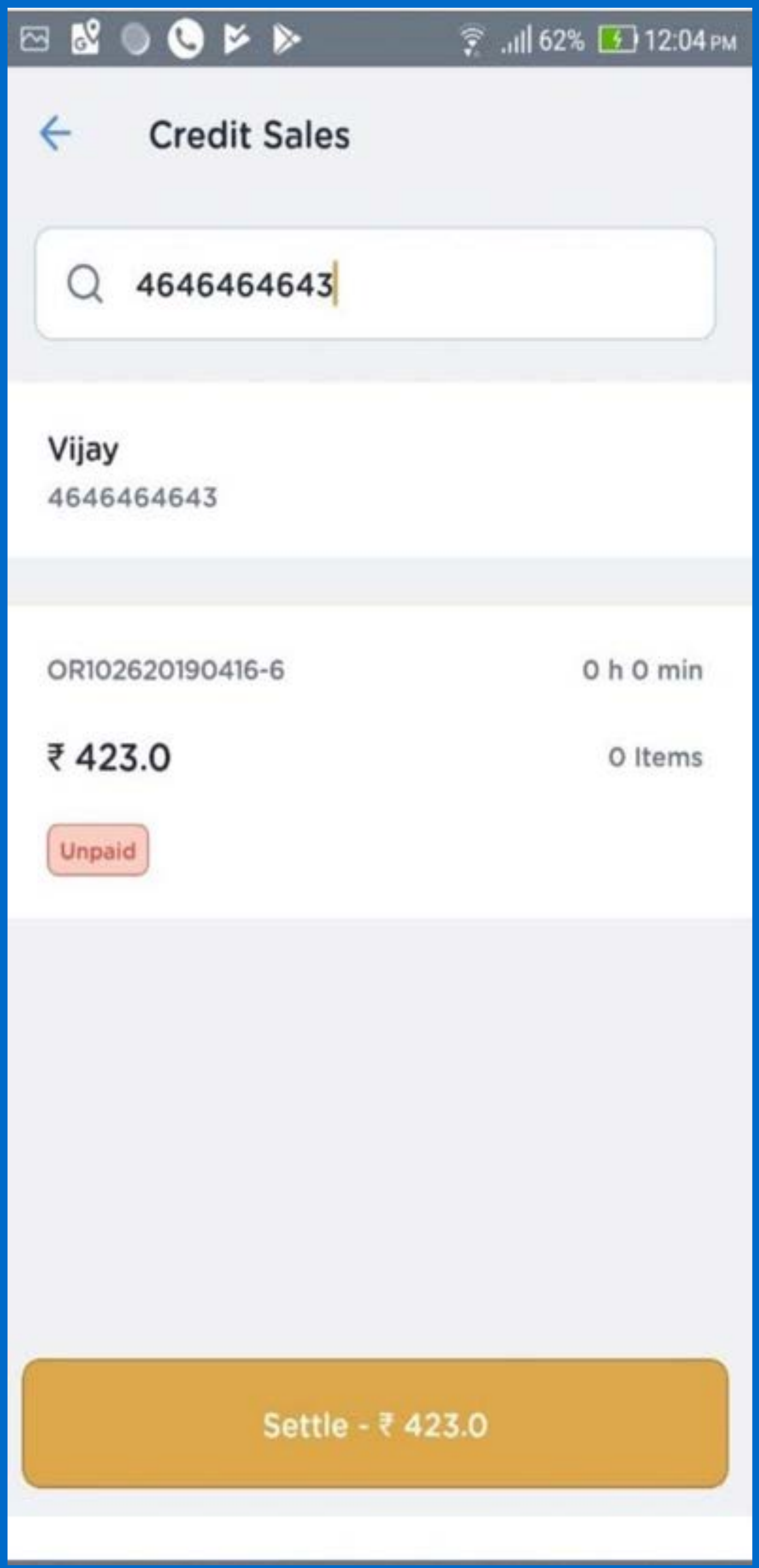


# Credit Sales

1. **Credit sales**
   1. To open the Order Credit Sale report:
   2. Click on the Sliding Menu (≡)
   3. Click on On Credit under Orders
   4. Enter a customer phone number to fetch all credit invoices under his name
   5. Press Search Icon to fetch all the credit invoices and the total amount due from the customer
   6. This total amount can now be settled from here itself
   7. Following is an example to show how the credit invoice settlement works
   8. Suppose, the customer has made 2 orders with a total amount of Rs. 1000, Also, the first order was of Rs. 300 and second was of Rs. 700



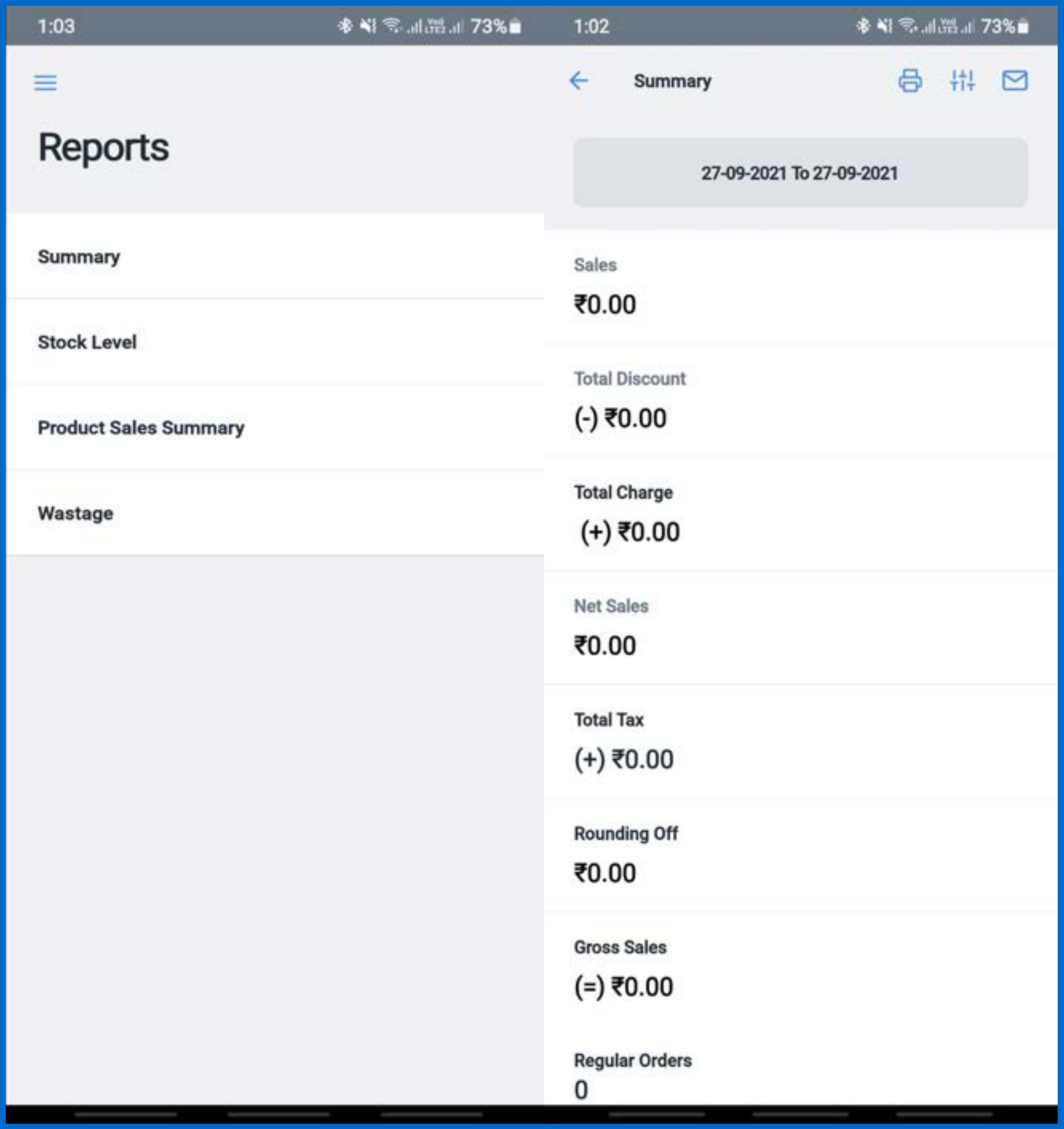
9. Now, let's say that the customer pays Rs.500 in cash
10. Click on Record Payment to record the payment of Rs. 500 cash by the customer
11. The system will automatically settle Rs. 300 to the first order and will mark it as paid and hence remove it from the list of credit invoices
12. The remaining Rs. 200 will be automatically settled to the second-order with Rs. 500 still pending (as the order amount was Rs. 700)
13. The second-order will be marked as partially paid in the system
14. Suppose that the customer pays the remaining Rs. 500 in cash the next day
15. The system will now settle the second order as well and the customer will no longer have any open credit invoices left in his name



# Reports

To check orders of your customers:

- Click on Billing
- Click on the Sliding Menu (≡)
- Click on Reports

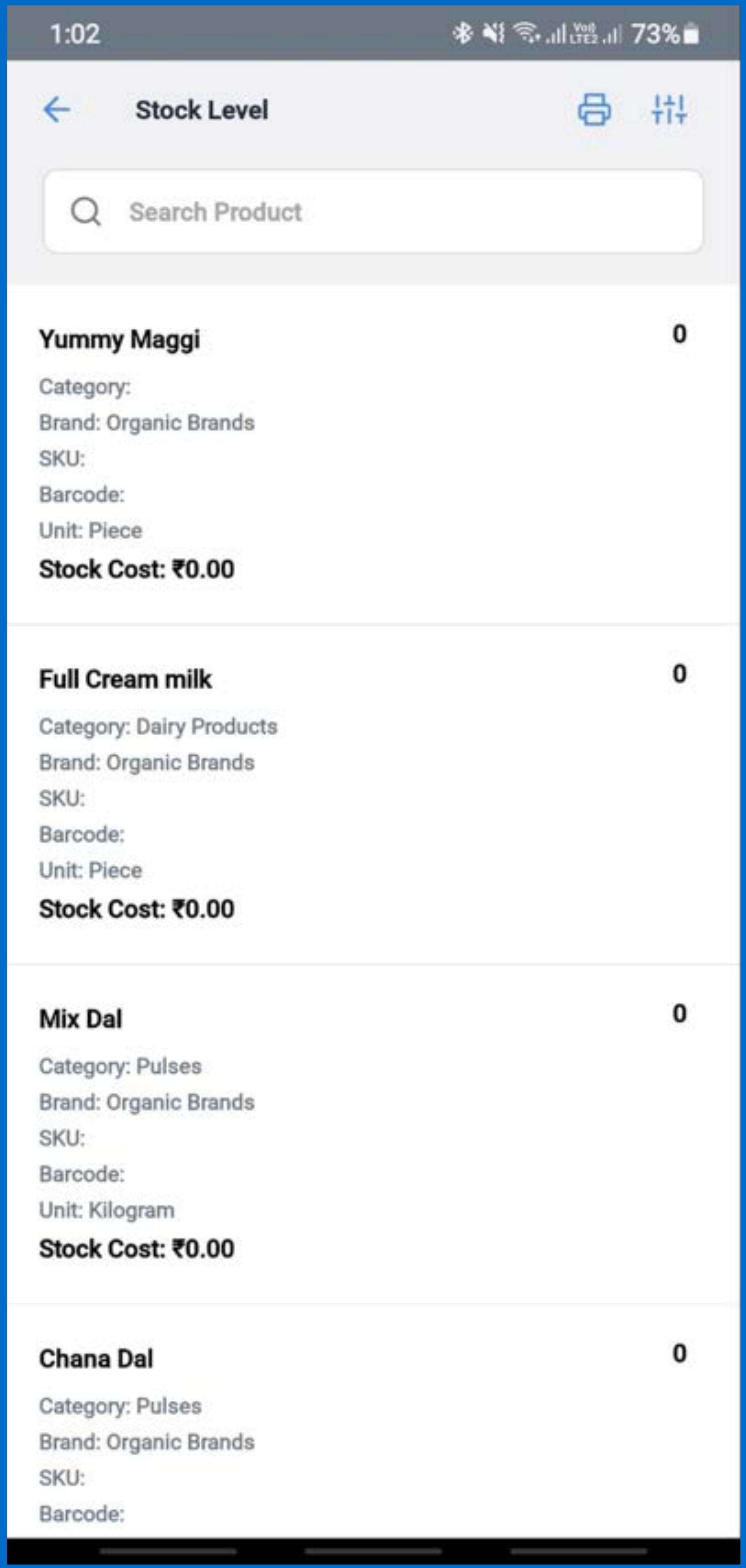



1. **Summary:**

- To open the Order Summary report:
- Click on the Sliding Menu (≡)
- Click on Summary
- Filter the data by date or all devices at your store
- The report show a summary of sales at store and payment breakup.

# Stock Level

1. To open the Stock Level report:
2. Click on the Sliding Menu (≡)
3. Click on Stock Level Report
4. Chose the store or warehouse for which the report needs to be generated
5. Select product category and brand
6. Press Generate
7. The report opens the current stock level for all the products based on the above filters

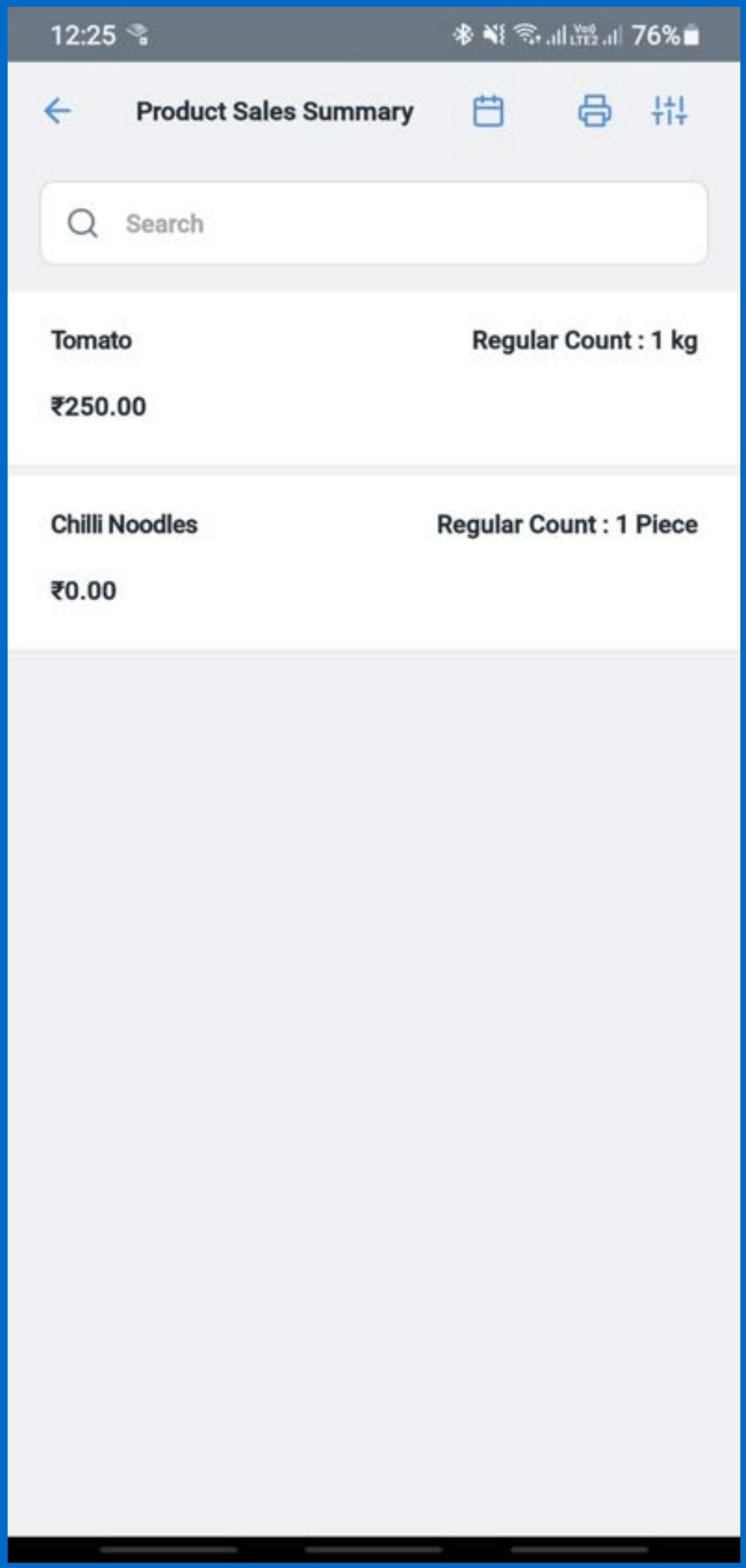


# Product Sales Summary

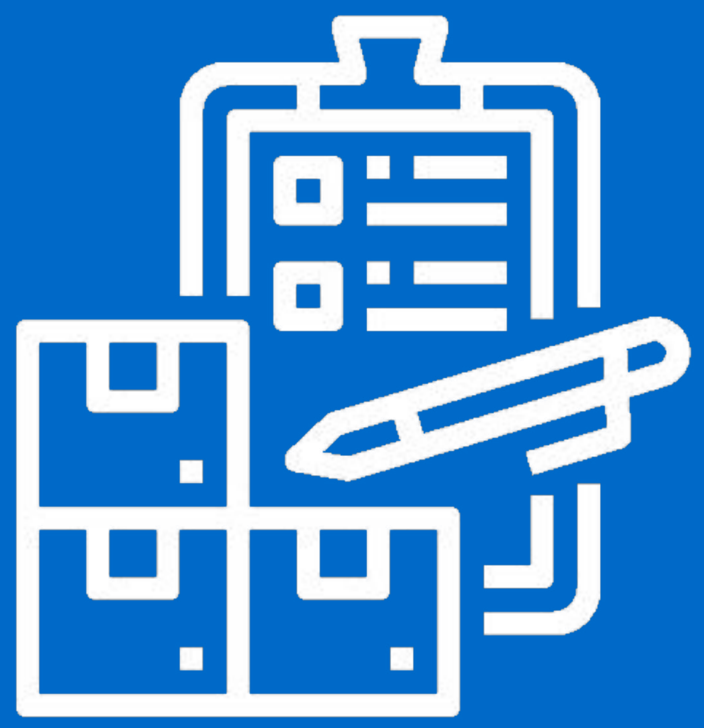
1. To open the Product Sales Summary report:
2. Click on the Sliding Menu (≡)
3. Click on Product Sales Summary
4. Press Search Icon  to fetch all the reports

# Wastage

1. To open the Wastage report:
2. Click on the Sliding Menu (≡)
3. Click on Wastage
4. These file will let you know the amount of product spillage or wastage in your inventory

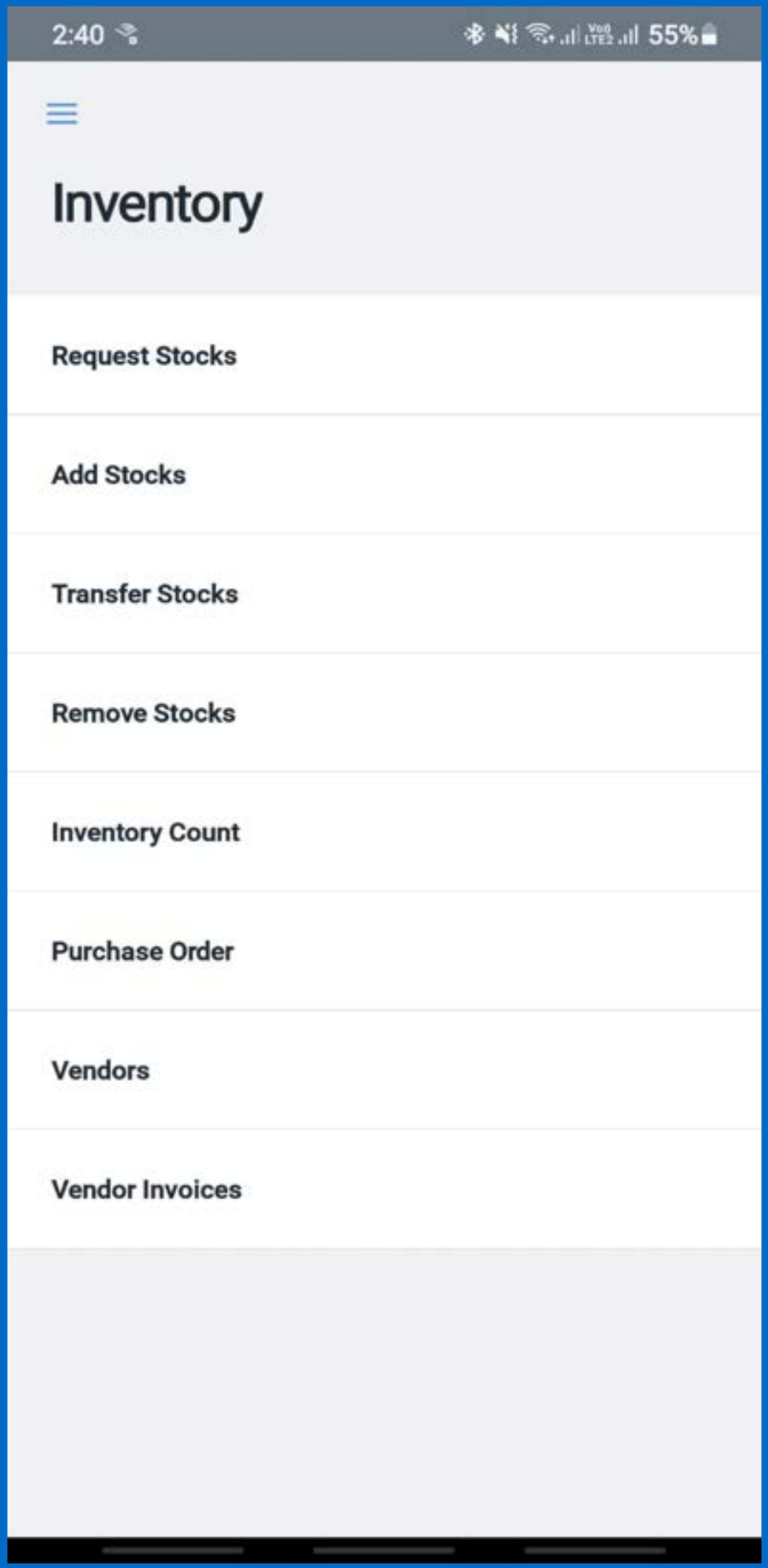


# Inventory Management



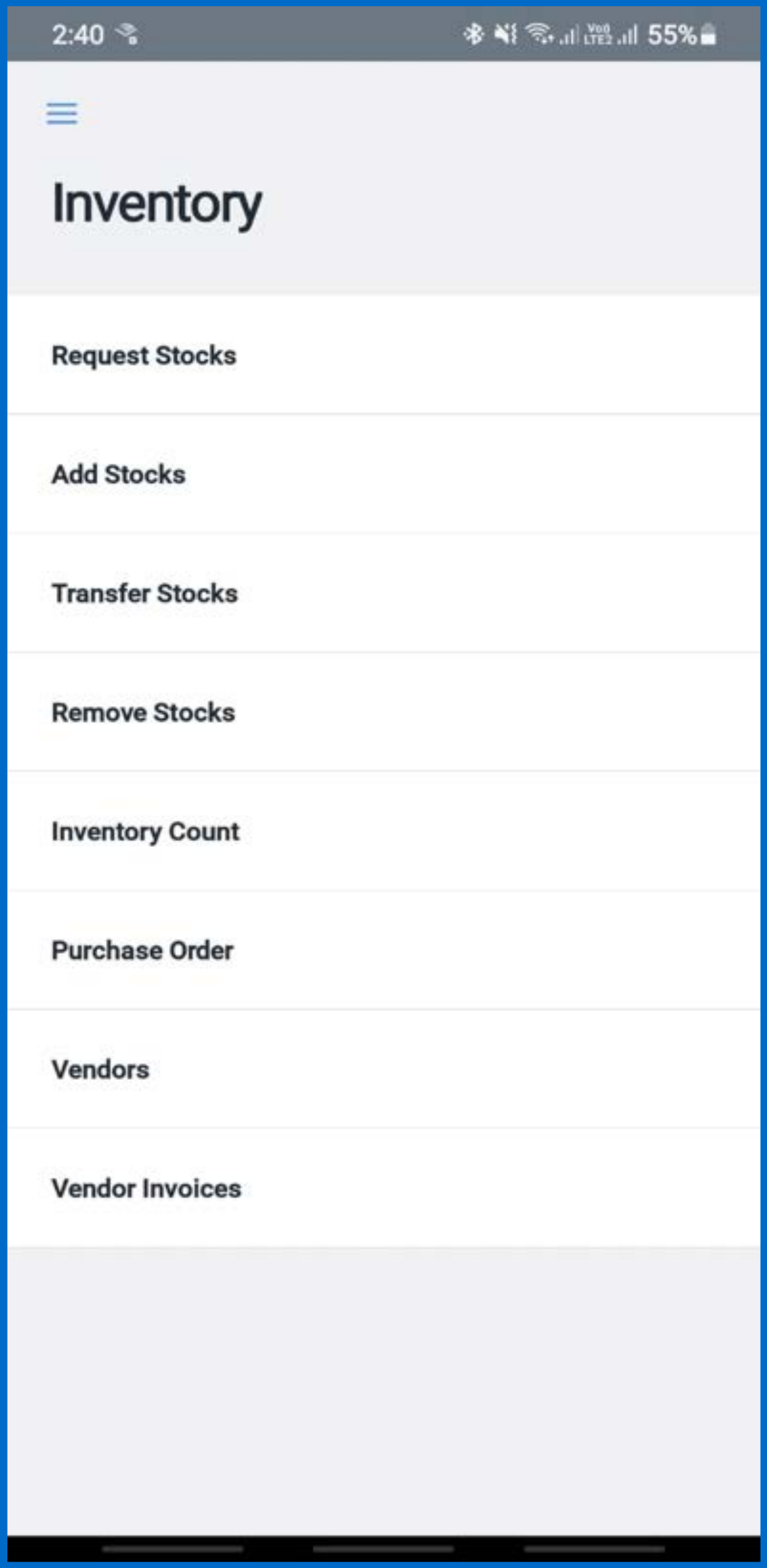
# Inventory Management

1. Streamline inventory operations across locations
2. Manage outlet level, SKU level stock information of the entire catalog
3. Empowers with various stock operations such as stock In, stock out, stock transfer, stock requisition.
4. Set & receive stock alerts
5. Helps with the physical stock validation required for auditing.
6. Manage vendors along with purchase orders, invoices, stock order and returns.
7. Comprehensive real time reporting of stock level, stock transactions, wastage, audit summary & more.



# For Restaurants

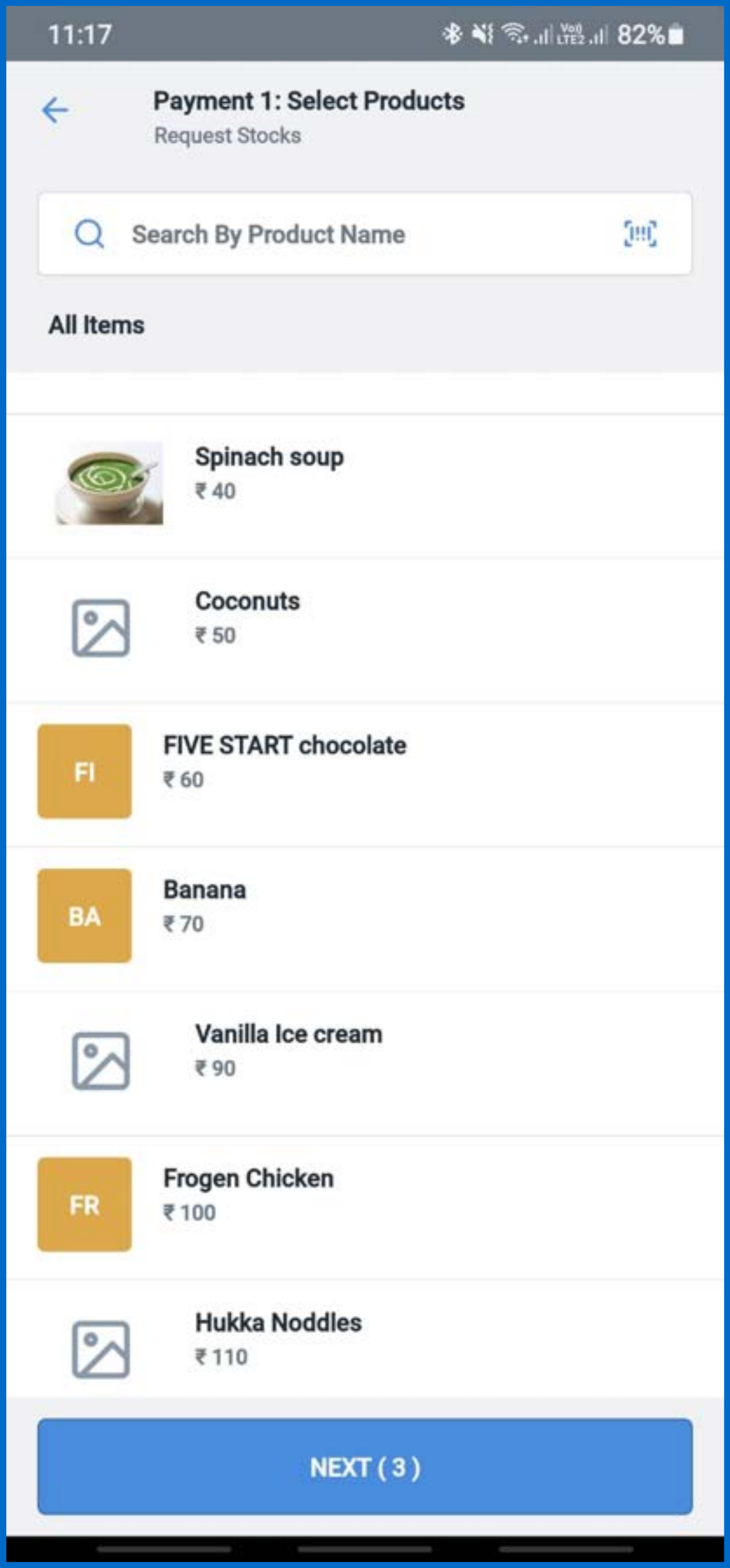
1. Recipe Management : Keeps the food costs in check by tracking consumption & reducing undue wastage.



# Request Stocks

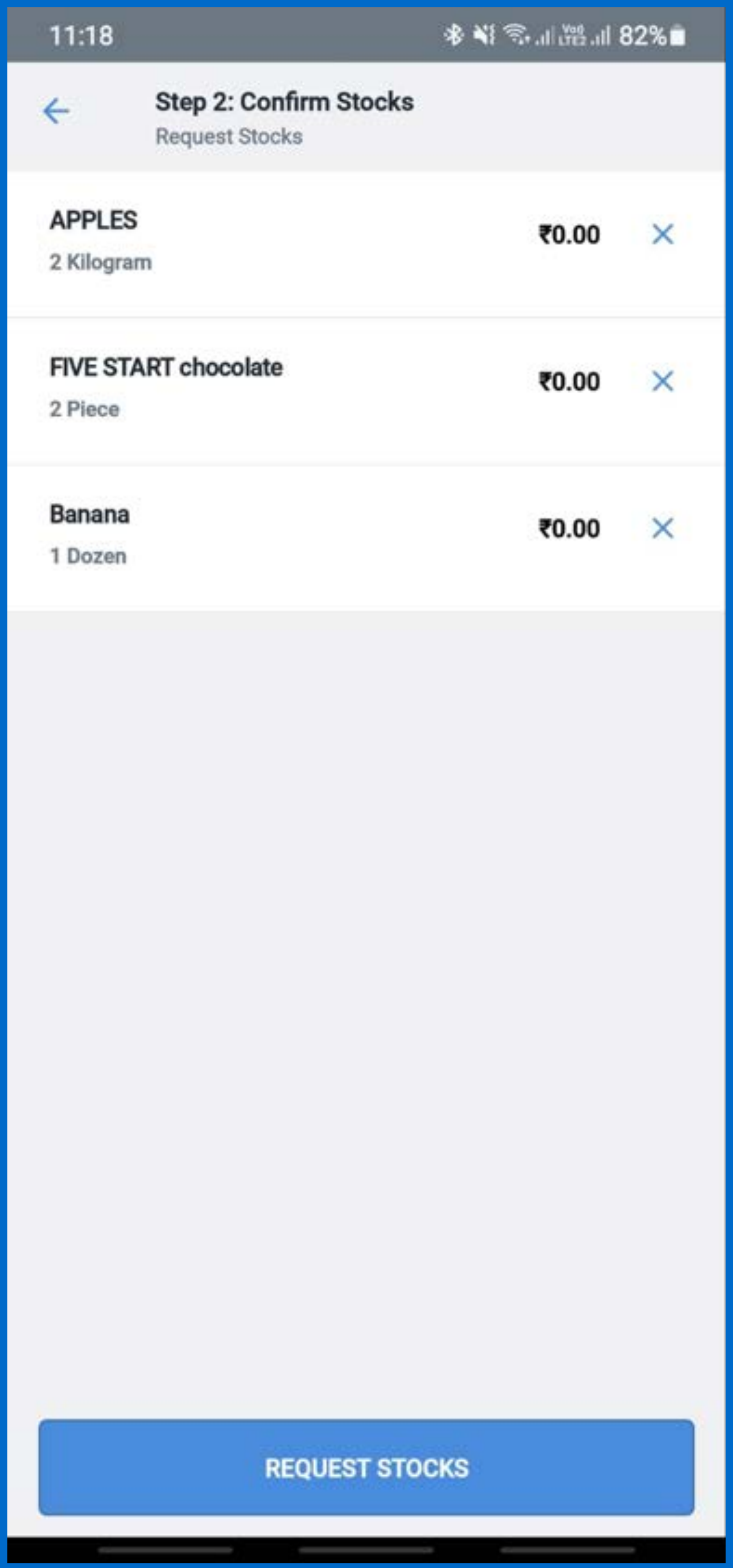
**To make a stock request:**

1. Click on the Sliding Menu (≡)
2. Click on Request stocks under the INVENTORY tab
3. Add desired products you want to request for.
4. Enter the unit and quantity of the product
5. Repeat these steps till all the products for requisition is added to the cart



# Confirm Stocks

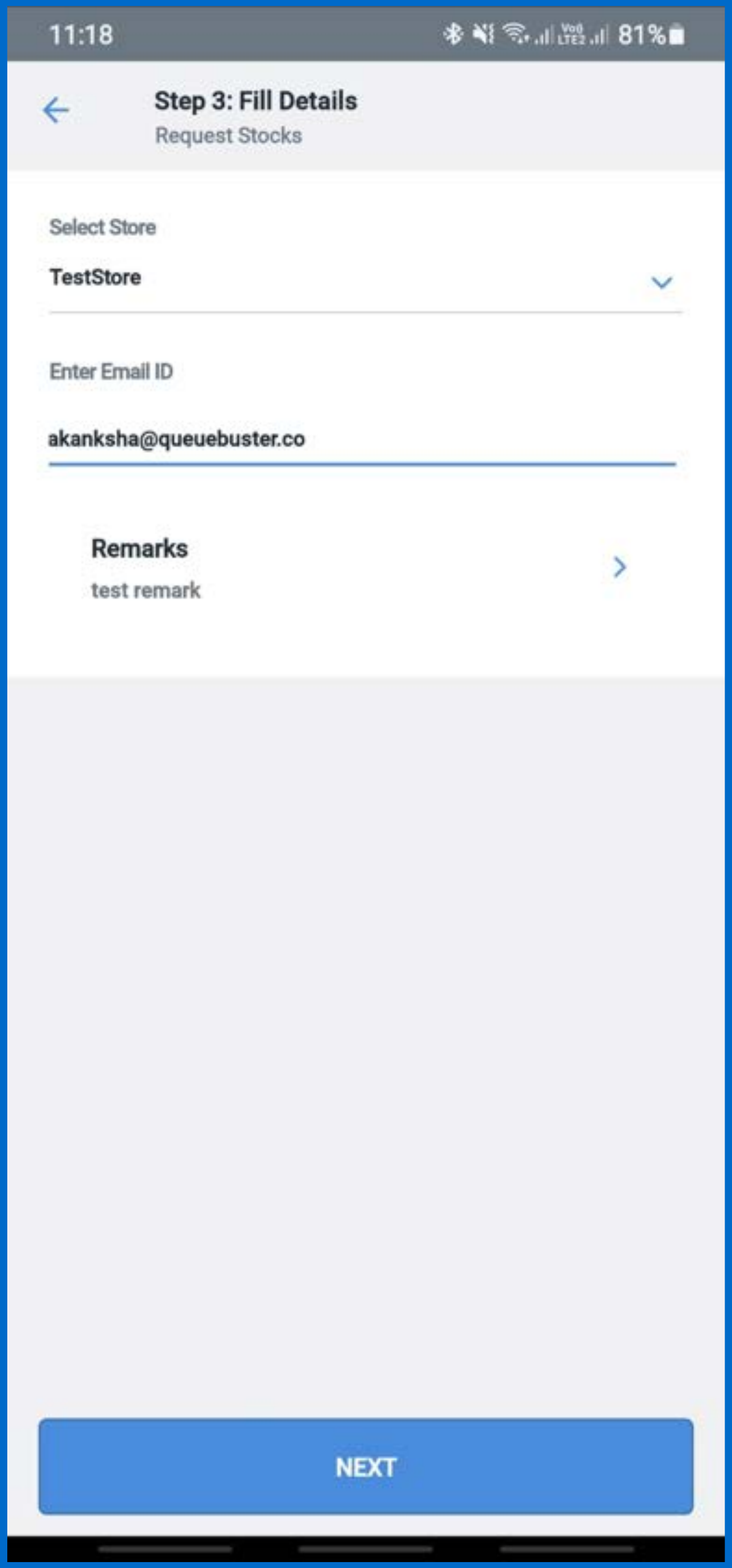
1. Check the stock quantity and stock value.
2. Click on Request Stocks



# Send The Requisition

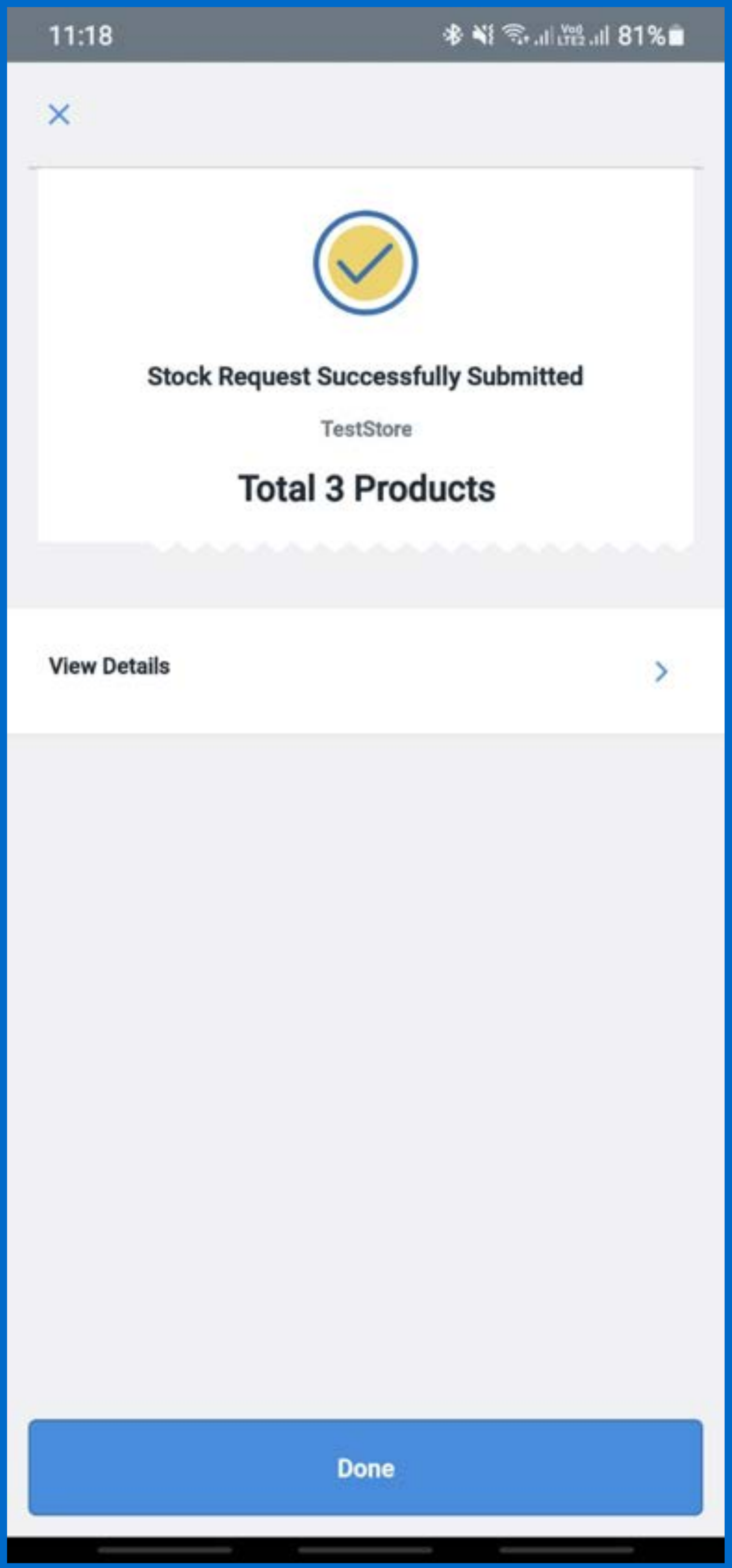
1. Select the source from where the stock is being requested
2. Enter the mail ID
3. Enter remarks either by selecting from the drop down menu or create a new remark
4. Click on Send

**NOTE- The requisition is complete, and the recipient will get the same on the provided email along with a requisition ID**



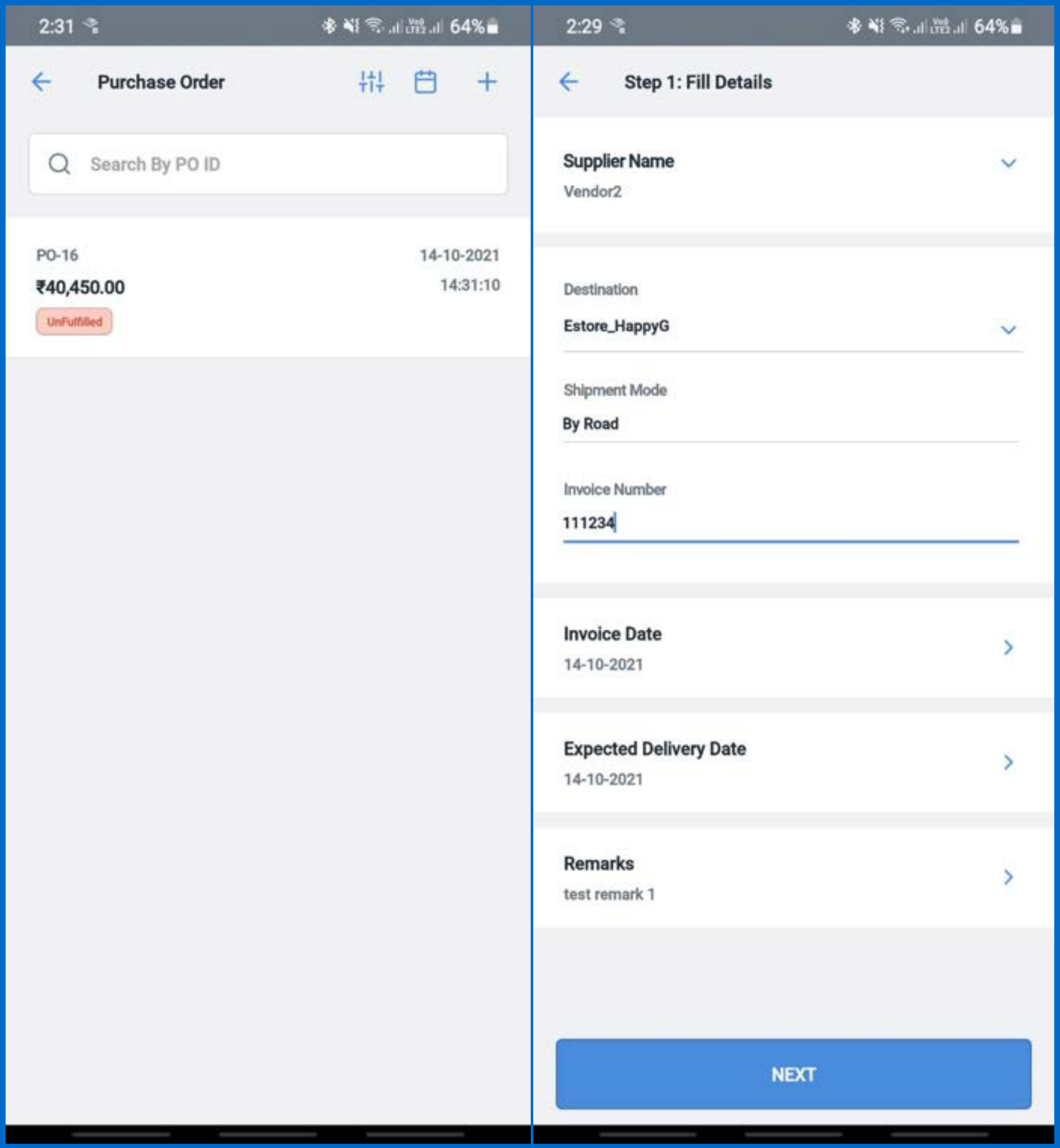
# Check Stock Requisition Details

1. Click on View Details to check the details of stock requisition
2. Click on Done to complete the stock Requisition



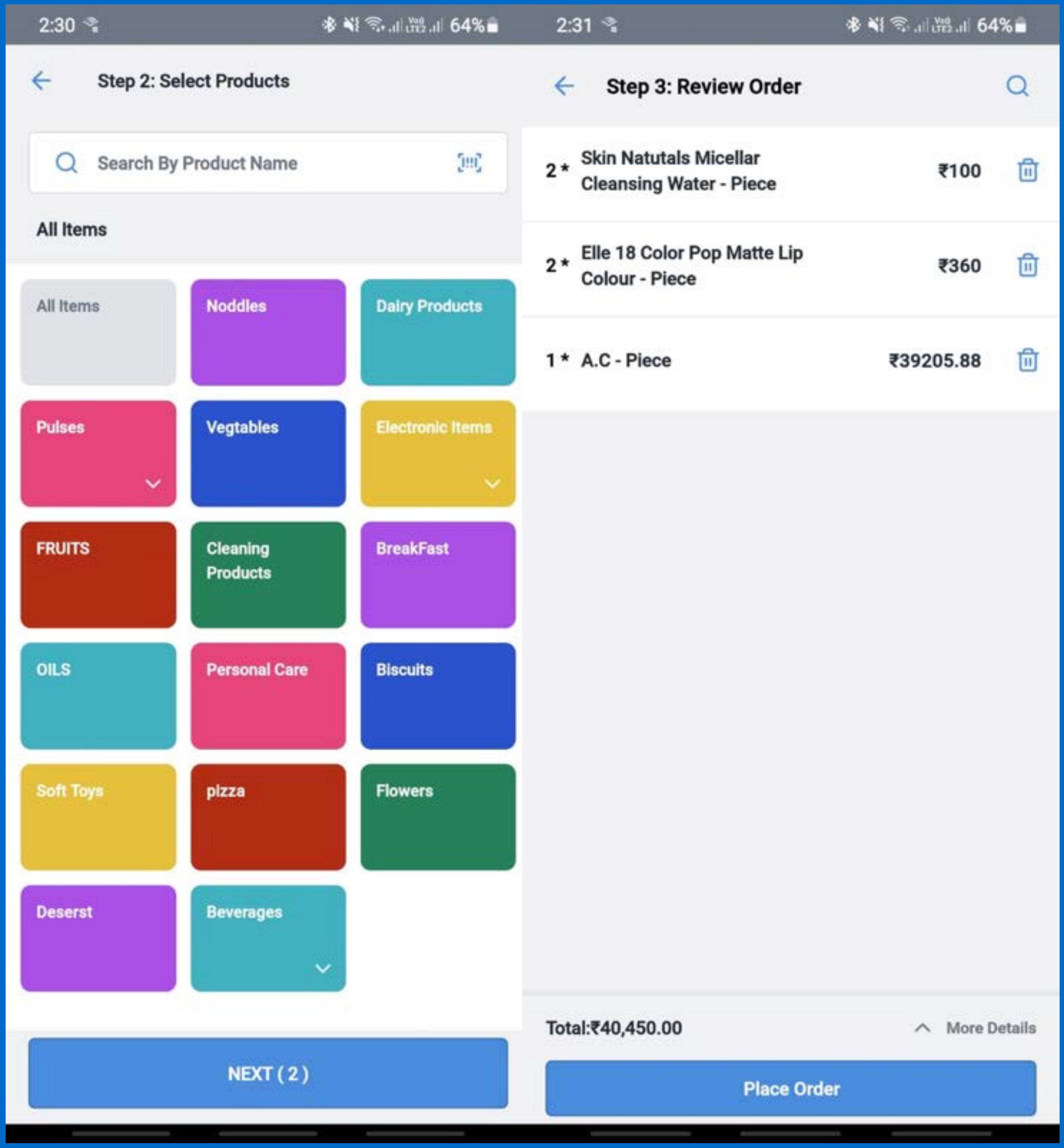
# Purchase Orders

1. **To make purchase order**
   - Click on the Sliding Menu (≡)
   - Click on Purchase Order under Inventory
   - The subsequent page will contain all the unfulfilled orders
2. **Add or Edit P.O.**
   - Click on the given P.O. to edit its details OR
   - Click on + to create a new P.O.
   - Enter the necessary details required
   - Click on Next



# Add Products

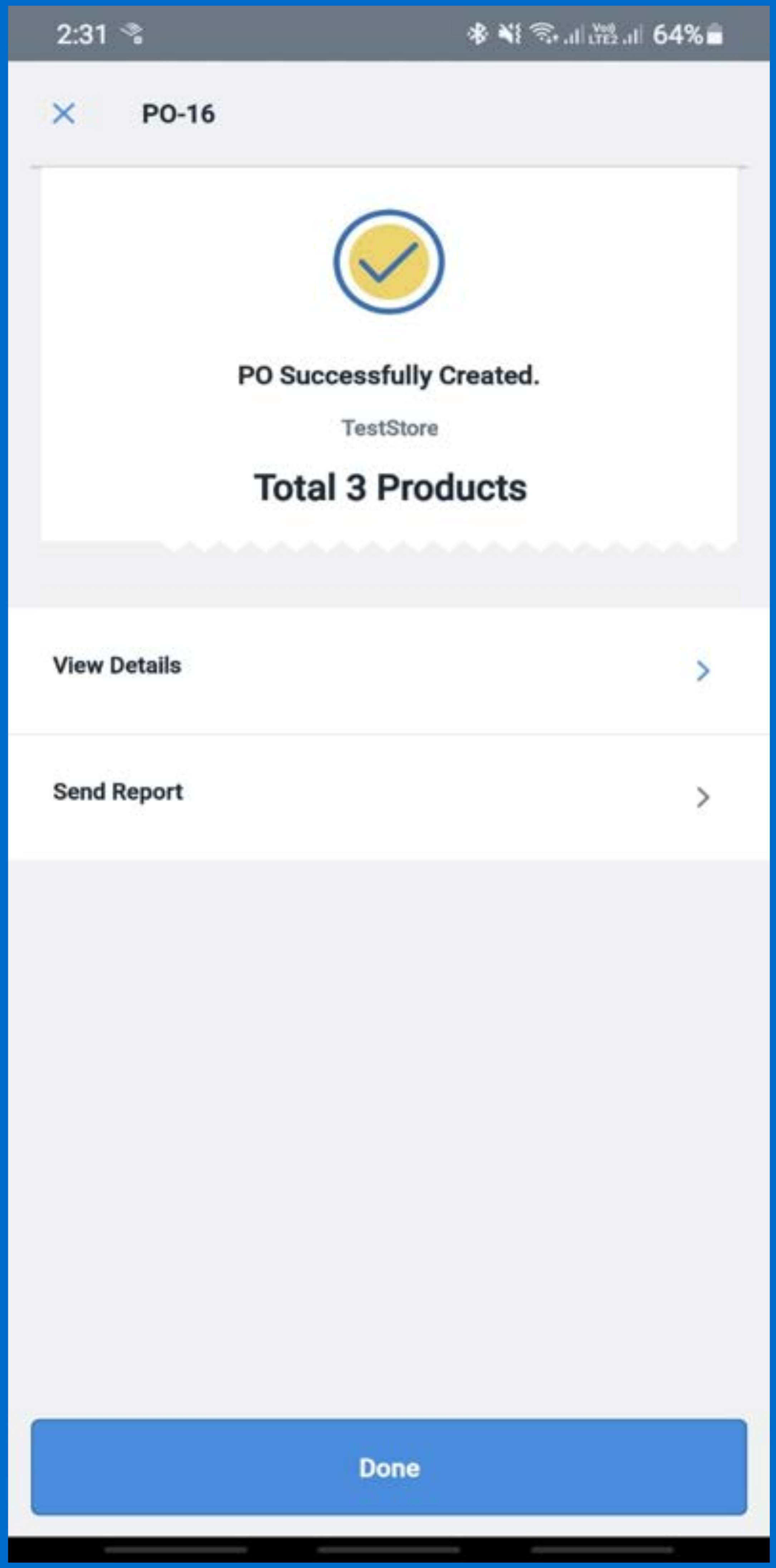
1. Select the Products
2. Review the Order
3. Click on Place Order to successfully create a P.O



# Check Purchase Order Details

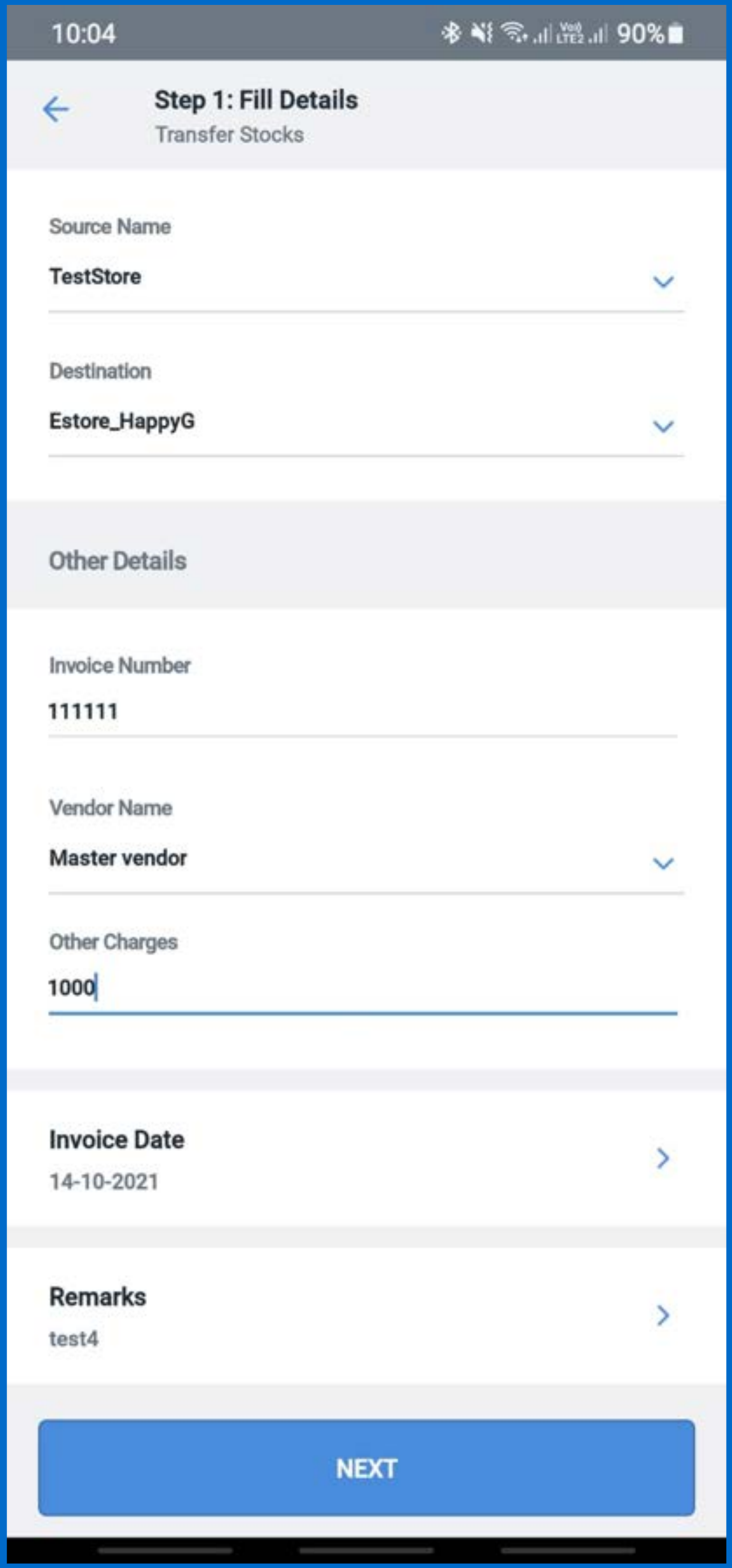
1. Click on View Details to view a detailed report of the purchase
2. Click on Send Report to send a copy of the report through Email

**NOTE- An Unfulfilled P.O. will be created after this.**
**To resolve the P.O. created see Add Stocks Via Purchase Order**



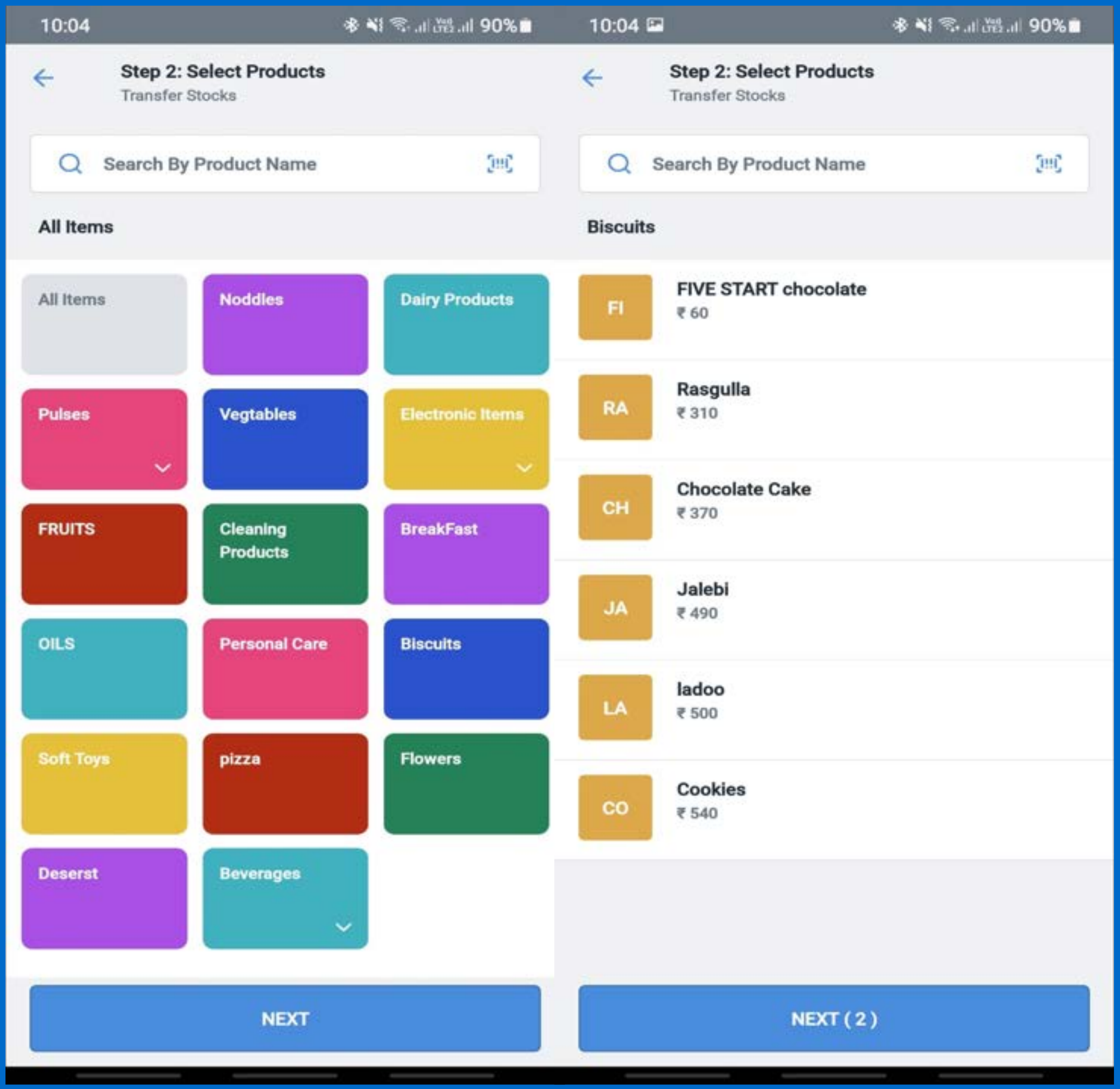
# Stock Transfer

1. **To make a Stock Transfer request:**
   - Click on the Sliding Menu (≡)
   - Click on Transfer Stock under the Inventory
2. **Begin Stock Transfer**
   - Select source
   - Select destination
   - Enter Invoice number & date of invoice
   - Enter other charges & their remarks
   - Select the Supplier Name



# Select Products to Transfer

1. Click on the relevant product category
2. Click on the product(s) that you want to transfer or scan them through Barcode
3. Enter the quantity to be transferred for each product along with their cost price (optional)
4. Click on Next

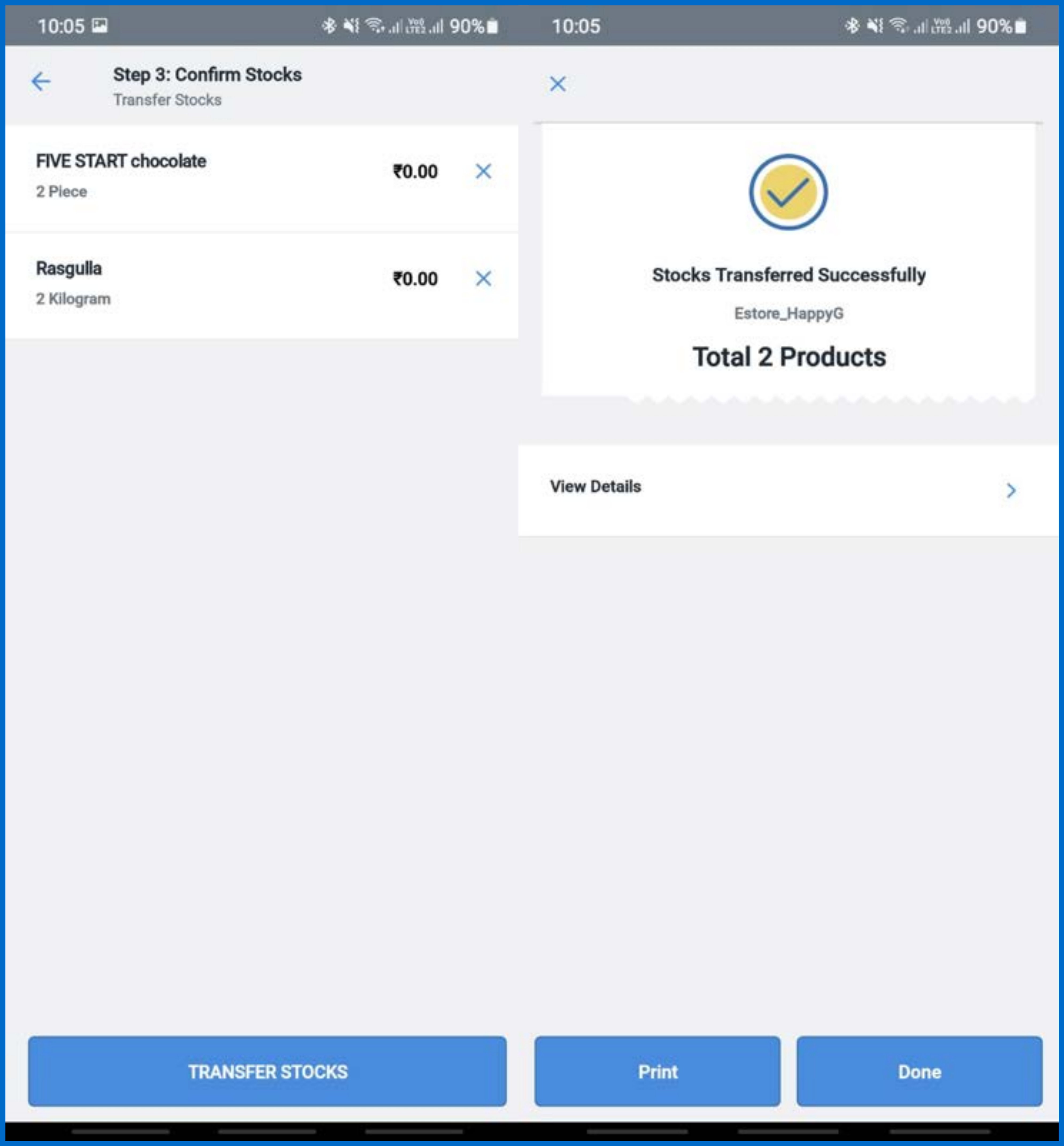


**Edit Product Quantity & Cost price**

1. Click on any product in confirm stock screen to edit the quantity and
2. cost price.
3. Click on Done to save the changes

**Confirm Stocks**

1. Check the all added products quantity and cost price
2. Click on Transfer Stocks

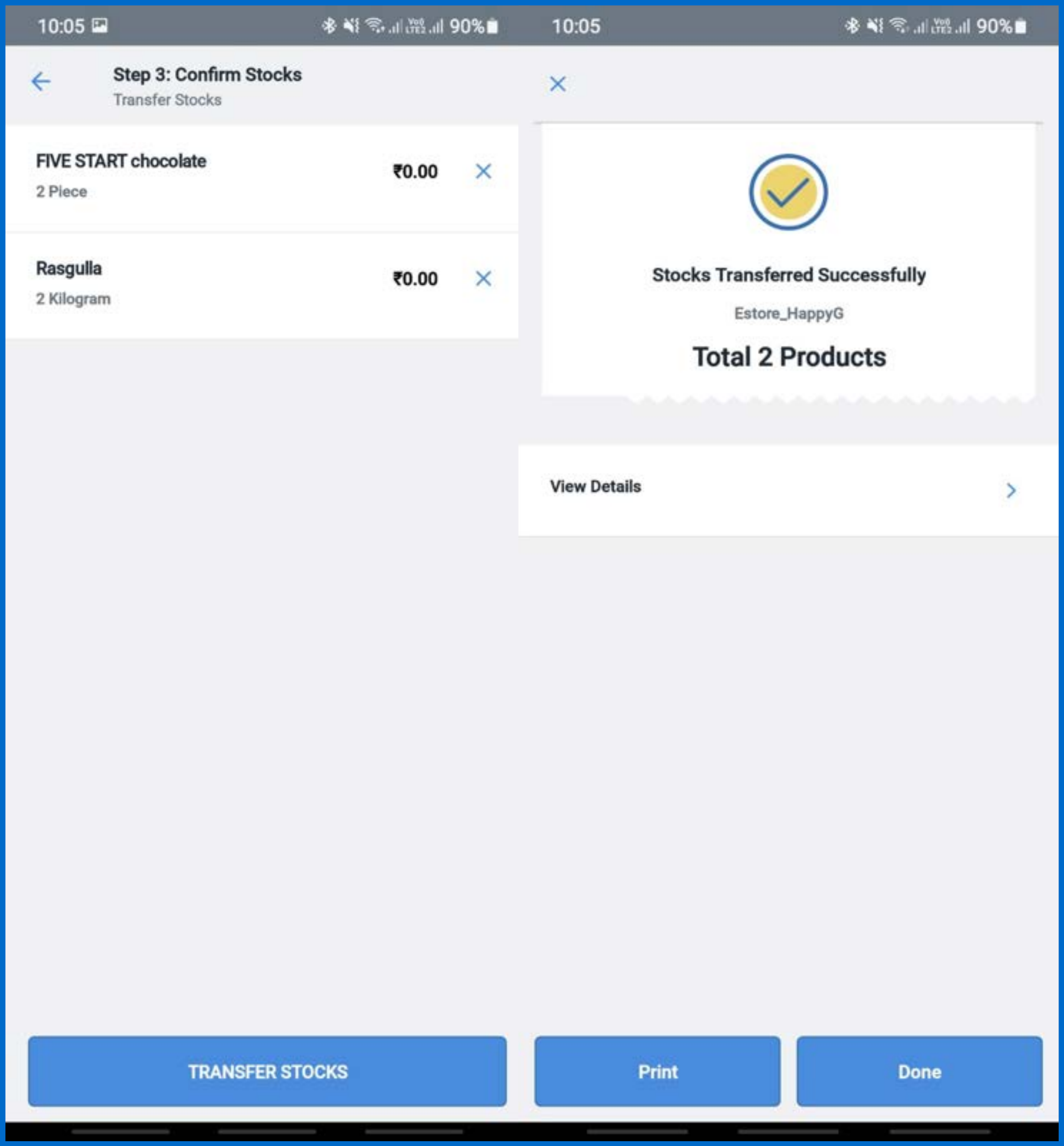


**Print the Receipt**

- The Receipt has a transaction ID used while products Stock In Via Stock Transfer.

**Check  Transferred Stocks Details**

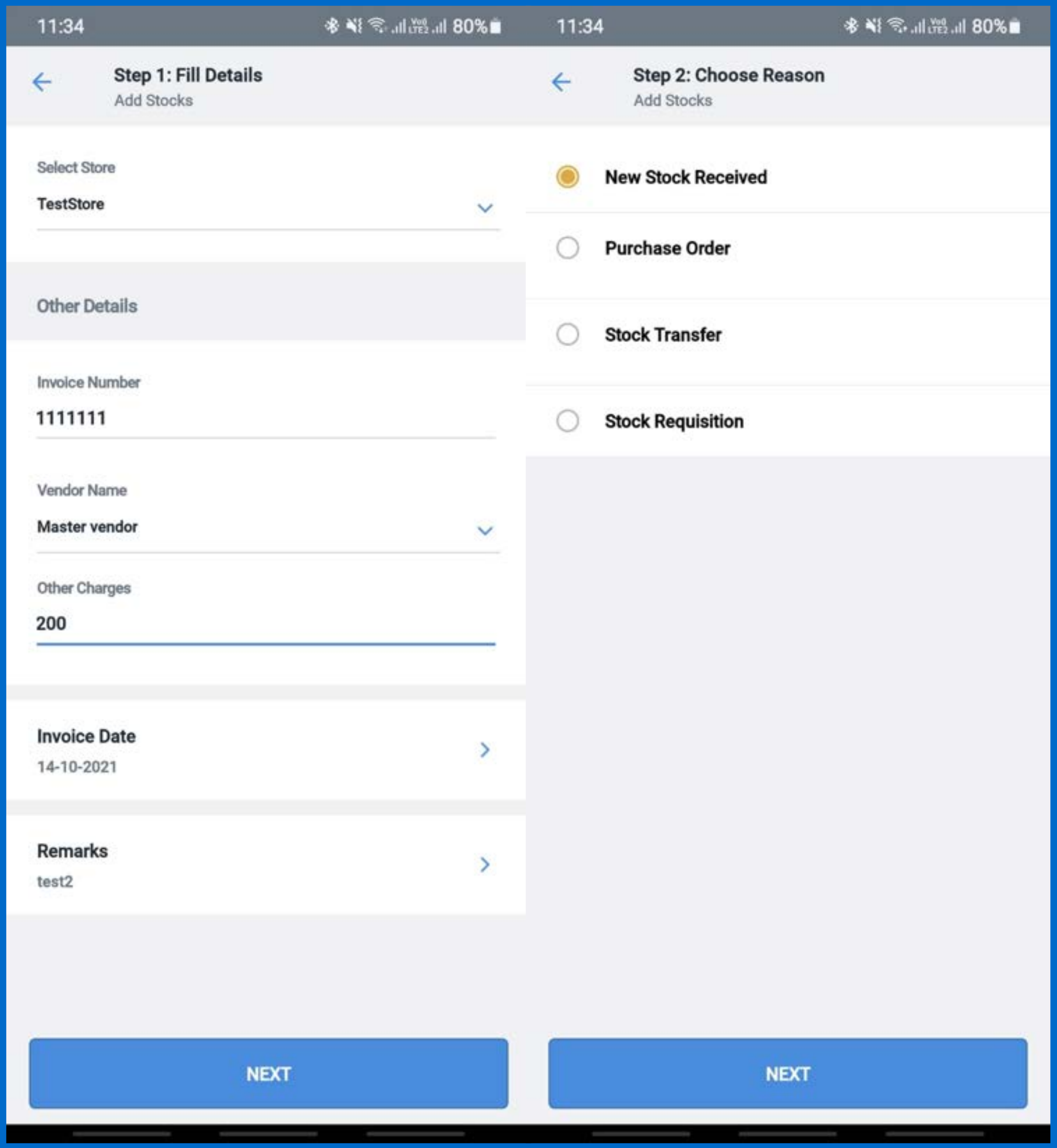
- Click on View Details to check the transfer Stocks
- Click on Done to complete the transfer Stocks



# Add Stocks/ Stock In

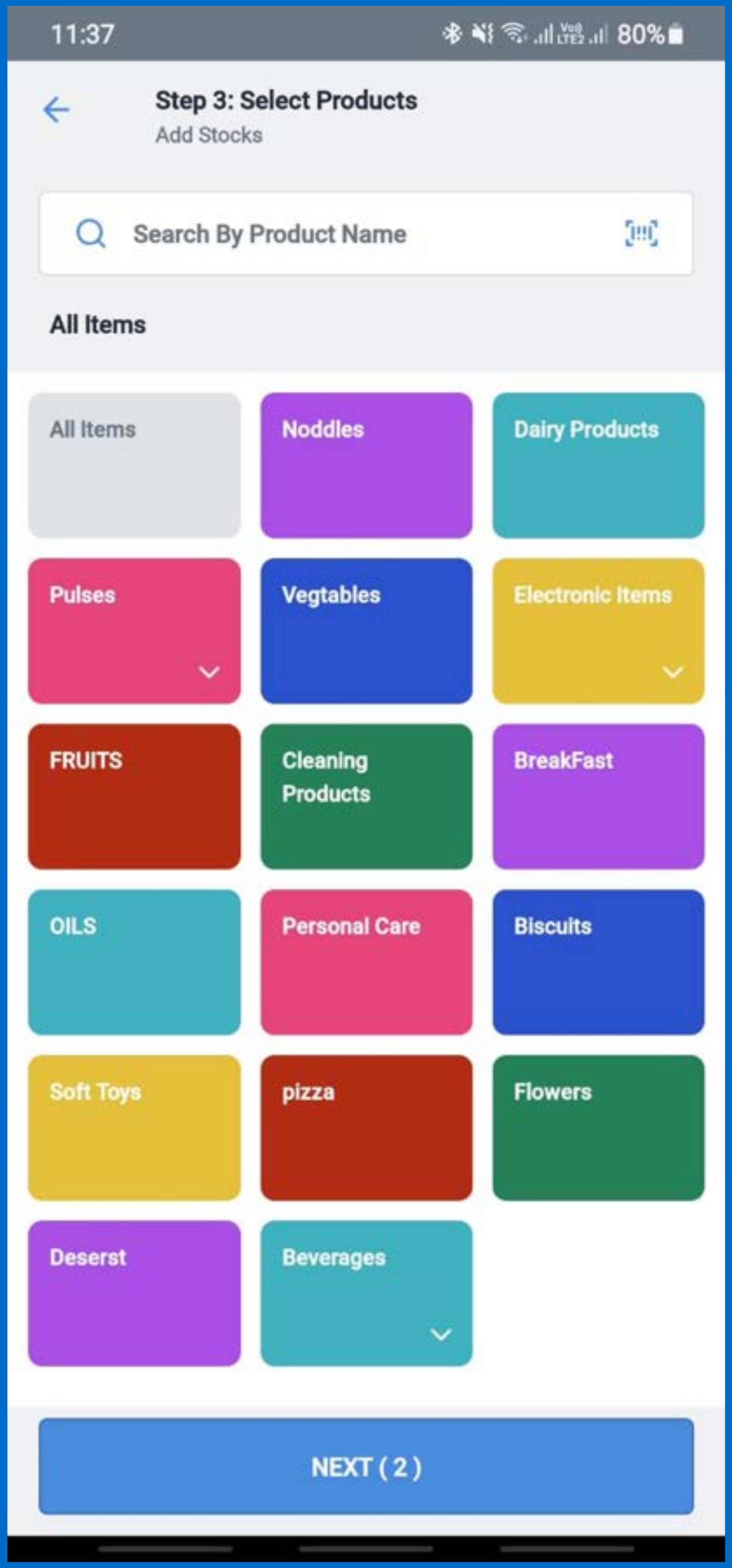
**Via New Stock Received**

1. Click on Add Stocks under Inventory
2. Fill the necessary details
3. Click on Next
4. Select New Stocks Received
5. Click on Next



# To Add Stocks

1. Select and Add the products from the catalog
2. Enter the quantity
3. Enter the cost price of the product (optional)
4. Click on NEXT to complete updating that product
5. Repeat the above steps till the entire stock received is updated
6. Click on DONE
7. Confirm and Add the Stocks

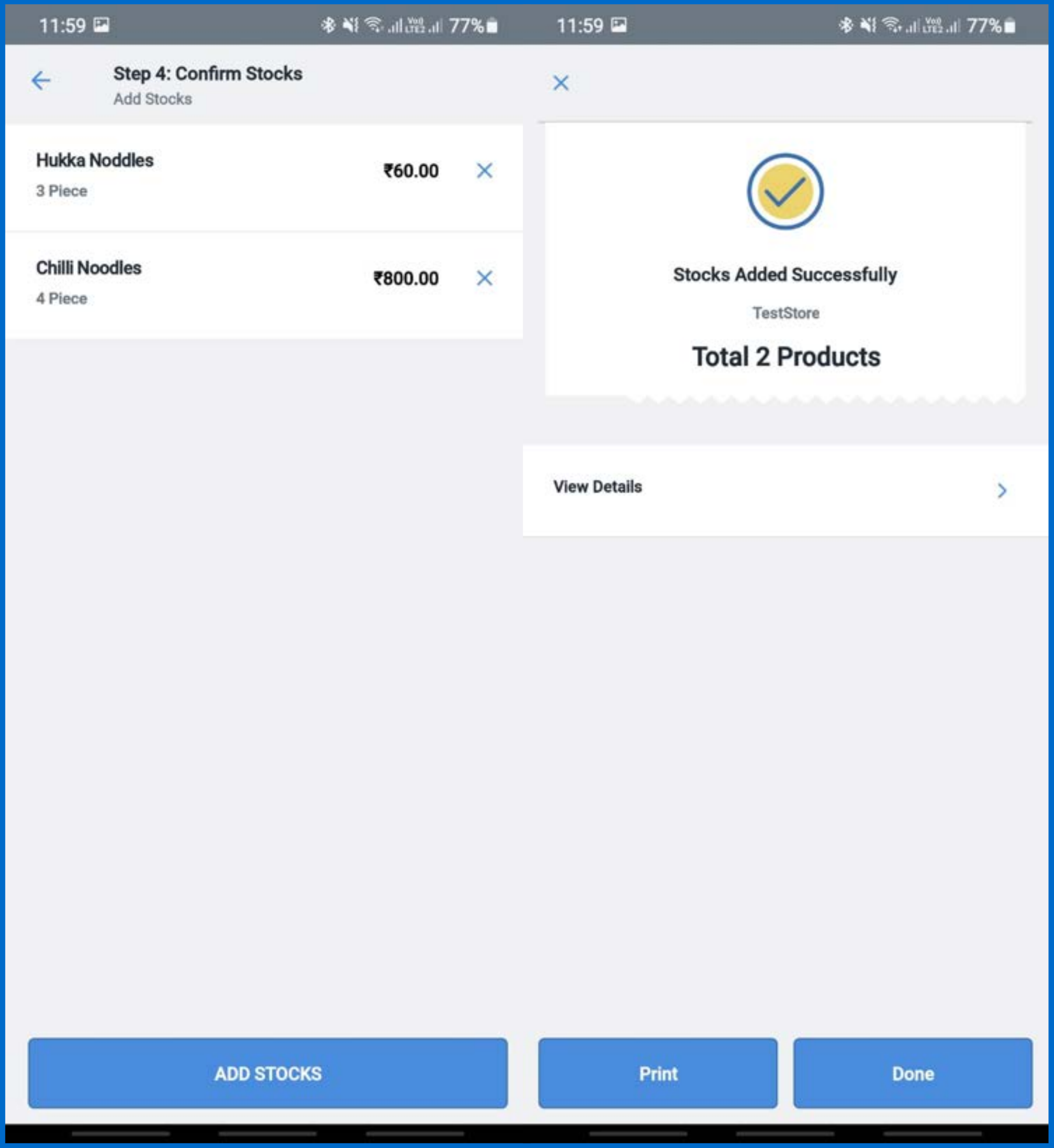


## Confirm Stocks

1. Check the all added products quantity and cost price
2. Click on Add Stocks

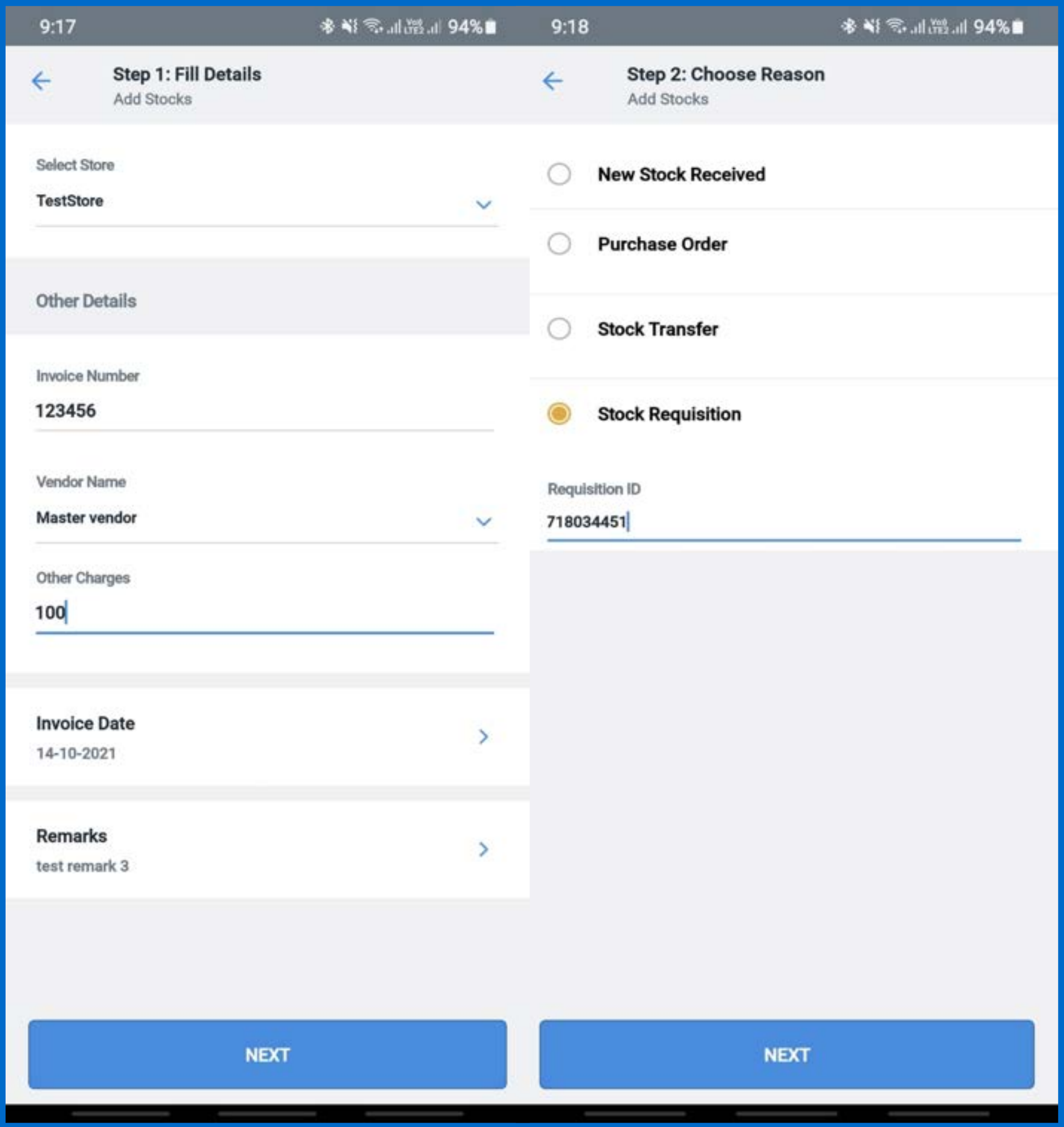
## Check Add Stocks Details

1. Click on View details to check added stocks
2. Click on Print or else Click on Done



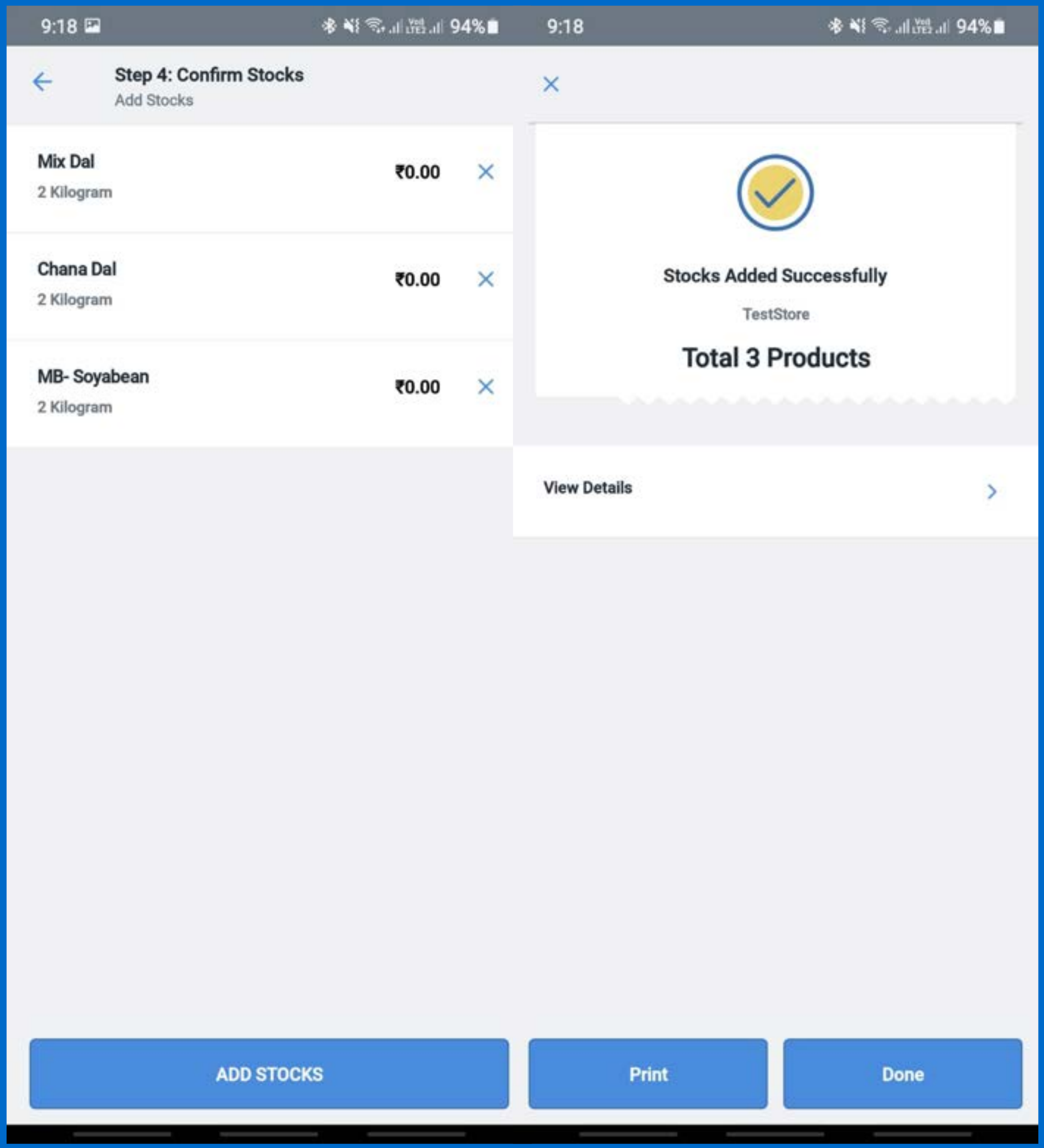
# Via Stock Requisition

1. Click on Add Stocks under Inventory
2. On the next page enter the following details-
3. Select source where the stock is being added
4. Enter Invoice number & date of invoice
5. Select the Vendor Name
6. Enter other charges & their remarks
7. Click on Next
8. Select Stock Requisition
9. Provide the requisition ID earlier sent to your mail
10. Click on Next



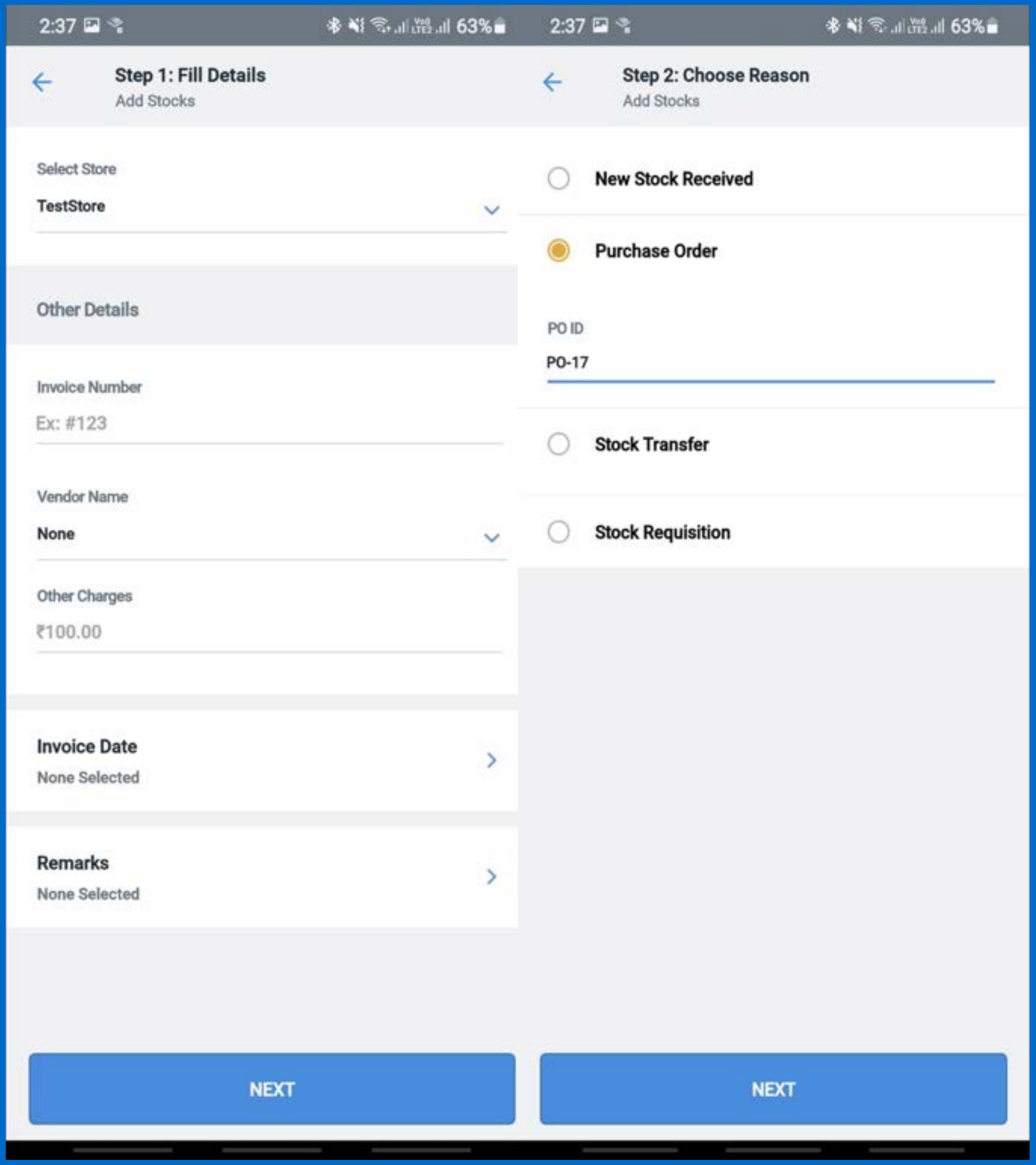
## Confirm Stocks

1. Check the product list to confirm the stocks
2. Click on Add Stocks
3. Click on View Details to check all the stocks which have been added via requisition.
4. Click on Print to print the receipt else Click on Done to complete the Add Stock process via stock requisition



# Via New Purchase Order

1. Click on Add Stocks under Inventory
2. On the next page enter the following details-
   - Select source where the stock is being added
   - Enter Invoice number & date of invoice
   - Select the Vendor Name
   - Enter other charges & remarks
3. Click on Next
4. Select Purchase Order
5. Enter the P.O. ID created while Purchase Order request
6. Click on Next

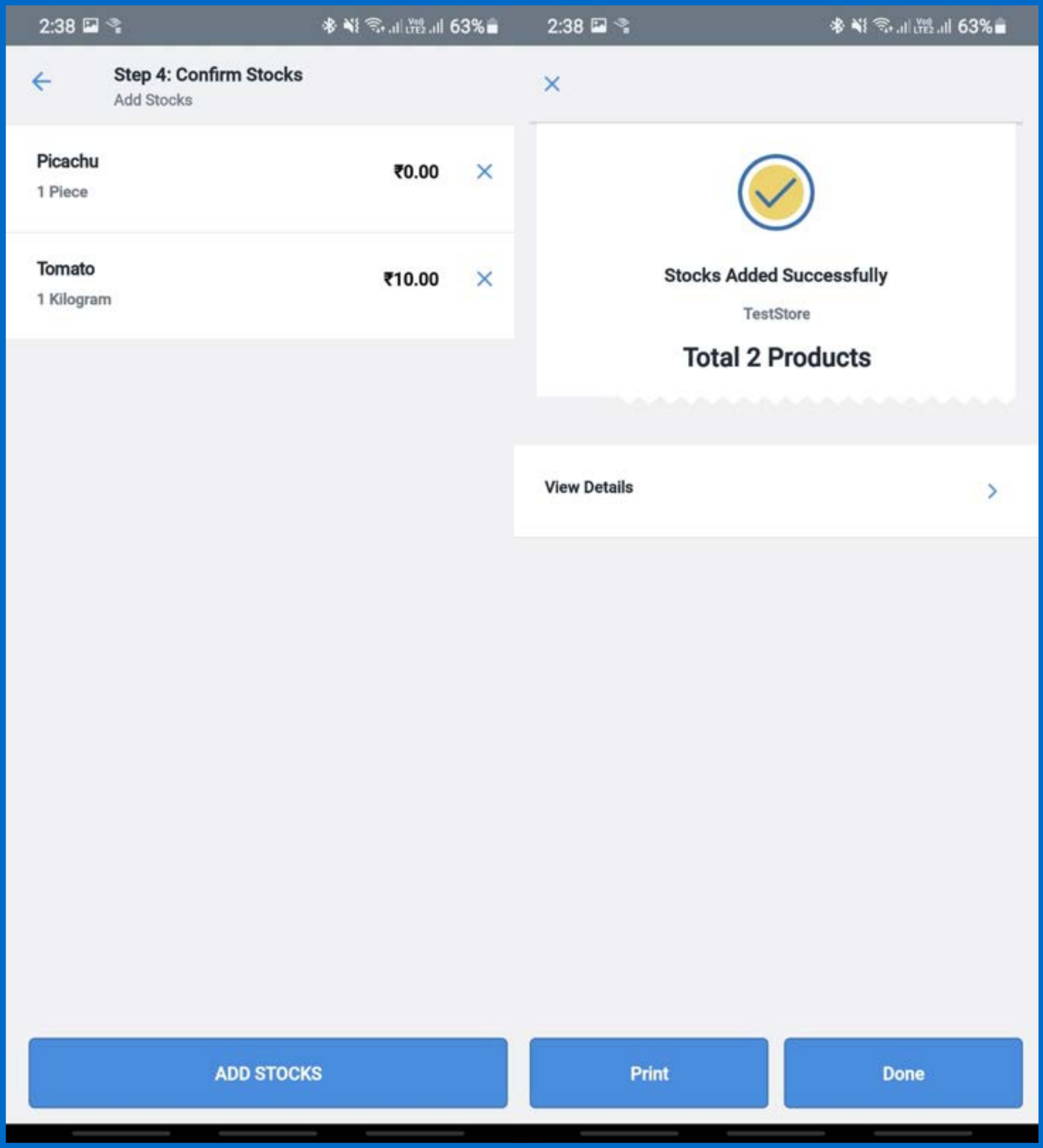


## Confirm Stocks

1. Confirm the Stocks created under Purchase Order
2. Click on Add Stocks

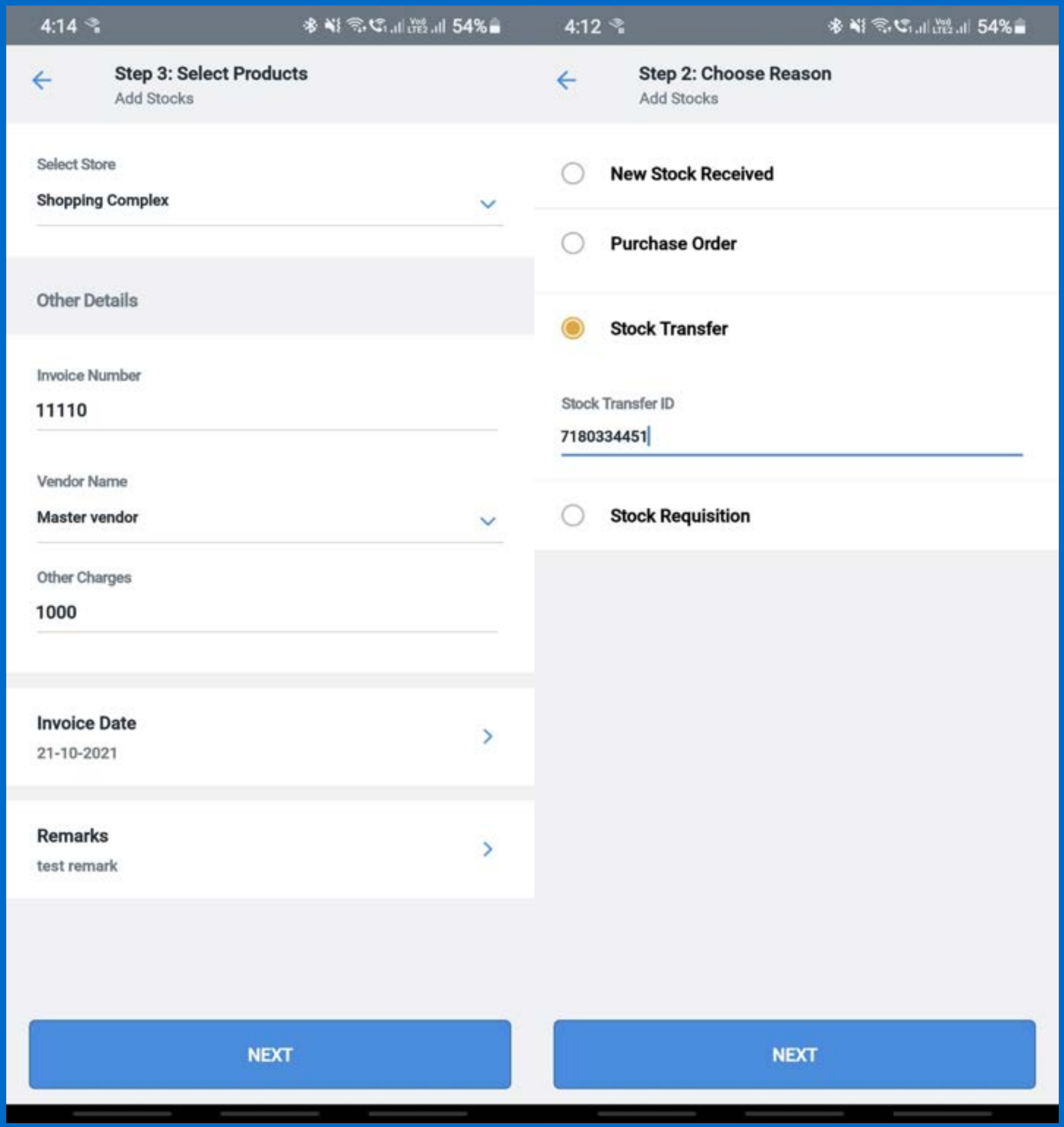
## Check Add Stocks Details

1. Click on View details to check added stocks
2. Click on Print or else Click on Done



# Via Transfer Stock

1. Click on Add Stocks under Inventory
2. On the next page enter the following details-
   - Select source where the stock is being added
   - Enter Invoice number & date of invoice
   - Select the Vendor Name
   - Enter other charges & their remarks
3. Click on Next
4. Choose Transfer Stock
5. Enter the transaction ID printed while Transfer Stock
6. Click on Next

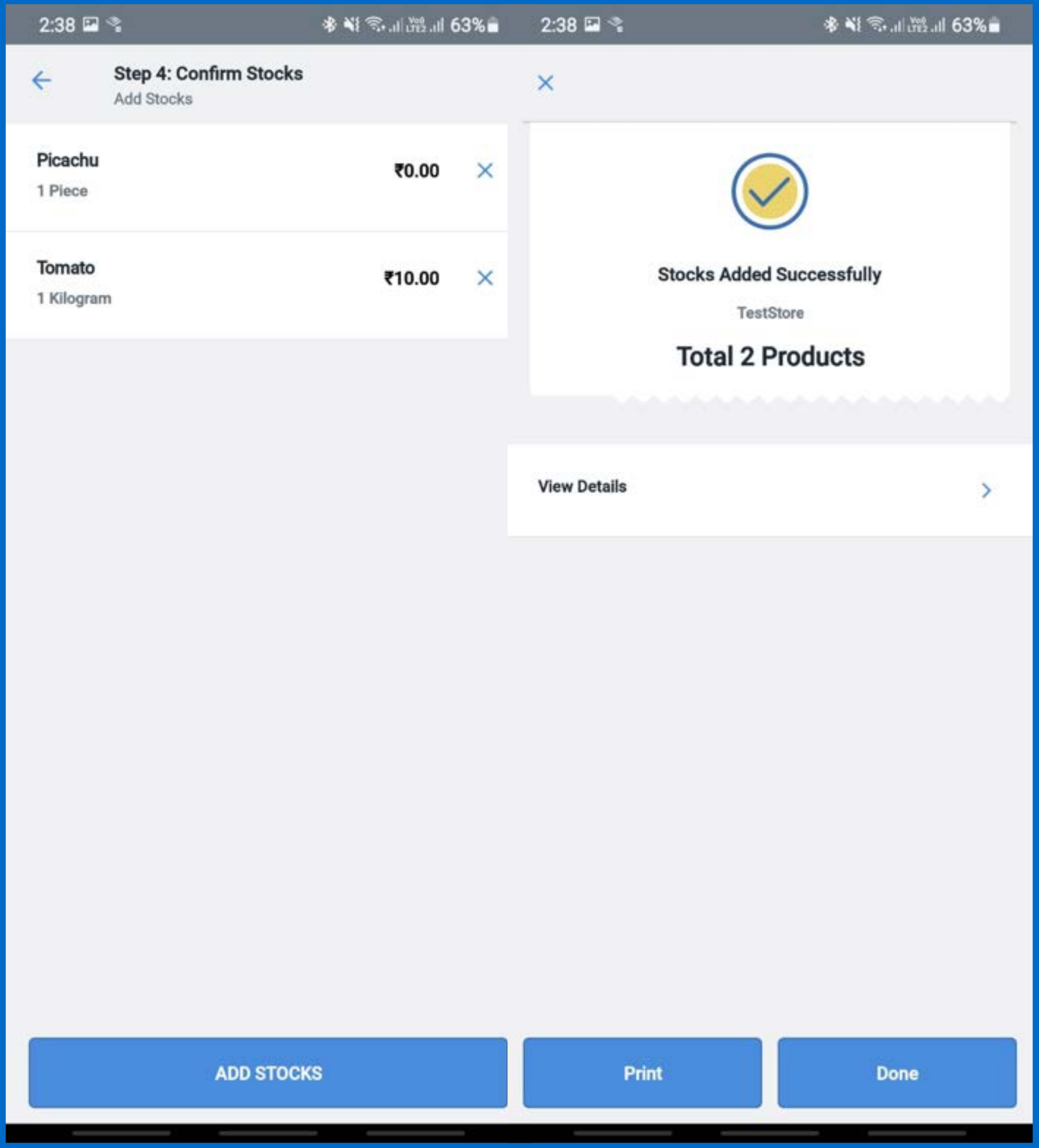


## Confirm Stocks

1. Check the all added products quantity and cost price
2. Click on Add Stocks

## Check Add Stocks Details

1. Click on View details to check added stocks
2. Click on Print or else Click on Done



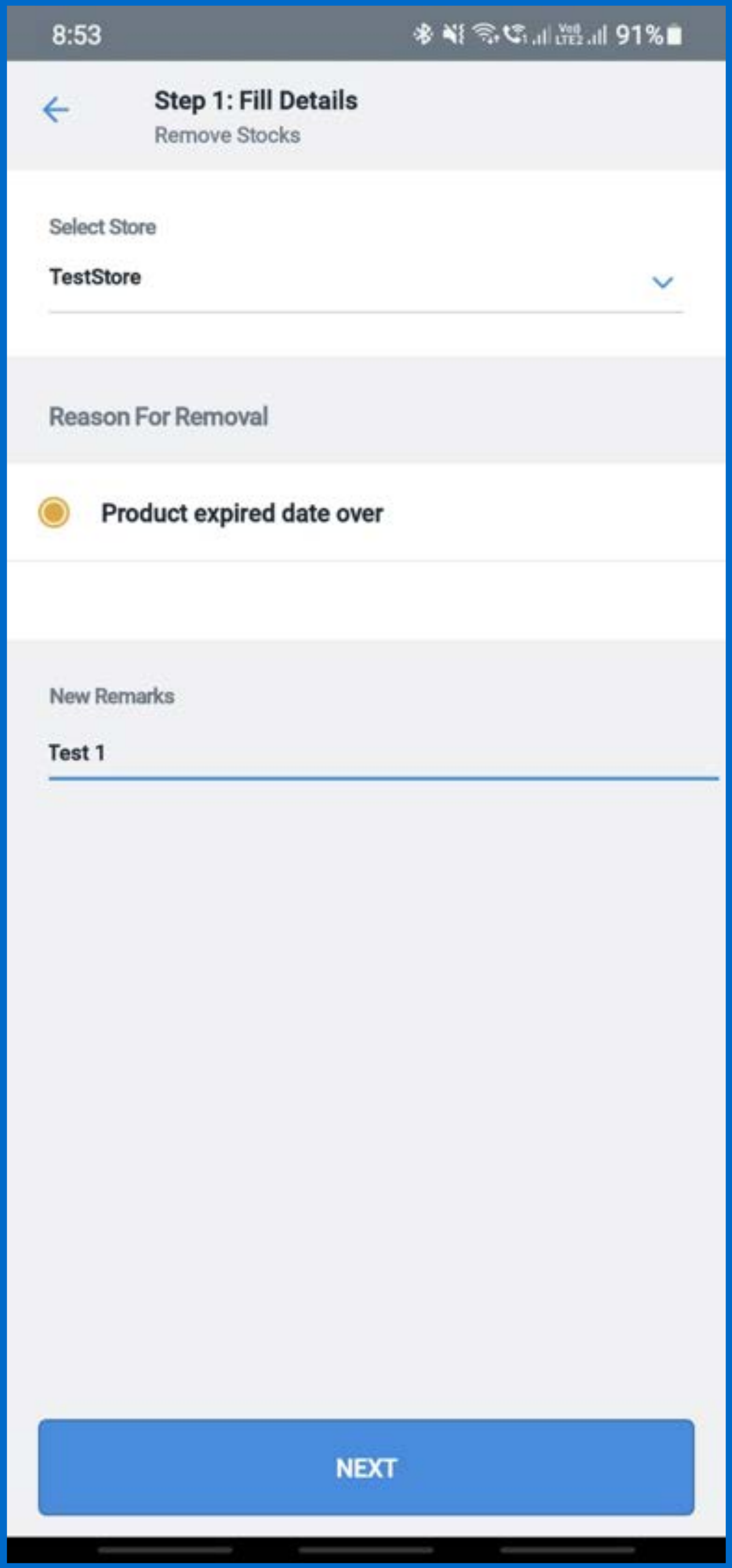
# Remove Stock/Stock Out

**To Make Stock Out Request**

1. Click on the Sliding Menu (≡)
2. Click on Remove Stock under the Inventory

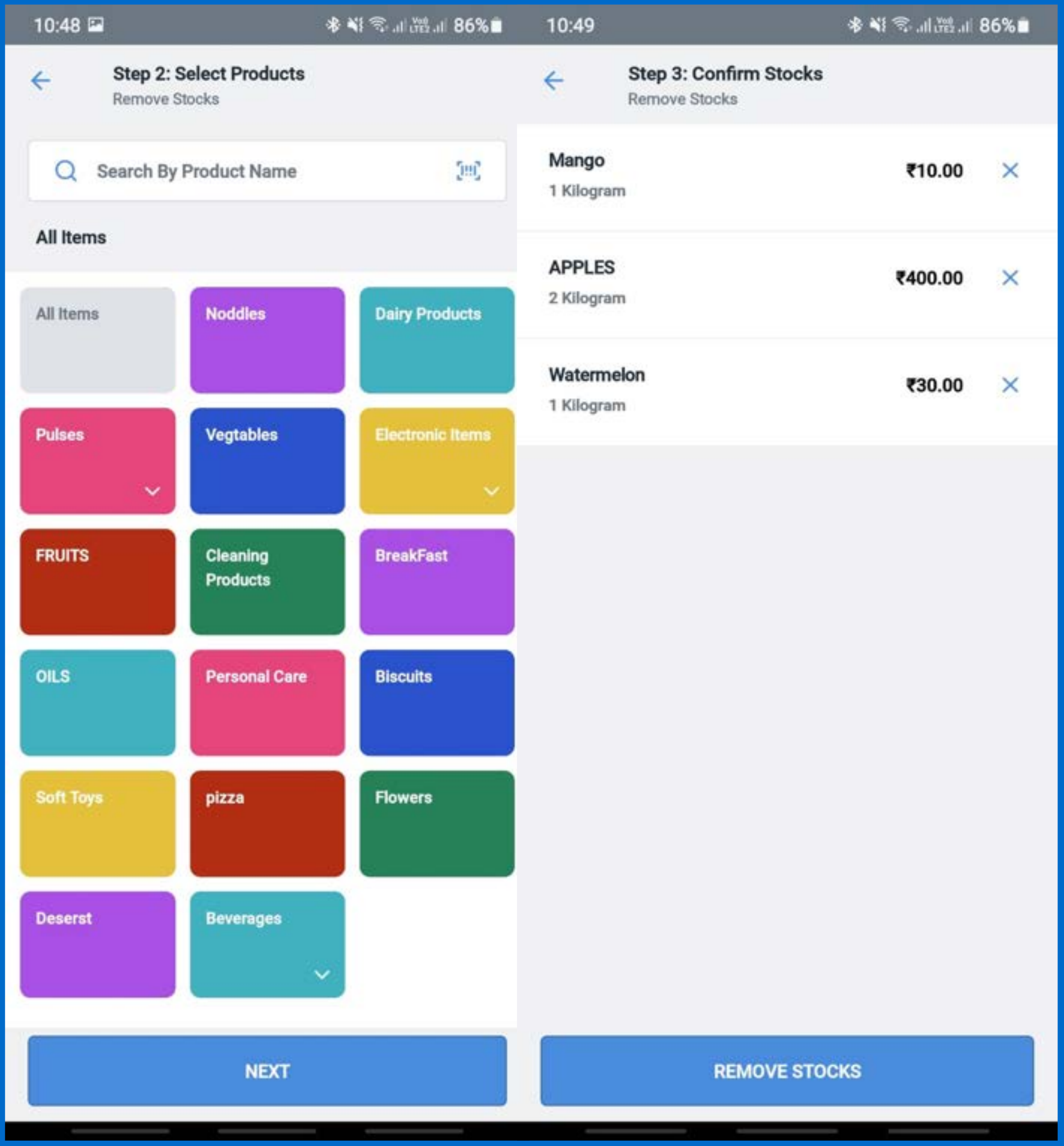
**III Stock Details**

1. Select the store from where the stock is being removed
2. Choose your reason for removal
3. Enter the remarks



# Begin Stock Out

1. Click on the relevant product category
2. Click on the product(s) that you want to take out or scan them through Barcode
3. Enter the quantity to be reduced for each product along with their cost price (optional)
4. Click on Done



## Edit Product Quantity & Cost Price

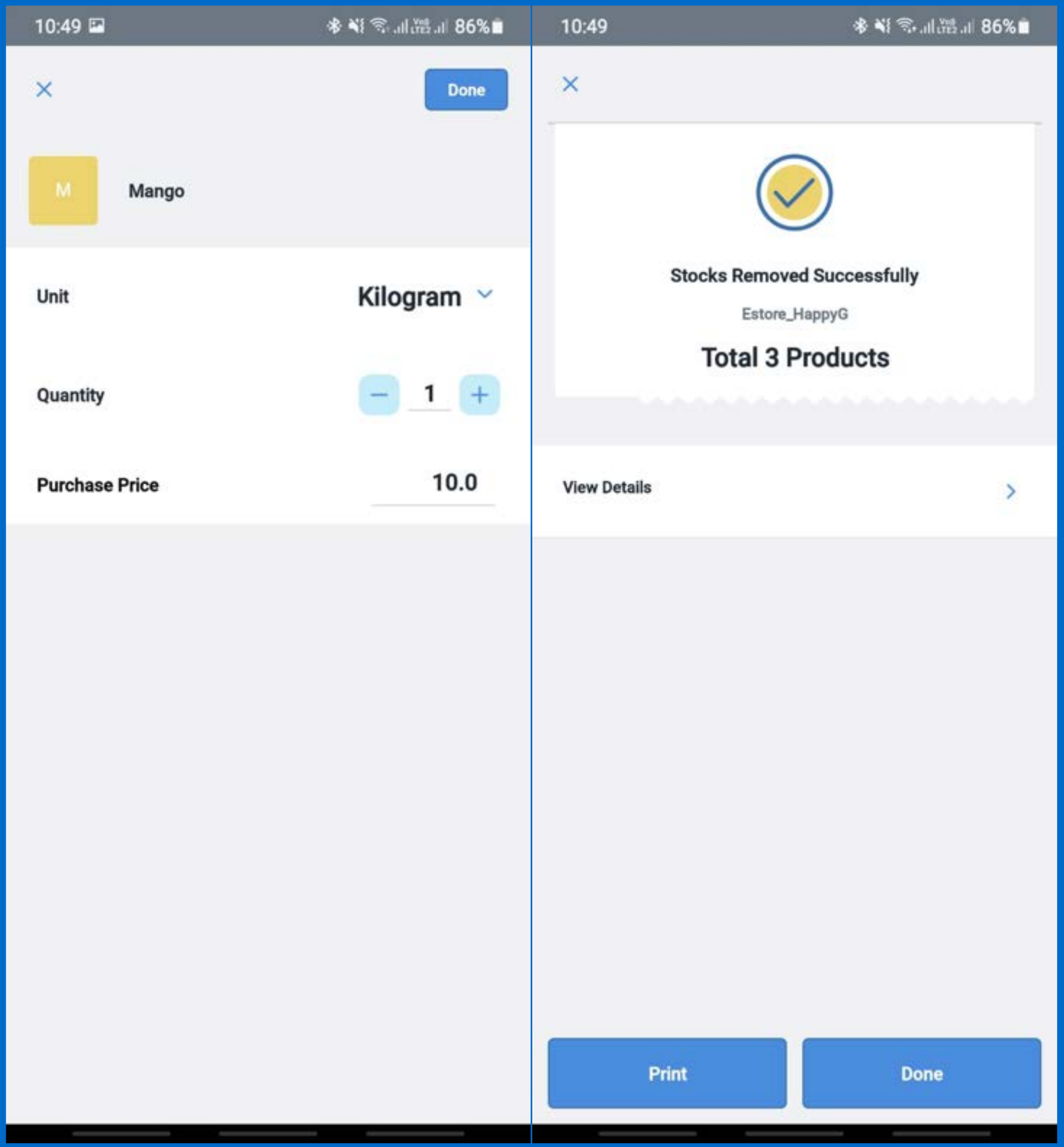
1. Click on any product in confirm stock screen to edit the quantity and cost price.
2. Click on Done to save the changes

## Confirm Remove Stocks

1. Check the all added products quantity and cost price
2. Click on Remove Stocks

## Check Removed Stocks Details

1. Check the all added products quantity and cost price
2. Click on Remove Stocks



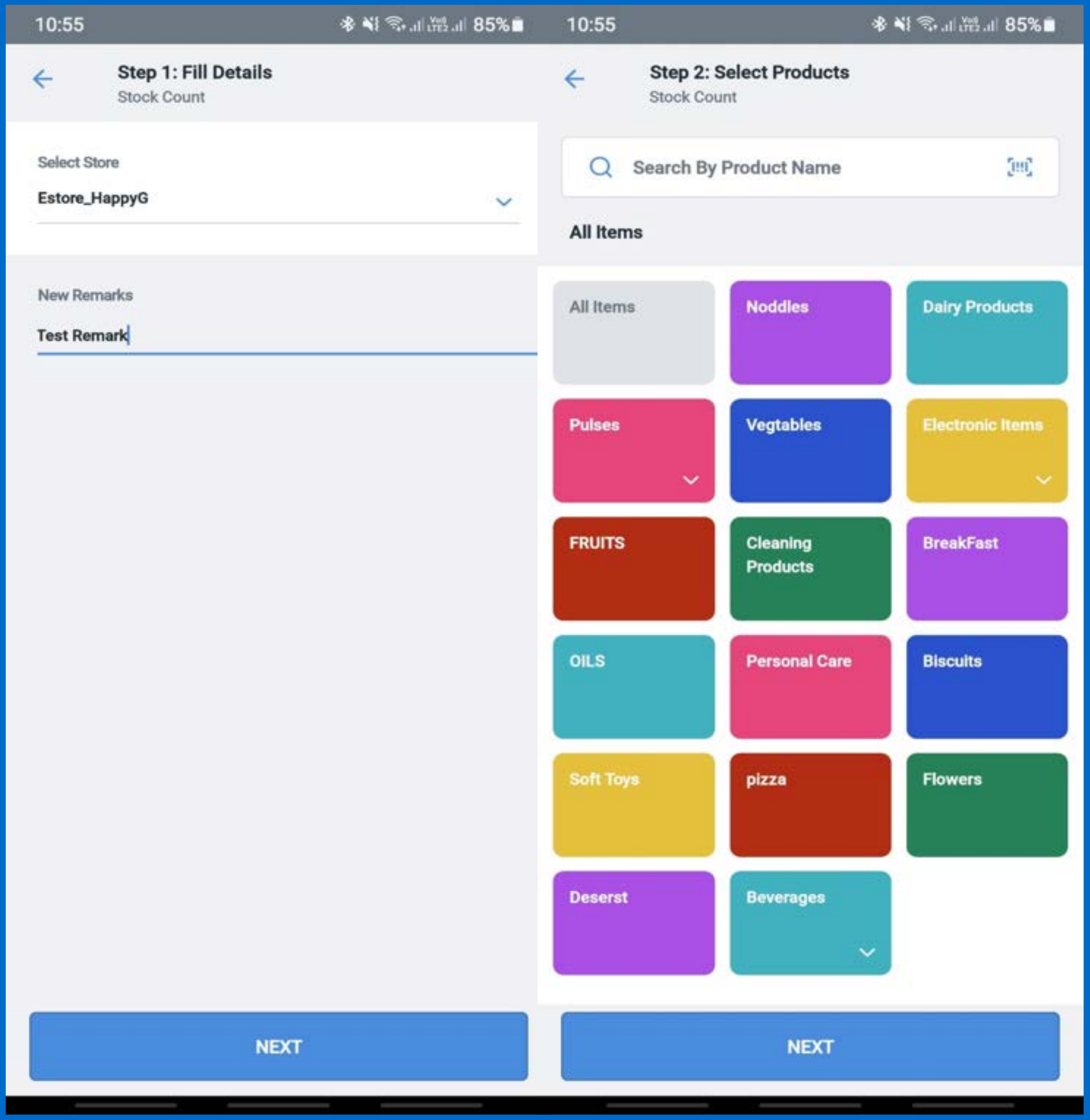
# Inventory Count

1. **Open Inventory Count Form**

- Click on the Sliding Menu (≡)
- Click on Inventory Count under the Inventory

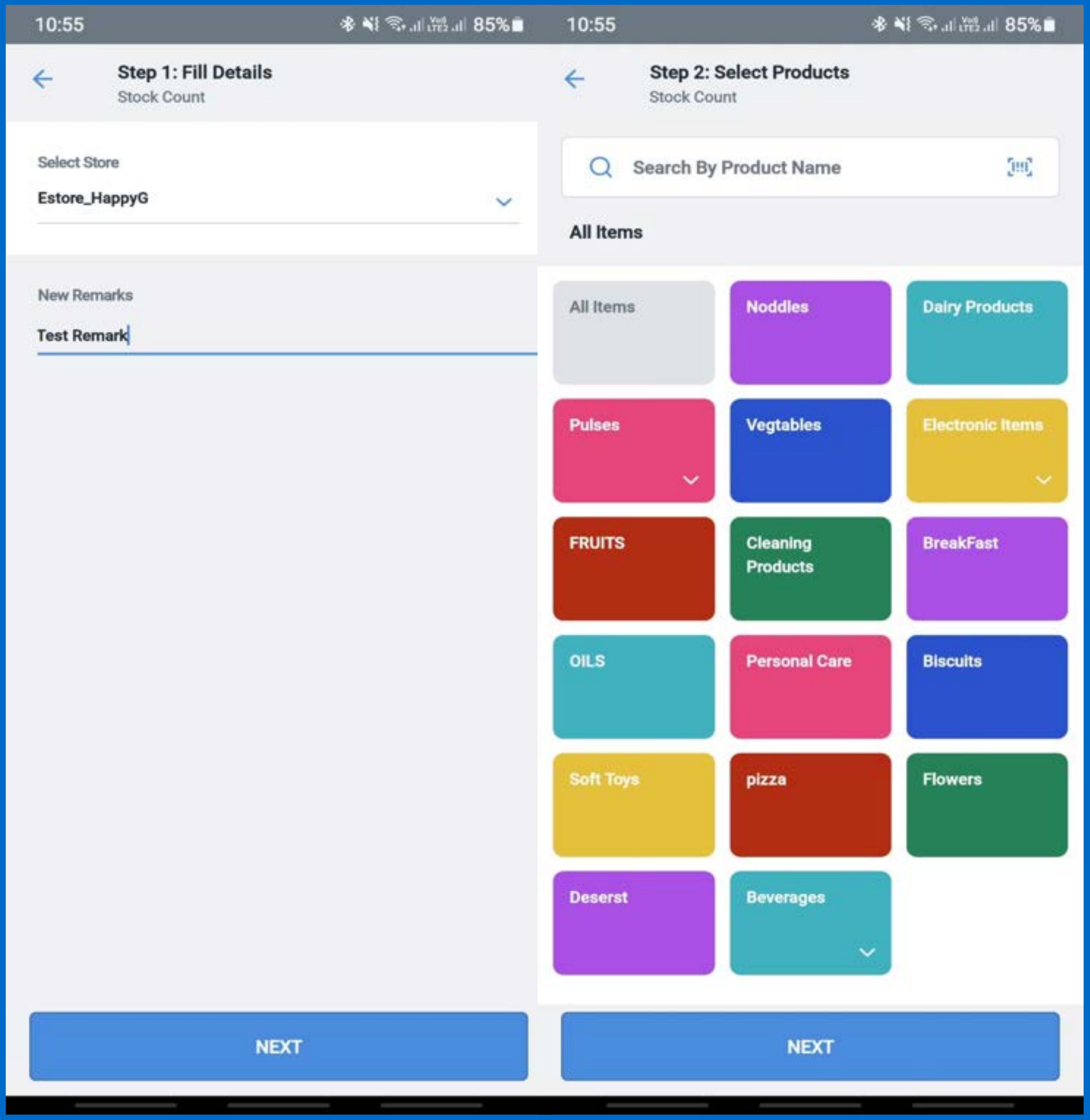
2. **Ill Stock Details**

- Select source where the stock is being counted
- Enter new Remarks



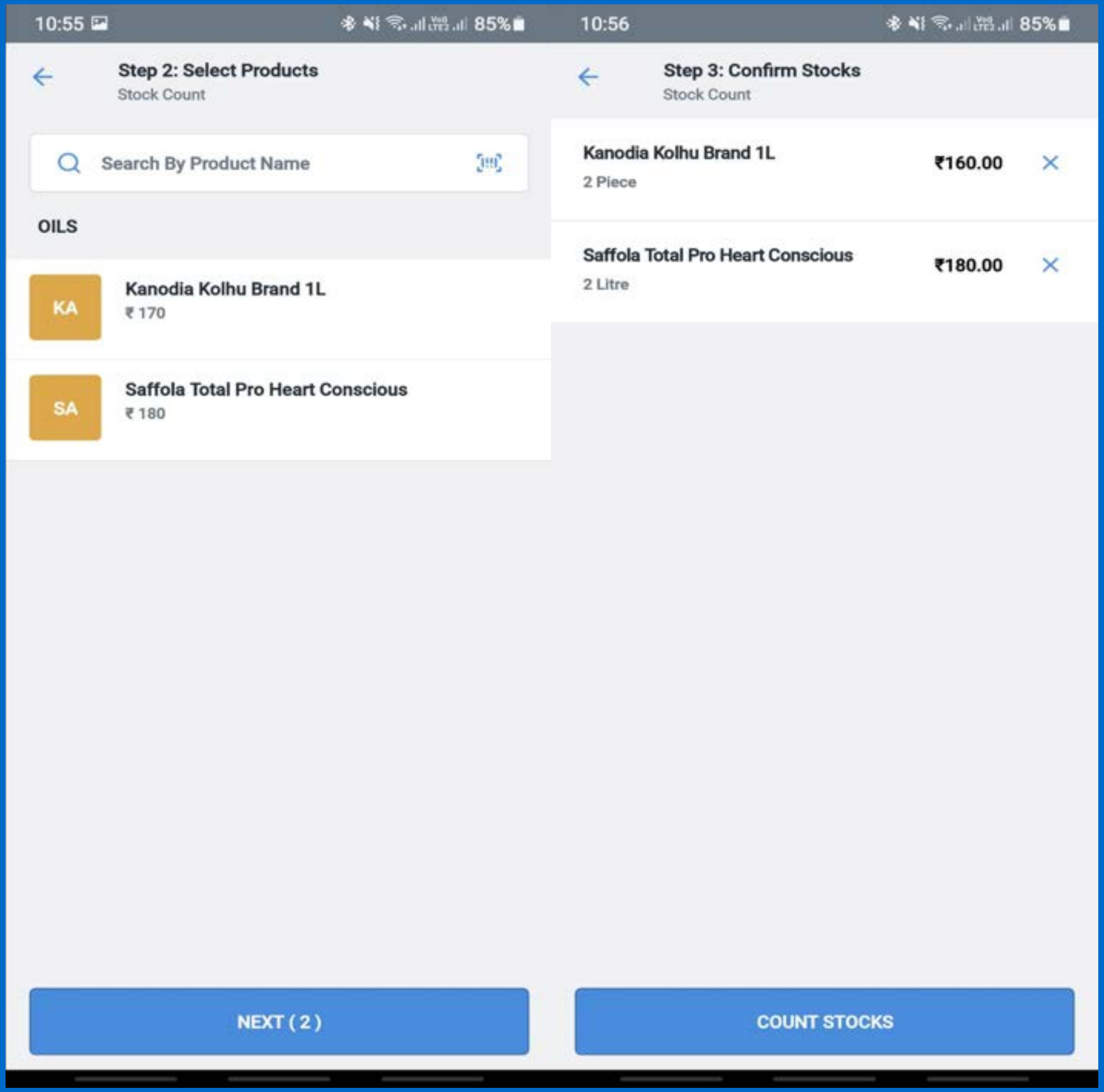
## 4. Begin Inventory Count

- Click on the relevant product category
- Click on the product(s) that you want to validate physically or scan them through Barcode
- Enter the product quantity that is present physically in your store/warehouse
- Click on Next



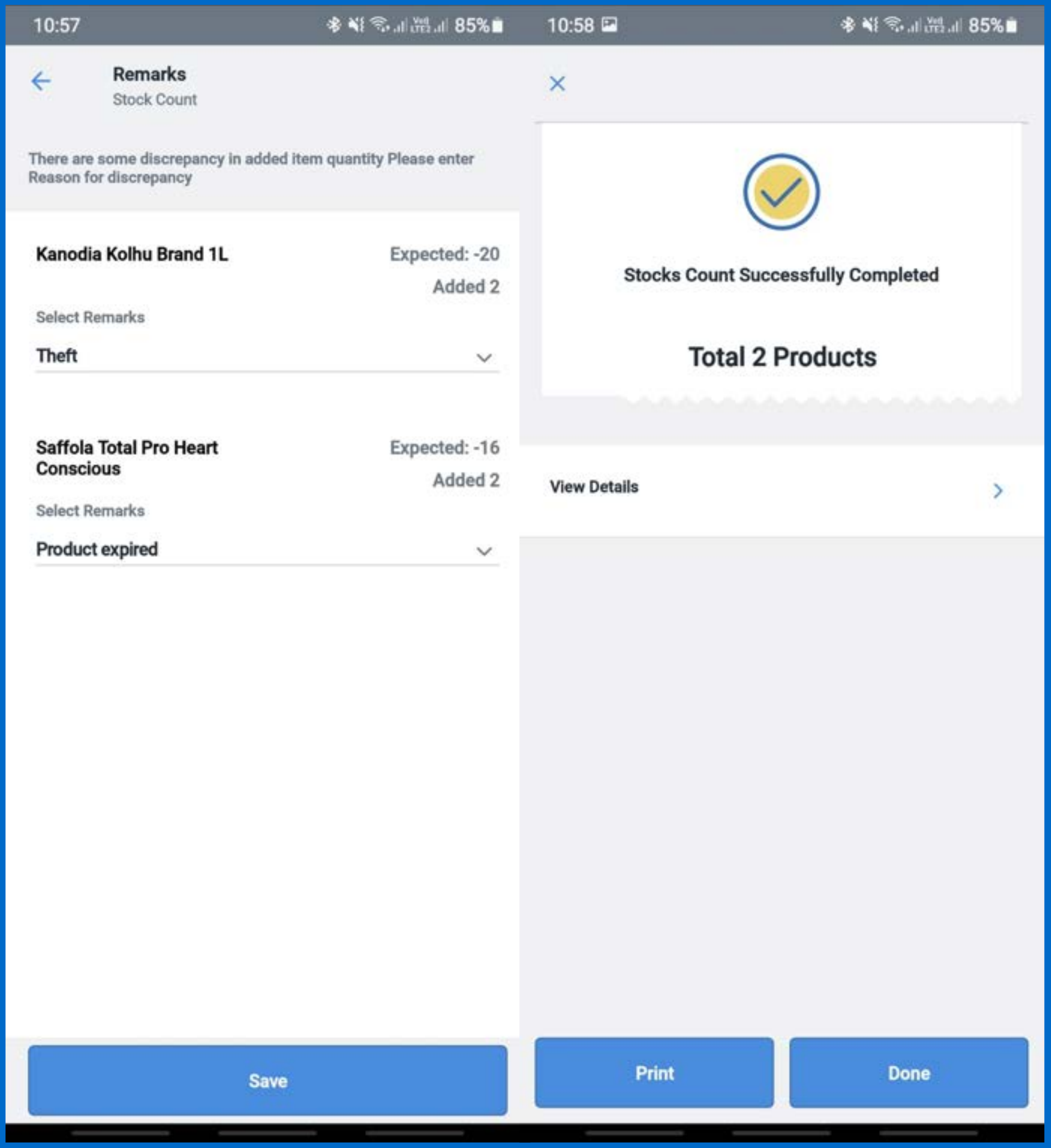
# Begin Stock Count

1. Click on the relevant product category
2. Click on the product(s) that you want to count or scan them through Barcode
3. Enter the quantity to be count for each product along with their cost price (optional)
4. Click on Count Stocks



# Confirm Stock Validation

1. The system compares the stock level entered by the user and gives the list of all the products where the stock level differs on the next page
2. Enter or select remarks for variance in stocks
3. Click on Save to complete the stock count



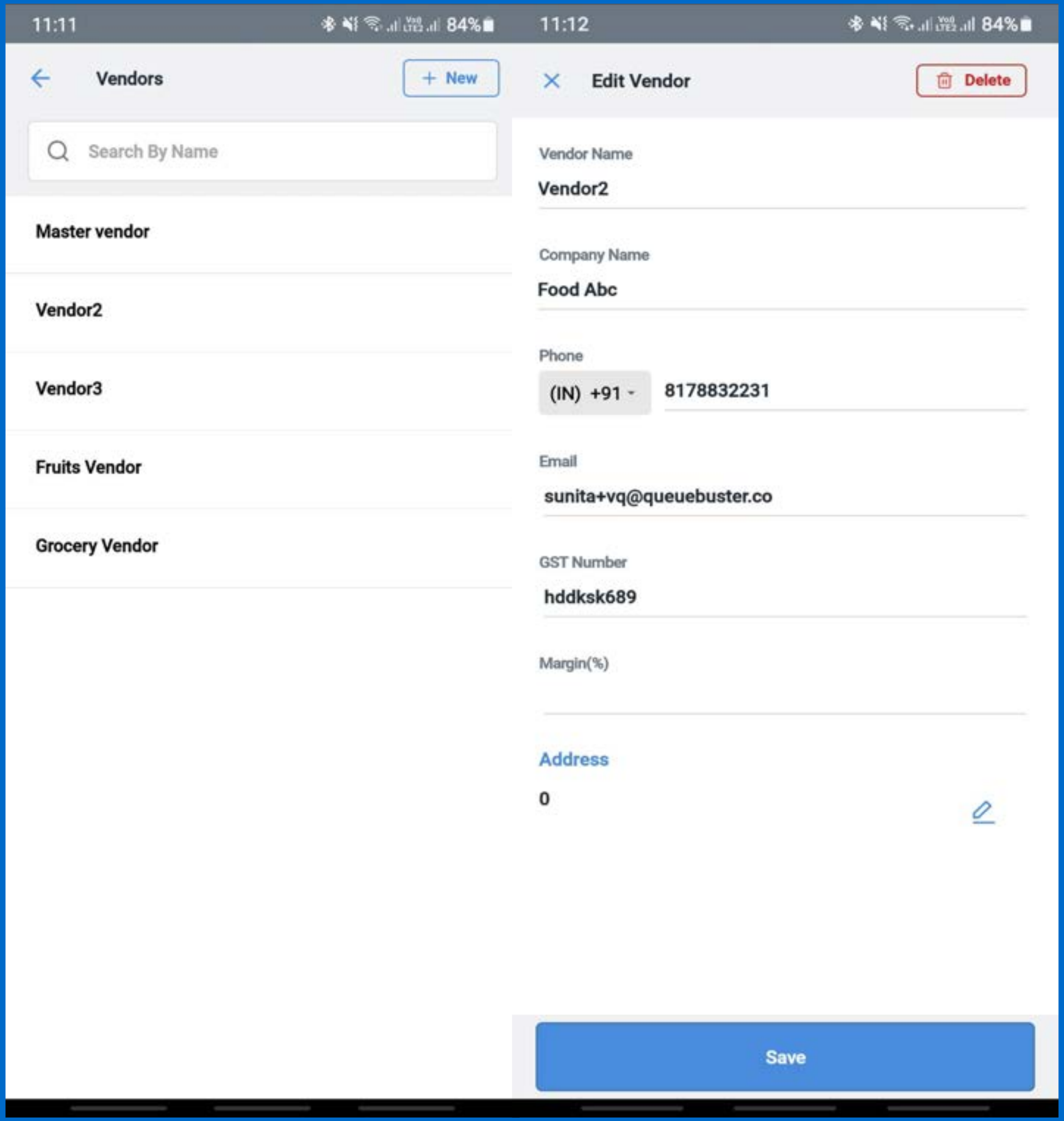
# Vendors

## Manage Vendors

1. Click on the Sliding Menu (≡)
2. Click on VENDORS under INVENTORY
3. The subsequent page contains the list of vendors created in the system

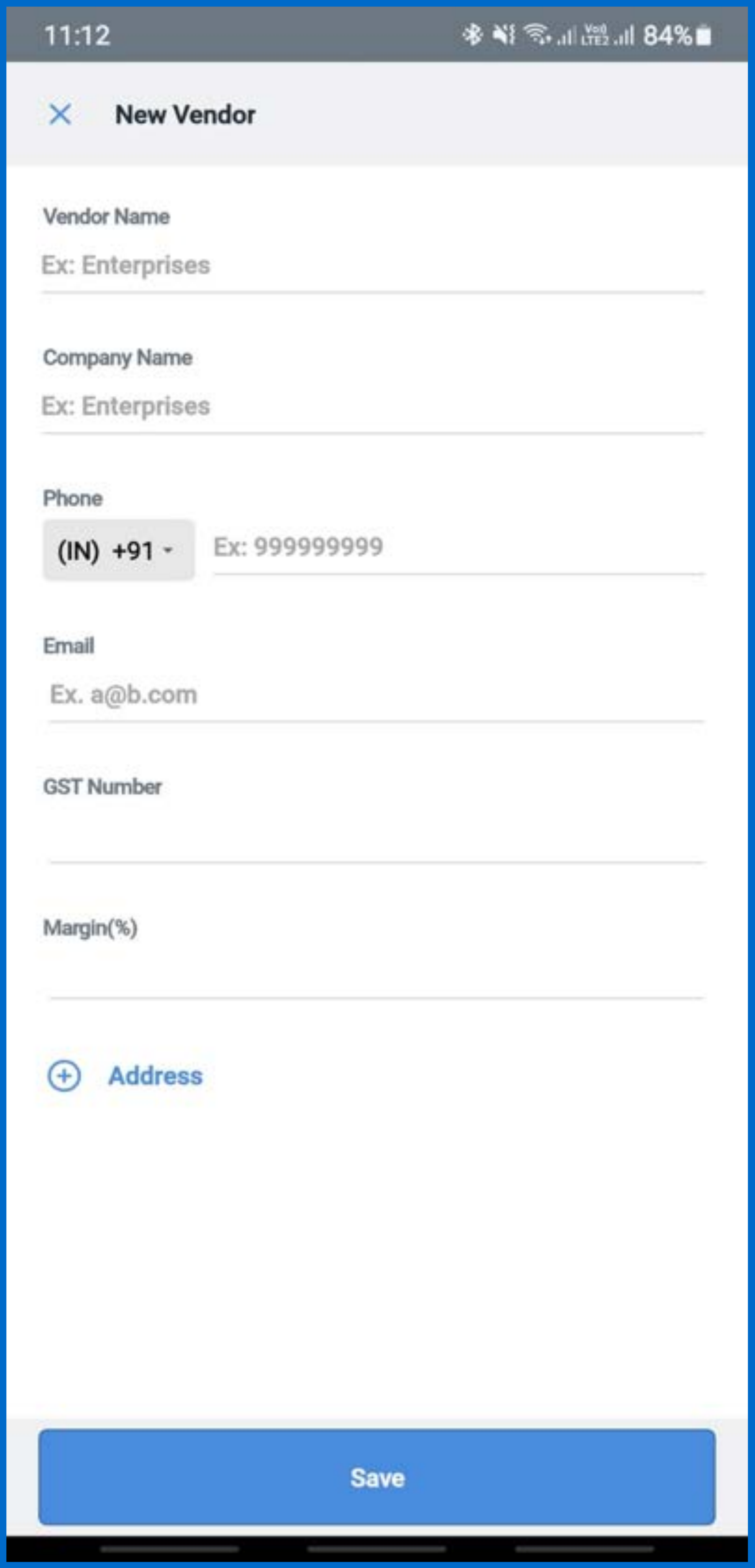
## Edit Vendors

1. Click on the vendor's name to edit it
2. Use Web Dashboard to Bulk Edit the vendors



## Add Vendor Form

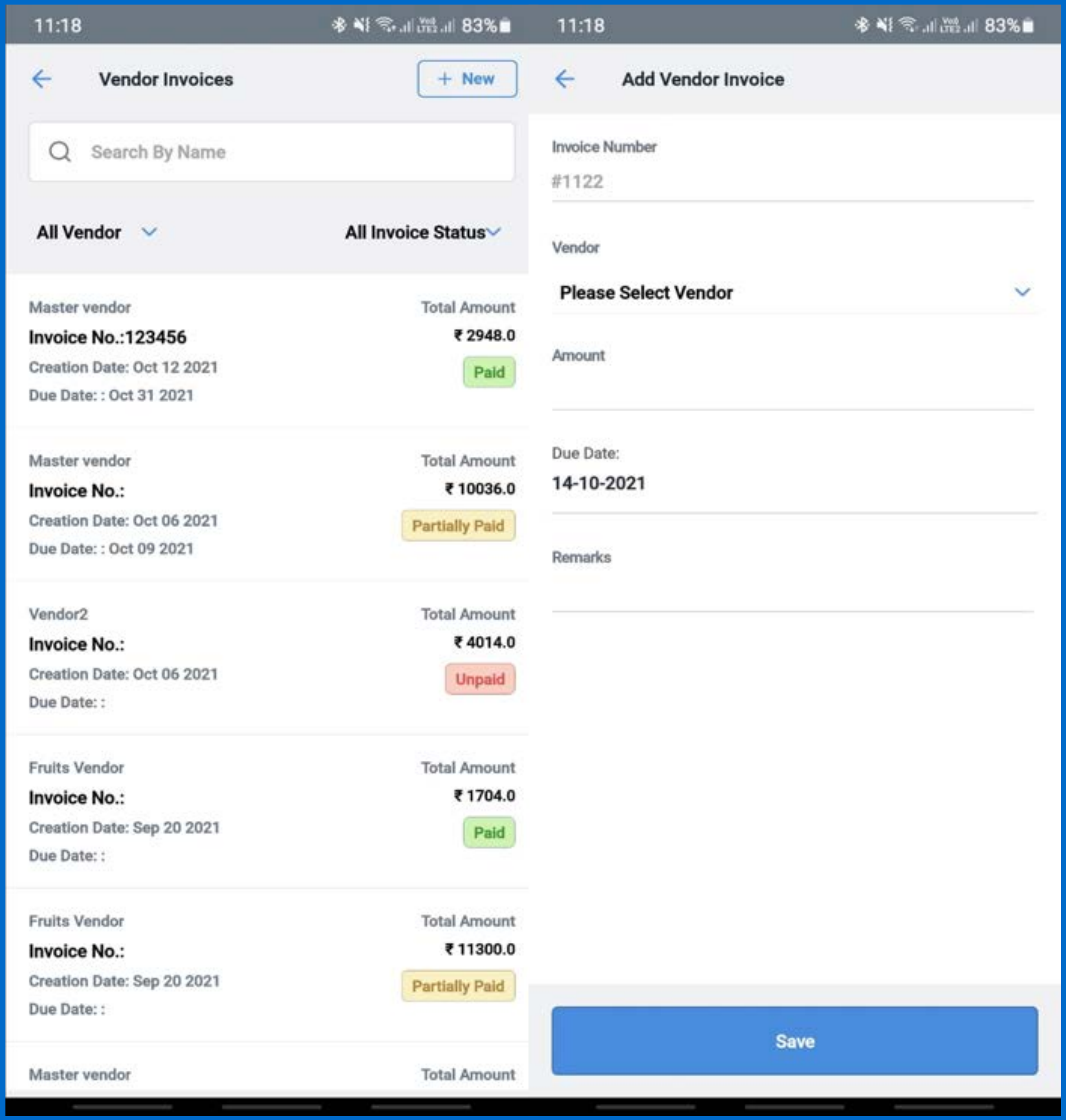
1. Click Create New Vendors to create a new vendor
2. Enter the Vendor Name, Company Name, Phone, Email, GST Number, Margin and Address(optional)
3. Click Save



# Vendor Invoices

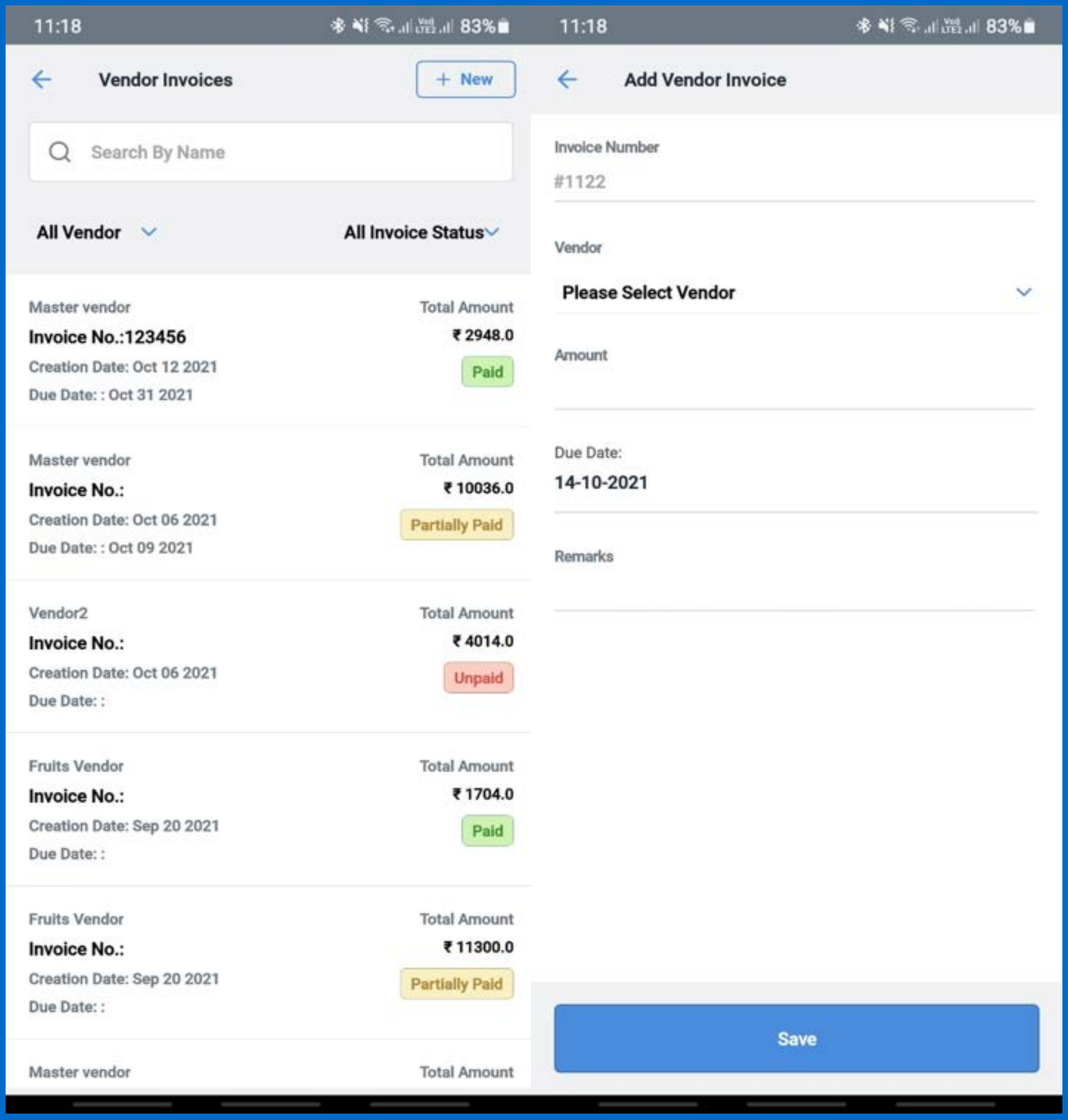
1. **Open Vendor Invoice Form**

- Vendor payment form is used to maintain all the credit purchases done from our vendors & suppliers.
- For every credit purchase, create a vendor invoice and update the same whenever the payment is made.
- The form shows unpaid, partially or fully paid invoices thereby helping a retailer keep track of the finances.



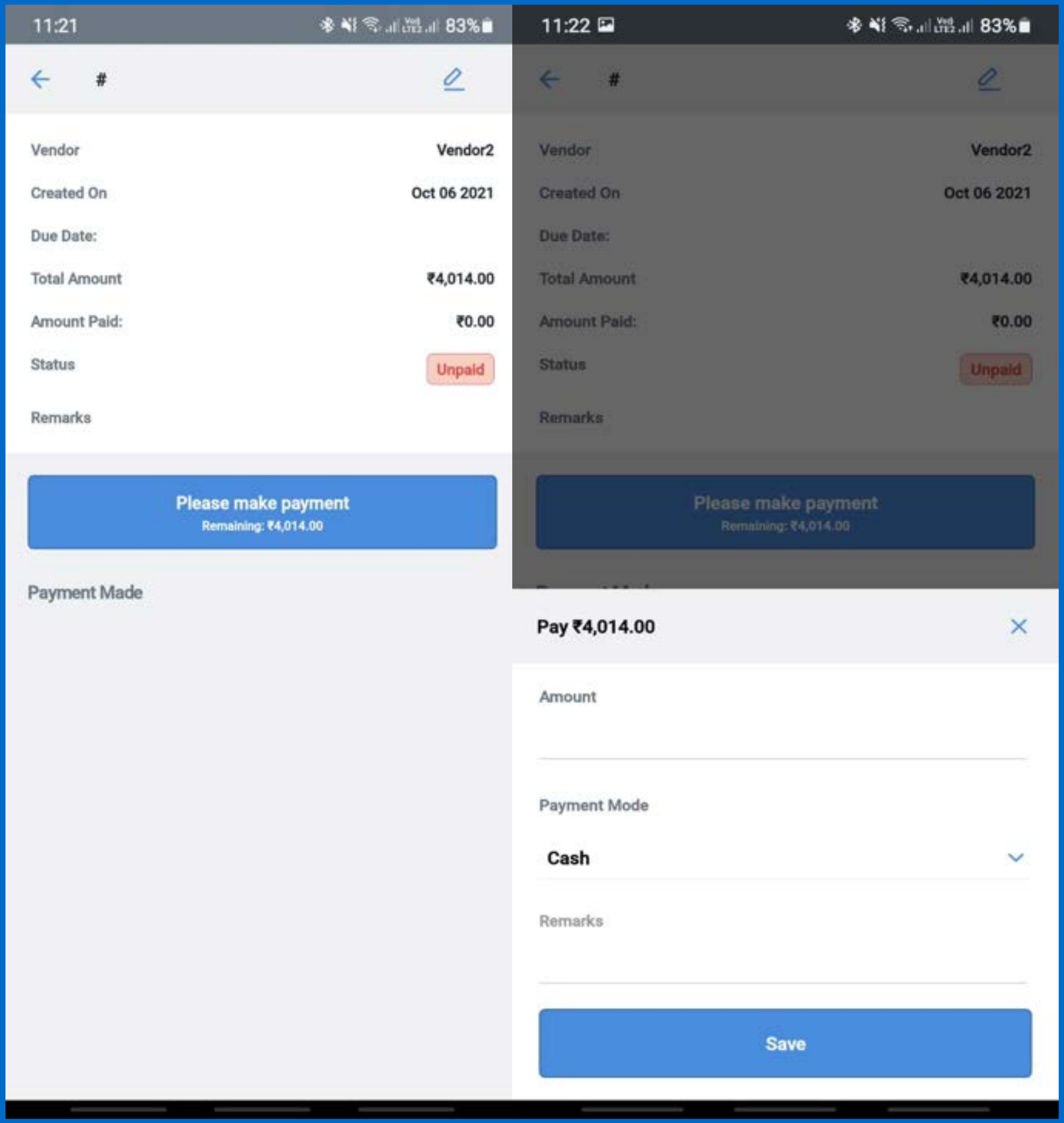
## 2. To Create Vendor Form

- Click on the Sliding Menu (≡)
- Click on Vendor Invoice under the Inventory
- The page shows all previous vendor invoices created in the system
- In order to create a new invoice, click the button plus (+)
- Provide the relevant information in the form
- Press Save OR
- Edit by Clicking on the invoice No which you want to edit



### 3. Make Vendor Payments

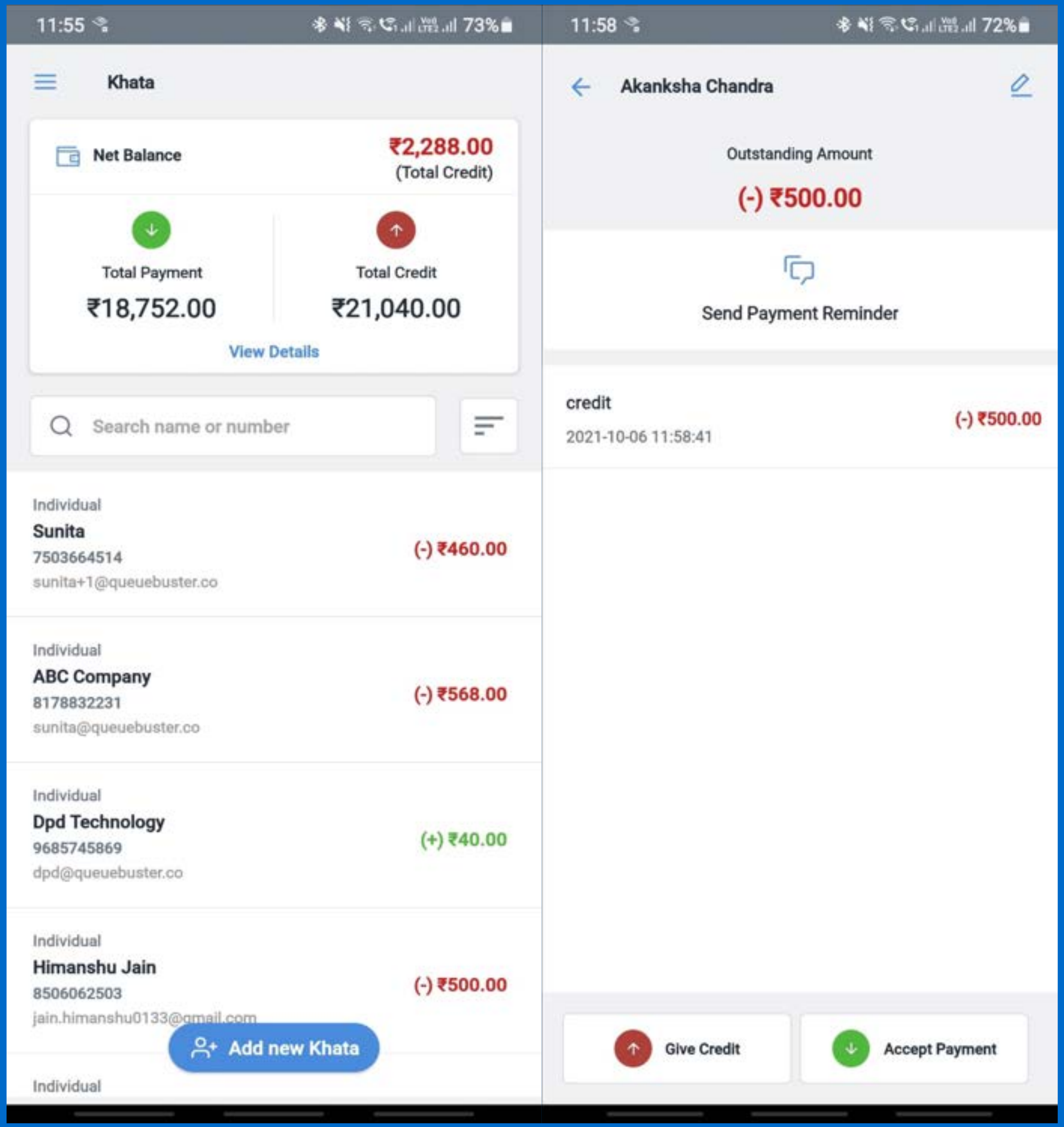
- Click on the Sliding Menu (≡)
- Click on Vendor Invoice under the Inventory
- The page shows all previous vendor invoices created in the system
- In order to create a new invoice, click the button plus (+)
- Provide the relevant information in the form
- Press Save Or
- Edit by Clicking on the invoice No which you want to edit



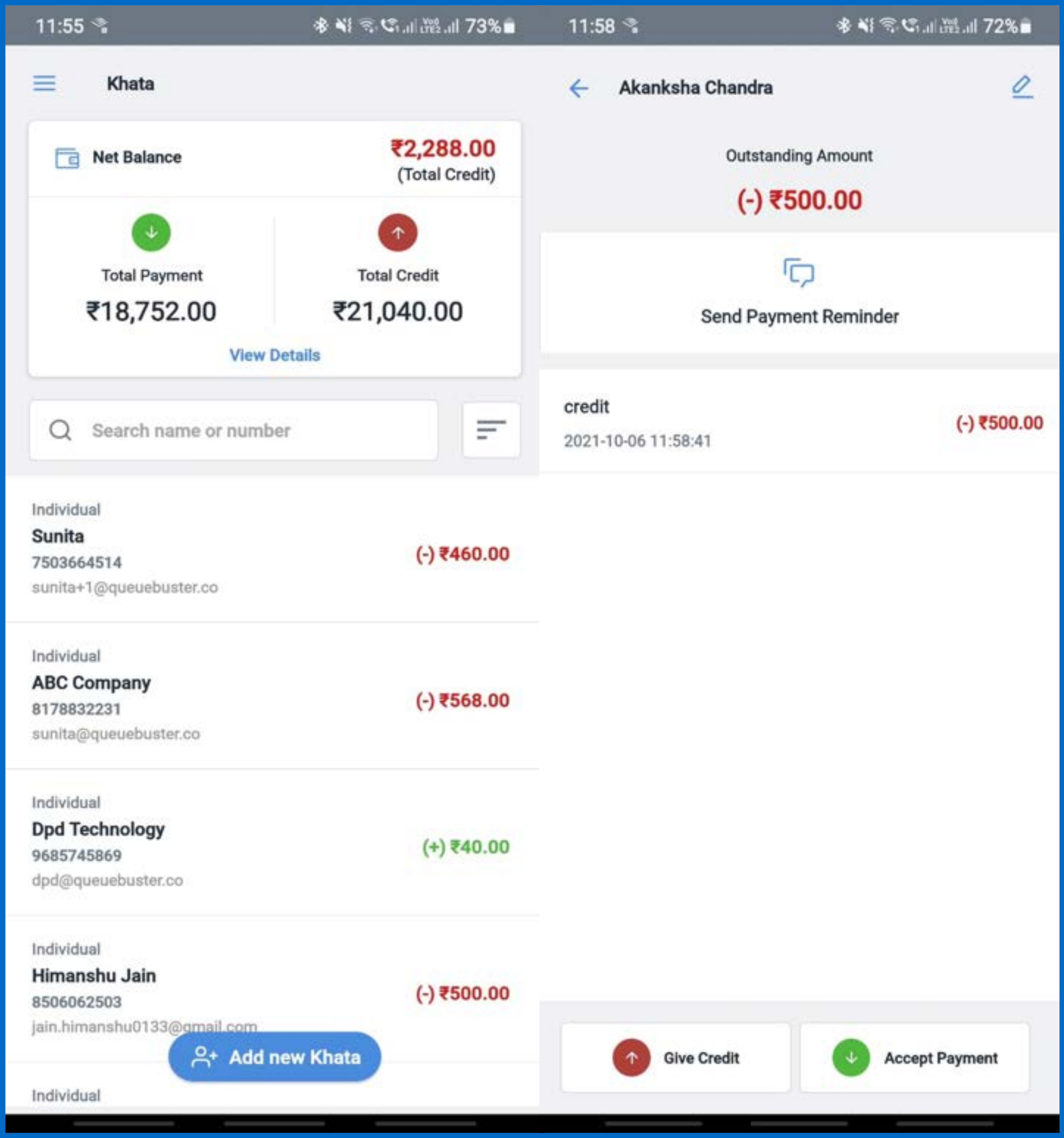
# Khata

# Khata

1. Click on the Sliding Menu (≡)
2. Click on Vendor Invoice under the Inventory
3. The page shows all previous vendor invoices created in the system
4. In order to create a new invoice, click the button plus (+)
5. Provide the relevant information in the form
6. Press Save Or
7. Edit by Clicking on the invoice No which you want to edit

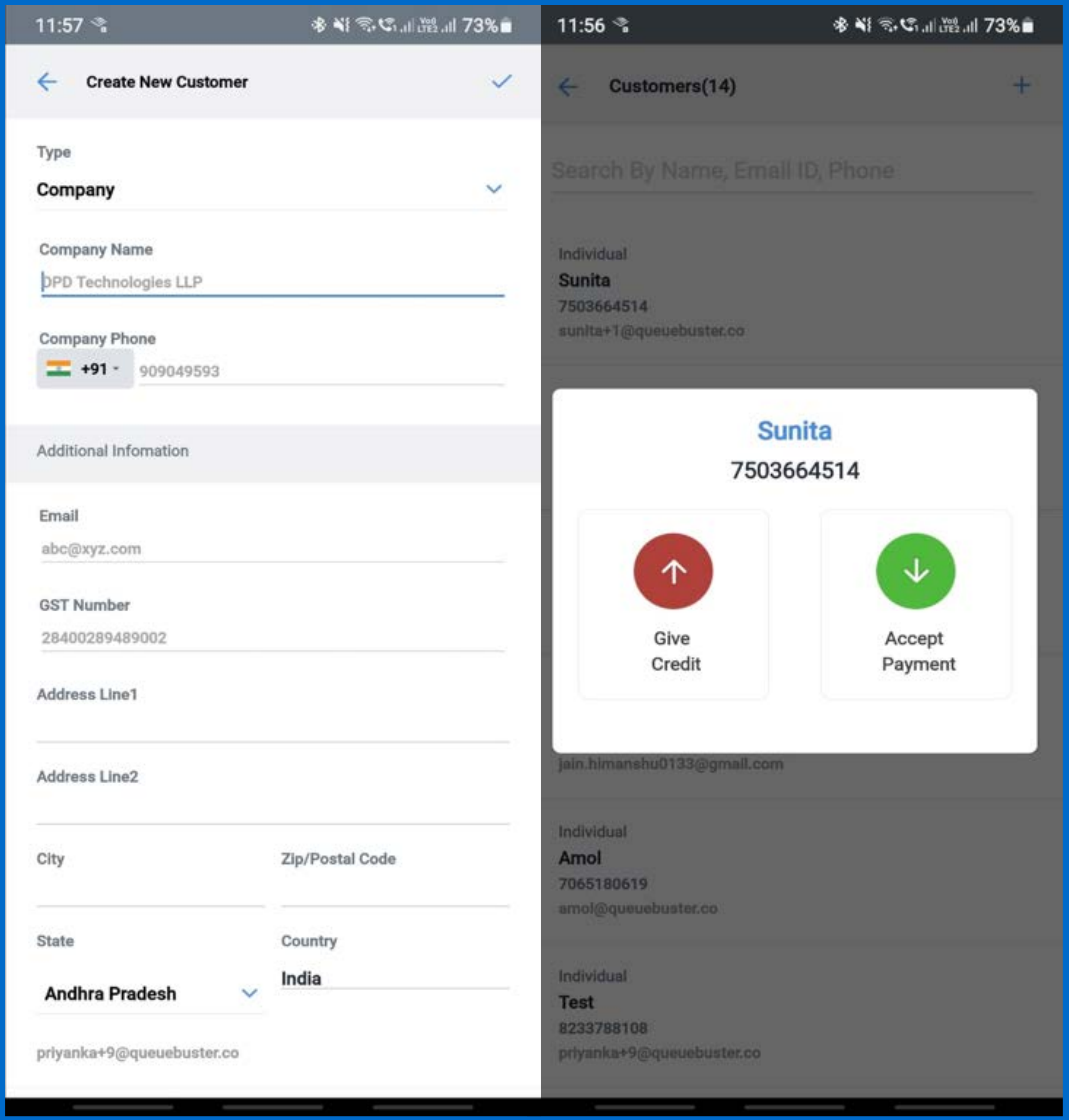


8. Record payments from a wide range of payment modes. Access all reports and transaction history anytime without any hassle.
9. It is most useful in Grocery Segment such as neighbourhood Kirana Stores, confectionery outlets, etc.



# To start with Khata

1. Click on Add New Khata
2. Search an existing customer OR
3. Click (+) to Create New Customer
4. Select the Customer
5. Click on Give Credit:
    - Enter the amount
    - Save the Entry
6. Click on Accept Payment
    - Enter the Amount
    - Click on Accept Payment
    - Select Payment Method
    - Click on Confirm



# eStore/Online Dukan

# eStore/Online Dukan

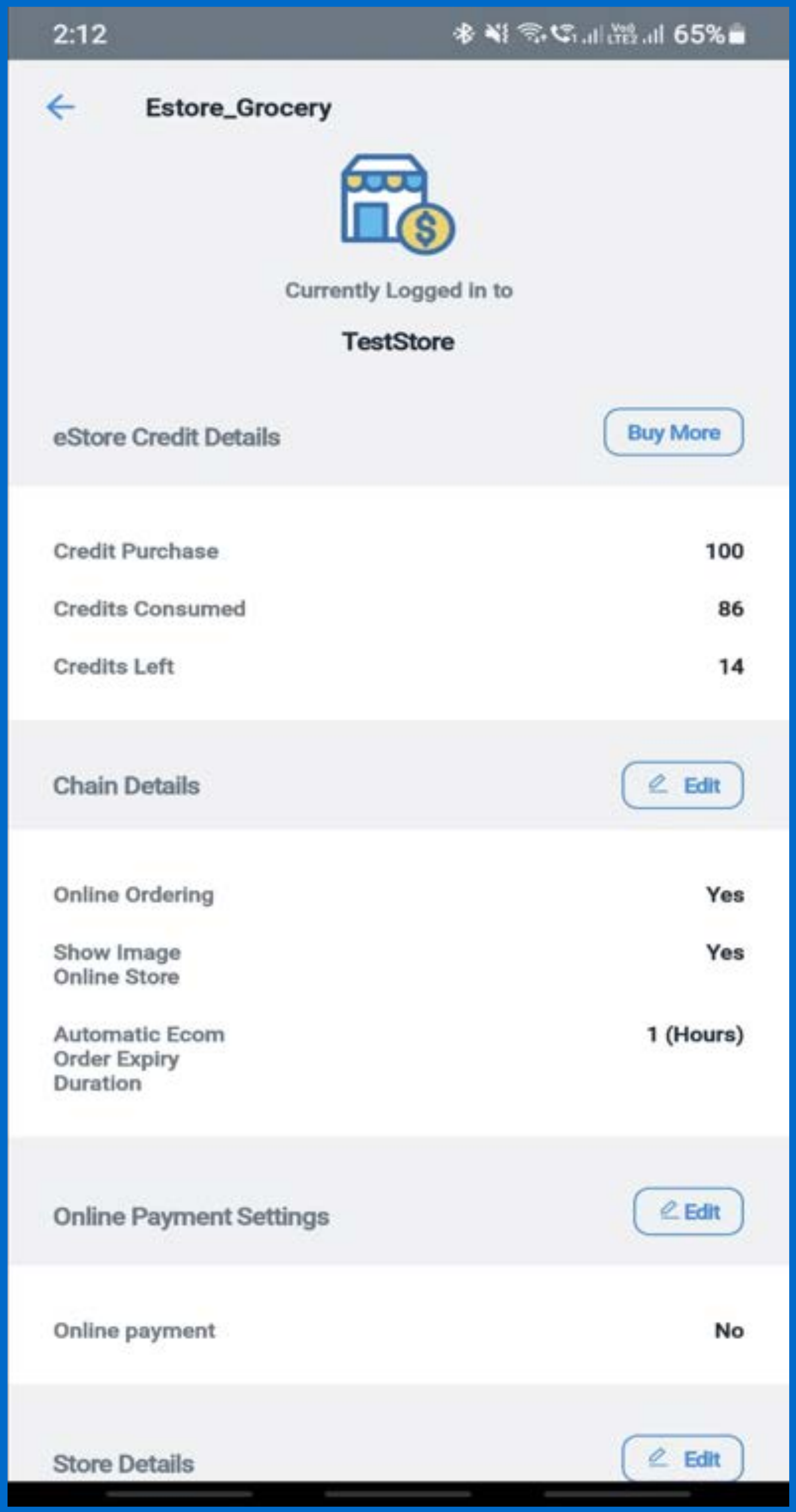
1. Setup online store in instant with no additional technology investment.
2. In-sync with in-store inventory.
3. Manage online catalog separately with distinct pricing.
4. Manage COD, pick up, or home delivery service.
5. Share QR code of store with customers
6. Allow customers to discover the online store, browse the catalog & place online orders.
7. Manage - accept or reject online orders on the same POS.

**To take your business online & enable digital ordering. A smart way for your customers to order contactless & queue less**

1. To take your business online and allow digital ordering, you will have to enable the QB eStore.
2. Simply click on “ Enable QB eStore ” to start OR
3. Activate the QB eStore later by accessing it from the left menu drawer. [QB eStore > Settings ]
4. Configure the following settings to set up your eStore :

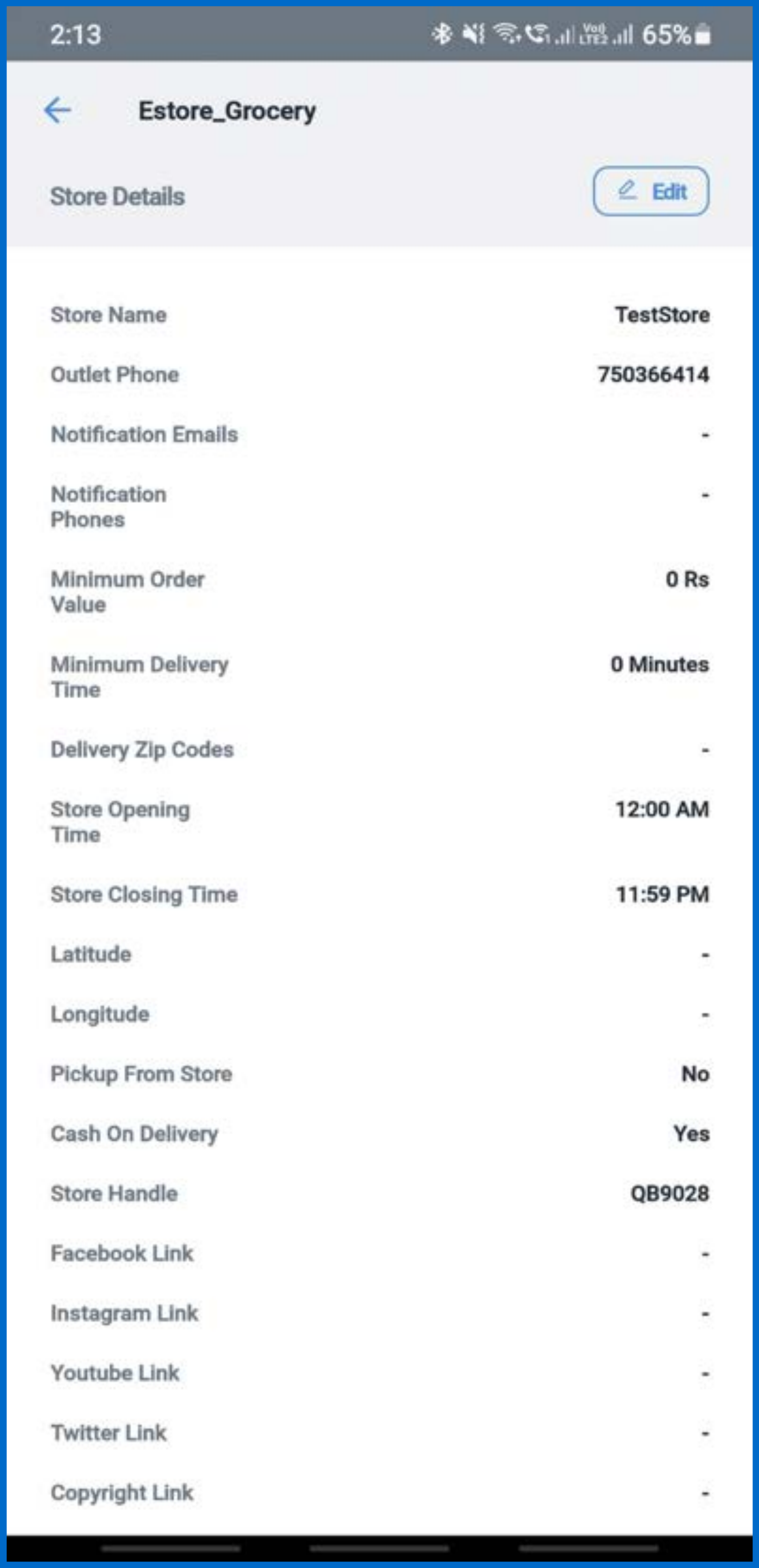
# Chain Settings

1. Below settings will reflect across the chain and be applied to all stores
2. Enable eStore functionality for your chain and all stores.
3. Enable Show Image Online Store to show the uploaded product images in the eStore catalog.
4. Enable Automatic ecom Order Expiry Duration to mention the time interval past which the order will expire
5. Get in touch with our support team to activate online payments for your business and start accepting payments through debit/credit cards, net banking, UPI, etc.

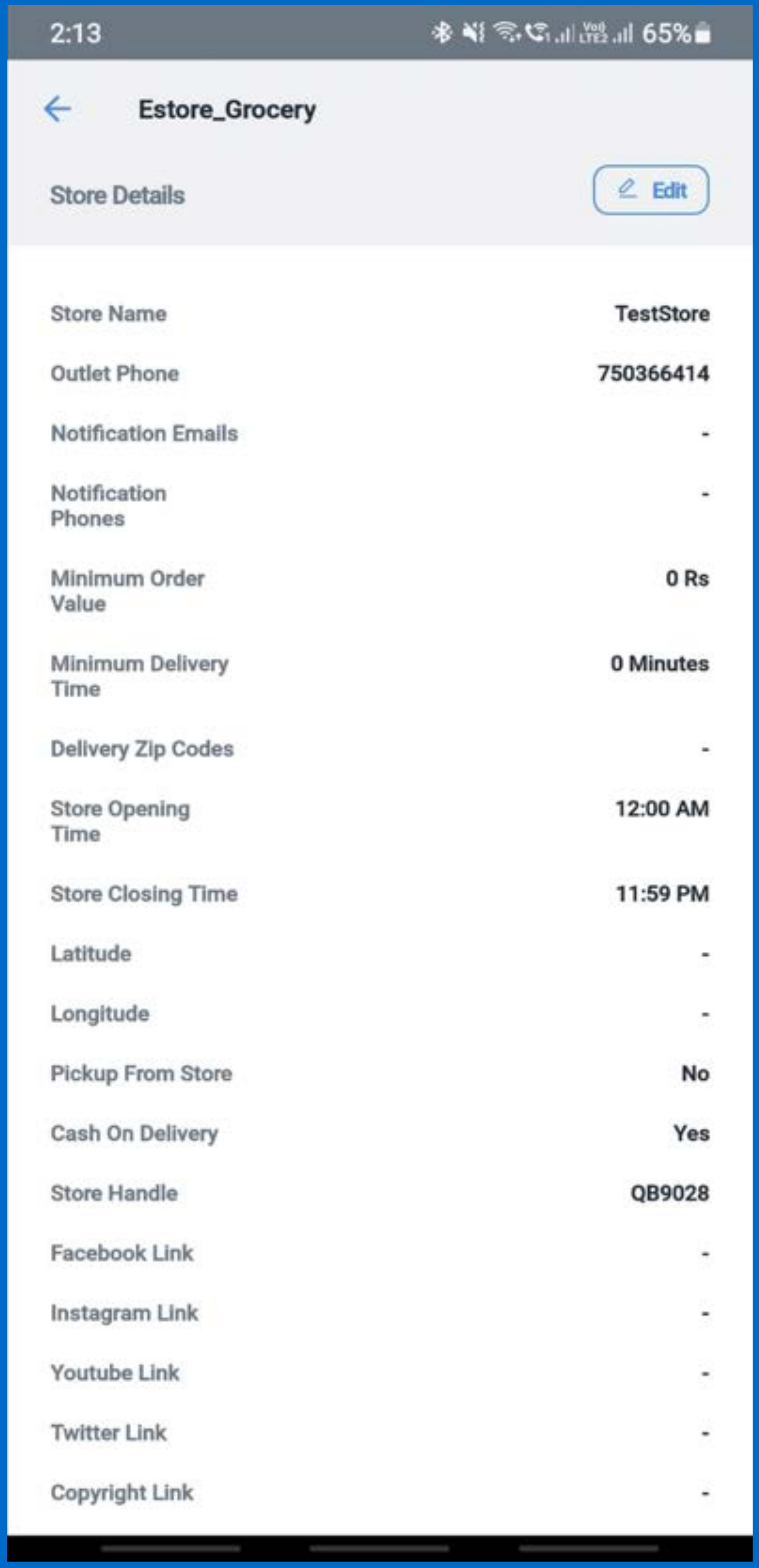


# Store Settings

1. The following settings will apply to the logged-in store :
2. Accept Online orders: Enable eStore for the store logged In.
3. Minimum Order Value: A minimum cart amount is required for the customer to place the order.
4. Minimum Delivery Time: Enter the time in minutes required for you to complete the delivery.
5. The same would be displayed to your customers.
6. Delivery Zip codes: Manage and list the pin codes of all the areas where you would like to provide home delivery service.
7. Store opening time: The opening time of a store before which no order would be accepted.



8. Store closing time: The closing time of a store after which no order would be accepted.
9. Cash on Delivery: Accept COD as a form of payment.
10. Pick up from Store: Allow pick-up orders where customers can place orders and later pick them up from the store themselves.
11. Notification Emails: Emails on which you would like to receive order notifications
12. Notification Phones: Phone numbers on which you would like to receive order notifications via SMS.



# Cataloging

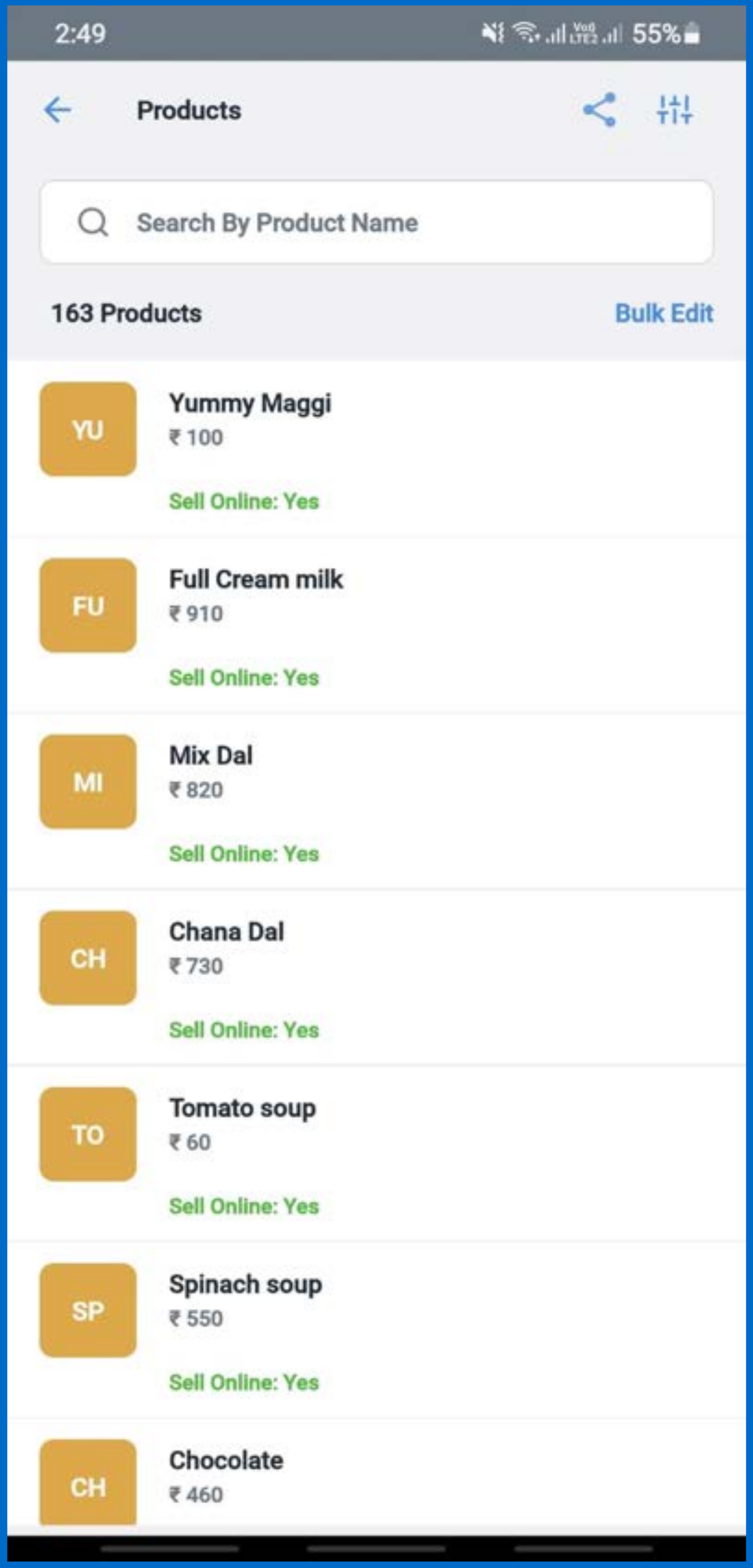
1. Full catalog has already been built while creating a detailed billing process
2. You can view, add, update, and organize all of your products, taxes, and charges in the catalog section.

# Online Catalog

1. To start building the catalog for your eStore you will have to open the catalog
2. This section lists all the products from the catalog you created.
3. Search or sort the catalog for your convenience.

1. Click on any product to modify its price and enable it to list the product in the eStore catalog with that price.
2. Alternatively, if you want to add the products in bulk you can click on “Bulk Edit”, select multiple products and Save it to add them to the eStore catalog.
3. Products with “ Sell Online: YES ” will be listed in the eStore catalog and customers can order that particular product.
4. Products with “ Sell Online: NO ” will not be listed in the eStore catalog.
5. Market your QB eStore

**Voila !! Your eStore is live and ready to accept online orders from your customers**



# Share via QR

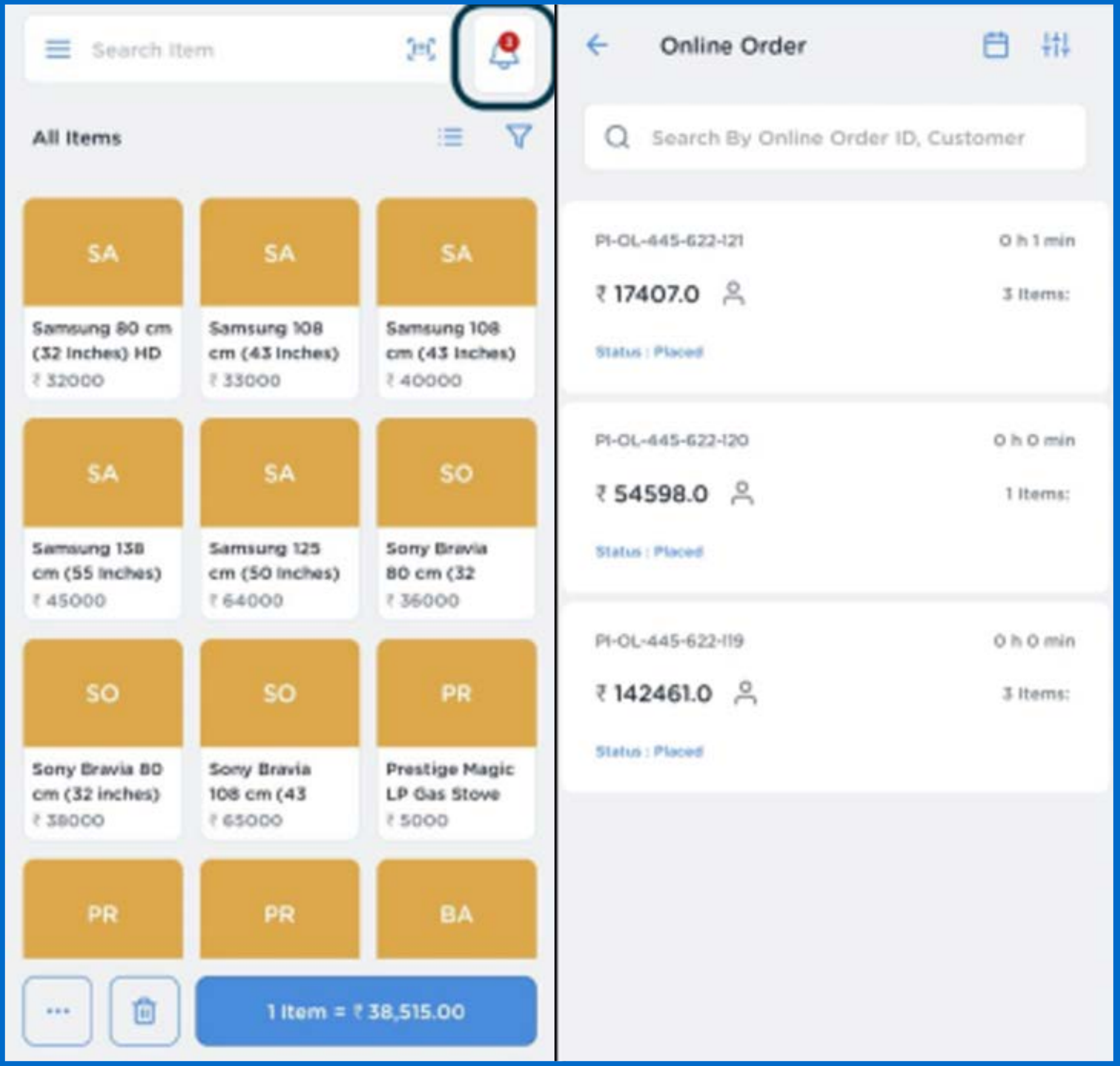
1. [ QB eStore > Print Store QR code ]
2. Download the QR code and place it at the storefront or billing counter for your customers to discover.

# Share via Social Media

1. [ QB eStore > catalogue ]
2. Share it via social media to increase your reach to new customers and grow exponentially.

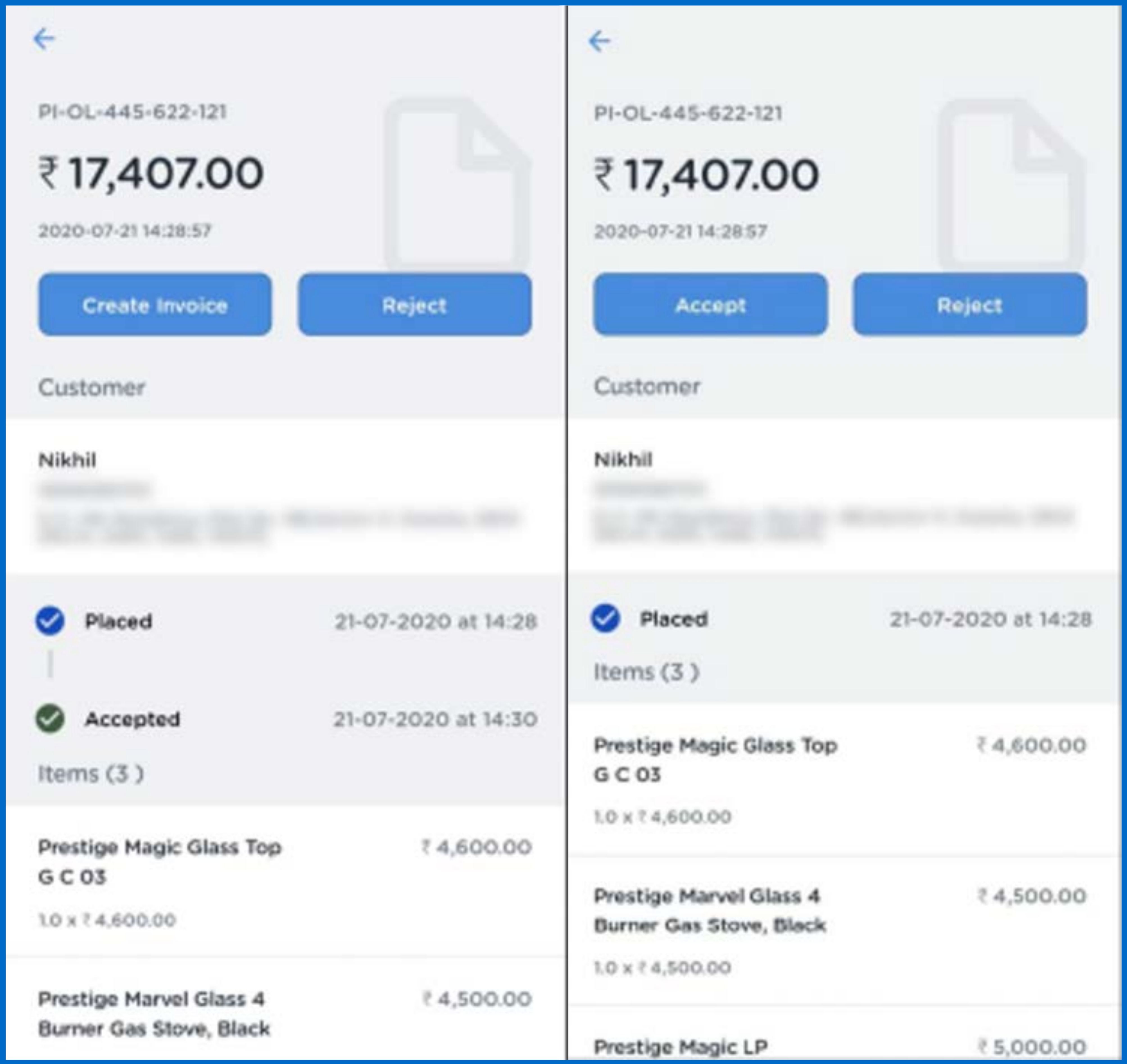
# Receive Order Notifications

1. Get notified on receiving new orders and
2. Click the bell icon to retrieve the list of all ongoing eStore orders sorted by the recent receipt.
3. Click on any order to view the complete details viz. customer info, products ordered, invoicing details, and the current status of the order.



# Receive Order Notifications

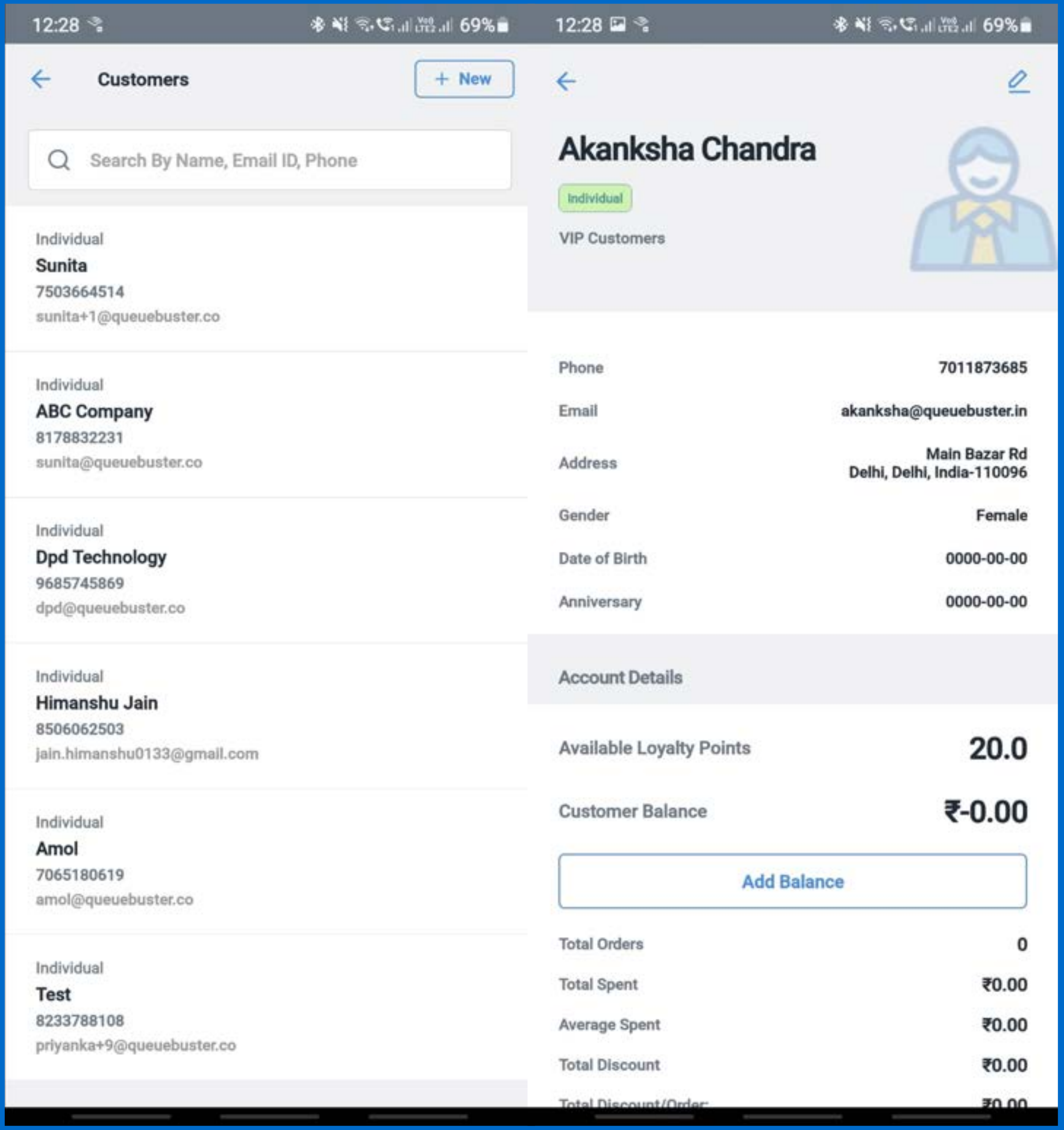
1. Keep your customer informed on the order updates by managing the following status of every order
2. Placed: New order received.
3. Accept: Accept the order to fulfill
4. Create Invoice: Generate and print the invoice.
5. Dispatch: When you dispatch it to the customer.
6. Delivered: Order delivered successfully.
7. Reject: Reject if cannot be fulfilled due to any reason like non-availability.



# Customers

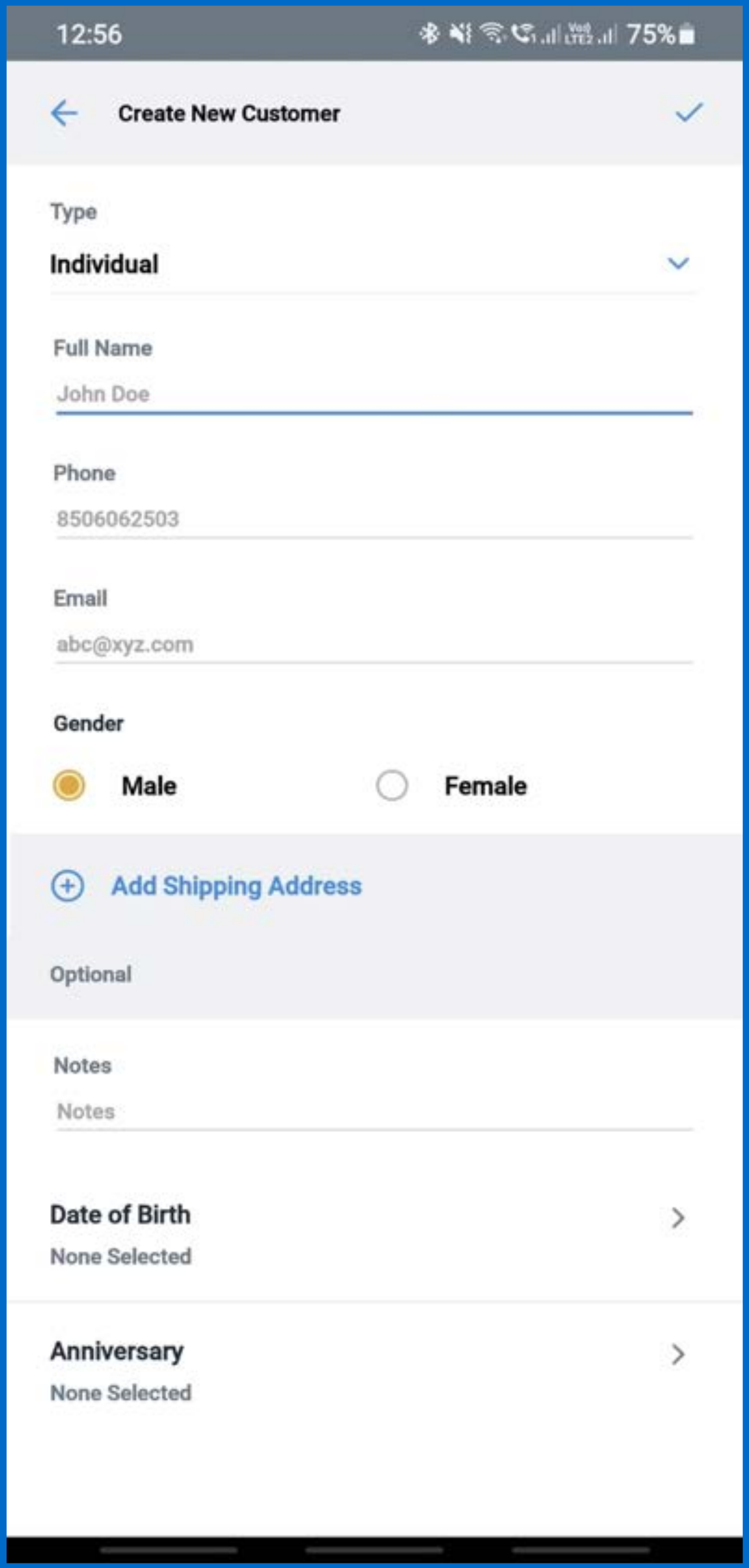
# Individual Customers

1. With our customer feature, capture and update customer information in a go.
2. Centrally manage the customer base captured from outlets at different locations.
3. Track customers' buying history to capitalize on their preferences - upsell or cross selling.



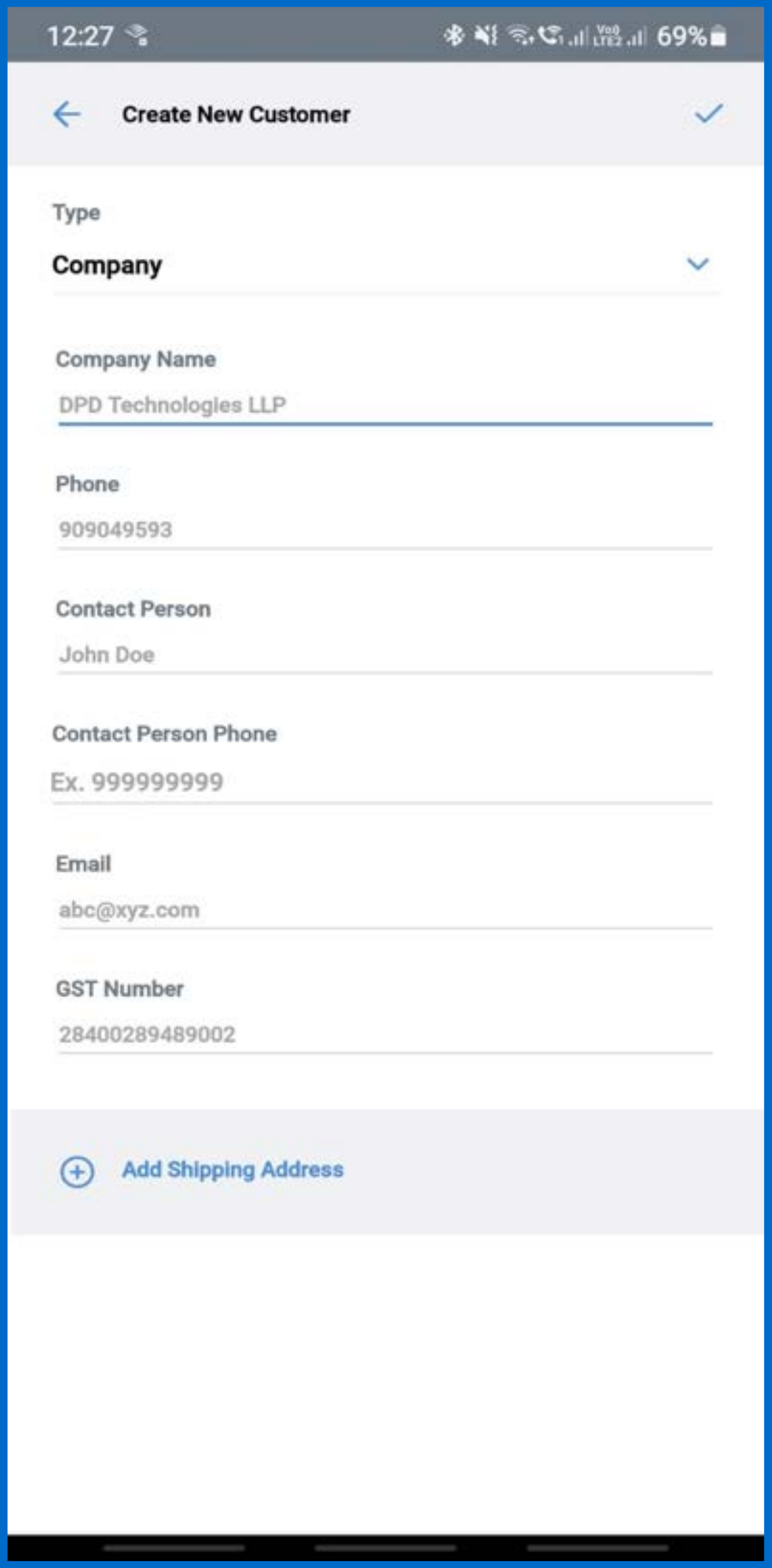
# Individual Customers

1. Click (+) to create new customers
2. Select the type of Customer as Individual
3. Write your full name
4. Enter your Phone Number, Email and Gender
5. Enter your Shipping address
6. Enter Notes, Date of Birth, and Date of Anniversary(Optional) OR
7. Click on the existing customer
8. Edit the customer's details
9. Add balance according to the available loyal points



# Company as a Customer

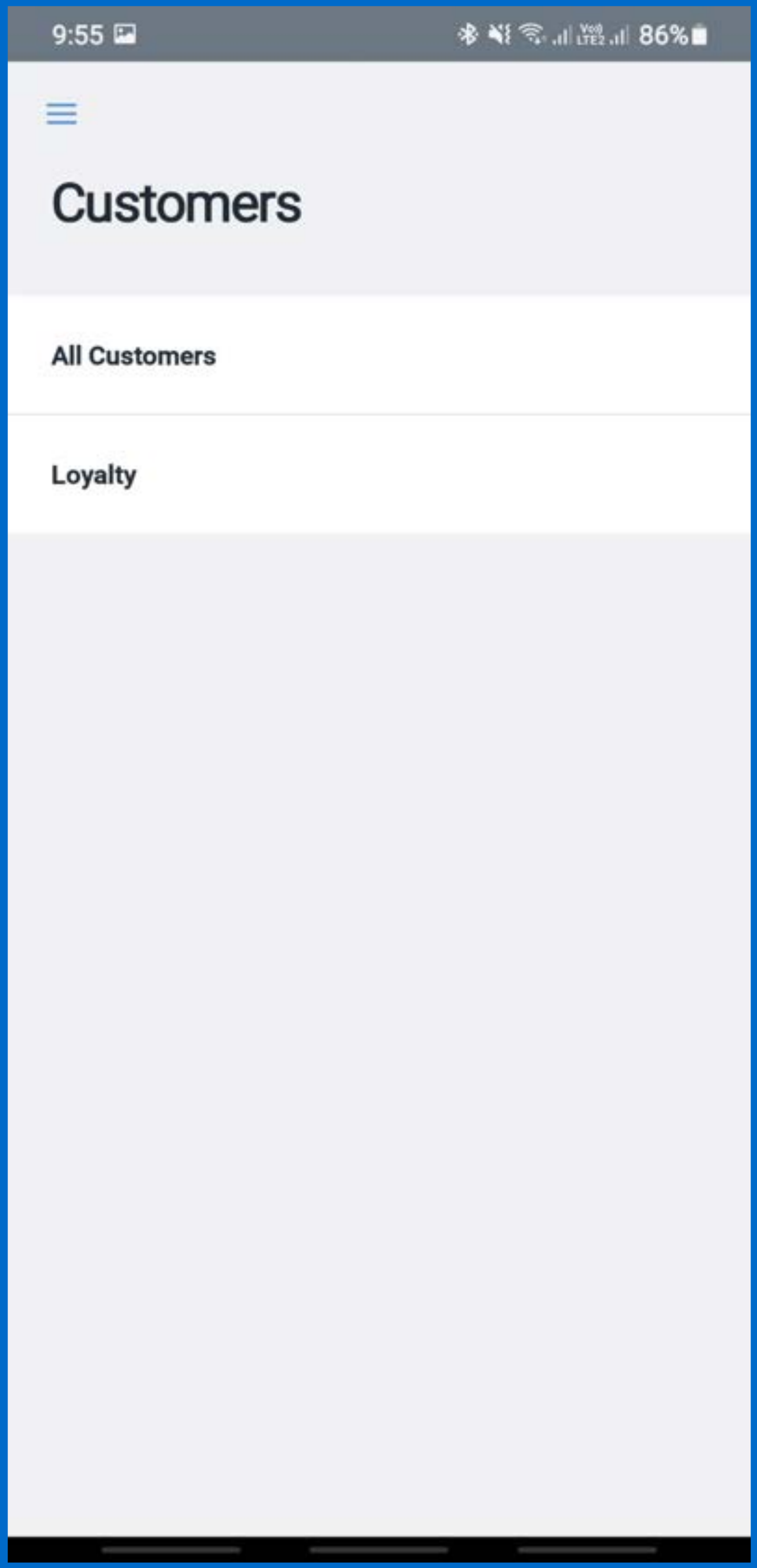
1. Click (+) to create new customers
2. Select the type of customer as Company
3. Enter Company Name
4. Enter Phone Number
5. Enter Contact Person
6. Enter Contact Person Phone Number
7. Enter Email
8. Enter GST Number
9. Enter Shipping Address OR
10. Click on the existing customer
11. Edit the customer's details
12. Add balance according to the available loyal points



# Loyalty Program

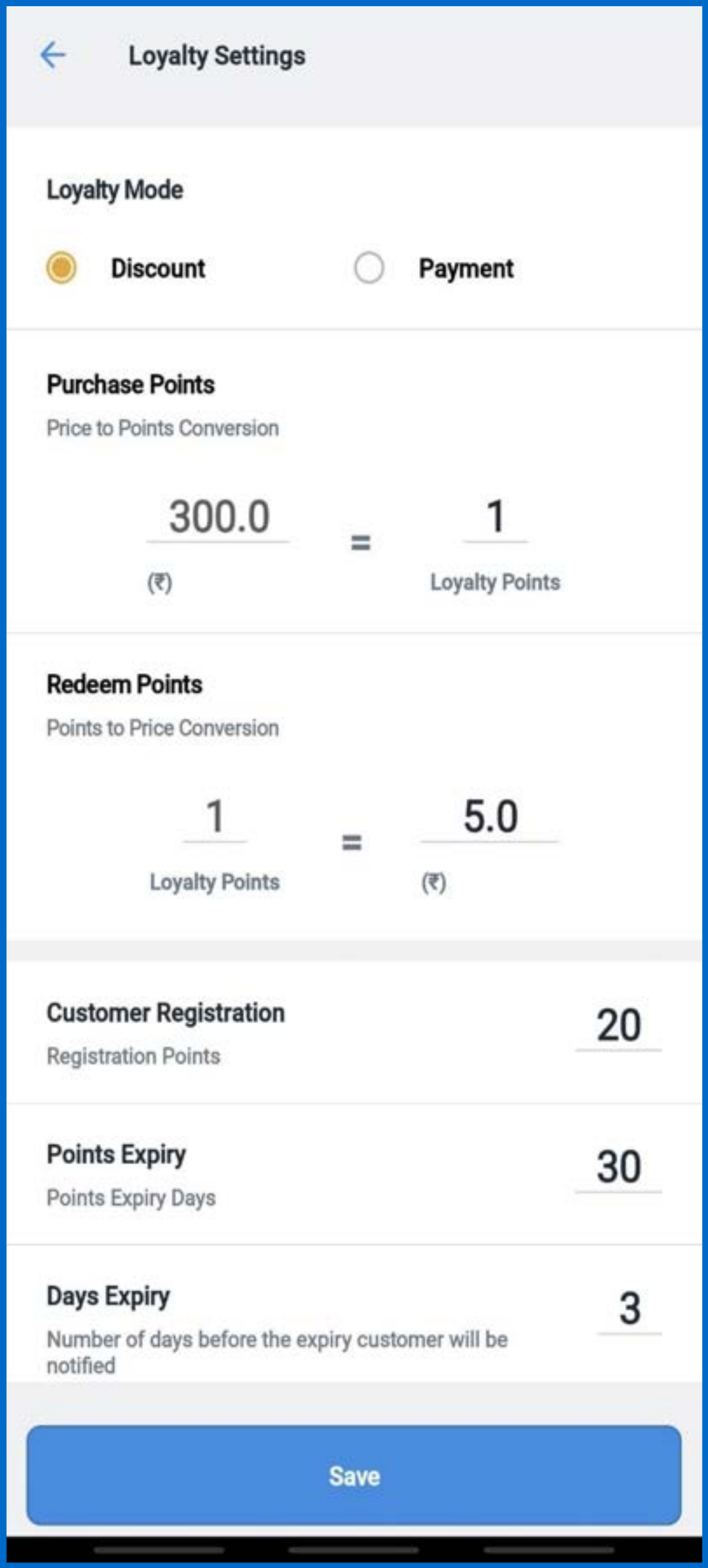
# Loyalty Program

1. Reward customers with simple point based loyalty program.
2. Setup loyalty by defining global parameters - purchase-to-point & points-to-purchase conversions along with some optional settings such as points validity, OTP redemption, occasions, etc.
3. Configure points to be used as discounts or payments.
4. No additional apps, equipment, cards or fees needed

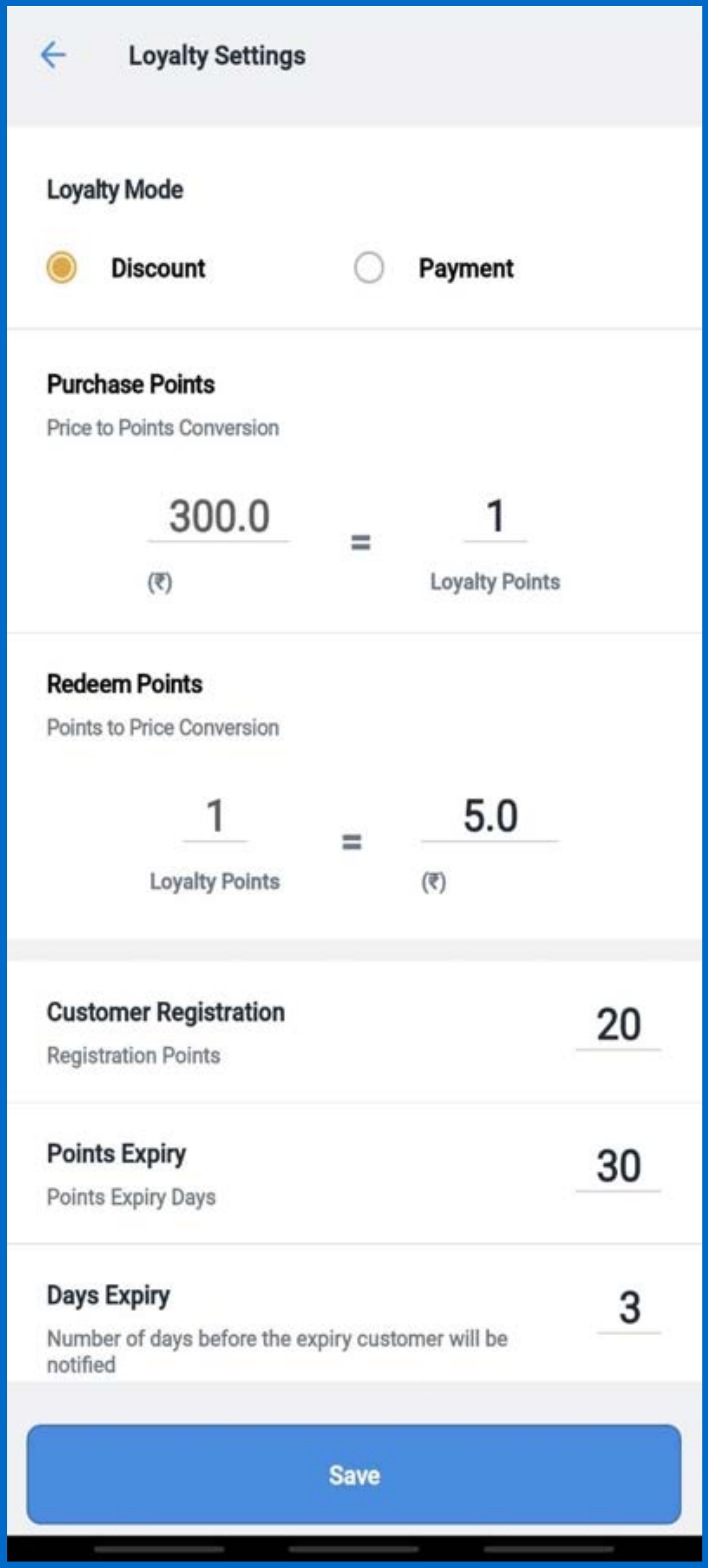


**There are 2 parts to the loyalty program: Setting up the loyalty program & redeeming the loyalty points.**

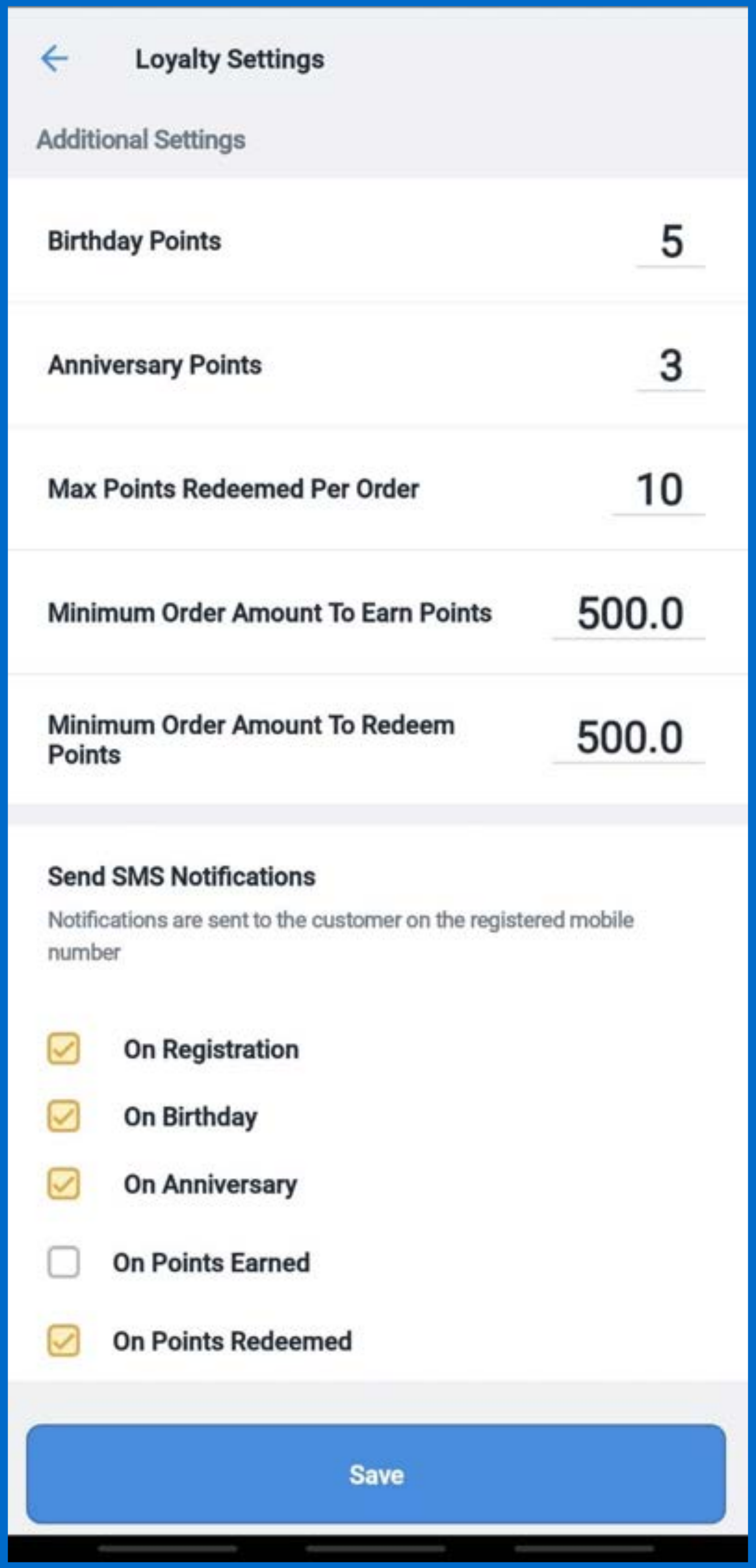
1. **To set up a loyalty program**
    - Click on Customers> Loyalty
    - Customer Registration
    - These are the loyalty points that a customer receives at the time of their registration in the loyalty program
    - Further points can be earned and redeemed vis discount or payment
2. **Purchase Points**
    - It is the amount that a customer needs to spend to earn 1 loyalty point
    - Example: Rs. 100 is equal to 1 point



3. **Redeem Points**
    - It is the amount in Rupees that a customer receives by redeeming 1 loyalty point
    - Example: 1 point is equal to 1 rupee
4. **Expiry**
    - The number of days that customer's loyalty
    - points are valid since the last purchase



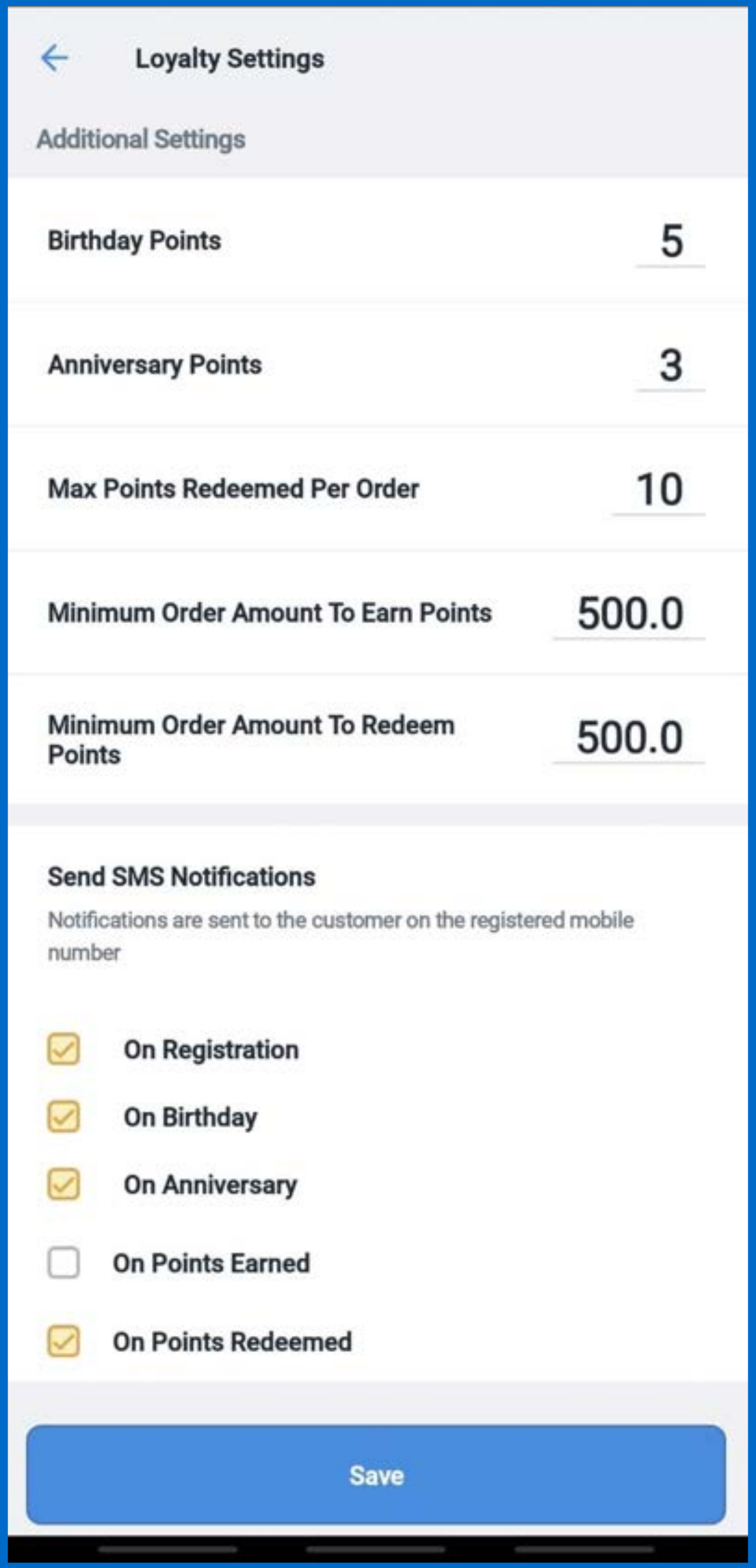
- **Redeeming Points**
  - It directs the system to notify the customers days before their loyalty points expire
  - Click Save to complete the setup.
- **Loyalty Settings Screen**
  - Enable Loyalty at Store
  - Check on the radio button to enable loyalty to the store.
- **Loyalty Mode**
  - Select a Loyalty Mode Discount/payment.



- **Additional settings**

    - Enter Points which can be earned on special occasions such as birthdays and anniversaries
    - Set Max points redeemed per order
    - Set order amount to earn points
    - Set minimum order amount to redeem points

**Set SMS notifications on Registration, Birthdays, Anniversaries, On Points earned, or Points redeemed**



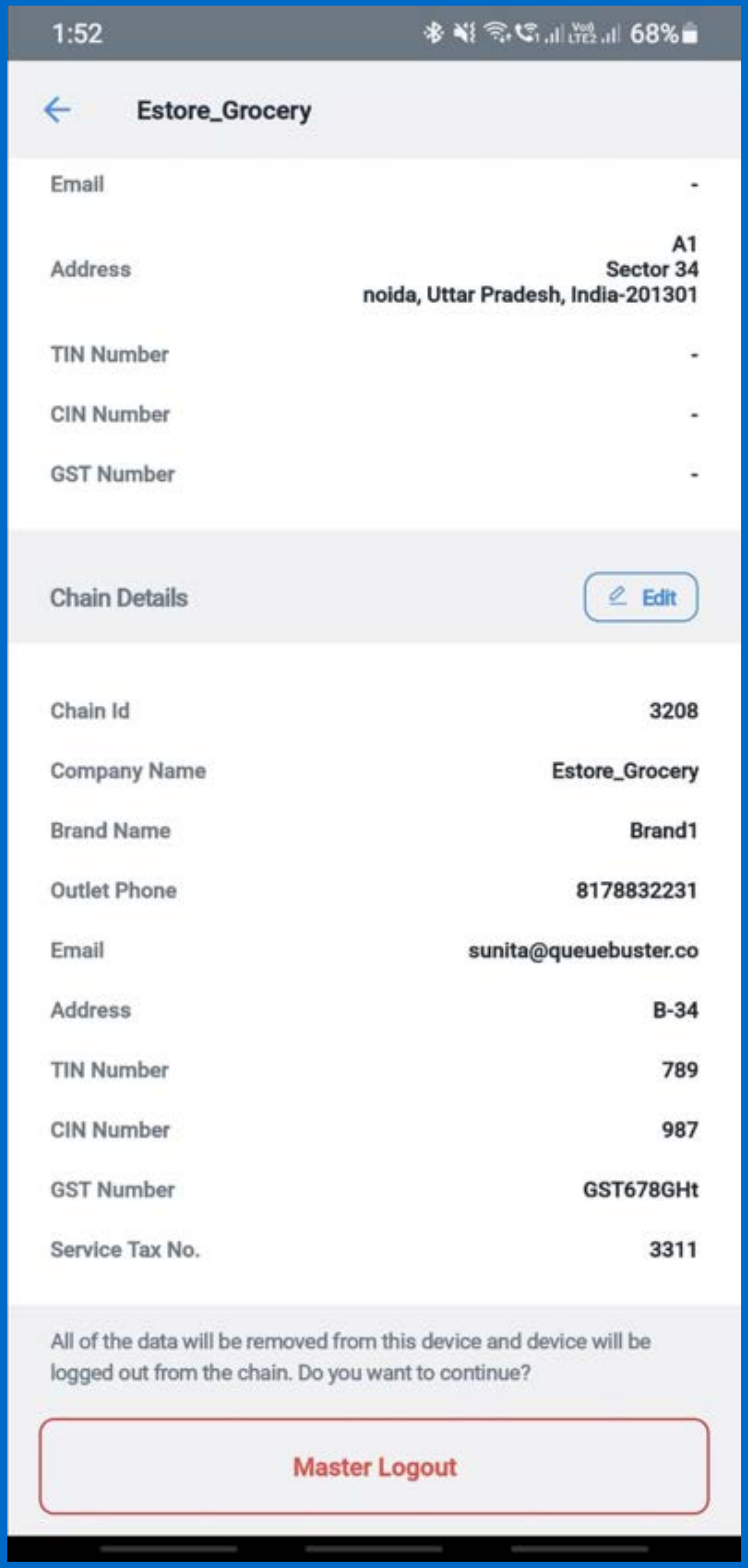
# Setup

# Setup

Organize your business and set your business according to your preferences, from managing the business profile to oversee the apps settings.

# Business Profile

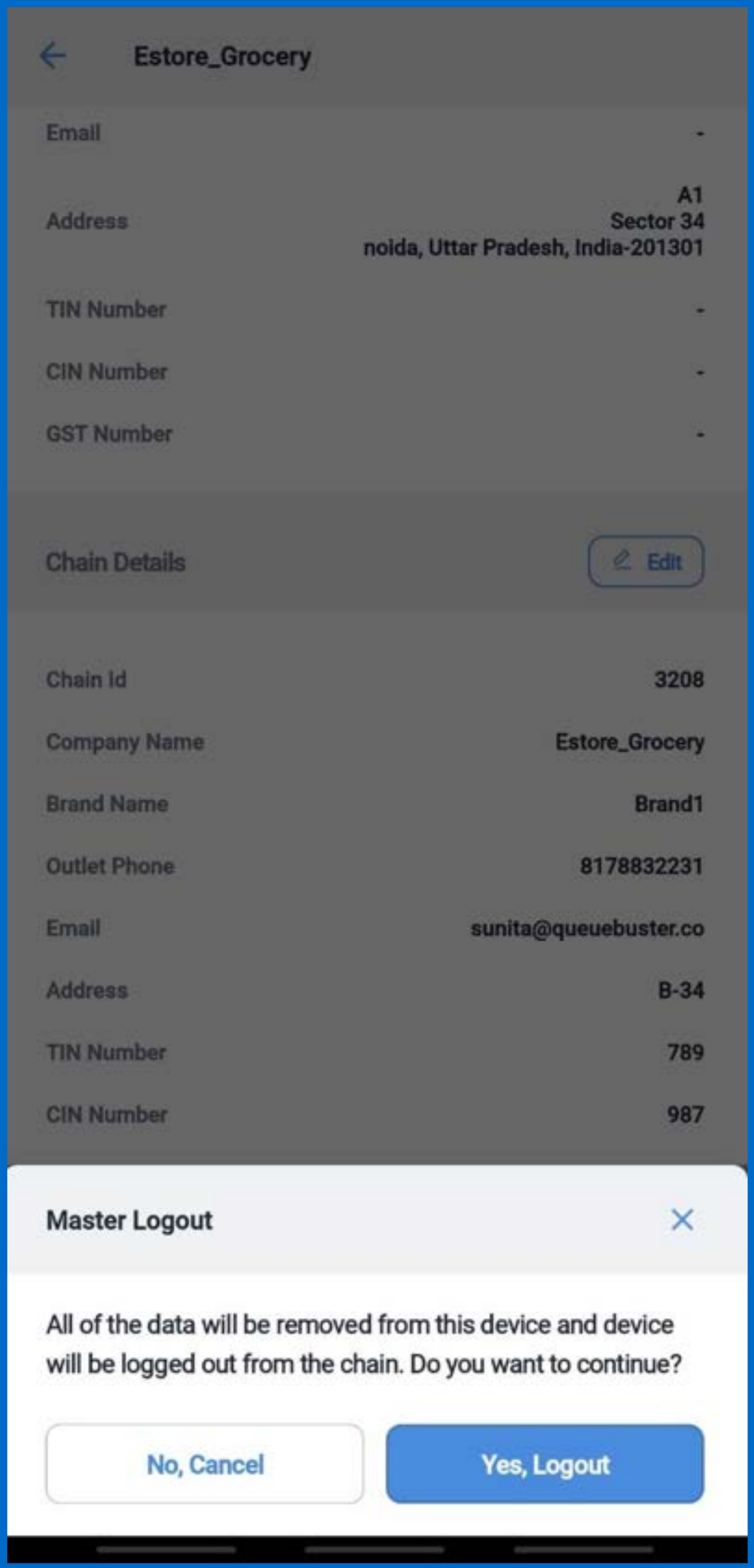
1. Store Information/Chain Information
2. Click Setup>Business Profile
3. Click on Edit
4. Enter the details necessary
5. Click on Save



# Master Logout

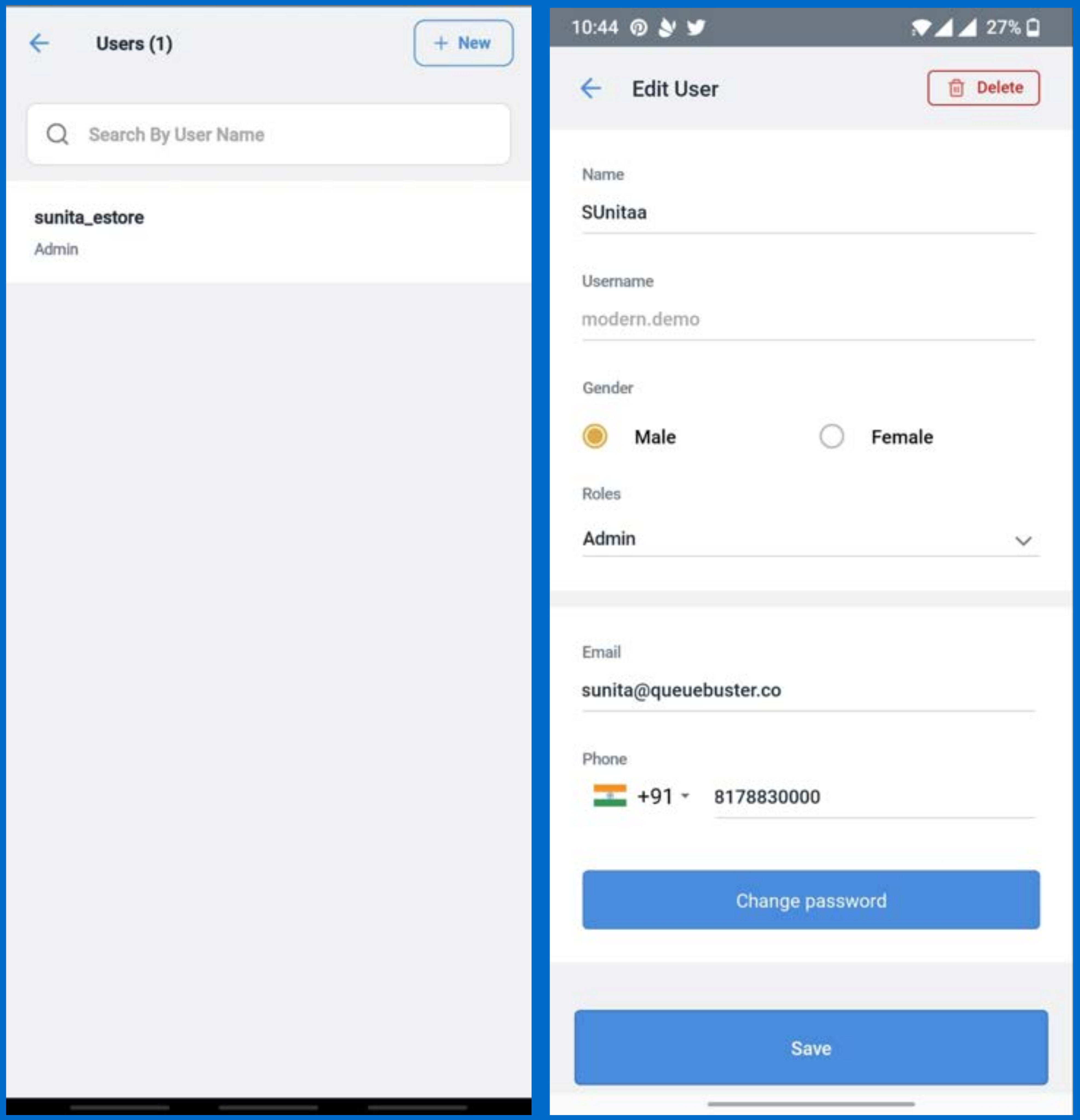
1. Click on Setup> Business Profile
2. Click on the Master Logout Button, a popup will appear to confirm your action
3. Click on Yes, Logout Button.

**Note: This step will reset your application to the factory settings. It will remove any unsaved or un-synced data from the device. So, make sure that your device is completely synced with the cloud before performing this step.**



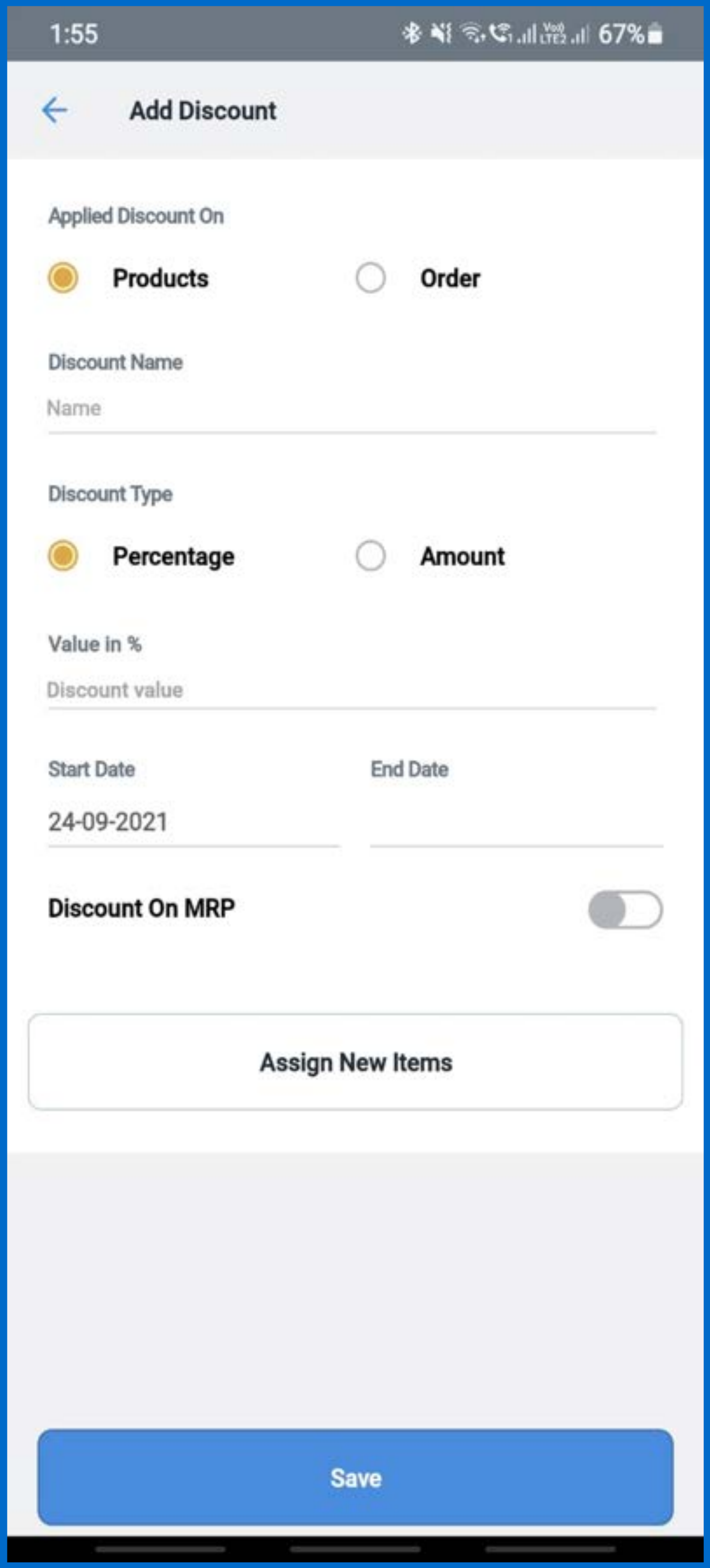
# User

1. Click on User
2. Click on (+) to add new users or edit existing users
3. Click on Roles and permission
4. Give access to staff, managers, or any other admins.



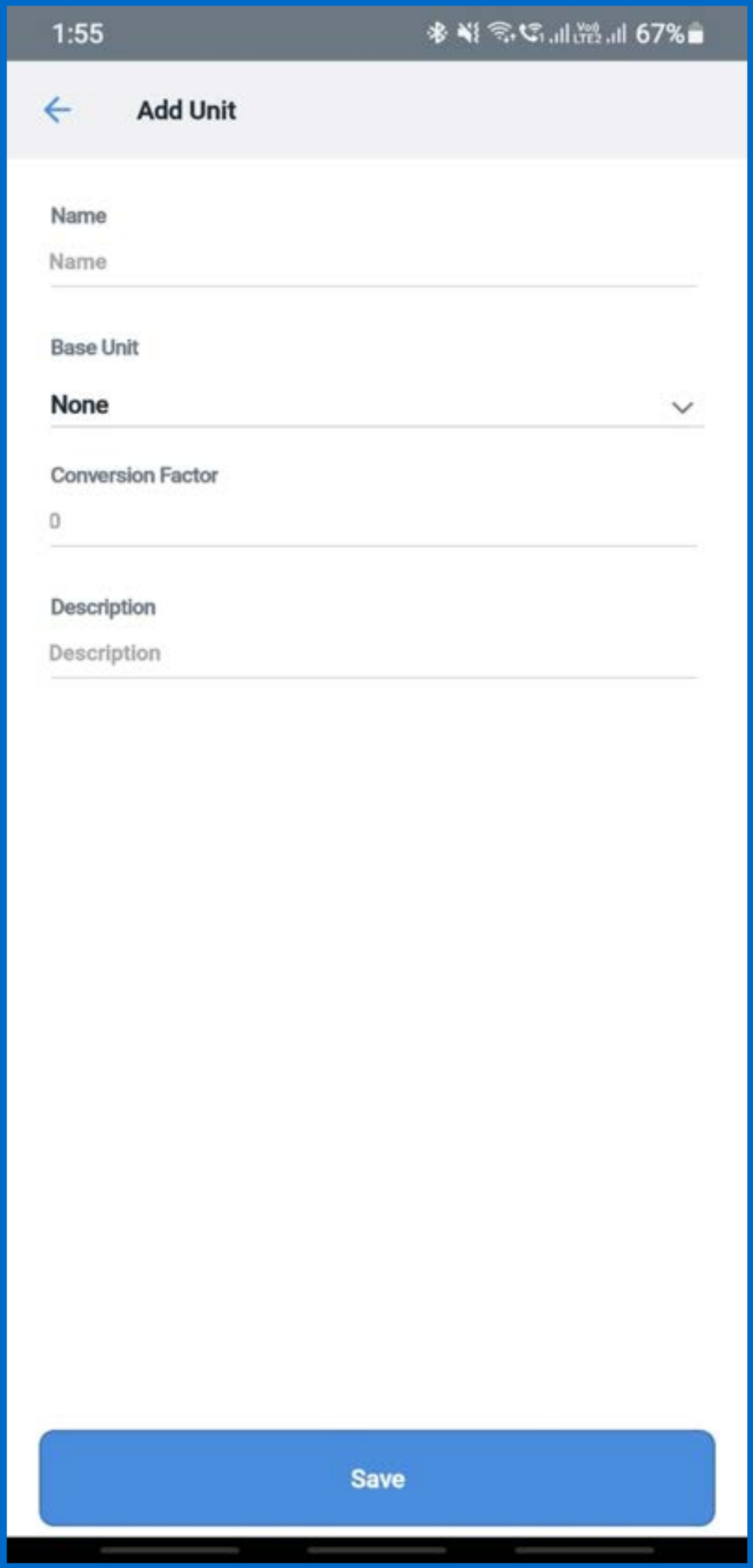
# Discounts

1. Give discounts on products on special occasions such as birthdays, anniversaries, etc…
2. Click (+) to create a new discount OR Click on the discount name to edit it
3. Select "Applied Discount on" and enter the Discount Name
4. Select the Discount Type and enter the value of the Discount
5. Add a Start & End date for this discount
6. Click on Assign Product to add products to the Discount
7. Click Save



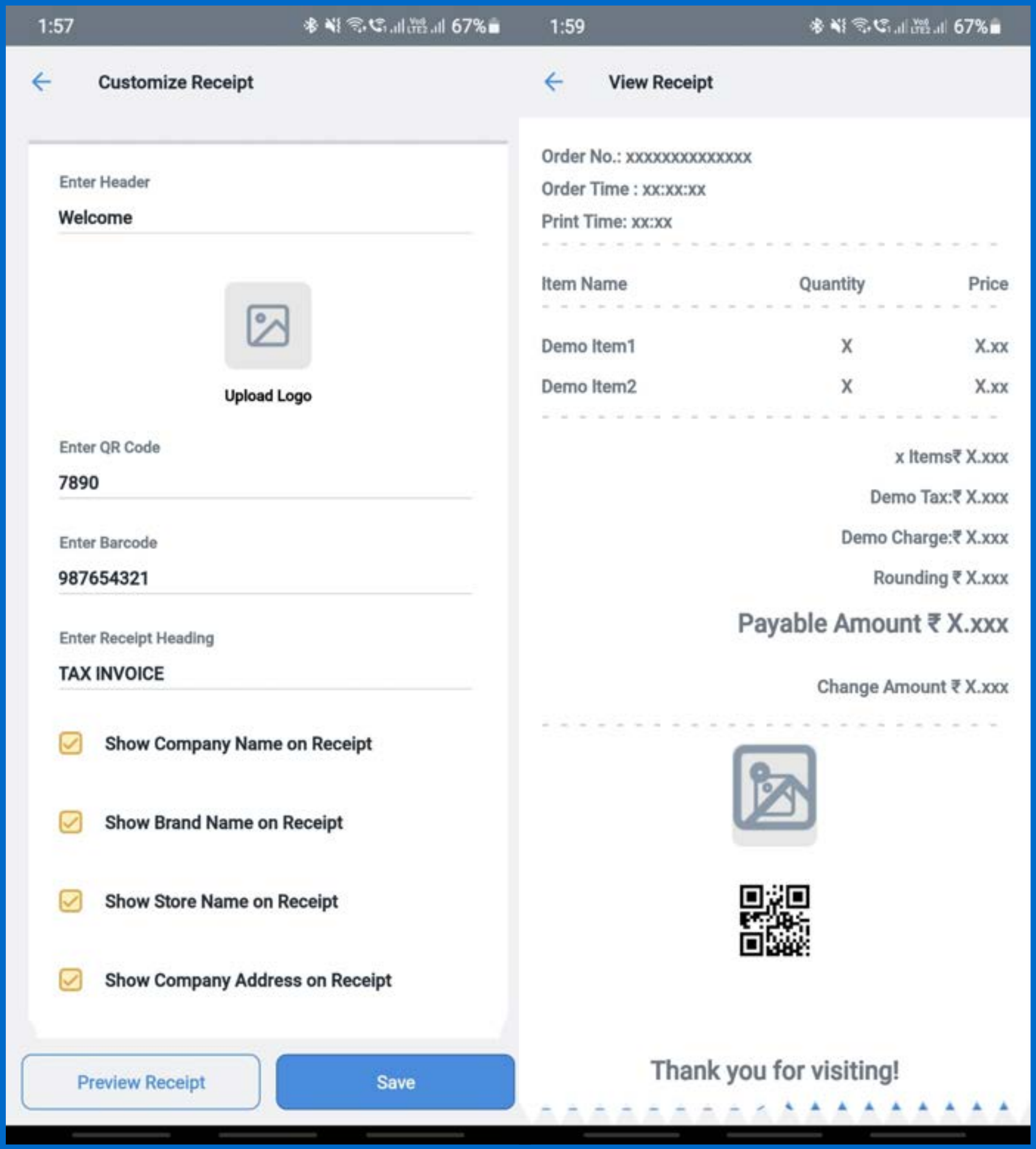
# Measurement Unit

1. Click on Measurement Unit under Setup
2. Click on (+) to add a new Measurement Unit or Edit the existing unit
3. Enter a name
4. Select a base unit
5. Enter conversion factor
6. Enter description
7. Click Save



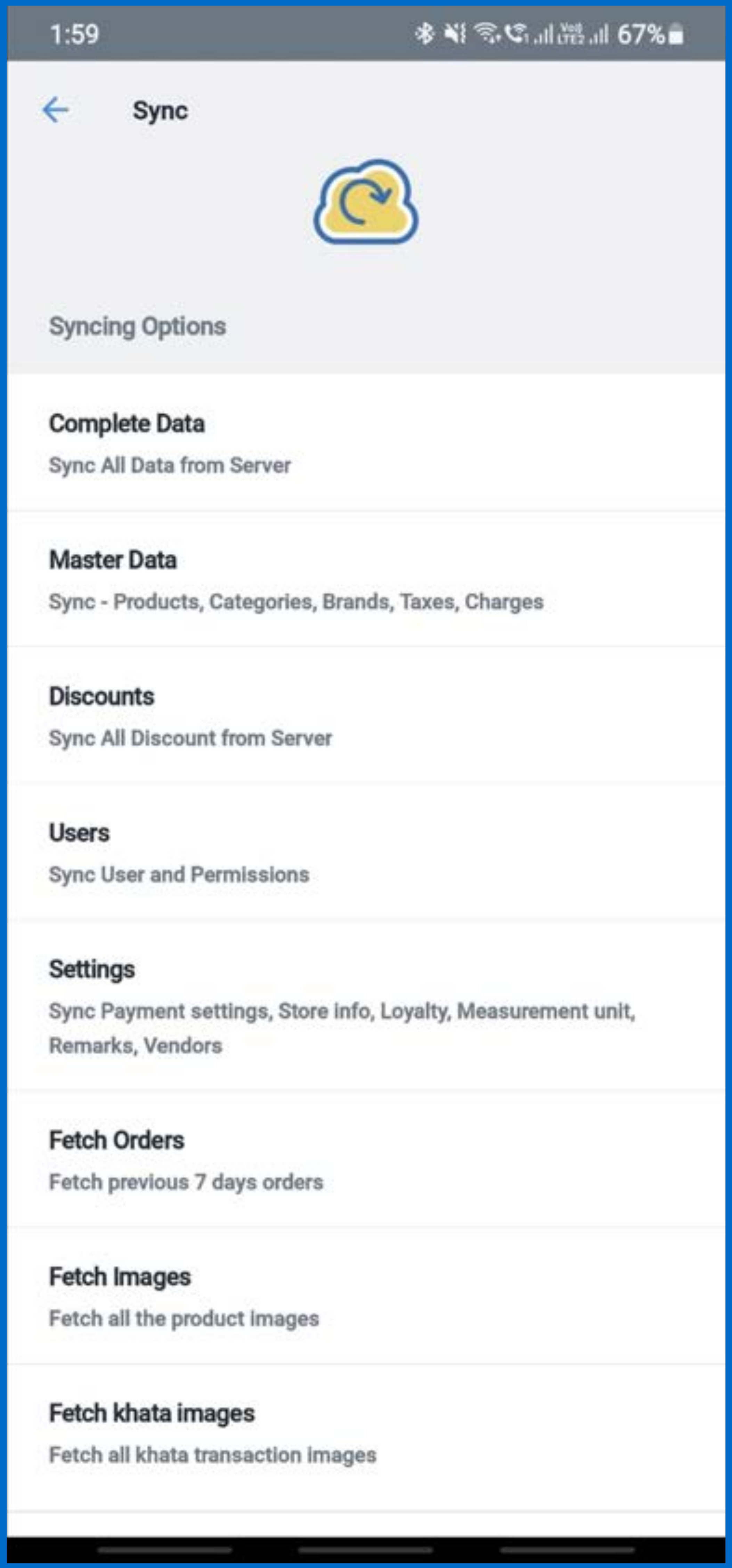
# Customer Receipt

1. Click Setup>Customer Receipt
2. Update the chain and store information to get correct information on the receipt
3. Enter a customized Header and Footer text as per your liking
4. Enter QR code, Barcode, and other necessary details
5. Click Preview Receipt
6. Click Save



# Sync all the data and stay up to date

1. Click on Setup> Sync Data
2. Complete Data: To sync the entire data between the device and the cloud
3. Master Data: To sync products, categories, taxes, and charges
4. Discounts: To sync only discounts
5. Users: To sync users (staff) accounts
6. Settings: To sync payment settings, chain & store information, loyalty program settings, vendors, and global remarks
7. Fetch Orders: To sync the last 7 day orders
8. Fetch Images: To sync all product images
9. Upon completion of the sync, your home page will display a Backup Complete message



# Settings

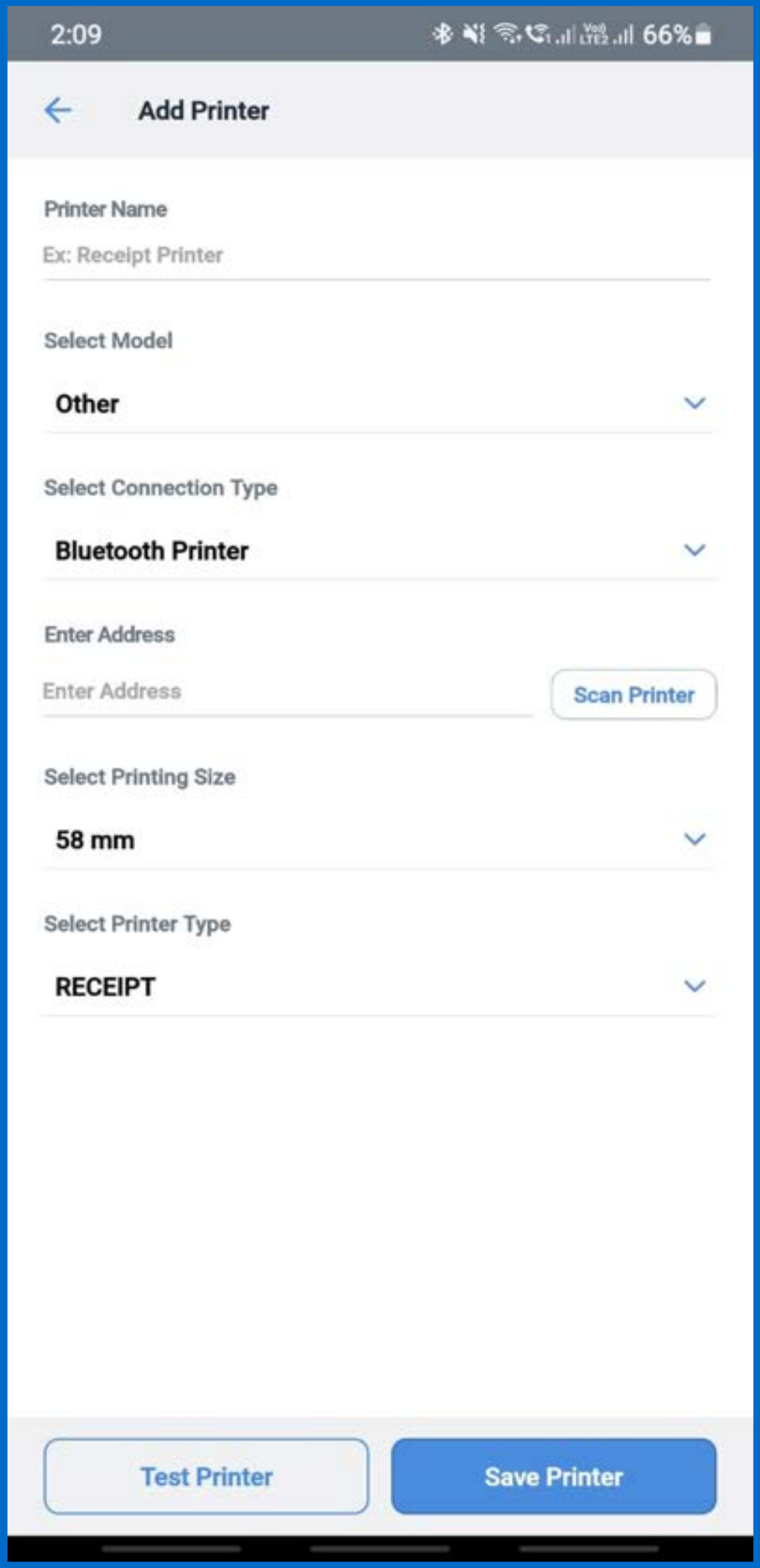
To access the miscellaneous settings of the QueueBuster™ system:

1. Click on Setup> Settings:

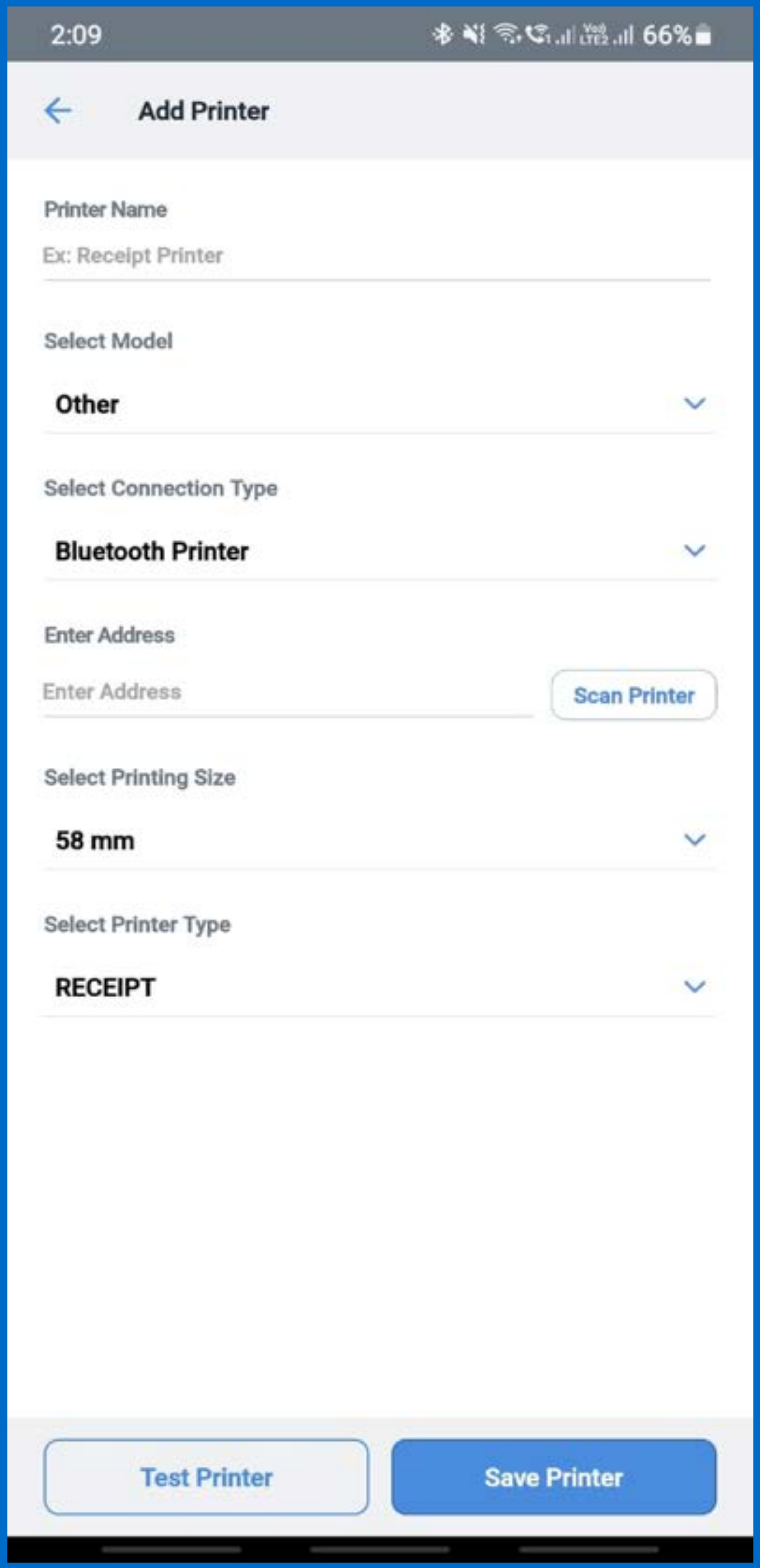
On the settings page, scroll down the screen till you see the options mentioned below

# Printer

1. Enter Printer Name.
2. Select a printer Model
3. Select the connection type Bluetooth/ Wi-Fi/USB.
4. Search the printer if Bluetooth printer is selected/ Enter the IP address if Wi-Fi printer is selected/ Search the printer if USB printer is selected.



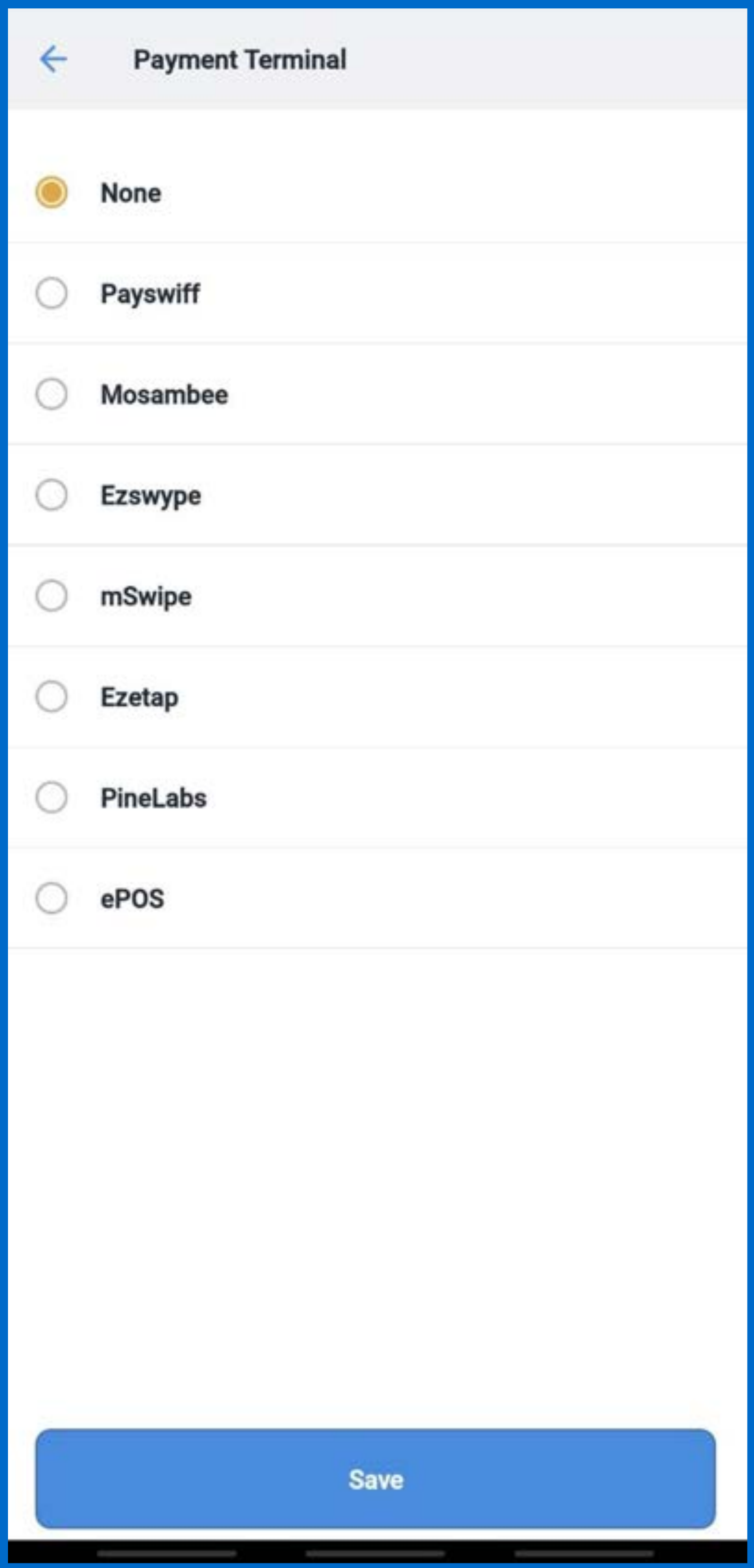
5. Select a Printing Size
6. Select a Printer Type Receipt
7. Click on the Test Printer button to take a test print.
8. Click on the Save Printer button to Save the printer.



# Card Payment Terminal

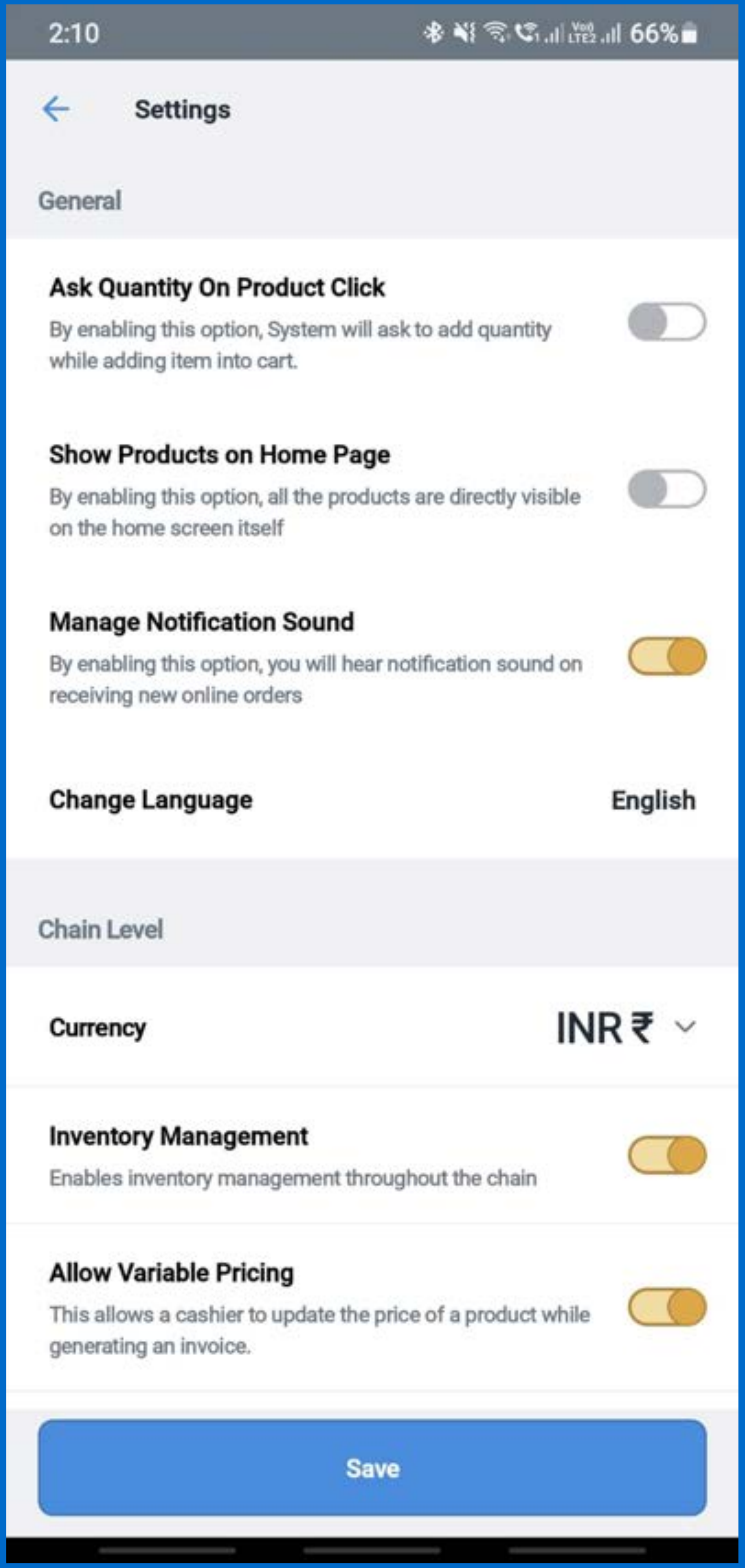
1. Select a payment terminal from the available options.
2. Enter the username and password of a payment terminal and click on Save to complete adding your payment device.

**Note: If the payment terminal doesn't connect automatically, turn it off and then turn on the Bluetooth of your device as well as that of the payment terminal.**



# General Settings

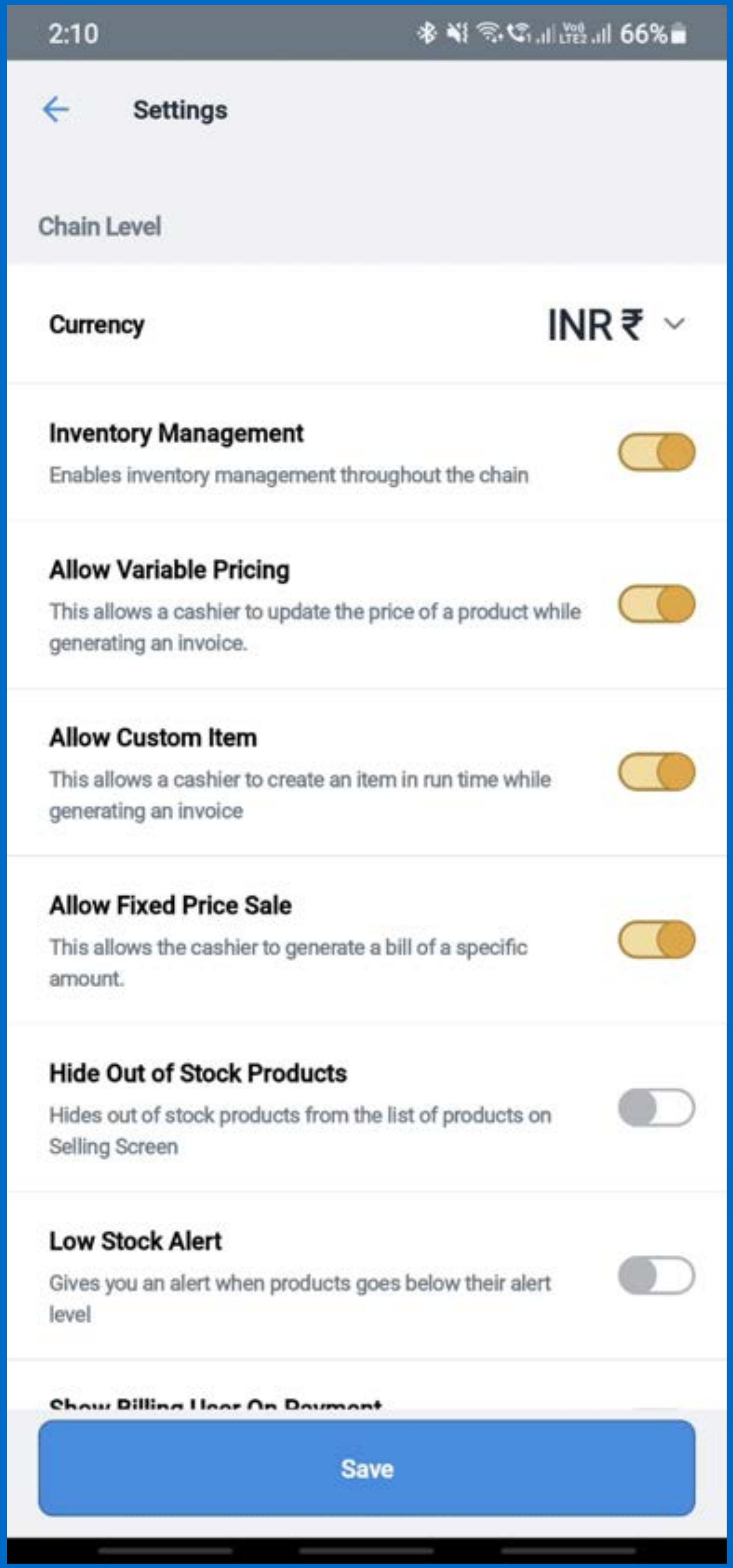
1. Show products on home page
2. By default, the home page (SELL page) contains the product categories. To access a product, the user has to first select the category and then select the required product.
3. By enabling this option, all the products are directly visible on the home screen itself.
4. This option is useful if you have less than 100 product SKUs in total.



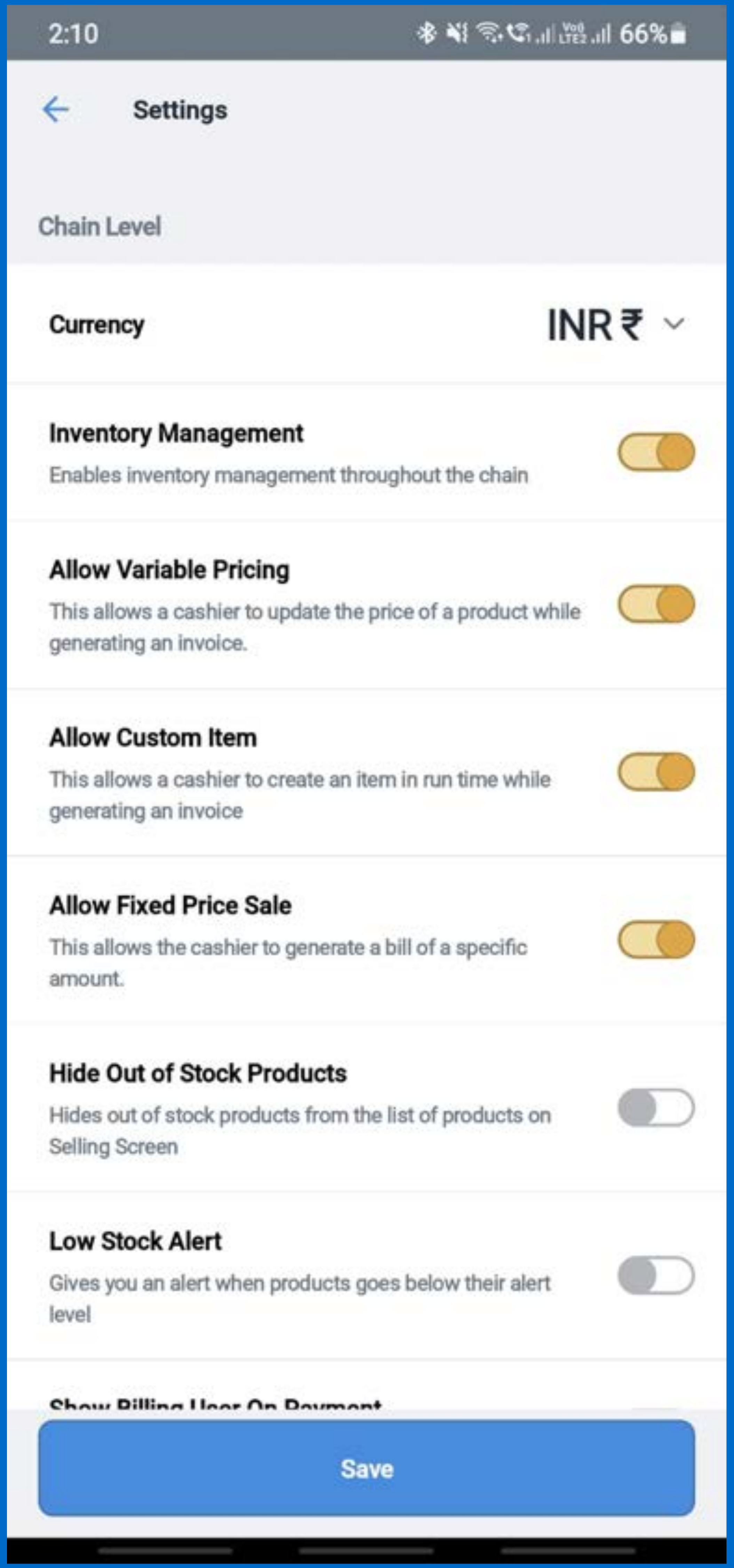
# Chain Level Settings

1. **Change Currency**
   - By default, currency shows according to the country which has been selected at the time of registration, but users can also change the currency by using this feature.
   - Click on the currency name and select the new currency as per the requirement.

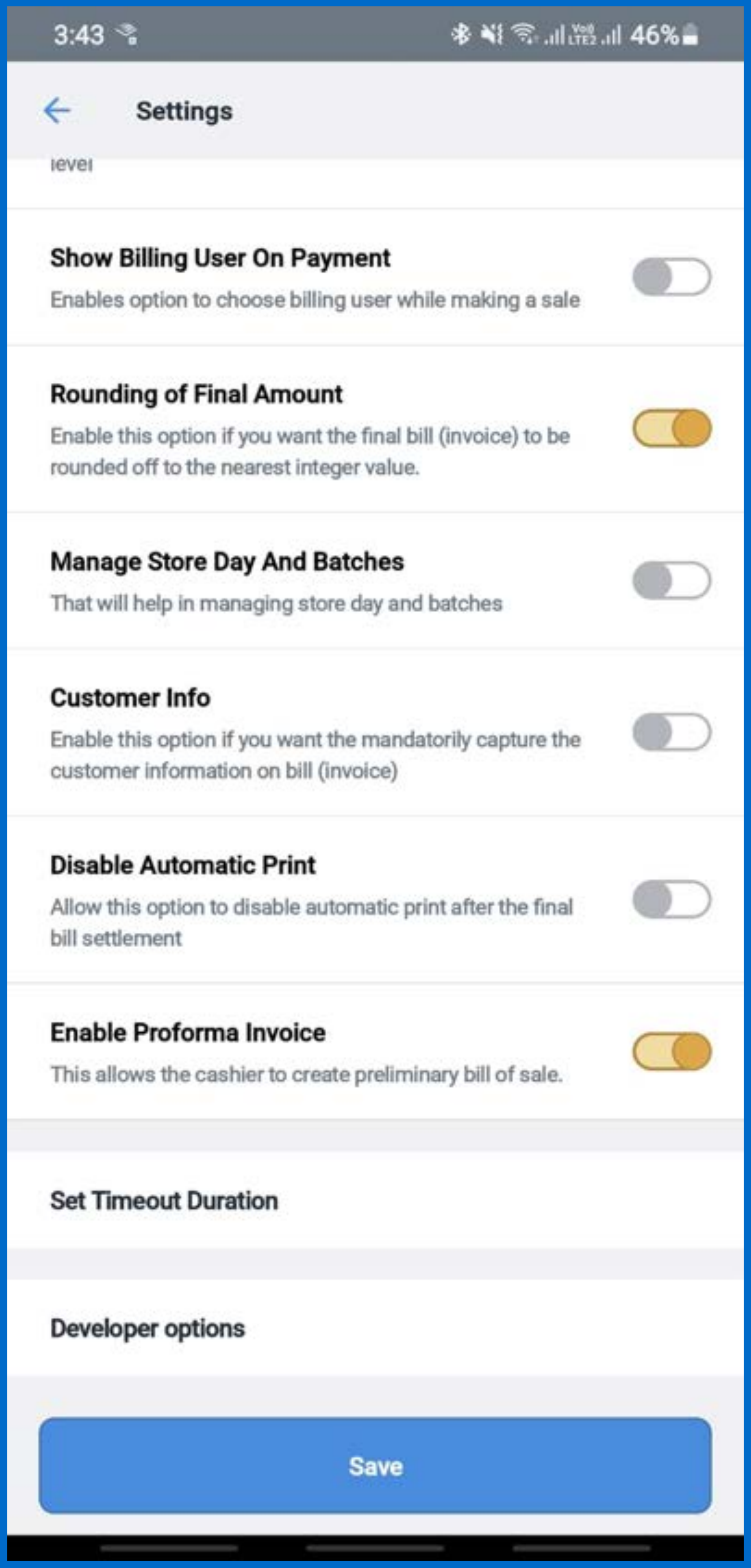
2. **Inventory Managed**
   - Enables inventory management throughout the chain.



3. **Allow variable pricing**
    - This allows a cashier to update the price of a product while generating an invoice.
4. **Allow Custom item**
    - This allows a cashier to create an item in run time while generating an invoice.
    - The cashier gets the option to assign taxes, charges, etc. while generating an open item.
    - The same is also captured in various reports at the end of the day.
5. **Allow Custom item**
    - This feature allows the cashier to create a party (Birthday, Anniversary, etc.) or buffet bill.
    - The cashier can fix the price of an order and can add multiple items which have higher prices than the cart price in total.

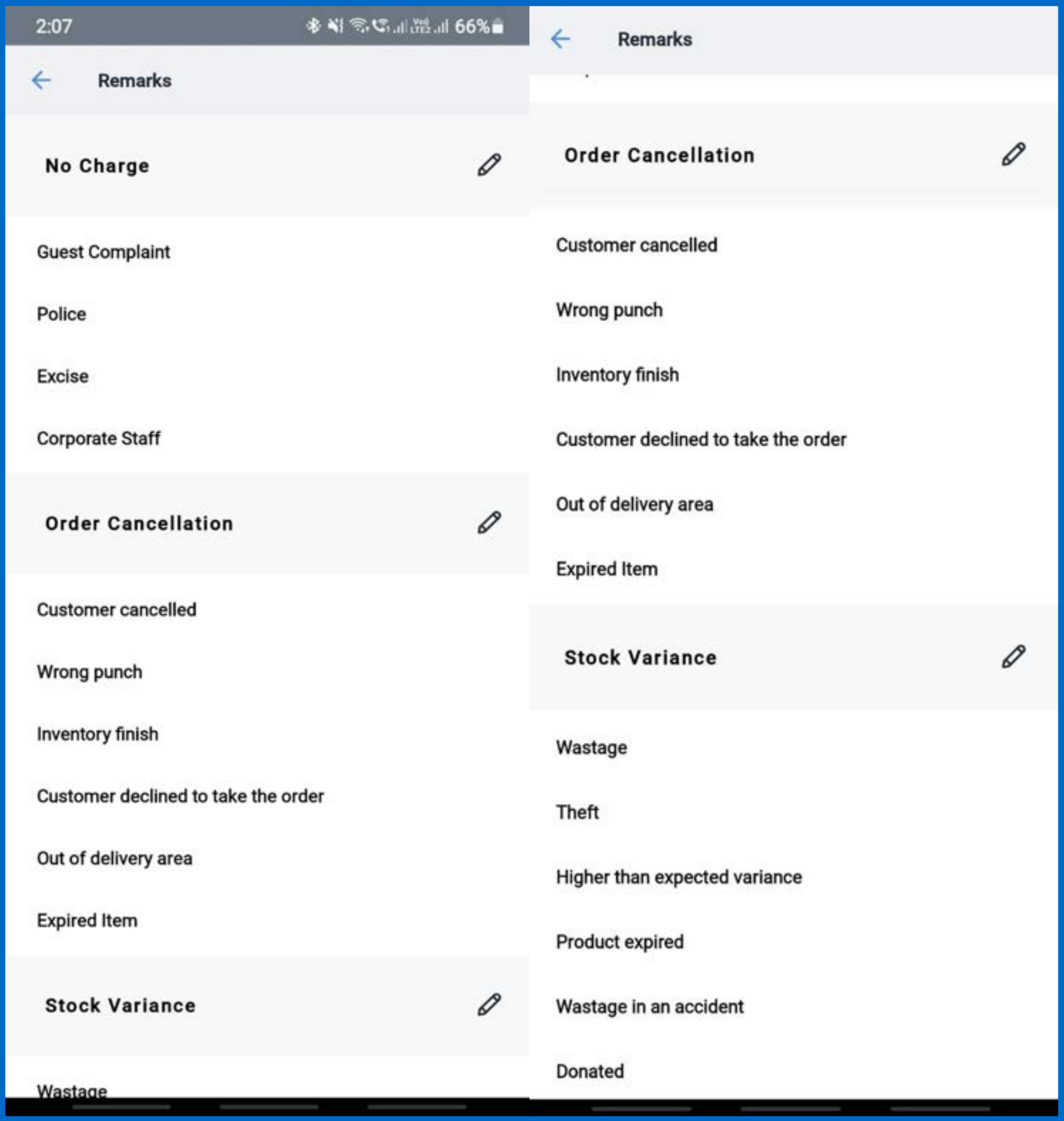


- **Hide Out of Stock Products**
  - This feature allows hiding the products which are out of stock.
- **Low Stock Alert**
  - This feature allows to stop adding the products into the cart and show a warning message when the cashier clicks on a product that is out of stock.
- **Show Billing User**
  - This feature allows printing the user name on the printed receipt.
- **Rounding off the final amount**
  - Enable this option if you want the final bill(invoice) to be rounded off to the nearest integer value.
  - This option is enabled by default



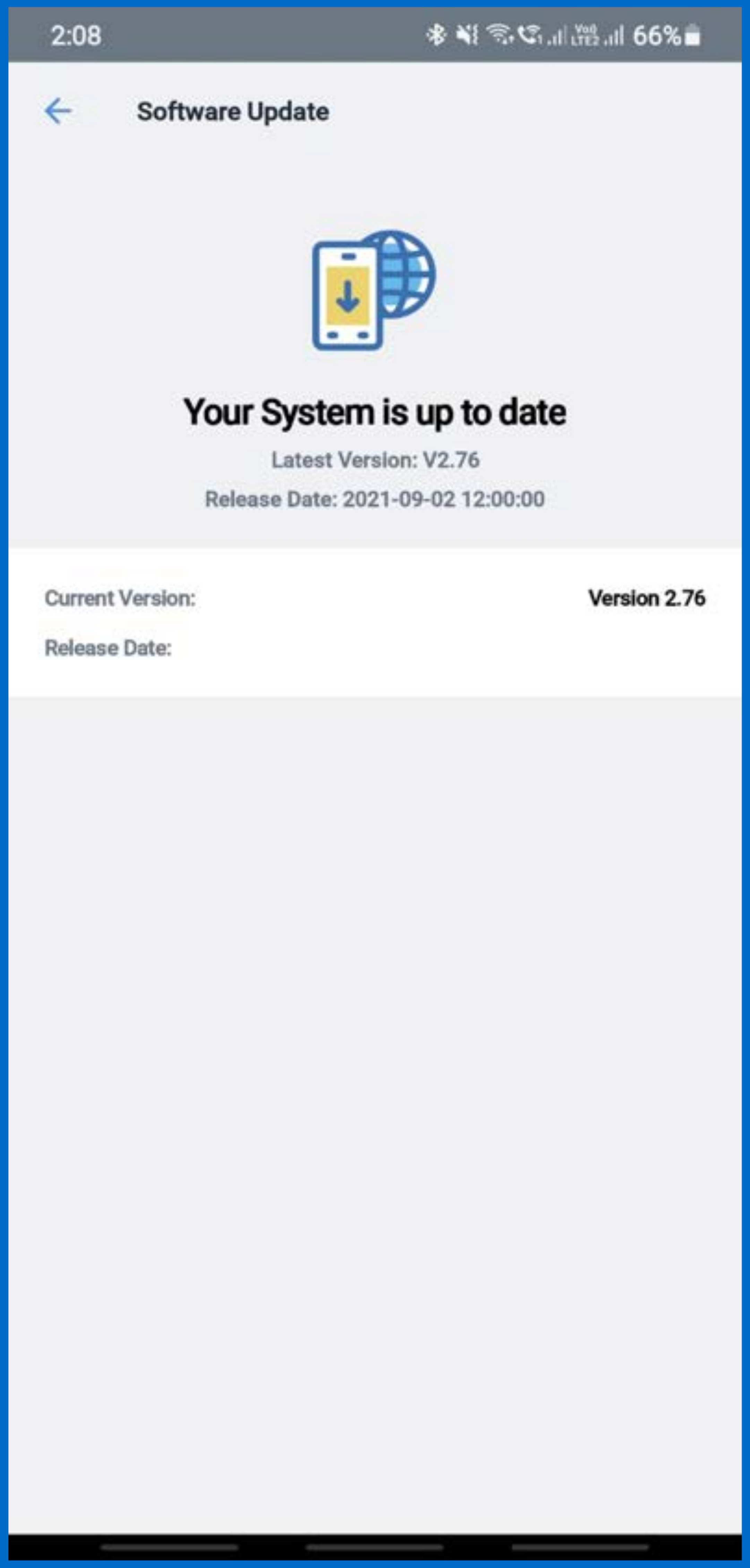
# Remarks

1. Edit or see Complaints
2. Overview cancellations and inventories
3. Overview stock variations during theft, wastages, etc



# Software update

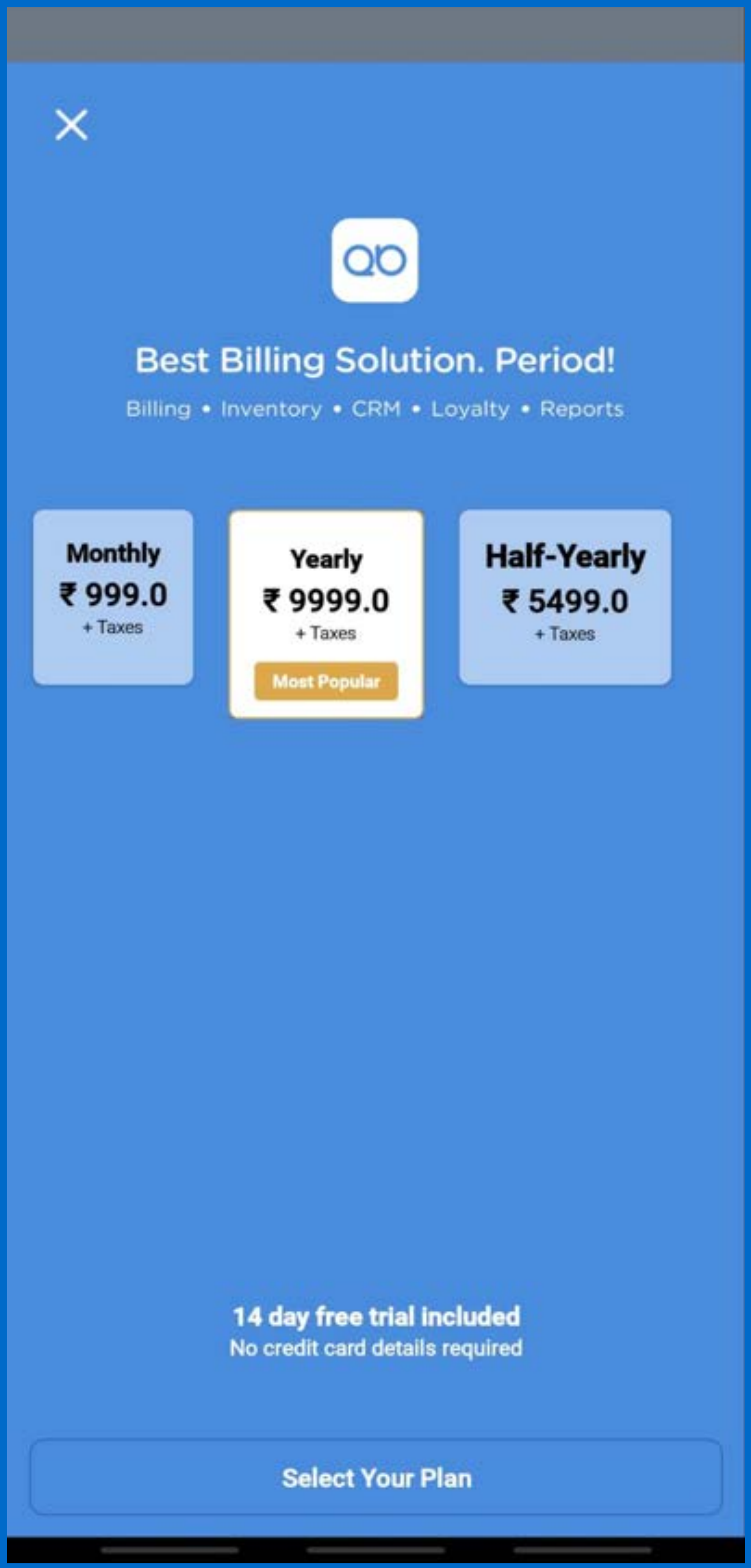
1. Click on Setup> Software Update:
2. Click on the Install button in the middle of the screen if there exists an update.
3. Update the software frequently



# License

# License

1. Purchase a suitable plan according to your linking to help you get started with the QueueBuster App.
2. Change Plans or Purchase license as per the current plan or after the 14-day free trial.



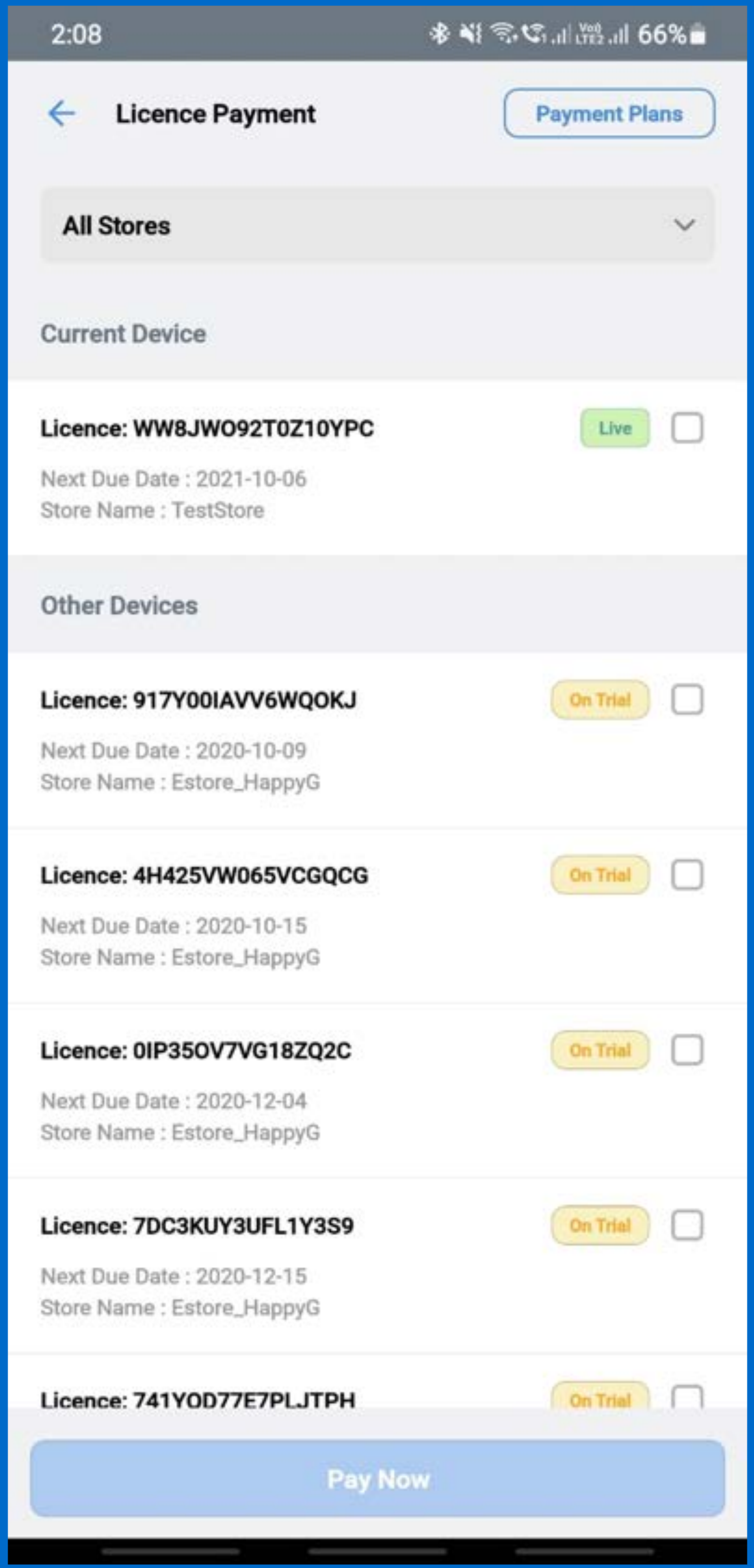
**Open License Payment Screen:**

To pay for a QueueBuster  license:

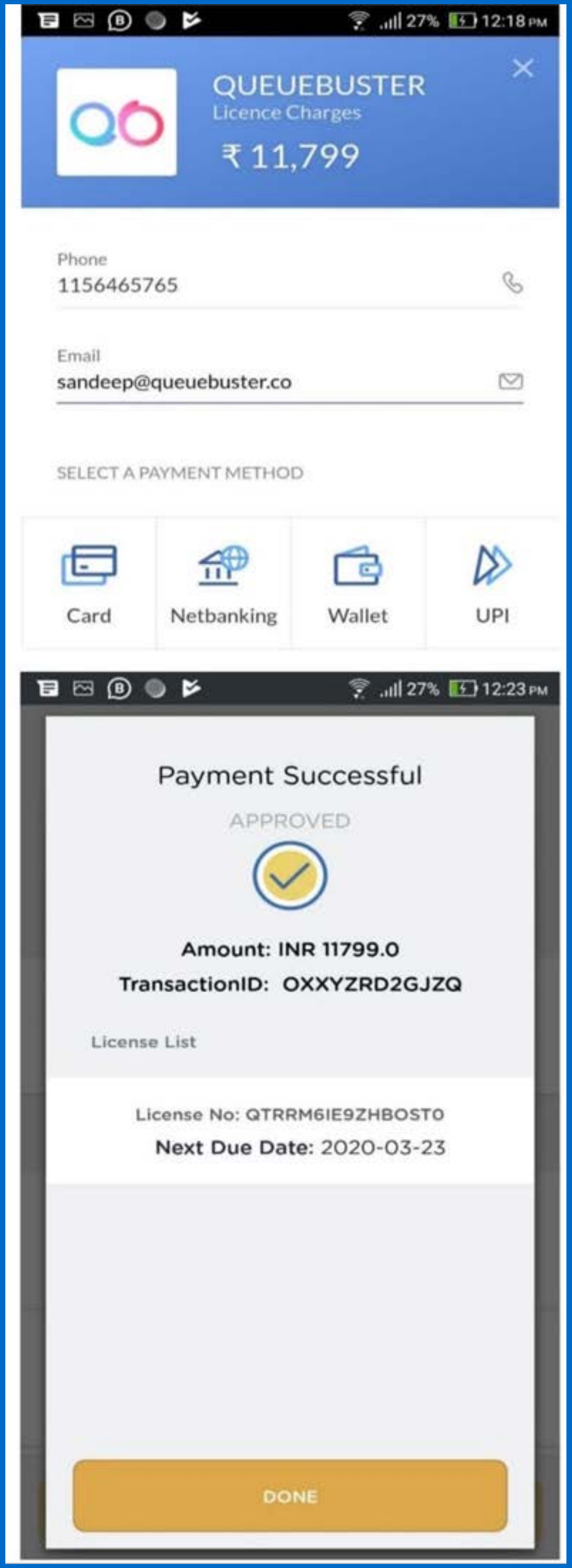
1. Click on the Sliding Menu (≡)
2. Click on Setup> License Payment.

**Buy License(s):**

1. A list of all the licenses assigned to your brand will appear
2. Select the licenses for which the payment needs to be made
3. Select a payment plan: Monthly, Half Yearly or Annually
4. Click Pay Now <Amount>
5. The total amount payable for all the selected licenses combined will appear on the button



6. The payment gateway will take you to a page where you can make the payment using Cards (Debit/Credit), Net banking, Wallets or UPI.
7. Indian customers will pay through RazorPay payment gateway.
8. International customers (from outside India) will pay through PayPal.
9. Fill in the credentials in accordance with the payment method chosen in step.
10. Payment receipt will be sent to your registered email address.
11. Ensure that the expiry date of your renewed license reflects the expected expiry date.
12. Reach to our customer support (/support/article/chat) if you face any issue with respect to license payments.



# Thank You

For Support, connect with us at

Phone: 7861044000

Email: support@queuebuster.co