



UTILITYSTORES

DIGITAL TRANSFORMATION MANUAL

POINT OF SALE (POS)



Prepared by: USC, IT Department, Head Office, Islamabad

2022 USC - Enterprise Resource Planning (ERP)

USC, IT Department prepared the manual to guide staff and implementing partners regarding ERP implementation.

Suggestions and feedback can be sent to:

USC, IT Department: suggestions.it@usc.org.pk



UTILITY STORES

معیاری اشیاء... مناسب دام

DIGITAL TRANSFORMATION

POINT OF SALE (POS)



Utility Stores Corporation of Pakistan

TABLE OF CONTENTS

01

- ▶ Introducing Utility Stores Corporation of Pakistan (USC)
- ▶ Message from General Manager, IT
- ▶ Enterprise Resource Planning (ERP) Implementation in USC
- ▶ Benefits of EPR System

- ▶ How to Use POS
- ▶ Make a Sale Transaction
- ▶ Products Selection
- ▶ In case of Targeted Subsidy (Ehsaas /BISP Programe)
- ▶ For Soni Dharti Discount Mechanism
- ▶ How to Create Stock Demand
- ▶ How to receive Stock
- ▶ How to Deposit Daily Sale

02

03

- ▶ How to check Modem and Connection
- ▶ How to use Smart POS
- ▶ How to use Thermal Printer
- ▶ How to use Barcode Scanner

- ▶ How to Get Technical Support
- ▶ USC IT Help Desk
- ▶ View your Ticket No
- ▶ Guidelines for Store Incharge

04

Introducing Utility Stores Corporation of Pakistan (USC)

USC is committed to provide clean, graded, hygienically fit, unadulterated genuine food and non-food items to the public and specially to the marginalised segments of the society, at comparatively cheaper rates than the market. USC aims to offer public a pleasant environment of mutual confidence while making their purchases. USC is committed towards its obligation to provide economic relief to the public by playing its role as a price moderator and deterrent to profiteering, hoarding and black-marketing.

معیاری اشیاء...
مناسب دام

Message from General Manager, IT

Welcome to Information Technology Department at USC. Information Technology department take its pride in successfully establishing the largest IT infrastructure of the largest Retail chain of the country. Information Technology Department is providing proactive and collaborative approach to deliver innovative, reliable, and sustainable technologies that optimize satisfaction and desired outcomes.

In support of our mission, the intention of Information Technology department is to support the business operations of Utility Stores Corporation in following ways:

- ▶ Facilitate business objectives as quickly, cost-effectively and securely as possible
- ▶ Enhance the existing technology infrastructure.
- ▶ Explore and encourage the creative and innovative use of technology.
- ▶ Deliver services and solutions that enable a quality user experience.
- ▶ Increase effectiveness and efficiency through the use of technology.
- ▶ Align technological resources including equipment, personnel, and budget with organisational priorities and initiatives.



Shakeel Ahmed
General Manager – IT
Utility Stores Corporation of Pakistan

Enterprise Resource Planning (ERP) Implementation in USC

ERP is an integrated process of business management in real time by software and technology. ERP is considered to be a software of integrated applications for collecting, storing, managing, and interpreting data from various business activities including Warehousing, Human Resource Management, Procurement, Inventory Management, Sales and Operations, etc.

ERP system in USC provides an integrated and constantly updated view of core business processes by using database management system.

The system handles information flow between all business functions and stakeholders.

One of the objectives of ERP implementation is to know real time information about business processes in USC.

The ERP implementation:

- ▶ Makes the whole business processes efficient by streamlining processes.
- ▶ Provides a unified system which will minimize labour and training costs.
- ▶ Enables greater visibility into critical parts of the business including procurement, sales, operations and inventory management.
- ▶ Facilitates planning and forecasting through improved data and analytics for calculated decision-making.
- ▶ Offers better compliance and security through fine-grained control of user rights and standard workflows.

BENEFITS OF EPR SYSTEM

ERP system will bring more transparency and accountability along with ease of doing business.

Points to Consider Before Using POS

- ▶ Check Power, Modem and its Lights, if they are switched on or off (to know if electronic devices are in working condition)
- ▶ Check POS Power
- ▶ Check Internet connection
- ▶ If everything is in working condition, start POS for transactions.

How to use POS?

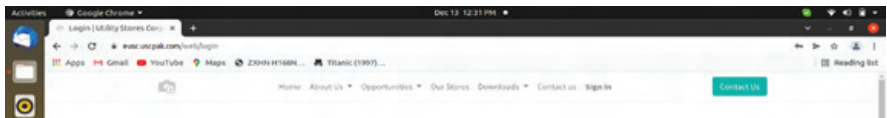
Follow these steps to operate POS

- ▶ **Open the Browser in computer**



It is advisable to use Google Chrome for an error-free experience.

- ▶ **Enter your relevant zonal application web address**
for example, for Islamabad enter `isb.uscpak.com` in address bar of browser (Google Chrome) as can be seen in the screenshot.



- ▶ **Enter User ID and Password**
Please do not share your ID or password with anyone else for privacy concerns
- ▶ **Click on Login Button**



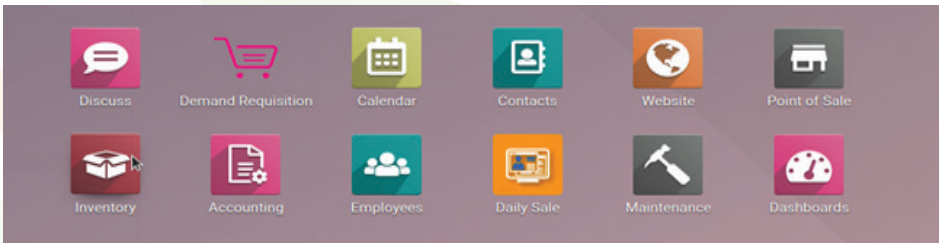
Email

Password

Reset Password

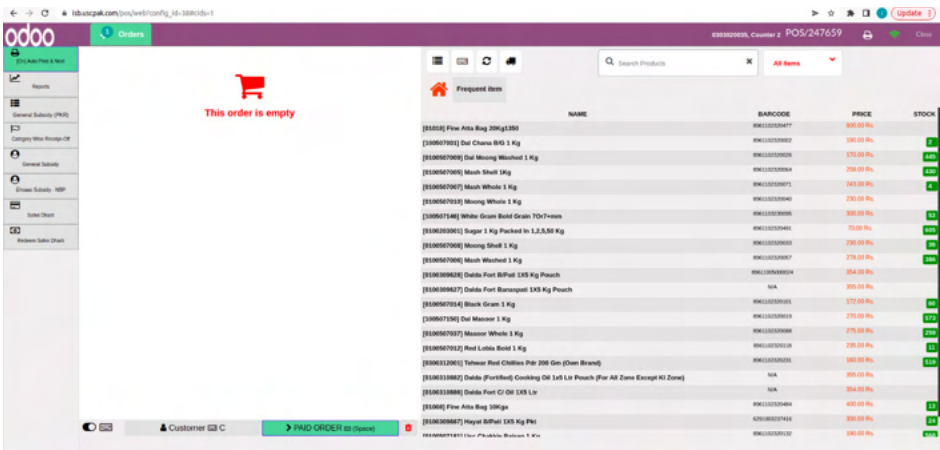
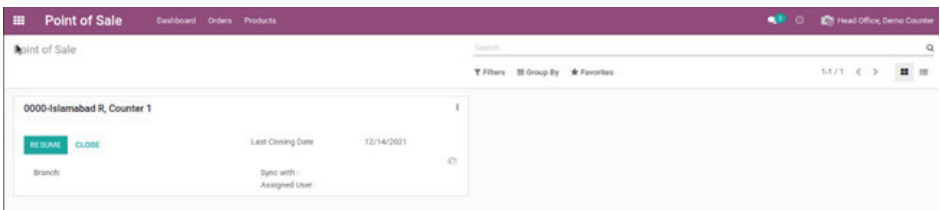
Open POS

Once POS is open, the interface will look like the presented illustration.



Click on Point of Sale Button

While operating POS interface, please greet your customers and tell them that they can witness all the ongoing transactions to know prices of the products in the screen placed for the customers.



Make a Sales Transaction

Now Sales Transaction can be done.

Products selection

Please enter the products and their quantities to complete the sales transaction, you have two options to enter the products in the POS device through barcode scanner or manually:

► Through Barcode Scanner

By using Barcode Scanner, the sales transactions can be completed effectively



► Manually

The POS System is designed in such a way that products and their quantity can be added manually through search option.

The screenshot shows the odoos POS system interface. The top bar displays 'Orders' and 'Head Office, Demo Counter'. The left sidebar shows the product list with the following items:

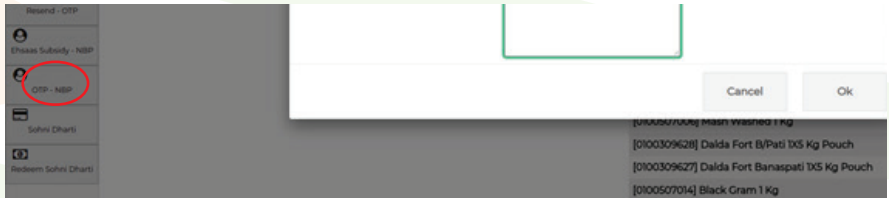
- [0100507010] Moong Whole 1 Kg: + 1.00 Units - 230.00
- [0100309628] Daida Fort B/Pati 1X5 Kg Pouch: + 2.00 Units - 708.00
- [0100507006] Mash Washed 1 Kg: + 1.00 Units - 257.00

The central area shows 'Items in Cart: 7' and a calculator. The right sidebar shows a list of products with columns for NAME, BARCODE, PRICE, and STOCK. The total amount is 2,070.00 Rs, with a subsidy of 0.00 Rs and taxes of 0.00 Rs. The bottom bar shows 'Customer: C' and a 'PAID ORDER' button.

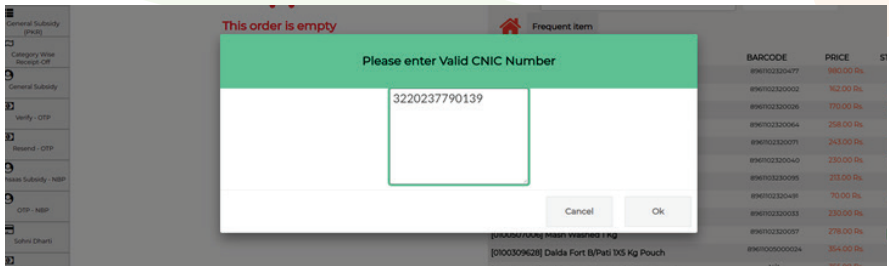
NAME	BARCODE	PRICE	STOCK
[000203002] Sugar 2 Kg	89692320007	170.00 Rs.	
[000203003] Sugar 5 Kg	N/A	425.00 Rs.	
[01218] Fine Atta Bag 20Kg	89692320477	95.00 Rs.	
[0100507014] Black Gram 1 Kg	89692320103	155.00 Rs.	
[0100507005] Dal Chana B/C 1 Kg	89692320002	145.00 Rs.	
[0100507009] Dal Moong Washed 1 Kg	89692320036	210.00 Rs.	
[0100507003] Mash Shell 3kg	89692320064	250.00 Rs.	
[0100507007] Mash Whole 1 Kg	89692320071	230.00 Rs.	
[0100507010] Moong Whole 1 Kg	89692320040	230.00 Rs.	
[0100507016] White Gram Bold Grain 70x7mm	89692320056	165.00 Rs.	
[0100507148] White Gram Bold Grain 70x7mm	89692320035	230.00 Rs.	
[0100507008] Moong Shell 1 Kg	89692320007	265.00 Rs.	
[0100507006] Mash Washed 1 Kg	89692320034	354.00 Rs.	
[0100309628] Daida Fort B/Pati 1X5 Kg Pouch	8969232002790	355.00 Rs.	
[0100507037] Masoor Whole 1 Kg	89692320088	160.00 Rs.	
[0100507012] Red Labia Bold 1 Kg	89692320118	200.00 Rs.	

► For selling subsidized items through NADRA CNIC verification

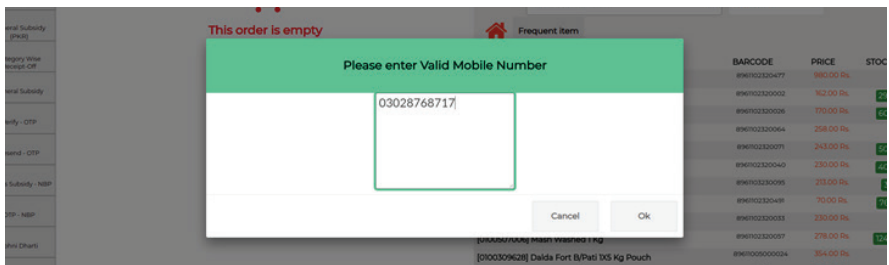
Before adding item in the cart press General Subsidy button on the left side of POS screen



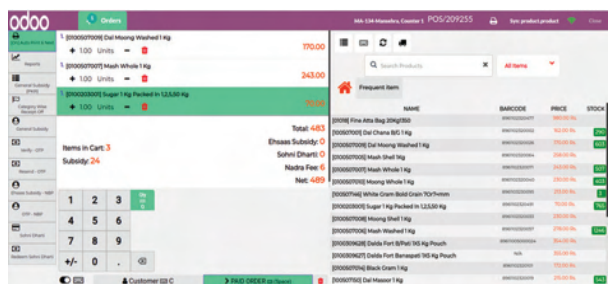
Enter the customer's CNIC number according to the format below.



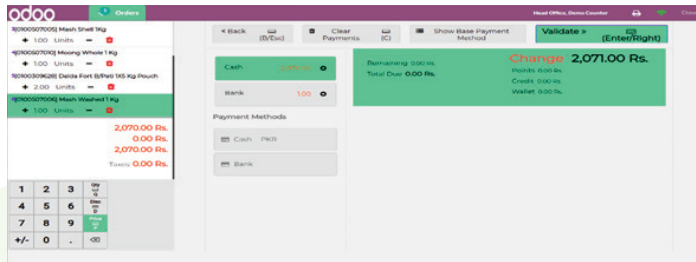
Enter the customer's valid Mobile number.



Now enter the products and their quantities to complete the sales transaction.



Enter the Amount Received from Customer and Validate

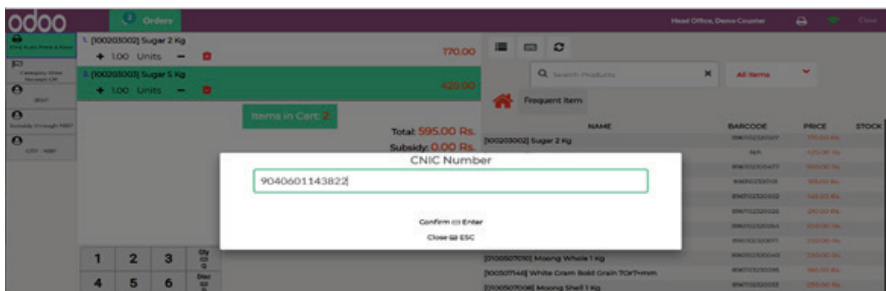


Print the Receipt

Once you enter the amount correctly in POS, print the receipt and hand it over to the customer.

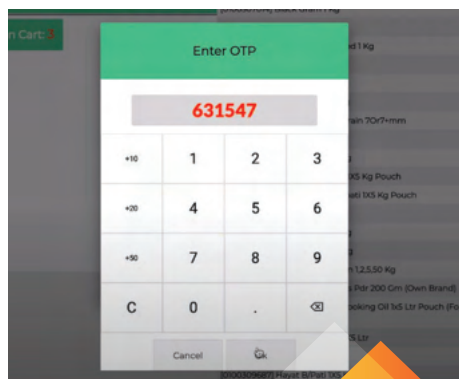


- ▶ **In case of Targeted Subsidy (Ehsaas /BISP Programme)**
After adding items, enter CNIC number of Ehsaas beneficiary by pressing button of Ehsaas/BISP Subsidy



- ▶ **Enter One Time Pin (OTP) Code**

On verification Ehsaas /BISP beneficiary receives 6-digit One Time Password (OTP) along with subsidy discount he/she can avail. Enter OTP in POS for transaction completion.



Payment

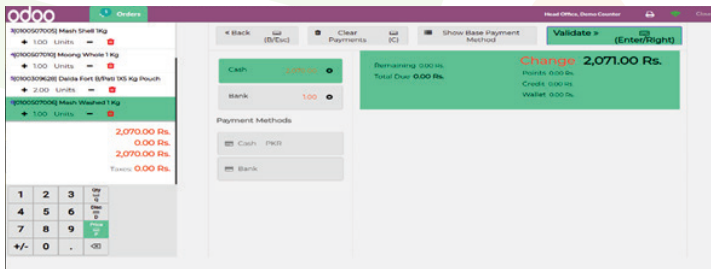
► Click on Payment Button

Click on payment button

Below are multiplus payment options, select cash:

- Cash
- Bank
- Others

Enter the Amount and Validate



► Print the Receipt

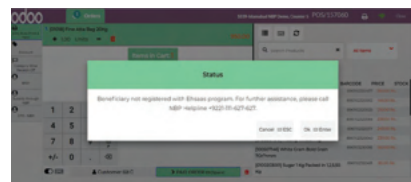
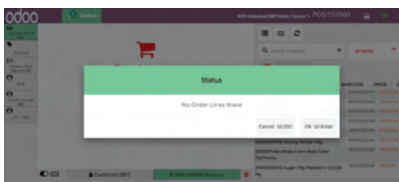
Once you enter the amount correctly in POS, print the receipt and hand over to the customer/ beneficiary.



► Ehsaas Error Messages and What does they means?

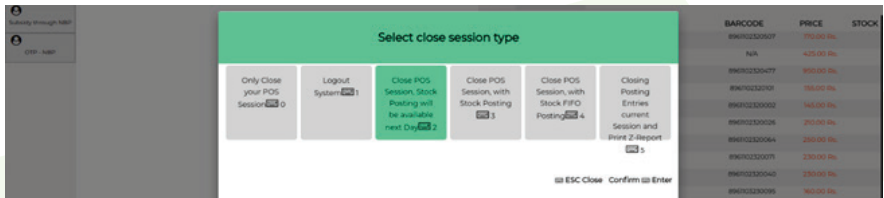
This error means, first add items in cart then enter CNIC for validations.

Beneficiary is not registered or active with Ehsaas Program.



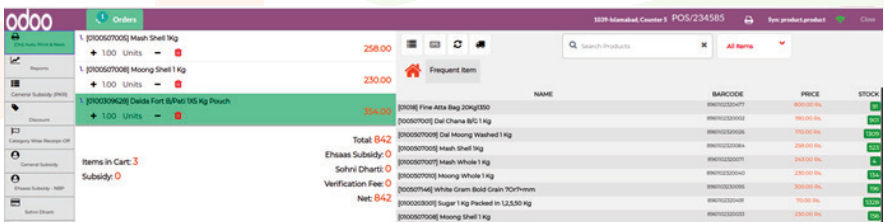
Complete the Financial Transaction

Close POS Session



For Soni Dharti Discount Mechanism

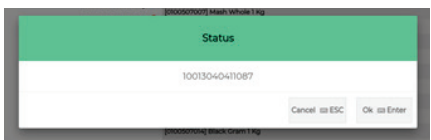
Selection of Items and add items into cart.



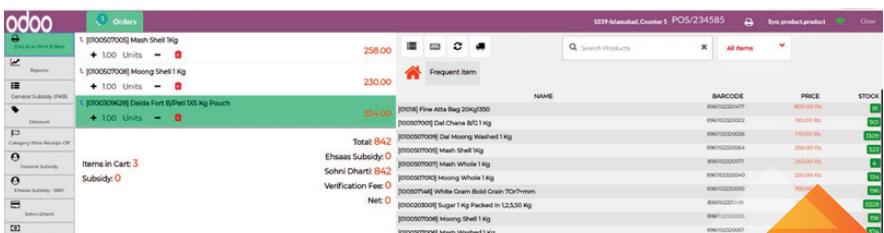
Click on left side Soni Dharti button to enter beneficiary CNIC number or Name



After adding CNIC or Name, POS generates 14 digit Consumer number to be given to the customer for verifications.

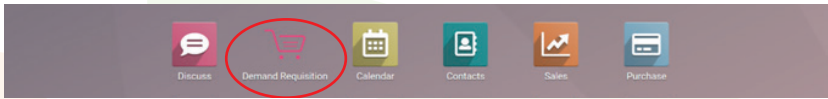


After verification by the customer, click on Redeem Soni Dharti Button available on left side of POS to add discount in the bill according to points.

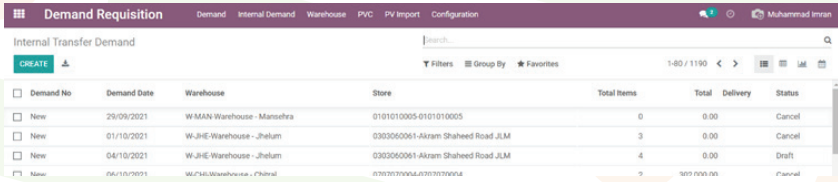


How to Create Stock Demand

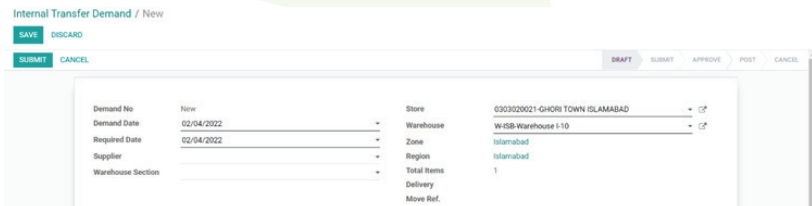
Click on Demand Requisition icon



Click on create button

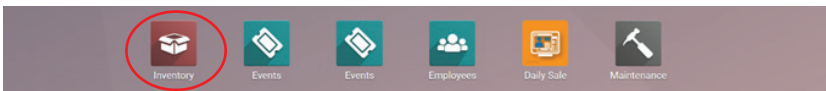


Select demand required date

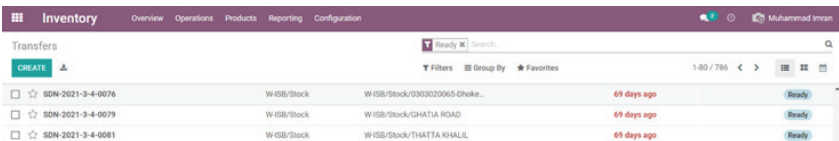


How to receive Stock

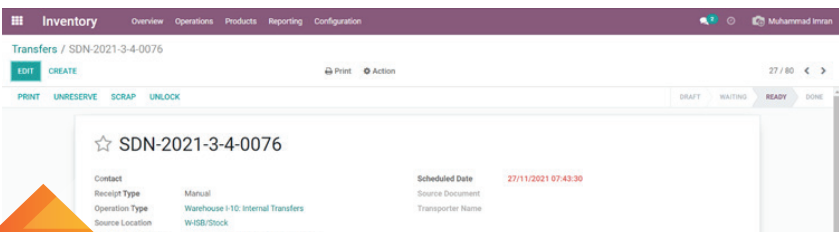
Click on Inventory icon



Search and select you SDN No.

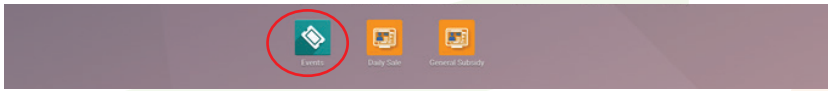


Click of Validate if full stock received or Add quantity in done column



How to Deposit Daily Sale

Click on Daily sale module



Fill all fields related to store and deposit amount and bank details

POS Sale Deposit / New

SAVE DISCARD PRINT

SMART POS/PA Send message Log info

Store: 070700185Dunqap Peshawar Date: 07/21/2022

Region: Peshawar (North) Total POS Sale: 0.00

Name: Peshawar (1) Ethash Subsidy: 0.00

Bank: AJBank Bank Sale on Cash: 0.00

Deposit Slip No.: 44332 Deposited Amount: 34000

Self Matched

Store PSH-5014-Peshawar (North) Creating a new record...

Different type of Reports

Location wise report, warehouse selection wise report and category wise report

Inventory Report

Product Supplier Information

Product Region Wise Price

Product Moves

Stock Report

Sales - Credit Report

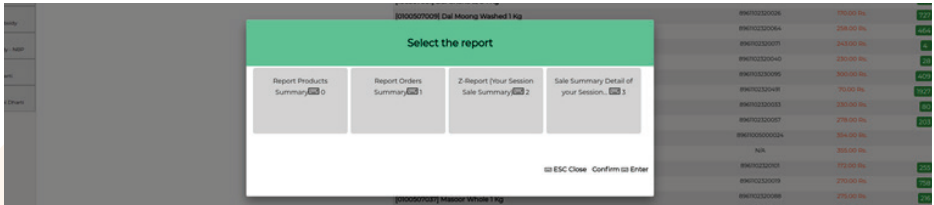
Reference	Warehouse	To	Contact	Scheduled Date	Source Document	Status
SRM-2022-0-7-12398	Atya Whsead	W/PSH/Stock/070700185Dunqap Peshawar			Internal Demand Transfer 19303-07001	Open

Check orders and Bills of any counter any POS in order all bills are showing with detail

Orders

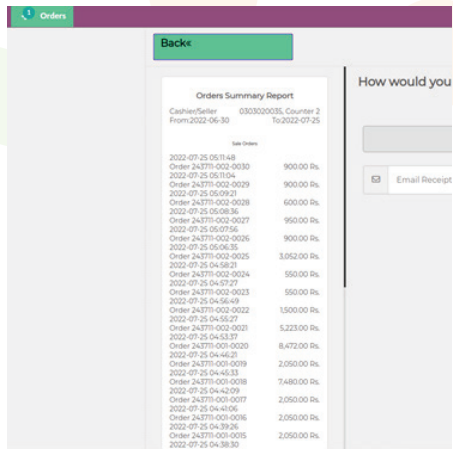
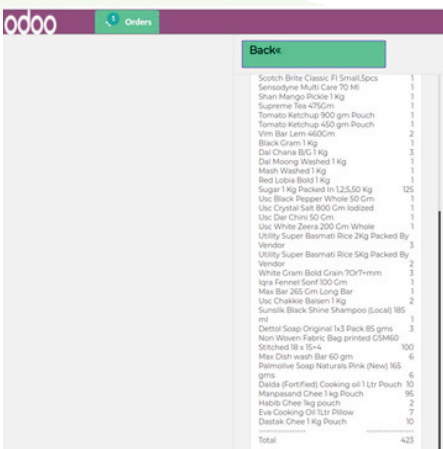
Order Ref	Session	Date	Receipt Number	Cashier	Cash Sale	Ethash Subsidy	Sale on Cash	Verification Fee	POS Sale	Status
070700185-1-00023	POS/27676	07/21/2022 11:12:30	Order 276722-008-0027	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00022	POS/27676	07/21/2022 11:11:36	Order 276722-008-0026	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00021	POS/27676	07/21/2022 11:09:02	Order 276722-008-0022	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00020	POS/27676	07/21/2022 11:08:17	Order 276722-008-0021	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00019	POS/27676	07/21/2022 11:07:26	Order 276722-008-0020	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00018	POS/27676	07/21/2022 11:06:39	Order 276722-008-0019	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00017	POS/27676	07/21/2022 11:05:47	Order 276722-008-0018	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00016	POS/27676	07/21/2022 11:04:21	Order 276722-008-0017	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open
070700185-1-00015	POS/27676	07/21/2022 11:03:19	Order 276722-008-0016	Store PSH-5014-Peshawar (North)	1,800.00	0.00	0.00	0.00	1,800.00 Ru	Open

Four types of reporting is available on main Screen



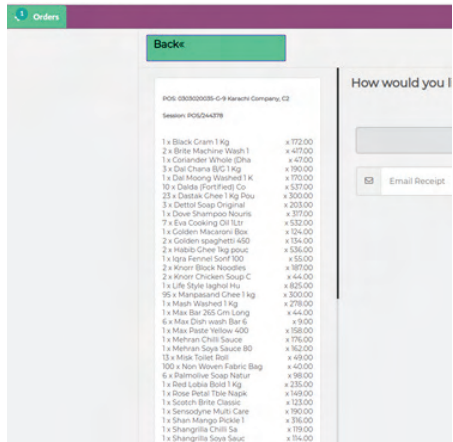
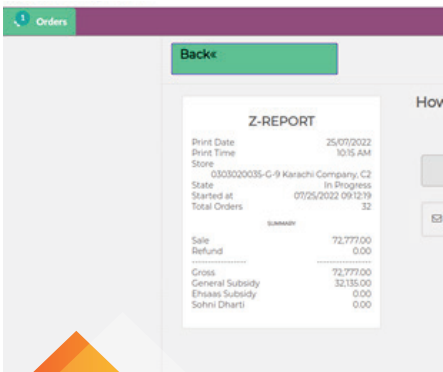
Products summary report are showing number of products quantity sale by store in current date.

Order summary report are used for showing total bills with total amount and bill number



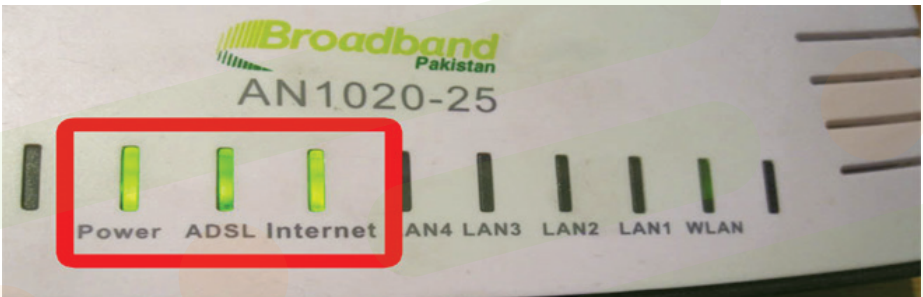
Z-slip Report is Summary report for showing total current date Sale, General subsidy, Ehsaas subsidy and Sales Return

Sale summary details show product wise total amount of sale



CONNECTIVITY

Check Modem and Connection



Through looking into modem lights, you will come to know if modem is working properly or not. When these lights are green and blinking, it means, internet is functioning.

Check Internet Browsing

By opening Google Chrome, Internet browsing can be checked.



HARDWARE

▶ How to use Smart POS



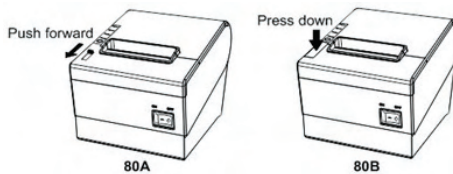
▶ How to use Thermal Printer



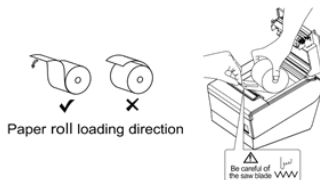
You can load paper roll to print after connecting power adapter and communication cables. Please make sure the printing paper type before printing. The default paper type is continuous thermal receipt paper.

▶ Loading or Changing Paper roll

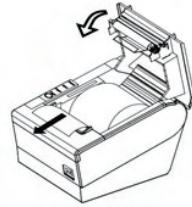
- ▶ Power off the printer
- ▶ Slide or press paper roll storehouse button and then open storehouse cover



- ▶ Draw out paper roll tap and load paper roll as can be seen in below mentioned image



- ▶ Draw out a printing paper, leave some on the paper out month and close the storehouse cover.



- ⚠ **Warning:** Please make sure the paper roll in tense status, if not, it maybe cause paper jam or other problems.

The status after paper loading



Paper jam and cutter retraction troubles removal

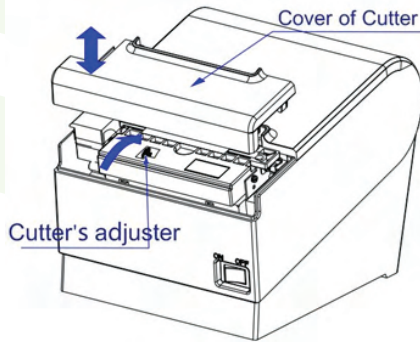
Please power off if paper is jammed in thermal printer and eliminate paper jam in the method explained below:

- ▶ Press the paper cover and open it to eliminate paper jam. Then re-install paper roll and connect it with power.
- ▶ Please use the method as below if step 1 cannot open paper cover.

Warning: Do not open the paper roll warehouse cover forcibly when you cannot open it normally if paper is jammed in it to avoid damaging the printer

- ▶ While removing trouble, make sure the printer power is off
- ▶ Take off the cutter; adjusting cover in vertical direction as shown in the photo
- ▶ Adjust paper-cutter to make the cutter set back to print mechanism completely as directed in photo

- ▶ Open paper cover and eliminate paper jam
- ▶ Install cutter adjusting cover vertically down
- ▶ Re-load the paper, close the paper cover and then power on



▶ **How to use Barcode Scanner**

Target on product barcode and press scan button






USC IT HELP DESK SUPPORT

USC IT Help desk support acts as a one-stop point of contact that provides centralised support to resolve issues related to network connectivity, software and hardware issues in an efficient and organised way.

PROCEDURE TO REGISTER COMPLAINT

Call on these numbers (051-9212044, 051-9212045, 051-9212046) to get instant support.

Before calling USC IT help desk service, please go through the following check list:

Symbol	Description	Status	Indication
	USB interface	Stable	Dongle is connected
		OFF	Dongle is not connected
	Internet/IP connectivity	Blinking	IP connectivity established
		OFF	IP connectivity not established
	DSL Line Sync(status)	Stable	DSL Line is ok
		Blinking	Link Down/ Low Line parameters

Single Link DSL Site

- 1 Confirm Equipment Power and status of ADSL and Internet LED prior visiting site
- 2 IF ADSL Light is stable than check internet LED it must be blinking (site is ok)
- 3 IF ADSL Light is not up than check if Phone cable (RJ 11 connector is plugged) in modem and
- 4 Reboot Modem
- 5 Repeat Step 2, if connectivity established than proceed with training otherwise call PTCL helpline (1260)(1218) for logging complaint.

Single Link NGMS Site

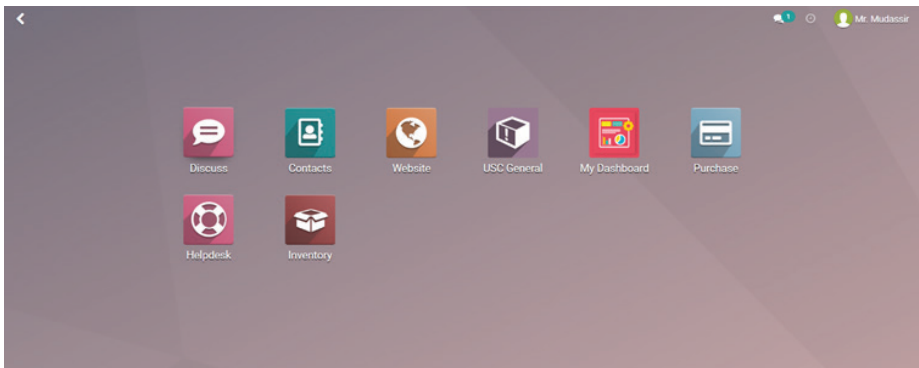
- 1 Confirm Equipment Power and LED status on USB dongle and USB indicator on Modem
- 2 IF Dongle LED is continuously blinking red than there is weak signal strength
- 3 IF USB and internet indicators are up than ping server if not ok than move onto next step
- 4 IF USB indicator is up and Internet indicator is not blinking than re-insert dongle and check connectivity, if not resolved than check connectivity by connecting dongle to Laptop and verify if IP
- 5 Low browsing speed and packet drops indicate weak signal strength , it should be reported to PTCL with recommendation of Better Mobile operator in that particular area.

DUAL Link Site (DSL Modem + Dongle)	
1	Confirm Equipment Power and status of ADSL and Internet LED and dongle indication
2	IF DSL Light is not stable and internet light is blinking it indicates that services are working on Mobile Operator
3	IF DSL light is not stable than check if Phone cable (RJ 11 connector is plugged) in modem through splitter properly
4	Reboot Modem, It might shift services on DSL Link
5	IF DSL Light becomes stable than services are shifted on DSL Link, otherwise log complaint to PTCL helpline (1260)(1218)
6	IF Dongle is connected and USB indicator is stable but still there is no internet light than reinsert Dongle
7	IF USB and internet indicators are up than ping server if not ok than move onto step 8
8	IF USB indicator is up and Internet indicator is not blinking than re-insert dongle and check connectivity, if not resolved than check connectivity by connecting dongle to Laptop and verify if IP is obtained
9	IF both DSL LED and DONGLE are ok and you want to test failover than unplug Telephone cable (RJ 11) from Modem and check application reachability.

If any of above question is not verified, then helpdesk will issue you a complaint number for further follow up.

You can also register your complaint by logging in to Odoo Help desk

www.helpdesk.uscpak.com



Click on your related Category

The screenshot shows the 'Helpdesk Overview' dashboard. At the top, there are navigation tabs: Overview, Tickets, Reporting, and Configuration. The user is logged in as 'Mr. Mudassar'. The dashboard features a search bar, filters, and group-by options. Key metrics include:

- My Tickets:** 0 Tickets, 0 High Priority (★★), 0 Urgent (★★★).
- My Performance:** 0 Closed Tickets, 0% Success Rate, 0 Avg 7 days, 1 Daily Target.
- ERP:** 0 SLA Issues, 0 Unassigned Tickets.
- NRTC:** 0 Unassigned Tickets.
- PTCL:** 0 SLA Issues.

Click On Create Button

The screenshot shows the 'Helpdesk Overview / NRTC' page. A 'CREATE' button is highlighted in the top left corner. The page displays a list of tickets in the 'In Progress' column:

- UPS ISSUE (NO BATTERY) (#5,514) - 3 stars, 0 Sub-Tickets
- UPS ISSUE (NOT AVAILABLE) (#5,433) - 3 stars, 0 Sub-Tickets
- BATTERY ISSUE (#5,334) - 3 stars, 0 Sub-Tickets

Other columns include 'New' (0 tickets), 'Cancelled (0)', and 'Complains Not Responded (0)'. A 'Solved (1)' ticket is also visible.

Fill All Relevant Fields

The screenshot shows the 'Help Desk Support' form. The form is titled 'Help Desk Support' and includes the following fields:

- Issue Category: Hardware
- Issue Sub Category: Barcode Scanner
- Issue Date: 12/16/2021
- Helpdesk Team: NRTC
- Zone: Karachi
- Region: Badin
- Store Name: 0607-Badin
- Assigned to: NRTC
- Ticket Type: Issue
- Priority: ★★★
- Tags: (empty)

Buttons for 'SAVE', 'DISCARD', 'ASSIGN TO ME', and 'ENTER REMARKS' are visible at the top of the form.

Complaint Saved you can View and Edit

The screenshot shows the 'Helpdesk' interface with a ticket titled 'Help Desk Support' (#5536). The ticket is in a 'NEW' state. The metadata includes:

- Issue Category: Hardware
- Issue Sub Category: Barcode Scanner
- Issue Date: 12/16/2021
- Helpdesk Team: NRTC
- Zone: Karachi
- Region: Badin
- Store Name: 0607-Badin
- Assigned to: NRTC
- Ticket Type: Issue
- Priority: ★★★

Buttons for 'ASSIGN TO ME' and 'ENTER REMARKS' are visible at the top. The ticket count shows 0 Sub Tickets.

View your Ticket No

The screenshot shows an email notification from 'Mr. Mudassir' regarding the ticket. The email content is:

Stage Changed
• Stage: New → In Progress

Dear Madam/Sir,

Your request **Help Desk Support** has been received and is being reviewed by our NRTC team. The reference of your ticket is 5536.

[View the ticket](#)

To add additional comments, reply to this email.

Thank you,
NRTC Team.

Ticket created

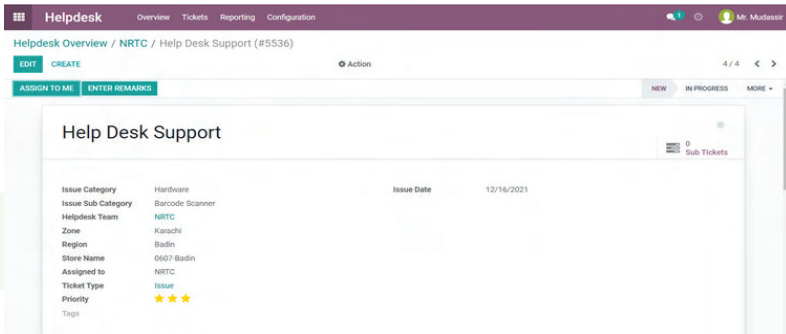
Complaint state change to in progress as work on it starts

The screenshot shows the 'Helpdesk' interface with the same ticket 'Help Desk Support' (#5536). The ticket state has changed to 'IN PROGRESS'. The metadata remains the same as in the previous screenshot:

- Issue Category: Hardware
- Issue Sub Category: Barcode Scanner
- Issue Date: 12/16/2021
- Helpdesk Team: NRTC
- Zone: Karachi
- Region: Badin
- Store Name: 0607-Badin
- Assigned to: NRTC
- Ticket Type: Issue
- Priority: ★★★

The 'ASSIGN TO ME' and 'ENTER REMARKS' buttons are still present. The ticket count now shows 0 Sub Tickets.

You can track status of your complaint



GUIDELINES FOR STORE INCHARGE

- ▶ Store must perform all transaction sales/return/SCN/SDN through POS system.
- ▶ Store must create demand through system and receive stock through system.
- ▶ Store can only sell items available in system's inventory, no sale out of the system should be carried out.
- ▶ Store must set minimum maximum level for each product at store so that auto demand alert can work properly.
- ▶ Store must close its sales session daily at the day end and then create sale invoice for accounting entry.
- ▶ Store must deposit their daily sale in USC Bank Account and make the deposit entry in the system mentioning both amount deposited and the Bank Deposit Slip No.

معیاری اشیاء... مناسب دام

Plot No. 2039, Sector G-7/F-7,
Jinnah Avenue, Blue Area Islamabad



@UtilityStoresCo



utilitystoresofficial



utility.stores