



RetailDesk

User guide

Updated 16 October 2026

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Getting started

Sign in, find your way around the screen, switch branch and language, and see which role can do what.

RetailDesk runs your shop's counter, stock, purchases, dues and online shop in one place, in Bangla or English. It works in any browser, on a computer at the counter or on a phone. This chapter is the first thing to read.

Sign in

1. Open your shop's RetailDesk address, for example `retail.jonakisoft.com`, and click **Sign in**.
2. Type your **Mobile number** and **Password**.
3. Click **Sign in**.

EN বাংলা

RetailDesk
Sign in to your shop

Mobile number
01XXXXXXX

Password

Sign in

DEMO ACCOUNTS

Owner 01200000001 · 123456 · Rafiqul	Sign in
Manager 01200000002 · 123456 · Shamima	Sign in
Cashier 01200000003 · 123456 · Sumon M.	Sign in
Stock keeper 01200000004 · 123456 · Kamal H.	Sign in

New shop? [Create your shop account](#)

Sign-in page

Cashiers go straight to the **POS / New sale** screen. Everyone else lands on the **Dashboard**.

Tip

Forgot your password? Ask the shop owner. They can set a new one in **Admin > Users & roles** (see Owner setup).

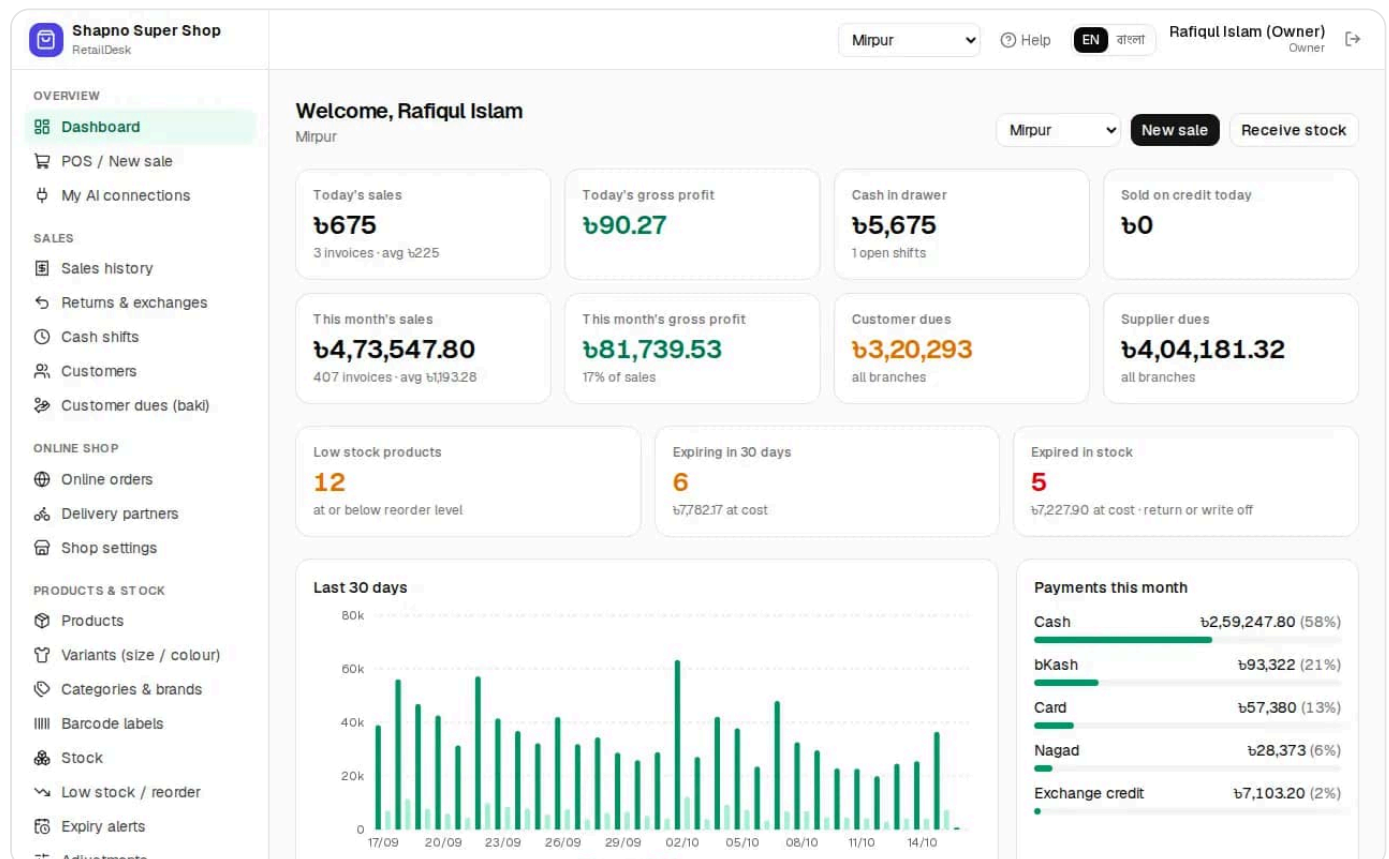
Open a new shop account

A new shop owner can open an account at **Start free trial** ([/signup](#)):

1. Fill in the **Shop name**, the **First branch / shop** and your own name, mobile number and password.
2. Click **Send verification code**. A 6-digit code arrives by SMS.
3. Type the code and click **Verify and create account**.

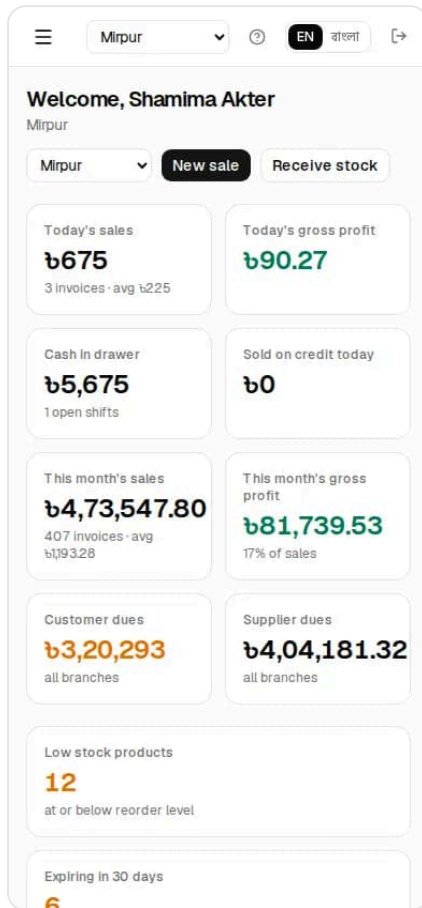
The trial is free and needs no card. If your reseller has turned self sign-up off, the page tells you who sets up accounts instead.

The screen



Dashboard of the owner

- **Left menu:** every module, grouped as Overview, Sales, Online shop, Products & stock, Purchasing, Finance, Reports and Admin. You only see the items your role may use.
- **Top bar:** the branch switcher (only if you work in more than one branch), **Help**, the **EN / বাংলা** switch, your name and role, and the sign-out button.
- On a phone the menu opens from the button at the top left.



Dashboard on a phone

Help for the page you are on

Click **Help** in the top bar. The user guide opens in a new tab at the chapter that explains the page you were on, so a half-finished sale is not lost. You can also open the whole guide at </guide>, search it, and download it as a PDF.

Branch and language

- **Branch:** everything you do (sales, stock, purchases) belongs to the branch shown in the top bar. To work in another branch, pick it in the switcher. Staff who are tied to one branch don't see the switcher.
- **Language:** click **EN** or **বাংলা**. The whole app switches at once. Product names show in Bangla when the product has a Bangla name.

The dashboard

The dashboard shows today at a glance:

- **Today's sales**, **Today's gross profit**, **Cash in drawer** and **Sold on credit today**.
- This month's sales and profit, **Customer dues** and **Supplier dues**.
- **Low stock products**, **Expiring in N days** and **Expired in stock**. Click a card to open the list.
- **Last 30 days** chart, **Payments this month**, the top 10 products and recent sales.

Owners and managers who aren't tied to a branch can switch the dashboard between one branch and **All branches**. Cashiers see only their own sales today. Stock keepers see the stock cards and top products, not money.

Roles: who can do what

Role	Can do
Owner	Everything: settings, users, branches, online payments, accounts, AI assistants. No discount limit.
Manager	Sell, returns and voids, customers and dues, prices, stock, purchases, supplier payments, expenses, reports, audit log.
Cashier	Sell at the POS, returns within the return window, customers. Discounts only up to the cashier limit.
Stock keeper	Products, variants, barcode labels, stock counts and adjustments, branch transfers, purchases and suppliers. Can't sell.

If you open a page your role can't use, you see **No access**. Ask the owner if you need it.

Where to go next

- Cashiers: POS / New sale and Cash shifts.
- Stock keepers: Products and Stock.
- Owners setting up a new shop: Owner setup.

POS / New sale

Sell at the counter with a barcode scanner, weigh loose items, give discounts, take cash, bKash, card or split payments, leave a due and print the receipt.

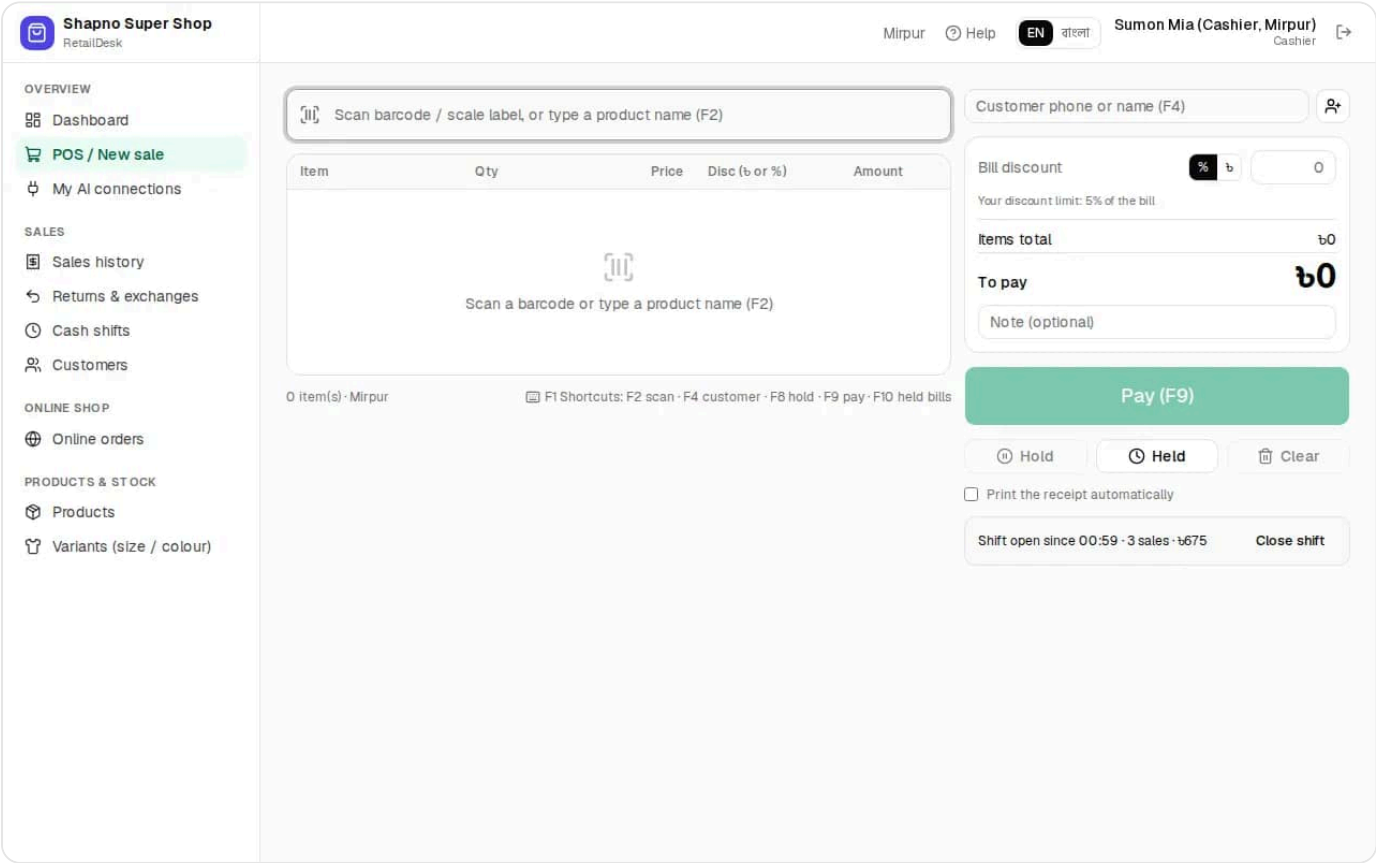
The POS screen is where you sell at the counter. It is built for a USB barcode scanner and the keyboard, so you rarely need the mouse. This chapter takes one sale from start to finish and then covers everything around it.

Open the POS

Go to **Overview > POS / New sale**. You can't sell without an open cash shift. If you don't have one, the screen shows **Open cash shift**:

- 1. Count the cash in the drawer.
- 2. Type it in **Opening cash (৳)**.
- 3. Click **Open shift**.

See Cash shifts for closing the shift at the end of the day.



POS screen

The left side has the scan box and the bill. The right side has the customer, the discount, the totals and the **Pay** button.

Make a sale step by step

1. Scan the product's barcode. The scanner types the code and presses Enter for you, and the item lands on the bill.
2. No barcode? Press **F2**, type part of the name (for example *lux* or *rice*), move with the arrow keys and press **Enter**.
3. Scanning the same item again adds one more. To change the quantity, click **Qty** on the line or use the **+** and **-** buttons.
4. Optional: press **F4** and pick the customer.
5. Press **F9** or click **Pay**.
6. Check **Cash received** and press **Complete sale (Enter)**.
7. **Sale ... saved** shows the **Change to give**. Press **P** to print the receipt or **Enter** to start the next sale.

Tip

If a code isn't found you see *No product with code* Check the product exists, or add the barcode to it in Products.

Note

An item with no stock in this branch is still added, with a warning. Whether the sale may go through depends on **Allow selling without stock** in the settings.

Loose and weighed items

Rice, lentils, oil, cloth and other items sold by kg, litre or metre open a small window when you add them:

- **Weight / quantity (kg)**: type the weight, for example **1.5**, or use the quick buttons **250 g**, **500 g**, **1**, **2**, **5**.
- **Amount (b)**: type how much money the customer wants, for example **ᵝ100** of rice. RetailDesk works out the weight.

Press **Add (Enter)**. On the bill, **+** and **-** change a loose line by 0.25.

Weighing-scale barcodes

If your weighing scale prints barcode stickers, RetailDesk can read them. The sticker starts with the scale prefix (for example 21 or 22), then the item's code on the scale (PLU), then the weight in grams or the price in Taka. Scan the sticker like any other barcode and the line is added with the right weight or amount.

To use it, the owner turns on **Read scale barcodes at the counter** in **Admin > Printers, labels & scale**, and each loose product gets its **Scale PLU code** (see Products).

Sizes and colours

Every size and colour of a style is its own item with its own barcode, for example *Polo shirt - M / Black*. Scan the tag, or search by the style name and pick the right size and colour from the list. See Variants.

Discounts

- **Disc (b or %)** on a line: type for b50 off, or for ten percent. A percent discount follows the line: change the quantity, weight or price and the discount is worked out again. A Taka discount stays the same amount.
- **Bill discount** on the whole bill: switch between % and b.
- **Price**: only a manager or the owner can change the price on a line.

Each role has a discount limit, set by the owner in **Settings > Counter (POS) rules**. Under the discount you see *Your discount limit: N% of the bill*. The limit counts line and bill discounts together. Above it, a red note says *Discount is more than the N% your role may give. Ask a manager.* and **Pay** stays off until a manager or the owner sells it. The owner has no limit.

Customers, wholesale price and loyalty

Press or click **Customer phone or name (F4)** and type a phone number or name. If the person is new, click **New customer**, fill in **Name**, **Mobile** and the type (**Retail** or **Wholesale**) and click **Add customer**.

The customer card shows their **Due**, **Credit limit** and **Points**.

- **Wholesale customers** get the wholesale price automatically, if the owner turned that on. A price you typed by hand isn't changed.
- **Loyalty points**: below the total you see *Earns N points*. If the customer has enough points, **Redeem points (N available)** lets you take them off the bill. By default 1 point is earned per b100, 1 point is worth b1 and at least 50 points are needed to redeem. The owner sets these in Settings.

Payment: cash, bKash, card and split

Pay (**F9**) opens the payment window. **Cash received** starts filled with the full amount, with quick buttons for common notes.

For bKash, Nagad, Rocket, card or bank, type the amount in that tile with the **TrxID** (for a card, **Last 4**; for a bank, **Ref.**). **Rest** fills the remaining amount in that tile.

Example of a split payment: the bill is ₹1,200 and ₹500 comes by bKash.

1. In the bKash tile type **500** and the TrxID.
2. Change **Cash received** to **700**.
3. Check that **Paid** is ₹1,200 and **Due** is 0, then press **Complete sale (Enter)**.

Common mistake

Cash received starts at the full total. If you add bKash and don't lower the cash, the extra shows as change and the drawer ends up short.

Selling on due (baki)

To leave part of the bill as a due, lower the paid amount. The **Due** line shows what is left and the button changes to **Complete with due (Enter)**.

- A due needs a customer: *Select a customer to leave a due (baki).*
- A due can't take the customer over their credit limit. A credit limit of 0 means **No credit allowed**.
- A manager or the owner can tick **Manager override: allow this due**.

Collecting the money later is in Customers and dues.

Hold and recall a bill

If a customer steps away to fetch one more item, press **F8 (Hold)**. The bill is parked and the screen clears for the next customer. To bring it back, press **F10** or click **Held (N)**, then **Recall**. Finish or hold the current bill first; recall is off while the bill has items. The bin icon deletes a held bill.

Receipts and printing

After the sale, press **P (Print (P))**. Tick **Print the receipt automatically** to print every sale without asking; the browser remembers this, and it also opens the cash drawer if one is connected.

The receipt can be 80 mm, 58 mm or an A4 invoice. The owner chooses the default paper, receipt language, header and footer in Settings and connects a thermal printer in Printers, labels & scale. You can reprint any receipt from Sales history.

Keyboard shortcuts

Press **F1** on the POS to see these at any time.

Key	What it does
F2	Scan box / product search
↑ ↓ then Enter	Pick from the search list
F4	Customer
F8	Hold the bill
F9	Pay
F10	Held bills
Ctrl + Del	Clear the bill
Esc	Close a window
P / Enter	After a sale: print / next sale

On a phone

The POS also works on a phone, which is handy for a second counter or for checking a price on the floor.

Mirpur

EN

भारत

Scan barcode / scale label, or type a

Item	Qty	Price	Disc (b or %)	Amount
Scan a barcode or type a product name (F2)				

0 item(s) · Mirpur

F1 Shortcuts: F2 scan · F4 customer · F8 hold · F9 pay · F10 held bills

Customer phone or name (F4)

Bill discount

%

b

0

Your discount limit: 5% of the bill

Items total

b0

To pay

b0

Note (optional)

Pay (F9)

Hold

Held

Clear

☐ Print the receipt automatically

POS on a phone

Sales history, returns and exchanges

Find any invoice, reprint it, take a return or exchange from it, and void a wrong sale.

Every sale is saved as an invoice. From the invoice you can reprint the receipt, take back items, swap them for others, or (manager only) void the whole sale.

Sales history

Go to **Sales > Sales history**. It opens on **today**. The cards at the top show **Invoices**, **Sales**, **Collected at sale** and **Left as due** for the dates you picked.

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Sumon Mia (Cashier, Mirpur)

Cashier

Sales history

Mirpur · 2026-10-16

New sale

Invoices

Sales

Collected at sale

Left as due

3

৳675

৳675

৳0

Q Invoice no, customer name or phone

10/16/2026

–

10/16/2026

All cashiers

All payments

All statuses

Invoice	Date	Customer	Cashier	Payment	Total	Due	Status
INV-001921	16 Oct 2026, 02:42	Walk-in	Sumon Mia (Cashier, Mirpur)	Cash	৳225		Completed
INV-001920	16 Oct 2026, 02:35	Walk-in	Sumon Mia (Cashier, Mirpur)	Cash	৳225		Completed
INV-001919	16 Oct 2026, 02:10	Walk-in	Sumon Mia (Cashier, Mirpur)	Cash	৳225		Completed

Sales history

Search by invoice number, customer name or phone, change the dates, or filter by cashier, payment (for example **Has due**) and status. Click an invoice to open it.

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The invoice page

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Shamima Akter (Manager)
Manager

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Invoice INV-001898

15 Oct 2026, 13:45 · Mohammadpur · by Rina Begum (Cashier, Mohammadpur)

Completed

Print receipt

A4 invoice

VAT invoice

Return / exchange

Void

Customer

Walk-in customer

Payments

Cash

৳930

bKash · TX923899

৳650

Change given

৳70

Subtotal

৳1,580

VAT included in prices

৳87.21

Total

৳1,580

Paid

৳1,580

Cost / gross profit

৳1,334.96 / ৳157.83

Product	Lot / expiry	Qty	Returned	Price	Disc	VAT	Total
Lifebuoy Germ Protection Soap 100 g		1 pcs		৳60		৳4.19 incl	৳60
Sunsilk Black Shine Shampoo 180 ml	EXP-2026-03-14 · 03/2026	1 pcs		৳290		৳20.23 incl	৳290
PRAN Mixed Fruit Jam 500 g	EXP-2027-04-24 · 04/2027	1 pcs		৳210			৳210
Johnson's Baby Powder 200 g		3 pcs		৳300		৳62.79 incl	৳900
Ginger		0.5 kg		৳240			৳120

One invoice

The invoice shows the items, discounts, VAT, payments and who sold it. The buttons at the top:

- **Print receipt:** reprints the 80 mm / 58 mm receipt. A reprint never opens the cash drawer.
- **A4 invoice:** a full-page invoice, for example for a company buyer.
- **VAT invoice:** a Mushak-6.3 style invoice, when VAT is on and the bill has VAT.
- **Return / exchange:** take items back (see below).
- **Void:** cancel the whole sale (manager only).

Managers and the owner also see the cost and gross profit of the invoice.

Take a return

1. Open the invoice and click **Return / exchange**.
2. In **Return qty**, type how many come back, or click **All**.
3. **Back to stock:** leave **Restock** ticked if the item can be sold again. Untick it for damaged or expired goods; they are written off instead of going back on the shelf.

- Under **Give back as**, choose **Refund money** and the method (cash, bKash, ...), or **Reduce the customer's due** if the sale has a customer.
- Add a reason if you like, check **Value of returned goods** and click **Save return**.

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Shamima Akter (Manager)

Manager

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Return from INV-001898

Walk-In customer

Product	Can return	Return qty	Back to stock	Value
Lifebuoy Germ Protection Soap 100 g	1 pcs of 1 pcs	0 All	☒ Restock	
Sunsilk Black Shine Shampoo 180 ml EXP-2028-03-14 · Exp 03/2028	1 pcs of 1 pcs	0 All	☒ Restock	
PRAN Mixed Fruit Jam 500 g EXP-2027-04-24 · Exp 04/2027	1 pcs of 1 pcs	0 All	☒ Restock	
Johnson's Baby Powder 200 g	3 pcs of 3 pcs	0 All	☒ Restock	
Ginger	0.5 kg of 0.5 kg	0 All	☒ Restock	

Give back as

☒ Refund money

Cash

Reason (optional)

Value of returned goods

৳ 0

Save return

Exchange for other items

Exchange: the returned value is used as payment for the new items; any difference is paid or handed back in cash.

Return from an invoice

Rules:

- By default a cashier can take returns for 7 days after the sale. After that you see *Only a manager can take this return*. The owner sets the window in Settings.
- You can't refund more money than was paid. Credit the rest to the customer's due.
- A cash refund needs an open cash shift, and you must be in the branch where the sale was made.
- When everything is returned from an online order, **Also give back the delivery charge** appears.

Exchange for other items

A customer wants a different size or another product:

- On the return page, enter the items coming back and click **Exchange for other items**.
- The POS opens with a yellow banner *Exchange for INV-...* and the returned value as credit.

3. Scan the new items and press **Pay**. If the new items cost more, the customer pays the difference. If they cost less, the total shows **Hand back** and you give the change.

Click **Cancel exchange** on the banner to stop.

Returns list

Sales > Returns & exchanges lists every return of the last 30 days with its value and how it was paid back. Returns are always started from the invoice.

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Shamima Akter (Manager)

Manager

Returns & exchanges

Start a return or exchange from the Invoice in Sales history.

Returns

26

Exchanges

9

Value returned

৳15,801.70

Credited to dues

৳120

09/16/2026

–

10/16/2026

Return	Date	Invoice	Items	Given back as	Reason	By
SR-000054	15 Oct 2026, 17:28	INV-001837	1	Due credit	Customer changed mind	Sumon Mia (Cashier, Mirpur)
SR-000052	14 Oct 2026, 18:38	INV-001789	1	Exchange → INV-001848	Exchange: wrong size → l...	Sumon Mia (Cashier, Mirpur)
SR-000051	12 Oct 2026, 18:28	INV-001667	1	Exchange → INV-001772	Exchange: wrong size → l...	Sumon Mia (Cashier, Mirpur)
SR-000050	11 Oct 2026, 18:48	INV-001586	1	Exchange → INV-001729	Exchange: wrong size → l...	Sumon Mia (Cashier, Mirpur)
SR-000048	10 Oct 2026, 17:23	INV-001533	1	Cash	Customer changed mind	Sumon Mia (Cashier, Mirpur)
SR-000046	08 Oct 2026, 18:40	INV-001458	1	Exchange → INV-001588	Exchange: wrong size → l...	Sumon Mia (Cashier, Mirpur)
SR-000045	07 Oct 2026, 18:32	INV-001498	1	Exchange → INV-001540	Exchange: wrong size → l...	Sumon Mia (Cashier, Mirpur)
SR-000044	07 Oct 2026, 17:07	INV-001399	1	Cash	Customer changed mind	Sumon Mia (Cashier, Mirpur)
SR-000043	06 Oct 2026, 17:38	INV-001378	1	Cash	Customer changed mind	Sumon Mia (Cashier, Mirpur)
SR-000041	05 Oct 2026, 17:10	INV-001324	1 (damaged)	Cash	Wrong item	Sumon Mia (Cashier, Mirpur)
SR-000040	04 Oct 2026, 17:05	INV-001316	1	Cash	Customer changed mind	Sumon Mia (Cashier, Mirpur)
SR-000039	03 Oct 2026, 17:23	INV-001315	1 (damaged)	Cash	Damaged packet	Sumon Mia (Cashier, Mirpur)
SR-000037	02 Oct 2026, 18:12	INV-001213	1	Exchange → INV-001333	Exchange: wrong size → l...	Sumon Mia (Cashier, Mirpur)

Returns and exchanges

Void a sale

Use void only for a sale that should never have happened, for example rung up twice by mistake.

1. Open the invoice and click **Void**.
2. Type the **Reason (required)** and click **Void sale**.

Stock goes back to the shelf, payments are reversed and the invoice is marked **Void**. This can't be undone.

- Only a manager or the owner can void, and only in the branch of the sale.

- A sale that already has a return, or a due payment collected after the sale, can't be voided. Take a return instead.

Cash shifts

Open the drawer with a counted float, see what should be in it, close it at the end of the day and print the Z report.

A cash shift is one cashier's time at one drawer. It starts with the cash counted in, and ends with the cash counted out. RetailDesk works out what should be there, so a short or extra amount shows up the same day.

Open a shift

The POS asks for it before your first sale. Count the drawer, type the **Opening cash (b)** and click **Open shift**. Each cashier has their own shift.

During the shift

Cash sales, cash refunds and dues collected in cash all change what the drawer should hold. Card, bKash, Nagad and bank payments don't, but they are listed in the shift summary so you can match them with your phone or card machine.

Close the shift

At the end of the day, on the POS:

1. Click **Close shift**.
2. The summary shows sales by payment method, then:
 - **Opening cash**
 - **+ Cash sales (incl. exchange credit)**
 - **+ Due collected (cash)**
 - **– Cash refunds (incl. exchanges)**
 - **Expected in drawer**
3. Count the drawer and type it in **Cash counted (b)**. You see **Matches**, **Over by ...** or **Short by ...** straight away.
4. Close the shift. Then click **Print Z report** and **Done**.

Tip

Count twice before you close. Once a shift is closed, the counted amount is saved as it is.

Shift list and reports

Sales > Cash shifts lists the shifts of the last 7 days with opening cash, expected cash, counted cash and the difference. Cashiers see only their own shifts; managers and the owner see everyone's.

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Shamima Akter (Manager)

Manager

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Cash shifts

Each cashier opens a shift with the drawer cash and closes it with a count.

10/09/2026

-

10/16/2026

Cashier	Opened	Closed	Sales	Cash	Mobile / card	Expected cash	Counted
Sumon Mia (Cashier, Mirpur)	16 Oct 2026, 00:59	Open	3 · ₳675	₳675	₳0	₳5,675	—
Sumon Mia (Cashier, Mirpur)	15 Oct 2026, 09:14	15 Oct 2026, 22:20	24 · ₳35,987	₳18,061	₳13,026	₳23,061	₳23,061
Sumon Mia (Cashier, Mirpur)	14 Oct 2026, 09:07	14 Oct 2026, 22:10	26 · ₳25,499	₳16,618	₳6,220	₳20,168	₳20,158
Sumon Mia (Cashier, Mirpur)	13 Oct 2026, 09:05	13 Oct 2026, 22:12	24 · ₳23,832	₳11,265	₳8,637	₳16,265	₳16,265
Sumon Mia (Cashier, Mirpur)	12 Oct 2026, 09:03	12 Oct 2026, 22:19	24 · ₳19,897	₳12,785	₳5,531	₳16,535	₳16,535
Sumon Mia (Cashier, Mirpur)	11 Oct 2026, 09:10	11 Oct 2026, 22:17	29 · ₳22,720	₳16,777	₳4,659.20	₳20,806.80	₳20,806.80
Sumon Mia (Cashier, Mirpur)	10 Oct 2026, 09:11	10 Oct 2026, 22:15	26 · ₳22,290	₳13,689	₳8,601	₳17,239	₳17,239
Sumon Mia (Cashier, Mirpur)	09 Oct 2026, 09:15	09 Oct 2026, 22:20	29 · ₳29,619	₳14,155	₳11,129	₳19,155	₳19,155

Cash shifts

Open a shift to print its report on 80 mm paper: an **X report** while the shift is still open (a mid-day check) or a **Z report** once it is closed, with lines for signatures.

For more than a few days, use the **Cashier closing** report in Reports.

Common mistake

paying a supplier or an expense straight from the till drawer without recording it. Record it in Expenses or Supplier payments, or the drawer will look short.

Customers and dues (baki)

Keep customer records, wholesale buyers and credit limits, collect dues, send SMS reminders and use loyalty points.

Regular buyers, wholesale customers and institutions are kept in **Sales > Customers**. A customer is needed for a due sale, wholesale prices and loyalty points.

Customer list

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Help

EN বাংলা

Sumon Mia (Cashier, Mirpur)

Cashier

Customers

Walk-in buyers, regular and wholesale customers, institutions

Customer duesNew customer

Q Name or phone

All types

Active

Name	Phone	Type	Credit limit	Points	Due
Abdul Karim	01713000000	Retail	৳2,000	19	—
Abul Kashem	01713001370	Retail	—	26	—
Anwar Hossain	01713003014	Retail	—	94	৳475
Arif Chowdhury	01713006302	Retail	—	49	৳2,636
Ayesha Siddika	01713002603	Retail	—	55	—
Babul Mia	01713002466	Retail	৳8,000	47	৳1,457
Bilkis Banu	01713006165	Retail	৳4,000	20	৳2,705
Bismillah General Store	01815000000	Wholesale	৳30,000	798	৳29,386
Delwar Hossain	01713001918	Retail	—	30	৳102
Faruk Ahmed	01713004658	Retail	—	78	৳2,715
Farzana Yeasmin	01713000959	Retail	—	84	—
Green Office Canteen (Shyamoli)	01815001266	Wholesale	৳34,000	280	৳27,763
Habibur Rahman	01713005206	Retail	—	17	—
Harun-or-Rashid	01713002740	Retail	—	17	৳250
Hotel Al-Razzaque (Mirpur 1)	01815000422	Wholesale	৳48,000	787	৳42,837

Customers

Search by name or phone, or filter by type. The list shows each customer's type, credit limit, points and current due.

Add a customer

Click **New customer** (or add one from the POS with **F4**).

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- Variants (size / colour)

Mirpur  Help **EN** বাংলা

Sumon Mia (Cashier, Mirpur)
Cashier 

New customer

Name *

Mobile

01XXXXXXXX

Type

Retail

Email

Gender

Date of birth

mm/dd/yyyy

Address

Credit limit (b)

0

Opening due (b)

0

Notes

Add customer

Credit limit 0 means this customer must pay in full. Opening due is what they owed before you started using the software.

New customer

- **Name *** and **Mobile**. The mobile number must be unique in your shop.
- Type: **Retail**, **Wholesale (gets wholesale prices)** or **Institution / corporate**.
- Email, gender, date of birth, address and notes are optional.
- **Credit limit (b)**: how much due this customer may run up. *Credit limit 0 means this customer must pay in full.*
- **Opening due (b)**: what they already owed you before you started RetailDesk.

Only a manager or the owner can set the credit limit and opening due.

Customer page

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Shamima Akter (Manager)

Manager

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Hotel Al-Razzaque (Mirpur 1)

01815000422 - Wholesale - Shyamoli

Collect

Edit

Deactivate

Current due

৳42,837

Limit ৳48,000

Purchases

৳79,082

6 invoices

Last visit

01 Oct 2026

Loyalty points

787

Worth ৳787

Notes

No notes yet.

Add a note, e.g. called about due, will pay Friday

Add note

Purchases

Due ledger

Loyalty points

Invoice	Date	Items	Total	Due	Status
INV-001273	01 Oct 2026	Lifebuoy Germ Protection Soap 100 g, Dano Full Cream Milk Powder 500 g, Wheel ...	৳8,710	৳4,410	Completed
INV-000961	24 Sept 2026	Teer Atta 2 kg, Teer Soybean Oil 1 L, Lux Beauty Soap 100 g, Dano Full Cream Milk P...	৳12,756	৳11,456	Completed
INV-000859	22 Sept 2026	Masoor Dal Deshi (loose)	৳2,476		Completed
INV-000854	22 Sept 2026	Surf Excel Detergent Powder 1 kg, Fresh Refined Sugar 1 kg, Soybean Oil (loose), Ma...	৳13,769		Completed
INV-000294	10 Sept 2026	BR-28 Rice (loose), Ispahani Mirzapore Tea 400 g, Fresh Refined Sugar 1 kg	৳4,492	৳4,492	Completed
INV-000285	10 Sept 2026	Masoor Dal Deshi (loose), Wheel Detergent Powder 1 kg, Parachute Coconut Oil 50...	৳36,879	৳18,479	Completed

One customer

The customer page shows **Current due**, purchases, last visit and **Loyalty points**, and has tabs for:

- **Purchases**: every invoice.
- **Due ledger**: each sale, payment and return with the running balance, like a baki khata.
- **Loyalty points**: points earned and redeemed.

Under **Notes** you can add short notes (for example "delivers to the 3rd floor"). **Edit** changes the details and **Deactivate** hides a customer who no longer buys, without losing their history.

Collect a due

1. Open the customer, or go to **Sales > Customer dues (baki)**, and click **Collect**.
2. Check the **Amount (৳)**. You can't collect more than the customer owes.
3. Pick the **Method** (cash, bKash, Nagad, card, bank, cheque) and, if you like, the account it goes into and a TrxID or cheque number.
4. Click **Save payment**, then **Print money receipt** for the customer.

Cash collected while your shift is open counts in your drawer.

Customer dues (baki) page

Sales > Customer dues (baki) (manager and owner) lists everyone who owes money, oldest first, with ageing columns **0–30 days**, **31–60**, **61–90** and **90+**.

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Shamima Akter (Manager)

Manager

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Customer dues (baki)

Who owes money, how old it is, collect payments and send SMS reminders

Remind overdue (40)

Total receivable

৳3,20,293

47 customers

0–30 days

৳1,73,078

31–60

৳1,28,715

61–90

৳0

90+

৳18,500

Q Customer name or phone

Customer	Oldest unpaid	0–30 days	31–60	61–90	90+	Total due	
Hotel Al-Razzaque (Mirpur 1) 01815000422	02 Sept 2026 (43d)	৳15,866	৳22,971	৳4,000		৳42,837	Collect
Rahman Tea Stall & Grocery 01815000633	12 Sept 2026 (33d)		৳38,480			৳38,480	Collect
Ma Babar Doa Store 01815000211	02 Sept 2026 (43d)	৳21,185	৳8,356	৳3,000		৳32,541	Collect
Tasty Treat Canteen 01815000844	04 Sept 2026 (41d)	৳28,325	৳3,104			৳31,429	Collect
Bismillah General Store 01815000000	02 Sept 2026 (43d)	৳5,102	৳17,284	৳7,000		৳29,386	Collect
Green Office Canteen (Shyamoli) 01815001266	11 Sept 2026 (34d)	৳23,867	৳3,896			৳27,763	Collect
Madina Departmental Store 01815001477	08 Sept 2026 (37d)	৳16,928	৳9,099			৳26,027	Collect
Shahjalal Mudi Dokan 01815001055	06 Sept 2026 (39d)	৳7,565	৳10,488			৳18,053	Collect
Mahmuda Khanam							

Customer dues

Recent collections at the bottom lists the latest payments with a **Receipt** link to reprint the money receipt.

SMS reminders

If SMS is on for your shop:

- The SMS button on a row (or on the customer page) sends one polite reminder with the amount due.
- **Remind overdue (N)** sends a reminder to everyone whose oldest due is older than the reminder period (7 days by default), skipping anyone already reminded in that period.

The owner sets the period and turns SMS on in Settings.

SMS drafts from AI assistants

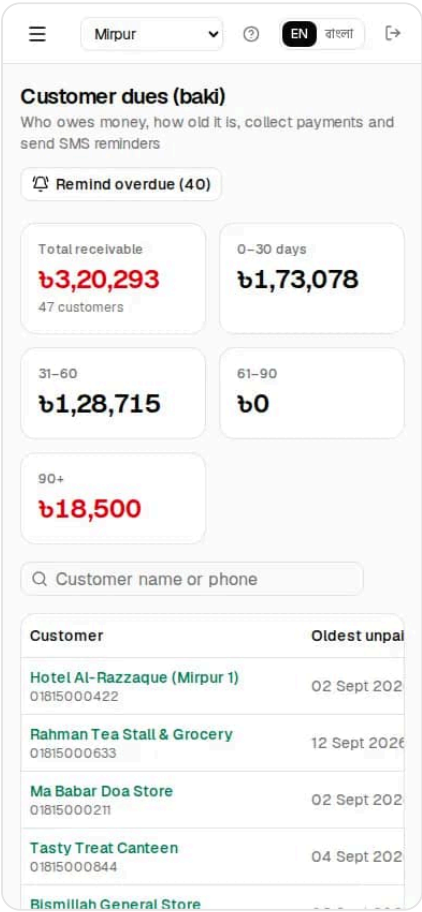
If you use an AI assistant, it can write reminder drafts but never sends them. Drafts appear on the customer page under **SMS drafts (not sent)**. Read each one, then click **Send** or **Discard**.

Loyalty points

When loyalty is on, customers earn points on every sale (by default 1 point per ₹100) and can spend them at the POS (by default 1 point = ₹1, from 50 points). Points are shown on the POS customer card and on the customer page. See POS.

Dues on a phone

The dues list works on a phone, so you can collect on the way.



Dues on a phone

Online shop and online orders

Open your own online shop, take orders with cash on delivery or online payment, and move each order from new to delivered.

Every RetailDesk shop can have its own online shop at `/shop/<your-shop>`. Customers browse your products, order, and pay on delivery or online. Orders land in **Online shop > Online orders**, where staff confirm, pack and deliver them.

Set up the shop

Go to **Online shop > Shop settings** (owner).

Shapno Super Shop
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Mirpur ▼ Help EN বাংলা Rafiqul Islam (Owner) Owner

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Online shop
Let customers order products from your own shop page. Orders arrive in Online orders.

Your shop link
`http://localhost:3900/shop/shapno` Copy Share Open shop Print poster

☒ **Online shop is open**
When off, the shop page shows 'not found' and no orders can be placed.

Shop name
Shapno Super Shop

Orders are packed at
Mirpur ▼
Stock shown online is this branch's stock.

Announcement bar
Free home delivery above ৳1,500 in Mirpur & Mohammadpur

Opening hours
9am – 10pm, every day

WhatsApp number
01712000000

Delivery

☒ Home delivery ☒ Pickup from the shop

Delivery fee (৳)
60

Free delivery above (৳)
1500
0 = never free

Minimum order (৳)
300

Online shop settings

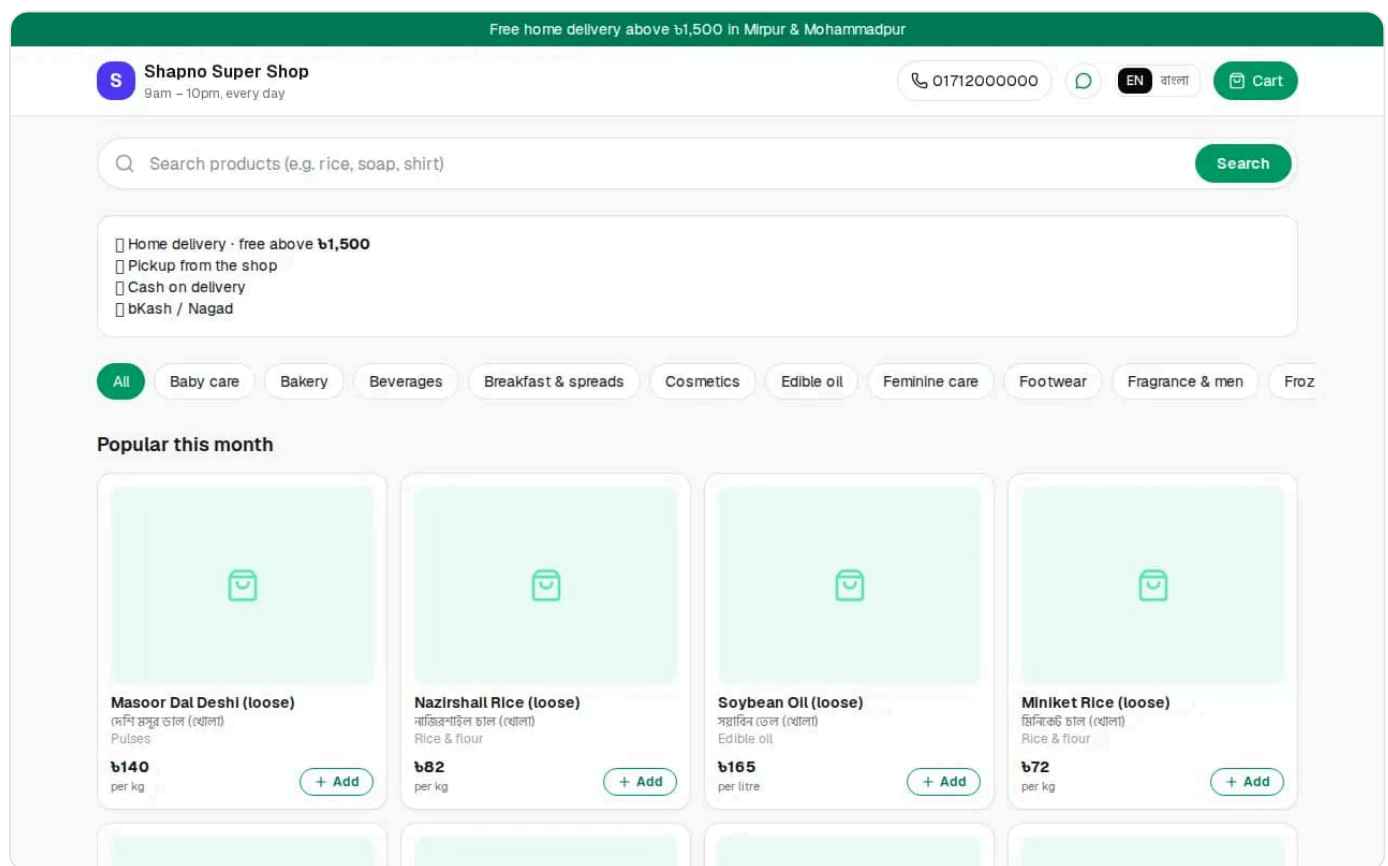
1. Tick **Online shop is open**. While it is off, the shop link shows *not found*.
2. Check **Shop name** and choose **Orders are packed at**: the branch whose stock the online shop sells.
3. Optional: an **Announcement bar** (for example "Free delivery in Mirpur today"), **Opening hours** and a **WhatsApp number**.

4. **Delivery:** tick **Home delivery** and/or **Pickup from the shop**. Set the **Delivery fee (b)**, **Free delivery above (b)** (0 = never free) and **Minimum order (b)** (0 = no minimum). Under **Delivery areas** click **Add area** for a different fee per area.
5. **Payment:** tick **Cash on delivery / pay at pickup**. Add a **bKash merchant / personal number** and **Nagad number** if customers may send money and type the TrxID. Card and gateway payments are set up in Online payments.
6. Click **Save shop settings**.

At the top, **Your shop link** has a copy button, **Open shop** and **Print poster** (a QR poster for the counter).

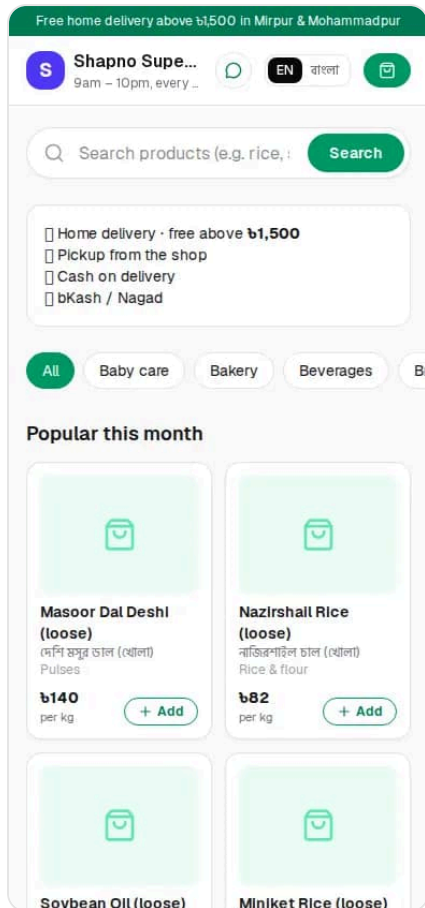
A product shows in the online shop when it is active and **Show in the online shop** is ticked on the product (see Products).

What the customer sees



Online shop

The customer searches or picks a category, clicks **Add**, and opens the cart. They fill in their name, mobile number, delivery or pickup, area and address, choose how to pay and click **Place order** (or **Place order & pay** for online payment).



Online shop on a phone

After ordering they get a tracking page (the link is also sent by SMS). It refreshes itself and shows each step, the courier and the rider. While the order is still new, the customer can cancel it there.

The order queue

Online shop > Online orders has tabs: **New**, **To pack**, **Packed**, **Out for delivery**, **Delivered** and **Cancelled / returned**. Search by order number, phone or name.

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Shamima Akter (Manager)

Manager

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Online orders

Orders from your online shop. Confirming an order takes the stock and creates the invoice.

Shop settings

New 2

To pack 1

Packed

Out for delivery

Delivered 2

Cancelled / returned 1

Q Order no, phone or name

Order	Placed	Customer	Items	Fulfilment	Payment	Total	Status
WEB-000006	15 Oct 2026, 23:54	Mizanur Rahman 01713001096	3	Delivery · Mirpur	bKash ✓	৳2,620	New
WEB-000005	16 Oct 2026, 00:14	Farzana Yeasmin 01713000959	3	Delivery · Mirpur	COD	৳1,145	New

Online orders

Keep this page open at the counter: it checks for new orders every 20 seconds, beeps, and shows *New online order*

Handle an order step by step

Shapno Super Shop RetailDesk

Mirpur Help EN বাংলা Shamima Akter (Manager) Manager

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Order WEB-000001
Placed 10 Oct 2026, 14:00 · fulfilled by Mirpur Delivered ← All orders

Items		
PRAN Tomato Ketchup 340 g ৳140 / pcs · 17 pcs in stock	× 1 pcs	৳140
Senora Sanitary Napkin 8 pcs ৳120 / pcs · 30 pcs in stock	× 3 pcs	৳360
Parachute Coconut Oil 500 ml ৳320 / pcs · 0 pcs in stock	× 1 pcs	৳320
Items		৳820
Delivery		৳60
Total		৳880

Customer
Nasima Akter
01713000411
Customer profile →

Home delivery
House 14, Road 2, Section 6, Mirpur, Mirpur

Payment
bKash (send money) · trx BK246507
Verified
৳880
Invoice INV-001916 · paid ৳560

Actions

Invoice / packing slip

Staff note (not shown to the customer)

Save

History

10 Oct 2026, 14:00 New — customer

One online order

- 1. Check the order.** Open it and click **Start review**. While it is new you can change quantities, swap a product (↔), add a product, give a **Discount (b)** or change the **Delivery fee (b)**, then **Save items**.
- 2. Check the payment.** For bKash or Nagad send-money, check the TrxID in your merchant app and click **Mark verified**. If an online payment never arrived, **Switch to COD**.
- 3. Confirm.** Click **Confirm order**. This creates the invoice and takes the stock. If something is short you are asked whether to confirm anyway.
- 4. Pack.** Pick the items, print **Invoice / packing slip** and click **Mark packed** (pickup orders: **Ready for pickup**).
- 5. Send.** Book a courier (see Delivery partners) or click **Send out for delivery** and type the **Rider name** for your own rider.
- 6. Finish.** When the rider brings the money, click **Delivered** (pickup: **Customer collected**) and choose which cash account it goes into.

If the customer refuses the parcel, a manager clicks **Returned by customer**: the invoice is voided and stock comes back. **Cancel order** asks for a reason, which the customer sees. After confirming, only a manager can cancel.

Use **Staff note (not shown to the customer)** for anything the team should know.

Note

An order belongs to the branch that packs it. If you see *This order is fulfilled by another branch*, switch branch in the top bar.

Delivery partners (couriers)

Connect Pathao, Steadfast or RedX, book a parcel from an online order, follow its status and record the cash the courier pays you.

RetailDesk can book parcels with **Pathao**, **Steadfast** and **RedX** straight from an online order. The courier's status updates move the order along by itself, and the cash the rider collects is tracked until the courier pays you.

Connect a courier

Go to **Online shop** > **Delivery partners** (owner). Each courier has a card.

The screenshot shows the 'Delivery partners' section in the RetailDesk interface. The left sidebar contains navigation links: OVERVIEW (Dashboard, POS / New sale, My AI connections), SALES (Sales history, Returns & exchanges, Cash shifts, Customers, Customer dues (baki)), ONLINE SHOP (Online orders, **Delivery partners**, Shop settings), and PRODUCTS & STOCK (Products, Variants (size / colour), Categories & brands, Barcode labels, Stock, Low stock / reorder, Expiry alerts, Adjustments). The main content area is titled 'Delivery partners' and includes a description: 'Book Pathao, Steadfast or RedX from an online order. Status updates come back automatically and the courier's cash collection is tracked until they pay you.' Below this is a link for 'Online orders →'. The 'Pathao' section is currently active, showing a 'Not set up' status and a 'Test connection' button. It provides instructions to get API credentials from merchant.pathao.com and offers three options: 'Use this courier' (unchecked), 'Sandbox (test mode)' (checked), and 'Default courier' (unchecked). Fields for Client ID, Client secret, Merchant login email (you@example.com), Merchant login password, Store ID, and Default city ID (optional) are present. A 'Save Pathao' button is at the bottom. The 'Steadfast' section below it is also 'Not set up' and includes a 'Test connection' button and instructions to get API keys from portal.steadfast.com.bd.

Delivery partners

1. Type the keys from your merchant account:

- **Pathao:** Client ID, Client secret, Merchant login email, Merchant login password, Store ID, and optionally a default city and zone.
- **Steadfast:** API key and Secret key.
- **RedX:** API access token and optionally the pickup store ID.

2. Tick **Use this courier**. Tick **Sandbox (test mode)** while you try it out (Steadfast has no sandbox, so its bookings are always real).
3. Tick **Default courier** for the one you use most.
4. Use the test button to check the keys, then click **Save**

Saved secrets show as *Saved (leave blank to keep)*. Copy the **Status webhook URL** into the courier's merchant panel so status changes arrive straight away.

Book a parcel

The **Courier** box on an online delivery order works once the order is **confirmed** or **packed**:

1. Click **Book courier**.
2. Check the provider, the customer's name, phone and **Full address**. Pathao needs the city and zone; RedX needs the delivery area.
3. Check **Weight (kg)** and **Item**, add a **Note for the rider (optional)** and click **Book**.

The box tells you what the rider collects: *Rider collects b...* (still due on the invoice) or *Prepaid: the rider collects nothing*.

Follow the parcel

- When the courier picks it up, the order moves to **Out for delivery** by itself.
- When the courier reports it delivered, the order is marked delivered and the cash is put in that courier's account.
- If it comes back, the order is marked returned.

Click **Refresh** to ask the courier now. While the booking is still new you can **Cancel** it. RetailDesk also checks every open parcel once a day.

Cash held by couriers

Under **Cash held by couriers** you see what each courier has collected for you and not paid yet. When the payout reaches your bank or bKash, click **Record payout**, choose **Received in**, type the **Amount (b)** and the **Date**. Recording a payout needs a manager or the owner.

Products, categories and brands

Add products with barcodes, prices, wholesale price, VAT and reorder levels; set up loose items sold by weight; keep categories and brands tidy.

Everything you sell is a product: a soap, a kilo of rice, a pair of shoes in one size. This chapter covers single products. Clothing and shoes in many sizes and colours are easier with Variants.

Product list

Go to **Products & stock > Products**.

Shapno Super Shop

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Help

EN বাংলা

Kamal Hossain (Stock keeper)

Stock keeper

Products

400 products · stock shown for Mirpur

Import

Categories & brands

Labels

Add with sizes / colours

Add product

Q Name, brand, barcode, SKU...

All categories

All brands

All kinds

Any stock

Active

Product	Category	Brand	Barcode	Price	Stock
ACI Aerosol Insect Killer 475 ml G6-1	Household	ACI	8940017011250	৳390/pcs	18 pcs
ACI Mosquito Coil 10 pcs G5-5	Household	ACI	8940017011243	৳85/pcs	12 pcs
ACI Pure Aromatic Rice 1 kg G3-3	Rice & flour	ACI Pure	8940017010024	৳160/pcs Wholesale ৳152	6 pcs
ACI Pure Iodized Salt 1 kg G10-5	Sugar & salt	ACI Pure	8940017010093	৳42/pcs Wholesale ৳40	33 pcs
ACI Pure Masoor Dal (Deshi) 1 kg G8-2	Pulses	ACI Pure	8940017010314	৳150/pcs Wholesale ৳143	10 pcs
Aarong Dairy Butter 200 g G1-4	Milk & dairy	Aarong Dairy	8940017010482	৳260/pcs	14 pcs
Aarong Dairy Ghee 400 g G2-5	Milk & dairy	Aarong Dairy	8940017010499	৳640/pcs	9 pcs
Aarong Dairy Pasteurized Milk 1 L G11-2	Milk & dairy	Aarong Dairy	8940017010468	৳95/pcs	Out
Aarong Dairy Sweet Yogurt 500 g G12-3	Milk & dairy	Aarong Dairy	8940017010475	৳120/pcs	Out
Aarong Dairy UHT Milk 500 ml G10-1	Milk & dairy	Aarong Dairy	8940017010451	৳60/pcs	19 pcs
Ahmed Hot Tomato Sauce 340 g G1-2	Breakfast & spreads	Ahmed	8940017010963	৳135/pcs	6 pcs
Ahmed Peanut Butter 340 g G11-5	Breakfast & spreads	Ahmed	8940017010949	৳320/pcs	17 pcs

Products

Search by name, brand, barcode or SKU. Filter by category, brand, kind (**Loose / weighed, Variant, Tracks expiry, No barcode**) and stock (**In stock, Out of stock, At/below reorder level**). The list shows the retail price (with the wholesale price under it) and the stock in your branch.

Add a product

Click **Add product**.

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Kamal Hossain (Stock keeper)

Stock keeper

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PURCHASING

Purchases (stock-in)

Purchase orders

Returns to supplier

Suppliers

Add product

One item you sell. For clothes and shoes with sizes and colours, use "Add with sizes / colours".

Product

Name *

e.g. Lux soap 100 g

Name in Bangla

e.g. লাক্স সাবান ১০০ গ্রাম

Brand

Unilever

Category

e.g. Cosmetics

New brands and categories are created automatically.

Unit & price

Sold by

pcs

☐ Decimal quantities (loose / weighed)
 Sell 0.5, 125 ... of a unit, e.g. rice by kg or oil by litre

Retail price per pcs (b) *

Wholesale price per pcs (b)

Same as retail

Cost per pcs (b)

☒ VAT applicable

VAT is shown on the receipt and in the VAT report

VAT rate (%)

Shop default

☒ Price includes VAT

Off = VAT is added on top of the price

Barcode & stock control

Barcode

SKU / code

Rack / shelf

Reorder level (pcs)

New product

Product

- **Name** in English, for example Lux soap 100 g*, and **Name in Bangla** (shown in Bangla mode and on Bangla receipts).
- **Brand** and **Category**: type a new name and it is created for you.

Unit & price

- **Sold by**: pcs, kg, g, litre, ml, metre, dozen, pack, box or pair.
- **Retail price per ... (b) ***: the counter price.
- **Wholesale price per ... (b)**: for wholesale customers. Leave it empty for *Same as retail*.
- **Cost per ... (b)**: what you pay. RetailDesk shows the margin. After the first purchase the cost is kept up to date for you (moving average cost).
- **VAT applicable**, **VAT rate (%)** (empty = *Shop default*) and **Price includes VAT**. *Off = VAT is added on top of the price*.

Barcode & stock control

- **Barcode**: scan the product's printed barcode into the box.
- **SKU / code** and **Rack / shelf** help staff find it.

- **Reorder level** and **Reorder qty**: when stock in a branch falls to the reorder level, the product shows in **Low stock / reorder**.
- **Track expiry dates**: purchases then ask for an expiry date, and the oldest expiry sells first.

Click **Add product**.

Note

A stock keeper can set prices on a new product. Changing prices later needs a manager or the owner: *Only a manager or owner can change prices.*

Barcodes for items without one

Loose items, local products and your own packs often have no barcode. Tick **Generate a barcode** (it is ticked on a new product when the barcode box is empty): RetailDesk gives the item an in-store EAN-13 barcode starting with 20. Print it on labels with Barcode labels.

On an existing product without a barcode, click **Generate barcode** on its page. Each barcode can belong to only one product; if you scan one that is taken, you see which product already uses it.

Loose and weighed items

For rice, sugar, oil, cloth and so on, choose **Sold by** kg, g, litre, ml or metre. **Decimal quantities (loose / weighed)** is ticked for you, so you can sell 0.5 or 1.25 of a unit. The price is per kg, per litre or per metre.

If your weighing scale prints barcode stickers, type the item's code on the scale in **Scale PLU code**. See POS.

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Kamal Hossain (Stock keeper)

Stock keeper

Miniket Rice (loose)

Rice & flour · মিনিকেট চাল (খালি)

Deactivate

Edit

Loose / weighed

2000000000015

Scale PLU 00101

Rack L5-4

Sellable stock · Mirpur

77 kg

Reorder at 45 kg

Retail price

৳72

per kg · wholesale ৳68

Average cost

৳63.49

Last cost ৳64.80 · margin 11.8%

Stock value (cost)

৳4,888.73

Stock in every branch

Mirpur: 77 kg

Mohammadpur: 202.75 kg

Stock lots in Mirpur

Lot	Expiry	Qty	Cost	Price
STD	No expiry	77 kg	৳62.55	৳72

Recent stock movements

Full ledger

Sale STD	16 Oct 2026, 02:42 · Sumon Mia (Cashier, Mirpur)	-1.25	bal 77
Sale STD	16 Oct 2026, 02:35 · Sumon Mia (Cashier, Mirpur)	-1.25	bal 78.25
Sale STD	16 Oct 2026, 02:10 · Sumon Mia (Cashier, Mirpur)	-1.25	bal 79.5
Sale STD		-1.25	

A loose product

Product page

Click a product to see **Sellable stock**, **Retail price**, **Average cost** and **Stock value (cost)**, the **Stock in every branch**, the stock lots in your branch (with expiry dates) and the **Recent stock movements**. **Full ledger** opens the stock ledger for it.

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Kamal Hossain (Stock keeper)

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Lux Beauty Soap 100 g

Lux · Soap & body wash · লাভিয়ার সারান ১০০ গ্রাম

Deactivate

Edit

VAT 7.5% (included)

8940017011434

Rack C12-4

Sellable stock · Mirpur

33 pcs

Reorder at 12 pcs

Retail price

৳70

per pcs · wholesale ৳67

Average cost

৳55.25

Last cost ৳54.38 · margin 211%

Stock value (cost)

৳1,823.25

Stock in every branch

Mirpur: 33 pcs

Mohammadpur: 31 pcs

Stock lots in Mirpur

Lot	Expiry	Qty	Cost	Price
STD	No expiry	33 pcs	৳56.37	৳70

Recent stock movements

Full ledger

Sale STD	14 Oct 2026, 18:59 · Sumon Mia (Cashier, Mirpur)	-1	bal 33
Sale STD	12 Oct 2026, 12:08 · Sumon Mia (Cashier, Mirpur)	-1	bal 34
Sale STD	12 Oct 2026, 09:23 · Sumon Mia (Cashier, Mirpur)	-1	bal 35
Sale STD		-1	

Product page

Edit changes the details. **Deactivate** hides a product you no longer sell, without losing its history.

Online shop

When the online shop is on, the product form has an **Online shop** section: **Show in the online shop**, a **Photo link (optional)** and a **Description for customers (optional)**.

Categories and brands

Products & stock > Categories & brands keeps two lists. Type a name (categories can also have a Bangla name) and click **Add**. The pencil renames. A category or brand that products still use can't be deleted.

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Kamal Hossain (Stock keeper)

Stock keeper

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Categories & brands

Group products for reports, the online shop and quick search. A name in use can't be deleted.

Categories

New category

Name in Bangla

Add

Baby care	5 products		
Bakery	2 products		
Beverages	পানীয় 15 products		
Breakfast & spreads	10 products		
Cosmetics	1 products		
Edible oil	ভাজা তেল 10 products		
Feminine care	5 products		
Footwear	জুতা 55 products		
Fragrance & men	8 products		
Frozen food	5 products		
Hair care	12 products		
Household	8 products		
Kids' clothing	13 products		

Brands

New brand

Add

ACI	2 products		
ACI Pure	3 products		
Aarong	13 products		
Aarong Dairy	5 products		
Ahmed	2 products		
Akij	1 products		
Al-Haramain	1 products		
Apex	6 products		
Axe	1 products		
Bajaj Almond Drops	1 products		
Bashundhara	8 products		
Bata	27 products		
Bay	11 products		

Categories and brands

Many products at once

To bring in a whole price list, use **Import** on the product list or **Admin > Import data**. See Owner setup.

Variants (size and colour)

Add clothing, shoes and other styles in many sizes and colours at once, each with its own barcode, price and stock.

A **style** is one design, for example *Men's polo shirt*. Each size and colour of it is a **variant** with its own barcode, price and stock: *Polo shirt - M / Black* is one variant. RetailDesk makes all the combinations for you.

Style list

Go to **Products & stock > Variants (size / colour)**. Each style shows its sizes and colours, how many variants it has, the price and the total stock.

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Kamal Hossain (Stock keeper)

Stock keeper

19 styles · stock shown for Mirpur

+ Add style

Q Style name or code...

All categories

Style	Category	Sizes / colours	Variants	Price	Stock (pcs)
Cotton Socks 3-pack SOCKS · Standard	Men's clothing	Free × Black, Grey, Mixed	3	৳250	11
Kids School Shoe KSHOE · Bata	Footwear	28, 30, 32, 34 × Black	3/4	৳1,190	14
Kids T-Shirt KTEE · Easy	Kids' clothing	2-3Y, 4-5Y, 6-7Y, 8-9Y × Yellow, Blue, Red	12	৳350	43
Men's Casual Shirt MSHIRT · Ecstasy	Men's clothing	M, L, XL × Sky blue, White, Check	9	৳1,450	36
Men's Denim Jeans JEANS · Cat's Eye	Men's clothing	30, 32, 34, 36 × Blue, Black	8	৳1,650	27
Men's Formal Shoe MFORM · Apex	Footwear	40, 41, 42, 43, 44 × Black	5	৳3,290	13
Men's Gabardine Trousers TROU · Cat's Eye	Men's clothing	30, 32, 34, 36 × Khaki, Navy, Black	12	৳1,350	37
Men's Leather Sandal MSAND · Bata	Footwear	39, 40, 41, 42, 43, 44 × Brown, Black	12	৳1,499	45
Men's Lungi LUNGI · Standard	Men's clothing	Free × Blue check, Green check, Maroon check	3	৳550	7
Men's Panjabi PANJ · Richman	Men's clothing	M, L, XL, XXL × White, Cream, Black	12	৳1,890	40
Men's Polo Shirt POLO · Yellow	Men's clothing	M, L, XL, XXL × Black, White, Navy, Maroon	16	৳850	62

Styles

Add a style

1. Click **Add style** (or **Add with sizes / colours** on the product list).

2. Fill in **Style name ***, **Name in Bangla**, **Style / design code**, **Brand** and **Category**.

3. Under **Sizes & colours**:

- **First attribute** is *Size*. Type the values separated by commas, or click a preset: **S–XXL**, **28–36**, **Shoes 39–44** or **Kids 1–10 yrs**.
- **Second attribute** is *Colour*, for example **Black, Navy, White**.

4. Set **Retail price (₹)** *, **Wholesale price (₹)**, **Cost (₹)** and **Reorder level (pcs)** for all variants.

5. Leave **Generate barcodes for new variants** ticked if the items have no barcodes of their own.

6. Click **Create variants**.

Example: sizes S, M, L, XL and colours Black, Navy, White make 12 variants. You need at least one size or colour, and at most 200 combinations.

The size × colour matrix

Open a style to see the matrix: sizes down the side, colours across, with each variant's stock and price.

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Mirpur ▼ Help EN বাংলা Kamal Hossain (Stock keeper)
Stock keeper

Men's Polo Shirt
POLO · Yellow · Men's clothing · 16 variants
Print labels

Size × Colour matrix
Stock: Mirpur 62 pcs · all branches 117 pcs

Size \ Colour	Black	White	Navy	Maroon	Total
M	2 all 6 ₹850	2 all 5 ₹850	4 all 9 ₹850	5 all 9 ₹850	13
L	6 all 11 ₹850	3 all 4 ₹850	5 all 7 ₹850	1 all 3 ₹850	15
XL	4 all 8 ₹850	5 all 9 ₹850	5 all 10 ₹850	4 all 7 ₹850	18
XXL	3 all 5 ₹850	5 all 7 ₹850	5 all 10 ₹850	3 all 7 ₹850	16
Total	15	15	19	13	62

► Edit style, add sizes / colours, change all prices

Size and colour matrix

- Click a cell to change that variant's **Retail price (₹)**, **Wholesale (₹)**, **Barcode** or **Active**, then **Save**.
- Open **Edit style, add sizes / colours, change all prices** to add a new size or colour (only the new combinations are created) or to change every price at once with **Apply these prices to every variant**.

- Removing a value hides it from the form but keeps the variants and their history.
- **Print labels** opens Barcode labels with every variant of the style.

Selling and buying variants

At the POS, scan the tag or search for the style and pick the size and colour. In a purchase, add each size and colour you received as its own line. Stock, reorder and reports work per variant, and the AI assistant can show a style's stock as a size × colour table.

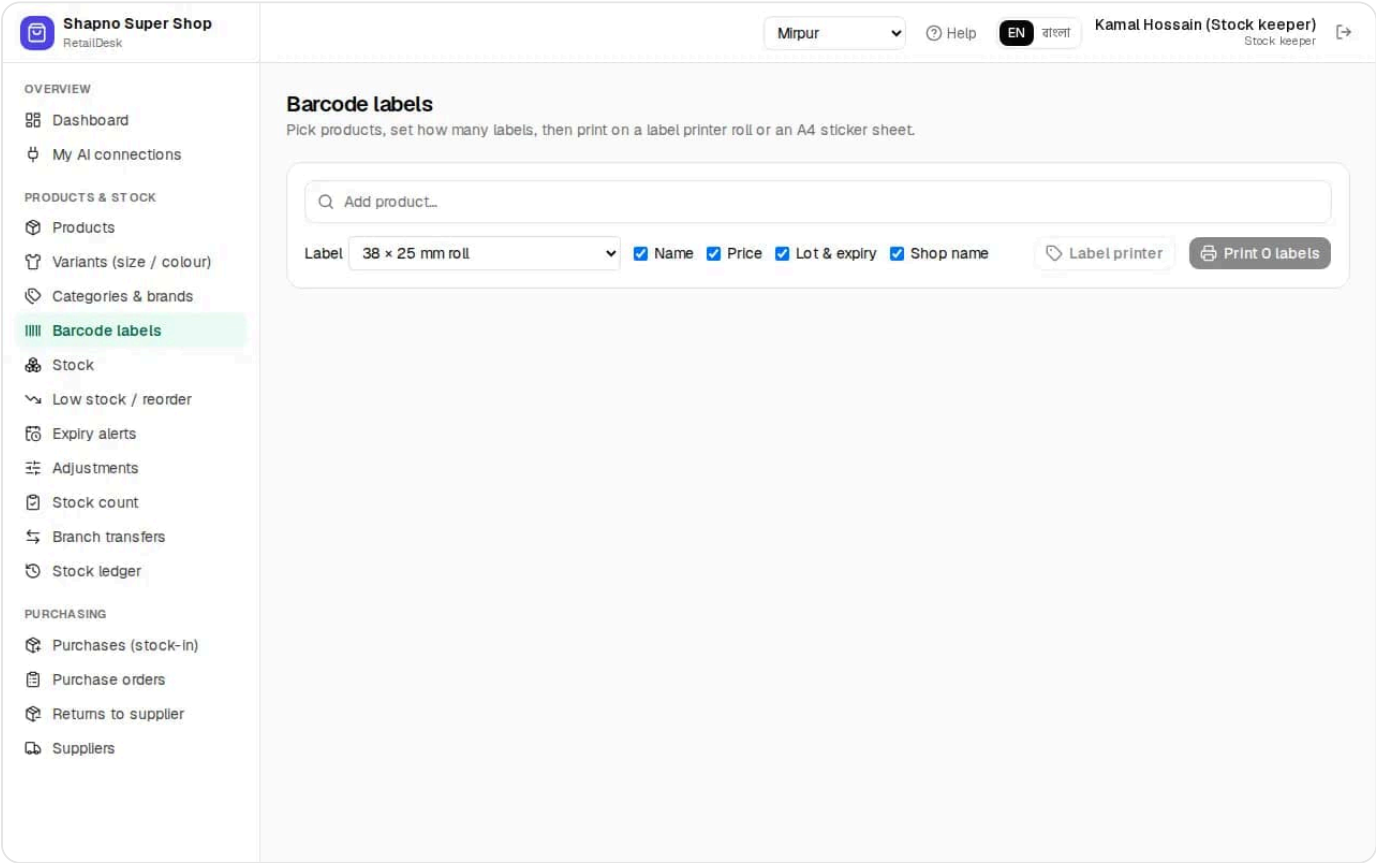
Barcode labels

Print price and barcode labels on A4 sticker sheets or a label printer, for new stock, a purchase or a whole style.

Labels carry the barcode, the name and the price, so the counter can scan every item. Print them for products without a barcode, for clothing tags, and for loose items you pack yourself.

Print labels step by step

- 1. Go to **Products & stock > Barcode labels**.
- 2. In **Add product...**, search and add the items.
- 3. Set **Copies** for each item, or use **Copies for all: 1 each, 1 per item in stock, or 1 per item received** (when you came from a purchase).
- 4. Choose the **Label size**: a roll (38×25, 50×25, 40×30 or 30×20 mm) or an A4 sheet with 65, 40, 24 or 21 labels.
- 5. Tick what to print: **Name, Price, Lot & expiry, Shop name**.
- 6. Click **Print N labels**.



Barcode labels

If some items have no barcode yet, click **Create barcodes for N** first.

A4 sticker sheets

Print A4 sheets on any office printer. If part of a sheet is already used, set **Skip used labels** to the number of stickers already peeled off, so printing starts on the first free one. In the browser's print window choose *Actual size* (100%) so the labels line up.

Label printer

With a thermal label printer connected in Printers, labels & scale, choose a roll size and click **Label printer** to print without the browser's print window.

Shortcuts from other pages

- From a purchase: **Print labels** prints one label per item received.
- From a style: **Print labels** fills in every size and colour.

Tip

Print a test page on plain paper first and hold it against your sticker sheet to check the alignment.

Stock, counts and expiry

See stock per branch, reorder what is running low, handle expiring and expired goods, correct stock, count the shelves and read the stock ledger.

Stock is kept per branch. Selling takes stock out, purchases and returns put it back, and every change is written in the stock ledger. All stock pages show the branch in the top bar; switch branch there to see another one.

Stock overview

Products & stock > Stock shows **Products in stock**, **Stock value (cost)**, **Stock value (price)** and **Expired stock (cost)**, then every product with its stock in this branch.

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Mirpur

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Kamal Hossain (Stock keeper)

Stock keeper

Stock

Mirpur · stock lots, oldest / first-expiry first

Products in stock

396

Stock value (cost)

৳10,67,540

Stock value (price)

৳14,56,724

Potential margin ৳3,89,184

Expired stock (cost)

৳7,269

[Write off / return](#)

Products CSV

Lots CSV

Q Product, brand, barcode, rack...

All categories

All stock

Product	Rack	Sellable	Nearest expiry	Value (cost)	Value (price)
> Aarong Dairy Butter 200 g Aarong Dairy · Milk & dairy (2 lots)	G1-4	14 pcs	11/2026	৳3,101.14	৳3,640
> Aarong Dairy Ghee 400 g Aarong Dairy · Milk & dairy	G2-5	9 pcs	04/2027	৳4,943.79	৳5,760
> Aarong Dairy Pasteurized Milk 1 L Aarong Dairy · Milk & dairy	G11-2	0 pcs		৳0	৳0
31 pcs expired					
> Aarong Dairy Sweet Yogurt 500 g Aarong Dairy · Milk & dairy	G12-3	0 pcs		৳0	৳0
11 pcs expired					
> Aarong Dairy UHT Milk 500 ml Aarong Dairy · Milk & dairy	G10-1	19 pcs	11/2026	৳978.50	৳1,140
> ACI Aerosol Insect Killer 475 ml ACI · Household	G6-1	18 pcs		৳5,947.74	৳7,020
> ACI Mosquito Coil 10 pcs ACI · Household	G5-5	12 pcs		৳866.28	৳1,020
> ACI Pure Aromatic Rice 1 kg ACI Pure · Rice & flour	G3-3	6 pcs		৳814.62	৳960
> ACI Pure Iodized Salt 1 kg ACI Pure · Sugar & salt	G10-5	33 pcs		৳1,203.18	৳1,386

Stock

Filter by **At/below reorder level**, **Has expired stock** or **Negative stock**. **Products CSV** and **Lots CSV** download the list for Excel

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Note

Negative stock means more was sold than RetailDesk knew you had, usually because a purchase wasn't entered. Enter the purchase or do a stock count to fix it.

Lots and expiry dates

Products with **Track expiry dates** are kept in lots, one per expiry date (for example *EXP-2027-04-24*). The POS sells the lot that expires first. Products without expiry tracking simply have one stock figure per branch.

Low stock and reorder

Products & stock > Low stock / reorder lists products at or below their reorder level, with stock, **Sold 30d**, **Days left**, a suggested **Order qty** and the **Last supplier**.

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Mirpur

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Kamal Hossain (Stock keeper)
Stock keeper

Low stock & reorder

Mirpur - at or below reorder level, or out of stock but sold in the last 30 days

All suppliers 11 selected - est. b50,596.69 at last cost

Order enough for 30 days

WhatsApp to...

Create purchase order

☐	Product	Stock	Reorder at	Sold 30d	Days left	Order qty	Last supplier
☒	Aarong Dairy Pasteurized Milk 1 L Aarong Dairy · Milk & dairy	Out	12	37	0	37 pcs	Kazi Farms & Dairy Supply
☒	Aarong Dairy Sweet Yogurt 500 g Aarong Dairy · Milk & dairy	Out	4	5	0	12 pcs	Kazi Farms & Dairy Supply
☒	Fresh Bake White Bread 350 g Fresh Bake · Bakery	Out	12	27	0	36 pcs	PRAN-RFL Distribution (Mirpur depot)
☒	Men's Denim Jeans - 34 / Blue Cat's Eye · Men's clothing	Out	1	2	0	4 pcs	Gazipur Garments Stocklot House
☒	Men's Gabardine Trousers - 30 / Navy Cat's Eye · Men's clothing	Out	1	5	0	5 pcs	Gazipur Garments Stocklot House
☒	Parachute Coconut Oil 500 ml Parachute · Hair care	Out	8	54	0	54 pcs	Square Toiletries & Food Depot
☒	PRAN ChiniGura Aromatic Rice 1 kg PRAN · Rice & flour	2 pcs	8	44	1	42 pcs	PRAN-RFL Distribution (Mirpur depot)
☒	Men's Polo Shirt - L / Maroon Yellow · Men's clothing	1 pcs	1	4	7	4 pcs	Gazipur Garments Stocklot House

Low stock

1. Choose **Order enough for** 15, 30, 45 or 60 days.
2. Tick the rows you want.
3. Click **Create purchase order** (one order per supplier), or send the list to the supplier on WhatsApp.

See Purchases and suppliers.

Expiry alerts

Products & stock > Expiry alerts has three tabs and a 12-month calendar:

- **Quarantine (expired):** lots past their date. They can't be sold unless the owner allows it.
- **Sell first:** lots expiring soon, with a suggested markdown (15% within 30 days, 10% within 60, 5% within 90).
- **Next N days:** everything expiring in the coming days.

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Expiry alerts

Mirpur · products that track expiry (grocery, cosmetics ...); expired stock is blocked at the counter

Expired on shelf (cost)
৳7,227
5 lots · price ৳8,595

Expiring ≤ 30 days
৳7,782
6 lots

Expiring ≤ 60 days
৳11,291
10 lots

Expiring ≤ 90 days
৳25,438
14 lots

Expiry calendar · next 12 months

value at cost · click a month

Oct 2026
৳12,035
8 batches

Nov 2026
৳4,198
5 batches

Dec 2026
৳7,996
4 batches

Jan 2027
৳14,286
4 batches

Feb 2027
৳1,252
3 batches

Mar 2027
৳11,355
7 batches

Apr 2027
৳14,507
6 batches

May 2027
৳3,615
2 batches

Jun 2027
৳26,284
8 batches

Jul 2027
৳26,844
6 batches

Aug 2027
৳7,226
4 batches

Sept 2027
—
0 batches

Quarantine (expired)

Sell first

Next 30 days

Next 60 days

Next 90 days

Next 180 days

Remove these from the shelf now. The counter refuses expired stock; return them to the supplier or write them off.

Write off selected

Return selected to supplier

	Product	Lot	Expiry	Qty	Cost value	Supplier (for return)
☐	Bashundhara Fruit Cake 300 g Bashundhara · Rack G3-5	EXP-2026-10-09	10/2026 7 days ago	11 pcs	৳1,402.50	ACI Consumer Brands Dealer 01811200002
☐	Aarong Dairy Pasteurized Milk 1 L Aarong Dairy · Rack G11-2	EXP-2026-10-12	10/2026 4 days ago	31 pcs	৳2,444.35	Kazi Farms & Dairy Supply 01811200008

Expiry alerts

Tick lots and click **Write off N selected** to remove them from stock, or **Return selected to supplier** to start a return to supplier.

Adjust stock

For a broken bottle, a lost item or a correction:

1. Go to **Products & stock > Adjustments** and click **New adjustment**.
2. Choose the reason: **Correction, Damaged, Expired, Lost, Theft, Found** or **Other**.

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3. Add the products and quantities and a note, for example *packet torn during delivery*.

4. Click **Post adjustment**.

Damaged, expired, lost and theft only take stock out; found only adds. The loss is valued at cost in the reports.

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Kamal Hossain (Stock keeper)

Stock keeper

Stock adjustments

Mirpur - damage, loss, corrections and write-offs

+ New adjustment

07/18/2026 - 10/16/2026 All reasons

Number	Date	Reason	By	Items	Value (cost)
ADJ-000009	09 Oct 2026, 20:10	Expired Weekly expired stock write-off	Kamal Hossain (Stock keeper)	5	-b85,79,910
ADJ-000007	02 Oct 2026, 20:10	Expired Weekly expired stock write-off	Kamal Hossain (Stock keeper)	6	-b55,41,290
ADJ-000005	25 Sept 2026, 20:10	Expired Weekly expired stock write-off	Kamal Hossain (Stock keeper)	5	-b91,35,650
ADJ-000003	18 Sept 2026, 20:10	Expired Weekly expired stock write-off	Kamal Hossain (Stock keeper)	3	-b46,29,230
ADJ-000001	11 Sept 2026, 20:10	Expired Weekly expired stock write-off	Kamal Hossain (Stock keeper)	3	-b32,36,800

Adjustments

Count the shelves (stock count)

Count regularly, a few shelves at a time, so mistakes are found early.

1. Go to **Products & stock > Stock count** and click **Start a stock count**.
2. Choose **Everything**, **One category** or **One rack**, and click **Start count**.
3. **Print count sheet** if you count on paper, or type the counted quantities straight in. **Save progress** keeps your work; you can come back later.
4. **Only differences** shows the lines that don't match. **Print variance** prints them for the manager.
5. Click **Post count**. RetailDesk asks you to confirm the net value change; then stock is set to what you counted. This can't be undone.

Cancel count throws away a count you don't want to post. Selling can go on while you count.

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Stock keeper

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Stock count CNT-000001

Category - Snacks & biscuits shelf - started 11 Oct 2026, 20:00 - posted 11 Oct 2026, 21:00

Counted

18/18

Short

3

-৳185.66

Over

1

৳17.40

Net value

-৳168.26

Find product, lot, rack

Only differences

Print variance

This count is posted; differences were applied to stock.

Rack	Product / lot	System	Counted	Diff	Value
G1-1	Bombay Sweets Chanachur 150 g 8940017010604 STD	26 pcs	26	0	
G1-3	Cadbury Dairy Milk 52 g 8940017010727 EXP-2027-02-14 · exp 02/2027	5 pcs	5	0	
G1-3	Cadbury Dairy Milk 52 g 8940017010727 EXP-2027-04-15 · exp 04/2027	6 pcs	6	0	
G10-5	Dekko Chocolate Cookies 8940017010697 STD	10 pcs	10	0	
G11-1	Danish Hit Chocolate Bar 8940017010703 STD	10 pcs	11	+1	৳17.40
G12-2	KitKat Chocolate Bar 38 g 8940017010710 STD	9 pcs	9	0	
G12-5	PRAN Potato Crackers 25 g 8940017010598 STD	40 pcs	39	-1	-৳17.35
G2-2	Bombay Sweets Chanachur 300 g 8940017010611	8 pcs	8	0	

A stock count

Stock ledger

Products & stock > Stock ledger lists every stock movement: sales, returns, purchases, transfers, adjustments, counts. Filter by type or product. Each line shows when, the product and lot, the quantity, the balance after it and who did it.

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Kamal Hossain (Stock keeper)

Stock keeper

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Mirpur · every stock movement, newest first

Filter by product...

All types

09/16/2026

10/16/2026

When	Product / lot	Type	Qty	Balance	By / note
16 Oct 2026, 02:42	Miniket Rice (loose) STD	Sale	-1.25 kg	77	Sumon Mia (Cashier, Mirpur)
16 Oct 2026, 02:42	Teer Refined Sugar 1 kg STD	Sale	-1 pcs	5	Sumon Mia (Cashier, Mirpur)
16 Oct 2026, 02:35	Miniket Rice (loose) STD	Sale	-1.25 kg	78.25	Sumon Mia (Cashier, Mirpur)
16 Oct 2026, 02:35	Teer Refined Sugar 1 kg STD	Sale	-1 pcs	6	Sumon Mia (Cashier, Mirpur)
16 Oct 2026, 02:10	Miniket Rice (loose) STD	Sale	-1.25 kg	79.5	Sumon Mia (Cashier, Mirpur)
16 Oct 2026, 02:10	Teer Refined Sugar 1 kg STD	Sale	-1 pcs	7	Sumon Mia (Cashier, Mirpur)
16 Oct 2026, 02:00	ZZT EST-IMP-mv9yrl55 Rice STD	Opening	+12.5 kg	12.5	Rafiqui Islam (Owner) Opening stock import
16 Oct 2026, 02:00	ZZT EST-IMP-mv9yrl55 Soap STD	Opening	+10 pcs	10	Rafiqui Islam (Owner) Opening stock import
16 Oct 2026, 02:00	ZZT EST-IMP-mv9yrl55 Soap IMP1 · 11/2027	Opening	+20 pcs	20	Rafiqui Islam (Owner) Opening stock import
15 Oct 2026, 20:55	Men's Formal Shoe - 40 / Black STD	Sale	-1 pcs	1	Sumon Mia (Cashier, Mirpur)
15 Oct 2026, 20:55	Dano Full Cream Milk Powder 500 g EXP-2027-06-03 · 06/2027	Sale	-1 pcs	18	Sumon Mia (Cashier, Mirpur)

Stock ledger

When a figure looks wrong, the ledger tells you where it came from.

Branch transfers

Send stock from one branch to another, receive it at the other end, and print the challan.

When one branch has too much of something and another has too little, transfer it. Stock leaves the sending branch at once and arrives in the receiving branch when they confirm they got it.

Send stock

1. Make sure the top bar shows the **sending** branch.
2. Go to **Products & stock > Branch transfers** and click **Send stock**.
3. Choose **To branch**.
4. Add the products and quantities. For products with expiry dates, pick the lot.
5. Add a note if you like and click **Send transfer**.

The screenshot shows the 'Send stock to another branch' interface in the RetailDesk application. The top bar includes the 'Shapno Super Shop' logo, a dropdown menu set to 'Mirpur', a 'Help' button, a language selector set to 'EN' (English), and the user profile 'Kamal Hossain (Stock keeper)'. The left sidebar contains a navigation menu with categories: OVERVIEW (Dashboard, My AI connections), PRODUCTS & STOCK (Products, Variants (size / colour), Categories & brands, Barcode labels, Stock, Low stock / reorder, Expiry alerts, Adjustments, Stock count, Branch transfers, Stock ledger), and PURCHASING (Purchases (stock-in), Purchase orders, Returns to supplier, Suppliers). The 'Branch transfers' option is highlighted. The main content area is titled 'Send stock to another branch' with a sub-note: 'From Mirpur. Stock leaves now and arrives when the other branch receives it.' Below this, there is a form with a 'To branch' dropdown menu set to 'Mohammadpur' and a 'Note' text area containing 'Sent with Rafiq, bag #3'. A search bar with the placeholder 'Search product by brand, generic or scan barcode...' is also present. At the bottom of the form is a 'Send transfer' button.

New transfer

The transfer gets a number (for example TRF-000012) and the status **In transit**. Print the challan to go with the goods.

Receive stock

- 1. Switch the top bar to the **receiving** branch.
- 2. Open **Branch transfers** and click the transfer that is **In transit**.
- 3. Check the goods against the list and click **Receive stock**.

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Kamal Hossain (Stock keeper)

Stock keeper

Branch transfers

Viewing as Mirpur

+ Send stock

All Incoming Outgoing

Any status

Number	From → To	Sent	Status	Units	Value
TRF-000004	Mirpur → Mohammadpur	15 Oct 2026, 10:30	In transit	24000	৳51,77,400
TRF-000003	Mirpur → Mohammadpur	07 Oct 2026, 10:30	Received	24000	৳12,43,040
TRF-000002	Mirpur → Mohammadpur	28 Sept 2026, 10:30	Received	24000	৳26,00,880
TRF-000001	Mirpur → Mohammadpur	16 Sept 2026, 10:30	Received	24000	৳53,98,960

Transfer list

The stock is now in the receiving branch, at the same cost.

Cancel a transfer

While a transfer is still in transit, either branch can **Cancel transfer**. The stock goes back to the sending branch.

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Kamal Hossain (Stock keeper)
Stock keeper

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Transfer TRF-000001

Mirpur → Mohammadpur

Print challan

Status

Received

Sent

16 Sept 2026, 10:30 · Kamal Hossain (Stock keeper)

Received

16 Sept 2026, 15:00 · Kamal Hossain (Stock keeper)

Note

Weekly balancing

Product	Lot	Expiry	Qty	Value (cost)
Teer Atta 2 kg 8940017010031	STD	—	4 pcs	৳445.24
Teer Sujl 500 g 8940017010062	STD	—	4 pcs	৳170.88
ACI Pure Iodized Salt 1 kg 8940017010093	STD	—	4 pcs	৳144.64
Teer Soybean Oil 1 L 8940017010116	STD	—	4 pcs	৳566.84
Teer Soybean Oil 5 L 8940017010130	STD	—	4 pcs	৳2,972.08
Radhuni Mustard Oil 1 L 8940017010178	STD	—	4 pcs	৳1,099.28
Total				৳5,398.96

One transfer

Common mistake

sending from the wrong branch. Always check the branch in the top bar before you click **Send stock**.

Note

Staff tied to one branch only see their own branch. To receive, the receiving branch's staff open the transfer from their side.

Purchases and suppliers

Receive stock from suppliers at cost, order with purchase orders, pay supplier dues, and send goods back to the supplier.

Every carton that comes into the shop is entered as a **purchase** (stock-in). The purchase adds the stock, updates the cost price, and records what you owe the supplier.

Suppliers

Go to **Purchasing > Suppliers** and click **New supplier**:

- **Supplier / company name ***, **Contact person (sales rep)**, **Phone**, **WhatsApp (for orders)**, email and address.
- **Opening balance (b we owed at start)**: what you already owed when you started RetailDesk. A negative number is an advance you paid. Only a manager or the owner can change it.

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Kamal Hossain (Stock keeper)

Stock keeper

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Suppliers

Who you buy from and how much you owe them

Total payable to suppliers

b4,04,181.32

Suppliers

11

Q Name, phone or contact...

Active

Supplier	Contact	Payable
ACI Consumer Brands Dealer	Masud Karim · 01811200002	b782.65
Bangla Footwear Wholesale (Bongshal)	Nurul Amin · 01811200010	b88,647.66
City Group (Teer) Dealer	Anwar Hossain · 01811200004	b29,991.26
Gazipur Garments Stocklot House	Sabbir Ahmed · 01811200009	b56,345.80
Karwan Bazar Rice & Dal Aratdar	Haji Abdul Mannan · 01811200007	b46,530.85
Kazi Farms & Dairy Supply	Rubel Mia · 01811200008	b48,839.01
Nestle & Beverage Wholesale	Jahid Hasan · 01811200006	b63,967
PRAN-RFL Distribution (Mirpur depot)	Habibur Rahman · 01811200001	b1,388.99
Square Toiletries & Food Depot	Mamun Ahmed · 01811200005	b41,265.30
Unilever Bangladesh Distributor	Shafiqul Islam · 01811200003	b13,922.80
ZZT EST-IMP-mv9yrl55 Meghna Rep	Hasan · 0194534232	b12,500

Suppliers

The supplier page shows the **Supplier statement**: each bill (+), each payment or return (–) and the balance, with **Pay**, **New purchase** and **Print statement**.

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Shamima Akter (Manager)

Manager

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PRAN-RFL Distribution (Mirpur depot)

Habibur Rahman · 01811200001 · Dhaka

Edit

New purchase

Pay

Print statement

Current payable

৳1,388.99

Purchased (period)

৳1,90,283.99

Paid (period)

৳1,92,895

Returned (period)

৳0

07/18/2026

10/16/2026

Date	Entry	No.	Detail	Bill (+)	Paid / returned (-)	Balance
18 Jul 2026	Balance brought forward					৳4,000
04 Sept 2026	Purchase	PUR-000001	Invoice INV-48657	৳42,227.60		৳46,227.60
04 Sept 2026	Paid with purchase	PUR-000001			৳21,114	৳25,113.60
04 Sept 2026	Purchase	PUR-000016	Invoice INV-21543	৳32,272.15		৳57,385.75
04 Sept 2026	Paid with purchase	PUR-000016			৳16,136	৳41,249.75
06 Sept 2026	Payment	PAY-000001	BANK · CHQ-153055		৳16,500	৳24,749.75
08 Sept 2026	Purchase	PUR-000053	Invoice INV-17662	৳626.40		৳25,376.15
08 Sept 2026	Purchase	PUR-000045	Invoice INV-37255	৳1,035.04		৳26,411.19
08 Sept 2026	Paid with purchase	PUR-000045			৳1,035	৳25,376.19
12 Sept 2026	Purchase	PUR-000071	Invoice INV-97092	৳6,688.80		৳32,064.99
12 Sept 2026	Paid with purchase	PUR-000071			৳3,344	৳28,720.99
12 Sept 2026	Purchase	PUR-000058	Invoice INV-36033	৳10,837.40		৳39,558.39
15 Sept 2026	Purchase	PUR-000084	Invoice INV-48967	৳1,344.40		৳40,902.79

One supplier

Receive stock (new purchase)

- Go to **Purchasing > Purchases (stock-in)** and click **New purchase** (or **Receive stock** on the dashboard).
- Choose the **Supplier *** and type the **Supplier invoice / challan no.**
- Scan or search each product. For each line fill in:
 - Qty *** and **Free** (bonus items that cost nothing).
 - Cost ৳ / unit.**
 - Price ৳** and **Wholesale ৳** if the selling price changes (manager or owner).
 - Disc ৳** on the line.
 - Expiry**, required for products that track expiry. **Lot** can stay empty.
- At the bottom: **Bill discount ৳**, **Other charges (transport...) ৳** and **VAT ৳**. Discount and transport are spread over the lines, so the cost per unit is the real cost.
- Paid ৳**: what you pay now (**Pay full ...** fills the total), the **Method** and the **From account**. Leave it at 0 to owe the whole bill.
- Click **Save purchase & add stock** (**Ctrl** + **Enter**).

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Kamal Hossain (Stock keeper)

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New purchase (goods received)

Stock comes into Mirpur

Supplier *

Choose supplier...

Supplier invoice / challan no

Date

10/16/2026

Q Add product: name or scan barcode... (Ctrl+Enter saves)

Product	Qty *	Free	Cost ₳ / unit	Price ₳	Wholesale ₳	Disc ₳	Expiry	Lot
Search or scan above to add the products on the supplier's invoice.								

Cost is per unit (per piece, per kg ...) Bill discount and other charges are spread into each line's cost. The moving average cost is what profit reports use.

Payment now

Saved as unpaid: paying suppliers needs payment permission.

Paid ₳

Method

Cash

From account

Default for meth

Pay full ₳0

Note

Subtotal (0 items)

₳0

Bill discount ₳

VAT ₳

Other charges (transport...) ₳

Total

₳0

Due to supplier

₳0

Save purchase & add stock

New purchase

The stock is in your branch at once, and the product's average cost is updated.

Note

A stock keeper can enter purchases but not pay for them. Their purchases are saved unpaid and a manager pays the supplier later.

The purchase page

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Purchase PUR-000226

Square Toiletries & Food Depot · 13 Oct 2026 · Mohammadpur

Posted

Return items

Print

Print labels

Supplier

Square Toiletries & Food Depot

Supplier invoice

INV-72491

Purchase order

—

Entered by

Kamal Hossain (Stock keeper) · 13 Oct 2026, 08:46

#	Product	Lot	Expiry	Qty	Free	Cost/unit	Price/unit	Disc	Amount
1	Nivea Soft Cream 100 ml 8940017011809	EXP-2027-12-14	12/2027	12 pcs		৳304	৳380		৳3,648
2	Meril Lip Gel 8940017011830	EXP-2028-06-08	06/2028	12 pcs		৳68.85	৳85		৳826.20
Subtotal									৳4,474.20
Other charges									৳100
Total									৳4,574.20
Paid									৳2,287
Due									৳2,287.20

Money movements

DBBL Current A/C 1021100045 PUR-000226

-৳2,287

One purchase

From a saved purchase you can **Print labels** (one per item received), **Return items** to the supplier, or **Cancel purchase**. Cancelling needs a reason, a manager or the owner, the receiving branch, and no returns made from it yet.

Purchase orders

A purchase order (PO) is what you ask the supplier to bring. It doesn't change stock.

1. Go to **Purchasing > Purchase orders** and click **New order**, or create one from **Low stock / reorder**.
2. Choose the **Supplier *** and **Expected delivery**, add products with an estimated cost, and click **Save as draft**.
3. **Mark as sent** when you have ordered, or **Send on WhatsApp** to send the list to the supplier.
4. When the goods arrive, click **Receive goods**. A new purchase opens with the lines filled in; check the quantities and costs and save.

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Orders placed with suppliers, and what has arrived

+ New order

Q PO number...

Open (not fully received)

All suppliers

Date	No.	Supplier	Expected	Items	Est. total	Status
16 Oct 2026	PO-000003	PRAN-RFL Distribution (Mirpur depot)		1	৳481.70	Draft
15 Oct 2026	PO-000001	PRAN-RFL Distribution (Mirpur depot)	18 Oct 2026	6	৳10,413.60	Draft
15 Oct 2026	PO-000002	Unilever Bangladesh Distributor	18 Oct 2026	6	৳17,448	Sent

Purchase orders

The status shows **Draft**, **Sent**, **Partial**, **Received** or **Cancelled**. **Close order** ends a partly received order. AI assistants can prepare a PO as a draft for you to check (see AI assistants).

Pay a supplier

1. Go to **Purchasing > Supplier payments** and click **Pay supplier** (or **Pay** on the supplier page).
2. Choose the **Supplier**, type the **Amount**, the **Method**, the **Paid from account** and a **Reference** (trx id / cheque no).
3. Click **Save payment**. **Print voucher** prints a payment voucher.

Paying more than you owe is kept as an advance. Supplier payments need a manager or the owner.

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Shamima Akter (Manager)

Manager

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Supplier payments

Paid in this period: ₳4,90,300

Q PAY no or reference...

10/01/2026

10/16/2026

All suppliers

Date	No.	Supplier	Method	Account	Reference	Amount
11 Oct 2026	PAY-000033	Square Toiletries & Food Depot	BANK	DBBL Current A/C 1021100045	CHQ-845804	₳20,900
11 Oct 2026	PAY-000030	PRAN-RFL Distribution (Mirpur depot)	BANK	DBBL Current A/C 1021100045	CHQ-370084	₳8,200
11 Oct 2026	PAY-000031	ACI Consumer Brands Dealer	BANK	DBBL Current A/C 1021100045	CHQ-795365	₳61,100
11 Oct 2026	PAY-000032	Unilever Bangladesh Distributor	BANK	DBBL Current A/C 1021100045	CHQ-455555	₳10,900
11 Oct 2026	PAY-000036	Gazipur Garments Stocklot House	BANK	DBBL Current A/C 1021100045	CHQ-678022	₳29,200
11 Oct 2026	PAY-000034	Nestle & Beverage Wholesale	BANK	DBBL Current A/C 1021100045	CHQ-145921	₳42,700
11 Oct 2026	PAY-000035	Karwan Bazar Rice & Dal Aratdar	BANK	DBBL Current A/C 1021100045	CHQ-632084	₳31,100
04 Oct 2026	PAY-000026	Square Toiletries & Food Depot	BANK	DBBL Current A/C 1021100045	CHQ-853781	₳9,400
04 Oct 2026	PAY-000024	Unilever Bangladesh Distributor	BANK	DBBL Current A/C 1021100045	CHQ-380468	₳1,09,600
04 Oct 2026	PAY-000027	Nestle & Beverage Wholesale	BANK	DBBL Current A/C 1021100045	CHQ-496931	₳44,800
04 Oct 2026	PAY-000023	PRAN-RFL Distribution (Mirpur depot)	BANK	DBBL Current A/C 1021100045	CHQ-686669	₳51,600
04 Oct 2026	PAY-000025	City Group (Teer) Dealer	BANK	DBBL Current A/C 1021100045	CHQ-584050	₳32,500
04 Oct 2026	PAY-000029	Gazipur Garments Stocklot House	BANK	DBBL Current A/C 1021100045	CHQ-157587	₳23,400
04 Oct 2026	PAY-000028	Karwan Bazar Rice & Dal Aratdar	BANK	DBBL Current A/C 1021100045	CHQ-513960	₳14,900

Supplier payments

Return goods to a supplier

1. Go to **Purchasing > Returns to supplier** and click **New return** (or **Return items** on the purchase, or **Return selected to supplier** in Expiry alerts).
2. Choose the supplier, find the stock lot, type the **Qty** and the reason.
3. Click **Save return & remove stock**.

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Kamal Hossain (Stock keeper)

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Returned to suppliers in this period: ₳1,486.04

+ New return

Q PR number...

10/01/2026

–

10/16/2026

All suppliers

Date	No.	Supplier	Reason	Items	Value
04 Oct 2026	PR-000001	City Group (Teer) Dealer	Leaking bottles	1	₳1,486.04

Returns to supplier

The return is valued at what you paid and reduces what you owe that supplier.

Expenses, cash and bank, and accounts

Record running costs, see the balance of every cash drawer, bank and wallet, do the day-end closing, and read the books.

RetailDesk keeps the books for you. Every sale, purchase, payment and expense is posted automatically, so profit and balances are always up to date. You only record what RetailDesk can't know by itself: rent, bills, salaries and other running costs.

Expenses

Go to **Finance > Expenses**.

- 1. Click **Add expense**.
- 2. Choose the **Category** (rent, electricity, salary, transport...; add your own with the **Category** button), type the **Amount (৳)** and the **Date**.
- 3. Choose **Paid from**: the drawer, bank or bKash account the money left.
- 4. Add a note and save.

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Shamima Akter (Manager)

Manager

Expenses

Rent, bills, transport and other running costs. Each expense is paid from a cash, bank or wallet account.

10/01/2026

10/16/2026

All categories

Mirpur

Total in period

৳1,24,661

17 entries

Staff salary

৳62,000

Shop rent

৳45,000

Electricity

৳11,000

Date

No.

Category

Note

Paid from

By

Amount

14 Oct 2026

EXP-000083

Tea & snacks

Tea for staff

Cash - Mirpur

Shamima Akter (Manager)

৳211

14 Oct 2026

EXP-000084

Packaging & bags

Shopping bags

Cash - Mirpur

Shamima Akter (Manager)

৳900

13 Oct 2026

EXP-000080

Packaging & bags

Shopping bags

Cash - Mirpur

Shamima Akter (Manager)

৳400

11 Oct 2026

EXP-000078

Tea & snacks

Tea for staff

Cash - Mirpur

Shamima Akter (Manager)

৳162

10 Oct 2026

EXP-000072

Tea & snacks

Tea for staff

Cash - Mirpur

Shamima Akter (Manager)

৳236

10 Oct 2026

EXP-000074

Internet & phone

Broadband

bKash Merchant 01712000000

Shamima Akter (Manager)

৳1,500

10 Oct 2026

EXP-000073

Electricity

DESCO bill

DBBL Current A/C 1021100045

Shamima Akter (Manager)

৳11,000

09 Oct 2026

EXP-000071

Tea & snacks

Tea for staff

Cash - Mirpur

Shamima Akter (Manager)

৳125

08 Oct 2026

EXP-000069

Packaging & bags

Shopping bags

Cash - Mirpur

Shamima Akter (Manager)

৳600

06 Oct 2026

EXP-000066

Tea & snacks

Tea for staff

Cash - Mirpur

Shamima Akter (Manager)

৳116

Expenses

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Deleting an expense puts the money back into the account. The expenses go into the profit and loss report.

Cash and bank

Finance > Cash & bank lists every account with its live balance: each branch's cash drawer, bank accounts and mobile wallets (bKash, Nagad), and the money couriers hold for you.

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রাফিক ইসলাম

Rafiqul Islam (Owner)

Owner

Cash & bank

Cash drawers, bank accounts and mobile wallets with live balances.

Day-end closing

Transfer

Capital in

Withdrawal

Other income

+ Account

Total cash

৳11,61,184.80

Total in bank

-৳22,63,443

Mobile wallets

৳5,90,991

All money

-৳5,11,267.20

Account	Type	Branch	Opening	Balance		
Cash - Mirpur	Cash	Mirpur	৳0	৳7,26,166.30	Statement	
Cash - Mohammadpur	Cash	Mohammadpur	৳0	৳4,35,018.50	Statement	
Card POS (City Bank)	Bank	Company	৳0	৳2,99,186	Statement	
DBBL Current A/C 1021100045	Bank	Company	৳0	-৳25,62,629	Statement	
Nagad Merchant 01712000000	Mobile wallet	Company	৳0	৳1,60,964	Statement	
bKash Merchant 01712000000	Mobile wallet	Company	৳0	৳4,30,027	Statement	

Cash and bank

- **Statement** on an account shows every movement in and out.
- **Day-end closing** shows each account's opening, money in, money out and closing for the day.
- Owner only: **Transfer** (for example drawer to bank deposit), **Capital in** (owner puts money in), **Withdrawal** (owner takes money out), **Other income**, and **Account** to add a new account with its opening balance.

The books

For the owner and the accountant, the **Finance** menu also has:

- **Journal vouchers:** every automatic entry. The owner can add a **Manual voucher**; debits and credits must be equal. Automatic entries can't be reversed by hand: void or cancel the sale, purchase or payment instead.
- **General ledger:** one account's entries with the running balance.
- **Chart of accounts:** the list of ledgers. System ledgers are locked. **Rebuild books** reposts everything from the source documents if something looks wrong.
- **Trial balance, Income statement** and **Balance sheet**, each with a check that it balances.

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Rafiqul Islam (Owner)

Owner

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Income statement

Profit & loss from the books, compared with the previous period of the same length.

10/01/2026

–

10/16/2026

CSV

Print

Shapno Super Shop

Income statement - 01 Oct 2026 – 16 Oct 2026

	This period	15 Sept 2026 – 30 Sept 2026
REVENUE		
4100 Sales	৳7,78,374.97	৳9,24,653.58
LESS: RETURNS & DISCOUNTS		
4200 Sales returns	-৳17,601.88	-৳7,649.81
4300 Discount allowed	-৳4,817.68	-৳4,146.34
Net revenue	৳7,55,955.41	৳9,12,857.43
COST OF GOODS SOLD		
5100 Cost of goods sold	৳6,18,512.19	৳7,39,117.24
Gross profit	৳1,37,443.22	৳1,73,740.19
OPERATING EXPENSES		
5200 Stock loss (expired, damaged, shortage)	৳31,866.17	৳29,646.76
6000 Shop rent	৳77,000	৳0
6001 Electricity	৳22,000	৳0
6002 Staff salary	৳1,03,000	৳0
6003 Internet & phone	৳3,000	৳0

Income statement

Tip

You don't need to know accounting to use RetailDesk. The Reports chapter covers profit and cash in plain words.

Reports

Sales, profit, best and slow sellers, stock value, expiry, purchases, dues, cashier closing, cashbook and VAT, for any dates and branch.

Reports › All reports lists every report. Each one has date and branch filters, can be printed, and most can be downloaded for Excel.

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Shamima Akter (Manager)

Manager

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Reports

Every report can be filtered by date and branch, exported to CSV and printed.

Sales

Sales summary

Invoices, discounts, VAT, returns, net sales and gross profit by day, cashier, branch or payment method.

Sales & profit by product / category

Quantity sold, revenue, cost (moving average) and margin for every product, category or brand.

Cashier closing

Every cash shift: sales, non-cash, credit, expected vs counted cash and short / over.

Returns & exchanges

Every return and exchange with invoice, customer, refund method and reason.

Inventory

Best / slow / non-moving products

Best sellers, slow movers and dead stock (in stock but not sold in the period).

Stock valuation

Current stock value at moving average cost and at selling price, per product.

Expiry report

Expired and soon-to-expire stock lots with value.

Purchasing

Purchase report

Purchases by supplier or by product.

Supplier dues

What you owe each supplier, aged 0-30 / 31-60 / 61-90 / 90+ days.

Finance

Profit & loss

Customer dues (baki) aging

Expenses by category

Reports

Which report answers which question

Report	Answers
Sales summary	How much did we sell, by day, cashier, branch or payment method?
Sales & profit by product / category	Which products, categories or brands bring the most revenue or profit? Sort by revenue, profit or margin %.
Profit & loss	Sales minus cost of goods and expenses, month by month.

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Report	Answers
Cashier closing	Each cash shift: expected and counted cash, over or short.
Returns & exchanges	Every return and exchange and how it was paid back.
Best / slow / non-moving products	What sells, what barely sells, and what hasn't sold at all (dead stock).
Stock valuation	What the stock is worth today, at cost and at selling price.
Expiry report	Lots expiring within the days you choose.
Purchase report	Purchases by supplier or product.
Supplier dues	What you owe each supplier, aged 0–30, 31–60, 61–90 and 90+ days.
Customer dues (baki) aging	Who owes you, and for how long.
Expenses by category	Where the running costs go.
Cashbook	Every cash movement of an account, day by day.
VAT by month	VAT collected and paid per month.

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Shamima Akter (Manager)

Manager

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< Reports

Sales summary

Invoices, discounts, VAT, returns, net sales and gross profit by day, cashier, branch or payment method.

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Group by

Day

Net sales

₳4,73,547.80

Gross profit

₳81,739.53

Invoices

407

Average bill

₳1,193.28

Date	Invoices	Gross	Discount	VAT	Sales	On credit	Returns	Net sales	Cost (COGS)	Gross p
01 Oct 2026	28	₳28,971.50	₳63.30	₳1,283.27	₳28,908	₳4,965	₳0	₳28,908	₳23,432.47	₳4,19
02 Oct 2026	38	₳63,329	₳0	₳3,214.69	₳63,329	₳2,170	₳1,370	₳61,959	₳47,054.77	₳11,68
03 Oct 2026	24	₳27,129	₳62.45	₳947.63	₳27,066	₳418	₳520	₳26,546	₳22,097.22	₳3,50
04 Oct 2026	28	₳42,203.50	₳100.55	₳2,212.83	₳42,104	₳2,759	₳2,450	₳39,654	₳29,144.96	₳8,29
05 Oct 2026	23	₳37,907	₳136.60	₳1,865.44	₳37,771	₳3,903	₳40	₳37,731	₳28,477.30	₳7,38
06 Oct 2026	27	₳23,595	₳53.80	₳849.10	₳23,542	₳509	₳55	₳23,487	₳19,240.49	₳3,39
07 Oct 2026	23	₳48,046.50	₳57.90	₳2,480.28	₳47,989	₳285	₳1,093	₳46,896	₳37,879.37	₳6,55
08 Oct 2026	28	₳32,633.50	₳46.35	₳1,583.16	₳32,588	₳2,330	₳1,350	₳31,238	₳23,187.99	₳6,46
09 Oct 2026	29	₳30,093.60	₳476	₳1,136.49	₳29,619	₳4,335	₳0	₳29,619	₳23,849.09	₳4,65
10 Oct 2026	27	₳23,232.50	₳443.55	₳1,134.56	₳22,850	₳0	₳1,450	₳21,400	₳16,306.02	₳3,95
11 Oct 2026	29	₳22,781.50	₳62.50	₳1,089.67	₳22,720	₳2,254	₳970.20	₳21,749.80	₳16,725.08	₳3,93
12 Oct 2026	24	₳20,111.30	₳215.30	₳959.16	₳19,897	₳2,831	₳1,250	₳18,647	₳15,179.22	₳2,50

Sales summary

Profit

Profit uses the **moving average cost**: each purchase updates the average cost of the product, and each sale takes that cost. So profit is right even when you bought the same item at different prices.

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Rafiqul Islam (Owner)

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Profit & loss
Monthly revenue, cost of goods (moving average), gross profit, expenses and net profit.

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Net revenue

₳4,50,162.12

Gross profit

₳81,739.53

Expenses

₳1,24,661

Net profit

-₳42,921.47

Expense: Staff salary

₳62,000

Expense: Shop rent

₳45,000

Expense: Electricity

₳11,000

Expense: Packaging & bags

₳3,900

Month	Sales (ex-VAT)	Returns	Net revenue	COGS	Gross profit	GM %	Expenses	Net profit
2026-10	₳4,62,280.32	₳12,118.20	₳4,50,162.12	₳3,68,422.59	₳81,739.53	18.2%	₳1,24,661	-₳42,921.47
Total	₳4,62,280.32	₳12,118.20	₳4,50,162.12	₳3,68,422.59	₳81,739.53	18.2%	₳1,24,661	-₳42,921.47

Cost of goods sold at moving average cost. Record staff salaries, rent and bills as expenses.

Profit and loss

VAT summary

Reports > VAT summary (Mushak-style) has three tabs: **Summary** (Mushak 9.1 style), the sales register (6.2) and the purchase register (6.1). It helps you or your VAT consultant fill in the return. It is not an NBR return itself.

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VAT summary (Mushak-style)
Monthly VAT summary and registers from what is recorded in sales and purchases.

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Tax period:

October 2026

All branches

This is a simple summary laid out like the Mushak forms. It is NOT an NBR return and is not certified by NBR: the figures come only from the VAT rates set on your products and the VAT entered on purchases. Use it as a working paper for you or your accountant.

Summary (Mushak 9.1 style)

Sales register (Mushak 6.2 style)

Purchase register (Mushak 6.1 style)

Tax period: October 2026		BIN: 004512378-0102	
Sales value (without VAT)		৳7,73,557.29	
— of which VAT-applicable		৳5,22,741.20	
— of which exempt / zero-rated		৳2,50,816.09	
VAT on sales (output)		৳39,205.71	
Less: sales returns value		-৳17,601.88	
Less: VAT on sales returns		-৳1,201.82	
Net output VAT		৳38,003.89	
Purchases value (without VAT)		৳6,42,706.20	
VAT paid on purchases (input)		৳0	
Less: VAT on purchase returns		৳0	
Net input VAT		৳0	

VAT summary

Branches

Reports follow the branch in the top bar. Staff tied to one branch see only their branch and don't see the whole-shop reports (supplier and customer dues).

Tip

Ask the AI assistant questions like "what were my best sellers last month?" and it reads the same figures.

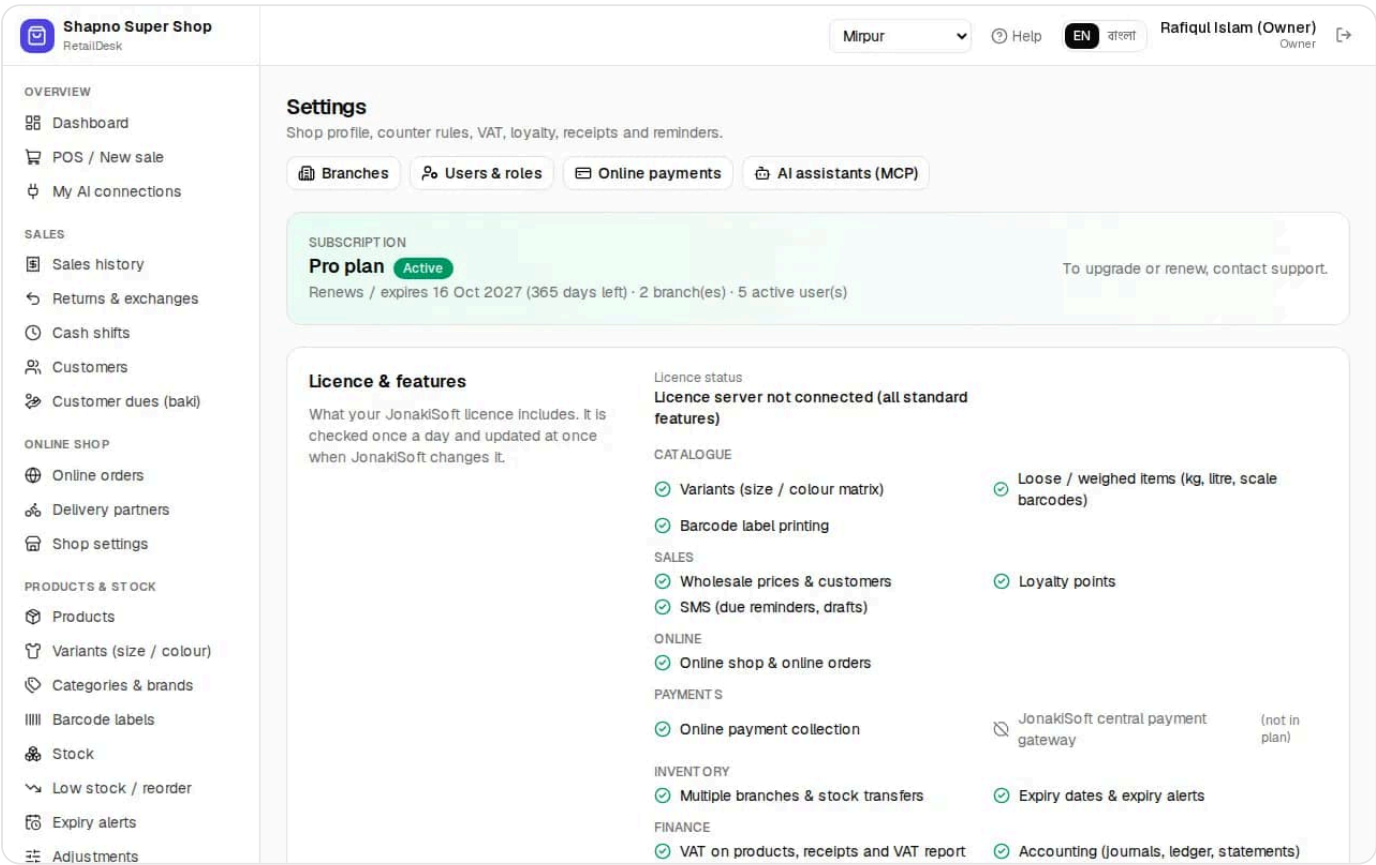
Owner setup

Shop profile, counter rules and discount limits, VAT, loyalty, receipts, SMS, branches, users and roles, printers and the weighing scale, importing data and the audit log.

These pages are for the shop owner. Work through them once when you start, and come back when something changes.

Settings

Go to **Admin > Settings**.



Settings

Shop profile: shop name, phone, email, address, trade licence, **VAT registration (BIN)** and logo link. These print on receipts and invoices. Click **Save profile**.

Counter (POS) rules:

- **Default discount (%)**: a discount every bill starts with (usually 0).
- **Cashier discount limit (%)** and **Manager discount limit (%)**: the most each role may give on a bill. The owner has no limit.

- **Return / exchange window (days):** how long cashiers may take returns. After that, only a manager.
- **Round bills to whole Taka.**
- **Allow selling without stock:** keep this off once your stock figures are right.
- **Allow selling expired stock:** keep this off.
- Wholesale customers automatically get the wholesale price.

VAT: Default VAT rate (%) and **Prices include VAT (new products)**. Each product can have its own rate (see Products).

Loyalty points: **Enable loyalty points**, **Points earned per ₳100 spent**, **Value of 1 point when redeemed (₳)** and **Minimum points before redeeming**.

Alerts & SMS reminders: **Near-expiry warning (days)**, **Due reminder every (days)** and **Send SMS (due reminders, online orders)**.

Click **Save settings** at the bottom.

Receipts

In **Settings > Receipts** choose the paper size (80 mm, 58 mm or A4), the **Receipt & SMS language** (Bangla or English), the **Default language** of the app, a **Header line** and a **Footer note**, for example *Goods once sold are exchanged within 7 days with the receipt.*

Branches

Admin > Branches: click **Add branch** and fill in the **Branch name**, a short **Code** (it goes on invoice and transfer numbers), phone and address.


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Rafiqul Islam (Owner)
Owner

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Branches
Each branch has its own stock, cash drawer, sales and purchases.

+ Add branch

Branch	Code	Phone	Address	Users	Batches in stock
Mirpur	MIR	01712000001	Section 6, Mirpur, Dhaka	1	437
Mohammadpur	MDP	01712000002	Tajmahal Road, Mohammadpur, Dhaka	1	436

Users not tied to a branch (3) can switch between all branches.

Branches

Untick **Active** to close a branch; it disappears from the branch switcher but keeps its history. Each branch has its own stock, cash drawer and invoice numbers.

Users and roles

Admin > Users & roles: click **Add user**.

1. Type the **Full name** and **Mobile (login)**.
2. Choose the **Role**: Owner, Manager, Cashier or Stock keeper (see Getting started).
3. Choose the **Branch**. A user tied to a branch works only there. Leave it as **All branches** for someone who moves between branches.
4. Set a password (at least 6 characters) and save.

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Users & roles

Everyone who can sign in. Each user has one role and optionally one branch.

+ Add user

Name	Mobile	Role	Branch	Last sign-in	
Rafiqul Islam (Owner) You	01200000001	Owner	All branches	16 Oct 2026, 11:43	
Shamima Akter (Manager)	01200000002	Manager	All branches	16 Oct 2026, 10:58	Deactivate
Rina Begum (Cashier, Mohammadpur)	01200000005	Cashier	Mohammadpur	Never	Deactivate
Sumon Mia (Cashier, Mirpur)	01200000003	Cashier	Mirpur	16 Oct 2026, 10:59	Deactivate
Kamal Hossain (Stock keeper)	01200000004	Stock keeper	All branches	16 Oct 2026, 11:00	Deactivate

► What each role can do

Users and roles

The key button sets a new password and signs the user out everywhere. **Deactivate** stops someone from signing in without deleting their sales history. Only an owner can make another owner.

Printers, labels and the weighing scale

Admin › Printers, labels & scale:

- **How to print receipts:** **Browser print dialog (any printer)** or **Direct to thermal printer (no dialog)**. Also **Cut paper after each receipt** and **Open the cash drawer when printing**.
- **Default label size** for barcode labels.
- **Weighing scale barcodes:** **Read scale barcodes at the counter**, the **Prefixes the scale uses** (21–29), the **Item (PLU) code digits** (4, 5 or 6) and whether **The scale prints** the weight in grams or the price in Taka. Copy these from the scale's manual or ask the scale technician.
- **Printers on this computer:** **Connect USB printer** or **Connect serial / Bluetooth**, then **Test print**, **Open drawer** and **Test label**. This is saved per computer, so do it on each counter PC.

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Rafiqul Islam (Owner)

Owner

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Printers, labels & scale

How receipts and barcode labels print at this shop, and how weighing-scale barcodes are read.

Receipts

How to print receipts

Browser print dialog (any printer)

Receipt language

English

Direct printing needs Chrome or Edge and the printer connected on each counter computer below.

Bangla receipts print as an image on thermal printers.

Paper size

80mm

Change it in Settings → Receipts

☒

Cut paper after each receipt

For printers with an auto-cutter.

☐

Open the cash drawer when printing

Drawer plugged into the printer's RJ11 port.

Barcode labels

Default label size

38 × 25 mm roll

Weighing scale barcodes

Scales that print price-embedded labels (EAN-13 starting with 2); scanning one at the counter adds the item with its weight. Set each loose item's PLU code on the product.

☒

Read scale barcodes at the counter

Prefixes the scale uses

21,22

Comma separated, 21-29 (20 is kept for RetailDesk barcodes).

Item (PLU) code digits

5

Digits after the prefix; the rest up to the check digit is the weight or price.

The scale prints

Printers, labels and scale

Import your data

Moving from another system or a spreadsheet? **Admin > Import data** brings it in, in this order:

1. Products
2. Opening stock
3. Customers & dues
4. Suppliers & payables

For each: **Download sample file**, fill it in Excel, **Choose Excel or CSV file**, **Match your columns**, **Check before importing**, then **Import N rows**. Rows with problems can be downloaded with **Download failed rows**, fixed and imported again.

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Rafiqul Islam (Owner)

Owner

Import data

Bring your products, stock, customers and suppliers from Excel or CSV.

1 Products

Your item list with prices. Existing items (same barcode, SKU, or same name) are updated. Rows with style + size / colour become variants.

2 Opening stock

Stock on hand added to the current branch (lot and expiry optional). Products must exist already (import them first).

3 Customers & dues

Customers with what they owe you today. Existing customers (same mobile) are updated.

4 Suppliers & payables

Suppliers / company reps with what you owe them today. Existing suppliers (same mobile or name) are updated.

Tip: import in the numbered order. Opening stock needs the products to exist first.

Recent imports

When	Type	File	Added	Updated	Failed	Status
16 Oct 2026, 02:00 Rafiqul Islam (Owner)	Suppliers & payables	ZZTEST-IMP-mv9yrl55.csv	1	0	0	Done
16 Oct 2026, 02:00 Rafiqul Islam (Owner)	Customers & dues	ZZTEST-IMP-mv9yrl55.csv	0	1	0	Done
16 Oct 2026, 02:00 Rafiqul Islam (Owner)	Customers & dues	ZZTEST-IMP-mv9yrl55.csv	2	0	0	Done
16 Oct 2026, 02:00 Rafiqul Islam (Owner)	Opening stock	ZZTEST-IMP-mv9yrl55.csv	0	0	1	Failed
16 Oct 2026, 02:00	Suppliers & payables	ZZTEST-IMP-mv9yrl55.csv	2	0	2	Failed

Import data

Audit log

Admin > Audit log (owner and manager) records who did what and when: price changes, voids, returns, stock adjustments, user changes, settings. Filter by user, record or action.

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Rafiqul Islam (Owner)

Owner

Audit log

Who changed what and when: voids, price changes, settings, users, stock adjustments and more.

09/16/2026

10/16/2026

All users

All records

Q Action (e.g. void) or record id

When	Who	Action	Record	Branch	Details
16 Oct 2026, 02:43	Rafiqul Islam (Owner)	sms.draft	SmsLog cmva0awm9000kj9t2a7sd3hwv	Mirpur	▶ via: mcp · client: E2E Claude · customerId:
16 Oct 2026, 02:43	Rafiqul Islam (Owner)	customer.note	Customer cmva0auw6000Qj9uiwxwOwhms	Mirpur	▶ via: mcp · note: Called about due, will pay
16 Oct 2026, 02:43	Rafiqul Islam (Owner)	po.create	PurchaseOrder cmva0aweb0000ej9t2mcjnnsut	Mirpur	▶ number: PO-000003
16 Oct 2026, 02:42	Sumon Mia (Cashier, Mirpur)	sale.create	Sale cmva09pif0001j9jctkccr9ax	Mirpur	▶ due: 0 · total: 22500 · number: INV-0019
16 Oct 2026, 02:35	Sumon Mia (Cashier, Mirpur)	sale.create	Sale cmva005c0000j9olpwkcrgo9	Mirpur	▶ due: 0 · total: 22500 · number: INV-0019
16 Oct 2026, 02:10	Sumon Mia (Cashier, Mirpur)	sale.create	Sale cmv9z4h7j0001j9ol31x416f2	Mirpur	▶ due: 0 · total: 22500 · number: INV-0019
16 Oct 2026, 02:00	Rafiqul Islam (Owner)	import.finish	ImportJob cmv9yrm40001hj92vr5ov17w	Mirpur	▶ file: ZZTEST-IMP-mv9yri55.csv · kind: SU
16 Oct 2026, 02:00	Rafiqul Islam (Owner)	import.finish	ImportJob cmv9yrlp0001aj92vl94xt4ez	Mirpur	▶ file: ZZTEST-IMP-mv9yri55.csv · kind: CU
16 Oct 2026, 02:00	Rafiqul Islam (Owner)	import.finish	ImportJob cmv9yrlsu0001j92vu1lup7px	Mirpur	▶ file: ZZTEST-IMP-mv9yri55.csv · kind: CU
16 Oct 2026, 02:00	Rafiqul Islam (Owner)	import.finish	ImportJob cmv9yrlpk000zj92vch2wunfz	Mirpur	▶ file: ZZTEST-IMP-mv9yri55.csv · kind: OP
16 Oct 2026, 02:00	Rafiqul Islam (Owner)	import.finish	ImportJob cmv9yrlpx000aj92vtd00mss0u	Mirpur	▶ file: ZZTEST-IMP-mv9yri55.csv · kind: OP

Audit log

RetailDesk

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Online payments, subscription and licence

Take card, bKash and Nagad payments in the online shop with your own account or through JonakiSoft, and understand the plan, licence and feature switches.

Online payments

Customers of your online shop can pay online with SSLCommerz (cards, internet banking, wallets), bKash or Nagad. Go to **Admin > Online payments**.

Shapno Super Shop
RetailDesk

Mirpur ▼ Help EN বাংলা Rafiqul Islam (Owner) Owner

OVERVIEW

- Dashboard
- POS / New sale
- My AI connections

SALES

- Sales history
- Returns & exchanges
- Cash shifts
- Customers
- Customer dues (baki)

ONLINE SHOP

- Online orders
- Delivery partners
- Shop settings

PRODUCTS & STOCK

- Products
- Variants (size / colour)
- Categories & brands
- Barcode labels
- Stock
- Low stock / reorder
- Expiry alerts
- Adjustments

Online payments

Your own SSLCommerz, bKash and Nagad merchant accounts for the online shop. Customers pay on the gateway's page and orders are marked paid automatically.

Which account takes the money

When you set up your own account for a gateway, payments go straight to you. Without one, JonakiSoft's central account may be used if your licence allows it; JonakiSoft then pays the money to you.

☒ **SSLCommerz** ☐ Not available
 ☒ **bKash** ☐ Not available
 ☒ **Nagad** ☐ Not available

Cash on delivery and the send-money bKash / Nagad numbers are set in [Shop settings](#).

Saved passwords and keys are encrypted and never shown again; leave a box empty to keep the saved one. Refunds are made from the gateway's merchant panel.

SSLCommerz — cards, internet banking, mobile wallets Off

☐ Offer SSLCommerz at checkout
 ☒ **Sandbox (test mode)**
 Turn off when SSLCommerz gives you live credentials.

Store ID
 Store password

bKash online payment (tokenized checkout) Off Test connection

☐ Offer bKash payment at checkout
 ☒ **Sandbox (test mode)**
 Turn off when bKash gives you live credentials.

App key
 App secret

Username
 Password

Online payments

Which account takes the money shows, for each gateway, whether payments go to **Your account**, to **JonakiSoft central**, or are **Not available**.

- **Your own account:** fill in the card for the gateway with the details from your merchant account.
 - **SSLCommerz:** tick **Offer SSLCommerz at checkout**, add the Store ID and Store password. Tick **Sandbox** while testing.
 - **bKash** (tokenized checkout): App key, App secret, Username and Password.
 - **Nagad:** Merchant ID, Merchant number, Merchant private key and the Nagad public key.
 - Use the test button, then **Save payment settings**.

- **JonakiSoft central:** if your plan includes it and you have no merchant account yet, JonakiSoft collects the payment and settles it with you. These payments are listed under **Payments collected by JonakiSoft**.

Paid orders are marked paid by themselves. Send-money bKash/Nagad (customer types a TrxID) needs no gateway; staff check it by hand (see Online orders).

Subscription and licence

In **Admin > Settings**, the **Subscription** card shows your plan, whether it is **Active**, and the days left. To upgrade or renew, contact support.

The **Licence & features** card shows the **Licence status**, **Plan**, **Valid until**, **Last synced** and which features your plan includes; features outside it are marked (*not in plan*). Click **Sync licence now** after JonakiSoft tells you they changed your plan.

What happens when a licence ends:

- **Grace period:** a banner asks you to renew, and everything keeps working until the date shown.
- **Expired or suspended:** every page shows the licence page. **All your products, sales, stock and accounts are saved.** They open again as soon as the licence is active. The online shop is paused until then. The page shows how to contact support.

Feature switches

Some modules can be switched on or off by plan: variants, loose and weighed items, barcode labels, wholesale, loyalty, SMS, online shop, online payments, multiple branches, expiry tracking, VAT, accounting and AI assistants. If you open a module that isn't in your plan you see ... *is not part of your plan*. Ask JonakiSoft or your reseller to add it.

AI assistants (Claude, ChatGPT)

Connect Claude, ChatGPT or another AI app to your shop so it can answer questions from your data, draft purchase orders and reminder SMS, with every request logged.

With the AI assistant connector, you can ask an AI app such as Claude or ChatGPT questions like *"What were my best sellers this week?"*, *"Which items will run out before Friday?"* or *"Who owes me the most?"*.

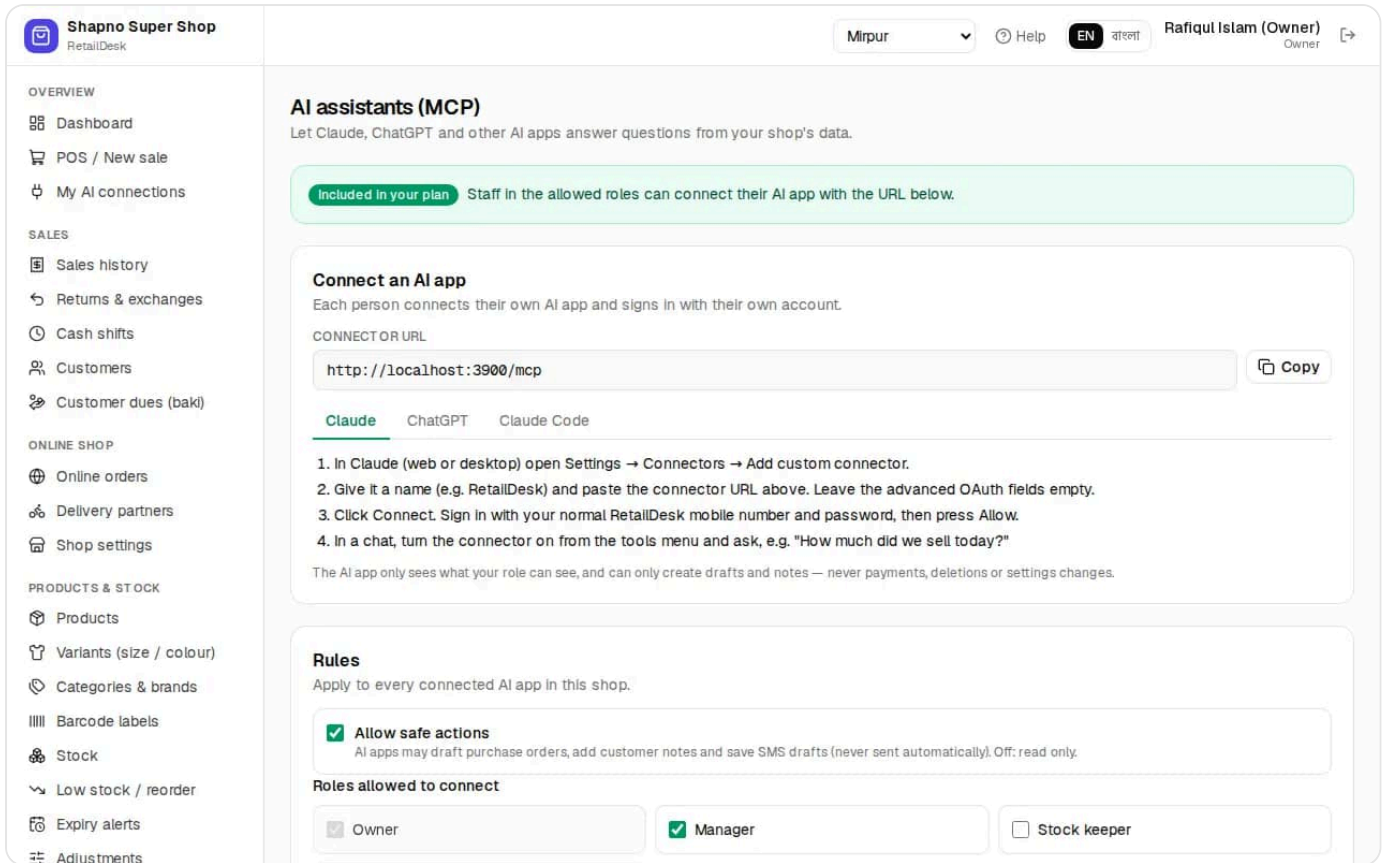
The AI reads the answer from your RetailDesk data. It works in Bangla and English.

What the AI can and can't do

- It **only sees what your role can see**. A cashier's AI app can't see profit; a branch manager's can't see other branches.
- It can **read**: sales, profit, expenses, cashier closing, online orders, stock, sizes and colours, low stock, expiring and slow-moving items, customer and supplier dues, purchases and purchase orders.
- If the owner allows **safe actions**, it can also **draft a purchase order**, **add a note to a customer** and **save an SMS draft**. Drafts are never sent or received automatically: a person checks them in RetailDesk first.
- It can **never** take payments, delete anything, send messages or change settings.
- Every request is logged.

Turn it on (owner)

Go to **Admin > AI assistants (MCP)**. The badge shows whether it is **Included in your plan**.



AI assistants settings

Under **Rules**:

- **Allow safe actions**: off means read only.
- **Roles allowed to connect**: the owner can always connect; by default managers can too. Tick cashiers or stock keepers if you want them to use it.

Click **Save**. **Connected apps** lists who has connected which app, with **Revoke**, and **Recent activity** shows the last 50 requests (kept for 180 days).

Connect your AI app

Each person connects their own app and signs in with their own RetailDesk account. Copy the **Connector URL** shown on the page (it ends in `/mcp`), then:

- **Claude** (web or desktop): **Settings** → **Connectors** → **Add custom connector**, paste the URL and click **Connect**.
- **ChatGPT**: **Settings** → **Apps & Connectors** → **Advanced**, turn on **Developer mode**, then create a connector with the URL (authentication OAuth). Needs a ChatGPT plan that allows custom connectors.

- **Claude Code:** run the command shown on the page in a terminal, type `/mcp` and choose **Authenticate**.

A RetailDesk page opens: ... *wants to access your RetailDesk account*. Sign in if asked, choose the shop under **Connect to**, read what it may do and click **Allow**.

Ready-made prompts

Claude and other apps show three ready prompts from RetailDesk:

- **Daily briefing:** today's sales, cash, low stock, expiry and dues, with three suggested actions.
- **Reorder plan:** what to order this week, grouped by supplier. It asks you before drafting any purchase order.
- **Customer dues follow-up:** who owes the most and a polite Bangla SMS for each. Saved as drafts only after you confirm.

Drafted purchase orders appear in Purchase orders as **Draft**; SMS drafts appear on the customer page.

My AI connections

Overview > My AI connections shows the AI apps **you** have connected and when they were last used. Click **Revoke** to disconnect one, for example a lost laptop.

Shapno Super Shop

RetailDesk

Overview

Dashboard

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Sales

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Help

EN

বাংলা

Sumon Mia (Cashier, Mirpur)

Cashier

My AI connections

AI apps (Claude, ChatGPT ...) you have connected to your account.

The owner has not allowed the Cashier role to connect AI assistants.

Connected apps

App	Access	Connected	Last used	
E2E Claude	Read + safe actions	16 Oct 2026, 02:43	16 Oct 2026, 02:43	Revoke

Recent activity

Time	App	Tool	Result	ms
16 Oct 2026, 02:43	E2E Claude	dashboard_summary	OK	26
16 Oct 2026, 02:43	E2E Claude	profit	FORBIDDEN	0

My AI connections

Tip

Ask in plain words, and say the branch or dates if it matters: "Mirpur branch, sales by cashier yesterday".

Platform console

For JonakiSoft and resellers — shops, plans and renewal, view as owner, resellers and white-label brands, website and pricing, contact requests.

The platform console at `/platform` is for the people who run RetailDesk for many shops: the JonakiSoft platform admin and resellers (partners). Shop staff never see it.

Overview

The overview shows the paying shops, the estimated monthly revenue, the shops **Ending in the next 7 days**, the shops **Locked out until renewed** and the **Newest shops**. The menu has **Overview**, **Shops** and **Contact requests**; the platform admin also has **Resellers** and **Website & pricing**. A reseller sees only their own shops.

Shops

Shops lists every shop with its plan, status, end date, reseller and number of branches and users. Search by name, short id or phone, or filter by reseller.

 RetailDesk
Platform console

Overview

Shops

Resellers

Contact requests

Website & pricing

JonakiSoft platform admin
Platform admin

Sign out

Shops

1 found

New shop

AllPayingTrialExpiredSuspendedDemo

All resellers

Filter

shapno

Shop	Status	Plan	Ends	Reseller	Branches / users	Joined
Shapno Super Shop shapno - 01712000000	Active	Business	16 Oct 2027	Direct	2 / 5	02 Sept 2026

Shops

Open a shop to:

- **Plan & renewal**: extend by a number of days, run until a date, set no end date, or let it expire.
- **Suspend / Reactivate** the shop.
- **View as owner**: open the shop as its owner for one hour to help them. Every visit is logged in the shop's audit log and in **Console history**.
- Reset the owner's password.
- **Move** the shop to another reseller.

Resellers (platform admin)

A reseller sells RetailDesk under their own brand. On the reseller page set the brand name, logo, colour, support phone and email, the **Domains** that show this brand, the trial days, whether **Shops can sign up on their own**, and the reseller's admins. Shops on a reseller's domain see the reseller's name and logo everywhere, including this user guide.

Website and pricing (platform admin)

Website & pricing edits the public website's plans and prices, and extra offers such as a one-time licence.

Contact requests

Messages sent from the public **Contact** page arrive here. Change the **Status** of each one as you follow it up.

Troubleshooting

Quick answers when the scanner, printer, stock, discounts, dues, online orders or sign-in don't behave as expected.

Signing in

"Wrong phone number or password". Check the number has 11 digits and starts with 01. Passwords are case-sensitive. After 10 wrong tries you must wait 15 minutes. The owner can set a new password in Users & roles.

"This account is disabled." The owner has deactivated your user. Ask them to activate it again.

I see "No access". Your role can't use that page. Ask the owner; see roles.

Every page shows the licence page. The shop's licence or subscription has ended. Your data is safe. The owner should contact support; see Licence.

Barcode scanner

Scanning does nothing. Click the scan box (or press **F2**) first, so the cursor is in it. Test the scanner in Notepad: it should type the number and go to a new line. If it doesn't press Enter at the end, set the scanner's suffix to Enter (see its manual).

"No product with code ...". The barcode isn't on any product. Open the product and scan the code into **Barcode**, or print an in-store barcode for it (Barcode labels).

A scale sticker isn't recognised. Check the prefixes and PLU digits in Printers, labels & scale match the scale, and that the product's **Scale PLU code** is the same number as on the scale.

Printing

The receipt prints too small or cut off. In the browser's print window choose the receipt printer, paper size 80 mm (or 58 mm), margins *None* and scale 100%. Set the paper size in Settings to match.

The print window appears every time. Use **Direct to thermal printer (no dialog)** and connect the printer in Printers, labels & scale. It is set per computer.

The cash drawer doesn't open. It opens through the receipt printer. Tick **Open the cash drawer when printing** and use **Open drawer** to test.

Labels don't line up on the A4 sheet. Print at *Actual size* (100%), not *Fit to page*, and choose the right sheet size.

Selling

Pay is greyed out with a red discount note. The discount is above your role's limit. A manager or the owner must sell it, or lower the discount. See Discounts.

"Select a customer to leave a due". A due needs a customer. Press **F4** and pick or add one.

"Over ... credit limit". The customer's due would pass their credit limit. Take more money now, or a manager ticks **Manager override: allow this due**, or the manager raises the limit on the customer.

The POS asks to open a shift. Every cashier needs their own open shift before the first sale. See Cash shifts.

I can't take a return. After the return window (7 days by default) only a manager can. A cash refund also needs an open shift, and you must be in the branch where the sale was made.

The drawer is short at closing. Check for split payments where the cash wasn't lowered, refunds paid in cash, and expenses or supplier payments taken from the drawer but not recorded.

Stock

Stock shows a minus figure. More was sold than RetailDesk knew you had: a purchase or transfer wasn't entered. Enter it, or count the product (Stock count).

Stock looks wrong. Open the product's **Full ledger** to see every movement, and check you are in the right branch in the top bar.

A transfer hasn't arrived. The receiving branch must open it and click **Receive stock**.

Online orders

The online shop says "not found". Turn on **Online shop is open** in Shop settings.

A product doesn't show in the online shop. It must be active, have stock in the packing branch and have **Show in the online shop** ticked.

I can't book a courier. Confirm the order first; only confirmed or packed delivery orders can be booked, and you must be in the branch that packs it. Check the courier is set up in Delivery partners.

Still stuck?

Write down what you clicked and what the screen said (a photo of the screen helps), and contact your RetailDesk support number or the person who set it up for you.

Glossary

The words used in RetailDesk and this guide, in plain English.

Selling

Word	Meaning
POS	Point of sale: the counter screen where you sell.
Invoice	A saved sale, with a number like INV-001234.
Hold / recall	Park a bill and bring it back later.
Split payment	One bill paid with more than one method, for example cash + bKash.
Due (baki)	Money a customer still owes.
Credit limit	The most due a customer may run up. 0 = no credit.
Wholesale price	A lower price for wholesale customers.
Loyalty points	Points customers earn on purchases and spend as a discount.
Return	Goods brought back, with money refunded or the due reduced.
Exchange	Goods brought back and swapped for other goods.
Void	Cancel a whole sale as if it never happened.
Cash shift	One cashier's time at a drawer, from opening cash to closing count.
X / Z report	Shift report while open (X) or after closing (Z).

Products and stock

Word	Meaning
SKU	Your own code for a product.
Barcode / EAN-13	The striped code the scanner reads. In-store barcodes start with 20.

Word	Meaning
Loose item	Sold by weight or length, with decimal quantities.
Scale barcode / PLU	A sticker printed by a weighing scale; PLU is the item's code on the scale.
Style / variant	One design (style) in many sizes and colours (variants).
Lot	Stock of one product with one expiry date.
Reorder level	Stock level at which a product shows as low.
Stock count	Counting the shelves and correcting the stock to match.
Adjustment	A correction to stock: damaged, lost, found, and so on.
Transfer	Stock sent from one branch to another.
Stock ledger	The list of every stock movement.
Quarantine	Expired stock held back from sale.

Buying and money

Word	Meaning
Purchase (stock-in)	Goods received from a supplier, with the bill.
Purchase order (PO)	A list of goods you ask a supplier to bring.
Moving average cost	The average cost of a product over all purchases; used for profit.
Gross profit	Sales minus the cost of the goods sold.
Supplier dues	Money you owe suppliers.
Expense	A running cost: rent, bills, salaries.
Day-end closing	Each account's opening, in, out and closing for the day.
VAT inclusive / exclusive	The price already includes VAT, or VAT is added on top.
Mushak	NBR VAT forms; RetailDesk prints Mushak-style helpers.

Online and setup

Word	Meaning
COD	Cash on delivery.
Courier / delivery partner	Pathao, Steadfast or RedX, booked from an order.
Payment gateway	SSLCommerz, bKash or Nagad checkout for online payment.
Branch	One shop location with its own stock and drawer.
Role	What a user may do: owner, manager, cashier or stock keeper.
Licence / plan	Your subscription and the features it includes.
MCP / AI connector	The link that lets AI apps like Claude read your shop's data.