

ElorPos User Manual

@Jacob · Oct 6, 2026

Welcome to ElorPos

ElorPos is a point-of-sale and pharmacy management system built for independent pharmacies and small chains. One system runs your till, tracks every batch and expiry date, records purchases from suppliers, keeps a legally-required dispensing register for controlled substances, and reports on profit — all scoped so each branch only ever sees its own stock and sales.

ElorPos also runs general retail/supermarket businesses and hotels — the business type you pick when you sign up (see Getting Started below) decides which fields are required (like a product's generic name or a batch's expiry date) and which parts of the app you see (hotels get a Front Desk section for rooms and reservations). This manual uses "pharmacy" as the running example since it's the most detailed vertical — anything specific to Supermarket or Hotel is called out where it applies, and the Front Desk (Hotels) section near the end covers hotel-only features.

This manual is written for pharmacy owners, managers, pharmacists and cashiers — the people who use ElorPos every day, not the engineers who built it. Each section below covers one part of the app: starting a trial, signing in, ringing up a sale, managing stock, paying suppliers, serving customers, and reading your reports.

A few things hold true everywhere in ElorPos:

- **Selling is never blocked.** Even if a subscription lapses or a report is temporarily unavailable, the till keeps working.
- **Every figure on a report is calculated by the server**, not estimated in your browser — what you see is always the real number.
- **Nothing is ever secretly deleted.** Past sales, batches and records stay in the system for audit and legal compliance, even after a product is discontinued or a sale is refunded.
- **If you don't have permission to do something, the app tells you exactly which permission is missing** — ask your manager or owner to grant it in Settings → Roles.

How ElorPos Is Organized (read this first)

A handful of ideas explain almost everything about how ElorPos behaves. Understanding these before you start will save you from the most common "where did that go?" moments — including the one above.

Which parts of this manual apply to you

ElorPos is one piece of software with four faces, chosen when your account was set up (**Settings** → **Subscription** shows which one you're on). Every section below works the same core way regardless; a small number are specific to one kind of business, and are marked as such:

Mark	Business type	What's different
 Everyone	Pharmacy, General Store, Hotel	The default — sales, products, stock, purchases, customers, staff, finance, reports all work identically
 Pharmacy only	Pharmacy	Generic names and NAFDAC numbers on products, controlled-substance/prescription flags, and the Dispensing Register (a legal record of controlled-drug sales)
 Hotel only	Hotel	A whole extra Front Desk area — room types, reservations, check-in/out, housekeeping, and guest folios — covered in its own section below
 Restaurant only	Restaurant	A whole extra Restaurant area — tables, reservations, dining orders and a kitchen display — covered in its own section below

General Store uses exactly the  Everyone sections — there is no separate General Store chapter, because a general store is simply ElorPos without the Pharmacy-only fields (you won't see generic name, NAFDAC number, or the Dispensing Register at all) and without Front Desk or a Restaurant floor. If you run a general store, skip anything marked ,  or  and read everything else.

Products hold no price or quantity — batches do

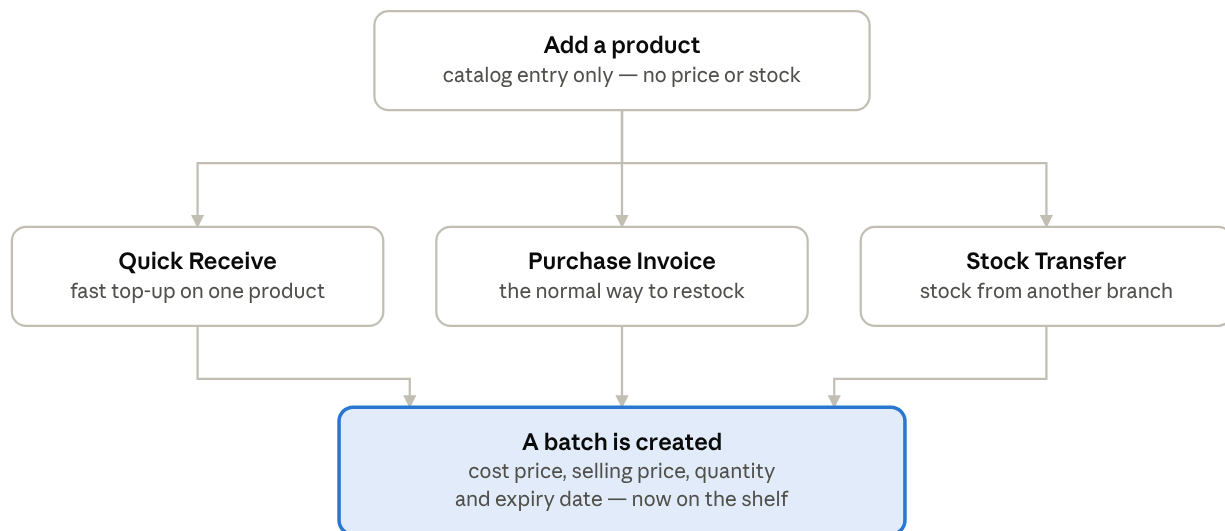
This is the single most common point of confusion, so it gets its own explanation.

When you **Add product**, you're only creating a catalog entry: its name, generic name, unit, category, barcode, reorder level, VAT rate, and whether it's controlled or prescription-only. That's it. There is deliberately **no cost price, no selling price, and no quantity field on this screen** — adding a product never puts anything on the shelf.

Why: the same product gets restocked over and over, often from different suppliers, at different costs, with different expiry dates. ElorPos tracks each delivery as its own **batch** — a specific lot, with its own cost price, selling price, quantity, and expiry date. A product can have many open batches at once (say, 40 units left from March at ₦800 each, and 100 units from June at ₦850 each). This is also what lets the till automatically sell the oldest-expiring stock first (called **FEFO**) without you having to think about it, and what makes expiry-date tracking and recalls possible at all.

In one line: a product is just a name. Stock, cost and price only exist once you add a batch.

A new product has no stock until a batch is added



product → batch — 3 ways to receive stock

So after adding a brand-new product, it will show **0 in stock** until you give it its first batch. There are three ways to do that:

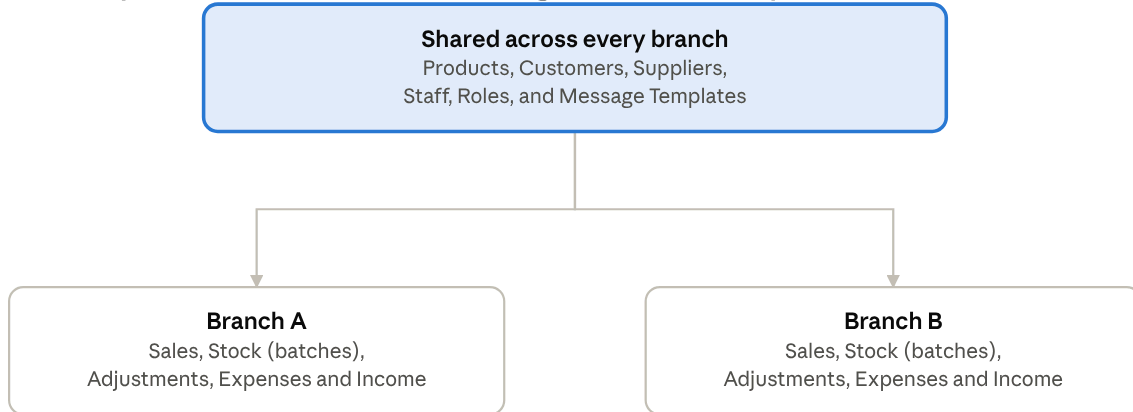
- **Quick receive** — the camera/box icon on a product's row in **Product → Product List**. The fastest way to add stock: lot number, quantity, cost price, selling price, expiry date, and (optionally) which supplier it came from. Needs the **Receive stock** permission. Stock added this way is flagged *uninvoiced* in reports, since no supplier bill was recorded — fine for small top-ups, samples, or corrections, but the Purchase Invoice path below is the normal way to receive a real delivery.
- **Purchase Invoice** — under **Purchases → Purchase Invoice**. The proper way to receive a real delivery: enter the supplier's invoice (lines, quantities, unit costs), and ElorPos creates the matching batches for you in one step, while also recording what you now owe that supplier. This is what most deliveries should go through.
- **Stock Transfer** — under **Product → Stock Transfers**, or **Front Desk/Product → Confirm receipt**. For stock arriving from one of *your own other branches*, not a supplier.

Reorder level (set on the product itself) is your minimum-quantity alert — when a product's total stock across all its batches falls to or below this number, the Dashboard and Product List flag it as low stock. It isn't the same thing as a batch's own quantity, and setting it doesn't add or reserve any stock by itself.

Everything else is either branch-scoped or tenant-wide

Most of what you do in ElorPos — sales, stock, batches, adjustments, transfers, expenses, income — belongs to **one branch**: the branch you're signed in as (or the one you picked, if you're a tenant-level staff member with no fixed branch — see "Choosing a branch" below). A few things are shared across **all your branches at once**: the product catalog itself, customers, suppliers, staff, roles, and message templates. If you can't find something you created at another branch, this is almost always why — check whether it's a branch-scoped thing (look at the right branch) or should already be visible everywhere (tenant-wide).

Most data stays at its own branch — a few things are shared everywhere



tenant-wide data vs. per-branch data

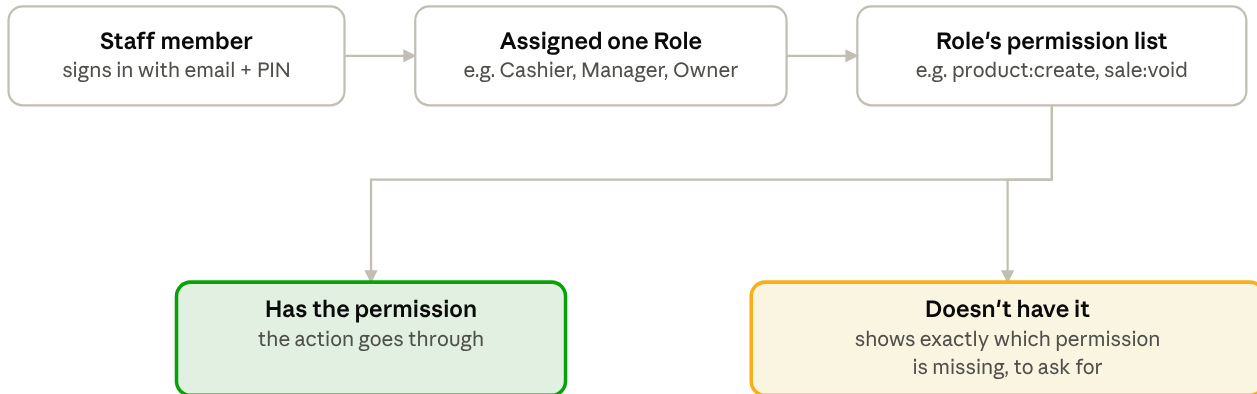
Owners and managers holding the **All branches** permission can switch the Dashboard, Sales Report, and a few other screens into a combined view across every branch — look for an “All branches” toggle near the top of those pages.

Permissions decide what you can do, not what you can see

ElorPos doesn’t hide buttons based on what you’re allowed to do — every screen looks the same for everyone. Instead, pressing a button you don’t have permission for shows a plain error naming exactly which permission is missing (for example, “Missing required permission: product:create”). If something doesn’t work, read that message first — it tells you precisely what to ask an owner or manager to grant you in **Settings → Roles**, rather than leaving you guessing.

A new role starts with **no permissions at all** — looking things up (products, stock levels, customers, sales) is open to everyone by default, but *changing* anything (adding a product, adjusting stock, editing a role, voiding a sale) needs a specific permission granted on purpose. This is deliberate: day-to-day lookups should never require a trip to Settings, but anything that changes records or money should.

A permission decides whether an action goes through



staff → role → permissions → allowed or blocked

Getting Started

Starting a free trial

1. Go to the ElorPos website and choose **Basic**, **Standard** or **Premium** on the pricing page (or **Get a quote** for Enterprise — that plan is arranged directly with ElorPos, not self-service). See **Plans & pricing** below for exactly what each one includes.
2. Fill in your pharmacy's name, your own name, email and a 4–6 digit PIN, and pick your country (Nigeria, Ghana or Kenya — this sets your currency, timezone and default VAT rate) and business type (Pharmacy, Supermarket/Retail, or Hotel — this decides which fields are required, like generic name and expiry date, and which parts of the app you see, like Front Desk).
3. Submit the form. ElorPos immediately creates your pharmacy, its first branch, an **Owner** role with every permission, and signs you straight in — no separate login step.

Your 7-day trial

Every new pharmacy starts on a 7-day trial of the plan it signed up for. A banner on your Dashboard shows how many days are left. Nothing is held back during the trial — you get full access to everything your plan includes. If the trial lapses before you subscribe, selling still works; only growth (adding more branches/staff than your plan allows) and optional features (Purchases, Finance, Loyalty, Templates) pause until you subscribe. See **Settings → Subscription** for details.

Verifying your email

After signing up, check your inbox for a verification email and click the link. This doesn't block anything — you can keep using ElorPos either way — but a dismissible banner will remind you until it's done, and you can ask for a new link with **Resend** if the first one doesn't arrive.

Already have a pharmacy set up for you?

If ElorPos staff set your pharmacy up directly (larger deployments, or a plan that isn't self-service), you'll receive your sign-in email and PIN from them directly — skip ahead to **Signing In**.

Installing ElorPos on your phone

ElorPos is a website, but it installs like an app — same login, same data, no app store, no download. Do this once on whichever phone or tablet a branch actually uses (a cashier's till, a pharmacist's handheld, the front desk tablet).

- **Android (Chrome):** open the site, tap the menu (:) in the top right, then **Install app** (or **Add to Home screen**).
- **iPhone/iPad (Safari):** open the site, tap the Share icon, then **Add to Home Screen**.

Once installed, it opens full-screen with its own icon on the home screen — no address bar, no browser tabs — but it's still the real ElorPos, not a copy: every sale, every stock change, every price is live from the server, exactly as if you'd opened it in the browser. Nothing works offline, on purpose — stock levels and prices are never safe to show stale — so it still needs a working connection, same as before.

Signing In & Account Recovery

Signing in

ElorPos doesn't use passwords for everyday staff — it uses your **email and a short PIN** (4–6 digits), since a pharmacy till is usually a shared terminal. Enter both on the sign-in screen. Where you land after signing in depends on your role: till-focused roles (Cashier) open straight to **New Sale**; other roles open the **Dashboard**.

If you forget your PIN

1. On the sign-in screen, select **Forgot PIN?**.

2. Enter your email and submit. You'll always see the same confirmation message, whether or not that email has an account — this is deliberate, so a stranger can't use the form to find out who has an account.
3. If the email matches an active account, a reset link arrives by email. It expires after 60 minutes and can only be used once.
4. Follow the link and choose a new PIN.

Resetting your PIN this way also clears any lockout on your account (see below), but does not require anyone else's help.

If your account is locked

After 5 wrong PIN attempts in a row, your account locks itself for a period that doubles each time it happens (starting at 15 minutes). You'll see a message telling you how long to wait. A manager holding the **Unlock staff** permission can also unlock you immediately from **Settings → Staff**, or you can use **Forgot PIN?** above to reset your PIN and clear the lockout yourself.

Completing your profile

If you signed up through self-service trial signup, your phone number was never collected. The app will show a dismissible banner inviting you to **Complete your profile**, or you can click your own name in the header at any time to open the same form. This only edits your first name, last name and phone — your email, branch and role are changed by a manager with staff-management access instead, from **Settings → Staff**.

Choosing a branch (owners and tenant-level staff)

Most staff are fixed to one branch and never see this. If your account isn't tied to a specific branch (typically an Owner), you'll be asked to pick which branch you're working from when you sign in. You can switch at any time using **Switch** next to the branch name in the header. If your chosen branch is later deactivated, you'll be prompted to pick another.

Dashboard

The Dashboard is the first thing most roles see after signing in — a snapshot of how your branch (or, for owners, your whole pharmacy) is doing right now. Switch between the **7-day** and **30-day** view at the top; it scopes everything below it.

- **Sales today / yesterday / this month** — a hero figure plus a comparison to yesterday.
- **Trend chart** — a day-by-day column chart of revenue over the selected window. Hover or tap a column to see its exact figure.
- **Payment mix** — how customers paid (cash, card, transfer, mobile money, etc.) over the window.
- **Top products** — your best sellers by revenue over the window.
- **Stock & expiry alerts** — out-of-stock and low-stock products, plus lots that have expired or expire within 90 days. An expired lot can no longer be sold — see **Stock Management**.
- **Pending transfers** — stock transfers to or from your branch still waiting to be confirmed.
- **Upcoming birthdays** — customers with a birthday in the window, so staff can grant a loyalty bonus.
- **Recent sales** — a quick list of the latest transactions.
- **Rooms today** (hotel businesses only) — rooms occupied vs. total, today's occupancy rate, arrivals and departures, and today's room revenue.

Locked cards

Three cards — profit, what customers owe you, and what you owe suppliers — only show for staff holding the matching report permission. If you don't have it, the card shows a lock icon naming exactly which permission unlocks it (your owner can grant it in **Settings** → **Roles**). Every other card is visible to any signed-in staff member, since it only shows what that person could already see through an ordinary sale or stock lookup.

All Branches view (owners)

If you hold the **All branches** permission, a toggle lets you switch the Dashboard (and several reports) from your current branch to a combined view across every branch, with a branch-by-branch breakdown underneath.

Point of Sale (New Sale)

This is the screen cashiers live in. It's reached at **Sales** → **New Sale**, and till-focused roles land here automatically after signing in.

Adding items to the cart

- **Scan a barcode** in the dedicated amber-accented scan field — a USB/Bluetooth scanner just types into it, or press **Camera** to scan with a phone/tablet camera.
- **Search by name** in the general search box below it and press Add.
- **Buy Again** — if a customer is attached (below), their most-bought products appear as quick-add chips.

Stock is drawn oldest-expiry-first (FEFO) automatically — you never pick a batch yourself. If a product has no sellable stock at your branch (including when all remaining stock has expired), the item can't be added and the app says so.

Pricing, discounts and tax

- A manual discount can be applied per line.
- **Volume pricing** — if a product has a quantity discount configured, it's applied automatically once the line reaches the threshold; it's shown as "incl. X% volume" under the discount.
- VAT, where the product carries a rate, is calculated automatically and shown on the receipt — the cart total you see while shopping is an estimate; the exact subtotal/discount/VAT/total only appear once checkout completes.

Customers, loyalty and credit

- Click **Attach a customer** to search by phone or quick-add a new one. This is entirely optional and never slows down a simple cash sale.
- Once attached, you'll see their loyalty points balance and, if your pharmacy has a redemption rate configured, a **Redeem points** field showing exactly how much it's worth off this sale.
- If a customer can't pay the full amount, enter how much they're paying now in **Amount paid** — the rest is recorded as owed to the pharmacy (an anonymous walk-in can never owe money; a customer must be attached first).



Dispensing register fields (Pharmacy only)

For a controlled substance or a prescription-only product, the cart shows an inline card asking for the patient's details and the prescriber/prescription reference before checkout can complete — this is a real legal record (see **Dispensing Register**), not optional paperwork.

Finishing the sale

Press **Checkout** to complete it. The confirmation screen shows the server-calculated breakdown (net sales, VAT, total, points earned/redeemed, amount paid/owed) — this is the authoritative figure, always.

Products & Inventory

Found under **Product → Product List**. A product is shared across every branch of your pharmacy — only its stock (batches) is specific to a branch.

Adding or editing a product

Requires the **Add/edit product** permission. Key fields:

Field	Notes
Name / Generic name / Unit	Name and Unit required for every business; Generic name is required for pharmacies only — optional for supermarkets and hotels
Registration number	Your country's drug registration number (NAFDAC in Nigeria, FDA in Ghana, PPB in Kenya) — optional, format-checked
Controlled / Requires prescription	Drives the dispensing register requirements at checkout
VAT rate (%)	Defaults to 0 (most medicines are zero-rated); set only for taxable items like cosmetics
Reorder level	Used for the "low stock" alert
Barcode / SKU	Each must be unique among your active products

There is deliberately no price or quantity field here. Cost price, selling price, quantity, and expiry date are all set when you receive stock, not when you create the product — see "Products hold no price or quantity — batches do" near the start of this manual if that's surprising. After saving a new product, go to **Product List → Receive stock** (or record a Purchase Invoice) to actually put it on the shelf; until then it will correctly show 0 in stock.

Finding a product

Product → Search Product is a quick, read-only lookup showing a product's lots and expiry dates. Scanning a barcode anywhere (POS, the product form, a purchase invoice) looks it up the same way.

Discontinuing and reactivating

Delete on a product doesn't erase it — it's a soft discontinue (hidden from new sales, but every past batch/sale involving it still displays correctly). **Reactivate** brings it back. If another active product has since taken over its barcode, reactivating is refused until that's resolved.

Bulk import

Import lets you upload a CSV of many products at once (products only — stock still arrives separately through Purchases). It always checks the file first (**Check file**) and shows exactly what will be added, what's a duplicate (skipped, never overwritten), and what needs fixing, before you confirm **Import**.

Volume (tiered) pricing

On an existing product's edit screen, add a pricing tier: "buy N or more, get X% off per unit." The highest tier a sale's quantity reaches applies to the whole quantity, and it combines with any manual discount.

Stock Management

How stock arrives

There are two ways:

- **Purchase Invoice** (recommended, under **Purchases → Purchase Invoice**) — recording a supplier's invoice creates the stock batch(es) at the same time, so there's never stock without paperwork or paperwork without stock. See **Purchases & Suppliers**.
- **Quick Receive** (**Product List**'s receive icon, or **Purchases → Quick Receive**) — for genuine edge cases without a formal invoice (a small cash top-up, a sample, a correction). It requires its own permission and is clearly flagged "uninvoiced" everywhere it appears, including in the Purchases report, since it creates no record of what's owed to anyone.

Each delivery is a **batch** (a lot): it carries its own lot/batch number, expiry date, cost price and selling price. A product can have many batches on the shelf at once, at different prices.

Expiry date is required when receiving stock for a pharmacy (recall/expiry tracking); for supermarkets and hotels it's optional — leave it blank for stock that doesn't naturally expire, like general merchandise or minibar items.

Selling order (FEFO) and expiry

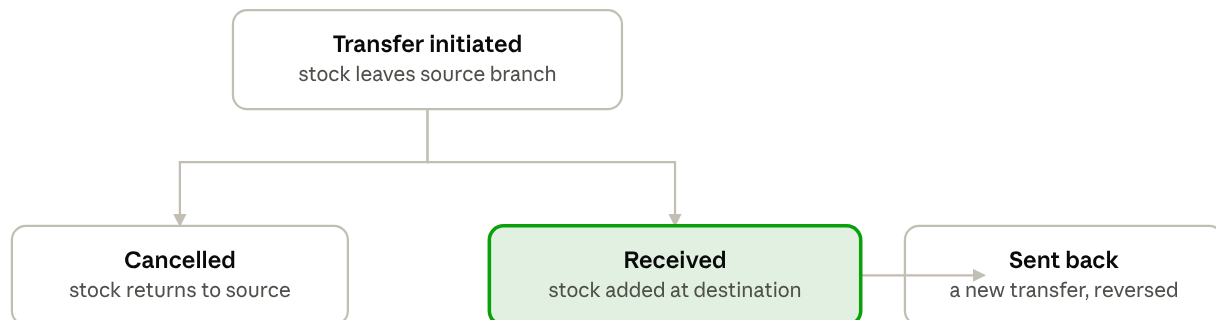
Sales always draw from the batch expiring soonest first. A batch that has already expired is never sold — even if there's nothing else in stock, the sale is refused and the message tells you how many expired units exist so they can be written off with a stock adjustment (type **Expiry**). The Products page shows a red "N expired" chip whenever a product has stock that can no longer be sold.

Stock adjustments

Use **Product → Stock Adjustments** to record damage, expiry, theft, a correction, or a return — each needs a reason. Any adjustment needs the **Adjust stock** permission; one that *adds* stock (a positive correction or return) additionally needs **Receive stock**, since adding stock is a form of receiving it.

Stock transfers between branches

A transfer is pending, then received, cancelled, or later sent back



stock transfer states

From a product's page, **Move to another branch** starts a transfer: it immediately reduces stock at your branch. The receiving branch then confirms **Confirm receipt** on **Product → Stock Transfers**, which is what actually creates the stock there — a transfer is a two-step

handshake, not instant, so the receiving branch always confirms what actually arrived. A received transfer can be **Sent back** if it arrived in error.

Purchases & Suppliers

Found under **Purchases**. This whole area needs a subscription plan that includes it (Standard, Premium or Enterprise) — Basic doesn't.

Suppliers

Manage your supplier list under the **Suppliers** tab — add, edit, deactivate/reactivate. You can also quick-add a supplier inline while recording an invoice or a quick receive.

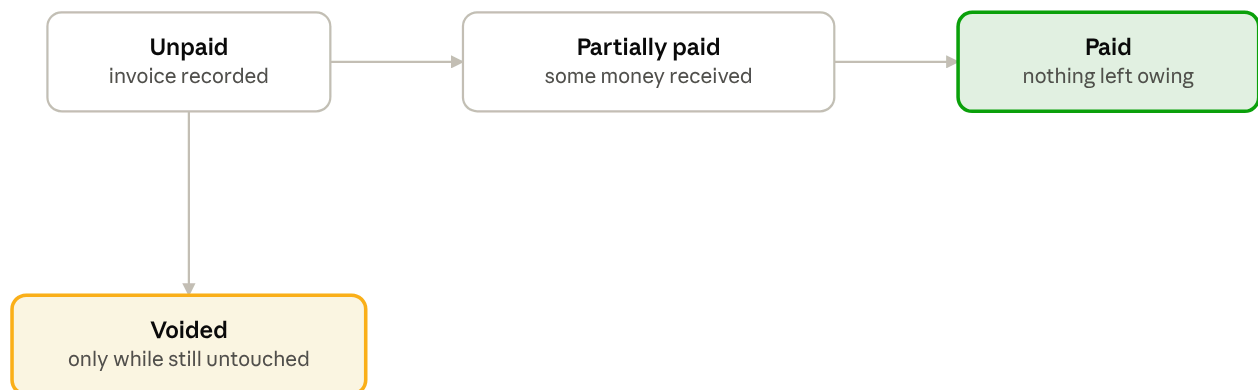
Recording a purchase invoice

Under **Purchase Invoices**, enter the supplier, the supplier's own invoice number, invoice date, and each line (product, quantity, cost, an optional per-line discount %). Submitting creates the invoice **and** the stock batches in one step. The total, including any VAT you enter from the supplier's invoice, is calculated by the server — you'll see a live preview as you type, but the saved figure is what counts.

A re-delivered lot (same product, same batch number) merges into the existing batch automatically if the cost and expiry match; otherwise it's rejected so prices can't get confused.

An invoice can only be **voided** while nothing has been paid, returned, or sold against it — past that point, correct it with a return instead.

An invoice moves from unpaid to paid — or is voided early



purchase invoice status lifecycle

A full payment made in one go jumps straight from Unpaid to Paid, skipping Partially paid. A return that credits the whole invoice moves it to Refunded instead — not shown above, since it only happens on an already-paid or already-returned invoice.

Paying a supplier

From an invoice's detail page, **Record payment** logs a payment against it (full or partial) and updates the balance owed. **Supplier Payments** lists every payment made.

Returning goods (refunds)

From an invoice, **Return** records a quantity sent back, crediting its cost (and its share of VAT) against what's owed. If the return is worth more than what's still owed, the excess becomes a **supplier credit** — spendable on a later invoice from **Apply credit**, or withdrawn as a recorded cash refund from the supplier under **Supplier Credits**.

Reports

Payables shows what you currently owe each supplier (and what's overdue). **Purchase Report** (date-ranged) totals invoiced vs. uninvoiced (quick-receive) stock, VAT paid, and refund credits, with an exportable CSV.

Customers & Loyalty

Found under **Clients** → **Customer List**. Any signed-in staff member can add or look up a customer — it's deliberately open, since it needs to work fast at checkout.

Adding and finding customers

Add a customer with at least a name and phone number (phone numbers don't have to be unique — a shared household line is common). Search by name or phone from the list, or quick-add one right from the POS customer picker during a sale.

Purchase history and Buy Again

Opening a customer shows their full purchase history at your branch and a **Buy Again** list of their most-bought products, ranked by frequency — the same list that powers the POS's quick-add chips.

Loyalty points

If your pharmacy has configured a points rate (**Settings → Loyalty**, owner-level), customers earn points automatically on every sale (on the amount actually paid, after any redemption — so you can't redeem and immediately earn the same points back). At checkout, a **Redeem points** field shows exactly how much the customer's balance is worth off the current sale.

Birthday rewards

Clients → Birthdays lists customers with a birthday coming up this week or month. Staff can press **Grant bonus** to award a fixed number of points (configured by your owner) — this is a one-click, staff-triggered action, never automatic.

Owing (credit sales)

If a customer doesn't pay in full, the balance is tracked against them under **Sales → Owing**. A payment can be recorded against it later from the sale's detail view.

Message consent

Before sending a promotional message to a customer (never a payment or birthday reminder), you'll need to record that they agreed — a one-time tick on their profile. See **Message Templates** below.

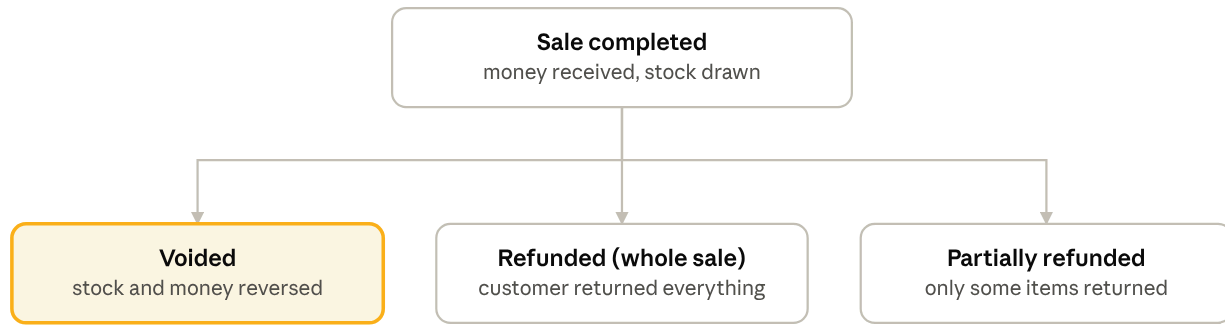
Sales History, Voids & Returns

Found under **Sales → Sales Record**. By default, you only see the sales you personally rang up — colleagues' sales are hidden unless you hold the **See all sales** permission.

Looking up a sale

Filter by date range; click a row to open the full detail, including line items, payment history, and (if it happened) a reversal banner showing who voided or refunded it, when, and why.

A completed sale can be voided, refunded, or partly refunded



what can happen to a completed sale

Once a sale has any items partially refunded, it can no longer be voided or refunded in full — only more items, one at a time. Void always puts stock back; a refund only restocks items when you tick "return to stock" (some products, like dispensed controlled substances, can never go back on the shelf).

Voiding a sale

Void sale (its own permission, **Void sale**) is for a sale that should never have happened — stock always returns to its batches automatically. Requires a reason.

Refunding a sale

Refund (its own permission, **Refund sale**) is for a customer returning goods for money back. You choose whether returned items go back to stock (off by default, since dispensed medicine often can't be legally resold) — except a dispensed controlled substance, which can never be put back into stock.

Refund some items lets you return only specific lines rather than the whole sale, with the reports (revenue, VAT, cost, profit) reduced line by line, not by the whole transaction.

Other history tabs

- **Adjustments** — every stock adjustment made at your branch.
- **Dispensing Register** — the legal record of every controlled/prescription dispensing, with a **Print** button (hides filters, suitable as a paper-book-style printout) and **Export CSV**.
- **Supply Records** — every batch received, showing whether it came from an invoice, a quick receive, or a transfer.

Finance

Found under **Finance** (needs a plan that includes it, and the matching permission — this area is kept away from till staff by default since it's financial, not operational, data).

Expenses

Finance → Expenses: record rent, utilities, wages, supplies, maintenance or other overhead against a category, amount, date and optional description. Entries are append-only — a mistake is corrected by recording a new entry, not editing the old one, so a report run over a past period never silently changes.

Income

Finance → Income: a second ledger for money coming in outside of ordinary sales. Your pharmacy defines its own income categories first (**Settings → Income Categories**) — there are no defaults — then records entries against them the same append-only way as Expenses.

Both Expenses and Income feed into the **Profitability** report's net profit figure — see **Reports** below.

Reports

Found under **Reports**. Every report needs an explicit date range (except Payables and Owing, which are point-in-time — a debt from three months ago is still owed today) and its own permission, since these are financial/strategic figures, not day-to-day operational ones.

Report	Shows
Sales Report	Revenue, discounts, losses, expenses, income and net profit for the period
Product Report	Profit per product, and stock lost to expiry, priced at cost
Tax Report	VAT collected on sales vs. VAT paid on purchases, and the net position

Report	Shows
Payables	What you currently owe each supplier, including overdue invoices and any supplier credit
Owing	What customers currently owe you, by customer
Hotel Report	Room revenue, other revenue, occupancy rate, average daily rate (ADR) and RevPAR for the period — hotel businesses only

Owners holding **All branches** can switch any of these to a combined, branch-by-branch view instead of just their own branch. Net profit is calculated as: revenue – cost of goods – discounts – loyalty redemptions – stock losses – expenses + other income — always server-calculated, never estimated.



Front Desk (Hotel only)

Only shown if your business type is **Hotel** (see Getting Started). Found under **Front Desk**: Reservations, Housekeeping, and Rooms.

Room types & rooms

Front Desk → Rooms: define your room types first (e.g. "Standard", "Deluxe", "Suite") with a base nightly rate, then add the actual rooms under each type (room number, floor, etc.). A room type can also have seasonal rates — a date range (e.g. a holiday week) with its own nightly rate that overrides the base for stays inside it; a stay spanning the boundary is priced night-by-night across both rates correctly. Requires the **Manage rooms** permission to add or edit; anyone can view.

Booking a reservation

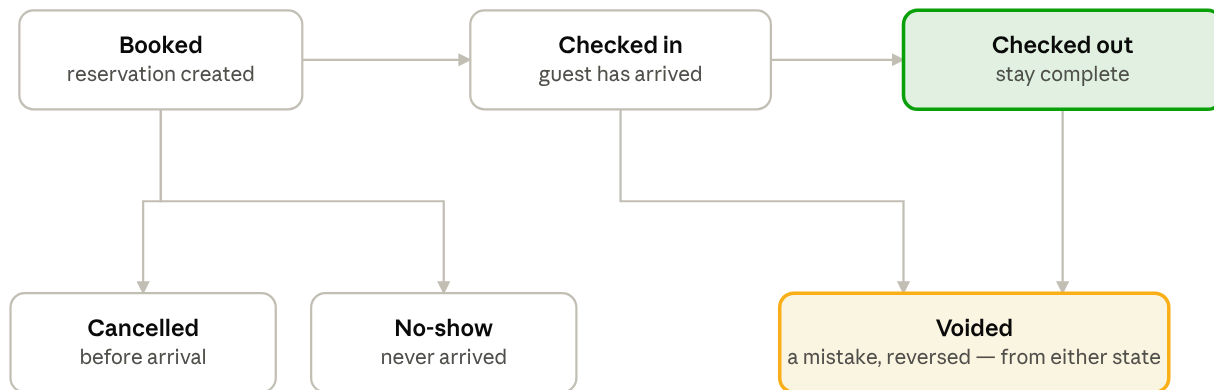
Front Desk → Reservations → New booking: pick a guest (the same search/quick-add picker as Clients), check-in/check-out dates, and either a specific room or any room of a type — useful when you don't need to promise a particular room yet; one is assigned automatically at check-in, or you can assign it yourself earlier. Two reservations can never overlap on the same room — this is enforced by the database itself, not only the screen.

Group bookings (New group booking): book several rooms under one guest in a single request. If any room in the group can't be booked, none of them are — the group succeeds or fails together, nothing is left half-booked.

Deposits: record a deposit against a reservation any time after booking, before check-in. It's held until check-in, where it's applied automatically as the guest's first folio payment. If the booking is cancelled instead, you choose whether the deposit is refunded or forfeited.

Check-in & check-out

A reservation moves through a few clear states



reservation states and transitions

Check-in requires the room's housekeeping status to be Clean or Inspected — a dirty room can't be checked into. Checking in opens the guest's folio and posts the whole stay's room charge at once (priced night-by-night if seasonal rates apply). Checking out never requires the folio to be fully paid — it stays open for payment afterward; checking out automatically marks the room Dirty for housekeeping.

No-show: if a guest never arrives for a booked reservation, mark it No-show rather than cancelling it — it's tracked separately so you can see how often booked guests don't show up. Any held deposit is resolved the same way as a cancellation (refunded or forfeited).

Voiding a reservation: once checked in or checked out, a reservation can be voided if it was a genuine mistake — this closes the folio and, if the guest was still in-house, marks the room dirty, with a reason recorded. Requires the **Void reservation** permission. A still-booked reservation that hasn't arrived yet should be cancelled, not voided.

Housekeeping

Front Desk → Housekeeping: a board of every room and its current status — Clean, Dirty, Inspected, or Out of service — one click to change it. A room can also be assigned to a specific staff member (a dropdown on its card) so it's clear who's responsible for it;

unassign the same way.

Guest folio

Opened automatically at check-in, reached from the reservation. Every charge and payment for the stay lives here:

- **Room charge** — posted automatically at check-in.
- **Order from menu** — if your property has a restaurant or minibar menu (**Front Desk → Menu**, add items with a price and category), add an order of one or more items directly to the folio; each item is its own line, priced at whatever the menu said the moment you ordered (a later menu price change never rewrites an order already placed).
- **Other charges** — a free-text charge (laundry, damage, etc.) with its own description and amount.
- **Payments** — record what the guest actually paid, any time; the folio can never be overpaid.

Hotel report

Reports → Hotel Report (needs the same report permission as Profitability): room revenue, other revenue (restaurant/minibar/misc), occupancy rate, average daily rate (ADR) and RevPAR for a chosen date range. The Dashboard also shows a Rooms today card (rooms occupied, arrivals, departures, today's room revenue) for hotel businesses holding that permission.

Restaurant

Only shown if your business type is **Restaurant** (see Getting Started). Found under **Restaurant**: Tables, Reservations, Orders, Kitchen, and Menu.

Tables

Restaurant → Tables: a live status board for your floor — available, occupied, reserved, cleaning, or out of service. Any signed-in staff member can change a table's status with one tap; adding, editing or deactivating a table requires the **Manage tables** permission.

Reservations

Restaurant → Reservations → New booking: pick a guest (name and phone), the date/time, party size and a table. **Seat** them when they arrive — this opens that table's order automatically, the same way checking in a hotel guest opens their folio. **Cancel** if they call ahead, or mark **No-show** if they simply don't come. A table can never carry two open tabs at once — enforced by the database itself, not only the screen.

Orders & the kitchen display

Restaurant → Orders → New order: open a tab for Dine-in (pick a table), Takeaway, or Delivery. Add items from your menu as they're ordered — each becomes a ticket on **Restaurant → Kitchen** the moment it's added, oldest first. One tap there moves an item New → Preparing → Ready → Served; cancelling an item there means the kitchen couldn't make it, and it's never charged to the guest.

Settle & close records payment and frees the table — it needs the tab's balance fully covered first, so nothing turns over with money still owed. **Void** (the same **Void sale** permission as regular sales) cancels the whole order and frees the table immediately, with a required reason kept as a permanent record — use it only for a tab that should never have existed; once anything has been paid, settle it normally instead.

Menu

Restaurant → Menu: a simple priced list of what you sell — no stock counts, batches or expiry, since this is for ready-to-serve plates and drinks rather than inventory (a product you also track as retail stock still goes through **Product → List** as usual). Adding or editing an item needs the **Manage rooms** permission — the same one that manages hotel room types, since both are "what the business sells" configuration; reads are open to everyone.

Staff, Roles & Branches

Found under **Settings**. Managing who can act as whom is always permission-gated — unlike most of ElorPos, there's no "open by default" here, since it's a privilege-escalation risk if left open.

Staff

Settings → Staff: add a staff member (name, email, PIN, role, and a branch or "tenant-level" for someone who should work across branches), edit, deactivate/reactivate, **Reset PIN**, and **Unlock** a locked account. A "Locked" badge appears next to anyone currently locked out.

Roles

Settings → Roles: create a role, name it, tick the permissions it should hold from the checklist, and set **After signing in, open** — Dashboard or New Sale. New roles default to Dashboard, whatever permissions they hold — choose New Sale yourself for a till-focused role; doing so also gives it a pinned amber **New Sale** button above the sidebar for one-click access from anywhere.

Permissions are grouped by what they let someone do. Looking things up — products, stock levels, customers, sales — needs none, and so does ringing up an ordinary sale. Gated actions span more than staff/role management: writing off or correcting stock, voiding or refunding a sale, seeing colleagues' sales, supplier invoices/payments/returns, expenses and income, every financial report, the loyalty program's rates, message templates, the audit log, and — for Hotels and Restaurants — managing rooms/tables and voiding a reservation. The checklist in **Settings → Roles** always lists every permission currently available to your pharmacy, grouped the same way — that's the complete, authoritative list, not this paragraph.

Branches

Settings → Branches: add a branch (name and a short code used in sale numbers), edit, deactivate/reactivate. Deactivating is the only way to retire a branch — its sales/batches/history are never deleted, only taken out of service for new activity. Staff assigned to a deactivated branch stay assigned; move them with **Edit staff** if needed.

Message Templates

Found under **Templates** (needs a plan that includes it). **ElorPos never sends anything itself** — a template is filled in with a specific customer's details and turned into ready-made text/WhatsApp/email links that a staff member opens and sends from their own phone or mail app. Nothing goes out unless a person presses send.

Getting started

Press **Add the starter templates** to get four ready-made ones: a birthday greeting, a payment reminder, a refill reminder, and a special offer. Editing a template uses click-to-insert placeholders (customer name, pharmacy name, points balance, amount owed, etc.) with a live preview rendered by the server, so what you see is exactly what the customer would get.

Sending a message

From a customer's profile (or the Birthdays/Owing lists, which pre-select the right template), choose a template, review the filled-in preview, then pick **Text message**, **WhatsApp**, **Email**, or **Copy**. Unavailable channels (no phone number recognised, no email on file) are greyed out with the reason.

Promotional consent

A **promotional** template (an offer, not a reminder or greeting) can't be prepared for a customer until they've agreed to receive marketing messages — recorded once on their profile under **Record their agreement**. Payment reminders, refill reminders and greetings are unaffected.

Settings & Subscription

Plans & pricing

Four plans, each with a self-serve 7-day free trial except Enterprise (arranged directly with ElorPos — use **Get a quote** on the pricing page):

Plan	Price	Branches	Staff	Purchases	Finance	Loyalty	Templates	Stock Transfers	AI Assistant
Basic	₦7,000/mo · ₦70,000/yr	1	3	—	—	—	—	—	+₦5,000/mo add-on
Standard	₦10,000/mo · ₦100,000/yr	2	5	✓	✓	—	—	—	+₦3,000/mo add-on
Premium	₦15,000/mo · ₦150,000/yr	3	7	✓	✓	✓	✓	✓	Included free
Enterprise	Contact us	Unlimited	Unlimited	✓	✓	✓	✓	✓	Included free

Every plan includes selling, stock, products, sales history, customers, staff/roles, branches, and the core reports (Payables, Owing, Sales Report, Product Report, Tax Report) — none of that depends on your plan. A higher plan only unlocks the five optional areas in the table above: **Purchases** (supplier invoices, payments, returns), **Finance** (Expenses/Income), **Loyalty** (points and birthday rewards), **Templates** (Message Templates), and **Stock Transfers** (moving stock between your own branches). **AI Assistant** is a separate paid add-on on Basic and Standard; Premium and Enterprise include it at no extra cost.

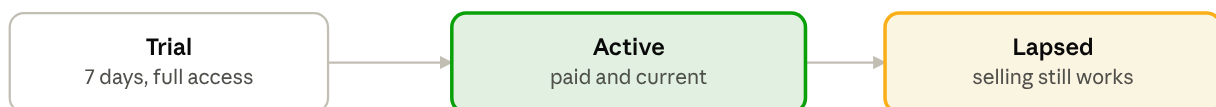
Settings → Subscription always shows your pharmacy's own current plan, price, usage against its branch/staff limits, and exactly which of these it includes — treat that page as the source of truth if pricing or packaging ever changes after this manual was written.

Loyalty program

Settings → Loyalty (owner-level) sets how many points customers earn per unit spent, what each point is worth when redeemed, and the fixed birthday bonus amount. Leaving any of these at 0 effectively turns that part of the program off — nothing is required to use ElorPos.

Your subscription

Trial, then active, then lapsed if nobody pays — reversible any time



subscription states

A trial that ends with nobody paying also moves straight to Lapsed — skipping Active. Paying at any point, whether you're Active or already Lapsed, moves you to (or keeps you) Active and extends the period you're covered for. While Lapsed, selling, dispensing, and every record already made keep working exactly as normal — only adding branches or staff, or using paid add-on features, pauses until you renew.

Settings → Subscription is read-only — it shows your current plan, price, status (Trial / Active / Lapsed), end date, usage against your plan's branch/staff limits, and which optional features (Purchases, Finance, Loyalty, Templates, Stock Transfers) are included. To change plans, use the **Pay & activate** button on the plan you want, which takes you to a secure Paystack checkout page; your plan updates automatically once payment completes.

If your subscription lapses

Nothing about selling changes — the till, dispensing, customers and every read-only view keep working exactly as before. What pauses is **growth** (adding more branches or staff than your plan allows) and **optional features** (Purchases, Finance, Loyalty, Templates, Stock Transfers) until you renew. The Dashboard shows a notice whenever your subscription has lapsed, is still on trial, or is ending within 14 days.

Platform Admin Panel (ElorPos staff only)

Separate from everything above, ElorPos runs its own internal control panel to manage every pharmacy on the platform. **This is not part of the pharmacy app and pharmacy staff cannot sign into it** — it's a different application with its own separate login, used only by the ElorPos team itself. It's described here so pharmacy owners understand what it is if it comes up, not as a how-to for using it.

What it's used for

- **Tenant directory** — every pharmacy on the platform, its plan, subscription status, and usage against its plan's branch/staff limits.
- **Onboarding a pharmacy** — creating a new pharmacy account directly on a pharmacy's behalf (the same underlying process as self-service signup).
- **Editing a pharmacy's subscription** — its plan, subscription status, end date, name/slug, or country profile, each shown as a preview before anything is actually changed.
- **Deactivating/reactivating a pharmacy** — a soft action; a pharmacy's data is never deleted, only its ability to sign in is paused.
- **Managing plans** — what each plan costs, which features it includes, and its branch/staff limits.

- **Finance** — the list of billing payments, reconciling a payment that didn't confirm automatically, recording a payment made outside the normal checkout (bank transfer, cash, a negotiated deal), and platform-wide revenue/MRR reporting across every pharmacy.
- **Managing other admin accounts** — creating, deactivating and reactivating the ElorPos team members who can use this panel.

Signing in

Requires an email, a real password, and a 6-digit code from an authenticator app (TOTP) — two-factor authentication is mandatory for every admin account from the moment it's created, since one compromised login could affect every pharmacy on the platform. Five wrong attempts locks the account for 30 minutes, doubling on each repeat.

How it's kept separate from your pharmacy's data

- An admin's login is completely separate from pharmacy staff's email+PIN login — different system, different credentials, no shared session.
- An admin can see and change only subscription, plan and billing information — **never** a pharmacy's actual sales, products, customers, staff PINs or any other operational data. This is enforced at the database level, not only by what the panel's screens happen to show.
- There's no self-service way to become an admin — only an existing admin can create the next one.

If you're a pharmacy owner wanting to see or change your own plan, that's the self-service **Settings → Subscription** page covered above — you never need this panel yourself.

Getting Help & FAQ

I forgot my PIN. Use **Forgot PIN?** on the sign-in screen (see **Signing In & Account Recovery**) — you don't need a manager for this.

My account says it's locked. Wait out the time shown, use **Forgot PIN?** to reset it yourself, or ask a manager with the **Unlock staff** permission to unlock you from **Settings → Staff**.

I get a "Missing required permission" message. The app is telling you exactly what's missing, by name. Ask your owner or manager to grant it under **Settings → Roles** — nothing is hidden or unclear about why an action was refused.

My barcode scanner (camera) isn't working. Camera scanning needs a secure connection (HTTPS) and camera permission in your browser. If it can't start, the app shows the reason and a plain text box to type the code in instead — a USB/Bluetooth scanner works regardless, since it just types into whichever field is focused.

A product won't sell / says out of stock, but I can see stock on the shelf. All of that product's remaining stock may have expired — expired lots can never be sold. Check the Products page for a red "N expired" chip, and write the loss off with a stock adjustment (type **Expiry**).

My subscription shows as lapsed — can I still sell? Yes. Selling, dispensing, customers and every read-only view are never affected by a lapsed subscription. Only adding more branches/staff beyond your plan, and the optional features (Purchases, Finance, Loyalty, Templates), pause until you renew from **Settings → Subscription**.

I need help beyond this manual. Contact ElorPos support with your pharmacy's name and a description of what you were trying to do — include any exact error message shown, since it usually says precisely what went wrong.