



POS User Manual

A complete, step-by-step guide for Cashiers, Managers, and Owners

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1. Welcome to SaleDesk

SaleDesk is the smart, offline-first point-of-sale system built for Sri Lankan shops. It runs billing, inventory, staff, and reporting for your business — and keeps working even when the internet goes down. This manual covers everything from downloading and installing the app to daily billing and owner-level management, with real screenshots so you can find answers without extra training.

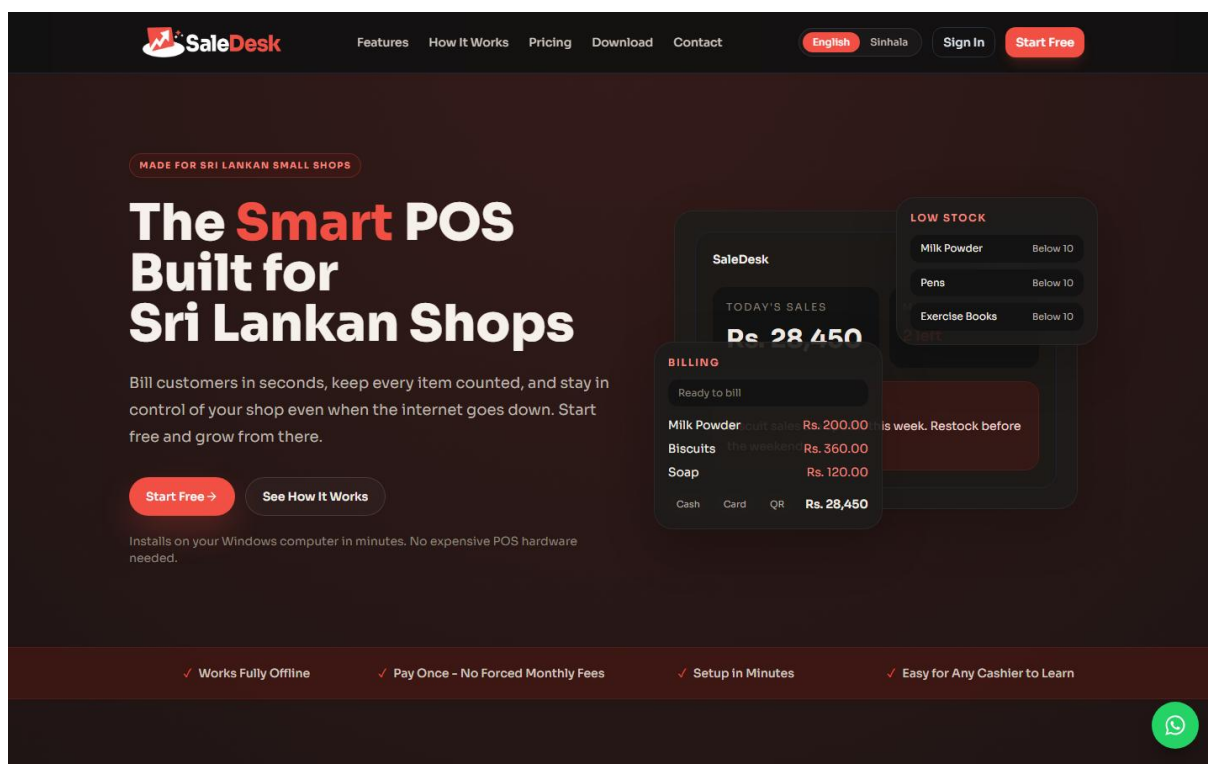


Figure 1.1 — SaleDesk: the smart POS built for Sri Lankan shops (saledesk.app).

The manual is organized by task, and each section is labelled with the role(s) it applies to:

CASHIER	Day-to-day billing: searching products, building the cart, taking payment, holding bills.
MANAGER	Everything a Cashier can do, plus reports, reminders, staff, and supplier imports.
OWNER	Full access, including installation, cloud account, shop settings, and licensing.

New installation? The default login is username owner and password owner123. Change this password and add your real staff accounts from the Staff screen as soon as you can (see Section 16).

2. Plans and Pricing

OWNER

SaleDesk uses simple, honest pricing: start selling for free, and pay once when your shop grows. Paid licenses are one-time payments that include 1 year of updates and cloud services — renew yearly to keep them. Your POS keeps working offline either way.

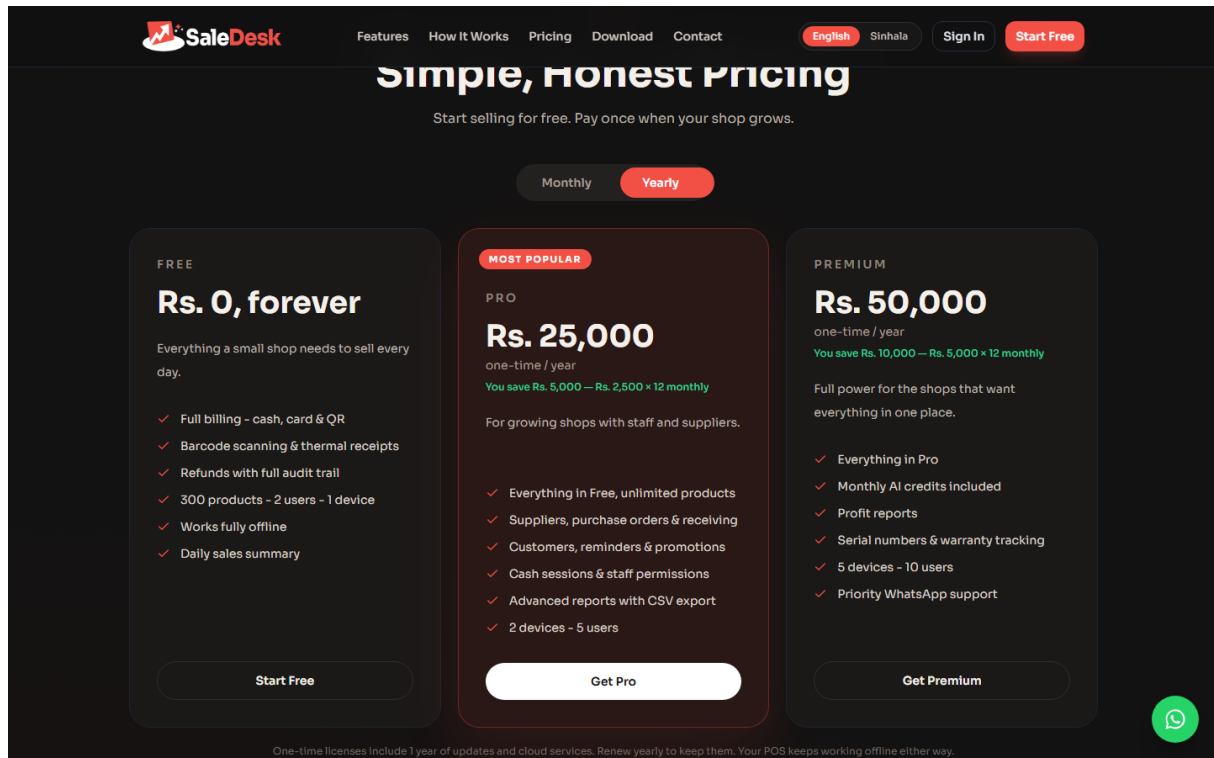


Figure 2.1 — The three SaleDesk plans on the pricing page.

2.1 Free Plan — Rs. 0, forever

Everything a small shop needs to sell every day.

- Full billing — cash, card & QR
- Barcode scanning & thermal receipts
- Refunds with full audit trail
- 300 products · 2 users · 1 device
- Works fully offline
- Daily sales summary

2.2 Pro Plan — Rs. 25,000 one-time / year

For growing shops with staff and suppliers. (Most popular — also available as Rs. 2,500 × 12 monthly.)

- Everything in Free, with unlimited products
- Suppliers, purchase orders & receiving
- Customers, reminders & promotions
- Cash sessions & staff permissions
- Advanced reports with CSV export
- 2 devices · 5 users

2.3 Premium Plan — Rs. 50,000 one-time / year

Full power for the shops that want everything in one place. (Also available as Rs. 5,000 × 12 monthly.)

- Everything in Pro
- Monthly AI credits included
- Profit reports
- Serial numbers & warranty tracking
- 5 devices · 10 users
- Priority WhatsApp support

TIP: Every plan uses the same installer. Your selected plan is applied when you register and sign in — so you can start on Free today and upgrade later without reinstalling.

3. Downloading and Installing SaleDesk

OWNER

3.1 Downloading from the SaleDesk Website

SaleDesk installs on your Windows computer in minutes — no expensive POS hardware needed. Download the installer from the official SaleDesk website's Download page.

1. Open the SaleDesk website and go to the Download page.
2. Pick your plan (Free, Pro, or Premium) and select "Download for Windows". Every plan uses the same installer file (SaleDesk-Setup.exe).
3. When the download finishes, open the file to start installation and follow the on-screen steps.

Download SaleDesk for Windows

One installer for every plan. Install in minutes, start on Free, and upgrade when your shop grows.

[Start Free After Download](#) [Need Setup Help?](#)

The Windows installer is not available right now. Please check back shortly.

Free	MOST POPULAR Pro	Premium
Everything a small shop needs to sell every day.	For growing shops with staff and suppliers.	Full power for the shops that want everything in one place.
Rs. 0, forever	Rs. 25,000 one-time / year	Rs. 50,000 one-time / year
✓ Full billing - cash, card & QR ✓ Barcode scanning & thermal receipts ✓ Refunds with full audit trail ✓ 300 products - 2 users - 1 device ✓ Works fully offline ✓ Daily sales summary	✓ Everything in Free, unlimited products ✓ Suppliers, purchase orders & receiving ✓ Customers, reminders & promotions ✓ Cash sessions & staff permissions ✓ Advanced reports with CSV export ✓ 2 devices - 5 users	✓ Everything in Pro ✓ Monthly AI credits included ✓ Profit reports ✓ Serial numbers & warranty tracking ✓ 5 devices - 10 users ✓ Priority WhatsApp support
Download for Windows	Download for Windows	Download for Windows

Every plan uses the same installer. Your selected plan is applied when you register and sign in.

SaleDesk
The smart, offline-first POS for Sri Lankan small shops. Start free and upgrade when your shop grows.

PRODUCT
Features
How It Works
Pricing

GET STARTED
Download
Sign Up
Sign In

SUPPORT
Contact
WhatsApp
Download Help

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Figure 3.1 — The Download page: version details, security guidance, and one installer for every plan.

3.2 "Is This a Virus?" — Understanding the Security Warning

When you download or run the installer, Chrome or Windows may show a security warning. This is EXPECTED for a new app that is not yet code-signed — it does NOT mean the installer is unsafe or a virus. Windows shows this for any new installer it hasn't seen many times before. You can safely continue using the steps below, and you can even verify the file yourself (Section 3.3).

NOT A VIRUS: The warning is a standard Windows/Chrome caution for new unsigned apps — not a virus detection. SaleDesk publishes the official SHA-256 checksum on the Download page so you can confirm your file is the genuine installer.

If Chrome blocks the download:

1. Open Downloads in Chrome.
2. Find the blocked file.
3. Click "Download suspicious file" or "Keep" to continue.

If Windows SmartScreen appears when you run the installer:

1. Open the installer.
2. Click "More info".
3. Click "Run anyway".

3.3 Verifying Your Download (Optional)

For extra peace of mind, you can confirm your downloaded file exactly matches the official installer. In Command Prompt, run:

```
certutil -hashfile "SaleDesk-Setup.exe" SHA256
```

The SHA-256 result should match the checksum shown on the Download page. If it matches, your file is the genuine SaleDesk installer.

4. Creating Your Cloud Account

OWNER

Your cloud account is your shop's identity on SaleDesk's cloud — it holds your plan, license, and device seats. You create it once on the SaleDesk website, then link your installed POS to it (Section 5).

1. On the SaleDesk website, select "Start Free" (or "Get Pro" / "Get Premium" from the Pricing page).
2. Fill in your shop details: shop name, address, and contact email.
3. Fill in the owner details: your full name, email, and address.
4. Choose your owner username and password. This is the cloud account you will use to link the POS — keep it safe.
5. For the Free plan, select "Continue With Free Plan" to finish. For paid plans, complete the payment step (bank deposit or cash) and wait for confirmation.


[Features](#)
[How It Works](#)
[Pricing](#)
[Download](#)
[Contact](#)

[English](#)
[Sinhala](#)

[Sign In](#)
[Start Free](#)

OWNER ONBOARDING

Start SaleDesk

Create your shop owner account, then continue with trial or complete payment for paid plans.

[Download Installer](#)
[Talk to Support](#)

PLAN & PAYMENT SETUP

PLAN

Free (Free)

PAYMENT METHOD

Bank Deposit

DEVICE CODE (OPTIONAL)

Click "Get Device Code" to generate

Get Device Code

SHOP & CONTACT INFORMATION

SHOP NAME *

Nelu Grocery

SHOP ADDRESS *

No. 12, Main Street, Colombo

SHOP CONTACT EMAIL *

owner@shop.lk

SHOP CONTACT PHONE (OPTIONAL)

+94...

OWNER FULL NAME *

Shop Owner

OWNER EMAIL *

owner.personal@shop.lk

OWNER PHONE (OPTIONAL)

+94...

OWNER ADDRESS *

Owner residence address

☐ USE SHOP ADDRESS AND SHOP CONTACT EMAIL FOR THE OWNER

NOTES (OPTIONAL)

Any billing details...

OWNER ACCOUNT CREDENTIALS

OWNER USERNAME *

shopowner

OWNER PASSWORD *

At least 8 characters

CONFIRM PASSWORD *

Re-enter owner password

Continue With Free Plan



The smart, offline-first POS for Sri Lankan small shops. Start free and upgrade when your shop grows.

PRODUCT

[Features](#)
[How It Works](#)
[Pricing](#)

GET STARTED

[Download](#)
[Sign Up](#)
[Sign In](#)

SUPPORT

[Contact](#)
[WhatsApp](#)
[Download Help](#)

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Figure 4.1 — The Start SaleDesk onboarding form: shop info, owner info, and account credentials.

TIP: Your cloud account (created on the website) and your local POS login (owner / owner123 by default) are two different accounts. The cloud account manages your license and plan; the local login is what staff use on the shop computer every day.

5. Linking Your POS to the Cloud Account

OWNER

After installing SaleDesk and creating your cloud account, connect the two. Linking activates your license on this computer and keeps your plan and features in sync automatically on every login.

When does the link screen appear?

On a fresh installation, SaleDesk shows a "Connect cloud account" screen right after the owner's first sign-in. You can also link (or re-link) at any time from Shop settings → Cloud account tab.

1. Sign in to the POS as the owner.
2. If the "Connect cloud account" screen appears, enter your cloud username (or signup email) and cloud password. Otherwise open Shop from the top bar and select the "Cloud account" tab.
3. Select "Connect Cloud Account" (or "Link Cloud Account"). SaleDesk signs in to the cloud, activates the license for this terminal, and shows the status as "Linked".
4. Done — from now on the POS auto-activates from the cloud link on every login.

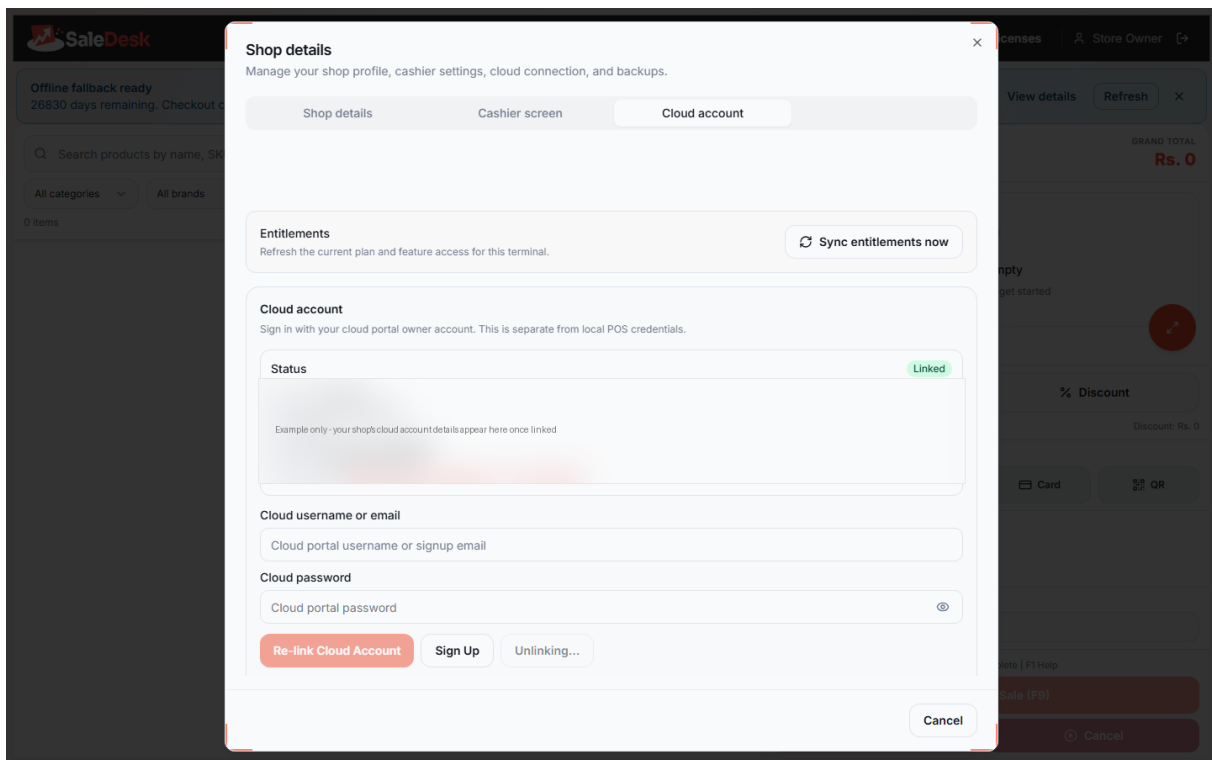


Figure 5.1 — Shop settings → Cloud account: link status, re-link, and entitlement sync.

- **Status card:** Shows whether this POS is linked, to which cloud account, and when the link token expires.
- **Sync entitlements now:** Refreshes your current plan and feature access for this terminal immediately.
- **Sign Up button:** Opens the SaleDesk website signup if you don't have a cloud account yet.
- **Unlink:** Disconnects this POS from the cloud account (owners only).

TIP: Your cloud password is never stored in the POS database — it is only used once to create the secure link.

TIP: No internet at the shop right now? SaleDesk keeps working offline within your offline allowance and re-syncs the license automatically when the connection returns.

6. Getting Started in the POS

ALL ROLES

6.1 Logging In

Open SaleDesk from your desktop. Enter your username and password and select Sign In. Your screen after signing in depends on your role — cashiers and managers go straight to the billing screen; owners and managers also get access to the extra tools covered later in this manual.

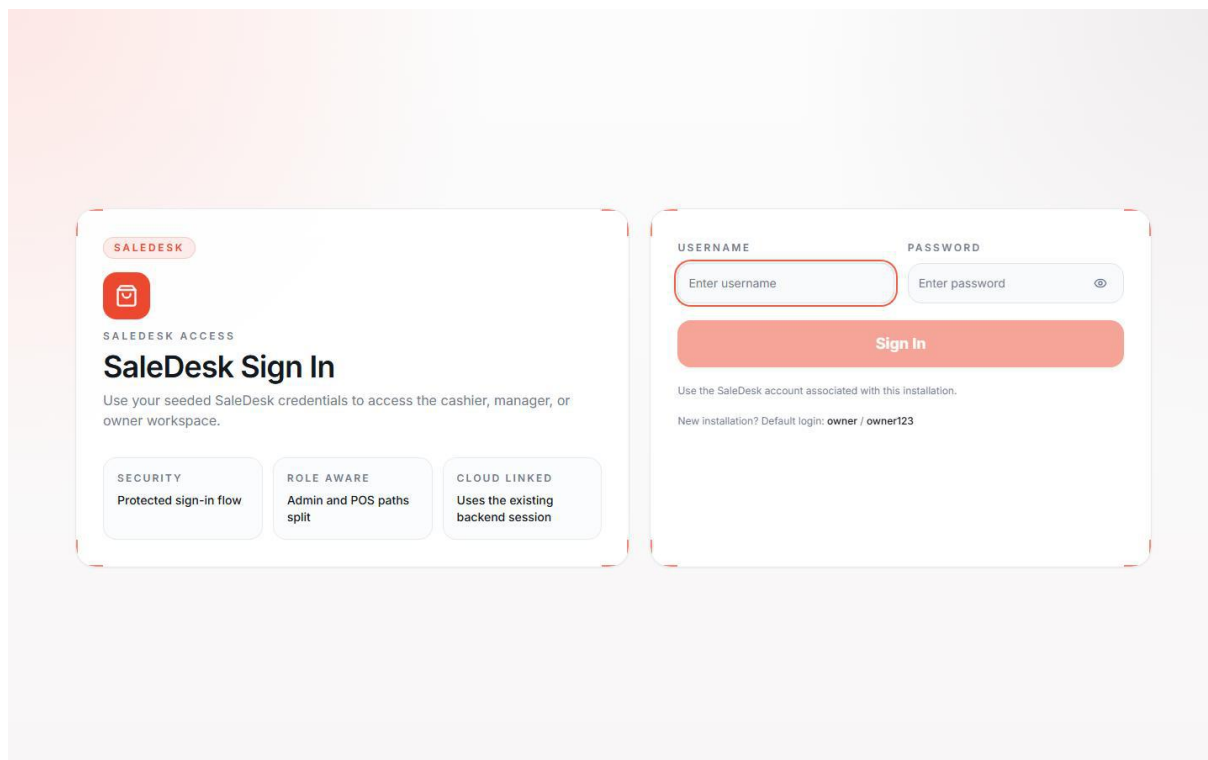


Figure 6.1 — The SaleDesk sign-in screen.

TIP: If you forget your password, ask your Owner or Manager to reset it from the Staff screen (Section 16).

6.2 Starting Your Shift (Opening Cash Count)

The first time someone signs in for the day, SaleDesk asks for an Opening Cash Count. Count the notes and coins in the cash drawer and enter the quantity for each denomination using the + and - buttons. The running total appears at the top of the dialog.

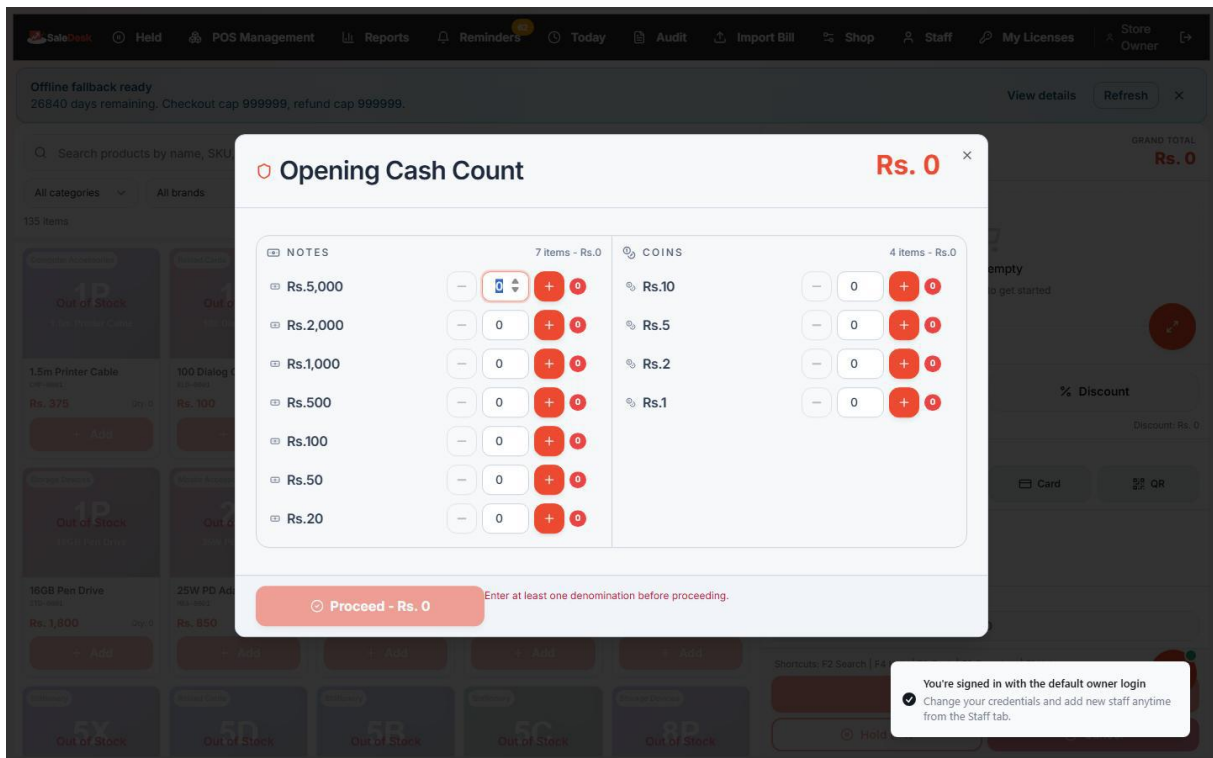


Figure 6.2 — Enter how many of each note and coin are in the drawer.

1. Tap + next to each denomination until the count matches what's physically in the drawer.
2. Select Proceed once the total is correct.
3. Enter the cashier's name and select Confirm & Start Shift.

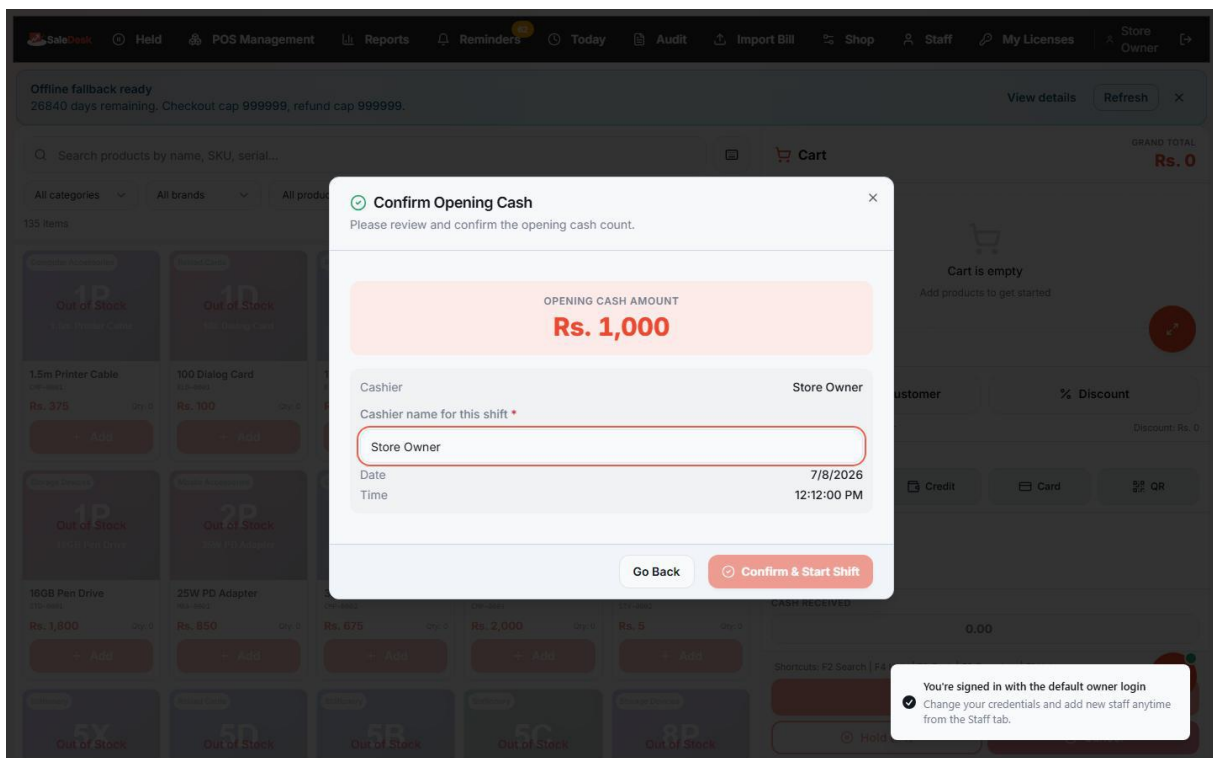


Figure 6.3 — Confirm the opening amount and cashier name to start the shift.

TIP: If the previous shift closed with a shortage, SaleDesk prefills the count and shows the variance so you're aware of it before starting your own shift.

7. Making a Sale

CASHIER

7.1 The Billing Screen at a Glance

This is the main screen cashiers live in all day. Products are on the left, the current cart is on the right, and the top bar shows the shift status, opening amount, and shift timer.

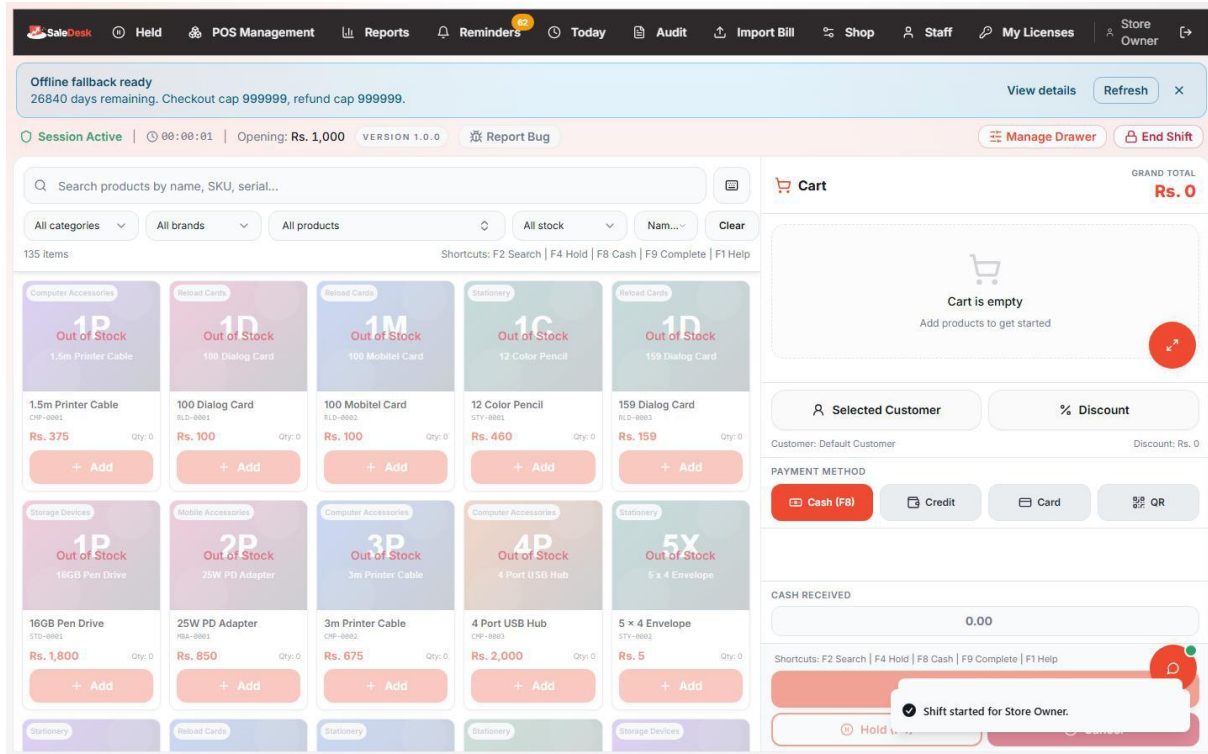


Figure 7.1 — The billing screen: product grid on the left, cart on the right.

- **Search:** Search bar — find a product by name, SKU, or barcode.
- **Filters:** Category, brand, and stock filters — narrow down a long catalog quickly.
- **Cart:** Shows every item added, with quantity, price, and line discounts.
- **Payment method:** Cash, Credit, Card, or QR — select before completing the sale.

7.2 Finding Products

Type into the search bar (or press F2 to jump to it) to filter the product grid instantly by name, SKU, or barcode. Scanning a barcode with a connected scanner works the same way.

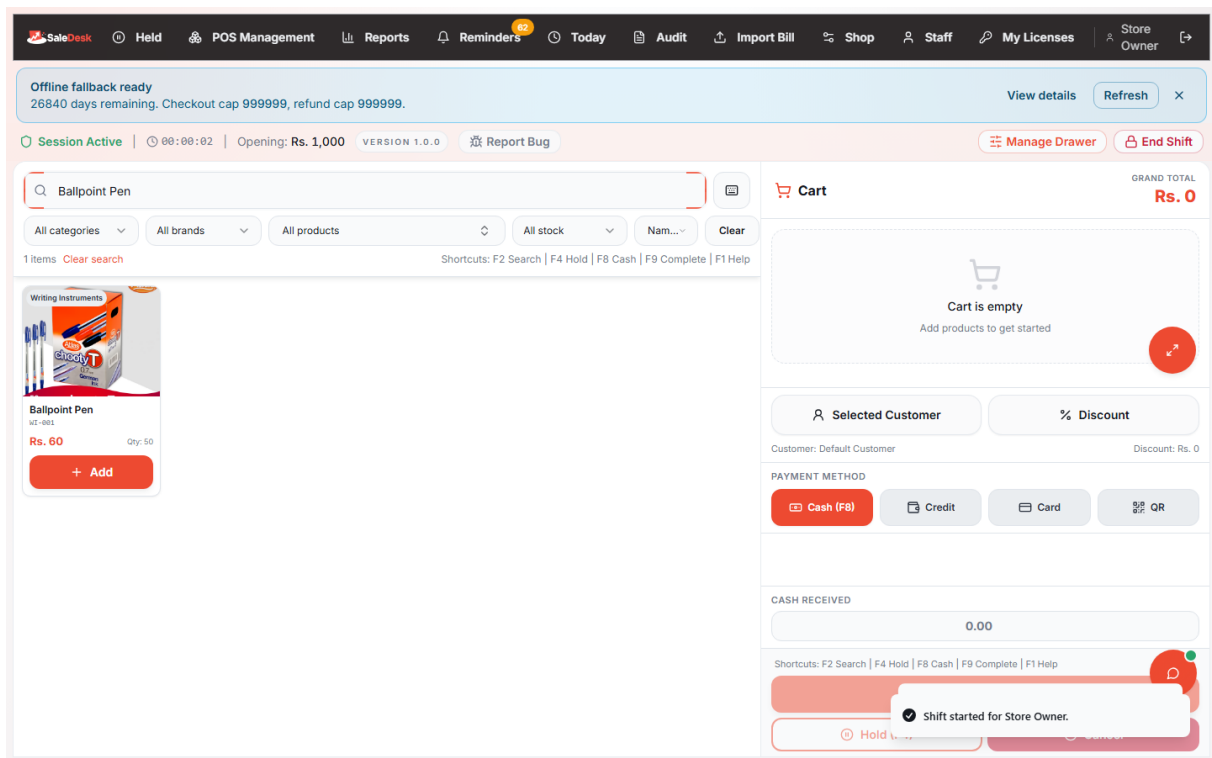


Figure 7.2 — Typing a product name filters the grid immediately.

7.3 Building the Cart

Select Add on any in-stock product to place it in the cart. Use the + / - controls on a cart line to change quantity, and the Line Discount fields to apply a per-item discount. The Grand Total updates automatically.

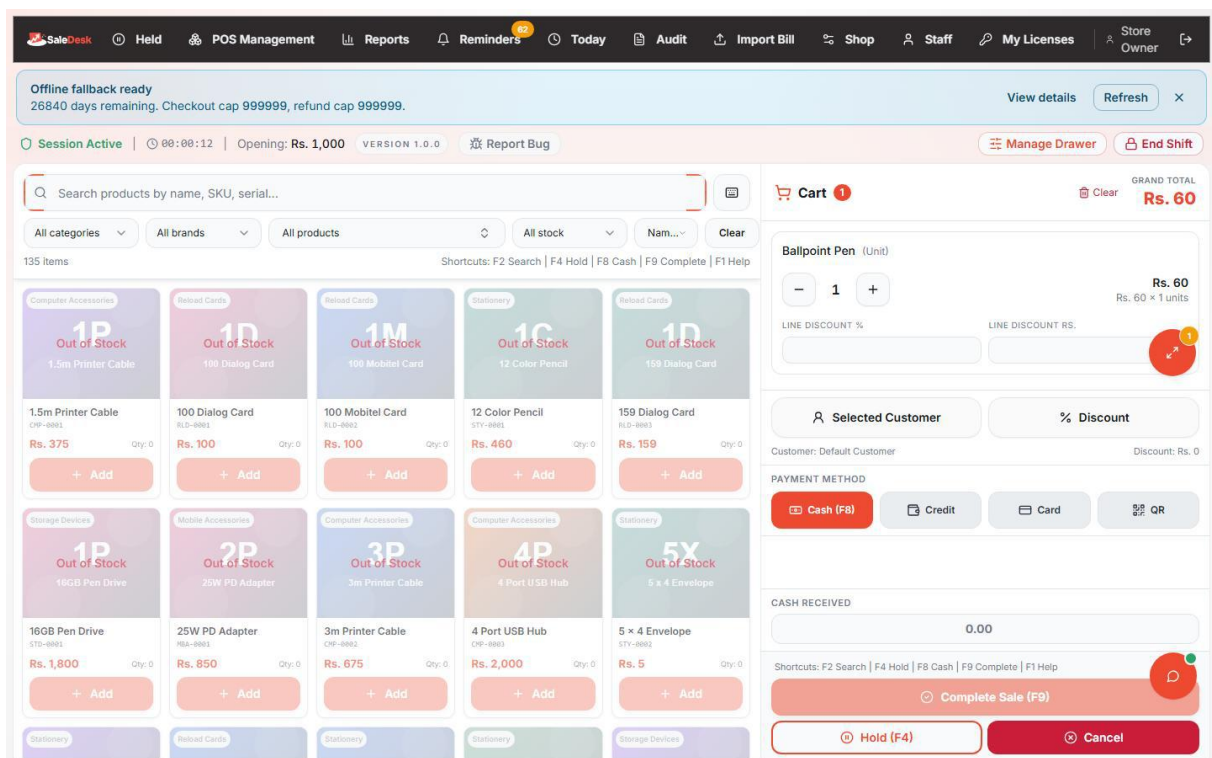


Figure 7.3 — A product added to the cart, with quantity and line-discount controls.

TIP: Out-of-stock items show a red badge and their Add button is disabled — restock from Inventory Management (Section 15) before they can be sold.

8. Taking Payment

CASHIER

8.1 Cash Payments and Change

With Cash selected as the payment method, type the amount handed over by the customer into Cash Received. SaleDesk calculates the change instantly.

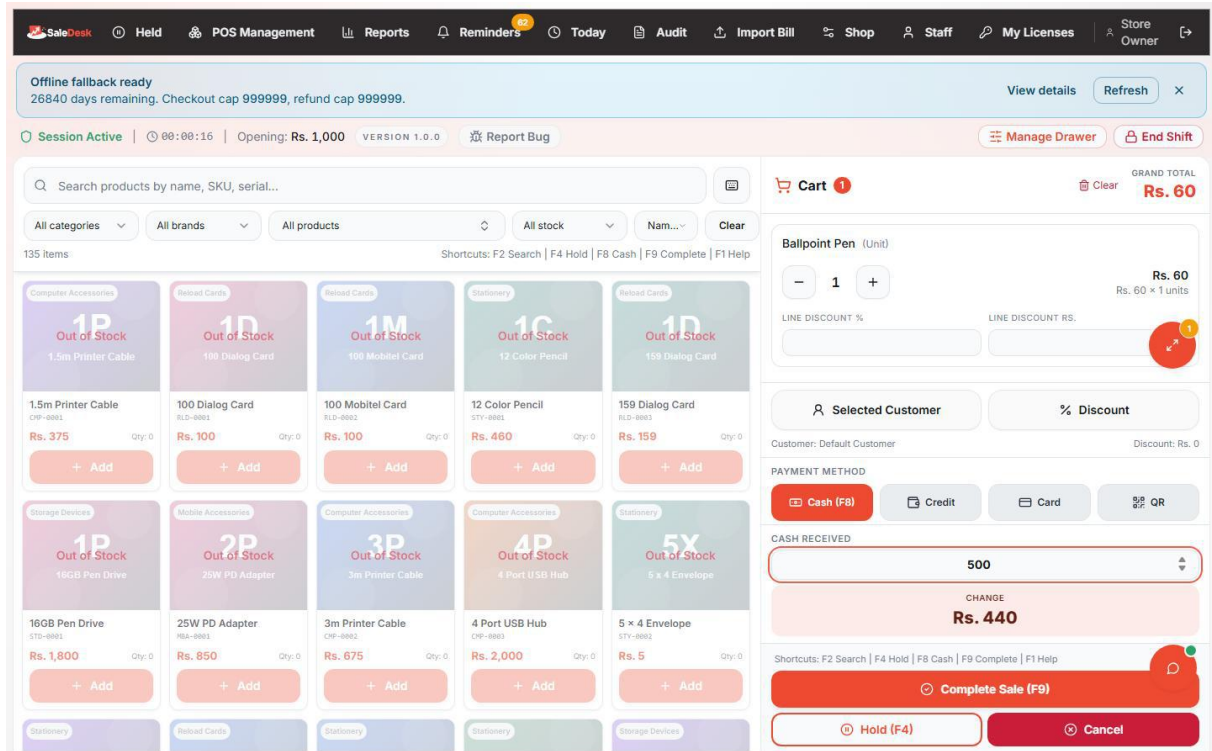


Figure 8.1 — Change is calculated the moment an amount is entered.

1. Confirm the payment method (Cash is selected by default).
2. Enter the amount received from the customer.
3. Check the Change amount shown, then select Complete Sale (or press F9).

8.2 Card, Credit, and QR Payments

Select Card, Credit, or QR (LankaQR) instead of Cash for non-cash payments. These methods skip the change calculation and complete the sale once you confirm the payment was received on your card machine or QR app.

TIP: F9 (Complete Sale) is blocked until the cart has at least one item and the payment details are valid — SaleDesk will tell you exactly what's missing.

9. Keyboard Shortcuts for Faster Billing

CASHIER

Cashiers who bill all day save real time with keyboard shortcuts. Press F1 or ? at any point on the billing screen to see this list on screen.

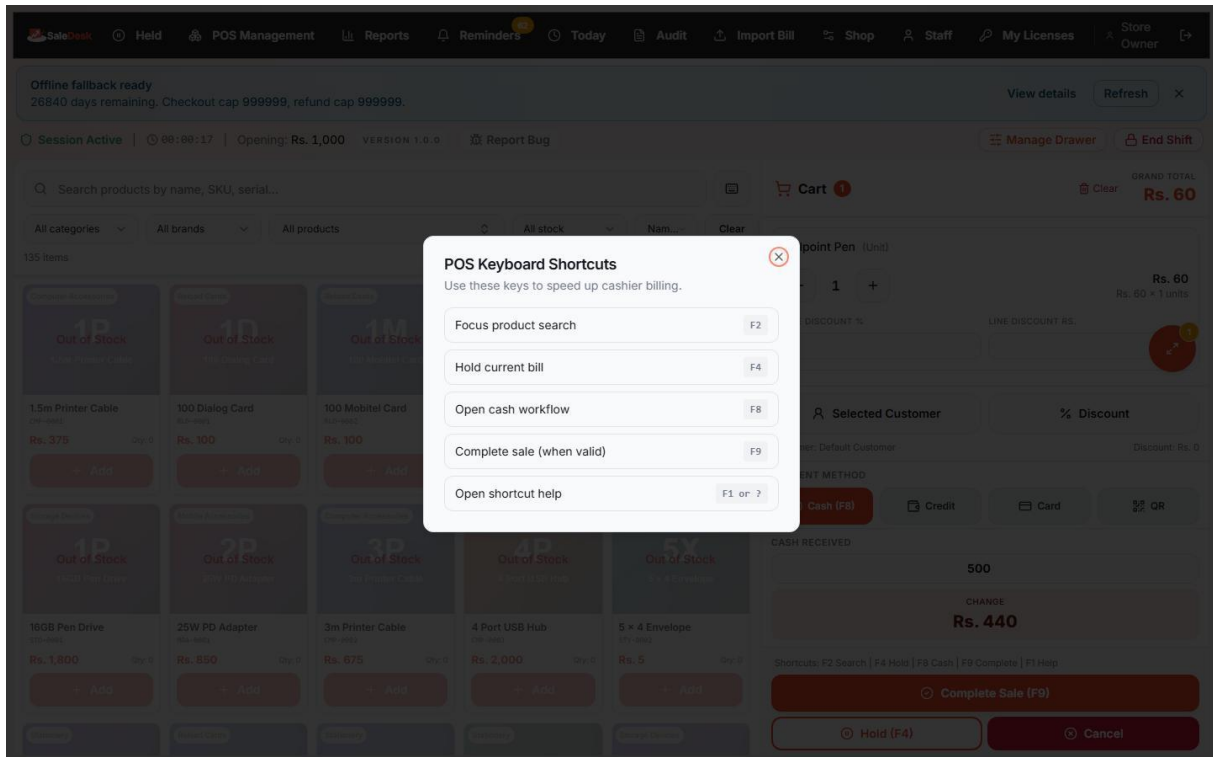


Figure 9.1 — The on-screen shortcuts reference (press F1 or ?).

Key	Action
F2	Focus the product search box
F4	Hold the current bill
F8	Open the cash payment workflow
F9	Complete the sale (only when valid)
F1 or ?	Open this shortcuts help dialog

TIP: Shortcuts are automatically ignored while you're typing in a text field, and are suspended whenever a dialog or drawer is open, so they never fire by accident.

TRAINING CARD: Print the quick card below and keep it at the till:

SALEDESK SHORTCUTS — F2 Search · F4 Hold · F8 Cash · F9 Complete · F1/? Help

10. Holding and Resuming Bills

CASHIER

If a customer steps away or you need to serve someone else first, press F4 (or select Hold) to park the current cart without losing it. Open Held from the top bar to see every parked bill and resume it later exactly as it was left.

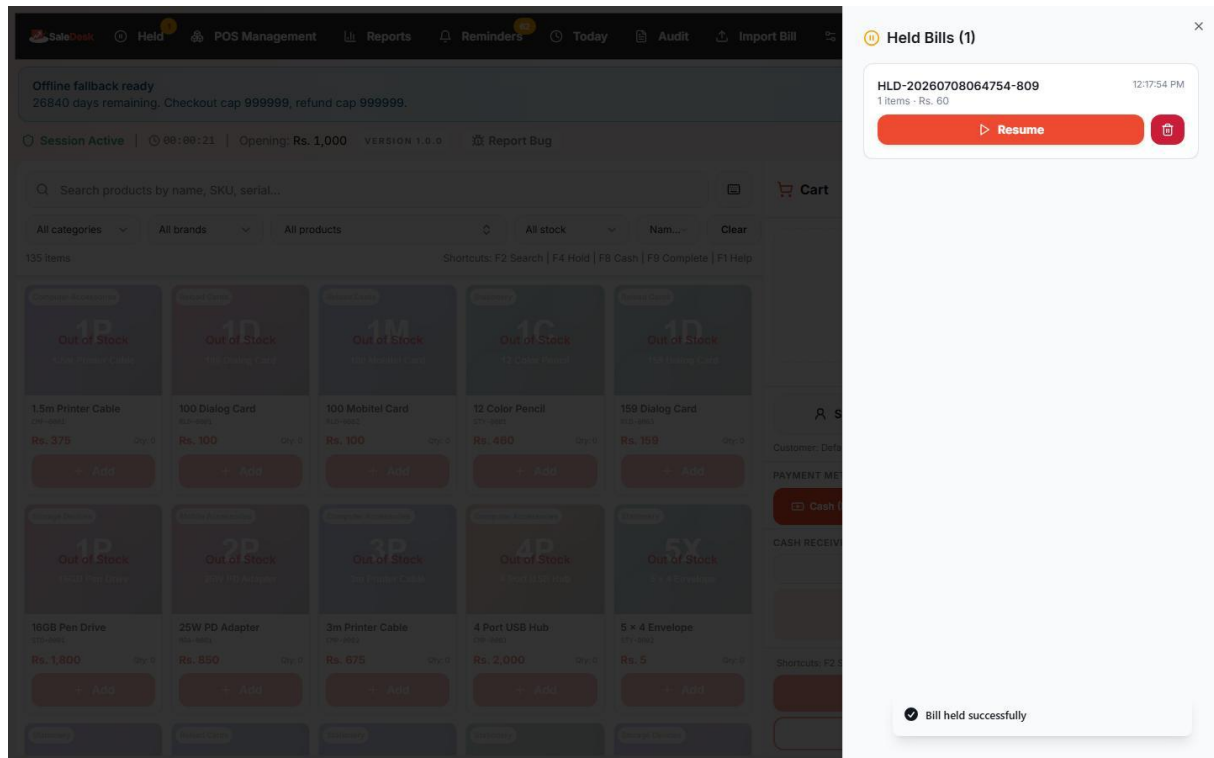


Figure 10.1 — Held bills can be resumed or discarded from this panel.

1. Press F4 (Hold) while a bill is on screen — it is saved with a reference number.
2. Open Held from the top navigation to see all parked bills.
3. Select Resume to bring a held bill back into the cart, or the trash icon to discard it.

11. Daily Sales and Reports

MANAGER OWNER

11.1 Today's Sales

Open Today from the top navigation for a live view of the current shift: payment breakdown and every transaction recorded so far. Select Export PDF at the end of a shift to save a printable shift report.

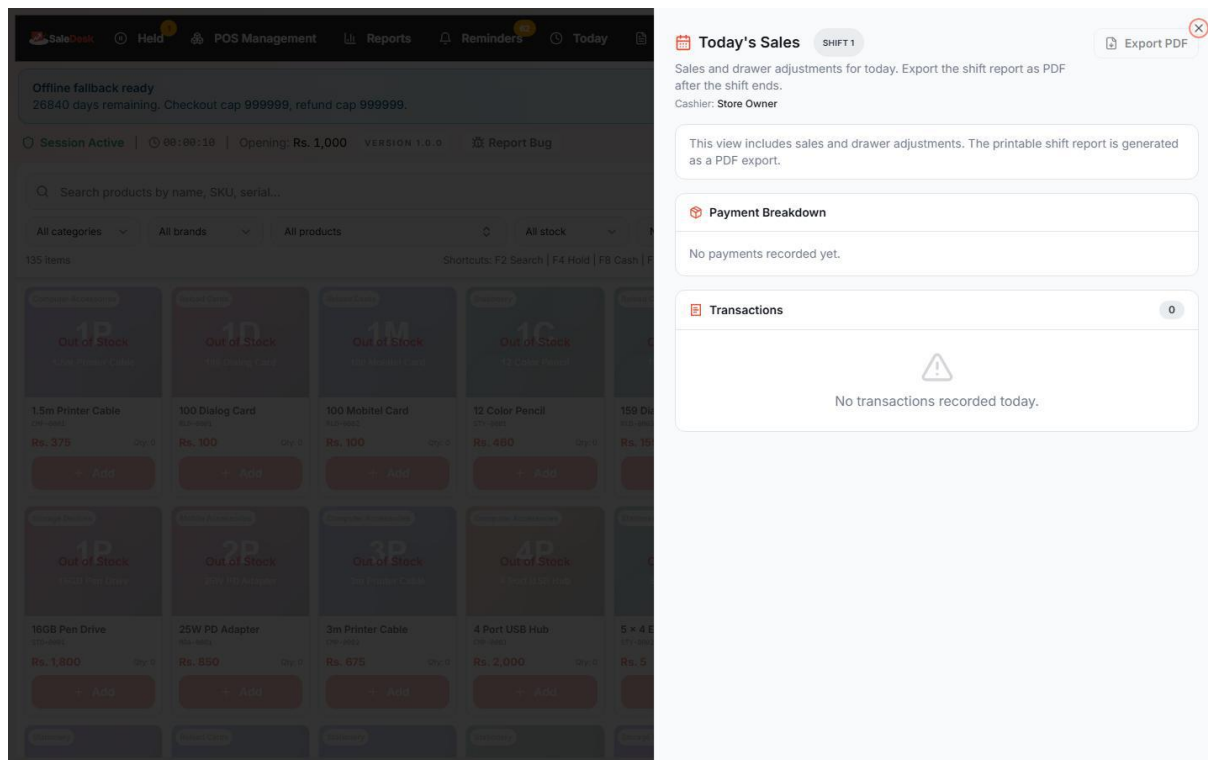


Figure 11.1 — Today's Sales: live payment breakdown and transaction count for the shift.

11.2 Manager Reports

Open Reports for sales totals, cashier performance, payment mix, and low-stock counts over any date range you choose. Use the Overview, Sales, Items, and Stock tabs to drill into specific numbers.

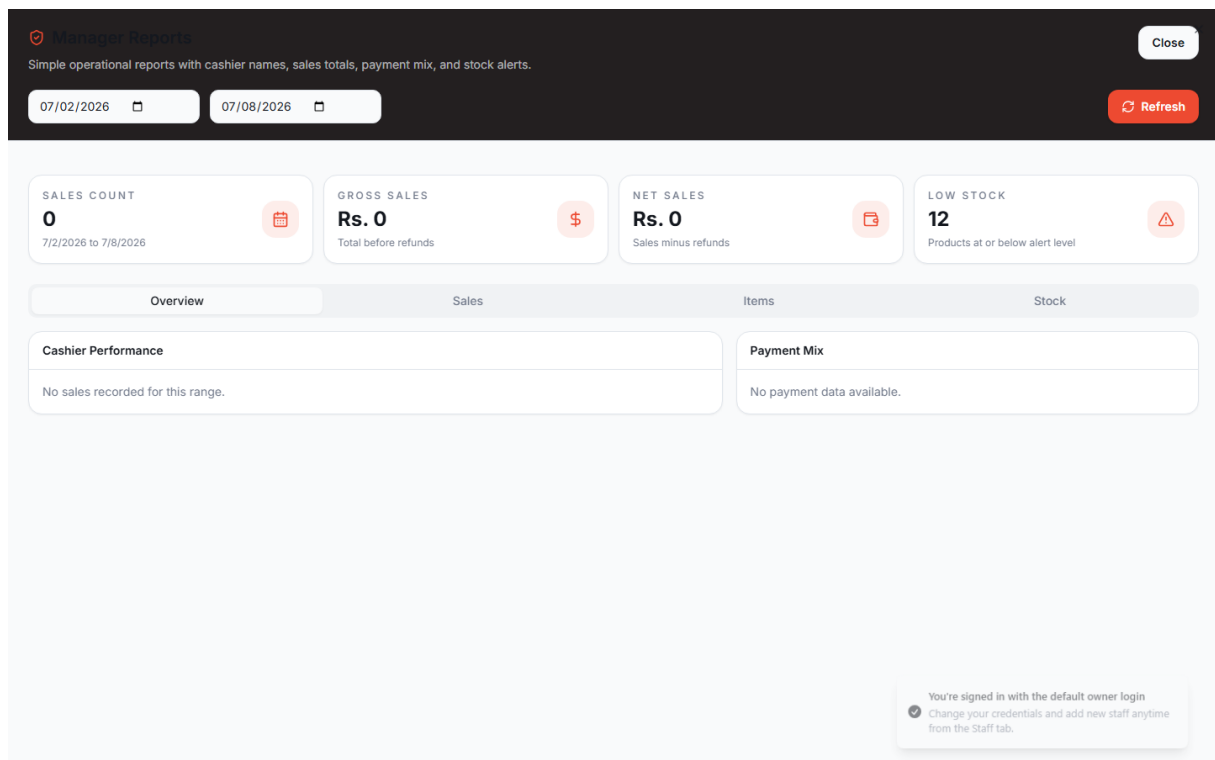


Figure 11.2 — Manager Reports: choose a date range, then drill into Sales, Items, or Stock.

12. Reminders and Low-Stock Alerts

MANAGER OWNER

SaleDesk watches stock levels and sales activity in the background and raises reminders automatically — low-stock warnings, and ready weekly / monthly smart reports. Open Reminders from the top bar to review and acknowledge them.

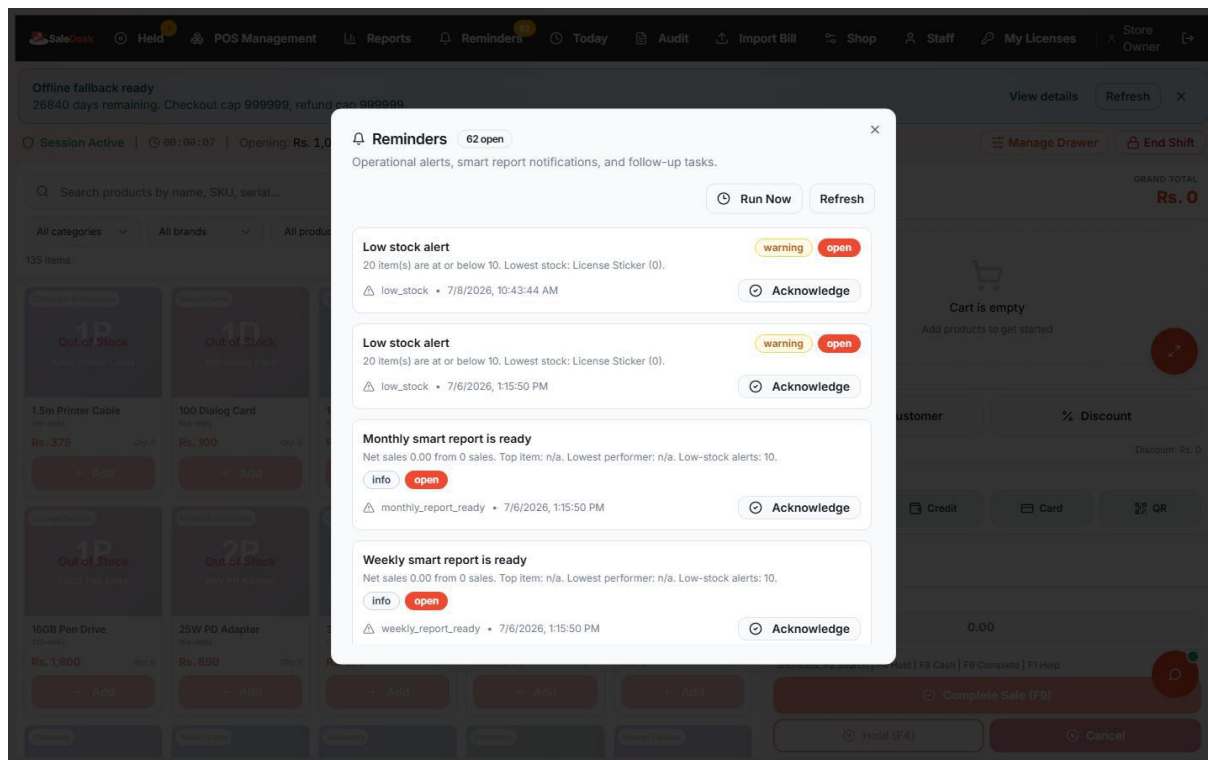


Figure 12.1 — Open reminders for low stock and ready smart reports.

TIP: Select Acknowledge once you've actioned a reminder so it no longer shows as open.

13. Audit Trail

MANAGER OWNER

Every cash-session event — opening counts, drawer adjustments, and shift closes — is logged with a timestamp and the user who performed it. Open Audit from the top bar for a complete, unchangeable history.

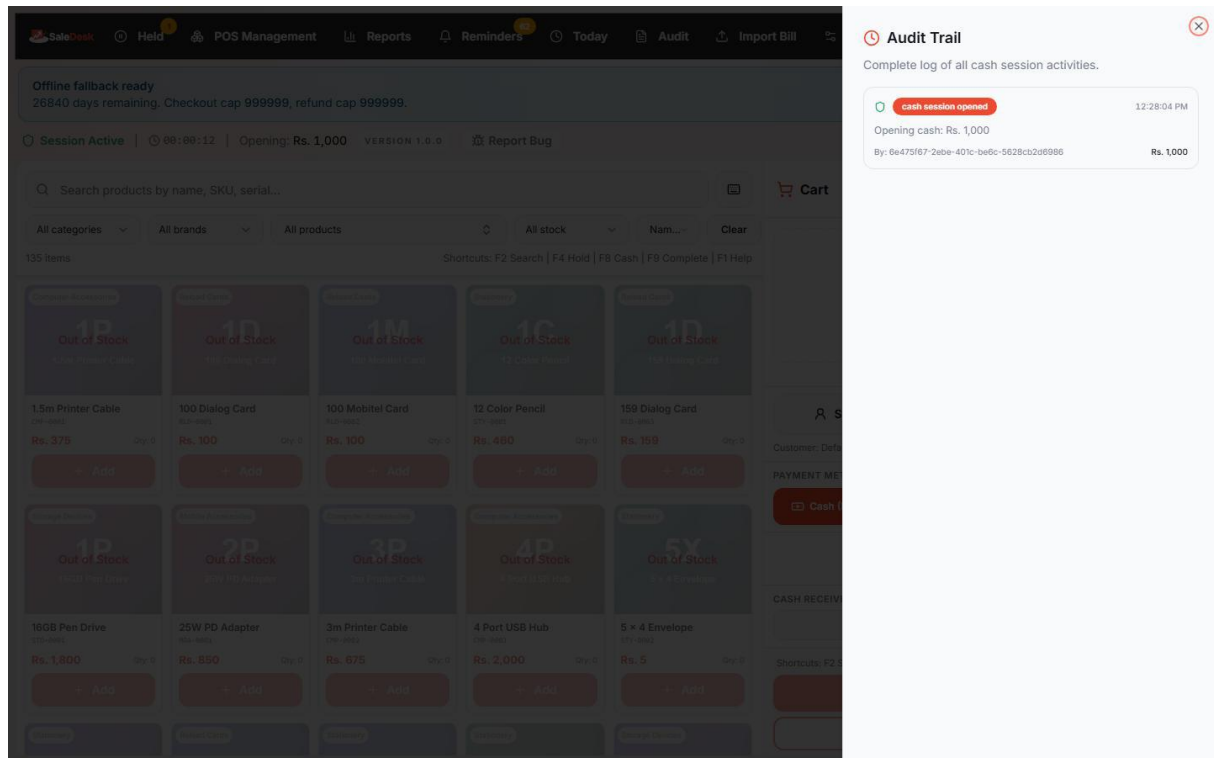


Figure 13.1 — The audit trail records every cash-session event with who and when.

14. Importing Supplier Bills

MANAGER **OWNER**

Instead of typing in every item from a supplier invoice by hand, open Import Bill, upload a photo or PDF of the bill, and SaleDesk scans it to detect the items, quantities, and prices for you to review before confirming stock intake.

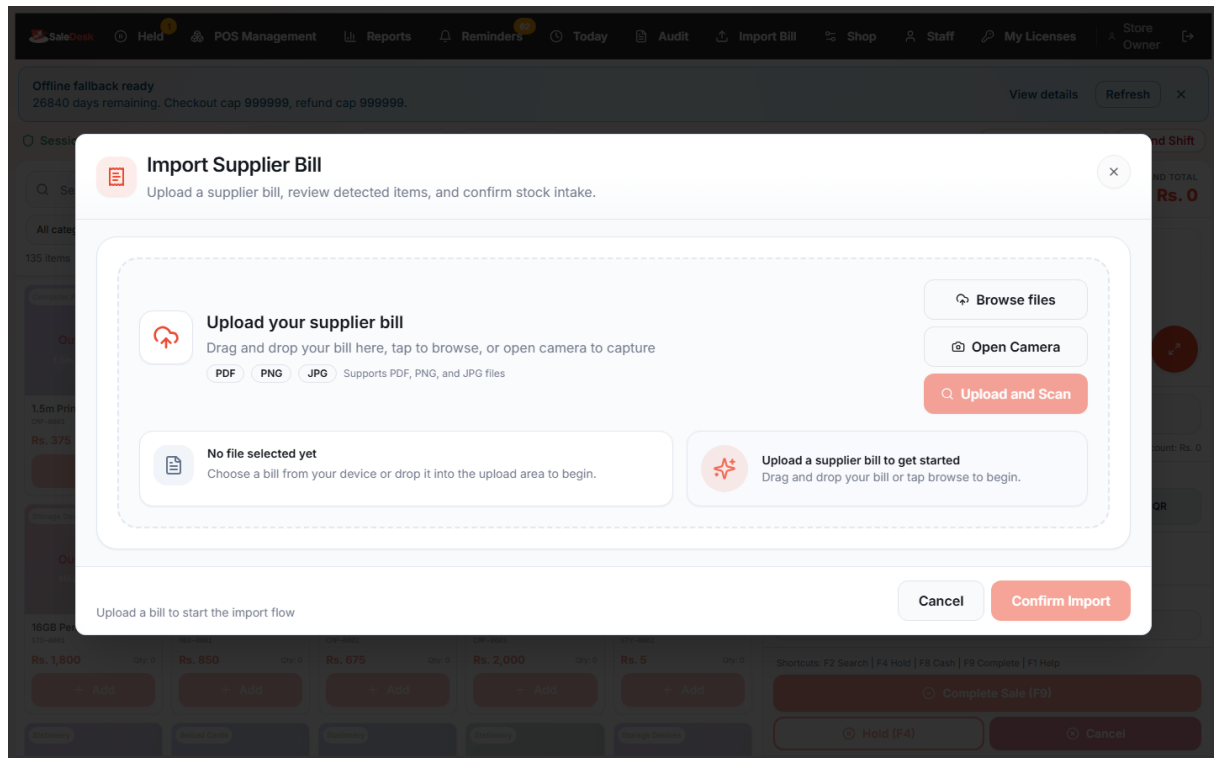


Figure 14.1 — Upload a supplier bill (PDF, PNG, or JPG) to scan it automatically.

1. Select Browse files or Open Camera to capture the supplier bill.
2. Select Upload and Scan and review the detected line items.
3. Select Confirm Import once the quantities and prices look correct.

15. Inventory Management

MANAGER **OWNER**

Select POS Management from the top bar to open the full Inventory Management workspace — a dedicated area for products, customers, stock, purchases, and bulk imports, separate from the fast-moving billing screen.

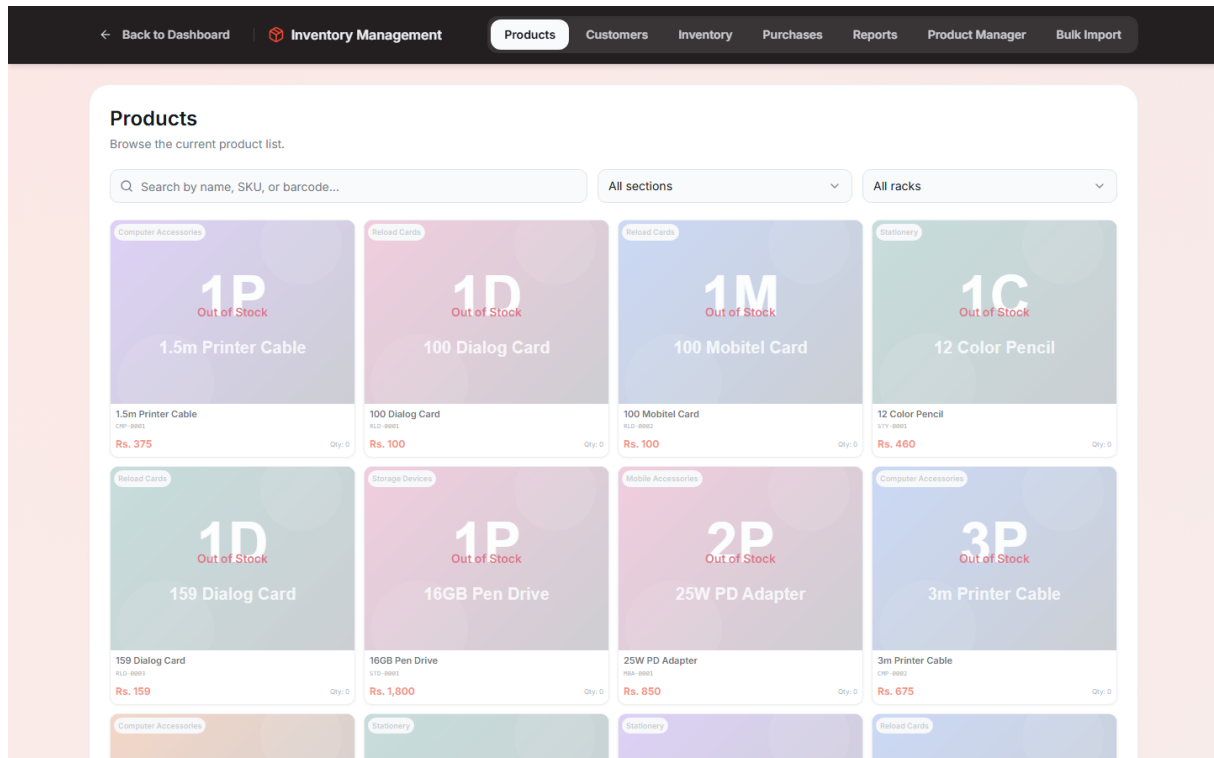


Figure 15.1 — Inventory Management: browse and search the full product catalog.

- **Products:** Browse, search, and edit every product in the catalog.
- **Customers:** Manage customer profiles used at checkout.
- **Inventory:** Adjust stock levels and review stock movements.
- **Purchases:** Track supplier purchases and costs.
- **Reports:** Sales and stock reporting for the wider catalog.
- **Product Manager:** Bulk-edit product details, categories, and pricing.
- **Bulk Import:** Add or update many products at once from a spreadsheet.

16. Staff Management

MANAGER **OWNER**

Open Staff from the top bar to see everyone with access to this shop. Add a new team member, reset a forgotten password, edit a role, or deactivate an account that should no longer have access.

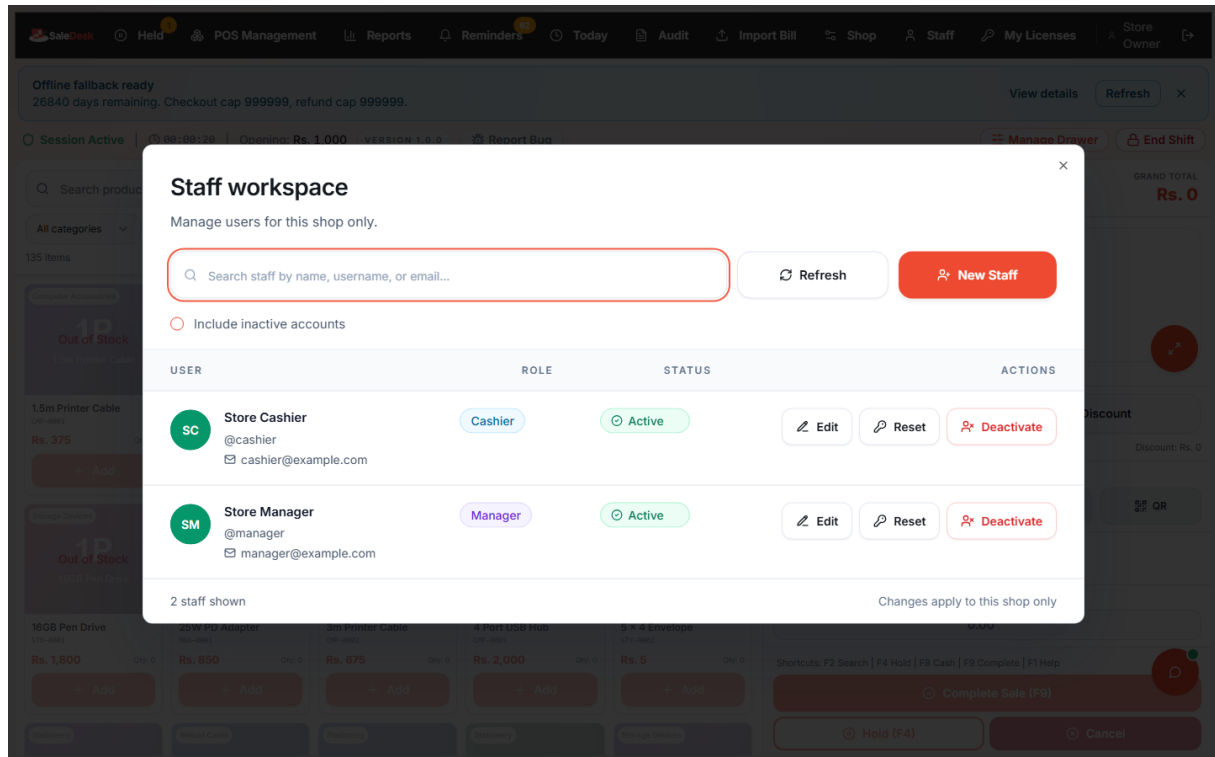


Figure 16.1 — Staff workspace: add, edit, reset, or deactivate shop users.

1. Select New Staff to create an account, or Edit on an existing one.
2. Choose a role — Cashier, Manager, or Owner — to control what they can access.
3. Use Reset if someone forgets their password, or Deactivate when they leave.

TIP: Changes made here apply to this shop only.

17. Shop Settings

OWNER

Open Shop from the top bar to manage your shop profile, the cashier screen's look and feel, your cloud account connection, and backups — all from one place.

Shop details
Manage your shop profile, cashier settings, cloud connection, and backups.

Shop details | Cashier screen | Cloud account | Backup & Restore

Shop name
SmartPOS Lanka

Phone
0701234567

Email
shop@example.com

AI response language
English

Address line 1
Your shop address

Address line 2
Add your branch or city

Website
www.yourshop.lk

Logo URL
https://...

Receipt footer
Thank you for shopping with us.

Cancel | Save details

Figure 17.1 — Shop details: name, contact info, receipt footer, and branding.

- **Shop details:** Shop name, phone, email, address, logo, and the message printed on every receipt.
- **Cashier screen:** Options specific to the cashier billing screen.
- **Cloud account:** Link this device to your shop's cloud account for licensing and sync (see Section 5).
- **Backup & Restore:** Manage and restore data backups.

18. Licenses and Account

OWNER

Open My Licenses to see your plan, seat usage, activation key, and every device provisioned against your license. Deactivate an old device here to free up a seat for a new one.

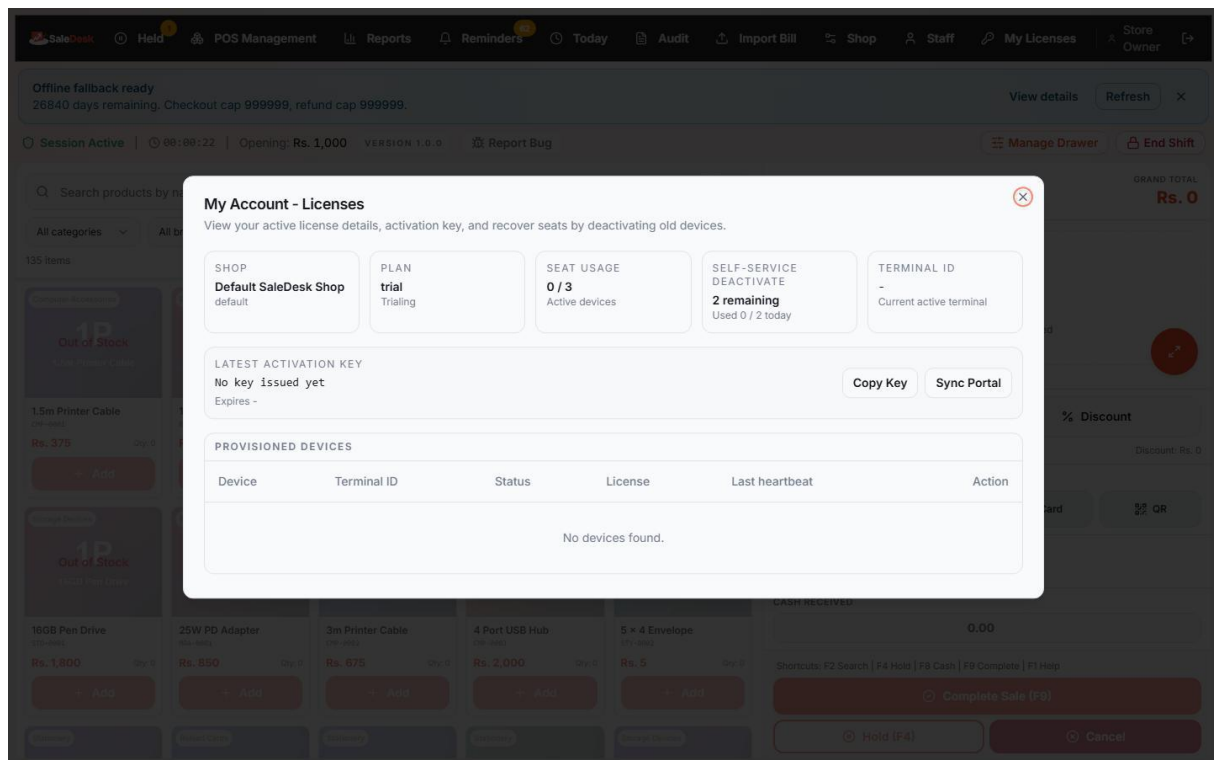


Figure 18.1 — My Account – Licenses: plan, seat usage, and provisioned devices.

TIP: Keep your activation key private — anyone with it can activate a device against your shop's license.

19. Troubleshooting and FAQ

Q: Chrome or Windows says the installer might be harmful. Is it a virus?

A: No. This warning is expected for a new app that isn't code-signed yet — Windows shows it for any installer it hasn't seen many times before. Follow the steps in Section 3.2 to continue, and verify the SHA-256 checksum (Section 3.3) if you want absolute certainty.

Q: After installing, SaleDesk says the license is not activated / blocked.

A: The POS hasn't been linked to your cloud account yet, or the link needs a refresh. Sign in as the owner and complete the "Connect cloud account" step (Section 5). If you're already linked, open Shop → Cloud account and select "Sync entitlements now" or "Re-link Cloud Account". Make sure the computer has internet for this step.

Q: The "Connect cloud account" screen says it can't reach the cloud.

A: Check the computer's internet connection and try again. The link step needs internet once; after that, SaleDesk keeps working offline and re-syncs automatically.

Q: F9 (Complete Sale) isn't working.

A: The cart is likely empty, or the payment details aren't valid yet (for example, no cash amount entered). SaleDesk shows the exact reason near the button — read it before trying again.

Q: A product's Add button is disabled.

A: The item is out of stock. Add stock from Inventory Management (Section 15), or check the correct branch/variant is selected.

Q: I lost my internet connection mid-sale.

A: SaleDesk can keep taking sales offline within the limits shown on the Offline fallback banner at the top of the screen. Sales sync automatically once you're back online.

Q: I need to reset my password.

A: Ask your Owner or Manager to reset it from the Staff screen (Section 16). Owners without another owner account should contact support (Section 20).

Q: The Opening Cash Count total won't let me proceed.

A: The Proceed button stays disabled until at least one denomination has a quantity greater than zero — enter the actual notes/coins counted in the drawer.

20. Contact SaleDesk

Setup help, plan questions, or anything else — the SaleDesk team is ready to help by phone, email, or WhatsApp.

Channel	Details
Phone	Support Line 1: 077 322 4384 Support Line 2: 077 250 4860
Email	info@saledesk.app support@saledesk.app
WhatsApp	Chat with us: wa.me/94773224384 (Priority WhatsApp support is included with the Premium plan)

Before contacting support, it also helps to check with your shop's Owner or Manager — many settings (staff access, discounts, refund limits) are controlled at the shop level.

Thank you for using SaleDesk.