VendRight

RETAIL POS • POWERED BY WESTONY

FULL USER MANUAL

Point of Sale • Inventory • Accounts • Administration

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How to use this manual

A practical reference for cashiers, managers, administrators and VendRight super-users.

SCOPE This manual describes the VendRight features currently provided in the live retail platform. A company's available menus may differ according to role, permissions and configuration.

Audience

User	Use this manual for
Cashier	Till selection, sales, payments, receipts, cash-up and permitted refunds.
Manager	Day-to-day control, inventory, promotions, accounts, reports, staff and settings.
Administrator	Full company administration, subject to any access removed by the company.
VendRight super-user	Client companies, sites, platform email, signup enquiries, company status and platform administration.

Important operating principles

- Use a separate named login for every staff member. Never share manager or administrator credentials.
- Check the selected company, site and till before processing a transaction.
- Complete cash-ups, stocktakes and account allocations carefully; these actions affect reporting.
- Keep product, tax, receipt and email settings current.
- Use the Print command from within a report so navigation menus are excluded.
- The software disclaimer and POPIA notice presented at login remain binding; this manual is operational guidance and not legal, tax or accounting advice.

Contents

1. VendRight concepts and navigation

VendRight is a multi-company retail platform. Each client company is separated from every other company. Within a company, work is organised by site, till, staff login and application area.

Concept	Meaning
Company	The client business and its separate data, branding, staff and configuration.
Site	A branch, shop or physical trading location belonging to a company.
Till	A registered browser terminal used to process sales at a site.
User	A staff login with a role and optional application restrictions.
Application	A main menu area such as POS, Inventory, Debtors or Reports.
Transaction	A sale, refund, payment, stock movement or other recorded business event.

Main navigation

After login, VendRight shows application cards. Selecting a card opens that application as its own focused menu. Use Back to Main Menu to return. Settings appears next to Log out for authorised users.

- Dashboard: current performance indicators.
- Point of Sale: till selection, sales and cash-up.
- Refunds: controlled sale reversals and refund records.
- Inventory: products, stock and stocktakes.
- Debtors: customer accounts and payments.
- Creditors: supplier accounts and receiving.
- Purchase Orders: supplier orders.
- Promotions: scheduled pricing offers.
- Reports: operational and financial reports.

MOBILE INPUT VendRight provides an on-screen keyboard for fields that require input. On supported mobile screens, the device keyboard is suppressed where the VendRight keyboard is used.

2. User roles and access

Role	Default scope	Typical use
Cashier	Till only	Sales, payments and cash-up at an assigned site.
Manager	Full company access, with optional restrictions	Operations, stock, reports, staff and settings.

Role	Default scope	Typical use
Administrator	Full company access, with optional restrictions; dashboard can be hidden	Company setup and administration.
Super-user	Platform-wide	Client companies, sites, platform services and support.

Permission behaviour

- A role establishes the maximum applications available to the user.
- Managers and administrators can have individual applications removed.
- Cashiers are intended to see only the till workflow.
- A user cannot grant permissions beyond their own authority.
- Disabling a staff account prevents future login without deleting historical transactions.

CONTROL Review staff access whenever a person changes duties or leaves the business. Disable the account immediately when access is no longer required.

3. Login and security

Signing in

1. Open the VendRight address supplied by your administrator, normally the secure HTTPS address.
2. Select Log In.
3. Enter your username and password using the screen keyboard where provided.
4. Open and read the VendRight Terms, Risk and Liability Disclaimer.
5. Tick the acknowledgement confirming that you accept the disclaimer and are authorised to accept it for the business.
6. Select Log in.

If login fails

- Confirm that Caps Lock is off and the username is entered exactly.
- Confirm the company and user have not been disabled.
- Ask a manager to reset or replace the password; passwords are not displayed in plain text.
- Confirm the server is running and the device is connected to the correct network or public address.
- If the browser shows a certificate warning, use the approved domain name and certificate rather than the raw IP address.

Logging out

Select Log out when leaving a device. Logging out ends the authenticated browser session. In the demo environment it also deletes that user's temporary demo workspace.

4. Dashboard

The dashboard gives a quick operating summary. It is intended for managers and other users with dashboard permission.

Indicator	What it shows
Today's Sales	Sales value recorded for the current day.
Total Month Sales	Sales value for the current calendar month.
Transactions Today	Number of completed sales for the current day.
Low Stock Items	Products at or below the configured reorder level.
Owed by Customers	Outstanding debtor balances.
Owed to Suppliers	Outstanding creditor balances.

INTERPRETATION Dashboard figures depend on correct transaction dates, stock setup, debtor allocation and creditor receiving. Use detailed reports when investigating a figure.

5. Point of Sale

Selecting a till

1. Open Point of Sale.
2. Select the till assigned to the device. If no till is available, ask a manager to register one under Settings > Tills.
3. Confirm the till name shown in the section header before selling.

Adding normal stock items

1. Scan the barcode, type in the search box, use Camera Scan, or select a product card.
2. Confirm that the correct item and price appear in Current Sale.
3. Adjust the quantity using the available line controls if required.
4. Repeat until all items are included.
5. Review subtotal, tax and total before choosing payment.

General non-quantity item

Every newly created company receives a default General item. It is intended for temporary selling while permanent inventory is being loaded.

1. Select General at the till.
2. Enter a clear description using the on-screen keyboard.
3. Enter the selling price using the on-screen numeric keypad.

4. Select Add to Sale.
5. Complete payment normally.

- The General item does not reduce stock quantity.
- Use a meaningful description because it appears in the transaction and reporting trail.
- A manager can disable the General item once the normal stock catalogue is ready.

> **DO NOT MISUSE** Do not use General to bypass configured product pricing or stock controls after permanent items are available.

Clearing or correcting a sale

Use the line controls to correct an individual item. Use Clear sale only when the entire current sale must be discarded. Confirm the cart is empty before beginning the next customer.

6. Payments, receipts and cash-up

Cash payment

1. Select Cash and then Charge.
2. Enter Amount Given using the note shortcuts or numeric keypad.
3. Confirm that Change Due is correct.
4. Select Confirm Sale.
5. Give the customer the displayed change and issue the receipt.

Card payment

1. Select Card.
2. Process the payment on the external card terminal according to the company's card-payment instructions.
3. Only confirm the VendRight sale after the payment terminal reports approval.
4. Retain or issue card slips according to company procedure.

Account payment

1. Select Account.
2. Choose the correct debtor/customer account.
3. Confirm that the account is authorised and has sufficient terms or limit according to company policy.
4. Complete the sale. The amount is added to the debtor balance.

Receipts

- Receipts can be printed using the configured receipt printer.
- Receipts can be emailed when company SMTP or Microsoft email settings are valid.
- Company name, logo, contact details, VAT details and footer come from Branding and Settings.
- Test receipt printing and email after changing hardware, network or mailbox configuration.

Cash-up

Cash-up records the expected and counted takings for a till. Complete it at the frequency required by company policy, normally at shift or trading-day end.

1. Open Cash Up from the till.
2. Review the system totals by payment method.
3. Count physical cash away from customers where possible.
4. Enter the counted amount accurately.
5. Record or investigate any variance.
6. Complete and print the cash-up record if required.

7. Refunds

Refunds reverse all or part of a prior sale and must be controlled because they affect revenue, payment records and stock.

1. Open Refunds.
2. Locate the original transaction using the available reference or date information.
3. Select the item or amount to refund.
4. Confirm the reason and refund method according to company policy.
5. Complete the refund and provide the customer with supporting documentation.
6. Review the Refund Report when reconciling the day.

> **APPROVAL** Only authorised staff should process refunds. Never issue cash before confirming the original transaction and the approved refund amount.

8. Inventory

Product information

- Product name and description.
- Barcode or stock code.
- Selling price and tax treatment.
- Quantity on hand and reorder level.
- Category.
- Product image.
- Vehicle or fitment details where used.
- Active or disabled status.

Adding a product

1. Open Inventory and choose the add-product function.
2. Enter a unique product name and barcode or stock code.
3. Select the appropriate category if categories are in use.

4. Enter selling price, tax and stock information.
5. Upload an image when it helps staff identify the item.
6. Add vehicle or fitment details where applicable.
7. Save and verify that the item appears at the correct site and till.

Editing and disabling

Edit incorrect product details rather than creating duplicates. Disable an obsolete item when history must be preserved. Deletion should be used cautiously because completed transactions may refer to the item.

Stock movements

Stock changes can result from receiving, sales, refunds, stocktakes and authorised adjustments. Use the Stock Audit Trail to investigate movement history.

> **DATA QUALITY** Duplicate barcodes, incorrect tax treatment and wrong opening quantities cause errors at the till and in reports. Verify new products before trading.

9. Full stocktake

A stocktake compares the expected system quantity with the physical count and reports every under and over.

Preparing

- Choose a quiet period and define whether trading will continue.
- Complete outstanding receiving and returns.
- Arrange stock so every item can be counted once.
- Provide scanners or camera-enabled devices and assign counting areas.

Running a stocktake

1. Open Inventory > Stocktake.
2. Start a new full stocktake.
3. Scan or search for each item.
4. Enter the physical quantity counted.
5. Review uncounted items and obvious counting errors.
6. Complete the stocktake only after the count is checked.

Understanding results

Result	Meaning	Typical causes
Under	Physical count is lower than system quantity.	Unrecorded damage, theft, incorrect receiving, missed sale or count error.

Result	Meaning	Typical causes
Over	Physical count is higher than system quantity.	Missed receiving, wrong opening stock, duplicate count or incorrect prior adjustment.
Matched	Physical and system quantities agree.	No variance identified.

Use the full Stocktake Report for review, printing or export. Keep supporting notes for material variances.

10. Promotions

Promotions apply defined pricing rules during a start and end date. Expired promotions are automatically inactive once the date range is finished.

Promotion type	Example
Buy X, get Y free	Buy 3 of the same product and receive 1 free.
Multi-buy fixed price	Buy 4 for R100.
Cross-product free item	Buy 2 of Product A and receive 1 Product B free.
Cross-product special price	Buy 1 Product A and receive 1 Product B for R10.

Creating a promotion

1. Open Promotions and select Create.
2. Enter a clear promotion name.
3. Choose the promotion type.
4. Select the qualifying product and quantity.
5. Select the reward product and quantity where applicable.
6. Enter the fixed or reward price, or mark the reward as free.
7. Set the start date and end date.
8. Enable and save the promotion.
9. Test the exact basket at the till before advertising the offer.

Managing promotions

- Edit a promotion to correct configuration or dates.
- Disable an offer immediately without deleting its historical record.
- Delete only when company policy permits and history is not required.
- Use the Promotions Report to review promotion use and performance.

11. Purchase orders

Purchase Orders records proposed orders to suppliers before stock is received.

1. Open Purchase Orders and create a new order.
2. Select the supplier.
3. Add products and required quantities.
4. Review pricing, delivery details and notes.
5. Save or issue the order according to company procedure.
6. When goods arrive, compare the delivery against the purchase order and receiving documents.

Use the Purchase Order Report to monitor orders and retain a printable or exported record.

12. Debtors

Debtors are customers who purchase on account and owe the business money.

Core tasks

- Create and maintain customer account details.
- Select the correct debtor during an Account sale.
- Record payments received against the correct account.
- Review balances and overdue amounts.
- Use the Debtors Report for reconciliation and follow-up.

ALLOCATION A payment posted to the wrong customer distorts both accounts. Verify the customer name and amount before saving.

13. Creditors

Creditors are suppliers to whom the business owes money.

Core tasks

- Create and maintain supplier details.
- Receive goods and record supplier-related stock activity.
- Track amounts owed and supporting documents.
- Review supplier balances before payment.
- Use the Creditors Report and receiving audit for reconciliation.

14. Reports and exports

Reports provide detailed operational evidence behind dashboard totals. Available reports include:

- Sales

- Inventory
- Debtors
- Creditors
- Refunds
- Promotions
- Full stocktake
- Purchase orders
- Cash-up history
- Stock audit trail

Filtering

1. Open Reports and select the required report.
2. Choose the date range, site or other available filters.
3. Apply the filter.
4. Review totals and detail before exporting.

Exporting

Option	Use
Excel	Formatted spreadsheet analysis and sharing.
CSV	Portable row-based data for Excel, imports and analysis.
Print	Paper or PDF output. The report print layout excludes the application menu and navigation above it.

PRIVACY Reports may contain personal, transaction and financial information. Store, email and share exports only with authorised recipients in accordance with POPIA and company policy.

15. Company settings

Settings is positioned next to Log out and opens dedicated configuration areas.

Settings area	What it controls
Site & Contact Details	Receipt identity, physical address, VAT number and contact details.
General Settings	Currency, tax, reorder level and receipt message.
Receipt Printer	Printer connection, paper size and automatic printing.
Cash Drawer	Drawer connection and automatic opening.

Settings area	What it controls
Card Payments	Provider and staff instructions.
Email Receipts	Company SMTP or email service used for receipts and reports.
Branding	Company logo, colours and platform-branding choice.
Tills	Till registration for sites created by the super-user.
Staff	Company logins, roles and access.

Saving changes

1. Open the relevant settings card.
2. Change only the fields required.
3. Save.
4. Test the affected workflow, such as printing, email or a till sale.

16. Branding

Branding allows each company to present its own identity while using VendRight.

- Company name.
- Logo.
- Primary and secondary colours.
- Platform-branding display option.
- Receipt and report identity when combined with contact settings.

IMAGE QUALITY Use a clear logo with suitable contrast. Test it in the header and on printed or emailed receipts after upload.

17. Sites and tills

Sites

Sites are created by the VendRight super-user under each company. Company managers can view their sites but add and manage only tills from company Settings.

Registering a till

1. Open Settings > Tills.
2. Select Manage Tills for the correct site.
3. Enter a descriptive till name, such as Front Counter 1.

4. Select Register Till.
5. Open Point of Sale on the device and select the registered till.

- A till represents a browser terminal, not a staff member.
- Use unique names that identify the physical location.
- Disable or replace obsolete till registrations according to company procedure.

18. Staff administration

Creating a staff login

1. Open Settings > Staff.
2. Select Add Staff.
3. Enter a unique username and the staff member's full name.
4. Choose Cashier, Manager or Administrator.
5. Assign the site where required.
6. Remove any applications the person must not access.
7. Set a strong initial password and save.
8. Ask the user to test login and confirm the correct menu.

Maintaining staff

- Edit roles and application access when duties change.
- Reset a password if the user cannot authenticate.
- Disable accounts immediately when access must end.
- Do not delete transaction history to remove a user.

19. Super-user administration

The VendRight super-user manages the overall platform. Super-user functions are separate from each client company's own settings.

Platform overview

- View client businesses.
- Create a new company and initial manager login.
- Enable or disable a company.
- Add and review sites under each company.
- Review signup enquiries.
- Configure platform email.
- Use the VendRight AI Assistant and review saved modification requests.

Creating a client company

1. Open Client Businesses and select the add-company function.

2. Enter the legal or trading name and unique company details.
3. Create the initial manager login.
4. Add one or more sites under the company.
5. Ask the manager to configure tills, staff, branding, tax, receipts and inventory.
6. Confirm the General item is available for temporary sales while stock is loaded.

Enable and disable

Disabling a company prevents its users from signing in while retaining the company data. Re-enable only after confirming that access should resume.

AI Assistant

The super-user AI area supports questions and modification-request planning. AI access requires its own configured connection and must not be treated as automatic permission to make uncontrolled system changes. Follow backup, approval and testing procedures before deploying modifications.

20. Demo environment

The demo login is for demonstration only. Each successful demo login creates a separate temporary workspace, allowing multiple people to use the demo at the same time without sharing transactions.

- Each browser login receives an isolated demo company, site, user and transaction space.
- One demo user's sales or changes do not affect another demo user's workspace.
- Logging out deletes that temporary demo workspace.
- Abandoned demo workspaces are automatically removed after 12 hours.
- The base demo environment is not a place to store real business data.

> **DEMO DATA** Never enter real customer, employee, payment or confidential business information into the demo environment.

21. Email configuration

Company email

Each client company uses its own email settings for receipts, reports and company communications. Configure these under that company's Settings > Email Receipts.

Platform email

The super-user platform email settings are used only for VendRight platform functions such as signup notifications. They do not replace company email settings.

SMTP checklist

- SMTP host and port.
- TLS or SSL mode.
- Sender mailbox and sender name.
- Username and password or app password.
- Test-recipient address.

Microsoft 365 application email

Where Microsoft Graph application email is used, the tenant ID, client ID and secret must be correct, Mail.Send application permission must have administrator consent, and the sender mailbox must be active and cloud-hosted.

Error	Likely cause
535 authentication unsuccessful	Security defaults or basic SMTP authentication prevents password-based login.
Mail.Send not granted	Administrator consent has not been granted to the application permission.
Mailbox inactive, soft-deleted or on-premises	The configured sender is not an active Exchange Online mailbox.
Connection timeout	Wrong host/port, firewall, DNS or internet connectivity.

22. Security, HTTPS and continuity

HTTPS

Use the approved domain name, such as the configured VendRight host, with a valid certificate. DNS points the domain to the public IP address; router port forwarding sends HTTPS traffic to the VendRight server. DNS records do not include a port number.

- Keep automatic certificate renewal enabled and monitor renewal failures.
- Do not expose unnecessary ports.
- Use strong unique passwords and disable unused accounts.
- Keep Windows and security software updated.
- Restrict server administration to authorised people.

Backups and recovery

Maintain independent, tested backups of the VendRight database, application configuration and certificates. A backup is only reliable when restoration has been tested. Keep at least one copy separate from the server.

POPIA

Customer, supplier, employee and user data may be personal information. The company is responsible for lawful collection, access control, accuracy, retention, sharing and incident response. Send reports and receipts only to verified recipients.

23. Troubleshooting

Problem	Checks and corrective action
Site does not open	Check server process, network, DNS, router forwarding, firewall and ports 5000/5443 as applicable.
Certificate warning	Use the correct domain, confirm certificate validity and chain, then renew or reinstall if needed.
Screen is off-centre on first load	Refresh once; clear stale site data if persistent; confirm browser zoom is 100%.
POS is cut off	Refresh to load current CSS, use 100% zoom and scroll inside payment dialogs on short screens.
Confirm Sale not visible	Scroll within the cash dialog; action buttons are designed to remain sticky at the bottom.
No till available	Manager must register a till under Settings > Tills for the site.
Product cannot be found	Check active status, barcode, site inventory and search spelling.
Wrong price or tax	Correct the inventory product and general tax settings; test before selling.
Receipt will not print	Check printer selection, power, paper, driver, connection and printer settings.
Email fails	Run the test email and interpret authentication, permission or mailbox errors.
User sees wrong menus	Review role and individual application restrictions, then log out and back in.
Report print includes menus	Use the report's Print action and ensure the latest stylesheet is loaded.

Escalation information

When requesting support, provide the date and time, username, company, site, till, page name, exact error message, steps already attempted and a screenshot that does not expose passwords or secrets.

> **SECRETS** Never send passwords, client secrets, private keys or full payment information in screenshots or ordinary email.

24. Operating checklists

Opening checklist

- Confirm the VendRight server and secure address are available.
- Log in with your own account.
- Confirm company, site and till.
- Test scanner, printer, cash drawer and card terminal.
- Check low-stock alerts and outstanding operational messages.

Cashier closing checklist

- Finish or clear the current sale.
- Complete the required cash-up.
- Secure cash and printed records.
- Report variances and equipment faults.
- Log out.

Manager daily checklist

- Review today's sales and transaction count.
- Review cash-ups and variances.
- Review refunds and unusual General-item sales.
- Check low stock and urgent purchase orders.
- Review debtor receipts and creditor activity.

Weekly checklist

- Review stock audit trail and selected stock counts.
- Review upcoming and expired promotions.
- Review staff access and disabled accounts.
- Test receipt email and printing after any changes.
- Review backup completion and available disk space.

Monthly checklist

- Export sales, inventory, debtors, creditors, refunds, promotions and purchase-order reports.
- Reconcile month sales and cash-ups.
- Review full stocktake requirements and major variances.
- Review supplier and customer balances.
- Test backup restoration according to the continuity plan.
- Review Windows updates, certificate status and security access.

25. Glossary

Term	Definition
Barcode	Machine-readable product identifier scanned at the till or during stocktake.
Cash-up	Reconciliation of system takings against counted payment amounts.
Creditor	Supplier to whom the business owes money.
CSV	Plain tabular export format that opens in spreadsheet applications.
Debtor	Customer who owes the business money.
General item	Default non-quantity item with till-entered description and price.
Over	Physical stock exceeds the expected system quantity.
POPIA	Protection of Personal Information Act 4 of 2013.
Promotion	Date-controlled pricing or reward rule.
Site	A company branch or trading location.
SMTP	Email-sending protocol used by mailbox services.
Stocktake	Physical count compared with system stock.
Tenant/company	A client business whose VendRight data is separated from other clients.
Till	Registered browser terminal used for point-of-sale transactions.
Under	Physical stock is lower than the expected system quantity.

Document control

Item	Value
Document	VendRight Full User Manual
Version	1.0
Issued	July 2026
Platform	VendRight Retail POS
Support	support@westony.co.za • 010 501 0200

UPDATES VendRight continues to evolve. Update this manual when menus, permissions, workflows or legal notices change.