



# Fiap Systems

**Retail, Shop & Supermarket Management**

*Run your shop or supermarket from one screen, fast checkout, accurate stock, loyal customers, and books that balance themselves.*

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## SECTION 1

## Built for Shops, Supermarkets & General Retail

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**Run your shop or supermarket from one screen, fast checkout, accurate stock, loyal customers, and books that balance themselves.**

The Retail edition turns any shop or supermarket into a smooth, controlled operation: a fast point of sale, stock you can trust, loyal customers, and books that update themselves. It suits single shops, supermarkets and multi-branch chains that want accurate stock, faster checkout and a clear daily picture of the money.

### The problems it removes

- Stock figures never match the shelf, you over-order, run out of bestsellers, and lose money to shrinkage and guesswork.
- Checkout is slow and error-prone, prices are hard to look up, and the day's takings never quite reconcile against the cash drawer.
- Regulars buy "on the book" (ardoise) and you lose track of who owes what, while loyalty stays an empty promise.
- You can't see which products, categories, or days actually make money, so buying and pricing are done on gut feel.

## SECTION 2

# What This Edition Does

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Everything below is built in and ready to use from day one, grouped by the part of your work it handles.

### Point of Sale & Checkout

- Fast checkout: search by name or scan a barcode to add items straight to the cart
- Adjust quantities, remove lines, and apply a percentage or fixed discount to the whole sale
- Accept Cash, Card, Mobile Money, or Bank Transfer; cash payments auto-calculate change from amount received
- Attach the sale to a registered customer to track their history, spending, and loyalty
- Auto-generated receipts with your business name, items, totals, payment method, and the cashier who served, print via the print dialog, with a configurable header message
- Refunds and returns reverse stock and loyalty points exactly, keeping inventory and the books correct

### Inventory & Stock Control

- Add products with cost price, selling price, category, barcode, and unit of measure (pieces, kg, litres, etc.)
- FIFO batch tracking sells the oldest stock first for accurate cost of goods and margins
- Stock adjustments (add, subtract, or set) with a required reason, all written to the audit log
- Low-stock thresholds trigger warning badges and automatic notifications before you run out
- Stocktakes to count physical stock and reconcile against system figures, with notes
- Stock transfers to move goods between branches or locations
- Live status on every item: In Stock, Low Stock, Out of Stock, search by name, SKU or barcode, filter by category/status, sort, and export to CSV
- Manage product categories from a built-in dropdown to keep the catalogue organised

### Held Carts & Counter Workflow

- Park an in-progress cart with one click when a customer steps away or is still shopping
- Add a short note (e.g. "gone to ATM") so any cashier understands the held order
- Recall a parked cart from any till, all items, quantities, and the chosen customer are preserved
- Keeps the till free for the next customer without losing the previous order

### Customers, Loyalty & Store Credit (Ardoise)

- Customer directory with name, contact, total purchases, and last-visit date; click through to full purchase history
- Loyalty points accrue on sales and are redeemable as a discount at checkout (1 point = 1 unit off)
- Credit sales ("ardoise"): record the unpaid portion onto a customer's tab at checkout
- Record repayments against a customer's outstanding balance, settled cleanly against the books
- A Credit Balance column and a Record Payment button show at a glance who owes what
- Filter by status (active/inactive) and link every sale to build reliable customer insight

### Suppliers & Purchasing

- Supplier records with contact details and full order history

- Create itemised purchase orders (item, quantity, unit price, tax/discount, delivery date)
- Track order status: Draft, Sent, Partially Received, Fully Received, Cancelled
- Receive goods with quantity verification and quality notes; supports partial deliveries across multiple shipments
- Confirmed receipts update inventory automatically and post the spend to your expenses/books
- Send purchase orders to suppliers (PDF/email/WhatsApp) and review open-PO and procurement-spend reports

### End-of-Day & Cash Reconciliation

- One-click End-of-Day Report splits the day into amounts paid by method (cash, card, Mobile Money, transfer)
- Separates outstanding credit (ardoise) sales and refunds so totals reconcile against the drawer
- Printable report for handover and daily close
- Works the same across retail and bakery counters

### Expenses & Profitability

- Record expenses with amount, date, vendor, and category (rent, utilities, supplies, transport, marketing, taxes, etc.)
- Payroll expenses post automatically when you run payroll, no double entry
- Expense reports by period, category breakdown with percentages, filters, and CSV export
- Every sale, refund, and expense auto-posts to the accounting ledger in real time, so the books balance themselves

### Analytics & Reports

- Revenue trend chart (daily, weekly, monthly) and top-selling products ranked by quantity
- Sales by category and expense distribution breakdowns
- Monthly financial table with revenue, expenses, and net income
- Date-range picker plus "All Time" view for a complete business overview
- Export sales, inventory, expenses, and payroll data to CSV for your accountant

**SECTION 3**

# Everything Else Your Business Gets

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Whichever edition you run, the same dependable business tools come built in, so the whole operation lives in one place.

## People & Payroll

- Staff directory with roles, branches and salary details
- Monthly payroll with automatic tax and contribution calculations
- Printable individual payslips and a monthly payroll report
- Quick-PIN logins for fast, secure access at shared terminals
- Staff performance reviews with ratings, review periods and employee sign-off

## Money & Accounting

- A proper double-entry ledger that does the books automatically
- Profit & Loss statement and Balance Sheet, with no accounting expertise needed
- Expense tracking by category and vendor
- Every sale, payment and expense posts to the books in real time

## Insight & Reports

- Dashboards with revenue trends, top items and category breakdowns
- Monthly financial summaries and payroll breakdowns
- Export any report to a spreadsheet for your accountant

## Multi-Branch & Control

- Run several locations under one account, each with its own stock, staff and reports
- In-app notifications, internal staff messaging and broadcast announcements
- Secure document storage and a full audit log of who changed what

## Branding & Settings

- Your business name, logo and brand colours on screens and receipts
- Set your currency, timezone, language and receipt message
- Configure Mobile Money keys and email, all in one place

**SECTION 4****Built for Your Region**

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- Fully bilingual **English and French**, each staff member picks their own language
- Prices and reports in **FCFA (XAF)** and other currencies
- **Mobile Money** (MTN MoMo and Orange Money), plus cash, card and bank transfer, online payments are verified with the provider before being marked paid
- Runs **in the cloud, offline on a desktop, and on phones**, offline installs sync automatically when connected

## SECTION 5

## Smart Automation & AI Assistant

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The system can watch for things happening in your business and act on them automatically, following simple “when this happens → do that” rules that you control. Everything it does is logged, and anything that touches money or stock is prepared as a draft for a person to approve.

### Examples

- Stock runs low → a purchase order is drafted automatically for a manager to approve
- A payment or fee becomes overdue → a reminder is sent
- An appointment or booking is coming up → an automatic WhatsApp reminder goes out

An optional built-in assistant can answer questions about your business in plain language and, when enabled, help carry out tasks. Every action it proposes lands in an Approvals Inbox where a manager signs off first, nothing touches money or stock without human approval.

**SECTION 6****Security & Reliability**

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- Your business's data is fully isolated and private from every other business
- Role-based access means people only see and do what their job allows
- Payments are confirmed with the provider before being credited
- Secure logins, with a quick-PIN option for shared terminals and protection against repeated wrong-password attempts
- A complete audit trail records who changed what
- Sensitive settings, such as payment keys, are encrypted
- The offline desktop edition keeps working without internet and syncs safely when reconnected

## SECTION 7

## Ways to Run Fiap Systems

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The same edition can be delivered in the way that best fits your connectivity and budget.

Option	How it runs	Best for
<b>Cloud</b>	Hosted online; open in any browser; always up to date; includes the mobile app	Businesses with reliable internet that want zero setup
<b>Offline + Cloud Sync</b>	Installed on your own computers; works fully offline and syncs to the cloud automatically when connected; unlimited computers; includes mobile	Most businesses, resilience offline with the convenience of the cloud
<b>Standalone Desktop</b>	Installed on one computer; works entirely offline; desktop only	Locations where internet is unreliable or not needed

Onboarding, staff training and ongoing support are available to get your team productive quickly.

# Why Fiap Systems

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**Fiap Systems gives you a single, connected, bilingual platform tailored to Shops, Supermarkets & General Retail, and ready to run online, offline or on a phone.**

Instead of stitching together separate tools, you get one system where the numbers always agree, the busywork runs itself, and everyone, from the front desk to the owner, has exactly the access they need. We would be glad to arrange a tailored demonstration using examples from your own operation.

## Next step

- Request a live demonstration tailored to your business
- Tell us your number of locations and staff for a fitting recommendation
- Choose Cloud, Offline + Sync, or Standalone Desktop with our help