GZAMPOS CLIENT GUIDE

Getting Started

Your first steps with GZamPOS

For cashiers, servers, supervisors,
business administrators and technical installers.

Understand your setup. Learn the screen.
Practise safely. Know where to go next.

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Match the guide to your installation

Your application build, installer, Windows client and bridge can have different version numbers. Ask your administrator which versions and workflows apply. Cloud companies use their hosted service; a client never needs a developer's local API.

1. Understand the main parts

GZamPOS supports business operations through a backoffice and transaction workspaces. The available areas depend on the company's configuration and the user's access.

Part	What it is for	Typical user
Backoffice	Company setup, products and menus, registers, staff access, reports and accounting configuration.	Administrator or supervisor.
POS transaction screen	Enter items or orders, manage the journal, take payments and prepare customer documents.	Cashier or server.
Retail workspace	Counter sales and related retail work.	Retail staff.
Hospitality workspace	Table, tab and order service, including menu items and modifiers.	Hospitality staff.
Windows app	A Windows client for opening the configured GZamPOS web application. It is not, by itself, the company database server.	Register operator.
Local server	Hosts the application services and company database for a local installation.	Installer or administrator.
Device Agent	Connects a configured register to supported local printers and drawers.	Installer.
Store Connector	A separate utility for configured store connectivity. Its role and pairing are documented for the selected deployment; do not assume it replaces the Device Agent or accounting bridge.	Installer.
QuickBooks Desktop bridge	Runs on a Windows accounting computer and exchanges approved accounting work with the configured GZamPOS API and QuickBooks company file.	Accounting administrator or installer.

An **API** is the application service used by the screens and utilities. Staff normally use the screens rather than working with the API directly.

2. Know where your company is hosted

Arrangement	Where the company services run	What staff need
Cloud hosted	On the hosted GZamPOS service.	The assigned company address, connectivity and an authorized account/register. Local device or accounting utilities may still be needed.
Local installation	On a designated Windows server or store computer. Other registers connect to it.	The server's configured address, connectivity to that server and an authorized account/register.

Cloud users do not depend on a developer's local API. A cloud company using QuickBooks Desktop still needs its own compatible Windows accounting environment and bridge. QuickBooks Online does not require the Desktop bridge.

For a local installation, keep the server available while registers use it. Do not assume the Windows client can continue trading when the company server is unavailable. Follow the tested connectivity and recovery procedure for that installation.

The published standalone setup documentation describes startup after the installing Windows user signs in, rather than a service that runs before Windows sign-in. The installer must confirm how the particular installed release starts.

localhost means **this computer**. An address that works on the server as localhost will not point another register to that server. Obtain the correct LAN or hosted address from the installation handover record.

3. Know your role

These are training responsibilities, not a guarantee of particular built-in role names. Actual permissions are configured for each company.

- **Cashier or server:** Sign in, enter transactions, manage permitted orders and take authorized tenders.
- **Supervisor:** Help staff resolve exceptions, approve permitted corrections and review closeout work.
- **Business administrator:** Maintain company configuration, staff access, menus/products, registers and reporting access.
- **Accounting administrator:** Verify accounting company identity, mappings, cutover and reconciliation before enabling posting.
- **Technical installer:** Install and qualify the required software, connectivity, devices, backups and recovery arrangements.
- **Platform administrator:** Manages the hosting/platform responsibilities assigned to that account. This is distinct from a company's ordinary cashier or administrator access.

If a control is missing or disabled, check the current workspace, transaction state, register setup and your permissions. Ask the administrator to review the cause; do not borrow another employee's PIN or disable a control to bypass it.

4. Prepare before training

Prepare a separate training environment with your administrator. At minimum, obtain:

1. The correct company address and confirmation that this is a demonstration company.
2. A register assigned to this workstation, store and location.
3. Your own training employee credentials and the required permissions.
4. Sample products or menu items, prices and configured tender methods.
5. Confirmation of whether physical printing and cash-drawer operation are enabled for the exercise.
6. A clear instruction about accounting posting: normally leave it disabled during introductory staff training.

Training transactions are still transactions. A connection labelled Desktop Sandbox does not create a separate QuickBooks file. Use an actual copy of the accounting company file for Desktop exercises.

Do not include real passwords, PINs, authorization codes, pairing codes or customer payment details in training screenshots.

5. Recognize the transaction screen

The arrangement varies by assigned screen template, but the main concepts stay the same:

- **Journal:** The items currently on the sale or check, their quantities and amounts. Select a line before using line actions such as Repeat or Delete/void item.
- **Departments and items:** Department buttons select the items shown in the catalogue. Paging controls expose additional buttons when the available slots are filled.
- **Input display and keypad:** Touch the relevant field to enter item searches, quantities or payment amounts. Input panels appear when needed; a keypad is not permanently reserved on the transaction screen.
- **Total:** Review the amount before taking payment or printing a customer copy.
- **Functions:** Opens additional commands. Availability depends on permissions and transaction state.
- **Order and payment actions:** In Hospitality - Service these include Place Order, My tabs, Close Order, Pay on account and Print tab.

My tabs opens orders belonging to the signed-in user. **All tables** opens the permitted broader lookup; it does not override access restrictions.

The shared icon beside an action is a visual aid. Read its caption as well. The lock on staff sign-in represents PIN access; it does not indicate fingerprint authentication.

6. Follow a first retail exercise

Use a demonstration company and approved sample tenders.

1. Open the assigned register and sign in with your own employee credentials.
2. Confirm the intended Retail workspace and that the register is ready for trading. A batch or drawer may be required by the configured trading controls.
3. Scan, search for or select a sample item.
4. Check its name, quantity and price in the journal. Practise changing quantity only if your access permits it.
5. Open the payment screen, choose the approved training tender and enter the amount.
6. Review the tendered amount, remaining balance and any change before finalizing.
7. Confirm that the sale completed and that its receipt is available. Verify physical output separately if printing is part of the exercise.

Expected result: A completed demonstration sale with the intended items, amount and tender. Do not enter a second payment just because a printer did not produce paper; first check the saved sale and print status.

Ask your trainer to demonstrate the detailed steps and exception handling for your assigned register and release.

7. Follow a first hospitality exercise

1. Sign in and open the assigned Hospitality workspace.
2. Start or recall a permitted table/tab using the controls provided by that workspace.
3. Select a department and item. Complete any required modifier choices.
4. Review the journal, including modifiers, quantities and total.
5. Choose **Place Order** when ready and supply the requested tab name. The next screen depends on the workspace; the reviewed Service Fast Cash flow starts a fresh transaction after saving the named tab.
6. Choose **My tabs** to return to your own open order, then select it to continue.
7. Use **Print tab** for a guest check or **Close Order** to open payment. A printed guest check is not proof of payment.
8. Finalize payment only after checking the selected tender, amount and remaining balance.

Repeat adds the selected line without a success popup in the reviewed local build. Errors still appear. Split check lets you allocate items or shares between two journals before confirming. It creates one new check at a time. Combining moves the source contents into the target and removes the source from the open-tab list while retaining its history.

Expected result: Staff can place, recall, review and complete a demonstration order without accidentally duplicating it. Kitchen and printer delivery must be qualified on the actual devices rather than inferred from the screen alone.

8. Understand batches and accounting

A batch groups register activity for closeout. Completing a sale, closing/counting a batch and posting to QuickBooks are separate steps.

Supervisors should learn to review counts and tender differences, complete the required closeout output, and find batch history before learning accounting export. Do not classify an unexplained difference simply to remove a blocker.

Accounting setup requires the correct company, home currency, account mappings, approval and posting configuration. For Desktop, pairing the bridge is not the same as approving the observed QuickBooks company file or enabling sending.

If a posting result is uncertain, reconcile before retrying. Restoring a GZamPOS backup does not restore QuickBooks. The restore safeguard pauses sending until reconciliation is recorded and the required controls are explicitly re-enabled.

9. Know what to do when something goes wrong

1. Read and record the full message, the time and the affected sale/check/batch number.
2. Check whether the last action was saved before repeating a payment, order submission or accounting post.
3. Ask the authorized supervisor to review the issue.
4. Give support the company, store/register, workspace, application build and relevant device/utility version. Include a sanitized screenshot if useful.
5. Never send passwords, staff PINs, secrets or token-bearing URLs with a support report.

Installers should also retain diagnostic logs through the approved support process. Do not delete print-delivery journals or accounting history to force a retry.

10. Your next steps

Choose a learning path with your administrator or trainer.

- **Staff:** Practise the retail or hospitality exercise in a demonstration company, find the saved result, and learn when to call a supervisor.
- **Supervisors:** Learn permitted corrections, tender differences, batch closeout and receipt review.
- **Installers:** Complete deployment, device, access, backup and recovery qualification before handing over the installation.
- **Accounting administrators:** Verify the intended company, currency, mappings and cutover before enabling posting. Reconcile uncertain outcomes before retrying.

Resources

- GZamPOS Download Centre: Installers, utilities and available client guides.
- QuickBooks Desktop setup guide: Companion instructions for the Windows accounting bridge.

Ask your administrator for the company address, assigned register and training appropriate to your installed release. Do not send credentials with support requests.

About this guide

This is a product orientation guide, based on project documentation and the reviewed local Hospitality interface on 24 November 2026. Screen captions, layouts, permissions and available features can differ by release and company setup. It does not replace installation commissioning, physical hardware tests or accounting approval. The lock symbol indicates PIN access, not fingerprint authentication.