



Snooker King

Smart Snooker Billing & Lighting Automation
Management System

• Version 3.0

48

SECTIONS

Web + App

FULL COVERAGE

Step-by-Step

SCREENSHOTS



POS



AUTO LIGHTING



MEMBERSHIP



APP



REWARD



WEBSITE

www.snookerking.com



WHATSAPP

+6011-54521238



PLATFORM

Cloud-Based SaaS



ACCESS

Web & Mobile App

Table of Contents

1 Introduction

2 Account & Login

2.1 Sign In

2.2 Reset a Forgotten Password

3 Create Organization

3.1 Create the Organization

3.2 Invoicing Profile (Seller Identity)

3.3 Currency Settings

3.4 Payment Methods, Partial Payment & Rounding

4 Create Center

4.1 Create a New Center

4.2 Print the Member Portal QR

5 System Settings

5.1 Time Zone, Formats & Language

5.2 Hardware, Photos & Extras

5.3 Theme Colors

5.4 Happy Hour Pricing

6 Employees & Access Control

6.1 Create an Employee

6.2 Staff Attendance & Clock In/Out

7 Tables, Types, Themes & Zones

7.1 Create a Table Type

7.2 Create and Label Tables

8 Count Up Game Rates

8.1 Set a Count-Up Rate

8.2 Duration Tiers (Progressive Pricing)

Table of Contents (continued)

9 Countdown Packages

9.1 Create a Countdown Package

10 The Operations Floor

10.1 Navigate the Floor

10.2 Sound Effects & Voice Announcements

11 Starting & Running Games

11.1 Start a Count-Up Game

11.2 Start a Countdown Game

11.3 Add Players & Rounds

11.4 Quick Scan (RFID / QR Self-Start)

12 Pause, Resume & Change Table

12.1 Pause and Resume a Game

12.2 Move a Session to Another Table

13 End Game, Split Bill & Payment

13.1 End a Game & Take Payment

13.2 Split the Bill Between Payers

13.3 Pay Later (Outstanding Bills)

14 Lighting Automation

14.1 Connect a Lighting Controller

15 Live Table Monitor (TV Display)

15.1 Set Up the Monitor

16 Items, Categories & Combos

16.1 Create Categories

16.2 Create Items

16.3 Create Combo Packages

17 Inventory & Purchasing

17.1 Monitor & Adjust Stock

Table of Contents (continued)

17.2 Suppliers & Purchase Invoices

18 Point of Sale

18.1 Sell at the Counter

18.2 Payment Methods

19 Deposits

19.1 Collect, Refund & Forfeit

20 F&B Menu & Table Ordering

20.1 Build the Menu

20.2 Serve a Table

21 QR Self-Ordering & Self-Start

21.1 Customer Self-Ordering

21.2 Self-Start a Game Table

22 Printers & Receipt Printing

22.1 Add & Route Printers

23 Membership Plans

23.1 Create a Membership Plan

24 Members

24.1 Register a Member at the Cashier

24.2 Self Sign-Up via QR

24.3 Find & Manage Members

25 Membership Discounts

25.1 Set a Plan Discount

26 Reward Points

26.1 Configure the Points Program

27 Stamp Cards

27.1 Run the Stamp Program

28 Credit Packages & Top-Up

Table of Contents (continued)

28.1 Create a Credit Package

28.2 Top Up a Member

29 Campaigns & Coupons

29.1 Create a Campaign

30 Revenues & Invoices

30.1 Browse & Inspect Sales

30.2 Edit, Void & Official Receipts

31 Revenue Reports

31.1 Generate Reports

32 Tax, Service Charge & Documents

32.1 Configure Tax & Service Charge

33 LHDN e-Invoice (MyInvois)

33.1 Connect & Submit

34 Online Payments (Fiuu Gateway)

34.1 Enable the Gateway

35 Accounting Export

35.1 Set Up & Export

36 Sales Agents & Commissions

36.1 Set Up the Program

36.2 Pay Out Commissions

37 Table Bookings

37.1 Create a Booking

37.2 Recurring & Bulk Bookings

37.3 Manage the Booking Lifecycle

37.4 Booking Rules per Table Type

38 Tournaments

38.1 Create & Publish a Tournament

Table of Contents (continued)

38.2 Run the Event

39 Announcements & Communication

39.1 Publish an Announcement

39.2 Center Chat

40 Rental Management

40.1 Run a Rental

41 The Member App

41.1 Register & Join a Club

41.2 Scan to Play & Track Activity

41.3 Top Up, Rewards & Coupons

41.4 Book, Compete & Socialize

41.5 Profile & Security

42 Owner & Agent Mobile Portals

42.1 Use the Portals

43 History & Audit

43.1 Review History

44 Support & Feedback

44.1 Report a Bug or Suggest a Feature

44.2 Ask the AI Chat Assistant

45 Cash Movements and the Daily Cash Drawer

45.1 Open the Cash Window

45.2 Count the Drawer at the End of the Day

45.3 Record Cash In and Cash Out by Hand

46 Receivables, Money Customers Still Owe

46.1 Find What Is Owed

46.2 Take Payment or Close a Bill

47 Deleted Bills, Restoring a Removed Bill

Table of Contents (continued)

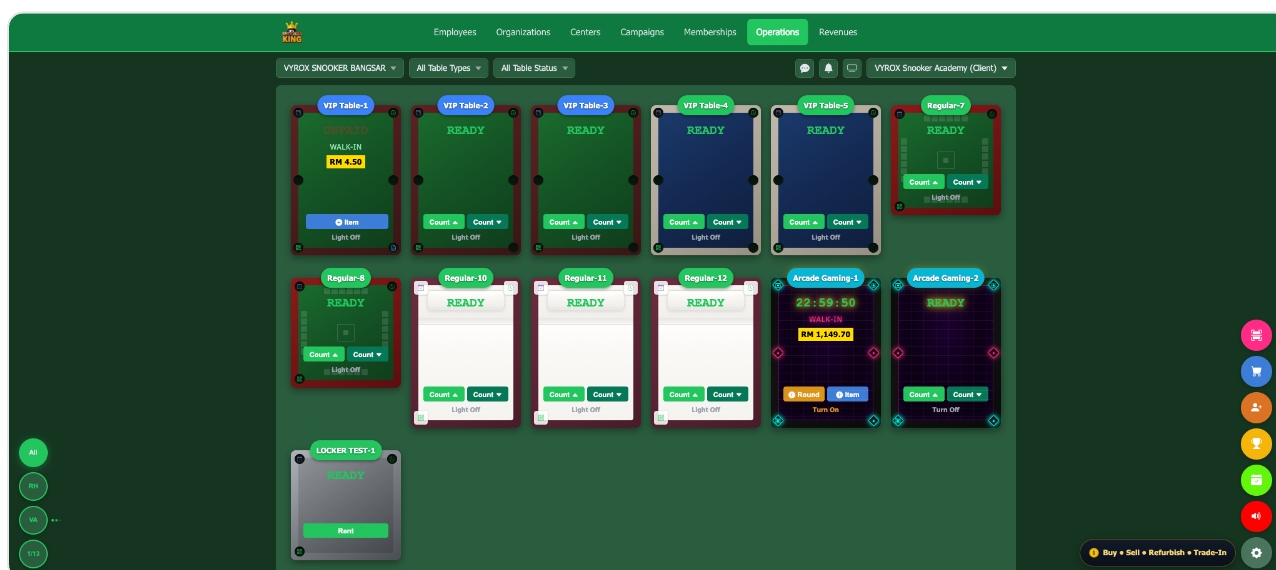
47.1	Restore a Bill
48	Running Tabs, an Open Bill With No Table
48.1	Open, Add To and Settle a Tab
48.2	Move a Bill Onto a Tab

Section 1 Introduction

Snooker King is a comprehensive, cloud-based management platform for snooker, pool and billiard centers — and beyond, supporting pickleball courts, golf ranges, karaoke rooms, mahjong tables, rentals and more. It digitizes daily operations by integrating live table management, time billing, point of sale, food and beverage ordering, inventory, memberships, loyalty programs, bookings, tournaments and access automation into one centralized system.

The platform is built for operators who prioritize efficiency and growth. It provides real-time table monitoring with automatic light control, flexible count-up and countdown billing with tiered rates, split-bill settlement, Malaysia LHDN e-Invoice compliance, online payments through the Fiuu gateway, and a full member mobile app where customers scan to play, top up credit, book tables, join tournaments and score live matches.

Owners can monitor financial performance remotely, control staff access levels down to individual permissions, run promotional campaigns and manage multiple organizations and branches from a single login. This guide walks through every feature of the system, from first-time setup to advanced daily operations.



Section 2

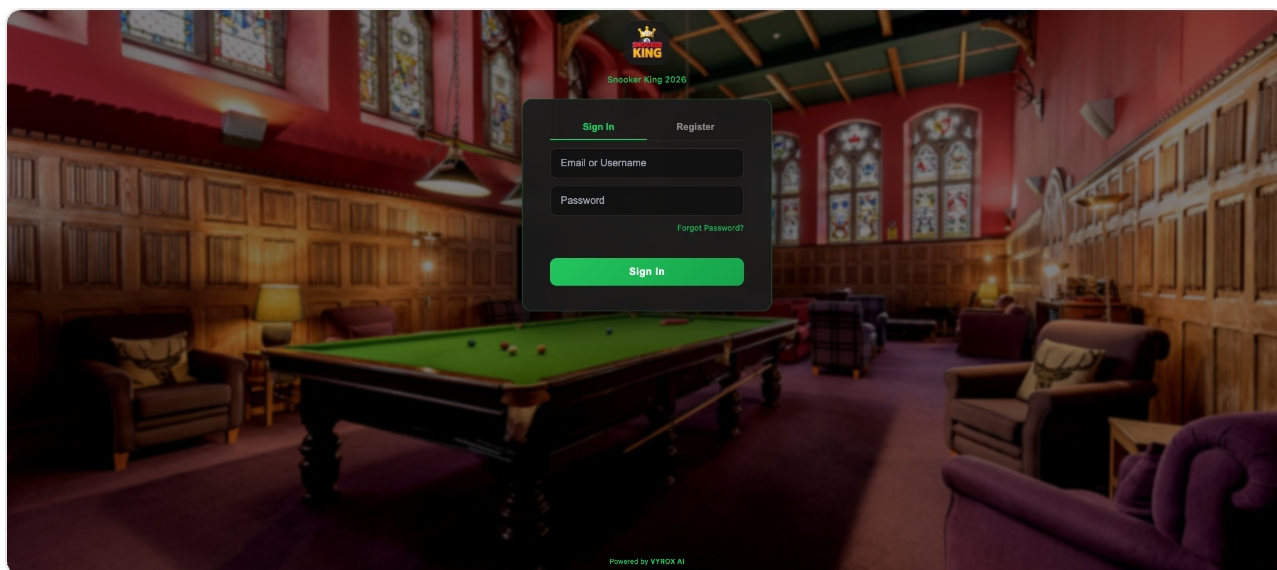
Account & Login

Every user — owners (clients), managers, operators, sales agents and members — signs in through the same branded login page. Your account is created for you when your Snooker King subscription starts; you receive your login email and password in the onboarding message.

On first login the system presents the legal agreement (Terms, Privacy & Disclaimer) which must be accepted before continuing. It re-appears whenever a new version is published, keeping consent up to date.

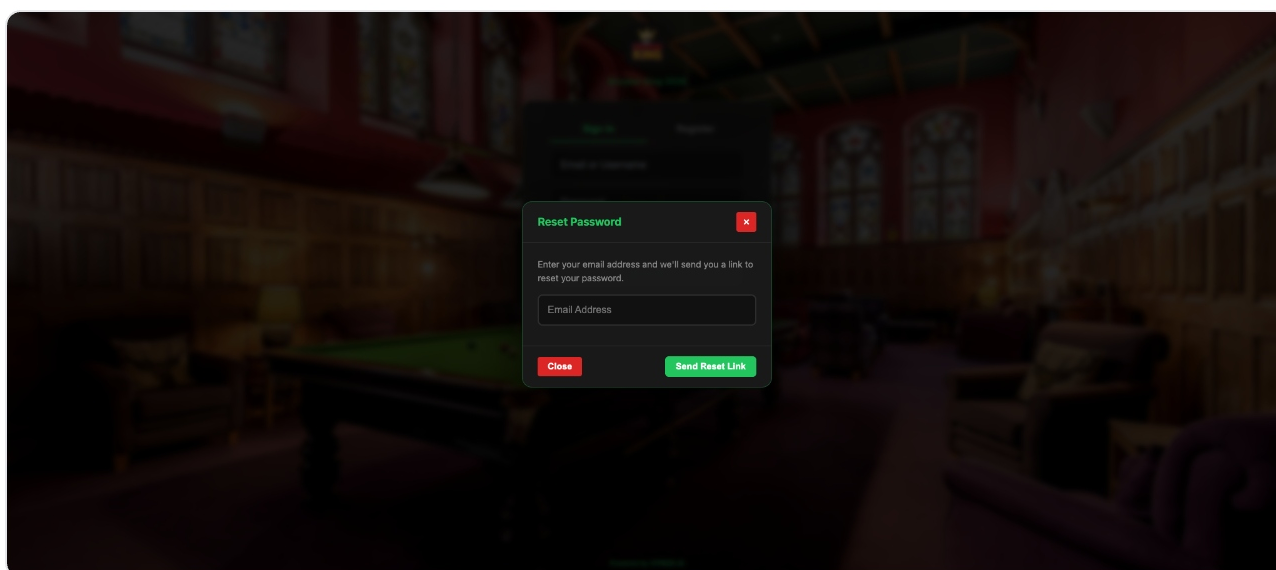
2.1 Sign In

1. Open your Snooker King URL (or your club's vanity link, e.g. snookerking.com/yourclub)
2. Enter your Email or Username
3. Enter your Password
4. Click Sign In
5. Review and Accept the legal agreement on first login



2.2 Reset a Forgotten Password

1. On the login page, click Forgot Password?
2. Enter your account email and submit
3. Open the reset link in the email (valid for 1 hour)
4. Enter a new password of at least 8 characters (mix letters, numbers and symbols) — the strength meter guides you
5. Confirm the new password and click Reset Password
6. Return to the login page and sign in



***Note:** Staff can also send a password-reset email to any member from the member's profile.

Section 3

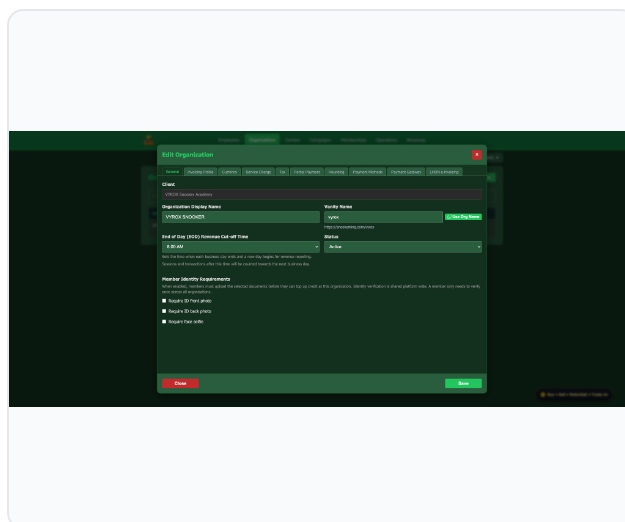
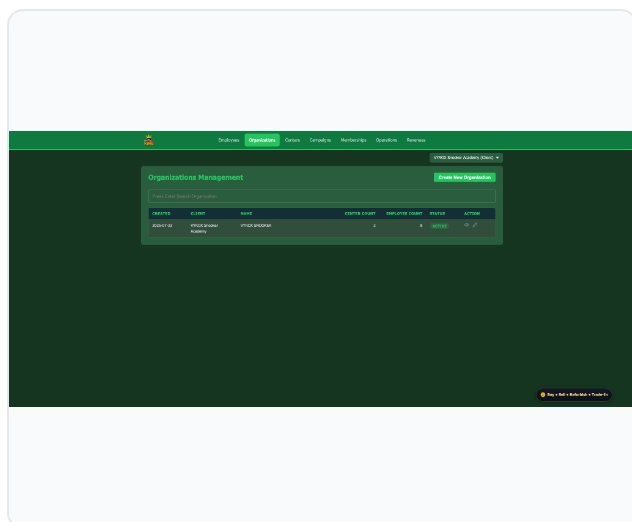
Create Organization

An Organization is your legal business entity. It holds the settings shared by all of its centers: the invoicing identity, currency format, default tax and service charge rates, allowed payment methods, partial-payment rules, the online payment gateway and LHDN e-Invoicing. Configure these once and every center inherits them.

Each organization also gets a vanity URL (for example snookerking.com/yourclub) that members use to register and log in, plus an End-of-Day revenue cut-off time that defines when one business day ends and the next begins in your reports.

3.1 Create the Organization

1. Go to Organization > Create New Organization
2. Enter the Organization Display Name
3. Set a Vanity Name (lowercase letters and numbers) — the live URL preview shows your member link
4. Choose the End of Day (EOD) Revenue Cut-off Time
5. Set Status to Active and save



3.2 Invoicing Profile (Seller Identity)

→ Section 3 — Create Organization (continued)

1. Open the organization > Invoicing Profile tab
2. Choose the ID Type: NRIC, Business, Passport or MyTentera
3. For Business: fill the Seller Full Legal Name, Business Registration No. (BRN), Tax Identification No. (TIN) and SST No.
4. Fill the contact details and full business address
5. Save — these details print on invoices and are used for e-Invoicing

The screenshot shows the 'Edit Organization' form with the 'Invoicing Profile' tab selected. The form contains the following fields:

- ID Type:** Business (selected)
- Business Seller Full Legal Name:** VYROX INTERNATIONAL SDN BHD
- Business Registration No. (BRN):** 201201039321
- Tax Identification No. (TIN):** C22988575060
- Sales & Service Tax No. (SST):**
- Contact No.:** +60196883338
- Email Address:** vyroxnooker@gmail.com
- Address Line 1:** Bangsar South
- Address Line 2:**
- Address Line 3:**
- Postal Code:** 43300
- City:** Bangsar
- State:** KL
- Country:** Malaysia

Buttons: Close, Save

3.3 Currency Settings

1. Open the Currency tab
2. Search and select the Currency Code (e.g. MYR)
3. Set the Currency Symbol and whether to display Symbol or Code
4. Choose Symbol Placement (before/after), Decimal Places and Thousands Separator
5. Pick the Rounding Precision and check the live preview
6. Save — all money displays and receipts follow this format

The screenshot shows the 'Edit Organization' dialog box with the 'Currency' tab selected. The settings are as follows:

Field	Value
Currency Code	MYR - Malaysian Ringgit
Currency Symbol	RM
Display As	Symbol (e.g. RM, INR sign, \$)
Symbol Placement	Before Amount
Use Thousands Separator	Yes
Decimal Places	2
Rounding Precision	0.10

PREVIEW
RM 1,234.60
Original: RM 1,234.57 → Rounded: RM 1,234.60 (+0.033)
Rounding precision: 0.1

Buttons: Close, Save

3.4 Payment Methods, Partial Payment & Rounding

1. Open the Payment Methods tab and enable the tenders staff may accept: Cash, Card, e-Wallet, Bank Transfer, Fiuu
2. Enable member currencies: Credits, Points, Stamps
3. In the Partial Payment tab choose which sale types allow paying in parts: Count Up, Count Down, Count Down Pay Later, Point of Sale, Food & Beverages
4. In the Rounding tab tick which tenders apply cash rounding (Cash, Card, e-Wallet, Bank Transfer, Credits)
5. Save

→ Section 3 – Create Organization (continued)

***Note:** Default Service Charge and Tax rates are also set per organization — see the Tax, Service Charge & Currency section of this guide.

Section 4

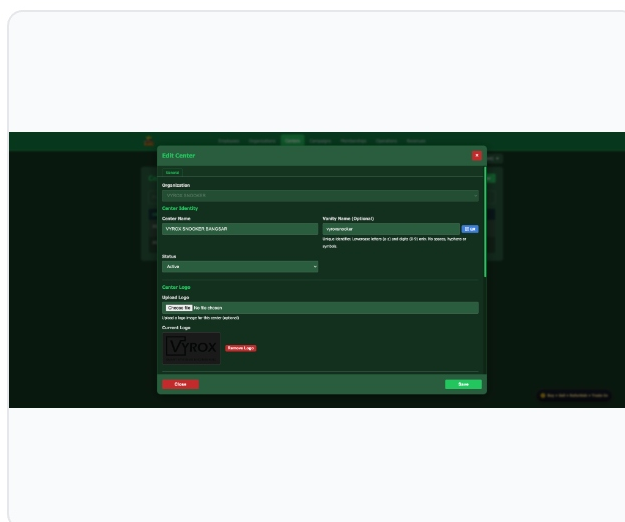
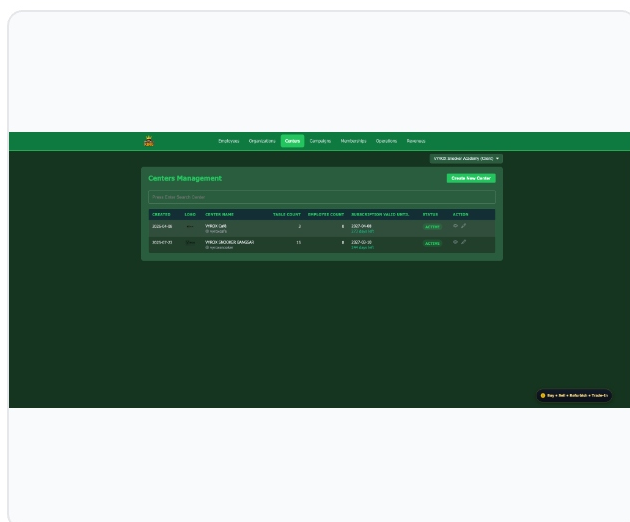
Create Center

A Center is a physical branch under your organization. Each center has its own name, logo, address, GPS location, WhatsApp contact and operational toggles, so multi-branch businesses can run every outlet with branch-level control while sharing one business identity.

Every center can print its own Member Portal QR code for the counter — customers scan it to register as members, and the center appears in the member app's Nearby Centers listing with photos, live availability and directions.

4.1 Create a New Center

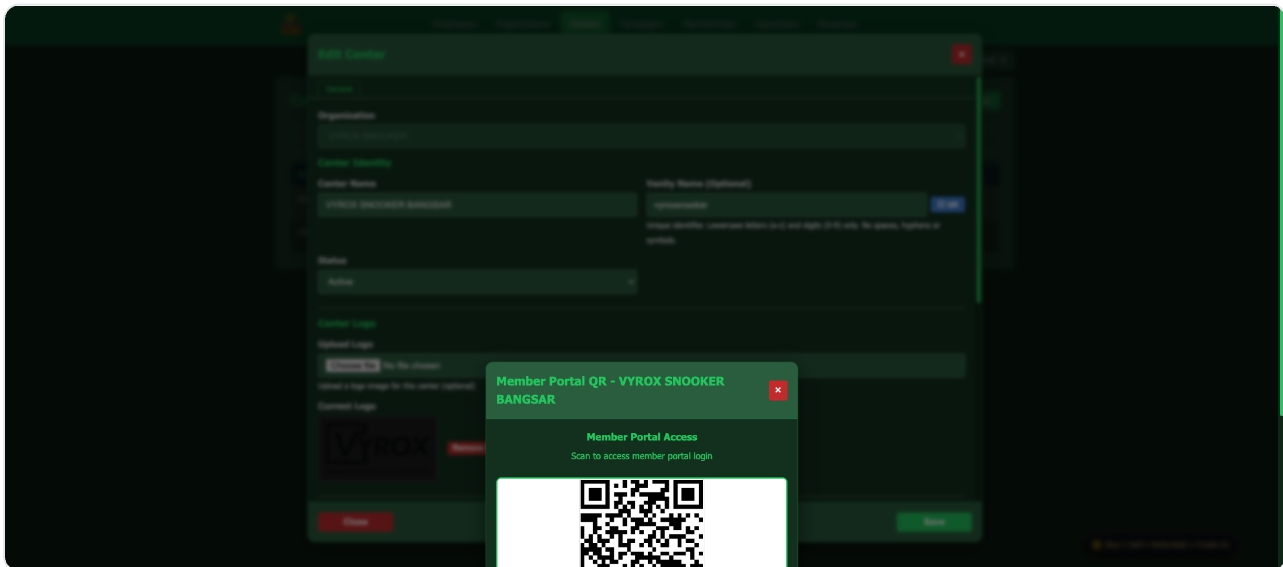
1. Go to Centre > select your Organization > Create New Centre
2. Enter the Center Name and an optional Vanity Name
3. Upload the center logo (crop, zoom and rotate in the built-in editor)
4. Fill the Address, an optional Description (shown in the member app) and paste GPS Coordinates from Google Maps
5. Set the WhatsApp Number (use the organization default or a custom one)
6. Choose the End of Day cut-off (inherit from organization or override)
7. Optionally enable "Allow pausing games" and Confirm Create



4.2 Print the Member Portal QR

→ **Section 4 — Create Center (continued)**

1. Open the center and click the QR button next to the Vanity Name
2. The Member Portal QR Code preview appears
3. Click Print A4 QR or Print B5 QR
4. Display the printed QR at the counter for member self-registration



Section 5

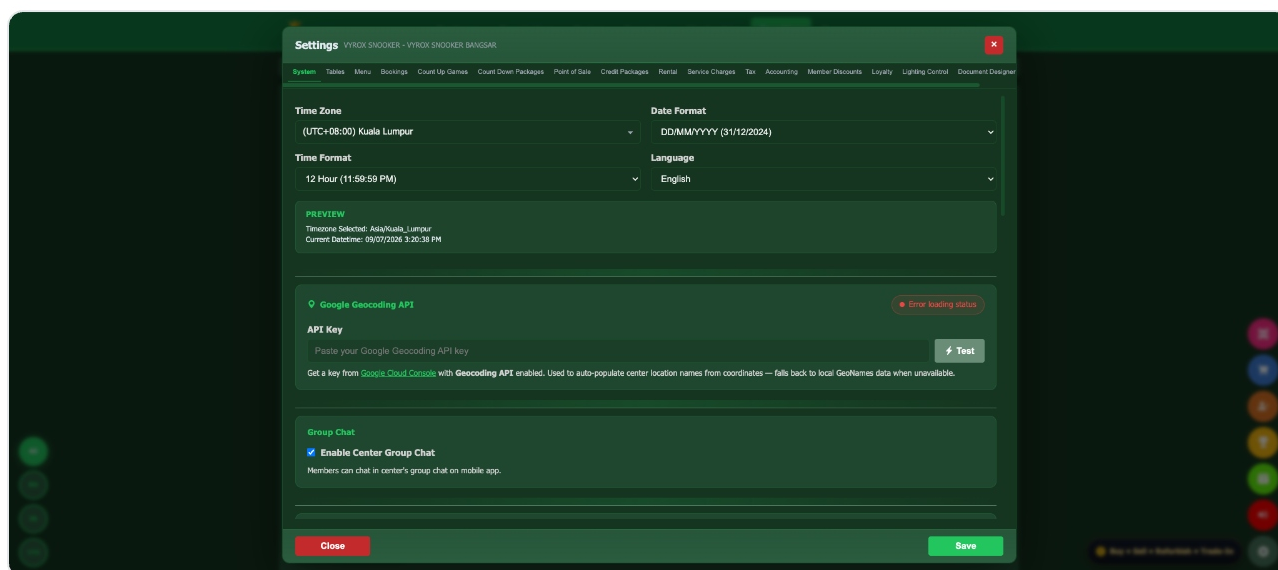
System Settings

The Settings panel (gear button on the Operations page) is the control room for each center. The System tab holds the fundamentals: time zone, date and time formats, display language, integrations, hardware peripherals, center photos and the color theme of the whole app.

Accurate time settings are essential — they timestamp every game session, invoice and report. Date, time and language changes preview in real time before you save, and the language selection also drives the spoken voice announcements.

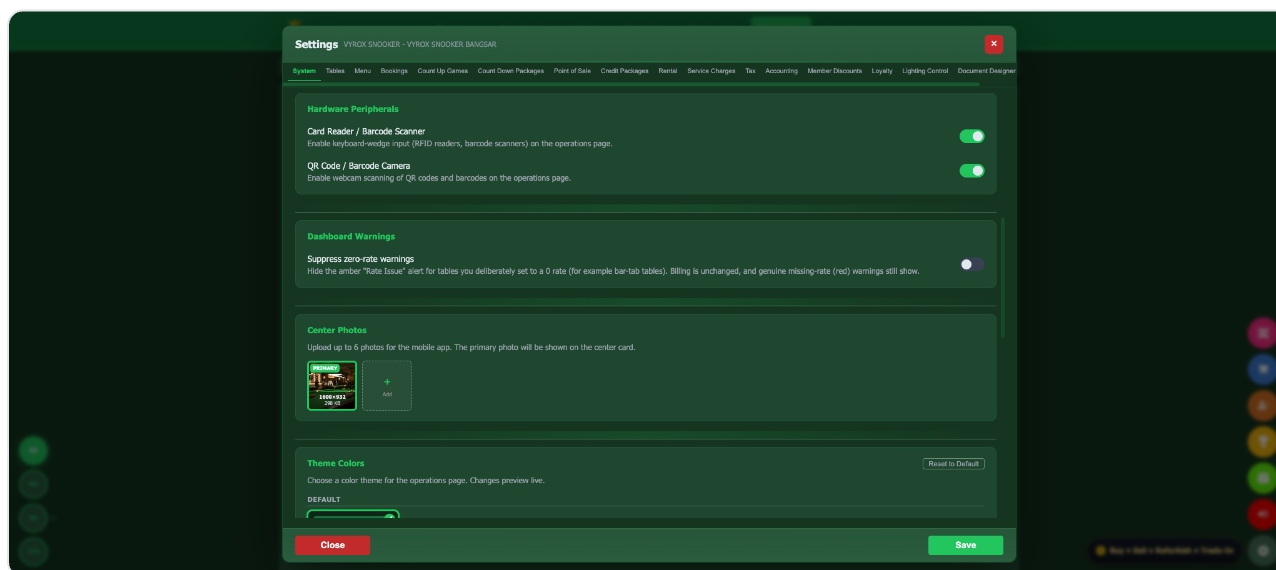
5.1 Time Zone, Formats & Language

1. Go to Operation > click Settings (gear button) > System
2. Select your Time Zone from the searchable list
3. Choose the Date Format (e.g. DD/MM/YYYY) and Time Format (24-hour or 12-hour)
4. Choose the Language: English, Bahasa Malaysia or Chinese
5. Check the live preview and save



5.2 Hardware, Photos & Extras

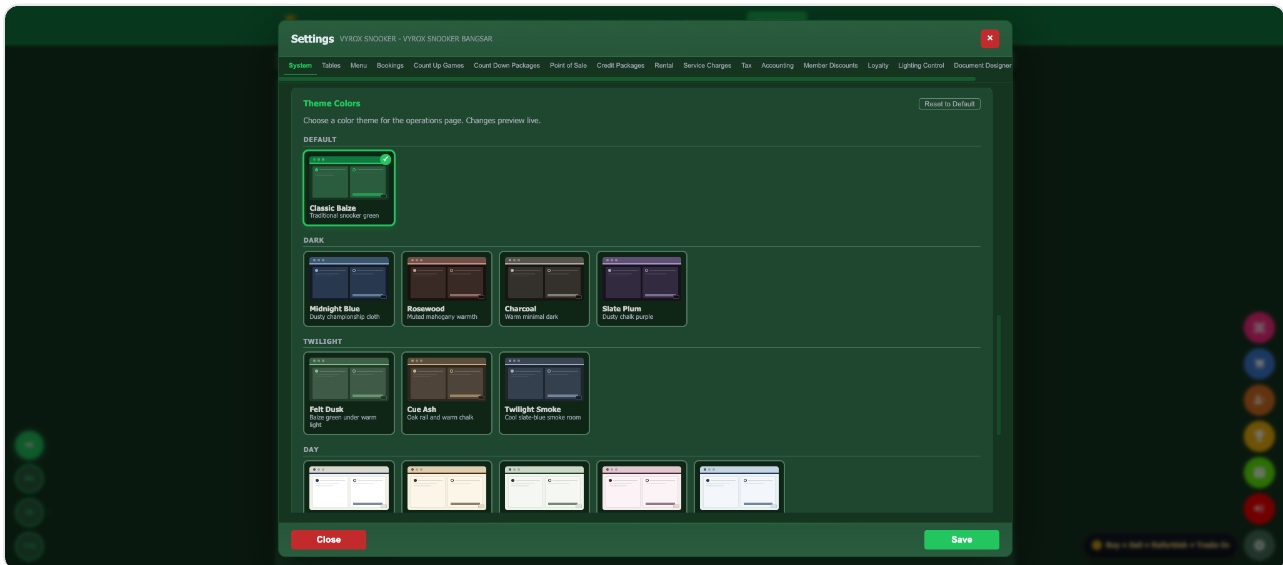
1. In Hardware Peripherals, enable Card Reader / Barcode Scanner (RFID tap cards) and/or QR Code / Barcode Camera (webcam scanning)
2. Enable Center Group Chat to let members chat with your center in the app
3. Upload up to 6 Center Photos — the primary photo shows on your center card in the member app
4. Optionally add a Google Geocoding API key and Test it to auto-fill your location
5. Save



5.3 Theme Colors

→ Section 5 — System Settings (continued)

1. Scroll to Theme Colors in the System tab
2. Pick a preset (Classic Baize, Midnight Blue, Rosewood, Charcoal and more)
3. Or fine-tune with the custom pickers: Nav bar, Body background, Card background, Accent/Borders, Modal background
4. Use Reset to Default to undo customizations
5. Save — the whole app restyles instantly

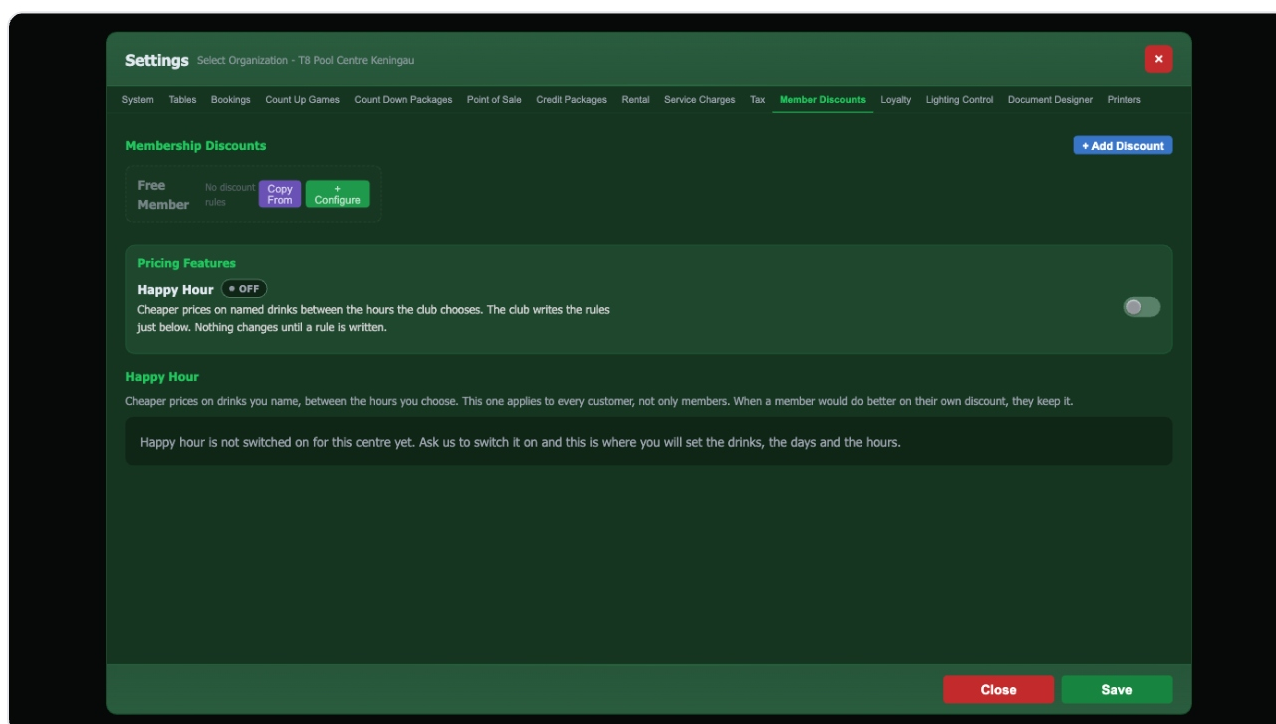


5.4 Happy Hour Pricing

The Happy Hour tab in Settings runs time-of-day discounts on menu items and drinks automatically — no cashier has to remember to apply them. A rule can knock a percentage or fixed amount off, or set a flat price, for chosen items on chosen days and time windows.

→ **Section 5 — System Settings (continued)**

1. Go to Operations > click the Settings (gear) button > Member Discounts tab
2. Under Pricing Features, switch Happy Hour to On for this centre — the Happy Hour panel below unlocks once it is on
3. Click New Happy Hour to create a rule (or Edit happy hour on an existing one)
4. Pick the items or drink pours the rule targets — pick a specific pour (e.g. Whisky Double) or the whole item
5. Choose the discount type: Percent Off, Amount Off or Set Price, and enter the value
6. Tick the days it runs, or leave it as Every day
7. Set a start and end time, or leave it as All day
8. Save — matching items are discounted automatically at the counter and self-order menu during that window
9. Use Delete It to remove a rule you no longer need, or Keep It to cancel out of the editor



Section 6

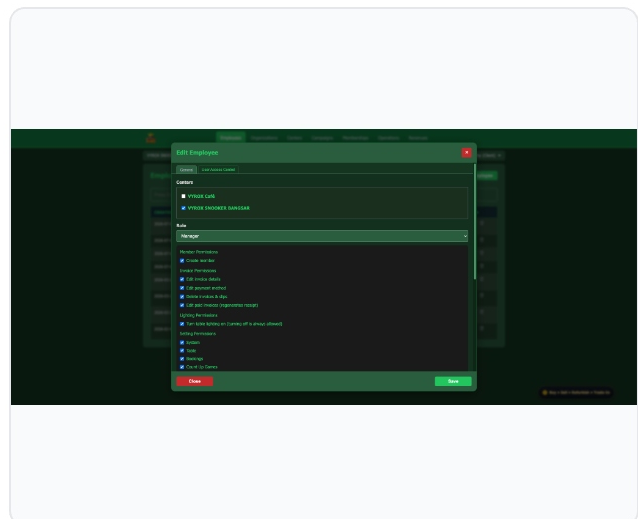
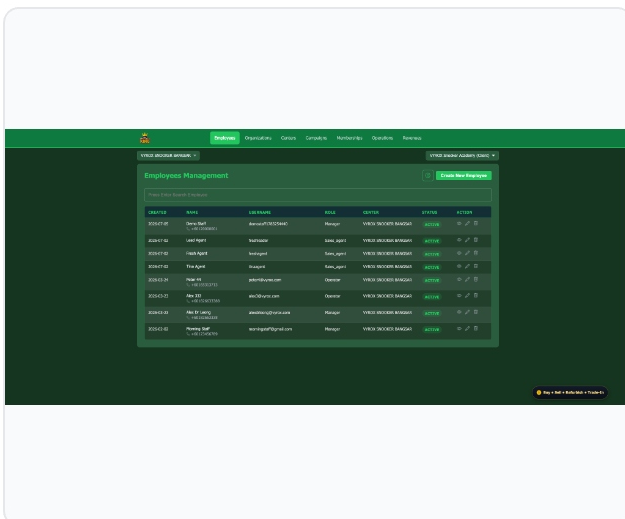
Employees & Access Control

Create a login for every staff member and control exactly what each person can see and do. Employees are assigned to one or more centers and given a role: Manager, Operator or Sales Agent. Fine-grained permissions cover sensitive actions like editing invoices, deleting documents, creating members and turning table lights on.

Managers can additionally be restricted per module — you choose which Settings tabs (rates, packages, tax, printers and so on) and which dashboard sections (Employees, Organization, Centers, Campaign, Memberships) each manager may open. Operators get day-to-day floor access with the permissions you tick.

6.1 Create an Employee

1. Go to Employees > select the Organization > Create New Employee
2. Enter the Name, a unique Username and a Password
3. Open the User Access Control tab and tick the Centers this employee works at
4. Choose the Role: Manager, Operator or Sales Agent
5. Tick the permissions to grant: Create member, Edit invoice details, Edit payment method, Delete invoices & slips, Edit paid invoices, Turn table lighting on
6. For Managers, tick the Settings modules and dashboard sections they may access
7. Optionally whitelist which Revenue-page date filters they may use, then Confirm Create



***Note:** Leave the password blank when editing to keep the current password. Revenue date filters: if none are ticked the employee is unrestricted.

6.2 Staff Attendance & Clock In/Out

Every employee can clock in and out for their shift with a single tap, from the same device they already use on the floor — an RFID badge tap or a one-tap button, whichever your center prefers. You decide whether GPS location and IP address are captured on each punch, so managers can confirm staff really are on-site.

1. Go to Attendance (visible to any employee with the Attendance permission)
2. Tap Clock In to start the shift, or Clock Out to end it
3. If GPS capture is enabled for your center, allow location access when prompted
4. Managers open the Attendance summary to see every staff member across every branch, filterable by date range
5. Cutoff and rounding rules (e.g. round to nearest 15 minutes) are set once in Settings and apply automatically
6. Export the period as CSV for payroll, or print a summary directly from the page

***Note:** A clock-in record with a map pin means GPS was captured for that punch — tap the pin to see the exact location on a map.

Section 7

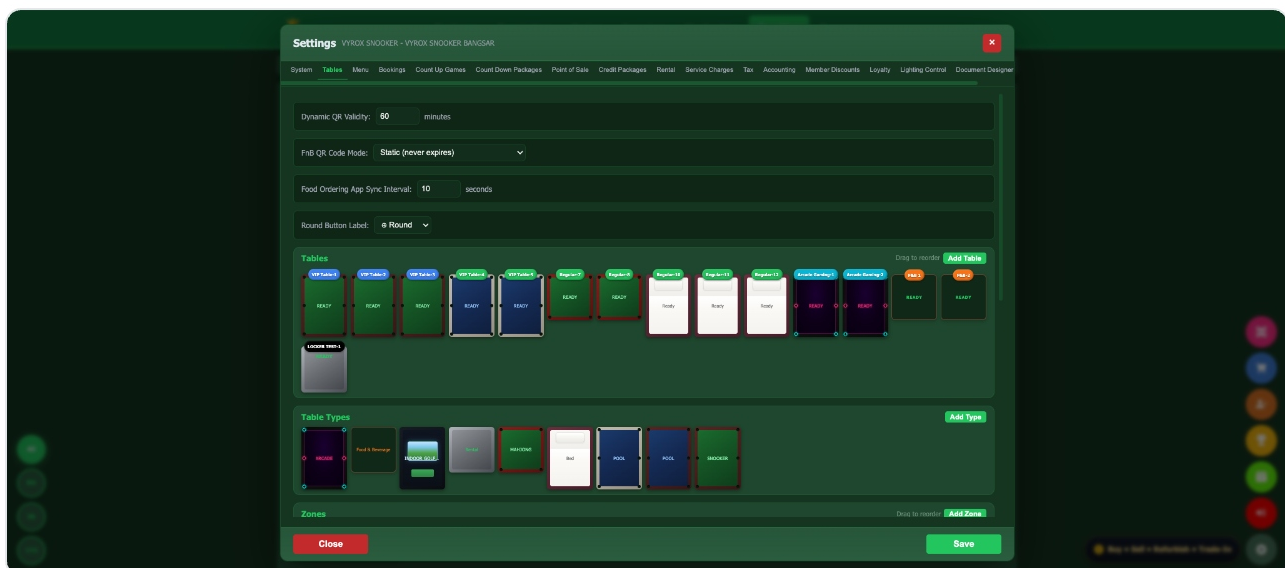
Tables, Types, Themes & Zones

Before the floor can operate you define your tables. A Table Type groups tables that share pricing and a visual theme — the software renders each table as a realistic card matching its sport or use: Snooker, Pool, Pickleball, Indoor Golf Range, Outdoor Golf Range, Karaoke, Mahjong, Carrom, Arcade, Bed, Rental, Locker, Room, Unit, Parking and more.

Zones group tables into floor areas (Ground Floor, VIP Room, Upstairs...) and appear as quick-filter pills on the Operations page, so staff can jump straight to the right part of the venue.

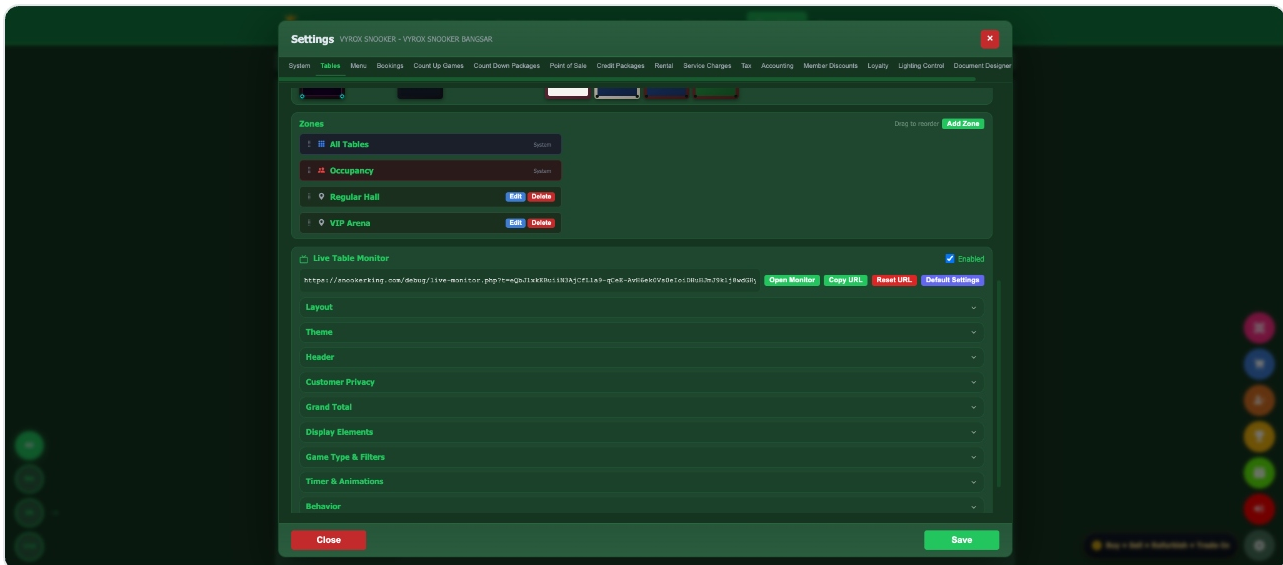
7.1 Create a Table Type

1. Go to Settings > Tables
2. Create a new Table Type and name it (e.g. Snooker, Pool, Pickleball)
3. Choose the visual theme that matches the activity
4. Pick the surface color and rail color for the table card art
5. Save



7.2 Create and Label Tables

1. Still in Settings > Tables, add tables under the table type
2. Label each table (e.g. Table 1, VIP 1)
3. Assign each table to a Zone (create zones as needed)
4. Save — the Operations floor now shows your tables as themed cards



Section 8

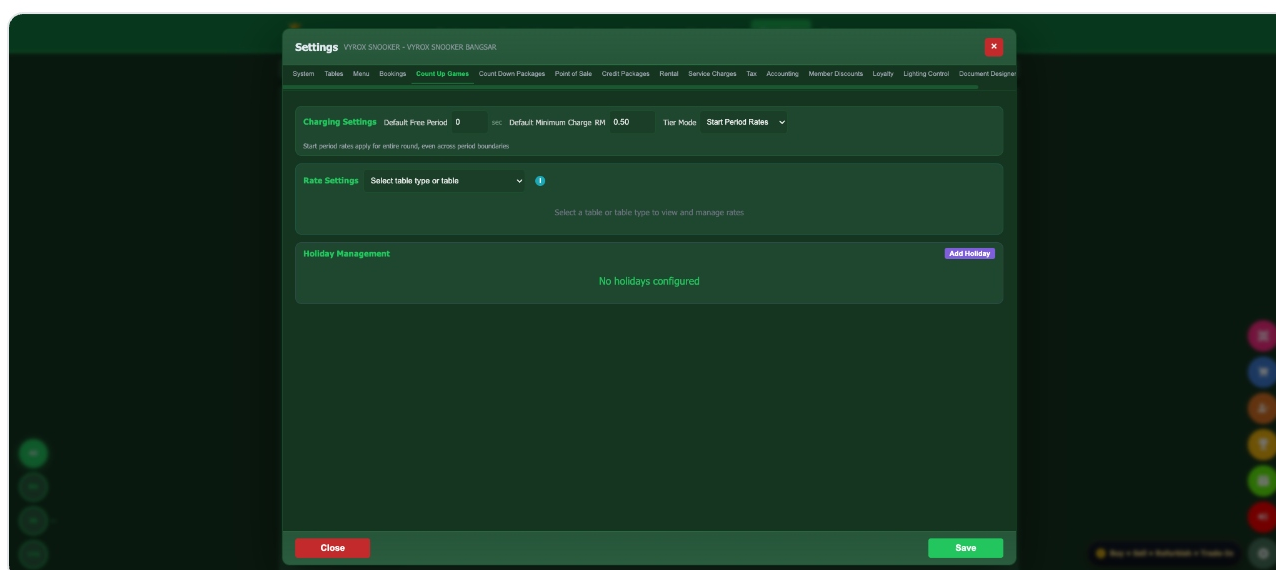
Count Up Game Rates

Count-up games charge by elapsed time. Rates resolve through a three-level hierarchy — a rate set on a specific table wins over the table-type default, which wins over the center default — so you can price a VIP table differently with one override.

Rates can vary automatically by day: all weekdays, all weekends, a specific day, specific dates, public holidays and holiday eves. Progressive duration tiers let the hourly rate change as the session gets longer (for example a cheaper first hour), and member reward rates can differ for weekday, weekend and holiday play.

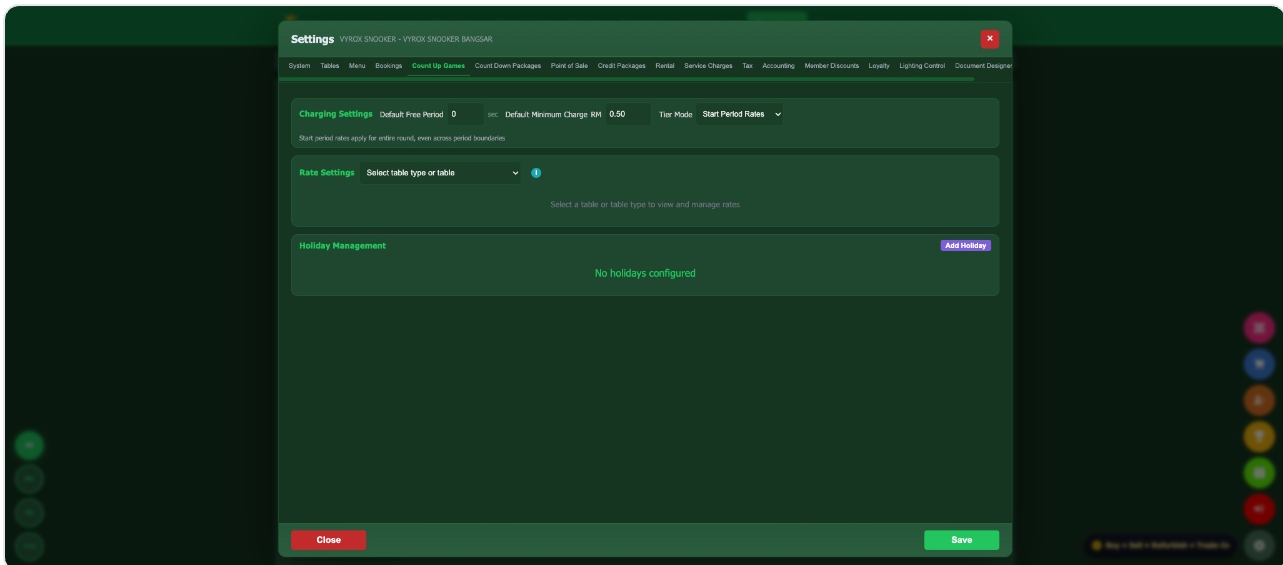
8.1 Set a Count-Up Rate

1. Go to Settings > Count Up Games
2. Pick the scope: a specific table, the Table Type Default, or All Tables
3. Choose the rule type: default, all weekdays, all weekends, a specific day, specific date, holidays or holiday eves
4. Enter the hourly Rate
5. Save, or use Select All to copy the rate to other tables



8.2 Duration Tiers (Progressive Pricing)

1. Open the rate and enable duration tiers
2. Add tier rows: From / To (minutes) = Rate per hour (e.g. 0–60 min = RM12/hr, 60+ = RM15/hr)
3. The last tier automatically becomes the catch-all for the rest of the session
4. Save — running games apply the correct band as time passes



***Note:** Holidays and holiday eves come from the Holiday Management list; weekends are detected automatically.

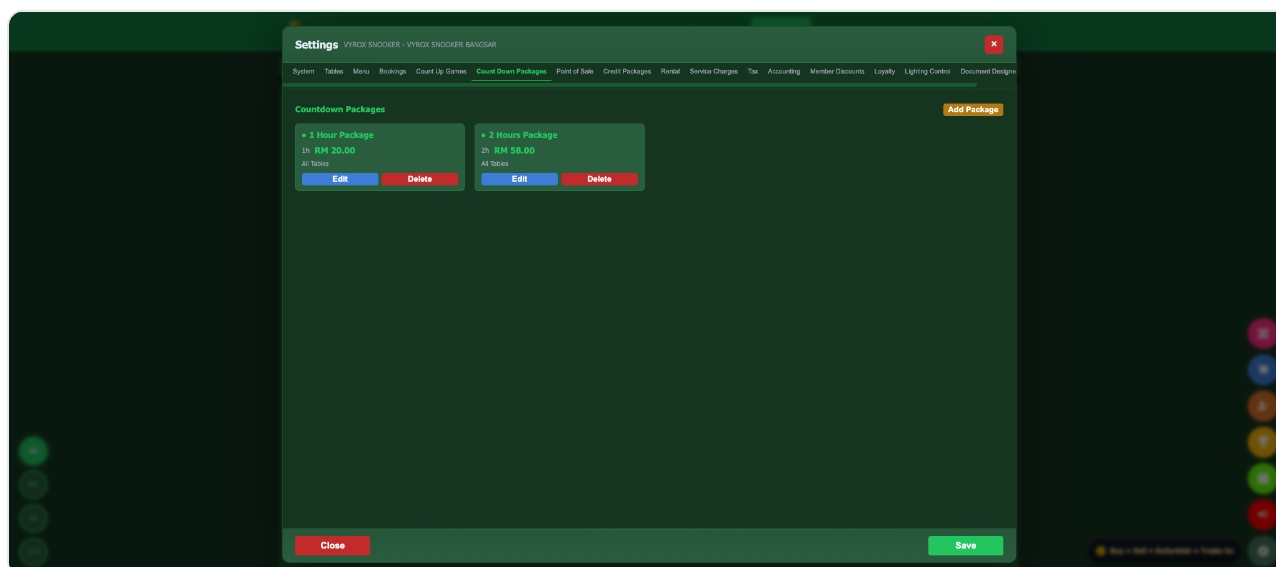
Section 9

Countdown Packages

Countdown games sell a fixed block of time up front — the timer counts down and the table stops when time runs out. Packages standardize your prepaid offers (for example "2 Hours Standard" or a VIP bundle) with their own price, tax treatment and service charge.

9.1 Create a Countdown Package

1. Go to Settings > Count Down Packages > Add Countdown Package
2. Enter the Package Name, Hours/Minutes and Price
3. Set the Tax (%) and Service Charge (%) and choose whether the price includes tax (inclusive) or tax is added on top
4. Choose the Table Selection Mode: All Tables (Default) or Selective Tables Only, then pick the tables
5. Set Status to Active and save

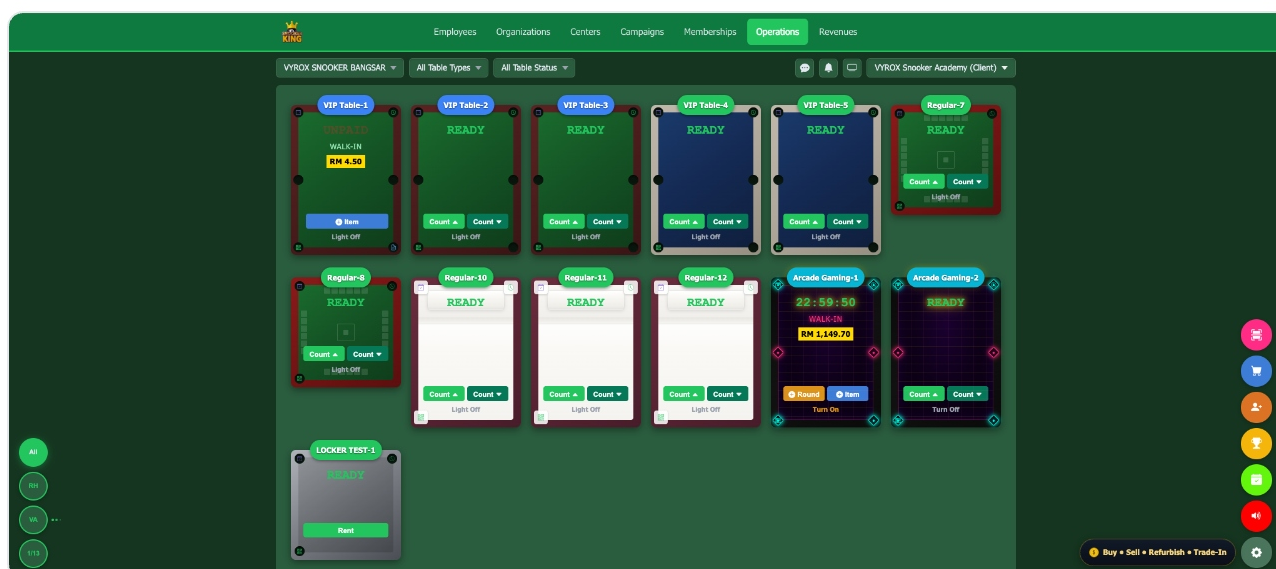


The Operations page is the live floor map of your venue. Every table renders as a themed card showing its status, timer, players and running charge in real time. This is home base for daily work: starting games, adding orders, taking payment and monitoring the room.

A stack of floating action buttons gives one-tap access to the POS cart, adding a new member, Tournaments, Bookings, Quick Scan and Settings. Power users can drive the floor from the keyboard: Enter opens the POS, T opens Tournaments, B opens Bookings, Esc closes the top window; inside payment windows the arrow keys pick a method and Enter confirms.

10.1 Navigate the Floor

1. Select your Organization and Center in the top filter bar
2. Use the zone pills to jump to a floor area
3. Filter with All Table Types and All Table Status (Available / Occupied)
4. Watch each card's live timer and running total
5. Click any table card to act on it



10.2 Sound Effects & Voice Announcements

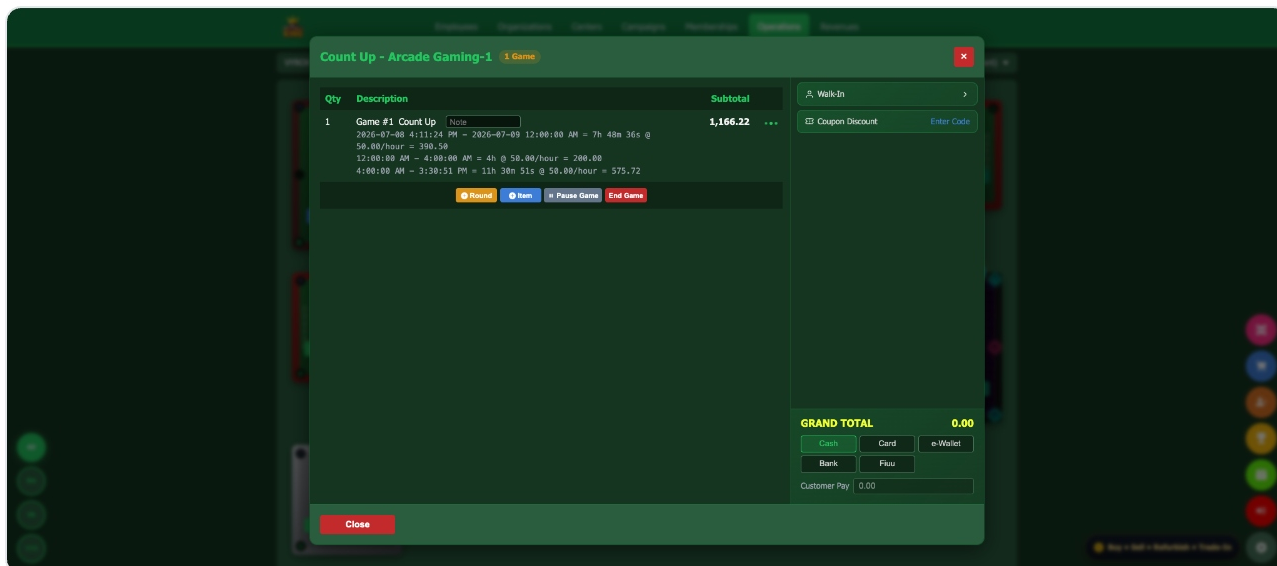
1. Click the volume floating button to mute or unmute sound effects (the choice is remembered)
2. Set the announcement language in Settings > System > Language
3. The system plays feedback sounds on clicks, payments and game events, and speaks announcements in English, Bahasa Malaysia or Chinese

Games start in seconds from the floor. A count-up game is open-ended — the charge grows with the clock at your configured rates, ideal for walk-ins. A countdown game is prepaid — the customer buys a package, a budget amount or plays against member credit, and the timer counts down. Starting a game switches the table light on automatically.

Each table tracks multiple players and game rounds. Attach customers to player slots by typing a guest name, searching a member, or tapping the member's RFID card — linking play and spending to real people for per-person billing and loyalty.

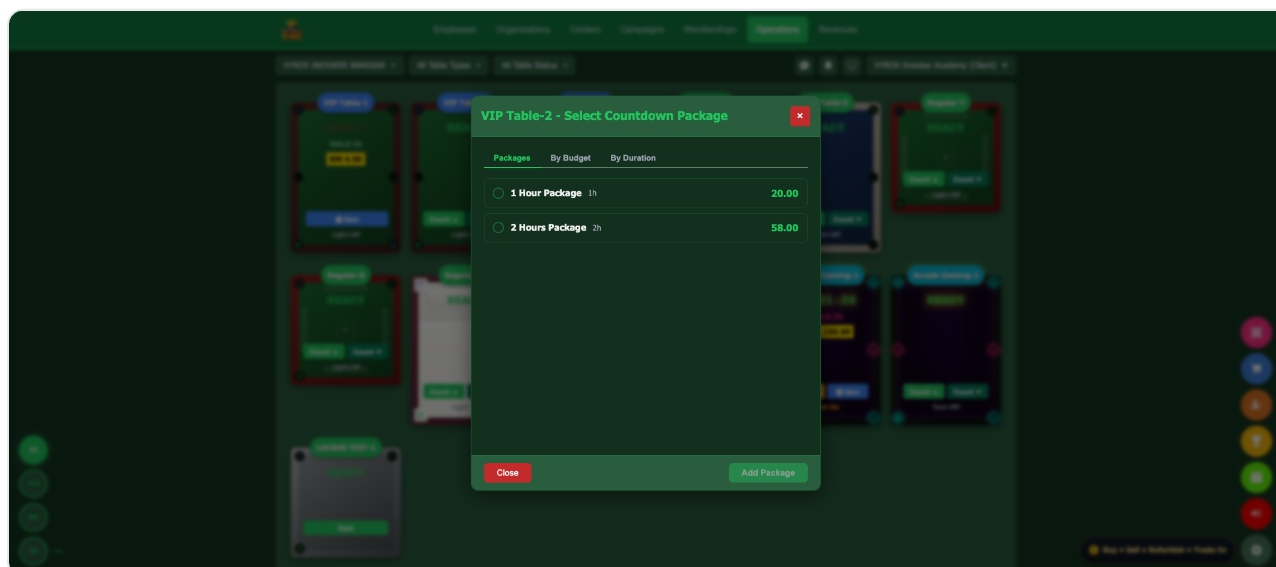
11.1 Start a Count-Up Game

1. Click an Available table on the Operations floor
2. Confirm the count-up start — the light switches on and the timer begins
3. Optionally add players to the table (see 11.3)
4. Add F&B or POS items to the table during play as needed
5. End the game from the table card when the customers finish



11.2 Start a Countdown Game

1. Open the Start Countdown Game window on an available table
2. Choose a tab: Packages (pick a prepaid package), Budget (enter an amount — duration is calculated from your rates), or Member Credit (play against the member's balance at current table rates)
3. Click Select to start the countdown
4. The card shows remaining time; the table stops when time runs out

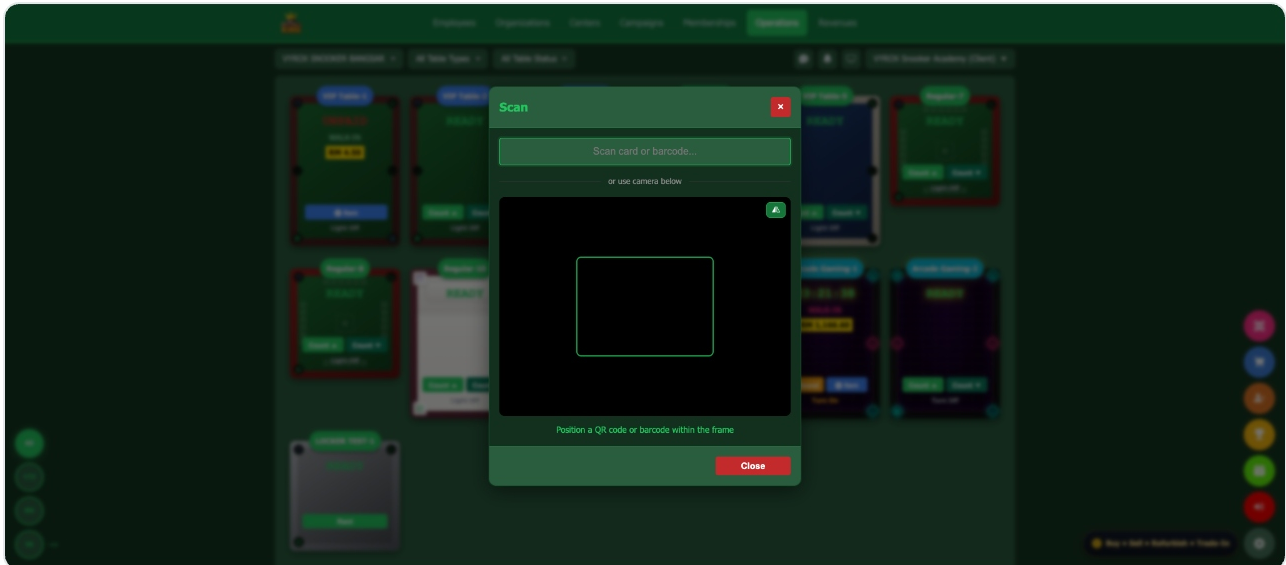


11.3 Add Players & Rounds

1. Hover the table card and click the green Add Player chip
 2. Type a guest name, search an existing member, or tap the member's RFID card
 3. Click the "Total N Players" chip to open the full roster
 4. Per player slot you can add a Round, add an Item, or End Game for that player
-

11.4 Quick Scan (RFID / QR Self-Start)

1. Enable Card Reader / Barcode Scanner or the camera in Settings > System > Hardware Peripherals
2. Tap the Quick Scan floating button (or simply scan a card at the counter)
3. Tap the member's RFID card or present a QR/barcode
4. On a match, choose Select Package / Start Table — the game starts against the member's account



Section 12

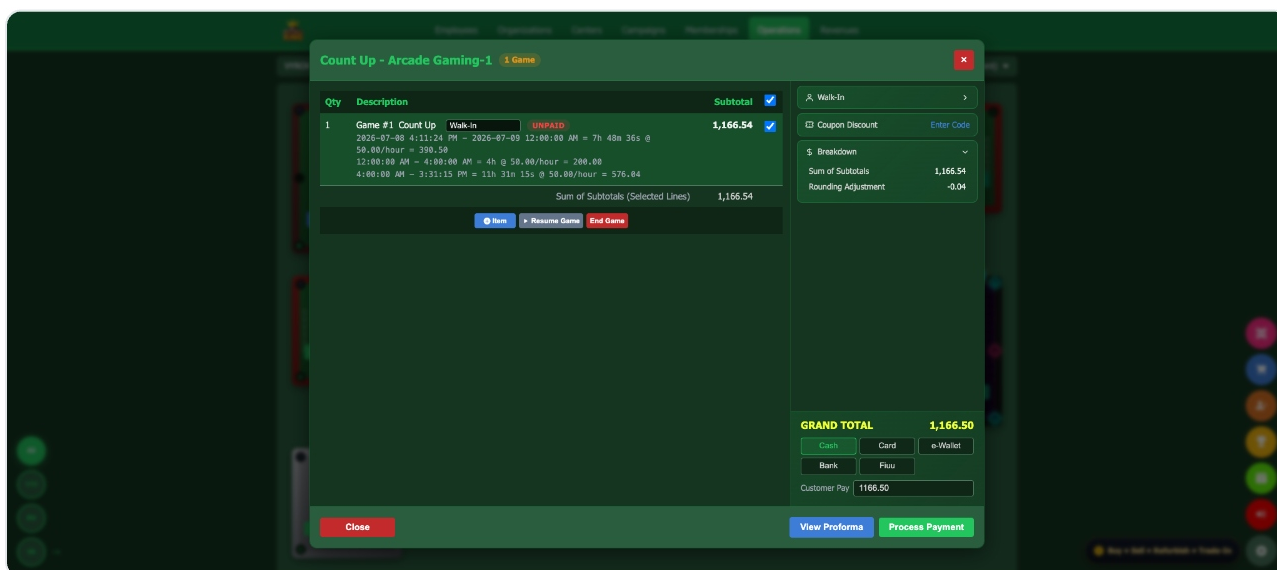
Pause, Resume & Change Table

Pause Game freezes a running session's timer and billing — for a meal break, a power interruption or a dispute — and Resume continues it later as the same game with one invoice line. Paused time is never charged. The table light switches off while paused and back on at resume. The feature is enabled per center in the center settings.

Change Table moves a whole in-progress session — players, elapsed time, charges and items — to another table without losing the running bill, perfect for maintenance issues or customer upgrades. Reopen Game re-activates a session that was ended by mistake.

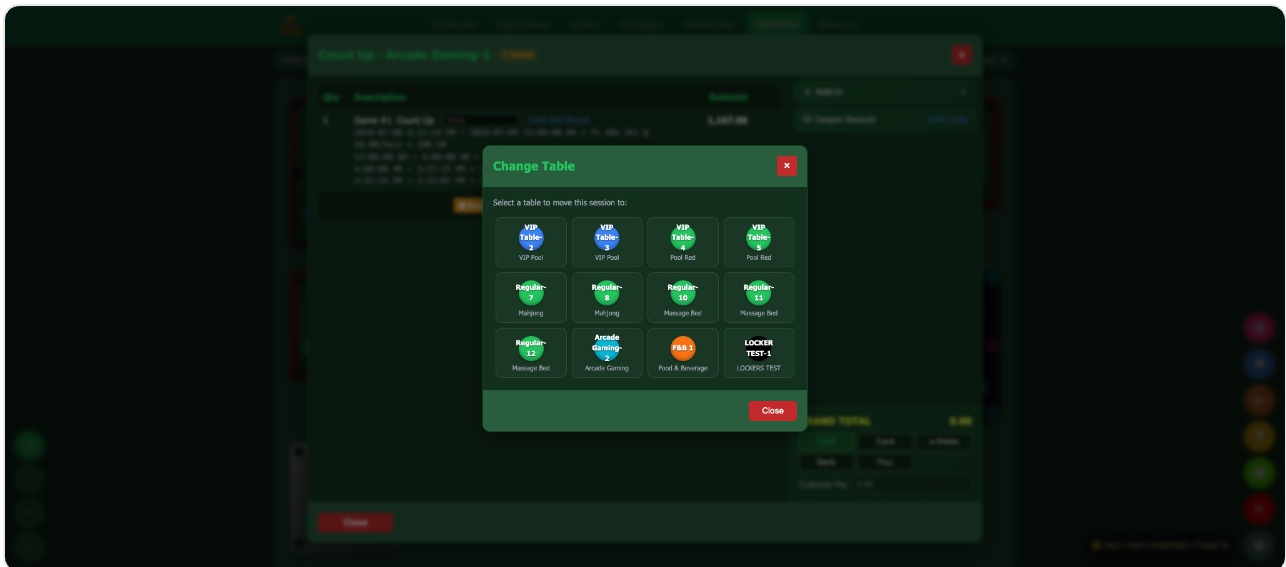
12.1 Pause and Resume a Game

1. Open the running table
2. Click Pause Game — the timer stops and a PAUSED badge appears on the card
3. When the customers return, click Resume Game
4. Billing continues; the paused gap is not charged



12.2 Move a Session to Another Table

1. Open the occupied table and click Change Table
2. Pick a destination from the grid of available tables
3. Review the Table Change Confirmation details
4. Click Confirm Move — the session continues on the new table



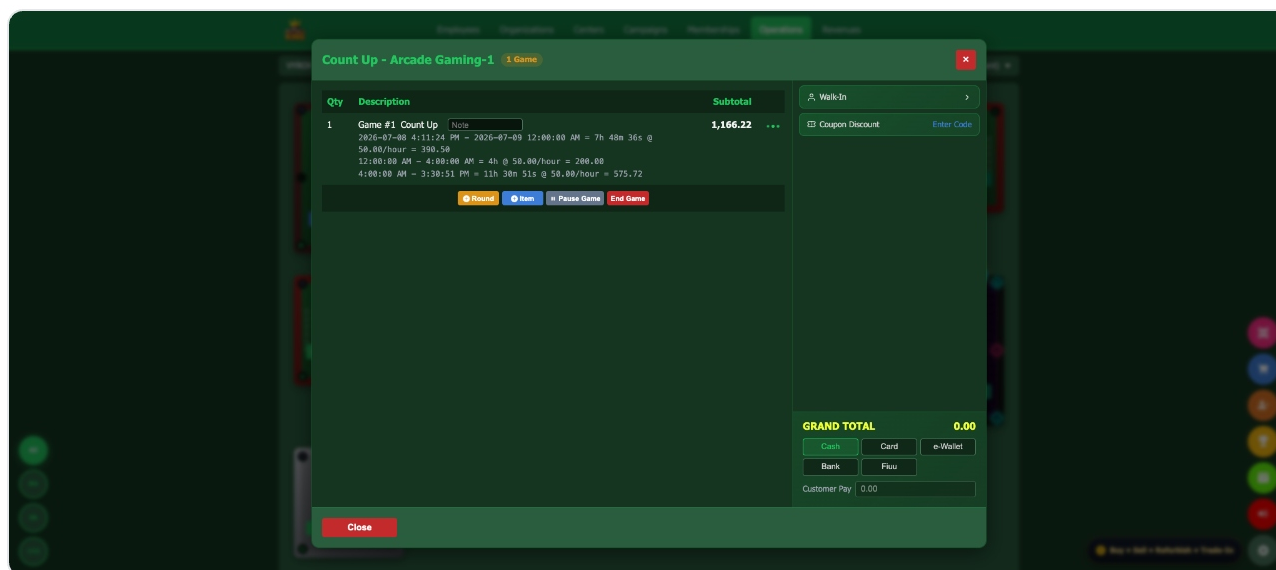
End Game, Split Bill & Payment

Ending a game turns off the table light, stops the timer and opens the settlement workspace. The Split-Bill window shows everything on the table — the time charge, game rounds, POS items, discounts, service charge, tax and rounding — and lets staff settle with any mix of Cash, Card, Bank, member Credits or Fiuu online payment.

Groups that pay separately are covered too: select specific lines to charge one payer at a time, or use Create Split Invoice to allocate items and time checkpoints to different payers, each receiving their own invoice. Where enabled, a bill can also be left outstanding (Pay Later) so the table is freed and the debt is chased later.

13.1 End a Game & Take Payment

1. Open the table and choose End Game / Checkout
2. Review the Table, Duration, Customer and Total Amount, then confirm Yes, End Game & Checkout
3. In the Split-Bill window, review the breakdown: Subtotal, Service Charge, discounts, Rounding Adjustment and Grand Total
4. Optionally Search Member to apply the member discount, or Enter Coupon Code and apply it
5. Select a payment method (Cash, Card, Bank, Credits, Fiuu) — for cash, enter Customer Pay to see the Change
6. Click Process Payment — the receipt prints and the table is released



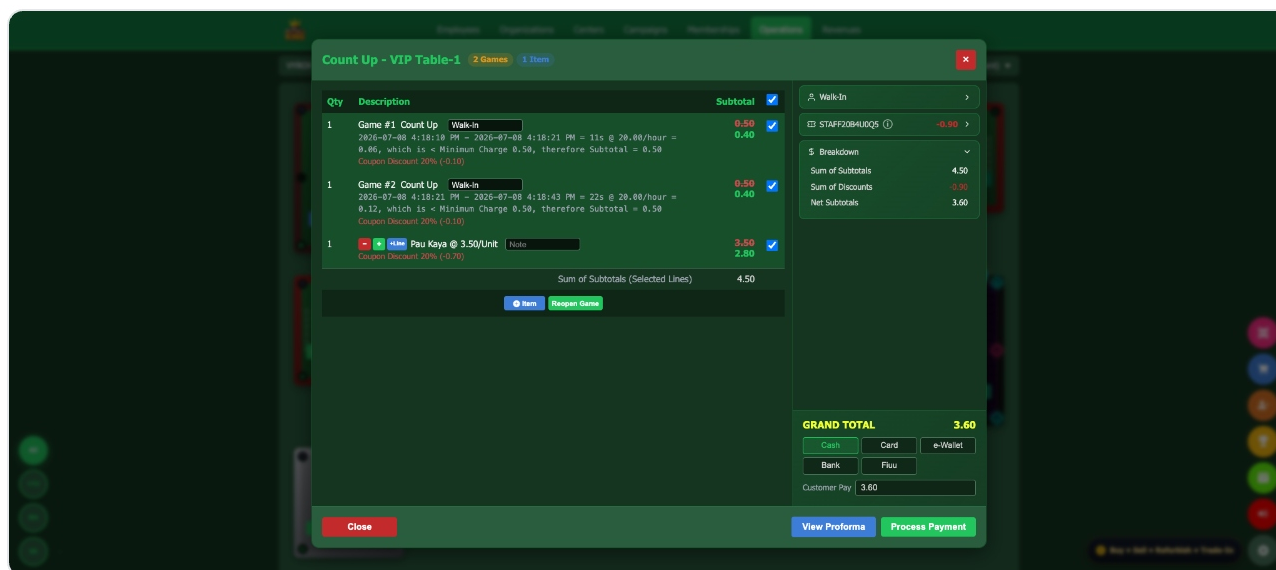
13.2 Split the Bill Between Payers

1. In the Split-Bill window, tick only the lines the first payer is covering — the Sum of Selected Lines updates
2. Process that payment, then repeat for the next payer
3. Or open Create Split Invoice: enter the Payer Information (or Search Member), Allocate Items, Select Time Checkpoints, review the Invoice Preview and create it
4. Repeat until every payer has an invoice

13.3 Pay Later (Outstanding Bills)

1. At settlement, choose to leave the balance outstanding (Pay Later must be enabled for the organization)
2. The table is released and shows a red outstanding-amount chip on its card
3. Click the chip to jump to Revenues, pre-filtered to that table's unsettled bills
4. When the customer returns, open the invoice and settle it — member and discount details can still be applied at settle time

→ Section 13 — End Game, Split Bill & Payment (continued)



***Note:** Use View Proforma at any time to print a pre-payment bill, and Reopen Game to re-activate a session that was ended by mistake.

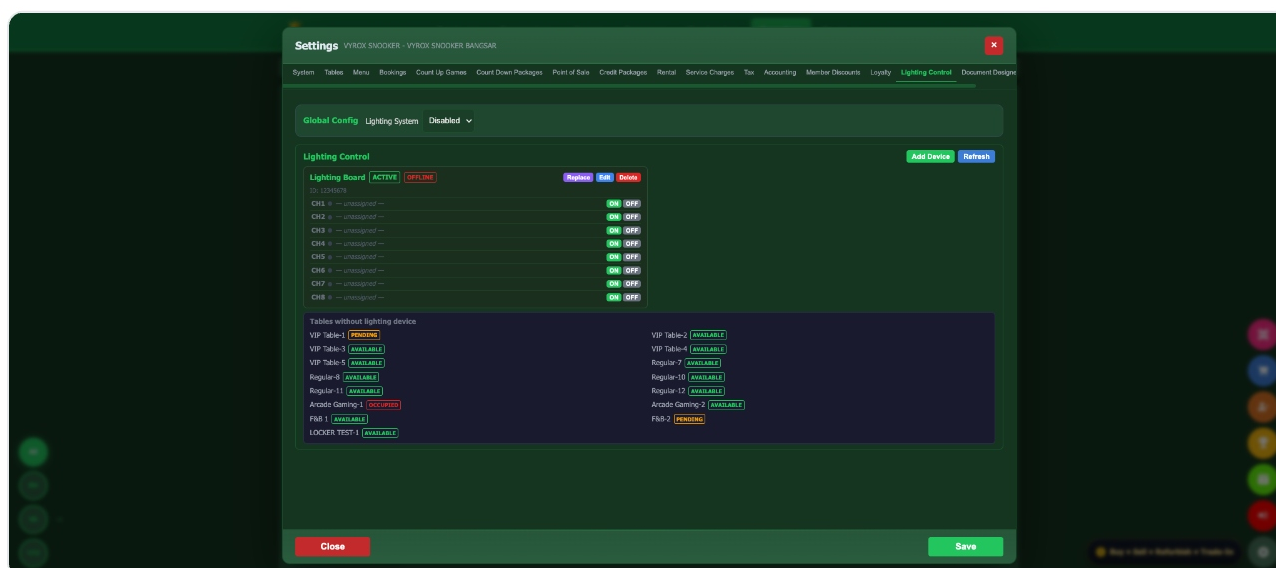
Section 14 Lighting Automation

Snooker King physically controls your table lights. Starting a game switches the table's light on; ending (or pausing) the game switches it off — no staff walking to switches, no lights burning over empty tables. Each table card also has manual Light On / Light Off buttons.

The system talks to real relay controllers through the VYROX MQTT API or direct HTTP endpoints, supporting multi-channel controllers, scheduled on/off, status queries and per-table auto-off delays.

14.1 Connect a Lighting Controller

1. Go to Settings > Lighting Control > Add Lighting Device
2. Enter the Device Name, Device ID and Number of Channels
3. Fill the Controller Host, Port, Protocol (HTTP/HTTPS) and authentication
4. Map each table to its controller channel
5. Click Test VYROX Connection / Query Device Status to verify
6. Save as Active — lights now follow game start and stop automatically



***Note:** Tables without physical lights can be flagged "without lighting device". Staff permission "Turn table lighting on" controls who may switch lights on manually (switching off is always allowed).

Section 15

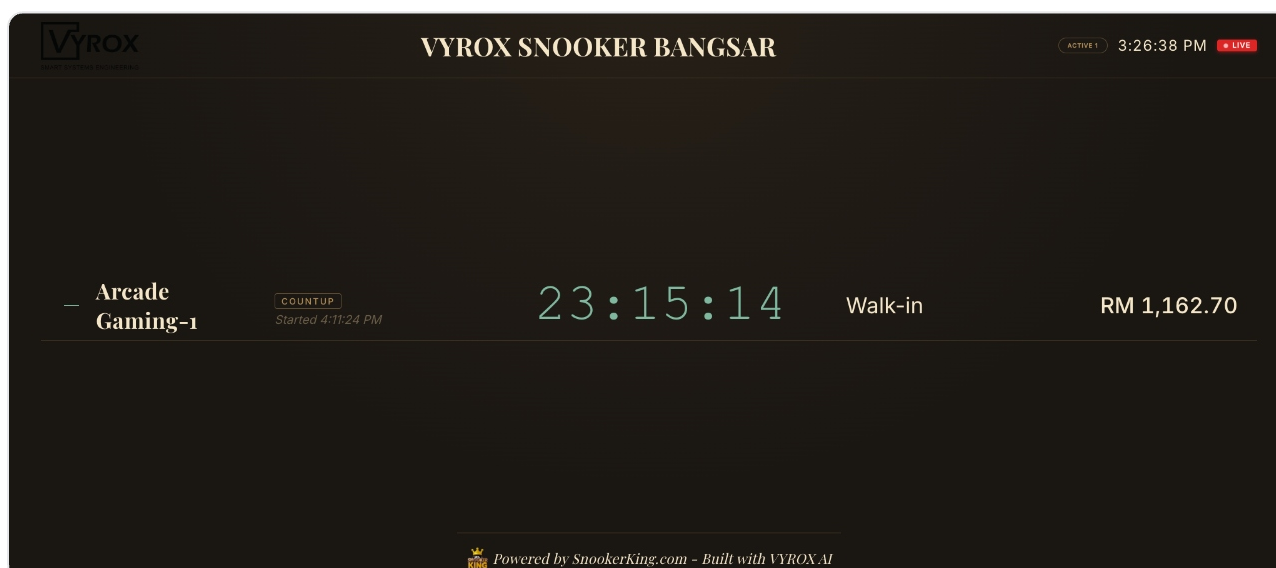
Live Table Monitor (TV Display)

The Live Monitor is a TV-friendly public display of all tables — status, timers and running charges — that updates automatically. Put it on a wall screen so customers see availability at a glance and staff monitor the room from anywhere.

It is fully brandable: choose a layout (List, Grid or Spotlight), a broadcast theme (Apex Lounge, Broadcast Pro, Departure Board, Glass Modern), what totals to show, and how customer names appear (full name, initials only, member ID or Guest) for privacy.

15.1 Set Up the Monitor

1. Go to Settings > System and open the Live Monitor section
2. Choose the Layout, Theme and number of Columns
3. Configure Display Elements, Customer Privacy and the Content mode (Game Charge Only, Grand Total, Running Total...)
4. Set the Activity Highlight and refresh Behavior (Calm / Brisk / Fast)
5. Click Copy URL and open the link on your TV browser (or click Open Monitor)
6. Use Reset URL any time to invalidate a leaked link

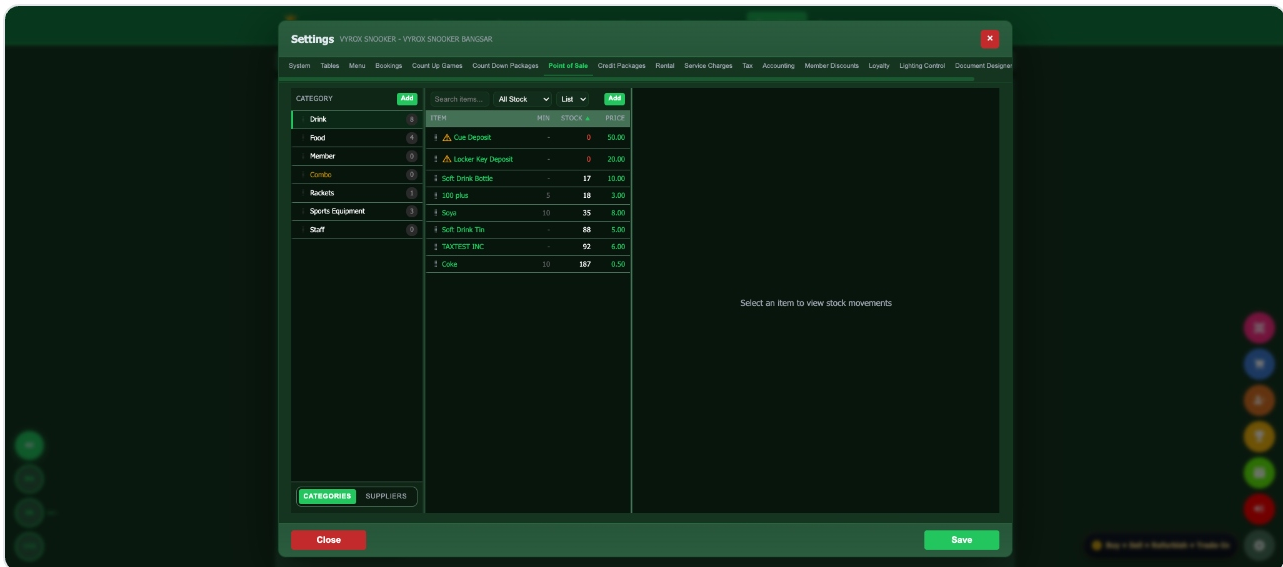


Items are everything you sell besides table time — drinks, food, snacks, equipment. Categories group items and can carry their own tax, service charge and kitchen printer, which every item inherits unless overridden. Combos bundle several items into one fixed-price package sold as a single POS button.

Each item supports tax-inclusive or tax-exclusive pricing with a live "Net + Service Charge + Tax = Total" preview, a barcode, a photo, per-size options (e.g. Regular/Large with their own prices), loyalty redemption costs in points or stamps, and stock tracking — including volume-based stock (ml/L) for drinks sold by the glass.

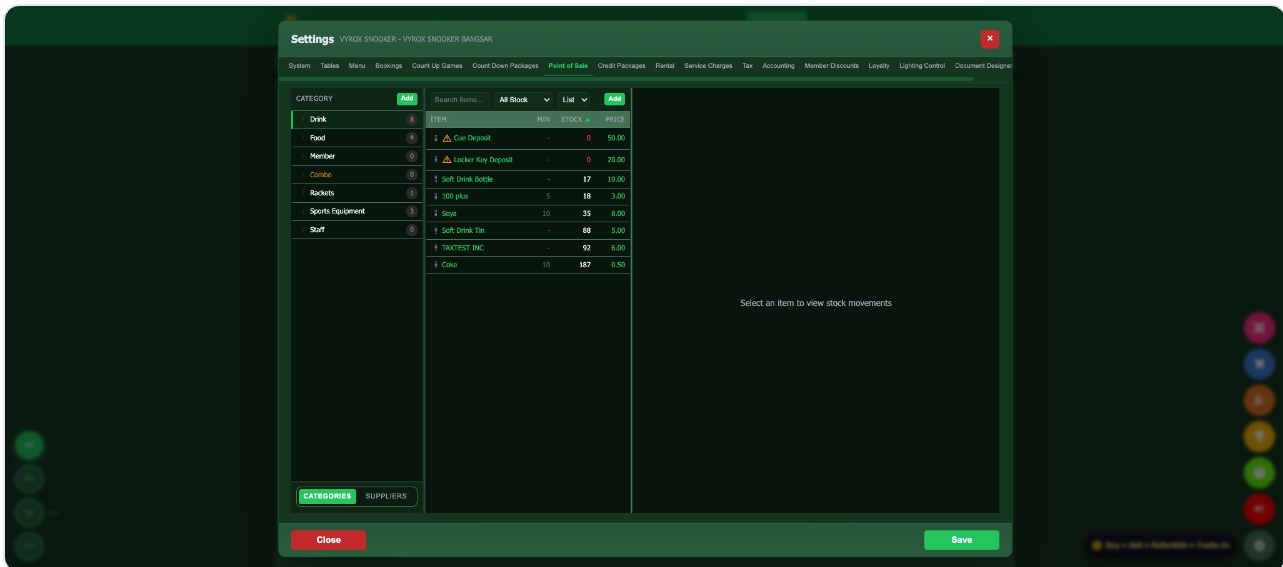
16.1 Create Categories

1. Go to Settings > Point of Sale (Items) > Categories tab > Add Item Category
2. Enter the Name, Description, Sort Order and Status
3. Optionally set the category Service Charge Rate (%) and SST/Tax Rate (%) — leave blank to inherit the organization defaults
4. Choose the Tax Mode (inclusive / exclusive / inherit)
5. Optionally assign a Kitchen Printer for this category's order tickets
6. Save



16.2 Create Items

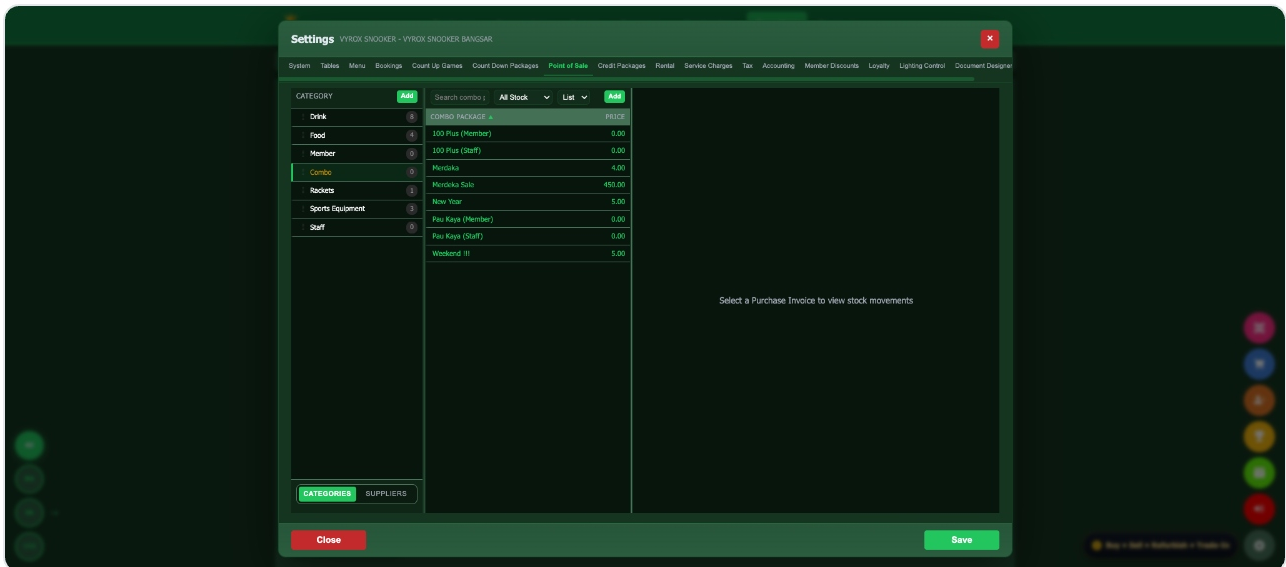
1. Open the Items tab > add an item
2. General: enter the Name, Barcode, Price, Category, upload a photo and set the Status
3. Tax & Charges: set the rates and Tax Mode — the live preview shows the final customer price
4. Stock: enable Stock tracking, set the Min Stock Alert, and choose the stock unit ("each", or ml/L with a serving size for by-the-glass drinks)
5. Options & Loyalty: add size/variant options with their own prices, and set Points/Stamps redemption costs
6. Save



16.3 Create Combo Packages

1. Open the Combos tab > Add Combo Package
2. Enter the Name, Description and combo Price
3. Add the component items with quantities
4. Tick which categories the combo appears under and upload an image
5. Set Status to Active and save

→ Section 16 — Items, Categories & Combos (continued)



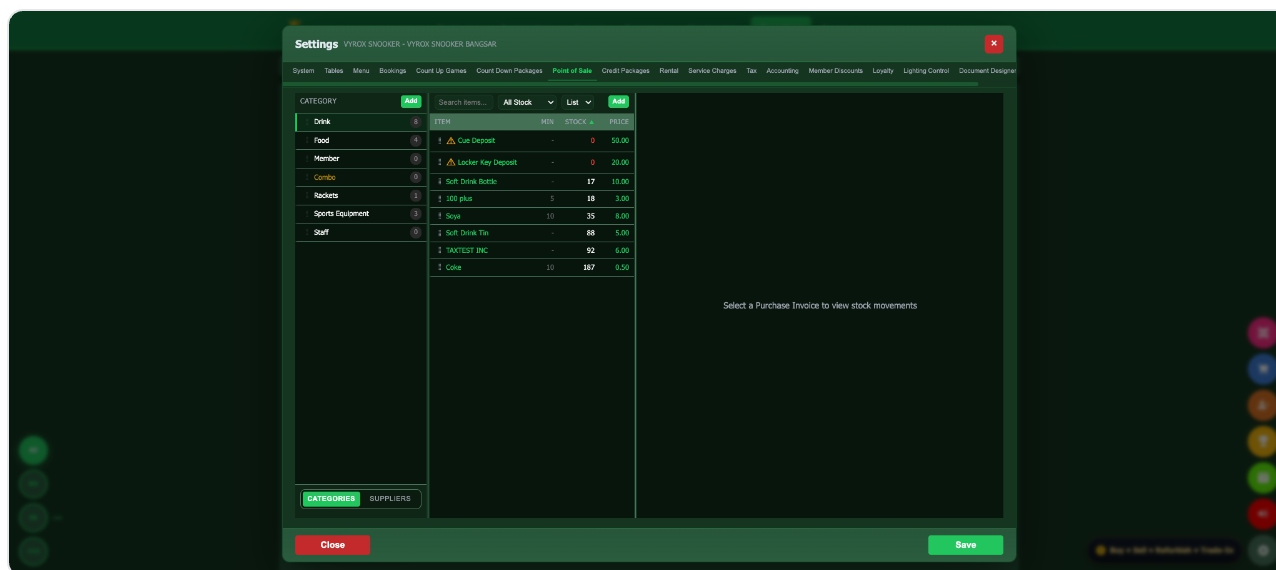
The Inventory tab is the stock control room: live on-hand quantity per item, a one-click low-stock filter, a full movement history for every item (stock in, stock out, invoiced, returned, adjusted — each with before/after balances, the source document and the user), plus quick stock adjustments and restocking.

Supplier deliveries are recorded as Purchase Invoices. Every line automatically increases stock and updates the item's average unit cost, with support for discounts, service charge, tax, rounding and buying by the pack (e.g. a box of 24 cans). Editing or deleting a purchase invoice safely reverses and re-applies the stock.

17.1 Monitor & Adjust Stock

1. Go to Settings > Items > Inventory tab
2. Pick a category — items at or below their minimum show a red "Below minimum stock" marker
3. Click the low-stock chip to list only items needing restock
4. Select an item to see its Stock Movements history
5. Use Stock Adjustment to correct a count (with a reason) or Restock to add stock directly
6. Print a Stock Movement Report when needed

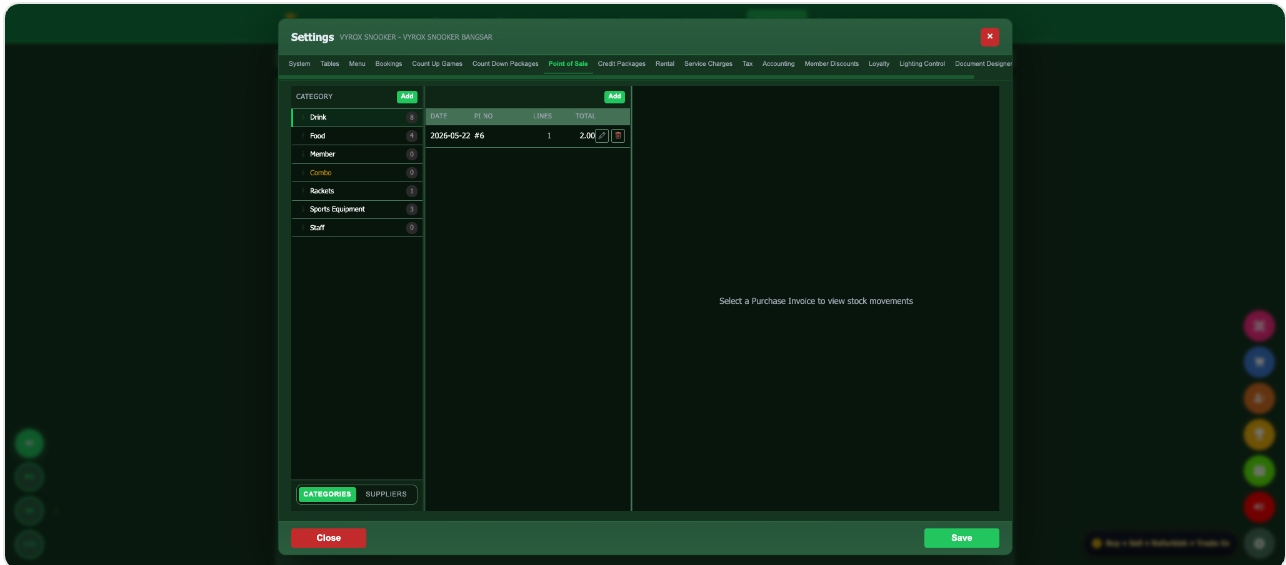
→ Section 17 — Inventory & Purchasing (continued)



17.2 Suppliers & Purchase Invoices

1. In the Inventory tab, click Add Supplier and enter the vendor details
2. Open Purchase Invoices > Add Purchase Invoice
3. Pick the Supplier, enter the PI number and invoice date
4. Add lines: item, quantity, unit price (last average cost auto-fills), discount, service charge, tax
5. For bulk purchases use Buy by pack: packs × units per pack with cost per unit
6. Review the totals (rounding is auto-suggested) and Save — stock increases and all movements are logged

→ Section 17 — Inventory & Purchasing (continued)

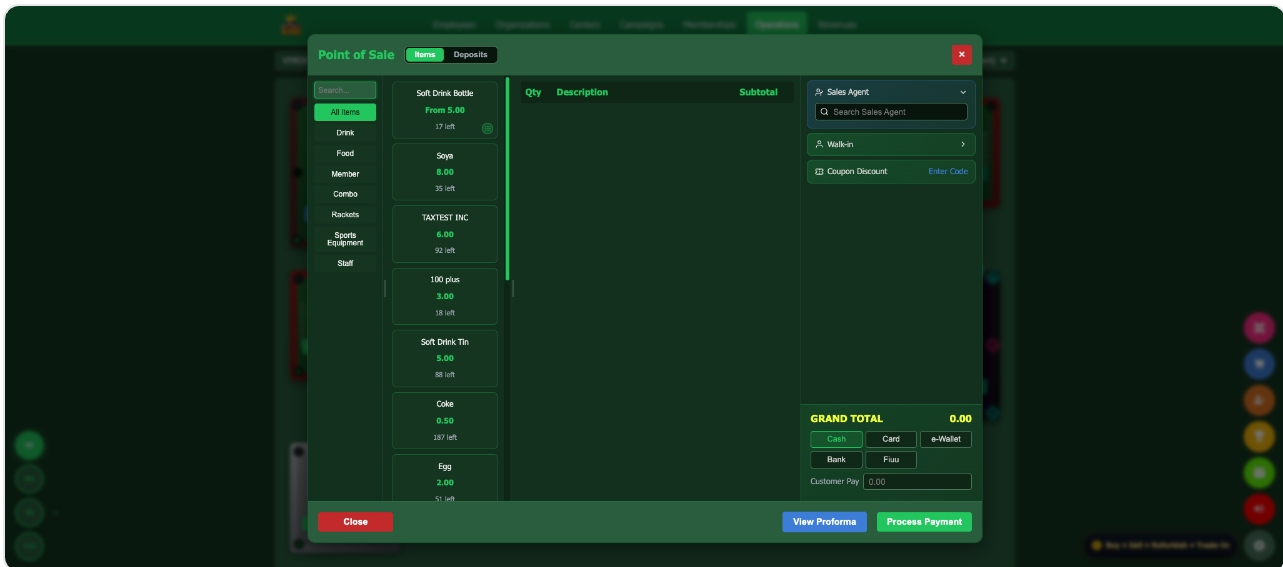


The POS is the counter checkout for standalone sales — walk-in drinks, snacks, equipment, plus Credit Packages and Membership Plans sold as products. Tap items into the cart, adjust quantities, link a member for discounts and loyalty, and take payment. The cart is saved continuously, so nothing is lost on a page refresh.

Discounts stack intelligently: coupons, member discounts and points redemption each follow your configured rules, with the best discount winning where rules overlap. Members can also redeem items directly using points or stamps.

18.1 Sell at the Counter

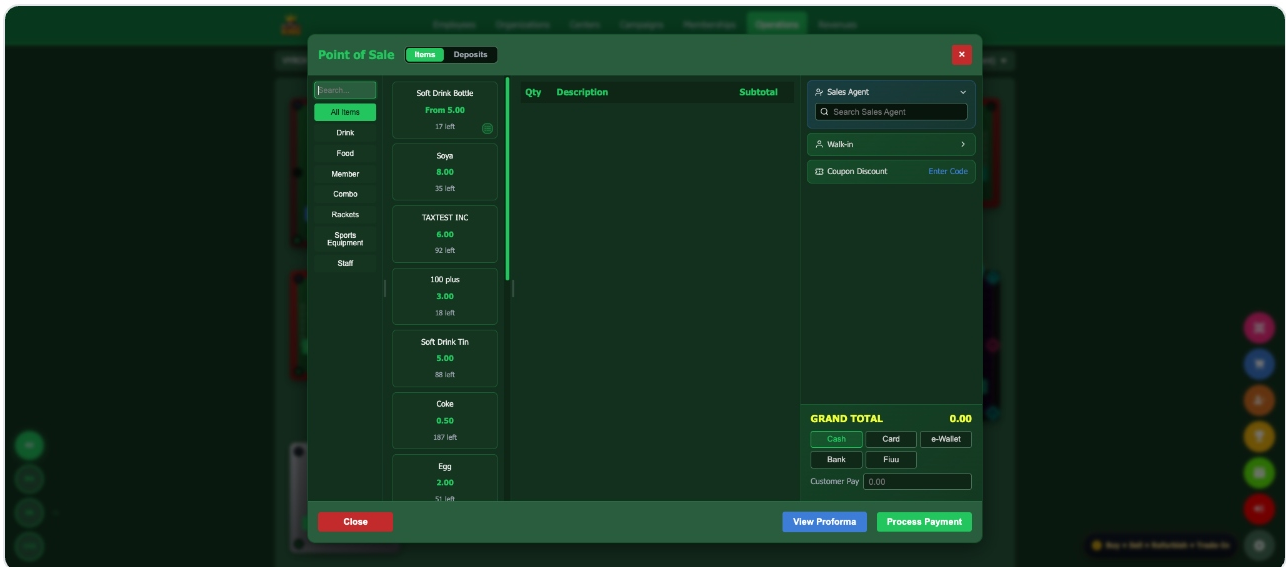
1. Press Enter or tap the cart floating button to open the POS
2. Choose a category and tap items (pick a size/option if prompted) or combos
3. Adjust quantities with + / – and review the running breakdown
4. Optionally assign a Member (for discounts, credit or points) and a Sales Agent
5. Apply a coupon, member discount or points discount if applicable
6. Click Process Payment, choose the method and complete — the receipt prints



18.2 Payment Methods

1. Cash — enter the tendered amount and the change is calculated
2. Card, Bank Transfer or E-Wallet — record the tender used
3. QR / online — collect through the Fiuu gateway (DuitNow QR and more)
4. Credits or Points — available once a member is assigned
5. Split Bill — divide the total across several payers

→ Section 18 — Point of Sale (continued)



Collect refundable deposits — for equipment, rooms, rentals or advance payments — with a printed Deposit Slip, then refund or forfeit part or all of it later. A management ledger lists every deposit across the organization with statuses: Pending Payment, Received, Partial, Refunded, Forfeited.

19.1 Collect, Refund & Forfeit

1. At the POS, add the deposit item and link the customer/member
2. Click Collect Deposit — a Deposit Slip is generated (print or email it)
3. Later, open the deposit from the Deposits page
4. Click Refund (up to the remaining amount) or Forfeit with a confirmation
5. A Refund Receipt prints for refunds; the ledger shows Collected / Net Held / Forfeited / Refunded

Section 20

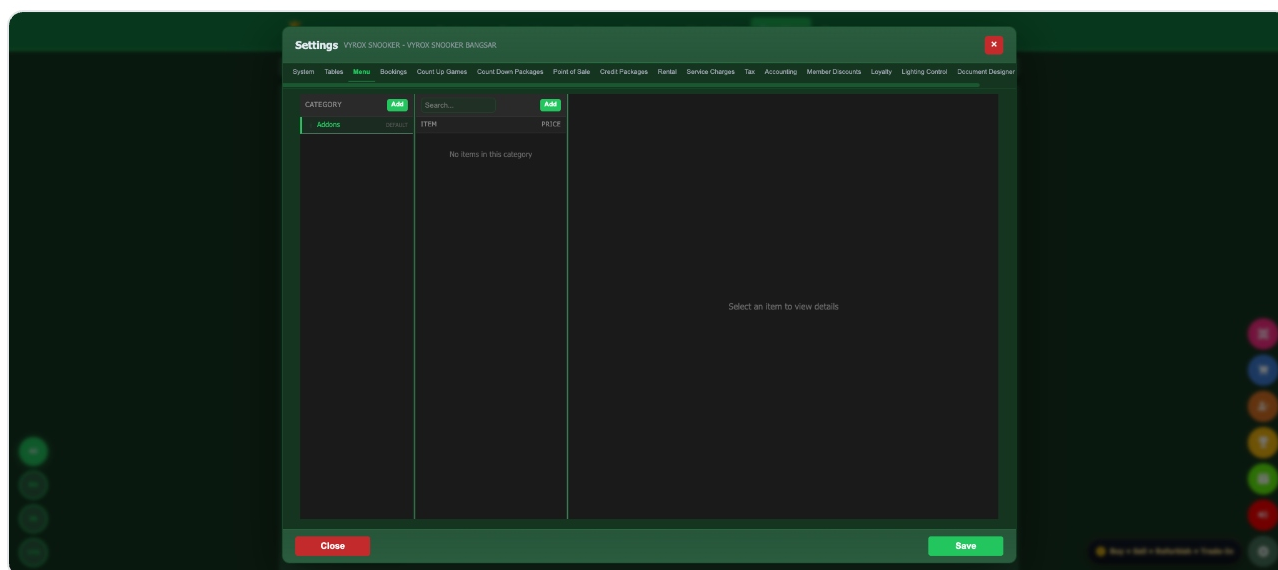
F&B Menu & Table Ordering

The Food & Beverage module turns Snooker King into a restaurant POS for dine-in service. Build a customer-facing menu with categories, items, size options, preferences (e.g. "No Ice", "Well Done") and paid add-ons. Staff run each dining table as a session: take orders round by round, fire tickets to the kitchen, and settle the bill at the end — including split payment.

A drag-and-drop floor plan editor arranges your dining tables to match the real room, and every F&B table has its own QR code for customer self-ordering (next section).

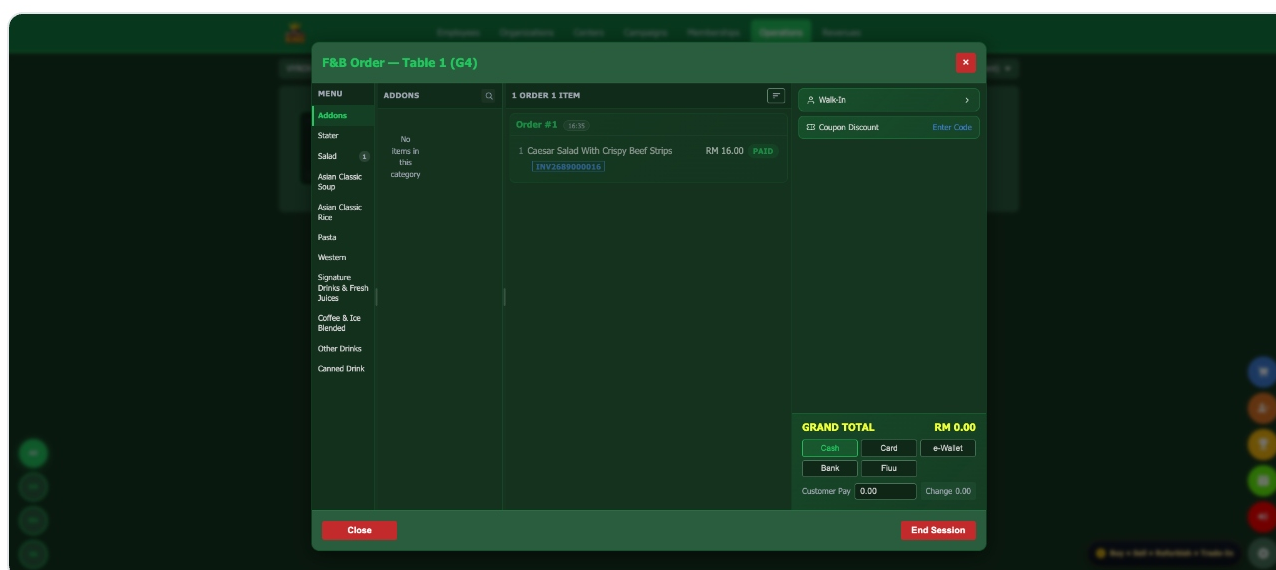
20.1 Build the Menu

1. Go to Settings > Menu
2. Add a menu Category — set its name, Kitchen Printer, default Preferences and default Add-ons
3. Add Items: name, item code, description, Normal Price, photos
4. Add per-item Options (e.g. Small/Large), Preferences and Add-ons
5. Drag to reorder and save



20.2 Serve a Table

1. Tap an F&B table card to open its session
2. Click New Order, browse or search the menu, configure each dish (options, preferences, add-ons, notes, quantity) and Add to Cart
3. Click Place Order — the kitchen ticket prints automatically at the right station
4. Add more rounds during the meal; use Reprint if a ticket is lost
5. Link a member for discounts or credit payment, apply coupons or points
6. Click Checkout, confirm the payment, then End Session to release the table



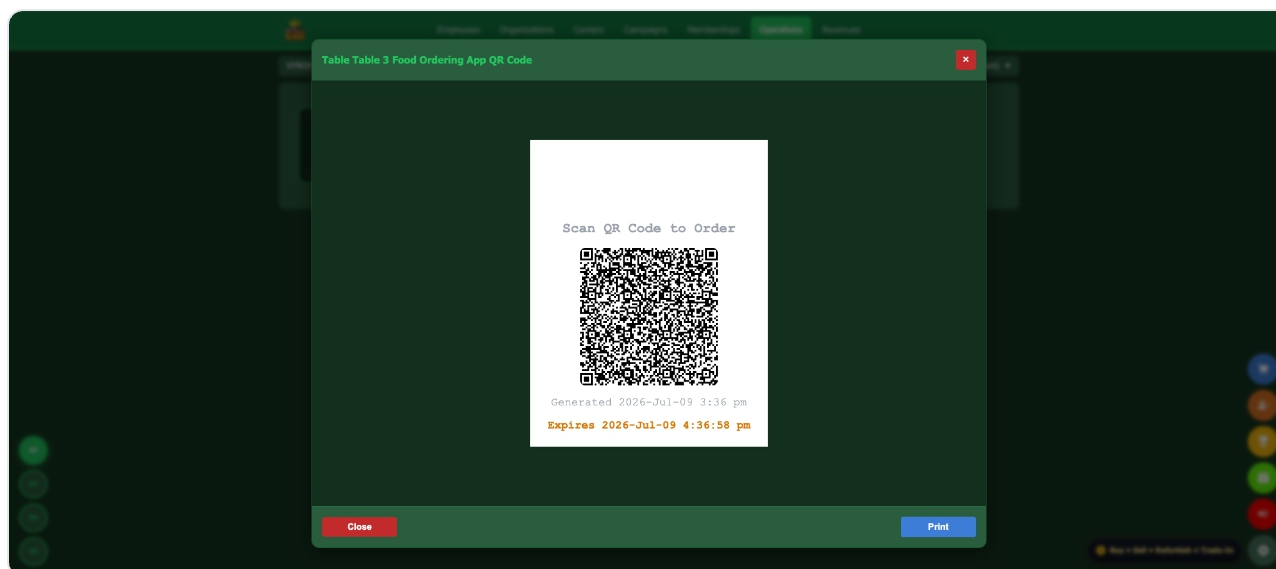
***Note:** Use plan mode to drag tables around the floor plan and Save Layout so the screen matches your real room.

Customers can serve themselves. Each F&B table QR opens a mobile ordering page — no app, no login — where diners browse the menu, customize dishes, apply coupons and place orders straight to the kitchen. Guests can even register as members on the spot with a one-time email code to unlock credit, points and member pricing.

Game tables offer self-start: scanning the table's QR (or tapping an RFID member card at the ticketing screen) lets the customer pick a package and start the table themselves — the light comes on and billing begins against their account.

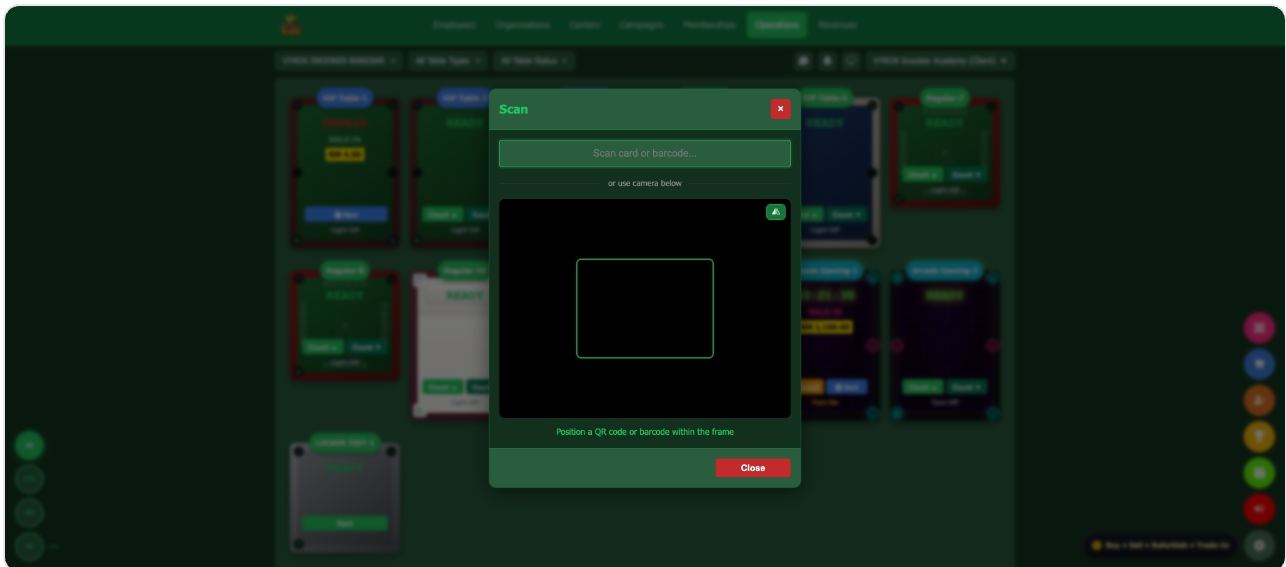
21.1 Customer Self-Ordering

1. The customer scans the table QR with their phone camera
2. The menu opens: browse, pick options/preferences/add-ons, add notes and Add to Cart
3. Review the Cart, apply a coupon code if any, and Confirm Order
4. The kitchen ticket prints automatically; the customer tracks progress under Orders
5. To use member benefits, the customer taps register, receives an email OTP and verifies



21.2 Self-Start a Game Table

1. The customer scans the game table's QR code (or taps their RFID card at the scan screen)
2. The system verifies their member balance
3. They pick a package (or budget/duration) and tap Start Table
4. The light turns on and the session starts, charged to their credits



Printers & Receipt Printing

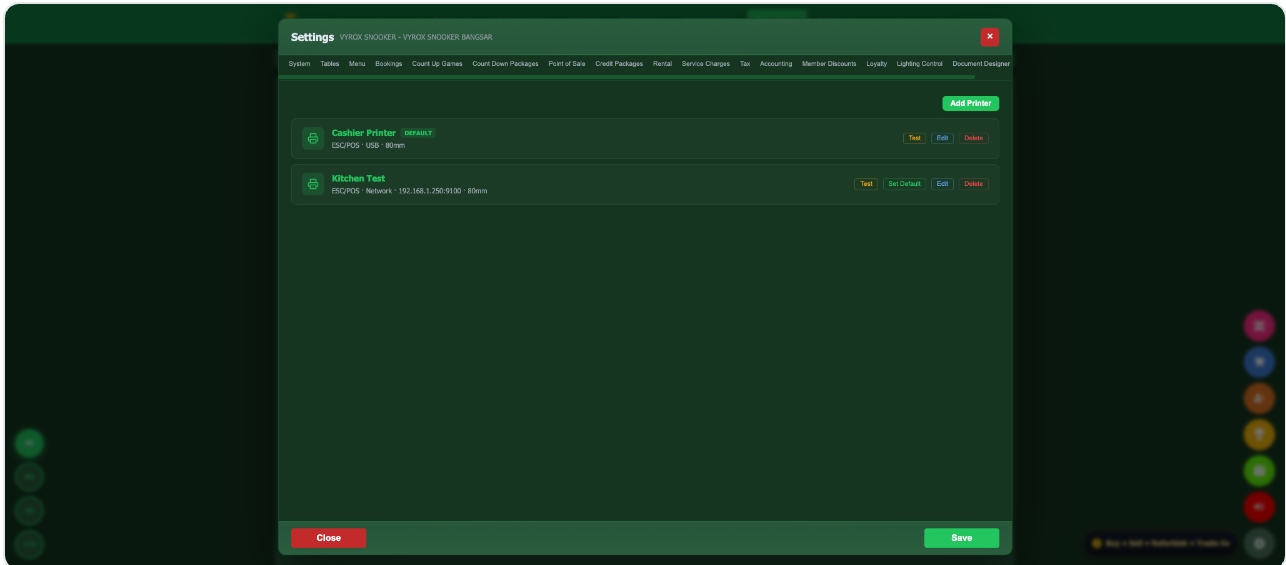
Register your thermal printers once and every receipt, kitchen ticket, QR poster and shift report routes to the right device. Connection types cover Windows, USB, Bluetooth and Network (IP) printers in 58mm and 80mm paper widths. Each printer can be tested with one click and one is marked as the center default.

Ticket routing is hierarchical: an order line prints to the item's printer if set, else its category's printer, else the menu category's, else the table's, else the center default — so the bar printer gets drinks and the kitchen printer gets food automatically. The VYROX POS Printer Connector (a small desktop app with a Chrome extension) bridges the browser to the physical printers, with a reliable print queue and dual-copy support.

22.1 Add & Route Printers

1. Install the VYROX POS Printer Connector and its Chrome extension on the counter PC
2. Go to Settings > Printers > Add Printer
3. Name the printer and choose the connection type: Windows, USB, Bluetooth or Network (enter the IP)
4. Click Test to send a test print, and Set Default for the center's main printer
5. Assign printers on item categories, menu categories, individual items or tables to route tickets
6. Place an order to verify each station receives only its items

→ Section 22 — Printers & Receipt Printing (continued)



Section 23

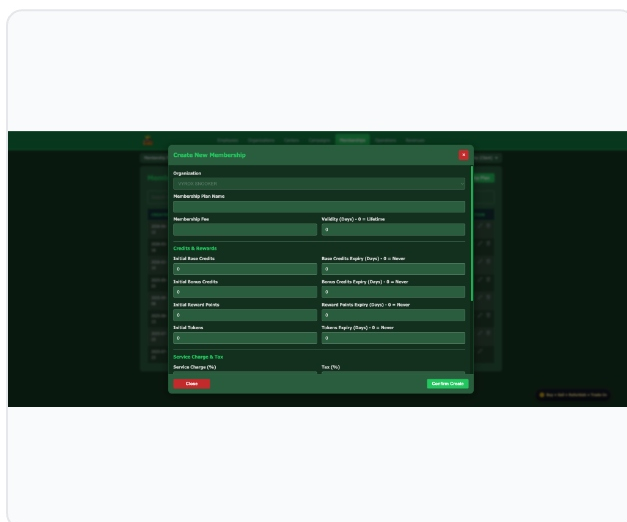
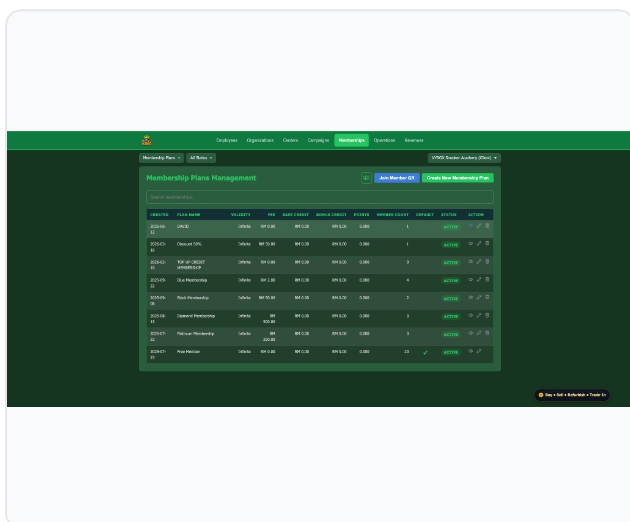
Membership Plans

Membership plans turn walk-ins into loyal, prepaid regulars. Each plan bundles a joining fee, welcome credits (base and bonus), reward points and a validity period. Selling a plan instantly loads the member's account and starts their expiry clock. Plans can carry their own tax and service charge treatment and per-plan agent commission.

A Default plan powers self sign-up: when customers register through your QR poster or vanity link, they are automatically enrolled in the default plan and receive its welcome perks. Internal-only plans (for example a STAFF plan) can be hidden from the member app.

23.1 Create a Membership Plan

1. Go to Memberships > switch the view to Membership Plans > Create New Membership Plan
2. Enter the Plan Name and Membership Fee
3. Set the Validity in days (0 = Lifetime)
4. Under Credits & Rewards, set the Initial Base Credits, Bonus Credits, Reward Points and Tokens — each with its own expiry (0 = never)
5. Optionally override Service Charge %, Tax % and Tax Mode (inherit / exclusive / inclusive)
6. Set the Status, optionally tick "Hide from member app" for internal plans, and Confirm Create



Members are your customer database. One account works across every Snooker King club a customer joins — the email address is the unique key — while credits, points and balances stay ring-fenced per organization. Staff can register members at the cashier, or customers self-register by scanning the Join Member QR poster and verifying their email.

Member profiles hold full identity details (name, mobile, date of birth, NRIC/passport, address, photo) with per-organization identity verification requirements, and support face-recognition search: look a customer up by camera instead of typing. Each member's view shows balances, points, history and invoices, with controls for app access, password reset, status and cancellation.

24.1 Register a Member at the Cashier

1. Go to Memberships > view Members > Create New Member
2. Enter the email, name and mobile number
3. Assign a membership plan
4. Confirm — if the email already exists in the network the account is auto-linked to your club
5. The member appears in the table with their plan, credit and points

→ Section 24 — Members (continued)

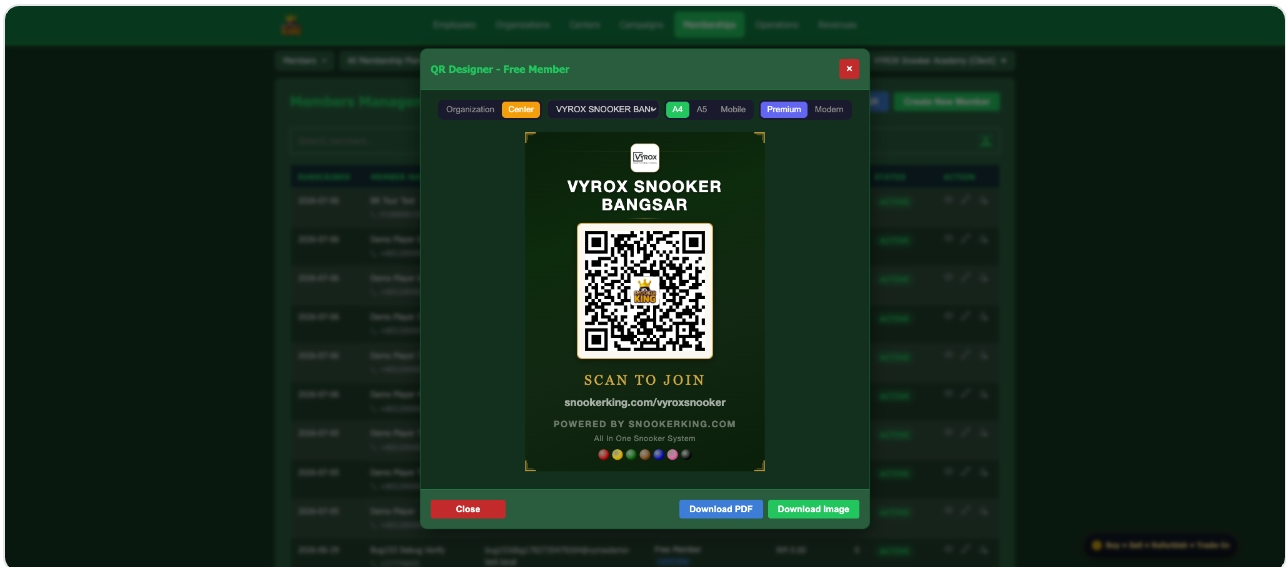
The screenshot displays the 'Members Management' interface. At the top, there's a navigation bar with tabs: Employees, Organizations, Centers, Campaigns, **Memberships**, Operations, and Revenues. Below this, there are filters for 'Members', 'All Membership Plans', and 'All Status'. A dropdown menu shows 'VYROX Snooker Academy (Client)'. The main section is titled 'Members Management' and includes a search bar and buttons for 'Join Member QR' and 'Create New Member'. Below these is a table of members.

SUBSCRIBED	MEMBER NAME	EMAIL (LOGIN USERNAME)	SUBSCRIBED PLAN	CREDIT	POINTS	STATUS	ACTION
2026-07-06	BR Tour Test % 0100000191	brtourtest@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-06	Demo Player 6 % +60120000000	demo.player6@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-06	Demo Player 8 % +60120000000	demo.player8@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-06	Demo Player 5 % +60120000000	demo.player5@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-06	Demo Player 7 % +60120000000	demo.player7@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-06	Demo Player 4 % +60120000000	demo.player4@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-05	Demo Player Three % +60120000000	demo.player3@vyrox.test	Free Member LIFETIME	RM 0.00	0	ACTIVE	
2026-07-05	Demo Player Two % +60120000000	demo.player2@vyrox.test	Free Member LIFETIME	RM 5.00	0	ACTIVE	
2026-07-05	Demo Player % +60120000000	demo.player@vyrox.test	Free Member LIFETIME	RM 110.00	0	ACTIVE	
2026-06-29	Bug153 Debug Verify % 127779665	bug153dbg1782735479364@vyroxdemo-test.local	Free Member LIFETIME	RM 0.00	0	ACTIVE	

At the bottom right, there's a button: **Buy • Sell • Refurbish • Trade-In**.

24.2 Self Sign-Up via QR

1. Click Join Member QR on the Memberships page
2. Pick the center in the QR Designer and preview the "Scan to Join" poster
3. Download it as an image or PDF and display it at the counter
4. Customers scan, register with an email verification code, and are enrolled in your default plan automatically



24.3 Find & Manage Members

1. Search by name or email in the search box (press Enter), or use Face Search with the camera
2. Open View for balances, points, invoice history and no-show records
3. Open Edit for profile details, Member App Access and Reset Password
4. Toggle the Status switch to activate/deactivate, or cancel a membership (affects your organization only)

→ **Section 24 — Members (continued)**

View Member

X

GeneralIdentityFaceCardCreditPointsTokensStampsInvoiceNo Show

Organization

VYROX SNOOKER

① Organization is auto-selected based on filter or member's account.

Membership Plan

Free Member (0.00)

① To change membership, use Point of Sale

Member App Access

Email is the member's login username. Password lets them sign in to the member app.

Email Address (Login Username)
bt.tourtest@vyrox.test

Password

Leave blank to keep current password. To change, enter a new password (min 12 chars) and confirm below.

Confirm Password

Re-enter password to confirm

Active Identity Type

MyKad / MyPR / MyKas

Passport

MyTentera

Business

Full Legal Name

BR Tour Test

Mobile Phone No.
+60 (MY) 100000191

Tax Identification No.

NRIC No.

Passport No.

MyTentera No.

Close

Membership Discounts

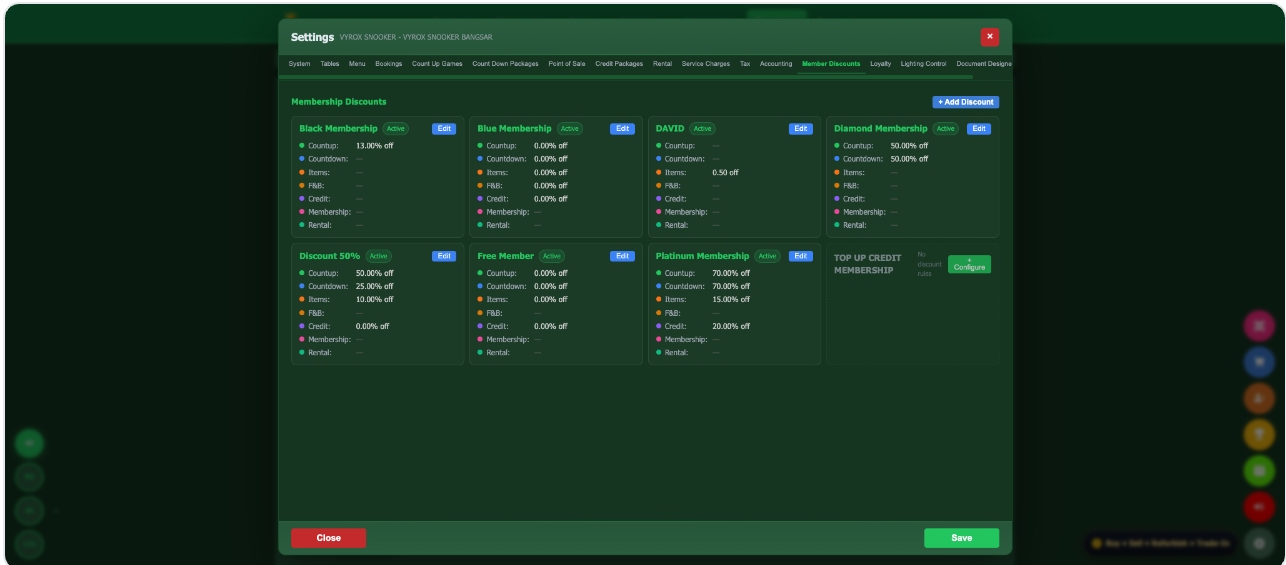
Give each plan automatic discounts that apply at checkout, configured per spending category: Countup games, Countdown games, Items, Credit top-ups and Membership fees. Each rule is a percentage or fixed amount, with optional minimum spend and maximum discount limits, and can apply on weekdays, weekends or both.

Discounts never stack against coupons — the higher discount wins — and every applied discount is recorded in the Discount Logs for auditing. Time-of-day Points Earning Rates can also be configured, so off-peak play earns bonus points.

25.1 Set a Plan Discount

1. Go to Settings > Member Discounts and select the center
2. Open the plan's discount editor and click Add Membership Discount
3. Pick the category: Countup, Countdown, Items, Credit or Membership
4. Choose Percentage or Fixed Amount and enter the value
5. Optionally set the Minimum Spend and Maximum Discount Limit
6. Choose weekday/weekend applicability and save

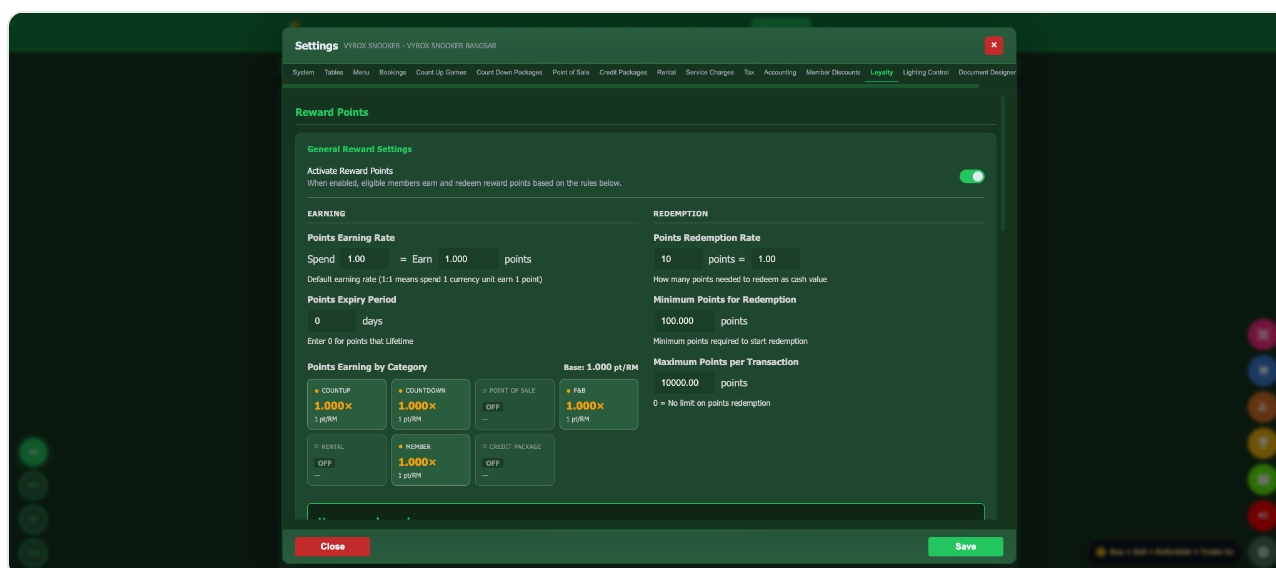
→ Section 25 — Membership Discounts (continued)



Reward points are the built-in loyalty currency: members earn points on spending and redeem them for money off at checkout. You control the earn rate (points per amount spent), the redemption value per point, minimum and maximum redemption amounts, point expiry, and a separate earning multiplier for each revenue stream — count-up, countdown, POS, F&B, rentals, memberships and credit packages.

26.1 Configure the Points Program

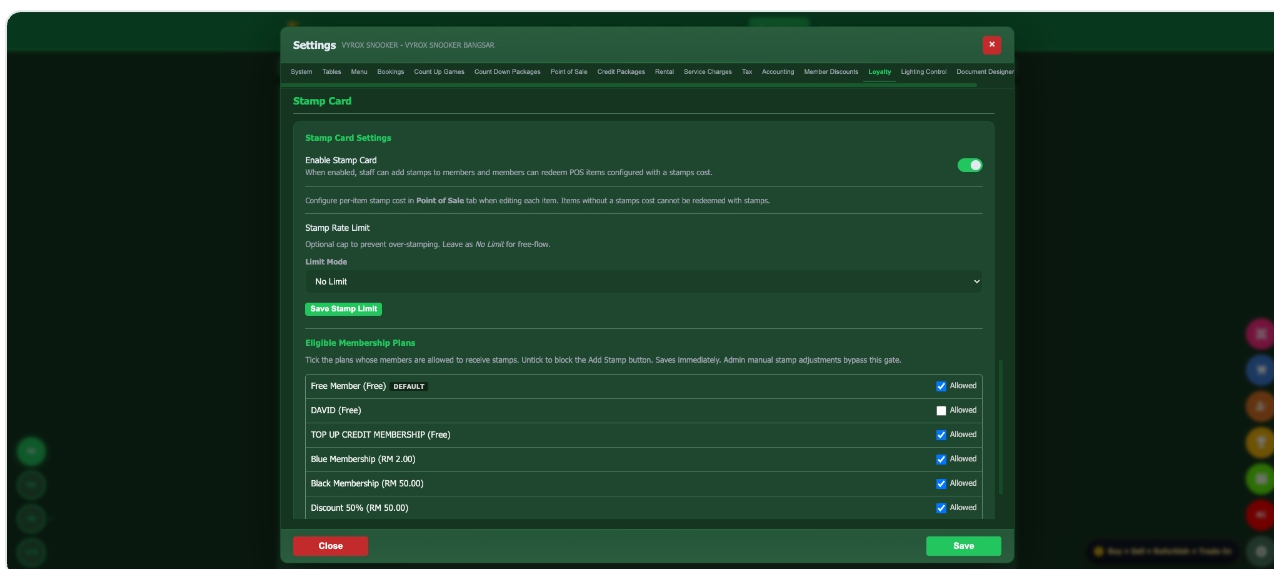
1. Go to Settings > Loyalty (Reward settings) and set the Status to Active
2. Set the earn rule: spend amount and points earned (e.g. 1 point per RM1)
3. Set the redemption value per point and the minimum/maximum points per redemption
4. Set the default expiry in days (0 = never)
5. Adjust the per-stream earning multipliers and save
6. Members redeem at any checkout; the 80mm shift report totals all points redeemed



The digital stamp card rewards repeat visits: staff award stamps to members, and members redeem accumulated stamps for items you have priced in stamps (set on each item under Options & Loyalty). A rate limit prevents over-stamping, and the member app shows each member's stamp balance per club.

27.1 Run the Stamp Program

1. Enable the Stamp Card feature and set the stamp rate limit in its settings
2. Give items a Stamps redemption cost in the item editor
3. Award a stamp: select the member and center, then add the stamp
4. Members track stamps in their app and redeem items by presenting their member QR
5. Redeemed stamps appear on the shift report as Total Stamps Redeemed



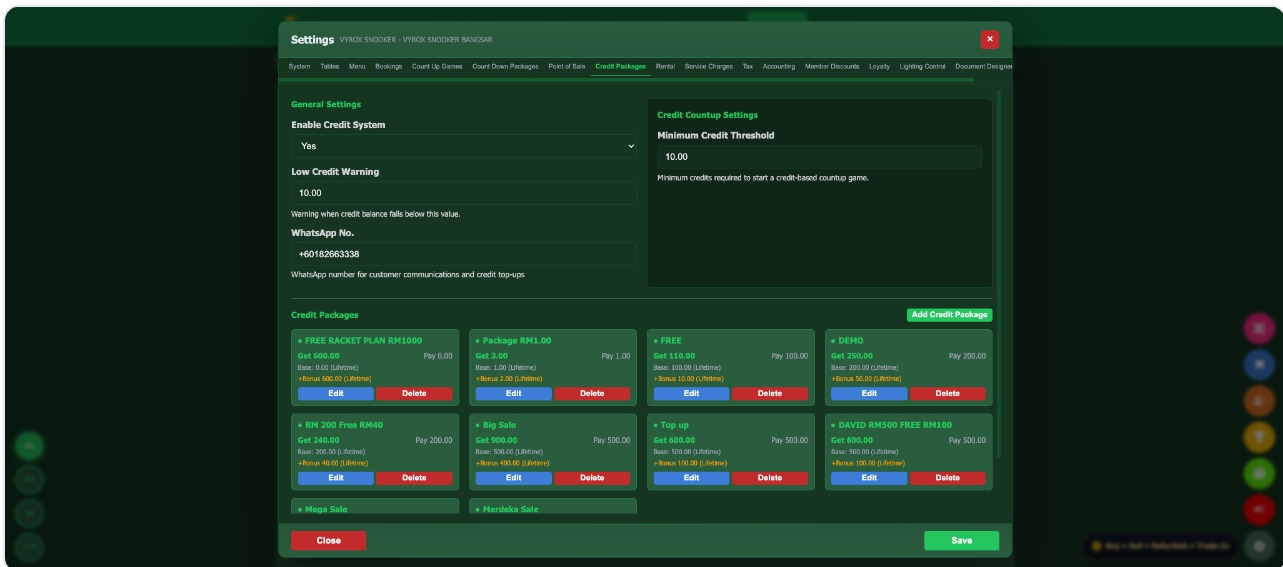
Credit Packages & Top-Up

Credit packages sell prepaid balance with a built-in incentive: "Pay X, get X plus bonus credits". Fixed packages have a set price and credit amounts; Ratio packages accept any amount within a range and add a bonus percentage. Base and bonus credits can each carry their own expiry.

Members top up at the counter (any payment method), through WhatsApp, or entirely self-service in the member app via Fiuu online payment — card, e-wallet or DuitNow QR. Balances are per organization and games can require a minimum credit balance to start.

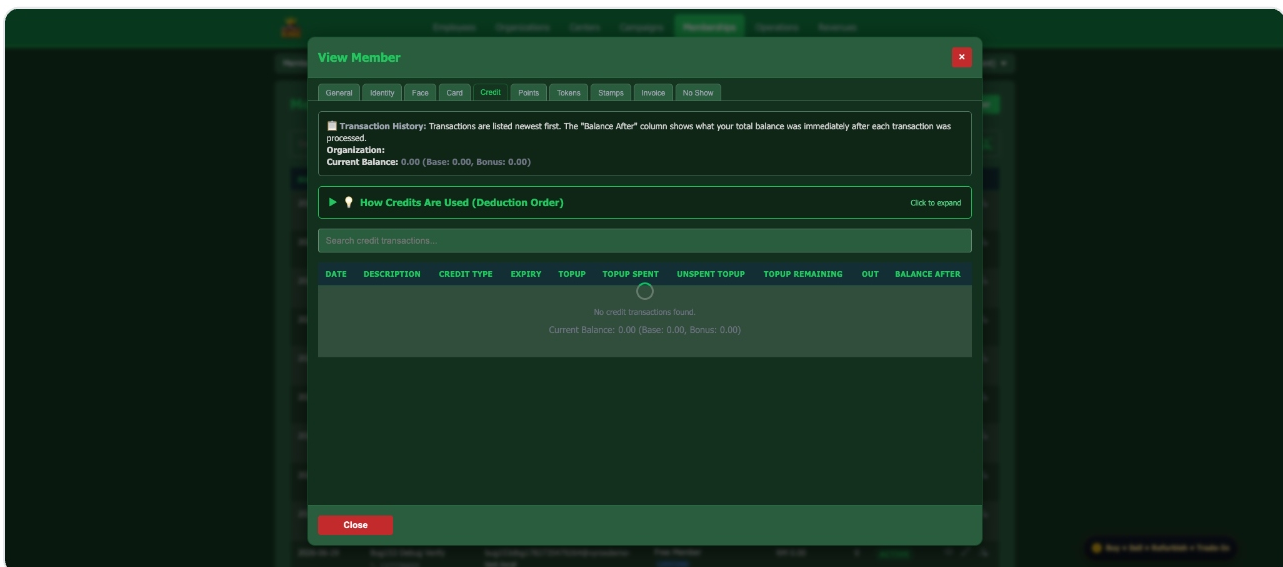
28.1 Create a Credit Package

1. Go to Settings > Credit Packages > Add Credit Package
2. Enter the Name and choose the pricing mode: Fixed or Ratio
3. Fixed: set the Price, Base Credits (+ expiry) and Bonus Credits (+ expiry). Ratio: set the Price Min/Max and Bonus %
4. Optionally override the SST and Service Charge rates
5. Set the Status to Active and save



28.2 Top Up a Member

1. Open the member and choose Top up Credits
2. Pick a package (or enter an amount for ratio packages)
3. Optionally apply a coupon code
4. Confirm the purchase and take payment (cash, card, or Fiuu online)
5. The balance and bonus credits update immediately and an invoice is issued

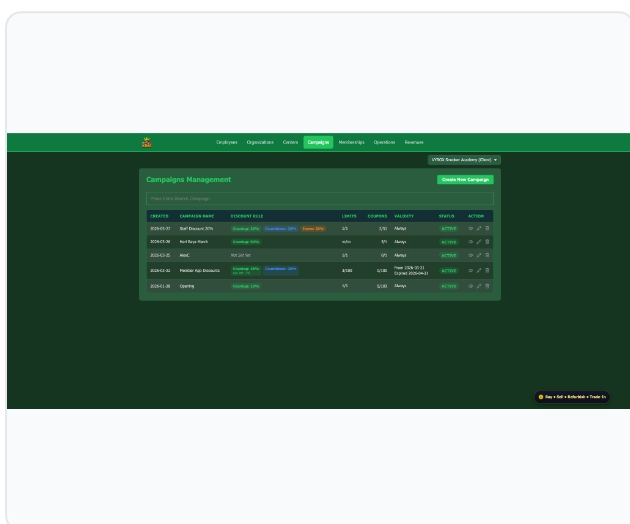


Campaigns generate batches of unique coupon codes for promotions. Each campaign carries its own discount rules per category (Countup, Countdown, Items, Credit, Membership — percentage or fixed, with minimum spend and maximum discount), redemption and claim limits, a validity window, target centers and eligible audiences including non-members.

Every redemption is tracked: the Redemption Records tab shows the date, code, customer, center, transaction type, invoice number and discount amount — a full picture of what each promotion cost and earned.

29.1 Create a Campaign

1. Go to Campaigns > Create New Campaign
2. Enter the Campaign Name and the redemption limits (max redemptions per coupon, max claims per customer, total vouchers to generate)
3. Set the Start and Expiry dates and an optional code prefix
4. Choose the Available Centers and Eligible Audiences (specific plans and/or Non-Member walk-ins)
5. Add the per-category Coupon Discount Rules
6. Confirm Create — then use Generate More or Remove Unused on the Coupon Codes tab as the promotion runs



The Revenues page is the master ledger of every sale. Filter by center, date presets or ranges, document category, sales location, employee, payment method and a multi-select status filter covering the full document lifecycle — from Unvalidated through Validated, Edited, Voided, Consolidated and Outstanding. Stat cards summarize net sales, discounts, service charges and rounding at a glance.

Click any invoice to open it: print or email the 80mm document, view or edit the buyer information, edit the line items, or manage its e-Invoice status. Document numbering runs on configurable prefixes for invoices, deposit slips, refund receipts, transaction slips, redemption slips and official receipts.

30.1 Browse & Inspect Sales

1. Go to Revenues and select the center and date range
2. Use the filters: Document Category, Location, Employee, Payment Method and Status
3. Search invoices by number or customer
4. Click a row to open the invoice — Print, Email Slip, or drill into details
5. Switch to the Charts and Statistics tabs for visual analysis by hours, days, months or years

→ Section 30 — Revenues & Invoices (continued)

The screenshot displays the 'Revenues' section of the VYROX Snooker Academy system. At the top, there's a navigation bar with tabs for Employees, Organizations, Centers, Campaigns, Memberships, Operations, and Revenues. Below this, a filter bar includes 'VYROX SNOOKER BANGSAR', 'Center Revenue', and 'VYROX Snooker Academy (Client)'. A date range selector shows 'Today' and 'Thu, 2025-07-09 8:00 AM' to 'Fri, 2025-07-10 8:00 AM'. A dropdown for '12 Stashes Selected' is also present.

The summary section shows the following metrics:

Metric	Value
TOTAL NET SALES	0.00
SUM OF GRAND TOTALS	0.00
SUM OF TAX	0.00
SUM OF TOTAL DISCOUNTS	0.00
SUM OF SERVICE CHARGES	0.00
TOTAL ROUNDING ADJUSTMENTS	+0.00

The 'Revenue Management' section includes a 'Data Table' tab, 'Charts', and 'Statistics'. A 'Generate Report By' dropdown is set to 'Invoice'. Below this is a search bar for 'Search Invoices...'. A table header is visible with columns: NO., DATE, INVOICE NO., LOCATION, CUSTOMER, SERVED BY, METHOD, AMOUNT, and GRAND TOTAL. The table body is empty, displaying the message 'No revenue records found for selected filters'.

At the bottom right, there's a button labeled 'Buy • Sell • Refurbish • Trade-In'.

30.2 Edit, Void & Official Receipts

1. Open the invoice and click Edit to change items, customer or discounts (the invoice is marked Edited/Adjusted)
2. To void, click Cancel/Void and give a cancellation reason
3. Generate an Official Receipt from any paid invoice — it prints as an 80mm OFFICIAL RECEIPT
4. Official receipts can be reprinted, voided or refunded with a full audit trail

→ Section 30 — Revenues & Invoices (continued)

Invoice INV269888345 PAID OR267000377 Edited 1x

Current Original

EDIT HISTORY (1)

INVOICE - Regular-7

Invoice No. INV269888345

VYRONX INTERNATIONAL SDN BHD

Bangsar South

63900 Bangsar

KL, Malaysia

Business Registration No. 201201039321

Tax Identification No. 022988570643

Business Contact No. +60196893398

Email Address vyronxsnooker@gmail.com

Customer Name Walk-In

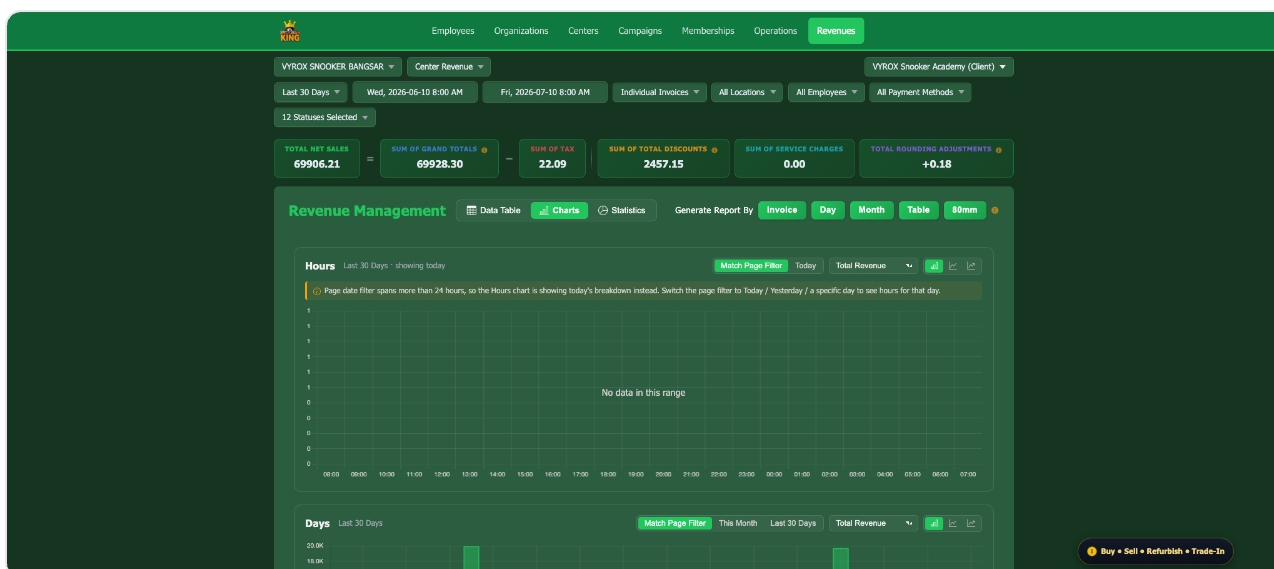
Qty	Description	Subtotal
1	Game #1 Court Up	317.50
	6:11:05 PM - 10:32:25 PM	
	= 4h 21m 0s @ 50.00/hour	
1	Game #2 Court Up	9.50
	10:32:25 PM - 10:32:42 PM	
	= 17s @ 50.00/hour (below	
	Min. Charge 9.50)	
	Sum of Subtotals	318.00
GRAND TOTAL		RM 318.00
Payment Received		318.00
Payment Method		Card
Official Receipt No.		00567000377
Served By		VYRONX Snooker Academy
Decorated		08/07/2024 10:32:48 PM

Close Edit Invoice Edit Payment Method Send via Email Print

One-click reports summarize sales by Invoice, Day, Month or Table, plus an 80mm thermal shift report for end-of-day cash reconciliation — with sections for games, point of sale, memberships, tax, net sales, grand total, amounts received, credit used, points redeemed and stamps redeemed.

31.1 Generate Reports

1. On the Revenues page, select a specific center and the date
2. Click Generate Report By: Invoice, Day, Month, Table or 80mm
3. The 80mm option streams the shift report straight to the thermal printer
4. Use the Charts tab (bar/line/area, by revenue source) and Statistics tab for trend analysis
5. Reports also print on A4 where a full-page format suits better

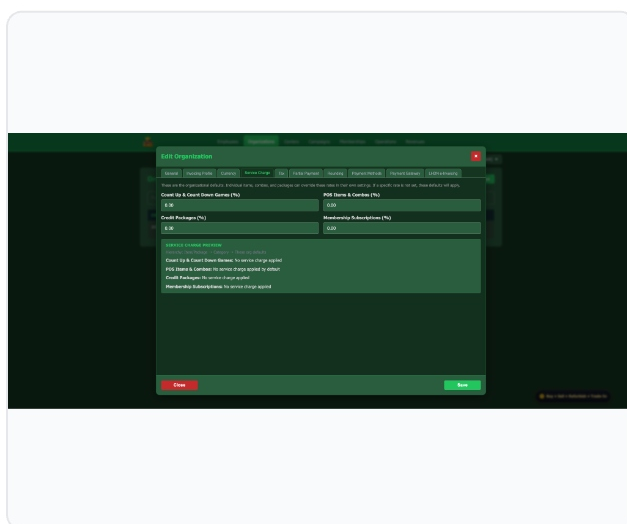
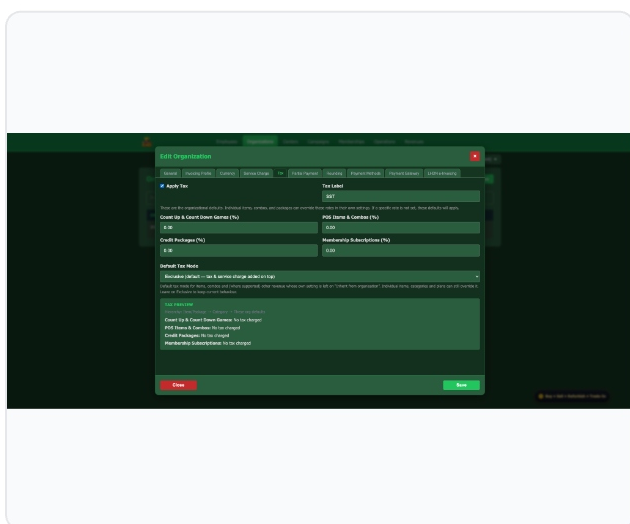


Tax (SST/VAT) and service charge are configured per revenue stream — games, POS items, credit packages and memberships — each with its own rate and an inclusive or exclusive mode. Inclusive pricing means the listed price is final; exclusive adds the charges on top. The hierarchy runs item → category → organization default, so overrides are surgical.

Document formatting is equally controllable: paper size (58mm/80mm/A4), invoice prefixes, logo, footer text, terms & conditions, tax label wording, and toggles for tax breakdowns, service-charge breakdowns and seller details on every printed document.

32.1 Configure Tax & Service Charge

1. Go to Settings > Tax and Settings > Service Charges
2. Set the default rates per stream: games, POS items, credit packages, memberships
3. Choose the Default Tax Mode (exclusive or tax-inclusive) and the Tax Label shown on documents
4. Toggle the document display options: tax breakdown, service-charge breakdown, tax ID, address
5. Save — service charge calculates on (Subtotal – Line Discounts) and tax on (Subtotal – Line Discounts + Service Charge)



For Malaysian businesses, Snooker King submits invoices directly to LHDN's MyInvois platform, making them legally valid e-Invoices. Connect each center with its LHDN credentials, capture buyer TIN and identity details on the invoice, submit, and track the validation status — with links to view validated documents on the MyInvois portal.

Day-to-day B2C sales follow the standard consolidation flow: filter the period's unvalidated individual invoices and create one Consolidated Invoice for submission. Cancellations are handled within the LHDN cancellation window, and a bulk refresh pulls the latest statuses for the last 90 days.

33.1 Connect & Submit

1. Open the MyInvois API Settings and enter the LHDN Client ID, Client Secret and ERP System Name, then save
2. On an invoice, click View/Edit Buyer Information and fill the buyer ID type, TIN, contact and address
3. Click Submit — the e-Invoice Status column tracks Submitted, Validated or Invalid
4. For B2C consolidation: filter to Unvalidated Individual invoices and click Create Consolidated Invoice
5. Use the bulk refresh to update statuses from MyInvois

→ Section 33 — LHDN e-Invoice (MyInvois) (continued)

Edit Organization

General Invoicing Profile Currency Service Charge Tax Partial Payment Rounding Payment Methods Payment Gateway **LHDN e-Invoicing**

☒ **Enable LHDN e-Invoicing**

Connect to LHDN MyInvois to electronically submit invoices. Requires valid API credentials from LHDN.

LHDN ERP Name
e.g., VYROX ERP

LHDN Client ID

LHDN Client Secret 1

LHDN Client Secret 2

Close Save

Online Payments (Fiuu Gateway)

The Fiuu payment gateway brings cashless payment to every flow: counter checkouts, member self top-ups, tournament entry fees and online bookings. Supported channels include DuitNow QR, card, Boost, GrabPay, Alipay, Apple Pay and Google Pay.

Three independent integrations are available per organization: Online Checkout (hosted payment page), the Offline Payment API for scanning the customer's QR at the counter, and cloudECR for card terminals — each with its own credentials, sandbox mode and test button. Gateway reference details can print on receipts.

34.1 Enable the Gateway

1. Open the Organization > Payment Gateway tab
2. Switch on Enable Fiuu Payment Gateway
3. Configure the features you use: Online Checkout (HPP), Offline Payment API (scan customer QR), cloudECR terminal
4. Enter the credentials for each and click Test to verify
5. Enable Fiuu as a payment method — it now appears at checkout and in the member app

Edit Organization

General Invoicing Profile Currency Service Charge Tax Partial Payment Rounding Payment Methods **Payment Gateway** LHDN e-invoicing

Connect Fiuu to accept card, FPX, e-wallet (TNG, Boost, GrabPay, ShopeePay) and DuitNow QR payments. Fiuu has three independent features. Turn on the master switch below, then fill in only the feature(s) you actually use. Each feature has its own credentials and its own Test button.

☒ **Enable Fiuu Payment Gateway**
Turns on all Fiuu features below: Online Checkout, Scan Customer's QR (OPA) and cloudECR VT+. Each feature still needs its own credentials filled in to work.

Which feature do you need?

Online Checkout (HPP, Hosted Payment Page)
HPP = a secure payment page hosted by Fiuu. The customer pays themselves on that page using card, FPX or e-wallet. Use this for payment links and online invoices. Set up in the blue section below.

Offline Payment API (OPA)
OPA = Fiuu's in-store API for scanning a payment code. Your cashier scans the QR shown in the customer's e-wallet app with a USB / Bluetooth scanner. Powers **Scan Customer's QR** at the counter. Set up in the green section below.

cloudECR (Fiuu VT+ terminal)
A physical Fiuu VT+ terminal taps / inserts the customer's card. Powers **Process via Fiuu VT+ App**. Set up in the amber section below.

You can enable one, two or all three. They work independently. Leave any feature blank if you don't use it.

Fiuu Online Checkout (HPP)
Get credentials from your Fiuu Merchant Portal at portal.fiuu.com → Profile → Merchant Profile → API Credentials. Default Sandbox mode is on, switch off when you go live.

Merchant ID
vyrordnd_Dev

Integration Environment
Production (live)

Your Fiuu merchant account ID. Shared by all Fiuu features: Online Checkout, OPA and cloudECR all use this same ID.

Integration Verify Key

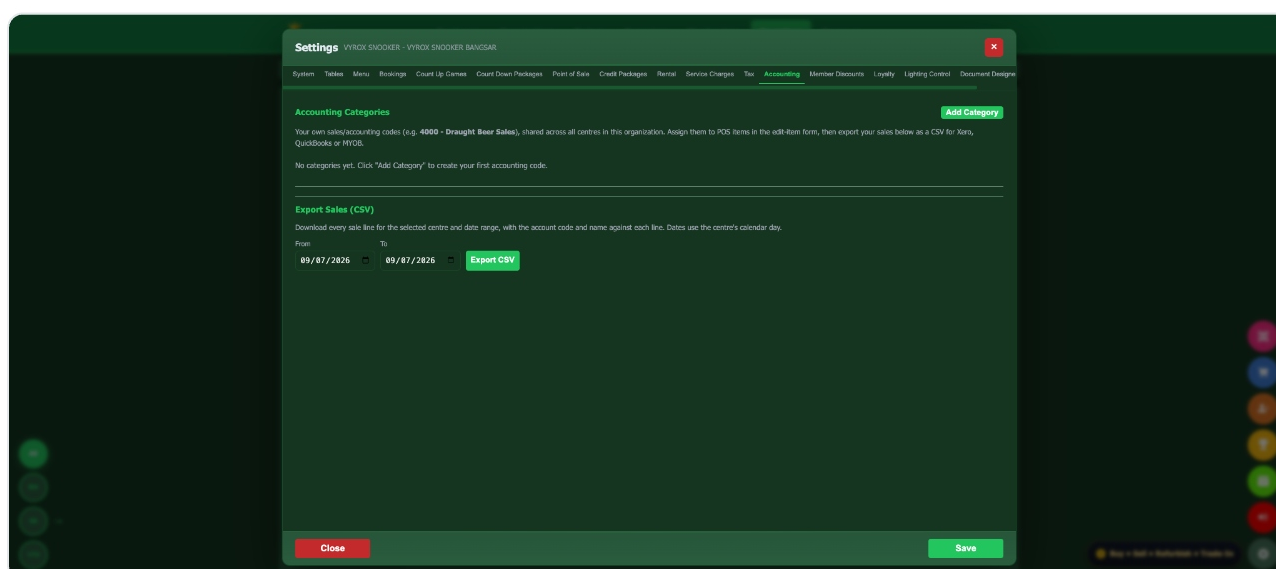
Integration Secret Key

Close Save

Map your sales to your bookkeeper's chart of accounts. Create accounting categories with codes, assign them on items, and export a date-ranged sales CSV that drops straight into Xero, QuickBooks or MYOB. Malaysian businesses can additionally tag items with LHDN classification codes.

35.1 Set Up & Export

1. Go to Settings > Accounting > Add Category (code, name, description)
2. Assign an Accounting Category on each item in the item editor
3. When needed, choose the From/To dates and click Export Sales CSV
4. Hand the file to your accountant or import it into your accounting software



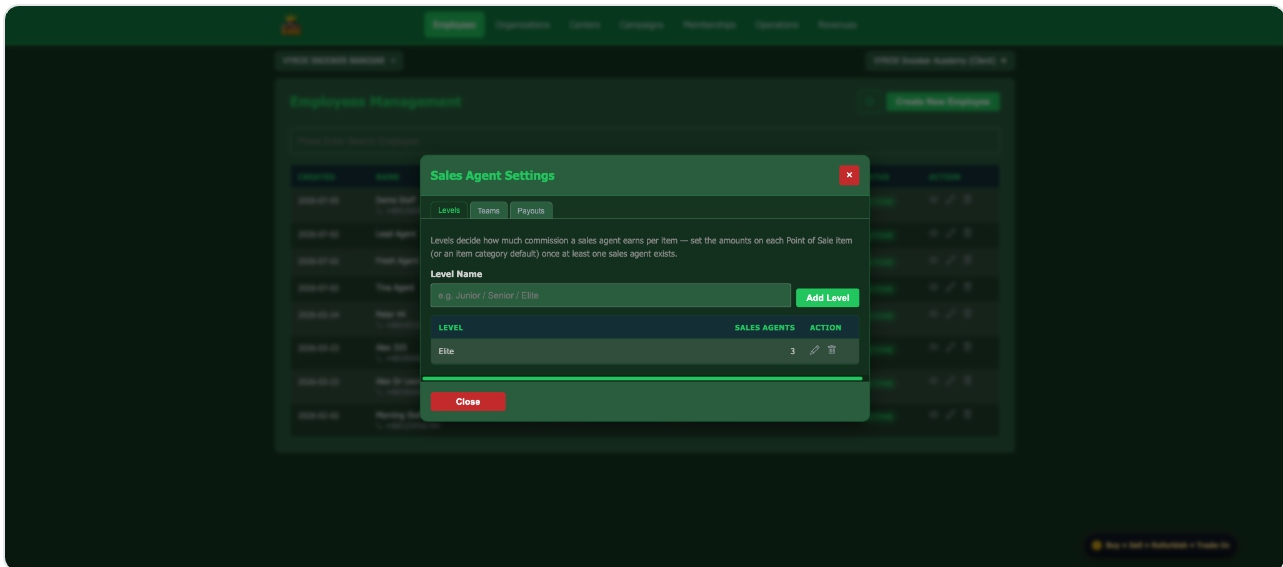
Sales Agents & Commissions

The Sales Agent program pays your floor staff commission on the sales they generate. Agents are employees with the Sales Agent role, organized into Levels (commission amounts are set per item or category, per level) and Teams whose leader earns an override percentage. Agents attach to a sale by tapping their bound RFID card at the POS.

Commissions accrue when the sale is paid, void automatically if the invoice is deleted or refunded, and lock once a payout period is settled. Agents follow their own earnings in a dedicated mobile portal — commission this month, sale-by-sale detail, payout history and profile — without any back-office access. Owners see a Sales Agent Commission view on the Revenues page.

36.1 Set Up the Program

1. On the Employees page, open Sales Agent Settings (gear button)
2. Add Levels (e.g. Junior, Senior, Elite) on the Levels tab
3. Add Teams with a Leader % of Sales on the Teams tab
4. Create employees with the Sales Agent role, assign their team and level, and bind their tap card
5. Set commission amounts per POS item or category, per level



36.2 Pay Out Commissions

1. Open Sales Agent Settings > Payouts
2. Select the agent and the From/To period and click Preview
3. Review the accrued entries, add optional notes
4. Click Mark as Paid — the period locks and appears in the Payout History

→ Section 36 — Sales Agents & Commissions (continued)

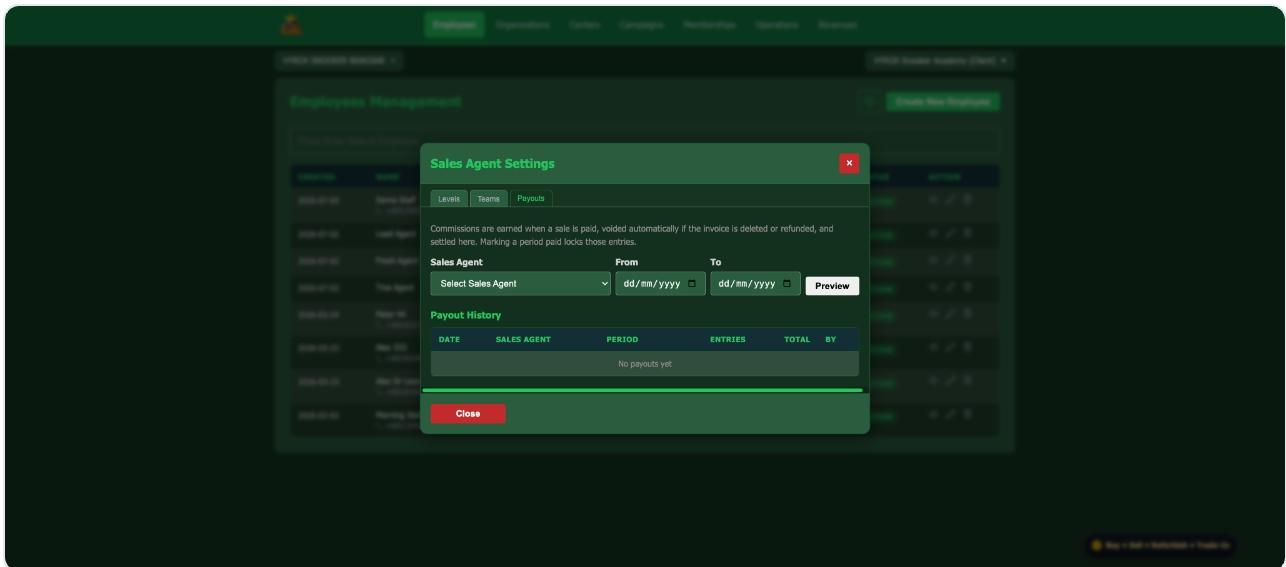


Table Bookings

The booking system reserves tables ahead of time. Staff create bookings on a visual calendar — a color-coded time grid of every table where you drag across a free slot — while the Bookings list tracks every reservation with its status: Confirmed, Checked In, Completed, Cancelled or No Show. Members can also book by themselves from the member app.

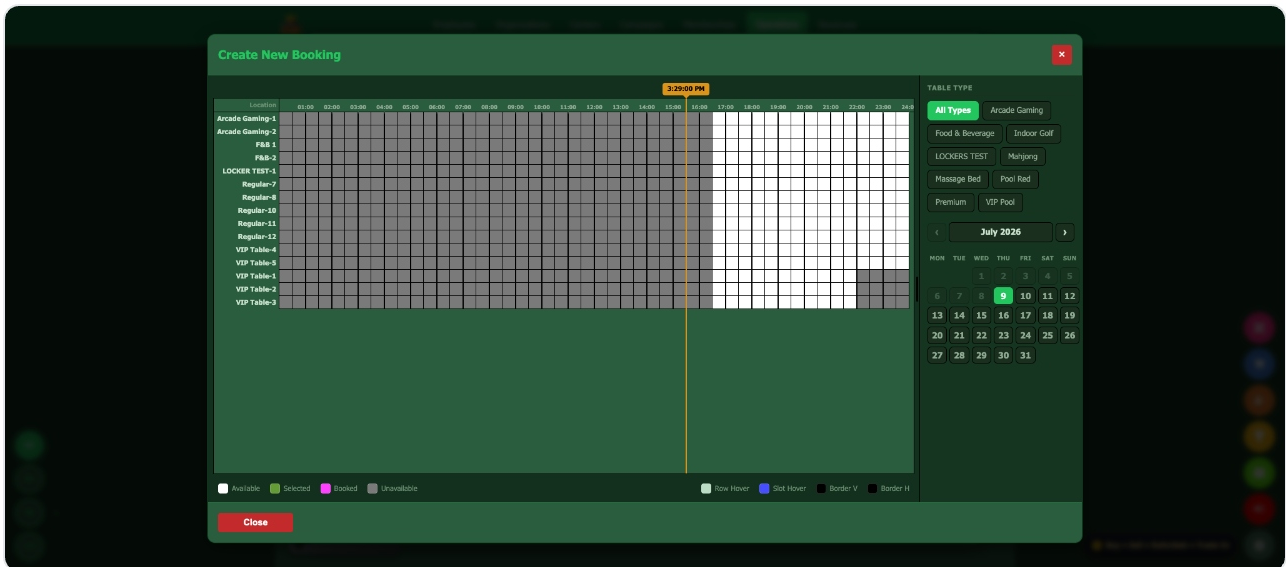
Reservations are enforced on the floor: a table with an upcoming booking asks staff to Check In or mark No-Show before a walk-in game can start on it. Expired bookings auto-flip to No Show, and every member's no-show history is visible on their profile.

Booking rules are set per table type: slot granularity, minimum and maximum duration, how far in advance customers may book, and day-by-day availability windows (including hours that cross midnight).

37.1 Create a Booking

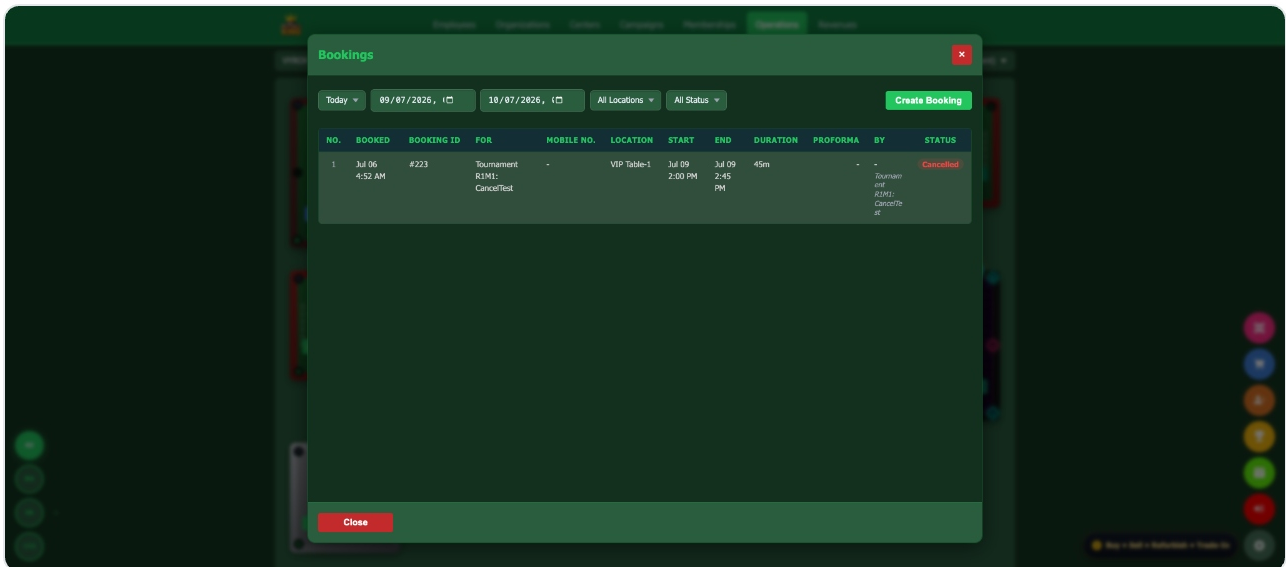
1. Press B or tap the calendar floating button, then click Create Booking
2. Pick the Table Type and date on the right panel
3. Click-drag across a free (white) slot on the desired table row
4. In the form, adjust the Duration (the Proforma price recalculates live)
5. Type the Customer Name — pick a member from the live search or enter a walk-in name — plus mobile and notes
6. Click Confirm Booking

→ Section 37 — Table Bookings (continued)



37.2 Recurring & Bulk Bookings

1. For a repeating reservation, tick "Repeat this booking" in the form
2. Choose the Frequency (every week, 2 weeks, month or year) and the number of Occurrences (up to 52)
3. Confirm — one editable booking is created per date, and clashing dates are skipped and reported
4. For group events, use Add to cart on several slots/tables, then click Book cart to create them all at once



37.3 Manage the Booking Lifecycle

1. Open the Bookings list and filter by date, location or status
2. Click a booking to view its full detail, including the proforma breakdown
3. Use Edit to change the customer, table or time (only before the start; the live availability check prevents conflicts)
4. When the customer arrives, click Check In; afterwards mark it Complete
5. Use Cancel Booking or No-Show (with confirmation) as needed

37.4 Booking Rules per Table Type

→ Section 37 – Table Bookings (continued)

1. Go to Settings > Bookings and select the Table Type
2. Set the Slot duration and the Min/Max booking duration
3. Set the Min advance notice and Max advance days
4. Add per-day Available/Unavailable time windows (cross-midnight supported)
5. Optionally tick Exclude from Booking page and save

The screenshot shows the 'Settings' window for 'VYROX SNOOKER - VYROX SNOOKER BANGKOK'. The 'Bookings' tab is selected, and the 'Table Type' is set to 'Arcade Gaming'. The 'Exclude from Booking page' toggle is turned off. Under 'Slot & Duration', 'Slot Duration' is set to '30 minutes' and 'Minimum Booking Duration' is set to '1h'. Under 'Advance Booking', 'Minimum Advance Notice' is set to '1 h 0 m' and 'Maximum Advance (Days)' is set to '30'. The 'Availability Schedule' shows 'All Days' selected. The interface includes a 'Close' button and a 'Save' button.

Settings VYROX SNOOKER - VYROX SNOOKER BANGKOK

System Tables Menu **Bookings** Count Up Games Count Down Packages Point of Sale Credit Packages Raffle Service Charges Tax Accounting Member Discounts Loyalty Lighting Control Document Designer

Table Type: **Arcade Gaming**

Exclude from Booking page
When on, this table type is hidden from the Create New Booking screen (operator and member booking). It can still be used everywhere else. ☐

Slot & Duration

Slot Duration
30 minutes
Time grid resolution for booking calendar

Minimum Booking Duration
1h
Shortest booking allowed

Maximum Booking Duration
0 h 0 m ☒ No Limit
Longest booking allowed

Advance Booking

Minimum Advance Notice
1 h 0 m
The earliest a booking may start, counted from now. Time slots beginning sooner than this are shown as unavailable on the booking calendar. Example: set to 24h and customers cannot book for today, only a day or more ahead. Set to 0 to allow immediate bookings.

Maximum Advance (Days)
30
How many days ahead customers can book.

Availability Schedule
☒ All Days ☐ Weekdays ☐ Weekends ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Close **Save**

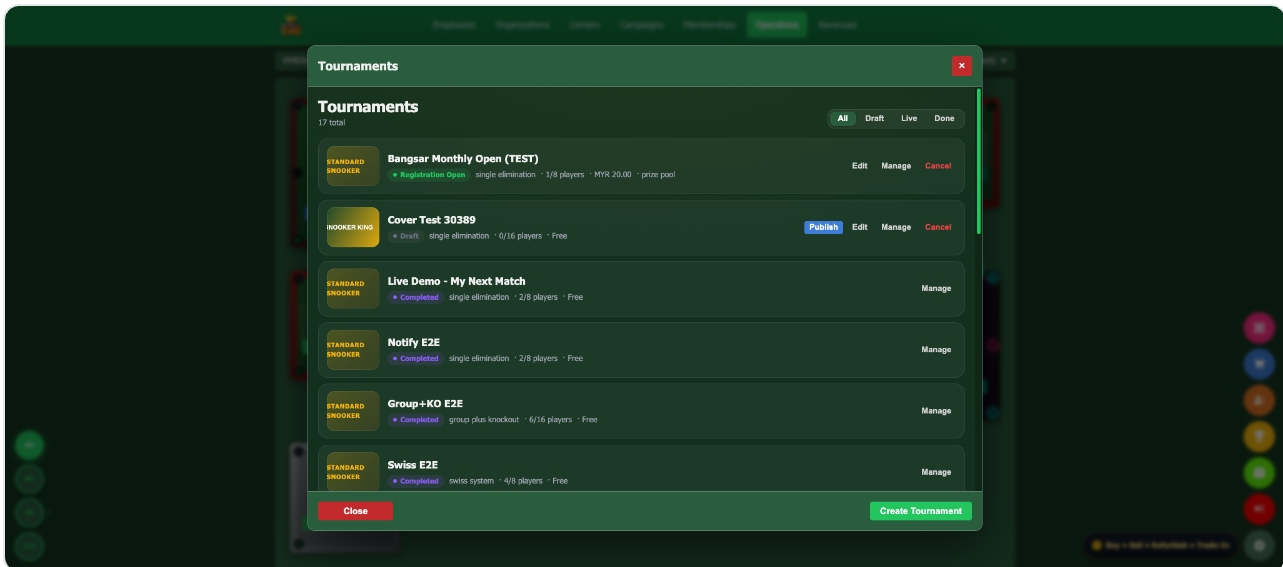
Shop - Ball - Raffle Wheel - Raffle Box

Host professional tournaments end-to-end. Staff create an event in the tournament console (the gold trophy button on the Operations page): choose the game (Snooker, 8-Ball, 9-Ball), format (Single or Double Elimination, Round Robin, Swiss, or Group + Knockout), match length, player cap and skill level, add a cover image, set the schedule — and optionally charge an entry fee payable by store credit, online via Fiuu, or cash at the counter.

Publishing broadcasts the tournament to members across the entire Snooker King network. As registrations arrive, staff generate the bracket, assign matches to tables (with optional automatic table booking), and record scores live — the bracket progresses automatically through to the champion. Prize pools track fixed amounts or a percentage of collected fees, with per-place payout marking and optional auto-refunds on withdrawal.

38.1 Create & Publish a Tournament

1. Press T or tap the trophy button to open the Tournaments console, then Create Tournament
2. Add a cover image, name, description, game type and skill level
3. Choose the format, match length (Best of 3/5/7), max players and play type (Singles/Doubles/Team)
4. Set the schedule: registration opens/closes, check-in, start time
5. Optionally enable the entry fee — set the amount and allowed payment methods — and the prize pool
6. Create as Draft, review, then click Publish to broadcast it to all members network-wide



38.2 Run the Event

1. Open Manage on the tournament once registrations are in (minimum 2 confirmed players)
2. Click Start Tournament & Generate Bracket — registration closes
3. For each match, assign a Table, time and duration (the table auto-books if enabled)
4. Enter the scores and tap the winner — the bracket advances automatically
5. Mark cash registrations as paid, and after the final mark each prize payout as Paid

→ Section 38 — Tournaments (continued)

Create Tournament

Fill in the details and save as a draft. When you **Publish**, the tournament is broadcast to members across the whole Snooker King network so they can discover and join it. You can edit a draft freely before publishing.

COVER IMAGE optional

Add **Add a cover image**
Shown to members on the tournament card & detail. JPG, PNG or WebP up to 2MB — 16:9 looks best.

BASICS

Tournament name
e.g. Bangsar Monthly Open

Description
Rules, format notes, contact — anything players should know

Game Snooker

Skill level Any / open to all

The name and image are what members see first. Skill level is a guide — it doesn't restrict who can join.

FORMAT

Close Cancel **Create as Draft**

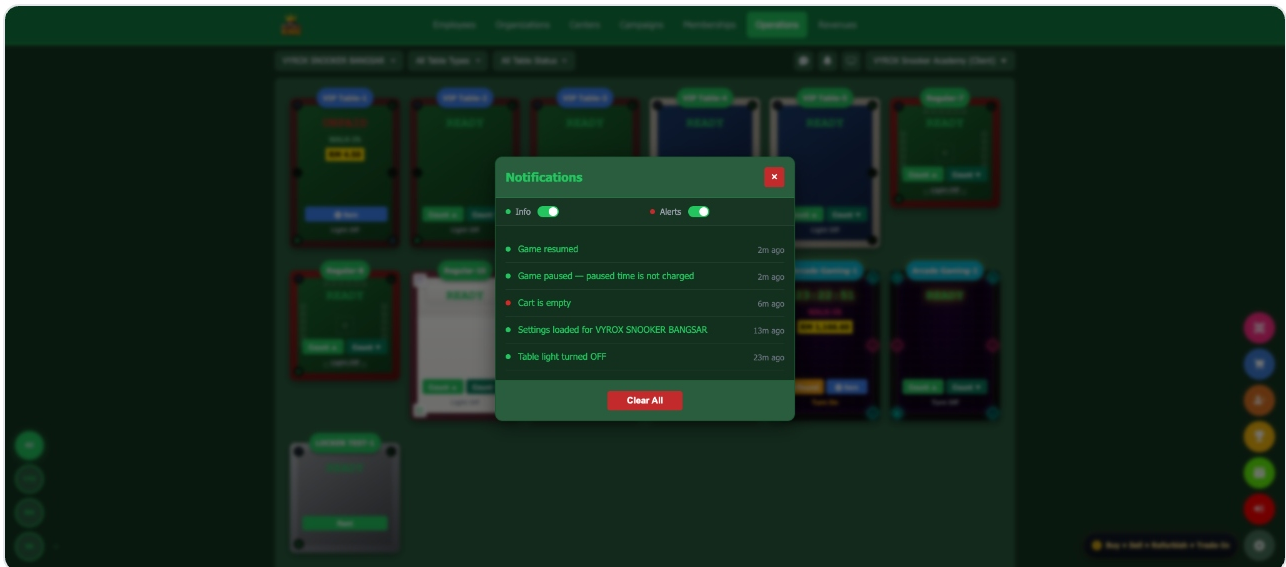
***Note:** Members register in their app under Tournaments — free events join instantly; paid events offer store credit, online payment or pay-cash-at-counter. Players see a live bracket and a "Your next match" alert with their table and time.

Broadcast news, promotions and policies with targeted announcements: choose the audience (everyone, members, managers, operators, clients...), the reach (all or specific organizations), publish and expiry dates, pinning, and an optional required acknowledgment so you can confirm staff have read a policy. Recipients see a color-coded feed with unread indicators.

For live conversation, the Center Messenger gives staff a WhatsApp-style panel per center — the center group chat, per-game chat rooms and an announcements feed — while members chat from the Social tab of their app. A notification center with sound and mute controls keeps everyone informed without noise.

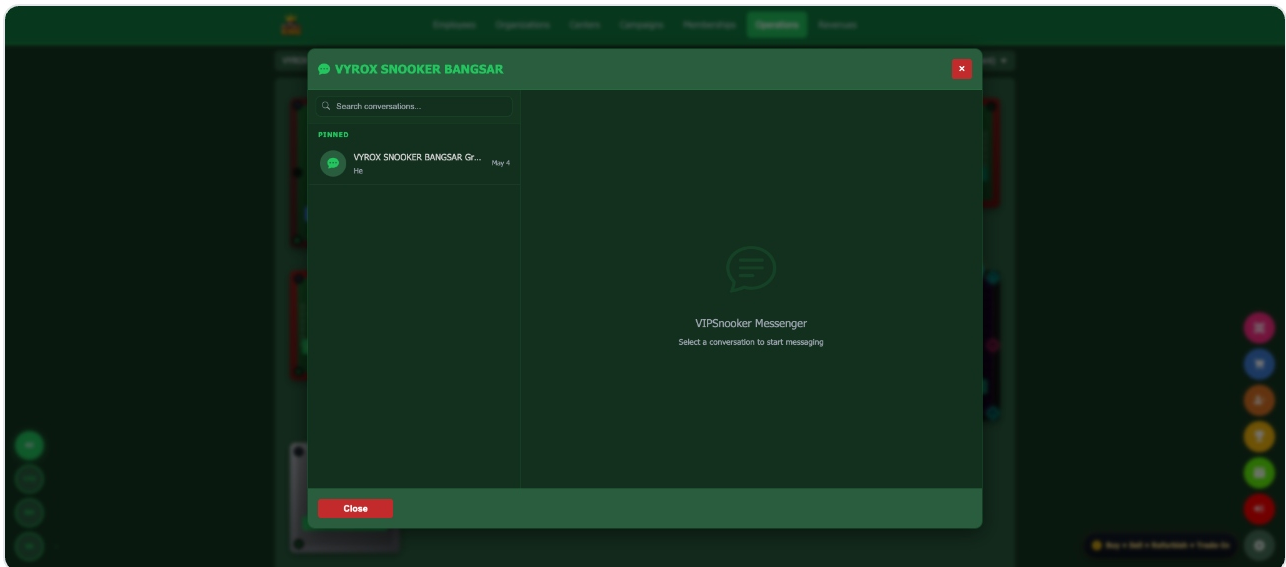
39.1 Publish an Announcement

1. Go to Announcements > Create New Announcement
2. Enter the Title and Content
3. Pick the Target Audience and the Reach (all or selected organizations)
4. Set the Status, optionally Pin it, and set the Publish/Expiry dates
5. Optionally tick Require Acknowledgment with custom confirmation text
6. Confirm Create — recipients see it in their feed and member apps



39.2 Center Chat

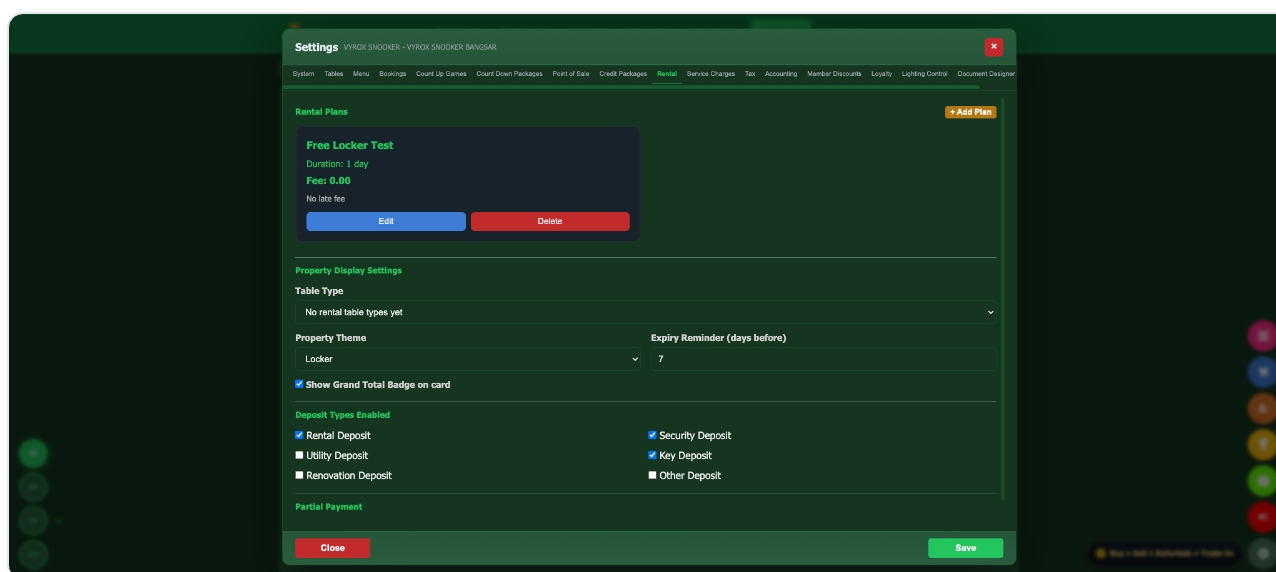
1. Enable Center Group Chat in Settings > System
2. Click the Messenger icon on the Operations page
3. Pick a conversation: the center group chat, a game room or Announcements
4. Type and send — members reply from the Social tab in their app



Beyond hourly play, Snooker King manages longer-term rentals of rooms, units, lockers, parking and other spaces. Rental Plans define the fee (flat or percentage), duration (hours, days, months or years), late fees and required deposits — rental, security, key, renovation, utility or custom. Rental "tables" live on the same Operations floor with check-in/check-out workflows.

40.1 Run a Rental

1. Create a Rental Plan in Settings > Rental (fee, duration, deposits, late fee)
2. On a rental-type unit, choose Select Rental Plan and pick the plan
3. Check In the tenant, collecting the configured deposits (a Deposit Slip prints)
4. During the term, add POS items, extend, and watch the Pending/Overdue status
5. At the end, Check Out and settle: refund or forfeit deposits, apply any late fee, and print the Refund Receipt

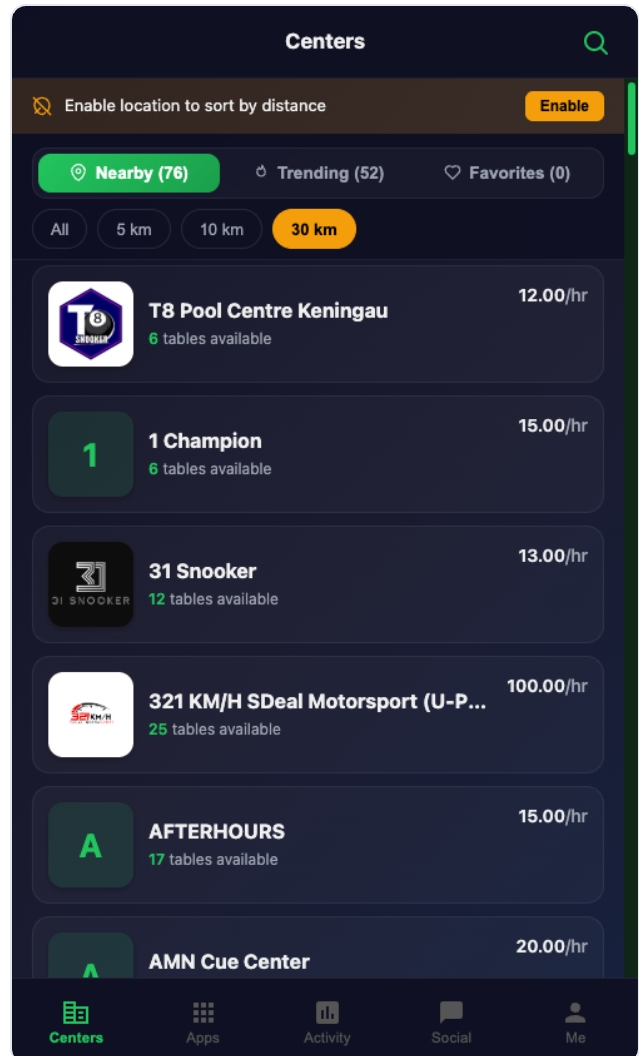
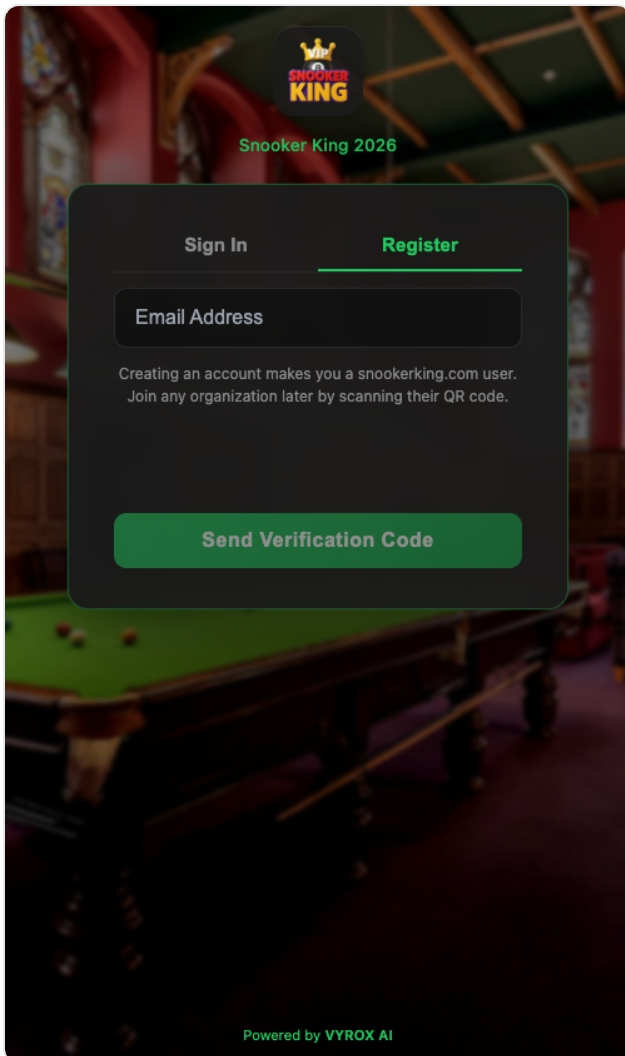


Your customers get a full mobile experience — an installable app in English, Bahasa Melayu and Chinese, with five tabs: Centers (discover nearby clubs with live availability, photos, reviews and directions), Apps (all the smart tools), Activity (live sessions and history), Social (chat) and Me (wallet, cards and profile). One account works across every Snooker King club, with a swipeable member card per club.

The header carries two essentials: Scan QR — the smart scanner that starts tables, joins clubs and pairs battles — and Show My Card, the member's identity QR presented at the counter for discounts, redemption and identification.

41.1 Register & Join a Club

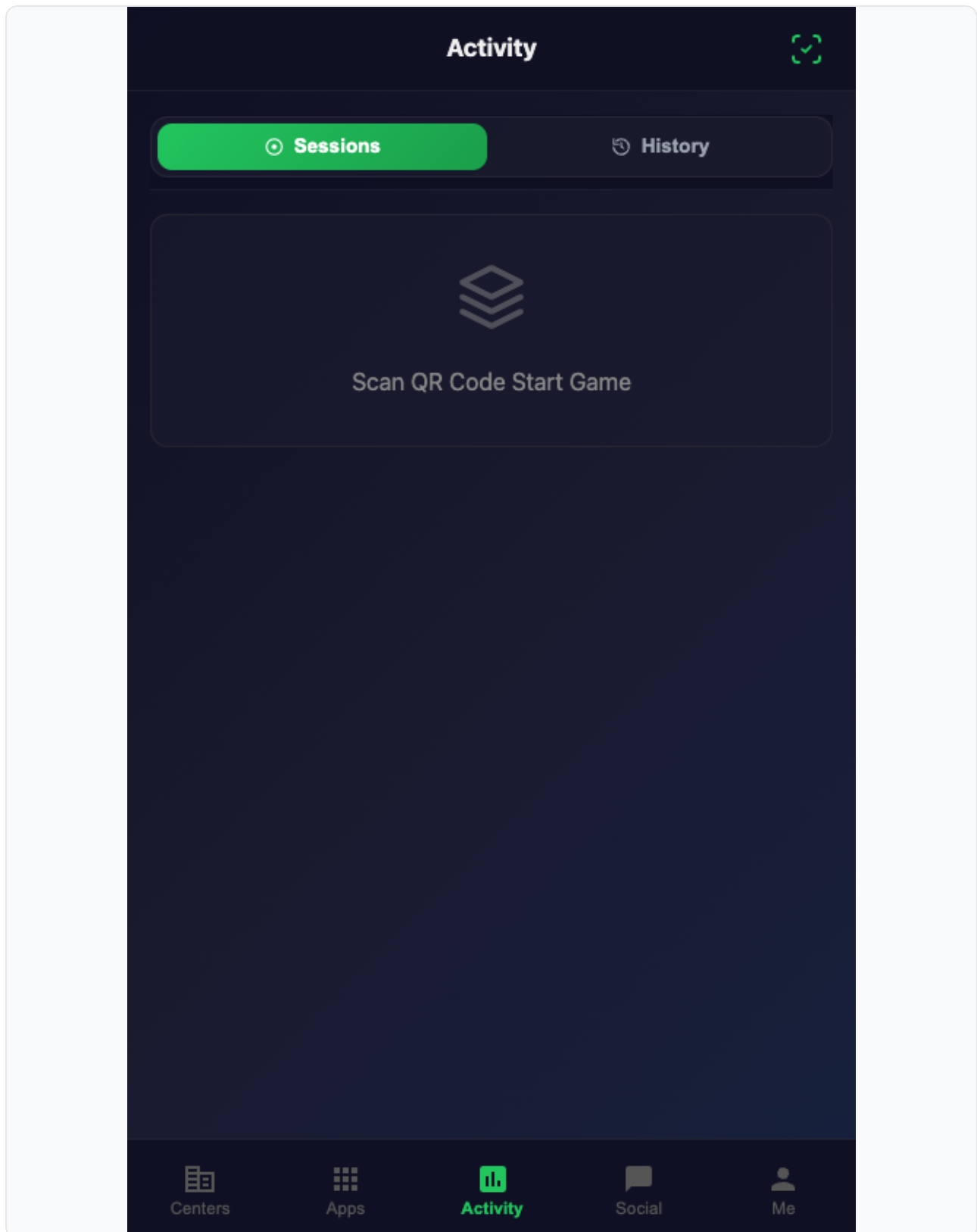
1. Scan the club's QR poster (or open its link) and tap Register
2. Enter your name and email, tap Verification Code and enter the emailed code
3. Add your mobile number and a password, then Register
4. You are enrolled in the club's default plan with any welcome credits and points
5. Join more clubs any time by scanning their QR — each club gets its own card in Me



41.2 Scan to Play & Track Activity

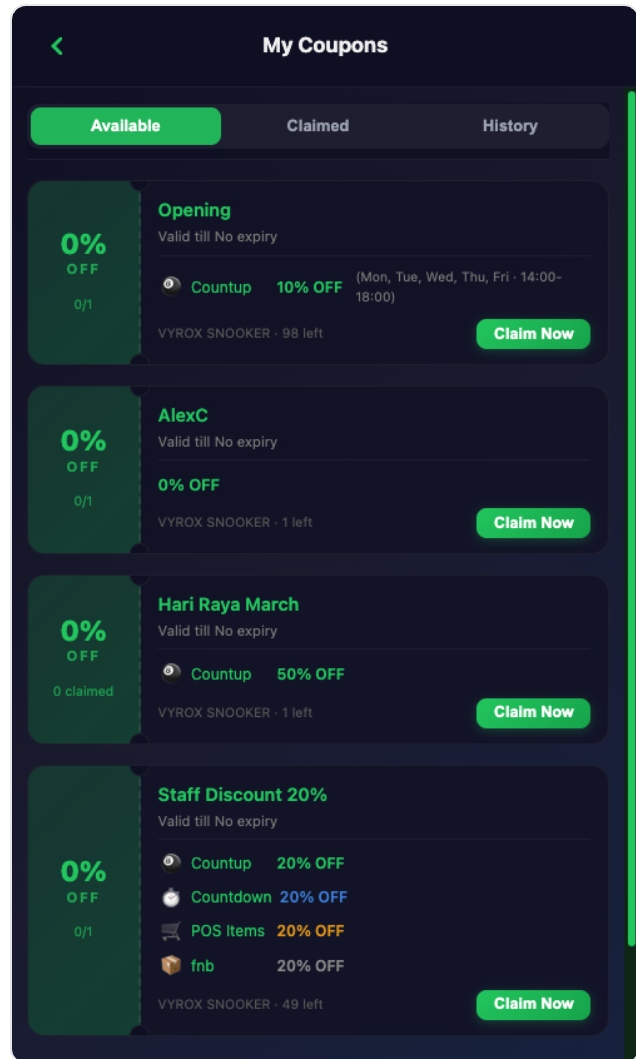
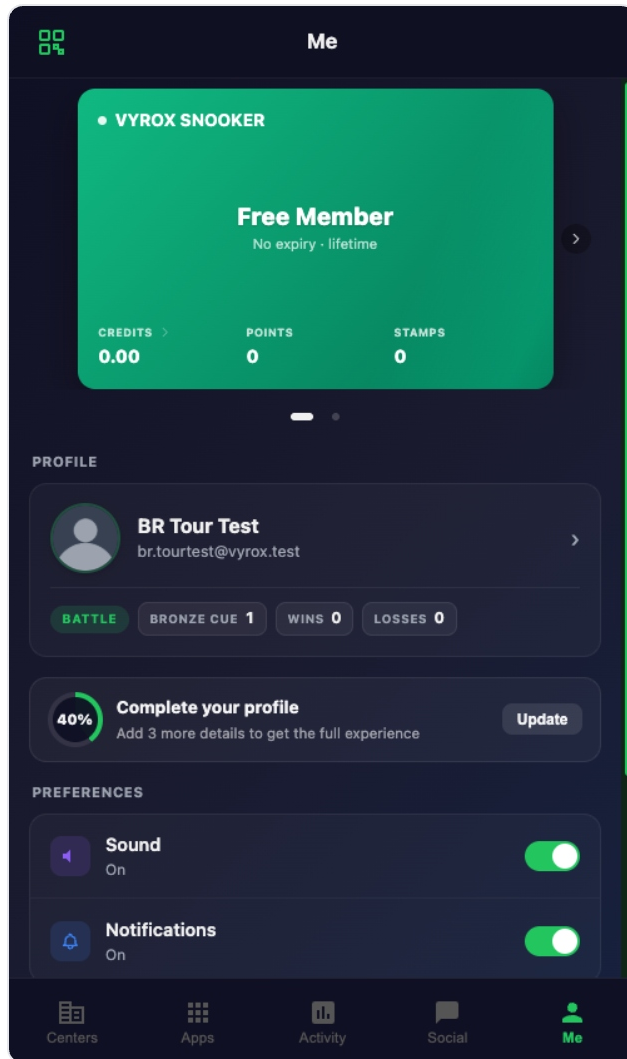
→ **Section 41 — The Member App (continued)**

1. Tap Scan QR and point the camera at the table's QR code
2. Choose how to pay: a Package, a Budget amount, or by Duration — your credit balance shows on top
3. Tap Start — the table light turns on and the countdown begins
4. Follow the live session under Activity > Sessions and download the slip
5. Review everything under Activity > History with filters for Games, Points, Stamps, Credits and Discounts



41.3 Top Up, Rewards & Coupons

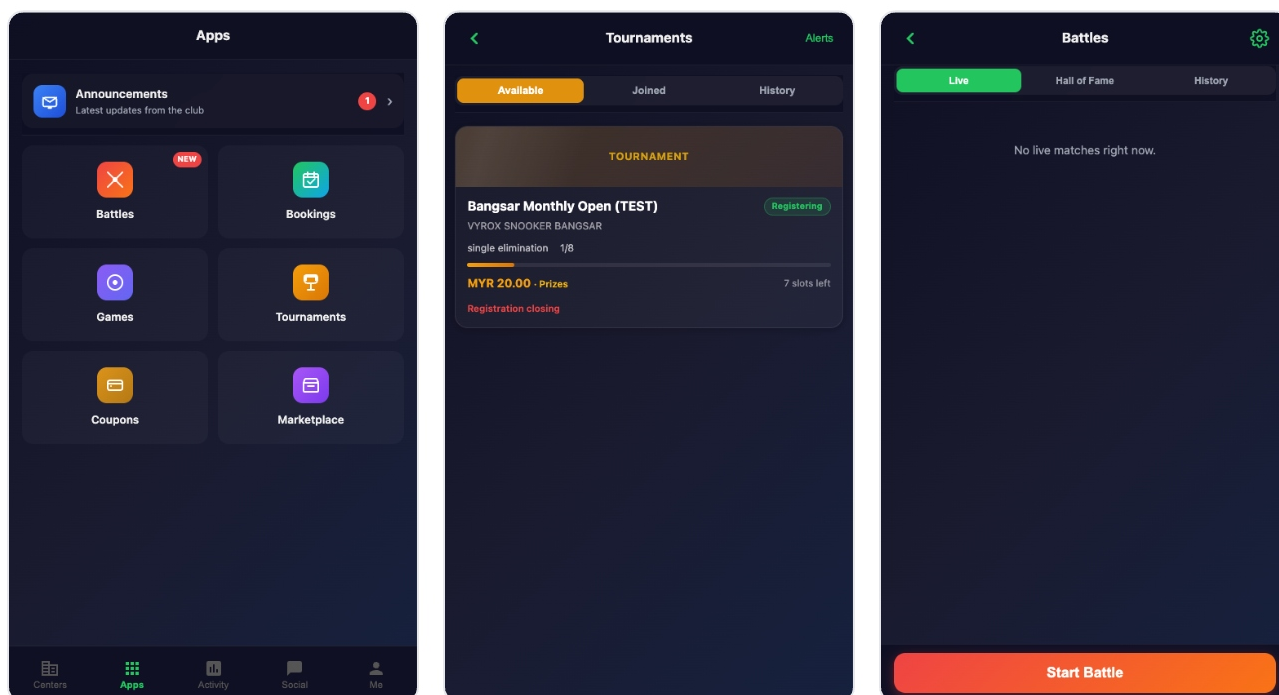
1. Open your club card and choose the credit detail view
2. Pick a credit package (or custom amount) and tap Buy Now to pay by card, e-wallet or DuitNow via Fiuu — or ask staff via WhatsApp
3. Track points and stamps in the Rewards Hub and redeem items by showing your member QR
4. Claim promotions under Apps > Coupons (Available / Claimed / History with your Total Saved)
5. Member discounts apply automatically whenever your card is used



41.4 Book, Compete & Socialize

→ Section 41 — The Member App (continued)

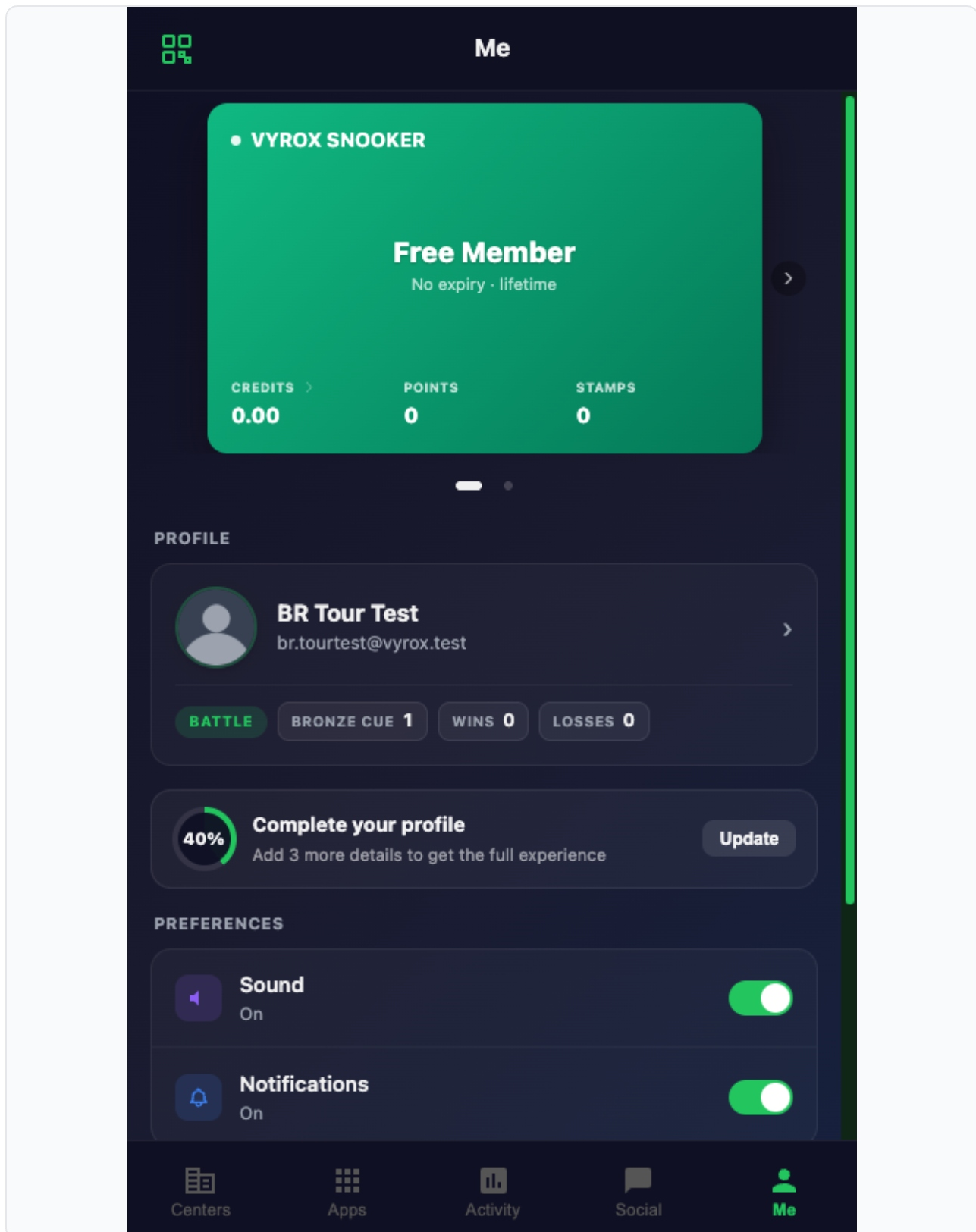
1. Book a table from any club page (Book Table) and track it under Apps > Bookings
2. Join tournaments under Apps > Tournaments — pay by credit, online or cash at the counter, then follow your live bracket and "Your next match" alerts
3. Start a Battle: scan your opponent's card, score frames live and build your rating, XP and Hall of Fame standing — or share a live cast link for spectators
4. Find playing partners under Apps > Games and coordinate in Social chat
5. Trade gear on the Marketplace, and read club news under Apps > Announcements



41.5 Profile & Security

→ **Section 41 — The Member App (continued)**

1. Open Me and tap your profile row to edit your name, email, birthday, gender and photo
2. Change your password with the old-password confirmation
3. Upload identity documents (ID front/back, selfie) when a club requires verification for top-ups
4. Adjust Sound and Notifications under Preferences, review the legal terms, and Sign out when done

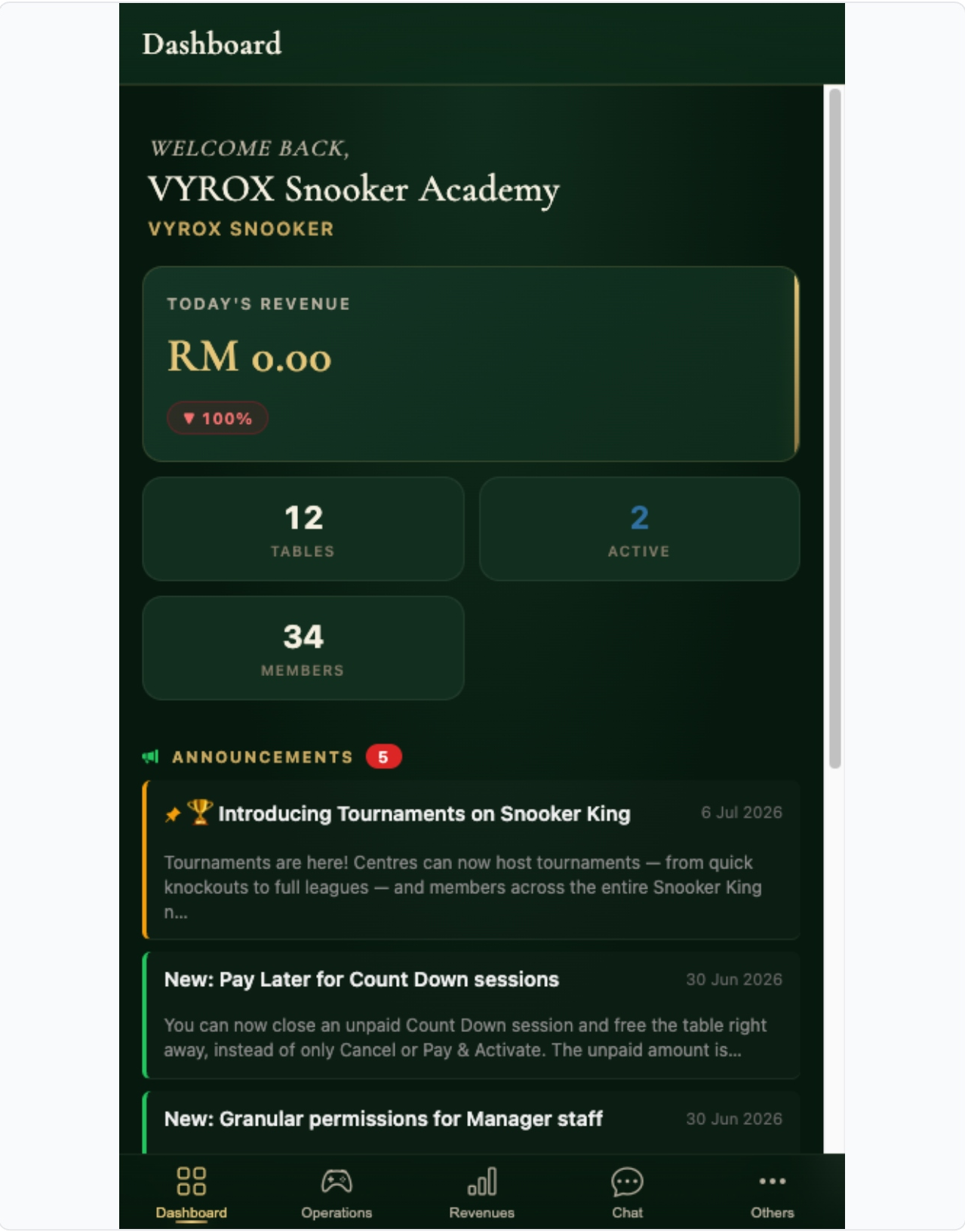


Owner & Agent Mobile Portals

Two dedicated mobile portals extend the system beyond the counter. The Client Portal gives owners a phone-friendly view of their whole business — dashboard KPIs, live operations, revenues and center chat — installable like an app. The Sales Agent Portal shows agents their commission this month, sale-by-sale earnings detail, payout history and profile, read-only and automatically offered to anyone logging in with the Sales Agent role.

42.1 Use the Portals

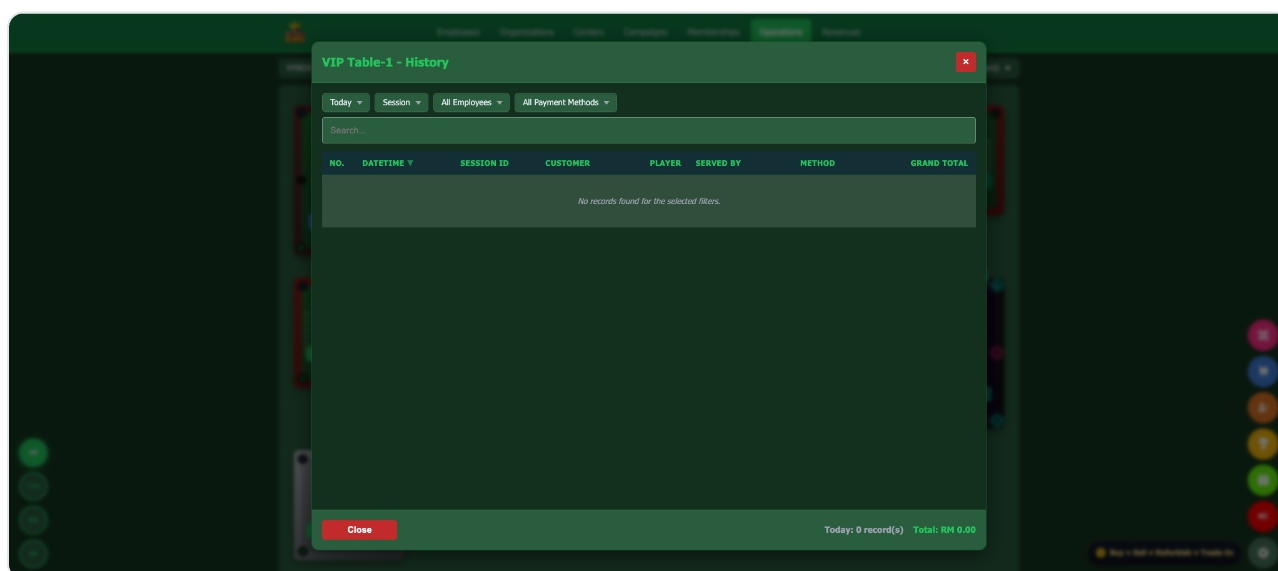
1. Owners: log in on a phone — the Client Portal opens with tabs Dashboard, Operations, Revenues, Chat and More
2. Add it to the home screen for an app-like experience
3. Sales agents: log in with the agent account — the Agent Portal opens with Home, Sales, Payouts and Me
4. Tap any sale for its commission breakdown; pull to refresh



Every table keeps its full past: the Table Invoice History shows each session with the date, players, customer, payment method, serving employee and grand total — filterable by date range, payment method and employee, with reprint, refund and void views. At the system level, the System Logs record who did what and when across the platform, scoped to your organization, for accountability and troubleshooting.

43.1 Review History

1. Open a table and choose History to see its sessions and invoices
2. Filter by date preset (or custom range), payment method and employee
3. Open any invoice to reprint, refund or inspect the transaction
4. For platform-wide auditing, open System Logs and filter by action type, performer, invoice or date



Help is built into the app. The floating bug button lets any user report a problem with a description and annotated screenshots — pasted, dragged or picked — and follow a threaded conversation until it is resolved, with email updates on status changes. A matching Suggest a Feature flow collects improvement ideas the same way. For anything else, reach the Snooker King team on WhatsApp at +6011-54521238 or visit www.snookerking.com.

44.1 Report a Bug or Suggest a Feature

1. Tap the floating bug (or feature) button anywhere in the app
 2. Confirm the Center the issue relates to
 3. Describe what happened, what you expected, and the steps to reproduce
 4. Attach screenshots and annotate them to highlight the problem
 5. Submit and follow the thread — you are notified as the status changes
-

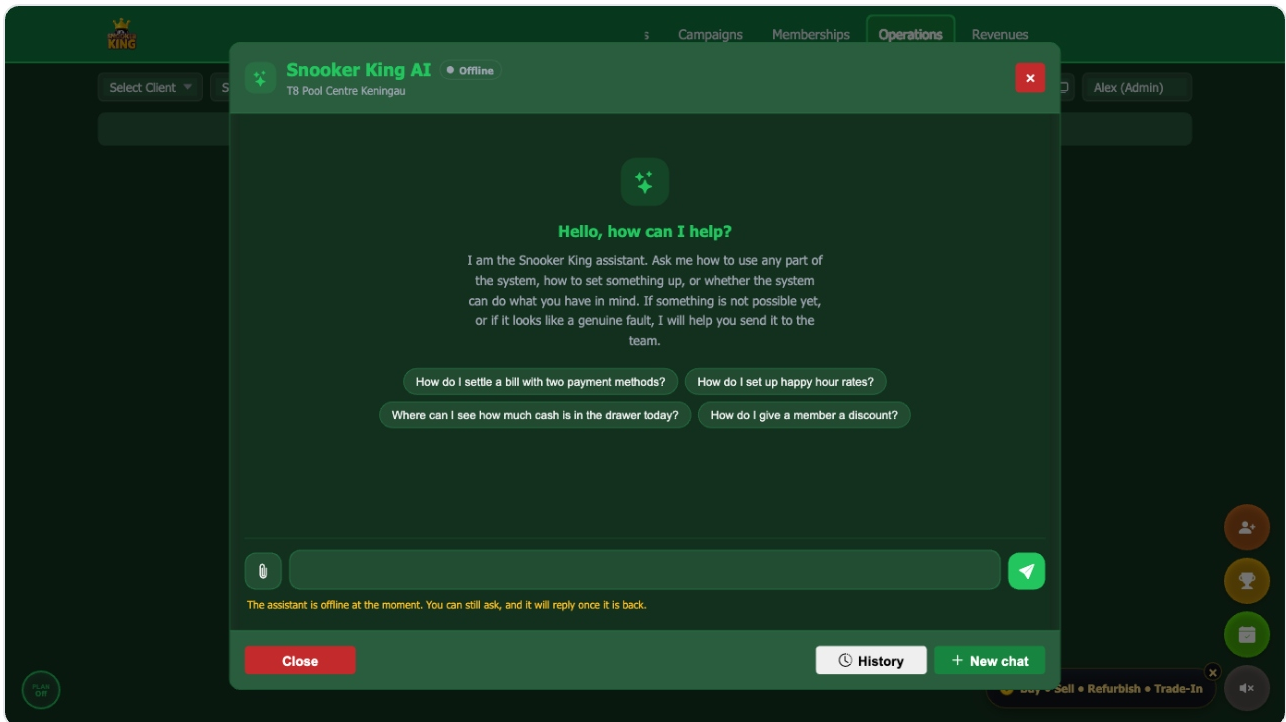
44.2 Ask the AI Chat Assistant

The Chat button opens a built-in AI assistant that answers questions about using Snooker King — it is read-only and never changes your data. It keeps a history of past conversations per center, so you can continue an earlier chat or start a new one, and you can attach a picture or a PDF for it to look at.

1. Click your account name (top right) and choose Ask Snooker King AI to open the assistant
2. Type your question — for example, ask how to set up a discount or find a report — or tap one of the suggested questions
3. Attach a picture or a PDF if your question is about something on screen
4. Open History to see Recent Chats for This Centre and tap Continue this chat to resume one
5. Tap New Chat to start a fresh conversation, or Close to dismiss the window

***Note:** If the assistant shows Offline, you can still type your question — it is queued and answered once the assistant is back.

→ Section 44 — Support & Feedback (continued)



Cash Movements and the Daily Cash Drawer

This is the screen that answers the question, how much cash should be in my drawer. It is not the Revenues total filtered by Cash. Those two are deliberately different numbers and they are not meant to match. The Cash window has two tabs. Movements holds the cash in and cash out entries your staff record by hand. Daily drawer holds the count for each business day, with the difference worked out for you.

45.1 Open the Cash Window

1. Go to the Revenues page
2. Pick a single centre, because a cash drawer belongs to one centre and there is nothing to show on All Centers
3. Set the date range you want at the top
4. Click the Cash button in the card header, next to the report buttons
5. Use the Movements and Daily drawer tabs to switch between the two views. Both follow the same date range

45.2 Count the Drawer at the End of the Day

1. Open the Daily drawer tab. There is one row for each business day, using your organization's End of Day cut-off time
2. Carried in shows the cash left in the drawer from the day before
3. Cash in and Cash out show everything that moved that day
4. Expected is what the system calculates should be in the drawer
5. Count your cash and type the figure into the Counted column. It saves as you enter it
6. Difference is Counted minus Expected, so you can find a gap before you close for the night
7. Use Clear on a row to remove a count you entered by mistake and start again

***Note:** The Cash in and Cash out columns on the Daily drawer tab also carry the day's sales takings and deposit money, so they are wider than the entries staff type in by hand on the Movements tab. Those two sets of totals are not meant to add up to each other. The drawer answers what is in the till. The Movements list answers what your staff put in or took out by hand.

45.3 Record Cash In and Cash Out by Hand

→ Section 45 — Cash Movements and the Daily Cash Drawer (continued)

1. Open the Movements tab
2. Click Cash In to record money added to the drawer, such as the opening float
3. Click Cash Out to record money taken out, such as petty cash, a supplier paid in cash, or takings banked
4. Enter the amount and a short reason, so the entry explains itself later
5. Every entry is listed with who recorded it and when

***Note:** Deposits are money you are holding for a customer, not a sale. They stay out of your revenue figures on purpose, but they do move through the cash drawer. That is why the drawer and the sales report will not agree. Both are correct, because they answer different questions.

Receivables, Money Customers Still Owe

A bill that was not settled at the counter is tracked here instead of being lost. Receivables lists everything still owed at the centre, lets you take the money when the customer comes back, and closes the bill off when there is nothing left to collect.

46.1 Find What Is Owed

1. Go to the Revenues page and pick a single centre
2. The card has four view tabs: Data Table, Charts, Statistics and Receivables
3. Click Receivables. The tab shows a count of the open bills
4. The Outstanding card in the stat strip above shows the same balance at a glance
5. Search by member name, or by the walk in name recorded on the bill

46.2 Take Payment or Close a Bill

1. Click Record payment on the bill and enter how much the customer actually paid
2. Part payments are fine. The balance updates and the bill stays on the list
3. When the balance reaches zero the bill settles itself and moves to the recently settled list
4. Close this bill is offered only on a bill with nothing left to collect, so an old zero balance row does not sit on the list forever
5. Recently settled bills stay visible for a short while, so you can check your work

***Note:** Receivables are kept for each club separately. On All Centers the figures would add two different sets of books together, so there is no single balance to show. Writing an amount off is not the same as being paid. A write off is recorded as money given away, never as cash received, and it never appears in your takings.

Deleted Bills, Restoring a Removed Bill

A deleted bill is hidden, not destroyed. If someone removes a bill by mistake it can be put back, and its money returns to that centre's figures straight away.

47.1 Restore a Bill

1. Go to the Revenues page and pick a single centre
2. Click Deleted Bills
3. Find the bill in the list. It shows what was on it, who deleted it and when
4. Restore it, and the bill and its money go back into the centre's figures immediately
5. Check the Revenues totals afterwards, to confirm the figure you expected has come back

***Note:** Only a user who is allowed to delete invoices can restore them, because restoring is the same power in reverse. Staff without that permission do not see the button at all. Like the other tools on this row, Deleted Bills works on one centre at a time.

Running Tabs, an Open Bill With No Table

A running tab keeps a customer's drinks and snacks on one bill while they are still in the club, without tying up a table. It is the answer for customers at the bar, for spectators, and for anyone who wants to pay once at the end.

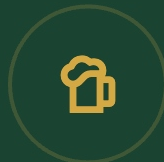
48.1 Open, Add To and Settle a Tab

1. On the Operations floor, click the Running Tabs button
2. Open a tab in the customer's name
3. Add items to the tab as they order, the same way you add to any bill
4. Open the tab again at any time to see everything on it so far
5. Settle it when they leave, exactly like any other bill, with any payment method

48.2 Move a Bill Onto a Tab

1. Open the bill you want to move
2. Choose Send to tab
3. Pick an existing tab, or give a name to open a new one
4. If the name is already in use the system tells you, so two customers are never merged onto one bill by accident

***Note:** Running Tabs is switched on for each club separately. If you cannot see the button, ask the Snooker King team to enable it for your centre. Two points worth knowing. Stock leaves your inventory when an item is added to the tab, not when the tab is settled, so your stock figures stay right all evening. And a tab being settled is claimed by that till, so two counters can never charge the same customer twice.



Thank You

For choosing Snooker King as your management platform



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