

Multi -User Sales Tracking And Approval System With Automated Reporting For Business Owners

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Abstract: *The rapid growth of small and medium-scale businesses has increased the need for efficient sales management systems that support multiple users and provide real-time visibility. Business owners often face challenges in monitoring sales activities, managing approval processes, and tracking inventory when relying on multiple sales agents such as waiters and cashiers. Traditional manual methods and existing systems are frequently limited by poor real-time monitoring, fragmented reporting, delayed approvals, and inadequate stock management capabilities. This review examines existing sales tracking and management systems, identifies their key limitations, and highlights critical gaps in multi-user support, automated reporting, and inventory integration. In response to these challenges, the study proposes the development of a Multi-User Sales Tracking and Approval System with Automated Reporting. The proposed system integrates real-time order recording, multi-level approval workflows, automated daily/weekly/monthly sales reporting, an interactive dashboard, and intelligent stock management with low-stock notifications. The system aims to enhance operational efficiency, improve decision-making through real-time insights, ensure proper approval controls, and support seamless inventory management for business owners.*

Keywords—component; Sales Tracking, Multi-User System, Approval Workflow, Automated Reporting, Inventory Management, Real-time Dashboard, Business Management System.

1.0 INTRODUCTION

The rapid expansion of small and medium enterprises (SMEs) has significantly increased the complexity of managing sales operations, particularly in businesses that rely on multiple sales agents such as waiters, cashiers, and field sales representatives[1]. Business owners often struggle to maintain effective oversight of daily sales activities, approval processes, and inventory levels when operations are distributed across several users[2]. Traditional manual recording methods and basic sales applications frequently result in delays, errors, data inconsistencies, and limited visibility into real-time business performance[3].

Although various sales management tools exist, many of them suffer from critical limitations, including poor support for multi-user environments, weak approval workflows, lack of automated reporting, and insufficient integration with inventory management[4]. These shortcomings often lead to delayed decision-making, stockouts, revenue leakage, and operational inefficiencies[5].

Recent advancements in information technology, cloud computing, and automated systems present new opportunities to address these challenges. This project therefore focuses on the development of a **Multi-User Sales Tracking and Approval System with Automated Reporting for Business Owners**. The proposed system integrates real-time order recording, multi-level approval mechanisms, automated sales reporting, and intelligent stock management into a single, user-friendly platform. By providing remote access through

an interactive dashboard, the system aims to empower business owners with timely insights and better control over their operations.

1.1 BACKGROUND OF THE STUDY

Most existing systems suffer from several critical shortcomings, including weak support for multi-user environments, poorly designed approval workflows, lack of automated reporting capabilities, limited remote access, and inadequate integration with inventory. The rapid growth and expansion of small and medium-scale enterprises (SMEs) in recent years have brought about a significant transformation in the way businesses operate. Today, many of these businesses depend heavily on multiple sales agents, including waiters, cashiers, sales representatives, and other frontline staff, to handle daily customer transactions and generate revenue. As business operations become more complex and widespread, business owners are increasingly finding it difficult to maintain effective supervision and control over sales activities, order approvals, payment collections, and inventory levels[6]. This challenge is further compounded when owners are required to manage their businesses remotely or are occupied with other responsibilities away from the business premises. Consequently, there is a pressing need for modern, reliable, and comprehensive sales management systems that can support multiple users while providing real-time visibility to business owners[7].

Effective sales tracking and approval processes are fundamental to the success of any business. Accurate and timely information regarding daily sales, pending approvals, customer orders, and stock availability directly influences key business decisions, profitability, customer satisfaction, and overall operational efficiency. When business owners lack proper visibility into these areas, they face numerous risks such as delayed order processing, unauthorized transactions, revenue leakage, inaccurate financial reporting, and poor inventory control. In many small businesses, owners still rely on traditional manual methods such as paper records, notebooks, cash registers, and basic spreadsheets. These conventional approaches are not only time-consuming and labor-intensive but are also highly prone to human error, data loss, manipulation, and difficulty in retrieval, especially when historical records are needed for analysis or auditing purposes[8].

Furthermore, the inability to monitor sales performance and inventory levels in real time often leads to critical operational problems. Business owners may experience frequent stockouts of fast-moving products, resulting in lost sales opportunities and dissatisfied customers. On the other hand, overstocking of slow-moving items ties up capital and increases storage costs. Delayed approval of orders can also slow down service delivery, particularly in restaurants, supermarkets, and retail outlets where quick processing is essential. These challenges highlight the limitations of existing manual systems and basic sales applications currently used by many small and medium enterprises[9].

Although various sales management software and applications are available in the market, a large number of them fail to adequately address the specific needs of small and medium-scale management modules. Some applications are overly complex and require advanced technical skills, making them unsuitable for ordinary sales agents and cashiers[10]. Others are too expensive for small business owners or are designed primarily for large enterprises, thereby limiting their affordability and practicality. Additionally, many of these systems do not provide seamless real-time synchronization between sales agents and business owners, making remote monitoring inefficient and frustrating[11].

The emergence of advanced information and communication technologies has created promising opportunities to overcome these persistent challenges. Innovations in cloud computing, mobile application development, real-time database systems, automated reporting tools, and user-friendly dashboard interfaces now make it possible to develop sophisticated yet accessible business management solutions[12]. These modern technologies enable simultaneous access by multiple users, instant data updates, secure approval mechanisms, and automatic generation of comprehensive sales reports. An interactive and well-designed dashboard can present business owners with clear visual summaries of sales performance, pending approvals, and current stock levels from any location and at any time. Moreover, automated notification systems can alert owners and responsible staff about critical issues

such as low stock levels or unusually large orders requiring approval[13].

The integration of multi-level approval workflows is particularly valuable in businesses where different categories of staff handle customer orders and payments. A properly structured system should allow sales agents to record orders efficiently while enabling supervisors or business owners to review and approve them before final confirmation[14]. This helps maintain internal controls and reduces the risk of fraud or errors. Similarly, the automatic generation of daily, weekly, monthly, and yearly sales reports can assist business owners in analyzing performance trends, identifying top-selling products, monitoring agent productivity, and making informed strategic decisions for business growth[15].

The proposed **Multi-User Sales Tracking and Approval System with Automated Reporting for Business Owners** seeks to address the gaps identified in current practices and existing solutions. This system will provide a comprehensive, integrated, and user-friendly platform that supports real-time order recording by sales agents, structured multi-level approval processes, automated sales reporting at different time intervals, and intelligent stock management with low-stock notifications. By bringing all these essential features together in one platform, the system aims to significantly improve operational efficiency, enhance internal controls, reduce manual workload, minimize errors, and empower business owners with better visibility and control over their enterprises.

The development of such a system is both timely and highly relevant in the current competitive business environment. As more small and medium enterprises continue to embrace digital transformation to remain competitive and sustainable, an intelligent multi-user sales management platform can play a transformative role in enhancing productivity, improving customer service, reducing operational costs, and supporting long-term business growth and profitability.

1.2 PROBLEM STATEMENT

Despite the increasing reliance on multiple sales agents such as waiters and cashiers in small and medium businesses, many business owners continue to experience difficulties in monitoring sales activities, managing order approvals, and tracking inventory effectively. Current solutions are often limited to basic sales recording and lack essential features such as real-time monitoring, multi-level approval workflows, automated reporting, and integrated stock management. As a result, business owners face challenges including delayed approvals, inaccurate records, frequent stockouts, revenue leakage, and poor decision-making due to insufficient real-time information. The absence of a comprehensive and integrated multi-user platform makes it difficult for owners to maintain centralized control and visibility over their operations. Therefore, there is a clear need for a **Multi-User Sales Tracking and Approval System with Automated**

Reporting that combines real-time sales tracking, structured approval mechanisms, automated reporting, and inventory management within a single user-friendly platform.

1.2 OBJECTIVES

1.3.1 MAIN OBJECTIVE

To design and develop a Multi-User Sales Tracking and Approval System with Automated Reporting that enables business owners to effectively monitor, track, and manage sales activities and approval processes from multiple sales agents in real-time from a remote location.

1.3.2 SPECIFIC OBJECTIVES

1.To design and implement an intuitive system that allows sales agents (such as waiters and cashiers) to efficiently record customer orders and facilitate seamless multi-level approval workflows.

2.To develop an automated reporting module capable of generating real-time daily, monthly, and yearly sales summaries, accessible to business owners through an interactive dashboard.

3.To integrate an intelligent stock/inventory management system that automatically tracks product availability and sends timely notifications to relevant personnel when stock levels reach predefined thresholds.

2.0 RELATED WORKS

2.1 Multi-User Sales Management Systems

Recent studies have explored the development of multi-user sales management systems designed to support multiple staff members working simultaneously[16]. These systems typically allow sales agents such as waiters and cashiers to record customer orders in real time while enabling business owners to monitor activities remotely. Researchers emphasize the importance of role-based access, data synchronization, and user-friendly interfaces in multi-user environments[17]. However, many existing systems still suffer from limitations such as weak approval mechanisms, lack of real-time updates, and poor scalability for small and medium businesses. This body of work is relevant to the proposed system as it highlights the need for better coordination between sales agents and business owners[18].

2.2 Automated Sales Reporting and Dashboard Systems

Several researchers have focused on automated sales reporting tools and interactive dashboards for business performance monitoring. These studies show that automated generation of daily, monthly, and yearly reports can greatly reduce manual effort and provide valuable insights into sales trends and agent performance[19]. Many systems utilize cloud-based technologies to make reports accessible through web or mobile dashboards. Nevertheless, most existing

solutions offer only basic reporting features and lack real-time capabilities or customization options suitable for small businesses[20]. The findings from these studies support the importance of incorporating automated and interactive reporting in the proposed system[21].

2.3 Digital Approval Workflow Systems

A number of related works have examined the implementation of digital multi-level approval workflows in business operations[22]. These systems allow transactions to be recorded by frontline staff and reviewed and approved by supervisors or owners before final processing[23]. Research indicates that well-designed approval mechanisms help reduce errors, prevent unauthorized sales, and improve internal control. However, many of these systems are either too rigid or not well integrated with sales recording and inventory modules[24]. This literature is particularly useful for the proposed project because effective approval workflows form a core component of the intended system.

2.4 Inventory Management and Stock Notification Systems

Other studies have investigated inventory and stock management systems that automatically track product levels and send notifications when stock is running low[25]. These works demonstrate that real-time inventory tracking can minimize stockouts, reduce overstocking, and improve overall supply chain efficiency[26]. Some systems integrate barcode or QR code scanning for faster stock updates. Despite these advantages, many inventory solutions operate as standalone applications and are not properly linked with sales recording or approval processes[27]. The proposed system aims to overcome this fragmentation by integrating inventory management directly with sales and approval functions.

2.5 Integrated Business Management Platforms

Some researchers have proposed fully integrated business management platforms that combine sales tracking, approvals, reporting, and inventory management. These studies highlight the benefits of having all essential functions in one system, including improved data consistency and operational efficiency[28]. However, most integrated platforms are designed for large enterprises, making them complex, expensive, and difficult for small business owners to adopt[29]. There is limited research focusing on affordable, easy-to-use integrated systems specifically tailored for small and medium businesses with multiple sales agents[30]. This gap strongly motivates the development of the proposed **Multi-User Sales Tracking and Approval System with Automated Reporting**.

3.0 OBSERVATIONS

Synthesizing the reviewed literature on sales management systems reveals several key observations regarding existing research trends, limitations, and gaps.

Fragmentation of Sales Management Solutions

A major observation across the reviewed studies is that many sales management technologies are developed as standalone solutions that address only specific functions such as sales recording, approval processes, reporting, or inventory tracking[31]. Very few systems offer a complete and fully integrated framework that combines real-time multi-user sales tracking, multi-level approval workflows, automated reporting, and stock management within a single platform. This fragmentation makes it difficult for business owners to manage their operations efficiently and often leads to data inconsistency and increased operational costs[32].

Limited Real-Time Monitoring and Remote

Access The literature further indicates that most existing systems have weak real-time monitoring capabilities and insufficient remote access features[33]. Business owners are frequently unable to track live sales activities, monitor approval status, or check current inventory levels when they are not physically present at the business location. This limitation significantly reduces their ability to respond promptly to operational issues and make timely business decisions[34].

Inadequate Multi-Level Approval Mechanisms

Another critical observation is the insufficient implementation of flexible and robust multi-level approval workflows in most current systems. While some applications provide basic approval features, they are often rigid, poorly designed, or not properly integrated with the sales recording process[35]. This creates delays in order processing, increases the risk of unauthorized transactions, and weakens internal financial controls. For businesses that rely on waiters, cashiers, and other sales agents, the absence of a well-structured approval system makes it challenging to maintain accountability and prevent potential revenue loss or fraudulent activities[36].

Weak Automated Reporting and Analytics

Many existing systems offer only basic or manual reporting functionalities with limited customization options. There is insufficient support for the automatic generation of comprehensive daily, monthly, and yearly sales summaries through interactive and visually appealing dashboards[37]. Consequently, business owners are forced to spend excessive time manually collecting and analyzing data, which not only delays performance evaluation but also limits their ability to identify important trends, top-performing products, or underperforming sales agents in a timely manner[38].

Lack of Integration with Inventory Management

Finally, the reviewed literature highlights the poor integration between sales tracking, approval processes, and inventory management in most available systems. Inventory tracking is frequently treated as a completely separate module rather than being seamlessly connected with sales activities[39]. This

disconnection often results in inaccurate stock records, frequent stockouts of high-demand products, overstocking of slow-moving items, unnecessary capital tied up in inventory, and missed sales opportunities. The lack of synchronization between these core functions leads to operational inefficiencies and negatively affects overall business profitability[40].

4.0 CONCLUSION

This study has thoroughly examined the difficulties faced by business owners in effectively monitoring and managing sales activities that involve multiple sales agents such as waiters and cashiers. The review of existing systems reveals that although several sales management tools are available, most of them fall short in providing a comprehensive solution. Many systems suffer from fragmentation, limited real-time capabilities, weak approval mechanisms, inadequate automated reporting, and poor integration with inventory management. These limitations continue to hinder operational efficiency, delay decision-making, and expose businesses to risks such as revenue leakage, stock mismanagement, and loss of control.

The proposed **Multi-User Sales Tracking and Approval System with Automated Reporting** is therefore designed as an integrated and intelligent platform to overcome the identified gaps. By combining real-time sales tracking, structured multi-level approval workflows, automated generation of daily, monthly, and yearly reports through an interactive dashboard, and intelligent stock management with low-stock notifications, the system aims to provide business owners with full visibility and remote control over their operations. This integrated approach is expected to significantly improve coordination between sales agents and owners, reduce manual errors, enhance internal controls, and support better data-driven decision-making, ultimately contributing to increased business efficiency and profitability.

5.0 RECOMMENDATIONS AND FUTURE WORKS

1. Future Research Directions

Future research should focus on further enhancing the intelligence and adaptability of the proposed Multi-User Sales Tracking and Approval System. This includes incorporating advanced artificial intelligence and machine learning techniques for sales forecasting, customer buying pattern analysis, and automatic performance evaluation of sales agents. Researchers should also explore how the system can be optimized to function effectively in environments with unstable or limited internet connectivity. Conducting extensive real-world testing across different types of businesses such as restaurants, supermarkets, retail shops, and pharmacies will help validate the system's effectiveness and identify areas for further improvement.

2. Development of Mobile Application

There is a strong need to develop a fully functional mobile application for both Android and iOS platforms. This

application should allow sales agents such as waiters and cashiers to record customer orders, process approvals, and update stock levels conveniently from their mobile devices. For business owners, the mobile app should provide real-time notifications, interactive dashboards, and remote monitoring capabilities. Such mobile support will greatly increase accessibility and ensure that the system remains useful even when users are not sitting in front of a computer.

3. System Implementation Recommendations

During implementation, special attention should be given to creating a simple, intuitive, and user-friendly interface that requires minimal training for both sales agents and business owners. The interactive dashboard should present information in a clear and visually appealing manner, highlighting key metrics such as current sales, pending approvals, and stock status. The system should also include comprehensive user manuals, training sessions, and onboarding support to ensure smooth adoption. Furthermore, the platform must be designed to support offline operations with automatic data synchronization once internet connectivity is restored.

4. Security and Data Protection Measures

Security and privacy of business data must be given the highest priority in the development and deployment of the system. This involves implementing strong user authentication mechanisms, role-based access control, end-to-end data encryption, and regular automated backups. Business owners should be provided with clear guidelines and best practices on how to safeguard their data. Regular security audits and system updates should be conducted to protect the platform against potential cyber threats and vulnerabilities, thereby building trust and confidence in the system.

5. Integration and Scalability

Future development should aim at making the system highly scalable and integrable with other essential business tools. This includes seamless integration with popular payment gateways, accounting software, barcode and QR code scanners, and receipt printers. The system architecture should be flexible enough to support business expansion, such as adding multiple branches, increasing the number of users, or introducing new features based on evolving business needs. Such scalability will ensure that the system remains relevant and useful as the business grows over time.

Figure



Fig 1: Monthly Sales Performance with Multi-Category Distribution and Trends Analysis

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[14] “© <2017 > . This manuscript version is made available under the CC-BY-NC-ND 4 . 0 license <http://creativecommons.org/licenses/by-nc-nd/4.0/> How to : Surveillance of Clostridium difficile infections – Supplementary materials 1 . Department of Medical Microbiology , 2nd Faculty of Medicine , Charles University in Prague and Motol University Hospital , Prague , Czech Republic . 2 . Surveillance and Response Support Unit , European Centre for Disease Prevention and Control , Stockholm , Sweden . 3 . National Reference Laboratory for C . difficile , Hôpital Saint -Antoine , Paris , France . 4 . Department of Hospital Hygiene and Communicable DiseaseControl , Ministry of Human Capacities , Budapest , Hungary . 5 . Leeds Teaching Hospitals NHS Trust , Leeds , United Kingdom . 6 . Department of Medical Microbiology , Leiden University Medical Centre , Leiden , the Netherlands . 7 . European Society of Clinical Microbiology and Infectious Diseases (ESCMID) study group for Clostridium difficile (ESGCD). Running title : Surveillance of Clostridium difficile infections in Europe,” pp. 1–6, 2017, doi: 10.1016/j.cmi.2017.12.008.

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