

Case Study

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Implementation of affari pos to improve system effectiveness and inventory accuracy

Subjects
Accounting and
Auditing

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ABSTRACT

Purpose: The purpose of this study was to empirically test the implementation of an inventory information system using Affari POS software at the Berkah Toserba. The research specifically aimed to evaluate and determine the extent to which this system enhanced the accuracy of stock data and the overall effectiveness of the merchandise inventory management process. The investigation sought to provide a clear understanding of the system's impact on the store's daily operational controls and information reliability.

Methods: This research employed a descriptive qualitative methodology using purposive sampling. Data collection was conducted through triangulation, including direct observation, interviews, and analysis of inventory records. The data were analyzed through the collection, reduction, presentation, and conclusion-drawing stages.

Findings: The results showed that the application of a merchandise inventory information system with Affari POS increased the accuracy and effectiveness of the merchandise inventory. Inventory management can be effectively controlled with Affari POS, which integrates information across departments, ensuring accurate and easy detection of fraud or negligence. The recording of Affari POS transactions is sufficient for the retail business sector, with an integrated and connected system between units related to the procurement of supplies and the return of purchased goods. Inventory information from the center to branches has been automatically connected and monitored to provide current, accurate, and relevant information.

Practical implications: This research demonstrates that Affari POS is an effective tool for retail businesses. Its implementation significantly improves inventory control, enables real-time monitoring across branches, and helps prevent fraud and errors. This supports better decision-making and operational efficiency, making it a recommended solution for modern retailers.

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Abstrak

Tujuan: Tujuan penelitian ini adalah untuk menguji secara empiris implementasi sistem informasi persediaan menggunakan perangkat lunak Affari POS di Berkah Toserba. Penelitian ini secara khusus bertujuan untuk mengevaluasi dan menentukan sejauh mana sistem ini meningkatkan akurasi data persediaan dan efektivitas keseluruhan proses manajemen persediaan barang. Penyelidikan ini bertujuan untuk memberikan pemahaman yang jelas tentang dampak sistem terhadap kontrol operasional harian toko dan keandalan informasi.

Metode: Penelitian ini menggunakan metodologi kualitatif deskriptif dengan sampling purposif. Pengumpulan data dilakukan melalui triangulasi, termasuk observasi langsung, wawancara, dan analisis catatan inventaris. Data dianalisis melalui tahap pengumpulan, reduksi, presentasi, dan penarikan kesimpulan.

Temuan: Hasil menunjukkan bahwa penerapan sistem informasi inventaris barang dengan Affari POS meningkatkan akurasi dan efektivitas inventaris barang. Manajemen inventaris dapat dikendalikan secara efektif dengan Affari POS, yang mengintegrasikan informasi antar departemen, memastikan deteksi yang akurat dan mudah terhadap kecurangan atau kelalaian. Pencatatan transaksi Affari POS cukup untuk sektor bisnis ritel, dengan sistem terintegrasi dan terhubung antara unit yang terkait dengan pengadaan barang dan pengembalian barang yang dibeli. Informasi persediaan dari pusat ke cabang telah terhubung dan dipantau secara otomatis untuk menyediakan informasi yang terkini, akurat, dan relevan.

Implikasi praktis: Penelitian ini menunjukkan bahwa Affari POS adalah alat yang efektif untuk bisnis ritel. Implementasinya secara signifikan meningkatkan pengendalian persediaan, memungkinkan pemantauan real-time di seluruh cabang, dan membantu mencegah kecurangan dan kesalahan. Hal ini mendukung pengambilan keputusan yang lebih baik dan efisiensi operasional, menjadikannya solusi yang direkomendasikan untuk pengecer modern.

Kata kunci: Affari POS, Sistem Informasi Persediaan Barang, Terintegrasi, Keakuratan dan Efektivitas

1. Introduction

In the current era of global development, the use of accounting information systems has become an integral part of human activities; both individuals and companies rely on information systems for their accounting processes. The lack of accuracy in recording every process of goods entering and exiting the warehouse, as well as inventory management, resulted in merchandise inventory reports and sales reports that were inconsistent with the delivery of orders within the company. The information generated from the accounting process can help the company plan for the future and provide valuable insights for related entities, enabling it to compete effectively with its competitors.

Analysis of merchandise inventory accounting information systems will enhance inventory management, as merchandise inventory is a current asset that carries a relatively high risk in company activities. Control over inventory will help the company to prevent errors in handling the amount of inventory. If the recording and assessment of the inventory amount have been carried out correctly from the beginning, the summation in the financial statements will also be correct in the end.

To overcome this problem, effective management of goods is necessary, which must be supported by the preparation of an inventory information system that facilitates the handling of

inventory entries and exits, as well as the recording of transactions within the company. Internal control is one of the factors that increases the risk in the business field that focuses on merchandise inventory activities. An accounting information system is a crucial aspect of a company's internal control. Accurate information supports effective internal control and provides the necessary data for management to make informed decisions.

Berkah Toserba is engaged in the sale of necessities and mixed materials, which is the company's primary activity. Previously, the company still used the manual stock recording method, which involved paper and handwriting. Toserba Berkah has used computer programs to assist the company's operations. Still, the computer systems that have been running are not integrated, so there are often problems, such as repeating input of transaction data, errors in the amount of stock received or issued, and the same stock items being entered multiple times on the computer. And goods in the warehouse, and a mismatch of inventory stock with goods sold.

The primary issue that Toserba Berkah aims to address is the discrepancy between the inventory of goods and the data. Inventories of goods that do not match can affect the number of orders that are incorrect, causing inventory to be inaccurate, and there is often a shortage of stock or excess stock of goods. Therefore, based on these activities, it is necessary to have a reasonable inventory management system that integrates the input of inventory data with the number of orders and the stock of goods available in the warehouse. Toserba Berkah requires an adequate inventory information system, in accordance with the condition of Toserba Berkah.

Nature (2018) argues that companies engaged in the production and sale of goods are trying to meet consumer demand, which means preparing goods according to customer needs. Inventory of goods/services, when viewed from the inventory valuation method, is used to determine the number of goods, the amount of inventory, or the amount of stock of goods.

Syarifudin, 2020. Inventory of goods refers to the value of goods reported in the company's inventory records and represents the company's assets. Damage, incorrect entries, failure to record requisitions, and items issued that are not as ordered, among other possibilities, can cause inventory records to differ from the actual inventory in the warehouse. For this reason, periodic inventory checks are necessary to verify the accuracy of inventory records through actual calculations.

Most companies perform a physical count once a year. But some do it once a month or even once a day.

To anticipate the risk of loss, the company must also determine the most appropriate method for determining the cost of inventory, as this will impact the price of goods sold. The cost of goods sold is an element that is deducted from the company's profit. To assess inventory, there are several methods of determining the cost of inventory that are often used by companies, namely: the FIFO (First-In First-Out) method, and the Average Cost of Goods Method (Average). Once the importance of inventory in a company is recognized, it becomes a crucial factor in determining the company's profit through an assessment method that evaluates the value of inventory and the cost of goods sold.

If the method used is effective in recording and evaluating inventory, it can lead to increased company profits. Therefore, the leader tasked with implementing the company's operations needs to possess knowledge of inventory management, particularly in recording and evaluating inventory. The company determines the quality of goods and the required inventory based on customer orders. Delivery of goods is received according to the order and is sent to the destination or the customer's address.

There are several phenomena in previous research conducted by Alam (2018) that state research at UD. Muslim Kampar still uses a manual system, such as recording inventory by hand on paper, which often leads to errors in inputting data. Additionally, inventory calculations are still performed manually using a calculator. May result in less accurate addition and multiplication results in the process of calculating merchandise inventory.

Merchandise purchasing systems and procedures have so far only been recorded in the sales department, without any process in place from the warehouse to match the number of goods. This results in random recording and transactions being recorded without sorting, which indicates whether goods were received or issued. According to their respective expertise. (Liang et al., 2015), Inventory refers to the total number of goods, including both finished goods and goods in process, that a company owns for resale.

2. Theoretical Framework

Accounting Information System

According to Romney and Steinbart (2017:10), an accounting information system is a system that collects, records, processes data, and produces outputs for decision-making. Research conducted by Syarifudin (2020) defines the system as a series of two or more interrelated components that interact with each other to achieve specific goals. In essence, a system comprises interconnected elements that work together toward a common objective. Furthermore, Turner, Weickgenannt, and Copeland (2017:4) describe accounting information systems as processes, procedures, and systems that capture accounting data from business operations, record this data in appropriate records, process it by classifying, summarizing, and consolidating, and finally report the summarized accounting data to both internal and external users.

Inventory Accounting Information System

Mulyadi (2016:463) explains that in a trading company, inventory consists primarily of merchandise inventory—goods purchased for resale. Inventory management is crucial for businesses of all sizes, whether small, medium, or large. Companies must clearly and accurately know the amount of inventory they possess. Having excessive inventory can lead to increased costs, while having insufficient inventory can negatively impact operations.

Inventory Information System Application

An inventory accounting information system application is a facility utilized by companies to support and manage information about their inventory. Inventory is a vital element in business operations. For retail businesses, such as convenience stores, inventory is essential as it directly influences revenue and costs. Effective management of merchandise inventory is crucial for retail companies, and this can be achieved with the aid of inventory management software.

Effectiveness and Accuracy

Achieving accurate inventory data is a primary goal of all warehouse operational activities within a company. When inventory data is optimized and 100% accurate, it enhances the efficiency of the company's inventory management operations. Accuracy refers to the provision of correct information, supported by sufficient evidence, and can be verified against physical inventory and required data (Sekaran et al., 2018). Liang et al. (2015) define effectiveness as the achievement of

targets that indicate the degree of success in reaching organizational goals. An organization can be effective if it meets its objectives as articulated in its vision.

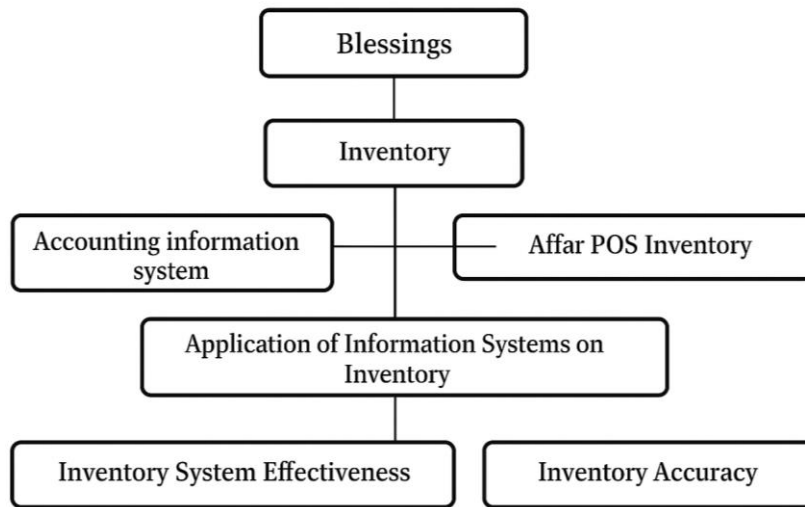


Figure 1. Research Conceptual Framework

Source: Research Results

3. Methods

This study employs a qualitative approach with a descriptive focus, specifically examining the application of the Affari POS merchandise inventory information system for improving stock accuracy and effectiveness at the Berkah Mini Market. The research was conducted at the good receiving section of Berkah Department Store, located at Jl. Gourami No. 31, Rawamangun, East Jakarta. Carried out over three months, the research was structured into three phases: one month for data collection, one month for data processing, and one month for report preparation. The study applied deliberate limitations to prioritize data relevance, focusing exclusively on issues of high urgency related to inventory management.

Data Collection and Analysis Techniques

This study utilized a triangulation approach for data collection, comprising observation, interviews, and documentation. Observation was used to understand the operational implementation of the inventory system, while interviews with the finance manager provided insights into recurring inventory challenges. Supporting documents related to the inventory information system were also examined. For data analysis, a systematic qualitative technique was applied, involving three stages: data reduction to focus on essential information, data serving

to organize findings for clarity, and conclusion drawing to verify cause-and-effect relationships and derive meaningful insights from the evidence.

Troubleshooting Framework

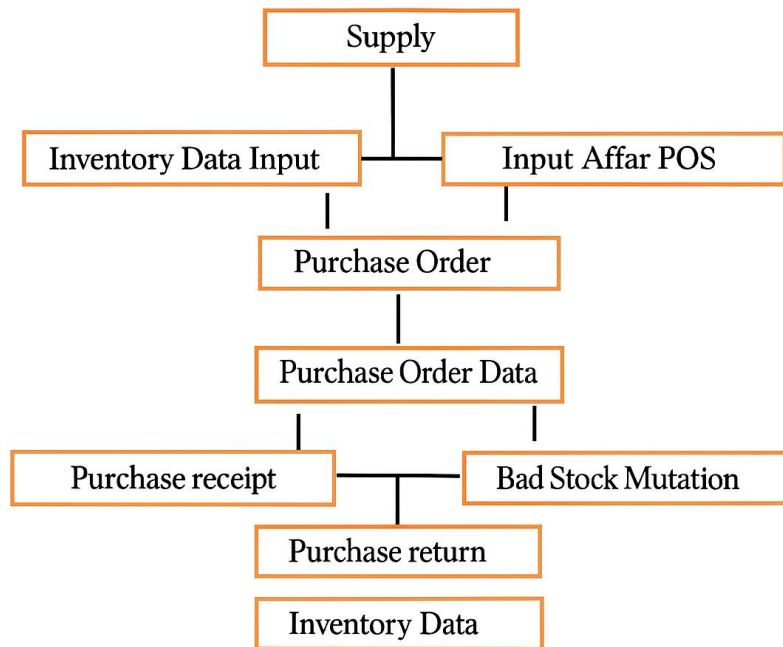


Figure 2. Problem Solving Framework

Source: Researcher Data Process

4. Results and Discussion

Berkah Department Store Overview

Berkah Toserba Minimarket is located in the Rawamangun residential complex, precisely on Jl. Gourami No. 31, Rawamangun, East Jakarta. The business was founded on November 10, 1999, by Mrs. Dewi Maryani, S.E. The initial purpose of establishing this supermarket was to develop the retail industry in the Rawamangun area, which at the time had very few shops or minimarkets. As part of its business expansion, Berkah Toserba has now opened two additional branches located on Jl. Pulo Asem Timur Raya No. 41 and Jl. Gedung Barat No. 37.

Effectiveness of Affar POS Implementation on the Inventory Information System

The implementation of the Affari POS system for inventory management at Berkah Toserba has proven to be highly effective, as evidenced by the improved handling of diverse stock types. The system provides clear information by classifying inventory into several categories. Based on its condition, merchandise inventory is classified as inventory in the warehouse, which is stock temporarily stored before being displayed; stock in the store, which is items arranged for direct sale to consumers; and broken inventory, which includes expired items or damaged packaging that can sometimes be returned or exchanged with suppliers according to company policy.

Supplies at the store are grouped into two main categories: Fresh, encompassing fruits, fermented drinks, bread, sausages, meat, and frozen food; and other products, including food, non-food items, baby and children's equipment, and household appliances. The inventory

accounting system is an integrated process involving several organizational units. The warehouse department is responsible for orderly recording the receipt and release of goods and physically inspecting items. The administration department processes inventory purchase payments and records the documents into stock cards. The accounting function, also handled by administration, is divided into revenue and expenditure sections for recording incoming inventory and purchase-related obligations, respectively.

Inventory recording utilizes a perpetual method computerized with Affari POS, allowing the company to know real-time stock levels as every incoming and outgoing transaction is logged directly. For inventory valuation, the company employs the FIFO (First-In, First-Out) method, where the first items received are assumed to be the first ones sold or used. This method is essential due to the vast variety of inventory. Warehouse staff cross-reference physical stock cards with the Affari system to identify which items should be dispatched first based on their receipt history.

Furthermore, the Affari POS system provides valuable analytical features, offering indicators on fast-moving, slow-moving, and non-moving goods. This sales data becomes a crucial consideration for the warehouse head when submitting new merchandise requests. For returns to suppliers due to reasons such as damaged packaging or near-expiry dates, a Return Letter is generated through the Affari system. This process triggers an automatic, integrated reduction of the warehouse stock levels. The administration department then files this return letter as supporting documentation.

Accuracy of the Affari POS Application in the Inventory Information System

The accuracy of the Affari POS system in managing inventory at Berkah Toserba is demonstrated through systematic calculations and operational activities designed to address issues that existed before its implementation. This accuracy is achieved through a carefully structured process that integrates both physical inventory counting and digital data management within the Affari POS platform.

A key procedure that ensures this accuracy is the monthly physical inventory count conducted at the end of each month. This process involves two roles: counters from the warehouse department who perform initial counts based on warehouse records, and checkers who verify these counts through recalculation. When discrepancies arise between counter and checker results, immediate recounts are conducted until accurate numbers are confirmed.

The counting process utilizes specific documentation to maintain accuracy. The physical counting card, consisting of three parts, serves as the primary tool for recording. Counters use the third part for initial recording, checkers use the second part for verification, and the central part indicates the completion of counting for each inventory item. Following the physical count, the data is transferred to the administration department for input into the Affari system, generating computerized records that are then printed and distributed to the accounting department.

These physical count reports serve multiple purposes across departments. The warehouse department uses them to adjust warehouse records, while the accounting department relies on them for updating inventory books. The entire process establishes a reliable reconciliation system between physical inventory and digital documents, with the administration department responsible for ensuring consistency between the Affari system data and the actual physical inventory. Through this integrated approach, which utilizes warehouse books, inventory books, journals, and the Affari POS system, Berkah Toserba maintains accurate

and verifiable inventory records that support effective inventory management and informed decision-making.

Discussion

Inventory Procurement Procedure

This study examines the application of the Affari POS inventory information system to evaluate its impact on inventory accuracy and effectiveness at Berkah Toserba Minimarket. Data was gathered through observations, interviews, and documentation, revealing the following insights.

Challenges in the Berkah Department Store Inventory Information System

The research began by assessing the manager's understanding of the inventory system. The following dialogue excerpt from the interview provides key insights:

"What do you know about the merchandise inventory information system?"

"A system that integrates several units related to inventory to provide relevant information to become a reference for inventory."

When asked about the specific application used to support this system, the manager identified Affari POS.

"What applications are used to support the inventory information system?"

"Affari POS. Affari is a full integrated retail system application, starting from master data recording, storage management, to the general ledger, which is an inseparable unit, so that data is more relevant."

Further inquiry into how the application functions revealed its operational mechanism.

"How does this Affari POS work?"

"Affari's way of working is to synchronize the inventory in storage with the inventory displayed in the store into one inventory information so that the amount of inventory can be known quickly when it decreases or there is a sale at the cashier."

This functionality highlights the system's role in enhancing accuracy and effectiveness. To understand the scope of integration, the researcher inquired about the departments connected through the system.

"Integrated with any Affari POS unit?"

"Procurement/Purchasing section, goods recipient, goods storage warehouse, and goods input section. Each has access to monitor incoming and outgoing supplies of goods through Affari with limited access rights according to their respective duties."

Based on this explanation, it was concluded that Affari POS successfully integrates all inventory-related units with role-based access control, creating a well-monitored database that accurately synchronizes the flow of goods.

The inventory management process, as observed, begins with the storage warehouse section checking inventory levels against stock cards. If stock is sufficient, the process halts. However, if inventory falls below the minimum required level, a formal request for goods is initiated to the purchasing department. Purchasing then verifies this data against the Affari system, creates a purchase order, selects a supplier, and completes the purchase order form, as illustrated in Figure 3.

The screenshot shows the 'Data Order Pembelian' window. At the top, there's a menu bar with options like 'Aplikasi', 'Master Data', 'Transaksi', 'General Ledger', 'Tag', 'Marketing', 'Laporan', 'Pengelolaan', and 'Window'. Below the menu, there's a toolbar with icons for 'Inventori', 'Perubahan Harga', 'Order Pembelian', 'Pembelian', 'Barcode', 'Price Card', and 'Logout'. The main form area has a title bar 'Data Order Pembelian' and a subtitle 'Operator'. It contains several input fields: 'No. Trans', 'PR', 'Tanggal' (set to 23-06-2022), 'Tgl Kirim' (set to 23-06-2022), 'Supplier', 'Last Order', 'Outstanding', 'Memo', 'Memo Int', and 'Outlet' (set to TB01). Below these fields is a table with columns: 'Kode', 'Barcode', 'Nama', 'Q. Order', 'PPN', 'H. Netto', and 'Jumlah'. The bottom section has fields for 'Item', 'Qty', 'Kubikasi', 'Sub Total', and 'Total'. There are also buttons for 'Entri', 'Ubah', 'Refresh', 'Hapus', 'Reload Harga', 'Bonus', and 'CSV'.

Figure 3. Purchase Order Data Form
(Source: Affari POS Retail System)

This process begins when the warehouse team checks current inventory levels. If stock is sufficient, no further action is needed. However, if the stock falls below the minimum required level, the warehouse submits a formal request to the purchasing department.

The purchasing team then verifies this request against the real-time data in the Affari system. Once confirmed, they proceed to create a purchase order, select an appropriate supplier, and complete the purchase order form, as shown in Figure 4.

The screenshot shows the 'Data Order Pembelian' window with the following details: 'No. Trans' is 01/TB01-22070357, 'PR' is empty, 'Tanggal' is 18-07-2022, 'Tgl Kirim' is 19-07-2022, 'Supplier' is V-00294, 'Last Order' is 01/TB01-22070199 - 11-07-22, 'Outstanding' is 01/TB01-22010476 - 25-01-22, 'Memo' is KIRIM KE JL GURAME NO 31 RAWAMANGUN, 'Memo Int' is empty, and 'Outlet' is TB01. The table below shows 11 items with their respective codes, barcodes, names, quantities, PPN, net prices, and total amounts. The bottom section shows 'Item' as 25, 'Qty' as 6.240,00, 'Kubikasi' as 0.0000, 'Sub Total' as 18.095.586, and 'Total' as 18.095.586. There are buttons for 'Entri', 'Ubah', 'Refresh', 'Hapus', 'Reload Harga', 'Bonus', and 'CSV'.

Figure 4. Purchase Order Output
Source: Affari POS Retail System

After the purchase order form is completed, the purchasing department finalizes the document with pricing information and sends it to the supplier via email or direct delivery. The supplier then reviews the order and will either confirm acceptance or notify the purchasing department of any unfulfillable items that require revision. Once both parties reach an agreement, the purchase transaction is finalized.

Upon successful transaction completion, the supplier issues a delivery invoice to Berkah Toserba. The purchase order remains valid for seven days from the date of issuance, after which

it will automatically expire. The Affari system tracks this validity period to ensure timely processing. Goods are typically delivered within this seven-day window.

The receiving department processes incoming goods through the Affari system's goods receipt menu, which requires: logging into the Affari Reception menu, selecting purchase receipt, entering the purchase order number, specifying the receiving location (RTB-Store), scanning all received products using PDT scanners, verifying quantities against the purchase invoice, and finally signing the received invoice.

The warehouse team physically inspects the goods for quantity, expiration dates, damage, and order compliance. However, the Affari system in the warehouse doesn't display purchase values, so a copy of the invoice is forwarded to the administration department for financial verification through the purchasing system. The goods receipt interface only displays data matching the original purchase order, requiring systematic processing by the receiving team.

The screenshot displays the 'Data Pembelian' window in the Affari system. At the top, there are input fields for 'No. Trans' (B1/TB01-22070450), 'No. Order' (01/TB01-22070357), 'Stock ke' (TOKO), 'Tanggal' (22-07-2022), 'Supplier' (V-00294), 'Jlh. Tempo' (05-08-2022), and 'No. Nota' (22-07-2022). Below these fields is a table with 10 rows of purchase data. The table columns are: Kode, Barcode, Nama, Q. Beli, PPN, H. Netto, and Jumlah. The items listed are various types of 'INDOMIE' and 'POP MIE'. At the bottom of the window, there are summary fields: 'Item' (23), 'Qty' (5,792.00), 'Total Sblm Disc' (16,777.088), 'Total Sblm Dngkr' (16,777.088), 'Adjust' (-13), and 'Total' (16,777.075). There is also a 'Keluar' button.

Kode	Barcode	Nama	Q. Beli	PPN	H. Netto	Jumlah
8801010140099	089696060027	INDOMIE POP MIE RS AYAM	96.00	-	4.109	394.500
8801010140093	089696060126	INDOMIE POP MIE BASO	48.00	-	4.109	197.250
8801010140097	089696060461	INDOMIE POP MIE KARI AYAM	96.00	-	4.109	394.500
8801010140101	089696060362	INDOMIE POP MIE RS SOTO	48.00	-	4.109	197.250
8801010140090	089696060085	INDOMIE POP MIE AYAM BAWG	96.00	-	4.109	394.500
8801010140102	089696061079	INDOMIE POP MIE SOTO MINI	48.00	-	2.836	136.150
8801010140092	089696061024	INDOMIE POP MIE AYAM BAWG MN	72.00	-	2.836	204.225
8801010140311	089696067002	POP MIE PEDAS DOWER RS AYAM	36.00	-	4.710	169.575
8801010140408	089696060102	POP MIE PEDAS GLEDEK	36.00	-	4.710	169.575
8801010140078	089696010947	INDOMIE GORENG SPESIAL	1.600.00	-	2.778	4.444.000

Figure 5. Purchasing data

The purchasing verification process involves matching purchase order data in the Affari system against actual purchase invoices and received goods. When received goods match the purchase order exactly, the values align perfectly in the system. However, if items are rejected or partially fulfilled, the Affari purchase data will show a reduced value that corresponds with the actual purchase invoice. Following this verification, the accounting department saves the finalized purchase data and generates reports for the Berkah Toserba manager.

During the research observation, additional insights were gathered through interviews:

"Can this be accessed through any Affari POS?"

It can be accessed through any browser, such as Google Chrome, Mozilla, Firefox, and others, with guidance from the Affari POS team."

"What are the advantages or strengths of this Affari POS?"

"The advantage of Affari is its user-friendly interface, making it easy for beginners to learn. Our purchasing team at Toserba Berkah has extensive experience in goods procurement, and their capability is well-supported by this efficient application that streamlines the procurement process. The best feature is the color-coded detection system for inventory data, which displays the minimum and maximum quantities, showing the exact number of items that need to be ordered. This ensures inventory levels always meet store requirements."

Based on the manager's explanation of the minimum and maximum inventory procurement display, the researcher requested a practical demonstration of the purchase order menu to understand the system's inventory detection capabilities better.

Figure 6. Minimum And Maximum Indication

The purchase order interface clearly displays minimum and maximum stock levels, enabling precise inventory procurement at Berkah Toserba that prevents both shortages and overstocking. Regarding branch operations, further clarification was obtained through interviews:

"What about the procurement of goods at the Berkah department store branch?"

"Procurement at branches can only be conducted through purchase orders authorized by the central office. While this represents a limitation in Affari POS, we've implemented a solution that allows branch procurement teams to remotely access the central computer, with all their activities monitored centrally. If discrepancies like over-ordering or shortages occur, the central team can immediately analyze the situation through the central computer."

When discussing the system's challenges, the final interview revealed:

"As far as using this information system, are there any problems faced by the Berkah Department Store?"

"There are accounting features, but they're not as comprehensive as those in specialized accounting software."

Despite this limitation, the research concludes that the Affari POS inventory information system provides significant integration benefits across all Berkah Toserba branches. The system enables real-time inventory monitoring throughout all mini-market branches, ensuring accurate and effective stock management. The primary advantage emerges as substantial efficiency gains in both time and labor resources, confirming the system's overall effectiveness despite minor feature limitations.

Affari POS Inventory Information System

The research continued with an examination of the inventory management workflow within the Affari POS system. When asked about the goods flow process, the manager explained:

"This process begins with the warehouse checking inventory levels recorded on stock cards. If stock is sufficient, the process stops there. However, when goods fall below minimum stock levels or run out, a formal request is initiated to the purchasing department. Purchasing then verifies stock data against the Affari system, creates purchase orders, and selects suppliers. Once goods are received according to the purchase order document, they are input through the purchase menu, automatically increasing inventory levels across both store and warehouse locations."

The researcher noted that while this inventory process follows standard retail practices, the system's ability to synchronize data across all Berkah Toserba branches represents a significant advantage. When questioned about special input methods, the manager clarified that

"Nothing, the method is the same as most other accounting software,"

Indicating the system's user-friendly design follows conventional patterns.

Regarding multi-supplier management, the manager detailed:

"In inputting the same item, it can be filled in or supplied from several suppliers, so when selecting an item, several vendors will appear displaying the same item, providing purchasing with options to select their preferred supplier for goods procurement."

This multi-vendor capability allows flexible sourcing without system complications.

On pricing variations between suppliers, the manager acknowledged:

"Yes, there certainly is. It's just that usually those parties who offer discounts or purchases in large quantities can make returns or refunds according to the cooperation agreement,"

Highlighting how the system accommodates different supplier terms and volume discounts.

For new product introductions, the process involves:

"New products will be made an SKU first, after this, new products will also be inputted centrally as new items and will automatically appear in all Toserba Berkah mini market branches as new items added to the Affari POS menu by displaying inventory zero."

This centralized SKU creation ensures consistent product information across all branches while maintaining accurate initial inventory tracking.

The screenshot displays the 'Data Master Inventori' window. On the left, there are input fields for 'Kode', 'Barcode-1', 'Barcode-2', 'Jns. Barang', 'Divisi', 'Departemen', 'Kategori', 'Sub Kategori', 'Nama', 'Price Tag', 'Nama Stok', and 'Vendor'. The 'HARGA JUAL' table is visible, showing columns for 'Outlet', 'Sumber', 'Min', 'Max', 'Mg-1', 'Mg-2', 'Mg-3', 'Mg-4', 'Mg-5', 'Mg-6', 'Mg-7', 'Mg-8', 'Mg-9', 'Mg-10', 'Mg-11', 'Mg-12', 'Mg-13', 'Mg-14', 'Mg-15', 'Mg-16', 'Mg-17', 'Mg-18', 'Mg-19', 'Mg-20', 'Mg-21', 'Mg-22', 'Mg-23', 'Mg-24', 'Mg-25', 'Mg-26', 'Mg-27', 'Mg-28', 'Mg-29', 'Mg-30', 'Mg-31', 'Mg-32', 'Mg-33', 'Mg-34', 'Mg-35', 'Mg-36', 'Mg-37', 'Mg-38', 'Mg-39', 'Mg-40', 'Mg-41', 'Mg-42', 'Mg-43', 'Mg-44', 'Mg-45', 'Mg-46', 'Mg-47', 'Mg-48', 'Mg-49', 'Mg-50'. The 'TOSERBA BERKAH' logo is prominently displayed on the right side of the interface.

Figure 7. New Product Addition

From the new product addition interface, researchers confirmed that the form captures comprehensive product information, including date, product name, category, cost, discounts, vendor details, and other essential inventory data. The investigation then proceeded to product return procedures.

When questioned about return possibilities, the manager clarified:

"Each vendor/supplier has a different policy - some don't accept returns, while others do according to the cooperation agreement established when Toserba Berkah first began sourcing merchandise from the supplier."

Regarding the operational process, the manager explained: "Depending on the cooperation agreement, returns can be processed directly upon delivery or require prior supplier confirmation, followed by generating a purchase return document that requires approval from both parties. The delivery expedition typically represents the supplier, while Toserba Berkah involves two receiving staff and one authorization officer for all incoming and outgoing goods."

The systematic return procedure was detailed as:

"The mechanism for returning inventory items goes through two stages. First, information about damaged or expired items is input, transferring goods from the store to the warehouse using the item mutation menu in Affari POS. Second, the process proceeds to goods return processing. This movement of goods from store to warehouse as damaged inventory identifies items that have physical damage or are approaching expiration dates according to established minimum and maximum withdrawal limits."

This two-stage process ensures proper documentation and authorization for all returned items while maintaining accurate inventory tracking throughout the return workflow.

The screenshot displays the 'Data Mutasi Bad Stock' window. At the top, there's a header bar with the title 'Data Mutasi Bad Stock' and a user icon. Below this, there are input fields for 'No. Trans' (BS/TB01-22070014), 'Tanggal' (04-07-2022), and 'Keterangan' (INDOMARCO). A toolbar contains buttons for 'Entri', 'Ubah', 'SN / JMEI', 'Hapus', 'Import CSV', and 'Cari'. The main area is a table with the following data:

Barcode	Nama	Qty	H.Netto	Jumlah	Dari	Keterangan
089686010343	INDOMIE RS SOTO MIE	15.00	2.644	39.666	TOKO	
089686043990	INDOMIE SOTO LAMONGAN	9.00	2.644	23.799	TOKO	
089686910384	INDOMIE RS SOTO SPEC	1.00	2.644	2.644	TOKO	
089686010190	INDOMIE KARI AYAM	2.00	2.799	5.599	TOKO	
089686010046	INDOMIE AYAM SPESIAL	2.00	2.644	5.289	TOKO	
089686010107	INDOMIE KALDU AYAM	61.00	2.434	148.497	TOKO	
089686010947	INDOMIE GORENG SPESIAL	4.00	2.778	11.110	TOKO	
089686043204	INDOMIE GORENG ACEH	1.00	2.778	2.778	TOKO	
089686043648	INDOMIE GORENG AYAM POP	2.00	2.778	5.555	TOKO	
089686040166	INDOMIE KRTNG AYAM PANGGANG	1.00	3.625	3.625	TOKO	
089686018011	SARIMI BASO SAPI 2 S	6.00	3.303	19.819	TOKO	
089686047249	SUPERMIE NUTRISI STEAK AYAM	1.00	3.625	3.625	TOKO	

At the bottom of the window, there are input fields for 'Item' (65), 'Qty' (1,513.00), and 'Total' (5,510.877), along with a 'Keluar' button.

Figure 8. Bad Stock Mutation

Based on the bad stock mutation interface, the system provides comprehensive information including item condition, product name, transfer date, and quantity of items being moved to damaged inventory or return warehouse. This serves as the foundation for the subsequent return process.

When asked about the specific procedure for returns using Affari POS, the manager explained:

"Goods returns are processed after completing the bad stock mutation entry. The system then transitions to the purchase returns menu, which automatically populates with similar information from the mutation record. This data is transferred to the purchase return documentation according to the quantity of items eligible for return, based on prior agreement with the supplier."

This integrated approach ensures that return transactions are properly documented and aligned with supplier agreements, maintaining accuracy throughout the return workflow.

Entri / Ubah Data Retur Pembelian

Data Retur Pembelian

Operator :

No. Trans : R1/TB01-22080103

Tanggal : 25-08-2022

Supplier : V-00294

INDOMARCO ADI PRIMA, PT

JL. JEND. SUDIRMAN KAV75-78 SETIABUDI

N-PKP

Keterangan :

Entri

Ubah

SN / MEI

Hapus

Cari :

Kode	Barcode	Nama	Qty	H.Netto	Jumlah
8801010140078	089686010947	INDOMIE GORENG SESPAL	22.00	2.778	61.105
8801010140081	089686040166	INDOMIE KRITNG AYAM PANGGANG	1.00	3.625	3.625
8801010140495	089686044249	SUPERMIE NUTRIMI STEAK AYAM	36.00	2.805	100.989
8801010140214	089686017748	SARIMI GORENG AYAM KREMES 2 S	27.00	3.298	89.058
8801010140520	089686043648	INDOMIE GORENG AYAM POP	2.00	2.778	5.555
8801010140278	089686043273	INDOMIE GORENG AICA RICA	8.00	2.778	22.220
8801010140390	089686043204	INDOMIE GORENG ACEH	2.00	2.778	5.555
8801010140489	089686043617	INDOMIE GORENG MIEGHETTI BOLOGNESE	76.00	2.778	211.090
8801010140032	089686061024	INDOMIE POP MIE AYAM BWANG MN	1.00	2.836	2.836
8801010140719	089686017717	SARIMI MI INSTAN SOTO AYAM 2 S	1.00	3.120	3.120

Item : 23
Qty : 233.00
Disc Ekstur : 0
Total : 673.470
Keluar

Figure 9. Purchase Return Data

The purchase return documentation contains information consistent with the initial bad stock mutation data. The return documents are printed in three copies, each requiring signatures from both the supplier's representative and three authorized warehouse personnel from Berkah Toserba.

The research confirms that Affari POS significantly streamlines the return process by providing clear and comprehensive information about goods to be returned. The system demonstrates substantial value in inventory management when supported by relevant information systems. The Affari POS application effectively enhances data accuracy and improves the effectiveness of merchandise inventory management at Berkah Toserba minimarket. The complete process of goods procurement and transaction input culminates in the comprehensive inventory overview shown in:

[illegible]

Figure 10. Master Data Inventory List

The inventory master data list provides a complete overview of all inventory activities, from procurement to purchase returns. This centralized database includes essential information such as: unique barcodes for each item to prevent confusion during warehouse receipt scanning; product names and sizes; packaging details per carton or unit; cost prices and profit margins; selling prices displayed at stores and cashiers; bad stock quantities; current store inventory levels; and parallel information across branches with complete purchase and receipt history for rapid procurement decisions.

The Affari POS system demonstrates excellent integration and usability through several key features: seamless integration of all transaction data input processes; real-time display of store inventory quantities; clear identification of damaged inventory through bad stock mutation tracking; intelligent repurchase timing based on last purchase dates; and complete branch integration showing product availability across all locations.

The research concludes that Affari POS provides significant benefits for Berkah Toserba minimarket through: relevant and clearly presented inventory information for all related units; user-friendly interface that's easy to learn and operate; comprehensive and adequate feature set; and automated integration and synchronization across all units and branches. The system effectively supports the entire inventory ecosystem, making it a valuable tool for modern retail management.

Implementation of Affari POS Inventory

The implementation of Affari POS at Berkah Toserba encompasses all inventory activities, from warehouse stock checks to purchase returns, within a single, integrated system. While the mini-market previously used other accounting software, the adoption of Affari POS has significantly enhanced the accuracy and effectiveness of inventory management. The system is user-friendly and allows various units to monitor activities with restricted access, thereby reducing opportunities for negligence and fraud. Any discrepancies are easily detectable, as Affari POS automatically logs and synchronizes all incoming and outgoing inventory data.

Although there are minor limitations, such as centralized purchasing controls, these have been mitigated through remote access solutions provided by the Affari support team, ensuring full activity tracking and operational continuity.

Effectiveness and Accuracy of Affari POS

Interviews with the manager of Berkah Toserba highlighted several key benefits of the Affari POS system, confirming its role as a vital asset in inventory management. The system greatly supports company operations by simplifying planning, execution, and supervision. All inventory-related units from procurement to returns are seamlessly integrated, and the system is easy for staff to learn and use.

Before implementing Affari POS, the mini-market faced issues such as mismatches between digital records and physical stock due to manual data entry, leading to procurement delays and unmet customer demand. With Affari POS, these challenges have been resolved through automation and real-time synchronization.

Limitations and Suggestions

Based on the findings of this study, the following conclusions and recommendations are offered. The implementation of Affari POS has significantly enhanced both the effectiveness and accuracy of the inventory information system at Berkah Toserba Minimarket. To maintain these benefits, the company should continue using this system while strengthening supervision to prevent

fraud. For future research, it is recommended to expand beyond the current limitations of studying a single branch and a single system. Subsequent studies could investigate multiple branches and explore integrated systems, such as cash management and sales, to provide a more comprehensive understanding of retail information systems.

5. Conclusion

Based on the research findings regarding the merchandise inventory information system at Berkah Toserba Minimarket, the following conclusions can be drawn:

The implementation of Affari POS enhances the effectiveness of the inventory information system by automatically presenting data from each transaction and integrating information across all Berkah Toserba branches. This streamlined access to inventory information saves both time and labor resources.

Furthermore, the implementation of Affari POS enhances inventory accuracy, as demonstrated by its ability to provide precise information about various types of inventory, including unit quantities, acquisition costs, and total inventory value, all within a single comprehensive view.

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