Application of MISA eShop in Sales Management at Quang Vinh Computer Store in Thai Nguyen

Mông Đình Kiên
Thai Nguyen University of Information and Communication Technology
Thai Nguyen University, Thai Nguyen, Vietnam
student666@ictu.edu.vn

***Abstract*—This thesis examines the use of MISA eShop for sales management at Quang Vinh Computer Store in Thai Nguyen. It describes the store's earlier reliance on spreadsheets and manual stock updates, documents the software's application to sales, inventory, and electronic invoices, and evaluates the first period of use. MISA eShop records show 50 invoices and VND 44,001,000 in February 2026 and 225 invoices and VND 163,253,240 in March. Across those two months, 275 invoices and VND 207,254,240 in recorded revenue were reported; the source states that the tax authority accepted every invoice. The thesis also reports centralized tracking of 298 product lines and 44,660 units. These observations describe one store and one short operating period. The author notes incomplete product and cost data, limited use of customer relationship and multichannel functions, parallel handwritten records, and dependence on internet connectivity. The report proposes data cleanup, staff training, and a clearer operating process.**

***Index Terms*—MISA eShop, electronic invoicing, POS-ERP integration, inventory management, small-scale retail, Vietnam digitalization**

I. Introduction

Quang Vinh Computer Store sells and services computers, components, and other technology products in Thai Nguyen. The thesis describes sales and inventory records that were previously maintained through manual notes and Excel files. Staff updated stock after transactions, which could leave the spreadsheet out of step with the physical inventory. Customer information and revenue records were also scattered across separate processes. The study asks how MISA eShop can support a more coordinated sales workflow at this specific store. Its subject is the store's sales management, including merchandise, customers, invoices, and reported revenue. The report describes the 2025 operating situation and the first observed period after software adoption in 2026 [1]. Earlier ICTU undergraduate theses on related topics provide context [15], [16], [17], [18], [19], [20], [21]. These works were selected for this English summary and are not attributed to the source thesis bibliography.

II. Methods

The author uses a single-store case study. The manuscript first reviews the sales process and the store's existing ways of recording goods, customers, and transactions. It then documents the configuration and use of MISA eShop for product records, point-of-sale work, inventory tracking, and electronic invoicing. Evidence includes observations and interviews at the store, a table of its 2025 business activities, and transaction records exported from the software for February and March 2026. The report compares described workflows before and after adoption and identifies remaining gaps in data entry and use of available functions. It does not present an independently controlled comparison with another retailer or a measured time-and-error experiment [1].

Supervisor: Phan Thị Vân Giang, Thai Nguyen University of Information and Communication Technology (ptvgiang@ictu.edu.vn).

III. Results

The source's electronic-invoice table records 50 invoices and VND 44,001,000 in February 2026, followed by 225 invoices and VND 163,253,240 in March. The two-month totals are 275 invoices and VND 207,254,240. The report says the tax authority accepted all issued invoices and that the corresponding orders were marked complete. In its conclusion, the author reports centralized tracking of 298 product lines and 44,660 units in the inventory system. These figures document activity recorded through MISA eShop, rather than a causal estimate of additional sales generated by the software. The manuscript also describes a point-of-sale interface replacing some manual sales steps, without providing a measured transaction-time reduction [1].

IV. Discussion

The invoice and inventory records show that the store used the system for routine transactions during the observed months. They do not establish that MISA eShop caused the difference between February and March revenue or changed overall profitability. The author identifies several incomplete implementation steps: the product catalogue does not yet fully match actual stock, cost prices have not all been entered, customer relationship management remains underused, and the multichannel sales functions are not connected. Some staff continue writing records by hand alongside the software. The report also notes that an internet outage can disrupt this cloud-based workflow. These limitations matter when interpreting the early results and planning further use [1].

V. Conclusion

The case study documents a working use of MISA eShop for sales, electronic invoices, and centralized inventory records at Quang Vinh Computer Store. Its strongest directly reported

measures are the 275 accepted invoices, VND 207,254,240 recorded revenue, and inventory entries for 298 product lines during the initial period. The thesis recommends completing the product and cost records, standardizing the work process, and training staff so that records are entered consistently. It also proposes future use of customer relationship management and sales channels such as Facebook, Zalo, and Shopee. The findings describe this store's implementation and should not be generalized as a measured performance gain for other retailers [1].

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