indition POS

Point of Sale

Frequently Asked Questions

For cashiers, store managers, and admins · v1.4 · 09/26/2026

How to use this guide

These are the questions cashiers, store managers, and administrators ask most often about the Indition Point of Sale register. Questions are grouped by topic. If you can't find an answer here, your administrator can adjust most behaviors under POS Settings.

Getting Started

What is the Indition POS?

It's an in-store register built right into your Indition e-commerce platform. It uses the same catalog, the same customer list, and the same inventory as your online store, so everything stays in sync. A sale rung up at the register is recorded as a regular order, just with the source marked as in-store.

Where do I open the register?

The register runs in a web browser on your register computer or tablet. There's also a touch-optimized version at `/web/pos` for tablets and touchscreens. Sign in with your staff account; your administrator controls which stores and locations you can use.

Do I need to install anything on the register computer?

No software install for the basic register — it runs in a modern browser. Card readers connect through Stripe Terminal, and an optional drawer agent handles the cash-drawer kick. Your

administrator sets those up.

Which card readers are supported?

Stripe Terminal readers: the S700 and S710, and the M2 Bluetooth (BLE) reader. The M2 BLE reader requires location permission to be enabled on the device it pairs with.

Selling & Cart

How do I find a product?

Scan its barcode/UPC or type its name into search. Only products assigned to your register's store appear, and your administrator can further narrow what shows using a product status filter (Active / Sellable) and a category filter.

Can I sell something by a fraction of a unit, like half a yard?

Yes. Products sold by the unit accept a decimal quantity, and your administrator can set up fraction quick-pick presets (such as 1/4, 1/2, 3/4) so you can tap a fraction instead of typing it.

How do I apply a discount?

You can add a per-line discount as a percentage or a flat dollar amount on any item in the cart.

A customer isn't ready to pay — can I set their cart aside?

Yes. Use hold to park the current cart, then recall it later to pick up where you left off.

How do I attach a customer to a sale?

Find an existing customer or create a new one at the register. If the customer is marked tax-exempt, the tax line zeroes out automatically once they're attached.

Payments & Fees

What payment types can I take?

Cash (with change calculation), credit/debit via the card reader, check, manual card entry, Gift Cards, and in-store credit. You can also split one sale across more than one tender. Which buttons you actually see depends on what your administrator has turned on.

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How do I take a Gift Card?

Click **Gift Card** on the payment screen, scan or type the code, and click **Check balance**. The register shows the card's last four and its current balance and fills in the amount to apply. Click **Apply Gift Card**. If the card doesn't cover the whole sale, collect the rest as a split payment.

Can I check a Gift Card's balance without ringing up a sale?

Yes. Use the Gift Card balance lookup, scan or type the code, and you'll see the balance, the card's status, and its expiry. Nothing is charged and nothing is recorded against the card. If the customer is attached to a sale, their own cards are also listed automatically with balances.

The Gift Card was refused — why?

The common reasons are: the card is empty, expired, or cancelled; the amount is more than the balance; the same card was already applied to this sale; or the customer is trying to buy a Gift Card with a Gift Card. The register tells you which. If the card sat on screen a while, the balance check may simply have timed out — scan it again.

Can I take a Gift Card when the internet is down?

No. The balance is checked live every time, so the register won't accept a Gift Card while it's offline rather than risk taking a card with no money on it.

What is store credit, and how does a customer get it?

Store credit is a balance the shop holds for a customer — normally created when you refund a return to **Store Credit** instead of cash or card. An administrator can also issue it by hand. It's spent at the register like any other tender.

How do I take store credit as payment?

Attach the customer first — store credit belongs to a person and is never offered on a Guest sale. Then click **Store Credit**. The panel shows what's due, what's available at your register, and what would be left over. Confirm to apply it, and collect any remainder as a split payment.

The customer says they have more credit than the register is showing.

They may be right. Credit can be tied to the store or the location that issued it, so some of their balance may not be spendable at your register. The payment panel spells out the blocked amount and why, so you can explain it — and credit your own location issued is always spendable at your own location. If they need to use it, they need to go to a location that accepts it.

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Can I key in a card by hand?

Yes, if your administrator has enabled manual card entry. Depending on the settings, you may be required to attach a customer first, and you may be prompted for the card's ZIP code for address verification (AVS).

What is the card fee line on the total?

That's the card processing fee (surcharge) recovery, if your store has it turned on. It's a configurable percentage plus a fixed amount added to card payments, shown to you on screen and tracked separately on the sale.

How does tipping work?

If tipping is enabled, the customer is offered preset tip percentages (15 / 18 / 20% by default) and can also enter a custom amount or skip.

If a sale fails after I take a card, is the customer charged?

No. If something goes wrong saving the sale after the card was taken, the card charge is automatically reversed and the screen shows "SALE NOT SAVED — the card charge was reversed." Nothing is left on the customer's card; just re-ring the sale.

Can I split a payment between cash and card?

Yes. On the payment screen choose Split, add a partial cash amount, then charge the remainder to a card. You can keep adding tenders until the remaining balance reaches $0.

Can a customer save their card for next time?

Yes, if saved cards are enabled. A card on file shows up as a one-tap option on future visits — handy for repeat customers and phone orders.

Receipts

Can I email or text a receipt?

Yes. If enabled, you can email the receipt (with the PDF attached) or send it as an SMS/text message, in addition to printing it.

Why does a completed receipt show a PAID badge?

Completed sales display a PAID badge on the receipt so it's clear at a glance that payment was taken. The built-in receipt carries it on the printout, the emailed copy, and the PDF. A

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layout made in the Receipt Designer prints it when the layout includes the **PAID Stamp** piece, once the sale is paid in full.

Do serial numbers appear on the receipt?

Yes. For serialized items, the serial number(s) sold print under the item as "S/N: ..." on the on-screen receipt, the emailed copy, and the public receipt link — handy for the customer's warranty and product registration. On a layout made in the Receipt Designer they print unless the layout's **Items** piece has **Serial numbers** turned off.

How do I change what our receipt prints?

An administrator with the POS Admin role does it in the back office under **Point of Sale → Receipt Designer**. Out of the box every register prints the built-in *Indition basic receipt*, which can't be edited: duplicate it (or open the *Standard sale receipt*), arrange the pieces — logo, store details, customer, items, totals, bar code, your own text — then click **Save layout** and, in the list, **Make default**. The Receipt Header and Receipt Footer text still come from **POS Settings → Receipt**.

Why is there no logo on our receipt?

The built-in Indition basic receipt prints no logo. Use a layout that has the **Logo** piece (the Standard layouts do, or duplicate the Indition basic receipt and add it), and upload a receipt printer logo in **Receipt Designer → Manage Logos**. Without a receipt printer logo, the Logo piece prints nothing.

Why does our logo print speckled or blurry?

A receipt printer prints black dots only, so a color or gray logo — like most website logos — comes out as a speckled pattern, and a small picture blurs when it is resized for the printer's 203dpi. That's why the receipt printer has its own logo. In **Receipt Designer → Manage Logos**, upload a one-color version in solid black on a white or transparent background, preferably as an SVG.

Should I upload an SVG or a PNG?

An SVG, if you have one. It is drawn straight onto the printer's dots and prints as sharp as the text, and it is cleaned of scripts and outside links when you upload it. A PNG works too, ideally at least 1,000 pixels wide (one under 300 pixels wide is refused), in black on white. JPG isn't accepted — its compression leaves smudges that print as stray dots — and a file can be up to 2 MB.

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The right side of the receipt is cut off.

Receipts are laid out at the width the printer can actually print (72mm on 80mm paper), so the cause is almost always a setting that doesn't match. In the print dialog, choose the printer's roll as the paper size, with Margins and Scale on Default. Check that the station's paper under **Point of Sale → Stations → Receipt Printing** matches the roll in that printer, and that the layout's **Printer alignment** hasn't moved everything to the right. Test print from the Receipt Designer after each change.

The receipt is cut through the bar code.

Every roll receipt now ends with a tiny mark 12mm below the last line. It makes the printer feed the whole receipt past the cutter before it cuts, even when the driver trims the blank paper at the end (Epson's "Paper Reduction"). If a cut still lands inside the receipt, check that the printer driver cuts at the end of each receipt: Epson on a Mac, *Paper Cut* set to *Cut per job*; Epson on Windows, *Document[Feed, Cut]*; Star, *Partial Cut*.

What is the small line at the very end of every receipt?

That's the end mark described above. It is 1mm wide, prints only on roll receipts, and never shows on screen or in the PDF.

How do I print a different receipt at one station?

Make or duplicate a layout in the Receipt Designer and save it. Then go to **Point of Sale → Stations**, click that station's **Receipt Printing** value, choose the layout under **Sale receipt layout** (and **Refund receipt layout**, if you like), and click **Save**. Other stations keep the default. The same dialog sets the paper that station prints on, and the Receipt Designer's **Stations using it** column shows which stations use each layout.

Why doesn't the emailed receipt match the one this register printed?

A station's own layout applies only to what that register prints. The emailed receipt, the PDF and the online copy always use the default layout. The receipt printer logo also prints only on roll receipts; the other copies show your website logo.

Inventory & Stock

What happens if I sell something that's out of stock?

It depends on two settings. With block oversell on (the default), the register stops you before payment if a tracked item exceeds on-hand at your store; a manager can authorize the sale anyway. If your administrator has also turned on inventory override, a tracked out-of-stock

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item can still be sold — and when you complete the sale, the shortfall is received into inventory and then sold, so on-hand reconciles with an audit trail instead of going negative. Serial items are always checked, and untracked items are never blocked.

What cost is used when an override receives stock?

Your administrator sets the cost basis for that automatic receive: the last purchase cost, the average purchase cost, or $0.

How do I choose which warehouse or shelf a register sells from?

That's set up by an administrator, not at the register. Under POS Settings → Locations, beneath each POS-enabled location, the admin picks the inventory warehouse and the bin(s) the register draws stock from, and marks one as primary. A location can draw from **more than one warehouse**: *+ Add another warehouse* adds a second warehouse and its bins, and one bin across all of them stays primary. On-hand shown and sold is summed across the chosen bins, whichever warehouse they are in. When the store allows negative stock, each sale is deducted from the primary bin; when it doesn't, the deduction is spread automatically across the location's bins (primary first), so a sale the combined total covers is never blocked. If nothing is configured, the location falls back to its store's default inventory location.

Does stock update automatically when I sell?

Yes. Every completed sale automatically deducts stock from your location's configured bins (or the store's default location if none are configured). Refunds and exchange returns put the stock back into the primary bin of the location where the item was originally sold.

Cash Drawer & Shifts

How do I start my shift?

Open a shift and enter your starting drawer count. If your store requires a drawer count, you'll be prompted before you can begin.

Can I take cash in or out during my shift?

Yes. Record a paid in or paid out mid-shift to keep the drawer accurate.

What are X and Z reports?

They're your end-of-shift summaries. The X report is a running snapshot, and the Z report closes the shift — capturing counted cash, computing the variance, and producing a printable summary.

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Why didn't the cash drawer pop open?

It depends on how your drawer is opened. With the Indition drawer helper (Windows), check that the helper is running and reachable and that **Enable Drawer Kick** is on in POS Settings; a brief warning on screen means the register couldn't reach it. Your administrator configures the drawer agent URL. If your drawer is opened by the receipt printer's own driver (the usual setup on a Mac), it opens only when a receipt prints — not for a pay-in or pay-out, and there's no Open Drawer button — so check that the driver's cash drawer option is set to open drawer 1.

Screen Lock & PIN

Why did the register lock itself and ask for a PIN?

If your store turns on the screen lock, the register locks after a set period of inactivity so an unattended terminal can't be used. You unlock it by tapping your own short PIN — no need to type your full email and password again. If your store also uses a re-lock interval, the screen will re-lock a set time after each unlock (handy for locking between customers), even if you were active.

Will it lock in the middle of a sale?

No. The lock is held back while a sale is in progress, so a transaction is never cut off mid-flight. (The plain idle timeout still applies once you're idle.)

How do I set up my PIN?

The first time the lock applies to you, the register asks you to choose a PIN (your administrator sets the minimum length). You can change it later. Your PIN may also expire on a schedule your administrator sets, at which point you'll be asked to pick a new one.

I forgot my PIN, or I typed it wrong too many times.

After too many wrong tries the terminal signs you out and you unlock it by signing in again with your normal email and password — that also lets you set a new PIN. There's no "reset PIN" button to hunt for; a full sign-in is the reset.

Does the screen lock affect other logins?

No. It applies only to the POS roles your administrator opts in, and only at the register. It never changes how anyone signs in to the rest of the back office.

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Service & Repair at the register

Can a cashier book a repair in without a back-office login?

Yes, where the shop has switched **counter intake** on. Press F10 and choose **Create Work Order**, then work through the intake — customer, items, what's wrong with it, condition, accessories, urgency, promised date, storage, photos and signature. It creates an ordinary work order in your store's own numbering, visible to the workshop immediately. If you don't see that button, the feature is off or the Service & Repair link to POS is off.

Can I take a repair in on the touch register, or only the desktop one?

Both. On touch it is **Repairs → + Take an item in**, and everything you are asked for is on one screen you scroll through. The work order that comes out is the same one the desktop register would have produced — same numbering, same information, and the workshop cannot tell which till took it. Photos, signatures, drafts and amending a work order afterwards are still desktop-only; use the desktop register if you need those.

While I'm taking an item in, does what I click go on the sale or the repair?

On the repair. The customer and product searches on the right work exactly as usual, but while the intake form is open, whatever you pick is added to the **work order** — the panel shows a reminder saying so, and PAY NOW disappears because there is nothing to pay for yet. It comes back when you finish.

Can I take a deposit when the item is dropped off?

If your shop asks for one. A fixed deposit is named on the button and filled in for you. A percentage deposit shows no amount, because there is no quote yet to take a percentage of — it becomes due when the quote is approved. Where no deposit is required there is no button at all. If the customer can only leave part of it, that is fine; the remainder stays on the work order.

I typed a serial wrong. Can I fix it?

Yes — **Edit work order** on the confirmation screen, while the customer is still with you. Once the workshop has picked the job up or a quote has gone out, the register stops offering that and the back office makes the change instead, so nobody's work gets overwritten.

A customer wants to pay for a repair booked at our other branch.

Search as normal. If nothing matches locally the register tells you how many matches are at other stores and offers to show them; those rows are marked so you know. You can take payment on them. Scanning the work-order barcode searches every store from the start, since the item is in front of you.

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Multi-store

Can the register handle more than one store or location?

Yes. Your administrator enables each physical location for POS and maps it to the online store it transacts as — and several locations can share the same online store, each with its own inventory setup. Each location's card payments route to its mapped store's Stripe account — this applies to every way you take a card (the on-screen card flow, the S700/S710 readers, the M2 Bluetooth reader, and keyed entry). Store gating keeps each register scoped to the right store.

A card was declined with a message about the store not being set up for cards — why?

If a store hasn't finished setting up to accept cards (for example a connected Stripe account that isn't approved yet), the register cleanly declines the card with a clear message rather than risk charging the wrong account. Cash and check still work. Your administrator finishes the store's Stripe setup to enable cards; check with them or Indition support.

Can store credit issued at one location be spent at another?

That's up to how each location is configured. Every location has two rules: what a return there *issues* (spendable brand-wide, across its store, or at that location only) and what it *accepts* (any of your credit, its own store's, or only what it issued itself). This is what lets a franchise location keep its own credit separate while corporate locations honour each other's. Two things always hold: a location will always take back credit it issued itself, and changing the rules never moves credit customers already hold.

Can a customer use store credit on the website?

No. Store credit is a register-only tender. Online checkout takes cards, Gift Cards, and coupons.

Can I look up or refund an order that was placed online?

Yes. POS is cross-channel — you can view and refund web orders from the register, not just in-store sales.

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Refunds & Exchanges

How do I process a return or exchange?

You can do a straight refund, an exchange, or a partial return by line. Even, net-positive, and net-negative exchanges are all supported, and returned items are restocked to inventory.

Can I refund to store credit instead of cash or card?

Yes, if your store uses In-Store Credit — pick **Store Credit** as the refund method with a customer attached. Before you commit, the register tells you where that credit will be spendable (any of your stores, this store, or this location only); read that to the customer, because it's what they'll ask about later.

How do I refund a sale that was paid with a Gift Card or store credit?

Exactly as you would any other refund — don't try to work the split out yourself. The register puts the Gift Card share back on the original card first, returns the store-credit share to the account it came from, and refunds only what's genuinely left by the method you chose.

Why can't I give cash back for a sale paid with store credit?

Because the customer never paid cash for that part of the sale. Handing over cash would give them money the shop never took, and returning the credit as well would refund them twice. The register returns that share as credit whichever method you pick.

My colleague and I are both on the same order and it won't let me refund.

That's deliberate. Only one register can refund, void, or exchange a given order at a time, so the same sale can't be refunded twice. Wait for them to finish and try again.

Can a cashier void their own sale?

Only if your administrator has enabled the cashier self-void policy. It's off by default, so by default a void needs the appropriate authorization. A void reverses any Gift Card redemptions and store credit on that sale — exactly once.

Troubleshooting

A product won't show up in search — why?

The most common reasons: the product isn't assigned to your register's store, it doesn't match the configured product status filter (Active / Sellable), or it's outside the categories

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enabled for POS. An administrator can adjust these in POS Settings.

The card reader won't connect — what should I check?

Make sure the reader is powered on and registered to your station, and that it's on the same network. For the M2 BLE reader specifically, confirm location permission is enabled on the device it pairs with, since Bluetooth discovery requires it.

Tax looks wrong on a sale — what controls it?

Tax is calculated by the Vertex tax engine. A tax-exempt customer zeroes the tax line automatically. If your store uses the POS tax override option, the override settings determine the rate instead. Check with your administrator if the amount still looks off.

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