indition POS

Point of Sale

Frequently Asked Questions

For cashiers, store managers, and admins · v1.3 · 2026-07-19

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, and manual card entry. You can also split one sale across more than one tender.

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 — on the printout, the emailed copy, and the PDF — so it's clear at a glance that payment was taken.

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.

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 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, beneath each enabled store, the admin picks the inventory warehouse and the location(s) the register draws stock from, and marks one as primary. On-hand shown and sold is summed across the chosen locations, and the primary location is the one debited on each sale (and where an override receives stock). If nothing is configured, the store falls back to its default inventory location.

Does stock update automatically when I sell?

Yes. Every completed sale automatically deducts stock at the resolved location (the primary location, or the store's default if none is configured). Refunds and exchange returns put the stock back.

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.

Why didn't the cash drawer pop open?

The drawer kick works through the drawer agent. If the drawer didn't open, check that the drawer agent is running and reachable, and that drawer-kick is enabled in settings. Your administrator configures the drawer agent URL.

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.

Multi-store

Can the register handle more than one store?

Yes. Your administrator enables specific stores for POS, and each store routes its card payments to its own 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 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.

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 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.

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 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.