indition POS

Point of Sale

Feature List

Complete capability catalog · v1.4 · 09/26/2026

About this list

Indition Point of Sale is a browser-based and touch-optimized register built directly into the Indition e-commerce platform. It shares one catalog, one customer list, and one inventory with the online store — an in-store sale is recorded as a regular order, so reporting, refunds, and stock all stay in sync across channels. This document is a complete, enumerated catalog of every POS capability, grouped by area. Items added in the current release cycle are marked NEW.

Catalog & Cart

- Live Shop catalog search by barcode/UPC or product name.
- Store-scoped product visibility — only products assigned to the register's store appear.
- Configurable product status filter (Active / Sellable).
- Category filter to restrict which categories the register surfaces.
- Image-tag scoping for register product imagery.
- Price-level selection for the register.
- Quick-key product buttons for fast-moving items.
- Per-line discounts (percentage or flat dollar).
- Order notes on a sale.
- Hold & recall — park a cart and resume it later.
- Fractional quantity for products sold by the unit — decimal entry plus configurable fraction quick-pick presets (e.g. 1/4, 1/2, 3/4).
- Serial-number capture for serialized SKUs.

Customers

- Find or create a customer at the register.
- Tax-exempt customers — tax zeroes out automatically when attached.
- Saved cards (card-on-file) for repeat and phone customers.
- Gift Cards and store credit balances shown on the attached customer at the register. NEW

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Payments

- Cash with change/tender calculation.
- Credit/debit via Stripe Terminal (S700, S710, M2 BLE readers).
- Per-store Stripe Connect routing across every card rail — the in-browser card flow, S700/S710 smart readers, the M2 Bluetooth reader, and keyed entry all charge as the store's own Stripe account via one canonical resolver; a store not set up for cards is cleanly declined, never charged on the wrong account. NEW
- Manual card entry — key in a card by hand; optional require-customer; optional require-ZIP for AVS. NEW
- Check payment.
- Gift Card tender — enter or scan a Gift Card code at the register, see the live balance, and apply it to the sale. Works as a whole-sale payment or as one leg of a split. Requires the Gift Cards module; opt-in per workflow. NEW
- Gift Card balance inquiry — look up a card's balance, status, and expiry without starting a sale or creating a transaction. NEW
- Customer Gift Card list — cards attached to the customer show on the payment screen and the customer detail panel with last four, status, and current balance. NEW
- Store Credit tender — spend a customer's in-store credit balance at checkout, whole-sale or as a split leg. Requires a customer on the sale; opt-in per workflow. NEW
- Split payment across multiple tenders on one sale.
- Tipping with configurable presets (default 15 / 18 / 20%).
- Card processing fee / surcharge recovery — configurable percentage plus fixed amount, tracked in its own column and shown to the cashier. NEW

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Receipts

- Print receipt — the station's receipt layout, on the station's paper. NEW
- Email receipt with PDF attached. NEW
- SMS/text receipt. NEW
- Serial numbers print on receipts (screen, email, and the shared receipt link) for serialized items. NEW
- Card processing fee itemized on the receipt. NEW
- PAID badge on completed receipts across print, email, and PDF.
- Gift Card tender on the receipt — last four and the amount applied, plus the remaining balance where the format allows. The full card code and its authorization are never printed. NEW
- Store Credit shown as its own tender line, never as cash or card. NEW

Receipt Designer

Under Point of Sale → Receipt Designer (POS Admin role). Lays out the sale and refund receipts the registers print.

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- Design your own sale and refund receipt layouts — drag pieces into rows, spread each row Left / Center / Right / Ends / Spread, and add a thin, thick, dashed or dotted line above it. NEW
- Pieces for the store (logo, name, address, phone, header and footer text), your own text (title, three custom text pieces, a questions line), the sale (invoice number, date and time, cashier, customer name, address, phone and email, sale note, PAID stamp), the sections (items, totals, payments, exchange, gift cards sold), a Code 128 bar code, and a QR code that opens the receipt online. Refund receipts add a REFUND stamp, refund number, original sale, returned items, refund totals and refund details. NEW
- Per-piece settings — size, bold, upper case, font, labels, label left / value right, lines between items, Qty / Item / Unit / Total columns, stamp style, logo height, bar code height and QR code size. NEW
- Built-in *Indition basic receipt* and *Indition basic refund receipt* — the receipts the registers have always printed — stay the defaults until you choose another, alongside Standard and Full page (Letter) layouts of each kind. Duplicate any layout to change it. NEW
- One default layout per kind; retire a layout without deleting it; see which stations use each layout. NEW
- Live preview drawn by the same renderer the register prints with, on sample sales or a real sale or refund number, with Fit to width / Actual size / 125% / 150% zoom. NEW
- Test print of the layout as it is on screen, without saving it. NEW
- 58mm, 76mm, 80mm and 112mm rolls and Letter. Roll receipts are laid out at the printer's printable width (72mm on 80mm paper), with the strips the print head can't reach shaded in the preview. NEW
- Inner margin per side and printer alignment (move right / move down) to make up for a printer that prints slightly off — on designed and built-in layouts alike. NEW
- End mark on every roll receipt, so the printer feeds the receipt past its cutter and the cut never goes through the bar code. NEW
- Receipt printer logos (Manage Logos) — an SVG or PNG kept apart from the website logo, one shared or one per store location, cleaned on upload, and shared with Service & Repair's Slip Designer if you choose. Online, emailed and PDF copies keep the website logo. NEW
- Per-station receipt paper and sale / refund layouts in Stations, filterable by paper and by layout. NEW

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Cash Management

- Open shift with a drawer count.
- Mid-shift paid in / paid out.
- Cash drawer kick via the drawer agent.
- Close shift with X and Z reports.
- Require-drawer-count option.

Inventory

Available when the Inventory module is enabled.

- Automatic stock deduction on every sale, at the selling location's configured bins (primary or default).
- Block oversell — stops a cashier before payment if a tracked line exceeds on-hand at the store; a manager can authorize anyway. Serial items are always checked; untracked items are never blocked. Default ON. NEW
- Inventory override on out-of-stock — when enabled, a tracked out-of-stock item can still be sold; on completing the sale the shortfall is received into inventory and then sold, so on-hand reconciles with an audit trail instead of going negative. Default OFF. NEW
- Configurable cost basis for the override receive — Last purchase cost, Average purchase cost, or $0. NEW
- Per-location warehouse & bin selection — each POS-enabled location maps the inventory warehouse and the bin(s) its register draws stock from, with one marked primary (the sell-from / receive-into bin). On-hand and the oversell check sum across the chosen bins; when negative stock is disallowed, sale debits drain across the bins automatically (primary first), and refunds restock the originating location's primary bin. Falls back to the store's default location if unconfigured. NEW
- Stock from several warehouses — a location can draw from bins in more than one warehouse (*+ Add another warehouse*), each bin filed under the warehouse it belongs to, one primary across them all. On-hand, the oversell check and sale debits span every chosen bin, whichever warehouse it is in. NEW

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Multi-store

- Per-location enablement — enable each physical location for POS and map it to the online store it transacts as; multiple locations can share one online store, each with its own inventory configuration. The enabled-store list is derived automatically from the enabled locations. NEW
- Per-store Stripe Connect payment routing on every card rail — each store's card sales settle to its own connected Stripe account (or its own per-store keys), resolved from the cashier's open session. NEW
- Store gating.
- Cross-channel — POS can view and refund web orders.

Tax

- Vertex tax engine integration.
- POS tax override option.

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Refunds & Exchanges

- Straight refund.
- Exchange (even, net-positive, net-negative).
- Partial returns by line.
- Restock returned items to inventory.
- Refund to Store Credit — send a return's value to the customer's store credit balance instead of cash or card, with the register stating where that credit will be spendable before the refund is committed. NEW
- Gift Card funding restored first — refunding a sale that was paid with a Gift Card puts that portion back on the original card before any cash or card refund is attempted. NEW
- Store-credit-funded sales reverse, never re-issue — a sale paid with store credit returns the credit-funded share to the originating account; only the remainder reaches Stripe or the drawer, so credit is never laundered into cash and never paid twice. NEW
- Exchanges honour both — an exchange can settle the amount owed to the customer as store credit, and the credit-funded and Gift Card-funded shares are restored before any cash-out. NEW
- Voids reverse Gift Card redemptions and store credit exactly once. NEW

In-Store Credit

Customer store-credit accounts owned by Shop, issued and spent at the register. Opt-in per workflow; off by default.

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- Customer store-credit accounts with an append-only ledger — every issue, redemption, reversal, adjustment, void, and expiry is recorded. NEW
- Per-location scope rules — each POS location sets what a return there *issues* (brand-wide, store-wide, or location-only) and what that location *accepts* (any of our credit, its store's credit, or only credit it issued itself). NEW
- Mixed estates supported — a franchise location can issue location-bound credit alongside corporate locations issuing brand-wide credit, in one workflow. NEW
- A customer can hold several accounts (brand-wide plus store or location accounts); the register shows what is spendable at that till. NEW
- Policy edits grandfather existing balances — credit keeps the binding it was issued under and is never silently migrated. NEW
- Manual issue, adjust, void, and suspend from the back office, with an optional per-issue cap. NEW
- Optional expiry after a configurable number of months, enforced by a scheduled job. NEW
- Back-office screens: accounts, ledger, and a liability report, each with in-grid filters. NEW
- Store Credit tab on the customer record showing every account and its balance. NEW
- Balances and liability screens stay visible when the feature is switched off — outstanding credit is a liability and must not disappear with a toggle. NEW
- Guest/walk-in sales and unassigned tills are refused rather than defaulting to a policy. NEW

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Touch POS UI

- Touch-optimized register at `/web/pos` with a mode switch and settings. NEW
- Auto-enable by device class.
- **Service & Repair counter intake on the touch register** — a tablet can open a work order and run the whole intake, not just charge one: customer, items, serial numbers, fault, condition, accessories, priority, promised date and storage. It produces an ordinary work order in the store's own numbering, identical to one taken on the desktop register. NEW
- Prior repairs on a serial surface at the counter on touch as well, and the drop-off receipt can be emailed or texted from the tablet where those channels are available. NEW
- A deposit can be taken on the touch register at drop-off, with the amount keyed on the numpad and recorded against the work order as a deposit. NEW

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Service & Repair at the register

- Find a work order by number, invoice number or customer, and take payment on its balance without leaving the till.
- Cross-store search — a local search that finds nothing reports how many matches exist at other stores and shows them on request, each clearly marked, so a customer can be served at any branch. A scanned work-order barcode searches every store from the start. NEW
- **Counter intake** — create a work order and run the whole intake at the register without a back-office login: customer, items, reported issue, condition, accessories, priority, promised date, storage location, photos and signature. The result is an ordinary work order in the store's own numbering sequence. Available on **both** the desktop and touch registers. NEW
- The register's own customer and product searches drive the work order rather than the cart while an intake is open, with PAY NOW and the Payment tab hidden because there is no sale. NEW
- Items linked to the catalogue or to the customer's previous orders, which is what lets warranty cover be determined automatically. NEW
- Serialised products flagged and prompted for a serial; a serial seen before surfaces its prior repairs at the counter. NEW
- Deposits at drop-off following the shop's own rule — fixed amounts named and pre-filled, percentage deposits explained as falling due at quote approval, no prompt at all where no deposit is required; part payment accepted with the shortfall tracked. NEW
- Drop-off receipt and work-sheet tag printed at the till (the tag carries the barcode the register scans back), emailed, or sent as a tracking link by text where the customer has consented. NEW
- Drafts for half-finished intakes, and same-session corrections to a work order while the customer is still at the counter. NEW
- Off by default and dependent on the Service & Repair POS integration, so it cannot be left half-enabled. NEW

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Security & Screen Lock

- Screen lock with PIN unlock — the register auto-locks after an idle timeout and resumes with a short PIN instead of a full sign-in. NEW
- Optional re-lock interval to force a PIN between customers/sessions. NEW
- Deferred while a sale is in progress — a transaction is never interrupted mid-flight; the idle timeout still applies. NEW
- Enforced server-side — a locked terminal cannot transact even via a direct API call. NEW
- Per-cashier PIN with configurable minimum length and rotation; too many wrong PINs forces a full re-login. NEW
- Applies only to the POS roles you opt in. NEW

Admin & Audit

- POS roles with per-user store and location assignment.
- Cashier self-void policy setting. NEW
- Cart audit log.
- Sign-in audit log.
- Order-activity timeline (Order Placed / Receipt Sent).
- Stations and card-reader registration.
- Store credit accounts, ledger, and liability screens in the back office, restricted to POS administrators and above (managers are read-only). NEW
- X and Z reports treat Gift Card and Store Credit as distinct tenders — never folded into Cash or Credit Card. NEW

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