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INDITION COMMERCE

Point of Sale

Setup Guide — software & hardware installation, from zero to first sale: the module, Stripe, the card reader, the cash drawer, and going live.

Point of Sale Module · Updated 09/26/2026

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Who this is for

This guide takes a new store from nothing to a working register. It covers the **software** (installing and enabling the POS module, configuring settings, granting staff access) and the **hardware** (the Stripe card reader, the cash drawer, the receipt printer, and the computer that runs the register).

Do the work in the order below. Always set up and test in **Stripe test mode** first, then switch to live keys at the very end. A first-time, single-store install takes roughly 60–90 minutes.

Contents

1. How the system fits together
2. What you need before you start
3. Software setup (module & settings)
4. Store & staff configuration
5. Inventory: stock control & locations
6. Payment methods & manual card entry
7. Receipts: layouts, logo, print, email & text
8. Stripe account & keys
9. Card readers (Stripe Terminal)
10. Multi-store & Stripe Connect
11. Cash drawer & receipt printer
12. Touch POS & the register computer
13. Test sale & go-live
14. Troubleshooting
15. Service & Repair at the register
16. Appendix: settings reference

1. How the system fits together

The register is a web page served from your Indition site at `/pos/`. It talks to three things:

- **Your Indition site** — the catalogue, customers, inventory, sales, and reports all live here. The register is just a front end onto the same data as your webshop.
- **Stripe** — for in-person card payments. The card reader talks to Stripe directly over Wi-Fi; your site tells the reader what to charge and gets the result back through a Stripe *webhook*.
- **Local peripherals** — receipts print through the browser's print dialog. The cash drawer plugs into the receipt printer and is opened either by a small helper program on the register computer (the Windows drawer helper, because browsers can't open USB devices on their own) or by the receipt printer's own driver (section 11).

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> **Modules involved: POS** (the register and admin), **StripeTerminal** (card readers and the webhook), and the existing **Shop**, **InStorePickup** (stores/locations) and **Inventory** modules. Stripe Connect is only needed for multi-tenant / per-store payout setups.

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2. What you need before you start

Item	Detail
Indition admin login	With administrator rights (to edit settings).
A Stripe account	You'll use **test mode** keys first, then live keys at go-live.
Card reader	A **Stripe Reader S700** (recommended) or **S710** — countertop, Wi-Fi. For a handheld option, a **Stripe M2** (Bluetooth, paired through the companion app). See section 9 for which setup each one uses.
Store Wi-Fi	Network name and password. The reader needs reliable Wi-Fi with outbound internet access.
Register computer	Any modern PC, Mac, or tablet with an up-to-date browser. A USB barcode scanner is strongly recommended.
Cash drawer + receipt printer	Optional but typical: an ESC/POS receipt printer with an RJ-12 ("DK-Port") cash drawer attached. We recommend the **Star Micronics TSP143IIILAN** (network, 80mm paper, cutter) — see section 11.4.

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3. Software setup (module & settings)

3.1 Install the modules

Three modules are needed:

- **POS** — the register and its back-office screens, roles, and settings.
- **StripeTerminal** — the card-reader connection and the secure link that returns card results to your site.
- **InStorePickup** — holds your physical locations (**In-Store Pickup → Stores**). The POS **Locations** panel lists these records, and each one carries the Stripe Terminal Location setting.

Indition installs and verifies these modules for you during provisioning. Once they're in place you'll see the **POS** menu in the back office. There's nothing to run yourself — if the POS menu is missing, contact Indition support.

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3.2 Enable POS and enable your locations

1. Go to **POS → Settings**.
2. Turn on **POS Module Enabled** (the master switch — off by default).
3. The **Locations** panel lists every active physical location from **In-Store Pickup → Stores**. For each location that will run a register, turn on **Enable POS**, then pick the **online store it transacts as** (chosen from your active shop stores).
4. Map each enabled location's **inventory source** — its warehouse(s) and location bins, with one bin marked **primary** (section 5).
5. Save.

> **Several registers, one webshop:** more than one location can transact as the same online store — the normal multi-register / multi-branch setup. The locations differ only in their inventory configuration: sales at each location debit that location's own bins, while orders, card-payment routing, and the catalogue follow the mapped store. Each location's own address remains the tax seller address and the receipt header.

> **No locations listed yet?** The panel links you straight to **In-Store Pickup → Stores** — add your physical location there first, then come back and enable it for POS.

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3.3 Configure the basics

The defaults are sensible — most installs only need store selection. Review these now; the full list is in the appendix:

- **Tax** — leave *Override Real-Time Tax Quoting* off to quote live tax automatically, or turn it on and set a flat *Default Tax Rate*.
- **Payment methods** — Cash and Card are on by default; enable Check, Split, and Manual Card Entry if you need them (section 6).
- **Card processing fee** — off by default. If you pass card costs to customers, enable it and set the percent (default 2.9) and fixed amount (default 0.30). Cash/check are never charged.
- **Inventory** — if the Inventory module is enabled, review block-oversell, override, and each location's inventory mapping (section 5).
- **Receipts** — set the header/footer, choose the receipt layout and upload the receipt printer logo, set each station's paper, and, if wanted, email and text receipts (section 7).
- **Quick keys**, **tipping**, **fractions**, **touch UI** — optional polish.

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4. Store & staff configuration

4.1 Check the location record

Turning on **Enable POS** for a location (section 3.2) is what makes it a POS location — there's no separate flag to set here. Still, open the location's record at **InStorePickup → Stores** and confirm:

1. The **address** is correct — it's used as the tax seller address for sales at that location and prints in the receipt header.
2. Leave **Stripe Terminal Location ID** blank for now — you'll paste the `tml_…` ID in section 8.
3. Save.

> **Important:** A reader will refuse to take a payment if its location isn't enabled for POS (you'll see a *"Store is not flagged as a POS Location"* error). Fix it by turning on **Enable POS** for that location under **POS → Settings → Locations**.

4.2 Grant staff access

Under **POS → Staff & Store Access**, give each employee a role and (in multi-store setups) their stores and home store:

Role	Grants
POS Cashier	Ring up sales and take payment.
POS Manager	Cashier rights + void sales, approve oversells, view reports and analytics.
POS Admin	Manager rights + manage card readers, settings, and staff access.

- With a **single** POS store, anyone you give a role is auto-assigned that store — no picker appears.
- With **multiple** stores, tick the stores each person can work at and choose one **home store** for sign-in.
- Role changes take effect at the user's next register sign-in.

> **Note:** Register sign-in uses the same accounts as the back office (the global admin users). If you turn on *Require cashiers to be assigned to a store*, unassigned staff can't bind a register until you assign them here.

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4.3 Screen lock & PIN (optional)

For shared or unattended terminals, turn on the **screen lock** so the register locks itself and resumes with a short PIN instead of a full sign-in. A cashier signs in to start their shift and out for a break; in between, the screen locks on a timeout and a PIN taps it back open. It's off by default and applies only to the POS roles you choose — it never affects any other admin login. Configure it under **POS → Settings → Screen Lock & PIN**.

Setting	Default	What it does
Enable screen lock & PIN unlock	Off	Master switch. When off, the terminal never locks and no PIN is required — behaviour exactly as before.
Idle timeout (seconds)	300	Lock after this many seconds of inactivity. `0` disables the idle lock (e.g. `300` = 5 minutes).
Re-lock interval (seconds)	0	Force a re-lock this many seconds after the last unlock, regardless of activity — useful to require a PIN between customers. `0` disables. Deferred while a sale is in progress.
Minimum PIN length	4	Fewest digits a PIN may have (4+).
PIN rotation (days)	90	Require a new PIN this many days after it was last set. `0` = never expire.
Max unlock attempts	5	After this many wrong PINs in a row, the terminal signs the cashier out and requires a full username/password login.
Roles the lock applies to	Cashier, Manager, Admin	Turn the lock on per POS role. A person is locked only when their POS role is enabled here.

> **First unlock:** the first time the lock applies to a cashier, the register prompts them to choose their own PIN (respecting the minimum length). There's no shared PIN to distribute. A forgotten PIN, or too many wrong tries, is reset simply by signing in again with the normal email and password.

> **Enforced server-side:** a locked terminal genuinely cannot transact — the lock is checked on the server, not just hidden in the browser — and a sale in progress is never interrupted mid-flight.

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5. Inventory: stock control & locations

When the **Inventory** module is enabled, the POS deducts stock from the correct location on every sale and can guard against overselling. These controls live under **POS → Settings → Inventory** and (for each location's bins) in the **POS → Settings → Locations** panel. If the Inventory module is not enabled, these options have no effect and untracked products always sell.

5.1 Block oversell (with manager override)

Prevent selling out-of-stock items (default **ON**) stops a cashier *before payment* if a tracked line exceeds the on-hand quantity at the register's location (summed across its chosen bins). A **POS Manager** can authorise the sale anyway. Serialized items are always checked; untracked items are never blocked.

5.2 Inventory override on out-of-stock

Allow inventory override on out-of-stock products (default **OFF**) lets a cashier sell a tracked item that shows out of stock — for the common case where the item is physically in hand but the count is wrong. When the sale completes, the shortfall is *received* into inventory and then sold, so on-hand reconciles with an audit trail instead of going negative.

The receive is booked at a configurable **cost basis** (**Record override inventory at**):

Cost basis	Receives the shortfall at…
Last purchase cost	The most recent purchase cost recorded for the item.
Average purchase cost	The item's average purchase cost.
$0	Zero cost (treat as no cost basis).

> **Use with care:** Override is a self-healing convenience, not a substitute for accurate counts. Leave it OFF unless your staff are trusted to use it correctly, and reconcile receives during cash-up. Preventing oversells and inventory override are independent — with both ON, the cashier is warned, a manager can authorise, and the shortfall is then received on completion.

5.3 Per-location warehouse & bin selection

Each POS-enabled location maps its own inventory source: the **warehouse** (or warehouses) and the **location bin(s)** its register draws stock from, with one bin marked **primary**. The bins can come from more than one warehouse. On-hand shown and sold at the register — and the oversell check — use the *sum* across the

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chosen bins; the *primary* bin is the sell-from / receive-into target (it's also where an override receive books stock).

1. In the Inventory module, make sure the warehouse(s) you want are **linked to the location's mapped store**. POS only offers warehouses already associated with that store.
2. Go to **POS → Settings → Locations**. Beneath each enabled location, pick a **warehouse**.
3. Tick the **bin(s)** the register sells from in that warehouse.
4. To draw from another warehouse as well, click **+ Add another warehouse** beneath the first one, pick the second warehouse and tick its bins. Repeat for as many warehouses as the location uses. A warehouse can be picked once per location; the **×** beside a warehouse removes it and its bins.
5. Mark exactly one bin as **primary** — across all the location's warehouses there is still only one.
6. Save. When you come back, the location shows one block per warehouse, the primary bin's warehouse first.

How a sale debits stock on a multi-bin register: when your Inventory settings allow negative stock, the whole debit posts to the **primary** bin — the primary absorbs any drift and may go negative. When negative stock is not allowed, the debit automatically **drains across the location's bins** (primary first), so any sale covered by the combined total is never blocked at the till. Serialized items always move at the exact bin their serial record sits in. **Refunds restock the primary bin of the location where the item was sold** — resolved from the location recorded on the sale — so a return always lands back where it came from.

> **Fallback:** If a location is left unconfigured here, it falls back to its store's **default inventory location** — the register still sells and deducts stock, just from that default location.

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6. Payment methods & manual card entry

Payment methods are toggled under **POS → Settings → Payment Methods**. Cash and Card are on by default.

Method	Setting	Notes
Cash	**Cash** (on)	Tender, change, and drawer kick.
Credit / debit (reader)	**Credit / Debit Card** (on)	In-person card via Stripe Terminal.
Check	**Check** (off)	Records a check tender.
Split payment	**Split Payment** (off)	Multiple tenders on one sale.
Manual card entry	**Manual Card Entry** (off)	Key a card by hand — see below.
Saved cards (card-on-file)	**Save card on file** (off)	Charge a customer's stored card.
Gift Card	**Gift Card** (off)	Authorize and redeem an active Gift Card — see 6.3. Also requires the Gift Cards module.
Store Credit	**Accept as payment (In-Store Credit)** (off)	Spend a customer's in-store credit — see 6.4. Requires **Enable In-Store Credit**.

6.1 Manual (keyed) card entry

Turn on **Manual Card Entry** to let a cashier key a card number when a reader isn't available or the card won't read. Manual entry uses the store's Stripe **publishable key**, so make sure that's set (section 8.2). Two guardrails are available:

- **Require Customer for Manual Entry** (default ON) — the sale must be attached to a customer before a keyed card can be charged.
- **Require Zip Code for Manual Entry** — prompts for the billing ZIP so Stripe can run an address-verification (AVS) check.

6.2 Tipping & card processing fee

- **Enable Tipping** shows tip presets on card payments; set the presets in **Tip Presets (% of subtotal)** (default 15, 18, 20).
- **Add a Card Processing Fee** (off by default): when on, a fee of **Percent of the Card Amount (%)** (default 2.9%) plus **Fixed Amount per Card Payment ($)** (default $0.30) is added to card sales, recorded

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separately and shown to the cashier. Cash and check are never charged the fee.

> **Surcharge rules:** Card surcharging is regulated and prohibited in some jurisdictions and by some card-network rules. Confirm it's permitted for your business before enabling, and set the percent to your actual cost of acceptance.

6.3 Gift Cards as a POS tender

POS does not issue or manage Gift Cards — that is the **Gift Cards** module. POS only spends and refunds them. To switch the tender on:

1. Make sure the **Gift Cards** module is installed (contact Indition support to install it) and turned on in its own settings.
2. Turn on **Gift Card** under POS → Settings → Payment Methods.
3. Turn on **Split Payment** as well, unless you only ever expect cards to cover a whole sale — a Gift Card that doesn't cover the total is finished as a split.

Both conditions are required: with the POS setting on but the module unavailable, the button does not appear (and the register does not error). Nothing else needs configuring at the POS end — balance, expiry, and issuance all live in the Gift Cards module.

> **Gift Card tender is online-only.** The balance is verified live at the moment the card is applied, so the register refuses the tender rather than queueing it when the terminal is offline. Plan for that if a location has unreliable connectivity.

> **Security by design.** The card code is exchanged for a short-lived signed authorization; only that token travels with the sale. The full code and the authorization never appear on a receipt, in the order, or in logs. A token is re-checked when the sale completes, so an expired, reused, tampered, or over-balance authorization is refused. Gift Cards also cannot be used to buy Gift Card products.

Test it before go-live with the **Gift Card checks** in section 13.

6.4 In-Store Credit

In-Store Credit gives customers a store-held balance, normally created by a return and spent at the register. Store credit belongs to the **Shop** module (an outstanding balance is a liability and must survive a POS uninstall), but everything is configured on the POS Settings screen.

1. Contact Indition support to set up In-Store Credit on your site, including access to its back-office screens. If the Settings screen says store credit is not set up yet, this step has not been done.

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2. Turn on **Enable In-Store Credit**. This alone offers **Store Credit** as a refund method and shows balances on the customer record.
3. Turn on **Accept as payment** to let customers spend it at checkout. Keeping this off is a deliberate, useful state: you can stop new spending without touching balances customers already hold.
4. Set the optional guards: **Credit expires after** (0 = never — enforced by a scheduled job) and **Manual issue limit** (0 = no cap).
5. Set each location's rules in the **Locations** panel — see below. This is the step people skip, and it decides where a customer's money can actually be spent.

Per-location issue and accept rules

Scope is configured per location, not per workflow, with two independent selects on each POS-enabled location:

Rule	Options	Meaning
Store credit issued here	Brand-wide / This store / This location only	What a return processed at this location creates.
Store credit accepted here	Any of our store credit / This store's credit / Only credit issued here	What this location will honour at the till.

Splitting issue from accept is what makes a mixed estate work in one workflow — a franchise location can issue location-bound credit that only it accepts while corporate locations issue brand-wide credit. Two invariants apply whatever you configure: a location *always* accepts credit it issued itself (otherwise tightening a rule strands a customer's money at the till that created it), and an accept rule can only *narrow* what is spendable, never widen it.

The **Defaults for newly added stores** settings only seed rules for *new* locations; they are not the live rules.

> **Editing a rule does not move existing balances.** Credit keeps the binding it was issued under — deliberately. Widening would spend one location's liability against another location's Stripe account; narrowing has no defensible location to move it to. Consequence to plan for: tightening an accept rule can leave a customer holding credit no location will take. That balance shows on the liability report and is a refund obligation, not a bookkeeping error.

Because scope is per location, one customer can legitimately hold **several** accounts (brand-wide plus store or location accounts). Leave **Spend across balances** (default on) enabled so one sale can spend from several of them, most-restricted first.

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> **Two things store credit refuses outright:** guest/walk-in sales (credit belongs to a real customer record) and a till whose location is not set — it is refused rather than being given a workflow default. Both surface as clear messages at the register.

Testing needs three locations if you use scoping seriously: two locations sharing one online store, plus one on its own. Without two locations on the same store, "this store" and "this location only" behave identically and you cannot tell them apart.

> **Store credit is register-only.** It is not redeemable in online checkout. Web orders are paid by card, Gift Card, or coupon.

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7. Receipts: layouts, logo, print, email & text

Every completed sale can print, email, and/or text a receipt. The header and footer text and the email and text options live in the **Receipt** and **Email Receipt** panels of **POS → Settings**. What a receipt prints, in what order and how it looks is set in **Point of Sale → Receipt Designer** (7.4), with its logo in **Manage Logos** (7.5); the paper and layout each register prints with are set per station (7.6). The built-in receipts carry a **PAID** badge across print, email, and PDF; a designed layout carries it when it includes the **PAID Stamp** piece.

7.1 Header & footer

Set **Receipt Header** and **Receipt Footer** (default "Thank you for your business!"). The store name and address come from the store record. The receipt printer logo is uploaded separately (7.5).

7.2 Email receipts

Turn on **Offer "Email Receipt"** to let cashiers email a receipt with the PDF attached. Configure:

Setting	Purpose
Receipt template	Which email template to use.
Email subject	Subject line of the receipt email.
From name	Sender display name.
From email address	Sender email address.
BCC (optional)	Optional BCC address (e.g. a store mailbox).
Email content (with Customize email content on)	Body text accompanying the receipt.
Attach a PDF of the receipt	Attach the receipt PDF (on by default).

7.3 Text (SMS) receipts

Offer "Text Receipt" (on by default) lets cashiers text a receipt to the customer's mobile number. Texts send through your platform text-message sender (**Messaging → Phone Settings**); the button only appears once that sender is configured.

7.4 Choose the receipt layout

Out of the box the default layouts are the built-in **Indition basic receipt** and **Indition basic refund receipt** — the receipts the register has always printed — so nothing changes until you choose otherwise. The Receipt

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Designer needs the **POS Admin** role.

1. Open **Point of Sale → Receipt Designer**. Under **Sale receipts**, open a layout: **Standard sale receipt** (a designed receipt with your logo, the customer's details and a bar code) or **Full page receipt** (Letter paper) — or **Duplicate** the Indition basic receipt to start from today's receipt.
2. Arrange the pieces and check the **Live preview** (type one of your own sales into **Or a real sale number** to check long item names), then click **Save layout**.
3. Click **Test print** and print it on the receipt printer.
4. When you're happy with it, click **Make default** in the list. Every register prints with the default from its next receipt, unless its station has its own layout (7.6).
5. Do the same under **Refund receipts**.

The emailed receipt, the PDF and the online copy always use the default layout. The *User Manual*'s Receipt Designer chapter covers every setting.

7.5 Upload the receipt printer logo

The receipt printer has its own logo, apart from your website logo: a thermal printer prints black dots only, so a color or gray logo comes out speckled.

1. In the Receipt Designer, click **Manage Logos** (top right).
2. Drag your logo onto the drop area, or click it to choose the file. Best: an **SVG** in solid black on a white or transparent background. A **PNG** works too, ideally at least 1,000 pixels wide (one under 300 pixels wide is refused). JPG is not accepted; the limit is 2 MB.
3. More than one store location? Switch **Set different logos for each location** to Yes to give a location its own logo; a location without one prints the shared logo.
4. If Service & Repair is installed, leave **Use the same logos in POS and Service & Repair** on Yes to keep one set of logos for both.
5. Click **Done**. Changes are saved as you make them.

The logo prints on roll receipts whose layout includes the **Logo** piece (the Standard layouts do; the built-in Indition basic receipts print no logo). The emailed, online and PDF copies, and Letter pages, keep the location's website logo from Store Management.

7.6 Paper and layout for each station

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Each register prints on its own paper and can have its own layouts. A station appears in the list once the register has been opened on that device and named.

1. Go to **Point of Sale → Stations** and click the station's **Receipt Printing** value (for example *80mm roll · Default layout*).
2. Set **Paper this register prints on** to the roll in that counter's printer (58mm, 76mm, 80mm or 112mm), or Letter for an office printer.
3. Leave **Sale receipt layout** and **Refund receipt layout** on *The default layout*, or pick a layout for this station only.
4. Click **Save**, then print a receipt from that register to check it.

> **Service & Repair work orders.** When Service & Repair is linked to the POS, the **Work Order Printing** column on the same screen sets how each station prints work order documents (**Receipt printer**, **Full page** or **Ask each time**) and the receipt paper width for them.

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8. Stripe account & keys

Work in **test mode** first (toggle in the top-right of the Stripe Dashboard).

8.1 Create a Terminal Location

1. Stripe Dashboard → **Terminal → Locations → + New**.
2. Give it a name and address. Save.
3. Copy the `tml_…` ID and paste it into the store's **Stripe Terminal Location ID** field (section 4.1), then save the store.

8.2 Copy the API keys

The register uses the store's own Stripe credentials, so there are no separate Stripe keys on the POS Settings screen. Enter the keys on the online store your POS location is mapped to:

1. Stripe Dashboard → **Developers → API keys**. Copy the **test secret key** (`sk_test_…`) and the matching **publishable key** (`pk_test_…`).
2. Go to **Shop Setting → Store** and open that store. In the **Payment processors** panel, click the edit icon on the **Stripe** row.
3. In the **Stripe Settings** dialog, paste them into **Test API Secret Key** and **Test API Publishable Key**, leave **Is Payment Live** off, and click **Save**.

> For a store with a connected Stripe account (section 10), the **Stripe Settings** dialog shows the connected-account settings instead of key fields — there are no keys to enter.

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8.3 Set up the webhook

1. Stripe Dashboard → **Developers → Webhooks → + Add endpoint**.
2. URL: your site address followed by `/StripeTerminal/Webhook/receive` (for example `https://www.your-store.com/StripeTerminal/Webhook/receive`). If you're unsure of the exact address, Indition support will confirm it for your site.
3. Subscribe to these events:
   - `terminal.reader.action_succeeded`
   - `terminal.reader.action_failed`
   - `terminal.reader.action_updated`
   - `payment_intent.succeeded`
   - `payment_intent.payment_failed`
   - `payment_intent.canceled`
4. If you route stores through Stripe Connect, also enable **"Events on connected accounts"**.
5. Save, copy the **signing secret** (`whsec_…`), and contact Indition support to add it to your site.

> **Firewall:** The webhook URL must be reachable from the public internet. Indition support sets this up for you.

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9. Card readers (Stripe Terminal)

Indition works with two different families of Stripe reader, and they are set up in **completely different ways** — follow the section for the reader you actually have:

- **Smart readers (countertop, Wi-Fi)** — the **Stripe Reader S700** (recommended) and the **S710**. They join your Wi-Fi and are added from the Indition web admin with a pairing code. **Use sections 9.1–9.3.**
- **Mobile / Bluetooth readers** — the **Stripe Reader M2** (and BBPOS Chipper 2X / WisePad 3). These are battery readers that pair over **Bluetooth** to the **Indition companion app** on a phone or tablet. There is **no Wi-Fi setup and no pairing code**, and they are **not** added from the web admin. **Use section 9.4.**

> The browser register can only drive **smart** readers. The **M2 and other Bluetooth readers work only through the Indition companion app** — they cannot be paired or used from the web POS.

9.1 Smart reader — power on & connect Wi-Fi *(S700 / S710)*

1. Plug the USB-C cable into the **left side** of the reader, into the included 12 W power brick, into a wall outlet.
2. Hold the **power button** on the right edge until the screen lights up (first boot ~30 seconds).
3. Swipe in from the **left edge** → **Settings**. Enter the admin passcode `07139`.
4. Tap **Wi-Fi**, choose the store network, enter the password. Wait until the status bar shows the Wi-Fi icon and **Online**.

> **Captive-portal Wi-Fi** (hotel/guest networks with a login page) will block the reader. Use the store's main network.

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9.2 Smart reader — generate a pairing code *(S700 / S710)*

The pairing code is three words that prove the physical reader is yours. It expires after about **30 seconds**, so do the next step right away.

1. Still in **Settings**, tap **Generate pairing code**.
2. Note the three words (e.g. `apple-pear-mango`).

9.3 Smart reader — add it in Indition *(S700 / S710)*

1. Go to **POS → Card Readers → + Add new**.
2. **Store / dealer** — pick the store this reader lives at (this can't be changed after creating it).
3. **Reader name** — a label you'll recognise in a list (e.g. "Front Counter S700").
4. (Optional) **Where in the store** — an internal note like "Lane 1".
5. **Pairing code** — type the three words exactly (order matters; case doesn't).
6. Tick **Set as default reader** if it's the store's only/main reader.
7. Click **Save**. The system registers the reader with Stripe and fills in its reader ID (`tmr_…`), serial number, and device type (e.g. `stripe_s700`). The reader screen switches to a "Ready" view and shows a green **Active** badge in the list.

> **No physical test card yet?** Stripe offers a **simulated reader** in test mode that lets you run the whole flow without tapping a card. Ask Indition support to enable a simulated reader for your account, then pair it as a non-default reader and run a test sale through it.

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9.4 Mobile reader — pair a Stripe M2 in the companion app *(M2 / Chipper 2X / WisePad 3)*

Bluetooth readers are paired **inside the Indition companion app**, on the phone or tablet that will run the register — not from the web admin, and with no pairing code. Before you start: the app is installed and signed in, the device's store has its **Stripe Terminal Location ID** (`tml_…`) set (section 8.1), and the M2 is charged.

1. In the app, complete **Station Setup** so the device is tied to the store (this pulls the store's Stripe Terminal Location, which the reader connects to).
2. When prompted, grant the app **Bluetooth** and **Location** permissions. **Both are required** — on iOS the reader will not connect (and the app may crash) without Location permission.
3. Power on the M2 and put it in pairing mode (hold its button until the light blinks).
4. Open the app's **reader picker** and start a scan. The app discovers nearby readers over Bluetooth and lists them by **serial number**; tap yours.
5. The app connects the reader to the store's Stripe Terminal Location and registers it to the station. It then appears under **POS → Card Readers** with device type `stripe_m2`, using its **serial number** as its ID — Bluetooth readers have no `tmr_…` ID.
6. After this first pairing the app **auto-reconnects** the reader whenever the cashier signs in, so there is nothing to repeat day to day.

> A station has **one reader at a time** — pairing an M2 to a station replaces whatever reader was on it. Keep the M2 charged; it is battery-powered.

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10. Multi-store & Stripe Connect

For a single store on one Stripe account, skip this section. For multi-tenant setups where each store is paid out to its own Stripe account, the system routes each charge to the right place automatically. Routing is now consistent across **every** card rail — the on-screen card flow, the S700/S710 smart readers, the M2 Bluetooth reader (mobile app), and keyed / manual entry — through one routing rule, based on the store on the cashier's open session:

- When a store has an approved **Connected Stripe Account**, every Stripe call for that store (connection token, payment intent, reader processing, refunds) is made on that account (`Stripe-Account: acct_…`) so the money lands there. Reads and refunds ride the same account as the original charge.
- When a store has no connected account, its **own per-store keys** are used (or the platform key when nothing store-specific is configured).
- If a store has a connected account that **isn't approved yet** to accept card payments, card sales are **cleanly declined** with a clear message until approval completes — the sale is never charged against the wrong (platform) account. Cash and check are unaffected.

Verify routing in Stripe Dashboard → **Developers → Logs** — confirm each call ran against the expected account.

> **Tip:** every POS card payment — including the M2 Bluetooth reader — runs on the store's connected account. It is still worth a per-store end-to-end test sale in test mode before go-live to confirm the expected account in the Stripe logs.

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11. Cash drawer & receipt printer

The cash drawer plugs into the receipt printer's drawer port (an RJ-12 "DK-Port" plug) and has no power or computer cable of its own; the printer opens it with a pulse. There are two ways to have that pulse sent:

- **The Indition drawer helper (Windows).** A small background program on the register computer. The register asks it to open the drawer on cash sales and cash refunds (when **Auto-kick on cash sales** is on), on the **Open Drawer** button in the Cash panel, and on every pay-in, pay-out, drop and pickup. Every opening is logged (**Point of Sale → Reports → Drawer Activity**).
- **The printer driver (Mac and Windows).** The receipt printer's own driver opens the drawer every time it prints. There is nothing to install, but the drawer opens on every printed receipt (card sales and reprints too) and not when nothing prints; the register's Open Drawer button and the cash-movement openings need the helper.

The drawer helper runs on Windows only; on a Mac, use the printer driver (11.3). Choose one method per register — with both on, the drawer is told to open twice.

11.1 Install the drawer helper (Windows)

1. Make the receipt printer the register computer's **default printer**: the helper sends the open command through the Windows default printer.
2. On the register computer, run `install-pos-drawer-agent.bat` (Indition gives you the download link) and choose **Yes** at the security prompt. It installs to `C:\pos`, starts at once and at every login, and listens at `http://127.0.0.1:9100`.
3. If antivirus blocks it, add `C:\pos` as an exception in your antivirus.

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11.2 Point POS at the drawer helper

1. In **POS → Settings → Cash Drawer**, set **Enable Drawer Kick** to Yes.
2. Set **Drawer Agent URL** to the helper's address, `http://127.0.0.1:9100` (filled in for you).
3. Leave **Auto-kick on cash sales** on Yes so the drawer opens on cash payments and cash refunds. (Pay-in/out, drops and pickups always open it.)
4. Save, then at the register click **Cash → Open Drawer** to test it.

If the helper is unreachable, the register simply shows a warning toast — it never blocks a sale.

11.3 Or: open the drawer from the printer driver (Mac)

1. **Star TSP143IIILAN** on a Mac: in the printer's options set **Cash Drawer** to **Open Drawer 1** (leave **Cash Drawer 1 Pulse Width** at its 200ms default).
2. **Epson TM-T20III** on a Mac: set **Buzzer/Cash Drawer** to **Open Drawer 1**.
3. On Windows, Star's futurePRNT software and Epson's Advanced Printer Driver have equivalent cash drawer settings.
4. Leave **Enable Drawer Kick** set to No in POS Settings, then print a receipt to test it.

11.4 Receipt printer

Receipts print through the browser's print dialog: the register sends the station's receipt, on the station's paper, to the printer chosen there. Set the receipt printer as the computer's default, or choose it in the dialog, and load receipt paper.

We recommend the **Star Micronics TSP143IIILAN** (network, 80mm paper, cutter): excellent print quality, and our reference printer. The **Epson TM-T20III** (USB, 80mm paper, cutter) also works, but the unit we tested printed noticeably less crisply, so we recommend the Star for new setups.

- **Printable width.** The print head doesn't reach the edges of the roll: 80mm paper prints 72mm wide (58mm prints 48mm, 76mm prints 64mm, 112mm prints 104mm). Receipts are laid out at the printable width, so set each station's paper correctly (7.6).
- **Driver paper size:** the roll, so a long receipt stays one page — on a Mac, Star *72mm * 2000mm* or Epson *Roll paper 80 x 2000 mm*.

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- **Cut at the end of each receipt:** Star *Partial Cut* (the default). Epson on a Mac: *Paper Cut* set to *Cut per job* (the default "No cut" leaves the end of the receipt under the print head); on Windows: *Document[Feed, Cut]*.
- **Chrome's print dialog:** Destination the receipt printer, Paper size the printer's roll, Margins *Default*, Scale *Default*, Headers and footers off. A wrong paper size or scale cuts off the right side or shrinks the receipt.

The header and footer text come from POS Settings; the layout and the receipt printer logo come from the Receipt Designer (7.4, 7.5).

> **Full printer and cash drawer setup** for Windows and Mac — drivers and settings, step by step, for the Star and the Epson — is in the separate **Receipt Printing** guides (the *Receipt Printer Setup Guide* and the *Cash Drawer Setup Guide*, with a troubleshooting guide). A short version is in *Hardware Setup: Receipt Printer & Cash Drawer*.

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12. Touch POS & the register computer

- **Browser** — any current Chrome, Edge, Safari, or Firefox. Run it full-screen/kiosk for a clean register.
- **Barcode scanner** — any USB "keyboard-wedge" scanner works; no driver needed. The register listens for scans automatically.
- **Bookmark** `/pos/` and have cashiers tick "Keep me signed in on this terminal" on trusted machines.
- **Network** — the register needs to reach your Indition site; the card reader needs to reach Stripe. Both must be online for a card sale to finish (if the register drops offline mid-charge, the sale resolves as soon as it reconnects — nothing is lost).
- **Accessibility** — text size and light/dark theme are set per computer from the top bar and remembered.

12.1 Touch POS UI

A touch-optimised register is available for tablets and touch terminals. Enable it under **POS → Settings → Touch Screen**:

- **Enable touch screen UI** — switches on the touch-optimised layout.
- **Auto-start in touch mode on** — automatically serve the touch UI to matching devices (e.g. tablets), so a tablet lands on the touch layout while a desktop keeps the standard register.

The touch UI shares the same catalogue, customers, inventory, payments, and settings as the standard register — it's a layout switch, not a separate system. Pair Bluetooth readers (Stripe M2) with the touch UI on tablets; remember the M2 needs location permission on the device.

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13. Test sale & go-live

13.1 Run a test sale (test mode)

1. Sign in to **/pos/**, open a shift, and add any **$1 item**.
2. Click **Card → Charge**. The screen shows "Sending to reader..." then "Follow prompts on reader...".
3. On the reader, tap a Stripe **test card** (e.g. `4242 4242 4242 4242`) — or drive the simulated reader.
4. The register lands on **Approved** and creates the sale.
5. Confirm it recorded: the sale appears under **POS → Recent Sales**, and in **POS → Reports → Daily Summary** (and **Sales Analytics**) for today, showing the card payment and the correct total.
6. Check your Stripe Dashboard → **Developers → Webhooks** → your endpoint shows recent deliveries all **200 OK**.
7. Refund the test sale from **POS → Recent Sales** (or at the register via **F9**) to clean up.

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13.1b Gift Card and store credit checks

Run these only if you enabled the tenders in sections 6.3 / 6.4. Each one has caught a real misconfiguration.

1. **Gift Card covers the sale.** Ring a $10 item, pay with a card holding at least $10, and confirm the receipt shows `Gift Card •••• ####` with the amount applied — and no card code or authorization anywhere on it.
2. **Gift Card split.** Ring a $40 item and pay $15 from a card with exactly $15 plus $25 cash. Confirm one order, two payment lines, the correct change, and the card now at $0.00.
3. **Gift Card rejections.** Try an empty card, an expired card, and an unknown code. Each must be refused with a readable message, and the sale must remain unpaid.
4. **Gift Card refund.** Refund the split sale. The Gift Card share must go back on the original card *first*, with only the remainder paid from the drawer.
5. **Refund to store credit.** Refund a small cash sale to **Store Credit** with a real customer attached. Read the "spendable at…" wording and confirm it matches that location's *issued here* rule, then check the balance on the customer's Store Credit tab and the new ledger entry.
6. **Spend store credit.** Ring a smaller sale for the same customer and pay with store credit. Confirm the balance drops by exactly that amount and the tender shows as Store Credit, not cash.
7. **Refund a credit-paid sale.** Refund that second sale to cash. The register must return the credit-funded share as *credit* and pay out no cash for it — the balance goes back up, the drawer does not go down.
8. **Scope.** If you use per-location rules, repeat step 6 at a location whose *accepted here* rule excludes that credit and confirm it is not offered, with the blocked balance explained on screen.
9. **Reports.** Run an X report for the session and confirm Gift Card and Store Credit appear as their own tender lines, never folded into Cash or Credit Card.

13.2 Switch to live

1. In Stripe, toggle to **Live mode** and create a live Terminal Location, live API keys, and a live webhook endpoint (with the same events). Copy the live `tml_…`, `sk_live_…`, `pk_live_…`, and `whsec_…`.
2. In the store's **Stripe Settings** (section 8.2), enter the live keys in **Live API Secret Key** and **Live API Publishable Key** and turn on **Is Payment Live** (a store with a connected Stripe account has a

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Live Mode switch there instead). Contact Indition support to add the live signing secret, and update the store's Terminal Location ID with the **live** value.

3. Re-pair the physical reader (a reader paired in test mode must be re-registered against live keys; the simulated reader does not exist in live mode).

4. Run one real **$1 sale** on a card you can refund immediately, then refund it.

13.3 Go-live checklist

- ☐ POS module enabled and at least one location enabled under Settings → Locations
- ☐ Each POS-enabled location mapped to its online store, with its live Stripe Terminal Location ID on the location record
- ☐ Live Stripe secret and publishable keys saved in the store's Stripe Settings with Is Payment Live on, and the live webhook signing secret added by Indition support
- ☐ Webhook endpoint live, reachable, all deliveries 200 OK
- ☐ Reader paired against live keys, showing Active, set as default
- ☐ Staff assigned POS roles (and stores, if multi-store)
- ☐ Cash drawer opens (if using one): the Windows drawer helper running with Enable Drawer Kick on and the Drawer Agent URL set, or the printer driver set to open the drawer (Mac)
- ☐ Receipt printer default-set with paper loaded; header/footer configured
- ☐ Receipt layouts chosen (the defaults in Receipt Designer), the receipt printer logo uploaded in Manage Logos if your layout prints one, and each station's paper and layout set in Stations
- ☐ A test receipt printed at every station, checked for a cut-off right side and a clean cut below the last line
- ☐ Card processing fee, tax, and payment methods set as intended
- ☐ Inventory options reviewed (block oversell, override + cost basis) and each location's warehouse(s) and bins set, if using Inventory
- ☐ Email/SMS receipt sender details set, if using emailed or texted receipts
- ☐ Screen lock & PIN reviewed (idle timeout, roles) if using it on shared terminals
- ☐ Multi-store: each store's card routing confirmed against the expected Stripe account in the logs (payment-intent creation, not just reader processing)
- ☐ One live $1 test sale completed and refunded
- ☐ Gift Cards: module installed and enabled, POS tender switched on, split payment on, and the section 13.1b Gift Card checks passed
- ☐ In-Store Credit: set up by Indition support, feature and tender switches set as intended, **every** POS-enabled location's issue/accept rules reviewed (not left at defaults by accident), expiry and manual-issue limits set, and the section 13.1b credit checks passed

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- [ ] Store credit back office reachable (Accounts / Ledger / Liability) and write access restricted to POS administrators

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14. Troubleshooting

Symptom	Cause & fix
Reader never shows "Online"	Wi-Fi unreachable or captive-portal network. Use the store's main network; power-cycle the reader if stuck "Connecting" over a minute.
"Pairing code expired" on Save	The code is valid ~30 seconds. Tap **Generate pairing code** again and save the admin form immediately.
Reader is Active but the register can't reach it	Reload `/pos/`. Confirm the reader is ticked as **default** for the store under POS → Card Readers.
Reader says "No Location" / "Setup incomplete"	The store record is missing its Stripe Terminal Location ID. Paste the `tml_…` into the store and save (section 4.1 / 8.1).
"Store is not flagged as a POS Location" on first sale	Turn on **Enable POS** for the location under POS → Settings → Locations.
Sale completes on the reader but the register hangs on "Follow prompts…"	The register lost internet. It resolves automatically when the connection returns; nothing is lost.
Device type isn't `stripe_s700` after pairing	Older firmware or a different SKU. Note the returned device type for Indition support.
Webhook deliveries failing at Stripe	Public URL not resolving. Confirm the URL; if it still fails, contact Indition support.
"Card payment is not configured" on the payment screen	The store has no Stripe keys. Add the secret + publishable keys in the store's Stripe Settings (section 8.2), then connect a reader or enable Manual Card Entry.
Connect store: money on the wrong account	Verify the connected account is approved and check Stripe → Developers → Logs that calls carry `Stripe-Account` (see section 10).
Drawer doesn't open	With the drawer helper (Windows): confirm the helper is running, the Drawer Agent URL is correct, and Enable Drawer Kick is on. A warning toast (not a blocked sale) means the helper is unreachable. With the printer driver: confirm the driver's cash drawer option is set to Open Drawer 1, and that a receipt actually printed.

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Right side of the receipt cut off	The paper size in the print dialog or driver isn't the printer's roll, or the scale isn't Default; or the station's paper in Point of Sale → Stations doesn't match the roll. Also check the layout's Printer alignment.
Logo prints speckled or blurred	Upload a solid black SVG (or a large black-and-white PNG) in Receipt Designer → Manage Logos. A color or gray logo comes out as dots on a thermal printer.
A long run of blank paper before the receipt	The page size used for printing doesn't match the printer's roll setting. Choose the roll size (for example Roll paper 80 x 2000 mm) in the print dialog.

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15. Service & Repair at the register (optional)

If the Service & Repair module is in use, the register can find work orders and take payment on them out of the box — nothing to configure here. Two further things are worth knowing.

Cross-store work orders. A search that finds nothing at the register's own store reports how many matches exist elsewhere and shows them on request, each marked as another store's. Payment on another branch's work order is allowed. Scanning a work-order barcode searches every store from the start, since the item is physically present.

Counter intake lets a cashier create a work order and run the whole intake at the till. It is configured on the *Service & Repair* side, not here:

1. Service & Repair → Settings → **POS Integration** on.
2. Then **Work Order Intake at the Register** on. It cannot be selected before the integration is, and clears if the integration is turned off.
3. Each register's store needs a **Service Location** mapped to it.

> If the register reports that Service & Repair is not enabled for the store even though both switches are on, it is almost always the third item — that store has no Service Location. See the Service & Repair Configuration Guide.

Both registers get it. Counter intake appears on the desktop register and on the touch register, from the same two switches — there is nothing separate to turn on for touch. On touch it is reached by **Repairs → + Take an item in**. The work order is identical whichever till took it.

Drop-off photos, signatures, drafts and amending a work order after creation are done on the desktop register. Everything else — customer, items, serial numbers, fault and condition, priority, promised date, storage, deposits and the drop-off receipt — is available on both.

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16. Appendix: settings reference

All settings live under **POS → Settings**. Defaults shown are the out-of-the-box values.

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Setting	Default	Purpose
POS Module Enabled	0	Master on/off switch.
Enabled stores (derived)	[]	Derived automatically from the enabled locations — the online stores your POS locations transact as. Not edited directly; manage locations in POS → Settings → Locations.
Override Real-Time Tax Quoting	0	Use a flat rate instead of live tax quoting.
Default Tax Rate (%)	0	Flat tax rate (%) when override is on.
Add a Card Processing Fee	0	Add a card processing fee.
Percent of the Card Amount (%)	2.9	Card fee percent.
Fixed Amount per Card Payment ($)	0.30	Card fee fixed amount ($).
Cash	1	Show the Cash button.
Credit / Debit Card	1	Show the Credit/Debit button.
Check	0	Show the Check button.
Split Payment	0	Allow split tenders.
Manual Card Entry	0	Allow keyed card entry.
Require Customer for Manual Entry	1	Require a customer for keyed cards.
Require Zip Code for Manual Entry	0	Require billing ZIP (AVS) on keyed cards.
Save card on file	0	Show saved-card buttons / "save card" option.
Use cashier shifts	1	Require opening a shift before selling.
Require a drawer count at shift open	1	Require an opening float at shift open.
Let cashiers void their own sales	0	Cashiers may void own sales in their open shift.

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Prevent selling out-of-stock items	1	Prevent selling out-of-stock items (manager override).
Allow inventory override on out-of-stock products	0	Allow selling out-of-stock tracked items; receive the shortfall on completion.
Record override inventory at	Last purchase cost	Cost basis for override receives: Last purchase cost / Average purchase cost / $0.
Require cashiers to be assigned to a store	0	Require a cashier's store assignment to bind a register. POS Admins are exempt; it never gates station setup.
Enable Drawer Kick	0	Master switch for the cash-drawer agent.
Drawer Agent URL	(empty)	Where the register sends drawer-kick requests.
Auto-kick on cash sales	1	Auto-open the drawer on cash sales.
Enable Tipping	0	Show the tip prompt on card payments.
Tip Presets (% of subtotal)	15,18,20	Tip preset percentages.
Price level	0	Price level (0 = use Shop default).
Product Statuses	sellable, active	Which product statuses cashiers can find.
POS Categories	[]	Limit search to certain categories (empty = all).
Maximum Search Results	200	Max search results (0 = all; server caps at 5,000).
Image Tags	[]	Gallery image tags shown in product detail.
Quick Key SKUs	[]	One-tap product buttons (up to 24).
Receipt Header	(empty)	Text at the top of receipts.
Receipt Footer	Thank you for your business!	Text at the bottom of receipts.
Offer "Email Receipt"	0	Offer emailing the receipt (PDF attached).
Receipt template	(default)	Email template for receipts.
Email subject	(default)	Receipt email subject line.

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From name	(empty)	Receipt email sender name.
From email address	(empty)	Receipt email sender address.
BCC (optional)	(empty)	Optional BCC on receipt emails.
Email content (with Customize email content on)	(default)	Body text of the receipt email.
Attach a PDF of the receipt	1	Attach the receipt PDF to the email.
Offer "Text Receipt"	1	Offer texting the receipt to the customer.
Enable fraction quick-pick	0	Show fraction quick-pick buttons for unit-sold items.
Fraction buttons	(e.g. 1/4, 1/2, 3/4)	Fraction quick-pick presets.
Also allow decimal entry	1	Allow typing a decimal quantity.
Enable touch screen UI	0	Enable the touch-optimised register.
Auto-start in touch mode on	(empty)	Device classes auto-served the touch UI.
Enable screen lock & PIN unlock	0	Master switch for the screen lock / PIN unlock (section 4.3).
Idle timeout (seconds)	300	Auto-lock after N seconds idle (0 = off).
Re-lock interval (seconds)	0	Force re-lock N seconds after unlock (0 = off; deferred mid-sale).
Minimum PIN length	4	Minimum PIN length.
PIN rotation (days)	90	Days before a PIN must be reset (0 = never).
Max unlock attempts	5	Wrong PINs before a forced full re-login.
Roles the lock applies to	cashier, manager, admin	POS roles the screen lock applies to.
Gift Card	0	Show the Gift Card button. Also requires the Gift Cards module to be installed and enabled (section 6.3).

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Enable In-Store Credit	0	Master switch for In-Store Credit — refund-to-credit and customer balances (section 6.4).
Accept as payment	0	Show the Store Credit button at checkout. Off still allows balances to exist and grow.
Spend across balances	1	Let one sale draw from several of the customer's accounts, most-restricted first.
Credit expires after	0	Months until unspent credit expires (0 = never). Enforced by a scheduled job.
Manual issue limit	0	Cap on a single manual issue by an administrator (0 = no cap).
Credit issued there can be spent at	Any of our stores	Seed value for a new location's "issued here" rule: Any of our stores / That store only / That location only.
That store will accept	Any of our store credit	Seed value for a new location's "accepted here" rule: Any of our store credit / That store's credit only / Credit it issued itself only.

The seven In-Store Credit settings are edited on the POS Settings screen but belong to the **Shop** module, because the accounts and ledger are Shop-owned. The live per-location issue/accept rules are set per location, like the enablement and warehouse mapping below.

The **per-location enablement, store mapping, and warehouse/bin selection** (sections 3.2 & 5.3) are configured per location in the **POS → Settings → Locations** panel.

Receipt layouts, the receipt printer logos, and each station's receipt paper and layouts (sections 7.4–7.6) are set in the Receipt Designer and on the station, and they apply to every web address of the site.

© Indition. For day-to-day register use, see the *Point of Sale User Manual*. Need help? support@indition.com

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