INDITION COMMERCE

Point of Sale

User Manual — the complete guide to running your register: opening a shift, ringing up sales, taking payment, refunds & exchanges, cash-out, and the administrator settings.

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About this manual

Indition Point of Sale (POS) is a browser-based cash register that runs at `/pos/` on any modern computer or tablet. It rings up in-store sales against your live Shop catalogue, takes cash, card, and check payments, manages your cash drawer, and handles returns and exchanges.

This manual is written for the people who use the register every day. It is organised by who you are:

- **Cashiers** — read sections 1–10. Everything you need to open your till, ring up sales, take payment, and cash out.
- **Managers** — also read sections 11–12. Voids, oversell approvals, refunds, and the reports that tell you how the day went.
- **Store administrators** — read sections 13–14 for the back-office settings and the Receipt Designer. Hardware and first-time installation are covered in the companion *Setup Guide*.

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1. Signing in & opening your shift

Signing in

Open your web browser and go to your store's register address, which ends in `/pos/` (your manager will give you the full address). You sign in with the same email and password you use for the Indition back office.

- Enter your **Email** and **Password** and click **Sign In**.
- Tick **"Keep me signed in on this terminal"** on a register that only you or trusted staff use, so you don't have to type your password every time.

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Opening your shift (the drawer count)

The first thing you do each day is open a **shift**. A shift links every sale you ring up to you and to the cash that should be in your drawer, so the totals add up at the end of the day.

1. When you sign in, the **Open Shift** screen appears: *"No active session for [your name]. Count the cash in the drawer and enter the opening float to start the shift."*
2. Count the cash already in your drawer (your starting "float").
3. Type that amount into **Opening cash float**, or tap one of the quick buttons: `$0` `$50` `$100` `$200` `$300` `$500`.
4. Click **Open Shift & Start Selling**. You'll see *"Shift opened · float $X.XX"* and the register is ready.

> **Note:** Your store may be set up to skip this step. If counting isn't required you'll see a **"Skip the count and open at $0"** button, and if shifts are turned off entirely the register opens straight to the sales screen.

Locking & unlocking the register (PIN)

If your store turns on the **screen lock**, the register locks itself when it's been idle for a while so nobody can use your till while you're away. You unlock it with a short **PIN** — much quicker than typing your full email and password again.

- **Set your PIN.** The first time the lock applies to you, the register asks you to choose a PIN (your store sets the minimum length). Pick something only you know and confirm it. You can change it later, and your store may ask you to choose a fresh one every so often.
- **When it locks.** The screen dims to a lock overlay after a set idle time. Some stores also re-lock a short while after each unlock (handy for locking between customers). It will *not* lock in the middle of a sale — a transaction is never cut off.
- **To unlock.** Tap your PIN and you're straight back where you were.
- **Lock it yourself.** Stepping away? Use the **Lock** button to lock the screen right away.
- **Forgot it, or typed it wrong too many times?** After too many wrong tries the register signs you out. Just sign in again with your normal email and password — that unlocks the terminal and lets you set a new PIN.

> **Good habit:** lock the screen whenever you leave the counter, even for a moment. The lock only applies to POS staff and never changes how you sign in anywhere else.

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2. The register screen at a glance

The screen has two halves. The **left side** is the current sale (the receipt as it builds). The **right side** is where you work — searching for products, picking a customer, and taking payment, organised into three tabs.

Top bar

- Your name badge (e.g. *Cashier: John Smith*), a **Cash** link (the cash-drawer panel), and **Sign out**.
- A reminder strip of the most-used keys: `F1` New · `F2` Customer · `F3` Search · `F4` Pay · `Del` Void · `F5` Discount · `Esc` Cancel.
- On the right: text-size buttons (**A** / **A** / **A**), a light/dark theme toggle (☀ / ☾), and a live clock. Your text-size and theme choices are remembered on that computer.

The sale (left side)

- **Customer bar** — shows *Guest* until you attach a customer.
- **Items list** — columns are *Qty · Item · Unit $ · Total*. Empty until you add something: *"Scan a barcode or search for a product to begin."*
- **Totals** — Subtotal, any Discount (in red), Tax (with the rate shown), and the bold **TOTAL**.

The work area (right side)

Three tabs:

- `F3` **Products** — search or scan to add items (this is the default tab).
- `F2` **Customer** — look up or create a customer.
- `F4` **Payment** — take the money.

Bottom bar

Quick buttons for `F1` New Order, `Del` Void Item, `F5` Discount, `F6` Note, `F7` Hold, `F8` Recall, `F9` Find Order, and (if your store uses Service & Repair) `F10` Work Orders. The big **F4 PAY NOW** button is on the right.

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3. Adding items to a sale

Scanning a barcode

Just scan. The register is always listening for the scanner, so you don't need to click into the search box first. The item drops straight into the sale and you'll see a brief *"Added: [product name]"* confirmation.

Searching by name

1. Press `F3` (or click the **Products** tab) and start typing a product name or SKU.
2. Use `↑` `↓` to move through the results and `Enter` to add the highlighted one, or click the **+** button next to any result.
3. Click the small **i** button on a result to see full product details — photos, stock on hand, on-order count, description, and specifications — before adding it.

Quick Categories let you filter the list to one department with a tap. **Quick Keys** are one-tap buttons your administrator pins for your best-sellers (e.g. a class fee or a bag of needles).

Items that ask a follow-up question

- **Products sold by the unit** (fabric by the yard, items by the foot/pound, etc.) open a **Quantity** box. Enter a whole number plus a fraction button (⅛ ¼ ⅓ ½ ¾) or type a decimal like `3.25`. The running total updates as you choose.
- **Serial-numbered products** open an **Enter Serial Number** box. Scan or type the serial; you'll see ✓ *Available* in green when it's valid. Click **Add to Order**.

Changing quantity or removing an item

- Click the **Qty** on any line to open the quantity editor — use **–** / **+**, then **Update**, or **Remove Item** to take it off.
- To quickly delete the selected line, press `Del` or the **Void Item** button.

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4. Selling out-of-stock items

For products your store tracks in inventory, the register knows how many are on hand at your store. What happens when you try to sell more than that depends on two settings your administrator controls. You don't turn these on or off at the register — you just see the result when it matters.

When the register stops you (block oversell)

If **"Prevent selling out-of-stock items"** is on (the usual setting), and a tracked item in the cart would take you past what's on hand, the register stops you at the **payment** step with a clear message naming the item and how many are available. The sale can't go through as-is.

- **If you're a cashier without override permission:** reduce the quantity to what's available, or remove the item, then take payment as normal. Ask a manager if the customer needs more than the store has.
- **If you're a manager (or a manager is with you):** an **Authorize & Continue** button appears. Click it to let the sale go through anyway. The override is recorded against the sale.

> **Note:** Serial-numbered items are always checked, even if other stock checks are relaxed. Items your store does *not* track in inventory are never blocked.

When you can sell it anyway (inventory override)

Some stores turn on an **inventory override** for the everyday case where the item is physically in your hand even though the system shows zero (a delivery not yet booked in, a counting slip). When this is on, completing the sale of a tracked out-of-stock item is allowed:

- You ring the item up and take payment as normal — there's no separate step for you to do.
- Behind the scenes, the register **receives the missing quantity into inventory first and then sells it**, so the on-hand count reconciles to the truth instead of going negative. This leaves a clear audit trail of what was received and why.
- Your administrator chooses what cost the received stock is recorded at (its last purchase cost, its average cost, or $0). That's an accounting choice and doesn't change anything you do at the register.

> **In short:** if your store blocks oversell, you'll be stopped and a manager can authorize. If your store also allows the inventory override, the item simply sells and the stock count fixes itself. You take payment the same way either way.

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5. Customers

Attaching a customer is optional for a cash sale but recommended — it links the sale to their history, loyalty, and saved cards, and is required for keyed card entry if your store turns that on.

Attaching a customer is also what makes their stored value usable: their **Gift Cards** and their **store credit balance** only appear once they're on the sale. Store credit can never be spent on a Guest sale.

Finding an existing customer

1. Press `F2` for the **Customer** tab.
2. Type a **phone number or name**. Results appear as you type — use `↑` `↓` and `Enter`, or click to attach.

Creating a new customer

Click **+ New Customer**, fill in the form (first/last name, email, phone, and address — all required), and click **Save Customer & Continue**. To skip entirely, click **Continue as Guest**.

> **Tip:** A green **TAX EXEMPT** badge appears on the customer bar if the customer is flagged tax-exempt in their record — the tax line drops to zero automatically.

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6. Discounts, notes, hold & recall

Discounts F5

Press **F5** to open **Apply Discount**. Choose **Percent %** or **Amount $**, type the value (or tap a preset 5 / 10 / 15 / 20 / 25 / 50%), and pick whether it applies to the **Entire Order** or a **Selected Item**. Click **Apply Discount**.

You can also discount a single line directly: click that line's **Total** price to open the **Line Discount** box. The discount shows in red on the line and in the order totals, and tax is recalculated on the discounted amount.

Order note F6

Press **F6** to attach a note to the sale (for example a special instruction). It shows as a badge on the totals and prints on the receipt.

Hold & recall F7 / F8

- **Hold** (**F7**) — parks the current sale (optionally with a name like the customer's) so you can serve someone else. The cart clears and you get a fresh sale. You'll see *"Order held as [number]"*.
- **Recall** (**F8**) — opens the list of held sales (item count, customer, time, total). Tap one to bring it back. Your current cart must be empty to recall.

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7. Taking payment

When the cart is ready, press `F4` or click **PAY NOW**. Pick a payment method. Which buttons appear depends on what your store has enabled — typically 💵 **Cash**, 💳 **Credit / Debit**, and optionally 📝 **Check**, 🎁 **Gift Card**, 🎟️ **Store Credit**, and ⚡ **Split**.

Cash

1. Click 💵 **Cash**. The amount **Due** is shown.
2. Type the cash handed over in **Amount Tendered**, or tap a quick button ($1 / $5 / $10 / $20 / $50 / $100), or **Exact** to fill the exact total.
3. The green **Change Due** appears once you've entered enough.
4. Click **Complete Sale** (or press `Enter`). If your drawer is connected, it pops open automatically.

Credit / Debit card

1. Click 💳 **Credit / Debit**. If a card reader is connected you'll see its status; the amount to charge is shown (including the card fee if your store applies one — see section 8).
2. Click **Charge $X.XX**. The screen shows *"Sending to reader…"* then *"Follow prompts on reader…"*.
3. The customer taps, inserts, or swipes on the reader. When it says **Approved**, the sale completes and the receipt screen opens.

Keying a card in by hand (manual card entry)

When there's no working reader — or your store doesn't use one — and **Manual Card Entry** is turned on, you can type the card details in instead. A secure card-entry form appears in place of the reader prompt.

1. Click 💳 **Credit / Debit**, then choose **Key in card** (or it appears automatically if no reader is connected).
2. Type the **card number**, **expiry**, and **security code**. If your store requires it, you'll also be asked for the card's **billing ZIP / postal code** — this is an anti-fraud check (AVS), so enter the ZIP tied to the card.
3. Click **Charge $X.XX**. When it's approved the sale completes and the receipt screen opens.

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> **You may be asked to attach a customer first.** Some stores require a real customer (not *Guest*) on keyed card sales for chargeback protection. If so, the register sends you to the Customer tab — find or create the customer, then come back and key the card. The card details themselves are handled directly by the payment provider and are never stored on the register.

Tips

If tipping is enabled, an **Add a tip?** prompt appears before the card is charged. The customer picks a preset percentage, enters a custom amount, or chooses **No tip**. The tip is added to the card charge.

Saved cards

When a customer is attached and your store allows it, you can tick **"Save card on file"** during a card sale. Next time, their saved card appears as a one-tap button (e.g. 💳 *VISA ••••1234*).

Check

Click 📝 **Check**, enter the **Check Number**, and click **Accept Check**.

Gift Card

If your store accepts Gift Cards you'll see a 🎁 **Gift Card** button on the payment screen.

1. Click 🎁 **Gift Card**.
2. **Scan the card's barcode** into the **Gift Card code** box, or type the code by hand. Spacing and upper/lower case don't matter.
3. Click **Check balance**. The register shows the card as **•••• ####** with the balance on it right now.
4. The **Apply** amount is filled in for you — the whole sale if the card covers it, otherwise the card's full balance. You can lower it.
5. Click **Apply Gift Card**. If the card covered the sale, you're done; if not, the rest is collected as a split payment (see below).

Wrong card? Click **Use a different Gift Card** and scan again.

> **Gift Cards need an internet connection.** The balance is checked live every time, so a Gift Card can't be taken while the register is offline. If you leave the card sitting on screen for a long time the check expires — just scan it again.

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> **Things the register will stop you doing:** spending more than the card holds, using the same card twice on one sale, using a Gift Card to buy another Gift Card, and taking a card that's empty, expired, or cancelled. Each one gives you a plain-English message.

Checking a Gift Card balance (no sale)

A customer asking "how much is on this?" doesn't need a sale at all. Use **Gift Card balance**, scan or type the code, and the register shows the balance, the card's status, and its expiry. Nothing is charged and nothing is recorded against the card.

When a customer is attached to the sale, any Gift Cards *they* own are listed for you automatically — on the payment screen next to their name, and on their customer detail panel — as •••• *1234 $25.00*. Empty or expired cards still appear with their status so you can explain them, but they can't be spent.

Store Credit

Store credit is money the shop owes a customer — usually from a return. If your store uses it, a **Store Credit** button appears at payment *once a customer is attached* and they have a balance this register can accept.

1. Attach the customer (section 5) — store credit belongs to a person, so it's never offered on a Guest sale.
2. Click **Store Credit**. The panel shows the **Amount due**, the credit **Available here**, and what would be **Remaining after credit**.
3. The **Apply** amount is filled in for you and can be lowered. You can never apply more than the customer has available at this till.
4. Click **Apply store credit**. If credit covers the sale it completes; if not, the remainder moves to a split payment for you to collect.

> **"Available here" can be less than the customer's total balance.** Credit can be tied to the store or the location that issued it. If some of their balance can't be spent at your register, the panel says so, and why — so you can explain it to the customer instead of guessing. Credit your own location issued is always spendable at your own location.

Split payment

Click **Split** to combine tenders on one sale (e.g. $50 cash + the rest on card). The panel always shows **Total**, **Paid so far**, and **Remaining**. Add each tender (**Add Cash** / **Add Card** / **Add Check** / **Add Gift Card** / **Add Store Credit**) until Remaining reaches $0, then the sale completes.

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This is the normal way to use a Gift Card or store credit that doesn't cover the whole sale: apply the stored value first, then collect the difference in cash or on a card.

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8. The card processing fee

Your store may pass the card-processing cost on to customers who pay by card. When this is turned on, a card sale shows the breakdown clearly on the payment screen, for example:

```
Subtotal $100.00  +  card processing fee $3.20
```

The fee is calculated as a percentage of the card amount plus a small fixed amount — the common default is **2.9% + $0.30** (so a $100 card sale is charged $103.20). Key points to know at the register:

- The fee **only** applies to card payments. **Cash and check are never charged a fee** — so a customer can avoid it by paying cash.
- The fee is shown as its own line so the customer sees exactly what's added. It is added *on top* of the total; it never reduces what the store collects on the sale itself.

> **Note:** Service & Repair work-order payments taken at the register use their own separate fee setting, which may differ from the POS fee.

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9. Finishing the sale & receipts

After payment, the **Sale Complete ✓** screen shows the receipt with its sale number, items, totals, and payment. A green **PAID** badge sits on the completed receipt so it's obvious at a glance the sale is settled. The receipt your registers have always printed (the *Indition basic receipt*) carries it on the printed copy, the emailed PDF, and the texted receipt; a layout made in the Receipt Designer carries it wherever the layout includes the **PAID Stamp** (see section 14). Choose how to deliver it:

- 🖨️ **Print Receipt** — prints the receipt your station is set up for (its paper and receipt layout, chosen by your administrator) through your browser's print dialog. Pick the receipt printer if it isn't already chosen.
- 📧 **Email Receipt** — emails the receipt to the customer's address on file, with a tidy PDF copy attached.
- 📱 **Text Receipt** — sends the receipt to the customer's mobile number on file as a text message (SMS).
- **No Receipt** — skip.

A few things always show on the receipt itself, whichever way it's delivered — on the register screen, the emailed copy, and the customer's receipt link:

- **Serial numbers.** For serialized items, the serial number(s) sold print under the item as `S/N: …`, so the customer has them for warranty and registration.
- **Card processing fee.** If your store applies one (see section 8), it appears as its own line on the receipt rather than being folded into the total.
- **Gift Card and Store Credit.** Each appears as its own payment line — a Gift Card as `Gift Card •••• ####` with the amount applied and, where the receipt format allows, the balance left on the card. For the customer's security the full card code is never printed.

On a layout made in the Receipt Designer, your administrator decides what prints — serial numbers, for example, are a switch on the layout's **Items** piece. The printed receipt follows your station's layout; the emailed copy, the PDF and the receipt link always follow the store's default layout.

The register then returns to a fresh sale automatically. You can also press **F1** at any time to start a new order (you'll be asked to confirm if the current cart isn't empty).

> **Note:** Email/Text only work if the customer has an email/phone on file — for a guest you'll see a gentle warning instead.

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10. Cash drawer & closing your shift

Click **Cash** in the top bar to open the **Cash Drawer & Shift** panel at any time. It shows your running totals: **Sales**, **Refunds**, **Net**, the **by-tender** breakdown, and the **Expected cash** that should be in your drawer.

Mid-shift cash movements

Use these buttons whenever cash moves in or out of the drawer for a reason other than a sale. Each asks for an amount and an optional reason, and (if enabled) pops the drawer:

Button	Use it when…	Effect on expected cash
Pay In	You add cash to the drawer (e.g. extra change)	Increases
Pickup	You bring cash into the drawer from the safe	Increases
Pay Out	You take cash out for an expense (e.g. reimbursing a driver)	Decreases
Drop	You move cash to the safe/deposit	Decreases
Open Drawer	You need to open the drawer with no sale	No change

> **No Open Drawer button?** It appears only when your store opens the drawer through the drawer helper (**Enable Drawer Kick** in POS Settings). If your drawer opens through the receipt printer's own driver instead (the usual setup on a Mac), it opens whenever a receipt prints, and the movements above don't open it.

Closing the shift (the Z report)

1. Open the **Cash** panel and count the physical cash in your drawer.
2. Type that figure into **Counted cash in drawer**.
3. Click **End Shift & Print Z**. You'll see the **Expected**, your **Counted** amount, and the **Variance** (green if it matches, red if it's over or short). Confirm to close.
4. The **Z Report** appears with the full shift summary. Print it (or screenshot it), then choose **Start New Shift** for the next cashier or **Done**.

The expected cash is worked out as: *opening float + cash sales − cash refunds + pay-ins/pickups − pay-outs/drops*. The variance is simply your counted cash minus that expected figure.

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11. Refunds & exchanges

Press F9 to open **Find Previous Order**. Search by **sale number, customer name, phone, or email** and click the matching sale.

A straight refund

1. On the sale, choose how much of each line to return (with serial-level control on serialized items).
2. Pick the **refund method** (back to the original card, cash, or — if your store uses it — **Store Credit**) and optionally type a reason.
3. Click **Process Refund**. Returned items go back into stock and the customer is refunded.

Refunding to Store Credit

Choosing **Store Credit** puts the refund on the customer's account instead of handing back cash or crediting a card. Before you commit, the register tells you *where that credit will be spendable* — at any of our stores, at this store, or at this location only, depending on how your location is set up. Read that line to the customer; it's the thing they'll ask about later.

A customer must be attached to refund to store credit — it can't be issued to a Guest sale.

Refunding a sale that was paid with a Gift Card or store credit

You don't have to do anything special, and you shouldn't try to work the amounts out yourself. The register splits the refund for you:

- Whatever was paid with a **Gift Card** goes back onto that same card first.
- Whatever was paid with **store credit** goes back to the account it came from, as credit.
- Only what's left over is refunded to the card or paid out of the drawer.

> **Why you can't refund store credit as cash.** The customer didn't pay cash for that part of the sale, so paying cash back would hand them money the shop never took. The register returns that share as credit whichever refund method you pick, and refunds only the genuine remainder by your chosen method.

> **Don't process the same sale on two registers at once.** If a colleague is already refunding, voiding, or exchanging that order, your register will refuse rather than risk refunding it twice. Wait for them to finish and try again.

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An exchange

From the same screen, click **Exchange Items →**. Select the items being returned, then add the replacement items. The register works out the difference:

- **Even exchange** (returned = new): click **Complete Exchange**, no money changes hands.
- **Customer owes money** (new worth more): take the difference like a normal payment.
- **Money owed to customer** (returns worth more): pick a refund method — cash, the original card, or **Store Credit** if your store uses it — and click **Process Refund & Complete**. As with a straight refund, anything the original sale paid with a Gift Card or store credit is restored to that card or account first.

A customer paying the difference on an exchange can use any tender the register offers, including a Gift Card or their store credit.

> **Permission:** Voiding or refunding completed sales normally requires a manager. If your store allows cashier self-void, you can void only *your own* sales while your shift is still open — older sales and other cashiers' sales still need a manager.

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12. Manager tasks

Voids

A **void** cancels a completed sale. By default only managers can do this. When a cashier hits a sale they're not allowed to void, a manager signs the action off.

Approving an oversell

If your store blocks selling out-of-stock items, a cashier who tries to sell more than is on hand is stopped at the payment step. A **manager** sees an **Authorize & Continue** button to allow the sale anyway (this is recorded). A cashier without permission must remove the item. See section 4 for the full picture, including the optional inventory override that lets such an item sell and reconciles the stock count automatically.

Service & Repair work orders F10

If Service & Repair is in use, press `F10` to look up a work order by invoice number, work-order number, or customer, and take payment on its balance right at the register.

If a search finds nothing at your store, the register tells you how many matches exist at **other stores** and offers to show them; those rows are clearly marked, and you can take a payment on another branch's work order. Scanning a work-order barcode searches every store from the start — the item is physically in front of you.

Taking a repair in at the till

Where the shop has switched it on, the F10 dialog also offers **Create Work Order**, and you can book an item in for repair without leaving the register or signing in to the back office. It produces an ordinary work order, in your store's own numbering, visible to the workshop straight away.

1. **Customer.** Use the *Customer* tab on the right as you always do. While the intake form is open, whoever you pick goes on the **work order** rather than on a sale — a reminder on the panel says so, and PAY NOW is hidden because there is nothing to pay for yet.
2. **Items.** Type make and model, or add the item from the *Products* tab. If the customer has bought from you before, **Look up their previous orders** lets you pick the exact item they bought — that is what lets the workshop see the warranty position without anyone checking.
3. **Serial numbers.** Items sold as serialised are marked and stay highlighted until you enter one. If that serial has been in before, you get a **Seen before** note with the previous repairs.
4. **The rest.** What's wrong with it, condition, accessories left with it, how urgent, when it's promised, and where it's being stored.
5. **Finish.** The last screen lists each item being left — make, model, serial, condition — so you can read it back before the customer goes.

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From that screen you can print the drop-off receipt and the work-sheet tag (the tag carries the barcode F10 scans later), email the receipt, text a tracking link where the customer has agreed to texts, add photos, **take a deposit**, or **edit the work order** if something needs correcting while they are still standing there.

> **Deposits** follow whatever your shop has set. A fixed deposit is named on the button and filled in for you. A percentage deposit shows no amount — there is no quote yet to take a percentage of — and falls due when the quote is approved. If your shop takes no deposits, there is no button. Part payment is fine; the rest stays on the work order.

> **Busy? Save as draft** parks a half-finished intake and it is waiting for you at that register when you come back.

Taking a repair in on a touch register

If your till runs the **touch** register rather than the desktop one, you can take an item in there too — it is the same work order, in the same numbering, and the workshop cannot tell which till it came from.

1. Tap **Repairs**, then **+ Take an item in**. (If that button is not there, counter intake is switched off for your shop — see your manager.)
2. Everything you are asked for is on **one screen** you scroll through, rather than a series of steps: customer, the items being left, then the details.
3. Tap **Choose a customer** and search by name, email or phone. You come back to the intake with them attached — picking a customer here does not change who the current sale is for.
4. Tap **+ Add an item** for each thing being left: make, model, serial number, what is wrong with it, and the condition it arrived in. If that serial has been in before, a **Seen before** note appears with the previous repairs.
5. Set the priority, promised date, where it is being stored, and anything left with it.
6. Tap **Create work order**. The next screen lists what is being left so you can read it back to the customer before they go.

From that screen you can **take a deposit**, **email the receipt**, or **text a link** where those are available, then tap **Done**.

> **Deposits on touch:** tap **Take a deposit** and key the amount on the numpad — nothing is filled in for you unless your shop asks for a fixed amount, because until the repair is quoted there is no total to take a percentage of. Then choose cash, card or cheque as usual.

> The touch register does not yet do drop-off photos, signatures, drafts, or amending a work order after it is created. Use the desktop register for those; the work order itself is identical either way.

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Store credit (in the back office)

When In-Store Credit is switched on, three screens live under **Store Credit** in the back office, plus a **Store Credit** tab on each customer record:

Screen	What it shows
Accounts	Every store-credit account: the customer, where its credit can be spent, the current balance, and its status. Filter in the grid.
Ledger	Every movement — credit issued by a return, spent at a till, reversed by a refund, adjusted, voided, or expired — with the till that moved it. Nothing is ever edited or deleted; corrections are new rows.
Liability	Total outstanding credit — what the business currently owes customers.
Customer → Store Credit tab	Every account that one customer holds, with balances and where each can be spent. A customer can legitimately hold more than one.

Issuing credit by hand, adjusting a balance, voiding an account, and suspending one all require a **POS administrator**. POS managers can view these screens but cannot change balances.

Reports (in the back office)

Managers can review activity in the back office under **POS → Reports** and **POS → Sales Analytics**:

Report	What it shows
Sessions	Every shift: cashier, open/close times, opening & closing float, sales count and total, number of cash movements. Filter by cashier, status, and date. Export to Excel. Click into a session for its full tender breakdown and cash reconciliation.
Cash Movements	Every drop, pickup, pay-in and pay-out, colour-coded by direction, with reason and reference. Filter by kind, cashier, and date. Export to Excel.
Daily Summary	Day-by-day sale count, sales, refunds, net, and sessions opened/closed, with a range total. Export to Excel.
Sales Analytics	At-a-glance cards (sales, gross, tax collected, average ticket), a daily-gross trend line, and your top-selling SKUs. Filter by date range (7–90 days) and store.

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13. Administrator settings reference

Store administrators configure the register in the back office under **POS → Settings** (`/admin/POS/admin/settings/index`). Below is what each control does. Hardware pairing and first-time installation are in the companion *Setup Guide*.

Turning POS on

- **POS Module Enabled** — the master switch. Off by default; nothing works at `/pos/` until it's on.
- **Locations** — this panel lists every physical location from **In-Store Pickup → Stores**. For each location that will run a register, turn on **Enable POS**, pick the **online store it transacts as**, and map its inventory source (see *Inventory* below). More than one location can share the same online store — each keeps its own inventory setup, and each location's own address is used for tax and the receipt header. If no locations exist yet, the panel links you to In-Store Pickup → Stores to add one.

Tax

- **Override Real-Time Tax Quoting** — off by default (the system quotes live tax automatically). Turn on to charge a single flat rate instead.
- **Default Tax Rate (%)** — the flat rate used when the override is on.

Card processing fee

- **Add a Card Processing Fee** — off by default. When on, card payments carry a recovery fee (cash/check never do).
- **Percent of the Card Amount (%)** — default **2.9**.
- **Fixed Amount per Card Payment ($)** — default **0.30**.

Payment methods

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Setting	Default	What it does
Cash	On	Shows the 💵 Cash button.
Credit / Debit Card	On	Shows the 💳 Credit / Debit button.
Check	Off	Shows the 📝 Check button.
Split Payment	Off	Shows the ⚡ Split button for combining tenders.
Manual Card Entry	Off	Lets cashiers key a card by hand (secure entry) when no reader is connected.
Require Customer for Manual Entry	On	Forces a real customer on keyed card sales (chargeback protection).
Require ZIP for Manual Entry	Off	Asks for the card's billing ZIP on keyed card sales (AVS fraud check).
Save Card on File	Off	Shows saved-card buttons and the "save card" option for attached customers.
Gift Card	Off	Shows the 🎁 Gift Card button (and *Add Gift Card* inside split payment). Also requires the **Gift Cards** module to be installed and enabled — with the setting on but the module off, no button appears.

Gift Cards & In-Store Credit

Two stored-value tenders, each switched on separately and each off by default.

Gift Cards are managed by the Gift Cards module; POS only spends and refunds them. Turn on *Gift Card* in Payment Methods above. Nothing else is configured at the POS end — balances, expiry, and card issuance all live in the Gift Cards module. Gift Card tender needs a live internet connection, because the balance is verified at the moment it's applied.

In-Store Credit is configured on this Settings screen, in the **In-Store Credit** section:

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Setting	Default	What it does
Enable In-Store Credit	Off	Master switch. Offers **Store Credit** as a refund option on returns and shows balances on the customer record.
Accept store credit as payment	Off	Shows the Store Credit button at checkout. Turning this off stops new spending without touching balances customers already hold.
Draw across accounts	On	Lets one sale spend from several of the customer's accounts, most-restricted first.
Credit expires after	0 (never)	Months until an unspent balance expires. A scheduled job does the expiring.
Manual issue limit	0 (no cap)	The largest amount an administrator may issue by hand in one go.
Default issue / accept scope	Brand-wide / Any	Only used to seed a *new* location's rules. The live rules are the per-location selects in the Locations panel.

Where credit can be spent is set per location, on the **Locations** panel above. Each location has two independent rules:

- **Store credit issued here** — what a return at this location creates: spendable at *any of our stores*, at *this store*, or at *this location only*.
- **Store credit accepted here** — what this location will take: *any of our store credit*, *its own store's credit*, or *only credit it issued itself*.

Splitting the two is what lets a mixed estate work — for example a franchise location issuing credit only it honours, alongside corporate locations issuing brand-wide credit, in the same workflow. Two rules are enforced whatever you configure: a location always accepts credit it issued itself, and an "accepted here" rule can only narrow what is spendable, never widen it. Changing a location's rules **does not move balances customers already hold** — existing credit keeps the rules it was issued under.

> **Balances outlive the switches.** Turning In-Store Credit off does not delete or hide anything: the accounts, ledger, and liability screens stay available, with a banner. Outstanding credit is money the business owes and must remain visible and auditable.

Register policy & shifts

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Setting	Default	What it does
Use cashier shifts	On	Requires opening a shift before selling.
Require a drawer count at shift open	On	Forces entering the opening float.
Let cashiers void their own sales	Off	Allows a cashier to void their own sales within their open shift; otherwise voids need a manager.
Prevent selling out-of-stock items	On	Stops a sale that exceeds stock on hand; a manager can override. (Inventory module required.)
Require cashiers to be assigned to a store	Off	Cashiers must be assigned a store (see Staff & Store Access) before the register binds.

Inventory (when the Inventory module is enabled)

These control how the register treats stock at the till. They appear only when your store runs the Inventory module. See section 4 for what the cashier sees.

Setting	Default	What it does
Prevent selling out-of-stock items (block oversell)	On	Stops a tracked line that exceeds on-hand at the location (summed across its chosen bins); a manager can authorize the sale anyway. Serial items are always checked; untracked items are never blocked.
Allow inventory override on out-of-stock items	Off	When on, 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.
Override cost basis	Last purchase cost	The cost the received stock is recorded at when an override happens — *Last purchase cost*, *Average purchase cost*, or *$0*.

Beneath each POS-enabled location in the **Locations** panel you also choose the inventory **warehouse** and the **bin(s)** the register draws stock from, marking one **primary** — the sell-from / receive-into bin (refunds restock there, and an override receives stock there). To draw from more than one warehouse, use **+ Add another warehouse** and pick that warehouse's bins too — one bin across all of them is primary. On-hand at the register is summed across the chosen bins, whichever warehouse they are in. When your store allows negative stock, each sale is deducted from the primary bin; when it doesn't, the sale automatically spreads the deduction across the location's bins (primary first), so a sale the combined total covers is never blocked. Refunds always restock the primary bin of the location where the item was sold. If you leave a location

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unconfigured, it falls back to its store's default inventory location. (Warehouses must first be linked to the store in the Inventory module.)

Catalogue & appearance

- **Price Level** — which price list the register uses (defaults to the same as your website).
- **Product Statuses** — which product statuses cashiers can find (default: Sellable + Active).
- **POS Categories** — limit search to certain categories (empty = all).
- **Maximum Search Results** — tune for catalogue size (default 200).
- **Image Tags** — which gallery images show in the product detail view.
- **Quick Key SKUs** — up to 24 one-tap product buttons.
- **Receipt Header / Footer** — custom text top and bottom of the receipt (footer defaults to *"Thank you for your business!"*), in the **Receipt** panel. Everything else about the receipt — which pieces print, in what order, how they look, and the receipt printer logo — is set in the **Receipt Designer** (section 14).

Tipping & cash drawer

- **Enable Tipping** (off) and **Tip Presets** (default 15, 18, 20%).
- **Enable Drawer Kick** (off), **Drawer Agent URL**, and **Auto-kick on cash sales** (on) — these drive the Windows drawer helper. On a Mac the drawer is opened by the receipt printer's driver instead. See the Setup Guide for the drawer hardware.

Screen lock & PIN

Under **POS → Settings → Screen Lock & PIN**, turn on a screen lock for shared or unattended terminals. It's off by default and applies only to the POS roles you pick; it never affects any other admin login. See section 1 for what the cashier sees.

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Setting	Default	What it does
Enable screen lock & PIN unlock	Off	Master switch. Off = the terminal never locks and no PIN is asked.
Idle timeout (seconds)	300	Lock after this long with no activity (0 = off). 300 = 5 minutes.
Re-lock interval (seconds)	0 (off)	Re-lock this long after each unlock regardless of activity — good for locking between customers. Held back while a sale is in progress.
Minimum PIN length	4	Fewest digits a cashier's PIN may have.
PIN rotation (days)	90	Make staff choose a new PIN this often (0 = never).
Max unlock attempts	5	Wrong PINs in a row before the terminal signs the cashier out and needs a full login.
Roles the lock applies to	Cashier, Manager, Admin	Which POS roles get the screen lock.

Cashiers set their own PIN the first time the lock applies to them — there's no shared PIN to hand out. The lock is enforced on the server, so a locked terminal genuinely can't ring up a sale until it's unlocked.

Staff & store access

Under **POS → Staff & Store Access**, give each employee a POS role and (in multi-store setups) the stores they can work at plus a home store:

Role	Can do
POS Cashier	Ring up sales and take payment.
POS Manager	Everything a cashier can, plus void sales, approve oversells, and view reports & analytics.
POS Admin	Everything a manager can, plus manage card readers, settings, and staff access.

A role change takes effect the next time that person signs in to the register. Someone with no role has no register access.

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14. Receipt Designer

The **Receipt Designer** decides what your sale and refund receipts print, in what order, and how they look. Open it in the back office under **Point of Sale → Receipt Designer** (`/admin/POS/admin/receiptLayout/index`). It needs the **POS Admin** role, the same as POS Settings, because a layout changes what registers print.

Each saved design is a **layout**. The **default** layout of each kind (sale or refund) is what every register prints with. A station can be given a different layout, and the paper it prints on, in **Point of Sale → Stations** (see *Stations using a layout* below).

The layouts list

The page has two panels, **Sale receipts** and **Refund receipts**, each with a button to start a new layout: **+ New receipt layout** and **+ New refund layout**. A new layout starts from the Standard arrangement. Each panel lists its layouts:

Column	What it shows
Layout	The layout's name (click it to open the layout) and what it is for.
Paper	The paper the layout is designed for, for example *80mm roll* or *Letter*.
Default	A **Default** badge on the layout every register prints unless its station has another.
Status	**Active**, or **Retired** for a layout taken out of use.
Stations using it	How many stations chose this layout. Hover to see their names; click the number to open Stations filtered to them, in a new tab.
Actions	**Edit** (**View** on a built-in layout), **Duplicate**, **Make default**, and **Delete**. The default layout has no Make default or Delete, and a built-in layout can never be deleted.

The Receipt Designer comes with three layouts of each kind:

- **Indition basic receipt** / **Indition basic refund receipt** — the receipts your registers have always printed. They are built in, and they start as the defaults, so installing the Receipt Designer changes nothing your customers see.
- **Standard sale receipt** / **Standard refund receipt** — a clean designed receipt with your logo, the customer's details and a bar code (the refund one adds the REFUND stamp and what came back).
- **Full page receipt** / **Full page refund receipt** — for a register that prints on Letter paper.

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The built-in Indition basic receipts

Click **View** to open one. The preview on the right is exactly what prints. A built-in receipt can't be changed or deleted, and it prints no logo. Three settings that belong to your printer rather than to the receipt can still be set on it:

- **Paper** — the roll the preview and a test print use (58mm, 76mm, 80mm or 112mm). Each register still prints on its own station's paper.
- **Inner margin** — top, right, bottom and left, in mm. Leave a side blank to print it exactly as today (the gray number shows what that is).
- **Printer alignment** — **Move right** and **Move down**, in mm.

Click **Save paper, margin and alignment** to keep them. The inner margin and alignment change only the printed copy; the emailed and online copies stay as they are. To change anything else, click **Duplicate**: the copy is an ordinary layout with its pieces set up to look like the built-in receipt, and everything on it can be changed. **Make default** (shown when it isn't the default) makes a built-in receipt the default again.

Designing a layout

Click **Edit** or the name of a layout you made, or one of the **+ New** buttons. The controls are on the left. The **Live preview** on the right redraws as you work, at the real width of the paper and with the same code the register prints with, so what you see is what prints.

Layout

- **Layout name** and **What is it for?** (for example *Front counter, 80mm printer*).
- **Use this layout by default** (Yes/No) — every register prints this kind of receipt with the default layout unless its station has been given another. Only one layout of each kind can be the default.
- **Available to stations** (Yes/No) — No retires the layout without deleting it. The default is always available.

1. What goes on the receipt

A receipt is built from **pieces** placed in **rows**. Drag a piece to where you want it. Anything in **Not on the receipt** doesn't print: drag a piece there, or click the **×** on it, to take it off, and click the **+** on a piece there to add it back on a row of its own at the bottom. (The buttons also work on a tablet, where dragging doesn't.) **+ Add a row** adds an empty row. Each row has its own controls:

- **▲** / **▼** move the row up or down, and **×** removes it (its pieces go back to *Not on the receipt*).
- How the row is spread: **Left**, **Center**, **Right**, **Ends** or **Spread**. Two pieces in a row set to **Ends** put one on the left and one on the right — the invoice number and the date, say.
- A rule above the row: **No line**, **Thin line above**, **Thick line above**, **Dashed line above** or **Dotted line above**.

Sections such as **Items** and **Totals** always take a row of their own. A piece with nothing to print on a particular sale — no email on file, no exchange — is left off, together with its row and the line above it.

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Group	Pieces
Store	Logo, Store Name, Store Address, Store Phone, Header Text and Footer Text (the *Receipt Header* and *Receipt Footer* from POS Settings), Questions Line (*"Questions?"* and the store's phone number)
Your own text	Title (for example SALES RECEIPT), Custom Text 1, 2 and 3 (a return policy, opening hours, a website address)
The sale	Invoice Number, Date and Time, Cashier, Customer Name (*Guest* on a walk-in sale), Customer Address, Customer Phone, Customer Email, Sale Note, PAID Stamp
Sections	Items, Totals, Payments, Exchange, Gift Cards Sold
Codes	Bar Code (the invoice number, for scanning a return), QR Code (opens the receipt online; left out of emails, which carry a link instead)
Refund receipts	REFUND Stamp, Refund Number, Original Sale, Returned Items, Refund Totals, Refund Details — plus the store, own-text, date, customer and code pieces above

Piece settings

Under the rows, **Piece settings** lists every piece on the receipt with what can be set on it. Leave a size blank to use the base text size.

- **Text pieces**: **Text** (on the Title, Questions Line and Custom Text pieces), **Size (pt)**, **Bold**, **Upper case**, and their own **Font**.
- **Label-and-value pieces** (Invoice Number, Cashier, Customer Name and so on): **Label**, **Hide label**, **Size (pt)**, **Bold value**, **Upper case**, and **Label left, value right**.
- **Sections**: **Size (pt)** and **Bold**, plus their own switches. **Items** has **Item number**, **Serial numbers**, **Original price**, **Discount**, **Unit price**, **Qty / Item / Unit / Total columns** and **Lines between items**; **Totals** has **Line above the total**; **Payments** has **PAYMENT heading**, **Method on its own line** and **Line above Tendered (split payments)**. The refund sections have the same kind of switches.
- **Stamps** (PAID, REFUND): the **Word**, **Size (pt)**, and **Style** — **Box**, or **Rounded, with a tick**.
- **Logo**: **Height (mm)**. **Bar Code**: **Height (mm)** and **Number under the bars**. **QR Code**: **Size (mm)**.

2. Text and spacing

Font (Arial / Helvetica is the clearest on thermal paper; Courier; Menlo / Consolas, the Indition basic receipt's font; Georgia / Times), **Base text size (pt)** (9pt suits most 80mm printers; try 8pt on 58mm paper), and **Space between rows (mm)**. Sections **3. Inner margin** and **4. Printer alignment** are described below.

The live preview

- **Zoom**: **Fit to width**, **Actual size**, **125%** or **150%**.

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- **Designed for**: the paper the layout is laid out for; it shows in the list's Paper column. The preview shows the whole width of the paper, with the strips at each side that the printer can't reach shaded.
- **Preview with**: a sample sale — *A typical sale (three items, card)*, *A short sale (one item, cash)* or *A long sale (long names, split payment, gift card)* — or type a number into **Or a real sale number** (for example `POS-20260926-004512`) to check your longest item names. Refund layouts preview a sample refund or a real refund number. A few facts only the register knows, such as the card authorization code and the cashier's note, print only on the copy made at the sale.

At the bottom are **Cancel**, **Test print** and **Save layout**. Registers using the layout print with it from their next receipt. If you try to leave with unsaved changes, the page asks first.

Duplicating a layout

Duplicate (in the list, or on a built-in layout's page) makes a copy named *"… (copy)"* and opens it in the designer. A copy is never the default, so your changes don't reach the registers until you make it the default or give it to a station.

Choosing the default

Click **Make default** in the list (or on a built-in layout's page), or set **Use this layout by default** to Yes and save. There is always exactly one default of each kind; making one layout the default takes it from the other. The default can't be retired or deleted — make another layout the default first.

Retiring or deleting a layout

Set **Available to stations** to No to retire a layout. It stays in the list as **Retired**, and a station that was set to it prints the default layout instead. **Delete** removes a layout you made; the list asks first and says how many stations print with it, and those stations go back to the default layout.

Paper and printable width

A receipt printer's head doesn't reach the edges of the roll, so it prints a narrower strip than the paper:

Paper	Printed width	Typical printer
58mm roll (2 1/4")	48mm	Small thermal printers and most mobile printers
76mm roll (3")	64mm	Impact (ink ribbon) printers and kitchen printers
80mm roll (3 1/8")	72mm	The standard thermal receipt printer
112mm roll (4 3/8")	104mm	Wide thermal printers
Letter (8 1/2" x 11")	The page, inside a 3/4" margin	An ordinary office printer

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Receipts are laid out at the printed width, so nothing is lost off the right-hand side. Each register prints on the paper set for its station, whatever paper a layout was designed for. The built-in Indition basic receipts are roll receipts: a station set to Letter prints them as the 80mm receipt.

The end mark. Every roll receipt ends with a tiny 1mm mark, 12mm below the last line. Printer drivers trim the blank paper off the end of a receipt, which can leave the last lines short of the cutter; the mark makes the printer feed the whole receipt past the cutter first, so the cut never goes through the bar code. It is only on the printed copy, never on screen or in the PDF.

Inner margin and printer alignment

3. Inner margin is white space kept clear inside the edge of the paper, each side on its own: **Top**, **Right**, **Bottom** and **Left**, in mm (up to 25). Leave a side blank for the paper's usual margin, shown in gray. Thermal printers drift by a fraction of a millimeter, so a little margin stops text touching the edge; give the side yours drifts toward more room than the rest.

4. Printer alignment is only needed if your printer puts everything slightly off. Print one receipt, measure how far out it is, and nudge by that much: **Move right** (a negative number moves left) and **Move down** (a negative number moves up), in mm, up to 20 either way. It moves what is printed, never the paper size.

Both settings change only the printed copy (and the preview and test print); the emailed, online and PDF copies are not affected.

Test print

Test print opens the receipt in a new tab and brings up the print dialog; choose the receipt printer there. It prints exactly what the preview shows — the layout as it is on screen, unsaved changes included, on the paper chosen above — and it saves nothing, so trying a change never reaches the registers. Do a test print on each kind of printer your stores use.

Manage Logos (the receipt printer logo)

A receipt printer prints black dots only, so a color or gray website logo comes out speckled, and a picture is blurred on its way to the printer's 203dpi. So the receipt printer has its own logo, kept apart from your website logo. Click **Manage Logos** at the top right of the Receipt Designer (or the *Manage Logos* link in a layout's Logo note) to open **Receipt printer logos**:

- **One logo for every store location.** Drag a file onto the drop area, or click it to choose one. The logo is shown in black and white, as the receipt printer prints it. Drop a new file to replace it, or click **Remove**.
- **A logo per store location.** With more than one store location, switch **Set different logos for each location** to Yes: each location gets its own drop area, and a location without one prints the **Shared logo - for any location without its own**. The store locations are the ones in Store Management.
- **Use the same logos in POS and Service & Repair** (Yes/No, shown when Service & Repair is installed) keeps one set of receipt logos for both: a change in either module changes the other's too. Turning it on

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copies these logos to Service & Repair.

Changes save as soon as you make them; click **Done** to close. The best file is an **SVG** of your logo in solid black on a white or transparent background — it prints as sharp as the text. A **PNG** is also accepted, ideally at least 1,000 pixels wide (one under 300 pixels wide is refused). JPG is not accepted, and a file can be up to 2 MB. Uploaded SVGs are cleaned of scripts and outside links.

> **Where the logo prints.** The receipt printer logo prints on roll receipts from layouts that include the **Logo** piece. The emailed, online and PDF copies, and Letter pages, print the store location's website logo instead (the logo on the location's page in Store Management, or your site logo). With no receipt printer logo, the Logo piece prints nothing and the receipt starts with its next row, usually the store name. The built-in Indition basic receipts print no logo: to print one, duplicate the receipt and add the Logo piece.

Stations using a layout

Each register prints on its own paper and can use its own layouts. Set them in **Point of Sale → Stations**. The **Receipt Printing** column shows each station's paper and sale layout (for example *80mm roll · Default layout*); click it to open **Receipt printing** for that station:

- **Paper this register prints on** — the width of the roll in that counter's receipt printer, or Letter for an office printer.
- **Sale receipt layout** and **Refund receipt layout** — *The default layout*, or any active layout of that kind.

Click **Save**. The Stations list can be filtered by paper and by layout, and the Receipt Designer's **Stations using it** column opens the stations that use a layout.

> **Which copy uses which layout.** The receipt a register prints uses its station's layout and paper. The emailed receipt, the PDF and the online copy (the link in a text or email) always use the default layout.

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15. Keyboard shortcut card

Key	Action	Key	Action
`F1`	New order	`F7`	Hold current order
`F2`	Customer tab	`F8`	Recall held order
`F3`	Product search	`F9`	Find previous order (refund)
`F4`	Pay	`F10`	Work orders (Service & Repair)
`F5`	Discount	`Del`	Void selected item
`F6`	Order note	`Esc`	Close / cancel
`Enter` Search / confirm / complete payment		`↑` `↓` Move through search results	

> **Tip:** The barcode scanner works on any screen with the Products tab open — there's no need to click the search box first.

© Indition. For setup and hardware, see the *Point of Sale Setup Guide*. Need help? support@indition.com

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